



MAY 2021

Bits & Bytes

Newsletter of the Indiana Student Financial Aid Association

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A College Goal Sunday Year Unlike Any Other is in the Books

March 7th was the second and final College Goal Sunday for the 2020-21 school year. While all College Goal Sunday events are unique, the ones this year will most likely be remembered for how different than normal they truly were.

Over 200 volunteers made the FAFSA filing events possible, and as always Hoosiers all across the state were able to receive the expert help they needed. Many grateful students shared how much this event meant to them. Over 96% of surveys responses "found College Goal Sunday helpful" and, like previous years, scholarships were available in post event drawings.

Due to the pandemic, the event was

held virtually this year. College Goal Sunday volunteers assisted over 700 attendees through an online platform versus the normal 40 or so host sites. Without an option of being in a computer lab with FAFSA filers, the move to virtual was the best avenue.

With FAFSA filing down nationally, the importance of an event like College Goal Sunday was as high as ever and promotion of the opportunity took place on social media platforms, in schools, and even through over 36,000 postcards sent across the state.

A big thank you to the ISFAA experts who gave up parts of two Sunday afternoons to help the FAFSA filing push in a year unlike any other!

COLLEGE GOAL SUNDAY

INDIANA'S LARGEST FAFSA FILING EVENT

GET FREE HELP WITH FILING YOUR FAFSA

March 7, 2021 • 2pm (ET)

For more information and resources, visit:
CollegeGoalSunday.org

Virtual in 2021!

Executive Committee Member Focus

Holli Hunter



Holli Hunter

1) Please tell Bits and Bytes about your current position at Ivy Tech

I am currently an Assistant Director/Team Lead in our Financial Aid processing center. We often refer to it as the HUB. We process aid for all the Ivy Tech campuses across the state.

3) Tell us about your current role(s) with ISFAA and being on executive committee

I am currently serving as ISFAA secretary. In previous years, I was involved in various ISFAA committees, such as winter conference program and site committee, Make It real and the Pat Wilson Scholarship committee.

4) You have been involved with financial aid for 15 years. Do you have a memory about a student(s) you helped that stands out in your mind that shows the good work that FA folks do?

Over the last several years, I have been involved in various scholarship selection committees. Some of them involved in-person interviews with the candidates. I really enjoyed meeting and getting to know the various scholarship recipients. It was nice to hear how the scholarship impacted their lives and helped them meet their education goals.

2) How did get your start in Financial Aid?

As with most people in our line of work, I kind of just stumbled in to financial aid. I worked in social services for about 10 years and was looking to make a career change. I wanted something with more of an 8-5 schedule and less stress. I started applying at various places. I wound up working at IU-Bloomington in their financial aid office. I really enjoyed the challenge of the work. Shortly after, I took a position at Ivy Tech and have been here since 2007.

Continued on page 3

Student Loan Clarity. Student Loan Transparency. Student Loan Marketplace.

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Robert Sommers
317-416-2888
rsommers@investedindiana.org



INvestEd is proud to support ISFAA's efforts to help Indiana colleges & students

5) Please tell us about any other leadership roles you've had involving financial aid

I previously served as ISFAA winter conference Co-Chair.

6) You joined ISFAA in 2006. Please share your thoughts about the organization after 15 years as a member...

ISFAA is a great organization with so many hard-working individuals. We all strive to do what is best for the student and greatly value education. I have met many people since joining ISFAA. They are all very helpful and friendly, ready to help a colleague.

7) What is your favorite thing about your profession?

In my current position, we don't interact with students. It's all behind the scenes processing documents, working reports and posting awards. So, my favorite thing about the job is the challenge. I enjoy the hard stuff, things I have to investigate to try to figure out how to resolve.

8) Do you have a least favorite thing about your profession?

I work a lot with reports and excel sheets. So probably the dreams of my excel report spontaneously disappearing or being deleted. (I can't be the only one that has had this dream/nightmare.)

9) Do you have any thought or message that you would like to pass along to the other ISFAA members?

I would say to get involved and join committees. I really enjoy the various ISFAA committees I've joined. It's a great way to meet people. It also allowed me to have an outlet for my creative side. I'm probably about a 90 out of 100 on the introvert scale. So, if I can do it, anyone can.



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Summer College Credit

Summer College Credit

Hoosier high schoolers will have the opportunity to accelerate the completion of a high-demand credential or one year of college credit this summer through a new partnership between the Indiana Commission for Higher Education (ICHE), the Indiana Department of Education (IDOE), Ivy Tech Community College and Vincennes University.

The two Summer 2021 initiatives will support stronger transitions for students from high school to their postsecondary pathways.

The first initiative, "[Crossing the Finish Line](#)," will help an estimated 6,000 students use Summer 2021 to complete the "last mile" toward earning the [Indiana College Core](#) or a short- or long-term credential through access to courses they need through Ivy Tech Community College or Vincennes University to complete those credentials before Fall 2021.

The second initiative, "Bridging the Gap," will target 7,000 Hoosier students who need help catching up or staying on track to achieve their postsecondary aspirations. The model utilizes an online platform and curriculum which Ivy Tech Community College currently utilizes through its existing



INDIANA COMMISSION for
HIGHER EDUCATION

"[Level Up](#)" program and will be scaled up to target 7,000 students. ICHE will partner with Ivy Tech Community College to staff mentors or advisors for students who participate.

If teachers, counselors or other district staff have questions, they can reach out to Ivy Tech's campus K-14 directors [here](#).

FAFSA Completion Grant

With support from the National College Attainment Network (NCAN) and funds made available by the Kresge Foundation's Education Program, Indiana was one of 23 applicants selected to receive a \$50,000 grant to increase Free Application for Federal Student Aid (FAFSA) completions for students of color and students from low-income backgrounds in the of 2020 and 2021. Time is of the essence as efforts must be completed by August 31 in order to enroll eligible students in a postsecondary education program this fall.



YOU'RE READY TO HELP AND SO ARE WE

We're here for answers to their student loan questions.

Student loans can be intimidating to students and their families. Let us help you guide them through the loan process and find the best option for them. Our School Services team is ready to help at **1-888-333-0169** or email us at schoolservices@citizensbank.com.

For more information visit citizensbank.com/collegestudent or reach out to your Relationship Manager.

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President's Perspective

In our last edition of Bits and Bytes in the President's Perspective I wrote about how ISFAA members can help ISFAA. Basically, I wrote about how members can help themselves and our organization by volunteering. In this edition I would like to address how ISFAA can help our members. Or maybe I should say how can ISFAA better service it's members. To accomplish this task your President Elect, Lisa Bridgewater, is going to use her year of presidency to focus on building a strategic plan for ISFAA.

For an organization like ours to continue to be useful to its members we must grow and change with the times. Please note, this does not mean we are currently doing things "wrong". What it means is on a regular basis we should evaluate what it is we are doing, how we are doing it and see if we need to make changes based upon what our members currently need and want. Everyone has had to make a

lot of changes over the past year due to COVID-19 so it is a perfect time to evaluate how things should look going forward. This is your opportunity to let the executive board know what ISFAA can do to help you or your staff as Financial Aid Professionals.

To begin the process of creating a strategic plan I will be sending out a survey; please watch for this in late May or early June. The survey will be designed to address topics such as membership, conferences (timing, in person/virtual, cost), ISFAA committees and involvement within the organization. There will also be an area to elaborate on your answer and a suggestion/general comment area. For this to be considered successful we would like the majority of our members to complete the survey. So, once the survey is available, I ask that you please take a few minutes out of your busy schedule to help make ISFAA what you need!



Candice Sutliff

“Everyone has had to make a lot of changes over the past year due to COVID-19 so it is a perfect time to evaluate how things should look going forward.”

NASFAA 2021
VIRTUAL CONFERENCE | JUNE 21-25
REGISTRATION IS NOW OPEN
<http://www.nasfaa.org/conference>

Indiana Schools and Organizations Promoting College Goal Sunday

Martin University
@MartinU1977

Don't miss help with your FAFSA! Financial aid professionals from across IN will volunteer to help college bound students & families open the door to financial aid during College Goal Sunday. Today 2 p.m. (ET) March 7, 2021



COLLEGE GOAL SUNDAY
INDIANA'S LARGEST FAFSA FILING EVENT
GET FREE HELP WITH FILING YOUR FAFSA
MARCH 7, 2021 • 2 P.M. (ET)
FOR MORE INFO AND RESOURCES VISIT:
COLLEGEGOALSUNDAY.ORG

Indiana students to get free FAFSA filing help at College Goal Sunday
The event on March 7th will be the second virtual College Goal Sunday ISFAA is offering this FAFSA filing season.
@martin.edu

Indy Achieves
@IndyAchieves

College Goal Sunday is happening on Sunday, March 7th, 2021 from 2:00 - 4:00pm EST! Get free helping filing your FAFSA.

Visit collegegoalsunday.org on March 7th, between 2:00pm and 4:00pm and click on the link to the virtual event.

Learn more: collegegoalsunday.org



FREE HELP FILING YOUR FAFSA
MARCH 7, 2021 | 2:00 PM - 4:00 PM EST
COLLEGE GOAL SUNDAY
VIRTUAL LIVE EVENT
Visit CollegeGoalSunday.org on March 7th between 2 - 4pm EST and click the link to join the virtual event!
COLLEGEGOALSUNDAY.ORG

Ball State
@BallState

Just a friendly reminder to fill out your @FAFSA! If you need help, join the biggest FAFSA event in Indiana, @CGS_Indiana, is this Sunday, March 7, from 2-4 pm & meet with a filing expert to help you get the most tuition assistance possible. studentaid.gov/h/apply-for-ai...



Purdue Division of Financial Aid
@DFAatPurdue

Indiana residents, don't forget about the Virtual College Goal Sunday event this weekend. Get FREE help submitting your FAFSA form!!



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Virtual in 2021!
March 7, 2021 • 2pm (ET)
For more information and resources, visit:
CollegeGoalSunday.org

myIPS
@IPSSchools

REMINDER: Indiana's largest FAFSA filing event, College Goal Sunday, will be held virtually TOMORROW.

Learn more myips.org/blog/district/



COLLEGE GOAL SUNDAY
Need help filling out the Free Application for Federal Student Aid (FAFSA) form?
College Goal Sunday will be held virtually.
2 to 4 p.m. Sunday, March 7, 2021.

Anderson High School
@AndersonIndians

Today is College Goal Sunday, Indiana's largest FAFSA filing event! College Goal Sunday will be held virtually today, 3/7 from 2-4pm. FAFSA filing experts from all across IN will be available during the event to assist with filing the FAFSA. Click here: collegegoalsunday.org



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GET FREE HELP WITH FILING YOUR FAFSA
Virtual in 2021!
March 7, 2021 • 2pm (ET)
For more information and resources, visit:
CollegeGoalSunday.org

Purdue Northwest
@PurdueNorthwest

Need help filling out the FAFSA? College Goal Sunday is March 7. Join this FREE virtual event where Financial Aid professionals will be ready to assist college-bound students and their families in taking that next step: bit.ly/3e0K7aj



Manchester University Admissions
@FutureMUSpartan

Get FREE help with filling your FAFSA *TOMORROW* with @CGS_Indiana!

Don't miss this opportunity to get help! We're less than 6 weeks away from the Indiana FAFSA deadline, and you don't want to miss out on any state aid!



COLLEGE GOAL SUNDAY
INDIANA'S LARGEST FAFSA FILING EVENT
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Virtual in 2021!
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For more information and resources, visit:
CollegeGoalSunday.org

Committee Spotlight – Veteran's Benefits and Financial Aid

Every trade school, every community college, and every four-year college in the state of Indiana has students who are using veteran's benefits to help fund their educations. Whether these benefits are being used by the veteran who served and earned them on their own, or if they are being used by a spouse or dependent of a veteran, these students represent a unique population with needs that are a little different than those of a more traditional student.

My name is Jayson Jarrett, and I am the Assistant Director of Veteran's Affairs at Ball State University's Office of Financial Aid and Scholarships. My primary job is to help make sure that veteran's, and their dependents, are connected to their hard-won education benefits. I have recently taken the role of Chairperson of ISFAA's VA Committee and I want to give some insight into what those of us in the veteran's benefits field do within our college's communities and some of the challenges we face that aren't usually a part of a financial aid professional's day-to-day life.

Veteran's services at Indiana's colleges and universities may not always be housed in a financial aid office. Some veteran's services are located in the Bursar's Office, some are in Student Affairs, and others may be a stand-alone office or center. This lack of uniformity can make it difficult for statewide organization since we may be serving in different roles under different professional umbrellas. While we may be performing the same duties and functions, we may miss opportunities to connect on a professional level since we are not in the same organizations.

Our field is also bound by federal and state legislation that is ever-changing and can be downright confusing at times. For example, Congress recently passed legislation that requires schools to pay students' debt to the VA (for course withdrawals, failing grades due to non-attendance, etc.) then collect that debt from the student, a change from the previous policy that required the VA to collect from students directly. Another recent change is a requirement

that all schools give each student using GI Bill benefits a personalized report of cost of attendance, available aid, and a map to graduation, including all courses required and when they need to be taken. Changes like this can take us out of our comfort zone as financial aid professionals and require us to wear more hats than ever before. When legislation like this is passed, however, there isn't any negotiating what we can and cannot do – we need to do it and do it right.

Because of these changes and challenges, it's more important than ever before that veteran's services professionals in Indiana's colleges and universities work together to better serve our students and communities. Our committee will be working on communicating with each other, and with the VA at the state and national levels, to share best practices, to keep each other informed, and to help each other navigate the sometimes confusing world of veteran's benefits.

Virtual FSA Training Conference 2021 Nov 30-Dec 3



Join us
Virtually
in 2021

With all the uncertainties of the coronavirus (COVID-19) emergency, there's one thing that is certain: Your safety is our top priority!

That's why we are excited to announce that the 2021 FSA Training Conference will be delivered virtually: Nov. 30-Dec. 3, 2021.

ISFAA's 2021 Leadership Symposium

Are you looking for an opportunity to network?
Are you interested in joining ISFAA committees?
Do you want to develop leadership skills or work on team building skills? If you answered yes to these questions the Leadership Symposium is the event for you or your staff.

The Leadership Symposium is an event that is hosted by ISFAA for our members at no cost. ISFAA provides food, lodging, activities and will reimburse participants for transportation costs. We are currently planning to have an in-person event and will have enough space to ensure social distancing. The number of participants is limited so please watch for applications to open in early June.

**September 30th -
October 1st
Drury Plaza Carmel, IN**



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DISBURSE.**



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A few words from the Training Committee...

“Oh, the places you’ll go!” 2021 has proven to mark a turning point for many within the Financial Aid community. From vaccines to Emergency Grants to legislation concerning FAFSA simplification – it is an exciting time for our profession! Whether our journey takes us along the yellow-brick road, across the plains of Mordor or even to the summit of Mount Kilimanjaro, the Training Committee is committed to being a resource to the ISFAA membership.

Given the ever-changing times, we are dedicated to keeping you and your teams abreast of the most relevant and thorough information. In addition to our long-standing offering of NASFAA Credential trainings, throughout 2021 the Training Committee also offers webinars, hot-topic discussion groups and a variety of additional professional development opportunities – all intended with the purpose of not only keeping our membership informed but also passionate about the work and service

we provide to our students and families. Keep an eye out for information on the next event!

Questions? Feedback? Training Ideas? Want to join the hottest Committee in ISFAA? Contact Training Committee chair, Vinny Vincent-Dunn (jvincentdunn@franklincollege.edu), at any time! Join the fun! Be a part of something magical! “Oh, the places you’ll go!”

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² Although we do not charge you a penalty or fee if you prepay your loan, any prepayment will be applied as provided in your promissory note: First to Unpaid Fees and costs, then to Unpaid Interest, and then to Current Principal.

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⁴ Loan amount cannot exceed the cost of attendance less financial aid received as certified by the school. Sallie Mae reserves the right to approve a lower loan amount than the school-certified amount.

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6 Tips for Managing Video Conference Fatigue

Submitted By: Deb Gossman

It's been over a year since the pandemic began, and millions of people are still working from home rather than their office spaces.

If you're like many other professionals, you may be exhausted by videoconferencing. This feeling — commonly referred to as “zoom fatigue” *— is a genuine condition that can cause you to feel tired and burned out.

If you're tired and think you may be suffering from too many video calls, here are six ways to fend off zoom fatigue:

1. Change your monitor settings

Blue light from your computer or tablet screen can cause significant eye strain. If you regularly have dry, irritated eyes and spend much of your time in front of a computer, you may notice an improvement by adjusting your monitor settings.

Most computers have a “night” setting that is warmer than the usual setting, but you can also manually adjust your screen to reduce blue light.

If your computer doesn't allow you to adjust your settings, you can also purchase a blue light filter for your screen. These filters are films you can apply --without damaging the existing screen — to reduce blue light.

You could also consider wearing blue light glasses, which block or filter blue light from your screens.

2. Take short exercise breaks

Sitting for long periods at the computer can be draining and make you feel lethargic.

If you have to sit through long video calls, work in short exercise breaks. Do jumping jacks between calls, do full body stretches, or invest in an under-desk stationary bike or walking treadmill so you can move during meetings. Even slow or sudden bursts of exercise can make a big difference.

Sneaking in more exercise will improve your circulation, boost your energy, and may even help you be more creative.

3. Set timers for meetings — and encourage others to do so, too

Many meetings could be accomplished over email or a simple phone call, but for video meetings that are an absolute must, set timers to keep yourself focused and on task.

If you're the meeting leader, encourage other people to set timers, too. If you use Zoom for your video calls, you can use its meeting timer feature. Under the app's settings, click on “general,” and then click the checkbox next to “Show my connected time.” With that feature activated, a timer will appear during your meetings, showing how long it's been since you joined the call.

4. Hide your self-view

One of the most hated aspects of video meetings is seeing yourself on video. Watching yourself on camera can be distracting. Studies have shown that seeing reflections or videos of yourself causes you to be more self-critical.

The next time you have a call, hover your mouse over your video and click on the ellipsis to bring up the video menu. Click on “hide self-view.” Others will still be able to see you, but your video won't show up on your screen.

5. Use fidget toys

Being completely stationary is tiring and can cause stiff joints and sluggish minds. If you're feeling stiff and distracted, consider using fidget toys during your next meeting.

Researchers have found that fidgeting helps engage and stimulate areas of the brain. It can increase the levels of dopamine and norepinephrine in the brain, the chemicals essential for focus, attention, and productivity.**

Twisting putty, squeezing a stress ball, sketching, or even stroking a soft blanket can satisfy the urge for movement and improve your focus.

6. Schedule no-video days

Even if you use all of the above tips, video calls can still take a toll on your energy levels and lower your sense of well-being. If at all possible, block off one workday a week so no video calls can be scheduled. Having just one day off from videos can help you concentrate and feel more refreshed.

If your employer relies heavily on video meetings, talk to your manager about setting a team-wide ban on video calls once a week. Your manager may find that the increased productivity and focus after the break is over well worth the tradeoff.

* <https://news.stanford.edu/2021/02/23/four-causes-zoom-fatigue-solutions/>

** <https://www.popsoci.com/story/science/fidget-explainer/>

A BIG Thank you to our College Goal Sunday Volunteers

Sue Allmon	Tene Jones	Lula Robertson
JoAnne Alvarez	Dr. Verleaish Jones	Kristy Rock
Aja Armstead	Tabitha Kingsbury	Tamara Runyan
Barbara Auman	Matthew Krieg	Taylor Russell
JC Barnett	Cyndi Lang	Cindi Sabo
Donna Bevington	Dawn Lawless	Claudia Saenz
Nate Bickel	Latisha Lewis	Alex Samuel
Carrie Bishop	Kimberly Lewis	Kristyn Sleeseman
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Maria Gutierrez	Brashon Porter	Randa Wells
Greg Harrell	Zachary Reel	Stan Werne
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Daniel Herr	Kelsey Richey	Alex Williams
Niki Hockenberry	Sean Riley	Stephen Wolma
Emily Hoover	Joanna Riney	William Wozniak
Tanika House	Lynn Roberson	Elaine Yednak

Comings and Goings

...and other tidbits of association news

Sue Allmon

Comings

We welcome **Alex Williams** to the ISFAA Family! Alex is the new Assistant Director of Financial Aid for Ivy Tech Community College – Bloomington.

We welcome **Lisa Albers** as the new Cognition Financial Relationship Manager who will be working with us here in good ole Indiana! Lisa has been with Cognition Financial for 10 years but has been working in the private student loan industry for over 25 years. Lisa resides in Wisconsin with her husband, daughter (a high school senior...so now she gets to experience the financial aid world firsthand!) and two black labs.

Ty Garrison has joined the financial aid office at Ball State University as an Assistant Director. He came to see the “light” of financial after leaving the Admissions Office at Marian University and having previously served as a GA in the Ball State financial aid office.

Alex Stoltie also is a new Assistant Director of Financial Aid for Ball State University. He moved over to Ball State after serving as an academic advisor for Ivy Tech Community College – Muncie.

Continued on page 14



2021 MASFAA Conference

Date:
October 10th -13th , 2021

Location:
Milwaukee, WI

Look for details at:
<https://www.masfaaweb.org/conference>

COMINGS AND GOINGS — CONTINUED

Retirements

Linda Handy, Associate Vice President for Financial Aid will retire from the University of Indianapolis on June 30, 2021. Linda spent 43 years working in financial aid. Congratulations Linda for a well-deserved retirement – here's hoping you have rest and relaxation on your To Do List now!

Mary Dugan, Assistant Director for Financial Aid at St. Mary-of-the-Woods College will be retiring on May 28th. She has worked for SMWC for 10 years. Darla writes: *"In her role, she processed and monitored R2T4's, VA certifications, consortiums, private loans and worked in all aspects of awarding and processing federal and state aid. Mary was a advocate for students and provided impeccable customer service to her colleagues, students and families. She will be greatly missed."*

This reporter has learned via NASFAA News that **Pamela Meek**, Director of Financial Aid at Ivy Tech Community

College - Sellersburg, will retire in May after 34 years of working in financial aid. Thought you could 'sneak away' eh? Congratulations Pam, we wish you well in your retirement.

Good News Announcements

Doug Irvine, retired, has sent word of an honor his son, Rob Irvine, received. Rob is the assistant principal at Stout Field Elementary School and has been named the 2021 District 7 Principal of the Year! There are 20 awards given annually and District 7 includes most of the Indianapolis area. Congrats to Rob and thank goodness he takes after his mother!

We have learned of the passing of **Rose Marie Seitz Hengesbach**, former Financial Aid Director for IU-South Bend (she retired in 2007). We learned from Cyndi Lang that she was hit with an aggressive form of cancer in January. She died on March 18, 2021.

**Bits and Bytes**

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*Bits and Bytes is published
 quarterly on behalf of the
 Indiana Student Financial Aid Association*