

FASFAA 2019 Annual Conference

- B** Break
 C Clock Hour
 D Diversity
 E Event
 X Executive
 H Exhibits
 F Financial Literacy/Default Management
 G General Session
 L General Topic/Financial Administrator
 P Graduate/Professional
 M Meal
 A Meal and FASFAA Business Meeting
 V Meal/Event
 O Moderator Orientation
 N Networking Opportunity
 W New Aid Officer
 R Registration/Voting
 S Sector - Round Table Discussions
 T Technology

MAY 21 • TUESDAY

8:00am – 3:00pm	H	Exhibit Area Setup	Calusa E-H
8:00am – 4:30pm	R	Registration & Voting Polls Open (Closed during Lunch)	Great Egret B/C
8:30am – 11:30am	X	NASFAA Credential: Cash Management <i>Speakers: Dana Kelly</i> To earn this credential, you will need to know the rules and procedures a participating institution must follow to request, maintain, authorize, disburse, deliver, use, and return Title IV funds. You will need to know how to maintain Title IV funds held by the school, manage excess cash, and handle Title IV credit balances, as well as the notifications to provide and the authorizations to collect. This will help you demonstrate the ability—through effective cash management—to effectively administer the Title IV programs, and to minimize the costs and risks of the programs for students, schools, and taxpayers.	Blue Heron A
8:30am – 11:30am	L	NASFAA Credential: Professional Judgement <i>Speakers: Kylie Gross</i> To earn this credential, you will need to know about the authority granted to the financial aid administrator to make certain adjustments when students and families are facing special circumstances. You will need to know the explicit and implicit guidelines for exercising discretion using professional judgment (PJ) in matters related to dependency status, need analysis, and student or parent Federal Direct Student Loan (Direct Loan) Program eligibility. This will help you demonstrate the ability to protect the integrity of the Title IV programs by ensuring your school's policies and procedures related to the exercise of PJ authority are reasonable and applied consistently, resulting in the equitable distribution of financial aid funding.	Blue Heron C
8:30am – 11:30am	W	NASFAA Credential: Need Analysis <i>Speakers: Norma Robinson, Joan Bailey</i> To earn this credential, you will need to know the underlying principles of Title IV need analysis leading to the determination of a student's expected family contribution (EFC), including the three regular formulas used to calculate the EFC and the qualifications for the Automatic Zero EFC and the Simplified Needs Test. You also will need to know how to recalculate the EFC for enrollment periods other than nine months and for summer periods of enrollment. This will enable you demonstrate the ability to ensure the use of accurate and appropriate EFC calculations, which directly affects the equitable distribution of financial aid funding.	Blue Heron B
11:45am – 1:00pm	M	Lunch for Pre-Conference Attendees	Estero C

1:15pm – 4:15pm	X	NASFAA Credential: Administrative Capability <i>Speakers: Dana Kelly</i> To earn this credential, you will need to be able to identify the measures of administrative capability by which a school is judged as being capable of adequately administering each Title IV program. You will need to know the standards defined in Title IV regulations, such as ensuring sufficient resources, resolving conflicting information, meeting all reporting requirements, and identifying potential fraud and abuse. This will help you demonstrate the ability to work with others at your institution to properly manage the Title IV aid programs and meet your school's obligation to educate and prepare students.	Blue Heron A
1:15pm – 4:15pm	L	NASFAA Credential: Return to Title IV (R2T4) <i>Speakers: Katie Conrad</i> To earn this credential, you will need to know how to handle a student's Title IV funds when he withdraws from school before completing the payment period or period of enrollment. You will need to know the basic requirements for the return of Title IV funds (R2T4), whether and when to apply the requirements, how to determine the student's withdrawal date, how to calculate the return of funds for each Title IV program, all applicable deadlines, and the rules for making post-withdrawal disbursements. This will help you demonstrate the ability to protect the integrity of the Title IV programs by ensuring your school promptly returns federal funds for which a withdrawn student no longer qualifies.	Blue Heron C
1:15pm – 4:15pm	W	NASFAA Credential: Student Eligibility <i>Speakers: Lakisha Sanders</i> To earn this credential, you will need to know the student eligibility requirements for receipt of federal financial aid. This will help you demonstrate the ability to protect the integrity of the Title IV programs by ensuring—prior to awarding or disbursement of funds—that your school's students meet all relevant student-related and program-related eligibility requirements.	Blue Heron B
4:30pm – 5:00pm	G	Opening Session Presentation of Colors National Anthem Welcome Speaker, Dr. John Meyer, Hodges University FASFAA President David Alexander presiding	Calusa A - D
5:00pm – 6:15pm	G	Federal Update <i>Speakers: David Bartnicki</i> <i>Moderator: David Alexander</i> This session will review recent regulatory and statutory updates including negotiated rulemaking. In addition, we will cover recent Dear Colleague Letters, electronic announcements and policy guidance. We will also discuss guidance on a variety of key topics including, verification, Perkins, COD and NSLDS. So, if you want the latest and greatest from the U.S. Department of Education, then this session is for you. Federal Student Aid Request all attendees of federal training sessions complete the following survey: https://cvent.me/Ro3BE .	Calusa A - D
6:15pm – 6:45pm	O	Moderator Orientation Session All moderators should attend this orientation session to get an overview of your responsibilities as a moderator.	Pine A-C
6:30pm – 8:30pm	E	Welcome Reception & Family Night	Waterfall Pool Deck

- B** Break **C** Clock Hour **D** Diversity **E** Event **X** Executive **H** Exhibits
F Financial Literacy/Default Management **G** General Session **L** General Topic/Financial Administrator
P Graduate/Professional **M** Meal **A** Meal and FASFAA Business Meeting **V** Meal/Event
O Moderator Orientation **N** Networking Opportunity **W** New Aid Officer **R** Registration/Voting
S Sector - Round Table Discussions **T** Technology

MAY 22 • WEDNESDAY

6:00am – 7:00am		Happy Hoofers (Meet in Lobby)	
7:30am – 4:30pm	R	Registration & Voting Polls Open (Closed during Lunch)	Great Egret B/C
7:30am – 5:00pm		Wear your Region Colors (I - Blue, II - Yellow, III - Green, IV - Red, V - Purple)	
7:45am – 8:30am		Morning Refreshments	Calusa E-H
7:45am – 11:30am	H	Exhibit Area Open (Closed during lunch)	Calusa E-H
8:30am – 9:45am	C	Basics of Determining Academic Calendars (Standard, Non-standard and non-term) <i>Speakers: David Bartnicki</i> <i>Moderator: Georgene Diaz</i> This session will explain how different types of academic calendars affect the administration of federal student aid. Guidance will be provided on how to determine whether a program is structured as standard term, non-standard term, or non-term and how each calendar structure determines what Federal Pell Grant formula is required and how academic years are defined for Direct Loans. Federal Student Aid Request all attendees of federal training sessions complete the following survey: https://cvent.me/Ro3BE .	Estero C
8:30am – 9:45am	D	Mental Health Resources for Student Success and Retention <i>Speakers: Whitney Stohmayr</i> <i>Moderator: Barbara Dietter</i>	Estero A
8:30am – 9:45am	F	How America Pays and Values College <i>Speakers: Laura Dickerson, David Haygood</i> <i>Moderator: Kylie Gross</i> This session will share highlights from How America Pays for College 2018, a national study by Sallie Mae and Ipsos. Discussion will focus on the resources families use to pay for college, particularly reliance on financial aid and the role of student loans, and highlight differences among certain population segments.	Sanibel A
8:30am – 9:45am	F	Student Loan Repayment: Where Are We Today, Where We Might Be Tomorrow <i>Speakers: Geoff Stam</i> <i>Moderator: Sandy Shimp</i> A discussion of the current student loan repayment options, with a look at where loan repayment plans may be headed in the future based on the PROSPER and Aim Higher proposals. Also, a group discussion on presenting loan repayment information to students.	Sanibel B
8:30am – 9:45am	L	Satisfactory Academic Progress (SAP) <i>Speakers: Dana Kelly</i> <i>Moderator: Norma Robinson</i> This NASFAA led session will review and explore Satisfactory Academic Progress (SAP) requirement.	Pine A-C

8:30am – 9:45am	T	<p>New Banner 9: Financial Aid Self-Service</p> <p><i>Speakers: Robin Winston</i></p> <p><i>Moderator: Patricia Kearney</i></p> <p>Ellucian will provide an overview of the redesign and enhanced features of Banner Financial Aid Self-Service.</p>	Blue Heron A-C
9:45am – 10:15am	B	<p>Break</p> <p>FASFAA encourages all attendees to visit the Exhibitors during this 30 minute break. Not only can you thank them for supporting FASFAA but you can learn about their product and services to contribute to your <i>Roadmap to Success</i> to assist you in serving your students.</p>	
10:15am – 11:15am	X	<p>The View from the Corner Office: Lessons Learned from 124 Years in Financial Aid</p> <p><i>Speakers: Bill Spiers, Donna Kolb, Alicia Keaton, Billie Jo Hamilton</i></p> <p><i>Moderator: Katie Conrad</i></p> <p>Join this distinguished panel of Financial Aid Directors to learn about the view from the corner office. The panelists will share their career journey, lessons they have learned, and things they wished they knew. They will also share resources, web sites, and other tips and tricks. If you are a new Director, an aspiring Director, or just want to understand your Director, this session is perfect for you!</p>	Estero A
10:15am – 11:15am	F	<p>Your GPS to Financial Literacy</p> <p><i>Speakers: Dameion Lovett</i></p> <p><i>Moderator: Sedrick Brinson</i></p> <p>This is your comprehensive guide to Financial Literacy! Let us lead you down the path to better help your students understand their loan responsibilities.</p>	Pine A-C
10:15am – 11:15am	L	<p>Administering Adds, Drops and Withdrawals</p> <p><i>Speakers: David Bartnicki</i></p> <p><i>Moderator: Jill Sellers</i></p> <p>This session will address the activities a financial aid administrator must perform when a student adds or drops courses as well as when a student withdraws (excluding R2T4 calculation). Discussion and case scenarios will be provided concerning recalculation rules and census dates in various situations as students add and drop courses. This session will also provide an in-depth explanation concerning student withdrawals on such topics as school attendance, official and unofficial withdrawals, determining the date of withdrawal, and reporting deadlines.</p> <p>Federal Student Aid Request all attendees of federal training sessions complete the following survey: https://cvent.me/Ro3BE.</p>	Estero C
10:15am – 11:15am	P	<p>Top Ten Questions to NASFAA from Graduate/Professional Schools</p> <p><i>Speakers: Dana Kelly</i></p> <p><i>Moderator: Joan Bailey</i></p> <p>NASFAA will share the Top 10 AskRegs questions for graduate and professional schools.</p>	Blue Heron A-C
10:15am – 11:15am	W	<p>Family Educational Rights and Privacy Act (FERPA)</p> <p><i>Speakers: Sandy Shimp</i></p> <p><i>Moderator: Teala Smith</i></p> <p>If you are fairly new to Financial Aid or just want a better understanding, this is an in-depth look at Family Educational Rights and Privacy Act - also known as FERPA.</p>	Sanibel A
10:15am – 11:15am	T	<p>Engaging Students with Technology: What Happens When Siri & Alexa Meet Financial Aid?</p> <p><i>Speakers: Dan Dreves, Max Shure</i></p> <p><i>Moderator: Kris Hatcher</i></p> <p>Looking for innovative, leading edge ways to engage with your students? Come learn how artificial intelligence is helping campuses answer student questions. In a 24/7/365 world, students expect consistent answers all day every day through their phones, tablets, laptops and other media. This session will explore utilizing technology to assist in engaging with your students. It will include audience participation that will share their experiences & successes when it comes to engaging students.</p>	Sanibel B

11:15am – 11:30am	B	Transition Break	
11:30am – 1:00pm	A	Opening Luncheon/FASFAA Business Meeting Opening Luncheon followed by the FASFAA Business Meeting with President David Alexander Presiding.	Calusa A - D
1:00pm – 1:15pm	B	Transition Break	
1:00pm – 5:00pm	H	Exhibit Area Open	Calusa E-H
1:15pm – 2:15pm	X	Program Review Essentials and Top Ten Compliance Findings <i>Speakers: David Bartnicki</i> <i>Moderator: Catherine Coker</i> Have you ever wondered what happens on a U.S. Department of Education program review? If so, then come to this session which will be provided by a U.S. Department of Education training officer who used to be an institutional review specialist and will discuss the ins and outs of surviving an ED program review. In addition, we will review the most current top ten compliance issues facing schools with respect to audits and program reviews. Federal Student Aid Request all attendees of federal training sessions complete the following survey: https://cvent.me/Ro3BE .	Estero C
1:15pm – 2:15pm	X	Working in an Enrollment Management Environment <i>Speakers: Billie Jo Hamilton</i> <i>Moderator: Dameion Lovett</i> Want to learn how to navigate the opportunities (and challenges!) of working in an enrollment management environment? This session will address various topics that impact the financial aid director and the office such as net tuition revenue, financial aid leveraging, contributions to rankings and metrics, need vs. merit aid, and office positioning.	Estero A
1:15pm – 2:15pm	L	Current Topics in Approval & Administration of GI Bill® Education Benefits <i>Speakers: Betsy Wickham</i> <i>Moderator: Donna Kolb</i> Overview of Colmery Act topics to include: STEM Program, VET TEC Program and Sections 107 & 501's Go-Live Date as well as DoD's SkillBridge, SIT-REP Act requirements and reporting GI Bill® Post-9/11 student's academic progress for continued GI Bill® approval.	Blue Heron A-C
1:15pm – 2:15pm	L	Verification <i>Speakers: Elaine Brumback</i> <i>Moderator: Denise Asselta</i> This session will provide an overview of all the requirements and to complete 19-20 verification, mixed in with a little fun!	Pine A-C
1:15pm – 2:15pm	P	Student Loan Repayment for Graduate Students <i>Speakers: Fabiola Ortega</i> <i>Moderator: Patricia Kearney</i> The most asked question from the graduate student population is about loan repayment options as the vast majority of these student already come with their undergraduate student loan debt. This session will review the options this population has as it relates to their total indebtedness.	Sanibel B
1:15pm – 2:15pm	T	The Mobile App and its Impact on Differing Demographics <i>Speakers: Francisco Valines, Michael O'Grady, Chansone Durden</i> <i>Moderator: Trey Harrison</i> Millions of dollars in federal aid each year never reach eligible students because potential recipients don't complete the FAFSA. Will the mobile app help mitigate the challenge of FAFSA completion? Will usage be level among all demographics? This session will examine these questions while also looking at the entire financial aid application process from awareness to dispersing funds --including the problem of "verification melt."	Sanibel A

2:15pm – 2:30pm	B	Transition Break	
2:30pm – 3:30pm	C	R2T4 for Clock Hours <i>Speakers: David Bartnicki</i> <i>Moderator: Melissa Brady</i> Return to Title IV (R2T4) calculations are hard enough but what happens when a student withdraws from a clock hour program. This session will explore the unique requirements associated with student withdrawals in a clock hour environment. We will discuss key definitions, concepts, requirements and calculation steps specific to clock hour programs. Federal Student Aid Request all attendees of federal training sessions complete the following survey: https://cvent.me/Ro3BE .	Estero C
2:30pm – 3:30pm	X	Disasters & Financial Aid <i>Speakers: Kris Hatcher</i> <i>Moderator: Nolan Simmons</i> In this session a FAA colleague shares their perspective and experiences while going through Hurricane Michael and managing financial aid. Discussion will include information from GEN-17-08.	Estero A
2:30pm – 3:30pm	F	Student Debt Letters, One Default is Too Many: Using Debt Letters to Empower Student Success <i>Speakers: Amy Gerber</i> <i>Moderator: Jenny Cun</i> Are you concerned about your students' borrowing trends? Do your students review their debt annually before making borrowing decisions for their next award year? With student loan debt levels on the rise and projections that 40% of borrowers will default by 2023, you will want to attend this session to learn about the FL legislation for student debt letters and best practices to consider.	Blue Heron A-C
2:30pm – 3:30pm	L	How to Make Student Communications Stick <i>Speakers: Jordan Nischan</i> <i>Moderator: Jill Sellers</i> Communicating effectively with students requires first getting their attention but that's exceedingly more and more difficult. A consistent message paired with a multi-channel approach can help. Join us to learn the channels that drive student engagement at the right moment in the financial aid lifecycle. Work through a sample scenario where the end product is a consistent message ready to put into five channels simultaneously. Leave with immediately implementable tips you can use to optimize your communications and drive results.	Sanibel A
2:30pm – 3:30pm	W	Create Your Financial Aid Manual <i>Speakers: Kathy Suarez</i> <i>Moderator: Jessica Herrera</i> Save time by creating a standard guideline for your Financial Aid Office to ensure consistency, and provide a solid foundation of knowledge while reducing variations within a given process.	Sanibel B
2:30pm – 3:30pm	T	Banner 9 Algorithmic Budgeting using Ellucian Workflow <i>Speakers: Robin Winston</i> <i>Moderator: Lakisha Sanders</i> Ellucian will demo Algorithmic Budgeting and Workflow.	Pine A-C
3:30pm – 4:00pm	B	Break	

4:00pm – 5:00pm	X	<p>Cash Management Regulations Overview</p> <p><i>Speakers: David Bartnicki</i></p> <p><i>Moderator: Kevin McGowan</i></p> <p>This session will provide policy and operational guidance on the cash management requirements set out in 668 Subpart K. The session will include information about: institutions that partner with banks and servicers; making disbursements; notices; authorizations; the advance, HCM1, HCM2 and reimbursement payment methods; returning funds; and books and supplies.</p> <p>Federal Student Aid Request all attendees of federal training sessions complete the following survey: https://cvent.me/Ro3BE.</p>	Estero C
4:00pm – 5:00pm	L	<p>Building And Implementing Year-round Training for the Financial Aid Office</p> <p><i>Speakers: Kristina Chavers</i></p> <p><i>Moderator: Alicia Keaton</i></p> <p>In the fluid and every-changing climate of financial aid it is important to an office to stay abreast of changes in polices, documentation, and business practices. In order to stay well-informed and educated as an office. The University of Central Florida implemented year-round financial aid training which encompasses federal and state legislative updates, business process reviews as well as policy and procedure overviews. This presentation provides insight and best practices for developing a year-round training program for Financial Aid Administrators as well as tips as to how to involve the office as a whole in the training process.</p>	Sanibel B
4:00pm – 5:00pm	L	<p>Funding Florida's Future: The Role of Financial Aid in Achieving Florida's Degree Attainment Goal</p> <p><i>Speakers: Kimberly Lent</i></p> <p><i>Moderator: Alex Rivera</i></p> <p>Labor economists predict that, by the year 2025, at least 60% of jobs in Florida will require a credential beyond a high school diploma. Currently, only 47% of adult Floridians hold such a credential. To ensure today's students are ready for these rapidly approaching economic realities, Florida College Access Network (FCAN) has adopted the goal of increasing Florida's degree attainment goal to 60% by the year 2025. Financial aid will be crucial to making this goal a reality for Florida's students. In this session, attendees will learn about the role federal and state financial aid plays for Florida's students. First, FCAN's team will present research evaluating state financial aid appropriations and distribution for the past ten years. Then, FCAN will review updates to state financial aid budgets coming out of the most recent legislative session, and how these updates will impact Florida's students.</p>	Pine A-C
4:00pm – 5:00pm	L	<p>How to Ensure Compliance Without Sacrificing Customer Service and Enrollment</p> <p><i>Speakers: Eddie Viera</i></p> <p><i>Moderator: Suzanne Evans</i></p> <p>This session will center around the role the Financial Aid Office has in aiding enrollment. A listing of ideas that have been used by Palm Beach State to attract students will be shared during the presentation.</p>	Sanibel A
4:00pm – 5:00pm	T	<p>A Little Nudge Goes a Long Way: Helping Students Help Themselves</p> <p><i>Speakers: Shannon Cross</i></p> <p><i>Moderator: Denise Asselta</i></p> <p>"Nudge" is all the rage right now, with its proven success in increasing FAFSA completions, decreasing summer melt, and improving retention rates. But its effects aren't just limited to sprawling national campaigns – you can make big changes with tiny nudges at your own campus!</p> <p>If you're curious as to what nudging is all about and how it could potentially work for you, join us for this session to explore the why, how, and when of nudge theory. A case study from Indiana University will demonstrate how a simple letter nudged students toward better borrowing habits. We'll also discuss guidelines and ideas for utilizing nudge theory at your campus. Attendees will come away from this session with:</p> <ol style="list-style-type: none"> 1. A practical understanding of nudge theory and its role in financial education programming 2. Tips and ideas from the Indiana University case study 3. A guide to creating nudge-based financial education initiatives 	Blue Heron A-C

4:00pm – 5:00pm	T	Building a Culture of Diverse Data Users Through Data Visualization <i>Speakers: Dr. Resche Hines</i> <i>Moderator: Catherine Coker</i> This session demonstrates how Trivium BI partners with institutions transformed institutional data into interactive Power BI analytics reports to inform institutional decision-making. Trivium BI partners with departments across an institution to provide a holistic view of data trends and developed shared interactive reports which display data from multiple lenses and units of analysis. As a result, the reports have facilitated campus learning; specifically, the ability of stakeholders to contextualize understanding and comprehend crucial data patterns. This has in turn fostered an institutional data culture shift from merely asking questions to leveraging appropriate data and insight to identify opportunities for change.	Estero A
5:00pm – 7:00pm	N	Dinner on Your Own	
7:00pm – 10:00pm	N	BINGO & GAME NIGHT	Calusa A - D

- B** Break **C** Clock Hour **D** Diversity **E** Event **X** Executive **H** Exhibits
F Financial Literacy/Default Management **G** General Session **L** General Topic/Financial Administrator
P Graduate/Professional **M** Meal **A** Meal and FASFAA Business Meeting **V** Meal/Event
O Moderator Orientation **N** Networking Opportunity **W** New Aid Officer **R** Registration/Voting
S Sector - Round Table Discussions **T** Technology

MAY 23 • THURSDAY

6:00am – 7:00am		Happy Hoofers (Meet in Lobby)	
7:30am – 3:00pm	R	Registration & Voting Polls Open (Closed during Lunch 11:45 AM to 1:30 PM)	Great Egret B/C
7:30am – 5:00pm		School Spirit Day! Wear clothing that represents your school/company.	
7:45am – 8:30am		Morning Refreshments	Calusa E-H
8:00am – 8:30am		Exhibit Area (Open during morning refreshments and closes for general session)	Calusa E-H
8:30am – 10:00am	G	NASFAA, SASFAA and OSFA Updates <i>Speakers: Karen McCarthy, Bill Spiers, Pedro Hernandez</i> <i>Moderator: Nathan Basford</i>	Calusa A - D
10:00am – 10:30am	B	Break FASFAA encourages all attendees to visit the Exhibitors during this 30 minute break. Not only can you thank them for their support but you can learn about their product and services that can assist you in serving your students.	Calusa E-H
10:00am – 11:30am	H	Exhibit Area Open (Closed During Awards Luncheon)	Calusa E-H
10:30am – 11:30am	C	SAP Clock Hour Schools <i>Speakers: David Bartnicki</i> <i>Moderator: Lorrie Allen</i> At least once per year, institutions must assess whether students are making SAP. This session will offer instruction on how to evaluate SAP in accordance with applicable laws and regulations in a clock hour environment. We will provide an explanation of key concepts as they relate to clock hour programs, such as qualitative and quantitative (pace) measurements, maximum time frame, warning and probation periods, appeals, and academic plans. Where appropriate, examples will be provided to help demonstrate the elements that a school is required to include in its SAP policy from a clock hour perspective. Federal Student Aid Request all attendees of federal training sessions complete the following survey: https://cvent.me/Ro3BE .	Estero A

10:30am – 11:30am	X	Helping Students Fund Their Roadmap to Success: Private Scholarships, Foundations and Financial Aid <i>Speakers: Bill Hoffman, Malaina Mote, Sharon Bayata</i> <i>Moderator: Alex Rivera</i> Federal, State and institutional financial aid certainly form the bulk of financial aid for students, but did you know that more than \$10.8 billion is given out in private scholarships to students annually? This represents nearly half as much annually as is provided by the Pell Grant. Yet, for many of our financial aid offices, all we ever see from private foundations and community organizations is the check. Well, we're about to change that. In this session, you will meet three members of Florida's Philanthropic Network. They will explain how their processes work, how donors shape the scholarship awarding process, when and how scholarship selection takes place, and how dialogue between "outside" scholarship providers and those of us "inside" the financial aid office can help improve student success. Bring your questions and be a part of this historic convening.	Blue Heron A-C
10:30am – 11:30am	X	Legs, Regs, and You <i>Speakers: Karen McCarthy</i> <i>Moderator: Francisco Valines</i> Wondering about the difference between legislation and regulation? How are each made, governed, and enforced? How do they impact the day-to-day work you do as a financial aid administrator? This session will provide a "101" on development and implementation of legislation and regulation, and how it pertains to you and your role!	Pine A/B
10:30am – 11:30am	F	Preventing "Debt Relief" Scam Companies from Hurting Your Students <i>Speakers: Michael O'Grady, Will Shaffner</i> <i>Moderator: Vanessa Alfaro</i> "Debt Relief" companies routinely scam student borrowers into giving up their FSA ID, change their FSA contact information, create a power of attorney, and in some cases charge students hundreds of dollars and then pocket their monthly payments. Getting into one of the many student loan payment programs is of course free, but thousands of borrowers are scammed into paying for a new repayment program. Although there have been some prosecutions, these companies continue to proliferate. See what you can do to create awareness to protect your students.	Captiva B
10:30am – 11:30am	W	Return to Title IV (R2T4) for Beginners <i>Speakers: Katie Conrad</i> <i>Moderator: Jessica Herrera</i> If you are fairly new to Financial Aid and lost in the world of refunds and calculations - this session is for you!	Sanibel A/B
10:30am – 11:30am	T	Intro to SQL <i>Speakers: Kris Hatcher</i> <i>Moderator: Trey Harrison</i> This is an introduction into the world of SQL (Structured Query Language) for those of you looking to learn how the back-end of Financial Aid works.	Captiva A
11:30am – 11:45am	B	Transition Break	
11:45am – 1:30pm	V	FASFAA Awards Luncheon The Annual FASFAA Awards Luncheon with President David Alexander presiding.	Calusa A - D
1:30pm – 1:45pm	B	Transition Break	
1:30pm – 3:00pm	H	Exhibit Area Open	

1:45pm – 2:45pm	C	Destination Proration, USA <i>Speakers: Trudy Bell</i> <i>Moderator: Robart Whiting</i> Destination Proration, USA will help guide schools through the ins and outs of prorating awards for students. It will answer questions like when to prorate, who to prorate for, and how to prorate. It will also decipher how to prorate these different groups of students throughout many different program examples. So if you need help mapping out proration let this session be your compass.	Captiva B
1:45pm – 2:45pm	X	Sometimes We All Need a Whack on the Side of the Head <i>Speakers: Daniel Barkowitz, Sedrick Brinson</i> <i>Moderator: Kris Hatcher</i> Are you stuck in a thorny situation and unsure how to work your way out of the thicket? Do you need a kick-start in your creativity? How do you stimulate creative thinking? In this session, we will be teaching you that creativity is a learned behavior, not an innate skill. Come learn how to be creative and find a new solution to your old problems	Pine A-C
1:45pm – 2:45pm	L	The Florida FAFSA Challenge: Inside Florida's Efforts to Boost Statewide FAFSA Completion Rates <i>Speakers: Kathy McDonald</i> <i>Moderator: Barbara Dietter</i> About 60% of Florida students who complete a FAFSA are eligible for a Pell grant, making Florida the state with the 3rd highest proportion of Pell-eligible students. But every year, Floridians leave behind more than \$100 million in potential Pell grants because they fail to complete a FAFSA. To help more students access the financial aid they could qualify for, Florida College Access Network (FCAN) launched the Florida FAFSA Challenge in 2015. This challenge encourages schools and communities to take on the goal of increasing their FAFSA completion rate by at least 5% over the previous year. This session will discuss how the Florida FAFSA Challenge helped build partnerships between K-12 institutions and their higher ed partners, as well as the role that financial administrators can play in supporting the efforts to drive FAFSA completion in their communities.	Captiva A
1:45pm – 2:45pm	T	Leveraging Technology to Serve Students <i>Speakers: Lakisha Sanders, Somnath Chatterjee, Ray Nault</i> <i>Moderator: Brenda M. Brown</i> This session will cover the importance of knowing both the technology available at your institution and available in the marketplace to assist in managing Title IV aid and serving students and families. We will review the importance of business process reviews and knowing available delivered functionality of your Student Information Systems. . Our presenters will share their experience and solutions utilizing different technology to improve financial aid processing that was better for the institution, department and students and families they serve!	Blue Heron A-C
1:45pm – 2:45pm	T	Overview of CampusNexus Student Financial Aid Automated Process <i>Speakers: Ruben Garcia</i> <i>Moderator: Anna Williams</i> This session is an overview of CampusNexus Student Financial Aid automated processes that allow you to reduce manual processes increasing regulatory compliance. The overview will include originations, disbursements and awarding with automated functionality that is available. The overview will expose you to feature functionality that you can utilize.	Sanibel B
2:45pm – 3:00pm	B	Transition Break	

3:00pm – 4:00pm	D	<p>Understanding Cross-Cultural/Generational Conflict in Communications</p> <p><i>Speakers: Chansone Durden, Michael O'Grady</i></p> <p><i>Moderator: Kristina Chavers</i></p> <p>This session will examine the cybernetic communication model as it applies to communicating with today's diverse student body, workplace, and the Z generation. Often conflict or miscommunication can arise because of the differing styles of communication of the sender and the receiver.</p>	Sanibel B
3:00pm – 4:00pm	X	<p>Driving Enrollment and Retention For High Achieving, Low Income Students</p> <p><i>Speakers: Lenny Akins</i></p> <p><i>Moderator: Gabriela Vega</i></p> <p>For many high achieving, low income students, money is often the single largest barrier to entering college or finishing a degree. And while federal financial aid is available, often times it is not enough to help a student attend a four year school full time, and continuously, to graduate on time. With the advent of technology, more and more companies are now able to assist these underserved students. This session will explore how alternative data combined with machine learning is expanding financial inclusion for these students with the hope of helping them earn a good education and achieve their full potential.</p>	Estero A
3:00pm – 4:00pm	X	<p>Hot Topics in HR for the Financial Aid Manager</p> <p><i>Speakers: Carla McKnight</i></p> <p><i>Moderator: Anna Williams</i></p> <p>As a practicing Financial Aid Manager, you probably are consumed with your focus on Pell, R2T4, IASG, Teach, ISIR download, NSLDS Reporting, and that's just the beginning. But do you have time or energy to focus on the people-management part of your job?</p> <p>The management of your Human Resources is a vitally important part of your role, and lucky you, you have a partner in HR. Join us for this session as we cover the hot topics in Human Resources. We will review the most pressing issues in Higher Ed, and have plenty of time for you to ask your questions as well. This will be a safe space; come and learn the ins and outs of managing your most important asset, your staff!</p>	Captiva A
3:00pm – 4:00pm	L	<p>Working With Multiple Generations</p> <p><i>Speakers: David Haygood, Laura Dickerson</i></p> <p><i>Moderator: Sofia Torres</i></p> <p>Working with Millennials and Beyond. Millennials are the largest generation on our planet today. As a result, they will have a tremendous influence over norms, expectations and behavior. This session will highlight the financial and buying habits and expectations of millennials and will review some recommendations in engaging them. This session will also touch on the emerging Generation Z influences and behaviors.</p>	Captiva B
3:00pm – 4:00pm	W	<p>Sharpen Your Pencils: A History of Need Analysis Part I</p> <p><i>Speakers: Daniel Barkowitz</i></p> <p><i>Moderator: Angela Moore</i></p> <p>"If we don't learn from our history, we're doomed to repeat it." (paraphrased from George Santayana). We might say, if you don't learn the history of needs analysis, you might never understand why we do what we do today! Come to this session to learn the history of our profession and its core central principle. Do you know the difference between BEOG, SEOG, and EOG? What was the first Federal student aid program - Pell, Perkins, Work Study, or SEOG? What came before the FAFSA? What do Sputnik and the Vietnam War have to do with what we do today? As Marcus Garvey said "A people without knowledge of their past history, origin and culture is like a tree without roots." In this session, we will connect you to your profession's past and speak about the implications for our future together.</p>	Pine A-C
3:00pm – 4:00pm	S	<p>Clock Hour and Technical Schools – Roadmap to Success</p> <p><i>Moderators: Kim Phillips</i></p> <p>This is your opportunity to spend some time with your sector colleagues. This session will be an open discussion to review hot topics and share challenges, best practices and solutions with your colleagues. Please join us for a Clock Hour: <i>Roadmap to Success!</i></p>	Blue Heron A-C

4:00pm – 4:15pm	B	Transition Break	
4:00pm – 5:00pm		Exhibit Area Breakdown	Calusa E-H
4:15pm – 5:15pm	C	Best Practices for Setting Up and Collecting Financial Aid Documents with CampusNexus Student Information <i>Speakers: Ruben Garcia</i> <i>Moderator: Hedly Tellez</i> This session will provide training on the best practices for setting up and collecting financial aid documents within CampusNexus Student Information System. Learn how to configure, record and apply statuses in the acquisition of documents. Learn how using the Disbursement Approval Criteria can be configured to evaluate against before paying federal aid ensuring institution regulatory compliance.	Captiva A
4:15pm – 5:15pm	W	Sharpen Your Pencils: A History of Need Analysis Part II (EFC hand calculation) <i>Speakers: Daniel Barkowitz</i> <i>Moderator: Angela Moore</i>	Pine A-C
4:15pm – 5:15pm	S	Graduate & Professional - Roadmap to Success <i>Moderator: Sandy Shimp</i> This is your opportunity to spend some time with your sector colleagues. This session will be an open discussion to review hot topics and share challenges, best practices and solutions with your colleagues. Please join us for a <i>Graduate/Professional: Roadmap to Success!</i>	Captiva B
4:15pm – 5:15pm	S	Private - Roadmap to Success <i>Moderator: Kylie Gross</i> This is your opportunity to spend some time with your sector colleagues. This session will be an open discussion to review hot topics and share challenges, best practices and solutions with your colleagues. Please join us for a <i>Private: Roadmap to Success!</i>	Sanibel B
4:15pm – 5:15pm	S	Public - Roadmap to Success <i>Moderator: Dameion Lovett</i> This is your opportunity to spend some time with your sector colleagues. This session will be an open discussion to review hot topics and share challenges, best practices and solutions with your colleagues. Please join us for a <i>Public: Roadmap to Success!</i>	Blue Heron A/B
4:15pm – 5:15pm	S	State Colleges – Roadmap to Success <i>Moderator: Kris Hatcher</i> This is your opportunity to spend some time with your sector colleagues. This session will be an open discussion to review hot topics and share challenges, best practices and solutions with your colleagues. Please join us for a <i>State Colleges: Roadmap to Success!</i>	Estero A
5:15pm – 7:15pm	N	Dinner and Sightseeing on Your Own (Networking Opportunity)	
MAY 24 • FRIDAY			
7:00am – 8:00am		Happy Hoofers (meet in the Lobby)	Calusa E-H
8:00am – 9:00am	V	Breakfast	Calusa A - D
9:15am – 10:00am	G	FASFAA Business Meeting FASFAA Business Meeting Continues with FASFAA President David Alexander presiding.	Calusa A - D

10:00am – 11:15am	G Congress and the Administration: Where is Federal Student Aid Policy Today?	Calusa A - D
	<i>Speakers: Ron Gambill, Daniel Barkowitz, Bill Spiers</i>	
	<i>Moderator: Brenda M. Brown</i>	
	This session will address where Congress and the Administration have moved with federal student aid policy and programs impacting students, institutions and student aid professionals since the changes brought about by the November 2018 elections. Included will be the status and prospects for Reauthorization of the Higher Education Act.	

11:15am – 12:00pm	G Conference Closing & Farewell	Calusa A - D
-------------------	--	--------------
