

## **Session Descriptions:**

### **9:00 – 10:00**

#### **Keynote – Rethinking Student Aid: The Time Has Come**

Presenter: Kathleen Little, Senior Adviser, Student Aid Policy, The College Board

What if federal student aid policy were focused more effectively on improving access and success for students from low-income backgrounds? What if the system were made significantly simpler for student, parents, and financial aid administrators? What if students were motivated to prepare academically for college because the federal government had assured them that student aid resources were adequate to support their enrollment? What if institutions were rewarded for improving the retention and graduation rates of Pell grant recipients? The staff director of the College Board's Rethinking Student Aid Study Group will describe the far-reaching policy recommendations issued last fall in its final report and compare them to the proposals outlined in President Obama's recent budget proposal. Audience members will have the opportunity to share their perspectives on these recommendations.

### **10:00 – 11:00**

#### **Return of Title IV Funds**

Presenters: Susan Proulx, Director of Financial Aid Compliance, Community College System of NH

Sheri Gonthier, Director of Financial Aid, NHTI

Return of Title IV Basics & Compliance: Identifying Students, Requirements for notifying students, Requirements for reporting overpayments to NSLDS and US DE, and Policies for processing students without any passing grades.

#### **Customer Service, Confidentiality and Security**

Presenter: Allene Begley Curto, Associate Director of Financial Aid, Springfield College

What is good customer service? What role does security and confidentiality play? What are the rules that apply? How do we reduce student stress while we deal with the stress of following the rules from FERPA, GLB, Hipaa, Red Flag?

#### **From FFEL to DL, the Conversion**

Panelists: Ken Ferreira, Executive Director of Financial Services, Franklin Pierce University

MaryLou Duval, Senior Student Financial Services/Billing Specialist, Franklin Pierce University

Crystal Finefrock, Senior Associate Director of Financial Aid, Plymouth State University

Mary Ruth, Loan Coordinator, Plymouth State University

This session will provide information regarding how your colleagues have handled the many facets of converting loan processes from FFEL to Direct Loan. This session is being offered again in the 2:15-3:15 timeframe.

## 11:15 – 12:15

### **It's Here! A Look at the New IBR**

Presenter: Michael Stein, Default Prevention Initiative Specialist, EdFund

This session defines the new IBR repayment plan and covers how to calculate the monthly payment.

You will learn who will benefit from the new plan as well as how it compares to the other repayment plans available to borrowers. By matching monthly payments to borrowers' unique situations, you can successfully assist borrowers in having a positive repayment experience.

### **Life Without Them: A Narrative reflection on four families as they face the college transition of first generation students**

Presenter: Chris Damato

For his graduate thesis, Chris Damato interviewed members of four families who were going through the college transition. This presentation includes the stories of how these families changed as a result of having a family member attend college. Participants will learn about Mr. Damato's findings, and use them to discuss ways to smooth this transition for families of first generation college goers.

### **Tools to Connect to Student Success – Loan Counseling offered by Mapping Your Future**

Presenter: Catherine Mueller, Executive Director, Mapping Your Future

Learn how you can use Mapping Your Future, a neutral, non-proprietary, and non-commercial resource, to empower students, helping them finance higher education and prepare for the future. This session will highlight Online Student Loan Counseling and address the latest regulations impacting loan counseling. Mapping Your Future has added several new counseling sessions and has made changes and updates to the counseling. During this session, Mapping Your Future will ask for your suggestions for future enhancements to make the service best fit your needs and the needs of your students.

## 12:15 – 1:30 Lunch

### **EASFAA Update**

Barbara Miller, EASFAA President

## **Preparing for the Change: The Politics and Practical Changes Facing Schools Today in the New Future of Student Lending**

Scott Buchanan, Director of Government Relations, Sallie Mae

The 2010/11 academic year could bring unprecedented change to student lending on your campus. What are the changes, how do they impact your campus and – maybe most important – what are the timelines? Because these changes impact much needed funds on your campus, an understanding of school responsibility in the future of student lending is critical. The session will provide you with the information you need.

**1:30 – 2:00**

### **United Student Aid Funds**

#### **Finding Your Bilingual Voice in a Changing Industry**

Presenter: Orlando Espinosa, United Student Aid Funds

The session will cover the growth of the Hispanic population and how it will impact the economy of the United States. It will focus on how we are becoming a bilingual nation and what Colleges/Universities should be doing to meet the needs of the growing population. New Hampshire's Hispanic population continues to grow and we need to make sure we are prepared to meet the needs of these students and their parents. Statistics show that by the year 2014 Hispanics will represent 47% of High School graduates.

### **Sallie Mae**

#### **2009 "How America Pays for College," Sallie Mae's National Study of College Students and Parents Conducted by Gallup**

Presenter: Steve Wynne, Senior Marketing Manager, Sallie Mae

In this year of unprecedented economic turbulence, with the cost of college still increasing, families achieved their dream of sending their children to college.

*How?*

This session will focus on how families in AY2008-2009 met the expense of college. Data important to financial aid, admissions and other offices across your campus will be shared. The timely results of Sallie Mae's annual study, "How America Pays for College," conducted by Gallup will highlight differences

from 2007-08 including in the ways parents contribute, how students borrow, and any impacts the cost of attendance has had on school selection. Also, preview Sallie Mae's newest online tool that offers guidance on paying for college based on a family's individual budget and financial goals.

Join us for a dialogue on how to meet the needs of your families who face both the opportunity and challenge of investing in a higher education. We look forward to your joining us for this exciting session!

## **NH Higher Education Assistance Foundation**

### **Calling all Tweeple, Fans & Followers- Reaching Students through the World of Social Media**

Presenters: Erin Hathaway, Media & Web Marketing Manager and Rich Neilsen, College Outreach Counselor, The NHHEAF Network Organizations

Don't miss the opportunity to meet your audience in their world. Learn about utilizing social media such as FaceBook, Twitter, blogging, UTube, webinars and podcasts. Proper Twittiquete required.

## **2:15 – 3:15**

### **Resolving Citizenship Issues**

Presenter: Adriana Mendes, Financial Aid Coordinator, St. Joseph's School of Nursing

So, you have an ISIR in front of you that has been flagged for citizenship, and you're wondering what do I need to do? Or maybe you have a student on an F-1 visa asking you if you can accept this document to apply for financial aid, what do you tell him/her? This session will focus on the citizenship requirements to apply & receive financial aid and the aid's office duty to examine and document citizenship. During this session you will be provided a summary of the many layers of immigration status and citizenship as well as acceptable documents. We will discuss key concepts, terminology, paper confirmations and the various federal agencies involved in the administration of immigration law. Last but not least, an opportunity to discuss issues and exchange ideas and best practices with your colleagues!

### **Serving NH Students...NHCUC Scholars Initiative, TRIO and STAR Program**

Panelists: Scott Powers, NHCUC; Angela Nuzzi, NHHEAF and Dan Gordon, Upward Bound

Join this experienced panel of presenters, Scott Powers, Director, NH Scholars Initiative at the NH College & University Council, Angela Nuzzi, College Counselor at the NHHEAF Network Organizations, and Dan Gordon Director of Upward Bound at UNH and President of the NH Educational Opportunity

Association, as they discuss the programs they represent, and their united goal of assisting NH students reach their educational dreams. Take this opportunity to learn about these specialized programs, and how these program administrators connect with the students on your campuses.

### **From FFEL to DL, the Conversion**

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**3:15 – 4:15**

### **General Session – Department of Education Update**

Jeff Baker, Director, Policy Liaison and Implementation, U.S. Department of Education