

## Financial Aid Administrator Web Based Training Opportunities

### March 2017

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

Title	Description	Provided By	Date	Time - PST	Registration Link
Life after Default	The consequences of loan default can be devastating to your borrowers. In addition to a damaged credit history, they also risk having their tax refunds and other benefits withheld, and face the possibility of wage garnishment and legal action. These penalties will show on their credit report for years, making it difficult to get a loan to buy a car or home, rent apartments, and in some instances, secure employment. However, there are options that can help them get back on the right track. Join this session to learn how your former students can have life after default.	GLHEC	3/1/18	9:00 AM	<a href="https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent</a>
First-generation Students: Opportunities to Encourage Student Success	First-generation students often lack some of the fundamental knowledge needed to navigate the college experience. There is no question that a college degree can lead to more employment opportunities and potentially greater financial security. However, many students whose parents did not attend college may be at a disadvantage when it comes to navigating the ins and outs of the college bureaucracy.	GLHEC	3/1/18	12:00 PM	<a href="https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent</a>
Promoting Autonomy in a World of Over-Parenting	How much is too much? When is a parent helping excessively for their college age child? Colleges, and specifically financial aid administrators, can create a culture of autonomy to help students become more resilient, self-confident, and independent? In this session we will explore the impact of over-parenting on college campuses, offer guidance on finding a balance between respecting a parent's need to be involved, and supporting a student's right to grow up and provide examples of what some schools are doing to address helicopter parenting problems before they occur.	GLHEC	3/6/18	12:00 PM	<a href="https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent</a>
The Student's Guide to Credit Card Management	Retailers bombard customers with discounts and promotions for opening a credit card and many take advantage of the offers with the hopes of saving money. However, credit cards are not always the best method to pay expenses, particularly for students who have loan debt and minimal incomes. The Student's Guide to Credit Card Management will provide you with valuable information to share so that your students leave school with a degree in hand minus a bundle of credit card debt.	GLHEC	3/7/18	9:00 AM	<a href="https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent</a>

Teaching Them to Fish: Empowering Students Through Financial Self Advocacy	Inceptia welcomes James McCarthy, former FDIC and CFPB member, for an informative one hour webinar regarding the top financial issues of which students must be wary and for which they must develop their own advocacy skills. From credit card fraud to ID theft to student loan complaints and more, we'll provide practical talking points to help foster productive conversations with your students and resources to help them take action. Attendees of this webinar will benefit from James' insider expertise to resolving financial issues, and will receive access to our <a href="#">financial advocacy resource guide</a> .	Inceptia	3/7/18	11:00 AM	<a href="http://bit.ly/InceptiaMarchWebinar">http://bit.ly/InceptiaMarchWebinar</a>
Income Driven Repayment Plans	In this session we will provide an overview of Income-Driven Repayment plans. We will cover the eligibility requirements, discuss the pros and cons, as well as explore strategies for explaining repayment plans to your students.	FedLoan Servicing (PHEAA)	3/8/18	11:00 AM	<a href="https://myfedloan.org/financial-aid-officers/training/">https://myfedloan.org/financial-aid-officers/training/</a>
Handling Unpleasant Situations: Techniques to Turn the Bad into Good	Whether you're working with a student, parent, or colleague, there are times when situations may not be pleasant. Handling them involves more than simply being nice and maintaining a good attitude—it requires strategies and practice. Knowing what to say—and more importantly, how to say it—you can prevent or manage difficult situations. During this interactive webinar, we'll share proven techniques to help you deal with difficult times and unpleasant people.	GLHEC	3/8/18	12:00 PM	<a href="https://schools.mygreatlakes.org/web/FAP/training/findEvent/1358?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FAP/training/findEvent/1358?selected=training&amp;navMenuItemSelected=hoz.findEvent</a>
The incorrect data challenge	Here is an opportunity for you to lower your FY 2015 three-year cohort default rate (CDR). The cohort tracking periods have closed and in February 2018, your school will receive its draft CDR from the U.S. Department of Education. You will be given 45 days to review this data for accuracy and submit an appeal to change any incorrect data. This appeal is referred to as an Incorrect Data Challenge (IDC). Please join us for an informative webcast where we will walk you through the process of submitting a successful IDC appeal—possibly lowering your official FY 2015 CDR. The tools and advice we offer will help you quickly achieve maximum results.	ECMC	3/14/18	10:00 AM	<a href="https://www.ecmc.org/schools/training.html">https://www.ecmc.org/schools/training.html</a>
Handling Unpleasant Situations: Techniques to Turn the Bad into Good	Whether you're working with a student, parent, or colleague, there are times when situations may not be pleasant. Handling them involves more than simply being nice and maintaining a good attitude—it requires strategies and practice. Knowing what to say—and more importantly, how to say it—you can prevent or manage difficult situations. During this interactive webinar, we'll share proven techniques to help you deal with difficult times and unpleasant people.	GLHEC	3/21/18	9:00 AM	<a href="https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent</a>

Situations of Student Loan Borrowers	Do you know what to do if a student loan borrower experiences an unfortunate situation such as incarceration or death? What happens if you put too much on the lender verification certificate for a federal consolidation loan or more loans need to be added once it's completed? What should you do if a student exceeds their aggregate limit? You may only face these situations on occasion but when you do, it's helpful to know what to do and where to go. This webinar was designed to help you resolve these issues so that you don't have to expend too much valuable time.	GLHEC	3/21/18	12:00 PM	<a href="https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent</a>
Effective Income Driven Repayment Counseling	Income-Driven Repayment (IDR) plans are designed to make student loan payments more manageable by reducing monthly payments. For many student loan borrowers, IDRs are the only way to successfully repay the student loan debt they've accrued. In this session we'll review the ABC's of effective IDR Counseling.	FedLoan Servicing (PHEAA)	3/22/18	11:00 AM	<a href="https://myfedloan.org/financial-aid-officers/training/">https://myfedloan.org/financial-aid-officers/training/</a>
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	3/27/18	9:00 AM	<a href="https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent</a>
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	3/27/18	12:00 PM	<a href="https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FAP/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent</a>
The ROI on financial education	Financial education, why does it matter? Let's address the real questions. What is the real ROI of offering financial education to your students and why is it a key to the success of your students?	ECMC	3/28/18	10:00 AM	<a href="https://www.ecmc.org/schools/training.html">https://www.ecmc.org/schools/training.html</a>
Ten Things Borrowers Need to Know Before They Leave School	With everything going on at the time a borrower leaves school, it's no wonder some important pieces of student loan information get lost during the transition. If your students were to move on remembering only a few things, what should that be? This session will highlight those key items that are most critical for their repayment success.	GLHEC	3/28/18	12:00 PM	<a href="https://schools.mygreatlakes.org/web/FAP/training/findEvent/1535?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FAP/training/findEvent/1535?selected=training&amp;navMenuItemSelected=hoz.findEvent</a>