



WELCOME!

Welcome to the KASFAA 2024 Conference! I and the KASFAA Board and Committee members are excited to welcome you to Salina. The space may look familiar however the Conference Planning Committee has been working hard on providing relevant sessions, knowledgeable speakers, and fun activities for you to experience over the next 3 days.

Tanya McGee and Myrna Perkins, conference co-chairs, along with the Conference Planning Committee have put together an agenda with lots of great topics; Federal Work Study Reporting, SAI Hand Calc, Business & Farm Reporting, Veteran Affairs Q&A, and more. The committee is also bringing you our keynote speaker, Wendy Rohleder-Sook who is a former Financial Aid Director. She is familiar with our work and will be providing a timely message on creating harmony. You won't want to miss it!

And not to shake too much up, since our world is already hectic, the agenda will provide opportunities for you to hear the latest state and regional news. I am happy to have Becca Dobry, RMAFAA's Past President, give the regional update and Michele Arellano with the Kansas Board of Regents, giving the state update. And most importantly our networking opportunities; Birds of a Feather session, Wednesday evening entertainment, and lunches. Finally, join us Thursday evening in honoring members through years of service and special recognition awards.

For those of you for whom this is your first conference, I encourage you to reach out, introduce yourself, and make new connections this week. And don't be afraid to attend sessions that expand your knowledge base and challenge you professionally. For those who are financial aid or business office veterans, I hope you connect with old friends and take the time to make some new ones as well. We need you to encourage, mentor, and challenge our communities.

If you have questions make sure to seek out myself, a committee member, or a board member. We are happy to help you! Most importantly, enjoy the conference, and welcome to Salina!

Jana Parks
KASFAA President



Keynote Speaker



Wendy Rohleder-Sook, J.D.

Assistant Professor of Political Science and Director of Pre-Law/Legal Studies
Fort Hays State University

Wendy earned her B.A. in Political Science and Sociology from the University of Kansas and her Juris Doctor degree from the KU School of Law. In her faculty role, she teaches pre-law/legal studies and political science courses in the Department of Communication Studies, Law, and Political Science.

Wendy administers pre-law programs and advises students exploring and applying to law school. Prior to her current position, Wendy served as the Director of the FHSU Financial Assistance Office and as the Associate Dean for Student Affairs at the KU School of Law.

Demolishing Time Barriers to Create Harmony in your Professional and Personal Lives

How frequently do you find yourself exclaiming, whether quietly or with frustration, "I simply don't have enough time!"? In the ever-evolving and fast-paced world of financial aid, time often seems to slip away, leaving many of us struggling to synchronize our personal and professional lives. Whether you're juggling multiple projects at work or striving to maintain a fulfilling personal life, achieving harmony requires intentional choices and clear boundaries. Join us for a thought-provoking keynote session where we explore how to dismantle time barriers, providing you with the tools to reconceptualize "time" as priorities and build a bright future.



Wednesday's Agenda

	Wednesday April 10th	Room/Location
8:30am - 1:00pm	Board Meeting	Crane
9:00am - 12:00pm	Exhibitor Setup	GPMC Hall
11:00am - 5:00pm	Conference Registration Open	Lobby
1:15pm - 2:30pm	Welcome: President Jana Parks and President-Elect Tanya McGee Keynote Speaker: Wendy Rohleder Sook, Assistant Professor of Political Science and Director of Pre-Law/Legal Studies, Fort Hays State University	GPMC Hall
2:30pm - 2:45pm	Break/Visit Exhibitors	GPMC Hall
2:45pm - 3:45pm	Breakout Sessions	
	Payment Plans Moderator: Denise Varrientos	Dump Truck
	"Old MacDonald had a Farm - EEE III EEE III OOO" - Business & Farm Reporting Presenters: Dori Roth, Hesston College & Denise Lickteig, Peru State University (NE) Moderator: Myra Pfannenstiel, Newman University	Steam Roller
	Identity Theft Presenter: Robb Cummings, Sallie Mae Moderator: Ashley Morrow, KHEAA/KHESLC	Fork Lift
	Promise Act Scholarship Update Presenters: Michele Arellano, Elaine Frisbie & Tammy Garth, Kansas Board of Regents Moderator: Kelli Lowe-Heying, Credit World Services	Excavator
	Thriving in Change Presenter: Crystal DeLong, Citizens Moderator: Craig Poleman, SoFi	Bulldozer
3:45pm - 4:00pm	Snack Break/Visit Exhibitors	GPMC Hall
4:00pm - 5:00pm	Breakout Sessions	
	Transcript Changes Moderator: Denise Varrientos	Dump Truck
	Financial Value Transparency/Gainful Employment Presenter: Brenda Hicks, Southwestern College Moderator: Robb Cummings, Sallie Mae	Excavator
	Build Me Up, Buttercup - A FAFSA Simplification Vocabulary Builder Presenter: Shelby Garner, Casper College (WY) Moderator: Chris Campbell, Inceptia	Fork Lift
	5 Voices-Come learn how your voice is a "tool" for a brighter future. Presenter: Trish Runion, Kansas State University Moderator: Carin Carstens, ScholarNet	Steam Roller
5:15pm - 6:15pm	Networking Happy Hour - Birds of a Feather (with cash bar)	
	Public Schools	GPMC Hall
	Private Schools	GPMC Hall
	Community and Technical Colleges	GPMC Hall
	Associate Members	GPMC Hall
6:15pm	Exhibitor Introductions/Cash bar/Dinner Game Night immediately after dinner - BIG PRIZE for Heads and Tails happening at 8pm!	GPMC Hall

Thursday's Agenda

	Thursday April 11th	Room/Location
8:00am - 12:00pm	Registration Open	Lobby
7:45am-8:45am	Breakfast	GPMC Hall
7:45am-8:45am	Newcomers Breakfast	Dump Truck
8:45am - 9:45am	Breakout Sessions	
	Payments Compliance: Best Practices in Higher Education Presenter: Arnetta Brown, Transact; Pat Kinlough, Transact Moderator: Daphne Ware-Brown, General Revenue Corporation	Dump Truck
	Hey...Focus! Finding Professional and Personal Success through Managing your "Squirrel Moments". Presenter: Lou Murray, Earnest Moderator: Connie Robinson, RMS-Recovery Management Services, Inc.	Steam Roller
	Private Loans: Best Practices for Processing, Lender Lists and Anything else you want to discuss! Presenters: Crystal DeLong, Citizens; Jennifer McGraw, Washburn University; Cherish Calovich, Baker University Moderator: Jeff Daniels, PNC	Fork Lift
	Policies & Procedures: Always Under Construction Panelists: Myrna Perkins, Barton County Community College; Angela Zeorlin, Wichita State University; Becca Dobry, Central Community College (NE) Moderator: Holly Johnson, Monogram	Excavator
9:45am - 10:00am	Break/Visit Exhibitors	GPMC Hall
10:00am - 11:00am	Breakout Sessions	
	Collection Agency Roundtable Presenters: J.R. Berninzoni, Williams & Fudge; Kelli Lowe-Heying, Credit World Services, Inc.; Deborah Rollf, University of Kansas	Dump Truck
	FWS Reporting to COD Panelists: Tony Tanking, Benedictine College; Tanya McGee, Kansas State University; Jill Lucas, Garden City Community College; Shelby Garner, Casper College (WY) Moderator: Jana Parks, Baker University	Steam Roller
	Mastering the Art of Emotion Regulation: Strategies for a More Resilient Nervous System Presenter: Mindy Hager, Licensed Professional Counselor, Seasons of Change Counseling Moderator: Crystal DeLong, Citizens	Excavator
	Repayment Refresh Presenter: Chris Campbell, Inceptia Moderator: Lena Spencer, Cowley County Community College	Fork Lift
11:00am - 11:15am	Break/Visit Exhibitors	GPMC Hall
11:15am - 12:15pm	Breakout Sessions	
ZOOM	Updates and Trends in the Collection of Student Debt Presenter: Chad Echols, Partner, The Frost Echols Firm Moderator: J.R. Berninzoni, Williams & Fudge	Dump Truck
	VA School Certifying Official 101 Presenter: Eric Rohleder, SAA Director Moderator: Trish Runion, Kansas State University	Bulldozer
	Directors Panel Panelists: Tony Tanking, Benedictine College; Vanessa Flipse, Colby Community College; Myra Pfannenstiel, Newman University Moderator: Laura Weiss-Cook, Manhattan Area Technical College	Excavator

	<p>KASFAA Volunteer and Mentorship Discussion Jill Lucas, Garden City Community College; Cherish Calovich, Baker University; Carol Taul, Baker University Moderator: Sarah Stephenson, Southwestern College</p>	Fork Lift
	<p>Be Part of the Solution: How to Reduce Financial Aid Barriers Through Intercultural Competence and Communication in Financial Aid Presenter: Danielle Sullivan, Johnson County Community College Moderator: Daisha Holmes, Johnson County Community College</p>	Steam Roller
12:15pm - 1:45pm	Lunch, SLRP Goals Discussion and KASFAA Business Meeting	GPMC Hall
1:45pm-2:00pm	Break/Visit Exhibitors	GPMC Hall
2:00pm-3:00pm	Breakout Sessions - Birds of a Feather FAMS	
	Oracle/PeopleSoft	Bulldozer
	Banner	Excavator
	Colleague	Steam Roller
	PowerFaids	Fork Lift
	Jenzabar	Dump Truck
	Other	Crane
3:00pm-3:30pm	Snack Break/Visit Exhibitors	GPMC Hall
3:30pm	Exhibitor Tear-Down	
3:30pm-4:30pm	Breakout Sessions	
	<p>VA Billing and Refunds Presenter: Eric Rohleder, SAA Director Moderator: Donnie Mercer, Butler Community College</p>	Dump Truck
	<p>Brain Break! Hosts: Daisha Holmes, Johnson County Community College; Crystal DeLong, Citizens</p>	Fork Lift
	<p>SAI Calculations Presenter: Danielle Sullivan, Johnson County Community College Moderator: Myrna Perkins, Barton County Community College</p>	Excavator
	<p>Helping Kansas Students through Scholarships Presenters: Michele Arellano, Linda Oldham Burns, Jamie Whitmore & Tammy Garth, Kansas Board of Regents Moderator: Sarah Stephenson</p>	Bulldozer
	<p>New Director/Aspiring Director Presenter: Brenda Hicks, Southwestern College; Vanessa Flipse, Colby Community College Moderator: Diana VanDyke, Butler County Community College</p>	Steam Roller
4:40-5:40pm	Breakout Sessions	
	<p>State of KS Collection Agency Discussion (closed to vendors) Moderator: Donnie Mercer, Butler Community College</p>	Dump Truck
	<p>VA Q&A Presenter: Eric Rohleder, SAA Director Moderator: Dell Holden, Cedar Holdings International Inc</p>	Fork Lift
	<p>Cost of Attendance Budgets - Addressing the Housing Issue Panelists: Tony Tanking, Benedictine College; Courtney Stensaas, Cloud County Community College; Nicole Casey, Kansas State University Moderator: Lou Murray, Earnest</p>	Steam Roller
	<p>Professional Judgement Panel Presenters: Angela Zeorlin, Wichita State University; Becca Dobry, Central Community College (NE) Moderator: Kristi Blevins, Highland Community College</p>	Excavator
5:40pm	Happy Hour	GPMC Hall
6:30pm	Dinner/Awards Banquet & Induction of new officers	GPMC Hall

Friday's Agenda

	Friday April 12th	Room/Location
8:00am - 9:00am	Breakfast	GPMC Hall
8:15am - 9:15am	RMASFAA Update Presenter: Becca Dobry, RMASFAA Past-President KBOR Update Presenter: Michele Arellano, Kansas Board of Regents	GPMC Hall
9:15am -9:30am	Quick Break	
9:30am - 10:30am	FAFSA Simplification; Lessons Learned and Best Practices: Panelists: Brenda Hicks, Southwestern College;	GPMC Hall
10:30am - 11:30am	Prize Drawings and Conference Wrap Up	GPMC Hall

Session Descriptions

Be Part of the Solution: How to Reduce Financial Aid Barriers Through Intercultural Competence and Communication -

As our students continue to diversify, intercultural communication is even more important than ever. How we communicate with students influences how they feel about contacting the financial aid office. When cultural differences, identity, and bias intersect in negative ways, it can lead to miscommunication and make the Financial Aid office unwelcoming. It is important that Financial Aid Administrators understand how culture, identity, and bias shapes interactions. Understanding their confluence enables you to utilize communication to bridge cultural differences. Financial aid is hard enough. It's your job as a Financial Aid Administrator to provide an inclusive, welcoming environment for your students and be part of their success story. In this session participants will:

- Learn about culture Explore social identity
- Learn about communication accommodation
- Work as a group to pinpoint where bias shows up in financial aid processes and identify flexibilities

Brain Break! – Is your brain feeling a bit fried with all that's happening in Financial Aid these days? Did you sit in a session today and get overwhelmed? Irritated? Want to cry? Just need a break? Join us for a relaxing hour in a soothing environment to just take a Brain Break. Activities will be provided for you to partake in or you can just listen to the soothing sounds we'll have playing for you!!

Build Me Up Buttercup: A FAFSA Simplification Vocabulary Builder - Come play a Kahoot! with Shelby as she takes you through new terminology tied to FAFSA Simplification. It may have come in like a wrecking ball, but you'll soon have a hammer and nails to help your office beat the working man blues.

Collection Agency Roundtable – Come to an open forum with questions and thoughts to ask the experts about collections from an agency and school perspective.

Cost of Attendance/Budgets – Addressing the Housing Issue – Group discussion on how different types of institutions are assigning COA budgets with the deletion of the Housing question on the FAFSA.

FAFSA Simplification and Best Practices – Doing work with dull tools is a frustrating enterprise. It has BEEN A YEAR. And it's STILL a year. I don't know about you, but the tools in my toolbox are getting a little dull from overuse. Let's gather one more time before we head back to reality. Let's get each other pumped up. Let's share what works and what we've learned – even if it is during this conference. Let's share what we are doing right now to keep our heads above water. Let's lean on and learn from one another one final time. We need this time. The campus and the students can wait one more hour without our presence while we sharpen our saw.

Session Descriptions Continued

Federal Workstudy Reporting to COD – Group discussion on how different types of institutions are handling the reporting of FWS earnings to COD and issues encountered.

Five Voices - We hear it all the time, "Communication is key!" But what does that really mean?! If you have that nagging question or feel like you "Try to listen" or "Don't feel heard?", come and learn about your voice. It is not just about how you speak but how you hear others and how others hear you. 5 Voices is a powerful tool that can help repair broken relationships, encourage growth and strengthen teams at work and with everyone you communicate with. "The 5 Voices is designed to help every individual discover their leadership voice and be empowered to use it effectively. We believe teams and whole organizations can be transformed when everyone operates securely in their own voice and learns to value the voices of others. (<https://5voices.com/>)"

Financial Value Transparency/Gainful Employment - Did this one sneak up on you? In this session we will review the regulatory process and trace the path of this particular package from its beginnings in 2021. We'll also catch ourselves up to the present and share where the regulation is now as well as what we know and don't know about it. We'll discuss what we could do now to prepare our campuses as well as have a brief discussion about how much we should do. And finally, we'll touch on how to stay up to date on pending regulatory packages to properly plan and avoid future surprises.

Helping Kansas Students through Scholarships – Need an overview of all of the scholarship programs available to Kansas students through scholarships? This is the session for you. We will discuss the new Adult Learner Scholarship program as well as reviewing the scholarship programs that are currently being offered.

Hey...Focus!!! Finding Professional and Personal Success Through Managing Your "Squirrel Moments" – In this presentation, we will explore practical approaches that can help all individuals who simply lack in focus. Individuals with attention deficit hyperactivity disorder (ADHD) and obsessive-compulsive disorder (OCD) face unique challenges that can impact their productivity and overall well-being. Managing these conditions at the workplace requires a comprehensive understanding of their characteristics and the implementation of appropriate strategies. All can thrive in the workplace, enhancing their professional potential while maintaining personal wellness. Together, employers and employees can cultivate an inclusive work environment that will benefit both individuals and the organization.

Updates and Trends in the Collection of Student Debt – Laws are everchanging. This session will focus on updates and trends in the collection of student debt.

Identity Theft - Identity theft can be devastating. An identity thief can use your information to fraudulently apply for credit, file taxes, or get medical services. Restoring your credit status can cost time and money. During this session we'll share tips and recommendations on preventing identity theft and how to repair your identity and credit if it is stolen.

Mastering the Art of Emotion Regulation: Strategies for a More Resilient Nervous System - Your job requires herculean efforts to keep everyone satisfied. Parents, students, leadership, administration, internal politics, Congress, state lawmakers - all continually causing disruption to your world, never with a perfect or easy solution. Your soul is exhausted from all of these changes. You are not alone. Join us for an enlightening session as we explore the intersection of emotion regulation and burnout within the realm of being a financial aid professional. We will discuss ways that you can help interrupt the patterns of flight, flight and freeze, and more into flow. We will explore strategies that will help regulate the nervous system, and bring back a sense of control in an uncontrollable environment.

Session Descriptions Continued

New Aid Director/Aspiring Director - Stepping into a Director role in this environment, or even just thinking about stepping into a Director role right now, may have you questioning your sanity. You may wonder who these weirdos are who accept the challenge and do it? You may be wondering that about yourself. You may be wondering if 'you've got the stuff.' The fact is this: You do have the stuff. There is no special superpower you must have to be a director of financial aid. There are, however, tricks of the trade that come with any challenging job. Use this time and space to be curious and ask your burning questions. How do you prioritize? What are the important things to know and do in your first year? How do you advocate for your team with your supervisors and your vision for the office with those above and below you? How can you best prepare yourself for the shift?

Old MacDonald had to report his farm – EEE III EEE III OOO – Business & Farm Reporting – The presentation will give Financial Aid offices options and resources to guide families through determining their farm and business net worths to include on the FAFSA.

Payment Plans – Roundtable discussion with tips and tricks for successful implementation of payment plans.

Payments Compliance: Best Practices in Higher Education - Colleges and universities face significant challenges in managing payments within the intricate framework of decentralized departmental processes. The task of balancing budgetary resources with the necessity of maintaining payment security and PCI compliance expertise poses a difficult challenge. With the recent release of PCI DSS 4.0, educational institutions must be prepared to meet the new compliance standards. This presentation aims to equip educational institutions with the knowledge and tools necessary to address payment challenges, implement best practices, ensure payment security, and attain PCI compliance.

Learning Objectives & Audience Takeaways

- Gain insight into common payment challenges and strategies for effective management
- Understand the importance of PCI Compliance and payment processing security
- Explore data breach statistics and associated costs to heighten awareness
- Discover PCI Compliance Solutions tailored to the needs of educational institutions
- Develop a comprehensive understanding of PCI Validated P2PE (Point-To-Point Encryption)
- Stay informed about the latest requirements introduced in PCI 4.0 to ensure compliance

Policies & Procedures: Always Under Construction - P&P's aren't "just another thing you HAVE to do"; they are vital to maintaining compliance as well as staff confidence. We'll cover the importance of P&Ps, some examples of how to build them and the roles they play in your office. Bring your questions and concerns or maybe your expertise for discussions with the group.

Professional Judgement Panel – PJ's can be a life-line for students by allowing FA Administrators flexibility to make adjustments for special or unusual circumstances that may not be accounted for on the FAFSA. HOWEVER, caution & restraint must be used to avoid running afoul of regulations. You can't always just "PJ it Away". Join us for a panel discussion about strategic use of Professional Judgements from the viewpoints of various institutions with varied student populations.

Private Loans: Best Practices for Processing, Lender Lists and Anything Else You Want to Discuss! – Join us for a discussion on Private Loans.....best practices, processing timeframes, past due balances, certifying on ELM and ScholarNet, counseling your students and MORE!

Promise Act Scholarship Update - If your institution is a Promise eligible institution, you are strongly encouraged to attend this session. KBOR will present a brief overview of the certification and payment process as well as new updates regarding Promise Act funding for the 2024-2025 Academic Year.

Session Descriptions Continued

Repayment Refresh – An educational session aimed at discussing the challenges of the current repayment landscape, how to identify groups of students who are most at risk and help your staff brush up on their repayment knowledge. This session is perfect for new aid officers to those who just need a refresher on repayment and some tools needed as we approach the end of the “on-ramp” period.

SAI Calculations – Do you want to come see what all the fuss is about regarding the new SAI calculation? Come to this session to learn about the different components that make up the SAI. You will learn the ins and outs of how the SAI actually works, and you will do your very own hand calculation of the SAI. This will be a hands on session, so bring something to write with. Hand calculation worksheets will be provided.

State of Kansas Collection Agency Discussion (closed to vendors) – Let’s discuss choosing the right agency for your office.

Thriving in Change - No matter how long you have been in Financial Aid or Higher Education, you likely already know (or have heard) that change is constant and just the norm. Regulations change, students change, technology changes, our work environment changes, our leadership changes, along with many other examples. This session shares how to thrive, by learning to reframe our work, redefining ourselves, accepting our new reality, and capitalizing on new opportunities that change brings.

Transcript Changes - Are you ready for the change in hold regulations? Roundtable discussion regarding implementation.

Save the Date - KASFAA 2025

April 2-4, 2025

Hilton Garden Inn, Manhattan KS

See you in Manhattan!

Meet Your Presenters



Michele Arellano – Michele has been in the field of Higher Education Administration and more specifically Financial Aid and Scholarships for over 25 years. She currently serves as the Director of Student Financial Services at the Kansas Board of Regents. As a non-traditional undergraduate student in the late 90s, Michele started her Financial Aid Administration journey as a work-study financial aid advisor and verification specialist in the Financial Aid office at the University of Kansas. This is where she found a passion for working with underrepresented groups; especially first generation, low-income and military-connected students in helping them navigate the Financial Aid and Scholarship process. Michele holds a MEd in Higher Education Administration and a BGS in Sociology both from the University of Kansas. She lives in Lawrence with her husband, teenaged son and 3 dogs. She enjoys traveling, especially to the northeast coast to visit her oldest son, and spending time outdoors.



J.R. Berninzoni – J.R. graduated in 1999 from the University of Colorado with a Bachelor of Science in Business Administration. He received a Master of Applied Science in Technology Management in 2005 from the University of Denver. J.R. joined Williams & Fudge in August 2007 with an extensive I/T industry background in customer relationship management and project management. He currently works out of his Denver, Colorado office and represents Williams & Fudge in the Midwest and Western Territory. In November 2021, he was promoted to Vice President of Sales and over sees the sales and customer support teams while still managing his current territory of 14 states.



Arnetta Brown – Arnetta Brown is an Account Manager at Transact, leveraging over 18 years of specialized experience in higher education. Drawing from her knowledge of payment solutions, Arnetta excels in fostering strong relationships with clients and delivering tailored solutions to meet their specific needs. Her unwavering commitment to customer satisfaction and her relentless pursuit of excellence have consistently positioned her as a trusted industry advisor. Armed with a master's in business administration from Tarleton State University, Arnetta's dedication, excellent communication skills, and strategic mindset, positions her as an invaluable asset to both her clients and her team at Transact.



Cherish Calovich – I am the Assistant Director of Financial Aid at Baker University in Baldwin City, Kansas. I have been in Financial Aid since 2017, and before taking the position at Baker, I worked at a school district in the Accounting Office. It was an easy transition for me from the Accounting to the Financial Aid office, and my time at the school district gave me a unique vantage point of when a student first starts their college search and financial aid journey. I have found Financial Aid to be very rewarding, and helping students realize their college dreams has proven to be a very fulfilling career. KASFAA has been a big part of my Financial Aid career from the start. I have been the Chair of KASFAA's Membership Committee and I also have served on the Conference Planning Committee. I found both positions incredibly rewarding, however, I feel like my biggest accomplishment in KASFAA is spear-heading our Mentorship Program, which I have had the privilege of facilitating since it's implication 3 years ago. On a personal note, I live in a small town west of the Kansas City area. My husband, Rob, and I own a small farm there. I have 3 children ~ Zach (25), Colton (23), and Mackenzie (16). I'm proud to say Zach is a Baker graduate and Colton soon will be too. Mackenzie keeps us busy with softball and barrel racing.



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 his work to include creating military education programs at various universities. Chris has spent the past few years working with colleges and universities providing products and services to assist with efficiency and productivity. 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. Chris resides in AZ with his wife Cynthia, his 3 kids Deborah, Joshua and Matthew and his dog Chewbacca.

Presenters Continued



Nicole Casey – Nicole Casey is the current Assistant Director of Compliance at K-State. Before moving to Kansas in November 2023, Nicole worked in the financial aid office at 4-year private and public institutions in Omaha, Nebraska. Nicole has previously been involved with Nebraska’s state association and with RMASFAA (currently Vice Chair of the RMASFAA Association News Committee).



Robb Cummings – Robb Cummings, Director of Relationship Management for Sallie Mae, has worked in the student financial aid industry for the past twenty-eight years. He has been active on both the state and regional level. He has served 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 Vice President, Regional Manager of Education Finance at Citizens. She began her career in financial aid at Fort Hays State University in KS 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 4 year old son Tate around. His nickname is “Tate the Tornado” as his main goal in life is to destroy things! Her 17 year old step-daughter is about to show Crystal the TRUE ropes of financial aid as she graduates high school this May! University of Arkansas here we come!!!



Becca Dobry – Becca Dobry obtained her bachelor's degree in Business Administration with an emphasis in Economics from Chadron State College and her master’s degree in School Counseling-Student Affairs from the University of Nebraska – Kearney. She started her career in financial aid in 2007 working for National American University, then moved on to the University of Nebraska – Kearney in 2008. She is now at Central Community College working as the Area Wide Director for Financial Aid. Throughout her tenure in financial aid, Becca has served on various committees at the state and regional levels of financial aid associations. She is currently serving as the Past-President of the Rocky Mountain Association of Financial Aid Administrators (RMASFAA). She is passionate about the student and family experience and helping to reduce or eliminate barriers for students’ success. Her philosophy on financial aid is that it has the ability to fundamentally impact a student’s and their family’s life for the better. In Becca’s downtime, she spends time with her three dogs, reading and cooking. She is a native of Central Nebraska and enjoys spending time with her family and friends.



Chad Echols – A Rock Hill native, Chad graduated in 1998 from Clemson University. 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 Frost Echols, LLC with Mike Frost, Chad owned and ran The Echols Firm, LLC for over 10 years. Chad began his work in the credit and collection industry serving as Vice President and General Counsel for Williams & Fudge, Inc., a national student loan collection agency located in Rock Hill, SC. He continues to serve as outside general counsel to Williams & Fudge, Inc.

Presenters Continued



Vanessa Flipse – Vanessa Flipse is currently the Director of Financial Aid at Colby Community College. She obtained a Bachelor of Science in Education from Kansas State University, a Master of Science in Education from Fort Hays State University, and started work on her Doctoral degree at Baker University. She began her Financial Aid career in 2015 as a Counselor at CCC. Vanessa quickly moved into the Associate Director role at CCC in 2016, and then to the Director of Financial Assistance at Fort Hays State University in 2018. Vanessa returned to Colby Community College as Director in March 2023. She has held several volunteer positions in KASFAA and RMASFAA, serving as Committee Chair on the Association News and Publicity committee, as a mentor in both KASFAA and RMASFAA, and teaching at Summer Institute. Vanessa has two grown sons who live in the Kansas City area. She enjoys spending time with her husband and her three dogs.



Elaine Frisbie – 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. Prior to her tenure at the Board, she served five governors in the Kansas Division of the Budget. 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.



Shelby Garner – Shelby Garner is a Financial Aid Counselor at Casper College in Casper, Wyoming. She began her career in financial aid as a work study in the FA office in 2011 when she returned to school after being laid off in 2010. Her favorite areas of focus include work study and at-risk students. Shelby has always wanted to work in education but never dreamed it would be in financial aid. She has participated in the Leadership Pipeline program with RMASFAA, first as a mentee and later as a mentor, and will always recommend it to those interested. She is teaching at Summer Institute again this year and is also the vice chair for the RMASFAA Membership Committee. Shelby just earned her FAAC certification in March and is excited to see where it will take her! In her free time, Shelby likes to do crafty things, be it scrapbooking, photography, diamond art, or adding to her ever growing collection of Legos.



Tammy Garth - Tammy has been with the Kansas Board of Regents financial aid since November 2022 and administers the Promise, Hero's, and Computer Science Educator scholarships. Previously she worked in Financial aid at Seward County Community College. She is a mother of 2 boys. Her oldest son is in the US Air Force and youngest son is a Senior in College. Tammy lives in Liberal and she enjoys golfing, playing pool, traveling and crafting.



Mindy Hager – Mindy started her career as a financial aid counselor in 1997. After spending 8 years in the financial aid office, she transitioned to work in Student Lending, with Bank of America, Over the past 20 years, Mindy had a variety of positions in the industry, with her last position at Senior Vice President at Citizens Student Lending. After experiencing a significant trauma in her life, Mindy began therapy and it proved to change the course of her life. She went back to school, quit her corporate position and completed her Master of Science in Counseling Psychology. She is now a trauma therapist, nearly finished with a 3 year certification in trauma healing. She does individual work with adults who have complex trauma, and with couples who bring their attachment patterns with them in their relationships. She is a Licensed Professional Counselor and opened her own private practice, Seasons of Change Counseling, located in Overland Park, KS.

Presenters Continued



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 previously served as NASFAA National Chair in 2020-2021. She is currently serving on the Blue Icon Emergency Corp and is a member of the NASFAA Executive Leadership Collective and Rapid Response Network. When not working she is mom to two beautiful boys. She and her husband of 31 years live in Winfield with their dog Toby.



Daisha Holmes – Daisha Holmes is a Specialized Grant Programs Manager at Johnson County Community College. Coordinating the Kansas Promise Scholarship, KBOR aid, and other local grant opportunities, as well as advising students on their educational journey. Daisha has been in financial aid for 3 years and completely fell in love with all aspects of the profession. Since she has been in financial aid, she has been involved in many organizations including RMASFAA's Diversity and Inclusion Committee, RMASFAA Treasurer and Treasurer-Elect positions, and KASFAA's Outreach Training Committee member and chair positions for which she was awarded the KASFAA's Rising Star Award for 2022. Additionally, Daisha has recently been elected as KASFAA's Secretary. Service and fun have always been a passion for Daisha and she truly enjoys taking on new challenges and finding new ways to meet the needs of others.



Pat Kinlough - Pat Kinlough is a seasoned Senior Account Executive at Transact, bringing a wealth of expertise from his 20+ years in the fintech/payments industry. Pat successfully spearheads innovative market strategies for Higher Ed FinTech solutions, and he consults with schools to determine optimal solution packages. Holding a bachelor's degree in communications from Missouri State University, Pat is skilled at bridging gaps between complex technological solutions and client needs. His commitment to client satisfaction is the core motivation that drives his success.



Denise Lickteig – Retired from the US Department of Agriculture as a Farm Loan Manager for 34 years. Came to Peru State College for a retirement job as a Financial Aid Specialist. Now 4 years later I have worked into the role as Director of Financial Aid. Married for over 34 years to a great (and patient) husband - Scott. Mother of 2 grown kids. Live on a farm. Continually working on some crafty type project - quilting, sewing, creating stuff from reclaimed barn boards. (I trust you guys to make this all nice and flattering for me! HA!)



Kelli Lowe-Heying – Kelli is the Director of Operations for Credit World Services, Inc. and has over 34 years of experience in the Debt Collection Industry. She started her career with Credit World Services in November of 1989. Starting as a collector, she moved on to Collection Supervisor in 1994. Although her title was listed as Collection Supervisor, she also filled the role as our Client Services Representative, assisting our client's with questions or updates about their accounts. In the Fall of 2015, she was promoted to Collection Manager. In this role she was responsible for managing the collection staff, their education, training, Client Services, and overall office production. In November of 2019, Kelli became the Director of Operations which encompassed her previous roles but added an emphasis on Client Services and Support. Kelli's accomplishments include designation of ACA (Association of Credit and Collection Professionals) International Professional Collection Specialist designation, ACA International Higher Education Specialist, and ACA International Scholar. Kelli spends her free time with her husband of 27 years, mostly doing their favorite outdoor activities. She has two boys, Seth 18 who is graduating from High School this year and Cameron 24, who is applying for medical school in the Summer.

Presenters Continued



Jill Lucas – Jill Lucas has worked in higher education for 21 years with the last 12 years being in financial aid. Her career in financial aid started out as a financial aid advisor and presently the assistant director of student financial aid at Garden City Community College. Jill has served on many different committees in KASFAA and is currently serving as chair for the membership committee. Working in a smaller office has given her the opportunity to experience a different aspect of financial aid, anywhere from overseeing the work-study program and processing loans to professional judgements and compliance. Outside of the office Jill enjoys camping with her husband of 22 years and her 2 children.



Tanya McGee - Tanya McGee is the associate director of student financial assistance at Kansas State University. Like many, she began her career in higher education as a work-study student employee in the financial aid office. Fast forward 27 years later and she's still enjoying helping students and families make it through the complexities of financial aid – even now that it's simplified! 😊 Tanya has been active in KASFAA serving on multiple committees over the years and as Vice President twice (2004-2005, 2017-2018). She is currently serving as KASFAA President-Elect. Tanya and her husband, Dan, have 3 girls who keep them very busy. The month of May will be an unparalleled busy month, starting with a college graduation, a high school graduation, and a wedding!



Jennifer McGraw - Jennifer McGraw is the Associate Director of Financial Aid at Washburn University in Topeka, KS. She began her financial aid career at Saint Leo University in Tampa, FL, as a Financial Aid Liaison in June of 2012. She moved to Kansas with her husband and 2 kids and started working at Washburn University in October of 2012. She left financial aid in 2014 to work in the Online Education Support Office only to find her way back to Financial Aid in August of 2016.



Donnie Mercer – Donnie Mercer is the Director of Accounts Receivable at Butler Community College. He has eight years of experience in higher education as part of his 35-year career in accounting. In his time at Butler, Donnie has been instrumental in bringing about change and collaboration across many campus departments. Within AR Donnie's specialties include multiple system implementations, payment plans, eCommerce, Banner fee rules, process retooling, and dad jokes. His favorite project was the creation of the AR Community Service initiative, with his entire team providing support throughout the years to Butler County charitable organizations. Away from campus Donnie's focus is on his family, puppies, church, and his property management side gig. He has also been a musician, singing and drumming his entire life in church along with many venues and events throughout Kansas.



Lou Murray – Lou is a Senior Account Executive for Campus Partnerships, at Earnest. Lou works closely with schools and industry partners in the Southwest and Rocky Mountain regions by helping identify education finance solutions through Experian's Suite of products and services. Lou has served the Higher Education space for over 27 years, having worked as lender, guarantor, servicer and e-commerce representative. These opportunities have allowed him to assist schools, students, and families at all levels of education. As a first-generation graduate from the University of Houston, a former pastor, and a leader in various higher education associations throughout the country, Lou has a passion for public-speaking, motivating others, and breaking up the stigmas and stereotypes associated with mental illness. Since January of 2022, in addition to providing these presentations, Lou has provided, in what is referred to as The Music Experience, to 16 association groups across the country, as well college campuses, independent school districts, corporate events, local businesses meetings and private parties. These efforts resulted in the creation of Mission Upbeat LLC, Lou's personal initiative to promote positivity through his motivation and awareness presentations, his advocacy for mental health and wellness, and The Music Experience. When not visiting with schools, providing presentations, or mixing music as a DJ, Lou makes time to "geek or rock out" with his three kids, Alessandra, Aliana, and Ian, catch a good game with his wife, Nidia, or play catch with his dogs, Acee and Stevie. Lou resides in Pearland, Texas.

Presenters Continued



Linda Oldham Burns – Linda’s career has centered around higher education. She currently has responsibilities in the area of Student Financial Aid with the Kansas Board of Regents, helping to administer 18 different scholarship programs. She has worked at the Kansas Board of Regents since 2006. Prior to this, she has worked for Washburn University on two different occasions in the areas of admissions and scholarships. As a new empty nester, Linda is figuring out the next steps in her personal life. Currently, she is involved in book clubs, Delta Gamma alumnae, church, sewing and has a new passion for organization and decluttering. Linda received a Bachelor of Business Administration from Washburn University and a Masters in Higher Education from the University of Arizona.



Myrna Perkins – In 1992, I started working as a Financial Aid Counselor at Barton County Community College. In 1999, I was promoted to Director of Financial Aid. Currently, I hold the position of Chief Accreditation Officer and Director of Financial Aid. I have earned seventeen NASFAA credentials, including repeating several to stay current in knowledge. In 2021, I earned NASFAA’s Financial Aid Administrator Certification. NASFAA accepted me as a peer reviewer for the Standards of Excellence (SOE) program in 1999. To date, I have participated in 81 SOE reviews across the nation and at all types of institutions, over half of which I’ve served as team lead. I began responsibilities as Barton’s Accreditation Liaison Officer with the Higher Learning Commission (HLC) in 2008 and became full accreditation lead for the college as Chief Accreditation Officer in 2017. In 2010, the Higher Learning Commission accepted me as an accreditation peer reviewer. Since then, I have participated in 68 HLC peer review projects including accreditation visits, location visits, federal program reviews, financial indicator reviews, and one substantive change panel. In 2019, NASFAA accepted me as a Blue Icon consultant. Since acceptance, I have been involved with thirteen Blue Icon projects, including six projects assisting schools with policy and procedures development either as a writer or project manager. This experience plus transferring Barton’s policies and procedures to the tool is where I learned to truly appreciate NASFAA’s P&P Builder.



Myra Pfannenstiel – With a career spanning three decades in financial aid and higher education, Myra has served as the Director of Financial Aid at Newman University since 2016. She has been instrumental in guiding the institution's approach to student financial support. Myra's commitment to financial aid extends beyond the university, she has served on the boards of KASFAA, RMASFAA, and NASFAA. Myra's passion for teaching and mentoring is evident in her efforts to support aspiring professionals in the field. Recognized for her contributions, Myra has received honors such as the 2023 NASFAA Leadership Award, the 2017 KASFAA Deborah Byers Outstanding Service Award, and the 2014 KASFAA Hall of Fame Award. She is also the recipient of the 2017 RMASFAA Ron Smout Award for Teaching and Mentoring. Beyond her professional endeavors, Myra finds joy in spending cherished moments with her family and friends, particularly time with her grandbabies. Her generosity in sharing her knowledge and experience shows her dedication to the betterment of the financial aid community and beyond.



Eric Rohleder – Eric Rohleder is the Deputy Director at Kansas Commission On Veterans Affairs Office. He received a Bachelor of Business Administration-Technical Studies from Bellevue University and a Master of Business Administration from Baker University.

Presenters Continued



Deborah Rollf – Deborah has been a part of what is now Student Accounts & Receivables at the University of Kansas for 27 years. Her time there has made her a Jack of Many Trades in the office but her main focus currently is as the liaison between KU and the collection agencies and managing all the accounts currently placed in the collections system. When she's not working, Deborah enjoys spending time with family and friends, reading a good book, and hanging out with her cats, Hercules and Zeus, while catching up on her favorite TV shows.



Dori Roth – Dori Roth is the Director of Financial Aid at Hesston College. Hesston is located in Hesston, KS which is about 30 miles north of Wichita. She has worked in financial aid for ten years. Dori has been involved with RMAFSA's Summer Institute as an attendee, faculty member, Co-Chair, and Chair this past summer. She is currently the Vice-President Elect to the RMAFSA Board. Before starting her career in financial aid, she was a High School Business teacher for 24 years. Dori is a native of Nebraska, so she loves Nebraska Football, enjoys shopping, traveling, and golfing in her spare time. Dori's part-time job is as a barista at The Lincoln Perk in Hesston.



Trish Runion – Trish Runion began her current career journey in the fall of 2012 as a work study student in the business office at Manhattan Christian College. After working on the fiscal side of the office (Accounts payable and Account Receivables) she started in financial aid in April 2015. She finally found what she wanted to be when she grew up! She worked at MCC as a Financial aid counselor and Director of Student Financial Services until December 2023. She moved across the street to Kansas State University and is now serving the military affiliated students in the Office of Veteran Affairs. In 2018 she was introduced to the book 5 Voices by Jeremie Kubicek and Steve Cockram by her vice president at the time. This system revolutionized her personal interactions. She understands herself better and the way she interacted with her co-workers as well as family members. 5 Voices has helped her navigate difficult working relationships as well as encourage others through some rough times. She is very excited to share this tool with you.



Courtney Stensaas – Courtney Stensaas is Director of Financial Aid at Cloud County Community College. She started there as a Financial Aid Specialist in February 2019. In August 2020, became Assistant Director, and then transitioned into the Director role a couple months ago. So she has seen it all! Courtney graduated from Kansas State University in 2016 and married her husband Nathan a year later. In 2020, they welcomed their daughter Waverly to the family. Waverly wakes up talking and doesn't stop until her head hits the pillow at night. She gets it from her dad! Courtney has worked on a couple of different committees within KASFAA including News and Publicity and Government Relations. The connections built with fellow Financial Aid Administrators within KASFSAA as been invaluable and by far the most helpful aspect of learning in each of her roles in the Financial Aid world.

Presenters Continued



Danielle Sullivan – Danielle Sullivan grew up in Abilene, Kansas. She attended the University of Kansas and received Bachelor of Arts degrees in Sociology, German, and Crime & Delinquency. To save the KU Financial Aid Office from having to review her Satisfactory Academic Progress appeal for time-frame issues, she decided not to pursue a fourth undergraduate degree. She began her financial aid career with Department of Education’s Default Resolution Group helping borrowers resolve their defaulted student loans. In 2008 she moved to the school side at the University of Kansas overseeing Satisfactory Academic Progress for nearly 11 years. In 2019 she moved further east down the K-10 corridor taking a job at Johnson County Community College where she oversees the Financial Aid Advising team—phone calls, walk-ins, emails, and appointments – oh my! To keep things fun and interesting, Danielle has been involved in KASFAA, serving as Welcome Committee Chair, Outreach Training Chair, Secretary, and RMASFAA where she has taught for several years at Summer Institute. Danielle spends her free time traveling whenever possible, seeking out weird and offbeat roadside attractions.



Carol Taul – My name is Carol Taul. Before coming to Baker University, I worked for 21 years as an Administrative Assistant with K-State Research and Extension - Douglas County doing all aspects of the financials and serving as the assistant to the director, and board members. For the last three (3) years I have worked as a Financial Aid Assistant at Baker University in Baldwin City, Kansas. I was thankful for the opportunity to work closer to home. I have been a part of the Baldwin City community for the past 50 years. For thirty-two of those years, my husband and I operated a dairy farm west of town and raised two (2) daughters who both live and continue to support the Baldwin City community. I have two grandchildren who I enjoy watching with their involvement in 4-H and sports. Currently I am serving as co-chair of the Membership Committee for KASFAA. It is a joy to work with such great people in the Financial Aid Office at Baker University. Even though there are many challenges with the FAFS simplification at this time, everyone takes the daily challenges with stride. I am a first-time attendee of the KASFAA conference and look forward to a new experience.



Tony Tanking – Joining the Financial Aid Office at Benedictine College in 2008, Tony has enjoyed the rollercoaster ride that is Financial Aid, which is never more evident than what we have encountered this year. His involvement at the regional level with RMASFAA has been highlighted by serving as an instructor and Committee Chairperson for Summer Institute during 7 of his first 10 years in higher education. His involvement at the state level with KASFAA has involved serving on multiple committees over the years, highlighted by serving as KASFAA President in 2019-2020 (yes, as COVID entered our world). When not engrossed in the world of financial aid, he spends time with his bride, Karen of 36 years, being actively involved in the lives of their 7 grandchildren, all under the age of 10. Being actively involved with them keeps him young, while at the same time making him old (very tiring), but he wouldn’t change it for the world.



Denise Varrientos – Denise Varrientos is the Senior Director of the Business Office at WSU Tech. She has been involved with accounts receivable for 25 years, working in the medical industry prior to student accounts. Denise started at WSU Tech when SB155 was first introduced for Kansas High School Students, so she spent her first few months in higher education not only learning the ins and outs of higher ed and a new software system, but also setting Banner up to charge correctly. From that point Denise has also assisted with eBill set up as well as the student side of a completely new chart of accounts created by the finance department. Most recently, WSU Tech has gone to a tuition tier model that required a complete overhaul of charges. Denise has been the Fiscal Officer Chair for the past 9 years and is extremely excited to welcome Donnie Mercer to this role. She is the President of the WSU Tech Employee Activities Committee, organizing monthly events for the employees and planning the annual picnic as well as the Children’s Holiday Party with Santa. An award-winning landscape photographer, Denise is a Senior Board Member of Professional Photographers of Kansas. You will almost always find her with a camera in her bag. One of her favorite things to photograph is the Keeper of the Plains in Wichita. On weekends, you may find Denise and her husband, Joe, treasure hunting to keep the three booths they have at Paramount Marketplace in Wichita stocked with vintage merchandise.

Presenters Continued



Jamie Whitmore – Jamie has served as a Financial Aid Specialist at KBOR for 6 years. She manages the application and awards processing for several scholarship programs, including the Kansas Teacher Service Scholarship, Ethnic Minority Scholarship, State Scholarship, and Kansas Comprehensive Grant. Jamie graduated from the University of Kansas with a bachelor's in theatre and film. She lives in Lawrence with her husband and two kids where she enjoys baking and semi-professional tie dyeing.



Angela Zeorlin - Began my true working career with KG&E, the local electric utility, in 1988 & left after 13 ½ years and a post-merger nightmare. I was then given the opportunity work at a job that I love when I was hired on as an Administrative Specialist in the Scholarship division of Wichita State University's Office of Financial Aid in 2002. Once on campus, I couldn't resist the temptation to complete my college education & fell in love with learning all over again. After graduation in 2007, I was offered the position of Scholarship Counselor where I got the opportunity to learn more about ALL of the Financial Aid processes and assist students, parents and co-workers in gaining a better understanding of the opportunities available to them to reach the dream of a college education. I am currently the Assistant Director for Scholarships where I work more directly with the management end of the scholarship processes while being a mentor & general financial aid "go-to" for the campus community.

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