

Breakout sessions:

10:15

Generational Puzzle- Fitting Together the Pieces on Campus

Laura Hughes, LCSC

In this session you will learn about the tendencies of the different generations and how to best work together. Become aware of your generational tendencies and learn how to leverage your strengths and work effectively with others across your campus.

SULA Misunderstandings

Virginia Hagins, Department of Education

In this session we will discuss misunderstanding and misreporting of SULA. We will go over loss of eligibility, loss of subsidy, maximum eligibility, calculating and determining when the limit is met. Reporting issues will also be covered.

Updates from NASFAA's Work on Assisting Displaced Students

Sydney Evans, NASFAA & Leslie Hammes, UI

After at least 50,000 students across the country experienced the closure of their college or career school, NASFAA acquired grant funding to connect these 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 helps students looking for answers to their financial aid concerns. This session will present an overview of NASFAA's work thus far, examine the development and consumer testing of our informational website, and provide insight into the experience of our financial aid volunteers.

11:15

The (not so) Secret Sauce to Team Success - Diversity & Inclusion

Nicole McMillin, ICOM

Description: This session will highlight the differences between diversity and inclusion while exploring employee engagement drivers, stereotypes, unconscious bias, reducing

prejudices, and cultural competence. It will wrap up with a discussion and ideas for fostering an inclusive environment including the benefits of a diverse and inclusive workforce.

Processing Updates and the 2020-21 FAFSA Virginia Hagins, Department of Education

Session participants will learn about recent and upcoming FAFSA changes, including updates to FAFSA Web, myStudentAid App and Central Processing System.

You Said What?! Effective Communication Tools in Critical Conversations

Anthony Morrone, WASFAA

Working in higher education, we frequently have interactions with students and parents who are upset about something important to them. Using concepts from the books *Crucial Conversations*, *Getting to Yes*, and *Your Perfect Right*, in this session we'll discuss assertive self-expression, including the ability to effectively navigate difficult conversations so that both parties can walk away feeling like they gained something from the exchange.

1:35

Reimagining the Financial Aid Experience

Anthony Morrone, WASFAA

Learn how to provide the next level in customer service. Join us for an interactive session on creating magic in the financial aid office, inspired by concepts from the Disney book, *Be Our Guest: Perfecting the Art of Customer Service*. Attendees will view their offices, and their roles within them, in a new light, and take away tools to exceed their customers' expectations.

Verification 2020-21

Virginia Hagins, Department of Education

This session will be a discussion of the verification requirements for the 2020-21 *Free Application for Federal Student Aid (FAFSA®)* cycle.

The Care and Feeding of Your Career
Ciel Senechal, CollegeAve Student Loans

Who is responsible for your career? Where do you begin to assess what you want and need? What should you do now? Is it time to make a move? How do you go about moving on? Do you need to network? Join us for this informative session to learn how to take stock of your career and make a plan to take it to the next level.

2:35

How America Values & Pays for College 2018

This session will share highlights from How America Values & Pays for College 2018, a national study by Sallie Mae and Ipsos. We will explore how families of undergraduates regard the value of higher education, the factors that influence their choice of schools, and the steps they're taking to make college affordable. Discussion will also focus on the resources families use to pay for college, particularly reliance on financial aid and the role of student loans, and highlight differences among certain population segments.

Developing an Institutional Financial Wellness Program

Leslie Hammes, UI

What are reasonable goals for a financial wellness program? How do you frame proposals to administration? What kind of support should you ask for? What kind of impact can you expect? Join me for this guided discussion, as we share the reach of financial wellness in Idaho.

Mobile Financial Aid: What Your Students Really, REALLY Want

Wendy Papkoff, CampusLogic

Students today are used to mobile, online communications—they aren't used to waiting for information. Too often, complicated, manual, generic financial aid processes create barriers to student success. Don't believe us? Believe the 730 students we surveyed nationwide. Hear about the improvements they want to see made to the FinAid process. Meet the

platform that delivers what students want: an easy, mobile, personalized experience. Hear about the dramatic impact CampusLogic has had on the student experience at other institutions.

4:00

Internal and External Threats Facing Title IV Institutions

Adam Shanedling, OIG

Special agents from the Office of Inspector General (OIG) will discuss internal and external financial aid fraud and cyber security threats currently facing institutions of higher education. The presenters will discuss real case examples of these threats, and how OIG's investigative mission to combat fraud and abuse in federal student aid programs can help your organization safeguard those programs by identifying and detecting fraud. The presenters will illustrate complex and common fraud schemes, brief you on indicators that can help you detect internal and external fraud, discuss the criminal and civil remedies sought by the OIG, and inform you concerning how to report potential fraud to the OIG. A question and answer period is planned as part of this presentation.

The More Things Change

Anthony Morrone, WASFAA

Now that the transition to prior-prior year and early FAFSA is behind us, the next stage of change is (always) already upon us. Before examining some of the We will step back and consider the process of adapting to ongoing change in our profession, based on the six principles of effective change management as outlined in the book, *Who Moved My Cheese?*