

# A Seminar on Successful Financial Aid Leadership

Saturday, July 13, 2013  
Las Vegas NV



## 8:00 – 8:30 Registration

## 8:30 – 8:45 Welcome

Lisanne Masterson  
Ron Day  
Justin Draeger

## 8:45 – 10:15 Leadership Basics and Understanding the “Environment”

Starting with the basics, a successful Director builds an effective team and knows the environment within which they are working! We will explore how you create an office vision, how you train members of your team to be successful themselves, how to set proper (and adequate) expectations for yourself and your team members, and how to work within your various environments - internal & external.

Presenters: Zina Haywood  
Barbara Miller

## 10:15 – 10:30 Break

## 10:30 – 12:00 Management Items

Managing financial aid programs and dollars can be very different from the act of managing people, including your boss. This group of sessions will better prepare you for personnel evaluations, how to have those difficult conversations with your staff and perhaps with your supervisor. You'll also learn about team building and how to engage staff who may feel disenfranchised.

Knowing what to expect from your financial aid computing system is also a key management tool. Understanding how to evaluate your computing system and how to request additional computing support can mean the difference between frustration and positive interaction with your IT staff.

Being prepared for a federal program review should be on any new director's mind. Knowing your institution's strengths and weaknesses so you can address them before they create a significant financial penalty will help to make new directors look wonderful with their supervisors.

Presenters: Susan Murphy  
Cheryl Storie  
Susan Luhman

**12:00 – 1:30 Lunch (On Your Own)**

**1:30 – 2:45 Being “In the Know” Legislatively and Managing Your Office Budget**

Another aspect of being a successful Director is to become a regulatory expert as well as a budget expert. Your team members and your campus rely on you to 'know your stuff.' We will discuss how you can stay on top of the regulatory changes while balancing limited professional development resources, as well as maximizing your budget.

Presenters: Lisanne Masterson  
Bill Cheetham

**2:45 – 3:00 Break**

**3:00 – 4:45 Tips for Success**

Three experienced aid administrators provide the tips to make your first directorship a success. Topics covered in this Q & A will be how and why it is important to become involved in other aspects of your school's administration, positioning yourself as a resource as well as practical tools such as reporting requirements and how to properly assess your office to ensure maximum success.

Presenters: Billie Jo Hamilton  
Susan Murphy  
Jim Swanson

**4:45 – 5:00 Conclusion**

Lisanne Masterson