



# MASFAP Monitor

April 2022 Volume 2022, Issue 2



## Cassandra's Corner

**Cassandra Hicks, MASFAP President  
Director of Financial Aid, Southeast Health  
College of Nursing & Health Sciences**

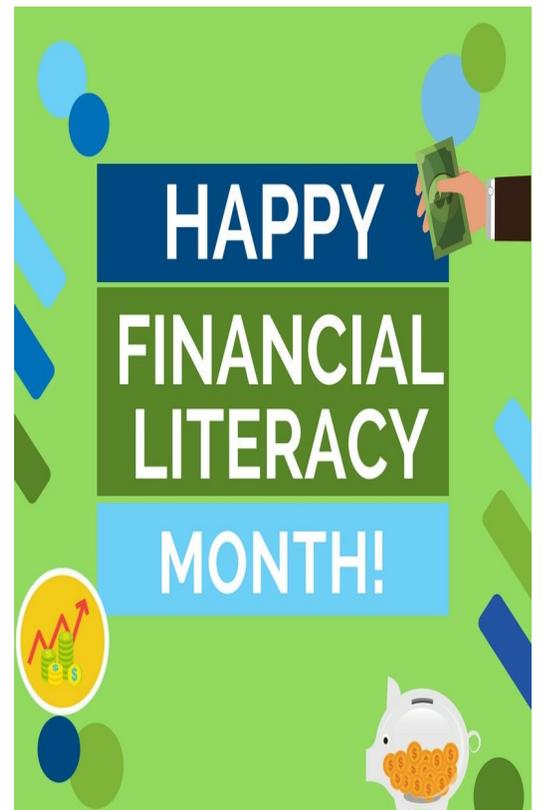


April is financial literacy month. Working in the financial aid office, all of us have heard this term and some of us may have even been involved in financial literacy activities on campus. The U.S. has approximately \$1.61 trillion in student loan debt. Financial literacy programs are necessary for students to be able to responsibly handle their student loan debt amongst other things. Workshops, one-on-one financial consultation, and incentive programs are just some of the tools administrators use across the country to help their students. MDHEWD's booklet, Planning for Financial Success, has a great tool available where students can build a budget and compare their college costs. MASFAP also has developed a game, MASFAP Money Challenge, that puts a new spin on how to handle a budget. If interested, please reach out to Alex Miller at [Alexandria.Miller@moslf.org](mailto:Alexandria.Miller@moslf.org).

So what do you do in your office to promote financial literacy?

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- Kayla Klein, University of Missouri-Columbia, has accepted a new position as an academic adviser in the Sinclair School of Nursing at the university. (pictured left)
- From Tony Lubbers, University of Central Missouri: I wanted to share that Shawn and I recently visited Las Vegas and the Grand Canyon over Spring Break. Additional highlights of the trip included stops at Primm, Nevada to see the Bonnie and Clyde "Death Car", Hoover Dam, and our drive out to Area 51.

(pictured below)



- Brenda Krehbiel, Central Methodist University, is changing positions and will be working at University of Missouri-Columbia in the college of arts and sciences, not in financial aid. She said she will miss the people she has met in financial aid!

- Truman State University welcomed a new employee, Jared Jacobs, in March. Jared is the Financial Aid Counselor-Operations. (pictured right)



- Jim Matchefts, MOHELA, is retiring May 13, 2022. Jim worked at MOHELA for 15 years as the General Counsel and prior to that he was General Counsel at MDHEWD for 10 years. (pictured left)

- Jerry Belcher, Kansas City University, will be retiring in April after 36 years of service in Financial Aid. He began his financial aid career working at the University of Missouri - Columbia, then went on to work at University of Missouri - Kansas City. He has been at KCU for the past 23 years. His infinite wisdom and laugh will be greatly missed in the office! (pictured right)



- Nicholas Sinamon, Missouri Baptist University, was promoted to Assistant Director, which opens a position for MBU to hire another counselor.

- Shawn McCaw has accepted the position of Director of Student Services in the Olin Business School at Washington University.



Laura Steinbeck, Director – Assistant Region Head Midwest for Sallie Mae retired on March 4, 2022. Thank you, Laura, for your 37 years of service to students and schools! Laura worked in admissions, financial aid and higher education financing with 20 of those years at Sallie Mae. She enjoyed her volunteer opportunities with MASFAP and other organizations that assisted students and families with financial literacy and college planning. Laura is planning to spend time with her family and explore volunteer opportunities in her community. (pictured left)

### News from State Fair Community College:

- Congratulations to Dawn Hines as she was promoted to Assistant Director of our Lake of the Ozark campus.
- Congratulations to Alison Ingram as she was promoted from our FA Specialist to Financial Aid Advisor.
- Congratulations to Jennifer Hubbs as she just bought a home.

**Note from Ginny Burns, MOHELA:** I personally want to thank the MASFAP community for the calls, texts and messages along with prayers for my son, Andrew. It meant the world to me to have so many people support us. We finally were transported back to STL from Tallahassee, and he will continue to recover here. He has made some huge recoveries.

## Monitor Submission Policy

Articles may be submitted by any person, company or organization for consideration by the MASFAP Monitor staff and are subject to approval prior to publishing in the newsletter. In general, submissions are made by members of the organization. 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 may be limited to one article per Monitor, per person, company, or organization, depending on space.

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

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

The MASFAP Monitor is brought to you by the Communications Committee. **Submissions for the next MASFAP Monitor are due July 13, 2022.**

*Submitted by: Tim Fitch, Commerce Bank*



Hello MASFAP Members!

Bonnie Dattoli is announcing her retirement from Commerce Bank. Bonnie has 50 years in banking, 47 of those years helping students pay for college. Bonnie told me the story of her “start” in banking, when she was in grade school, her grandmother gave her some checks from a local bank (remember when the bank used to send paid checks back to you), and she would play “Bank”. A few short years later, that same bank, which later merged with Commerce Bank, hired her as a summer intern and where she officially began her banking career.

In 1975, Bonnie began working in Student Loans. She has been through all the changes to college financial aid and student loans. She remained flexible throughout her career, adapting to different financial aid and loan programs, as well her many different roles, but it all came down to helping students. Her comment to me about her career was *“Thank you for the opportunity I have had to educate students and their families about financial aid and our education loans. It has been very rewarding to help others. I appreciate my many years at Commerce and will miss my fellow employees and the people I have met along the way”*.

Please join me in congratulating Bonnie Dattoli on an outstanding career. She will be missed by all of us. We wish Bonnie happiness and joy as she turns her attention to her family and her grandchildren.

Knowing Bonnie, she won't be able to sit still, and she's likely to embark on a second career. I say “go for it” Bonnie.



## School Spotlight

### *Spotlight: Columbia College*

Trying to figure out how to engage with offices across the campus is as challenging as ever these days. Since the pandemic some staff may even working from home some days and in-person meetings are sometimes limited.

Colleen Brown leads a book club at Columbia College and it is open to all departments, faculty and staff on the campus. Originally they started with only books, but sometimes people felt guilty when they didn't read the whole book so they didn't show up to join in the discussion. Eventually the group branched out to include the top Ted Talks on leadership, then added podcasts in addition to books. So they have something for everyone, depending on the month. Colleen said it is a great way to get to know people across the campus in a more informal setting away from the typical work-related meetings. The book club setting at Columbia College is more social and the club is all about exploring topics and having interesting conversation around that topic.

What a fun idea, thank you for sharing Colleen!

# Meet MOCAN!



*By Laura Winter, Missouri College and Career Attainment Network (MOCAN)*



# MOCAN

## MISSOURI COLLEGE & CAREER ATTAINMENT NETWORK

We are excited to announce a new MASFAP partner in supporting Missouri students! The [Missouri College and Career Attainment Network \(MOCAN\)](https://mocollegecareer.org) launched this spring. It is the result of a merger between the Missouri College Access Network and St. Louis Graduates. The new MOCAN is focused on increasing college access, affordability and completion for Black, Indigenous, People of Color (BIPOC) students and students from low-income backgrounds across Missouri. MOCAN will do this by fostering collaborations and initiatives to support Missouri students, whether in rural or urban communities, just graduating from high school or looking to refresh their careers.

MASFAP partners with MOCAN in hosting financial aid workshops for Missouri counselors through the Professional Development Institute, and supports higher education institutions in the Postsecondary Equity Network who participate in the MASFAP/uAspire financial aid offer letter review.

Visit the MOCAN website at [mocollegecareer.org](https://mocollegecareer.org) to learn more!



Jim Matchefts, MOHELA, passing the gavel to MOCAN's new Board Chair, Jerron Johnson, Missouri College Advising Corps.



Laura Winter and some of the MOCAN Board members at a recent MOCAN Board retreat held in Columbia

# Financial Aid Administrator Spotlight

## *Spotlight: Hannah Masters*

### **What are your roles and responsibilities at your institution?**

Director of Financial Aid and P.D.S.O.

Like most directors in small financial aid offices, my responsibilities vary greatly to cover the entire financial aid process.

### **How long have you worked at your institution?**

Since July 2020!

### **What has your career path been like?**

I started as a student worker in the business office at my alma mater, Avila University. Once the business office and financial aid office merged to student financial services, I was hired as the student financial services coordinator where my main duty was disbursements. In 2020, I started at Cottey College as the assistant director of financial aid, and have since become the director. In short, I was drawn to financial aid as a student worker and never left!



### **Tell us a bit about yourself and your family.**

My household is just myself and my two dogs (Callie and Carl). I have two younger brothers, Wilson is a sophomore in high school and Waylon is a freshman on the basketball team at William Jewell College. I spend much of my time driving to watch their basketball games and Wilson's golf meets. My mother is a 3<sup>rd</sup> grade teacher and my dad builds bee hives for a living. We are an active and competitive family, so most of our time together is spent outside or playing cards/board games inside.

### **What do you like to do in your free time?**

Spending time with my family outdoors, and hiking with my dogs!

### **What is the last good movie or Netflix series you watched?**

Inventing Anna!

### **Tell us any new hobbies you've developed or any good books/movies you've read/watched while social distancing.**

Social distancing has given me a great excuse to hike with my dogs more often! They are both herding breeds, who have a LOT of energy, so more time outdoors was mutually beneficial during lockdown!



### **What is the most challenging thing you've had to learn to do as a result of the pandemic?**

Just last month, I was fortunate enough to be selected as a module leader on Cottey's International Experience trip to Paris. In total, there were 54 of us in the group with 50 being sophomores at Cottey. (Cottey has an amazing program where students are taken abroad over spring break their second year here, and Cottey covers lodging, travel, some meals, etc.) Learning to travel abroad during a pandemic, with 50 19/20 year olds, is a skill I never knew I would need! Traveling in a group is hard enough without the added stresses of getting Covid testing/passes/vaccination records/masks!

**Fun fact:** I am horrified by cotton balls.

# MASFAP Board Updates



## ***Krissy Loenneke— Membership***

Membership Committee has been busy cleaning up the membership database. The start of profession year is still needed for approximately 30 individuals. This information helps determine years in service for awards.

All members should now be receiving ListServ emails. If you do not wish to receive the emails, please email me ([kloenneke@sehcollege.edu](mailto:kloenneke@sehcollege.edu)).



## ***Zach Greenlee —Secretary***

As Secretary, I'm active in keeping record of our meetings so our members can have insight into the direction we are moving the organization.



## ***Melissa Findley — Communications***

I want to thank my committee members for helping to pull this newsletter together as well as help with editing and new ideas!

Thank you to: Shelley Lester (MOHELA), Sabrina Osborn (Metropolitan Community

College), Natalie Crawford (Drury University), Stephanie Broyles (Rolla Technical Institute/Center), Keri Gilbert (Stephens College), Tarjinder Singh (South Central Career Center), Amy Hedrick (MDHEWD), Jessica Duren (MDHEWD), and our President Casandra Hicks (Southeast Missouri Hospital College of Nursing & Health Sciences)! You guys are the best!



## ***Stephanie Broyles—Awards***

The Awards Committee is happy to report that all members were voted on and approved at the last Executive Board Meeting. We will have our first "meeting" soon.



## ***Kari Lenz and Manda Riley — Newcomer***

The Newcomer Committee is getting ready to have our first meeting to plan a magical brunch and morning activities for our conference newcomers this fall.

We will discuss other initiatives to engage with new members throughout the year with our committee as well.



## ***Ginny Burns—Corporate Support***

Corporate Support will be reaching out to our Associate Members soon to provide exhibit opportunities and sponsorship.



The Missouri Association of Student Financial Aid Personnel (MASFAP) is a dynamic association dedicated to serving and advocating for practitioners, users and providers of student financial aid programs.

## Rock Stars Don't Peter Out



*Stephanie Broyles, Rolla Technical Institute/Center*

For a lot of educational organizations, spring is the peak of hiring season. I am sure this is largely due to the fact that educators tend to organize their lives around academic and award year calendars and like to make transitions that align with those calendars. There has certainly been a flurry of hiring activity in my organization lately and I have had the opportunity to participate in hiring panels for a couple of key positions. This has been a bit nostalgic for me since I was an HR Manager in a former life, but it has also been eye opening. Candidates have changed in some very positive ways in the last twenty years. We asked a lot of the typical behavioral questions that have been asked for years, but the responses from candidates were not always typical. Today's candidates are very well rounded and bring fresh perspectives stemming from a variety of experiences. Through this process, however, one thing one candidate said has really made me think a lot.

I can't even recall what question the candidate was responding to, but what the person said was, "Being an educator isn't an entry-level job, it's a career choice." While this person was thinking of being an educator in a very direct sense (being a teacher), it occurred to me that all MASFAP members really are educators who have made great career choices. We are all in positions where we have the opportunity to make a positive impact on the lives of students and colleagues, whether we are teaching students to be smart consumers of financial aid or supporting colleagues in their professional growth. Collectively, MASFAP is a group of educators helping educators help students.

I think this is important because we are also a group of people who are very driven. It is easy for hard-working, dedicated professionals like us to forget that success can be more than just the next promotion. I am not suggesting that climbing the ladder is not important. It is important and some of us will never be satisfied until we reach the top of the tallest ladder and receive the rewards and recognition that come with being at the top. That being said, I also believe that some of us will climb high enough to reach our level of incompetence and prove the Peter Principle true. My goal, though, is really not to make you think about how far up the ladder you should try to climb. My goal is to make you stop and think about the great career choice you have made and what you have already accomplished.

As Financial Aid Professionals, we have chosen a career that allows us to continually make a difference in the lives of others. Each of us does this every day by just doing what we do and doing it well. We may not always get recognition for the rock stars we are, but I guarantee you that we are impacting lives. Plus, as a member of MASFAP, we are contributing to the growth of others just like us who will continue to pay it forward.

The next time you feel overwhelmed, misunderstood, underutilized, or underappreciated, try to remember that you have chosen a great career and the best professional organization. You have already accomplished great success no matter how far up the ladder you have climbed. You are a Financial Aid Professional and a member of MASFAP - a real ROCK STAR!

# What piece of advice would you share with your younger self?



Just do it.  
**Marla Fernandez, Truman State University**

Listen to hear more and listen to respond less.

**Brice Baumgardner, Hannibal-LaGrange University**

Make plans but write them in pencil.

**Krissy Loenneke, Southeast Missouri Hospital College of Nursing & Health Sciences**

Be confident in who you are and help others to lift their voices too. Loving who you are is a tide that can lift all boats! (But don't be a narcissist.)"

**Zach Greenlee, Missouri Baptist University**

Find your tribe and love them hard.

**Jamie Davis, Columbia College**

It not how much you earn, it's how much you save.

**Jim Matchefts, MOHELA**

Things happen for a reason, just believe.

**Ginny Burns, MOHELA**

I think I would give my younger self two pieces of advice:

1. I would tell my younger self: When you are deciding what you want to do in life, do what you love. It'll save several years of "wasted classes" in college later as you explore other, less appealing, career options. Patience and persistence will help you realize your dreams.

2. Also, when you're in college, don't date the Canadian girl, she'll turn out to be really mean! LOL

My younger self will thank me later...

**Tony Lubbers, University of Central Missouri**

My advice to my younger self would be to focus on experiences rather than "stuff." I've learned that our style, preferences and fashions change but the memories stay forever. I wish I would have saved more money to go on more trips to visit family and friends.

**Heather Gaumer, Sallie Mae**

I would tell my younger self that the speed of time is not constant, but instead is relative to your age - the older you get, the faster it moves. Make the most of every moment and don't take yourself so seriously.

**Stephanie Broyles, Rolla Technical Institute/Center**

Take chances and advantage of opportunities that come to you, and enjoy every moment!

**Kari Lenz, University of Missouri-Columbia**

Don't be worried about getting knocked down. Instead, focus on getting yourself back up as quickly as possible. It's how you handle adversity that shows your true character.

**Angel Mefford, State Fair Community College**

2 things: Remember to save and enjoy the present moment!

**Becca Diskin, Missouri Southern State University**

# Letter to the Financial Aid Office at HLG

*Sometimes things are tough, this is a note from students at Hannibal-Lagrange University to the Financial Aid Office. A reminder that what you do matters!*

Dear, Financial Aid



I hope you are having a good day! We know throughout our school, there are lots of changes being made. Through this though, you are still showing up for the students and your colleagues. We just want to say thank you!

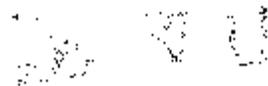
Thank you for the hard work you pour into your work. Thank you for showing up for us students. Thank you for constantly showing us the love of Christ.

We consider ourselves blessed to be in an educational setting that allows us to openly express the Gospel and learn through a theological viewpoint. Thank you for preparing us both academically and spiritually for life beyond college!

We know that we don't see the personal struggles that you are facing. As your fellow brothers and sisters in Christ, we would like to share some encouragement with you today. Psalm 34:4-10 states, "I sought the Lord and he answered me; he delivers me from all my fears. Those who look to him are radiant; their faces are never covered in shame. This poor man called, and the Lord encamps around those who fear him and he delivers them. Taste and see that the Lord is good; blessed is the man who takes refuge in him. Fear the Lord, you his saints, for those who fear him lack nothing. The lions may grow weak and hungry, but those who seek the Lord lack no good thing."

We serve a great God. Continue to be vessels for Him and lean into Him on this day.

We appreciate YOU!



Sincerely,

HLGU Students



# 2022 Executive Board / Committee Chairs



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**Disclaimer:**  
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