

# NASFAA 2018

AUSTIN, TEXAS 🎵 JUNE 24-27

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SCHEDULE

NASFAA THANKS OUR PLATINUM SPONSORS



# NASFAA GOES GREEN IN AUSTIN



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**NASFAA THANKS OUR PLATINUM SPONSORS FOR THEIR SUPPORT IN THIS EFFORT**



NATIONAL ASSOCIATION OF STUDENT FINANCIAL AID ADMINISTRATORS



## NASFAA EVENT CONDUCT POLICY

NASFAA is committed to providing a safe, productive and harassment-free environment at its conferences, trainings, board and committee meetings, and other NASFAA-sponsored events. NASFAA prohibits harassment or discrimination based on race, religion, gender, sexual orientation, gender identity, gender expression, disability, ethnicity, national origin, or other protected status. It also prohibits sexual harassment or intimidation, including unwelcome sexual attention, stalking (physical or virtual), unsolicited physical contact, and threatening behavior. These conduct rules apply to all attendees and participants at any NASFAA-sponsored event, including in online events. Any violations should be reported immediately to a member of the NASFAA staff; we also expect participants to alert staff or security of any dangerous situations, or of anyone in distress. NASFAA reserves the right to remove any individual from attendance or other participation in any NASFAA-sponsored event without prior warning or refund, and to take additional action as determined necessary, up to and including expulsion from participation in NASFAA.

## OUR COMMITMENT TO DIVERSITY & INCLUSION

In support of its mission, NASFAA will pursue and promote, in principle and practice, the diversity and inclusion of its membership to represent the profession and the students we serve. NASFAA promotes a culture of diversity and inclusion by encouraging involvement and access regardless of race, ethnicity, gender, religion, age, sexual orientation, nationality, disability, appearance, geographic location, professional level or institution type.



**NASFAA**

NATIONAL ASSOCIATION OF STUDENT FINANCIAL AID ADMINISTRATORS

# CONFERENCE SCHEDULE

Sunday 6:00am - Monday 9:30am

## SUNDAY, JUNE 24

6:00am - 4:00pm	Exhibitor Move-In	Exhibit Hall 4
10:00am - 5:30pm	Information Desk Open	Exhibit Hall 4 Lobby
	Registration Open	Exhibit Hall 4 Lobby
12:30pm - 3:30pm	<b>HDW</b> NASFAA U: Verification	Room 18ABC
	<b>HDW</b> NASFAA U: Return of Title IV Funds	Room 16AB
1:30pm - 3:30pm	<b>HDW</b> Diversity Event: Implicit Bias	Room 17AB
2:00pm - 3:00pm	First-Time Conference Attendees' Kick-Off Networking Event <i>Sponsored by Edsouth</i>	Room 9ABC
4:00pm - 5:30pm	Opening Session With Keynote by Wes Moore <i>Sponsored by Oracle America, Inc.</i>	Ballroom DEFG
5:30pm - 7:15pm	Exhibit Hall Open	Exhibit Hall 4
	Opening Reception and Exhibit Hall Open	Exhibit Hall 4

## MONDAY, JUNE 25

7:00am - 8:15am	Past Presidents and National Chairs Breakfast (by invitation only)	Room 10B
7:45am - 8:30am	Grab & Go Breakfast	Exhibit Hall 4
7:45am - 12:30pm	Information Desk Open	Exhibit Hall 4 Lobby
7:45am - 4:30pm	Registration Open	Exhibit Hall 4 Lobby
7:45am - 5:30pm	Exhibit Hall Open	Exhibit Hall 4
8:00am - 8:20am	<b>LL</b> NASFAA SOE: What Does 20 Years of Excellence Look Like?	Learning Lounge - Exhibit Hall 4
8:30am - 9:30am	ED: Administering Title IV Aid for Transfer Students	Room 18ABC
	Just Keep Swimming! The Importance of Mental Health in the Financial Aid Profession	Room 19AB
	Reauthorization Ready? Updates on Content and Timing of HEA	Room 17AB
	<b>P2P</b> Living Longer With Student Loans: What Is the Role of the Financial Aid Community in Preparing Borrowers for Their Aging Futures?	Room 8ABC
	When Disaster Hits at the Worst Possible Time	Room 12AB
	<b>FABS</b> Moving Beyond Outsourcing: How Service Partners Positively Impact The Student Life Cycle	Room 18D
	<b>FABS</b> Students and Credit: Consumer Credit Management	Room 14



**LL** Learning Lounge

**HDW** Half-Day Workshop

**P2P** Peer to Peer

**FABS** Financial Aid Business Solution Seminar



# CONFERENCE SCHEDULE

Monday 9:30am - 1:45pm

	Student Debt Letters: Lessons Learned	Room 16AB
9:00am - 9:20am	<b>LL</b> How to Design a Financial Aid Plan for Recruiting and Retaining Students	Learning Lounge - Exhibit Hall 4
9:30am - 9:50am	<b>LL</b> NASFAA: 9 Common Questions Schools Have About Federal Program Reviews	Learning Lounge - Exhibit Hall 4
9:45am - 10:45am	Gainful Employment - Getting the Institution Involved	Room 9ABC
	Lessons Learned in Our First Few Years of Being A Director	Room 18ABC
	<b>P2P</b> Communicating Cost: A Comparative Analysis of Award Letters From Colleges Across the Country	Room 8ABC
	Enrollment and Compliance Reporting and the National Student Clearinghouse	Room 19AB
	<b>FABS</b> Increase Accessibility, Fund Utilization And Retention With ScholarshipUniverse	Room 14
	<b>FABS</b> Alternative Loan Solutions / Income-Share Agreement	Room 18D
	New Study from Sallie Mae and Ipsos: How America Pays for Graduate School 2017	Room 12AB
	Breaking Customer Service Rules to Provide 'Uncommon Service' to Your Students	Room 16AB
	How Do I Advise My Undocumented Students Now?	Room 17AB
	10:00am - 10:20am	<b>LL</b> NASFAA: Compliance Products for the 21st Century: Student Aid Index and the P&P Builder
10:45am - 11:00am	Beverage Break Sponsored by Global Financial Aid Services	Exhibit Hall 4 and Level 4 Lobby
11:00am - 12:00pm	ED: A Guide to Year-Round Federal Pell Grants	Room 18ABC
	Creating and Implementing an Integrated and Effective Emergency Aid Programs via the Emergency Aid Lab: Lessons Learned	Room 17AB
	<b>FABS</b> Develop Equitable, Effective and Efficient Financial Aid Programs with the College Board's Financial Aid Solutions	Room 18D
	Work(Optimization)-Study	Room 8ABC
	Living on Credit: Trends in Student Borrowing for Non-Tuition Expenses	Room 12AB
	<b>FABS</b> How students can reduce their loan burdens before and after they graduate	Room 14
	Like Kittens with a Shiny Object: How to Get Students to Pay Attention to You	Room 16AB
	Tackling Higher Ed's Biggest Challenges with 50-Forward Thinking Institutional Leaders	Room 19AB
	Making Eligibility and Certification Approval Report (ECAR) and Program Participation Agreement (PPA) Updates	Room 9ABC
	12:15pm - 1:30pm	Regional and State Presidents Luncheon (by invitation only)



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# CONFERENCE SCHEDULE

Monday 12:30pm - 5:30pm

12:15pm - 1:45pm	Networking Luncheon in the Exhibit Hall	Exhibit Hall 4
12:30pm - 12:50pm	<b>LL</b> Innovations in Financial Aid Management Solutions (What's Inceptia un-complicating now?)	Learning Lounge - Exhibit Hall 4
1:00pm - 1:20pm	<b>LL</b> Jenzabar Financial Aid – Built Today to Meet the Demands of Tomorrow	Learning Lounge - Exhibit Hall 4
1:30pm - 1:50pm	<b>LL</b> Great Lakes: Why Student Debt Letters Matter... Now More Than Ever	Learning Lounge - Exhibit Hall 4
1:45pm - 5:00pm	Information Desk Open	Exhibit Hall 4 Lobby
2:00pm - 2:20pm	<b>LL</b> Interested in Being a Consultant?	Learning Lounge - Exhibit Hall 4
2:00pm - 3:00pm	4-Year Public Schools Town Hall	Room 17AB
	Community Colleges Town Hall	Room 9ABC
	4-Year Private Schools Town Hall	Room 18ABC
	Graduate/Professional Community Town Hall	Room 12AB
	Proprietary School Town Hall	Room 16AB
2:30pm - 2:50pm	<b>LL</b> NASFAA: Compliance Products for the 21st Century: Student Aid Index and the P&P Builder	Learning Lounge - Exhibit Hall 4
3:15pm - 4:15pm	NASFAA's Public Policy Open Forum	Room 19AB
	<b>FABS</b> Streamlining Scholarship Management With AcademicWorks	Room 18D
	Help! How do I Advise my Students on Income-Driven Repayment Plans When I Don't Understand Them?	Room 12AB
	<b>FABS</b> Funding GenZ and Millennials	Room 14
	Slow Down, Enrollment Management is Trying to Catch You...	Room 16AB
	NASFAA's Code of Conduct and Ethical Principles	Room 9ABC
	The Fit and Function(s) of Financial Aid in Enrollment Management	Room 17AB
	Making Your Workflow Work FOR You	Room 8ABC
	ED: Common Origination and Disbursement (COD) System Update	Room 18ABC
	4:15pm - 5:30pm	Un-Wine'd-Hour in Exhibit Hall <i>Sponsored by ECMC</i>
4:20pm - 5:20pm	"Off The Cuff" Live Podcast	Learning Lounge - Exhibit Hall 4



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# CONFERENCE SCHEDULE

Tuesday 7:45am - 12:30pm

## TUESDAY, JUNE 26

7:45am - 8:30am	Grab & Go Breakfast	Exhibit Hall 4
7:45am - 10:30am	Registration Open	Exhibit Hall 4 Lobby
7:45am - 12:30pm	Information Desk Open	Exhibit Hall 4 Lobby
	Exhibit Hall Open	Exhibit Hall 4
8:00am - 8:20am	<b>LL</b> Regent: Automating Financial Aid for Non-Traditional Programs	Learning Lounge - Exhibit Hall 4
8:30am - 10:00am	U.S. Department of Education Federal Update	Ballroom DEFG
10:00am - 10:15am	Beverage Break <i>Sponsored by Global Financial Aid Services</i>	Exhibit Hall 4 and Level 4 Lobby
10:10am - 10:30am	<b>LL</b> Losing Students to Student Financial Services Gaps? Stop the Madness With CampusLogic	Learning Lounge - Exhibit Hall 4
10:15am - 11:15am	Ethical Dilemmas in Determining Cost of Attendance	Room 9ABC
	Verification: The Questions You Are Asking	Room 17AB
	Newer Approaches to Facilitate Student Success With Financial Aid Programs	Room 16AB
	How You Can Advocate For Your Grad/Professional Students	Room 12AB
	<b>FABS</b> Students and Credit: Consumer Credit Management	Room 14
	ED: FAFSA 2018-19 and Beyond	Room 18ABC
	<b>FABS</b> Automating Verification to Improve Student Service	Room 18D
	In Data We Trust	Room 8ABC
	Change: Practical Implications in Your Work Environment	Room 19AB
	10:40am - 11:00am	<b>LL</b> Understanding Student Loan Refinancing
11:20am - 11:40am	<b>LL</b> Goal Structured Solutions	Learning Lounge - Exhibit Hall 4
11:30am - 12:30pm	I Don't Like Surprises: Effective Internal Audits and Compliance Programs	Room 9ABC
	Beyond Regulations: The Important Role of Financial Aid in Recruitment and Retention	Room 16AB
	<b>FABS</b> Streamline Student Financial Services And Take Vacation This Year (seriously)	Room 14
	Creating a New Funding Option—Back a Boiler 2 Years In	Room 12AB
	ED: Direct Loan Reconciliation	Room 18ABC



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# CONFERENCE SCHEDULE

Tuesday 11:30am - 5:15pm

	Re-Examining Paradigms of Campus-Based Aid	Room 8ABC
	<b>FABS</b> Student-Centric--Intelligent Financial Aid	Room 10AB
	Bridging the Faculty and Financial Aid Divide: Working Together to Provide All Students Affordability and Success	Room 17AB
	<b>FABS</b> Streamlining Scholarship Management With AcademicWorks	Room 18D
	Updates from NASFAA's Work on Assisting Displaced Students	Room 19AB
11:50am - 12:10pm	<b>LL</b> Workday Learning Lounge	Learning Lounge - Exhibit Hall 4
12:45pm - 2:30pm	Awards Luncheon & Annual Business Meeting <i>Sponsored by CampusLogic</i>	Ballroom DEFG
2:15pm - 3:00pm	Exhibit Hall Open	Exhibit Hall 4
2:30pm - 2:50pm	<b>LL</b> Ivy: Bot-ify Financial Aid Services With AI-powered Chatbots	Learning Lounge - Exhibit Hall 4
2:30pm - 4:00pm	Information Desk Open	Exhibit Hall 4 Lobby
3:00pm - 4:00pm	Beyond the Headlines on Student Debt: New Research and College Policies to Help Students Manage their Borrowing	Room 14
	Behind the PROSPER Act	Room 19AB
	Influencing Enrollment and Student Success with SAP	Room 16AB
	<b>FABS</b> Loan Summaries: Nudging Students Toward Responsible Borrowing	Room 18D
	Of Square Pegs and Round Holes: Distance Education, CBE, and Other Innovations	Room 17AB
	Satisfied Employees Isn't Enough: Organization Tips, Culture Shifts & Tech Hacks to Drive An Inspired Financial Aid Office	Room 12AB
	ED: Return of Title IV (R2T4) Funds: Advanced Concept	Room 8ABC
	ED: Postsecondary Institution Data Security Overview and Requirements	Room 18ABC
	It Did Not Go As Expected: Audit Findings and Developing Corrective Action Plans	Room 9ABC
3:00pm - 6:30pm	Exhibit Hall Tear-Down	Exhibit Hall 4
4:15pm - 5:15pm	ED: Maintaining Your Student Eligibility	Room 18ABC
	<b>FABS</b> Automating Verification to Improve Student Service	Room 18D
	Happy Together: Graduate Admissions and the Financial Aid Office	Room 12AB
	Results from Modeling a One-Time FAFSA Using Institutional Data	Room 19AB
	Women in Leadership: Conquering Unique Challenges	Room 17AB



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# CONFERENCE SCHEDULE

Tuesday 4:15pm - Wednesday 11:00am

<b>FABS</b>	Student-Centric--Intelligent Financial Aid	Room 14
	Working With Homeless and Foster Youth On and Off Campus	Room 16AB
	Mandatory Reporting – What You Need to Know About Title IX, VAWA, Child Abuse and Neglect, Discrimination, and Harassment	Room 9ABC

## WEDNESDAY, JUNE 27

7:45am - 8:30am	Grab & Go Breakfast	Ballroom DEFG Lobby
8:30am - 11:00am	NASFAA Inside the Beltway	Ballroom DEFG

SEE YOU **NEXT YEAR!**

**NASFAA**

**2019**

**NASFAA NATIONAL CONFERENCE  
ORLANDO, FL JUNE 24-27**

**THE PREMIER EVENT SERVING THE STUDENT FINANCIAL AID COMMUNITY.**

**TEACH, LEARN, NETWORK, AND SHARE BEST PRACTICES WITH  
COLLEAGUES FROM ACROSS THE NATION IN ORLANDO, FLORIDA!**

**[NASFAA.ORG/CONFERENCE19](http://NASFAA.ORG/CONFERENCE19)**



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**FABS** Financial Aid Business  
Solution Seminar