

ISAC Responsibilities Chart

Andy Davis, Executive Director

- John Sinsheimer, Chief Financial Officer & Managing Director, Financial Products & Services
- Joanne Tolbert, Managing Director, Support Services
- Sam Nelson, Managing Director, Marketing & Communications
- Kim Barker Lee, General Counsel
- Sue Kleemann, Director, RPPA
- Katharine Gricevich, Special Assistant to Executive Director
- Tom Breyer, Senior Policy Advisor

ADMINISTRATIVE SERVICES DIVISION

- Sue McCarragher, Director
 - Printing and mail services
 - Building services
 - Telecommunications

BUSINESS & FINANCIAL SERVICES DIVISION

- Bill Coleman, Director
 - Bankruptcy
 - Collection of defaulted loans
 - Credit bureau reporting
 - Debt management processes
 - IDPR license renewal denials
 - State & federal offsets of tax refunds

BUDGET & FINANCE DIVISION

- Shoba Nandhan, Director
 - Budgeting
 - Cash Receipting
 - Disbursements
 - Federal accounting
 - Financial forecasting and accounting
 - Payroll
 - Purchasing
 - Reimbursements to lenders
 - Reinsurance billing to ED
 - Reconciliation of receipts to payments, etc.

IDAPP DIVISION

- Steve DiBenedetto, Director
 - Bob McCarthy, Marketing
 - Student loan originations & servicing
 - Alternative loan programs
 - IDAPP administration and collections
 - Secondary market services
 - Consolidation loans

ILLINOIS PREPAID TUITION PROGRAM

- Nancy Stephens, Associate Director
- Mary Roberts, Director, Marketing
 - 529 prepaid tuition program, *College Illinois!*SM

GENERAL COUNSEL

- Kim Barker Lee, General Counsel
 - Ethics Officer, contracts & procurement
 - Agency Legal Matters
 - FOIA Requests

HUMAN RESOURCES DIVISION

- Vicki Baba, Interim Director
 - Civil service compliance
 - Employee compensation and benefits administration
 - Employee record keeping
 - Employee training & development
 - Recruitment and civil service exam administration

INFORMATION SERVICES DIVISION

- Jim O'Neil, Interim Director
 - Computer operations & technical support
 - Microcomputer related services & LAN
 - Quality assurance

DIVISION OF PUBLIC SERVICE

- Jacqueline Moreno, Director, College Access Initiatives
- Eddie Brambila, Director, Community Partnerships
 - Al Hogan, Assistant Director, Regional Outreach Campaigns
 - Maria Bucio, Parent Initiatives
 - Janetta Clemons, Adult & Nontraditional Student Outreach
 - Monica Czyz, Early Awareness Initiatives
 - Lenore Holmes, Rural Outreach Programs
 - Ercilia Miranda-Jonas, High school & College Student Programs
 - Annette Phillips & Sarah Wahab, Outreach Reps.
 - Patrick Elliott, Communication Specialist & Financial Literacy
 - John (JP) Paulus, Development Specialist
 - Julie Henschel, Outreach Administrator

PROGRAM SERVICES & COMPLIANCE DIVISION

- Chris Peterson, Director
 - Johan Brown, Manager, Fiscal Services
 - Jackie Eckley, Assistant Director, Publications & Communication Services
 - David Perry, Assistant Director, Partner Services
 - Kim Eck, Training Services Coordinator
 - Mary Lewis, Manager, School Services
 - School Services Communication Center - Gloria Buie, Cindy Gerjol, Tania Mendoza
 - Sue Kenik, Manager, Lender Services
 - Sharon Bankston, Dave Barinholtz, Denise Cannon, Larry Thompson
 - Dore Brown, Assistant Director, Compliance
 - Sam Haroian, Patrick Henning, Mary Long, Institutional Auditors. Sue Eichholz, Compliance Analyst
 - Christy Shields, Assistant Director, Student & Parent Services and Acting Manager, College Zone Counselors
 - Sheila Vickers, Manager, Applicant Services
 - George Kottukappaly, Manager, Program Requirements
 - Carol Cook, Assistant Director, Data & Delivery Services
- Delivery services to applicants, schools and lenders for ISAC-administered financial aid programs
- Telephone and e-mail support for schools, lenders, students and parents
- Training services for financial aid & lender partners
- School and lender audits and program reviews
- Institutional eligibility
- Publications and content for collegezone.com
- Data accuracy and support for delivery of services for applicants, schools and lenders
- Tracking of fiscal data for programs & administration
- Default Prevention counseling for loans and teacher education scholarship programs

RESEARCH, PLANNING & POLICY ANALYSIS

- Sue Kleemann, Director
 - Forecasting & modeling
 - MAP & IIA payout projections
 - Market & program research
 - Strategic planning