

## Financial Aid Administrator Web Based Training Opportunities August 2018

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

Title	Description	Provided By	Date	Time - PST	Registration Link
Stretching your financial aid refund	How many times have you heard the lament "My refund won't last me thru to next term"? It's not uncommon for students to be new to budgeting, especially so if they are budgeting income that is lower than usual. In this webinar, we will discuss practical counseling, budgeting tips and how to approach difficult conversations about money without appearing judgmental or confrontational.	ECMC	8/3/18	10:00 AM	<a href="https://www.ecmc.org/schools/training.html">https://www.ecmc.org/schools/training.html</a>
Supervising Student Employees: Tools of the Trade	Student employees are a vital resource for your office but a challenge to supervise. Do you have the tools needed to effectively manage your student workers to achieve optimal success? Because they are part time, with varying schedules, and diverse attitudes towards employment and academics, student employees provide you with unique supervisory challenges. Attend this session to learn tools to help you better supervise your student employees and help them achieve success for your office and their future careers.	GLHEC	8/8/18	9:00 AM	<a href="https://schools.mygreatlakes.org/web/FA/P/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FA/P/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent</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	8/8/18	12:00 PM	<a href="https://schools.mygreatlakes.org/web/FA/P/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FA/P/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent</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.	FedLoan Servicing (PHEAA)	8/9/18	11:00 AM	<a href="https://myfedloan.org/financial-aid-officers/training/">https://myfedloan.org/financial-aid-officers/training/</a>

Planning for the Holidays!	The primary purpose of this webinar is to provide information on how to reduce stress and overspending by planning for the holidays in advance. The webinar covers the following topics: The importance of planning for the holidays, What needs to be considered in a holiday budget, Tips and suggestions on how to keep holiday spending under control, Ordering through the internet, Stretching gift giving dollars.	Mapping Your Future	8/9/18	11:00 AM	<a href="https://register.gotowebinar.com/register/437805030556919042">https://register.gotowebinar.com/register/437805030556919042</a>
Teaching the Teacher: What Students Need to Know about Their Finances	Your students have arrived on campus not knowing how to budget, how credit cards work, or the impact of interest. You want to educate them but where do you begin? Instead of starting from scratch, we will provide you with what your students need to know about their finances. Presented by accredited financial counselors, this session is designed to teach the teacher so that you can create and tailor your own financial literacy program. We will also share ways to keep students engaged.	GLHEC	8/9/18	12:00 PM	<a href="https://schools.mygreatlakes.org/web/FA/P/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FA/P/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent</a>
Growing your students' understanding of consumer debt	We can all agree that the pitfalls of consumer debt can be frustrating to understand on our own. Trying to explain that to our students can seem like an exercise in futility. Join the FAB team as we look at ways to compartmentalize the aspects of credit and debt as well as how interest rates affect total purchase price. We'll help you explain to your students that there really is no such thing as a "shopping emergency."	ECMC	8/10/18	10:00 AM	<a href="https://www.ecmc.org/schools/training.html">https://www.ecmc.org/schools/training.html</a>
Emotional Intelligence: Making It Work for You	How well are you at identifying your own emotions? Do you know how to read the emotions of other people? These are questions that can determine your level of emotional intelligence (EQ)—which is the ability to understand and manage one's own emotions as well as those of others. By having a high EQ, you can manage conflict, improve relationships, make better decisions, and enhance communication. It can also have an impact on your physical and mental well-being as a result of reduced stress. The good news is that while some people naturally have a high level of emotional intelligence, for those that don't, the skills can be learned. Join us to learn how to identify your EQ and use it to drive decisions and behaviors, as well as identify the emotions of other people. Make your EQ work for you.	GLHEC	8/14/18	9:00 AM	<a href="https://schools.mygreatlakes.org/web/FA/P/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FA/P/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent</a>

Identity Theft: Protecting Yourself from the Creative Criminal	Data breaches, stolen credit card numbers—even cell phone scams are so commonplace that we now hear it almost daily on the news. Criminals are getting very creative in their tactics for stealing your personal information. What should you do if there’s a data breach and your information is compromised? What precautions can you take to minimize your chances of being victimized? A creative criminal can do any number of things, such as obtain credit, get a job or even open up a business in someone else’s name! Although we may not be able to avoid every possibility, there are ways to protect oneself—and we’ll discuss things your students can do to be more secure.	GLHEC	8/14/18	12:00 PM	<a href="https://schools.mygreatlakes.org/web/FA/P/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FA/P/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent</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	8/15/18	9:00 AM	<a href="https://schools.mygreatlakes.org/web/FA/P/training/findEvent/1358?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FA/P/training/findEvent/1358?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	8/15/18	12:00 PM	<a href="https://schools.mygreatlakes.org/web/FA/P/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FA/P/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent</a>
Loan Rehabilitation: A Second Chance for Borrowers	The consequences of student loan default can be devastating to your borrowers. When borrowers default they lose their Title IV eligibility, damage their credit, risk having their tax refunds and other benefits withheld, and face the possibility of wage garnishment and legal action. Fortunately, borrowers have a chance for a refresh start—loan rehabilitation. We will discuss the details of loan rehabilitation and what you can do to educate your students.	GLHEC	8/16/18	12:00 PM	<a href="https://schools.mygreatlakes.org/web/FA/P/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent">https://schools.mygreatlakes.org/web/FA/P/training/findAvailableEvents?selected=training&amp;navMenuItemSelected=hoz.findEvent</a>
CDR- Challenges, Appeals & Adjustments	It’s that time again! Join us for this session as we provide an overview of the CDR: Challenges, Appeals and Adjustments available along with some reasons you may need to dispute your rate. We’ll cover steps in the process, what to do if your appeal is unsuccessful, and the resources available to assist you in managing your Cohort Default Rate.	FedLoan Servicing (PHEAA)	8/23/18	11:00 AM	<a href="https://myfedloan.org/financial-aid-officers/training/">https://myfedloan.org/financial-aid-officers/training/</a>

Clock Hour/Credit Hour Non Term Open Academic Year Training	Overview of how to handle the Title IV packaging methodologies for credit hour and clock hour non-term program structures in an open academic year.	Global Financial Aid Services	8/23/18	1:00 PM	<a href="https://meetings.webex.com/collabs/meetings/join?uuid=M7B097000EKM253QF0J70FB503-MD1T">https://meetings.webex.com/collabs/meetings/join?uuid=M7B097000EKM253QF0J70FB503-MD1T</a>
2019-20 FAFSA training available for financial aid professionals and others helping students and parents complete the FAFSA	Financial aid professionals or counselors helping students with the FAFSA or managing the verification process should be aware of changes to the 2019-20 FAFSA. Join us for Mapping Your Future's 2019-20 FAFSA training for financial aid professionals and others helping students complete the FAFSA. Jennifer Martin, Director of Financial Aid Compliance at Johns Hopkins University, will be presenting. She will guide the attendees through the FAFSA, providing special emphasis on the changes from prior years.	Mapping Your Future	8/29/18	11:00 AM	<a href="https://register.gotowebinar.com/register/171828770871903491">https://register.gotowebinar.com/register/171828770871903491</a>
Simple budgeting	We know budgeting skills are vital to our financial health. There are hundreds of presentations on the importance and benefits of budgeting; yet, practical, easy-to-follow instructions are hard to find. This webinar will guide you step by step on how to create a realistic, manageable budget.	ECMC	8/31/18	10:00 AM	<a href="https://www.ecmc.org/schools/training.html">https://www.ecmc.org/schools/training.html</a>