It's really, truly summer! Sister Dale Brown Summer Institute was just held in Reno, and it was a resounding success. It was our first time offering three separate tracks: beginner, intermediate, and advanced. Students studied financial aid intensively all week long, and in the process, they had fun and got to know one another. I've always said that half of the value of attending conferences and other training opportunities is in the connections you make, and I'm sure our Summer Institute participants made lifelong friends that they'll continue to reach out to throughout their financial aid careers for perspective and advice. This is part of what makes WASFAA and financial aid so special—we connect, we collaborate, and we share a passion for affordable access to higher education. We volunteer our time, energy, and expertise for the greater good—to train and mentor our newer colleagues so they can carry on our legacy of serving needy students and making it possible for them to achieve their dreams.

WASFAA Fall Training is quickly approaching—that’s when we bring one day of training to a location near you! We travel to every state in our region to provide training on some of the most in-demand topics of the moment using NASFAA materials, and offering NASFAA credentialing opportunities to participants. It’s always an amazing bargain, and that’s very intentional—it's of utmost importance to WASFAA that we provide excellent, low-cost, in-person training to as many of our members as possible in as many locations as possible. Keep your eyes peeled for more details on this opportunity in the coming months!

We’re also preparing for the Jerry R. Sims Management and Leadership Institute (MLI for short). We’ve selected our location—the lovely Benson Hotel in downtown Portland, which is close to plenty of dining and entertainment options, and has easy access to light rail and the famous street car. We also have an impressive faculty lineup with rich and varied experiences to share. If you’re at a transitional point in your career and would benefit from focused skill development in the areas of leadership and management, this is the event for you! I was fortunate to be able to attend MLI in 2006, shortly after starting my first financial aid directorship, and it was a game-changer. I strongly recommend it.

While you’re penciling in your activities for the year, remember to include the next WASFAA conference in beautiful Boise! The dates will be April 22-24, 2018. We’ll be sure to share some fun facts about Boise and tidbits about the conference program as it shapes up. It may seem far away now, but it’ll be here before you know it!

Stay tuned for another update in a month. In the mean time, feel free to drop me a line at faithh@lanecc.edu anytime to let me know what WASFAA can do for you!
A NEW FOUNDATION FOR AMERICAN GREATNESS?
by Tami Sato
WASFAA Federal Relations Chair

This is the title of President Trump’s budget proposal for FY 2018. But it includes overall, $150 billion of cuts from federal student aid programs over 10 years, including six loan and grant programs. Under the plan these programs would be phased-out:

- Subsidized Stafford Loans for undergraduate students
- Supplemental Educational Opportunity Grants (SEOG)
- All current income-based repayment plans (Replaced with one IDR plan with a cap of monthly payment to 12.5% of discretionary income and a 15-year repayment term for undergraduates and a 30-year repayment term for graduate students.)
- Public Service Loan Forgiveness (PSLF) that would be grandfathered for current participants.
- Perkins Loan Program which is already scheduled to end September 2017
- Pell Grant inflation adjustment
- Pell Grant reserve

Drastically reduced will be the following programs:

- Federal Work Study – by $487 million or 49.5%
- TRIO Programs - by 10%
- GEAR UP programs – by 33%

It is a good thing that Congress will be the one to work on funding levels for the FY 2018 budget. You can contact your congressional representatives to tell them your views on President Trump’s budget proposal by going to either www.house.gov or www.senate.gov for contact information.
NEVADA COMMUNITY COLLEGES
MAKE A BOLD “Promise”

Anthony Morrone
NAFAA President
Director of Financial Aid at Nevada State College, Henderson, NV

There is good news for Nevada high school seniors who are planning to attend one of the state’s community colleges in the fall of 2018. In June, Governor Brian Sandoval signed into law SB 391, which created the Nevada Promise Scholarship Program with an initial funding level of $3.5 million. Awards from the program will be made to full-time students and will cover any mandatory registration fees not paid by certain other gift aid, such as the Federal Pell Grant. To qualify, scholarship applicants must attend training meetings, work with a mentor and perform community service during their senior year of high school. Awardees must continue to fulfill service and mentoring requirements, while maintaining a 2.0 GPA, to retain the award in their second year. According to Sharon Wurm, Director of Financial Aid and Student Success at Truckee Meadows Community College in Reno, “TMCC is excited about this opportunity to make college more affordable for our students who might not be eligible for need-based financial aid. We hope that students who might not otherwise be able to afford college will now consider this valuable option.” This new program represents the third gift-aid student assistance program in Nevada, after the merit-based Millennium Scholarship and the need-based Silver State Opportunity Grant. “We are working hard to get up to speed by August when our 2018 high school grads are back for their senior year,” stated Wurm.

JULY FREE TRAININGS

WASFAA is pleased to share web-based training opportunities for financial aid administrators provided by our industry partners during the month of July. Topics range from financial aid compliance to helping students managing debt and repayment. These training and informational sessions are available to you free of charge. Click here for more detailed information on the sessions offered and the registration links.
ARE YOU USING INSTAGRAM TO CONNECT WITH STUDENTS?  
WHY YOU SHOULD

by Sun Ow  
Senior Marketing Associate  
Great Lakes Educational Loan Services, Inc.

The challenge of getting important information to students is reaching them where they’re active and likely to see your message in a timely manner. Increasingly, college financial aid offices are turning to Instagram—an app that allows users to take photos, add filters, and share them with their social networks—to connect with their students. An excellent complement to your other social media efforts, Instagram offers some unique benefits to help you connect with students, and even find out their pain points.

Instagram’s user base has grown exponentially—and particularly among younger users. Pew Research Center’s 2016 data shows 59 percent of online adults ages 18-29 use Instagram—nearly double the share of 30- to 49-year-olds (33 percent) using the app.

Why is Instagram Popular with Students?

Instagram is a tool that allows people to edit their pictures before instantly sharing them on their preferred social media networks. This was initially a hook for younger users such as college students who are drawn to the more visual, and less text-heavy, social network. Since Instagram was acquired by Facebook, they’ve worked hard to ensure the two platforms are intuitive and complement one another. Instagram’s innovation—evolving to successfully clone popular features used on other social media networks like Snapchat—adds up to ease of use and efficiency valued by busy students.

How Does Instagram Work?

If you’ve mastered Facebook and Twitter, Instagram is an easy transition. You can upload photos and easily edit them, and you can build a community around your photos by using hashtags. You can also mention people by using @username in a comment. You can connect Instagram with your other social media accounts so that you can easily push out your edited Instagram images to Facebook and Twitter. And, if you want to stir up memories among your audience, Instagram’s filters allow you to easily alter and enhance an image to mimic the appearance of a photo from an earlier era, making this channel powerful. The app is compatible with 360 degree photos, and allows for telling stories—and going live—via Instagram Stories.

How Can You Use Instagram Effectively on Campus?

Once you’ve done your research, you’ll likely find that getting your campus on Instagram can provide numerous benefits. For recruiting, Instagram is a great way to use images to show, rather than tell, the story of your campus, your culture, and your
Hello from the blazing hot state of Arizona, where the current temperature in Phoenix is a cool 115! I know we are all in the thick of financial aid awarding right now, but I hope you are able to have a little summer fun. As you know, there are many hot topics right now, DACA, Gainful Employment and Year Round Pell just to name a few, which is why I find it is so valuable to have a membership like this to help me weed through the guidance. We all are doing more with less lately, so networking with peers is critical in our profession.

1. Share unique real-time visuals of your campus
2. Curate student-generated content
3. Strengthen your branding
4. Enhance your presence
5. Connect with alumni

But for financial aid offices, there are many ways to use Instagram to reach a broad audience and enhance what you’re already doing in other social media channels.

- Use it to feed other social networks. Adding Instagram along with your other social media efforts ensures that your message will reach students on the platform with which they choose to interact.
- Boost interest and engagement in major events. Instagram’s visual and immediate format is a great way to show how useful or fun your events and activities are to participants, further driving attendance.

Identify students’ pain points. By searching hashtags, you can find out what students on your campus are talking about, identifying hot topics and pain points for them. This helps you be proactive about meeting their needs by providing useful information and addressing concerns.

**STATE NEWS**

**DIANA DOWLING**

AASFAA President

Associate Dean of Student Development, Yavapai College

Hello from the blazing hot state of Arizona, where the current temperature in Phoenix is a cool 115! I know we are all in the thick of financial aid awarding right now, but I hope you are able to have a little summer fun. As you know, there are many hot topics right now, DACA, Gainful Employment and Year Round Pell just to name a few, which is why I find it is so valuable to have a membership like this to help me weed through the guidance. We all are doing more with less lately, so networking with peers is critical in our profession.

Most recently, the Arizona 4-year public institutions and 2-year community colleges have all been going through an audit from the AZ Auditor General’s office. The audit is on a bill that was passed to provide a tuition waiver to former foster youth, and we are now at the tail end of the audit. We are curious to see recommendations they will be making for the future bill!

As I type this, we are getting ready to have our AASFAA Transition meeting. I’m excited that we have new AASFAA members on the board. We will also be discussing creating a few new committees, which is exciting. Unfortunately, our new vice president will be moving to North Carolina for an incredible job opportunity, so we will be discussing her replacement. Our new EC includes: Rebekah Salcedo President – Elect from the University of Arizona, Ryan Taylor Treasurer from University of Arizona, Kelly O’Brien Secretary from Yavapai College, Dianne Fulmer Representative-at-Large from Financial Aid TV and Shaundra Coleman Representative at Large from Arizona State University. We will also be discussing the training plan we have for our association. Last year we had 3 drive-in trainings located in different parts of the state that were incredibly successful, along with a webinar from Bruce Honer. We are planning on continuing the drive-ins and adding more webinars.

I am excited to represent Arizona this year and look forward to providing training, volunteer and networking opportunities to our members this year!

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**MARK DIESTLER**

OASFAA President

Senior Associate Director of Student Financial Aid and Scholarships

University of Oregon

I hope everyone is enjoying their summer. It has been a very busy year for financial aid, some examples on the federal level:

- DRT taken offline, then administrative relief was added for verification (16-17 and 17-18).
- ED blocked ‘Borrower Defense’ and Gainful Employment rules set to go into effect 7/1/17.
- Year-Round Pell was reinstated beginning 17-18 (hopefully official guidance from ED will be posted by the time
this goes to print).

- A hidden gem for 18-19 verification, which has 4 very important words added – ‘except for dependent students’ under confirmation of non-filing from IRS.
  - Q: What does that mean?
  - A: For 18-19, schools will no longer be required to collect IRS non-filing letters for dependent student who did not file and were not required to file a 2016 IRS income tax return. A signed statement (e.g. verification worksheet) and W2s, as appropriate, will be sufficient documentation. We will still need them for parents and independent students, but I know this is big news for our school and our population of students.

And on the state level:

- OASFAA welcomed a new Executive Council (EC). It’s an honor to have been elected President to such a wonderful organization and we have an amazing group in our EC this year. As President I have large shoes to fill, as our Past-President, Jennifer Knight, set a high bar with her leadership last year. I look forward to raising that bar even higher and passing on the gavel to President-Elect, Anastacia Dillon.
  - We held our first full EC meeting in May. Unlike some state organizations we have a very large EC, about 30 volunteers, a mix of elected positions and appointed committee chairs.
  - Our conference committee is very busy planning our 50th anniversary annual conference. Additionally, we have 2 other massive projects on the agenda for this year: transition web providers to Memberclicks and have our membership vote on possible membership change (institutional). We also have an upcoming training event - Summer Drive-In on August 3rd at Pacific University. Hope to see some of you there!
  - In Oregon we recently had a bill pass which will require institutions of higher education, beginning 2018-2019, to provide to each applicable student information detailing amount of education loans received, amount of tuition and fees student has paid to institution, estimate of total payoff amount of education loans student has received, estimate of amount student will have to pay each month to service loans and percentage of borrowing limit student has reached for each type of federal loan.

NASFAA just took place in sunny San Diego. I really enjoyed the conference, attending sessions, and networking with many of my amazing colleagues from across the country.

SDBSI Faculty: Left to Right: Nichole Doering, Ashley Munro, Cassie Zimmerlee, Anthony Morrone, Kelley Christianson, Nicole McMillin, Laura Hughes, Kay Soltis, Nick Valdivia, Kathleen Campbell, Mike Johnson, Shawn Domingo

The WASFAA Sister Dale Brown Summer Institute took place in Reno, NV the first week in June. 123 attendees participated in the training. The beginners learned how to do an EFC hand calculation and how to package a student. An intermediate track built upon that foundation and provided details on R2T4 and best practices for building a school’s cost of attendance. The advanced track focused on administrative capability and cash management. All of the attendees have the opportunity to take the NASFAA University credential tests over the next few weeks.

The 12 faculty members had a blast teaching financial aid professionals with experience ranging from 4 days to 30 years. We enjoyed getting to know all of the attendees and look forward to seeing everyone at future WASFAA events.
“This is your captain speaking, we will be hitting a bit of turbulence upon our descent into Reno, please have your seatbelts fastened…” Suddenly everyone on the plane released a groan that was a consequence of the turbulence that the plane received. To accurately imagine the sensation that we felt, picture yourself on a rollercoaster that is hurling towards the ground. Such an introduction into Reno was surely a precursor onto what laid ahead for our week at the 2017 Sister Dale Brown Summer Institute – I have never been more wrong.

Before explaining why, I would like to express a tremendous amount of gratitude to everyone who put the time and effort into making the 2017 Sister Dale Brown Summer Institute a reality and to the WASFAA Ethnic Diversity Action Committee Scholarship for helping me advance as a financial aid professional. You did this through all the great subjects that were covered at the Summer Institute and throughout all the small groups.

The subjects that we learned were tough but gave us a great understanding of not only what our job is within the Financial Aid department but also why we do what we do. The History of Financial Aid was phenomenal and gave us good insight on why financial aid came to be and why we want to expand its capabilities. Learning about the Packaging Basics was a slightly more advanced subject that I am not usually exposed to, but I loved learning about it every second. The same can be said for almost every presentation that was given so I’ll spare you, the reader, the details and you’ll just have to experience it for yourself next year.

The 2017 Sister Dale Brown Summer Institute was a great time to network, learn, and grow. Many thanks to the faculty that gave all the presentations and led my favorite section of the Summer Institute, the small groups. For those debating on whether you would like to attend my answer would be, “it depends.” As with anything in life, your experiences are what you make of them and I can definitely say that I had a marvelous time.

I am very happy to have received the Sister Dale Brown Summer Institute Scholarship and to have had the opportunity to attend WASFAA Summer Institute 2017. I believe it was beginner’s luck as it was my very first time attending the WASFAA institute as the first financial aid representative at my school: OSU Cascades.

Being so new to the financial aid world, the institute felt overwhelming at times even in the beginners track. The acronyms and financial aid terminologies seemed like a foreign language to me initially. Fortunately, the small group sessions saved me as I felt more comfortable and safe enough to ask questions and clarify my understanding. It helped to have supportive faculty who were enthusiastic, empathetic, and always eager to help. Additionally, I am very grateful for the time I was given to network, connect and make friends. It was great to talk with my WASFAA friends about the different aspects of financial aid as well as our kids and Hawaiian spam musubi.

Overall, it was a very valuable training for me. The graduation banquet and the certificate ceremony made me feel officially welcomed into the financial aid profession. Thank you for giving me the opportunity to grow as a financial aid professional and providing me with the tools to help others achieve their dreams.
Travis Heide
Financial Aid Counselor
Western Oregon University

I am so glad that I had the opportunity to attend the 2017 Sister Dale Brown Summer Institute. Being relatively new to financial aid, it was a great way to learn a lot about the field as well as network with colleagues from other schools. By the end of the week I was exhausted due to the amount of information that was presented throughout the week, but felt that I was leaving with a lot of tips and information that I could apply to my school and my individual career.

John Reeves
Brigham Young University-Idaho

This was my first time attending Summer Institute and I was very impressed with the planning and preparedness of those involved in coordinating this training. From the time you arrive until the end, everything is laid out for you clearly and smoothly. I attended the intermediate track, which was very informative. I was able to ask questions and have questions answered in detail by the knowledgeable staff.

One thing in particular that I really liked was the small groups. I was a little worried that it would be solely large groups with no opportunity to ask questions specific to myself and my institution, but that was not the case. They took all of us and organized us into small groups where we were able to discuss our questions and concerns and get input from everyone within the group. My group had some very deep and meaningful discussions. It was insightful to see how, as an institution, you are able to do things in many different ways while still remaining in compliance.

The materials prepared for us were laid out clearly and the presenters did a great job of keeping it as interactive as possible. They provided a book of all of the presentations with plenty of space for taking notes and included their sources. They covered basically all topics that are dealt with daily by a financial aid office, and went into greater detail on those topics that require a little more attention. On one of the days, they had a representative from the Department of Education that trained on several topics.

Upon completion of Summer Institute you are given the opportunity to take NASFAA credential tests. It is a great opportunity to have your knowledge certified, and you are given all of the information and study guides you need to get certified. Overall, the Sister Dale Brown Summer Institute 2017 was a great experience and I would encourage everyone, who has the opportunity, to attend.

Becca Bello, M.Ed.
Redhawk Axis Counselor
Seattle University

Receiving a scholarship to the Sister Dale Brown Summer Institute and having the opportunity to learn so much from the myriad of experts available in our region was an honor, and I greatly appreciated everything that I gained from the experience. As an attendee on the Beginner Track, I was able to soak up so much knowledge and share it with my colleagues, as well as gain new professional connections. The math nerd in me enjoyed hand calculating EFCs and understanding all of the minute details that play into the final figure. Understanding the rationale and methodology behind the different packaging methods was extremely beneficial to seeing how other institutions build their awards for students, and gives insight into our prospective students’ experiences when they wonder how each school’s tentative award can vary so widely. And finally, I dove deep into the world of verification and (tried to) learn all of the intricacies of the ever-changing regulations associated with assuring students receive all of the aid they are eligible for. I thought I left studying behind after grad school, but am now cramming to earn all of the NASFAA credentials I can!

Thank you to WASFAA for supporting me in my growth and allowing me this great honor. I hope to gain a few more years of experience, and rejoin SDBSI for the Intermediate Track in the future!
Lena Phomsouvanh  
Financial Aid Specialist  
Honolulu Community College  

Aloha! Thanks to the WASFAA scholarship, I was able to attend the Sister Dale Brown Summer Institute.

The summer institute was a very helpful resource for a financial aid newbie like me as I learned about financial aid fundamentals and behind the scenes calculations. I learned about topics ranging from student eligibility, cost of attendance, and packaging basics. It was exciting to be able to meet other professionals in the financial aid field and gain insight on what other institutions are implementing collectively.

I appreciated the lively discussions and scenarios that were incorporated by my peers as it gave me a better understanding of the content. The Summer Institute was an amazing opportunity; I was able to take back innovative ideas and tools to my school and feel better equipped to serve our students. A big mahalo to WASFAA for bringing everyone together and giving me the chance to attend the Summer Institute!

Priscilla Sweatt  
Administrative Assistant  
Western Nevada College  

I was so excited to be a recipient of the Sister Dale Brown Summer Institute Scholarship. The sessions for this training were rigorous and it helped me see the bigger picture of the uniqueness of Nevada Systems Higher Education Systems’ (NSHE) financial aid administration - its organization, processing, functions, formulas, as well as the details and intricacies of the financial aid process.

Without this scholarship, I probably would not have had the opportunity to attend the Sister Dale Brown Summer Institute and get a deeper understanding of financial aid at the post-secondary level. This training, along with the testimonies of the staff who started at entry level, encouraged me to further pursue a career in financial aid so I can help students in higher education today and secure a position of financial advisor within NSHE. Thank you for this scholarship!

Morgan Reeves  
Financial Literacy & Default Prevention Specialist  
College of the Redwoods  

The Summer Institute is an amazing and humbling experience. Akin to attending financial aid college, the week-long coursework includes concentrated subject-driven classes taught by experienced financial aid leaders.

I was amazed by the wealth of information in each session, and how much I still can learn even after nearly a decade in this profession. I made lots of connections, and valued small groups which gave attendees the opportunity to get know one another and share best practices.

I am really grateful for getting the opportunity to attend this learning event, and sincerely hope I will get to attend again in the future.
Ramiro Mora  
Communications Advisor  
Washington State University

The Sister Dale Brown Summer Institute was the first ever conference I have attended while being part of the financial aid world. Attending this conference really did help me get a better understanding of financial aid as well as getting a better grasp of the financial aid “lingo.”

My favorite part of the SDBSI was getting to know everyone in my small group. We would chat about the day and the things we had learned. I learned quite a lot of information from my small group as well as from Ashley and Nicole, who were our small group leaders. One thing I will never forget is doing EFC calculations by hand! I am very grateful that I don't have to do those by hand! This was a great and very informative conference to attend! I look forward to continuing onto the other tracks.

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Lillian C Martz  
Financial Aid Counselor  
Seattle University

I am so grateful for the opportunity to attend the Sister Dale Brown Summer Institute on a WASFAA scholarship! This was the first time I was able to participate in a large scale training with financial aid professionals and it was an invaluable experience. I've been working in financial aid for nearly three years so was I apprehensive that the beginner track was right for me. However, I was amazed in each session that there was something new to be discovered. I learned from my small group instructor and group members how much diversity there is in different financial aid offices. The federal update informed me of changes on the horizon and how they may affect our policies and procedures. After three years in financial aid, I first became aware that there are experimental sites testing our federal policies! Because I've never worked at a school operating an experimental site, I never knew they existed. I appreciate so much the opportunity to learn from other professionals and look forward to taking NASFAA credential exams as I move forward in my career. On a more personal level, I formed what I hope will be a lifelong bond with my roommate who works in my state at another institution. I cannot wait to return to another summer institute and volunteer, perhaps first with hospitality and social planning and in the future as a faculty member. I must never forget that no matter how much I think I may know about something, there is always more to learn, especially in financial aid.

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Frank McPherson  
Assistant Director  
College of Southern Nevada

My experience at the 2017 Sister Dale Brown Summer Institute was unforgettable. It provided an amazing opportunity to gain an in-depth understanding and clarification of policy matters as well as networking with other financial aid professionals. The information provided and the conversations about best practices — formally and informally in small group sessions — made for a quality experience. Ultimately, because some of my work colleagues attended, my best experience and take away was hearing their excitement and enthusiasm for the work that we do. Thank you for the opportunity and the staff and faculty that devoted their time and energy for this awesome event.

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Anthony Marrone’s Small Group

Kelley Christianson’s Small Group
Laura Hughes' Small Group

Attending the WASFAA Summer Institute in Reno, Nevada was a rewarding experience. We stayed in dorms on campus and I have never lived in a dorm before so that was something new and exciting. The weather was gorgeous. The mountains and trees are beautiful and all of the scenery was amazing to behold. I enjoyed most of the sessions. The presenters made attending fun with jokes and door prizes. They were very informative and I learned a lot regarding how other institutions complete processes and brought that information back to my supervisor. I really received a lot of good information from the Powerpoint presentations and can really appreciate how very detailed they were. I will be referring back to the track guide I was given for certain processes and refreshers. I’m very fortunate to have had this opportunity to gain some training as well as the interaction with financial aid administrators from other schools.

Amanda Begay  
Student Services Specialist  
Gateway Community College

I encourage each of you to attend WASFAA events and apply for WASFAA scholarships when possible. You will not only build a strong network of colleagues, but if selected, will offset professional development costs for your department and open up training opportunities for others.

Nick Valdivia’s Small Group

Mindy L. Miranda  
Veteran’s Certification Official & Financial Aid Advisor  
Oregon Tech

The Sister Dale Brown Summer Institute proved to be a week well spent! Having 2 years of financial aid experience, I wasn’t entirely sure that I would learn much from the beginning track, but it exceeded my expectations greatly. The sessions were very informative and easy to follow along with. The presenters were informative and the panel of other presenters in the back were a great resource at times. Small group sessions were amazing, because you really got to visit with others about the day to day happenings in your office. It was nice to know that the things that you see and hear that leave you puzzled aren’t that far off from what is happening on other campuses! Speaking of other campuses, what a great opportunity to meet others in your same profession! The networking opportunities were great and I am so happy to have met not only some great resources to bounce ideas off of, but also friends. Thank you for providing this wonderful opportunity; I look forward to participating in the additional tracks in the years to come.

Marija Hobbs  
Financial Aid Coordinator  
University of Portland  
Portland, OR

I gained insights and ideas to assist the growing number of first-generation students who depend on support and guidance from our financial aid office. Learning valuable resources at Summer Institute will positively influence undergraduate retention of this vulnerable student population at my institution. My increased knowledge will improve our outreach efforts to students and their parents, and further creates an accessible campus culture. WASFAA conferences provide an ideal balance of structured learning, discovering industry-specific knowledge, and the opportunity to learn from peer experiences. After the conference, there is opportunity to increase your credibility and expertise though NASFAA U credential exams. I am confident that becoming credentialed will allow me to immediately implement my education toward my daily work.

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My career in financial aid administration at the University of Portland helps support an inclusive academic community. Minorities are severely underrepresented in higher education leadership, with eighty-six percent of college and university administrators identifying as Caucasian. Attending the 2017 WASFAA Sister Dale Brown Summer Institute was an investment in my potential to advance my career and evolve campus diversity. Conferences allow us to experience educational opportunities, network with industry professionals, and ultimately position ourselves as experts in a competitive workforce – all while having fun! In one week, I developed my basic financial aid knowledge of nearly two years into an intermediate skill level. Attending training demonstrates commitment to my profession and the students I serve.

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Student Services Specialist  
Gateway Community College

I encourage each of you to attend WASFAA events and apply for WASFAA scholarships when possible. You will not only build a strong network of colleagues, but if selected, will offset professional development costs for your department and open up training opportunities for others.

Mindy L. Miranda  
Veteran’s Certification Official & Financial Aid Advisor  
Oregon Tech

The Sister Dale Brown Summer Institute proved to be a week well spent! Having 2 years of financial aid experience, I wasn’t entirely sure that I would learn much from the beginning track, but it exceeded my expectations greatly. The sessions were very informative and easy to follow along with. The presenters were informative and the panel of other presenters in the back were a great resource at times. Small group sessions were amazing, because you really got to visit with others about the day to day happenings in your office. It was nice to know that the things that you see and hear that leave you puzzled aren’t that far off from what is happening on other campuses! Speaking of other campuses, what a great opportunity to meet others in your same profession! The networking opportunities were great and I am so happy to have met not only some great resources to bounce ideas off of, but also friends. Thank you for providing this wonderful opportunity; I look forward to participating in the additional tracks in the years to come.

Marija Hobbs  
Financial Aid Coordinator  
University of Portland  
Portland, OR

My career in financial aid administration at the University of Portland helps support an inclusive academic community. Minorities are severely underrepresented in higher education leadership, with eighty-six percent of college and university administrators identifying as Caucasian. Attending the 2017 WASFAA Sister Dale Brown Summer Institute was an investment in my potential to advance my career and evolve campus diversity. Conferences allow us to experience educational opportunities, network with industry professionals, and ultimately position ourselves as experts in a competitive workforce – all while having fun! In one week, I developed my basic financial aid knowledge of nearly two years into an intermediate skill level. Attending training demonstrates commitment to my profession and the students I serve.

I gained insights and ideas to assist the growing number of first-generation students who depend on support and guidance from our financial aid office. Learning valuable resources at Summer Institute will positively influence undergraduate retention of this vulnerable student population at my institution. My increased knowledge will improve our outreach efforts to students and their parents, and further creates an accessible campus culture. WASFAA conferences provide an ideal balance of structured learning, discovering industry-specific knowledge, and the opportunity to learn from peer experiences. After the conference, there is opportunity to increase your credibility and expertise though NASFAA U credential exams. I am confident that becoming credentialed will allow me to immediately implement my education toward my daily work.