

## Thursday January 26th

Activity		Location
8:00am – 4:00pm	Registration	Lobby
8:00am – 11:30am	Vendor Exhibit Area Open	Hallway
8:00am – 9:00am	Continental Breakfast	Dawson-Brady
9:00am – 10:15am	<p><b>General Session: Presto Chango! The Magic of Change</b>            The lone constant in life is change. Improving technologies, increasingly-savvy customers and an evolving marketplace force companies and their employees into an uncomfortable choice: constant reinvention or guaranteed obsolescence. Discover the “Grand Illusions” (hidden misconceptions) that make change so difficult and learn to embrace it as a welcome friend, all rolled up into an unforgettable synthesis of enchantment, empowerment and entertainment.</p> <p><b>Presenter:</b> Billy Riggs</p>	Dawson-Brady
10:15am – 10:30am	<b>Pat Wilson Silent Auction Begins</b>	Vendor Area
10:30am – 11:30am	Interest Sessions	
11:30am – 1:00pm	<b>Lunch</b>	Dawson-Brady
11:30am – 1:00pm	<b>General Session: MASFAA Update – ISFAA Business Meeting</b>	Dawson-Brady
1:15pm – 2:15pm	Interest Sessions	
2:30pm – 3:30pm	Interest Sessions	
4:00pm – 5:00pm	<p><b>General Session: Hot Topic Speed Dating</b>            A fast-paced, fun, and informative activity – moderators will join your table for a brief discussion on a variety of topics that affect the financial aid office on a daily basis. When the time is up – you’ll stay put and a new moderator with a new topic will come to you. Meet new people, share ideas and thoughts, ask questions.</p>	Dawson-Brady
5:00pm – 5:15pm	Pat Wilson Scholarship Silent Auction Finale	
5:00pm – 7:00pm	ISFAA President’s Reception	Vendor Area

# Thursday January 26th Interest Sessions

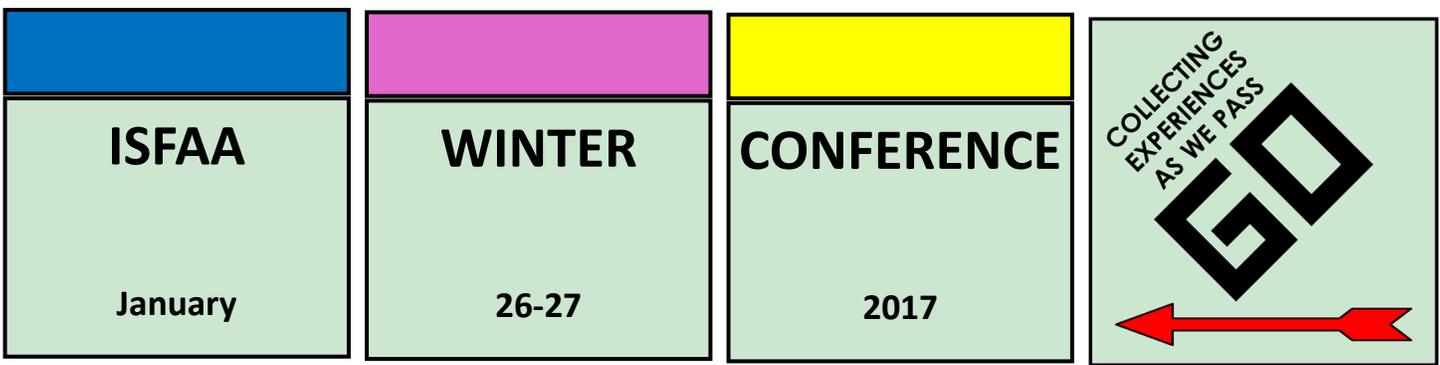
10:30am — 11:30am	Location
<p><b>ScholarTrack</b></p> <p>Indiana Commission for Higher Education staff provide a walkthrough of the new ScholarTrack system. Attendees will learn how to perform the following tasks: Logging into ScholarTrack, searching for students, viewing and understanding student details, claiming and refunding awards, reporting credit completion data, generating files, reviewing payments</p> <p><i>Presenter: The Indiana Commission for Higher Education (Duplicate Session on Friday)</i></p> <p><i>Moderator: Michael Jones</i></p>	Clark
<p><b>Positively Magic Service</b></p> <p>Today's market is more highly competitive than ever before. But successful businesses know that the most effective and least expensive way to distinguish their company from the competition is to provide mind-boggling customer service. In a dazzling combination of magic and education, world-class magician Billy Riggs exposes the five grand illusions that prevent you and your staff from serving your customers in a way that keeps them coming back again and again, and reveals the secrets of rendering Positively Magical Service.</p> <p><i>Presenter: Billy Riggs</i></p> <p><i>Moderator: Melinda Middleton</i></p>	Porter
<p><b>Combining Financial Aid and Financial Literacy to Reduce Student Debt</b></p> <p>A recent study regarding the issuance of debt letters to help student debt levels indicated the "information alone is not sufficient to systematically different borrowing choices among students and that other supports are likely necessary to affect behavior." Indiana University has taken significant steps to ensure the information provided in the debt letter is supported by a comprehensive financial literacy program that assists students in making informed financial decisions. The result has been a \$98.7 million reduction in student loan borrowing since 2012. Learn how IU has implemented a program that has had such a positive financial impact on students.</p> <p><i>Presenter: Phil Schuman, Indiana University</i></p> <p><i>Moderator: Kraig Gardner</i></p>	Miller
<p><b>PPY Roundtable Discussion</b></p> <p>Prior prior year is here. What's going well? What might we do different next year? What kind of impact did it have on your campus? Join our panel of seasoned financial aid directors in this interactive roundtable discussion about how we are handling prior prior year on our campuses.</p> <p><i>Presenters: Heidi Carl, Wabash College &amp; Carrie Bishop, Ivy Tech Community College &amp; Dave Peterson, Indiana University-Purdue University Fort Wayne &amp; Melissa Smurdon, Butler University</i></p> <p><i>Moderator: Alex DeLonis</i></p>	Hart

# Thursday January 26th Interest Sessions

1:15pm — 2:15pm	Location
<p><b>The 411 on 399</b></p> <p>With the same income and tax information being used on the 2016-2017 and 2017-2018 FAFSAs, the likelihood of conflicting information is increased. In this session we will discuss when such conflicts must be resolved and explore how verification both relates to, and is distinct from, resolving conflicting information.</p> <p><i>Presenter: Zack Goodwin, U.S. Department of Education</i>  <i>Moderator: Michael Carpenter</i></p>	Clark
<p><b>Working With Millennials</b></p> <p>Millennials are the largest generation on our planet today. As a result, they will have a tremendous influence over norms, expectations and behavior. This session will highlight the financial and buying habits and expectations of millennials and will review some recommendations in engaging them.</p> <p><i>Presenter: Donette Cassman, Sallie Mae</i>  <i>Moderator: Carrie Bishop</i></p>	Porter
<p><b>GAP Financing 101</b></p> <p>How are your students paying their out-of-pocket costs? What if there is a way to reduce their out-of-pocket costs without borrowing? This session will help financial aid administrators look at multiple ways to counsel families on covering these costs without needing to borrow the full amount of loans to cover these costs.</p> <p><i>Presenter: Greg Carlo, Thrivent</i>  <i>Moderator: Danielle Hayden</i></p>	Miller
<p><b>Building Your Departmental Operational Calendar</b></p> <p>Do you want your office to be more organized? Join us for a discussion of the benefits of developing and maintaining an operational calendar and other organizational tools to keep your office running smoothly.</p> <p><i>Presenters: Melinda Middleton, Rose-Hulman &amp; Melissa Myers, IU Bloomington</i>  <i>Moderator: Heidi Carl</i></p>	Hart

# Thursday January 26th Interest Sessions

2:30pm — 3:30pm	Location
<p><b>Things You May Not Know About R2T4 &amp; NSLDS Enrollment Reporting</b></p> <p>By when must entrance counseling be completed when making a late disbursement? How does the timing of dropping courses impact R2T4 calculations for a program offered in modules? What tools are available to assist with monitoring the timeliness and accuracy of schools' enrollment reporting? Learn the answers to these questions and others in this session addressing important but lesser-known aspects of R2T4 and enrollment reporting regulations.</p> <p><i>Presenter: Zack Goodwin, U.S. Department of Education</i>  <i>Moderator: Rob Wirt</i></p>	Clark
<p><b>VA Session</b></p> <p>Eric Lewis from the Veteran's Affairs Office will be available to answer questions regarding processes and any questions the attendees may have regarding their VA students and benefits.</p> <p><i>Presenter: Eric Lewis, Veteran's Affairs</i>  <i>Moderator: Patt Mccaffery</i></p>	Porter
<p><b>Title IX Reporting</b></p> <p>Issues of sexual assault on college campuses have dominated the higher education compliance landscape since the Department of Education's Office for Civil Rights ("OCR") issued its April 4, 2011 "Dear Colleague Letter" regarding student-on-student sexual harassment and sexual violence ("DCL"). The DCL and following April 29, 2014 Q&amp;As emphasized the obligation of institutions under Title IX of the Education Amendments of 1972 ("Title IX") to investigate and address instances of sexual violence on their campuses. This presentation will discuss what this means for you as a University professional.</p> <p><i>Presenters: Erin Oliver, Purdue University</i>  <i>Moderator: Stan Werne</i></p>	Miller
<p><b>Working with Academic Advisors to Best Guide Students on SAP Policies and the Impact of INHEA and 21st Century</b></p> <p>This will be a group discuss on how universities are working with other departments to keep advisors and students updated about SAP policies and how the college/ university can best advise the student. How to keep advisors and students aware of credit completion for INHEA and 21st Century, and what the affects could be.</p> <p><i>Presenters: Nicole Trice, Indiana University-Purdue University Fort Wayne</i>  <i>Moderator: Cecelia Dwyer</i></p>	Hart



## Friday January 27th

Activity		Location
7:00am – 9:30am	Registration	
7:00am – 8:00am	Breakfast Buffet	Dawson-Brady
<b>8:15am – 9:30am</b>	<b>General Session: Federal Update</b>  <b>Presenter:</b> Zack Goodwin, U.S. Department of Education	Dawson-Brady
10:00am – 11:00am	Interest Sessions	
11:15am – 12:15pm	Interest Sessions	
12:15pm – 1:15pm	<b>Lunch</b>	Dawson-Brady
12:15pm – 2:00pm	<b>General Session: Indiana Legislative Update and Closing Remarks</b>	Dawson-Brady



# Friday January 27th Interest Sessions

10:00am — 11:00am	Location
<p><b>One on One With Zack</b></p> <p>The session provides an informal Q &amp; A platform for financial aid professionals to ask questions concerning financial aid program responsibilities. Based on his experience at schools and at the Department of Education, Zack Goodwin will provide guidance according the ED’s standards to help you resolve your concerns.</p> <p><i>Presenter: Zack Goodwin, U.S. Department of Education</i>  <i>Moderator: Donette Cassman</i></p>	Clark
<p><b>Unconscious Bias in the Workplace</b></p> <p>According to Merriam-Webster, the definition of Unconscious is: “not aware of something.” The definition of Bias is, “a tendency to believe that some people, ideas, etc., are better than others that usually results in treating some people unfairly.” Join us for this eye-opening, one hour session where you will experience and explore the meaning of unconscious bias and the possible impact it has at the workplace.</p> <p><i>Presenter: Toni Neely, IndyChamber</i>  <i>Moderator: Julie Wonderlin</i></p>	Porter
<p><b>National Collegiate Athletic Association (NCAA) Financial Aid Overview</b></p> <p>This session will provide a basic overview of National Collegiate Athletic Association (NCAA) financial aid rules for Division I, Division II, and Division III member institutions. This session will also highlight applicable proposals from the 2016-17 legislative cycle for each division and their current status.</p> <p><i>Presenter: Alex Smith, National Collegiate Athletic Association</i>  <i>Moderator: Melissa Myers</i></p>	Miller
<p><b>Social Media Marketing Magic</b></p> <p>More and more every day, the best way to connect with students is through various social media platforms. The challenge is keeping them engaged to see the information you provide, which requires an active and almost daily presence across multiple and changing platforms. Join us as we’ll discuss strategies, some do’s &amp; don’ts, planning your social media activity, searching what students are communicating and other fun activities in a “session” that will start before the conference and continue after as well to help you have a robust and engaging platform for sharing your message!</p> <p><i>Presenters: Robert Summers, Brent Walker, Bill Wozniak, INvestEd (formerly ISM)</i>  <i>Moderator: Geoff Robinson</i></p>	Hart

# Friday January 27th Interest Sessions

11:15am — 12:15pm	Location
<p><b>ScholarTrack</b></p> <p>Indiana Commission for Higher Education staff provide a walkthrough of the new ScholarTrack system. Attendees will learn how to perform the following tasks: Logging into ScholarTrack, searching for students, viewing and understanding student details, claiming and refunding awards, reporting credit completion data, generating files, reviewing payments</p> <p><i>Presenter: The Indiana Commission for Higher Education (Duplicate Session on Thursday)</i></p> <p><i>Moderator: Brooke Hines</i></p>	Clark
<p><b>FERPA Issues in the Financial Aid Office</b></p> <p>FERPA is not just for your Registrar's Office! Attend this session to hear how three different types of schools deal with FERPA requirements while assisting students and parents with financial aid questions.</p> <p><i>Presenter: Carrie Bishop, Ivy Tech Community College &amp; John McPherson, Ball State &amp; Sara Donnelly, University of Indianapolis</i></p> <p><i>Moderator: J. Vinny Vincent-Dunn</i></p>	Porter
<p><b>Leading in Financial Aid in the 21<sup>st</sup> Century</b></p> <p>Today's financial aid leaders must anticipate and adapt to the ever-changing landscape created by Congress, technology, and the college environment. A leader in the financial aid industry needs to assess what is needed for successful and productive change. This session will encompass effective strategies for engaging in professional development, leveraging technology, rethinking communication, and more.</p> <p><i>Presenter: Dr. Nick Prewett, University of Missouri</i></p> <p><i>Moderator: Desiree Boggio</i></p>	Miller
<p><b>Working Your Way Through School-After Your Leave: The Purdue Back a Boiler Program, an Income Share Agreement</b></p> <p>This session will look at the Income Share Agreement in general and the Purdue Back a Boiler Program. We will discuss the goals, collaboration process, decisions and implementation of the Program that involved Purdue University, The Purdue Research Foundation, Vemo Education, and a host of others.</p> <p><i>Presenter: Ted Malone, Purdue University</i></p> <p><i>Moderator: Dennis Wentworth</i></p>	Hart

# Join us for the ISFAA Summer Conference



IVY TECH COMMUNITY COLLEGE  
CORPORATE COLLEGE AND  
CULINARY CENTER

2820 NORTH MERIDIAN STREET, INDIANAPOLIS, IN 46208

# June 13, 2017