



# TASFAA

Tennessee Association of Student Financial Aid Administrators

organized  
1967

## 2021 Conference Program

April 19-21, 2021

Via Zoom

T•A•S•F•A•A

2021

THE ONE WHERE WE WENT  
VIRTUAL

## 2020-2021 Executive Board

President	Danette Seale, Carson-Newman University
President-Elect	Jeff Norrod, TN Tech University
Past President/Nominations	Joe Myers, Motlow State Community College
Secretary	Tina Rich, Carson-Newman University
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## 2020-2021 Sector Representatives

Representative at Large	Jonathan Looney, SallieMae
Private 4 Year	Chanell Thomas, Vanderbilt University
Proprietary	Randy Cotterell, Mind Body Institute, LLC
Public 2 Year	Jennifer Byrd, Nashville State Community College
Public 4 Year	April Wolford, University of TN, Knoxville
TCAT	Cindy Palmer, TCAT Jackson

## 2020-2021 Committee Chairs

Association Governance	Jeff Gerkin, University of TN, Knoxville
Awards	Bill McCord, Middle TN State University
Budget/Finance	Melissa Smith, Vanderbilt University
Conference	Jo Wallace, TSAC
Diversity	Eric Farmer, TSAC
Electronic Services	Laura Harkleroad, University of TN, Knoxville
Governmental Relations	Ron Gambill, Edsouth
Historical	Kacee Hardy, Dyersburg State Community College
Membership	Charles Harper, Belmont University
Public Relations/Blog	Haley Greenway, TBR
Site Selection	Leah Louallen, TSAC
Sponsorship	Karyn Allen, Rhodes College
State Programs	Darolyn Porter, TSAC
Training	Samantha Sullivan, Vanderbilt University

**T.A.S.F.A.A** WE'LL BE THERE FOR YOU

# 2021 TASFAA Conference Committee

Jo Wallace, Chair, TSAC

Laura Harkleroad, Virtual Co-Chair, University of TN Knoxville

Isaac Jones, Virtual Co-Chair, Middle TN State University

Karyn Allen, Rhodes College

Ashley Edens, Tusculum University

Eric Farmer, TSAC

Haley Greenway, TBR

Kacee Hardy, Dyersburg State Community College

Charles Harper, Belmont University

Jonathan Looney, SallieMae

Leah Louallen, TSAC

Bill McCord, Middle TN State University

Joe Myers, Motlow State Community College

Jeff Norrod, Tennessee Tech University

Cindy Palmer, TCAT Jackson

Darolyn Porter, TSAC

Tina Rich, Carson-Newman University

Danette Seale, Carson-Newman University

Melissa Smith, Vanderbilt University

Samantha Sullivan, Vanderbilt University

Chanell Thomas, Vanderbilt University

April Wolford, University of TN, Knoxville

**T.A.S.F.A.A**  
**2021**

**THE ONE WHERE WE WENT**  
**VIRTUAL**

# WELCOME FROM THE PRESIDENT

Hello TASFAA Friends!

It is my great honor to welcome you to our 52<sup>nd</sup> annual conference, *TASFAA 2021, The One Where We Went Virtual!* May it be *The Last One* that is virtual too. Our conference theme, *Friends*, is a tribute to the incredible collegiality and collaboration within our association and profession. The characters of the hit TV Series, *Friends*, helped each other through all of life's setbacks and successes, and they laughed along the way too. This past year, we persevered to connect and help each other as well.



Sometimes with laughter and sometimes not. In TASFAA we are more than just colleagues, we are *Friends*, and that makes all the difference. Just like the Rembrandts' song for the *Friends*' theme, "I'll be there for you," in TASFAA "*We'll Be There For You*" too.

Under the tremendous leadership of Jo Wallace, your Conference Committee has done an excellent job in bringing you a superb, three-day, jam packed virtual agenda! It was carefully prepared with you in mind, complete with virtual BINGO! We get to see some new friends this year also. Please extend a warm TASFAA welcome to Megan Coval, NASFAA Vice President of Policy & Federal Relations; Dr. Megan Smith, President-Elect of MASFAA; and our new fed trainer, Arva Thomas. We, of course, could not have this year's conference without our longtime friends from TSAC, and our very own Celena Tulloss, SASFAA President, who will greet us as well. Without a doubt, this conference is *The One Where the Conference Committee Nailed It!*

Just as we experience setbacks professionally, so too do we in our personal lives. This past summer, my 25-year-old son, Colton, was diagnosed with Type 1 Diabetes (T1D). Currently there is no cure for T1D, and until a cure is found, Colton, and many others will remain insulin dependent to survive. His diagnosis is what led me to select this year's charity, [Juvenile Diabetes Research Foundation](#) (JDFR). Thank you from the bottom of my heart for your contributions! With your help, perhaps one day T1D will be *The One with a Cure!*

To all our sponsors who have supported the mission and contributed to the success of TASFAA, I wholeheartedly thank you! We could not begin to achieve our mission without your support, guidance, and friendship, and it is truly appreciated. TASFAA remains fiscally strong and can offer this year's conference free for members because of their financial contributions to our conferences, and the relationships built with our members. Please take time to participate in all the opportunities to learn about their services and products and to say "hi.". Additionally, thank you to all our moderators, presenters, and many others who have provided ideas, input, and moral support. I know this year's conference will be a success because of your hard work!

In closing, I am forever grateful for this golden opportunity afforded to me, and I thank you for entrusting me to serve as your President for 2020-2021. Your support has been phenomenal and serving you has been my upmost honor and pleasure. I hope you enjoy the conference, *Friends*, and I look forward to seeing each of you during *TASFAA 2021, The One Where We Went Virtual!*

With gratitude,

Handwritten signature of Danette S. Seale

Danette S. Seale  
TASFAA President  
Pursue Golden Opportunities ~ Rise Up & Reach Out

# WELCOME FROM THE CONFERENCE COMMITTEE CHAIR

## TASFAA FRIENDS.

On behalf of the Conference Committee, I would like to welcome you to our 1<sup>st</sup> ever virtual conference and thank you for joining us via Zoom. It has been my pleasure to serve as this year's conference chair, and I would like to thank TASFAA President, Danette Seale, for giving me this opportunity. This has been a difficult year to plan anything but with the support and assistance of the entire Conference Committee Members, it has all come together. We have had to rely on each other greatly, which is why your conference committee has done an outstanding job of making it all come together for our TASFAA Family! This year's conference theme is FRIENDS, because we have had to rely on each other so much more this past year.

## TASFAA 2021 "THE ONE WHERE WE WENT VIRTUAL"

So, get ready to sit back and relax with your **#TASFAAFRIENDS2021** to learn new ways to grow both professionally and personally to help you assist Tennessee students.

The Virtual Conference will kick off on Monday, April 19<sup>th</sup> at 8:30 am (CST) with an Introduction to our Charity [JDRF \(Juvenile Diabetes Research Foundation\)](#). We will also welcome our new **FRIENDS**, Ms. Arva Thomas-U.S. Department of Education, MASFAA President Elect-Dr. Megan Smith, Vice President of Policy and Federal Relations of NASFAA-Megan Coval, and current SASFAA President-Celena Tulloss. I hope you will join us in giving them a warm TASFAA Welcome.

Even with this being a virtual conference this year, the fun doesn't end when the sessions are over. On Tuesday evening, April 20<sup>th</sup> at 5:30 pm (CST) we will have virtual [BINGO](#) that was planned by our OBCs (Original Bingo Callers) Eric Farmer and Charles Harper. You will also have a chance to donate to this year's charity, [JDRF](#) by purchasing additional BINGO Cards, bidding on items in our [Silent Auction](#) and the [50/50 Raffle](#).. If you have purchased a **TASFAA T-Shirt**, be sure to wear it on **Wednesday**! If not, show your **College Spirit**!

We excited to offer you opportunities to connect with our Sponsors! You can thank our generous Sponsors for their continuous TASFAA support in [REMO](#), each time you visit you will be entered to win daily door prizes. You can also get to know our sponsors by participating in the [Scavenger Hunt](#) where you can win a \$100 Amazon Gift Card. Keep watching the TASFAA [Sponsorship Section](#) and the [TASFAA Conference Website](#) for additional instructions. We are thankful they continue to support the mission of TASFAA and our conference.

We are excited to "see" you!

Sincerely,



Jo Wallace, TASFAA Conference Chair



## TASFAA 2021 VIRTUAL CONFERENCE AGENDA

	TIME (CENTRAL)	FRIENDS NAME	SESSION
<b>MONDAY APRIL 19</b>	8:30	<i>THE ONE WHERE WE WENT VIRTUAL</i>	Welcome to TASFAA's Virtual Conference
	9:15-10:45	<i>THE ONE WITH THE FEDERAL UPDATE</i>	Federal Update
	11:00-11:45	<i>THE ONE WHERE COVID IMPACTED EVERYTHING</i>	Overrides/PJs during COVID-Panel Discussion
	11:00-1:30	<i>THE ONE WHERE WE VISIT OUR SPONSORS</i>	REMO Open (Part 1)
	11:45-12:30	<i>THE ONE WHERE WE ATE AT OUR DESKS-PART ONE</i>	Sector Networking Lunch in Remo (3 <sup>rd</sup> Floor)
	12:30-1:15	<i>THE ONE WHERE WE FIGURED OUT FEDERAL SYSTEMS</i>	COD/NSLDS Review
	1:30-2:15	<i>THE ONE WHERE WE LEARN TO VERIFY STUFF</i>	Verification Basics for 2021/2022
	2:00-4:00	<i>THE ONE WHERE WE VISIT OUR SPONSORS</i>	REMO Open (Part 2)
	2:30-3:30	<i>THE ONE WHERE WE PLANNED OUR CAREER</i>	The Care & Feeding of Your Career Closing: Door Prizes Announced
<b>TUESDAY APRIL 20</b>	8:00-9:15	<i>THE ONE WHERE WE CELEBRATE TASFAA FRIENDS</i>	19/20 TASFAA Service Awards (video)
	8:30-9:15	<i>THE ONE WHERE WE WENT VIRTUAL</i>	Welcome to TASFAA Day 2
	9:30-10:15	<i>THE ONE WHERE THE SCHOOLS AGREED</i>	Consortium Agreements
	10:30-11:30	<i>THE ONE WHERE WE QUESTIONED OUR JUDGEMENT</i>	Professional Judgement
	11:00-1:30	<i>THE ONE WHERE TASFAA GOT SAPPY</i>	Understanding SAP
	11:00-1:30	<i>THE ONE WHERE WE VISIT OUR SPONSORS</i>	REMO Open (Part 3)
	11:30-12:15	<i>THE ONE WHERE WE ATE AT OUR DESKS-PART TWO</i>	Lunch Chat with Friends in Remo
	12:15-1:00	<i>THE ONE WHERE E'GRANDS GOT LAID TO REST</i>	FAST Session
	1:15-2:00	<i>THE ONE WHERE THEY EARN THEIR WAY</i>	Federal Work Study Panel Discussion
	2:00-4:00	<i>THE ONE WHERE WE VISIT OUR SPONSORS</i>	REMO Open (Part 4)
	2:15-3:30	<i>THE ONE WHERE THEY SAID "WE'RE HERE TO HELP"</i>	Surviving Audits and Program Reviews-Panel
	5:30-7:30	<i>THE ONE WITH ALL THE BINGO</i>	BINGO Closing: Door Prizes Announced
	<b>WEDNESDAY APRIL 21 TASFAA T-SHIRT SCHOOL SPIRIT DAY</b>	8:00-11:00	<i>THE ONE WITH MUST SEE TV</i>
		<i>THE ONE WITH SASFAA</i>	SASFAA Speaker-Celena Tulloss
		<i>THE ONE WITH NASFAA</i>	NASFAA Speaker-Megan Coval
		<i>THE ONE WITH THE MAJOR AWARDS</i>	TASFAA Special Awards
		<i>THE ONE WHERE WE CELEBRATE TASFAA FRIENDS</i>	20/21 TASFAA Service Awards (video)
11:00-1:30		<i>THE ONE WHERE WE VISIT OUR SPONSORS</i>	REMO Open (Part 5)
11:00-11:45		<i>THE ONE WHERE WE ATE AT OUR DESKS-PART THREE</i>	Lunch Chat with Friends in Remo
11:45-12:45		<i>THE ONE WHERE WE SERVE OUR VETS</i>	Veteran's Affairs
1:00-2:00		<i>THE ONE WHERE WE SEND BACK MONEY</i>	R2T4 Essentials
2:15-3:30	<i>THE ONE WHERE THE STATE BRINGS IT HOME</i>	TSAC Update Closing: 50/50 Raffle Announced	

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VIRTUAL

**FOLLOW US ON**



**@TASFAA**

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**TAKE YOUR PIC AND TAG US**

**#TASFAAFRIENDS2021**

# HOW TO ACCESS THE CONFERENCE

## TASFAA has chosen to use Zoom as our virtual platform

If you do not have a Zoom account, we encourage you to [register](#) for one. This way you can change your background and/or profile picture. For first time Zoom users see our [guide](#) to get started.

We would like to thank our fellow TASFAA Member, Daniela Palmer, from University of TN at Knoxville for designing our [TASFAA Zoom Backgrounds](#). Feel free to download and use them throughout the conference.



All registered conference attendees can access all zoom links along with session PowerPoints at [Conference Session Resources](#)

You will have to sign into the TASFAA website to view these links. It is important to note that all times are in **Central Standard Time**.

If you need technical assistance during the conference, please contact [jo.wallace@tn.gov](mailto:jo.wallace@tn.gov)

# TASFAA 2021 Conference Sponsorship

## Special Thanks

As always, the members of TASFAA express their gratitude for the continued support from generous sponsors. They allow us to offer this annual conference for a reasonable fee. Thank you to each and every one of our 2021 conference sponsors. Please visit each of them in REMO.



Come visit us in  
**Remo**  
Find your [links here](#)

## Click Below for Remo Event Links



### TASFAA Sponsorship and Networking Area - Day 1

The One Where We Visit Our Sponsors

19 Apr 2021, 11:00am (CDT)  
19 Apr 2021, 01:30pm (CDT)

0 / 200    2 Sponsors    3 Floors



### TASFAA Sponsorship and Networking Area - Day 1

The One Where We Visit Our Sponsors

19 Apr 2021, 02:00pm (CDT)  
19 Apr 2021, 04:00pm (CDT)

0 / 200    2 Sponsors    3 Floors



### TASFAA Sponsorship and Networking Area - Day 2

The One Where We Visit Our Sponsors

20 Apr 2021, 02:00pm (CDT)  
20 Apr 2021, 04:00pm (CDT)

0 / 200    2 Sponsors    3 Floors



### TASFAA Sponsorship and Networking Area - Day 2

The One Where We Visit Our Sponsors

20 Apr 2021, 11:00am (CDT)  
20 Apr 2021, 01:30pm (CDT)

0 / 200    2 Sponsors    3 Floors



### TASFAA Sponsorship and Networking Area - Day 3

The One Where We Visit Our Sponsors

21 Apr 2021, 11:00am (CDT)  
21 Apr 2021, 01:30pm (CDT)

0 / 200    2 Sponsors    3 Floors

# HOW TO ACCESS OUR SPONSORSHIP & NETWORKING AREA

## Need a product? Software? Service?

## Come visit our sponsors on Remo!

TASFAA will be using [Remo](#) for our conference's Sponsorship & Networking Area, [learn more here](#).

If you have a Remo account, you can login after selecting the [section links](#). If you do not have a Remo account, creating one is easy. Simply go to <https://live.remo.co/signup> and follow the steps to create your account.

Entering your information is like creating a little business card for your avatar. For additional information, you can watch this instructional video: <https://www.youtube.com/watch?v=yE3RKxJCXBM>

It is best to use Google Chrome (it is recommended that Mac users use Safari). The site works best when you are not using your institutions VPN. Also, ensure you are accessing the link to the proper date and time. There is a link for each separate day and time of the conference.

When you first join, you will be assigned to a table. If your microphone and camera are on, you will be able to talk with everyone else at your table. To move to a different table, double-click on another chair that is open at another table. There are separate floors with several tables per floor. To move floors, just use the floor controls on the left side of the screen.

Many of our tables are categorized for vendors, sectors, or just reuniting with old friends. Feel free to visit any and all of them. To see a complete listing of each table for every floor, you can use the Table Directory in the upper left area of the screen.

Everyone will see your chats unless you chat privately to a specific person.

The Sponsorship & Networking area will be open each day of the conference from 11:00 am-1:30 pm (CST) and 2:00-4:00 pm (CST) and Wednesday 11:00 am -1:30 pm (4/21)



Door Prizes will be drawn throughout the day

for chances to win

**\$25, \$50 even \$100 Amazon Gift Cards!**



# How do I find a My Friends?

## Remo-Sponsor Area



1<sup>st</sup> Floor Sponsors: TSAC, Citizens, EdSouth, PNC Bank, SoFi, College Ave, Sallie Mae and EdAmerica

2<sup>nd</sup> Floor Sponsors: Inceptia, Scholarnet, Ascendium, Earnest, Nelnet, Campus Logic, Nextgen, KHEEA and Elm Resources



While you are visiting with TASFAA's Sponsors be sure to participate in the [Scavenger Hunt](#). This will allow you to visit our Sponsors websites and you will have chances to win **Amazon Gift Cards up to \$100!**



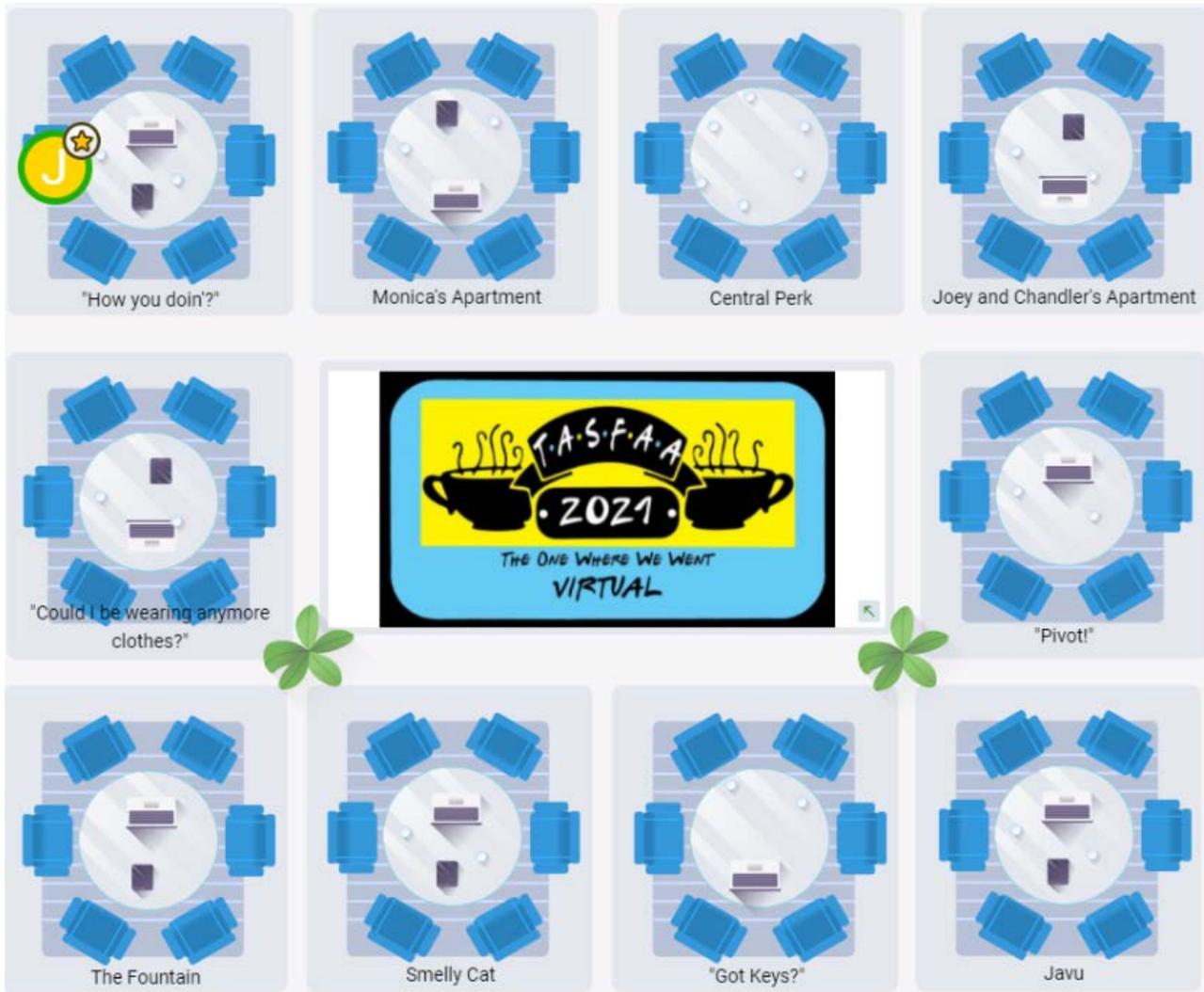
## Remo-Networking Area 3<sup>rd</sup> Floor

Visit Remo on Monday, (4/19) and visit your Sector during Lunch and Remo Hours.



It's a Virtual Birds Of A Feather!

Visit Remo on Tuesday (4/20) & Wednesday (4/21) to find your favorite Friends Themed Table



# CONFERENCE CHARITY



Dear TASFAA,

President Danette Seale has chosen **JDRF**, Juvenile Diabetes Research Foundation, as TASFAA's conference charity this year to support its mission to cure, prevent, and treat type 1 diabetes (T1D). **JDRF** holds a special place in President Seale's life as T1D has recently impacted her family with her son's diagnosis and she believes in their vision of a world without type 1 diabetes (T1D).

With T1D, a person's pancreas stops producing insulin—a hormone essential to turning food into energy. The daily life of someone with T1D brings a multitude of challenges, including insulin injections that need to be carefully balanced with eating and activity, disruptive glucose monitoring, sleepless nights—and wishing for a tomorrow where this struggle does not exist.

Living with T1D means there are no days off and there is no cure. But there is hope.

Your generosity will help **JDRF** fund life-changing breakthroughs to remove the incredible daily burden of this disease—until it no longer exists.

Many of you have already supported our charity by purchasing our conference t-shirt, where \$10 of each shirt will go directly to JDRF. Remember to wear your **Conference Shirts on Wednesday, April 21<sup>st</sup>!**

You will be able to support [TASFAA's Charity](#) throughout the conference by bidding on items in the [Silent Auction](#), playing [BINGO](#) on Tuesday night (detailed info coming) and participate in the [50/50 Raffle](#). Each time you participate you are entered to win a door prize! You can also donate directly to [JDRF](#)

Thank you!

Chanell Thomas  
TASFAA Conference Charity Chair

## THE ONE WITH A CURE!

# Guest Speakers



## Arva Thomas, our *NEW FED FRIEND*

Arva Thomas is a Training Officer with the U.S. Department of Education Federal Student Aid (FSA). Before joining the Training and Information Services Group in 2020, Arva held various positions throughout FSA working with students, schools, and federal, state, and local stakeholders for nearly 20 years. She worked with FSA's Program Compliance team for five years, conducting program reviews, resolving deficient audits, and processing eligibility actions for recertifications, changes in ownership and mergers. Arva then transitioned into her role as an Institutional Improvement Specialist for another five years, providing training and technical assistance to schools before she began spearheading internal training initiatives full time for FSA Program Compliance staff.

As a Training Officer, Arva presents the *Fundamentals of Federal Student Aid Administration* workshops, monthly *Applying for Recertification* webinars, and various other topics at state and regional conferences. In addition, she develops training materials for [fsatraining.ed.gov](http://fsatraining.ed.gov) and provides technical assistance via the ever-popular AskAFed mailbox. Arva has also been featured at annual the Federal Student Aid Training Conference, presenting the *Program Review Essentials* and *Maintaining Institutional Eligibility* sessions.

Training and public speaking are Arva's professional passions. Her energetic and engaging style make her a sought-after speaker and trainer. She is also a former teacher with experience at both the secondary and postsecondary levels.

Arva is a Georgia native and resides north of Atlanta with her twin teenage sons. In her spare time, she enjoys Zumba, reading, baking, painting, travel, live theatre, and spending time with family and friends.



## Megan Coval, our *NASFAA FRIEND*

Megan Coval is the Vice President of Policy and Federal Relations at the National Association of Student Financial Aid Administrators (NASFAA) where she oversees the Association's policy and advocacy efforts. Prior to joining NASFAA in the fall of 2010, she served as the Director of Government Relations for the federal Advisory Committee on Student Financial Assistance, where she contributed to several congressionally mandated reports on the postsecondary access and persistence of low- and moderate- income students. Megan began her career in higher education as an admissions counselor at Penn State University. She received a master's in higher education at Penn State and

BA in political science from Allegheny College.



## Celena Tulloss, our *SASFAA FRIEND*

Celena Tulloss serves as the Acting Director in the Office of Financial Aid and Scholarships. She has 20 years' experience in financial aid, having served in community action scholarship programming, as the Executive Director of Financial Aid at Lincoln Memorial University, and in progressively responsible roles at the University of Tennessee since 2008. She holds a BS and MS in Educational Leadership from Union College.

Celena is actively involved in leading professional organizations dedicated to the advancement of student financial aid, through training and advocacy. She has served in many roles, including the President of the Tennessee Association of Student Financial Aid Administrators (TASFAA) and is the current President of the Southern Association of Student Financial Aid Administrators (SASFAA) that encompasses 9 states- Kentucky, Virginia, Tennessee, North Carolina, South Carolina, Mississippi, Alabama, Georgia and Florida. Celena also serves the national association (NASFAA) as a member of their Rapid Response team and an observer on the board of directors.



## Dr. Megan Smith, Visiting President Elect of *MASFAA, OUR VISITING FRIEND*

With a passion to help students achieve their educational goals, Dr. Megan Smith serves as the Director of Financial Assistance at Delta State University. Prior to this position, she worked at Mississippi University for Women and Meridian Community College. Understanding the need for financial aid administrators to have a cohesive support group and community, Megan has been active in the Mississippi Association of Student Financial Aid Administrators (MASFAA) since the beginning of her financial aid career by volunteering in various capacities within the association. Currently, she is President-Elect of MASFAA and looks forward to further serving the MASFAA community to support the needs of our constituents in the ever-changing higher education environment.

## Central Time Zone

Monday, April 19<sup>th</sup>

8:30-9:15 Welcome and Opening Remarks by TASFAA President, Danette Seale  
Hello TASFAA Friends!

It is my great honor to welcome you to our 52<sup>nd</sup> annual conference,



T·A·S·F·A·A  
2021

THE ONE WHERE WE WENT  
VIRTUAL



*THE ONE WITH A CURE!*

Presenting TASFAA's Charity by Conference Charity Chair, Chanell Thomas

**JDRF**

[JDRF, Juvenile Diabetes Research Foundation](#)

**JDRF**



[Visit the Conference Website](#) for ways to support this year's charity throughout the conference, BINGO, Silent Auction, Contributing Directly, etc...

You will be able to support [TASFAA's Charity](#) throughout the conference by bidding on items in the [Silent Auction](#), playing [BINGO](#) on Tuesday night (detailed info coming) and participate in the [50/50 Raffle](#). Each time you participate you are entered to win a door prize! You can also donate directly to [JDRF](#)



9:15-10:45 **FSA Federal Update (No Q&A)**

*THE ONE WITH THE FEDERAL UPDATE*

This session will cover recently approved guidance from the U.S. Department of Education and the office of Federal Student Aid as it relates to the Title IV programs. It includes statutory and regulatory updates, as well as operational updates and reminders schools need to know.

**Presenter:** Arva Thomas, U.S. Department of Education

**Moderator:** Kacee Hardy, Dyersburg State Community College  
Sponsored by Edsouth

11:00-11:45 **Overrides/PJs during COVID-Panel Discussion**

*THE ONE WHERE COVID IMPACTED EVERYTHING*

When the COVID pandemic hit in early 2020, institutions not only found themselves scrambling to figure out working from home, but also how to shift processes to account for those students and families that were immediately impacted by loss of income due to layoffs, downsizing, and death due to the virus. Join us as our panelists discuss not only how things changed in an instant

regarding overrides/PJs in the middle of a semester, but also how/if COVID changed their processes moving forward into the 20-21 aid year.

**Panelists:** Ashley Edens, Tusculum University  
April Wolford, UT Knoxville  
Denise Schoen, Dyersburg State Community College  
Tonia Gallimore, TCAT McKenzie/Paris  
Jacob Moore, Pellissippi State Community College  
**Moderator:** Matt Lehmann, SoFi

11:00-1:30 **Remo**, Visit the TASFAA Sponsors & Network with all your Friends



View the Sponsorship & Networking page in this Program for information on how to access Remo. The more you mingle the more chances you have to win Amazon Gift Cards, there will be drawings daily.



11:45-12:30 **Lunch**, *THE ONE WHERE WE ATE AT OUR DESKS-PART ONE*



Grab your lunch and visit with our TASFAA Sponsors on floors 1 & 2. Visit the 3<sup>rd</sup> Floor to network with your Sector for a Virtual Birds of a Feather.

12:30-1:15 **COD/NSLDS Basic Review**

*THE ONE WHERE WE FIGURED OUT FEDERAL SYSTEMS*

This session will provide a basic overview of the COD system for the 2020-2021 processing cycle. It will include a review of Direct Loan and Grant panels within NSLDS and Enrollment Reporting.

**Presenters:** Ashley Edens, Tusculum University  
Melissa Smith, Vanderbilt University  
**Moderator:** Jane Knippenberg, PNC Bank

1:30-2:15 **Verification Basics for 2021/2022**

*THE ONE WHERE WE LEARN TO VERIFY STUFF*

Highlights for 2021-2022 aid year verification basics.

**Presenter:** Brenda Patterson, UT Knoxville  
**Moderator:** Shannon Jones, Inceptia

2:00-4:00

**Remo**, Visit the TASFAA Sponsors & Network with all your Friends



View the Sponsorship & Networking page in this Program for information on how to access Remo. The more you mingle the more chances you have to win Amazon Gift Cards, there will be drawings daily.

Visit with our TASFAA Sponsors on floors 1 & 2. Visit the 3<sup>rd</sup> Floor to network with your Sector for a Virtual Birds of a Feather.

2:30-3:30

**The Care & Feeding of Your Career**

*THE ONE WHERE WE PLANNED OUR CAREER*

How often do you take stock of your current position and long-term career path? Who is responsible for your career? What should you do now? Is it time to make a move? How do you go about moving? Do you need to network?

This session will outline an approach to addressing these questions, assessing a career path, and developing a plan for personal career success. Topics will include but not limited to:

- Where do I begin?
- How do I get there?
- When to make a change

**Presenter:** Glenn Chance, College Ave Student Loans

**Moderator:** April Wolford, UT Knoxville



**Closing of Day 1**

Reminders for Tuesday, April 20<sup>th</sup> and Door Prize Winners Announced!



**Welcome to TASFAA Virtual Conference, Day 2**

**Tuesday, April 20<sup>th</sup>**

8:00-9:15

**2019/2020 TASFAA Service Awards** (6-minute video on loop)

*THE ONE WHERE WE CELEBRATE TASFAA FRIENDS*

8:30-9:15 Consortium Agreements

### *THE ONE WHERE THE SCHOOLS AGREED*

A consortium agreement is an agreement between two colleges/universities to recognize a student's registration at each location for financial aid purposes. It also certifies only one of the two institutions can administer a student's Title IV and state financial aid. This session will help you discover more about consortium agreements and how they are processed.

**Presenter:** Emilee Buckmeyer, Middle Tennessee State University

**Moderator:** Debbie Murphy, Ascendium

9:30-10:15 Professional Judgement

### *THE ONE WHERE WE QUESTIONED OUR JUDGEMENT*

This session will provide an overview of the statutory ability to make case-by-case adjustments based on special circumstances, commonly known as professional judgment (PJ). The session will include information on the use of PJ during the declaration of a national emergency related to COVID-19.

**Presenter:** Arva Thomas, U.S. Department of Education

**Moderator:** Chansome Durden, Earnest

10:30-11:30 Understanding SAP

### *THE ONE WHERE TASFAA GOT SAPPY*

At least once per year, institutions must assess whether students are making SAP. This session will offer instruction on how to evaluate SAP in accordance with applicable laws and regulations. This session will provide an explanation of key concepts such as qualitative and quantitative (pace) measurements, maximum time frame, warning and probation periods, appeals, and academic plans. Where appropriate, examples will be provided to help demonstrate the elements that a school is required to include in its SAP policy.

**Presenter:** Arva Thomas, U.S. Department of Education

**Moderator:** Patty Peterson, Citizens

11:00-1:30 **REMO**, Visit the TASFAA Sponsors & Network with all your Friends



View the Sponsorship & Networking page in this Program for information on how to access Remo. The more you mingle the more chances you have to win Amazon Gift Cards, there will be drawings daily.

Visit with our TASFAA Sponsors on floors 1 & 2. Visit the 3<sup>rd</sup> Floor to visit with old friends and meet new ones at Friends Themed tables on the 3<sup>rd</sup> Floor.



11:30-12:15 **Lunch**, *THE ONE WHERE WE ATE AT OUR DESKS-PART TWO*



Grab your lunch and visit with our TASFAA Sponsors and explore Remo to find new and old friends at Friends Themed tables on the 3<sup>rd</sup> Floor.

12:15-1:00 **FAST Session**

*THE ONE WHERE E\*GRANDS GOT LAID TO REST*

TSAC staff will help you navigate FAST, discuss updates and future changes to the system.

**Presenter:** Josh Moran, TSAC

**Moderator:** Jonathan Looney, Sallie Mae

1:15-2:00 **Federal Work Study Panel Discussion**

*THE ONE WHERE THEY EARN THEIR WAY*

Spending FWS funds is sometimes a struggle for many financial aid offices. 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.

**Panelists:** Valez Thornton, Belmont University

Endia Butler, UT-Chattanooga

Kayla Love, TBR (representing TCAT)

David Barreto, Pellissippi State

**Moderator:** Julie Veselka, NextGen

2:00-4:00 **REMO**, Visit the TASFAA Sponsors & Network with all your Friends



View the Sponsorship & Networking page in this Program for information on how to access Remo. The more you mingle the more chances you have to win Amazon Gift Cards, there will be drawings daily.

2:15-3:00 **Surviving Audits and Program Reviews Panel**

*THE ONE WHERE THEY SAID "WE'RE HERE TO HELP"*

Panel discussion of audit and program review experiences along with tips for surviving.

**Panelists:** Jennifer Byrd, Nashville State Community College

Marian Dill, Lee University

Darolyn Porter, TSAC

Cara Suhr, TBR

**Moderator:** Andy Weaver, KHEAA



**Closing of Day 2**

Reminders for Wednesday, April 21<sup>st</sup> and Door Prize Winners Announced!



## Tuesday Evening, April 20<sup>th</sup>



5:30-7:30

**BINGO via Zoom** ([click here for link](#))



TASFAA isn't TASFAA without **BINGO**! Our OBCs (Original Bingo Callers) Eric Farmer and Charles Harper have gotten a little extra help this year from April Wolford and they have planned an AWESOME virtual BINGO experience for you. All participants will receive one free BINGO card, additional cards can be purchased throughout the event, all funds raised will go toward the conference charity, [Juvenile Diabetes Research Foundation](#) (JDFR). Also, all participants will be entered to win Amazon Gift Cards during the night and their name will be added to the grand prize to be drawn for at the end of Conference!

Information on purchasing additional BINGO cards will be sent prior to the event.



**The Grand Prize is a \$100 Amazon Gift Card!!!**

**Announced at the end of BINGO**



## Welcome to TASFAA Virtual Conference, Day 3

### Wednesday, April 21<sup>st</sup>

**Wear your TASFAA Conference T-Shirt/School Spirit Day**

8:00-11:00

**TASFAA Business Meeting**

**SASFAA Update-Celena Tulloss**, Current SASFAA President-UT Knoxville

**NASFAA Speaker-Megan Coval**, Vice President of Policy and Federal Relations at NASFAA

**TASFAA Special Awards "THE ONE WITH THE MAJOR AWARDS"**

Join us in honoring Special TASFAA Members from the 2019/2020 & 2020/2021 year.

**2020/2021 TASFAA Service Awards** (7-minute video on loop)

*THE ONE WHERE WE CELEBRATE TASFAA FRIENDS*

11:00-1:30

**Final REMO Session**, Visit the TASFAA Sponsors & Network with all your Friends



View the Sponsorship & Networking page in this Program for information on how to access Remo. The more you mingle the more chances you have to win Amazon Gift Cards, there will be drawings daily.

11:00-11:45

**Lunch, THE ONE WHERE WE ATE AT OUR DESKS-PART THREE**



Grab your lunch and visit with our TASFAA Sponsors and explore Remo to find new and old friends at Friends Themed tables on the 3<sup>rd</sup> Floor.

11:45-12:45 **Veteran's Affairs**

*THE ONE WHERE WE SERVE OUR VETS*

New updates concerning Veteran's Education Benefits

**Presenter:** **Ken Hanson**, THEC Senior Director-Veterans Education

**Moderator:** **Scott Orris**, Elm Resources

1:00-2:00 **R2T4 Essentials**

*THE ONE WHERE WE SEND BACK MONEY*

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 timeframes that take place throughout the R2T4 calculation. Topics to be covered include withdrawal dates, dates of determination, post-withdrawal disbursements, and grant overpayments. This session will also address some of the most popular R2T4 topics, including modules, institutional charges, aid that could have been disbursed, and more!

**Presenter:** **Arva Thomas**, U.S. Department of Education

**Moderator:** **Biz Daniel**, ScholarNet

2:15-3:30 **TSAC Update**

*THE ONE WHERE THE STATE BRINGS IT HOME*

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

**Presenter:** **Dr. Emily House**, TSAC Executive Director

**Tim Phelps**, TSAC, Senior Director of Grant & Scholarship Programs

**Moderator:** **Leah Louallen**, TSAC



**Closing of the TASFAA Virtual Conference**

Overall Door Prize Winners Announced!

50/50 Raffle Winner Announced!



**T·A·S·F·A·A WE'LL BE THERE FOR YOU**

● ● ● GOODBYE TILL NEXT YEAR FRIENDS ● ● ●

**SAVE THE DATE**

**APRIL 8 - 13, 2022**

**TASFAA ANNUAL CONFERENCE**

2022 will be here fast so mark your  
calendar now....

Join us at the

Franklin Marriott Cool Springs

700 Cool Springs Blvd,

Franklin TN 37067