Hello Everyone!

Can you believe it is almost the end of the year? As usual in the world of Higher Education, the semester seems to have sent us through a time warp. It’s great to be wrapping up, looking forward to the holidays and already beginning to award Financial Aid for the Freshmen who’ll be incoming Fall 2020. This semester has been a busy one, and now that Fall conferences and recruiting events are beginning to recede in the rearview mirror, I wanted to send out a quick update along with a few reminders.

I had a wonderful time in early November at the California Association of Student Financial Aid Administrators, which was held in Riverside, CA November 3-5. They had a full slate of sessions and speakers and as a Past President of CASFAA, it is always wonderful to catch up with so many of my colleagues and friends. Unfortunately, I could only stay in Riverside for a short time, as Justin Draeger, NASFAA President, and I, road-tripped through the desert to Las Vegas for the NASFAA November Board Meeting.
Both Justin and I arrived alive in Vegas and we had a packed two-day NASFAA Board Meeting with the backdrop of Las Vegas—which will play host to the NASFAA Conference next year, June 29 - July 2, 2020.

After the NASFAA Board Meeting, I was able to enjoy a few days back in San Francisco, catching up with the family and everyone in the office who are probably starting to wonder who I am, before flying back to Long Beach, CA for the WASFAA Board Meeting. The WASFAA Board Meeting was incredibly productive, covering the new WASFAA membership platform and website (have you checked it out?), as well as strategic planning that the members will be hearing much more about in the months to come.

Finally, my monthly update would not be complete without making a plug for our annual conference, April 6 - 8, 2020. And since it’s in Hawaii, I probably don’t need to sell it too hard. We’ll see you there!

I would love to hear from you, so send me an email scline2@cca.edu, tweet at me on twitter, @scottcline or drop a message on the WASFAA Facebook page.

Scott Cline
WASFAA President

The WASFAA Membership Committee wants to hear from you!

We are in the process of building a new website and want to feature our members!

If you are interested in giving a testimonial of how WASFAA has helped you in your career, please contact our Membership Committee Chair, Ashley Coleman at ashleyjo@uoregon.edu.
Hey there, WASFAA!

Get out that cocoa because it is already December! As I write this I’m preparing to head to my first ever FSA Conference. How neat is it that we are in a profession where we get the opportunity to gather in the thousands and connect, collaborate and learn from and with each other? If you see me, make sure to say hello and share any successful conference tips you might have!

This month’s newsletter is a good one. We have a few great state updates, a recap of MLI and you will notice that our job postings section is back! I’m also looking for new ideas on regular features we can include in this newsletter. If you have any suggestions, please let me know. I want to ensure this remains something that is helpful and useful for you as you navigate your profession! I can be reached at hrosinbum@email.arizona.edu.

Also, if you don’t already, follow us on all of our social media platforms!

WASFAA Social Media Links

If you would like to send any feedback or contribute to the newsletter, please send your articles or submissions to communications@wasfaa.org by November 20th.

Newsletter Ads

Newsletter ads are a great way to advertise your products and services. The newsletter will be published electronically on a monthly basis. To purchase ad space click here.

Cost for 3 months:
- **Full page: 7 ½” x 10”** $500
- **Half page: 7 ½” x 4 ¾”** $250
- **Quarter page: 3 ½” x 4 ¾”** $100

WASFAA welcomes all views and invites submissions of articles, essays, photographs or information of general interest to all members. Submissions should be brief and should not advertise specific products or services. Submissions may be edited. It may not be possible to publish all articles submitted. Opinions expressed in the WASFAA Newsletter are those of the authors and not necessarily of WASFAA, its members or the institutions represented by the authors. Email items for publication to communications@wasfaa.org.
JOB POSTINGS
Visit the JobLinks page on www.wasfaa.org to find more details on the following listings:

Financial Aid Systems Analyst: Lane Community College; Eugene, OR. Closes 12/15/19.

Financial Aid Coordinator for Customer Service Truckee Meadows Community College; Reno, NV. Closes 1/31/19

Coordinator, Financial Aid Scholarships & Work Study College of Western Idaho; Nampa, ID. Open until filled

Financial Aid Adviser Oregon State University; Corvallis, OR. Closes 12/06/2019

Administrative Assistant, Enrollment Management California College of the Arts; San Francisco, CA. Open until filled.

Financial Aid Coordinator California College of the Arts; San Francisco, CA. Open until filled.

WASFAA BOOK DISCUSSION

The WASFAA Regional Training topic this year is Administrative Capability and Life Hacks for the Financial Aid Office. With several locations across the region, many of you will have an opportunity to participate. I’d like to offer you a sneak peak of the session by sharing Life Hack #15: Be Curious and Keep Learning.

“We are born makers. We move what we’re learning from our heads to our hearts through our hands.” -Brené Brown, Rising Strong

When the WASFAA trainers work on presentations, we often share books we’ve read and utilize lessons learned into the sessions. Our curiosity has led us to search for knowledge and advice through books. While we have a pretty long list of book suggestions, we narrowed it down to one to share with you this year: Rising Strong by Brené Brown. This book is about overcoming mistakes, struggles and failures to get to our best life.

The Training Community would like to invite you to read the book along with us this winter. In February, we’ll host a free webcast session with WASFAA members discussing what they’ve learned from the book. Stay tuned for more information regarding the date and opportunity to submit your questions to the speakers. If you would like to join us for this book club, purchase the book from your favorite vendor and start reading!

-WASFAA Conference Committee

“THE TRUTH IS THAT FALLING HURTS. THE DARE IS TO KEEP BEING BRAVE AND FEEL YOUR WAY BACK UP.”

Brené Brown
Hello from the internet!

It has been a busy year for the WASFAA Electronic Services Team. By now I hope you’ve seen the new website. We’re very excited about it. The Electronic Services Team put a ton of work into getting the new www.wasfaa.org up and running. I’d like to thank Ashley Salisbury, Ashley Coleman, David Downing, Mindy Bergeron, Phil LeBlanc, and Spencer Smith for all their hard work.

We’re hearing from members about all kinds of stuff regarding the new site. Mostly good (thank goodness!) but we’ve also had a few common questions. So, here’s a handy FAQ for a few of those things.

1. My Membership Information is showing me as (unpaid).

Good news! That doesn’t mean what you think it means. As long as your current term ends in the future (in this case 04/30/2020) you’re good to go. The (unpaid) refers to the type of membership you have. You are a member under the Institutional Pricing model, but not the primary member. You have all the rights and privileges of any other member, you’re just not paying the bill.

2. I’m a “List-Only” member. What the heck, Bender?!?

This falls along the same lines as the first question. You’re a full member, under Institutional Pricing, but not the primary member. The primary member is the “parent” record and all the people who fall under them are considered “child” records. The system labels these as “Active” and “List-Only,” respectively. Again, you have all the rights and privileges of any other member.

3. How come you’re so awesome?

I’ve got a good team.

4. I registered several people for an event, is there some place I can pay all of these invoices together?

In short, no. Sorry. Each registrant for an event will receive an email confirmation containing a unique link to pay their fees. If you’re the lucky person with the office P-Card, you probably need to have each of those emails forwarded to you to complete payment. If this proves overly difficult, or you don’t have the email any longer, shoot us an email at support@wasfaa.org. We’ll do what we can to help.

5. I found something wrong/confusing/awkward on the website. I want it fixed, and I want it fixed yesterday!

Woah! Slow your roll, Brother Osborne! A few things here… 1. There’s an issue with a new piece of technology? What? No! I am flabbergasted! 2. We probably don’t know about the issue. Shoot us an email at support@wasfaa.org and we’ll look into it. 3. We’re volunteers, with day jobs, it might take a couple of days to get fixed.

6. I’m the primary contact for our institution. How do I adjust the members listed under me?

That’s a great question. I have no idea. But, you know who does? The magnificent Ashley Coleman (our Membership Chair). She has a how-to she’ll gladly send you. Email her at membership@wasfaa.org.

So here we are, in a brave new world. Change is a part of life. Don’t be afraid, little one. All the clichés. We hope you stick with us; we’ve got so much more to give.

John Bender III
Lewis-Clark State College
Electronic Services Chair
We just returned from another great Jerry R. Sims Management & Leadership Institute! It was held in Long Beach, California this year—the perfect November destination. As you can imagine, the weather was perfect and the ocean was a block away. More importantly, though, the learning and engagement were outstanding, and I’m so humbled and grateful to know that we were able to make such strong connections and help our students think through some of the leadership and management challenges ahead of them and be prepared to tackle them as they arise.

Our attendees came from nearly every corner of the WASFAA region: Alaska, Arizona, California, Idaho, Oregon, and Washington were all represented. Both the faculty and students came from a wide variety of institutional sizes and types, had varying levels of experience, and held varying degrees of responsibility in their offices, lending depth and context to our discussions. Since the meeting location and timing were synchronized with the WASFAA Executive Council meeting, we were able to coordinate lunches, enabling the two groups to mingle and network, and we also had a lovely shared reception on our second night, furthering this unique opportunity to connect rising leaders with established members of WASFAA leadership.

MLI is designed to be a highly interactive, collaborative, engaging experience, and we were able to build and sustain the participatory spirit throughout. We started off with an icebreaker called “Three Shining Moments,” prompting attendees to reflect upon three special career moments and what made them special. We discussed common threads and how the qualities in these experience relate to what we most admire in our leaders, guiding our own leadership philosophies. This led into our next segment, leadership versus management, which helped to differentiate the two concepts while underlining the importance of developing strong skills in both areas in order to be an effective manager and leader. Our next topic, “Working With the Campus Community,” helped to demonstrate the importance of leveraging one’s leadership skills to build trust and collaborate effectively with other departments to ensure that the financial aid office maintains compliance and is able to serve students well. We also had Greg Kerr, co-chair of the Leadership Development Committee, stop by to describe the program WASFAA is trying to create to help to build and sustain future leaders in our region and solicit ideas and feedback from attendees on what would most interest them in such a program. It was wonderful to have this opportunity to engage the co-chair directly with potential future program participants to help inform how we design this longer-term, individualized program. At the end of the day, we broke up into optional small networking dinner groups, giving participants a chance to try some nearby restaurants while engaging more closely with one another and their faculty.

On our second day, we kicked things off with a rousing discussion of Administrative Capability, or “How to Avoid Orange Jumpsuits,” a tongue-in-cheek reference to the importance of ensuring compliance with federal financial aid regulations. From there, we turned to a conversation on Human Resources Best Practices, walking participants through the challenges of hiring new staff, sharing lessons learned the hard way about hiring and coaching, accountability, having tough conversations, and working successfully with unions. We them segued into management case studies, using real-life scenarios shared anonymously by participants and working collaboratively to trouble-shoot and model solutions. As usual, breaking the class up into small discussion groups encouraged tremendous engagement, and as an added bonus, participants whose case studies were work-shopped left with tools and perspective to help them tackle these issues more effectively.
After lunch, we discussed the challenges and rewards of working with multiple generations in the workplace, followed by a personality type study and discussion. In our post-event survey, several attendees mentioned that the personality assessment and discussion was their favorite session of the Institute. As one attendee surveyed put it, “...it allowed me to get a deeper understanding of my own traits & how I can be mindful to play to my strengths & weaknesses, but also allowed me to be cognizant of identifying the traits of those in my office as well.” Our next topic was volunteerism and advocacy, discussing the benefits and challenges of interacting with news media, legislators, and colleagues to build greater understanding of our work and effect positive change for our students. After spending some time at the end of our day reflecting on our take-aways so far and checking to see if we were hitting the targets set the first day by our attendees on topics and questions they most wanted to discuss. This extraordinarily long day of learning was rewarded by a relaxing and fun reception for MLI attendees and Executive Council members. Dinner groups formed organically, and a good time seemed to be had by all—extroverts and introverts alike.

On the last day of MLI, participants shared more thoughts with the co-chairs of the Leadership Development Committee, Greg Kerr and Pat Hurley, to help steer the program development process further. We then discussed personal growth and development, the role of additional education and degrees in career growth and career paths in financial aid. As we approached the end of our day, each participant was recognized with a certificate, and then we managed to snap a group photo to commemorate the experience.

If this experience sounds like something that would benefit you or someone you know, please think now about setting the time aside in November 2020 for next year’s event! Dates and a location haven’t been set quite yet—that’s a few months off. In the mean time, I’ll leave you with this bit of anonymous attendee feedback: “Keep up the good work! It really made me feel energized about returning to work and at the prospect of getting more involved with WASFAA in the future (after I finish my graduate degree!).”
JERRY R. SIMS MANAGEMENT & LEADERSHIP INSTITUTE SCHOLARSHIP RECIPIENTS

We asked our 3 scholarships recipients to write about their experiences attending MLI in Long Beach this year. Below are their responses. Congratulations to our winners!

Krista Groce
Associate Director, Financial Aid Systems & Fiscal Operations
California State University Long Beach

I have been in Financial Aid administration for many years, and I am relatively new to taking on a leadership role. I was excited to learn about the Management and Leadership Institute (MLI), and this professional development opportunity which focused on leadership and management skills.

The MLI presenters came from a various background in their professional experience, and I believe they presented skills that everyone attending was able to take back and apply to their professional growth. I would highly recommend the MLI to any Financial Aid professional who is in a leadership role, or aspires to move into a management or leadership role in their future.

The three days spent at this training were very valuable. I was presented with skills and information that I could immediately take back to my job, and I believe will make me a better manager and leader.

My first week back after the conference I attended a meeting where I was able to apply my training right away, and identify the issue we were seeing was due to multiple generations in the workplace.

Some of the training topics discussed during the 2019 MLI cohort were: Leadership vs. Management; Working across the college; Administrative responsibility; Human resources, staff management, and union contracts; Generations in the workplace; Understanding and leveraging personalities and work styles in the office; and Personal Growth and development.

There was time each day where we discussed case studies of real-life issues attendees were encountering, and the presenters were able to offer their advice to navigate through some of the issues we were seeing at our campuses.

On our last day our MLI faculty shared their experiences, where they started, what they’re doing now, their experience with professional associations, and how those experiences helped shape their professional growth.

I would like to thank our excellent 2019 Jerry R Sims MLI faculty Phil LeBlanc, Lindsay McCarthy, Helen Faith, and Mary McGlothlan. This training was such a great experience and I can’t wait to be able to see where I can volunteer and give back to WASFAA.

Daniel Carlos
Senior Financial Aid Counselor
University of Idaho

Daniel Carlos here, recent attendee of the 2019 WASFAA Jerry R. Sims Management & Leadership Institute (MLI). I am feeling incredibly energized this week having returned home with a lot of information about the opportunities and challenges of management and leadership in our profession. I cannot emphasize enough how absolutely empowered I feel this week and I know it is a direct result of MLI. It was great to be so closely linked with the faculty and having the small group setting to discuss a range of topics that appear across institutions big and small. I have been to many conferences before and have found it hard to engage and network – in fact, I really dislike networking. The small talk, the ‘floating’ from one conversation to the next without any resolution, the way I sound like a voicemail recording repeating my name, where I am from, how many years I have been in financial aid, over and over and over again. Personally, one of the highlights for MLI was that the ‘bad’ feeling of networking never really popped up. I felt more engaged with my peers and faculty than I have at any prior conference and felt I made more human connections. Also, I learned the fine people at Central Washington University refer to students as ‘humans’ and I love it so much that I am adopting that term. Spreading so much time close together for those three days provided an atmosphere of originality, which felt far more genuine. Having made more connections in our profession I feel the next big can be even more fun!

The first session at MLI was comparing the difference between a manager and a leader and how they are not mutually exclusive terms. There are people who are good at one, both, or neither. We all had stories to share about how we learned from people in power who were good or bad, and how we vowed to use those experiences as learning opportunities for future reference. In leading the discussion on this topic, I noticed two things. First, Phil has a killer beard. Seriously, he could win a contest with that thing. Second, and more seriously, how invested and interactive the faculty were in presenting this topic. Even though they have grown so much, they acknowledged that there is still much to learn and plenty of room for them to grow, too. This constant drive for self-actualization is contagious. It made me think about how I may be an effective leader while also being a good example for others and supporting them on their own career path.

I am so grateful for the opportunity to get involved at MLI and learn from some great folks. I highly recommend MLI for people in our profession interested in being proactive about their desire to be leaders in the field.

Barbara Hammer
Associate Director, Financial Aid & Scholarships
DigiPen Institute of Technology

Thank you so much for nominating me for the MLI Scholarship. This was a unique experience for the 13 of us in attendance and because there were so few attendees, we were able to get to know one another, our teachers, and have meaningful conversation with the WASFAA Executive Council that may not be available at larger conferences. After attending, I have learned that management and leadership go hand in hand and you truly cannot have one without the other if you are planning to be successful. There are strategies that I am able to take back to my school and use on a daily basis – we were lucky enough to take personality tests and review what each of them mean and how to best interact with each type of person – this will be invaluable while working with my team and the administration of my school.

More than a learning experience, this institute was a great platform for networking with my colleagues. Financial Aid is really a community, we are all going through the same things and we can all help each other during the rough times and lift each other up during the good ones. I feel like I was able to not only meet people I can look to for support when needed, but also some friends that I can keep in touch with and look forward to seeing at future conferences.

The community that we create is what makes Financial Aid such a great industry to be in and I am so happy to be involved in it. Thank you again for this wonderful experience – I will be able to use what I have learned for years to come.
It seems like the school year just began, and just that fast Fall semester is almost over! Our weather has gone from unseasonably cold, to normal, to unseasonably warm, and appears to finally be settling on normal. Temperatures Thanksgiving week will be cold enough that all precipitation will be in solid form – in other words it won’t be raining it will be snowing!

The 2019 IASFAA Conference was a huge success! Anthony Morrone represented WASFAA and graciously presented three sessions, our ED Training Officer led four sessions, Adam Shanedling from the Office of the Inspector General presented a well-attended session, Nicole McMillin presented on Diversity & Inclusion, I led a discussion of creating a financial wellness program, and Justin Draeger presented a very timely Fall Federal Update virtually.

At IASFAA’s Business Meeting following our conference, the Executive Council proposed significant constitutional changes to membership. The changes we put forward included major revisions to our mission and vision and removed items from the constitution that didn’t impact the structure of IASFAA or that related to daily functioning. The by-laws were updated to include items removed from the constitution and edited to remove redundancy. Based on the first date on our constitution, IASFAA marked 51 years this October!

As we approach Thanksgiving, I’m thankful for the support provided by WASFAA to future financial aid leaders! Idaho institutions sent multiple people to the Management & Leadership Institute in Long Beach, California this month. BSU and UI both have counselors taking the next steps to make financial aid a long-term career. We all know financial aid isn’t for everyone, and it’s lovely to see those who have decided it is for them. In a move integrating new and seasoned leaders, MLI attendees and the WASFAA EC shared Wednesday lunch and met Thursday evening for a reception.
Aloha from the Pacific Islands!

Members on all of the Hawaiian islands have been busy with presenting high school counselor trainings, financial aid nights, and FAFSA completion events. In November, we had our WASFAA Fall Training event at Kapi‘olani Community College and were lucky to have Kay Soltis and Frank McPherson as our trainers! Fun fact, Frank used to work in the University of Hawaii Law School Financial Aid Office a few years ago.

The PacFAA Executive Council is looking forward to having the 2020 WASFAA Conference at the Hilton Hawaiian Village in April. To ensure that our membership will be able to participate in both conferences, we have coordinated the PacFAA conference to follow the WASFAA Conference in the afternoon of April 8, 2020 and welcome you to join us! More information about registration and agenda will be coming soon on our website at pacfaa.org.

A little fact about Hawai‘i. Did you know that the “Aloha Spirit” is a law in the Hawai‘i Revised Statutes (HRS)? The law is as follows:

"[§5-7.5] "Aloha Spirit". (a) "Aloha Spirit" is the coordination of mind and heart within each person. It brings each person to the self. Each person must think and emote good feelings to others. In the contemplation and presence of the life force, "Aloha", the following unuhi laula loa may be used:
   "Akahai", meaning kindness to be expressed with tenderness;
   "Lokahi", meaning unity, to be expressed with harmony;
   "Oluolu", meaning agreeable, to be expressed with pleasantness;
   "Haahaa", meaning humility, to be expressed with modesty;
   "Ahonui", meaning patience, to be expressed with perseverance.

These are traits of character that express the charm, warmth and sincerity of Hawaii’s people. It was the working philosophy of native Hawaiians and was presented as a gift to the people of Hawaii. "Aloha" is more than a word of greeting or farewell or a salutation. "Aloha" means mutual regard and affection and extends warmth in caring with no obligation in return. "Aloha" is the essence of relationships in which each person is important to every other person for collective existence. "Aloha" means to hear what is not said, to see what cannot be seen and to know the unknowable.

   (b) In exercising their power on behalf of the people and in fulfillment of their responsibilities, obligations and service to the people, the legislature, governor, lieutenant governor, executive officers of each department, the chief justice, associate justices, and judges of the appellate, circuit, and district courts may contemplate and reside with the life force and give consideration to the "Aloha Spirit". [L 1986, c 202, §1]"

We hope to see you in April 2020!