



# Bits & Bytes

Newsletter of the Indiana Student Financial Aid Association

FEBRUARY 2020

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## 2020 Winter Conference Wrap-Up

Thanks to all who attended the 2020 ISFAA Winter Conference! We hope that you had fun, learned a lot and made valuable connections. It takes many volunteers working together to put on a successful conference and the Program Committee would like to especially thank the following ISFAA members. Without their time and effort, the conference would not have been possible:

- The Site Committee
- The Pat Wilson Scholarship Committee
- The Sponsorship Committee
- All the ISFAA members who volunteered as session moderators

Of course, the conference was also made possible through the generous support of our vendors. To all the vendors who attended our conference – thanks again for your support of ISFAA and Indiana students.

The presenters did a wonderful job of sharing their expertise with us and their presentations have been posted to the ISFAA website at <https://www.isfaa.org/conference>. Even though our Federal Trainer was unable to attend the conference in-person, we still learned valuable information from her on the topics of SULA, R2T4 and Administering Disbursements. We also had a dynamic group of financial aid volunteers who shared their expertise and knowledge on topics as wide-ranging as understanding the new ISFAA website, managing year round Pell and counseling borrowers about repayment issues. Finally, we especially



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want to thank the following presenters, outside of financial aid administration, who volunteered their time to come to ISFAA and share their expertise with us:

**Summer Tacy**  
(VA)

Program Director, State Approving Agency  
Indiana Department of Veteran Affairs

**Tonya Monnier**

(Removing Barriers for Homeless Students)  
McKinney Vento Liaison for Pike Township Schools

**Karen Bush**

(Removing Barriers for Homeless Students)  
Associate Director K-12, Midwest Region,  
The College Board

**Megan Stuart**

(Transgender Issues and the FAFSA)  
Director, Indiana Legal Services

**Redgina Hill**  
(Implicit Bias)

Executive Director of Inclusion and Equity at  
Saint Mary's College

**Kyle Johnson and Jay Hochstetler**  
(Protecting Sensitive Data)  
Qumulus Solutions

**Yecenia Tostado**

(Financial Aid Options for DACA Students)  
Executive Director of the Project Azul Foundation

**Guadalupe Pimental Solano**

(Financial Aid Options for DACA Students)  
Cofounder of the Indiana Undocumented Youth Alliance

**Amy Demchak**

(Yoga/exercise at your desk)  
Employee Wellness Coordinator, Indiana State University

*Thanks again from your 2020 ISFAA Program Committee,*

- Angelia Forrest
- Holli Hunter
- Kathleen Brown
- Sarah Froderman
- Stan Werne



2020 WINTER CONFERENCE WRAP-UP— CONTINUED



## A Farewell from Our Past President

Thank you for a wonderful year!

I cannot believe how quickly 2019 came and went. It was a busy, hectic year, but I am not sure that we have anything but busy, hectic years in financial aid. It is hard for me to believe that I have been in financial aid for 20 years this year. Wow, how time flies.

Having friends and mentors in the financial aid profession definitely helps you get through the years. I am not sure I would have survived this long in financial aid without my mentors and friends. Ben Burton brought me in to Higher Education when he hired me as an Internal Auditor for Ivy Tech. Little did we know we would both end up in financial aid after performing audits on financial aid. We should have learned then to stay away. Ben has been a great supporter for me since the day he hired me.

I was in the position for a couple of years before taking a position in the business office. A couple years later, Melinda Middleton coaxed me to come to the financial aid side. I was warned not to go because I would never get out, but I did not listen. Melinda's pressure was too great. As many of you know, two months later, Melinda abandoned me at Ivy Tech and took the position of Financial Aid Director at Rose Hulman. Although Melinda left Ivy Tech, she did not leave me. She has been someone I can contact for any reason. I appreciate all the help she has given me over the past 20 years.

There have been many others who have influenced and helped me through the years. Lois Rini, Peg Creech, Kim Heldt helped me through the early

years with Ivy Tech. From answering my many questions to our lively venting conversations to and from our Ivy Tech monthly financial aid meetings in Indianapolis. Over the past 20 years I have been inspired by ISFAA members outside of the Ivy Tech family. There are too many to mention and I am afraid I will miss someone if I try to name them all. Just know that I appreciate everything you have done and do.

Over the last year during my term as President of ISFAA, I relied heavily on my executive board as well as former ISFAA Presidents. I would like to give a big thank you to you all

Rob Wirt – Past President

Doug Hess – President Elect

Sarah Froderman – Secretary

Ron Herrell - Treasurer

Alex Delonis – Treasurer Elect

Candice Sutliff – Past Treasurer

Robert Sommers – Internal  
Operations Commissioner

Carrie Bishop – Public Relations  
Commissioner

Maralee Clayton – Governmental  
Relations Commissioner

Lisa Chambers – Training &  
Development Commissioner

Bill Wozniak – Associate Members  
Commissioner

Melinda Middleton – Past Past  
Past....President

Sarah Soper – Past Past Past...  
President



Julie Wonderlin

YOU are all  
in the  
Right Place  
at the  
Right Time  
doing the  
Right Thing  
for the  
Right People

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I also want to thank my Terre Haute staff, Jan Benton, Angie Snapp, Vicki Strack and Heather Frye for keeping the office running this past year with my additional time out of the office. I am very blessed to have a very knowledgeable staff who are capable of running the office without me.

Last, but not least I would like to thank my supervisor, Leah Allman, Vice Chancellor for Enrollment Services and our Chancellor, Lea Anne Crooks, for allowing me to serve ISFAA in my roles as President and Past

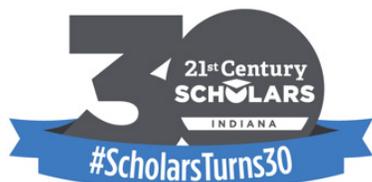
President. I appreciate their support and encouragement.

Nothing happens by chance. I believe that you were all put in my path for reason and I am thankful for that. As our guest speaker, Tina Patton, put it so well.

**YOU are all  
in the Right Place  
at the Right Time  
doing the Right Thing  
for the Right People**

Don't ever doubt that you ARE making a difference in someone's life. You may not see the results, but always know that you are. I am thankful for everyone who was and is in the right place, at the right time, doing the right thing, for the right people. May you all be a blessing in someone's life.

## 21st Century Scholars Turns 30



Indiana's 21st Century Scholars program is a nationally-recognized, early college promise program and the Indiana Commission

for Higher Education is celebrating 30 years of growth and success in the landmark program throughout 2020.

Started in 1990, 21st Century Scholars offers income-eligible Hoosiers up to four years of paid tuition at a participating Indiana college or university after high school graduation. The program was designed to give low-income students who fulfilled the Scholar Pledge – keeping at least a 2.5 grade point average, filing the Free Application for Federal Student Aid (FAFSA), and staying drug and alcohol free, among other requirements – access to higher education.

Knowing that access alone isn't enough to ensure that students persist and are successful in college, the program evolved to require more academic rigor and participation from Scholars, while also providing additional supports for Scholars, both in high school and in college.

The Commission will honor and celebrate the history and future of the 21st Century Scholarships with events throughout the year. The celebration began with the 21st

Century Scholars Day at the Indiana Statehouse on Feb 11th. Scholar alumni were on hand to speak to legislators about the impact of the program on their lives. The afternoon featured colleges and community partners who have been instrumental in supporting Scholars over the years. Indiana Commissioner for Higher Education Teresa Lubbers presented the annual State of Higher Education address that afternoon as well.

A 30th anniversary celebration and networking event will be held on June 4 for current Scholars and program alumni, school staff, community partners, key stakeholders, and other champions of 21st Century Scholars. The afternoon will include a panel discussion of distinguished Scholar alumni and special guests.

In December, the Commission will conclude its yearlong honoring of the program with a call to action for the future during the annual Student Advocates Conference and feature speakers and breakout sessions dedicated to the 21st Century Scholars program.

Throughout 2020, the Commission will share photos and videos highlighting Scholar alumni and their accomplishments. Follow along on social media with the dedicated hashtag #ScholarsTurns30.

## Executive Committee Member Focus

### Sara Monday



Sara Monday

**1) Please tell Bits and Bytes about your current position at ISU**

I am an Associate Director of the Processing Area at Indiana State University

**2) How did get your start in Financial Aid?**

Like many, I got into financial aid on accident. I needed to move to the Bloomington, IN

area and the Financial Aid office at IU Bloomington was my first offer. Then when I needed to move back to Terre Haute, IN there just so happened to be an opening in the Financial Aid office. So I guess it was meant to be.

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

I am currently one of the Delegates at Large for the ISFAA Executive Committee. I wasn't for sure at first what that would all mean but I have really enjoyed my time working with other Financial Aid professionals, learning about by-laws and how we can better serve our community, campus and students.

**4) You have been involved with financial aid for 9 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?**

I don't know that I can pick out just one student. A lot of us keep a list or post-it notes of students we are helping and until it is resolved, we do not cross them off. We become their advocate and see it through. So, at the beginning of a semester you will see post-it notes all over my desk with University ID numbers and a little note, "waiting for verification to come back," so I can load the new record quickly. "Waiting for the MPN to come in," so I can pay the loan before the nightly jobs, etc. Whatever we can do to expedite for these students and families to take some of the stress off this process.

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

When there is a need for it, I am also a lecturer for a department here on campus. When I teach a course I try to bring financial aid into it, a financial literacy component, regulations and how details are important. Due to this role I was also able to serve as the Temporary Faculty Advocate. This allowed me to attend meetings with faculty members and Faculty Senate. Here I was able to put on a financial aid hat, if needed to speak on what it is that we do and what support the students need in financial deadlines, financial literacy, etc.

**6) You joined ISFAA in 2011. Please share your thoughts about the organization after 9 years as a member**

I feel that this organization offers the financial aid community a lot of wonderful resources in training, networking, support and guidance. I think we have only scratched the surface in what we can do. I look forward to seeing how we change and grow in the future.

**7) What is your favorite thing about your profession?**

I love when we are able to help the student who is doing everything that they can but they don't know the next step. For the family that is lost and confused and you are able to take the time to explain things to them and put their mind at ease. I am a working mom of 16 & 4 year old boys, so I put myself in their shoes and treat them how I would like to be treated.

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

Telling a family that is doing all they can to provide for their child, that it just might not be enough. I try to treat students and parents like extended families, and my heart breaks along with them.

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

I encourage others to get involved, be a mentor, and speak your ideas out loud. We can only grow, change and get

better by working together and getting involved. If you don't know where to start like I did, just put your name in the hat and we will help you the rest of the way. I think it is important to know that we are in a unique field and we are not alone. We are here for each other.

## Pat Wilson Scholarship Winner



Hello everyone! My name is Lauren Wade and I am a first-year student at Ivy Tech where I am working towards my nursing degree. My ultimate goal is to earn my bachelor's degree of science and work in a pediatric Intensive Care Unit. Last year, when I graduated high school, I had logged over four hundred hours of volunteer service. I was an active member and officer for the Junior Department of the Terre Haute Women's Club. In this club I learned how to support my local community and become a more compassionate, diligent, career-oriented individual. This club allowed me to immerse myself in many opportunities to help those around me. One of the various volunteer opportunities afforded to me was the kitten shower at our local humane society. While there, I helped kittens find their forever homes. Not to mention, I was able to cuddle most of them. I also took

part in the Tim Tebow Foundation's Night to Shine. This was an opportunity that I will not soon forget. This "prom-like" dance was hosted for those individual's with special needs. It allowed them the ability to have their very own special night that so many of us dream of having. My favorite part of that night was being able to witness not only the joy of the children's faces, but their parents as well. The parents were able to have their kids have somewhat of a normal night and not be worried what others will think or worry about their child feeling excluded from the group.

Outside of the Junior Department, I also did various volunteer work as well. Annually, my sisters and I volunteer at Pioneer Days held at Fowler Park where we dress in period costume and teach children, and sometimes their parents, how to make traditional candles. One other event that I was able to share with my sister is when we went with my high school French class and serenaded the residents at the nursing homes around Terre Haute. I also play a vital role in my church and my youth group. Every year, I help for various weeks in the summer to help staff at our church sleepaway camp. There, we learn about what the bible preaches and how to help and be a servant to others around us.

Although I did not know Pat Wilson, I have come to understand that she was quite the impressive woman who had a heart for her community. I feel as though we share a love for our community and a desire to serve. I have always had a soft spot for helping others, which is why I chose my career in nursing in the first place. I wanted to take this time to thank Julie Wonderlin for the honor of representing Pat's legacy in this way. I could not think of a better way of honoring Pat than excelling in my career choice and continuing my volunteer-oriented mindset. Thank you all so much for allowing me to honor Pat in this way. I can not think of a better way of honoring her legacy than awarding a scholarship. I am extremely honored and humbled to be awarded this memorial scholarship. Thank you all again so much!

## President's Perspective

As all of you know, the ISFAA Winter Conference, took place at the end January and I believe it was quite the success.

I would like to thank Julie Wonderlin for her leadership over the last year and her help regarding a smooth transition. As I mentioned during my talk because of my early days as a work study student, then an advisor, and many other positions within the financial aid community, I am asking the co-chairs for both the Support Staff Workshop and next year Conference focus the themes around the Support Staff, to pay homage to where many of our journey has started, in a support staff role.

With this in mind, I would like the Support Staff Workshop that we are planning on hosting at IUPUI in October to have the theme "And to think I saw it at ISFAA" and then a year from now we conclude with "Oh, The Places You Will Go!" Yes, we are going with a Dr. Seuss theme this year.

Besides, the rough outline for the conferences ahead, I am also pleased to announce a few additions that Julie

and I have been working on which was the bringing back the ISFAA newsletter. My thanks to Bill who was able to get the latest addition out before Christmas. We were also able to award scholarships to the newly formed Access, Equity and Diversity Committee, thanks to Alex DeLonis and Danielle Hayden. I'm happy to announce the two winners were Cynthia Sabo-Jones from Indiana University Northwest and Melissa Love from Saint Mary's College. Congratulations to them both.

I want to thank everyone who worked so hard to make the Winter Conference such as success. Kathleen Brown (Co-chair) and Holli Hunter (Co-chair) did an awesome job with providing use with a great program. Kelly McGuire from Trine did a wonderful job as chair of the Pat Wilson Scholarship.

Lastly, I would like to close with a quote from Dr. Seuss, that is so true in the financial aid world" the more that you read, the more things you will know. The more that you learn, the more places you'll go".



**Doug Hess**

*"The more that you read, the more things you will know.*

*The more that you learn, the more places you'll go"*

*- Dr. Suess*

## Committee Spotlight – The Access, Equity and Diversity Committee

The Access, Equity and Diversity Committee will begin its inaugural year within ISFAA in 2020-21. The committee was generated to more intentionally address diversity efforts within our association. To support the financial aid community and serve our students to the best of our ability, it is essential to implement measures that will align our association more closely with the communities we serve. The committee co-chairs, Alex DeLonis and Danielle Hayden, along with the Access, Equity and Diversity committee will be responsible for developing ISFAA's membership to support our commitment to diversity and inclusion.

The committee plans to accomplish this task by adopting NASFAA's diversity and inclusion goals: advocate for access, research, and effective delivery of financial assistance to our students; provide exceptional professional support and development, and; build an engaged and diverse community through accurate and responsive information sharing. Additionally, the action plan for the upcoming year includes collaboration with other state and regional associations to assist with the development of initiatives and best practices, address issues of access, equity and diversity within financial aid and the broader higher education community by arranging speakers and

developing communication strategies, and support the winter program annually by offering sessions targeted at the committee's initiatives.

Over the next few months, this new committee will begin to set the foundation for the work they plan to accomplish over the next several years. The Access, Equity and Diversity Committee is eager to contribute to the continual personal and professional growth of our membership and look forward to the collaborative efforts with the membership. Please contact Alex ([delonisa@wabash.edu](mailto:delonisa@wabash.edu)) or Danielle ([haydend@purdue.edu](mailto:haydend@purdue.edu)) if you have comments or suggestions for speakers or content for the upcoming year.

### Save the Date

#### Upcoming Training:

## 2020 NASFAA Credential Training Session

Monday, March 16<sup>th</sup>

Location: Anderson University

Topic: Direct Loans

Register at [www.ISFAA.org](http://www.ISFAA.org)

# Pat Wilson Scholarship Fundraising Update

Many people are not familiar with Pat Wilson or her legacy as an ISFAA member. In fact, I never had the privilege of meeting her but, everyone I've ever talked to describes her as a wonderful, passionate, dedicated and fun person who always wanted to help students. Pat Wilson was a beloved member of our organization who lost her battle with cancer in 2005. She was very active on ISFAA committees always willing to volunteer in whatever way she could.

We honor her memory by providing a scholarship that is awarded by the current president each year. The mission of this scholarship is to recognize students who are devoted to helping others within their community by being involved in supportive activities that provide encouragement and assistance with access to financial information in order to fulfill their educational goals.

Most of the fundraising efforts take place during Winter Conference including the annual silent auction. Through the generous assistance of individuals, businesses and organizations this year's Pat Wilson auction was a huge success! Thank you to everyone who donated a gift basket or individual item for the event. In addition to the auction we also raffled off an overnight stay donated by our conference host, the Drury Inn and rid ISFAA of any criminal activity with "Jail Bail". In total so far we have raised \$2,497.75 for the Pat Wilson Scholarship.

However, our fundraising efforts do not end here. If you were unable to attend the conference there is still an opportunity for you to donate. Do not forget about ISFAA Night with the Indiana Pacers. Join us for a night of fun Saturday, March 21st as the Pacers

take on the Cleveland Cavaliers. Tipoff is 7pm. It's also family night so invite your friends and family to join in on the fun.

Each ticket also includes the following:

- A FREE Pacers Branded Hat
- A Chick-fil-A® Meal Voucher\*
- See your group's name on the LED ribbon board at halftime
- Have an opportunity to shoot a free throw on the court after the game

A portion of each ticket purchased will be donated back to ISFAA and the Pat Wilson Scholarship. Visit the following link to purchase your tickets. <https://pacers.formstack.com/forms/isfaa>

I want to give a special shout out to the Pat Wilson Scholarship committee. Thank you for all of your help and support.



## College Goal Sunday This Weekend

The second and final College Goal Sunday of the 2019-20 school year will take place this weekend! 37 sites across the state will be busy with ISFAA FAFSA experts and other volunteers helping Hoosiers file this important form.

At our first event of the year back in November over 1,000 attendees received assistance from more than 285 ISFAA volunteers. The volunteers will be wearing the T-Shirt shown in the picture to be easy to spot. We know as well that as the phrase promises, they WILL be there for those needing help.

Another \$5,000 in scholarship money will be offered to those attending College Goal Sunday February 23rd. Once a student files the FAFSA, they will receive instructions how to be entered in the scholarship drawing for one of five \$1,000 scholarships.

The sites are getting ready for another big event and volunteer sign up has been strong as always, but there can never be enough event promotion. Please, if you haven't already, follow Indiana College Goal Sunday's social media pages to keep up with the latest information and share posts to spread the word as far and wide as possible. The Facebook



page is [Facebook.com/IndianaCollegeGoalSunday](https://www.facebook.com/IndianaCollegeGoalSunday) and our Twitter page is [Twitter.com/CGS\\_Indiana](https://twitter.com/CGS_Indiana).

Don't hesitate to be a last minute volunteer if you like and let everyone you possibly can know about the big event at 2pm this Sunday!

### Save the Date!



LAS VEGAS, NV | JUNE 29-JULY 2



[www.nasfaa.org/conference](http://www.nasfaa.org/conference)

### Coming Soon

## 2020 MASFAA Annual Conference



OCTOBER 18-21, 2020  
DETROIT, MICHIGAN



People, Purpose, & Passion - A PATHWAY TO SUCCESS

# Thanks for Your Support



# Thanks for Your Support



# Comings and Goings

...and other tidbits of association news .....

Sue Allmon

## Comings

We give a warm Hoosier/ISFAA welcome to **Paula Luff** the new Vice President for Enrollment Planning and Management for Ball State University. Paula begins her new adventure in April. Paula comes to the association via her long stint at DePaul University.

**Abby Frye** joins the Hoosier state from Eastern Illinois where she earned her MA in College Student Affairs and is putting her talents to use in the Financial Aid Office of Ball State University

**Daniel Ramos** decided that perhaps the world of financial aid would be an exciting transition so he left the private sector and joined the Ball State University team as their Assistant Director of Systems and Technology.

**Natalie Noel** has joined the staff of IUPUI as a Financial Aid Representative and is looking forward to meeting and working with other ISFAA members.

**Cedric Elliott** joined the Financial Aid Office at Martin University in March, 2019.

**Margaret Cobb** joined Martin University's Financial Aid Office in May, 2019.

## Transitions

**Kristine Butz**, formerly the Associate Director, Financial Analysis and Reporting for the University of Notre Dame has accepted a position with the University of Kentucky as the Planning and Financial Operations Director for the Enrollment Management Office. Huge loss for ISFAA and a great gain for KASFAA. She began her new position on January 6th.

**Chris Pine** has relocated from Purdue Fort Wayne to join the Ball State University team as Assistant Director/FA Advisor.

**Dean Ackerman** started in October, 2019 as the Assistant Director of Financial Aid/Veteran Affairs at Ivy Tech Community College in Richmond.

## Promotions

Congratulations to **Andrew Whitted** who has been promoted from Loan Processing Coordinator to Assistant Director/FA Advisor for Ball State University.

**Jayson Jarret** moved over from academic advising to the Ball State University Financial Aid Office as the Assistant Director in charge of VA programs.

**Kristie Law** came to Martin University in March, 2018 as a Senior Financial Aid Counselor. As of March, 2019 she became the Interim Director of Financial Aid and now has officially been named the Director of Financial Aid – interim no more!

## Goings

We are sorry to report that the Buckeye state has 'stolen' **Ron Herrell**, formerly of Ivy Tech Community College from us. As of January 21st Ron began his new position as Director of Financial Aid at Defiance College in Ohio. While we will miss him, we wish him well in his new endeavor!

## Retirements

**Dave Mathews** retired from Ball State University this past summer. He was the Senior Assistant Director and had worked at Ball State for over 25 years.

## Illness/Recovery

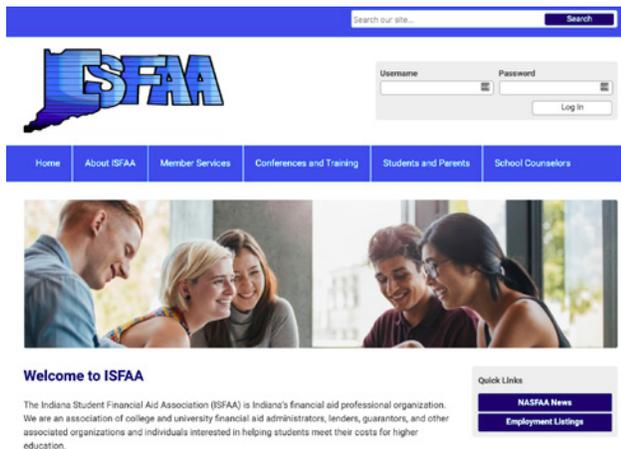
**Richard Nash**, Financial Aid Director for Hanover College had a close call over the Christmas Holidays. While planning his wife's retirement in December his heart decided it needed to be the 'center of attention', Richard had unexpected quadruple by-pass. He is well on his way to recover and hoping to return to work in February.

## Deaths

**Reo Campbell**, Associate Vice President for Enrollment and Financial Aid for DePauw University passed away on December 25, 2019. Our deepest sympathies to his family and to the DePauw University community.

**Kimberly Butts**, Assistant Director of Financial Aid/Veterans Affairs at Ivy Tech State College in Richmond passed away at her home on June 8, 2019. When not helping students, Kim's hobbies included singing, scrapbooking and poetry.

## Website Quick Tip



To access an invoice (for the ISFAA winter conference or your membership renewal or both), log in with your username and password to [isfaa.org](https://isfaa.org). Click on the “My Profile” button in the Quick Links section on the right-hand side of the page. Your personal ISFAA profile should appear. Hover over the grey “My Profile” button in the middle of the screen and click on “Invoices”. Your current and historical invoices should appear.



### Bits and Bytes

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