



OASFAA NEWSLETTER

A publication of the Oregon Association of Student Financial Aid Administrators

WINTER 2023

EXECUTIVE COUNCIL

Lois DeGhetto
President

Ryan West
Past President

Carlos Villarroel
President-Elect

Layla Solar
VP Community College

Leslie Limper
VP Independent 4-year

Shauna Wing
VP Proprietary Schools

Robert Hoffman
VP Public 4-year

Joanne Leijon
Treasurer

Leslie Lloyd
Secretary

2023 Annual Conference: Oh Ship! It's an OASFAA Trip! Wed. February 1 – Fri. February 3 Salishan Coastal Lodge, Gleneden Beach OR



OASFAA is rocking the boat and setting sail to Salishan Coastal Lodge for the 54th annual conference! February is just around the corner, and you can register now through our [website](#). Registration prices are \$300 for members and \$335 for non-members. The OASFAA Annual Conference is a great professional development opportunity for anyone whose work is related to financial aid in higher education!

Registration includes:

- Access to all conference programming, including:
 - NASFAA-U Credential opportunity on Cost of Attendance
 - NASFAA, WASFAA, & state updates
 - Breakout sessions following 6 learning tracks:
 - Programs & Policies
 - Best Practices
 - College Readiness
 - Personal & Professional Development
 - Financial Literacy & Wellness
 - Leadership & Management
 - Networking opportunities
 - 5 full meals (Wed. lunch, Thr. breakfast, Thr. lunch, Thr. dinner, Fri. breakfast)
 - A president's reception with appetizers
 - Entertainment including our annual Karaoke Party!
 - Visiting with our corporate partner sponsors
 - And lots of fun!

For more information, registration, and hotel reservations, visit:

<https://www.oasfaaonline.org/annual-conference>

INSIDE EVERY ISSUE:

Volunteer Spotlight.....	2
School Profile.....	5
The Watercooler.....	7
Funny Pages.....	8
Save the Date.....	8
Crossword Puzzle.....	9

INSIDE THIS ISSUE:

Annual Conference.....	1
FA 101/201.....	4



Volunteer Spotlight: Ryan West

The OASFAA Volunteer Spotlight shines on Ryan West, the Financial Aid Director at Chemeketa Community College.

Volunteer activities with OASFAA: Wow – there have been a lot. I’ve been Treasurer, VP, President, Conference co-chair, FA 101/201 co-chair, Archives chair, OPB Financial Aid for College Night and on various committees throughout the past 20 years. I may have been the secretary one year too but I’m a terrible notetaker so hopefully I wasn’t.

How long have you been in financial aid? Started January 2, 2002

How did you get your start in financial aid? When I was a student at Western Oregon University, I worked for the Vice President for Student Affairs. Prior to being a VP, he was the Director of Financial Aid (Michael Cihak for any other ancient OASFAA people out there). Our office shared a copy machine with financial aid because Michael was too cheap to get us one. So my job often required me to go to financial aid and copy things. Over the course of a couple years, I got to know the people in the WOU financial aid office. After I graduated from WOU, I worked as an Auditor for Grant Thornton in Portland and was miserable. A financial aid counselor position came available at WOU, I applied, and was hired.

What is the most rewarding part of your job? Even amidst the thick bureaucracy in which we work, I still get the sense that the work we do matters. It helps transform lives from poverty. It helps people achieve their career and college dreams. It feels like it is work that improves lives and that is deeply rewarding to me. *(Volunteer...continued on page 3...)*

College AVE[®]
STUDENT LOANS

MAJOR HELP. MINOR STRESS.

- ✓ Simple Application
- ✓ Personalized Loans
- ✓ Happy Customers

COLLEGEVESTUDENTLOANS.COM

For additional questions, please contact your campus representative:

CIEL SENECHAL, Campus Development – West Coast
csenechal@collegeave.com 562.826.7636

© 2021 College Ave Student Loans. All Rights Reserved

(Volunteer...continued from page 2...) **What case/student will you be most likely to remember for the rest of your life?** When I was a financial aid counselor at WOU, with maybe 1-2 years of experience, I met with a non-traditional aged woman. She was bald from finishing chemo treatments, had a young child with her and had told me how her husband had left her and her business had failed and she faced cancer treatments all in the past year and had decided she needed to go to school to have a brighter future. I went over the paltry financial aid offer we could give her (she applied late so missed the Oregon Opportunity Grant and our campus-

based aid) so basically, she had freshman-level loans and a Pell Grant – not enough to support her education let alone a family trying to survive. She was wildly disgusted with what I had to offer and made her displeasure known. She stormed out of my office frustrated and showed back up about 15 minutes later and told me she was going to do it anyway. She did it – she earned a bachelor’s and a master’s degree at WOU and became a teacher. I visited her school for an unrelated meeting several years ago and reconnected with her. She has thrived as a teacher; her health is good and her kids are grown. She’s happy and made quite the impression on me!

What is the most difficult aspect of your job? The pace of change is so slow in academia in general, including financial aid. It can be frustrating when it seems like there could be simple changes to make education financing more accessible to more students, but we’re stuck with old-school rules for an old-school education model that often fails our students.

How do you cope with stress on the job? Laughter – I like to laugh at the absurd things (and people) in life. Eyeroiling and swearing also seem to help.

Who has been the biggest influence/mentor on your career? There have been so many. The biggest influencers/encouragers for me, especially regarding OASFAA, were my first two bosses in financial aid – Sandy Mountain and Donna Kirk. They both supported me in getting involved in OASFAA as a newbie and Donna especially was so great at introducing me to amazing colleagues in the financial aid profession. I’ve benefitted in the course of my career by hanging around with people much smarter than me who astonishingly are willing to respond to my many questions – Mike Johnson, Kathy Campbell, Peter Goss, and Breana Sylwester to just name a few. (Volunteer...cont on p.4...)

Citizens
Ready to fund 4+ years of college
 Citizens’ Multi-Year Approval* means more time to focus on school and less time worrying about how to pay for it.
 • Easy application process • No application or origination fees

See how Citizens stacks up

	Citizens Multi-Year Approval	Sallie Mae Multi-Year Advantage	College Ave Multi-Year Peace of Mind
Pre-qualified financing for future fund requests	✓	✗	✗
Won't impact credit score to request additional funds	✓	✗	✗
Apply once for a loan	✓	✗	✗
Future financing approval rate	99%**	95%	90%

Information as of 7/21/22
 **The percentage of borrowers is based on applicants who applied for additional funds from Citizens between October 1, 2020 and October 1, 2021. The percentage represents only borrowers who had previously accepted the Multi-Year Approval offer.

We're here for answers.
 Email schoolservices@citizensbank.com or visit citizensbank.com/faa to learn more.

*Multi-Year Approval: Funds available for future use are subject to a soft credit inquiry at time of your next request to verify continued eligibility. After we make the initial loan to the borrower, we may refuse to allow them to take out additional loans under the Multi-Year Approval feature, terms and conditions will be outlined in the borrower's promissory note.
 © 2022 Citizens Financial Group, Inc. All rights reserved. 1877785_SL22_ISConferenceAds_3.5x5



2023 NASFAA National Conference
San Diego, CA
June 29-July 2
 More information available at:
<https://www.nasfaa.org/conference>.

Are you hiring?
 Post your vacancy at www.oasfaaonline.org.

(Volunteer...continued from page 3...) **What is/was your favorite volunteer experience?** My favorite volunteer job for OASFAA, hands-down, was being the co-chair of the Annual Conference for two years alongside Michelle Holdway. We planned some great conferences and started the multi-year tradition of costumes (completely unintentionally). The conference is a lot to organize but it is so easy to see the culmination of your hard work. Michelle and I both appreciate a good mojito too which makes the experience even better.

What do you do when you are not working? I'm married and have 3 children, 1 dog and 1 cat so I mostly do boring middle-aged things. As time allows, I love being outside in nature – hiking or just sitting and listening. I love books and although I don't get to read as much as I like, I did finish 40 books this past year which was pretty great.

If you could change anything in our industry, what would it be? Widespread recognition (and compensation) across colleges of the work that we do and the skills that it takes to do it well.

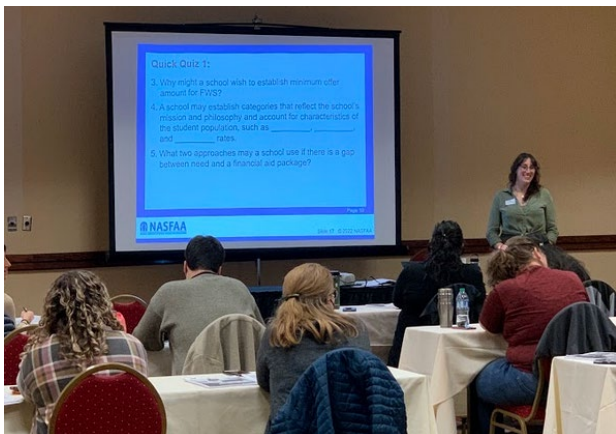
Do you have any advice for your fellow financial aid administrators? Financial aid is not a profession to be done alone with just you and the FSA handbook. Get involved with OASFAA, go to conferences, webinars or other trainings – frequently. If you think you know a lot about something, offer to present about it or teach it. Keep learning!

If you were not in financial aid, what would you be doing now? I don't know honestly. After having a short-lived career that wasn't for me and then finding such a good fit in higher education, I have trouble picturing myself doing anything else. I'd love to be an author or landscaper – not sure I'd be particularly good at either but those have always stood out to me.

FA 101/201

FA 101/201 was held in person at Umpqua Community College and Portland State University in October. We had 86 attendees, with individuals from the Business Office, Registrars, Enrollment Services, SNAP/STEP Programs, as well as OSAC and The Ford Family Foundation. This year OASFAA offered scholarships to our members. Here is what one recipient had to say about the event:

"Thank you OASFAA for the scholarship to attend FA 101/201 this past October. I appreciated my time getting to know fellow Financial Aid Administrators in a space of sharing and learning. I had a wonderful time learning from Debbie O'Dea's credential presentation on Packaging and Aid Notification. Thank you for the opportunity to hear from others on how we can all become more connected in order to help our students succeed and be well-informed. My attendance would not have been possible if not for this scholarship opportunity. Thank you so much!"



We would like to take this opportunity to say thank you to everyone that supported this event.

Our gracious hosts!

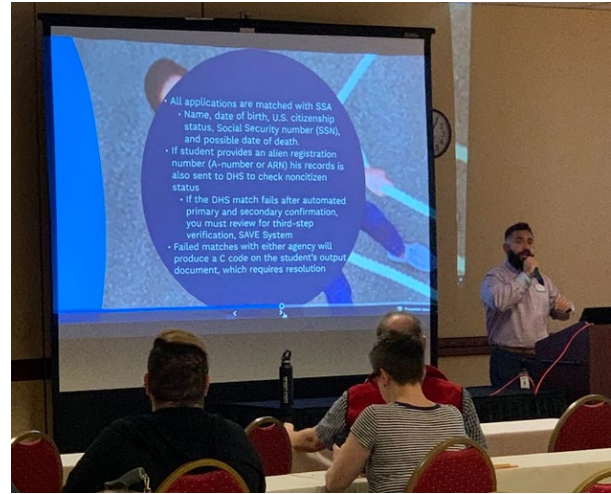
- ❖ Michelle Bergmann ~ Umpqua Community College
- ❖ Eli Herr ~ Portland State University

A special thank you to all of our volunteers!

- ❖ Peter Goss ~ Portland Community College
- ❖ Eli Herr ~ Portland State University
- ❖ Leslie Lloyd ~ Western Oregon University (FA 101...cont on p.5...)

(FA 101...continued from page 4...)

- ❖ Debbie O’Dea ~ Portland State University
- ❖ Hallie Price ~ Oregon State University
- ❖ Carlos Villarroel ~ Portland Community College
- ❖ Rylan Wall ~ Oregon State University
- ❖ Ryan West ~ Chemeketa Community College
- ❖ Shauna Wing ~ American College of Health Care Sciences



And our behind-the-scenes heroes!

- ❖ Jesse Bjornsen ~ Umpqua Community College
- ❖ Emily Cardinal ~ Reed College
- ❖ Frankie Everett ~ Rogue Community College
- ❖ Karen Garcia ~ Reed College
- ❖ Tim Hill ~ Umpqua Community College
- ❖ Joanne Leijon ~ Lewis & Clark College
- ❖ Colin Murphy ~ Umpqua Community College
- ❖ Megan Pickens-Lloyd ~ Linn-Benton Community College
- ❖ Ronda Stearns ~ Umpqua Community College

Submitted by: The FA 101/201 Committee



School Profile

by Shauna Wing, Director of Student Financial Services, American College of Healthcare Sciences (ACHS)

School Mission Statement? To lead the advancement of evidence-based, integrative health and wellness education through experiential online learning and sustainable practices.

What year was your institution founded? 1978

What is your current undergraduate and/or graduate enrollment? 1024 undergraduate and graduate students enrolled in the Fall 2022 semester.

What types of degrees do you offer and what's your largest or most popular program? ACHS offers undergraduate and graduate certificates, diplomas, associates, bachelors, and masters degrees. Currently, our most popular program is the Associate of Applied Science in Integrative Health and Wellness.

Is your campus primarily residential, commuter, or online? Fully online

What is your school mascot? Olive the Owl

What are your school colors? Navy and gold

Do you offer institutional grants and/or scholarships? ACHS offers an Adult Scholarship program that awards a one-time \$1000 tuition scholarship (not to exceed 35% of tuition for the student's enrolled program) to 10 students per year. ACHS also offers a Military Scholarship to servicemembers, spouses, and dependents who have exhausted other military education benefits. (School Profile...cont on p.6...)

Do you run on semesters, quarters, trimesters, or another schedule? Semesters

Do you offer programs using credit hours or clock hours? Credit hour only

What type of financial management system do you use? Anthology Student

What is one thing EVERYONE should know about your institution or one little-known fact? ACHS was

founded in a garden shed in New Zealand nearly 50 years ago! ACHS opened its doors in the United States

in 1989 and has since been a pioneer in holistic health education specializing in online programs in aromatherapy, herbal medicine, nutrition, and wellness coaching. Our mission is to lead the advancement of evidence-based integrative health and make wellness knowledge accessible to everyone!



WHY BECU STUDENT LOANS ARE A TOP CHOICE

Thousands of students rely on our low interest rates, flexible in-school payment options and the range of financial perks and benefits that come with being a BECU member.

We invest in the communities we serve, which often translates to financial savings for our members and the satisfaction of knowing you're with a financial institution that cares.

CAMPUS CONTACT: Andrea Maison
EMAIL: andrea.maison@becu.org

Insured by NCUA.



If it's happening in OASFAA, it's happening at...

The Watercooler

Sharon Haner was promoted to Assistant Director at University of Portland.

Rebecca Lewis was promoted to associate Director of Financial Aid for Advising at PCC.

Eric Perez was promoted to Sr. Financial Aid Counselor at University of Portland.

Miranda Robertson was promoted to Assistant Director at University of Portland.

When you reviewing a ISIR manually and realize the parent used the Data retrieval tool.



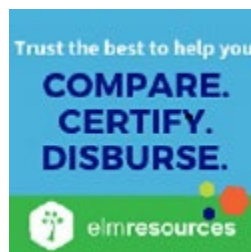
Ann Sumner (Hawkins) got married over the summer and was promoted to Financial Aid Tech Lead at PCC.

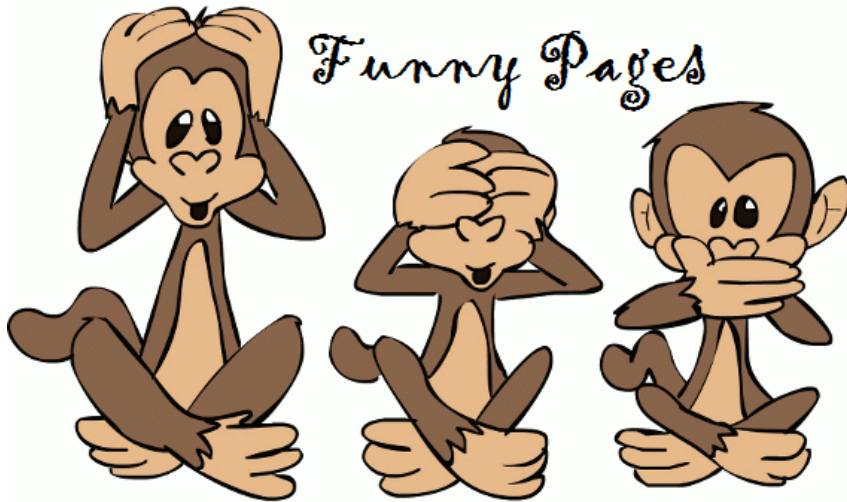
If you or someone you know has received a promotion, taken a new job, or experiences a significant life event, email: feverett@roquecc.edu

THANK YOU

to

OASFAA'S CORPORATE PARTNERS





“I was wondering if there was a tracking number on my bell grant letter. I have yet to receive it in the mail. Thank you for your time.”

“How do I teach my body that my fight or flight response is supposed to be for life or death situations, not answering an email?”

“I got a refund check in fall. If I do not enroll in Spring, can I still get a refund check?”

Got one to share? Send it to feverett@roquecc.edu. All submissions will be published anonymously.

Interested in volunteering for OASFAA?

Contact a committee chair below...

2022 Committee Chairs

Annual Conference	Ingrid Baker Debbie O’Dea Layton Spence	FA 101/201	Karen Ash Sandy Sundstrom
Archives	Shauna Harper	Funds Development	Suzie Petersen (vacant)
Communications	Frankie Everett	Membership	Erin Rau
Community Partnership	Jenn Satalino Breana Sylwester	OSAC Liaison	Ryan West
Corporate Liaison	Wendy Papkoff	Site Selection	Frankie Everett
Equity, Diversity & Inclusion	Hallie Price Rylan Wall	Technology	Ingrid Baker
		Volunteer Coordinator	

OASFAA Newsletter Editorial Staff:

➤ Frankie Everett ➤ Ashley Coleman ➤ Layla Solar ➤ Ryan West ➤

SAVE THE DATE

2.1-2.3 – OASFAA Annual Conference (Gleneden Beach, OR)

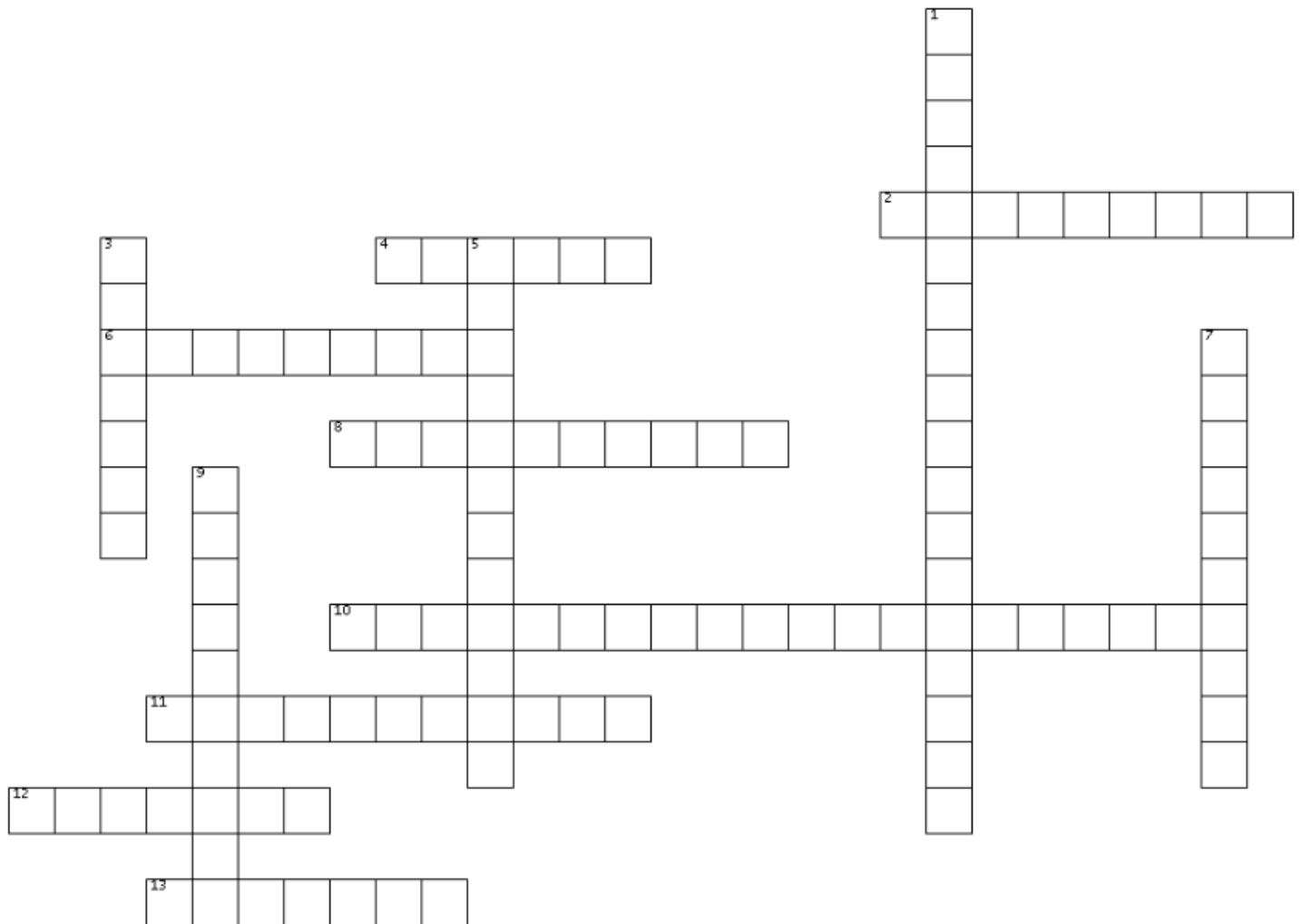
2.5-2.8 – NASFAA Leadership & Legislative Conference
(Washington DC)

4.17-4.19 – WASFAA Conference (Tacoma, WA)

6.29-7.2 – NASFAA (San Diego, CA)

Check the OASFAA calendar for webinars & training events available to our membership at: www.oasfaaonline.org

Winter Crossword



ACROSS

2. formerly known as the Basic Education Opportunity Grant
4. alternative name for Portland who lost in the coin flip
6. president who signed the G.I. Bill of Rights in 1944
8. type of student loan where government pays the interest
10. legal document serving as borrower's promise to repay
11. 6-month window after leaving school when borrowers are not required to make payments
12. in 1643, first college to award a scholarship
13. federal loan program ended in 2017

DOWN

1. signed into law in 1965 by LBJ, establishing the U.S. as the primary financial aid provider
3. public ___ loan forgiveness
5. the ___ academic progress policy requires schools to review students' grades and pace
7. oldest 4-year institution in Oregon
9. deepest body of water in the U.S. that is located in Oregon