

FOLLOW THE YELLOW BRICK ROAD TO COLUMBUS FOR

OASFAA'S EMERALD ANNIVERSARY

2023 Annual Conference

March 15 - 17, 2023
Columbus Marriott Northwest

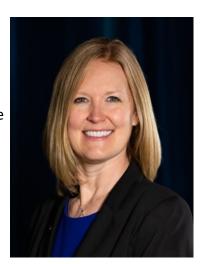


From the OASFAA President

Dear friends,

Welcome to the 55th OASFAA Conference – our **emerald** anniversary! It is a true honor to serve as president during this exciting time. The annual conference is just one of the many benefits of OASFAA membership, offering a chance to come together, exchange ideas, and **build meaningful connections** with colleagues from across the state.

From sessions about FAFSA Simplification and our welcome keynote that will focus on the importance of mental health and taking care of ourselves, this year's conference promises to be special – thanks to the amazing work and efforts of the **Conference Planning Committee**.



OASFAA has selected **NAMI-Ohio** as the community organization to support this year. If you aren't familiar with their work, please check out their display near the Registration Table. We will be raising funds for NAMI-Ohio throughout the conference via raffle tickets for goodie baskets! Winning tickets will be drawn during the "Thank You, Sponsors" reception Thursday evening.

Another conference highlight: **our sponsors**! Please be sure to stop and talk with each of them to learn about their products and solutions! Thank you, sponsors! The Annual Conference (and a lot of our programming throughout the year) would not be possible without your support.

As the 2022-23 year for OASFAA winds down and we gear up for 2023-24, I want to extend a heartfelt and sincere thank you to the **Executive Board, Committee Chairs, and committee members** for the hard work and dedication to our association. In addition to the growing demands in our daily jobs, everyone involved with OASFAA does so selflessly as a volunteer*.

I look forward to the insights and experiences to be shared that will help us continue to grow our knowledge and expertise, and to better serve the students and families who rely on us. Let us make the most of this opportunity to come together, to learn, to share, and to connect.

Sincerely,

Carrie L. Short, M.Ed., FAAC® 2022-2023 OASFAA President

*It truly takes a village to run our association. If you would like to be a part of it, please stop at the OASFAA Resources Table near Registration for more information, and seek out Jayme Jarrett, 2022-23 President-Elect, to talk about opportunities to volunteer with OASFAA in 2023-24.



The State's Voice on Mental Illness

NAMI Ohio is a grassroots, mental health advocacy organization. Our mission is "to improve the quality of life, and ensure dignity and respect for persons with serious mental illness."

NAMI Ohio advocates for mental health services and access to care, while also encouraging support of legislative policies and government funding related to mental health issues.

Mental illness is a local issue. NAMI offers an established network of 41 local affiliates throughout Ohio to; **EDUCATE** individuals where they live, **ADVOCATE** with the local community mental health system to provide needed and quality care, and **SUPPORT** those living with mental illness and their families as they navigate the often complicated mental health system.

80% of all caregiving is provided by family members. These families are many times ill-equipped to deal with the significant challenges of mental illness in their families.

Having an organization available to them is their lifeline.

Every day in the state of Ohio, NAMI is providing education and support to local communities.





Connect with the Client Navigator (800) 686-2646 or live chat online

www.namiohio.org

OASFAA's Mission Statement

The mission of the Ohio Association of Student Financial Aid Administrators shall be to ensure access to higher education through the promotion of financial aid awareness.

Further, the mission of the Association is to affect public policy initiatives, to promote ethical administration of student aid programs, and to encourage an environment of cooperation among individuals, agencies, organizations and educational institutions to better serve all student populations.

Statement on Equity, Diversity, and Inclusion

The Ohio Association of Student Financial Aid Administrators empowers its members to embrace and encourage diversity, equity, and inclusion as we advance our mission. The Association commits to nurturing diversity by sharing values, experiences, interests, and education to shape perspective, actions, and positive outcomes. Equity seeks out fairness with an understanding that may not always be equal. Inclusion will be achieved by offering accessible opportunities for diverse individuals to feel their input matters. The Association continually strives to advance equity, cultivate diversity, and practice inclusion.

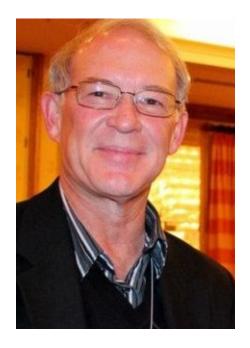
Conference Policies

Please be aware of your institution's ethics policy as it relates to Ohio Revised Code 2921.43(A) and 102.03 (D) and (E) when participating in conference and non-conference events.

Nametags are required for admittance to conference events. Please be sure to wear your nametag throughout the conference.

In Memoriam—Wendell Schick

It is with a heavy heart that we share the passing of **Wendell Schick** in October 2022. Wendell retired from the University of Northwestern Ohio in 2021.



Wendell spent 38 years of his life working in the financial aid arena, 18 of which spent at UNOH. He served OASFAA in multiple committee positions and was elected president for the 2003-2004 year. He also volunteered his time and was appointed to various positions within the following organizations: Student Access and Success Coordinating Council of Ohio, Student Portal Web Development Committee of Ohio, Ohio Board of Regents Advisory Group, Great Lakes Higher Education Advisory Group, Ohio Student Loan Commission Advisory Council, Regional Chair of the Ohio Student Aid Commission, Ohio Foundation of Independent Colleges Advisory Group, National Advisory Board of the Sallie Mae Loan Program, National Advisory Group of the Law Access Loan Program, the College Board, and the Lima Access Group. Prior to his time at UNOH, he worked in financial aid at Ohio Northern University for 20 years. Wendell made an impact on the financial aid operations of UNOH that will last for many years to come, and his staff noted that they "could never thank him enough for his service to the University."

Individual Session Survey

Let us know if we hit the mark!

After each session, please scan the QR code (or navigate to this website: https://tinyurl.com/23sessions) to provide your feedback on the session content and presenter/s. Each survey is anonymous and can be submitted multiple times so that you can rate each session you attend. Your feedback is valuable to our conference planning committee as well as the presenter/s.

Another survey will be sent to all conference attendees after the conclusion of the conference. Please let us know your overall thoughts on OASFAA's 2023 Annual Conference! Thank you in advance for taking the time to provide your valuable opinions!





2023 Annual Conference Sponsors



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Mary Arter Bell Conference Scholarship

Mary Arter Bell, friend and colleague, will be remembered for her passionate approach to serving others, her commitment to student success, and her sincere dedication to The Ohio Association of Student Financial Aid Administrators. Mary served on many OASFAA committees throughout her career and she especially enjoyed planning and participating in conferences. Although Mary lost her battle to leukemia in May 2012, she will not be forgotten. The Mary Arter Bell Conference Scholarship allows OASFAA to continue to recognize Mary's contributions as we come together as a community at annual conferences.

Each year these scholarships provide funding to those who would otherwise not have the resources available to them from their institutions to attend conference.

Please join us in welcoming our 2023 Annual Conference Mary Arter Bell Scholarship recipients:

Tiffany Archer Stark State College

Christy Brewster Cedarville University

Esther Chamberlain Franklin University

Margaret Cornish Lorain County Community College

Tim Entner Cedarville University

Tracy Febel Lakeland Community College

Mallory Grafton University of Akron

Karissa Kurek Ashland University

Vivian Mays University of Dayton

Sarah Nau Lorain County Community College

Jennifer Redford University of Akron

Tiffinnie Reed Wright State University

Melinda Renwand EHOVE Career Center

Anna Ritchie Lakeland Community College

Jeanne Seybold Cedarville University

Conference Wi-Fi



Network: Marriott_Conference

Password: March

OASFAA's 2023 Annual Conference Community Support organization is





The State's Voice on Mental Illness

Raffle Tickets available at the Registration Table or from Conference Entertainment Committee members (Deb @ College Ave booth or Michael @ Citizens booth) through Thursday, 3/16.

Winning tickets pulled during the Sponsor "Thank You" Cocktail Hour, Thursday from 5:15 - 6:15 pm.

Basket Items Include:

Pro Football Hall of Fame
Cleveland Sports
Ohio State Buckeyes
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CrackCorn
FatHeads Brewery
Penzeys Spices
Starbucks
OASFAA Swag
NASFAA Swag
& More

1 TICKET/\$1 6 TICKETS/\$5 15 TICKETS/\$10 30 TICKETS/\$20 (CASH ONLY)

Guest Speakers





Dr. Sharma is the Director of the Counseling and Consultation Service at The Ohio State University where he specializes in the treatment of mental health issues of college and university students. Dr. Sharma has also spoken professionally regarding the mental health needs of students and assisting a community through trauma at several conferences and forums. His career has spanned service in seven university counseling centers where he has worked as a clinician as well as an operations and training administrator.

Dr. Sharma has served as President of the Association for University and College Counseling Center Directors (AUCCCD). In addition, Dr. Sharma has previously served as a Board member for the Association of Counseling Center Training Agencies (ACCTA) and in the Council Position of the Disaster Response Network for the Illinois Psychological Association. His special areas of interest include: trauma, multiculturalism and diversity, professional consultation and collaboration, eating disorders, training and supervision. Dr. Sharma obtained his doctorate from the Illinois School of Professional Psychology/ Chicago Campus and in 2008 he received the Distinguished Alumni award from the institution.

Karen McCarthy

Karen is the Vice President of Public Policy and Federal Relations at NASFAA, playing a key role in the development and implementation of NASFAA's strategic advocacy goals and objectives. She began her career in student aid working in the financial aid offices at several large, 4-year institutions, including Boston University, Miami University of Ohio, and The Ohio State University. Prior to her current role at NASFAA, she held positions there in training and regulatory assistance, and policy analysis. She serves on the Department of Education's FAFSA Advisory Group and FUTURE Act Implementation Group, and has served as NASFAA's representative at negotiating rulemaking sessions, most recently covering Accreditation and Innovation in 2019.

A native of Massachusetts, she earned a bachelor's degree from Cornell University and a master's degree from The Ohio State University.



Guest Speakers

Amanda Fijal

Amanda Fijal is the Assistant Vice President, Enrollment and Student Advancement and Executive Director of or Financial Aid at the University of Chicago. She has been in financial aid for over 20 years, the last thirteen at University of Chicago. Amanda holds a B.S. in Psychology and M.Ed. in Higher Education Administration from Loyola University Chicago. She has served the Illinois and Midwest Associations of Student Financial Aid Administrators in a number of capacities, including ILASFAA President and Treasurer and MASFAA Treasurer, Conference Program Chair and Local Arrangements Co-Chair. She is currently MASFAA President-Elect.



Jim Bennett



Jim Bennett has served as Chief of Staff and Senior Advisor to two state higher education system Chancellors and one University President. Currently, Jim serves as Chief of Staff and Senior Policy Advisor to the Chancellor of the Ohio Department of Higher Education (ODHE). In this capacity, Jim is responsible for overseeing all administrative and operational functions of the Cabinet-level state agency, guiding the agency's comprehensive policy agenda, and leading the Department's Senior Staff.

Jim previously served as Chief of Staff to the President at Cleveland State University, where he was responsible for overseeing the administrative and operational functions of the Office of the President and coordinating strategic initiatives among the President's Senior Leadership Team.

Jim has held prior positions as Vice Chancellor of Finance and Data Management at ODHE, as well as Budget Section Chief, Senior Higher Education Analyst, and Higher Education Analyst at the Ohio Office of Budget and Management (OBM).

Jim holds a Bachelor of Science degree, a Master of Science degree, and a Master's degree in Public Policy and Management, all received from The Ohio State University.

Wednesday, March 15, 2023

9:00 am—10:00 am Registration Open for NASFAA Credential Workshop (Atrium)

10:00 am—12:00 pm Pre-Conference Workshop

NASFAA Credential Workshop—Administrative Capability, Part 1 of 3 (Dublin I & II)

Presenter: Faith Phillips, The Ohio State University-Newark/Central Ohio Technical College

Moderator: Matt Kirksey, Stark State College

Administrative capability requirements are not just the responsibility of the financial aid office, but a campus-wide commitment and responsibility. Join us to learn more about this topic which regularly appears on the "Top Ten Audit Findings" list published by ED. *Pre-Registration required*.

10:00 am—11:45 am Conference Registration & Sponsor Exhibits Open (Atrium)

12:00 pm—1:15 pm General Session/Lunch (Dublin III & IV)

*President's Welcome

*Community Support Introduction—NAMI Ohio

*Keynote Address: Dr. Micky Sharma, The Ohio State University

The work of Higher Education has become more difficult over time and the impact of the pandemic has increased the challenges faced on a daily basis. While the effect of the pandemic is not as prevalent as it once was, the stress of the job continues. Feeling overwhelmed and overworked is a common experience. This presentation will discuss professional and personal impacts of stress, signs to watch out for, and coping strategies to best manage the stress in one's life.

1:15 pm—5:00 pm Conference Registration & Sponsor Exhibits Open (Atrium)

1:30 pm—2:20 pm Interest Sessions

NASFAA Credential Workshop, Part 2 of 3 (Dublin I & II)

Professional Judgment—How Did FAFSA Simplification Change This? (Dublin V)

Presenters: Andrea Lehman, Hiram College, Erin Glass, Franklin University, Sam Selvage, Franklin University

Moderators: Erin Glass, Franklin University, Sam Selvage, Franklin University

A guided discussion about how the change to SAI and components to the calculation will impact the processing of PJs. Sharing ideas with our colleagues on how they are thinking about changes and sharing game plans. Come prepared to share your thoughts, questions, and ideas! **This session will be repeated at 8:30 am on Friday.**

Is Your Office GLBA Compliant? (Dublin IV)

Presenter and Moderator: Melissa Van Meter, Ohio University

Financial aid offices find it increasingly difficult to keep abreast with data security requirements and the ever changing technology landscape. The federal requirements to protect student financial aid information are found in both the PPA and SAIG Enrollment Agreement. These regulations commit institutions to securely maintaining and processing financial aid information. This includes adherence to the Gramm-Leach-Bliley Act (GLBA). Ohio University conducted a Security Assessment using the NIST 800-171 framework to evaluate the institutional adherence to GLBA. This session will share our office's efforts in GLBA compliance and data security. Come to this session to see if your office is compliant with the existing and updated GLBA rules.

Financial Aid Resources & Tips on Avoiding Scams (Franklin)

Presenter: **Veronica Davidson**, Sinclair College Moderator: **Mary Reshad**, Wright State University

In line with this year's conference theme, we will lay the path for our fellow financial aid professionals to be aware of how to identify scams, reliable websites, and best practices. In this session we will also discuss reliable websites and resources for scholarships identification and dissemination.

2:20 pm—2:45 pm Dessert Break (Atrium)

2:45 pm—3:35 pm Interest Sessions

NASFAA Credential Workshop—Administrative Capability, Part 3 of 3 (Dublin I & II)

Program Participation Agreement (PPA) Recertification (Dublin V)

Presenter and Moderator: **Melanie Weaver**, Ohio Northern University

Come learn how to follow the yellow brick road to a successful recertification of your PPA. We will discuss planning for recertification, completing the application, and what supporting documents will be needed. We will also share tips from those who successfully recertified their PPA.

Gender & Sexuality in Higher Education Today (Dublin VI)

Presenter: Dr. Micah McCarey, Ohio University

Moderator: James McDougal, KEMBA

This workshop, traditionally known as SafeZone training, educates about the diversities of gender identity, gender expression, pronouns, and sexuality as they relate to both personal and professional contexts. This presentation will explore different ways to create a welcoming and understanding environment for people of various genders, identities, sexualities, and levels of being out. By learning about inclusive terminology and exploring some of the health disparities faced by LGBTQIA+ communities, we will practice using inclusive language, and examine strategies for dialogue.

The People Side of Change (Franklin)

Presenter and Moderator: Kristy Gardner, The Ohio State University

In this session, you will learn why change management is a crucial component to the success of any project, system, or policy implementation. You will also learn about some best practices and strategies used by The Ohio State University to train front-line customer service staff in an environment where things are always changing.

3:35 pm—3:50 pm Beverage Break (Atrium)

3:50 pm—4:40 pm Interest Sessions

What is the SAI and What Does it Mean? (Dublin (I & II)

Presenters: Andrea Lehman, Hiram College, Erin Glass, Franklin University, Sam Selvage, Franklin University

Moderator: Erin Glass, Franklin University, Sam Selvage, Franklin University

This session will be a review of what the Student Aid Index (SAI) is, and how it differs from the old EFC. We will also discuss how the calculation has changed, and how it will impact Pell eligibility and student awards. This session will be repeated at 9:30 am on Friday.

The Road to Staffing Financial Aid (Dublin V)

Presenters: Randy Ulses, University of Cincinnati and Dave Peterson, University of Cincinnati

Moderator: Randy Ulses, University of Cincinnati

The hiring efforts for financial aid employees are becoming more burdensome as we all seem to have more vacancies, fewer applicants, and less retention. Take some time to discuss with colleagues your issues and concerns and share any successes as we examine ways to recruit, hire, develop, and retain in this new employment environment.

Putting the "Second Chance" in Second Chance Pell - The Ashland Model (Dublin VI)

Presenter and Moderator: Dr. Alex Jordan, Ashland University

Since 1964, Ashland University has offered college programming to incarcerated individuals. Fast-forward to 2022, AU now serves over 4,000 students across 100 locations in 14 states and is the largest provider of correctional education in the country. This session will provide an overview of the "Ashland Model" and how other institutions can create their own correctional educational programs under Pell-For-All.

Using LEAN to Improve Financial Aid Processes (Franklin)

Presenters: Brenda Dillon, Kent State University, and Stephen Minnich, Kent State University

Moderator: Kim Jeffers, PNC Bank

Learn to use LEAN tools that can help improve your processes and deliver better customer service to students and campus partners. Kent State University will be sharing our private loan LEAN project and outcomes. Attendees will participate in a mapping session.

5:30 pm—6:00 pm First-Time Attendee Meet & Greet with OASFAA Leadership (Atrium)

6:00 pm—7:00 pm Dinner (Dublin III & IV)

7:15 pm—8:15 pm Entertainment—Michael Kent (Dublin III & IV)

8:15 pm—10:00 pm President's Reception & DJ Zik (Dublin III & IV)

One hour Beer/Wine Open Bar (8:15 pm—9:15 pm)



Michael Kent, Comic, Magician, Smart@\$\$!

There's a reason Michael Kent has been named ENTERTAINER OF THE YEAR by Campus Activities Magazine and MAGICIAN OF THE YEAR by The Association for the Promotion of Campus Activities. Michael gives magic a facelift with irreverent comedy and satire. His unique style of performing magic has made him a FAVORITE in over 500 college campuses he's visited. Michael has performed for audiences all over the globe - from Hollywood, California to US Troops serving overseas. Many colleges and universities book him YEAR AFTER YEAR because students can't wait to see the show again!

In a style reminiscent of a late-night talk show, Michael invites the audience to laugh with him at the absurdity of a modern-day magician. Michael's audiences experience what its like when a stand up comic performs (and occasionally pokes fun at) the art of magic.

DJ Zik is a professional entertainer with over 20 years of experience for weddings, parties, corporate events, birthday parties, trivia, and other celebrations. He enjoys making sure everyone is having a good time and keeps the energy flowing in any atmosphere he's in. He's skilled at mixing music to engage audiences and have an extensive range of music to please all. He's equipped with a great sound set up and lighting system. He is very timely, professional, and outgoing.



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While I'm in school I can pay

Thursday, March 16, 2023

7:30 am—8:30 am Breakfast (Dublin III & IV)

7:30 am—11:30 am Conference Registration & Sponsor Exhibits Open (Atrium)

8:00 am—8:30 am OASFAA Business Meeting (Dublin III & IV)

8:30 am—9:45 am General Session (Dublin III & IV)

*State Update—Jim Bennett, Ohio Department of Higher Education

*MASFAA Update—Amanda Fijal, University of Chicago

9:55 am—10:45 am Interest Sessions

Follow Your Yellow Brick Road—Career Advancement in Financial Aid (Dublin I)

Presenters: Laura Meek, Columbus College of Art & Design, and Hank Malin, Retired HR Executive and Career Center

Director

Moderator: Laura Meek, Columbus College of Art & Design

Your career in financial aid is your Yellow Brick Road. This session will explore moving through the ranks and different positions in financial aid. We'll also discuss tips on skill assessment, resumes, and networking.

Navigating Difficult DEI Conversations (Dublin II)

Presenters: **Dr. Sara Childers** and **Sophia Antoun**, The Ohio State University Strategic Diversity Planning, Training & Assessment

Moderator: Judy Cunningham, PR Manager, Ohio's 529, College Advantage

"I just don't know how to have this conversation." If you have ever had this thought, this workshop is for you. Difficult conversations about diversity, equity, and inclusion (DEI) range from conceptual to conflict resolution. This workshop offers participants the opportunity to learn what is important to consider when having difficult DEI conversations and offers concrete tools to avoid harmful conversations in favor of healing ones.

NCAA Compliance (Dublin V)

Presenters: **Heather Elliott**, Ohio State University, **Melissa McKinney**, Kent State University, **Dave Peterson**, University of Cincinnati

Moderator: Jayme Jarrett, Ohio Northern University

Follow the yellow brick road to the Emerald City of NCAA Compliance! Three panelists will lead a discussion and answer your questions on how to maintain compliance with the NCAA, including discussion of the NIL rules.

HEI Training Session (Dublin VI)

Presenters: Tamika Braswell, Ohio Department of Higher Education, Ramah Church, Ohio Department of Higher

Education, and Lisa Reed, Ohio Department of Education

Moderator: Tamika Braswell, Ohio Department of Higher Education

This session will provide an overview of the state financial aid programs: Choose Ohio First Scholarship (COF), Nurse Education Assistance Loan Program (NEALP), Ohio College Opportunity Grant (OCOG), and Ohio War Orphans Scholarship (WOS) in the HEI System for viewing queries, file submissions, and more.

10:45 am—11:00 am Snack Break (Atrium)

11:00 am—11:50 am Interest Sessions

Default Prevention/Debt Management Update (Dublin I)

Presenters: Tom Dalton, EdAmerica, and Luci Hardesty, Central Ohio Technical College

Moderator: **Deb Gossman**, College Ave Student Loans

Federal student loan borrowers are to begin re-entering repayment on their federal student loans by May 2023. Learn what EdAmerica and Central Ohio Technical College are doing to mitigate delinquency and default for those borrowers as they plan to re-enter repayment and learn what improvements they have made to transition borrowers back to successful repayment. Also, learn about the impact the pause of federal loan repayment will have on your default rates (will the definition of default rates change?) and any trends you may expect to see going forward as a result of loan forgiveness.

Microaggressions 101 (Dublin II)

Presenters: **Dr. Sara Childers**, and **Sophia Antoun**, The Ohio State University Strategic Diversity Planning, Training &

Assessment

Moderator: Judy Cunningham, Ohio's 529, College Advantage

Microaggressions can cause harm in every workplace, yet many of us remain confused about what a microagression is, how to know if one is happening/has happened, and the ways microaggressions impact others. This workshop will introduce participants to the concept of microaggressions in our everyday lives and basic intervention strategies.

Against All Odds: Building a Great Team (Dublin V)

Presenter and Moderator: Dave Bowman, Nelnet Bank

Building a team than can overcome obstacles is not an easy task. How do you build a team that effectively communicates, collaborates and stays committed (among others) to the goal? This session will give you the keys and exercises to help you build a team that can rise to meet and defeat any challenge, even if success seems against all odds.

Verification Overview - Time to Ask the Questions (Dublin VI)

Presenter: Marlene Lowery, Stark State College Moderator: Matt Kirksey, Stark State College

This session will provide a verification overview of the 2023-24 aid year requirements. We will also discuss the requirements and documents needed for verification or conflicting information. Links will be provided to helpful tax- related guides. We will also provide a Q&A portion to help assist with all the confusing tax terms and rules.

12:00 pm—1:50 pm	General Session/Lunch (Dublin III & IV)
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*Federal Update: **Karen McCarthy**, NASFAA

*OASFAA Awards Ceremony

*New Professional Award

*Alex Murdoch Award

*James W. White Award

1:50 pm—3:00 pm Sponsor Exhibits Open (Atrium)

1:50 pm—4:00 pm Conference Registration Open (Atrium)

2:05 pm—2:55 pm General Session—2024-2025 Planning (Dublin III & IV)

Presenter: Karen McCarthy, NASFAA

Moderator: MorraLee Keller, National College Attainment Network

2:55 pm—3:10 pm Dessert Break (Atrium)

3:10 pm—4:00 pm Interest Sessions

VA Education Benefits (Dublin I)

Presenter: **Samantha Erickson**, Ohio Department of Veterans Services Moderator: **Tamika Braswell**, Ohio Department of Higher Education

If you're a higher education college administrator or school certifying official in need of resources to support and create quality connections with veteran students, this session is for you! Come and find information about certification issues, compliance, and more. This session will offer resources that will help you assist veteran students pursuing education and training with their VA benefits.

The Basics of Implementing a Competency Based Education Program (Dublin II)

Presenters: **Jessica Hodell**, Sinclair College, and **Jeremy Cubraraich**, Cuyahoga Community College Moderator: **Faith Phillips**, The Ohio State University-Newark/Central Ohio Technical College

In this session, you will hear how two institutions implemented Competency Based Education (CBE) programs including impacts on admissions, academics and financial aid followed by a Q&A with the presenters.

How to Engage Your Students Better than Tik Tok (Dublin V)

Presenter and Moderator: Kevin McNamara, Earnest Student Loans

With calls, email, texts, letters, and tweets, you might wonder how students still miss your messages. Students are overstimulated and if you want your message to be heard, you have to think like a social media company. Here, you will find the tools you need to engage your students on their terms and make your message heard.

The Real Scoop on Paying for College: Students' & Families' Expectations vs Reality (Dublin VI)

Presenter: Ed Recker, Sallie Mae, and Lindsay Czech, Perrysburg High School

Moderator: Ed Recker, Sallie Mae

While most families agree that college is an investment in their student's future, many are confused and stressed about paying for that education. Join us to learn what college-bound high school families know and expect about paying for college, and how that compares to the realities experienced by currently enrolled undergrads. We'll investigate how families' understanding of available funding sources, attitudes, and behaviors change as families progress on their higher education journey. Our discussion will share insights from two new research studies by Sallie Mae and Ipsos, "College Confidence: What America Knows About Paying for College" and "How America Pays for College 2022". Lindsay Czech will also share tips and best practices on how to help students successfully plan to pay for college.

4:10 pm—5:00 pm	Birds of a Feather Sessions—2024-25 Implementation
	*4- Year Public (Dublin I) Moderator: Kristy Gardner, The Ohio State University
	*4-Year Private (Dublin II) Moderator: Jayme Jarrett, Ohio Northern University
	*2-Year (Dublin V) Moderator: Carrie Short, Lakeland Community College
	*Proprietary (Dublin VI) Moderator: Greg Guzman, Hondros College of Nursing
	*Associate Member Meeting (Franklin) Moderator: Ed Recker, Sallie Mae
5:15 pm—6:15 pm	"Thank you, Sponsors" Cocktail Reception & Raffle Drawing
•	Use your drink ticket for a beer or a glass of wine during this reception with light apps.
6:15 pm	Dinner on Your Own

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Friday, March 17, 2023

7:30 am—8:30 am Light Breakfast/Grab & Go (Atrium)
7:30 am—10:00 am Conference Registration Open (Atrium)

8:30 am—9:20 am Interest Sessions

Professional Judgment: How Will it Change? (Dublin I & II)

Presenters: Andrea Lehman, Hiram College, Erin Glass, Franklin University, and Sam Selvage, Franklin University

Moderator: Sam Selvage, Franklin University

A guided discussion about how the change to SAI and components to the calculation will impact the processing of PJs. Sharing ideas with our colleagues on how they are thinking about changes and sharing game plans. Come prepared to share your thoughts, questions, and ideas! **This is a repeat session from Wednesday.**

Building a Financial Wellness Program from Scratch (Dublin V)

Presenters: Sydney Meimann, University of Cincinnati and Randi Salyer, Wright-Patt Credit Union

Moderator: Blake Grimm, Wright-Patt Credit Union

Does building and maintaining a student financial wellness program sound scary? Find your badge of courage in this session. We'll discuss where to begin brick by brick, leveraging relationships with colleagues and community partners, programming ideas, and promoting student engagement.

Streets Paved with Gold: The Various Paths to Loan Forgiveness (Dublin VI)

Presenter: Veronica Davidson, Sinclair College

Moderator: Ed Recker, Sallie Mae

The past year has seen a lot of changes regarding loan forgiveness. An overhaul to the Public Service Loan Forgiveness program and Student Loan Debt Relief (President Biden's loan forgiveness program) has had a lot of people wondering how the changes impact them, or how they determine eligibility. Join us to learn more about the programs, their differences, and how to better navigate them to ensure a smooth ride on that road to loan forgiveness.

9:30 am—10:20 am Interest Sessions

What is the SAI and What Does it Mean? (Dublin I & II)

Presenters: Andrea Lehman, Hiram College, Erin Glass, Franklin University, and Sam Selvage, Franklin University

Moderator: Sam Selvage, Franklin University

This session will be a review of what the Student Aid Index (SAI) is, and how it differs from the old EFC. We will also discuss how the calculation has changed, and how it will impact Pell eligibility and student awards. **This is a repeat session from Wednesday.**

Customer Service (Dublin V)

Presenter and Moderator: Deb Gossman, Head of Campus Development-Central States, College Ave

Customer Service is the act of providing support to both prospective and existing customers - aka our students. In this session we will discuss why customer service is important, the different types of customers, strategies for dealing with customers, and tips and techniques. We will also talk about your real-life situations and how you handled them. Come prepared to learn and share your experience.

EFA Estimated Financial Assistance (Dublin V)

Presenters: **Faith Phillips,** The Ohio State University-Newark/Central Ohio Technical College, **A'Lisa Hatfield**, The Ohio State University, and **Carrie Short**, Lakeland Community College

Moderator: Faith Phillips, The Ohio State University-Newark/Central Ohio Technical College

Did you know that emergency aid and gift cards are considered estimated financial assistance (EFA) and must be part of a student's financial aid offer? In this session you will learn the definition and the rules governing the treatment of estimated financial assistance.

What's in a Name? (Franklin)

Presenter: **Terrence Brooks**, Senior Assistant Dean, College of Arts and Sciences, University of Cincinnati

Moderator: James McDougal, KEMBA

Diversity, Equity, and Inclusion (DEI) work have become common ideals in many organizations. In addition, the concepts of Belonging (B) and Accessibility (A) are significant parts of this work. The assumption that people are valuable and their diverse perspectives are welcome, anticipated, and celebrated is at the root of DEI(B/A) work. As companies communicate that they are places where people belong, they can demonstrate their commitment to inclusive practices by understanding that the ways people identify matter. During this presentation, participants will explore concepts to help us answer life's burning questions: "What's so important about pronouns?" "Should I attempt to pronounce an unfamiliar name?" and "Can I call you...?"

10:20 am—10:45 am Break/Hotel Check-Out

10:45 am—2:00 pm Brunch/Closing Ceremony

*Donation Presentation to NAMI-Ohio

*2022-23 Wrap-Up (Closing Remarks) - Carrie Short, 2022-23 President

*Passing of the Gavel

*New President's Remarks—Jayme Jarrett, 2022-23 President-Elect

*Presentation of 2023-24 Chenelle Leadership Class

Thank you for attending the 2023 Annual Conference!

We hope to see you at upcoming OASFAA events.

Time to follow the yellow brick road home. Drive safe!



2023 Conference Planning Committee

David Bowman, Nelnet Bank Tamika Braswell, Ohio Dept of Higher Education Raina Chezem, ELM Resources Judith Cunningham, College Advantage Veronica Davidson, Sinclair Community College Elina Fonseca, University of Cincinnati Kristy Gardner, The Ohio State University **Deb Gossman**, College Ave Student Loans Ashley Eder Hartoin, DeVry University Jayme Jarrett, Ohio Northern University Kim Jeffers, PNC Bank Student Lending Michael Jones, Citizens Alexander Jordan, Ashland University MorraLee Keller, NCAN Matthew Kirksey, Stark State College Leanne LeMaster, Ohio University Jessica McCarthy, Terra State Community College

James McDougal, KEMBA Kevin McNamara, Earnest Laura Meek, Columbus College of Art & Design Joseph Molder, KEMBA Andrea Morrow, Owens Community College Faith Phillips, The Ohio State University-Newark/Central Ohio Technical College **Cheyenne Preston**, University of Cincinnati Ed Recker, Sallie Mae Jazmine Reed, Hondros College Mary Reshad, Wright State University Sam Selvage, Franklin University Nancy Shepard, The Ohio State University-Newark/ Central Ohio Technical College Carrie Short, Lakeland Community College Melanie Weaver, Ohio Northern University C.J. Williams, Bryant & Stratton

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Vice President for Training: Matt Kirksey, Stark State College

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Associate Member Representative: Ed Recker, Sallie Mae

2022-23 Executive Committee (Chairs)

Associate Member Relations: Alexander Jordan, Ashland University; Ed Recker, Sallie Mae

Association Governance & Planning: Andrea Morrow, Owens Community College; Melanie Weaver, Ohio Northern

University

Chenelle Leadership: Kirby Adams, Sinclair College; Erica Henry, University of Cincinnati

Communications/Website: Amy Witt, Franklin University

Conference Entertainment: Deb Gossman, College Ave Student Loans; Michael Jones, Citizens Conference Program: Nancy Shepard, The Ohio State University-Newark/Central Ohio Technical College

Conference Registration: Jazmine Reed, Hondros College

Conference Site: Elina Fonseca, University of Cincinnati; Cheyenne Preston, University of Cincinnati

Diversity: Judith Cunningham, College Advantage; James McDougal, KEMBA

Finance: Jayme Jarrett, Ohio Northern University

Membership: Liz Jennings, Bowling Green State University

Need Analysis: Erin Glass, Franklin University; Sam Selvage, Franklin University

New Member/Recruitment: Kristy Gardner, The Ohio State University; Kim Jeffers, PNC Bank Student Lending

Nominations: Jayme Jarrett, Ohio Northern University

Outreach: Jacki Adkins, Ohio University; MorraLee Keller, National College Attainment Network; Leanne LeMaster,

Ohio University; and Faith Phillips, The Ohio State University-Newark/Central Ohio Technical College

Professional Development: Laura Meek, Columbus College of Art & Design; Randy Ulses, University of Cincinnati

Regulatory Issues (Federal and State): Kim Jenerette, Cedarville University

Task Force - Institutional Membership: Betsy Johnson, Bowling Green State University; Matt Moore, Sinclair College

2022-23 Executive Committee Liaison

Ohio Department of Higher Education: Tamika Braswell



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New Professional Award

The OASFAA New Professional Award was established in the 2022-23 year to recognize the outstanding contributions of financial aid professionals early in their careers. Nominees must be members of OASFAA and must have five years of financial aid experience or less.

2023—To Be Announced during Wednesday's Award Ceremony!

Alex Murdoch Service Award

The Alex Murdoch Service Award was established in 1999 to honor Alex, Associate Director of Financial Aid at University of Cincinnati, when he retired that year. The honor, first announced at Winter Conference 1999 as a tribute to Alex, is awarded annually to a member of OASFAA who has given outstanding service to OASFAA and its members. The recipient's convictions and loyalty to OASFAA, have made it a better organization through their efforts and many contributions.

2022 - MorraLee Keller, National College Access Network

2021 - Faith Phillips, The Ohio State University-Newark/Central Ohio Technical College

2020 - Mary Reshad, Wright State University

2018 - Carrie Short, University of Akron

2016 - Andrea Morrow, Owens Community College

2015 - Randy Ulses, University of Cincinnati

2014 - John W. Brown, Great Lakes Higher Education Corporation

2013 - Mary Lynn Perri, Ursuline College

2012 - Angela Johnson, Cuyahoga Community College

2011 - Mary Kay Freshour, Otterbein University

2010 - Betsy Johnson, Owens Community College

2009 - Ted Hallenbeck, National City/PNC

2008 - Suzanne Fahrer, BGSU

2007 - Melony Ohalek, Sallie Mae Graduate & Professional Programs

2006 - Joan Dornette, Good Samaritan College of Nursing

2005 - Barbara Hughes, Baldwin-Wallace College

2004 - **Doris I. Smith**, North Central State College

2003 - Claudia Wenzel, John Carroll University

2002 - Cheryl Willard, Baldwin-Wallace College

2001 - Connie Williams, University of Cincinnati

2000 - Lawrence Matthews, Bluffton College



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James W. White Award

The James W. White Award honors James White, Director of Financial Aid at Oberlin College, when he retired in 1990. The award, first presented at Spring Conference 1991, is given annually to a member of OASFAA who exemplifies the dedication to students, to the aid community, and to the recipient's local community-qualities that were so evident in Jim's career as a financial aid professional.

2022 - Andrea Morrow, Owens Community College

2021 - Matt Moore, Sinclair Community College

2020 - Venus Puliafico, Case Western Reserve University

2018 - Betsy Johnson, Bowling Green State University

2017 - Angela K. Johnson, Cuyahoga Community College

2016 - Faith Phillips, The Ohio State University-Newark/Central Ohio Technical College

2015 - James McDougal, Kemba Financial Credit Union

2014 - Cheryl Willard, Baldwin Wallace University

2013 - Jeff Johnston, Sallie Mae

2012 - **Bev Dalheim**, Lakeland Community College

2011 - Mary Arter Bell, US Bank

2010 - Roger Eldridge, Great Lakes Higher Education Corporation

2009 - Stephanie Sutton, Lorain County Community College

2008 - **Gary Ulrich**, Owens Community College-Findlay Campus

2007 - **Debra Lee Divers**, BGSU Firelands

2006 - **Geraldine Parker-Thrower**, Lakeland Community College

2005 - **Gregory A. Guzmán**, Lourdes College

2004 - Lawrence Matthews, Bluffton University

2003 - MorraLee Holzapfel, I Know I Can

2002 - Steve England, AES/PHEAA

2001 - Jerome Weiskittle, Franciscan University of Steubenville

2000 - Donald Chenelle, Case Western Reserve University

1999 - **Arman Habegger**, University of Findlay

1998 - Lisa K. Mitchell, Student Loan Funding

1997 - **Ginny Biada**, Baldwin-Wallace College

1996 - Alex Murdoch, University of Cincinnati

1995 - Wendell Schick, Ohio Northern University

1994 - Clark Reber, Lourdes College

1993 - Michele Nemes Meeker, The Ohio State University

1992 - William Bennett, Cleveland State University

1991 - Robert Hahn, University of Akron

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MASFAA State Leadership Award

The MASFAA State Leadership Award is presented annually to recognize outstanding leadership of a member from each of the 9 states within MASFAA. The recipients, who must be current MASFAA members, must have made outstanding contributions to the financial aid profession at the state and regional levels over a sustained period of time., i.e. seven years or more. Leadership at the regional level is not the only criterion for this award, and the selection process will not be limited to current state elected leaders. The individuals selected for this award must: exhibit high integrity and character; have shown creative leadership; have inspired and encouraged others to participate actively in professional development activities; have sustained active involvement in professional organizations, and have supported the goals and objectives of MASFAA.

2022	Melanie Weaver, Ohio Northern University	2013	Randy Ulses, University of Cincinnati
	Melissa Van Meter, Ohio University	2012	Val Kepner, Oberlin College
2019	Betsy Johnson, Bowling Green State University	2011	Ann Marie Gruber, Lakeland Community College
2018	Jayme Jarrett, Ohio Northern University	2010	Arman Habegger, University of Findlay
2017	Erica Henry, University of Cincinnati	2009	Karen Kopp, Cuyahoga Community College
2016	Emily Haynam, The Ohio State University	2008	Cheryl Willard, Baldwin-Wallace College
2015	Alicia Frey, Belmont Technical College	2007	Michiale M Schneider, Student Loan Xpress
2014	Angela K. Johnson, Cuyahoga Community College	2006	Ginny Biada, Xpress Loan Servicing

OASFAA Lifetime Membership

Lifetime Membership to OASFAA is limited to those individuals who served the Ohio Association of Student Financial Aid Administrators, and the financial aid profession with distinction for a significant period of time. This honor is intended to recognize a member at the end of a career devoted to the administration of student financial aid. Lifetime members are non-voting members of the association. To be considered for Lifetime Membership, an individual must be nominated by a current member of the association. The Association Governance and Planning Committee is responsible for gathering information on the nominee's contributions and presenting their findings to the Trustees.

Lifetime Membership will be confirmed by a majority vote of the Trustees.

Ginny Biada, Baldwin Wallace University
Don Chenelle, Case Western University
Rodney Harrison, The Ohio State University
Ronald J. (Jack) Hinz, University of Cincinnati
Alex Murdoch, University of Cincinnati
James White, Oberlin College

Distinguished Service Award

The Distinguished Service Award was created in 1985. The award is reserved for an OASFAA member who has provided devoted and unselfish service in furthering the progress, aims and ideals of OASFAA, MASFAA and NASFAA supporting the entire financial aid community.

2014—Jamie Malone, Great Lakes Higher Education 2006—Tally K. Hart, The Ohio State University 1985—Marc L. Brenner, Ohio Diesel Technical Institute

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Past Presidents

2020-21 2019-20 2018-19 2017-18	Melanie Weaver, Ohio Northern University Andrea Morrow, Owens Community College Adam Dilulio, Cuyahoga Community College Matthew Moore, Sinclair Community College Susan Kannenwischer, Capital University Faith Phillips, The Ohio State University/Central Ohio Technical College	1995-96 1994-95 1993-94 1992-93	Theodore Hallenbeck, Kent State University Kathy Fay (Milem), The Ohio State University- Newark/Central Ohio Technical College Ginny Biada, Baldwin-Wallace College Lisa Hanson, Stark Technical College Jeff Zellers, Muskingum College Alex Murdoch, University of Cincinnati
2015-16	Amanda Reisinger, Zane State College		Arman Habeggar, University of Findlay
2014-15 2013-14	Angela Johnson, Cuyahoga Community College Randy Green, Wittenberg University	1989-90	Deb Heineman (Johnson) , Bowling Green State University
2012-13 2011-12	Cheryl Willard, Baldwin Wallace University Stephanie Sutton, Lorain County Community College		Josette Green, Stark Technical College Michele Nemes Meeker (Wade), The Ohio State University
2010-11	Ann Marie Gruber, Lakeland Community College		James Bauer, Marietta College
2009-10	Randy J. Ulses, University of Cincinnati	1985-86	Karen Berger (Condeni), Ohio Northern University
2008-09 2007-08	Betsy Johnson, Owens Community College Amy Baker (Welty), Stark State College	1983-84	Earl Dowling , University of Cincinnati Gary Rohmann , Mount Vernon Nazarene College
2006-07 2005-06	Claudia Wenzel, John Carroll University Mary Lynn Perri, Ursuline College	1981-82	Marc Brenner, Ohio Diesel Technical Institute Edwin Below, Baldwin-Wallace College Bob Hahn, University of Akron
2004-05 2003-04	Mark Bandré, Ohio Wesleyan University		David Darr, Wright State University
2003-04	Wendell Schick, Ohio Northern University Mary Kay Freshour, Otterbein University*		Paul Orehovec, The College of Wooster
2001-02	Brian Paskvan, Owens Community College*		Rodney Harrison, The Ohio State University
2000-01	Katherine Bontrager, Columbus State Community College	1975-76	Harry Beck, University of Cincinnati William Bennett, Cleveland State University Donald Chenelle, Case Western Reserve University
1999-00	Steve England, Stark State College of Technology	1973-74	James Hoover, University of Dayton Alan Donley, Hiram College
1998-99	Brian Paskvan, Owens Community College		James White, Oberlin College
1997-98	Kathy Wiesenauer, Sinclair Community College		Guy Spitler, Miami University
* Served	partial year for 2001-2002		Mac Richardson, Baldwin-Wallace College Robert McKay, Bowling Green State University

Don Chenelle Leadership Program

The OASFAA Leadership Program was initiated in 2002-03 as a way to recognize the talents inherent in our members, provide programming to enrich those talents and build leadership and volunteerism within the Association, community and the workplace. Beginning with the class of 2010, the program was named in honor of one of OASFAA's past presidents, Don Chenelle. In odd years, the Chenelle Leadership Committee plans for the upcoming class. Leadership Program applications are generally available prior to the annual conference in odd years, with selections for the upcoming class announced during the incoming president's speech on the last day of the conference.



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Conference Menu

Wednesday, March 15th

Lunch

·Tomato Basil Bisque
·Create Your Own Salad w/Grilled Chicken Breast and Tofu (V)
w/Balsamic Vinaigrette (GF), Ranch (GF), Bleu Cheese (GF), Italian (LF/GF) dressings.

Chefs Choice Dessert Break w/Coffee and Tea

Beverage Break

·Infused water station ·Freshly brewed coffee and tea

Dinner

·Mixed Baby Field Green Salad with Assorted Dressings (GF) (V)
·Caprese Salad with Tomatoes, Basil, Mozzarella, and Balsamic Vinaigrette (GF)
·Grilled Free-Range Chicken in a Garlic Tomato Broth (GF)
·Wild Rice with Dried Cranberries, Mushroom Risotto (GF) (V), Tri color Baby Potatoes with Caramelized Shallots, Seasonal Vegetables
·Chef's Selection of Desserts

President's Reception

·Complimentary Beer/Wine Bar (8:15—9:15 pm, Cash Bar from 9:15—10 pm)

Thursday, March 16th

Breakfast

·Seasonal Fruit and Berries, Yogurt, & Baked Goods (GF available upon request)
·Breakfast Quinoa, Dried cranberry, house-made Granola (V)
·Cage Free Egg White Frittata Popovers with Spinach,
·Roasted Tomatoes, and Caramelized Onions (GF)
·Turkey Sausage, Breakfast Potatoes (GF)

Snack Break

·Build Your Own Trail Mix & Protein Box

Conference Menu

Lunch

·Vegetable Chili
·Arugula Salad with White Balsamic Vinaigrette (GF)
·Fresh Field Green Salad with Assorted Dressings (GF) (V)
·Spice Crusted Pork Loin; Maple Mustard Glaze
·Penne Pasta (GF)(V)
·Roasted Potatoes and Veggies

Dessert Break

Chef's Choice Dessert

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Dinner on your own

Friday, March 17th

Breakfast

·Seasonal Fruit and Berries & Baked Goods (GF available upon request)
·Oatmeal (V)

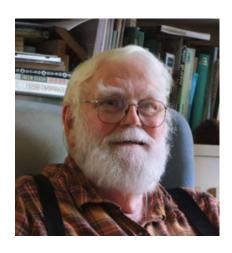
Brunch

·Scrambled Eggs
·Chicken Tortilla Soup
·Build Your Own Street Tacos (Chicken Machaca, Beef) w/assorted toppings
·Three Cheese Quesadilla
·Mexican Rice with peas and corn (GF)(V), Black Beans with cilantro and cumin (V)
·Cinnamon and Brown Sugar Churros, Caramel Sauce

Retired OASFAA Awards

Alan M. Donley Chair in Need Analysis

The Alan M. Donley Chair in Need Analysis honored Al for his commitment and dedication to the philosophy of need analysis and to the need analysis committee over years. Al was the Director of Financial Aid at Hiram College beginning in 1966 and the OASFAA president for the 1972-73 academic year. The need analysis committee chair (or senior chair if it is a co-chair position) was recognized each fall conference as they continue the legacy of need analysis training for OASFAA.



Tracy Febel, Lakeland Community College

2018	Leigh Jackson, University of Cincinnati
2015	Stacey Black, Cuyahoga Community College
2014	Ericka Walker-Smith, Baldwin-Wallace University
2013	Venus Puliafico, Case Western Reserve University
2012	Kevin Lamb, Marietta College
2011	Carolyn McCluskey, Baldwin-Wallace University
2010	Randy Green, Wittenberg University
2009	James Engler, Franklin University
2008	Greg Carlo , Great Lakes Higher Education Guaranty Corporation
2007	Pamela Hughes, Ohio Northern University
2006	Carmen Sears Edwards. Citibank

Support Professional Award

2005 Kim Nash-Yore, Cuyahoga Community College

The Support Professional Award, given from 1990 through 2017, recognized individuals who were serving in the support/clerical profession reporting to an OASFAA member. The recipients exemplified a strong commitment to the students, their institutions for which they worked and the financial aid profession.

> Due to the changing landscape of the financial aid profession, the Support Professional Award has been discontinued.

2017	Melody Whitlock, University of Cincinnati	2005	Ann Cano, University of Dayton	
2016	Lisa Jackson, Kent State University	2004	Janet Crawford, Lee Ann Timmerman, Sherry	
2015	Renee Hales, Oberlin College		Benjamin, Kathy Sybert, Ohio Northern University	
2014	Christa McNichols, Mount Vernon Nazarene	2003	Dottie Chapman, Bluffton College	
	University	2002	Tenley Peterson, University of Toledo	
2013	Dawn Langdon, Stark State College	2001	Annie Johnson, Ohio State University	
2012	Marion Carter, The Ohio State University	2000	Shannon Maag, Lima Technical College	
2011	Christina Emerson, Case Western Reserve University	1999	Darlene Burns, Walsh University	
2010	Debra Clark, Central Ohio Technical College	1998	Stephanie Medley, Belmont Technical College	
2009	Jennifer Healey, University of Dayton		Bea Pettaway, Medical College of Ohio	
	•		Sandy Vilkowski , Miami University	
2008	Kim Kuhajda, Baldwin-Wallace College		Face and back and discuss 4000	
2007	Jenny Rumpler and Pat Tobis, Miami University		For awards bestowed prior to 1998,	

please view www.oasfaa.org/awards.





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Nicole Neal—Shawnee State University

Faith Phillips—The Ohio State University-Newark/Central Ohio Technical College

Carrie Short—Lakeland Community College

Craig Slaughter—Kenyon College

