

VASFAA SUMMER CONFERENCE 2009  
JUNE 16 & 17  
SESSION DESCRIPTIONS

**Tuesday, June 16**

**General Session:**

**Change, Challenges, Commitment: Navigating the New Economy as it relates to Higher Education**

Presenter: Karen Gross, President, Southern Vermont College

**Breakout Sessions:**

**Vermont Economic Forecast**

Presenter: TBD

**Vermont Scholarships**

Presenter: Margie Lemay, Manager, VSAC Scholarships Program

This session will provide an overview of VSAC Scholarships Program and focus on the nomination and renewal processes, award and disbursement notifications, and prorating disbursements. The session will also include more detailed information related to some of the larger scholarships VSAC administers including GEF, GEAR-UP, VTENDOWMNT and NEXTGEN. We'll wrap up with VSAC Scholarships Program soliciting feedback from schools to improve both services and communication.

**Creating Outstanding Customer Service**

Presenter: Patti Carey, Professional Development Trainer, EdFund

What is customer service and who are your customers? Let's take an entertaining look at customers and customer service, while exploring techniques to guarantee that our students and families always remember us for providing outstanding customer service.

### **Hot Topics Panel**

Presenters: Dino Koff, Current EASFAA President; Barb Miller, 2009-10 EASFAA President

The panel will facilitate an interactive session on topics of interest to the financial aid community at the time of the conference.

### **Reading Grant Information Rosters and Estimating the VSAC Grant**

Presenters: Marcia Corey, Manager, Financial Aid Delivery and Operations,  
Mark Bushey, Supervisor, Financial Aid Delivery and Operations

A 2-part session: In Part 1 of this session, we will review the Vermont Grant Information Roster and all the detailed information that is presented on this roster. In Part 2 of the session, we will show you how to calculate a Vermont Grant.

### **Everything I Know About Leadership, I Learned From The Movies**

Presenter: Bradley Finger, ASA

This unique session looks to popular movies for lessons on leadership. Participants will view and discuss scenes from films such as: Twelve O'clock High and Erin Brockovich, identifying the leadership lessons that can help add enthusiasm to the work place, develop mutual respect with your coworkers and employees, and successfully manage change in a fast paced financial aid office.

### **Business Session:**

#### **Outstanding Receivables, Student Centered Financial Services**

Presenter: Nancy Sinsabaugh, President, Transferring Higher Education

Bursars and Financial Aid Offices-how they can work together for bringing in the next class during tough economic times.

**Wednesday, June 17**

**State Update**

Presenter: Governor's Office

**General Session:**

**Parent Panel: Finding Your Way to College-Watch that First Step!**

Presenters: TBD

For many parents, the path to post secondary education is not clearly marked, or even visible, and their student may not share their hopes and plans with them. It may be found by accident, full of signs and forms written in a foreign language with seemingly secret rites of passage. Our panel of parents will discuss , among other things:

- How they discovered that college could or should be an option for their family
- How we could best convey the message that college is an option for their family
- What they know now that they wish they new then
- What are we doing right to help them and their children succeed
- What more could we do to help them and their children succeed

**Breakout Sessions:**

**Keeping the “Gold” in Your Golden Years**

Presenter: Lisa Helme, Director of Financial Literacy and Communications, Vermont State Treasurer's Office

Spend 90-minutes now to evaluate how to get your personal finances on tract to cover future retirement expenses. In this wide-ranging workshop you'll learn what to take into account in determining how much money you will need to be financially secure in retirement. We'll discuss personal strategies for covering retirement expenses including: the role of Social Security, personal savings, employer-sponsored retirement plans, and part-time employment. Each participant will receive a free retirement planning workbook packed with useful suggestions and worksheets that will allow you to continue evaluating your

retirement picture after the session is completed. You'll be encouraged by how compound interest can help your nest egg grow.

### **Income Based Repayment (IBR) and Loan Forgiveness**

Presenter: Lori Moore, Access Group

Students now have more options in managing repayment of their federal student loans. The College Cost Reduction and Access Act of 2007 (CCRAA) created the Income-Based Repayment plan (IBR) and the loan Forgiveness for Public Service Employees program. These new programs create more options for borrowers, but also add to the complexity in managing loan repayment. This interactive session will provide an in-depth overview of these new programs, examples that illustrate how these new programs can benefit borrowers, and strategies for successfully managing loan repayment.

### **Protecting Your Data**

Presenter: Patrick LeDuc, Director, Information Technology, VSAC

It is said that the average time-to-exploitation of a new unprotected computer connected to the internet is measured in minutes. In addition, results from a recent survey indicate that approximately 8.4 million U.S. adults discovered that they were victims of some form of ID theft in 2007 with a total fraud dollar amount of \$49.3 billion. Join this presentation to learn how to protect your personal data as well as your organization's data and reputation while you learn more about Spyware, Malware, Social Engineering and other growing threats to data privacy.

### **Economic Diversity Challenges**

Presenter: Angela Batista, Director of Diversity and Cultural Inclusion, Champlain College

This session will focus on economic diversity and dealing with the specific challenges they can present to the organization/institution. These groups may include: refugees, first generation college students, women, students of color, students with special needs (disabilities), students from lower socio-economic backgrounds, etc.

## **Fraud And Abuse In Student Financial Assistance Programs**

Presenters: Special Agent's Mark Deckett and Matthew Wardle

The presentation will provide information on the role and authority of the Department's Office of Inspector General. There will also be some discussion on how to report fraud to the OIG and ways financial aid officers can help prevent fraud in student financial assistance programs. We will also share information on some recent criminal and civil prosecutions that involved fraud in student financial assistance programs.

## **Influence Without Authority**

Presenter: Nicole Voth

What are you responsible for these days? With the increasing utilization of teams and functional experts in the workplace, many of us are held accountable for outcomes that we have little to no authority over. Participants will discuss the effects of imbalance of responsibility and authority and recognize options for gaining influence over desired outcomes. We'll examine the concepts of trust and respect and their relationship to individual power and authority.

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

Presenters: Kathy Little and Mike Bartini

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 students, 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.