



# MASFAP Monitor

April 2016 Volume 2016, Issue 2

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## Gavel Gab

**Angela Karlin, MASFAP President,  
Director of Student Financial Assistance  
University of Central Missouri**



As I sit in my office to write this, I am surrounded by things that are meaningful to me both personally and professionally. There are pictures of my beautiful daughter, Lauren, and many things that I have collected over the years. Some of the most precious things have to do with MASFAP—conference name tags, certificates, paintings and other memorabilia that I have collected. Each is special in its own way and makes me reflect on good times, great friends and networking opportunities.

Reflection is often a part of graduation season. This time of year brings closure and the promise of new beginnings for the students we all work so hard to get across the finish line. MASFAP has had a great first four months of 2016 as we strive to support our members through professional development, legislative outreach and promoting access to higher education within the state.

As part of the professional development plan for this year, I am excited to announce that MOHELA and the Missouri Scholarship & Loan Foundation have contributed almost \$80,000 to the Purdy Professional Development Fund. Part of this money has been earmarked for the annual conference and professional development events. MASFAP uses

this funding to allow financial aid personnel and other institutional partners discounts to attend the conference. For example, anyone from an institution can attend for free as long as the director pays and attends. This money also allows us to provide monthly professional development events free of charge to the membership. In addition, the Executive Board is meeting this week to discuss how to support MASFAA attendance at the regional MASFAA conference in Kansas City. Details of this funding are being worked out - we want to give the maximum benefit to our members. We plan to offer a scholarship...stay tuned for details that will be announced via the listserv as soon as possible.

The following pages are filled with updates and announcements that cover the amazing work we continue to do as an organization. MASFAP members have a lot to be proud of as those in leadership positions and our members work to make us all better. I cannot put into words how proud I am to lead MASFAP this year.

Have a wonderful end to your semester and enjoy the weather. And of course, Holy Buckets---how 'bout those Royals?

## March 2016 Executive Board Meeting

The MASFAP Executive Board met on March 18, 2016. Check out these action photographs taken during the meeting—you can tell the discussion was thoughtful and focused. While the board members were deep in thought for these pictures, MASFAP has a lot to be excited and happy about! Discussion included committee updates and plans for the year, the MASFAP budget, the conference in December, incentives to have the maximum participation and the MASFAA conference held in Missouri in October.

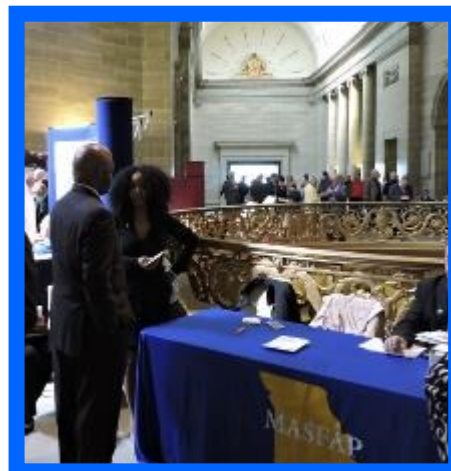
MASFAP members should reach out to a MASFAP Delegate any member of the Executive Board (complete list is on page 21) with ideas, suggestions, comments and feedback of any kind!





## MASFAP Hill Day Recap

MASFAP visited Jefferson City on April 5, 2016. This effort was led by the MASFAP Legislative Committee, chaired by Mya Walker Lawrence. Attendees left feeling empowered by the experience.



## MASFAP Hill Day Recap, *Continued*



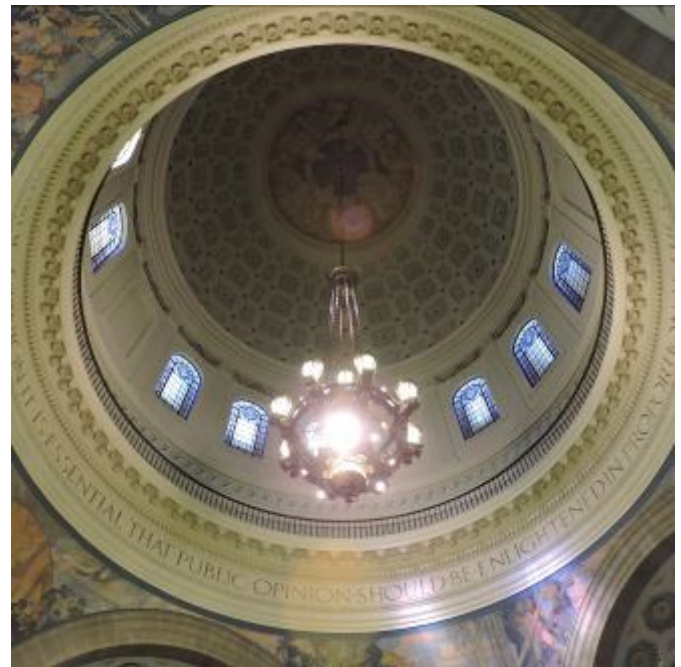
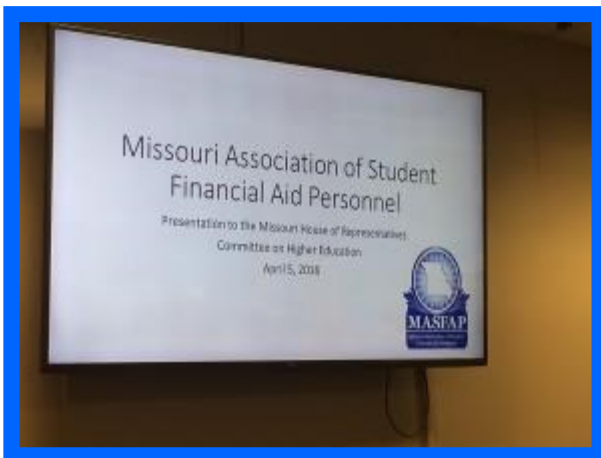
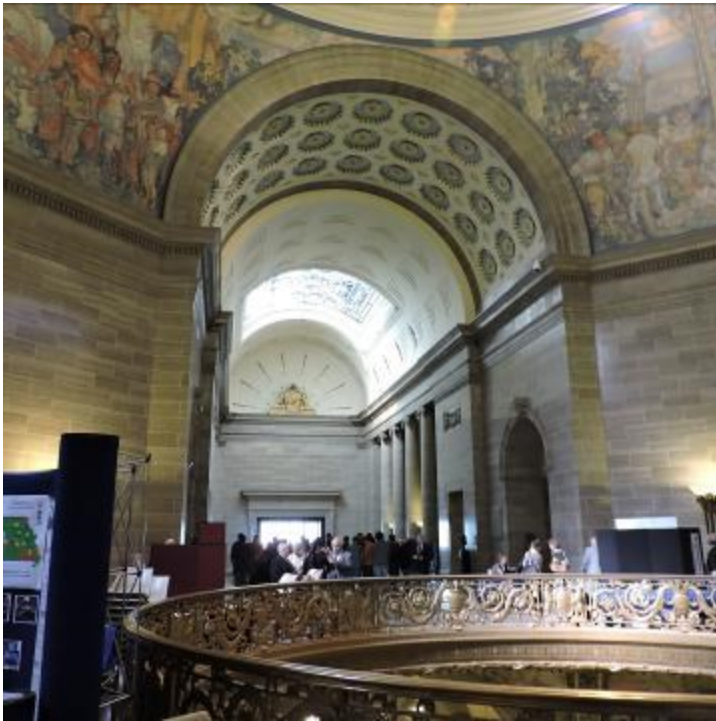
MASFAP President Angela Karlin and former MASFAP President Brice Baumgardner pictured with Representative Jared Taylor.



MASAP Members pictured with Representative Kip Kendrick. Pictured from left to right: Julie Loftin, Rep. Kip Kendrick, Kayla Klein and Zach Johnson.



## MASFAP Hill Day Recap, *Continued*



Special thanks to our Archive Chair, Brice Baumgardner for taking many of these pictures at Hill Day 2016.

## MASFAP Hill Day Recap, *Continued*





## Committee Updates April 2016



### **Matthew Kearney - Research**

The Research Committee distributed two surveys to get feedback on the previous MASFAP Conference. One survey was sent to all MASFAP members and a second survey went to just voting members and looked at intended attendance for the upcoming state and regional conferences. I want

to thank everyone who responded and encourage those to complete any further surveys that come out. This is a great opportunity to share your vision for the association and ways in which MASFAP can serve you as a member.



### **Kim Howe—Site**

Happy Spring! The Site Committee has been working with Professional Development and the Program Committee in helping get MASFAP events and conference planning started for 2016. Site Chair will meet with the Budget and Finance Committees throughout the year and

getting assistance and guidance from them for duties and tasks assigned.

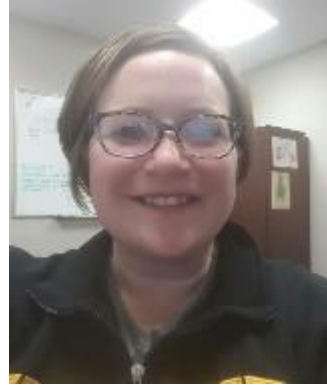
There are some great opportunities and trainings happening and planned throughout the spring and summer. Please check out [masfap.org](http://masfap.org) for further details and information. Also, a big thank you to MOHELA for their hospitality and support for the events we hold at their Columbia facility. MASFAP Conference is December 12-14, MARK YOUR CALENDARS!!!



### **Ginny Burns—Corporate Support and Associate Member Concerns**

Attention MASFAP Associate Members: When the MASFAP Board met in March, it was decided to keep the exhibit fees, advertising fees and web banner advertising the same for 2016. So no increases!

The 2016 exhibit and advertising form will be available on [masfap.org](http://masfap.org) in the next month or two, and I will notify you when it is up and ready. We hope you consider exhibiting and/or advertising – thank you for your continued support of MASFAP!



### **Gena Boling—Past President**

It's been a busy quarter for the committees I chair! You'll find detailed articles throughout this edition of the Monitor, but to give you a brief overview, here's a bit of information. The MASFAP Leadership Development Program has held two meetings so far in 2016. We've covered a

range of topics from Association Governance to Strategic Planning. This is such a great group of participants - I look forward to seeing their names pop up all over the place in the next couple of years! Speaking of names, your Nominations and Elections Committee has been working diligently for the past month developing a slate of candidates for the upcoming MASFAP election. As of right now, elections are scheduled to begin on or after May 9—look out for an email! Because MASFAP membership is institutional, we encourage your office to get together and discuss the nominees prior to submitting your institution's vote. Speaking of voting, the Association Governance Committee has been hard at work reviewing the MASFAP Constitution and has provided eight proposed updates to the Constitution. You'll be able to vote for those during the election timeframe as well. You should have received an email on April 9 covering the proposed changes, but you can find those in this newsletter too. As always, if you have questions about these updates or anything else, please contact me!

Visit the MASFAP Blog at:  
[www.masfap.org/b/](http://www.masfap.org/b/)

## Committee Updates April 2016, *Continued*



### **Melissa Findley - Communications Ad-hoc**

Have you visited the MASFAP Blog yet? Chances are you may have visited the page, but now I am asking you to go a step further and join the blog. By joining the blog, you can join the discussion by posting comments. Plus, you receive notifications when a new blog is posted. We are using the blog for quick and informal

updates. These updates and articles are different from what you receive in the monthly communications and newsletter. Only about 50 members have actually joined the blog—out of 800 members—come on MASFAP! I have a personal goal for 100 members to join the blog by August 1! Maybe a competition between the regional groups to join!

I hope you enjoy the communications you are receiving, and I am always up for suggestions. Also, it is helpful when you share changes and news that is happening within your office, because it keeps your fellow colleagues in the loop. We want to keep you up-to-date so that you can fully utilize your MASFAP membership! Email me with questions and feedback at [Melissa.findley@moslf.org](mailto:Melissa.findley@moslf.org).



### **Jamie Davis—Newcomer**

The Newcomer Committee has been working hard to put together a welcome packet that new members will start receiving via email. It will include several great tidbits of information such as current board members and chairs, a brief description of each

committee and MASFAP's purpose. If you have any ideas that you would like to see included or that you would have found helpful in the first several months in MASFAP, please email me at [jndavis2@ccis.edu](mailto:jndavis2@ccis.edu), I would love to hear from you!



### **Dan Dick—Vice President and Program**

This year's MASFAP conference will be held from December 12-14 at the lovely Lodge of Four Seasons Resort. We are fully embracing the season and we will have "The Twelve Days of MASFAP" as our conference theme! The

Program Committee is hard at work coming up with ideas, from ugly sweaters and decorating contests, music and fun, and helping those in need.

The registration fee has been set for this year at \$300, and we are once again able to offer free registration for attendees when their chief financial aid officer (director) registers for and attends the conference! Rooms will remain at \$109 for this year, and renovations are scheduled to be completed!

So get yourselves ready, the 2016 MASFAP Program committee promises to plan the conference to be the (training, networking, inspiring and energizing) gift that keeps on giving!



### **Crystal Brunts—Professional Development**

NASFAA Credential opportunities kicked off March 29<sup>th</sup> with Cost of Attendance and Application Process. We had a great turnout with a fantastic trainer and the reviews came back stellar. Next up is Credential training on Verification and Packaging

on April 19 and registration is full! Stay tuned for our next training opportunities to be announced soon!

Visit the MASFAP Blog at:  
[www.masfap.org/b/](http://www.masfap.org/b/)



# MASFAP Leadership Development Program (MLDP)



Participants in the program, as pictured above from left to right, are Susan Hartnagel, Assistant Director of Financial Aid – Scholarships, University of Missouri; Cassandra Hicks, Financial Aid Coordinator, Southeast Missouri State University; Gena Boling, Associate Director of Financial Aid, University of Missouri (participating as MASFAP Past-President and group facilitator), Cherise Jackson, Assistant Director of Student Financial Services, Missouri Baptist University; Zach Greenlee, Associate Director of Financial Services, Missouri Baptist University; and Sarah Bright, Director of Student Financial Services, Jefferson College.

## Leadership Program Update

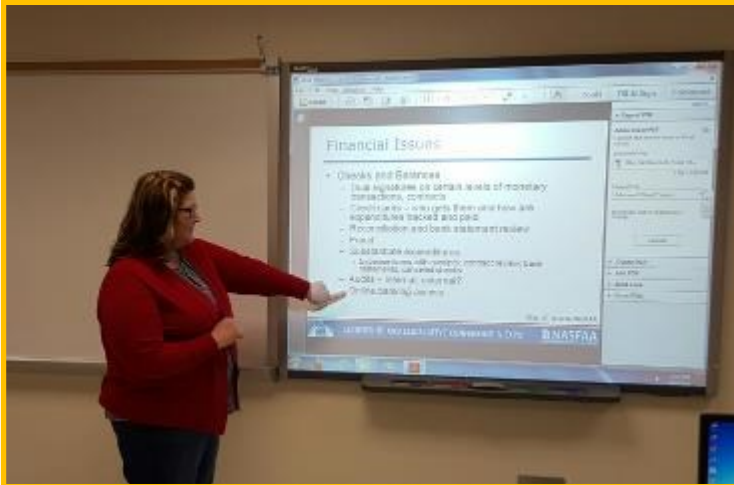
The 2016 Cohort of the MASFAP Leadership Development Program officially met for the first time on February 19 on the Arnold Campus of Jefferson College, to begin our year-long study of association leadership and management. The group was eager to dive into our agenda for the day which focused on Association Governance. We began the day with a presentation and activity on the history of MASFAP presented by former MASFAP President and Missouri and Presidents Award winner, Janice Barnes. Discussing our association's history set the tone for the day as the group delved into a review and discussion of the MASFAP Articles of Incorporation, Certificate of Rescission and Constitution. As we reviewed the documents and discussed the purpose of our association, you could see the wheels turning and thought process kicking off as this group of future association leaders began to consider and share how their ideas and vision for the association could impact its future growth and development while maintaining the values and mission upon which our organization was founded.

Our discussion was supplemented by a review of several chapters of the book *Nonprofit Governance and Management* edited by Victor Futter, Judith A. Cion and George W. Overton. We discussed themes related to the purpose of a non-profit board, external factors contributing to the success or failure of an association, the strategic direction of an association, committing to mission and vision, how to select board members, MASFAP's stakeholders and a board's accountability, fundamental responsibilities of fiduciary charge, and finally what goes into making the decision to join the board of the association. Sounds fun, right?! It really was an excellent day filled with valuable conversation on association management.

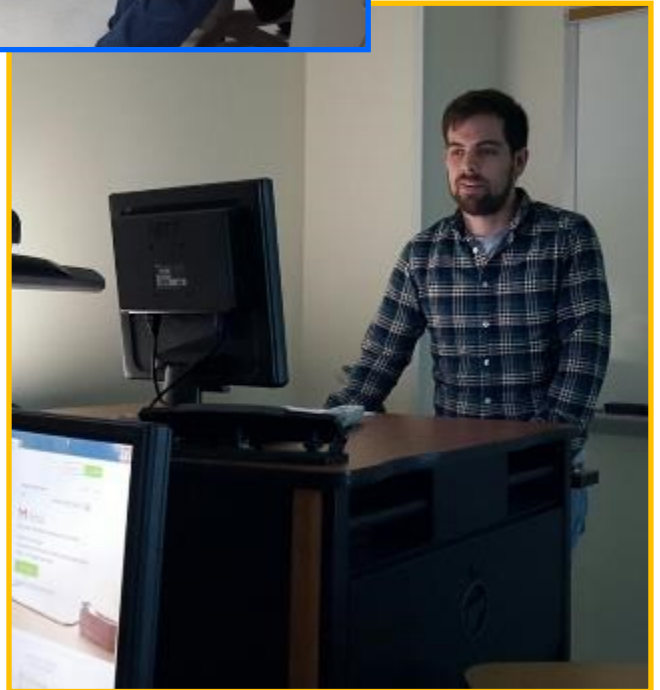
The cohort will meet bi-monthly throughout 2016 and will cover upcoming topics related to strategic planning, understanding organizational budgets and finance, running for office, and planning a conference, among other things.

Interested in joining the MASFAP Leadership Development cohort for 2017? Pending board approval, applications will be available during the late summer of 2016. Watch for announcements!

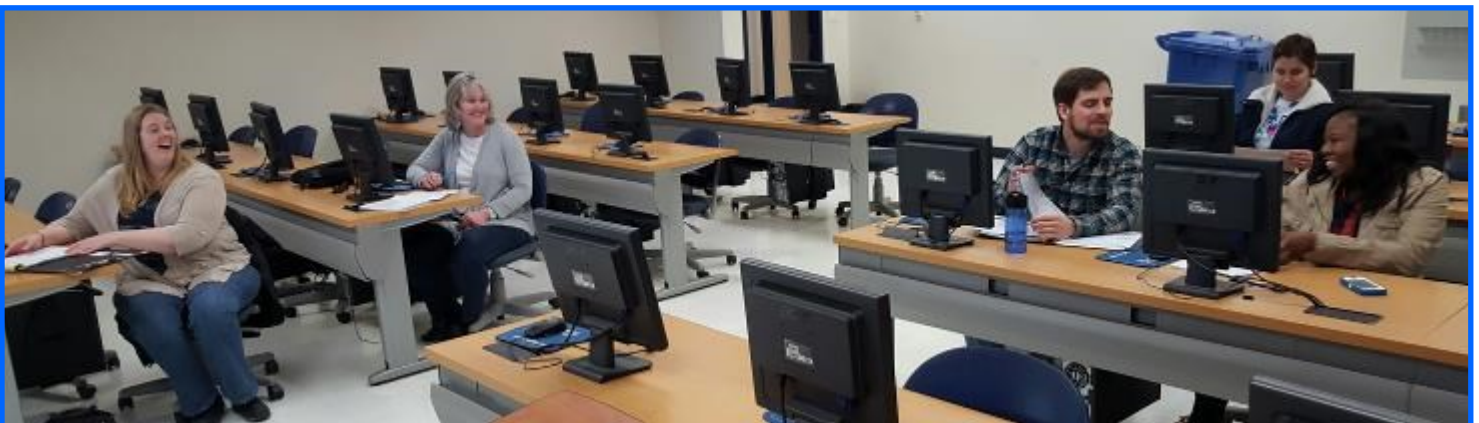
## MASFAP Leadership Development Program, *Continued*



Amy Hager presents on association finance.



Zach Greenlee teaches the group about 990 forms.



Who knew strategic planning could be so entertaining!



## MASFAP Happenings and Tidbits

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- ♦ Congratulations to financial aid adviser, Keri Moore, on her nuptials! She is now Keri Gilbert.
- ♦ Congratulations to Dr. Caroles Taylor for the completion of his Doctorate of Ministry!
- ♦ Mike Ruggless from Saint Louis University was promoted to Quality Assurance Specialist.
- ♦ Logan University welcomed a new Advisor, Tamika V. Johnson.
- ♦ Sarah Pine has joined the Goldfarb School of Nursing at Barnes-Jewish College team as of February 15 in the role of Financial Aid Counselor.

MASFAP—I'm so excited to share some wonderful news with all MASFAP'ians. Effective March 1, 2016, Regina Morris has been promoted to Director of Financial Aid!! After **over** 16 years of service to FA, she is finally where she needs to be! On top!!

I have been asked to take over Student Housing, once again. The time for me to step aside and let Regina take control has finally come. I am so very proud of her and know she will blow the roof off this old popcorn stand! She is one of my dearest friends. I will miss seeing her face on a daily basis.

It has been an honor to be associated with an outstanding organization like MASFAP. I will cherish every moment I spent being a member.

Thank you so very much,

Laura A. Milligan

# Proposed MASFAP Constitutional Changes

The 2016 Executive Board Elections should open on or after May 9, 2016. During that election, you will have the opportunity to vote on several proposed constitutional changes, outlined below. These proposed changes have resulted from a Constitutional review completed by the 2016 Association Governance committee in conjunction with proposals brought forward and approved by your 2016 MASFAP Executive Board.

Below you will find the current language in the MASFAP Constitution, the proposed language and the rationale for the proposed changes. If you have any questions or require further clarification, please don't hesitate to contact me.

The electronic vote will be available on or after May 9, 2016.

## 1. Section 7.03 (5)

- a. Currently reads: Committee on College Goal Sunday
- b. Proposed Change: Strike from Constitution
- c. Reasoning: The Early Awareness Committee is responsible for providing outreach and assistance with the FAFSA Frenzy program. The College Goal Sunday committee, as a separate standing committee, is no longer necessary.

## 2. Section 7.03 (17)

- a. Currently reads: Committee on Technology and Communications
- b. Proposed change: (17) Committee on Technology; (19) Committee on Communications; Section 7.22 Committee on Communications. The Committee shall provide regular communication to the general membership.
- c. Reasoning: The association has placed an increased importance on communicating with membership while the technological demands of our electronic society has continued to grow. Establishing a standing committee focused on communications will allow the association to dedicate time and resources to both endeavors more equitably.

## 3. Section 7.07

- a. Currently reads: Committee on Budget and Finance - The Committee shall be responsible for all financial matters for the association (i.e. tax returns, budgets, future fiscal planning, etc.). Members shall include the immediate past-treasurer as chair, treasurer- elect, treasurer, an institutional member and an associate member.
- b. Proposed change: Committee on Budget and Finance - The Committee shall be responsible for all financial matters for the association (i.e. tax returns, budgets, future fiscal planning, etc.). Members shall include the immediate past-treasurer as chair, treasurer- elect, treasurer, president, president-elect, site committee chair and corporate support chair.
- c. Reasoning: The site committee chair is responsible for signing contracts and making purchases related to our two largest budget line items – the annual conference and professional development events. Involvement on the Budget and Finance Committee will allow for transparency in this process. President and President-elect are both responsible for overall budget management.

## 4. Section 7.18

- a. Currently reads: Committee on Site - The Committee shall make site arrangements for all conferences and Executive Board meetings.
- b. Proposed Change: The Committee shall make site arrangements for all conferences and Executive Board meetings. The chair shall also serve as a member of the Budget and Finance Committee.
- c. Reasoning: If proposal to amend Section 7.07 passes, this will allow for a more complete committee chair position description.



# Proposed MASFAP Constitutional Changes, *Continued*

## 5. Section 7.20 Committee on Newcomer/Welcome

- a. Currently reads: Need narrative
- b. Proposed change: The committee shall welcome new members to the association, providing orientation and conveying the importance of serving on MASFAP committees and holding leadership positions.
- c. Reasoning: Currently there is no committee description. This description comes from the Policies and Procedures manual, which the Executive Board had previously approved.

## 6. Section 7.21

- a. Currently reads: Committee on College Goal Sunday: The committee shall plan and execute the College Goal Sunday event.
- b. Proposed Change: Strike from Constitution
- c. Reasoning: The Early Awareness Committee is responsible for providing outreach and assistance with the FAFSA Frenzy program. The College Goal Sunday committee, as a separate standing committee, is no longer necessary.

## 7. Section 9.01

- a. Currently reads: Nominations shall be slated by the Nominations Committee. Nominations shall also be accepted from the floor.
- b. Proposed Change: Nominations shall be slated by the Nominations Committee. Nominations shall also be accepted from the general membership.
- c. Reasoning: Elections are primarily held via electronic voting outside of the business meeting of the association. Changing this wording from “floor” to “general membership” will allow nominations to be received electronically and at a business meeting, if necessary.

## 8. Section 9.04

- a. Currently reads: Nominations from the Floor - Nominations for candidates may be submitted, with the consent of the nominee, by a motion from the floor at the time of any Association election, provided the nominator and the seconding representative are both designated representatives of voting members of the Association.
- b. Proposed Change: Nominations from the General Membership – Nominations for candidates may be submitted, with the consent of the nominee, by members of the general membership either through a motion during business meeting or during an electronic call for nominations, provided the nominator (and seconding representative if conducted during a business meeting) are both members of the Association.
- c. Reasoning: Elections are primarily held via electronic voting outside of the business meeting of the association. This wording change accounts for nominations from either venue (electronic or business meeting) and allows for nominations to come from all members instead of narrowing nominations coming from primary voting members or their designee.

Submitted by Gena Boling  
Association Governance, 2016 Chair

# MASFAA Summer Institute, June 13-17



## *By Gena Boling, 2016 MASFAA Summer Institute Faculty*

Picture this, June 2011. St. Louis, Missouri. It was hot – historic temperatures indicate it was around 97 degrees in June. I just remember sweating – a lot. Sounds like a grand location to lay the building blocks of a financial aid career.

I had been in financial aid for just a few months and received a scholarship from MASFAA to attend the MASFAA Summer Institute to immerse myself in

financial aid knowledge. It would be my first experience with the regional association at a time when I still had very little knowledge of the state association. I didn't know what to expect. But, I knew I had to go.

I was working at Stephens College at the time, and the financial aid director left a few months prior, leaving the two remaining staff in the office to our own devices. MASFAA Summer Institute seemed like a perfect solution to the problem of training – one week, tons of topics, walk away with knowledge it would have taken weeks, if not months to get around to training on in the office. My administration was supportive, so I packed my bags and drove to St. Louis to spend a week with a few of my closest financial aid friends, whom I technically hadn't met yet.

Summer Institute was scheduled to begin bright and early on a Monday morning, so I arrived at the hotel Sunday evening and anxiously awaited the start of the program. Nervous as could be, I arrived about twenty minutes early to my first session and found I was alone in a room with the Chair of the MASFAA Summer Institute Committee, Candi Frazier (West Virginia). I remember wearing green and I remember Candi rushing up to me to introduce herself – I think I'll forever be known to her as the first person to arrive to Summer Institute, and that's okay with me. I've admired Candi's work in financial aid and in MASFAA since that moment and am pleased she remembers who I am, at all.

Financial aid administrators from all across the region began to pile into the room, eager to soak up information like sponges and we weren't disappointed. Several days of intense training, homework and review each night, mixed with plenty of time for networking and getting to know each other, including one very warm cookout in Pam Fowler's backyard – it was an excellent week. Let me tell you, no one can teach an EFC hand-calculation like Pam Fowler (Michigan) and when you walk away from that session, you know how to do it – you've learned from the best.

So, this is heavy material and the information is packed in tightly so that when you end your week with MASFAA, you are prepared to return to your office as a knowledgeable resource on a variety of financial aid topics. That being said, MASFAA Summer Institute faculty are engaging and fun and turn what could be dry material into interesting learning opportunities. For example, how many times have you seen Vickie Crupper (Michigan) in her pajamas teaching a course on PJs?

Since my time at Summer Institute, I have served on the boards of both our state and regional associations, volunteered hours of time to both associations, and loved every minute of it. I have widened my network of colleagues and count many MASFAA members among friends. And now, five years later, I have the opportunity to return to Summer Institute as a faculty member. I couldn't wait to tell Candi Frazier when I saw her at the FSA Conference this past fall – she was instrumental in building my foundation. I hope you'll consider joining me in June on the Illinois State University Campus for a week of intense financial aid training. Who knows where your foundation will take you!



# FAFSA Frenzy Continues Its Momentum in 2016

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## FAFSA Frenzy

### **FAFSA Frenzy Continues Its Momentum in 2016 with 93 Sites**

FAFSA Frenzy operated in 2016 for the thirteenth consecutive year in Missouri with site coordinators reporting that 648 volunteers served 1,513 FAFSA filers. Volunteers from Missouri's financial aid offices, college access organizations, high schools, and other organizations provided students and their families with the assistance needed to file the 2016-17 FAFSA.

Students who attended one of the official FAFSA Frenzy events this year were eligible to enter a statewide drawing for one of sixteen \$500 scholarships provided by MASFAP. To be eligible to receive the funds, the winning students must be enrolled in a fall 2016 postsecondary program in Missouri and provide enrollment verification. The scholarship drawing was conducted on April 5, 2016 by CortneyJo Sandidge, MASFAP Early Awareness Committee Chair. Scholarship winners attended the following 2016 FAFSA Frenzy sites:

Bolivar High School  
Boonville High School  
Columbia Area Career Center  
Drury University Cabool campus  
Gateway STEM High School  
Herndon Career Center (2)  
Jennings High School (2)  
Missouri Western State University  
North Central Missouri College  
Northwest Missouri State University  
Ozarks Technical College (2)  
Ozarks Technical College Waynesville campus  
Springfield Public Schools, Kraft Administrative Center

The Missouri Department of Higher Education would like to extend a huge THANK YOU to everyone who gave up their Sunday, Saturday or week night to help students and families complete their 2016-17 FAFSA. These events would not be possible without the help of dedicated financial aid professionals and MASFAP.

#### Special Recognition:

For the fifth year in a row, the Missouri Department of Higher Education will present awards for FAFSA Frenzy Site Coordinator of the Year and Outstanding Volunteer. Candidates who were nominated by their peers are currently under consideration and winners will soon be announced based on their dedication to the Missouri FAFSA Frenzy program and to the students served at these events.

Additionally, special recognition goes to the following FAFSA Frenzy sites that served a significant portion of FAFSA filers falling into one or more target audience categories. Percentage of target audience reached is based on data from the student surveys received.

## Take Our CDRs Quiz, Check Out an Important Reminder

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*By Becky Davis , Senior Marketing Associate , Great Lakes Educational Loan Services, Inc.*

Reviewing your draft Cohort Default Rates can test your brain power—and figuring out whether a student belongs in a particular cohort year might be harder than you think. How well do you know the factors that determine cohort year? Take our three-question quiz to find out.

### **Quiz: Can You Place These Students in the Correct CDR Calculation?**

#### **1. Emma, History Degree**

Emma graduated and received her degree in history from your school in December 2012. She defaulted on her loan in June 2015. According to the National Student Loan Data System (NSLDS), she transferred to another school to begin graduate school. Should Emma's loan be included in your fiscal year (FY) 2013 CDR calculation? What information do you need to answer that question?

#### **2. Miguel, Engineering Degree**

Miguel graduated from your university's School of Engineering on June 1, 2013. A stellar student and budget-conscious planner, Miguel landed a high-paying job right out of college and promptly paid his loan in full on July 16, 2013. Should his loan be included in your CDR calculation for FY 2013? Why or why not?

#### **3. Gavin, No Degree**

After a year in school, Gavin decided college wasn't for him, and withdrew from your school in May 2012. He defaulted on his loans in July 2013. He later realized college was the best path to a financially stable career, and consolidated his loans in December 2013 in order to regain Title IV eligibility. Should Gavin's loans be included in your school's FY 2013 CDR calculation?

Answers on the next page



## Take Our CDRs Quiz, Check Out an Important Reminder, *Continued*

### Quiz Answers

#### 1. Emma

You need the actual date Emma entered repayment (DER). **The key here is that, if the DER is delayed by re-enrolling in school prior to the end of grace, inclusion in a CDR calculation is also delayed.** If Emma entered repayment in June 2013—six months after she graduated from your school—and enrolled in graduate school *after* her grace period, her loan would be included in your calculation for FY 2013. But if Emma started a graduate program at another school before her grace period ended, and entered repayment in October 2013 or later, she will be included in a later fiscal year CDR for your school.

#### 2. Miguel

Yes, his loan should be included for FY 2013. **His estimated date entered repayment (DER) based on graduation is replaced by a new repayment date based on the paid-in-full date.** Since Miguel repaid his loan in full on July 16, 2013 (in FY 2013, which runs from October 1, 2012 to September 30, 2013) rather than entering repayment as anticipated in December 2, 2013 (FY 2014), his loan should be included in CDR calculations for FY 2013 rather than for FY 2014. **This also holds true for loans discharged due to death, bankruptcy and disability.**

#### 3. Gavin

Yes. **The date his underlying loans entered repayment is the date used in the CDR calculation.** In this case, Gavin entered repayment during FY 2013 for the underlying loans on which he defaulted—and these loans should be included in your FY 2013 CDR despite the consolidation in FY 2014.

**Important CDR Reminder:** Regulatory changes recently announced to the CDR challenge process for the Participation Rate Index do not take effect until 2017!

### Monitor Article 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.

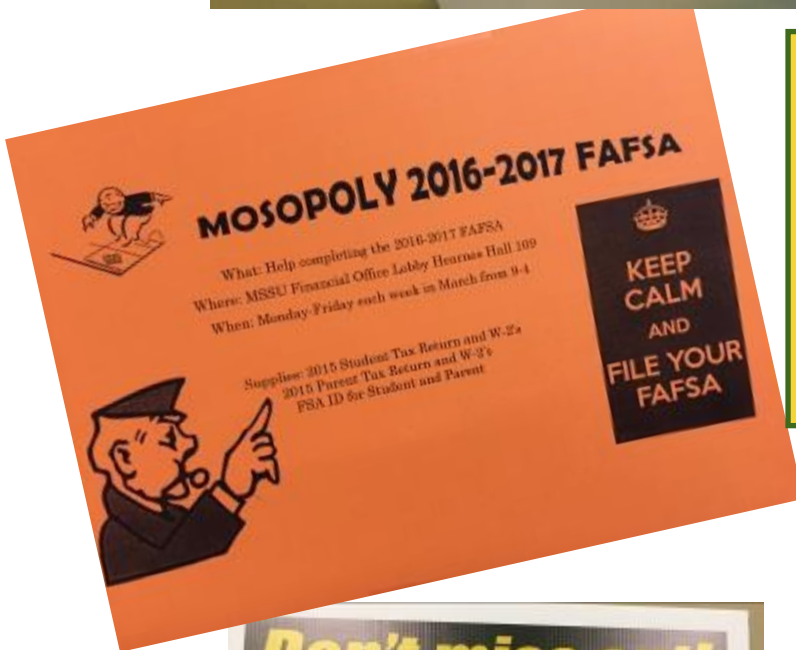
If the author is unavailable or a resolution can't be reached, the editor will refer it to the committee chairperson and President for a decision about publication.

The MASFAP Monitor is brought to you by the Communications Committee, an Ad Hoc Committee. Submissions for the next MASFAP Monitor are due July 1, 2016.

## Office Spotlight: Missouri Southern (MO SO) Spirit



Each year in March Amber Lewis, Financial Aid Counselor at Missouri Southern State University, comes up with a theme to build FAFSA completion awareness around campus. As you can see, this year the theme was “MOSOPOLY”, with great visuals for the students. Past themes included Luck of the Lions - Irish theme, Mardi Gras, March FAFSA (for March Madness) and Got FAFSA. Amber goes all out to catch the students’ attention!



## From the Desk of a Student Business Officer

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*By Hal Deuser, Webster University*

Happy Spring 2016! It is hard to believe that another academic-fiscal year is almost history. The academic calendar seems to make time pass at an accelerated, scary rate. It will be Christmas before we know it, God Help Us!

Regardless of time of the academic year, there are always too many things going on that demand our immediate attention in order to maximize the delivery of our Student Financial Services. Just like now, most of our MASFAP schools are registering their new and returning students for the upcoming summer and fall semesters. Renewal students who are denied registration due to the large unpaid balances are challenging to assist as they attempt to pursue and afford their higher education goals.

Even with the summer enrollment period and early fall registration all happening at the same time, in general, Business Offices are moving into a slower period compared to the start of a new fall or spring semester-term. Of course, just the opposite is the reality in our Financial Aid Offices. Financial Aid phones are ringing off the hook; Enrollment Managers are hovering over their shoulders, since May 1 is just a few days away. In addition, FAFSA records are being received in daily waves, along with ongoing award packaging, award notification, and the always resulting “I need more Financial Aid” petitions.

As we eternally attempt to connect and coordinate with our FAO colleagues in our common Student Financial Service Mission, this is an opportune time for MASFAP Business Offices to reach out and assist our Financial Aid colleagues in our slower times. We all have registered students that are not file-complete for the current award year, which is stopping the awarding and/or disbursement of awarded Financial Aid. It would be to our benefit to assist these students/parents in getting their unpaid student account balances paid off before the end of the fiscal year, since we are judged on the volume of our receivables. Business Officers have a vested interest to disburse all possible awarded Financial Aid, sooner versus later. Furthermore, we have many students that have large unpaid balances that would qualify for Financial Aid, but are unaware of the wealth of available Financial Aid. These students would benefit from our outreach to make them aware of their Financial Aid possibilities and to assist them through the disbursement of their Financial Aid. Ultimately, students with unpaid balances will be denied ongoing registration eligibility that will only hinder our Schools’ Enrollment Management needs and wants. MASFAP Business Officers should be reaching out to their Financial Aid colleagues to assist them as their Financial Aid colleagues juggle the volume and pressures of their 2016-2017 awarding demands as well as the close of their Financial Aid Award Year.

**Attention Business Officers:** What Business Officer Interest Sessions are you preparing to suggest for our upcoming Fall 16 MASFAP Conference, 12/12/16 – 12/14/16? The MASFAP Conference website will be asking for Session proposals in the near future. Business Officer Verona Lambert of Southeast Missouri State and Hal Deuser of Webster University are on MASFAP’S Conference Planning committee charged with arranging for six (6) Business Officer Sessions. Please let us know your thoughts, ideas, whatever on Business Office Sessions that you want to attend and/or wish to present. We need and want your suggestions and willingness to share your expertise in suggesting Sessions and certainly to present, individually or with colleagues for a group presentation. You have great ideas and successes that when shared will benefit your MASFAP Business and Financial Aid colleagues.

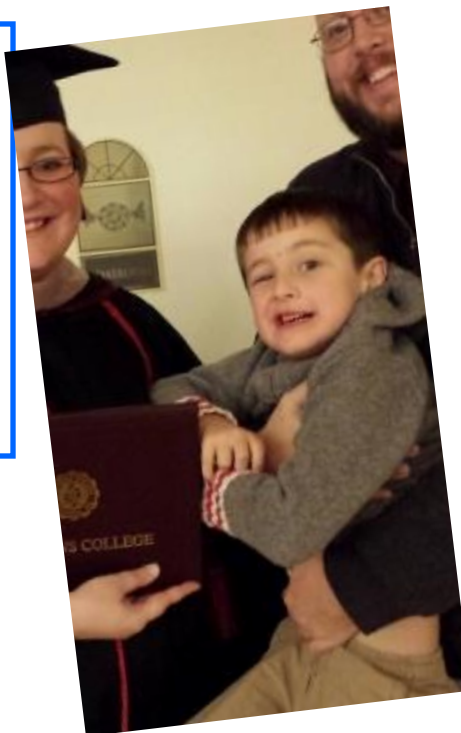


# What is your favorite graduation memory?



My son didn't have a preschool or kindergarten graduation, so my favorite memory comes from my Stephens College MBA graduation. We asked someone to take a family photo of us, to commemorate the occasion, and this is what we got (see right). Who needs to see more than half of our faces when our son looks like a pirate? We love this family photo!

**Gena Boling**  
**University of Missouri – Columbia**



Favorite graduation memory was getting to graduate, it was a bit iffy there for a while.

**Brice Baumgardner**

**Hannibal-LaGrange University**

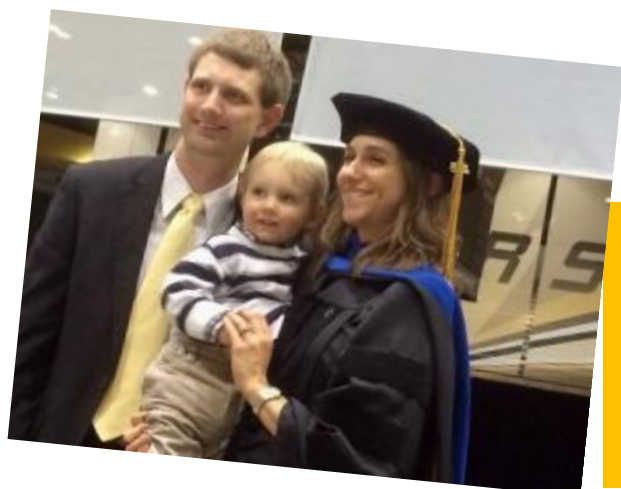
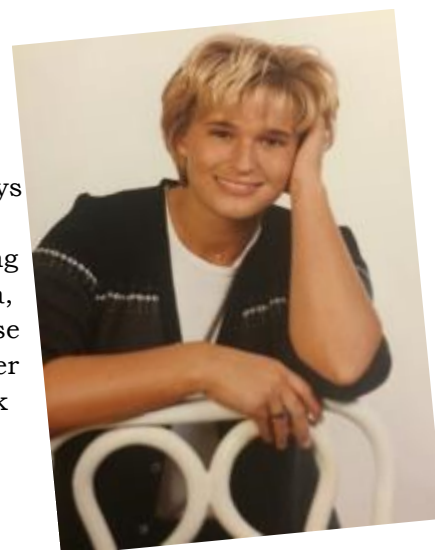
*Walking in to Pomp & Circumstance!*

**Kelly Fleming**  
**Goldfarb School of Nursing at**  
**Barnes-Jewish College**



My favorite memory was graduation morning and my parents surprised me with a car. I grew up on our family farm, so I always drove a stick. My dad thought since I was moving to the big city of Columbia, that I needed a car because he thought I would be safer in traffic. It's funny to look back at this moment as it was a serious deal to my parents lol.

**Jamie Davis**  
**Columbia College**



I hopefully have one more of my own graduation to go, but to date, my favorite graduation memory is when my wife completed her PhD at Mizzou. Seeing all of her effort and hard work culminate to this while Donovan and I looked on was a great memory.

**Matthew Kearney**





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**Thank you to all who  
submitted articles and  
information!**

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