

Common Manual Governing Board Contact Information 2017–2018

Guarantor	Alaska Commission on Postsecondary Education (ACPE)
Mailing Address	PO Box 110505, Juneau, AK 99811
Street Address	3030 Vintage Blvd., Juneau, AK 99801
Phone	(907) 465-6740
FAX	(907) 465-3293
Governing Board Rep	Tracy Busby
GB Rep's Title	Quality Assurance Officer
GB Rep's Phone	(907) 465-6677
GB Rep's Email	tracy.busby@alaska.gov
Permanent Proxy	Michelle Norman
Proxy's Title	Quality Assurance Officer
Proxy's Phone	(907) 465-6677
Proxy's Email	michelle.norman@alaska.gov
Primary Policy Contact	Michelle Norman
Policy Contact's Title	Quality Assurance Officer
Policy Contact's Phone	(907) 465-6677
Policy Contact's Email	michelle.norman@alaska.gov
Information Updated 08/10/17	

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	Grettel Ocampo
Proxy's Title	Spanish Compliance Coordinator
Proxy's Phone	717-720-1686
Proxy's Email	gocampo@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 05/10/17	

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	Christopher Sheehan
GB Rep's Title	Vice President & General Counsel
GB Rep's Phone	(617) 728-4587
GB Rep's Email	sheehan@asa.org
Permanent Proxy	
Proxy's Title	
Proxy's Phone	
Proxy's Email	
Primary Policy Contact	Christopher Sheehan
Policy Contact's Title	Vice President & General Counsel
Policy Contact's Phone	(617) 728-4587
Policy Contact's Email	sheehan@asa.org
Information Updated 10/23/17	

**Common Manual Governing Board
Contact Information 2017–2018**

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 08/5/15	

Guarantor	Finance Authority of Maine (FAME)
Mailing Address	PO Box 949, Augusta, ME 04332-0949
Street Address	5 Community Drive, Augusta, ME 04332
Phone	(207) 623-3263
FAX	(207) 623-0095
Governing Board Rep	Jennifer Lanphear
GB Rep's Title	Education Programs Officer
GB Rep's Phone	(207) 620-3548
GB Rep's Email	jlantphear@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	Manager of Student Loan Programs
Policy Contact's Phone	(207) 623-3263, ext. 3545
Policy Contact's Email	rfournier@famemaine.com
Information Updated 02/16/17	

**Common Manual Governing Board
Contact Information 2017–2018**

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) 413-7443
Governing Board Rep	Onaleah McClellan
GB Rep's Title	Program Specialist III
GB Rep's Phone	(850) 410-6852
GB Rep's Email	onaleah.mcclellan@fldoe.org
Permanent Proxy	Charles Mellow
Proxy's Title	Program Specialist III
Proxy's Phone	850-245-1831
Proxy's Email	charles.mellow@fldoe.org
Primary Policy Contact	Onaleah McClellan
Policy Contact's Title	Program Specialist III
Policy Contact's Phone	(850) 410-6852
Policy Contact's Email	onaleah.mcclellan@fldoe.org
Information Updated 11/29/17	

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
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	

**Common Manual Governing Board
Contact Information 2017–2018**

Guarantor	Kentucky Higher Education Assistance Authority (KHEEA)
Mailing Address	PO 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	Manager, Compliance and Program Reviews
GB Rep's Phone	(502) 696-7276
GB Rep's Email	mmaidlow@kheea.com
Permanent Proxy	Jonathan Downey
Proxy's Title	Legal Compliance Analyst
Proxy's Phone	(502) 329-7187
Proxy's Email	jdowney@kheea.com
Primary Policy Contact	Mark Maidlow
Policy Contact's Title	Manager, Compliance and Program Reviews
Policy Contact's Phone	(502) 696-7276
Policy Contact's Email	mmaidlow@kheea.com
Information Updated 07/20/17	

Guarantor	Louisiana Board of Regents, Office of Student Financial Assistance
Mailing Address	PO Box 91202, Baton Rouge, LA 70821-9202
Street Address	602 North Fifth St, Baton Rouge, LA 70802
Phone	(225) 219-1012
FAX	(225) 208-1496
Governing Board Rep	Robyn Lively
GB Rep's Title	Attorney
GB Rep's Phone	(225) 922-3223
GB Rep's Email	Robyn.Lively@la.gov
Permanent Proxy	Kelvin Deloch
Proxy's Title	Audit Manager
Proxy's Phone	(225) 219-7681
Proxy's Email	Kelvin.Deloch@la.gov
Primary Policy Contact	Robyn Lively
Policy Contact's Title	Attorney
Policy Contact's Phone	(225) 219-7652
Policy Contact's Email	Robyn.Lively@la.gov
Information Updated 05/11/17	

Guarantor	Michigan Finance Authority/Michigan Guaranty Agency (MFA/MGA)
Mailing Address	PO 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 07/21/17	

**Common Manual Governing Board
Contact Information 2017–2018**

Guarantor	Missouri Department of Higher Education (MDHE) Student Loan Program
Mailing Address	PO 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	National Student Loan Program (NSLP) (Nebraska)
Mailing Address	PO 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	
Proxy's Title	
Proxy's Phone	
Proxy's Email	
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 01/15/13	

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	

**Common Manual Governing Board
Contact Information 2017–2018**

Guarantor	New Jersey Higher Education Student Assistance Authority (HESAA)
Mailing Address	PO Box 540, Trenton NJ 08625-0540
Street Address	4 Quakerbridge Plaza, Trenton, NJ 08625
Phone	(800) 792-8670
FAX	(609) 588-2390
Governing Board Rep	Teresa Gervasio
GB Rep's Title	Director, Student Loan Programs
GB Rep's Phone	(609) 588-3213
GB Rep's Email	tgervasio@hesaa.org
Permanent Proxy	Susan FitzMaurice
Proxy's Title	Assistant Director, Preclaims and Claim Accounting
Proxy's Phone	(609) 584-4489
Proxy's Email	sfitzmaurice@hesaa.org
Primary Policy Contact	Teresa Gervasio
Policy Contact's Title	Director, Student Loan Programs
Policy Contact's Phone	(609) 588-3213
Policy Contact's Email	tgervasio@hesaa.org
Information Updated 06/18/14	

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) 473-1574
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 07/26/16	

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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
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 07/21/17	

Guarantor	Northwest Education Loan Association (NELA) (Washington)
Mailing Address	PO 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	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	Kevin Tharp
Proxy's Title	Manager, Delinquency and Default Operations
Proxy's Phone	(317) 806-1209
Proxy's Email	ktharp@glhec.org
Primary Policy Contact	Nancy Masten
Policy Contact's Title	Manager, Policy and Regulatory Administration
Policy Contact's Phone	(877) 354-3373
Policy Contact's Email	nmasten@glhec.org
Information Updated 03/22/17	

Guarantor	Oklahoma College Assistance Program (OCAP)
Mailing Address	PO 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	Senior Regulatory Compliance Specialist
GB Rep's Phone	(405) 234-4281
GB Rep's Email	jshelton@ocap.org
Permanent Proxy	
Proxy's Title	
Proxy's Phone	
Proxy's Email	
Primary Policy Contact	Jaime Shelton
Policy Contact's Title	Senior Regulatory Compliance Specialist
Policy Contact's Phone	405-234-4281
Policy Contact's Email	jshelton@ocap.org
Information Updated 07/25/17	

**Common Manual Governing Board
Contact Information 2017–2018**

Guarantor	Rhode Island Higher Education Assistance Authority (RIHEAA)
Mailing Address	560 Jefferson Blvd. Warwick, RI 02886
Street Address	560 Jefferson Blvd. Warwick, RI 02886
Phone	(401) 736-1100
FAX	(401) 732-3541
Governing Board Rep	Tom Pearce (06-17-09)
GB Rep's Title	Supervisor, Account Resolution
GB Rep's Phone	(401) 736-1124
GB Rep's Email	Tpearce@riheaa.org
Permanent Proxy	
Proxy's Title	
Proxy's Phone	
Proxy's Email	
Primary Policy Contact	Tom Pearce (06-17-09)
Policy Contact's Title	Supervisor, Account Resolution
Policy Contact's Phone	(401) 736-1124
Policy Contact's Email	Tpearce@riheaa.org
Information Updated 04/21/11	

Guarantor	Trellis Company
Mailing Address	PO 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) 219-2849
Governing Board Rep	Felicia Anthony
GB Rep's Title	Compliance Specialist
GB Rep's Phone	(512) 219-4572
GB Rep's Email	Felicia.anthony@trelliscompany.org
Permanent Proxy	Nancy Wilson
Proxy's Title	Manager, Corporate Compliance
Proxy's Phone	(512) 219-4774
Proxy's Email	nancy.wilson@trelliscompany.org
Primary Policy Contact	Felicia Anthony
Policy Contact's Title	Compliance Specialist
Policy Contact's Phone	(512) 219-4572
Policy Contact's Email	felicia.anthony@trelliscompany.org
Information Updated 11/01/17	

Guarantor	United Student Aid Funds, Inc. (USA Funds) (Indiana)
Mailing Address	PO 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	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	Kevin Tharp
Proxy's Title	Manager, Delinquency and Default Operations
Proxy's Phone	(317) 806-1209
Proxy's Email	ktharp@glhec.org
Primary Policy Contact	Nancy Masten
Policy Contact's Title	Manager, Policy and Regulatory Administration
Policy Contact's Phone	(877) 354-3373
Policy Contact's Email	nmasten@glhec.org
Information Updated 03/22/17	

**Common Manual Governing Board
Contact Information 2017–2018**

Guarantor	Utah Higher Education Assistance Authority (UHEAA)
Mailing Address	PO 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	PO Box 2000, Winooski, VT 05404
Street Address	10East Allen Street, Winooski, VT 05404
Phone	(800) 660-3561
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 08/20/15	