

Financial Aid Administrator Web Based Training Opportunities
March 2018

Title	Description	Provided By	Date	Time - HST	Registration Link
Life After Default	The consequences of loan default can be devastating to your borrowers. In addition to a damaged a credit history, they also risk having their tax refunds and other benefits withheld, and face the possibility of wage garnishment and legal action. These penalties will show on their credit report for years, making it difficult to get a loan to buy a car or home, rent apartments, and in some instances, secure employment. However, there are options that can help them get back on the right track. Join this session to learn how your former students can have life after default.	GHELC	03/01/18	7:00 a.m. - 8:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
First-generation Students: Opportunities to Encourage Student Success	First-generation students may be at a disadvantage when it comes to navigating the college process. Some may lack the fundamental knowledge needed to get through. There is no question that a college degree can lead to more employment opportunities and potentially greater financial security. However, many students whose parents did not attend college may be at a disadvantage. Join us as we explore ways you can help them turn challenges into opportunities.	GHELC	03/01/18	10:00 a.m. - 11:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
Promoting Autonomy in a World of Over-Parenting	How much is too much? When is a parent helping excessively for their college age child? Colleges, and specifically financial aid administrators, can create a culture of autonomy to help students become more resilient, self-confident, and independent. In this session we will explore the impact of over-parenting on college campuses, offer guidance on finding a balance between respecting a parent's need to be involved, and supporting a student's right to grow up and provide examples of what some schools are doing to address helicopter parenting problems before they occur.	GHELC	03/06/18	10:00 a.m. - 11:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
The Student's Guide to Credit Card Management	Retailers bombard customers with discounts and promotions for opening a credit card and many take advantage of the offers with the hopes of saving money. However, credit cards are not always the best method to pay expenses, particularly for students who have loan debt and minimal incomes. The Student's Guide to Credit Card Management will provide you with valuable information to share so that your students leave school with a degree in hand minus a bundle of credit card debt.	GHELC	03/07/18	7:00 a.m. - 8:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
Teaching Them to Fish: Empowering Students Through Financial Self Advocacy	Inceptia welcomes James McCarthy, former FDIC and CFPB member, for an informative one hour webinar regarding the top financial issues of which students must be wary and for which they must develop their own advocacy skills. From credit card fraud to ID theft to student loan complaints and more, we'll provide practical talking points to help foster productive conversations with your students and resources to help them take action. Attendees of this webinar will benefit from James' insider expertise to resolving financial issues, and will receive access to our financial advocacy resource guide.	Inceptia	03/07/18	9:00 a.m. - 10:00 a.m.	https://www.inceptia.org/resource-center/webinars/
Income Driven Repayment Plans	In this session we will provide an overview of Income-Driven Repayment Plans. We'll cover the eligibility requirements, discuss pros and cons and explore strategies for explaining repayment plans to your student borrowers.	PHEAA	03/08/18	9:00 a.m. - 10:00 a.m.	https://fedloanservicing.webex.com/mw3100/mywebex/default.do?siteurl=fedloanservicing

Debt on a Diet	<p>One of the most common goal in the beginning of a new year people often discuss dieting. Let's discuss how to go on a credit diet and lose debt.</p> <p>What is discussed in this webinar?</p> <ul style="list-style-type: none"> - The true cost of credit. - The Fast Track Payoff Plan and how to implement it to pay off debt faster. - How to formulate a budget using the Step Down budgeting process. - How to implement a savings plan. 	Mapping Your Future	03/08/18	10:00 a.m. - 11:00 a.m.	https://register.gotowebinar.com/register/580805310853140482
Handling Unpleasant Situations: Techniques to Turn the Bad into Good	<p>Whether you're working with a student, parent, or colleague, there are times when situations may not be pleasant. Handling them involves more than simply being nice and maintaining a good attitude—it requires strategies and practice. Knowing what to say—and more importantly, how to say it—you can prevent or manage difficult situations. During this interactive webinar, we'll share proven techniques to help you deal with difficult times and unpleasant people.</p>	GHELC	03/08/18	10:00 a.m. - 11:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
The incorrect data challenge	<p>Here is an opportunity for you to lower your FY 2015 three-year cohort default rate (CDR). The cohort tracking periods have closed and in February 2018, your school will receive its draft CDR from the U.S. Department of Education. You will be given 45 days to review this data for accuracy and submit an appeal to change any incorrect data. This appeal is referred to as an Incorrect Data Challenge (IDC). Please join us for an informative webcast where we will walk you through the process of submitting a successful IDC appeal—possibly lowering your official FY 2015 CDR. The tools and advice we offer will help you quickly achieve maximum results.</p>	ECMC	03/14/18	7:00 a.m. - 8:00 a.m.	https://ecmc.webex.com/mw3200/mywebex/default.do?siteurl=ecmc&service=7
Handling Unpleasant Situations: Techniques to Turn the Bad into Good	<p>Whether you're working with a student, parent, or colleague, there are times when situations may not be pleasant. Handling them involves more than simply being nice and maintaining a good attitude—it requires strategies and practice. Knowing what to say—and more importantly, how to say it—you can prevent or manage difficult situations. During this interactive webinar, we'll share proven techniques to help you deal with difficult times and unpleasant people.</p>	GHELC	03/21/18	6:00 a.m. - 7:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
Situations of Student Loan Borrowers	<p>Do you know what to do if a student loan borrower experiences an unfortunate situation such as incarceration or death? What happens if you put too much on the lender verification certificate for a federal consolidation loan or more loans need to be added once it's completed? What should you do if a student exceeds their aggregate limit? You may only face these situations on occasion but when you do, it's helpful to know what to do and where to go. This webinar was designed to help you resolve these issues so that you don't have to expend too much valuable time.</p>	GHELC	03/21/18	9:00 a.m. - 10:15 a.m.	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents
Effective Income Driven Repayment Counseling	<p>Income-Driven Repayment (IDR) plans are designed to make student loan payments more manageable by reducing monthly payments. For many student loan borrowers, IDRs are the only way to successfully repay the student loan debt they've accrued. In this session we'll review the ABC's of effective IDR Counseling.</p> <p>If you are looking for ways to effectively counsel your student loan borrowers by communicating advantages and disadvantages of Income-Driven Repayment options and tools to clarify the application process, this session is for you.</p>	PHEAA	03/22/18	8:00 a.m. - 9:00 a.m.	https://fedloanservicing.webex.com/mw3100/mywebex/default.do?siteurl=fedloanservicing

<p>Good is Good, but Why be Average? Tips for Improving Customer Service</p>	<p>Today's financial aid office is expected to provide quality customer service to students. Do you know how to ensure your office is always providing optimal service to students and parents? The best way to improve customer service techniques is through an assessment of your current service level and the creation of specific goals for improvement. This participatory session will show you specific ways to improve customer service results.</p>	<p>GHELC</p>	<p>03/27/18</p>	<p>6:00 a.m. - 7:15 a.m.</p>	<p>https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents</p>
<p>Repayment Plans 2.0: Strategies and Insights to Help Borrowers Succeed</p>	<p>Multiple repayment options like IBR, ICR, Pay As You Earn and REPAYE, in addition to several other choices, can bring confusion. Many borrowers do not fully understand the required significance in selecting a repayment plan. However, when they choose one that fits their needs, they're more likely to successfully repay. Attend this session to learn strategies and insights to help your borrowers navigate the repayment process.</p>	<p>GHELC</p>	<p>03/27/18</p>	<p>9:00 a.m. - 10:15 a.m.</p>	<p>https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents</p>
<p>The ROI of Financial Education</p>	<p>Financial education, why does it matter? Let's address the real questions. What is the real ROI of offering financial education to your students and why is it a key to the success of your students?</p>	<p>ECMC</p>	<p>03/28/18</p>	<p>7:00 a.m. - 8:00 a.m.</p>	<p>https://ecmc.webex.com/mw3200/mywebex/default.do?siteurl=ecmc&service=7</p>
<p>Be Your Own Student Communication Wizard!</p>	<p>Looking for assistance with increasing the effectiveness of your student communications? Attend this session to:</p> <ul style="list-style-type: none"> - Learn tips for shortening your email communications. - Discover methods for explaining complex policies. - Leverage media (graphics, videos) to foster student engagement. - Develop a student friendly tone in your communications. 	<p>Financial Aid TV</p>	<p>03/28/18</p>	<p>9:00 a.m. - 10:00 a.m.</p>	<p>https://www.financialaidtv.com/webinars</p>
<p>Ten Things Borrowers Need to Know Before They Leave School</p>	<p>With everything going on at the time a borrower leaves school, it's no wonder some important pieces of student loan information get lost during the transition. If your students were to move on remembering only a few things, what should that be? This session will highlight those key items that are most critical for their repayment success.</p>	<p>GHELC</p>	<p>03/28/18</p>	<p>9:00 a.m. - 10:15 a.m.</p>	<p>https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents</p>