

2024 ILASFAA Annual Conference March 4-6, 2024

DoubleTree by Hilton, Bloomington, IL



ILASFAA 2024
BACK TO THE FUTURE
PRE-PANDEMIC POST-PANDEMIC

Welcome to the 2024 ILASFAA Annual Conference!

Hello Conference Attendees!

On behalf of the ILASFAA Board, I extend a warm welcome to all attendees of this year's annual conference, themed "Back to the Future: Pre-Pandemic vs Post-Pandemic." This theme invites our members to reflect on the changes and opportunities in the financial aid industry as we transition from the challenges of the past year to a new chapter.

Our conference committees have put in tremendous effort to curate an engaging program that will foster your professional and personal development. I encourage each of you to immerse yourselves in the sessions and connect with fellow financial aid professionals to share insights and experiences.

As we navigate the conference, I hope you discover your place within ILASFAA and consider contributing your expertise to our association. Take a moment to express your appreciation to the conference program and facility committees for their dedication and make the most of the resources available in our program.

It has been a privilege to serve as the ILASFAA president, and I am excited about the future of our organization as we evolve to better serve our members. Thank you for entrusting me with this role, and I wish you a rewarding and enjoyable conference experience.

Elyse Weller
2024 ILASFAA President



Conference Highlights & Happenings

ILASFAA CONNECTION APP

Download the free conference app – ILASFAA Connection – and use it to plan your day and join in various discussion groups. After downloading, search for the **2024 ILASFAA Annual Conference**.

EXHIBITORS

ILASFAA Exhibitors will be in the Pre-Function Area on Monday, Tuesday, and Wednesday during the conference. Be sure to take advantage of their expertise and engage in some meaningful conversations with them.

FIRST-TIME ATTENDEES

If this is your first time attending an ILASFAA Conference, consider attending the Newcomers' Session on Monday, March 4 at 2:15 p.m. in the Brickyard IV room.

PROFESSIONAL PHOTOGRAPHY HEADSHOTS AVAILABLE

Have your picture taken with a professional photographer on Tuesday, March 5 from 2:30 – 5 p.m. in the Northridge room.

MONDAY NIGHT TRIVIA

Join around the tables with your ILASFAA friends for a fun night of trivia! Team sign-ups will be available at the registration desk.



TUESDAY EVENING ENTERTAINMENT

Following dinner and awards, join your colleagues for an evening of networking and camaraderie in the Brickyard IV & V. There will be a DJ, dancing, prize for best 80's attire & cash bar. Come hang out with your ILASFAA friends and have some fun!

CHARITY RAFFLE

ILASFAA will once again be having a basket raffle for a charity at the conference. Raffle tickets are \$1.00 each, or 6 for \$5.00, cash only.

Tickets will be on sale Monday afternoon through Tuesday evening. Winners will be announced on Wednesday morning. Winners do not need to be present, but we ask that you give your ticket to a co-worker who will be staying so they can pick up your basket on your behalf.

All proceeds will be going to the Jule Foundation, a local charity in Bloomington, IL

WEDNESDAY IS SPIRIT DAY!

Wear your school swag on Wednesday, March 6! This will be the final day of the conference and a great day to show off your school spirit to your ILASFAA colleagues!

2023-24 ILASFAA Executive Board Members

ELYSE WELLER, President, Southern Illinois University-Carbondale

BAMBIE ROY, President-Elect, University of Illinois-Urbana-Champaign

TIM MARTEN, Past President, Eureka College

NATHAN EATON, Executive Vice President, Illinois State University

DUSTIN ZIMMERMAN, Vice President-Community Colleges,
Carl Sandburg College

NANCY PERRYMAN, Vice President-Health Professions,
Saint Francis Medical Center College of Nursing

ROBERTA FERGUSON, Vice President-Private Colleges, Augustana College

ANA CARDENAS, Vice President-Proprietary Institutions,
American Academy of Art College

BRIDGET CURL, Vice President-Senior Public Institutions,
Illinois State University

DAWN KAMPHAUS, Secretary, Parkland Community College

JEN STOUT, Treasurer, Eastern Illinois University

KELLY OWENS, Treasurer-Elect, Elgin Community College

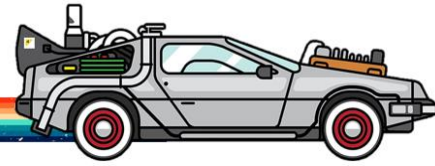
LAUREN HACKETT, Northern Regional Coordinator,
Oakton Community College

ALEXIS ALVAREZ, Chicago Regional Coordinator,
Oakton Community College

HEIDI SCHMIDT, Southern Regional Coordinator, Illinois State University

SAM NELSON, Ex-Officio, Illinois Student Assistance Commission

Meals/Refreshment Plans



Monday, March 4

- Lunch - Soup, Salad, and Potato Bar Buffet
- Snack - Walking Tacos
- Dinner on your own. The Barrel House restaurant is attached to the hotel and there are several restaurants nearby.

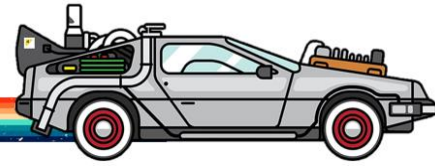
Tuesday, March 5

- Breakfast - No breakfast is provided as part of the conference.
 - Those staying at DoubleTree Hotel have breakfast provided through the hotel.
 - Coffee will be available in the conference area.
- Lunch - Tex Mex Buffet: Fajitas, Tacos, Salads, Soup and Sides
- Snack - Popcorn Bar
- Dinner - DoubleTree Delight Buffet: Vegetable Lasagna, Chicken Piccata, Southern Fried Chicken, a large assortment of sides, and Chef's choice of desserts

Wednesday, March 6

- Breakfast - No breakfast is provided as part of the conference.
 - Those staying at DoubleTree Hotel have breakfast provided through the hotel.
 - Coffee will be available in the conference area.
- Boxed lunch choices:
 - Roasted red pepper hummus wrap with fresh spinach, avocado, roma tomatoes and feta cheese, or
 - Turkey and ham with hickory smoked bacon and swiss cheese on a croissant
 - Sides include - fresh fruit, assorted chips, chef's choice of salad, and cookies

Guest Speakers



Dr. Sherene McHenry, CSP – Keynote Speaker

Before leaving to speak full time, Sherene spent three decades on college campuses. She earned her Bachelors Degree in Business from Wingate University and her Masters in Student Personnel Services from the University of South Carolina. She then worked in career services where she fell in love with teaching and the “lightbulb of learning”. Sherene then earned her PhD in Counselor Education from the University of Wyoming and was a graduate professor for almost 20 years.

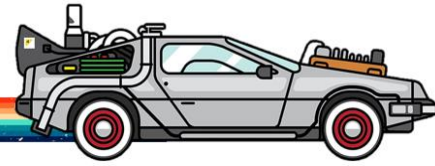
She’s written multiple books including *The Busy Student’s Guide to College and Career Success*, *Pick, and Navigate: Understanding the Five Types of People*. She also authored a syndicated column on leadership and workplace issues and has been quoted in numerous publications including *The Wall Street Journal* which highly impressed pause... her mother. Sherene’s spoken on three continents and proudly served a wide range of clients including Google, PricewaterhouseCoopers and the University of Michigan. When she’s not working, she’s usually downhill skiing in the winter or out on the lake in the summer.

Eric Zarnikow, Illinois Student Assistance Commission (ISAC)

Eric Zarnikow is Executive Director of the Illinois Student Assistance Commission, the state’s college access and financial aid agency. ISAC provides comprehensive, objective, and timely information on education and financial aid for students and their families – giving them access to the tools they need to make the educational choices that are right for them. Then, through the state’s scholarship and grant programs ISAC administers, including the state’s flagship Monetary Award Program, ISAC can help students make those choices a reality.

Eric is a former Associate Administrator at the U.S. Small Business Administration, where he led the office of Capital Access, responsible for all the agency’s programs and operations concerning financial assistance to small businesses, 800 employees and a \$90 billion loan and investment portfolio. Prior to his work with the SBA, Eric spent over 25 years in the private sector, including serving as Senior Vice President, Chief Risk Officer and Treasurer at ServiceMaster. Eric serves on several commissions and is a former trustee of The College Board. A certified public accountant, Eric received his bachelor’s degree from Iowa State University and MBA from Drake University.

Guest Speakers



Amanda Fijal, Midwest Association of Student Financial Aid Administrators (MASFAA)

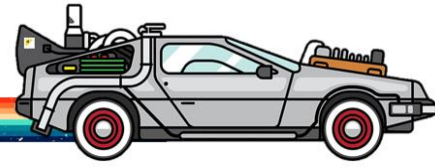
Amanda Fijal is the Assistant Vice President of Enrollment and Student Advancement and Executive Director of Financial Aid at the University of Chicago. She has been in financial aid for 25 years, the last fourteen at University of Chicago. Amanda holds a B.S. in Psychology and M.Ed. in Higher Education Administration from Loyola University Chicago. She has served the Illinois and Midwest Associations of Student Financial Aid Administrators in a number of capacities, including ILASFAA President and Treasurer and MASFAA Treasurer, Conference Program Chair and Local Arrangements Co-Chair. She is currently MASFAA President.

Justin Draeger – President & CEO, NASFAA

Justin is president and CEO of the National Association of Student Financial Aid Administrators. He serves as the primary voice of NASFAA and as the liaison between the association members, the U.S. Congress, federal agencies and the media. Most of Justin's career has been devoted to assisting disadvantaged populations achieve their educational goals and better their communities. Since 2002, Justin has been engaged in either administering, interpreting, communicating, or developing student financial aid policy. His prior experiences include working as a financial aid director, regulatory and policy analyst, and spokesperson. He has held senior positions overseeing government relations, communications, and policy work. Justin is frequently quoted in the press and has appeared on The Today Show on NBC, National Public Radio, APM's Marketplace, Fox Business News, CNBC, and C-SPAN, and is often quoted in national news outlets. Justin currently serves on the boards of directors of Baker College, the Association Mutual Health Insurance Company, the Northwood Education Foundation, and other organizations that promote health and education. He earned his undergraduate from Brigham Young University and his MBA from Baker College. Justin lives in Fairfax, VA with his wife and three children, where he spends his free time shuttling children to various events, bicycling, motorcycling, playing racquetball, and running.

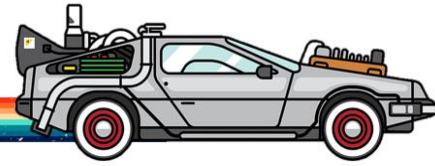


General Sessions



| Presenter | Session Title and Description | Date, Time & Location |
|--|--|---|
| Amanda Fijal, Midwest Association of Student Financial Aid Administrators (MASFAA) | MASFAA Update Please join MASFAA President Amanda Fijal, from the University of Chicago, as she gives the MASFAA update. This session will provide news and information about current and upcoming events. | Monday, March 4 12:30 – 12:45 PM Brickyard I-III |
| Eric Zarnikow, Stephanie Schmitz- Bechteler & Katharine Gricevich, Illinois Student Assistance Commission (ISAC) | ISAC Update: Roads? Where We're Going We Won't Need Roads? ISAC's executive team will provide a past and present look at state initiatives supporting Illinois students, as well as our plans for the future and how we plan to get there. For some things, we'll rely on a solid road map . . . and for others, we'll create new paths to take us to exciting new places! | Tuesday, March 5 10:30 – 11:30 AM Brickyard I-III |
| Dr. Sherene McHenry, CSP, LPC, Keynote Speaker | Keynote Address: "Why Are Things So Heavy, Doc? Tools for Thriving Through Tough Times" The challenges facing today's financial aid professionals are truly staggering. Whether you're stressed out, burned out or thinking of tapping out, you'll learn immediately implementable strategies to boost your well-being, focus and motivation. Operating from a position of strength empowers you to guide those you lead and serve to do the same. | Tuesday, March 5 1:15 – 2:15 PM Brickyard I-III |
| Justin Draeger, National Association of Student Financial Aid Administrators (NASFAA) | NASFAA - Inside the Beltway/Federal Update NASFAA President Justin Draeger will join us virtually and provide us with an overview of the bumpy roads we all are experiencing with the roll out of the 2024-25 FAFSA implementation and the concerns and impacts this will have on students, financial aid administrators and institutions. | Wednesday, March 6 11:00 – 12:00 PM Brickyard I-III |

Welcome Newcomers



Newcomers' Session

Monday, March 4
2:15 p.m. – 2:45 p.m.
Brickyard IV

Meet & Greet with ILASFAA Board Members

Are you new to ILASFAA and/or is this your first time attending an ILASFAA conference. If so, this session will provide an overview of ILASFAA, ILASFAA Committees and how to get involved. Current members of the ILASFAA Board will introduce themselves and will be available for any questions you may have.



Monday, March 4 Agenda

| Time | Session | Location |
|---------------------|--|--|
| 8:00 am – 1:00 pm | Exhibitor Set-Up | Pre-Function Area |
| 8:00 am – 4:00 pm | Registration Open | Pre-Function Area |
| 8:30 am – 11:00 am | Pre-Conference NASFAA Credentials <ul style="list-style-type: none"> Cost of Attendance Professional Judgment | Brickyard VI Brickyard V |
| 11:00 am – 5:00 pm | Exhibit Area Open | Pre-Function Area |
| 11:15 am – 12:30 pm | General Session <ul style="list-style-type: none"> President's Welcome – Elyse Weller Retiree Awards & Years of Service Lunch | Brickyard I-III |
| 12:30 pm – 12:45 pm | General Session <ul style="list-style-type: none"> MASFAA Update – Amanda Fijal, MASFAA President | Brickyard I-III |
| 12:45 pm – 1:00 pm | Vendor Introductions | Brickyard I-III |
| 1:15 pm – 2:15 pm | Breakout Sessions <ul style="list-style-type: none"> Self-Care in Public Service Prison Education Programs: What You Need to Know Taking the Alternative Application into the Future: A Review of the 2024-25 Application Process Artificial Intelligence: What Is It and Is It Right for You? | Brickyard VI Brickyard V Brickyard I-III Brickyard IV |
| 2:15 pm – 2:45 pm | New Members – Meet & Greet with ILASFAA Board Members Snack Break & Vendor Time | Brickyard IV Pre-Function Area |
| 2:45 pm – 3:45 pm | Breakout Sessions <ul style="list-style-type: none"> It's a Two-Way Street: Finding Motivation in a New Era of Work Federal Program Review Discussion Refi vs. Consolidation ISAC Outreach Services and Initiatives The Past and Future Flux Capacitors of Need Analysis -- EFC vs. SAI | Brickyard VI Brickyard V Brookridge Brickyard IV Brickyard I-III |
| 4:00 pm – 5:00 pm | Sector Meetings <ul style="list-style-type: none"> Community Colleges Health Professions Private Colleges Proprietary Institutions Senior Public Institutions | Brickyard V Brookridge Brickyard VI Brickyard IV Brickyard I-III |
| 5:00 pm – 7:00 pm | Dinner on your own | |
| 7:00 pm – 9:00 pm | Trivia Night | Brickyard I-III |



Tuesday, March 5 Agenda

| Time | Session | Location |
|---------------------|---|--|
| 8:00 am – 12:00 pm | Registration Desk Open | Pre-Function Area |
| 9:00 am – 6:00 pm | Exhibit Area Open | Pre-Function Area |
| 8:00 am – 9:00 am | Breakout Sessions <ul style="list-style-type: none"> ▪ Staying in Love with Financial Aid Even When It’s Hard (and It’s Usually Hard) ▪ Great Scott! It’s Time for an ISAC Program Review. What to Know and How to Prepare. ▪ Customer Service in the 21st Century ▪ A Quick Trip Through ISAC’s New Programs and a Review of the Classics | Brickyard VI Brickyard V Brookridge Brickyard IV |
| 9:15 am – 10:15 am | Breakout Sessions <ul style="list-style-type: none"> ▪ Gap Funding Discussions: PLUS, Private, Other? ▪ Time to Recertify ▪ Illinois Department of Veterans Affairs Update ▪ Establishing Your Brand as a New/Aspiring Director ▪ Biffs, Bullies, and Bumpy Roads: Marty McFly Tips for Not Losing Your Cool (Keynote Speaker) | Brickyard VI Brookridge Brickyard V Brickyard IV Brickyard I-III |
| 10:30 am – 11:30 am | General Session <ul style="list-style-type: none"> ▪ Illinois Student Assistance Commission (ISAC) Update - Roads? Where We’re Going We Won’t Need Roads? – Eric Zarnikow, Stephanie Schmitz-Bechteler & Katharine Gricevich | Brickyard I-III |
| 11:45 am – 12:00 pm | General Session: Vendor introductions | Brickyard I-III |
| 12:00 pm – 1:15 pm | Lunch & ILASFAA Business Meeting – Elyse Weller | Brickyard I-III |
| 1:15 pm – 2:15 pm | General Session - Keynote Speaker <ul style="list-style-type: none"> ▪ “Why Are Things So Heavy, Doc? Tools for Thriving Through Tough Times” - Dr. Sherene McHenry, CSP, LPC | Brickyard I-III |
| 2:30 pm – 3:30 pm | Breakout Sessions <ul style="list-style-type: none"> ▪ 2024-25 Verification & Comment Codes: What We Know So Far ▪ Higher Education Regulatory Outlook ▪ What You Need to Know About Federal Student Loan Repayment ▪ Mistakes You’re Making with Your Policies and Procedures | Brickyard VI Brickyard V Brookridge Brickyard IV |
| 2:30 pm – 5:00 pm | Professional Photography Headshots Available | Northridge |

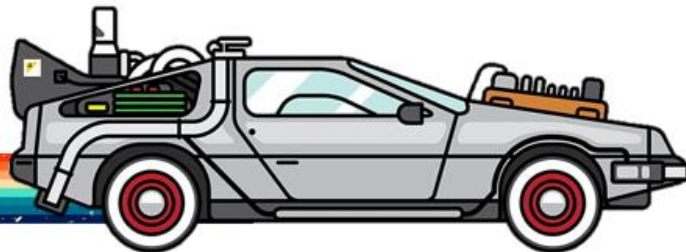
Tuesday, March 5 Agenda

| Time | Session | Location |
|-------------------|--|--|
| 3:30 pm – 4:00 pm | Snack Break & Vendor Time | Pre-Function Area |
| 4:00 pm – 5:00 pm | System Meetings <ul style="list-style-type: none">▪ Campus Solutions (Peoplesoft)▪ Banner▪ Colleague▪ Jenzabar▪ PowerFAIDS▪ Homegrown/Other | Brickyard VI Brickyard V Brickyard IV Ironwood Brookridge Fox Creek |
| 5:15 pm – 6:30 pm | Dinner, Awards and Elyse's Final Remarks | Brickyard I-III |
| 6:30 pm – 9:30 pm | Entertainment - DJ | Brickyard IV & V |



Wednesday, March 6 Agenda

| Time | Session | Location |
|---------------------|---|--|
| 8:00 am – 9:00 am | Registration Desk Open | Pre-Function Area |
| 9:00 am – 1:00 pm | Exhibit Area Open | Pre-Function Area |
| 8:30 am – 9:30 am | Breakout Sessions: “Birds of a Feather” Sessions by Role <ul style="list-style-type: none">▪ Directors▪ Counseling/Front Line Service▪ Leaders of People▪ Compliance/Training▪ Data and Systems▪ Loan Coordinators | Brickyard VI Brickyard I-III Brickyard V Ironwood Brickyard IV Brookridge |
| 9:45 am – 10:45 am | Breakout Sessions <ul style="list-style-type: none">▪ ISAC Beyond a Completion Percentage▪ Great Scott! It’s Time for an ISAC Program Review. What to Know and How to Prepare. (Repeat)▪ Atomic Habits▪ Professional Judgment Panel▪ Illinois Policy Initiatives to Address College Student Homelessness and Basic Needs Insecurity | Brickyard VI Brickyard V Brookridge Brickyard I-III Brickyard IV |
| 11:00 am – 12:00 pm | General Session <ul style="list-style-type: none">▪ NASFAA - Inside the Beltway/Federal Update – Justin Draeger, President, NASFAA | Brickyard I-III |
| 12:00 pm – 1:00 pm | Closing Ceremony <ul style="list-style-type: none">▪ Passing of the Gavel – Elyse Weller▪ Sneak Peek of the ILASFAA 2025 Conference – Bambie Roy▪ Grab & Go Boxed Lunch | Brickyard I-III |



Monday, March 4, 8:30 – 11:00 AM

| Presenter | Session Title & Description | Location |
|--|---|-----------------|
| Laci Engelbrecht, University of Illinois-Springfield | NASFAA Credential – Cost of Attendance Learn the principles and purposes of the student budget construction process, how to build student budgets, the various allowable budget components and restrictions for certain categories of students. | Brickyard VI |
| Katy Weisenberger, University of Wisconsin-Madison | NASFAA Credential – Professional Judgment Professional judgment (PJ) is sometimes viewed as one of the more challenging aspects of Title IV program administration. There are both explicit and implicit guidelines that must be followed in relation to other aspects of Title IV federal student aid administration. This session will teach you guiding principles and assist in their application on your campus. | Brickyard V |



Monday, March 4, 1:15 – 2:15 PM

| Presenter | Session Title & Description | Location |
|--|--|-----------------|
| Dada Ibrahimovic, Illinois Student Assistance Commission | Self-Care in Public Service Join the Illinois Student Assistance Commission on a session discussing why self-care in public service is so important, how to support transparency on discussing mental health as well as neurodiversity in the workplace, how to monitor for signs of burnout in yourselves as well as your colleagues, and finally, learn techniques to prioritize preventative self-care in the workplace as well as your personal lives. | Brickyard VI |
| John Cage, Augustana College | Prison Education Programs: What You Need to Know Join us as we discuss Augustana College's Prison Education Program. We will discuss the requirements for a PEP generally and dive into what Augustana College did to launch their program in the Fall of 2022. | Brickyard V |
| Daniela Rios & Manuel Talavera, Illinois Student Assistance Commission | Taking the Alternative Application into the Future: A Review of the 2024-25 Application Process <i>If you're going to build a time machine into a car, why not do it with some style?</i> Come learn about the changes built into the Alternative Application for Illinois Financial Aid for the 2024-25 award year and discuss common student eligibility questions related to the application process. | Brickyard I-III |
| Nick Vance, University of Illinois Urbana-Champaign | Artificial Intelligence: What Is It and Is It Right for You? A high-level overview of how generative AI works, its benefits and limitations, and guidelines for responsibly using it in your everyday work. | Brickyard IV |



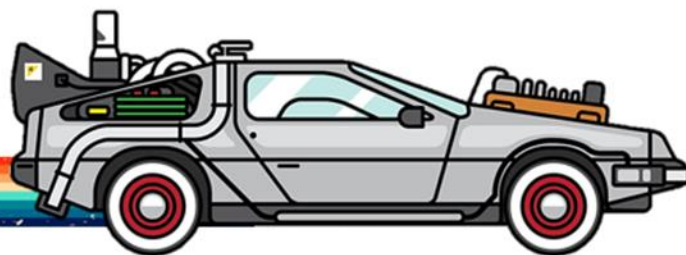
Monday, March 4, 2:45 – 3:45 PM

| Presenter | Session Title & Description | Location |
|---|---|--------------|
| Karina Diaz, Northern Illinois University & Lauren Martin, DePaul University | <p>It's a Two-Way Street: Finding Motivation in a New Era of Work</p> <p>A manager and team member present strategies and advice on team dynamics, fostering community, and finding your spark in your work environment. Team members and managers have a shared responsibility to create work environments that motivate, inspire, and improve our lives. How do you advocate for yourself? How can you develop work relationships with remote workers of a new generation? Whether you lead a team or are a member of one, or both, how do we navigate personal/professional development in a balanced and inclusive way?</p> <p>We wish to discuss team dynamics from the perspective of what someone can do as a team member to approach their manager with their interests that might intersect with work and professional development alongside strategies from a management perspective on how to approach team members that are remote or of a different generation (older or younger). We want the session attendees to consider some of our questions as we provide some guidance, encouragement, and strategies that have worked for ourselves as employees that sometimes struggle with finding our “why?”</p> | Brickyard VI |
| Elyse Weller, Southern Illinois University – Carbondale & John Cage, Augustana College | <p>Federal Program Review Panel Discussion</p> <p>Representatives from institutions who have had Program Reviews in the past few years will discuss their experiences and Q&A will be available at the end.</p> | Brickyard V |
| Kevin McNamara, Earnest Student Loans | <p>Refi vs. Consolidation</p> <p>Student Loan Refinancing is quietly surpassing Consolidation as the preferred method of accelerating student loan repayment, yet many financial aid professionals use the terms Refinancing and Consolidation interchangeably. Learn the differences and advantages of each, because your graduates stand to gain (or lose) tens of thousands of dollars from their choice.</p> | Brookridge |



Monday, March 4, 2:45 – 3:45 PM

| Presenter | Session Title & Description | Location |
|--|--|-----------------|
| Thomas Semanic, Illinois Student Assistance Commission | ISAC Outreach Services and Initiatives Many know ISAC as an agency focused on financial aid. This session is dedicated to show the expansive list of other support options in addition to financial aid. Join ISAC to hear about the services we provide to support students and professionals including the ISACorps, parent outreach, student portal, and more. | Brickyard IV |
| Kim Eck, Illinois Student Assistance Commission | The Past and Future Flux Capacitors of Need Analysis -- EFC vs. SAI If our calculations are correct, when this baby hits -1,500 miles per hour, you're gonna see some interesting stuff! After three years of hearing about the change from an Expected Family Contribution (EFC) to a Student Aid Index (SAI) to measure a student's financial need, the process has finally arrived, sort of! This session will compare the components of both calculations and discuss the differences and how they will impact students of the future. | Brickyard I-III |



Monday, March 4, 4:00 – 5:00 PM

Presenter

Session Title & Description

Location

Sector Meetings

Come meet with ILASFAA colleagues within your sector to network and discuss common financial aid issues you are experiencing at your institutions.

Community Colleges

Brickyard V

Health Professionals

Brookridge

Private Colleges

Brickyard VI

Proprietary Institutions

Brickyard IV

Senior Public Institutions

Brickyard I-III



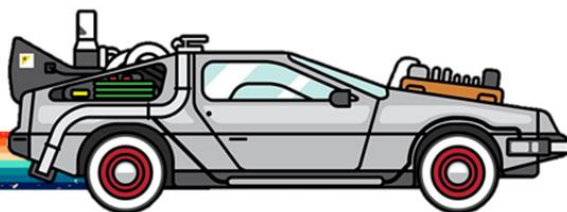
Tuesday, March 5, 8:00 – 9:00 AM

| Presenter | Session Title & Description | Location |
|--|---|--------------|
| Michelle Trame, University of Illinois Urbana- Champaign & Amanda Fijal, University of Chicago & MASFAA President | Staying in Love with Financial Aid Even When It's Hard (and It's Usually Hard) Financial aid isn't easy work – the past several years have proven incredibly challenging, change is ongoing as we implement FAFSA Simplification, support borrowers as they return to repayment after three years on pause, respond to future proposed Gainful Employment rules, and the list goes on. If you're overwhelmed and even discouraged, that's hardly surprising – so how can we keep our hearts in this work through it all? Join this session to reconnect with the reasons we became financial aid professionals, be reminded of the tremendous impact we have, and share strategies to manage the stress of constant change and continue to be re-inspired even in the most difficult moments. | Brickyard VI |
| Kim Eck & Sherry Schonauer, Illinois Student Assistance Commission; Michael Shields, School of the Art Institute of Chicago; & Amanda Bellino DeVry University | Great Scott! It's Time for an ISAC Program Review. What to Know and How to Prepare. Come join us as we travel through the timeline of the ISAC program review process, discuss top findings, and help you know what to expect and how to prepare. You'll hear from both ISAC and school colleagues on best practices for making it a smooth ride and avoiding bumps in the road. | Brickyard V |
| Kevin McNamara, Earnest Student Loans | Customer Service in the 21st Century AI and office automation can help overworked offices provide better customer service, but it can also complicate things and frustrate customers and co-workers alike. This session will provide information on how to strike a balance that helps you stay on top of the challenges of today's financial aid office. | Brookridge |
| Stephanie Claudio, Illinois Student Assistance Commission | A Quick Trip Through ISAC's New Programs and a Review of the Classics This session will map out the highlights of ISAC's newest programs available to help students move toward the future, including the Nursing Education Scholarships (NES) Program, the Displaced Energy Worker Dependent Transition Scholarship Program, and loan repayment programs for those in social work and behavioral health care fields. And we'll conclude with an update on some of ISAC's longstanding classics such as the Monetary Award Program (MAP). | Brickyard IV |



Tuesday, March 5, 9:15 – 10:15 AM

| Presenter | Session Title & Description | Location |
|---|--|-----------------|
| Raina Chezem, ELM Resources | Gap Funding Discussions: PLUS, Private, Other? How are families funding the gap? Taking out a Federal PLUS Loan can be the best option for your families trying to fill the gap, however, it is not always the case. Learn more about the differences between PLUS and Private loans, and APR and rate shopping to guide your families to the loan best for them. | Brickyard VI |
| John Cage, Augustana College | Time to Recertify Recertification comes along every 6 years or so. Join us as we discuss the why, how, and when of the federal recertification process. | Brookridge |
| Dan Wellman, Illinois Department of Veterans Affairs (IDVA) | Illinois Department of Veterans Affairs Update on the current situation in state and federal veterans' education benefits, including recent changes in both state and federal law. | Brickyard V |
| Tammy Harrison, Blue Icon Consulting | Blue Icon: Establishing Your Brand as a New/Aspiring Director As a new (or aspiring) director there are competing priorities everywhere you look. What should you focus on first? Establishing your personal brand is critical to your success. Come learn some best practices on positioning yourself as a new (or aspiring) successful financial aid director. | Brickyard IV |
| Dr. Sherene McHenry, CSP, LPC | Biffs, Bullies, and Bumpy Roads: Marty McFly Tips for Not Losing Your Cool (Keynote Speaker) Conflict is inevitable in any organization and is greatly exacerbated by stress. The good news is conflict, even during turbulent times, doesn't need to be a barrier to success. You'll learn to navigate conflict and problems as they arise by engaging in tough conversations, holding individuals accountable, and disagreeing productively. | Brickyard I-III |



Tuesday, March 5, 2:30 – 3:30 PM

| Presenter | Session Title & Description | Location |
|---|--|--------------|
| Katy Weisenberger, University of Wisconsin-Madison | Verification In this session, we will go over the latest information regarding 2024-2025 verification and comment codes. | Brickyard VI |
| Maureen 'Mo' Amos, Northeastern Illinois University & Stephanie Cohan, Thompson Coburn LLC – Law Firm - Expert on Higher Education Law | Higher Education Regulatory Outlook The U.S. Department of Education is actively advancing its ambitious regulatory agenda for institutions of higher education. During this session, Stephanie will examine the ongoing expansions, revisions, and revivals to the regulatory landscape. She will discuss the final rules implemented last fall, which are set to take effect this summer. These encompass critical areas such as financial value transparency and gainful employment, borrower defense to repayment, and state authorization. She also will review the status of current rulemaking activities, including student loan debt relief, program integrity and institutional quality, and Title IX. | Brickyard V |
| Elizabeth Groves, Illinois Student Assistance Commission | What You Need to Know About Federal Student Loan Repayment Federal student loan repayment is back in full swing as of October 2023, and there have been many changes for borrowers since the payment pause began in March 2020. Join this session to learn what you and your students should know as borrowers in 2024 and beyond, including insights into the different payment plans such as the new Saving on a Valuable Education (SAVE) plan, Public Service Loan Forgiveness (PSLF), the Fresh Start Initiative, and more! | Brookridge |
| Tammy Harrison, Blue Icon Consulting | Blue Icon: Mistakes You're Making with Your Policies and Procedures Let's be real: no one's policies and procedures are perfect. But you might have some key mistakes in your policies and procedures and not even realize it. These errors can mean big problems for your students and staff, especially if discovered during an audit or federal program review. Learn about these key mistakes and discuss ways to fix them quickly. | Brickyard IV |



Tuesday, March 5, 4:00 – 5:00 PM

Presenter

Session Title & Description

Location

System Meetings

Campus Solutions / PeopleSoft

Brickyard VI

Banner

Brickyard V

Colleague

Brickyard IV

Jenzabar



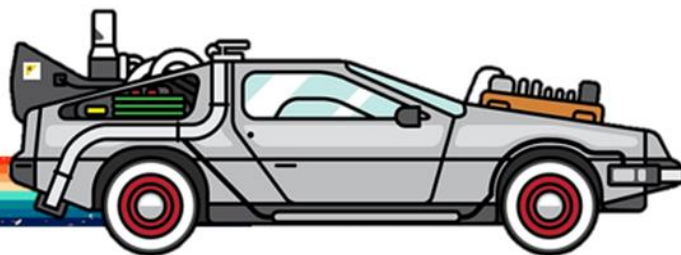
Ironwood

PowerFAIDS

Brookridge

Homegrown / Other

Fox Creek



Wednesday, March 6, 8:30 – 9:30 AM

Presenter

Session Title & Description

Location

“Birds of a Feather” sessions by role

Directors

Brickyard VI

Counseling/Front Line Service

Brickyard I-III

Leaders of People (Staffing,
Succession Planning, Challenges)

Brickyard V

Compliance/Training

Ironwood

Data and Systems

Brickyard IV

Loan Coordinators

Brookridge



Wednesday, March 6, 9:45 – 10:45 AM

| Presenter | Session Title & Description | Location |
|--|---|--------------|
| Ana Moya & Eddie Brambila, Illinois Student Assistance Commission | ISAC Beyond a Completion Percentage (Data Interpretation) Higher education and financial aid is a number driven world that has given us access to a great amount of data, but rarely do individuals know how to interpret the data. Join ISAC to learn how you can look beyond the completion percentages, dig deeper at what the numbers mean, and how to use the data to create equitable and inclusive practices for financial aid application supports. | Brickyard VI |
| Kim Eck & Sherry Schonauer, Illinois Student Assistance Commission; Michael Shields, School of the Art Institute of Chicago; & Amanda Bellino DeVry University | Great Scott! It's Time for an ISAC Program Review. What to Know and How to Prepare. (Repeat session) Come join us as we travel through the timeline of the ISAC program review process, discuss top findings, and help you know what to expect and how to prepare. You'll hear from both ISAC and school colleagues on best practices for making it a smooth ride and avoiding bumps in the road. | Brickyard V |
| Christina Rose, Citizens Bank | Atomic Habits Learn to break bad behaviors and create better ones by understanding the 4 laws to create positive changes in your everyday life, both professionally and personally. You'll learn that improving 1% everyday will make you 37% better in one year. | Brookridge |



Wednesday, March 6, 9:45 – 10:45 AM

| Presenter | Session Title & Description | Location |
|--|---|-----------------|
| Scott Seibring, Illinois Wesleyan University; Janet Haynes, University of Illinois; Heidi Schmidt, Illinois State University; & Kyle Rindfleisch, Illinois Central College | Professional Judgment Panel Join your colleagues from across several institution types and sectors for a discussion about their institution’s professional judgment practices, and what (we think) we’re doing with PJ in the totally tubular new world of FAFSA Simplification!! | Brickyard I-III |
| Ashley Lewis & Melissa Van, Illinois Board of Higher Education (IBHE) | Illinois Policy Initiatives to Address College Student Homelessness and Basic Needs Insecurity Homelessness and basic needs insecurity among college-aged youth has been growing exponentially since the pandemic. During this session, representatives from the Illinois Board of Higher Education (IBHE) will explain the recently enacted Higher Education Housing and Opportunities Act which requires a HOUSE Liaison at every institution. We will discuss the overlap and the coordination possible between HOUSE Liaisons and financial aid administrators. Additionally, we will cover other IBHE initiatives to address housing and basic needs insecurity, such as GEER, Communities of Practice, and mental health initiatives. | Brickyard IV |



Lifetime Achievement Awards

2020-2021

Janet Ozuna
Ida Brown

2019-
2020

Paula Luff

2017-
2018

Dan Mann

2015-2016

Mark Holysz

2007-2008

Orlo Austin

New Professional Awards

| Year | Recipient | Year | Recipient |
|-----------|--------------------|-----------|-----------------|
| 2022-2023 | Alexis Alvarez | 2006-2007 | Tim Wendt |
| 2021-2022 | Krystle Riggle | 2005-2006 | Aimee Jimenez |
| 2020-2021 | Melissa Sersland | 2004-2005 | Marcia Wells |
| 2019-2020 | Daniel Matamoros | 2003-2004 | Karen Belling |
| 2018-2019 | (Not Awarded) | 2002-2003 | (Not Awarded) |
| 2017-2018 | (Not Awarded) | 2001-2002 | (Not Awarded) |
| 2016-2017 | (Not Awarded) | 2000-2001 | Rhonda Cors |
| 2015-2016 | (Not Awarded) | 1999-2000 | Michelle Stipp |
| 2014-2015 | Aesha Engeldinger | 1998-1999 | David Peterson |
| 2013-2014 | Andrew Viscariello | 1997-1998 | Lori Hall |
| 2012-2013 | Alex DeLonis | 1996-1997 | Pam Maciulewicz |
| 2011-2012 | Dawn Good | 1995-1996 | April Helm |
| 2010-2011 | (Not Awarded) | 1994-1995 | Gary Rogers |
| 2009-2010 | Janelle Wade | 1993-1994 | Brian Terry |
| 2008-2009 | Mary Brown | 1992-1993 | Marie Gumler |
| 2007-2008 | Jamie Petersen | 1991-1992 | (Not Awarded) |
| | | 1990-1991 | Samuel Nelson |

Sustained Service Award

| Year | Recipient | Year | Recipient |
|-----------|---|-----------|--|
| 2021-2022 | Debbie Forrester | 2004-2005 | Karen LeVeque, Janet Ozuna |
| 2020-2021 | (Not Awarded) | 2003-2004 | Eric Weems, Kathy Facenda, Jack Lyons |
| 2019-2020 | (Not Awarded) | 2002-2003 | Nancy Calvert, Cheryl Warmann |
| 2018-2019 | Marcus SanMarino, Nancy Perryman | 2001-2002 | Janeen Decharinte, Tena Jones |
| 2017-2018 | Michelle Ortiz Wortel, Marchello Johnson | 2000-2001 | Joanna Dill, Colby Sellers |
| 2016-2017 | Ruth Pusich, Michelle Cornell, Samuel Nelson | 1999-2000 | Bob Anderson, Howard Florine |
| 2015-2016 | Jamie Petersen, Sherry Summary | 1998-1999 | Ann Acton, Dan Mann |
| 2014-2015 | Amanda Fijal, Karen Belling, Cheryl Howerton | 1997-1998 | Sally Floyd, Gary Rold, Herschel Wallace |
| 2013-2014 | Salinda "Jo" Branson | 1996-1997 | Dick Nelli, Donna Sobie, Mary Ann Watkins |
| 2012-2013 | Kim Eck, Michelle Stipp | 1995-1996 | Francois Hajduk, William Bushaw, Marsha Weiss |
| 2011-2012 | (Not Awarded) | 1994-1995 | Pamela Britton, Jone Zieren |
| 2010-2011 | Paula Luff | 1993-1994 | Bruce Foote, Donna Peltz |
| 2009-2010 | Joanna Dye | 1992-1993 | Richard Steudel, Pamela Wagener, Katherine Edmunds |
| 2008-2009 | Michelle Trame, Mary Shaw | 1991-1992 | James Heeren, David Sprenkle, Loretta Franklin |
| 2007-2008 | Jana Albrecht, Maureen Amos, Janet Ingargiola | 1990-1991 | John Flynn, Robert Clement, Charles Deacon Jones |
| 2006-2007 | Mark Holysz, Terri Hare, Doug Carlson | | |
| 2005-2006 | Sue Swisher, John Jennetten | | |

Meritorious Service Award

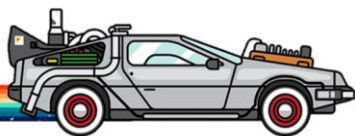
| Year | Recipient | Year | Recipient |
|-----------|---|-----------|--------------------|
| 2022-2023 | Chelley Jackson | 2005-2006 | Larry Matejka |
| 2021-2022 | Janet Ingargiola Nathan Eaton Chelley Jackson | 2004-2005 | J Robert Barr |
| 2020-2021 | (Not Awarded) | 2003-2004 | Bill Bushaw |
| 2019-2020 | Nicole Jennings, Dawn Kamphaus, Bambi Roy | 2002-2003 | (Not Awarded) |
| 2018-2019 | Karen LeVeque | 2001-2002 | (Not Awarded) |
| 2017-2018 | Katherine Gricevich | 2000-2001 | (Not Awarded) |
| 2016-2017 | (Not Awarded) | 1999-2000 | Dan Mann |
| 2015-2016 | Kim Eck | 1998-1999 | Dallas Martin |
| 2014-2015 | Susan Swisher | 1997-1998 | Vicki Shipley |
| 2013-2014 | Jamie Malone | 1996-1997 | Rebecca Waltrip |
| 2012-2013 | Paula Luff | 1995-1996 | Senator Paul Simon |
| 2011-2012 | Michelle Trame | 1994-1995 | Donna Sobie |
| 2010-2011 | Pam Lytel, Mary Shaw, Walter O'Neill | 1993-1994 | Sally Floyd |
| 2009-2010 | (Not Awarded) | 1992-1993 | Ann Acton |
| 2008-2009 | Nancy Calvert | 1991-1992 | Orio Austin |
| 2007-2008 | Chris Petersen | 1990-1991 | Pamela Britton |
| 2006-2007 | Bruce Foote | | |



President's Award

| Year | Recipient |
|-----------|--------------------|
| 2022-2023 | Salinda Jo Branson |
| 2021-2022 | Kelly Owens |
| 2020-2021 | Elyse Weller |
| 2019-2020 | Mary Shaw |
| 2018-2019 | Kim Eck |
| 2017-2018 | Aesha Engeldinger |
| 2016-2017 | Marcus Szymanoski |
| 2015-2016 | Pam Lytel |
| 2014-2015 | Samuel Nelson |
| 2013-2014 | Jamie Petersen |
| 2012-2013 | Marchello Johnson |
| 2011-2012 | Cheryl Howerton |
| 2010-2011 | Mark Holysz |
| 2009-2010 | Jana Albrecht |
| 2008-2009 | Mary Shaw |
| 2007-2008 | Michelle Trame |
| 2006-2007 | Janet Ingargiola |
| 2005-2006 | Donna Sobie |
| 2004-2005 | Susan Swisher |
| 2003-2004 | Terri Hare |
| 2002-2003 | (Not Awarded) |

| Year | Recipient |
|-----------|------------------|
| 2001-2002 | Nancy Calvert |
| 2000-2001 | Michelle Trame |
| 1999-2000 | Lori Hall |
| 1998-1999 | Bob Anderson |
| 1997-1998 | Donna Peltz |
| 1996-1997 | Sharon Sweeney |
| 1995-1996 | Joanna Dill |
| 1994-1995 | Dan Mann |
| 1993-1994 | Donna Sobie |
| 1992-1993 | Howard Florine |
| 1991-1992 | Herschel Wallace |
| 1990-1991 | Jone Zieren |
| 1989-1990 | Francois Hajduk |
| 1988-1999 | Rich Stuedel |
| 1987-1988 | John Flynn |
| 1986-1987 | Nancy Donley |
| 1985-1986 | John Jenetten |
| 1984-1985 | Greg Miller |
| 1983-1984 | B. Ann Hageman |
| 1982-1983 | Dennis Wentworth |
| 1981-1982 | Steve Bellin |



Thank You for Your Service!

Awards & Recognition

Tim Marten

Conference Facilities

Chelley Jackson, Co-Chair

Amber Rivers, Co-Chair

Elizabeth Harper

Jennifer Schultz

Jenifer Stout

Conference Site Selection

Michelle Cornell, Chair

Nathan Eaton

Dawn Kamphaus

Tim Marten

Samuel Nelson

Jamie Petersen

Bambie Roy

Mary Shaw

Elyse Weller

Conference Program

Laci Engelbrecht, Co-Chair

Bethany Carmien Onwodi,

Co-Chair

Amanda Bellino

Stephanie Claudio

Nathan Eaton

Kim Eck

Roberta Ferguson

Deb Gossman

Stacey Schilling

Michael Shields

Corporate Support

Diana Daily, Co-Chair

Michelle Stipp, Co-Chair

Diversity

Laura Carrillo, Co-Chair

Jennifer Schultz, Co-Chair

Brown, Alexis

Drabik, Brian

Espinosa, Sara

Jetton-Gonzales, Jasmine

Johnson, Christopher

Ruiz, Maribel

Talavera, Manuel

Electronic

Communications

Tyler Vens, Co-Chair

Andrea Velazquez Duran,

Co-Chair

Daniela Rios

Event Registration

Jennifer Schultz, Chair

Carrillo, Laura

Kissee, Cassandra

Nelson, Samuel

Rittenhouse, Nikki

Schultz, Jennifer

Finance

Tim Marten

Governance

Tim Marten

Leadership Academy

Michelle Cornell, Chair

Ad Hoc Committee – Marketing

Amber Rivers, Vice-Chair

Jennifer Schultz, Vice-Chair

Crystal Weir, Vice-Chair

Heather Bode

Laura Carrillo

Trenton Chockley

Stephanie Claudio

Nathan Eaton

Roberta Ferguson

Christine Genenbacher-

Leinbach

Lauren Martin

Kelly Owens

Sherry Schonauer



Thank You for Your Service!

ISAC Formula, Operations & Rules

Mary Shaw, Co-Chair
Michelle Trame, Co-Chair
Maureen Amos
Jo Branson
Bridget Curl
Janeen Decharinte
Mary Greenwood
Dawn Kamphaus
Tim Marten
Nancy Perryman
Jamie Petersen
Jason Ramsey
Scott Seibring
Susan Swisher

Member Support

Mary Greenwood, Co-Chair
Courtney Ruffatti, Co-Chair
Lauren Hackett
Gregory Putra
Jenna Roecker
Katy Smith

Legislative Issues

Maureen Amos, Co-Chair
Kim Eck, Co-Chair
Keyarra Blissett
John Cage
Aesha Engeldinger
Roberta Ferguson
Katharine Gricevich
Ivy Gromala
Samantha McCarron
Bambie Roy
Amanda Starwalt
Andrea Velazquez Duran
Dustin Zimmerman

Nominations & Elections

Tim Marten

Training and Professional Development

Mesha Garner, Co-Chair
Christina Rose, Co-Chair
Bridget Curl
Kim Eck
Sherry Schonauer



2024-25 ILASFAA Executive Board Members

BAMBIE ROY, President, University of Illinois-Urbana-Champaign

CHELLEY JACKSON, President-Elect, Illinois State University

ELYSE WELLER, Past President, Southern Illinois University-Carbondale

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DUSTIN ZIMMERMAN, Vice President-Community Colleges,
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Oakton Community College

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Southern Illinois University-Carbondale

SAM NELSON, Ex-Officio, Illinois Student Assistance Commission

Thank You for Your Support!



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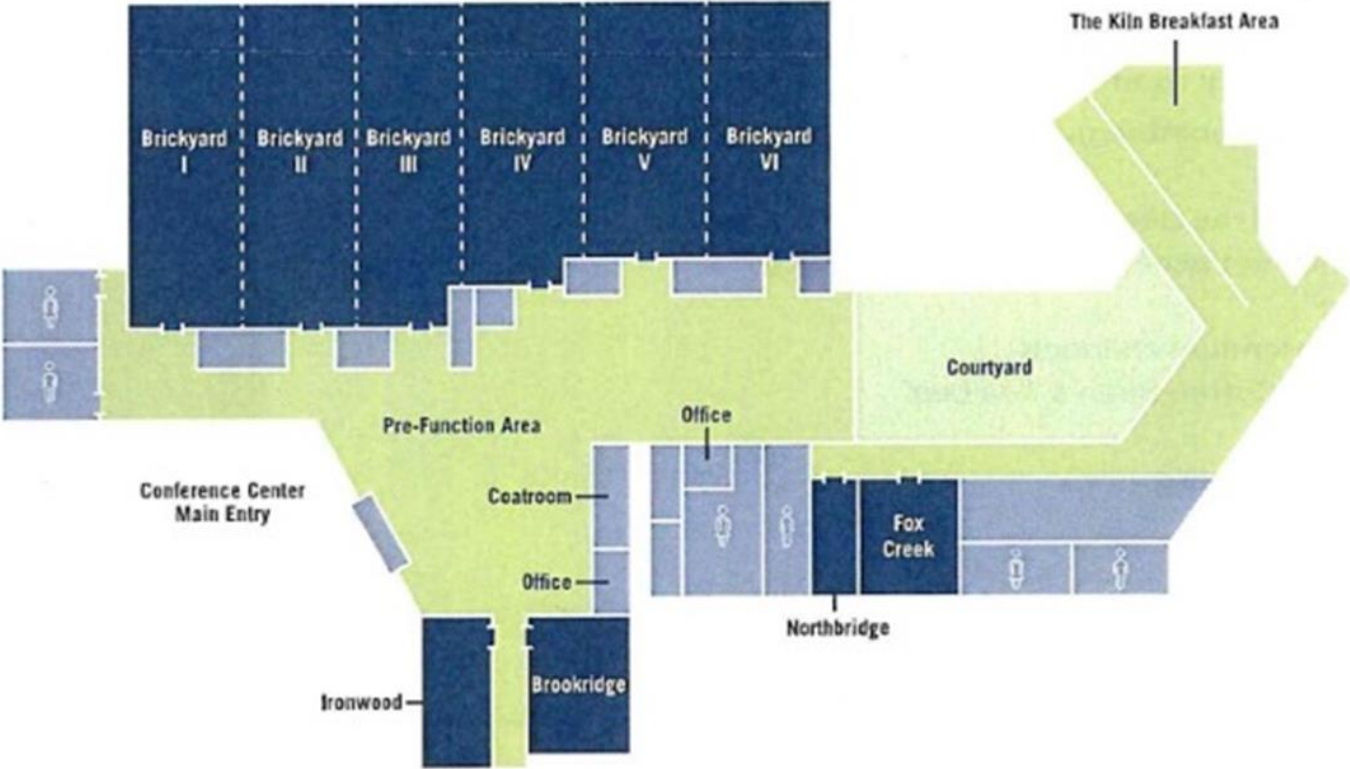
Helping Students Achieve Their Education Goals for Over 50 Years



elmresources

2024 ILASFAA Conference Map

Main Level





**Thank You
for Attending the
2024 ILASFAA
Annual Conference!**

