



*Agenda Sessions Register Hotel Home*



## **Thursday, November 14**

|                |  |
|----------------|--|
| 8:00 to 9:00   | Registration/ Continental Breakfast                              |
| 9:00 to 9:15   | Welcome  |
| 9:15 to 10:30  | General Session ( <a href="#">See session schedule.</a> )        |
| 10:30 to 10:45 | Break  |
| 10:45 to Noon  | Concurrent Session I ( <a href="#">See session schedule.</a> )   |
| Noon to 1:30   | Lunch  |
| 1:45 to 3:00   | Concurrent Session II ( <a href="#">See session schedule.</a> )  |
| 3:00 to 3:15   | Break  |
| 3:15 to 4:30   | Concurrent Session III ( <a href="#">See session schedule.</a> ) |
| 5:00 to 6:00   | Social Hour  |
| 6:00 to 7:00   | Dinner   |
| 7:00           | Entertainment  |

## **Friday, November 15**

|                |   |
|----------------|---|
| 8:00 to 9:00   | Breakfast   |
| 9:00 to 10:30  | General Session ( <a href="#">See session schedule.</a> )       |
| 10:30 to 10:45 | Break   |
| 10:45 to 12:00 | Concurrent Session IV ( <a href="#">See session schedule.</a> ) |
| 12:00 to 2:00  | EASFAA Update/ DOE Update                                       |

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## *Concurrent Session 1*

**10:45-12:00**

### **Student Employment: Finding the answers!**

Community service mandates, student and supervisor training, international student logistics, JLD options, payroll issues and many more topics are part of the student employment administrator's daily life. If your world also includes financial aid responsibilities, it can be a lot to juggle. We'll discuss current issues and the two associations that can help you stay informed: the Northeast Association of Student Employment Administrators (NEASEA) and the National Student Employment Association (NSEA).

### **Techniques to Successful in House Collecting**

Professionals from Immediate Credit Recovery will show you how to find them and how to collect when you do. The focus will be on in house collection and skip tracing techniques.

### **Leveraging the Web: Increasing Student Satisfaction**

It was not more than a few years ago when it was just exciting to have a presence on the Web. Today, with the advent of wireless devices and interactive content delivery, we're forced to rethink our positioning as it relates to the Web. Specifically, how can we provide students and parents with the information that they need, while simultaneously providing them with engaging content through various mediums. Learn how to harness and leverage wireless devices and languages, virtual counseling, interactive knowledge bases, and streamlined workflow content as it pertains directly to increasing overall satisfaction for our students and parents.

### **T'ai chi and Qigong for Health**

T'ai chi is a system of slow, gentle movements that work all the major muscle groups and joints, integrates body and mind and can improve mental functions and enhance health. Qigong is used for maintaining health as well as healing disease and has forms which can be learned in a hour yet developed over a lifetime. It also increases the circulation of blood and energy in the body, producing a state of relaxation and calm. Some of the benefits of t'ai chi and qigong are better balance, flexibility and coordination, toned muscles, lower blood pressure, reduced stress and improved mental function and general health. It's the one activity you can actually get better at for the rest of your life, even into your 80s and 90s.

## *Concurrent Session 2*

**1:45-3:00**

### **The Balancing Act: Have a life and live it too!**

Most of us automatically react to whatever shows up in our lives and forget that we have the power and right to shape our lives to meet our needs. Life lives us, instead of we live our lives!

### **Learn the Methodologies...IM, FM & the new Consensus Methodology**

Join Jolene, Bob and Ginny as they discuss some of the history behind the IM and FM Methodologies, as well as introduce you to the new Consensus Methodology.

### **Customer Service**

Overview of customer service and it's importance. Achieving and maintaining a positive "can do" attitude, building a rapport with customers while reaching resolve.

### **Conducting Effective Meetings**

Think about a meeting you run or attend on a daily, weekly, monthly basis. Was it time well spent? Did you accomplish what you wanted to? Was everyone involved or engaged? Did it end on time? If the answer is "no", consider how much time and money we are wasting on meetings that are unproductive or unnecessary. This workshop will provide you with helpful tips and techniques to effectively plan and manage meetings.

## *Concurrent Session 3*

**3:15-4:30**

### **E-Commerce: From application to graduation and beyond**

E-Commerce has arrived, you can now put on the web applications, registration, financial aid awards, class schedules,e-bills,e-payments and much more. Come and see what is available now.

### **Power Point**

Make your presentation powerful with these Power Point essentials! Review menu bar content, create presentations and slide shows, work with clip art, graphs and charts, and learn how to produce notes, handouts and slideshows.

### **Ramen Noodles are OK**

Ramen Noodles are OK. If every student ate Ramen Noodles throughout their college experience, financial aid administrators would not have to worry about debt management. Unfortunately, most students eat gourmet foods and take exotic spring break vacations. Vermont Law School staff will provide what they are doing to encourage Ramen Noodle eating.

### **Feng Shui – What Clutters your Home Clutters your Mind**

Clutter is cholesterol for the home. Learn how clutter can effect you and stop it from taking control of your environment and your life.

## *Concurrent Session 4*

**10:45-12:00**

### **Perkins: What you need to know**

Mark Mundy will give us the latest in Perkins loan regulations and how they affect you, ( assignment, disability , rehabilitation, consolidation. and the just released Final Rules for this year.) Bring your questions.

### **Don't Take it Personally! A Guide to Dealing with Unhappy Students**

Not every parent and student is going to be pleased with your decisions ever day. The key to taking care of you is to learn to not take it personally. In this session, we'll introduce techniques to help you recognize, understand and manage parent and student's frustrations, as well as offer suggestions for how to take care of yourself and your staff in these situations.

### **Graduate/Professional Student Aid**

Join Susan Howard for a discussion of current issues affecting aid for graduate and professional students, including reauthorization topics.

### **Federal Relations - NHASFAA's Involvement**

JoEllen Soucier, Director of Financial Aid at Franklin Pierce College, has accepted the position of Federal Relations Liaison for NHASFAA. She has been assigned the task of working with EASFAA and other associations to communicate federal relations issues with the New Hampshire Association membership. This is an important topic, especially during a time of reauthorization, and Holly aglaniczny, Chair of EASFAA Federal Relations, will discuss some of the tasks involved with federal relations. She will discuss some reauthorization issues and how NHASFAA can make a difference.

## *General Sessions*

Thursday, November 14 9:15 to 10:30

### **Is College Affordable for New Hampshire Students?**

A nationally respected policy analyst, Patrick Callan, President of the National Center for Public Policy and Higher Education, will present the major findings of the 2002 Measuring Up Report. Focusing on affordability, Mr. Callan will discuss how various states have used the findings to influence public policy. Joining him will be Brian Fitzgerald, Staff Director of the Advisory Committee on Student Financial Assistance and Kathryn Dodge, Executive Director of the NH Postsecondary Education Commission, who will speak about the development of national and statewide strategies to address this issue.

Friday, November 15 9:00 to 10:00

### **What Reauthorization of the Higher Education Act Means for You**

A panel of experts will highlight issues that will impact the reauthorization process and what might change during the process. It is our opportunity to make our voices and concerns heard and to get a preview of how we will be impacted by the legislative reauthorization.

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NHHEAF-NHASFAA Conference

P.O. Box 877

Concord, NH 03302-0877



*Thursday, November 14th & Friday, November 15th, 2002*

# Taking Care of Business

*It begins with you*

12th Annual Joint NHHEAF-NHASFAA Conference

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[www.nhheaf.org/conference.htm](http://www.nhheaf.org/conference.htm)\*

