



GROWING IN PURPOSE

Strengthening Your Root System in Financial Aid

2025 ISFAA Support Staff Workshop

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Friday, September 19, 2025

- 9:00 – 9:15 **Welcome/Introductions**
Abby Clifton & Cordell Chenault, ISFAA Support Staff Workshop Co-Chairs
Colby Shank, ISFAA President
- 9:15 – 10:00 **Military Education Benefits & The Student Experience**
Jason Rodriguez , Assistant Director of Veteran and Military Services
- 10:00 – 10:10 **Break**
- 10:10 - 10:55 **Panel on Career Progression**
Panelists: Colby Shank, Megan Watson, & Michael Scott
Led by Cordell Chenault
- 10:55 - 11:05 **Break & Networking Business Card Exchange**
- 11:05 - 12:00 **Diversity and Inclusion in Today's Landscape**
Monique Ware, Executive Director of Campus Financial Aid Operations
- 12:00 – 1:30 **Lunch**
Indiana Commission for Higher Education General Update
- 1:30 – 2:15 **Crafting Your Career: Personal Branding, Networking, and Resumes**
Abby Clifton, Assistant Director of Financial Aid & Scholarships
Paul Frebus, Director of Financial Aid Training and Compliance
- 2:20 – 3:05 **Strategies for Navigating Difficult Conversations**
Megan Walton, Director of Student Central at IU Bloomington
- 3:05 - 3:15 **Break**
- 3:15 - 3:45 **Utilizing AI**
Emma O'Neill, Senior Associate Director of Operations
Chris Enstrom, Senior Associate Director of Contact Center
- 3:45 – 4:00 **Closing Remarks**

