



# MASFAP Monitor

January 2023 Volume 2023, Issue 1

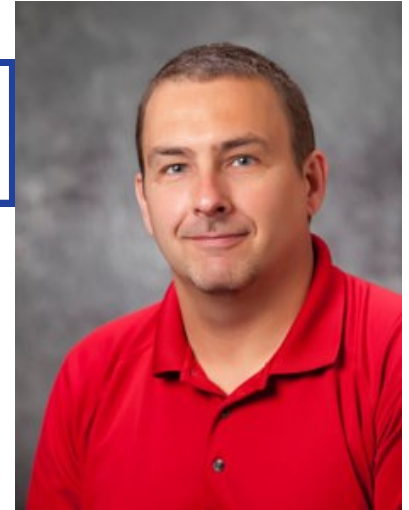


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## Tony's Testimony

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



Here we are in 2023, and it feels like the Financial Aid world is evolving faster than we can handle: FAFSA Simplification, EFC to SAI formula changes, supposed “reduced” verification selections, re-examining award letter notifications, etc. Where does it all end? As you can see, MASFAP has many challenges to address, and we cannot do it without YOU!

This association has so many talented, knowledgeable people, so I encourage you to volunteer! You have many opportunities in which to help: you can serve on a committee, offer to chair a committee, help with FAFSA workshops or Counselor training, join our Leadership Development Program, or help with the annual Conference. Helping out the Association has many benefits, including expanding your knowledge in financial aid, expanding your network of colleagues, opportunities to visit places you’ve never been, like Capitol Hill, and do things you never thought possible, like advocate for your students on Capitol Hill! Those, and many others, are all reasons to get out of that comfort zone. To volunteer, sign in at

[www.masfap.org](http://www.masfap.org), click on Financial Aid Administrator, and select Volunteer.

As a recent transplant (2017) from another state, I marveled at the welcome I received from this extraordinary group of people. I encourage you to volunteer today: you will be welcomed by our Board, and I guarantee an experience you will never forget!

In addition, if you have ideas or issues you would like the MASFAP Board to discuss, contact one of your delegates:

Angel Mefford  
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Julie Finn [jfinn@collegeave.com](mailto:jfinn@collegeave.com)

## Team Building (In a Hybrid World)

*By Candice Shea, Assistant Director, Columbia College*



Team building is becoming increasingly critical in today's modern workplace. As the prevalence of hybrid work rises, teams have to adjust to collaborating over different mediums and connecting with team members in person or remotely. With such a large number of potential variables to consider, it is crucial for companies to invest in team building activities that will engage their hybrid teams.

Modern workplace team building activities come in many forms. From virtual coffee talks and social hour discussions over Zoom to physically distanced picnics outdoors, companies must be creative when thinking about ways to bring their hybrid teams closer together. Whether virtually or socially distanced in person, there are endless opportunities for coworkers to engage with each other on an individual level, and gain insight into what makes everyone unique as part of a larger group effort. When you're working in a hybrid workplace, it is important to make sure your team is working together effectively and efficiently, especially when it comes to their work. Team building can help with this.

To keep your team connected and engaged, you can use team-building activities to help them bond, collaborate and build awesome new skills. You can do team building activities together as a group, or use it as a reward or to recognize people who are great at what they do. At the end of the day, one thing that matters is that every member of your team feels like they belong. If that means doing fun things together like going on vacation trips, or even watching a funny movie together each night, so be it. Just make sure everyone feels like they are part of an amazing team!

The power of team building is in the connection. Team building helps your team align goals and identify the way they can achieve those goals. It helps you to explore other ideas, techniques, or forms by which members are able to contribute. In a sense, team building is about using what you know, and creating new connections with other people within the company that might be able to help you out.

Team building also reveals more about yourself and others than any one-on-one meeting with another person; it is more detailed and informative. Regardless of whether you're planning a whole day of activities or just curling up for a couple of hours over bagels, there are many ways in which similar results can occur.

Team building events should be a part of the team's schedule at least once a year. The more often you can do this, the better. Going on retreats together is also an excellent way to bond with your coworkers and build camaraderie outside of work hours. These activities may seem like they would cost too much money or take too much time, but when done properly they are worth every penny and minute spent planning them! A good place to start when planning these types of events is creating an official team calendar (you can use Excel, Outlook, or Google Calendar). This will help keep everyone organized so that all deadlines are met without any issues.

## Team Building (In a Hybrid World)

Sometimes it can be hard to make time for team building activities—but don't let that stop you! If you find that there are no opportunities in your office or department, try thinking outside of the box: maybe you could invite colleagues over for dinner once a week? Or maybe try hosting an activity where everyone brings something to eat? There are many ways to create a space where people feel comfortable sharing ideas and feedback. Here are some examples of activities that have been shown to work well across different cultures:

- Have lunch together (with clear boundaries on when people should be working)
- Go on a field trip together (with clear boundaries on when people should be working)
- Play games together (with clear boundaries on when people should be working)

The most important thing to remember when creating new routines is that they need to be enjoyable. If your team members aren't having fun, then you're not going to be able to get anything done. That's why it's important for you as a leader or coach to think about what kinds of activities will work best for your hybrid teams. Here are a few suggestions:

- Team building games – These are great fun and can take any form—from board games like Settlers of Catan and Risk (which allows players who aren't very good at strategy games) all the way up through video games like League of Legends or Overwatch (where teamwork comes naturally). The key here is that everyone needs time together doing something they enjoy so that everyone feels included in this new endeavor together as well as happy about participating! This type works especially well when there isn't too much pressure involved either since everyone gets something out of playing alongside each other whether they win or lose.
- Trivia Games – These can encourage healthy competition across your team. [Kahoot!](#) offers limited no cost access to a platform where you can create a customized trivia game and play with your team. Creating a “family feud” type of game in PowerPoint also encourages togetherness and can incorporate fun and work-topic-related questions.
- Other activities – Getting to know each other games such as Two Truths and a Lie, or Guess Who? allow teams to share information about themselves that help build connection and engagement. Teams can also build vision boards together, these can be done virtually or in person using old magazines and poster boards.

At the end of the day, it is all about encouraging collaboration within a hybrid workforce while still feeling connected despite the distance that may exist between them. Investing time and energy into meaningful activities like these have lasting effects on team morale and company culture alike!

The power of team building cannot be understated — not only does it build trust among team members and develop a sense of unity, but it also helps people learn how to communicate effectively with each other. When hybrid teams engage in activities together, it creates a strong connection between both virtual and in-person participants by creating meaningful experiences. By finding ways to make all members feel included, they can collaborate better, creating a unified force that is greater than the sum of its parts.

- Missouri Baptist University: Pam Hiebert received her R2T4 Specialist Certification from NASFAA. Zach Greenlee received designation as an FAAC®, Amber Howell was promoted from Administrative Assistant to a full-time role as Financial Services Counselor, Destiny Shocklee earned her credential in Direct Loans, Grace Covington was promoted from Student Employee to a full-time role as Administrative Assistant.



- Washington University welcomed Danielle Casey as Senior Assistant Director, Student Financial Services at the end of October. They are very happy to have her on the team! (pictured left)
- Will Shaffner, MOHELA, said: We have been just a bit busy with this small program called Public Service Loan Forgiveness !! Thanks for ongoing support we get from our school friends and we appreciate all the patience you and your borrowers demonstrate as we work through a lot of applications received these past months.

- Missouri Southern State University has a new Scholarship & Outreach Counselor, Chris Mitchell. He comes to us from the K-12 sector, and is loving helping MSSU students! (pictured right)



- Missouri Southern State University's Assistant Director, Tyler Meyer, recently bowled a perfect game of 300! He has bowled so many perfect games in the past, he has lost count of how many! (pictured left)

- Paula Carpenter, Jefferson College said: I just completed six-months as Director of Financial Aid at Jefferson College and am looking forward to the year ahead with the Best.Team.Ever. (pictured below)



- Kristen Seabaugh at Southeast Missouri State University said: My office is planning a student trip to New York City for Spring break! This is the first time we will take students on a flight for a trip.
- Kaley Williams, Kansas City University said: I have an upcoming Washington D.C. trip planned with my son and patiently waiting for our spring break trip with both kids!

## **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 April 12, 2023.**

# FAA Spotlight



## *Spotlight: Emily Haynam, University of Missouri-Columbia*

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

Executive Director of Student Financial Aid at Mizzou

I oversee the Student Financial Aid office and the Office for Financial Success

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

4 years on March 1<sup>st</sup>

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

I would describe it like one of those old school race car tracks that you used to sit on the floor and hold a button and the cars would go flying off the tracks.

I'm originally from Ohio.

I initially started out working in NCAA Division I Athletics compliance in New Jersey. Moved around to a couple schools, and then took a job at Purdue Fort Wayne University (formerly IPFW) in the financial aid office when they needed someone with athletics expertise to help with athletic aid awarding and other compliance responsibilities.

The rest is history – I got really involved in MASFAA, eventually took a job back at my alma mater of The Ohio State University, and eventually moved to Missouri to take a job at Mizzou.

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

It is honestly hard to put into words... It seems too simplistic, or cliché, to say the people on the Mizzou SFA team are amazing humans and amazing professionals, but quite simply they are. We are continuing to build and rebuild an environment that puts the team first, respects all people, celebrates ideas and creativity, and have each other's back when the going gets tough.

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

Yes, many! Get involved!! I could not do my job without the help of so many awesome people (they know who they are 😊) that I have met through the various levels of financial aid associations.

Meet Toby and  
Moscato with  
Emily



## FAA Spotlight, *Continued*

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

Hmm, that is a great question. I truly don't know the answer. I would like to think we have begun to build an amazing team here at Mizzou, and I'm just proud of our resilience and that we are continuing to fight the good fight for all the right reasons.

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

I am the youngest of three, older brother and sister. Mom was a teacher, Dad an engineer. I am now a proud aunt to two crazy and fun nephews. My family is all still in Ohio but I have been blessed to host a couple Thanksgivings where the whole family came out to Missouri. I also am a crazy-loving cat mother of three – Oreo, Moscato, and Toby are my current cat kiddos.

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

Kayaking, fire pits, cornhole (some people call this bags – ESPN has cornhole tournaments, though), custom wood burning projects, read fiction, and hanging with friends and family. Lately, I've also been doing some color commentating for Mizzou women's soccer and basketball for the SEC Network – that has been a blast.

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

I just binge watched Tulsa King on HBO. I'm totally hooked.

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

I am a total country music girl at heart, but I pretty much like all music. Just something about when country music comes on... it is just in the soul.

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

Love it. I was blessed to travel to many states and all over the world when I was younger through sport, and have continued that love of seeing different cultures and taste different foods... There are so many different ways to live this life, and it is amazing to experience it through travel. Although, favorite place... Cabin on a lake off the beaten path.

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

I'm a sucker for Hallmark movies... although, I keep using this for this question, so at some point I need to find some more material. 😊

Meet Oreo!



# Virtual and In-Person FAFSA Frenzy Events Still Available



*By Paula Clay, Director of Outreach, Missouri Department of Higher Education and Workforce Development*

## Journey to College FAFSA Frenzy

The priority deadline for the Access Missouri Grant Program – the state’s largest student financial aid program – is quickly approaching. Students must complete the FAFSA by Wednesday, Feb. 1 to be guaranteed a grant award if they meet all eligibility requirements.

Students completing the FAFSA after Feb. 1 but before the April 1 final deadline could still receive a grant if funding is available. However, early submission of the FAFSA is encouraged because funds are limited.

Students can file the FAFSA online at <https://studentaid.gov/>. Financial aid professionals, high school counselors, and other volunteers provide free assistance during FAFSA Frenzy events. [Public events](#) – held at high schools, college campuses, and community facilities – are open to all high school seniors, current college students, and adults interested in attending college. In addition to events hosted by schools and partner organizations, MDHEWD will host the following virtual FAFSA Frenzy events just ahead of the Feb. 1 Access Missouri Grant priority deadline.

### **January 24 – 11 a.m.-1 p.m.**

Register here: <https://zoom.us/meeting/register/tJUoc-Ctqz8jHdOgbyvMq5oIdLMcpPfoDpcD>

### **January 26 – 5 p.m.-7 p.m.**

Register here: <https://zoom.us/meeting/register/tJIqdOyrrDkjGNwNS7jKzEhFDOZbtXOYbPtB>

### **January 31 – 11 a.m.-1 p.m.**

Register here: <https://zoom.us/meeting/register/tJMqdOGgrTkqGdKCGJD7yZaevBwlq09DJfQ1>

### **January 31 – 5 p.m.-7 p.m.**

Register here: <https://zoom.us/meeting/register/tJIvcu2srTsuGtY3bFgcJfWklrBuha-xuFZA>

Missouri students attending a FAFSA Frenzy event can apply online for one of 20 \$500 Journey to College Scholarships through Scholarship Central at <https://myscholarshipcentral.org/>. Important instructions for completing the application can be found at <https://journeytocollege.mo.gov/pay/file-a-fafsa/fafsa-frenzy/>.



## Virtual and In-Person FAFSA Frenzy Events Still Available

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When attending an event, FAFSA Frenzy participants should bring:

- 2021 W-2 forms
- Copies of their 2021 tax forms
- Social Security number
- Student and parent FSA IDs (Students and parents should apply for separate usernames and passwords at <https://studentaid.gov/fsa-id/create-account/launch> before attending a FAFSA Frenzy event.)

Schools and organizations can still sign up to host events this FAFSA season by visiting <https://dhewd.mo.gov/ppc/fafsafrenzy.php>.

**About the Missouri Department of Higher Education & Workforce Development:** The department works to empower Missourians with the skills and education needed for success. More information about MDHEWD can be found at <https://dhewd.mo.gov> or on Facebook and Twitter @MoDHEWD.

## Fastrack Update

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*By Erik Anderson, Director of Financial Assistance, Missouri Department of Higher Education and Workforce Development*

The application for the Fast Track Workforce Incentive Grant opened on November 9, 2023, and since that time staff from the Missouri Department of Higher Education & Workforce Development have reviewed nearly 500 applications. However, due to updates in FAMOUS needed to accommodate changes made to the Fast Track program during the 2022 legislative session, the certification and payment functionalities are not ready at this point. Staff anticipate that the certification process will be ready soon, and once that occurs the department will send out an e-distribution message. Because the certification process will be different this year than in the past, the department will also schedule and host training webinars.

# What Is Your Car's Name?

My car's name is Baby Yota. Because it's a Toyota and I'm super original.

**Val Jensen, Washington University**

Yes, she's Pearl!

**Kaley Williams, Kansas City University**

Little Dozer

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

I've never done the car name thing... sorry, I'm no fun. ☹️  
**Kimberly Meeker, North Central Missouri College**

My Truck does not have a name!!

**Will Shaffner, MOHELA**

My car's name is Hal. Because I swear there is something broken but every time I bring it in they can't find anything wrong with it.

**Stephen Garman, OTC**

For those of you who don't have a car name, here's a cheat sheet for naming your car:

## The Month You Were Born In

**January:** Dark  
**February:** Fiesty  
**March:** Mystery  
**April:** Fierce  
**May:** Mighty  
**June:** Flashy  
**July:** Zippy  
**August:** Zoomy  
**September:** Glitter  
**October:** Midnight  
**November:** Squeaky  
**December:** Mean

## Colour Of Your Current Vehicle

**Red:** Machine  
**Blue:** Thunder  
**Green:** Smasher  
**Yellow:** Lightning  
**Silver:** Knight  
**Black:** Crusher  
**White:** Enforcer  
**Gold:** King  
**Purple:** Buggy  
**Pink:** Bruiser  
**Brown:** Monster  
**Orange:** Cruiser

My family gets a kick out of naming our vehicles! When everyone is home, the driveway is full:

Beryl the Taurus, Sadie the Mustang, Beatrice the Jeep, Betty the Buick, Little D the Dodge pickup and we can't forget... June the Camper!

**Natalie Crawford, Drury University**

My car's nickname is Tacos or my kids call it The Dub. (It's a VW Taos)

**Kristen Seabaugh, Southeast Missouri State University**

I do not name my vehicles. I find it best to keep our relationship purely business. No need to bring names and personality into it ☺️

**Zach Greenlee, Missouri Baptist University**

Maybe it isn't normal but I really thought everyone named their cars?!?

☺️ My car is known as Tiggy the Tiguán!!

**Alexandria Miller, Missouri Scholarship & Loan Foundation**

**This is a thing?! I have never named my car ☹️**

**Cherelle Washington, MOCAN**

My current car does not have a name. The first car I had which lasted me through high school, college, and my early professional life, was dubbed the milk car. This was because my license plate had my initials on them (MLK). Many times I would meet someone and they would often know my car (it had a loud sound system I used to it's fullest extent and purple tinted windows, so it stuck out) and say oh, you have the milk car. Not the prettiest of names, but was fitting.

**Matthew Kearney, Southeast Missouri State University**

Honestly, no, my car does not have a name. Is this a thing???

**Ginny Burns, MOHELA**

All my cars have had the same name. It is Bessie.

**Lisa Brose, Washington University**

## FAA Spotlight



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

**What's your title, and describe your role and responsibilities at your institution?** I am the Financial Aid Specialist at a small institution and do it all. Bringing FAFSA records in, completing verification for selected records, packaging aid, sending award letters, originating aid, paying aid, private loans and parent plus loans.

**How long have you worked at your institution?** I have been at SoutheastHealth College of Nursing and Health Sciences for almost 3 years.

**What has your career path been like?** I started my Higher Education career in 2004 in the Registrar's Office working with graduation at Southeast Missouri State University. In 2006, I left the Registrar's Office and went to Student Financial Services working on the Student Accounts side. Then in 2011, I moved to the Scholarship Coordinator and after a restructure I was taking on more Financial Aid responsibilities until I left Southeast Missouri State University and started working at SoutheastHealth College of Nursing and Health Sciences.

During the first week of my time at SoutheastHealth College of Nursing and Health Sciences, I was with students for 3 days and the auditors were here. The next week was Spring Break and Cassandra was on vacation. Week 3 on the job the pandemic hit and we were all sent to work remotely.

**Tell us about your financial aid team at your institution.** We like to say our Financial Aid Team makes Financial Aid Awesome. The team includes Cassandra Hicks (Financial Aid Director), and I.

**Do you have any mentors in your professional life?** My former boss, Julie. She has been a huge factor in my career success.

**What have been your biggest accomplishments on your team?** Starting a new job and learning new software all during Covid.

**Tell us a bit about yourself and your family.** I am originally from St. Louis and met my husband (Ben) while in college. Ben and I have been married 19 years and we have one son (Nick) who is 15. We recently added Tex, a 7-month-old German Shepperd to our family. Ben is a farmer and Nick is a high school Freshman. When Nick is not in school, he is busy helping his dad on the farm. I have both a Bachelor of Science in Business Administration degree and a Master of Arts in Higher Education degree.

**What do you like to do in your free time?** I love watching sports and helping Ben on the farm. When not watching sports or helping Ben, I am at the gym enjoying water aerobics classes.



## FAA Spotlight, *Continued*

**What is the last good movie or Netflix series you watched?** This is a tough one. We do not have Netflix and it's been a while since we have been to the movies. I do enjoy the Great American Family channel Christmas Movies. My favorite in 2022 was Catering Christmas.

**What kind of music do you listen to and what's the best concert you've been to?** Country music is what I mainly listen to. The best concert I have ever been to is Nitty Gritty Dirt Band at Six Flags. It wasn't so much the concert, but the ASL Translator. She was very energetic and fun to watch.

**Do you like traveling?** Each summer we take a family vacation. In 2022 we went to Williamsburg, Virginia and Washington, D.C. This summer we are planning to go to Lake of the Ozarks. I would eventually like to take an Alaskan Cruise.

**Tell us a fun fact or something few people know about you:** I have completed a half marathon.



Meet Tex!

# Meet the 2023 MASFAP Board



**Kimberly Meeker—Past Treasurer/Chair of Budget & Finance**

I am looking forward to another great year of being part of MASFAP!



**Val Jensen—Vice President and Program**

This committee is responsible for planning and executing the fall conference for MASFAP. In addition to supporting MASFAP and the activities of the Board, my

goal for this year is to work closely with our MASFAP President to create a conference experience that will be both entertaining and full of professional growth and development opportunities for newbies, veterans and everyone in between. I encourage anyone that is interested in helping to achieve this goal to join me on the Program Committee this year!



**Matthew Kearney — President-Elect**

While I don't have a need for volunteers for my part of the board this year, I want to encourage any and all members to get involved. My goal for this year is to learn as

much as I can from prior leaders of the Association and to build a board for next year that is diverse, energetic, and excited to continue the greatness MASFAP has seen over the last several years.



**Zach Greenlee and Will Shaffner—Legislative**

We are currently planning a Jefferson City "Hill Day" event, date to be announced in the coming weeks. It will be focused on state-level advocacy. We will be working with membership on state and federal legislative priorities, as well as working on pending regulations.



**Becca Diskin—Archives**

This year, I plan to gather lots of great tidbits from the exciting events happening within MASFAP! Our organization's artifacts are stored both in both digitally and in hard copy formats for future reference and historical review.



**Alexandria Miller—Site**

Site Committee is looking for members to be on the committee to help at the 2023 Conference with setting up for certain events during the conference. If you would like to be a part of the committee, please email

[Alexandria.miller@moslf.org](mailto:Alexandria.miller@moslf.org)

# Meet the 2023 MASFAP Board



***Ginny Burns —Corporate Support***

My goals for this year are to make sure we have the support of our Associate Members.



***Cherelle Washington, Kristen Seabaugh, and Taylor Grimm —Early Awareness***

Early Awareness is looking for members to assist with fall high school workshops and supporting counselors throughout the school year. To learn more contact Cherelle, Taylor, or Kristen. Cherelle: [@mocollegecareer.org](mailto:cwashington)



Taylor: [Taylor.Grimm@moslf.org](mailto:Taylor.Grimm@moslf.org); Kristen: [klseabaugh@semo.edu](mailto:klseabaugh@semo.edu)



Join our committee! We would love to have you a part of the Early Awareness Committee!



***Melissa Findley —Communications***

Our goals for this year are to make sure the membership knows what is going on within MASFAP and to spread the word about all of the great work each of the committees is doing to encourage involvement within MASFAP!!



***Anna Plattner —Research***

My goals is to support the board and association through the gathering of information and data upon the board's request from its members and affiliates that will assist in making informed decisions for or against policy change and advocating for financial aid.



***Kaley Williams and Dena Norris —Professional Development***

We are always looking for additional volunteers to help with programming and PD events!



***Krissy Loenneke —Membership***

The committee will be making sure the database is up to date. Directors, do you need to update your school's membership list? If so, please email changes [membership@masfap.org](mailto:membership@masfap.org).

## 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.

# 2023 Executive Board / Committee Chairs



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Serving Missouri since 1967

Visit us online!  
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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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## Committees:

### Access MO Ad Hoc

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