

NASFAA 2018

AUSTIN, TEXAS 🎵 JUNE 24-27

PRINTABLE SESSION DESCRIPTIONS

NASFAA THANKS OUR PLATINUM SPONSORS



NASFAA GOES GREEN IN AUSTIN



The United States produces over 20,000,000 tons of paper each year, with less than half of that total being recycled — the equivalent of 75 million trees. This year, we're doing our part to reduce paper pollution by foregoing the printed conference program in favor of printable modules. Please print only what you need, and consider using the Conference App instead of using paper.

NASFAA THANKS OUR PLATINUM SPONSORS FOR THEIR SUPPORT IN THIS EFFORT



NATIONAL ASSOCIATION OF STUDENT FINANCIAL AID ADMINISTRATORS



NASFAA EVENT CONDUCT POLICY

NASFAA is committed to providing a safe, productive and harassment-free environment at its conferences, trainings, board and committee meetings, and other NASFAA-sponsored events. NASFAA prohibits harassment or discrimination based on race, religion, gender, sexual orientation, gender identity, gender expression, disability, ethnicity, national origin, or other protected status. It also prohibits sexual harassment or intimidation, including unwelcome sexual attention, stalking (physical or virtual), unsolicited physical contact, and threatening behavior. These conduct rules apply to all attendees and participants at any NASFAA-sponsored event, including in online events. Any violations should be reported immediately to a member of the NASFAA staff; we also expect participants to alert staff or security of any dangerous situations, or of anyone in distress. NASFAA reserves the right to remove any individual from attendance or other participation in any NASFAA-sponsored event without prior warning or refund, and to take additional action as determined necessary, up to and including expulsion from participation in NASFAA.

OUR COMMITMENT TO DIVERSITY & INCLUSION

In support of its mission, NASFAA will pursue and promote, in principle and practice, the diversity and inclusion of its membership to represent the profession and the students we serve. NASFAA promotes a culture of diversity and inclusion by encouraging involvement and access regardless of race, ethnicity, gender, religion, age, sexual orientation, nationality, disability, appearance, geographic location, professional level or institution type.









NASFAA

NATIONAL ASSOCIATION OF STUDENT FINANCIAL AID ADMINISTRATORS

SESSION DESCRIPTIONS

Sunday 6:00am - 3:00pm

SUNDAY

6:00am - 4:00pm	Exhibitor Move-In	Exhibit Hall 4
10:00am - 5:30pm	Registration Open	Exhibit Hall 4 Lobby
10:00am - 5:30pm	Information Desk Open	Exhibit Hall 4 Lobby
11:30am - 12:00pm	Board of Directors Lunch	Room 305
12:30pm - 3:30pm	 NASFAA U: Return of Title IV Funds  This course provides an overview of the return of Title IV funds provisions and examines how to handle Title IV funds when a student withdraws from school before completing the payment period or period of enrollment.	Room 16AB Speakers: David Tolman, Instructional Design and Content Specialist, NASFAA Brenda Hicks, Director of Financial Aid, Southwestern College
12:30pm - 3:30pm	 NASFAA U: Verification  This course focuses on the principles of verification, information subject to verification, acceptable documentation, processing data corrections, how to verify applicant files, and options for institutional verification.	Room 18ABC Speakers: David Futrell, Knowledgebase/AskRegs Manager, NASFAA Michael Kutcher, NASFAA U Instructor, NASFAA
1:30pm - 3:30pm	 Diversity Event: Implicit Bias  Throughout our lives, we are exposed to millions of messages about the world around us – messages that shape our perceptions of people, places, concepts, and ideas. As a result, all humans possess a range of implicit associations that operate unconsciously outside our awareness, and often times in conflict with our explicit beliefs. Using an engaging and participatory structure, this workshop will equip attendees with a deeper understanding of our unconscious mental processing and the ways in which these implicit associations impact our decision making. NASFAA is pleased to have subject matter expert Lena Tenney, coordinator of public engagement at The Ohio State University's Kirwan Institute for the Study of Race and Ethnicity's Race & Cognition Program, leading this session.	Room 17AB Speaker: Lena Tenney, Coordinator of Public Engagement, The Ohio State University
2:00pm - 3:00pm	First-Time Conference Attendees' Kick-Off Networking Event <i>Sponsored by Edsouth</i> There is no formal agenda. This event is a great opportunity to make some new friends in an informal setting. We will offer prizes and will hold a drawing for all who attend.	Room 9ABC



Advocacy



Training



Forum



Professional Development & Management



LL Learning Lounge



HDW Half-Day Workshop



P2P Peer to Peer



FABS Financial Aid Business Solution Seminar



SESSION DESCRIPTIONS

Sunday 4:00pm - Monday 8:20am

4:00pm - 5:30pm	Opening Session With Keynote by Wes Moore <i>Sponsored by Oracle</i> Wes Moore will share his remarkable personal story of overcoming adversity through education, embracing personal responsibility and emerging as an inspirational leader. His moving life journey from wayward inner-city youth to decorated veteran, Rhodes Scholar, White House fellow and business leader is the subject of his New York Times bestseller, "The Other Wes Moore." It tells the story of how educational opportunities, strong parental influence, mentors and a community support network helped him transcend the fate of a man with the same name who lived just blocks away and took a tragically different path to prison.	Ballroom DEFG
5:30pm - 7:15pm	Opening Reception and Exhibit Hall Open Join your colleagues as we kick off the 2018 NASFAA National Conference with food, drink and networking.	Exhibit Hall 4

MONDAY

7:00am - 8:15am	Past Presidents and National Chairs Breakfast <i>(an invitation-only event)</i>	Room 10B
7:45am - 8:30am	Grab & Go Breakfast	Exhibit Hall 4
7:45am - 12:30pm	Information Desk Open	Exhibit Hall 4 Lobby
7:45am - 4:30pm	Registration Open	Exhibit Hall 4 Lobby
7:45am - 5:30pm	Exhibit Hall Open	Exhibit Hall 4
8:00am - 8:20am	LL NASFAA SOE: What Does 20 Years of Excellence Look Like? NASFAA's Standards of Excellence (SOE) Review Program has helped over 240 schools remain in compliance with the Title IV rules and regulations. Learn what an SOE review entails and why having one will benefit your school.	Learning Lounge - Exhibit Hall 4 Speaker: Mandy Sponholtz, SOE Review Program Administrator, NASFAA



Advocacy



Training



Forum



Professional Development & Management



Learning Lounge



Half-Day Workshop



Peer to Peer



Financial Aid Business Solution Seminar



SESSION DESCRIPTIONS

Monday 8:30am - 9:30am

8:30am - 9:30am



Student Debt Letters: Lessons Learned

For three years, our financial aid office has delivered student loan debt communications using different methods. Receipt of loan indebtedness letters has been correlated with decreased debt at graduation, improved GPA, and increased graduation and retention rates, but student responses indicate a range of reactions. We've conducted usability studies, an online survey, and focus groups with student recipients to hone our debt communication and collaborated with campus partners to provide resources to address students' concerns, support informed borrowing decisions, facilitate wise course selection, and provide guidance to those considering dropping courses or changing tracks. Come learn from our lessons learned.

Room 16AB

Moderator:

Mary Jane Towne-Denton, Financial Aid Counselor - Loan Coordinator, University of San Diego

Speakers:

Holly Johnson, Information Technology Professional, University of Minnesota, Twin Cities

Matt Tveter, Communications/Organizational Effectiveness Consultant, University of Minnesota, Twin Cities

8:30am - 9:30am



Just Keep Swimming! The Importance of Mental Health in the Financial Aid Profession

Constantly changing regulations, questions from students and families, school administration demands, staff morale – how do we juggle all of these often-competing demands and maintain our commitment to ourselves? We hear much about devoting proper attention to our physical health during times of stress; what about attending to our mental health during especially busy times? Session presenters will describe how life got suddenly interrupted by a major depression from too many competing life demands and how they have transformed through lessons of recovery that guide them on a new and improved life journey.

Room 19AB

Moderator:

Debra LaGrone, Compliance Products Specialist, NASFAA

Speakers:

Joseph Dobrota, Director of Financial Aid, College of William & Mary

Philip Hawkins, Director of Financial Aid, The George Washington University Law School

8:30am - 9:30am



When Disaster Hits at the Worst Possible Time

This session will discuss the impact natural disasters, such as hurricanes and wildfires, can have on a financial aid operation, and how various schools prepared staff and students for the aftermath of natural disasters. Come to hear first-hand accounts from a panel of financial aid professionals. Presenters will outline the steps they took to notify appropriate agencies, provide assistance and communication to students, and prepare staff to assist in meeting the needs of hundreds of students affected by disasters. Information regarding coordinating community resources, lessons learned, and incredible student stories of resilience will be provided.

Room 12AB

Moderator:

Susan Swisher, Executive Director, Saint Xavier University

Speakers:

JoEllen Soucier, Executive Director of Financial Aid, Houston Community College System Central College

Joel Philistin, Financial Coach, Houston Community College System Central College

Jana Cox, Director of Financial Aid, Santa Rosa Junior College

Wayne Kruger, Executive Director Financial Assistance Operations, St. Petersburg College Seminole Campus



Advocacy



Training



Forum



Professional Development & Management



LL Learning Lounge



HDW Half-Day Workshop



P2P Peer to Peer



FABS Financial Aid Business Solution Seminar

SESSION DESCRIPTIONS

Monday 8:30am - 9:30am

8:30am - 9:30am



Living Longer With Student Loans: What Is the Role of the Financial Aid Community in Preparing Borrowers for Their Aging Futures?



In an age of unprecedented longevity, it is more urgent than ever that student and parent borrowers be able to balance their debt with aging-related expenses. In this session, MIT AgeLab researchers will introduce a TIAA-supported mixed methods study about student loans, aging, and individual and family decision making. Researchers will facilitate an interactive conversation about participants' attitudes and perceptions of their role in preparing borrowers for long-term financial wellbeing. Ultimately, participants will understand the intersecting and compounding impacts of student debt and longevity planning. Participants will leave more prepared to help borrowers and their families conceptualize education loans as part of their aging futures.

Room 8ABC

Moderator:

Clantha McCurdy, Senior Deputy Commissioner, Massachusetts Department of Education

Speakers:

Julie Miller, Research Associate, Massachusetts Institute of Technology

Samantha Brady, Research Specialist, Massachusetts Institute of Technology

8:30am - 9:30am



ED: Administering Title IV Aid for Transfer Students

This session will address various issues that arise when administering federal student aid for transfer students. Discussions will cover transfer monitoring and demonstrate how to correctly award and disburse both Federal Pell Grants and Direct Loans. The discussions will primarily address standard term credit-hour calendars.

Room 18ABC

Moderator:

Daniel Mann, Director of Student Financial Aid, University of Illinois at Urbana-Champaign

Speakers:

Kevin Campbell, Training Officer, U.S. Department of Education

Trevor Summers, FSA, U.S. Department of Education

8:30am - 9:30am



Reauthorization Ready? Updates on Content and Timing of HEA

There has been a significant amount of movement toward the reauthorization the Higher Education Act this past year. This session will review draft legislation, related advocacy efforts, and discuss the likelihood of a reauthorization bill happening this year.

Room 17AB

Speakers:

Justin Draeger, President and CEO, NASFAA

Stephen Payne, Assistant Director of Federal Relations, NASFAA

Megan Coval, Vice President, NASFAA



Advocacy



Training



Forum



Professional Development & Management



LL Learning Lounge



HDW Half-Day Workshop



P2P Peer to Peer



FABS Financial Aid Business Solution Seminar



SESSION DESCRIPTIONS

Monday 8:30am - 9:50am

8:30am - 9:30am



Moving Beyond Outsourcing: How Service Partners Positively Impact the Student Life Cycle (Business Solutions)



Financial aid offices are some of the busiest on campus, striving to meet the demands for personalized student service while also juggling time-intensive processes and regulatory compliance updates. In this session, presenters will discuss how the University of Texas at Tyler has met these challenges through a service partnership with Inceptia, and how choosing a partner at key touchpoints in the student life cycle can improve the student experience. This session will offer practical advice from a director's perspective regarding service partnerships, insight on how to recognize key indicators for utilizing service partners, and more about the internal and external benefits of partnering.

Room 18D

Speakers:

Scott Lapinski, Director of Financial Aid, The University of Texas at Tyler

Deana Unger, Vice President of Financial Aid Operations, Inceptia

8:30am - 9:30am



Students and Credit: Consumer Credit Management (Business Solutions)



Did you know 83 percent of students with only student loans on their credit file are in deferment? Late payments and collection accounts can remain on credit reports up to 7 years. In this session, attendees will learn what the average student's credit profile looks like, what students need to know about credit, and how to help students build their credit history. Presenters will discuss hot topics including fraud, data breaches, and credit protection, and will provide attendees with valuable tips, tools, and resources to help students and families.

Room 14

Moderator:

Joe DePaulo, Chief Executive Officer, College Ave Student Loans

Speaker:

Veronica Herrera, Director, Product Solutions, Experian PLC

9:00am - 9:20am



How to Design a Financial Aid Plan for Recruiting and Retaining Students

More and more of your campus' resources are being gobbled up in the form of financial aid. What's the best way to use your limited pool of resources? Let's walk through an eight-step program that will help your families understand the financial aid process from the prospect stage through graduation and will help you use your resources most effectively.

Learning Lounge - Exhibit Hall 4

Speaker:

Wes Butterfield, Vice President, Ruffalo Noel Levitz

9:30am - 9:50am



NASFAA: 9 Common Questions Schools Have About Federal Program Reviews

Many schools fear program reviews, but you don't have to. Learn about the types of reviews, potential triggers for being selected for a review, the financial ramifications, and more.

Learning Lounge - Exhibit Hall 4

Speaker:

Mandy Sponholtz, SOE Review Program Administrator, NASAA



Advocacy



Training



Forum



Professional Development & Management



Learning Lounge



Half-Day Workshop



Peer to Peer



Financial Aid Business Solution Seminar



SESSION DESCRIPTIONS

Monday 9:45am - 10:45am

9:45am - 10:45am  **How Do I Advise My Undocumented Students Now?**

Serving the needs of undocumented students in the aid office can be a challenge even for seasoned financial aid administrators. With mixed and vague messages coming out of various federal agencies and the current presidential administration, many have wondered about the current and future prospects of the Deferred Action for Childhood Arrivals (DACA) program. Should students continue to apply for and renew with the DACA program? What about parents? What about undocumented students who do not meet the criteria to qualify for DACA? This session will provide a legal perspective on this complex subject, along with best practices for helping undocumented students overcome barriers.

Room 17AB

Moderator:

Beth Maglione, Vice President, NASFAA

Speaker:

Angela D. Adams, Owner/Attorney, Adams Immigration Law LLC

9:45am - 10:45am  **New Study from Sallie Mae and Ipsos: How America Pays for Graduate School 2017**

Graduate students are typically on their own when it comes to paying for their advanced degrees compared to undergraduates. This session highlights the key findings from the study and discusses graduate student perceptions and behaviors to include the resources they used to pay for graduate school, their reasons for pursuing a graduate degree, and the considerations they weighed when making their decisions about attending. Attendees will hear from a panel of school representatives who will share their creative tips for helping graduate students make their education affordable and continue their studies as they prepare for their chosen professions.

Room 12AB

Moderator:

Lisa K Mitchell, Vice President, Region Head, Sallie Mae

Speakers:

Katherine Anderson, Director of Financial Assistance, Bentley University

Emily Sillcocks, Financial Aid Director, South Texas College of Law

Lisa K Mitchell, Vice President, Region Head, Sallie Mae

9:45am - 10:45am  **Breaking Customer Service Rules to Provide 'Uncommon Service' to Your Students**

How can underperforming in the financial aid office create better service experiences? How can you manage students' and parents' behaviors and expectations while covering the costs of providing optimal service? Portland State's Mike Johnson explains, inspired by the book "Uncommon Service: How to Win by Putting Customers at the Core of Your Business." He's joined by customer success guru Chrisy Woll, who manages high expectations from 450 institutions serving 3 million students. Woll embraces grit, simplicity, and servant leadership – but measures by Net Promoter Scores. Learn how breaking the rules can change the game and drive customer and employee satisfaction.

Room 16AB

Moderator:

Kristen Gast, Director of Financial Aid, Southern Oregon University

Speakers:

Chrisy Woll, Vice President of Customer Success, CampusLogic, Inc.

Michael Johnson, Director of Student Financial Aid and Scholarships, Portland State University



Advocacy



Training



Forum



Professional Development & Management



LL Learning Lounge



HDW Half-Day Workshop



P2P Peer to Peer



FABS Financial Aid Business Solution Seminar



9:45am - 10:45am  **Lessons Learned in Our First Few Years of Being A Director**

Whether you are aspiring to become a director, newly hired, or a year or two in, come learn from your fellow “newbies” about their lessons learned from the first few years in the role. In this talk show-style Q&A session, panelists will share their experiences transitioning into the director role at a large public institution, the challenges of aid office management, leadership lessons, skills acquired, and favorite stories.

Room 18ABC

Moderator:

Rebekah Salcedo, Director, The University of Arizona

Speakers:

Rebekah Salcedo, Director, The University of Arizona

Angela Karlin, Assistant Vice Provost/Director of Financial Aid, University of Kansas

Nicholas W Prewett, Executive Director of Financial Aid, University of Missouri

Justin Chase Brown, Director, Scholarships & Financial Aid, University of Nebraska - Lincoln

Beth Armstrong, Director, Virginia Polytechnic Institute & State University

9:45am - 10:45am  **Communicating Cost: A Comparative Analysis of Award Letters From Colleges Across the Country**

P2P

The award package is a crucial piece of communication for students and families to determine which college will be an affordable option. This session will explore how different financial aid notification formats, terms, and other factors help or hinder student understanding and decision making. uAspire and New America conducted a quantitative and qualitative review of over 6,000 award letters from more than 500 colleges and universities to identify best practices and concerning trends for financial aid communication. Come review the findings and join the discussion of how to ensure students and families successfully understand their college costs.

Room 8ABC

Speakers:

Laura Keane, Chief Policy Officer, uAspire

Rachel Fishman, Deputy Director for Research, Higher Education Initiative, New America

Joseph Donlay, Associate Director, Operations, Colorado State University

9:45am - 10:45am  **Gainful Employment - Getting the Institution Involved**

Gainful employment regulations and disclosures involve so much more than just the financial aid office. But how does the financial aid office get all of the other offices to participate? A panel will share the successful and not so successful ways they have formed working partnerships within the institution.

Room 9ABC

Moderator:

Cristi Millard, Director of Financial Aid and Scholarships, Salt Lake Community College

Speakers:

Cristi Millard, Director of Financial Aid and Scholarships, Salt Lake Community College

Andrew Hammontree, Financial Aid Director, Francis Tuttle Technology Center

Vicki Kucera, Financial Aid Director, Central Community College Hastings Campus



Advocacy



Training



Forum



Professional Development & Management



LL Learning Lounge



HDW Half-Day Workshop



P2P Peer to Peer



FABS Financial Aid Business Solution Seminar

SESSION DESCRIPTIONS

Monday 9:45am - 11:00am

9:45am - 10:45am  **Enrollment and Compliance Reporting and the National Student Clearinghouse**

This session will provide an overview of the enrollment status-related compliance reporting requirements, explain how the National Student Clearinghouse receives and reviews data from schools and responds to the NSLDS enrollment rosters. We will review the NSLDS's Enrollment Statistics process, provide hints and tips for improving the score the NSLDS calculates for your institution, and review recent guidance from FSA and what it means to institutions. We will also look at compliance best practices and suggestions for areas of cooperation between the registrar and financial aid offices to ensure compliance with federal reporting requirements.

Room 19AB

Moderator:

Karen McCarthy, Director of Policy Analysis, NASFAA

Speakers:

Julie Esau, Regional Director, National Student Clearinghouse

George Levathes, Vice President, National Student Clearinghouse

9:45am - 10:45am  **Alternative Loan Solutions / Income-Share Agreement (Business Solutions)**

FABS

This session will offer a review of the emerging trends in financing higher education including parent/sponsor loans, risk-sharing programs, and income-share agreements. Presenters will examine emerging trends and alternatives to traditional forms of higher education financing.

Room 18D

Speakers:

Dennis Wentworth, Vice President of Business Development, Goal Structured Solutions, Inc.

Theodore Malone, Executive Director, Purdue University

9:45am - 10:45am  **Increase Accessibility, Fund Utilization and Retention With ScholarshipUniverse (Business Solutions)**

FABS

Scholarships are crucial to the financial health of your students, and your institution—enrollment, retention, and bringing in external funds. But 58 percent of higher education institutions lack automated scholarship management, or don't know what they have. Managing millions of dollars in funding—and students' futures—deserved better technology. That's why CampusLogic, Inc. built ScholarshipUniverse, the most advanced scholarship solution in higher education today. Learn how you can improve scholarship fund utilization with better visibility and management, increase accessibility and retention by closing student funding gaps, and bring outside funds to your institution through vetted external scholarships.

Room 14

Moderator:

Chris Chumley, Chief Operating Officer, CampusLogic, Inc.

Speaker:

Chris Chumley, Chief Operating Officer, CampusLogic, Inc.

10:00am - 10:20am **LL** **NASFAA: Compliance Products for the 21st Century: Student Aid Index and the P&P Builder**

You've been asked a question about professional judgment and you don't know where to look. Is it in the regulations? Is that an area that is regulated? With the Student Aid Index, the answer is right in the palm of your hand. Also, find out how NASFAA can help you keep all of your policies and procedures in one place, safely and securely with the P&P Builder. Never worry about losing your P&P manual again!

Learning Lounge - Exhibit Hall 4

Speaker:

Tiffany Gibbs, Compliance Products Manager, NASFAA

10:45am - 11:00am

Beverage Break

Sponsored by Global Financial Aid Services

Exhibit Hall 4 and Level 4 Lobby



Advocacy



Training



Forum



Professional Development & Management



Learning Lounge



Half-Day Workshop



Peer to Peer



Financial Aid Business Solution Seminar



SESSION DESCRIPTIONS

Monday 11:00am - 12:00pm

11:00am -
12:00pm



Work(Optimization)-Study

This presentation focuses on systemic improvement strategies for Federal Work-Study programs at individual schools in an effort to provide attendees with the knowledge and tools to shift their programs from transactional (work-for-pay) to transformational (work-as-professional-development). Presenters will cover strategies for reducing administrative time spent, methods for improving the student/supervisor training process, and ways to align job offerings with the academic interests and professional goals of students. You'll also learn about suggested techniques for collecting and analyzing data about the program and get examples of how to leverage technology to improve program operations.

Room 8ABC

Moderator:

Tabatha Turner, Senior Associate Director,
University of North Carolina at Chapel Hill

Speakers:

Joshua Leonard, Assistant Director Processing
and Employment Programs, University of North
Carolina at Chapel Hill

Erin Porter, Associate Director, Texas A&M
University

11:00am -
12:00pm



Creating and Implementing an Integrated and Effective Emergency Aid Program via the Emergency Aid Lab: Lessons Learned

An estimated 3 million college students drop out each year due to a small but urgent financial crisis. Research shows that one-time emergency financial aid payments of \$1,500 or less can bridge such crises, enabling these students to persist to graduation. Indeed, 70 percent of U.S. colleges and universities offer some form of emergency financial aid. However, few have coherent programs for getting it to the students who need it, when they need it. To change this, Reos Partners has convened the Emergency Aid Lab. Come to this session to learn what Lab participants are collaborating on to experiment with and refine multiple initiatives.

Room 17AB

Moderator:

Jill Desjean, Policy Analyst, NASFAA

Speaker:

Brenna Atnikov, Senior Consultant, Reos
Partners

11:00am -
12:00pm



Living on Credit: Trends in Student Borrowing for Non-Tuition Expenses

Despite a robust national conversation about how rising tuition prices contribute to student indebtedness, there has been relatively sparse analysis about the extent to which students' living costs impact their borrowing decisions. In this session, presenters will present up-to-date, original research about the share of students who borrow to cover non-tuition expenses, how much they borrow, and how these trends have changed over time. Following an overview of these findings broken down by factors such as student level, race, dependency status, and college sector, an expert panel will discuss the federal and institutional policy implications of students living on credit.

Room 12AB

Moderator:

Rachel Fishman, Deputy Director for Research,
Higher Education Initiative, New America

Speakers:

Ben Barrett, Program Associate, New America
Kim Dancy, Senior Policy Analyst, New America

Colleen Campbell, Associate Director,
Postsecondary Education, Center for American
Progress

Kelly Morrissey, Director of Financial Aid,
Mount Wachusett Community College



Advocacy



Training



Forum



Professional Development
& Management



Learning Lounge



Half-Day Workshop



Peer to Peer



Financial Aid Business
Solution Seminar



SESSION DESCRIPTIONS

Monday 11:00am - 12:00pm

11:00am -
12:00pm



Like Kittens with a Shiny Object: How to Get Students to Pay Attention to You

Communicating effectively with students (especially millennials and Gen Z) is exceedingly difficult. It requires first getting their attention – but that’s harder and harder to do in a world where 7,740 tweets are sent per second. A consistent message paired with a multi-channel approach is driving success at institutions nationwide. Panelists will share the channels they’re optimizing to drive student engagement, how they develop and distribute a cohesive message across channels to maximize awareness, and the importance of working cross-functionally with key stakeholders in marketing and enrollment. Presenters will work through a sample scenario, share success metrics, and provide easily implementable channel tips.

Room 16AB

Moderator:

Michelle Stipp, Director of Financial Aid, Roosevelt University

Speakers:

Matthew Metz, Assistant Vice President for Enrollment Management, D’Youville College

Michelle Stipp, Director of Financial Aid, Roosevelt University

Shar-Day Campbell, Financial Aid Communications and Social Media Coordinator, Houston Community College

11:00am -
12:00pm



Making Eligibility and Certification Approval Report (ECAR) and Program Participation Agreement (PPA) Updates

They don’t need updating very often, but when they do it really matters, and it usually all rests on the financial aid leaders’ shoulders. Come learn the requirements and share some best practices associated with updating your institution’s contractual agreements necessary for Title IV Aid eligibility: Eligibility and Certification Approval Report (ECAR) and your Program Participation Agreement (PPA).

Room 9ABC

Speaker:

Joseph T Koroma, Financial Aid Supervisor, Peralta Community Colleges

11:00am -
12:00pm



ED: A Guide to Year-Round Federal Pell Grants

The Consolidated Appropriations Act of 2017 allows students to receive Federal Pell Grant funds up to 150 percent of the student’s Pell Grant Scheduled Award for an award year. This session will review the statutory provisions and provide case studies examples of awarding Year-Round Pell (YRP) to students.

Room 18ABC

Moderator:

Zita Barree, Director, Hampden-Sydney College

Speakers:

Carney McCullough, Director, Policy Development Group, U.S. Department of Education

Marie Fitzpatrick, Program Management Analyst, FSA, U.S. Department of Education



Advocacy



Training



Forum



Professional Development & Management



LL Learning Lounge



HDW Half-Day Workshop



P2P Peer to Peer



FABS Financial Aid Business Solution Seminar

SESSION DESCRIPTIONS

Monday 11:00am - 1:45pm

11:00am -
12:00pm



Tackling Higher Ed's Biggest Challenges With 50 Forward Thinking Institutional Leaders

In late 2017, NASFAA was awarded a grant to convene a group of campus leaders tasked with developing policy solutions that will help surmount obstacles preventing students from enrolling in, paying for, and graduating from college. The grant is provided by the Bill & Melinda Gates Foundation, to facilitate the Higher Education Committee of 50—or “Forward50”—a group comprised of college presidents, enrollment managers, admissions staff, financial aid and bursar leaders, members of governing boards, students, and other leaders from all sectors of postsecondary institutions. This session will present the group’s recommendations and allow the NASFAA membership to provide their feedback.

Room 19AB

Moderator:

Justin Draeger, President and CEO, NASFAA

Speakers:

Robert Collins, Vice President of Financial Aid, Western Governors University

Angela Johnson, Vice President of Access and Completion, Cuyahoga Community College Eastern Campus

Daniel Mann, Director of Student Financial Aid, University of Illinois at Urbana-Champaign

Anne Cartwright, Attorney, Husch Blackwell LLP

11:00am -
12:00pm



Develop Equitable, Effective and Efficient Financial Aid Programs With the College Board's Financial Aid Solutions (Business Solutions)



Learn how students and institutions are benefiting from The College Board's upgraded and modernized services. In this session, presenters will share highlights of The College Board's newly redesigned financial aid application, the CSS Profile, including tools that promote completion and accuracy. Attendees will also learn how the mobile-enabled Net Price Calculator is friendlier for students and colleges alike.

Room 18D

Moderator:

Brian Lemma, Director of Financial Aid Solutions, The College Board

Speakers:

Kathryn Blaisdell, Director of Student Financial Services, Mount Holyoke College

Anne Walker, Director, Student Financial Services, Rice University

11:00am -
12:00pm



How Students Can Reduce Their Loan Burdens Before and After They Graduate (Business Solutions)



This session will cover strategies that students and parents can employ during and after school to help reduce the debt burden many face in financing their education. The session will specifically call out repayment options students should consider during school as well as options like public service loan forgiveness, income-based repayment, and student loan refinancing that students should consider upon graduation.

Room 14

Speaker:

Peter Wylie, Vice President, CommonBond

12:15pm - 1:30pm

Regional and State Presidents Luncheon (an invitation-only event)

Room 10B

12:15pm - 1:45pm

Networking Luncheon

Please join your colleagues in the exhibit hall for a networking luncheon that will allow you the time to connect with other financial aid administrators and exhibitors.

Exhibit Hall 4



Advocacy



Training



Forum



Professional Development
& Management



Learning Lounge



Half-Day Workshop



Peer to Peer



Financial Aid Business
Solution Seminar

SESSION DESCRIPTIONS

Monday 12:30pm - 2:20pm

12:30pm -
12:50pm

LL **Innovations in Financial Aid Management Solutions
(What's Inceptia Uncomplicating Now?)**

Innovating the way financial aid processes are presented is a challenge. How do you make gathering information easy and intuitive? How do you deliver the experience students expect? Inceptia is always looking for ways to uncomplicate financial aid and is excited to share the additions and enhancements it has added to its Financial Aid Management Solutions. Come to this session to hear about new innovations in Inceptia's universal sign-in student portal, award letters and electronic forms, as well as enhancements to Inceptia's current solutions that will help you boost enrollment, promote your school, enhance the student experience and save you time.

Learning Lounge - Exhibit Hall 4

Speaker:

Deana Unger, Vice President of Financial Aid Operations, Inceptia

1:00pm - 1:20pm

LL **Jenzabar Financial Aid – Built Today to Meet the
Demands of Tomorrow**

Come to this session to learn more about Jenzabar Financial Aid, the cloud-based solution that lets you spend more time with students and meets the needs of modern financial aid professionals – from traditional and CBE programs to multiple awarding methodologies.

Learning Lounge - Exhibit Hall 4

1:30pm - 1:50pm

LL **Great Lakes: Why Student Debt Letters Matter... Now
More Than Ever**

Are student debt letters the next big thing? They've been mandated in numerous states. Whether your school is facing compliance or you're just curious, stop by to learn how these annual check-ups can help students achieve better outcomes. We'll also share insights and best practices to help you implement a student debt letter on your campus.

Learning Lounge - Exhibit Hall 4

1:45pm - 5:00pm

Information Desk Open

Exhibit Hall 4 Lobby

2:00pm - 2:20pm

LL **Interested in Being a Consultant?**

Ever wondered what consulting is like? At Financial Aid Services (FAS), our culture is client-centered. We earn our clients' trust and confidence by providing quality service and truly caring about their results. Our values define how we conduct our business and treat all our constituents. Come and hear firsthand what it's like to consult with FAS. Senior consultant, and former NASFAA National Chair, Judy Schneider, will share how consulting can be professionally challenging and personally fulfilling. Judy will offer personal experiences serving in interim leadership roles, assessing the effectiveness of financial aid offices and providing consulting and guidance to colleagues throughout the country.

Learning Lounge - Exhibit Hall 4

Speaker:

Judy Schneider, Senior Consultant, Financial Aid Services



Advocacy



Training



Forum



Professional Development
& Management



Learning Lounge



Half-Day Workshop



Peer to Peer



Financial Aid Business
Solution Seminar

SESSION DESCRIPTIONS

Monday 2:00pm - 3:00pm

2:00pm - 3:00pm	Proprietary School Town Hall The town hall format provides an opportunity for proprietary school representatives to discuss with NASFAA the issues that are unique to the community, ensuring the concerns of members are heard.	Room 16AB Moderators: Megan Coval, Vice President, NASFAA Paula Luff, Associate Vice President Enrollment Services, DePaul University
2:00pm - 3:00pm	Graduate/Professional Community Town Hall The town hall format provides an opportunity for the graduate and professional community to discuss with NASFAA the issues that are unique to the community, ensuring the concerns of members are heard.	Room 12AB Moderators: Jill Desjean, Policy Analyst, NASFAA Lori L Vedder, Director of Financial Aid, University of Michigan - Flint
2:00pm - 3:00pm	4-Year Private Schools Town Hall The town hall format provides an opportunity for 4-year private institutions to discuss with NASFAA the issues that are unique to the community, ensuring the concerns of members are heard.	Room 18ABC Moderators: Stephen Payne, Assistant Director of Federal Relations, NASFAA Brenda Hicks, Director of Financial Aid, Southwestern College Kim Jenerette, Executive Director of Financial Aid, Cedarville University
2:00pm - 3:00pm	Community Colleges Town Hall The town hall format provides an opportunity for the community college sector to discuss issues that are unique to the community, ensuring the concerns of members are heard.	Room 9ABC Moderators: Karen McCarthy, Director of Policy Analysis, NASFAA Lisa Blazer, Sr. Associate Vice President for Student Affairs, University of Texas at San Antonio Angela Johnson, Vice President of Access and Completion, Cuyahoga Community College Eastern Campus
2:00pm - 3:00pm	4-Year Public Schools Town Hall The town hall format provides an opportunity for 4-year public institutions to discuss with NASFAA the issues that are unique to the community, ensuring the concerns of members are heard.	Room 17AB Moderators: Justin Draeger, President and CEO, NASFAA Billie Jo Hamilton, Associate Vice President for Enrollment Planning & Management, University of South Florida



Advocacy



Training



Forum



Professional Development & Management



Learning Lounge



Half-Day Workshop



Peer to Peer



Financial Aid Business Solution Seminar



SESSION DESCRIPTIONS

Monday 2:30pm - 4:15pm

2:30pm - 2:50pm

LL **NASFAA: Compliance Products for the 21st Century: Student Aid Index and the P&P Builder**

You've been asked a question about professional judgment and you don't know where to look. Is it in the regulations? Is that an area that is regulated? With the Student Aid Index, the answer is right in the palm of your hand. Also, find out how NASFAA can help you keep all of your policies and procedures in one place, safely and securely with the P&P Builder. Never worry about losing your P&P manual again!

Learning Lounge - Exhibit Hall 4

Speaker:

Tiffany Gibbs, Compliance Products Manager, NASFAA

3:15pm - 4:15pm

Help! How do I Advise my Students on Income-Driven Repayment Plans When I Don't Understand Them?

Overwhelmed by the details of income-driven repayment (IDR) plans? Tired of the charts, graphs, and legalese you normally hear in IDR presentations? This session will provide a simplified approach to understanding the major benefits and differences of IDR plans, and provide you with tools to help you advise your graduates on which plan might be the best fit for their student loan repayment goals. You will see examples of how to calculate discretionary income, how to calculate an estimated required monthly payment by income, and how to maximize the various benefits of each IDR plan.

Room 12AB

Moderator:

Celeste Franklin, Director of Financial Aid, Pennsylvania Academy of the Fine Arts

Speakers:

Elizabeth Collins, Financial Technical Processor, Roseman University of Health Sciences

Sally Mickelson, Director of Financial Aid, Roseman University of Health Sciences

3:15pm - 4:15pm

Slow Down, Enrollment Management Is Trying to Catch You...

Are you trying to figure out where enrollment management initiatives fit into your efforts to maintain compliance with new rules and regulations, while serving growing numbers of students with current staffing levels? This session will explore ways financial aid offices can contribute to recruitment, retention, and completion goals of enrollment management while maintaining the core operations and services of a financial aid office.

Room 16AB

Moderator:

Amy Berrier, Assistant Director for Operations, University of North Carolina at Greensboro

Speakers:

Brenda Burke, Executive Director of Financial Aid and Scholarships, University of Utah

Deborah Tollefson, Director of Financial Aid, University of North Carolina at Greensboro

3:15pm - 4:15pm

Making Your Workflow Work FOR You

Financial aid offices are often tasked with doing more with less. Workflow has to be maximized to increase output to meet these demands. The challenge is that there are many areas where processes get bogged down and a bottleneck occurs. Using the "Theory of Constraints" from the manufacturing industry as a framework, this session will help you identify bottlenecks in your workflow processes and provide tools to help you adjust your workflows to maximize output.

Room 8ABC

Moderator:

Karen Krause, Executive Director Financial Aid, Scholarships, & VA Benefits Certification, University of Texas at Arlington

Speakers:

Rachael Fournier, Associate Director, Scholarships, University of Texas at Arlington

Consuela Mitchell, Director of Enrollment Resources, Southern Methodist University



Advocacy



Training



Forum



Professional Development & Management



LL Learning Lounge



HDW Half-Day Workshop



P2P Peer to Peer



FABS Financial Aid Business Solution Seminar

SESSION DESCRIPTIONS

Monday 3:15pm - 4:15pm

3:15pm - 4:15pm



NASFAA's Code of Conduct and Ethical Principles

Because of our unique experience and training, financial aid professionals make judgments, apply skills, and reach informed decisions in situations that the general public cannot. This expertise comes with responsibility—a set of ethics that should govern the decisions and actions of all financial aid professionals. NASFAA requires its members to demonstrate ethical behavior, but what are the requirements? How were they developed and why? What do they mean for your office? We all face ethical dilemmas every day in our jobs—come to this session to learn how to navigate the ones we encounter most often!

Room 9ABC

Moderator:

Mary Sommers, Director of Financial Aid, University of Nebraska at Kearney

Speakers:

Mary Sommers, Director of Financial Aid, University of Nebraska at Kearney

Lisa Hopper, Director of Financial Aid, National Park College

3:15pm - 4:15pm



The Fit and Function(s) of Financial Aid in Enrollment Management

What does Enrollment Management (EM) encompass and what strategic organizational purpose(s) does it serve? This session will be part philosophical discussion and part practical discussion of just what EM is and means. Presenters will answer audience questions and discuss the differences between strategic EM and holistic EM, how the financial aid office fits into managing enrollments without treating students as a number or bottom line toward net revenue, and how where an office is housed in an organization can affect its functions/goals.

Room 17AB

Moderator:

Daniel McCoury, Senior Associate Director, Appalachian State University

Speakers:

Forrest Stuart, Associate Vice President for Enrollment Management and Director of Financial Aid, Furman University

Anthony P Jones, Director of Student Financial Aid, Appalachian State University

3:15pm - 4:15pm



NASFAA's Public Policy Open Forum

Have a question for NASFAA's Policy Team? Seeking clarification on reauthorization, the budget, or the latest news from the Department of Education? Join NASFAA Policy Staff at this open forum to get your questions answered and learn the latest news on what's happening in Washington!

Room 19AB

Speakers:

Justin Draeger, President and CEO, NASFAA

Karen McCarthy, Director of Policy Analysis, NASFAA

Megan Coval, Vice President, NASFAA

3:15pm - 4:15pm



Streamlining Scholarship Management With AcademicWorks (Business Solutions)



As students and parents struggle to pay for higher education, the need for scholarships is vital for colleges and universities to stay competitive when recruiting and retaining top talent. Come to this session to learn how the AcademicWorks Scholarship Management Platform can revolutionize your entire scholarship process to improve student access to scholarships, enhance donor engagement, and maximize fund utilization.

Room 18D

Speaker:

Tim Clements, Regional Director of Sales, AcademicWorks



Advocacy



Training



Forum



Professional Development & Management



LL Learning Lounge



HDW Half-Day Workshop



P2P Peer to Peer



FABS Financial Aid Business Solution Seminar

SESSION DESCRIPTIONS

Monday 3:15pm - 5:30pm

3:15pm - 4:15pm



ED: Common Origination and Disbursement (COD) System Update

This session will provide an overview of recent and significant modifications to the COD system, as well as enhancements and modifications planner for later in the 2018-19 award year cycle.

Room 18ABC

Speakers:

Wood Mason, Business Operations & Program Services, U.S. Department of Education

Marie Fitzpatrick, Program Management Analyst, FSA, U.S. Department of Education

3:15pm - 4:15pm



Funding Gen Z and Millennials (Business Solutions)



Whether we like it or not, our students are changing! Learn how to keep up with these changes. In this session presenters will explore the expectations and mindset of Gen Z students and consider how they contrast with Millennials. You will enter the minds of your Gen Z students and review how their unique perspective impacts their lives, their view, their vision and their buying choices. What do they want and need from us to support them?

Room 14

Speakers:

Jeff Recker, CommonBond

Keith Babich, Director of Campus Relations, CommonBond

4:15pm - 5:30pm

Un-Wine'd Hour Sponsored by ECMC

Relax with old friends and meet new ones, network with other attendees, and chat with exhibitors.

Exhibit Hall 4

4:20pm - 5:20pm



"Off The Cuff" Live Podcast

NASFAA's "Off The Cuff" podcast brings you the latest news in higher education and financial aid policy each week, with an "insider's" look into the inner workings of the nation's capital. Stop by for a live recording with the podcast team to see what goes on behind the scenes in the making of the podcast each week and get NASFAA's take on hot topics in financial aid.

Learning Lounge - Exhibit Hall 4



Advocacy



Training



Forum



Professional Development & Management



Learning Lounge



Half-Day Workshop



Peer to Peer



Financial Aid Business Solution Seminar

SESSION DESCRIPTIONS

Tuesday 7:45am - 10:30am

TUESDAY

7:45am - 10:30am	Registration Open	Exhibit Hall 4 Lobby
7:45am - 12:30pm	Information Desk Open	Exhibit Hall 4 Lobby
7:45am - 12:30pm	Exhibit Hall Open	Exhibit Hall 4
8:00am - 8:20am	LL Regent: Automating Financial Aid for Non-Traditional Programs Institutions across the country are grappling with declining enrollments, while at the same time wrestling with a renewed focus on cost and student outcomes. As institutions develop strategies to address these issues, many are exploring ways to expand online learning and offer more flexible non-traditional enrollment models such as competency-based and self-paced learning. This session will provide participants with an understanding of these new enrollment models, the financial aid management issues and challenges institutions face with them, and how Regent Education works to successfully implement these flexible programs.	Learning Lounge - Exhibit Hall 4 Speaker: Steven England, Vice President, Client Solutions, Regent Education
8:30am - 10:00am	U.S. Department of Education Federal Update Senior officials from the Department of Education (ED) will present information and updates about ED's Title IV activities and initiatives, including information about ED's regulatory efforts.	Ballroom DEFG Speakers: Lynn Mahaffie, Deputy Assistant Secretary for Policy, Planning and Innovation, U.S. Department of Education Cynthia Hammond, U.S. Department of Education Craig Munier, Federal Student Aid
10:00am - 10:15am	Beverage Break <i>Sponsored by Global Financial Aid Services</i>	Exhibit Hall 4 and Level 4 Lobby
10:10am - 10:30am	LL Losing Students to Student Financial Services Gaps? Stop the Madness With CampusLogic More than 3 million students drop out of higher education each year due to financial constraints. The top three gaps that claim them? Inefficient financial aid processing systems, poor student communication, and poor organization of scholarships. Bridge these gaps with CampusLogic. CampusLogic's easy, mobile, personalized student financial services platform drives enrollment and retention and provides the best student experience. Let CampusLogic help you streamline your financial aid forms and processes, student communications, scholarship management and more.	Learning Lounge - Exhibit Hall 4 Moderator: Chris Chumley, Chief Operating Officer, CampusLogic, Inc. Speaker: Chris Chumley, Chief Operating Officer, CampusLogic, Inc.



Advocacy



Training



Forum



Professional Development & Management



Learning Lounge



Half-Day Workshop



Peer to Peer



Financial Aid Business Solution Seminar



SESSION DESCRIPTIONS

Tuesday 10:15am - 11:15am

10:15am - 11:15am  **In Data We Trust**

Financial aid data has taken on an increasing role on many campuses, and without good data, it's impossible to make well-informed decisions. As the use of data-informed decision making grows, the number and complexity of data requests has significantly increased. Managing requests for this data, along with already mandated federal and state reporting, becomes another task for the financial aid office. In this session, presenters will focus on the steps they have taken to handle these requests, to ensure the availability and reliability of their data, and to balance the need for information with their school's mandate to protect student privacy.

Room 8ABC

Moderator:

Victoria Hampton, Director of Student Financial Assistance, University of Hartford

Speakers:

Shannon Venezia, Associate Director, University of Connecticut

Naomi McKenna, Manager of Technical Projects, University of Connecticut

10:15am - 11:15am  **Ethical Dilemmas in Determining Cost of Attendance**

NASFAA's Code of Conduct states that institutional award notifications and/or other institutionally provided materials shall include "a breakdown of individual components of the institution's Cost of Attendance, designating all potential billable charges." Recent studies and related news articles have reported wide variations in living costs, even among institutions from similar geographic areas. This panel will examine the common ethical questions that pertain to proper disclosures and discuss best practices in developing a COA.

Room 9ABC

Moderator:

Mary Sommers, Director of Financial Aid, University of Nebraska at Kearney

Speakers:

Mary Sommers, Director of Financial Aid, University of Nebraska at Kearney

Pamela W Fowler, Executive Director, Office of Financial Aid, University of Michigan

10:15am - 11:15am  **Newer Approaches to Facilitate Student Success With Financial Aid Programs**

Student retention and completion is a priority for all institutions. Not only is it our mission but failing to keep students enrolled through degree completion is expensive and affects key metrics that are often tied to prestige and budgets. Studies show that student retention problems are often related to student finances. In this session, learn how Indiana University-Purdue University Indianapolis, Michigan State University, and Arizona State University are addressing retention concerns. Participants will learn about unique partnerships, programs, and initiatives (such as completion grants), as well as how to use data to formulate and execute programs that can be studied and potentially replicated.

Room 16AB

Moderator:

Paula Luff, Associate Vice President Enrollment Services, DePaul University

Speakers:

Marvin Smith, Executive Director of Student Financial Services, Indiana University-Purdue University Indianapolis

Melissa Pizzo, Assistant Vice President, Enrollment Management and Services, Arizona State University



Advocacy



Training



Forum



Professional Development & Management



LL Learning Lounge



HDW Half-Day Workshop



P2P Peer to Peer



FABS Financial Aid Business Solution Seminar

SESSION DESCRIPTIONS

Tuesday 10:15am - 11:15am

10:15am - 11:15am  **How You Can Advocate for Your Grad/Professional Students**

Graduate and professional students and the financial aid administrators who work with them face very different student aid issues than undergraduate students often do. Have you ever wondered how your voice can be heard on those issues? How you can advocate for your students? There are many ways to be involved and to be heard, including associational involvement and advocacy work directly with legislators and their staff members. This session will provide perspective from financial aid administrators who have served on NASFAA committees and task forces and have advocated for their students on Capitol Hill. Getting involved is easier than you think!

Room 12AB

Moderator:

Stephen Payne, Assistant Director of Federal Relations, NASFAA

Speakers:

Emily Osborn, Director, Northwestern University Chicago Campus

Mendy Schmerer, Director, University of Oklahoma Health Sciences Center

10:15am - 11:15am  **Change: Practical Implications in Your Work Environment**

Change is a constant factor in financial aid—from ongoing changes in legislation, regulation, and policy changes on a federal or state level to changes in key staffing roles and perhaps even institutional direction. This session will address concepts that are important in dealing with change, along with requirements—and difficulties—of change, as well as how to cope with and cultivate the change process to see a positive outcome!

Room 19AB

Moderator:

Katherine Deacon, Associate Director SFA, University of Hartford

Speakers:

Sherwin Hibbets, Director, Regulatory Affairs, Financial Aid Management for Education, Inc.

Kim Jenerette, Executive Director of Financial Aid, Cedarville University

10:15am - 11:15am  **ED: FAFSA 2018-19 and Beyond**

This session will provide an update on the 2018-19 Free Application for Federal Student Aid (FAFSA®), including the mobile version. Basic FAFSA® data will also be shared, along with a look to the future for the FAFSA®.

Room 18ABC

Moderator:

Louisa Diana, Associate Director, Loan Programs, Gonzaga University

Speakers:

Edward M Pacchetti, Director of Customer Analytics, U.S. Department of Education

Kaegy Pabulos, Federal Direct Loans Coordinator and Quality Assurance Manager, U.S. Department of Education

Jonathan Goodsell, Management and Program Analyst, U.S. Department of Education

10:15am - 11:15am  **Verification: The Questions You Are Asking**

In this session, NASFAA staff will delve into the verification questions NASFAA members have asked that seek to clarify current processes. We will briefly review the 2018-19 verification data elements and documentation requirements, and include guidance provided by the Department of Education (ED) over the past year.

Room 17AB

Moderator:

Dana Kelly, Chief Training Officer, NASFAA

Speaker:

David Futrell, Knowledgebase/AskRegs Manager, NASFAA



Advocacy



Training



Forum



Professional Development & Management



LL Learning Lounge



HDW Half-Day Workshop



P2P Peer to Peer



FABS Financial Aid Business Solution Seminar

SESSION DESCRIPTIONS

Tuesday 10:15am - 11:15am

10:15am - 11:15am  **Automating Verification to Improve Student Service (Business Solutions)**

FABS

Verification is universally challenging and time consuming for aid administrators in overworked financial aid offices. Join Global Financial Aid Services and aid practitioners to discuss a better way to approach verification. In this session, presenters will discuss some of the common verification challenges including compliance, student service, and managing paper documents. Global Financial Aid Services, Inc. will highlight real colleges' implementations of its GLOBALCore verification solution to mitigate these challenges, reduce stress in the financial aid office, and improve student service.

Room 18D

Speakers:

Chesa Donovan, Executive Director, Solutions and Sales, Global Financial Aid Services, Inc.

Ben Burton, Chief Financial Student Resources Officer, Ivy Tech Community College of Indiana

10:15am - 11:15am  **Students and Credit: Consumer Credit Management (Business Solutions)**

FABS

Did you know 83 percent of students with only student loans on their credit file are in deferment? Late payments and collection accounts can remain on credit reports up to 7 years. In this session, attendees will learn what the average student's credit profile looks like, what students need to know about credit, and how to help students build their credit history. Presenters will discuss hot topics including fraud, data breaches, and credit protection, and will provide attendees with valuable tips, tools, and resources to help students and families.

Room 14

Moderator:

Joe DePaulo, Chief Executive Officer, College Ave Student Loans

Speaker:

Veronica Herrera, Director, Product Solutions, Experian PLC

10:40am - 11:00am  **Understanding Student Loan Refinancing**

Are you concerned about rapidly increasing student debt levels? Are you looking for solutions to present to your students that can assist them with managing their federal and private student loan debt and possibly reduce their total repayment costs and default rates? If these are issues you and your students face, refinancing can help! The presenter will provide a primer on how student loan refinancing works, dispel the myths surrounding these products, and provide you with counseling tools which you can use to advise your graduates, so they can determine if refinancing is right for them.

Learning Lounge - Exhibit Hall 4

Speaker:

Keith Babich, Director of Campus Relations, CommonBond



 Advocacy

 Training

 Forum

 Professional Development & Management

 Learning Lounge

 Half-Day Workshop

 Peer to Peer

 Financial Aid Business Solution Seminar

SESSION DESCRIPTIONS

Tuesday 11:20am - 12:30pm

11:20am - 11:40am **LL** **Solutions to Help Your “Credit Invisible” Students Get Funding Without a Cosigner**

“Credit invisible” students with a limited credit history and no access to a creditworthy cosigner are among the most vulnerable when lacking the financial resources to pay for their education. Many of these often high-performing students need more money than the federal government will provide. International students have even fewer options. What are the best solutions to provide these promising students who are struggling to pay for their education, yet are often shut out from traditional options? Kevin McNamara, director of university relations at MPOWER Financing, and Dennis Wentworth, VP of business development at Goal Structured Solutions, Inc., have joined forces to break down the problem and provide details on new lending programs and resources that can help your students today.

Learning Lounge - Exhibit Hall 4

Speakers:

Kevin McNamara, Director of University Relations at MPOWER Financing

Dennis Wentworth, VP of Business Development at Goal Structured Solutions, Inc.

11:30am - 12:30pm



Re-Examining Paradigms of Campus-Based Aid

The NASFAA task force for Re-Examining Paradigms of Campus-Based Aid was convened in June 2017 to examine the “one grant/one loan” concept with a specific focus on whether and how the existing campus-based programs fit into this model. Although the “one grant/one loan” concept is not a new one, recent focus on simplification of the Title IV aid programs has brought it back to the forefront of conversation in the financial aid community and on Capitol Hill. As Congress gets closer to reauthorization of the Higher Education Act (HEA), discourse surrounding “one grant/one loan” has surfaced among key lawmakers.

Room 8ABC

Moderator:

Jill Desjean, Policy Analyst, NASFAA

Speakers:

Kelly Morrissey, Director of Financial Aid, Mount Wachusett Community College

Shannon L. Crossland, Interim Executive Director, Texas Tech University

11:30am - 12:30pm



Creating a New Funding Option—Back a Boiler 2 Years In

Serving students requires constant evaluation and innovation. However, we have had the same tools available to fund students for decades. Purdue University took on a project to create a new model for funding called an income-share agreement. This session will provide an overview of how it was developed, implemented, and where it is after two years. Some of the specifics will be funding the program, the legal environment, and helping students make informed decisions.

Room 12AB

Moderator:

Leo J Hertling, Associate Director, Purdue University

Speakers:

Theodore Malone, Executive Director, Purdue University

Jeffrey Weinstein, Co-Founder & VP of Analytics, Vemo Education

Amanda Redick, Associate Counsel for Corporate and Global Partnership, Purdue University



Advocacy



Training



Forum



Professional Development & Management



Learning Lounge



Half-Day Workshop



Peer to Peer



Financial Aid Business Solution Seminar

11:30am - 12:30pm

 **Bridging the Faculty and Financial Aid Divide: Working Together to Provide All Students Affordability and Success**

Faculty and staff are both invested in student success and providing support throughout their college careers. Many students tend to spend the majority of their time with their college professors, while they may contact their financial aid advisors rarely and primarily when in crisis. Session presenters will discuss ways to align faculty and staff's understanding of students' diverse needs and each other's viewpoints, particularly focusing on supporting students most at risk of failure to meet satisfactory academic progress or of dropping out. Presenters will also share preliminary student-focused data about how faculty and staff working together leads to student success.

Room 17AB


Moderator:

Rachelle Feldman, Associate Provost of Scholarships and Student Aid, University of North Carolina at Chapel Hill

Speakers:

Sara Prewett, Post Doctoral Researcher, University of Missouri
 Brian P Hogan, Professor of Chemistry, Director of the Carolina Covenant, University of North Carolina at Chapel Hill

11:30am - 12:30pm

 **I Don't Like Surprises: Effective Internal Audits and Compliance Programs**

A program review or the A-133, state, or other audit is not the time to find out what is going on in your office. Developing and implementing effective internal audit and compliance procedures allows you to identify and correct issues before they have a negative impact on your students and your institution. This session aims to help institutions of all sizes and types build financial aid compliance programs and internal audit procedures to better prepare them for any audit or review.

Room 9ABC

Moderator:

Thomas McDermott, Assistant Vice Provost Financial Aid, Johns Hopkins University

Speakers:

Jennifer Martin, Director of University Financial Aid Compliance, Johns Hopkins University
 Dareth Wallace, Director of FA Compliance, University of Maryland University College

11:30am - 12:30pm

 **Beyond Regulations: The Important Role of Financial Aid in Recruitment and Retention**

Enrollment management is sometimes viewed as the domain of the admissions office. In order to enroll and retain quality students, though, financial aid plays a starring role. Session presenters will discuss how the financial aid office staff can assist students in financing their education AND help the institution meet its enrollment needs. Topics to be discussed include an overview of tuition discounting through the lens of a high cost, moderately selective, private university; the financial aid office's impact on recruitment and retention; how we are well-positioned to bring retention concerns to the enrollment management table; and strategies to incorporate the business needs of the financial aid office with admissions to deliver seamless customer service.

Room 16AB

Moderator:

Naomi McKenna, Manager of Technical Projects, University of Connecticut

Speakers:

Victoria Hampton, Director of Student Financial Assistance, University of Hartford
 Katherine Deacon, Associate Director SFA, University of Hartford



Advocacy



Training



Forum



Professional Development & Management



LL Learning Lounge



HDW Half-Day Workshop



P2P Peer to Peer



FABS Financial Aid Business Solution Seminar

SESSION DESCRIPTIONS

Tuesday 11:30am - 12:30pm

11:30am -
12:30pm



ED: Direct Loan Reconciliation

Direct Loan reconciliation is a catch-all term that includes cash management, monthly Direct Loan Program account reconciliation, and annual program year closeout. This session will cover how to best approach, and successfully complete, the tasks associated with reconciliation, who plays a part in reconciliation, and offer a few tips and tools to that end. Both financial aid and business office staff are welcome.

Room 18ABC

Moderator:

Sarah B Everitt, Director of Financial Aid Operations, Gonzaga University

Speaker:

Wood Mason, Business Operations & Program Services, U.S. Department of Education

11:30am -
12:30pm



Updates from NASFAA's Work on Assisting Displaced Students

After at least 50,000 students across the country experienced the closure of their college or career school, NASFAA, with funding from the Lumina Foundation, has been connecting students with financial aid administrators who can help them navigate the process. This grant has provided the means to produce a policy recommendations paper, as well as a website that will provide assistance to students looking for answers to their financial aid concerns. This session will present our policy recommendations and examine the development and consumer testing of our informational website.

Room 19AB

Moderator:

Sydney Evans, Project Manager, NASFAA

Speakers:

Sandy Baum, Fellow, The Urban Institute

Amelia Topper, Senior Researcher, Coffey Consulting, LLC

Karen McCarthy, Director of Policy Analysis, NASFAA

11:30am -
12:30pm



Streamlining Scholarship Management With AcademicWorks (Business Solutions)



As students and parents struggle to pay for higher education, the need for scholarships is vital for colleges and universities to stay competitive when recruiting and retaining top talent. Come to this session to learn how the AcademicWorks Scholarship Management Platform can revolutionize your entire scholarship process to improve student access to scholarships, enhance donor engagement, and maximize fund utilization.

Room 18D

Speaker:

Tim Clements, Regional Director of Sales, AcademicWorks

11:30am -
12:30pm



Streamline Student Financial Services and Take Vacation This Year (seriously) (Business Solutions)



More than 15 million students travel the financial services journey each year. Too often, complicated financial processes create barriers to student enrollment. In fact, 40 percent of low-income students accepted into college fail to enroll due to complex financial aid processes. Every student who walks away represents lost opportunity—for themselves and for your institution. In this session, learn how to help students understand the true cost of college early in the process, find relevant scholarships that bridge funding gaps, engage with personalized multimedia award letters, and easily complete critical financial aid forms. Experience the barrier-free journey your institution needs.

Room 14

Speaker:

Chris Chumley, Chief Operating Officer, CampusLogic, Inc.



Advocacy



Training



Forum



Professional Development & Management



Learning Lounge



Half-Day Workshop



Peer to Peer



Financial Aid Business Solution Seminar



SESSION DESCRIPTIONS

Tuesday 11:30am - 4:00pm

11:30am -
12:30pm



Student-Centric — Intelligent Financial Aid (Business Solutions)



Students today expect smooth, intuitive and real-time consumer experiences. Both students and institutions are also increasingly pursuing alternative and flexible learning models. The complex regulatory and processing requirements for financial aid sometimes get in the way of delivering on both of these goals. The answer: an intelligent, student-centric, financial aid system that can help eliminate processing backlogs (and the impatient students associated with them), frees institutions to deliver academics in any model they desire, term, non-term or otherwise—all while giving students real-time visibility into every aspect of their financial aid through intuitive interfaces accessible any of their devices.

Room 10AB

Speaker:

John Refila, Vice President of Product Management, Vocado, LLC

12:45pm - 2:30pm

Awards Luncheon & Annual Business Meeting – *Sponsored by CampusLogic*

Ballroom DEFG

The luncheon will include an awards presentation, remarks of appreciation and recognition, a report from the treasurer, a report from the chair of the Association Governance Committee and the passing of the gavel from 2017-18 National Billie Jo Hamilton to 2018-19 National Chair Lori Vedder.

2:15pm - 3:00pm

Exhibit Hall Open

Exhibit Hall 4

2:30pm - 2:50pm



Ivy: Bot-ify Financial Aid Services With AI-powered Chatbots

Learning Lounge - Exhibit Hall 4

Ivy makes artificially intelligent self-service chatbots for higher education. Support greater information flow by providing 24/7 coverage unencumbered by hours of operation and personnel availability. Bot-ify your department with the latest AI-powered chatbots for websites, text messaging, email and Facebook messenger.

2:30pm - 4:00pm

Information Desk Open

Exhibit Hall 4 Lobby



Advocacy



Training



Forum



Professional Development & Management



Learning Lounge



Half-Day Workshop



Peer to Peer



Financial Aid Business Solution Seminar



SESSION DESCRIPTIONS

Tuesday 3:00pm - 4:00pm

3:00pm - 4:00pm



Beyond the Headlines on Student Debt: New Research and College Policies to Help Students Manage Their Borrowing

This session will look beyond the headlines about an amorphous "student debt crisis" to examine the latest data on borrowing trends and identify ways that colleges can help students manage their borrowing. New national data will shed light on who's really borrowing more and having trouble repaying. Presenters from a community college and public university system will describe their initiatives to help students make more informed financial decisions, which have led to decreases in borrowing rates. Session attendees will be invited to join the discussion about practices that support wise decision-making about borrowing and other ways to pay for college.

Room 14

Moderator:

Diane Cheng, Associate Research Director, The Institute for College Access & Success, Inc.

Speakers:

Diane Cheng, Associate Research Director, The Institute for College Access & Success, Inc.

Helen Faith, Dean of New Student Transitions, Lane Community College

Philip Schuman, Director of Financial Literacy, Indiana University - University Student Services and Systems

3:00pm - 4:00pm



Satisfied Employees Isn't Enough: Organization Tips, Culture Shifts & Tech Hacks to Drive an Inspired Financial Aid Office

Are the things taking up your time in the financial aid office the most important for reaching your institution's goals? Until we can manage time, nothing else matters. Learn how to gauge your staff's organizational styles, how aligning to institutional strategic priorities can help you win at higher levels, and why 'satisfied' employees are just the beginning—inspired employees are the goal. You'll be able to do more with less when you rethink how you're using your time, how you drive the best experience for staff, and when you people (students and staff) at the center of every process.

Room 12AB

Moderator:

Nick Jenkins, Director of Financial Aid, Lenoir-Rhyne University

Speakers:

Nick Jenkins, Director of Financial Aid, Lenoir-Rhyne University

Michael Yohe, Executive Director, Student Financial Services, Southeastern University

Patti Kohler, Director, Western Governors University

3:00pm - 4:00pm



Influencing Enrollment and Student Success with SAP

Effective with the 2017-18 award year, Connecticut's 12 community colleges revised their Satisfactory Academic Progress (SAP) policy to become more student friendly, utilizing progressive scales and embedding intervention strategies for academically at-risk students to promote successful recovery from poor semesters. What were the roadblocks to making this systematic change? What were the effects of this policy change for students and staff members after one year? Was there a net positive effect on the enrollment and retention of financial aid students? Come to find out!

Room 16AB

Moderator:

Jackie Gloria, Financial Aid Director, Design Institute of San Diego

Speakers:

Steven McDowell, Director of Financial Aid Services, Asnuntuck Community College System Office

Gregory DeSantis, Associate Director, Financial Aid, Housatonic Community College



Advocacy



Training



Forum



Professional Development & Management



LL Learning Lounge



HDW Half-Day Workshop



P2P Peer to Peer



FABS Financial Aid Business Solution Seminar

SESSION DESCRIPTIONS

Tuesday 3:00pm - 4:00pm

3:00pm - 4:00pm



It Did Not Go as Expected: Audit Findings and Developing Corrective Action Plans

The Department of Education found that many institutions failed to implement a corrective action plan (CAP), or that the CAP did not remedy instances of noncompliance. The goal of this session is to help participants better understand common gaps or weaknesses in CAPs, and most importantly, create a path forward to determine what the next actions are after the CAP is developed. Is it working, and what changes are needed? Presenters will discuss next steps, having necessary conversations on campus, and best practices for policies and procedures revisions.

Room 9ABC

Moderator:

Joan D Bailey, Associate Director, University of South Florida Health

Speakers:

Marjorie Arrington, Higher Education Services Senior Advisor, Cooley LLP

Sharon Oliver, Director of Scholarships/Student Aid, North Carolina Central University

3:00pm - 4:00pm



Of Square Pegs and Round Holes: Distance Education, CBE, and Other Innovations

Education innovations often do not fit nicely into the traditional academic calendar or existing financial aid rules. Western Governors University was hit with a recommendation from the Office of Inspector General that their courses were correspondence study, and thus ineligible for aid. Presenters will discuss financial aid hurdles for innovations and seek input from the audience about how they have addressed compliance requirements.

Room 17AB

Moderator:

Jill Desjean, Policy Analyst, NASFAA

Speakers:

Russell Poulin, Director, Policy & Analysis, WCET - WICHE Cooperative for Educational Technologies

Cheryl Dowd, Director, WICHE Cooperative for Educational Technologies (WCET)

3:00pm - 4:00pm



ED: Return of Title IV (R2T4) Funds: Advanced Concept

A basic understanding of Return of Title IV (R2T4) principles is expected for participants in this session, as it will explain advanced concepts related to the R2T4 process. Additionally, the session will describe the treatment of modules, non-term programs, and abbreviated loan periods in R2T4 calculations.

Room 8ABC

Moderator:

Katherine Deacon, Associate Director SFA, University of Hartford

Speakers:

Greg Martin, U.S. Department of Education

David Musser, Program Specialist, U.S. Department of Education

3:00pm - 4:00pm



ED: Postsecondary Institution Data Security Overview and Requirements

As institutions move from the Information Age to the Virtual Age, cyber threats are a certainty. It isn't a question of "if," but "when," and "how often." This presentation discusses the threats, importance of data security, the compliance requirements, and what you can do to protect your data. Learn how your institution can avoid risks to its federal student aid information.

Room 18ABC

Moderator:

Terri Harfst, Director of Financial Aid, Southern Illinois University Carbondale

Speaker:

Dan Commons, Director, IT Risk Management/Chief Information Security Officer, U.S. Department of Education



Advocacy



Training



Forum



Professional Development & Management



Learning Lounge



Half-Day Workshop



Peer to Peer



Financial Aid Business Solution Seminar



SESSION DESCRIPTIONS

Tuesday 3:00pm - 5:15pm

3:00pm - 4:00pm



Loan Summaries: Nudging Students Toward Responsible Borrowing (Business Solutions)

Join session presenters as they examine preliminary results of loan summary initiatives at three universities and the science behind effective debt letters. A case study from the University of Minnesota-Twin Cities demonstrates how the school integrates letters into student portals and trains staff to address responsible borrowing during student interactions. Presenters will also discuss strategies for integrating loan summaries into broader financial education programs. Attendees will gain an understanding of loan summary strategies and receive suggestions for integrating loan summaries into a broader suite of services supporting responsible borrowing habits.

Room 18D

Speakers:

Matt Nettleton, Strategic Business Director, Inceptia

Gena Boling, Associate Director, University of Missouri

3:00pm - 4:00pm



Behind the PROSPER Act

Join NASFAA President Justin Draeger and Emily Slack, professional staff member on the House Education and Workforce Committee, as they discuss some of the underpinnings, philosophies, and reactions to the House Republican Higher Education Act Reauthorization bill.

Room 19AB

Speakers:

Justin Draeger, President and CEO, NASFAA

Emily Slack, Legislative Aide, U.S. Congress

3:00pm - 6:30pm

Exhibit Hall Tear-Down

Exhibit Hall 4

4:15pm - 5:15pm



What to Expect: Reauthorization in the Senate

Join NASFAA Vice President of Policy and Federal Relations Megan Coval and Senate Health, Education, Labor and Pensions (HELP) Committee staff Lauren Davies and Bryce McKibben to discuss the Senate's ideas, proposals, and timeline for reauthorization of the Higher Education Act.

Room 8ABC

Moderator:

Megan Coval, Vice President, NASFAA

Speakers:

Bryce McKibben, Senior Policy Advisor, U.S. Senate Committee on Health, Education, Labor and Pensions, Minority Staff, U.S. Congress

Lauren Davies, Education Policy Advisor, U.S. Senate Committee on Health, Education, Labor and Pensions, Majority Staff, U.S. Congress

4:15pm - 5:15pm



Women in Leadership: Conquering Unique Challenges

Women in leadership positions face a unique set of challenges – including perceptions around strength, assertiveness vs. aggressiveness, being heard in meetings, and collaboration. For example, should the only woman in the room be expected to take meeting minutes? Or get coffee for the group? Presenters will share their experience in conquering these and other perceptions and share tips on how women can be more effective leaders in the workplace and profession.

Room 17AB

Moderator:

Paula Luff, Associate Vice President Enrollment Services, DePaul University

Speaker:

Lisa Blazer, Sr. Associate Vice President for Student Affairs, University of Texas at San Antonio



Advocacy



Training



Forum



Professional Development & Management



LL Learning Lounge



HDW Half-Day Workshop



P2P Peer to Peer



FABS Financial Aid Business Solution Seminar



SESSION DESCRIPTIONS

Tuesday 4:15pm - 5:15pm

4:15pm - 5:15pm



Working With Homeless and Foster Youth On and Off Campus

Too many homeless and foster students are missing out on the opportunity to attend college because they are intimidated by the financial aid process. The CCRAA 2007 and ESSA 2015 have both provided policies to support access to college for homeless and foster youth. However, if we are to help these students succeed there are some additional steps financial aid administrators and other campus community members can take to support this population. Learn how to advocate for this population on campus, as well as by supporting proposed legislation and advocacy work.

Room 16AB

Speaker:

Tori Nuccio, Assistant Director of Financial Aid and Single Point of Contact, West Chester University

4:15pm - 5:15pm



Mandatory Reporting – What You Need to Know About Title IX, VAWA, Child Abuse and Neglect, Discrimination, and Harassment

Are you aware that you have reporting obligations at the federal and state levels that go beyond what you normally think of as your responsibilities as a financial aid administrator? With the changing climate in the current administration, you want to be sure that you're up-to-date on your legal responsibilities as an institution and as a financial aid administrator. Our expert will review the laws that govern what institutions are required to report, issues for your consideration, and the impact this could have on your institution or even you as an individual.

Room 9ABC

Moderator:

James Brooks, Associate Vice President of SSEM/Director of Financial Aid, University of Oregon

Speaker:

Nicole Commissiong, Assistant Dean Student Affairs, Law School, University of Oregon

4:15pm - 5:15pm



Happy Together: Graduate Admissions and the Financial Aid Office

This session will cover the working relationships of the graduate/professional admissions and financial aid offices. A panel discussion will feature information from both the admissions and financial aid point of view and examples of how these offices work together at different universities. Outcomes will include best practices for improving the admissions/financial aid partnership.

Room 12AB

Moderator:

Jessica Jacobs, Assistant Financial Aid Counselor, University of California At San Diego Health Sciences

Speakers:

Emily Osborn, Director, Northwestern University Chicago Campus

Tracy L Simmons, Assistant Dean of Admissions, Diversity Initiatives and Financial Aid, University of the Pacific, McGeorge School of Law

4:15pm - 5:15pm



ED: Maintaining Your Student Eligibility

This session will cover what financial aid administrators need to know about maintaining their school's eligibility and will include information about recertification and other changes that could impact a school's eligibility to participate in the Title IV programs. The session will also cover what information a school needs to submit for different types of eligibility applications and what events trigger the need to submit an application. Presenters will explain when and how schools should report changes to maintain eligibility.

Room 18ABC

Moderator:

Victoria Hampton, Director of Student Financial Assistance, University of Hartford

Speakers:

Michael Rhodes, IRS, U.S. Department of Education

Kai Kimbrough, Management & Program Analyst, U.S. Department of Education



Advocacy



Training



Forum



Professional Development & Management



LL Learning Lounge



HDW Half-Day Workshop



P2P Peer to Peer



FABS Financial Aid Business Solution Seminar

SESSION DESCRIPTIONS

Tuesday 4:15pm - 5:15pm

4:15pm - 5:15pm



Results from Modeling a One-Time FAFSA Using Institutional Data

Using funding from Lumina Foundation, the Center for American Progress (CAP) collaborated with NASFAA and the Association of Community College Trustees (ACCT) to model what would happen if students only had to fill out the FAFSA once every few years. To test the feasibility of this idea, we examined data used to calculate aid eligibility for the same set of students over multiple years and we were able to gauge whether results are stable enough to make a one-time FAFSA workable. This session will present the results.

Room 19AB

Moderator:

Charlotte Etier, Senior Research Analyst & Grant Manager, NASFAA

Speakers:

Jill Desjean, Policy Analyst, NASFAA

Joseph Donlay, Associate Director, Operations, Colorado State University

Jee Hang Lee, Vice President for Public Policy & External Relations, Association of Community College Trustees

Colleen Campbell, Associate Director, Postsecondary Education, Center for American Progress

Angela Johnson, Vice President of Access and Completion, Cuyahoga Community College Eastern Campus

4:15pm - 5:15pm



Automating Verification to Improve Student Service (Business Solutions)



Verification is universally challenging and time consuming for aid administrators in overworked financial aid offices. Join Global Financial Aid Services and aid practitioners to discuss a better way to approach verification. In this session, presenters will discuss some of the common verification challenges including compliance, student service, and managing paper documents. Global Financial Aid Services, Inc. will highlight real colleges' implementations of its GLOBALCore verification solution to mitigate these challenges, reduce stress in the financial aid office, and improve student service.

Room 18D

Speakers:

Chesa Donovan, Executive Director, Solutions and Sales, Global Financial Aid Services, Inc.

Ben Burton, Chief Financial Student Resources Officer, Ivy Tech Community College of Indiana

4:15pm - 5:15pm



Student-Centric — Intelligent Financial Aid (Business Solutions)



Students today expect smooth, intuitive and real-time consumer experiences. Both students and institutions are also increasingly pursuing alternative and flexible learning models. The complex regulatory and processing requirements for financial aid sometimes get in the way of delivering on both of these goals. The answer: an intelligent, student-centric, financial aid system that can help eliminate processing backlogs (and the impatient students associated with them), frees institutions to deliver academics in any model they desire, term, non-term or otherwise--all while giving student real-time visibility into every aspect of their financial aid through intuitive interfaces accessible any of their devices.

Room 14

Speaker:

John Refila, Vice President of Product Management, Vocado, LLC



Advocacy



Training



Forum



Professional Development & Management



Learning Lounge



Half-Day Workshop



Peer to Peer



Financial Aid Business Solution Seminar



SESSION DESCRIPTIONS

Wednesday 7:45am - 11:00am

WEDNESDAY

7:45am - 8:30am

Grab & Go Breakfast

Ballroom DEFG Lobby

8:30am - 11:00am

NASFAA Inside the Beltway

NASFAA President Justin Draeger and Vice President Megan Coval will provide the latest on what's happening in Washington, D.C., NASFAA's most recent policy work, and make predictions on where student aid is headed next.

Ballroom DEFG

Speakers:

Justin Draeger, President and CEO, NASFAA
Megan Coval, Vice President, NASFAA

SEE YOU NEXT YEAR!

NASFAA

2019

NASFAA NATIONAL CONFERENCE ORLANDO, FL JUNE 24-27

THE PREMIER EVENT SERVING THE STUDENT FINANCIAL AID COMMUNITY.

TEACH, LEARN, NETWORK, AND SHARE BEST PRACTICES WITH
COLLEAGUES FROM ACROSS THE NATION IN ORLANDO, FLORIDA!

[NASFAA.ORG/CONFERENCE19](https://nasfaa.org/conference19)

