



MASFAP Monitor

October 2020 Volume 2020, Issue 4



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Dena's Dish

**Dena Norris, MASFAP President
Associate Vice Chancellor of Student Financial Services, Metropolitan Community College**



Hello MASFAP Friends and Colleagues,

I can't believe we are already in the 4th quarter of 2020 and that the year is nearly over. I don't know about you, but honestly I'm ready for 2020 to end and am praying 2021 is not as crazy. The craziness of 2020 has caused a lot of change and shifting of our operations and lives. This year has been overwhelming, challenging and exhausting at times, and I'm looking forward to our 2020 virtual conference to rejuvenate and give me new energy. I cannot emphasize enough how important it is to connect right now, more than ever. These are bizarre times and the virus is impacting all of us. How are you mentally handling the longevity of this pandemic? I am so excited about the upcoming conference and a way to connect with all of you. We need each other. Who else better understands what you are going through in your work life than your colleagues across the state? The networking events are sure to connect us in ways we truly need right now.

The program committee has put together a great agenda, and I hope you take advantage of the

opportunity to virtually get together. Registration is now open so don't delay – GO Register!!! You won't want to miss our keynote presenters, the state and federal updates, the fabulous breakout sessions and NETWORKING/CONNECTING lunches.

The MASFAP Board will be meeting before the conference and committees have been hard at work throughout the year too. It has definitely been a year to remember and we have had to pivot to find new ways to do things. In addition to all the work the program committee has been doing, there's been lots of awesome things happening with our committees. Early awareness has hosted hundreds of counselors recently to focus on FAFSA, special circumstances and verification, the awards committee will present awards at this conference and you will not want to miss it, our newcomer committee is welcoming newcomers in creative ways, the technology committee has done

Dena's Dish, *Continued*

an amazing job helping with the tools needed to host a virtual conference; and the membership committee is reaching new members in ways it has never had to do. Speaking of membership, all current institutional members for 2020 have had membership dues for 2021 paid for by MASFAP's Purdy funds. I could go on and on about the great things happening within MASFAP. It is important to take a step back and acknowledge those positive things!!!

I'm looking forward to seeing you all during the conference!



Fun Fact:

One day into the conference registration opening, we already have 124 registrations— keep them coming! A fun “Conference in a Box” will be mailed to the first 300 to register!

Conference
registration link:

[https://
masfap.memberclicks.net/2020conferenceregistration](https://masfap.memberclicks.net/2020conferenceregistration)



MASFAP 2020 Conference Agenda – At a Glance



Monday, November 9, 2020

10:00am – 11:30am | Opening Session – President’s Welcome, Keynote Address

12:00pm – 1:00pm | Business Meeting

3:00pm – 4:30pm | NASFAA Update

Tuesday, November 10, 2020

10:00am – 11:30am | Federal Session – Verification

12:00pm – 1:00pm | Newcomer Gathering – MASFAP History

1:00pm – 5:00pm | NASFAA Credentialing – Student Eligibility

5:30pm – 6:30pm | Newcomer Happy Hour

Wednesday, November 11, 2020

10:00am – 11:30am | Financial Aid Data Sharing – The Basics

12:00pm – 1:00pm | 101/201 Legislative Advocacy

3:00pm – 4:30pm | Bursar 101 from FA

Thursday, November 12, 2020

10:00am – 11:30am | Federal Session – Adds, Drops and Withdrawals

12:00pm – 1:00pm | Speed Networking with Vendors

3:00pm – 4:30pm | Bankruptcy Rules

5:00pm – 6:00pm | MASFAP Happy Hour



MASFAP 2020 Conference Agenda – At a Glance



Monday, November 16, 2020

9:00am – 1:00pm | NASFAA Credentialing – Overview of Cash Management

1:00pm – 2:00pm | Leadership Development Program Overview and Graduation

3:00pm – 4:30pm | Athletics and How it Fits in To the Picture

Tuesday, November 17, 2020

10:00am – 11:30am | Federal Work Study – Community Service Requirements

12:00pm – 1:00pm | State Update

1:30pm – 5:00pm | NASFAA Credentialing – Cost of Attendance

Wednesday, November 18, 2020

10:00am – 11:30am | Federal Session – Return of Title IV

12:00pm – 1:00pm | Awards

3:00pm – 4:30pm | Federal Update

Thursday, November 19, 2020

9:00am – 1:00pm | NASFAA Credentialing – Professional Judgment

1:30pm – 2:30pm | Passing of the Gavel

3:00pm – 4:30pm | National Student Clearinghouse/SSCR reporting

5:00pm – 6:00pm | MASFAP Happy Hour

Student Spotlight: Maya Strick

By Courtney Smith, Missouri Southern State University

Maya Strick is a student employee in the Financial Aid Office at Missouri Southern State University. She is majoring in French, is a course assistant for a Freshman Experience course, and is a great mentor to our students at MSSU.

1. Is there anything that you wish was explained to you differently from a Financial Aid perspective before attending college?

I wish I had been made better aware of the Financial Aid SAP appeal process, even though I've never had to utilize it myself. It would have just been a good thing to know about to be able to help freshmen. I think that the process could be disclosed in a more understandable way for students, since SAP issues tend to be a common problem.

2. Can you think of any way the Financial Aid Office could be more involved on your campus that would encourage you to use them as a resource?

Perhaps holding another FAFSA completion type of event in January to encourage students to complete it before the priority deadline on February 1st.

3. Do you wish you had more help or guidance with any Financial Aid topics?

Personally, no, because I work in the Financial Aid Office (so I know a lot of the ins and outs). I do know that some of my friends would have liked to know about reducing loan amounts and returning their refunds to the Bursar's Office.

4. What's your best college memory so far?

My best college memory is my study abroad in fall 2019 to the University of Montreal. This experience helped me to grow my French fluency, my circle of friends, and my worldview, as well as to stimulate my personal growth both as a student and a human being.

5. What advice would you give an incoming freshman as a returning student?

Go to your classes. Participate in discussions. Take advantage of extra credit and your professors' office hours. Get to know your classmates and professors, especially those in your department. Don't be too hard on yourself, but stay on top of things to diminish stress levels. Find ways to keep motivated. Study for your quizzes and exams, and study the way that most benefits you. Do the reading before class.





- Holly Allen with Goldfarb School of Nursing at Barnes Jewish College has been promoted to Financial Aid Compliance Specialist. Holly has been at Goldfarb for three years and has a total of eight years of Financial Aid experience. Congratulations Holly on this new position! (pictured left)

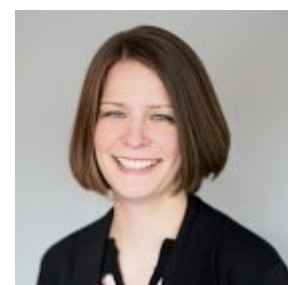
- Washington University in St. Louis – Valerie Jensen has been promoted to Deputy Director of Student Financial Services, effective 10/15/20.

- Megan Poston, Truman State University, got married on 9/26/20. Her married name is now Megan England.

- Travis Koons joined the Truman State University team in August.

- Blaine Bartruff, Metropolitan Community College, is moving from Student Services Specialist to Financial Aid Advisor at the Penn Valley campus, effective 10/19/20. Prior to working at MCC Blaine worked in Kansas City Public Schools as an ESL teacher.

- Sarah Ashman joined Metropolitan Community College in the Administrative Center location in August. Sarah has worked in financial aid for more than six years, and joins MCC as a Financial Aid Advisor-Processing & Fiscal Operations. She moved to Kansas City nine years ago after completing grad school at the University of Nevada, Las Vegas. She has 1-year-old twin boys, and in her free time she loves to read and spend time outdoors (which usually consists of taking the kids to the park). (pictured right)



- Glenda O'Dell, Financial Aid Counselor, Missouri Southern State University got married in October! The team at MSSU is happy for her and Cary. (pictured left)

- Brad Gamble, Southwest Baptist University, is retiring at the end of 2020.

- University of Missouri—Columbia welcome Nathan Carmichael, Loan Specialist; Lisa Nobles, Operations Specialist; and Lauren Leeman, Operations Specialist to their team!

- Nina Wilson-Keenan, University of Missouri—Columbia, has been named the Assistant Director of Advising. (pictured right)

- Julie Loftin left Drury University and is now at Ozarks Technical Community College as a counselor/advisor.

- St. Luke's College of Health Sciences is now part of Rockhurst University.



MASFAP Happenings and Tidbits, *Continued*



- Tony Georges, University of Missouri—St. Louis, is retiring in January 2021!
- Mitch Hess, University of Missouri—St. Louis, is now the Director of Student Financial Services. (pictured right)



- Katherine Sander joined the Missouri S&T SFA team at the beginning of September as the Office Support Associate; just in time for FAFSA season! (pictured left)

• Changes are happening at Ascendium Education! Becky Davis has shifted her territory with Ascendium to align with states in the south where she lives, and will miss each and every one of you in MASFAP. Now covering Missouri for Ascendium is Carol Swenson, Regional Director. Residing in Minnesota, Carol has a long tenure in financial aid and MASFAA and other regions. She previously served as a Financial Aid Director and has been with Ascendium (formerly Great Lakes) for over 18 years. She is delighted to get to know you in Missouri! (pictured right)



- FSA Virtual Conference Registration is now available at <https://fsaconferences.ed.gov/>
- Kimberly Meeker, North Central Missouri College, and Stephan Garman, Missouri State University are both official certified financial aid administrators! Congratulations!



Leroy Wade, Deputy Commissioner, Missouri Department of Higher Education & Workforce Development, was the recipient of the 2020 SHEEO David L. Wright Memorial Award. Leroy has worked for the MDHEWD for 34 years. He was nominated for the national award by Commissioner Zora Mulligan, with several partners and colleagues providing exceptional references and stories to his character and work ethic.

This award is named in honor of the late David Wright, an esteemed colleague and leader in state higher education who served in the Tennessee Higher Education Commission, the State Higher Education Executive Officers Association, and the Florida Governing Board. This award recognizes a current SHEEO agency staff member who embodies the exceptional commitment, work ethic, and personal integrity of David Wright, and who has made outstanding contributions to their agency.

Questions about MASFAP's website?

Email the Technology Committee at webmaster@masfap.org

Leading from a Distance



By Stephanie Broyles, Financial Aid Director, Rolla Technical Institute Center

I have always enjoyed learning about leadership - whether studying leadership theory, observing leadership in action, or reflecting on my own leadership style. I took a lot of classes during my undergraduate and graduate programs where I learned about a plethora of leadership styles, the differences between management and leadership, and studied a variety of leaders. Whether you have taken a lot of formal classes on the topic or not, I suspect most of you are interested in leadership as well. Collectively, MASFAP seems to be made up of people who possess great leadership qualities and skills along with a desire to develop those qualities and skills in others.

Lately, I have been thinking a lot about what a difficult time it is to be in leadership. Whether charged with leading a government, organization, or department, there are tremendous challenges facing leaders right now. A very specific current challenge is the challenge of distance. Many of us are forced to lead from a distance right now, relying on communication technologies to replace face-to-face interactions. Suddenly, a text, email, phone call, or zoom meeting is replacing face-to-face interaction, and occasional interactions (planned or as-needed) are replacing the multiple interactions that occur daily in the workplace.

While pondering the challenges distance presents, I began wondering how others before us have handled distance and whether there is some useful body of leadership theory in the annals of academia. I am certainly not suggesting that I did an exhaustive literature review on this topic, but a quick Google Scholar search with phrases such as “leading from a distance” did not produce much. Even a straight Google search with similar phrases only produced a smattering of articles and blogs, mostly from business or consulting websites. Interestingly, I saw leading from a distance referred to in a variety of ways including “remote leadership” and “virtual leadership.” One term makes me feel like the leadership is disconnected and the other makes me feel like it is almost, but not quite, leadership.

Despite the limited amount of material, I did find some surprisingly useful advice in some of the more current non-scholarly articles and blogs. All of the authors seemed to agree that leading successfully from a distance involves intentionality, clarity, communication, and coaching. This may sound like leadership 101 or even like tips from Captain Obvious, but maybe the challenge of distance does not have to be such a big challenge.

Intentionality – During normal times when everyone is in the workplace together, there are a lot of opportunities for spontaneous or serendipitous interactions. These chance interactions are often the source of inspiration for new initiatives or ways to solve problems. When leading from a distance, interactions are scheduled, less frequent, and tend follow an agenda. It is important to be intentional during the interactions – make sure your meeting agenda includes discussions and brainstorming directed toward developing new ideas and solving problems.

Clarity and Communication – We all have probably learned somewhere along the line that the richest form of communication is face-to-face, one-on-one. We all have also probably experienced

Leading from a Distance... *Continued*

the phenomenon of a person's true meaning or intent being lost in a text or email communication. When leading from a distance, it is important to think about what messages can be written and what messages really need the benefit of a richer delivery such as a Zoom meeting. And, it is important to communicate often. Even in normal times one of the biggest complaints from employees everywhere is that there is a lack of communication in their organization or department. How often have you heard colleagues complain, "they never tell us anything" or "we are always the last to know?" Think about how much stronger this perception must be when people are separated by distance and only interacting occasionally. Make it a point to send out concise, clear, and frequent communications.

Coaching – Now more than ever people need guidance and affirmation. Be a mentor and a coach to your employees. Develop the leadership potential in them so they will be ready to lead in the next crisis!

Whether the advice I found in articles and blogs is helpful to you or not, I suspect each of you will continue to develop and grow your "remote" or "virtual" leadership skills in order to deal with the challenges of this crisis. And, if there is one thing I know with certainty on this subject, it is that MASFAP is made up of people who possess great leadership qualities and skills along with a desire to develop those qualities and skills in others. Collectively, I believe MASFAP is going to set the gold standard for leading from a distance and, hopefully, somewhere along the way come up with something to call it that does not make it sound like it is disconnected or almost, but not quite, leadership.

MASFAP is now on **Twitter**



Follow us... **@MoASFAP**

Follow | Share | Post | Network | Learn



FAA Spotlight: Lori Baer



What are your roles and responsibilities at your intuition?

Director of Financial Aid at Kansas City Art Institute

How long have you worked at your intuition?

I've been at KCAI for 8 years and in the director's role the last 4.

What has your career path been like?

Nothing I would have ever imagined. I started out as a work-study student in the financial aid office a zillion years ago and here I am, still at it!

Tell us a bit about yourself and your family.

My husband, Michael and I will be celebrating our 25th anniversary this year and we have 5 amazing boys ranging in ages from 17 to 26. We also have 2 grandchildren along with 2 dogs and 5 cats. There is never a dull moment in our household.

What do you like to do in your free time?

Grammy and Poppy stay very active with our grandchildren who are both 4.

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

Ozark and The Umbrella Academy

Tell us any new hobbies you've developed or any good books/movies you've read/watched while social distancing.

Schitt's Creek – all 6 seasons

What is the most challenging thing you've had to learn to do as a result of the COVID-19 closures?

Stop touching my face!

Fun fact:

I love all arts and crafts (imagine that working for an art college) and baking.



Degrees With Less Debt Video Series and Report



By Melissa Findley, Executive Director, Missouri Scholarship & Loan Foundation

Disparity is more than a data point; it is evidence of tangible losses that impact us all when we allow systemic barriers to continue unchecked.

Low income and Black students lose the increased earnings and financial security, lifelong health benefits and the personal satisfaction of completing a sought-after goal that come with a college degree.

Employers lose talent, people who have honed their skills and cultivated their brilliance which could be propelling innovation and growth in our businesses and organizations.

Our community loses the economic prosperity and civic engagement that comes with increased educational attainment.

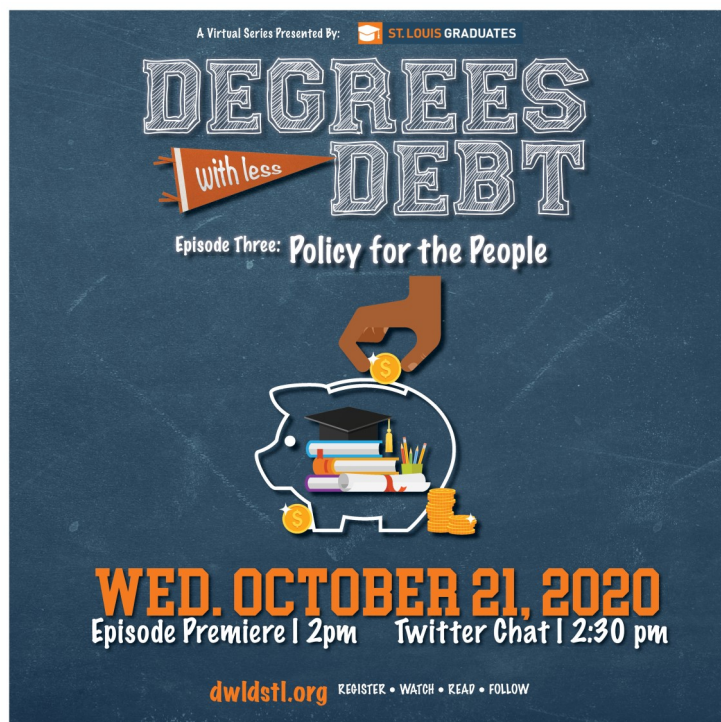
As a network of partners, St. Louis Graduates seeks to end exclusionary policies and practices in our postsecondary education system and work toward a system where Black students are not just admitted but embraced, celebrated as the scholars they are.

Degrees with Less Debt: Postsecondary Strategies to Increase Low-income and Black Student Success, commissioned by St. Louis Graduates, identifies how some colleges and universities are graduating low-income students and Black students at higher than predicted rates with less than predicted debt.

The strategies they employ are straight-forward and holistic: flexible financial aid, guidance on managing student debt before incurring it, and pro-active outreach with academic advising and counseling, coupled with leadership commitment to equity. It's critical work that leads to increased graduation rates for both low income and Black students, but much more remains to be done.

The second video in the Degrees with Less Debt series is titled 'A' is for Affordability and focuses on the cost of higher education, types of financial aid available, approaches institutions can take to student aid and the implications all of this has on students themselves. This episode also educates on the cultural and economic factors facing low-income students and students of color. To read the report and watch the new Degrees with Less Debt video series, visit dwldstl.org.

Melissa Findley is Executive Director of Missouri Scholarship & Loan Foundation, and Co-Chair of St. Louis Graduates along with Trent Ball, Assistant Vice President for Academic Diversity and Outreach at Southeast Missouri State University. St. Louis Graduates is a component fund of the St. Louis Community Foundation.



Show-Me FAFSA Challenge



By Marilyn Landrum, Missouri Department of Higher Education and Workforce Development

The Missouri Department of Higher Education & Workforce Development is working to increase FAFSA completion across the state.. Completing a FAFSA is key to accessing funding for higher education for many high school seniors. Research shows that students who complete a FAFSA are more likely to attend a two- or four-year college or vocational/ technical school. This year we've set a completion target of 60 percent for all high school seniors. We intend to reach this goal by implementing a new program called the **Show-Me FAFSA Challenge**.

The **Show-Me FAFSA Challenge** is a statewide competition for FAFSA filing that will involve all public high schools in Missouri. Every public high school is automatically eligible and will be tracked in the competition. There are three groups, and the list of schools in each group is available on our [website](#). The schools in each group will be competing against each other in the following categories:

The overall completion rate;

The most improved completion rate;

The greatest percentage of lowest income students filing; and

The most innovative strategy.

In addition to these categories of awards, a statewide drawing will also be held. Any school that reaches or exceeds our state completion goal of 60 percent will be entered into the drawing. Schools that reach that 60 percent goal can also get up to two additional drawing entries by: 1) participating in Journey to College as a registered site coordinator; and 2) by participating in the FAFSA Completion Project with a signed data-sharing agreement.

Winners in each category in each group will receive a \$750 scholarship. The prize for the statewide drawing is a \$1,000 scholarship. The winning schools will be able to award the scholarship to one of their own students. The scholarship recipient must be graduating in 2021 and attending a Missouri institution in the fall of 2021. MDHEWD's **Show-Me FAFSA Challenge** partners are the Missouri Scholarship and Loan Foundation and the Missouri College Access Network.

To review the guidelines, access the most innovative strategy submission form, and check the data tracker (data will not be available until the end of October to early November), please visit the [Show-Me FAFSA Challenge webpage](#). A recording of the **Show-Me FAFSA Challenge** webinar is available on this page as well. Best of luck to each of the schools!

FAFSA Frenzy is a great way to encourage students to complete their FAFSA. You can still [register to host](#) your 2020-2021 FAFSA Frenzy event. Please register your event at least three weeks ahead of time to ensure it is added to our website, the FAFSA Frenzy volunteer registration, and to allow enough time for materials and promotional items to be shipped. A new [Journey to College social press kit](#) is also available to help promote your events with ready-to-share social media content and more.

FAFSA Frenzy [volunteer registration](#) is also open. FAFSA Frenzy events could not happen without our incredible volunteers helping students complete the FAFSA. Everyone is encouraged to volunteer at a FAFSA Frenzy event. You may even volunteer for more than one event, but please submit a form for each event and be sure to select event dates and times that do not conflict.

How America Pays For College 2020



Submitted by Laura Steinbeck, Director, Assistant Region Head, Sallie Mae

When It Comes to Paying for College, Parents Continue to Cover Majority of the Bill and Most Rely on Income and Savings vs. Financial Aid; 71% Say They Completed the FAFSA

Seventy-eight percent of students are planning on returning to their current school, and 68% are comfortable returning to campus this fall, according to [“How America Pays for College”](#), the national study from Sallie Mae® and Ipsos. Just 7% of students have decided to take time off or enroll at a different school.

Sixty-one percent of families believe COVID-19 will not have a long-term impact on their higher education.

“While families are concerned about COVID-19, their commitment to higher education is unchanged and they don’t expect it to have a long-term impact on the student’s education.” said Jennifer Berg, Director, Ipsos, “However, it has clearly created some challenges for families. Seven in ten students found the instant transition from in-person to online in March difficult and six in ten families are concerned about how COVID-19 will impact the affordability of college next year.”

Families spent an average of \$30,017 on college in academic year 2019-20. Parents covered 44% of costs, or \$13,072, using income and savings. More parents used income this year to help pay (70% in 2019-20 vs. 55% in 2018-19), and significantly more used a dedicated college savings account like a 529 plan (37% in 2019-20 vs. 21% in 2018-19).

Scholarships and grants covered 25% of college costs, or \$7,626, and were used by 73% of families. Student and parent borrowing covered 13% and 8% of costs, respectively, totaling \$6,581. Half of families (50%) reported borrowing money to help pay for college and roughly half of families with student loans are making payments on them while in school. Of students who used federal student loans, which is the largest source of borrowed money, 35% expect them to be forgiven.

Slightly more than half of families (52%) have a plan to pay for all years of college, up from 44% in 2018-19 and the highest percentage in the history of the study. Eighty percent believe attending college is part of the American Dream, up from 74% in 2018-19, and 91% continue to agree college is an investment in the student’s future.

Fewer families filed the Free Application for Federal Student Aid (FAFSA), potentially leaving thousands in financial aid on the table. Just 71% completed the FAFSA in academic year 2019-20, down from 77% in 2018-19 and 83% in 2017-18. The most cited reason for not completing the FAFSA was families didn’t believe they would qualify for financial aid (43%). Additionally, 16% didn’t file because they missed the deadline, and 15% found the application too complicated.

“Now more than ever, the value of an education is clear. Those with a higher education are experiencing lower job loss and unemployment levels than those without,” said Donna Vieira, Chief Marketing Officer, Sallie Mae. “We are committed to helping families access the tools, resources, and transparent information to put higher education within reach. That includes new resources to help families plan for college and complete the FAFSA, which we know is a critical step in paying for college.”

“How America Pays for College 2020” reports the results of online interviews Ipsos conducted in April 2020 of 996 parents of undergraduate students and 1,000 undergraduate students between the ages of 18 and 24. Data and years shown reflect academic year July 1, 2019 – June 30, 2020. The complete report and a related infographic are available at SallieMae.com/HowAmericaPays

MASFAP Committee Updates



Laurel Miller—Program

The Program Committee is busy putting the finishing touches on the conference. We have a lot of great sessions lined up and the conference registration opened yesterday, October 14! Please register—you will not want to miss this one of a kind conference!



Kayla Klein—Early Awareness

Join Early Awareness as we kick off our free events! The Early Awareness Committee has hosted a series of workshops in partnership with St. Louis Graduates. We covered FAFSA completion, verification, special circumstances, financial

aid resources and many more topics to come. We would like to thank Buddy Mayfield, Becca Diskin, and Stephen Garman for helping us by presenting at these workshops. With offering them virtually we have been able to reach a large group of counselors and provide resources and tools to help them through the financial aid process.

We opened the MASFAP Make a Difference Scholarship on October 3 and it will stay open until November 30. We have had 30 applications and are getting new applications each day. Students can apply through My Scholarship Central at www.myscholarshipcentral.org.



Bridgette Betz—Treasurer

As Treasurer, I have worked to get our 2019 taxes filed and the FAFSA Frenzy scholarships paid. This year has been a bit of a slow year for expenses given our virtual activities, but now I will be focusing on paying any expenses that are created by the fabulous work of our committees as we prepare for

our first-ever virtual conference! I can't wait to see you all in the virtual realm.



Stephanie Broyles—Newcomer

The Newcomer Committee has been busy! We have been meeting to review the Bob Berger Newcomer Award nominations and to plan Newcomer activities for our first ever virtual conference.

On Tuesday, November 10th, we will be hosting a session for Newcomers that will include the History of MASFAP as presented by David Rice and an introduction to the MASFAP Board. Later that same day we will have a happy hour to welcome all Newcomers. If you are a Newcomer, be sure to register early for the conference. We have a special gift for the first 150 Newcomers who register!



Kaley Williams — Professional Development

The Professional Development committee is busy putting together some NASFAA credential training sessions for the MASFAP Conference in November. We are working on adding some additional online training options after the conference as well.



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.

A Day in the Life

By Courtney Smith, Missouri Southern State University



You walk into your office of a morning and open your calendar to see the day's activities. Today will be the most productive day of your week. Ah, Thursday. It's far from Monday, and it's Friday Eve. Mentally, you're ready to seize the day. It's 7:55 in the morning and you've given

yourself one hour of time to work on that project that's been sitting on your desk for weeks. You can knock this out in an hour, and today is the day. You feel a rush as you crack open your untouched-since-last-month file folder, excitedly knowing that this may be the last time you touch it for a while. As you organize everything on your desk, your phone rings. You'll just let that one go. Hopefully they will leave a voicemail. Onward!

You are continuing to shuffle papers around on your desk, trying to find the best way of going about this. Just then, you hear a knock on the door and your coworker comes in. They need some help. Shouldn't take too long--fifteen minutes tops. You finally get that taken care of when another coworker finds you to let you know that "someone is on the phone that has tried calling at least seven times this morning" and

needs to talk to you right now. You take the call, which is another fifteen minutes. As you reorient yourself with your project, a student is here to see you.

Sound familiar? Spinning in circles is a good way to describe it, and I would almost guarantee that every person that works in a Financial Aid Office has felt it.

Every interaction that you have during the day is a testament to your accessibility, which I have found to be one of the most valued qualities that students look for in their resources on campus. Please do not confuse accessibility with physical availability. We all know that we can't, at a moment's notice, meet with every single individual that seeks us. We also know, as Financial Aid Administrators, that some students have remarkably lofty expectations regarding accessibility.

So how do you show your students, lofty expectations or not, that you're accessible?



A Day in the Life, *Continued*

I think the most successful attempt that we have made at Missouri Southern in this area is our annual FAFSA Fiesta. It's a fun day where all full-time staff are available to students for FAFSA completion help, assistance with scholarship applications, and for answering their Financial Aid questions. It's a day that students can see you outside of an office, wearing a sombrero, eager to serve and help them. There is no one between them and the person they wish to speak to. They can walk right up to you and ask their question. This kind of accessibility is what your students value.

Get out of your office, if even for a few hours, to be completely accessible to your students. Work with your staff to show them that this unbarred interaction is exactly what students need for success and to trust that you are there to help them. Humanize the Financial Aid Office. (The sombrero is optional.)



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 January 13, 2021.**

What's the best show you have binge-watched during the quarantine?

Best show that I have binged watched is *The Crown* on Netflix.

Kayla Klein

University of Missouri—Columbia

I binged *Ozark* and *Dead to Me* on Netflix.

Marla Fernandez

Truman State University

Jack Ryan on Amazon Prime.
Sarah Ashman
Metropolitan Community College

Friends—have binged watched it 1000x's, plus some!

Kimberly Meeker
North Central Missouri College



I binged *Umbrella Academy* during quarantine. Can't wait until season 3!

Courtney Smith
Missouri Southern State University

I think the best thing I binged during quarantine is a toss-up between *The Magicians* and *Shadowhunters: The Mortal Instruments*. I liked both shows so much I have also read all of the books they are based on since quarantine started.
Sabrina Osborn
Metropolitan Community College



LUTHER

Binge watched *Grace and Frankie* and have moved on to *Lucifer*!

Laurel Miller
Logan University

One of my favorites was *Jack Whitehall: Travels with My Father*. I laughed out loud watching this and every segment is funnier than the last.

Meredith Geraci
KHEAA and KHESLC

I was excited to see that the last season of *Schitt's Creek* was released early to Netflix this month, but I finished that one really quick! And before that, *Hamilton* and lots of murder documentaries.

Bridgette Betz
Missouri S&T

Hands down it has to be *Luther*.

Stephanie Broyles
Rolla Technical Institute/Center

My favorite show binged during quarantine was definitely *Yellowstone*!

Becca Diskin,
Missouri Southern State University



Being cooped up made me long for the outdoors, especially early on when it was cold and wet this spring. I watched *Wicked Tuna: Outer Banks* and then I went back to watch the original series *Wicked Tuna*. I found the shows interesting, sometimes funny and often exciting! I have favorite captains and cheer for them throughout the season. I even bought a bobble head of Captain Dave Marciano because he makes me laugh at all his silly quips. I highly recommend giving it a chance even if you aren't interested in fishing.

Natalie Crawford
Drury University

The best show I binged during quarantine was *Schitt's Creek*!

Holly Allen
Goldfarb School of Nursing

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Leadership Development Program Application

Application Deadline: November 12, 2020

Application to the MASFAP Leadership Development Program is open to institutional members interested in increasing their involvement in the area of association leadership at the state or regional level. Participants will be selected by the League of MASFAP Presidents (Past, Present, Elect) based on the applicant's own merits as presented in the application and supporting documents. The Presidents seek representation from a cross-section of the Association with diversity and balance in areas such as institution type and individual attributes. The Presidents look for:

- Evidence of commitment to the profession of financial aid and previous attendance and involvement in the association
- Expressed desire to pursue involvement in state or regional association leadership positions
- Ability to make time commitment of six bi-monthly, in-person, meetings throughout the year in addition to reading assignments and communication with MASFAP leadership throughout the year

Applicants must demonstrate the full support of their direct supervisor and employer. Individuals may nominate themselves, but must provide evidence that the employer will allow time for participation including conference calls, off-site meetings, and attendance at the MASFAP Fall Conference.

Those selected to participate are encouraged to attend the 2020 MASFAP Fall Conference, where they will be introduced to the membership and will participate in a brief orientation following the close of the conference. The 2021 Leadership Development cohort will end their program participation with involvement in the 2021 MASFAP Fall Conference in November, 2021. Attendance is expected for all phone meetings, in person meetings and conference calls. Failure to attend and participate fully may result in removal from the program.

The 2021 Leadership Development Program cohort will be limited in size to no more than 5 individuals. Selection to join this elite program will be based on the criteria specified on the application form. Applications are due November 12, 2020. Notification will be made by November 16, 2020. **Applicants are required to submit two letters of recommendation; one must be from his/her direct supervisor.**

Personal Data *(please type or print)*

Full Name: _____

Home Address: _____

City, State, Zip: _____

Home Phone: _____ Mobile Phone: _____

Emergency Contact Name: _____

Emergency Contact Number: _____

T-Shirt Size: XS S M L XL XXL XXXL

Institution Name: _____

Address: _____

City, State, Zip: _____

Work Phone: _____ Work Fax: _____

Email: _____

Occupation/Title: _____

Years in Financial Aid: _____ Years in MASFAP: _____

Do you require any special accommodations or have any food allergies? _____

Leadership Information

This section of the application is completed by attaching no more than two typed pages. Please answer all questions in the order given, numbering each and using the heading. Use as much space for each question as needed, but do not exceed the total of two pages. Please put your name at the top of each page. Please do not submit a standard resume.

1. Involvement – Please describe, in detail, your involvement with MASFAP and any contributions you have made to the association.
2. Interest – What are your expectations of the MASFAP Leadership Development Program? Please tell us why you want to be selected as a participant for this program.

Commitment

Employer: *This candidate has my full support to participate in the MASFAP Leadership Development Program. I am aware of the time commitment involved in his/her effective participation and I agree to support him/her in work release time and with financial resources. Please include a letter of recommendation for the applicant.*

Institution Name: _____

Supervisor Title: _____

Supervisor Signature

Date

Applicant: *I understand the goals and commitments expected of me as a participant in the MASFAP Leadership Development Program. If selected, I will devote the required time.*

Applicant Signature

Date

Letters of Recommendation

Applicants are required to submit two typed letters of recommendation; one must be from the applicant's direct supervisor. Please attach the letters with the application form and information.

Deadline: November 12, 2020

Return completed application and required documentation by mail, fax or email to:

Amy Hager
MASFAP Leadership Development Program Committee Chair
Moberly Area Community College
101 College Ave
Moberly, MO 65270
AmyHager@macc.edu