

2020-21 FASFAA ANNUAL CONFERENCE



Tuesday June 1, 2021		
9:30a–12:15p	Pre-Conference – New & Intermediate Aid Officers Workshop	Sunrise
9:30a-10:10a	<p>Welcome Dameion Lovett, FASFAA President & Nadine Bailey, FASFAA VP of Training</p> <p>Why Financial Aid? Nadine Bailey, FASFAA VP of Training</p> <p>LEAP into Leadership Angelica Parrales, Valencia College, Jacob Dirghalli, Marie Guerra Rosado & Trellis Williams, University of Florida</p>	Sunrise
10:15a-11:00a	<p>Best Practices & Customer Service in Financial Aid</p> <p>Presenter: Nichole Crowley, Keiser University Moderator: Kevin McCrary, Bethune Cookman University</p> <p>Each one of us serves customers, whether we realize it or not. Maybe you are on the front lines, seeing students. Perhaps you are the back-office processor, ensuring the aid gets approved timely. Or you are the manager, serving your staff. Customer service, when it is 'good', is providing timely, attentive, and upbeat service to a customer, making sure needs are met in a way that will reflect positively on the customers (namely students) that you serve.</p> <p>In this session, we will look at all types of financial aid customers and how we can better serve and support them, improving ourselves in the process. We will expand your toolkit with in-person and over the phone techniques, dealing with difficult customers and offering framework for productive and mindful conflict resolution. Key areas – communication, emotional intelligence at work, problem-solving, creativity, and resourcefulness.</p>	Sunrise
11:00a-11:15a	<i>BREAK</i>	

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11:15a-12:00p	Concurrent Sessions	
New	<p>How to Find Answers to Regulatory Questions Presenter: Dana Kelly, NASFAA Moderator: Tamika Martin, Valencia College</p> <p>This session will discuss the resources available to financial aid administrators, identify common starting points when researching information and provide some hints on the best way to navigate some of the more commonly used resources in the administration of Title IV aid. Join NASFAA’s Dana Kelly for some insight and best practices to ensure compliance within student financial aid processing.</p>	Sunrise
Intermediate	<p>Federal Pell and Direct Loans Presenter: Michelle Barcelo-Lopez, Ultimate Medical Academy Moderator: Jill Sellers, Ultimate Medical Academy</p> <p>This session will explore the particulars of the Federal Pell Grant, Iraq & Afghanistan Service Grant (IASG), Children of Fallen Heroes (CFH) and Federal Direct Loans. We will undertake the study of the various Pell formulas and how they apply to different program types and student enrollment in determining eligibility of funds. Investigate the difference between the Iraq & Afghanistan Service Grant (IASG) and the Children of Fallen Heroes (CFH), how children of soldiers may qualify, the awarding process and reporting. Additionally, we will explore the rules that govern Direct Subsidized and Direct Unsubsidized loan types, student eligibility and the application of loan limits and progression based on enrollment and grade level.</p>	Sunset View
12:05p-12:15p	Pre-Conference Closing	Sunrise
12:15p-12:30p	BREAK	

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