

OASFAA Newsletter



December 2019

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President's Letter

Happy Holidays OASFAA!

I can't believe it's December already. I hope everyone had a great Thanksgiving with family and friends. Our family tradition is to see a movie on Black Friday. As some of you know, I have two daughters, and now a baby boy on the way, so as you might have guessed, we saw Frozen 2. All kidding aside, I hope everyone was able to get some R&R as we head into December. I know many of us are doing what financial aid administrators do best, juggling many things at once between the end of term, preparing for the next term, and the next aid year. Hang in there, and OASFAA is here to help in any way we can.



Thanks to the great work of our committee co-chairs, committee, and presenters, we held a second FA 101/201 training event with over 70 attendees in Eugene at Lane Community College in October. Like our spring event in Portland, we saw a diverse group of attendees from different departments and organizations. Your OASFAA Executive Council is hard at work on projects like legislative resource materials, virtual chat agents, website enhancements, and future training ideas. All of these great projects would not be possible without volunteers. So no matter your skills or interest, we can use your help. If interested, please fill out our [Volunteer Preferences form](#). No event encapsulates the hard work our volunteers do more so than the Annual Conference. The committee is putting together an excellent agenda packed with sessions that will help us all learn new strategies, best practices, collaborate ideas, network, and grow as professionals. So "won't you be our neighbor" and join us Feb. 5-7 at the beautiful Salishan Resort.

Finally, as many of you know after 29 great years of making educational dreams possible for countless Oregonians, Susan Degen, of the Office of Student Access and Completion (OSAC) is retiring. Words cannot express how much gratitude and appreciation OASFAA has for the tremendous support that Susan has provided for our profession. Whether it is advocating for funding to serve Oregon students, educating legislators and school officials, or being the bridge that connects our profession to the State, Susan has always been a great resource for us. It has been such a great pleasure working with her since I have been in Oregon. Whether it's serving as the OSAC liaison, presenting at an OASFAA training event, or just being a sounding board for ideas or interpretations of bills coming down the pipe, Susan has contributed in innumerable ways and will be sorely missed. On behalf of OASFAA, Susan, we are so happy for you and wish you the absolute best in retirement, but man are we going to miss you!

As my presidency is soon coming to an end, I have really enjoyed meeting and hearing from so many of you. Those of you I haven't met, I hope I get a chance at our annual conference in February. Please feel free to [contact me](#) directly if you have any questions, comments, or concerns.

Brian Hultgren
OASFAA President

Editorial Policy

Opinions expressed are those of the authors and not necessarily of OASFAA, its members, or the institutions represented by the authors.

OASFAA welcomes all views and invites submissions of articles, essays, photographs, or information of general interest to all members. Submissions should be brief and may be edited. It may not be possible to publish all articles submitted. Email items for publication to the Editors.

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2020 Annual Conference: "Won't You Be Our Neighbor?"

Wednesday, February 5 - Friday, February 7

Salishan Resort, Gleneden Beach, OR

"Won't you be our Neighbor" at the 2020 annual OASFAA conference? Catch the neighborhood trolley to Salishan Resort for the 52nd annual conference! February is just around the corner, and you can register now through our [website](#). Early bird registration prices (good through 1/10/20) are \$300 for an OASFAA member and \$325 for a non-OASFAA member. 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 **Needs Analysis**
- Federal update & trainings
- State updates & trainings
- 5 full meals: Wednesday lunch, Thursday breakfast, Thursday lunch, Thursday dinner, and Friday breakfast
- A President's Reception with appetizers
- Entertainment including Casino Night and our annual Karaoke Party!
- Visiting with our corporate partner sponsors
- And lots of fun!



Conference Programming:

The Conference Committee is thrilled to introduce Sonia Worcel, Chief Community Impact Officer of the Oregon Community Foundation, as our keynote speaker. Sonia joined OCF in 2010 and leads the team responsible for grantmaking, community engagement, advocacy and research aimed at expanding OCF's statewide impact. Her career has focused on the intersection between human services, research and evaluation, and public policy. She believes that change efforts are most effective when challenges and solutions are defined by communities and when philanthropy is one of many partners working in collaboration to improve lives for all Oregonians.

The Conference committee is hard at work preparing the conference schedule. Like last year, the breakout sessions will be categorized into 4 tracks to help you choose breakout sessions most relevant to you:

- College Access & Student Support
- Best Practices
- Management & Professional Growth
- Federal Updates

Watch the [website](#) for the full conference schedule to be posted soon.

Each year we partner with a non-profit organization at the Annual Conference to help increase awareness of their work and raise donations to support it. In keeping with the theme for the annual conference, 'Won't You Be Our Neighbor,' the Charity Committee felt that it was important to make an impact in the local community surrounding Salishan. We are so pleased to introduce you to Family Promise of Lincoln County, this year's charity partner!

About the organization:

"Family Promise works with families to alleviate child and parent homelessness in Lincoln County. We do this by partnering and mobilizing the community and congregations to provide a warm safe place to sleep, meals and all immediate needs while families work on barriers to acquire sustainable housing.

Family Promise has an 80% success rate; we define success as a family maintaining sustainable housing for a year or more after graduating from the program. It is a 90 day program. Families work with different organizations that help with financial literacy, parenting, and mental health.

Once accepted into the program, families work side-by-side with our case manager to attain housing, jobs and sometimes even transportation. We also provide many years of after care. Once you are part of the family, we do our very best to meet the needs of families in and out of our program. We are very adamant about helping keep our families successful within the community.

Wish List - Household and Personal Care

- Dishes
- Housewares - Coffee pots, toasters, microwaves
- Clean dishes - Cups, Pans, plates, flatware
- All toiletries including pads, tampons
- Laundry Care - especially sensitive skin
- Personal Hygiene
- Household cleaners
- Trash bags
- Dish detergent for dishwasher
- Dish soap
- Luggage and backpacks
- Arts and Crafts materials
- TOILET PAPER

Family Promise requires families to enter drug and alcohol free to utilize our program. To be successful and remain in the program there are a set of standards to adhere to."

Below is a list of the most requested items from FPLC, both for the families they support and keeping the day-to-day operations of their administration functional. We will continue the tradition of friendly competition between the segments to see who can raise the most in donations to present to the FPLC at the annual conference. While the conference is still a few months away, the Charity Committee wants to give everyone plenty of opportunity to collect donations to bring to Salishan. In addition to the items listed, FPLC will also accept cash donations which will be collected and tallied at the end of the Annual Conference.

Stay tuned for additional information about the families we will be supporting, as well as other ways to get involved



Wish List - Office Supplies

- Address Labels
- Copy Paper
- Staples
- Tape
- Card Stock
- Legal Document envelopes
- Large Paper Clips
- Stamps
- Folders with holes in them
- Folders with clips to attach papers
- 3+ inch binders (Only need a few)
- White out

Community College Segmental Update

By Carlos Villarroya, VP Community Colleges

WOW, it's December already! Where has the time gone? Two months from today, the 2020 OASFAA Annual Conference kicks off. Don't forget to register and be part of 'the world of make believe' I like to call: OASFAA. The theme "Won't You be Our Neighbor?" really resonates with me this year. I was a PBS kid and watching Mr. Rogers was a part of my daily routine.

I have been a member of OASFAA for over 13 years and this year has been one of the most influential for me. The new friendships I have made and the ones that continue are very meaningful. I have picked up the phone countless times and reached out to our President, Brian, for an "explanation" or a "how to." I can still reach out to my old boss and friend Shauna when my mind is blanking... I can't forget Russell and his endless knowledge of our website and memberclicks... I truly appreciate the email conversations and perspectives that come up when the FEDS change a regulation or clarify an old one -- it really depends on how you look at the "changes" in how to treat repeated coursework... And finally, the Oregon camaraderie at conferences far from home. We have a great neighborhood, even if we are sometimes hundreds of miles away from each other. OASFAA as a whole has been surreal. Everyone has truly been a neighbor. Thank you to everyone who has made me feel that way! I hope that as an organization and individuals, we can continue to make others feel the same way.

I challenged myself this year as the Community College VP to get out and represent OASFAA and our profession. Thanks to Satalino and Breana, I was able to successfully do lots of outreach within our community. Let me tell you, it's one of the most rewarding things we can do. We get so caught up with the day to day and forget about the whole other world out there that appreciates our knowledge and appreciates what we have to share. If you have time, reach out to the OASFAA Committee! I was able to volunteer from my couch on one evening. ☺ Thank you for choosing me to represent you all for 2019 and a BIG thank you to the PCC staff who supported me in my role.



[Book your room at the Salishan Resort today!](#)

Reservations can be made through the [Salishan website](#) using the group rate code **OASFAA20** or over the phone at **1-800-452-2300** -

Be sure to mention our event in order to receive the group rate.

Traditional King or Double Queen Room	\$125/night + tax
Deluxe North, North Bay View, or Forest View Room	\$145/night + tax
Premier Bay View or Forest View Room	\$165/night + tax



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Proprietary Segmental Update

By Mary Yonker, VP Proprietary Colleges

Hello and Happy Holidays OASFAA Members! I can't believe that we have almost reached the end of another decade! What an incredible ride this decade has been! It started out bright and sunny for our sector, but we have seen some rougher weather here towards the end. I think those of us that have ridden this wave, kept up with the constant change, served our communities with integrity and compassion. . . . we are going to see the fruits of our hard work and dedication in this coming decade. The tide is turning!

As I look back on this last year, having the privilege of serving as your segmental VP, I am feeling especially thankful! Getting to know my fellow executive council members a little better has left me excited about the coming year as well. I'm grateful for the growth that I've experienced this last year and the friendships that are starting with my OASFAA colleagues.

As we approach the new year, I want to focus on meeting and building relationships with FA professionals, specifically in the proprietary sector. My greatest hope is for us to come together and to help each other grow in our professions. FA Offices in our sector often have very few staff, so wouldn't it be awesome to branch out, collaborate, and learn from FA professionals in other proprietary schools?!

In closing, I want to encourage you all to join me at the OASFAA conference this year. Our sector needs each and every one of YOU! I'll see you in February!



Federal Student Aid Conference update

By Kim Lamborn, University of Western States

The annual Federal Student Aid conference was held in snowy Reno, Nevada this year. The general sessions covered topics such as updates to verification regarding the recent IRS tax form changes. Updates were also given regarding the recent negotiated rulemaking and the almost rare consensus that came out.

The Department was giving out a feeling of collaboration with the financial aid community. The open forums were packed with suggestions, clarifications and questions regarding the upcoming Informed Borrowed counseling that all students will need to complete starting 2020-21.

Several breakout sessions were offered which covered topics such as administering disbursements, add, drops and withdrawals, understanding SAP policy and regulatory updates to state authorization for distance education, TEACH grant and faith-based issues and accreditation.

If you were unable to attend FSA in person, feel free to go to the [FSA conference resource page](#) and check out different presentations.

Three exciting new product innovations to create healthy financial futures.

Financial Avenue | Default Prevention
Verification Gateway

 **Inceptia**
A division of NSLP

[Inceptia.org](https://www.inceptia.org)

Independent Four Year Segmental Update

By Karen Fobert, VP Independent Four Year Colleges

It is unbelievable to me that we are already into the last month of 2019! Where did this year go? I am sure many of Oregon's private college financial aid offices are wondering this as we wind down the fall semester of the 19/20 academic year. As we speak, I am busily packaging awards that will be leaving our office within the month to reach our prospective Fall 2020 students!

As we prepare and implement our new plans for this upcoming enrollment cycle, we know there will be challenges, both internal and external, thrown at us during the awarding season. Beyond the changes in the U.S. tax forms which is making 20/21 verification very interesting, another external happening that might have some impact on our upcoming year is the change in NACAC's Code of Ethics and Professional Practice and bylaws. The elimination of specific prohibitions such as recruiting incoming undergraduates who have already committed to another institution was prompted by the U.S. Justice Department's concern of antitrust law violations.

Whether we see any additional activity in our FA offices surrounding the May 1st decision day or new adjustments to prevent excess summer melt, has yet to unfold. However, I have to say I am thankful that we have such a strong and robust state organization of financial aid administrators to lean on for support and advice as we face these new challenges. As always, the annual OASFAA conference to be held in February 2020 is an outstanding event providing networking and training to help all of us financial aid administrators survive and thrive throughout the 2020/21 awarding season. Registration is available now and I hope to see you there!



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FA 101/201 Update

By Ryan West, Chemeketa Community College

On October 25, 2019 OASFAA held a Financial Aid 101/201 training in Eugene at Lane Community College. Over 70 of our friends and colleagues attended this event. Our day started with a presentation on Dismantling Microaggressions given by Elizabeth Guzman Arroyo from the organization Campfire Columbia. Elizabeth's presentation was Interactive and got people moving and discussing tough topics early on.

Our faculty for the FA 101 session consisted of Peter Goss from Portland Community College, Sandy Sundstrom from Reed College, and Mark Diestler from University of Oregon, who presented on topics such as What is Financial Aid, Student Eligibility, Cost of Attendance and an overview of Satisfactory Academic Progress. The end of the FA 101 session was wrapped up with, you guessed it - hand calculations of the Expected Family Contribution! FA 201 was opened with Debbie O'Dea from Oregon State University providing NASFAA Credentialing for Cost of Attendance. Eli Herr from Lane Community College, Karen Ash from Clackamas Community College and Ryan West from Chemeketa Community College finished the afternoon with a Revision Boot Camp.

The event was a great success, thanks to the hard work of the committee members and instructors and the level of engagement from the attendees. It was great to see a wide representation of folks from across campus services learning about financial aid. TRiO staff, bursars and academic advisors were in the room all looking to deepen their knowledge about financial aid as we all work towards our central mission of supporting student success. A huge thank you to Lane Community College and their financial aid director, Eli Herr, for donating the space for the event which helps to keep the training affordable. If you've been to FA 101/201 in the past, you know it is a great event and if you're interested in helping with it in the future, please update your volunteer preferences to show an interest in it on the OASFAA website.



Legislative Update

By Eli Herr, Lane Community College

At the direction of the OASFAA's Executive Council, the Legislative Committee has been tasked with building out a robust, non-partisan legislative package for OASFAA members to effectively engage with their elected officials at the state and national level. To support this effort, the Legislative Committee is developing a suite of products, trainings and events, such as:

- OASFAA Conference Training: How to effectively influence your legislators
- Legislator profiles, including legislative priorities and sponsored bills in higher education
- Reference materials on how to write one-page memos on topics, give testimony and build relationships with elected officials
- Survey and linkage opportunities for state of Oregon officials to ask questions and develop legislative priorities with input from OASFAA members
- An "OASFAA in the Capital" event to build awareness and partnerships in Salem (coming 2021)

The focus of this initiative is not to take positions on issues; rather, it is to empower OASFAA members to engage and support the initiatives that they think make sense for their school and community. It is a toolkit that unlocks the often mysterious legislative process, while providing additional value to the OASFAA institutional membership. Be sure to look for the first of these upcoming initiatives at the OASFAA annual conference at Salishan, February 5th -7th. Attendees will receive early releases of their member profiles and an overview of the legislative process in Oregon. Hope to see you there!

Equity, Diversity and Inclusion

By Araceli Cruz, Linfield College

Last month, I facilitated an EDI training for a local non-profit dedicated to helping students go to college. I had participants engage in various hands-on activities. One of the activities highlighted the inequalities in higher education, featuring different color STARBUST candy. Mid-way through the activity one of the participants came up to me and expressed that they were not able to distinguish the color candy I had provided them. They disclosed they were colorblind. My stomach dropped. Here I was facilitating an equity, diversity, and inclusion training without fully acknowledging the diversity of my audience. I apologized and let them know I had done them a disservice. This experience was humbling to say the least.

Here are some tips for you to consider as you build more equitable, diverse, and inclusive financial aid presentations.

Always use a microphone (when available): Even if you have a loud voice or great projection, using a microphone ensures your information is accessible to a greater audience. Some people may not feel comfortable asking presenters to speak up or may have a hearing disability.

Make your PowerPoint presentation accessible: Use backgrounds and text colors that are high in contrast. Try to avoid combinations that may be difficult to read for people that are colorblind or have vision impairments. Also, learn from my mistake and do not use color as the only method for distinguishing information.

Closed-Captioning is necessary: Make sure videos used in your presentation are captioned. You may also consider having a transcription available in text format for your audience.

Language: Avoid language that demeans a particular group of individuals. For instance, referring to undocumented individuals as "illegals". Avoid jokes that have religious or cultural inferences.

Accessible spaces: Make sure the spaces you are presenting in are wheelchair accessible. You want to make sure aisles are wide enough and clear of obstructions. Your audience needs to be able to move freely and safely.

Our committee is dedicated to supporting all equity, diversity and inclusion initiatives that allow us to better support our students, families, and colleagues. Please feel free to contact us with questions, concerns, or feedback.

Are you interested in joining our committee? Contact Araceli Cruz at acruz@linfield.edu

Happy Retirement Susan Degan

By Mike Johnson, Columbia Gorge Community College

I know that time passes and things change, but in all the years I've been an Oregon financial aid administrator, it never occurred to me that Susan Degan would retire. While she represents an institution, she literally *is* an institution. For me, Susan represents the pinnacle of service to Oregon students who are trying to obtain a higher education in their state, and to Oregon financial aid administrators who work hand in glove with OSAC to make that happen. Her knowledge, skills, and abilities - and her deep commitment to doing what I think of as a nearly impossible job - cannot be adequately quantified. I've especially enjoyed our many conversations about the historical variations in Oregon Opportunity/State Need Grant awarding models. I always came away from those chats with a better understanding of what they did for recipients, what they meant to state legislators, and how they affected the work of financial aid administrators. Susan, you've had a remarkable career that has touched more of us in more ways than you know. I wish you the best as, hopefully, things slow down for you a bit.

