



FOREFATHERS MONUMENT, PLYMOUTH, MA



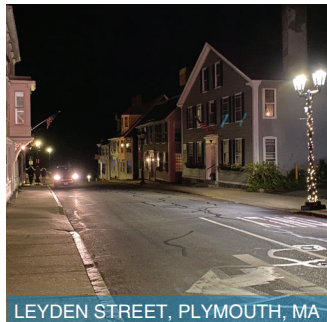
BURIAL HILL, PLYMOUTH, MA



GRACE TRAIL, PLYMOUTH, MA



LONG BEACH, PLYMOUTH, MA



LEYDEN STREET, PLYMOUTH, MA



MASFAA 2022 CONFERENCE PROGRAM



WEDNESDAY, NOVEMBER 16, 2022

2:00 PM – 5:00 PM

**Pre-Conference
Verification NASFAA
Credential**

Atlantic Room

*Presented by Nicole Lenares,
Director of Financial Aid,
Anna Maria College; Tony
Erwin, Principal Consultant,
Blue Icon Advisors*

*Sponsored by the MASFAA
PD&T Committee*

2:00 PM – 4:00 PM

Executive Council Meeting
Standish Room

4:00 PM – 7:00 PM

Vendor Set Up

4:00 PM – 6:00 PM

Registration Open

6:45 PM

**Lantern Ghost Tour
of Plymouth**

Are you haunted by R2T4s and IPEDS? Is Financial Aid not scary enough for you? Join us on an optional Ghost Tour of Plymouth at MASFAA this year!

Meet in the Hotel 1620 lobby at 6:45 pm. Cost: \$15 per person, in addition to conference fees.

THURSDAY, NOVEMBER 17, 2022

7:30 AM

Vendor Time with Coffee

8:00 AM - 9:00 AM

Breakfast

Ballroom

9:00 AM - 10:15 AM

Conference Welcome & Opening Keynote

Ballroom

MASFAA Welcome

Presented by Amy Staffier, MASFAA President, Assistant Vice President, Enrollment Student Services & Director of Financial Aid, Simmons University

Facilitating Healthy Work in the "New Normal"

Judy Hu, Assistant Professor of Psychology at Roger Williams University

Before the COVID-19 pandemic, teleworking (working remotely) was considered an alternative work option that some employers/organizations offered as part of their work-life balance practices. Since 2020, a large proportion of U.S. workers have transitioned into teleworking without systematic preparation, precedence, or a timeline for return/recovery. In addition, organizations have become more flexible with hybrid work arrangements, allowing employees to work from home at least one day a week. This "new normal" inevitably poses challenges to workers, such as how to "seamlessly" change our roles as we move from the kids' room to the work room, how to

draw lines between work hours and nonwork hours. This talk will introduce two key topics: 1) the idea of work-family interface, understanding how individuals may differ in terms of how one sets their boundaries between different life domains, and how to respond to misalignment between one's preference of work-family boundaries and how organizations expect one to enact work-family boundaries; 2) the idea of "always on" culture due to electronic connectivity, understanding how communication technology has extended our work hours, and even encroached our family/life domains, and how to cultivate better technological behaviors on our own and also within our workgroups.

**10:30 AM - 11:30 AM
Concurrent Sessions
Block One**

Satisfactory Academic Progress: A Persistence and Retention Tool

Standish Room

Presented by Tayler Kreutter, Executive Director of Student Financial Services, Mount Holyoke College

Come to this session to hear about the relationship between satisfactory academic progress, appeals, and student persistence. Together we'll discuss ways in which institutions can coordinate outreach campaigns that monitor and support the academic success of all students, initiate academic

progress reports and coordinate outreach to students who are flagged as being at risk, develop tailored support services for specific groups of students, and the benefits of viewing satisfactory academic progress in a holistic way.

Working with Difficult People - When You're the Difficult Person

Wampanog Room

Presented by Mike Goodwin, Assistant Director of Student Financial Services, Williams College

Customer service challenges have grown in our post-COVID world, reshaping our student's and their family's behaviors. With the advent of "Karens" and "Normans," these demands of your time have raised the bar with expectations of 24/365 availability, demand for personal connections and accommodations, and curbside pickups. Are you and your office keeping up or hanging up? This interactive, humorous, and practical session will examine how the customer service experience has changed. We'll categorize the personalities of difficult people, using childhood characters from the Hundred Acre Wood and come to recognize that a "Karen" is nothing more than Pooh's friend Rabbit with a tuition bill to pay. Most importantly, we'll discuss strengthening our listening and empathy skills to understand how we can better help our families feel heard and understood.



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Emergency Aid in a Post-HEERF World

Carver Room

Presented by Kathy Anderson, Associate VP, Student Financial Services, Berklee College of Music

HEERF has been a lifeline for many students who otherwise may have had to drop out during the pandemic. What happens on campuses and to our students when HEERF is no longer available? This session will go through the planning happening at Berklee College of Music, and gives attendees a chance to discuss their own campus circumstances.

What Your Student Borrowers Need to Know About Employer Student Loan Repayment Assistance

Plympton Room

Presented by Gail Walker, School Relations Director, RISLA; Suzanne Hanlon, Business Development Officer at RISLA/Employer Repayment

Employer Student Loan Repayment Assistance is a tax-free, financial wellness employee benefit offering assistance in helping employees reduce financial stress in the form of employer contributions towards outstanding student loans. This session will provide you with information you need to know on this new CARES Act benefit, so that you can make your graduating class aware of another avenue to help reduce their student loan debt. A survey of recent graduates indicated that over 76% were not aware that employers could help their

employees repay their student loans as a tax-free benefit. 92% of those surveyed stated that they would stay with their employer at least 3-5 years if they agreed to help pay off a portion of their student loans. 100% feel this would contribute to their future financial wellness.

11:30 AM – 12:00 PM

Vendor Break with Snacks

12:00 PM – 1:00 PM
Concurrent Sessions
Block Two

Strategies for Communicating with Autistic Students

Standish Room

Presented by Anne Shore, Coordinator, Disability Services/Student Accessibility Services, Quinsigamond Community College; Tami Strouth, Coordinator, Student Accessibility Services, Quinsigamond Community College

This workshop will review strategies for supporting and communicating with autistic college students. We will discuss the unique learning and communication challenges that many autistic students experience, which may impact their interactions with other students and staff. Basic social conventions, including implied rules, nonverbal cues, and other subtleties in communication can be a mystery to them. These challenges can lead to problematic social relationships, conduct issues, academic difficulties, and confusions with navigating various institutional systems, such as financial aid. We will

discuss these challenges and offer strategies to support their learning and college experience.

The presenters for this session kindly ask that you wear a mask during this session. Masks will be provided at the door.

Policy Roundtable - New England State Policy Trends, and Practitioner Observations

Atlantic Room

Presented by Betsy Mayotte, President, TISLA; Anika Van Eaton, VP, Policy, uAspire; Ellen Anderson, Senior Assistant Director of Financial Assistance, Clark University

MASFAA's Government Relations Committee shares the financial aid/higher education policy changes and trends from both the federal and regional level. We will hear from a panel of various state experts about current and future trends in state and federal financial aid policy and then open the floor up to you to find out your most pressing issues that could be solved legislatively! In addition, to help shape the GR Committee's work in 2023, we will be soliciting feedback on your observations of the challenges or successes experienced by financial aid administrators.

That Was Due When? The Importance of an Operational Calendar

Plympton Room

*Presented by Tony Erwin,
Principal Consultant, Blue Icon
Advisors, NASFAA Consulting*

We've all been there: a missed deadline, bills being sent without notice, not knowing when grades will post so we can run SAP. But developing an operational calendar for financial aid-related functions can help you stay on top of these things like a boss. Learn the benefits of having an operational calendar, and discuss what to include and who to involve when creating your own.

How America Pays for College 2022

Carver Room

*Presented by Annat Shrabstein,
Director, Consumer Research,
Sallie Mae*

Join us for a discussion of findings of "How America Pays for College 2022" - Sallie Mae's annual national research study. We'll discuss the range of funding sources families rely on to pay for college—from scholarships to 529s, and from federal grants to private student loans--and evaluate trends that impact decisions about how to pay.

1:00 PM – 1:45 PM

Lunch with Cape Kid Meals Introduction

*Presented by Tammy D. Leone
Executive Director*

MASFAA Business Meeting

Ballroom

1:45 PM – 2:45 PM

Office of the Inspector General

Ballroom

*Presented by Jeffrey Yung,
Special Agent, Office of
Inspector General, Department
of Education; Mark Deckett,
Special Agent, Office of
Inspector General, Department
of Education*

The presentation will provide background on the Inspector General's Office (IG), explain how one can report fraud allegations to the IG, and give examples of our cases/investigations. We will also share some tips on how Financial Aid Administrators and schools can identify financial aid fraud.

**3:00 PM – 4:00 PM
Concurrent Sessions
Block Three**

FAFSA Simplification: Iceberg or Lighthouse in the Sea of Change?

Atlantic Room

*Presented by Gail Holt, Dean of
Financial Aid, Amherst College;
Kathy Anderson, Associate Vice
President of Student Financial
Services at Berklee College of
Music; Michael Albano,
Assistant Vice President,
Director of Student Aid*

Bowdoin College

The simplified FAFSA and changes to Federal Methodology are arriving soon and will impact need analysis and packaging policies. Data-driven decisions need to be made prior to implementation. Whether using the FAFSA and/or alternative (CSS Profile or an institutional aid application) to collect applicant-level data, how will the student experience change and how will aid budgets be used consistently and equitably to award financial aid? Whether you represent a private or public institution, and regardless of the amount of your institutional aid budget, ensuring you understand the impacts of the changes is critical to meeting institutional enrollment goals and maintaining an equitable awarding process. This session will highlight one school's experience in using the NASFAA Student Aid Index (SAI) Modeling Tool and will encourage you to consider how your budget and packaging may shift, depending on your institutional profile. This session will not focus on software solutions.





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Designing a Delightful Student (aka Customer) Experience

Wampanog Room

Presented by Caroline Menendez, Director, School Partnerships, Ascent Funding

Let's strive to delight and inspire the students we serve! Join us for an interactive working where we will share actionable steps and tools to help you and your team deliver improved, exceptional student experiences.

Tales From The Road

Standish Room

Presented by Donna Shelby, VP Relationship Manager, Citizens

How well do you know your lender/sales representative? This session takes a lighthearted look at a day in the life of a sales rep and how some days result in interesting tales from the road. Each rep will share a funny (and/or interesting) story that has blazed a memory for them. Too shy to circle around the vendor area? Meet your rep here and have a great laugh - on them!

4:00 PM – 4:15 PM

VISIT WITH VENDORS!

4:15 PM – 5:15 PM
Concurrent Sessions
Block Four

What is the Middle?
A look at the changing landscape of what is "middle class" and the potential implications for higher education and financial aid.

Wampanog Room

Presented by Ebony Marsala

This session will look at trying to define the middle class in today's economy. Who fits in this category? Do we have suitable and sufficient policies to help this population? What will happen to them as we move to a more simplified FAFSA?

A Novel Idea

Plympton Room

Presented by Sarah Bergeron, Associate Director of Financial Aid and Enrollment Operations, Assumption University; Lauren Sullivan, Director of Financial Aid, Bentley University

'Educated' by Tara Westover* is a universal coming-of-age story that gets to the heart of what an education is, what it offers, and how it can transform us. But the journey also comes with the challenges of attaining an education through an unfamiliar system. Join us for a book club discussion around *'Educated'* where we'll consider how the author's experience might apply to the work we do and how we might reevaluate our approach to working with students. We encourage you to read the book ahead of time and come prepared with your thoughts. We will have the questions ready, we just need your participation!

**Please note: This book does have references to emotional and physical abuse, child neglect, and mental illness.*

Create a Customer Service Team within Student Financial Services that can adapt and thrive in today's changing higher education environment.

Carver Room

Presented by Christina Folsom, Associate Director of Customer Service, Northeastern University; Yiyen Lee, Assistant Director of Customer Service, Northeastern University

Creating a Customer Service Team within Student Financial Services that can adapt and thrive in today's changing higher education environment. Please join our session to hear about our unique customer service team. We will provide a brief introduction to our formation, explain what makes our team successful, discuss some challenges we have encountered, and discuss areas of opportunity in the future.

Heads Up Communication

Standish Room

Presented by Julie Lawton, Manager, Business Development, Cognition Financial; Wynette Zuppari, Senior Director of University Receivables & Commerce at Brown University, Financial & Administrative Services

This presentation emphasizes Communication Skills at Work. We will learn the importance of communicating with diplomacy & tact, as well as becoming an effective team member. If time permits, we will also review phone etiquette skills.

5:30 PM – 7:00 PM

PRESIDENT'S RECEPTION AND AWARDS

Ballroom

7:00 PM – 8:00 PM

TRIVIA

Ballroom



FRIDAY, NOVEMBER 18, 2022

7:00 AM

REGISTRATION OPENS

Foyer

7:00 AM

MORNING YOGA

Atlantic Room

7:30 AM – 9:00 AM

BREAKFAST

Committee Meetings

Ballroom

8:50 AM

Anthony Gallonio, National Grace Foundation

Ballroom

The National GRACE Foundation helps children with cancer go to college. We provide FREE college admissions and financial aid counseling, advocacy, and scholarships to cancer fighters.

The foundation is an all-volunteer organization with no paid employees. We work with many families in Massachusetts and Rhode Island and are seeking financial aid professionals to help counsel our families.

You can find out more about us at www.graceamerica.org or on instagram at [instagram.com/nationalgrace](https://www.instagram.com/nationalgrace). For volunteer opportunities, contact us!

You can help support our programs by donating at [graceamerica.org/donate](https://www.graceamerica.org/donate).

9:00 AM – 10:00 AM

KEYNOTE

The College Hustle: How students Really Pay for their Education

Ballroom

Presented by Natalie K. Hodge

For years, higher education has been marketed as a way out of poverty, but for some students, it's an introduction. I've worked with students from middle class households who sign up for public assistance to make ends meet. Others barber, braid hair and of course the classic college hustle, write papers - all to access the American dream.

We are engaged in a nationwide discussion about college debt with much focus on a college graduate's experience. While those stories can be quite compelling, we have not yet begun to unravel the complex journey of what students do to stay in school. From sleeping in cars to working three jobs, students hustle their way to a diploma. The stories are inspiring and heartbreaking.



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How do they make it? How can we support? Is our system a way or a way deeper into poverty for students with limited financial resources?

10:10 AM – 11:10 AM Concurrent Sessions Block Five

Guts Over Buts: **Overcoming inner Fear and** **Outer Resistance**

Wampanog Room

*Presented by Natalie Hodge,
Writer, Producer and Owner of
Rudy's Girl Media*

Biggest BUT in the World author Natalie K. Hodge became intimately aware of the power of excuses during her tenure as a student affairs professional at four different college settings across the

country. While higher education pushes people to think deeply about academic endeavors and strategies for student success, it can also be a ripe space for fears to manifest into inaction, poor execution and less than desirable outcomes. In her session, Guts over Buts, Natalie will provide attendees with strategies for addressing their own fears and resistance from students and professionals who are caught in a never-ending cycle of excuses. The interacting and enlightening session will guide participants from root cause identification to excuse elimination. Attendees should be prepared to engage transparently.

Withdrawals, Modules and **the Financial Aid Professional** *Plympton Room*

*Presented by Erika Callahan,
Coordinator of Financial Aid,
Northern Essex Community
College*

This session will discuss R2T4 policies and procedures, in particular the financial aid office's responsibility when a student withdraws from classes offered in modules. We will discuss what defines a module course/program; how to determine if a R2T4 calculation is required, and steps in the R2T4 calculation. We will also discuss when a student needs to affirm attendance in a future module if withdrawn. Finally, we will examine and discuss module case studies.

THANK YOU TO OUR SPONSORS

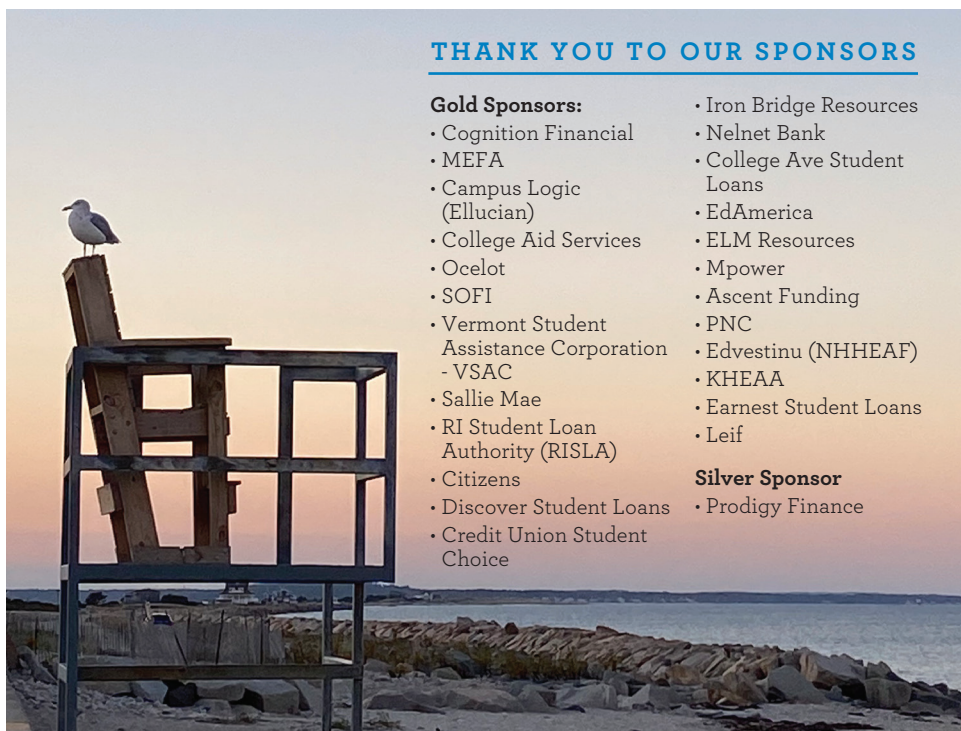
Gold Sponsors:

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- Citizens
- Discover Student Loans
- Credit Union Student Choice

- Iron Bridge Resources
- Nelnet Bank
- College Ave Student Loans
- EdAmerica
- ELM Resources
- Mpower
- Ascent Funding
- PNC
- Edvestinu (NHHEAF)
- KHEAA
- Earnest Student Loans
- Leif

Silver Sponsor

- Prodigy Finance



Introduction to the 2021 Tax Forms and Tax Code

Standish Room

*Presented by
Robert Weinerman,
Director of Training, Iron
Bridge Resources, LLC*

If you have not looked at the 2021 tax forms yet, you are in for a surprise. The IRS had expanded all three numbered Schedules (Schedules 1, 2, and 3) and each of these is now a two-page form. Also, the IRS has added a lot of new lines, especially to Schedule 1, and some of these lines may (or may not be) includable on the FAFSA.

Making Finance Fun: How To Get Students EXCITED About Money Management

Carver Room

*Presented by
Peter Bielagus, Wealth
Educators International, LLC*

A recent Associated Press poll revealed money management issues are the #1 reason students drop out of college. With inflation on the rise, students and parents alike are asking The Big Question: Is College Worth It? In this fun and informative session, money management expert Peter Bielagus serves up financial tips and tricks that financial aid professionals can slip into existing programs, initiatives, and even conversations to help students prosper and parents rest easy. Peter doesn't just push financial information across the table, he gets students excited about money management. He will share the exact techniques he uses

when speaking to students and parents at over sixty colleges per year. Learn how to create "viral" financial education events on campus, easily address parent concerns, and avoid the number one mistake educators make with financial education.

11:10 AM – 11:30 AM

VENDOR BREAK WITH SNACKS

**11:30 AM – 12:30 PM
Concurrent Sessions
Block Six**

Judge, Jury, and Executioner. Eliminating unconscious bias in financial aid decision making and policies.

Wampanog Room

*Presented by Ebony Marsala,
Director of Financial Aid,
Boston College*

As aid administrators, we have exceptional flexibility in how we define various elements as a part of our process.

We establish the cost of attendance, create policies, establish funding limits, create timelines all while trying to balance institutional priorities and staff capabilities. However, do we often think about how these various decisions create systems for inequities or hardships for the various people that we serve? This session will try to look at some of those areas where unconscious bias may play a role in the work we do, and what can be done to eliminate or reduce that bias.

Making Financial Literacy Stick

Plympton Room

*Presented by Tayler Kreutter,
Executive Director of Student
Financial Services, Mount
Holyoke College*

Do you have a financial literacy program at your institution? Are you still trying to get the idea to "stick" with your students? Come to this workshop where we will follow the SUCCEs™ model provided by Chip and Dan Heath in their book *Made to Stick*. Using this framework, we will share ideas and brainstorm ways to create an engaged and motivated audience on your campus for financial literacy.

The Care and Feeding of Your Career During the Big Quit

Carver Room

*Presented by Katrina Delgrosso,
Head of Mid-Atlantic Campus
& Event Development College
Ave Student Loans*

You've seen the headlines regarding the record number of people quitting their jobs to take advantage of strong employer demand. These numbers include Financial Aid professionals. How often do you take stock of your current position and long-term career path? Who is responsible for your career? Is it time to make a move? How do you go about moving on? What are your colleagues thinking? Do you need to network? This session will guide attendees through an informative session to address these questions, assess your career path to date, and develop a plan to take it to the next level. We will also include



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results of a pre-conference survey to gauge financial aid administrators' attitudes from the EASFAA region (Eastern Association of Student Financial Aid Administrators, which includes the state of Massachusetts) regarding their current career satisfaction and plans.

The Five Dysfunctions of a Team: Achieve team success by understanding the causes of organizational politics and avoiding its pitfalls

Standish Room

*Presented by Jeff Bentley,
Relationship Manager, Citizens*

The Five Dysfunctions of a Team session will teach an actionable model that can be learned today and applied tomorrow to help any financial aid team become stronger. It addresses common hurdles to building a cohesive team, describes how you know if you are on a dysfunctional team, and provides ways to begin the process of having a better team. Learning to have a better team is a simple yet not easy. Organizational politics, poor communication, lack of trust, and simply being human make having a strong team challenging.

12:30 PM – 2:00 PM

LUNCH

Ballroom

EASFAA Update

*Presented by Anne McDermott,
EASFAA President, Director
of Financial Aid, Salve Regina
University*

NASFAA INSIDE THE BELTWAY PRESENTATION

*Presented by Rachel Gentry,
Assistant Director of Federal &
State Relations, NASFAA*

2:00 PM – 2:15 PM

VENDOR VISITS

2:15 PM – 3:15 PM

Concurrent Sessions Block Seven

Thinking about Income Adjustment Professional Judgments

Plympton Room

*Presented by Robert
Weinerman, Director of
Training, Iron Bridge
Resources, LLC*

When a student or student's family experiences a change in income, or has large amounts of one-time income in their AGI, they reach out to financial aid administrators and ask for accommodation. Financial aid administrators have the authority to make adjustments to the data elements in the FAFSA to account for these situations. Professional judgment is a powerful tool that can be stressful to use and document.

“Director of Financial Aid” - What’s not in the Job Description?

Standish Room

Presented by Tayler Kreutter, Executive Director of Student Financial Services, Mount Holyoke College; Ebony Marsala, Director of Financial Aid, Boston College; Amy Staffier, Assistant Vice President, Enrollment Student Services & Director of Financial Aid, MASFAA President; Wynette Zuppari, Senior Director of University Receivables & Commerce at Brown University, Financial & Administrative Services

Are you thinking about your career path and might want to be a Financial Aid Director? Join us for a panel discussion with a group of Director’s who have all made the transition within the past several years. They will provide insights, humor, and tangible takeaways for you as you navigate your career in Financial Aid. We want you to walk away with a better sense of what the role can look like, how it can differ by school, and what is not in the job description. There will be plenty of time to ask questions and interact with the panel as well!

Guiding Families Through the Maze of Loan Options

Carver Room

Presented by Stephanie Wells, Director of College Relations, MEFA; Shawn Morrissey, Director of College Relations, MEFA

How can your office guide students and families through the maze of college financing, help them avoid hitting roadblocks, and lead them out of the maze to pay their bill while minimizing debt? Families rely on guidance from their college about the best payment options. With so many options and features available, it can be confusing and overwhelming for families trying to navigate through the maze and make the best loan decision for them. Join us for a discussion on the key decision points families are facing when making a plan to pay the college bill. We will share resources, tools, and tips to dispel myths and help families make the best loan decision that is right for their unique circumstance.

Helping Your Students (and you) Navigate the Temporary Student Loan Relief Programs And Their End Dates

Wampanog Room

Presented by Betsy Mayotte, President, The Institute of Student Loan Advisors

The past two years have been unique when it comes to student loans and will continue to be for at least the next year as the various pauses and waivers are implemented and/or completed. Because there have been so many large, but mostly once in a lifetime initiatives, timelines and even guidance are updated frequently. This session will give the latest on the PSLF and Income driven plan waivers, fresh start, the broad debt relief, and the end of the payment pause. We will discuss what can be expected by both schools and borrowers as these initiatives move forward, as well as how many of them will end up interacting with each other.

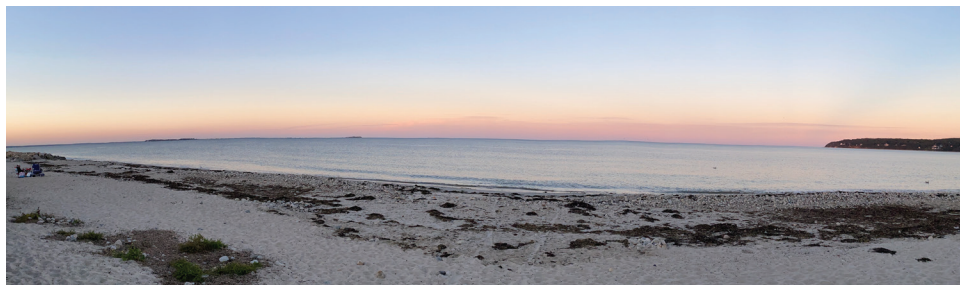
3:15 PM – 3:30 PM

RAFFLE AND CLOSING REMARKS

Ballroom

3:30 PM

CONCLUSION: TIME TO SET SAIL





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WEDNESDAY, NOVEMBER 17TH

2:00 PM - 5:00 PM

Pre-Conference Verification
NASFAA Credential Atlantic

2:00 PM - 4:00 PM

Conference Registration Foyer
Vendor Set-Up

4:00 PM - 7:00 PM

Vendor Set-Up Foyer

4:00 PM - 6:00 PM

Registration Opens Foyer

6:45 PM

Lantern Ghost Tour
of Plymouth Lobby

THURSDAY, NOVEMBER 18TH

7:30 AM - 9:00 AM

Vendor Time
with coffee

8:00 AM - 9:00 AM

Breakfast Ballroom

9:00 AM - 10:15 AM

Welcome & Opening
Keynote Ballroom

10:30 AM - 11:30 AM Session 1

A. Satisfactory Academic
Progress: A Persistence
and Retention Tool Standish

B. Working with Difficult
People - When You're the
Difficult Person Wampanoag

C. Emergency Aid in a Post-
HEERF World Carver

D. What Your Student Borrowers
Need to Know About Employer
Student Loan Repayment
Assistance Plympton

11:30 AM - 12:00 PM

Vendor Break with Snacks

12:00 PM - 1:00 PM Session 2

A. Strategies for
Communicating with
Autistic Students Standish

B. Policy Roundtable -
New England State Policy
Trends, and Practitioner
Observations Atlantic

C. That Was Due When? The
Importance of an Operational
Calendar Plympton

D. How America Pays
for College 2022 Carver

1:00 PM - 1:45 PM

Lunch with Cape Kid
Meals Introduction Ballroom

MASFAA Business

Meeting Ballroom

1:45 PM - 2:45 PM

Office of the
Inspector General Ballroom

3:00 PM - 4:00 PM Session 3

A. FAFSA Simplification:
Iceberg or Lighthouse
in the Sea of Change? Atlantic

B. Designing a Delightful
Student (aka Customer)
Experience Wampanoag

C. Tales From The
Road Standish

4:00 PM - 4:15s PM

Visit with Vendors

4:15 PM - 5:15 PM Session 4

A. What is the Middle? A
look at the changing landscape
of what is "middle class" and
the potential implications
for higher education and
financial aid. Wampanoag

B. A Novel Idea Plympton

C. Creating a Customer Service
Team within Student Financial
Services: "Your SFS Solution
Starts Here" Carver

D. Heads Up
Communication Standish

5:30 PM - 7:00 PM

President's Reception
and Awards Ballroom

7:00 PM - 8:00 PM

Trivia Ballroom

FRIDAY, NOVEMBER 18TH

7:00 AM

Registration Opens Foyer

7:30 AM - 9:00 AM

Morning Yoga Atlantic

7:30 AM - 9:00 AM

Breakfast Ballroom

8:50 AM

Anthony Gallonio, National
Grace Foundation Ballroom

9:00 AM - 10:00 AM

The College Hustle:
How students Really Pay
for their Education Ballroom

10:10 AM - 11:10 AM Session 5

A. Guts Over Buts: Overcoming
Inner Fear and Outer
Resistance Wampanoag

B. Withdrawals, Modules
and the Financial Aid
Professional Plympton

C. Introduction to the 2021 Tax
Forms and Tax Code Standish

D. Making Finance Fun: How To
Get Students EXCITED About
Money Management Carver

11:10 AM - 11:30 AM

Vendor Break with Snacks

11:30 AM - 12:30 PM Session 6

A. Judge, Jury, and Executioner.
Eliminating unconscious bias
in financial aid decision making
and policies. Wampanoag

B. Making Financial
Literacy Stick Plympton

C. The Care and Feeding
of Your Career During the
Big Quit Carver

D. The Five Dysfunctions of a
Team: Achieve team success
by understanding the causes
of organizational politics and
avoiding its pitfalls Standish

12:30 PM - 2:00 PM

Lunch, EASFAA Update,
NASFAA Inside the
Beltway Presentation Ballroom

2:00 PM - 2:15 PM

Visit with Vendors

2:15 PM - 3:15 PM Session 7

A. Thinking about Income
Adjustment Professional
Judgments Plympton

B. "Director of Financial
Aid" - What's not in the
Job Description? Standish

C. Guiding Families
Through the Maze of
Loan Options Carver

D. Helping Your Students
(and you) Navigate the
Temporary Student Loan
Relief Programs And
Their End Dates Wampanoag

3:15 PM - 3:30 PM

50/50 Raffle & Remarks Ballroom

3:30 PM

Conclusion: Time to Set Sail!