

MSFAA Training
February 24 – 27, 2019
Grand Rapids, Michigan

Sunday, February 24

Pre-Conference: NASFAA SAP Credential
General Session: President's Welcome
General Session: Improv At The Workplace

MSFAA Welcome Reception

Monday, February 25

General Session: Workplace Safety Preparedness
General Session: State Update
General Session: Implicit Bias Aligning Intentions and Outcomes
Interest Sessions: Gainful Employment
Did They Really Just Say That?! Being an Active Bystander
Internal and External Customers: Best Practices and Things to Avoid
The Good, The Bad, and the Ugly about Helicopter Parents. How to communicate effectively when the parents just will not let go.

Tuesday, February 26

General Session: Federal Update
Interest Sessions: ADA
Exposing Bias in Professional Judgment
Managing Middle Management
Building a Training Guide
Program Review / LDA
Interest Sessions: De-escalating difficult customers
Maintaining Eligibility
How to protect students from Scholarship Scams
The Role Student Accounts and Financial Aid Play in improving student retention

Interest Sessions: What Financial Aid Professionals Need to Know about Cybersecurity Initiatives, Data Protection, Identity Theft and Cyber Security Risk Management

 Keeping the lines of communication open: Best practices for working collaboratively

 The 4 R's

 It takes a Campus to prevent a default: gathering internal support to promote financial education

 Interaction/communication between Registrar/Bursar/Financial aid regarding holds, transcript, billing

Interest Sessions: Foreign Tax / Wage Info: What do we do with it?

 Title IV Session

 Program Review: How to prepare? What to expect? Lessons Learned? Implementing Change.

 Severing the ties between Financial Aid and Bad Debt

 R2T4

Wednesday, February 27

General Session: MASFAA Update

General Session: Practical Strategies for Serving Under-resourced Students

General Session: Ask-A-Fed

***** Check back often for session descriptions and presenter information*****