



IN-LINE WITH  
LASFAA

*Spring 2020*

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## WELCOME

The Louisiana Association of Student Financial Aid Administrators (LASFAA) website is a place for the LASFAA membership to stay in touch with each other and share the latest information about financial aid, legislative news and more.

LASFAA is an association with over 500 members consisting of educational institutions, lenders and organizations dedicated to serving students, parents, and agencies with the dissemination of information related to student financial aid. LASFAA is an association with over 500 members consisting of educational institutions, lenders and organizations dedicated to serving students, parents, and agencies with the dissemination of information related to student financial aid.

To our students and families, it is our pleasure to help you achieve your educational goals through financial aid programs. Bookmark our website and use it as a reference for your financial aid matters. Feel free to contact any Executive Board member if the association can be of additional assistance.

### Membership Questions:

Contact

[MemberRelations@lasfaa.org](mailto:MemberRelations@lasfaa.org)

# Executive Board 2020

President	Dr. Alan Jackson
1 <sup>st</sup> Vice President	Brad Meyers
Immediate Past President	Dr. Amy Cable
2 <sup>nd</sup> Vice President	LaCharlotte' Garrett
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LAICU: Delegate-at-Large	Wendy Van Dalen
LCTCS: Delegate-at-Large	Kelly Caruso
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# MESSAGE

## From the President

I am elated to serve as your 2020 LASFAA President. As one year comes to a close and a new year is upon us, bringing with it new opportunities, new challenges and—I can confidently predict—a new list of accomplishments for our association, respective universities and for the students who make us proud. I am thrilled to be working with this country's best financial aid administrators and I look forward to yet another year of learning, training and community service. “Good better best; Never Let It Rest; Until Your Good Is Better and Your Better is Best!”

Dr. Alan Jackson, Jr. currently serves as the Assistant Director of Financial Aid & Scholarship at Southern University Shreveport (SUSLA). Dr. Jackson has worked in the financial aid profession since 2008. Prior to returning to SUSLA, he served as the Financial Aid Director of Wiley College in Marshall, Texas as well as the Executive Financial Aid Director of Arkansas Baptist College in Little Rock, Arkansas. Dr. Jackson remained active within the Louisiana Associations of Student Financial Aid Administrators. He has provided numerous training sessions at conferences on a variety of financial aid topics and has been a member, chair, or co-chair of many committees. Dr. Jackson is a licensed realtor with Keller Williams Realty. He has sold over 30 million dollars in real estate since becoming licensed in 2015. He received the 2016 Rookie of the Year Award as well as the 2017 Top Producer Award. Alan is currently ranked number 1 at Keller Williams Red River office. He is also ranked 43 out of 738 agents in Northwest Louisiana. Alan is the owner of JMAX Credit Repair, LLC. JMAX has helped hundreds of clients improve their credit scores. Alan is a father of two boys and he prides himself on being able to mentor hundreds of male youth throughout his career. He believes the best example he can be for his boys is to lead by example. In addition to being an established entrepreneur and business owner; Dr. Jackson holds a Bachelor of Science degree in Biology as well as a Master of Arts degree in Adult Education from Northwestern State University. He also holds a Doctor of Education degree in Higher Education Administration.



## *LSU Health Shreveport Welcomes Latora Green*



The LSU Health Shreveport Office of Student Financial Aid is happy to welcome our new Student Financial Aid Counselor, Latora Green, to the family. Latora comes to the office from the Southern University Shreveport/Bossier Campus with eight years of experience in financial aid. She began her first seven years at the Georgia Piedmont Technical College in Georgia followed by a career at Valencia College in Florida. While at Southern University, she became an active member of LASFAA, serving as the Training Committee Chair and currently serving as Board Secretary. As it relates to her career in Financial Aid, "I really believe in the value of being a positive influence in people's lives and what better way to do that than assisting pupils to achieve their educational potential by helping award and disburse monetary resources," said Mrs. Green. The highlight of working in Financial Aid for her is graduation. "Knowing that I played a part with a student matriculating and earning their degree and working to find and resolve the challenges a student may face," is the greatest joy for her. Mrs. Green looks forward to continuing to learn in the future. According to her, "There is a connection between living and learning: If we fail to learn, we aren't truly living. Therefore, I want to keep learning and challenging myself whenever possible." Welcome to the team, Mrs. Green!

## *GREAT THINGS ARE BLOOMING AT MCNEESE...*

- ✚ Congrats to Financial Aid Counselor Lauren Buller on the birth of her beautiful baby girl Adalynn (picture to the right )
- ✚ Associate Director Brittany Duplechian is due to bring her newest blessing into the world any day now
- ✚ Please welcome Diana Corrigan as Financial Aid Counselor
- ✚ Please welcome Kaylenn Borges Mejias as Financial Aid Counselor







## What's New With NASFAA

# Fraud Prevention: It's a Campus-Wide Issue



### STUDENT AID PERSPECTIVES

*Student Aid Perspectives is an occasional, longer-format series designed to offer thought-provoking articles on current student aid topics written by expert authors. The opinions offered and statements made do not imply endorsement by NASFAA or the authors' employers and do not guarantee the accuracy of information presented.*

By Dr. Amy Cable

When I began in financial aid almost 15 years ago, I thought financial aid fraud simply referred to a student lying on their FAFSA or verification worksheet. Today, financial aid fraud is far more sophisticated, changing the student aid landscape and requiring more vigilance than ever. Financial aid fraud and cybercrimes come in many forms including online identity theft, distance education schemes, fraud/theft by school employees, falsification of documents, and compromised computer systems.

Financial aid administrators have a fiduciary responsibility to report suspected fraud. Because financial aid fraud has become more complex, it is harder to identify and navigate the process of reporting suspected fraud. Just as Title IV administration is a campus-wide initiative, so is student aid fraud. Fraud may involve multiple offices outside of financial aid, such as the business office, the admissions office, the registrar's office, e-learning divisions, and academic departments. Several offices may need to coordinate to uncover the scope of fraud occurring at the institution and report it to all appropriate entities.

## **A Multimillion-Dollar Problem**

In recent years, [Louisiana](#), the state where I work, has been the victim of multiple financial aid fraud cases. In December 2018, [a Shreveport man](#) pled guilty to financial aid fraud in a scheme that resulted in improper payment of more than \$400,000 in federal student aid. In March 2019, a former [financial aid administrator](#) responsible for verification pled guilty to solicitation and receipt of bribes. Louisiana is not alone in this battle. A glance at [press releases](#) from the U.S. Department of Education's (ED) Office of Inspector General (OIG) website reveals a startling number of fraud cases each year throughout the country. In July 2019, the [U.S. Justice Department](#) arrested three women who stole more than \$1 million in federal financial aid through Fullerton College in California. Individuals in [Mississippi](#) operated a student aid fraud ring that falsely enrolled hundreds of students in distance education programs and submitted FAFSAs to the U.S. Department of Education. The OIG estimated the loss to be upwards of \$2.5 million in Title IV funds.

## **Making Fraud a Priority**

Given the number and variety of fraud schemes, made even more complex in the digital age, financial aid office staff and others on campus need to take proactive steps to deal with fraud.

For this reason, I feel it's time for colleges and state organizations to make preventing and identifying fraud a priority – and the first step is to present regular financial aid fraud workshops. Such workshops can highlight a variety of topics including updates on fraud cases, cybersecurity issues, and methods fraud prevention.

Hosting a fraud workshop isn't difficult once you commit to it. To begin, reach out to the [OIG for your region](#). The OIG will likely be more than willing to come to your campus to inform administrators about fraud issues such as cybersecurity and internal and external threats. Being on the front line, the OIG is aware of both national and local cases, and can discuss new, sophisticated fraud attempts. Involve all financial aid staff in the workshop, as fraud can happen at any level, and be sure to invite leaders from departments beyond the financial aid office. Schools must embrace the idea that fraud is an institutional issue that can impact all aspects of the college, not just the financial aid office. Chancellors, admissions directors, IT staff, vice chancellors for student and academic affairs, business/bursar administrators and online learning administrators all need to take a role in protecting Title IV funds.

Consider expanding the reach of your fraud workshop by inviting nearby institutions or requesting a session or workshop as part of your annual state association conference. Fraud often involves multiple institutions, so we need to work together to combat it effectively. If one college is being impacted, it is likely other colleges are experiencing similar issues – perhaps without knowing it.

As with campus-level workshops, state-level workshops should feature presentations by the OIG. Include round-table discussions to talk about trends, ways to identify fraud, and reporting practices. In addition, make sure to discuss best practices other institutions are using. Don't reinvent the wheel if you can learn from each other!

Regular updates are crucial, particularly as fraud is becoming increasingly complex and more difficult to identify and catch. As a best practice, institutions should host a fraud workshop every other year, and state associations could do so at least as often to

keep everyone up to date on fraud trends. In addition, institutions should review, on an annual basis, their internal practices for identifying and reporting fraud. Consider developing specific policies and procedures for reporting fraud and make staff aware of them.

### **Fraud Prevention as an Integrated Approach**

Schools have instituted practices, such as alternating disbursement timelines, building collaboration between departments, and sharing lists of flagged names with other schools, to cut down on potential fraud. As electronic fraud is on the rise, the IT department should be part of fraud-prevention and identification efforts. Adding layers of security, such as two-factor identification, can help minimize threats.

Some institutions have hired compliance officers to oversee fraud prevention on an institution-wide level. Creating mechanisms to monitor IP addresses, assessing common email addresses and bank, and looking for unusual enrollment patterns can greatly reduce the potential for fraud.

As we integrate different administrative offices into fraud prevention, ED has a role as well. While the financial aid community has been proactive in reaching out to the OIG, other than the advent of unusual enrollment history, ED has offered little in the way of insight or guidance on fraud for schools. Should it be in their purview to provide training – such as hosting webinars and conference sessions highlighting patterns of potential fraud – and other information resources to schools to aid in fraud prevention efforts?

### **Being Proactive**

Student aid fraud is a big problem that isn't going away. In fact, as digital transactions become more prevalent, fraud will likely become more pervasive and sophisticated. Financial aid offices are vulnerable, but fraud schemes often touch several different offices at the institution. Relying only on the financial aid office to mitigate fraud limits the ability to prevent or identify fraud, and it also shifts time and attention away from the majority of financial aid applicants who are not committing fraud. To be effective, fraud prevention must be given priority and approached as a college-wide issue. It takes someone to initiate these efforts, and you can't prevent fraud if you're not thoroughly informed, so I urge all financial aid offices to work with the OIG and host an interdepartmental fraud workshop now.

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*Amy Cable is the executive director of Process Management at the Louisiana Community and Technical College System in Baton Rouge, Louisiana. Amy has 16 years of higher education administration. She is an experienced leader within the Division of Enrollment Management and Financial Aid, having served in several leadership roles in state, regional, and national associations. Amy holds a Bachelor of Arts in Criminal Justice, a Master of Public Administration, and a Doctor of Education from the University of Memphis.*

# YOUR DOLLARS MAKING A DIFFERENCE IN THE COMMUNITY...



To all at LASFAA,

We are so very grateful for your recent donation to McLindon Family Foundation. Sweet Claire has thoroughly enjoyed her pink bike. Jrista is overjoyed by the generosity of everyone involved in getting her daughter this bike. Claire is gaining strength with each ride. Thank you for being part of the change in this little girl's life.

*Thank You*

*Allison Aubre*

Thank you LASFAA members for your generosity!



## **BACKGROUND**

Coronaviruses are a large family of viruses that are common throughout the world. These viruses, at times, can evolve and infect people, then spread through human-to-human contact. Human coronaviruses spread just like the flu or a cold — through the air by coughing or sneezing; through close personal contact, like touching or shaking hands; by touching an object or surface with the viruses on it; and occasionally, through fecal contamination. Currently, the threat of someone in the United States becoming sick with the novel coronavirus, or 2019-nCoV, is very low. Those at risk are those who have traveled to China, and those caring for those who already have the virus.

## **WHAT SHOULD COLLEGES AND UNIVERSITIES DO?**

Students may be returning to school may have traveled to various locations in Asia, including China. Effective 5:00 p.m., February 2, 2020, most foreign nationals will be restricted from entry to the United States.

If a student arrived BEFORE February 2, 2020 and had traveled in the last 14 days to mainland China (excluding Hong Kong and Macau), and develops a fever, cough, difficulty breathing or other symptoms, they should be evaluated. The student should immediately contact their healthcare provider or student health center and inform them that they are experiencing illness and have been in China over the past 14 days. Their healthcare provider will contact the state to determine if the student needs further evaluation and testing for Coronavirus.

## **WHAT IF WE HAVE A STUDENT WHOSE HEALTH IS BEING MONITORED?**

It is possible that a few students in Louisiana will need to be isolated at home for up to 14 days. We encourage schools to support students who may be isolated by allowing for leniency in absenteeism from classes and extra-curricular activities.

## **PREVENTIVE MEASURES**

The Louisiana Office of Public Health encourages colleges and universities to increase education on ways to protect yourself from illnesses such as the cold, flu and also the coronavirus:

- **Cover** any coughs or sneezes with your elbow. Do not use your hands!
- **Clean** surfaces frequently, such as countertops, light switches, cell phones and other frequently touched areas.
- **Contain** – if you are sick, stay home until you are feeling better.

## **RESOURCES FOR MORE INFORMATION**

For more information, visit <http://ldh.la.gov/Coronavirus>.

For information on what to do if you are sick, visit <https://www.cdc.gov/coronavirus/2019-ncov/downloads/sick-with-2019-nCoV-fact-sheet.pdf>.

The latest information on the coronavirus in the U.S. and worldwide can be found on the [CDC website](https://www.cdc.gov/coronavirus/2019-ncov/index.html).

For more information, visit <http://www.ldh.la.gov/coronavirus>. If you have questions about the Coronavirus, please contact the LOPH Coronavirus general information line at 1-855-523-2652 during business hours 8am – 4:30pm Monday through Friday.

Additional information can be found at the site listed below:

[http://ldh.la.gov/assets/oph/Coronavirus/resources/Colleges\\_Universities\\_COVID-19.pdf](http://ldh.la.gov/assets/oph/Coronavirus/resources/Colleges_Universities_COVID-19.pdf)



# Inceptia

A DIVISION OF NSLP

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## Verification Gateway

Verification transformed giving you time savings and flexibility.

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By Inceptia

It's estimated that one-third of FAFSAs are selected for verification, creating extra work for schools as well as the students they serve.

With Inceptia's innovative Verification Gateway solution, the verification process is easier, faster and more accurate for students and financial aid departments. It pairs a fully automated process with the flexibility of optional personal interaction to offer the industry's smartest and most innovative verification outsourcing solution.

Students and parents can quickly and securely navigate verification via our mobile-ready, self-help web portal and receive alerts so they know what documentation is needed and when they've completed their requirements. Plus, our highly trained Verification Specialists are available to answer questions via a dedicated toll-free number, if needed.

Verification Gateway offers schools a means to award students faster, reduce compliance risk and incoming call volume, and increase efficiency. The ability to package student files and disburse aid more quickly, plus the ability to view all submitted data and access to student progress views saves time and eliminates cumbersome paperwork.

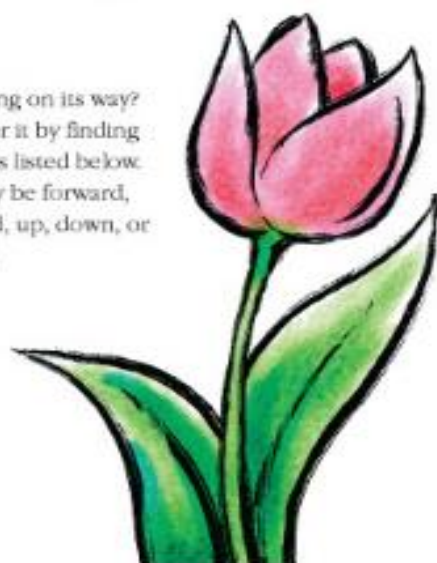
To learn more about Verification Gateway and Inceptia's other financial aid management solutions, stop by our booth at LASFAA. We look forward to seeing you!

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T L C M G E G S  
 A Q B R A H J V Y N Y E Q A D  
 J K R X G D L K W Z F X M B N M R H  
 S H E M F J C T J R I S B Q O G E J D K  
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 C S P R I N G W U L D O Z S E  
 V Y C P K J O Y K P S J T  
 U M B R E L L A N M F  
 P J Q N F X V S R

## Search for Spring

Is spring on its way?  
Search for it by finding  
the words listed below.  
They may be forward,  
backward, up, down, or  
diagonal.



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 T A  
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Atonement  
 birds  
 blossoms  
 breeze  
 bugs  
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 Christ  
 Easter  
 eggs  
 flowers  
 fun  
 garden  
 general conference

grass  
 joy  
 kite  
 puddle  
 rain  
 Resurrection  
 seeds  
 spring  
 sprouts  
 sunshine  
 tree  
 umbrella



*Interested in volunteering for LASFAA?  
Contact a committee chair below...*

Amenities	Sky Cormier
Cost of Attendance	Amy Marix
Fall Program	Melinda Kemper
Fall Site	LaCharlotte Garrett
Spring Program	Brad Meyers
Spring Site	Kelly Caruso
Diversity Awareness and Professional Development	Brittani Williams
Exhibitor Liaison	Joni Leggio
Financial Aid Awareness	Sharmain Lazard
Finance	Brad Meyers
Legislative Advocacy	Deborah Paul
Long Range Planning	Taina Savoit
Member Relations	Brad Meyers
Nominations, Awards, and Archives	Amy Cable
Publications	Amanda Brady
Site Selection	Shannon Cross
SWASFAA Liaison	Shannon Guillory
Technology/Automation	Rebecca Amy
Training	LaTora Green

## **LASFAA Spring 2020 Conference**

[Register Today](#)

April 15, 2020 Board Meeting  
April 16, 2020 Conference

Central Louisiana Technical Community College  
516 Murray Street, Alexandria, LA 70301  
Holiday Inn Downtown Alexandria  
701 4th St, Alexandria, LA 71301  
(318) 541-8333

Room rate is \$99

Deadline to Reserve is April 1

Your room block code is LAS. Alternatively, you can book online using this link: [LASFAA Booking Link](#)

[Spring Conference Newbie Track agenda](#)

[Spring Conference Mid-Level Track Agenda](#)

[Spring Conference Upper Management Track Agenda](#)



– *Eric Grass*

Have you seen the new LASFAA website?

<https://www.lasfaa.org/>

Have you signed up for E-Lists yet?

We are no longer using the list-serv for communications.

Go to LASFAA.ORG

After you log in, go to My Features (under my Profile),

-click on E-lists.

You can subscribe for email delivery of LASFAA notifications!