

MSFAA 2017 Best Practices in Customer Service Workshop

May 5, 2017

Crown Plaza Lansing West Hotel

925 South Creyts Road, Lansing, MI 48917

8:30 a.m. – 4:00 p.m.

8:30 – 9:30 **Continental Breakfast available**

8:30 – 9:00 **Registration**

9:00 – 9:05 **Welcome**

9:05 – 9:40 **Tai Chi**

*Deidre Moore, Western Michigan University, School of Medicine*

*9:40 – 10:45* **Prior Prior Year: How it is playing out on your campus?**

*Panel Discussion*

10:45 – 11:45 **FERPA: How do your office procedures support the safeguarding of student identity and sensitive document handling?**

*Michael Williams, Macomb Community College*

11:45 – 12:30 **Lunch**

12:45 – 1:45 **Verbal Judo: The art of managing difficult conversations**

 *Sarah Krueger and Jim Eddy, University of Michigan*

1:45 – 2:45 **Student Eligibility vs Verification**
*Jim Owens, Lansing Community College*

2:45 – 3:00 **Break**

3:00 – 4:00 **Radical Hospitality**

*Dawn Medley, Associate Vice President of Enrollment Management, Wayne State University*