

# Financial Aid Administrator Free Online Training

## 2021 May

This Information has been compiled by the California Association of Student Financial Aid Administrators (CASFAA).

Title	Business Solutions	Description	Provided By	Start Date	Start Time - PST	Registration Link
RFI to PLA and Everything in Between		Learn the process and best practices to create an RFI and leverage the value of a preferred lender list.	Citizens Bank	5/4/21	9:00 AM	<a href="https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812">https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812</a>
Handling Unpleasant Conversations		Whether you're working with a student, parent or colleague, there are times when conversations may not be pleasant. Handling them involves more than keeping a smile and maintaining a good attitude—it requires the use of strategies and practice. During this interactive session, we'll share proven techniques to help you prevent and manage unpleasant discussions.	Attigo by Ascendium	5/4/21	12:00 PM	<a href="https://www.attigo.com/smart-sessions-0-0-0">https://www.attigo.com/smart-sessions-0-0-0</a>
Reports, Tools, & Customizing Your Roster		This webinar for high school counselors and district staff reviews proper GPA calculations. Attendees will also learn how to submit Non-SSN GPAs both manually and via the batch upload process.	CSAC	5/4/21	2:00 PM	<a href="https://csac-ca.gov.zoom.us/webinar/register/WN_nf8QyIKDQRi2tcWOdDIWNg">https://csac-ca.gov.zoom.us/webinar/register/WN_nf8QyIKDQRi2tcWOdDIWNg</a>
The Full Student		As a college student himself, Kadeem Leslie has a unique insight into the challenges faced by many students today. He faced and overcame many of those challenges himself to become a straight-A student, a successful entrepreneur, and now a book author. He has helped many fellow students as a peer adviser at Seton Hall University (where he is now a senior nearing graduation) and decided to share what he's learned through his experiences in his new book, The Full Student. Kadeem will share his story and his advice and tips with high school and college students.	Mapping Your Future	5/4/21	4:00 PM	<a href="https://register.gotowebinar.com/register/6978074049585862158">https://register.gotowebinar.com/register/6978074049585862158</a>

Retooling Your Time Management to Work for You		Most of us have more work to do than there are hours in a day—and we try to manage time efficiently so that we can be productive. However, when you're understaffed and have conflicting demands and a never-ending list of tasks to complete, managing time can be challenging. Attend this session to learn strategies for retooling your time management such as chunking, blocking, and the Eisenhower Principle.	Attigo by Ascendium	5/6/21	9:00 AM	<a href="https://www.attigo.com/smart-sessions-0-0-0">https://www.attigo.com/smart-sessions-0-0-0</a>
The Full Student		As a college student himself, Kadeem Leslie has a unique insight into the challenges faced by many students today. He faced and overcame many of those challenges himself to become a straight-A student, a successful entrepreneur, and now a book author. He has helped many fellow students as a peer adviser at Seton Hall University (where he is now a senior nearing graduation) and decided to share what he's learned through his experiences in his new book, The Full Student. Kadeem will share his story and his advice and tips with high school and college students.	Mapping Your Future	5/6/21	11:00 AM	<a href="https://register.gotowebinar.com/register/3479984403017713167">https://register.gotowebinar.com/register/3479984403017713167</a>
A Guide for New Financial Aid Professionals		Learn the tools and resources to utilize in your day to day functions as a financial aid administrator.	Citizens Bank	5/6/21	12:00 PM	<a href="https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812">https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812</a>
ScholarNet Features and Functionality	Business Solutions	Check out ScholarNet's new features and functionality webinar. Learn how ScholarNet can assist with automating your private loan process. ScholarNet is a proven, lender-neutral private student loan processing solution that automates loan certification and disbursement. Using a single platform, it instantly connects institutions with private student loan provider and their loan programs. Whether you're a new ScholarNet user, or you just need a refresher, this webinar will cover all the ScholarNet features and functionality a school may need to know.	Great Lakes	5/6/21	12:00 PM	<a href="https://greatlakes.webex.com/greatlakes/k2/j.php?MTID=t0e93ca7f5f067efdd027e9a20332a8e4">https://greatlakes.webex.com/greatlakes/k2/j.php?MTID=t0e93ca7f5f067efdd027e9a20332a8e4</a>
Understanding Private Student Loan Refinancing		Prepare for the factors to consider before refinancing your student loans, and how to best evaluate the options.	Citizens Bank	5/11/21	9:00 AM	<a href="https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812">https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812</a>

Entrance/Exit Counseling – Exceeding the Requirements		Join us as we provide an overview of how to increase the success of your entrance and exit counseling sessions to help guide borrowers to successful borrowing and repayment. We will discuss best practices, what's new for counseling and what other schools are doing to enhance the counseling experience. This session will include a guest speaker from Rosalind-Franklin University of Medicine and Science	FedLoan Servicing (PHEAA)	5/13/21	11:00 AM	<a href="https://pheaa-events500.webex.com/mw3300/mywebex/default.do?siteurl=pheaa-events500&amp;service=6">https://pheaa-events500.webex.com/mw3300/mywebex/default.do?siteurl=pheaa-events500&amp;service=6</a>
Financing the Gap		Help students and their families as they navigate their financing options after savings, scholarships, and grants have been exhausted.	Citizens Bank	5/13/21	12:00 PM	<a href="https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812">https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812</a>
Programs for Foster Youth		This webinar is intended primarily for colleges that administer the Chafee Grant Program, but high school counselors and community advocates can also benefit from this information. This presentation begins with an overview of the Cal Grant B for Foster Youth and the Chafee Grant Programs, and covers basic eligibility requirements and application components. College WebGrants users will be shown how to report term-level vs. annual-level ineligibility on the roster, and how to reconcile payments.	CSAC	5/14/21	10:00 AM	<a href="https://csac-ca.gov.zoom.us/webinar/register/WN_8PBZCMhfQ-yJoCod-Lf58w">https://csac-ca.gov.zoom.us/webinar/register/WN_8PBZCMhfQ-yJoCod-Lf58w</a>
Transfer students: Building a Strong Pipeline from Community Colleges to 4-Year Institutions – The role of financial aid		Community College transfer pathways are becoming more critical in order for community college enrollments to increase. This session discusses the importance of student pathways and how financial aid offices at two- and four-year schools work together to deliver more opportunities for college students.	Inceptia	5/18/21	8:30 AM	<a href="https://register.gotowebinar.com/register/5897626854037655819?source=Inceptia.org">https://register.gotowebinar.com/register/5897626854037655819?source=Inceptia.org</a>
Delivering an Exceptional Customer Service		Create positive impressions by understanding the importance of customer service and improving the skills to deal with difficult scenarios.	Citizens Bank	5/18/21	9:00 AM	<a href="https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812">https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812</a>
ScholarNet Features and Functionality		Check out ScholarNet's new features and functionality webinar. Learn how ScholarNet can assist with automating your private loan process. ScholarNet is a proven, lender-neutral private student loan processing solution that automates loan certification and	Great Lakes	5/18/21	9:00 AM	<a href="https://greatlakes.webex.com/greatlakes/k2/j.php?MTID=tc4cda7367f066ee4f67dac4b362f76ad">https://greatlakes.webex.com/greatlakes/k2/j.php?MTID=tc4cda7367f066ee4f67dac4b362f76ad</a>

Using Behavior-based Interviewing to Hire the Right Staff		The success of an organization or department is tied to having the right people in the right positions. Incorporating behavior-based questions during an interview can help you better understand how a potential candidate would react in specific situations. Your strategy should include identifying the required skillset for the position, great questions, and evaluation criteria. Join us as we help you find the best job candidates by using behavior-based questions and evaluating answers.	Attigo by Ascendium	5/18/21	11:00 AM	<a href="https://www.attigo.com/smart-sessions-0-0-0">https://www.attigo.com/smart-sessions-0-0-0</a>
EL Verification		This webinar for college financial aid administrators explains how EL is tied to Cal Grant lifetime eligibility, & provides methods to identify and verify students who are flagged for EL Verification.	CSAC	5/19/21	3:00 PM	<a href="https://csac-ca.gov.zoom.us/webinar/register/WN_v6yHfvYUQ1-2d5q9KAxdug">https://csac-ca.gov.zoom.us/webinar/register/WN_v6yHfvYUQ1-2d5q9KAxdug</a>
Public Service Loan Forgiveness		Join us as we provide an overview of the Public Service Loan Forgiveness program. As the sole servicer for Public Service Loan Forgiveness, we will review the eligibility requirements, the application process, borrower experience, and resources for our school partners. We will also discuss the PSLF Help Tool and TEPSLF	FedLoan Servicing (PHEAA)	5/20/21	11:00 AM	<a href="https://pheaa-events500.webex.com/mw3300/mywebex/default.do?siteurl=pheaa-events500&amp;service=6">https://pheaa-events500.webex.com/mw3300/mywebex/default.do?siteurl=pheaa-events500&amp;service=6</a>
Resolving Conflict in the Workplace		Various personalities, communication styles, and cultural differences are just a few factors that can contribute to conflict in the workplace. Sometimes, we must adjust our sails to change the circumstances and find harmony. With the use of effective conflict resolution techniques, barriers can be broken to find a solution that works for everyone. Join us to discover ways for resolving conflict that will produce positive outcomes.	Attigo by Ascendium	5/20/21	12:00 PM	<a href="https://www.attigo.com/smart-sessions-0-0-0">https://www.attigo.com/smart-sessions-0-0-0</a>
Resilience		Strengthen your inner resolve and ability to bounce back better than ever regardless of the circumstance.	Citizens Bank	5/20/21	12:00 PM	<a href="https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812">https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812</a>
Student Loan Repayment Basics and Options		Plan for the reality of repaying student loans with this overview of both federal and private student loan repayment, consolidation, and refinance options.	Citizens Bank	5/25/21	9:00 AM	<a href="https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812">https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812</a>

Five FAO Strategies to Grow & Protect Enrollment		Recruitment and retention goals are more top of mind than ever with some schools reporting a 10% decline in enrollment over 2109. With the current financial challenges, you know financial aid is critical to the mix of getting students to and through school. Join us as we talk with our panel about five key factors to focus on to be a recruitment partner in your school.	Inceptia	5/25/21	11:00 AM	<a href="https://register.gotowebinar.com/register/7096595905698398989?source=Inceptia.org">https://register.gotowebinar.com/register/7096595905698398989?source=Inceptia.org</a>
Let's Talk: Spring Debrief		Join your colleagues by sector to share lessons learned from the spring and how to best approach aid delivery and student services for the summer and beyond. This session for 4-year public and private institutions.	Blue Icon Advisors (NASFAA)	5/27/21	8:00 AM	<a href="https://www.nasfaa.org/blueicon_letstalk_spring_debrief">https://www.nasfaa.org/blueicon_letstalk_spring_debrief</a>
Hitting the Reset Button		Overbooked calendars, competing deadlines, and unexpected challenges are normal facets of life. But what do you do when those facets become overwhelming and distressing? When life takes a turn from stability and bliss to turbulent waters, it's time to stop and change directions. You may need to hit the reset button to reclaim your peace. During this enlightening session, we'll share simple lifestyle changes to find your inner calm and live life more enjoyably.	Attigo by Ascendium	5/27/21	9:00 AM	<a href="https://www.attigo.com/smart-sessions-0-0-0">https://www.attigo.com/smart-sessions-0-0-0</a>
Let's Talk: Spring Debrief		Join your colleagues by sector to share lessons learned from the spring and how to best approach aid delivery and student services for the summer and beyond. This session for Community Colleges and For-profit schools.	Blue Icon Advisors (NASFAA)	5/27/21	9:30 AM	<a href="https://www.nasfaa.org/blueicon_letstalk_spring_debrief">https://www.nasfaa.org/blueicon_letstalk_spring_debrief</a>
Cal Grant 101		This webinar provides a general overview of the various Cal Grant program types: A, B and C; including the Cal Grant B expansion for Foster Youth, and Students with Dependents. General eligibility requirements, AB 540 eligibility, and the WebGrants 4 Students portal will also be introduced.	CSAC	5/27/21	10:00 AM	<a href="https://csac-ca.gov.zoom.us/webinar/register/WN_lI8KusbTqSOO-7a3g-uUw">https://csac-ca.gov.zoom.us/webinar/register/WN_lI8KusbTqSOO-7a3g-uUw</a>
Let's Talk: Spring Debrief		Join your colleagues by sector to share lessons learned from the spring and how to best approach aid delivery and student services for the summer and beyond. This session for Graduate/Professional and Clock Hour schools.	Blue Icon Advisors (NASFAA)	5/27/21	11:00 AM	<a href="https://www.nasfaa.org/blueicon_letstalk_spring_debrief">https://www.nasfaa.org/blueicon_letstalk_spring_debrief</a>

Understanding Credit and Private Student Loan Underwriting		Provide guidance with insight into the impact of credit and considerations to help reduce the cost of education.	Citizens Bank	5/27/21	12:00 PM	<a href="https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812">https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812</a>