

### ***OASFAA Newcomers Welcome Session***

Presented by Sue Shogren and Zack Duffy

Wednesday, 9:45-11:00 am, Gallery

Start your next six weeks of... by setting off on the right foot! Check in at the Registration Desk when you arrive, and then bring your conference materials along with you to this session. Designed especially for first-time conference attendees, we'll explore together all that OASFAA has to offer so that you can make the most of your conference experience and your membership in this association.

### ***General Session - Federal Update: Part 1(TENTATIVE)***

Presented by Kimberly Schreck

Wednesday, 1:00-2:15 pm, Long House

The Department of Education will provide points of clarification to current, hot topics.

### ***Customer Service and Self Care***

Presented by Jason Stein

Wednesday, 2:30-3:45 pm, Cedar Tree

Is it possible to serve your customer and still take care of yourself? Recent neurological research tells us what has been known in Eastern cultures for centuries; if you spend some time each day strengthening your mind, you will increase your health, well-being, and productivity. Explore the tools needed to begin a practice of daily mindfulness. Specifically, you will learn several ways to bring clarity and focus to your busy workday.

### ***Panel Discussion: Using Technology to Make our Lives Easier***

Presented by Joshua Puhn, Russell Seidelman and Ben Wessel

Wednesday, 2:30-3:45 pm, Gallery

The first half of this session will feature a Prezi presentation on a variety of new and ongoing technology issues in the financial aid community including document imaging and electronic signatures. Attention will be given to current technology successes and future implantation plans. The second half of this session will be devoted to a Q&A discussion. Idea sharing and talk about best practices will aid in this useful technology discussion.

### ***Foster Youth Tuition Waiver and Supportive Services***

Presented by Carrie Van Dijk, Sandra Raschko, Pamela Butler and Rosemary Iavenditti

Wednesday, 2:30-3:45 pm, Lincoln  
also offered Wednesday, 4:00-5:15 pm, Lincoln

Learn about the new Tuition Waiver process and how schools will be notified of eligible youth. Hear from current and former foster youth regarding their experiences with financial aid and accessing supportive services. Walk away with a better understanding of the DHS services available to current and former foster youth.

### ***Student Employment Panel Discussion***

Presented by Keith Foster, Kyna Burgett and Shelley Evans

Wednesday, 2:30-3:45 pm, Pine

We will have a representative from the Community College, Private University and State University segments to discuss the similarities and differences between student employment programs in each system. We will discuss Federal Work Study, Federal Work Study Awarding, non-Work Study Employment, Student Job Placement and we will address specific questions from the audience.

### ***Understanding Private Education Loan Underwriting***

Presented by Raymond Yee

Wednesday, 2:30-3:45 pm, Sitka

What are the most innovative approaches to credit underwriting in these new economic times and how can they benefit your institution? Learn more about credit underwriting so you can help your students and families make the investment in higher education.

### ***What's New at the Student Access Commission***

Presented by Josette Green, Vic Nunenkamp and Donald Charlton

Wednesday, 4:00-5:15 pm, Cedar Tree

OSAC is on the move to increasing the college going culture of our state. This session will explore the current initiatives and strategies that propels this state towards a top college going culture. In addition program updates and changes will be shared and discussed.

### ***Learning to Listen***

Presented by Denise Sullivan

Wednesday, 4:00-5:15 pm, Gallery

Whatever the reason or the situation, the ability to effectively listen is a key component to a successful work and personal life. Unfortunately, most of us are not as good at listening as we'd like to think. After completing this session you will better understand your current level of listening skill and learn improvement techniques which will heighten your communication effectiveness.

### ***Default Management Strategies: From the Basics to Maximum Returns***

Presented by Lyssa Thaden

Wednesday, 4:00-5:15 pm, Pine

When you know the who, what, when, and how behind an effective strategy, default management can be easy. This session answers those questions and shows you how to create a plan for your campus, implement it effectively, and set into action other small efforts that have a huge impact on your borrowers—whether they're at risk or not.

### ***Federal In-Depth: Proprietary School Issues (TENTATIVE)***

Presented by Kimberly Schreck

Wednesday, 4:00-5:15 pm, Sitka

Those in the proprietary segment have a chance for small group discussion with Department of Education representative, Kimberly Schreck.

### ***Direct Loans: Cash Management, Reconciliation & Closeout***

Presented by Chuck Hirman

Thursday, 8:30 - 9:45 am, Cedar Tree

A Direct Loan session focused on cash management, reconciliation and closeout with Department of Education representative, Chuck Hirman.

### ***The Legislative Process: How does this stuff work?***

Presented by Geoffrey Wullschlager

Thursday, 8:30 - 9:45 am, Gallery

This session is going to focus on two particular areas of the legislative process: 1) The technical process and 2) The reality of how the whole system works. The idea behind this is to develop in each participant, a greater understanding of how bills move through congress and become law at both the state and the federal level; with a greater emphasis on local legislative procedure. There will also be supplemental discussion on what we as financial aid administrators, in Oregon, can do to positively impact funding for higher education from an individual approach.

### ***Tools to Finance Education***

Presented by Raymond Yee

Thursday, 8:30 - 9:45 am, Lincoln

This presentation is an overview of trends in college costs, how families are paying for college and the use of existing financing tools to pay for college. Learn more about products and services that can help, along with tips on gap financing including a comparison of different financing solutions.

### ***The Real Impact of Student Loans***

Presented by Lyssa Thaden

Thursday, 8:30 - 9:45 am, Pine

With indebtedness and default rates rising, some effects of student loan debt are easy to see. What's tougher to define is how debt influences students' mindsets toward their alma maters—especially as they transition into their post-school lives. By understanding how recent graduates perceive their debt, you can proactively identify areas of potential influence and strengthen their connection to your institution. Using results from our 2011 survey of 4-year public and private colleges, this session explores these perceptions on everything from alumni relations to employment.

### ***Working with Undocumented Students***

Presented by Leticia Hernández and Gerardo Ochoa

Thursday, 8:30 - 9:45 am, Sitka

The goal of this session is to provide professionals in higher education with resources to better support undocumented students prior to and after they enroll in higher education.

***Direct Loans: Processing, COD & StudentLoans.gov (TENTATIVE)***

Presented by Chuck Hirman

Thursday, 10:15 - 11:30 am, Cedar Tree

A Direct Loan session focused on processing, COD and StudentLoans.gov with Department of Education representative, Chuck Hirman.

***It's Always Sunny in Fordlandia***

Presented by Tricia Tate, Dee Row, Shamra Clark and Sam Rennick

Thursday, 10:15 - 11:30 am, Gallery

Do you work with the Ford Family Scholarship programs or are you interested in learning about them? This sunny session will provide a review of our scholarship and program policies as well as a tutorial demonstrating the cool features of our interactive website, MyFordInfo.org.

***The Marshmallow Tower: "Reoccurring" Assumptions***

Presented by Paul Allen

Thursday, 10:15 - 11:30 am, Lincoln

The audience will be broken down into equal groups of 3-5 people. The groups will each be given a brown bag that contains 20 uncooked spaghetti noodles, a yard of string, a yard of masking tape, and one regular sized marshmallow. With the marshmallow on top, the group that builds the largest tower in 18 minutes wins. This collaborative learning experience demonstrates how our assumptions can lead to "disastrous" or "praiseworthy" outcomes. As financial aid administrators, we often assume we know how students learn and communicate –this can often lead to "reoccurring" problems we face within our offices.

***Partnering for Student Success***

Presented by Lyssa Thaden

Thursday, 10:15 - 11:30 am, Pine

Student retention. Financial education. Default management. These student-focused initiatives

are most successful when multiple campus offices support them. This session highlights the different ways your school can partner with other offices on campus to ensure these critical initiatives receive the support they—and your students themselves—deserve.

### ***The Office of the Inspector General***

Presented by Natalie Forbort

Thursday, 10:15 - 11:30 am, Sitka  
also offered Thursday, 1:00 – 2:15 pm, Sitka

An OIG agent with the Department of Education will report on recent fraudulent activity in federal student aid, how these cases were discovered and how they were resolved.

### ***Federal In-Depth: Verification (TENTATIVE)***

Presented by Kimberly Schreck

Thursday, 1:00 – 2:15 pm, Cedar Tree

An in-depth review of verification rules with Department of Education representative, Kimberly Schreck.

### ***Weaving Tribal Funding into Student Financial Aid Awards***

Presented by Luhui Whitebear, Brenda Frank, Alissa Lane and Ramona Tanewasha

Thursday, 1:00 - 2:15 pm, Gallery

Do you ever wonder why all the Tribal forms look different, or why we all do things different? This is your chance to learn more about the programs Oregon Tribes offer for college funding. Join us for an overview of programs, processes, and a look at what's new with Tribal funding. Just like most other sources of student financial aid, Tribes have had to make program changes to accommodate for the increase of students in college. With all of the changes at the federal, state, Tribal, and institutional levels, it is important to learn what we can do to work together to weave all these sources together for the students we serve.

### ***Repayment Options and Loan Forgiveness Programs***

Presented by Sun Ow

Thursday, 1:00 - 2:15 pm, Pine

There will be real-life examples to help you learn how to counsel your borrowers to better understand and manage their debt with all the various repayment plans, including IBR, the “Special Loan Consolidation”, regular Loan Consolidation and loan forgiveness entitlements.

### ***Veteran’s Benefits***

Presented by Dave Cooley

Thursday, 1:00 - 2:15 pm, Lincoln  
also offered Thursday, 2:45 - 4:00 pm, Lincoln

This session will discuss current issues for student veterans, especially as they have to do with navigating the claims process for education, disability and healthcare.

### ***Federal In-Depth: Gainful Employment (TENTATIVE)***

Presented by Kimberly Schreck

Thursday, 2:45 - 4:00 pm, Cedar Tree

An in-depth review of gainful employment with Department of Education representative, Kimberly Schreck.

### ***Bring Your Own Sunshine with Prezi***

Presented by Shamra Clark

Thursday, 2:45 - 4:00 pm, Gallery

Refresh your presentations with Prezi, an online presentation software that is free and easy to use! It allows users to create presentations more visually appealing, zooming in and out in a fluid motion. Bring a laptop to share with your neighbors and build your own basic Prezi in this hands-on experience or simply enjoy viewing some more advanced Prezis for ideas.

### ***Digging deeper: New factors in credit ratings your groundhogs (students?) should know***

Presented by Jeff Southard

Thursday, 2:45 - 4:00 pm, Pine

Since the passage of the CARD act, students have found it a challenge to build a positive credit history. Employers, lenders, apartment rental agencies and insurance companies continue to use credit rating as an important factor in their decision making processes. In this session we’ll look

at some new information streams that the credit bureaus are looking at that affect credit ratings.

### ***The Art of Mentoring and Staff Development***

Presented by Kay Soltis

Thursday, 2:45 - 4:00 pm, Sitka

How does one become a financial aid professional? Financial aid administrators are developed through training, staff development, coaching and mentoring. Help merging leaders become the leaders of tomorrow. Are you a trainer, a mentee, a coach or a mentor? Walk away with tips of what to look for in a mentor and begin the search for a mentor for profession growth. Come share in the discussion of staff development and the art of mentoring.

### ***OASFAA Newcomer's Reunion***

Presented by Sue Shogren and Zack Duffy

Thursday, 4:30 - 5:00 pm, Gallery

This session offers a second opportunity for first-time attendees to gather together. Whether you attended the Newcomers Welcome Session on Wednesday morning or not, join us to compare notes on your experience at the conference so far and to meet more of your OASFAA colleagues. Afterwards, we'll walk together over to the Social Hour and dinner.

### ***General Session - Federal Update: Part 2 (TENTATIVE)***

Presented by Kimberly Schreck

Friday, 9:30-11:00 am, Long House

The Department of Education will provide points of clarification to current, hot topics.