



MAFAA Matters

A Newsletter for the Minnesota Association of Financial Aid Administrators

October 2020

Contributors this issue:

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- Anita Ostercamp and Shannon Sullivan
- Michael Crider
- Tasha McDaniel
- Jeff Olson
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- Carol Swenson

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A Few Thoughts from the President

Carolyn Chesebrough, 2020-21 MAFAA President, Rasmussen College

I hope this finds you and all those you care about healthy, happy, and coping well with this "new normal." I have been watching the news about campuses opening, and hoping you share news about how it is going in your offices. At Rasmussen, the campuses are open only to very limited classes such as nursing lab classes and law enforcement classes. There is a sanitation station at the front door and everyone entering is asked the standard health questions.

Personally, I have been visiting state parks and enjoying being in nature. My roommate, her six-year-old child, and I have been trying to visit as many waterfalls as possible. Her daughter is blind and so we want to find things she can hear. It has been wonderful traveling around the state discovering waterfalls. I did not know Minnesota had so many! First grade started for her daughter and we are so thankful she is back working with professional educators who understand the challenges and how best to teach her how to handle them.

The Executive Council held our planning retreat on August 5-6. Several of us were able to attend in person socially-distanced style at Madden's Resort in Brainerd, while some attended virtually. It was a good for us to come together and look ahead to what will be a very different year for everyone. Check out our traditional photo by the big chair at Madden's elsewhere in this issue.

MAFAA has some upcoming training that you are encouraged to virtually attend. We are working with (MACAC) Minnesota Association for College Admission Counseling to present at their conference. The MAFAA Early Awareness/Outreach committee is working on being able to have MAFAA members virtually participate in FAFSA completion events at high schools. Our Associate Member Sector Representative Matt Nettleton from Inceptia is working with our business partners to host virtual happy hours so that we can informally connect with each other to maintain our friendships.

Our MAFAA Fall Training is coming up quickly on October 28 & 29. Please register [here](#) so you can have access to all the great interest sessions that will be available over this two-day event. We're grateful that we can still conduct this training, albeit virtual, because in our profession, the need for learning continues.

MAFAA needs committee members! The best way to let us know you want to help is to go to the MAFAA website, under MEMBERS, there is a link to a form to tell us you are willing to serve. Don't hesitate - you can do it. Yes, you!

I want to end my thoughts with letting you know you can reach out to me with ideas, questions and suggestions at cchesebrough@mafaa.org. Take care of yourselves and those around you and remember, we are in this together and tomorrow is a new day.

Executive Council Retreat August 5-6, 2020 at Madden's



Front row: Carol Swenson, Andy Levesque, MEG Calabrese, Jenny Truebenbach,
Larry Bloom, Carolyn Chesebrough, Brittany Tweed
Back row: Simon Bauer, Amanda Cantú, Kristi L'Allier, Dick Battig

Can You Spare a Little Time for a Good Cause?

Jessica Crotty, Masters and Leadership Chair

The Leadership and Master's Committee is looking for some veteran MAFAA members along with some recent Leadership Symposium graduates to review the Leadership Symposium and Masters Leadership Program.

Over the past couple of years, interest in each of these programs has declined; however, those who have participated over the years have given positive feedback! We'd like to have some brainstorming sessions to review the goals of each of these programs, research some of the other state financial aid leadership program, and see what can be done to revamp our program to create more interest and fit the needs of our membership.

If you can spend a bit of time to share in discussions and are interested joining this committee, please reach out to Jessica Crotty at 763-795-4753 or via email to jessica.crotty@rasmussen.edu as soon as possible, before October 21. The time commitment to have these discussions will be minimal and we'll meet virtually, of course. Recent retired members are encouraged to provide their valuable feedback, too!

MAFAA Committee Activity Opportunities Galore!

The 2020-2021 Executive Board welcomes you to a new year! We are committed to providing ongoing training and continue to support our community during this unprecedented time. **Membership** is required to participate in our trainings, to volunteer on a committee and to have full access to the MAFAA website such as the member portal, discussion forums, blogs and much more.

Interested in volunteering on one of our [committees](#)? We'd love to have you! Submit the [MAFAA Volunteer Form](#) today!

Have a question or interested in how other schools tackle a program or process? We have online tools to keep you connected. Our [discussion forums](#) are a great way to ask questions and participate in dialogue regarding an array of topics.

Need to connect with someone from a particular institution or who oversees the same program as you? The [MAFAA Member Directory](#) is a great tool for finding others. You can search by institution and even programs! MAFAA is comprised of many professionals with years of experience.

We are here to help you stay connected during these virtual times. [Join us](#) for what will surely be an exciting and rewarding year. Questions about your membership?
Contact Jana Koehler jkoehler@mafaa.org or Amanda Cantú amanda.cantu@stthomas.edu

*** REGISTER NOW FOR FALL TRAINING ***

The **Conference Planning** Committee has planned a great agenda for our Fall Training Event. This year, due to COVID 19, the event will be hosted virtually over two days, October 28-29, 2020. Please register before October 16. Even virtually, there will be opportunities to network with colleagues and vendors. [REGISTER HERE](#) today or check out the [MAFAA website](#) for more information.

In addition, we are happy to announce the dates for Spring Conference. Mark your calendars for May 5-7, 2021 at Madden's. We are planning for an in-person event, but will switch to a virtual conference if needed.

If you are interested in joining this committee, please reach out to Brynn Juranek (Brynn.juranek@rasmussen.edu).



* * *

The **Professional Development** Committee is excited to bring you a series of three lunchtime sessions with the intent to share information and encouragement as we navigate our offices during these challenging times. In addition, the committee is planning to host the familiar professional development events, such as Hot Topics, New Professionals, and more, throughout the 2020-21 year.

The first lunchtime session, **Better Together**, was held on Tuesday, September 29. There were 21 people from MAFAA on the Zoom call. The topics discussed on this initial call were remote working, student wellness, and technology. We are looking forward to the next *Better Together* lunchtime session in December. Stay tuned to the MAFAA list for the date announcement and your opportunity to join in the conversation!

Please reach out to your co-chairs if you have questions: Anita Ostercamp anita-ostercamp@bethel.edu and Shannon Sullivan Sullivan-Hanson.Shannon@mayo.edu

Minnesota Goes to College NEEDS YOU!

All MAFAA members are invited to participate in **Minnesota Goes to College!**

[Minnesota Goes to College](#) is our state's effort to provide graduating high school seniors with the preparation, opportunity, and support needed to apply and enroll in college. Each school year, participating schools, college access programs, postsecondary institutions and community organizations plan and host free college-going events for students and families that focus on college and career exploration, financial aid and Dream Act information and application completion. Minnesota Goes to College events kick off during October with the College Knowledge Month.

To support these efforts, postsecondary volunteers are needed to directly assist the registered high school sites that have requested volunteer assistance in carrying out Minnesota Goes to College activities or events. **Due to COVID, many schools are offering virtual events this fall, or in-person events with social distancing and masking requirements.** This is an exciting initiative for MAFAA and allows our membership to engage in the support of local high schools as they guide underrepresented students in the transition from high school to postsecondary education.

[Complete the registration form to learn more about what schools need and to indicate your interest.](#) Volunteers can indicate their preferences for virtual or in-person support during registration.

MAFAA is represented on the Minnesota Goes to College steering committee, which also has representation from other non-profit organizations and both public and private Minnesota colleges and universities. MAFAA is poised to provide tremendous support and valuable assistance in this effort. Thank you very much for considering how you may be able to contribute!

If there are questions at all, please reach out to Michael Crider, Co-Chair, MAFAA Outreach and Early Awareness Committee. Direct 651-423-8554 Michael.Crider@dctc.edu

MAFAA 2020-21 CALENDAR OF EVENTS

2020

Oct 6-29	Month of MASFAA Conference	Virtual
Oct 16	Executive Council meeting	Virtual
Oct 28-29	Fall Training Event	Virtual
Dec 1-4	FSA Training Conference	Virtual
Nov 20	Executive Council meeting	Virtual
Dec tba	<i>Better Together</i> lunch session	Virtual
Dec 18	Executive Council meeting	Virtual tentative

2021

Jan 15	Executive Council meeting	Virtual
Feb 19	Executive Council meeting	Virtual
Mar 19	Executive Council meeting	Virtual tentative
Apr 16	Executive Council meeting	Virtual tentative
May 5-7	MAFAA Spring Conference	Madden's Resort, Brainerd
June 27-30	NASFAA Conference	National Harbor, Maryland

Supporting Student Well-Being in the New Campus Norm

By Tasha McDaniel, Attigo Senior Trainer AFC® and Certified Health Coach
Submitted by Carol Swenson, Ascendium Education

Incoming freshman and returning students are anxiously waiting, or have returned to campus, to begin their college aspirations. The transition to college is typically filled with varied emotions, from excitement to nervousness. Will they have enough money, fit in, find their classes, find a community to join? To top it off, this school year is an extremely different and challenging one.

Incoming and returning students will have a host of new safety rules and guidelines to follow. Masks, sanitizer, and antibacterial soap will be packed with their personal items. Social distancing will replace large social gatherings. Study halls will be done in the privacy of their rooms. And many campus traditions like tailgating, homecoming, and rivalry week simply won't happen. Even as most schools are re-opening this fall, many students will be attending remotely while others will take a hybrid. Residential students may be looking forward to getting away from home but they'll need to learn how to navigate the new campus norm.

New Campus Norm—Student Impacts

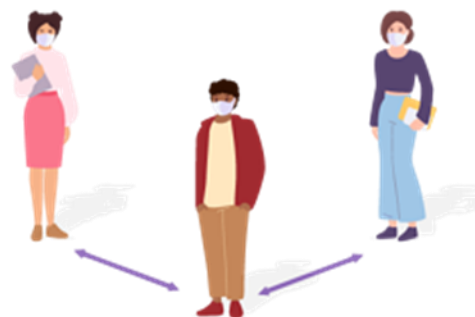
Fear and isolation coupled with lifestyle changes are taking a toll on many students' well-being. According to a telehealth study outlined in Campus Safety, 85% of college students reported experiencing increased stress and/or anxiety due to COVID-19. The main causes were:

- Uncertainty about the future of their education (72%)
- Fear of falling behind in school coursework (61%)
- Struggles with remote learning (60%)
- Worries about future career and job prospects (50%)
- Fear about their own health and/or the health of loved ones (49%)*

Priorities: Safety and Well-Being

Determining how to educate students while keeping everyone safe is the top priority of every school. Ensuring they're mentally, emotionally, physically, and financially well is essential too. Experts have been ringing the alarm about the rise in mental health issues of college students long before the pandemic. According to the American College Health Association's (ACHA) 2019 survey, over the past year 87% of students felt overwhelmed by all they had to do, 66% felt overwhelming anxiety, and 56% felt things were hopeless. Contributing factors that have increased these mental health symptoms include:

- Academic challenges
- Loneliness and isolation



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Supporting Student Well-Being in the New Campus Norm, *continued*

- Financial worries
- Constant streams of negative information
- Fear of missing out and peer pressure
- Gun and other types of violence
- Cyberbullying
- Dependence on social media that can lower self-esteem

The ACHA recommend [that campuses should make every effort to support tele-mental healthcare for enrolled students](#). Virtual workshops, institutions' social media channels such as YouTube and Instagram, and classroom lessons are other ways to meet the needs of their student body. Most schools already provide resources on drug and alcohol abuse, sexual violence prevention, and gambling addiction. These are some additional methods to address mental health:

- Increase virtual social connections to reduce isolation
- Provide stress management resources such as mindfulness and meditation
- Launch wellness campaigns with rewards to encourage participation
- Empower students to recognize when they need help and where to find it
- Provide podcasts to improve coping skills, decision-making, social and emotional competency, and emotional intelligence
- Reduce the stigma of mental health with real-life stories and testimonials
- Offer financial wellness education to help students budget, manage credit, and minimize debt

Don't Forget Physical and Nutritional Wellness

Physical wellness has a positive impact on mental health. Cardiovascular and aerobic exercises release endorphins, which play a part in regulating a person's mood. Yoga, tai chi, and other mind-body exercises can strengthen the body and help it to relax. New capacity restrictions for on- and off-campus weight room facilities shouldn't deter students from working out. There are many "no-equipment-required" exercises that can be done outside or in their rooms such push-ups, sit-ups, and squats.



The new "grab-and-go" rules may create more challenges to find healthy meals. Processed, high-sugar, sodium-filled foods are often more convenient for students when navigating between classes. Poor food choices are likely to increase in the new norm. Schools should ensure grab-and-go selections include healthy options and provide additional education to improve dietary habits.

This life-threatening pandemic has created unique and unprecedented challenges for higher education personnel. Curriculums and the methods of teaching are being revamped and the overall collegiate experience is being transformed. These changes will also impact students' emotional, mental, physical, and financial well-being.

Sources: Campus Safety* and American College Health Association

Survey of Financial Aid Professionals 2020-21 FAFSA Submission and Awarding Timeline

Jeff Olson, Director of Financial Aid, Bethel University

One of the most common financial aid questions raised by high school seniors and their parents is when they should submit their Free Application for Federal Student Aid. The underlying issue is a concern that if their FAFSA is late, they will miss out on lots of grants or scholarships.

In 2018-2019 there were over 4,000 degree-granting colleges and universities in the United States that participate in federal financial aid programs (88 in Minnesota). All of these schools are responding to the same question and concern -- when students submit their FAFSA?

In late September, 2020, I asked MAFAA financial aid administrators three questions about when students should submit their FAFSA. Financial aid administrators from 54 different schools responded to the survey. Their responses reinforced the general perception that high school seniors should submit their FAFSA in the fall of their senior year of high school. Responses also suggest it is fairly normal for students to wait months, after submitting their FAFSA, before they receive a financial aid offer from the school. Families should be reassured that more than 70% of responding schools offer a normal amount of institutionally controlled gift aid as long as the FAFSA is received by May of the student's senior year.

Here are several charts which you can feel free to use in your communication with prospective students or at financial aid nights. If you wish to receive the PowerPoint of these slides, please contact this editor or Jeff Olson at jeff-olson@bethel.edu. Watch for an update to this data next fall.

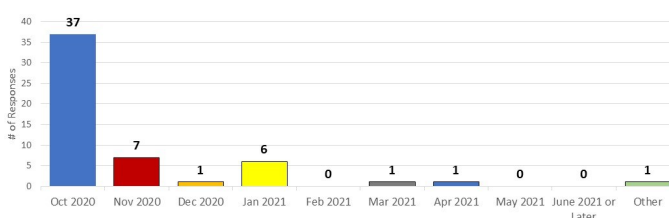
September 2020 Survey of MAFAA Financial Aid Professionals

Jeff Olson
Bethel University
October 1, 2020

When to submit 2021-2022 FAFSA?

Advice from Minnesota Financial Aid Administrators

Question: When do you recommend that high school seniors, who will graduate from high school in the spring of 2021, submit their 2021-22 FAFSA (assuming they are only applying to your institution)? 54 different colleges responded



SOURCE: Online survey of members of the Minnesota Association of Financial Aid Administrators, October 1, 2020. Used 54 unique responses—one response per school.

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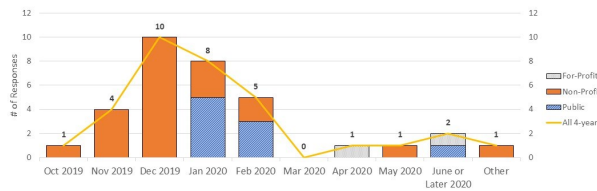
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Survey of Financial Aid Professionals Regarding 2020-21 FAFSA Submission, *continued*

When 4-year schools begin sending 2021-2022 Financial Aid Offers?

Insights from Minnesota Financial Aid Administrators

Question: When will you begin sending financial aid offers/awards to incoming new students (typically freshmen) for the 2021-2022 academic year? **33 responses from 33 different four-year or above colleges.**



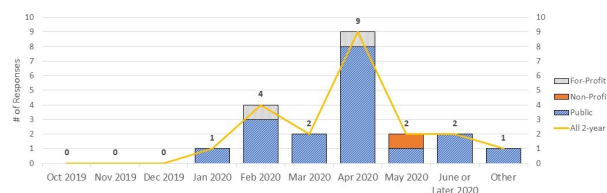
SOURCE: Online survey of members of the Minnesota Association of Financial Aid Administrators, October 1, 2020. Based on responses from 33 schools in one of the following sectors: Public 4-year or above (9 schools), Private not-for-profit 4-year or above (12 schools), and Private for-profit 4-year or above (2 schools).

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When 2-year schools begin sending 2021-2022 Financial Aid Offers?

Insights from Minnesota Financial Aid Administrators

Question: When will you begin sending financial aid offers/awards to incoming new students (typically freshmen) for the 2021-2022 academic year? **21 responses from 21 different two-year colleges.**



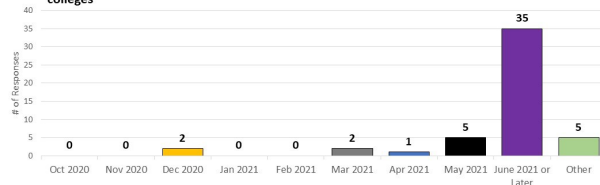
SOURCE: Online survey of members of the Minnesota Association of Financial Aid Administrators, October 1, 2020. Based on responses from 21 schools in one of the following sectors: Public 2-year (18 schools), Private not-for-profit 2-year (1 school), and Private for-profit 2-year (2 schools).

5

When FAFSA submission impacts amount of institutional gift aid for new freshmen?

Insights from Minnesota Financial Aid Administrators

Question: When is the latest an incoming freshman, enrolling for Fall 2021, can submit 2021-2022 FAFSA and still receive normal amounts of institutionally-controlled grants and scholarships (excluding any competitive scholarships)? **50 responses from 50 different colleges**



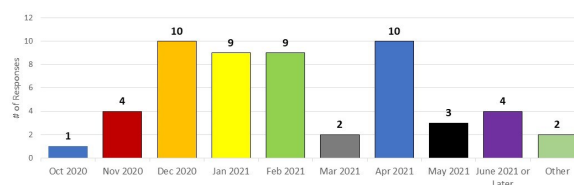
SOURCE: Online survey of members of the Minnesota Association of Financial Aid Administrators, October 1, 2020. Used 50 unique responses – one per college. Two additional colleges reported “not applicable” but their data is not included in this chart. The five “other” responses included 2 schools who have no deadline, 1 school with a mid-March deadline, and 1 school with a “soft deadline in mid-July.”

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When schools begin sending 2021-2022 Financial Aid Offers?

Insights from Minnesota Financial Aid Administrators

Question: When will you begin sending financial aid offers/awards to incoming new students (typically freshmen) for the 2021-2022 academic year? **54 responses from 54 different colleges**



SOURCE: Online survey of members of the Minnesota Association of Financial Aid Administrators, October 1, 2020. Used 54 unique responses – one per college.

3

How to Avoid Video Conference Fatigue

Submitted by Deb Gossman, College Ave Student Loans

Since the COVID-19 pandemic began, millions of people have transitioned to working from home full-time. With so many people working remotely, virtual meetings and video conferencing have become the new norm. The video conferencing giant [Zoom](#) announced that it had over 300 million daily Zoom meeting participants in April.

If you've been dialing into video conference calls lately, you know surprisingly how exhausting they can be. You may even find yourself dealing with virtual meeting burnout, where you feel drained and unproductive because of your meetings.

If that's the case, here are five tips for conquering video conference fatigue.

1. Use video conferencing as a last resort

With so many people [working and learning remotely](#), some employees and students are worried about getting enough facetime with the administrators and professors, or the perception that they aren't working from home. To compensate, they schedule video meetings to prove that they're working during normal business hours, even when a video meeting may not be the most efficient use of time.

Using video meetings for all your interactions can be draining and can even reduce overall productivity. If possible, try to use other methods of communication first. For many projects and tasks, you may accomplish your goals with email, Slack messages, or a simple phone call. If you need input from multiple people or need to present a proposal, then a video conference call may be appropriate. Try to make video conferences the exception rather than the rule.

2. Set boundaries

When you work or study from home, it's easy for your work and personal lives to blur. But you need to be diligent about maintaining boundaries. Otherwise, you'll quickly get burned out and exhausted.

When scheduling meetings and classes, make sure you build in buffer time between meetings to give yourself time to stretch, get a snack, and take a quick break before you have to get back into professional mode. Staying "on" for the camera can be grueling, and you'll need that breather.

3. Change your location (and your position)

When you're working and taking meetings and classes from home, you'll spend all day in the same position. At the end of the day, you'll feel drained and sore.

To help stay energized and focused, try to change your location and position throughout the day. If possible, try to stand during video calls. If you don't need to be on camera, you can even go for a walk during your calls, which can get your blood flowing and boost your energy mid-day.

Even just taking your calls in a different room or sitting outside can make a big difference in your mood.

4. Take notes

During video calls, it's tempting to try and multitask. Whether you answer emails, check social media, or try to finish up a last-minute task, it's common to juggle a few different tasks while in a meeting. However, multitasking during meetings and classes is counterproductive. You'll be distracted, less prepared to contribute, and you may miss valuable information.

During your meetings and classes, close all other tabs and focus solely on what's at hand. If you have trouble staying focused, try taking notes. Even if you never reference them again, just the act of writing them down can help you pay attention and remember critical information.

5. Give yourself some grace

These truly are unprecedented times. If you've had to shift your work or school to a remote environment and are adjusting to virtual classes and meetings, be kind to yourself; it's a huge transition. You likely miss your old routine, the camaraderie of the classroom, office, and in-person interactions. Getting used to virtual classes and meetings can be a real challenge. Give yourself some grace and understand that everyone is struggling to adapt right now and that it will get easier over time.

How Has Your Office Handled the COVID-19 Pandemic?

The COVID-19 pandemic has undoubtedly affected every single person across our state, our country, and our world. Governor Walz's Stay Safe Order was effective March 28, 2020 in response to the national pandemic declaration. College campuses and businesses closed their doors and moved to a virtual learning and working environment. We wanted to know how folks in MAFAA have dealt with this unprecedented environment all while keeping students and staff safe and the learning relevant. Here's what some campuses shared:

From Valana Hillard:

The Rasmussen College Financial Aid Team has been working remotely due to COVID since March 2020. We have adapted to remote working and it has been quite the experience. The least favorite is not seeing our co-workers every day. Although we miss seeing each other every day and stopping by one another's cube for a "how was your night" or "what movie did you watch last night?", we have been enduring these tough times.



Each week, we meet as a team for updates, trainings and communication via Microsoft Teams. One of the highlights each week is we play virtual games. We've played Fiddler's Green, Psych, 25 Words or Less, and a number of other games. We enjoy this time together because it actually feels like we are together. In these challenging times, it has brought us closer to our families and it has allowed us the time to self-reflect and understand what's really important in life.

Although the world may be a little uneasy right now, MAFAA is demonstrating that FAA's remain committed to the success of each one of our students and the institutions we serve!

From Scott Roelke:

The Office of Financial Aid at Dakota County Technical College and Inver Hills Community College has been fully off site since March 27, 2020. The only presence Financial Aid has on campus is one staff member going into the office at Inver Hills to scan documents one day per week. Paper documents coming into the office at Dakota are scanned by the Enrollment Services staff working on campus. All other work is conducted remotely from staff member's homes. Staff were each offered a college issued notebook computer for home use, and can request a desktop monitor if desired.

We are using a combination of web forms, Zoom, MS Teams, MS Outlook, MS Office 365, Adobe Acrobat DC, and a remote desktop at each college to access our ISRS system and Perceptive Content. Telephone access is through the Cisco IP phone system at Inver Hills using the Jabber app on our personal cell phones. We also have the option of having a physical Mitel IP Phone from Dakota at home.

The only way a student can interact with the staff is through Zoom, email, or telephone. We do have several "Zoom Booths" set up to allow students on campus to contact staff. We conduct daily open Zoom sessions for students using breakout rooms for privacy and screen sharing. Ad hoc communication between staff takes place on MS Teams and we have Office of Financial Aid check in sessions at the close of each business day on Zoom. These daily sessions have allowed us to stay connected, keep on top of daily developments, and air our daily grievances. Obviously, some things would be easier to do in person, but the Office of Financial Aid Team has found a work rhythm that is efficient and, most importantly, effective for our students.

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COVID-19 Responses from MAFAA, continued**From Beth Stevens:**

Our financial aid staff at St. Catherine's University send the best memes! Since the pandemic started, we've been circulating birthday and TGIF memes while we're working remotely. It's a fun way to stay connected and to sign off on Fridays. Knowing it's the little things that keep us connected, recent favorites are shared throughout this article.

**From MEG Calabrese:**

Since mid-March the entire Financial Aid staff at the University of MN - Twin Cities have worked remotely. And this will remain the case until at least 12-31-2020. This situation has required a great deal of adjustment. What made the transition easier is that every staff person has a laptop from work. I had just gotten a new one 2 days before the lock-down. Also, a number of our staff had already been working from home, usually just one day per week. Our smooth transition has shown that we can and do function well working remotely.

I was on campus on a recent Saturday. It was a beautiful day. Perfect weather. As I drove through campus, I thought about what a "normal" Saturday would have looked like. There would have been crowds of students walking around. If it had been a football game day, the campus really would have been hopping! I saw single people walking, wearing their masks. I saw groups of people standing together, with no one wearing masks and standing close together. The large classrooms in the building which houses our office were once law school classrooms. There are tiered levels with stadium type seating at long, half-circle wood tables. And in so many seats there are signs that no one can sit in those seats. Covid-19 distancing is in place.

Despite all of this, our enrollment totals have not had significant decreases. We change, we adapt, we continue to serve our students.

From Brad Riebel: who so aptly stated, "I'm accustomed to working FROM home but I'm not used to STAYING home."



Living With Passion

A note from your editor:

This column, Living With Passion, was started many years ago as a way to share personal news, highlights, ups and downs, of our MAFAA members. It has been a means for many of us to stay connected. I've heard more than once that it's the first place people look when they get the newsletter! Even though there are times we don't converse as frequently as we would like, the need to stay connected is even more prevalent in the times in which we live and work now, since March 2020. So perhaps it's my sense of melancholy in not seeing people that we were accustomed to seeing, meeting new faces, learning about people, and all around caring what happens to those in our association and beyond that causes me to pause and be grateful for what you and everyone involved in our association does and who you are. I know I'm not alone in that thought. We share a passion and have a unique role in our profession for wanting students to succeed, all while we care about what happens to each other. Let's call it *living with passion!*

To that end, I've learned of several retirements that have caused me to linger and reflect on the enormous wealth of knowledge that this association has gained over many years and will continue to grow in its existence ahead. This column may not reflect an exhaustive list of retirees, and there are more retirements to announce in the coming months, but I would be remiss if I didn't recognize the depth of experience and commitment that is contained within MAFAA. For example, with eight people noted here, three retirees mentioned in the last issue of *MAFAA Matters* (James Scott, Cheryl Johnson, Karen Lee), and more planned retirements coming up in 2021, we have a collective history of financial aid and higher education experience of more than 479 years retiring from MAFAA in 2020 and 2021...so far. Think about that for a minute -- 479 years! With my calculations, that's an average of over 34 years per person. That's AMAZING and impressive and a testament to the kind of folks in this organization and profession! I'm proud to know you. Congratulations to those who have retired before this, those now, and those yet to come. Job well done, my friends.

-Carol Swenson, MAFAA Matters Editor

RETIREMENTS

Robin Taney (University of St. Thomas) just celebrated her retirement in September after 15 years in the aid office at UST.

Closing out her admirable financial aid career as Associate Director at the University of Minnesota, **Deb Pusari** will be retiring on November 13. Starting at the U after college, Deb then spent eight years at Macalester College as Associate Director before returning to the U for the rest of her career.

Only a numbers lady like **Sandy Goman** would choose 10.15.20 to say, 'See ya later!' Sandy has shown a passion and commitment to helping students achieve their higher education dreams for over 26 years at the College of St. Scholastica and has been a steadfast leader within MAFAA. Sandy plans to enjoy her retirement camping, fishing, gardening, taking photos, traveling, and enjoying time with her husband, John, pictured here, and her beloved family, with second grandchild arriving soon.



David Vikander left Southwest Minnesota State University on September 11. While he devoted tireless hours to MAFAA and financial aid over his 29 years in the industry, he is still managing to put in about 60 hours per week between helping with the census bureau, conducting financial aid nights, and working part-time at a favorite spot in Granite Falls.

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Living With Passion, MAFAA Retirements, *continued*

Scott Schweikert, Business Analyst at University of Minnesota Duluth, is retiring November 5. He has been in the financial aid office at UMD for 39 years.

After 40 years of working in the financial aid community, **Diane Borchardt** is retiring at the end of the year, working on a half-time basis until then. “I am so very thankful that my journey led me to financial aid. First at Concordia-St. Paul in the financial aid office; then at Education Assistance Corporation, Great Lakes and ScholarNet. It gave me the opportunity to work beside so many of you, but more importantly the opportunity to build lasting memories and friendships. I’m finishing well – loving what I do every day. It is simply time for the next adventure with my husband and our family and six grands. I will miss everyone. It is my hope that our paths will cross again.”



Diane Borchardt, left, pictured in 1980 in her first year working in financial aid at Concordia-St Paul.

Jayne Dinse will be retiring at the end of fall semester after nearly 39 years in higher education. Jayne began in admissions and financial aid at the University of Minnesota, Waseca in 1982, spent a little time at the University of Minnesota, Twin Cities, and the last 27 years at South Central College, Faribault/North Mankato as Director of Admissions/Financial Aid. Jayne has appreciated all the opportunities she had through her involvement in the state and regional associations. She said, “I will miss most of all the colleagues within the financial aid profession - their support and friendship...and if I never hear another word about CARES funding, that will be just fine!” She is looking forward to working in landscaping (her first AAS degree) and with animal health (her second love). We all knew this woman would not stop working! Jayne plans to relocate part-time to the Prescott Valley area of Arizona.

Herald Johnson took pause and thought about his own tenure in financial aid. “I ended up shocking myself because I remembered starting in financial aid at Augsburg College in January 1970,” said Herald. “I was their first financial aid director. Since then and up to July 2020 I have actively been in financial aid and a member of MAFAA.” Since retiring from Augsburg in 2006, Herald has worked on a consulting basis with 12 different colleges and universities across the country as an interim director and with several others on various financial aid projects. He recently completed a stint at United Seminary in St. Paul. Says Herald, “I think I’m *officially* retiring now. It has been a great run during which I have drawn great insights, strength, and amazing friendships from MAFAA.”

Congratulations to all MAFAA retirees — past, present, and future!

Thank you for your service to financial aid and serving students.

MINNESOTA ASSOCIATION OF FINANCIAL AID ADMINISTRATORS

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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

Katie Hendrickson (formerly Gustavus Adolphus College) started her new role at Minnesota State University-Mankato on August 5 as Financial Aid Application Review & Verification Coordinator.

Three new staff members who joined the Financial Aid Office at St. Catherine's University this past spring are **Rich Levesque** as Associate Director, **Monica Muchow** as Assistant Director and Loan Processor, and **Ben Smethurst** as Information Specialist.

Mary Tobias (formerly at Brown College) has joined the financial aid team at Hamline University.

Carly Eichhorst is leaving her role as Financial Aid Director at St. Olaf after 17 years in aid administration at the Art Institutes International, Augsburg University and St. Olaf College. She is taking a role in Advancement and will remain at St. Olaf. Carly is appreciative of the good life skills she picked up because of working in financial aid (budgets matter!). But the most important life lesson came from students who graciously shared their own financial upbringing and how it impacted them.

Carin Kruger (formerly Wells Fargo Education Financial Services) has joined the ScholarNet team. Carin said, "I have always enjoyed working with ScholarNet from the lender side and am excited to begin working with all of you. I know that I have some very big shoes to fill!" She resides in Sioux Falls, SD with her fiancé, Jeff, and daughter, Cambrie. Carin shared, "I have been fortunate to stay home the past year to take care of our daughter. She had a rough start to her little life but is thriving and doing wonderful as she gets older. She was born at 2.1 ounce and spent 77 days in the NICU. We are blessed!"

SYMPATHY

Gary Pressley passed away on July 15 as a result of serious injuries sustained in a car accident on June 26. Gary was active in MAFAA several years ago as an associate member with his lending company, Academic Funding Group.

NEW BABY

Alyssa Gillette (Crown College) and her husband, welcomed their second child, Jaxson, on June 30th.



— Live with Passion —