



*Unified Student Loan Policy*

## ***Meet the Executive Management Team for 2012-2013!***

The *Common Manual* Governing Board is pleased to introduce the Executive Management Team (EMT) for the 2012-2013 fiscal year, beginning August 1, 2012. The EMT provides leadership and coordinates the annual update and production of the *Common Manual*.

### **Governing Board Chair – Michelle Hansen**

Ms. Michelle Hansen has been with Utah Higher Education Assistance Authority (UHEAA) for over 23 years and has been the Manager of Claims Review since October 1998. Her current duties include overseeing the Claims Review area and resolving borrower issues and disputes as the Ombudsman for UHEAA. Ms. Hansen has been a member of the NCHelp Account Services subcommittee, formerly known as the Default Aversion and Claims Standards (DACS) subcommittee for over ten years and was one of the original team members involved with the implementation of the Common Claims Initiative. Michelle is also currently a member of the NCHelp Ombudsman Caucus.

### **Communications Director – Jennie Thompson**

Ms. Jennie Thompson has been with Pennsylvania Higher Education Assistance Authority (PHEAA) for more than 15 years and is a Compliance Specialist. She works closely with Agency staff to ensure compliance with federal and state laws in the development of internal and external communications. She is responsible for writing and distributing the monthly policy newsletter. She also provides support to schools in the form of policy research and training.

### **Treasurer - Cheryl Hughes**

Ms. Cheryl Hughes has been with South Carolina Student Loan Corporation since 1981 and has held the position of Compliance Officer since January 1998. Ms. Hughes will begin her fourth third term as Treasurer for the *Common Manual* Governing Board and continues to serve on the editing subcommittee for the *Common Manual* Policy Committee. She served as a member of the *Common Manual* Policy Committee from November 1999 through July 2004 and was co-chair of the Policy Committee in 2001-2002.