



Host - David Tolman, NASFAA

David Tolman has been in the financial aid field since 1992. Like many financial aid administrators, he thought his first financial aid job would just be a temporary thing. Prior to joining NASFAA, David had worked in many positions in the financial aid office, including director. He also taught Principles of Microeconomics courses when his schedule allowed. As an instructional design and content specialist at NASFAA, David is able to combine his experience in financial aid and his love of teaching and training. His education includes a master's degree from Arizona State University and a bachelor's degree from Brigham Young University. David lives with his family in Boise, Idaho.



"O" - Helen Faith, University of Wisconsin

Helen Faith, FAAC®, is the director of student financial aid at University of Wisconsin-Madison, and has worked in financial aid for 21 years. She has previously worked at Lane Community College, the University of Western States, Oregon Health and Science University, Portland State University, and the University of California, Santa Cruz. She has served as a past president of the Western Association of Student Financial Aid Administrators (WASFAA) and the Oregon Association of Student Financial Aid Administrators (OASFAA), and as the WASFAA representative on the NASFAA Board of Directors. Helen has participated in negotiated rulemaking with the U.S. Department of Education as an alternate non-federal negotiator on student loan issues and is an active member of the financial aid community as a presenter and policy advocate at the national, regional, and state levels. Helen holds a bachelor's degree in literature from the University of California, Santa Cruz and a master's degree in educational leadership and policy from Portland State University.



"X" - Art Young, University of Arizona

Art Young, FAAC®, serves as the executive director in the University of Arizona's Office of Scholarships and Financial Aid (OSFA). He has a wide educational and professional background, including work and leadership experience in almost every sector of the financial aid industry (public, private, proprietary and student lending). In a prior life, Art taught high school for seven years, a foundation which continues to underscore his passion for education, access and supporting student success. A former president of both the Rocky Mountain Association of Student Financial Aid Administrators (RMASFAA) and the Utah Association of Student Financial Aid Administrators (UASFAA), Art has trained and mentored colleagues and students across the country. He has served twice on the Board of Directors of the National Association of Student Financial Aid Administrators (NASFAA) and is proud to have earned all 17 NASFAA professional credentials and be recognized as an FAAC®.



Square - Daniel Barkowitz, Valencia College

Daniel T. Barkowitz, FAAC®, is assistant vice president of financial aid and veterans affairs at Valencia College, a position he has held since July of 2017. Daniel has served over 30 years in institutions of higher education. Previous roles include director of financial aid at MIT, dean of financial aid/associate dean of student affairs for Columbia College and Columbia Engineering at Columbia University in the City of New York, director of operations and training for the Massachusetts Educational Financing Authority, and assistant director of financial aid at Boston College. Daniel has held various volunteer roles with NASFAA, SASFAA, EASFAA, FASFAA (Florida), and MASFAA (Massachusetts), including past president of the Florida Association of Student

Financial Aid Administrators (FASFAA) and the inaugural chair of the NASFAA's Commission of the Certified Financial Aid Administrator® (CFAA) Program. He holds the FAAC® (Financial Aid Administrator, Certified) designation. Daniel is a recipient of MASFAA's Presidential Award, two-time recipient of MIT's Dean of Undergraduate Education Infinite Mile Award, and the recipient of Florida College Access Network's (FCAN) Top Influencer Award. Daniel earned his bachelors of science degree in history from Northeastern University and his masters of education degree in human resource education from Boston University. He earned a certificate in Professional Fundraising from Boston University. He is a published poet, musical theater actor, and Tarot card collector. Daniel has two adult children and lives with his wife and two fur-babies in Orlando.



Square - David Futrell, NASFAA

David Futrell is the director of institutional compliance at the National Association of Student Financial Aid Administrators (NASFAA). David began his career in financial aid in 1991 as a graduate assistant at The College of William and Mary, where he obtained his bachelor's and master's degrees. Since 2000, he has been with NASFAA providing training and regulatory assistance to financial aid colleagues. His training experience includes in-person classroom training, online facilitated instruction, webinars, and web-based course design. He has also served as a nonfederal trainer with the U.S. Department of Education. Before joining NASFAA, he served as assistant director of financial aid at The University of Vermont and both associate and acting

director of financial aid at American University.



Square - Kristi Jovell, Middlebury College

Kristi Jovell, FAAC®, 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. She has worked in financial aid for over 25 years, including positions in New York, Massachusetts, and Vermont. Kristi is a former EASFAA president and throughout her career has been an active leader and participant in professional association activities at the state, regional, and national levels. She has served NASFAA on the Financial Affairs Committee, Awards Task Force, Regional Thought Force, Conference Committee, as a conference and webinar presenter, and regional representative on the Board of Directors. Kristi

earned her bachelor's degree in business administration/management and master's degree in adult education from Elmira College.



Square - Shannon Crossland, Frank Phillips College

Shannon Crossland, FAAC®, is the director of student financial services at Frank Phillips College in Borger, Texas. Her primary responsibilities include student financial aid compliance and administration. Shannon received her associate degree from Amarillo College, bachelor's degree in agronomy (soil science) from Texas Tech University, and master's degree in higher education administration from Texas Tech University. Shannon is actively involved with TASFAA, SWASFAA, and NASFAA. Shannon has served as past president of TASFAA and SWASFAA, and currently serves as Commission Chair of the Certified Financial Aid Administrator® Program Commission. In her free time, Shannon enjoys traveling, running, and crocheting.



Center Square - David Bartnicki, Department of Education, Program Specialist, Policy Implementation and Oversight Directorate (PIO)

David has worked for the U.S. Department of Education's Federal Student Aid Office for over 27 years. He has served as an Institutional Review Specialist, Institutional Improvement Specialist (IIS), Branch Chief for Contract Compliance, Federal Training Officer and is currently a senior Program Specialist with the Policy Implementation and Oversight Directorate (PIO). David's entire government career has been in the Atlanta Regional Office where he works with over 6,000 postsecondary schools across the country. David currently works on the FAFSA Simplification Implementation Team, the National Verification Team, the FSA Assessment Modules Team, the FSA COVID-19 Response Team, the Incarcerated Student Workgroup and is involved with FSA efforts on student eligibility, academic calendars, SAP and R2T4, and occasionally provides Title IV training to various audiences in the higher education community.

While in FSA, David has helped redesign the FSA Assessment Modules, developed the popular "Ask A FED" booth at the annual FSA Conferences, and developed the Department's compliance review process for ED's private collection agencies.



Square - Jim Brooks, University of Oregon

Jim is the associate vice president for student services and enrollment management and director of student financial aid and scholarships at the University of Oregon (UO). The UO Office of Student Financial Aid and Scholarships processes approximately \$265 million in financial aid each year. Before joining the UO, Jim worked in financial aid offices in Missouri and Indiana. He has served on the NASFAA board and served a term as NASFAA's Diversity Officer. He has also held positions as president and treasurer of MASFAA. He has served on committees at the national, regional, and state levels, and presented at financial aid conferences in addition to presenting at national conferences for other higher education associations.



Square - Craig Slaughter, Kenyon University

In 2017, Craig Slaughter, FAAC®, returned to Kenyon College in Gambier, Ohio to serve as director of financial aid. He previously worked for Kenyon as an associate director from 2000 to 2005. During the intervening years, Craig served as director of financial aid for the University of Redlands, in Redlands, California, and also in the same role at DePauw University. Craig currently serves as President-Elect for MASFAA (Midwest) and has also served previously as MASFAA's Vice President and Secretary. He has held various volunteer and presenter roles with the College Board, MASFAA, ISFAA (Indiana), WASFAA (Western) and NASFAA - including serving on the NASFAA Board of Directors as a Rep at Large and also as the 2018-2020 Diversity Officer. A former

member of the College Board's Financial Aid Standards and Services Committee (FASSAC), Craig is passionate about college access and affordability, using technology to gather data and streamlining processes that enable college staff to better focus on counseling. He received a bachelor's degree in music from the Eastman School of Music and a master's degree in higher education (College Student Personnel Administration) from Indiana University. In his free time, Craig enjoys rehearsing and performing in the tenor section with symphony choruses.



Square - Kochie Vaughan, NASFAA

Kochie is a regulatory specialist with NASFAA and has worked in financial aid for nearly 35 years. Her current responsibilities include researching and writing NASFAA training materials and responding to regulatory questions posed by NASFAA members. She telecommutes from Knightdale, NC. Prior to joining NASFAA, Kochie worked on both the school and guarantor side of student aid. While working in the aid office she was fortunate in that she had the pleasure of working in various sectors, such as private for profit, community college, four-year public and graduate/professional schools. Kochie was a regional training executive for USA Funds for over 14 years. Her experience working in such a diverse group of schools equipped Kochie with the ability

to relate to a vast number of trainees during her tenure as a trainer. Kochie has held leadership positions in our industry, including serving as vice-president and diversity chair for NCASFAA. At the end of the day, if asked, what brings her the most contentment, she will say “My family, my joy.”



Square - Brenda Hicks, Southwestern College

Brenda Hicks, FAAC®, has served Southwestern College in Winfield, Kansas, in both admissions and financial aid since 1991 and is currently the director of financial aid. Over the years she has been active in state, regional, and national professional associations as a trainer, board member, and committee chair. She is the 2021 recipient of the NASFAA Allan Purdy Distinguished Service award and is in the KASFAA and RMASFAA Hall of Fame. She is a former RMASFAA and KASFAA president and has previously served on NASFAA’s Board of Directors as a regional representative, representative-at-large and as chair in 2020-2021. She is currently the chair of the NASFAA Association Governance Committee and has served on several task forces, including the NASFAA

50th Anniversary Task Force, the State and Regional Alliance Task Force, and the Enhanced Loan Counseling Task Force.