



# MASFAP MONITOR

July 2025 Volume 2025, Issue 3

## INSIDE THIS ISSUE:

Val's Voice	1-2
Conference Update	3
PD Events	4
Tidbits and Happenings	5-10
MDHEWD	11
FAA Spotlight	12-14
Newcomer Committee Update	15
Summer Heat	16
FAA Spotlight	17-19
Executive Board	20



## Val's Voice

Val Jensen, MASFAP President  
Deputy Director of Student Financial  
Services, Washington University

Hello MASFAP!

I hope you're all enjoying a bit of summer sunshine and maybe even some time off after what has been another busy year in financial aid. It was wonderful to see many familiar MASFAP faces at the **NASFAA Conference** in Anaheim this June! There's nothing quite like being in the company of others who truly understand the challenges and rewards of our work. Whether we crossed paths in a session, during a meal, or just in the hallways between activities, it was fantastic to connect.

Looking ahead, I am so excited that Missouri will be hosting the **MASFAA Conference** this October 12-15! The theme is *Lean on Me*, and we are honored to welcome our colleagues from across the Midwest and showcase not only our hospitality, but also the commitment and innovation that Missouri brings to the financial aid



profession. Planning is well underway, and I encourage everyone to register and make plans to attend. Even if your institution is not a MASFAA member, you will be able to register for the conference at the member rate with the code **MASFAA<3MASFAP**. This is a unique opportunity to learn, network, and grow with peers from our broader regional association, and I truly hope to see you there!

Many of our MASFAP Committees have been hard at work, bringing resources and support to our membership. Our **Professional Development Committee** recently hosted a State Update and Town Hall in

## Val's Voice, *Continued*

both Columbia and St. Louis where members were able to engage with each other on a wide range of timely topics. The **Program Committee** is deep into the planning of our **MASFAP Conference** to be held at the Lake of the Ozarks this November 10-12. The **Early Awareness Committee** will be out in the community again this fall hosting High School Counselor Workshops, and we expect to see members of our **Leadership Development Program** advocating for higher education policy in Jefferson City.

Speaking of policy, all eyes are on what many are calling the "**Big Beautiful Bill**"—officially known as H.R. 1. While the nickname may sound lighthearted, the legislation carries some very real and complex implications for student aid. At its core, the bill aims to increase transparency and reduce costs across higher education. While there are no immediate impacts for the 25-26 year, there are significant changes coming with the passing of this legislation. Depending on the type of institution you represent, the impacts of this bill may be minimal or very far reaching. Our **Legislative Committee** is closely monitoring everything happening in D.C. and is here to help our membership understand all of the complexities. I expect we will have a lot more to learn at the MASFAA and MASFAP Conferences in the fall!

I want to thank each and every one of you for your dedication, flexibility, and heart. You continue to show up for students in big and small ways every day, and I'm incredibly proud to serve as your MASFAP President during such a challenging and transformative time in our field.

### Monitor Submission Policy

Articles may be submitted by any person, company, or organization for consideration by the MASFAP Monitor staff and are subject to approval prior to publishing in the newsletter. In general, submissions are made by members of the organization. The author's name should be included in the submission. The editor reserves the right to reject or edit the content of any article or information submitted.

Articles will be edited for accuracy, quality, and appropriate length. Submissions may be limited to one article per Monitor, per person, company, or organization, depending on space.

Articles are intended to be informational and for the benefit of MASFAP members, not for company promotion or advertising.

If the author is unavailable or a resolution can't be reached, the editor will refer it to the committee chairperson and President for a decision about publication.

The MASFAP Monitor is brought to you by the Communications Committee.

**Submissions for the next MASFAP Monitor are due October 10, 2025.**



## Conference Update



### *Submitted by Krissy Loenneke, Vice President and Conference Chair*

This year feels like it's moving at lightning speed and it's only July. With the passing of the "Big Beautiful Bill", we know as financial aid administrators, we will be entering rough waters. As we embrace these new horizons, I know we will be leading with resilience.

This year's conference is one that you won't want to miss. We will be offering 2 credentials, 7 interest session blocks, a general session, and much more.

Conference registration will open in August, and I look forward to seeing everyone at this year's conference at the Lodge of Four Seasons. Remember, as financial aid professionals, we will be Sailing Forward Together: Embracing New Horizons & Leading with Resilience.

**Save the date: November 10-12**



## P.D. Events and Town Hall Recap



*Submitted by Jamie Davis, Professional Development*

We recently held two town hall meetings in Columbia and St. Louis, where Erik Anderson from MDHEWD kicked things off with a very timely state aid update. Across both locations, discussions around general office stress and team morale, anticipated shifts in default rates, impacts of the newly passed legislation, and recent changes to FTI data sharing that were presented at the NASFAA conference. Thank you to everyone that attended and participated in this event.

The Professional Development Committee is excited to share a few upcoming opportunities! We're currently planning an in-person training for September with details coming soon. We're also putting together a *Conference 101* session for all MASFAAP Conference newcomers, which is set for late October. Stay tuned for more information and we look forward to seeing you there!



The Columbia Town Hall was held at MOHELA's Offices.

The St. Louis meeting was hosted at Washington University.



## RECENT CHANGES



### **Val Jensen, Washington**

**University:** My wife, Jammie, and I were married in our backyard on June 21st. We adopted a new puppy named Weller.



*Congratulations!*

**Truman State University:** We have two new employees in our office – Amy Martin, Foundation Scholarship Coordinator, and Sheila Rogalski, Financial Aid Counselor-Operations.

**Jennifer Heintz, Saint Louis University:** recently celebrated 25 years at SLU.

**Saint Louis University:** We welcomed new staff this year:

- Mallory Scheller - Student Financial Services Associate - Cashiers
- Liz Van Horn - Financial Services Counselor
- Jacob Bush - Financial Services Counselor
- Dorothy Evans - Financial Services Counselor
- Em Turner - Financial Services Counselor

### What's Happening



#### **Alysia Musser, Three Rivers**

**College:** My daughter, Georgia, graduated from both East Carter High School and TRC. She will be attending Missouri S&T in the fall in Aerospace Engineering. We are so proud of her.

*Congratulations!*

**Rachel Fiegenger, Northwest Missouri State University:**  
Rachel was married on June 28—congratulations!





**Brice Baumgardner, Hannibal-LaGrange**

**University:** In late May I was named the Vice President of Enrollment Management at Hannibal-LaGrange University. I will be responsible for the admissions and financial aid team. I will continue to work closely with the financial aid team at HLGU and look forward to seeing everyone at the conference in the fall.



you're  
the  
best

**Saint Louis University Credential Earned!**

NASFAA Credentials Earned:

- Anne Herpel, Operations Specialist - Direct Loans
- Evan Clark, Compliance Coordinator R2T4 and Verification
- Patrice Dodson, Loan Coordinator - Consumer Information
- Dorothy Evans, Application Process, COA
- Greg Hutchinson - FAAC!!

**Saint Louis University Promotions:**

- Jacob Harlan - Assistant Director - Medical School
- Eddie Bambrick - Coordinator of Scholarships
- Erik Drehs - Coordinator - FWS and Partnerships
- Sarah Feager- Coordinator - Student Financial Services and Outreach

# MASFAP Happenings and Tidbits



## What's Happening



**Janice Barnes, Saint Louis University** was recognized as a 2025 Mary A Bruemmer Women of the Year.

So proud of you Janice!



## WOW!



Great to see these faces! Look at this amazing group of financial aid folks. The mostly retired FA Group met in Columbia in May, and they meet periodically throughout the year. How fun!



## What's Happening?



**Julie Martin, Saint Louis**

**University:** Julie's son, Gavin, recently graduated from SLU in May.

**Caitlin Jewett, Northwest Missouri State University**

**State University:** Caitlin and hubby are expecting their first in January 2026!



**Melissa Findley, Missouri Scholarship & Loan Foundation:** My husband and I bought a new home. We didn't move far—from Fenton to Eureka—and now we're enjoying a quiet street surrounded by wildlife. Deer are frequent visitors, and we have a bright red cardinal that stops by often... they say Cardinals can be a sign from a loved one in heaven—I like to think it might be my Dad dropping by to say hello and let us know he approves of our new place.

# MASFAP Happenings and Tidbits



## What's Happening



### **Dave Rice, Saint Louis University:**

2<sup>nd</sup> grandchild, a sweet little girl Lainey was born on 2/11/2025 (Dave's dad's birthday)

**Mary Walley, Saint Louis University** is going to be a grandma for the 2<sup>nd</sup> time!



### **Janice Barnes - Saint Louis University:**

Great Niece Aida Maze Ridolfi was born 4/13/2025 welcomed by big brothers, Rex, Grant and Ciro.

**Greg Hutchinson, Saint Louis University:** Greg's daughter, Sophia, graduated from SLU in May 2025.



# DHEWD You Know...??

*Submitted by Amy Hedrick, MDHEWD*

The State of Missouri's fiscal year runs from July 1 through June 30, with it being referred to by the trailing calendar year. For example, Fiscal Year 2026, or FY 2026, is July 1, 2025 through June 30, 2026. The money allocated to state departments for the fiscal year is set in the appropriations, or budget bills that must be passed annually. Budget bills originate in the House of Representatives (prefixed by HB) and are the first 13 numbered bills for state departments. MDHEWD's budget is always the third bill, although the exact HB number depends on the starting point for each legislative session. For example, HB 3, HB 1003, and HB 2003 are all MDHEWD's budget bills from various years.

State budgets have two parts: appropriation and spending authority. The appropriation is the approved dollar amount that a department will receive for a budgeted item for that fiscal year. For example, the FY 2025 Fast Track appropriation in HB 2003 was \$4.7 million; after deducting the mandatory 3% flexibility (i.e., reserve), \$4.559 million will transfer to the Fast Track program. However, MDHEWD must also have permission from the General Assembly to spend the appropriated funds. This permission is the spending authority and is a specified expenditure amount that the department cannot exceed. The spending authority is found in the bill's section below the appropriation. In FY 2025, the Fast Track spending authority in HB 2003 was \$6 million, meaning that the General Assembly will allow MDHEWD to spend up to \$6 million out of the Fast Track account.

Why is the spending authority for Fast Track more than the appropriation? Some state accounts, including those for some state aid programs, are allowed to retain any unspent funds from previous fiscal years; the money rolls over into the next fiscal year rather than reverting to the state's general account. A higher spending authority allows departments to spend rollover funds in the current fiscal year. More importantly, the higher spending authority mitigates the state's budget system (SAM II) "double calculation" of remaining spending authority.

SAM II deducts all outgoing money from the remaining spending authority but does not add any returned money back into the spending authority. When a state aid award is disbursed, the requested amount is deducted from both the program's account balance and the remaining spending authority. If a funds return is made, the returned amount will be added back into the account balance but *not* back into the remaining spending authority. When the returned money is disbursed again, SAM II deducts the requested amount from the remaining spending authority a second time. To prevent running out of spending authority when there is still plenty of appropriated money available, MDHEWD typically requests spending authority amounts above the appropriation amounts.

If the appropriated amount and/or the spending authority will be insufficient for the fiscal year, departments may request additional funding and/or authority in a supplemental bill when the General Assembly convenes for the new legislative session in January. Any approved supplemental requests will be added to the current authorized amounts.

# FAA Spotlight



## *Spotlight: Ethan Miller, Southeast Missouri State University*

### **What's your title, and describe your role and responsibilities at your institution?**

As of 7/7, I am the Assistant Director of Operations at Southeast Missouri State University! My role is to provide guidance, support, and mentorship to the Operations Team and oversee the administration of aid programs.

### **How long have you worked at your institution?**

My five-year anniversary is coming in January!

### **What has your career path been like?**

Financial aid was actually my first “big boy” job. I worked at a Papa John’s in high school. Then, in college, I spent a little time at a grocery store before I started working at Cape Girardeau’s very own Burrito-Ville (if you’ve been here, you know, and if you haven’t, you should!). I spent 4 years at Burrito-Ville running the social media marketing and managing the front of house. By that point, it was the height of the pandemic and restaurant work was doing a number on my mental health. I found an opening in Student Financial Services at my alma mater, and remembering that I wouldn’t have my degree if not for financial aid, I knew I had to apply. And the rest, as they say, is history.

### **Tell us about your financial aid team at your institution.**

We currently have a team of 20 that is subdivided into three units. The Services Team handles all the front-facing student interactions, the Operations Team oversees the awarding of aid, and the Systems & Integration Team takes care of the behind-the-scenes processes that keep us all running! This is definitely a reductive summary, because we have an amazing team who is always willing to jump in and help where it’s needed. I appreciate them so much! It takes a village, y’all!

### **Do you have any mentors in your professional life?**

So many that I’m afraid to start naming people because I know I’ll leave folks out! Manda Riley was the first person to make me feel seen and included as a part of MASFAP on day one of my first conference, and I give her full credit for all of my subsequent association involvement. Lisa Bridgewater from Indiana University Indianapolis is another big one. She and I met through MASFAA’s IDEA committee, and she’s always a huge help when I’m not feeling confident about something. Then, of course, there’s Amy Hager, leadership development extraordinaire! Amy is an incredible person to have in your corner, and I have loved getting to work with her over the past few years first as an LDP participant and then as a MASFAA Mentoring mentee. Speaking of MASFAA Mentoring, I also have to give a shoutout to Mereshawn Gayden from the University of Michigan Ross School of Business. Mereshawn was my assigned mentor this past year, and they could not have chosen someone better. We’ve got a lot in common with the DEI work we do in our states, and he is an amazing sounding board for ideas. And I can’t forget Keri Gilbert, who is always so warm and supportive any time I ask her anything. She was a huge help to me during my first year

## FAA Spotlight, Continued

chairing a committee bridging gaps with people and processes I didn't know well, yet.

### **What have been your biggest accomplishments on your team?**

It's probably a common theme at this point, but I'd have to say our biggest accomplishment has been rolling with the punches over the last two years. It feels like something is changing every time we turn around these days, and this team keeps pulling through each time. But, in addition to that, we have been automating the heck out of our processes over the past few years! I hear stories of how manual things used to be, and I feel incredibly privileged to have joined the team at the time I did! Gotta shout out Melissa Harper for leading the charge on much of that!

### **Tell us a bit about yourself and your family.**

I met my amazing husband, Nickolas, in 2011. We were both music majors at SEMO, and we were in choir together. He is a tenor, and I am a baritone, so we were never placed near each other in class. A couple months into my first semester, we ran into each other outside of class and got to know each other, and we've been together ever since. We finally got married in 2023 (we figured it was probably going to last after 12 years) and bought our first house together where we live with the three neediest cats I've ever met in my life, Toot (tortoiseshell), Patricia (tabby), and Misty Rose (orange).



### **What do you like to do in your free time?**

I am truly just a big nerd at heart. If I'm not behind my desk crunching numbers, you will most likely find me firmly planted in front of the TV with a cat on my lap and a PlayStation controller in my hand. I'm also a huge lover of Dungeons & Dragons, and I love a good renaissance faire! And then there is my absolute guilty pleasure of competitive reality television. RuPaul's Drag Race, The Traitors, House of Villains, The Circle, The Mole, The Trust—I could go on and on. I love a good twisty, backstabby, dramatic competition show. The messier the better!

### **What is the last good movie or Netflix series you watched and enjoyed?**

Ha! Pretend I didn't just rattle off a bunch of my beloved shows in the last question! All of those come highly recommended by me, but if reality TV isn't your thing, I did recently watch The Four Seasons on Netflix with Tina Fey and Steve Carell. It follows three suburban couples who take a vacation together each season and how their lives changed over the course of that year. It had me scream-laughing repeatedly.

### **What kind of music do you listen to and what's the best concert you've been to?**

My music taste is eclectic to say the least. I often joke that 99% of the music I listen to comes from LGBTQ+ artists. My heavy rotation includes Chappell Roan, Trixie Mattel, Zee Machine,

## FAA Spotlight, Continued

Tove Lo, Lemon, Jay Brannan, and Bunny White, and those genres span from dance-pop to country to hip-hop and more. Generally, I like music that makes me happy and makes me want to move!

The best concert I've been to, however, was actually my husband's favorite band, The Mountain Goats. They played a show in a barn in Iowa in the middle of nowhere. Standing room only, no air conditioning, and bodies packed in wall to wall. It was hot and sticky and miserable, and I still had the most incredible time!

### **Do you like traveling?**

I love to travel, but I don't like to pay for it! And those needy cats I talked about earlier really get bent out of shape if I don't check in with them every 4-8 hours, so I don't get up to much traveling these days.

### **Tell us a fun fact or something few people know about you:**

I crochet! I found a bag of my grandma's old knitting supplies when I was in high school and decided to teach myself to knit. I discovered quickly that I was not a knitter, so I pivoted and tried teaching myself to crochet, instead. That worked! It's probably been a year or two since I made an actual project, but my favorite things to make are little plushies!



## Newcomer Committee Update

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### **Charissa Davis and Justin Womack, Co-Chairs Newcomer Committee:**

The Newcomer Committee has been preparing for an engaging experience at this year's Fall Conference. Whether you're new to MASFAP or early in your financial aid journey, we're working on opportunities to help you navigate the organization, connect with key members, and engage with your peers.

We look forward to helping you set a steady course and build meaningful connections throughout the conference.

Stay tuned — we're excited to welcome you aboard this November!



The Missouri Association of Student Financial Aid Personnel (MASFAP) is a dynamic association dedicated to serving and advocating for practitioners, users and providers of student financial aid programs.



# What's Your Favorite Way to Cool Off in the Summer Heat?



My favorite way to cool off in the summer is to go to the mountains! We just got back from Steamboat Springs – picture is Fish Creek Falls.

**Becky Ahrens, Drury University**



My favorite way to stay cool is the Waterpark with my daughter and granddaughter.

**Regina Morris, Three Rivers College**

Cold beer and a large fan.

**Dan Dick, Washington University**

I find as many friends with pools as possible!

**Val Jensen, Washington University**

Going to a friend's house to swim and hang out.

**Krissy Loenneke, Southeast Missouri Hospital College of Nursing & Health Sciences**

Going to the river with my dogs! If we are lucky, going on a kayaking trip!

**Hannah Masters, Cottey College**

I was out most of last week at scout camp with my daughter. We were without AC and the heat isn't so bad once you acclimate to not having AC, but I'm not sure that's a good way to 'cool off in the summer heat'!

**Charles Mayfield, Northwest Missouri State University**

My favorite way to cool off in the summer is to enjoy the breeze from behind the wheel of a golf cart.

**Brice Baumgardner, Hannibal-LaGrange University**

Hanging out with a cold drink on Table Rock Lake—my happy place. And the sunsets are amazing!

**Melissa Findley, Missouri Scholarship & Loan Foundation**

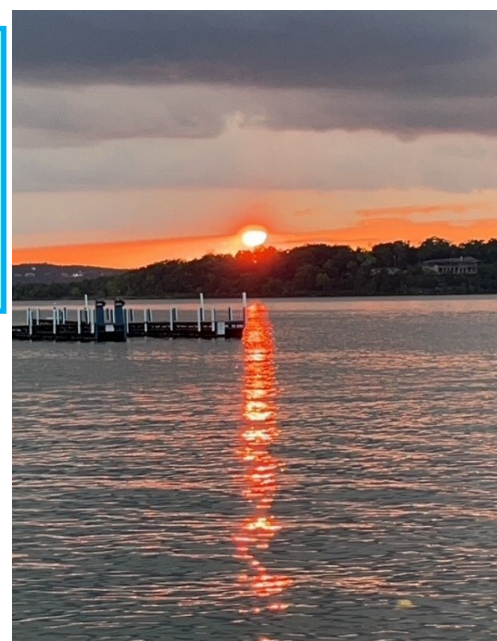


Watermelon and the Pool.

**Janice Barnes, Saint Louis University**

Spending time at the lake, it's our family's favorite place to unplug and reset.

**Jamie Davis, University of Missouri-Columbia**



# FAA Spotlight



## *Spotlight: Michele Logue, University of Missouri—Kansas City*

### **What's your title, and describe your role and responsibilities at your institution?**

Associate Director, Student Support Services, Financial Aid & Scholarships Office

The role of Associate Director on the Customer Service side of the house in the Financial Aid & Scholarships Office at UMKC is responsible for overseeing the administration and delivery of financial aid services. This includes ensuring compliance with federal, state, and institutional regulations, managing financial aid processing, and maintaining high standards of customer service. The role also collaborates with other departments to

support student success and addresses any issues related to financial aid and scholarships.

At the core of the role is creating a customer service model that excels in providing high-quality support to students and families. This is achieved by leading the customer service team with training and development to ensure high standards of service. We address and resolve complex financial aid inquiries and issues from students and parents and are continually evaluating and implementing improvements to our policies and procedures to enhance our students' experiences.

Along with the in-office expectations are student interaction pieces with workshops and outreach. This role is tasked with organizing and conducting workshops and information sessions to educate students about financial aid opportunities. There is collaboration with internal departments, working closely with other university departments, such as admissions, registrar, and student services, to ensure seamless support for students. Additionally, the role establishes and maintains relationships with external organizations, such as scholarship providers and government agencies, to facilitate additional funding opportunities for students.

### **How long have you worked at your institution?**

I have been with UMKC for five years this past April.

### **What has your career path been like?**

While I have been engaged with federal regulations and compliance throughout my career, I have been in higher education since 2011. I was at Park University prior to coming to UMKC.

Prior to higher education, I worked in banking and in real estate appraisals—both requiring a knowledge base and understanding of federal entities, compliance, and standards of excellence.

### **Tell us about your financial aid team at your institution.**

Our team consists of many levels of historic knowledge and experiences. We have team members that have come to us from a variety of different kinds of schools and life experiences. This lends us the ability to share and build on our understanding of the needs

## FAA Spotlight, Continued

of our students.

We have two sides to the house: the customer service team and the processing team. While separated by the definition of the job, we function as a team – sharing and assisting in processes, overlapping throughout the course of the student's educational journey from the lens of financial aid.

It is such a pleasure and privilege to work with such a great team that volunteers to help and picks up any gaps that may arise when one of us is pulled in another direction. I love that while we have the two sides of the house, there is constant communication among us all, cheering each other on and providing support where needed.

### **Do you have any mentors in your professional life?**

While I have not had a specific mentor / mentee situation, I have had the opportunity to work with several people who I have not only admired for their strengths and presence, but I have also been able to learn from watching how they maneuver through their professional lives.

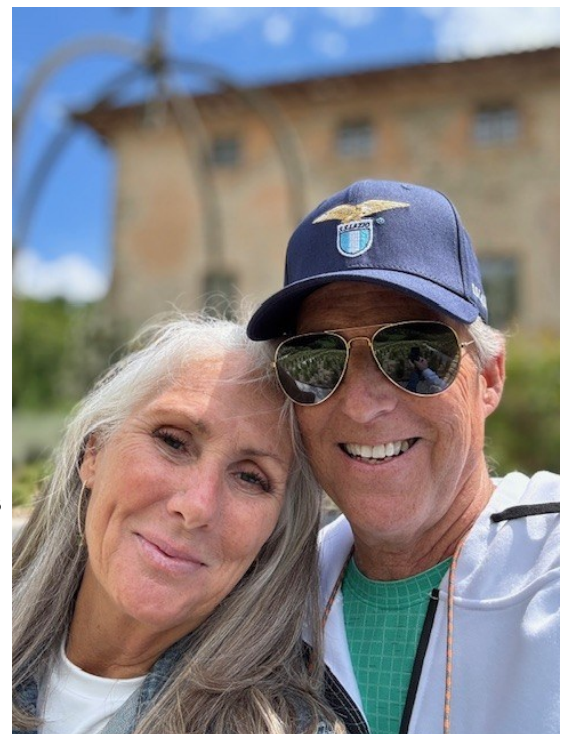
It amazes me to watch a strong female role model as they navigate the professional field we are in. Watching and learning as they build relationships, handle adversity, and stand so tall in the field of higher education carving out their niches. Those that lead with calm grace and assured confidence not only gain respect of others, but they are able to bring about significant good for those we serve, our students.

### **What have been your biggest accomplishments on your team?**

One of our biggest accomplishments has been the significant growth in our team's confidence and expertise in financial aid knowledge. This has enabled us to provide more personalized support through one-on-one sessions for incoming first-time students, particularly through our GoFAR Sessions. Additionally, we have expanded our outreach efforts by conducting workshops and presentations at local high schools, ensuring that students and their families are well-informed about financial aid opportunities. These initiatives have not only enhanced our service delivery, but also strengthened our community engagement, making financial aid more accessible and understandable for everyone involved.

### **Tell us a bit about yourself and your family.**

I love this question!!! My husband and I just celebrated our 25th anniversary this week, and we would both tell you that we are better now than we ever were. It is a good feeling to know you are where you are meant to be and with the one your heart is meant for. Our greatest joys are our three granddaughters. They are beyond doubt the coolest, most talented, smartest girls ever. The oldest plays competitive flag-football and has three Superbowl championship rings. She has just recently taken on cheerleading as well. The middle girl is in competitive dance and competitive basketball ... she tells us that she



## FAA Spotlight, Continued

likes the basketball best and it shows when she is on the court. Our youngest has been going to everyone else's events and cheering them on, though only recently decided on her talent – she auditioned for and has made a competitive gymnastic team. We are so excited to see her grow in this new love.

### **What do you like to do in your free time?**

I am happiest when I am outside, I enjoy planting flowers and working in the yard. I also enjoy holding down a lounge chair on the deck in the sun. Other free time happinesses include cooking, sewing, shopping and visiting with friends.

### **What is the last good movie or Netflix series you watched and enjoyed?**

Hmmm...I am not really a television watcher. We have Netflix, for the family but I honestly haven't watched any of the series on it. I like an old movie – a western or RomCom.

### **What kind of music do you listen to and what's the best concert you've been to?**

My interest in music is so varied. I like listening to classical music when I need to focus, Andrea Bocelli or an instrumental / orchestra theme. These are my go-to when I am running – really must focus because the temptation to sit down and eat pancakes is real when I run. It is also my go to when I am at work – the calm steady pace helps, again, with the focus.

When I am cooking or hanging out, well that is different. Still varied, but different. I switch from the Rat Pack – Frank, Dean, Sammy – to Lynyrd Skynyrd, the Rolling Stones, Bob Seger, Eagles – to country classics and yes, the new stuff too.

I really am all over the genres, they all have their place in my life.

### **Do you like traveling?**

I love, love, love to travel – whether it is a couple of hours road trip or a plane to the other side of the planet. I spend a lot of time preparing for the travel, researching the area – for food and art and museums and shopping. Studying the history of the place is a favorite, so that when I am there it is so much more impactful. We always have a couple of places we are looking at for a future trip, and to date have only done a repeat once. We just spent a little over two weeks in Italy, Rome, Florence, and the Tuscan region. On the horizon, Budapest ...

### **Tell us a fun fact or something few people know about you:**

Fun fact: I grew up in the Hawaiian Islands in the 60s and 70s, swimming and surfing.



## 2025 Executive Board / Committee Chairs



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**Karen Thompson, Lincoln**  
**University; and Amy Hedrick,**  
**MDHEWD**

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