

Well-Deserved Retirement for College Assist Friend and Colleague

Having held positions in everything from loan operations to technical support, and having worked with everyone



from defaulted borrowers and collections vendors to her current role in Loan Guarantee Operations and Customer Service, long-time College Assist associate Kay Akins retired at the end of May. Her presence with the agency will be missed, but Kay's

legacy of friendship, support and most importantly, excellence in service, is secure within the College Assist culture.

“When I asked Kay to lead the customer team as supervisor, I told her I wanted her to create clones so we'd have a team of Kays. If I could bottle her natural ability and sell it, I'd be retiring with her,” said Lori Gloer, associate director of loan guarantee operations, client and disbursement services. “If you have read *The Fred Factor*, you'll understand when I say that Kay is our 'Fred.' She has been a terrific mentor and role model, and it's a tribute to her efforts to see the growth opportunities she has created for current and former staff.”

Schools and lenders throughout the Colorado financial aid community have known Kay for her expertise and can-do approach, with a breadth of knowledge that comes only from wearing many different hats during her career. Currently she is a supervisor of Loan Guarantee Operations and Customer Service, a job that allows her to share her wisdom with students as well as financial aid professionals.

“There are two things I'll miss most about working with financial aid professionals...their sense of purpose and their sense of humor,” said Kay. “Financial aid professionals are the ones who really make higher education attainable for students. They take on this fast-paced and sometimes stressful job. Yet, they manage to maintain focus and a sense of humor.”

True to her nature, Kay has a dynamic set of activities already planned for her retirement. Of course, she'll be spending time with family, and she'll also be pursuing hobbies such as landscape gardening, family history research and camping. Add to that her teenage granddaughters, and Kay sees “a lot of girls' day out potential.”

At College Assist, we delight at the opportunity to celebrate success in our associates, and nothing delights us more than to thank Kay for all she has contributed to us in the past decade and a half. We wish her much happiness and fulfillment as she sets forth on her new journey.

“I want the school community to know that I'll miss each of them. They've added a richness to my life. I hope that I've made their jobs and their lives a little easier. They're not just customers, they're friends,” said Kay.

Did you know...

Approximately 5.4 million borrowers take out subsidized Stafford loans every year; the average loan is \$3,074; and the total amount of money disbursed annually is \$28.8 billion. The average Pell Grant is \$2,354, valued at a total of \$12.68 billion disbursed annually. *Source: The Wall Street Journal/WSJ.com*