

# *PacFAA Spring 2018 Conference Agenda*

Day 1	Time			
Tuesday, March 27	7:30 – 8:30 am	<b>Registration/Continental Breakfast/Welcome (Garden Lanai)</b>		
	8:30 – 10:00 am	<b>Disney “Be Our Guest” Customer Service Training, Presented by WASFAA  (Garden Lanai)</b>		
	10:00 – 10:15 am	<b>Break</b>		
	10:15 – 11:45 am	<b>Disney “Be Our Guest” Customer Service Training, Presented by WASFAA  (Garden Lanai)</b>		
	12:00 – 1:00 pm	<b>Lunch Buffet WASFAA Update (Garden Lanai)</b>		
	1:00 – 2:15 pm	<b>R2T4 - Programs of Study Taught in Modules  (Carnation)</b>	<b>SULA: 150% Subsidized Loan Limitation  (Plumeria)</b>	<b>Default Management Strategies  (Pakalana/ Anthurium)</b>
	2:15 – 3:30 pm	<b>2018-2019 Verification  (Carnation)</b>	<b>Audits and Program Reviews  (Plumeria)</b>	<b>Loan Limits: Why They Matter  (Pakalana/ Anthurium)</b>
	3:30 – 3:45 pm	<b>Transition Break</b>		
	3:45 – 5:00 pm	<b>Professional Judgement - ED’s Perspective  (Carnation)</b>	<b>Consumer Information  (Plumeria)</b>	<b>The More Things Change: Comment Codes 400, 401  (Pakalana/ Anthurium)</b>

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<b>Day 2</b>	<b>Time</b>			
<b>Wednesday, March 28</b>	<b>8:00 - 9:00 am</b>	<b>Buffet Breakfast (Garden Lanai)</b>		
	<b>9:00 – 10:15 am</b>	<b>Year-Round Pell (Carnation)</b>	<b>Working in an Enrollment Management Environment  (Plumeria)</b>	<b>How to Detect and Deter Federal Financial Aid Fraud  (Pakalana/ Anthurium)</b>
	<b>10:15 – 10:30 am</b>	<b>Transition Break</b>		
	<b>10:30 – 11:45 am</b>	<b>2018-2019 Verification (Carnation)</b>	<b>Practical Tools for Success  (Plumeria)</b>	<b>NASFAA Training - SAR Comment Codes  (Pakalana/ Anthurium)</b>
	<b>12:00 – 1:30 pm</b>	<b>Lunch Buffet NASFAA Update PacFAA Business Meeting (Garden Lanai)</b>		
	<b>1:30 – 3:00 pm</b>	<b>Federal Update  (Garden Lanai)</b>		

<b>Special Session</b>	<b>Time</b>	<b>Post-Conference Session</b>
Wednesday March 28	<b>3:00-5:00 pm</b>	<b>Q&amp;A – Pacific Islanders  (Garden Lanai)</b>

# Session Descriptions

Topic	Session Title, Description and Speakers
General Session	<p align="center"><b>Disney “Be Our Guest” Customer Service Training</b></p> <p align="center">Speakers:            Nicole McMillan, Financial Aid Director, Idaho College of Osteopathic Medicine            Anthony Morrone, Financial Aid Director, Nevada State College            Moderated by Sherrie Padilla, UH Hilo Financial Aid Director</p> <p align="center"><b>Re-Imagining the Financial Aid Experience</b></p> <p align="center"><i>In this session, you will learn about how to provide the next level in customer service. Join us for an interactive session on creating magic in the financial aid office, inspired by concepts from the Disney book Be Our Guest, Perfecting the Art of Customer Service. Participants will receive a copy of the book to take back to the office.</i></p>
1	<p align="center"><b>Default Management Strategies</b></p> <p align="center">Speaker: Helen Faith, Dean of Student Transitions/Interim Financial Aid Director,            Lane Community College            Moderated by: Dayna Isa, Windward CC Financial Aid Counselor</p> <p align="center"><i>Does your Cohort Default Rate keep you up at night? Come to this session for tips on identifying risk factors for default and explore various strategies for managing your school’s CDR. Also covered will be technical aspects of navigating the Department of Education’s e-CDR challenges, adjustments, and appeals processes. You’ll walk away with the tools you need to stage your own “default demolition derby” at your institution.</i></p>
2	<p align="center"><b>SULA: 150% Subsidized Loan Limitation</b></p> <p align="center">Speaker: Anthony Morrone, Financial Aid Director, Nevada State College            Moderated by: Heather Florendo, Honolulu CC Financial Aid Director</p> <p align="center"><i>In this session, we will review the limitations placed on students’ eligibility to receive Federal Direct Subsidized Loans and the conditions under which subsidies may be lost. You will also learn about the reporting requirements related to these limits, as well as recommended counseling for your students.</i></p>
3	<p align="center"><b>R2T4 - Programs of Study Taught in Modules</b></p> <p align="center">Speaker: Bruce Honer, US Department of Education            Moderated by: Jeff Anderson, Kauai CC Financial Aid Director</p> <p align="center"><i>This session will focus on the Return of Title IV (R2T4) funds when a student withdraws from a program that is either taught within modules or has modules in the program.</i></p>
4	<p align="center"><b>Audits and Program Reviews</b></p> <p align="center">Speaker: Helen Faith, Dean of Student Transitions/Interim Financial Aid Director,            Lane Community College            Moderated by: Eli Jennings, Pacific Rim Christian Univ., Financial Aid Director</p> <p align="center"><i>Picture this: you’re going about your daily business, catching up with mountains of paperwork, returning phone calls, and trying to whittle your email inbox down to a reasonable size, when the phone rings. You pick up the phone and hear the friendly voice of an Institutional Review Specialist from the U.S. Department of Education. “Aaargh,” you think, “did that guy who failed SAP six times file a complaint?” Alas, no such luck--it turns out you’ve been selected for a Program Review. In a split second, your mind goes blank, your palms turn sweaty, and your heart begins to pound. Numbly, you take notes: dates of the visit, items to prepare, emails to expect, phone numbers to remember. You exchange pleasantries and hang up. Now what?? In this session, hear about one financial aid administrator’s journey through the Program Review process, and pick up her tips to help maintain your sanity, protect your institution, collaborate with your coworkers, and survive with your job intact.</i></p>

5	<p style="text-align: center;"><b>Loan Limits: Why they Matter</b></p> <p style="text-align: center;">Speakers:  Anthony Marrone, Financial Aid Director, Nevada State College  Nicole McMillin, Financial Aid Director, Idaho College of Osteopathic Medicine  Moderated by: Raquel Fulton, Hawaii Pacific University, Financial Aid Counselor</p> <p><i>First, we'll review the basics of Federal Direct Loan limits, including annual and aggregate maximums, then we will move on to special cases including loan consolidation and moving from graduate back to undergraduate. Finally, we'll take a look at debt management, including the authority schools may have to reduce borrowing through professional judgment, additional counseling or "loan letters."</i></p>
6	<p style="text-align: center;"><b>18-19 Verification</b></p> <p style="text-align: center;">Speakers: Bruce Honer, US Department of Education  Moderated by: Ciel Senechal, College Ave Student Loans, Campus Development</p> <p><i>This session will highlight the changes to the verification process for the 2018-19 award year. This session will include an overview of regulatory changes, documentation requirements, as well as verification reminders to ensure accurate processing.</i></p>
7	<p style="text-align: center;"><b>Consumer Information</b></p> <p style="text-align: center;">Speaker: Sherry Proper  Moderated by: Shawn Domingo, Hawaii CC Financial Aid Director</p> <p><i>Does your campus meet the consumer information regulatory requirements? This session addresses the required disclosures and other information that schools must provide to current and prospective students, as found in 34 CFR 668.41 through 34 CFR 668.45. The four categories of requirements – Required Notices, Financial Aid Information, Institutional Information, and Other Required Disclosures – will be covered from a Best Practices approach.</i></p>
8	<p style="text-align: center;"><b>Professional Judgement – ED's Perspective</b></p> <p style="text-align: center;">Speaker: Bruce Honer, US Department of Education  Moderated by: Eli Jennings, Pacific Rim Christian Univ., Financial Aid Director</p> <p><i>This session will explore statute allowances pertaining to a school's ability to provide professional judgment to assist students seeking Title IV support. We will explore school PJ policies including what is and is not PJ, documentation requirements, and how PJ interacts with verification. In addition, we will discuss the different kinds of professional judgement and related authorities afforded schools including COA adjustments, EFC data element considerations, dependency overrides, parents refusal to complete FAFSA forms and provide support and denying or reducing Direct Loans.</i></p>
9	<p style="text-align: center;"><b>The More Things Change: Comment Codes 400, 401</b></p> <p style="text-align: center;">Speakers:  Anthony Marrone, Financial Aid Director, Nevada State College  Nicole McMillan, Financial Aid Director, Idaho College of Osteopathic Medicine  Moderated by: Michelle Macedonia, Financial Aid Counselor, UH Hawaii at Manoa</p> <p><i>Now that we are fully immersed in prior-prior year and early FAFSA, the next stage of change is upon us. Before ultimately diving into the evolution of the 399 Comment Code into 400 and 401, we will first step back and consider the process of adapting to change, including the six principles of effective change management.</i></p>
10	<p style="text-align: center;"><b>Working in an Enrollment Management Environment</b></p> <p style="text-align: center;">Speaker: Billie Jo Hamilton, NASFAA President  Moderated by: Jeff Anderson, Kauai CC Financial Aid Director</p> <p><i>Want to learn how to navigate the opportunities (and challenges!) of working in an enrollment management environment? This session will address various topics that impact the financial aid director and the office such as net tuition revenue, financial aid leveraging, contributions to rankings and metrics, need vs. merit aid, and office positioning.</i></p>

11	<p style="text-align: center;"><b>Year Round Pell</b></p> <p style="text-align: center;"><b>Speaker:</b> Bruce Honer, US Department of Education Moderated by: Heather Florendo, Honolulu CC Financial Aid Director</p> <p style="text-align: center;"><i>Come and hear an overview of the new provisions governing year round Pell Grants. This session will include new statutory provisions, examples of calculations, and answers to frequently answered questions.</i></p>
12	<p style="text-align: center;"><b>How to Detect and Deter Federal Financial Aid Fraud</b></p> <p style="text-align: center;"><b>Speaker:</b> Adam Shanedling, US Department of Education Office of Inspector General Moderated by Dayna Isa, Windward CC, Financial Aid Counselor</p> <p style="text-align: center;"><i>Special agents from the Office of Inspector General (OIG) will discuss the OIG’s mission to combat fraud and abuse in federal student aid programs and what you can do to help safeguard those programs for your neediest students. The special agent will illustrate complex and common fraud schemes, brief you on indicators that can help you detect internal and external fraud, discuss the criminal and civil remedies sought by the OIG, and how you can report potential fraud to the OIG. The special agents will clarify what actions are taken by OIG as it pertains to fraud. Join this conversation with the Office of the Inspector General for a discussion on how to address fraud in federal student aid.</i></p>
13	<p style="text-align: center;"><b>Practical Tools for Success</b></p> <p style="text-align: center;"><b>Speaker:</b> Billie Jo Hamilton, NASFAA President Moderated by: Ciel Senechal, College Ave Student Loans, Campus Development</p> <p style="text-align: center;"><i>This session will provide practical tips for success for new and aspiring aid directors. Being successful takes more than managing aid programs and having a firm grasp of procedures and legislation governing financial aid. It also takes understanding the values of the people around you, having a vision, having the ability to plan well, and positioning your office on campus. Hear what skills a “seasoned” aid director feels have helped her to succeed and how you, too, can develop yourself and become a great leader!</i></p>
14	<p style="text-align: center;"><b>NASFAA Training - SAR Comment Codes</b></p> <p style="text-align: center;"><b>Speakers:</b> Nicole McMillan, Financial Aid Director, Idaho College of Osteopathic Medicine Moderated by: Raquel Fulton, Hawaii Pacific University, Financial Aid Counselor</p> <p style="text-align: center;"><i>In this NASFAA-created presentation, you will learn the common database match SAR comment codes schools encounter, discuss the basis for the codes, and review options to resolve C-codes that affect students’ eligibility for Title IV aid.</i></p>
General Session	<p style="text-align: center;"><b>Federal Update</b></p> <p style="text-align: center;"><b>Speaker:</b> Bruce Honer, US Department of Education Moderated by: Sherrie Padilla, Financial Aid Director, University of Hawaii at Hilo</p> <p style="text-align: center;"><i>Bruce Honer, a training officer from the Department of Education will present information about current issues for the Title IV student aid programs. The session will include updates about the Department’s Title IV activities and initiatives, including information about the Department’s regulatory efforts.</i></p>
Post-Conference Session	<p style="text-align: center;"><b>Q&amp;A for Pacific Islanders</b></p> <p style="text-align: center;"><b>Speakers:</b> Shawn Domingo, Financial Aid Manager Hawaii CC Frank Green, President, Travel Institute of the Pacific Moderated by: Michelle Macedonia, Financial Aid Counselor, UH Hawaii at Manoa</p> <p style="text-align: center;"><i>A session designed to address financial aid concerns from those in our Pacific Islands as well as outreach efforts and training resources that PacFAA provides.</i></p>