

OASFAA Newsletter



July 2015

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A publication of the Oregon Association of Student Financial Aid Administrators, a not-for-profit membership organization.

President's Letter



Happy Summer everyone!

I always laugh when students and parents ask if we take the summer off in financial aid...nothing could be further from the truth! I usually can't wait for spring semester to be done; it seems to drag ON and ON with few holidays (and let's be honest, that's the real problem). And then once it is finally done, it feels so anticlimactic. I usually hate summer because the students are gone. I get so much more work done but I've found over the years that it's harder to remember why I do what I do when there are no visual reminders. Then those

visual reminders reappear and start driving me crazy again and I remember.

What we do matters. What you do matters. However big or small your role in the financial aid process, it matters. Every phone call. Every email (even the one where you've answered their question five times already). It all matters. Be kind to people. Be patient with them (even when you want to scream). Be present in their experience.

Thank you for all you do for your students, your colleagues, and your schools. It matters.

Mary McGlothlan
Multnomah University
OASFAA President 2015-16

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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 should not advertise specific products or services. Submissions may be edited. It may not be possible to publish all articles submitted. Opinions expressed in the OASFAA Newsletter are those of the authors and not necessarily of OASFAA, its members, or the institutions represented by the authors. Email items for publication to the editor, Heather Hall Lewis, at hallh@up.edu.

Member News

Briselda Molina Ortega joined the Lane Community College Financial Aid staff as a Bilingual Spanish Financial Aid Representative.

Mike Johnson has left Pacific University and accepted a new position as Director of Financial Aid at Portland State University.

Leslie Limper has left Reed College and accepted a new position as Director of Financial Aid at Pacific University.

Holli Johnson, Financial Aid Counselor at the University of Oregon, earned her Masters Degree in Adult Education and Learning from Oregon State University.

Mark Diestler was promoted to Senior Associate Director of Student Financial Aid and Scholarships at the University of Oregon.

Ben Hultgren joined the staff of Oregon State University as Associate Director of Financial Aid.

Donna Evans retired from her position as Administrative Assistant in the Office of Financial Aid at Oregon State University.

Chris Hainley and **Zendra Nyberg** retired from Lane Community College in June.

Melinda Dunnick and **Cecilia Combest** will retire from Lane Community College in September. **Caryn Stephens** has also departed from the Financial Aid office at Lane Community College.

Helen Faith participated in negotiated rule-making on REPAYE, a new income-driven repayment plan for Federal Direct Loan borrowers. She provided a crucial compromise proposal on forgiveness terms which brought the group to consensus on the final day of negotiations.

Jim Brooks was promoted to Assistant Vice President for Enrollment Management & Director of Student Financial Aid and Scholarships at the University of Oregon.

Emily Baumbach, Student Employment Coordinator at the University of Portland, took a new job with Portland Public School District.

Laura Barnard was promoted to Student Employment Coordinator at the University of Portland.

Welcome New Members!

Briselda Molina Ortega, Financial Aid Representative, Lane Community College

Brittany Hughes, Financial Aid Assistant, Marylhurst University

Christine Crabtree, Secretary I, Linn-Benton Community College

Karinda Farley, Financial Aid Counselor, Southern Oregon University

Stephanie Hanigan, Scholarship Coordinator, Compliance, and Outreach Supervisor, Southern Oregon University

Debbie O'Dea, Financial Aid Counselor, Southern Oregon University

Have you renewed your OASFAA Membership Yet?

Renew today!

<http://oasfaaonline.org/docs/forms/memApp.html>

Contact [Kara Westervelt](#), OASFAA Membership Chair with questions.

2015 OASFAA Conference Wrap-Up

By Ashley Coleman, University of Oregon



The 2015 OASFAA Conference was a huge success! More than 140 attendees learned about their profession and had fun doing it.

The game show/board game themed fun started at check-in, where each attendee played Plinko for a prize! Then it was time for the Newcomer's Session, hosted by Susan Shogren and Christy Jones. There were nearly 50 people in attendance, a new record.

We were lucky enough to have two keynote speakers this year—David and Melody Bell and Justin Draeger. Both were fantastic.

Wednesday evening was our Let's Make a Deal Dinner. Attendees came dressed in a costume of their choice and didn't disappoint! Some favorites were the FAFSA dominoes, the Financial Aid Packages, and our contest winners, Mario & Luigi. Magician and mind-reader, Hart Keene, provided entertainment. Greg Kerr from ECMC was our Let's Make a Deal emcee and we all

looked forward to his "quickie deals" for a chance to win a prize.

We had nine amazing vendor sponsors this year: ECMC, Inceptia, Charter One, Discover, Great Lakes, Navient, SALT/ASA, USA Funds and Wells Fargo. Attendees participated in Vendor Bingo to learn more about products and earned a chance to win the grand prize, a new Amazon Kindle Fire tablet.



Attendees pose for a selfie with vendor representatives.

Attendees also took selfies with vendors for extra entries. Additional selfies are posted on the conference event page on [Facebook](#).

After Thursday night dinner on your own, quite a few attendees gathered for President's Game Night in (Past) President Helen Faith's executive suite and played Cards Against Humanity. That was definitely an experience.

The committee chose Backpacks for Kids as this year's conference charity. This program provides weekend meals to children in need in the Lincoln City area. Karen Dummer and Jacque Van Damme from Backpacks for

Kids spoke about how the program began and all the good it brings to the community. They chose the winner of the decorated boxes—the giant robot entry from Central Oregon Community College. Malissa Hice from COCC was the creative genius behind the box. In total, OASFAA members donated \$7,500 worth of food, backpacks and gift cards! ECMC matched the donations dollar for dollar bringing the total to **\$15,000**

worth of items to Backpacks for Kids! That is enough to feed over 300 children each week for 7-9 weeks. It took volunteers 12 hours to put away everything in their pantry. Great job, OASFAA!

On behalf of OASFAA, we would like to extend a special thank you to all that participated in the conference. Thank you to our keynote speakers David and Melody Bell and Justin Draeger. Thank you to the Ford Family Foundation for once again sponsoring our drink tickets. A huge thank you to ECMC for matching the donations to Backpacks for Kids. Thanks to the vendors for sponsoring our conference and the attendees for taking

time away from the office to be there. Thanks to Salishan for taking such good care of us again this year. Thanks to the conference committee for working for many months to plan a fun-filled conference. And thank you to those that presented and shared your knowledge with our membership.

If you were unable to attend the 2015 conference, you can find presentations from most sessions on the [conference website](#). If you have any additional comments or suggestions for next year, please email Ashley Coleman (ashleyjo@uoregon.edu) or Donna Fulton (dfulton@westernu.edu).

Save the date for the 2016 Conference at Salishan Spa & Golf Resort February 3-5, 2016.

Award Winners

Congratulations to our 2015 OASFAA award winners.

Unsung Hero Award

Ashley Coleman

Distinguished Service Award

Kathy Campbell

Both were recognized for their service and dedication to OASFAA at the 2015 Annual Conference. Thanks for your service!

Volunteer Spotlight—Mary McGlothlan, OASFAA President 2015-16

By Ashley Coleman, University of Oregon



The OASFAA Volunteer Spotlight shines on Mary McGlothlan, our current OASFAA President and Director of Financial Aid at Multnomah University. Thank you for dedicating your time to lead our organization!

How did you get started in financial aid?

I started in financial aid as a student worker in 1999. I

graduated from college the next semester and I was so awesome, they couldn't let me go.

How long have you been an OASFAA member?

I officially became an OASFAA member in 2001.

Tell us about your volunteering experience with OASFAA.

My first foray into a volunteer role was as the Co-Chair of the Summer Drive-In in 2008. Jennifer Knight asked me to consider it and if she could put me on "the list" to be considered for a Co-Chair. I hesitantly agreed (because I liked her) and then I found out it was a list of one: me. It took 7 years, but I finally paid her back: with a Presidency. I was nervous to commit to volunteering because I didn't know how much time it would require of me and I felt so overwhelmed in my job as a Director. It turned out that the Summer Drive-In was the perfect way to start because it's just a one day event that was fun and easy to put on and then that was it. It was fun to work with people on the committee that I'd never met before.

What are your goals as OASFAA President?

One of my goals as OASFAA President is to help people realize how important our association is and how important it is to volunteer. I never ran for office before now because I really felt like I would never really "fit in" with the group. My perception of the OASFAA Executive Council was always that they all seemed to know each other and had all been doing this a long time. While it's true that some people have been involved in OASFAA for a very long time, they seem to know each other because everyone is actually just really nice and enjoys what they do. I have

genuinely been welcomed with open arms and would say the same thing to anyone thinking of volunteering.

Any words of wisdom you'd like to share with your fellow OASFAA members?

The only real bit of wisdom I would have is to say that you are surrounded by people that are willing to help you and feel your pain. Don't ever try to reinvent the wheel. I promise you that someone has already done it, or at least parts of it. Ask for help. We're lucky in financial aid because we are willing to share and help each other in ways that many departments can't or won't. It's easy to network with this group because we're all in the same boat. Our boat might be unsightly at times, and might even have a hole or two, but it's our boat. We can make fun of it but nobody else can.

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Adventures in Negotiated Rulemaking: A Thrilling Tale of Drama and Suspense

By Helen Faith, Lane Community College



A few months ago, I received an email that made my heart skip a beat. The Department of Education had published

a “Notice of Intent To Establish Negotiated Rulemaking Committee” a few weeks earlier to work on the expansion of Pay As You Earn (PAYE), and someone from NASFAA wanted to gauge my interest in participating. My inner regulatory nerd was doing backflips—I could hardly imagine anything more exciting! (I realize that I may not be completely normal, and I’m ok with that, really.) I wrote back right away to say that yes, I was definitely interested, but that I would have to see whether my institution would be willing to endure my absence for three work weeks and provide me with the travel budget necessary to participate—one persnickety little detail about Neg Reg is that ED won’t reimburse negotiators for any expenses. I am grateful that my institution saw the value in my participation and gave me the green light, and I may have been caught doing the happy dance in my office when I received the news that ED had selected me to serve as the alternate negotiator for two-year public institutions.

If you’re still reading this article, perhaps you’re a little like me—fascinated with the inner workings of financial aid policy, wanting to get involved in

influencing decisions made that affect needy students, and filled with the kind of optimism that makes your cheeks hurt from all the smiling. Or maybe you just can’t quite tear your gaze away from the crazy lady with the unruly hair who keeps prattling on about Neg Reg to nobody in particular. Either way, you probably want to know more about Neg Reg and why it’s so exciting.

Negotiated Rulemaking is a process wherein a government agency such as the U.S. Department of Education selects a committee representing a broad cross-section of constituent groups to work together to develop proposed rules. It starts with a call for nominations, and once nominations are in and negotiators are chosen, then there is a series of negotiating sessions spaced about a month apart. If the team reaches consensus on the full package of draft regulations, then these will move forward to the public comment stage through a “Notice of Proposed Rulemaking,” or NPRM. If the team is unable to reach consensus, then the Department will write the proposed rules, generally taking into account the diverse perspectives brought to the table during the negotiating sessions.

The process is highly collaborative, with deep engagement and serious discussion all around the table. The discussion is guided by two professional facilitators seated at one end of the conference table, while two federal negotiators sit at the opposite end. Non-federal negotiators are seated along the long sides of the table, with primary and alternate negotiators for each community of interest taking

turns sitting at the table to speak. Behind the federal negotiators, there is a section of tables for ED staff to observe the meetings, and at the other end of the room, behind the facilitators, there is a seating area for members of the public. At the end of each session, public comment is invited.

On Thursday, April 30th, the last of our three negotiated rulemaking sessions came to an end. What a wild ride it was (consider the source—I get really excited about regulatory issues)! In the first session, we established protocols, reviewed the proposed agenda, advocated for additional topics for negotiation, and engaged in preliminary discussion of the topics. In the second session, we reviewed draft language for each of the topics in detail, suggesting improvements and debating the finer details that might impact the groups we represent as negotiators. After two sessions, we had all gotten to know each other a bit, and I felt cautiously optimistic, faithful in the commitment of the team to the shared goal of supporting student loan borrowers to be successful in repayment. Little could I have imagined what lay in store for us.

In our third and final session, we toiled and gnashed our teeth, articulating our priorities and identifying areas of shared dissent. We brainstormed and debated, rejoicing as our proposals seemed to gain traction and despairing as they were dismissed as too costly. We reached an impasse midway through the last day of negotiations, and had all but written off the possibility of consensus. Just before we broke for lunch that day, I realized

(Continued on page 6)

Adventures in Negotiated Rulemaking (Cont.)

(Continued from page 5)

that this could be our last opportunity to offer an acceptable alternative option. With all hope seemingly lost, I floated my proposal—what did we have to lose, after all? The federal negotiators stopped and listened, asking me to repeat my proposal and taking notes. A tiny glimmer of hope appeared, though at that extremely late stage in negotiations, we nonfederal negotiators weren't optimistic that ED would have time to analyze the proposal and vet it for cost savings. Lunch that day was tinged with melancholy; it reminded me of countless medical drama scenes of nurses and doctors waiting in mournful silence for time of death to be called after a prolonged attempt to revive a terminally ill patient. We returned from lunch resigned to say farewell to our hope for consensus. Gail McLarnon, our principal federal negotiator, was seated near me, her expression in profile seeming more cheerful than before, but I willed myself to temper my optimism. We were called back to order, and Gail began to speak. She said that she and Brian Siegel, the attorney representing ED, had run my proposal up the flagpole, and that the Department of Education was able to accept it. There was a collective gasp as we realized that consensus was still possible. Some nonfederal negotiators still had reservations about the impact of the new proposal on struggling borrowers, but those concerns were laid to rest when it became clear that the cost savings realized by my alternate proposal were due to eliminating the significant systems changes need to track graduate and undergraduate debt in-

cluded in consolidation loans separately. With these worries addressed, we reached agreement on the package of proposed rules that afternoon. After adjourning the meeting, we bade farewell with handshakes, high-fives, and hugs.

See? I told you. Intrigue! Drama! Even a nail-biting cliffhanger! That collective gasp when we got the shockingly wonderful news from Gail?



Helen Faith (Right) with Jeff Jacobs (Left) from North Dakota State University and Sarah Zipf (Center) from Penn State University visited with congressional policymakers.

That is absolutely the highlight of my career so far, and I still get a little tingly and misty when I think about it.

Collective gasps aside, one of the aspects of Negotiated Rulemaking that I find most thrilling is the degree to which it is a transparent, open, democratic process. Anyone can self-nominate to be part of the team, and the public is invited to attend meetings, make comments to the committee, and submit written comments upon publication of the NPRM. Each member of the team has ample

opportunity to speak and to be heard, and there are strong incentives for team members to reach consensus if at all possible. The drive to reach mutual agreement can help team members to seek points of resonance and to work creatively to address areas of concern.

If all of this sounds interesting to you, I urge you to get involved—be it by volunteering as a non-federal negotiator, attending a public hearing, or participating in the public comment period after an NPRM is issued (hint, hint: there should be one coming out on student loan issues very soon!). In terms of serving as a non-federal negotiator, I won't lie—being away from my office impacted my workload, and my email inbox grew to crushing new heights. I felt guilty that I wasn't on hand to support my staff, and I missed my family terribly when I was away. On the other hand, knowing that my contributions will make a difference to students at my institution and across the nation offsets some of my work-related guilt, and demonstrating civic engagement and public service for my children offsets some of my family-related guilt—plus I was able to bring my husband and children with me to explore DC during the final Neg Reg session, so I'm pretty sure they've forgiven me! Along the way, I've made amazing new friends and I've gained a much deeper appreciation for the hard work and careful thought that goes into the regulatory process. Negotiated Rulemaking is a deeply enriching experience that I am incredibly grateful to have experienced firsthand, and I would do it all over again in a heartbeat.

FA 101/201—Date Change Announcement

By Mike Johnson, Portland State University



OASFAA's FA 101/201 is about to make 2015 the answer to a trivia question: During what year did OASFAA hold FA 101/201 twice? What's up with that, you ask? A reasonable question that deserves an answer....

While we're in the early stages of planning the event, which we hope to make even more important and relevant, we've decided to hold it in November instead of February. We hope that the date change will make it possible for more people to participate since the event will be between fall term starts and the beginning of a new awarding cycle at most schools.

As the time for the event nears we'll provide more information about faculty, agenda, venue and other details. In the meantime, keep in mind that you won't have to wait long for the next version of OASFAA's FA 101/201.

VP Update: Public 4 Year

Mark Diestler, University of Oregon



Hello OASFAA members. I'm really excited to be serving as your Segmental VP for 4 year public institutions. I had the opportunity to meet many of you at this year's OASFAA conference, and some others at WASFAA and FA 101/201. I am looking forward to

hearing thoughts/ideas from my segment as I transition into this new role. As some of you know, I am a former Institutional Review Specialist with the U.S. Department of Education (i.e. "Program Reviewer" and Eligibility Analyst) and have really enjoyed this past year and a half in Oregon. I currently work as a Senior Associate Director at the University of Oregon and if you would like to get in touch with me please give me a call at 541-346-8945 or email me at diestler@uoregon.edu. We have such a wonderful community of professionals and I am looking forward to meeting/hearing from you.

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Oregon Association of Student Financial Aid Administrators

The purpose of OASFAA shall be to foster and promote the professional preparation, effectiveness, recognition, and association of administrators and counselors of student financial aid in educational institutions beyond high school and individuals in public or private agencies or organizations concerned with student financial aid.

Letter from the Editor



It's been a crazy few months in OASFAA-land...new leadership, new committees, events, etc. I hope this newsletter provided you with updates on what has been going on in the organization and with our membership. Did you enjoy Helen Faith's article on Negotiated Rulemaking? What a fascinating process! Congratulations to Helen for being part of that process and thank you for sharing your experiences with us.

Did you enjoy reading about the Annual Conference held in February? If you attended the conference, hopefully the article was a fond look back on your experience. If you were unable to attend, perhaps the article motivated you to attend in 2016. Reserve the dates on your calendar now—February 3-5, 2016—and start asking your boss for funding and permission.

Did the volunteer spotlight on Mary McGlothlan inspire you to get involved? A complete list of opportunities and committees is available on the "Leadership" section of OASFAA's website at www.oasfaaonline.org. You can also contact the Volunteer Coordinator, Ashley Coleman, directly at ashleyjo@uoregon.edu.

One notable change is the editor of this newsletter. After countless years serving as editor and chair of the Newsletter Committee, Sue Shogren has decided to step down. Sue will remain an active member of OASFAA and the Financial Aid community. We thank her for her service and leadership of this committee over the years. And I know I have some big shoes to fill as the new editor.

Another notable change is to the committee and newsletter itself. We have changed the name from "Newsletter Committee" to "Communications Committee" with the intention of expanding to other forms of communication in the future. This may include Facebook, LinkedIn, Twitter, WordPress, etc...we are still exploring options. Watch the OASFAA Listserv for announcements.

With the addition of new media outlets, the newsletter will be published less frequently—biannually instead of quarterly. However, you will still have access to timely OASFAA news and updates through a wide variety of other sources. We hope you will engage with OASFAA in whatever way is the most convenient and comfortable for you.

The next newsletter is scheduled for publication in December. We look forward to receiving your contributions by **November 1, 2015!**

Heather Hall Lewis
OASFAA Communications Chair

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