

DATE	TIME	EVENT/TITLE	DESCRIPTION	ROOM	PRESENTER/PANELISTS	MODERATOR
Mon, 10/24	8:00 - 5:00	Exec Council Meeting		Big Slide and Cascade		
DATE	TIME	EVENT/TITLE	DESCRIPTION	LOCATION	PRESENTER/PANELISTS	MODERATOR
Tue, 10/25	6:30 - 8:00	Lake Walk		Mirror Lake, Lake House, Wright	Check Whova, and sign in hotel lobby will direct you to meeting location	
Tue, 10/25	8:00 - 5:00	Committee Headquarters		Marcy Boardroom		
Tue, 10/25	8:00 - 12:00	Vendor set-up open		Avalanche Pass + Iroquois		
Tue, 10/25	8:00 - 12:00	Registration open		The Den		
Tue, 10/25	8:00 - 11:45	Pre-Conference Workshops		Big Slide and Cascade		
Tue, 10/25	8:00 - 11:45	NASFAA Credentialing	Providing NASFAA credentialing on the topics of Direct Loans and R2T4. Pick the one that's best for you!	Direct Loans - Big Slide; R2T4 - Cascade	Direct Loans trainer is Moira Samek (Fulton-Montgomery CC); R2T4 trainer is Renee Swift (Nazareth)	Kerry Lubold (Direct Loans), Jesse Decosse (R2T4)
Tue, 10/25	12:00 - 1:20	Lunch and Keynote Speaker		Great Range		
Tue, 10/25	12:00 - 1:20	The Climb is Worth It	NYSFAAA welcomes Bethany Garretson, the first woman to climb all 46 peaks unsupported in 2020. Bethany will talk with us about discovering what motivates us to reach our goals.	Great Range	Bethany Garretson, College Instructor and SheJumps Brand Ambassador	Sonya Stein
Tue, 10/25	1:20 - 5:00	Vendor area open		Avalanche Pass + Iroquois		
Tue, 10/25	1:20 - 1:40	Vendor area break	Have some fun in the vendor area	Avalanche Pass + Iroquois		
Tue, 10/25	1:40 - 2:40	Concurrent Sessions				
Tue, 10/25	1:40 - 2:40	How to Survive a Financial Aid Audit/Focus on Covid-19 issues	During this session, we will review common concerns and best practices when preparing for an audit. In addition, we will focus on COVID-19 issues, such as the Higher Education Emergency Relief Fund (HEERF) and all the different waivers.	Algonquin	Gregory Rinderle (McClintock & Assoc) & Howard Leslie (Berkeley)	Jessica Dixon
Tue, 10/25	1:40 - 2:40	The Student Experience: Strategies for Driving Student Engagement	Delivering a positive student experience relies on understanding their service expectations. This session will focus on distancing yourself from previously held expectations and exercising empathy in your student services role. We will discuss strategies for increasing the engagement with the students you serve.	Wright	Stephanie Stock (Sallie Mae) and Chris Earnshaw (Sallie Mae)	Amy Thompson
Tue, 10/25	1:40 - 2:40	High School Financial Aid Nights	This session will discuss how to prepare for different types of High School Financial Aid night presentations. Everyone will share ideas for creative, interactive and informational events we provide to students and families.	Big Slide	Dan Robinson (Pace)	Rob Zasso
Tue, 10/25	1:40 - 2:40	Implicit Bias & Microaggressions	We all have implicit bias. We've all felt victim to a microaggression or microaggressed someone. Learn more about these concepts, how they intersect, and how to keep your (or their) foot on the floor & not in your mouth.	Cascade	Megan Kennerknecht (Finger Lakes CC) and Kimberley Willis (SUNY Brockport)	Patti Donahue
Tue, 10/25	2:40 - 2:50	Vendor Area Coffee Break		Avalanche Pass + Iroquois		
Tue, 10/25	2:50 - 3:50	Concurrent Sessions				

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Tue, 10/25	2:50 - 3:50	Caring For Your Career During The Big Quit	You've seen the headlines regarding the record number of people quitting their jobs to take advantage of strong employer demand. These numbers include Financial Aid professionals. How often do you take stock of your current position and long-term career path? Who is responsible for your career? Is it time to make a move? How do you go about moving on? What are your colleagues thinking? Do you need to network? We will guide attendees through an informative session to address these questions, assess your career path to date, and develop a plan to take it to the next level. Also, we will post a pre-conference survey to gauge attendees' attitudes regarding their current career satisfaction and plans. The session will include a review of survey findings.	Cascade	Jennifer Trauman (College Ave)	Janice Hilbrink
Tue, 10/25	2:50 - 3:50	Graduate/Professional Degree Programs Roundtable	Join us for a roundtable discussion focused on issues relevant to aid professionals who work with graduate and professional programs and schools. Topics could include enrollment management, PSLF and other debt management issues, potential impact of future FAFSA simplification and Gainful Employment requirements, serving low income/first generation students, international students, or other topics raised by those attending the session. Prepare to listen, learn, and contribute your thoughts and concerns during this interactive discussion.	Wright	Darrin Rooker (NE College of Health Sciences)	Clair Jacobi
Tue, 10/25	2:50 - 3:50	Heads Up Communication	This presentation emphasizes Communication Skills at Work. We will learn the importance of communicating with Diplomacy & Tact, as well as Becoming an Effective Team Member. If time permits, we will also review Phone Etiquette Skills and have fun playing some Heads Up!	Big Slide	Julie A Lawton (Cognition Financial)	Quintin Ellis Sipp
Tue, 10/25	2:50 - 3:50	The New Student Aid Index - Part 1	An introductory glance and the new calculation, how it differs from the current methodology and how it will impact our standard practices.	Algonquin	LaSonya Griggs (Unaffiliated)	Renee Swift
Tue, 10/25	4:00 - 5:00	Concurrent Sessions				
Tue, 10/25	4:00 - 5:00	The New Student Aid Index - Part 2	Open forum discussion on plans to implement the SAI at our institutions, changes necessary to processing and publications, and how we will advise students and families.	Algonquin	LaSonya Griggs (Unaffiliated)	Kathy Parker
Tue, 10/25	4:00 - 5:00	Where Do You Get Your Energy	Where do you get your energy and why does it matter? This session will help to better understand oneself and improve sensitivity to others leading to an increased understanding of how personal styles and preferences are important ingredients for successful communication.	Wright	Scott Atkinson (SUNY Brockport Emeritus)	Sean Sherwood
Tue, 10/25	4:00 - 5:00	Policies & Procedures - Where do I start?	Rules, regulations and guidelines that is the foundation of every policy and procedures manual. How can you get yours started, continue to keep it updated and use it and a training tool? Let us show you how to begin.	Big Slide	Gregory Rinderle (McClintock & Assoc) and Cathy Demchack (McClintock & Assoc)	Mary Ellen Chamberlain
Tue, 10/25	4:00 - 5:00	FA Directors Panel	A panel of FA directors will be available for attendees to ask their riveting questions. A brief introductory statement will be provided by each member of the panel, and then we will open up to general questions.	Cascade	Patti Donahue (SUNY Binghamton), Megan Kennerknecht (Finger Lakes CC), Darrin Rooker (NE College of Health Sciences), Kimberley Willis (SUNY Brockport), Cristina Ortiz-Harvey (Guttman CC)	Mary LaPierre
Tue, 10/25	5:30 - 6:30	Reception	Refreshments sponsored by Iron Bridge Resources	Great Range		
Tue, 10/25	6:30 - 8:00	Dinner on your own	Enjoy the beautiful Lake Placid region and food			
Tue, 10/25	8:00-11:00	Entertainment: Karaoke/DJ		Lake House		
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Wed, 10/26	6:30 - 8:00	Lake Walk and Zumba		Mirror Lake, Lake House Yoga Studio	Lake Walk meeting location TBD, Yoga will occur in the Lake House Yoga Studio, Zumba will take place in the Wright Room.	
Wed, 10/26	8:00 - 5:10	Committee Headquarters		Marcy Boardroom		

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Wed, 10/26	8:00 - 9:20	Breakfast and Birds-of-a-Feather		Great Range		
Wed, 10/26	8:00 - 9:20	<i>Birds-of-a-feather-get-together</i>	<i>Have breakfast with like-minded colleagues and friends this morning. Table groupings will include: graduate concerns, clock-hour programs, SUNY, CUNY, Retirees, CICU, and more!</i>	Great Range		
Wed, 10/26	9:20 - 11:50	Vendor area open		Avalanche Pass + Iroquois		
Wed, 10/26	9:30 - 10:30	Concurrent Sessions				
Wed, 10/26	9:30 - 10:30	<i>Calling all Directors! Are you mentoring your staff for a career in financial aid?</i>	<i>Are you doing all you can to train and support your staff to be successful in financial aid? Do you discuss future promotions and title changes? Set goals and realistic expectations? Are you promoting this exceptional opportunity to grow, learn and network with amazing professionals in financial aid? Come hear some tips to lead your team, while being mindful of this shrinking profession, and how it's affecting our offices and future of the NYSFAAA organization. Yes, you can be a change agent for retention and the future of this profession!</i>	Algonquin	Janice Hilbrink (Pace)	Brian Smith
Wed, 10/26	9:30 - 10:30	<i>Verification, PJ & Corrections</i>	<i>A component of the daily work of every financial aid administrator includes documenting and verifying excessive amounts of detailed information. Let us show you how to manage that workload with some best practices for viewing, processing and reviewing the work.</i>	Wright	Gregory Rinderle (McClintock & Assoc) & Cathy Demchak (McClintock & Assoc)	Scott Atkinson
Wed, 10/26	9:30 - 10:30	<i>Athletics Panel Discussion</i>	<i>Representatives from DI, DII, DIII, JUCO discuss the process of awarding aid while also complying with Athletic regulations. Will also discuss the new Name, Image and Likeness (NIL) rules.</i>	Cascade	Dan Robinson (Pace), Todd Moravec (SUNY Plattsburgh), Scott Khare (Marist)	Rob Zasso
Wed, 10/26	9:30 - 10:30	<i>When Financial Aid Needs Aid: How to Find Your Balance</i>	<i>This session will focus on developing and honing in on daily health habits that will support a wellness lifestyle. No matter where you are at in your professional career or personal wellness journey there is always opportunity for growth and progress. Some days you may find yourself feeling great physically, in control of your emotions, and mentally clear. Yet many days you may find yourself on a roller coaster of emotions, your head full of brain fog, and your body wishing you'd stayed home in bed and not behind the desk for 8+ hours. The goal of this session is to help you get off the merry-go-round of stress, burnout, and compassion fatigue.</i>	Big Slide	Karolina Holl (Utica)	Rochelle Filler
Wed, 10/26	10:30 - 10:50	Vendor area break		Avalanche Pass + Iroquois		
Wed, 10/26	10:50 - 11:50	Concurrent Sessions				
Wed, 10/26	10:50 - 11:50	<i>The Effects of Modular Based Programs</i>	<i>This session will focus on modular based programs and how Title IV aid should be administered as specific nuances exist solely related to these types of courses. Modular programs have courses that do not span the entire length of a payment period or a period of enrollment. This session will cover administering Title IV aid when your standard term programs contain modular programs.</i>	Wright	Gregory Rinderle (McClintock & Assoc) & Howard Leslie (Berkeley)	Hannah Parker
Wed, 10/26	10:50 - 11:50	<i>Financial Aid Leveraging: The fundamentals of building a data-informed strategy</i>	<i>We'll discuss the basics of optimizing your overall financial aid strategy, and include best practices for using data to drive decisions. Learn from your peers and innovators in the field, and come away with actionable information and tools to use at your campus.</i>	Algonquin	Matt Edlund (College Raptor)	Nicole Griffo
Wed, 10/26	10:50 - 11:50	<i>Be an Equity Advocate</i>	<i>Become part of the transformation your students and campus deserve. Learn how you can support and promote diversity, equity and inclusiveness.</i>	Big Slide	Richard Miller and Michael Thompson (SUNY Plattsburgh)	Cindy Garvey
Wed, 10/26	10:50 - 11:50	<i>Best and Shared Practices for Military – Affiliated Students</i>	<i>Bringing together university administrators to discuss enrollment strategies, student engagement, and policy and practice recommendations to help advance military friendly culture at your institution.</i>	Cascade	Jason Gilliland (New Paltz)	Emma Ritter
Wed, 10/26	12:00 - 1:30	Lunch and HESC Update		Great Range		

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Wed, 10/26	12:00 - 1:30	HESC Update	<i>This session will provide an overview of the changes for the 2023-24 TAP application and processing, new initiatives for NYS programs including part-time TAP, Excelsior, ETA, and processing enhancements. HESC will also provide an update of the NYS HESC Financial Aid Services Modernization Project.</i>	Great Range	Lisa Simpson (HESC) and Heather McDonnell (HESC)	Scott Atkinson
Wed, 10/26	1:30 - 4:10	Vendor area open		Avalanche Pass + Iroquois		
Wed, 10/26	1:40 - 2:40	Concurrent Sessions				
Wed, 10/26	1:40 - 2:40	Internal and External Threats Facing Title IV Institutions	<i>From the Office of the Inspector General, learn about some of the biggest concerns we face today, and ways to stay on top of the rules and regulations that protect our institutions.</i>	Algonquin	Anthony Persaud (OIG) & Sheila Cabrera (OIG)	Rochelle Filler
Wed, 10/26	1:40 - 2:40	Establishing Enrollment Projections	<i>Projecting your institution's enrollment helps with setting budget levels, strategic planning, recruitment objectives, retention goals and more. This session will review one campuses method for establishing these projections while discussing the methods of predicting and any committee structure and departments involved, timeline and approval process, in this critical function. Attendees will have the opportunity to share best practices and what works on their campus.</i>	Wright	Todd Moravec (SUNY Plattsburgh)	Nicole Griffio
Wed, 10/26	1:40 - 2:40	Veterans Panel	<i>Roundtable discussion of current best practices used to serve our veteran students and families.</i>	Cascade	Amy Tuthill (North Country CC), Desire Drindack (SUNY Empire), Scott Khare (Marist), Patrick Massaro (SUNY Canton), Moira Samek (Fulton Montgomery CC), Jason Gilliland (SUNY New Paltz)	Mary LaPierre
Wed, 10/26	1:40 - 2:40	Designing a Delightful Customer (Student) Experience	<i>Let's strive to delight and inspire the students we serve! Join us for an interactive workshop where you will be introduced to the world of principles designed for delighting your customers. At this workshop you'll discover... *Actionable steps and tools to help you and your team deliver improved, exceptional student experiences. *Principles used by world-class leaders such as Disney, Nordstrom, Apple and intuit. *Creative ways to inspire your students through your services.</i>	Big Slide	Caroline Menendez (Ascent Funding)	Erica Follick
Wed, 10/26	2:50 - 3:50	Concurrent Sessions				
Wed, 10/26	2:50 - 3:50	Excelsior - Nuts & Bolts	<i>Lisa Simpson will host an interactive discussion of the current application and processing cycle, certification best practices and handling appeals.</i>	Algonquin	Lisa Simpson (HESC)	Brian Smith
Wed, 10/26	2:50 - 3:50	Financial Education & Issues of Student Inequity	<i>As financial education advances, we can see that not all financial conversations are created equal. Our students can face issues of social injustice or inequity, which may inhibit their ability to fully engage. This intersection of finance and inequality makes it incumbent upon us to address these barriers to move the discussion forward. Attendees will learn about issues regarding the gender pay gap, the racial wealth divide, and food insecurity and homelessness by: reviewing leading data and research; identifying issues of inequity pertaining to race, gender, and socioeconomic status; and discussing ideas and implementation strategies for incorporating these topics into financial education programs.</i>	Wright	Tami Gilbeaux (Inceptia)	Luis Guaman
Wed, 10/26	2:50 - 3:50	PJ Pitfalls & Best Practices	<i>This session will provide an overview of the financial aid administrator's ability to make case-by-case adjustments based on a student/family's special circumstances, known as Professional Judgment (PJ). The session will include information on the use of PJ during the COVID-19 pandemic. Additionally, the presenters will provide best practices and common pitfalls that often lead to bias against the neediest students.</i>	Big Slide	Tom Dalton (EdAmerica)	Amy Thompson

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Wed, 10/26	2:50 - 3:50	<i>Developing & Implementing a Compliance Ecosystem</i>	<i>Figuring out how to manage compliance at your institution doesn't have to involve reinventing the wheel! Join this session to learn about frameworks of internal control and enterprise risk management and how Cornell University has used those existing frameworks to develop a thriving, interconnected Enrollment Compliance Ecosystem. Take away ideas for scaling the models to your work!</i>	Cascade	Gena Boling (Cornell)	Susan Godreau
Wed, 10/26	3:50 - 4:10	Afternoon Break	Refreshments sponsored by College Ave Student Loans	Avalanche Pass + Iroquois		
Wed, 10/26	4:10 - 5:10	Concurrent Sessions				
Wed, 10/26	4:10 - 5:10	<i>Creating Leadership Roles within the Office</i>	<i>Too many times, the concept of leadership revolves around a title. While having a leadership for the direction and management of the office the title (i.e. Director) is important for the management of the office, leaders can be found at every level of office personnel. This session will examine how to identify those hidden talents of others.</i>	Algonquin	Heather McDonnell (HESC and Sarah Lawrence Emeritus)	Janice Hilbrink
Wed, 10/26	4:10 - 5:10	<i>Return to Repayment: The Precautions & Preparation</i>	<i>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 September 2022. 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. Dr. Melissa Vargas will share her schools' perspective, approach and how they are communicating with their borrowers. Tami Gilbeaux will provide an overall holistic view of the impact of the return to repayment. You will learn to effectively develop and communicate a strategy to your upper administration.</i>	Wright	Dr. Melissa Vargas (NY Conservatory for Dramatic Arts) and Tami Gilbeaux (Inceptia)	Erica Follick
Wed, 10/26	4:10 - 5:10	<i>Mindfulness in the Workplace</i>	<i>Participants in this training will understand mindfulness meditation, engage in discussions on the benefits of mindfulness meditation, explore the neuroscience of mindfulness meditation, learn basic mindfulness strategies and techniques, practice mindfulness techniques such as awareness of breath and body scan and develop ways to bring mindfulness into the workplace.</i>	Big Slide	Lucinda Snyder (U of Rochester)	Renee Swift
Wed, 10/26	4:10 - 5:10	<i>Resources for New Financial Aid Professionals</i>	<i>how and when to use the FSA handbook, SAR Comment Code Guide, EDE Technical Reference, AskAFed, NASFAA AskRegs, the ListServ, etc.</i>	Cascade	J'Dale Berner (ProEd Solutions)	Tommiann Russell
Wed, 10/26	6:00 - 7:00	President's Reception	Refreshments sponsored by Earnest Student Loans	Sentinel Range		
Wed, 10/26	7:00 - 9:00	Awards Banquet and NYSFAAA Scholarships		Great Range		
Wed, 10/26	9:00 - 11:00	Entertainment: Trivia Night		Great Range		
DATE	TIME	EVENT/TITLE	DESCRIPTION	LOCATION	PRESENTER/PANELISTS	MODERATOR
Thu, 10/27	6:30 - 8:00	Lake Walk, Yoga, Zumba		Mirror Lake, Lake House, Wright	Lake Walk meeting location TBD, Yoga will occur in the Lake House Yoga Studio, Zumba will take place in the Wright Room.	
Thu, 10/27	8:00 - 12:00	Committee Headquarters		Marcy Boardroom		
Thu, 10/27	8:00 - 9:40	Breakfast, EASFAA Greetings and NASFAA Update		Great Range		
Thu, 10/27	9:50 - 10:50	Concurrent Sessions				
Thu, 10/27	9:50 - 10:50	<i>Confidence, Conflicts and Escalation: Oh MY!</i>	<i>The pandemic has left us all feeling a little rattled. In this session we will have fun discussing ways to bring our confidence back! Additionally, we will learn strategies to deal with escalated issues and approach intense customer situations.</i>	Algonquin	Julie Lawton (Cognition Financial)	Shalena Clary

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Thu, 10/27	9:50 - 10:50	Helping students Navigate Studentaid.gov	studentaid.gov is the starting point for the FAFSA, FSA ID, and Student Aid Report for new students receiving federal student aid. This session is an overview of studentaid.gov so that aid professionals can help students navigate the website to apply for federal aid, locate documents, update account information and track their financial aid history.	Wright	LaSonya Griggs (Unaffiliated)	Michelle Newton
Thu, 10/27	9:50 - 10:50	Our Higher Education Journeys - Adrienne King and Anne McDermott	Adrienne and Anne will share their experiences in higher education; what and who motivated them; challenges they overcame; and successes they achieved along the way.	Big Slide	Adrienne King (Bankstreet) and Anne McDermott (Salve Regina)	Kerrie Cooper
Thu, 10/27	9:50 - 10:50	Default Management Panel	Talk with experts around the state about the key components of successful default management programs. What works and what does not work; and developing the best ways to support your borrowers through the life of their loans.	Cascade	Jacob Goldstein (Baruch), Clem LaPietra (Monroe), Tom Dalton (EdAmerica)	Kerry Lubold
Thu, 10/27	11:00 - 12:00	Raffle Results, Ethics Presentation, Business Meeting, Closing Remarks		Great Range		