

2017 FASFAA Training and Conference

FASFAA is Golden: Celebrating 5 Decades of Success and Commitment

May 30th – June 2nd 2017

Hyatt Regency Grand Cypress, Orlando, Florida

Tuesday, May 30, 2017

7:30a–5:00p	Registration Open - Pre-Conference & Conference	Grand Cypress Reg. Grand Cypress C
8:30a–12:00p	Pre-Conference Workshop - Consumer Information (NASFAA Credential Session)	Grand Cypress A
8:30a–12:00p	Pre-Conference Workshop - Debt Management and Financial Literacy	Grand Cypress A
12:15p–12:45p	Moderator Orientation Session	Grand Cypress C
8:00a–12:00p	Exhibit Area Set-up	Portico West
12:00p– 1:00p	Exhibit Area Open	Portico West
1:00p–2:00p	FASFAA Opening Day Welcome <i>Welcome Speaker: Dr. Maribeth Ehasz, University of Central Florida</i>	Grand Cypress DEF
2:15p–3:30p	Concurrent Sessions 1	
<input type="checkbox"/>	State Updates - <i>Brian Underhill, Office of Student Financial Aid, FL Dept. of Education</i> Stay informed of state legislative changes affecting aid programs including Bright Futures Scholarships, First Generation Matching Grant, the new Gold Seal CAPE Scholarship, and more!	Grand Cypress D,E,F
<input type="checkbox"/>	Graduate and Professional Student Loan Debt - <i>Brenda Brown, UM/Dr. Karemah Manselle UCF/ Laura Dickerson, Sallie Mae</i> This population of students graduates (again) from college with large amounts of student loan debt. This session will explore teaching these students how to plan their budget based on a salary to repay their loans. Learn about the tools and resources available to schools and students and how they can be used to manage defaults. This session will help you better understand the importance of maintaining good credit, understanding debt loads and tips on helping students. Hear best practices for delinquency and default aversion, as well as tips for your students. Moderator: Geoff Stam	Grand Cypress A
2:15p–5:00p	Exhibit Area Open	Portico West
3:30p–4:00p	Break	
4:00p–5:00	Concurrent Sessions 2	

- ❑ **Cash Management Regulations Overview** - *Kevin Campbell, US Dept. of Education* Grand Cypress D,E,F
 A high level overview of the Title IV Cash Management regulations that were published October 30, 2015. These regs addressed many issues but this presentation will concentrate on the rules established for the use of debit cards for Title IV disbursement. **Moderator: Lorrie Allen**
- ❑ **Leadership & Office Efficacy** - *Marian Dill, SASFAA* Grand Cypress G
 This session explores leadership qualities and resources to add to your leadership toolkit. We will consider ways to work smarter rather than harder in an attempt to achieve work/life balance. Since we can't do it all, how do we decide what is the most important item to accomplish? Bring along your own personal stories and insights to share with the group. **Moderator: Travis George**
- ❑ **What Happened to the Bright Futures – Wayne Kruger, SPC / Frank Valines, FIU/ Nick Sintes, SPC** Grand Cypress B
 A review and discussion on the various changes to the Bright Futures Scholarship over the years and its impact on student recipients. Using state wide data to show the rise and decline in the number of recipients and the amount of money our students received. **Moderator: Levis Hughes**
- ❑ **Enrollment Reporting** - *George Levathes, National Student Clearinghouse* Grand Cypress A
 This session will provide an overview of the compliance requirements and challenges related to enrollment reporting. Clearinghouse Vice President George Levathes will review the Enrollment Roster process, methodology for calculating Enrollment Statistics, compliance best practices and recent audit issues. **Moderator: Iman Johnson**
- ❑ **Lessons Learned Implementing Coursework Toward Degree** - *Daniel Barkowitz, SJRSC / Maureen Anderson, CF* Grand Cypress C
 For many years, the USDOE has required institutions to only fund courses that are required for a student's program of study. For a long time, that was an almost impossible task. However, with the advancement in technology institutions are expected to adhere to this requirement. More and more, institutions are getting cited in federal audits. Come hear "lessons learned" from directors who have been through the implementation and audits of this requirement, as well as, the benefits gained by the student and the institution. Spoiler alert - it's not all bad news. **Moderator: Virginia "Gina" Odoardi**
- ❑ **Engaging Millennials with Money Matters** - *Tracy Wiles, UT/Casey Wallen, ASA* Grand Cypress H
 This population of students graduates (again) from college with large amounts of student loan debt. This session will explore teaching these students how to plan their budget based on a salary to repay their loans. Learn about the tools and resources available to schools and students and how they can be used to manage defaults. This session will help you better understand the importance of maintaining good credit, understanding debt loads and tips on helping students. Hear best practices for delinquency and default aversion, as well as tips for your students. **Moderator: Geoff Stam**

5:30p – 7:30p

Welcome Reception & Family Night

Wednesday, May 31, 2017

Region Color Day! Wear your Region colors – I: Blue, II: Yellow, III: Green, IV: Red, V: Purple

<http://www.fasfaa.org/regions>

- 7:30a–4:30p **Registration Open (closed during lunch)** Grand Cypress Reg.
- 7:30a–8:30a **Morning Refreshments** In front of DEF
- 8:30a–9:30a** **General Sessions 1 Greetings from NASFAA & NASFAA Updates** Grand Cypress D,E,F
Justin Draeger

9:30a–11:45a	Exhibit Area Open	Portico West
9:30a–10:00a	Break	
10:00a–11:30a	Concurrent Sessions 3	
<input type="checkbox"/>	Examining the One Grant, One Loan Model - <i>Justin Draeger, NASFAA</i> Growing concern over the complexity of the federal financial aid system and a push toward simplification has led to proposals to streamline the federal student aid programs. Join NASFAA President Justin Draeger as he discusses where Congress is heading in a one grant, one loan environment and as he summarizes a NASFAA task force report for policymakers interested in program consolidation. Moderator: Nichole Crowley	Grand Cypress A
<input type="checkbox"/>	Direct Loan and Pell Grant Reconciliation – <i>Wood Mason, US Dept. of Education</i> This session will present an overview of key areas in the funding and reconciliation processes for all Title IV aid programs. Tips, tools, and resources will be explored to assist your school in meeting your responsibilities for timely and accurate accounting of all Title IV aid funds. We will also cover the inter-relationships between the financial aid and business offices and the need for internal reconciliation and reconciliation to the Department’s records Moderator: Kamia Mwango	Grand Cypress B
<input type="checkbox"/>	VA Education Programs and Duties of a Certifying Official - <i>Ron Scoggins and Katherine Snyder, FL Dept. of Veteran’s Affairs</i> Be prepared to assist your VA students with this overview of the various GI Bill programs for veterans and dependents. Also learn what it takes to administer those programs, how they fit into your overall financial aid picture, and what resources are available to help you help those who have served our nation. Moderator: Cherly Philippeaux	Grand Cypress C
<input type="checkbox"/>	Resolving Citizenship Issues - <i>Dana Kelly, NASFAA</i> This session will review and explore citizenship requirements. We will also look at questions NASFAA has received on this topic. Discover what’s being asked and learn more about the “alphabet soup” that accompanies this topic. Moderator: Laura Dickerson	Grand Cypress G
<input type="checkbox"/>	PPY/Early FAFSA Recap - <i>Troy Miller, FL College Access Network</i> How did the earlier start date impact FAFSA completion rates in Florida schools? Join Florida Department of Education’s Office of Student Financial Assistance (OSFA) and Florida College Access Network for a discussion on the impact of "Early FAFSA" in 2016-17, as well as an overview of the resources that are available in our state for assisting students and families in their efforts to find free money for college. Moderator: Daniel Barkowitz	Grand Cypress H
<input type="checkbox"/>	Lowering Your CDR By Identifying At-Risk Students - <i>Michelle Goldys, DSC/ Sedrick Brinson, Valencia/ Shannon Cross, Inceptia</i> Which students at your schools are defaulting? An understanding of who these students are will help you lower your CDR through effective use of grace and delinquency outreach. See how schools are achieving success in this area for their financial literacy and default prevention efforts. Moderator: Levis Hughes	Grand Cypress I
11:45p–1:00p	Lunch/Business Meeting Greetings from SASFAA - <i>Marian Dill</i> Greetings from KASFAA & SASFAA - <i>Michael Birchett</i>	Grand Cypress D,E,F
1:15p–5:00p	Exhibit Area Open	Portico West
1:15p–2:15p	Concurrent Sessions 4	
<input type="checkbox"/>	Academic Years and Payment Periods used in the Federal Direct Loan Program (for credit hour term based programs) - <i>Kevin Campbell, US Dept. of Education</i>	Grand Cypress A

A presentation explaining the importance of the Academic Year in administering the Federal Direct Loan Program. We will explore the impact on payment periods and discuss how the defined academic year works with the academic year used for annual loan limits. This presentation will focus on programs that use standard term calendars. **Moderator: Kamia Mwango**

☐ **PLUS Loans A–Z** - *Wood Mason, US Dept. of Education*

Have questions about Direct PLUS Loan processing? This session is geared to answer them and help you originate and disburse PLUS Loans for your borrowers successfully and efficiently. Learn who can obtain a PLUS Loan, how the Direct PLUS Loan process differs from the Sub/Unsub process, what happens at COD when you originate a Direct PLUS Loan, and how the credit check and/or appeal process can affect you, your borrower, and their endorser. We'll also show you how to find PLUS Loan information related to your borrower in COD, where it comes from, and how it got there. **Moderator: Travis George**

Grand
Cypress G

☐ **Making Unaccompanied Homeless Youth Determinations & Addressing Student Homelessness Through Campus Collaboration** - *Alicia Keaton/ Kelly D'Agostino/ Jennifer Fetterly/ Angela Newland, UCF*

Student homelessness on college campuses is a growing problem across the nation. UCF has cultivated a multi-disciplinary approach to help best serve the needs of students, including utilizing case management and the Homeless Student Committee. Participants will learn about case management of homeless students from start to finish including: the student of concern process, financial aid and student account procedures, key partnerships on campus, and how support is built for this population. Initiatives and future directions for this population will also be discussed in this panel presentation. Participants will also learn more about how financial aid administrators can make homeless student determinations. **Moderator: Nicole Crowley**

Grand
Cypress H

☐ **Professional Judgment** - *Michael Birchett and Marian Dill, SASFAA*

Prior-Prior Year (PPY) income and Early FAFSA changed the way we operate in a couple ways: base year income is further removed from the academic year, and a longer time may pass between when the student applies for financial aid and when school begins. A lot can change in two years; special circumstances have more time to occur. The law delegates the authority, known as Professional Judgment (PJ), to the financial aid administrator to override dependency status and/or adjust the standard components of need analysis which affect the Expected Family Contribution when a family's situation is no longer comparable to most other applicants. Come explore the PJ process and how it can assist students in special or unique situations at your institution. **Moderator: Brenda Brown**

Grand
Cypress C

☐ **Diversity in the Workplace** - *Bill Spiers, TCC*

Workplace diversity fosters mutual respect among employees. Whether employees work in groups or teams comprised of co-workers with varied work styles, or colleagues who represent different cultures or generations, a synergistic work environment become the norm. Although an idyllic atmosphere may be difficult to achieve, employees nevertheless recognize the many strengths and talents that diversity brings to the workplace and they gain respect for their colleagues' performance. **Moderator: Nathan Basford**

Grand
Cypress I

☐ **Erasing the Stigma of Seeking Financial Counseling** - *Thomas Vo, SCF / Irma Molinares, ECMC*

Getting help to manage your money can be embarrassing. It could also mean you just want to make sure you are spending and saving wisely. Find out ways how to help your students become fiscally responsible and financially solvent in their post education lives. **Moderator: Denise Asselta**

Grand
Cypress B

2:15p–2:45p Break

2:45p–4:45p ☐ **Return of Title IV (R2T4) Fundamentals** – *Kevin Campbell, US Dept. of Education*

Grand
Cypress
D,E,F

Credit Hour and Clock Hour (two-part series 2 hours)

2:45p–3:45p

Concurrent Sessions 5

COD Updates - *Wood Mason, US Dept. of Education*

This informative session will review updates to the Common Origination and Disbursement (COD) system for Direct Loans, Pell Grants, TEACH, and the Iraq and Afghanistan Service Grant. It will focus on what is ahead for the upcoming year including improvements. **Moderator: Nadine Bailey**

Grand
Cypress A

Would You Read Your Own Website - *Dan Dreves/Kathleen Roebuck, FATV*

Your financial aid website provides essential information for students and parents, but content-heavy doesn't have to be uninteresting and boring. Join this session to learn ways to improve the organization and clarity of your website. See examples of schools across the nation using chat, numbers, videos, and knowledge based searches to engage students in self-service. Check out how schools use income specific case studies to drive the message of affordability to prospective students. Small adjustments can make a huge impact on the effectiveness of your online presence - this webinar will get the creativity flowing! **Moderator: Rabbecca Hall**

Grand
Cypress B

Getting Involved: The Importance for You and Your Career - *Joan Bailey FASFAA & SASFAA / Michael Birchett, SASFAA*

Have you ever been curious to know how you could get involved and leave your mark within FASFAA and SASFAA? Well here is your chance! Association presidents will be explaining the purpose and current goals of these associations and how you can serve in the future. Learn more about getting involved in professional financial aid associations at both the state and regional levels. Getting involved can be beneficial to both your personal and professional growth! **Moderator: Nicole Crowley**

Grand
Cypress G

Program Based Academic Standing and Courses in Major - *Wayne Kruger, SPC*

Last year St. Petersburg College presented its recently implemented Program Based Academic Standing, in this follow up presentation we would provide some additional updates to that program as well as discuss and explain the various uses for it that we have found such as Auto-Graduation from not just a student's current degree but any that they qualify for, an automated check for coursework that is out of a student's current degree program, and our new work on Academic Pathways and pre-planned degree tracks to help streamline student registration and limit time towards degree. **Moderator: Nadine Bailey**

Grand
Cypress C

What Happens If I Can't Pay? Options for Financially Challenged Borrowers - *Dr. Karemah Manselle, UCF / Becky Davis, GLHEC*

How can a borrower pay their student loan payment if they barely have enough to get by each month? Unfortunately, too many of your former students find themselves in this situation shortly after they've left school or graduated. Without a sufficient income, making a student loan payment falls to the bottom of a priority list over vital living expenses. Federal student loans have options that other types of loans do not but the key is helping financially challenged borrowers understand what those options are before it's too late. Join this session to learn how you can help them avoid delinquency and default. We'll also review the newly released deferment and forbearance forms and how processing these new forms may differ from the existing versions. **Moderator: Sedrick Brinson**

Grand
Cypress H

4:00p– 5:00p

Concurrent Sessions 6

NASFAA Quiz Show - *Dana Kelly, NASFAA*

Have you ever wondered if your colleagues ask the same regulatory questions you do? This session will review the top AskRegs questions NASFAA members have posed this year. In addition to providing answers, this session will review requirements and best practices related to these top issues. **Moderator: Iman Johnson**

Grand
Cypress A

The Gold Standard: Customer Service 101 - *Daniel Barkowitz, SJRSC / George Covino, Student Connections*

With everything we have to do in the financial aid office, it's helpful to be reminded of the golden rules related to customer service. We will define customer service in the context of colleges and universities and relate best practices in communication, active listening, building goodwill and trust, telephone tips and diffusing difficult situations. Information will be shared using a combination of exercises and lecture. **Moderator: Nichole Crowley**

Grand
Cypress B

☐ **Calculating Unmet Need - Kris Hatcher, GCSC**

A session geared towards newer financial aid administrators, those wanting a refresher on calculating unmet need, or administrators concerned about their calculations for State programs like FSAG or FRAG. The presentation also previews unmet need calculator website created by presenter Kris Hatcher. **Moderator: Jeremiah McMahon**

Grand
Cypress C

☐ **Do's and Don'ts for Effective Cross-cultural Communication - Francisco Valines FIU / Rod Andrews, UNF/ Michael O'Grady, FAS**

The financial aid office communicates with more students, more often than most offices on campus. As our student bodies become more diverse, understanding effective cross-cultural communication will be the key to a successful financial aid office. This session will illuminate the possible source conflict with students or among staff. This session look at differing communication styles between cultures and generations. Whether effectuating better recruitment, retention, or financial literacy, building a blue print for communication will help you build the (cross-cultural) customer service of tomorrow. **Moderator: Tracy Wiles**

Grand
Cypress G

☐ **Maximizing Your Reach Through Collaboration - Dameion Lovett, USF / Michelle Goldys, DSC**

The key to the success of your financial literacy efforts will depend on your ability to collaborate with other departments on campus. Learn how to use outside departments to extend the reach of your efforts. **Moderator: Sedrick Brinson**

Grand
Cypress H

☐ **Financial Aid Management Systems Workgroups - (Banner, Peoplesoft, Wolfpack, PowerFAIDS, Jenzabar, Focus, DataTel, Regents, CampusVue, Homegrown) Moderator: N/A**

Grand
Cypress I

Dinner on your own

7:30p–9:30p

Bingo Night

Grand
Cypress
DEF

Thursday, June 1, 2017

School Spirit Day! Wear clothing that represents your school/company.

7:30a–11:30a

Registration

Grand
Cypress
Reg.

7:30a–8:30a

Morning Refreshments

In front of
DEF

8:30a–10:00a

General Session 2 – 2017-18 Verification Updates and a Discussion of the 17-18 399 Comment Code- Kevin Campbell, US Dept. of Education

Grand
Cypress
D,E,F

10:00a–11:45a

Exhibit Area Open

Portico
West

10:00a–10:30a

Break

10:30a–11:45a

Concurrent Sessions 7

☐ **Academic Years and Payment Periods used in the Federal Direct Loan Program (for clock hour programs)**- *Kevin Campbell, US Dept. of Education*

Grand
Cypress A

A presentation explaining the importance of the Academic Year in administering the Federal Direct Loan Program. We will explore the impact on payment periods and discuss how the defined academic year works with the academic year used for annual loan limits. This presentation will focus on programs that use clock hour calendars. **Moderator: Lorrie Allen**

☐ **Verification Frequently Asked Questions**, - *Dana Kelly, NASFAA*

Grand
Cypress C

This session will review and explore recent verification questions submitted to NASFAA's AskRegs service. Discover whether your financial aid colleagues are receiving answers to questions you hadn't thought to ask.

☐ **Leveraging the Power of Financial Aid: How it can Help Recruit, Retain, & Complete Students in an Enrollment Management Plan** - *Dr. Peter Barbatis, PBSC*

Grand
Cypress B

Traditionally, the philosophy in higher education, particularly in open access institutions, was "if you build it, they will come". This belief is no longer valid and the enrollment landscape today is counter cyclical to the economy. Further, the value of education is being challenged. With declines in state-funding and increased demands of accountability with recently legislated performance-based funding metrics, strategic enrollment management is most critical. Financial Aid plays an essential role in the recruitment, retention and reward of students. In this session, participants will learn possible components of an enrollment management plan and strategies to help with the completion agenda. **Moderator: Thomas Vo**

☐ **A Powerful Perspective on Stereotyping** - *Barbara Thompson, UCF*

Grand
Cypress E

In this session, participants will be exposed to Adichie Chimamanda's "The Danger of a Single Story," a powerful and intriguing conceptualization of stereotypes. Debrief and discussion will emphasize an awareness of our own "single stories" and ways to broaden our perspectives. Attendees will be able to 1) gain new understanding and insights about the points of view of others and evaluate how these different perspectives influence behavior and relationships, 2) consider instances in which they have been stereotyped and share with others the emotional impacts these views had on them, and 3) recognize instances in which they have stereotyped others, consider the emotional effects of these stereotypes on others, and assume responsibility for subsequent behavior. **Moderator: Jeff Daniels**

☐ **Practical Tools for Success** - *Billie Jo Hamilton, USF*

Grand
Cypress H

This session will provide practical tips for success for new and aspiring aid directors. Being successful takes more than managing aid programs and having a firm grasp of procedures and legislation governing financial aid. It also takes understanding the values of the people around you, having a vision, having the ability to plan well, and positioning your office on campus. Hear what skills a "seasoned" aid director feels have helped her to succeed and how you, too, can develop yourself and become a great leader! **Moderator: David Alexander**

☐ **Connecting SAP to Retention** – *Aileen Morrissey, DSC / Mary Lewis, IRSC / Michael Birchett, Dr. Sharon Oliver, Tarik Boyd, SASFAA / Dan Dreves/ Kathleen Roebuck, FATV*

Grand
Cypress I

We all want to ensure students are successful and graduate, but we know some will struggle along the way. This session will discuss how Satisfactory Academic Progress (SAP) relates to retention. Learn the importance of a proactive communication strategy about SAP to ensure retention as you review SAP principles. Session will include campus discussion led by our panel of Financial Aid Professionals on how schools are actively communicating with students about SAP. **Moderator: Denise Asselta**

12:00p–2:00p

Awards Luncheon

Grand
Cypress
D,E,F

☆ **A Student Success Story** – *Dr. Edwing Daniel*

☆ **Awards**

☆ **Perspectives from NASFAA: Past Chair, and Chair Elect**

2:00p–3:30p **Exhibit Area Open**

Portico
West

2:15p–3:30p

Concurrent Sessions 8

☐ Mitigating Fraud Risks in the Title IV Programs - Jason Williams, OIG

Grand
Cypress A

The U.S. Department of Education disburses nearly \$150 billion in student aid annually and manages an outstanding loan portfolio of \$1.3 trillion. This makes the Department one of the largest financial institutions in the country. As such, effective oversight and monitoring of its programs, operations, and program participants are critical. The Department of Education, Office of Inspector General protects federal student aid funds from fraud, waste, and abuse, but also protects the interests of the next generation of our nation's leaders—America's students through audits, investigations and inspections. **Moderator: TBD**

☐ Creating A Professional and Human Development Roadmap for Yourself and Your Staff - Michael Bennett, SPC

Grand
Cypress G

This session will discuss the importance of creating and maintaining a comprehensive professional development roadmap (Excel file) for immediate use for your office. The roadmap will contain college professional development, internal FAS training, NASFAA University and webinars, Business Partner training, Policies and Procedure manuals, FA Data Systems and an Access Data Base to monitor all training activities will be discussed. The session will also examine the human development traits necessary for a career in financial aid administration. Strategies to adequate Professional Development funds for travel and campus visits will also be presented. Remember, our student services and compliance is directly tied to the development of ourselves and our staff! **Moderator: Travis George**

☐ Fostering Collaboration Between Financial Aid Professionals and Admissions - Dr. Sharon Oliver, SASFAA

Grand
Cypress B

The expression "relationships are everything" is quite true! Come to this session if you want to learn how the Financial Aid and the Admissions Offices can build a strategic relationship and work as a team to support and assist prospective students in a way that will seal the deal and lead to increased yield rates. These offices are front runners in the recruitment cycle so they must collaborate to develop an enrollment pathway that rapidly advances students through the enrollment funnel. Therefore, it is imperative that the enrollment relationship extend beyond participating in signature school programs such as Open House, Recruitment Receptions and Campus Visits. Recruitment must be embedded in the daily tasks of both units which includes customer service, applications, financial planning, federal requirements, etc. Equally important are the key financial aid documents that are strong enrollment triggers similar to paid deposits that must be tracked. At this session, you will learn what to do and how to do it through the specific techniques, strategies and timelines that will be shared for advancing students from prospects to enrollees. **Moderator: Nichole Crowley**

☐ Navigating the Sea of Academic Activity at A School Not Required to Take Attendance - John Snow/ Dawn Herrod, UCF

Grand
Cypress H

Federal regulations hold institutions accountable for documenting that students begin attendance or engage in some academic activity in each course that is used to calculate federal aid disbursement eligibility. At schools that are not required to take attendance, implementing such a policy can be unpopular among the administration and faculty. This presentation outlines how UCF tempered the faculty cry for academic freedom with the administrative requirement for accountability and responsibility. This required buy-in from all stakeholders across the university. The presentation will also explore the options explored and the least intrusive methods that the stakeholders agreed to implement. The presentation will conclude with a discussion of the benefits and the pitfalls encountered on this project. **Moderator: Shannon Cross**

☐ Work Study Best Practices Panel - Joshua Felch, UF / Tarik Boyd/ Marian Dill, SASFAA

Grand
Cypress C

From packaging to paystubs, we want to know hear how your institution manages Work Study funds. Join financial aid administrators from a variety of institutions and even different states, in a highly interactive and engaging session to share your best practices and get ideas about administering this

unique campus-based Title IV program where students earn a portion of their aid through employment, gaining work experience while in school. **Moderator: Kim Phillips**

☐ 5 Must Haves for Modern Financial Aid – Roseann Amato, SSC / Jordan Nischan, CampusLogic

Fact: Students are glued to their mobile devices. Fiction: Financial Aid isn't mobile. Rather than waiting for students to look up from their gadgets, Financial Aid Offices need to get in front of them where they live: their phones. Modern Financial Aid is the solution. In this interactive session you'll experience first-hand how paperless file review, automated student follow-up including SMS/text-messaging and email, and automated file indexing and imaging can change your institution's entire approach to financial aid. Hear about the dramatic impact personalized mobile-optimized web-form wizards, automated updates, e-signature, and secure document upload from any device will have on your student experience. **Moderator: Rabecca Hall**

Grand
Cypress I

3:45p–4:30p

Concurrent Session 9– Birds of a Feather

Grand
Cypress

- Clock Hour & Technical Schools
- Private and Not-for-Profit Institutions
- For-Profit Institutions
- Graduate/Professional
- State Universities – SUS
- State Colleges – Florida College System schools

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3:30p–4:30p

Exhibit Area Break–Down

Dinner On Your Own

7:00p–11:30p

50TH Anniversary Celebration Party

Grand
Cypress
D,E,F

Friday, June 2, 2017

8:00a–9:00a

Closing Breakfast

Grand
Cypress
D,E,F

9:00a –10:30a

Closing Speaker, FASFAA at 50: Celebrating our Success, Reaffirming our Commitment – A FAFSA Past President

- ☆ Presentation of Charity
- ☆ Presentation of Scholarship

10:30a–11:30a

General Session 3 – Federal Update – Kevin Campbell, US Dept. of Education

Grand
Cypress
D,E,F

11:30a-12:00p

Closing Remarks

2017 FASFAA ANNUAL CONFERENCE

Celebrating 5 Decades of Success & Commitment

