

Financial Aid Administrator Web Based Training Opportunities February 2018

*This information has been compiled
by the California Association of
Student Financial Aid Administrators
(CASFAA).*

Title	Description	Provided By	Date	Time - PST	Registration Link
Strategies for shrinking debt	Making equal monthly payments is the typical method that many borrowers follow to pay off their student loans. The repayment term is 10, 20, or even 30 years for some—which can feel like a lifetime of paying college debt. Too often, loan debt can prevent borrowers from proceeding with important life events such as starting a family, purchasing a home, or pursuing their desired career. Student loan debt shouldn't be the obstacle that impedes these pursuits. There are strategies that can help borrowers shrink their debt so they can unlock the full economic benefit of their college education. Attend this session to learn more about these strategies so that you share them with the students you serve.	GLHEC	2/1/18	9:00 AM	https://schools.mygreatlakes.org/web/FAP/training/findEvent/1358?selected=training&navMenuItemSelected=hoz.findEvent
College Cost Meter™: Introducing a Student Debt Letter for California Schools	Are you concerned about the time and resources spent on meeting California student debt letter legislation? Great Lakes has an easy-to-use and affordable solution to help you comply. College Cost Meter™ is a versatile tool that produces the correspondence to meet the requirements of the current law. When students receive indebtedness insight they have been known to borrow more conservatively, adjust their major, improve class selection, and graduate more quickly. Join us to learn more about this easy-to-use and cost effective tool.	GLHEC	2/1/18	1:00 PM	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&navMenuItemSelected=hoz.findEvent
Diversity in the Workplace: Benefits, Challenges, and Solutions	Diversity is those human qualities that are different from our own and outside the group to which we belong. It's important to understand how these dimensions affect performance, motivation, success, and interactions with others. A diverse workplace can bring about challenges as well as tremendous benefits. Join this enlightening session as we address issues and solutions that can make our workplaces even more diverse and dynamic.	GLHEC	2/6/18	9:00 AM	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&navMenuItemSelected=hoz.findEvent
Anatomy of a Cohort Default Rate	Have you ever dissected your cohort default rate? Attend this session to learn what factors and circumstances affect your default rate. Do you know what factors and circumstances affect your rate? Things to consider include defaulted loans from students who attended multiple schools, the timing of deferments, and the impact of loan consolidation and rehabilitation. This session will review all of these situations so you can better understand your rate and help your borrowers. This session will review all of these and more so that you can better understand your rate and help your borrowers.	GLHEC	2/7/18	9:00 AM	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&navMenuItemSelected=hoz.findEvent

Good is Good, but Why Be Average? Tips for Improving Customer Service	Today's financial aid office is expected to provide quality customer service to students. Do you know how to ensure your office is always providing optimal service to students and parents? The best way to improve customer service techniques is through an assessment of your current service level and the creation of specific goals for improvement. This participatory session will show you specific ways to improve customer service results.	GLHEC	2/7/18	12:00 PM	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=trainin&navMenuitemSelected=hoz.findEvent
Love and Money	When it comes to passion, no two subjects spark up more heat than. . . LOVE AND MONEY! This is a webinar specifically for couples learning to manage finances together. This webinar will discuss: Communication and listening skills, Assessing your combined finances, Setting priorities and goals, Establishing your new budget	Mapping Your Future	2/8/18	11:00 AM	https://attendee.gotowebinar.com/register/7657387491544976386
Entrance/Exit Counseling-Exceeding the Requirements	Join us as we provide an overview of how to increase the success of your entrance and exit counseling sessions to help guide borrowers to successful borrowing and repayment. We'll discuss best practices, what's new for counseling and what other schools are doing to enhance the counseling experience.	FedLoan Servicing (PHEAA)	2/8/18	11:00 AM	https://myfedloan.org/financial-aid-officers/training/
The ABC's of Gen Z: Adapting Financial Aid Practices for Effective Outcomes	Gen Z, the next generation of students, is more tech savvy and digitally driven than its predecessors – an area in which many campus departments are still getting up to speed. Learning their language and finding the right balance of electronic and interpersonal interaction will present challenges as FAOs adapt to these bright young minds; this session will help you prepare for that. Through research, and best practices from the University of Illinois, this session covers: understanding the Gen Z mindset, communication and engagement strategies, and tips from the University of Illinois to easily meet Gen Z where they are.	Inceptia	2/14/18	11:00 AM	http://bit.ly/ABCofGenZ
ou may have a high IQ, but what about your EQ	Ever had someone snap at you when you said something very simple and well intentioned as "Good Morning!"? With emotional intelligence, you can promote a more positive experience and outcome. Attend this session to: Learn ways to to step back if you feel defensive and are tempted to snap back, Look at and/or assess other factors in a situation to promote a more positive experience and outcome.	Financial Aid TV	2/14/18	12:00 PM	https://register.gotowebinar.com/register/1447086331134192130
Customer-Centric Service in the Aid Office: Raising the Bar with Comprehensive Training	Quality customer service in the aid office is critical to your institution. Do you know how to train your team to provide a customer-centric approach? Comprehensive customer service tools empower your staff to engage with students, solve problems proactively, and improve results. A solid training program is critical to this effort. Come to this session to learn how to build and implement a customer centric training program in your office.	GLHEC	2/15/18	9:00 AM	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=trainin&navMenuitemSelected=hoz.findEvent

Managing Loan Default: Making a Difference in 60 Minutes	Managing default prevention activity is important to your institution but requires resources and time. We can show you how to improve your default rate with just a little extra effort each month. By dedicating just 60 minutes each month, you can lower your school's cohort default rate, and facilitate your ultimate goal—helping students avoid the negative consequences of loan delinquency and default.	GLHEC	2/15/18	12:00 PM	https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&navMenuItemSelected=hoz.findEvent
Repayment Plans 2.0: Strategies and Insights to Help Borrowers Succeed	Multiple repayment options like IBR, ICR, Pay As You Earn and REPAYE, in addition to several other choices, can bring confusion. Many borrowers do not fully understand the required significance in selecting a repayment plan. However, when they choose one that fits their needs, they're more likely to successfully repay. Attend this session to learn strategies and insights to help your borrowers navigate the repayment process.	GLHEC	2/20/18	9:00 AM	https://schools.mygreatlakes.org/web/FAP/training/findEvent/1535?selected=training&navMenuItemSelected=hoz.findEvent
College Cost Meter™: Introducing a Student Debt Letter When It's Not Mandated	You wouldn't apply for auto loan without first knowing whether or not you can afford to repay it--yet many students borrow for college without doing the same. Great Lakes has an easy-to-use and affordable solution to help you educate your students. College Cost Meter™ is a versatile tool that produces the correspondence you need to inform students of their existing indebtedness and potential future payments. When students receive indebtedness insight they have been known to borrow more conservatively, adjust their major, improve class selection, and graduate more quickly. Join us to learn more about this easy to use and cost effective tool.	GLHEC	2/20/18	12:00 PM	https://schools.mygreatlakes.org/web/FAP/training/findEvent/1535?selected=training&navMenuItemSelected=hoz.findEvent
Preparing for Financial Literacy Month	April is National Financial Literacy Month. Are you ready? It's not too early to prepare! Join us as we discuss how you can take advantage of an entire month of promoting financial literacy on your campus and with your students. You will hear practical ideas and steps you can take to put an effective campaign together.	ECMC	2/21/18	10:00 AM	https://www.ecmc.org/schools/training.html
Public Service Loan Forgiveness	Join us as we provide an overview of the Public Service Loan Forgiveness program. As the sole servicer for Public Service Loan Forgiveness, we will review the eligibility requirements, the application process, borrower experience, and resources for our school partners	FedLoan Servicing (PHEAA)	2/22/18	11:00 AM	https://myfedloan.org/financial-aid-officers/training/
Portfolio Navigator: Your Free Default Management Solution	If you are exploring ways to help all borrowers, regardless of servicer, learn about Portfolio Navigator—a free and simple default management tool. It enables you to filter, view, and create letters and emails to send to all borrowers. You can also gain quick access to your school's loan portfolio and track your cohort default rate as it progresses throughout the year. During this interactive webinar, we will show you how to use Portfolio Navigator to help all your borrowers and manage your cohort default rate.	GLHEC	2/27/18	12:00 PM	https://schools.mygreatlakes.org/web/FAP/training/findEvent/1255?selected=training&navMenuItemSelected=hoz.findEvent

<p>Diversity in the Workplace: Benefits, Challenges, and Solutions</p>	<p>Diversity is those human qualities that are different from our own and outside the group to which we belong. It's important to understand how these dimensions affect performance, motivation, success, and interactions with others. A diverse workplace can bring about challenges as well as tremendous benefits. Join this enlightening session as we address issues and solutions that can make our workplaces even more diverse and dynamic.</p>	<p>GLHEC</p>	<p>2/28/18</p>	<p>12:00 PM</p>	<p>https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&navMenuItemSelected=hoz.findEvent</p>
<p>Professional Judgment: Unraveling the Mystery</p>	<p>Professional Judgment or PJ authority rests with the financial aid administrator—and is a huge responsibility. Used wisely it enables you to award specific students the right amount of aid. There are a variety of ways to exercise this option but what's the best method for each situation?</p>	<p>GLHEC</p>	<p>2/28/28</p>	<p>9:00 AM</p>	<p>https://schools.mygreatlakes.org/web/FAP/training/findEvent/1445?selected=training&navMenuItemSelected=hoz.findEvent</p>