

Session Descriptions

Lost in Translation: Speaking to Our Students

Financial Aid isn't Greek, but it definitely isn't English! While our offices are exceptionally fluent in 'FA Speak', we often forget that it sounds like a completely foreign language to our students and their families. In this session, we'll outline ways to translate 'FA Speak' and strategically tailor content to your specific audience. You'll walk away with tools for making the translation process easier as well as strategies for creating clear and effective communication that enables families to take action and move through the financial aid process with ease.

How America Pays for College 2018

This session will share highlights from *How America Pays for College 2018*, a national study by Sallie Mae and Ipsos. Discussion will 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.

Does Your Office Need a Compliance Officer?

Salt Lake Community College hired an assistant director to cover compliance and training within the past two years. This session will focus on why the decision was made to go this direction, the creation of the job description and what that person is now doing. Both the director of the office and the person hired for that position will give their perspective on the importance of that position and what it has meant for the financial aid office.

Professional Judgment Panel

Join us for a lively panel and audience discussion on everyone's favorite Financial Aid Topic: Professional Judgment. Be prepared to join the discussion as we consider example situations and policies and practices from our offices and yours.

Lessons in Leadership: Reflections from a Senior Leader in Student Affairs and Enrollment Management

What is leadership? How do we know if we are a good leader? How does one prepare for leadership? Dr. Laura Oster-Aaland, Vice Provost for Student Affairs and Enrollment Management at NDSU will address these questions by sharing reflections and lessons learned from her twenty plus year career in higher education. She will address the challenges of leading at various career levels (entry level, mid-level, senior level), through organizational change, budget reductions, and technology implementations. She will focus on advocacy for staff, change management, and core values of her leadership philosophy and provide tips and guidance on how to prepare oneself for leadership.

It Depends

If you think back through your years as a financial aid professional, how many times do you think you have begun a response to a question with "IT DEPENDS." Whether you are talking to your campus leadership, faculty, students, parents or your staff, your answers are often contingent upon so many factors. So how does a successful leader in financial aid successfully communicate to various audiences when "it depends" is how the answer begins? Come to this session to get some ideas on successful communication strategies using some real life case studies.

Work Study

As we know, there is no one size fits all when it comes to managing federal aid. This especially true when it comes to work-study. Schools must take into consideration their needs, the needs of their student body, and the federal regulations. In this session we would explore the challenges of managing a successful work-study program. We would look at the different styles that schools can take in hiring/assigning students to different positions. We will also explore the different approaches that schools have for the community service component and what it means to have a reading tutor. We would also dive into timesheet management and what is the minimum that we need to be doing with this. This session will encourage participant involvement and discussion.

Financial Aid in an Enrollment Management World

Enrollment Management is a hot topic spreading across colleges and universities and seeping into the world of financial aid more each day. The feeling is even more deeply felt at public institutions. The surprise to many is that we have been working in enrollment management (whether we called it that or not) for many years—decades even. This session, from a seasoned financial aid professional who made the jump to enrollment management, will give an overview of what enrollment management means, how it has actually been there all along, and how financial aid professionals are a vital voice in shaping the future of enrollment management at their institutions.

Courses in Program of Study

"If a student is enrolled in courses that do not count toward his degree, certificate, or other recognized credential, they cannot be used to determine enrollment status unless they are eligible remedial courses. This means you cannot award the student aid for classes that do not count toward his degree, certificate, or other recognized credential." – 2017-2018 FSA Handbook, 1-20

Federal guidance states that students cannot receive federal aid for courses which do not go towards their program of study. As of 1718, JCCC has created a Courses in Program of Study (CPOS) policy based on the guidance above. The courses a student is enrolled in are examined through DegreeCheck audits in order to determine if they are within the student's program of study. We would like to present the process we have set up and the successes and struggles we have had with implementing this process.

NASFAA Strategic Long Range Plan - Listening Session

In 2019 the NASFAA Association Governance Committee will perform a comprehensive review of NASFAA's Strategic Long Range Plan (SLRP) which expires in 2020. The SLRP serves as a guide for staff and the board in their efforts to best help NASFAA members. This open listening session is an opportunity to ask questions of NASFAA's leadership and share your thoughts and ideas as to how NASFAA can best meet your needs.

Loan Indebtedness and Cost & Aid Statements

This session will review the setup of how NDSU and the North Dakota University System developed a loan indebtedness statement, how the statement is communicated to students as well as some of the pitfalls that were discovered with the first round of notifications. The presenters will also review the steps that were taken to develop a Financial Aid Award and Cost Info notification. These notifications include all aid awarded, estimated direct costs and checklist items needed to complete by the student to complete his or her financial aid status.

Where We Are Going, We Don't Need Roads: Innovative FA Practices

Ready to take that next step forward, but still a little leery? Come learn about some movers and shakers in the industry who have gone Back to the Future and the lessons they've learned along the way. Whether they've just begun a new process, successfully implemented a change, or failed spectacularly, there is wisdom to share. Learn some best practices and come away invigorated to hit your old financial aid routine with 1.21 gigawatts of innovative electricity.

How to Prepare For and Survive a Program Review

So the call comes, you are having a Program Review. You feel worry start to set in, and all kinds of questions swirl about in your head. Are we ready? Are we doing things properly?

How do I prepare the team? What things should I prioritize? This is your chance to hear from one aid Director that turned the worry into energy, and brought the forces that be together to have a successful Program Review.

Wellness: A Holistic Approach to Student Success

WSC Student Affairs has instituted a new, holistic approach to student success. In our experience, all facets of student wellness play a part of their success and when one of the facets is compromised, overall wellness and continued success can as well. The presentation will provide attendees with a tool, how it was implemented on our campus and how the tool can address and assist with student conversations and success plans.

Administering Disbursements

This session will explore some flexibilities and restrictions when handling Title IV funds, looking at various aspects of disbursing Title IV funds including credit balances, early and late disbursements, post-withdrawal disbursements, and retroactive disbursements, and will provide information regarding how to disburse or return funds if improper payments occur or if a student regains eligibility.

Scholarship Administration with Academic Works

The goal of this session is to provide an opportunity for new and current users of Academic Works to discuss issues and ask questions of the presenters and other audience members. Academic Works is a scholarship management system that many schools in our region are using to administer their internal and external scholarship programs. The presenters will conduct a session of how NDSU implemented Academic Works on their campus and what works well, as well as areas to pay attention to. This session is designed to be interactive so the presenters will ask audience members for feedback regarding their experiences with implementation and other pertinent relevant issues they are experiencing.

Do you know what your students really know about financial aid?

Do you know what your students really know about financial aid? Some of their answers may surprise you. Come to this session to learn:

- What students really know about financial aid
- Common student answers to some basic financial aid questions
- What students believe is important about their financial aid
- Communication strategies to educate your students

Reaching Students Where They Are

What comes after GenZ? Many of us are still reacting or preparing for GenZ, and they are already on your campus. How about the next generation? Come find out what changes you should be making to best interact with this group, and how we may be able to prepare for the group coming up behind them.

Advocacy and You

This session will touch on the main principles of successful advocacy strategies. An overview will be given of how NASFAA enacts those strategies at the Federal level through relationships with Congressional staffers, the Department of Education, and the Administration. In addition to highlighting useful NASFAA tools and resources, the session will also cover tips and strategies on how to successfully advocate at the grassroots level, and outline how you can plan your own advocacy event!

How to read a tax transcript and 1040X

Trying to understand the numbers on a tax transcript can be trying at best. Why are some transcripts several pages and others are only a page or two. Then sometimes a 1040X is added into the mix. What numbers on the 1040X should we be concerned about?

Tales with Tails: Incorporating Financial Literacy into a Work Study Program

The tutoring/literacy requirement for the FWS program has been a historically difficult position to fill for our campus. We will present the time-line and showcase the partnership we have forged with both our campus library and our local humane society to create a sustainable program ensuring we meet the requirements of the FWS program while engaging with and building relationships in our community.

Verification 111, 212, 313, 414

Customized Verification, yea right?

Program Integrity has brought us all to north of normal. Verifiers of all levels needed to explore how customized verification has brought verification to a whole new 'normal'. What has the impact of early FAFSA and prior prior year been? On the bright side, we are not up to V10. On the not so bright side, we do have new comment codes.

Academic Calendars, Modules, and Title IV

This session will review the primary types of academic calendars and explore how academic calendars broadly impact the administration of the Title IV programs, with emphasis on modules, summer sessions, and intersessions.

Ethical Dilemmas in the Office of Financial Aid

Financial Aid professionals often find themselves in situations where judgment calls are involved. In order to assist us with navigating these situations, NASFAA's Ethics Commission has developed a Code of Conduct and Statement of Ethical Principles to support practicing aid officers. During this session we will discuss common areas where ethical difficulties can arise. We will identify best practices when working through these difficulties. And we will identify some practical ways to stop ethical situations from developing in the first place.

Not Your Ordinary FA Night: Going from Humdrum to Home Run

"You mean you want me to be informative, fun, and connect with the audience too?" This session will offer practical tips designed to make your next financial aid night more engaging and useful for everyone involved.

Lean Process Improvement

This session will provide an in-depth look at how the University of North Dakota is breaking down processes between financial aid, business office, and other campus departments to provide better service to students. Financial aid staff have been trained in process improvement training to identify waste in processes that have been implemented throughout the years.

Perkins Program Close Out

The Federal Perkins Loan program was the oldest federal loan program and was established in 1957. On September 30, 2017, The Federal Perkins Loan Program failed to renew in Congress, thus effectively ending the loan program. We would like to present the process we went thru to close out the Perkins Loan program at Johnson County Community College. We have some practical experience that may assist in your close out process.

An Exploration of Student Consumer Information

Are you confident your institution is compliant with all the many student consumer information details? Student consumer information is required to be on your website, in publications, shared with current and some potential students. Together we will consider what can be found easily in your materials and who is responsible to share and notify. Bring your consumer information materials and tablet or laptop to this session, as we will be exploring your school's details. Consider this session as a mini-audit.

Student Consumer information is the foundation of Janet's doctoral dissertation and your attendance helps her gather feedback and information.

The Tall and Short of It

Customer service in financial aid is important, no matter how large or small your institution might be. Come and see the differences and similarities, in customer service provided from a small 2-yr. private and a large 4-yr state school. Tips from both ends of the spectrum, might surprise you!

Overawards and Overpayments

This session will provide a high-level review of Title IV overawards and adjustments, and will also explore procedures to resolve various types of Title IV overpayments.

Satisfactory Academic Progress Panel

We all want to ensure students are successful and graduate, but we know some will struggle along the way. This interactive, school panel session will discuss difficult aspects of SAP regarding Academic Plans, calculating 'PACE' and maximum time frame. Also, this session will include discussion on SAP communication and retention and will share best practices.