Last month, I got to spend some time in the sun for various events. WASFAA hosted the Jerry R Sims Management and Leadership Conference in Tempe, Arizona. 18 aid administrators learned leadership skills to help them be successful as they advance their careers. You can read some of their stories in this issue of the newsletter. At the same time, the WASFAA Executive Council held the fall meeting to discuss business and prepare plans for the future. We’re working hard to get the institutional pricing structure ready for the 2019-2020 membership year and you’ll be able to pay one price for everyone at your school starting in January. We’re also reviewing the opportunities for expanding training and scholarships for our diverse membership (more about this in the new year!).
I also had the opportunity to attend the NASFAA Board of Directors Meeting. Watching the national association work through similar issues we experience on a smaller scale was interesting. I appreciate the opportunity to observe the board this year, which will prepare me for the “grown-up table” next year.

On my way home from sunny Arizona, I stopped over in Portland to present at the fall training site. I am so glad that I can still participate in the fall training in this small way. WASFAA taught me that I have a passion for training within financial aid and I’m grateful that I could take a day to remember that passion by spending the day teaching WASFAA members how to work through difficult conversations. To everyone that was able to participate in the fall training, I hope you can navigate those conversations more successfully and I wish you the best of luck on the SAP credential test!

Lastly, I would like to share the gratitude I have for those who were nominated for officer positions for the 2019-2020 year. Thank you for being willing to lead the association and to support financial aid administrators. I look forward to working with you next year! Running for offices within WASFAA has been both a personal and professional blessing, and I hope that each of you will be able to say the same thing.

This is a great time of year to be thankful for what we have, and to make goals for what we want in the future. Halfway through my year as WASFAA President, I am thankful for those of you I met on my many travels this fall and I look forward to meeting many more of you during my travels in the spring.

I wish you a happy holiday season- full of pie, peppermint hot chocolates, extra days off and Hallmark movies.

Ashley Monroe
WASFAA President
2018-2019
Hello WASFAA! The holidays are officially here. I hope everyone has a safe and happy holiday season. Just a reminder this is last newsletter until February. I hope you enjoy reading our MLI scholarship winner’s reflections on the training event and I hope you’re all excited for the annual conference next year.

If you would like to send any feedback or contribute to the newsletter, please send your articles or submissions to communications@wasfaa.org by January 30th.

WASFAA Social Media Links

WASFAA Communications Committee

Sun Ow • David Downing • Ashley Coleman • Wendy Olson

Newsletter Ads

Newsletter ads are a great way to advertise your products and services. The newsletter will be published electronically on a monthly basis. To purchase ad space click here.

Cost for 3 months:

- Full page: 7 ½” x 10” $500
- Half page: 7 ½” x 4 ¾” $250
- Quarter page: 3 ½” x 4 ¾” $100

WASFAA welcomes all views and invites submissions of articles, essays, photographs or information of general interest to all members. Submissions should be brief and should not advertise specific products or services. Submissions may be edited. It may not be possible to publish all articles submitted. Opinions expressed in the WASFAA Newsletter are those of the authors and not necessarily of WASFAA, its members or the institutions represented by the authors. Email items for publication to communications@wasfaa.org.
JOB POSTINGS

Visit the JobLinks page on www.wasfaa.org to find more details on the following listings:

**FINANCIAL AID ADVISORS**
University of Nevada, Reno
Reno, NV
JLIN: 2279

**FINANCIAL AID AND SCHOLARSHIPS COUNSELOR**
Washington State University, Vancouver
Vancouver, WA
JLIN: 2282

**LOAN ANALYST**
California State University, Northridge
Northridge, CA
JLIN: 2280

**FINANCIAL AID SUPERVISOR**
DigiPen Institute of Technology
Redmond, WA
JLIN: 2283
RESERVE YOUR ROOM NOW FOR THE 2019 WASFAA 50TH ANNIVERSARY CONFERENCE!

Conference registration will open in mid-January

You can now reserve your room at the Tempe Mission Palms. Hotel rate of $149.00 plus prevailing state and local taxes and a $5.00 Hospitality fee.

Conference dates are May 20-22, 2019

Click on the following link to access the hotel reservation site and make sure to use Group Code 2UI10I

Click here --> Tempe Mission Palms Room Reservations

Conference registration will open in mid-January.

Agenda with session descriptions will also be available in January.

Sincerely,
WASFAA Conference Planning Committee
BANK MOBILE WELCOMES SUN OW!

BankMobile is pleased to announce that Sun Ow has joined our team as Sales Director. Sun comes from a financial industry background in sales, product management, marketing and training. She has many years of financial aid experience and worked at San Francisco State University, Stanford University and Notre Dame de Namur University. Most recently, Sun was awarded the Honorary Lifetime Membership Award at this year’s CASFAA (California Financial Aid Administrators Association) Conference. This award is given to a person who has made major and significant contributions to the profession over an extended period of time. To contact Sun, please email sow@bankmobile.com and to learn more about BankMobile, please visit http://bankmobiledisbursements.com.

ROCK BAND METALLICA DONATE $1 MILLION TO 3 COMMUNITY COLLEGES IN THE WASFAA REGION

Hall of Fame rock band Metallica is donating $1 million to 10 community colleges across the country as part of a partnership with the American Association of Community Colleges.

The colleges in the WASFAA region selected to receive $100,000 are:

• Clackamas Community College in Oregon City
• North Idaho College
• Spokane Community College

Read the full story on www.insidehighered.com
As the brisk winter wind rolls through the Mojave Desert tousling palm trees abloom with twinkling lights, we can be sure of two things: the Holiday season is here and Fall Training season has come to an end! Altogether, nearly 175 participants attended “You Said What?! Effective Communication Tools A-SAP” at 11 locations throughout the region this fall, many of whom have gone on to earn a NASFAA credential in Satisfactory Academic Progress. Hopefully all of them had breakthroughs in their communication skills that will serve them for years to come in their professional and personal lives. I was honored to have presented at four events this fall, twice in sunny California including the CASFAA conference, once at Washington State University in Pullman (go Cougs!), and also at the University of Alaska, Fairbanks, home to our president, Ashley Munro. As you can see, Ashley, my co-trainer Nicole McMillin and I got right down to business, making sure the Big Guy had us on the correct list. In case you missed the training this fall, you will have a couple more opportunities this spring. In February, AASFAA will host a full-day pre-conference session in Tucson for its members, while WASFAA will host a half-day session prior to the 50th Anniversary Conference in Tempe on May 20. We hope to see you there or at another WASFAA event in the near future.

Happy Holidays!
WASFAA held the 2018 Jerry R. Sims Management and Leadership Institute (JRSMLI) November 7 through November 9, at the Tempe Mission Palms Hotel in Tempe, AZ. The JRSMLI is WASFAA’s premier training event for financial aid directors, associate or assistant directors, and other professionals who aspire to leadership roles within the student aid profession. MLI offered attendees a unique opportunity to learn from experienced financial aid administrators, and to network with their peers in a relaxed and interactive setting.

This year, the 4 faculty members welcomed 18 participants to the event. They came from as close as Arizona to as far away as Micronesia. The 2 day event allowed all of the attendees to interact with the faculty and with each other as we worked through an agenda designed to explore individual strengths and learn from the faculty and each other.

We began with a discussion on leadership, the focus of the JRSMLI. Realizing that in order to be a good leader, communication is important, and knowing your personality and how to interact with different personalities, aids communication. In preparation for the institute JRSMLI attendees all completed a short questionnaire. It was processed and the results shared with each participant as a part of the presentation by Mindwire on Workforce Analytics for Leaders. This is a program designed to give leaders concrete strategies on how to effectively lead and drive performance of select direct reports. The presenter walked us through an introduction to The Predictive Index assessment. We looked at our individual natural strengths and how those strengths impact our leadership style. The program provided insights on how this knowledge of what drives people can be used to be more effective leaders. This was a very informative session, and several of the attendees were considering how they might use these new tools with their office staffs.

JRSMLI attendees also had the opportunity to prepare to earn a NASFAA credential in Administrative Capability. Faculty who had previously earned the credential taught the course, and institute attendees received information to facilitate their additional studying, and then on taking the NASFAA test to earn the credential.

Cross-generational issues were discussed in a session on Multi-Generations in the Office. Many offices face this phenomena, and so this was an informative session for attendees. Faculty shared their experiences with professional associations, where they started, what they’re doing now, and how those experiences helped shape their professional growth. Attendees were encouraged to get involved in their state associations and with WASFAA. This was complemented by attendees having an opportunity to interact with WASFAA’s Executive Council (EC) which was meeting in the same hotel. JRSMLI participants attended a joint reception with EC members. It offered an opportunity for institute attendees to network, meet new people, learn about EC member roles in the association, and opportunities for participation in leadership positions.

The 2018 JRSMLI was a good experience for all attendees, and for the faculty. My thanks to Teresa Buchmann, Phil LeBlanc, and Mary McGlothlan for serving as faculty. Also thanks to Lauren Patterson and Isabelle Mora for serving on the committee and being valuable resources as we put the event together. And thanks to the WASFAA EC and friends who helped by advertising and subsidizing the event.
I attended my very first Management and Leadership Institute this past November in beautiful Tempe, Arizona! The weather and venue were both FABULOUS! I was also absolutely delighted to be the recipient of one of the scholarships awarded to this year’s Institute! Thank you SO much! My Director and I greatly appreciate the assistance in getting me there!

As a relatively new Assistant Director of Financial Aid in Operations with the College of Western Idaho (less than a year), I was really excited for the opportunity to attend a conference completely dedicated to the Management and Leadership within a higher education environment. More importantly, taught by individuals currently working in higher education and facing the same kinds of issues and challenges as I am! It couldn’t get more relevant than that!

I can honestly say I enjoyed all the training sessions that were presented. Each covered relevant information in one form or another. However, I would have to say that the most enjoyable aspect of the conference was the discussions that occurred within and outside of the training sessions. I really appreciated the opportunity to ask questions not only of the trainers, but my fellow attendees as well. It is always nice to get feedback and look at things from a different perspective. Sometimes, we get so focused that we only see the trees in front of us and forget that there is a whole forest filled with trees that need to be taken into account as well. I especially enjoyed spending time with colleagues from diverse colleges/universities/schools and forming friendships that will hopefully continue for many, many years to come. I greatly enjoyed attending this year’s conference. I would recommend MLI to all individuals in management or leadership positions. There is something for everyone! I would definitely attend another MLI conference! Thank you for a GREAT conference!

José Quiroga
Financial Aid Advisor
University of Nevada, Reno

I truly enjoyed my experience at the WASFAA Management and Leadership Institute (MLI). This conference allowed me to learn from leaders in our field and to get to know peers in a small setting that allowed for collaboration.

The MLI presenters came from a variety of backgrounds including a community college, a private-for-profit colleges, a private non-for-profit, and a large public universities. This breadth of expertise allowed me to learn from a wide variety of experiences and skillsets. I gained many new skills through the trainings provided from tips on leading teams to identifying my strengths and weaknesses as a leader. I’ve already begun to implement what I learned in my supervisory capacity at my school.

Just as valuable was the opportunity to get to know other financial aid emerging leaders. I connected with peers from several institutions. We discussed issues of leadership in our field and real-life scenarios that were applicable to me. I also made friends whom I hope to keep in contact as we progress in our careers.

I would highly recommend this conference to aspiring and current directors of financial aid, as well as other supervisors. MLI is highly useful as a way to hone leadership skills, learn from experts in our field, and connect with peers across our region.
Vanessa Logan  
**Financial Aid Specialist II**  
**Coconino Community College**

The Management and Leadership Institute (MLI) was an experience I will never forget! From the moment of the first presentation to the last one it was a constant learning experience. The leaders of the MLI were so knowledgeable and helpful with any questions or situations that we brought up. They gave us examples, and suggestions on dealing with issues going on. Somethings they had dealt with before and others we all talked through together. Each of their sessions came with so much information to help me with my goal of becoming a leader in my department. One of my favorite sessions, which I hope to do within our college, was The Predictive Index session. This was a fun and interesting break to our day, but still taught me so much about how I work and deal with other personalities with whom I work with. I would say by far my favorite part of the MLI was networking and making connections with all the people! The relationships that were created are ones I will be able to count on for the rest of my career in Financial Aid. They were from all over the west coast area, came with all different kinds of experiences, and positive attitudes. This opportunity has given me so much enthusiasm in moving up within the world of Financial Aid, and am so grateful to have had the chance to be a part of such an amazing experience.

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Faustino Yarofaisug  
**Director, Financial Aid Office**  
**College of Micronesia-FSM**

Have you ever wonder what it takes to attend the MLI?

For a person living in the Federated States of Micronesia, attending MLI is a real life adventure into the past and long hours of flight times to get there! Departing Pohnpei required several transits in Chuuk, Guam, Honolulu, Los Angeles and finally, Tempe. And it took me a total of about 34 hours to get to Tempe.

Regardless, every bit of the time spent to reach Tempe worth so much of what I learned from the Management & Leadership Institute in Tempe. What resonate me is the topic on Generation in the Work Place. I was not aware about the general differences between the age groups in our work place. I have staffs that I manage who are older, are at my age group and younger and now that I am aware about the general differences, I am applying what I picked up from the training to help our team to have stronger bond, united and motivated to achieve our goals.

The leadership inventory to know oneself was surprising too. I finally come to know myself and how I will make appropriate adjustment to help make my management and leadership style more effective.

To our faculty, thank you so much for sharing your management and leadership skills with us. I will use them to help my organization move toward achieving our mission. My classmates, it was a great opportunity to know you as colleagues and friends that together, we can work together to assist and pay our dues by participating in our state organizations and actively take part in WASFA various activities.
As financial aid professionals we have the opportunity to attend regulatory update conferences such as CASFAA, WASFAA, NASFAA & FSA. Rarely do we have the opportunity to attend a professional event like the Jerry M. Sims Management and Leadership Institute (MLI) that allows for an intimate networking experience and the sharing of knowledge from financial aid professionals. Conference professors are experienced and impactful leaders in the industry that gracefully donate their time to plan, present and provide resources to emerging leaders in the industry.

The 2018 MLI featured presentations such as: Things We Wish We Knew, Generations in the Workplace, Leading People and Teams, and Institutional Culture. All of the topics discussed during the presentations were relevant to the industry and included discussions about present-day issues in the workplace. In addition, one of the benefits of the small conference setting is that it allows conference professors and attendees to share personal work experience and discuss with peers best practices. Overall, there is no other professional development event that I have attended like the Jerry M. Sims Management and Leadership Institute, I am thankful I got the opportunity to attend.

Nataly De La Peña
Associate Director Of Financial Aid
Marymount California University

STATE NEWS

CALIFORNIA

Ah…the end of another calendar year finds many of us juggling work, holiday celebrations, and time with family and friends. The year went by quickly and my term as CASFAA President concluded at the end of our annual conference in October 2018. I am honored to have served with such wonderful colleagues on my Executive Council – Thank you for the opportunity. As Barbara Bickett transitions in as the 2019 CASFAA President I’ll continue my role as Past President; working on strategic planning, the 2019 elections, and “other duties” as assigned. I encourage all of you to take a look at 2019 and volunteer to support your state association, maybe even join WASFAA for their 50th year celebration in AZ and get involved. My time serving the association has been one of the more rewarding memories in my career.

We had a very successful 2018 CASFAA Conference in Palm Springs, CA. The Conference Committee brought some new and exciting sessions to mix things up a bit and helped create some buzz. Our conference comes so close to FSA’s annual conference we often find ourselves having to choose between CASFAA or FSA. I want to thank our members that chose CASFAA! Each year we strive to bring our membership updates from the Department of Education, NASFAA and WASFAA.

As we move into 2019 California will have a new Governor that will bring a new agenda to higher education, keeping our VP of State Issues busy. We will also continue to track movement on the national front in hopes to see movement on the reauthorization of higher education move forward in 2019.

Wishing you all a safe and happy holiday season and a joyous New Year!

Anita Kermes
Director, Sacramento State University
CASFAA President