

FASFAA

NEWSLETTER — SPRING 2017

| EDITOR: CAROL BAILEY

INSIDE THIS ISSUE

President's Welcome Letter	2
2017 Conference Chair	3
Volunteers Needed	4
Statement of Candidacy Hatcher	5
Statement of Candidacy Brinson	6
Statement of Candidacy Conrad	7
Statement of Candidacy McKinney-Rogers	8
Statement of Candidacy Shimp	9
Statement of Candidacy Asselta	10
Statement of Candidacy Alexander	11
Katina's Vision for FASFAA	12
NASFAA Conference	13
Help Your Transfer Students Succeed	15
The Return on Investment of Student Success	16
Three Institutional Factors Impacting Student Attrition	17
Nudging Students Toward Smart Borrowing	18
Updates from State Programs Liaison Chair	19
CGS! Florida	20
2017 Florida Legislative Session Update	21
2017 FAFSA Challenge Winners	22
FAMU Staff Appreciation	23
FASFAA Newsletter Region III	24
FASFAA Newsletter Region IV	25
Opinion Editorial by Kris Hatcher	26
Opinion Editorial by Dart Humeston	27
Classic Strawberry Shortcake Recipe	29
Contact Information	30

FASFAA PRESIDENT'S WELCOME LETTER



Submitted by Joan D. Bailey, 2016-17 FASFAA President

Dear FASFAA Colleagues,

The 50th Annual FASFAA Conference is being held at the beautiful Hyatt Regency Grand Cypress, in Orlando, Florida. Join us from Tuesday May 30, to Friday June 2, 2017, as we *celebrate our success and reaffirm our commitment*. This will be an information packed, fun-filled networking opportunity. You won't want to miss out on it! So I look forward to seeing you there as we kick off the start to our conference with a warm welcome from Dr. Maribeth Ehasz.

Our purpose at FASFAA is to support financial aid professionals, agencies and other associations related to student aid in Florida while maintaining strong ties and participation at the regional and national levels. As we celebrate our success, we must also reaffirm our commitment to those that we serve. We will be celebrating our success of 50 years of helping students achieve their dreams. As we celebrate, we are making a commitment to work even more diligently to continue to support the achievement of each student's educational goals.

Nathan Basford, 2017 Conference Chair, and the Conference Committee are doing an outstanding job developing a program suited for all. Kamia Mwango, our Conference Program Chair, has also worked diligently to ensure that the agenda will be packed full, offering sessions to ensure there is something for everyone, both new and seasoned financial aid professionals. We have two economical and information packed offerings for pre-conference workshops. Brenda Brown and Dameion Lovett have a very informative pre-conference session planned on Debt Management and Financial Literacy. There will also be a pre-conference NASFAA Credentialing Workshop on Consumerism.

During the conference, NASFAA President, *Justin Draeger*, will join us to share information about the Washington Climate. *Dana Kelly*, NASFAA chief training officer, will be joining us, presenting sessions throughout the entire conference. We will also hear from the Offices of the Inspector General and Veterans Affairs. *Billie Jo Hamilton*, NASFAA Chair Elect, and *Michael Bennet*, NASFAA Past Chair, will also bring us words of encouragement. We will also hear a student success story and how we have made a difference in many students' lives. Last but certainly not least, we will have some of our friendly feds from the U.S. Department of Education joining us for this event.

Finally, this special conference would not be complete without the opportunity to catch up with old friends, make some new ones, share resources, and celebrate the last and next 50 years with special friends and guests at our **50th Anniversary Celebration Party** on Thursday Night. We will close out the conference on Friday morning with the federal updates. See you there!

Respectfully,
Joan D. Bailey



A Message from our 2017 Conference Chair...

At our upcoming 2017 Annual Conference, May 30, 2017 – June 2, 2017, we will be Celebrating 50 Years of service to students, our colleagues and our membership.

The conference committee has worked very hard to ensure the program embraces all needs within our financial aid profession. Attendees will have the opportunity to choose from many session topics and updates to ensure they can go back to their perspective institutions and continue to provide excellent service to their students who are aspiring to achieve their educational goals.

This special conference would not be complete without the opportunity to catch up with old friends, make new ones, and celebrate the past 50 years with special friends and guests at our 50th Anniversary Celebration Party, Thursday, June 1, 2017.

Please continue to visit our conference website for all updates! (www.fasfaa.org)

On behalf of the entire conference committee, we look forward to seeing you at our 50th celebration!

See you soon,

Nathan Basford
2017 Conference Chair



Calling all FASFAA members!

The 2017 Annual Conference will be here before we know it. This conference is special, as it is our 50th Anniversary. We are in the planning stages now, but for this to be a success, WE NEED YOU! If you will be attending the conference in Orlando in 2017, please consider volunteering some of your time and talent during this event.

IT'S EASY

Go online: www.FASFAA.org

Select **Member Services**

Volunteer

It's that simple! There is something for everyone to do at the next conference. So, if you have ever considered getting involved, now is a great time.

FASFAA NEEDS YOU!

Statement of Candidacy

Kristopher Hatcher for Region I Representative

It brings me great honor to accept the nomination for FASFAA's Region I Representative.

For my background, I am both a product and a professional of financial aid. Federal student loans were necessary for me to pay for my post-secondary education and I would not be where I am today without them. It would be a lie to say that I ever envisioned myself working in our profession when I graduated from THE Florida State University in 2004 but, I can honestly say that I cannot picture things working out differently now.

I've worked in financial aid for almost eleven years across three different institutions. I firmly believe that my varying experience allows me to consider the perspective of all financial aid sectors whether public, private, profit, not-for-profit, large or small. Starting as a Financial Aid Officer in 2006, I have risen through the ranks and held differing responsibilities along the path to my current position of Financial Aid Director at Gulf Coast State College in Panama City.

As for FASFAA, I had the privilege of serving as Co-Electronic Services Chair from July 2014 to June 2016. During this time I was able to revamp FASFAA's website, expand FASFAA's social network footprint, and take part in both the 2015 and 2016 annual conference committees.

If elected as the FASFAA's Region I Representative, I will strive to:

- Increase regional membership
- Explore the possibility of conducting virtual workshops
- Introduce information technology training sessions into workshop agenda
- Achieve fundraising & charity donation goals, as set forth by FASFAA's Executive Board
- Lobby for the expansion of need-based aid from the Florida Department of Education

Personally, my wife Katie and I have been married for over ten years and we have two wonderful children. My son Jackson is in first grade and my daughter Julia is delighting us with the terrible twos.

My hobbies include hockey, poker and spending time with my family.

In closing, I truly thank you for reading my statement of candidacy and humbly request your vote for FASFAA's Region I Representative. I will try my hardest for you and will always keep your financial aid priorities at FASFAA's forefront.

Sincerely,

Kristopher Hatcher
Financial Aid Director
Gulf Coast State College
850-873-3543
KHatcher1@gulfcoast.edu





Statement of Candidacy



Sedrick Brinson for Region III Representative

To Whom It May Concern,

I am writing this letter to announce my candidacy for Region III Representative. I am happy to nominate myself, Sedrick Brinson, as a potential candidate of this prestigious association and I am immensely grateful and humbled to have the opportunity to run for this position. Kindly allow me to describe my qualifications that make me an eligible candidate for the position.

I hold an Associates of Applied Science degree in Business Administration from Lake-Sumter State College and I am currently enrolled in the Bachelor of Arts in Organizational Communication at Florida International University, Miami, Florida. I started my career in Financial Aid in August 2004 as a work-study student at Lake-Sumter State College located in Leesburg, Florida. From a work-study student, I was promoted to Program Specialist of Financial Aid, then Senior Program Specialist of Financial Aid, and ended my tenure at Lake-Sumter State College as the Coordinator of Financial Aid Scholarships.

I then relocated to Valencia College in August 2012 as a Financial Aid Specialist for the Financial Aid Services District office. Currently, I oversee the Default Prevention Program and Default Prevention Advisory Committee Chair. My saying is, "At Valencia College, we not only strive for success for our students in the classroom, but also in their future endeavors. By creating financial awareness, our goal is that our students leave with a sense of financial stability." I am also an active member of the Florida Association of Student Financial Aid Administrators (FASFAA) and a new member of the Southern Association of Student Financial Aid Administrators (SASFAA).

In my role as a Financial Aid Specialist, I have been given the opportunity to create default prevention lesson plans and facilitate workshops, initiate outreach and reporting with students in jeopardy of defaulting on their student's loans and contribute to institutional financial outreach initiatives. My first priority is to be supportive in my role with students, stake holders and the institution and be ever vigilant in maintaining the consistency of policy enforcement and communication. I believe my diverse experiences in financial learning, literacy and knowledge of financial aid federal and state statutes have allowed me to develop an ability to work seamlessly with a broad cross-section of people and departments within an organization in order to best reach our common goals of success. I look forward to the challenge of such a multi-faceted position within such a dynamic association.

I hope this describes why I think I am eligible for the Region III Representative position. If you have any further questions or concerns, please feel free to contact me by email at SBrinson5@valenciacollege.edu or by phone at 407-582-5236.

Thank you,

Sedrick Brinson

Financial Aid Specialist

Valencia College

VALENCIA COLLEGE

We say you can.

Statement of Candidacy

Katie Conrad for Region V Representative

Thank you for allowing me the opportunity to run for the position of FASFAA Region V Representative. I am excited about the possibility of serving as an active Executive Board member of FASFAA for the next two years. While I am new to the Florida association, I am well versed in the "ASFAAs" as some say. I started my financial aid career in Kentucky, where I worked for almost 15 years as the Director of Financial Aid at Midway College. During my time in Kentucky, I had countless mentors who encouraged me to be involved from the very beginning. I quickly became an active KASFAA member by serving in several appointed positions during the first few years. I was later elected to serve on the Executive Board in the positions of Private Schools Representative, Vice President for Training, and President. As the Kentucky President, I was also able to serve on the SASFAA Board, which provided me the opportunity to network with several of the great leaders you have in Florida.

In August of 2016, I accepted the Associate Director of Financial Aid role at Florida International University. My family and I are thrilled with our move to sunny Miami, Florida! Besides all of the obvious benefits (sunshine, beaches, ocean, Cuban coffee, and a tremendous team at FIU), a move to Florida meant a welcome back to SASFAA. Attending the SASFAA conference in February was like a homecoming celebration for me. I am eager to become involved with FASFAA and offer my experience to help move the association forward. I am passionate about our profession, and the professional development of our members. My goal is to become the mentor to others that so many have been to me.

PROFESSIONAL BACKGROUND

Associate Director of Financial Aid, Florida International University 2016-Present

Associate Director of Student Financial Assistance, Miami University, Ohio 2013-2016

Director of Financial Aid, Midway College, Kentucky 2002-2013

EDUCATION

UNIVERSITY OF KENTUCKY – Lexington, Kentucky

Master of Science in Education, 2009

Social and Philosophical Studies in Education

TRANSYLVANIA UNIVERSITY – Lexington, Kentucky

Bachelor of Arts in Business Administration, 1999

PROFESSIONAL AFFILIATIONS

National Association for Student Financial Aid Administrators (NASFAA)

Capitol Hill visits to advocate for student aid programs

Leadership and Legislative Symposium participant

Conference Moderator

Southern Association for Student Financial Aid Administrators (SASFAA)

Executive Board Member, KY State President

New Aid Officers Workshop participant

Conference Moderator

Kentucky Association for Student Financial Aid Administrators (KASFAA)

President 2013-2014

Vice President, Executive Board Member

Private Schools Representative, Executive Board Member

Vendor/Sponsor Chair, Technology Chair, Program Chair

KET Financial Aid Call-In show on air panelist

Presenter for College Goal Sunday, HS Counselor Workshops, and conference sessions

Florida Association for Student Financial Aid Administrators (FASFAA)

New Member



FIU | FLORIDA
INTERNATIONAL
UNIVERSITY



Statement of Candidacy

Gail McKinney-Rogers for Treasurer

I am Gail McKinney-Rogers. I have been employed with Florida State University for 33 years in the Financial Aid department. I have a passion for aiding others in their goals to seek higher education. Working in the financial aid office is a rewarding profession because you get to see students reach their potential and life goals through education.

I have tirelessly worked toward obtaining funds for every student that crosses my path. I have provided means that educate on how to fund a higher education. I have helped countless students to "not give up" and to "make it happen" by the various means available.

I have served on various committees with FASFAA:

- Region 1 Representative
- Secretary
- Bonnie Pirkle Scholarship Committee
- Ambassador Chair
- Conference Committee Co- Chair
- Registration Committee
- Treasurer

As a servant on the above-mentioned FASFAA committees, along with serving as the current Treasurer. I am still ready, trained and prepared to continue to serve as treasurer. FASFFA is a fine and productive association that I am proud and privileged to be a member.



Statement of Candidacy

Sandra Shimp for Treasurer

My name is Sandy Shimp and I have been a member of FASFAA since 2005. I learned from the very beginning of my Financial Aid career that it is not possible to effectively maintain an office and meet all the changing Federal and State requirements without networking with other financial aid professionals. FASFAA creates excellent opportunities for training as well as networking opportunities through the annual conference, regional workshops and other group meetings created during expected and unexpected discussions.

I am very thankful for all FASFAA has provided for me and now I believe it is time I give back to this great organization. I have a strong skill set in maintaining the finances for both financial aid and private industry offices. I feel my strong accounting and communication skills can be utilized to ensure all responsibilities of this position are met.

Please see my qualifications below.

Education

BS, Electrical Engineering

AA, Accounting

Experience

Administrator, Financial Aid, Fort Myers Technical College

Director, Financial Aid, State College of Florida-Manatee and Sarasota

Program Director of the Needs Based Programs, Department of Education, State of Florida

Office Manager, Offshore Trading Company

Office Manager/Owner, Shimp Painting Company

I am an organized, highly motivated, and detailed problem solver. These skills will be used to review the overall finances of FASFAA and continue to provide an accurate accounting of all the transactions that occur within the organization. Therefore I am asking for your support by voting for me and allowing me to fulfill the responsibilities of the Treasurer's position. Thank you.



Statement of Candidacy

Denise M. Asselta for Secretary

Dear FASFAA Executive Board Members,

I would like to submit my name for candidacy for the position of Secretary. As an active FASFAA member and Region III Representative for the FASFAA Executive Board, I have organized region workshops, maintained correspondence between the FASFAA executive board and my region III members, attended a SASFAA leadership symposium on behalf of the FASFAA executive board, and volunteered/attended the annual FASFAA conferences. I began working in financial aid back in 2000 for the Florida College of Integrated Medicine. I worked for three years in financial aid before leaving and changing my career path to work in Human Resources. As a Human Resources manager for ten years, I was presented with the opportunity to work in financial aid again. I knew I always enjoyed working in financial aid and knew my background in human resources would be an asset to guiding students through the financial aid process. I have been working as a Financial Aid Officer for the last 4 and half years now with the Technical Education Center Osceola.

Over the years I have served in a variety of different capacities in board roles or as chairperson of a committee. I understand there is a duty when accepting a position to serve on a board or committee and I am willing to accept these responsibilities should I be elected as secretary. Below is a brief description of the different roles I have held.

The School District of Osceola County, The Education Foundation of Osceola, and Valencia College Osceola Campus started an initiative to have more students complete the FAFSA and enroll in college or a technical school after graduation. I am the chairperson of the "Got College" Financial Aid committee. The purpose of this committee is to host financial aid nights which have hands-on assistance with the FAFSA and encourage students to continue with their educational goals by attending college or a technical school.

In the past, I have played an active role as a Vice President for the Navy Officer's Spouses Organization. The purpose of this organization is to raise money and grant scholarships for active duty students and family members wanting to go back to school. This organization also supported families transitioning back and forth during deployments.

My accomplishments include, Master of Arts, Human Resources Management, Bachelor of Science, Business Management, Certified Professional Human Resources (PHR), Certified Training & Development Manager, Certified Mediation Specialist, and Florida School District Employee of the Year Nominee.

As a Financial Aid Officer and current FASFAA executive board member, I understand the significance of the position as Secretary. I have seen firsthand the importance of accurate minutes during meetings and conference calls when references are made back to previous meetings. I also understand this is a two year commitment and I am willing to accept the job duties of this position to support the FASFAA executive board.

Thank you for considering me for this nomination and I look forward to serving the membership should I be elected as Secretary.

Sincerely,

Denise M. Asselta



Statement of Candidacy

David Alexander for President-Elect



Every great leader must know what it takes to serve and what motivates others to serve. Outside of my professional career, I lead and serve a wonderful family. I am proud to say that I have been happily married for 12 years.

Sharing 4 children with my wife, we strive to create what we would like to see in the world under our roof daily. Integrity, work ethic, commitment and persistence is what was instilled in me and will be seen in the Alexander generations to come.

I started my Career in Financial Aid in 2006 at Kaplan University. Starting as a Financial Aid Administrator, my duties revolved around document collection and review, including verification and comment code resolutions. Within 6 months, I was promoted to a Financial Aid Officer and was given my own cohort of students. Recognizing my potential, my superiors promoted me to Financial Aid Team Lead and in 2009 to Financial Aid Manager. In this wonderful capacity, my team of 10 has overseen the Concord Law School, Gift of Knowledge students, Credit Balances, and Return to Title IV Calculations. During my 10+ years of experience, I've worked with the undergraduate and graduate student population and have been given Dean's List, President's list, and Talent Circle awards.

The right person for the President-Elect position is one that can not only build and sustain relationships, but one that has a continual desire to accomplish more. I AM THAT PERSON. At the first conference I've ever attended, I asked how do I get involved and how can I help? This led to the President reaching out to me when a position was vacant, expressing that my uplifting spirit and enthusiasm is what she remembered the most. I happily accepted the new responsibility. That initial desire never ceased, but grew and later enabled me to be a successful member of the FASFAA organization. If elected, this will continue. FASFAA Executive Board Members, partners, and FASFAA members can look forward to a President-Elect, President, and Past President that will not only be a resource, colleague, and friend, but also an example of what can be accomplished with commitment, hard work, and consistency. I am, and would continue to be, available anytime for all audiences.

I have been the Vendor/Sponsor Co-Chair and FASFAA Executive Board Member since 2014. During my tenure, I have:

- ♦ Met and surpassed the monetary goals for the past three years
- ♦ Created and arranged the vendor conference games
- ♦ Actively driven traffic to our vendor exhibition area
- ♦ Received many praises for my customer service by our vendors and partners

Success in my current position as Vendor/Sponsor Co-chair and FASFAA Executive Board requires excellent customer service, time management, communication, and an ever-growing desire to serve. You must proactively outreach to gather new and continuing vendors/sponsors in efforts of securing funding that can be applied to the Annual and Regional events. With their contributions, our vendors/sponsors play a large role in making the Annual and Regional Workshops possible. This directly benefits schools, partners, and other financial institutions, which in turn benefits our students. Our students are then able to apply their abilities, in order to make the world a better place for everyone. This circle of success would not be possible without our vendors and sponsors.

Within my organization, I have organized several events and training sessions. This includes monthly recognition sessions, as well as the department-wide Annual Financial Aid Award Ceremonies. I was responsible for choosing the location, entertainment, seating positions, guest speakers and more. I have served as the host of the Annual Ceremony for the past three years as well. I am comfortable building rapport, gathering speakers, and ensuring our audience is well entertained and informed.

My volunteerism has been shown locally as well. I am a graduate of the Coral Springs Citizens Police Academy. Our efforts help keep our schools and local events safe. In any capacity that will help our students, children, and society, you can count on me.

As the President-Elect, I look forward to continuing this commitment to serve. In this new role, I plan on:

- ♦ Executing informative and interesting Regional and Annual Conferences
- ♦ Expanding the volunteer program, by creating a page of testimonials from past volunteers, board members, and more
- ♦ Leveraging our wonderful board members' abilities to further create an atmosphere of team work
- ♦ Applying my previous experience as Volunteer and Board Member to meet the needs of the organization
- ♦ Bringing a level of enthusiasm that drives innovative discussions and ideas that can be applied to all areas of the organization

Overall, I would be the best candidate for the President-Elect position, and would be delighted to apply my leadership, experience, dedication, and integrity to all areas of the organization. Knowing that teamwork is one of the essential factors of business, I hold that in a high regard and look forward to working with you all.

I ask for your vote and look forward to honoring my commitments from the President-Elect position. Thank you for your consideration.

David Alexander, MBA

Katina's Vision for FASFAA

Laura Katina Hamilton

It is with great sadness to inform you of the passing of a FASFAA family member. Laura Katina Hamilton of The Florida State University Office of Financial Aid succumbed to injuries obtained in a serious car accident.

Katina served FASFAA in numerous elected and volunteer positions. She served as Presenter, Moderator, Region 1 representative and as Vice President of Training. She most recently offered of herself to be a candidate for President-Elect in the upcoming election and would have been on the slate.

Those who have had the pleasure to work closely with Katina, know that she was always an upbeat, positive person and was always willing to help in any way she could.

Sincere condolences goes out to her FSU family, her children, other family members and her friends. May her soul rest in peace.

Katina's Vision

It is a pleasure to be nominated to continue to represent the association in running for the office of President-Elect. Financial aid, for many, is the determining factor when deciding to pursue their educational goals and dreams. As an administrator, it is important to inform prospective and current students of the funding options available to them, therefore outreach is a key factor to our profession. I have served on your executive board as Vice-President of Training and Region 1 Representative and look forward to continuing to serve the Florida Association of Student Financial Aid Administrators in any way possible. The association is vital to the continued growth of our profession and is THE resource for all aid professionals throughout the state.

In my 20 years in the higher education field, I have been fortunate to promote Financial Aid and Financial literacy via Florida State University's outreach program by: organizing and coordinating Financial Aid Awareness Nights; conducting FAFSA labs in Leon, Jefferson, Wakulla, and Gadsden Counties; and participating as the Presenter in FASFAA College Goal Sunday for Leon County.

As Vice President of Training for the Association, I've organized and conducted various training opportunities for administrators within the state. I am continually training new administrators within my office. I am a member of the National Association of Student Financial Aid administrators and volunteer at various community events further promoting awareness.

If elected, OUTREACH and influencing state legislation would be my focus. As the state association, we can work together to educate our students on options of funding to continue to enhance our future as a society by providing access to education for many that think education is not obtainable because it is not affordable. The association represents financial aid administrators for all areas and with a growing membership, we could use our influence to assist our future and current students by ensuring we secure financial assistance for them.

Laura Katina Hamilton

Assistant Director of Student Financial Aid
Florida State University





Submitted by Thomas Vo, President– Elect

As President-Elect, I had the honor of representing the Florida Association of Student Financial Aid Administrators (FASFAA) at the National Association of Student Financial Aid Administrators (NASFAA) Legislative and Leadership Conference February 27, 2017, through March 1, 2017, in Washington D.C.

This conference was for Financial Aid Administrators and Association President Elects/Officers and provided valuable training and insight on Association Management.

The highlight of the conference was scheduled visits to Capitol Hill to discuss/lobby for federal student aid regulations with various Senate offices.

Cheryl Philippeaux (Region V Representative, attending on behalf of her institution) and I were able to meet with representatives from Senator Rubio's and Senator Richard Burr's (North Carolina) offices, where we discussed the following:

- FAFSA simplification.
- Continuing the use of prior-prior year FAFSA and the advantages it gives colleges and students by packaging and awarding aid earlier and giving students the chance to make admission decisions earlier.
- Giving institutions the right to limit student loan borrowing. Institutions are held responsible for their cohort default rate but the regulations do not allow us to restrict borrowing amounts.
- Bring back year-round Pell Grant to incentivize students to complete earlier and supporting NASFAA stance with Senate Bill 3040 for year-round Pell.



Senator Rubio's office was appreciative of the time spent and really engaged. They expect education topics to occur later this year and took our business cards as they would like to contact us for detailed conversation.

We also scheduled a meeting at United States Department of Education (USDOE) headquarters with Federal Student Aid officials along with representatives from the Southern Association of Student Financial Aid Administrators (SASFAA).



Continued on page 14



Continued from page 13

I was able to meet with the following personnel:

Gail McLamon

Acting Deputy Assistant Secretary Policy, Planning & Innovation Office of Postsecondary Education
Department of Education

Carney McCullough

Senior Policy Analyst
Office of Postsecondary Education
Department of Education

Ann Marie Weisman

Management and Program Analyst
Office of Postsecondary Education
Department of Education

Topics of discussion included:

- Continuing the use of prior-prior year FAFSA, it is currently an executive order and needs to become statute.
- Code 399 conflicting information on 16-17 & 17-18 FAFSA.
- Providing USDOE feedback on this new regulation and advising them of our current numbers.
- Pushing for schools ability to limit student loan borrowing.
- Pushing for guidance on schools having professional judgment on dealing with situations where household income may have changed from 2015 tax year to 2016, first time using prior-prior year tax info on FAFSA.
- Pushing for USDOE to increase processing time and communications on the status of schools recertification or changes to ECAR. Currently if we submit official changes or even request a program for Title IV authorization, it can take more than a year for approval.
- Increasing support and guidance as it pertains to schools submitting Gainful Employment reports.



Overall, this was the most productive visit as the Department of Education was very gracious and appreciative of the visit and feedback.

They recommended we meet on an annual basis.

What Are You Doing To Help Your Transfer Students Succeed?

Submitted by Lynda McNair—Student Connections

If school, state and national goals related to college completion are to be met, higher education needs to do a better job with helping transfer students succeed. Like their full-time, first-time counterparts, transfer students report a high commitment to attending college and finishing school; however, fewer than one in seven community college students who transfer complete a degree.

Choosing a Pathway

Deciding how to get to their education goals from where they are today can be difficult.

Ruffalo Noel Levitz' 2013 report on The Attitudes and Motivations of College Transfer Students found that up to 62 percent of respondents at four-year public institutions, 58.7 percent at four-year private schools and 49.7 percent at two-year public schools wanted help in preparing a written academic plan for graduation.

Funding College

In the same study, more than half of all transfer students indicated they do not have the financial resources needed to finish their programs of study. More than half also reported they have financial problems that will interfere with their studies.

Boosting Productivity

Even though they have some college experience behind them, transfer students noted in the study that they would like to receive help with student skills, such as time management, taking notes and exam strategies.

Getting Hired

The majority of respondents in the study wanted the

opportunity to explore advantages and disadvantages of their chosen career. Across all institution types, they also wanted help in identifying work experiences or internships related to their major.

There is a lot of activity helping students transfer from public two-year to four-year institutions. A January 2017 study by the Community College Research Center suggests that in the state of Texas, state policy needs to address three primary issues in order to

strengthen transfer student success in the state:

create stronger transfer pathways, help students choose and stay on a transfer pathway, and build momentum for regional community college-university collaboration to improve transfer outcomes.

Schools are responding to these needs in many ways. Orientation programs specifically designed for transfer students are either required or optional at many institutions.

Ruffalo Noel Levitz recommends making these programs required in order to reach a larger number of students. I also noted dedicated advising staff for transfer students at many institutions.

You may want to look at what you are doing to help your new students in the areas of choosing a pathway, funding college and getting hired. Are your current offerings helpful to your transfer population? Do they have the same opportunities to participate as your new students? Are they offered in such a way as to be convenient to your transfer population? Are there institution-specific barriers to transfer-student success that you can address?



The Return on Investment of Student Success

Submitted by Lynda McNair—Student Connections

In an effort to help students and families assess the return on investment (ROI) of higher education, the U.S. Department of Education provides various measures it considers indicative of student success on the College Scorecard website. These measures include:

- **Graduation rate** - percentage of full-time, first-time students who graduate within 150 percent of the expected time to completion.
- **Salary after attending** - median earnings of former students, who received federal financial aid for college, 10 years after leaving school.
- **Students paying down their debt** - share of students who have repaid at least one dollar of their principal loan balance three years after leaving school.
- **Students who return after their first year** - share of full-time, first-time students who returned to their institution after their freshman year.

The College Scorecard compares this data to national averages, allowing students and their families to get a sense of how successful other students have been in attending a particular institution.

The Department of Education also uses measures to assess an institution's ability to participate in the federal financial aid programs, such as the three-year student loan cohort default rate and gainful employment data. While we don't know what to expect from the Department over the next year, it appears that there is broad bipartisan support for additional risk-sharing measures that will further link student outcomes to ability to access federal aid for a particular institution.

With this increased emphasis on outcomes, schools are looking to invest in programs and services designed to help students along the pathway from application to graduation to student loan repayment. However, access to funding for these programs from state, federal or institutional resources is less likely given the current pressure to cut budgets and keep educational costs low.

I recommend that institutions consider calculating the cost of attrition to get a sense of the revenue implications of

losing students before they graduate or complete their education goals.

Some questions to consider:

- How many students do we lose during the first term? During the first year?
- How many students do we lose overall?
- How much revenue is lost per student?
- What would happen if we lost 2 percent, 5 percent or 8 percent less students?
- What decrease in attrition is realistic for our institution?

You can find samples of cost-of-attrition formulas from organizations such as the National Academic Advising Association and Ruffalo Noel Levitz. These formulas can help you get a sense of the amount of money that may be available to fund programs that will help you to help your students succeed.

Three Institutional Factors Impacting Student Attrition

Submitted by Shannon Cross — Student Connections

In addition to the primary research we conduct, such as through our work with students and academic experts on our Advisory Boards, Student Connections regularly reviews findings from around the industry. Recently, we examined factors impacting student retention at colleges and universities in the United States.

Financial Aid and Resources Available

It is no surprise that students most commonly abandon their pursuit of higher education because of money. In fact, ACT identifies the amount of financial aid available to students as the number one factor contributing to student attrition rates for all types of colleges and universities (Wesley R. Habley and Randy McClanahan, “What Works in Student Retention?” ACT, 2004, p. 10). Financial aid services are also listed among the top factors. Further, Ruffalo Noel Levitz reports that the high cost of schooling, an obligation to obtain full-time employment because of financial need, personal emergencies and uncertainty about the return on investment from a college education all contribute to student attrition (“2016 National Report: Freshman Motivations to Complete College,” Ruffalo Noel Levitz, 2016, p. 4).

Choosing the Right School and Program

In addition to finances, uninformed decisions regarding which institution to attend and a poor understanding of the matriculation process appear to be major factors in student attrition. The Institute for Higher Education Policy reports that choosing which institution to attend is a complicated and confusing process, especially for first-generation and non-traditional students (Tiffane Cochran and Ann Coles, “Maximizing the College Choice Process to Increase Fit & Match for Underserved Students,” Institute For Higher Education Policy, 2011, p. 3). These students often do not have the background or access to tools that will help them fully consider the different pathways to the achievement of their educational goals. Once they do select an institution, they are often challenged by admission and financial aid processes. These factors often lead to students not

selecting the institution that would best meet their individual needs and subsequently dropping out before they achieve their educational goals.

Lack of Involvement and Engagement

The third institutional factor impacting student attrition is lack of student involvement in campus life. According to the National Survey of Student Engagement (NSSE), the more involved students are with their institutions, the more invested they are in their education. NSSE also has identified a correlation between student involvement and higher grades and completion rates. It makes sense that feelings of safety and belonging can go a long way toward keeping students engaged and working toward their educational goals.

The good news in these variables lies in what they share in common: They are under institutional influence. There are steps you can take today at your school to improve student engagement, understanding of enrollment requirements and campus culture, and financial literacy. In fact, the more you consider these seemingly disparate areas, the more apparent it becomes that they are integrated aspects of one unifying goal: student success. You may find you have little control over one area. However, by seizing opportunities to make a positive difference in others, you can shape the common outcome they produce.

Nudging Students Toward Smart Borrowing

Using loan summaries to help borrowers better understand their loans.

Submitted by Shannon Cross, Inceptia Strategic Business Director

As students increasingly rely on loans to finance part or all of their college education the need for relevant, timely information to help make informed borrowing choices has become more critical than ever.

Students themselves are indicating a need for such initiatives, as demonstrated through a number of surveys that uncover numerous confusing concepts for loan borrowers. Consider the following:

- 48% of borrowers either don't know or incorrectly estimate the amount they have borrowed.¹
- 28% incorrectly believe they have no federal loans at all.¹
- 94% of student borrowers do not understand their loan repayment terms.²

The ramifications for borrower confusion can be significant. When students do not invest in or avail themselves of existing loan counseling resources, those students, as well as schools and society at large, suffer from the effects of over borrowing, lower degree attainment, increased attrition, and student loan default.

A number of schools and states, however, are using a simple yet innovative approach to help students actively manage loan debt as they progress toward degree completion. These institutions use loan summaries, sometimes called “debt letters,” to supplement loan counseling practices and expand on financial education outreach—keeping students apprised of their individual borrowing levels and allowing them to make informed choices about future repayment scenarios.

Loan summaries/debt letters are a simple, low-touch effort to keep student borrowers engaged in the active management of their loans while in school. While letters can vary among institutions, commonalities include a summary of current aggregate borrowing, estimated monthly repayment amounts, and resources for learning more or obtaining help. These summaries are strategically scheduled to be delivered at times when students are making financial aid and/or course registration decisions, thus providing a highly-effective, just-in-time intervention for borrowers.

Inceptia's newest research brief, *Loan Summaries: Nudging Students Toward Smart Borrowing*, examines how three different universities administered their loan summary initiatives and the corresponding results on student behavior. The results offer support that this simple, lost-cost practice can impact not only borrowing behaviors, but also academic performance and enrollment persistence. Furthermore, the brief offers best practice considerations for schools looking at implementing loan summaries to support student success.

The research brief and a recorded webinar diving deeper into the brief's findings and offering insight and strategies on how loan summaries help borrowers better understand their loans can be viewed at inceptia.org/smart-borrowers.

1. Akers, E. and Chingos, M. (2014, December). Are College Students Borrowing Blindly? Brookings Institution. Retrieved from: https://www.brookings.edu/wp-content/uploads/2016/06/Are-College-Students-Borrowing-Blindly_Dec-2014.pdf

2. Rathmanner, D. (2016, January). January 2016 Student Loan Borrower Survey. LendEDU. Retrieved from <https://lendedu.com/blog/January-student-loan-survey>.

Updates from State Programs Liaison Chair

Submitted by Levis Hughes
Chief, Office of Student Financial Assistance



Upcoming Changes to Outreach Services

The Office of Student Financial Assistance (OSFA) would like to recognize and sincerely thank each individual Outreach team member for their relentless dedication in being proactive and innovative while serving schools, students and families in spite of the ever-changing financial aid landscape in which we exist.

With the ongoing shifts in the industry, OSFA is announcing that we are reorganizing the Outreach Services unit by centralizing its operations to Tallahassee. This centralization of staff changes include saying goodbye to part of our OSFA family: Lori Auxier, Robin Pernice, Gerri McCormick, Stephanie Rosh and Isabel Acevedo.

Beginning June 1, Pedro Hernandez and Jan Smith will be the central contacts for our Outreach Services area. We will communicate with you in the upcoming weeks regarding how OSFA will revise the Outreach Services. Thank you for your patience and understanding as we complete the reorganization process.

Additional OSFA Updates

In an effort to expend 100% of the 2016-17 Florida Student Assistance Grant (FSAG) Programs, the Office of Student Financial Assistance is reallocating current year unused FSAG funds. Please continue to return uncommitted funds to OSFA as soon as possible so we may provide funding in a timely manner to schools with students who have an unmet need.

The 2016-17 Grade and Hours (G&H) Report collects information for each student who has received any state-funded financial aid for one or more terms in the 2016-17 academic year. Each institution must provide G&H within 30 days after the institution's last day of spring term or June 30, 2017.

The 2017-18 Renewal Eligibility Application for Instructional Participation in State Scholarship and Grant Programs is available online until June 6, 2017. The **June 6 deadline** is just around the corner; don't wait!

As OSFA's Chief, I want to thank each of you for supporting our efforts to assist you and all of your students.

CGS! FLORIDA





Submitted by Jan Smith, Manager of Outreach Services

Office of Student Financial Assistance

Now that all the paperwork has been received from the Fall 2016 CGS! Florida campaign, we can proudly report our final numbers. Thanks to everyone who took time out of their busy schedules to conduct events to accommodate the early release of the FAFSA in 2016.

As students have received their scholarships, many “thank you” emails and calls have come in. Just to let you know how much this gift has meant:

Fall 2016 Campaign Results

	22 HOST SITES 1,232 STUDENTS/PARENTS SERVED
	356 VOLUNTEERS
	22 SCHOLARSHIPS AWARDED @ \$200 EACH
	2 KEY PARTNERS Florida College Access Network, Florida Prosperity Partnership

“Thank you so much! I am very grateful!”

“Thank you so much for this exciting news right before Christmas!”

“I am very honored and grateful!”

“Thanks again for your generosity and for this gift.”

“I want to personally thank you for your scholarship contribution to my education at University of North Florida. This scholarship is going to help me achieve my dreams and get a job in the future. While at UNF, I plan to study Spanish and Teaching English as a Second Language so I will be able to help those in need learn English to better their lives with education. Also with this degree I can be an interpreter/translator to help break the language barrier in schools, courts, or in governmental positions.”

The slogan “CGS!FL” is now being retitled under the implementation of a new initiative by the National College Access Network (NCAN) called *Form Your Future* which will replace all College Goal Sunday events. Continue to watch for correspondence pertaining to updates on training opportunities over the summer months.

Be on the lookout for updates regarding October 1 FAFSA completion events and know that YOU have made a difference in the lives of students across our state!



2017 Florida Legislative Session Update for State Scholarship and Grant Programs

Submitted by Carol Bailey, Director of Information and Training
Office of Student Financial Assistance

The 2017 Florida Legislative Session concluded May 8, 2017, and passed bills that affect state-funded financial aid programs administered by the Office of Student Financial Assistance (OSFA).

Governor Scott must still act on these bills before they become law. He has 15 days from receipt of these bills to sign into law, veto, or let the bills become law without his signature. Once the bills become law, OSFA will send out additional communication detailing how the new laws affect institutions for the 2017-18 academic year.

CS/CS/SB 374 Postsecondary Education

Florida Bright Futures Scholarship Program – Florida Academic Scholars (FAS)

Requires the appropriation of funds for summer term enrollment; increases the FAS award amount to cover 100 percent of public postsecondary education institution tuition and fees, plus \$300 for textbooks and college-related expenses during fall and spring terms, beginning in the fall 2017 semester.

William L. Boyd, IV, Florida Resident Access Grant (FRAG)

Renames the William L. Boyd, IV, Florida Resident Access Grant (FRAG) Program as the William L. Boyd, IV, Effective Access to Student Education (EASE) Grant Program.

Benacquisto Scholarship Program

Expands student eligibility requirements to include out-of-state National Merit Finalists. Eligible students are exempt from the payment of out-of-state fees.

First Generation Matching Grant

Revises the state-to-private match requirements for contributions from 1:1 to 2:1 match.

Florida Farmworker Student Scholarship Program

Creates the Florida Farmworker Student Scholarship Program for farmworkers and the children of farmworkers; allows up to 50 scholarships to be awarded annually.

CS/SB 396 Student Loan Debt

Requires a postsecondary education institution that disburses state financial aid to annually, or once during each academic year, provide specific up-to-date information, in print or electronic format, to each student receiving student loans.

CS/HB 7069 Education

Minority Teacher Education Scholars Program/ Florida Fund for Minority Teachers, Inc.

Revises eligibility criteria for participation in the minority teacher education scholars program and authorizes a student to use the scholarship to pursue a graduate degree with a major in education that leads to initial certification; removes criteria that new scholarships must be granted to students who are in their junior year and that renewal scholarships be granted to rising seniors.

You may also access any 2017 Florida Legislative bills via [Online Sunshine](#).

FLORIDA CAN ANNOUNCES 2017 FAFSA CHALLENGE WINNERS!

Submitted by Troy Miller



Florida College Access Network (Florida CAN) is thrilled to announce the winners of the [2017 Florida FAFSA Challenge](#), a statewide campaign to increase the proportion of high school seniors completing the Free Application for Federal Student Aid!

Through March 31, [54 school districts and 390 high schools](#) have increased the number of seniors who completed the federal financial aid form by at least 5% over last year, contributing to a statewide gain of 9.1%. This translates to over \$37 million more in Pell grant dollars alone for graduating seniors to help pay the cost of college. [Click here](#) for a district-by-district breakdown of the estimated change in Pell grant dollars awarded.

“The boost in Florida’s FAFSA completions this year is phenomenal and a credit to the schools, districts, and community partners who have worked passionately to ensure all of our students have the resources to attend college,” said Laurie Meggesin, Florida CAN’s executive director. “This is a real game-changer for the thousands of students and families impacted by this collective effort.”

Districts and schools in Miami-Dade, Orange, Broward, Sarasota, Gulf and Okaloosa counties won top honors as the highest performers. See the following list of trophy winners:

“MVP” (Have the highest FAFSA completion rate through March 31, 2017)

- Large school: Coral Reef Senior High School, Miami, Miami-Dade County
- Medium school: TERRA

Environmental Research Institute,
Davie, Broward
County

- Small school: Archimedean Upper Conservatory, Miami, Miami-Dade County
 - Large school district: Sarasota County
 - Small school district: Gulf County
- “Most Improved” (Improved FAFSA completion rate the most, compared to last year through March 31, 2017)

- Large school: William R. Boone High School, Orlando, Orange County
- Medium school: Mater Academy Charter High School, Hialeah Gardens, Miami-Dade County
- Small school: Somerset Arts Conservatory, Pembroke Pines, Broward County
- Large school district: Orange County
- Small school district: Gulf County

“Biggest Boost” (Largest week-to-week change in percentage of students completing the FAFSA)

- Large school: Riverview High School, Sarasota, Sarasota County
- Medium school: TERRA Environmental Research Institute, Davie, Broward County
- Small school: School for Advanced Studies – North, Miami, Miami-Dade County
- Large school district: Okaloosa County
- Small school district: Gulf County

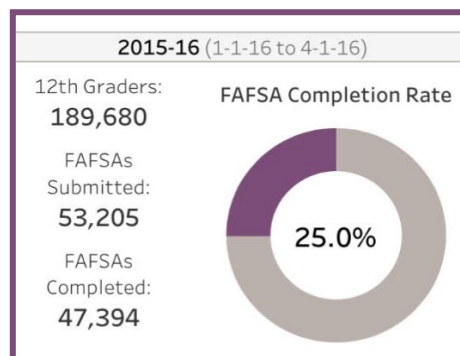
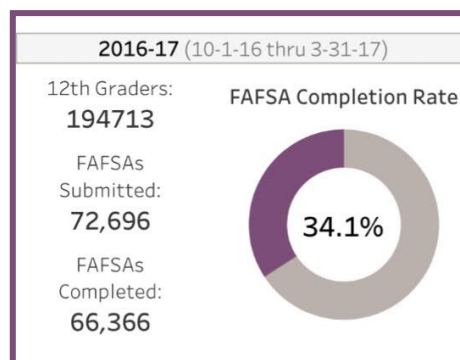
[Click here](#) for a full listing of the 54 districts and 390 schools that improved their FAFSA completion rate by 5% or

more this spring.

How did your local school or district do?

Curious about how your local school or district fared in the Florida FAFSA Challenge? You can find out on Florida CAN’s [FAFSA Finish Line dashboard](#), which includes data for over 600 public schools in the state. The dashboard also allows users to view school, district and state-level FAFSA completion rates using nine different filters and search options.

Chart: FAFSA completion among 12th graders attending Florida public schools



The Florida FAFSA Challenge is part of [College Ready Florida](#), a suite of statewide initiatives designed to build a college-going culture and help all students (especially low-income students) continue their education beyond high school. Florida CAN applauds all schools and districts that committed to helping more graduating high school seniors access financial aid for college and congratulates those that boosted their FAFSA completion rates this year!

Submitted by Rachel Robinson

Florida A&M University's Financial Aid Office thanked each staff member for service to the students by providing a certificate of appreciation describing their "Lifesaving" contributions.



Region III Spring Workshop

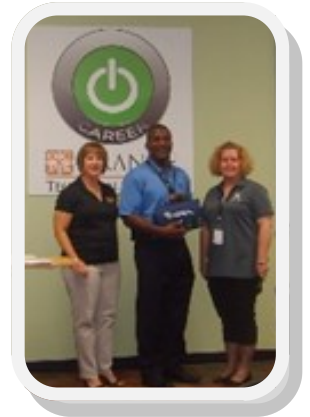
Submitted by Denise Asselta

This was the third year in a row that Mr. Alex Heidelberg graciously hosted the FASFAA Spring Region III Workshop. Denise Asselta, Region III Representative, presented Mr. Heidelberg with a thank you gift for allowing us to use his campus for our workshops.

We had a great turn out for the Spring Region III Workshop we had 27 members attend the workshop. The workshop was hosted at Orange Technical College Mid Florida Campus. Topics discussed during the workshop were State Update, Verification, Error Code 399, Leadership, Eating the Frog and Other Principles of Time Management, Clock Hour Round Table Discussion, and Financial Literacy.

The winner of the 50/50 raffle for the Bonnie Pirkle Scholarship was Wendy Smith, from Orange Technical College Westside Campus. Congratulations Wendy! Region III had members consisting of Brevard, Indian River, Lake, Okeechobee, Orange, Osceola, Seminole, St. Lucie, Sumter, and Volusia counties.

Since this was my last workshop as your Region III Representative, I would like to thank all of you for giving me the opportunity to be your voice as your Region III Representative on the FASFAA Executive Board.



Region IV Spring Workshop

Submitted by Nadine Bailey

On Friday April 7, 2017, we held the Region IV spring workshop at the Ultimate Medical Academy (UMA) Tampa, Florida campus. There were 26 attendees.

We had many interesting topics covered at the workshop including: Millennials and Beyond; Professional Judgement and PPY; Financial Literacy; Bright Futures and an OSFA update; R2T4; updates from FASFAA and SASFAA – Joan Bailey provided an interesting update regarding her visit to Washington DC and the officials she could meet with. We also reviewed the Bonnie Pirkle (BP) scholarship fund as well as the 2016-2017 charity – Bridges of Light.

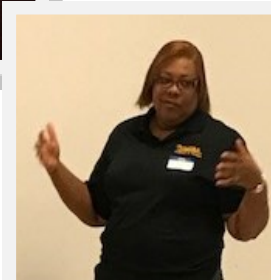
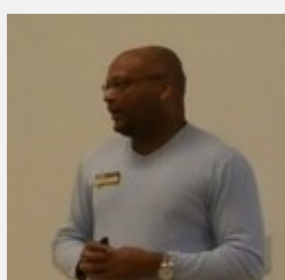
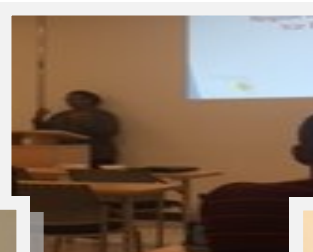
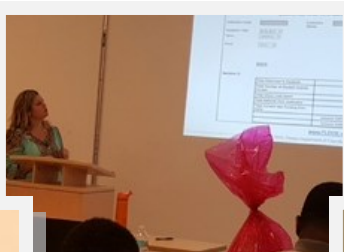


We raffled two baskets, a gardener's dream and an ice cream social, with proceeds for the Bonnie Pirkle scholarship fund. In addition, there was a 50/50 raffle; we collected \$140 towards the scholarship fund and collected school supplies for the Bridges of Light foundation (see the picture). Region IV won last year's charity challenge and we would like to keep the trophy in our region – we have a good foundation and a month left to collect the school supplies, we are also collecting monetary donations as well, more information is available on the FASFAA website. Any monetary donations, please make sure to indicate that it is for the Bridges of Light charity and reference Region IV so your donation is counted!

I would like to thank all the presenters who “volunteered” to present during the workshop. I couldn't have done any of this without your willingness to help! An extra special thank you to Ultimate Medical Academy for the use of your campus.

As we continue, the best way to help FASFAA succeed is to volunteer – get involved in any way you can, the reward is invaluable! Please ensure you are on the Region IV listserv on FASFAA so you will get the email updates.

Region IV members, don't forget to send me your milestones in FA so we can post it to the website. The annual conference is fast approaching – will you be there? We're celebrating FASFAA at 50!





Opinion Editorial: Is a Financial Aid Administrator Who Votes Democratic Allowed to Applaud the Rollback of Federal Regulations?

Submitted by Kris Hatcher

If you are reading this then you have probably heard the expression, “...but why do I have to turn THAT IN TOO!?” This statement and others like it that similarly bemoan the bureaucracy of seeking financial aid, are emblematic of the concerted rise in federal regulation by the United States Department of Education (USDOE) over the last eight years. Rules regarding Gainful Employment, verification and eligibility have irrefutably increased the amount of red tape that administrators and students have to navigate along the path to post-secondary education.

Those on the left side of the political spectrum believe that regulation can be good, assuming it is equitably applied, and is sometimes necessary no matter how burdensome it may be. We have all run across that one student who has tried to game the financial aid system for money they are not truly eligible to receive. It is also difficult to ignore the news of institutions that have purposefully or inadvertently taken advantage of certain financial aid loop holes to improve their bottom line. In contrast, those on the right side of the aisle would consider USDOE’s increased regulations as a perfect example of how the federal government is getting too big. This school of thought believes that the economy cannot fully thrive if it is saddled with federal regulation. Financial aid deregulation has become part of a larger rallying cry for these conservatives and the Trump administration does not seem averse to obliging.

I consider myself a democrat and personally believe that my role as an aid administrator comes with a strict fiduciary responsibility over the funds that I disburse. I also acknowledge the concerns that students and parents articulate every day regarding the difficulty of the financial aid process.

It should be no shock then to hear that I find myself at odds with the recent news of USDOE’s verification requirement loosening. If you have not heard already, [Dear Colleague Letter GEN-17-04](#) allows students and parents to submit signed tax returns instead of requiring IRS tax return transcripts for the 2016–2017 and 2017–2018 FAF-SAs. It also reverses the department’s decision to require IRS non-filing statements for 2017–2018 applicants and parents who did not file a 2015 tax return. On one hand, I am extremely happy that students and parents will benefit from this decision. I would also be remiss if I didn’t acknowledge that administering financial aid will be a lot easier over the next few months. On the other hand, I know that this decree will make it slightly easier for someone to take advantage of the Title IV program because a student or parent who wants to commit fraud will now have an easier methodology to utilize.

Obtaining IRS tax return transcripts and non-filing statements is tedious but I can assure that doing so has uncovered numerous FAFSA discrepancies that might not have been discovered otherwise.

That then begs the question – Am I allowed to be happy with financial aid deregulation despite the obvious dichotomy that it represents with my political views? Over the years many people have given me a version of the same piece of advice that goes something like this, if you are younger and not a democrat then there is something wrong with you and if you’re older and not a republican then there is something wrong with you too. I turn thirty five in a few weeks so is this just a sign that I’m getting old or am I allowed to be a democrat who is happy that certain federal financial aid regulations are being reduced?

Opinion Editorial: When Should a Financial Aid Director Resign?

Ten Signs That Tell You When

Submitted by Dart Humeston

When is it time to step down as Financial Aid Director? I have worked for decades in financial aid observing how some people stay on as director just a little too long. Sort of like a National Football League (NFL) quarterback who just can not bear to leave the game, but has not the arm strength nor the pocket awareness to score many victories anymore.

Sadly, it is often the aid director who is the last to realize they should have moved on a couple of Dear Colleague letters ago. You run into them at the FASFAA conference where they are usually at the hotel bar downing FAFSA Fizzlers* on the rocks one after another (Vodka, Pomegranate juice and Alka Seltzer) or they are sitting in a workshop complaining about how technology is just a passing fad and they are not going to Tweet, Skype, Facebook, Instagram or text anyone.

You see them posting on the financial aid Listserve a five paragraph rant about Return of Title IV regulations—No, wait, that one was me.

Financial Aid Directors hang out together, sort of like Starship Captains. It is painful to see one of your colleagues begin to slow down. They adjust slower to the latest changes in technology, regulations or demographics. They complain more and more. Eventually you hear that they have been demoted or fired. Sometimes they move to higher education companies that hawk payment plans, net price calculators or alternative loans. The really smart ones become enrollment consultants and get to tell campus presidents what they have been telling them for free for the last decade. Only now they listen and pay them an embarrassingly large amount of money. But these are the few. Most just fade away like the last seconds of a meteorite, vanishing into the inky night sky as if it never was there at all.

These noble men and women have given many years of admirable service to their institutions and students. They have worked nights and weekends, navigated ridiculous federal regulations, fielded student appeals and did whatever it took to help each student find the funding they needed to obtain their academic dreams. Now they are pushed out to pasture. It is embarrassing.

I do not want that to happen to me. So, here I sit at my desk, a man in his early sixties with decades of financial aid experience in the rear view mirror. I do not want to overstay my time in the Captain's Chair. A few years ago I created a Director Burn-out Checklist. I go through it once a year. It helps me to determine if I should commit to another academic year or go for that barista job.

Continued on page 28

Continued from page 27

Check off each of the items below if it could be attributed to you during this past year.

- When reviewing Professional Judgment appeals you now take points off for spelling and grammatical errors – and that is on the faculty recommendation letters.
- You post to the Financial list asking everyone what color the next academic year's electronic FAFSA is going to be.
- As you review the list of new students admissions is recruiting you realize you have no idea how to pronounce 80% of the names.
- You have started deleting every third email you receive from the Admission's Office unread.
- You have lost your cool more than once while trying to explain to parents that live in the same house that they cannot both file as Head of Household on their taxes!
- At least once during the past year you walked into the Director of Admissions office unannounced and screamed, "What the *Hell* were you thinking?"
- You started wearing bright Hawaiian shirts every day of the week and your school is not located in Hawaii.
- On financial aid award letters you renamed institutional scholarship and grants as "Discounts and Participation Awards".
- You claim that helicopter parents have vanished, replaced by Snowplow parents, then Drone parents, and finally, F-35 Fighter Jet parents.
- You've reverted to referring to the Pell Grant as BEOG.

Scoring

1 to 2: You are fine.

3 to 4: You might be showing signs. You may want to attend both the NASFAA and FASFAA conferences this year and volunteer to work on a committee. Involving yourself deeply in the profession with like-minded colleagues is an excellent way to recharge the internal batteries.

5 to 6: You need a vacation. One where you don't bring your laptop or phone. Order a few FAFSA Fizzlers – cannot hurt. You may want to increase your contribution to your VALIC or TIAA-CREF retirement plans substantially.

7 to 8: Time to start applying for a position in an entirely different field. Like selling cars or managing muskrat aerobic dancing teams.

Above 8: Too late. Those steps you hear coming down the hall? It's the new Vice President of Strategic Enrollment Marketing, Recruitment and Lengthy Meetings. She/he looks 15 and he is coming to fire you. Grab your things and head out to that barista job now. Preferably in the Bahamas.

How did you score?

This year when I completed the checklist I earned a solid 9. So I think it is time for me to lay down my DPA Token, turn the FISAP over to my next in command and sit tall in the saddle as I ride off into the Sunset. Which is orange, just like the 2016-2017 FAFSA. (I always thought it was pink.)

My last day working in financial aid will be June 30, 2017.

* FAFSA Fizzler is a made up drink. Do NOT actually consume it!

Classic Strawberry Shortcake Recipe

Filling

- **1/4** Cup sugar
- **1 1/2** Packages (16 ounces each) Driscoll's Strawberries, hulled and quartered
- **2** Cups heavy cream
- **1** Tsp. vanilla extract

Shortcakes

- **10** Tablespoons chilled unsalted butter, cut into small pieces plus more for pans
- **3 1/2** Cups all-purpose flour
- **1/2** Cup sugar
- **1** Tbsp. baking powder
- **1** Tsp. baking soda
- **1/4** Tsp. salt
- **1 3/4** Cups heavy cream

Directions

Shortcakes

Preheat oven to 375°F. Generously butter 3 (8-inch) round cake pans. Set aside.

Combine flour, sugar, baking powder, baking soda and salt in bowl of a food processor or large bowl. Add butter and pulse in food processor or cut in with a pastry blender or 2 knives until mixture resembles coarse crumbs. Gradually add heavy cream and pulse in food processor (stirring with a fork several times to help distribute cream) or stir into bowl with a fork until just moistened (do not over mix).

Gather dough into a large ball (if using food processor, first transfer mixture into large bowl) and gently knead on a lightly floured surface, just until smooth (about 5 turns).

Divide dough into 3 equal portions and with hands, press each piece of dough into a prepared cake pan, spreading to edges and making as smooth as possible.

Bake about 25 minutes or until top is golden. Let cool 5 minutes in pans on wire rack then turn out to cool completely on wire rack.

Filling

Combine heavy cream and vanilla extract in a mixing bowl and beat with an electric mixer on high until soft peaks form. Gradually add sugar while beating just until stiff peaks form. Keep refrigerated until ready to use.

Assembly

To serve, place first cake layer on serving plate and top with about 1/3 quartered strawberries in a single layer. Top with about 1/3 whipped cream and spread until even. Top with second cake layer and repeat with 1/3 quartered strawberries and 1/3 whipped cream. Top with final cake layer and spread remaining whipped cream in an even layer, leaving about 1-inch border around. Top with remaining quartered strawberries in a mound. Serve immediately.



Contact Information

FASFAA

FASFAA@FASFAA.org

www.FASFAA.org

See you at the conference!

