

## Financial Aid Administrator Web Based Training Opportunities May 2019

*This Information has been  
compiled by the California  
Association of Student Financial  
Aid Administrators (CASFAA)*

| Title  | Description  | Provided By | Start Date | Start Time -<br>PST | Registration Link   |
|--|--|-------------|------------|---------------------|---|
| Growing your understanding of consumer debt        | We can all agree that the pitfalls of consumer debt can be frustrating to understand on our own. Trying to explain that can seem like an exercise in futility. Join the FAB team as we look at ways to compartmentalize the aspects of credit and debt as well as how interest rates affect total purchase price. We'll help you explain to your students that there really is no such thing as a "shopping emergency."  | ECMC        | 5/1/19     | 10:00 AM            | <a href="https://www.ecmc.org/schools/training.html">https://www.ecmc.org/schools/training.html</a>   |
| Loan Rehabilitation: A Second Chance for Borrowers | Borrowers who default on their federal student loans face a myriad of financial and even emotional consequences. They lose access to Title IV aid, their credit score will drop, and they risk seizure of their tax refund and wage garnishment—all which can lead to emotional distress and other issues. Fortunately, borrowers have a chance for a refresh start. Join us as we discuss the details of loan rehabilitation, what borrowers should consider before rehabilitating, and how Cohort Catalyst®, our default management service, can get your defaulted borrowers back on track. | Ascendium   | 5/7/19     | 9:00 AM             | <a href="https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents">https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents</a>   |
| CA Dream Act Application Overview                  | This webinar details the requirements of the CA Dream Application, as well as AB 540 eligibility, Selective Service, and DACA. Section-by-section screen shots of the application are provided to simulate the online application process  | CSAC        | 5/8/19     | 10:00 AM            | <a href="https://events-na12.adobeconnect.com/content/connect/c1/1377825884/en/events/catalog.html">https://events-na12.adobeconnect.com/content/connect/c1/1377825884/en/events/catalog.html</a> |
| The show must go on                                | Fear of public speaking is a common fear. Over time, people try to protect themselves by trying to "get through" it—they read, they neglect the audience and they focus mostly on resisting their fear. The result is more anxiety, not less. Join us as we show you eight simple tips that will not only boost your confidence, but earn you a five-star rating on those dreaded presentation evaluations.  | ECMC        | 5/8/19     | 10:00 AM            | <a href="https://www.ecmc.org/schools/training.html">https://www.ecmc.org/schools/training.html</a>   |

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| Time Management: Making the Most with the Hours You Have | Most of us have more work to do than there are hours in a day—and we try to manage time efficiently so that we can be productive. However, when you're understaffed, have tight deadlines, conflicting demands, and a never-ending list of tasks to complete, managing time can be challenging. Join us as we walk through valuable strategies for managing your day such as chunking, blocking, and the Eisenhower Principle, to learn how to make the most with the hours you have.  | Ascendium                 | 5/8/19  | 12:00 PM | <a href="https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents">https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents</a> |
| Income Driven Repayment Plans                            | In this session we will provide an overview of Income-Driven Repayment Plans. We'll cover the eligibility requirements, discuss pros and cons and explore strategies for explaining repayment plans to your student borrowers.   | FedLoan Servicing (PHEAA) | 5/9/19  | 11:00 AM | <a href="https://myfedloan.org/financial-aid-officers/training/">https://myfedloan.org/financial-aid-officers/training/</a>                               |
| Retire Strong  | 2.In celebration of Older Americans and Military Appreciation month, Retire Strong will help you find out about building wealth. Learn about investment principles and concepts related to investing as well as investment products. The following concepts will be covered:<br><ul style="list-style-type: none"> <li>•Assess Your Situation, Create Family Goals</li> <li>•Social Security Planning</li> <li>•Debt Pay Down Plan</li> <li>•Retirement Savings</li> <li>•Retirement Budgeting</li> <li>•Housing and Estate Planning</li> </ul>  | Mapping Your Future       | 5/9/19  | 11:00 AM | <a href="https://register.gotowebinar.com/register/214394169072090369">https://register.gotowebinar.com/register/214394169072090369</a>                   |
| Your Students' Success — It's In Our DNA                 | The path to a college degree and a bright future isn't easy for many students. Some face obstacles and challenges which prevent them from unlocking their full potential. Your goal to guide, encourage, and support them on their path to success may benefit from a boost. Attigo®, which means to reach and to achieve in Latin, is a new generation of tools and services that can help improve persistence, turn delinquency into repayment success, and empower your students to make solid financial choices. We used our decades of experience to build a suite of proven products that are easy to implement and cost-effective. Join this session to learn how Attigo can help drive students to degree completion and lifelong success. | Ascendium                 | 5/14/19 | 9:00 AM  | <a href="https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents">https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents</a> |

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| Cal Grant 101   | This webinar for college financial aid administrators discusses eligibility requirements of the Transfer Entitlement Cal Grant, including the awarding process, and how to identify and clear AB 840 verification flags in WebGrants.  | CSAC                      | 5/16/19 | 2:00 PM  | <a href="https://events-na12.adobeconnect.com/content/connect/c1/1377825884/en/events/catalog.html">https://events-na12.adobeconnect.com/content/connect/c1/1377825884/en/events/catalog.html</a> |
| Going Beyond the Good: Taking Your Customer Service to the Next Level | Good customer service has become the expectation in the higher education environments. It's the minimum of what students want from their school. They want more than a friendly face. Many expect to have their needs met through a wide variety of ways—and those needs extend beyond the classroom and into all areas of the institution. You can take the service you provide to the next level by establishing a solid customer feedback system, identifying competencies, and setting high standards for all staff to meet. Join this participatory session to learn how to go beyond the good.   | Ascendium                 | 5/21/19 | 12:00 PM | <a href="https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents">https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents</a>   |
| Stretching your financial aid refund                                  | How many times have you heard the lament "My refund won't last me thru to next term"? It's not uncommon for students to be new to budgeting, especially so if they are budgeting income that is lower than usual. In this webinar, we will discuss practical counseling, budgeting tips and how to approach difficult conversations about money without appearing judgmental or confrontational.   | ECMC                      | 5/22/19 | 10:00 AM | <a href="https://www.ecmc.org/schools/training.html">https://www.ecmc.org/schools/training.html</a>   |
| Emotional Intelligence: Making It Work for You                        | How well are you at identifying your own emotions? Do you know how to read the emotions of other people? These are questions that can determine your level of emotional intelligence (EQ)—which is the ability to understand and manage one's own emotions as well as those of others. By having a high EQ, you can manage conflict, improve relationships, make better decisions, and enhance communication. The good news is that while some people naturally have a high level of emotional intelligence, for those that don't, the skills can be learned. Join us to learn how to identify your EQ and use it to drive decisions and behaviors, as well as identify the emotions of other people. Make your EQ work for you. | Ascendium                 | 5/22/19 | 12:00 PM | <a href="https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents">https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents</a>   |
| Effective Income Driven Repayment Plan Counseling                     | Income-Driven Repayment (IDR) plans are designed to make student loan payments more manageable by reducing monthly payments. For many student loan borrowers, IDRs are the only way to successfully repay the student loan debt they've accrued. In this session we'll review the ABC's of effective IDR Counseling.   | FedLoan Servicing (PHEAA) | 5/23/19 | 11:00 AM | <a href="https://myfedloan.org/financial-aid-officers/training/">https://myfedloan.org/financial-aid-officers/training/</a>   |

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| Transfer Entitlement- E2  | This webinar for college financial aid administrators includes methods to identify and verify students flagged for verification such as EL Verification reports, and customizing your roster.   | CSAC      | 5/24/19 | 2:00 PM  | <a href="https://events-na12.adobeconnect.com/content/connect/c1/1377825884/en/events/catalog.html">https://events-na12.adobeconnect.com/content/connect/c1/1377825884/en/events/catalog.html</a> |
| Education Level (EL) Verifications                                | This webinar for college financial aid administrators includes methods to identify and verify students flagged for verification such as EL Verification reports, and customizing your roster.   | CSAC      | 5/28/19 | 10:00 AM | <a href="https://events-na12.adobeconnect.com/content/connect/c1/1377825884/en/events/catalog.html">https://events-na12.adobeconnect.com/content/connect/c1/1377825884/en/events/catalog.html</a> |
| Student loan deferment, forbearance, cancellation and forgiveness | Repayment, deferment, forbearance and forgiveness—all of these terms can be found in most student loan agreements or promissory notes. But what do they mean? How do they work? When should you use them? Understanding the details of student loan repayment can help you to better counsel your students.   | ECMC      | 5/29/19 | 10:00 AM | <a href="https://www.ecmc.org/schools/training.html">https://www.ecmc.org/schools/training.html</a>   |
| Using Behavior-based Interviewing to Hire the Right Staff         | The success of any company, organization or department is tied to having the right people in the right positions. To ensure you fit the pieces of the puzzle together, incorporating behavior-based questions during an interview can help you better understand how a potential candidate would react in a given situation. There is a theory that the most accurate predictor of future performance is how someone behaved during a similar situation in the past. Your strategy should include identifying the required skillset for the position, great questions, and evaluation criteria. Join us as we help you predict behaviors of a job candidate by learning how to ask behavior-based questions and evaluate the answers. | Ascendium | 5/30/19 | 12:00 PM | <a href="https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents">https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents</a>   |