

## **“Moving Past Surviving to Thriving”**



### **WVASFAA Spring 2022 Virtual Conference**

To attend the virtual conference sessions, you must be an active member for the 2021-2022 membership year. Registration is free for current 2021-2022 members. Registration for membership is available for non-members and renewal is available for current 2020-2021 members.

Zoom links will be made available prior to the start of the conference, and will be posted on this website.

There will be a registration cost of \$200.00 in addition to membership for Business Partners who would like to be sponsors; details are available on the Business Partner section of WVASFAA's website. Registration is now available for Business Partners.

If you have any questions about the Conference, please contact co-chairs Beth McSweeney ([leslie.mcsweeney@pnc.com](mailto:leslie.mcsweeney@pnc.com)) or James Buchanan ([james.buchanan1@mail.wvu.edu](mailto:james.buchanan1@mail.wvu.edu)). We look forward to reconnecting with everyone during the Conference.

#### **[Spring 2022 Conference Schedule](#)**

##### **Monday, March 21, 2022**

- 4:00 PM-5:00 PM Executive Committee Meeting

##### **Tuesday, March 22, 2022**

- 9:00 AM-10:30 AM Welcome

Alicia Frey-WV Northern Community College & WVASFAA President

Remembrance of Neil Bolyard, Ken Sears

MASFAA Update-Heidi Carl, MASFAA President

### Positioning Yourself on Campus

Are you new to your campus or have been there a while, but feel like you need to take action to help financial aid have a voice in major campus decisions? Come learn more about yourself, how to partner with your boss and steps you can take to learn more about your campus too. Don't miss out on this opportunity to position yourself and your financial aid team as an asset to your campus.

Speaker: Heidi Carl, MASFAA President

- 10:45 AM-12:00 PM                      Banner Bits and Bytes

Join Dianne as she provides updates and advice on utilizing Banner. This session will permit you to share any best practices to assist your fellow Financial Aid Professionals to utilize Banner more effectively and efficiently. Bring your Banner questions.

Speaker: Dianne Sisler, WVNET

- 1:30 PM-2:45 PM                      Delivering an Exceptional Customer Experience

Create positive impressions by understanding the importance of customer service and improving skills to deal with difficult scenarios during this session designed to help deliver an exceptional customer experience.

Speaker: Patty Peterson, Citizens Bank

### **Thursday, March 24, 2022**

- 9:00 AM-10:15 AM                      (Session Pending)
- 10:30 AM-11:45 AM                      SAP Best Practices Panel Discussion

Join this discussion to hear SAP experiences from a variety of school perspectives

Panelists: Terry Miller, West Virginia University

Timothy Marten, St. Johns School of Nursing

Alicia Frey, WV Northern Community College & WVASFAA President

- 1:30 PM-2:45 PM                      Student Eligibility

This session will provide an overview of general student eligibility criteria broken into 3 categories: criteria checked via the application process, criteria checked and monitored

by the school, and criteria not specifically checked, but must be resolved if conflicting information exists. We will review documentation requirements, database matches, and how certain educational programs affect student eligibility.

Speaker: Alicia Frey, WV Northern Community College & WVASFAA President

## **Tuesday, March 29, 2022**

- 9:00 AM-10:15 AM Modules and Title IV Aid

This session deals with modules, which are defined as courses in a program that does not span the entire length of the payment period or period of enrollment and how the courses impact Title IV Aid. We will discuss how modules impact disbursement of aid, return of funds and other aspects of modules.

Speakers: Aaron Staats & Heather Yoke, West Virginia University

- 10:30 AM-11:45 AM Customer Service in a Pandemic and Post-Pandemic World

Come prepared to share how your institution or office navigated during this time. This session will discuss the changes that WVU made to go from Pre-pandemic to Pandemic. We will also discuss how we were able to utilize our technology to train current and newly hired staff as well as how we are utilizing that technology as we move forward for our students and other constituents. Come prepared to share how your institution or office navigated during this time.

Speakers: George Yanchak & Tara Kurilchick, West Virginia University

- 1:30 PM-2:45 PM How to Engage with Your Students Better Than Tik Tok

With calls, emails, texts, letters, and tweets, you might wonder how students still miss your messages. Students are overstimulated and if you want your message to be heard, you have to think like a social media company. Here you will find the tools you need to engage your students on their terms and make your message heard.

Speaker: Kevin McNamara, Earnest

## **Thursday, March 31, 2022**

- 9:00 AM-10:15 AM eApp, eCAR, PPA...OMG!

As an FAA, you may hear these abbreviations in your office but may not understand the significance. Typically, maintaining institutional eligibility via the eApp/eCAR/PPA is reserved for senior FA staff. This session will provide you with an introduction to these

documents as well as a review of the requirements and procedures for updating institutional eligibility so that it's no longer a foreign concept.

Speaker: Carrie Short, Lorain County Community College

- 10:30 AM-11:45 AM Program Review Panel Discussion

Join this discussion to hear Program Review experiences from a university and community college perspective.

Panelists:

Beverly Boggs, Marshall University

Cody Call, Marshall University

Alice Roberts, Marshall University

Mary Blizzard, WVHEPC

- 1:30 PM-2:45 PM C'mon n Get Happy...or Sad: Finding Balance by Feeling the Feels

We continue our behavioral science dive with a new look at how to be happy – but also why being happy is not always the right response. At a time when we are all overwhelmed and maybe even burned out, the focus on finding happiness is more relevant than ever before. Yet, we may find ourselves chasing joy, only to have it quickly fade once we reach our goal. Why is that? Or, sometimes, you just want to feel down, and it seems like the whole world wants a parade. Why are we so afraid of sadness and how can a relentlessly sunny disposition actually be bad for you? In this one-hour session, we'll address these ideas and how to find peace and balance through:

- Applying behavioral science theory to maximize happiness
- Learning to identify toxic positivity – and just say no!

Speaker: Matthew Nettleton, Inceptia

## **Tuesday, April 5, 2022**

- 9:00 AM-10:15 AM West Virginia State Update

Speaker: Brian Weingart, WVHEPC

- 10:30 AM-11:45 AM Resolving Eligibility Issues for Citizens and Eligible Noncitizens

Resolving Eligibility Issues for Citizens and Eligible Noncitizens will go over information on who is considered a U.S. Citizen or Eligible Non-citizen, who confirms these statuses, C-Codes, specific documentation that can be used to confirm a student's status, and third-step Verification.

Speakers: David Shoemaker & Corrine Ullom, West Virginia University

- 1:30 PM-2:45 PM Diversity and Intentional Inclusiveness

Diversity is the perceived differences that we all experience regarding others; it's what we do with that that can impact how we include others. Join this presentation on how we can put make including others an intentional action in how we approach diversity.

Speaker: (pending)

### **Thursday, April 7, 2022**

- 9:00 AM-10:00 AM Sector Meetings
- 4 year Public Colleges & Universities
- Community and Technical Colleges
- Private Colleges & Universities
- Clock Hours Schools & Colleges
- Associate & Auxiliary Members

10:15 AM-11:45 AM Business Meeting

Awards Recognition for individual, years of service, & retirement

Speakers:

Lake Tackett-Huntington Junior College & WVASFAA President 2019-2020

Nicole Solomon-West Virginia University & WVASFAA President 2020-2021

Alicia Frey-WV Northern Community College & WVASFAA President 2021-2022

Chester Priest-KHEAA

- 1:00 PM-2:30 PM NASFAA "Around the Beltway" Update

Speaker: Karen McCarthy, NASFAA

Closing

Members will be able to access the sessions during the allotted times with links on the website.