



Federal Student Aid

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Office of the Ombudsman
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Troublesome Twins

Stanch/Staunch

Related to “gantlet and gauntlet,” another exercise in what a difference a “u” makes. The word “stanch” is a verb meaning *to stop the flow*, usually of blood. “Staunch” is an adjective meaning *strong, committed, loyal*: “I am a staunch supporter of preserving useful and important distinctions in the English language.”

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Kudos!

To...**Jessica Fox** (Vangent) for applying “strategic thinking” and good customer service in resolving a difficult AWG case!

To...**Patricia Rosier-Reeves** (FSA) for assisting a caller who had been unsuccessful in obtaining information anywhere else!

To...**Juanita Ford** (FSA) and **Irene Ford** (FSA) for assisting with a sensitive TPD case!

Contact New Vangent Staff at:

Stephanie Cooper: 319-665-7695

Sherri Weber: 319-665-7698

Tara Kane: 319-665-7685

David Wesley: 319-665-7829

Sandra Frank: 319-665-7683

Gretchen van Voorst: 785-830-2454

Mark Larson: 785-838-2285

Patrick Stevenson: 785-838-2279

Jason Black: 785-838-2294

Welcome to New Vangent Staff!

Federal Student Aid Office of the Ombudsman welcomes new Vangent Case Specialists!

Stephanie Cooper worked in the Default Resolution Group Call Center since 2000. In 2001, she moved to the Vangent Correspondence Unit as Senior Processing Coordinator. Her area of expertise is account adjustments. She holds a Bachelor of Arts degree from the University of Iowa in anthropology.

Sherri Weber worked in the Default Resolution Group Call Center since 2000. While Sherri has worked on many federal student loan issues, she has particular expertise in bankruptcy. Sherri holds an Associate of Arts degree in liberal arts from Kirkwood Community College.

Tara Kane worked in the Default Resolution Group Call Center since 1998. She started on the phones and transitioned full-time to the Correspondence Unit. She has in-depth experience in the TPD process.

David Wesley worked in the Public Inquiry Contract Base Correspondence Unit (formerly Editorial Services) from 1994 to 1999. From 1999 to June 2007, David worked as a Project Director for Vangent business development. He holds a Bachelor of Arts degree from the University of Iowa with majors in political science and journalism, and also holds a Juris Doctor degree from University of Iowa College of Law.

Sandra Frank worked on FSAIC and Ombudsman Intake phone lines since 2000, including a period as Acting Supervisor. Prior to working at Vangent, she worked in quality systems and line supervision in manufacturing, and holds an Associate of Arts degree from Kirkwood Community College.

Gretchen van Voorst has been with the FSAIC group since the fall of 1997. She became a Senior Representative in February 2000, and a Call Center Supervisor in July 2000. In 2005, Gretchen served the FSAIC in an Acting Operations Representative role.

Mark Larson worked for FSAIC since 2003 and served as Acting Senior Representative and Acting Supervisor. Recently, Mark served the company as Supervisor for the University of California’s Eligibility in the Local Context (UCELC) Program. He holds a Bachelor of Arts degree from the University of Kansas in Political Science.

Patrick Stevenson worked with FSAIC since 2003 and served FSAIC as an Acting Senior Representative. He also served as a Supervisor for several projects at the University of California, including the Analytical Writing Placement Exam, Eligibility in the Local Context and the Transcript Evaluation Service.

Jason Black started with FSAIC in December 2005 and became an Intake Operator in 2006. Prior to joining Vangent, Jason handled case management for over 100 clients, working closely with federal guidelines. He holds an Associate degree in Liberal Arts from Haskell Indian Nations University.

Regulatory Update

HERO'S Act is Extended

On December 26th, the Department published a notice regarding the Higher Education Relief Opportunities for Students (HEROES) Act of 2003, Public Law 108-76, extending the Act’s waivers and modifications of statutory and regulatory provisions. For information, go to:

<http://ifap.ed.gov/fregisters/FR12262007.html>

Opportunity Knocks!

Federal Student Aid’s Office of the Ombudsman is announcing a GS 13/14 Case Specialist position.

Interested parties should go to:

<http://www.usajobs.gov>. Use the *Search Jobs* option. Put the announcement number in the *Search* field and click on *Enter* to get to the announcement. For current federal workers, the announcement number is: **FSA-2008-0071**. For all external applicants, the announcement number is: **FSA-2008-0070**.

The Student Is...

...the most important person on campus. Without students, there would be no need for the institution.

...not a cold enrollment statistic, but a flesh and blood human being with feelings and emotions like our own.

...not someone to be tolerated so that we can do our thing. *They* are our thing.

...not dependent on us. Rather, we are dependent on them.

...not an interruption of our work, but the purpose of it.

We are not doing them a favor by serving them. They are doing us a favor by giving us the opportunity to do so.

Author: Anonymous; **Source:** Katie Ortego, Federal Student Aid.

COMING EVENTS: **January 8 – 9:** NCHelp Leadership Conference, Sarasota FL; **March 5 – 8:** IOA Training, Orlando, FL; **March 30 – April 2:** NCHelp Debt Management Conference, Buena Vista, FL; **April 2 – 3:** Student Loan Ombudsman Caucus, Buena Vista, FL

“It’s not about who’s right...it’s about doing the right thing!”