12.a

Action /Information Item

California Student Aid Commission

Nominations to Commission Advisory Bodies

The Personnel, Evaluation and Nominations (PEN) Committee will present its recommendations on the enclosed nominations on advisory bodies.

The following list provides the number of vacancies and Nominations considered by PEN for each advisory body.

Loan Advisory Council (LAC)

California State University Institution Representative
One Vacancy
One Nomination:

- Dean Kulju

California State University Student Representative
One Vacancy
One Nomination:

- Anthony Martinez

California Lenders for Education (CLFE) Representative
One Vacancy
One Nomination:

- Dolores Niccolai

Participating Secondary Market Representative
One Vacancy
Two Nominations:

- Amy Tien-Gordon
- Ellis Tredway

Participating Lending Community Representatives
Four Vacancies
Five Nominations:

- Robert M. Haushalter
- Kurt Schneiber
- Craig Anderson
- Patrick Conner
- Jennifer S. Whittington

Grant Advisory Committee (GAC)

California State University Campus Representative
One Vacancy
One Nomination:

- Susan Gutierrez

California State University Student Representative
One Vacancy
One Nomination:

- Anthony Martinez

California Association of Private Postsecondary Schools
One Vacancy
One Nomination:

- Frederick Holland

Independent California Colleges and University System Representative
One Vacancy
One Nomination:

- Lisa Douglass

CALIFORNIA STUDENT AID COMMISSION

APPOINTMENT FOR
LOAN ADVISORY COUNCIL

CALIFORNIA STATE UNIVERSITY (CSU) INSTITUTION REPRESENTATIVE

One (1) Vacancy

NOMINEE (1 of 1):

Dean Kulju
Director of Financial Aid
California State University, Long Beach
1250 Bellflower Blvd.
Long Beach, CA 90840-0130

Term: 9/9/07 – 9/9/09
Seat: Re-appointment

Background:

Dean Kulju has over 19 years of experience in higher education and financial aid, including four years at the University of Washington as a financial aid counselor and over five years with the University of California, at the Santa Cruz and Irvine campuses where he served as a counselor and then Assistant Director of Financial Aid. In 1997, he began working as the Associate Director of Financial Aid at California State University, Long Beach. In 2000, he was appointed Director of Financial Aid and since July 2004 he has served as the Senior Director of Financial Aid and Administrative Operations for Enrollment Services (budget and personnel).

While at Long Beach, Mr. Kulju has been involved with several initiatives related to the administration of student loan programs, including changing loan processing to ELM, implementing electronic entrance and exit counseling for Stafford Loans and the Peoplesoft Student Administration system. He has served on advisory councils for lenders and others in the Federal Family Education Loan (FFEL) industry, presented at conferences and enhanced self-service functionality for students, and electronic communications. Having worked at both a Direct Lending school (Irvine) and currently a FFEL school, he has a balanced perspective on the student lending industry and has witnessed the improvements and better delivery and service to students (and schools) this competition has provided.

Mr. Kulju has been serving on the Loan Advisory Council since September 2005.

The California State University
OFFICE OF THE CHANCELLOR

Gary W. Reichard
Executive Vice Chancellor and Chief Academic Officer
401 Golden Shore, 6 Floor
Long Beach, CA 90802-4210
Telephone: (562) 951-4710
Fax: (562) 951-4986
E-mail: greichard@calstate.edu

August 21, 2007

Ms. Diana Fuentes-Michel
Executive Director
California Student Aid Commission
P.O. Box 419026
Rancho Cordova, California 95741-9026

Dear Ms. Fuentes-Michel:

On behalf of Chancellor Charles B. Reed, I am pleased to forward the nomination of Mr. Dean Kulju as the California State University representative on the California Student Aid Commission's Loan Advisory Council for a two-year term. Mr. Kulju has served as the CSU representative for the past two years and we believe that his reappointment will provide valuable continuity for the Advisory Council. A brief biographical profile of Mr. Kulju, along with contact information, is attached.

We are confident that Mr. Kulju will continue to represent the CSU and its students and serve as a valued member of the Council as it provides advice to the Commission on the administration of the Federal Family Educational Loan (FFEL).

Sincerely,

Gary W. Reichard
Executive Vice Chancellor
Chief Academic Officer

GWR:mlr

Attachment

cc: Dr. Charles B. Reed
Dr. F. King Alexander
Mr. Thomas Enders
Mr. Dean Kulju
Mr. Allison G. Jones
Ms. Mary L. Robinson

Biographical Statement

Dean Kulju
Director of Financial Aid
California State University, Long Beach
1250 Bellflower Blvd.
Long Beach, CA 90840-0130

Voice: (562) 985-8391
Fax: (562) 985-4973
E-mail: dkulju@csulb.edu

Education: B.S. in Business Management
M.B.A., University of Colorado

I have over 19 years of experience in higher education and financial aid. This experience includes four years at the University of Washington as a financial aid counselor and over five years with the University of California, at the Santa Cruz and Irvine campuses where I served as a counselor and then Assistant Director of Financial Aid. In 1997 I joined the staff at California State University, Long Beach as Associate Director of Financial Aid. In 2000 I was appointed Director of Financial Aid and since July 2004 I have served as the Senior Director of Financial Aid and Administrative Operations for Enrollment Services (budget and personnel).

While at Long Beach, I have been involved with several initiatives related to the administration of student loan programs:

- Changed loan processing to ELM
- Implemented electronic entrance and exit counseling for Stafford Loans
- Successful implementation of PeopleSoft Student Administration system
- Served on advisory councils for lenders and others in the FFEL industry
- Presented at conferences
- Enhanced self-service functionality for students, and electronic communications

Having worked at both a Direct Lending school (Irvine) and currently a FFEL school, I have a balanced perspective on the student lending industry and have witnessed the improvements and better delivery and service to students (and schools) this competition has provided.

August 9, 2007

CALIFORNIA STUDENT AID COMMISSION

APPOINTMENT FOR
LOAN ADVISORY COUNCIL

CALIFORNIA STATE UNIVERSITY (CSU) STUDENT REPRESENTATIVE

One (1) Vacancy

NOMINEE (1 of 1):

Anthony Martinez
Chief Governmental Officer
Associated Students, Inc.
California State University, Fullerton

Term: 9/7/07 – 11/29/08
Seat: Finishing the Term Vacated by Javier Gamboa

Background:

Anthony Martinez is currently enrolled as a senior at California State University, Fullerton where he is majoring in Political Science and pursuing a minor in International Politics. Upon graduation, he hopes to pursue a law degree with an emphasis in Internet and Intellectual Property Law. Mr. Martinez serves as the Chief Governmental Officer for the Associated Students, Inc. (ASI) at Cal State Fullerton and was recently selected by the California State Student Association (CSSA) to serve as its Financial Aid Officer.

Mr. Martinez states that: "As a proponent of affordable education, I am dedicated to ensuring that all students have the opportunity to pursue a college degree. Both my parents were recipients of financial aid and utilized it to make a better life for themselves and their children. I strongly believe that assisting students with the associated cost of higher education is a smart investment for the future. Helping put students through college now will strengthen our state's economy and provide California with an educated workforce that is prepared to meet the challenges of a rapidly changing marketplace. While serving as Financial Aid Officer, I hope to educate California residents of the rewards associated with supporting financial aid and serve the students of the CSU system to the best of my abilities."

The California State University
OFFICE OF THE CHANCELLOR

Gary W. Reichard
Executive Vice Chancellor and Chief Academic Officer
401 Golden Shore, 6 Floor
Long Beach, CA 90802-4210
Telephone: (562) 951-4710
Fax: (562) 951-4986
E-mail: greichard@calstate.edu

August 20, 2007

Ms. Diana Fuentes-Michel
Executive Director
California Student Aid Commission
P.O. Box 419026
Rancho Cordova, California 95741-9026

Dear Ms. Fuentes-Michel:

On behalf of Chancellor Charles B. Reed, I am pleased to forward the nomination of Mr. Anthony Martinez as the California State University student representative for both the Grant Advisory Committee and the Loan Advisory Council of the Commission. This nominee, recommended by the California State Student Association, is to fill the positions previously occupied by Mr. Javier Gamboa. A brief biographical profile of Mr. Martinez, along with contact information, is attached.

We are confident that Mr. Martinez will represent the interests and concerns of students in serving on these committees and providing advice to the Commission on program funding and policy issues related to the provision of state administered grants and specialized programs as well as activities and policies for the Federal Family Education Loan programs.

Sincerely,

Gary W. Reichard
Executive Vice Chancellor
Chief Academic Officer

GWR:mlr

Attachment

cc: Chancellor Charles B. Reed
Mr. Allison G. Jones
Ms. Mary L. Robinson

Biographical Statement

Anthony Martinez
Chief Governmental Officer, Associated Students, Inc.
California State University, Fullerton

E-mail: dirgovrel@fullerton.edu

Mr. Martinez is currently enrolled as a senior at California State University, Fullerton where he is majoring in Political Science and pursuing a minor in International Politics. Upon graduation, he hopes to pursue a law degree with an emphasis in Internet and Intellectual Property Law.

Mr. Martinez serves as the Chief Governmental Officer for the Associated Students, Inc. (ASI) at Cal State Fullerton and was recently selected by the California State Student Association (CSSA) to serve as its Financial Aid Officer.

Mr. Martinez states that: "As a proponent of affordable education, I am dedicated to ensuring that all students have the opportunity to pursue a college degree. Both my parents were recipients of financial aid and utilized it to make a better life for themselves and their children. I strongly believe that assisting students with the associated cost of higher education is a smart investment for the future. Helping put students through college now will strengthen our state's economy and provide California with an educated workforce that is prepared to meet the challenges of a rapidly changing marketplace. While serving as Financial Aid Officer, I hope to educate California residents of the rewards associated with supporting financial aid and serve the students of the CSU system to the best of my abilities."

August 14, 2007

CALIFORNIA STUDENT AID COMMISSION

APPOINTMENT FOR
LOAN ADVISORY COUNCIL

CALIFORNIA LENDERS FOR EDUCATION (CLFE) REPRESENTATIVE

One (1) Vacancy

NOMINEE (1 of 1):

Dolores Niccolai
Director of Guarantor & Industry Relations
ACS Education Services
One World Trade Center, Suite 2200
Long Beach, CA 90831-2200

Term: 11/19/07 – 11/19/09
Seat: Re-appointment

Background:

Dolores Niccolai joined ACS Education Services in August 2005 as the Director of Guarantor and Industry Relations, where her primary responsibility is to foster and manage relationships with industry trade associations and industry workgroups to enhance and maintain ACS' reputation as an industry leader. Her background includes over 20 years of experience in education financing and consumer lending.

Ms. Niccolai has been an active participant in state and regional financial aid associations, the California Lenders for Education, National Council of Higher Education Loan Programs (NCHELP), and the Student Loan Servicing Alliance (SLSA). Prior to joining ACS, Ms. Niccolai held leadership positions at Chela Education Financing where she was responsible for marketing Federal and private education loans. During her tenure at Chela, Ms. Niccolai was also responsible for the oversight and administration of Chela's $2.4 billion loan servicing portfolio. Ms. Niccolai has held management positions with a large national credit union as well as a previous contractor for the California Student Aid Commission. Ms. Niccolai holds a Bachelor of Science degree in Criminology from California State University, Fresno and a Master of Science degree in Criminal Justice from California State University, Sacramento.

Ms. Niccolai has been serving on the Loan Advisory Council since November 2005. She currently serves as CLFE Vice President.

Tab 12.a.3

August 20, 2007

Executive Director Diana Fuentes-Michel and
The California Student Aid Commission
10811 International Drive
Rancho Cordova, CA 95670

Dear Executive Director Fuentes-Michel and Commissioners:

Thank you for your recent letter requesting a nomination from the California Lenders for Education (CLFE) due to a vacancy on the CSAC Loan Advisory Counsel. I know you are aware how important it is for stakeholders to provide valuable input to assist in the course of our State's higher education financial aid system.

As background, formed in 1988 and incorporated as a non-profit mutual benefit corporation, CLFE is an association represented by lenders that originate over 80% of the Federal Family Education Loan Program (FFELP) volume in California. Our membership includes secondary markets, servicers and guaranty agencies and we value the input and involvement from the school community and their associations along with that of the Department of Education.

Our goal is to partner with the Commission and other associations, not to merge our individual missions, cultures and philosophies. Rather, it is our collective objective to build effective working relationships and discover common ground that advances the education loan programs in California.

We would like to renomminate Ms. Dolores Niccolai of ACS Educational Services to be the CLFE Representative on the Loan Advisory Counsel. She is already familiar with the responsibilities required by the Loan Advisory Counsel and she also sits on the CLFE Exectutive Board and can represent our organization fairly. Please accept this letter as our nomination for the Loan Advisory Counsel. I assume that since you already have Dolores' information from her prior service, I do not need to send you the additional information that was requested (i.e. address, biography, etc.).

Sincerely,

Rob Smith
President 2007
California Lenders for Education

cc: CLFE Association

CLFE President • Rob Smith ? 1057 Coggins St • Redding, CA 96003
Phone: (530) 244-7960 • Fax: (530) 244-7961 • E-mail rob.smith@salliemae.com

ACS Education Services
One World Trade Center, Suite 2200
Long Beach, CA 90831-2200

Summary of Qualifications

Proven leader with exceptional relationship building and management skills with an emphasis in contract negotiation, implementation, audits and compliance. Strategic operations management background in education lending that includes loan origination, servicing and product marketing. Wide range experience with education finance industry players. Proven ability to work with multiple organizations, both internally and externally to flawlessly drive results. Excellent collaboration, communication and project management skills.

Professional Experience

ACS Education Services, Long Beach, California 2005-Present

"A **Partner**, Not a Competitor."- The only independent, third-party originator and servicer of student loans.

Director of Guarantor & Industry Relations
Manages and fosters relationships with all levels and functions of clients, guarantors, and other industry participants. Acts as the primary contact for industry trade associations and workgroups to enhance and maintain ACS' reputation as an industry leader. Manages personnel performing guarantor oversight and support processes and procedures. Provides long term strategic planning analysis and recommendations for current and future industry initiatives.

Chela Education Financing, San Francisco, California 1996-2005

A leading not-for-profit company dedicated solely to education financing by putting education within reach of students.

Product Marketing Manager (2004-2005)
Drove Stafford, PLUS, and Private Loan products throughout the product lifecycle, including new product development, launch, enhancements, and demand generation activities. Manages and develops detailed budget for product development and marketing activities.

- Implemented private loan product changes that brought Chela to industry parity.
- Managed the re-launch of corporate brand for Stafford and PLUS products to reposition Chela as a leader in education finance.
- Successfully launched e-signature product that brought Chela to industry parity.
- Implemented loan rebate program that resulted in returning $1.8MM to students.

Manager of Loan Services (1999-2004)
Managed federal and private loan servicing and administered a $2.4 billion loan portfolio including third-party servicer performance and compliance, contract management and negotiation, portfolio acquisition and transfer transactions, audit and risk management. Personally accountable for cost control, strategic and tactical planning, and budget administration. Managed personnel performing product oversight, compliance, and support processes and procedures. Interacted with all levels of staff and management of internal and external organizations to develop new and enhanced processes to strengthen Chela's ability to deliver best of class products and services.

- Implemented a customer retention program that resulted in savings of more than $31MM in 2003 loan runoff.
- Directed the servicing implementation of a $1BB student loan bond revenue issuance at multiple third-party servicers.
- Reduced servicing expenses on private loan contract by 8% resulting in improved program profitability.
- Reduced denied claims volume by 200% over a one-year period by developing and implementing claim disposition procedures.
- Developed and implemented a "Master Servicing" term sheet to establish more consistent third-party servicer contracts, monitoring, and reductions in overall servicing costs.

Assistant Manager of Loan Services (1996-1999)
Managed operational functions and performance at each third-party servicer. Managed portfolio acquisition/transfer and denied/underpaid claims staffing and processes. Achieved high level of customer satisfaction through focus on servicing performance.

- Managed deconversion and subsequent transfer of $350MM in educational loans from a defunct third party servicer to multiple third-party servicers while minimizing risk exposure to Chela.
- Directed servicing implementation of an asset-backed securitization that resulted in a $300MM securitization of education loans.

Chevron Federal Credit Union, San Francisco, California 1991-1996

Student Loan Officer
Responsible for managing all facets of student loans which included guarantor relationship management, origination, servicing, accounting, collections, default and compliance. Responsible for profit and loss of student loan products. Developed and implemented new loan products and cross-selling strategies that resulted in a 175% growth in loan volume over a two-year period.

Citibank, Federal Savings Bank, Oakland, California 1989-1990

Technical writing of mortgage lending policies and procedures.

Electronic Data Systems, Sacramento, California 1985-1989
(California Educational Loan Program)

Operations Supervisor
Established Bankruptcy and Litigation Unit as well as held supervisory positions responsible for daily operations.

Education
Master of Science, Criminal Justice, California State University, Sacramento, CA
Bachelor of Science, Criminology, California State University, Fresno, CA

Company Sponsored Training
- Project Management – American Management Association
- Moving from an Operational Manager to a Strategic Leader – American Management Association
- Coaching: A Strategic Tool for Effective Leadership – American Management Association
- Behavioral Interviewing
- Values, Management & the Law
- Managing Change
- Crucial Conversations

Professional Activities and Associations
- Student Loan Servicing Alliance (2005)
- California Association of Student Financial Aid Administrators (2005)
- Western Association of Student Financial Aid Administrators (2004 & 2005)
- California Lenders for Education (1995-Present; 2003-2005 Secretary)
    - Common Manual Response Team (1995-1996)
- National Council Higher Education Loan Programs – Member (1996-Present)
    - Program Operations Committee (2005)
    - Program Regulations Committee (1999-2005)
    - Common Manual Response Team (1999-2001)
- ACS Client Advisory Team (1999-2004; 2003 Chair)
- Nelnet Secondary Market Users Team (1999-2004)
- California Student Aid Commission - Legislative and Regulatory Work Group (1996-1998)

Community Activities and Associations
First Lutheran School Board (1999-2003)

CALIFORNIA STUDENT AID COMMISSION

APPOINTMENT FOR
LOAN ADVISORY COUNCIL

PARTICIPATING SECONDARY MARKET REPRESENTATIVE

One (1) Vacancy

NOMINEE (1 of 2):

Amy Tien-Gordon
Vice President and Chief Student Lending Officer
ALL Student Loan
6701 Center Drive West, Suite 500
Los Angeles, CA 90045

Term: 9/9/07 – 9/9/09
Seat: Re-appointment

Background:

Amy Tien-Gordon has worked at ALL Student Loan for nearly 16 years, and currently leads the Corporation's Marketing, Sales and Loan Origination divisions. Before joining ALL Student Loan, she served as the Manager of the Student Loan Center at Great Western Bank from October 1986 to June 1991. She then joined ALL Student Loan as the Servicer and Compliance Manager until December 1993 when she became their Marketing Director. In November 2000, she began working as the Managing Director of Marketing and Sales. She has been serving in her current position since July 2004.

An active member in the student loan industry for two decades, Ms. Tien-Gordon has been the Corporation's representative on the ELM Resources, Inc. board of directors and has served as a liaison between the ELM National Disbursement Network and its users. She has also served as the industry's Secondary Market Representative for CSAC's Loan Study Council and as Vice President and Secretary of California Lenders for Education (CLFE). She earned her Bachelor of Arts degree in Economics from Chatham College in Pennsylvania.

In May 2006, Ms. Tien-Gordon was appointed by the Commission to finish a partial term on the Loan Advisory Council, which had been vacated by the previous secondary market representative.

Tab 12.a.4

ALL STUDENT LOAN®
BUILDING A BRIGHTER FUTURE℠

6701 Center Drive West, Suite 500
Los Angeles, California 90045
Telephone: 310-979-4700
Facsimile: 310-979-4714
www.allstudentloan.org

August 10, 2007

Diana Fuentes Michel
Executive Director
California Student Aid Commission
P.O. Box 419026
Rancho Cordova, CA 95741-9026

Dear Ms. Fuentes Michel:

I would like to re-nominate Amy Tien-Gordon to the CSAC Loan Advisory Council. Amy has worked at ALL Student Loan for nearly 16 years, and currently leads the Corporation's Marketing, Sales and Loan Originations divisions.

An active member in the student loan industry for two decades, Amy has been the Corporation's representative on the ELM Resources, Inc. board of directors and has served as a liaison between the ELM National Disbursement Network and its users. She has also served as the industry's Secondary Market Representative for CSAC's Loan Study Council and as Vice President and Secretary of California Lenders for Education.

Amy is a key executive member of ALL Student Loan's management team and has earned the respect of colleagues and customers over the years. Her job knowledge and experience speak for themselves. Attached you will find a copy of her resume for your reference.

If you need any additional information, please feel free to contact me at (310) 242-8810.

Sincerely,

Christopher P. Chapman
President and Chief Executive Officer

Cc: Kathleen Stanley

Amy Tien-Gordon
6701 Center Drive West, Suite 500, Los Angeles, CA 90045
(310)242-8868
atien@allstudentloan.org

Skill Summary

Skilled executive with extensive background in and thorough knowledge of student loan marketing, sales and operations. Experienced in developing and implementing competitive programs and services. Exceptional organizational, analytical, and managerial skills.

Experience

July 1991-Present

ALL Student Loan, Los Angeles, CA — *July 2004-current*

Vice President & Chief Student Lending Officer

- Supervise 32 employees and numerous seasonal employees within the Operations, Sales and Marketing divisions of the company with over $1 billion in assets.
- Develop and continue to implement new business development plans, which includes calling on customers and prospects while enhancing corporation's image in the community and state.
- Established new loan origination procedures and customer service metrices, which expanded loan originations efficiencies in Stafford, PLUS and Consolidation loans.

Managing Director, Marketing & Sales — *Nov. 2000-July 2004*

- Spearheaded the selection process for a loan origination system.
- Implemented corporation's in-house loan origination system (AppWorks) on schedule and within budget.
- Managed all daily marketing and sales of the corporation.
- Managed the development and launch of the corporation's first web site.

Marketing Director — *Dec. 1993-Oct. 2000*

- Developed and implemented direct Stafford and PLUS loan originations for the corporation.
- Developed a secondary market purchase program and successfully closed three major loan sales, bringing the corporation's asset base from $0 to over $500 million.

Manager, Servicer & Compliance — *July 1991-Nov. 1993*

- Managed the wind-down of the corporation's $1 billion asset base.
- Supervised successful conversion of loans from the servicing system to new owners/holders.
- Coordinated the reinstatement of eligible uninsured loans.

Oct.1986-June1991

Great Western Bank, Chatsworth, CA — *Oct. 1986-June 1991*

Manager, Student Loan Center

- Managed the operations, marketing and sales of the bank's student loan center.
- Grew originations by over 500%, from annual originations of approximately $30 million to over $150 million within five years.

Education

B.A. in Economics, Chatham College, Pennsylvania — *1982*

CALIFORNIA STUDENT AID COMMISSION

APPOINTMENT FOR
LOAN ADVISORY COUNCIL

PARTICIPATING SECONDARY MARKET REPRESENTATIVE

One (1) Vacancy

NOMINEE (2 of 2):

Ellis Tredway
Executive Vice President
Education Funding Services Inc. (EFSI)
Brazos Higher Education Service Corporation
P.O. Box 14445
Austin, TX 78761-4445

Term: 9/9/07 – 9/9/09
Seat: Vacancy

Background:

Ellis Tredway is Executive Vice President with Education Funding Services Inc. (EFSI). Prior to joining EFSI, he worked for the state comptroller as a field auditor and worked his way up to Chief Financial Officer for State Comptroller Bob Bullock. He was employed by the Texas Guaranty Student Loan Corporation (TGSLC) as chief operating officer where he worked for approximately three years in a transition period from Joe McCormick to Milton Wright until he was established. He left TGSLC and went to work for Cooper's as a consultant for approximately a year and a half before he was offered employment at Brazos. He has been with Brazos for approximately 10 years now and is Executive Vice President in charge of its long-range planning and government affairs.

Mr. Tredway has state government experience, guarantor experience, and secondary market experience. He represents Brazos on the National Council for Higher Education Loan Program board and at Education Funding Council.

BRAZOS HIGHER EDUCATION SERVICE CORPORATION, INC.

2600 Washington Ave.
P.O. Box 1308
Waco, Texas 76703-1308
(254) 753-0915
Fax (254) 754-0267
www.bhesc.org

OFFICERS:

Bob Chambers
CHAIRMAN

Mrs. Joyce Packard
VICE CHAIRMAN

Murray Watson, Jr.
PRESIDENT

David Horner
EXECUTIVE VICE PRESIDENT

DIRECTORS:

Mr. Bob Chambers
Mr. Lindley F. Elliott
Mr. Norman L. Hay, Jr.
Mr. Paul D. Marable, Jr.
Mr. Harold W. McNabb
Mrs. Joyce Packard
Mr. John Perry
Mr. David F. Smith, Jr.
Mrs. Dorothy Talbot
Dr. Joseph Velez

August 20, 2007

Ms. Kathleen Stanley
Federal Policy and Programs Division
California Student Aid Commission
P.O. Box 419026
Rancho Cordova, CA 95741-9026

Dear Kathleen:

I am in receipt of your e-mail of earlier in the month and apologize for the long delay in responding but I have been out of town traveling most of the last two weeks. I am just back in the office this past Friday for the first time.

We are happy to submit to you for nomination Mr. Ellis Tredway. Mr. Tredway I have known for some 30 years. When I first met him he worked for the state comptroller as a field auditor, worked his way up to Chief Financial Officer for State Comptroller Bob Bullock. He was employed by the Texas Guaranty Loan Corporation as chief operating officer for TG where he worked for a couple or three years in a transition period from Joe McCormick to Milton Wright until he was established. He left TGSLC and went to work for Cooper's and was a consultant with Cooper's for a year to year and a half before I offered him employment to come to work for Brazos. He has been with Brazos some 10 years now and is Executive Vice President in charge of our long-range planning and government affairs.

He is Executive Vice President with Education Funding Services Inc. (EFSI). He has state government experience, guarantor experience, and he has secondary-market experience. He represents Brazos on the NCHELP board and at Education Funding Council (EFC).

Mr. Tredway may be reached at

Brazos Higher Education Service Corporation
P.O. Box 14445
Austin, TX 78761-4445
Ellis.tredway@bhesc.org
800-375-9208

Fax 512-380-7964
Cell number 512-632-7652

If you need further information, please advise. Thank you for your consideration. With kindest personal regards, I am

Your friend,

Murray Watson, Jr.
President and CEO

MW/pt
cc: Ellis Tredway
Diana Fuentes-Michel

Peggy/correspondence/Brazos/2007/Stanley8.07

CALIFORNIA STUDENT AID COMMISSION

APPOINTMENT FOR
LOAN ADVISORY COUNCIL

PARTICIPATING LENDING COMMUNITY REPRESENTATIVES

Four (4) Vacancies

NOMINEE (1 of 5):

Robert M. Haushalter
Senior Vice President
Corporate Development
Access Group, Inc.
5500 Brandywine Parkway
Wilmington, DE 19803

Term: 9/9/07 – 9/9/09
Seat: Re-appointment

Background:

Robert M. Haushalter is Senior Vice President - Corporate Development for Access Group, a role that draws on his long experience in student lending and deep understanding of this frequently changing industry. His primary responsibilities include directing and coordinating Access Group's business alliances and strategic relationships. He is in regular contact with postsecondary institutions, working to meet the expressed needs and goals of each school and responding to questions relating to Access Group programs.

He began his tenure with the Law School Admission Council (LSAC) in 1990 and has been with Access Group since its spin-off from LSAC in 1993. During his 17 years at Access Group, he has also served as Vice President of Program Services, with responsibility for communications, marketing, sales, and school services functions, and as Vice President of Business Development, with similar responsibilities to his current role.

Before coming to Access Group, Mr. Haushalter was Director of the LawUnit℠, which was established to originate Law Access® program loans at the Pennsylvania Higher Education Assistance Agency (PHEAA). Prior to that, he was on faculty and served as the Associate Director of University Development at The American University in Washington, D.C. Mr. Haushalter received a Master of Science degree in Science Teaching and a Bachelor of Science in Education from The American University.

Mr. Haushalter has been serving on the Loan Advisory Council since September 2005.

Tab 12.a.6

access group
The nonprofit graduate loan specialist

5500 Brandywine Parkway
P.O. Box 7430
Wilmington, DE 19803-0430

General Number: 302-477-4000
School Services: 800-227-2151
Customer Contact Center: 800-282-1550

Fax: 302-477-4080
accessgroup.org

Daniel R. Lau
President & Chief Executive Officer

RECEIVED
2007 AUG 20 AM 10: 36
CSAC
EXECUTIVE OFFICE

August 14, 2007

Ms. Diana Fuentes-Michel
Executive Director
California Student Aid Commission
PO Box 419026
Rancho Cordova, CA 95741-9026

Dear Ms. Fuentes-Michel:

Thank you for your letter requesting that Access Group submit a nomination for the California Student Aid Commission's Loan Advisory Council (LAC). As you know, Bob Haushalter has been a member of the LAC since 2005 and we have been honored to have him represent us.

Bob serves as Senior Vice President – Corporate Development at Access Group, a position which allows him to closely interact with the financial aid community to develop programs that allow us to best meet the needs of student borrowers.

With Bob's background in financial aid and his previous experience with the LAC, I believe he will continue to be a valuable contributor to your organization and I would like to submit his name for a second term on the LAC.

If I can be of any further assistance, please contact me at (302) 477-4123 or *dlau@accessgroup.org*. Again, thank you for inviting us to submit a nomination for membership on the LAC.

Sincerely,

Daniel R. Lau

Daniel R. Lau

Robert M. Haushalter
Senior Vice President – Corporate Development
Access Group, Inc.
5500 Brandywine Parkway
Wilmington, DE 19803

(302) 477-4114
rhaushalter@accessgroup.org

Robert M. Haushalter is Senior Vice President – Corporate Development for Access Group, a role that draws on his long experience in student lending and deep understanding of this frequently changing industry. His primary responsibilities include directing and coordinating Access Group's business alliances and strategic relationships. He is in regular contact with postsecondary institutions, working to meet the expressed needs and goals of each school and responding to questions relating to Access Group programs.

He began his tenure with the Law School Admission Council (LSAC) in 1990 and has been with Access Group since its spin-off from LSAC in 1993. During his 17 years at Access Group, he has also served as Vice President of Program Services, with responsibility for communications, marketing, sales, and school services functions, and as Vice President of Business Development, with similar responsibilities to his current role.

Before coming to Access Group, Mr. Haushalter was Director of the LawUnit℠, which was established to originate Law Access® program loans at the Pennsylvania Higher Education Assistance Agency (PHEAA). Prior to that, he was on faculty and served as the Associate Director of University Development at The American University in Washington, D.C. Mr. Haushalter received an M.S. in Science Teaching and a B.S. in Education from The American University.

CALIFORNIA STUDENT AID COMMISSION

APPOINTMENT FOR
LOAN ADVISORY COUNCIL

PARTICIPATING LENDING COMMUNITY REPRESENTATIVES

Four (4) Vacancies

NOMINEE (2 of 5):

Kurt Schneiber
Executive Director
Citibank – The Student Loan Corporation
750 Washington Blvd. 9th Floor
Stamford, CT 06901

Term: 9/9/07 – 9/9/09
Seat: Re-appointment

Background:

Kurt Schneiber is an Executive Director of The Student Loan Corporation with specific responsibility for sales and school services. In addition, he acts as Chairman of the Board of ELM Resources. He has worked for Citigroup in many capacities both in the United States and abroad since 1985. Beginning in 1985, he served as Citibank's Corporate Relationship Manager for the North American Finance Division and then overseas. He later worked as the company's Cards Business Manager and Marketing Director abroad. In 1999, Mr. Schneiber began working as the Global Managing Director for the Global Securities Division in New York and then as the Global Franchise Head in the Global Transaction Services Division. Mr. Schneiber holds a Masters degree from the University of South Carolina and a Bachelor of Arts degree from Brigham Young University.

He is a native Californian with a strong commitment to the fundamental principles espoused by the Commission. As Citigroup's executive sales director, he works extensively across the country with financial aid community partners and participants.

Mr. Schneiber has been serving in the Loan Advisory Council since September 2005.

Tab 12.a.7

citibank

The Student Loan Corporation
750 Washington Boulevard
9th Floor
Stamford, CT 06901

August 15, 2007

Kathleen Stanley, A.G.P.A.
Federal Policy and Programs Division
California Student Aid Commission
Office of the Executive Director
P.O. Box 419026
Rancho Cordova, CA 95741-9026

Dear Ms. Stanley,

Per our earlier communication, I respectfully submit the re-nomination of Kurt R. Schneiber for an additional term for your consideration.

Mr. Schneiber is an Executive Director of The Student Loan Corporation with specific responsibility for sales and school services. In addition, he acts as Chairman of the Board of ELM Resources. I have attached a copy of his resume that outlines his experience and accomplishments.

His contact details are noted below:

Kurt R. Schneiber
Executive Director, Sales
The Student Loan Corporation
Citibank, N.A.
750 Washington Blvd., 9th Floor
Stamford, CT 06901

Office phone: 1 203 975 6088
Mobile phone: 1 203 561 8705
Email address: kurt.schneiber@citi.com

Thank you kindly for your consideration.

Sincerely,

Michael Reardon
Chief Executive Officer

Tab 12.a.7

Kurt R. Schneiber

Citibank, N.A., 750 Washington Blvd., 9th floor
Stamford, CT 06901
Phone: +1 203 976 6088
Email: kurt.schneiber@citi.com

A top performing leader with 20+ years of increasing responsibility in business building, general management, sales, marketing, and corporate finance in North America, Europe, the Middle East, Asia, and Africa.

PROFESSIONAL EXPERIENCE

CITIGROUP **1996-present**

Executive Director, The Student Loan Corporation, Citibank, N.A. **2005 to present**
Stamford, Connecticut

Executive director for Citibank's student loan business.

- Responsible for building and maintaining the company's extensive university- and college-focused distribution network. Over 3,000 schools across the country. Over $6 billion in student loan originations.
- Direct over 150 sales and service staff to attain industry-leading growth and satisfaction standards.
- Restructured sales force. Replaced underperformers. Added 40+ new hires. Created new segment strategy.
- Increased originations growth 2x vs. market (21% vs. 10%). Improved Citibank's position from #3 to #2.
- Participate actively as company representative in various student financial aid and lending industry groups.
- Chairman of the Board, ELM Resources, a non-for-profit technology company processing over $19 billion of student loan transactions.

Global Franchise Head for Power, Energy, and Chemical Industry Group, Global Transaction Services **2003-2004**
New York City, New York

Managing director for $200 million global industry group and $15 million unit for account-managed customer relationships. Direct 25+ sales personnel in North America and Europe building business in cash management, trade, and securities services. Report to Global Head of Sales & Marketing.

- Through hands-on management of sales force grew revenue pipeline from $38 million to $100 million in 18 months.
- Executed targeted strategy to increase market share significantly in key customer accounts. For example, led initiative with Shell resulting in wins in Latin America ($1 million), Central Europe ($1.5 million), and global cards ($4 million), with significant opportunities in North America on the horizon.
- Drove similar approach through a group of under-penetrated customers capturing significant wins and market share.
- Built solid senior customer relationship points in North America, Europe and Asia through active personal calling initiative.

Global Managing Director for Depositary Receipts and Regional Business Executive for Emerging Markets, Global Securities Division **1999-2003**
New York City, New York

Executive manager for complete organization and P&L of $400 million dollar revenue business servicing corporate issuers, investors, and broker dealers. Direct 175 professionals in sales, account management, product development, and operations. Report to EVP/Division Head.

- Built new Depositary Receipts business strategy and grew revenues by 50%+ while keeping costs flat.
- Executed strategic cost management action plan to save $4 million.
- Took direct control of global sales force and captured 60% of all target market deals, reversing a 24-month negative trend.
- Improved market share to 43% in Depositary Receipts —from 35% and dwindling.
- Implemented process reengineering and "Six Sigma" measurements to drive down error rates and improve customer satisfaction.
- Steadily increased employee satisfaction, exceeding comparable businesses by more than 20 percentage points

Tab 12.a.7

Cards Business Manager and Marketing Director, Consumer Bank **1996-1999**
Chennai, India

Fully responsible for managing P&L of multifunctional bankcards, Diners Club, and banking businesses. 1 million-card portfolio and 45% market share. Direct 75 bank officers and over 1,000 sales, collections, and operations associates to run credit, collections, sales, service, and marketing for largest consumer lending business in India. Reported to Country Business Executive.

- Conceived, planned, and directed implementation of ground breaking cobrand, affinity, and alliance strategy for the cards business capturing market leadership and protecting the business from new entrants. Negotiated alliances and launched key new products. Over 50% of volumes generated from these new products within 3 following years.
- Guided business through significant credit problems restoring the portfolio to profitability and establishing a new framework for future growth.
- Achieved aggressive credit loss targets despite deteriorating economic environment. Reengineered front-end credit evaluation and direct sales process to dramatically reduce fraud. Purged the portfolio of unprofitable and negatively performing customer segments. Maintained market share in sales and receivables throughout.

GERBER PRODUCTS COMPANY **1990-1996**
Athens, Greece

Business Development Manager - Mediterranean, Middle East, and Africa

Full marketing, product sourcing, and P&L responsibility. Managed distribution and sales network in 15 countries. Developed, directed, and implemented consumer and trade marketing programs. Prepared and executed plans to enter new markets. Assist in training and management of multi-national salesforce of over 50. $40 million per annum regional retail sales. Reported to President, International Division.

- Directed development and implementation of marketing campaign, including consumer and trade promotions and television advertising, which increased sales of baby food in largest regional market by 35% from 1994 to 1995.
- Expanded sales in Arab markets over 35% per year over four years
- Successfully managed all aspects of company's response to tampering/poisoning crisis where $8 million (retail) franchise was a severe risk.

CITIBANK, N.A. **1985-1990**

Saudi American Bank (Citibank affiliate) **1989-1990**
Riyadh, Saudi Arabia

Corporate Relationship Manager, Corporate Banking

Responsible for building a $300 million corporate lending portfolio. Marketed and ensured delivery of specialized financial products to largest, local contracting companies. Annual revenue budget of $2.6 million. Reported to President, Corporate Banking Division.

- Successfully completed first ever real estate sale-leaseback in Saudi Arabia.
- Developed strategic plans to increase the bank's market share of hospital management contract financing. Captured $15 million deal for 5 new hospital contracts.

North American Finance Division (Citibank) **1985-1989**
New York City, New York

Management Associate (1985). Corporate Relationship Manager, Corporate Banking (1986-1989).

EDUCATION

University of South Carolina. 1985. Master in International Business.
International finance and marketing emphasis. Top 5% of graduating class. Arabic language track (American University in Cairo, 1983). Graduate Assistant. Olsen Scholarship recipient (academic excellence).

Brigham Young University. 1982. BA. Cum laude graduate.
International relations and economics emphasis. Teaching Assistant. Leadership Scholarship (academic excellence and leadership).

PERSONAL

- Directed and supervised 120-person volunteer service organization in Finland, 1976-1978. US citizen. Second languages, Arabic and Finnish.

CALIFORNIA STUDENT AID COMMISSION

APPOINTMENT FOR
LOAN ADVISORY COUNCIL

PARTICIPATING LENDING COMMUNITY REPRESENTATIVES

Four (4) Vacancies

NOMINEE (3 of 5):

Craig Anderson
National Director
Education Finance Sales
JPMorgan Chase Bank, N.A.
1 East Ohio Street
Indianapolis, IN 46204

Term: 9/9/07 – 9/9/09
Seat: Vacancy

Background:

Craig Anderson is the National Director of Education Finance Sales and will bring 20 years of student loan experience to the Loan Advisory Council. His work experience is diverse, as he has worked in the guarantor and institutional side of higher education prior to joining Chase. As a result, Mr. Anderson can bring a broad viewpoint to the Council as it reviews important issues regarding access and opportunity in California.

Mr. Anderson began his career in the student financial aid industry as a Financial Aid Officer at St. Petersburg Junior College and the University of Florida from August 1987 to August 1994. He then joined USA Group in various Sales and Sales Management positions from August 1994 to November 1998. He became Vice President of the Call Center and Operations Management at Bank One Education Finance in November 1998 until May 1999. He joined Sallie Mae in May 1999, working as Vice President of Midwest Sales Education One Group until June 2001 and then President of Sallie Mae Education One Group. In August 2004, he became the National Director of School Channel Sales at Chase Education Finance. He has been serving in his current position as the National Director of Education Finance Sales since January 2007.

Mr. Anderson is an active industry participant and currently serves on the Executive Committee of the ELM Board and has participated in the past with Consumer Bankers Association and other industry associations. He earned his Bachelor of Arts degree and his Masters in Educational Administration at the University of Florida.

Tab 12.a.8

CHASE

Danny C. Ray
President

August 20, 2007

California Student Aid Commission
ATTN: Diana Fuentes-Michel
Office of the Executive Director
P.O. Box 419026
Rancho Cordova, CA 95741-9026

Dear Ms. Fuentes-Michel:

On behalf of Chase Education Finance, I would like to nominate Craig Anderson as a 2008 Participating Lender Representative to the Loan Advisory Council for the California Student Aid Commission.

Craig currently serves as our National Director of Education Finance Sales and will bring 20 years of student loan experience to the Council. Craig's work experience is diverse, as he has worked in the guarantor and institutional side of higher education prior to joining Chase. As a result, Craig can bring a broad viewpoint to the Council as it reviews important issues regarding access and opportunity in California.

Craig is an active industry participant and currently serves on the Executive Committee of the ELM Board and has participated in the past with CBA and other industry associations. I fully support Craig's industry participation and can assure you that he will have the latitude to actively participate with the Council. In that role you will find him to be an active participant.

In closing, I highly recommend Craig for this position on your Council. Since joining Chase last year I have found him to have a high level of awareness and understanding of the higher education and the issues surrounding it. I value his insights and believe he will become a key addition for the CSAC council in 2008.

If you have any questions, please do not hesitate to contact me at 317-684-2036.

Sincerely,

Danny C. Ray
President
Chase Education Finance

JPMorgan Chase Bank, N.A. - Education Finance - IN1-9610, 1 East Ohio Street, Indianapolis, IN 46204
Telephone: 317 684 2036 - Facsimile: 317 236 5787
danny.c.ray@jpmchase.com

Tab 12.a.8

Craig Anderson
Senior Vice President
National Sales

Current Position

National Director of Education Finance Sales — *January 2007 to present*
Chase Education Finance

- Campus Channel Sales, 50+ sales team member team,
- Affinity/Partnership Sales, 29 member team,
- IEFC Sales, 9 member team,
- e-Commerce initiatives, 8 member team,
- Sales Administration, 14 member team, manage all sales support activity
- Sales Delivery, 8member team, customer implementations

Prior Positions

National Director, School Channel Sales — *August 2004 to December 2006*
Chase Education Finance

- Campus Channel Sales, 50+ member team,
- Sales Administration, 4 member team, reporting, forecasting
- Sales Delivery, 7 member team, customer implementations
- Customer Call Center, 10 member team
- Sales Communications, 10 member team, RFPs, marketing and communications

President, Education One Group — *June 2001 to August 2004*
Sallie Mae

- Led 75 member Sales and Marketing Organization with exclusive right to market Bank One Education Loans
- Generated $4.5b annual loan originations
- Manage $15mm budget

Vice President, Midwest Sales Education One Group — *May 1999 to June 2001*
Sallie Mae

- Led 12 member sales team
- Generated $1b in annual loan originations
- Managed $2mm budget

Tab 12.a.8

Vice President, Call Center and Operations Management *November 1998 to May 1999*
Bank One Education Finance

- Led 8 member call center and operations team for Bank One Education Finance
- Transitioned call center operations from Arizona to Indianapolis

Sales and Sales Management Positions *August 1994 to November 1998*
USA Group

- Developed new sales territories in the NE market
- Managed sales teams in the NE market

Financial Aid Officer *August 1987 to August 1994*
St Petersburg Junior College
University of Florida

Education

Masters in Educational Administration
University of Florida

Bachelor of Arts
University of Florida

Contact Information

1 E. Ohio Street, 14th Floor
Indianapolis, IN 46204
317-236-5762
craig.p.anderson@chase.com

CALIFORNIA STUDENT AID COMMISSION

APPOINTMENT FOR
LOAN ADVISORY COUNCIL

PARTICIPATING LENDING COMMUNITY REPRESENTATIVES

Four (4) Vacancies

NOMINEE (4 of 5):

Patrick Conner
Senior Vice President and National Sales Manager
Education Financial Services
Wells Fargo Consumer Credit Group
301 East 58th Street North
Sioux Falls, SD 57104

Term: 9/9/07 – 9/9/09
Seat: Vacancy

Background:

Patrick Conner is Senior Vice President and the National Sales Manager for Wells Fargo Education Financial Services. With more than 17 years of experience in financial services sales and marketing, he leads a diverse team of sales managers and account executives nationwide. His team creates and executes sales strategies to drive student loan volume through school, corporation, and bank channels.

Before joining Wells Fargo in 2006, Mr. Conner was head of home equity partnership marketing for JP Morgan Chase/Bank One. He also managed Bank One's student lending division and home equity ecommerce sales. Previously, he served as the vice president for member relations at MasterCard International and the first vice president and national sales manager for Bank One credit card partnership programs. He began his career at NationsBank (now Bank of America) as a management trainee.

Mr. Conner earned his Bachelor of Science degree in business administration with a minor in finance from Boston University.

WELLS FARGO

Education Financial Services
301 East 58th Street North
Sioux Falls, SD 57104

August 20, 2007

Kathleen Stanley, A.G.P.A.
Federal Policy and Programs Division
California Student Aid Commission
916.526.8098
kstanley@csac.ca.gov

Dear Ms. Stanley:

The purpose of this letter is to respond to Diana Fuentes-Michel's letter dated August 8, 2007, requesting the nomination of a Lender Representative to the Loan Advisory Council from Wells Fargo Education Financial Services. Respectfully, I submit Patrick Conner's name to the list of potential nominees. Patrick's biography follows:

Patrick Conner
Senior Vice President
National Sales Manager
Wells Fargo Consumer Credit Group - Education Financial Services

Patrick Conner is the National Sales Manager for Wells Fargo Education Financial Services. With more than 17 years of experience in financial services sales and marketing, Conner leads a diverse team of sales managers and account executives nationwide. His team creates and executes sales strategies to drive student loan volume through school, corporation, and bank channels.

Before joining Wells Fargo in 2006, Conner was head of home equity partnership marketing for JP Morgan Chase/Bank One. He also managed Bank One's student lending division and home equity ecommerce sales. Previously, Conner served as the vice president for member relations at MasterCard International and the first vice president and national sales manager for Bank One credit card partnership programs. He began his career at NationsBank (now Bank of America) as a management trainee.

Conner earned his bachelor of science degree in business administration with a minor in finance from Boston University.

Please let me know if you require any additional information. We appreciate the opportunity to put a nominee before you.

Sincerely,

Michael DeVito
Executive Vice President
Education Finance
Wells Fargo Bank, N.A.
Office: (651) 205 8683

CALIFORNIA STUDENT AID COMMISSION

APPOINTMENT FOR
LOAN ADVISORY COUNCIL

PARTICIPATING LENDING COMMUNITY REPRESENTATIVES

Four (4) Vacancies

NOMINEE (5 of 5):

Jennifer S. Whittington
Vice President
Student Lending West Region Sales
Bank of America
3rd Floor, 101 S. Marengo Avenue
Pasadena, CA 91101-2428

Term: 9/9/07 – 9/9/09
Seat: Vacancy

Background:

Jennifer Whittington is currently the West Region Sales Executive for Bank of America Student Lending. She is a seasoned leader of 13 years in the Bank of America organization and has been a part of the Student Lending organization for the last several years. She is a vocal and respected leader and sets standards for her peers in terms of customer commitment.

Beginning in January 1999, Ms. Whittington worked as Region Sales and Service Manager for Consumer Bank. She also served as a Personnel Generalist and later became Manager of Bank of America's Premier Relationship Center. In January 2003, Ms. Whittington became the National Customer Service Manager for Student Lending until June 2006 when she moved into her current position as West Region Sales Manager. Ms. Whittington earned her Bachelor of Arts degree in Mathematics and Economics from Denison University in Granville, Ohio.

Ms. Whittington is involved in numerous associations, including the National Association of Student Financial Aid Administrators (NASFAA), WASFAA (Western Regional), AASFAA (Arizona), WAFAA (Washington), OASFAA (Oregon), NAFAA (Nevada), CCCSFAAA (California Community Colleges), CASFAA (California) and California Lenders for Education (CLFE).

Ms. Kathleen Stanley, A.G.P.A.
Federal Policy and Programs division
California Student Aid Commission

August 27th

Re: Request for representation on Loan Advisory Council

Ms. Stanley:

In response to your email dated August 9th inquiring as to the interest of Bank of America to nominate a representative to the Loan Advisory Council, we would like to nominate Jennifer Whittington for this vacancy.

Ms. Whittington is currently the West Region Sales Executive for Bank of America Student Lending. She is a seasoned leader of 13 years in the Bank of America organization and has been a part of the Student Lending organization for the last several years. Jennifer is a vocal and respected leader and sets standards for her peers in terms of customer commitment.

I will forward her resume as soon as available, but provide her contact information below for this nomination:

Jennifer S. Whittington
Vice President, Student Lending West Region Sales
3rd Floor, 101 S. Marengo Avenue
Pasadena, CA 91101-2428
Phone: 1.626.666.2314
jennifer.whittington@bankofamerica.com

We appreciate your consideration of Ms. Whittington's nomination for the California Student Aid Commission Loan Advisory Council.

Best regards,

Tracy J. Grooms
Bank of America Student Lending Executive
201 N. Tryon Street
Charlotte, NC 28255

JENNIFER WHITTINGTON
Vice President
Student Lending West Region Sales
Bank of America
3rd Floor, 101 S. Marengo Avenue
Pasadena, CA 91101-2428

Qualification Profile

Accomplished business leader with over ten years of management experience in the financial services industry. History of adding measurable value; fostering and leading high performance teams, developing and executing winning strategies and building relationships with diverse audiences.

Experience & Accomplishments

BANK OF AMERICA **1994 - current**

Student Lending *6/06 – current*
West Region Sales Manager
Responsible for leading sales team in regional sales territory of 7 western states. Produced strong results through strategic vision, team building and solid execution.

Key accomplishments:

- Top Grading Talent to ensure maximizing opportunities within region.
- Developing and coaching associates to realize potential and execute on strategic vision.
- Expanding Bank of America's Student Lending visibility in key California Market.
- Successfully added to over 30 strategically targeted lender lists, generating organic growth opportunities and expanding market share in 2007.

Student Lending *1/03 – 5/06*
National Customer Service Manager
Responsible for leading call center staff in both Los Angeles California and Jacksonville Florida, focusing on operational and service excellence.

Key accomplishments:

- Formulated and implemented strategies to address seasonal volume and process efficiencies within departments.
- Executed on call center Hoshin plan ensuring adherence to business strategies.
- Call Center Process Excellence Project received a score of 100%.
- Green Belt Certification; project focused on improving call center average speed of answer and abandonment rate.
- Line of Business Associate Satisfaction and Engagement Coordinator.
- Selected by Senior Management to attend Visa Bankcard Management School 2004.

Premier Relationship Center *10/01 – 12/02*
Manager, Middle Office
Key accomplishments:

- Accountable for servicing (complex problem resolution) Premier Banking Clients throughout California including Commercial Premier Markets.
    - Build relationships with client managers and market managers resulting in increased engagement of the Premier Relationship Center.
    - Increased client and client manager satisfaction scores.
- Selected by senior management to be national site champion for Bank of America Spirit. Developed and coordinated site spirit sessions that included Premier Relationship Center sustainment plan.

Personnel Center *7/00 – 9/01*
Personnel Generalist
Key accomplishments:

- Provide advice and counsel to managers and associates, using interpersonal skills to effectively diagnose situations and influence outcomes to ensure positive results.
- Selected by management to participate in Relationship Manager Pilot supporting Senior Personnel Executives.

Consumer Bank *1/99 – 6/00*
Region Sales and Service Manager, Tri-County Region

Key accomplishments:
- Provided leadership and support to banking centers to improve customer service levels and increase productivity.
- Involved in the development of strategy and tactical plans to achieve regional sales and service objectives.
- Recognized and rewarded as one of the top performing regions, for overall excellence in sales and service, each quarter as well as annually.

Education

Denison University, Granville, Ohio
Bachelor of Arts, Mathematics and Economics 1991

Certifications
Six Sigma Green Belt Certified, 2003

Associations
NASFAA (National), WASFAA (Western Regional), AASFAA (Arizona), WAFAA (Washington), OASFAA (Oregon), NAFAA (Nevada), CCCSFAA (California Community Colleges), CASFAA (California), CLFE (California Lenders for Education)

CALIFORNIA STUDENT AID COMMISSION

APPOINTMENT FOR
GRANT ADVISORY COMMITTEE

CALIFORNIA STATE UNIVERSITY CAMPUS REPRESENTATIVE

One (1) Vacancy

NOMINEE (1 of 1):

Susan Gutierrez
Director of Financial Aid
Sonoma State University
1801 East Cotati Avenue
Rohnert Part, CA. 94928

Term: **11/18/07-11/18/09**
Replacing: **Reappointment**

Background:

Susan Gutierrez has seventeen years of experience in the financial aid field across a notable array of segments: proprietary, community college, independent non-profit, and California State University. Ms. Gutierrez began her career as a Financial Aid Officer at Heald College where she put her Cal Grant A on hold in order to support her husband through his schooling. She moved on to Santa Rosa Junior College the following year as a Financial Aid Technician. In 1994 she was able to complete her undergraduate degree at the University of San Francisco using her Cal Grant A, while concurrently working at Dominican University. Since 2001, Ms. Gutierrez has been the Director of Financial Aid at Sonoma State University.

Susan Gutierrez' knowledge of fiscal and regulatory requirements relating to the management of federal, state, and institutional financial aid, ability to work collaboratively with others to develop operational and regulatory policies and procedures, and mastery of written and oral communication skills are only exceeded by her desire to "help other hopeful students navigate and understand the process" of financial aid. A current member of the Grant Advisory Committee, she was appointed in early 2007 to complete the term of Maria Hernandez.

The California State University
OFFICE OF THE CHANCELLOR

Gary W. Reichard
Executive Vice Chancellor and Chief Academic Officer
401 Golden Shore, 6 Floor
Long Beach, CA 90802-4210
Telephone: (562) 951-4710
Fax: (562) 951-4986
E-mail: greichard@calstate.edu

August 21, 2007

Ms. Diana Fuentes-Michel
Executive Director
California Student Aid Commission
P.O. Box 419026
Rancho Cordova, California 95741-9026

Dear Ms. Fuentes-Michel:

On behalf of Chancellor Charles B. Reed, I am pleased to forward the nomination of Ms. Susan Gutierrez as the California State University campus representative on the California Student Aid Commission's Grant Advisory Committee. Ms. Gutierrez was initially appointed in January 2007 to complete the term of Ms. Maria Hernandez. We are pleased to forward her nomination for a full, two-year term. A brief biographical profile of Ms. Gutierrez, along with contact information, is attached.

We are confident that Ms. Gutierrez will represent the CSU and its students and serve as a valued member of the Committee as it provides advice to the Commission on program funding and policy issues related to the provision of state administered grants and specialized programs for California students.

Sincerely,

Gary W. Reichard
Executive Vice Chancellor
Chief Academic Officer

GWR:mlr

Attachments

cc: Chancellor Charles B. Reed
Dr. Ruben Armiñana
Ms. Gloria Ogg
Ms. Susan Gutierrez
Mr. Allison G. Jones
Ms. Mary L. Robinson

Biographical Statement

Susan Gutierrez
Director of Financial Aid
Sonoma State University
1801 East Cotati Avenue
Rohnert Park, CA 94928

Voice: (707) 664-2287
Fax: (707) 664-4242
E-mail: susan.gutierrez@sonoma.edu

I began my career in financial aid in 1989, after having realized that my husband and I would not be able to "live on financial aid" and both finish our undergraduate degrees concurrently. I was grateful to have been eligible for a Cal Grant A at that time, but without any other grant or scholarship assistance, I chose not to rely on subsidized student loans and found a job at Heald College instead while my husband enrolled in school full-time.

My experience as a frustrated financial aid applicant left me inspired to help other hopeful students navigate and understand the process with all its opportunities and limitations. My turn to finish my undergraduate degree came in 1994, and with the assistance of the Cal Grant A program I graduated from the University of San Francisco with a BS in Information Systems Management. This degree was particularly useful in the field of financial aid because of the increasing need for automation to deliver funds to students efficiently and accurately.

As I advanced in my career and pursued opportunities at other institutions, I gained experience in the independent, community college, and California State University segments. I am committed to represent the interests of the students and institutions in my system, but I am also sensitive to the differing needs of the other segments. I received training in my master's degree program in Organizational Development that helped me to understand the human systems that play a critical role in delivering financial aid to students, and I am experienced with collaborative decision-making models that help ensure the needs of all parties are met to the fullest extent possible.

Throughout my seventeen-year career in financial aid as a technician, counselor, supervisor, and director, my commitment to make the process as easy as possible on students has continued. Balanced by the need to put efficient and effective systems in place that maintain program integrity and regulatory compliance, I look forward to continuing to work together with others as a member of the Grant Advisory Committee during the next term of my appointment.

August 14, 2007

Susan Gutierrez

Tab 12.a.11

Professional Resume

EDUCATION

Sonoma State University, Rohnert Park, CA
M.A. in Psychology (Organizational Development emphasis)

University of San Francisco, San Francisco, CA
B.S. in Information Systems Management

Santa Rosa Junior College, Santa Rosa, CA
A.A. in Liberal Arts

PROFESSIONAL EXPERIENCE

Professional Skills

- Knowledge of fiscal and regulatory requirements of the management of federal, state, and institutional financial aid funds
- Ability to supervise staff and manage departmental resources to maximize efficiency and effective of operations
- Ability to work collaboratively with others to develop policies and procedures that satisfy regulatory, institutional, and student-service priorities
- Strong interpersonal, presentation, and written and oral communication skills.

Positions Held

DIRECTOR OF FINANCIAL AID, SONOMA STATE UNIVERSITY – MAY 2002 TO PRESENT

Reporting to the Senior Director for University Business Services, the Director of Financial Aid is responsible for the operational, fiscal, and personnel administration of the Financial Aid Office, ensuring timely and customer-oriented service to the students of Sonoma State University and compliance with applicable regulations pertaining to the administration and awarding of Financial Aid funds.

The Sonoma State University Financial Aid Office manages federal, state, and institutional financial aid funds for approximately 48% of 7,800 students enrolled each year.

DIRECTOR OF FINANCIAL AID, DOMINICAN UNIVERSITY – MAY 1996 TO AUGUST 2000

Additional Experience

- Interim Director of Financial Aid, Sonoma State University, October 2001 – May 2002
- Lead Financial Aid Representative, Sonoma State University, August 2000 – October 2001
- Assistant Director of Financial Aid/Financial Aid Counselor, Dominican University, September 1993 – May 1996
- Financial Aid Technician, Santa Rosa Junior College, April 1990 – September 1993
  Financial Aid Officer, Heald College, August 1989 – April 1990

CALIFORNIA STUDENT AID COMMISSION

APPOINTMENT FOR
GRANT ADVISORY COMMITTEE

CALIFORNIA STATE UNIVERSITY STUDENT REPRESENTATIVE

One (1) Vacancy

NOMINEE (1 of 1):

Anthony Martinez
Chief Governmental Officer
Associated Students, Inc
California State University, Fullerton
735 North Frijo Avenue
West Covina, CA 91790

Term: **11/29/06 – 11/29/08**
Replacing: **Javier Gamboa**

Background:

Anthony Martinez is a senior at California State University, Fullerton currently serving as the Chief Governmental Officer for the Associated Students, Inc. and the Financial Aid Officer for the California State Student Association.

Mr. Martinez is pursuing a degree in Political Science with a minor in International Politics. After graduation Mr. Martinez intends on earning a law degree with an emphasis in Internet and Intellectual Property Law.

Mr. Martinez has been nominated to complete Javier Gamboa's term of November 29, 2006 through November 29, 2008.

The California State University
OFFICE OF THE CHANCELLOR

Gary W. Reichard
Executive Vice Chancellor and Chief Academic Officer
401 Golden Shore, 6 Floor
Long Beach, CA 90802-4210
Telephone: (562) 951-4710
Fax: (562) 951-4986
E-mail: greichard@calstate.edu

August 20, 2007

Ms. Diana Fuentes-Michel
Executive Director
California Student Aid Commission
P.O. Box 419026
Rancho Cordova, California 95741-9026

Dear Ms. Fuentes-Michel:

On behalf of Chancellor Charles B. Reed, I am pleased to forward the nomination of Mr. Anthony Martinez as the California State University student representative for both the Grant Advisory Committee and the Loan Advisory Council of the Commission. This nominee, recommended by the California State Student Association, is to fill the positions previously occupied by Mr. Javier Gamboa. A brief biographical profile of Mr. Martinez, along with contact information, is attached.

We are confident that Mr. Martinez will represent the interests and concerns of students in serving on these committees and providing advice to the Commission on program funding and policy issues related to the provision of state administered grants and specialized programs as well as activities and policies for the Federal Family Education Loan programs.

Sincerely,

Gary W. Reichard
Executive Vice Chancellor
Chief Academic Officer

GWR:mlr

Attachment

cc: Chancellor Charles B. Reed
Mr. Allison G. Jones
Ms. Mary L. Robinson

Biographical Statement

Anthony Martinez
Chief Governmental Officer, Associated Students, Inc.
California State University, Fullerton
735 North Frijo Avenue
West Covina, CA 91790

Voice: (714) 278-4226
E-mail: dirgovrel@fullerton.edu

Mr. Martinez is currently enrolled as a senior at California State University, Fullerton where he is majoring in Political Science and pursuing a minor in International Politics. Upon graduation, he hopes to pursue a law degree with an emphasis in Internet and Intellectual Property Law.

Mr. Martinez serves as the Chief Governmental Officer for the Associated Students, Inc. (ASI) at Cal State Fullerton and was recently selected by the California State Student Association (CSSA) to serve as its Financial Aid Officer.

Mr. Martinez states that: "As a proponent of affordable education, I am dedicated to ensuring that all students have the opportunity to pursue a college degree. Both my parents were recipients of financial aid and utilized it to make a better life for themselves and their children. I strongly believe that assisting students with the associated cost of higher education is a smart investment for the future. Helping put students through college now will strengthen our state's economy and provide California with an educated workforce that is prepared to meet the challenges of a rapidly changing marketplace. While serving as Financial Aid Officer, I hope to educate California residents of the rewards associated with supporting financial aid and serve the students of the CSU system to the best of my abilities."

August 14, 2007

CALIFORNIA STUDENT AID COMMISSION

APPOINTMENT FOR
GRANT ADVISORY COMMITTEE

CALIFORNIA ASSOCIATION OF PRIVATE POSTSECONDARY SCHOOLS

One (1) Vacancy

NOMINEE (1 of 1):

Mr. Frederick Holland
Executive Director
Westwood College
20 West 7th Street
Upland, CA 91786

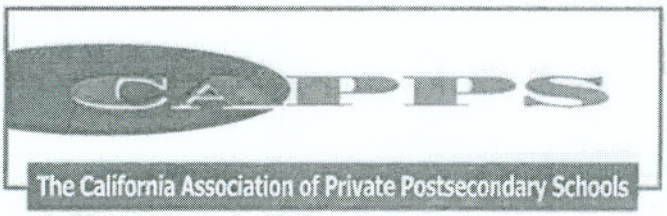
Term: **6/23/05-9/12/07**
Replacing: **Ms. Laura Cunha**

Background:

Frederick Holland is the Executive Director of Westwood College in Upland, California and previously held the same position at the Anaheim location for two years. Mr. Holland was College President at three locations of Corinthian Schools, Inc. from 2001 through 2004.

Mr. Holland has extensive experience overseeing campus operational and fiscal responsibilities and manages staff responsible for Admissions, Education, Finance, and Career Services. Mr. Holland is active as an ACCSCT Team Leader and CAPPS Board Member. In addition, Mr. Holland received the recognition of Westwood Manager of the Year in 2006.

Mr. Holland earned a Masters of Business Administration from the University of Redlands in 2004.



August 1, 2007

Diana Fuentes-Michel
Executive Director
California Student Aid Commission
Executive Office
P.O. Box 419028
Rancho Cordova, CA 95741-9028

RE: NOMINATION FOR GRANTS ADVISORY COMMITTEE

On behalf of the California Association of Private Postsecondary Schools (CAPPS), I am writing this letter to nominate Frederick Holland, from Westwood College, as a private postsecondary representative member, to replace Laura Cunha as member of the Grants Advisory Committee (GAC). We believe Mr. Holland will provide excellent representation of our sector in her capacity as a member of the Grants Advisory Committee.

Thank you for your consideration of this nomination of Mr. Holland. Please contact me at (916) 447-5500 if you have questions, or if I can provide you with further information.

Robert W. Johnson
Executive Director

RWJ/js

TRAINING CALIFORNIA'S WORKFORCE FOR THE 21ST CENTURY

400 Capitol Mall • Suite 1560 • Sacramento, California 95814
(916) 447-5500 • Toll-Free (888) 92-CAPPS (CA Only) • Fax (916) 440-8970 • E-mail: info@cappsonline.org • Web: www.cappsonline.org

Alta
COLLEGES INC.

RECEIVED
JUL 0 2
BY:

June 29, 2007

Jamie Strong
Assistant to the Executive Director
California Association of Private Postsecondary Schools
400 Capitol Mall, Suite 1560
Sacramento, CA 95814

Dear Jamie,

I am honored to write this letter of recommendation for Frederick Holland for his application as a volunteer member of the Grant Advisory Committee for the California Student Aid Commission.

I have worked with Frederick as his direct supervisor for nearly the past three and a half years, and in that time I have learned that he is not only a knowledgeable and experienced industry executive, but also a colleague with high morals and values who can be entrusted to make sound decisions for our students and our college. As the former Executive Director of our Anaheim campus and now the President of our Inland Empire campus, Frederick has added immense value to our organization.

I respectfully request that you seriously consider Frederick as a candidate for your open position. I trust that you will find that his experience and his character will be most beneficial to your Committee.

Respectfully,

John C. Hanson
Regional Vice President
Alta Colleges

2000 South Colorado Blvd • Tower Two • Suite 990 • Denver, CO 80222 • tel 303 691 5700 • fax 303 691 5701 • www.westwoodcollege.com

Frederick Holland

Curriculum Vitae

Multi-tasked and detail oriented business professional, with the ability to prioritize and change direction quickly as needed. My excellent communication and people skills provide me with the ability to interact with all levels of management, as well as clients. Strong leadership is also a quality that I possess, which has been successfully proven to manage and motivate employees to perform as a cohesive team.

Professional Experience

Executive Director

Westwood College, Upland, CA	2006-present
Westwood College, Anaheim, CA	2004-2006

- Operational and fiscal responsibility needed to support campus and company goals.
- Hold weekly meetings with direct reports who manage Admissions, Education, Finance, Career Services, Business Office, and Student Services.
- Oversee vital reporting statistics to ensure achievement of budgeted targets (student population, retention, bad debt, expenditures, etc.)
- Coordinated relocation of two campuses to one central location.
- Provided assessments of structural planning and construction of new location.
- Application and reporting procedures for ACCSCT accreditation renewal.

College President

Corinthian Schools, Inc., Gardena, CA	2003-2004
Corinthian Schools, Inc., Anaheim, CA	2001-2003
Corinthian Schools, Inc., Torrance, CA	2000-2001

- Oversee operations and all personnel of campus
- Manage directors responsible for Admissions, Education, Finance, and Career Services
- Audit student enrollment and financial aid paperwork
- Audit and submit campus payroll timesheets
- Work with Contract Training counselors
- Responsible for total P&L, forecast monthly/annual staffing, enrollments, and operational costs

- Prepare monthly status reports
- Handle employee relations issues
- Maintain school's accreditation status for both Federal and State agencies.

Director of Admissions

Corinthian Schools, Inc., Gardena, CA 1996-2000

- Staff, supervise, train, and manage an aggressive goal-oriented student admissions sales team
- Set goals for department and representatives
- Communicate and provide feedback with corporate Advertising Department to ensure steady lead flow
- Manage lead flow and distribution
- Oversee enrollment process: inquiry, phone screen, interview & enrollment
- Oversee student projection, drop rate, & retention
- Manage vacancy scheduling; and monitor student progress tracking within first 30 days.

Field Admissions Representative

Wyoming Technical Institute, Laramie, WY 1994-1996

- Conduct sales presentations at High Schools to generate leads
- Responsible for lead contact, appointment setting, interview and enrollment
- Coordinate admissions, financial process and transportation to an out of state campus.

Senior Admissions Representative

National Education Center, San Bernardino, CA 1990-1994

- Respond to inquiry calls, classify media source, and set appointments to interview prospective students to determine if qualified for admission.
- Work closely with education to identify areas of concern to increase potential for successful completion.
- Successfully marketed and developed rehabilitation business resulting in over 100+ starts in 1992.
- Promoted to manager of contracts department in 1993.

Career Highlights: Produced rehabilitation contracts totaling over a half million dollars.
President's Club member for three consecutive years.

Account Manager

Planning Research Corporation, Orange, CA 1978-1988

- Responsible for management of 300 subscriber on-line database, including hiring, training, and monitoring performance of three field-service employees.
- Maintain close contact with subscriber to ensure compliance with contract.
- Assisted with marketing promotions to obtain new business.
- Developed budgets for new contracts, obtained office space, installed computer equipment and trained subscribers.

Education

Masters of Business Administration Degree 2004
University of Redlands, Redlands, CA

Bachelor of Arts Degree, Business Administration 1986
California State University, San Bernardino, CA

Professional Achievements

- 1992- Ranked #1 Admissions Representative in the company.
- 1993- Ranked #2 Admissions Representative in the company.
- 2000- Director of Admissions ranked #3 in the company.
- 2002-College President ranked #3 school in the company.
- 2003-College President ranked #2 school in the company, with all four departments within the top 10, three of them in the top five.
- 2006-Westwood Manager of the Year

Professional Associations

- ACCSCT Team Leader 2005
- CAPPS Board Member 2005

References

Available upon request

CALIFORNIA STUDENT AID COMMISSION

APPOINTMENT FOR
GRANT ADVISORY COMMITTEE

INDEPENDENT CALIFORNIA COLLEGES AND UNIVERSITY SYSTEM REPRESENTATIVE

One (1) Vacancy

NOMINEE (1 of 1):

Ms. Lisa Douglass
Vice President, Public Affairs
Association of Independent California
Colleges and Universities
1100 Eleventh Street, Suite 10
Sacramento, CA 95814

Term: **5/23/06 – 5/23/08**
Replacing: **Ms. Veronica Villalobos**

Background:

Lisa Douglas was recently hired as the Vice President for Public Affairs for the Association of Independent California Colleges and Universities.

Ms. Douglass' previous position as the Director of Community and Government Relations of Saint Mary's College encompassed more than nine years experience creating new programs related to school outreach and student internships. Ms. Douglass also developed a government relations program providing students with internships in local and Capital legislative offices.

In addition, Ms. Douglass facilitated meetings with Cal Grant recipients and legislators to discuss the importance of the Cal Grant Program at the annual AICCU Cal Grant Student Lobbying Day.

Ms. Douglass is currently pursuing a Master of Arts degree in Education.

From: Jonathan Brown <brown@aiccu.edu>
To: Lori Nezhura <LNezhura@csac.ca.gov>
Date: 8/22/2007 5:25 PM
Subject: Re: Meeting on August 16th

Lori-

I make the following nominations for the Grant Advisory Committee:

For the Segmental Representative - Lisa N. Douglass, Vice President, AICCU
For our campus representative - Catherine Graham Director of FInancial Aid at Loyola Marymount University

We will nominate alternates at a later occasion.

Jonathan Brown
President, Association of Independent California Colleges and Universities

Association of Independent California Colleges and Universities

1100 Eleventh Street, Suite 10
Sacramento, California 95814
Phone: 916-446-7626
Fax: 916-446-7948
Web: aiccu.edu

Professional Biography

Name: Lisa N. Douglass

Current Position: VP for Public Affairs for AICCU
(Association of Independent California Colleges and Universities)

Prior to my current position with AICCU, I was Director of Community and Government Relations for Saint Mary's College of California, located in Moraga (San Francisco East Bay). As Saint Mary's College is a member school with AICCU, the opportunity for me to work directly with AICCU and continue my passion to help students with their education through my life's work has been a great gift.

My professional career working with and for students began when I volunteered in the Carmel Unified School District when my daughters were young. The opportunity to be involved in encouraging students with their education even at their young ages was a very special way for me to give back to the educational community.

As my daughters grew, I continued my involvement with the school district, serving on various committees and boards that focused on furthering education goals for students. Both my daughters decided to attend Saint Mary's College of California (their father's and my alma mater).

When the opportunity was presented for me to work with Saint Mary's College, I knew it was meant to be another great gift. I began my career in 1999 with Saint Mary's as the Director of Community Relations which involved outreach efforts for the institution, as well as working with the students, providing educational internships for them in the surrounding communities. This was a great success, providing students a "hands-on" opportunity in real businesses, or legislative offices which proved to be a great addition to the excellent academic training they were receiving from Saint Mary's.

Approximately five years ago, Saint Mary's asked me to add Government Relations to my position of Director of Community Relations. In my new capacity, I was to develop a government relations' program that would foster greater awareness of Saint Mary's College regionally, as well as provide additional internship opportunities for our students. Over the last five years, I am proud to state, that I successfully developed the new government relations' program, which has since helped many students achieve their dream of interning in a local, or Capital legislative offices and then subsequently being hired by legislative offices. In addition, through my efforts of bringing students up to the Capital each year for the annual AICCU Cal Grant Student Lobbying Day, we as member institutions, together with our Cal Grant recipient students, successfully met with legislators and their education staffers, to stress the importance of the Cal Grant Program. This was always a great day, as I contend that when students take time away from their studies, travel to the Capitol for a day to speak to legislators, the "Students' Voice" is heard. It is powerful for the students to speak about their need for the Cal Grant program and for the positive differences the program is making in their education.

In my new position with AICCU, I look forward to continuing my work for students and their education goals. I look forward to working on the GAC Advisory Committee.

Thank you.

LISA N. DOUGLASS

PROFESSIONAL SKILLS

- Community and government affairs
- Creative and effective marketing
- Event coordination
- Crisis management
- Liaison to government officials
- Initiate result-oriented programs

EDUCATION

Saint Mary's College of California, Moraga

B.A. Business Management

M.A. in Education (in process)

PROFESSIONAL SUMMARY

With more than 9 years experience at Saint Mary's College, I have successfully created new programs for the College (community and the government relations) which have successfully moved the College forward by creating a greater awareness locally, in Contra Costa County and regionally. I have excellent interpersonal skills and a proven ability at working collaboratively with external constituencies and campus community to produce results. I have fostered excellent working relationships with AICCU, as well as with local, county, state and federal legislative offices.

RELEVANT EXPERIENCE

Director, Community & Government Relations

Saint Mary's College of California, Moraga 2003 - present

- Develops and implements strategies and tactics for a comprehensive community and government relations program
- Initiates effective lobbying to legislators on higher education issues
- Prepares talking points and drafts issue advocacy letters for the president
- Serves as College's primary liaison to local community, governments and business associations
- Manages Speakers Bureau, which provides knowledgeable faculty to community
- Primary contact for service area clubs and other community groups
- Advises College groups with their community and government outreach strategies
- Responds to external community concerns
- Creates and manages community outreach events with the President's Office
- Proven ability in crisis management
- Researches, creates and distributes the Community and Government Relations Update

Director of Community Relations

Saint Mary's College of California, Moraga 1999 - 2003

Directed and managed community relations to local/county officials, business leaders, service groups, Moraga residents, and internal constituencies (parents, students, and alumni).

Assistant to the Vice President of Marketing & Public Relations

Saint Mary's College of California, Moraga 1998 - 1999

- Helped plan and implement college's marketing program
- Provided outreach to service, community and county groups
- Assisted with strategy and outreach during Capital Campaign

LISA N. DOUGLASS

MEMBERSHIPS & ACTIVITIES

- Member, Board of Directors, Contra Costa Council
- Member, Mayor Liaison Groups (Moraga, Orinda, Lafayette)
- Member, School of Education Corporate Advisory Board
- Member, Advisory Board, Center for Regional Economy
- Member, Contra Costa for Every Generation (CCEG)

REFERENCES

Upon request

OTHER INTERESTS

Running, biking, reading, swimming, travel

12.b

Action /Information Item

California Student Aid Commission

Consideration of Executive Director's Organizational and Program Goals for Performance during 2007-2008

The Personnel, Evaluation and Nominations (PEN) Committee will present its recommendations on this matter.

California Student Aid Commission
2007-08 Annual Plan Matrix
Updated June 6, 2007

Goal/Strategy	Owner	Due Date	Status	Comments
Goal A: Effectively engage and communicate with Commissioners, the legislature, and Governor				
A.1 Develop a standard issue paper format for use by all Commission staff to aid in discussions and decisions by Commissioners and others	Steve	7/3107	In progress	
A.2 Provide all new Commissioners with an educational briefing and orientation training within two months of appointment	Diana/Chiefs	N/A	On-going	
A.3 Communicate consistently and regularly with Commission Chair and Committee Chairs	Diana/Chiefs	N/A	On-going	Diana communicating on weekly basis and sometimes daily; communication with some Committee Chairs not possible because they are not appointed
Goal B: Ensure that proper structure, staffing and support systems are in place				
B.1 Identify human resource priorities for 2007-08	Chiefs			
• Implement a standardized process for filling vacancies	Glenda	6/30/07		
Fill key management positions in PAS: • Specialized Programs • Operations • School Support • Planning & Development	Catalina	7/2/07		
Fill key positions in ITS: • DPM III • New (3) budgeted positions	John	8/31/07		

California Student Aid Commission
2007-08 Annual Plan Matrix
Updated June 6, 2007

Goal/Strategy	Owner	Due Date	Status	Comments
Fill key positions in Exec: ▪ Legal counsel ▪ Auditor Fill vacant positions in MSD/Fiscal:	Keith Janet	8/31/07 8/31/07		
B.2 Develop and implement a comprehensive internal training program for staff • Identify mandatory, suggested and optional training for all staff levels • Identify & communicate career paths for staff • Update training policy & distribute • Develop a training program for staff (IDP, progressive discipline, EEO, sexual harassment, information security, skills training, etc.) • Implement an orientation training program for new staff • Update Orientation Training Manual	Jackie	9/30/07 7/ 31 7/ 31 9/ 30 9/ 30 9/30	Completed	
B.2 Develop staff mentoring program	HOLD		Strategy tabled until 2008	
B.3 Have executive management communicate more frequently with staff at all levels • Hold semi-annual planning meetings with all managers • Hold all-staff meetings or brown-bag lunches on a more regular and on-going basis	Diana		On-going	
B.9 Create quarterly Manager-only offsite meeting to share information and improve collaboration	Bob & Linda	6/30/07		
Goal C: Improve services to schools and students				
C.1 Develop, implement and monitor a comprehensive annual calendar	Keith	7/31	In progress	

California Student Aid Commission
2007-08 Annual Plan Matrix
Updated June 6, 2007

Goal/Strategy	Owner	Due Date	Status	Comments
that identifies all CSAC award deadlines and dependencies				
C.2 Implement high priority CSAC information technology projects	John	7/31	In progress	Automating APLE should be completed by 7/31/07
C.3 Continue EdFund CSAC Synergy projects ▪ Move letter writing from TDC to EDFUND ▪ Provide access to Web Conferencing tool ▪ Consolidate EDFUND/CSAC Tier 1 Help Desk support ▪ EDFUND monitors CSAC GDS batch jobs 24-7 ▪ Imaging APLE applications and correspondence ▪ Move GDS WebGrants & Database hosting from DTS to EDFUND ▪ Contracting/managing/hosting IVR System project ▪ Setting up system to Image GPA forms ▪ Automating SEARS survey with Internet Web application	John		Completed All of these projects	All major synergy projects with EDFUND have been completed. There are no new projects currently under consideration.
▪ Assist in maintaining GDS during Phase I of Real Time Database Project			In progress	FAMS has been folded in Phase II
C.4 Advocate for increased award amounts for Cal Grant and other specialized programs	Steve		On-going	Guiding Principles for the Budget have been changed by the Commission; goal is to "maintain (funding) at a minimum and expand if possible"
C.5 Distribute Customer Satisfaction Survey and compile, review, and disseminate results to staff	Catalina/ Bryan	6/8/07	In progress	Need to evaluate the goals and validity of a survey that was piloted and determine whether to proceed.
C.6 Identify new opportunities for obtaining student feedback including	Catalina/ Thea	5/1/08		

California Student Aid Commission
2007-08 Annual Plan Matrix
Updated June 6, 2007

Goal/Strategy	Owner	Due Date	Status	Comments
through webgrants and students • Improve/expand mechanisms for student access • WebGrants for Students Phase II				
C.7 Ramp up Web Oversight Workgroup (WOW) and secure executive support for WOW efforts	Steve		Completed	This function will be moved to a webmaster in the Communication Division
Goal D: Continue Outreach and Public Awareness Campaigns				
D.1 Update and evaluate the results of the Commission's existing Outreach Plan ▪ Evaluate the effectiveness and identify best practices for Outreach & Public Awareness Programs, OPAP ▪ Identify resources to continue to fund OPAP including seeking alternative sources of supplemental funding ▪ Submit BCP for 08-09	Steve	9/14/07		Commission approved funding of $2.2 m on April 19 for Public Awareness campaign; working on RFP for next year; seeking legislative & budget authority to allow use of private funding
D.2 Identify funding priorities for Cal SOAP $8.6m	Steve			
D.3 Create cross-divisional team to provide opportunities for key staff and students to participate in outreach and public awareness campaign	Steve		Completed	
D.4 Complete and implement a Cal Grant Public Awareness RFP	Steve		Completed	
D.5 Obtain executive staff input on key elements of the Public Awareness Plan	Steve		Completed	
D.6 Develop an integrated comprehensive outreach plan for Cal SOAP; the grantees, PAC, Cash for College and other outreach efforts including consistent branding and messaging	Steve		Completed	
D.7 Explore opportunities to collaborate with other state agencies and EdFund and leverage other OPAP activities	Steve		In progress	Collaborating with COCCC on the "I Can Afford College" campaign
Goal E: Prepare CSAC for possible sale of EdFund				

California Student Aid Commission
2007-08 Annual Plan Matrix
Updated June 6, 2007

Goal/Strategy	Owner	Due Date	Status	Comments
E.1 Develop a transition plan ▪ Implement regular communications with civil service staff beginning with initial memo to all staff ▪ Hold all staff meetings as needed ▪ Prepare seniority list ▪ Prepare BCPs for increased staff at CSAC ▪ Plan for transition of assigned civil service staff from EdFund and related jobs at CSAC ▪ Plan for transition of CSAC functions supported by EdFund ▪ Develop re-organization plan ▪ Plan for new facilities				
Goal F: Refine program administration processes to ensure compliance and increase efficiencies				
F.1 Conduct a process improvement analysis of standard operational processes and identify process improvement targets ▪ Complete Cal Grants & Specialized Programs documentation and validate ▪ Integrate continuous improvement process into all programs	Wendy	2/07	On-going	Established BIP process; appointed manager over BIP Team and volunteers. Documented 27 Cal Grant processes. This will be an on-going effort.
F.2 Implement the Cal Grant audit recommendations and create an action plan ▪ Complete corrective actions on GPA ▪ Complete corrective actions on eligibility	Catalina	2008-2009 9/7/07 6/30/08	In process	Completed corrective actions on disbursement, renewals,
F.3 Revise Institutional Participation Agreement for 08-09		9/7/07		To be brought to Commission
F.4 Evaluate and revise audit program (program compliance) ▪ Auditing for all eligibility requirements of Cal Grants and Budget Act	Janet / Charles	7/1/07	In process	

California Student Aid Commission
2007-08 Annual Plan Matrix
Updated June 6, 2007

Goal/Strategy	Owner	Due Date	Status	Comments
language requirements				
F.5 Revise internal audit plan			On hold	Awaiting Commission's approval/decision on hiring Internal Auditor.
F.6 Review and revise Cal Grant manual	Bryan/Lori	10/07	On hold	Awaiting IPA release and approval.
F.7 Continue to implement the Information Security requirements as outlined in the Security Risk Assessment	Justin		On-going	Security requirements included in IPA; developed policies; created enhancements for system which are in queue