

KASFAA
2023 Spring Conference
April 12—14, 2023



Financial Aid: A Work of heART



From the President:

Welcome to the 2023 KASFAA Conference in the Smoky Hills! I hope you have a wonderful time while here networking, reconnecting with friends old and new, learning the answers to your burning questions, sharing perspective and tips of the trade, and, most importantly, filling up your heART for financial aid. While rewarding, it can be a tough job and I hope you feel the support and connection through this organization to recharge your battery.

Our conference co-chairs, Jana Parks and Trish Runion, along with the Conference Planning Committee, have put together an exciting menu of offerings with opportunities to gain knowledge, dive deeper into impending events in our industry, focus on important soft skills, and experience the inspiration of creative pursuits. No matter what your role or your years of experience, there are sessions for YOU.

During my year as KASFAA President, I've seen the impact made by KASFAA's many volunteers. I've felt how volunteering together can help people connect to one another. Time and again, the importance of this organization for professional development and resource building has been reinforced. I'd like to encourage you to consider how you might be able to strengthen your connections - both with each other and with the organization. Could you spare an hour or two a month to participate in a committee?

Or to be a part of the Mentorship program? Are you ready to run for an officer position? I assure you, the time commitment is well worth it, whatever option appeals to you!

Again, welcome! I'd love to help you make your connection.

Laura Weiss-Cook

Manhattan Area Technical College

2022-2023 KASFAA President

KASFAA 2023

Financial Aid: A Work of heART

Welcome to the KASFAA Spring Conference and Salina KS!

Conference documents are available online through KASFAA.org

We would love for you to get familiar with Salina KS by visiting <http://salina.ks.us>

Click on the “For Visitors Tab” for lot of good information.

Here are a few conference tips:

- 1. Dress for the conference is business casual or casual.**
- 2. Presentation handouts are uploaded as received on the KASFAA Conference Schedule page for you to download and/or print in advance.**
- 3. Conference headquarters is located in the Teal Room. If you have an emergency please report it to anyone who is part of the conference team; our nametags are bright green.**
- 4. Please wear your KASFAA name badge to all sessions and functions.**
- 5. Complimentary Wi-Fi will be available at the event center. The login information will be posted throughout the building.**
- 6. Please be respectful with electronic devices. Silence all electronic devices during sessions. Please do not record any session without the permission of the presenter.**
- 7. Session evaluations are online: KASFAA.org/conference_evaluations.php. There is also a QR code available.**

Thank you to everyone who worked to make this conference a true work of art!

The conference planning committee is excited to be back together with all of our colleagues and friends.

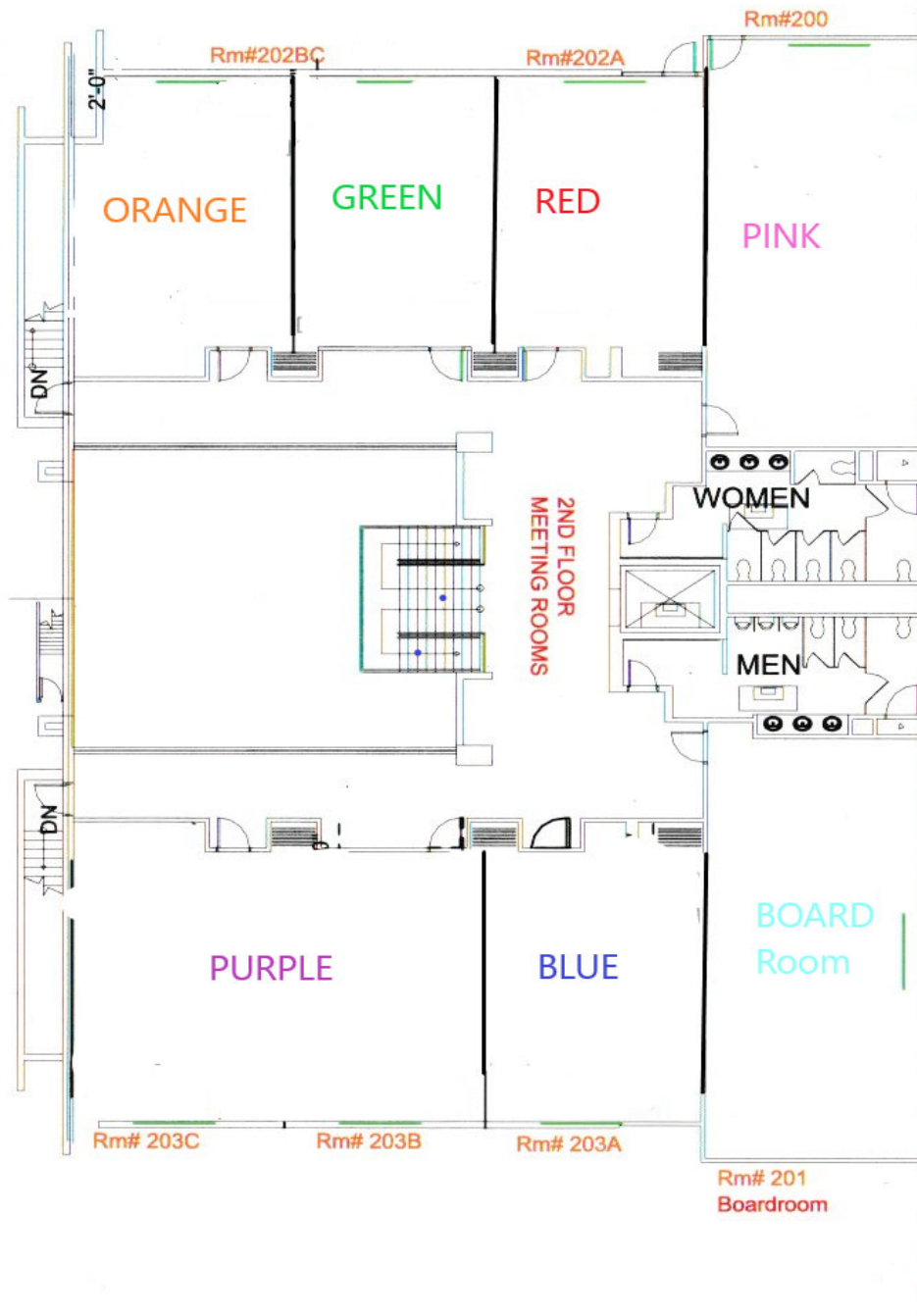
We have worked hard to provide you with training and sessions that will help you be the best you as you serve your students, families and institutions.

Upstairs Classroom Designations

Yellow Classroom is located downstairs behind the Vendors area



2ND FLOOR MEETING ROOMS
KASFAA Conference
April 12-14, 2023



Annual Fundraiser

Our 2023 fundraiser will be a raffle raising funds in honor of our friend and colleague, Bruce Lopez who passed away in 2019.

The proceeds from the raffle tickets will be awarded to a KASFAA member school to be used as general scholarship funds.

We felt that this was a wonderful way to honor our friend in 2022, we decided to do it again.

Bruce worked with Credit World Services for 18 years. He also served KASFAA very well during that time. He held 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 by donating many fantastic items.

Get creative and have fun while knowing the funds you help raise will go to worthy scholarship recipients!

Bring your items to the conference and drop them off at the registration table.

Questions? Contact:

Lou Murray lou.murray@earnest.com

or Robb Smith rmith@elmresources.com

KASFAA Musical Experience
Provided by
Mission Upbeat



The Music Experience
by Mission Upbeat LLC

Wednesday Evening Keynote Speaker



Misty Serene has been the Executive Director of Salina Art Center since 2020. She has an MPA from Fort Hays State University and additional certifications in fundraising & philanthropy from the University of Indiana and Purdue. She began her career as a pre-K teacher and became focused on early brain development. Continuing her studies, she believed healthy brains were the key to creating better communities for everyone. With a strategic business and child development background, her career has been dedicated to helping non-profit organizations thrive as mission-focused, healthy businesses. Misty and her husband, Ron are raising three children. The oldest is a Senior at Northwest Oklahoma State University studying Agriculture Education, and the two youngest are proud South High Cougars (Senior and Junior).

Special Acknowledgements

We were are very grateful for the artists that shared their gifts with us. They allowed this conference to be filled with *heART*

Cody Sanders

Salina artist who produced our Grand Prize artwork.

Graphics Technology Class at Washburn Tech

Instructor: Grace Lindman

The class worked to make our conference logo. We received 19 submissions. The artist who produced our final logo is Paxton Waddell.

Heather Hill

FatChanceBellyDance

FCBD®Style is a method of improvisational choreography, using a vocabulary of natural movements and cues allowing the dancers to communicate via gesture and eye contact when dancing together. Heather is an assistant teacher under a certified FCBD style instructor at Amira

Dance Production in Wichita. Heather has been dancing this style for about 10 years, dances in a troupe as well as with a duet partner.

Kansas Wesleyan University

Dance and Theater Class

Instructor: Karen Babcock Brassea

These students performed a dance piece as well as reading a portion of a play written by one of the students.



Spring 2023 Conference Schedule

Wednesday - April 12, 2023

9:00 am - Noon
9:00 am - 1:00 pm

KASFAA Board Meeting
Exhibitor Set Up

11:00 am - 5:00 pm

Registration open

1:00 - 2:00 pm

Starting Creative Juices Flowing - Session 1

A Guide to New Financial Aid Professionals: Crystal DeLong
Fiscal Officers: Third Party & International discussion

NASFAA U: Consumer Information #1 (registration required)
Reengaging Student Borrowers: Chris Campbell

2:10 pm -3:10 pm

Opening the Paint Can - Session 2

5 dysfunctions of a Team - Crystal DeLong
Building Compliance Across Campus - Angela Karlin
NASFAA U: Consumer Information (continued - #2)
Understanding Credit: Rob Cummings

3:20 pm - 4:20 pm

Birds of a Feather - Session 3

Associate Members
Community and Technical Colleges
Fiscal Officers
Public Schools
Private Schools

4:30 pm - 5:30 pm

Portraits of Self and Others - Session 4

Fiscal Officers: Holds and Transcripts
KCG Q&A - Leah Nicholson
SAP policy and Experience - Karlett Guiluz
When your business impacts your Business (A mental health discussion) - Lou Murray

5:45 PM

Cash bar opens

6:00 PM

South of the Border Buffet begins

6:30 PM

Keynote Speaker: Misty Serene, Salina Art Center

7:30 pm - 10 pm

KASFAA Music Experience provided by Mission Upbeat

Thursday - April 13, 2023

7:30 am - 10:00 am	Registration open
7:30 am -8:30 am	All - American Breakfast Buffet opens
7:30 am -8:15 am	Newcomer's Breakfast
8:15:00 AM - 9:30 am	Wide Brush Stroke General Session: RMASFAA & NASFAA Updates
9:30 - 10:00 am	Special Art Performance - Heather Hill
10:00 am - 11:20 am	Changing Landscapes - Session 5 Cybersecurity - Tanya McGee FAFSA Simplification - Darcy Johnson Fiscal Officers: Hot Topics in the Collection Industry - Chad Echols Kansas Promise Program - Leah Nicholson KBOR
11:30 am - 12:50 pm	Soup, Salad and Potato Bar Buffet and KASFAA Business Meeting
1:00 pm - 1:50 pm	Molding the Clay - Session 6 GenZ - It's a Vibe: Robb Cummings Fiscal Officers: Kansas Setoff Program: Jessica Pope KDRS NASFAA U: Consumer Information (continued - #3) Welcome to KASFAA - Committee and Mentorship: Membership Committee
2:00 pm - 2:50 pm	Student Focused - Session 7 Connections: Student Outreach - Chris Campbell Gap Financing: Robb Cummings Fiscal Officers: Student Financial Agreements: Linda Wilson NASFAA U: Consumer Information (continued - #4) R2T4 & Modules: Brenda Hicks and Adrienne Brouhard
3:00 - 3:50 pm	Working with our Dough - Software discussions - Session 8 Banner - Datate/Ellucian - EdExpress/COD Jenzabar - PeopleSoft - PowerFaids Fiscal Officers: Perkins - Chris Stompanato
3:50 pm - 4:15 pm	Special Art Performance - KWU students
4:15 pm - 5:15 pm	Pen and Ink - Session 9 7 Secrets of Managing Productive People: Crystal Delong Athletic Aid: A panel discussion Financial Literacy in a Virtual World: Chris Campbell Fiscal Officers: Collections Process - Round Table Discussion Verification: Brenda Hicks
5:30 pm - 6:00 pm	Community Pictures - Come greet, meet and mingle with the groups Board Members - Fiscal Officers—Mentors/Mentees - New Members - Retirees
6:00 PM	Cash Bar opens
6:30 pm - 9:00 pm	Award Banquet and Ceremony

Friday - April 14, 2023

7:30 am - 8:30 am

All American Buffet Breakfast

8:00 am - 10:00 am

Fine Details General Session

KBOR Update—Leah Nicholson KBOR

FSA Update Overview from April 5th Webinar—Trish Runion

FAFSA Simplification Overview—Darcy Johnson

10:15 am - Noon

Signing our Art General Session

Prize drawings and Conference Wrap Up

Daily Session List With Descriptions



Wednesday Afternoon Session 1 —Starting Creative Juices Flowing

1:00 pm—2:00 pm

NASFAA U Credential—Consumer Information (#1 & #2) **(Pre-registration required)**

Room: Yellow

1:00 pm —3:00 pm

Presenter: Darcy Johnson—Emporia State University

This course brings all of the consumer information requirements together in one place, including required disclosures of institutional information, financial assistance information, campus and fire safety, completion and transfer-out rates, and athletics. This training will help individuals determine if their schools are meeting regulatory requirements. Attendance is required at both 2 hour sessions to qualify to take the corresponding NASFAA Professional Credential test.

A Guide for New Financial Aid Professionals

Room: Green

Presenter: Crystal DeLong—Citizen's Bank

Moderator: Daphne Ware-Brown—General Revenue Corp.

There is A LOT to learn as a financial aid administrator and with constantly changing rules and regulations it's important to know where to go for the latest information. There is an abundance of training materials and resources available to you and in this session, we will share a list of tools to help you succeed on the job. You don't have to HAVE all the answers, but you do need to know where to find them!

Fiscal Officers: Third Party & International Student Discussion **Facilitator: Denise Varrientos**

Room: Pink

Come join the fiscal officers as they kickoff the 2023 conference discussing the changes, challenges and successes with third-party vendors and international students.

Reengaging Student Borrowers

Room: Blue

Presenter: Chris Campbell

Moderator: Kelli Lowe—Credit World Services

Reengaging Student Borrowers - Let's talk about the barriers and challenges that the Cares Act pause has created for students and schools as we head into repayment starting back up.

Wednesday Session 2—Opening the Paint Can

2:10 pm—3:10 pm

5 Dysfunctions of a Team

Room: Pink

Presenter: Crystal DeLong—Citizen's Bank

Moderator: Chris Campbell—Inceptia

The Five Dysfunctions of a Team session will teach an actionable model that can be learned today and applied tomorrow to help any financial aid team become stronger. It addresses common hurdles to building a cohesive team, describes how to know if you are on a dysfunctional team and provides ways to begin the process of having a better team. Learning to have a unified team is a simple concept, yet not always easy to accomplish. Organizational politics, poor communication, lack of trust and simply being human make having a strong team challenging. This session, based on the book, *The Five Dysfunctions of a Team: A Leadership Fable* by best-selling author Patrick Lencioni, will show you the simple, effective steps to take to develop a financial aid team that is both cohesive and effective.

Building Compliance Across Campus

Room: Blue

Presenter: Angela Karlin—University of Kansas

Moderator: Lou Murray—Earnest

Getting ready to work on your Program Participation Agreement recertification? Was your institution told you are having a federal program review? Are you wondering if your campus is in compliance? Far-reaching topics impact federal student aid compliance, such as evaluating the validity of a student's high school completion; enrollment reporting; state educational requirements for licensure or certification; Clery Act annual reporting; Title IX; and other requirements. This session will explore tips and tricks for the aid office to create campus partnerships and a culture of institutional compliance on your campus that reaches beyond the aid office.

NASFAA U: continuing for session 2.

Room: Yellow

Presenter: Darcy Johnson

Continuing the credential course

Understanding Credit

Room: Purple

Presenter: Robb Cummings—Salie Mae

Moderator: Jessica Davenport—ECSI

Understanding how credit works and building a responsible credit history early on is essential to building a strong credit score. This session will review the five primary factors considered in your credit score and discuss best practices for building and managing credit. You'll learn more about FICO® Scores, credit cards, and credit reports.

Wednesday Session 3—Birds of a Feather

3:20 pm — 4:20 pm

Associate Members
Hosted by Rob Smith

Room: Purple

Community and Technical Colleges
Hosted by Ashley Jost

Room: Red

Fiscal Officers
Hosted by Denise Varrientos

Room: Pink

Public Institutions
Hosted by Tanya McGee

Room: Blue

Private Institutions
Hosted by Amanda McLaughlin

Room: Green

Wednesday Session 4—Portraits of Self and Others

4:30 pm—5:30 pm

Fiscal Officers: Holds and Transcripts
Round table discussion

Room: Pink

A discussion of the rules and practices of account holds and the impact regarding the deliverance of transcripts to students who still owe a balance to the institution.

KCG Q&A
Presenter: Leah Nicholson KBOR
Moderator: Robb Cummings—Salie Mae

Room: Red

Participants will discuss the details surrounding the Kansas Comprehensive Grant and how the dollar to dollar match has changed the way the grant is to be disbursed and reported.

SAP Policy and Experience
Presenter: Karlett Eguiluz—Metropolitan State University of Denver
Moderator: Crystal Delong—Citizen's Bank

Room: Blue

Let's talk Satisfactory Academic Progress. Join Karlett in discussing the purpose, regulations and different experiences that she has had while serving as the Assistant Director of Client Services at MSU of Denver.

When your "business" impacts your "business" (A mental health discussion)
Presenter: Lou Murray—Earnest
Moderator: Connie Robinson—RMS

Room: Purple

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, how the topic impacts campuses and the country financially, 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.

Thursday Session 5—Changing Landscapes

10:00 am—11:20 am

Cybersecurity and the Financial Aid Office

Room: Red

Facilitator: Tanya McGee—Kansas State University

This session will utilize the FSA training webinar, “Cybersecurity and the Financial Aid office: Best Practices for Non-IT staff”. This webinar demystifies cybersecurity basics and provides seven practical steps you can take today to reduce the risk of a cyberattack and keep your institution secure. The presenters also provide a “Top Five Cybersecurity Actions” list you can share with your colleagues in Information Technology (IT), Security, or Compliance.

**Due to new DOE policies, FSA trainers are not able to attend our state conferences. They recommended using their Wednesday Webinar series to help keep us educated to the issues presented. We are attempting to do just that. Please let us know your thoughts by using the evaluation form.

FAFSA Simplification

Room: Purple

Presenter: Darcy Johnson—Emporia State University

Moderator: Linda Wilson—Transact

Not sure where to start with FAFSA Simplification? Want to make sure you're on the right path and prepared for all the changes? Join Darcy, member of the NASFAA FAFSA Simplification Implementation Working Group, to learn more about what's on the horizon, things that should be on your radar now and in the future, learn about resources currently available and make suggestions for resources that would be useful to your office.

Fiscal Officers: Hot Topics in the Collection Industry

Room: Pink

Presenter: Chad Echols—Echols Firm LLC

Moderator: JR Berninzoni—Williams & Fudge

A deep discussion of the changes and hottest topics with collections and how colleges are impacted by the changing rules and regulations.

Kansas Promise Program

Room: Blue

Presenter: Leah Nicholson—KBOR

Moderator: Tom Dreyer—PNC

A deep dive into the Kansas Promise Program with a time of questions and answers from the participants.

Retiree Reunion (10 am to Noon)

Room: Orange

Facilitators: Kathy Blau and Susie Edwards

Welcome to the first annual retiree reunion! Let's talk about the Good Old Days!

Thursday Session 6— Molding the Clay

1:00 pm—1:50 pm

GenZ—It's a Vibe

Room: Green

Presenter: Robb Cummings—Sallie Mae

Moderator: Camilo Roa—ICR/CBHV

Delivering a positive student experience relies on understanding their service expectations. This session will focus on distancing yourself from previously held expectations and exercising empathy in your student services role.

Fiscal Officers: Kansas Setoff Program

Room: Pink

Presenter: Jessica Pope—KDRS

Moderator: Brenda Sisk—FH Cann & Associates

A discussion regarding the state's setoff program.

KASFAA Committees and Mentorship

Room: Purple

Presenters: 2022-23 Membership Committee

Come and learn about all the different ways that other have used their creativity to serve the members of KASFAA. Also learn about the ways that your talents to help keep KASFAA growing, thriving and full of "heART"!

NASFAA U: Consumer Information (session 3)

Room: Yellow

Presenter: Darcy Johnson - Emporia State University

Continuing the credential course

Retiree Reunion (1 pm to 3 pm)

Room Orange

Facilitators: Kathy Blau and Susie Edwards

Life After Financial Aid

Thursday Session 7—Student Focused
2:00 pm— 2:50 pm

Gap Financing

Room: Blue

Presenter: Robb Cummings

Moderator: Carin Carsten

Many students and families will consider financing a portion of their college education. This session will focus on encouraging responsible borrowing and what students and families can do to find the right solution for their borrowing needs.

Fiscal Officers: Student Agreements

Room: Pink

Presenter: Linda Wilson

Moderator: Dell Holden—Cedar Financial

A discussion revolving around compliant, readable, useable student agreements.

NASFAA U: Consumer Information (session 4)

Room: Yellow

Presenter: Darcy Johnson - Emporia State University

Continuing the credential course

R2T4 & Modules

Room: Green

Presenters: Brenda Hicks - Southwestern College and Adrianne Brouhard—University of Kansas

Moderator: Ron Hancock—Nelnet Bank

New rules went into effect on July 1, 2021, for R2T4 for modules that change how schools identify students who are eligible for R2T4, as well as the way schools calculate earned aid for withdrawn students. The changes, which were part of the negotiated rulemaking updates on distance education and innovation and posted to the Federal Register on September 2, 2020, were meant to resolve technical problems and inequities in the rules existing for students enrolled in self-paced and modular programs. This session will spotlight those changes and discuss ways financial aid administrators have approached implementation. Note that this session will focus entirely on the changes and should not be considered a discussion on the basics of R2T4.

Thursday Session 8—Software

3:00 pm—3:50 pm

Banner: Room: Purple

Datate/Ellucian: Room: Blue

Peoplesoft: Room: Yellow

COD/EdExpress:

Jenzabar:

PowerFaid:

Room: Red

Room: Green

Room: Orange

Fiscal Officers: Perkins

Room: Pink

Presenter: Chris Stompanato—EC&I

The Department of Education's deadline of June 30, 2023 for schools to assign defaulted Perkins loans is rapidly approaching. This session will cover all the steps in the assignment process and the things schools should be doing now in preparation. This presentation will also cover what happens beyond June 30, 2023 as the Perkins program continues to wind down.

Thursday Session 9—Pen and Ink

4:15 pm—5:15 pm

7 Secrets to Managing Productive People

Room : Red

Presenter: Crystal DeLong—Citizens Bank

Moderator: Michael Schwarz—AwardSpring

Discover seven principles used by effective leaders and put them into practice with your own team to build a highly productive team. Learn how to teach the people around you to view their work as a calling rather than merely a job, a place to work rather than a place to get a paycheck. Challenge yourself to become a great leader and bring out the best in your team.

Athletic Aid

Room: Purple

Round Table Discussion

Moderator: Julie Finn — College Ave Student Loans

If you or your institution provides athletic aid, come and join the discussion. Bring your questions and be ready to interact with a panel of all different institution types; public, private and community college.

Financial Literacy in a Virtual World

Room: Green

Presenter: Chris Campbell—Inceptia

Moderator: Rob Smith—ELM Resources

How has social media been affecting student financial literacy? In this session, we'll discuss the very real consequences of Fear of Missing Out (FOMO), the effects of social media on spending and saving, and ways we can inform and empower students to resist these temptations to increase financial literacy.

Thursday Session 9 con't

4:15-5:15 pm

Fiscal Officers—Collections Process

Room: Pink

Roundtable discussion

To close the fiscal officers time together we will be having an open discussion regarding all that we have learned regarding the collections process. We will also be able to discuss any other hot topics that our sessions have brought to mind.

Verification—Strategies for Today and Tomorrow

Room: Blue

Presenter: Brenda Hicks—Southwestern College

Moderator: Craig Polman—SoFi

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 22-23 and 23-24 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.

2023

Presenter

Biographies and Pictures



Presenters

Brad Barnett MS, AFC ® , CPFM, FAAC ®



Brad Barnett is an Accredited Financial Counselor, Certified Personal Financial Manager, and Certified Financial Aid Administrator who works as the Associate Vice President for Access and Enrollment Management/Director of Financial Aid & Scholarships at James Madison University. Closing in on three decades of experience in the financial aid profession, Brad has been active in state, regional, and national financial aid associations as a presenter, committee member/chair, and elected officer.

A past president of VASFAA and SASFAA, he has also served NASFAA on the Financial Affairs Committee, as Treasurer, as Conference Chair, as a Standards of Excellence (SOE) Reviewer/Team Lead, and as a SOE Assessment Leader. Currently, Brad is serving on the NASFAA Board of Directors and holds the position of NASFAA National Chair.

Brad received the VAFSAA Excellence Award, VASFAA Life Membership Award, SASFAA Distinguished Service Award, and NASFAA Regional Leadership Award. In addition to these activities, he teaches personal finance courses (on-line and in person) at JMU and provides financial counseling services on a professional basis outside of his role with JMU.

Brad and his wife, Sara, have two sons. The oldest graduated from the University of Mary Washington and is working as a software engineer. The youngest graduated from James Madison University in December 2022 and is planning to attend graduate school in the fall. This has given him the unique perspective of going through the “college process” as a parent, as well as being an administrator.

Adrianne Brouhard



Hi there! My name is Adrianne Brouhard, and I have worked at the University of Kansas in Lawrence since 2007, in both admissions and financial aid. I am currently the Documentation of Attendance coordinator as well as the R2T4 specialist. I attended the NASFAA U online R2T4 course and earned the professional credential certificate on 11/22/2022. I have just completed my first full year as a KASFAA member and participant in the mentorship program, and words cannot express how great it is to be part of this community. When not at work, I enjoy bass fishing, creating quilts and spending time with my two adorable grandkids, Grayson and Willow. I live in Lawrence with Ken, my partner of ten years, where we maintain a house for our two quirky cats, Stanley and Stella.

Presenters

Chris Campbell



Chris has been working in higher education for almost 15 years. His work started on campus supporting students in processing financial aid and he expanded to successfully create military education benefits programs at various universities. Chris has spent the past few years working with colleges and universities to provide products and services which support financial aid offices with increasing efficiency and student support. Supporting students has always been a passion for Chris and his role with Inceptia leverages his experience to deliver the right solution for our partner institutions. He resides in AZ with his wife, 3 kids and dog Chewbacca.

Cherish Calovich and the Membership Committee



This team has worked together under the leadership of Cherish Calovich from Baker University to present the Newcomer's breakfast and the Welcome to KASFAA session. The membership committee consists of the following members: Jill Lucas, Julie Blanken, Kathryn Perez, Vanessa Rodriguez and Katie Starling.

Robb Cummings



Robb Cummings, Director of Relationship Management for Sallie Mae, has worked in the student financial aid industry for the past twenty-seven years. He has been active on both the state and regional level. He has served the Rocky Mountain Association of Student Financial Aid Administrators (RMASFAA) as the Chair for the Rocky Mountain Summer Institute, Associate Member Delegate, Corporate Development Chair, Electronic Initiatives Chair, and on various other committees. Robb has also served in multiple state financial aid associations. A graduate of Washburn University with a BBA degree in marketing and management, Robb resides in Topeka, KS.

Crystal DeLong



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 22 years in the industry, and loves all of the friendships that have been built over the years because of volunteering in these great organizations!

Crystal and her husband Jim spend their free time chasing their 3 year old son Tate around. His nickname is “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!!!

Chad Echols



A Rock Hill native, Chad graduated in 1998 from Clemson University with a BS 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 1th Judicial Circuit of South Carolina.

Before forming the The Echols Firm LLC, Chad served as the VP 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 and 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.

Karlett Eguiluz (CASFAA representative)



Karlett Eguiluz-Christie is a 1st Generation Coloradan, with family ties in Mexico City and Oaxaca. Karlett received her bachelor's degree in Recreation, Tourism, and Hospitality at the University of Northern Colorado. She got her start as a work-study student in financial aid for 5 years and has grown into the Assistant Director of Client Services at the Metropolitan State University of Denver. In her free time, Karlett enjoys hiking with her husband Gabe and their dog Willis, watching mystery shows with their cat Roshi, or finding new brunch spots around town.

Brenda Hicks



Brenda Hicks, FAAC®, has served Southwestern College in Winfield, Kansas, in both admissions and financial aid since 1991 and is currently the director of financial aid. Over the years she has been active in state, regional, and national professional associations as a trainer, board member, and committee chair. She is the 2021 recipient of the NASFAA Allan Purdy Distinguished Service award and is in the KASFAA and RMASFAA Hall of Fame. She is a former RMASFAA and KASFAA president and has previously served on NASFAA's Board of Directors as a regional representative, representative-at-large and as national chair in 2020-2021. She is currently serving as a mentor in the KASFAA mentoring program and RMASFAA's Leadership Pipeline and serves on NASFAA's Executive Leadership Task Force and Rapid Response Network. When not working she is mom to two beautiful boys. She and her husband of 30 years live in Winfield with their dog Toby.

Darcy Johnson



Darcy joined the financial aid world in 2011 when she started at Emporia State University where she is currently Assistant Director – Compliance & Communication. A forever Hornet, she holds a BS in Sociology and MS in Instructional Design & Technology, both from ESU.

She drank the KASFAA Kool-Aid at her very first conference in 2012, and has been heavily involved ever since. Over the years she has served as Awards Chair, Outreach Training Co-Chair, Vice President, President-Elect, President, Past President, as well as serving on the Drive-Thru Training Task Force (which later became formalized as Professional Development Training), Association News & Publicity and several years on Outreach Training. She has been a presenter for Outreach Training and is preparing to teach her third NASFAA U Authorized Event.

She has also been involved with NASFAA serving as an Angoff Study Judge and

Test Development

volunteer. She is currently serving as a member of the NASFAA FAFSA Simplification Implementation Working Group and Community Ambassador in the FAAC Slack group.

Darcy earned her Certified Financial Aid Administrator designation in 2019 (the first person in Kansas to take the test) and proudly joined the 100+ Club in 2022 when she recertified. She is also a proud recipient of the KASFAA Meritorious Achievement Award (2019) and Deborah Byers Outstanding Service Award (2021).

Yes, Darcy does have a life outside of work which is consumed mostly with Abby antics. (Abby being Darcy & Traylor's 18 year old cat) That girl keeps us on our toes!

Angela Karlin



Angela is a 28 year higher education veteran, who's 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. She also served as President of the Missouri association in 2016. Angela has served RMAFSA in the past as a faculty member for Summer Institute and as President. She is currently serving in the Past president for RMAFSA.

Haley Lindsey, Pratt County Community College; Kris Shewmaker, Kansas State University; & Angela Zeorlin, Wichita State University



These three provided a panel discussion regarding Athletic aid. We are very grateful for their willingness to host this session.

Tanya McGee, Kansas State University



Tanya graciously facilitated our FSA Training video session on Cybersecurity. We appreciate her willingness to help with this conference.

Past President role.

Lou Murray



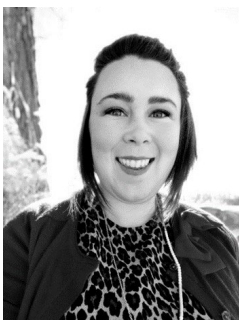
Lou Murray is a 25-year veteran in the higher education community, having worked as a lender, guarantor, servicer, ombudsman, e-commerce representative. In January 2022 Lou became the Southwest/Rocky Mountain Regional Lead for Earnest. As a first-generation graduate from the University of Houston, a 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 BUS\$ 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.

Leah Nicholson



Leah Nicholson is the Director of Student Financial Assistance for the Kansas Board of Regents. Prior to joining KBOR, Leah worked in and around the Financial Aid & Scholarships office at the University of Kansas in various roles. 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.

Jessica Pope



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.

Chris Stompanato



Chris has over 30 years of client consulting/marketing experience with Student Loan Servicing and has been with ECSI for 16 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 two years. 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!

Linda Wilson



Linda Wilson spent 18 years as the Finance Systems and Services Director at Gonzaga University managing multiple higher ed software systems. Linda's proudest accomplishments were implementing university wide systems that streamlined processes, ensured PCI Compliance, and modernized the student experience. This experience allowed Linda the opportunity to help other university finance teams navigate through current challenges and create business continuity strategies in her role at Transact Campus. Linda has had the privilege of participating on the planning committee of the Treasury Institute PCI Workshop and looks forward to supporting the Payment Academy in the future. Linda and her husband enjoy having season tickets to both Men's and Women's basketball games during the winter and spend weekends at Lake Pend Oreille in the summer.

Many thanks from KASFAA to all of the 2023 presenters!

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Thank you for attending!

See you in 2024 at Salina, KS