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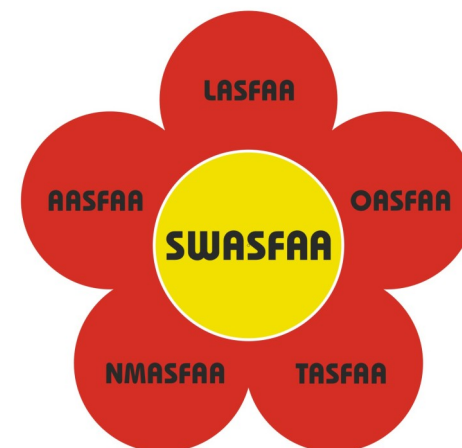
## Thank you to our participating exhibitors!

American Student Assistance, Aspire Resources,  
Inc., Charter One, CMD Outsourcing Solutions,  
cuStudentLoans, Discover Student Loans, EdFinan-  
cial Services, ELM Resources, FedLoan Servicing,  
Great Lakes Educational Student Loan Services,  
Inc., Inceptia, Louisiana Education Loan Authority,  
Mapping Your Future, MOHELA, National Student  
Clearinghouse, Nelnet, Salmon Sims Thomas Ac-  
countants and Consultants, TG, Wells Fargo

See you next year in Little Rock, Arkansas!

## 2012 SWASFAA ANNUAL CONFERENCE AGENDA

# Come Together Leave Stronger



Tweet about your experiences!

#swasfaa

November 14-16, 2012  
Hyatt Regency Hill Country Resort  
San Antonio, Texas

## Wednesday, November 14

### **8am-5pm: Registration Open**

(Fredericksburg Foyer)

### **11-12pm: Exhibitor Area Open for Boot Camp Participants Only**

(Fredericksburg Foyer)

### **1-2:30pm: OPENING SESSION**

Keynote: Dr. Gage E. Paine,  
Vice President for Student Affairs,  
The University of Texas at Austin  
"Building Bridges" (Fredericksburg Ballroom)

### **2:30-3pm: BREAK with refreshments**

### **2:30-4:30pm: Exhibitor Area Open**

(Fredericksburg Foyer)

### **3-4:15pm: BREAKOUT SESSIONS**

SAP: Debra La Grone, NASFAA & Shane Davidson, Hardin Simmons University (Fredericksburg A-C)  
R2T4 with Modules, Kevin Campbell, Department of Education (Fredericksburg E-G)  
Engaging Students Using Social Media, Ron Hancock, Nelnet (Brady)

### **4:15-4:30pm: BREAK**

### **4:30-5:30pm: BREAKOUT SESSIONS**

NASFAA Listening Session, Ron Day  
NASFAA National Chair, Kennesaw State University (Fredericksburg A-C)  
Decoding Cohort Default Rates, Matt Lehman & Mike Mutziger, Great Lakes (Fredericksburg E-G)  
Professional Judgment Best Practices Panel, (Brady)

## Thursday, November 15

### **6:30am-7:45am: 5K Fun Run**

(Hotel Grand Foyer)

### **9:30- 3:45pm: Exhibitor Area Open**

(Fredericksburg Foyer)

### **7:45-8:30am: BREAKFAST**

(Fredericksburg Ballroom)

### **8:30-9:30am: GENERAL SESSION**

Keynote: Justin Draeger, NASFAA President  
(Fredericksburg Ballroom)

### **9:30-9:45am: BREAK**

### **9:45-11am BREAKOUT SESSIONS**

R2T4 with Modules, Kevin Campbell, Department of Education (repeat session) (Fredericksburg A-C)  
Generations M.E.E.T. for Respect in the Workplace, Wendy Rivera, TG (Fredericksburg E-G)  
Learn to Listen, Rodney Landrum, Discover Student Loans (Fredericksburg D)  
Public Service Loan Forgiveness, Scott Orris, PHEAA (Brady)

### **11-11:15am: BREAK with refreshments**

### **11:15-12:15pm: BREAKOUT SESSIONS**

Consortium and Contractual Agreements, Debra La Grone, NASFAA & Linda Good, Oklahoma State (Fredericksburg A-C)  
How America Pays for College, Sergio Gonzales & Brook Pallanez, Sallie Mae (Fredericksburg E-G)  
Default Prevention Best Practices Panel (Fredericksburg D)  
Verification Best Practices Panel, (Brady)

### **12:30-2pm: LUNCH & AWARDS & RECOGNITION**

Keynote: Ron Day, NASFAA National Chair  
(Hill Country Ballroom)

## Thursday, November 15

### **2:00-2:15pm: BREAK**

### **2:15-3:30pm: BREAKOUT SESSIONS**

Everyone's Asking, "Is Higher Education Worth the Investment?" Paul Mittlehammer, Inceptia (Fredericksburg A-C)  
Show What You Know Regulatory Session, David Garza, TG (Fredericksburg E-G)  
Utilizing Specialized Federal Work-Study Programs, Paul Schaffer, Texas A&M (Fredericksburg D)  
SAP Best Practices Panel (Brady)

### **3:30-3:45pm: BREAK with refreshments**

### **3:45-4:45pm: BREAKOUT SESSIONS**

NASFAA Tools, Debra La Grone, NASFAA & Lisa Blazer, University of Texas at San Antonio (Fredericksburg A-C)  
A Collaborative Approach to Financial Education, Jacquie Carroll, American Student Assistance (Fredericksburg E-G)  
Using Rubrics to Guide Staff to Better Performance, Eric Cooper, University of Texas at San Antonio (Fredericksburg D)  
R2T4 Best Practices Panel (Brady)

### **6-10pm: Woodstock Party & Dinner**

## Friday, November 16

### **8-8:45am: BREAKFAST**

(Fredericksburg Ballroom)

### **8:45-10:30am: GENERAL SESSION**

Federal Updates  
(Fredericksburg Ballroom)