

## Jason's Fall Presidential Address

As I close the book on my Presidency of MASFAP, I look back and recognize we have done some great things in difficult times. What part of this past year has not changed the way each of us does our job or changed how we counsel families and students in the ways of Financial Aid? We have had major changes in loan programs, administrative changes done through negotiated rulemaking, and budget cuts at the state level that impact those students that need it most. Throughout the history of Financial Aid, professionals within it have had to redefine "normal" and I believe that we once again are doing just that within each of our offices.

"Normal" for our organization has also got to be examined. What is our role? How do we best serve ALL of those within the state? And how do we maximize what we can do with the help and support of both our regional and national associations? Are we better as individual groups with independent agendas, or can we best serve all who need it collectively with an organized and collaborative plan?

What we have been able to do this year has been a tribute to those on the board and all of those who make the events a success. We have continued to support the efforts of early awareness with our FAFSA Frenzy and outreach events; we have defined, organized, and set up a designated endowed fund to support the scholarship efforts of the association; we successfully hosted a town hall meeting to discuss issues, speak candidly about changes, and assist each other through problem solving; and we have expanded our membership to new schools and schools who have renewed after a number of years of being absent. Now it is time to continue this progress of supporting each other and expanding the role that this organization can play within our new "normal" environment. Professional development and compliance are paramount to what we do, and I challenge each of you to take part in the events that we have planned in these areas over the next year.

I would be remiss if I didn't pay tribute to the life and legacy of the forefather of Financial Aid, Mr. Allan Purdy. As we have all been made aware, Mr. Purdy recently passed away, and we must continue to embody the spirit of service and commitment to students that he brought into this profession when founded it. May we all continue to make him proud and be grateful for his vision and foresight.

Finally, I thank each of you for allowing me the opportunity to serve and represent you and our association over the past year; it has been an honor. MASFAP is special because of those that are a part of it. The challenges will continue to be here, but now it is up to others to lead the charge and begin to experience the joy of representing a group of individuals who are unique, selfless, and tirelessly serve others. All I can say is...keep up the good work.

## Missouri Regional FA Groups

Want to get involved in your region's financial aid group? Here are the contact people for each region:

**FANG** – Linda Mackey [lmackey@centralmethodist.edu](mailto:lmackey@centralmethodist.edu) (office number 660-248-6244)

**KC RAP** – Dena Norris [dena.norris@mcckc.edu](mailto:dena.norris@mcckc.edu) (office: 816-604-1007)

**OAKFAP** – Vicki Mattocks [vickimattocks@missouristate.edu](mailto:vickimattocks@missouristate.edu) (office number 417-836-5467) and Pam King [pam.king@nelnet.net](mailto:pam.king@nelnet.net) (office number 417-827-2580)

**SEMO RAP** – no contact person at this time

**SLAP** – Jaime Newcomb [newcoJ@mobap.edu](mailto:newcoJ@mobap.edu) (office: 314-392-2366) and

Melissa Findley [melissa.findley@commercebank.com](mailto:melissa.findley@commercebank.com) (office: 314-514-6214)

## Tidbits

- **Randy Allen** began working at William Jewell College as a Financial Aid Coordinator in August 2010.
- **Mary Barb**, Assistant Director, Student Employment at MSU will retire as of January 1, 2011. The search to fill this position started October 2010.
- **Chris Hager** recently joined KeyBank/TMS as a Relationship Manager for Missouri, Iowa, Illinois, Minnesota, and Wisconsin.
- **Mindy Hager** has rejoined First Marblehead as of May 2010.

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## Disclaimer

The Missouri Association of Student Financial Aid Personnel (MASFAP), the Executive Board and the Executive Committee are not responsible for the accuracy of any information contained in this newsletter as an authority, but rather its use as a guide. Further, the opinions expressed by the contributors are the opinions of the authors themselves and do not necessarily represent the official opinion of MASFAP, the Executive Board or the Executive Committee.

# What's Happening with our Colleagues

## How I Got Here

### Becca Diskin-Missouri Southern State University

As of Oct. 1, I now serve as the Director of Financial Aid at Missouri Southern State University. I am very excited about this next chapter of my career, as well you know, financial aid just gets in our blood! So here's my story:

My FA career began in 1994 as a student work-study employee in Student Financial Assistance at Pittsburg State University. I began reading the FSA Handbook my very first week out of high-school! Crazy I know!! At PSU, I performed verification for 3 years, then moved into a peer counselor role before graduating college. Once I had my bachelor's degree in Business, I thought financial aid was just a college job to prep me for the 'real-world'. So I moved to Colorado with Brent for two years and worked at a community bank. Although we loved the mountains of Colorado, we eventually moved back to KS to be closer to our families. Low and behold, a position in FA was created for me! I became the Office Manager of FA at Pittsburg State in 2000. This soon led to a series of promotions and job descriptions, where I eventually landed as Associate Director at PSU until 2005.

By that time, I was ready for something different...so when Larry Viterna called to invite me to apply for a position at USA Funds Services, I took the plunge and did. I worked for USA Funds University in the training area and then for the sales team. The travel and excitement with USA Funds lasted for 5 years until the FFELP wind-down. And that's where you find me now...back in the seat of a Financial Aid Administrator---and loving it!

### Carolyn Gordy-Lebanon Technology & Career Center

I worked in Human Resource for a large garment manufacturer for 37 years. In 2003 the plant was closed and work was sent overseas. I applied for an Administrative Assistant position at Lebanon Technology & Career Center. After being hired, the Director asks me if I would be interested in doing some financial aid for the school. Thinking as a team player and new on the job, I said "Yes". This was the beginning of months of loss of sleep, stress, and a lot of training. With the help of many other colleagues in the field, MASFAP members, MOHELA staff and MDHE staff I was able to get through those rough days. Over 7 years later I am still working at Lebanon Technology & Career Center as the Financial Aid Asst / Administrative Asst. I love my job and the wonderful people I work with. It gives me a feeling of satisfaction to see the students attend our tech center and leave with a bright outlook for their future.

## Ballot Information

*Names are listed in alphabetical order. Personal Statements follow throughout the Monitor.*

### President-Elect (statement on page 4)

Daniel Holt-William Jewell College

Nancy Merz-Avila University

### Vice President (statement on page 7)

Brice Baumgardner-Hannibal LaGrange University

### Secretary (statement on page 6)

Michelle Cohen-St. Louis College of Health Careers

Keri Szwarc-Missouri Baptist University

Karen Thompson-Lincoln University

### Treasurer-Elect (statement on page 5)

Kyle Cronan-Washington University

Rowdy Pyle-Metropolitan Community College-Blue River

### Delegate at Large: 4-year institution (statement on page 3)

Cassandra Hicks-Southeast Missouri State University

Samantha Matchefts-University of Missouri St. Louis

Vicki Mattocks-Missouri State University

### Delegate at Large: Associate (statement on page 8)

Diana Daily-Wells Fargo

Melissa Findley-Commerce Bank

Mindy Hager-First Marblehead

*The following information will assist you in determining which of the TIVAS are servicing your students' loans. NSLDS will reflect the following information:*

**Guarantor:**

577 Department of ED  
578 Department of ED/Sallie Mae  
579 Department of ED/AES PHEAA  
580 Department of ED/Nelnet  
581 Department of ED/Great Lakes  
582 Department of ED/TPD

**Servicer**

700577 Department of ED/ Student Loan Servicing (ACS)  
700578 Department of ED/Sallie Mae  
700579 Department of ED/PHEAA  
700580 Department of ED/Nelnet  
70581 Department of ED/Great Lakes

**ECASLA Lender Codes**

899577 Department of ED/2008-2009 LPCP  
898577 Department of ED/2007-2008 STPP  
897577 Department of ED/2009-2010 LPCP  
895577 Department of ED/ABCP 09-10  
896577 Department of ED/REHABS  
894577 Department of ED/REHAB LPP

## Put the Pieces Together

**T**hrough the Ensuring Continued Access to Student Loans Act (HR 5715) the Department of Education (ED) created the Loan Purchase Commitment Program. This program granted ED the authority to purchase eligible Federal Family Education Loan Program (FFELP) loans from lenders, thereby freeing up funds for lenders to make new loans during the capital markets disruption.

Loans that have been purchased are considered "PUT" and become ED-owned loans. The final phase of eligibility for this program affects Stafford, PLUS, and GradPLUS loans made during the 2009-2010 academic year that are fully disbursed by September 30, 2010. As of July 2010, both PUT loans and Direct Loans now reside on the servicing platforms of the Title IV Additional Servicers (TIVAS). With multiple servicers in the mix, it is important for schools to understand the types of loans a student may hold, as well as the designated servicer(s) for those loans.

PUT loans have been and will continue to be assigned to one of the four TIVAS. Add the original Direct Loan servicer (ACS) to the mix, and there are five potential players in the servicing arena. Schools do not have the option of choosing a servicing partner. Keep in mind that once a loan is sold (PUT loans), the original lender and/or guarantor are no longer the contact for the school; the assigned servicer assumes management of all aspects of the loan.

Servicer assignments are made for PUT loans when the sale of the loan to ED is complete. Servicer assignments for Direct Loans are made after the first disbursement of the loan. Schools will need to determine which servicer(s) has been assigned to their respective students. This information can be accessed via NSLDS or any specific servicer's reporting tool. There is no centralized method for the return of funds for PUT loans. The return of funds must go through the specific servicer's ED-assigned lockbox (an address unique to each servicer).

The borrower is also impacted when a loan is PUT due to the possibility of a servicer change. If that occurs, a paper "Welcome Letter" notifies the borrower of the change in loan ownership. Students should be counseled to utilize NSLDS if there are questions pertaining to the ownership of their loan(s). Keep in mind that combined billing is not an option for students who hold both ED-owned and commercially owned FFELP loans. In this situation, split servicing is a possibility. ED can only assign a student's ED-owned loans to a single servicer; ED has no authority over commercially owned FFELP loans with regard to servicing.

### Personal Statement: Delegate at Large –Four year Institution

**C**assandra Hicks: Hello MASFAPians! My name is Cassandra Hicks and I would like the honor of serving as your delegate at large for 4 year public institutions. Over the past five years' of employment at Southeast Missouri State University I have had the pleasure of being a part of MASFAP. I feel that this organization is extremely important to our industry, now more than ever. During the last few years the financial aid industry and the regulations that govern us have become extremely volatile, with future years promising only more of the same. MASFAP provides us with a direct link to other schools that are experiencing similar problems and issues affecting us. If we continue to use MASFAP and our membership we can create an effective tool to help manage any changes that do come our way.

Since my employment with Southeast Missouri State University, I have had the honor and privilege to work under the leadership of Karen Walker. As an integral part of the state scholarship committee Karen has been a voice for all institutions, representing our interests concerning issues that matter most to us--access and affordability. As your MASFAP delegate I promise that I will follow in her footsteps and provide schools an avenue to express their comments and concerns so we can work together to accomplish our goals.

Currently I coordinate such programs as FWS, SMART, TEACH, ACG, and Access MO along with numerous other institutional scholarships. I am vastly aware of the changes we have all been through in the past and am eager to lead the way through what promises to be more of the same. With your support I will work hard for all of the institutions I am elected to serve and to be sure that our voices are heard.

**S**amantha Matchefts: My name is Samantha Matchefts and I am Senior Associate Director of Student Financial Aid at the University of Missouri-St. Louis. I've been with UMSL for over 13 years. Previously I have served the MASFAP community on the Archives, Awards, Program, and Technology committees. I would be honored to continue to serve the MASFAP community as a Delegate.

**V**icki Mattocks: Serving as Delegate at Large, 4-yr public, provides a unique opportunity to initiate and sustain relationships with colleagues across the state as I represent their interests and concerns within the MASFAP Board. The current issues and challenges facing our profession are numerous and of a nature that requires a strength that can come only from working together as a cohesive unit. MASFAP is that unit, and the Delegate at Large position provides an avenue by which our individual voices can be heard and attended to. I feel like I've only gotten started with what can be accomplished in this position and I appreciate the honor of being nominated for a second time. I look forward to the opportunity of continuing my efforts for my fellow financial aid associates.

## Private Loan Counseling: Mapping Your Future

**S**tudents can learn the difference between federal and private loans, as well as the rights and responsibilities of borrowing a private loan with Mapping Your Future's new counseling session.

The private loan counseling session, located at <http://mappingyourfuture.org/pl>, presents information in six steps, guiding students toward responsible borrowing and successful repayment including 1) Private loan basics, 2) Private versus federal loans, 3) Eligibility, 4) Choosing a lender and loan, 5) Repayment and 6) Delinquency and default.

While the counseling is best suited for use as entrance counseling, borrowers also can do a session to serve as an exit interview. To experience private loan counseling from the student perspective, follow these steps:

- Go to the Mapping Your Future home page at <http://MappingYourFuture.org>
- Click the "complete Online Student Loan Counseling" link on the left side of the page
- Select "Private loan" (under "Other counseling")
- Choose Texas as your state
- Select MYF Demo School as your school

Postsecondary schools that have an existing OSLC account and would like to add private loan counseling to their participation categories should contact the Mapping Your Future customer care staff at [feedback@mappingyourfuture.org](mailto:feedback@mappingyourfuture.org). Schools that don't have an OSLC account should complete the school submission form at <http://mappingyourfuture.org/oslc/schoolsignup.cfm> to request participation.

In addition to offering the counseling session, Mapping Your Future has made the content available on the website as a printable guide so anyone can learn more about private student loans. The guide is online at <http://mappingyourfuture.org/downloads/>

### Personal Statement: President-Elect

**D**aniel Holt: No personal statement provided

**N**ancy Merz: I am honored to be nominated to lead an organization of such caring and dedicated people.

I have worked in Financial Aid for over 13 years. I started out at Peru State College in Peru, Nebraska. (I was "promoted" into financial aid the day after the Director and Assistant Director quit!) While in Nebraska, I served on the NeASF AA Budget Committee for several years.

I left Peru State College for Kansas State University, where I was the Assistant Director for Financial Aid. At K-State, I found that Financial Aid worked hand-in-hand with the Admissions Office, so I was allowed to travel across Kansas recruiting in addition to my normal office duties. I also served on the USA Funds Advisory Council and served as the Business Advisor for Phi Kappa Theta Fraternity. I left K-State to work in the Student Loan Division at Commerce Bank. While I at the bank, I was appointed to the Board of Directors for RMASFAA. It was during this tenure that Andrew Cuomo started to make headlines, so I was a part of RMASFAA's development of an action plan to help ensure the financial stability and longevity of this regional financial aid organization.

Currently, I am the Director of Financial Aid at Avila University in Kansas City, Mo. I serve on the Advisory Council for MDHE. My graduate degree is in Economic Management and my undergrad is in Business Administration. While we all have daily challenges and accomplishments, I feel that our work in Financial Aid has never been more important...given the current state of the economy. Often we find our institutions cutting budgets and we have seen a reduction in state aid to our students. So, we are often pressured to do more with less! While financial aid is the key to access, it is also the key to retention, and I love retention!!

I feel that MASFAP provides an avenue to help all of us attain our goals, handle our workload and support us in our daily activities. I have a firm commitment to the rights of the student, and I am blessed to have a very talented and bright staff who share my enthusiasm for helping students.

I live with my husband, Gale, in Smithville, Missouri. I have two children, both married; a son, Brett who is an Astronautical Engineer for the Air Force. He is assigned to the Pentagon and lives in Washington DC, and a daughter, Becky who teaches English at Schuyler High School. She lives in Fremont, Nebraska.

Other Association Involvement:

- College Goal Sunday/FAFSA Frenzy volunteer and site coordinator
- RMASFAA Conference Presenter
- NASF AA Member since 1999

## Leading Your Team Through Challenging Times

**W**hat if you went to a restaurant and discovered that the hosts wouldn't talk to the servers, the servers were feuding with the cooks, and the cooks refused to prepare meals the way customers wanted? How likely would you be to go back? A restaurant such as this would serve second-rate food in an unpleasant atmosphere. It wouldn't stay in business for long.

The same lesson applies to any organization that wants to achieve its goals. Staff members have to cooperate and communicate in order to produce the desired outcome.

In today's challenging times, no organization is more in need of effective cooperation than the school financial aid office. Difficult economic times mean fewer resources, hiring freezes, and even budget cutbacks. Financial aid legislation implementing the biggest change in decades was enacted this year, requiring many financial aid offices to revise longstanding processes in a relatively short amount of time. In such an atmosphere, any staff must work to keep frayed nerves and situational stress from damaging its effectiveness.

### Adapting and striving through teamwork

So how can your office weather the storm? Through a renewed commitment to teamwork, the key element of which involves placing the interests of the whole ahead of the interests of the individual. Each staff member must be dedicated to the overall good of everyone in the office. In doing so, staff members form a team, instead of a group. While a group is made up of individuals, a team functions as a unit.

Cooperating to achieve shared goals maximizes a team's competencies while minimizing its weaknesses. It takes all the competencies in an office to succeed. In a competitive or group-based environment, the person who knows the best solution to the challenge may not feel willing or able to speak up. When team members can rely on each other to answer questions, provide back-up, and help solve problems, they become stronger; when team members proactively (and tactfully) seek to provide such help, they have gelled into a team.

### Groups and teams

Shifting a staff's culture from competition- to teamwork-based can involve a significant rearrangement of work processes. Groups follow decisions delivered by command; teams commit to shared decisions. Groups accept the status quo; teams take risks. Where individuals in groups seek to limit the achievements of others, individuals in teams seek to empower others. Where groups lay blame, teams work to fix problems. Where groups focus narrowly on individual tasks, teams focus on shared progress and the big picture. Finally, where individuals in groups compete with each other, teams compete with other teams to perform at their best.

How can an office create a culture of teamwork? Part of the responsibility lies with an office's management staff — one of their jobs is to bring a staff together. But equally important is the role of each individual staff member. To produce a collaborative, team-based environment, both groups should:

- Engage in constructive dialogue
- Communicate clearly
- Listen and accept feedback
- Critique constructively
- Be flexible and willing to adopt new strategies

In a team-based environment, one in which the best solutions and skill sets are applied to any situation, any financial aid office will be better equipped to deal with today's changing circumstances — and those of tomorrow. For those who don't adapt in this way, the consequences could be serious: declining morale, falling productivity, and reduced customer service quality, all of which can have a negative impact on a school's recruitment and retention efforts. Just as with any restaurant, the financial aid office will provide customers with a better experience — and be more successful — if it operates as a team.

Submitted by: Jay Rhodes is a regional account executive with TG serving schools in MASFAP. You can reach Jay at (800) 252-9743, ext. 2514, or by e-mail at [jay.rhodes@tgscl.org](mailto:jay.rhodes@tgscl.org). Additional information about TG can be found online at [www.tgscl.org](http://www.tgscl.org).

### Personal Statement: Treasurer-Elect

**K**yle Cronan: I consider it an honor to have been selected as a candidate for treasurer-elect of MASFAP. To be honest I was a little hesitant to accept the nomination when I first received the call, as I felt I haven't been a part of the organization long enough to warrant such consideration. However the voice on the other line reminded me that this would be a great opportunity to start making a difference. I accepted the invitation because I have the experience, skills, background and knowledge to be an effective financial officer for MASFAP. The office of treasurer-elect is one of execution and performance, both of which I've found I'm pretty good at during the past 19 years being employed in various areas of accounting and finance. Membership in MASFAP has helped me grow professionally and provided the opportunity to form many friendships. I hope to continue my professional development by first serving as treasurer-elect, then treasurer and as chair of the budget and finance committee over the next three years. Thank you for your consideration.

**R**owdy Pyle: With my 11 years in higher education; I believe in the benefits an organization such as MASFAP can have towards making higher education accessible, providing resources for financial aid administrators, and making sure our voice is heard not only statewide, but nationally on key topics that affect what we do.

I have been fortunate to work with several incredible financial aid administrators during my career at Crowder College, Ozarks Technical Community College, and now Metropolitan Community Colleges. All of these institutions strive to meet the needs of students in diverse and strategic ways. Many of these ideas start at organizations such as MASFAP through networking and being united for a common cause.

As Treasurer-Elect, I will fight for our common cause(s), increase the membership of MASFAP, and provide that our funds are utilized in the most effective and efficient manner with the mission and goals of MASFAP in mind.

## Policy Frequently Asked Question

### Ability to Benefit for Student without High School Diploma

USA Funds Ask Policy<sup>SM</sup> addresses the issue of eligibility for federal Title IV financial aid for a student without a high school diploma.

**Q** Our school has a student who wishes to enroll without a high school diploma or General Educational Development diploma. She says she has two credits of college English and has taken an ability to benefit test. Is she eligible to receive federal Title IV financial aid? If so, what documentation is required to demonstrate ability to benefit?

**A** Current regulations indicate that a student who does not have a high school diploma or its equivalent must demonstrate the ability to benefit from the course of study to be eligible to receive Title IV funds of any type. If the student has taken and passed a valid ability to benefit test, then your school may obtain from the testing facility a report indicating that the student displayed the necessary skills. Alternatively, a student may demonstrate ability to benefit by successfully completing six credit hours or their equivalent in course work applicable to a degree or certificate offered by your school. The student is not eligible for Title IV assistance while pursuing these six credit hours or their equivalent. In this case, the school may establish its own documentation standards but should be certain that it has sufficient documentation, through transcript or other information directly from the school where the student completed the course work.

Submitted by: Carol Buchli, Consultant, School and Student Services, USA Funds.

### Personal Statement: Secretary

**M**ichelle Cohen: I have worked in financial aid almost 6 years with the majority of that time being at the Missouri Department of Higher Education. I worked with many schools throughout the state collaborating with them as their state designated guarantor and assisting them with a wide variety of topics relating to financial aid. I currently work at Saint Louis College of Health Careers where I am a Financial Aid Officer and now work one-on-one with a multitude of students. I enjoy the relationships that are formed with each student and the gratification that comes from watching them achieve their dreams. I believe it is important to join forces as a state and partner with all

**K**eri Szwarc: I am currently a Financial Aid Coordinator for new students at Missouri Baptist University (MBU). Before I joined the Financial Aid Team at MBU in December 2008, I worked for a proprietary school from August 2004 through December 2008 handling new students, account balances, missing loan disbursements, processing loan rosters through FFELP and balancing Federal Work Study. From July of 2003 to August 2004 I worked for a collection agency as a skip tracer and collector on defaulted student loans. Throughout my work experience, the one constant at any of the places I worked was that if you did not document something, it did not happen.

The undertaking of the Secretary position for the MASFAP Board requires attention to detail, quick thinking and quick note taking. I did not know of MASFAP's existence until I came to work at MBU in December 2008 and attended my first MASFAP Conference in SP-09. Since then, I have been able to participate with the Legislative Committee, Program Committee and the Town Hall held this past summer. I have enjoyed every minute of my work with and for MASFAP. Having helped plan conferences for different organizations in college, I felt right at home with the Program Committee if not a little out of my league. Once we began working on planning the SP-10 conference, I felt right at home with my fellow colleagues on the committee. With all that I have learned and gained through MASFAP, the opportunity to serve the association and give back to my fellow colleagues is a wonderful and exciting opportunity.

**K**aren Thompson: I have been in higher education since 1997 and in the financial aid industry since 2003. I've held several positions at Lincoln University. I currently hold the position of Financial Aid Technical Coordinator. I've been a MASFAP member since 2004. Some of the committees I've served on include the Technology Committee, Program Committee and Early Awareness Committee. I've also been site coordinator for College Goal Sunday/FAFSA Frenzy at Lincoln University. I believe serving as MASFAP secretary will be another way that I can serve the higher education community and fulfill my desire to assist students in helping them accomplish their dreams.

## MASFAP Monitor Submission Policy

**A**rticles may be submitted by any person, company, or organization for consideration by the MASFAP Monitor staff and are subject to approval prior to printing the newsletter. The author's name should be included in the submission. The editor reserves the right to reject or edit the content of any article or information submitted.

Articles will be edited for accuracy, quality and appropriate length. Submissions are limited to one article per Monitor per person, company or organization.

Articles are intended to be informational and for the benefit of MASFAP members and not for company promotion or advertising.

If the author is unavailable or a resolution cannot be reached, the editor will refer it to the Committee chairperson and President for a decision about publication.

## Buddy's Bit

*Charles "Buddy" Mayfield is the Director of Financial Aid at Missouri Valley College and he is the President-Elect for MASFAP.*

### Do you have a nickname?

Yes, my nickname, Buddy, comes from a Cabbage Patch doll. When I was very young a few of my cousins struggled to pronounce Charles. One of my cousins had a Cabbage Patch doll she called "Buddy" and asked my mom if they could just call me "Buddy." They all started using it, and it stuck. Now, if someone calls me Charles Richard, I know it's probably Nona (my grandmother) or my mom and I'm in trouble!

### As MASFAP's President what will you do?

Over the last year we have spent a lot of time trying to figure out where the association is going and pointing the association in the right direction. We are moving forward and this will continue to be my first priority. My second priority will be trying to figure out why the people who are not members of MASFAP are not active and figure out how to get them engaged in the organization.

### What is your favorite MASFAP memory?

It has to be the "Build Your Own Boat" activity we did several years ago. We had to build a boat out of cardboard and float it across the Lodge's swimming pool. I am very competitive and wanted to win... my team lost, but it is a great memory.

### Who are your financial aid mentors?

To give one name to answer this question would be next to impossible. That said, my lender client reps in the FFEL industry provided me invaluable information anytime I needed it (and several times when I didn't think I needed it). I also called on Amy Hager at Moberly Area Community College, Lori Bode at Lindenwood University, and Jan Brandow, now at the Department of Education. These ladies were always willing to help me "learn the ropes" when I entered this profession.

### What is your leadership style?

I really try to keep the team approach and take time to really teach people. Sometimes it is just easier to do thing myself, but I try to take the time to really teach it. In the end things run more efficiently. I strive to teach others how to do it and how to do it well. I also believe the better people you surround yourself with the better you will be.

### Why did you choose financial aid?

To me it is pretty rewarding. We all get frustrated at our jobs, but at the end of the day you're helping students pay for school. To see them graduate and be successful is what it is all about.

### What organizations do you participate in?

I am involved in the state, regional and national financial aid organizations. I also participated on the Negotiated Rulemaking Team for HERA in 2008. I am on the Missouri Coordinating Board of Higher Education (CBHE) State Financial Aid Committee. On campus, I participate on the Assessment Advisory Committee and reside on the President's Cabinet.

### What is your favorite part of the job?

It is never mundane. For the last two years it has been challenging, and there is always something unique happening.

### What is your least favorite part of the job?

Trying to figure out what we can do with students to help them understand. We are constantly trying to get information to them in a format they can understand. For example, I had a senior ask, "What is the FAFSA?" He is a senior and has completed the FAFSA every year.

### What did you want to be when you grew up?

A civil engineer. I wanted to design and build roads and bridges.

### What is your favorite ice cream?

Vanilla, just vanilla, none of that other stuff.

### What is your favorite type of music?

I listen to morning talk shows or news channels. When there is music on in the car it is because my wife picked it.

### What is your favorite super hero?

The first thing that comes to mind is Mickey Mouse. I know he is not a quite a super hero, but he is cartoon character that I am constantly watching now because of our little one. *Buddy and his wife have a five month old son named Connolly.*

### What is your favorite food?

Pasta and bread, it must be the Italian in me.

### What do you do on the weekends?

Right now all I have been doing is working on my house. We are refinishing our kitchen so it is a big project.

## Personal Statements: Vice President

**B**rice Baumgardner: It is an honor to be nominated for the position of Vice President. I have been a MASFAP member since 2008 and have enjoyed many wonderful experiences inside the organization. I have served on the Program Committee for the last two years and also chaired the Awards Committee this last year.

If I am elected to this position I will do my best to put together a committee that is willing to work together, listen to the MASFAP community and organize the best program that we can. Thank you for taking time to read my statement.

## How Much Will It Cost?

It's hard to have a conversation about college without discussing cost – especially an ever accelerating rising cost. Do you remember what you paid for tuition? If you have children of college age or older, how did your tuition compare with theirs? How much does your school cost right now? How much will it cost next year - in 10 years – 20, 30, 50, 100 years? Does it matter? What impact will the decisions of today have on the cost of tomorrow? Who makes those decisions and what drives those choices? Is your school affordable now? Will it remain affordable in the future? How do you define affordable?

The higher education headlines are filled with discount rates ranging from 40% to 60%, default rates, and student debt all impacted by cost. Do you ever feel the pressure to credit-qualify your students before you accept them? Income Based Repayment (IBR) adds another factor to the cost equation and with it will bring additional scrutiny from our number one source of funds.

So, how did you answer those questions at the top? What do you suppose cost will do in the future? Do you see factors that will cause rising cost to slow down? A couple years ago I did a very unscientific study of cost. I looked at average household income and average college costs. I assumed that income would go up 3.5% a year and college cost would increase 5% per year. I encourage you to complete your own study. This study is far from perfect, but I think you will get the point:

2007 Average Household Salary: \$50,233

	2008-09		10 Years		20 Years	
	TUITION	% of Income	TUITION	% of Income	TUITION	% of Income
Public 2-Year	\$ 2,402	4.8%	\$ 3,726	5.5%	\$ 6,070	7%
Public 4-Year	\$ 6,585	13.1%	\$ 10,215	15.1%	\$ 16,640	18.3%
Private 4-Year	\$ 25,143	50.1%	\$ 39,005	57.8%	\$ 63,535	70.0%
Private Doctoral	\$ 31,068	61.8%	\$ 48,194	71.4%	\$ 78,502	86.5%
	30 Years		50 Years		100 Years	
Public 2-Year	\$ 9,887	8.1%	\$ 26,233	9.8%	\$ 300,825	31.2%
Public 4-Year	\$ 27,105	22.2%	\$ 71,917	32.7%	\$ 824,701	85.4%
Private 4-Year	\$103,492	84.9%	\$274,595	124%	\$3,148,892	326%
Private Doctoral	\$127,872	104.9%	\$339,282	154%	\$3,890,684	403%

Do these numbers fit your definition of affordable? If not, how will you change them? Will you increase your discount rate? Will you freeze salaries for 50 years? Will you find a BIG donor? Is your school on a different path than these numbers would suggest? Just for good measure – these numbers do not include housing.

How much would a solution cost? How much will no solution cost?

*Dave Rice The fastest growing part of society is the least educated*

### Personal Statement: Delegate at Large—Associate

**D**iana Daily: Greetings MASFAP! I am honored to be nominated for the MASFAP Associate Member Delegate position. I have been an active Associate member of MASFAP for 13 years and have experienced many changes first hand through the years. As we move into a new era of financial aid, life as we know it is "different". I would like the opportunity to assist in defining the organization's future with these "differences" in the Student Loan Industry and to work as a team to strengthen the organizations future. Never having served on the MASFAP executive board, I would be excited to contribute my experiences as a Delegate to strengthen our organizations future growth.

**M**elissa Findley: I would love to continue to serve as the MASFAP Associate Delegate. I strive to work with all associate members on getting their feedback to make MASFAP the best state organization possible. Having been part of the industry for 10 years, I would be grateful to be elected as the MASFAP Associate Delegate to further my commitment to the financial aid community. As the current Associate Delegate, I feel like I have completely embraced the position and given 100% dedication. Being involved in MASFAP is a huge honor to me; and I am excited about the opportunity to serve again and continue the positive changes as we figure out our new normal as an association.

I would describe myself as concise, direct, tactful, honest, thorough, dependable and fair-minded. These are traits I plan on bringing to the MASFAP Board if I am elected. I love facing a challenge, digging in to any issues and coming up with a plan of action. I currently serve as the SLAP Co-Chair, and I enjoy bringing financial aid administrators together every two months to share ideas, network, and professional development. As the Sales Manager for Commerce Bank, I have a pulse on what schools and associate members are doing, not only throughout Missouri, but throughout our region. I can bring this knowledge to MASFAP to continue building new ideas.

My ability to get things done, openness to new ideas, and welcoming personality are positive qualities I can employ in the role of MASFAP Associate Delegate.

**M**indy Hager: It is an honor to be nominated for the position of Delegate – Associate Members. I have been an active member of MASFAP since 1997, and an Associate Member since 2004. I have served MASFAP in multiple capacities in the past 13 years, including College Goal Sunday Chair, Treasurer Elect and a variety of committees, including program and awards.

If elected to this role, I will be a strong voice to help educate the board of our issues, so we can continue to be a vital part of MASFAP. We have had some significant challenges in the past few years, and our associate membership has been hit hard by those changes. I will work as an advocate for the associate membership, and ensure that the voices of our sector are heard.