



## TIME TO CONNECT

**Tuesday, June 11, 2013**

### TIME

8:00 - 9:00

**REGISTRATION**

8:30 -9:15

**Continental Breakfast**

9:15 - 9:30

**Welcome to the VASFAA Conference**

9:15 - 10:30

**KEYNOTE ADDRESS: Dr. Steve Taubman:**

Remove "invisible walls" like fear, self-doubt, stress and discouragement ... and get your team into action. Explore empowering tools for greater mental flexibility and resilience. Your team will remember the lessons - and the laughter.

10:30-10:45

**Break**

10:45 - 12:00

**NASFAA: How to Research Questions:**

How do you find answers to questions about Title IV Programs? As a financial aid administrator, you are constantly fielding questions from students, their families, staff, and other departments, and senior administration. Although many questions can be satisfied with a simple answer, some are more complex and require research. This session will identify the various statutory, regulatory, and subregulatory resources available. It also will provide tips for locating and using these types of resources.

*Presenter: Eileen F. Welsh, NASFAA Training Specialist*

**Workplace Safety - Crime prevention and Emergency Preparedness**

It is just as important to use crime prevention skills in the workplace as it is at home. No matter where you work, common-sense prevention skills can make the workday safer for everyone. With proper planning one can keep the workplace safe from office crime, unauthorized "visitors" and/or angry customers and be prepared for emergencies.

*Presenter: Christiana Coyner, UVM Police Officer*

**Credit Reports and Credit Scores**

The choice borrowers make with their student loans - both positive and negative - are reflected on their credit reports. This session will help you counsel borrowers, whatever their status - in school, in repayment, or in default.

*Presenter: Joe Jovell, Great Lakes Senior Marketing Associate*

12:00 - 2:00 **VASFAA MEETING / EASFAA UPDATE  
LUNCH**

2:15 - 3:30 **NASFAA TOOLS: Using NASFAA Tools**

NASFAA's financial aid management tools can help you evaluate and improve your school's administration of Title IV and other student aid programs. The session will highlight best practices and practical ways these user-friendly tools can assist you to enhance daily aid office operations, collaborate with others on campus, and stay in compliance with federal regulations. Learn more about these tools and how to use them on your campus.

*Presenter: Eileen F. Welsh, NASFAA Trainer*

**Barebones Counseling (Counseling Students to Minimize Borrowing)**

USA Today reports that student loan debt now exceeds \$1 trillion. To minimize borrowing, students need help not only before admission, but also after they're in school. This session details all of the different opportunities you have to counsel your students on borrowing wisely—from application through repayment—and what has worked on other schools' campuses.

*Presenter: Daryl Conte, Campus Engagement and Education Consultant, American Student Assistance*

**Learning to Listen**

Whatever the reason or the situation, the ability to effectively listen is a key component to a successful work and personal life. Unfortunately, most of us are not as good at listening as we'd like to think. After completing this session, you will better understand your current level of listening and learn improvement techniques which will heighten your communication effectiveness.

*Presenter: Genna Coyne, Discover Student Loans*

3:30 -3:45 **Break**

3:45 - 4:15 **Federal Update**

*Presenter: Scott Giles, VSAC*

5:30- 6:30 **Cocktail Hour**

6:30 **Dinner**