



## PacWest SFS Spring 2021 Newsletter



### Message from your, President PacWest SFS

Happy Spring! I hope this message finds you in good health. It is hard to believe that it has been a year since our campus environments changed due to the COVID-19 pandemic. Whether you were directly or indirectly affected, our lives have changed forever. Some of you might be eager to return to a new normal, and with that are new challenges Post COVID-19, such as the impact of returning to campus for in-person for fall 2021. Our new upcoming Recess with PacWest SFS will allow you to share and hear from your colleagues regarding this issue. I hope that you can join us on May 6, 2021.

Many have asked will PacWest SFS have an in-person conference. Although vaccines are out for COVID-19, we will not have an in-person conference in May 2021. PacWest SFS Committee is working for you and wants to make sure we continue to support you. We hope to offer an in-person conference when you are ready, and we will continue to reach out for your feedback. If you have any other ideas on how we can better serve you, please feel free to reach out to the PacWest SFS Committee.

Stay engaged with us to educate, connect, and inspire one another.

Sincerely,  
Becky Schlafer  
President PacWest SFS

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### Top Reasons to join us via Zoom

1. Popular, Everyone is using it
2. Modern Communications
3. Stay connected
4. Have fun

- [Steering Committee](#)
- [Become a Member](#)

5. Pretend you are on Hollywood Squares

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- [Thank you Corporate Partners](#)

6. Wear a cool hat or your sweatpants

## What's Normal? New Normal?

Find out at the virtual recess "Managing the New Normal".

May 6, 2021 - 10:30 am PST

Check out our website to learn more and register.

PacWest SFS will not host an in-person conference in May 2021. We will continue to host Virtual Recesses on industry-related topics for our members.

[Register Here](#)

## The History of PacWest SFS

PacWest was established in 2008 by the joining of two long-standing and reputable California non-profit organizations: CCULAA—California Colleges & Universities Loan Administrators Association and CBA—California Bursar Association. With schools already moving to cross-functionality in these two worlds, we decided it was time to blend the two, and behold ... PacWest was born. We are still a non-profit organization and all Board members serve on a volunteer basis.

The majority of our member portfolio is still California-based but we continue to branch out to our neighboring states. Our conferences and session material are geared toward members working in the Student Financial Services arena across the nation and is not solely California-based information.

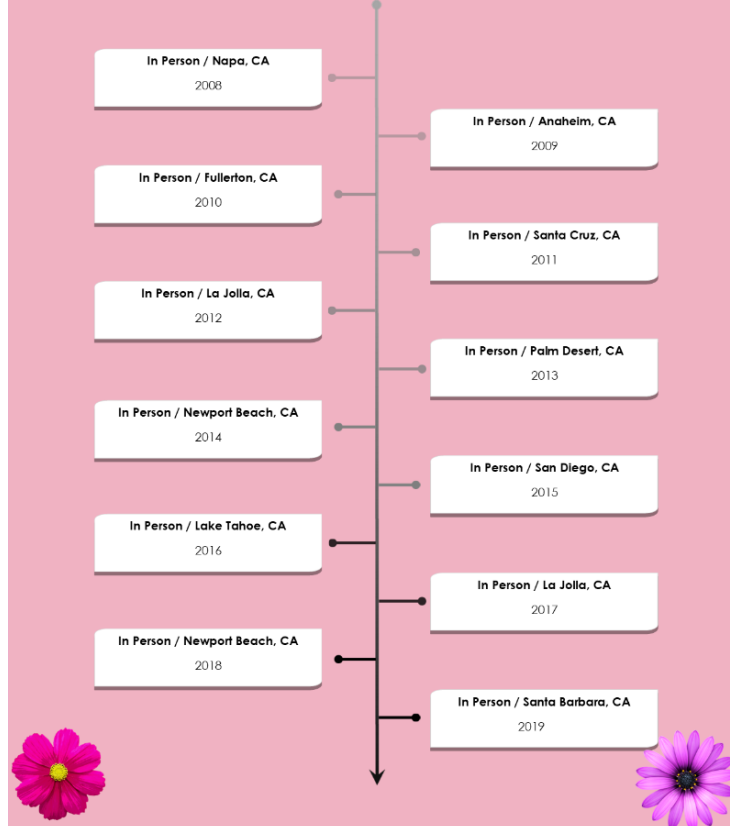
## The Vision of PacWest SFS

PacWest needs to grow. Most of our member portfolio is still California-based but we always welcome other states. We have had schools from Pennsylvania, Colorado, Texas, and Kansas all show great interest with what we are doing at PacWest and we appreciate their membership.



## Our Conference History

### Old Normal:



## Our Conference History

### New Normal:



Get news or info to share? Or would like to submit topics for future Pacesse email us

at:  
[Info@pacwestsfs.org](mailto:Info@pacwestsfs.org)

## Announcements

### **Pepperdine:**

Geri White retired on April 1, 2020 after 15 years of dedication to the University service as the Manager of Accounts Resolution. Additionally, she served as a PacWest committee member at large.

We welcomed Gloria Schimmel into the Manage of Accounts Resolution role. Many of you know Gloria as well as she has been involved with this industry for many years.

### **CSU Bakersfield:**

Isabel Rivera retired after 39 years with California State University, Bakersfield. Rachel Bruce has joined our Student Financial Services.

### **University of Southern California:**

Carolyn Moret, Supervisor for USC Loan collections, retired in October 2020 after 25 years of service.

April Ewing-Miles has taken over Carolyn's duties and now supervises both student loan collectors, in addition to Financial Service Counselors.

### **San Jose State University:**

Meg Diess retired.

Jen Kraskouskas was promoted to Assistant Bursar.

Teresa Schmidt was promoted to Bursar.

### **Cal State Northridge:**

May Ligh, Director of Students Accounts, retired, and her replacement is Rosemary Irvine.

## **Job Opportunities**

### **Assistant Director of Student Business Services at Chapman University**

Chapman University, located in sunny Southern California, seeks a dynamic and dedicated candidate to serve as Assistant Director of Student Business Services.

*For more information, click below*

<https://chapman.peopleadmin.com/postings/24004>

## Updates

### **NACHA 2021 Rule Change – Be in the Know!**

Effective March 19, 2021, the new NACHA 2021 rule change must be implemented by merchants accepting ACH payments via the web. These changes represent the importance of account validation, and should lead to less returns. NACHA rule changes require the following:

- Validation of account routing numbers
- Verification that an account is in good standing

Click the links below for more information on the required changes.

- <https://www.paymentvision.com/blog/2021/02/11/nacha-2021-rule-change>
- <https://www.nacha.org/content/account-validation-resource-center>

The CFPB Ruling that was to go into effect November 2021, but recently

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**proposes Delay of Effective Date for Recent Debt Collection Rules**

Reach out to your collection agencies in the next couple of months.

· <https://www.consumerfinance.gov/about-us/newsroom/cfpb-proposes-delay-of-effective-date-for-recent-debt-collection-rules/#:~:text=The%20debt%20collection%20rules%2C%20issued,review%20and%20implement%20the%20rules>

**We work for you!**

**Marisa Martin**  
Vice President  
University of Washington

**Robyn Bongartz**

Treasurer  
Wichita State University



**April Ewing-Miles**  
Secretary  
University of Southern California

**Saul Denova**

Web Coordinator  
San Diego State University



**Shay Holmes**  
Member at Large  
San Francisco State University

**Megín Soriano**

Member at Large  
Caltech



**Dena Zlatunich**  
Member at Large  
Stanford University

**MyVan Hua**

Member at Large  
Cal Poly Pomona



**Cylinda Duran**  
Corporate Member  
TouchNet

**Paul Boston**

Corporate Member  
Flywire



**Marlene Anderson**  
Conference Coordinator  
San Jose State (ret.)

**Come join us!**

We invite anyone not already a member to consider becoming a PacWest SFS member. The annual membership year is January 1 through December 31. Educational institution staff member is \$75. Corporate Membership is \$150.

**Educational Institution Staff Memberships Includes:**

- Invitation to Virtual Recesses
- Newsletters
- Opportunity to connect with other members and corporate partners
- In-house knowledge and recourses

**Corporate Membership Includes:**

- Invitation to Virtual Recesses
- Direct access to the attendees of each Virtual Recesses
- Be visible on our web page

- Highlight product or services in our newsletter
- Brand building

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- Enhanced vendor relationships
- Opportunity to connect with existing customers
- Opportunity for post-event interactions
- In-house knowledge and recourses

**We wouldn't have a SPRING in our step  
without our Corporate Partners**

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Disbursements

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PROFESSIONAL, INC.

**ConServe**  
Accounts Receivable Management

**flywire**

**ICR**

**Paymytuition**  
POWERED BY MYTA

**reliant**  
SOLUTIONS, LLC  
A Reliant account receivable management company

**TouchNet**  
+ Heartland

**TRANSACT**  
Payments powered by Castnet

**Williams  
& Fudge**

**Wincham**  
PROFESSIONALS

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