**“Refresh, Renew, Refocus”**

**OASFAA 2020 Spring Conference**

**Renaissance Columbus Westerville-Polaris Hotel  
March 18 – 20, 2020**

***Tentative Agenda***

**Wednesday March 18, 2020**

**10:00 AM -12:00 AM Registration/Exhibits Open**

**10:00 AM-12:00 PM NASFAA AM Credential Direct Loans**

**12:00 PM – 1:15 PM Open Session/Lunch**

**1:30 PM-3:30 NASFAA PM Credential Direct Loans**

***Interest Session***

**1:30 PM-2:20 PM**

* How America Values and Pays for College
* Customer Centric Service in the aid office and emotional intelligence
* Business Etiquette
* Security Breach Prevention

**2:20-2:45 Break**

**2:45 PM -3:35 PM**

* VA Education Benefits
* Understanding Student Loan Refinancing
* Sharpening your skills for tough conversations and solutions to end results
* Financial Literacy Isn’t Just For Our Students

**3:35 PM – 3:45 BREAK**

**3:50 PM-4:40 PM**

* Retaining First Generation/ Low Income Students
* Administering Disbursements (Department of Education session)
* There can be Joy after mourning (dealing with and addressing grief)
* How to build a training manual

**Thursday March 19, 2020**

**7:30 AM – 8:30 AM Breakfast**

**8:00 AM – 8:30 AM OASFAA Business Meeting**

**8:30 AM -9:45 AM General Session**

State Update 8:30 AM-9:15 AM

MASFAA Update 9:15 AM-9:40 AM

**Interest Sessions**

**9:55 AM-10:45 AM Business Solution Sessions**

* Becky Davis with Ascendium
* Dennis Wentworth with Credible
* Daniel Gonzales with Campus Logic
* Rick Gallagher with Ascent

**10:45 AM-11:00 AM BREAK**

**11:00 AM – 11:50 AM**

* Lean Process
* Mental Health of Students
* MASFAA Session: Enrollment Management
* Verification

**12:00 PM -1:50 PM** Lunch Awards (NASFAA Update)

**Interest Sessions**

**2:05 PM-2:55 PM**

* HEI Training
* Talk Saves Lives: Suicide Prevention
* NASFAA Topic Advocacy and you
* Need Analysis #1 Hand Calculation

**2:55-3:10 BREAK**

**3:10 PM-4:00 PM**

* Best Practices in Title IV Reconciliation (Panel)
* Mental Health of Higher Education Staff
* How to help student’s apply for winnable scholarships and beware of fraud
* Best Practices in comparing and searching for private loans
* Need Analysis #2

**4:10-5:00 BOF Breakouts**

* Loans
* Federal Work Study
* Verification
* Pell
* Customer Service

**Friday March 20, 2020**

**7:30-8:30** Breakfast (light)

**Interest Sessions**

**8:30 AM - 9:20 AM**

* Collaboration between offices
* Why Repayment Rates are the new CDR
* Understanding the Generation Gap Funding GenZ and Millennials
* R2T4 Essentials (Department of Education)

**9:30 AM-10:20 AM**

* A Journey Beyond the Comfort Zone: Conversations Across Differences
* ED Session: Cash Management
* NUDGE Theory
* GearUP Ohio presents-Bridges: Supports for Aging out Youth you Serve

**10:20 AM – 10:45 AM** Hotel Check Out

**10:45 AM-1:00 PM** Brunch (Federal Update, recognition, closing remarks)