

November 5 Agenda

9:00am-12:00pm Registration
10:00am-11:00am Breakout Sessions

ACG/SMART Grants

Salon DE

Tracy Hall, Assistant Director of Financial Aid, Eastern Illinois University

Cheryl Schaffer, Director of Financial Aid, Heartland Community College

Presenters will review their campus operational models to determine eligibility for the Academic Competitiveness Grant. Information will be included about new rules for the 2009-2010 academic year, as well as a model for SMART Grant processing.

What Happened to Your Preferred Lender List?

Killarney's

Tim Ranzetta, President and Founder, Student Lending Analytics

How did your office deal with Request for Information (RFI's), analyzing the data and terms to determine your choice of lenders? Have your lenders gone out of business or changed terms to 'save' their business? How do you correspond with students and keep track of the constant changes after your choices were determined? This session will discuss strategies and approaches that may help you improve your process next year and build on it with reasonable assessment strategies.

Office Structure

Salon F

Jana Albrecht, Director of Financial Aid, Illinois State University

Paula Luff, Assistant Vice President for Financial Aid, DePaul University

Tim Wendt, Director of Financial Aid, Parkland College

Ever wonder how other financial aid offices are structured? In this session, three aid administrators from the public, private and community college sectors will share their organizational charts and explain their office structure, along with providing information about 'who does what' within that structure. Presenters will also discuss how the financial aid office fits into the larger campus community.

11:15am-12:15pm Breakout Sessions

Banner User Group Meeting

Killarney's

Bruce Foote, Executive Director of Financial Aid Services, University of St. Francis

This session will provide an opportunity for you to share and learn from colleagues on how best to utilize your school's software. No formal presentation is given.

Campus Safety

Salon F

Von Young, Chief of Police, Parkland College

Content will focus on the impact of safety concerns of employees and students. Informative discussion on how staff and others in administration

need to prepare for campus emergencies in all areas of response (i.e. tornado, fire, medical emergencies, and active shooter scenarios).

Crafting the Keys to Customer Service

Salon DE

Tom Rebstock, Senior Trainer in Corporate Learning and Development, TG

Develop an understanding of how to build customer-focused environment in the financial aid office. Identify your internal and external customers and work together to define world-class customer service. Review current research on customer service in financial aid industry and identify specific steps you can take to improve customer service in your office and on your school campus.

12:30pm-2:00pm

General Session & Lunch

Generational Communication

Salon ABC

Richard Clark, Interim Assistant Dean and Director 4-H Youth Development, University of Illinois Extension

Does your age influence the way you think, what you think, or your attitude toward work? Does the time in history in which we were born really influence our thoughts and actions? This session is designed to help you understand the differences that employees or students from different age cohorts bring to the workplace. We will discuss the impact this has on work relationships, communication, methods of accomplishing work, and supervision.

2:10pm-3:00pm

Breakout Sessions

Powerfaids User Group Meeting

Killarney's

Marc Geslani, Midwest Regional College Board Office

This session will provide an opportunity for you to share and learn from colleagues on how best to utilize your school's software. No formal presentation is given.

What Materials Help Get Your Information Across?

Salon F

David Krueger, Assistant Director of Financial Aid, Illinois State University

We will discuss strategies for communicating with students including letters, e-mails, Web sites, student portals, and podcasts. Audience should come prepared to discuss what has/hasn't worked for them.

How to Sell Your Ideas to Management?

Salon DE

Scott Bisgier, Director of Professional Development Training at EdFund

Got an idea that could kick your career into overdrive? Have an idea that you know will improve your school? You'll need support to make it happen—from your own boss, and/or president at your college or university. Come join a discussion on how to sell your idea to the people who can turn it into reality.

3:10pm-4:00pm

Breakout Sessions

Datatel User Group Meeting

Killarney's

Lisa Hansen, Director of Financial Aid, Carl Sandburg College

This session will provide an opportunity for you to share and learn from colleagues on how best to utilize your school's software. No formal presentation is given.

NASFAA Training – Federal Methodology Changes **Salon DE**

Cheryl Howerton, Director of Financial Aid, Millikin University

Michelle Trame, Associate Director of Financial Aid, University of Illinois at Urbana-Champaign

Just when you think you fully understand FM, the College Cost Reduction and Access Act and Higher Education Opportunity Act come along. This session will point out recent changes to Federal Methodology.

Conflict Resolution Within a Diverse Atmosphere **Salon F**

Althea Taylor, Executive Director of Taylor Made Industries

The purpose of this session will be to provide ILASFAA members with the tools and techniques to adequately promote a positive environment for diverse students and build a competitive advantage within the organization as being a customer service driven environment.

4:10pm-5:00pm

Breakout Sessions

Peoplesoft User Group Meeting

Killarney's

Eric Weems, Director of Financial Aid, Loyola University Chicago

This session will provide an opportunity for you to share and learn from colleagues on how best to utilize your school's software. No formal presentation is given.

Financial Aid Integration: A Campus-wide Effort **Salon F**

Bryant Anderson, Director of Student Aid Financial Services, Illinois College of Optometry

Dr. Mark Colip, OD-VP of Student Affairs, Illinois College of Optometry

Learn how the mission of financial aid literacy has been tied to individual counseling for their graduate student population. How can this approach benefit your institution? Where do you start to build the dialogue? A panel of representatives will be here to share their stories and field your questions.

NASFAA Training – Database Matches and Construction of the Cost of Attendance

Salon DE

Cheryl Howerton, Director of Financial Aid, Millikin University
Michelle Trame, Associate Director of Financial Aid, University of Illinois at Urbana-Champaign

This session will provide an overview of the different types of database matches conducted when an applicant files the FAFSA as well as provide tools that participants may use for resolving match issues. The session will also touch on recent and upcoming changes to the construction of the Cost of Attendance.

5:00pm

Evening on Your Own

November 6 Agenda

7:30am-8:30am

Registration

7:30am-8:30am

Breakfast

Salon ABC

8:30am-9:45am

General Session

Federal Update

Salon ABC

Jamie Malone, Training Officer, U.S. Department of Education

10:00am-11:00am

Breakout Sessions

Verification

Salon DE

Janet Ingargiola, Director of Financial Aid, Danville Area Community College

Karnella Kirkwood, Senior Associate Director of Financial Aid, University of Illinois at Chicago

Chilwana Thompson, Financial Aid Counselor, Millikin University

Besides the required verification items, are there other items that your school typically selects? Join the panel for table talk on what works for them and share your thoughts and concerns.

Enhancing Your Presentation Skills

Salon F

Marie LeConte, Client Relations Manager at EdFund

No matter how knowledgeable you are, if you cannot express your knowledge, you will not have the credibility to engage you audience. Communicating with senior management, in team meetings, at industry events, or with students, requires a dynamic and professional presentation style. Learn to deliver a powerful, motivating and persuasive presentation. This session will be extremely interactive.

Code of Conduct**Killarney's**

Bruce Foote, Executive Director of Financial Aid Services, University of St. Francis

Cheryl Warmann, Director of Student Financial Assistance, Oakton Community College

As a result of the Higher Education Opportunity Act, schools will be required to adopt a financial aid code of conduct. Join this session for an interactive discussion on the creation of a code of conduct on your campus; please bring your ideas to share.

11:15am-12:15pm

Breakout Sessions

Professional Judgment**Salon DE**

Danielle Downs, Financial Aid Advisor, Lakeland College

Dianna Ensign, Associate Director of Financial Aid, Eastern Illinois University

Janet Ingargiola, Director of Financial Aid, Danville Area Community College

Join the panel for a discussion on their schools' professional judgment practices as well as three case studies. Bring your questions about specific and maybe difficult cases.

TEACH**Killarney's**

Lisa Collier, Director of Financial Aid & Veteran's Affairs, Kaskaskia College

Tracy Hall, Assistant Director of Financial Aid, Eastern Illinois University

Sue Swisher, Assistant Vice President for Student Financial Services, Saint Xavier University

TEACH grant rules became effective July 1, 2008. A few institutions have taken the plunge to implement the program in 'Year One'. Learn from these gutsy administrators how their campus approached working with the academic side of the house, selecting qualified students, and providing required grant/loan counseling in the last few months.

Using Facebook and MySpace to Recruit Students**Salon F**

Juliann Bunna, Admission Counselor, Saint Xavier University

Social networking sites were created to connect people and recently have become a new way to reach prospective college students. Learn how Saint Xavier University is using a new technology to attract, communicate, and meet students' needs. Saint Xavier has created a MySpace and Facebook page in order to effectively reach students. Find out how this initiative started, what it took to implement and maintain, and the results they have seen.

12:30pm-2:00pm

General Session & Lunch

ISAC Update

Salon ABC

Kim Eck, Training Coordinator, Illinois Student Assistance Commission

Cindy Gerjol, School Services Representative, Illinois Student Assistance Commission

David Perry, Assistant Director, Partner Services, Illinois Student Assistance Commission

This session will begin with a brief update on the latest happenings and trends at the Illinois Student Assistance Commission and then transition to an 'Ask the Expert' format where you will have the opportunity to ask specific program questions of a panel of ISAC staff members.

Menu

Wednesday, November 5

Buffet Lunch

Caesar salad with chef's gourmet Caesar dressing, Italian sausage with grilled onions and peppers, slow roasted Italian beef, Italian meatballs, pasta marinara, 6 inch Italian rolls and garlic bread sticks, tiramisu mousse, coffee, decaffeinated coffee, iced tea, and water.

Thursday, November 6

Breakfast

Seasonal fresh fruit medley, scrambled eggs with cheese, Potatoes O'Brien, crisp bacon and sausage links, country biscuits with gravy, assorted breakfast pastries, assorted carafes of juices, fresh brewed coffee, decaffeinated coffee, and tea.

Buffet Lunch

Chef's soup of the day, fresh garden salad with topping bar to include: cherry tomatoes, red onions, sliced cucumbers, shredded cheese, raisins, sliced mushrooms, sunflower kernels, bacon bits, and dressings. Roast beef, turkey, and chicken salad, Chef's deluxe condiment tray, assorted deli rolls, and chef's dessert choice, coffee, decaffeinated coffee, iced tea, and water.