



MAFAA Matters

A Newsletter for the Minnesota Association of Financial Aid Administrators

Spring 2020

Contributors this issue:

- Brittany Tweed
- Carolyn Chesebrough
- Jessica Crotty
- Susan Brady and Michael Crider
- Jill Anderson and Megan FitzGibbon
- Scott Roelke
- Carol Swenson

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MAFAA President Column

A farewell word from Brittany Tweed, MAFAA President 2019-20:

Greetings MAFAA Members! What a different world we have found ourselves in compared to Spring 2019! There have been a number of challenges that have presented themselves within the last two months that we have all been facing. I am well attuned to the intricacies in regulation changes we will be dealing with for some time. Given this information, I have asked that virtual training opportunities be scheduled with some of the presenters who would have presented at Spring Conference this year. We will be sending out additional information on webinar availability after we are able to confirm our presenters' availability. I am looking forward to next year's President, Carolyn Chesebrough, to continue providing leadership and networking opportunities to you all, in addition to finishing up the work that my Executive Council started in examining and reducing our expenses as a whole.

Please watch for announcements on virtual training and networking sessions to come! Lastly, I want to publicly thank all of the volunteers and everyone on my Executive Council for all of the effort they put into our collective enrichment this year. You are all awesome! For those of you who would question it, a superlative is necessary in this case. 😊 I hope everyone takes care of themselves during this trying time. We'll get through this!

A greeting from our President Elect, Carolyn Chesebrough:

What a time we are living in! While many of us are disappointed we won't be together at our Spring conference at Maddens, and while it would have been wonderful to have the gavel passed to me in front of my MAFAA friends and colleagues at the May conference, the reality is different this year. I never thought there would be a crisis such as we see in the movies that is real. Yet here we are. Each day brings more news of the impact COVID-19 is having on our world, our country, our state, our institutions, and even our neighborhoods and home. I have yet to see a light at the end of the tunnel and so am focusing on the small joys. The lead minister at my church asked the kids to share a joke and she has been emailing one out each day. I have been finding fun videos and sharing them on Facebook. My eldest brother shared some recipes with me that I am going to try. I have been on long walks around my neighborhood. What are the joys you have found?

Leadership changes are still planned to happen in May to follow the MAFAA membership calendar. Plans are being developed by MAFAA Leadership on how and when that will happen. The MAFAA Executive Council will meet virtually via Microsoft Teams on May 5. Please keep tuned in to the MAFAA listserv and the MAFAA website for further information.

COVID-19 RESOURCE CENTER

In response to the spread of the novel coronavirus (COVID-19), the Midwest regional association, [MASFAA](#), has compiled a page of resources for any financial aid administrator; **no MASFAA membership required**. Below you will find links to resources from Federal Student Aid, National Association of Student Financial Aid Administrators (NASFAA), National College Attainment Network (NCAN), and a link to the MASFAA Matters Webinar: How to Make Telecommuting Work. Everything posted here does not require any type of membership to access.

Federal Student Aid

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- **April 3 Electronic Announcement:** [UPDATED Guidance for Interruptions of Study Related to Coronavirus \(COVID-19\)](#)
- **March 27 Electronic Announcement:** [Annual Student Loan Acknowledgement – Preliminary Implementation in Late April 2020, Borrower Completion Requirement Delayed until 2021](#)
- **March 11 Electronic Announcement:** [Issuance of Dear CPA Letter CPA-20-01, Site Visit Exemption During COVID-19 Outbreak](#)
- **March 5 Electronic Announcement:** [Guidance for interruptions of study related to Coronavirus \(COVID-19\)](#)
- **Coronavirus and Forbearance Info for Students, Borrowers, and Parents** [webpage](#) as a resource for students and their families.



- **COVID-19 and Federal Student Aid: The Latest Information Webinar** recorded April 17 can be viewed on demand [here](#).
- **COVID-19 and Federal Student Aid: What We Know Webinar Follow-Up** recorded April 2 can be viewed on demand [here](#).
- **COVID-19 and Federal Student Aid: What We Know Webinar** recorded March 17 can be viewed on demand [here](#).
- **Transcript of the Q&A portion** from the COVID-19 and Federal Student Aid: What We Know Webinar. You can view the full 19-page document [here](#).
- **NASFAA's Coronavirus (COVID-19) Web Center** includes additional articles as well as questions and answers from their **Ask Regs** tool related to COVID-19. That can be found [here](#).

COVID-19 RESOURCES, continued



- **NCAN's Roundup of COVID-19 Resources** [webpage](#) provides links and tools from communication templates to information on companies providing free services (such as internet) to how to support homeless and foster youth through this difficult time.
- **The Hope Center for College, Community, and Justice: Meeting Student's Basic Needs and Keeping Them Enrolled During COVID-19 Webinar:** Colleges and universities across the U.S. and around the world are scrambling to keep their students, faculty, and staff healthy, safe, and educated during the COVID-19 pandemic. As experts on the daily crises that derail #RealCollege students and prevent them from completing their degrees our team at the Hope Center for College, Community, and Justice will provide an overview of the support students will need to remain enrolled and how institutions can best provide those supports. Recording is available on demand [here](#).
- **Communicating Through the Coronavirus: A Panel Discussion Webinar:** Join Signal Vine, expert panelists, and institutional leaders to discuss how they're conducting campus-wide communications in light of COVID-19. Participants will walk away with best practices and ideas on how to ensure the right message is sent to the right people at the right time. Recording is available on demand [here](#).



How to Make Telecommuting Work webinar:

Herzing University has implemented a telecommuting program within the Financial Aid office which has increased departmental flexibility. By researching and implementing strategies for success, Herzing University has identified some key considerations when looking at telecommuting options for staff. In this webinar, we will discuss benefits and considerations impacting staff, students, and University-wide stakeholders, student engagement strategies and technology use, as well as the Herzing University model and steps you may need to take to implement quickly due to our current environment. You can view this recording [here](#).

No Stopping the Leadership Symposium

Jessica Crotty, Co-chair Leadership Task Force

The 2019-20 Leadership group has been engaged with learning and growing and having fun over these past few months. The Leadership Symposium program was developed by MAFAA in 1994 to provide enhanced leadership skills and training for MAFAA members, which can then be applied to our work environment, personal life, and professional participation within the Association. In its symposiums, such topics as leadership style or preference, team building, goal setting, professional involvement, time management, personal development, and more are covered! This year 12 MAFAA members are going through this journey along with four committee members who are also serving as mentors to the group.

The trek began last summer at Bethel University at a two-day retreat where guest speakers were welcomed and team building started. Conversations took place about a group book project and a personal project, aiming for a completion date in early May. In addition, there was discussion about how to get involved in MAFAA. Some topics covered by the speakers were Hallmarks of Effective Leaders, Emotional Intelligence, and Different Communication Styles.

In November, the Leadership group met at Rasmussen College where each small group presented their book project. They chose a book to read, gathered information from those chosen books, and then shared their takeaways. Along with the group presentations, there was another guest speaker, and the day ended with the Leadership group volunteering at **Bridging** in Bloomington. It was a fantastic experience to help get housing items ready to be delivered to families in need. Feel free to visit their website to learn more about this wonderful organization's story, <https://www.bridging.org/>.



Pictured above:
 Front Row – Paris Charles, Debbie Cordova, Bridget Johnson, Anna Smith de Yoma
 Middle/Back Row – Roxanne Johnson, Gina Altobelli, Lindsay Adams, Derek Bauer, Serena Williams, Rebecca Walz, Brynn Juranek, Aleigha Tousignant, Jessica Crotty, Rachel Benrud, Melissa Aune.
 Not Pictured: Taley Hamilton



Outreach and Early Awareness Committee is asking — Can You Help?

Susan Brady and Michael Crider
Co-Chairs, MAFAA Outreach and Early Awareness Committee

Is there someone in your office with expertise in assisting homeless youth or foster care youth navigate the financial aid process?

Completing the FAFSA is challenging for many students due to its complexity and length. Youth who are in crisis and/or may not have supportive adults in their lives may find it even more challenging.

Youth under age 24 who are experiencing homelessness or foster care may assume that they cannot pursue higher education because of their lack of resources and lack of parental support. They are unlikely to know that they have a special status on the FAFSA that allows them to apply for financial aid on their own.

The MAFAA Outreach and Early Awareness committee is collaborating with the Minnesota Office of Higher Education to develop resources to assist school district homeless liaisons and high school counselors serve Minnesota's homeless youth or foster care youth with the financial aid process.

Please email Alaina DeSalvo, alaina.desalvo@state.mn.us, at the Minnesota Office of Higher Education with the contact information for the person on your campus who can best field FAFSA questions from the homeless or foster youth who are interested in attending your campus. Share any materials that your office has developed specifically for this population.

Together, we can help these young people.

Thank you,
Susan Brady and Michael Crider,
Co-Chairs, MAFAA Outreach and Early Awareness Committee

Alaina DeSalvo
Competitive Grants Administrator | Grants Management
Minnesota Office of Higher Education
P: 651-259-3988

The Legislative Corner

By Jill Anderson, University of Minnesota, and Megan FitzGibbon, Office of Higher Education
on behalf of the MAFAA Legislative Task Force

The MAFAA Task Force is here with more legislative tools for your kit.

Legislative Reference Library



Minnesota Legislative Reference Library assures access to resources that support the legislative process and promote the understanding of state government. The library maintains a collection of current and historical materials to document the work of the Minnesota Legislature. This tool is extra helpful if you plan your own visit to the Capitol.

[Legislative Reference Library](#)

Visiting the Capitol Frequently Asked Questions

2. Where do I park when I visit the Capitol?

Answer

Parking information is available on the [directions and parking page](#) of the Minnesota State Capitol website from the Minnesota Historical Society. The [accessibility page](#) of the Capitol website has links to accessible parking information and maps. Parking rates are listed on the [parking page](#) of the Minnesota State Capitol Restoration Project website.

Keep in mind that parking is very limited during the legislative session (January-May). You may want to consider [public transportation](#). Both the Metro Transit bus line and the Green Line light rail have stops near the Capitol.

The MAFAA Day on the Hill was not able to take place as scheduled, though if you ever want to plan a visit after the stay-at-home orders related to the coronavirus pandemic are lifted, we recommend you start with “Visiting the Capitol” to get answers to all your questions.

[Visiting the Capitol](#)

We hope these tools get you excited about the Minnesota Legislature!

Old Dog. New Tricks. Real Possibilities.

Scott Roelke, MAFAA President-Elect-Elect

In preparation for the next MAFAA membership year, I attended the 2020 NASFAA Leadership & Legislative Conference & Expo February 3rd and 4th in Washington, D.C. as your President-Elect-Elect. Also attending was your Treasurer-Elect-Elect Simon Bauer from St. Cloud State University.

It had been a long time since I attended a NASFAA event of any kind, so I didn't know what to expect regarding the quality of this event. I was registered for the Association Leadership Pathway Sessions and I am happy to say my time was well spent.

Topics included:

- Association Governance and Board Effectiveness
- Strategic Long-Range Planning
- Engaging Your Board and Getting to Consensus (Presidents-Elect/Presidents)
- Treasurer Fiduciary Responsibility (Treasurers)
- Volunteerism and Diversity
- State-Based Advocacy
- Creating a Plan of Action

Presenters included NASFAA professional leadership, the current and two previous National Chairs, as well as experts in the fields of non-profit board governance and advocacy. The sessions were very informative and delivered by folks with real world experience in state, regional, and national organizations. Reflecting on the guidance provided by NASFAA, there are many things MAFAA does well and a few which could use a little shoring up. The good news is those items are already being addressed by current organization leadership.

One topic that continued to surface as a concern for conference attendees was organization leadership succession. This hit home, as the last two MAFAA elections saw the President-Elect position on the ballot go unopposed. Now, I don't know how many votes "abstain" received, but having this situation in consecutive years fills me with concern. You see, I have an AARP card, as I am sure many of my contemporaries do. While this means I can get an occasional discount based solely on my age, this has major implications for MAFAA, as this group of chronologically superior members will not be around the profession all that much longer. We need to be mindful to actively develop members who are ready to take on this role.

My personal opinion is MAFAA is well positioned in this regard. I can look around the room at any MAFAA training event, meeting, or conference and see five to ten active members who could step into the role of President-Elect immediately. The issue, as I see it, is those same people may not see themselves in that same light. My aim is to work to change this. For selfish reasons, this needs to change as I will be responsible for filling ballot slots in a couple of years. For the organization's needs, MAFAA must develop a group of capable and willing leaders to carry on the good work of the organization.

The tag line on my AARP card is Real Possibilities. I want to work toward having MAFAA members realize running for the President-Elect position is a real possibility.



MINNESOTA ASSOCIATION OF FINANCIAL AID ADMINISTRATORS

MAFAA Matters is published online six times per year. The next issue will be in Summer 2020. Please email contributions to MAFAA Matters Editor, Carol Swenson, cswenson@ascendiumeducation.org

MAFAA's Statement of Purpose

The Minnesota Association of Financial Aid Administrators (MAFAA) is an association of professionals committed to the principle that no one should be denied access to higher education for financial reasons. MAFAA is dedicated to working with students, educators, policy makers, and others to ensure that adequate programs of financial assistance are available to every student attending a Minnesota institution of higher education.

www.mafaa.org

Living With Passion

PEOPLE and PLACES

Meredith Hauer (Normandale Community College) was selected for the new One Stop Director position at the college.

Jess Christensen (Concordia College) was promoted to Associate Director effective in January.

NEW BABIES

Congratulations to **Lindsay Adams Kagol** and husband Phil Kagol on the birth of their third son, Adler Michael Kagol, born at 7:43am on February 12 at 6 lbs 8 oz, 20 ¼ inches.



RETIREMENTS

After 20 years in financial aid, **James Scott** (Rochester Community College) retired effective April 1.

Pat Pierce (University of St Catherine) is retiring in April after many dedicated years of serving students in the financial aid profession.

Cheryl Johnson (University of Minnesota) is now retired having served in the financial aid profession for 32 years.

SYMPATHY

Dr. Gordon Trisko passed away on February 1, 2020 at the age of 84. Gordon is a retired Counselor and Financial Aid Director at what is now Rochester Community College from 1969-1995. Back in 1984, he, Bob Matuska and others testified on the Reauthorization of the Higher Education Act: Hearings before the Subcommittee on Postsecondary Education of the Committee on Education and Labor. As the testimony read, it was true Gordon Trisko. Some things never change as today we are still talking Reauthorization and Pell Grants, and fighting to get money for students to attend college.

The father of **Valerie Knopp** (College of St Benedict), Carl "Fritz" Knopp passed away on December 2, 2019. Committal service with honors was scheduled for April 2, 2020 at Ft. Snelling National Cemetery.

Frank Morrissey, long-time member of the St Cloud State University Financial Aid Office, passed away on January 6, 2020.

Live With Passion!