

**Common Manual Governing Board
Contact Information 2021–2022**

Guarantor	American Student Assistance (ASA) (Massachusetts)
Mailing Address	33 Arch Street, Suite 2100, Boston, MA 02110
Street Address	33 Arch Street, Suite 2100, Boston, MA 02110
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 01/13/21	

Guarantor	Ascendium Education Solutions, Inc.
Mailing Address	2501 International Lane, Madison, WI 53704
Street Address	2501 International Lane, Madison, WI 53704
Phone	(608) 733-2500
FAX	
Governing Board Rep	Nancy Masten
GB Rep's Title	Manager, Policy and Compliance Support
GB Rep's Phone	(877) 354-3373
GB Rep's Email	NMasten@ascendiumeducation.org
Permanent Proxy	
Proxy's Title	
Proxy's Phone	
Proxy's Email	
Primary Policy Contact	Nancy Masten
Policy Contact's Title	Manager, Policy and Compliance Support
Policy Contact's Phone	(877) 354-3373
Policy Contact's Email	NMasten@ascendiumeducation.org
Information Updated 05/15/20	

Guarantor	College Assist (CA) (Colorado)
Mailing Address	1600 Broadway, Suite 2300, Denver, CO 80202
Street Address	1600 Broadway, Suite 2300, Denver, CO 80202
Phone	(720) 264-8500
FAX	(303) 292-1606
Governing Board Rep	Nicole Vigil
GB Rep's Title	CFO
GB Rep's Phone	(720) 264-8525
GB Rep's Email	nvigil@college-assist.org
Permanent Proxy	Marcy Garramone
Proxy's Title	Controller
Proxy's Phone	(720) 264-8517
Proxy's Email	mgarramone@collegeinvest.org
Primary Policy Contact	Nicole Vigil
Policy Contact's Title	CFO
Policy Contact's Phone	(720) 264-8525
Policy Contact's Email	nvigil@college-assist.org
Information Updated 01/22/19	

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Guarantor	Educational Credit Management Corporation (ECMC)
Mailing Address	P.O. BOX 64909, Minneapolis, MN 54164-0909
Street Address	111 Washington Avenue South, Suite 1400, Minneapolis, MN 55401
Phone	(888) 221-3262
FAX	(651) 325-3495
Governing Board Rep	Rebecca McCord
GB Rep's Title	Customer Service Manager
GB Rep's Phone	(651) 325-3333, ext. 8470
GB Rep's Email	rmccord@ecmc.org
Permanent Proxy	Jan Jacobson
Proxy's Title	Director of Customer Service
Proxy's Phone	(651) 325-3486
Proxy's Email	jjacobson@ecmc.org
Primary Policy Contact	Rebecca McCord
Policy Contact's Title	Customer Service Manager
Policy Contact's Phone	(651) 325-3333, ext. 8470
Policy Contact's Email	rmccord@ecmc.org
Information Updated 03/17/21	

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	Amy Sebring
GB Rep's Title	Program Specialist III - DOE
GB Rep's Phone	(850) 245-1979
GB Rep's Email	Amy.Sebring@fldoe.org
Permanent Proxy	
Proxy's Title	
Proxy's Phone	
Proxy's Email	
Primary Policy Contact	Amy Sebring
Policy Contact's Title	Program Specialist III - DOE
Policy Contact's Phone	(850) 245-1979
Policy Contact's Email	Amy.Sebring@fldoe.org
Information Updated 05/13/21	

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@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@illinois.gov
Information Updated 04/29/19	

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Guarantor	Kentucky Higher Education Assistance Authority (KHEAA)
Mailing Address	PO Box 798, Frankfort, KY 40602-0798
Street Address	100 Airport Road, Frankfort, KY 40601
Phone	(502) 696-7276
FAX	(502) 696-7293
Governing Board Rep	Jonathan Downey
GB Rep's Title	Supervisor, Compliance and Program Reviews
GB Rep's Phone	(502) 696-7615
GB Rep's Email	jdowney@kheaa.com
Permanent Proxy	Miles Justice
Proxy's Title	Sr. Associate Counsel
Proxy's Phone	(502) 696-7309
Proxy's Email	mjustice@kheaa.com
Primary Policy Contact	Jonathan Downey
Policy Contact's Title	Supervisor, Compliance and Program Reviews
Policy Contact's Phone	(502) 696-7615
Policy Contact's Email	jdowney@kheaa.com
Information Updated 08/24/21	

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) 219-7652
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) 335-7449
Governing Board Rep	Michelle Spitzley
GB Rep's Title	Deputy Director
GB Rep's Phone	(517) 335-7313
GB Rep's Email	Spitzlevm1@michigan.gov
Permanent Proxy	Dan Mullin
Proxy's Title	Departmental Specialist
Proxy's Phone	(517) 335-7416
Proxy's Email	mullinD@michigan.gov
Primary Policy Contact	Michelle Spitzley
Policy Contact's Title	Deputy Director
Policy Contact's Phone	(517) 335-7313
Policy Contact's Email	spitzlevm1@michigan.gov
Information Updated 08/15/19	

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Contact Information 2021–2022**

Guarantor	Missouri Department of Higher Education & Workforce Development
Mailing Address	PO Box 1469, Jefferson City, MO 65102-1469
Street Address	301 West High Street, Suite 840, Jefferson City, MO 65102
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@dhewd.mo.gov
Permanent Proxy	Amy Hedrick
Proxy's Title	Assistant Associate – Policy Analyst
Proxy's Phone	(573) 522-1365
Proxy's Email	Amy.Hedrick@dhewd.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@dhewd.mo.gov
Information Updated 06/16/21	

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 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	lcewayb@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	lcewayb@nmstudentloans.org
Information Updated 08/18/13	

**Common Manual Governing Board
Contact Information 2021–2022**

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	Debbie Mead
GB Rep's Title	Assistant Director, Federal Operations
GB Rep's Phone	518-402-1311
GB Rep's Email	debbie.mead@hesc.ny.gov
Permanent Proxy	
Proxy's Title	
Proxy's Phone	
Proxy's Email	
Primary Policy Contact	Debbie Mead
Policy Contact's Title	Assistant Director, Federal Operations
Policy Contact's Phone	518-402-1311
Policy Contact's Email	debbie.mead@hesc.ny.gov
Information Updated 01/29/19	

Guarantor	North Carolina State Education Assistance Authority (NCSEAA)
Mailing Address	PO Box 14103, Research Triangle Park, NC 27709
Street Address	2 UNC-TV 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 01/22/19	

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) 234-4300
FAX	(405) 234-4390
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 08/15/19	

**Common Manual Governing Board
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Guarantor	Pennsylvania Higher Education Assistance Agency (PHEAA)
Mailing Address	1200 N 7th Street, Harrisburg, PA 17102-1444
Street Address	1200 N 7th Street, Harrisburg, PA 17102-1444
Phone	(717) 720-2379
FAX	
Governing Board Rep	David Racculia
GB Rep's Title	Senior Compliance Specialist
GB Rep's Phone	(717) 720-2379
GB Rep's Email	david.racculi@pheaa.org
Permanent Proxy	Alexander Lehmer
Proxy's Title	Compliance Specialist
Proxy's Phone	717-720-2234
Proxy's Email	alexander.lehmer@pheaa.org
Primary Policy Contact	David Racculia
Policy Contact's Title	Senior Compliance Specialist
Policy Contact's Phone	(717) 720-2379
Policy Contact's Email	david.racculi@pheaa.org
Information Updated 12/16/20	

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) 336-6520
Governing Board Rep	James Wingard
GB Rep's Title	Manager, Corporate Compliance
GB Rep's Phone	(512) 219-4756
GB Rep's Email	james.wingard@trelliscompany.org
Permanent Proxy	
Proxy's Title	
Proxy's Phone	
Proxy's Email	
Primary Policy Contact	James Wingard
Policy Contact's Title	Manager, Corporate Compliance
Policy Contact's Phone	(512) 219-4756
Policy Contact's Email	james.wingard@trelliscompany.org
Information Updated 10/08/20	

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@uheaa.org
Permanent Proxy	
Proxy's Title	
Proxy's Phone	
Proxy's Email	
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@uheaa.org
Information Updated 03/03/21	

**Common Manual Governing Board
Contact Information 2021–2022**

Guarantor	Vermont Student Assistance Corporation (VSAC)
Mailing Address	PO Box 2000, Winooski, VT 05404
Street Address	10 East 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