



 $\mathcal{W}$ elcome to the Lodge of the Four Seasons and to the 2022 MASFAP Conference. We look forward to creating lasting memories with friends both new and old!

This year's theme, *The Magic in You*, is about empowerment. Not only are we like magicians to our students, we are a source of inspiration. Through the mastery of our craft we create, uplift, and make what seemed impossible a reality. At the same time it is just as important to turn our empowerment in toward ourselves. Part of magic is just believing in something that seems impossible. That is the magic in you, and its impact is - in the purest sense of the word - awesome.

Take care of yourself. MASFAP supports varying needs for social distancing according to individual preferences. At check-in you may select a sticker for your name badge that represents your comfort level.



### IMPORTANT INFORMATION ABOUT THE CONFERENCE

#### NAME BADGES

Name badges are required for admissions to all conference sessions, meal functions, and activities. This helps with networking, knowing where someone is from, being able to identify those with the same responsibilities and (for those of us who are bad with names) it will help us remember your name when we visit. Lost your name badge? Go to the Registration desk in the Granada Foyer to obtain a replacement.

#### **CONFERENCE A**TTIRE

Attire for the conference is business casual. During evening activities please feel free to change to jeans.

#### MEETING ETIQUETTE

Sensitive to the concerns of our members, MASFAP affirms the right of all individuals to function in an environment free of offensive behavior.

- No talking during presentations and please refrain from having loud conversations directly outside of the meeting room.
- Silent all cellphones, watches, and any electronics during conference functions
- Use perfume or cologne sparingly, as others around you may be allergic



#### **Big Thank Yous!!!**

MASFAP would like to extend a special thank you to all our Corporate Support Companies for supporting MASFAP this year.

A very special thank you to Kathy Dixon and the staff at MOHELA for their contribution in the design of the MASFAP Conference program and all the Conference Materials.



# Presidents Welcome



 $\mathcal{W}$ elcome to our 2022 conference! We are so excited to see everyone here this week! As we navigate this new world after Covid, it is so nice to get together again.

The program committee has put together a fantastic conference for you. Flash into a session to add some magic to your toolbox. Outside of sessions, share secrets with other MASFAP members. And don't forget to visit our Exhibit Hall, where you'll find some great snacks during breaks and learn some tricks from our Associate Members.

As financial aid personnel, we wear so many different hats, sometimes it can be a bit overwhelming. And nobody understands that better than your fellow MASFAP Peeps. So as we "Find the Magic in You," we encourage you to learn something new, take time to meet someone new, and have a little fun along the way.

Cassandra Hicks 2022 MASFAP President





# Night Activities

### Monday Night... MAGIC TRIVIA AND AUCTION

Join us Monday evening after dinner for **Trivia**!

Monday evening activity will be held in conjunction with the Charity Auction for Burrell Behavioral Health Foundation.

Have fun testing your knowledge- or lack thereof!

There is no cost to participate, just gather your old and new MASFAP friends and colleagues, and be prepared to have your brain challenged!

#### **BASKETS:**

- Ornament Basket
- MO Basket
- Monte's Favorites Basket (aka Dog Basket)
- Wine & Unwind Basket
- Game Night Basket
- Kid Fun Basket
- Wellness Basket

- Cooking Up Something Special cooking Basket
- Family Game Night Basket
- Mental Health Basket
- All Things Pet Basket
- Sweet & Salty Basket
- Bloom Where You Are Planted Basket
- Harry Potter Lovers Basket

And So Mary More ....



Are you ready to learn some magic? Join Magical Katrina as she teaches us magic we can do on our own. We will get step-by-step instructions as we learn 6-8 magic tricks.

#### **Everyone needs to bring:**

- 1 x \$1.00 bill
- 1 x quarter

MASFAP will supply the rest of the supplies!

#### We look forward to seeing you at 7:30 PM for some magical fun!!





Doors open at 7:30 PM- Snacks Provided & Cash Bar



### A fun and anonymous way to express yourself and support the Burrell Foundation

#### **RULES:**

- Teams will be assigned before the conference
- Individuals can purchase a star for their team at the registration table for \$1 each
- Write something on that \*star. A confession? A secret? A compliment for someone, or just a rant? Anything goes!
- Drop the \$1 and the star in your team's box at the check-in table.
- The team with the most money raised by Wednesday's brunch wins the game!

\*Your star will be posted on the Wellness Wall for you so that your identity remains a secret.





# MENL

### Monday, November 7th

Newcomer and Executive Board Breakfast: Sliced Seasonal Fruits and Berries, Apple-Wood Smoked Bacon, Breakfast Ham, Farm Fresh Scrambled Eggs, Breakfast Potatoes, Biscuits, and Sausage Gravy

Lunch: Variety of Boxed Lunches

Dinner: Chicken Cordon Bleu, hand-breaded breast of chicken stuffed with apple wood smoked ham and swiss cheese topped with French mornay sauce; House Garden Salad, Fresh Baked Rolls

### Tuesday November 8th

Breakfast: Sliced Seasonal Fruits and Berries, Fruit Yogurts, Assorted Cold Cereals, Scrambled Eggs, Apple-Wood Smoked Bacon, Sausage, Breakfast Potatoes, French Toast with Pure Maple Syrup, Skim and 2% Milk, Coffee, Tea, Orange Juice

*Lunch*: Roasted Pork Loin Marinated in a Teriyaki Ginger Sauce, House Garden Salad, Fresh Baked Rolls

*Dinner*: Tender Roast Beef, Slow Cooked with New Potatoes and Root Vegetables, Pan Gravy; House Garden Salad, Fresh Baked Rolls

### Wednesday November 9th

Quick Start Breakfast: Sliced Seasonal Fruit and Berries, Assorted Scones, Fruit Danish Pastries, Assorted Scones, Assorted Bagels with Cream Cheese, Butter & Preserves

Brunch: Sliced Seasonal Fruits and Berries, Apple-Wood Smoked Bacon, Home Fried Breakfast Potatoes, Eggs Benedict, Scrambled Eggs, Assorted Fresh Baked Breads, Chicken Milanese, Blackberry Peppercorn Pork Loin, Omelet Station





It is that time of year again when students are filing FAFSAs and applying for scholarships. MASFAP's Early Awareness is on the front lines helping complete FAFSAs, offering training to high school counselors and handing out scholarship money!

Last year we were able to award five students with a one-time \$1000 scholarship to use in the first year of post-secondary education in Missouri.

We are excited to be able to offer this opportunity again this year! We opened the *MASFAP Who's Making a Difference Scholarship* through My Scholarship Central in September. My Scholarship Central is an easy-to-navigate scholarship resource that students can use to find and apply for scholarships across Missouri *(check out their session at the upcoming conference to learn more)*.

The committee has narrowed the applicants down to the top ten, and now we need you to help us pick the top five (5).

### WHAT WE NEED FROM YOU, THE MEMBERSHIP:

- 1. Take a moment on Monday or Tuesday before 5:00 p.m. to read over the essays.
- 2. Locate your tickets: You should have received five red tickets in your registration packet.
- 3. Vote for the five essays the applicants who you believe are the most deserving.



# **Executive Board Members**

**Cassandra Hicks, President** Director of Financial Aid Southeast Health College of Nursing and Health Sciences

**Tony Lubbers, President-Elect** Director of Student Financial Assistance University of Central Missouri

**Becaa Diskin, Past-President** Director of Financial Aid Missouri Southern State University

**Stephen Garman, Vice President** Assistant College Director of Financial Aid Ozarks Technical Community College

Jamie Davis, Treasurer Associate Director of Compliance and Operations The University of Missouri - Columbia

Keri Gilbert, Treasurer-Elect Director of Financial Aid Stephen's College

**Kimberly Meeker, Past-Treasurer** Director of Financial Aid North Central Missouri College Zach Greenlee, Secretary Director of Student Financial Services Missouri Baptist University

**Angel Mefford, Delegate at Large** Director of Financial Aid and Veteran Services State Fair Community College

Valerie Jensen, Delegate at Large Assistant Director of Financial Aid Washington University in St. Louis

**Emily Haynam, Delegate at Large** Executive Director of Student Financial Aid University of Missouri

Sara Edwards, Delegate at Large CitizensOne Bank

**Leroy Wade, Ex-Officio** Interim Commissioner of Higher Education Missouri Department of Higher Education and Workforce Development

# Program Committee

Stephen Garman (Chair), Ozarks Technical Community College
Alexandria Miller, Missouri Scholarship and Loan Foundation
Annette Enloe, Drury University
Cassandra Hicks, Southeast Health College of Nursing and
Health Sciences
Dan Dick, Washington University in St. Louis
Ginny Burns, MOHELA
Hannah Masters, Cottey College
Jacquelyn Rucker, DHEWD
Jamie Davis, University of Missouri
Kaley Williams, Kansas City University
Kari Lenz, University of Missouri
Kayla Klein, University of Missouri

Kim Howe, DHEWD

Kimberly Meeker, North Central Missouri College Krissy Loenneke, Southeast Health College of Nursing and Health Sciences Kristen Seabaugh, Southeast Missouri State University Julie Loftin, Ozarks Technical Community College Manda Riley, University of Missouri

Sara Edwards, Citizens Bank

Valerie Jensen, Washington University in St. Louis Melissa Findley, MOHELA



# **Committee Chairs**

Archives-Kerry Hallahan Director of Financial Aid, Logan University

Associate Member Concerns-Sarah Edwards Citizens One Bank

**Association Governance & Legal Concerns-Becca Diskin** Director of Financial Aid, Missouri Southern State University

Awards-Samantha Matchefts (Co-chair) Senior Associate Director, University of Missouri St. Louis

Awards-Krissy Loenneke (Co-chair) Financial Aid Specialist, Southeast Missouri Hospital College of Nursing and Health Sciences

Budget & Finance-Kimberly Meeker Director of Financial Aid, North Central Missouri College

**Communications-Melissa Findley** Executive Director, Missouri Scholarship and Loan Foundation

**Corporate Support-Ginny Burns** Director of Loan Servicing, MOHELA

**Early Awareness-Alex Miller (Co-chair)** Scholarship Program Manager, MOSLF

Early Awareness-Melissa Findley (Co-chair) Executive Director, MOSLF

**Early Awareness-Colleen Brown (Co-chair)** Director of Financial Aid, Columbia University

Leadership Development-Amy Hager Director of Financial Aid, Moberly Area Community College

Legislative-Rob Moore (Co-chair)

Director of Financial Aid, Missouri State University

**Legislative-Will Shaffner, (Co-chair)** Business Development and Government Relations, MOHELA

Membership-Krissy Loenneke Financial Aid Specialist, Southeast Missouri Hospital College of Nursing and Health Sciences

**Newcomer-Manda Riley (Co-chair)** Financial Aid Coordinator, University of Missouri College of Veterinary Medicine

**Newcomer-Kari Lenz (Co-chair)** Financial Aid Coordinator, University of Missouri

**Nominations and Elections-Becca Diskin** Director of Financial Aid, Missouri Southern State University

**Professional Development-Brice Baumgardner (Co-chair)** Director of Financial Aid, Hannibal-LaGrange University

**Professional Development-Dena Norris, (Co-chair)** Associate Vice Chancellor of Student Financial Services, Metropolitan Community College- KC

**Research-Marla Fernandez** Director of Financial Aid, Truman State

**Site-Alexandria Miller** Scholarship Program Manager, Missouri Scholarship & Loan Foundation

**Technology-Hannah Masters** Director of Financial Aid, Cottey College





http://masfap.org/volunteer



# Thank you all for your support! Exhibitors

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### earnest

# Free coffee now, talk later?

Have a free cup of Starbucks or Dunkin' Donuts. We'll talk about student loans later. Scan the QR code to start.











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# Keynote Speaker



#### Scotty Wiese, Keynote Speaker

Scotty Wiese is a magician and human-connection speaker best known for his upbeat corporate shows performed worldwide.

Scotty was six years old when he began pursuing his passion for magic and had his first live performance at the age of nine. Since then, Scotty has performed with internationally recognized musicians such as Luke Bryan and at hundreds of Fortune 500 corporate events every year.

What makes Scotty's magic so unique, according to his clients, is the tremendous way he blends magic and his life experiences to tell stories, form a community, and motivate others to chase their own dreams. It's not just a show; Scotty Wiese brings you on a magical journey that will make you laugh, be

thoroughly entertained, and inspire you to follow your own passion. You may have a notion of what a magician is; however, Scotty will certainly change your perspective on what world class entertainment looks like in today's age.

Scotty is an ambassador for St. Jude's and raised over \$5,000 through his inspirational postings on social media. He also promotes inclusivity for Best Buddies at their various events. Best Buddies Colorado presented Scotty with an award for all of his involvement in their activities. Additionally, for the last five years, Scotty has spoken and volunteered at various events for A Stronger Cord, a Denver nonprofit that unites people from all walks of life with wellness opportunities and community service. Their motto is that together people can achieve goals and overcome challenges.

In addition to performing professionally, Scotty continually gives back to his communities by volunteering for numerous nonprofits in order to help inspire others, change the world, and bring out more connections in his community.



# **Special Guests**

### Amanda Fijal, Assistant Vice President, Enrollment and Student Advancement, and Executive Director of Financial Aid | University of Chicago

Amanda Fijal is the Assistant Vice President, Enrollment and Student Advancement and Executive Direct of or Financial Aid at the University of Chicago. She has been in financial aid for over 20 years, the last twelve at University of Chicago. Amanda holds a B.S. in Psychology and M.Ed. in Higher Education Administration from Loyola University Chicago. She has served the Illinois and Midwest Associations of Student Financial Aid Administrators in a number of capacities, including ILASFAA President and Treasurer and MASFAA Treasurer, Conference Program Chair and Local Arrangements Co-Chair. She is currently MASFAA President-Elect.



### Zack Goodwin, Executive Director, Financial Aid and Scholarships | University of Nevada, Las Vegas (UNLV)

Zack serves as the Executive Director of Financial Aid & Scholarships at the University of Nevada, Las Vegas (UNLV), a Minority Serving Institution enrolling approximately 30,000 students. Prior to joining the UNLV team, he served for several years as a Training Officer at the U.S. Education Department, and has held leadership positions at small liberal arts colleges, large non-profit universities, and graduate schools in the Midwest and New England, including roles in admissions and institutional research. It is his primary goal in higher education to support efforts to make it more accessible and inclusive, especially to communities who have been historically under- or poorly served. He is a perpetual student himself, scheduled to complete his Ed.D. in 2025. Zack is also a former gymnast and tumbles to the extent his age will still allow.



# **Special Guests**



#### Jayme Jarrett, Assistant Director of Financial Aid | Ohio Northern University

Jayme Jarrett is an Assistant Director of Financial Aid at Ohio Northern University, in Ada, Ohio. In her 18 years in higher education, she's worked at small private schools, a large public school, and a forprofit institution. In her 13 years at ONU in financial aid, she has had increasing responsibilities and currently manages all federal aid processes, including Pell Grant, TEACH Grant, R2T4, SAP, reconciling funds, and filing the FISAP each year. Jayme is part of a short list of financial aid administrators who hold all 17 NASFAA credentials, as well as the Certified Financial Aid Administrator (FAAC®) certification. She has held numerous positions in both OASFAA and MASFAA, including currently serving as president-elect for OASFAA and as the Ohio state representative for MASFAA. In her spare time, you'll find her working on her masters degree, serving as the manager for her 13-year-old son's club soccer team, and watching baseball - specifically, the 2021 WORLD CHAMPION Atlanta Braves.



#### Karen McCarthy, Vice President of Public Policy and Federal Relations | NASFAA

Karen is the Vice President of Public Policy and Federal Relations at NASFAA, playing a key role in the development and implementation of NASFAA's strategic advocacy goals and objectives. She began her career in student aid working in the financial aid offices at several large, 4-year institutions, including Boston University, Miami University of Ohio, and The Ohio State University. Prior to her current role at NASFAA, she held positions there in training and regulatory assistance, and policy analysis. She serves on the Department of Education's FAFSA Advisory Group and FUTURE Act Implementation Group, and has served as NASFAA's representative at negotiating rulemaking sessions, most recently covering Accreditation and Innovation in 2019.

A native of Massachusetts, she earned a bachelor's degree from Cornell University and a master's degree from The Ohio State University.



### Leroy Wade, Interim Commissioner of Higher Education | Missouri Department of Higher Education and Workforce Development

Leroy Wade was appointed the Interim Commissioner of Higher Education by the Coordinating Board for Higher Education effective July 5, 2022. He previously served in this role in 2016. Mr. Wade has served as Deputy Commissioner for the Missouri Department of Higher Education (2013 and 2016) and Assistant Commissioner for Financial Assistance, Outreach, and Proprietary School Certification (2007). Leroy has been a member of the Department of Higher Education and Workforce Development staff since its formation in 2019 and the Department of Higher Education staff since 1986. Professional activities include serving on the Executive Committee of the National Council for State Authorization Reciprocity Agreements, Board of Directors of the Missouri Scholarship and Loan Foundation, Board of Directors of the Missouri Association of Student Financial Aid Personnel, and the Board of Directors of Kids Chance of Missouri. He earned his

Master of Public Administration from the University of Missouri – Columbia and his B.A. in Political Science from Westminster College in Fulton, Missouri.





9 a.m noon	Exhibitor Setup (Grana	da)			
9 a.m noon	MASFAP Board Meeting (Seachase)				
9 - 10 a.m.					
10 - 11 a.m.	-	Newcomer Registration (Granada Lobby) Newcomer Brunch with Board (Marbella A)			
11 a.m. – noon	Newcomer Orientation	· /			
Noon - 12:30 p.m.	Newcomer Mentorship	•			
Noon - 4 p.m.	Registration Open (Gra				
Noon - 4:30 p.m.	Exhibit Hall Open (Gran				
1 – 2 p.m.	Interest Session: Devel	oping Focus (Lookout)	1		
1 – 2:30 p.m.	NASFAA	NASFAA	NASFAA	Director's Meeting	
	Credentialing –	Credentialing –	Credentialing –	(Seachase)	
	Direct Loans	Packaging and	Federal Pell Grant		
	(Theater)	Notification of	and Iraq and		
		Awards (Valencia)	Afghanistan Grants		
			(Escollo)		
2:30 – 3 p.m.		Break (Grar	nada A/B/C)		
3 – 4:30 p.m.	NASFAA	NASFAA	NASFAA	Director's Meeting (If	
	Credentialing –	Credentialing –	Credentialing –	needed)	
	Direct Loans	Packaging and	Federal Pell Grant	(Seachase)	
	(Theater)	Notification of	and Iraq and		
		Awards (Valencia)	Afghanistan Grants		
			(Escollo)		
3 - 4 p.m.	Interest Session: Collec	ge Confidence: What Am	erica Knows about Payi	ng for College	
·	(Lookout)		,		
4:30 - 5:30 p.m.	Associate Member Mix	er (President's Suite)			
5:30 – 7:30 p.m.		1 1	tion, and Kevnote Speal	ker	
<b>-</b>	Dinner, President's Welcome, Charity Introduction, and Keynote Speaker (Granada)				
7:45 p.m.	7:45 p.m. Trivia and Silent Auction (Marbella)				

Agenda at a Glance



# Tuesday

7:30 – 8:30 a.m.	Breakfast (Granad	da)			
7:30 a.m. – Noon	Registration Oper				
7:30 a.m. – 4:30	Exhibit Hall Open (Granada)				
p.m.		(,			
8:30 - 9:30 a.m.	Exploring	Engaging GenZ	The Magic of	My	State Update
	Magical	with Clear	Dealing with Jerks	Scholarship	on the
	Personalities in	Communications	at Work	Central -	Current Fast
	Office Settings	(Marbella A)	(Escollo)	Connecting	Track
	(Valencia)		(2000.0)	Students to	Program and
	(**********			Private	DCDE
				Scholarships	(Theater)
				(Lookout)	(meater)
9:40 - 10:40 a.m.	Employee	Get to Know	Regulatory /	Fraud	PLUS Loan vs
	Retention and	Private Loans	Compliance and	Detection and	Private Loan
	Recognition	(Marbella A)	VA Certifications	Prevention	Packaging
	(Valencia)		101	(Lookout)	(Theater)
			(Escollo)	, ,	. ,
10:40 - 11:15 a.m.	Break (Granada)			1	
11:15 - 12:15 p.m.	It's not a Trick:	Increasing	Breaking the	Advocacy 101:	Charmed! It's
	Secrets of	Postsecondary	Magician's Code:	Basics of	All About
	Dependency	Success for Rural	Engaging in	Advocating	Affordability:
	Status,	Students through	Difficult	(Lookout)	The Power of
	Overrides, and	the rootEd Model	Discussions with		3
	Homeless Youth	(Marbella A)	Students		(Theater)
	Determinations		(Escollo)		
	Revealed!				
	(Valencia)				
12:15 - 1:20 p.m.	Lunch, MASFAP U	pdates, MASFAA Exc	change & Business Mo	eeting (Granada)	
1:30 - 2:30 p.m.	R.I.P. EFC (Theate	er)			
2:30 - 3 p.m.	Break (Granada)				
3 - 4 p.m.	Verification:	The Magic	HS Counselor	Best Practices:	Leadership
	Where the	Behind the	Panel Pt. 2 – What	Financial	Development
	Magic Begins	Curtain:	They Wish FAAs	Wellness for	Program: A
	(Valencia)	Demystifying	Knew	Students	Magical
		R2T4	(Escollo)	(Lookout)	Experience
		(Marbella A)			(Theater)
4:15 - 5 p.m.	Birds of a	Birds of a	Birds of a Feather-	Birds of a	Birds of a
	Feather-	Feather- 4 Year	4 Year Private	Feather-	Feather-
	Community	Public	(Escollo)	Tech/Trade	Associate
	College	(Marbella A)		(Lookout)	Members
	(Valencia)				(Granada)
5 - 6 p.m.	Current and Incor	ning Board Mixer (Pi	resident Suite)		
6 - 7:30 p.m.	Dinner, Awards & Special Recognition (Granada)				
7:30 p.m.	Magic Workshop	with Magical Katring	a (Marbella)		

# Wednesday

7:30 - 8:30 a.m.	Quick Start Breakfast (Marbella)
8:45 – 9:45 a.m.	NASFAA: Inside the Beltway (Theater)
10 a.m. – Noon	Brunch, State Update, Scholarship Drawing, Passing of Gavel (Marbella)



Mon	day 🗽	* *			Ľ
9:00 a.m 12	Noon <b>EXHIBITOR</b>	R SET UP		Granada	
9:00 a.m 12	Noon MASFAP BO	OARD MEETING		Seachase	
9:00 a.m. – 10	:00 a.m. <b>NEWCOME</b>	R REGISTRATION OPEN		Granada Foyer	
10:00 a.m 11	:00 a.m. <b>NEWCOME</b>	R BRUNCH WITH BOARD		Marbella A	
11:00 a.m 12	Noon <b>NEWCOME</b>	R ORIENTATION		Marbella B	
12 Noon - 12:3	30 p.m. <b>NEWCOME</b>	R MENTORSHIP		Marbella A	
12 Noon - 4:00	) p.m. <b>REGISTRAT</b>	FION OPEN		Granada Foyer	
12 Noon - 4:30	) p.m. <b>EXHIBIT H</b>	ALL OPEN		Granada	
1:00 p.m 2:3	0 p.m. <b>DIRECTOR</b> '	S MEETING		Seachase	
1:00 p.m. – 2:0	00 p.m. Developing I	Focus		Lookout	
4.00	(Citizen's Bar Description: session will distractions navigating	The average person gets inter I help improve your ability to gi Practical and intentional adju in-person, remote, and hybrid w	rupted at work ever ive attention to imp stments are critical	oortant tasks and reduce now that many offices are ts.	2
1:00 p.m. – 2:3	Presenter: Bi (Missouri S& Description:	Must attend both parts of the or the NASFAA exam. Voucher m	instruction portion.	. Attendees will receive	
1:00 p.m. – 2:3	(Part 1) Presenter: Da (Washington Description:	<b>dentialing: Packaging and Notifica</b> an Dick - Manager of Compliance a University in St. Louis) Must attend both parts of the or the NASFAA exam. Voucher m	and Awarding instruction portion.		
1:00 p.m 2:3	•	dentialing: Federal Pell Grant and Grants (Part 1)	Iraq and	Escollo	
	Missouri - Co Description:	Must attend both parts of the or the NASFAA exam. Voucher m	instruction portion.		



Monda		
2:30 p.m 3:00 p.m.	BREAK / EXHIBIT HALL OPEN	Granada
3:00 p.m. – 4:00 p.m.	College Confidence: What America Knows about Paying for College	Lookout
	Presenter: Heather Gaumer - Assistant Region Head, Midwest (Sallie Mae) Description: Every year, college-bound families ask themselves " college?" and for many, this subject is filled with confusion and discuss Sallie Mae's newest research.studyWe'll.examine.how.r know about financial aid, the FAFSA®, scholarships, and student perceptions and common misconceptions about college financial highlight possible solutions to help families prepare for getting	stress. Join us as we nuch families really loans; and evaluate ng. Finally, we'll
3:00 p.m. – 4:30 p.m.	NASFAA Credentialing: Direct Loans (Part 2)	Theater
	Presenter: Bridgette Betz - Director of Student Financial Assistance (Missouri S&T)	
	Description: Must attend both parts of the instruction portion. A a voucher for the NASFAA exam. Voucher must be redeemed wit conference.	
3:00 p.m. – 4:30 p.m.	NASFAA Credentialing: Packaging and Notification of Awards (Part 2)	Valencia
	Presenter: Dan Dick - Manager of Compliance and Awarding (Washington University in St. Louis)	
	Description: Must attend both parts of the instruction portion. A a voucher for the NASFAA exam. Voucher must be redeemed wit conference.	
3:00 p.m. – 4:30 p.m.	NASFAA Credentialing: Federal Pell Grant and Iraq and Afghanistan Grants (Part 2)	Escollo
	Presenter: Kari Lenz - Financial Aid Coordinator (University of Missouri - Columbia)	
	Description: Must attend both parts of the instruction portion. A a voucher for the NASFAA exam. Voucher must be redeemed wit conference.	
4:30 p.m 5:30 p.m.	ASSOCIATE MEMBER MIXER	President's Suite
5:30 p.m 7:30 p.m.	DINNER, PRESIDENT'S WELCOME, CHARITY INTRODUCTION, AND KEYNOTE	Granada
7:45 p.m.	TRIVIA AND SILENT AUCTION	Marbella

### **MAGIC TRIVIA AND AUCTION**





## Moderator: Val Jensen of Missouri College of Veterinary Medicine) professionals who wish to improve their ability to connect and support others. **Engaging GenZ with Clear Communications** Marbella A Presenter: Bill Alt – Regional Sales Director (CampusLogic) Moderator: Kelly Wilson engagement among emerging generations. The Magic of Dealing with Jerks at Work Escollo Presenter: Tony Lubbers – Director of Student Financial Assistance (University of Central Missouri) 8:30 a.m. - 9:30 a.m. My Scholarship Central - Connecting Students to Private Lookout **Scholarships** Presenter: Kaitlyn Venta - Director of Affordability (MOCAN)

Presenter: Manda Riley – Financial Aid Coordinator (University

**Exploring Magical Personalities in Office Settings** 

Description: A conference favorite - discusses varying personality types in the office environment. We will explore techniques to best connect, manage, and communicate with others on our team. This session can help to improve seemingly incompatible relationships, gain self-awareness, and promote better communication. Applicable for all levels of

#### 8:30 a.m. - 9:30 a.m.

7:30 a.m. - 12 Noon

7:30 a.m. - 4:30 p.m.

7:30 a.m. - 8:30 a.m.

8:30 a.m. - 9:30 a.m.

Description: Gen Z-ers spend 8+ hours a day online, yet financial aid teams struggle to get students to engage. Manual processes, confusing language, and outdated technology stop GenZ in their tracks. Students get lost in the financial aid process, leading to manual tasks for your staff and a possible loss in enrollment for your school. In this session, we will explore new data and key strategies critical to financial aid leaders who want to maximize

### 8:30 a.m. - 9:30 a.m.

Description: We all deal with them: jerks at work. Are they just having a bad day, and not in a good mood (as we all can be), OR...are they a "certifiable" jerk? This fun and informative session is based upon readings (and some personal stories) on how best to deal with workplace jerks, and how YOU can keep your sanity when there is nowhere else to turn.

Description: My Scholarship Central is a free scholarship search and application website for Missouri students. My Scholarship Central is different from most scholarship sites – it is regional, non-profit, and student focused. In this session, learn more about My Scholarship Central and how it can connect your students to the funds they need for college. You will also hear about the organization My Scholarship Central is a part of, MOCAN – the Missouri College and Career Attainment Network.





REGISTRATION OPEN Granada Fover

EXHIBIT HALL OPEN ...... Granada

BREAKFAST



Moderator: Jared Jacobs

Moderator: Craig Poleman

Tuesday		
8:30 a.m 9:30 a.m.	State Update on the Current Fast Track Program and DCDE	Theater
	Presenter: Erik Anderson - Director of Financial Assistance (DHEWD)	Moderator: Bridgette Betz
	Amy Haller - Senior Associate (DHEWD)	
	Description: Passed into law in 2019, the Fast Track Workforce I designed to provide adults with the education and skills neede fields that are in high demand. Staff from the Missouri Departm Workforce Development will provide an update to changes made session to the Fast Track Program.	d to enter the workforce in ent of Higher Education &
9:40 a.m 10:40 a.m.	Employee Retention and Recognition	Valencia
	Presenter: Kristi Harris – Chief of Staff (North Central Missouri College)	Moderator: Ron Hancock
	Description: This session will discuss "the great resignation" ar to retain our employees. Sometimes it isn't about pay; sometin attention. This session will discuss why employees are leaving impact) things we can do to recognize efforts, show appreciation employees.	nes, it's about paying and the small (with big
9:40 a.m. – 10:40 a.m.	Get to Know Private Loans	Marbella A
	Presenter: Chester Priest – Senior Marketing Rep (KHEAA/ KHESLC)	Moderator: Candice Muuo- Kimeu
	Description: This is a myth vs fact session on private student lo	oans.
9:40 a.m. – 10:40 a.m.	Regulatory/Compliance and VA Certifications 101	Escollo
	Presenters: Keith Dailey - Campus Center Director and School Certifying Official (Park University - Scott Airforce Base); Brian Lewis-Hardy - Compliance Specialist (MyComputerCareer)	Moderator: Colten Ross
	Description: Strengthen your inner resolve and ability to bound regardless of circumstances. Resilience strengthens the ability in hard times while continuing to function well both physically shares findings on why being resilient is both personally and p discusses 5 practical ways to become more resilient.	to adapt to and persevere y and mentally. This session
9:40 a.m. – 10:40 a.m.	Fraud Detection and Prevention	Lookout
	Presenter: Jeff Kenney – Special Agent in Charge (OIG); Anthony Gordon – Special Agent (OIG)	Moderator: Rob Moore
	Description: The Office of Inspector General at the US Departm audits, investigations, and inspections of educational programs has criminal investigators nationwide who conduct investigati targeting ED funds and/or programs. This presentation will pro information regarding investigations of individuals and organi the Title IV programs through various schemes.	s and operations. The OIG ons of fraudulent schemes ovide participants with



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9:40 a.m 10:40 a.m.	PLUS Loan vs Private Loan Packaging	Theater
	Presenter: Dr. Tyler Johnson – Acting Associate Director of Admissions (Missouri S&T)	Moderator: Kristi Nicol
	Description: This presentation will share findings from a doctor financial aid offers and the rate of Parent PLUS loan borrowing universities in Missouri from 2015-2019. The study investigate in financial aid offers affects the rate of PLUS borrowing.	g at public, four-year
10:40 a.m 11:15 a.m.	BREAK	· Granada
11:15 a.m 12:15 p.m.	It's Not a Trick: Secrets of Documenting Dependency, overrides, and Homeless Youth Determinations Revealed!	Valencia
	Presenter: Val Jensen – Deputy Director of Student Financial Services (Washington University in St. Louis) Dan Dick - Manager of Compliance and Awarding (Washington University in St. Louis)	Moderator: Anna Plattner
	<b>Description:</b> This session will take a closer look at the depend and the appropriate documentation needed to support a stude explore homeless youth determinations, documenting and per and other areas of professional judgment.	ent's status. We will also
11:15 a.m 12:15 p.m.	Increasing Postsecondary Success for Rural Students through the rootEd Model	Marbella A
	Presenter: Heather Mulford - Director of Strategic Operations (rootEd / OTC)	Moderator: David Seward
	Description: National philanthropic organization rootEd Allian college and career advisors in rural high schools across Americ plan, and achieve their educational and career goals following with the Missouri Department of Elementary and Secondary Econd Community College, rootEd is placing advisors in at least 135 This session will highlight rootEd's advising model; its impact scaled to serve your community.	ca to help students define, graduation. In partnership ducation and Ozarks Technical rural high schools by 2023.
11:15 a.m 12:15 p.m.	Breaking the Magician's Code: Engaging in Difficult Discussions with Students	Escollo
	Presenters: Colten Ross – Assistant Coordinator of Aid Programs	Moderator: Jeff Vincent
	Description: In our work, difficult discussions are not an uncon come from a variety of backgrounds that create opportunities opportunities allow us to help students achieve their goals, or hinder their progress. This session will utilize personal experie to present strategies and practices to deescalate and resolve of creating successful student outcomes.	for conflict. Those manifest emotions that ences from difficult situations



Tuesday		
11:15 a.m 12: 15 p.m.	Advocacy 101: Basics in Advocating	Lookout
	Presenter: Rob Moore – Director of Student Financial Ai (Missouri State University)	id Moderator: Charles Mayfield
	Will Shaffner – Director of Business Development and Government Relations (MOHELA)	
	Description: For the novice, learn how to advocate for y policies that will help all Missouri students. In this sess with state and federal legislators, and how our Legislat MASFAP throughout the year with the 2021 legislative	ion you will learn how to advocate ive Committee works to advocate for
11: 15 a.m 12:15 p.m.	Charmed! It's All About Affordability	Theater
	Presenter: Trent Ball – Senior Director, Postsecondary Ed and Attainment (MOCAN)	quity Moderator: Tatianna Hanna
	Melissa Findley – Executive Director (MOSLF)	
	Description: Strategies to make college more affordabl tool institutions have for supporting BILPOC students, a income communities. This session highlights how instit and degree completion through 3 key affordability strat Graduates' Degrees with Less Debt research.	adult learners, and student from low autions can increase student retentic
12:15 p.m 1:20 p.m.	LUNCH, MASFAA EXCHANGE, BUSINESS MEETING	·······Granada
	Presenter: Cassandra Hicks, MASFAP President	
1:30 p.m 2:30 p.m.	R.I.P. EFC	Theater
	Presenter: Zack Goodwin - Executive Director of Financia and Scholarships (University of Nevada Las Vegas)	l Aid Moderator: Brice Baumgardner
	Description: Soon the EFC will be a thing of the past, as Index (SAI) as early as 2024-2025. In this session we wil works, especially as it relates to Pell Grant eligibility, and of how we've thought about determining financial need can make it a positive one!	l discuss the basics of how the SAI d consider strategies for letting go
2:30 p.m 3:00 p.m.	BREAK	Granada
3:00 p.m 4:00 p.m.	Verification: Where the Magic Begins	Valencia
	Presenter: Krissy Loenneke – Financial Aid Coordinator ( College of Nursing and Health Sciences)	Southeast Missouri Hospital
	Description: Find the magic in verification. This session we the basics of verification. You will learn tips and tricks to pulling a rabbit out of a hat.	
3:00 p.m 4:00 p.m.	The Magic Behind the Curtain: Demystifying R2T4	Marbella A
	Panel	Moderator: Sarah Williamson
	Description: The average person gets interrupted at wor will help improve your ability to give attention to impor Practical and intentional adjustments are critical now th person, remote, and hybrid working environments.	tant tasks and reduce distractions.





HS Counselor Panel Pt. 2 – What They Wish FAAs Knew

Presenter: State high school counselors

Escollo

Moderator: Shandra Morin

Description: Let's better bridge the process for students graduating high school and attending a postsecondary institution. This panel will talk about what they wish we knew, how they are educating students in financial literacy, how they push students to complete the FAFSA, and how we all can better together to serve the students of Missouri.

3:00 p.m 4:00 p.m.	Best Practices: Financial Wellness for Students	Lookout		
	Presenter: Anna Zimmerman – Financial Wellness Coordinator Moderator: Julie Finn (UMKC)			
	Dr. Jim Green - Director of the Office for Financial Success (University of Missouri - Columbia)			
	Description: Join us to learn more about financial wellness work taking place in the state of Missouri. Our panelists will share their experiences launching, building, and marketing financial wellness efforts on college campuses and across the state. Panelists:-Anna Zimmerman, UMKC Financial Wellness Center Manager-Jim Green, University of Missouri Director of Office of Financial Success-Sarah Schedler, Outreach Services Coordinator, Central Region of the Missouri DHE			
3:00 p.m 4:00 p.m.	Leadership Development Program: A Magical Experience	Theater		
	Presenters: Taylor Grimm – Program Manager (MOSLF) Hannah Masters – Director of Financial Aid (Cottey College) Jason Enright – Assistant Director of Financial Aid (Stephens College) Anna Plattner – Financial Aid Administrator (Grand River Technical School) Jessica Tabbert – Financial Aid Advisor (North Central Missour College) Description: In this session, presenters will discuss MASFAP's gram (LDP) through a reflection of their year, lessons learned, values exercises.	Leadership Development Pro-		
4:15 p.m 5:00 p.m.	Birds of a Feather- Community College	Valencia		
	Moderator: Amy Hager			
	Description: Spend this session with your colleges who are also working at Community Colleges across Missouri discussing hot topics, networking, and sharing ideas. Make sure to bring your business cards to share contact information.			
4:15 p.m 5:00 p.m.	Birds of a Feather- 4 Year Public	Marbella A		
	Moderator: Emily Haynam			
	Description: Spend this session with your colleges who are also working at 4- Year Public Institutions across Missouri discussing hot topics, networking, and sharing ideas. Make sure to bring your business cards to share contact information.			



4:15 p.m 5:00 p.m.	Birds of a Feather- 4 Year Private	Escollo	
	Moderator: Val Jensen		
	Description: Spend this session with your colleges w Institutions across Missouri discussing hot topics, net to bring your business cards to share contact informa	tworking, and sharing ideas. Make sure	
4: 15 p.m 5:00 p.m.	Birds of a Feather- Tech/ Trade Moderator: Taj Singh	Lookout	
	Description: Spend this session with your colleges w Trads Schools across Missouri discussing hot topics, r sure to bring your business cards to share contact inf	networking, and sharing ideas. Make	
4:15 p.m 5:00 p.m.	Birds of a Feather-Associate Members	Granada	
	Moderator: Sara Edwards		
	Description: Spend this session with your colleges who are also working at As Members that are a part of MASFAP discussing hot topics, networking, and sh Make sure to bring your business cards to share contact information.		
5:00 p.m 6:00 p.m.	CURRENT AND INCOMING BOARD MIXER	President Suite	
6:00 p.m 7:30 p.m.	DINNER, AWARDS, & SPECIAL RECOGNITION	······ Granada	
7:30 p.m 9:30 p.m.	MAGIC WORKSHOP WITH MAGICAL KATRINA ···	······ Marbella	

### Tuesday Night... Magic with Magical Katrina

Are you ready to learn some magic? Join Magical Katrina as she teaches us magic we can do on our own. We will get step-by-step instructions as we learn 6-8 magic tricks.

#### **Everyone needs to bring:**

- 1 x \$1.00 bill
- 1 x quarter

MASFAP will supply the rest of the supplies!

We look forward to seeing you at 7:30 PM for some magical fun!!





7:30 a.m 8:30 a.m.	QUICK START BREAKFAST	Marbella
8:45 a.m 9:45 a.m.	NASFAA: Inside the Beltway	Theater
	Presenter: Karen McCarthy – Vice President of Public Policy and Federal Relations (NASFAA)	Moderator: Will Shaffner
10:00 a.m 12 Noon	BRUNCH, STATE UPDATE, SCHOLARSHIP	Marbella





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The Program Committee hopes you were able to gain some valuable life knowledge to take back to your office. We hope that you have been able to network, expand your knowledge on topics, and enjoyed our time back together.





# Notes




# Notes





#### PROPERTY MAP



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