

OASFAA NEWSLETTER

A publication of the Oregon Association of Student Financial Aid Administrators

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Greeting OASFAA members!

While the last few months since we have seen each other have been a whirlwind, I am very thankful for each of you and the organization we all work so hard to represent. The annual conference was a great success, we had over 100 attendees and our Co-chairs and the committee worked very hard to make the event special. It was truly a time to reflect on the *ship* that will carry us on the *trip* we are about to embark on for the 24/25 FAFSA.

As you all saw, the Feds plan to release the 24/25 FAFSA sometime in December. While not great timing, we are going to have to rely on each other for support and training. That’s my favorite part of this amazing organization, the membership and the relationships we have built over time. That ship is OASFAA and it is powered by each and every one of you! I couldn’t ask for a better group to take this trip with.

Twenty-four hours after the OASFAA conference ended, your President-elect, Karen Ash, and I set off on a trip to our nation’s Capital for the NASFAA Leadership and Legislative Conference. While the sessions were powerful and we were able to meet some great people, my favorite part of our trip was our visit to Capitol Hill. As we walked past monuments and memorials that have stood the test of time, it gave me great hope in our system and in our country. And while we feel powerless at times, we can continue to fight for change and progress as an organization.

Between Karen Ash, Ashley Coleman, and me, we were able to set meetings with Senators Wyden and Merkley’s offices and meet in person with Congresswoman Andrea Salinas. All of the office staffers were very receptive to our initiatives and we could tell they were genuine in taking our issues to the Senators. Meeting in person with the Congresswoman was an amazing experience, she was very attentive and took notes on each of our concerns for access and affordability for students in Oregon and our country.



(...President’s Corner, continued on page 2...)

INSIDE EVERY ISSUE:

| | |
|--------------------------|----|
| Volunteer Spotlight..... | 2 |
| School Profile..... | 8 |
| Funny Pages..... | 9 |
| The Watercooler..... | 9 |
| Crossword Puzzle..... | 10 |
| Save the Date..... | 11 |

INSIDE THIS ISSUE:

| | |
|-------------------------------|-------|
| President’s Corner..... | 1 |
| Student Outreach..... | 4 |
| EDI Committee Update..... | 5 |
| NASFAA FAAC Training..... | 6 |
| OASFAA Awards..... | 7 |
| Annual Conference Photos..... | 12-13 |

(...President's Corner, continued from page 1...)

It was right there in that office that, while I was voluntold to run for OASFAA President, I realized how amazing this role really is. To be able to meet with our State Senators and advocate for Higher Education is an honor. It showed me that we really do have the ability to make a difference. I joked with Karen on the plane ride home, after OASFAA President, the next stop is Washington DC as a Congressman.



I am looking forward to the year to come! I want to thank Lois for her leadership and for pushing our Strategic plan forward. I am excited about the progress we are going to make in enacting all of the goals we have set for the organization over the next several years. I am excited about the work our committees have done and continue to do and looking forward to the training activities OASFAA has in store for us.

As always, if you have thoughts or suggestions, or just want to chat, please feel free to reach out to me and our executive council. We want OASFAA to work for all of us, anything we can do for you or your school, we will do our best to make it happen.

And don't forget to volunteer, even if it is something small, every little bit helps in keeping this organization going strong!

Keep up the good work and don't lose sight of the work you all do, every single bit of it matters!

Carlos Villarroel, OASFAA President

Volunteer Spotlight: Hallie Price-Asadare



The OASFAA Volunteer Spotlight shines on Hallie Price-Asadare, Scholarship Advisor at Oregon State University located in Corvallis.

Volunteer activities with OASFAA: Communications Committee, Conference Committee, EDI Committee, helped with some outreach videos, presented at conference.

How long have you been in financial aid? I started as a financial aid specialist at Oregon Coast Community College (OCCC) in 2015. About 8 years now!

How did you get your start in financial aid? When I graduated from college with a bachelor's in creative writing in 2011, I was working at a bank and tried applying to graduate school for an MFA in creative writing program. My goal was to be a writing professor. I needed a fully funded program. For 4 consecutive years, I applied to numerous schools and was never accepted at any of them. I realized how expensive

college is and how important funding options are. I also hated working in banking. You have to dress really nice, handle lots of cash, and none of my coworkers seemed to appreciate my sense of humor. I enjoyed working as an office assistant at OCCC and when an opening to work in financial aid and support students more closely with finding aid for college, I was thrilled. My career goals started to shift as I saw the impact I could have working more on the administrative side of education.

What is the most rewarding part of your job?

Definitely the students and my coworkers. The people at OSU and in OASFAA and beyond inspire me daily. I feel privileged that I get to interact with so many motivated, intelligent, kind, and fun individuals.

How do you cope with stress on the job?

Too much coffee, Diet Pepsi, walk breaks, music, junk food.

Who has been the biggest influence/mentor on you & your career?

Kimberly Jones at OCCC and Lois DeGhetto at Oregon State University. Both went above and beyond to support me and provide me with opportunities to advance. They care about students and staff first and are generous with their knowledge and time. Thank you both! *(...Volunteer Spotlight, continued on page 3...)*



(...Volunteer Spotlight, continued from page 2...)

What is/was your favorite volunteer experience?

All have been excellent. I especially enjoyed co-presenting about serving the Hispanic community mindfully with Anel Venegas Trujillo at the 2022 annual conference. The audience participation in our small group discussions was outstanding, and it was a blast presenting with Anel.

What do you do when you are not working?

Exercise, be outside, eat and drink and spend time with family and friends, study Spanish, volunteer, write, read, watch movies and TV.

What do you like about Oregon?

Almost everything. I went to college in New Hampshire, and I didn't like the snow or the crowded beaches. I like that Oregon has public access beaches, lots of green trees and lots of options for nature activities.

What is the most unusual place you have vacationed?

Not that unusual but in 2019, I drove to Vancouver, BC by myself. Stanley Park was fun to walk in, and I made sure to get pictures by the Gastown Steam Clock.

What is your favorite restaurant?

At the moment, I'll say El Palenque in Corvallis.

What was the last book you read?

Parenting without Power Struggles by Susan Stiffelman

If you could change anything in our industry, what would it be?

Higher pay and better institutional support and recognition for all financial aid staff.

Do you have any advice for your fellow financial aid administrators?

You're not alone. If you're feeling burned out and discouraged, I promise you, you're not alone. Reach out to your friends at OASFAA. Email me any time: Hallie.price@oregonstate.edu.

If you were not in the financial aid industry, what would you be doing now?

Social work, another branch of student services or education.

2023 Annual OASFAA Conference

Oh Ship! OASFAA's 54th Annual Conference was held at the beautiful Salishan Coastal Lodge during the first week of February with clear and mild weather until our departure on the final day.

We had 109 colleagues join us from across Oregon and Washington, including 15 corporate partners who joined us from Oregon to New York and beyond! We were thrilled to be joined by 23 newcomers this year! Our Keynote speaker, Cara Lane, spoke to us about creating a culture of appreciation. She acknowledged that financial aid administrators are often under-appreciated, even providing statistics verifying so. She provided many different tools we can utilize to help us commend our colleagues and begin building a stronger culture within our offices, institutions, and the field at large.



With over 35 sessions to choose from, the breakout topics ran the gamut. Some options included "Certification Insights: NASFAA's Certified Financial Aid Administrator® Program" presented by Sue Shogren from NASFAA, "The New FAFSA/ORSAA for 2024-25: How Do We Help?" with Jenn Satalino, "FAFSA Simplification and EFC changes" with Brian Hultgren, "Loan forgiveness, Fresh Start" with Lois DeGhetto, and "R2T4 and Modules: From the Ground Up" with Mia Martiney. WASFAA President, Nicole McMillin, joined us from Idaho College of Osteopathic Medicine in Meridian, Idaho, and Karen McCarthy, NASFAA's Vice President of Public Policy and Federal Relations, joined us virtually from Washington D.C. to give us an Inside the Beltway Federal update. Many of us earned our NASFAA U Cost of Attendance credential thanks to our fearless instructor, Peter Goss. Thank you to all our presenters, near and far! Your time and energy for this event is so valuable to our state's development in the field. *(...Annual Conference, continued on page 4...)*



(...Annual Conference, continued from page 3...)

On Wednesday night, we gathered in the Long House for the President’s Reception, followed by a president’s party after dinner in the captain’s quarters. Before retiring to their cabins Thursday night, the passengers of the S.S.OASFAA made their way on deck for game night and the infamous karaoke party! Don’t let us forget to mention that there was bacon!

With the connection to education and community support, OASFAA chose p:ear for our charity partner at this year’s annual conference. P:ear (pronounced like the fruit) builds positive relationships with homeless youth through education, art, recreation and job training to

affirm personal worth and create more meaningful and healthier lives. We collected donations for p:ear three ways: through donated items, cash/gift cards, and through purchases of the p:ear youth art through a gallery that was set up at the conference. \$790 in art purchases were made, with 90% of the sales going directly to p:ear youth. We also collected \$349 in cash, \$215 in gift cards (with the 2-Year Public schools winning the gift card competition!), and some of p:ear’s most requested donation items, including coats, sleeping bags, socks, underwear, and toiletries.

Thank you for your generous support of our charity partner, OASFAA community!

We hope you found this year’s conference to be as successful and meaningful to your work as a financial aid professional as we did. Annual Conference 2024 is already in the works, and we’re hoping you’ll join us back at Salishan next February! If you are interested in being a part of next year’s committee, we encourage you to indicate your interest through the Volunteer Preferences form as soon as possible, or by contacting OASFAA’s volunteer coordinator, [Ingrid Baker](#), as the 2024 committee will be formed soon!

Your 2023 Annual Conference Co-Chairs, Debbie O’Dea, Ingrid Baker, & Layton Spence



Gwinnett Technical College Extends the Personal Touch and Meets Goals with Student Outreach Program

Submitted by Chris Campbell from Inceptia

Gwinnett Tech’s motto is, “Teach every individual; serve every business.” As part of the Technical College System of Georgia, Gwinnett Technical College is a public two-year institution that serves the communities of Gwinnett and North Fulton by offering campus and distance learning for associate degrees, diplomas and certificates in credit programs as well as for adult and continuing education training.

Time Well-Spent, If You Have It

An enrollment manager at Gwinnett Technical College (GTC) had a great idea: follow up the admitted student email with a personal phone call. There were prospective students that weren’t responding to emails and only acknowledging texts, with no follow through, but they were answering their phones. “There was something so interesting about it, just good old-fashioned phone calls, and talking with somebody to direct those students to the appropriate resources,” said Dr. Kohle Paul, Vice President, Student Affairs. All of the information was in the emails and texts, but the team found it really resonated with students when they were called. What the GTC team didn’t realize was that the impact and response rate would be so high from those contacts. *(...Student Outreach, continued on page 5...)*

(...Student Outreach, continued from page 4...)

Right Place, Right Time

“The weeks the team facilitated the welcome to GTC calls were great, but with summer volume picking up, the team was unable to continue,” said Paul.

“So, we started searching for other ways to continue the campaigns as we felt it added a personal touch to new students, welcoming them to the college and next steps, as well as returning students and welcoming them back.” The timing was right when Paul was attending a monthly meeting for the System and Inceptia was speaking. “I knew some of my system cohorts had been working with Inceptia and the experience of their contact team with managing student concerns and processing made me think this would be a great opportunity to extend our team’s reach with Inceptia’s expertise to deliver the same level of student understanding we would with more time.”

Extending the Team Helps Meet Enrollment Goals

Inceptia got to work on connecting with the students on the list GTC provided – a little over 800 admitted students. Each member of the Inceptia student advocate counseling team goes through extensive initial training, including assessments and quality assurance checks. In addition, the team participates in monthly internal and external training to keep their skills current along with soft skills practices to thoughtfully manage their student conversations for a successful outcome.

Through a strategically planned contact campaign, 181 students actually enrolled and, even better, some have signed up for the next term – early. Paul said, “This outreach campaign was extremely helpful to promote our fall enrollment and actually allowed us to reach our first-time freshmen goal. So we were excited about the work!”

Paul added, “It’s a valuable return on our partnership investment. That’s 181 more people that are enriching their lives through education and that’s really our goal.” All students that Inceptia interacted with also got a follow-up email, so even if they haven’t enrolled yet, the door is open and they have the information they need to move forward when they are ready.

Equity, Diversity, and Inclusion (EDI) Committee Update

Dear OASFAA Colleagues and Friends,

While spring has finally arrived, bringing with it longer periods of daylight, more sun, daffodils in bloom and fluffy chicks at your local Wilco Farm Store, most of us are still juggling the seemingly endless demands following the peak of financial aid awarding season at the office. We may fantasize about changing professions, or at least about escaping to a tropical paradise for a few weeks, but “Oh Ship!” There’s no getting out of it. It’s all hands on deck, and fasten your seatbelts, at least until May 1, National Decision Day, everyone and their dog will be sharing their opinion of your college’s financial aid offer. Hang in there.

So, with everything going on, how can you possibly think about volunteer work? Because, believe it or not, we think it will make your professional life more rewarding. When you’re working the daily grind, caught up in the details of your institution’s policies, it’s easy to lose sight of the big picture and the incredible impact you’re having on the lives of countless students. You need opportunities to step away from your office and connect with peers across the state. There are numerous meaningful and fun positions in OASFAA, but we want to highlight an inaugural opportunity.

The OASFAA Equity, Diversity, and Inclusion (EDI) Committee was created within the organization as an effort to actively advance EDI within the work of OAFSAA. The OASFAA Equity, Diversity, and Inclusion (EDI) Committee is transitioning to a slightly different format. At the February 2023 general membership meeting at the annual conference, it was voted on and approved to move forward with including an elected EDI position with an advisory board for support.

Although we are both very passionate about this work, neither of us are interested in holding the elected position starting later this year. That said, we know this is on-going work and will never be truly a one-person job. Our idea is that although there will be an elected EDI position in place of the committee, we could still... *(...EDI Update, continued on page 6...)*

(...EDI Update, continued from page 5...)...maintain an advisory board to support the person in this role and attend future Executive Council (EC) meetings to give feedback.

Currently, what exactly the position will do will likely be mostly at the discretion of the person in the role and what the Executive Council wants them to focus on for goals. However, we've put below what we've proposed to the EC:

Inclusion, Diversity, Equity, and Access (IDEA) Advocate

The IDEA Advocate shall chair and structure the DEI Advisory Board, including identifying and selecting board members. They will assist in efforts to incorporate diversity, equity, and inclusion actions in OASFAA and the Executive Council, including highlighting perspectives and removing barriers for professionals from marginalized identities around race, ethnicity, gender/gender identity, sexual orientation, disability, socioeconomic status, and more. The IDEA Advocate will also contribute to the formation of policies, procedures, and strategic planning of OASFAA in collaboration with the Segmental Vice-Presidents and will serve on any OASFAA scholarship selection committees. They shall advise other Executive Council members and committee chairs as needed, serve on committees as needed, and perform other duties as assigned by the President or Executive Council. The IDEA Advocate serves a two-year term from Annual Conference through Annual Conference of the second year and provides training for the IDEA Advocate-Elect.

Would you be interested in this position or working with us on the advisory board?

We welcome your comments and questions!

Sincerely,

Rylan Wall, Rylan.Wall@oregonstate.edu & Hallie Price-Asadare, Hallie.price@oregonstate.edu

OASFAA Tied with Most NASFAA FAACs

Submitted by Jenn Satalino and Debbie O'Dea

Oregon is not always thought of as the financial aid capitol of the world, but perhaps we should be! We've recently created a buzz nationally by increasing the number of Certified Financial Aid Administrators (FAAC@s) from four to **TWENTY-THREE!** Oregon is now tied for the state with the most FAAC@s in the country with Florida. And we're a relatively small state (population wise).



How did we do it? Debbie O'Dea signed us up for a pilot project right before she went on Family Leave. (Great timing on her part!) NASFAA gave us access to the training, materials, and a LOT of support for free, in exchange for allowing OASFAA members to be guinea pigs for their newly created FAAC@ Review. In a one-day training, faculty Anastacia Dillon, Breana Sylwester, Ryan West (remember him?) and Jenn Satalino covered not only content but test taking strategies. Since OASFAA believes in Inclusion, we also accepted two of our colleagues from the great state of Washington to join the review!

What if you wanted to participate, but you missed it? Rumor has it that WASFAA will be taking up the training mantle in the upcoming fiscal year, so keep your eyes peeled for additional information. There will most likely be a nominal charge for their training (ECMC Solutions sponsored lunch during the OASFAA event, so it was free to all participants), but our success rate proves that the review is worth it!

Special shout out to George Fox University, who formed a study group and were the first to pass the FAAC@ exam after the review. George Fox now has 50% of their staff certified.

Jennifer Bruce from OSAC is the current undisputed FAAC@ Kahoot champion IN THE WORLD and will remain so as NASFAA decided that administering Kahoot was too much. Jennifer's "walk up music" will forever be the Kahoot theme song.

(...NASFAA FAAC, continued on page 7...)

(...NASFAA FAAC, continued from page 6...) Jason Hibbert from Eastern Oregon University couldn't join our in-person pilot, but was accepted into NASFAA's special Online FAAC© Review pilot! He'll finish up soon. 😊

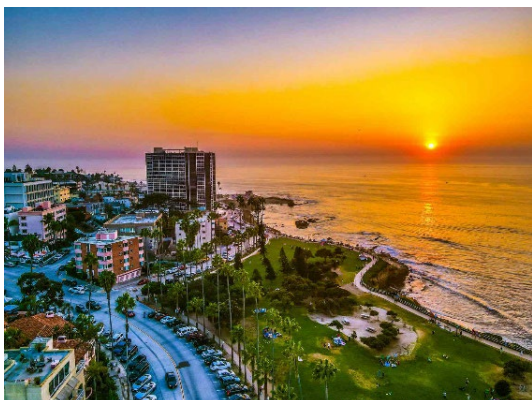
If you have questions about the process or need a boost, consult this handy-dandy list of Oregon peeps who can answer your questions: https://www.nasfaa.org/certification_registry You know we'll all cheer you on!!

2023 Annual OASFAA Awards

There are so many great things about being involved with OASFAA. At the top of the list has to be the networking opportunities to get to know one another across our shared profession and to forge personal connections with some truly amazing people. At the 2023 Annual Conference, we recognized one of our own with the OASFAA Unsung Hero award. The Unsung Hero award honors an OASFAA member who has demonstrated extraordinary commitment to Oregon students or OASFAA by working quietly and without reward or recognition on committees, at their institution and/or in the community, above and beyond the requirements of the candidate's job.

Hallie Price-Asadare embodies the spirit of the Unsung Hero award. She has constantly been involved with OASFAA for many years now and never miss a chance to volunteer to serve the students of Oregon. Hallie uses her own time outside of normal work hours and without any special recognition or compensation for this work. She has a drive and passion for working with Latinx and Spanish-speaking communities, so much so that she devoted much of her free time to learning Spanish and pursuing a second degree in the language. Hallie uses those skills volunteering with other organizations such as Casa Latinos Unidos to help promote pathways for financial access to higher education, and has consistently volunteered with the Community Partner Training Committee, especially when we target Spanish speaking students and families. Although Spanish is not Hallie's native language, she fearlessly led webinars and FAFSA/ORSA completion nights, even as she continued to study the language herself. Through her work on the committee, Hallie led the effort to bring an extensive EDI training for the OASFAA Executive Council, developed EDI resources and materials to share with the membership at large, has presented on working with Latinx families in financial aid and is working on an EDI training and commitment for new OASFAA members.

Hallie was an OASFAA Scholarship recipient and had the following to say about the conference: "Thank you to OASFAA for selecting me for one of the scholarships to attend the 2023 annual conference! I learned a lot and had the opportunity to connect in person with colleagues I hadn't seen in months or years. The 2023 OASFAA Conference is something I will remember my entire life. The views at Salishan were stunning, all the food was delicious, and the company was great. I sincerely hope that this generous support will be available in the future, and that you, the amazing members of OASFAA will take advantage of this fantastic opportunity. Thank you OASFAA and friends for investing in me!"



The 2023 NASFAA National Conference will take place both virtually and in-person this year!

- June 29-July 2 – In-person at the San Diego Convention Center
- July 10-14 – Virtual Conference

More information available at <https://www.nasfaa.org/conference>.

School Profile

*by Michelle Bergmann, Director of Financial Aid,
Umpqua Community College*

School's Mission statement:

Umpqua Community College transforms lives
and enriches communities.

What year was your institution founded? 1964

*What is your current undergraduate and/or
graduate enrollment?* Undergraduate enrollment
as of Fall 2021 – 2,672



What types of degrees do you offer and what's your largest or most popular program? Oregon Transfer Module, Associate of Arts Oregon Transfer, Associate of General Studies, Associate of Science, Business Administration, Associate of Science, Human Services, One-year Certificates and Pathway Certificates. Our top programs are the Retail Management Certificate and the Associate of Applied Science, Nursing.

Is your campus primarily residential, commuter, or online? Commuter/Online

If you have athletics programs, what is your most successful program? Women's Wrestling – UCC currently has a student athlete that is a National Champion as well as several Academic All Americans.

What is your school mascot? UCC Riverhawk

What are your school colors? Green, black, and White

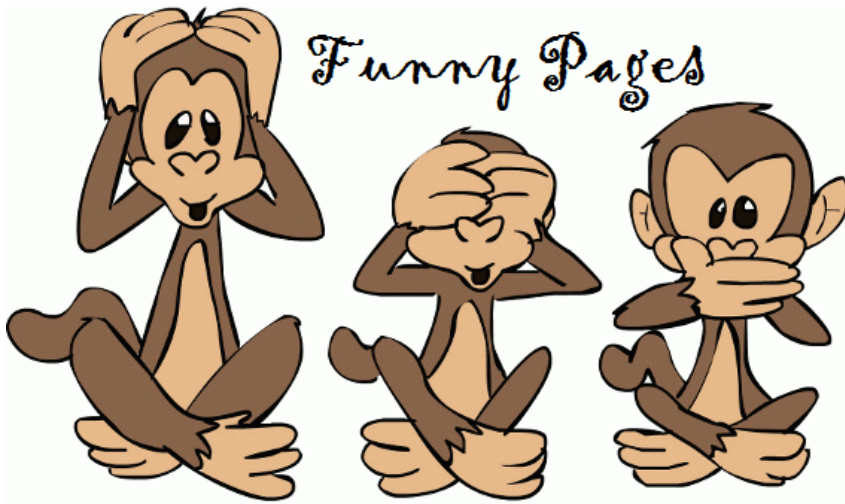


Do you offer institutional grants and/or scholarships? Absolutely, UCC has numerous scholarship opportunities in addition to merit awards.

Do you run on semesters, quarters, trimesters, or another schedule?
Quarters

Do you offer programs using credit hours or clock hours? Clock hours

What type of financial management system do you use?
Banner



“Email subject line: “Question about dismemberment”. I was a little afraid to open that email!”

“Can you offer them aid? They haven’t posted attendance yet but they said they were going to.”

“Yeah, sex is great and all, but have you ever successfully changed your FSA password on the first try?”



Savage Dan
@Savage_Dan_

Sometimes I look at emails I’ve written and genuinely can’t believe I’m pretending to be this professional.

Got one to share? Send it to feverett@roquecc.edu. All submissions will be published anonymously.



If it’s happening in OASFAA, it’s happening at...

The Watercooler

Jasper Morrison & Ivy Snyder join Oregon State University as Financial Aid Advisors

Jennifer Bruce joins OSAC as the new Scholarship Portfolio Coordinator

Lorenzo Gonzalez & Marina Middleton join Central Oregon Community College as Financial Aid Specialists

Ryan West was promoted to Executive Dean of Student Services at Chemeketa

Robert Hoffman joins Chemeketa Community College as the new Financial Aid Director

If you or someone you know has received a promotion, taken a new job, or experienced a significant life event, email: feverett@roquecc.edu

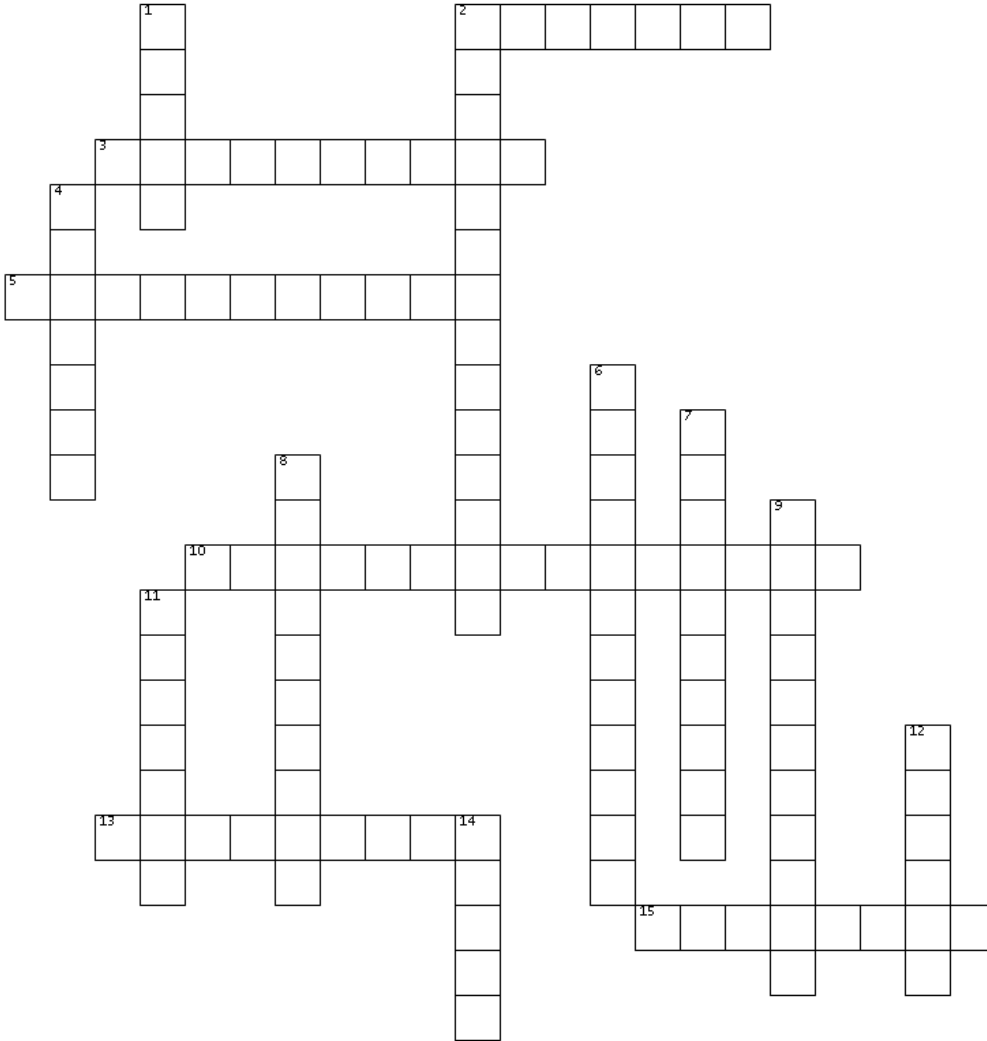
Current Vacant Positions posted on OASFAA’s Employment Page

- Administrative Coordinator – Oregon Health & Science University
- Assistant Vice Provost for Institutional Research & Effectiveness – Oregon Health & Science University
- Assistant Director of Financial Aid – Western Oregon University
- Assistant Director of Financial Aid – Whitman College

Are you hiring?

Post your vacancy at www.oasfaaonline.org.

Spring Crossword – Superheroes



ACROSS

- 2. Device used by Professor X to find mutants
- 3. Superman’s weakness
- 5. wielder of the magic lasso
- 10. actor who portrayed Black Panther
- 13. Superman’s greatest foe
- 15. Loki God of ____

DOWN

- 1. The new Black Panther after T’Challa’s death
- 2. Steve Rogers’ superhero name
- 4. Thor’s hammer
- 6. Dr. Strange’s former profession
- 7. actress who portrayed Captain Marvel
- 8. metal in Wolverine’s claws
- 9. attorney by day, Daredevil by night
- 11. comic book writer who created Marvel
- 12. snarky mutant raccoon
- 14. mutant who absorbs other mutant’s powers

Interested in volunteering for OASFAA?

Contact a committee chair below...

2023 Committee Chairs

| | | | | |
|-------------------------------|---|-----------------------|--|--|
| Annual Conference | Rebecca Lewis Layton Spence Shauna Wing | FA 101/201 | | Karen Ash Sandy Sundstrom |
| Archives | Shauna Stevens | Funds Development | | Suzie Petersen |
| Communications | Frankie Everett | Legislative | | Debbie O’Dea |
| Community Partnership | Jenn Satalino Breana Sylwester | Membership | | Amy Davies |
| Corporate Liaison | Wendy Papkoff | OSAC Liaison | | <i>(vacant)</i> |
| Equity, Diversity & Inclusion | Hallie Price-Asadare Rylan Wall | Site Selection | | Lois DeGhetto |
| | | Technology | | Frankie Everett |
| | | Volunteer Coordinator | | Ingrid Baker |

SAVE THE DATE

6.5-6.9 – WASFAA Summer Institute (Spokane, WA)

6.29-7.2 – NASFAA (San Diego, CA)

7.10-7.14 – NASFAA Virtual Conference

Check the OASFAA calendar for webinars & training events available to our membership at: www.oasfaaonline.org

earnest
Private Student Loans

ECMC

Solutions

College AVE
STUDENT LOANS

SoFi

DISCOVER
Student Loans

Citizens

Ascent
Loans that power bright futures.

Inceptia
A DIVISION OF NSLP

campuslogic

Trust the best to help you
**COMPARE.
CERTIFY.
DISBURSE.**
elmresources

OASFAA Newsletter Editorial Staff:

☞ Frankie Everett ☞ Ashley Coleman ☞ Layla Solar ☞ Ryan West ☞

Editorial Policy: OASFAA welcomes all views and invites submissions of articles, essays, photographs, or information of general interest to all members. Submissions should be brief and may be edited. It may not be possible to publish all articles submitted. Contact the Editor with questions.

The Annual Conference in Photos



