



*charting a new course*  
**TASFAA FALL CONFERENCE**  
**2010**

2010

*Conference Program*

Galveston, TX  
October 6-8, 2010

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# President's Message

October 6, 2010

Dear Colleagues and Partners,

Welcome to the 2010 Fall Conference in beautiful Galveston, Texas. Hopefully you experienced smooth sailing getting to our great conference and are ready for a fun informative week! Please use this week to reconnect with friends you only get to see at TASFAA conferences and relax and soak in the knowledge being shared in our great sessions.

This year has held more changes based on new laws. Our theme of "Charting a New Course" is very fitting to the current changes we have all been embracing. As we all work Direct Loans and try to award two Pells for an academic year, we need to embrace change and be willing to do our jobs new ways. With an open mind we have no limits!

I would like to take a moment to thank Anne Walker – Fall Conference Chair and her committee for all of their hard work on our conference. Please help me let Anne and the committee know how much we all appreciate them. As you see people with the conference committee on their name tags please take a moment to say thank you for all of their hard work.

Last but not least I would like to extend a personal thank you for allowing me to serve as your president this year. It has been an experience that I will treasure for years to come. When I started in this business many years ago I had the pleasure of attending the NAOW at St Mary's University. When I met the trainers, the board and the President I did not think I would ever learn all I needed to know about financial aid. Now as I look back, it is very humbling to be able to have served as TASFAA President!

Have fun this week and thank you for your prayers and support.

Carolyn J. Jones

# **Keynote Speaker**



**Tamra Wiley Lewis**

**Founder & Principal Facilitator**

**TRB & Associates**

**The Motivational Company**

- **Nationally recognized motivational speaker, trainer and business management consultant.**
  - **15+ yeas relevant industry experience.**
  - **20+ years developing and facilitating workshop course content.**

**Mrs. Lewis is a graduate of Prairie View A&M University and represented the City of Prairie View, Texas, in the 1978 Miss Texas Pageant as**

**Miss Prairie View, Texas (1978-1979).**

**Since TRB's inception in 1992, Mrs. Lewis has developed over 50 professional workshops that reinforce core competencies that are synonymous with success. A nationally-recognized motivational speaker, Mrs. Lewis has mentored over thousands of leaders, corporate executives, managers and support staff in diverse markets.**

**Mrs. Lewis is being sponsored by James Avery to provide the motivational program, "I am Captain of My Ship" in the Houston, Dallas and Atlanta communities.**



## **I am Captain of My Ship**

**I am Captain of My Ship is TRB & Associates' premier workshop. This workshop was developed with a multi-use format that speaks to all audiences. It has been adapted for use in many industries. Our clients consistently report positive outcomes in leadership, staff development and morale.**

**In this one-of-a kind workshop, our facilitator uses her personal experiences to introduce honest, thought-provoking dialogue that leads participants to develop unique solutions for daily obstacles.**

**Using the allegory of a ship at sea, participants learn how to establish a crew, pull up anchor and set sail while navigating the smooth seas and choppy waters as Captain of Your Ship!**

**Overview: I am Captain of My Ship stresses the importance of overall well being and correlates its relationship to good health and personal performance. The workshop focuses on helping participants identify the potential inhibitors and enablers to one's sense of well being.**

### **Competencies: Effective Communication**

**Delegation**

**Team Building**

**Stress Management**

**Conflict Resolution**

**Problem-solving**

**Change Management**

**Self Esteem**

# Conference Agenda

Tuesday, October 5, 2010

<b>Time</b>	<b>Session</b>	<b>Room</b>
<b>8AM-5PM</b>	<b>ABC Workshop</b> TASFAA Training Committee	<b>Hilton Crystal Ballroom</b>
<b>12PM-5PM</b>	<b>TASFAA Board Meeting</b>	<b>Hilton Tower Ballroom</b>
<b>1PM-5PM</b>	<b>Exhibitor Set Up</b>	<b>Convention Center Exhibit Hall</b>
<b>1PM-5PM</b>	<b>Registration</b>	<b>Convention Center Lobby</b>

Wednesday, October 6, 2010

<b>Time</b>	<b>Session</b>	<b>Room</b>
<b>8AM-10AM</b>	<b>Exhibitor Set Up</b>	<b>Convention Center Exhibit Hall</b>
<b>8AM-11AM</b>	<b>TASFAA Board Meeting</b>	<b>Hilton Tower Ballroom</b>
<b>8AM-12PM</b>	<b>ABC Workshop</b> TASFAA Training Committee	<b>Hilton Crystal Ballroom</b>
<b>8AM-12PM</b>	<b>ATLE Meeting</b>	<b>Harbor</b>
<b>8AM-5PM</b>	<b>Registration</b>	<b>Convention Center Lobby</b>

10AM-11:45AM	<b>Exhibit Hall Open</b> (ABC Attendees Only)	Convention Center Exhibit Hall
12PM-1:30PM	<b>Opening Luncheon &amp; Keynote Speaker</b> <i>Carolyn Jones – TASFAA</i> <i>Tamara Wiley Lewis</i>	Grand Ballroom
1:45PM-5PM	<b>Exhibit Hall Open</b>	Convention Center Exhibit Hall
1:45PM-3PM	<b><u>Breakout Sessions</u></b>	
	<b>Texas Higher Education Coordinating Board Private School Update</b> <i>Jane Caldwell – Director of Grants/Special Programs (THECB)</i> <i>Lyn Wheeler Kinyon – Assistant Director of Grant/Special Programs (THECB)</i>	Galleon I
	<b>High School Diploma Mills and Abuses of the Ability to Benefit Test</b> <i>Rick Renshaw – Executive District Director of Financial Aid and Scholarship Programs – Dallas County Community College District</i>	Galleon II
	<b>Management with Michael Scott: How to Become the “World’s Best Boss”</b> <i>Erika Cox – Assistant Director of Student Enrollment Services – University of Texas at San Antonio</i>	Galleon III
	<b>Professional Judgment</b> <i>Karen Krause – Executive Director of Financial Aid, Scholarships and Veteran’s Affairs – University of Texas at Arlington</i>	Yacht
	<b>Split Servicing – Tools and Strategies to Help Track and Manage Debt</b> <i>Tim Cameron – Meteor Project Manager</i>	Schooner
	<b>National Student Employment Week and Student Employee of the Year</b> <i>Wade Elkins – Job Locations &amp; Development Coordinator/ Financial Aid Advisor II – Texas A&amp;M University</i>	Clipper
3PM-3:30PM	<b>Break</b>	Convention Center Exhibit Hall
3:30PM-4:45PM	<b><u>Breakout Sessions</u></b>	
	<b>Texas Higher Education Coordinating Board Public School Update</b> <i>Jane Caldwell – Director of Grants/Special Programs (THECB)</i> <i>Lyn Wheeler Kinyon – Assistant Director of Grant/Special Programs (THECB)</i>	Galleon I

	<b>Direct Loan Servicing from the Servicer Prospective</b> <i>Don Bueher – Regional Director – Nelnet</i> <i>Dan Weigle – FedLoan Servicing (PHEAA)</i> <i>Brett Linqvist – Senior Vice President Marketing and Sales – Great Lakes</i> <i>Lou Murray – Regional Director - Nelnet</i>	<b>Galleon II</b>
	<b>Net Price Calculator: The Right Idea at the Right Time</b> <i>Robb Chavez – Educational Manager – College Board</i> <i>Anne Walker – Director of Student Financial Aid Services Rice University</i>	<b>Galleon III</b>
	<b>Excel Tips for Financial Aid Professionals</b> <i>Ed Turney – Associate Director – University of North Texas</i>	<b>Yacht</b>
	<b>Developing an Effective Call Center</b> <i>Christopher Murr, Ph.D – Director – Texas State University</i> <i>Anita Ford – Financial Aid Supervisor – Texas State University</i>	<b>Clipper</b>
	<b>Beyond Entrance and Exit Counseling – Top 10 Strategies to Consider</b> <i>Debbie Bradford – Consultant – School and Student Services – USA Funds</i>	<b>Schooner</b>
<b>5PM-6PM</b>	<b><u>Breakout Sessions</u></b>	
	<b>Banner Round Table Discussion</b>	<b>Galleon I</b>
	<b>PowerFAIDs Round Table Discussion</b>	<b>Galleon II</b>
	<b>PeopleSoft Round Table Discussion</b>	<b>Galleon III</b>
	<b>Datatel Round Table Discussion</b>	<b>Yacht</b>
	<b>Poise Round Table Discussion</b>	<b>Clipper</b>
<b>6PM</b>	<b>Dinner on Your Own</b>	



Thursday, October 7, 2010

Time	Session	Room
7:30AM-9AM	<b>Continental Breakfast</b>	<b>Grand Ballroom</b>
8:30 AM-11:45AM	<b>Exhibit Hall Open</b>	<b>Convention Center Exhibit Hall</b>
8AM-5PM	<b>Registration</b>	<b>Convention Center Lobby</b>
9AM-10:15AM	<b><u>Breakout Sessions</u></b>	
	<b>Texas Higher Education Coordinating Board Private School Update</b> <i>Jane Caldwell – Director of Grants/Special Programs (Texas Higher Education Coordinating Board)</i> <i>Lyn Wheeler Kinyon – Assistant Director of Grant/Special Programs (Texas Higher Education Coordinating Board)</i>	<b>Galleon I</b>
	<b>Direct Loan Servicing from the Servicer Prospective</b> <i>Don Bueher – Regional Director – Nelnet</i> <i>Dan Weigle – FedLoan Servicing (PHEAA)</i> <i>Brett Linquist – Senior Vice President Marketing and Sales – Great Lakes</i> <i>Lou Murray – Regional Director - Nelnet</i>	<b>Galleon II</b>
	<b>Two Pell Grants in an Award Year</b> <i>Trevor Summers – Training Officer – U.S. Department of Education</i>	<b>Galleon III</b>
	<b>Boots to Books: Best Practices for Administering Veteran’s Benefits</b> <i>Bridgette Ingram – Associate Director, Scholarships &amp; Financial Aid – Texas A&amp;M University</i>	<b>Yacht</b>
	<b>Joint Admissions Medical Program</b> <i>Harold Whitis –Executive Director of Financial Aid – Texas A&amp;M Health Sciences Center</i> <i>Shirley Banez – Associate Director, Financial Aid Scholarships – University of Texas at San Antonio</i> <i>B. Paul Hermesmeyer – JAMP Coordinator – Joint Admission Medical Program</i>	<b>Clipper</b>

10:15AM-10:45AM	<b>The Ins and Outs of Student Loan Repayment</b> <i>David Garza – Senior Policy and Legislative Liaison – TG</i> <i>Joe Braxton – Senior Default Aversion Consultant – TG</i>	Schooner
	<b>Break</b>	Convention Center Exhibit Hall
10:45AM-12PM	<b><u>Breakout Sessions</u></b>	
	<b>Texas Higher Education Coordinating Board Net Price Calculator</b> <i>Lois Hollis – Special Assistant to the Deputy Commissioner – Texas Higher Education Coordinating Board</i>	Galleon I
	<b>Seeking the Right Fit: Making the Most of Your Recruitment Resources</b> <i>Robb Chavez – Educational Manager – The College Board</i> <i>Anne Walker – Director of Student Financial Services – Rice University</i>	Galleon II
	<b>Direct Loan Servicing Update</b> <i>Trevor Summers – Training Officer – U.S. Department of Education</i>	Galleon III
	<b>Transitioning to a 3 Year Cohort-Default Rate</b> <i>David Garza – Senior Policy and Legislative Liaison – TG</i> <i>Joe Braxton – Senior Default Aversion Consultant – TG</i>	Yacht
	<b>Document Imaging Best Practices</b> <i>Heather Domeier – Associate Director of Systems – Rice University</i> <i>John Thomas – Director of Information Systems and Applications for Enrollment – Rice University</i> <i>Eddie Heard – Imaging Applications Manager – Rice University</i>	Clipper
	<b>Developing Student Learning Outcomes for Financial Aid</b> <i>Lisa Blazer – Assistant Vice President for Financial Aid and Enrollment Services – University of Texas at San Antonio</i>	Schooner
12PM-1:30PM	<b>TASF AA Luncheon and Business Meeting</b>	Grand Ballroom
1:45PM-3PM	<b><u>Breakout Sessions</u></b>	
	<b>PLUS vs. Private Loans: How to Decide</b> <i>PK Parehk – Director and General Manager – Discover Student Loans</i>	Galleon I

	<b>Notice of Proposed Rulemaking</b> <i>Carol Lindsey – TG</i> <i>Joe Pettibon – Assistant Provost – Texas A&amp;M University</i>	<b>Galleon II</b>
	<b>NCAA – A Look at Athletic Financial Aid and Scholarships</b> <i>Ben Montecillo – Assistant Director – NCAA Compliance – Texas Tech University</i>	<b>Galleon III</b>
	<b>Return of Title IV Funds</b> <i>Dr. Billy Satterfield – Executive Director of Financial Aid – University of Houston, Clear Lake</i>	<b>Yacht</b>
	<b>Fast Track Financial Aid for Students</b> <i>Dr. Rick Moreno – Financial Aid Director – Laredo Community College</i>	<b>Clipper</b>
	<b>Why Don’t You Understand Me—Working More Effectively with Different Communication Styles</b> <i>Caite Blount – Director – TDECU</i>	<b>Schooner</b>
<b>3PM-3:30PM</b>	<b>Break</b>	<b>Convention Center Exhibit Hall</b>
<b>3:30PM-4:45PM</b>	<b><u>Breakout Sessions</u></b>	
	<b>Verification – Basics Plus Proposed Rules</b> <i>Cathleen Wright – Director of Financial Aid – Texas Lutheran University</i>	<b>Galleon I</b>
	<b>Combat to Classroom: Assisting Veteran’s Ease the Transition from Military to University</b> <i>Velma Gray – Manager/Veteran Financial Specialist – University of North Texas</i>	<b>Galleon II</b>
	<b>Two Pell Grants in an Award Year</b> <i>Trevor Summers – Training Officer – U.S. Department of Education</i>	<b>Galleon III</b>
	<b>Texas Higher Education Coordinating Board Public School Update</b> <i>Jane Caldwell – Director of Grants/Special Programs (THECB)</i> <i>Lyn Wheeler Kinyon – Assistant Director of Grant/Special Programs (THECB)</i>	<b>Yacht</b>
	<b>Learning to Listen</b> <i>Wally Boudet – Relationship Manager – Discover Student Loans</i>	<b>Clipper</b>
	<b>State of the Black Male 2010</b> <i>Dr. Ron Brown – Associate Vice Chancellor – Division of Educational Partnerships &amp; P16 Incentives</i>	<b>Schooner</b>

<b>5:30PM-6:30PM</b>	<b>President's Reception</b>	<b>Grand Ballroom Lobby</b>
<b>6:30PM-10PM</b>	<b>Evening Event and Dinner</b>	<b>Grand Ballroom</b>

Please join us for a magical evening of festive dining, gambling, and dancing aboard the F.A. Minnow as we set sail for a dinner cruise at the Galveston Island Convention Center. There will be Blackjack, Poker, and Craps Tables for your gambling pleasure. Prizes will be given to the cruisers with the most chips at the end of the night. Don't forget, you are welcome to dress in Beach Attire aboard F.A. Minnow!!!

Friday, October 8, 2010

<b>Time</b>	<b>Session</b>	<b>Room</b>
<b>7:30AM-9AM</b>	<b>Buffet Breakfast</b>	<b>Grand Ballroom</b>
<b>9AM-10AM</b>	<b>Federal Update</b> <i>Trevor Summers – Training Officer – U.S. Department of Education</i>	<b>Grand Ballroom</b>
<b>10AM-11AM</b>	<b>State Update</b> <i>Jane Caldwell – Director of Grant/Special Programs – Texas Higher Education Coordinating Board</i> <i>Dan Weaver – Assistant Commissioner – Business and Support Services – Texas Higher Education Coordinating Board</i>	<b>Grand Ballroom</b>

# Session Detail

Wednesday, October 6, 2010

TIME 12PM - 1:30PM

SESSION TITLE	LOCATION
Opening Luncheon & Keynote Speaker	Grand Ballroom
<b>PRESENTER(S):</b> Carolyn Jones, TASFAA President; Tamra Wiley Lewis, Founder & Principal Facilitator, TRB & Associates - The Motivational Company	
<b>FACILITATOR:</b> Scott Moore, Dean of Financial Aid and Scholarships, Houston Community College System	
<b>DESCRIPTION:</b> Opening Remarks - Carolyn Jones, TASFAA President Keynote Address: Come and learn how to be the captain of your ship! I am Captain of My Ship stresses the importance of overall well being and correlates its relationship to good health and personal performance. The session focuses on helping participants identify the potential inhibitors and enablers to one's sense of well being. Using the allegory of a ship at sea, participants learn how to establish a crew, pull up anchor and set sail while navigating the smooth seas and choppy waters as Captain of Your Ship!	

TIME 1:45PM - 3PM

SESSION TITLE	LOCATION
W11 - The Texas Higher Education Coordinating Board Private School Update	Galleon I
<b>PRESENTER(S):</b> Jane Caldwell, Director of Grants/Special Programs, Texas Higher Education Coordinating Board; Lyn Wheeler Kinyon, Assistant Director of Grants/Special Programs, Texas Higher Education Coordinating Board	
<b>FACILITATOR:</b> Mandy Rangel, Assistant Director, Rice University	
<b>DESCRIPTION:</b> CB staff will provide an update on state financial aid programs open to students attending independent institutions. Particular attention will be given to the TEG Program and its new year-end report, as well as the cost estimator and residency.	

SESSION TITLE	LOCATION
W12 - High School Diploma Mills and Abuses of the Ability to Benefit Tests	Galleon II
<b>PRESENTER(S):</b> Richard (Rick) Renshaw, Executive District Director of Financial Aid and Scholarship Programs, Dallas County Community College District	
<b>FACILITATOR:</b> Carol Lindsey, Vice President - Policy and Compliance, TG	

**DESCRIPTION:** A recent report by the General Accounting Office (GAO) found areas of fraud and abuse in the ability-to-benefit and high school diploma requirements and linked these weaknesses to the potential for greater default rates in unqualified students. Did you know that high school diplomas are not included in the official definition of a “diploma mill”? Institutions have the responsibility to consider the validity of diplomas, transcripts and supporting documents for determining student eligibility for Title IV Financial Aid, even if the state education agency does not take a position on the legitimacy of a private high school. What should you do if you find that you have a questionable high school diploma presented by a student? Join this session to learn more about proposed regulations on these issues.

SESSION TITLE	LOCATION
W13 - Management with Michael Scott: How to Become the “World’s Best Boss”	Galleon III
<b>PRESENTER(S):</b> Erika Cox, Assistant Director of Student Enrollment Services, University of Texas at San Antonio	
<b>FACILITATOR:</b> Marisela Ortuno Maldonado, Associate Director of Operations, Rice University	
<b>DESCRIPTION:</b> Weekly, many of us squeamishly watch 'The Office' to see Michael Scott bumble his way through important management and supervision situations that face us nearly every day in our positions. What, if anything, can we learn from Michael’s experiences? As our industry changes and the phrase “learn to do less with more” becomes more common, refining our management skills becomes essential so that we can run an efficient office. Since many of us have to learn our management skills on the job, this session will offer supervisors and managers a chance to discuss common management pitfalls and discuss best practices among peers. The goal is to take a humorous approach by highlighting the management skills of Michael Scott, the branch manager depicted by Steve Carrell on NBC’s 'The Office.' This presentation will take a humorous, yet practical, approach to important management and supervision issues so we can be the ‘World’s Best Boss.’	

SESSION TITLE	LOCATION
W14 - Professional Judgment	Yacht
<b>PRESENTER(S):</b> Karen Krause, Executive Director of Financial Aid, Scholarships and Veteran's Affairs, University of Texas - Arlington	
<b>FACILITATOR:</b> Carolyn Jones, Financial Aid Technical Coordinator, Collin County Community College	
<b>DESCRIPTION:</b> This session will deal with the continual changing landscape of special circumstances encountered by our students and their families. The content will include general guidelines that you can use as a reference when performing professional judgment. We will examine case studies and discuss homeless youth.	

SESSION TITLE	LOCATION
W15 - Split Servicing - Tools and Strategies to Help Track and Manage Debt	Schooner
<b>PRESENTER(S):</b> Tim Cameron, Meteor Project Manager	
<b>FACILITATOR:</b> Don Buehrer, Sr. Regional Director, Nelnet	

**DESCRIPTION:** We are now, more than ever, faced with the fact that a growing number of borrowers will be doing business with multiple loan providers and services. Given the new direction of the Federal student loan programs coupled with an increase in the need for alternative/private loans, it is no longer business as usual, but there are tools available to help schools and student manage relationships with multiple loan holders and “split-servicing” situations. Come learn how schools today receive real-time access to aggregated loan information and how to support your goal to educate and assist students in managing their debt and avoiding default.

SESSION TITLE	LOCATION
W16 - National Student Employment Week and Student Employee of the Year	Clipper
<b>PRESENTER(S):</b> Wade Elkins, Job Locations & Development Coordinator/Financial Aid Advisor II, Texas A&M University	
<b>FACILITATOR:</b> Joseph Ruiz, Assistant Director, Texas A&M University at Corpus Christi	
<b>DESCRIPTION:</b> This session will discuss the celebration of National Student Employment Week (NSEW) and how this celebration enables institutions to recognize and thank their students for the efforts and contributions they make as part-time employees to the College/University and the surrounding community. If your Student Employment Office does not currently celebrate NSEW, this presentation will allow you to learn more about it and explore the idea of doing so in the future. If your office already recognizes NSEW, and you could use some new ideas, then join us so you can make your next celebration even better. Organizing and coordinating a Student Employee of the Year (SEOTY) selection and awards ceremony will also be discussed. Gathering and reviewing nominations from on and off campus employers and coordinating the awards ceremony will be specific areas of discussion.	

## TIME 3:30PM - 4:45PM

SESSION TITLE	LOCATION
W21 - The Texas Higher Education Coordinating Board Public School Update	Galleon I
<b>PRESENTER(S):</b> Jane Caldwell, Director of Grants/Special Programs, Texas Higher Education Coordinating Board; Lyn Wheeler Kinyon, Assistant Director of Grants/Special Programs, Texas Higher Education Coordinating Board	
<b>FACILITATOR:</b> Bridgette Ingram, Associate Director, Texas A&M University	
<b>DESCRIPTION:</b> CB staff will provide an update on state financial aid programs open to students attending public institutions. Particular attention will be given to the TEXAS Grant Program, Hazelwood exemption and the cost estimator.	

SESSION TITLE	LOCATION
W22 - Direct Loan Servicing from the Servicer Perspective	Galleon II
<b>PRESENTER(S):</b> Don Bueher, Regional Director, Nelnet; Dan Weigle, FedLoan Servicing (PHEAA); Brett Lindquist, Senior Vice President Marketing and Sales; Lou Murray, Regional Director, Nelnet	
<b>FACILITATOR:</b> Denise Sullivan, Account Manager, Citi-The Student Loan Corporation	

**DESCRIPTION:** This panel session will provide attendees with the newest information in the federal loan servicing environment. An overall presentation by FSA will include updates on recent program developments and future initiatives. A representative from each servicer will also give a brief update on tools and information that will be helpful for schools and borrowers. The session will conclude with a question and answer period.

SESSION TITLE	LOCATION
W23 - Net Price Calculator: The Right Idea at the Right Time	Galleon III
<b>PRESENTER(S):</b> Robb Chavez, Educational Manager, The College Board; Anne Walker, Director of Student Financial Services, Rice University	
<b>FACILITATOR:</b> Cathleen Wright, Director of Financial Aid, Texas Lutheran University	
<p><b>DESCRIPTION:</b> Two of the most challenging questions asked by pre-college students and their parents are: What will college really cost me? and How much financial aid can I get? Because there has been little standardization in recent years in how institutions represent their costs and present their financial aid awards, families have been justifiably confused over what the bottom line costs will be to them as they send their child off to college. Low-income and first-generation college students in particular have been adversely affected by confusing and contradictory information because they lack access to guidance personnel to help them navigate the tricky waters of financial aid. This situation should be greatly helped by the introduction of Net Price Calculators (NPC), scheduled to appear on college websites before October 29, 2011. This session will explore the move towards transparency in higher education and how NPCs are a part of that initiative, ways to use NPCs to motivate students and expand their educational choices, and how NPCs may – in the long run - help contain the rising costs of higher education.</p>	

SESSION TITLE	LOCATION
W24 - Excel Tips for Financial Aid Professionals	Yacht
<b>PRESENTER(S):</b> Ed Turney, Associate Director, University of North Texas	
<b>FACILITATOR:</b> Tricia Johnson, Account Executive, Education Financial Services	
<p><b>DESCRIPTION:</b> Excel may be one of the most powerful tools right at your fingertips. Simple functions in Excel can save you and your staff hours of manual work. It is a great tool to help you find anomalies in your production data and summarize thousands of lines of data with just a few clicks. We'll cover AutoFilter, PivotTables, PivotCharts, Group and Outline, Functions, and other time saving tips. Two other inexpensive tools will be introduced. One is a program that converts PDFs into Excel files and the other is an Excel Add-In. The add-in makes reconciliation very simple and it can also combine two worksheets into one using a common key. Real world examples will be used to show how Excel can help save you valuable time.</p>	

SESSION TITLE	LOCATION
W25 - Developing an Effective Call Center	Clipper
<b>PRESENTER(S):</b> Christopher Murr, Ph.D., Director, Texas State University; Anita Ford, Financial Aid Supervisor, Texas State University	
<b>FACILITATOR:</b> Shannon Crossland, Assistant Director Admin. Main. & Compliance, Texas Tech University	



**DESCRIPTION:** Inbound phone calls and emails, especially during peak times of the year, are often perceived by financial aid offices as the bane of their existence—distracting staff from awarding and disbursing aid to students. This session will focus on the process of creating a successful call center within the Texas State University financial aid organization to effectively address inbound customer calls and emails, while improving customer service and reducing staff stress. The session will address both the benefits and challenges of implementing a call center, as well as the related use of technology, quantitative measures, training and more.

SESSION TITLE	LOCATION
W26 - Beyond Entrance and Exit Counseling - Top 10 Strategies to Consider	Schooner
<b>PRESENTER(S):</b> Debbie Bradford, Consultant, School and Student Services, USA Funds	
<b>FACILITATOR:</b> Gaby Leon, Financial Aid Counselor, University of Houston at Clear Lake	
<b>DESCRIPTION:</b> USA Funds Debt Management Consultant, Debbie Bradford, will talk about best practices for debt management. Once that student leaves your campus, what are things you can do to make sure he/she understands their obligation to repay their student loans and keep from defaulting? And with the upcoming 3 year cohort default rate, how can you keep track of those delinquent borrowers?	

**TIME 5PM - 6PM**

SESSION TITLE	LOCATION
W31 - Banner Round Table Discussion	Galleon I
<b>FACILITATOR:</b> Merry Ribnikar, Assistant Director, Wharton County Junior College	
<b>DESCRIPTION:</b> Come join your Banner colleagues to discuss current issues.	

SESSION TITLE	LOCATION
W32 - PowerFAIDs Round Table Discussion	Galleon II
<b>PRESENTER(S):</b> Robb Chavez, College Board	
<b>FACILITATOR:</b> Christi Quintanilla, Financial Aid Counselor, Texas Lutheran University	
<b>DESCRIPTION:</b> Come join your PowerFAIDs colleagues to discuss current issues and get a quick update from PowerFAIDs.	

SESSION TITLE	LOCATION
W33 - PeopleSoft Round Table Discussion	Galleon III
<b>FACILITATOR:</b> TBD	
<b>DESCRIPTION:</b> Come join your PeopleSoft colleagues to discuss current issues.	

<b>SESSION TITLE</b>	<b>LOCATION</b>
W34 - Datatel Round Table Discussion	Yacht
<b>FACILITATOR:</b> Steve Brower, Assistant Director of Financial Aid and Loan Coordinator, Hardin – Simmons University	
<b>DESCRIPTION:</b> Come join Datatel colleagues to discuss current issues.	

<b>SESSION TITLE</b>	<b>LOCATION</b>
W35 - Poise Round Table Discussion	Clipper
<b>FACILITATOR:</b> Kay Wright, Director, Brazosport College	
<b>DESCRIPTION:</b> Come talk to Poise colleagues to discuss current issues.	

## Thursday, October 7, 2010

### TIME 9AM - 10:15AM

<b>SESSION TITLE</b>	<b>LOCATION</b>
TH11 - The Texas Higher Education Coordinating Board Private School Update	Galleon I
<b>PRESENTER(S):</b> Jane Caldwell, Director of Grants/Special Programs, Texas Higher Education Coordinating Board; Lyn Wheeler Kinyon, Assistant Director of Grants/Special Programs, Texas Higher Education Coordinating Board	
<b>FACILITATOR:</b> Lynda McKendree, Dean of Scholarships and Financial Aid, University of St. Thomas	
<b>DESCRIPTION:</b> CB staff will provide an update on state financial aid programs open to students attending independent institutions. Particular attention will be given to the TEG Program and its new year-end report, as well as the cost estimator and residency.	

<b>SESSION TITLE</b>	<b>LOCATION</b>
TH12 - Direct Loan Servicing from the Servicer Perspective	Galleon II
<b>PRESENTER(S):</b> Don Bueher, Regional Director, Nelnet; Dan Weigle, FedLoan Servicing; Lou Murray, Regional Director, Nelnet; Brett Lindquist, Senior Vice President Marketing and Sales, Great Lakes	
<b>FACILITATOR:</b> Carolyn Mallory, Director, University of Houston at Victoria	
<b>DESCRIPTION:</b> This panel session will provide attendees with the newest information in the federal loan servicing environment. An overall presentation by FSA will include updates on recent program developments and future initiatives. A representative from each servicer will also give a brief update on tools and information that will be helpful for schools and borrowers. The session will conclude with a question and answer period.	

<b>SESSION TITLE</b>	<b>LOCATION</b>
Th13 - Two Pell Grants in an Award Year	Galleon III
<b>PRESENTER(S):</b> Trevor Summers, Training Officer, U.S. Department of Education	
<b>FACILITATOR:</b> Jeannie Gage, Director, Texas A&M University at Corpus Christi	

**DESCRIPTION:** Two is better than one! Come learn how to calculate two Pell grants per award year for your students. We'll discuss the academic year, the concept of acceleration, how to calculate the Pell amount for transfer students, lifetime Pell limits, cross over payment periods and more.

SESSION TITLE	LOCATION
Th14 - Boots to Books: Best Practices for Administering Veteran's Benefits	Yacht
<b>PRESENTER(S):</b> Bridgette Ingram, Associate Director, Scholarships & Financial Aid, Texas A&M University	
<b>FACILITATOR:</b> Wade Elkins, Financial Aid Advisor II, Texas A&M University	
<b>DESCRIPTION:</b> A record number of veterans are returning to higher education, and the VA expects all institutions to see an increase in veteran students on their campuses. With the new Post 9/11 GI Bill and changes to the Hazlewood Exemption, financial aid administrators are assisting a greater number of students with veteran benefits. Due to the unique experiences and financial concerns of veteran students, it is imperative that those working with veteran students understand how to knowledgeably assist them with financial, academic, and campus resources. In this session, we will review veteran student culture, educational benefits, and best practices for addressing the needs of this special population of students.	

SESSION TITLE	LOCATION
Th15 - Joint Admissions Medical Program	Clipper
<b>PRESENTER(S):</b> Harold Whitis, Executive Director of Financial Aid, Texas A&M Health Sciences Center; B. Paul Hermesmeyer, JAMP Coordinator, Joint Admission Medical Program; Shirley Banez, Associate Director, Financial Aid/Scholarships, The University of Texas at San Antonio	
<b>FACILITATOR:</b> Sergio Gonzalez, Senior Account Executive, Sallie Mae	
<b>DESCRIPTION:</b> This session is for all institutions that receive funding from the Joint Admission Medical Program (JAMP) and will be your opportunity to meet with Paul Hermesmeyer, the JAMP Coordinator housed at the UT System offices. Paul is seeking your input into standardizing the notification of awards and payment methods to all institutions to make the process more efficient and to reduce the possibility of award package adjustments after the fact. The diverse nature of the JAMP recipient institutions means that each may have unique needs to consider.	

SESSION TITLE	LOCATION
Th16 - The Ins and Outs of Student Loan Repayment	Schooner
<b>PRESENTER(S):</b> David Garza, Senior Policy and Legislative Liaison, TG; Joe Braxton, Senior Default Aversion Consultant, TG	
<b>FACILITATOR:</b> Merry Ribnikar , Assistant Director, Wharton County Junior College	
<b>DESCRIPTION:</b> When students have questions about choosing a loan repayment option, they may come to you for advice. Do you have the information and tools to assist them in making that decision? How will you advise them about managing loan repayment if they have split-loan servicing? This session describes the repayment options available to students as they prepare to enter the workforce, in a format that can be easily adapted to meet the needs of your unique student population. Topics include: taking inventory of your student loans; understanding the available repayment plans (including Income-Based Repayment) and the advantages of each; reviewing the basics of consolidation; and learning about deferment and forbearance.	

**TIME 10:45AM - 12PM**

<b>SESSION TITLE</b>	<b>LOCATION</b>
Th21 - The Texas Higher Education Coordinating Board Net Price Calculator	Galleon I
<b>PRESENTER(S):</b> Lois Hollis, Special Assistant to the Deputy Commissioner, Texas Higher Education Coordinating Board	
<b>FACILITATOR:</b> Holly Wilson, Counselor, University of Houston at Clear Lake	
<b>DESCRIPTION:</b> Learn about the State Net Price Calculator --- , SB 1764 directed the Coordinating Board to provide a tool that allows prospective students to estimate the net price of attending college. See how it works and ask questions.	

<b>SESSION TITLE</b>	<b>LOCATION</b>
Th22 - SEEKING THE RIGHT FIT: Making the Most of Your Recruitment Resources	Galleon II
<b>PRESENTER(S):</b> Robb Chavez, Educational Manager, The College Board; Ann Walker, Director of Student Financial Services, Rice University	
<b>FACILITATOR:</b> Denise Sullivan, Account Manager, CITI-The Student Loan Corporation	
<b>DESCRIPTION:</b> Increased economic restraints and demographic challenges compel institutions to more efficiently identify and recruit students who will fit with their particular mix of educational opportunities, even as enrollment offices and financial aid offices must address this challenge with static or diminishing resources. In this session, participants will discuss with colleagues from regional institutions their approaches to focused recruitment efforts that employ the College Board suite of recruitment and admission services and will discuss why investing limited budgets in these tools is an effective use of resources. Participants will develop strategies for using these tools to identify and locate students who seem to fit best with their institutions.	

<b>SESSION TITLE</b>	<b>LOCATION</b>
Th23 - Direct Loan Servicing Update	Galleon III
<b>PRESENTER(S):</b> Trevor Summers, Training Officer, U.S. Department of Education	
<b>FACILITATOR:</b> TBD	
<b>DESCRIPTION:</b> We'll discuss what Direct Loan Servicing is, how it works and how it affects you and your students. We'll discuss how the Direct Loan Servicing System performs its functions and how the Department's servicer works with schools. You will become familiar with the many tools available to assist you and your students, and get updates on the changes and new activities in Direct Loan Servicing.	

<b>SESSION TITLE</b>	<b>LOCATION</b>
Th24 - Transitioning to a 3 Year Cohort-Default Rate	Yacht
<b>PRESENTER(S):</b> David Garza, Senior Policy and Legislative Liaison, TG; Joe Braxton, Senior Default Aversion Consultant, TG	
<b>FACILITATOR:</b> Elena Olivier, Default Prevention Coordinator, San Jacinto College District	

**DESCRIPTION:** Do you expect an “aha” or an “uh-oh” moment when your first, three-year cohort default rate (CDR) is released? Learn what to do NOW to help change “uh-oh” to “aha!” In this session, participants will learn how a school's cohort default rate (CDR) is calculated, and how the Higher Education Opportunity Act (HEOA) has impacted CDRs, including the shift from a 2-year to a 3-year calculation, the benefits for schools with low default rates, and the consequences of higher default rates. We'll also highlight default prevention best practices to assist schools in managing their CDR.

SESSION TITLE	LOCATION
Th25 - Document Imaging Best Practices	Clipper
<b>PRESENTER(S):</b> Heather Domeier, Associate Director of Systems, Rice University; John Thomas, Director of Information Systems and Applications for Enrollment, Rice University; Eddie Heard, Imaging Applications Manager, Rice University	
<b>FACILITATOR:</b> Kay Mooney, Director of Financial Aid, Amarillo College	
<b>DESCRIPTION:</b> In 2006, Rice University began a planned growth of our undergraduate enrollment by thirty percent within a five year range. In order to process the increase in both applications and the requests for financial assistance without a reduction in efficiency or accuracy Rice implemented an optical imaging solution. This solution incorporated not only conversion of a paper based system to digital media, but also the introduction of business logic to the processing of the e-documents to move them through each step of the process. This session will review the introduction of an imaging solution and the key questions that need to be addressed when investigating an optical imaging system.	

SESSION TITLE	LOCATION
Th26 - Developing Student Learning Outcomes for Financial Aid	Schooner
<b>PRESENTER(S):</b> Lisa Blazer, Assistant Vice President for Financial Aid and Enrollment Services, University of Texas San Antonio	
<b>FACILITATOR:</b> Shirley Banez, Associate Director, Financial Aid & Enrollment, University of Texas San Antonio	
<b>DESCRIPTION:</b> Have you been asked to create Student Learning Outcomes for your office for accreditation? The field of Student Financial Aid has shifted over the past several years and we are now being asked to create student learning outcomes as well as other strategic outcomes. It's time to show how what we contribute to student learning and to the strategic plans of our institutions. This interactive session will focus on writing goals and outcomes and how you can tell your story to administrators on campus.	

## TIME 1:45PM - 3PM

SESSION TITLE	LOCATION
TH31 - PLUS vs Private Loans: How to Decide	Galleon I
<b>PRESENTER(S):</b> PK Parekh, Director and General Manager, Discover Student Loans	
<b>FACILITATOR:</b> Wally Boudet, Relationship Manager, Discover Student Loans	

**DESCRIPTION:** With PLUS approvals up over previous years', more families are having to decide which is the more beneficial program. Items to consider include fees, interest rates, rate variability vs fixed, repayment term and who should borrow the loan. This session will lay everything out to provide guidance on making the best decision for families.

SESSION TITLE	LOCATION
Th32 - Notice of Proposed Rulemaking	Galleon II
<b>PRESENTER(S):</b> Carol Lindsey, TG; Joe Pettibon, Assistant Provost, Texas A&M University	
<b>FACILITATOR:</b> Bridgette Ingram, Associate Director, Texas A&M University	
<b>DESCRIPTION:</b> The Department of Education published draft regulatory language in 14 areas related to program integrity following recent negotiated rulemaking sessions that did not reach consensus. In this session, we will briefly review the NPRM process and then discuss the impact of the direct changes in financial aid rules proposed for satisfactory academic progress, return of Title IV funds, verification, and disbursements. In addition, we will touch on the impact of the other program integrity changes, such as gainful employment, credit hour definition, and high school diploma that will impact the institution outside the aid office as well.	

SESSION TITLE	LOCATION
TH33 - NCAA - A look at Athletic Financial Aid and Scholarships	Galleon III
<b>PRESENTER(S):</b> Ben Montecillo, Assistant Director - NCAA Compliance, Texas Tech University	
<b>FACILITATOR:</b> Marcos Mendez, Athletics Financial Aid Coordinator, Texas A&M University	
<b>DESCRIPTION:</b> This session will provide a brief overview of financial aid basics as it relates to student-athletes.	

SESSION TITLE	LOCATION
Th34 - Return of Title IV Funds	Yacht
<b>PRESENTER(S):</b> Dr. Billy Satterfield, Executive Director of Financial Aid, University of Houston - Clear Lake	
<b>FACILITATOR:</b> Joy Connors, Associate Director, Amarillo College	
<b>DESCRIPTION:</b> The session will give an overview of the return to Title IV funds calculation. In addition, the infamous unofficial withdrawal will be discussed. The session will conclude with an audience discussion of the special issues surrounding R2T4.	

SESSION TITLE	LOCATION
Th35 - Fast Track Financial Aid for Students	Clipper
<b>PRESENTER(S):</b> Dr. Rick Moreno, Financial Aid Director, Laredo Community College	
<b>FACILITATOR:</b> Kim Alexander, Vice President - Customer Focus, TG	
<b>DESCRIPTION:</b> Assisting computer literate students become process literate. The session will cover techniques in assisting students who are: 1) first generation college students, 2) at risk, as well as 3) computer literate, become familiar with navigating through financial aid processes that result in a more effective and efficient process for both students and financial aid offices. The techniques presented will cover how to assist a student navigate between ED (FAFSA), College software, as well as outsourced services used in providing refunds (HigherOne).	

<b>SESSION TITLE</b>	<b>LOCATION</b>
Th36 - Why Don't You Understand Me? -- Working More Effectively with Different Communication Styles	Schooner
<b>PRESENTER(S):</b> Caite Blount, Director, TDECU	
<b>FACILITATOR:</b> Debra Aquino, Financial Aid Counselor, University of Houston at Clear Lake	
<b>DESCRIPTION:</b> Developing a better sense of communication styles --yours and the other people in your life will make you more sane and productive as you act, interact and react to other people. This fast-paced session includes taking a short assessment to better determine your own individual style. After we know a little more about ourselves, we'll delve into how to determine the communication style of others and how to use those differences more effectively. You'll find this interactive session helpful, useful, practical and applicable in every area of your life.	

**TIME 3:30PM - 4:45PM**

<b>SESSION TITLE</b>	<b>LOCATION</b>
Th41 - Verification - Basics Plus Proposed Rules	Galleon I
<b>PRESENTER(S):</b> Cathleen Wright, Director of Financial Aid, Texas Lutheran University	
<b>FACILITATOR:</b> Jennifer Steed, Associate Director of Financial Aid, Austin College	
<b>DESCRIPTION:</b> Need to brush up on the basics? Come learn the basics of verification. We will also discuss possible changes being discussed in the recent NPRM.	

<b>SESSION TITLE</b>	<b>LOCATION</b>
TH42 - Combat to Classroom: Assisting Veteran's and ease the transition from Military to University	Galleon II
<b>PRESENTER(S):</b> Velma Gray, Manager/Veteran Financial Specialist, University of North Texas	
<b>FACILITATOR:</b> Mark Mielke, Financial Aid Advisor, Texas A&M University	
<b>DESCRIPTION:</b> Discuss ways to develop collaborative efforts among University offices and staff to assist veteran students and issues that are specific to veteran's. Gain a greater understanding into the difficulties that veteran's face when they begin or restart the academic careers. Looking at resources that veteran students need and how to determine what resources would best serve a particular student. Learn how to develop a personal referral system within your campus as well as the community to further assist students.	

<b>SESSION TITLE</b>	<b>LOCATION</b>
Th43 - Two Pell Grants in an Award Year	Galleon III
<b>PRESENTER(S):</b> Trevor Summers, Training Officer, U.S. Department of Education	
<b>FACILITATOR:</b> Laurie Coulter, Executive Director of Financial Aid, Austin College	
<b>DESCRIPTION:</b> Two is better than one! Come learn how to calculate two Pell grants per award year for your students. We'll discuss the academic year, the concept of acceleration, how to calculate the Pell amount for transfer students, lifetime Pell limits, cross over payment periods and more.	



<b>SESSION TITLE</b>	<b>LOCATION</b>
TH44 - The Texas Higher Education Coordinating Board Public School Update	Yacht
<b>PRESENTER(S):</b> Jane Caldwell, Director of Grants/Special Programs, Texas Higher Education Coordinating Board; Lyn Wheeler Kinyon, Assistant Director of Grants/Special Programs, Texas Higher Education Coordinating Board	
<b>FACILITATOR:</b> Becky Wilson, Director, Texas Tech University	
<b>DESCRIPTION:</b> CB staff will provide an update on state financial aid programs open to students attending public institutions. Particular attention will be given to the TEXAS Grant Program, Hazelwood exemption and the cost estimator.	

<b>SESSION TITLE</b>	<b>LOCATION</b>
Th45 - Learning to Listen	Clipper
<b>PRESENTER(S):</b> Walley Boudet, Relationship Manager, Discover Student Loans	
<b>FACILITATOR:</b> Amanda Jurovic, Assistant Director, Rice University	
<b>DESCRIPTION:</b> Learning to listen will help you in your daily life when the ability to listen can make the difference between success and failure. Whether you are working with a student, your peers or administration, the ability to pay attention to the other person and his/her message or situation is vital to a productive exchange.	

<b>SESSION TITLE</b>	<b>LOCATION</b>
TH46 - State of the Black Male 2010	Schooner
<b>PRESENTER(S):</b> Dr. Ron Brown, Associate Vice Chancellor, Division of Educational Partnerships & P16 Initiatives	
<b>FACILITATOR:</b> Cynthia Mayberry, Manager, TG	
<b>DESCRIPTION:</b> This session will present startling data on African American male enrollment and retention in higher education, why it is important for the state/nation to address this issue, and successful initiatives in African American male intervention.	

## Friday, October 8, 2010

### TIME 9AM -10:00AM

<b>SESSION TITLE</b>	<b>LOCATION</b>
Federal Update	Grand Ballroom
<b>PRESENTER(S):</b> Trevor Summers, Training Officer, U.S. Department of Education	
<b>FACILITATOR:</b> Joe Pettibon, Assistant Provost, Texas A&M University	

### TIME 10:00AM - 11:00AM

<b>SESSION TITLE</b>	<b>LOCATION</b>
State Update	Grand Ballroom
<b>PRESENTER(S):</b> Jane Caldwell, Director of Grants/Special Programs, Texas Higher Education Coordinating Board; Dan Weaver, Assistant Commissioner, Business and Support Services, Texas Higher Education Coordinating Board	
<b>FACILITATOR:</b> Joe Pettibon, Assistant Provost, Texas A&M University	



## Fall Conference Committee Members

<b>Anne E. Walker, Chair</b>	Rice University
<b>Jason Young, Co-Vice Chair</b>	University of Texas – Arlington
<b>Beth Reid</b>	University of Texas – Arlington
<b>Wally Boudet</b>	Discover Student Loans
<b>Jeneen Holmes</b>	Rice University
<b>Irma Chapa</b>	Lone Star College
<b>Debra Wilkison</b>	Collin county Community College
<b>Caite Blount</b>	TDECU
<b>Donna King</b>	Grayson County College
<b>Valerie Bustillos</b>	Tarrant County College
<b>Scott Moore</b>	Houston Community College System
<b>Vincent Carales</b>	TG
<b>Keith Dickson</b>	TG
<b>Marcos Mendez</b>	Texas A&M University
<b>Vicki Jacobs</b>	Wharton County Junior College
<b>Marisela Maldonado</b>	Rice University
<b>Connie Castillo</b>	Houston Baptist University
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<b>Phillip Applebaum</b>	Brazos HESC
<b>Cathleen Wright</b>	Texas Lutheran University
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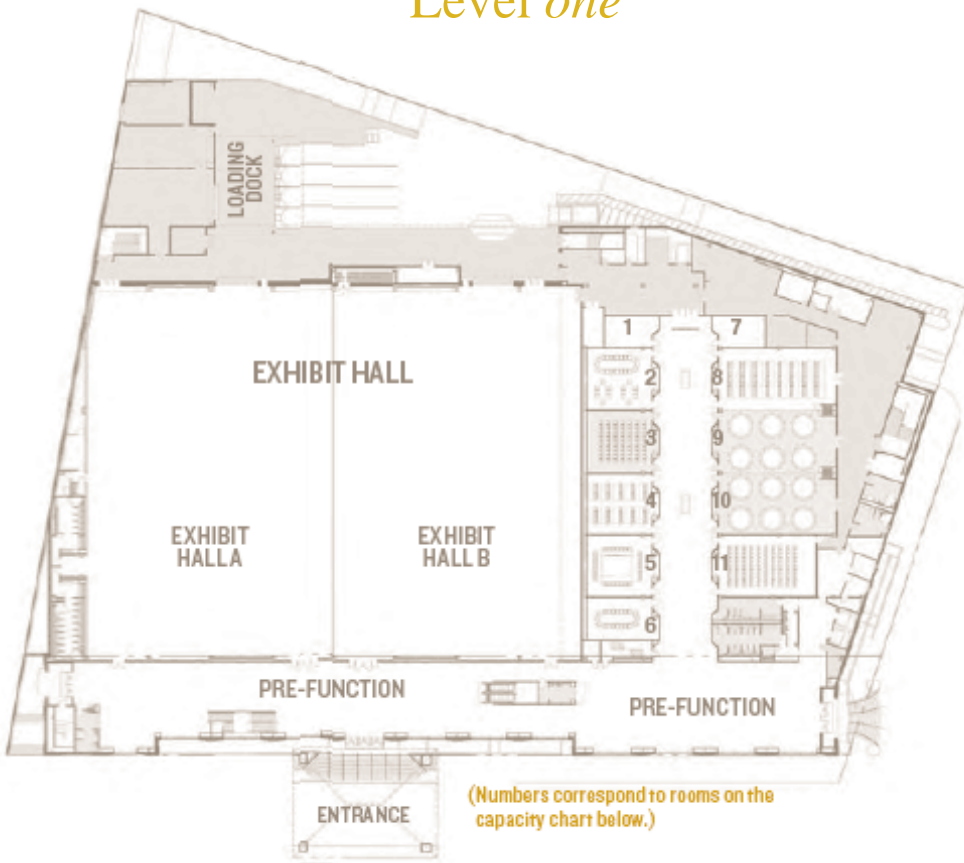
South Texas College

# TASFAA Past Presidents

1968–1969	<b>Mack C. Adams, Southern Methodist University</b>	1990–1991	<b>Emma Baker, Texas Christian University</b>
1969–1970	<b>Edward L. Carpenter, University of Texas at Austin</b>	1991–1992	<b>Earl Hudgins, Texas Tech Health Sciences Center</b>
1970–1971	<b>Foy Kirkpatrick, Fort Worth Christian College</b>	1992–1993	<b>Robert B. Sheridan, University of Houston-University Park</b>
1971–1972	<b>Lenthon B. Clark, Texas Southern University</b>	1993–1994	<b>Sandra E. Holt, Incarnate Word College</b>
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1975–1976	<b>Marion L Jacob, University of Texas at Arlington</b>	1997–1998	<b>Lynn Wheeler, Angelo State University</b>
1976–1977	<b>Jerry Lytle, East Texas State University</b>	1998–1999	<b>Jack Falks, Texas A&amp;M University-Health Science Center</b>
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1978–1979	<b>Jim Valentine, Angelo State University</b>	2000–2001	<b>Santa Garza, University of Texas at Austin</b>
1979–1980	<b>Connie Diehl McCormick, Texas Wesleyan University</b>	2001–2002	<b>Beverly Cottingham, Covenant School of Nursing</b>
1980–1981	<b>A. D. James, Jr. , Prairie View A&amp;M University</b>	2002–2003	<b>Marcus Wilson, Texas Tech Health Sciences Center</b>
1981–1982	<b>Bill W. Elliott, University of Mary-Hardin Baylor</b>	2003–2004	<b>Linda Gonzalez-Hensgen, El Paso Community College</b>
1982–1983	<b>Margaret C. Gregory, Southern Methodist University</b>	2004–2005	<b>James F. Lane, Texas Tech University</b>
1983–1984	<b>Michael A. Novak, University of Texas at Austin</b>	2005–2006	<b>Pat Jost, Trinity University</b>
1984–1985	<b>Herb A. Brubaker, Texas Christian University</b>		<b>June Hagler, Southern Methodist University</b>
1985–1986	<b>Claire (Mickie) Roemer, Tarrant County Junior College</b>	2006–2007	<b>Kathy Bassham, Weatherford College</b>
1986–1987	<b>Taft Benson, Texas A&amp;M University</b>	2007–2008	<b>Lisa G. Blazer, Ph.D, University of Texas at San Antonio</b>
1897–1888	<b>Judy Walker Schneider, University of Texas at Arlington</b>	2008–2009	<b>Rick Renshaw, Dallas County Community College</b>
1988–1989	<b>David Krause, St. Mary's University</b>	2009-2010	<b>Carolyn J. Jones Collin County College</b>
1989–1990	<b>Jimmy Parker, Angelo State University</b>		

# Galveston Island Convention Center Layout

## Level one



Map #	Room Name
1	Windward Boardroom
2	Schooner
3	Clipper
4	Harbor
5	Spinnaker
6	Helm
7	Leeward Boardroom
8	Galleon III
9	Galleon II
10	Galleon I
11	Yacht

## Level two

