



## **PacFAA Fall Conference**

**DATE: September 21, 2017**

**WHERE: Windward Community College**

Parking is available in any lot/stall that is NOT marked as Faculty/Staff parking. Please be advised that there is construction in Hale Akoakoa. The Diamond Head entrance to Hale Akoakoa is completely blocked off and NOT accessible to public traffic. The only way to enter Hale Akoakoa is from the top side of the campus, walk down into Hale Akoakoa using the steep staircase and into the atrium or from the bottom of the campus, walk up the hill to Hale Akokoa and registration will be in the atrium.

**TIME: 8:30 a.m. – 4:00 p.m.**

### **Training Agenda**

- 8:30 – 9:30: Registration and Breakfast (Hale Akoakoa atrium)
- 9:30 – 12:00: FERPA Training\* (Hale Kuhina 115)
- 12:00 – 1:00: Lunch (Hale Akoakoa atrium)
- 1:00 – 2:00: Federal Update via webinar by Bruce Honer, US Department of Education Training Officer (Hale Kuhina 115)
- 2:00 – 4:00: Customer Service in the Financial Aid Field (Hale Kuhina 115)

\* Announcement: The training topic for the morning session has been changed.

Handouts are available on the PacFAA website, <http://pacfaa.org/Forms>