



2019 Conference Program

March 24 – 27, 2019

Murfreesboro, Tennessee

2018-2019 Executive Board

| | |
|--|--|
| President | Tiffany Summers, Lipscomb University |
| President-Elect | Joe Myers, Motlow State Community College |
| Past President / Nominations / TSAC Advisory | Charles Harper, Belmont University |
| Secretary | Kacee Hardy, Dyersburg State Community College |
| Treasurer | Stacey McDonald, East Tennessee State University |

2018-2019 Sector Representatives

| | |
|-------------------------|---|
| Representative at Large | Eric Farmer, TSAC |
| Private 4 Year | Chanell Thomas, Vanderbilt University |
| Proprietary | Mary Kidd, Nossi College of Art |
| Public 2 Year | Holly Malone, Northeast State Community College |
| Public 4 Year | Jessica Howell, University of Memphis |
| TCAT | Cara Suhr, TCAT -Nashville |

2018-2019 Committee Chairs

| | |
|-------------------------|---|
| Association Governance | Jeff Gerkin, University of Tennessee Knoxville |
| Awards | Amy Wood, Tennessee State University |
| Budget/Finance | Melissa Smith, Vanderbilt University |
| Conference | Danette Seale, Carson-Newman University |
| Diversity | Regina Gilbert, Watkins College of Art & Design |
| Electronic Services | Jeff Norrod, Tennessee Tech University |
| FA Awareness | Dick Smelser, Pellissippi State Community College |
| Governmental Relations | Ron Gambill, Edsouth |
| Historical | Lacey Weese, Tennessee Wesleyan |
| Membership | Jo Wallace, TCAT- McKenzie |
| Public Relations / Blog | Ashley Edens, Tusculum University |
| Site Selection | Leah Louallen, TSAC |
| Sponsorship | Haley Greenway, TCAT- Elizabethton |
| State Programs | Darolyn Porter, TSAC |
| Training | Kevin Jacobs, Middle Tennessee State University |

2019 TASFAA Conference Committee

Danette Seale, Chair, Carson-Newman University

Jennifer Buckles, University of Tennessee Chattanooga

Ashley Edens, Tusculum University

Eric Farmer, TSAC

Regina Gilbert, Watkins College of Art & Design

Haley Greenway, TCAT- Elizabethton

Charles Harper, Belmont University

Kevin Jacobs, Middle Tennessee State University

Mary Kidd, Nossi College of Art

Leah Louallen, TSAC

Holly Malone, Northeast State Community College

Stacey McDonald, East Tennessee State University

Joe Myers, Motlow State Community College

Jeff Norrod, Tennessee Tech University

Darolyn Porter, TSAC

Tina Rich, Carson-Newman University

Melissa Smith, Vanderbilt University

Cara Suhr, TCAT- Nashville

Tiffany Summers, Lipscomb University

Chanell Thomas, Vanderbilt University

Jo Wallace, TCAT- McKenzie

Amy Wood, Tennessee State University



Dear TASFAA Family,

It is my honor to welcome you to the 2019 annual TASFAA Conference. At our 50th anniversary celebration last Spring we honored our history while looking forward to a bright future for TASFAA's next 50 years. Our 2019 conference theme, "Our Future is Bright" represents TASFAA's pursuit of a path that leads to plugging in and enlightening our profession by both implementing regulations and building a positive work environment. I hope that this conference will not only help you to grow professionally but also personally through sessions on leadership, management and the Enneagram.

Your conference committee has worked diligently to create a great conference. Under the leadership of Danette Seale, the committee has put together a full agenda that includes a broad collection of general and concurrent sessions that will provide numerous learning opportunities. Our keynote speaker, Abby Buter, will help us begin our conference with an "Introduction to the Enneagram". She will demonstrate how to use the Enneagram to form better relationships within your office and your personal life. We of course could not have a conference without our favorite Fed, David Bartnicki and our TSAC friends who will provide us with the most current and relevant regulation updates at the federal and state levels.

I also want to sincerely thank our sponsors. Without their support we could never do what we are able to do for this association and it is truly appreciated. Please be sure and visit the exhibit area often during the conference to learn about key products and services they can provide to your institutions and your students. TASFAA remains fiscally strong as a result of their financial contributions to our conference and the relationships built with each member.

In closing, I want to thank each of you for entrusting me to serve as your President for 2018-2019. It is a great honor and I am humbled by your support throughout this year. I am often reminded in conversations on my own campus about how blessed we are in this profession to have an association, a family, that supports and cares about each other. I am so grateful and blessed to be given the honor of serving this association and I believe that TASFAA's future is bright.

Sincerely,

Tiffany Summers
TASFAA President



Dear TASFAA Friends,

On behalf of the Conference Committee, I would like to say welcome to our 51st annual conference and thank you for being with us in Murfreesboro! It has been my pleasure to serve as this year's conference chair, and I would like to thank TASFAA President, Tiffany Summers, for asking me to take on the very challenging, yet rewarding task of conference chair, as well as the entire Conference Committee members. It takes many hands to make light work, and the many hands of TASFAA are amazing! Your conference committee has done an outstanding job of planning a great conference for you! This year's conference theme is "Our Future is Bright," so get ready to #plugintotasfaa19 and be #enlightened on ways to grow both professionally and personally and help you enhance the services you provide to your students.

Begin to #Plugintotasfaa19 by joining us Sunday evening for an "Introduction to the Enneagram" with Abby Buter, Enneagram Coach and Teacher. Abby loves walking alongside others on their own journey towards wholeness. Often described as an Enneagram and self-care enthusiast, Abby uses the Enneagram to help others understand themselves better, so they know how to care for themselves well. We are also pleased to welcome David Bartnicki, U.S. Department of Education; Bill Spiers, SASFAA President-Elect; Daniel Barkowitz, FASFAA President-Elect; Erhen Green, Naifeh Center at UTK; and Michael Birchett, Bluegrass Community & Technical College. I hope you will join us in giving them a warm TASFAA welcome!

The Conference Committee has planned some excellent sessions for you. The day doesn't end when the sessions are over though! On Monday evening plan to stay to honor Tiffany Summers at the President's Happy Hour, and #plugintotasfaa19 and help support this year's charity, the March of Dimes, by attending our first ever TASFAA Carnival and of course Bingo on Sunday night! You know you want to win those amazing white elephant prizes! Don't miss out and be sure to relax and have fun with your TASFAA family all while supporting a worthwhile cause. If you purchased a TASFAA T-shirt, be sure to wear it on Wednesday. If you don't have one, no problem, wear your school colors, and join us for a group picture after the federal update.

Each day please be sure to stop in and visit with our Sponsors in our Sponsor Exhibit Hall. Their financial support is extremely important to the mission of TASFAA and our conference, so please be sure to thank them for their support. We will also be giving away door prizes this year for visiting our sponsors. Be sure to check your packet for your Sponsor Bingo entry form and submit your completed form by the deadline for the drawing for cash gift cards. We will also have live entertainment during the breaks again this year, so we look forward to seeing you there.

Finally, the TASFAA Suite, Room 228, will be open every evening and I hope you will take time to drop by and fellowship with old friends and hopefully make new friends along the way! **Suites4Sweets** is back again and is sponsored by the TASFAA Diversity Committee on Tuesday evening, so join your friends for a fun and sweet filled evening! Everyone is welcome!

I can't wait for you to experience the training opportunities, networking, fun, and surprises headed your way! Enjoy your conference and #plugintotasfaa19.

Sincerely,

Danette S. Seale
TASFAA Conference Chair



Welcome to the 2019 TASFAA Annual Conference

Information for Conference Participants

Cell Phones/Electronic Devices

As a courtesy to presenters and attendees, please silence your cell phones and/or electronic devices during the General and Concurrent Sessions.

Conference Attire

Business casual attire is appropriate for the entire conference.

Hospitality Suite

The TASFAA Hospitality Suite is on the 2nd floor in Suite 228 and welcomes all members. Hours are posted in the program. Join old friends and meet new friends for during the conference.

Meals

If you are a commuter and if you indicated on your registration that you would be eating breakfast then you should have breakfast meal tickets in your registration packet. If you did not indicate that you would be eating breakfast but you now need a meal ticket then you may stop by the registration area.

For conference lunches, individuals who requested vegetarian meals on your registration will have a vegetarian meal ticket in your registration packet. Please present the ticket to the wait staff at the luncheon and they will accommodate your request.

For members staying at the hotel, the Embassy offers a free cocktail hour from 5:30 to 7:30 pm each evening. They offer free drinks and light snacks at this event.

Name Badges

Please wear your name badge at all times as it is necessary for admission to all conference sessions and meals. If you misplace your badge, please go to the registration desk.

Embassy Suites

A floor plan/layout of the hotel is located on the last page of this program.

TASFAA 2019 Conference Sponsorship

Special Thanks

As always, the members of TASFAA express their gratitude for the continued support from generous sponsors. The Grand Patrons, Patrons, Sponsors, and Vendors have allowed us to offer this annual conference for a reasonable fee. Thank you to each and every one of our 2019 conference sponsors. Please visit each of them in the Vendor Area.

Grand Patron Level

Minimum \$5,500



Patron Level

\$4,000 - \$5,499



Sponsor Level

\$3,000 - \$3,999

campuslogicSM

nextgen
WEB SOLUTIONS

Vendor Level

\$2,000-\$2,999

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Pre-Conference Activities on Saturday, March 23, 2019

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|----------------|--|-----------|
| 3:00 – 6:00 pm | Conference Preparation | Suite 228 |
| 6:00 pm | Dinner: Executive Board and Conference Committee | |

Conference Activities on Sunday, March 24, 2019

| | | |
|---------------------|--|----------------------------------|
| 6:30 – 8:45 am | New Aid Officers Breakfast Executive Board Breakfast | Hotel Lounge |
| 7:45 – 9:00 am | Registration: New Aid Officers Workshop | Registration Area |
| 8:45 – 9:00 am | New Aid Officers Workshop- Welcome | Cambridge AB |
| 9:00 – 10:15 am | New Aid Officers Workshop- Credentialing: Application Process Presenter: Kevin Jacobs , Middle Tennessee State University | Cambridge AB |
| | Executive Board Meeting | Broadlands A |
| 10:00 am – 2:00 pm | Vendor Area Set-Up | Oakleigh AB |
| 10:15 - 10:30 am | Break: New Aid Officers Workshop Executive Board | |
| 10:30 am – 12:00 pm | New Aid Officers Workshop – TSAC Session 1 Executive Board Meeting | Cambridge AB Broadlands A |
| 12:00 – 1:00 pm | Luncheon: New Aid Officers, Executive Board, and Conference Committee | Broadlands B |
| 1:00 – 2:00 pm | Executive Board Meeting | Broadlands A |
| 1:15 – 2:30 pm | New Aid Officers Workshop – TSAC Session 2 & Conference Overview “What should I attend?” | Cambridge AB |
| 2:00 – 4:45 pm | Conference Registration Open Vendor Area Open | Registration Area Oakleigh AB |
| 2:30 – 3:00 pm | Break: New Aid Officers Workshop with Executive Board | Cambridge AB |
| 3:00 – 4:30 pm | New Aid Officers Workshop – How to Calculate an EFC Presenter: Jennifer Buckles , University of Tennessee Chattanooga | Cambridge AB |
| | Governmental Relations Committee Meeting | Broadlands A |

3:00 – 4:45 pm

**NASFAA Credentialing:
Consumer Information**

Oakleigh C

Through this credentialing course, you will learn what reporting disclosures are, when and how and to whom reports and disclosures are to be made, as well as best practices for compliance with consumer information. By attending this session, you will be given a code that will allow you to take the test for free to earn this credential. This is a savings of \$299.00. Increase your marketability and/or your financial aid understanding.

Presenters: Kelly Hawthorne, Vanderbilt University
Samantha Sullivan, Vanderbilt University
Moderator: April Cross, Lee University

5:00 – 6:30 pm

TASFAA Opening Session

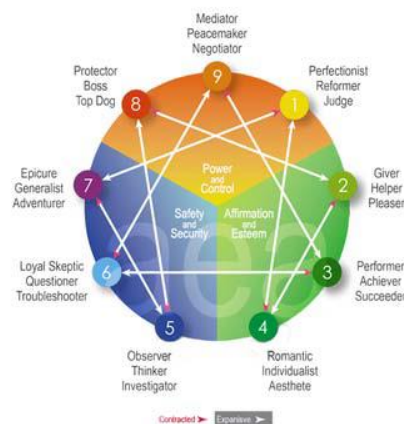
Mirabella E

Welcome and Opening Remarks

Charity Introduction: March of Dimes

Introduction to the Enneagram

Presenter: Abby Buter
Moderator: Tiffany Summers, TASFAA President
Lipscomb University



Have you heard of the Enneagram? The Enneagram is a centuries old tradition that describes nine personality-based approaches to life. Focusing on motivation, rather than behavior, the Enneagram will help you #plugin and connect to various personality types for both professional and personal growth and enlightenment. Please join us Sunday evening for an “Introduction to the Enneagram” with Abby Buter, Enneagram Coach and Teacher. Abby studied with and received her Enneagram certification from Your Enneagram Coach, Beth McCord. She is committed to continued learning and actively engages in Enneagram education from various teachers and places, including the Enneagram Institute. In our time together, Abby will teach on each of the nine Enneagram types and provide wisdom and insight into how each of the nine types can walk us toward personal growth and transformation.



Originally from Michigan, Abby made Nashville, TN her home after attending Trevecca Nazarene University. With extensive experience in the nonprofit sector, Abby learned first-hand the importance of paying attention to our own self-care and personal growth. Upon completing her graduate thesis about creating cultures of self-care at nonprofit organizations, Abby started her own coaching business and has made it her personal mission to help others know how to care for themselves well. When she’s not enjoying all Nashville has to offer, she loves to travel, and her favorite title is auntie to her seven nieces and nephews.

6:30 – 8:00 pm

Dinner Buffet

Mirabella G-J

8:00 – 10:00 pm

BINGO!

Mirabella AB



White Elephant Bingo! Yes, TASFAA you’ve asked for it and not only are we doing it again, but back by popular demand the OBCs (Original Bingo Callers) Eric Farmer and Charles Harper will be live and in living color! If you enjoyed last year, you don’t want to miss what the E&C Show will bring along with a few surprises. Bring your White Elephant “prize” to get a card to play Bingo with your TASFAA friends. There is no telling what you will see and have the chance to win so please join us as we have a great time laughing together and at each other. You will also have the chance to donate to TASFAA’s charity, the *March of Dimes Foundation* and receive additional cards for a greater opportunity to win! Don’t forget to bring a “White Elephant” (re-gifted or gag) gift for those will be the prizes for the winners. Yes WINNERS!!! We look forward to seeing you and your junk...we mean PRIZES there! Not into Bingo – hang out and visit with your colleagues while enjoying a soft drink, beer, or sangria. We have lots of extra White Elephant prizes so don’t let that stop you from enjoying the fun!

Monday, March 25, 2019

6:30 – 8:45 am

Breakfast

Hotel Lounge

7:45 – 8:45 am

Vendor Area Open

Oakleigh AB

7:45 – 11:30 am

Conference Registration

Registration Area

8:00 – 8:45 am

Vendor Session – Campus Logic
How to Protect Students from Scholarship Scams

Mirabella A

75% of college students have unmet financial need. With the growing gap between federal aid dollars and the rising cost of higher education, scholarships are crucial to increasing accessibility and driving down student borrowing. But the high demand for scholarships makes students more vulnerable to predatory scams than ever before. Approximately 1 in 5 scholarships are fraudulent (think identity theft, solicitation, and illegal use of intellectual property). In this session, we’ll discuss ways to protect students from scholarship scams.

Presenters: Sean Geddis, Regional Director, CampusLogic
 Jacob Brooks, Solutions Consultant, CampusLogic
Moderator: Dick Smelser, Pellissippi State Community College

9:00 – 10:15 am

General Session

Mirabella E

Survival: How to Find Work / Life Balance

Financial aid professionals are consistently juggling the needs of others. This presentation will discuss prioritization and its importance in managing competing interests as well as maintaining a healthy work/life balance.

Presenter: Ehren Green, Naifeh Center at University of Tennessee Knoxville
Moderator: Tiffany Summers, Lipscomb University

10:15 – 10:45 am

Break
Special Entertainment: Sam Mullins, TSAC Outreach Specialist
 Guitarist/Vocalist

Oakleigh AB

10:15 – 11:45 am

Vendor Area Open

Oakleigh AB

Concurrent Sessions

10:45-11:45 am

**Session 1:
CPOS for Non-Banner Schools**

Mirabella A

This session will be a panel discussion regarding implementing Course Program of Study functionality for Non-Banner Schools. The panel consists of different schools who have implemented or are implementing CPOS. We will discuss communication plans and tips for setting up CPOS as well as share resources and lessons learned through the process.

Presenters: Ashley Edens, Tusculum University
Karen Houser, Vanderbilt University
Tiffany Summers, Lipscomb University
Moderator: James Snider, TSAC

10:45-11:45 am

**Session 2:
CPOS for Banner Schools**

Mirabella B

This session will be a panel discussion regarding implementing Course Program of Study functionality for Banner Schools. The panel consists of different Banner schools who have implemented or are implementing CPOS. We will discuss communication plans and tips for setting up Banner as well as share resources and lessons learned through the process.

Presenters: Reed Allison, Chattanooga State Community College
Leann Eaton, Middle Tennessee State University
Jamie Hamby, Cleveland State Community College
Amy Mistic, University of Tennessee Martin

Moderator: Robbie Snapp, Middle Tennessee State University

10:45-11:45 am

**Session 3:
Financial Literacy for All Schools**

Mirabella C

Panel discussion of financial literacy activities offered by the schools represented on the panel. You will be able to take the best ideas back to your office!

Presenters: Kelly Hawthorne, Vanderbilt University
Janice Maddox, University of Tennessee Center for the Health Sciences
Danielle Rochelle, Middle Tennessee State University
Moderator: Janette Overton, King University

10:45 – 11:45 am

**Session 4:
Becoming more “other aware”:
Cultural Humility for Enhancing Campus Relationships**

Mirabella D

As campuses increase in diversity, and diversity efforts, there is still a great deal to be learned to ensure that interactions between those that come from different identity groups, backgrounds, or experiences, can be beneficial. At the core of these interactions is learning how to be “other aware” in a cultural sense. Being “culturally aware” is not just about seeking to understand other’s lens however (i.e. “Cultural competence”) but about first recognizing that your lens may not be accurate and that you may need to step back,

reflect, and approach people and situations differently (i.e. "Cultural humility"). This session will provide information and examples on the concept of Cultural Humility with a focus on how adapting this approach can lead enhanced understandings between multi-faceted interactions that occur on a college campus.

Presenter: **Tiffany Galvin Green, PhD.** Assistant Provost, Inclusive Excellence
Moderator: **Regina Gilbert,** Watkins College of Art

10:45-11:45 am

Session 5:

Sharpen Your Pencils:

Oakleigh C

A (Short) History of Needs Analysis

"If we don't learn from our history, we're doomed to repeat it." (paraphrased from George Santayana). We might say, if you don't learn the history of needs analysis, you might never understand why we do what we do today! Come to this session to learn the history of our profession and its core central principle. Do you know the difference between BEOG, SEOG, and EOG? What was the first Federal student aid program - Pell, Perkins, Work Study, or SEOG? What came before the FAFSA? What do Sputnik and the Vietnam War have to do with what we do today? As Marcus Garvey said, "A people without knowledge of their past history, origin and culture is like a tree without roots." In this session, we will connect you to your profession's past and speak about the implications for our future together.

Presenter: **Daniel Barkowitz,** FASFAA President-Elect, Valencia College

Moderator: **Jessica Terry,** Western Governors University

12:00 – 1:15 pm

Luncheon

Mirabella G-J

TASF AA Business Meeting

Reserved seating for Executive Board / Conference Committee

NASF AA Credentialing Update – Daniel Barkowitz

TASF AA Service Awards

1:15 – 3:30 pm

Conference Registration

Registration Area

1:15 – 4:30 pm

Vendor Area Open

Oakleigh AB

Concurrent Sessions

1:30 – 2:30 pm

Session 1:

Your Future is Bright, But It Can Be Brighter!

Mirabella A

This session will provide a fresh look at leading and managing people. In case no one told you, people can be difficult. This will be a fast-paced and interactive session that will provide concrete tips on how to understand yourself as a supervisor and evaluate your own strengths and weaknesses as well as those of your own team.

Presenters: **Brent Tener,** Vanderbilt University

Heather Boutell, Vanderbilt University, School of Medicine

Moderator: **Kevin Jacobs,** Middle Tennessee State University

1:30 – 2:30 pm

Session 2:

SULA Misunderstandings and Misreporting

Mirabella B

This session will address common Subsidized Usage Limit Applies (SULA) misunderstandings and misreporting. We'll begin with an overview of concepts and the requirements of the 150% limit. We'll delve into how reporting mistakes and some

processing shortcuts can impact a borrower's subsidized loan eligibility or result in a loss of subsidy. Included will be guidance on how to configure a loan when remaining subsidized eligibility is less than 1.0 year. The goal is clean SULA processing and no longer needing a prior award year re-opened to make necessary corrections.

Presenter: David Bartnicki, U.S. Department of Education

Moderator: Elizabeth Daniel, ScholarNet

1:30 – 2:30 pm

Session 3:

Data Security and You

Mirabella C

Institutions of Higher Education (IHE) receiving Title IV aid are required to adhere to data security standards outlined in the GLBA. This is an auditable item beginning with the 2019 compliance audit. Make sure your institution is ready.

Presenter: Julie Wilson, Dynamic Campus

Moderator: Cindy Palmer, TN College of Applied Technology-Jackson

1:30 – 2:30 pm

Session 4:

SASF AA – Fulfilling Dreams with Your Help

Mirabella D

SASF AA is the Southern Association of Financial Aid Administrators and is our regional professional association. As a member-based organization, we rely on the participation and help of our financial aid colleagues to educate, mentor, and advocate. If you haven't had a chance to get involved in SASF AA yet, or if you have and are looking for a refresher as to what is going on at a regional level, this session is for you! Come join us as we review SASF AA's structure, discuss volunteer opportunities, and look at the road to NASF AA involvement through your regional association!

Presenter: Daniel Barkowitz, Florida State President-Elect, Valencia College

Moderator: Roderick Johnson, TSAC

1:30 – 2:30 pm

Session 5:

Recognizing Hidden Bias in Professional Judgement

Oakleigh C

Professional judgment is a privilege of financial aid administrators that assists us in providing practical solutions for exceptional situations. This subjective authority produces options and opportunities in an otherwise objective regulatory environment. Our decisions are critical to those affected, but how often do we pause to consider how our minds come up with our answers? Where did our opinions come from? And are we as certain as we think we are? This session will discuss expanding research on hidden biases from leading psychologists in the field. We will explore the implications of some of their findings together as we examine our own decisions as they relate to professional judgment and the lives of folks we encounter every day.

Presenter: Michael Birchett, Bluegrass Community & Technical College

Moderator: Cindy Runnels, TSAC

2:30 – 3:00 pm

Break – snacks provided!!

Oakleigh AB

Special Entertainment: Sam Mullins, TSAC Outreach Specialist
Guitarist/Vocalist

Concurrent Sessions

3:00-4:00 pm

**Session 1:
Helping First in Family Students Develop
a College Roadmap**

Mirabella A

Students who are first in their family to go to college often find it difficult to navigate the college process since they do not have a family member with first-hand experience. This session will review the background and challenges these students face. A planning and preparing for college timeline will be reviewed and tools and resources will be made available for you to help these families develop a roadmap that will allow them to attend and pay for college

Presenter: Jonathan Looney, Sallie Mae
Moderator: Dusty Paulsen, Dyersburg State Community College

3:00-4:00 pm

**Session 2:
Administering Disbursements**

Mirabella B

Come learn with your favorite fed, Dave, as we explore the flexibilities and restrictions when handling Title IV funds. In this session we will discuss various aspects of properly distributing Title IV funds including Title IV credit balances, early and late disbursements, post-withdrawal disbursements, and retroactive disbursements. In addition, we will review G5 drawdowns, G5 and COD interactions, and timely and accurate system reporting. We will also provide information regarding how to disburse or return funds if improper payments occur or if a student regains eligibility.

Presenter: David Bartnicki, U.S. Department of Education
Moderator: LaTonia Gully-Webster, TSAC

3:00-4:00 pm

**Session 3:
Enrollment Management in the Strategic Age**

Mirabella C

A former Dean of Admissions at MIT used to describe student recruitment this way: “If you want to catch fish, you have to fish where the fish are...” In our new organizational structures, where is the fishing taking place? The answer is in Enrollment Management! In this session we will “dive” into the history of Enrollment Management, share some “tails” about the evolution of Strategic Enrollment Management, and provide some “tips and techniques on the best bait” as you conduct your own Enrollment Management fishing expedition. (Even those who don’t like seafood are welcome!)

Presenter: Daniel Barkowitz, Florida State President-Elect, Valencia College
Moderator: Emily Earwood, Cleveland State Community College

3:00-4:00 pm

**Session 4:
TCAT- GO LIVE Part 1**

Mirabella D

Update to TCAT on the Banner Go Live status. To include processing for Dual Enrollment students and BDMS.

Presenter: Cara Suhr, TCAT-Nashville
Moderator: Jo Wallace, TCAT-McKenzie

3:00-4:00 pm

**Session 5:
e*GRandS Hands-On**

Oakleigh C

TSAC staff will help you navigate the e*GRandS system. Learn how to update information, make payments, use the file transfer, refund payments and more! **Don't forget to bring your laptop!**

Presenters: Robert Biggers, TSAC
Leah Louallen, TSAC
Josh Moran, TSAC
James Snider, TSAC

Moderator: Tina Rich, Carson-Newman University

4:15 - 5:00 pm

Birds of a Feather Sector Sessions

Private 4-Year Schools **Mirabella A**
Sector Representative & Moderator: Chanell Thomas, Vanderbilt University

Public 2-Year Schools **Mirabella B**
Sector Representative: Holly Malone, Northeast State Community College
Moderator: Vicki Cordero, Northeast State Community College

Public 4-Year Schools **Mirabella C**
Sector Representative: Jessica Howell, University of Memphis
Moderator: Jennifer Buckles, University of TN Chattanooga

TCAT Schools **Mirabella D**
Sector Representative: Cara Suhr, TCAT- Nashville
Moderator: Jo Wallace, TCAT- McKenzie

Proprietary Schools **Oakleigh C**
Sector Representative & Moderator: Mary Kidd, Nossi College of Art

5:15 – 6:30 pm

President's Happy Hour

Cambridge AB

Come on out to the "Sonic", as we honor and show gratitude to TASFAA's own President, Tiffany Summers, for her year of service and leadership! President Summers did a wonderful job of helping us to understand that our Future is Bright! Please join us for heavy hors d'oeuvres, and a selection of beer, wine, and sangria.

6:30 – 7:30 pm

Dinner On Your Own

6:30 – 9:00 pm

TASFAA's First Ever CARNIVAL

Mirabella AB

Ladies and gentlemen, step right up! You're about to behold a sight so strange, so horrifying, so utterly monstrous, that I urge you who are easily frightened or upset, who suffer from nervous disorders, weak hearts, or queasy stomachs to look away at the dreaded...Federal Regulations!! After a day of learning what to do, what not to do, or what you need to start doing, join your colleagues for the TASFAA Community Carnival!





We've got everything to take your mind off a day of R2T4s, Verification, and Professional Judgment with exciting games of Cornhole, Scooter Races, Texas Hold Em, Black Jack, Uno, Jumbo Bowling, Karaoke Challenge, Photo Booth, Ring Toss, Plinko and MORE! Tell a buddy, bring a friend. Stay for a minute or shut the place down! The TASFAA Carnival has something for everyone and if not, we're sure we will think of something. Come sling a

bag, toss a ring, or showoff those lyrical skills while you help us raise money for the year's charity, *The March of Dimes Foundation!*

9:00 pm - ???

TASFAA Hospitality Suite Open

Suite 228

Everyone Welcome! Great way to unwind and have some fun with your colleagues!

Tuesday, March 26, 2019

6:30 – 8:45 am

Breakfast

Hotel Lounge

7:45 – 8:45 am

Vendor Area Open

Oakleigh AB

7:45 – 11:30 am

Conference Registration

Registration Area

8:00 – 8:45 am

Vendor Session – Next Gen Web Solutions

Mirabella B

FWS, Student Employment & Technology- How to Avoid

Costly Compliance Violations/Fines, Survive Budget Cuts, and Be More Efficient

This session will cover the various benefits of utilizing FWS/Student Employment technology solutions (e.g. JobX & TimesheetX) designed to ensure Higher Education Institutions across the U.S;

- CAN avoid costly FWS and State/Federal Labor Laws violations, penalties, and fines;
- CAN be more efficient managing their entire employment lifecycle;
- CAN survive severe budget cuts; and
- CAN be a hero by bringing considerable cost savings to their institutional bottom-line.

Presenter: **Taige Haines**, CEO, Next Gen Web Solutions

Moderator: **Randy Cotterell**, Mind Body Institute, LLC

9:00 – 10:00 am

General Session - 1

Mirabella E

TSAC Update

TSAC will provide the most current information on the State of Tennessee financial aid programs.

Presenters: **Mike Krause**, Executive Director, TSAC & THEC

Tim Phelps, TSAC

Moderator: **Tiffany Summers**, Lipscomb University

9:00 – 10:00 am

General Session - 2

Mirabella A

Graduate / Professional School Open Forum

Bring your Graduate / Professional School topics with you to share in an open forum style with your colleagues.

Moderator: **Kristie Smith**, Vanderbilt University School of Nursing

10:00 – 10:30 am

Break

Oakleigh AB

Special Entertainment: Sam Mullins, TSAC Outreach Specialist
Guitarist/Vocalist

10:00 – 11:45 am

Vendor Area Open

Oakleigh AB

Concurrent Sessions

10:30 – 11:30 am

**Session 1:
FWS into the Future**

Mirabella A

Spending FWS funds have recently become a struggle for many financial aid offices. Parents are concerned about their students working while in college, students are choosing higher paying jobs off campus, or in some cases the student simply does not want to work. TASFAA has organized a panel of FWS experts to discuss how schools can utilize job fairs, community service agencies, increased wages, and best practices to help get students to work and schools to spend those allocated funds before FISAP time.

Presenters: **Jennifer Byrd**, Nashville State Community College
Haley Greenway, TCAT-Elizabethton
Robbie Snapp, Middle Tennessee State University
Dr. Valez Thorton, Belmont University

Moderator: **Sarah Quinlan**, TSAC

10:30 – 11:30 am

**Session 2:
R2T4 Essential Concepts**

Mirabella B

Whether you are new to R2T4 or have performed calculations for years, if you are interested in the R2T4 process, this session is for you. This presentation will discuss key definitions, provide a high-level overview of the actual R2T4 steps, and address important concepts and time frames that take place throughout the R2T4 calculation-withdrawal dates, dates of determination, post-withdrawal disbursements, grant overpayments, etc. This session will also address some of the most popular R2T4 topics, including inadvertent overpayments, institutional charges, aid that could have been disbursed and more!

Presenter: **David Bartnicki**, U.S. Department of Education

Moderator: **Gloria Dobbs**, The University of Tennessee Health Science Center

10:30 – 11:30 am

**Session 3:
A Little Nudge Goes a Long Way: Helping Students
Help Themselves**

Mirabella C

“Nudge” is all the rage right now, with its proven success in increasing FAFSA completions, decreasing summer melt, and improving retention rates. But its effects aren’t just limited to sprawling national campaigns – you can make big changes with tiny nudges at your own campus!

If you’re curious as to what nudging is all about and how it could potentially work for you, join this free one-hour webinar to explore the why, how, and when of nudge theory. A case study from Indiana University will demonstrate how a simple letter nudged students toward better borrowing habits. Finally, we’ll discuss guidelines and ideas for utilizing nudge theory at your campus. Attendees will come away from this session with:

1. A practical understanding of nudge theory and its role in financial education programming
2. Tips and ideas from the Indiana University case study
3. A guide to creating nudge-based financial education initiatives

Presenter: **Shannon Cross**, Inceptia

Moderator: **Kacee Hardy**, Dyersburg State Community College

| | | |
|--|--|--------------------------|
| 10:30 – 11:30 am | <p>Session 4: How To Make Communication Stick</p> <p>Communicating effectively with students requires first getting their attention—but that’s exceedingly more and more difficult. A consistent message paired with a multi-channel approach can help. Join us to learn the channels that drive student engagement at the right moment in the financial aid lifecycle. Work through a sample scenario where the end product is a consistent message ready to put into five channels simultaneously. Leave with immediately implementable tips you can use to optimize your communications and drive results.</p> <p>Presenters: Sean Geddis, CampusLogic Jacob Brooks, CampusLogic</p> <p>Moderator: Micki Poe, Dyersburg State Community College</p> | Mirabella D |
| 11:45 – 1:00 pm | <p>Luncheon</p> <p><i>Reserved seating for TASFAA Past Presidents</i> SASFAA Address – Bill Spiers Vendor Appreciation TASFAA Awards (cont.)</p> | Mirabella G-J |
| 1:30 – 4:30 pm | <p>Registration Continues</p> | Registration Area |
| 1:30 – 2:30 pm | <p><u>General Session</u></p> <p>Federal Q & A</p> <p>Have you ever wanted to ask a FED a question? Well now is your chance. This session is an open forum designed to address your burning TIV questions. So, bring your questions and get ready for answers – whether you like them or not.</p> <p>Presenter: David Bartnicki, U.S. Department of Education Moderator: Tiffany Summers, Lipscomb University</p> | Mirabella E |
| 2:30 – 3:00 pm | <p>Vendor Area Open</p> <p>Break – <u>snacks provided!!</u> Special Entertainment: Sam Mullins, TSAC Outreach Specialist Guitarist/Vocalist</p> | Oakleigh AB |
| <p><u>Concurrent Sessions</u></p> <hr/> | | |
| 3:00 – 4:00 pm | <p>Session 1: Best Practices Award Letters</p> <p>How do you communicate costs and aid to prospective and current students? Does it follow the current guidelines provided by NASFAA? This session will explore different award letters and give financial aid administrators an opportunity to ask questions and provide discussion about best practices.</p> <p>Presenters: Chanell Thomas, Vanderbilt University Moderator: Jamie Hamby, Cleveland State Community College</p> | Mirabella A |
| 3:00 – 4:00 pm | <p>Session 2:</p> | |

**Program Review Essentials &
Top Ten Compliance Findings**

Mirabella B

Would you like to learn about the program review process and the most common compliance findings? We will conduct a walk-through of the program review process, highlighting the areas with the current “Top 10 Program Review and Audit Findings.” Learn what you can do to improve your school’s program administration and to remain in compliance.

Presenter: David Bartnicki, U.S Department of Education

Moderator: April Wolford, The University of Tennessee Knoxville

3:00 – 4:00 pm

Session 3:

Calculating EFC’s: When will I ever use this?

Mirabella C

Long gone are the days of financial aid administrators being required to hand calculate EFC’s on a regular basis. So, you may be wondering why you would need to know how to do this. Understanding how the EFC is calculated can be very helpful when helping students fill out the FAFSA, completing verification, reviewing subsequent ISIR’s, and understanding why an EFC changed the way it did. We will discuss the purpose of the EFC, the six EFC formulas and complete a sample EFC calculation together.

Presenter: Jennifer Buckles, University of Tennessee Chattanooga

Moderator: Kayla Williams, Johnson University

3:00 – 4:00 pm

Session 4:

TSAC IT Town Hall Meeting

Mirabella D

During this session, TSAC IT staff will discuss current and future projects in e*GRandS. Time will also be set aside for comments and questions regarding e*Grands functionality.

Presenters: Josh Moran, TSAC

Eloka Okonkwo, TSAC

Moderator: Ashley Edens, Tusculum University

Concurrent Sessions

4:15 – 5:15 pm

Session 1:

**Consumer Information-
Application and Best Practices**

Mirabella A

During this session you will learn the definition of consumer information, general notification and disclosure methods, understand the requirements related to each disclosure of information about the institution, know the reporting and disclosure requirements unique to campus security, and understand applicable reporting and disclosure requirements.

Presenters: Kelly Hawthorne, Vanderbilt University

Samantha Sullivan, Vanderbilt University

Moderator: Adedayo Lawal, SoFi

4:15 – 5:15 pm

Session 2:

Modules and TIV- Advanced Concepts**Mirabella B**

This session will assume that attendees are knowledgeable about the basics of modules and their impact on Title IV. This session will explore modules at a more advanced level. This session will focus on academic calendars that utilize standard terms which contain modules. This session will include a discussion of disbursements in a module environment, reporting in a module environment and other related topics.

Presenter: David Bartnicki, U.S. Department of Education**Moderator:** Shannon Cross, Inceptia**4:15 – 5:15 pm****Session 3:
NAOW Wrap-Up****Mirabella C**

This session is only for the New Aid Officers that attended the workshop on Sunday. We will be recapping the information discussed on Sunday and we will have an open discussion concerning suggestions, what you learned from the rest of the conference, what you enjoyed the most and/or least, volunteering, and networking.

Presenter: Kevin Jacobs, Middle Tennessee State University**Moderator:** Lacey Weese, Tennessee Wesleyan University**4:15 – 5:15 pm****Session 4:
TCAT-GO LIVE Part 2****Mirabella D**

Continuation of TCAT-GO LIVE Part 1: Update to TCAT on the Banner Go Live status. To include question and answer period for Data load, Requirements Tracking, Budgeting/Packaging/Awarding and Disbursement.

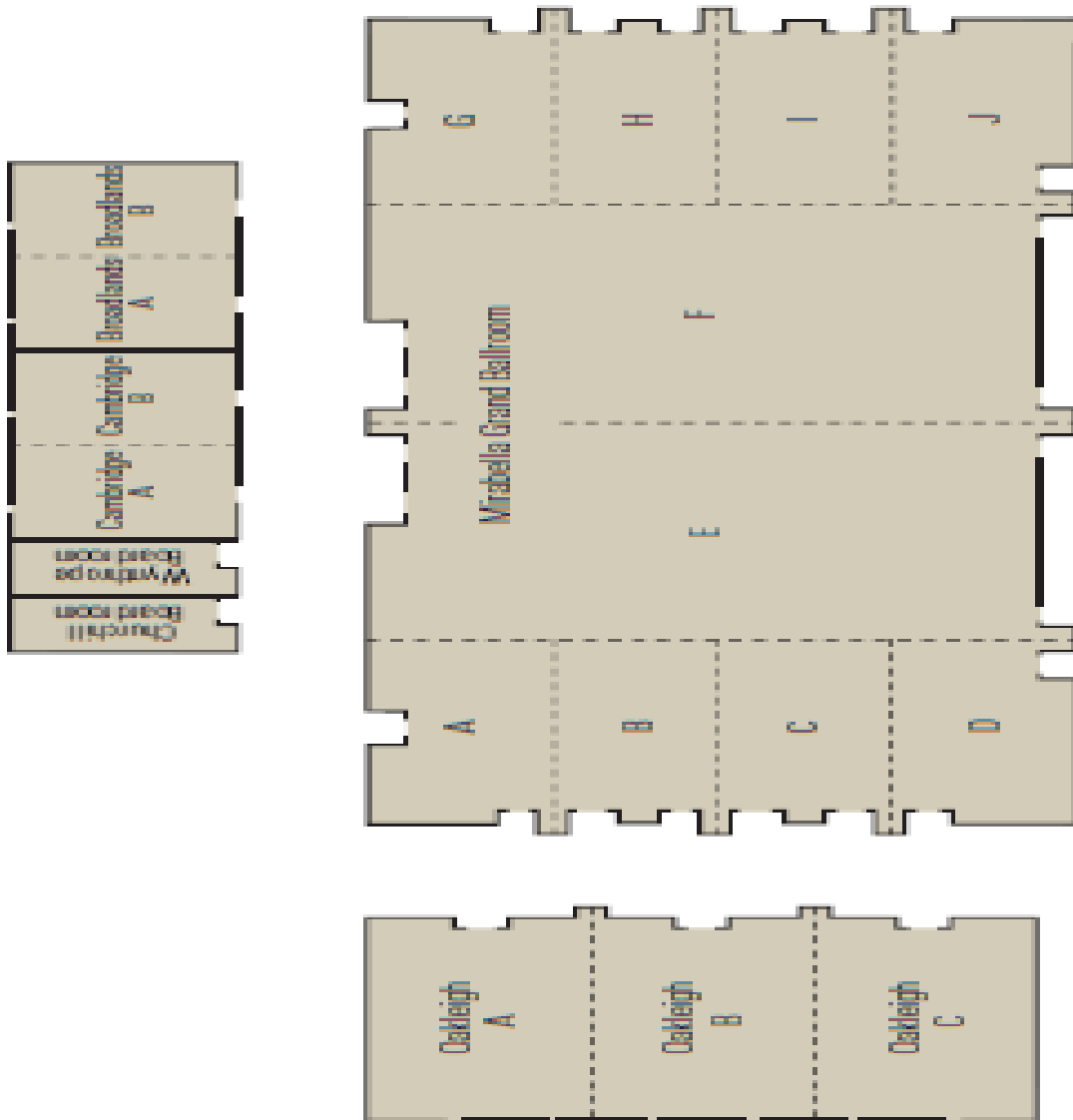
Presenter: Cara Suhr, TCAT- Nashville**Moderator:** Jo Wallace, TCAT- McKenzie**5:15 – 8:00 pm****Dinner on Your Own****8:00 – ???****TASFAA Hospitality Suite Open****Suite 228***Suites4Sweets is back! Sponsored by the TASFAA Diversity Committee.***Wednesday, March 27, 2019***TASFAA T-Shirt or School Spirit Day!***6:30 – 9:00 am****Breakfast****Hotel Lounge****7:45 – 9:30 am****Conference Registration****Registration Area****9:30 – 11:30 am****General Session****Mirabella E****Federal Update**

This session contains the latest U.S. Department of Education guidance surrounding the administration of the Title IV programs. Topics include Perkins, Data Security, COD and NSLDS updates, along with new regulations, dear colleague letters, training and other recent policy guidance. If you want to ensure your school is up-to-date with all things Title IV, then this session is for you.

Presenter: David Bartnicki, U.S. Department of Education**Moderator:** Tiffany Summers, Lipscomb University**11:30 am****Closing Remarks & Door Prizes (*must be present to win*)****Mirabella E****That's a wrap! Shine bright into the future!**

**Closing of the 2019 Conference and 51 Years of TASFAA!!
Thank you for attending and see you in April 2020!**

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AMENITIES & ATTRACTIONS

- Fitness room featuring Precor® equipment
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- U-Medi Spa featuring state of the art spa services and skin rejuvenation treatments
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- Jack Daniels Distillery (30 miles)
- Middle Tennessee State University (5 miles)
- Nissan Plant (10 miles)

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