

**Bio of Joan H. Crissman  
Interim President and CEO  
National Association of Student Financial Aid Administrators (NASFAA)**

Joan Holland Crissman has been employed by the National Association of Student Financial Aid Administrators (NASFAA) since 1979. Prior to assuming her current role as Interim President and CEO of NASFAA, she served as executive vice president to the organization beginning in 1987. Crissman also served as Interim President and CEO of NASFAA for several months in 2007 following the retirement of former President Dr. Dallas Martin. Before coming to NASFAA, Crissman was employed by a consortium of NASFAA, the National Association of College and University Business Officers (NACUBO), and the American Personnel and Guidance Association (APGA) as assistant project director for a national training contract with the U.S. Department of Education. In this capacity, she was responsible for writing curriculum for training workshops for financial aid administrators, business and fiscal officers, auditors, high school counselors, and chief executive officers and presidents of postsecondary institutions. Crissman is a former director of financial aid and for several years served on the faculty for the NACUBO/NASFAA Loan Management & Collections Workshop series. She and her husband Chris share their homes in Washington, DC and Braselton, GA with four dogs.