

# OASFAA Newsletter



**December 2018**

## **Executive Council**

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## **Membership Chair**

Joanne Leijon  
Lewis and Clark  
joanne@lcark.edu

*A publication of the Oregon Association of Student Financial Aid Administrators, a not-for-profit membership organization.*

## **President's Letter**

During this season of thanks, let me start by thanking all of the hard-working OASFAA members who serve on the Executive Council, who chair committees, and who participate on our OASFAA committees. Your hard work on behalf of Oregon's financial aid community makes OASFAA a great organization! Thank You!

Did you know even though OASFAA has had an Equity, Diversity, and Inclusion Committee for a number of years, we have not had an organizational diversity statement? Thanks to the work of the Equity, Diversity, and Inclusion committee we do now! The following Equity, Diversity, and Inclusion Vision Statement was approved by the EC at our October meeting:

OASFAA's commitment to Equity, Diversity and Inclusion (EDI) includes: 1) Ensuring a diverse perspective of ideas plays an intentional role in the conversation of financial aid administration and policy-making. 2) Promoting equitable professional development opportunities that honor the integrity of its members with the intent to better the lives of each colleague, student, and family we serve regardless of personal identities, career trajectory, and background. 3) Actively promote and practice the principles of equity, diversity, and inclusion by encouraging member involvement and access to a state, regional, and national organizations.

A huge shout-out to Araceli Cruz, chair, and the members of the Equity, Diversity, and Inclusion committee for their work in making this happen!

Join us in Paradise! If you haven't already done so, make plans now to attend the OASFAA Annual conference – OASFAA in Paradise. We are once again at the Salishan resort on the Oregon Coast from February 6 – 8, 2019. Registration is open now! The conference committee has been hard at work to provide great opportunities to network with colleagues, learn something new, and even have some fun. Early bird pricing goes through January 11, 2019. Looking forward to seeing you there!

## **Volunteer Spotlight:**

**By Jess Kelly, Reed College**

Joanne Leijon is a Financial Aid Counselor at Lewis & Clark College in Portland, and has been an active member of OASFAA for the last six years. Joanne is currently finishing up her third year as our Membership Chair, and as such, she's helped build and usher in the era of Institutional Membership for OASFAA. Her goal this year as the Chair is to continue to fine tune the OASFAA website so that signing up for a membership is "easy again" (we believe in you, Joanne)!

Joanne's first experience volunteering with OASFAA was about five years ago through the Conference Committee. "It was a lot of fun to help plan, and in subsequent years, I got my husband involved by helping create decorations," she says. When she's not volunteering for OASFAA or tricking her spouse into unpaid work, Joanne loves to travel, hike, and spend time at the beach. She's also begun to try her hand (or foot, I suppose) at snowshoeing and is thinking about re-learning to downhill ski this year! "It's only been about 30 years since the last time I tried," she says. I'll say it again: we believe in you, Joanne!



## 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.

## Editorial Board

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## Volunteer Spotlight continued from Page 1

Prior to working in financial aid, Joanne has worn a variety of hats: veterinary assistant, advertising account executive, operations manager, developing marketing for maraschino cherries (uh, yum), and full-time mom! Almost seven years ago, she was hired at Pacific University on their front counter. "I found myself in need of a job and decided to pursue something in either education or health care so that I felt like I was doing something to help people," Joanne says. "Fortunately, Pacific was looking for help at the same time!"

When asked what she's most proud of in her volunteer experiences with OASFAA, Joanne reflected on her work for the conference committee: "I am happy to have discovered Backpacks For Kids in Lincoln City for the community service focus one year and extremely proud of everyone who wholeheartedly participated in filling their storage facility with so much food." For this and for all you've done for OASFAA over the years, Joanne, we thank you!



## Conference Charity

The 2019 OASFAA Annual Conference Charity Committee is pleased to announce its 2019 conference charity: [YEBW](#) (Young Entrepreneurs Business Week!)

YEBW was founded in 2006 with a simple vision: **Educate and inspire youth to become our future business leaders!** High school students spend a full week on a college campus with hands-on learning to explore industries, careers, and a look into college life after high school. YEBW incorporates inspirational speakers, interactive learning exercises and other professional growth activities in their program by utilizing volunteers from the community including educators, executives and professionals to guide, coach and mentor high school students through business curriculum and competitions.

**Penny War Rules**  
Points:  
Adding (+)  
1 penny = 1 point  
Subtracting (-)  
1 nickel = 5 points  
1 dime = 10 points  
1 quarter = 25 points  
PTO logo

Our means for raising money for this vital organization will be with a **Penny War!** The idea is simple: each penny in your jar equals one point. The jar with the most points at the end wins! But, to make things a little more interesting, you have the ability to sabotage other jars by dropping silver coins! A nickel takes away five points, a dime, ten points, and a quarter knocks off 25 points! For those of you who have been holding onto your dollar coins for something special now is the time to put them to use!

This year, rather than competing as individual institutions, we are going to join forces with our segments and combine fundraising efforts! We encourage each institution and to work individually over the next couple of months to collect as much change as possible (don't forget, bills work too -- one dollar deducts 100 points!) and then bring it to Salishan in February! Dig in your couch cushions or under your car seats, put a change jar out in your office for people to ditch their heavy, jingly, annoying coins, return cans and get your deposit back! However you choose to collect change is up to you, just be sure to show up at OASFAA's 2019 Conference ready to win!

# Equity, Diversity & Inclusion

## Equity Diversity & Inclusion Committee

We are happy to announce that the OASFAA executive council voted a in an Equity, Diversity, & Inclusion vision statement as part of OAFAA's commitment to this important work.

*OASFAA's commitment to Equity, Diversity and Inclusion (EDI) includes: 1) Ensuring that a diverse perspective of ideas plays an intentional role in the conversation of financial aid administration and policy-making. 2) Promoting equitable professional development opportunities that honor the integrity of its members with the intent to better the lives of each colleague, student, and family we serve regardless of personal identities, career trajectory, or background. 3) Actively promote and practice the principles of equity, diversity, and inclusion by encouraging member involvement and access to state, regional, and national organizations.*

Our committee will continue supporting all members moving equity, diversity, and inclusion initiatives forward to be better serve our colleagues, families, and students. Please feel free to [contact us](#) with any questions, suggestions, feedback or concerns.

### Five ways to Respect Diversity in the Workplace

1. Identify your biases. Reflect how they influence your relationships at work.
2. Avoid language that demeans a particular group of individuals. For instance, undocumented individuals "illegals" and avoid jokes that have religious or cultural inferences.
3. Invite or sit with someone new to lunch. Step out of your comfort zone and change up your lunch routine occasionally.
4. Focus on helping individuals thrive. Analyze your hiring practices and policies & procedures that may be creating barriers for individuals to grow professionally.
5. Work on your own cultural competence and seek resources to become a better ally.

### References and Resources:

[NAFSAA Diversity Toolkit](#)

[10 Ways to Respect Diversity in the Workplace](#)

[Diversity and Inclusion: 8 best practices for changing your culture](#)

### EDI Podcast recommendations:

#### [The Racist Sandwich Podcast:](#)

The podcast focuses on race, gender and class within the food industry in the United States and abroad.

#### [Code Switch: NPR:](#)

The podcast focuses on race, identity, remixed on a variety of topics.

[Scene on Radio:](#) is a podcast that tells stories exploring human experience and American society.

Share with us  
your recommendations!

## Best Wishes Patti!

By Hallie Jo Price, Oregon State University

Patti Brady-Glassman is retiring after celebrating her 30<sup>th</sup> year serving at OSU. She started working in the Office of Financial Aid at OSU as a graduate student employee in 1987 and went on to complete her master's degree at Oregon State. Her exceptional efforts were recognized, and she advanced to the position of Associate Director in 2002.

Over her career, Patti has earned a reputation for going above and beyond to assist students. She was involved in the development of the Degree Partnership Program that allows students to be simultaneously enrolled at OSU and a partner community college in Oregon and receive financial aid for their credits at both institutions. Patti has worked with various departments at OSU to facilitate the creation of hundreds of scholarships that have assisted thousands of students and is well-known as a scholarship expert.

She has been a leader at OSU and within the broader financial aid community. Patti has dedicated countless hours working with numerous committees for OASFAA through the years. She undertook the great responsibility and honor of being the OASFAA president in 2010-2011.

Patti has announced that she will be retiring at the conclusion of December 2018. After being such an influential and positive member of the financial aid community, we are sad to see her go, but want to wish Patti well on her next adventures!

Here is what a few financial aid professionals have to say about their experiences with Patti:

*"Since the first Ford Family Scholarship was launched in 1994, OSU has had the largest number of our recipients enroll each year. Patti has been an amazing colleague and a thoughtful partner in helping us develop policies to support our recipients. Because our scholarships provide 90% of a student's unmet need, providing us with our students' information is very labor intensive. Patti has advised our recipients and been diligent in providing budgets, budget revisions and grades for our students for nearly 25 years. We have appreciated this relationship immensely. Congratulations on your retirement, Patti! You will be missed!"*— Ashley Potter, Dee Row, & Tricia Tate, Ford Family Foundation

*"Patti always puts students first. For example, our Office chooses to process Change of Marital Status and Special Conditions appeals. If an extra effort will be beneficial for the student, we follow through with the additional step. Patti has been highly influential at OSU and in OASFAA in setting the standards for excellent customer service. She truly cares about the students and staff, and we will miss her a lot!"*— Hallie Price, Advisor

*"I appreciate how direct Patti is, however, she balances this exceptionally well with deeply caring about the students and wanting to do right by them. Plus, she is always good for a laugh! I believe Patti is a role model for our profession and will be sorely missed."*— Rylan Wall, Advisor



*"I had sinus surgery a couple of years ago. After surgery, I had a follow up appointment with my doctor that did not go well. My nose bled in the doctor's office quite heavily to the point that I was light-headed. I did manage to drive to my husband's workplace at Avery Park and walked back to campus. After that walk, I was so out of it that I just sat in my office and cried. Patti noticed that I was struggling and drove me home in the middle of the day. I live in the opposite direction from her, but she still took me home and made sure I was going to be okay. I don't think many people would do that, but Patti is special!"*— Lois DeGhetto, Assistant Director

*"When I first started working with Patti in 2000, I was so afraid to ask her a question. But I soon figured out, she was awesome to work with, and she knows her stuff! Now I'm not sure what I'm going to do without her! I'm going to miss the heck out of you Patti!"*— Bobbi Jo Williams, Office Manager

*"I met Patti through OASFAA back in the early 2000s, but we bonded over a disgusting motel in a tiny Oregon town. Lake County, Oregon (you'll probably have to google it to find out where it is) manages a scholarship trust fund called the Bernard Daly Fund. As part of this management, each President of the state universities held a spot as a trustee on the fund and needed to either attend, or send a proxy, to the annual meeting the 4th weekend of June in Lakeview, Oregon. Patti was the representative from OSU and I was representing WOU. Being a poor financial aid counselor, I was a bit excited about my first trip as it was fun to travel. We rolled into town after about 6 hours on the road and discovered the Lakeview Motor Lodge where the scholarship fund was housing us for two nights. The next day at the trustee meeting, I began talking with Patti about the accommodations and we both agreed they were breathtaking. Over the years, Patti and I returned annually to the Daly Fund meeting along with Michelle Holdway from UO. We grew to really appreciate the hospitality of the local people and the dedication of the fund to help students pay for school. The Daly Fund experience is certainly unique and we enjoyed some great steaks and wine over the years with both our families.*

*Beyond the Daly Fund, I'll certainly miss working with Patti within OASFAA and the times when I've consulted with her about how she would handle a situation. I wish her the very best in retirement and hope we still see her around."*— Ryan West, Chemeketa Community College



## 2019 Annual Conference: OASFAA in Paradise

Wednesday, February 6 - Friday, February 8 at the Salishan Resort in Gleneden Beach, OR

Catch a wave to the 2019 Annual Conference: OASFAA in Paradise! February is just around the corner, and you can register now through our [website](#). Early bird registration prices (good through 1/11/19) 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 - check out our schedule and sessions to see what you have to look forward to learning this year!



### Registration includes:

- Access to all conference sessions, including a federal update - see the full schedule below!
- 5 full meals: Wednesday lunch, Thursday breakfast, Thursday lunch, Thursday dinner, and Friday breakfast
- A President's Reception with appetizers
- Entertainment including Beach Party Bingo and our annual Karaoke Party!
- Engaging with our corporate sponsors
- And lots of fun!

**Book your room at the Salishan Resort today!**

Reservations can be made through our [group rates link](#) 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

### Conference Programming:

Like last year, the breakout sessions have been categorized into 5 tracks to help you choose breakout sessions most relevant to you:

- College Access & Student Support
- Best Practices
- Leadership & Management
- Personal & Professional Wellness
- Federal Updates

See the [conference site](#) for details about our individual breakout sessions! We're thrilled to welcome Hanif Fazel as our keynote speaker this year. Hanif is the Chief Executive Officer at the Center for Equity & Inclusion in Portland, where he work with partner organizations, school districts, foundations and community leaders to strategically and urgently advance equity and inclusion efforts. Hanif will be speaking with us regarding our intersection of education and financial systems and how the inequities that exist within them still disproportionately affect students of color at our schools.

## 2019 Conference Schedule

### Wednesday, February 6th

10:00am	Registration/Check-In Opens	
11:00am - 11:55 am	Newcomer's Welcome Session	
12:00pm	President's Welcome and Luncheon	Anastacia Dillon
1:00pm - 2:00 pm	Keynote	Hanif Fazel
2:15pm - 3:05pm	<b>Breakout Sessions</b>	
	OnBoarding	Ashley Munro
	Students and Credit	Ciel Senechal
	Path to a Financial Wellness Center	Amanda Nguyen
	OSAC Update	Susan Degan
	The ABC's of Gen Z: Adapting Financial Aid Practices for Effective Outcomes	Mike Lubben
3:30pm - 4:20pm	<b>Breakout Sessions</b>	
	OSAC Update	Susan Degan
	Detect and Deter Fraud	Adam Shandling
	Engaging Students with Technology	Diane Fulmer
	Default Prevention on Limited Resources	Greg Kerr
5:30pm 7:00pm	President's Reception	
7:00pm	Dinner On Your Own	
8:00pm	Two Tickets to Paradise, Presidents Suite	

### Thursday, February 7th

8:00am - 9:00am	Breakfast	
9:00am - 9:15am	WASFAA Update	Ashley Munro
9:30am - 10:20am	<b>Segmental Meeting</b>	Segmental Vice Presidents
10:30am - 11:20am	<b>Breakout Sessions</b>	
	Year Round Pell	Rick Renshaw
	Trends in Education	Ciel Senchal
	How to Make Student Communications Stick	Tom Recker
	Coaching Students on Financing College	Diana Hoff
11:40am - 12:30pm	<b>Breakout Sessions</b>	
	SULA	Chuck Hirman
	VA Education Benefits	Jeff DeMott
	Live Entrance and Exit Counseling	Hali Lingren
	Financial Flight Plan: Peers Helping Peers	Kiara Galicinao
	Student Loan Counseling Strategies	Greg Kerr
12:30 pm - 1:15 pm	Lunch	
1:15pm - 1:45pm	Charity: Young Entrepreneurs Business Week	
2:00pm - 2:50pm	<b>Breakout Sessions</b>	
	Writing Dollars into Sense	Zachary Taylor
	Virtual Financial Aid Nights	Jennifer Satalino
	Mobile Financial Aid	Tom Recker
	Exhausted to Exuberant	Danielle Isaac

**Thursday, February 7th (continued)**

3:15pm - 4:05pm	<b>Breakout Sessions</b> Top Ten Compliance Findings PERSIST College Planning Banner 9 Updates Financial Flight Plan: Investing in Community	Rick Renshaw Jenn Satalino Raymond Yee Jennifer and Elijah Kiara Galicinao
5:00pm - 6:00pm	Social Hour	
6:00pm	Dinner	
6:45pm	Awards and Recognition	
7:30pm	Beach Party Bingo	
8:00pm	Karaoke!	

**Friday, February 8th**

8:00am	Breakfast	
8:30am - 9:00am	OASFAA Business Meeting	Anastacia Dillon
9:10am - 10:00am	<b>Breakout Sessions</b> Direct Loan Update Starfish Helping Undocumented and DACAmented Students Working with Native Students Making Financial Literacy Accessible	Chuck Hirman Mike Johnson Amy Keir Luhui Whitebear Zachary Taylor
10:10am - 11:15am	Federal Update	Rick Renshaw
11:15am - 11:30am	Closing Remarks and Adjourn	Anastacia Dillon

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## Legislative Updates

Peter Goss, Portland Community College

Seasons greetings from the OASFAA legislative committee! After a period of relative quiescence, a lot is happening now or dancing on the horizon.

At the federal level, we've seen fixes to the law governing sharing of data with third party agencies, ED fail to deliver new regulations on a number of issues impacting Title IV including Gainful Employment and Borrower Defense, but issue new proposed regulations for Title IX.

The mid-term elections do mean a split House/Senate but the word from a number of folks who read the tea leaves in D.C. is that, as this is Sen. Alexander's last hurrah as chair of the 'HELP' committee which oversees education, he is going to be motivated to push ahead on reauthorization, and the election results may actually open the door to compromise on some areas where the two parties broadly agree at least on some basic principles such as: school accountability, FAFSA simplification, student debt, and workforce development.

The VA is undergoing a shakeup in leadership. Aside from having a new Secretary, in November the VA reassigned long-time head of their Education Services department in response to significant delays and cost overruns in implementing software changes required by the "Harry Colmery

Forever GI Bill," which has led to significant impacts on timely delivery of tuition and housing benefits to hundreds of thousands of students this fall, and potentially into winter term.

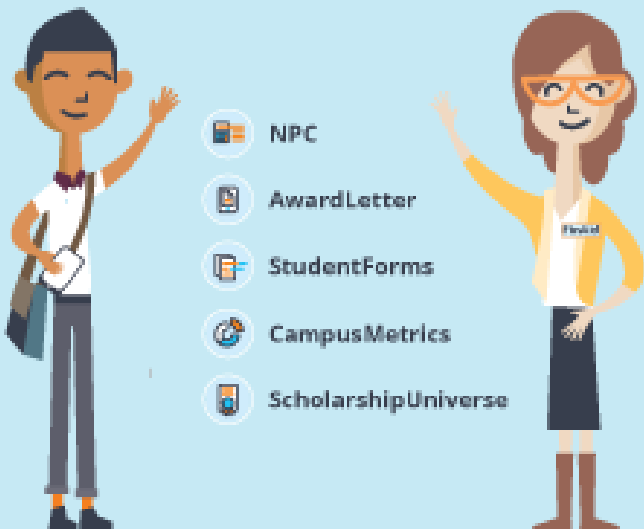
At the state level, OSAC launched a new program this fall benefiting some national guard members attending public institutions, and rumors abound of other programs under consideration. The state legislature is gearing up for a full session in 2019, including Oregon's unusual biennial budgeting process. Advocacy is picking up, with lobbying supporting expanded funding for OOG, direct support for community colleges and universities, new programs, etc. It is nice that enthusiasm exists, though realistically the number of asks almost certainly exceeds capacity.

HECC put forward a 'legislative concept' package covering 11 items, including a 'Native American College Access Grant' and a proposed state income tax credit for student loan payments, among others, though it would be up to the legislature to turn those into actual bills. Gov. Brown's budget proposal is not available as of this writing, but will be out by the time you are reading this. As actual bills and budget numbers start coalescing, Susan and I will do our best to keep you abreast of the ones that most impact our offices.

And a sincere wish from us to you all for happy holidays, and a smooth, stress-free start of the next term!

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### Community College Segmental Update– Kate M. Hoerauf

As Fall term winds down, many of us have started the work to revise, update, and roll out 19/20 financial aid processes. Although federal changes are being kept to a minimum, there is always opportunity to revisit “what we do and how we do it” to serve all students better than before. Being a part of OASFAA also brings many rewards—one of which is meeting folks who share similar goals and visions for all students in higher education.

I have appreciated the opportunity to be a part of the Executive Council this year and look forward to serving on OASFAA committees, and within the larger financial aid community. If you’ve never thought about throwing your hat in the ring for an elected position, or to serve on a committee—please give it some thought...you may end up learning something new and meeting some really cool people! I hope to see you all at the annual conference in February—I am sure it will be a time to remember!

### Four-Year Public Segmental Update Debbie O’Dea

Congrats on getting through Fall term, OASFAA! This term a representative for the Four-Year Public segment took a trek across the state to visit the members and get a glimpse into their daily operations. The different offices gave her a glimpse into their daily operations, letting her assist students, get to know staff, and spend quality time with their mascots. While connecting with such a widespread segment can prove challenging, Flat Debbie did a great job jumping in and taking on the challenge!

This term there are some exciting bookend experiences for some of our membership. University of Oregon’s Financial Aid Office welcomed Nick Dikas onto their staff in September as a new counselor. Congrats Nick! Southern Oregon University’s Financial Aid Office will be saying goodbye to Karen Grose at the end of December as she retires to spend more quality time with her grand-babies. Karen has been with SOU for over 28 years, in many capacities across campus and we are so thankful to have had her as a part of our profession for a part of that time.

If you haven’t already please be sure to get registered for the upcoming 2019 Annual Conference! The Committee has worked really hard to build a robust training schedule and we can’t wait to welcome you all to our OASFAA Paradise.

I hope you enjoy the lull between terms (do we really have lulls anymore with the FAFSA opening in October?) and have a chance to catch your breath before the new year.

### Proprietary Segmental Update– Kathryn Stone

Greetings OASFAA Members! It’s hard to believe that we already find ourselves at the end of 2018. It has been another wild year in financial aid, particularly for our sector. We saw ED propose an overhaul of Gainful Employment regulations, Borrower Defense is still in flux, and most recently, recognition of ACICS as an accrediting body was restored. Like fanny packs and choker necklaces, everything old is truly new again - including soon being able to accept signed tax returns to complete verification! Look for further guidance from the Department of Ed.

As I reflect back on the year that has passed, I want to relay my appreciation for the opportunity to serve as your segmental VP. Getting involved with the OASFAA Executive Council has been an extremely rewarding and enriching experience. While I have learned a great deal from my peers during our meetings over the past year, I think I most value the friendships I have made over working lunches and carpool trips to Salem. It has truly been an amazing experience.

So as I close out my last newsletter article, I want to encourage you once again to get involved in OASFAA. Our sector needs strong voices and representation – and who better than YOU to provide it!? Many volunteer opportunities do not require a large time commitment and the personal and professional rewards are immense. Consider making it your New Year’s Resolution.

I hope to see you all at the conference in February!



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## Member Updates

### *Promotions & Achievements*

Cecilia Guerra will begin as the new Part-Time Office Assistant in early December at University of Portland.

Miranda Robertson was promoted to Financial Aid Coordinator at University of Portland.

Marija Hobbs was hired as/promoted to Financial Aid Counselor University of Portland.

April Roma was promoted to Assistant Director of Financial Aid at Concordia University Portland.

Rachael Kloke was hired as a Financial Aid Specialist at Concordia University Portland.

Jess Kelly was hired as the Assistant Director of Financial Aid at Reed College.

### *New Hires*

Jeremy Carroll was hired as a Financial Aid Specialist at Concordia University Portland.

Breanna Smith was hired as a Financial Aid Specialist at Concordia University Portland.

Matthew Lozano was hired as a Financial Aid Counselor at Concordia University Portland.

Cara Vanasse was hired as a Financial Aid Counselor at Concordia University Portland.

Amanda Nayoan was hired as a Financial Aid Counselor at Concordia University Portland.

Karen Garcia was hired as a Financial Aid Assistant at Reed College.

Kate Walford was hired as the Student Work Coordinator at Reed College.


Nick Dikas was hired as a Financial Aid Counselor at the University of Oregon.

### *Professional Milestones*

Patti Brady-Glassman is retiring from her position at Oregon State University.

### *Best Wishes*

Rachel Geiger, Financial Aid Counselor, left University of Portland to spend more time with her family and growing children.



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