

## Our Super Staff

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# Expanding Client Relations Team Ready for Action

College Assist has added three new regional directors to its roster of staff experts. As with all of our client relations staff, they will work directly with schools and lenders on everything from loan processing guidance to systems assistance and default prevention training. By way of introduction to our customers, we decided to have some fun by asking each of them the same question:

*If you could be any superhero or movie action hero, who would you choose, and why?*



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### Dan Whitaker, Regional Director

**Region: MASFAA (Midwest)**

Dan has been in financial aid most of the time since he began as a graduate assistant in 1982, spanning more than 20 years (“Wow! That’s a big number,” he says.) Prior to joining College Assist, he was a regional business development manager for Nelnet.

*Action hero: Jason Bourne*

“The Matt Damon character from the Bourne series (“The Bourne Supremacy,” etc.). is a smart guy, can think on his feet and never makes a wrong decision,” says Dan. “And, he gets to be in the middle of the action all the time. It doesn’t get much better than that, does it?”

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### Randy Hawkins, Regional Director

**Region: WASFAA (California, Nevada and Arizona)**

Randy has been in financial aid for almost exactly 20 years. His positions have included regional manager for FinanSure Student Loans, western regional manager for SunTrust Educational Loans, account representative for USA Funds and financial aid director for Vanguard University.



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*Action hero: The nameless character played by Clint Eastwood in “The Outlaw Josey Wales”*

“The character is a survivor and shows a quiet determination to overcome all obstacles put in front of him,” says Randy. “He has an inner strength combined with strong loyalty and never complains, blames others or wonders why life has been unfair to him. He just deals with what is in front of him in a quick and decisive manner.”



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**Larry Coles, Regional Director**

**Region: SASFAA (Southeast U.S.)**

Larry has been in the education finance services industry for more than 20 years. Most recently he served as vice president of sales at Urban Ed Express, a student loan company in Bethesda, Maryland. He has worked on the lender, guarantor and school sides of financial aid with

several companies including The College Board, Wells Fargo Bank, Georgia Student Finance Commission, Brown University, and Franklin and Marshall College.

*Superhero: Shape-shifter*

“I would like to be one of those superheroes that can change their appearance, like from a car to a man to other things,” says Larry. “The reason I would be that figure is so I can morph, change and adapt to the times and changes in our current industry.”

**did you know?**

Private student loan borrowers are disproportionately dependent students: 67 percent are considered dependent, compared with 49 percent of other undergraduates. As a result, private loan borrowers, with an average age of 23.5 years, are younger than other undergraduates. Undergraduates who did not take out loans have an average age of 26.6 years.

*Source: American Council on Education, Who Borrows Private Student Loans, August 2007.*

**fall financial aid training**

This fall, College Assist will again offer its free, four-part workshop series. The workshops cover the financial aid processes from the FAFSA through withdrawal and graduation. The workshops are geared toward new financial aid professionals, those who are new to a portion of the process, or those who would like a refresher of the basics. Workshops 1 and 2 have been designed as an introduction to the financial aid basics from the FAFSA through award notification. Workshops 3 and 4 have been designed for the financial aid professional who has a solid knowledge base of the topics offered in the Workshops 1 and 2 and cover the financial aid process from loan certification through the return of funds. We recommend participants plan to attend both sets of workshops to follow the workflow processes to completion. However, one-day registrations are accepted.

College Assist training is provided at no cost to participants. A continental breakfast is provided, and participants are responsible for their own lunches.

**Workshop 1: November 6, 2008**

*From FAFSA to completed SIR*

**Workshop 2: November 7, 2008**

*Needs analysis to award letter*

**Workshop 3: November 20, 2008**

*Loan certification to disbursement*

**Workshop 4: November 21, 2008**

*Withdrawal to return of funds*

For more information, visit [www.college-assist.com](http://www.college-assist.com). Choose “Scheduled Trainings” from the Compliance & Training link on the Schools menu, or contact Compliance and Training Officer Julia Alexander at [julia.alexander@college-assist.com](mailto:julia.alexander@college-assist.com).