

## Financial Aid Administrator Online Training November 2020

*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
Delivering an Exceptional Customer Experience		Create positive impressions by understanding the importance of customer service and improving skills to deal with difficult scenarios.	Citizens Bank	11/3/20	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>
Fast Choice Features and Functionality	Business Solutions	FastChoice offers institutions the ability to provide students and parents a starting point to research and learn more about possible private loan options. Clear and consistent private loan information is made available to borrowers through a custom user-friendly website. Whether you are a new FASTChoice user, or you just need a refresher, this webinar will cover all the FASTChoice features and functionality you need to know.	ScholarNet	11/3/20	9:00 AM	<a href="https://myscholarnet.com/webinars/">https://myscholarnet.com/webinars/</a>
GPA Reports & Matching		Recommended for high school district and campus staff who are involved in the GPA matching/editing process. Learn how to use GPA reports to identify unmatched financial aid applications, as well as how to link unmatched GPAs to their corresponding FAFSA/CADAA in WebGrants.	CSAC	11/4/20	10:00 AM	<a href="https://csac-ca.gov.zoom.us/webinar/register/WN_ekXSBYwITqi-z9YdkakVhA">https://csac-ca.gov.zoom.us/webinar/register/WN_ekXSBYwITqi-z9YdkakVhA</a>
Keeping It Cool: Leveraging Emotional Intelligence for Better Communication Outcomes		Matters of money are big in people's lives. With the upcoming holidays and the stress of our current times – maybe now more than ever. The Financial Aid Office knows this all too well. How do we handle interactions with students that show we care, want to be of service, and that we want them to succeed even when we might not be able to tell them what they want to hear? One answer may be in enhancing our Emotional Intelligence. Emotional Intelligence is the ability to identify, use, understand, and manage emotions in an effective and positive way. A high Emotional Intelligence helps individuals to communicate better, reduce their anxiety and stress, defuse conflicts, improve relationships, empathize with others, listen effectively, and effectively work through many of life's challenges.	Inceptia	11/4/20	11:00 AM	<a href="https://register.gotowebinar.com/register/5556030576823231243">https://register.gotowebinar.com/register/5556030576823231243</a>

Essay writing with Mapping Your Future		A college admissions or scholarship essay communicates an important message about the student. The essay is critical to success, and because of that importance, students should understand how to make the most of the essay opportunity. High school juniors, seniors, and parents can now register for this webinar, presented by a representative from the University of Chicago. The webinar will provide information to help students develop a strong essay. The webinar will review some basic do's and don'ts, share some insight into how personal statement essays can add an important perspective to your application, and explain how they are considered in a holistic review process.	Mapping Your Future	11/4/20	5:00 PM	<a href="https://prospects.uchicago.edu/register/?id=2ba1ccd2-7983-488e-9fae-80d23c8f5c76">https://prospects.uchicago.edu/register/?id=2ba1ccd2-7983-488e-9fae-80d23c8f5c76</a>
Navigating First-generation Students to Success		College can provide the pathway to better employment opportunities, greater financial security, and a well-rounded fulfilling life. However, many students whose parents did not attend college may be at a disadvantage when it comes to navigating the ins and outs of the collegiate experience. Financial challenges, lack of family support, and unfamiliarity with institutional resources are just some of the barriers that can impede their success. Join this session to learn valuable insights to help your first-gen students achieve their goals and graduate.	Attigo (Ascendium)	11/5/20	9:00 AM	<a href="https://www.attigo.com/smart-sessions-0-0-0">https://www.attigo.com/smart-sessions-0-0-0</a>
Understanding Private Loan Refinancing		Prepare for the factors to consider before refinancing your student loans, and how to best evaluate the options.	Citizens Bank	11/5/20	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>
The Balancing Act of Work and Home		For many people, work has invaded home, so the boundaries have become less clear. Maintaining work-life balance isn't always an easy task, particularly when both are under the same roof. It's often a daily challenge to make time for work, family, friends, and self. The balancing act of work and home doesn't mean dividing hours evenly. Instead, it involves intentional planning and integration to ensure you have happiness and satisfaction with both. Attend this session if you're striving for improved balance.	Attigo (Ascendium)	11/10/20	9:00 AM	<a href="https://www.attigo.com/smart-sessions-0-0-0">https://www.attigo.com/smart-sessions-0-0-0</a>
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Compliance Concerns? Your Options for Remote Solutions	Business Solutions	Successful consulting does not always need to occur face-to-face. Blue Icon Advisors, NASFAA Consulting, and the Standards of Excellence review program offer remote compliance and consulting services to schools as a lower-cost (but not lower-quality) alternative to being on campus. Attend this webinar to learn about remote services and how they can help you achieve your goals.	Blue Icon Advisors, NASFAA Consulting	11/10/20	11:00 AM	<a href="https://www.nasfaa.org/nasfaa_biz_no_v20">https://www.nasfaa.org/nasfaa_biz_no_v20</a>

Avoiding the holiday spending hangover		There's nothing more gratifying than showering our family and friends with gifts during the holidays, but at what cost? With the stress and expectations of gift purchasing, lack of time, crowds, parties, and lots of stuff to buy, it's little wonder that many people may seem Grinch-like during the holiday season. We'll share tips on planning for the holidays and finish up with ideas for smart habits for financially successful holidays.	ECMC	11/11/20	10:00 AM	<a href="https://www.ecmc.org/schools/training.html">https://www.ecmc.org/schools/training.html</a>
Scholarships - Finding Free Money		Did you know there are scholarships for almost any hobby, talent, interest, or sport? You will learn: <ul style="list-style-type: none"> <li>• The importance and ease of using a scholarship search engine.</li> <li>• About the variety of scholarship resources</li> <li>• Creating a winning scholarship essay</li> <li>• Key tips on applying for scholarships</li> </ul>	Sallie Mae	11/11/20	10:00 AM	<a href="https://salliemaebank.webex.com/salliemaebank/onstage/g.php?MTID=e08fd e795edb1d553c1bdb709b7fb9af6">https://salliemaebank.webex.com/salliemaebank/onstage/g.php?MTID=e08fd e795edb1d553c1bdb709b7fb9af6</a>
Coaching the Underperforming Employee		One of the more difficult conversations to have in the workplace is with an underperforming employee. When staff hit a stumbling block and work below expectations, it can take away from your other responsibilities. When all staff are working in tandem, they are more effective and happier in their roles. This webinar will help you coach underperforming employees. We'll share how to work with staff to help them enhance their performance through identifying areas for improvement, setting goals, and following through.	Attigo (Ascendium)	11/12/20	9:00 AM	<a href="https://www.attigo.com/smart-sessions-0-0-0">https://www.attigo.com/smart-sessions-0-0-0</a>
ScholarNet Features and Functionality	Business Solutions	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. We're here to ensure schools are set up to manage their private loan applications, as well as keep certifications and disbursements on track. Thank you for being a valued ScholarNet user!	ScholarNet	11/12/20	9:00 AM	<a href="https://myscholarnet.com/webinars/">https://myscholarnet.com/webinars/</a>
Repayment Basics		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	11/12/20	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>
Scholarships - Finding Free Money		Did you know there are scholarships for almost any hobby, talent, interest, or sport? You will learn: <ul style="list-style-type: none"> <li>• The importance and ease of using a scholarship search engine.</li> <li>• About the variety of scholarship resources</li> <li>• Creating a winning scholarship essay</li> <li>• Key tips on applying for scholarships</li> </ul>	Sallie Mae	11/12/20	5:00 PM	<a href="https://salliemaebank.webex.com/salliemaebank/onstage/g.php?MTID=eb2d35e30ff8f015872301d364d894fb5">https://salliemaebank.webex.com/salliemaebank/onstage/g.php?MTID=eb2d35e30ff8f015872301d364d894fb5</a>
5 Dysfunctions of a Team		Achieve team success by understanding the causes of organizational politics and avoiding its pitfalls.	Citizens Bank	11/17/20	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>

Return to Repayment: The precautions and the preparation.		The pandemic continues and the CARES Act that has afforded some relief to all student loan borrowers by bringing them current and eliminating the need for payments has been extended to 2021. As the resume repayment date draws closer, borrowers and schools will be dealing with a much different landscape of repayment than has been seen in past trends. Understanding the ramifications of a mass resume date on student loan repayment can help you understand the impact it may have on your student borrowers and your school. In this express session, we will talk about the challenges this presents for students and schools along with recommendations on steps to take to ease the strain.	Inceptia	11/17/20	11:00 AM	<a href="https://register.gotowebinar.com/register/487366635245854735?source=inceptia.org">https://register.gotowebinar.com/register/487366635245854735?source=inceptia.org</a>
Constructing a Culture of Teamwork		Functioning teams are essential for workplace success. When all parts are working in tandem, staff is more efficient, customer service is strengthened, and students are happier. However, teamwork doesn't always happen organically and there are many obstacles that may limit the teams' growth. Effective training can enhance the contributions of individual team members to reach its full potential. But where do you begin? Join this session to learn how to improve collaborative skills and ways to create a culture of teamwork.	Attigo (Ascendium)	11/17/20	12:00 PM	<a href="https://www.attigo.com/smart-sessions-0-0-0">https://www.attigo.com/smart-sessions-0-0-0</a>
New Data Around the Financial Barriers Students Face		Student perceptions about the financial aid experience shape their eventual outcomes. However, a lack of discussion and analytics makes it difficult to improve the student journey. Join us in discussing how minority and low-income students from the Western United States are impacted along this journey and the importance of overcoming financial barriers to persistence, including FAFSA completion and award letter confusion.	CampusLogic	11/18/20	10:00 AM	<a href="http://go.campuslogic.com/webinarovember18">http://go.campuslogic.com/webinarovember18</a>
Paying for Graduate School		Planning for graduate school is an exciting next step in your professional journey. However, you may be wondering how graduate school is financed, whether the FAFSA might help, and if scholarships and other opportunities are available. This session will highlight the differences between the Federal Grad PLUS Loan and private student loan programs, and focus on encouraging responsible borrowing while helping students find the right solutions to help pay for their education.	Sallie Mae	11/18/20	11:00 AM	<a href="https://salliemaebank.webex.com/salliemaebank/onstage/g.php?MTID=ed19e342a41cc050ae4f85fc37aef248d">https://salliemaebank.webex.com/salliemaebank/onstage/g.php?MTID=ed19e342a41cc050ae4f85fc37aef248d</a>
Brand.me - Personal Branding Workshop by Ascent Student Loans		Join Ascent and Financial Aid Officers across the nation and discover... <ul style="list-style-type: none"> <li>•What are personal brands?</li> <li>•Why branding should be important to you?</li> <li>•How to define your brand?</li> <li>•How to cultivate your brand?</li> <li>•How to benefit from your brand?</li> </ul>	Ascent	11/18/20	12:00 PM	<a href="https://goalsolutions.zoom.us/j/93976782577?pwd=OU1xN29Pc1NgcHJycW9mQkttZmptUT09">https://goalsolutions.zoom.us/j/93976782577?pwd=OU1xN29Pc1NgcHJycW9mQkttZmptUT09</a>
Let's Talk! Financial Literacy: Community Colleges, Clock-hour Programs, For-Profit Schools		Critical financial literacy services for many students have been impacted over the last several months. Join peers to talk about best practices in financial literacy efforts.	Blue Icon Advisors, NASFAA Consulting	11/19/20	11:00 AM	<a href="https://www.nasfaa.org/blueicon_lets_talk">https://www.nasfaa.org/blueicon_lets_talk</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 new PSLF Help Tool and TEPSLF	FedLoan Servicing (PHEAA)	11/19/20	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>
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Uploading 2021-22 High School GPAs		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	11/23/20	10:00 AM	<a href="https://csac-ca.gov.zoom.us/webinar/register/WN_sc8CFs2nT4eYHXyT4g6HSA">https://csac-ca.gov.zoom.us/webinar/register/WN_sc8CFs2nT4eYHXyT4g6HSA</a>
Short Take Tuesday-Getting Out of Student Loan Default		This quick 20-30 minute session will provide the consequences of Student Loan Default and how borrowers can get a fresh start! Rehabilitation vs Consolidation, what's best?	FedLoan Servicing (PHEAA)	11/24/20	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>
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