

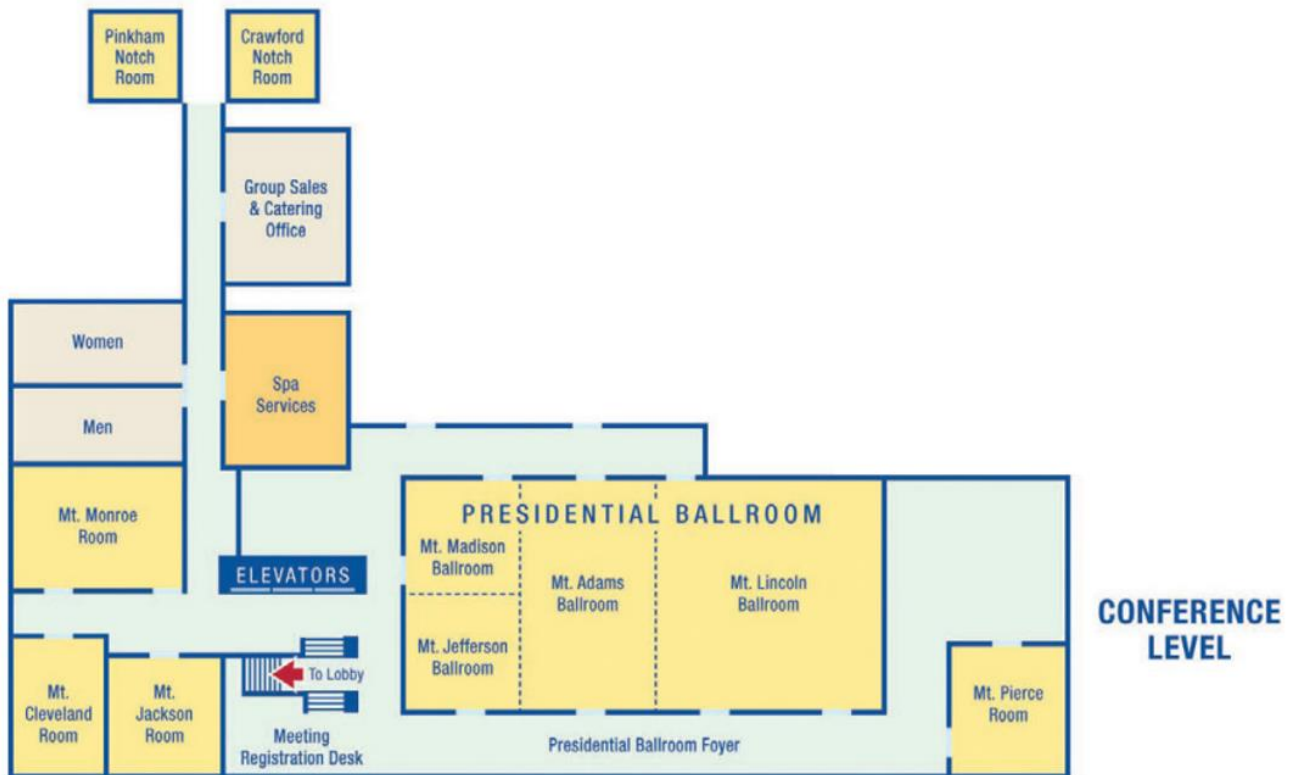
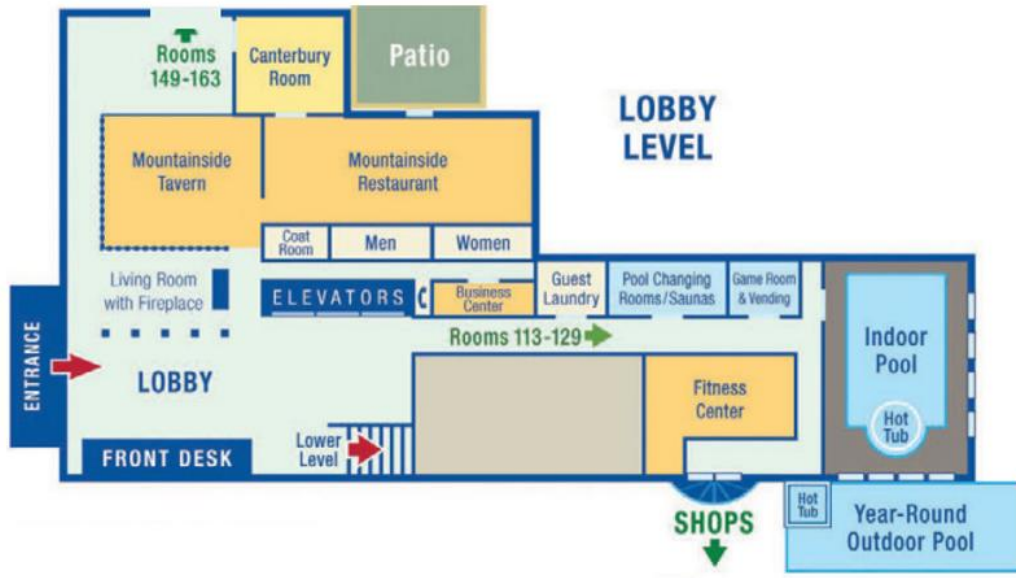
2022 NHASF^{AA} Annual Conference



*North Conway Grand Hotel
October 20-21, 2022*

Thursday, October 20, 2022		Room
7:30-9:00 am	Conference Registration and Continental Breakfast	Foyer / Mount Lincoln
9:00-9:15 am	Welcome - NHASFAA President - Tyler Bergmeier - Sr. Assistant Director of Financial Aid, Dartmouth College	Mount Lincoln
9:15-10:15 am	General Session 1 (Sponsored by Sallie Mae) - Looking Beyond the HEERF Cliff - Building Sustainable Models for Emergency Aid - Tim Lehman - VP - SFS Innovation, Financial Integrity and Quality Assurance, Southern New Hampshire University & Sanket Karuri - Chief Product Officer, Beam	Mount Lincoln
10:15-10:30 am	Exhibitor Break - Refreshments	Foyer
Session 1 10:30-11:30 am	Onboarding Essentials: Welcoming a New Team Member - Renee Amos - Sr. Training Specialist, Southern New Hampshire University	Mount Pierce
	Adapting and Succeeding Through Change - Rich Neilsen - Lending Products and Partnerships Manager, The NHHEAF Network & Anne McDermott - Director of Financial Aid, Salve Regina University & EASFAA President	Mount Jefferson/Madison
11:30-12:15 pm	Lunch	Mount Lincoln
12:15-12:30 pm	EASFAA Update - Anne McDermott - Director of Financial Aid, Salve Regina University & EASFAA President	Mount Lincoln
12:30-1:30 pm	General Session 2 (Sponsored by Earnest) - Keynote Speaker - Office of Inspector General - Mark Deckett - Resident Agent in Charge, Office of Inspector General, US Department of Education	Mount Lincoln
1:30-1:45 pm	Exhibitor Break – Refreshments	Foyer
Session 2 1:45-2:45 pm	NASFAA Credential - SAP (Must be a current EASFAA member to attend) - Anne McDermott - Director of Financial Aid, Salve Regina University & EASFAA President	Mount Cleveland
	Caring for Your Career During the Big Quit - Jennifer Trauman - Head of Campus Development (Northeast), College Ave Student Loans N/A	Mount Jefferson/Madison
Session 3 3:00-4:00 pm	NASFAA Credential - SAP (Must be a current EASFAA member to attend) - Anne McDermott - Director of Financial Aid, Salve Regina University & EASFAA President	Mount Cleveland
	Helping Students & Families Understand Credit and Private Student Loans - Donna Shelby - VP, Citizens	Mount Jefferson/Madison
	Heads Up Communication - Julie Lawton - Manager, Business Development, Cognition Financial	Mount Pierce
4:15-5:15 pm	General Session 3 (Sponsored by The NHHEAF Network) - State Sponsored Scholarship Programs - Kevin Davis - Deputy State Treasurer, State of New Hampshire & Allison Shablin - Program Assistant, State of New Hampshire	Mount Lincoln
5:30-6:30 pm	Cocktail Hour	Mount Adams
6:30 pm	Dinner	Mount Lincoln
7:30 pm	Entertainment	Mount Lincoln
Friday, October 21, 2022		
7:00-8:30 am	Breakfast	Mount Lincoln
8:30-8:45 am	Day 2 Welcome - NHASFAA President - Tyler Bergmeier - Sr. Assistant Director of Financial Aid, Dartmouth College	Mount Lincoln
Session 4 8:45-9:45 am	Guiding Families Through the Maze of Loan Options - Stephanie Wells - Director of College Relations, MEFA Professional Judgement; Improving Soft Skills - Tyler Bergmeier - Sr. Assistant Director of Financial Aid, Dartmouth College	Mount Pierce Mount Jefferson/Madison
9:45-10:00 am	Exhibitor Break - Refreshments - Check Out	Foyer
Session 5 10:00-11:00 am	Bridges vs. Barriers - Ken Ferreira - Vice President, Institutional Planning & Effectiveness, Franklin Pierce University	Mount Jefferson/Madison
	Become a School of National Service - Andrea Johnston - Senior Programs Officer, Volunteer NH, Americorps	Mount Pierce
11:00-11:15 am	Exhibitor Break - Coffee	Foyer
11:15-12:15 pm	General Session 4 - NASFAA Update - NASFAA - Brent Tener - NASFAA Past National Chair	Mount Lincoln
12:15-2:00 pm	Lunch - NHASFAA Business Meeting, Charity Raffle	Mount Lincoln

Hotel Map



Session Descriptions

Breakout I – 10/20 – 10:30-11:30 a.m.

Adapting and Succeeding Through Change: Rich Neilsen, The NHHEAF Network & Anne McDermott, Salve Regina University

Many of us have lived and worked through extensive change recently. We experience change professionally and change personally, and as people, we are forced to live in the cross-section where that change can create mountains of stress! How can we manage these stressful moments, and how can we change these moments into opportunities?

Onboarding Essentials: Welcoming a New Team Member - Renee Amos, Southern New Hampshire University

What type of support does a new associate need? How can a busy office ensure these needs are met? This session will define onboarding, provide suggestions for developing a comprehensive onboarding program, and outline practical ways to implement the program.

Breakout II – 10/20 – 1:45-2:45 p.m.

NASFAA Credential: Satisfactory Academic Progress Part 1 (Presented by EASFAA – attendees must be current EASFAA Members)

This session will focus on an overview of the required and optional elements of an institutional satisfactory academic progress policy. Course topics include the federal SAP requirements, evaluating SAP, loss of eligibility, student appeals, the impact of transfer credits, and the use of academic plans. Upon completion of this course, you will be equipped to complete the Credential test as well as review and revise your current SAP policies to maintain compliance.

Caring for Your Career During the Big Quit: Jennifer Trauman, College Ave Student Loans

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.

Student Persistence for Low-Income First Generation College Students from Rural Communities - From Dissertation Study to Strategies: Melissa Goyait, Educational Talent Search/TRIO, University of New Hampshire

This presenter, a leader in TRIO for over a decade, has just completed a dissertation study on determining how protective factors, specifically sense of belonging and self-efficacy, impacted the

persistence of low-income first-generation college students from rural communities (LIFGRS). Participants will learn how institutional practice can foster self-efficacy and sense of belonging among LIFGRS to help them persist beyond the first year of college and through graduation despite the barriers they have faced, including COVID. Participants will hear a brief interactive presentation of this research focusing on what was learned from the voices of the 10 students who were interviewed for the study. Participants will also have the opportunity to discuss what they have experienced relating to these findings. Expect to leave with a greater understanding of how our students overcome obstacles in the face of adversity, how the needs of low-income first-generation college students compare whether they are from rural or urban communities, and how institutions, faculty/staff, and those that support these students can help them to not only survive but thrive!

Breakout III – 10/20 – 3:00-4:00 p.m.

NASFAA Credential: Satisfactory Academic Progress Part 2 (Presented by EASFAA – attendees must be current EASFAA Members)

This session will focus on an overview of the required and optional elements of an institutional satisfactory academic progress policy. Course topics include the federal SAP requirements, evaluating SAP, loss of eligibility, student appeals, the impact of transfer credits, and the use of academic plans. Upon completion of this course, you will be equipped to complete the Credential test as well as review and revise your current SAP policies to maintain compliance.

Helping Students and Families Understand Credit and Private Student Loans: Donna Shelby, Citizens

This session will help you and your staff understand credit and what goes into the underwriting of private student loans. This knowledge can assist in helping students and parents compare private loans and prepare for the best possible loan application outcome.

Heads up Communication: Julie Lawton, Cognition Financial

This presentation emphasizes communication skills at work. We will learn the importance of communicating with diplomacy & tact, dealing with escalated issues, as well as becoming an effective team member. If time permits, we will also review phone etiquette skills

Breakout IV – 10/21 – 8:45-9:45 a.m.

Guiding Families Through the Maze of Loan Options: Stephanie Wells, MEFA

How can your office guide students and families through the maze of college financing, help them avoid hitting roadblocks, and lead them out of the maze to pay their bill while minimizing debt? Families rely on guidance from their college about the best payment options. With so many options and features available, it can be confusing and overwhelming for families trying to navigate through the maze and make the best loan decision for them. Join us for a discussion on the key decision points families are

facing when making a plan to pay the college bill. MEFA has been providing guidance and education for families for over 40 years. We will share resources, tools, and tips to dispel myths and help families make the best loan decision that is right for their unique circumstance.

Professional Judgement; Improving Soft Skills: Tyler Bergmeier, Dartmouth College

Come join us for an informative session discussing Professional Judgement. We will spend time discussing general professional judgement guidelines/rules with a specific focus on counseling skills (also known as 'soft skills') relating specifically to dependency override requests. This session is for those of us who need training on how to talk to our students about what are usually very uncomfortable situations.

Breakout V – 10/21 – 10:00-11:00 a.m.

Bridges versus Barriers: Ken Ferreira, Franklin Pierce University

Federal regulations; college and university policies; the IRS; the US Department of Education; the list goes on when it comes to the labyrinth of regulatory requirements financial aid professionals must adhere to. While we don't have a choice on what regulations we must follow, we absolutely have a choice in our approach. Are you a bridge or are you a barrier? How do you see yourself as part of the student's educational experience? Join Ken Ferreira as he brings topical examples of barriers that financial aid professionals encounter every day and turn those barriers into bridges!

Attract Top Talent & Commit to Your Community: Becoming a School of National Service:

Andrea Johnston, Volunteer NH & Emily Planchet

Does your school want access to a network of almost 1.2 million AmeriCorps alumni? Do you want to attract community-minded and experienced individuals who are more likely to obtain post-secondary education and already have access to a Segal Education Award? Do you want to offer potential applicants a way to make higher education more affordable while serving their community? Then becoming a School of National Service may be a good fit for your Higher Education Institution. Financial aid offices, career centers, and work study offices can attract top talent to their institutions and help them leverage the benefits of Schools of National Service, such as accessible higher education at a lower cost, new post-graduate career paths, and marketable, meaningful work experience.

General Sessions

Looking Beyond the HEERF Cliff - Building Sustainable Models for Emergency Aid: Tim Lehmann, Southern New Hampshire University & Sanket Karuri, Beam (Sponsored by Sallie Mae)

With Omicron, rising inflation, a national childcare crisis, and the expiration of eviction moratoria across the country, effective and equitable emergency aid practice has never been more needed by students. For perhaps the first time in history, the supply of emergency funding for students is actually meeting demand, thanks to the billions in federal dollars under the Higher Education Emergency Relief Fund (HEERF). But these funds won't last forever — and institutions need to prepare for a sustainable practice that not only maximizes HEERF today, but also ensures emergency aid can be an effective, and present, retention tool beyond.

Office of Inspector General: Mark Deckett, Office of Inspector General, US Department of Education (Sponsored by Earnest)

The presentation will provide background on the Inspector General's Office (IG), explain how one can report fraud allegations to the IG, and give examples of our cases / investigations. We will also share some tips on how Financial Aid Administrators and schools can identify financial aid fraud.

State Sponsored Scholarship Programs: Kevin Davis, State of New Hampshire & Allison Shablin, State of New Hampshire (Sponsored by The NHHEAF Network)

Representatives from the State Treasury will provide an overview of the UNIQUE Annual Allocation Program, UNIQUE Endowment Allocation Program and Governor Scholarship Program. The overview will include a review of the laws and administrative rules governing the programs, student eligibility, reporting requirements and disbursement/reimbursement of funds. The presentation will conclude with a Q&A session.

Inside the Beltway: Brent Tener, Vanderbilt University & NASFAA Past National Chair

This NASFAA Federal Update will provide an overview of the latest happenings in Washington, including a high-level landscape of the current political climate in D.C. with a focus on federal financial aid policy and how it has impacted students and institutions in recent years. Overall trends in student aid will be discussed including recent legislative and regulatory activity, reauthorization proposals and predictions for how student aid funding will fare in future budget negotiations. Movement within the Department of Education concerning negotiated rulemaking and updates from Federal Student Aid (FSA) will also be discussed. The session will also provide an overview of NASFAA-led projects, services, and advocacy efforts. Lastly, while the COVID-19 pandemic is still in effect, updates related to funding or relief measures will also be covered.

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