

Common Manual Governing Board Contact Information 2016–2017

Guarantor	Alaska Commission on Postsecondary Education (ACPE)
Mailing Address	P.O. Box 110505, Juneau, AK 99811
Street Address	3030 Vintage Blvd., Juneau, AK 99801
Phone	(907) 465-6740
FAX	(907) 465-3293
Governing Board Rep	Benjamin Shier
GB Rep's Title	Quality Assurance Officer
GB Rep's Phone	(907) 465-6677
GB Rep's Email	ben.shier@alaska.gov
Permanent Proxy	Stephanie Butler
Proxy's Title	Director of Operations
Proxy's Phone	(907) 465-6743
Proxy's Email	stephanie.butler@alaska.gov
Primary Policy Contact	Benjamin Shier
Policy Contact's Title	Quality Assurance Officer
Policy Contact's Phone	(907) 465-6677
Policy Contact's Email	ben.shier@alaska.gov
Information Updated 05/10/13	

Guarantor	American Education Services/Pennsylvania Higher Education Assistance Agency (AES/PHEAA)
Mailing Address	1200 N. 7th Street, Harrisburg, PA 17102-1444
Street Address	1200 N. 7th Street, Harrisburg, PA 17102-1444
Phone	(717) 720-2740
FAX	(717) 720-3933
Governing Board Rep	David Racculia
GB Rep's Title	Manager, Compliance Communication & Education
GB Rep's Phone	(717) 720-2379
GB Rep's Email	dracculi@aessuccess.org
Permanent Proxy	Jennie Thompson
Proxy's Title	Compliance Coordinator
Proxy's Phone	717-720-3676
Proxy's Email	jthompso@aessuccess.org
Primary Policy Contact	David Racculia
Policy Contact's Title	Manager, Compliance Communication & Education
Policy Contact's Phone	(717) 720-2379
Policy Contact's Email	dracculi@aessuccess.org
Information Updated 07/30/15	

Guarantor	American Student Assistance (ASA) (Massachusetts)
Mailing Address	100 Cambridge Street, Suite 1600, Boston, MA 02114
Street Address	100 Cambridge Street, Suite 1600, Boston, MA 02114
Phone	(800) 999-9080
FAX	(617) 728-4670
Governing Board Rep	Betsy Mayotte
GB Rep's Title	Director of Consumer Outreach and Compliance
GB Rep's Phone	(800) 999-9080 ext. 3027
GB Rep's Email	bmayotte@asa.org
Permanent Proxy	Ashley Norwood
Proxy's Title	Consumer and Regulatory Advisor
Proxy's Phone	(617) 535-2093

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Proxy's Email	anorwood@asa.org
Primary Policy Contact	Betsy Mayotte
Policy Contact's Title	Director of Consumer Outreach and Compliance
Policy Contact's Phone	(800) 999-9080 ext. 3027
Policy Contact's Email	bmayotte@asa.org
Information Updated 09/1/16	

Guarantor	College Assist (CA) (Colorado)
Mailing Address	1560 Broadway, Suite 1700, Denver, CO 80202
Street Address	1560 Broadway, Suite 1700, Denver, CO 80202
Phone	(720) 264-8500
FAX	(303) 292-1606
Governing Board Rep	Mike Eppers
GB Rep's Title	Compliance Specialist
GB Rep's Phone	(720) 264-8531
GB Rep's Email	meppers@college-assist.org
Permanent Proxy	Nicole Vigil
Proxy's Title	Controller
Proxy's Phone	(720) 264-8525
Proxy's Email	nvigil@college-assist.org
Primary Policy Contact	Mike Eppers
Policy Contact's Title	Compliance Specialist
Policy Contact's Phone	(720) 264-8531
Policy Contact's Email	meppers@college-assist.org
Information Updated 6/22/16	

Guarantor	Educational Credit Management Corporation (ECMC)
Mailing Address	10370 Peter McCuen Blvd., Mather, CA 95655
Street Address	10370 Peter McCuen Blvd., Mather, CA 95655
Phone	(916) 526-7294
FAX	(916) 526-7347
Governing Board Rep	Jennifer Norman
GB Rep's Title	Director, Internal Audit
GB Rep's Phone	(916) 526-7294
GB Rep's Email	jnorman@ecmc.org
Permanent Proxy	Michelle Arthur
Proxy's Title	Internal Auditor
Proxy's Phone	(916) 526-7354
Proxy's Email	marthur@ecmc.org
Primary Policy Contact	Jennifer Norman
Policy Contact's Title	Director, Internal Audit
Policy Contact's Phone	(916) 526-7294
Policy Contact's Email	jnorman@ecmc.org
Information Updated 09/1/16	

Guarantor	Finance Authority of Maine (FAME)
Mailing Address	P.O. Box 949, Augusta, ME 04332-0949
Street Address	5 Community Drive, Augusta, ME 04332
Phone	(207) 623-3263
FAX	(207) 213-2661
Governing Board Rep	Cheryl Wilkinson
GB Rep's Title	Customer Service Specialist
GB Rep's Phone	(207) 620-3554

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GB Rep's Email	cwilkinson@famemaine.com
Permanent Proxy	Rita Fournier
Proxy's Title	Manager of Student Loan Programs
Proxy's Phone	(207) 623-3263, ext. 3545
Proxy's Email	rfournier@famemaine.com
Primary Policy Contact	Rita Fournier
Policy Contact's Title	Education Programs Manager
Policy Contact's Phone	(207) 623-3263, ext. 3545
Policy Contact's Email	rfournier@famemaine.com
Information Updated 09/1/16	

Guarantor	Florida Department of Education, Office of Student Financial Assistance (OSFA)
Mailing Address	325 West Gaines Street, Suite 1314, Tallahassee, FL 32399
Street Address	325 West Gaines Street, Suite 1314, Tallahassee, FL 32399
Phone	(850) 410-6846
FAX	(850) 488-3612
Governing Board Rep	Reitha Scott
GB Rep's Title	Program Specialist IV, Policy Manager
GB Rep's Phone	(850) 410-6846
GB Rep's Email	reitha.scott@fldoe.org
Permanent Proxy	
Proxy's Title	
Proxy's Phone	
Proxy's Email	
Primary Policy Contact	Reitha Scott
Policy Contact's Title	Program Specialist IV, Policy Manager
Policy Contact's Phone	(850) 410-6846
Policy Contact's Email	reitha.scott@fldoe.org
Information Updated 07/19/10	

Guarantor	Great Lakes Higher Education Guaranty Corporation (GLHEGC) (Wisconsin)
Mailing Address	PO Box 7858 Madison, WI 53707
Street Address	2401 International Lane, Madison, WI 53704
Phone	(608) 246-1800
FAX	
Governing Board Rep	Nancy Masten
GB Rep's Title	Manager, Policy and Regulatory Administration
GB Rep's Phone	(877) 354-3373
GB Rep's Email	nmasten@glhec.org
Permanent Proxy	Jacki Fairbairn
Proxy's Title	Vice President, Policy and Regulatory Compliance
Proxy's Phone	(800) 862-7322
Proxy's Email	jfairbairn@glhec.org
Primary Policy Contact	Benjamin Lee
Policy Contact's Title	Senior Policy Analyst
Policy Contact's Phone	(608) 246-1580
Policy Contact's Email	blee@glhec.org
Information Updated 08/26/16	

Guarantor	Illinois Student Assistance Commission (ISAC)
Mailing Address	500 W. Monroe, 3 rd Floor, Springfield, IL 62704
Street Address	500 W. Monroe, 3 rd Floor, Springfield, IL 62704
Phone	(217) 782-6767

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Contact Information 2016–2017**

FAX	(217) 524-1858
Governing Board Rep	Susan Fields
GB Rep's Title	Government Relations Liaison
GB Rep's Phone	(217) 785-9277
GB Rep's Email	susan.i.fields@isac.illinois.gov
Permanent Proxy	
Proxy's Title	
Proxy's Phone	
Proxy's Email	
Primary Policy Contact	Susan Fields
Policy Contact's Title	Government Relations Liaison
Policy Contact's Phone	(217) 785-9277
Policy Contact's Email	susan.i.fields@isac.illinois.gov
Information Updated 08/30/11	

Guarantor	Kentucky Higher Education Assistance Authority (KHEAA)
Mailing Address	P.O. Box 798, Frankfort, KY 40602-0798
Street Address	1050 US 127 South, Frankfort, KY 40601
Phone	(502) 696-7276
FAX	(502) 696-7293
Governing Board Rep	Mark Maidlow
GB Rep's Title	Compliance Officer
GB Rep's Phone	(502) 696-7276
GB Rep's Email	mmaidlow@kheaa.com
Permanent Proxy	Jonathan Downey
Proxy's Title	Legal Compliance Analyst
Proxy's Phone	(502) 329-7187
Proxy's Email	jdowney@kheaa.com
Primary Policy Contact	Mark Maidlow
Policy Contact's Title	Compliance Officer
Policy Contact's Phone	(502) 696-7276
Policy Contact's Email	mmaidlow@kheaa.com
Information Updated 07/19/10	

Guarantor	Louisiana Student Financial Assistance Commission (LASFAC), Office of Student Financial Assistance
Mailing Address	P. O. Box 91202, Baton Rouge, LA 70821-9202
Street Address	1885 Wooddale Boulevard, Baton Rouge, LA 70806
Phone	(225) 922-1012
FAX	(225) 925-7538
Governing Board Rep	George Eldredge
GB Rep's Title	Assistant Director, Support Services
GB Rep's Phone	(225) 922-0597
GB Rep's Email	geldredge@osfa.state.la.us
Permanent Proxy	Robyn Lively
Proxy's Title	Attorney
Proxy's Phone	(225) 922-3223
Proxy's Email	rlively@osfa.state.la.us
Primary Policy Contact	Robyn Lively
Policy Contact's Title	Attorney
Policy Contact's Phone	(225) 922-3223
Policy Contact's Email	rlively@osfa.state.la.us
Information Updated 07/27/10	

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Guarantor	Michigan Higher Education Assistance Authority/Michigan Guaranty Agency (MHEAA/MGA)
Mailing Address	P. O. Box 30047, Lansing, MI 48909
Street Address	430 West Allegan-2 nd Floor, Lansing MI 48922
Phone	(800) 642-5626
FAX	(517) 373-1304
Governing Board Rep	Michelle Spitzley
GB Rep's Title	Deputy Director
GB Rep's Phone	(517) 373-1423
GB Rep's Email	SpitzleyM1@michigan.gov
Permanent Proxy	Thomas Trudgeon
Proxy's Title	Department Analyst
Proxy's Phone	(517) 373-1243
Proxy's Email	trudgeont@michigan.gov
Primary Policy Contact	Michelle Spitzley
Policy Contact's Title	Deputy Director
Policy Contact's Phone	(517) 373-1423
Policy Contact's Email	spitzleyM1@michigan.gov
Information Updated 09/1/16	

Guarantor	Missouri Department of Higher Education (MDHE) Student Loan Program
Mailing Address	P.O. Box 1469, Jefferson City, MO 65102-1469
Street Address	205 Jefferson St., Jefferson City, MO 65102-1469
Phone	(573) 751-1767
FAX	(573) 751-6635
Governing Board Rep	Daniel Day
GB Rep's Title	Senior Associate- Compliance
GB Rep's Phone	(573) 751-1767
GB Rep's Email	Dan.Day@dhe.mo.gov
Permanent Proxy	Kim Slote
Proxy's Title	Policy Analyst
Proxy's Phone	(573) 522-1365
Proxy's Email	kimberly.slote@dhe.mo.gov
Primary Policy Contact	Daniel Day
Policy Contact's Title	Senior Associate- Compliance
Policy Contact's Phone	(573) 751-1767
Policy Contact's Email	Dan.Day@dhe.mo.gov
Information Updated 06/20/13	

Guarantor	Montana Guaranteed Student Loan Program (MGSLP)
Mailing Address	P.O. Box 203101, Helena, MT 59620-3101
Street Address	2500 Broadway, Helena, MT 59601-4989
Phone	(406) 444-6594
FAX	(406) 444-1869
Governing Board Rep	Ted Broderick
GB Rep's Title	Program Compliance Manager
GB Rep's Phone	(406) 444-1565
GB Rep's Email	tbroderick@montana.edu
Permanent Proxy	Marianne Meegan
Proxy's Title	Claims Examiner
Proxy's Phone	(406) 444-7328
Proxy's Email	mmeegan@montana.edu
Primary Policy Contact	Ted Broderick

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Policy Contact's Title	Program Compliance Manager
Policy Contact's Phone	(406) 444-1565
Policy Contact's Email	tbroderick@montana.edu
Information Updated 08/26/16	

Guarantor	National Student Loan Program (NSLP) (Nebraska)
Mailing Address	P.O. Box 82507, Lincoln, NE 68501-2507
Street Address	1300 O Street, Lincoln, NE 68508
Phone	(800) 735-8778
FAX	(402) 479-6763
Governing Board Rep	Suzanne Christopher
GB Rep's Title	Project Leader
GB Rep's Phone	(402) 479-6865
GB Rep's Email	suzannec@nslp.org
Permanent Proxy	Suzanne Christopher
Proxy's Title	Project Leader
Proxy's Phone	(402) 479-6865
Proxy's Email	suzannec@nslp.org
Primary Policy Contact	Suzanne Christopher
Policy Contact's Title	Project Leader
Policy Contact's Phone	(402) 479-6865
Policy Contact's Email	suzannec@nslp.org
Information Updated 09/1/16	

Guarantor	New Hampshire Higher Education Assistance Foundation (NHHEAF)
Mailing Address	PO Box 877, Concord, NH 03302-0877
Street Address	4 Barrell Court, Concord, NH 03301
Phone	(603) 225-6612
FAX	
Governing Board Rep	Mike Levasseur
GB Rep's Title	Vice President of Compliance
GB Rep's Phone	(603) 227-5427
GB Rep's Email	mlevasseur@gsmr.org
Permanent Proxy	William Tanguay
Proxy's Title	Regulatory Compliance Specialist
Proxy's Phone	(603) 225-6612 ext. 597
Proxy's Email	wtanguay@gsmr.org
Primary Policy Contact	Mike Levasseur
Policy Contact's Title	Vice President of Compliance
Policy Contact's Phone	(603) 227-5427
Policy Contact's Email	mlevasseur@gsmr.org
Information Updated 09/25/12	

Guarantor	New Jersey Higher Education Student Assistance Authority (HESAA)
Mailing Address	PO Box 545, Trenton NJ 08625-0545
Street Address	4 Quakerbridge Plaza, Trenton, NJ 08625
Phone	(800) 792-8670
FAX	(609) 631-6730
Governing Board Rep	Teresa Gervasio
GB Rep's Title	Director, Student Loan Programs
GB Rep's Phone	(800) 792-8670 ext. 1650
GB Rep's Email	tgervasio@hesaa.org
Permanent Proxy	Susan FitzMaurice

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Proxy's Title	Assistant Director, Preclaims and Claim Accounting
Proxy's Phone	(800) 792-8670 ext. 1666
Proxy's Email	sfitzmaurice@hesaa.org
Primary Policy Contact	Teresa Gervasio
Policy Contact's Title	Director, Student Loan Programs
Policy Contact's Phone	(800) 792-8670 ext. 1650
Policy Contact's Email	tgervasio@hesaa.org
Information Updated 08/26/16	

Guarantor	New Mexico Student Loan Guarantee Corporation (NMSLGC)
Mailing Address	PO Box 92230, Albuquerque, NM 87199-2230
Street Address	7400 Tiburon NE, Albuquerque, NM 87109
Phone	(505) 345-8821
FAX	(505) 344-3631
Governing Board Rep	Melissa Dale
GB Rep's Title	Director
GB Rep's Phone	(505) 761-2361
GB Rep's Email	dalem@nmstudentloans.org
Permanent Proxy	Elizabeth (Beth) Leeway
Proxy's Title	Compliance Examiner
Proxy's Phone	(505) 761-2366
Proxy's Email	leewayb@nmstudentloans.org
Primary Policy Contact	Elizabeth (Beth) Leeway
Policy Contact's Title	Compliance Examiner
Policy Contact's Phone	(505) 761-2366
Policy Contact's Email	leewayb@nmstudentloans.org
Information Updated 08/18/13	

Guarantor	New York State Higher Education Services Corporation (HESC)
Mailing Address	99 Washington Avenue, Albany, NY 12255
Street Address	99 Washington Avenue, Albany, NY 12255
Phone	(518) 474-4671
FAX	(518) 486-6515
Governing Board Rep	Owen Koo
GB Rep's Title	Principal Auditor
GB Rep's Phone	518-473-4345
GB Rep's Email	owen.koo@hesc.ny.gov
Permanent Proxy	
Proxy's Title	
Proxy's Phone	
Proxy's Email	
Primary Policy Contact	Owen Koo
Policy Contact's Title	Principal Auditor
Policy Contact's Phone	518-473-4345
Policy Contact's Email	owen.koo@hesc.ny.gov
Information Updated 08/26/16	

Guarantor	North Carolina State Education Assistance Authority (NCSEAA)
Mailing Address	PO Box 14103, Research Triangle Park, NC 27709
Street Address	10 TW Alexander Drive, Research Triangle Park, NC 27709
Phone	(919) 835-2320
FAX	(919) 825-2323
Governing Board Rep	Wendy McAlister

**Common Manual Governing Board
Contact Information 2016–2017**

GB Rep's Title	President
GB Rep's Phone	(919) 835-2320
GB Rep's Email	wendy.mcalister@cfi.org
Permanent Proxy	Wayne Johnson
Proxy's Title	Director of Guaranty Agency Services
Proxy's Phone	(919) 248-4646
Proxy's Email	wjohnson@ncseaa.edu
Primary Policy Contact	Wayne Johnson
Policy Contact's Title	Director of Guaranty Agency Services
Policy Contact's Phone	(919) 248-4646
Policy Contact's Email	wjohnson@ncseaa.edu
Information Updated 08/26/16	

Guarantor	Northwest Education Loan Association (NELA) (Washington)
Mailing Address	P.O. Box 6028, Indianapolis, IN 46206-6028
Street Address	9998 Crosspoint Boulevard., Suite 400, Indianapolis, IN 46256-3307
Phone	(317) 806-1200
FAX	(317) 806-0151
Governing Board Rep	Rick Buckingham
GB Rep's Title	President
GB Rep's Phone	317-806-1255
GB Rep's Email	rick.buckingham@usafunds.org
Permanent Proxy	Kevin Tharp
Proxy's Title	Manager, Delinquency and Default Operations
Proxy's Phone	(317) 806-1209
Proxy's Email	Kevin.tharp@usafunds.org
Primary Policy Contact	Rick Buckingham
Policy Contact's Title	President
Policy Contact's Phone	317-806-1255
Policy Contact's Email	rick.buckingham@usafunds.org
Information Updated 07/28/15	

Guarantor	Oklahoma College Assistance Program (OCAP)
Mailing Address	P.O. Box 3000, Oklahoma City, OK 73101-3000
Street Address	840 Research Parkway, Suite 450, Oklahoma City, OK 73104
Phone	(405) 234-4296
FAX	(405) 234-4549
Governing Board Rep	Jaime Shelton
GB Rep's Title	Policy Analyst
GB Rep's Phone	(405) 234-4281
GB Rep's Email	jshelton@ocap.org
Permanent Proxy	Kim Hetzler
Proxy's Title	Senior Regulatory Compliance Specialist
Proxy's Phone	(405) 234-4487
Proxy's Email	khetzler@ocap.org
Primary Policy Contact	Jaime Shelton
Policy Contact's Title	Policy Analyst
Policy Contact's Phone	405-234-4281
Policy Contact's Email	jshelton@ocap.org
Information Updated 07/01/14	

Guarantor	RI Division of Higher Education Assistance
Mailing Address	560 Jefferson Blvd. Warwick, RI 02886
Street Address	560 Jefferson Blvd. Warwick, RI 02886

**Common Manual Governing Board
Contact Information 2016–2017**

Phone	(401) 736-1100
FAX	(401) 732-3541
Governing Board Rep	Tom Pearce (06-17-09)
GB Rep's Title	Director, Account Resolution Dept.
GB Rep's Phone	(401) 736-1124
GB Rep's Email	Tom.pearce@riopc.edu
Permanent Proxy	
Proxy's Title	
Proxy's Phone	
Proxy's Email	
Primary Policy Contact	Tom Pearce (06-17-09)
Policy Contact's Title	Director, Account Resolution Dept.
Policy Contact's Phone	(401) 736-1124
Policy Contact's Email	Tom.pearce@riopc.edu
Information Updated 8/25/2016	

Guarantor	Texas Guaranteed Student Loan Corporation (TG)
Mailing Address	P.O. Box 83100, Round Rock, TX 78683-3100
Street Address	301 Sundance Parkway, Round Rock, TX 78681 For Overnight/Courier Deliveries: 3500 Wadley Place, Bldg C, Suite 303, Austin, TX 78728-1244
Phone	(800) 252-9743
FAX	(512) 219-4815
Governing Board Rep	John Seibert
GB Rep's Title	Asst. Manager, CAO
GB Rep's Phone	(512) 219-4782
GB Rep's Email	john.seibert@tgslc.org
Permanent Proxy	Nancy Wilson
Proxy's Title	Manager, Compliance & Program Review
Proxy's Phone	(512) 219-4774
Proxy's Email	nancy.wilson@tgslc.org
Primary Policy Contact	Nancy Wilson
Policy Contact's Title	Manager, Compliance & Program Review
Policy Contact's Phone	(512) 219-4774
Policy Contact's Email	nancy.wilson@tgslc.org
Information Updated 09/06/16	

Guarantor	United Student Aid Funds, Inc. (USA Funds) (Indiana)
Mailing Address	P.O. Box 6028, Indianapolis, IN 46206-6028
Street Address	9998 Crosspoint Boulevard., Suite 400, Indianapolis, IN 46256-3307
Phone	(317) 806-1200
FAX	(317) 806-0151
Governing Board Rep	Rick Buckingham
GB Rep's Title	Vice President, FFELP Operations
GB Rep's Phone	317-806-1255
GB Rep's Email	rick.buckingham@usafunds.org
Permanent Proxy	Kevin Tharp
Proxy's Title	Manager, Delinquency and Default Operations
Proxy's Phone	(317) 806-1209
Proxy's Email	Kevin.tharp@usafunds.org
Primary Policy Contact	Rick Buckingham
Policy Contact's Title	Vice President, FFELP Operations
Policy Contact's Phone	317-806-1255
Policy Contact's Email	rick.buckingham@usafunds.org
Information Updated 07/28/15	

**Common Manual Governing Board
Contact Information 2016–2017**

Guarantor	Utah Higher Education Assistance Authority (UHEAA)
Mailing Address	P.O. Box 145111, Salt Lake City, UT 84114-5111
Street Address	Board of Regents Building, The Gateway, 60 South 400 West, Salt Lake City, UT 84101-1284
Phone	(801) 321-7225
FAX	(801) 321-7168
Governing Board Rep	Michelle Hansen
GB Rep's Title	Manager of Claims Review
GB Rep's Phone	(801) 321-7225
GB Rep's Email	mhansen@utahsbr.edu
Permanent Proxy	Alison Hirst
Proxy's Title	Claims Representative
Proxy's Phone	(801) 321-7227
Proxy's Email	ahirst@utahsbr.edu
Primary Policy Contact	Michelle Hansen
Policy Contact's Title	Manager of Claims Review
Policy Contact's Phone	(801) 321-7225
Policy Contact's Email	mhansen@utahsbr.edu
Information Updated 10/01/13	

Guarantor	Vermont Student Assistance Corporation (VSAC)
Mailing Address	P.O. Box 2000, Winooski, VT 05404
Street Address	10 East Allen Street, Winooski, VT 05404
Phone	(800) 954-2440
FAX	(802) 654-3765
Governing Board Rep	Rose Bean
GB Rep's Title	Manager, Claims and Collections
GB Rep's Phone	(802) 542-2278
GB Rep's Email	bean@vsac.org
Permanent Proxy	Ann Bonanno
Proxy's Title	Supervisor, Compliance
Proxy's Phone	(802) 654-3770, x328
Proxy's Email	bonanno@vsac.org
Primary Policy Contact	Rose Bean
Policy Contact's Title	Manager, Claims and Collections
Policy Contact's Phone	(802) 542-2278
Policy Contact's Email	bean@vsac.org
Information Updated 09/6/16	