

OASFAA Newsletter



May 2017

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

President's Letter

Greetings OASFAA Constituents!

It's that time of the year again (as I write this) – mailing out award letters, resolving 399s, trying to get a handle on special circumstances now that tax data is a year older, dealing with the DRT being down, etc. etc. It may be the first time you've gone through the cycle, it may be the 40th, but each time is slightly different. And while it can be challenging, I enjoy this time of the year. We get the opportunity to help students possibly attend higher education when they otherwise may not be able to.

Over the next year, I am really looking forward to serving as OASFAA President and think you will be pleasantly surprised with some of the things we have in store.

In February we celebrated an amazing annual conference. A special thank you to Leslie Limper, Greg Kerr, Abril Hunt, conference committee members, and all the volunteers for putting together another successful conference. We escaped the confines of our offices and united on the shores of the beautiful Oregon coast at the Salishan Resort for a few days of learning and networking.

We have already begun planning for our 50th Anniversary Annual Conference to be held January 31 – February 2, 2018 at Salishan Resort, so please save the dates now, you are not going to want to miss this one! LOTS more to come on that.

Work has begun on planning the 2017 Summer Drive-In (SDI). Building on a successful SDI from 2016, we anticipate this event will be held in early August at Pacific University, more to come on that in the future as plans are solidified.

The 2017-2018 Executive Council (EC) has been formed and are planning on meeting: May 17, July 18, and October 24 at Chemeketa Community College.

Anastacia Dillon, President-Elect and Russell Seidelman, Treasurer-Elect represented OASFAA at the NASFAA Leadership & Legislative Conference & Expo in Washington DC in late-February. As part of the conference they visited Capitol Hill and met with legislators from the state of Oregon to discuss financial aid issues.

Numerous other things have been taking place as well. Be sure to check out our website and Facebook page as we will be posting updates throughout the year.

Mark Diestler

2017-2018 OASFAA President

Sr. Associate Director of Financial Aid and Scholarships, University of Oregon



Editorial Policy

Opinions expressed are those of the authors and not necessarily of OASFAA, its members, or the institutions represented by the authors. 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 Editors with questions.

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Come Together: What A Long Strange Trip It's Been!

Participants at the 2017 OASFAA Annual Conference visited (and, for some of us, revisited) The Sixties, coming together for three days of training, networking, and professional development. The 49th OASFAA conference was held at Salishan Spa and Golf Resort on February 1st through 3rd, 2017. This year's conference theme, Come Together: What A Long Strange Trip It's Been, celebrated President Lyndon B. Johnson's signing of the Higher Education Act of 1965, as well as the founding of OASFAA in 1968.



The keynote address, Connecting and Bridging Our Generational Differences, was given by Jennifer Curry, Donor Relations Officer with The Oregon Community Foundation. Conference participants were offered a selection of three general sessions and 35 break-out sessions, covering topics in regulatory and compliance issues, financial aid tools and technology, equity and inclusion, professional development, and cross generational and cultural communication. Many featured sessions are posted on the OASFAA website at http://oasfaaonline.org/docs/toc_conference.html.

Participation by our federal partners was one of the conference's strengths. Kim Wells, Region X Training Officer with the US Department of Education, provided guidance on verification requirements and consumer information, as well as a variety of other regulatory issues. Chuck Hirman, Federal Loan School Support Team, US Department of Education, spent much of the afternoon training on SULA and COD issues. Kate Nicholson, Oregon Education Liaison Representative, Department of Veterans Affairs, provided the answers we need to best serve our veterans and their families.

The presentation of OASFAA Awards is always a highlight of the annual conference. Amid lava lamps, daisies, and groovy confetti, the following OASFAA members received recognition at the awards ceremony:

- ◆ Lifetime Member Award: Kathy Campbell, Chemeketa Community College, Doug Severs, Oregon State University
- ◆ Distinguished Service Award: Jennifer Knight, Linfield College
- ◆ Friend of OASFAA Award: Julie Arthur, US Department of Education

At the end of a long day, Russell Seidelman, Assistant Director of Financial Aid at University of Portland, helped clear our minds and recall the lyrics to those 60's greatest hits in a fun evening of karaoke.

The 2018 Annual Conference Committee has already begun to work on OASFAA's 50th Anniversary Conference! Mark your calendars for January 31st through February 2nd, 2018. The 50th will be a celebration you will not want to miss!

2017 Annual Conference Memories



Umpqua Community College Financial Aid Team



Jennifer Knight & Russell Seidelman



Leslie Limper & her pal, Lyndon B. Johnson



The Russman, Mark Diestler, Jennifer Knight, & Greg Kerr



Holly Willeford,
Jessica Steinhebel &
friend.



Service Project Partner: Dreaming Zebra

The Dreaming Zebra Foundation was delighted to participate as our charitable beneficiary for the OASFAA conference this year!

Dreaming Zebra is a 501(c)(3) non-profit providing donations of art and music supplies to underprivileged children throughout the State of Oregon and world-wide.

OASFAA group members generously collected a wide variety of wonderful new art materials, ranging from markers, construction paper, canvases, craft materials and much more, to enable creative opportunities for children in need in the greater Portland community and brought them to the event. The supplies contributed by OASFAA have enabled Dreaming Zebra to serve hundreds of vulnerable young artists in programs ranging from public schools, such as Rigler and Davis Elementary, children facing chronic health crises at Doernbecker hospital, and homeless youth attending special education programs.

The value of the art supplies donated will be matched by ECMC, doubling the impact of our contribution and make it possible for many more children to experience the healing benefits of art therapy and education into the future in 2017.

Dreaming Zebra is deeply grateful for OASFAA's kindness and partnership.

Thank you OASFAA members for making the world a much more colorful place for kids!

To learn more about The Dreaming Zebra Foundation, visit www.dreamingzebra.org.



ECMC

Solutions

Solutions to help schools support students for lifelong success.



Greg Kerr
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By Hallie Price

We have challenging conversations and explain complex regulations to students and families daily, and the task of resolving conflicting information between aid years increased these conversations and the need for clear communication. This new experience provided us with



opportunities to learn and grow on many levels, as individual professionals, as offices, and as a community.

Here are some positive outcomes of the 399 process:

For Students

Encouraged students & parents to use the IRS DRT Tool.

“I think students and parents felt more comfortable using the data retrieval tool when we described to them how to access this from within their FAFSA. We found that more than half of our applicants had already used the data retrieval tool, but we continued to encourage them to use this as the resource to provide us with accurate tax information and most students did.” – Regan Kaplan, Assistant Director of Financial Aid, Oregon State University

Required those not selected for verification to think critically about the information they put on their FAFSA.

“Many students, who conventionally were able to submit their FAFSA without ever having to further examine the information they had provided were being questioned regarding accuracy. This process contributed to increasing awareness of reporting accurate information as well as accountability. Students quickly learned that the information they were submitting via

the FAFSA was not only reviewed but had direct effects on their aid eligibility.”-Jade Silver, Financial Aid Advisor, Oregon State University



Helped students understand PPY.

“The 399 process provided a direct example in which the student could see Prior-Prior Year in effect. Rather than explaining the concept of PPY year to the student in an abstract manner, the 399 process had practical application and helped to establish some of the core reasons why PPY is being employed.”-Jade Silver

“It's been a great opportunity to educate students about some of the "whys" of the FAFSA and of student aid in general. Our students with the 399 code now know WAY more about the inner workings of the FAFSA and conflicting information than they ever thought they would! It's been a fantastic opportunity to give students a look under the hood of financial aid.” - Kara Westervelt Parker, Assistant Director of Financial Aid, Western Oregon University

For Us

Provided us with accurate data.

“With our personal changes from a QA verification school to a Standard Verification School, our office was experiencing a time of transition. In addition to our personal verification transition, Standard Verification has a whole was undergoing some revision. With the elimination of the V6 Untaxed Income group, the 399 process *399 Article Continued from Page 5*

acted as a way to verify information that would not be verified in routine Standard Verification procedures. This provided us with a way to ac-

curately update a student's file holistically and assure that awarding reflected true eligibility.”- Jade Silver

Gave us the opportunity to correct awards.

“For those students that did receive a 399 on their 1718 FAFSAs, we had them come into our office to help them one on one resolve the discrepancies to ensure nothing was missed and



the students didn't experience added frustration due to the process.” - Lauren Patterson, Director of Financial Services, The Art Institute of Portland.

Revealed strengths and weaknesses of current processes.

“I would have to say that earlier preparation and ensuring clean FAFSA processing from the start is key.” - Lauren Patterson

“At WOU, we've learned two main lessons through resolving Comment Code 399: The first is that communicating with students early and in a personalized manner about their particular type of conflicting information has been instrumental in helping us resolve 399s in a timely manner. The second is that it's helpful to designate a "399 expert" in your office to manage things. We found that there was a good amount of back-and-forth communication that had to happen depending on what type of information was conflicting, and having one staff person who manages all aspects of 399 resolution has kept student frustration at bay because of our consistent, informed communication.” – Kara Westervelt Parker

Brought financial aid community together.

“This process encouraged the community within our office to work as a team and develop a

streamlined approach for how to contact these students and be very specific about clarification we needed. It also helped us to be very clear in our internal communications, including comments in our information system, about exactly what we needed from students or parents so that anyone who picked up the phone when that student called would be able to guide them through the required documentation. All financial aid offices had to develop effective methods of communication internally and externally and hopefully in the future we can share what we learned, what was effective and what can we do to improve communications overall with our students.” – Regan Kaplan

Three exciting new product innovations to create healthy financial futures.

Financial Avenue | Default Prevention
Verification Gateway

Inceptia
A division of NSLP

[Inceptia.org](https://www.inceptia.org)



WASFAA

TRAINING ANNOUNCEMENTS

Sister Dale Brown Summer Institute, in Reno, Nevada - June 5-9, 2017

Summer Institute is a 5-day training on financial aid administration. Three tracks are available: Beginner, Intermediate and Advanced. Each track will receive specialized training from NASFAA University and WASFAA created curriculum.

Registration: <https://wasfaa.org/docs/training/summerinstitute/2017/index.html>

NASFAA

2017 National Conference, in San Diego, California – June 26-29

The conference provides valuable, up-to-date information on the student aid programs from financial aid veterans. It is a unique training and professional development opportunity that will equip student aid professionals with the tools they need to better serve students and families.

Registration: <https://www.nasfaa.org/register17>

Documentation: What, When, and Why, Live Webinar – June 7

Sometimes it seems like the need for students to provide documentation in the financial aid office is endless. Join us as we guide you through the maze of documentation you face every day.

Registration: https://www.nasfaa.org/documentation_webinar

Get Ahead of SB 253 with CampusLogic

If passed, SB 253 will require higher education institutions receiving state funding to send annual notices to students about their educational loans. AwardLetterSM by CampusLogic streamlines Loan Letter creation and delivery, making every experience easy, mobile, and personalized.

Technology Cuts Costs, Empowers Staff

Managing SB 253 will put increased demand on your staff, and your budget.

AwardLetter saves you money, improves staff efficiency, and meets all requirements of SB 253.



Member Spotlight: Kathy Campbell, Financial Aid and Veteran's Director—Chemeketa Community College

By Anna Hitchcock

Of Kathy Campbell's 46 years in Financial Aid, the last 19 have been with Chemeketa Community College. Kathy has been an important voice on a state, regional, and national level. But more importantly, she has been a friend and mentor to many. Not only do we wish to congratulate Kathy on her upcoming retirement, but we want to thank her for her tireless efforts in the service of students and the financial aid community.



What are some of the best and worst things to happen since you've been in financial aid?

I do remember back when students had to pay a fee to file a form for applying for financial aid. Actually, that went on for quite awhile. And there was another year that the Department changed the definition of Independent student mid year. That wasn't so much fun. But, overall, this has been a great place to spend a long career, helping students and families through this process so their lives can be changed for the better.

Tell me about a person or experience that has influenced our views on Financial Aid.

There have been several in the course of my working life. Jeff Lee, Director of the Oregon State Scholarship Commission (OSAC now) was the first. He always lived life to the fullest and laughed every day. Jeff Baker and Julie Arthur from the Department are two. And there are numerous people in both OASFAA and WASFAA that have had a major influence on me.



Do you have any memorable moments you can share from your time in OASFAA?

Oh my gosh, there are so many but one of the highlights was the 25th OASFAA anniversary at Salishan. It was quite an event with silver and black balloons and bringing back retirees I hadn't seen in years. Hopefully this next one, the 50th

will be just as memorable...

What will you be doing next?

Well, I have a lot of hobbies and interests. I live in Portland and am on two neighborhood association boards, one for my own neighborhood and one for nine adjoining neighborhoods so I'd like to spend some more of my time and energy there. I also am a master crocheter and I have a lot of yarn that is begging to be made into something useful. More cooking classes are in my crystal ball. I've probably taken more than 40 of those from all different cuisines. I love to read and travel and can food. More time with my family in Eugene. More PCC Community Education classes (I've been taking butchery classes). And, there is that sea of boxes in my basement from my last move...HA HA?

Do you have any words of wisdom you can share from your time in OASFAA?

I do. This is an amazing organization with fascinating people. They are there to share, question, challenge and support you. You will look hard and not likely find a better group of people that you want to share your time with. Don't hesitate to offer to help or call on them at any time. Some of them will become your best friends in this lifetime. Keep doing the good work you do. Your work is changing lives. And, keep your sense of humor along the way. If you have a bad day (and you will) just come back tomorrow and it will be better. Thank you for being such a large part of my life and career. I will miss the work and the people!

Member Spotlight: Doug Severs, Director of Financial Aid—Oregon State University

By Hallie Price

Doug Severs started his Financial Aid career in 1973 at the University of Nebraska. 44 years and numerous committees later, Doug can still smile. He has used his various roles to make a positive impact on the financial aid community. Doug retires at the end of this year and we want to wish him the best in his next steps.



What are some of the best and worst things to happen since you have been in Financial Aid?

Best

Use of the World Wide Web and transition to using computers and electronic filing, Pell Grant, and the Financial Aid Application is now free

Worst

Before computer systems were used to process financial aid, paper SARs were answered with bubble sheets and sent to the Dept. of Ed. For approval and loan applications were carbon copies. Everything was by paper and mailed in. Huge books were used to compile student information for financial aid and staff had to manually awards using these books. Staff often wandered from office to office searching for a student file.

Tell me about a person or experience that has influenced your views on Financial Aid.

In 1972, after graduating from College, I applied for a business position with Texaco. I made it to the second interview and was told by the hiring manager “Follow up if you are interested”. I noticed that the other candidate for the position wore a short haircut, suit, and tie, while I had hair to my ears, and wore a sports jacket. I decided to apply for and take the position in Financial Aid instead.

Years later, after serving as Interim Director of Financial Aid at the University of Nebraska Lincoln, I applied for the permanent position and was not selected. I was feeling a little discouraged about my career at the time. Talking to a couple of parents, I recognized the father was the hiring manager from Texaco years earlier and mentioned this. The Texaco employee said, “You’ve made a great decision,” and added about his company, “They still make me cut my hair.” This positive comment assured me that I had made the right career choice.

Do you have any memorable moments you can share from your time in OASFAA?

Because I was fortunate enough to be the WASFAA president twice, this enabled me to attend a couple of OASFAA conferences. I had the chance to experience the great energy and opportunities OASFAA provides. This led me to becoming more interested in relocating to Oregon and taking the director position at Oregon State to have greater involvement with OASFAA.

What will you be doing next?

I may explore part-time employment in consulting schools that are hiring financial aid directors and need guidance. Since this is a critical position, I would like to use my experience to serve as a resource.

In addition, I have many projects at home and enjoy painting abstract art. In high school, my English teacher assigned a T.S. Eliot artwork project. I went to his dad’s lumberyard, got a 4x8’ sheet of plywood, and did a painting in oil paints inspired by Eliot’s *The Waste Land*. The painting was displayed in my high school’s hallway and donated to my church’s youth group. Unfortunately, the same church burned down several years ago, and the painting is lost.

Do you have any words of wisdom to share with fellow OASFAA members?

Financial Aid can be a very stressful type of work so try to do something for that, such as yoga or running. It’s not going to get any easier in the short term. Try to get active in local, regional, and if possible, national associations. This career is rewarding and you get to meet a lot of great people as well. I encourage you to take advantage of opportunities within the financial aid community.

Community College Segmental Update

By Karen Ash, VP Community Colleges



Greetings to my Community College colleagues!

With 2016-2017 almost over and 2017-2018 well under way, we have faced many new challenges! Oregon Promise, Prior-Prior Year, First-Year Experience, 399 Codes, early FAFSA, early packaging. Did I leave anything out?

Community Colleges welcomed the first cohort of the Oregon Promise students and introduced them to the First-Year Experience. At Portland Community College (PCC), they held “Welcome Day” events providing information about campus resources, programs, student activities and involvement, and student’s rights and responsibilities. Specific information was also shared with students and their parents regarding the Oregon Promise program aimed at clarifying questions and program expectations. Students were required to complete the College Survival and Success course, which provided long-term orientation where students learn about college resources, goal setting and motivational strategies, and time management. This was the first time in PCC history when students have been assigned to specific advisors outside of their Career/Technical education programs.

At Lane Community College, the Experience began with a one-day seminar lead by Success Coaches who introduced career, financial, and academic exploration. Students continued their experience during the term with short, online activities each week, which were designed to contribute toward their goals. During the winter and spring terms, students articulated personal success plans and chose various activities to help them reach their goal. Success Coaches also hosted Tuesday Table Talks, a weekly conversation aimed at providing students with important information as well as offering daily office hours and events.

At Chemeketa Community College, they began with an open house for both parents and students on all campuses and created events that highlighted the requirements of the program. Two new advisors are assisting with the program. They created an Early Alert system and sent messages to all faculty members asking them to identify which student were “in trouble” with their classes. At the end of fall term, this cohort of students had a higher pass rate and better retention from fall to winter than other students in the same age group who were not receiving Oregon Promise funds.

Our challenges will continue as our budgets are balanced, clarifications become available for Oregon Promise and additional loan disclosures are created for student loan borrowers. Did I mention Year Round Pell? Soon 2018-2019 will be here, 399s will be a thing of the past and we can finally say good bye to 2015. 5 months, but who is counting? Hopefully, with all of the flowers blooming and skies clearing, you are able to enjoy some of the beautiful sunshine and experience all Oregon has to offer!

Proprietary Schools Segmental Update

By Lauren Patterson, VP Proprietary Schools



Happy May Everyone!!!

I'm sure you, like myself, are completely over this wet and cold winter we just went through and are looking forward to the amazing spring experience that only the great Northwest can provide. Over the last few months, Mother Nature has dealt us snow, ice storms, floods and landslides. If that wasn't enough, to add insult to injury, our financial aid community has also been weathering multiple storms inside as well. These last few months have brought several changes to our doors including a new administration, 399 codes, non-tax filer statements, the unexpected absence of the DRT tool as well as the release of the Gainful Employment results.

Financial aid has been and will continue to be dynamic in nature. Change is simply expected in our line of work, even if it is dished out to us at warp speed. But even with all of these changes and pesky hurdles, I am constantly in awe at how resilient our financial aid community is. We get the pleasure of working with individuals that know how to roll with the tide, quickly shifting processes to ensure we meet the demands of federal regulations, while ensuring our students' experience nothing less than a smooth and seamless process that leads them closer to their goals and career aspirations. At least no one can say that our job is boring!

The great thing about our sector is that we are agile, we always have been. Being small can be a benefit in times like these because we are able to quickly shift our processes and individually help our student populations through any new changes with the financial aid process. Change makes us stronger and boy, we will all be iron men after this year!

Public 4 Year Segmental Update

By Kara Westervelt Parker, VP Public 4 Year Colleges



Hello OASFAA Members!

We're in that magical time of year where we've processing happening for two aid years going at once—the current aid year and the coming aid year. It can be a challenging time even under the best of circumstances, but when you throw ISIR Comment Code 399 into the mix...well, let's just say we'll be lucky if we make it through this cycle without a few heads exploding! While it's a relief to know that resolving cross-year conflicting information is a one-time event, it's still unpleasant in the moment to have to divert staff resources to resolving 399 issues—and to delay disbursing aid to students while we wait for resolution.

Here at Western Oregon University, we knew that our already-limited resources would be stretched beyond what would be feasible to deliver timely resolution to our students, so our director, Kella Helyer, had the foresight to request funding for a new position that would, among other things, be the point person on 399 C-Flags. We hired Travis Heide in November 2016, and his main duties include daily review of loaded ISIRs for 399 codes. He reaches out to students with conflicting information and impresses on them the importance of resolving the issue in a timely manner so they can continue to receive federal aid disbursements. Having a dedicated person in

Public Update Continued from Page 11

our office to review these comment codes daily has helped us keep student satisfaction high through good communication and fast resolution.

Other 4-year public institutions have incorporated the 399 comment code processing into their regular workflows, which means higher volume of work for all processors. The University of Oregon, for instance, began their 399 C-Flag resolutions by assigning them to their regular workflow, and then switched to having a dedicated person in the office processing them all.

Any way you slice the 399 pie, it means extra work for some or all in our offices. Here's to hoping that future years of using the prior-prior year of taxes will reduce our individual file scrutiny, and that this extra work we're seeing now will pay off in the long run.

Other happenings in the 4-year public university segment: Tuition will be going up for most institutions across the state, given the fact that Measure 97 did not pass this last fall and our institutions are expecting budget cuts. At WOU, we revisited our cost of attendance and determined that it was appropriate to create three different COAs for our students: On-Campus, Off-Campus, and Off-Campus Living With Parents. WOU's Off-Campus COA is reflective of average rent of a shared apartment in Monmouth, OR and is less expensive than living on campus. So while our tuition component of our COA has had to go up, based on our projected tuition next year, our COA is not rising an alarming amount, and is actually going down for students in that "Off-Campus" COA category. It's our hope that students' fears about rising tuition costs making college unaffordable will be pleased with our reassessment of the Cost of Attendance and will make smart choices with regards to keeping their overall costs manageable.

My parting message to you all this quarter is: Keep your chins up in this world of 399s and rising tuition! These things may make providing college access more challenging, but we rise to the challenge together, and the struggle is worth it! ONWARD!

Private 4 Year Segmental Update

By Jessica Kelly, VP Private 4 Year Colleges



Ah, the month of May! Spring has sprung, flowers & showers abound, Decision Day has passed, & the DRT is down. Hopefully May 1 resulted in a high yield for all of your institutions who look at that day as a significant marker for deposits, and now the real work begins of verifying said students who've deposited without the handy help of the DRT. In the land of the private sector with our typically-tiny staffs, this means a lot more manual labor! Between this and everyone's new favorite task of the 399 comments, we've all got our hands full.

What's more, the proposed Senate Bill 253 is looming over us all & has been met with a gamut of opinions. The passing of this bill would require our institutions to provide an education loan "fact sheet" individualized to borrowing students each year they attend our institutions, with a variety of details about their loans. While the passing of this bill would definitely place a new burden on our offices, the state of Indiana saw an 11% drop in federal disbursements in the state compared to a 2% drop nationally only one year after implementing this new policy, according to data from the Department of Education.

This may not be due to the bill alone, as Indiana has also made other state-wide financial literacy pushes, but the fact that the Indiana University system saw a \$31 million borrowing decrease for
Private Update Continued from Page 12

undergraduates only one year after implementing the individualized loan fact sheets says quite a bit about what Indiana is doing right. Here's a fun tidbit I'm sure many of us aren't surprised by:

Researchers at the Brookings Institution - a think tank in D.C. - found from a 2014 federal survey that not only did a quarter of freshmen not know their loans came from the federal government, half of those students *didn't even know they were borrowing money to pay for college in the first place*. So that's totally cool and not annoying at all for those of us who spend our life's work attempting to educate students on their financial aid.

Regardless as to whether or not this bill comes to fruition, I think it's an important reminder for all of us - especially those of us in private institutions - to keep looking for creative ways to help our students make wise financial decisions for themselves. I encourage us all to do a little research and be thinking of new ways we can help our students and each other improve financial literacy in our state and our individual offices. What is your school doing to help students understand their borrowing? Let's keep the conversation going & help each other help our students. If you're interested in this topic, I'd love to hear your thoughts!

Regional Happy Hours



June 2017

McMinville/Salem Hosted by Jennifer Knight

Abby's Legendary Pizza—Newberg

Thursday, June 15th at 5:30pm



July 2017

Portland Hosted by Rachael Kloke & Anna Hitchcock

[Hale Pele](#)

Friday, July 14th at 5pm

Please [RSVP](#) for this event





Member Updates



Promotions & Achievements

Aleah Romer has moved from her former position as a Financial Aid Specialist to become a Financial Aid Counselor with Portland State University,

Darcie Iven will remain with Clackamas Community College, but will now be serving as the Annual/ Alumni Giving Officer in the Foundation office.

Andrea Chepkwony had moved from her position as a Financial Aid Counselor to become a Financial Aid Specialist with Concordia University.

Staci Miles from the University of Oregon graduated with her Master of Arts degree in Legal Studies from the University of Illinois-Springfield.

New Hires

Robert Hoffman previously from Bryant and Stratton College in Wisconsin has accepted a Financial Aid Counselor position at Portland State University.

Umit Tanit Anwar previously from the Art Institute of Portland has accepted a Financial Aid Counselor position at Portland State University.

Ingrid Baker previously from Pioneer Pacific University in Wilsonville has accepted a Financial Aid Counselor position at Portland State University.

Kristen Gast has accepted the Director of Financial Aid position at Southern Oregon University.

Lena Leksunkin has joined the Financial Aid Office as a Counselor at Concordia University.

Jacquelyn Martinez has joined the Financial Aid Office as a Counselor at Concordia University

Alyssa Lordos has joined the Financial Aid Office as a Counselor at Concordia University

Britt McIntosh previously from Pacific Northwest College of Art, was hired as the Financial Aid Assistant at Reed College.

Riley Cooper has joined the Oregon College of Oriental Medicine as a Financial Aid Counselor/ Scholarship Coordinator.

Professional Milestones

Pam Harrison is celebrating 14 years at Pioneer Pacific College.

Celebrations

Katrina Paniagua, Reed College Financial Aid Counselor, and her husband Marco welcomed Sebastian Jose into the world on September 3rd.



OASFAA Annual Conference Scholarship Recipients Share Their Experience

By Conference Scholarship Recipients Ann Abel and Michelle Bergmann



The OASFAA conference provides an opportunity for attendees to not only gain additional knowledge about financial aid, but also to create an environment that encourages professional networking. Time away from the front lines of serving our students can be crucial for professional development and our sanity, although not always fiscally feasible. OASFAA has been able to offer scholarships to attend the annual conference for those who wish to volunteer, or who would like to share their experience through an article in our newsletter. This year, OASFAA had two scholarship recipients that wrote about their experience. Both Ann Abel and Michelle Bergmann share their experiences below.

Conference Scholarship Recipient : Ann Abel , Umpqua Community College

The OASFAA Conference was awesome this year, as usual. The different themes and the competitions for charity are so much fun, and there are a lot of creative people that plan and attend the conference. Salishan is such a great place to hold the conference and the food is Fantastic every year! It's a privilege to be a part of OASFAA; the organization, the schools and vendors that make up the organization, and the people are so wonderful. I look forward to any opportunity to attend OASFAA and get up to date information, and since my primary focus is on Veterans benefits it's a chance to stay in touch with the Financial Aid side. It's a wonderful opportunity to meet others in Financial Aid and compare notes on how they process awards. We are currently looking for a different way to award work study and I was able to talk with others to get ideas on how they award their work study.

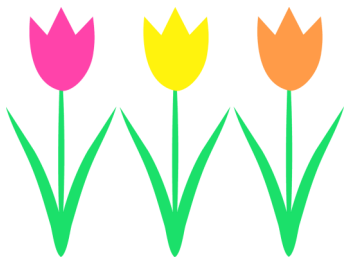
Kim Wells is an amazing presenter, she always adds her special touch of humor to the Federal Update. It's so nice to have her there, to be able to ask her questions and get an immediate response or a follow-up email soon after the conference with an answer. It was great to find out that the FAFSA can link to the DRT to verify non-tax filers for 18/19, hopefully that will be working when 18/19 starts. One of the sessions I attended was "Groovy Cyber Security for Financial Aid" with Pete Bauer from UO. It was

amazing to find out some of the different ways to break into a computer, he said that when you log on to a site that doesn't need a password it opens you up to hacking. I've had to change a couple of passwords since returning from conference. I also attended "Yes You Are Living Beyond Your Means" with Abril Hunt. Abril offered so many great tips on ways to save money, with the increasing budget issues, it was good for everyone not just students. There are several free apps on budgeting and Abril does weekly webinars. It was nice to hear from Jennifer Curry of the Oregon Community Foundation about how they assist prospective donors, donors, and students. Kathy Campbell's session on "Leading From Where You Are" was great. She talked about how everyone can be a leader in their own areas, gave tips on how to do that, and encouraged everyone to do that. Although I have not had the opportunity to spend any length of time with Kathy, I know she is a leader and mentor and will be greatly missed when she retires.

Thank you so much for the scholarship and the privilege to attend the conference!



Conference Scholarship Recipient : Michelle Bergmann, Umpqua Community College



Greetings to my wonderful financial aid family~

I would like to express my deep gratitude for the opportunity to attend the 2017 OASFAA Conference on a scholarship. The “Come Together” theme is definitely an appropriate one. This conference provides many of us the opportunity to see old friends and make new ones who share the same delightful experiences of working in the wonderful world of Financial Aid.

Each year the Umpqua Community College Financial Aid Office makes it a point of providing a couple of our staff members the chance to attend this information filled conference. This year the OASFAA committee provided my whole staff with a very much so appreciated opportunity for us to attend together on scholarship. With budgets tight and having come off a year of healing as a college, we greatly looked forward to the opportunity to continue the learning adventure and to embrace and spend time with those of you who have continued to support our college. I cannot begin to express how much the OASFAA community means to me.

The conference experience provided us with the opportunity to come together for Federal Updates with our very own Kim Wells who always presents with a one two punch. First the joke to get us to laugh, then the punch of reality. Still yet she presents as a real person whom we feel comfortable approaching for questions and clarity. Her presentations on “Consumer Information” and “Verification” provided a great opportunity to realize the many areas that I could stop and say, “Oh thank goodness we are doing that right” however there were also those moments where I jotted down some really great notes to take back to the office.

There are sessions where you have the opportunity to just come together and have open con-

versations on topics like, “What to do with PJ requests and PPY”. These are opportunities where you lose the fear and join in on the conversation. After all how many times have we all heard when it comes to financial aid, “it depends”! No one in the session says, “Really you’re doing it that way” instead you hear hmm.... “There’s another way of looking at it or wow that could really work for us too”. No one person has all the answers so to come together with the opportunity to share information is invaluable.

The social hours are the time when the stresses of the job melt away and you are introduced to the amazing personalities of your peers. Whether you work at a four year college, a community college, a state organization or are a vendor, it doesn’t really matter. They are all real people just like you! We learn we are in it together and there for each other. The food is amazing, the resort is beautiful, and the networking and the learning opportunities are endless.

The OASFAA conference is and always will be a valuable opportunity. From my first conference 25 years ago, where I was introduced to my mentor, Kathy Campbell to this last conference that I attended with my treasured friend, Kathy Campbell.



Volunteer Spotlight: Carlos Villarroel

By Ashley Coleman

This spring, we are pleased to highlight Carlos Villarroel in our Volunteer Spotlight. Carlos is the Associate Corporate Director of Financial Aid at Pioneer Pacific College in Portland and is currently one of the 2018 Annual Conference Co-Chairs. Thanks for your service to OASFAA, Carlos!



How did you get started in financial aid?

I was in the banking world and was ready for a change. I was chatting with my mom, who was once a financial aid officer at OSU early in her career. She said, you like dealing with numbers and people and you truly care about people's well-being; why not financial aid? So I took a leap of faith and applied for a job at The Art Institute of Portland. I spent 6 years there working with a great group of people and have spent the last 5 years here at Pioneer Pacific College. I am currently the Associate Corporate Director of Financial Aid and can't ask for a better group to work with.

How long have you been an OASFAA member?

This upcoming year will be my 11th! What a great group of people in OASFAA.

Tell us about your volunteering experience so far with OASFAA.

Early on, I had the opportunity to be a part of the Annual Conference Committee 2 years in a row. I was part of the mentorship program and have presented at the conference, as well. Last year I was elected as the VP for the Proprietary Sector. I have learned a great deal from that experience. If you can find the time, volunteering is a great experience and gives you the opportunity to spend time with some good folks. This year, I am one of the co-chairs for the Annual Conference Committee. I look forward to working with Ashley and Shauna and making this thing BIG!

What are your goals as one of the Annual Conference Co-Chairs for our big 50th celebration?

I wonder if they had margaritas at the first conference? All joking aside, it's going to be awesome! OASFAA President Mark Diestler wants it to be "terrific" and "tremendous" and that is what he will get... excuse the Presidential humor. I want see as many OASFAA members past and present in attendance. I want everyone to walk away saying, "that was the best OASFAA conference I have ever attended!"

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

I once read somewhere, "you will never know who you are, until you know who you aren't." I have always liked that quote. Whenever, I am trying to figure something out or help someone, it always comes to mind.

PCC Fostering Success is Supporting Students with a History in Foster Care

By Lisa J. Féinics



May is National Foster Care Month, and as we move closer, it is a good time to reflect on what Oregon is doing to support the needs of foster youth in higher education. A useful place to start the discussion is with Oregon's Foster Youth Tuition and Fee Waiver (HB2095), which assists students who have met the eligibility criteria and who have unmet financial need with the cost of tuition. First implemented in the 2012/2013 academic year, this legislation has helped current and former foster youth solve one of the common barriers to college education—cost.

However, cost is not the only challenge students with lived-experience in foster care face. For many students, college success is tied heavily to the support they receive from their family. From having someone to call when the car breaks down to getting forewarning that a 1.9 GPA is not passing, most students lean heavily on their families to get them through the bumps that are a normal part of the college experience and the transition to adulthood.

Unfortunately, current and former foster youth rarely have the kind of family support that encourages putting in a college application, and if accepted, helps them stay there until they have earned a degree or professional certificate. This lack of support is frequently cited as one of the main reasons foster youth dropout at a much higher rate than their peers—approximately 90-95% of all foster youth will leave college before they obtain a degree. Which brings us back to why assistance with tuition is not enough to shift college success rates for students with a history in care. If we want to keep foster care alumni in higher education until they are successful, post-secondary institutions must find creative ways to fill in where family support is lacking.

In Oregon, a new program at Portland Community College (PCC) is doing just that. PCC Fostering Success arose after several dedicated staff members saw a need to better serve this population of students. This early work by Delinda Martin-Huggins and others, led Neal Naigus, who has developed a number of successful programs at PCC over the last 40 years, to champion the development of PCC Fostering Success as district-wide program supporting current and former foster youth. A big break for the new program came when temporary funding was obtained to hire Lisa Jean Féinics as the Program Coordinator. Lisa is a former foster youth herself, and, she previously ran a successful college support program for foster youth in Michigan before joining the team at PCC. She is also the author of, "Alternate Ending—An Inspirational True Story About Beating the Odds."

Currently, PCC Fostering Success provides students with individualized support such as access to extra tutoring and personalized life-skills training. The program also has a network of trained faculty and staff (aka: Champions) at all four PCC campuses that students can connect to as specific needs arise. Moving into the future, PCC Fostering Success hopes to secure funding to continue Lisa's position as well as offer sustainable services benchmarked to other successful college support programs for foster youth. These "best practices" mimic the support other students receive from family members, which includes: 1) Emergency funds tied to life-skills development such as money management; 2) Mentoring and individual coaching to help students to build trust through close relationships and solve challenges, especially those that occur outside of normal campus hours; 3) Support for transferring to a 4-year degree program while providing students with a seamless transition by creating partnerships with universities around the state.

If you would like to learn more about PCC Fostering Success, you can contact Neal Naigus or Lisa J. Féinics at fosteringsuccess@pcc.edu

Anastacia and Russman Go to Washington!

By Russell Seidelman

As the newly elected President-Elect



(Anastacia) and Treasurer-Elect (Russman), OASFAA sent us to the NASFAA Leadership Conference in Washington, D.C., which was the last week of February/first week of March. We were not alone

as Helen Faith was also there, but she was representing WASFAA. We participated in the Association Management track for newly elected folks nationwide. There were many sessions which helped us understand the big picture of running our state's (and regional) association as well as in-depth insight into the minute details. I always enjoy going to national conferences to get an understanding of how other states and other schools do things. I walked away from all of our sessions feeling very confident about the health of OASFAA and that we are moving forward in the correct direction. There is always room for growth, but we are a close-knit community who work well together. It also helps that we are a small association, thus our jobs on the Executive Council are easier than California, for example.

The highlight of the conference for us, as well as many other participants, was the Capitol Hill Visits. Anastacia and I were fortunate to have more than one scheduled visit with each one being a little unique. Our first Hill Visit was a large group of us from OASFAA, WFAA, WASFAA, & CASFAA. We met with Bryce McKibben, Policy Advisor for Patty Murray (WA), who is the Ranking Democratic Member of the Senate Committee on Health, Education,

Labor, and Pension (HELP). Bryce was very knowledgeable about higher education and the concerns we brought to the table. Since there were so many of us at this visit, Anastacia and I did not do any talking, but simply listened. It was a great experience as neither of us had done anything like this before, so it was good that we just listened and learned.

Our second Hill Visit was one we had arranged on our own. We met with Representative Suzanne Bonamici, Adrian Anderson (Senior Legislative Aid for Education), and Allison Smith (Legislative Director). We had been advised to have low expectation on actually meeting with our elected representative, but that we would most likely meet with staffers. We were fortunate enough to have about 15 minutes with Representative Bonamici before she had to rush off to the House floor. Once she left, we were able to continue our conversation with Allison. NASFAA gave us talking points from the national level, which we discussed, but we also got the opportunity to discuss some more specific programs and populations of students. It was refreshing to have their support in most all the things we discussed.

Anastacia had an informal third visit with a former student worker at Lewis & Clark, Kelsey Aulakh, who now works as a Legislative Assistant for Representative Earl Blumenauer. They discussed some of the same NASFAA talking points, in particular Pell funding and year-round Pell.



Anastacia and Russman Go to Washington Continued from Page 19.

The highlight of that meeting (for me) was Anastacia obtaining

one of Representative Blumenauer's famous

bike lapel pins. It really made my day.

Our fourth Hill Visit was with Alexa Damis-Wulff (Legislative Assistant to Senator Jeff Merkley). We met with Alexa for about 15 minutes in the office before the conference room was needed for another group. Alexa was gracious enough to continue our conversation in the hallway. Once again, we discussed the NASFAA talking points, but Alexa also wanted to know our perspective on some specific programs in Oregon, namely Oregon Promise. It was refreshing to have her be engaging and responsive.

The last Hill Visit was just Anastacia meeting with Riley Bushue (Legislative Director for Representative Greg Walden). Riley is a UP Alum! Anastacia gets the award for most Hill Visit as many of the other conference attendees did two visits, if that. Anastacia discussed the pressing national topics, but also was able to share with Riley her perspective on the benefits of early FAFSA and PPY.

In conclusion, our industry matters. Being able to be a voice our concerns to our elected officials, impressing upon them the importance of what we do and who we work with, was such a unique experience. I remember standing in front of the Capitol just being in awe of it all. We all get to vote, but few Americans ever get the opportunity to speak directly with their legislators. I was honored to represent OASFAA and the financial aid industry.



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Please join us in celebrating OASFAA's

50th Anniversary Conference

January 31st – February 2nd, 2018

Salishan Spa and Golf Resort

Gleneden Beach, OR

Why Attend?

You will learn a lot!

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Special surprises!

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SEE YOU THERE!

More information coming soon!





Bakin' with Brian: Uncle B's Famous Sticky Buns

By Brian Proctor

Prior to obtaining my degree and Financial Aid career, I was the proud owner of a bakery. I made everything from pastries to wedding cakes, sandwiches made from my homemade breads, pies, donuts, etc. My nieces & nephews referred to me as Uncle B so that birthed the business name.

I quickly learned that the hours and commitment were a lot more than I had expected. I was a "home baker" and I had never had the experience of working in that kind of volume.

Suddenly what I thought I loved to do became more of a chore than what I wanted to do for the rest of my life.

The recipe that I am including was one of my hottest sellers. These were so popular that I could not keep enough made. I would have people waiting while they were still baking. While these may not be completely from scratch, (and you do have the option) I have included instructions from the "semi-homemade" side. Hope you enjoy!

Caramel Smear:

1 cup packed brown sugar
1 stick unsalted butter, softened (room temp.) not melted
2 Tablespoons Karo Syrup
Mix above ingredients until combined.

* * *

1 cup pecans (or any nut of your choice)
Frozen Rhodes Cinnamon Rolls
(Frozen bread isle in most grocery store)
Texas Size Muffin Pans

* * *

Place the frozen unbaked cinnamon roll on top.

Spray the top of each cinnamon roll with pan spray and cover with plastic wrap.

Set aside and allow the cinnamon rolls to proof until they have doubled in size.

Place in a preheated oven at 350 degrees for 15 minutes.

Turn the rolls out of the muffin pans immediately onto a non-stick surface. (I use aluminum foil) Be VERY careful. They are extremely hot.

Serve immediately or pop in the microwave for a few seconds to reheat.

Once cooled, store in an airtight container.

Instructions:

Take a big scoop of the caramel smear and fill the bottom and sides of the Texas size muffin pans. I used my hands to make sure it was coated properly.

Add your nuts.

Stay Social with OASFAA!

Website

Don't forget that you can visit OASFAA on our website: <http://oasfaaonline.org/>. We regularly share information regarding upcoming conferences and training events, as well as notes from the OASFAA president.



Facebook

Need something to use up your time on those rainy spring days? Join us on the OASFAA Facebook page: <https://www.facebook.com/OASFAAOregon/>. We share Financial Aid updates, photos from conferences, reminders, event updates and, even a little fun!

Upcoming OASFAA Events

Summer Drive-In Workshop

Keep an eye out for our next event, the Summer drive in! Not only will you have an opportunity to participate in some networking, but you will also get the last updates and get feedback on how other institutions are handling similar challenges.

FA 101/201

These training opportunities are great for those who are new to financial aid, or who may only have an introduction to financial aid.

Annual Conference

OASFAA's biggest event of the year! Come join us on January 31st - February 2nd, 2018.

The conference includes several sessions that span the unique challenges Financial Aid Administrators face, from how to utilize technology, having inclusive practices, verification, direct loans, providing excellent customer service and of course a Federal update.

