

2000
NHHEAF/NHASFAA CONFERENCE

Thursday, November 30th

8:00am – 9:00am **REGISTRATION/CONTINENTAL BREAKFAST**
Ballroom Lobby

9:00am – 9:15am **WELCOME**
The Ballroom

Mary Ellen Severance, President, NHASFAA
René Drouin, President and CEO, NHHEAF Network

9:15am – 10:15am **GENERAL SESSION 1**
The Ballroom

Student Success Stories

Financial Aid Professionals make a difference in the lives of students everyday. These success stories promise to re-energize the seasoned professional and inspire those who are new to our community!

Moderator: Christine McGuire, Financial Aid Director,
New Hampshire College

10:15am – 10:30am **BREAK/RAFFLE**
Ballroom Lobby
Refreshments sponsored by: Enterprise Recovery Systems

10:30am – 11:45am **GENERAL SESSION 2**
The Ballroom

Remaining Professional in the Face of Aggression

Join Clinical Psychologist Dr. Winnie Martinkovic for a session on understanding why the Financial Aid Office is target for aggression and how to respond to aggressive behavior. This workshop is sure to provide Financial Aid professionals with ideas on how to improve customer service within the Financial Aid Office and how to handle aggressive situations.

Presenter: Dr. Winnie Martinkovic

Moderator: Ken Ferreira, Associate Director of Financial Aid,
Rivier College

12:00pm – 1:30pm

LUNCH/RAFFLE

The Ballroom

Lunch Sponsored by: Windham Professionals

GENERAL SESSION

Sponsored by: Delta Management Associates, Inc.

An Ongoing Challenge: Success in Education

One of the most important challenges facing educators today is the one of effectively motivating culturally diverse students to reach their full potential and to be successful in the classroom and in life. This presentation will include strategies for effective cross cultural communications as well as information that should be helpful to guide students down the path of success.

Presenter: Dr. Guadalupe C. Quintanilla

Moderator: Christine McGuire, Financial Aid Director,
New Hampshire College

1:45pm – 3:00pm

CONCURRENT SESSIONS

Session I – Personnel Management

Woodbury Room

A NASFAA Leadership module. This session will focus on the strategies of hiring and retaining employees.

Presenter: Susan K. Allen, Director of Financial Aid, University of
New Hampshire.

Session II – Return of the Living Dead

Ampitheater

Is the “Return of Title IV Funds” policy like a bad horror movie to you? Discover how to write an institutional policy, what impact the new regulations are having on institutions, and how students are affected.

Presenter: Ed Shroeder, Director of Financial Aid, Concordia
University (Wisconsin)

Session III – Lead the Way

Warner Room

Get ready to roll up your sleeves and get creative!
During this workshop we will talk about key issues that serve as

barriers for New Hampshire students thinking about education beyond high school. Then we will consider ways to combat these barriers with positive messages about higher education. This workshop will serve as the first step toward ongoing early awareness efforts in New Hampshire.

Moderator: Tara Payne, Resource Center Director,
The NHHEAF Network

3:00pm – 3:15pm

BREAK/RAFFLE

Harbor's Edge Room

Chocolate lover's delight featuring Starbuck's Coffee

3:15pm – 4:30pm

CONCURRENT SESSIONS

Session IV – Education as an Investment

Woodbury Room

Learn how investing in a college education now benefits the future of your students and families, your institution and society as a whole.

Presenter: Jennifer Jenkins, Manager, Education Finance Services,
College Credit

Facilitator: Donna Shelby, Sales & Marketing Manager,
Citizens Bank

Session V – 1098 Tax Reporting

Ampitheater

Review the proposed IRS regulations on reporting requirements for the Hope and Lifetime Learning tax credits. Topics covered will include: Form 1098-T reporting, 1098-E reporting related to student loan interest, and the use of magnetic media.

Presenter: Eric Blumenthal, Associate Dean of Administration & Finance, College for Lifelong Learning, University System of New Hampshire

Session VI – Graduate Concerns

Warner Room

Early Awareness... debt management... financial planning... concerns of graduate administrators and graduate students. As administrators, we can initiate programs on our campuses to meet the rising financial concerns of graduate students.

Presenter: Dana Mignogna, Graduate Financial Aid Administrator,
Assumption College

- 5:00pm – 6:00pm **SOCIAL HOUR**
Ballroom lobby
- 6:00pm – 7:30pm **DINNER**
The Ballroom
Sponsored by: Citizens Bank & NHHELCO
- 7:30pm – 8:30pm **NHASFAA 30th ANNIVERSARY CELEBRATION**
The Ballroom
Sponsored by: NHASFAA

Thanks to Suzy Allen for putting all the special touches on this evening's celebration.

Historical Look at NHASFAA/Recognition of NHASFAA Past Presidents

Moderator: Dick Conway, NHASFAA Historian

Special Guest Speaker

In honor of the 30th Anniversary of NHASFAA, Dallas Martin, President of NASFAA, will reflect on the history of the National Association and the Financial Aid profession. He will also share some of his insights to where financial aid may be headed in the future.

- 8:30pm – 9:30pm **ENTERTAINMENT**
The Ballroom
Sponsored by: NHASFAA

The celebration continues with the hilarious Boston based touring company ImprovAsylum!

Friday, December 1ST

- 8:00am – 9:00am **REGISTRATION**
Ballroom Lobby
- BREAKFAST BUFFET/RAFFLE**
Harbor's Edge Room
Sponsored by: Key Education Resources

- 9:00am – 10:15am **GENERAL SESSION 3**
Sponsored by: Sallie Mae, Inc.
Enrollment Management Does include the Financial Aid Office

Get the facts on Enrollment Management! Join us for a workshop on understanding the evolution of an enrollment management model and how the Financial Aid Office impacts the enrollment management process.

Presenter: Dr. Philomena Mantella, Executive Director of Enrollment Management, Pace University

Moderator: Ken Ferreira, Associate Director of Financial Aid, Rivier College

10:15am – 10:30am **BREAK/RAFFLE**
Ballroom Lobby

10:30am – 11:30am **CONCURRENT SESSIONS**

Session #I – Study Abroad
Woodbury Room

This session will go over how to fit study abroad into the financial aid program at your institution. It will cover federal requirements as well as constructing consortiums and contracts. Financial aid will be explored from the prospective of both the home and host institutions. Resources, forms and handouts will be shared so come with your questions and ideas.

Presenters: Elizabeth Keuffel, Director of Financial Aid,
Notre Dame College

Mary Ann Richards, Director of Financial Assistance and
Student Services, Sea Semester

Session #II – Mission Possible!
Getting Students to Care About Debt Management
The Ballroom

Are your students drowning in debt? Do they care about debt management? Many might answer yes to the first question and no the second. Come participate in this interactive discussion about some new tools that have been developed to facilitate the needed paradigm shift in how we as financial aid professionals address debt management and default prevention. These tools provide new options to you that will enhance your debt management education and counseling efforts.

Presenter: Jeffrey E. Hanson, Director-Debt Management Services,
Access Group, Inc.

11:45am - 1:00pm

GENERAL SESSION 4

The Ballroom

Paperless Student Aid: "Future of the Web"

This session will concentrate on how the internet can transform the business and practice of student aid. In particular, how recent federal legislation affects direct lending and FFEL and about ED/SFA efforts to improve customer service by creating a "paperless promissory note" process.

Presenter: Andrew J. Boots, III, Champion for Information Security & Privacy, Office of Student Financial Assistance,
U.S. Department of Education

Moderator: Jolene Mitchell, Dean of Financial Aid, Colby-Sawyer College

1:00pm - 2:00pm

LUNCH/RAFFLE

Harbor's Edge Room

Sponsored by: Fleet Bank

Bob Shorb, President Elect, EASFAA, joins us to give us an update on the activities of the Eastern Association of Student Financial Aid Administrators (EASFAA).