

*One. Uno. Un. Eins. Moja. Wahed. Unus.*

*One Community*

*One ISFAA*

**2019 ISFAA Winter Conference**

**January 24-25**

## Thursday January 24th

	Activity	Location
8:00am – 4:00pm	Registration	Lobby
8:00am – 5:30pm	Vendor Exhibit Area Open	Capital Ballroom
8:00am – 9:00am	Continental Breakfast	Carmel Ballroom
9:00am – 10:15am	<b>General Session: Engagement is an Inside Job</b>  There are 8760 hours in a year and 2080 work hours in a year. It is clear that people spend more time annually at work than doing anything else. Have you ever wondered why some love going to work, others tolerate going to work and a few fundamentally dread going to work?  Leaders and peers have the greatest impact on the experience employees have. That experience affects productivity, morale, commitment, retention and excellence within the department.  Attend this seminar and learn how to create a culture of engagement that: <ul style="list-style-type: none"><li>• taps into the most current engagement research</li><li>• integrates real application of engagement best practices</li><li>• highlights the fact that engagement is everyone's business enhances job satisfaction through solid relationships.</li></ul> <b>Presenter:</b> Debra Nelson Dunbar  <b>Slido: #G766</b>	Carmel Ballroom
10:15am – 10:45am	<b>Break</b> <b>Pat Wilson Silent Auction &amp; Exhibitor Interaction</b>	Capital Ballroom
10:45am – 11:45am	Interest Sessions	
11:45am – 1:30pm	<b>Lunch</b> <b>ISFAA Business Meeting, Awards</b>	Carmel Ballroom
1:30pm – 1:45pm	Break Pat Wilson Silent Auction & Exhibitor Interaction	Capital Ballroom
1:45pm – 2:45pm	Interest Sessions	
2:45pm – 3:00pm	Break Pat Wilson Silent Auction & Exhibitor Interaction	Capital Ballroom
3:00pm – 4:00pm	<b>General Session: Round Table Discussions</b>  Share your knowledge with your peers! Submit your questions and vote on your favorites using Slido code #4672. Moderators will lead small group discussions on the most popular topics.  <b>Slido: #4672</b>	Carmel Ballroom
4:00pm – 4:15pm	Break Pat Wilson Silent Auction & Exhibitor Interaction	Capital Ballroom
4:15pm – 5:15pm	Interest Sessions	
5:30pm – 6:30pm	ISFAA President's Reception	Capital Ballroom

# Thursday January 24th Interest Sessions

10:45am — 11:45am	Location
<p><b>Changes and Transitions—Navigating with Success</b></p> <p>Change is challenging and it is here to stay. Our ability to navigate a change and the mental transition that occurs during change is a core competency in today’s world of work.</p> <p>We will focus on:</p> <ul style="list-style-type: none"> <li>Why people resist change;</li> <li>The types of change that exist in today’s work scape;</li> <li>The three facets of change transition;</li> <li>And strategies to best navigate continuous change.</li> </ul> <p><i>Presenter: Debra Nelson Dunbar, Indiana University</i>  <i>Moderator: Samantha Unsworth</i></p>	Carmel Ballroom
<p><b>Understanding the EFC: You don’t have to be able to calculate it, but you should be able to explain it!</b></p> <p>Goals:</p> <p>Learn about the philosophy behind the formulas used to determine the family’s ability to pay for college costs. Understand the primary drivers in the formula, as well as the different formulas used to calculate the EFC and who is eligible for each. Translate that into understanding what circumstances will and won’t provide a successful basis for appeal. Acquire the language needed to communicate with students and parents. Know what resources are available for more details and what to look for with each new application cycle. Take a quick look at proposed alternatives to the current methodology.</p> <p>Not a Goal:</p> <p>Being able to calculate EFCs “by hand”</p> <p><i>Presenter: Jenny Stephens, Indiana University</i>  <i>Moderator: Jen Reeves</i></p>	Crooked Stick
<p><b>Building High Performance Teams Through Diversity and Inclusion</b></p> <p>Differences amongst human beings can, and often times do, create barriers in the workplace. Have you ever said or been told that you are ‘not the right fit’ or perhaps you’ve heard someone say, ‘he/she’s not a team player.’ What does that mean exactly? Is it possible that you are the right fit, but simply have a different way of thinking about things? Join us for this interactive session to learn how to look at yourself and your colleagues with a fresh pair of eyes.</p> <p><i>Presenter: Toni Neely, Indy Chamber of Commerce</i>  <i>Moderator: Michael Jones</i></p> <p style="text-align: right;"><b>Slido: #C453</b></p>	Eagle Creek

# Thursday January 24th Interest Sessions

1:45pm — 2:45pm	Location
<p><b>Standard Terms Are the Way of the Past – Can They Be the Wave of the Future?</b></p> <p>Have you been approached by academic leaders at your institution about the development of a new program with a non-traditional format, while in the past your programs have been offered only in standard terms? In this session we will explore how many apparently non-traditional academic calendar formats can continue to be considered standard-term for Title IV purposes, to minimize the need to modify your aid processes. Specifically attendees will learn how certain flexibilities in standard-term programs, such as modules, intersessions and competency-based models, can make accommodating academic change easier.</p> <p><i>Presenter: Zack Goodwin, U.S. Department of Education</i>  <i>Moderator: Julie Finn</i></p>	Carmel Ballroom
<p><b>Public Speaking: Tips and Training</b></p> <p>Being the best public speaker you can be is something your audiences appreciate and it can help advance your career as well. This session will help you improve your public speaking, refine your presentation skills, give suggestions for overcoming anxiety over speaking in public and share tips for giving effective presentations.</p> <p><i>Presenter: Kathleen Brown, Saint Mary's; Bill Wozniak, INvestEd</i>  <i>Moderator: Brad Lone</i></p> <p style="text-align: right;"><b>Slido: #Q822</b></p>	Crooked Stick
<p><b>Work Study Panel</b></p> <p>Come hear from three different schools on how the work study program is managed at their institution. The presenters will share their successes and challenges, and will leave time for questions from the audience.</p> <p><i>Panel: Kim Bennett, Trine University; Adam Dilulio, Cuyahoga Community College; Melinda Middleton, Rose Hulman;</i>  <i>Moderator: Steve Queisser</i></p> <p style="text-align: right;"><b>Slido: #C453</b></p>	Eagle Creek

# Thursday January 24th Interest Sessions

4:15pm — 5:15pm	Location
<p><b>Cracking the Citizenship Code</b></p> <p>This session will review what is considered acceptable documentation of citizenship and eligible non-citizenship status. Special attention will be paid to less common statuses, how they are documented, and how they impact student eligibility for Title IV funds.</p> <p><i>Presenter: Zack Goodwin, U.S. Department of Education</i>  <i>Moderator: Kathleen Brown</i></p>	Carmel Ballroom
<p><b>Financial Aid Award Letters Best Practices</b></p> <p>Study after study highlights how confusing financial aid award letters are for students and parents to understand. A majority of families report having trouble deciphering award letters, and often find that the award letters they receive are missing key information that makes it hard understand. In this session we'll discuss how Ivy Tech redesigned their award letter--tapping video technology to create a customized experience that better informs and engages families on a personalized level.</p> <p><i>Presenter: Ben Burton, Ivy Tech; Michele Neff-Maskell, Ivy Tech</i>  <i>Moderator: Sarah Froderman</i></p> <p style="text-align: right;"><b>Slido: #Q822</b></p>	Crooked Stick
<p><b>SAP and Academic Advising</b></p> <p>SAP from a Different Point of View: This session will be a very brief overview of the SAP Process, how it is handled at Indiana University Bloomington and Purdue University – West Lafayette. We will then discuss SAP and the role our academic advisors play in the SAP Process, some of their perceptions and recommendations from them on how we can improve the SAP Processes at our schools.</p> <p><i>Presenters: Leo Hertling, Purdue University and Monica Taylor, Indiana University</i>  <i>Moderator: Deb Gossman</i></p>	Eagle Creek

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## Friday January 25th

	<b>Activity</b>	<b>Location</b>
7:00am – 9:30am	Registration	
8:15am – 9:15am	<b>General Session: Federal Update</b>  <b>Presenter:</b> Zack Goodwin, U.S. Department of Education <b>Slido: #G766</b>	Carmel Ballroom
9:15am— 11:30am	Vendor Exhibit Area Open	Capital Ballroom
9:15am— 9:30am	Break Exhibitor Interaction	Capital Ballroom
9:30am – 10:30am	Interest Sessions	
10:30am – 11:15am	Break Exhibitor Interaction & Check-Out	Capital Ballroom
11:15am— 12:15pm	Interest Sessions	
12:15pm – 1:45pm	<b>Lunch</b> <b>ICHE Update, MASFAA Update</b>	Carmel Ballroom

# Friday January 25th Interest Sessions

9:30am — 10:30am		Location
<p><b>Verification 2018-2020</b></p> <p>In this session we will review current requirements for verification, for 2018-2019 and 2019-2020 (spoiler alert—they are the same!) Time will also be left for discussion of prospects for future requirements.</p> <p><i>Presenter: Zack Goodwin, U.S. Department of Education</i>  <i>Moderator: Emily Hoover</i></p>		Carmel Ballroom
<p><b>Scholar Track Training</b></p> <p>Come and learn about the ScholarTrack system, including how to configure two-factor authentication. Colby Shank and Catherine Carver will lead a lively discussion all about how to use ScholarTrack and answer any questions users may have.</p> <p><i>Presenter: Josh Garrison, Colby Shank, Catherine Carver, Indiana Commission for Higher Education</i>  <i>Moderator: Jane Lemke</i></p>		Crooked Stick
<p><b>Understanding the Organizational Environment</b></p> <p>Getting to know the environment your office sits in is a key to survival in today's world. This session will offer a 20,000 ft overview of the basics of understanding what you need to be looking for to gain a better understanding of your position and the role you lead at your institution.</p> <p><i>Presenter: Leo Hertling, Purdue University</i>  <i>Moderator: Nathan Lohr</i></p> <p style="text-align: right;"><b>Slido: #C453</b></p>		Eagle Creek

# Friday January 25th Interest Sessions

11:15am — 12:15pm

Location

## Q & A with Zack

Do you have a burning question 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: Zack Goodwin, U.S. Department of Education*

*Moderator: Nicole Trice*

Slido: #G766

Carmel Ballroom

## Practical Strategies for Serving Under-Resourced Students

The financial aid profession is under the microscope as we address issues of access, affordability, retention, student success, student loan debt—and a relatively new focus on homelessness and hunger on our campuses. Learn about some approaches IUPUI and colleges across the country are using to go “beyond financial aid” to facilitate student success of low income, first generation, and under-resourced students. Hear about the some practical strategies to engage campus partners, community partners, college access specialists, faculty, and others from the unique perspective of the financial aid office.

*Presenter: Marvin Smith, IUPUI*

*Moderator: Monica Taylor*

Crooked Stick

## You Win Some, You Lose Some: When Prizes and Awards Make People Sad

Goals:

Hear about Indiana University's long and difficult journey to a common understanding about when it is and is not OK to give students university funds. Learn about the intersection of IRS and Department of Education rules on “prizes” and “awards,” and IU's interpretation. Discuss the strategic objectives for awarding limited institutional funds. Consider all the stakeholders in creating, communicating and monitoring an institutional policy. See the online decision tree IU Bloomington created to help faculty and staff appropriately characterize and make payments of institutional funds to students.

Not a Goal:

Passing judgement on any other institution's policies.

Why it Matters:

Someday, someone will question how a “prize” or “award” out of institutional funds was given to a student. It could be your internal audit office, your Single Audit team, or a new faculty member or staff person who worked somewhere else and did it another way. Or you, after you've been exposed to some new ideas. It is important to have a policy so that payments are handled consistently across your college or university. As long as you have a documented, well-reasoned policy, some process for educating faculty and staff and a way to monitor payments, you'll be safe.

*Presenter: Jenny Stephens, Indiana University*

*Moderator: Jeni Chandler*

Eagle Creek