



Navigating the Future

Ohio
Association
of Student
Financial Aid
Administrators
Conference

April 25–27, 2018



From the OASFAA President

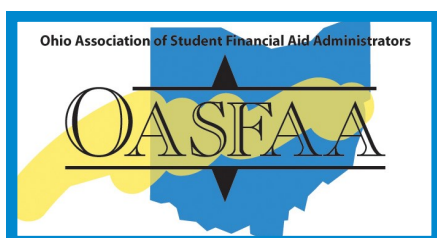
Welcome to our 2017-18 conference as we work together in **Navigating the Future**. I would expect that many, if not all of you, have had moments where you felt trapped in a maze of some sort – federal regulations, expectations of administrators, lines of students, new C-codes or verification requirements.... It always seems to be something! This conference will help you straighten the paths for your students and give you a roadmap through some of the twists and turns of the financial aid industry. I hope you will enjoy the conference!

Our Conference Planning Committee, led by the VP for Conferences, Carolyn McCluskey, has done a tremendous job of designing sessions to help people at every stage in their financial aid career. Jonathan Michael Bowman, our keynote speaker, will show us what resilience looks like. We are, once again, fortunate to welcome Karen McCarthy from NASFAA and Zack Goodwin from the US Department of Education, who always bring us relevant and timely information to guide us on our paths. And our various interest sessions will cover nearly every other aspect of our industry. I trust that everyone will find something that will help them navigate the challenges of financial aid.

And while all of these professional growth opportunities will fill your days, we also have some evening fun planned too. Two receptions, dinner and a game night will provide some fun down time where you can enjoy your colleagues outside of the rigors of financial aid. Please join us for these events as we know that navigating the future will be much easier if we can rely on our financial aid friends.

Throughout the next few days, I encourage you to stop by our vendor area and talk to our associate members. I am thankful for the support of these partners; our conference would not be possible without them. They have some great solutions available to us and would love to provide you with information and support to help you on your journey.

Finally, I thank you all for your support during my year as OASFAA President. This has been a great year and, as most of my predecessors have said, it has flown by. Moving to one conference per year, adding an Associate Member Representative and starting a Director's Day event have been some of the big items we have started (or wrapped up) this year. OASFAA is truly an organization that lives and breathes support for its members. I urge you all to find a place to plug in. You will not regret it!



Enjoy the conference!

Susan Kannenwischer
2017-18 OASFAA President



2017-18 Executive Committee Trustees

President - **Susan Kannenwischer**, Capital University
President-Elect - **Matthew Moore**, Sinclair Community College
Past-President - **Faith Phillips**, Central Ohio Technical College & Ohio State Newark
Vice President for Conferences - **Carolyn McCluskey**, Baldwin Wallace University
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Southwest Regional Representative - **Sarah Pavlack**, Sinclair Community College

2017-18 Executive Committee Chairs

Associate Member Relations - **John Brown**, Capital University; **Jennifer Toomey**, Case Western Reserve University
Association Governance & Planning - **Betsy Johnson**, Bowling Green State University; **Cheryl Willard**, Baldwin Wallace University
Communications - **Mary Lynn Perri**, Ursuline College; **Claudia Wenzel**, John Carroll University
Conference Entertainment - **Stacey Black**, Cuyahoga Community College; **Greg Carlo**, cuLearn with Thrivent; **Michael Jones**, Citizens Bank
Conference Program - **Andrea Morrow**, Owens Community College
Conference Registration - **Mary Reshad**, Wright State University
Conference Site - **Stephanie Goller**, University of Toledo; **Connie Fears**, University of Cincinnati
Diversity - **James McDougal**, KEMBA Financial Credit Union; **Craig Slaughter**, Kenyon College
Early FAFSA/College Goal Sunday - **MorraLee Keller**, National College Access Network
Finance - **Matthew Moore**, Sinclair Community College
Leadership - **Erica Henry**, University of Cincinnati; **Melanie Weaver**, Ohio Northern University
Membership - **Debra Clark**, Central Ohio Technical College & Ohio State Newark
Need Analysis - **Leigh Jackson**, University of Cincinnati; **A'Lisa Hatfield**, The Ohio State University
New Member/Mentor - **Kirby Adams**, Sinclair Community College; **Meghann Fraley**, University of Rio Grande
Nominations - **Matthew Moore**, Sinclair Community College
Outreach - **Mary Cannon**, Hondros College; **Jeff Johnston**, Sallie Mae; **Cody McMillen**, University of Dayton
Professional Development - **Randy Ulses**, University of Cincinnati; **Renee Lamp**, Cuyahoga Community College
Regulatory - **Ashley Eder**, DeVry University; **Lauren Urban**, John Carroll University
Support Professionals - **Erin Glass**, Urbana University; **Nancy Shepard**, Central Ohio Technical College & Ohio State Newark

2017-18 Executive Committee Liaison

Ohio Department of Higher Education - **Tamika Braswell**

Past Presidents

- 2016-17 **Faith Phillips**, Central Ohio Technical College & Ohio State Newark
 2015-16 **Amanda Reisinger**, Zane State College
 2014-15 **Angela Johnson**, Cuyahoga Community College
 2013-14 **Randy Green**, Wittenberg University
 2012-13 **Cheryl Willard**, Baldwin Wallace University
 2011-12 **Stephanie Sutton**, Lorain County Community College
 2010-11 **Ann Marie Gruber**, Lakeland Community College
 2009-10 **Randy J. Ulses**, University of Cincinnati
 2008-09 **Betsy Johnson**, Owens Community College
 2007-08 **Amy Baker (Welty)**, Stark State College
 2006-07 **Claudia Wenzel**, John Carroll University
 2005-06 **Mary Lynn Perri**, Ursuline College
 2004-05 **Mark Bandré**, Ohio Wesleyan University
 2003-04 **Wendell Schick**, Ohio Northern University
 2002-03 **Mary Kay Freshour**, Otterbein University*
 2001-02 **Brian Paskvan**, Owens Community College*
 2000-01 **Katherine Bontrager**, Columbus State Community College
 1999-00 **Steve England**, Stark State College of Technology
 1998-99 **Brian Paskvan**, Owens Community College
 1997-98 **Kathy Wiesenauer**, Sinclair Community College
 1996-97 **Theodore Hallenbeck**, Kent State University
 1995-96 **Kathy Fay (Milem)**, The Ohio State University-Newark/COTC
 1994-95 **Ginny Biada**, Baldwin-Wallace College
 1993-94 **Lisa Hanson**, Stark Technical College
 1992-93 **Jeff Zellers**, Muskingum College
 1991-92 **Alex Murdoch**, University of Cincinnati
 1990-91 **Arman Habegger**, University of Findlay
 1989-90 **Deb Heineman (Johnson)**, Bowling Green State University
 1988-89 **Josette Green**, Stark Technical College
 1987-88 **Michele Nemes Meeker (Wade)**, The Ohio State University
 1986-87 **James Bauer**, Marietta College
 1985-86 **Karen Berger (Condeni)**, Ohio Northern University
 1984-85 **Earl Dowling**, University of Cincinnati
 1983-84 **Gary Rohmann**, Mount Vernon Nazarene College
 1982-83 **Marc Brenner**, Ohio Diesel Technical Institute
 1981-82 **Edwin Below**, Baldwin-Wallace College
 1980-81 **Bob Hahn**, University of Akron
 1979-80 **David Darr**, Wright State University
 1978-79 **Paul Orehovec**, The College of Wooster
 1977-78 **Rodney Harrison**, The Ohio State University
 1976-77 **Harry Beck**, University of Cincinnati
 1975-76 **William Bennett**, Cleveland State University
 1974-75 **Donald Chenelle**, Case Western Reserve University
 1973-74 **James Hoover**, University of Dayton
 1972-73 **Alan Donley**, Hiram College
 1971-72 **James White**, Oberlin College
 1970-71 **Guy Spitler**, Miami University
 1969-70 **Mac Richardson**, Baldwin-Wallace College
 1968-69 **Robert McKay**, Bowling Green State University

** Served partial year for 2001-2002*

Conference Planning Committee

Kirby Adams - Sinclair Community College
Stacey Black - Cuyahoga Community College
Tamika Braswell - Ohio Department of Higher Education
John Brown - Capital University
Greg Carlo - cuLearn with Thrivent
Judy Cunningham - CollegeAdvantage
Adam Dilulio - Cuyahoga Community College
Ashley Eder - DeVry University
Connie Fears - University of Cincinnati
Meghann Fraley - University of Rio Grande
Stephanie Goller - University of Toledo
A'Lisa Hatfield - The Ohio State University
Kristina Hill - Lakeland Community College
Vena Hill - Columbus State Community College
Leigh Jackson - University of Cincinnati
Jeff Johnston - Sallie Mae
Michael Jones - Citizens Bank
Susan Kannenwischer - Capital University
MorraLee Keller - National College Access Network

Renee Lamp - Cuyahoga Community College
Debra Langdon - Marion Technical College
Carolyn McCluskey - Baldwin Wallace University
James McDougal - KEMBA Financial Credit Union
Jesse McMillan - Capital University
Matthew Moore - Sinclair Community College
Andrea Morrow - Owens Community College
Jared Nofziger - Valor Christian College
Sarah Pavalack - Sinclair Community College
Faith Phillips - Central Ohio Technical College & Ohio State Newark
Barbara Reitz - Firelands Regional Medical Center—School of Nursing
Mary Reshad - Wright State University
Carrie Short - University of Akron
Jennifer Toomey - Case Western Reserve University
Randy Ulises - University of Cincinnati

Conference Scholarships

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 will allow us 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 Annual Conference 2018 Mary Arter Bell Scholarship recipients:

Laquetta Cortner—Valor Christian College

Rhonda Dahlheimer—Kent State University

Jazmine Reed—Hondros College of Nursing

Nicholas Steinbrecher—Franklin University

Awards & Recognition

Support Professional Award

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. OASFAA would like to thank each of these awardees for their dedication as well as those who continue to serve in this role today.

2017	Melody Whitlock - University of Cincinnati	1997	Laura Witt - NE Ohio College of Medicine
2016	Lisa Jackson - Kent State University		JoAnn Evans, Kathy Stripling, Carrie
2015	Renee Hales - Oberlin College		Lemle, Kevin Paskvan - Owens
2014	Christa McNichols - Mount Vernon Nazarene University		Community College
2013	Dawn Langdon - Stark State College		Lola Hauss - Capital University
2012	Marion Carter - The Ohio State University		Debbie Back, Linda Will, Marcia
2011	Christina Emerson - Case Western Reserve University		Mitchell, Anthony Boniella, Evelyn
2010	Debra Clark - Central Ohio Technical College		Harris, Patricia Rakestraw, Candace
2009	Jennifer Healey - University of Dayton		McGowan, Rodney Gross, Cheryl
2008	Kim Kuhajda - Baldwin-Wallace College		Griffin-Daugherty, Robin McLemore,
2007	Jenny Rumpler and Pat Tobis - Miami University		Rutha Lacking - Sinclair Community College
2006	Tracy Febel - Lakeland Community College	1996	Andrea Hines - Oberlin College
2005	Ann Cano - University of Dayton		Barb Noonan and Kent McKenzie -
2004	Janet Crawford, Lee Ann Timmerman, Sherry Benjamin, Kathy Sybert - Ohio Northern University		University of Toledo
2003	Dottie Chapman - Bluffton College		Barbara Birk - Capital University
2002	Tenley Peterson - University of Toledo		Kathi Richards - Edison Community College
2001	Annie Johnson - Ohio State University	1995	Judy Cook - University of Findlay
2000	Shannon Maag - Lima Technical College	1994	Melissa Chandler - Lakeland Community College
1999	Darlene Burns - Walsh University	1993	Carol Benedum, Meilani Cook, Marge
1998	Stephanie Medley - Belmont Technical College		Smith - Stark Technical College
	Bea Pettaway - Medical College of Ohio	1992	Janet Crawford - Ohio Northern University
	Sandy Vilkowski - Miami University		Becky Heaton - Mount Vernon Nazarene
		1991	Sandy Miller - Ohio University
		1990	Ruth Murphy - Marietta College

Awards & Recognition

James W. White Award

The James W. White Award honors James W. 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.

- 2017 **Angela Johnson** - Cuyahoga Community College
- 2016 **Faith Phillips** - Central Ohio Technical College & Ohio State Newark
- 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

Awards & Recognition

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.

2016	Andrea Morrow , Owens Community College	2008	Suzanne Fahrner , Bowling Green State University
2015	Randy Ulses , University of Cincinnati	2007	Melony Ohalek , Sallie Mae Graduate & Professional Programs
2014	John Brown , Great Lakes Educational Loan Service, Inc.	2006	Joan Dornette , Good Samaritan College of Nursing
2013	Mary Lynn Perri , Ursuline College	2005	Barbara Hughes , Baldwin-Wallace College
2012	Angela Johnson , Cuyahoga Community College	2004	Doris I. Smith , North Central State College
2011	Mary Kay Freshour , Otterbein University	2003	Claudia Wenzel , John Carroll University
2010	Betsy Johnson , Owens Community College	2002	Cheryl Willard , Baldwin-Wallace College
2009	Ted Hallenbeck , PNC Bank	2001	Connie Williams , University of Cincinnati
		2000	Lawrence Matthews , Bluffton College

Awards & Recognition

Alan M. Donley Chair in Need Analysis Recognition

The Alan M. Donley Chair in Need Analysis honors AI for his commitment and dedication to the philosophy of need analysis and to the need analysis committee over years. AI 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) is recognized each fall conference as they continue the legacy of need analysis training for OASFAA.

2015	Stacey Black , Cuyahoga Community College
2014	Erica Walker-Smith , Baldwin Wallace University
2013	Venus Puliafico , Case Western Reserve University
2012	Kevin Lamb , Marietta College
2011	Carolyn McCluskey , Baldwin-Wallace College
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
2005	Kim Nash-Yore , Cuyahoga Community College



Awards & Recognition

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.

2017 **Erica Henry**, University of Cincinnati
2016 **Emily Haynam**, The Ohio State University
2015 **Alicia Frey**, Belmont Technical College
2014 **Angela K. Johnson**, Cuyahoga Community College
2013 **Randy Ulses**, University of Cincinnati
2012 **Val Kepner**, Oberlin College

2011 **Ann Marie Gruber**, Lakeland Community College
2010 **Arman Habegger**, University of Findlay
2009 **Karen Kopp**, Cuyahoga Community College
2008 **Cheryl Willard**, Baldwin-Wallace College
2007 **Michiale M Schneider**, Student Loan Xpress
2006 **Ginny Biada**, Xpress Loan Servicing

Conference Policies

Please be aware of your institution's ethics policy as related to Ohio Revised Code 2921.43(A) and 102.03 (D) and (E) when participating in conference and non-conference events. If you are a vendor but not exhibiting, please refrain from conducting business in the exhibit area.

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

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.

Sponsors and Exhibitors

SPONSORS

Gold Level: Great Lakes Educational Loan Services, Inc.

Silver Level: CampusLogic, Inc.

PNC Bank



EXHIBITORS

CampusLogic, Inc.

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College Ave Student Loans

Commerce Bank

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Discover Student Loans

Elm Resources

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Financial Aid TV

Goal Structured Solutions, Inc.

Great Lakes Educational Loan Services, Inc.

Inceptia

KEMBA Financial Credit Union

KHEAA

PNC Bank

Sallie Mae

Student Connections

Wells Fargo



Conference Menu

Wednesday Lunch

Chicken Tortilla Soup
Quinoa Salad with Vegetables
Grilled Corn Cobs with Paprika Butter
Black Beans & Rice with Scallions
Chorizo Sausage, Sliced Chicken
Gourmet Coffees & Teas, Iced Tea

Wednesday Dessert Break

Tres Leche, Tequila-Strawberry Compote
Gourmet Coffee & Teas & Soft Drinks

Wednesday Dinner

Caesar Salad
Mixed Green Salad
Herb Roasted Potatoes
Green Bean Almondine
Chicken Parmesan with Roasted Garlic Tomato sauce
Pasta Primavera with Seasonal Vegetables
Mini Seasonal Cupcakes
Rolls & Butter
Gourmet Coffees & Teas, Iced Tea

Thursday Breakfast

Selection of Chilled Juices
Fresh Fruit & Seasonal Fruit Salad
Scrambled Eggs
Roasted Breakfast Potatoes with Caramelized Onions
Crispy Bacon
Assorted Pastries & Bagels
Spreads
Gourmet Coffees & Teas

Thursday Lunch

Caesar Salad
Bowtie Spaghetti & Penne Pasta with Sauces
Pulled Chicken or Shrimp with Bacon and Veggies
Breadsticks
Gourmet Coffees & Teas, Iced Tea

Thursday Dessert Break

Brownies, Blondies, and Fruit Bars
Gourmet Coffee & Teas & Soft Drinks

Friday Breakfast

Granola & Cereal Bars
Assorted Yogurts
Gourmet Coffees & Teas

Friday Brunch

Selection of Chilled Juices
Seasonal Fruits
Scrambled Eggs
Roasted Breakfast Potatoes with Caramelized Onions
French Toast with Syrup
Crispy Bacon or Golden Sausage
Assorted Pastries & Bagels
Fruit Jams, Cream Cheese and Butter Spreads
Gourmet Coffees & Teas

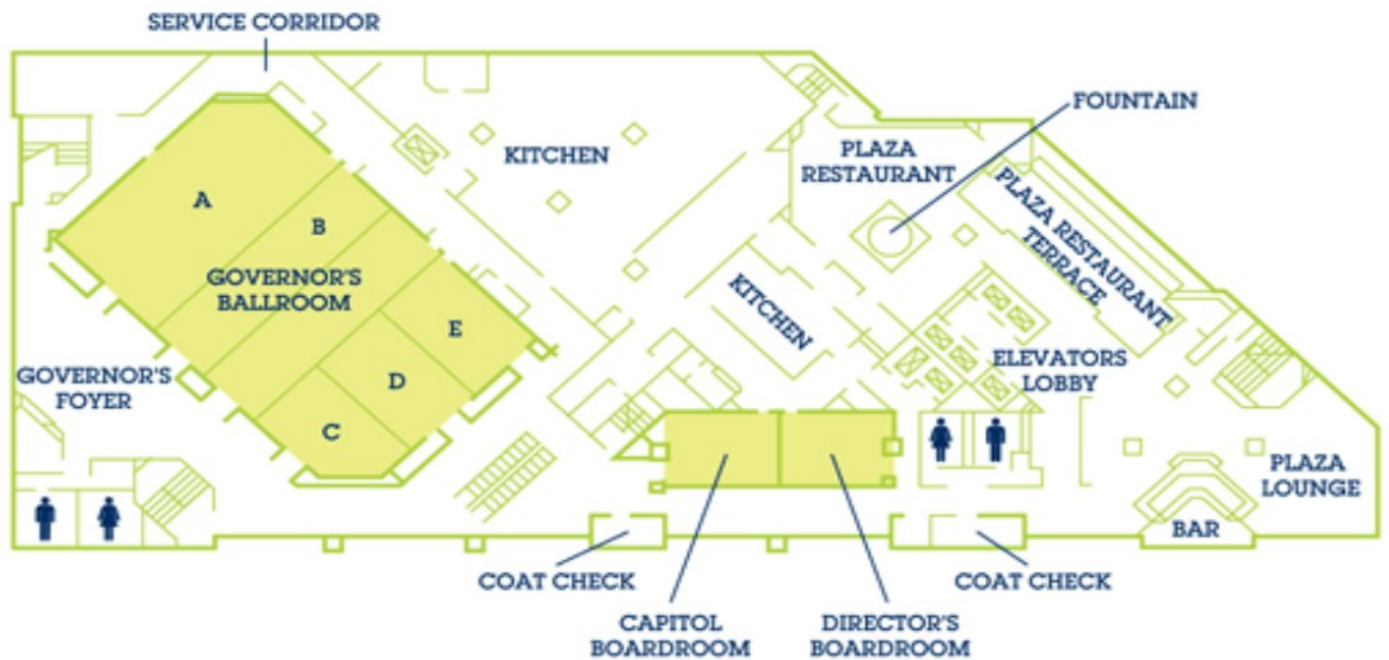


Hotel Map

FIRST FLOOR



SECOND FLOOR



Wednesday, April 25, 2018

8:30am—12:00pm **NASFAA Credential Workshop: Application Process—Senate Room**

Presenter: **Erica Henry**, University of Cincinnati

Moderator: **Carrie Short**, University of Akron

(Pre-registration required) This workshop will help you help students and families through the application process for Title IV aid. Lessons cover the formats of the FAFSA, the information needed to complete the FOTW, application output, and changing application data. Upon completion, attendees will receive a voucher code to cover the cost of taking the credential exam through NASFAA. Printed copies of materials will be provided to all attendees.



10:00—11:45am **Registration & Exhibits Open**

12:00—1:15pm **Lunch—Governor's Ballroom**

Presidents' Welcome

Sponsored by: Great Lakes Educational Loan Services, Inc.

1:15—5:00pm **Registration Open/Exhibits Open**

1:30—2:20pm **Interest Sessions**

New Member Welcome—Senate Room

Presenter: **Kirby Adams**, Sinclair Community College; **Meghann Fraley**, University of Rio Grande

Moderator: **Kirby Adams**, Sinclair Community College; **Meghann Fraley**, University of Rio Grande

Welcome to OASFAA! If you are a new, or relatively new member, and are attending conference for the first time, this session is for you! This session will provide an opportunity to celebrate your new membership and learn more about the OASFAA organization. This is also a great opportunity to meet other new members, and ask any questions you may have as a first-time attendee.

Mental Health of Students—Judicial Room

Presenter: **Kevin Berg** and **David Nardecchia**, Cuyahoga Community College

Moderator: **Renee Lamp**, Cuyahoga Community College

There are multiple facets of mental health and the relationships people have, drug or alcohol abuse, or the environment can effect it. This session will cover the importance of understanding mental health in our students, being able to identify when a student might be struggling emotionally, and knowing how to help them or connecting them with the appropriate resources.

How to Make Student Communications Stick—Legislative Room B

Presenter: **Daniel Gonzales**, CampusLogic, Inc.

Moderator: **Jared Nofziger**, Valor Christian College

Communicating effectively with students requires first getting their attention—but that's exceedingly more and more difficult. A consistent message paired with a multi-channel approach can help. Join us to learn the channels that drive student engagement at the right moment in the financial aid lifecycle. Work through a sample scenario where the end product is a consistent message ready to put into five channels simultaneously. Leave with immediately implementable tips you can use to optimize your communications and drive results.

Wednesday, April 25, 2018

Director's Day Follow-Up—Legislative Room A

Presenter: **Susan Kannenwischer**, Capital University

Moderator: **Susan Kannenwischer**, Capital University

Did you enjoy Director's Day? Did you have to miss it but want to collaborate with your fellow directors? Come join us for some round table discussions as we talk through our strategies for helping our offices navigate the future.

2:20—2:45pm

Dessert Break—Legislative Foyer

Sponsored by: PNC Bank

2:45—3:35pm

Interest Sessions

Building a Brighter Future for Former Foster Youth—Senate Room

Presenter: **William Murray, IV** and **Chynna Kelly**, Ohio Reach and Ohio Department of Job and Family Services

Moderator: **Vena Hill**, Columbus State Community College

Bridges is a voluntary program available to young adults in Ohio who leave foster care at ages 18, 19 or 20 and who are in school, working, participating in an employment program. This program provides financial assistance to this population. This session will provide awareness along with an opportunity for Financial Aid representatives to learn how this new program could benefit former foster youth on their respective campus.

R2T4: Basic Concepts—Judicial Room

Presenter: **Sarah Pavlack**, Sinclair Community College

Moderator: **Matt Moore**, Sinclair Community College

Introduction to the basic regulations governing Return of Title IV funds. This session will discuss key definitions, provide a high-level overview of the actual R2T4 steps, and review required time frames. This session is for those who are new to working with withdrawn students.

How Graduate Students Pay For College and Counseling Best Practices—Legislative Room B

Presenter: **Jeff Johnston**, Sallie Mae

Moderator: **Jeff Johnston**, Sallie Mae

Did you know that graduate students paid more than three-quarters of their school expenses themselves in 2016-2017—but only slightly less than two-thirds filed a FAFSA? At this session you will learn more about this and other insights from "How America Pays for Graduate School," the new national study from Sallie Mae and Ipsos, an independent global market research company. Best practices in counseling graduate students on how to pay for college will also be discussed.



Wednesday, April 25, 2018

Protecting Student Data: Discussing Institutional Responsibility for Cybersecurity, Data Protection, and Security Risk Management—Legislative Room A

Presenter: **Ryan Rafko**, University of Michigan—Dearborn; **Faith Phillips**, Central Ohio Technical College & Ohio State Newark; **Marvin Smith**, Indiana University—Purdue University Indianapolis; **Mary Cannon**, Hondros College of Nursing; **Kim Jenerette**, Cedarville University

Moderator: **Carrie Short**, University of Akron

Recent Federal IT security initiatives have impacted the Department of Education, Federal Student Aid and institutions across the country. This session will look at a brief overview of this recent information and will include a panel discussion with examples of what institutions are doing to assure that student data and information is secure.



3:45—4:35pm **Interest Sessions**

Re-building Diversity Relations in Today's Changing Environment—Senate Room

Presenter: **Christina Napier**, Kent State University

Moderator: **Judith Cunningham**, CollegeAdvantage

This session will review and discuss common disparities in our current society that often creates stumbling blocks for our marginalized students. We will have open dialog that will focus on suggested measures and strategies to counteract and combat the effects of the present social and legislative climate.

R2T4: Advanced Concepts—Judicial Room

Presenter: **Sarah Pavlack**, Sinclair Community College

Moderator: **Kirby Adams**, Sinclair Community College

After mastering the basic R2T4 principles, attend this session to gain a better understanding of how to process R2T4 calculations for credit hour programs offered in Modules. This knowledge will prepare attendees to help students navigate their future by understanding the impact dropping courses can have on their success. A basic understanding of R2T4 will be expected. Clock-hour issues will not be addressed.

Helping First in Family Students Create a College Roadmap—Legislative Room B

Presenter: **Joe Fries**, Sallie Mae; **Cody McMillen**, University of Dayton; **Luis Santiago**, University of Cincinnati

Moderator: **Jesse McMillan**, Capital University

First Generation Students often find it difficult to navigate the college process since they do not have a family member with first-hand experience. This session will review the background and challenges these students face. Learn from representatives from the University of Dayton and University of Cincinnati who will share their experiences as they work directly with their first gen programs to assist first gen students and families on their campuses.

Wednesday, April 25, 2018

Refinance Student Loans—Legislative Room A

Presenter: **Michael Jones**, Citizens Bank

Moderator: **Barbara Reitz**, Firelands Regional Medical Center—School of Nursing

Private student loan refinancing continues to be growing option borrowers are exploring to help them better manage their student loans debt. But is it the right decision for all borrowers? This session will provide an overview on how private student loan refinancing works, the pros and cons of private student loan refinancing and private loan approval factors.

Navigating Your Career Path in Financial Aid—House Room

Presenter: **Marvin Smith**, Indiana University—Purdue University Indianapolis

Moderator: **Ashley Eder**, Devry University

Maybe you have a job in financial aid, but how do you navigate the future and turn your job into a great career? While no one has ever said they want to grow up and be a financial aid professional, come hear ideas on how you can chart your own unique personal path toward a successful and rewarding career in the financial aid profession. Learn about ways you can stand out within your office, committees, professional associations—or even when interviewing for new financial aid opportunities.

4:45—5:15pm Interest Sessions

4 Year Public Institutions—Senate Room

Moderator: **Sarah Pavlack**, Sinclair Community College

4 Year Private Institutions—Judicial Room

Moderator: **Jesse McMillan**, Capital University

Community Colleges —Legislative Room B

Moderator: **Adam Dilulio** and **Renee Lamp**, Cuyahoga Community College

Proprietary Institutions—Legislative Room A

Moderator: **Debra Langdon**, Marion Technical College

Associate Member Meeting—House Room

Moderator: **John Brown**, Capital University; **Jenn Toomey**, Case Western Reserve University

5:30—6:30pm

President's Reception—Governor's Ballroom C—E

6:30—7:30pm

Dinner—Governor's Ballroom A—B

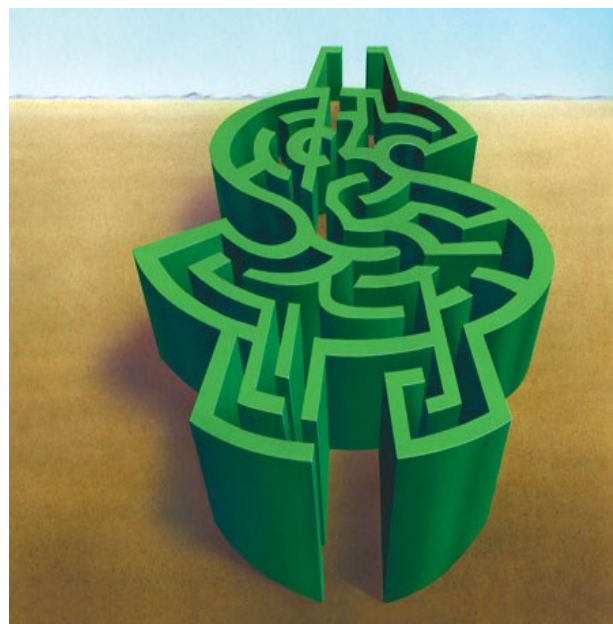
Sponsored by: Great Lakes Educational Loan Services, Inc.

7:30—11:00pm

Entertainment—Governor's Ballroom A—B

Family Feud & DJ—details on page 25

Sponsored by: CampusLogic, Inc.



Thursday, April 26, 2018

7:30—11:30am **Registration & Exhibits Open**

7:30—8:30am **Breakfast—Governor’s Ballroom A—B**

Sponsored by: PNC Bank

8:00—8:30am **OASFAA Business Meeting—Governor’s Ballroom A—B**

8:30—9:45am **General Session—Governor’s Ballroom A—B**

State Update: David J. Cummins, Ohio Department of Higher Education

MASFAA Update: Marvin Smith, Indiana University—Purdue University Indianapolis

9:45—10:35am **Interest Sessions**

Need Analysis Session #1: Federal Methodology and Independent Case Study—Senate Room

Presenter: Need Analysis Committee

Moderator: Need Analysis Committee

Learn the basics of Federal Methodology and complete an EFC calculation by hand for an independent student.

HEI Training—Legislative Room A

Presenter: Tamika Braswell, Ramah Church, and Lisa Reed, Ohio Department of Higher Education

Moderator: Tamika Braswell, Ohio Department of Higher Education

This session will provide an overview of the state financial aid programs; Nurse Education Assistance Loan Program (NEALP), Ohio College Opportunity Grant (OCOG), and Ohio War Orphans Scholarship (WOS) as well as cover the financial aid side of both the new and legacy HEI Systems for viewing queries, file submissions, and more.

Newer Approaches to Facilitate Student Success With Financial Aid Programs— Legislative Room B

Presenter: Marvin Smith, Indiana University—Purdue University Indianapolis

Moderator: Ashley Eder, Devry University

Student retention and completion is a priority for all institutions. Not only is it our mission, but failing to keep students enrolled through degree completion is expensive and affects key metrics that are often tied to prestige and budgets. Studies show that student retention problems are often related to student finances. In this session, learn how IUPUI is addressing retention concerns. Participants will learn about unique partnerships, programs, and initiatives (such as completion grants), as well as how to use data to formulate and execute programs that can be studied and potentially replicated.

Handling Unpleasant Situations: Techniques to Turn the Bad into Good— Judicial Room

Presenter: Becky Davis, Great Lakes Educational Loan Services, Inc.

Moderator: John Brown, Capital University

Whether you’re working with a student, parent, or colleague, there are times when situations may not be pleasant. Handling them involves more than simply being nice and maintaining a good attitude—it requires strategies and practice. Knowing what to say—and more importantly, how to say it—you can prevent or manage difficult situations. During this interactive webinar, we’ll share proven techniques to help you deal with difficult times and unpleasant people.



Thursday, April 26, 2018

Pronouns, Preferred Names and Polyamory: Oh my!—House Room

Presenter: **Karen Nicosia**, Institute for LGBTQ Health Equity

Moderator: **Renee Lamp**, Cuyahoga Community College

No matter our mission, all of the institutions of higher education are charged with supporting student success while ensuring their safety. To pull that off, we have to stay current on the Ls, the Gs, the Bs, the Ts, the Qs, and any other letters that might come along. You will walk out of this presentation able to understand the difference between gender identity and gender expression, able to recognize of heterosexual privilege, and able to advocate for all of your students.

10:35—11:00am

Beverage Break—Legislative Foyer

Sponsored by: CampusLogic, Inc.

11:00—11:50am

Interest Sessions

Need Analysis Session #2: Dependent Case Study—Senate Room

Presenter: Need Analysis Committee

Moderator: Need Analysis Committee

Build on the knowledge gained in Need Analysis #1 by completing an EFC hand calculation for a dependent student.

Burnout is a thing...don't be a victim!- Legislative Room A

Presenter: **Renee Lamp**, Cuyahoga Community College

Moderator: **Renee Lamp**, Cuyahoga Community College

This session will cover the realities of burnout and how all Higher Ed professionals can experience it at one point (or several) throughout their career. There will be discussion on personal and work-life balance and how to recognize when we should stop and make more time for ourselves. The core goal of this session would be to find those practices within people, places and purpose that support our healthy development and put a name to those elements that seek to detour us from that destination of wellness.

It Takes a Campus to Prevent a Default: Gathering Internal Support to Promote Financial Education—Legislative Room B

Presenter: **Matthew Nettleton**, Inceptia

Moderator: **Barbara Reitz**, Firelands Regional Medical Center—School of Nursing

With many institutions providing some form of financial literacy programming to students, institutions are moving beyond the basic steps of how to jumpstart financial literacy efforts to how to refine and improve financial education efforts — whether through expanding program reach and participation or through realization of true behavior modification among students. This presentation discusses reasons and provides data as to why financial education is everyone's job and offers a breakdown of action items by campus areas on how to gain buy-in for campus-wide collaborative efforts.



Thursday, April 26, 2018

VA Education Benefits—Judicial Room

Presenter: **Harry Dulick**, U.S. Department of Veteran Affairs—Cleveland Regional Office

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 student Veterans, this session is for you. Come and find information about the changes to the GI Bill, certification issues, Compliance Surveys and more. This session will offer resources that will help you assist student Veterans pursuing education and training with VA benefits.

12:00—2:30pm

Lunch—Governor's Ballroom A—B

NASFAA Federal Update: Karen McCarthy

Keynote: Jonathan Michael Bowman, J.D.

Sponsored by: [Great Lakes Educational Loan Services, Inc.](#)

2:30 —4:00pm

Registration Open/Exhibits Open

2:40—3:30pm

Interest Sessions

Need Analysis Session #3: Cost of Attendance—Senate Room

Presenter: [Need Analysis Committee](#)

Moderator: [Need Analysis Committee](#)

The Third Need Analysis session covers the basics of the components and regulations surrounding cost of attendance and explores topics such as methods of construction, best practices, and the use of professional judgement in cost of attendance.

Unaccompanied Homeless Youth (UHY)—Legislative Room A

Presenter: **Faith Phillips**, Central Ohio Technical College & Ohio State Newark; **Kim Jeffers**, PNC Bank

Moderator: **Faith Phillips**, Central Ohio Technical College & Ohio State Newark

Although the Department of Education added unaccompanied homeless youth (UHY) as an independent status beginning with the 2009-2010 school year, questions and concerns from financial aid administrators remain. Please join us as we review the federal regulations pertaining to UHY, such as definitions and verifying UHY status, and also discuss the more sensitive side of this issue, the campus population who meet the federal definition.

Time Management: Navigating Your Way to Make the Most with What You Have—Legislative Room B

Presenter: **Becky Davis**, [Great Lakes Educational Loan Services, Inc.](#)

Moderator: **Jared Nofziger**, [Valor Christian College](#)

Most professionals have more work to do than there are hours in a day—and like most, we try to manage time efficiently so that we can be productive. Join us as we walk through the 80/20 principle to learn how to make the most with the hours you have.

ID Theft & Fraud—House Room

Presenter: **Greg Carlo**, [cuLearn with Thrivent](#)

Moderator: **Stephanie Goller**, [University of Toledo](#)

Identity Theft and Fraud continues to rise on college campuses and throughout the country. Learn ways in which to help prevent ID Theft on your campus and within your offices, as well as help your students be on the look-out too!



Thursday, April 26, 2018

C is for Crazy—Judicial Room

Presenter: **Zack Goodwin**, U.S. Department of Education

Moderator: **Meghann Fraley**, University of Rio Grande

You import a student's ISIR and see a dreaded C-code. What must be done? Here we will review many common C-codes and how they can be resolved.

3:30—4:00pm

Dessert Break—Legislative Foyer

Sponsored by: PNC Bank

4:00—4:50pm

Interest Sessions

Identity and Trauma—Senate Room

Presenter: **Kim Brazwell**, Columbus State Community College

Moderator: **James McDougal**, Kemba Financial Credit Union

How does our identity shape who do we trust – and why? What we fear – and why? Most importantly, how can we conquer our bias-related interpersonal fears in order to build safer shared work spaces? Identity and Trauma examines identity and its impact on all members of an organization. Participants will reflect on identity-related trauma, race equity (vs. diversity), and the impact of trauma-informed cultural competence in our personal and professional lives.

Verification—Legislative Room A

Presenter: **Carrie Short**, University of Akron; **Erin Glass**, Urbana University

Moderator: **Randy Ulses**, University of Cincinnati

Join us as we review 2018-19 verification and best practices. We will be discussing the changes with the FAFSA when using IRS Data Retrieval, what you see on the Student Aid Report, required documentation for tax and non-tax filers, as well as other important regulation changes that will affect your office long term.

Override or Overreach—Judicial Room

Presenter: **Zack Goodwin**, U.S. Department of Education

Moderator: **Meghann Fraley**, University of Rio Grande

In this session we will discuss the various ways in which professional judgment may be exercised, with a focus on dependency overrides and homeless youth determinations.

Doing Financial Aid Nights & Presentations—Legislative Room B

Presenter: **Jeff Johnston**, Sallie Mae; **MorraLee Keller**, National College Access Network; **Mary Cannon**, Hondros College of Nursing

Moderator: **MorraLee Keller**, National College Access Network

High schools need good presenters to do financial aid information nights. This session will share an outline for a presentation from experienced presenters. The session will help make financial aid newbies comfortable in joining the ranks of financial aid night road warriors.



5:00—6:00pm

OASFAA Appreciation Reception—Governor's Ballroom C—D

6:00pm

Dinner On Your Own (*restaurant suggestions at registration desk*)

Friday, April 27, 2018

7:30—10:00am

Registration Open

7:30—8:30am

Breakfast—Legislative Foyer

Sponsored by: CampusLogic, Inc.

8:30—9:20am

Interest Sessions

Federal Session: Year Round Pell—Judicial Room

Presenter: **Zack Goodwin**, U.S. Department of Education

Moderator: **Sarah Pavlack**, Sinclair Community College

Updates and guidance from our Department of Education trainer, Zack Goodwin.

Resolving Citizen and Eligible Noncitizen issues—Senate Room

Presenter: **Francis Chibundi**, Sinclair Community College

Moderator: **Kirby Adams**, Sinclair Community College

This session will describe how the student's FAFSA information is matched with other agencies to determine citizenship status. We will also describe immigration documents that you may have to collect to verify that the student meets citizenship requirements.

Trends in Higher Education—Legislative Room B

Presenter: **Adam Dilulio**, Cuyahoga Community College;

Tamika Braswell, Ohio Department
of Higher Education

Moderator: **Adam Dilulio**, Cuyahoga Community College

Trends in Student Aid and Trends in College Pricing are annual reports by the College Board that provide the latest data on trends over time in student aid, tuition, and other expenses associated with attending college. This presentation will highlight several key trends from both the national and state level that will help you navigate the future of financial aid.

9:30—10:20am

Interest Sessions

Verification—Senate Room

Presenter: **Carrie Short**, University of Akron; **Erin Glass**, Urbana University

Moderator: **Randy Ulses**, University of Cincinnati

Join us as we review 2018-19 verification and best practices. We will be discussing the changes with the FAFSA when using IRS Data Retrieval, what you see on the Student Aid Report, required documentation for tax and non-tax filers, as well as other important regulation changes that will affect your office long term.

One on One with Zack (Q&A)—Judicial Room

Presenter: **Zack Goodwin**, U.S. Department of Education

Moderator: **Meghann Fraley**, University of Rio Grande

Open forum for questions and discussion with our Department of Education trainer, Zack Goodwin.



Friday, April 27, 2018

How Students Use Credit and What You Need to Know—Legislative Room B

Presenter: **Deborah Gossman**, College Ave Student Loans

Moderator: **Jared Nofziger**, Valor Christian College

Provide a comprehensive review of how students & parents may improve their credit score & insights for future credit management decisions. It will cover the value of educating consumers about their personal credit profiles. Specifically, within higher education financing, a cosigner's credit history & credit score are key factors that help determine whether a loan is approved & what interest rate is assigned. Also discuss how FA community can help students build their credit history through college and beyond.

What's New with 529 Plans and Higher Education Financing—Legislative Room A

Presenter: **Tim Gorrell**, CollegeAdvantage; **Jeff Johnston**, Sallie Mae

Moderator: **John Brown**, Capital University

We all know there are three times students and families can pay for higher education: before, during and/or after. They pay **before** through 529 plans and other saving options. They pay **during** through work, payment plans and financial aid. They pay **after** through personal, federal and/or private loans. In many cases they do all three. In this session we will look at how students utilize all of these options as they navigate their futures. We will explore ways that you can assist your students in maximizing all options available to them.

10:20—10:45am **Break/Hotel Check Out—Governor's Ballroom A—B**

10:45am—12:00pm **Brunch—Governor's Ballroom**

Awards Ceremony

Passing of Gavel

Sponsored by: [Great Lakes Educational Loan Services, Inc.](#)



12:00pm – 1:00pm **General Session —Governor's Ballroom**

Federal Update: Zack Goodwin, U.S. Department of Education

Future Training

NASFAA Conference

June 24—27, 2018
Austin, TX

MASFAA Conference

October 14—17, 2018
Minneapolis, MN

OASFAA Conference

October 24—26, 2018
Columbus, OH

Federal Student Aid

November 27—30, 2018
Atlanta, GA

*Check the OASFAA calendar at www.oasfaa.org
for additional training opportunities.*



Keynote Speakers

Jonathan Michael Bowman

Jonathan Michael Bowman received an Associate Degree in English and Communications from Allegheny Community College, a Bachelor Degree in Journalism and communications from Point Park University, and later graduated from The Ohio State University College of Law. He has practiced law at the Ohio Attorney General's Office.

Jonathan serves as CEO of Clear Picture Leadership. He uses lessons learned from his childhood, leadership skills honed throughout his career and the inspiration embodied in his artwork to encourage leaders to achieve a "clear picture" vision. As Jonathan says, "Picturing your destination is the first step to achieving something great."



David J. Cummins

David Cummins is Interim Vice Chancellor of Finance and Data Management at the Ohio Department of Higher Education. In this capacity he oversees policy development for state financial support for public higher education and supervises the Higher



Education Information System staff responsible for data collection and analysis. Mr. Cummins has served as CFO/Treasurer at three Ohio campuses – the University of Akron, Lorain County Community College and North Central State College. He also has experience with the State of Ohio Office of Budget and Management (OBM) where he had served as Senior Budget Analyst of the Education Section and later for Policy and Planning.

Mr. Cummins earned his Master of Arts in Economics from The Ohio State University and received a Bachelor of Arts from Cleveland State University.

Keynote Speakers

Zack Goodwin

Zack Goodwin joined the Education Department training team in 2014, after serving for 20 years in higher education administration at graduate schools, liberal arts colleges, and comprehensive universities in the Midwest and New England.

Most recently he acted as Harvard University's Financial Aid Compliance and Training Officer and as the University's financial aid director for continuing education, leading financial aid programs for undergraduate, graduate, certificate and high school students.

Zack received a Bachelor of Arts from Bennington College in Vermont, his Master of Public Administration from the University of Oklahoma, and his Master of Science in kinesiology from the California University of Pennsylvania. In addition to his training experience with ED, he has developed leadership curricula for schools and financial aid professional associations, and works in his free time as a personal fitness trainer.



Marvin Smith

Marvin Smith is Director of Student Financial Services at Indiana University-Purdue



University Indianapolis (IUPUI). He provides oversight of nearly a half-a-billion dollars of federal, state, institutional, and private financial aid awarding annually for a campus of 30,000 students. Marvin has nearly 30 years of experience in the financial aid profession at IUPUI, Purdue-West Lafayette, and Ivy Tech Community College-Lafayette. Marvin has been highly involved in the financial aid profession at the state, regional, and national level, as well as with the College Board and ACT. Marvin is currently serving as the president-elect of the Midwest Association of Student Financial Administrators MASFAA.

Keynote Speaker

Karen McCarthy

Karen is the Director of Policy Analysis at NASFAA. 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. She serves on the Department of Education's FAFSA Advisory Group and has served as NASFAA's representative at negotiating rulemaking sessions, both as a resource for school-based negotiators and as a negotiator herself.

She has worked with various NASFAA task forces including Reauthorization, Campus-based Allocation Formula, Public Service Loan Forgiveness, Graduate and Professional Issues, FAFSA Simplification, "One Grant, One Loan," and R2T4.

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



Entertainment

Who's Got Game??? We do!!!!

That's right we will be hosting our first ever, OASFAA Family Feud Night, at this year's OAFSAA Spring Conference as part of our entertainment! Contestants will have the opportunity to win some great prizes as well as have an enjoyable time playing the classic game of Family Feud...OASFAA style. The event will take place on Wednesday night following dinner at 7:30 PM. Afterwards, the fun doesn't stop there. We will keep things rolling with a DJ and dance like only we can do! So don't be shy, come on out and join your OASFAA colleagues and friends for a great time. WE HOPE TO SEE YOU THERE!!!





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