

for school administrators on issues affecting the financial aid community

# accessupdate



## There's Still Time to Register for the Access Group 2008 Conference



**Thursday, Friday and Saturday  
November 20 through  
Saturday, November 22, 2008**  
Sheraton Wild Horse Pass Resort  
Chandler, Arizona

### Registration Deadline Extended!

Good news! With space still available for the 2008 Access Group Conference, we're accepting registrations beyond the regular deadline of October 15, 2008. So, there's still time to register with no additional charges.

Sign up today at [www.accessgroup.org/conf2008](http://www.accessgroup.org/conf2008) so you can join your colleagues and take advantage of everything the conference program has to offer. Enjoy our keynote speakers and learn about the new military benefits, expanded repayment options including income-based repayment, extended repayment and public service loan forgiveness programs as well as options for international students and students with problem immigration status. **Remember, you must register at the hotel by October 24, to receive the special conference room rate.**

### Already Registered and Ready to Go?

Thank you! We're glad you're able to attend this year's conference.

To keep you informed and help you prepare for the conference, we've put together some reminders, conference program updates and other news in a preconference edition of the "News of the Day." Watch for this special edition coming your way by e-mail in the next few weeks.

## CampusDoor® Ends Contract with Access Group Effective October 31, 2008

CampusDoor has informed us that they will no longer accept private loan applications from Access Group borrowers after October 31, 2008. Through the October 31 cut-off date, CampusDoor will continue to consider all applications for approval as they are received. In addition, CampusDoor remains committed to funding all approved applications; however, as previously announced, all final disbursements must be completed by January 31, 2009.

We hope our ability to provide access to private loans during this challenging time has been helpful. Please be assured that we are exploring other private loan funding options for the future.

For more information, please contact your Access Group account executive at 800-227-2151 or CampusDoor at 866-912-3326.

### Access Group Offers Webinar for Students

As part of our on-going WiseBorrower® education program, we invite borrowers entering repayment on their Federal Stafford Loans this fall to participate in a Webinar presented by Jeff Hanson, Access Group's director of borrower education services. This live presentation provides information to help borrowers decide which repayment plan is best for them. And, participants can submit questions to be answered during the presentation.

#### "Choosing the Repayment Plan That's Right for You"

Tuesday, October 28, 2008  
7:00 p.m. – 8:30 p.m. ET  
Borrowers can register for this Webinar at [AccessGroup.Org](http://AccessGroup.Org).

This Webinar also will be recorded for borrowers unable to attend or those who want to listen to it again.

## In This Issue – Meet Your School Services Team!

# School Services and Sales: A Strong Team to Serve Your Needs

Every day, Access Group's School Services and Sales team of experienced, knowledgeable professionals strives to deliver an outstanding level of service to our school customers. This dedicated group works diligently to support you in your efforts to assist, educate and guide students through the financial aid process.

According to **Tim Balfour**, vice president of school services and sales, "I am continually impressed by the level of commitment that our school services and sales staff have for our customers. As management, we never need to remind this team to put the customer first, because they always do."

Each school has a dedicated internal and external account executive. You can rely on your Access Group **external account executive** for training and product updates, as well as on-campus visits to conduct educational presentations and workshops to students and staff. You can depend on your **internal account executive** to support your office by helping coordinate loan processing and operational functions with the school, in addition to answering questions and explaining our

loan programs. They are also the voices on the Access Group toll-free phone line that directly connects your office to ours.

The external account executive team is overseen by three regional directors: **Kim Siwarski**, EASFAA; **Jocelyn Dangler**, SASFAA & SWASFAA; and **Tom Ramaeker**, MASFAA, RMASFAA & WASFAA.

The internal account executive team is overseen by director **Amy Manfredi** and manager **Kevin Allen**.

**Sue Ledwell** continues to serve as director of client development, with responsibility for overseeing our Need Access® service, in addition to recently assuming the role of external account executive.

Chart is color coded by regional association

**EASFAA** ■ **RMASFAA** ■ **SWASFAA** ■  
**MASFAA** ■ **SASFAA** ■ **WASFAA** ■

Area Served	Internal Account Executive	Extension	External Account Executive	Extension
NY (NYSFAAA regions 5 & 6)	Theresa Lawson	4131	Jennifer Trauman	4009
NY(Long Island)	Theresa Lawson	4131	Tim O'Donnell	6873
MA ME NH RI VT	Joanne Saulsbury	4178	Lori Moore	4097
NY (NYSFAAA regions 1 – 4 & 8)	Ann Durandetta	4085	Tim O'Donnell	6873
CT	Joanne Saulsbury	4178	Tim O'Donnell	6873
DC DE MD NJ PA	Ann Durandetta	4085	Sue Ledwell	4141
IA IL MO	Allison Russell	4271	Jonathan Dela Cruz	6879
MI OH WV	Kristie Howie	4156	Arnold Head	4079
IN	Kristie Howie	4156	Jonathan Dela Cruz	6879
WI	Jamie Rocke	4167	Arnold Head	4079
MN	Jamie Rocke	4167	Jonathan Dela Cruz	6879
NE KS	Jamie Rocke	4167	Tom Ramaeker	4217
CO MT ND SD UT WY	Jamie Rocke	4167	Dana Mignogna	6491
KY NC TN VA	Lisa Ciritella	4129	Sherwin Hibbets	4262
AL GA SC	Lisa Ciritella	4129	Arnold Head	4079
FL	Lisa Ciritella	4129	Andy Marrero	4407
PR	Ann Durandetta	4085	Andy Marrero	4407
MS	Lisa Ciritella	4129	Robert Hogeda	6878
AR LA NM OK TX	Jamie Rocke	4167	Robert Hogeda	6878
AZ HI Southern CA (Orange County and San Diego)	Charles Stappenbeck	4130	Giovanna JoAnn Iaffaldano	6850
AK ID OR WA CA (Northern California)	Megan Harder	4050	Dana Mignogna	6491
NV Southern CA (LA and Inland Empire area)	Charles Stappenbeck	4130	Sheryl Reinschmidt	6492

## External Account Executives



**Tim Balfour**  
Vice President, School  
Services and Sales



**Jocelyn Dangler**  
Regional Director



**Kim Siwarski**  
Regional Director



**Tom Ramaeker**  
Regional Director



**Jonathan  
Dela Cruz**  
Account Executive



**Arnold Head**  
Account Executive



**Sherwin Hibbets**  
Account Executive



**Robert Hogeda**  
Account Executive



**Sue Ledwell**  
Account Executive



**Andy Marrero**  
Account Executive



**Dana Mignogna**  
Account Executive



**Lori Moore**  
Account Executive



**Tim O'Donnell**  
Account Executive



**Sheryl  
Reinschmidt**  
Account Executive



**Jennifer Trauman**  
Account Executive



**Giovanna JoAnn  
Iaffaldano**  
Account Executive

## Internal Account Executives



**Amy Manfredi**  
Director  
School Services



**Kevin Allen**  
Manager  
School Services



**Lisa Cirtella**  
Account Executive



**Ann Durandetta**  
Account Executive



**Megan Harder**  
Account Executive



**Kristie Howie**  
Account Executive



**Theresa Lawson**  
Account Executive



**Jamie Roche**  
Account Executive



**Allison Russell**  
Account Executive



**Joanne Saulsbury**  
Account Executive



**Charles  
Stappenbeck**  
Account Executive

**Need Access<sup>®</sup>  
Financial Aid  
Service**

Exclusive need analysis  
service for graduate and  
professional schools



**Registration is open through November 1, 2008**

**Don't delay!** Join the growing number of schools using Need Access.

To learn more about how Need Access can streamline and transform your need analysis process, go to [www.accessgroup.org/needaccess](http://www.accessgroup.org/needaccess) or contact your account executive at 800-227-2151.

**Access Group, Inc.**

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Wilmington, DE  
19803-0430

**Toll-free lines:**

**School Services**  
800-227-2151  
800-449-8204 (fax)

**Customer Contact Center**  
800-282-1550

**AccessGroup.Org**  
**NeedAccess.Org**

**Need Access<sup>®</sup>**  
**Technical Assistance**  
800-282-1550, ext. 6457

**Access Group**  
**Federal Stafford Loans**  
**Federal PLUS Loans**  
**Lender Code: 808851**

*To subscribe to this newsletter, e-mail  
your name and your school's name  
to your internal account executive or  
to [schoolservices@accessgroup.org](mailto:schoolservices@accessgroup.org).*



*We help students  
become wiser  
borrowers.*

