

Financial Aid Administrator Web Based Training Opportunities

October 2019

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

Title	Description	Provided By	Start Date	Start Time - PST	Registration Link
Inertia: Moving past status quo bias	<ul style="list-style-type: none"> • Have you put off analyzing your student loan debt? • Is making the minimum payment of your credit cards just easier? • Does creating a budget require too much energy? <p>Ask yourself this: "When was the last time you took a risk, or made a change in your usual routine?" This tendency to prefer things as they are known as "status quo bias". Join us as we take a look at how our hunter-gatherer instincts tempt us to avoid risk resulting in missed opportunities, along with steps to intentionally overcome those inclinations.</p>	ECMC	9/11/19	10:00 AM	https://www.ecmc.org/schools/training.html
Loan Rehabilitation: A Second Chance for Borrowers	Borrowers who default on their federal student loans face numerous financial and even emotional consequences. They lose access to Title IV aid, their credit score will drop, and they risk seizure of their tax refund and wage garnishment—all which can lead to emotional distress and other issues. Fortunately, borrowers have a chance for a refresh start. Join us as we discuss the details of loan rehabilitation, what borrowers should consider before rehabilitating, and how Cohort Catalyst®, our default management service, can get your defaulted borrowers back on track.	Attigo (Ascendium)	10/1/19	9:00 AM	https://www.attigo.com/smart-sessions-0-0-0
Paying down debt (repayment methods)	Debt...most of us have it. We finance our education, homes, vehicles, and even many of our purchases. Debt can be a useful tool, managed properly. In this webinar we will provide basic information about types of debt then take a deeper dive into different models for paying down debt.	ECMC	10/2/19	10:00 AM	https://www.ecmc.org/schools/training.html
Going Beyond the Good: Taking Your Customer Service to the Next Level	Good customer service has become the expectation in higher education. It's the minimum of what students want from their school. They want more than a friendly face. Many expect to have their needs met through a wide variety of ways—and those needs extend beyond the classroom and into all areas of the institution. You can take the service you provide to the next level by establishing a solid customer feedback system and setting high standards for all staff to meet. Join this participatory session to learn how to go beyond the good.	Attigo (Ascendium)	10/8/19	12:00 PM	https://www.attigo.com/smart-sessions-0-0-0

Developing Comprehensive Training for Your Customer-Centric Office	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.	Attigo (Ascendium)	10/9/19	12:00 PM	https://www.attigo.com/smart-sessions-0-0-0
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. We will also discuss the new PSLF Help Tool and TEPSLF	FedLoan Servicing (PHEAA)	10/10/19	11:00 AM	https://myfedloan.org/financial-aid-officers/training/
Planning for the Holidays	The holiday season can create an unexpected financial strain for many families. It is easy to underestimate the cost of the holidays and spend more than you want to - or can afford. Planning for the Holidays teaches you the ABCs of holiday planning; holiday savings tips; alternative gift ideas; and how to create a personalized holiday planner.	Mapping Your Future	10/10/19	11:00 AM	https://attendeegotowebinar.com/register/2452686482416204289
Shifting Gears: Driving Students to the Finish Line with the Use of Debt Letters	Informed students make better academic, social, and financial choices. The right information can guide their decisions, particularly when it comes to borrowing. Far too many borrow each year without knowing how much they owe to date or how much they can expect to repay once they graduate. With student loan debt levels on the rise and projections that 40% of borrowers will default by 2023, it's important now more than ever to help them make sound choices through a variety of financial wellness efforts. The use of debt letters provide students with a summary of their current indebtedness so they're more informed of their borrowing obligation. Join this important session to learn how to incorporate debt letters into your financial wellness programs and put the brakes on uninformed borrowing decisions.	Attigo (Ascendium)	10/16/19	9:00 AM	https://www.attigo.com/smart-sessions-0-0-0
Verification. What we have learned, what we can recommend and how we can help students	Verification - it strikes fear into the hearts of not only the students but financial aid administrators everywhere. Having processed thousands of verifications for schools across the country. Deana Unger will present a critical reflection on current trends, challenges, and opportunities, with the goal of significantly improving the user experience and combating verification melt. Scott Lapinski will join in as we share insights on top verification errors, student inquiries, recommendations for efficient processes, and student support tips including a use case from the University of Texas at Tyler.	Inceptia	10/17/19	11:00 AM	https://register.gotowebinar.com/register/4012251371017455883

Cohort Catalyst®: The Secret Sauce to Repayment Success	This past year, we have helped 1.3 million borrowers avoid default and its distressing consequences and rehabilitated over 1.3 billion in student loans. These borrowers can now receive federal financial aid to return to school and they're on the path to improving their credit profiles. Cohort default rates dropped at their former schools without the burden of additional workloads. The secret sauce is Cohort Catalyst, our repayment support and default prevention services. With Cohort Catalyst, you'll receive data management, customized outreach, school reporting, and most importantly—the unique experience of our highly-skilled loan counseling team. To learn how Cohort Catalyst can get your borrowers back on track and help you meet and exceed your default management goals, register now to attend this session.	Attigo (Ascendium)	10/17/19	12:00 PM	https://www.attigo.com/smart-sessions-0-0-0
Present-day Engagement: Connecting Your Gen Z's with Financial Literacy	Over the past decade, research and discussions have been focused on understanding millennials, however we need to switch to the next generation—Generation Z. Gen Z's are very different from their predecessor. They're more digitally innate, entrepreneurial, visually stimulated, and have shorter attention spans than any other generation. Furthermore, they have a different approach to money and spending. Join this session to learn how to connect with your Gen Z students using present-day engagement tools and strategies.	Attigo (Ascendium)	10/22/19	9:00 AM	https://www.attigo.com/smart-sessions-0-0-0
The Ins and Outs Direct Loan Consolidation	Looking for more information to effectively counsel your student loan borrowers on consolidation? Join us as we discuss the pros and cons of consolidation, review the Direct Loan Consolidation application and explore practical and effective counseling tips to use in your office.	FedLoan Servicing (PHEAA)	10/24/19	11:00 AM	https://myfedloan.org/financial-aid-officers/training/
Improving Your Students' Skills with GradReady®	Many students make their first major financial decisions once they arrive on campus—however they may not be familiar with using a budget or understand how credit works. They come with unique experiences and various needs and because they learn through a variety of methods, one-size does not fit all. GradReady is a tool to help improve students' financial skills and knowledge. It includes an online curriculum, videos, interactive tools, quizzes, and more. In this session, we'll walk through GradReady and explore how to engage students.	Attigo (Ascendium)	10/30/19	12:00 PM	https://www.attigo.com/smart-sessions-0-0-0