



TIME TO CONNECT

Wednesday, June 12, 2013

TIME

8:30 -9:00 **REGISTRATION**
8:15 - 9:00 **Breakfast**
9:00 - 9:15 **Welcome to the VASFAA Conference**
9:15 - 9:45 **Vermont State Update**

9:45-10:45

General Session: Champlain College LEAD Program

This presentation gives insight into LEAD's Financial Sophistication program, reviewing how it began, what it entails and how other colleges may be able to replicate parts of it's success. The program currently includes 8 live workshops, 2 online workshops, and a one on one peer to peer credit mentor space where Champlain students can receive a copy of their credit report and score as well as a review with a trained student employee. LEAD's Financial Sophistication program has been featured multiple times in national news media and publications in including the NY Times and the AFCPE's "The Standard".

Presenter: Mike Fife, LEAD Financial sophistication Coordinator

10:45 - 11:00 **Break**

11:00 - 12:15

NASFAA: Return to Title IV Funds: Treatment of Modules

More that one year later, the return of Title IV process for programs offered in modules continues to raise questions for aid administrators. This session will approach this topic with a brief review of when programs are considered as offered in modules. Participants will then review examples to determine when an academic program is offered in modules and when a student has withdrawn from such a program.

Presenter: Eileen F. Welsh, NASFAA Training Specialist

Fraud

In an effort to support the recent "Dear Colleague Letter -DCL ID: GEN-11-17, Fraud in postsecondary Distance Education Programs - Urgent call to Action" the One Stop at Southern New Hampshire University has created a Fraud Prevention Taskforce. The taskforce includes individuals from Financial Aid, Bursar, Compliance, Recruitment, and Admissions processing. This collaboration led to the development of a proactive policy which includes methods to recognize fraudulent admission applications, validation procedures for require documentation, and formalized investigation processes for suspected fraud. This session will provide an overview of recent governmental fraud prevention initiatives and regulations, as well as SNHU's efforts to prevent both individual and organized fraud.

Presenters: Josh Faile, Team Lead - Enrolled Student Services - One Stop

Presenter: Robin Gagnon, Manager of Compliance - One Stop

Financial Aid Shopping Sheet

The Shopping Sheet was released by the Department of Education and the Consumer Financial Protection Bureau in July 2012 for voluntary use by schools for the 2013-2014 academic year. This tool is designed to provide an easy comparison for students/parents to compare financial aid information between schools. This session presents the implementation of the Shopping Sheet at Syracuse University, one of the 10 colleges selected to participate in the development of the form.

Presenter: Carlos Adrain

12:15 - 1:15

LUNCH, KAMP TAKUMPTA and NASFAA UPDATE

1:15 - 2:30

50 Shades of Grey

Fifty shades of grey describe the Federal aid compliance questions financial aid administrators' face on a daily basis. This session will explore some of these grey areas through discussion and case examples. We will discuss some of the resources and methods used by aid offices to serve our students while maintaining federal compliance. Session attendees are invited to bring case examples of those "grey" areas.

Presenter: Cathy Mullins, Vermont Law School

Presenter: Teresa McCormack, Castleton State College

Understanding the PSYCHOSOCIAL NEEDS of today's students

Students can present with a limited stress tolerance level, deficits with healthy coping and a general lack of life skills to navigate systems such as college. Added with increased student debt and economic uncertainty students can struggle to persist in college. In recent years media has highlighted the increased psychological issues faced by college students. Participants will gain a basic understanding of the characteristics of today's student to include knowledge of how social and psychological issues can impact a student's ability to graduate. Discussion will occur regarding how to support students who may present in distress. A focus on internal resources and teaming to best support students will be reviewed. Additionally we will review the importance of debriefing, campus culture and self care as critical to support staff and reduce burnout. Participants will review a case study for discussion. Role playing will also be used to demonstrate skills.

Presenter: Mark Gagnon, College of St. Joseph

Delivering Exceptional Customer Services

What a Financial Aid Office can do to assist with Retention. This workshop will explore the importance of customer service and assists participants with key ways to deliver exceptional customer service on their campus. It will identify student expectations and share tips on how your work is important and plays a critical role in the student experience. It explores the relationship between retention and customer service and engages participants in discussion.

Presenter: Dan Dreves, Nelnet Loan Servicing Regional Director

2:30 - 3:30

Final Keynote Address

Armando Vilaseca, Commissioner of Education for the State of Vermont