



# MASFAP Monitor

April 2023 Volume 2023, Issue 2

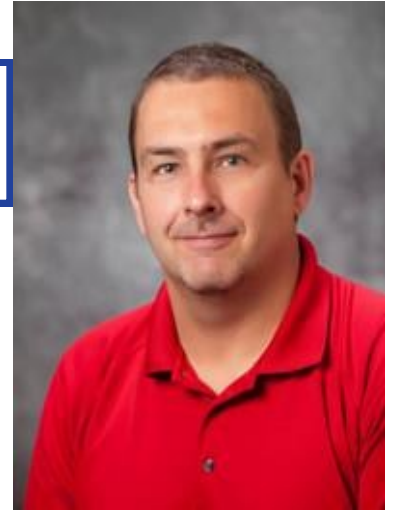


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## Tony's Testimony

**Tony Lubbers, MASFAP President  
Director of Financial Aid, University of Central Missouri**



It's finally Spring (kind of)! I hope everyone has survived this recent bout of rough weather that has hit our state. I hope you have also survived the end of another school year. Finals are just around the corner, which then brings summer classes, SAP reviews, etc. so it never ends!

As we move closer to the release of the 2024-25 FAFSA, we are approaching rough weather of another sort: how do we stay up-to-date on the ever-changing landscape that is financial aid? There are many tools available to help us all better navigate all of the changes with the new FAFSA:

Federal Student Aid: FAFSA Simplification toolkit

<https://financialaidtoolkit.ed.gov/tk/announcement-detail.jsp?id=better-fafsa-better-future>

They have a FAFSA Simplification Fact Sheet, Better FAFSA Better Future Implementation Timeline and FAQs, and other Fact Sheets concerning EFC to SAI and Unusual Circumstances.

NASFAA has quite a few resources as well, available to both non-members and members:

[https://www.nasfaa.org/fafsa\\_simplification](https://www.nasfaa.org/fafsa_simplification)

This site tends to do a deeper dive into the effects of the FAFSA changes: FAFSA Simplification Case Studies, Implementation Checklist, Student Aid Index Modeling Tool (For members only), Summary of changes to the Federal Methodology, etc.

Because this is a huge concern we share, stay tuned to the Conference Planning updates as there is a good chance there will be sessions on the new FAFSA implementation, with lots of good discussions around how we are expected to implement this change.



- MDHEWD: Congratulations to Sarah Schedler! She is the new State Aid Coordinator at DHEWD. (pictured left)

- NCMC Financial Aid Advisor, Jessie Tabbert, welcomed her third daughter, on 2/7/23 at 9:55 AM: Ada Elizabeth Tabbert, 8lbs 7oz, 20.5 inches. (pictured right)



- Jeana Sanders, Three Rivers College: I would like to say that the Office of Financial Aid at Three Rivers College has been amazing to work for. We all help each other. This is probably the best team that I have ever worked with. We are like family here and it is nice to be on a team that supports each other.



- Taylor Grimm, Program Manager for Missouri Scholarship & Loan Foundation and husband Justin took a late honeymoon to Jamaica in January. Fun fact: the day that all planes in the U.S. were grounded was the day they flew out – but it was worth it! (pictured left)

- Ethan Bragg, William Jewell College, passed the CFAA exam on March 1 and has earned the FAAC designation. The entire Financial Aid staff at William Jewell College now has this designation.

- Melissa Findley, Missouri Scholarship & Loan Foundation: In March, my daughter and I went to Cancun for her senior spring break. We went with seven other girls and their moms. We had a blast together at the beach, pool, snorkeling and an excursion to Isla Mujeres (Island of Woman). (pictured right)





New Commissioner, MDHEWD: Dr. Bennett Boggs comes to Missouri with an extensive background in higher education. He hails from the Colorado Department of Higher Education where he served as both the Chief of Staff to the Executive Director and the Deputy Executive Director. Prior to his role in Colorado, Dr. Boggs worked across many areas of higher education, including the National Conference of State Legislatures, the Kentucky Education Professional Standards Board, the Kentucky Council on Postsecondary Education, and the Kentucky General Assembly. Dr. Boggs also has experience working within both public and private institutions of higher education.

He earned a bachelor's degree in psychology from Wake Forest University, a master's of education from The College of William and Mary, a Ph.D. in Higher Education Policy Studies from the University of Virginia, and attended the Institute for Management and Leadership in Education at the Graduate School of Education at Harvard University.

## **BLOCK YOUR CALENDARS NOW FOR OUR ANNUAL CONFERENCE:**

**November 6-8, 2023**

**Lodge of the Four Seasons**

### **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 July 12, 2023.**

# FAA Spotlight



***Spotlight: Cherelle Washington, MOCAN***

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

Director, College Access and Career Readiness

My role at MOCAN is to focus on college access and career readiness efforts. I work most closely with high school counselors and college advisers across the state to identify what their needs are as they are supporting students on identifying their next steps. One of the ways I am doing this is by offering statewide in-person and virtual workshops for counselors and advisers. We host free workshops about financial aid, career pathways, advising strategies, and match and fit topics that are relevant and timely.

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

I just celebrated 1 year at MOCAN in April!

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

My career path began with college access programs assisting Missouri students with their plans after high school. I then moved into working with college students as an Academic Adviser. After a few short years at a university, I moved to a regional scholarship program supporting 9<sup>th</sup> and 11<sup>th</sup> grade students as they planned for their futures. All this previous work led me to my current role with MOCAN.

**Tell us about your team at your organization.**

I am part of a small but mighty team. There are 4 members of my team that is focused on access, affordability, and success efforts for the students of Missouri.



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

I have been on my team for a short time but so far, the biggest accomplishment is increasing statewide attendance at our Professional Development Institute workshops.

## FAA Spotlight, *Continued*

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

I grew up in East Saint Louis, IL and moved to St. Louis before starting middle school. I graduated from Clyde C. Miller Career Academy and completed both my undergrad and graduate degree at Mizzou. I am one of four and enjoy being a big sister and aunt to two nieces and a nephew. My family is extremely close and enjoy spending time together cooking and exploring new cities.



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

In my free time, I like to watch movies, go to concerts, and travel with my family.

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

The Night Agent on Netflix.

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

My favorite genres of music are R&B and Hip Hop. The best concerts I've gone to are Usher in Vegas and Beyonce in Houston. Looking forward to this year's Beyonce tour!

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

Yes! I love going to concerts in new cities.

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

I have an identical twin sister.



# What is the Best Advice You Have Ever Received?

Treat others like you want to be treated and to be yourself.

**Marla Fernandez, Truman State University**

When you speak positively about your colleagues, it builds respect, rapport, and trust. However, when you participate in office gossip, it destroys trust and respect with your colleagues.

**Paula Clay, MDHEWD**

Comparison is the thief of joy. Maximize the joy in your life! As a perfectionist in everything, I think of this often!

**Keri Gilbert, Stephens College**

Don't sweat the small stuff.

**Julie Loftin, Ozarks Technical Community College**

I have 2: The happiest people are the givers, not the takers. And pretty is, as pretty does.

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

The best advice I have ever been given was early on in my career and not only has it helped in work but in life. I was working at a bank at the time. I had a trainer tell me to think of your employees as bank accounts if all you do is withdraw then when you make a deposit it does not matter but if you make regular deposits then when you make a withdrawal it does not hurt as much.

**Lisa Brose, Washington University**

Fear none, respect all.

**Hannah Masters, Cottey College**

I have received a lot of nuggets of information over the years – a few come to mind...

- Practice “Active Listening” – Try to listen more than you talk.
- You should always seek out at least one person to mentor. Don't let them know you are mentoring them – just be there for them.
- Work to be sure that there is at least one person who can replace you in your job at all times. Promotions are easier on management when they know that your position can be filled quickly.
- When at conferences/ meetings/ outside events, do not sit with people you already know. Find a table with people you don't know in order to expand your network/learn new things (get comfortable with the uncomfortable).
- Hand written thank you notes never go out of style.

**Will Shaffner, MOHELA**

The best advice I have ever received and try to live by is “Float with the feathers!”

**Kimberly Meeker, North Central Missouri College**

Two pieces of advice that are still valuable to me today:

1. Always trust your gut first
2. Everyone puts their pants on one leg at a time

These have been great reminders to me in my work, when raising kids, or when I tend to compare myself to others.

**Becca Diskin, Missouri Southern State University**

Don't sweat the small stuff.

**Cassandra Hicks, Southeast Health College of Nursing & Health Sciences**

If God brings you to it: He will bring you through it!

**Sara Edwards, Citizens**

People say there is two sides to every story, but the truth be told there is three sides to every story: you have one party's side, then you have the other party's side, and then you have the truth. ☺

**Jeana Sanders, Three Rivers College**

When everything is the priority, nothing is the priority.

**Cherelle Washington, MOCAN**

# Relying on Your Network

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***Will Shaffner, MOHELA***

Are you having “interesting” conversations in your offices and on your campuses these days?

Let’s see – has anyone discussed any of these topics in the last six months: FUTURE Act, FAFSA Simplification and the need analysis updates, campus computer system updates, staffing challenges, updating verification guidelines and edits, audits, or return-to-repayment? Any one of these issues alone could cause sleepless nights, and nervous days.

How are you handling this stress? Do you have a stress management plan?

This is your reminder that you don’t need to have a written, formal plan to manage stress. We all react to stress in different ways and making sure you take care of yourself in your own way is what matters.

Supportive people in your life can be there to help when you are in the middle of stressful situations, according to HelpGuide.org’s Social Support for Stress Relief<sup>(1)</sup>. Strong relationships with friends, colleagues and family members can also bolster your mood, improve your outlook, and preserve your mental well-being. One way you can help manage stress is your network – your fellow MASFAP colleagues. From experience, your MASFAP colleagues are here for you, ready and willing to offer support, share experiences and maybe just commiserate, even if we don’t have solutions readily available.

Research shows that people with high levels of social support, such as connecting with a fellow colleague, seem to be more resilient in the face of stressful situations. You also have a lower perception of stress in general and have less of a physiological response to life’s stressors. Maybe that notification of a federal audit doesn't seem so overwhelming when your colleague shares with you that they have experience going through an audit.

Benefits of leveraging our MASFAP network for social support can be a stress reliever and can also be essential to maintaining your overall mental health. Connecting with others in and out of MASFAP can:

- Increase happiness. If you want a quick mood boost, schedule time with a friend.
- Improve physical health.
- Improve cognitive functioning.
- Ease the pain and loneliness of grief.
- Make you feel understood.
- Offer new perspectives and aid in problem-solving.
- Reinforce healthy habits.
- Add meaning to your life.

## Relying on Your Network, *Continued*

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- Increase your lifespan.

If you are new to MASFAP or maybe you have been in the association for a while but you don't know many people, you might want to build up a new MASFAP social support network. Here are some ways to meet new colleagues and friends:

- Join a local club – that's MASFAP!
- Take a class. We hear there are some PD events coming up!
- Attend events like the MASFAP Conference or other events.
- Volunteer. Volunteering both in and out of MASFAP can increase happiness and improve your overall mental health. MASFAP has many committees where you can choose the level of your involvement as well as the subject matter. You can help support the Conference Program, or share your knowledge and skills with the Professional Development committee as well as many other MASFAP options.

Remember that your MASFAP Colleagues are here to help out – all you need to do is reach out and invite any of your colleagues out for a walk, a cup of coffee, a zoom social, a sporting event or for time to exercise to help reduce your stress and laugh a bit. Here's to an enjoyable spring and summer.

Source: *HelpGuide.org* "Social Support for Stress"



## MASFAP Annual Conference

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*Val Jensen, Washington University*

*Annual Conference November 6-8, 2023*

*at the Lodge of the Four Seasons*

You are an *Agent of Change*! The work we do to serve students has far reaching effects throughout our communities and beyond. Come join fellow change agents in financial aid to celebrate the positive impacts we make on a daily basis. The annual MASFAP Conference will be held **November 6-8, 2023** at the Lodge of the Four Seasons in Lake Ozark, MO. Whether you are a secret agent or vocal advocate, new to the profession or a pro, this is an opportunity for you to develop professionally through credentialing opportunities, various topical interest sessions, panel discussions, and networking with peers in a fun and supportive environment.

More details to come this spring!



# FAA Spotlight



## ***Spotlight: Kimberly Meeker, North Central Missouri College***

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

I am the Director of Financial Aid at North Central Missouri College (NCMC). Short and sweet—I am responsible for overseeing daily operations of the office within established policies of the administration and external agencies which provide funding in the student aid area. I also serve as NCMC’s VA School Certifying Official.

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

I’m in my 11<sup>th</sup> year with the NCMC Financial Aid Office—my 7<sup>th</sup> year serving as Director.

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

I started working in the banking industry the day after I graduated high school and worked throughout obtaining my associate degree. I enjoyed learning and growing within the industry and connecting with people, until I was robbed at gunpoint in 2012 (while pregnant with my second child). This experience took the wind right out of my sails and significantly altered my ability to perform in the industry as I once had. I knew I needed a change, but wanted something like what I was doing at the bank (i.e., loan processing). I joined the NCMC Financial Aid Office in July 2012 as a Financial Aid Representative, with my primary job function being Direct Loan processing. Feeling content in my new role, our VP of Student Affairs felt I needed a challenge. With her encouragement (pushing!), I enrolled with WGU to pursue a bachelor’s degree in Business Management. Apparently, I wasn’t being challenged enough because our then Director resigned at the end of 2015, and I was approached as a candidate to fill her position. In January 2016, I began my role as the NCMC Director of Financial Aid and completed my bachelor’s degree in December of that year. Again, our VP of Student Affairs felt I needed a challenge and with her continued encouragement (pushing!), I enrolled with Northwest Missouri State University in October 2020 to pursue a master’s degree in Business Administration. I also earned my FAAC® designation as a Certified Financial Aid Administrator in October 2020. In August 2022, I graduated with my MBA and in 2023 I started my 11<sup>th</sup> year with the NCMC Financial Aid Office and my 7<sup>th</sup> year as the Director.



*The NCMC Financial Aid Office staff.*

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

A DYNAMIC group of caring, compassionate, student-centered, compliance-minded, quick-learning multi-taskers! And some of my very best friends! ♥

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

I have several, but at the top of my list is NCMC’s VP of Student Affairs, Dr. Kristen Alley (aforementioned “pusher”). Dr. Alley has consistently encouraged, supported, guided, and shaped me. Without her and her leadership, I would not be who I am, or where I am today.



*Dr. Kristen Alley (my mentor), along with NCMC President Lenny Klavor and my Associate Director of FA, supporting me on graduation day.*

# FAA Spotlight, *Continued*

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

Our biggest accomplishment has been surviving a nasty Title IV program review (FPRD 2015) and coming out stronger than ever! In the past, the office struggled with staff retention. Currently, we are a staff of five, with the longest staff tenure being 13 years and the shortest being 3.5 years. Additionally, there was a time when our policy and procedure “manual” consisted of a few Word documents. Today, we have a 570+ page complete and compliant policy and procedure manual (with the help from Blue Icon Advisors).

Aside from strengthened compliance and staff retention, we have also significantly increased our outreach efforts. In the past year, I’m proud to say, NCMC Financial Aid staff attended/conducted 26 high school financial aid nights.



*My family and I when I graduated with my MBA.*

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

My husband, Jason, and I will be married for 19 years in May. We are the proud parents of Ellie, age 16, and Summer, age 12. We live on Jason’s family’s farm in (very) rural north central Missouri (a.k.a. Amish country). At our home also resides our three dogs, Cash, Lady and Livi (the favorite child), our cat, June, and our heifer calf, Trixie.



*My husband and me.*

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

Enjoy the great outdoors! I love to take *long* walks on the farm with my dogs. I also love hosting family and friends for ATV riding on the farm and gravel travels. If not doing one of these activities, you’ll find me enjoying a cold beverage on my screened-in porch or at our local Mexican restaurant.

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

(Netflix series) Sweet Magnolias! If you ever need to “pour it out”, I’m your girl.

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

I regularly listen to country music, but I really enjoy numerous genres. The best concert I’ve been to would have to be by Luke Bryan. I’ve seen him twice and he consistently puts on a good show with high energy. Although, I recently saw Wynonna Judd in concert, and she was remarkable!



*My newest tattoo with one of my best friends.*



*Our daughters.*

## Do you like traveling?

I don’t necessarily like the “travel” part, rather I prefer the destination. Especially if that destination is the beach!

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

Not sure this qualifies as a “fun fact” but it may certainly surprise some people. I have been tattooed 16 times (and counting). My most recent tattoo is a margarita glass I got with one of my best friends, representing our love for margaritas and our routine get-togethers to “pour it out”.



*The favorite child (our dog Livi).*



*Our family ATV ride.*

# MASFAP Board Updates



***Charissa Davis and  
Julie Loftin—  
Newcomer/Welcome  
Committee***

Our goal this year is to offer opportunities for new members to the financial aid industry, and MASFAP, to connect with veteran MASFAP members. We hope to provide them a welcoming, fun and enlightened experience. These experiences before, during and after the conference will allow them to grow as professionals within the industry and expand their support system outside of their home base schools. We look forward to supporting these individuals and the association in any way that we can.



***Cassandra Hicks —  
Nominations and  
Elections***

Nominations will be collected until Friday, April 28, 2023. Once nominations are collected and reviewed by the Nominations and Elections Committee, the slate of candidates will be presented to the

membership. Each institution has one voting member, so we encourage offices to discuss the slate of candidates together, prior to voting. Voting will remain open for 15 calendar days.

Nominations are currently being solicited for the following positions: President-Elect, Vice-President, Treasurer-Elect, Secretary and Delegate at Large (institutional) Member.

For a full description of duties, please refer to the MASFAP Policies and Procedures manual: <https://masfap.memberclicks.net/governing-documents>.

Send nominations to Cassandra Hicks at [chicks@sehcollege.edu](mailto:chicks@sehcollege.edu). Please consider running for an office or nominating someone !

Watch your email for dates and times for these PD sessions coming soon:  
Excel Training, State Update, Town Hall



***Krissy Loenneke —  
Membership***

Attention Directors: please remember to use the [membership@masfap.org](mailto:membership@masfap.org) email address to submit changes to your membership roster.



***Melissa Findley —  
Communications***

MASFAP is social! We just joined LinkedIn! Follow us: <https://www.linkedin.com/company/masfap/>

We are also on Twitter with Twitter handle @MoASFAP. We hope you will engage with us!



***Hannah Masters —  
Technology***

Thank you for your patience this quarter! The Technology committee has been busy updating the website, managing the Zoom account, and completing requests. Please continue to send website changes as you see them, it is greatly appreciated!

# Hill Day

## *Zach Greenlee, Missouri Baptist University*



The Legislative Committee, as part of their advocacy efforts, hosted a Hill Day in Jefferson City this past February. This year's Hill Day was the first one involving in-person meetings since before the COVID pandemic and it was such a pleasure to be able to join together with fellow MASFAP members in conversation with our elected officials about the issues affecting postsecondary students. It was a busy day with many other groups visiting the capitol, but we were able to set up a table in the Capitol rotunda where we displayed information about MASFAP to the public. In addition, we had several MASFAP members going throughout the building to meet with various legislators. On such a busy day, legislators were often tied up in hearings and debates on the floor, but we were nonetheless fortunate to have several of our members secure meetings with Missouri Representatives and Senators from their

districts. In total, we met with about 9 legislators or their staff. Though we weren't able to meet with everyone we hoped to speak with, we had developed a one-page "leave-behind" advocacy piece for our legislators to review. I was encouraged by the questions our representatives asked of us and the attentiveness with which they listened to our members. Our main aim was to bring attention to our organization and our profession, and while our legislators are bombarded endlessly by their constituents and special interest groups, we trust that the continued, persistent efforts of our members will pay off down the road. With less than a month in the regular legislative calendar for Missouri, we are already thinking about next year and how to improve our advocacy efforts.



## **MASFAP Mission**

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.

## MASFAP On the Move

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*MASFAP Board Retreat in January*



*MASFAP Program Meeting held in April*

# 2023 Executive Board / Committee Chairs



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Serving Missouri since 1967

Visit us online!  
www.MASFAP.org

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**Disclaimer:**  
MASFAP, the Executive Board and Executive Committee are not responsible for the accuracy of any information contained in this newsletter as an authority, but rather its use as a guide. Further, the opinions expressed by the contributors are the opinions of the authors and do not necessarily represent the official opinion of MASFAP, the Executive Board or the Committees.

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