



Professional of the Year College Assist Staff Member Honored by CAFAA

Haley Majewski of College Assist's Client Services has been honored by the Colorado Association of Financial Aid Administrators (CAFAA) with the 2006 Service Organization Sector Professional of the Year

award. Haley has been with College Assist for three years, playing a key role in making sure the loan process operates smoothly between schools and College Assist, as well as coordinating lender relations.

Last year, Haley's interaction with financial aid offices focused largely on helping them convert to the new campus-wide SCT Banner software system. Her invaluable contributions to the Banner transition combined with her involvement in CAFAA earned her the gratitude and kudos of both colleagues and school customers.

"I received a lot of nominations for Haley," said Linda Crook, Financial Aid Director at Red Rock Community College and 2006 CAFAA President.

Thad Spaulding, associate director of financial aid at Arapahoe Community College, was one of Haley's

nominators. "She has been a real life-saver for us...I'm very impressed with Haley's professionalism and willingness to help with anything we might need as a school. Haley is simply quite remarkable and worthy of our praise," Spaulding said.

The prestigious CAFAA award is given to a member employed by an agency or business other than a school who "has made significant contribution(s) to their institution and has been actively involved in CAFAA." In addition to her full-time work with College Assist, Haley participated last year on CAFAA's Conference Committee and Professional Development Committee, and helped plan the February 2007 College Goal Sunday.

"Although I see Haley's commitment to schools every day through her actions, I couldn't be more proud of her tireless efforts during the Banner conversion process (during the first week of August no less!)," said Lori Gloer, associate director of loan guarantee operations, client and disbursement services. "She has taken 'other duties as assigned' to a new level and truly embraces excellence in customer service."

Did you know...

According to the National Center for Education Statistics, in the 2004-05 academic year about 2.3 million degrees were awarded by four-year Title IV postsecondary institutions. Two-year institutions awarded approximately 557,000 degrees. Of the 6,600 Title IV institutions in the U.S., 40 percent are four-year; 34 percent are two-year; 26 percent are less than two-year.

Snow Business



Blizzard '06 will hold a firm place in our collective memory for a long time to come – the shoveling, the slogging, the cold. The growing banks of icy snow that completely shut

down business and recreation. Although the College Assist offices closed for more than a day to accommodate staff

and safety concerns, we also realized that disbursements needed to be made and financial aid processing still needed tending to. Many of our staff worked remotely and some even braved hazardous traveling conditions – literally trudging through the snow – to provide uninterrupted service to schools and borrowers. Our associates did everything possible to deliver the level of customer service clients have come to expect. We're proud to recognize these individuals and thank them for their dedication:

Judy Anderson, Disbursements
Don Bailey, Manager, College Assist Corporate Technology
Johnnie Bertsch, Production scheduler
Sharon Teppert, Computer operator supervisor
Luke Rabbe, Technology support



Scenes of Denver during December's record-breaking snow storm. Photos by Jim Gregg, College Assist Guarantee Services.



Work-Life Balance continued from page 5...

I first learned about the power of microactions when I used the concept to help my patients make dramatic alterations in their lifestyles. As the director of the Hypertension Research Center at the University of Colorado Health Sciences Center I prescribed exercise for all my patients who wanted to lose weight. I remember one woman who hated to exercise. I honestly think she would rather wire her jaw shut or eat a strict diet of earthworms. At each visit I instructed her to walk for 30 minutes each day, and at each return visit she confessed she had not exercised at all. We tried every behavior modification trick in the book, but no amount of punishment or reward could get her to comply.

So I tried a microaction. I asked her if she could simply get dressed to exercise three times a week. She looked at me as though I was radioactive. "What a worthless thing to do! Let me get this straight. I am supposed to just get dressed to exercise? A sweat shirt will not burn any calories!"

I agreed but replied, "Just this week. Humor me."

At her next visit I asked her if she had tried the "just get

dressed" prescription.

"Yes I did."

"Great! Now I want you to add one minute of walking."

She interrupted me with a crafty grin. "I walked for thirty minutes three times this week."

"But I gave you strict instructions not to."

She laughed. "I felt so stupid standing there, all dressed up with no place to go, that I decided to walk just a little. Five blocks from home I discovered that exercise is not so bad. My neighbor joined me and now between the verbal venting and the hiking I come back feeling wonderful."

What do you want to change? Whether it is getting more organized at work or cutting back on eating potato chips, think of the tiniest microactions and give it a whirl. You may find yourself moving from "gonna do" to "follow through."

Reprinted with permission. Copyright 2005. All rights reserved by Mary LoVerde.