

## Financial Aid Administrator Online Training September 2020

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

Title	Business Solutions	Description	Provided By	Start Date	Start Time - PST	Registration Link
Living a life that's affordable		Managing money is often viewed as a dreaded task - like a trip to the dentist or standing in the TSA line at the airport. The good news is that it can actually be enjoyable. Join us to learn how a few simple money management hacks can have a positive impact.	ECMC	9/2/20	10:00 AM	<a href="https://www.ecmc.org/schools/training.html">https://www.ecmc.org/schools/training.html</a>
Cal Grant Reconciliation & the Audit Process		This webinar for college financial aid administrators provides information about the Cal Grant Reconciliation timeline and process. The reconciliation process is broken down into 4 easy steps, and attendees will be shown how to use Reconciliation reports to initially locate discrepancies in payment reporting type, as well as how to drill down to student-level detail to identify discrepancies with individual student records. Finally, participants will learn about the most common audit findings, and some best practices.	CSAC	9/2/20	2:30 PM	<a href="https://csac-ca.gov.zoom.us/j/911rHNTPCmqEqlMizStJqLvfQIOx">https://csac-ca.gov.zoom.us/j/911rHNTPCmqEqlMizStJqLvfQIOx</a>
How American Plans & Pays for College		Every year, families sending a child to college set out to make decisions about how to pay for that education. Sallie Mae will share results from the 13th How America Pays for College – a national research study conducted in conjunction with Ipsos that shines a light on how families make these decisions and what sources of funds they use. In addition to how much families paid for academic year 2019-20, we will explore how family income and savings, financial aid and borrowed funds are used and what steps families take to make college more affordable.	Sallie Mae	9/10/20	10:00 AM	<a href="https://salliemaebank.webex.com/salliemaebank/onstage/g.php?MTID=e4d6f4a213c92c0389a1cb9834a4d7652">https://salliemaebank.webex.com/salliemaebank/onstage/g.php?MTID=e4d6f4a213c92c0389a1cb9834a4d7652</a>
Uploading 2021-22 High School GPAs		This webinar for high school counselors and district staff reviews proper GPA calculations. Attendees will also learn how to submit Non-SSN GPAs both manually and via the batch upload process.	CSAC	9/10/20	2:00 PM	<a href="https://zoom.us/j/911rHNTPCmqEqlMizStJqLvfQIOx">https://zoom.us/j/911rHNTPCmqEqlMizStJqLvfQIOx</a>
Leveraging scholarships to reduce reliance on student loans		It's no secret that college is expensive, costs continue to increase and the amount of free financial aid remains static. Increasingly, students and families turn to student loans to pay for education beyond high school. In fact, Americans owe over \$1.5 trillion collectively in student loans - second only to mortgage loan debt. In this webinar, we will explore ways to maximize scholarship search efforts in order to reduce reliance on student loans.	ECMC	9/13/20	10:00 AM	<a href="https://www.ecmc.org/schools/training.html">https://www.ecmc.org/schools/training.html</a>

Tackling Default Prevention One Month at a Time		Conducting a single default prevention activity may not produce significant results. However, if your time and resources are limited, planning on-going activities can be challenging. We have a solution! During this webinar, we'll share how to tackle default prevention with manageable and effective strategies for each month of the year. You will be able to kick off the fiscal year on October 1 with a calendar of monthly activities to improve repayment success and manage your rates.	Attigo (Ascendium)	9/15/20	9:00 AM	<a href="https://www.attigo.com/smart-sessions-0-0-0">https://www.attigo.com/smart-sessions-0-0-0</a>
FAFSA Toolkit Express: Free Resources to Promote FAFSA Completion		When it comes to nudging students to complete the FAFSA, you can never have enough tools to spread the message – but who has the time or resources to create a comprehensive FAFSA communication plan? Join our half hour express session to explore all the features of the FAFSAA Toolkit including checklists, banners, postcards, emails & posters, a verification video and more.	Inceptia	9/15/20	9:30 AM	<a href="https://register.gotowebinar.com/register/5617097451529359887?source=inceptia.org">https://register.gotowebinar.com/register/5617097451529359887?source=inceptia.org</a>
Managing Remote Teams		Adapt to the changes of working through virtual walls, using knowledge and best practices.	Citizens Bank	9/15/20	12:00 PM	<a href="https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812">https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812</a>
Private Loan Comparison Made Simple - Credible's Revolutionary Technology Tool	Business Solutions	Credible is the leading independent, digital consumer student loan marketplace in the United States. Register for this Webinar session and learn how your institution can provide our proprietary technology platform to your students/parents to instantly compare, personalized rates, in an impartial manner from multiple lenders, without impacting their credit score. Credible's technology tool can bring greater transparency to the loan comparison process around lender interest rates, borrowing options and repayment terms to more of your students and families.	Credible	9/15/20	1:00 PM	<a href="https://attendee.gotowebinar.com/register/6633028604028276493">https://attendee.gotowebinar.com/register/6633028604028276493</a>
Tips to help students graduate with less debt		Helping students graduate with minimal student loan debt is the best gift we can give to students. Join us to learn simple planning ideas and money strategies to share with students.	ECMC	9/16/20	10:00 AM	<a href="https://www.ecmc.org/schools/training.html">https://www.ecmc.org/schools/training.html</a>
Delivering Exceptional Customer Service		Create positive impressions by understanding the importance of customer service and improving skills to deal with difficult scenarios.	Citizens Bank	9/17/20	9:00 AM	<a href="https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812">https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812</a>
Technology Lighting the Torch for Virtual Student Services	Business Solutions	Last spring, colleges quickly moved teams and students off campus into virtual learning and remote services. Virtual meeting software, live chat, AI chatbots, texting, and other platforms have aided campus staff to create an interesting and innovative model. Come listen and join the conversation with a panel of higher-ed colleagues to learn how they are creating virtual student services that will not only help them get through the current crisis, but also create lasting efficiencies and student connections.	Ocelot	9/17/20	10:00 AM	<a href="https://info.ocelotbot.com/technology-lighting-the-torch-for-virtual-student-services-9-17">https://info.ocelotbot.com/technology-lighting-the-torch-for-virtual-student-services-9-17</a>

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)	9/17/20	11:00 AM	<a href="https://pheaa-events500.webex.com/mw3300/mywebex/default.do?siteurl=pheaa-events500&amp;service=6">https://pheaa-events500.webex.com/mw3300/mywebex/default.do?siteurl=pheaa-events500&amp;service=6</a>
Creating Student Engagement through Social Media		Using social media is an integral part of communicating with students in today's digital world. These channels have expanded the scope of opportunities to interact with students. They use social media for information gathering, decision-making, and sharing—so how do you further connect your students and enhance their satisfaction with your institution? Join us as we explore how to maximize the most of your social media strategy.	Attigo (Ascendium)	9/17/20	12:00 PM	<a href="https://www.attigo.com/smart-sessions-0-0-0">https://www.attigo.com/smart-sessions-0-0-0</a>
Improving Repayment Success with Cohort Catalyst® (Business Solutions)	Business Solutions	Having a comprehensive, strategic plan in place to improve repayment success and prevent loan default is important now more than ever. While the CARES Act has temporarily suspended payments for borrowers with federally held loans, far too many may struggle once the forbearance period ends. Cohort Catalyst, our repayment support and default prevention solution, can help your borrowers stay on track. Through Cohort Catalyst, they'll receive expert outreach, education, and personalized counseling to keep them out of default. And for those who have already defaulted, we help them successfully complete rehabilitation. Attend this session to learn how Cohort Catalyst can improve repayment success and make a difference in the lives of borrowers during these economic challenges.	Attigo (Ascendium)	9/22/20	12:00 PM	<a href="https://www.attigo.com/smart-sessions-0-0-0">https://www.attigo.com/smart-sessions-0-0-0</a>
Getting Creative When Problem Solving		Explore the steps to meet the challenges of your work with a new approach.	Citizens Bank	9/22/20	12:00 PM	<a href="https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812">https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812</a>
Hurricanes, Floods, Fires, and a Pandemic: Key Considerations in working with your Emergency Plan		Join us for an interactive live webinar on emergency preparedness. This webinar will focus on important considerations within an emergency plan and the importance of practicing the plan as a key component for successful business continuity during an emergency.	Sallie Mae	9/23/20	10:00 AM	<a href="https://salliemaebank.webex.com/salliemaebank/onstage/g.php?MTID=ea7a485790aa45ad15100aa7366b78572">https://salliemaebank.webex.com/salliemaebank/onstage/g.php?MTID=ea7a485790aa45ad15100aa7366b78572</a>
Technology Lighting the Torch for Virtual Student Services	Business Solutions	Last spring, colleges quickly moved teams and students off campus into virtual learning and remote services. Virtual meeting software, live chat, AI chatbots, texting, and other platforms have aided campus staff to create an interesting and innovative model. Come listen and join the conversation with a panel of higher-ed colleagues to learn how they are creating virtual student services that will not only help them get through the current crisis, but also create lasting efficiencies and student connections.	Ocelot	9/23/20	11:00 AM	<a href="https://info.ocelotbot.com/technology-lighting-the-torch-for-virtual-student-services-9-23">https://info.ocelotbot.com/technology-lighting-the-torch-for-virtual-student-services-9-23</a>

Let's Talk - Private Non Profits		To complement NASFAA's Webinars and other relevant topics, Let's Talk is expanding to include panel discussions and mini breakout sessions, in addition to its traditional peer-to-peer conversations. This fall, Blue Icon will host Let's Talk events to give you the opportunity to engage with peers, learn from presenters and each other, share information, and discuss best practices.	Blue Icon Advisors, NASFAA Consulting	9/24/20	8:00 AM	<a href="https://www.nasfaa.org/blueicon_lets_talk">https://www.nasfaa.org/blueicon_lets_talk</a>
Understanding Private Student Loan Refinancing		Prepare for the factors to consider before refinancing your students loans, and how to best evaluate options.	Citizens Bank	9/24/20	9:00 AM	<a href="https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812">https://citizensbank.webex.com/citizensbank/onstage/g.php?PRID=ee016a2b049672e2f393720a8fac4812</a>
Let's Talk - 4 Year Publics		To complement NASFAA's Webinars and other relevant topics, Let's Talk is expanding to include panel discussions and mini breakout sessions, in addition to its traditional peer-to-peer conversations. This fall, Blue Icon will host Let's Talk events to give	Blue Icon Advisors, NASFAA Consulting	9/24/20	10:00 AM	<a href="https://www.nasfaa.org/blueicon_lets_talk">https://www.nasfaa.org/blueicon_lets_talk</a>
The Ins and Outs of 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)	9/24/20	11:00 AM	<a href="https://pheaa-events500.webex.com/mw3300/mywebex/default.do?siteurl=pheaa-events500&amp;service=6">https://pheaa-events500.webex.com/mw3300/mywebex/default.do?siteurl=pheaa-events500&amp;service=6</a>
A simpler, faster way to complete the FAFSA	Business Solutions	Sallie Mae and Embark have partnered to provide a free, quick, reliable, and easy way for students to apply for financial aid. This presentation will include a demonstration of a new application flow that streamlines the FAFSA process with clear and helpful text that encourages students to continue through to completion. Families will have access to a more intuitive and user-friendly application process. Counselors will also learn how to access an online tool that will assist with tracking FAFSA completions.	Sallie Mae	9/25/20	10:00 AM	<a href="https://salliemaebank.webex.com/salliemaebank/onstage/g.php?MTID=ee16c024d9c4c5b0605f75bd6ee22071a">https://salliemaebank.webex.com/salliemaebank/onstage/g.php?MTID=ee16c024d9c4c5b0605f75bd6ee22071a</a>
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Driving Students to the Finish Line with Debt Letters		Far too many students borrow each year without knowing how much they owe to date or how much they can expect to repay once they graduate. The use of debt letters provides students with a summary of their current indebtedness so they are more informed of their borrowing obligation. Join this important session to learn how to incorporate debt letters into your financial wellness initiatives and put the brakes on uninformed borrowing decisions.	Attigo (Ascendum)	9/30/20	12:00 PM	<a href="https://www.attigo.com/smart-sessions-0-0-0">https://www.attigo.com/smart-sessions-0-0-0</a>