

SUNDAY 11:00 AM - 10:00 PM

11:00 AM – 3:00 PM	NASFAA Credential Speaker: Felicia Drayton, University of Michigan-Ann Arbor Moderator: Amy LaBenne, Schoolcraft College Standards of Academic Progress Provides an overview of satisfactory academic progress (SAP) concepts and guides members through evaluating SAP, appeals, and additional policy considerations. Quick quizzes, learning activities, and reflection questions help reinforce content and help individuals understand SAP. Completion of this session qualifies individuals to take the NASFAA University credential exam on satisfactory academic progress.	Atrium
12:00 PM-6:00 PM	Exhibitor Set Up	Vandenberg
1:00 PM-4:00 PM	MSFAA Executive Board Meeting	Pearl
3:00 PM-6:30 PM	MSFAA Conference Registration Open	North Concourse
4:15 PM-4:45 PM	General Session Speaker: Ryan Rafko, University of Michigan-Dearborn MSFAA Opening Ceremony Join us for a warm MSFAA Welcome to our “1 st annual” Annual Training Conference from our MSFAA President, Ryan Rafko.	Gerald R Ford Ballroom
4:45 PM – 5:45 PM	General Session Speaker: Louie Krause, Wayne State University Moderator: Ryan Rafko, University of Michigan-Dearborn Improv at the Workplace Whether you realize it or not, you’re improvising every day. Think back to your conversations today with friends, family, co-workers, and students - more often than not, those conversations were not planned out. There was no outline or script, you spoke from your head and your heart. Improv for the Workplace will use improv exercises to build upon your interpersonal and communication skills to increase confidence, creativity, innovation, communication, teamwork, and leadership. The workshop will prepare you to react and adapt in meetings, student appointments, presentations, and those times your boss needs an answer now. You will learn the core improv foundations that include listening, not asking questions, support, and support (Yes, it is in there twice as support is crucial for improv).	Gerald R Ford Ballroom
6:00 PM-8:00 PM	MSFAA Welcome Reception Let’s all move together and create momentum for the week by connecting with colleagues at the opening reception.	Imperial Ballroom
8:00 PM-10:00 PM	MSFAA Hospitality Suite Be our guest, be our guest, put our momentum to the test! Please stop by the Hospitality Suite for refreshments.	President’s Suite

MONDAY 7:30 AM - 2:50 PM

7:30 AM-5:00 PM	MSFAA Conference Registration Open	North Concourse
8:00 AM- 8:55 AM	Breakfast	Governors
8:00 AM-8:55 AM	Past President's Breakfast	Governors
8:55 AM-9:00 AM	Daily Announcements and Special Acknowledgments	Governors
9:00 AM – 9:10 AM	50 Seconds of Fame – Spotlight on our Exhibitors	Governors
9:10 AM-10:10 AM	General Session Speaker: Don Carey, REECH Foundation Moderator: Ryan Rafko, University of Michigan-Dearborn It's Not Because I'm Better Than You In this session we will hear Don speak about the principles from his book "It's Not Because I'm Better Than You." We will learn how these principles helped him achieve his goals and enjoy a successful NFL career.	Governors
10:10 AM – 10:20 AM	Fostering Futures: Allowing Dreams to Become Reality Speakers: Mark Delorey, Western Michigan University Lyra Mckee, Seita Scholar Justin Ealy, Seita Scholar Nothing speaks louder than success! The odds were stacked against them but assistance from Foster Future Scholarship changed those odds. Hear from Lyra McKee and Justin Ealy on how they beat those odds.	Governors
10:20 AM-10:40 AM	Refreshment Break – Beverages and Bidding	Vandenberg
10:20 AM-4:00 PM	Exhibits Open and Silent Auction Begins	Vandenberg
10:40 AM-11:50 AM	General Session Speakers: Diane Cosme, Michigan Department of Treasury Carla Foltyn, Michigan Department of Treasury Janice Hursey-Anderson, Michigan Department of Treasury Moderator: Mike Williams, Schoolcraft College MI Student Aid – Student Scholarships and Grants Update This session will provide and update on State of Michigan scholarship and grant programs and provide an opportunity to discuss questions.	Imperial
11:50 AM-1:00 PM	11:50-1:00 Lunch 12:20-12:40 Business Meeting 12:40-12:50 50 Seconds of Fame - Spot light on our Exhibitors Speaker: Ryan Rafko, University of Michigan-Dearborn Kevin Singer, Western Michigan University	Governors
1:10 PM-2:20 PM	General Session Speaker: Lena Tenney, The Kirwan Institute for the Study of Race and Ethnicity at The Ohio State University Moderator: Alisha Cederberg, Kalamazoo Valley Community College Implicit Bias Aligning Intentions and Outcomes Through constant exposure to messages we receive in our inequitable society, we all possess a range of implicit associations and biases that operate outside of our conscious awareness. These associations are often in conflict with our good intentions and explicit values of racial equity, inclusion and justice. This research-based session will equip attendees with a deeper understanding of our unconscious mental processing; the ways in which implicit associations impact our decision-making; and strategies to prevent and respond to the emergence of bias.	Governors
2:20 PM-2:50 PM	Refreshment Break – Beverages & Bidding	Vandenberg

Monday 2:50 PM - 10:00 PM

2:50 PM-4:00 PM

Interest Sessions

Program Review Essentials and the Top 10 Compliance Findings

Imperial

Speaker: Zack Goodwin, US Department of Education
 Moderator: Stephanie Bogard Trapp, Lansing Community College

In this session we will walk through the program review process and discuss the most common audit and program review findings. This will be an opportunity to learn ways in which you can improve your school's program administration and regulatory compliance efforts.

Did They Really Just Say That?! Being an Active Bystander

Gerald R Ford Ballroom

Speaker: Lena Tenney, The Kirwan Institute for the Study of Race and Ethnicity at the Ohio State University
 Moderator: Tom Dreyer, PNC Bank

Have you ever been in a conversation when someone said something biased that made you uncomfortable, but you were not sure how to respond? Most of us struggle to address these all too common situations. This training seeks to empower and equip participants to speak out in response to those all too common, "Did they really just say that?!" moments when bias emerges. Participants will thus learn how to communicate effectively in challenging situations through the employment of strategies that can be tailored to the particular situation at hand.

Customer Service Interactions

Emerald A

Speaker: Jenny Chandler, SallieMae
 Moderator: Deb Gossman, CollegeAve

Where do your students and families turn when they need help? How do you ensure that your Financial Aid Office is providing good customer service? Join us for a discussion on customer service best practices that can help you ensure that your office is always making a good first impression.

The Good, The Bad, and The Ugly about Helicopter Parents. How to Communicate Effectively when the Parents will Just Not Let Go

Pearl

Speakers: Steven Foster, University of Michigan
 Erin Macioce, Kalamazoo Valley Community College
 Kara Marcusse, Cornerstone University
 Beth Preston, Henry Ford College
 Moderator: Beth Preston, Henry Ford College

Clingy parents can be intrusive. They sometimes don't know where to draw the line. They are over-involved and can at times prevent their child from developing crucial skills needed to navigate college. Is there an upside to helicopter parents? Can they sometimes be helpful? While well intentioned, helicopter parents may do more to harm their child. This session will focus on what helicopter parents bring to the table, how to best work with them, and strategies for guiding the helicopter parent to let go.

4:10 PM-5:00 PM

Sector Meetings

Associate Sector Meeting

Vandenberg

Facilitator: Heidi Sisson, Cognition Financial

Four Year Public Sector Meeting

Gerald R Ford Ballroom

Facilitator: Felicia Drayton, University of Michigan-Ann Arbor

Private Sector Meeting

Pearl

Facilitator: Kara Marcusse, Cornerstone University

Proprietary Sector Meeting

Emerald A

Facilitator: Ken Moored, Moored Beauty Schools

Two Year Public Sector Meeting

Imperial

Facilitator: Elizabeth Preston, Henry Ford College

6:00 PM-8:00 PM

Dinner on Your Own

8:00 PM-10:00 PM

MSFAA Hospitality Suite

President's Suite

Tuesday 7:30 AM - 2:30 PM

7:30 AM-2:30 PM	MSFAA Conference Registration Open	Concourse North
8:00 AM-9:00 AM	Breakfast	Pantlind Ballroom
8:00 AM-9:00 AM	Interdenominational Prayer Breakfast	Pantlind Ballroom
	Join your colleagues for a time of sharing, prayer and a devotional. The opportunity for fellowship has been a highlight of the conference for those who attend.	
9:00 AM-9:10 AM	Daily Announcements and Special Acknowledgments	Pantlind Ballroom
9:10 AM-10:10 AM	General Session	Pantlind Ballroom
	Speaker: Zack Goodwin, US Department of Education Moderator: Ryan Rafko, University of Michigan-Dearborn	
	Federal Update	
	Here is an opportunity to learn about recent and upcoming Department of Education regulatory changes and other updates.	
10:10 AM-10:30 AM	Refreshment Break – Beverages & Bidding	Vandenberg
10:10 AM-2:30 PM	Exhibits & Silent Auction Open	Vandenberg

Silent
AUCTION
Bid high and bid often!

Tuesday 10:30 AM - 12:40 PM

10:30 AM-11:40 AM

Interest Sessions

ADA: Americans with Disabilities Act

Emerald B

Speaker: Dr. Kathleen Vanderveen, Grand Valley State University
 Moderator: Erin Macioce, Kalamazoo Valley Community College

An overview of the ADA and how colleges are accommodating students.

Exposing Bias in Professional Judgment

Imperial

Speakers: Julia Delagarza, Eastern Michigan University
 Louie Krause, Wayne State University
 Elizabeth Preston, Henry Ford College
 Mark Saint Amour, Milton E. Ford LGBT Resource Center, Grand Valley State University
 Moderator: Elizabeth Preston, Henry Ford College

Everyone has biases. However, it is important to know what biases we all have and understand how to manage these biases so that they do not impair our ability to make fair and impartial decisions when it comes to Professional Judgments. This session will explore what biases are, how they present themselves in our daily lives, and how best to manage them. This will be a combination presentation and panel discussion where bias will be explored and how to best handle them.

Getting to Know MSFAA

Emerald A

Speakers: A Select Group of MSFAA Board and Committee Members
 Moderator: Jennifer LaPratt, University of Michigan – Flint

Are you wondering what MSFAA exactly is? Or how do I get involved in MSFAA? Or are the people involved in MSFAA really that cool? If you have those questions or other questions about MSFAA, come to this session where there will be a panel discussion and a Q&A about all things MSFAA.

Building a Training Guide

Pearl

Speakers: Steven Foster, University of Michigan
 Shashanta James, Western Michigan University
 Amy LaBenne, Schoolcraft College
 Moderator: Matt Lehman, Great Lakes

The discussion is centered on building a training guide for the staff in your office.

Don't Let SULA Fool Ya

Gerald R Ford Ballroom

Speaker: Zack Goodwin, US Department of Education
 Moderator: Jean Balcer, Davenport University

This session will address common Subsidized Usage Limit Applies (SULA) misunderstandings and misreporting. We will begin with an overview of SULA concepts and requirements, and review how certain reporting shortcuts and errors can impact a borrower's subsidized loan eligibility or result in a loss of subsidy. When these issues are resolved and prevented, the need for schools to re-open prior award years will be reduced!

11:40 AM-12:40 PM

Lunch

Pantlind Ballroom

11:50 AM-12:20 PM

Award Presentation

Pantlind Ballroom

Speaker: Ryan Rafko, University of Michigan-Dearborn

Support your MSFAA colleagues as they are recognized for their hard work and dedication to our association.

12:20 PM - 12:40 PM

MSFAA Silent Auction Charity

Pantlind Ballroom

Speaker: Robin Lott, Michigan Education Trust

Reveal of a new Fostering Futures charitable event!

Our 2019 charity, Fostering Futures Scholarship, provides eligible young adults that have experienced foster care with scholarship funds for tuition, fees, room, board, books, and supplies. Learn more about how the Fostering Futures Scholarship helps foster youth achieve their dream of a higher education.

12:50 PM-2:00 PM

Interest Sessions

Workplace Violence Active Shooter Preparedness for IHEs

Pearl

Speaker: Al Shenouda, The Power of Preparedness
Moderator: Deb Gossman, CollegeAve

This session introduces the audience to workplace violence, internal and external threats, as well as, behavioral indicators in an education setting. The current pandemic of mass casualty school shootings has necessitated that education professionals receive specifically focused active shooter training utilizing the FBI/DHS "Run, Hide, Fight" program. In addition, they need to understand the fundamentals of evacuation, lockdown and shelter-in-place within this context. The course explains the importance of maintaining situational awareness and recognizing gunfire as important factors impacting survivability. The course outlines the importance of implementing stop the bleed provisions and is geared towards saving lives.

Never Stop Learning about Data Submissions: Enrollment Reporting Issues and Resources

Gerald R Ford Ballroom

Speaker: Zack Goodwin, US Department of Education
Moderator: Jane Lemke, CommonBond

In this session we will review some commonly encountered challenges in the NSLDS enrollment reporting process and ways in which they may be resolved. We will also discuss NSLDS reports and other tools that can be utilized to make the reporting process easier.

How to Protect Students from Scholarship Scams

Emerald A

Speakers: Daniel Gonzalez, CampusLogic
Emma Muriel, CampusLogic
Moderator: Kristi Welling, Grand Rapids Community College

75% of college students have unmet financial need. With the growing gap between federal aid dollars and the rising cost of higher education, scholarships are crucial to increasing accessibility and driving down student borrowing. But the high demand for scholarships makes students more vulnerable to predatory scams than ever before. Approximately 1 in 5 scholarships are fraudulent (think identity theft, solicitation, and illegal use of intellectual property). In this session, we'll discuss ways to protect students from scholarship scams.

The Role Student Accounts and Financial Aid Play in Improving Student Retention

Imperial

Speakers: Linda Berlin, Northwestern Michigan College
Michelle Luck, Wayne State University
Elizabeth Preston, Henry Ford College
Michael Williams, Schoolcraft College
Moderator: Elizabeth Preston, Henry Ford College

This session will discuss how retention is really the job of every member of the college community, not just faculty. Specifically attention will be given to ways both FA and Student Accounts policies and procedures can be strengthened to improve college retention efforts. Panelists will discuss challenges they encounter and ways they have found to better support student retention across the board.

Title IX: Re-envision College and Campus Culture

Emerald B

Speaker: Theresa Rowland, Grand Valley State University
Moderator: Erin Macioce, Kalamazoo Valley Community College

Sharing practices to address Title IX compliance that re-envision what we should be doing to reduce or eliminate barriers to educational opportunity created by sex discrimination.

2:00 PM-2:20 PM

Refreshment Break – Beverages & Bidding

Vandenberg



TUESDAY 2:30 PM-3:50 PM

2:30 PM-3:40 PM

Interest Sessions

Cybersecurity: A Day at the Breach

Gerald R Ford Ballroom

Speaker: Zack Goodwin, US Department of Education
Moderator: Mersha Roberts, Andrews University

Here we will provide a brief overview of federal data security initiatives that impact higher education. We will identify best practices for data protection and identity theft prevention, define what constitutes a data breach, and discuss the next steps when and if a breach has been identified.

Foreign Tax / Wage Info: What Do We Do with It?

Pearl

Speakers: Krissy Bhaumik, University of Michigan – Ann Arbor
Louie Krause, Wayne State University
Moderator: Jane Lemke, CommonBond

Sometimes we think that reviewing US Tax Returns/Tax Transcripts can be confusing. Then we have to review a foreign tax return or a foreign wage statement. Even if it is translated, where do we look? What are we looking for? Am I correct? Join our panel discussion as we review several foreign taxes, best practices, tips, and what the Department of Ed expects of us.

Don't Panic. It's Just the FISAP

Emerald B

Speaker: David DeBoer, Davenport University
Moderator: Elizabeth Stallard, Lansing Community College

This session will review the various sections of the FISAP, including referencing the FISAP Instructions Manual. We will discuss tips to preparing for the FISAP, completing and reviewing the FISAP prior to submitting. The session will also reference the Federal Presentation: "Four Rs – Review, Request, Record, and Report – to avoid the most common mistakes when requesting Campus-Based funds and reporting program expenditures on the FISAP."

It takes a Campus to Prevent a Default: Gathering Internal Support to Promote Financial Education

Emerald A

Speaker: Matt Nettleton, Inceptia
Moderator: Christine Powell, Wayne State University

With many schools providing some form of financial literacy programming to students, institutions are moving beyond the basic steps of how to jumpstart financial literacy efforts to how to refine and improve financial education efforts – whether through expanding program reach and participation or through realization of true behavior modification among students. This presentation discusses reasons and provides data as to why financial education is everyone's job and offers a breakdown of action items by campus areas on how to gain buy-in for campus-wide collaborative efforts.

Communication Between Offices on Campus

Imperial

Speakers: Our panel includes representatives from a variety of offices and institutions, including Grand Rapids Community College, Hope College, and USTDS
Moderator: Heidi Sisson, Cognition Financial

Join diverse panel discussion regarding effective interaction/communication between offices regarding common issues that impact students.

3:40 PM – 3:50 PM

Break

Vandenberg

TUESDAY 3:50 PM - 11:00 PM

3:50 PM – 5:00 PM

Interest Sessions

What Happens When Siri & Alexa Meet Financial Aid?

Pearl

Speakers: Chase Beach, FaTV
Nicholas Burrell, FaTV

Moderator: Jennifer LaPratt, University of Michigan - Flint

Looking for innovative, leading edge ways to engage with your students? Come learn how Artificial Intelligence (AI) is helping campuses answer student questions. In a 24/7/365 world, students expect consistent answers all day every day through their phones, tablets, laptops and other media.

This session will explore utilizing technology to assist in engaging with your students. It will include audience participation that will share their experiences & successes when it comes to engaging students.

De-Escalating: Earning Your Financial Aid Spirit Patch

Emerald B

Speaker: Alisha Cederberg, Kalamazoo Valley Community College
Moderator: Deb Gossman, CollegeAve

Learn techniques to understand and interact with very upset people. I have “upset” many students over the years. Most of the time, it is the information. Sometimes it is the delivery. Although some situations are seemingly impossible, learning the art of de-escalation with very technical and specific methods can help bring the student back from their fear, anger, and panic to a place where all parties can become productive.

Program Review – You are Not Alone!

Imperial

Speakers: April Boyd, Ross Education, LLC
Shashanta James, Western Michigan University
Michelle Luck, Wayne State University
Stephanie Bogard Trapp, Lansing Community College
Moderator: Anne Watson

Afraid that your number is up? Anxiously waiting for that phone call or email from DOE that your institution has been selected for a Program Review? You are not alone. Come and learn the good, bad, and ugly from your colleagues who have experienced a Program Review or volunteered to participate in a Peer Review to be better prepared if you get that call or email.

Severing the Ties between Financial Aid and Bad Debt

Emerald A

Speakers: Richard Baker, Davenport University
Ann Isackson, Grand Rapids Community College
Krissy Bhaumik, University of Michigan – Ann Arbor
Moderator: Felicia Drayton, University of Michigan – Ann Arbor

Join our discussion about what can be done in the Financial Aid Office to help combat the number of students with Bad Debt and working together with other departments.

Return of Title IV (R2T4) Funds: Essential Concepts

Gerald R Ford Ballroom

Speaker: Zack Goodwin, US Department of Education
Moderator: Kristi Welling, Grand Rapids Community College

In this presentation we will discuss key terminology, provide a high-level overview of the R2T4 calculation, and address important concepts and time frames pertinent to the R2T4 process. Though the session is meant to cover the basics, it is useful even to those experienced with R2T4.

6:00 PM-9:30 PM

Dinner and Entertainment

Pantlind Ballroom

After dinner, join us for an evening of entertainment.

Get ready for an unforgettable experience that is sure to have you singing, clapping and dancing the night away! Main Street Pianos performs an all-request show with a healthy dose of interactive comedy.

9:00 PM-11:00 PM

MSFAA Hospitality Suite

President's Suite

Be our guest, be our guest, put our momentum to the test! Please stop by the Hospitality Suite for refreshments.

WEDNESDAY 8:30 AM-12:00 PM

8:30 AM-9:00 AM	Coffee	Governors
9:00 AM-9:15 AM	General Session Speaker: Marvin Smith, IUPUI Moderator: Alisha Cederberg, Kalamazoo Valley Community College MASFAA Update Greetings on behalf of the Midwest Association of Student Financial Aid Administrators (MASFAA). Learn about what is happening with MASFAA and how to get involved.	Governors
9:15 AM – 10:15 AM	General Session Speaker: Marvin Smith, IUPUI Moderator: Alisha Cederberg, Kalamazoo Valley Community College Practical Strategies for Serving Under-Resourced Students	Governors
10:15 AM-11:15 AM	General Session Speaker: Zack Goodwin, U.S. Department of Education Moderator: Ryan Rafko, University of Michigan - Dearborn Ask-A-Fed Join Zack, our Federal Training Officer, to get answers to your questions in this open-format Q&A.	Governors
11:15AM- 12:00 PM	Brunch / Passing of the Gavel / Closing Remarks	Governors