



MASFAA 2018

Seeds for the Future



Session Descriptions

Pre Conference Workshops

Implicit Bias

Steven Foster, Assistant Director, University of Michigan

TBD

How to Make Management Look Easy

David Peterson, University of Cincinnati

In this session, Dave will dazzle you with his incredible combination of broomstick props, movie quotes, pogophile tips, Celtic kilts and other assorted bull\$#!+. We aren't sure you will learn a damn thing – but you will have fun! This could quite possibly be your only opportunity see Dave live before he goes back into a 10 year MASFAA hibernation, so be sure to attend.

How to Advocate

Keri Gilbert, Senior Assistant Director, University of Missouri - Columbia

Will Shaffner, Business Development & Government Relations, MOHELA

Want to meet with legislators, influence policy, and change the financial aid world for the better? Advocacy is more important than ever in the fight for financial aid, so come learn some great skills to use while battling for your students! We will discuss how to pick advocacy issues, talk to legislators, and build relationships in your state capital and D.C.!



MASFAA 2018

Seeds for the Future



Interest Sessions

Assisting Former Foster Youth

Cori Splain, Special Project Manager, University of Wisconsin-Madison & Dane County Foster Parent

What is the experience of a former foster youth on their way to college? Learn from a current foster parent about what its like to be in foster care and/or a former foster youth and some stats and research on their outcomes. Support programs for these students are particularly important, find out why they work and how to start one. And of course, we'll include some resources for tuition assistance programs & scholarships.

Audience - All

Athletic Grant in Aid Appeals

Rylie Carlson, Athletics Financial Aid Advisor, Iowa State University

Vickie Crupper, Associate Director, University of Michigan

Emily Haynam, Assistant Director, Ohio State University

Louis Krause, Associate Director, Wayne State University

Learn how your peer institutions handle athletic grant in aid termination appeals, gather best practices that you can take back to your institution.

Audience - Intermediate

Borrower Based Academic Year

Chad Olson, Assistant Director, Iowa State University

Brittany Peterson, Advisor, Iowa State University

We will discuss misconceptions, positives and negatives of processing Direct Loans under a BBAY model.

Audience - Intermediate

Bringing Financial Education to Everyone

Jennifer Schroeder, Program Coordinator, Iowa State University

Financial education is an important topic for all college students but we struggle with getting the information to them. During this presentation, Iowa State University will share with you how they brought a mandated financial education training to all of their students without required course credits and with limited resources. We'll review how the program was piloted, how it was implemented, what was learned, and students' responses to the required education program. We'll share the facets of our program to help advocate or build a program on your campus.

Audience - Intermediate



MASFAA 2018

Seeds for the Future



Building Support & Understanding for Undocumented Students

Kristin Bhaumik, Assistant Director, University of Michigan

TBD

It can be difficult to assist DACA-mented and undocumented students navigate the post-secondary world successfully. This session will discuss the current climate for DACA-mented and undocumented students, share different services and supports available, and highlight best practices from schools around the region.

Audience - Intermediate

Collaborative Partnership Building between Financial Aid & Study Abroad Offices

Kate Hamoonga, Senior Study Abroad Advisor, University of Wisconsin - Madison

Heidi Johnson, Advising Coordinator, University of Wisconsin-Madison

During this session we will highlight the ways in which a Financial Aid office can support students in making their study abroad goals a reality. Using the University of Wisconsin-Madison as an example, we will share information about the types of study abroad programs available for students and participation data from our institution, examples of cost sheet and budget information shared with students, shared messaging for students about using financial aid abroad and will discuss the importance of building a strong partnership between the financial aid and study abroad offices. We will share examples of how we have built this partnership including student advising, funding sessions for students, informational sessions for academic advisors and satellite office hours. We will explore how the collaborative partnership has assisted our offices in providing seamless customer service for our students from the initial planning stages to their time abroad through their return to campus.

We will share stories and examples which highlight what works when building a collaborative partnership as well as bumps in the road. Session attendees will have the opportunity to share what their schools are doing to build partnerships not only with their study abroad office but with offices across campus.

Audience - All

Communication - It's a Way of Life

Mary Horgan, Assistant Director, University of Michigan-Flint

Chandra Owen, Assistant Director, Michigan State University

Financial Aid Communication is more than just a job, it's a life worth living! "Communication" is a broad term that covers anything from on-line resources to training staff to providing great customer service. Because of the volume of responsibility, timing and organization are critical. Come see how representatives from two Michigan schools are "Living the Life of Communication". Some highlights that will be covered include: Was the communication successful or not?; Building relationships - how does it help?; Forms and publications; How to find the target group for messages; How we communicate on and off campus; Why training is so critical.

Audience - All



MASFAA 2018

Seeds for the Future



Competency Based Programs

Melissa Haberman, Director, University of Wisconsin-Extension

TBD

Update on Competency Based Programs and Aid - Successes and Challenges

Audience - Intermediate

Confirming Attendance

Leo Hertling, Associate Director, Purdue University

Matthew Moore, Director, Sinclair College

Best Practices

Audience - Advanced

Connecting SAP to Retention - Best Practices

Angela Henry, Director of Higher Education Sales, FATV

Shashanta James, Interim Director, Western Michigan University

We all want to ensure students are successful and graduate, but we know some will struggle along the way. This interactive, school panel session will discuss how Satisfactory Academic Progress (SAP) relates to retention. Learn the importance of a proactive communication strategy about SAP to ensure retention as you review SAP principles. Session will include a campus discussion on how schools are actively communicating with students about SAP and will share best practices.

Audience - Intermediate

Could There Be a Better Way?

Johanna Duckwall, Assistant Director, Western Michigan University

Jeremy Glefke, Associate Director, Western Michigan University

This session will highlight how we have used technology to enhance the student experience and improve our productivity. We will discuss how asking the question "could there be a better way?" has inspired us to find new possibilities. We will share examples including automating the waiving of 400/401 C "technical" flags, being creative with status codes for requirements, and more!

Audience - Intermediate



MASFAA 2018

Seeds for the Future



Data in Financial Aid

Alyssa Geldernick, Assistant Director, University of Wisconsin-Madison

Nick Hillman, Associate Professor, University of Wisconsin-Madison

Shane Maloney, Associate Director, University of Wisconsin-Madison

Todd Reck, Divisional Manager for Student Success, University of Wisconsin-Madison

Adam Ross Nelson, Senior Policy Advisor, University of Wisconsin-Madison

The University of Wisconsin-Madison is using current data to predict the likelihood of student withdrawal from the University, enrollment status changes, and the inability to meet SAP standards. These analytics have led to campus-wide initiatives and collaboration among the Office of Student Financial Aid, Admissions, Academics, and Student Services.

Audience - Advanced

Direct Loan Servicing Panel

Moderator - Chad Olson, Assistant Director, Iowa State University

Panelists - TBD

TBD

Elevate Financial Aid - Got Respect? How to Gain Respect in the Workplace

Marie Genevieve Pawlak, Managing Partner, Planning 101 Group Corporation

Nearly every time someone says the word “respect,” a few things come to mind— Aretha Franklin and Rodney Dangerfield, and the lack of it between departments. Respect among colleagues is a powerful connector, and without it, things can get pretty tricky. This session is about how to create an culture of respect and collaboration between all student service departments. There is clear action items participants can implement in their offices right away. Got Respect? Yes, you do!!

Audience - All



MASFAA 2018

Seeds for the Future



How Does Your Cohort Default Rate Impact Operations: Truth vs. Perceptions

Ben Burton, Chief Student Financial Resource Officer

Steve Queisser, Vice President, Student Connections

University Business recently conducted a broad study on the perceptions of cohort default rates and how those perceptions may be impacting operations. These perceptions may be impacting how staff interact with students and may even be driving federal legislation. For example, the pending Reauthorization of the Higher Education Act has brought many proposals but "Risk Share" seems to have the most bi-partisan support. Program Level Repayment Rates vs. Cohort Default Rates. Come find out how cohort default rates are really being viewed and how some of those perceptions may be a driving force on how your financial aid office operates.

Audience - Advanced

Imposter Syndrome - When Are People Going to Find Out About Me?

Keri Gilbert, Senior Assistant Director, University of Missouri - Columbia

Do you ever feel like people are going to find out you aren't actually good at your job? Are you terrified of speaking up because you don't think you have anything valuable to say? Do you have your suitcase ready for when everyone finds out you're an imposter? Come learn about imposter syndrome and how you can combat it and embrace your completely amazing self.

Audience - All

Improv for the Workplace

Louis Krause, Associate Director, Wayne State University

Whether you realize it or not, your improvising every day. To improvise is "compose and perform or deliver without previous preparation; extemporize." Think back to your conversations today with friends, family, co-workers, students, more often than not, those conversations were not planned out. There was no outline or script, you spoke from your head and your heart. Improv teaches you to think on your feet, actively listen, be in the moment, support one-another, and take a risk. The key "Yes, and"

The Improv for the Workplace workshop will use improv exercises to build upon your interpersonal and communication skills to increase confidence, creativity, innovation, communication, teamwork, and leadership. The workshop will prepare you to react and adapt in meetings, student appointments, presentations, and those times your boss "needs an answer now." You will learn the core improv foundations that include yes and, listening, not asking questions, support, and support (Yes, it is in there twice as support is crucial for improv).

Audience - All



MASFAA 2018

Seeds for the Future



Leading Change Management in the Financial Aid Office

Kathy Bialk, Director, University of Iowa

Sara Even, Senior Associate Director, University of Iowa

Cindy Seyfer, Senior Associate Director, University of Iowa

As HEA Reauthorization gets closer to reality we will be faced with challenges and opportunities for change. This session will demonstrate how The University of Iowa Office of Student Financial Aid successfully developed a 2020 strategic plan and implemented strategy all while leading change in direction, focus, structure, process, and other factors to anticipate and adapt to the ever-changing landscape created by competition, Congress, and reduction in resources.

Audience - All

MASFAA Membership & You!

Matthew Kearney, Director, Southeast Missouri State University

MASFAA Membership Committee Members

Come to learn about the history of MASFAA, what membership includes, learn what the website has to offer, and leave with takeaways for your office to help you do what you do best every day!

Audience - All, specifically new members

New Study from Sallie Mae & Ipsos: How America Pay for Graduate School 2017

Brad Riebel, Director of Business Development, Sallie Mae

Lisa Mitchell, Vice President-Central Region, Sallie Mae

TBD

Graduate students are typically on their own when it comes to paying for their advanced degrees compared to undergraduates. This session highlights the study and discusses graduate student perceptions and behaviors to include the resources they used to pay for graduate school, their reasons for pursuing a graduate degree, and the considerations they weighed when making their decisions about attending. Attendees will hear from a panel of school representatives who will share their creative tips for helping graduate students make their education affordable and continue their studies as they prepare for their chosen professions.

Audience - Intermediate



MASFAA 2018

Seeds for the Future



One Stop Shops - To Have or Not to Have?

Sue Minzloff, Associate Director, University of Wisconsin-Milwaukee

Dena Norris, Director, Metropolitan Community College

Nate Peterson, Associate Director, University of Minnesota - Twin Cities

Susan Teerink, Director, Marquette University

Discussion from a variety of schools that either have One Stops or have been considering the transition to one.

Audience - All

Prior Prior Year Outcomes

Valerie A. Mockus, President, Apple Pi Consulting

This session will cover recent doctoral research on the impact of Prior-Prior Year including what research was done before implementation, what we know so far about the impact on students, where we are with the legislation to codify PPY, and what we should consider in future changes of this magnitude.

Audience - Intermediate

Quick Tips for Preventing Costly Compliance Missteps

Annie Cartwright, Senior Counsel, Husch Blackwell LLP

Lisa Hoskins, Higher Education Consultant, Husch Blackwell LLP

Shifting regulations, academic programs, and personnel can leave holes in the Title IV Federal Student Aid compliance of even the most fastidious institutions. This interactive, fast-paced session will help you identify those holes (or confirm you don't have them!) through checklists and tip sheets that you can bring home to ensure you're avoiding common and expensive Federal Student Aid program review findings. Presented through the eyes of a former Department of Education program reviewer and an education attorney who help institutions navigate program reviews, this session is designed to save you a lot in a little time.

Audience - Beginner/Intermediate

Restorative Yoga for Workplace or Home

Holly Johnson, MLS, RYT-200, University of Minnesota - Twin Cities

Practice both flowing and static yoga postures and breathing exercises designed to bring rejuvenation after a full day of sitting and concentration. Soothing music will accompany the session. No special clothing or equipment required. Come prepared to simply be present with your body and breath for an hour, and leave renewed!

Audience - All



MASFAA 2018

Seeds for the Future



Retaining Students of Color at Predominately White Institutions (PWIs)

Dr. Keyimani Alford, Student Financial Support Services Manager, Madison College

Richard Sims, Assistant Director of Retention, University of Wisconsin-La Crosse

Colleges and universities face increased scrutiny related to student retention and persistence of students of color. This presentation will provide attendees' with strategies to assist them in their plight to retain students of color on their campuses.

Audience - All

Trends in Higher Education

Deb Gossman, Campus Development Central States, College Ave Student Loans

TBD

This has been a volatile year for higher education. Sliding enrollments, an increasingly diverse student population, concerns about cost and access, and an emphasis on value and job placement have become increasingly important factors for colleges and universities. Come hear the latest statistical trends on these and other topics impacting higher education. You will be armed with information you can take back to your campus as you plan for future initiatives to attract, retain and fund students.

Audience - Intermediate

What Happens After a Program Review

Donna Holubik, Director, Eastern Michigan University

Susan Johnson, Advisor, University of Wisconsin-Whitewater

We have all attended sessions talking about the top ten audit findings but have you ever wondered what really happens AFTER the review? Come discover the experience of two schools after their federal program reviews. This session will discuss particular findings, how they prepared their response, and the repayment process for ineligible funds.

Audience - Advanced

Why Weird is Better - A Networking Session Like No Other

KiKi L'Italien, CEO, Amplified Growth

The human brain is hardwired to connect, but rarely do we make the most of our networking opportunities. Learn how to be memorable, make conversation flow, and follow up in a way that will not only lead to greater business and career opportunities, but may even help you be more innovative and happier. You will discover new techniques on what to do before, during, and after networking events that will help you identify and amplify new relationships adding value to your life and career.

Audience - All