

SASFAA 2009 Annual Conference



February 8 - 11, 2009
Myrtle Beach, SC

Concurrent Session Chart

LOCATION	Monday, Feb. 9 8:30am – 9:45 am	Monday, Feb. 9 10:15am – 11:30am	Monday, Feb. 9 3:00pm – 4:15pm	Tuesday, Feb. 10 8:30am – 9:45am	Tuesday, Feb. 10 10:15am – 11:30am	Tuesday, Feb. 10 1:15pm – 2:30pm
MR 102	Ramen Noodles are OK!		Rewriting Your Packaging Algorithms	Where Did My Loan Go?	Making Your Financial Aid Office More Accessible to People With Disabilities	Around the Horn With Graduate and Professional FAAs
MR 103		Professional Judgment: How to “Field” Special Circumstance Requests	Verification Jeopardy	Verification – Beyond the Basics	Leadership: Opportunities, Challenges and the Perks!	How to be a SASFAA Volunteer
MR 104	Self-Assessment Using FSA Self-Assessment Tools	You are the New DFA – What’s Next?	Graduate School Borrowing and the Impact on Credit	Four Generations at Work in the Financial Aid Office	Directors in the Dug Out: A Jam Session	Adult Students – Don’t Strike Out With Them
MR 107	Starting a NASFAA Conversation: NASFAA and the Future of Financial Aid	Breaking Down the Total Student Financial Aid Process and Making it Perfect		ACG/SMART Update	Open Q & A with the FED	The Impulse Spending and Buyer’s Remorse – Understanding Money Personalities
MR 202	Red Flag and Identity Theft Protection	VA: How to Hit a Homerun With the New GI Bill	VA: How to Hit a Homerun With the New GI Bill	Customer Service in the Financial Aid/Veterans Assistance Office	Financial Aid Jeopardy	The Role of Financial Aid in the Recruitment and Retention of First Generation Students, Non-Traditional Students and Veterans
MR 203	Rethinking Student Aid: The Time Has Come	TEACH Grant	FWS Compliance On and Off Campus		Hitting a Home Run: How do I Repay Those Loans After School?	Conflict Resolution (Student Issues/Departmental Issues)
MR 204	Wanna Make it in the Show? Dealing With Difficult Students and the Stress of Financial Aid	Effective Communication Using New Technologies	Displaced and Dislocated Workers – Challenges and Solutions	Veterans Success: They Have Done Their Job – Now We Must Do Ours	Marketing Our Student Services to Enhance Enrollment and Retention	How America Pays for College
MR 205	How to Get Started on Your Campus – Real Life Examples of Financial Aid Research	New Hope for Loan Repayment: IBR and the New Federal Loan Forgiveness Programs	Working With You is Killing Me! Freeing Yourself from Emotional Traps at Work	Public Service Loan Forgiveness and How to Counsel Your Students	Motivating Your Staff	Handling Stress and Dealing With Difficult Students
MR 206	Lender Lists in Tumultuous Times	New Loan Limits – How Much is Enough for a Student to Borrow? Are FAOs Encouraging Responsible Borrowing?	How to Implement a Financial Literacy Program on Your Campus	Training and the Development of Staff	Identity Theft – Protecting Your Office	Doing More or Less With Less
MR 208	Treatment of Unaccompanied Homeless Youth on the FAFSA	Treatment of Unaccompanied Homeless Youth on the FAFSA	Ensuring Continued Access to Student Loans: How it Works	Protecting Our Personal Space – Security in a Virtual World		Transitioning from FFEL to DL

Agenda

SASFAA – 46th Annual Conference

Friday, February 6, 2009		
Time	Event	Location
ALL DAY	Conference Headquarters Setup	MR 106
10:00am – 12:00pm	Pre-Conference Meeting with Hotel	Conference Room of the Administrative Offices
10:45am – 1:00pm	Local Arrangements Meeting	MR 103
12:00pm – 1:00pm	Lunch	On Your Own
Early Afternoon	Rest of Conference Committee Arrives	
2:00pm – 5:00pm	Conference Committee Meeting	MR 203
3:00pm – 5:00pm	Executive Committee Meeting	MR 105
5:00pm – 8:00pm	SCASFAA Hospitality Set Up	MR 105
6:30pm – 9:00pm	Executive Board/Conference Committee Dinner	
Saturday, February 7, 2009		
Time	Event	Location
Morning	Breakfast	On your own
8:00am – 5:00pm	Conference Headquarter Open	MR 106
8:00am – 12:00pm	Registration Set Up	Pre-function Area of the Convention Center
8:00am – 12:00pm	Drayage Set Up	Grand Ballroom ABC
8:00am – 5:00pm	Executive Board Meeting	MR 102/103
10:30am – 1:00pm	Conference Committee Meeting & Lunch	MR 104
12:00pm – 1:00pm	Executive Board Luncheon	MR 107
Afternoon	Airport Welcome	
1:00pm – 5:00pm	Early Conference Registration Open	Pre-function Area of the Convention Center
Late Afternoon	PC Lab Setup	MR 108
6:30pm – 8:00pm	President's Appreciation Reception (by invitation only)	TBA
Sunday, February 8, 2009		
Time	Event	Location
All Day	Airport Welcome	
8:00am – 5:00pm	Conference Headquarter Open	MR 106
8:00am – 4:00pm	New Aid Officers Workshop	MR 202
8:30am – 3:30pm	State Presidents-Elect Workshop	MR 209
8:00am – 12:00pm	Vendor Setup	Grand Ballroom ABC
9:00am – 4:45pm	Conference Registration Open	Pre-function Area of the Convention Center
12:00pm – 1:00pm	State Presidents-Elect Luncheon	MR 107
	New Aid Officers Workshop Luncheon	MR 204
1:00pm – 4:00pm	Pre-Conference Seminar – Financial Planning and Debt Management for Financial Aid Administrators: Helping Your Students Meet Their Financial Goals	MR 206/207
1:00pm – 4:45pm	SCASFAA Hospitality Suite Open	MR 105
	PC Lab Open	MR 108
	Vendor Area Open	Grand Ballroom ABC
3:30pm – 4:00pm	Color Guard & National Anthem practice	Grand Ballroom DE
5:00pm – 7:00pm	Opening Session Presiding: Heather Boutell, SASFAA President Presentation of Colors by the Carolina Forest High School ROTC National Anthem by Robbie Taylor Welcome from the City of Myrtle Beach Welcome to South Carolina by Jeff Dennis, SCASFAA President Charity Presentation	Grand Ballroom DE

	<p>Washington Perspective Speaker: Dr. Philip Day, NASFAA President & CEO “Making a Field of Dreams a Reality – Part I” Dr. Philip Day, NASFAA President & CEO Connie Nettles, Early Childhood Education Major, Coker College, Hartsville, SC Betty Williams, Financial Aid Director, Coker College, Hartsville, SC</p>	
7:00pm – 9:30pm	“A Night on the SASFAA Boardwalk”	Exhibit Hall A

Monday, February 9, 2009

Time	Event	Location
7:30am – 8:30am	Continental Breakfast	Grand Ballroom ABC and Foyer
8:00am – 8:45am	Continental Breakfast – New Aid Officers & First Time Attendees	MR 101
8:00am – 8:45am	Moderator & Hall Monitor Breakfast	MR 209
8:00am – 5:00pm	Conference Headquarter Open	MR 106
8:00am – 11:30am	Conference Registration Open	Pre-function Area of the Convention Center
8:00am – 11:30am	SCASFAA Hospitality Suite Open	MR 105
	PC Lab and Polls Open	MR 108
	Vendor Area Open	Grand Ballroom ABC
8:30am – 9:45am	<p>Ramen Noodles are OK! Promoting fiscal responsibility to your students need not be dull. In fact, debt management and Ramen Noodles can go hand in hand! Come see how Dartmouth Medical School approaches financial awareness for their first-year students. Learn techniques you can apply to your students.</p> <p>Presenter: Dino Koff, Dartmouth Medical School Moderator: Marilyn James, Mississippi State University – Meridian Campus</p>	MR 102
	<p>Self-Assessment – Using FSA Self-Assessment Tools FSA has several tools available to assist schools in meeting compliance issues. This is a practical session on using the verification self-assessment tool to assess compliance with federal regulations.</p> <p>Presenter: Francisco Valines, Florida International University Moderator: Larry Cyr, Freed-Hardeman University</p>	MR 104
	<p>Starting a NASFAA Conversation: NASFAA and the Future of Financial Aid Please join NASFAA President and CEO Dr. Philip Day in a lively discussion about a new NASFAA-sponsored project called the National Conversation Initiative. The NCI project addresses the role that financial aid—and NASFAA—can play in creating a new roadmap for success in higher education, particularly for those most in danger of falling out of the higher education pipeline. NASFAA is seeking input and insight from financial aid professionals. Attendees should bring their ideas, opinions and experience to the table for this special session addressing the larger issues regarding the future of student financial assistance and access, and how the financial aid system can be reformed to better serve students and families.</p> <p>Presenter: Dr. Phil Day, NASFAA Moderator: Heather Boutell, Bellarmine University</p>	MR 107
	<p>Red Flag and Identity Theft Protection This session will discuss the Federal Trade Commission “Red Flag Rules” and how they relate to identity theft. There will be specific discussion as to the Perkins Loans Program and other pertinent financial aid and business office practices.</p> <p>Presenter: Dana Kelley, Nelnet Moderator: Tabatha McAllister, University of South Carolina Regional Campuses</p>	MR 202

	<p>Rethinking Student Aid: The Time Has Come What if federal student aid policy were focused more effectively on improving access and success for students from low-income backgrounds? What if the system were made significantly simpler for students, parents, and financial aid administrators? What if students were motivated to prepare academically for college because the federal government had assured them that student aid resources were adequate to support their enrollment? What if institutions were rewarded for improving the retention and graduation rates of Pell Grant recipients? The presenters will describe the far-reaching policy recommendations issued in the Rethinking Student Aid study group's final report and will discuss institutional reactions to the proposals.</p> <p>Presenters: Kathleen Little, The College Board Bill Wells, Wake Forest University Moderator: Casey Wallen, National Education</p>	<p>MR 203</p>
	<p>Wanna Make it in the Show? Dealing With Difficult Students and the Stress of Financial Aid Join us for this interactive session about how to deal with difficult students and handle the stress associated with being in the Big Leagues. We will discuss the perceptions of difficult students and what they are “really” saying to us as well as strategies for taking care of yourself when you are in the Show!</p> <p>Great session for new financial aid professionals or cagey veterans looking for information to help rookies just up from the Minors!</p> <p>Presenters: Travis L. Brown, American Intercontinental University Tony Patterson, North Carolina State University Moderator: Brad Honious, Valencia Community College</p>	<p>MR 204</p>
	<p>How to Get Started on Your Campus – Real Life Examples of Financial Aid Research Are you doing research on your campus? More than likely, but you may not know it. Do you need to do research on your campus? Most definitely. This session will discuss what is researched, beginning with the most basic piece of research done on your campus, the annual report. The presenters will discuss data sources, simple research tools and give examples of simple applied research such as annual reports, eligibility protocols and internal controls.</p> <p>Presenters: Dr. Lefter Daku, Virginia Tech University Dr. Barry W. Simmons, Virginia Tech University Moderator: Dr. Philip Hawkins, Kennesaw State University</p>	<p>MR 205</p>
	<p>Lender Lists in Tumultuous Times The student loan marketplace has seen unprecedented change over the past 12-18 months. Couple the credit crisis with significant regulatory activity and it is no wonder that many schools are grappling with how to construct a lender list in this new environment. This presentation will help answer such vexing questions as: 1) What are the requirements in HEOA pertaining to lender lists and when do I need to implement them? 2) How can I assess the financial strength of lenders to ensure that they will be there for my students over the long-term? 3) What are some innovative ways that I can measure customer service that go beyond asking questions in an RFI?</p> <p>Presenters: Dewey Knight, University of Mississippi Tim Ranzetta, Student Lending Analytics Moderator: Sarah Baumhoff, Georgia Student Finance</p>	<p>MR 206</p>
	<p>Treatment of Unaccompanied Homeless Youth on the FAFSA This session will address issues that financial aid administrators face with students who identify themselves as homeless or unaccompanied youth on the FAFSA. It will provide information on the McKinney-Vento Act passed in 1987 that specifically addresses the educational provisions for this growing population. Issues of verification, resources for college access outreach, and retention needs will also be addressed. Time for questions and discussion will be included.</p>	<p>MR 208</p>

	<p>Presenters: Barbara Duffield, National Association for the Education of Homeless Children and Youth Marcia Weston, YMCA of the USA</p> <p>Moderator: Shelley Park, Eastern Kentucky University</p>	
		MONDAY
9:45am – 10:15am	Break	Grand Ballroom ABC and Foyer
10:15am – 11:30am	<p>Professional Judgment: How to “Field” Special Circumstance Requests This session will provide an overview of the latest federal guidance on Professional Judgment. SASFAA colleagues from 4-yr public, private and graduate (law) schools will share their experiences of what they consider as making the “right call” on special circumstances.</p> <p>Presenters: Brenda M. Brown, University of Miami School of Law David Gelinis, Davidson College Andrew Weaver, University of Alabama – Huntsville</p> <p>Moderator: Matthew Flowers, Keiser University</p>	MR 103
	<p>You Are the New DFA – What's Next? You are a new DFA; what should you do first? What should you know about federal rules related to becoming a/the new DFA? Should you do things prior to your arrival? How do you review needs, i.e., staffing, expertise in knowledge of processes, system issues, etc.? Should you completely or partially "reconstruct" the FAO during your first months? What was not covered during the interview? How do you fit in with the new staff? How do you develop your calendar for your first year in the position of DFA?</p> <p>Presenter: Ron Day, Kennesaw State University Moderator: Michael Gantt, University of Georgia</p>	MR 104
	<p>Breaking Down the Total Student Financial Aid Process and Making it Perfect Find out how to use some basic Six Sigma Lean processes to improve your customer service. We will show you how we reduced our average award processing time from 30 days to 7 days with no additional staff or funds.</p> <p>Presenter: Jill Rayner, North Georgia College & State University Moderator: Todd Woodlee, National Student Loan Program</p>	MR 107
	<p>VA: How to Hit a Homerun With the New GI Bill A representative of the Department of Veterans Affairs will review information and recent updates on VA Education benefits, including the new Post-9/11 Montgomery GI Bill (Chapter 33).</p> <p>Presenter: Clairmont Barnes, Department of Veterans Affairs, Education Service Moderator: Rebecca Lydick, Keiser University</p>	MR 202
	<p>TEACH Grant Are you participating in TEACH or holding off because it's new and complicated? Aid administrators will get a review of the regulatory side of TEACH and hear how one FAA has implemented a successful program on his campus. Come and join in on the discussion and share your ideas and concerns.</p> <p>Presenters: Greg Martin, U.S. Department of Education Kim Jenerette, USC Upstate Moderator: Searcy Taylor, Mississippi Gulf Coast Community College</p>	MR 203
	<p>Effective Communication Using New Technologies Ever wonder how financial aid offices can use new technology options such as Facebook and MySpace/Podcast/Live Chats to communicate effectively with students? Younger generations are better able to handle this tool. How can FAO's maximize their staff to meet the needs of all students?</p> <p>Presenter: Rick Taphorn, Bryan College Moderator: Wesley Partin, University of Louisville</p>	MR 204

	<p>New Hope for Loan Repayment: IBR and the New Federal Loan Forgiveness Programs Students now have more options in managing repayment of their federal student loans. The College Cost Reduction and Access Act of 2007 (CCRAA) created the Income-Based Repayment plan and the Loan Forgiveness for Public Service Employees program. These new programs create more options for borrowers but also add to the complexity in managing loan repayment. This interactive session will provide an in-depth overview of these new programs, examples that illustrate how these new programs can benefit borrowers, and strategies for successfully managing loan repayment.</p> <p>Presenter: D. Sherwin Hibbets, Access Group, Inc. Moderator: William Healy, Florida Southern University</p>	MR 205
	<p>New Loan Limits – How Much is Enough for a Student to Borrow? Are FAOs Encouraging Responsible Borrowing? This session consists of a round table discussion by Directors of Financial Aid representing the various sectors within Higher Education. They will share and discuss their best practices and other steps taken to leverage the new Stafford loan limits with effective student counseling. Participants attending this session will also have an opportunity to share their best practices as well.</p> <p>Presenters: Travis Brown, American InterContinental University – SFC William Spiers, Tallahassee Community College Brent Tener, Vanderbilt University Francisco Valines, Florida International University Moderator: Martin Carney, Stetson University</p>	MR 206
	<p>Treatment of Unaccompanied Homeless Youth on the FAFSA (repeated) This session will address issues that financial aid administrators face with students who identify themselves as homeless or unaccompanied youth on the FAFSA. It will provide information on the McKinney-Vento Act passed in 1987 that specifically addresses the educational provisions for this growing population. Issues of verification, resources for college access outreach, and retention needs will also be addressed. Time for questions and discussion will be included.</p> <p>Presenters: Barbara Duffield, National Association for the Education of Homeless Children and Youth Marcia Weston, YMCA of the USA Moderator: Vicky Keller, USA Funds</p>	MR 208
11:45am – 1:00pm	<p>Luncheon Presiding: Heather Boutell, SASFAA President SASFAA Business Meeting; Recognition of Sponsors, Presenter/Moderator recognition; Recognition of NASFAA State Awards “Making a Field of Dreams a Reality – Part II” Amanda Huntington, Music Major, Coastal Carolina University, Conway, SC Tabatha McAllister, Financial Aid Director, University of South Carolina Regional Campuses, Columbia, SC Joanie Walker, Regional Account Executive, American Student Assistance</p>	Grand Ballroom DE
1:00pm – 2:30pm	<p>General Session: Washington Update The Washington scene is undergoing many changes as the new administration has taken office, a new Congress has been elected and new players are in the U.S. Department of Education. The changes occurring with the Higher Education Opportunity Act and the continuing implementation of the Ensuring Continued Access to Student Loan Act II will have a significant impact on student financial aid. These will be the highlights of the "Washington Update".</p> <p>Presenters: Ron Gambill, EdSouth Brett Lief, NCHelp Moderator: David Cecil, Transylvania University</p>	Grand Ballroom DE
2:30pm – 3:00pm	Break	Grand Ballroom ABC and Foyer

		MONDAY
3:00pm – 5:00pm	SCASFAA Hospitality Suite Open	MR 105
	PC Lab and Polls Open	MR 108
	Vendor Area Open	Grand Ballroom ABC
3:00pm – 4:15pm	<p>Rewriting Your Packaging Algorithms The University of Maryland's Financial Aid Office and Office of Institutional Research joined forces to experiment with a new way of packaging students to strategically allocate need-based aid towards the neediest students while maintaining the campus mission of building diversity and a strong academic profile. While the testing is still in progress, come hear about the analysis and results.</p> <p>Presenter: Sarah Bauder, University of Maryland Moderator: Pennie Strong, Central Georgia Technical College</p>	MR 102
	<p>Verification Jeopardy A fun overview of basic verification procedures.</p> <p>Presenter: Allison Sullivan, Erskine College Moderator: Regina Gilbert, Watkins College of Art and Design</p>	MR 103
	<p>Graduate School Borrowing and the Impact on Credit How graduates manage their student loan portfolios and their credit throughout school and repayment is critical in helping them to not only establish but also maintain a good credit history. This interactive session is designed to help discover what kind of programs are currently available to help students better manage their student loans and credit, and how you can help craft a program for your students and applicants to help them do just that. The presenters encourage audience participation, so that SASFAA colleagues can share their experiences with their students.</p> <p>Presenters: Brenda M. Brown, University of Miami School of Law Laura Dickerson, Sallie Mae Moderator: Karen VanMeter, Fifth Third Education Lending</p>	MR 104
	<p>VA: How to Hit a Homerun With the New GI Bill (repeated) A representative of the Department of Veterans Affairs will review Information and recent updates on VA Education benefits, including the new Post-9/11 Montgomery GI Bill (Chapter 33).</p> <p>Presenter: Clairmont Barnes, Department of Veterans Affairs, Education Service Moderator: Anh Do, St. Thomas University</p>	MR 202
	<p>FWS Compliance On and Off Campus Okay, FWS has been around forever, but...is your program really in compliance? Or, are you still operating like you did in 1990? Find out if your FWS program really is running according to the regulations.</p> <p>Presenter: Greg Martin, U.S. Department of Education Moderator: Andrew Weaver, University of Alabama - Huntsville</p>	MR 203
	<p>Displaced and Dislocated Workers – Challenges and Solutions This session will discuss challenges for Displaced Workers from a school perspective and solutions from a State and National perspective.</p> <p>Presenters: Deborah Byrd, Calhoun Community College Dan Miller, Mississippi University for Women Moderator: Antoinette Esposito, AE Power Solutions, Inc.</p>	MR 204
	<p>Working With You is Killing Me! Freeing Yourself from Emotional Traps at Work Feeling caught - or “hooked”- in an emotionally distressing situation at work? This session helps participants “unhook” from emotional pitfalls in the financial aid office as well as manage difficult personalities.</p> <p>Presenter: Patricia Woods, TG Moderator: Lloyd Dixon, Mississippi Valley State University</p>	MR 205

		MONDAY
	<p>How to Implement a Financial Literacy Program on Your Campus Are you interested in establishing a financial literacy program at your school? If so, come hear about programs established at Tallahassee Community College and James Madison University. In this session, you will have the opportunity to learn about the "good, bad, and the ugly" that both financial aid offices have experienced in developing their programs.</p> <p>Presenters: Brad Barnett, James Madison University William Spiers, Tallahassee Community College</p> <p>Moderator: John Snow, USA Funds Services</p>	MR 206
	<p>Ensuring Continued Access to Student Loans: How it Works Federal student loans play an integral role in ensuring student access to higher education. The presenters in this session will discuss how to ensure continued access to student loans.</p> <p>Presenters: Bill Ayers, Sallie Mae Conwey Casillas, Sallie Mae Chuck Sanders, South Carolina Student Loan Corporation</p> <p>Moderator: Gail Labb, Weber Associates</p>	MR 208
4:30pm – 5:15pm	State Meetings	
	Alabama	MR 103
	Florida	MR 208
	Georgia	MR 206
	Kentucky	MR 107
	Mississippi	MR 104
	North Carolina	MR 204
	South Carolina	MR 203
	Tennessee	MR 205
	Virginia	MR 202
6:30pm – Until	Evening On Your Own	
Tuesday, February 10, 2009		
Time	Event	Location
7:30am – 8:30am	Continental Breakfast	Grand Ballroom ABC and Foyer
8:00am – 5:00pm	Conference Headquarter Open	MR 106
8:00am – 11:30am	Conference Registration Open	Pre-function Area of the Convention Center
8:00am – 11:30am	SCASFAA Hospitality Suite Open	MR 105
	PC Lab and Polls Open	MR 108
	Vendor Area Open	Grand Ballroom ABC
8:30am – 9:45am	<p>Where Did My Loan Go? After years of telling students to borrow from the same lender to simplify repayment, suddenly the strategy is turned on its ear. It's déjà vu all over again! Despite the industry's best efforts, the ownership and servicing of student loans is no longer as simple as it once was. With lenders dropping out and ED's FFEL purchase (liquidity) model, borrowers may soon find themselves with multiple loan holders, just as they did in the 80's and 90's. How can we help them? What tools are available to help borrowers keep track of their loans? What options are available to simplify repayment, short of consolidation? This session will explore some of the many freely available tools available today to help schools and students manage their debt and keep track of their loans.</p> <p>Presenters: Tim Cameron, The Meteor Project Cathy Mueller, Mapping Your Future</p> <p>Moderator: Katie Conrad, Midway College</p>	MR 102

		TUESDAY
	<p>Verification – Beyond the Basics This session will go beyond the Verification basics to address best practices and unusual situations. The dramatic changes to the 2009-2010 Federal Methodology as they affect verification will be covered. Participants will also receive helpful guidance regarding tax filing requirements.</p> <p>Presenter: Elizabeth Milam, Clemson University Moderator: Katherine Farmer, University of Louisville</p>	MR 103
	<p>Four Generations at Work in the Financial Aid Office Everyone tends to look at the world, define it, and evaluate it from the experiences of their own lives. A recent study on generational differences found that even though generations generally get along in the workplace, there is a lot of room for improvement. In this session, we will review the generational differences in life experiences and explore ways to improve workplace relationships between generations.</p> <p>Presenter: Leonard E. Gude, Regent Moderator: Gary Mann, Suntrust Education Loans</p>	MR 104
	<p>ACG/SMART Update Do you still get confused by these two relatively new programs? Have you kept up with the changes? Are you still asking, "What really is a year?" Join your colleagues as we hear the latest on ACG and SMART.</p> <p>Presenter: Greg Martin, U.S. Department of Education Moderator: Brad Barnett, James Madison University</p>	MR 107
	<p>Customer Service in the Financial Aid/Veterans Assistance Office This session will share how Trident Technical College is using Colleague to provide customer service for financial aid and veteran students.</p> <p>Presenters: Ellen Green, Trident Technical College Josephine Brown, Trident Technical College Moderator: Marion Shute, Fifth Third Bank Education Lending</p>	MR 202
	<p>Veteran Success: They Have Done Their Job – Now We Must Do Ours Are you ready for our soldiers to come? Are you ready for their unique challenges? Information included in the session will include GI bill information including the new Chapter 33 as well as our Veteran Success website and office.</p> <p>Presenter: Jill Rayner, North Georgia College & State University Moderator: Erica Osborne, Bellarmine University</p>	MR 204
	<p>Public Service Loan Forgiveness and How to Counsel Your Students In this session the presenter will share "how to hit a homerun" with your students when counseling them on the Income Based Repayment plan and Public Service Loan Forgiveness.</p> <p>Presenter: James R. Smith, Atlanta's John Marshall Law School Moderator: Laura Keown, Centre College</p>	MR 205
	<p>Training and Development of Staff When do you have time to train new staff members? The Financial Aid Office faces a very hectic schedule. Training, monitoring, and evaluating knowledge are extremely difficult - yet very necessary. How do you train? How do you develop and maintain a training manual? Who trains in the Financial Aid Office? How do you evaluate and test new staff members' understanding of complex financial aid processes? Do you utilize outside sources? Internal sources? Webinars? Role playing?</p> <p>Presenter: Ron Day, Kennesaw State University Moderator: Dan Griffin, Columbia International University</p>	MR 206
	<p>Protecting Our Personal Space – Security in a Virtual World The seemingly spontaneous birth of cyber culture is dramatically changing our lives. It is making us pay attention to concepts and people in ways that we hadn't expected, and we often feel that it is threatening our comfort and safety. Cyberspace is invading our</p>	MR 208

	<p>personal environment so we must learn new ways to protect our families, our personal information and ourselves. This session will enhance participants' awareness to be safer in this world with cyber predators.</p> <p>Presenter: David Hines, State of Virginia Moderator: Tracy Ireland, Georgia Student Finance Commission</p>	
		TUESDAY
9:45am – 10:15am	Break	Grand Ballroom ABC and Foyer
10:15am – 11:30am	<p>Making Your Financial Aid Office More Accessible to People With Disabilities</p> <p>Life is tough enough as it is, but having a disability can make life even tougher. Consider the challenges of people with disabilities. Many of the challenges that people with disabilities face are ones that can be avoided. This session will give you numerous ways, which are often easy and inexpensive, to make your Financial Aid Office more accessible to your colleagues and your students with disabilities.</p> <p>Presenter: Liza Bruce, ECMC Moderator: Bryan Erslan, Lincoln Memorial University</p>	MR 102
	<p>Leadership: Opportunities, Challenges and the Perks!</p> <p>If you are wondering how you can “fit-in” or be involved in professional associations this session is for you! The presenters will share how they “Stepped Up to the Plate” and took opportunities available which led to the highs and lows in their leadership experience.</p> <p>Presenters: Janet Dodson, National Student Loan Program David Gruen, University of Wyoming & NASFAA Chair Jim Swanson, Colorado College Moderator: Lisanne Masterson, Brevard College</p>	MR 103
	<p>Directors in the Dug-Out: A Jam Session</p> <p>Differentiating and balancing the “urgent” needs of the office with what is “important” is a skill all leaders must develop. This session will give directors the opportunity to discuss issues that relate specifically to leading and managing a demanding work environment. We will discuss such topics as finding resourceful ways to administer your budget, communicating with your boss, supervising the millennial employee, enhancing enrollment management efforts, and doing more with less. The conversation will help you to crystallize your own observations, hear how your colleagues handle the demands of their office, share your own experiences, and develop creative methods and best practices for moving forward. Come prepared for a lively, yet tailored, discussion!</p> <p>Facilitator: Sarah Bauder, University of Maryland</p>	MR 104
	<p>Open Q & A with the FED</p> <p>Now, we know you have questions. So much is new or has been changed. This is your chance. Don't be afraid to ask. Get clarification on that issue that's nagging at you. Ask the question that keeps you from going back to sleep when you wake up at 3 a.m. This is a great opportunity for you to get answers to your questions.</p> <p>Facilitator: Greg Martin, U.S. Department of Education</p>	MR 107
	<p>Financial Aid Jeopardy</p> <p>Get ready to test your financial aid knowledge in this game of wits against your fellow colleagues. Just like the TV show, select a category and a money value to reveal the hidden “answer.” Come up with the correct “answer” or your bank will take a hit. Come and join in the FUN!</p> <p>Presenters: Anh Do, St. Thomas University Cedric Trigg, University of Louisville Moderator: Lidiette Esquivel, Edamerica</p>	MR 202

		TUESDAY
	<p>Hitting a Home Run: How Do I Repay Those Loans After School? It's as real as hot dogs and baseball: students have to borrow to attend graduate and professional school. Now what happens after the game is over and the score has to be settled. How do students hit a home run and actually repay the loans on a timely basis. What if something goes foul - how do students go into forbearance or other deferments? Come hear about solutions for students so they come out on the winning team with repayment strategies and solutions for paying their loans back over the long haul.</p> <p>Presenters: Brenda M. Brown, University of Miami School of Law Chris Miller, USA Funds</p> <p>Moderator: Stephanie Powell, Mercer University School of Law</p>	MR 203
	<p>Marketing Our Students Services to Enhance Enrollment and Retention The session will discuss strategies for "selling" our available services to students (and parents) to provide access to higher education and then enhance student success. Although various student service areas will be discussed, the focus will be on financial aid. Special emphasis will be placed on discussing generational differences between Gen X students and Millennial students and also Boomer parents.</p> <p>Presenter: Greg Thornburg, Logan College of Chiropractic</p> <p>Moderator: Bill Cox, North Carolina State Education Assistance Authority</p>	MR 204
	<p>Motivating Your Staff This session shows you how to motivate your team, what attributes people expect in a great place to work, ideas for incentives and awards, how to teach staff to mentor others and sure-fire steps for staff members to stand out and improve themselves.</p> <p>Presenter: Kochie Vaughan, USA Funds University</p> <p>Moderator: Brenda Burke, Virginia Commonwealth University</p>	MR 205
	<p>Identity Theft – Protecting Your Office In this session, you will learn how to protect student information from identity fraud. We will cover the reasons why you need to secure data, how electronic communications have changed the manner we do business and engendering an office environment that protects the integrity of the data we collect. We will offer suggestions on ways to improve the security of data that comes in a Financial Aid Office and the data that goes out.</p> <p>Presenters: Lester McKenzie, Tennessee Technological University Sam Casarez, TG</p> <p>Moderator: Keith Reeves, Clemson University</p>	MR 206
11:30am – 1:15pm	Lunch On Your Own	
11:30am – 1:15pm	Professional Advancement Committee Luncheon	MR 101
11:30am – 1:15pm	SASF AA Past Presidents' Luncheon	MR 209
1:15pm – 2:45pm	SCASF AA Hospitality Suite Open	MR 105
	PC Lab and Polls Open	MR 108
	Vendor Area Open	Grand Ballroom ABC
1:15pm – 2:30pm	<p>Around the Horn with Graduate and Professional FAAs This session is an opportunity, as a graduate/professional aid administrator, to TEAM UP with your colleagues to talk about the issues that are most important to you and get face to face feedback on your topics of choice. We will provide the "playing field" for discussion - you will provide the ideas, the topics and the answers for this interactive and participant driven session. Please join us and be ready to "Step up to the Plate" for this session.</p> <p>Facilitator: Dino Koff, Dartmouth Medical School</p>	MR 102

		TUESDAY
	<p>How to be a SASFAA Volunteer Your helping hands can make a difference. The collaborative effort of an extensive volunteer network is needed in order to accomplish the overall mission of our Association. SASFAA depends on the talents and energy of members to carry out the Association duties and responsibilities. This session will guide you through the steps for serving as a volunteer at the regional level. You will learn that volunteers are not chosen based on years of experience, but willingness to serve.</p> <p>Presenter: Sharon Oliver, North Carolina Central University Moderator: Michael Morgan, Edamerica</p>	MR 103
	<p>Adult Students – Don't Strike Out With Them Overviews of how your financial aid office can assist non-traditional students overcome barriers to education. A worksheet will be provided to attendees to assess their office on the three main types of barriers: Situational, Dispositional and Institutional. An interactive discussion of best practices will be led by presenter with considerations and suggestions by attendees.</p> <p>Presenter: Lester McKenzie, Tennessee Technological University Moderator: Joe Dobrota, Regent University</p>	MR 104
	<p>The Impulse Spending and Buyer's Remorse – Understanding Money Personalities Students have unique personalities that influence them to handle finances in different ways. For some, shopping may be an event to look forward to while others may camp out overnight to own the latest techno-gadget – all influenced by their money personality. Our "money values" are established at an early age and greatly influence our financial decisions. In this workshop, we'll discuss ways to recognize some of the different money personality types and offer tips for working with each personality to help them to overcome their spending woes and play to their financial strengths.</p> <p>Presenter: Kim Miller, ECMC Moderator: Melanie Gillespie, Southern Wesleyan University</p>	MR 107
	<p>The Role of Financial Aid in the Recruitment and Retention of First Generation Students, Non-Traditional Students and Veterans As the pool of prospective students dwindles, and tuition costs increase, what tangible steps can the financial aid office assume to more effectively serve this demographic? This session will include some of the findings in NASFAA's recent multiple city "listening" tour. This session will also include cross-cultural communication techniques to reach these underserved populations, and will present a model whereby your institution can manage this new demographic in a more integrated approach with other campus departments.</p> <p>Presenter: Michael O'Grady, Higher Education Consultant Moderator: Jeff Dennis, Southern Wesleyan University</p>	MR 202
	<p>Conflict Resolution (Student Issues/Departmental Issues) The conflict resolution session is designed to help develop a conflict management system in the office and in varied environments. The purpose of this presentation is to help with understanding the nature of conflict, the continuum of responses to conflict, how to develop the necessary skills to facilitate the management of various types of conflict in the financial aid office and how to demonstrate the ability to analyze and research conflict in an organizational environment.</p> <p>Presenter: Willie Thomas, Chattanooga State Technical and Community College Moderator: Chris Tolson, Campbellsville University</p>	MR 203

		TUESDAY
	<p>How America Pays for College Even with constant coverage in the news about the rising cost of college, year-after-year, more and more families achieve their dream of sending their children to the school of their choice. How? This session will focus on how families meet the expense of college, with facts important to financial aid, admissions and other offices across your campus. Come hear the results of Sallie Mae's annual survey, "How America Pays for College," conducted by the Gallup Organization. You will learn how much parents contribute, how much students borrow and whether the cost of attendance has an impact on school selection. You are invited to participate in a dialogue on how to meet the needs of families who face both the opportunity and challenge of investing in a higher education. We will also be previewing Sallie Mae's newest online tool with guidance on paying for college based on your family's budgets and financial goals. We look forward to your joining us for this exciting session!</p> <p>Presenter: Chuck Parker, Sallie Mae Moderator: Thurman Mitchell, Hinds Community College</p>	MR 204
	<p>Handling Stress and Dealing with Difficult Students The Financial Aid Office is dealing with a multitude of issues unrelated to the technical aspect of our job. Even when we are utilizing all of the customer service skills we know, having knowledge of the medical and other issues related to the problems with which we are dealing can greatly improve the interaction that we have and limit crisis situations. This session will address techniques for handling angry students, how to identify serious problems, and suggest ways in which we can help diffuse a potentially dangerous situation. Available resources will be discussed that will assist every employee in reaching out to meet student needs.</p> <p>Presenter: Sandra Rockett, Dyersburg State Community College Moderator: Jeff Gerkin, University of Tennessee</p>	MR 205
	<p>Doing More or Less With Less A new system implementation getting you down? Are you still trying to explain to other people on our campus that the HEOA has a larger scope than just financial aid? Does your 401K now look like a 201F? This interactive panel discussion will focus on things you can control and hopefully help you to put a little bit more "fun" into financial aid.</p> <p>Presenters: Runan Pendergrast, Bluegrass Community and Technical College Michael Reynolds, Auburn University Brent Tener, Vanderbilt University Moderator: Lisa Tumer, James Madison University</p>	MR 206
	<p>Transitioning from FFEL to DL This session will discuss the steps, obstacles, timelines, and cost to move from FFEL to Direct Lending.</p> <p>Presenters: Deborah Byrd, Calhoun Community College Rick Taphorn, Bryan College Moderator: Amy Berrier, University of North Carolina - Greensboro</p>	MR 208
2:30pm – 3:00pm	Break – “The Seventh Inning Stretch”	Grand Ballroom ABC and Foyer
3:00pm – 4:45pm	<p>General Session: Federal Update This session will discuss the latest guidance by the Department released late December 2008, along with what the future holds in terms of regulatory and operational changes to implement the CCRAA.</p> <p>Presenter: Jeff Baker, U.S. Department of Education Moderator: Betty Whalen, Winthrop University</p>	Grand Ballroom DE
3:00pm – 6:00pm	SCASFAA Hospitality Suite Breakdown	MR 105
	PC Lab and Polls Breakdown	MR 108
	Vendor Area Breakdown	Grand Ballroom ABC
6:00pm – 7:00pm	Social Hour (Cash Bar)	Pre-function Area of the Convention Center

		TUESDAY
7:00pm – 9:00pm	SASFAA Banquet & Awards – Beach Resort Attire	Grand Ballroom D
	Charity Presentation SASFAA Service Awards “Making a Field of Dreams a Reality – Part III” Jennifer Prince, Science Major, Horry-Georgetown Technical College, Conway, SC Sandra Neel, Director of Financial Aid, University of Tennessee - Martin	
9:00pm – 1:00am	Dance – DJ Tony Signorino	Grand Ballroom E
Wednesday, February 11, 2009		
Time	Event	Location
8:00am – 5:00pm	Conference Headquarter Open & Breakdown	MR 106
8:30 am – 11:30am	Breakfast & Closing Session (Breakfast closes at 9:15am) – SPIRIT DAY	Grand Ballroom D
	NASFAA Update – David Gruen	
	Business Meeting	
	Conference Closing/Wrap-Up	
12:00pm – 1:30pm	Conference Committee Transitional Meeting and Lunch	MR 203