

Detailed Agenda

Dates	Sessions	Location
Monday, May 20, 2024 (Director's Summit Only)		
12:00 PM – 1:00 PM	Director Summit Registration Open	Registration Desk
1:00 PM – 1:30 PM	Director's Summit - Day 1 Welcome & Introductions Hosted by: Tierra Smith, Director of Financial Aid, Hillsborough Community College Brenda M. Brown, VP of Campus Partnerships, College Aid Services	Pompano
1:30 PM – 2:30 PM	The New Normal Continues to Affect Us As we see what is happening in the world of higher education with school closures, mergers, FAFSA delays, and the enrollment cliff, a refocus on the basics of higher education finance and operations is more important now than ever before. This presentation will discuss where we were, where we are, and where we are headed through the lens of Chief Financial and Administrative Officer with experiences at HBCUs, PWIs (including an Ivy League), and an HSI. There are no shortcuts to managing a higher education institution, and it will require that all campus constituents understand the fundamentals of our financial and operational positioning for the future. Without a firm grounding in the facts, we cannot serve our institutions, in particular our students, with the excellence they have come to expect. Speaker: Gerald L. Hector, Senior Vice President for Administration and Finance, University of Central Florida	Pompano
2:30 PM – 2:45 PM	Break	
2:45 PM – 3:45 PM	Exploring A Whole New World of 24-25 FAFSA Application Processing Step into a whole new world of financial aid as we embark on a journey through the 24-25 FAFSA application processing. Just like the magic carpet ride in the beloved song, we'll explore the enchanted realms of student aid, where dreams and opportunities await. From the shining, shimmering, splendid possibilities to the challenges and triumphs of navigating this new frontier, this conversation promises to be a thrilling adventure. Join us as we uncover the mysteries, embrace the changes, and discover a whole new world of financial aid possibilities. Speaker: William K. Spiers, Jr., Director of Student Financial Services, Tallahassee Community College	Pompano
3:45 PM – 4:15 PM	Business Partner Resources & Speed Session Speaker: Brenda M. Brown, FASFAA Business Partner Liaison	Pompano

4:15 PM – 5:30 PM **Embark on A Journey of Navigating Challenges and Crafting Strategies for Directors in Higher Education** Pompano

Embark on a journey through the enchanted world of financial aid administration, where Financial Aid Directors from diverse higher education institutions convene to explore the magical twists and turns of their roles. Inspired by Aladdin's quest for a new horizon, this open forum invites participants to unravel the mysteries of modern financial aid management against the backdrop of a dynamic and ever-changing landscape. This session invites attendees to share their tales of triumph and tribulation in financial aid management, unlocking the secrets to overcoming obstacles and casting spells of positive change within their institutions. By fostering a spirit of camaraderie and shared wisdom, participants will depart with newfound insights and enchanted strategies to chart their course toward exemplary customer service and student success in the magical realm of higher education.

Hosted by FASFAA Director Summit Co-Chairs

Tierra Smith, Director of Financial Aid, Hillsborough Community College

Brenda M. Brown, VP of Campus Partnerships, College Aid Services

Tuesday, May 21, 2024 (Director's Summit Only)

8:30 AM - 9:30 AM **Tackling the Struggle of Salaries and Compensation in the Financial Aid Profession** Pompano

Financial aid professionals play a pivotal role in shaping students' educational journeys, yet they often face challenges related to salaries and compensation that can impact morale and retention. In this session, we address the pressing issue of salary disparity and explore strategies for advocating for fair compensation within the financial aid profession.

Speakers: Aida Claro, Director of Financial Aid, Barry University

Dr. Raymond Nault, Jr., President/CEO,
College Aid Services

Tierra Smith, Director of Financial Aid, Hillsborough
Community College

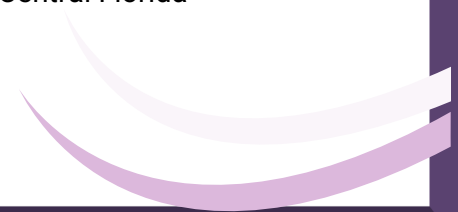
Tina Lamb, Director, Student Financial Aid &
Scholarships, University of Florida

9:30 AM – 10:30 AM **Reviewing Your Office Structure, Acquiring Talent, and Cultivating Your Staff to Overcome Staffing Challenges** Pompano

Building and maintaining a skilled and motivated team is essential for the success of any financial aid office. However, recruiting and retaining talented staff members can present significant challenges in today's competitive job market. In this session, we delve into strategies for evaluating your office structure, attracting top talent, and nurturing a supportive and engaged workforce to overcome staffing challenges effectively.

Speaker: Alicia Keaton, Interim Associate VP of Enrollment,
Planning and Management, University of Central Florida

10:30 AM - 10:45 AM **Break**



10:45 AM - 11:45 AM **Elevating the Perception of the Financial Aid Office on Your Campus** Pompano

The financial aid office plays a vital role in supporting student success and fostering a positive campus environment. However, perceptions of the financial aid office can vary widely among students, faculty, and staff, impacting the office's effectiveness and influence. In this session, we explore strategies for enhancing the visibility, credibility, and reputation of the financial aid office within the broader campus community.

Speaker: Karemah Manselle, Interim Director of Financial Aid,
University of Central Florida

11:45 AM - 12:45 PM **Lunch** Tarpon

12:45 PM - 1:45 PM **Unlocking Financial Aid Mysteries: Navigating Uncharted Regulatory Waters** Pompano

In the ever-evolving landscape of financial aid, unraveling the mysteries beyond FAFSA is essential to safeguard institutional compliance. Amidst heightened scrutiny, this session delves into the less-explored regulatory shifts and compliance requirements, empowering financial aid directors with the insights needed to navigate uncharted waters effectively. Stay informed, stay compliant, and secure your institution's financial aid processes across all fronts.

Speaker: Rebecca Flake, Senior Advisor, Higher Education
Services, Cooley LLP

1:45 PM - 2:00 PM **Wrap-Up & Closing** Pompano



Dates	Sessions	Location
Tuesday, May 21, 2024		
7:30 AM – 8:30 AM	Registration Open (Closed During Lunch)	Registration Desk
8:00 AM – 12:00 PM	Exhibit Area Setup	Great Egret Foyer
Pre-Conference Session NASFAA Credentials Session (Pick One)		
9:00 AM – 12:00 PM	NASFAA Credential: Student Eligibility	Cobia
<p>This workshop will prepare you to earn the Student Eligibility credential. You will need to know the student eligibility requirements for receipt of federal financial aid. This workshop will help you demonstrate the ability to protect the integrity of Title IV programs by ensuring—before awarding or disbursement of funds—that your school’s students meet all relevant student-related and program-related eligibility requirements.</p>		
<p>Speakers: Melissa Frimpong, Financial Aid Manager, University of South Florida Health Laura Dunaway, Assistant Director of Financial Aid, University of Tampa</p>		
Moderator: Angelica Coonts		
NASFAA Credential: Return to Title IV (R2T4)		
Amberjack		
<p>This workshop will prepare you to earn the Return to Title IV 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.</p>		
<p>Speakers: Heidi Goldsworthy, Independent Consultant Karissa Lawson, Coordinator of Scholarships, University of Central Florida</p>		
Moderator: Nadine Bailey		
9:00 AM - 12:00 PM	LEAP Sessions (LEAP Participants Only)	Red Drum
<p>Speakers: Colin Benner, LEAP Coordinator Tiffany Ireland, LEAP Coordinator</p>		
12:00 PM - 1:00 PM	Lunch (Pre-Conference & LEAP Attendees Only)	Tarpon
12:00 PM - 2:15 PM	Exhibit Area Opens	Great Egret Foyer
1:15 PM - 2:15 PM	New Horizons: Networking in a Whole New World (New Members & First Time Conference Attendees)	Cobia
Speaker: Jody Walker, FASFAA Membership/Volunteer Chair		

1:30 PM - 2:00 PM	Moderators Meeting	Amberjack
	Speakers Jessica Ly, FASFAA VP	
2:30 PM - 5:00 PM	Opening Session & Keynote	Great Egret Ballroom
5:30 PM – 7:00 PM	Welcome Reception	Great Egret Ballroom
7:00 PM – 8:30 PM	Dinner On Your Own	It's your Pick!
8:30 PM – 10:30 PM	Hospitality Suite Open	

Wednesday, May 22, 2024 FASFAA Spirit Day - Wear FASFAA: Themed Clothing

7:30 AM - 8:30 AM	Continental Breakfast	Great Egret Foyer
8:30 AM - 10:00 AM	General Session 1: 24-25 FAFSA Simplification Update Implementation and Beyond - Lessons Learned and Best Practices	Great Egret Ballroom

Join us for an insightful session as we dive into the implementation of FAFSA Simplification and explore the broader lessons learned so far. We will discuss what is working, what is not, and important considerations to make as you continue to work through the 2024-2025 FAFSA year!

Speakers: Daniel Barkowitz, Assistant VP of Student Financial Assistance and Employment, University of Miami

Katie Conrad, Sr. Associate Director, Financial Aid, Florida International University

Moderator: Nathan R. Basford

10:00 AM - 10:15 AM **Transition Break**

10:00 AM - 11:30 AM **Exhibit Area Open**

Great Egret Foyer

Concurrent Sessions 1

10:15 AM - 11:15 AM	Elevating Onboarding: Fostering Connection and Competence in Remote Work Environment	Amberjack
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Emphasizing the importance of resilience, adaptability, and teamwork in surviving and thriving in an understaffed environment. Will discuss lessons learned regarding onboarding, what worked, didn't work, and continued challenges. Finally, we will discuss how to communicate the critical need of providing the financial aid office with the appropriate resources to include staffing.

Speakers: Egan Hanson, Global Head of Compliance & Institutional Effectiveness, Schiller International University

Tamika Martin, Director of Financial Services, Valencia College

Shareece Moore-Robinson, Assistant Director, Valencia College

Moderator: Alicia Keaton

10:15 AM - 11:15 AM **Professional Judgment & Foreign Tax Exclusion**

Bonito

This session will explore the complexities of professional judgment and foreign income tax exclusion in the context of financial aid administration. As financial aid professionals strive to meet the diverse needs of students from varying backgrounds, the ability to exercise professional judgment and accurately assess financial need is critical for ensuring equitable access to higher education.

Speakers: Suzanne Evans, Director of Financial Aid
Veterans Affairs, St. Johns River State College

Rocio Perez, Financial Aid Officer II,
Florida International University

Moderator: Andy Weaver

Making Informed Decisions: The Role of Consumer Information

Cobia

Understanding financial aid options and making informed decisions is crucial for students and families navigating the complexities of financing higher education. This session focuses on the pivotal role of consumer information in guiding individuals through the financial aid landscape.

Speaker: Robyn Sollberger, Director of Financial Aid,
Campbellsville University

Moderator: Taige Haines

24-25 Student Aid Index (SAI) Calculation

Pompano

Unlock the intricacies of the Student Aid Index (SAI) calculation in this comprehensive session designed for financial aid professionals seeking to maximize their understanding and proficiency in determining student eligibility for financial assistance in the academic year 2024-2025. Join us to deepen your understanding of the SAI calculation.

Speaker: Edward Schworn, Financial Aid Officer II,
Florida International University

Moderator: Kathleen Roebuck

Cyber Security & Data Sharing under FUTURE ACT

Red Drum

Join us for an insightful session dedicated to exploring the intersection of cyber security and data sharing under the FUTURE (Fostering Undergraduate Talent by Unlocking Resources for Education) Act. As educational institutions increasingly rely on data-driven approaches to enhance teaching, learning, and research, ensuring the security and integrity of sensitive information has become paramount.

Speaker: Rebecca Flake, Senior Advisor Higher
Education Services, Cooley LLP

Moderator: Paul Gilroy

11:30 AM - 1:00 PM **Opening Luncheon, Business Meeting and Award Ceremony**

Great Egret Ballroom

1:00 PM - 1:15 PM **Transition Break**

1:00 PM - 4:30 PM **Exhibit Area Open**

Great Egret Foyer

Hey...Focus! Finding Professional and Personal Success Through Managing Your 'Squirrel Moments'

Amberjack

In this presentation, we will explore practical approaches that can help all individuals who simply lack focus. Individuals with attention deficit hyperactivity disorder (ADHD) and obsessive-compulsive disorder (OCD) face unique challenges that can impact their productivity and overall well-being. Managing these conditions at the workplace requires a comprehensive understanding of their characteristics and the implementation of appropriate strategies. All can thrive in the workplace, enhancing their professional potential while maintaining personal wellness. Together, employers and employees can cultivate an inclusive work environment that will benefit both individuals and the organization.

Speakers: Lou Murray, Campus Partnerships,
Earnest Student Loans

Katie Conrad Sr. Associate Director, Financial Aid,
Florida International University

Moderator: Chrissy Gass

State Scholarship and Grant Programs - General Update

Bonito

The Florida Department of Education, Office of Student Financial Assistance (OSFA) representatives are proud to provide an annual update and review of Florida's state scholarship, grant, and tuition assistance programs. Dive into the latest updates regarding state student financial assistance that include state scholarship and grant program statistics for the 2023-24 fiscal year, results from the 2024 legislative session, and 2024-25 program modifications on the horizon.

Speakers: Shawn Haskin, Director State Scholarships and Grants,
FL Department of Education

Pedro Hernandez, Outreach Director,
Office of Student Financial Assistance,
FL Department of Education

Moderator: Aida Claro

The ROI of Financial Education

Cobia

Whether you call it financial literacy, financial education, or something else altogether, most higher education professionals are aware of the growing trend to help students manage their money in school and beyond. Yet while some colleges have dedicated offices and budgets to support such programs, other institutions struggle to justify investing in an initiative that may or may not yield beneficial results. This presentation provides a simplified review of numbers that will provide a basis for calculating the "ROI of financial education," and examples of institutional success through financial education initiatives.

Speakers: Tami Gilbeaux, Assistant Vice President Business
Development, Inceptia

Eroica Davis, Associate Director, Florida Institute of
Technology

Moderator: Kim Phillips



2024-2025 Pell Calculation

Pompano

In this comprehensive session you learn about minimum, maximum, and calculated Pell and how to use enrollment intensity to determine Pell grant eligibility.

Speaker: Lakisha Sanders, Assistant VP of Financial Aid and Veteran Affairs, Valencia College

Moderator: Christopher Jordan

Clock Hour/Technical Schools Prep for 24-25

Red Drum

Join us for a session tailored to financial aid professionals in clock-hour and technical schools, designed to equip attendees with the knowledge and tools needed to optimize financial aid support for students in the upcoming academic year 2024-2025. The session will include new terminology and definitions, old vs new, and will discuss how max, min, and calculated Pell grant is identified and applied to specific student cases

Speaker: Jeanne Schurman, Financial Aid Manager, Hillsborough Community College

Moderator: Nicole Verrett

2:15 PM - 2:30 PM **Transition Break**

2:30 PM - 3:30 PM

Concurrent Sessions 3

Lessons Learned: Tips for Avoiding Pitfalls and Successfully Implementing an Enterprise Software Solution

Amberjack

Join us for a dynamic session focusing on Santa Fe College's transition from a legacy system to Regent's SaaS-based financial aid platform. This session, designed for collaborative learning, combines SF's practical experiences navigating this transition with Regent presenters' expertise implementing large-scale technology projects. It's a unique opportunity for financial aid professionals to gain essential insights and strategies for successful enterprise software implementations, rich with real-world lessons, expert advice, and networking opportunities.

Speakers: Katie Blot, Regent Education

Kamia Mwangi, Director of Financial Aid,
Santa Fe College

Moderator: Avanti Johnson-Lescott



How Building a Collaborative Team Led to Transformative Interventions with At-Risk Students

Bonito

The Office of Student Financial Aid (OSFA) at Florida Atlantic University (FAU) is comprised of a diverse multigenerational work force with ages spanning over a 45-year time period. The synergies created by marrying young fresh innovation with lifelong professional expertise provides a broader insight, enhanced productivity and increased output which allows us to facilitate exceptional financial aid support for students while also bolstering organizational goals. FAU OSFA has adopted proactive measures to meet the differing needs and priorities of its multigenerational workforce. Our team worked together to locate communication gaps which greatly impacted those students. With new processes and proactive engagements, we have seen huge improvements with need and merit-based aid retention, SAP appeal completion, and overall connection with our students. In this session, we will share how we have fostered a collaborative work environment that allows our individual team members to satisfy their professional needs while also supporting overarching institutional objectives. We will delve into how we have augmented job responsibilities to meet generational priorities/interests, and how those changes have benefited our students.

Speakers: Chrissy Gass, Director of Scholarships,
Florida Atlantic University

Tamsyn French, Director, Financial Aid and Student
Success, Florida Atlantic University

Moderator: Concepta Williamson

Handling Difficult Conversations

Cobia

Learning how to navigate tough conversations is just as important as keeping up with regulatory requirements and maintaining compliance. Students and families are often frustrated or confused by the financial aid process. It can sometimes be difficult to explain to faculty and staff how policies and procedures affect financial aid. In this webinar, we will discuss examples of topics that can be upsetting or lead to tension, strategies for conflict management and resolution, how to empower the speaker to feel confident in their answers and information, and tips for steering conversations toward a positive outcome for everyone involved.

Speakers: Brenda Brown, Vice President of Campus Partnerships,
College Aid Services

Dr. Raymond Nault, President/CEO,
College Aid Services

William K Spiers, Jr. Director of Student Financial
Services, Tallahassee Community College

Moderator: Shareece Moore-Robinson

Building Your Financial Wellness Foundation

Pompano

Join this engaging personal development session. Learn financial strategies to effectively create and achieve your Life Plan goals. We will guide you on how to focus your personal spending habits, credit development, savings, priorities and investing in ways that will support your dreams, aspirations, and "bucket list" items!

Speaker: Christopher Magnan, Senior Advisor, Financial Literacy,
University of Miami

Moderator: Rodney Walton



Return to Title IV (R2T4) with Modules

Red Drum

Join us for an informative session where we will navigate the complexities of Return of Title IV Funds (R2T4) with modules. As higher education institutions increasingly offer modules or non-standard term programs to meet the diverse needs of students, understanding the unique implications of R2T4 becomes essential for maintaining compliance and effectively managing financial aid disbursements and refunds.

Speaker: Heidi Goldsworthy, Independent Consultant

Moderator: Pedro Hernandez

3:30 PM - 4:00 PM **Network and Visit with the FASFAA Business Partners**

Great Egret Foyer

4:00 PM - 5:00 PM

Concurrent Sessions 4

Satisfactory Academic Progress

Amberjack

Ensuring satisfactory academic progress (SAP) is crucial for maintaining eligibility for financial aid and staying on track towards graduation. In this session, we'll delve into the essential components of SAP policies, explore common challenges students face, and discuss best practices for supporting student academic success and financial aid eligibility.

Speaker: Jordan Pulido, Financial Aid Officer,
Florida International University

Moderator: Brenda Brown

Gainful Employment & Financial Value Transparency

Bonito

Join us for an informative session dedicated to exploring the intersection of gainful employment regulations and financial value transparency in higher education. In an era of increasing scrutiny on the return on investment (ROI) of educational programs, ensuring transparency and accountability in outcomes has become essential for students, institutions, and policymakers alike. This session will provide attendees with a comprehensive overview of gainful employment regulations, financial value metrics, and strategies for promoting transparency and accountability in higher education.

Speaker: Daniel Barkowitz, Assistant VP of Student
Financial Assistance and Employment,
University of Miami

Moderator: Lisa Branson

Strategies for Exemplary Customer Service

Cobia

In a complex and compliance focused environment like a Financial Aid Office, providing exemplary customer service can be challenging. In this session we will explore strategies to enhance the student experience with your office. Topics will include communicating with students (positive reframing, de-escalation, setting expectations), knowledge management (source of truth, resource focus, training), and continuous improvement (useful metrics, collecting and using data).

Speaker: Colin Benner, Coordinator, Financial Aid Client
Services, Santa Fe College

Moderator: Will Brantley

2024-2025 Verification

Pompano

Join us for an insightful session focused on advancing financial aid verification practices to better serve students and institutions in the academic years 2024-2025. Gain a deeper understanding of regulatory requirements and compliance considerations surrounding financial aid verification. Learn how institutions can ensure compliance with federal regulations while maintaining data security and integrity.

Speaker: Marie Guerra Rosado, Manager of Academic Support Services, University of Florida

Moderator: Irma Molinares

Navigating the New Normal: Managing an Understaffed Office

Red Drum

Emphasizing the importance of resilience, adaptability, and teamwork in surviving and thriving in an understaffed environment. Also how to communicate the critical need of providing the financial aid office with the appropriate resources to include staffing.

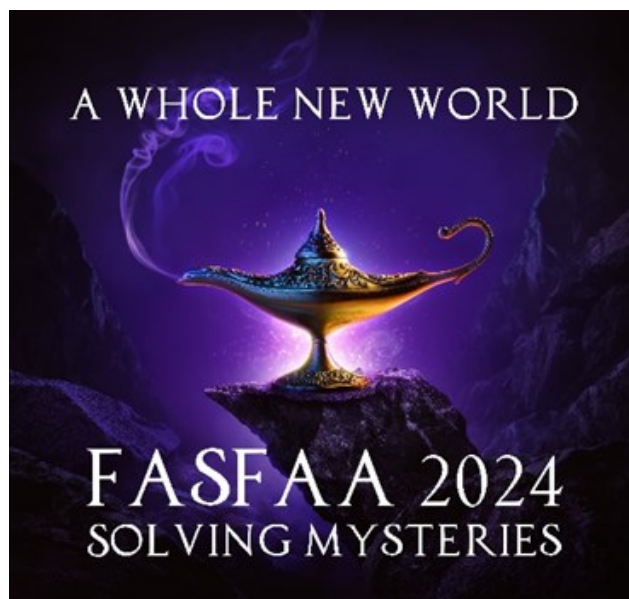
Speaker: Alicia Keaton, Interim Associate VP of Enrollment Planning and Management, University of Central Florida.

Moderator: Tori Watson

5:00 PM - 6:00 PM **Business Partner Reception (Invitation Only)**

6:30 PM - 8:00 PM **Business Partner Dine Around Town**

8:00 PM - 10:00 PM **Hospitality Suite Open**



Thursday, May 23, 2024 Region Day - Wear Region Colors!



7:30 AM - 8:30 AM	Continental Breakfast	Great Egret Foyer
7:30 AM - 11:30 AM	Registration Open (Closed for Lunch)	Registration Desk
8:30 AM - 10:00 AM	General Session 2: Handling the Impact of Student Aid Index (SAI) on Packaging Policies and Procedures Join us for an informative session tailored to financial aid professionals seeking to understand and navigate the impact of the Student Aid Index (SAI) on their institution's packaging policies and procedures. This session is essential for financial aid officers, administrators, and professionals in educational institutions looking to optimize student aid allocation while ensuring compliance with federal regulations. Gain practical tips on optimizing aid allocation, maximizing student assistance, and supporting equitable access to higher education. Speakers: Lakisha Sanders, Assistant VP of Financial Aid and Veteran Affairs, Valencia College Robyn Sollberger, Director of Financial Aid Campbellsville University William K. Spiers, Director of Student Financial Services, Tallahassee Community College Katie Conrad, Sr. Associate Director, Financial Aid, Florida International University Moderator: David Alexander	Great Egret Ballroom
10:00 AM - 10:30 AM	Transition Break	
10:00 AM - 11:30 AM	Exhibit Area Open	Great Egret Foyer
10:30 AM - 11:30 AM	Concurrent Sessions 5	
	Leading with Resilience: Navigating Staff and Leadership Burnout Discuss how to help your team with burnout when you're burned out yourself along with the causes, symptoms, and strategies to better manage it. Speaker: Alicia Keaton, Interim Associate VP of Enrollment, Planning and Management, University of Central Florida. Moderator: Deepika Vemagiri	Amberjack

State Scholarship and Grant Program - Technical Reporting

Bonito

The Florida Department of Education, Office of Student Financial Assistance (OSFA) representatives will provide technical guidance on spring and summer term calendar event items including, but not limited to: Completing the Disbursement Eligibility Report and remaining edits, Reconciling remaining program funding and using the Payment Summary, Submitting the Grade and Hour Report, Processing Bright Futures and Florida Student Assistance Grant (FSAG) Summer Funding, and Submitting the Postsecondary Institution Renewal Application. OSFA strongly encourages attendees to be prepared to participate in a Question-and-Answer segment during the session to discuss policies, procedures, and technical reporting requirements regarding the above-mentioned topics.

Speakers: Shawn Haskin, Director, State Scholarships and Grants
FL Department of Education

Pedro Hernandez, Outreach Director,
Office of Student Financial Assistance, FL Department of

Moderator: Laura Dickerson

Dependency Override & Unaccompanied Homeless Youth

Pompano

Join us for an enlightening session dedicated to understanding the complexities of dependency override and unaccompanied homeless youth designations. Every year, students face challenges in accessing higher education, including navigating financial aid processes without their parents. Dependency overrides and unaccompanied homeless youth designations offer a pathway for these students to qualify for financial aid independently, but it requires careful consideration and understanding of best practices. This session will provide participants with an overview of dependency override and unaccompanied homeless youth designation criteria, procedures, and best practices.

Speaker: Chrissy Gass, Director of Scholarships,
Florida Atlantic University

Moderator: Becky Davis

Averting Danger- Combatting Fraud in Higher Education

Red Drum

We are witnessing a disturbing surge in fraudulent activities in higher education and financial aid. Financial aid administrators have a fiduciary responsibility to report suspected fraud. The objectives of this session are to raise awareness of the startling sophistication of fraud, discuss credit industry mitigants, and campus-wide best practices for deterrence. Just as Title IV administration is a campus-wide initiative, so is the detection and reporting of fraud. The session will highlight an integrated strategy for fraud prevention that includes multiple campus offices as well as external partners such as OIG, credit agencies and lenders. Attendees will gain an understanding of different types of fraud and the methods used by fraudsters, emergence of synthetic fraud that involves creating a new identity by combining real and fake information, latest technologies and strategies used to detect and prevent fraud. Finally, the session will also provide a forum for networking and knowledge sharing among industry professionals and subject matter experts. Join us for this informative and engaging session on combatting fraud.

Speakers: Bill Ayers, Head of Campus Development
College Ave Student Loans

Lakisha Sanders, Assistant VP of Financial Aid and Veteran
Affairs, Valencia College

Moderator: Jeanne Schurman

11:30 AM - 11:45 AM **Transition Break**

11:45 AM - 12:45 PM **Business Partner Lunch and Learn**

11:45 AM - 12:15 PM **MOHELA - Gold Sponsor**

Amberjack

How did we get where we are with the return to student loan repayment? How has the environment changed, and what to expect in the future

Sponsor Kathy Dixon, Manager, Business Development
And Creative Design

Moderator: Daisy Tabachow

Oracle - Gold Sponsor: Oracle Student Financial Planning: Spend Time on Students, Not Process

Cobia

The combination of increased competition for students, changing student needs, and an unpredictable regulatory environment makes processing financial aid and delivering exceptional – and affordable – services to students challenging. Oracle Student Financial Planning is a game-changing financial aid solution that manages each student's financial plan individually and provides real-time visibility into a student's academic programs, supporting better Informed financial decisions and optimized outcomes.

Sponsor Marco Monteiro, Senior Solution Engineer,
Oracle

Moderator: Ilia Cordero

11:45 AM - 12:45 PM **College Ave - Platinum Sponsor: Meditation for the Fidgety Skeptic A Book Report that Could Change Your Life**

Pompano

Science suggests that meditation can lower blood pressure, mitigate depression and anxiety, and literally rewire key parts of the brain, among numerous other benefits." Did you know this? ABC news anchor Dan Harris does, and after having a panic attack on live TV, he's trying his best to share his story with those of us who might not buy into all the "meditation hype." After all, he was the biggest skeptic you could find. In this session, we'll give you the CliffsNotes version of his best-selling book Meditation for Fidgety Skeptics, along with an arsenal of tips and tricks to get your mind to stop racing, even if just for a little while. Please don't be scared there will be no one sitting on floor pillows or group chanting! This is for those of us living in a fast-paced, high-stress world who need to turn off the noise – whether it's at our desk, waiting in line at the grocery store, or lying in bed staring at the ceiling in the middle of the night.

Sponsor Bill Ayers, Head of Campus Development,
College Ave Student Loans

Moderator: Kristi Eidson



Earnest - Platinum Sponsor

Bonito

Learn the results of Earnest's third annual Survey on Student Engagement in which 555 undergraduate students shared their thoughts on the financial aid process, their experiences, and their attitudes towards advice, decision-making, and working with their financial aid offices. Join us as we transform this data into actionable strategies to better engage with your students and enhance your role in their educational journey.

Sponsor Lou Murray, Campus Partnerships,
Earnest Student Loans

Moderator: Jean Imes

12:45 PM - 1:15 PM **Unwind w/FASFAA**

Great Egret Ballroom

1:30 PM - 2:30 PM

Concurrent Sessions 6

The Student Loan Repayment Checklist

Amberjack

Many borrowers leave school without a plan for repaying their student loan debt. With everything going on at the end of their college careers, it's not unusual for important student loan information to be missed during online exit counseling. You can help prepare your borrowers by providing them with a student loan repayment checklist. During this session, we'll share those essential items that can make the transition to repayment a successful one.

Speakers: Jonathan Reynolds, Director of Student
Finance, Ultimate Medical Academy

Becky Davis, Regional Marketing
Director, Ascendium Education

Moderator: Alexandria Arnold

Administration of Aid Programs: Awarding, Reconciliation and Cash Management

Bonito

In this session, we'll navigate the complexities of managing financial aid from awarding to reconciliation, and cash management. Explore best practices for determining aid eligibility, awarding funds equitably, and ensuring compliance with regulation.

Speakers: Jennifer Rivera, Assistant Director, Financial
Aid, Florida International University

Joseph Gonzales, Senior Director, Office of
Student Financial Assistance & Employment,
University of Miami

Patricia McSparin, Senior Director of Financial
Aid, Operations, Broward College

Moderator: Traci Spagnoli-Rego

FAU's Federal Work Study Evolution: Strategies for Student & Staff Engagement

Cobia

In this session, the Federal Work-Study Team at Florida Atlantic University discusses their expansion and insights on optimizing the Federal Work-Study program. Learn successful tips and strategies to boost engagement for both students and staff. Discover how FAU has partnered with their Career Center to shift the program's focus towards on-campus internships to enhance students' work experience in preparation for their future careers.

Speakers: Kelsie Conrad, Assistant Director, Federal Work-Study, Florida Atlantic University
Maria Faber, Financial Aid Fiscal Operations Officer, Florida Atlantic University

Moderator: Tim Young

2024-25 FAFSA Scenarios/FAFSA Walkthrough

Pompano

Join us for an interactive session designed to equip you with the skills to confidently guide students through the financial aid maze while they complete the FAFSA application. Through small group discussion of realistic scenarios, we'll explore complex situations, brainstorm effective solutions, and build a shared understanding of best practices.

Speaker: Katie Conrad, Sr. Associate Director, Financial Aid Florida International University

Moderator: Adedayo Lawal

Navigating the Maze: FERPA Compliance Demystified

Red Drum

Join us for an insightful session aimed at unraveling the complexities of FERPA (Family Educational Rights and Privacy Act) compliance. In today's digital age, protecting student privacy is paramount, yet understanding the intricacies of FERPA regulations can often feel like navigating a maze. This session will provide clarity and guidance on achieving and maintaining FERPA compliance within educational institutions.

Speaker: Maureen Anderson, Financial Aid Services
Christina Heritage-Acosta, Associate Director of Student Financial Services Systems, Southeastern University

Moderator: Susan Ambridge

1:30 PM - 3:30 PM **Exhibit Area Open**

Great Egret Foyer

2:30 PM - 2:45 PM **Transition Break**



2:45 PM - 3:45 PM

Concurrent Sessions 7

Financial Aid Jeopardy

Amberjack

A fun interactive way to test your financial aid knowledge and learn something new! Great refresher questions for long timers and great training for newbies! Categories include: FAFSA, Potpourri, Verification, Student Loans, and more. Join us in a game of Financial Aid Jeopardy where you will be split up in teams to see who takes home the win.

Speakers: Joseph Gonzales, Senior Director, Office of Student Financial Assistance & Employment, University of Miami
Kathleen Roebuck, Regional Manager, Monogram

Moderator: Karissa Lawson

2024-25 C-Code Crosswalk & New Requirements

Bonito

Join us for an insightful session aimed at financial aid professionals seeking to navigate the complexities of the 24-25 C-Code crosswalk and the latest requirements. This session is tailored to financial aid officers, administrators, and professionals in educational institutions looking to ensure compliance and optimize financial aid processes.

Speaker: Robyn Sollberger, Director of Financial Aid, Campbellsville University

Moderator: Coco Tanner

Paying for Graduate School

Cobia

This session highlights the differences between the Federal Grad PLUS Loan and private student loan programs. The focus of this presentation will be on encouraging responsible borrowing and helping students find the right solutions to help pay for their education.

Speakers: Laura Dickerson, Director Relationship Management, Sallie Mae
Egan Hanson, Director of Financial Aid, Schiller University

Moderator: J'Nai Washington

2024-2025 Cost of Attendance

Pompano

Join us as we review the elements that shape the cost of attendance (COA), how data is collected to build COA, the FAFSA Simplification changes that impact how your school should build cost of attendance in 2024-2025 and beyond, as well as the requirements you must meet to ensure your school is in compliance.

Speakers: Kevin McCrary, Financial Aid Director, Bethune Cookman University
Lakisha Sanders, Assistant VP of Financial Aid and Veteran Affairs, Valencia College

Moderator: Amy Gerber

Unveiling the Secrets: Reviewing Florida Bright Futures Scholarship Appeals

Red Drum

Delve into the heart of scholarship appeal reviews with our informative session tailored to educators, administrators, and scholarship committee members tasked with reviewing Florida Bright Futures Scholarship appeals. Whether you're a seasoned professional or new to scholarship assessment, this session offers indispensable guidance to enhance your understanding and proficiency in reviewing Florida Bright Futures Scholarship appeals.

Speaker: Anita Brown, Assistant Director of Scholarships, University of South Florida

Moderator: Timiki Jacobs

3:30 PM

Exhibitor Area Breakdown

Great Egret Foyer

3:45 PM - 4:00 PM

Transition Break

4:00 PM - 4:30 PM

Region Meetings

Join us to meet and network with your Region Representative and region members! Region Representatives will provide members with a region update, discuss current events, listen to your feedback, and discuss future plans for the region.

Region I

Speaker: Angelica Coonts, Region I Representative

Amberjack

Region II

Speaker: Alisha Hunt, Region II Representative

Red Drum

Region III

Speaker: Karissa Lawson, Region III Representative

Cobia

Region IV

Speaker: Merrian King, Region IV Representative

Pompano

Region V

Speaker: Joseph Gonzales, Region V Representative

Bonito

4:30 PM - 5:15 PM

State College Directors Meeting

Pompano

Speakers: William K. Spiers, Jr., Director of Student Financial Services, Tallahassee Community College

Kamia Mwango, Director, Financial Aid
Santa Fe College

5:00 PM - 7:30 PM

Dinner On Your Own

It's Your Pick!

8:00 PM - 10:30 PM

FASFAA Fun Night

Great Egret Ballroom

Speaker: Brenda Ilojirole, FASFAA Entertainment Coordinator

Friday, May 24, 2024

7:30 AM - 9:00 AM **Breakfast**

Great Egret Foyer

9:15 AM - 10:15 AM **General Session 3: Office of the Inspector General**

Great Egret Ballroom

In this session, we'll learn about the OIG background and mission, the issue of fraud in Title IV institutions and the effects it can have on institutions, students, and taxpayers. Learn about common types of fraud schemes targeting education institutions, including financial aid fraud, embezzlement, and identity theft. Discover proactive measures and best practices for detecting and preventing fraud, both at the institutional level and within communities.

Speaker: Chris Hessberger, Special Agent
U.S. Department of Education
Office of the Inspector General

Moderator: Dameion Lovett

10:15 AM - 11:30 AM **General Session 4: NASFAA Update**

Great Egret Ballroom

Get an update on association activities, professional development and training opportunities, and the volunteer and public policy work of the association. Learn how you can get involved.

Speaker: Helen Faith, 23/24 NASFAA National Chair

Moderator: Dameion Lovett

11:30 AM - 12:00 PM **FASFAA Business Meeting Continued and Closing Remarks**

Great Egret Ballroom

Speaker: Dameion Lovett

