

*Let the Games Begin*

**KASFAA**

SPRING CONFERENCE

APRIL 6-8, 2022



# From the President

## **Welcome to the 2022 annual KASFAA Conference!**

It will be a welcome sight to “see” our members all together. Laura Weiss-Cook and Cindy Kleinsorge have been hard at work to put together an awesome conference experience for our entire membership, in-person and online.

This year in an effort to include our members that are unable to attend in person we are also going to have parts of the conference available virtually. It is very exciting to be a part of a board that has worked so hard to make our organization and its many activities more accessible to all members. Not all our members have an option to participate due to budget, or staffing, or covid restrictions. We hope this additional option will help reduce that gap of serving every member in our state.

We are very excited to have a diverse pool of presenters for you to choose from as well as a practiced key note speaker. Most of our presenters are volunteers so please take the time to thank them even if you did not attend their presentation. They are an integral piece of the conference puzzle.

It takes many pieces to complete the conference puzzle. Did you know that the Conference Committee also has 7 sub-committees as well as representatives as part of the committee from the Membership Committee, Fiscal Officers and Corporate Support? And that is not the only game in the KASFAA toy box! There are 11 committees that work on different aspects of this KASFAA game board with over 70 game pieces...I mean volunteers busting out of that toy box to help the game evolve. If you are not one of the 70 pieces maybe it is time you try busting out of the toy box and become a player instead of a spectator. You may be surprised how little time it takes to make a difference and how much support you have to help you “keep moving forward”.



**Diana VanDyke**

**Butler Community College**

**2021-2022 KASFAA President**

# KASFAA 2022

## *Let The Games Begin!*

Welcome to the KASFAA Spring Conference Program and to Wichita, KS!

Conference documents are available online through [KASFAA.org](https://kasfaa.org).

Get acclimated in Wichita at [visitwichita.com](https://visitwichita.com)

### A Few Conference Tips:

- **Presentation handouts** are uploaded as received on the [KASFAA Conference Schedule](#) page for you to download and/or print in advance.
- Dress for the conference is business casual or casual.
- **Conference headquarters** is located in the Executive Boardroom. If you have an emergency, please report it to registration, conference team, or the hotel front desk.
- Please wear your **KASFAA name badge** you receive at registration to all conference sessions and functions.
- Complementary **Wi-Fi** will be available in the conference area and hotel rooms. Information will be available at hotel check-in or registration.
- **Phone/Device chargers** provided by **Visit Wichita** will be available in the conference assembly area.
- Please be respectful with electronic devices. Silence all electronic devices during sessions. Don't record any session without permission from the presenter(s).
- **Session evaluations are online:** [kasfaa.org/conference\\_evaluations.php](https://kasfaa.org/conference_evaluations.php)  
There will be an evaluation for **each session** as well as the **overall conference**. In addition, a separate link will be sent out for you to complete for all of David Bartlett (Federal Student Aid Training Officer) sessions you attend.

**Thank you to all who helped make this virtual/in-person conference a reality!**

**The conference planning committee is excited to have you participating this year  
and we hope you enjoy the conference!!!**

# KASFAA 2022

## *Virtual Attendee Tips*

***Virtual sessions are noted on the program.***

The following are Zoom etiquette suggestions to make sure the virtual conference is a pleasant experience for everyone, from the attendees to the presenters.

Thank you for your courtesy!

***When entering the Zoom sessions, please use your name and school or company name.***

***Depending on the presentation, it may be interactive or in a webinar format.***

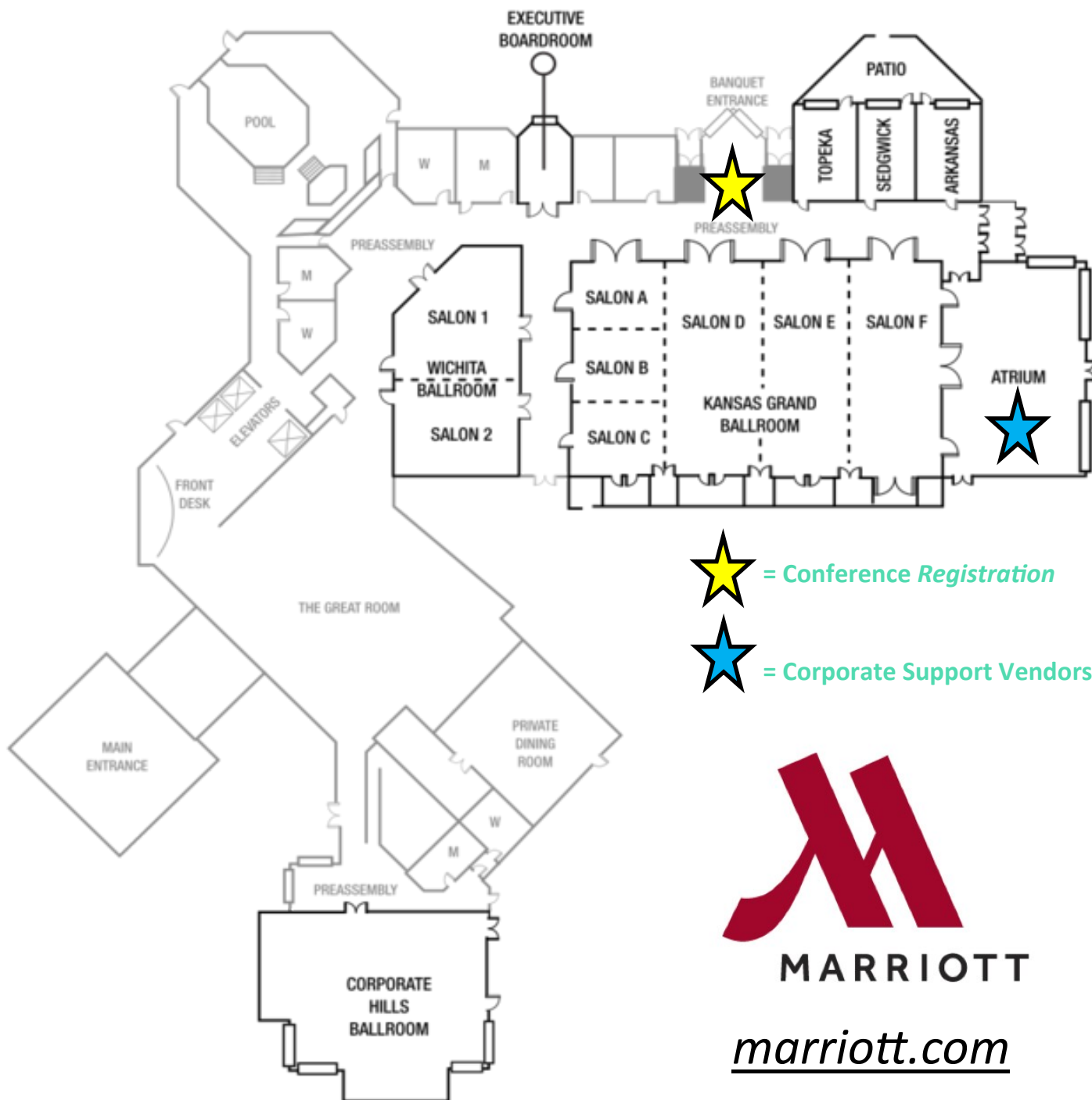
- **Mute your microphone.** It's always best to mute your microphone when you're not actively speaking. Unexpected noises from a neighbor, child or pet can cause those speaking to lose their train of thought. The same goes for loud typing. Taking notes is great and shows engagement and interest. Just do so quietly.
- **Control background noise to the best of your ability.** When your microphone is on and you're actively speaking or waiting to respond, try to control the background as best as you can. Sometimes traffic outside or noisy neighbors can't be avoided. Do what you have the power to do to make background noise as little of a distraction as possible.
- **Position the camera well.** Make sure your webcam is positioned at eye-level. It can be a distraction if you've got the camera angle coming in from too low or too high. Also, be sure you're completely in the picture—it indicates that you're actively engaged.
- **Be an active listener.** A major part of video conferencing etiquette is making sure you are listening and understanding what's being said. It's not unusual to have a connection lag here and there. It's not rude to ask for clarification, but it can be rude if you're really not paying attention.
- **No distractions.** Hone in on your meeting with singular focus. Many computers come with a 'Do Not Disturb' setting or another way to silence notifications and these can be very helpful.
- **No Multitasking.** This is an often overlooked rule. It's best to be mindful and give your full attention to one task at a time. Ultimately, you'll retain more from the meeting and it will be a more valuable use of everyone's time.

**Troubles entering the sessions?** Contact Barbara Evans, ER Committee, at 785-969-7123



# Hotel Information

## MEETING ROOM



***9100 Corporate Hills Drive Wichita, KS 67207***

# Annual Fundraiser

This year's fundraiser will be a raffle raising funds in the honor of our friend and colleague, Bruce Lopez, who passed away in 2019. The proceeds from raffle ticket sales will be awarded to lucky KASFAA-member schools to be used as general scholarship funds.



Bruce worked with Credit World Services as a Regional Sales Director for 18 years. He also served KASFAA very well during that time, holding several positions and committee roles. He always went above and beyond for KASFAA, donating his time, talent, and resources without hesitation. The Meritorious Achievement Award was renamed the Bruce Lopez Meritorious Achievement Award in honor and memory of him in 2019.

## How can you help?

**We need your raffle items! KASFAA members have always come through in the past, donating many fantastic items. We've had themed gift baskets, sports tickets, delicious homemade baked goods, gift cards, and countless other items donated to help raise funds. Get creative and have fun while knowing the funds you help raise will go to worthy scholarship recipients! Please bring your items to the conference and drop them at the registration table.**

**Watch for more details as we get closer to the conference.**

**Questions? Ask Kelli Lowe-Heying [kellilowe@creditworldservices.com](mailto:kellilowe@creditworldservices.com) or Robb Cummings [robb.cummings@salliemae.com](mailto:robb.cummings@salliemae.com)**



***Cash, Check or Venmo  
will be accepted for raffle tickets at the conference!***

# Join the FUN Wednesday Night!!!



***It's been a long time... so, come have some fun with your KASFAA Friends!!! You don't want to miss this!!!***

**Rusty Turner** has been named one of the knot's 2022 Best Of Weddings! A professional DJ with 17 years of experience MCing corporate events, weddings, and more—Rusty is the one to call for your special occasion!

*You'll see him at events all throughout KC, Wichita, and Emporia!*



[turnerpremierevents.com](http://turnerpremierevents.com)



# Friday Keynote



**Tom Krause** contributor for "*Chicken Soup for the Soul*"

## **YOU MAKE A DIFFERENCE!**

The Power of Worth. This heartwarming/humorous presentation gives audience members a feeling of appreciation and gratitude for the difference they make in the lives of the people they serve.

This inspiring keynote has received standing ovations from Volunteer, Charitable, Caregiving, Medical, Business and Educational audiences nationwide!

Tom has presented before thousands of people over the past ten years speaking at conferences around the world. His topic, YOU MAKE A DIFFERENCE, has been highly praised by Business, Volunteers,

Fundraising, Corporate, Educational audiences nationwide. Tom's motivational presentations feature heartwarming/humorous true stories that make audiences feel appreciated for their contributions to those around them.

Tom is a twenty-time contributing author to the Chicken Soup for the Soul book series. He is also the author of Touching Hearts-Teaching Greatness, The Little Boy's Smile, A Teen's guide to NOT Being Perfect. His book, GO BIG BLUE, The Story of the 1974 Boonville Pirates, is currently under movie production. Tom was a captain of that inspirational team. Tom's poem, VOLUNTEER'S CREED, is featured in the Chicken Soup for the Volunteer's Soul which makes him a sought-after motivator for volunteer groups. Many of Tom's motivational quotes can be found online. They have been used worldwide in publications. Most notably appearing in the book, Inside Seal Team Six, (The Team That Captured Osama Bin Laden) by Don Mann. Tom's published articles on leadership, business, and education have appeared in international & national publications such as The School Administrator, Global Study Magazine, Leading Today Magazine, Leadership Values, Academic Leadership Today and others. Tom has spread his inspiring message at conferences including the International Lion's Club Leadership Conference, European Council of International Schools, National Speakers Association Convention, Future Business Leaders of America, Insurance Leaders Conference, National SADD, National TREND, Missouri Department of Secondary Education, Missouri State Teachers Association, U.S. District Attorney's Victim Conference, Central States/ Canada Regional 4H Leadership Conference. All these clients and many others have all labeled Tom's presentations as "Outstanding!"

# KASFAA Spring 2022 Conference At a Glance

## WEDNESDAY - APRIL 6, 2022

TIME	SESSION	PRESENTER(S)	ROOMS
9:00am-1:00pm	Board Meeting		Salon A&B
9:00am-1:00pm	Exhibitor Set Up		Atrium
11:00am-5:00pm	Registration Open		Pre-Assembly Area
1:30pm-3:30pm	NASFAA U Credential - Packaging & Aid Notification, Part 1 (Note: 2-hour timeframe/pre-registration required)	Myra Pfannenstiel & Mitzi Suhler	Salon A&B
1:30pm-2:30pm	<b>Breakout Sessions</b>		
	Updates & Trends in the Collection of Student Debt (Fiscal Track)	Chad Echols	Salon C
	Thriving in Change	Crystal DeLong	Arkansas
	Dealing with Difficult People	Brent Tener	Salon 1
	How to Get Students to Apply for Winnable Scholarships*	Bill Alt	Salon 2 & VIRTUAL
2:45pm-3:45pm	<b>Breakout Sessions</b>		
	How to Remain Compliant with the Fair Credit Reporting Act & Statute of Limitations* (Fiscal Track)	Chad Echols	Salon 2 & VIRTUAL
	A Guide for Financial Aid Professionals	Crystal DeLong	Arkansas
	Mistakes you're Making with your Policies & Procedures	Mandy Sponholtz	Salon 1
	Ask an Auditor	Chester Moyer & Corey Robinson	Salon C
4:00pm-5:00pm	<b>Breakout Sessions</b>		
	Battleship: Verification Version - Strategies for Today and Tomorrow	Brenda Hicks	Salon 1
	Kansas Setoff Program Overview (Fiscal Track)	Jessica Pope	Salon C
	When your "Business" impacts your "Business"*	Lou Murray	Salon 2 & VIRTUAL
	Politics, Ethics & Leadership	Brent Tener	Arkansas
5:15pm-6:00pm	<b>Birds of a Feather</b>		
	Associate Members		Atrium
	Community Colleges & Technical Schools		Salon A&B
	Fiscal Officers		Salon C
	Four-Year Public Schools		Salon 2
	Private Schools		Salon 1
6:00pm-6:15pm	Mentorship Program Meet & Greet	Cherish Calovich & Trish Runion	Topeka
6:00pm-10:00pm	Cash Bar and Dinner followed by Music Bingo with Prizes	Rusty Turner	KS Grand Ballroom

# KASFAA Spring 2022 Conference At a Glance

## THURSDAY - APRIL 7, 2022

7:00am-10:00am	Registration Open		Pre-Assembly Area
7:30am-8:30am	Breakfast for Attendees		KS Grand Ballroom
7:30am-8:30am	Newcomers Breakfast (grab your breakfast and join us!)	Cherish Calovich & Trish Runion	Salon A&B
8:30am-9:00am	Kansas Board of Regents Update	Leah Nicholson	KS Grand Ballroom
9:00am-10:00am	NASFAA Update	Brent Tener	KS Grand Ballroom
10:15am-11:15am	<b>Breakout Sessions</b>		
	Kansas Promise Act - Scholarship Overview, Part 1	Elaine Frisbie & Scott Smathers	Salon 1
	So You Want to be a Director?	Angela Karlin, Jana Parks, & Christal Williams	Salon A&B
	Leveraging Data to Make Decisions in the Financial Aid Office*	Julie Scott & Sheelu Surrender	Salon 2 & VIRTUAL
	Do Not Pass 'Go' without checking out KASFAA's Committees and Mentorship Program	Panel	Salon C
11:15am-11:30am	<b>Break Time</b> - All Aboard the Candyland Express/Visit the Vendor Booths		
11:30am-12:45pm	Lunch & Business Meeting*	Board of Directors & Committee Chairs	KS Grand Ballroom & VIRTUAL
12:45pm-1:00pm	Team Building with Associate Members	Associate Members	KS Grand Ballroom
1:00pm-1:45pm	Short recap Battleship: Verification Version - Strategies for Today & Tomorrow	Brenda Hicks	KS Grand Ballroom
1:45pm-2:00pm	<b>Break Time</b> - Get Your Next Chess Move/Visit the Vendor Booths		
2:00pm-4:00pm	NASFAA U Credential - Packaging & Aid Notification, Part 2 (Note: 2-hour timeframe/pre-registration re- quired)	Myra Pfannenstiel & Mitzi Suhler	Salon A&B
2:00pm-3:00pm	<b>Breakout Sessions</b>		
	Government Assignments A-Z (Fiscal Track)	Chris Stompanato	Salon C
	Kansas Promise Act - Q&A Session, Part 2	Elaine Frisbie & Scott Smathers	Salon 1
	Department of Education - Basics of Determining Academic Calendars*	David Bartlett	Salon 2 & VIRTUAL
	Improving Financial Literacy for More Successful Repayment Options	Matt Chinn	Sedgwick
3:00pm-3:30pm	<b>Break Time</b> - Sponsored by: Credit World Services, Earnest, and Williams & Fudge		Atrium

# KASFAA Spring 2022 Conference At a Glance

## THURSDAY - APRIL 7, 2022 cont.

3:30pm-4:30pm	<b>Breakout Sessions</b>		
	End Game: The Legal Collections Process (Fiscal Track)	Scott Walterbach	Salon C
	Pandemic Professional Judgements: Balancing Student Needs, Compliance & Administrative Burden*	Mandy Sponholtz	Salon 2 & VIRTUAL
	Get Focused	Crystal DeLong	Sedgwick
	Making the Transition from Warrior to Civilian: Understanding and Responding to the Challenges Facing our Military/Veterans and Their Dependents	Paul Kyle	Salon 1
4:30pm-4:45pm	<b>Break Time</b>		
4:45pm-5:45pm	<b>Breakout Sessions</b>		
	Working with Veterans - Start to Finish (Fiscal Track)	Abdul Mackie	Salon C
	Department of Education - Top 10 Compliance Findings*	David Bartlett	Salon 2 & VIRTUAL
	Cashless Loan Programs	Matt Chinn	Sedgwick
	Working with Your Money (Not Theirs)	Brent Tener	Salon 1
5:45pm-6:15pm	<b>Software System Discussions</b>		
	Banner		Salon 1
	Datatel/Ellucian Colleague		Salon C
	EDEExpress/COD		Salon 2
	Jenzabar		Arkansas
	PeopleSoft		Topeka
	PowerFAIDS		Salon A&B
6:30pm-8:30pm	Dinner with Cash Bar & Awards Ceremony*	Awards Committee	KS Grand Ballroom & VIRTUAL

## FRIDAY - APRIL 8, 2022

7:30am-8:30am	Breakfast for Attendees		KS Grand Ballroom
7:30am-8:30am	Networking Breakfast with Associate Members, Controllers, & Directors		KS Grand Ballroom
8:30am-9:00am	RMASFAA Update	Angela Karlin	KS Grand Ballroom
9:00am-9:30am	Team Building with Associate Members	Associate Members	KS Grand Ballroom
9:45am-11:00am	Keynote Presentation: You Make a Difference!	Tom Krause	KS Grand Ballroom
11:00am-12:00pm	Conference Wrap Up - Silent Auction & Grand Prize Winners Announced		KS Grand Ballroom



# Wednesday Afternoon - 4/6

## 1:30pm Session

### **NASFAA U Credential - Packaging & Aid Notification, Part 1**

**1:30pm - 3:30pm (2 hr. timeframe/pre-registration required)**

Room: Salon A & B

*Myra Pfannenstiel, Newman University*

*Mitzi Suhler, Sterling College*

*Moderator: Jean Flores-Dennis*

Financial aid packaging involves employing strategies to distribute limited financial aid resources to qualified students to attend the postsecondary school of their choice. The packaging process combines various types of Title IV and non-Title IV aid from federal, state, institutional, and private entities, to help meet the financial need of college students. Rules for packaging some Title IV aid are different from the rules for packaging non-Title IV aid.

This NASFAA Authorized Event will walk you through the options and teach you how to employ various packaging methods. Completion of these two instructor-led sessions qualifies individuals to take the corresponding NASFAA Professional Credential test.

### **Updates & Trends in the Collection of Student Debt (Fiscal Track)**

**1:30pm - 2:30pm**

Room: Salon C

*Chad Echols, Echols Firm, LLC*

*Moderator: Dave Wilbur*

The case law along with the statutory and regulatory environment influencing the collection of student debt is constantly changing especially with Regulation F. Colleges, universities, and your collection agency partners need to remain aware of updates that impact the recovery of student loans and receivables. As schools continue to work on ways to recover outstanding debts, it is imperative to be knowledgeable about current collection issues and adjust financial services practices accordingly. This presentation will highlight some of the most important issues facing the collection industry.

### **Thriving in Change**

**1:30pm - 2:30pm**

Room: Arkansas

*Crystal DeLong, Commerce Bank*

Seize the opportunity to be resilient during times of transformation or disruption for you and your team.

# Wednesday Afternoon - 4/6

## 1:30pm Session

### **Dealing with Difficult People**

**1:30pm - 2:30pm**

Room: Salon 1

*Brent Tener, Vanderbilt University,*

*NASFAA National Chair*

*Moderator: Craig Poleman*

Difficult People. We all have worked alongside of them, experienced them in passing, or worked for and/or supervised them. We know that challenging individuals will always be part of our lives. What are the various personality types of these people? Since it is impossible to change someone else, what are strategies to cope and control what you can control? This will be a fast-paced and interactive session.

### **How to Get Students to Apply for Winnable Scholarships (In-Person & Virtual)**

**1:30pm - 2:30pm**

Room: Salon 2

*Bill Alt, CampusLogic*

65% of students say they want more help finding scholarships. And new data shows that winning just one private scholarship boosts a student's 4-year graduation rate by 50%. Better scholarship management is a win-win—but it can feel like you're already moving mountains to help students search, vet, and apply for these opportunities. Limited time and energy make this process frustrating for everyone involved. What if this process was automated and simple? Join the session to learn best practices and advising tips for boosting scholarship applications, maximizing institutional dollars, and driving donor, employee, and student satisfaction.

Session Outcomes; Participants Will Learn:

- Red flags to easily identify scam scholarships
- How to provide a vetted pool of scholarships to all students
- Persuasive campaign methods to boost scholarship applications and awards
- Key data points to measure success across scholarship efforts

# Wednesday Afternoon - 4/6

## 2:45pm Session

### **How to Remain Compliant with the Fair Credit Reporting Act & Statute of Limitations (Fiscal Track) (In-Person & Virtual)**

**2:45pm - 3:45pm**

Room: Salon 2

*Chad Echols, Echols Firm, LLC*

*Moderator: Dave Wilbur*

Chad will provide a comprehensive overview of the federal Fair Credit Reporting Act, state laws in respect to the statute of limitations and measures your institution should take to ensure compliance with both.

### **A Guide for Financial Aid Professionals**

**2:45pm - 3:45pm**

Room: Arkansas

*Crystal DeLong, Citizens Bank*

*Moderator: Chris Campbell*

Learn the tools and resources to utilize in your day to day functions as a Financial Aid Administrator.

# Wednesday Afternoon - 4/6

## 2:45pm Session

### **Mistakes You're Making with Your Policies & Procedures**

**2:45pm - 3:45pm**

Room: Salon 1

*Mandy Sponholtz, NASFAA Consulting*

*Moderator: Ron Hancock*

Let's be real: no one's policies and procedures are perfect. But you might have some key mistakes in your policies and procedures and not even realize it. These errors can mean big problems for your students and staff, especially if discovered during an audit or federal program review. Learn about these key mistakes and discuss ways to fix them quickly.

### **Ask an Auditor**

**2:45pm - 3:45pm**

Room: Salon C

*Chester Moyer, RubinBrown*

*Corey Robinson, RubinBrown*

*Moderator: Sean McGivney*

Have a question for an auditor, but don't want to ask your auditor? Chester Moyer and Corey Robinson have many years of experience working through Student Financial Aid compliance audits as well as other federal program audits such as TRIO, HEERF, and other student facing federal programs. Chester and Corey will seek to provide an opportunity to answer questions that are on the minds of attendees as well as common questions that we have received in the past regarding compliance or financial issues, business office or student financial aid office policies and procedures, as well as other hot topics related to the industry. In order to facilitate a session that addresses what is important to KASFAA attendees, it is encouraged to send your questions to Chester ([chester.moyer@rubinbrown.com](mailto:chester.moyer@rubinbrown.com)) and Corey ([corey.robinson@rubinbrown.com](mailto:corey.robinson@rubinbrown.com)) directly in advance of the presentation. They will do their best to incorporate as many questions as possible into their presentation.

# Wednesday Afternoon - 4/6

## 4:00pm Session

### **Battleship: Verification Version - Strategies for Today and Tomorrow**

**4:00pm - 5:00pm**

Room: Salon 1

*Brenda Hicks, Southwestern College,*

*NASFAA Past National Chair*

*Moderator: Brenda Sisk*

Whatever your experience level in financial aid, it is clear that verification (and soon the FAFSA) is fundamentally changing. This session will explore verification changes in 21-22 and 22-23 and how those changes are disrupting the process of verification. Then, the discussion will turn to projected changes to the FAFSA itself and discuss ways in which institutions can prepare themselves. Come prepared to contribute to the questions financial aid officers should be asking themselves as they maneuver the uncharted waters of change.

### **Kansas Setoff Program Overview (Fiscal Track)**

**4:00pm - 5:00pm**

Room: Salon C

*Jessica Pope, State of Kansas Setoff Team Lead*

*Moderator: Kelli Lowe-Heying*

Understand the benefits of the KS Setoff Program, why it's the ideal solution for your debt collection needs and the customer + agency enhancements.

# Wednesday Afternoon - 4/6

## 4:00pm Session

### **When your “Business” Impacts your “Business” (In-Person & Virtual)**

**4:00pm - 5:00pm**

Room: Salon 2

*Lou Murray, Earnest*

A mental health awareness discussion, as we look into how stress, personal and professional issues, depression, anxiety and perspectives within us impact others, our productivity and our drive. We will review data regarding these issues at the workplace, ponder correlations happening at home, hear testimony regarding one's battle with depression and offer suggestions on how to relight our spark and passions that make us successful.

### **Politics, Ethics, & Leadership**

**4:00pm - 5:00pm**

Room: Arkansas

*Brent Tener, Vanderbilt University,*

*NASFAA National Chair*

*Moderator: Tom Dreyer*

When working in leadership positions, you often find that you are balancing ethical and political considerations. This session will explore both concepts and how you can develop, as a professional, these two very important skills.

# Wednesday Afternoon - 4/6

## 5:15pm Session

### **Birds of a Feather**

**Join your colleagues in the session that fits your industry!**

**5:15pm - 6:00pm**

- **Associate Members**

Room: Atrium

*Moderator: Kelli Lowe-Heying*

- **Community Colleges & Technical Schools**

Room: Salon A & B

*Moderator: Dawn Boman*

- **Fiscal Officers**

Room: Salon C

*Moderator: Denise Varrientos*

- **Four-Year Public Schools**

Room: Salon 2

*Moderator: Robyn Brungardt*

- **Private Schools**

Room: Salon 1

*Moderator: Jana Parks*



# Wednesday Evening - 4/6

## 6:00pm Session & Dinner

### **KASFAA Mentorship Class of 2022 Meet & Greet**

**6:00pm - 6:15pm**

Room: Topeka

*Mentorship Program Chairs*

*Cherish Calovich, Baker University*

*Trish Runion, Manhattan Christian College*

Calling Mentorship Program Participants from 2021-22 and Sponsors!!!

It's time to finally mingle in person!! KASFAA has set aside the Topeka Room Wednesday evening during the conference for the much anticipated face-to-face meeting!

We would love to get a picture of the Mentorship Class of 2022 along with their Mentors, and our awesome Sponsors who gave presentations this year!

### **Cash Bar, Dinner, and Evening Entertainment plus Music Bingo!!!**

**6:00pm - 10:00pm**

Room: KS Grand Ballroom

Come have a great dinner! Have your chance to win some prizes playing music bingo!!!

# Thursday Morning - 4/7

## 7:30am Newcomers Breakfast

### Newcomers Breakfast

**7:30am - 8:30am**

Room: Salon A & B

*Membership Committee*

Time for a KASFAA scavenger hunt! Calling all first-time conference attendees and new members...come for the food, fun and new connections! Grab your breakfast from the KS Grand Ballroom and join us!



All first-time attendees and new members

Join us

Thursday April 7<sup>th</sup> 7:30 am in Salon A&B

for

## A Breakfast Scavenger Hunt

Don't miss out on the treats and treasures you  
will find.



# Thursday Morning - 4/7

## 7:30am General Sessions

### **Breakfast for Attendees**

**7:30am - 8:30am**

Room: KS Grand Ballroom

### **Kansas Board of Regents Update**

**8:30am - 9:00am**

Room: KS Grand Ballroom

*Leah Nicholson, Kansas Board of Regents*

Find out the latest information from the state and the Kansas Board of Regents state aid programs.

### **NASFAA Update**

**9:00am - 10:00am**

Room: KS Grand Ballroom

*Brent Tener, Vanderbilt University,*

*NASFAA National Chair*

Get an Update on National Association of Student Financial Aid Administrators (NASFAA) association activities, professional development and training opportunities, and the volunteer and public work of the association. Learn how you can get involved.

# Thursday Morning - 4/7

## 10:15am Session

### **Kansas Promise Act - Scholarship Overview, Part 1**

**10:15am - 11:15am**

Room: Salon 1

*Elaine Frisbie, Kansas Board of Regents*

*Scott Smathers, Kansas Board of Regents*

*Moderator: Julie Finn*

The 2021 Kansas Legislature enacted a new scholarship for those who want to earn a technical credential or associates degree in those fields with high wages, in high demand, or are of critical need to the Kansas economy. Vice Presidents Smathers and Frisbie from the Kansas Board of Regents will discuss changes the 2022 Legislature enacted to improve the program and how those changes will affect students and the participating institutions.

### **So You Want to Be a Director?**

**10:15am - 11:15am**

Room: Salon A & B

*Angela Karlin, University of Kansas,  
RMASFAA President*

*Jana Parks, Baker University*

*Christal Williams, Johnson County Community College,  
RMASFAA Past President, NASFAA Commission Director*

*Moderator: Brenda Sisk*

Learn from the experiences of 3 financial aid directors as they share their experiences on the transition to becoming a director. Hear what difficulties they encountered, what prepared them well, and what surprised them the most. Most importantly, get the chance to ask them your questions about becoming a director.

# Thursday Morning - 4/7

## 10:15am Session

### **Leveraging Data to Make Decisions in the Financial Aid Office (In-Person & Virtual)**

**10:15am - 11:15am**

Room: Salon 2

*Julie Scott, Wichita State University*

*Sheelu Surrender, Wichita State University*

*Moderator: Tim Fitch*

Ever feel like you're just rolling the dice when making decisions about financial aid processes and packages? Learn to stack the deck in your favor with this session's overview of best practices in reporting financial aid data to university administrators/leaders and identifying key data points to track for business processes and improvements within the financial aid office. Topics include tracking FAFSA-related data, using data to identify (and solve) bottlenecks in the aid process, and reporting data visually for understanding and impact.

### **Do Not Pass "GO" without Checking Out KASFAA's Committees & Mentorship Program**

**10:15am - 11:15am**

Room: Salon C

*KASFAA Former and Current Volunteers*

*Moderator: Jacob DeCoste*

Listen to newer and seasoned veterans from KASFAA explain how to get more out of your participation in KASFAA through Volunteering and the Mentorship program opportunities. If you're nervous or unsure, here's your chance to pick their brains about what is involved in the different committees. Directors, have your new attendees join us. KASFAA is a great organization but only as great as its members who volunteer to make it even better! Come join in on the discussion!!

# Thursday Afternoon - 4/7

## 11:30am Lunch/General Sessions

### **Lunch & KASFAA Business Meeting (In-Person & Virtual)**

**11:30am - 12:45pm**

Room: KS Grand Ballroom

*KASFAA Board Members & Committee Chairs*

### **Team Building with Associate Members**

**12:45pm - 1:00pm**

Room: KS Grand Ballroom

*Associate Members*

### **Short Recap of Battleship: Verification Version with Q&A**

**1:00pm - 1:45pm**

Room: KS Grand Ballroom

*Brenda Hicks, Southwestern College,*

*NASFAA Past National Chair*

Whatever your experience level in financial aid, it is clear that verification (and soon the FAFSA) is fundamentally changing. This session will explore verification changes in 21-22 and 22-23 and how those changes are disrupting the process of verification. Then, the discussion will turn to projected changes to the FAFSA itself and discuss ways in which institutions can prepare themselves. Come prepared to contribute to the questions financial aid officers should be asking themselves as they maneuver the uncharted waters of change.

# Thursday Afternoon - 4/7

## 2:00pm Session

### **NASFAA U Credential - Packaging & Aid Notification, Part 2**

**2:00pm - 4:00pm (2 hr. timeframe/pre-registration required)**

Room: Salon A & B

*Myra Pfannenstiel, Newman University*

*Mitzi Suhler, Sterling College*

*Moderator: Jean Flores-Dennis*

Financial aid packaging involves employing strategies to distribute limited financial aid resources to qualified students to attend the postsecondary school of their choice. The packaging process combines various types of Title IV and non-Title IV aid from federal, state, institutional, and private entities, to help meet the financial need of college students. Rules for packaging some Title IV aid are different from the rules for packaging non-Title IV aid.

This NASFAA Authorized Event will walk you through the options and teach you how to employ various packaging methods. Completion of these two instructor-led sessions qualifies individuals to take the corresponding NASFAA Professional Credential test.

### **Government Assignments (AKA Perkins) A-Z (Fiscal Track)**

**2:00pm - 3:00pm**

Room: Salon C

*Chris Stompanato, ECSI*

*Moderator: Karin Sammons*

Chris will offer guidance on how to determine which Perkins loans to assign, what goes into an assignment package and what happens post-submission to the government.

### **Kansas Promise Act - Scholarship Q&A, Part 2**

**2:00pm - 3:00pm**

Room: Salon 1

*Elaine Frisbie, Kansas Board of Regents*

*Scott Smathers, Kansas Board of Regents*

*Moderator: Julie Finn*

Vice Presidents Smathers and Frisbie from the Kansas Board of Regents will answer questions submitted in advance regarding the Promise Act Scholarship Program.



# Thursday Afternoon - 4/7

## 2:00pm Session

### **ED - Basics of Determining Academic Calendars (In-Person & Virtual)**

**2:00pm - 3:00pm**

Room: Salon 2

*David Bartlett, U.S. Department of Education*

*Moderator: Jeff Recker*

How do different types of academic calendars affect the administration of federal student aid? Guidance will be provided on how to determine whether a program is structured as standard term, non-standard term, or non-term and how each calendar structure determines what Federal Pell Grant formula is required and how academic years are defined for Direct Loans. New subscription-based programs will be addressed. We will also discuss the concepts of intersessions, consortiums, and study abroad, in the context of standard term programs.

### **Improving Financial Literacy for More Successful Repayment Options**

**2:00pm - 3:00pm**

Room: Sedgwick

*Matt Chinn, UNISA, Inc.*

How do we better improve financial literacy preparing our grads for successful repayment? Today, many students experience student loan debt and can find themselves in challenging situations during repayment. Personalized entrance and exit counseling can significantly promote non-default and ideally student loan borrowers have financial literacy education and repayment experience, however this can commonly not be the case. Typically, commitments and loan provisions are not fully understood. Tuition payment plans and institutional loans with in-school payments can promote real-time experience promoting out of school repayment. This interactive session promotes improving financial literacy for students promoting skin in the game, budgeting 101, peer mentors, reality town.

# Thursday Afternoon - 4/7

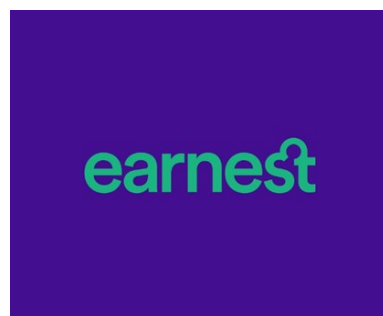
## 3:00pm BREAK TIME!!!

Join us for a snack break in the Atrium!



*Special THANK YOU to:*

**Credit World Services, Earnest, and Williams & Fudge**  
*for sponsoring our long break!!!*



# Thursday Afternoon - 4/7

## 3:30pm Session

### **End Game: The Legal Collections Process (Fiscal Track)**

**3:30pm - 4:30pm**

Room: Salon C

*Scott Walterbach, Bessine Walterbach, LLP*

*Moderator: Craig Poleman*

Whether you sue on bad debt or not, knowing the process and strategy of the tail end of the revenue cycle can yield a robust system that narrows your loss margins. This overview of the legal collections process is intended for all student financial aid administrators, whether experienced in this area or brand new.

### **Pandemic Professional Judgements:**

### **Balancing Student Needs, Compliance & Administrative Burden (In-Person & Virtual)**

**3:30pm - 4:30pm**

Room: Salon 2

*Mandy Sponholtz, NASFAA Consulting*

*Moderator: Tim Fitch*

Professional judgment requests are on the rise. So are stress levels from students, families, and financial aid staff. How do you balance 1) following published guidance, 2) requesting the appropriate amount of documentation, and 3) providing good customer service? This session will review the options available to help students through professional judgment and provide strategies for managing difficult situations.

# Thursday Afternoon - 4/7

## 3:30pm Session

### Get Focused

**3:30pm - 4:30pm**

Room: Sedgwick

*Crystal DeLong, Commerce Bank*

*Moderator: Ron Hancock*

Improve your ability to give attention to the important things and reduce distractions with practical adjustments

### **Making the Transition from Warrior to Civilian: Understanding and Responding to the Challenges Facing our Military/Veterans and Their Dependents**

**3:30pm - 4:30pm**

Room: Salon 1

*Paul Kyle, Upchurch Foundation*

*Moderator: Chris Campbell*

This session will review the obstacles facing the military student and their dependents, who find themselves living in the environments of both warrior and civilian. We also will examine current practices in higher education that are having positive results in the areas of military student engagement and success.

# Thursday Afternoon - 4/7

## 4:45pm Session

### **Working with Veterans - Start to Finish (Fiscal Track)**

**4:45pm - 5:45pm**

Room: Salon C

*Abdul Mackie, U.S. Department of Veterans Affairs*

*Moderator: Kelli Lowe-Heying*

Understand the full process of what happens from the time they walk through the door until payment is made and how the school fits into those processes for a smooth transition as they come for the first time or return to school.

### **ED - Top 10 Compliance Findings (In-Person & Virtual)**

**4:45pm - 5:45pm**

Room: Salon 2

*David Bartlett, U.S. Department of Education*

*Moderator: Rebecca Hedrick*

Are you curious about the causes of FSA's Top 10 compliance audit and program review findings? We surveyed deficient compliance audits and program review reports issued in fiscal year 2020 to bring you the latest information. Come learn what you can do to stay in compliance with Title IV regulations and statutes through training and strengthening internal controls. Enjoy the benefits of a clean compliance audit and/or program review!

# Thursday Afternoon - 4/7

## 4:45pm Session

### Cashless Loan Programs

**4:45pm - 5:45pm**

Room: Sedgwick

*Matt Chinn, UNISA, Inc.*

*Moderator: Tom Dreyer*

What is a Cashless Loan? A Cashless Loan is a TILA Compliant, Private Student Loan that you can issue to student borrowers with shortfalls in Federal and Private Funding. Some of the benefits of a Cashless Loan include: · Covers shortfalls in student or parent funding thereby raising retention · Has a greater acknowledgement factor which raises accountability · Shares an Exemption to Discharge (with the hardship exception) from Bankruptcy · Interest and repayment terms are customizable to meet your schools' needs With the elimination of Perkins and strains on student/parent budgets, come learn and ask questions about how a Cashless Loan Program could benefit your school and students.

### Working with Your Money (Not Theirs)

**4:45pm - 5:45pm**

Room: Salon 1

*Brent Tener, Vanderbilt University,*

*NASFAA National Chair*

*Moderator: Sean McGivney*

As financial aid administrators, we are really good at working with other people's money, but how good are we in working with our own? This session will include a practical look at the key elements of a solid personal financial plan, including the best way to save for retirement. This session will be particularly useful for those individuals who are relatively new in their professional career.

# Thursday Afternoon - 4/7

## 5:45pm Session

### Software System Discussions

Join your colleagues in the session that fits your institution's software program!

5:45pm - 6:15pm

- **Banner**

Room: Salon 1

*Moderator: Darcy Johnson*

- **Datatel/Ellucian Colleague**

Room: Salon C

*Moderator: Kristine Bryant*

- **EDExpress/COD**

Room: Salon 2

*Moderator: Kelly Baker*

- **Jenzabar**

Room: Arkansas

*Moderator: Amanda McLaughlin*

- **PeopleSoft**

Room: Topeka

*Moderator: Scott Sponholtz*

- **PowerFAIDS**

Room: Salon A & B

*Moderator: Dori Roth*



# Thursday Evening - 4/7

## 6:30pm Dinner & Awards

**KASFAA Dinner and Awards Ceremony (In-Person & Virtual)**

**6:30pm - 8:30pm**

Room: KS Grand Ballroom

*Awards Committee*

Come celebrate the accomplishments of our organization and members! Cash bar begins at 6:30pm.



# Friday Morning - 4/8

## 7:30am General Session

### Breakfast for Attendees

**7:30am - 8:30am**

Room: KS Grand Ballroom

**Special Note:** Associate Members, Controllers, & Directors - join your colleagues at designated breakfast tables for a networking opportunity.

### RMASFAA Update

**8:30am - 9:00am**

Room: KS Grand Ballroom

*Angela Karlin, University of Kansas,  
RMASFAA President*

Time for an update from our regional association. The Rocky Mountain Association of Student Financial Aid Administrators (RMASFAA) update will be given by KASFAA's Angela Karlin, the current RMASFAA President.

### Team Building with Associate Members

**9:00am - 9:30am**

Room: KS Grand Ballroom

*Associate Members*

### Keynote Presentation: You Make a Difference!

**9:45am - 11:00am**

Room: KS Grand Ballroom

*Tom Krause*

A heartwarming/humorous presentation designed to make the audience feel APPRECIATED/MOTIVATED for the difference they make in the lives of the people they serve.

### Conference Wrap Up

### Silent Auction & Grand Prize Winners Announced

**11:00am - 12:00pm**

Room: KS Grand Ballroom

# Presenter Biographies



**Bill Alt, Account Executive**

**CampusLogic**

Bill serves as an Account Executive at CampusLogic to help colleges and universities with their technology needs for financial aid, enrollment, and recruitment. Bill works closely with partner institutions to identify the right solutions in the Student Financial Success Platform by CampusLogic to attract and engage students. Bill has spent the past 25 years in Lawrence, KS, with 10 of those years working exclusively with higher education.

**David Bartlett, Training Officer**

**U.S. Department of Education**

David Bartlett is a Training Officer with the U.S. Department of Education in Kansas City. David has had the privilege to work in the student aid industry for over 27 years at the U.S. Department of Education. He has been involved in delivering and developing training at Federal Student Aid (FSA) for 24 years, holding the post of Training Officer for 18 years.



# Presenter Biographies



**Matt Chinn, Chief Operating Officer**

**Student Loan Servicer - UNISA, Inc.**

Matt is the Chief Operating Officer of student loan servicer UNISA, Inc. and has a tremendous passion for helping schools and students utilize innovative financing and compliant servicing programs. He has been in Higher Ed since 2009 and presented at numerous conferences, including a highlighted Financial Literacy session at EARMA, was featured at CAASLAR in his home state of Colorado, as well as CAPPs, CSPEN, UASLA, and Second Alliance. Specializing in Perkins and Campus Based Loans, Institutional Loans, and Accounts

Receivable Management, he is an enthusiastic promoter of best practices and is honored to support the KASFAA education community.

**Crystal DeLong, Vice President, Regional Manager**

**Citizens**

**2021-2022 KASFAA Associate Member Representative**

Crystal DeLong is a Vice President, Regional Manager at Citizens. She began her career in financial aid at Fort Hays State University as a work study student back in 2001! After 18 years in aid offices in KS and MO she jumped to the “other side” to continue serving her passion in Higher Ed. Crystal has served in a variety of roles in both state and regional financial aid associations during her 21 years in the industry and doesn’t plan on stopping!



Crystal is a sports fan, a self-proclaimed spreadsheet geek and a social butterfly! She is always on the go and up for the next adventure (except during a pandemic). Lately, every day is an adventure as Crystal and her husband spend their free time chasing their 2 yr. old son Tate around. He’s recently taken the nickname of “Tate the Tornado” as his main goal in life is to destroy things! If you have any advice on how to keep a toddler still, she is all ears!!!



# Presenter Biographies



## **Chad Echols**

### **Echols Firm, LLC**

A Rock Hill native, Chad graduated in 1998 from Clemson University with a Bachelor of Science in Forest Resource Management. He received his law degree in 2002 from the University of South Carolina School of Law, where he was a member of the South Carolina Environmental Law Journal. Following law school, Chad was a law clerk for the Honorable John C. Hayes III in the Sixteenth Judicial Circuit of South Carolina.

Before forming The Echols Firm, LLC, Chad served as Vice President and General Counsel for Williams & Fudge, Inc., a national student loan collection agency located in Rock Hill, and was an attorney with the law firm Hamilton, Martens & Ballou, LLC. He continues to serve as outside general counsel to Williams & Fudge, Inc.

The firm's practice focuses on the Fair Debt Collection Practices Act, the Fair Credit Reporting Act, the Telephone Consumer Protection Act, compliance for collection agencies and debt purchasers, business law, litigation, and commercial collections. He is a member of the South Carolina Bar Association.

Chad serves on the Board of Governors for Come-See-Me Festival, Upper Palmetto YMCA Camp Cherokee, York County Clemson Club, and Anne Spring Close Greenway. In addition to Chad's civic activities, he is also a part-time City Solicitor for the city of Rock Hill, South Carolina.

Chad has considerable experience in all areas associated with defense and compliance regarding pre-default and post-default debt collection and practices primarily in the area of business law and litigation, including:

- Federal and State Trial and Appellate Representation
- Construction Litigation
- Commercial Litigation
- Arbitration and Mediation
- Banking and Financial Services Litigation

**continued on next page...**

# Presenter Biographies

**Chad Echols, continued...** Chad is an active member of ACA International, the Association of Credit and Collection Professionals. His contributions include:

- Professional Collections Specialist Certificate since 2005
  - 2006-2008 Members' Attorney Program (MAP) Committee
  - 2008-2009 MAP Committee Chairperson
  - 2009-2011 ACA Board of Directors
  - 2011-present South Carolina State Legislative Chair
  - 2011-present South Carolina MAP State Chair
  - 2012-2013 ACA Industry Defense Task Force Committee
  - 2013 ACA Scholar Designation
  - Collection Notice Review (CNR) Panel
  - 2014-present ACA Judicial Committee
  - Unit Secretary/Treasurer for the South Carolina Collectors Association
- Bar and Court Admissions
- South Carolina
  - United States District Court For the District of South Carolina
  - Eastern District of Michigan
  - The Second Circuit Court of Appeals
  - The Fourth Circuit Court of Appeals
  - The Eleventh Circuit Court of Appeals

## **Elaine Frisbie, Vice President for Finance & Administration**

### **Kansas Board of Regents**

Elaine Frisbie joined the Kansas Board of Regents in 2014. As Vice President for Finance and Administration, she oversees the Board's finance, information technology, facilities, student financial aid, as well as the data and planning functions in service to the state's public postsecondary education system.

Ms. Frisbie is the state's director of the federal Governor's Emergency Education Relief Fund and oversaw the post-secondary system's application and use of federal CARES Act funds available to the State of Kansas. Prior to her tenure at the Board, she served five governors in the Kansas Division of the Budget where she worked with many state agencies. She was responsible for coordinating the state's budget, as well as managing the state's cash flow and municipal bond market disclosures. A two-time graduate of the University of Kansas, she has a Master of Public Administration degree with a focus on public finance.



# Presenter Biographies



**Brenda Hicks, Director of Financial Aid**

**Southwestern College**

**2021-2022 NASFAA Past National Chair**

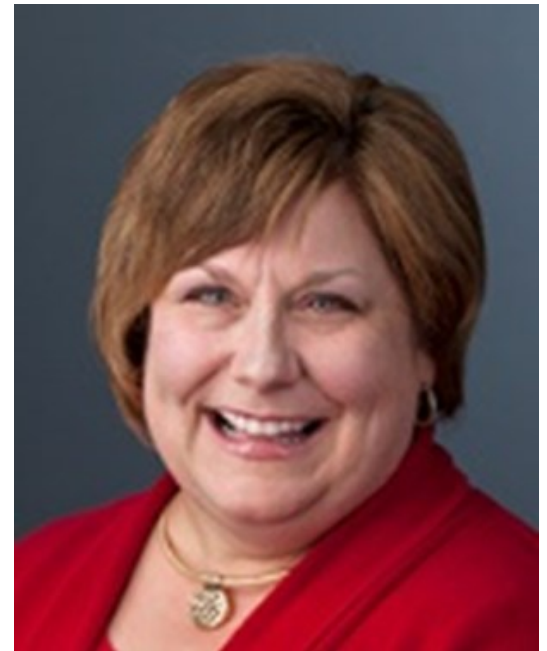
Brenda Hicks is the Director of Financial Aid at Southwestern College and the current NASFAA Past-Chair. She has served in higher education for 31 years and in financial aid since 2002. Brenda remembers hours of playing Battleship with her brother whose favorite strategy was to stack all the boats on top of one another. Brenda's brother Karl is just one of many people in her family who taught her – from a very young age – to think outside the box. Brenda has served as a Past President of KASFAA and RMASFAA and is dedicated to using her voice to make the financial aid process simpler for students and families. Brenda will be co-teaching the Director's Track this year at RMASFAA Summer Institute on the Wichita State University campus.

**Angela Karlin, Assistant Vice Provost for Financial Aid and Scholarships**

**University of Kansas**

**2021-2022 RMASFAA President**

Angela Karlin is a 27-year higher education veteran, working in the private and public sectors. Her 17-year career in financial aid includes directorships at Rockhurst University and the University of Central Missouri. Most recently, Angela was named Assistant Vice Provost for Financial Aid and Scholarships at the University of Kansas in June 2017. Besides her roles in aid offices, Angela has served as a board member of the Missouri Association of Financial Aid Personnel and the Midwest Association of Student Financial Aid Administrators for many years and as President of the Missouri association in 2016. Angela has served RMASFAA in the past as a faculty member for Summer Institute and is currently President.



# Presenter Biographies



## **Paul Kyle, Founder**

### **Upchurch Foundation**

Paul is the Founder of the Upchurch Foundation, [www.upchurchfoundations.com](http://www.upchurchfoundations.com). The foundation's goal is to help military personnel and their dependents with healing, resources, and skills necessary to make a successful transition from the military culture to civilian culture. Paul has had over 32 years' experience in higher education, primarily in the areas of administration and counseling. His work with individuals and families connected to the military started in 1988, while working for a local community college as a professional counselor at

McConnell AFB in Wichita, KS. His career includes starting a counseling center and where he provided private counseling for individuals, couples and families.

His professional career includes an interest in visual arts as a screen writer, director and producer, which includes a Telly award for the documentary 'The Heart of a Warrior', which is about the life of a Navajo Code Talker. He is passionate about his faith, family and friends and tries to live his life with the recognition that heaven is real. He has spoken and/or written articles related to Navajo Code Talkers, PTSD, Trauma, Relationship Violence, Human and Sex trafficking, Digital Addiction, Team Building, Enrollment Management, Institutional Culture. He has a Master's in Education in Counseling, School Psychology and is a Licensed Counselor. His hobbies include woodworking, hiking and writing.

## **Abdul Mackie, Education Liaison Representative-Kansas & Iowa Approvals, Compliance & Liaison Central Region**

### **U.S. Department of Veterans Affairs**

Mr. Mackie is the Education Liaison Representative for the states of Kansas, Nebraska and Iowa. He began his VA career in Buffalo New York as a Veterans Claims Examiner in February 2010, Education Compliance Survey Specialist in 2014 before becoming the Educational Liaison Representative for the states of Kansas and Nebraska in 2017. Prior to joining the VA, he worked for Ford Motor Company in Human Resource Associate in Benefits in both Dearborn Michigan and in Buffalo New York. In addition, Mr. Mackie also worked for non-profit education and training agencies in the metropolitan Detroit area. Mr. Mackie is a graduate of the University of Michigan and the University of Detroit-Mercy.





# Presenter Biographies



**Chester Moyer, CPA, Partner, Assurance Services Group**

**RubinBrown**

Chester is a Partner in RubinBrown's Assurance Services Group and the Partner-In-Charge of RubinBrown's College & Universities Services Group. Based in the firm's Kansas City office, he provides audit and attestation services, specializing in the colleges and universities, public sector, and technology industries.



**Lou Murray, Southwest/Rocky Mountain Regional Lead**

**Earnest**

Lou Murray is a 25-year veteran in the higher education community, having worked as a lender, guarantor, servicer, ombudsman, e-commerce representative. In January of this year, Lou became the Southwest/Rocky Mountain Regional Lead for Earnest. As a first-generation graduate from the University of Houston, a former pastor and a leader in various school associations, Lou has a passion for public speaking, motivating others, and breaking up the stigmas and stereotypes associated with mental illness. As a mental health advocate, Lou has been the keynote presenter for associations such as CASLAAR, TASCUBO, Texas BUC\$ and various other associations, universities and podcasts. Lou's personal joys are to "geek or rock out" with his three kids (Alessandra, Aliana and Ian) or catch a good game with his wife, Nidia. Lou resides in Pearland, TX.

# Presenter Biographies



## **Leah Nicholson, Director of Student Financial Assistance**

### **Kansas Board of Regents**

Leah Nicholson is the Director of Student Financial Assistance for the Kansas Board of Regents she started this role in January 2022. Prior to joining KBOR, Leah worked in and around the Financial Aid & Scholarships office at the University of Kansas in various roles, including most recently as an Assistant Director overseeing SAP, emergency aid programs, and training; a

Financial Retention Coordinator overseeing a temporary research grant program and creating campus initiatives for student financial success; and a Financial Aid Counselor, counseling students and families on their aid options at KU. Leah fell in love with financial aid work during her time as a Graduate Assistant (GA) in her master's program. Her first experience in KASFAA was as a GA when she was asked by her director at the time to give a FAFSA presentation to high school counselors. Since then, she has worked with KASFAA on the Outreach Training committee and Professional Development committee, as well as serving a short stint as Treasurer-Elect. She holds a bachelor's degree in Psychology, and a Master's degree in Higher Education Administration – both from the University of Kansas.

## **Jana Parks, Director of Financial Aid**

### **Baker University**

Jana Parks is the Director of Financial Aid at Baker University. Starting as a student worker she has worked 19 years in the financial aid office. She enjoys the challenge each new day presents. She has been married 17 years to an amazingly patient and forgiving husband, Julian. They have 3 children together, Anessa, 19 attending Baker University; Malachi, 14 attending Gardner-Edgerton High School; Briley, 9 attending Madison Elementary. When not attending or chauffeuring kids to college, high school or recreational activities she spends time volunteering with different ministries in her church.



# Presenter Biographies



**Myra Pfannenstiel, Director of Financial Aid**

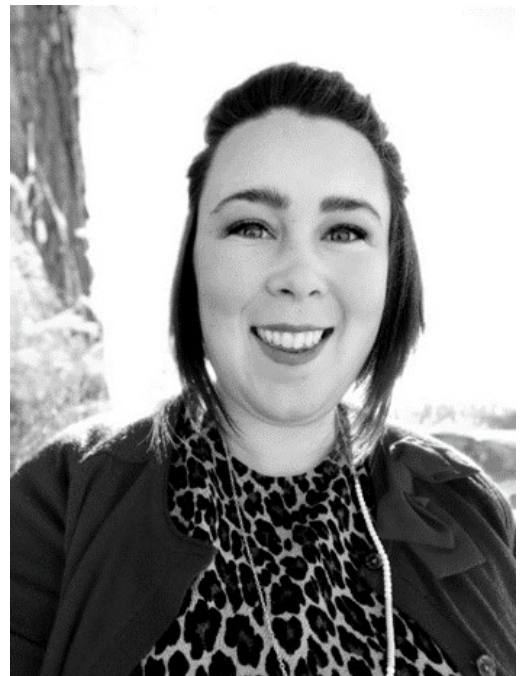
**Newman University**

Myra is Director of Financial Aid at Newman University since 2016. She has served on the KASFAA, RMASFAA, and NASFAA board. She has 28 years of experience working in financial aid and the higher education arena. Myra been Director of Financial Aid at two different 4-year private non-profit schools, and she has a passion for teaching, mentoring, and financial education. Myra has received the following honors for her professional work: 2017 KASFAA Deborah Byers Outstanding Service Award, 2017 RMASFAA Ron Smout Award for Teaching and Mentoring, 2014 KASFAA Hall of Fame Award, and the 2015 RMASFAA Hall of Fame Award. Myra has earned all 17 NASFAA credentials and is always willing to share her knowledge with others. Myra currently serves as a mentor for the NASFAA Diversity and Leadership Program. When not working she enjoys spending time with family and friends (especially her grandbabies).

**Jessica Pope, Setoff Team Lead**

**State of Kansas Setoff Program**

Jessica Pope, the Setoff Team Lead, will share with you why the KS Setoff program is the ideal solution for your debt collection needs, in addition to highlighting customer-impacting system enhancements and time-saving convenience features your organization can utilize within the system. As a graduate of the University of Wisconsin-Madison with an emphasis in languages, Jessica brings over a decade of marketing, finance and process improvement experience from her tenures at Verizon Wireless and Brinks Home Security to further enhance and improve the Setoff Program, including making it multilingual.



# Presenter Biographies



**Corey Robinson, CPA , Manager, Assurance Services Group**

**RubinBrown**

Corey is a Manager in RubinBrown's Assurance Services Group. He manages several financial aid audits on an annual basis as well as financial statement audits for higher education institutions.

He provides audit, review, and consulting services to various clients in the colleges & universities, not-for-profit, and public sector industries. He has also assisted in presenting various internal and external training related to clients in the industries he serves, including leading student financial aid training internally and

speaking at the Rocky Mountain Association of Student Financial Aid Administrators (RMASFAA).

**Julie Scott, Business Technology & Data Analyst for the  
Office of Financial Aid**

**Wichita State University**

Julie Scott has worked at Wichita State University for 15 years and is currently the Business Technology & Data Analyst for the Office of Financial Aid. Her primary role is to provide analysis and support for financial aid software and processes, including the coordination, integration, and reporting of financial aid data. In a nutshell, her aim is to enable our staff to operate more efficiently with the technical tools available and use data to help our campus make informed decisions about financial aid. Prior to taking this ultimate data-nerd-role, she served the office in the capacities of the Assistant Director of Student Services & Outreach for 4 years and as the Outreach Coordinator for 2 years. Before joining the OFA, she worked as the Curriculum Coordinator at TRIO Upward Bound Math Science for 5 years. As a first-generation college student, she earned her bachelor's and Master's degrees in History from Kansas State University and graduated summa cum laude. Outside of work, she enjoys spending time with her husband Paul, a mechanical engineer, and her two, math-loving, flag-football-playing sons, Sam and Ben.





# Presenter Biographies



## **Scott Smathers, Vice President of Workforce Development**

### **Kansas Board of Regents**

Scott Smathers serves as the Vice President of Workforce Development for the Kansas Board of Regents and provides executive leadership for the Kansas Postsecondary Technical Education Authority. In this role, he is the State leader for issues involving the postsecondary education and training system in the development of an educated workforce that aligns with the needs of the Kansas economy. His scope of responsibility includes developing a policy agenda for postsecondary technical education, curriculum and program evaluation, system funding, benchmarks and accountability, management of federal initiatives, GED testing and administration and serving as the Kansas State Director for both the Carl D. Perkins program and Adult Education program. Prior to serving in his current role, Mr. Smathers worked as an economic developer and as a retail consultant, helping companies with their location and operational decisions around the world.

## **Mandy Sponholtz, Director of Operations for Blue Icon Advisors**

### **NASFAA Consulting**

Mandy Sponholtz is the director of operations for Blue Icon Advisors, NASFAA Consulting. In her role she helps determine school's consulting needs, matching them with the right NASFAA solution. She also develops policies and procedures, performs research and marketing, recruits and evaluates consultants, and assists consultants with the delivery of high-quality services. Mandy began her career as many financial aid administrators do, as a student employee. After graduating with a bachelor's degree in English, moved into a full-time position at the University of Kansas while earning her master's degree in higher education administration. During that time, she served as the secretary and treasurer of KASFAA – the Kansas state association. Mandy then joined USA-Funds to conduct training sessions and provide policy guidance to schools nationwide, assisting them on how to interpret the thousands of Title IV rules and regulations. She began at NASFAA in 2015 where she has worked on federal policy initiatives and consulting services. Mandy telecommutes from her home in Lawrence, Kansas, where she lives with her husband Scott (a financial aid director) and their two girls, Morgan and Ashley. When she's not discussing R2T4 at the dinner table, Mandy enjoys running, reading, and cooking (but not cleaning up the mess).



# Presenter Biographies



**Chris Stompanato, Client Relationship Coordinator/Subject Matter Expert**

## **ECSI**

Chris has over 30 years of client consulting/marketing experience with Student Loan Servicing and has been with ECSI for 15 years. Prior to joining ECSI, Chris spent 20 years with ACS managing Perkins loan portfolios for school clients. His resume includes responsibility for managing the partnerships of some of the largest Perkins and campus-based loan schools, a role he has assumed with ECSI. His various positions have provided him with a well-rounded background in outsourcing to institutions in higher education. Chris serves as ECSI's subject matter expert on Perkins and other campus-based loans, 1098-T's, and delinquent receivables. He has given presentations at numerous industry events and has been a COHEAO representative for over 15 years, while serving on the COHEAO Board for the past year. Chris is a graduate of the University of Illinois Chicago and is a sports fanatic who stays active playing and refereeing hockey on a weekly basis. Fun Fact: Chris has seen the rock band KISS in concert 50 times!

## **Mitzi Suhler, VP for Enrollment Services**

### **Sterling College**

Mitzi Suhler is currently the VP for Enrollment Services at Sterling College. She has been at Sterling for close to 15 years, with most of them being in the financial aid department. Her new role oversees the financial aid and admissions recruiting processes for the College. She enjoys the challenges of the position...most of the time.



Mitzi and her husband, Dennis, have been married for 39 years and have 3 grown, married children. Their children have blessed them with 7 grandchildren, and they are all under the age of 4. Mitzi's favorite time of the year is Christmas when all the kids and grandkids are gathered at the house making so much noise it is unbearable at times.

In her spare time, one of the things Mitzi likes to do is teach online business courses for Sterling College. Another fun activity that she enjoys is crafting. Every spring and summer she loads up her tent, lawn chair, and craft items and goes to craft fairs that are close by and shares her creations with others.

# Presenter Biographies



**Sheelu Surender, Executive Director of Financial Aid & Scholarships  
Wichita State University**

Sheelu Surender has worked at Wichita State University for over 22 years and is the Executive Director of Financial Aid and Scholarships. In this role she leads 23 outstanding team members in the management and administration of over \$105 million dollars in aid annually. Her leadership on the Wichita State campus involves contribution in Strategic Enrollment Management, the President's Diversity Council, the WSU Equity Taskforce, the WSU Women's Association and various other academic and student service committees. Sheelu has proudly served the greater financial aid community through membership and work with the state, regional and national financial aid associations, and is a current member of the RNASFAA Diversity & Inclusion committee. She also currently serves on the Advisory Council for the Hispanic Scholarship Fund. She loves mentoring students and assists as a co-advisor to the WSU Student Ambassador Society and the Office of Diversity and Inclusion Passage Scholars. She considers her direct engagement with students to be the greatest reward of her work. Sheelu is a first-generation college graduate, who earned her BA in International Business & Business Administration from Friends University & an MBA from Wichita State University. She is currently working on her doctorate in Educational Leadership at Wichita State.

**Brent Tener, Executive Director of Financial Aid & Scholarships  
Vanderbilt University**

## **2021-2022 NASFAA National Chair**

Brent Tener currently serves as Executive Director of Financial Aid and Scholarships at Vanderbilt University and has worked in financial aid for almost 30 years. He has presented numerous times at national, regional and state associate conferences, and was one of the main architects of Vanderbilt's current need-based financial aid program, Opportunity Vanderbilt.



Prior to Vanderbilt, Brent worked at Wichita State University in Admissions and in Financial Aid. Brent graduated from Wichita State University with a B.A. in Political Science and a M.Ed. in Counseling, with an emphasis in Higher Education Administration.

He currently serves as the National Chair for the National Association of Student Financial Aid Administrators (NASFAA). He and his wife, Stacy, have been married for thirty years and have two sons. Mitchell is a senior at TCU and Bryson is a sophomore at the University of Georgia.

# Presenter Biographies



## **Scott Walterbach, Partner**

### **Bessine Walterbach, LLP**

Scott Walterbach is partner at Bessine Walterbach, LLP, a small law firm in Kansas City where he has worked since February 2010. He practices in high-volume collections and creditors' rights throughout Missouri & Kansas seeking to collect medical debt, student loans, rent, utilities & various other consumer obligations.

Scott handles litigation, post-judgment collection, policies & procedures, compliance, risk management, client relations, business development & personnel. He also handles worker's compensation claims, bankruptcy claims, & hospital liens.

Scott recently has presented CLEs on collections law, FDCPA, FCRA, CFPB, & real estate law.

Scott has a B.A. in journalism from Truman State University in 2003, a Master's in Public Administration from UMKC in 2006, & a J.D. from Indiana University School of Law in 2007. He lives in the Kansas City northland with his wife, Katie, and four kids, Nash (8), Bo (6), Judd (5) & Hannah (3).

#### **Positions held:**

- MGMA-Greater Kansas City: pro bono legal counsel 2015 – current
- Missouri Collectors Assn. Board of Directors, Regulatory Committee Chair 2014-2015; President -Elect 2016; President 2017; Immediate Past President 2018; President 2022
- Missouri Creditors Bar, Inc., VP of Continuing Legal Education 2015; President 2016; Immediate Past President 2017; President 2021-22
- Kansas Collection Attorney Assn., President 2017-2018 (two terms)
- Parkville Rotary President 2021-22



# Presenter Biographies



**Christal Williams, Director of Financial Aid**

**Johnson County Community College**

**2021-2022 RMASFAA Past President**

**2021-2022 NASFAA Commission Director**

Christal Williams currently serves as the Director of Financial Aid at Johnson County Community College since August of 2012.

She began her career in Financial Aid as a work-study student at Avila University in 1994 and in 1995 became a full-time employee.

After working at Avila for five years, she was hired at Kansas City Art Institute as the Director of Financial Aid in August of 2000. After seven years at KCAI, she then tried her hand at Admissions and Financial aid at Saint Paul School of Theology in December of 2007 where she served as the Associate Dean of Student Services. After realizing her true passion was financial aid, she returned to the Kansas City Art Institute as the Executive Director of Financial Aid Compliance in May of 2010.

She has earned a Bachelor of Science in Business Administration in Accounting, a Master of Business Administration and Master of Science in Organizational Development Psychology all from Avila University in 1996, 2000 and 2011. Christal has served in various roles on the state, regional and national level. She is currently serving on the NASFAA board as the RMASFAA Representative as well as a Commission Director. Christal has been married to Rick Williams for 25 years, has 2 children, Ricky and Monae, and 2 grandchildren Mina and Jaelah.

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# Upcoming Training Opportunities

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IN SALT LAKE CITY

HELP US SOLVE THE MYSTERIES OF FINANCIAL AID  
OCTOBER 9<sup>TH</sup> - 12<sup>TH</sup> 2022

**Federal Student Aid**  
*An OFFICE of the U.S. DEPARTMENT of EDUCATION*

**Virtual FSA Training Conference**  
Nov 29-Dec 1 **2022**

*Let the Games Begin*

**KASFAA**



SPRING CONFERENCE

APRIL 6-8, 2022

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**We'll see you in 2023!**