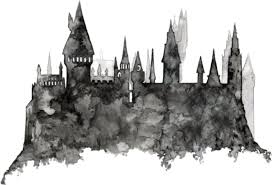


2020 ISFAA Winter Conference

Wizarding World of Financial Aid

January 29-31 2020

Updated 1-27-2020



**Room Locations:**

The Great Hall (Carmel Ballroom)

Diagon Alley (Eagle Creek-on 10th Floor)

Herbology Class (Crooked Stick-on 10th Floor)

Hogsmeade (Broad Ripple)

Three Broomsticks (Meridian)

**Note:** If you are attending a Federal Session, please pre-register at [https://cvent.me/xqGvl3](https://nam02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcvent.me%2FxqGvl3&data=02%7C01%7CSarah.Froderman%40indstate.edu%7C330dda8167384d60dca508d792cb76ec%7C3eeabe396b1c4f95ae682fab18085f8d%7C0%7C0%7C637139274913990430&sdata=qfqI6rU0JuoQCHnm0fwzlHTXvQ1bLNbbPrTTXGgIGY0%3D&reserved=0) so the Federal Department of Education can track the interest in their training sessions

Wednesday

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| **Time** | **Activity** | **Location** | |
| 1:00 – 1:30 | Registration | Entrance to the Great Hall | |
| 1:30 – 2:45 | Opening Session: Welcome from ISFAA and Motivational Speaker Tina Patton | The Great Hall | |
| 2:45 – 3:00 | Break | | |
| 3:00 – 4:00 Location | Breakout sessions | | |
| **VA Benefits**  What the State Approving Agency does and points of Contact. Will also discuss: GI Bill® Programs available to veterans, other Educational Programs for veterans and eligible dependents, how to read a Certificate of Eligibility, payment rates and responsibilities of the campus Certifying Official.  *Presenter: Summer Tracy*  *Moderator: Jane Lemke* | | | **Diagon Alley**  (Eagle Creek) |
| **Sallie Mae: Majoring in money**  Majoring in Money, a national study from Sallie Mae, researches how college students, ages 18-24, are managing their finances and using credit. The report examines the methods students use to pay for purchases, their knowledge and use of credit, and their money management skills. Published in 2016, the survey findings show that the majority of students are handling their money responsibly, and are looking for opportunities to improve their financial knowledge.  *Presenter: Donette Cassman, Director of Business Development, Sallie Mae*  *Moderator: Kim Heldt* | | | **Herbology**  (Crooked Stick) |
| **Administering Disbursements**  Let’s explore the flexibilities and restrictions when handling Title IV funds. In this session we will discuss various aspects of properly disbursing Title IV funds including Title IV credit balances, early and late disbursements, post-withdrawal disbursements, and retroactive disbursements. In addition, we will review G5 drawdowns, G5 and Common Origination and Disbursement (COD) System interactions, and timely and accurate system reporting. We will also provide information regarding how to disburse or return funds if improper payments occur or if a student regains eligibility.  *Presenter: Anita Olivencia, Training Officer, Federal Department of Education*  *Moderator: Kristyn Sleeseman* | | | **The Great Hall**  (Carmel Ballroom) |
| 4:00 – 4:30 | Break | | |

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| 4:30 – 5:30 | | Breakout sessions | |
| **K-12 to College: Removing barriers for college success for homeless students**  This session will discuss the grassroots effort that a McKinney Vento Liaison and a Graduation Coach made to make changes in the State of Indiana for homeless youth in transitioning to higher ed. To date Indiana now has 6 colleges that have identified a SPOC on their campus. McKinney Vento Liaisons and The College Board representatives are working together to use the free CB tools to help homeless youth succeed in the college access process.  *Presenters: Karen Bush, Associate Director of the College Board and Tonya Monnier, McKinney Vento Liaison for Pike Township Schools*  *Moderator: Jeff Pierpont* | | | **Diagon Alley**  (Eagle Creek) |
| **Transgender issues—FAFSA related & sensitivities**  Transgender students face particular challenges related to financial aid. This session will provide information on legal issues related to identity as well as some cultural competency in helping us help transgender students.  *Presenter: Megan Stuart, Director, Indiana Legal Services*  *Moderator: Megan Watson* | | | **Herbology**  (Crooked Stick) |
| **SULA Misunderstanding and misreportings**  This session will address common Subsidized Usage Limit Applies (SULA) misunderstandings and misreporting. We'll begin with an overview of concepts and the requirements of the 150% limit. We'll delve into how reporting mistakes and some processing shortcuts can impact a borrower's subsidized loan eligibility or result in a loss of subsidy. Included will be guidance on how to configure a loan when remaining subsidized eligibility is less than 1.0 year. The goal is clean SULA processing and no longer needing a prior award year re-opened to make necessary corrections.  *Presenter: Anita Olivencia,Training Officer, Federal Department of Education*  *Moderator: Michael Jones* | | | **The Great Hall**  (Carmel Ballroom) |
| 5:30 | Headmaster’s Reception | | Entrance to the Great Hall |

**Thursday**

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| **Time** | | **Activity** | | **Location** |
| 9:00 – 10:15 | | General session: Department of ED update with Anita Olivencia | | The Great Hall |
| 10:15 – 10:45 | | Break | | |
| 10:45 – 11:45 | | Breakout Sessions | | |
| **Q&A with Anita from ED**  Do you have burning questions you haven't been able to find an answer to, a unique student scenario to discuss or feedback to offer the Department? If so, then this is the session for you!  *Presenter: Anita Olivencia,Training Officer, Federal Department of Education*  *Moderator: Kristyn Sleeseman* | | | **The Great Hall**  (Carmel Ballroom) | |
| **The effects of implicit bias in the workplace and dealing with students**  Due to different experiences and varying cultural backgrounds, we all harbor implicit bias. A lack of awareness can have a severe negative impact on the culture of your organization, its reputation and interactions with students and their families. The good news is that increased awareness can aid in developing an inclusive culture resulting in a reduced amount of bias. Come learn strategies on identifying and minimizing bias in the workplace.  *Presenter: Redgina Hill, Executive Director of Inclusion and Equity, Saint Mary’s College*  *Moderator: Raquel Hernandez* | | | **Herbology**  (Crooked Stick) | |
| **The Trillion Dollar Coach: Using Bill Campbell’s Principles to Lead a Financial Aid Team**  Bill Campbell helped to build some of Silicon Valley’s greatest companies – including Google, Apple and Intuit – and to create over a trillion dollars in market value.  In this session, we will review Bill’s key principles on management, mentoring, and coaching staff.  Participants will walk away with ideas on how they can promote innovation in a team environment on their own campuses  *Presenter: Alex DeLonis, Director of Financial Aid, Wabash College*  *Moderator: Julie Finn* | | | **Diagon Alley**  (Eagle Creek) | |
| 11:45 – 12:30 | Lunch | | The Dining Room | |
| 12:30 – 1:30 | Updates from MASFAA and NASFAA, and the ISFAA Business Meeting | | The Great Hall | |
| 1:30 – 1:45 | Break | | | |

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| 1:45 – 2:45 | Breakout sessions | |
| **CHE- ScholarTrack training**  Come and learn about the ScholarTrack system. Colby Shank will lead a lively discussion all about how to use ScholarTrack and answer any questions users may have.  *Presenter: Colby Shank, Associate Commissioner, Indiana Commission for Higher Education*  *Moderator: Desiree Contreras* | | **Diagon Alley**  (Eagle Creek) |
| **NAFSAA credentials and CFAA program**  Details to come  *Presenter: Paula Luff, NASFAA National Chair*  *Moderator: Cindy Griggs* | | **The Great Hall**  (Carmel Ballroom) |
| **Protecting sensitive data/ email security**  Cybersecurity is a topic that headlines the news on an almost daily basis – Ransomware, Hackers, and Breaches are words we hear so often that we have become numb to their meaning. After all, this is a problem for IT, right?  *Presenters: Kyle Johnson, Director of Security Operations and Risk Management and Jay Hochstetler, Chief Information Security Officer, Qumulus Solutions*  *Moderator: Deb Gossman* | | **Herbology**  (Crooked Stick) |
| 2:45 – 3:15 | Break | |

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| 3:15 – 4:15 | Breakout sessions | |
| **Return of Title IV (R2T4) Funds: Modules**  Whether you are new to R2T4 or have performed calculations for years, if you are interested in the R2T4 process, this session is for you. This presentation will discuss key definitions, provide a high-level overview of the actual R2T4 steps, and address important concepts and time frames that take place throughout the R2T4 calculation -withdrawal dates, dates of determination, post-withdrawal disbursements, grant overpayments, etc. This session will also address some of the most popular R2T4 topics, including modules, institutional charges, aid that could have been disbursed, and more!  *Presenter: Anita Olivencia, Training Officer, Federal Department of Education*  *Moderator: Wally Boudet* | | **The Great Hall**  (Carmel Ballroom) |
| **How to implement a financial literacy program**  Stress often accompanies difficult financial circumstances; and for many of our students, even conversations around money can be stressful. The emotional, psychological, and physical responses as a result can be detrimental to academic productivity and overall well-being. With financial wellness as a newer trend in higher education, this program is designed to provide a new perspective on financial education, presenting it as an aspect of student development. This program will look at the interconnectedness and how it relates to wellness, mental health, and student development.  *Presenter: Jessica Siegal, Campus Coordinator of Financial Literacy, Indiana University*  *Moderator: Matthew Nettleton* | | **Herbology**  (Crooked Stick) |
| **Understanding financial aid options for DACA and undocumented students**  Indiana is home to almost 10,000 DACA recipients and a number of undocumented students. In this session, we will 1) provide an overview of the challenges and opportunities that DACA and undocumented students face in accessing post-secondary opportunities; 2) provide an overview of the current state of financial support for DACA and undocumented students; and 3) provide an overview of campus and community programs that have been implemented to support these populations.  *Presenter: Yecenia Tostado, Executive Director of the Project Azul Foundation and Guadalupe Pimentel Solano, Co-Founder of the Indiana Undocumented Youth Alliance*  *Moderator: Denise Sullivan* | | **Diagon Alley**  (Eagle Creek) |
| 4:15 – 4:30 | Break | |

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| 4:30 – 5:30 | | Breakout sessions | |
| **FERPA and FAFSA data sharing**  Details to come  *Presenters: Rebecca Diskin, Director of Financial Aid, Missouri Southern State University and Ellen Barber, Associate Director of Financial Aid, Purdue University*  *Moderator: Kristina Delbridge* | | | **Diagon Alley**  (Eagle Creek) |
| **College scholar success program**  In 2018, the Indiana State Legislature extended the Scholar Success Program requirements for 21st Century Scholars through the end of college. In the 2019-2020 academic year, 29 campuses are across the state are helping to pilot/implement the program. Beginning in 2020-2021, all 21st Century Scholars in the high school graduating class of 2019 and younger will be required to complete the program for award renewal. This presentation will dive into the various requirements of the program and help to share best practices in implementing the activities on your campus.  *Presenter: Jarod Wilson, Director of Postsecondary Outreach and Career Transitions, Indiana Commission for Higher Education*  *Moderator: Jennifer Reeves* | | | **The Great Hall**  (Carmel Ballroom) |
| **Counseling student and parent borrowers about repayment issues**  Have you ever had a question about what happens after information leaves the financial aid office? When a student or family calls your office with questions or concerns, do you and your staff feel you are equipped to assist and respond? Intentionally designed as roundtable-type dialogue to respond to those topics you want to hear about, this session will work best if you come prepared with those questions or things you have always wanted to know the answer to, but didn’t know who to ask or where to go.  *Presenter: Will Shaffner, Director of Business Development and Government Relations, MOHELA*  *Moderator: Michael McClure* | | | **Herbology**  (Crooked Stick) |
| 5:30 – 6:00 | Final bets on the Quidditch Match (bids on the silent auction) | | |
| 6:00 | Silent auction will close  Vendor drawing | | |

**Friday**

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| **Time** | **Activity** | **Location** | |
| 9:00-10:00 | Breakout sessions | | |
| **Handling Unpleasant Situation: Techniques to turn the bad into the good**  Whether you’re working with a student, parent, or colleague, there are times when situations may not be pleasant. Handling them involves more than simply being nice and maintaining a good attitude—it requires strategies and practice. Knowing what to say—and more importantly, how to say it—you can prevent or manage difficult situations. During this session, we’ll share proven techniques to help you deal with difficult times and unpleasant people.  *Presenter: Becky Davis, Regional Marketing Director, Ascendium Education*  *Moderator: Deb Gossman* | | | **Hogsmeade**  (Broad Ripple) |
| **New ISFAA website**  ISFAA Websleuth - Visit this session to learn about the new ISFAA website: including exploring new features, searching the directory, locating invoices, contacting the listserv, and more! There will also be time set aside for members to share how they would like to improve the website in future years.  *Presenter: Nicky Lodewyk, Assistant Director of Financial Aid, University of Notre Dame*  *Moderator: Sarah Owen* | | | **Diagon Alley**  (Eagle Creek) |
| **Special independent FAFSA and dependency override questions**  Panel discussion on students who answer "Yes" to one of the FAFSA questions 52-57 as well as a discussion of dependency overrides.  *Presenters: Enid Herrera, Associate Director of Financial Aid, University of Indianapolis and Stan Werne, Director of Financial Aid, Vincennes University*  *Moderator: Dave Bowman* | | | **Three Broomsticks**  (Meridian) |
| 10:00 – 10:15 | Break and check-out of hotel | | |

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| 10:15 – 11:15 | | Breakout sessions | | |
| **The mystical world of consortium and contractual agreements**  Don’t be subject to the Crucio spell that is often associated with consortium and contractual agreements. During this session you will learn how to address this dark art with the Expelliarmus spell. We will cover 2+2, 3+1, guest students, travel abroad, contract requirements and more. After sitting through this session you will point your wand to your next agreement and with complete confidence state: TARANTELLEGRA!  *Presenter: Ben Burton, Assistant Vice President of Student Financial Aid, Ivy Tech*  *Moderator: Steve Queisser* | | | **Diagon Alley**  (Eagle Creek) |
| **Getting the most out of Year Round Pell**  This session is devoted to explaining conditions students must meet to qualify for year round Pell and conditions FAAs must meet in order to successfully claim year round Pell for students.  *Presenters: Joel Short, Director of Financial Aid, Goshen College and Stan Werne, Director of Financial Aid, Vincennes University*  *Moderator: Donette Cassman* | | | **Hogsmeade**  (Broad Ripple) |
| **Yoga/Exercise at your desk**  Personal Care Package: self-care and stress management Practice breathing techniques and chair yoga to manage the physical signs of stress. Learn tips and tricks you can take back to the office and share with your co-workers.  *Presenter: Amy Demchak, Employee Wellness Coordinator, Indiana State University*  *Moderator: Kim Heldt* | | | **Three Broomsticks**  (Meridian) |
| 11:15 – 12:00 | Lunch | | The Dining room |
| 12:00 – 1:30 | ICHE Update | | The Great Hall |

**Reminder:**

* Diagon Alley (Eagle Creek) and Herbology Class (Crooked Stick) are on the 10th Floor
* Hogsmeade (Broad Ripple)and Three Broomsticks (Meridian) are sections of the Carmel Ballroom which will be broken into two spaces for the Friday breakout sessions

**Note:** If you are attending a Federal Session, please pre-register at [https://cvent.me/xqGvl3](https://nam02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcvent.me%2FxqGvl3&data=02%7C01%7CSarah.Froderman%40indstate.edu%7C330dda8167384d60dca508d792cb76ec%7C3eeabe396b1c4f95ae682fab18085f8d%7C0%7C0%7C637139274913990430&sdata=qfqI6rU0JuoQCHnm0fwzlHTXvQ1bLNbbPrTTXGgIGY0%3D&reserved=0) so the Federal Department of Education can track the interest in their training sessions