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## **Exceptional Customer Service**

*Lou Murray - Earnest*

All of us know what good service is. We know the goal is to meet a customer's need, and what it feels like to be a satisfied customer. But oftentimes, something happens when we go to work, and our customer service becomes a job instead of a common practice or discipline. Whether you are interacting with a student, parent or executive management, these 8 essential tips can make you comfortable and capable of providing an exceptional customer service experience.

## **ONNSFA Scholarships and Eligibility Requirements**

*Michael Mann - ONNSFA*

Are you aware that enrolled Navajo students attending post-secondary schools can get additional financial assistance through the Office of Navajo Nation Scholarship & Financial Assistance Program (ONNSFA)? It's true! In this session, we'll talk about the fantastic scholarships that ONNSFA offers and the eligibility requirements for each one.

## **OIG's Internal and External Threats Facing Title IV Institutions**

*Adam Shanedling - OIG*

Special agents from the Office of Inspector General (OIG) will discuss internal and external financial aid fraud and cyber security threats currently facing institutions of higher education. The presenters will discuss real case examples of these threats, and how OIG's investigative mission to combat fraud and abuse in federal student aid programs can help your organization safeguard those programs by identifying and detecting fraud. The presenters will illustrate complex and common fraud schemes, brief you on indicators that can help you detect internal and external fraud, discuss the criminal and civil remedies sought by the OIG, and inform you concerning how to report potential fraud to the OIG. A question-and-answer period is planned as part of this presentation.



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## **NASFAA Update, Including a Journey from Poverty...Helped by a Financial Aid Officer**

*Brad Barnett - NASFAA*

Many of us experienced challenging situations when we were younger, and Brad is no different. How do you allow those experiences to shape you? Did you take anything from them to improve your life today, or are you stuck...repeating the problems of the past? Brad will share a bit about his story, including how a financial aid officer provided him the ability to get a college education that opened doors to a new life. Through the story, you will have the opportunity to reflect on your own experiences as you look towards securing the type of life you desire, and contemplate the impact you can have on others as a financial aid administrator. This culminates with learning more about the resources NASFAA provides to help you be the best financial aid officer you can be.

## **Excel Tips & Tricks**

*Eddie Salazar - UNM*

Breakout session featuring tips & tricks for excelling with Excel

## **Volunteering! The Key to a Successful Financial Aid Professional**

*Audra Main - SWASFAA*

Learning the importance of volunteering can help mold a better Financial Aid Administrator, by having balance of learning, networking and fun.

## **The ROI of Financial Education**

*Chris Campbell - Inceptia*

Whether you call it financial literacy, financial education, or something else altogether, most higher education professionals are aware of the growing trend to help students manage their money in school and beyond. Yet while some colleges have dedicated offices and budgets to support such programs, other institutions struggle to justify investing in an initiative that may or may not yield beneficial results. This presentation provides a simplified review of numbers will provide a basis for calculating the “ROI of financial education,” and examples of institutional success through financial education initiatives.



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## **Helping Students Navigate Student Loan Repayment**

*Janell Valdez - UNM Health Sciences*

This session will address student loan repayment plans and PSLF. Brief information on navigating NSLDS and studentaid.gov.

## **Repayment Refresh**

*Chris Campbell - Inceptia*

"There have been a lot of changes in repayment since the last time student borrowers had to think about it - it's been three years of changes and waiting! With staffing shortages, regulatory issues and training, it is difficult to keep up, especially when servicer incentive changes have occurred and all borrowers will be joining repayment simultaneously. As a result, the lines for assistance - whether physically or virtually - may be longer than ever.

With all of the changes in mind, this session is intended to give you a refresh on where we are with student loans and repayment today, as well as a heads up on what's to come."

## **Supporting Students Transferring from a 2-year to a 4-year Institution**

*Victoria Padilla*

This session will cover the NM transfer process and ways we can support students as well as each other as FA administrators. It will briefly go over topics of professional judgement and student needs as well as highlight key differences between 2-year and 4-year institutions.



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## **Veteran(Dependent of Veteran) Education Benefits**

*Christal Martinez - UNM Taos Campus*

"This will be an informative session on what it means to become a Veteran Education Serving Institution. We will discuss what it takes to initially become a serving institution as well as what you will need to maintain your status.

Veterans education benefits is another way to help student fund their education. Veterans, service members, and their qualified family members can access these benefits to assist with finding the right school or training program, paying college tuition and obtaining career counseling. The funds can be combined with different types of aid which can lessen the financial burden for students and their families.

Come to my session to find additional ways to support your students through the use of their Veterans education benefits"

## **Pensions, 403b's, IRA's, Roths...Explaining The Options and Why You Need to Get in the Game**

*Brad Barnett - NASFAA*

We have our fair share of acronyms in financial aid, but we're not alone. When thinking about retirement you may have access to 403b's, 401a's, 401k's, 457's, or even IRA's. Then there are traditional versions and Roth versions, and in some instances you may even have access to a pension. This session will discuss the importance of investing for your own retirement, as well as how many of these various accounts work.

## **Federal Work Study Annual Reporting Requirements**

*Krystle Lucero, CNM*

An overview of the new Federal Work-Study annual reporting requirements.



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## **Developing your Personal Mission Statement**

*Brad Barnett - NASFAA*

Have you really thought about what's most important to you in life? What do you value? What's your purpose? What do you hope to accomplish? And how do your day-to-day habits move you closer or further from these goals? This is larger than just looking through the lens of your work. Instead, this is about you as a person. Developing a personal mission statement can help keep you on track, and motivate you, towards having a more fulfilled and purposeful life.

## **Hey, Focus! Finding Professional & Personal Success through Managing Your “Squirrel” Moments**

*Lou Murray - Earnest*

Individuals with attention deficit hyperactivity disorder (ADHD) and obsessive-compulsive disorder (OCD) face unique challenges that can impact their productivity and overall well-being. Managing these conditions at the workplace requires a comprehensive understanding of their characteristics and the implementation of appropriate strategies. In this presentation, we will explore practical approaches that can help all individuals who simply lack in focus. All can thrive in the workplace, enhancing their professional potential while maintaining personal wellness. Together, employers and employees can cultivate an inclusive work environment that will benefit both individuals and the organization as a whole.

## **HED Update**

*Heather Romero/Mia Candelaria - NM Higher Education Department*

This general session will focus on updates from the 2024 Legislative Session and HED.



## **FAAC Training**

*Ben Montecillo - Texas Tech University HSC, Audra Main Moore Norman Tech Center,  
Eddie Salazar - UNM*

Participants will prepare for NASFAA's Certified Financial Aid Administrator® (CFAA) Program knowledge exam by using a suite of workshop materials prepared by a team of practicing FAA's. You will receive a comprehensive set of resources and **complimentary access to the certification knowledge exam**. Resources include: exam prep guide, self-assessment worksheets, handouts, & practice exam & diagnostic report

## **FAFSA Simplification Workshop**

*Brian Malone, Eddie Salazar, Toni Cramer - UNM*

Join us for an in-depth discussion on regulatory changes related to PJ, Pell Grant and SAI-to-EFC. Hear from other colleagues about best practices for addressing verification, budgeting, and packaging aid without key questions such as work-study interest or housing statuses.