

**2024 ISFAA Conference**

**Program Guide**

**March 11-13, 2024**

**Carmel, IN**

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**Monday, March 11, 2024**

Time Session Title Room Location

9:00 a.m.—12:00 p.m. **Exhibitor/Vendor Set up *Area outside The Hall of Justice***

10:00 a.m. —5:30 p.m. **Registration Open *Area outside The Hall of Justice***

12:00 p.m.—6:00 p.m. **Exhibits Open** ***Area outside The Hall of Justice***

12:00 p.m. **Pat Wilson Scholarship Silent Auction Opens**  ***Area outside The Hall of Justice***

Bidding will occur over two days and end on Tuesday at 5:45 p.m.

1:00 p.m.—1:30 p.m. **Welcome and Vendor Introductions** ***The Hall of Justice***

Presenter: Megan Watson, Indiana University-Indianapolis and ISFAA President

Join us as we begin the conference with a welcome from the ISFAA President andan introduction from our vendors.

1:30 p.m.—2:45 p.m. **Keeping the Flame Burning: Addressing Wellness and Self-care *The Hall of Justice***

General Session Speaker: James Richter, LMHC, is Director of Clinical Services at Sandra Eskenazi Mental Health Center at Eskenazi Health

Moderator: Chester Priest, KHEAA

Though burnout is often considered a byproduct of high-stress environments, it is often more a reflection of “compassion fatigue” or inconsistencies in self-care and wellness. This general session will explore the research behind stress response and burnout while providing strategies for well-being.

2:45 p.m.—3:15 p.m. **Break and Vendor Time**

3:15 p.m.—4:15 p.m. **Break Out Sessions (choose one of the following four sessions)**

**ISFAA New Professional Session: Becoming a Financial Aid Superhero *Captain America***

Presenters: Sarah Owen, Ivy Tech Community College; Russell Tragesser,Purdue University; and Lisa Bridgewater**,** Indiana University-Indianapolis

Moderator: Kim Jeffers, PNC Bank

Whether you're new to ISFAA or a fresh face in the state, consider this your initiation into the superhero league of financial aid administration! Join forces with ISFAA leaders ready to unveil the superpowers hidden within your membership. We'll discuss how to get the maximum value from the conference, harness the full potential of your membership benefits, and reveal the secret paths to becoming a superhero aid administrator. Unleash your inner superhero and soar to new heights in the realm of financial aid by attending this session!

**R2T4: Return of Title IV Funds *Wonder Woman***

Presenter: Heather Woods, Indiana University Indianapolis

Moderator: Donette Cassman, Sallie Mae

The supreme antagonist of Financial Aid, R2T4, is ruthless and cunning like the villain Lex Luthor. Often misunderstood, R2T4 disregards the wants of students, retracts government financial aid based on withdrawal, and befuddles both students and administrators alike with rules and regulations. Like Loki, R2T4 is everywhere, in-between, cunning, and ruthless. A process that will never go away. R2T4 is so popular, FAP often wish we could apply the Thanos snap!

**Financial Aid Communications Panel: Repayment Resumption,   
FAFSA Simplification, & Default Prevention *The Hall of Justice***

Panelists: Casey Trela, Ivy Tech Community College; Kelly McGuire, Trine University; Ron Herrell, Purdue University-Fort Wayne, and ISFAA President-Elect; and Steve Queisser, Student Connections

Moderator: Brandon Kuntz, Indiana University Fort Wayne

Is it a bird? Is it a plane? No, it’s repayment resumption, FAFSA Simplification, and Default Prevention!

**Motivational Interviewing for the Lay Person *Black Panther***

Presenter: James Richter, LMHC, is Director of Clinical Services at Sandra Eskenazi Mental Health Center at Eskenazi Health

Moderator: Raina Chezem, ELM Resources

Motivational Interviewing is an interactional approach that moves ambivalent individuals toward a commitment to change. Though founded around basic micro-skills, basic motivational interviewing has been practiced in doctors' offices, schools, and other settings where helping professionals work with individuals who are resistant (or reluctant) to change. The class will learn basic Motivational Interviewing principles and practice those skills in the classroom.

4:15 p.m.—4:30 p.m. **Break and Vendor Time**

4:30 p.m.—5:30 p.m. **Break Out Sessions (choose one of the following four sessions)**

**Federal Work-Study Heroes: Unleashing Success through Compliance,  
Marketing and Partnerships *Wonder Woman***

Presenters: Amber Phillips, Indiana University-Indianapolis; and Patt McCafferty, Ivy Tech Community College

Moderator: Mike Lubben, Inceptia

In a world where education faces numerous challenges, a group of extraordinary individuals with superpowers forms the ISFAA FWS Alliance. Their mission: to empower students through education, ensuring that they have access to work opportunities to enhance learning and meet educational goals. Join this session as presenters focus on some current Federal Work Study arch nemesis’s administrators face, including compliance, recruitment, community partnerships, wages, and earnings. Be prepared to join forces and to share your best practices. Please note we will not be addressing reporting FWS wages to the Department of Education.

**Green Zone Training: Getting the Green Light When Talking to Veterans *Captain America***

Presenter: Tyler Cason, Indiana University-Indianapolis

Moderator: Richard Graub, Hank Payments

Even superheroes live complicated lives. To support those who have sacrificed so much, we must look at the factors that shaped them with empathy and compassion. Green Zone training will acquaint you with these factors, address some common misconceptions, and establish paths to support our superheroes when they no longer wear their capes.

**Professional Judgement: Justice League *Black Panther***

Presenters: Amanda Fishman, Butler University; Maralee Clayton, Ball State University; and Monique Ware, Ivy Tech Community College

Moderator: Jeff Pierpont, College Raptor

Are you struggling with knowing when to approve a professional judgment? Do you want peer thoughts and perspectives on what is acceptable for a professional judgment? Here is your chance! Join your colleagues in a session on everything related to professional judgment as we discuss special and unusual circumstances and how to navigate them.

**Care and Feeding of Yourself and Your Career *The Hall of Justice***

Presenter: Helen Faith, University of Wisconsin-Madison, FAAC, and NASFAA National Chair

Moderator: Cecelia Dwyer, College Ave

Where do you see yourself in one, three, five, or even ten years? Do you know how to build your skills to prepare for your next steps? In this interactive session, engage with fellow audience members and NASFAA National Chair Helen Faith to learn about the career paths your colleagues have traveled, explore opportunities in financial aid that could best suit your strengths and interests, and discover the range of professional development and training tools and options that will help you develop your career in the directions you most want to grow.

5:30 p.m.—7:00 p.m. **President’s Reception *The Hall of Justice***

Sponsored by Earnest, KHEAA, Student Connections, and INvestEd

The ISFAA President will host an evening with your colleagues with drinks, heavy hors d’oeuvres, and networking.

7:00 p.m. **Musical Bingo  *The Hall of Justice***

Join us for a fun evening of musical bingo, games, and entertainment!

**Tuesday, March 12, 2024—ISFAA Superhero Day!** (Wear your favorite ISFAA or Superhero Apparel!)

Time Session Title Room Location

8:00 a.m.—8:30 a.m. **Breakfast on Your Own**

8:00 a.m.—5:30 p.m. **Registration Open *Area outside The Hall of Justice***

8:00 a.m.—5:30 p.m. **Exhibits Open** ***Area outside The Hall of Justice***

8:30 a.m.—10:00 a.m. **Keynote Note Address:** **Holy Chaos, Super Friends!** ***The Hall of Justice***

Keynote Speaker: Catherine Matthews, Indiana University

Moderator: Steve Queisser, Student Connections

Work has asked a lot of you lately, and chances are good you really feel that. It may feel like kryptonite, but you have superpowers of your own. This keynote session will focus on those superpowers so you can combat your supervillains and—Pow! Bam! Kaboom! —You will be ready to suit up and fly again.

10:00 a.m.—10:30 a.m. **Break and Vendor Time**

10:30 a.m.—11:30 a.m. **Break Out Sessions (choose one of the following four sessions)**

**Averting Danger: Combating Fraud in Higher Education *Wonder Woman***

Presenters: Brian Dassel and Cecelia Dwyer, College Ave

Moderator: Cecelia Dwyer, College Ave

We are witnessing a disturbing surge in fraudulent activities in higher education and financial aid. Financial aid administrators have a fiduciary responsibility to report suspected fraud. This session aims to raise awareness of the startling sophistication of fraud, discuss its effect on credit, and campus-wide best practices for deterrence.

**Verification *Captain America***

Presenter: Paul Friebus, Ivy Tech Community College

Moderator: Michael Jones, Citizens

Fall 2024 marks the rise of a new generation of powerful influences. How will we know if they are heroes or villains? In these halls, we rely on verification to make that determination, and we act accordingly. Join us to guide these newly arriving and unfamiliar FSSs to truth and justice!

**NIL and Alston Awarding-NCAA *Black Panther***

Presenter: Ron Herrell, Purdue University-Fort Wayne and ISFAA President-Elect

Moderator: Tracy Drechsler, SoFi

Riddle me this, one provides the student-athlete a wage, the other an academic achievement award, and both arose from the same Supreme Court case?

**Be the Superhero in Your Own Professional Story! *The Hall of Justice***

Presenter: Catherine Matthews, Indiana University

Moderator: Carol Swenson, Ascendium Education

Do you feel like a superhero or your alter ego most of the time at work? Are you looking for your chance to shine but think you need a hammer, lasso, or flying car to get the job done? This session will focus on developing your professional skills, building your superpowers, and changing the world…or at least your corner of it!

11:30 a.m.—1:00 p.m. **Lunch and Business Meeting, Proposed By-Law Changes, *The Hall of Justice***

**MASFAA Update**

Presenters: Megan Watson, Indiana University-Indianapolis and ISFAA President; and Dr. Betsy Johnson, Bowling Green State University and MASFAA President

1:00 p.m.—1:15 p.m. **Break**

1:15 p.m.—2:15 p.m. **General Session-NASFAA Update *The Hall of Justice***

Presenter: Helen Faith, University of Wisconsin-Madison, FAAC, and NASFAA National Chair

Moderator: Bill Wozniak and Matt Krieg, INvestEd

Update on association activities, professional development and training opportunities, and the association's volunteer and public policy work. Learn how you can get involved.

2:15 p.m.—2:45 p.m. **Break and Vendor Time**

2:45 p.m.—3:45 p.m. **Break Out Sessions (choose one of the following four sessions)**

**My Hat Rack is Full: How to Prioritize Compliance at a Small School *Wonder Woman***

Presenters: Nathan Lohr, University of Indianapolis, and Robert Sommers, Taylor University

Moderator: Kevin Jacobs, Indiana University Bloomington

While all financial aid directors wear many hats, small school staff must wear capes as they are often tasked with processing financial aid, serving as the school’s institutional research office, organizing campus events, and being their systems expert. Without a dedicated compliance staff person, these directors must make time to ensure a compliant office. With so much to do, how does a director prioritize, create an office culture of compliance, and leap small buildings in a single bound? Hear from two financial aid directors of small schools (< 5,000 students) on how they keep current with compliance when being pulled in so many directions.

**The 10 Common Questions Schools Have About Federal Program Reviews *Black Panther***

Presenter: Tammy Harrison, Blue Icon Consultant

Moderator: Julie Wonderlin, Ivy Tech Community College

The U.S. Department of Education (ED) can sometimes appear villainous when performing program reviews to identify whether a school is abiding by the provisions governing Title IV aid programs and, if not, imposing hefty financial fines and liabilities against the school. The danger of financial ramifications may lead schools to fear the diabolic program reviews, but fear not! Learn to be the Master of Program Reviews! Arm yourself with superhero strategies by learning the types of reviews, potential triggers for being selected for a review, the financial ramifications, and more.

**Listening: Tapping into an Underutilized Superpower *Captain America***

Presenter: Daniel Griffith, Indiana University-Indianapolis

Moderator: Gina Pirtle, Indiana University Northwest

This session will explore essential listening skills and practices for responding to conflict. We will discuss attentive listening skills, such as establishing eye contact and paraphrasing, and then examine the process and mindset for listening with genuine empathy. Listening at the heart level involves a commitment to being present with others as they share their concerns and emotions about a conflict situation and the ability to demonstrate an understanding from their point of view.

**Scholarships Panel: Optimization and Utilization after Affirmative Action *The Hall of Justice***

Panelists: Heidi Carl, Purdue University and NASFAA National Chair-Elect; Melissa Smurdon, Butler University; and Scott Thum, Indiana Institute of Technology

Moderator: Sarah Soper, Indiana University

Calling Clark Kent! Our hands and feet may feel tied since the Supreme Court's decision to restrict the use of race in admission. How do we stay out of the way of the oncoming train of risk while administering financial aid in ways that support our important University goals toward diversity, equity, and inclusion? Come hear a few non-cape-wearing, seasoned professionals share their institution’s reactions and strategies after the decision.

**Associate Member Meeting *Hotel Bar*** Presenter: Steve Queisser, Student Connections

Associate members meeting.

3:45 p.m.—4:15 p.m. **Break and Vendor Time**

4:15 p.m.—5:30 p.m. **FAFSA Simplification and Hot Topics Panel Discussion-General Session *The Hall of Justice***

Panelists: Helen Faith, University of Wisconsin-Madison, FAAC, and NASFAA National Chair; Bambie Roy, University of Illinois and ILASFAA President Elect; Scott Thum, Indiana Institute of Technology; Dr. Betsy Johnson, Bowling Green State University and MASFAA President; Colby Shank, Ivy Tech Community College,

Moderator: Kevin McNamara, Earnest  
Facilitator: Megan Watson, Indiana University-Indiana and ISFAA President

"Financial Aid Heroes Unite: Tackling Hot Topics!" Join our dynamic lineup of financial aid experts as they don their capes to address the most pressing issues in the realm of student assistance. From battling budget constraints to soaring through the complexities of federal regulations, our financial aid superheroes will share their super-strategies for conquering challenges and ensuring educational justice for all. Assemble with fellow attendees to brainstorm innovative solutions and become part of the League of Financial Aid Heroes dedicated to shaping a brighter future for education. Get ready for a session filled with action-packed insights, heroic discussions, and a chance to be a financial aid superhero yourself!

5:45 p.m. **Pat Wilson Scholarship Silent Auction Closes**

6:00 p.m. **Dinner on Your Own**

**Wednesday, March 13, 2024—School Spirit Day!** (Wear your favorite University Swag!)

Time Session Title Room Location

7:30 a.m.—8:30 a.m. **Breakfast on Your Own**

8:00 a.m.—9:00 a.m. **Registration Desk Open**

8:30 a.m.—9:30 a.m. **General Session:** **Staying in Love with Financial Aid,**

**Even When It’s Hard (And It’s Usually Hard) *The Hall of Justice***

Presenter: Helen Faith, University of Wisconsin-Madison, FAAC, and NASFAA National Chair

Moderator: Megan Watson, Indiana University-Indianapolis and ISFAA President

Financial aid isn't easy work—the past several years have proven incredibly challenging. The trajectory of rapid change will accelerate in coming years as we implement FAFSA Simplification, support borrowers as they return to repayment after three years on pause, respond to future proposed Gainful Employment rules, and the list goes on. If you're overwhelmed and even discouraged, that's hardly surprising—so how can we keep our hearts in this work through it all? Join this session to reconnect with the reasons we became financial aid professionals, remember our tremendous impact, and share strategies to manage the stress of constant change and continue to be re-inspired even in the most challenging moments.

9:30 a.m.—9:45 a.m. **Break and Checkout**

9:45 a.m.—10:45 a.m. **Break Out Sessions (choose one of the following four sessions)**

**VA Benefits-A Discussion *Wonder Woman***

Presenters: Lori Sprague, Ivy Tech Community College, Jason Rodriguez, Ivy Tech Community College

Moderator: Karen Louis, Purdue University Fort Wayne

“**Serving Our VA Superheroes on Campus”** Veteran students rarely fit the mold of a traditional student and can find themselves needing help with everything from their financial aid to scheduling classes to finding a parking place. Adjusting to civilian and college life can put a student in distress - here is your chance to be your Veteran population’s superhero! You can help save the day for these students by being their hero and knowing what they need to thrive, even beyond financial aid. In this session, we will discuss ways you can wear your cape to rescue these students – helping them find the services they want and the tools they can use to make their college adventure successful. Tights not included.

**Gainful Employment *Black Panther***

Presenters: Colby Shank, Ivy Tech Community College, Nathan Lohr, University of Indianapolis

Moderator: Holli Hunter, Ivy Tech Community College

Join us as we dig into the new Gainful Employment and Financial Value Transparency regulation. Learn what it is, how this will impact schools, and what we know today on the future reporting requirements.

**Staying Motivated in Times of Change, Avoiding Burnout,**

**and Boosting Morale *Captain America***

Presenter: Gina Pirtle, Indiana University-Northwest

Moderator: Janice Brown, Indiana University

Has FAFSA Simplification been kryptonite to your office? Do you feel like a supervillain Instead of a superhero? Come recharge, refocus, and reflect on your emotional and mental muscles so you and your team can thoroughly weather the storms and the turbulence we all know as financial aid.

**New Pell Calculation *The Hall of Justice***

Presenter: Dr. Betsy Johnson, Bowling Green State University and MASFAA President-Elect

Moderator: Casey Trela, Ivy Tech Community College

The Joker has played the biggest trick yet on those of us in Gotham City, shredding our beloved Federal Pell Grant Charts. However, we are all superheroes who can save the day by learning the new ways to calculate Federal Pell Grant Eligibility.  Attend this session and save the day for your students and families as you become an expert in the New Federal Pell Grant Calculations.

10:45 a.m.—11:00 a.m. **Break**

11:00 a.m. – 11:30 a.m. **Lunch *The Hall of Justice***

11:30 a.m.—1:30 p.m. **ICHE Update, Closing Remarks, and Passing of the Gavel *The Hall of Justice***

Presenters: Angel McAllister, ICHE; Josh Garrison, ICHE; Michelle Ashcraft, ICHE; Megan Watson, Indiana University-Indianapolis and ISFAA President; and Ron Herrell, Purdue University-Fort Wayneand ISFAA President-Elect

Moderator: Megan Watson, Indiana University-Indianapolis and ISFAA President

**Calling all Financial Superheroes!**

Join us for an action-packed State Financial Aid Policy Update, where we'll unleash what we've done during 2023 and what we plan to accomplish for 2024. Discover how we've soared through the complexities of the delayed 2024-25 Better FAFSA and learn how to save the day for students and families attending your institutions. We hope to equip you with the superpower and secret strength needed to conquer the financial challenges ahead. Get ready to wear your capes and join forces to make higher education accessible to all!

**End of Conference**

**THANK YOU, HEROES!!!**

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