

**2012 SWASFAA Conference: Come Together Leave Stronger  
Breakout Session Summaries**

**Wednesday, November 14, 2012**

**3:00-4:15pm**

**Satisfactory Academic Progress: Debra La Grone, NASFAA and Shane Davidson, Hardin Simmons University**

Assessment of a student's progression towards the completion of his or her academic program is a fundamental concept of Title IV. The changes made to the satisfactory academic progress regulations provided consistency in the assessment of satisfactory academic progress across the country. How has the blending of regulations, goals, and expectations of federal, state, and institution requirements worked? How can consumer information assist in notifying student populations of academic expectations? This session will provide a brief review of the regulations, discuss the impact of changes, and share best practices at an institutional level.

**R2T4 with Modules: Kevin Campbell, Department of Education**

This session will be an intermediate level session on R2T4 and modular sessions.

**Engaging Students Using Social Media: Ron Hancock, Nelnet**

This session takes a look at the millennial student and their communication preferences. It will also delve in to Facebook, Twitter and other social media formats with an eye toward how aid offices can use these forums to connect with and counsel students.

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**4:30-5:30pm**

**Decoding Cohort Default Rates: Matt Lehman & Mike Mutziger, Great Lakes**

Your school's Cohort Default Rate is comprised of the data that is provided by you and others serving your students. Capturing the right data, accurate data, and timely data is critical for making good policy and accurate decisions. This session will aide in understanding the CDR cycle, decoding the Loan Record Detail Report and collecting, comparing and if necessary correcting data.

**Professional Judgment Best Practices Panel: Karen Krause, University of Texas at Arlington and Kim Canady, University of Texas at San Antonio**

Learn from your colleagues about how they handle the processing of special circumstances. This will include information such as forms used to process these appeals, typical documentation required and unique ways of targeting these students.

**NASFAA Reauthorization Task Force Listening Session: Ron Day, NASFAA National Chair, Kennesaw State University**

This is a chance for you to voice issues on specific statutory changes in the Federal Student Aid programs and their delivery systems that you'd like NASFAA to address in reauthorization.

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**Thursday, November 15, 2012**

**9:45-11am:**

**R2T4 with Modules: Kevin Campbell, Department of Education (repeat session)**

This session will be an intermediate level session on R2T4 and modular sessions.

### **Generations M.E.E.T. for Respect in the Workplace: Wendy Rivera, TG**

With workers from four generations now active in the workforce, the potential for misunderstanding, frustration, and conflict puts increasing pressure on productivity. To turn that challenge into a competitive advantage, this program applies the M.E.E.T. approach to the complexities of effectively working in and managing a multigenerational workforce. Participants will gain insights, strategies, and skills that help minimize generational conflict and strengthen collaboration.

### **Learn to Listen: Rodney Landrum, Discover Student Loans**

Learn to Listen will help you in your daily life when the ability to listen can make the difference between success and failure. Whether you are working with a student, your peers or administration, the ability to pay attention to the other person and his/her message or situation is vital to a productive exchange. The session explores "barriers" to effectively listen and offers suggestions and tools to overcome these distractions. A quick survey is taken by each attendee and results are examined and discussed during the session.

### **Public Service Loan Forgiveness: Scott Orris, PHEAA**

As the sole servicer for PSLF eligible borrowers, the school team at FedLoan Servicing is committed to providing accurate and comprehensive PSLF program details to our school partners. This presentation will be focused on the requirements of PSLF, the borrower process, and the experience you and your office can expect with FedLoan Servicing.

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

#### **Consortium and Contractual Agreements: Debra La Grone, NASFAA**

Consortium and contractual agreements allow schools to provide options for students in completing their program of study. The session will examine the purpose of consortium and consortium agreements, the differences between these two types of written agreements, and the requirements governing their use. The session also will review various school options in offering, constructing, and executing written agreements. Participants will receive a handout containing tools and tips that their school can use in setting up written agreements.

#### **How America Pays for College: Sergio Gonzales & Brook Pallanez, Sallie Mae**

Sallie Mae's "How America Pays for College" study explores how families of undergraduate students pay their college bills. This year's study confirms what we hear on campus: students and families are increasingly counting on college to help them achieve a desired career and higher earnings, and they are seeking cost-conscious ways to make the investment. The study also reaffirms the resourcefulness of the American family. Our speaker will present the 2011 findings from the study and discuss what the results mean for colleges and universities.

#### **Default Prevention Best Practices Panel: Lisa Hopper, National Park Community College, Nick Martinez, ECMC Solutions and Rita Toland, Student Loan Guarantee Foundation of Arkansas**

Learn from your colleagues about default prevention strategies. This will include information such as communication to students in danger of default, educational strategies, and challenges and successes encountered in building a default prevention program.

#### **Verification Best Practices Panel: Jason Marrujo, Oklahoma State University Center for Health Sciences and Gabriel Mendiola, University of Texas at San Antonio**

Learn from your colleagues about how they administer verification. This will include information such as forms used, selection criteria (for QAP schools), collection of documentation, and communication approaches with students about changes to the verification program.

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**2:15-3:30pm**

**Everyone's Asking, "Is Higher Education Worth the Investment?": Paul Mittlehammer, Inceptia**

Higher Education. It's one of the hotly debated issues of recent years. Every media outlet from the Huffington Post and USA Today to Fox Business News joined the discussion. In a turbulent economy full of tuition hikes and budget shortfalls, it is critical that higher education professionals tout the benefits of an education. Join the conversation with higher education professional ready to tackle this topic.

**Show What you Know Regulatory Session: David Garza, TG**

Show what you know (and anonymously discover what you don't) about recent changes in federal student aid policy, regulations and law. During this interactive session, participants click their answers to challenging questions on a variety of current federal student aid topics in a game format. Enjoy the fun, interactive nature of the presentation and leave with valuable, practical information.

**Utilizing Specialized Federal Work-Study Programs: Paul Schaffer, Texas A&M University**

Learn how Texas A&M University is utilizing their federal work study funds to support specialized work study programs in their community. We will discuss: the TAMU Reads & Counts tutoring program which employs more than 200 tutors to impact the local school districts, the Community Service Program which assists more than a dozen non-profit agencies and the Aggie Mentor Program which mentors high school students and assists with admissions, scholarship and financial aid applications. How these programs were established, are managed and maintained will be covered. Join us to explore ways to grow your federal work study programs and improve your community at the same time.

**Satisfactory Academic Progress Best Practices Panel: Bonnie Davila, Texas A&M University, Laura Coponiti, The University of Science and Arts of Oklahoma and Taina Savoit, McNeese State University**

Learn from your colleagues about how they administer Satisfactory Academic Progress. This will include information such as how often students are reviewed, implementing changes due to new regulations, the development of academic plans and communication strategies to inform students of changes to SAP.

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**3:45-4:45pm**

**NASFAA Tools: Debra La Grone, NASFAA and Lisa Blazer, University of Texas at San Antonio**

NASFAA's financial aid management tools can help you evaluate and improve your school's administration of Title IV and other student aid programs. The session will highlight best practices and practical ways these user friendly tools can assist you to enhance daily aid office operations, collaborate with others on campus, and stay in compliance with federal regulations. Learn more about these tools and hear how to use them on your campus.

**A Collaborative Approach to Higher Education: Jacquie Carroll, American Student Assistance**

This session outlines a comprehensive approach to financial education on campus- highlighting "pain points" for many campus offices, strategies for collaborating across campus units, and ideas for creative partnerships. Attendees will leave with conversation starters and sample success formats that they can customize to their specific institutions.

**Using Rubrics to Guide Staff to Better Performance: Eric K. Cooper, University of Texas at San Antonio**

Do your staff members know what you expect of them? How much do you expect to be processed daily? How do you judge customer service? Are their yearly performance evaluations too subjective? Learn how you

can offer them a guide to indicate your expectations! A rubric is a grading tool that allows staff to know the level of productivity expected. You will learn the make-up of rubrics and how to create and use an effective rubric to make performance evaluations less stressful for everyone!

**R2T4 Best Practices Panel: Denise Welch, Panola College, John Jefferson, Southern Arkansas University Tech, and Michelle Lukesh, NMSU Doña Ana Community College**

Learn from your colleagues about how they administer R2T4. This will include information such as the handling of unofficial withdrawals, modular sessions, communications to students and challenges faced with the new regulations in place.