



# ILASFAA Conference Program...

*Sunday, April 3, 2005*

<b>Noon-3:00 PM</b>	<b>Grand Exhibition Center</b>		Vendor Set-Up
<b>Noon-5:30 PM</b>	<b>Salon I</b>		Registration Desk Open
<b>Noon-4:00 PM</b>	<b>Pebble Beach/St. Andrew</b>		Destination Relaxation
<b>1:00-1:30 PM</b>	<b>Suite A &amp; B</b>		2004-05 Executive Board Meeting
<b>1:30-2:30 PM</b>	<b>Suite A &amp; B</b>		2005-06 Executive Board Meeting
<b>3:00-6:00 PM</b>	<b>Grand Exhibition Center</b>		Vendor Area Open to Membership
<b>4:00-5:30 PM</b>	<b>Suite C &amp; D</b>		Newcomers Reception
<b>5:00-6:00 PM</b>	<b>Prefunction area</b>		Cash Bar
<b>6:00-7:00 PM</b>	<b>Paris/London</b>		Dinner Awards Presentation – Colby Sellers Years of Service Retirement Recognition Sustained Service
<b>7:00-8:00 PM</b>	<b>Paris/ London</b>	Session	The Magic of Skye: How One Person Can Still Make a Difference in These Troubled Times
		Moderator	Donna Sobie, Director, Financial Aid, Loyola University Stritch School of Medicine
		Presenter	John B. Molidor, Ph.D., Professor and Assistant Dean, Michigan State University
		Topic	The Isle of Skye, located off the northwest coast of Scotland, is a magical, mysterious, and mythical place that is rumored to be touched by the hand of God. When John heard that, he knew he had to check it out for himself. In this keynote address, Dr. Molidor will inspire us through tales of his journey to the Isle of Skye and the numerous individuals who played a role in helping him to reach his destination and who make a unique difference on his journey. Together, we'll consider some personal traits and qualities that, despite troubled times, can still make a difference in the lives of others.
<b>8:00-8:30 PM</b>	<b>Prefunction area</b>		Dessert Reception
<b>8:30-9:30 PM</b>	<b>Paris/London</b>	Session	Customer Service, "Better Than Our Best"
		Moderator	Tom Cox, CCCS, Assistant Director Outreach Services, Illinois Student Assistance Commission
		Presenter	S.S.T. Communications
		Topic	S.S.T. Communications is a theatre company based in Chicago, which since 1987, has developed powerful, innovative, and effective institutional training programs, combining state-of-the-art research with comedic and dramatic vignettes. This format allows for the most sensitive and difficult issues to be presented in an exciting, thought provoking manner. More than merely entertainment, this session is more like enter-"train-ment", and is a "must see" for conference attendees. The program is concerned with providing excellent service to all customers, internal and external, from all departments on campus. It examines how customers are likely to evaluate your service performance; the "Ten Deadly Sins" of customer service which undermine the ability to serve well; and how to celebrate constructively when excellent service is achieved.

## Monday, April 4, 2005



<b>7:30-8:30 AM</b>	<b>Paris/London</b>		Breakfast
<b>8:30-9:45 AM</b>	<b>Paris/London</b>	Session	General Session
		Moderator	Charles Boudreau, Director of Financial Aid, Illinois State University
		Presenter	Jeff Baker, Director of the Policy Liaison and Implementation Staff, Federal Student Aid, U.S. Department of Education
		Topic	Federal update and Q & A time.
<b>9:45-10:00 AM</b>	<b>Grand Exhibition Center</b>	Break	
<b>10:00-10:45 AM</b>	<b>Suite D</b>	Session	Datatel Software User group
		Moderator	Carolyn Lach, Associate Director, North Park University
		Presenters	Susan Swisher, Director of Financial Aid, Saint Xavier University Michelle Greer, Associate Director of Financial Aid Services, Olivet Nazarene University
		Topic	This facilitated user group session is for current and future Datatel users to provide an opportunity to share software system problems and solutions. This meeting is set up in a question-and-answer format and does not include a presentation. Come to the meeting with your Datatel system questions and learn from your peers.
	<b>Pebble Beach</b>	Session	Leadership Within the Office
		Moderator	Tammy Capps, Director of Student Resources, Shawnee Community College
		Presenter	Lisa Hansen, Director of Financial Aid, Carl Sandburg College
		Topic	This is a shortened version of the one-day NASFAA Leadership for Aid Professionals Workshop. You will learn time management tips, personnel management, and get some very useful evaluation comments handouts as well as learning about communication within the office.
	<b>Suite B</b>	Session	Best Practices
		Moderator	Mary Shaw, Director of Financial Aid Services, University of St. Francis
		Presenters	Eric Weems, Director of Financial Aid, Loyola University, Chicago Dan Mann, Director of Financial Aid, University of Illinois at Urbana-Champaign Cheryl Warmann, Director of Student Financial Assistance, Oakton Community College Kathy Facenda, Director of Student Finance Operations, DeVry University Nancy Calvert, Director of Financial Aid, Southern Illinois University School of Medicine
		Topic	In this session you will have an opportunity to ask questions to our panel regarding ways to improve the operations of your financial aid office. The panel consists of members from each sector who are willing to share ideas that have worked successfully in their offices. Come prepared with questions for our panel of experts!
	<b>Suite C</b>	Session	Cohort Default Rate Reduction - FFELP
		Moderator	Kathleen Brunson, Director, Student Financial Aid, Northern Illinois University
		Presenter	Tom Cox, CCCS, Assistant Director, Outreach Services, Illinois Student Assistance Commission
		Topic	Default prevention is everyone's responsibility i.e. school, lender, guaranty agency, and the student. Although there may exist some disagreement on how it is calculated, the only measure of how well we all do on preventing default is the annual cohort default rate. Come and see how ISAC and Default Prevention Outreach has been successful in addressing how to keep CDRs in check.
	<b>(Basics) Suite A</b>	Session	EFC Calculation
		Moderator	Terri Hare, Financial Aid Advisor IV, Western Illinois University
		Presenter	Mary Wright, Associate Director of Financial Aid, Knox College
		Topic	A basic nuts and bolts look at how the expected family contribution is arrived at. Will answer questions like "Why did the EFC go up when the number of family members attending college went from 1 to 2?"



**Monday, April 4, 2005**



**(Grad Track) Turnberry**

Session Speed Bumps on the Graduate and Professional Student Highway  
Moderator Virginia Foster, Director of Financial Aid, Illinois Institute of Technology  
Presenter Jamie Malone, Training Specialist, U.S. Department of Education, Region V  
Topic Graduate and professional students quite often present a very different set of perils for the financial aid office. How the office handles the situations and stays within the regulations set up by the Department of Education will be the focus of this session. Topics will include graduate and professional student budget construction, budget additions, examining the effects of graduate resources on cost of education and student contributions, adjustments to the student SC and use of parental data are just a few of the topics to be addressed as well as background on the Gramm-Leach-Bliley Act and how it affects our processes. Jamie will provide us with assistance on these issues as well as answer specific questions.

**10:45-11:15 AM Grand Exhibition Center**

Break

**11:15-Noon Muirfield**

Session What is NASFAA's Standards of Excellence Review Program?  
Moderator Mark Holysz, Director Student Financial Aid, College of DuPage  
Presenters Eunice Powell, Associate Director of Training & Technical Assistance, NASFAA  
Paula Luff, Director of Financial Aid, DePaul University  
Topic NASFAA's Standards of Excellence Review Program is an objective, confidential peer review program that assesses an institution's delivery of financial aid. A representative from NASFAA will describe the program and explain how these customized and confidential on-site reviews can be used to highlight strengths and recommend improvements to your institution. You will also hear of the experience from an Illinois financial aid colleague on how they participated in the programs and the outcome for their institution.

**Suite B**

Session Enrollment Management: "Making the Right Connections With Your Admissions Office"  
Moderator John Jenetten, Chief Program Officer, Illinois Student Assistant Commission  
Presenters Boyd Bradshaw, Vice Chancellor for Enrollment Management, Southern Illinois University Edwardsville  
Gwen Kanelos, Assistant Vice President for Enrollment Services, Roosevelt University  
Mark Campbell, Vice President of Admissions and Financial Aid, McKendree College  
Topic The journey of the college/vocational education begins with the school's admission process. Strong enrollment management policies and procedures help target the population that embodies all people with the quest for postsecondary education. Getting the right folks "on the bus" who want to learn, need to further their education and make a contribution to the college environment is important for the health of the college. Partnership, collaboration and teamwork between the admission staff and financial aid staff is essential to the success of the school's strategic enrollment plans. Join these folks in a panel discussion on the new trends in enrollment management and how student financial aid professionals can be an integral part of enrollment management and outreach.

**Suite C**

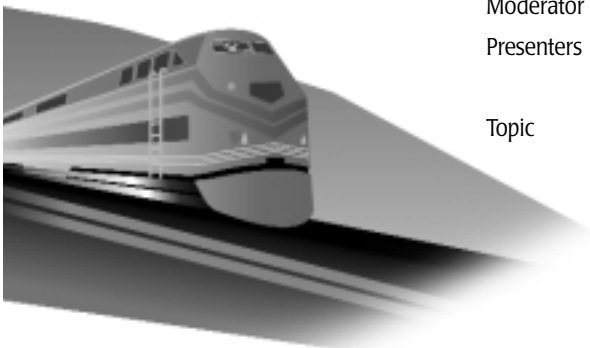
Session Mapping Your Future: Getting the Most from this Award Winning Web Site  
Moderator Eddie Brambila, Manager, Client Development, Illinois Student Assistance Commission  
Presenters Sam Nelson, Assistant Director, Client Development, Illinois Student Assistance Commission  
Shann Doerr, Financial Aid Director, Quincy University  
Topic In meeting its mission to enable individuals to achieve life-long success, Mapping Your Future provides students, families and schools with free web-based college, financial aid, career, and financial literacy information and services. These services include, but are not limited to: Online Student Loan Counseling; 10 Steps to Financial Fitness; Budget Calculator; Debt/Salary Wizard; Loan Wizard; Student Loan Consolidation Calculator. Learn more about these services/information, and hear from a financial aid peer on how you can use them in your office.



Monday, April 4, 2005



<b>11:15-Noon</b>	<b>Suite D</b>	Session	Business Side of Loans
		Moderator	Laura Daly, Associate Director of Financial Aid, Saint Xavier University
		Presenters	Tom Sakos, Director, IDAPP Matt Scotty, President, National Education Servicing
		Topic	Ever wonder what happens with your student's loan behind the scenes? Ever wonder how lenders and servicers make their money? This session will go into the business side of a student loan.
<b>St. Andrew</b>		Session	The Qué, Cómo and Cuándo of Financial Aid Information: Strategies for Reaching Latino Families
		Moderator	Sonya Coleman, HigherEd Account Executive, Sallie Mae
		Presenter	Kathleen deLaski, The Sallie Mae Fund
		Topic	Did you know: 50% of Latino parents and 40% of Latino young adults could not name a single source of financial aid? As a follow up to The Fund's 2003 "Information Divide" study, The Sallie Mae Fund commissioned The Tomás Rivera Policy Institute to conduct surveys of both Latino youth and parents. The goal of the survey was to better understand how financial aid information affects Latinos and how best to improve access to that information in order to increase Latino enrollments in higher education. Results of the "Caught in the Financial Aid Information Divide" study will be discussed, as will the ways in which Latinos prefer to receive financial aid information and how The Sallie Mae Fund is responding to Latino students and parents. Information on The Fund's upcoming study on African American students and parents will also be provided.
<b>(Basics)</b>	<b>Suite A</b>	Session	Verification
		Moderator	Tisha Welsh, Loan Services Specialist, Robert Morris College
		Presenter	Diana Ensign, Financial Aid Advisor IV, Eastern Illinois University
		Topic	This session is for the experienced financial aid staff member who may have had a change in responsibilities, or a manager who may want to brush up on skills for verification and conflicting information requirements.
<b>(Grad Track)</b>	<b>Turnberry</b>	Session	The Credit Crisis Part I: How to Understand Credit Reports
		Moderator	Charlene Botley, Assistant Director of Debt Management, UIC College of Medicine, Office of Student Financial Aid
		Presenter	Glenn Daganais, Financial Specialist, Metropolitan Family Services
		Topic	This session will discuss some of the many attributes considered when bureaus calculate a Credit Score. It will also highlight information included in a Credit Report, how to read a credit report and what "red flags" to look for to help better address in counseling students' growing need for alternative loans.
<b>12:15-2:00 PM</b>	<b>Paris/London</b>	Lunch	
		Awards Presentation	
		New Professional Recognition	Colby Sellers
		Meritorious Service	Francois Hajduk
		Vendor Recognition	Scott Seibring
		Committees Recognition	Donna Sobie
		Committee of the Year	Donna Sobie
		President's Award	Donna Sobie
		Business Meeting	
		<b>2:15-3:00 PM</b>	<b>Suite D</b>
Moderator	Patrick James, Director of Financial Aid, The School of the Art Institute of Chicago		
Presenters	Eric Weems, Director of Financial Aid, Loyola University Paula Luff, Director of Financial Aid, DePaul University		
Topic	This facilitated user group session is for current and future PeopleSoft users to provide an opportunity to share software system problems and solutions. This meeting is set up in a question and answer format and does not include a presentation. Come to the meeting with your PeopleSoft system questions and learn from your peers.		





<b>Suite B</b>	Session	Illinois Student Assistance Commission Operational Update (Repeated, Tuesday, 9:30 AM)
	Moderator	Sam Nelson, Assistant Director, Client Development, Illinois Student Assistance Commission
	Presenters	Joanna Dill, Assistant Director, Program Services, Illinois Student Assistance Commission  Jacqui McMahon, Manager, Training and Information Services, Illinois Student Assistance Commission
	Topic	This session will provide a comprehensive operational update on ISAC administered programs including the impact of any legislative and proposed rules changes. Topics to be covered will include those discussed with the 2004-05 ILASFAA and ISAC Rules and Operations Committee and will include, but are not limited to, Year Round Monetary Award Program (MAP) Grants, Illinois Veteran Grant (IVG), Illinois National Guard (ING) Grant and the Teacher Education Scholarship Programs.
<b>St. Andrew</b>	Session	Media Training and its Role in Financial Aid; Important Lessons for Working with the Media, Parents, and other Stakeholders
	Moderator	Laurel Anema, Director of Financial Aid, Moraine Valley Community College
	Presenter	Brian Meehan, Vice President, Celtic, Inc.
	Topic	Situations occur on campus and our offices that can lead into calls from the media and/or concerned parents. How to handle these situations depends on your body language, speech and how questions are answered. This presentation will help identify key skill sets that will help you through the tough questions from the media or parents when events occur on campus.
<b>Muirfield</b>	Session	Revitalizing The Space Shuttle...Redesigning Your Office Environment to Make the Trip Out of this World
	Moderator	John Schwarm, Deputy Director of Marketing, IDAPP
	Presenter	David Pardieck, Director of Financial Assistance, Bradley University
	Topic	The restructuring of the office of Finance and Financial Assistance in one location led to a higher level of service for students and improved communication between departments. Changes are not without challenges. Learn how Bradley University did the overhaul on their operation that led to improved service levels.
<b>Pebble Beach</b>	Session	Personal Finance and Your Credit Rating
	Moderator	Tom Cox, CCCS, Assistant Director, Outreach Services, Illinois Student Assistance Commission
	Presenters	Catherine Williams, CCCS  Dr. Angela Lyons, Professor, University of Illinois at Urbana-Champaign
	Topic	Your credit rating is sacred. Everyone starts out life with the same rating. What are the attitudes among Midwest college students, and how do they affect one's future credit rating and potential quality of life? How does repaying your student loan on time affect your credit? What are some of the ways a person can build a good credit score? Learn how personal financial literacy can have a positive effect on one's personal credit.
<b>Suite C</b>	Session	Making Your Way Through Campus Based Programs
	Moderator	Laura Day, Director of Financial Aid/Branch, Coyne American Institute
	Presenter	Jamie Malone, Training Specialist, U.S. Department of Education, Region V
	Topic	An overview of Campus Based programs with time for questions.
<b>(Basics) Suite A</b>	Session	Stafford Loans Part I
	Moderator	Mark Ringenberg, Marketing Executive, The College Board
	Presenters	Terri Hare, Financial Aid Advisor IV, Western Illinois University  Louise White, Financial Aid Director, Spoon River College
	Topic	In this session, Terri and Louise will review FFEL and Direct Stafford Loan eligibility and loan limits. Discussion will include annual and aggregate loan limits, borrower eligibility, standard vs. nonstandard terms, and briefly touch upon PLUS eligibility. Case studies will be reviewed if time permits.



**Monday, April 4, 2005**



**(Grad Track) Turnberry**

Session The Credit Crisis Part II: How Credit Reports May Affect Student's Matriculation to some Graduate and Professional Schools

Moderator Nancy Calvert, Director of Financial Aid, Southern Illinois University School of Medicine

Presenter Linda Paschal, Director of the Office of Student Financial Services, Medical College of Wisconsin

Topic More and more students are accumulating higher consumer debt due to easy access of credit cards and are incurring adverse information on their credit reports due to failure to pay their credit card charges within the terms and conditions. Can adverse information on a student's credit card prevent them from matriculating at a school? Hear how and why one school developed a credit report policy and how students have been affected by this policy.

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**3:00-3:30 PM Grand Exhibition Center**

Break

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**3:30-4:15 PM Suite B**

Session The Technology Pyramid: An Exploration of the Progressive Implementation of Technology in the Financial Aid Office

Moderator Rebecca Vinzant, Regional Account Executive, Educaid, Wachovia Student Loan Specialist

Presenters Mark Evans, Director of Student Financial Aid, Kent State University  
Theodore R. Hallenbeck, Regional Account Executive, Educaid/Wachovia Education Finance

Topic This session will discuss how the technology pyramid can be used by the financial aid office to develop a plan to move their aid offices from a paper intensive office to a "web actualized" office, and how it can be used to do things that make the most sense, given the politics and resources that impact the aid office.

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**St. Andrew**

Session Section 529 Update: Prepaid & Savings

Moderator Sam Nelson, Assistant Director, Client Development, Illinois Student Assistance Commission

Presenter Randy Erford, Director, College Illinois!

Topic Attend this session for a general overview of Section 529 plans (savings and prepaid tuition), with a primary focus upon how Illinois' College Illinois! prepaid tuition program, administered by ISAC, allows participants to cover future college tuition and fees, providing protection against tuition inflation. The presentation will include an update regarding program tax benefits and financial aid treatment of prepaid tuition plans.

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**Suite C**

Session Shouldn't a Web Site Do Something?

Moderator Patrick James, Director of Financial Aid, The School of the Art Institute of Chicago

Presenter Bruce Foote, Director of Financial Aid, Harper College

Topic This informational session is designed to stimulate discussion and ideas for how you can make your web site better serve you and your students. It is not highly technical in nature, but rather, a compilation of ideas and applications that can be used to help eliminate paper, expedite functions and manage information.

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**Muirfield**

Session Understanding Private Loans

Moderator Barb Levin, Assistant Vice President, National Education

Presenters Chris Cronk, Managing Director, Banc of America Securities, Education Finance Group  
Vincent Cimino, Managing Director, RBC Dain Rauscher, Education Loan Finance Group

Topic Are you confused by the loan terms offered with private loans? Is the overall cost of a private loan less with an interest rate based on prime, LIBOR or T-Bill rates? If a borrower is not assessed a fee does that mean the loan offers the most attractive terms? This session provides a different and objective look at private loans from an investment banker's perspective. You will gain an understanding as to how private loan terms are established and what factors influence these terms. Most importantly, you will walk away with practical tips on how to assess different private loan programs that will ultimately help identify the best programs to recommend to your students.

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Monday, April 4, 2005



<b>(Basics) Suite A</b>	Session	Stafford Loans Part II
	Moderator	Mary Wright, Associate Director - Financial Aid, Knox College
	Presenters	Terri Hare, Financial Aid Advisor IV, Western Illinois University Louise White, Financial Aid Director, Spoon River College
	Topic	This is a continuance to the Stafford Loan Part I session. In this session, Terri and Louise will cover the various aspects of loan periods, frequency of borrowing, borrower based year, and loan disbursements. Case studies will be reviewed if time permits.
<b>(Grad Track) Turnberry</b>	Session	School as Lender: Reflections on Success
	Moderator	Tom Sakos, Director, IDAPP
	Presenters	Norma Carmona, Director of Student Loan Administration, University of Chicago Ron Campbell, Financial Aid Director, Trinity International University Steve Di Benedetto, Assistant Director, Compliance and Quality Assurance, IDAPP
	Topic	A panel of schools discuss the steps leading up to becoming a lender in the school as lender program, the operational side of the program, as well as the benefits the school realizes by participating as school as lender.
<b>(Grad Track) Suite D</b>	Session	Everything I Always Wanted to Know About Loan Consolidation (But Didn't Want to Ask!) (Repeated, Tuesday 10:45 AM)
	Moderator	D. Denny, Director of Financial Aid, John Wood Community College
	Presenters	Chris Simmerman, Campus Programs Manager with Sallie Mae Angela Smith, Training Officer, U.S. Department of Education
	Topic	With interest rates at historic lows, student debt levels rising, and the increase in marketing efforts, loan consolidation has become a hot topic for students and financial aid professionals. While consolidation is a good option for many, it is not for everyone. Each borrower must carefully consider his/her individual situation before deciding to consolidate. During this session we will review the basics of loan consolidation, discuss the pros, cons, and what else students must take into account when considering consolidation. We will also talk about the possible regulatory changes that would dramatically impact the loan consolidation program.
<b>4:15-4:30 PM</b>	<b>Grand Exhibition Center</b>	Break
<b>4:30-5:00 PM</b>		Sector Meetings
	<b>Suite A</b>	Community Colleges
	<b>Suite B</b>	Senior Public Institutions
	<b>Suite C</b>	Private Colleges
	<b>Pebble Beach</b>	Proprietary Schools
	<b>Muirfield</b>	Health Professions
<b>6:00-8:30 PM</b>		Dinner on Your Own
<b>8:30-11:30 PM</b>	<b>Paris/London</b>	Destination Spring Break

You are *invited* to come and  
*join us* in the *beautiful* state of  
**West Virginia**  
for the **2005 MASFAA**  
**Conference**



MASFAA 2005

Building Bridges For a Better Tomorrow

October 16-19 Civic Center Charleston, WV

Watch for more conference information  
in the upcoming months on the  
MASFAA listserv and website.

Tuesday, April 5, 2005



<b>7:30-8:30 AM</b>	<b>Paris/London</b>		Breakfast Reserved tables for Grad and Professional Financial Aid Administrators
<b>8:30-9:15 AM</b>	<b>Paris/London</b>	Session Moderator Presenters Topic	Illinois Student Assistance Commission General Session - State Update Donna Sobie, Director, Financial Aid, Loyola University Stritch School of Medicine John Jenetten, Chief Program Officer, Illinois Student Assistance Commission Chris Peterson, Director of Program Services, Illinois Student Assistance Commission This general session will provide a state legislative and budget update, a federal issues review, the latest information on many of the programs ISAC administers and ISAC's plans for the future.
<b>9:15-9:30 AM</b>	<b>Grand Exhibition Center</b>		Break
<b>9:30-10:15 AM</b>	<b>Suite D</b>	Session Moderator Presenters Topic	Banner User Group Session Kiely Fletcher, Associate Director, University of Illinois at Chicago Bob Andersen, Associate Director, University of Illinois at Urbana-Champaign Marilyn Enstrom, Financial Aid Support Specialist, Wheaton College This facilitated user group session is for current and future Banner users to provide an opportunity to share software system problems and solutions. This meeting is set up in a question-and-answer format and does not include a presentation. Come to the meeting with your Banner system questions and learn from your peers.
	<b>Muirfield</b>	Session Moderator Presenter Topic	The Elements of E-Communication Tisha Welsh, Loan Services Specialist, Robert Morris College - Chicago Tom Sharp, Assistant V.P. for Corporate Learning & Organizational Development, TG, Austin Want to learn how to produce more effective e-mail messages? Need help determining when to e-mail versus some other means of communication? This program addresses electronic communication issues, with emphasis on e-mail etiquette, privacy issues, internal vs. external formats, terminology, and organization. This session also explores non-verbal and cultural elements of e-communication that impact how its message is received.
	<b>Suite C</b>	Session Moderator Presenters Topic	Student Appeals Judy Seebach, Student Loan Sales Representative, Fifth Third Bank Carolyn Lindley, Director of Financial Aid, Northwestern University Colby Sellers, Associate Director of Financial Aid, Western Illinois University This session will focus on how different offices handle the prospect of student appeals. What documents are needed for an appeal? Does a committee or a single staff person review and/or make appeal decisions? Should a time limit be enforced for out of work appeals? What if a student's situation changes in the middle of the academic year? These and many more questions will be answered as we explore the process of student appeals.
	<b>Suite B (repeat)</b>	Session Moderator Presenters Topic	Illinois Student Assistance Commission Operational Update Sam Nelson, Assistant Director, Client Development, Illinois Student Assistance Commission Joanna Dill, Assistant Director, Program Services, Illinois Student Assistance Commission Jacqui McMahon, Manager, Training and Information Services, Illinois Student Assistance Commission This session will provide a comprehensive operational update on ISAC administered programs including the impact of any legislative and proposed rules changes. Topics to be covered will include those discussed with the 2004-05 ILASFAA and ISAC Rules and Operations Committee and will include, but are not limited to, Year Round Monetary Award Program (MAP) Grants, Illinois Veteran Grant (IVG), Illinois National Guard (ING) Grant and the Teacher Education Scholarship Programs.



Tuesday, April 5, 2005



**(Basics) Suite A**

Session FERPA  
Moderator Mary Gaynor, Client Services Manager, EDFUND  
Presenters Sylvia Sorgel, Vice President, CMD Solutions  
Tim Bauhs, Executive Director of Student Financial Services, Columbia College  
Topic Introduction by Sylvia Sorgel on FERPA, including specific guidelines as to how to comply. A panel discussion lead by Tim Bauhs of Columbia College, Chicago, on how internal and external support strive to provide optimum service to their "customers" (students and parents). Panel members include Kate Wilson, President of Wilson Educational Consultants, Inc., Sylvia Sorgel, Vice President-Higher Education Services, CMD Outsourcing Solutions, Inc. A "case study" on how Columbia College has redesigned their student services to improve customer service and minimize complaints will be offered.

**(Grad Track) Turnberry**

Session Build It and They Will Come: The Nuts and Bolts of Designing and Delivering a Comprehensive Financial Literacy Program on Your Campus  
Moderator Anne Fischer, Midwest Regional Debt Management Consultant for USA Funds Services  
Presenter Patricia Burnett, Ph.D., Director of Student Affairs, Ohio University College of Osteopathic Medicine  
Topic Creating a comprehensive financial literacy program on your campus is easier than you might think. Join us and learn about a sunrise to sunset program that starts when students interview on campus and continues well into the alumni years. We'll identify topics, strategies and resources guaranteed to address the top issues and concerns of students (and aid administrators). We'll also cover how to identify when and who is best to deliver the messages you need to get out to your students and how to find those resources at little or no cost. You will leave knowing how to start the process of creating your own vision of financial literacy programming on your campus, how to implement your design and some ideas about collaborating with other departments to insure success. Don't miss this opportunity to learn how you can expand your professional skills while benefiting your students.

**10:15-10:45 AM Grand Exhibition Center**

Break

**10:45-11:30 AM St. Andrew**

Session Preparing for a Journey, Training New Staff for the Adventure  
Moderator Al Widhalm, Director of Financial Aid, Kankakee Community College  
Presenter Jacqui McMahon, Manager, Training and Information Services, Illinois Student Assistance Commission  
Topic This session is designed for those responsible for training new staff in the financial aid office. The primary focus will be to explore existing resources available online and through other shared sources. Special attention will be given to the new Financial Aid 101 curriculum-based training materials available through ISAC. In addition, best practices for training collected from throughout the ILASFSA community will be presented.

**Suite D**

Session Fun, Interesting, Stimulating, Action-Packed – "The FISAP"  
Moderator Erika Guzman, Associate Director of Financial Aid, University of St. Francis  
Presenters Kathleen Brunson, Director of Financial Aid, Northern Illinois University  
Jana Albrecht, Assistant Director, Illinois State University  
Topic During this session, Jana and Kathleen will facilitate a round table discussion on each attendee's  
1) role toward the completion of the FISAP,  
2) from how, whom and where data is gathered,  
3) discuss any snags, complications and/or concerns, etc.,  
4) what has appeared during the validation process, and  
5) how various field item(s) resulting in an edit are resolved.



<b>Suite B</b>	Session	IllinoisMentor
	Moderator	John Jenetten, Chief Program Officer, Illinois Student Assistance Commission
	Presenter	Eddie Brambila, Manager Client Development, Illinois Student Assistance Commission
	Topic	ISAC's IllinoisMentor @ collegezone.com presentation will provide specific information on a comprehensive, free service for Illinois students to be launched in December 2005. A major enhancement to College Zone, this on-line system will provide students and their families a simpler way to: identify a career, choose a college, apply for admission, and finance their college education. This session will describe each of these interactive Mentor modules as well as provide an overview of the "digital application package" which will allow a student to electronically send their online application and transcript to Illinois colleges.
<b>Pebble Beach</b>	Session	Financial Aid Disconnect; Potholes on the Road to Higher Education
	Moderator	Andrea Johnson, Assistant Director of Financial Services, Robert Morris College
	Presenters	Michael Dessimoz, Associate Vice President for Enrollment Services, Roosevelt University Kathy Dingler, Counselor, Rich East High School
	Topic	With affordability issues and college costs on the rise, financial aid plays a critical part as to whether a student completes their higher education program. High school counselors, college admission advisors and financial aid administrators all play an important role, but often there are unintentional disconnects along the way. These guest speakers have come to exchange their perspectives with ILASFAA members on what we are collectively doing successfully and to brainstorm on the areas that we need to improve. Come and share your perspective and ideas.
<b>Muirfield</b>	Session	U.S. Department of Education, Office of Civil Rights 101
	Moderator	Cynthia Frierson, Bank of America Student Banking Group
	Presenter	Able Smith, Staff Attorney, U.S. Department of Education Office of Civil Rights, Chicago Region
	Topic	What is the Office of Civil Rights? OCR's Mission Laws that OCR enforces - Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, Age Discrimination Act of 1974, Title II of the Americans with Disabilities Act of 1991, and the Boy Scouts Act OCR's activities and processes
<b>(Basics) Suite A</b>	Session	The Path Less Traveled: Professional Judgment & Special Circumstances
	Moderator	Victoria Stuckey, Coordinator of Financial Aid, Olney Community College
	Presenter	Janet Ingargiola, Director of Financial Aid, Danville Area Community College
	Topic	This session will help provide "guidance" in analyzing, documenting and determining the "destination" for Professional Judgment and/or Special Circumstance situations. An "overview" of the Federal Regulations will be discussed in an informal setting to encourage the sharing of information, policies, forms and processes. The seasoned as well as the novice "traveler" can benefit from this session.
<b>(Grad Track) Turnberry</b>	Session	From Dinosaur to Road Runner: Strategies to Streamline Work Flow and Create a Paperless Office
	Moderator	Brian Drabik, Assistant Director of Financial Aid, Northwestern University
	Presenters	Kim Brown, Director, Student Financial Services, Midwestern University Bob Andersen, Associate Director of Student Financial Aid, University of Illinois at Urbana-Champaign
	Topic	Two graduate and professional schools will discuss their strategies and processes in streamlining their office work flow and creating a paperless office. Everything from high tech to low tech solutions will be discussed. Their successes as well as their challenges to implementation will be shared along with practical suggestions you can implement today on your campus!

**Tuesday, April 5, 2005**



**(Grad Track) Suite C**

**(repeat)**

Session Everything I Always Wanted to Know About Loan Consolidation (But Didn't Want to Ask!)

Moderator Maureen Amos, Associate Director, Northeastern Illinois University

Presenters Chris Simmerman, Campus Programs Manager, Sallie Mae  
Angela Smith, Training Officer, U.S. Department of Education

Topic With interest rates at historic lows, student debt levels rising, and the increase in marketing efforts, loan consolidation has become a hot topic for students and financial aid professionals. While consolidation is a good option for many, it is not for everyone. Each borrower must carefully consider his/her individual situation before deciding to consolidate. During this session we will review the basics of loan consolidation, discuss the pros, cons, and what else students must take into account when considering consolidation. We will also talk about the possible regulatory changes that would dramatically impact the loan consolidation program.

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**11:30-11:45 AM Grand Exhibition Center**

Break

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**11:45-1:30 PM Paris/London**

Lunch, Passing the Gavel, Vendor Prizes

Session Whale Done!

Moderator Tom Cox, CCCS, Assistant Director, Outreach Services, Illinois Student Assistance Commission

Presenter Tom Sharp, Assistant Vice President for Corporate Learning and Organizational Development, TG, Austin

Topic Based on the book by Ken Blanchard, Whale Done! focuses on the power of giving positive reinforcement, praising progress, and catching people doing things right. How often are you "caught" doing things right? How often do you "catch" others? This presentation is designed to help you improve relationships in your work and personal life, increase motivation, and enhance performance by the people who interact with you.

