



Vermont Association of Student
Financial Aid Administrators

2024 ANNUAL CONFERENCE



WEDNESDAY, JUNE 12, 2024
CCV WINOOSKI ACADEMIC CENTER
WWW.VASFAAVT.ORG

**THIS PAGE WAS
INTENTIONALLY LEFT
BLANK**

LETTER FROM THE PRESIDENT

DEAR VASFAA COLLEAGUES,

IT HAS BEEN A TUMULTUOUS YEAR IN FINANCIAL AID, BUT VASFAA IS RESILIENT, AND I AM THANKFUL FOR THE OPPORTUNITY TO CONNECT AND SUPPORT EACH OTHER.

I AM PROUD OF THE DILIGENT WORK THAT THE CONFERENCE COMMITTEE HAS DONE TO PREPARE THIS YEAR'S CONFERENCE. IT IS NOT A SMALL TASK TO PLAN AND EXECUTE THE CONFERENCE, PARTICULARLY THIS YEAR FOR OBVIOUS REASONS, WHILE MANAGING ALL THE OTHER RESPONSIBILITIES WE HAVE. I AM ALSO SO GRATEFUL FOR OUR MEMBERSHIP WHO KEEP VASFAA GOING STRONG.

CHANGE IS CONSTANT, BUT NO MATTER WHAT LIES AROUND THE CORNER WE HAVE WHAT IT TAKES TO SURVIVE AND SUPPORT THOSE WHO WE SERVE AS WELL AS EACH OTHER. PLEASE ENJOY THE OPPORTUNITY TO BUILD AND SUSTAIN THE COMMUNITY THAT MAKES VASFAA THE WONDERFUL ORGANIZATION IT IS.

WELCOME, AND ENJOY,

**TANNER MATCHUS
VASFAA PRESIDENT**

**THIS PAGE WAS
INTENTIONALLY LEFT
BLANK**

VASFAA 2024 EXECUTIVE COMMITTEE



**TANNER MATCHUS
VASFAA PRESIDENT
CCV**



**MARIE JOHNSON
PAST-PRESIDENT
UVM**



**CHRIS BARRY
SECRETARY
VSAC**



**MIRANDA ROTH
TREASURER
VSAC**



**JENNIFER TOSI
TREASURER-ELECT
NORWICH**

VASFAA 2024 CONFERENCE COMMITTEE



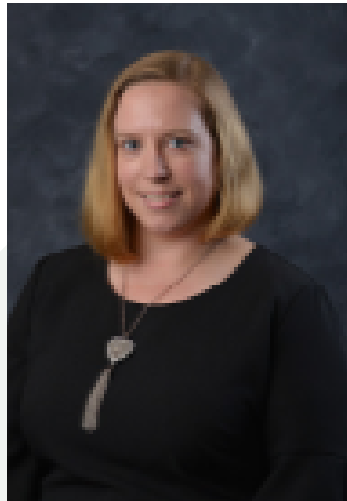
**LINDA THATCHER, CO-CHAIR
VSAC**



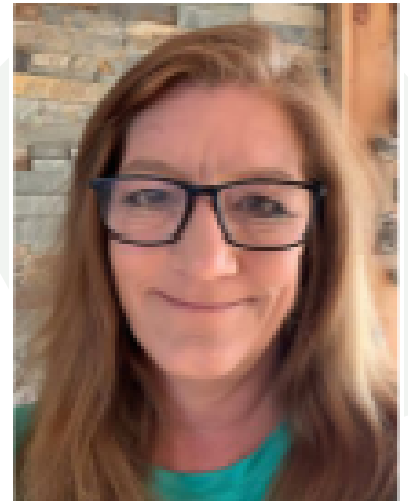
**JUDY BUXTON, CO-CHAIR
UVM**



**LYNDA OSSOLA
UVM**



**JADE LEIGHTY
CCV**



**JEANI STELLA-DEVANI
VTSU**

VASFAA CONFERENCE COMMITTEE, CONT.



PAIGE CARRIER
VSAC



MIRANDA ROTH
VSAC



CHRIS BARRY
VSAC



TANNER MATCHUS
CCV

AGENDA

Time	Session	Presenter(s)
8:00 - 8:45	Registration & Breakfast	
8:45 - 9:00	Opening & Welcome	Tanner Matchus
9:00 - 10:00	ISIR-vived, What Now?	Ryan Dulude, Marie Johnson, Greg Davis
10:00 - 10:15	Break	
10:15 - 11:00	EASFAA Update	Tayler Kreutter
11:00 - 11:45	NASFAA Update & FAFSA Simplification Trivia	Kristi Jovell
11:45 - 12:30	Break for Lunch	
12:30 - 1:00	VASFAA Business Meeting	Tanner Matchus
1:00 - 2:00	Journey to the Center of the SAI	Matthew DeSorgher
2:00 - 2:15	Break	
2:15 - 3:15	Adjusting to Our New Normal	Tayler Kreutter
3:15 - 3:20	Closing Remarks	Tanner Matchus
3:20 - 4:00	Ice Cream Social & Networking	

ISIR-vived, What Now? - Panel Discussion

In this interactive panel session, panelists will discuss how each of the represented institutions navigated the constant changes throughout the FAFSA Simplification rollout and how they handled the need to pivot on a weekly, and at times daily, basis to meet the challenges presented by the Department of Education.

As we all look to the Fall term and 2025-2026 FAFSA cycle, we hope to collaboratively share best practices and discuss what's next!

Journey to the Center of the SAI - Matthew DeSorgher

In this session, we will do a deep dive into the inner workings of the Student Aid Index. We will survey the three routes to the center of the SAI (Formulas A, B, and C) and conquer obstacles including household size, the employment expense allowance, and the mythical asset protection allowance. Sharpen your pencils for an hour of hand-calc. fun!

Adjusting to Our New Normal - Tayler Kreutter

The ever changing federal regulations have created significant challenges and stress for all of us.

Embracing change and adaptability has become essential. In this presentation we'll cover:

- Change during crises, and how it disrupts our ability to process information
- Understanding the toll anxiety and stress take
- Adapting to change and being flexible enough to continue to develop and adapt
- How to transition through change

Through this session, we'll lean into the vulnerability and remind ourselves that our adrenaline cannot fuel us through a crisis that lasts for six weeks, or longer. Our goal is to have you walk away with a road map to better understand how you're feeling, find your footing, and learn how-tos on settling into a new normal; whatever that may look like next.

PRESENTERS



Marie Johnson, Director of Student Financial Services, University of Vermont

Marie Johnson serves as the Director of Student Financial Services at the University of Vermont. In her role, she oversees the administration of financial aid, bursar operations, scholarship management, and student employment, ensuring that students have access to the resources they need to succeed.

Marie holds a Bachelor's degree in Business Administration and a Master's in Public Administration, both earned from the University of Vermont. With over 30 years of experience in higher education finance, she has developed a deep understanding of student aid and receivables, demonstrating a strong commitment to serving the needs of students and families.

Throughout her career, Marie has been actively involved in professional associations, including the Vermont Association of Student Financial Aid Administrators (VASFAA), the Eastern Association of Student Financial Aid Administrators (EASFAA), and the National Association of Student Financial Aid Administrators (NASFAA). She has held various leadership roles within VASFAA and EASFAA, including as President of both associations and as a NASFAA Board member.



Ryan Dulude, Director of Financial Aid, Community College of Vermont

Ryan Dulude is the Director of Financial Aid at the Community College of Vermont, overseeing all financial aid functions across 12 academic locations in Vermont. He holds a B.A. in Journalism and Mass Communications from Saint Michael's College, and a Master of Education in Higher Education Administration from Northeastern University. Ryan has worked in financial aid for 17 years, first as a counselor at Vermont Student Assistance Corporation (VSAC) and, since 2011, at CCV. He is a past president of VASFAA and served two stints on EASFAA Council. He has served as a member of several state, regional, and national committees, including as a past chair of the EASFAA Federal Relations Committee and current chair of the VASFAA Government Relations Committee. He is a past recipient of VASFAA's Special Recognition Award and most recently became a Certified Financial Aid Administrator. Ryan's volunteer work includes serving as a gubernatorial appointee on the VSAC Board of Directors, founding board member of the Early Learning Center in Colchester, and as a youth baseball coach.



Greg Davis, Executive Director of Student Financial Services, Saint Michael's College

Greg Davis, Executive Director of Student Financial Services at Saint Michael's College, has been working in higher education for almost 25 years. Although the majority of that time has been in financial aid roles, his position at Saint Michael's oversees the financial aid and student account roles, which has brought him back to where it all began in a way as an Assistant Bursar at a college in NY (but at least there are no individual paper loan checks for students to sign). Greg has volunteered in a number of roles at the state and regional level, and is a past-president of VASFAA. Although thinking that the move to Direct Loans and then the move of the FAFSA to October 1st would be the biggest changes he'd experience in this field, the "FAFSA Fiasco of 2024" certainly exceeds both of those. When not wondering what the Department of Education might have in store for us next, Greg spends his free time in the Champlain Islands with his wife and two dogs (and sometimes his son, who is a rising senior at Washington & Jefferson College in PA).

PRESENTERS, CONTINUED



Tayler is the Executive Director of Student Financial Services at Mount Holyoke College where she oversees financial aid, student accounts, and student employment. She currently is the President of the Eastern Association of Student Financial Aid Administrators (EASFAA). Tayler earned her Bachelors in Organizational and Interpersonal Communication from SUNY Brockport and Masters Degree in Higher Education Administration from the University of Rochester. She served as a Senior Associate Director at the University of Rochester and most recently as the Executive Director of Student Financial Services at Roberts Wesleyan University in Rochester, NY before relocating to Western Massachusetts two years ago.

Tayler Kreutter, Executive Director of Student Financial Services, Mount Holyoke College



Kristi Jovell is Director of Student Financial Services Operations and Communications at Middlebury College. Prior to this role, she served as Assistant Vice President of Enrollment Management at Champlain College. Kristi is an EASFAA Past President and will begin her term as NASFAA National Chair Elect on July 1. Throughout her career, Kristi has been an active leader and participant in professional association activities at the state, regional, and national levels. Kristi earned her FAAC designation as a Certified Financial Aid Administrator from NASFAA and earned her bachelor's degree in business administration/management and master's degree in adult education from Elmira College.

Kristi Jovell, Assistant Vice President of Student Financial Services and Enrollment, Middlebury College



Matt's financial aid career began at VSAC in 2003 where he worked as a loan counselor and financial aid advisor. In 2007, Matt moved to the University of Vermont where he worked for seven years as both a financial aid counselor and Assistant Director for Compliance. From 2014 through 2019 Matt worked in the Student Financial Services office at Saint Michael's College as Associate Director and Director. Matt returned to UVM in 2019 where he now serves as Associate Director of Student Financial Services. Having landed in financial aid through the curious twists and turns of life, Matt has stayed in the field because he enjoys helping students and families and because of the great comradery among those who work in the profession. Matt lives in Saint Albans with his wife and two daughters.

Matthew DeSorgher, Sr. Associate Director of Customer Service, University of Vermont

VASFAA'S MISSION, MEMBERSHIP, & MEDALS

Mission

The mission of the Vermont Association of Student Financial Aid Administrators is to promote the professional preparation, effectiveness, recognition, cooperation and association of our members to facilitate education, communication and cooperation among educational institutions and other organizations concerned with the support and administration of student financial aid.

Membership

Membership includes Education Institutions of Post-secondary Education in the State of Vermont and VSAC and those educational associations, government agencies, and organizations providing direct service that promote and support administration of financial aid to post-secondary institutions in Vermont.

Medals

2023 - Martha Hinchman, UVM (Special Recognition); Linda Thatcher, VSAC (Outstanding Volunteer Award)
2022 - Matt DeSorgher, UVM (Outstanding Volunteer Award); Tanya Bradley, NVU (Lifetime Achievement Award); Jeani Stella-Devani, VTC (Special Recognition)
2021 - Melaney Wald, VSAC (Special Recognition); Chris Barry, VSAC (Outstanding Volunteer Award)
2020 - Ryan Dulude (Special Recognition)
2019 - Donna Stevens, UVM (Outstanding Volunteer Award); Pam Chisholm, CCV (Lifetime Achievement Award)
2018 - Greg Davis, Champlain College (Special Recognition Award); Jill King, UVM (Volunteer of the Year)
2016 - Deborah Lessor, VSAC (Volunteer of the Year)
2015 - Renee Blanchet, UVM (Volunteer of the Year)
2014 - Ryan Gates, VSAC (Volunteer of the Year)
2013 - Don Vickers, VSAC (Lifetime of Achievement)
2012 – Cathy Mullins, Landmark College (Volunteer of the Year)
2011 – Natalie Young, VSAC (Volunteer of the Year); Jason Stuart Walt, VSAC (Special Recognition)
2010 – Kit Ardell, UVM (Volunteer of the Year)
2009 – Marcia Vance, VSAC (Special Recognition, posthumous)
2008 – Yvonne Whitaker, VSAC (Special Recognition); Michael Ireland, SIT (Volunteer of the Year)
2007 – Cathy McCullough, VTC (Person of the Year)
2006 – Dino Koff, VT Law School (Person of the Year)
2005 – Marilyn Cargill, VSAC (Person of the Year)
2004 – David Myette, Champlain College (Person of the Year)
2003 – Yvonne Whitaker, VSAC (Person of the Year)
2002 – Maureen Gardner, VSC, Office of the Chancellor (Person of the Year)
2001 – Ted Franzeim, VSAC (Person of the Year); Pam Chisholm, Trinity College (Person of the Year)
2000 – Ken Moulton, CSC (Person of the Year)

**PLEASE DON'T FORGET TO
COMPLETE THE CONFERENCE
SURVEY WITH YOUR VALUABLE
FEEDBACK!**

**WE WILL E-MAIL THE SURVEY LINK AFTER
THE CONFERENCE.**

PLEASE KEEP AN EYE OUT FOR IT

JOIN A COMMITTEE!

WEBSITE COMMITTEE: RESPONSIBLE FOR THE UPKEEP OF THE VASFAA WEBSITE AND MONITORING THE WEB EMAIL INBOX FOR REQUESTS. COMMON UPDATES INCLUDE: YEARLY COMMITTEE UPDATES, MEETING MINUTES, CONFERENCE AND EVENT UPDATES, AND JOB BOARD UPDATES. THIS COMMITTEE ALSO WORKS WITH THE VASFAA WEBSITE PROVIDER FOR UPDATES TO FORMS.

CONFERENCE COMMITTEE: PLANS THE ANNUAL SUMMER CONFERENCE, WHICH INCLUDES FINANCIAL AID UPDATES, TRAININGS, AND PROFESSIONAL DEVELOPMENT OPPORTUNITIES. MONITORS THE CONFERENCE EMAIL INBOX AND WORKS CLOSELY WITH THE WEBSITE COMMITTEE FOR CONFERENCE PAGE UPDATES.

GOVERNMENT RELATIONS COMMITTEE: MONITORS AND INFLUENCES GOVERNMENT FINANCIAL AID ACTIVITIES; INFORMS AND EDUCATES OUR MEMBERSHIP; AND KEEPS THE VERMONT DELEGATION AWARE OF ISSUES AFFECTING OUR STUDENTS AND CAMPUSES.

MEMBERSHIP ENGAGEMENT COMMITTEE: PLANS AND EXECUTES MEMBERSHIP ENGAGEMENT ACTIVITIES, INCLUDING SUCH THINGS AS TRAINING EVENTS, PROFESSIONAL DEVELOPMENT ACTIVITIES, AND OTHER ACTIVITIES TO KEEP VASFAA MEMBERSHIP ENGAGED, INFORMED, AND CONNECTED.

BYLAWS COMMITTEE: REVIEWS BOTH THE BYLAWS AND ASSOCIATION ACTIVITIES ANNUALLY TO CONFIRM THAT THE ASSOCIATION IS ACTING WITH THE BYLAWS. THE COMMITTEE ALSO RECOMMENDS CHANGES TO BYLAWS, AS NEEDED.

2024 CONFERENCE SPONSORS

THANK YOU!



earnest

EARNEST PRIVATE STUDENT LOANS

A Simple Yet Sophisticated Private Student Loan Built to Support Your Students

- Application is a fast and easy process
- 9-month grace period (3 months more than most lenders)
- No fees for origination, disbursement, prepayment, or late payment
- No SAP requirement
- Skip a payment after 6 on-time payments
- Expert support from our Client Happiness team
- 0.25% Auto Pay discount
- Past Due Balance - back 365 days



Patrick Ziegler,
Campus Partnerships

mefa[®]

Citizens[®]

Loans,
scholarships,
and **40+** years
of **know-how**

[Learn More](#)

College AVE[®]
STUDENT LOANS



MAJOR HELP. MINOR STRESS.[®]

A student loan designed just for you! Take the stress out of paying for college by creating a student loan that fits your budget and your goals.

Simple Application

Apply in just three minutes; and find out instantly if your loan's approved.

Personalized Loans

Choose how and when to repay the loan.

Happy Customers

We're here for you every step of the way to build you the best possible loan.

For additional questions, please contact your campus representative:

JENNIFER C. TRAUMAN, Head of Campus Development - Northeast
jtrauman@collegeave.com 302-308-5591



[COLLEGEAVESTUDENTLOANS.COM](https://collegeavestudentloans.com)

College Ave Student Loans products are made available through either Firsttrust Bank, member FDIC or M.Y. Safra Bank, FSB, member FDIC. All loans are subject to individual approval and adherence to underwriting guidelines. Program restrictions, other terms, and conditions apply.

© 2021 College Ave Student Loans. All Rights Reserved

NOTES

A series of horizontal dotted lines for writing notes.

