



2019 WFAA Conference Interest Sessions

Session One- Tuesday, October 22nd, 2019
1:40 pm to 2:50 pm

Washington State Opportunity Grant

Speakers: Aileen Tubo & Cristal Pena, Washington State Opportunity Scholarship

Location: TBA

Summary: The Washington State Opportunity Scholarship is designed to support students who intend to earn a degree or a certificate in science, technology, engineering, math, health care or trade. In this presentation, you will learn about the difference between the baccalaureate and the career & technical scholarships, how to navigate the school portal, and what the scholarship can be used for.

You Said What? Effective Communication Tools in Critical Conversation

Speakers: TBA

Location: TBA

Summary: Working in higher education, we frequently have interactions with students and parents who are upset about something important to them. Using concepts from the books *Crucial Conversations*, *Getting to Yes*, and *Your Perfect Right*, in this session we'll discuss assertive self-expression, including the ability to effectively navigate difficult conversations so that both parties can walk away feeling like they gained something from the exchange.

Diversity Training

Speakers: Dr. Randie Gottlieb, Unity Works

Location: TBA

Summary: In this participatory workshop, we will create a shared understanding of diversity. We will also consider common responses to diversity, and explore barriers to achievement for low-income and students of color, including unconscious bias, equality vs. equity, and intent vs. impact. Participants will take home tools and resources to help make their educational practice more equitable and inclusive. (For K-12 and higher education, all levels of experience.)

Student Loan Advocate Update: Where we're at and Where we're Going

Speakers: Stephanie Sampedro, WSAC

Location: TBA

Summary: The State Advocate serves to complete the support for post-secondary students from enrollment to post-graduation. While state agencies have supported higher education policy and funding in the past, it has mostly been to address access, and graduation goals. The advocate provides the added support for students after they have left college and must manage the complex system or debt repayment while starting careers and building independence. During this session, the advocate will discuss: The legislation that aims to protect borrowers and improve student borrower outcomes, the role and responsibility of the student loan advocate, and development of student borrower education course.



2019 WFAA Conference Interest Sessions

Session Two- Tuesday, October 22nd, 2019
3:10 pm to 4:20 pm

Diversity Training

Speakers: Dr. Randie Gottlieb, Unity Works

Location: TBA

Summary: In this participatory workshop, we will create a shared understanding of diversity. We will also consider common responses to diversity, and explore barriers to achievement for low-income and students of color, including unconscious bias, equality vs. equity, and intent vs. impact. Participants will take home tools and resources to help make their educational practice more equitable and inclusive. (For K-12 and higher education, all levels of experience.)

5 Best Practices to Drive Scholarship Fund

Speakers: Wendy Papkoff, CampusLogic

Location: TBA

Summary: The role of scholarships in a student's education is SO important. They can make dreams of going to college come true. Yet more than three million students drop out of higher education each year due to financial constraints. The reasons? Disjointed search process, overwhelming number of irrelevant scholarships, long application processes, little process transparency, and the fact that they are tedious to apply for and track. So, what's the solution for all these? Complete scholarship management. Join our session to learn what complete scholarship management is and the five best practices to make the process more efficient and better for all stakeholders. These are not impossible problems to solve. In fact, many institutions are solving them with some of the very practices we will cover in our presentation.

Passport to Careers Update

Speakers: Dawn Cypriano McAferty, WSAC

Location: TBA

Summary: An Overview of the Passport to Careers expansion-- the session will cover sticky definitions, student eligibility, expanded student populations, and the Passport to Apprenticeship Opportunities work.

Reimagining the Financial Aid Experience

Speakers: TBA

Location: TBA

Summary: Learn 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*. Attendees will view their offices, and their roles within them, in a new light and take away tools to exceed their customers' expectations.



2019 WFAA Conference Interest Sessions

Session Three- Tuesday, October 22nd, 2019
4:30 pm to 5:30 pm

The WASFA: From Applying to Awarding

Speakers: Victor Fernandez & Gabriela Matull Worst, WSAC

Location: TBA

Summary: A general overview of the WASFA: helping students complete the application, how to determine if they meet the DACA/1079 Standard, and how to award WASFA students.

Common Misconceptions about Financial Aid

Speakers: Amanda Smyser, Green River College

Location: TBA

Summary: Please join us for a discussion of some common misconceptions about financial aid in the community. We will then tackle strategies for combatting these misconceptions and sharing accurate information with community partners.

Persist: A Comprehensive Guide to Student Success in Higher Education

Speakers: Abril Hunt, ECMC

Location: TBA

Summary: "PERSIST" was created to provide tools to help schools increase the retention rates of first-in-the-family college students, those from low-income families, commuter students, and nontraditional age students. Written in collaboration with the University of California Berkeley's Center for Educational Partnerships, the curriculum supports educators in helping underserved students pursue their education goals.

The "PERSIST" curricula is a toolkit for higher education professionals to help at-risk students navigate the varied aspects of the college experience:

- Evaluate institutional retention performance
- Assess academic planning and classroom engagement practices
- Create programs that help students adjust to college life
- Demystify paying for college
- Career planning - building practical experience while in school.

Financial Aid 101

Speakers: Laura Aguiar & Amber Goodrich, Heritage University

Location: TBA

Summary: This presentation will give a general overview of the FAFSA/WASFA application, the different types of aid available to students, and the tools that you need to host your own FAFSA night. This session is geared more towards HS educators.



2019 WFAA Conference Interest Sessions

Session Four- Wednesday, October 23rd, 2019
9:40 am to 10:50 am

5 Best Practices to Drive Scholarship Fund

Speakers: Wendy Papkoff, CampusLogic

Location: TBA

Summary: The role of scholarships in a student's education is SO important. They can make dreams of going to college come true. Yet more than three million students drop out of higher education each year due to financial constraints. The reasons? Disjointed search process, overwhelming number of irrelevant scholarships, long application processes, little process transparency, and the fact that they are tedious to apply for and track. So, what's the solution for all these? Complete scholarship management. Join our session to learn what complete scholarship management is and the five best practices to make the process more efficient and better for all stakeholders. These are not impossible problems to solve. In fact, many institutions are solving them with some of the very practices we will cover in our presentation.

Verification

Speakers: Virginia Hagins, Department of Education

Location: TBA

Summary: In this session, participants will learn about any changes to the 2020-2021 verification process, including any changes to tracking groups and documentation requirements. Whether new or experienced, attendees will either learn or be reminded of the various requirements for each of the verification tracking groups.

Student Borrower Struggles & What Schools Can Do to Help

Speakers: Stephanie Sampedro, WSAC

Location: TBA

Summary: This session will dive deeper into the "student debt crisis" to examine what types of things students are struggling with in trying to repay their loans and discuss ways that colleges can help students manage their borrowing. The presenter will provide examples of the types of student borrowers encounter and discuss how colleges can counsel these students and remove barriers. The presenter will also discuss ways that institutions can help students make more informed repayment decisions and share recommendations for further learning.

Coming Together to Support Financial Aid Completion

Speakers: Sarah Weiss, WSAC & April Tovar Villa, WSU

Location: TBA

Summary: Looking for best practices to support your community's financial aid completion goals and efforts? Join this session to hear best practices for joining forces with K-12, community-based organizations and others to assist students and families through the financial aid process. Washington's 12th year campaign provides free resources, training, and material to support sites in this work. This session will highlight the partnership between WSU-Vancouver and Vancouver Public Schools. There will also be time for collective brainstorming and sharing of best practices from across the state.



2019 WFAA Conference Interest Sessions

Session Five- Wednesday, October 23rd, 2019
11:00 am to 12:10 pm

QRP: Ask a Question, Save a Life

Speakers: Caycee Clark, Divers Institute of Technology

Location: TBA

Summary: As school educators and administrators, suicide is something we all need to be concerned about when it comes to our student populations. Suicide does not discriminate; and effects almost every society, culture and ethnic group. Suicide is the second leading cause of death amongst our country's youth; and is also prevalent amongst our veterans. Suicide is one of the most preventable types of deaths. Research has shown that with completed suicides, 90% of people communicated their intentions. The goal of QRP is to have every person in the U.S. knowledgeable about suicide, its cause and fundamentals of prevention.

Communicating Affordability to Prospective Students

Speakers: Jeff Pierpont, College Raptor

Location: TBA

Summary: A Major concern for families is the cost of higher education and whether they can afford it. This presentation will give you the tools to address those concerns.

Charting your Financial aid Career

Speakers: Scott Cline

Location: TBA

Summary: Ready to take the next step in your career? Not sure what your next step is? Feel like you are wandering around looking for your north star? Join in this interactive panel session with experienced colleagues who have worked in a diverse set of institutions- two-year, four-year, graduate, private and public- who can provide guidance on building your financial aid career path. You will come away with a game plan about what you want to do next!

State Board for Community & Technical College's Worker Retraining Program

Speakers: Ruben Flores, State Board for Community & Technical College

Location: TBA

Summary: Co-enrolling across workforce programs; an overview of the Opportunity Grant and Worker Retraining.



2019 WFAA Conference Interest Sessions

Session Six- Wednesday, October 23rd, 2019

2:00 pm to 3:10 pm

Managing your Mindset

Speakers: Dawn Cypriano McAferty

Location: TBA

Summary: What kind of mindset are you bringing to work? Learn how to move from operating within a fixed mindset to functioning with a growth mindset. This professional development opportunity will help you understand your brain's neuroplasticity which will help you continuously grow at work as well as in your personal life.

Loan Limits: Why they Matter

Speakers: TBA

Location: TBA

Summary: 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. We'll next examine current trends in student borrowing to help understand the "big picture" of student indebtedness. Finally, we'll take a look at debt management, including the authority schools may have to reduce borrowing through professional judgment, additional counseling or "debt letters."

Professional Judgement

Speakers: Virginia Hagins, Department of Education

Location: TBA

Summary: TBA

Cost of Attendance and Award Letters

Speakers: April Tovar, WSU

Location: TBA

Summary: An overview on how to understand and read cost of attendance and financial aid award letters.



2019 WFAA Conference Interest Sessions

Session Seven- Wednesday, October 23rd, 2019

3:20 pm to 4:30 pm

Balance: Finding Our Best (Not More) Work

Speakers: Sarah Everitt, Gonzaga University

Location: TBA

Summary: Jobs in financial aid can be fulfilling, but also challenging, unpredictable, and stressful. Colleagues Emily (Assistant Director, Scholarships at Gonzaga University) and Sarah (Director of Financial Aid Operations at Gonzaga) know this all too well. Aggressive enrollment goals, changing roles, software implementation projects, office reorganizations, demanding travel schedules, and department moves are just a few of the recent challenges they've been dealing with on their campus. Join Emily and Sarah as they reflect on finding their way out of burnout and into satisfaction and balance. This engaging session will explore ideas from a number of bestselling authors, including practical time management tips, goal setting, and values clarification to help you find your best work.

Financial Literacy for High School Students

Speakers: Gabriela Vargas & Dana Pride, UW

Location: TBA

Summary: Many students wait until senior year to determine what their next steps will be after high school, including if they should apply for financial aid, whether state or federal aid. It is important for students to start researching Financial Aid information before their senior year. Students can easily get lost because they don't know what they are looking for. They are not familiar with Financial Aid terms, and without guidance, they can easily overlook information. Or they just give up altogether! By the end of the session you will be able to familiarize your students through the financial aid process.

R2T4 Essentials

Speakers: Virginia Hagins, Department of Education

Location: TBA

Summary: TBA

Internal and External Threats Facing Title IV Institutions

Speakers: Adam Shandeling & Chris Hodge, Office of Inspector General

Location: TBA

Summary: Special agents from the Office of Inspector General (OIG) will discuss internal and external financial aid fraud and cyber security threats currently facing institutions of higher education. The presenters will discuss real case examples of these threats, and how OIG's investigative mission to combat fraud and abuse in federal student aid programs can help your organization safeguard those programs by identifying and detecting fraud. The presenters 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 inform you concerning how to report potential fraud to the OIG. A question and answer period is planned as part of this presentation.