

Federal Student Aid

An OFFICE of the
U.S. DEPARTMENT of EDUCATION



2013

FSA Training Conference
for Financial Aid Professionals
Mandalay Bay, Las Vegas December 3-6

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About Federal Student Aid

Federal Student Aid, a part of the U.S. Department of Education, is the largest provider of student financial aid in the nation. At the office of Federal Student Aid, our 1,200 employees help make college education possible for every dedicated mind by providing hundreds of billions of dollars in federal grants, loans, and work-study funds each year to millions of students paying for college or career school. We are proud to sponsor millions of American minds pursuing their educational dreams.

Federal Student Aid is responsible for managing the student financial assistance programs authorized under Title IV of the Higher Education Act of 1965. These programs provide grants, loans, and work-study funds to students attending college or career school.

We ensure students and their families can benefit from these programs by:

- Informing students and families of the availability of the federal student aid programs and on the process for applying for and receiving aid from those programs;
- Developing the *Free Application for Federal Student Aid* (FAFSASM) and processing more than 21 million FAFSA submissions each year;
- Accurately disbursing, reconciling, and accounting for all federal student aid funds that are delivered to students each year through more than 6,000 colleges and career schools;
- Managing the outstanding federal student loan portfolio and securing repayment from federal student loan borrowers;
- Offering free assistance to students, parents, and borrowers throughout the entire financial aid process; and
- Providing oversight and monitoring of all program participants—schools, financial entities, and students—to ensure compliance with the laws, regulations, and policies governing the federal student aid programs.



Welcome

Dear Federal Student Aid Training Conference Attendees:

Welcome to Federal Student Aid's 2013 Training Conference!

I am so pleased that you are able to join us for this training opportunity for financial aid professionals. Last year, more than 5,700 attendees from more than 2,000 schools were represented at our conference. These schools were responsible for packaging and disbursing \$110 billion in federal financial aid, which is more than \$52 million per school, on average. Safeguarding taxpayer funds is a significant responsibility for both the Department and the schools participating in our programs. As a result, we feel it is our duty to provide instruction and the most current federal financial aid information available to date. While students continue to apply for federal financial aid at a significant rate, it is our objective to equip you with the knowledge and skills necessary to manage the Title IV programs at your campus and to comply with the requirements for those programs.

We appreciate your commitment to serving students and families and want to support your efforts, while ensuring the integrity of the federal financial aid programs. In addition to training opportunities, the Department continues to improve customer service tools and resources for you and the students you serve. That is why I am proud to introduce Reach FSA, which is uniquely for financial aid administrators at schools participating in the federal financial aid programs. You may call one central number using Reach FSA at 855-FSA-4FAA and be transferred to any one of our ten school contact centers.

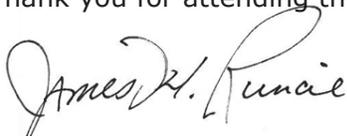
Federal Student Aid also recently introduced a new Financial Aid Toolkit for organizations and individuals such as counselors and mentors who support or counsel students and families. The Financial Aid Toolkit is available online and provides comprehensive information, tools, and resources on federal financial aid.

In addition, we introduced some new services and products to help students manage their financial obligations including a Repayment Estimator which allows students to view and compare the repayment amount under each repayment plan. Over the course of the next four days, you will have the opportunity to learn more about these exciting new resources to share at your campus.

This year, we are pleased to offer more than 50 distinct training sessions on everything from *Verification* to the *Top Ten Audit & Program Review Findings for FAAs*. I especially urge you to attend our session on the President's initiatives to make colleges more affordable, as well as one of our three smaller open forums, which replaces the town hall. We are also featuring several Birds of a Feather sessions to share best practices and common issues at similar schools. Do not forget to visit our Resource Center which is located in the Palm Foyer on Level Three.

For real-time conference updates and information, please follow us on Twitter® @FSAconf and join in the conversation using **#FSATC2013**. You may also submit questions to Conferencequestions@ed.gov.

Thank you for attending the 2013 Federal Student Aid Training Conference.



James W. Runcie
Chief Operating Officer
Federal Student Aid
U.S. Department of Education



Conference Information

LEVEL 1 - SOUTH CONVENTION CENTER

- Coffee, cash sale lunches & networking in Bayside B.
- Coffee will also be sold throughout the Mandalay Bay Foyer.

Cash Sales

Bayside B

Monday, December 2	<i>Closed</i>
Tuesday, December 3	7:00 a.m. to 3:00 p.m.
Wednesday, December 4	7:30 a.m. to 3:00 p.m.
Thursday, December 5	7:30 a.m. to 3:00 p.m.
Friday, December 6	7:30 a.m. to 2:00 p.m.

LEVEL 2 - SOUTH CONVENTION CENTER

- General Sessions will be held in the Mandalay Bay Ballroom.
- General Sessions are scheduled all four days from 8:30 a.m. - 10:15 a.m.
- Coffee sales are available in Mandalay Bay Foyer at the cash sale times listed above.
- *Starting on Wednesday, FSA will convert some of the registration computers into e-mail kiosks for attendee use. The kiosks will be available during the registration hours listed below.*

Registration Hours

Mandalay Bay Foyer

Monday, December 2	1:00 p.m. to 7:00 p.m.
Tuesday, December 3	6:30 a.m. to 5:00 p.m.
Wednesday, December 4	8:00 a.m. to 5:00 p.m.
Thursday, December 5	8:00 a.m. to 5:00 p.m.
Friday, December 6	8:00 a.m. to 2:00 p.m.

LEVEL 3 - SOUTH CONVENTION CENTER

- The Resource Center is in the Palm Foyer.
- You may schedule one-on-one appointments with Ask-a-Fed.
- Foreign School sessions will be held in Palm A.
- Hands-on sessions will be held in Banyan A-D.

Resource Center Hours

Palm Foyer

Monday, December 2	<i>Closed</i>
Tuesday, December 3	8:30 a.m. to 6:00 p.m.
Wednesday, December 4	8:30 a.m. to 6:00 p.m.
Thursday, December 5	8:30 a.m. to 6:00 p.m.
Friday, December 6	8:30 a.m. to 3:15 p.m.



Free Wi-Fi is Available

To connect to wi-fi in the South
Convention Center, click on
FSA2013 from available networks.



WE'RE ON TWITTER!

Connect with us @FSAconf
Join the conversation with #FSATC2013

Snapshot Agenda

Monday, December 2, 2013

1:00 p.m. – 7:00 p.m.Registration open, Mandalay Bay Foyer

Tuesday, December 3, 2013

6:30 a.m. – 5:00 p.m.Registration open, Mandalay Bay Foyer

7:30 a.m. – 8:15 a.m.Domestic Schools Orientation to the FSATC, South Seas DF

7:30 a.m. – 8:15 a.m.Foreign Schools Orientation to the FSATC, Palm A

8:30 a.m. – 6:00 p.m.Resource Center open, Palm Foyer

8:30 a.m. – 10:15 a.m.Welcome & Federal Update, Mandalay Bay Ballroom

10:30 a.m. – 11:45 a.m.Breakout Sessions

11:00 a.m. – 12:15 p.m.Breakout Sessions

12:00 p.m. – 1:15 p.m.Breakout Sessions

12:30 p.m. – 1:45 p.m.Breakout Sessions

1:30 p.m. – 2:45 p.m.Breakout Sessions

2:00 p.m. – 3:15 p.m.Breakout Sessions

3:00 p.m. – 4:15 p.m.Breakout Sessions

3:30 p.m. – 4:45 p.m.Breakout Sessions

5:00 p.m. – 6:00 p.m.Birds of a Feather Sessions

Wednesday, December 4, 2013

8:00 a.m. – 5:00 p.m.Registration open, Mandalay Bay Foyer

8:30 a.m. – 6:00 p.m.Resource Center open, Palm Foyer

8:30 a.m. – 9:45 a.m.FAFSASM & Application Processing Update, Mandalay Bay Ballroom

9:45 a.m. – 10:15 a.m.Secretary Arne Duncan, Mandalay Bay Ballroom

10:30 a.m. – 11:45 a.m.Breakout Sessions

11:00 a.m. – 12:15 p.m.Breakout Sessions

12:00 p.m. – 1:15 p.m.Breakout Sessions

12:30 p.m. – 1:45 p.m.Breakout Sessions

1:30 p.m. – 2:45 p.m.Breakout Sessions

2:00 p.m. – 3:15 p.m.Breakout Sessions

3:00 p.m. – 4:15 p.m.Breakout Sessions

3:30 p.m. – 4:45 p.m.Breakout Sessions

5:00 p.m. – 6:00 p.m.Birds of a Feather Sessions

5:00 p.m. – 6:00 p.m.Foreign Schools Update & Q&A, Palm A

Thursday, December 5, 2013

8:00 a.m. – 5:00 p.m.Registration open, Mandalay Bay Foyer

8:30 a.m. – 6:00 p.m.Resource Center open, Palm Foyer

8:30 a.m. – 10:15 a.m.Verification, Mandalay Bay Ballroom

10:30 a.m. – 11:45 a.m.Breakout Sessions

11:00 a.m. – 12:15 p.m.Breakout Sessions

12:00 p.m. – 1:15 p.m.Breakout Sessions

12:30 p.m. – 1:45 p.m.Breakout Sessions

1:30 p.m. – 2:45 p.m.Breakout Sessions

2:00 p.m. – 3:15 p.m.Breakout Sessions

CONTINUED >>

Snapshot Agenda

Thursday, December 5, 2013 (cont.)

3:00 p.m. – 4:15 p.m. Breakout Sessions
3:30 p.m. – 4:45 p.m. Breakout Sessions
5:00 p.m. – 6:00 p.m. Birds of a Feather Sessions

Friday, December 6, 2013

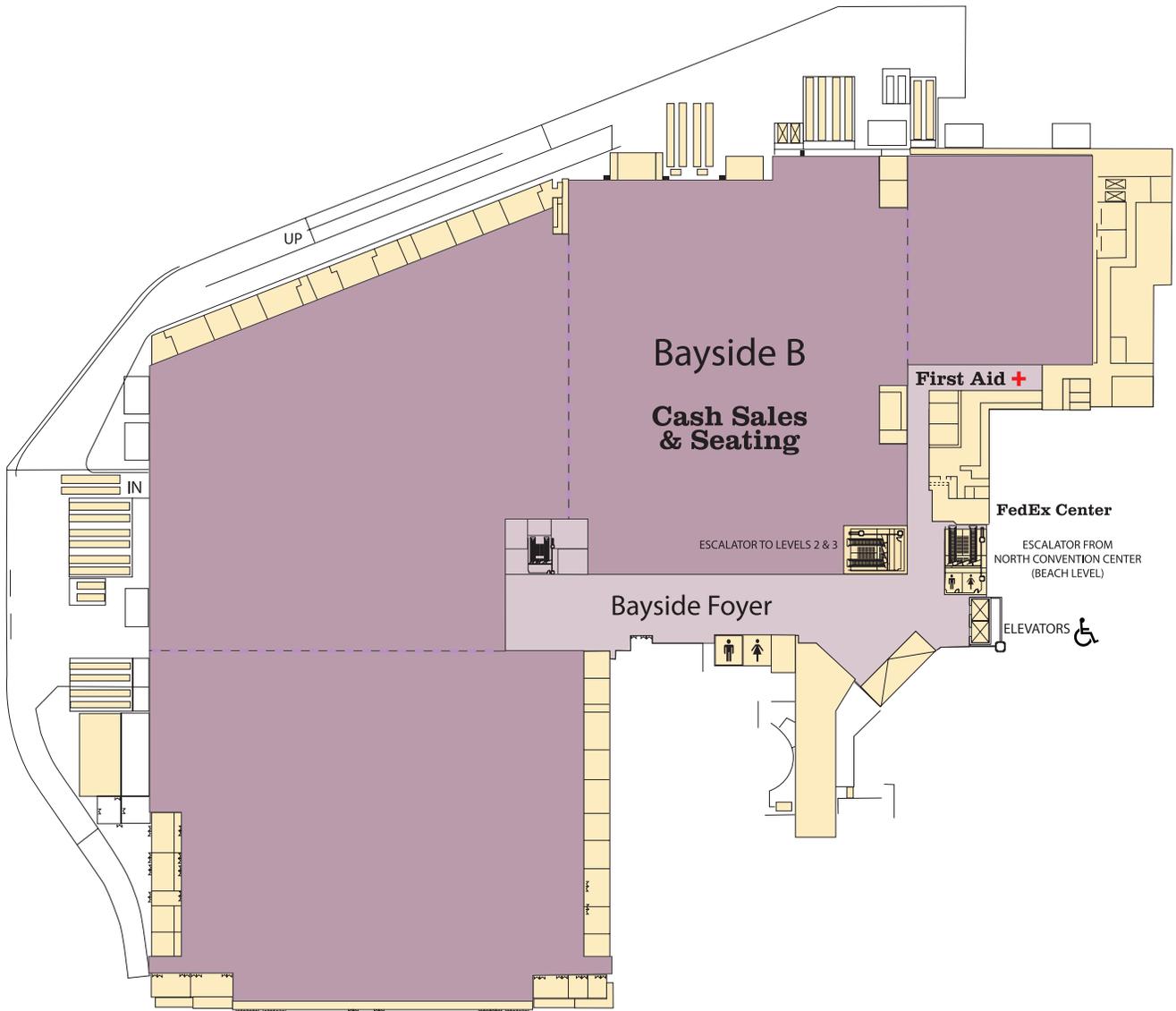
8:00 a.m. – 2:00 p.m. Registration open, Mandalay Bay Foyer
8:30 a.m. – 3:15 p.m. Resource Center open, Palm Foyer
8:30 a.m. – 10:15 a.m. The HEA Listening Session, Mandalay Bay Ballroom
10:30 a.m. – 11:45 a.m. Breakout Sessions
11:00 a.m. – 12:15 p.m. Breakout Sessions
12:00 p.m. – 1:15 p.m. Breakout Sessions
12:30 p.m. – 1:45 p.m. Breakout Sessions
1:30 p.m. – 2:45 p.m. Breakout Sessions
2:00 p.m. – 3:15 p.m. Breakout Sessions



**The conference agenda can be found
on channel 37 in guest rooms located at
Mandalay Bay and THEhotel.**

Hotel Maps

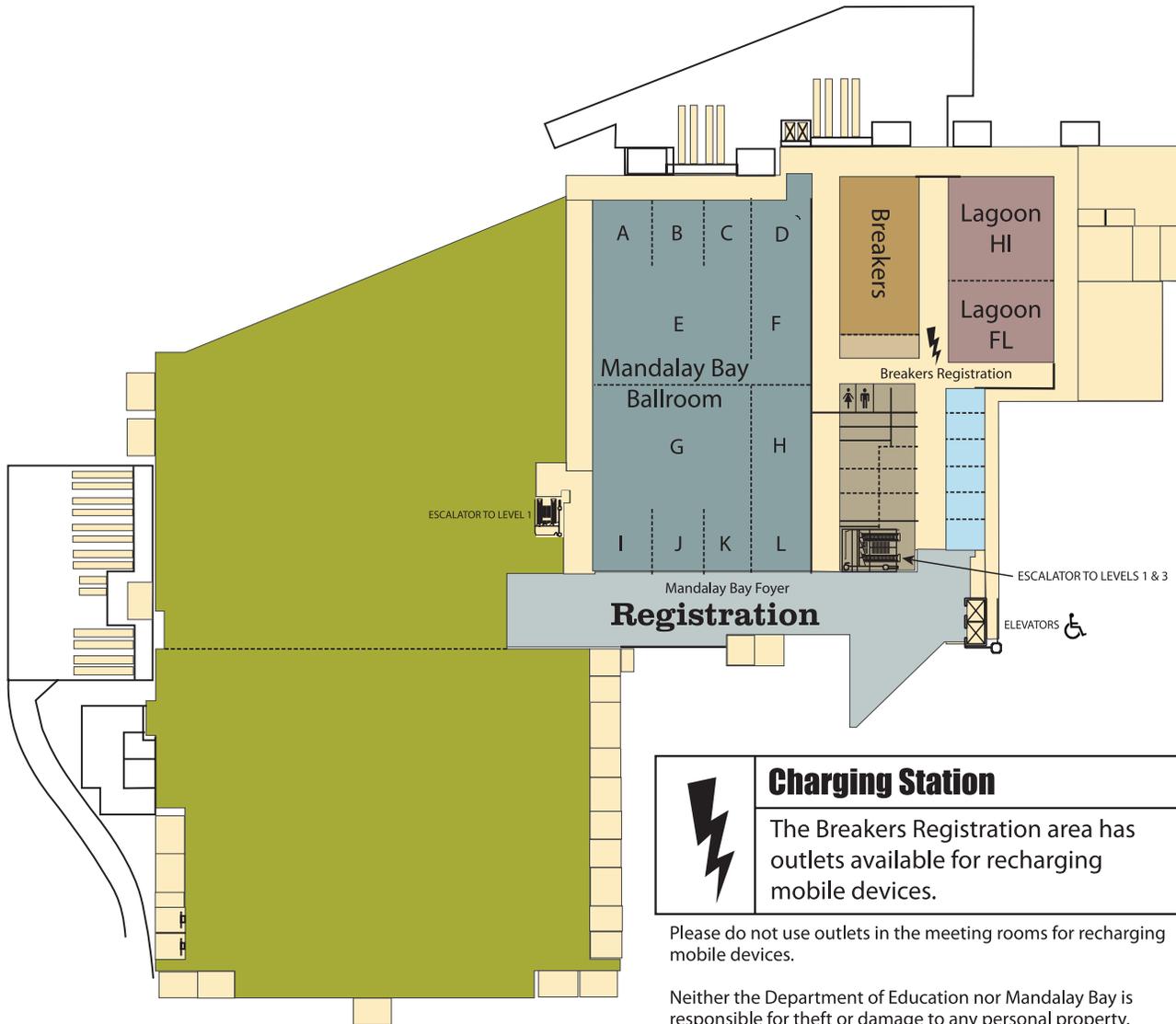
FIRST LEVEL



Emergency exits throughout the Convention Center are clearly marked with illuminated signs that are supported by the emergency power system and continue to function even during periods of power outage.

Hotel Maps

SECOND LEVEL



	Charging Station
	The Breakers Registration area has outlets available for recharging mobile devices.

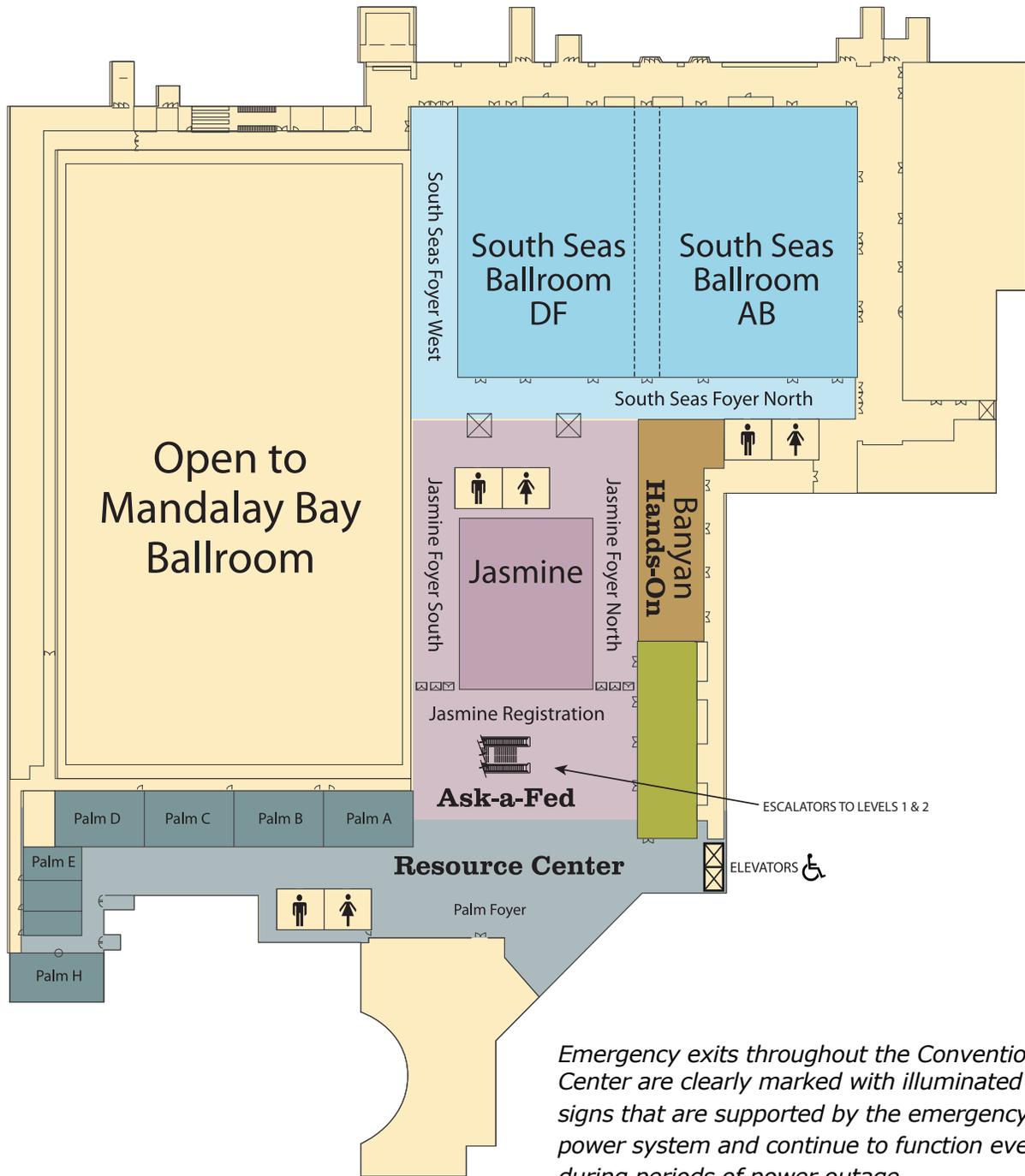
Please do not use outlets in the meeting rooms for recharging mobile devices.

Neither the Department of Education nor Mandalay Bay is responsible for theft or damage to any personal property.

Emergency exits throughout the Convention Center are clearly marked with illuminated signs that are supported by the emergency power system and continue to function even during periods of power outage.

Hotel Maps

THIRD LEVEL



Emergency exits throughout the Convention Center are clearly marked with illuminated signs that are supported by the emergency power system and continue to function even during periods of power outage.

How to Fill Out the Schedule Builder

Fill out the Schedule Builder on page 15 to plan your conference schedule and select back-up sessions, in case your first-choice sessions become full.

1. Circle the time slot for your first-choice session, or cross out the time that you are not selecting.
2. In the first column, write down the number & title of your first-choice session.
3. Write the location of the session in the light blue "Room" bar immediately underneath.
4. In the next two columns, write down your second- and third-choice sessions.

*Please note that session start times are staggered, and there are no designated lunch periods or break times.

10:30-11:45 ROOM	5. COD UPDATE LAGOON FL	9. PLUS PROCESSING SOUTH SEAS DF	45. FOREIGN SCHOOLS PALM A
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The Schedule Builder is for planning purposes only. Filling out this form does not guarantee you a slot in your preferred sessions. Sessions fill quickly, so be sure to arrive a few minutes early to secure a seat. Standing in the back of the room or in the aisles is not permitted.

Schedule Builder

TUE

	1st Choice	2nd Choice	3rd Choice
10:30-11:45 or 11:00-12:15 ROOM			
12:00-1:15 or 12:30-1:45 ROOM			
1:30-2:45 or 2:00-3:15 ROOM			
3:00-4:15 or 3:30-4:45 ROOM			

WED

	1st Choice	2nd Choice	3rd Choice
10:30-11:45 or 11:00-12:15 ROOM			
12:00-1:15 or 12:30-1:45 ROOM			
1:30-2:45 or 2:00-3:15 ROOM			
3:00-4:15 or 3:30-4:45 ROOM			

THUR

	1st Choice	2nd Choice	3rd Choice
10:30-11:45 or 11:00-12:15 ROOM			
12:00-1:15 or 12:30-1:45 ROOM			
1:30-2:45 or 2:00-3:15 ROOM			
3:00-4:15 or 3:30-4:45 ROOM			

Schedule Builder

FRI	10:30-11:45 or 11:00-12:15 ROOM	1st Choice	2nd Choice	3rd Choice
	12:00-1:15 or 12:30-1:45 ROOM			
	1:30-2:45 or 2:00-3:15 ROOM			



The conference agenda can be found on channel 37 in guest rooms located at Mandalay Bay and THEhotel.



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General Sessions

GS1. Welcome & Federal Update

Day 1, 8:30 a.m. – 10:15 a.m.Mandalay Bay Ballroom

Session Description: In this session, participants will hear about updates to the Department of Education’s Title IV activities and initiatives. Topics will include the President’s Title IV budget proposals, including the status of sequestration; changes to Title IV programs as a result of the Supreme Court’s Defense of Marriage Act (DOMA) decision; and an update on the Department’s regulatory efforts.

Presenters:

James W. RuncieU.S. Department of Education
Jeff BakerU.S. Department of Education
Lynn MahaffieU.S. Department of Education

GS2. FAFSASM & Application Processing Update

Day 2, 8:30 a.m. – 9:45 a.m.Mandalay Bay Ballroom

Session Description: This session will provide an overview of the 2014-15 *Free Application for Federal Student Aid* and an update on application processing changes.

Presenters:

Ginger KlockU.S. Department of Education
Misty ParkinsonU.S. Department of Education

Secretary Arne Duncan

Day 2, 9:45 a.m. – 10:15 a.m., Mandalay Bay Ballroom

GS3. Verification

Day 3, 8:30 a.m. – 10:15 a.m.Mandalay Bay Ballroom

Session Description: This session will cover both policy and operational verification requirements for 2013-14 and verification plans for 2014-15.

Presenters:

Ginger KlockU.S. Department of Education
Carney McCulloughU.S. Department of Education

General Sessions

GS4. The Higher Education Act (HEA) Listening Session

Day 4, 8:30 a.m. – 10:15 a.m.Mandalay Bay Ballroom

Session Description: In this session, conference participants will be able to present to senior Department of Education officials ideas, suggestions, and proposals for updating the law that authorizes the Title IV Student Financial Assistance Programs to meet the challenges of the 21st century. To allow as many conference participants as possible to share their thoughts, each presentation will be limited to no more than five minutes.

Presenters:

Jeff AppelU.S. Department of Education
 Jamieenne StudleyU.S. Department of Education

	Charging Station
	The Breakers Registration area on Level Two has outlets available for recharging mobile devices.

Please do not use outlets in the meeting rooms for recharging mobile devices.

Neither the Department of Education nor Mandalay Bay is responsible for theft or damage to any personal property.

Key: Day 1 = Tuesday, Day 2 = Wednesday, Day 3 = Thursday, Day 4 = Friday

Breakout Sessions

1. Welcome to Your First FSA Training Conference

Session Description: Are you new to the FSA Training Conference? This session will help you navigate the four-day program and determine which sessions will best meet your needs. We will provide an overview of participants who attend the conference and what services are available, and answer any conference-related questions you may have.

Presenter:

Trevor Summers.....U.S. Department of Education

Day 1, 7:30 a.m. – 8:15 a.m.South Seas DF

2. Title IV Loan & Grant Funding Process

Session Description: This session will provide an overview of the updated funding process in the Common Origination and Disbursement System (COD) for Direct Loans, TEACH Grants, Pell Grants and Iraq and Afghanistan Service Grants (IASG), and for Campus-Based programs in the eCampus-Based system. It will also touch on some of the operational cash management requirements, including the move to all electronic refunds and the change from a 30- to a 15-day disbursement reporting period.

Presenter:

Tony Laing.....U.S. Department of Education

Day 1, 11:00 a.m. – 12:15 p.m.....Mandalay Bay D

Day 2, 2:00 p.m. – 3:15 p.m.Mandalay Bay D

Day 3, 12:30 p.m. – 1:45 p.m.Mandalay Bay L

Day 4, 11:00 a.m. – 12:15 p.m.....Mandalay Bay F

3. Pell Grant Duration of Eligibility Limitation

Session Description: This session will focus on the policy and operational requirements of the new Pell Grant duration of eligibility limitation.

Presenters:

Marie Fitzpatrick.....U.S. Department of Education

Carney McCullough.....U.S. Department of Education

Day 1, 11:00 a.m. – 12:15 p.m.....Mandalay Bay F

Day 2, 12:30 p.m. – 1:45 p.m.South Seas AB

Day 3, 12:00 p.m. – 1:15 p.m.Mandalay Bay F

Day 4, 12:00 p.m. – 1:15 p.m.Lagoon FL

Breakout Sessions

4. Loan Counseling Tools

Session Description: A one-stop shop for all loan counseling needs is available on StudentLoans.gov! Entrance, Exit, and Financial Awareness Counseling all have web-based interactive modules that provide tips and tools to help students understand their financial aid obligations, manage their finances, and choose the best repayment plan for their circumstances. This session will provide an overview of the loan counseling resources available on StudentLoans.gov.

Presenters:

Patrick KennedyU.S. Department of Education
Matt StaplesU.S. Department of Education

Day 1, 12:30 p.m. – 1:45 p.m.Mandalay Bay D
Day 2, 11:00 a.m. – 12:15 p.m.....Mandalay Bay D
Day 3, 1:30 p.m. – 2:45 p.m.Mandalay Bay H
Day 3, 3:30 p.m. – 4:45 p.m. Mandalay Bay F

5. COD Update for FAAs

Session Description: This session will provide current information about the COD system for the 2013-14 processing cycle, including information about changes to the system that have been implemented as a result of recent legislation, and planned upcoming changes.

Presenters:

Marie Fitzpatrick.....U.S. Department of Education
Chuck HirmanU.S. Department of Education

Day 1, 2:00 p.m. – 3:15 p.m. Mandalay Bay F
Day 2, 10:30 a.m. – 11:45 a.m..... Lagoon FL
Day 3, 2:00 p.m. – 3:15 p.m. Mandalay Bay L
Day 4, 10:30 a.m. – 11:45 a.m..... Lagoon HI



Access the conference agenda and session presentations on your mobile device at:
[HTTP://FSAConfERENCES.ED.GOV/MOBILE](http://fsaconferences.ed.gov/mobile)
Either type in the URL or use a scanner app to scan this QR code with your phone.



Breakout Sessions

6. COD Hands-On

Session Description: This session will include an overview of Direct Loan and Pell Grant processing tips that will help you take advantage of what's new for COD in award year 2013-14. During the session, you will have an opportunity to practice those tips with the assistance of FSA staff. You will also learn how to find and use information in the COD System, such as the new COD reports, and learn how to monitor your current and prior year cash balances and identify warning and reject edit codes. Bring your COD user ID, password, and token if you would like to practice using your school information.

Presenters:

Barbara DavisU.S. Department of Education
Wood MasonU.S. Department of Education

Day 1, 10:30 a.m. – 11:45 a.m.	Banyan A-D
Day 1, 1:30 p.m. – 2:45 p.m.	Banyan A-D
Day 2, 12:00 p.m. – 1:15 p.m.	Banyan A-D
Day 2, 3:00 p.m. – 4:15 p.m.	Banyan A-D
Day 3, 12:00 p.m. – 1:15 p.m.	Banyan A-D
Day 3, 3:00 p.m. – 4:15 p.m.	Banyan A-D
Day 4, 12:00 p.m. – 1:15 p.m.	Banyan A-D

7. Federal Loan Servicing Update

Session Description: The servicing landscape continues to evolve, and this session will assist schools in better understanding how FSA manages change and measures performance in a multi-servicer environment. We will look back at some of the servicing issues and challenges that borrowers and schools faced and provide updates on key servicing improvements and decisions regarding process standardization.

Presenters:

Cindy Battle.....U.S. Department of Education
Sue O'FlahertyU.S. Department of Education

Day 1, 11:00 a.m. – 12:15 p.m.	Jasmine
Day 2, 1:30 p.m. – 2:45 p.m.	Mandalay Bay H
Day 3, 11:00 a.m. – 12:15 p.m.	Mandalay Bay H
Day 4, 11:00 a.m. – 12:15 p.m.	Mandalay Bay H

Breakout Sessions

8. Title IV Reconciliation: What You Need to Know

Session Description: This session will present an overview of key concepts in the reconciliation of Title IV programs (Direct Loans, Pell Grants, and the Campus-Based programs) and is intended for both financial aid office and business office personnel. We will explore tips, tools, and resources to assist in routine reconciliation processes and in timely and accurate end-of-year processing and closeout.

Presenter:

Barbara DavisU.S. Department of Education

Day 1, 12:00 p.m. – 1:15 p.m.	Lagoon FL
Day 2, 1:30 p.m. – 2:45 p.m.	Jasmine
Day 3, 10:30 a.m. – 11:45 a.m.....	Lagoon FL
Day 4, 1:30 p.m. – 2:45 p.m.	South Seas DF

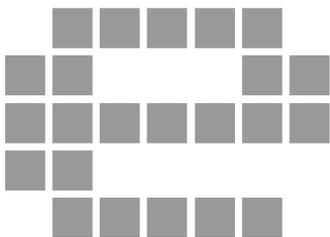
9. PLUS Processing A to Z

Session Description: Do you have questions about Direct PLUS Loan processing? The purpose of this session is to help you originate and disburse PLUS Loans for your borrowers successfully and efficiently. Learn who can get a PLUS Loan, how the Direct PLUS Loan process differs from the Subsidized/Unsubsidized process, what happens at COD when you originate a Direct PLUS Loan, and how the credit check and/or appeal process can affect you, your borrower, and their endorser. We'll also show you how to find PLUS Loan information related to your borrower in COD.

Presenter:

Wood MasonU.S. Department of Education

Day 1, 3:30 p.m. – 4:45 p.m.	South Seas DF
Day 2, 10:30 a.m. – 11:45 a.m.....	South Seas DF
Day 3, 1:30 p.m. – 2:45 p.m.	South Seas AB
Day 4, 10:30 a.m. – 11:45 a.m.....	South Seas DF



Need a question answered during the conference? Simply e-mail or text your questions to: conferencequestions@ed.gov

Breakout Sessions

10. How FAAs Award and Disburse Title IV Funds using Modules and How Types of Academic Terms (Standard, Non-standard, Non-term) Affect Title IV

Session Description: Presenters will explain how the various types of academic terms affect the administration of the Title IV programs. They will also explain the difference between academic calendars using standard terms (including module-based standard terms), non-standard terms and those that do not have terms (non-term).

Presenters:

Kevin CampbellU.S. Department of Education
Greg MartinU.S. Department of Education

Day 1, 12:00 p.m. – 1:15 p.m.South Seas DF
Day 1, 3:30 p.m. – 4:45 p.m.Lagoon HI
Day 2, 2:00 p.m. – 3:15 p.m.Mandalay Bay F
Day 3, 11:00 a.m. – 12:15 p.m.....Mandalay Bay D

11. Direct Loan Processing Tips & Troubleshooting

Session Description: Are you confused about the COD Direct Loan rejects and warnings you see all too often? Are you stymied about setting the COD options to manage StudentLoans.gov actions? Are reconciliation issues a puzzle and cash management a mystery? In this session, we will discuss common processing problems and offer suggestions for how to better monitor your Direct Loan processing efficiency.

Presenters:

Chuck HirmanU.S. Department of Education
Patrick KennedyU.S. Department of Education

Day 1, 10:30 a.m. – 11:45 a.m.....South Seas DF
Day 2, 1:30 p.m. – 2:45 p.m.South Seas DF
Day 3, 12:00 p.m. – 1:15 p.m.South Seas AB
Day 4, 12:00 p.m. – 1:15 p.m.Lagoon HI

Breakout Sessions

12. NSLDS® Update

Session Description: In this session, National Student Loan Data System (NSLDS) will recap changes made in 2013 to its websites, reports for schools, and enrollment reporting changes. They will also inform schools of the changes planned for 2014. This session will provide insight into how these changes will support the new 150% borrowing limitation.

Presenters:

Pam EliadisU.S. Department of Education
Eric HardyU.S. Department of Education

Day 1, 10:30 a.m. – 11:45 a.m. Breakers
Day 1, 2:00 p.m. – 3:15 p.m. Breakers
Day 2, 11:00 a.m. – 12:15 p.m. Breakers
Day 3, 12:00 p.m. – 1:15 p.m. Breakers

13. NSLDS Hands-On

Session Description: This session is an introduction to the basic functionality of the NSLDS website and will provide an overview of the website’s features, including loan and grant history, enrollment reporting, transfer monitoring, and reports.

Presenters:

Eric HardyU.S. Department of Education
Judy Martin..... BrIEFCASE Systems Development
Jim YoderU.S. Department of Education

Day 1, 12:00 p.m. – 1:15 p.m. Banyan A-D
Day 1, 3:00 p.m. – 4:15 p.m. Banyan A-D
Day 2, 10:30 a.m. – 11:45 a.m. Banyan A-D
Day 2, 1:30 p.m. – 2:45 p.m. Banyan A-D
Day 3, 10:30 a.m. – 11:45 a.m. Banyan A-D
Day 3, 1:30 p.m. – 2:45 p.m. Banyan A-D
Day 4, 10:30 a.m. – 11:45 a.m. Banyan A-D

Breakout Sessions

14. Understanding Borrower Aggregates on NSLDS

Session Description: Have you ever wondered how National Student Loan Data System (NSLDS) determines the aggregate loan balances found on the Institutional Student Information Report (ISIR) and the NSLDS Professional Access website? This session will explain how NSLDS calculates aggregates and you will receive a “cheat sheet” your office can use to demonstrate to students how the aggregate balances were determined.

Presenters:

Glenn KirkseyU.S. Department of Education
Valerie Sherrer.....U.S. Department of Education
Jim YoderU.S. Department of Education

Day 1, 12:00 p.m. – 1:15 p.m. Mandalay Bay L
Day 2, 2:00 p.m. – 3:15 p.m. Mandalay Bay L
Day 3, 12:30 p.m. – 1:45 p.m. Lagoon HI
Day 3, 3:30 p.m. – 4:45 p.m. Breakers

15. NSLDS 2014 Enrollment Reporting

Session Description: 2014 will bring many changes to enrollment reporting for all schools. This session will preview our planned enhancements. You will learn about the additional data elements that will be required for reporting and how they will impact Transfer Student Monitoring for Enrollment Reporting; new reporting formats that will be offered; and the significance your enrollment data will play in a borrower’s eligibility for interest subsidy.

Presenters:

Eric HardyU.S. Department of Education
Judy Martin..... BrIEFCASE Systems Development
Valerie Sherrer.....U.S. Department of Education

Day 2, 12:30 p.m. – 1:45 p.m. Lagoon FL
Day 3, 10:30 a.m. – 11:45 a.m..... Lagoon HI
Day 3, 3:00 p.m. – 4:15 p.m. Lagoon FL
Day 4, 10:30 a.m. – 11:45 a.m..... Lagoon FL

Breakout Sessions

16. Schools in the Quality Assurance Program (Invite Only)

Session Description: This session is for schools currently participating in FSA's Quality Assurance Program. Staff from FSA's Quality Assurance Program team will outline and discuss the program requirements schools must prepare for and complete in award years 2014-15 and 2015-16.

Presenters:

Holly Langer-Evans.....U.S. Department of Education
Anne Tuccillo.....U.S. Department of Education

Day 2, 1:30 p.m. – 2:45 p.m. Palm A
Day 3, 2:00 p.m. – 3:15 p.m. Palm A

17. Strategies FAAs Need to Know About Managing Default

Session Description: Loan default - and the risk of loan default - is increasing for borrowers and schools. The Department's default prevention staff will describe the conditions that are giving rise to increasing default risk. They will also suggest strategies and describe tools that schools can use to identify defaulters and work collaboratively with the federal loan servicers to reduce institutional cohort default rates.

Presenter:

Cindy Battle.....U.S. Department of Education

Day 1, 1:30 p.m. – 2:45 p.m. Lagoon FL
Day 2, 3:30 p.m. – 4:45 p.m. Lagoon FL
Day 3, 2:00 p.m. – 3:15 p.m. South Seas DF
Day 4, 12:30 p.m. – 1:45 p.m. Breakers



ON DAY 2, WEDNESDAY, FORGET THE BUSINESS CASUAL ATTIRE AND WEAR CLOTHING THAT REPRESENTS YOUR SCHOOL! GET IN THE SPIRIT!!

Breakout Sessions

18. 3-Year CDR: Here and Beyond

Session Description: This session explores the “new” 3-year Cohort Default Rate (CDR) and the effects of the rates after three consecutive years, with a focus on the monitoring of a school’s student loan portfolios and CDRs. You will be guided through the calculation, challenge, and appeal processes (including a special focus on loan servicing appeals). Participants will have an opportunity to ask questions regarding CDR management.

Presenters:

Frances RobinsonU.S. Department of Education
Katrina Turner.....U.S. Department of Education

Day 1, 12:30 p.m. – 1:45 p.m. Lagoon HI
Day 2, 1:30 p.m. – 2:45 p.m. Breakers
Day 3, 12:30 p.m. – 1:45 p.m. South Seas DF
Day 4, 11:00 a.m. – 12:15 p.m..... Jasmine

19. How FAAs Use the FSA Assessments to Find it, Fix it, and Enhance Compliance

Session Description: This session will show schools how to use this web-based FSA Assessment tool to identify a compliance issue, develop a plan to fix it, monitor implementation of the plan, and ultimately be better prepared for audits and program reviews. We will walk through the process using the assessments and identified compliance issues related to verification, conflicting data, Return of Title IV funds, and institutional eligibility.

Presenters:

Mike Cagle.....U.S. Department of Education
Holly Langer-Evans.....U.S. Department of Education

Day 1, 3:00 p.m. – 4:15 p.m. Lagoon FL
Day 2, 12:00 p.m. – 1:15 p.m. Mandalay Bay L
Day 2, 3:30 p.m. – 4:45 p.m. Lagoon HI
Day 4, 12:00 p.m. – 1:15 p.m. South Seas AB

Breakout Sessions

20. Cash Management Requirements

Session Description: This session will provide an overview of the regulatory requirements for the management of Title IV student assistance cash. Topics will include the methods available for institutions to request funds and keep records, disbursement rules, required notices and authorizations, and late disbursements.

Presenter:

Jeff Baker.....U.S. Department of Education

Day 1, 2:00 p.m. – 3:15 p.m.	Mandalay Bay H
Day 2, 2:00 p.m. – 3:15 p.m.	Lagoon FL
Day 3, 10:30 a.m. – 11:45 a.m.....	South Seas DF
Day 4, 2:00 p.m. – 3:15 p.m.	Lagoon HI

21. Return of Title IV Funds – Basic Training for FAAs New to R2T4

Session Description: Return of Title IV (R2T4) funds can be a complex component of your administration of Title IV programs. This session will teach the basic concepts of R2T4 for aid administrators new to R2T4 or those who need to refresh their skills on this topic. Clock- and credit-hour examples will be discussed.

Presenter:

Dan Klock.....U.S. Department of Education

Day 1, 12:30 p.m. – 1:45 p.m.	Jasmine
Day 1, 3:00 p.m. – 4:15 p.m.	Jasmine
Day 2, 12:00 p.m. – 1:15 p.m.	Jasmine
Day 3, 11:00 a.m. – 12:15 p.m.....	Jasmine

22. Return of Title IV Funds – Programs of Study Taught in Modules

Session Description: This session will focus on the Return of Title IV funds when a student withdraws from a program that either is taught within modules or has modules in the program. Examples will be discussed for both clock-hour and credit-hour scenarios.

Presenter:

Dan Klock.....U.S. Department of Education

Day 2, 3:00 p.m. – 4:15 p.m.	Jasmine
Day 3, 2:00 p.m. – 3:15 p.m.	Jasmine
Day 4, 2:00 p.m. – 3:15 p.m.	Jasmine

Breakout Sessions

23. Pay As You Earn and Other Income-Driven Repayment Plans

Session Description: Income-driven student loan repayment plans can provide critical relief for borrowers who have difficulty making their loan payments and for those who work in public service. This session is an overview of the Title IV student loan income-driven repayment plans, including borrower eligibility criteria and loan forgiveness provisions. Presenters will also offer strategies for identifying students who could benefit from these plans and will highlight resources schools can use to explain the plans to their students.

Presenters:

Nathan Arnold.....U.S. Department of Education
Ian Foss.....U.S. Department of Education

Day 1, 3:30 p.m. – 4:45 p.m.Mandalay Bay D
Day 2, 3:30 p.m. – 4:45 p.m.South Seas AB
Day 3, 12:00 p.m. – 1:15 p.m.Lagoon FL
Day 4, 10:30 a.m. – 11:45 a.m.....South Seas AB

24. Open Forum #1 Tuesday

Session Description: This question-and-answer session will give financial aid administrators an opportunity to ask questions of and offer comments and suggestions to senior Departmental policy and operations staff.

Presenters:

Jeff Baker.....U.S. Department of Education
Bill Leith.....U.S. Department of Education
Carney McCullough.....U.S. Department of Education
Robin Minor.....U.S. Department of Education
Misty Parkinson.....U.S. Department of Education

Day 1, 3:30 p.m. – 4:45 p.m.Mandalay Bay L

Breakout Sessions

25. Open Forum #2 Wednesday

Session Description: This question-and-answer session will give financial aid administrators an opportunity to ask questions of and offer comments and suggestions to senior Departmental policy and operations staff.

Presenters:

Jeff Baker.....U.S. Department of Education
Bill Leith.....U.S. Department of Education
Carney McCullough.....U.S. Department of Education
Robin Minor.....U.S. Department of Education
Misty Parkinson.....U.S. Department of Education

Day 2, 3:30 p.m. – 4:45 p.m. Mandalay Bay L

26. Open Forum #3 Thursday

Session Description: This question-and-answer session will give financial aid administrators an opportunity to ask questions of and offer comments and suggestions to senior Departmental policy and operations staff.

Presenters:

Jeff Baker.....U.S. Department of Education
Bill Leith.....U.S. Department of Education
Carney McCullough.....U.S. Department of Education
Robin Minor.....U.S. Department of Education
Misty Parkinson.....U.S. Department of Education

Day 3, 3:30 p.m. – 4:45 p.m. Mandalay Bay L

27. Gainful Employment Disclosures and Template Demonstration

Session Description: This session will provide an overview of the gainful employment disclosure requirements currently in effect. Presenters will discuss the template that will be required to make the disclosures in the near future and will also demonstrate how to complete the web-based gainful employment disclosure input documents.

Presenters:

Jessica Finkel.....U.S. Department of Education
Cynthia Hammond.....U.S. Department of Education

Day 1, 12:30 p.m. – 1:45 p.m. Mandalay Bay H

Day 2, 3:00 p.m. – 4:15 p.m. Mandalay Bay H

Day 3, 1:30 p.m. – 2:45 p.m. Lagoon FL

Day 4, 2:00 p.m. – 3:15 p.m. Mandalay Bay D

Breakout Sessions

28. What FAAs Must Know About 150% Direct Subsidized Loan Limits

Session Description: This session will provide an overview of the requirements for limiting Direct Subsidized Loan eligibility to the length of 150% of a student’s academic program. It will outline Department of Education and school processing requirements for tracking, monitoring, awarding/originating, and reporting Direct Loans. Presenters will suggest ways for schools to warn students who are approaching the 150% borrowing limit and will discuss the expected timeframes for implementation of the requirements for award years 2013-14 and 2014-15.

Presenters:

Nathan Arnold.....U.S. Department of Education
Jeff Baker.....U.S. Department of Education
Ian Foss.....U.S. Department of Education

Day 1, 12:30 p.m. – 1:45 p.m.	Mandalay Bay F
Day 2, 12:30 p.m. – 1:45 p.m.	Mandalay Bay F
Day 3, 2:00 p.m. – 3:15 p.m.	Mandalay Bay F
Day 4, 12:30 p.m. – 1:45 p.m.	Mandalay Bay F

29. Consumer Disclosure Requirements for FAAs

Session Description: This session will focus on the consumer disclosure requirements that have generated attention and questions over the last several years, such as the net price calculator and textbook disclosures, as well as a subset of disclosures that are commonly cited in program reviews. In addition to reviewing the requirements, Department officials will review the tools and resources that are available to help institutions comply with the consumer information provisions.

Presenter:

Jessica Finkel.....U.S. Department of Education

Day 1, 2:00 p.m. – 3:15 p.m.	South Seas AB
Day 2, 10:30 a.m. – 11:45 a.m.....	Lagoon HI
Day 3, 10:30 a.m. – 11:45 a.m.....	South Seas AB
Day 4, 11:00 a.m. – 12:15 p.m.....	Mandalay Bay D

Breakout Sessions

30. Tools to Support Higher Education Choice for FAAs

Session Description: The U.S. Department of Education recently launched two new tools to support higher education choice for consumers: the Financial Aid Shopping Sheet and the College Scorecard. In this session, find out more about these tools which were designed to ensure greater transparency among schools regarding their costs and to help students and parents better understand the federal aid they are offered.

Presenter:

Lynn MahaffieU.S. Department of Education

Day 1, 3:30 p.m. – 4:45 p.m.	Breakers
Day 2, 3:30 p.m. – 4:45 p.m.	Mandalay Bay F
Day 3, 2:00 p.m. – 3:15 p.m.	Mandalay Bay D
Day 4, 2:00 p.m. – 3:15 p.m.	Mandalay Bay F

31. The Clery Act and Drug-Free Schools and Communities Act: Practical Advice for Non-Campus Safety Professionals

Session Description: Presenters will explain in plain language the campus safety, fire safety, and drug and alcohol prevention requirements that apply to all schools that participate in Title IV programs. The basic requirements of the new Campus Sexual Violence Elimination provisions will be included in the discussion. Presenters will also explain how schools can avoid common mistakes when implementing public safety and drug and alcohol prevention programs, and will provide practical advice about how financial aid professionals can help their institutions improve compliance in those areas.

Presenters:

Jessica FinkelU.S. Department of Education
James MooreU.S. Department of Education

Day 1, 3:30 p.m. – 4:45 p.m.	Mandalay Bay F
Day 2, 12:30 p.m. – 1:45 p.m.	Mandalay Bay D
Day 3, 3:30 p.m. – 4:45 p.m.	Mandalay Bay D
Day 4, 12:30 p.m. – 1:45 p.m.	Mandalay Bay H

Breakout Sessions

32. Top 10 Audit & Program Review Findings for FAAs

Session Description: This session will provide an overview of FSA’s most common audit and program review findings. Examples of each finding will be discussed, and we will share ideas, solutions, and resources to help you prevent these errors at your institution.

Presenters:

Effie BarnettU.S. Department of Education
Barbara WingelU.S. Department of Education

Day 1, 12:00 p.m. – 1:15 p.m. Breakers
Day 2, 3:00 p.m. – 4:15 p.m. Breakers
Day 3, 3:00 p.m. – 4:15 p.m. Mandalay Bay H
Day 4, 1:30 p.m. – 2:45 p.m. South Seas AB

33. How FAAs Report Changes Impacting Institutional Eligibility

Session Description: The Eligibility and Certification Approval Report (ECAR) displays institutional information upon which Title IV eligibility is based. This session will cover changes that would impact an institution’s eligibility for Title IV, particularly the addition of educational programs or school locations. Presenters will explain when and how schools should report such changes to maintain their eligibility.

Presenters:

Julie Arthur.....U.S. Department of Education
Susan Bowder.....U.S. Department of Education

Day 1, 1:30 p.m. – 2:45 p.m. Mandalay Bay L
Day 2, 11:00 a.m. – 12:15 p.m..... Mandalay Bay F
Day 3, 3:30 p.m. – 4:45 p.m. South Seas DF
Day 4, 12:30 p.m. – 1:45 p.m. Mandalay Bay D



ON DAY 2, WEDNESDAY, FORGET THE BUSINESS CASUAL ATTIRE AND WEAR CLOTHING THAT REPRESENTS YOUR SCHOOL! GET IN THE SPIRIT!!

Breakout Sessions

34. What You Need to Know About Education Tax Credits and Deductions

Session Description: Tax credits and deductions can help students and parents save money on the cost of higher education. Find out what resources the IRS offers to help you inform students about the American Opportunity Tax Credit, Lifetime Learning Credit, and other education benefits. Also learn how the Department of Education is partnering with the IRS to develop products and services to promote tax credits and deductions.

Presenter:

Gregory Ford Internal Revenue Service

Day 1, 12:00 p.m. – 1:15 p.m.South Seas AB

Day 2, 3:00 p.m. – 4:15 p.m.South Seas DF

Day 3, 12:30 p.m. – 1:45 p.m.Mandalay Bay D

Day 4, 2:00 p.m. – 3:15 p.m.Mandalay Bay H

35. Consumer Information: FSA and IRS Expand Collaboration!

Session Description: In FY 2010-11, FSA partnered with the IRS to offer students and families the IRS Data Retrieval Tool for completing the FAFSA. The partnership between FSA and the IRS, also known as the “FSA and IRS Partnership Alliance,” is now focused on reaching out to individuals in low-income and limited-access communities. Come and hear the FSA and IRS Partnership Alliance’s goals and planned initiatives, and about how your organization can contribute to the success of those initiatives.

Presenters:

Larry ColesU.S. Department of Education

Tracey Martin Internal Revenue Service

Day 1, 3:30 p.m. – 4:45 p.m.South Seas AB

Day 2, 12:00 p.m. – 1:15 p.m.South Seas DF

Day 3, 3:30 p.m. – 4:45 p.m.Jasmine

Day 4, 12:30 p.m. – 1:45 p.m.Jasmine

36. How Schools Educate their Students about Financial Literacy

Session Description: Financial literacy programs can positively impact cohort default rates, student retention, and graduation rates, and ultimately influence the financial well-being of America’s students. In this session, we will present financial literacy concepts that all students need to know and understand. We will also provide an overview of FSA’s financial literacy resources, and a panel of school financial aid administrators will share their best practices for implementing successful financial literacy programs.

Presenter:

Elizabeth Coogan.....U.S. Department of Education

Day 1, 10:30 a.m. – 11:45 a.m.....South Seas AB

Day 2, 11:00 a.m. – 12:15 p.m.....South Seas AB

Day 3, 3:00 p.m. – 4:15 p.m.South Seas AB

Breakout Sessions

37. What FAAs Need to Know about FAFSA on the Web Skip Logic

Session Description: Do you wonder why some students leave their financial information blank on the FAFSA? Or, why some parents answer only a handful of questions and not the rest? Or, why all the questions are answered, except parent assets? This session will answer those questions by exploring the rules around the automatic zero Expected Family Contribution (EFC) calculation, the simplified needs test, and the asset-threshold question, and how to relate these rules to FAFSA on the Web skip logic.

Presenters:

Ginger KlockU.S. Department of Education
Misty ParkinsonU.S. Department of Education

Day 1, 1:30 p.m. – 2:45 p.m.South Seas DF
Day 2, 1:30 p.m. – 2:45 p.m.Lagoon HI
Day 3, 2:00 p.m. – 3:15 p.m.Breakers
Day 4, 1:30 p.m. – 2:45 p.m.Lagoon FL

38. Increasing Your Student Borrowers' Repayment Success

Session Description: In this session, FSA will share in-grace borrower survey results and discuss student financial literacy, financial literacy data measures, and strategies for encouraging students to complete their degree programs. Also during the session, a panel of representatives from schools with low default rates will share their best practices for reaching out to students regarding loan repayment.

Presenter:

Ed Pacchetti.....U.S. Department of Education

Day 1, 2:00 p.m. – 3:15 p.m.Mandalay Bay D
Day 2, 2:00 p.m. – 3:15 p.m.South Seas AB
Day 3, 10:30 a.m. – 11:45 a.m.....Breakers
Day 4, 2:00 p.m. – 3:15 p.m.Breakers



The conference agenda can be found on channel 37 in guest rooms located at Mandalay Bay and THEhotel.

Breakout Sessions

39. How to Leverage FSA Resources to Drive Awareness and Increase Engagement with Students

Session Description: Have you been looking for content and resources to support your outreach efforts to students and families? Don't have time to search for updates or create your own materials? We've done the work for you! This session will showcase FSA's new Financial Aid Toolkit, which includes resources ready for you to personalize for your specific use. Plus, we'll show you how to search and filter FSA resources by audience, topic, time of year, and type of resource so you can access videos, PowerPoint presentations, brochures, training materials, and social media content to meet your needs. In addition, learn how to leverage FSA's social media platforms and content for your school's Facebook, Twitter, and YouTube platforms to increase student engagement with your pages, and learn how to host your own Twitter Office Hours. We will share our own social media best practices, give a preview of some new efforts underway at FSA, and explain how you can collaborate with us to develop content for your social media sites to address students' most common questions about federal aid.

Presenters:

Jared AndersonU.S. Department of Education
Wendy Bhagat.....U.S. Department of Education

Day 1, 10:30 a.m. – 11:45 a.m..... Lagoon HI
Day 2, 10:30 a.m. – 11:45 a.m..... Jasmine
Day 3, 11:00 a.m. – 12:15 p.m..... Mandalay Bay L
Day 3, 3:00 p.m. - 4:15 p.m..... Lagoon HI

40. StudentAid.gov & NSLDS New User Interface – New Resources for Borrowers

Session Description: This session will provide a first look at the upcoming changes that will allow students to view their NSLDS information on StudentAid.gov. Participants will also preview new videos, infographics, and other tools that financial aid professionals can use to inform students about the loan repayment process.

Presenters:

Mindy ChiatU.S. Department of Education
Reza VenegasU.S. Department of Education

Day 1, 2:00 p.m. – 3:15 p.m. Lagoon HI
Day 2, 12:00 p.m. – 1:15 p.m. Lagoon HI
Day 4, 12:00 p.m. – 1:15 p.m. South Seas DF

Breakout Sessions

41. Detecting, Protecting, Preventing, and Reporting Identity and Computer Breaches

Session Description: Computer breaches and identity incidents come in many different forms. In this session, we will discuss different types of threats and vulnerabilities to computerized data and cover methodologies that can be used to detect and defend against these threats to prevent a loss of data or network damage. Examples of real breaches will be used to demonstrate how data has been lost in FY 2013. We will conclude with ways you can help protect your data networks and identity information, and what to do in the event a breach occurs.

Presenter:

Ross HughesU.S. Department of Education

Day 1, 3:30 p.m. - 4:45 p.m.....	Mandalay Bay H
Day 2, 3:30 p.m. - 4:45 p.m.....	Mandalay Bay D
Day 3, 12:30 p.m. - 1:45 p.m.....	Palm A

42. Orientation to the Foreign Schools Participation Division & Orientation to the FSA Training Conference

Session Description: Members of the Department of Education’s Foreign Schools Participation Division will first provide an overview of the Department’s compliance and oversight functions, including institutional eligibility, compliance audit resolution, program review, financial analysis, and method of payment. Then, the session will close with recommendations and orientation to the 2013 FSA Training Conference.

Presenters:

David BartlettU.S. Department of Education
Marcia Fediw.....U.S. Department of Education
Mike SteinU.S. Department of Education

Day 1, 7:30 a.m. – 8:15 a.m.	Palm A
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Breakout Sessions

43. Foreign Schools Medical, Veterinary, Nursing Programs Update

Session Description: This session will provide an update on areas specific to administering the Foreign Medical/Veterinary/Nursing programs, to include guidance on Title IV funding for foreign medical schools, how and when to obtain United States Medical Licensing Examination (USMLE) data from the Educational Commission for Foreign Medical Graduates (ECFMG), constructing proper clinical agreements, new veterinary eligibility requirements/deadlines, and a tour of the new website specific to international schools.

Presenters:

David BartlettU.S. Department of Education
Barbara Hemelt.....U.S. Department of Education
Mike SteinU.S. Department of Education

Day 1, 3:00 p.m. – 4:15 p.m. Palm A

44. Foreign Schools Cash Management & R2T4

Session Description: Cash management is the proper handling of Direct Loan funds and the timing for which the funds must be requested and disbursed to student accounts. Using examples from the Return of Title IV funds calculations, this session will cover the processes for returning Direct Loan funds to the Department of Education and making post-withdrawal disbursements to students.

Presenter:

Byron ScottU.S. Department of Education

Day 1, 1:30 p.m. – 2:45 p.m. Palm A

45. Foreign Schools Consumer Information

Session Description: Consumer information, which must be provided to prospective and current U.S. students, is required of all Title IV eligible institutions, including foreign schools. This session will describe the communications required under Title IV and the timeframes by which those communications must be delivered to students.

Presenter:

Byron ScottU.S. Department of Education

Day 2, 10:30 a.m. – 11:45 a.m..... Palm A

Breakout Sessions

46. Foreign Schools Cost Of Attendance

Session Description: This session will cover the key concepts of developing institutional Cost of Attendance (COA). We will cover both mandatory and optional COA components, and will go over the COA for different types of programs and students.

Presenter:

Jamie MaloneU.S. Department of Education

Day 1, 10:30 a.m. – 11:45 a.m. Palm A

47. Foreign Schools Student and Educational Program Eligibility Updates

Session Description: This presentation will look at the requirements of written arrangements with institutions to provide a portion of an educational program. In addition, the session will discuss the internship/externship components of educational programs as they pertain to foreign institutions. We will also discuss how schools respond to unusual enrollment history flags on a student’s SAR/ISIR record and how Pell LEU limits impact Direct Loan eligibility.

Presenter:

Greg MartinU.S. Department of Education

Day 2, 12:00 p.m. – 1:15 p.m. Palm A

48. Foreign Schools Update on FSA Systems

Session Description: This session will provide an overview of FSA’s systems, the order in which foreign school partners will interact with each system, and how the systems work together to accomplish the tasks involved in the successful administration of the Direct Loan Program. We will also cover recent and upcoming updates to FSA’s systems that impact foreign school partners.

Presenter:

Anita OlivenciaU.S. Department of Education

Day 2, 3:00 p.m. – 4:15 p.m. Palm A

Breakout Sessions

49. Foreign Schools COD from Start to Finish

Session Description: The Common Origination and Disbursement (COD) System is integral to the processing of Direct Loan records. This session will explain how to use the COD system to originate and disburse Direct Loans, and how to identify and resolve origination and disbursement errors. We will also identify the system reports and financial screens that are most beneficial for reconciliation.

Presenters:

David BartlettU.S. Department of Education
Wood MasonU.S. Department of Education

Day 3, 10:30 a.m. – 11:45 a.m. Palm A

50. Foreign Schools Update and Q&A

Session Description: This session will provide an opportunity for foreign school participants to ask questions of Departmental policy and operations staff.

Presenters:

Nathan Arnold.....U.S. Department of Education
Jeff Baker.....U.S. Department of Education
Marcia Fediw.....U.S. Department of Education
Barbara Hemelt.....U.S. Department of Education
Mike SteinU.S. Department of Education

Day 2, 5:00 p.m. – 6:00 p.m. Palm A

51. The President’s Higher Education Initiatives: College Value, Innovation, and Debt Management

Session Description: This summer, President Obama outlined an ambitious new agenda to combat rising college costs and make college affordable for American families. The plan will measure college performance to give students and families the information they need to decide which schools would be the best value. The new agenda also aims to remove barriers to school competition and school innovation, particularly in the use of new technology. In this session, senior Departmental policy officials will share details of the President’s plan.

Presenters:

Jeff AppelU.S. Department of Education
Jamiene StudleyU.S. Department of Education

Day 1, 11:00 a.m. – 12:15 p.m.Mandalay Bay H

Day 2, 11:00 a.m. – 12:15 p.m.Mandalay Bay H

Day 3, 12:30 p.m. – 1:45 p.m.Jasmine

Birds of a Feather

BOF1. Minority-Serving Institutions (MSI)

Session Description: This session will provide an opportunity for attendees who work at Historically Black Colleges and Universities, Tribally-Controlled Colleges and Universities and Hispanic-Serving Institutions to meet collectively with FSA’s Minority-Serving and Under-Resourced Schools Division staff. Information will be shared regarding current and proposed FSA legislative and policy issues and their impact on the institutions and the students they serve. MSI institutional staff will have an opportunity to provide feedback regarding current FSA Minority-Serving and Under-Resourced Schools Division training initiatives and to make suggestions and recommendations for future activities.

Presenters:

Marcia Boyd.....U.S. Department of Education
John Gritts.....U.S. Department of Education
ET Winzer.....U.S. Department of Education

Day 1, 5:00 p.m. – 6:00 p.m. Lagoon FL

BOF2. Community Colleges

Session Description: This session will provide community college financial aid professionals an opportunity to meet collectively to discuss best practices, current challenges, and opportunities.

Presenters:

Marcia Boyd.....U.S. Department of Education
Elizabeth Coogan.....U.S. Department of Education
Ed Pacchetti.....U.S. Department of Education
ET Winzer.....U.S. Department of Education

Day 3, 5:00 p.m. – 6:00 p.m. Lagoon HI

BOF3. Graduate and Professional Schools

Session Description: This session will provide financial aid professionals from graduate institutions an opportunity to meet collectively with FSA staff to discuss best practices, current challenges, and opportunities.

Presenters:

Marcia Boyd.....U.S. Department of Education
Ed Pacchetti.....U.S. Department of Education
ET Winzer.....U.S. Department of Education

Day 2, 5:00 p.m. – 6:00 p.m. Lagoon FL

Birds of a Feather

BOF4. Bursars and Business Officers

Session Description: This session will provide an opportunity for bursars and other staff to meet and discuss issues important to the business office, including the cash management rules and the Title IV Financial Responsibility Standards.

Presenters:

Anne Gross..... National Association of College and University Business Officers
Tony Laing.....U.S. Department of Education

Day 3, 5:00 p.m. – 6:00 p.m. Lagoon FL

BOF5. Experimental Sites – Pell Grant Experiments 1 & 2

Session Description: This session will provide updates on the implementation of the experiments, evaluation, and next steps. Schools will share their experiences, what worked, what didn't work, and how FSA can help going forward.

Limited to schools participating in a Pell experiment.

Presenters:

Jeff Baker.....U.S. Department of Education
Mike Cagle.....U.S. Department of Education
Holly Langer-Evans.....U.S. Department of Education

Day 1, 5:00 p.m. – 6:00 p.m. Breakers

BOF6. Experimental Sites – Direct Loan Experiments 3-6

Session Description: This session will provide updates on the implementation of the experiments and completing the reporting templates for award year 2012-13. Schools will share experiences, what worked, what didn't work, and how FSA can help going forward.

Limited to schools participating in a Direct Loan experiment.

Presenters:

Jeff Baker.....U.S. Department of Education
Warren FarrU.S. Department of Education
Anne Tuccillo.....U.S. Department of Education

Day 3, 5:00 p.m. – 6:00 p.m. Breakers

Resource Center

The Resource Center is located on the third level in the Palm Foyer. ED staff are available to answer questions, provide assistance, take suggestions, and provide one-on-one assistance and training for a multitude of products and services. A detailed description of services available is listed on the following pages.

Resource Center Hours

Palm Foyer

Monday, December 2	<i>Closed</i>
Tuesday, December 3	8:30 a.m. to 6:00 p.m.
Wednesday, December 4	8:30 a.m. to 6:00 p.m.
Thursday, December 5	8:30 a.m. to 6:00 p.m.
Friday, December 6	8:30 a.m. to 3:15 p.m.

RC1. Ask-a-Fed

If you have Title IV-related questions, including questions regarding policy guidance, administrative procedures, operational requirements, stop by and ask one of our experienced federal staff members.

RC2. COD

Attendees will receive individualized attention to address their Direct Loan, Pell Grant, ACG, National SMART Grant or TEACH Grant COD processing issues. COD school relations staff will be present to help resolve outstanding issues or answer questions attendees may have regarding COD processing. StudentLoans.gov and our new 10.2 release will be of major interest to schools this year.

RC3. COD Reconciliation

Attendees will get one-on-one assistance with reconciliation, closeout, and resolution of unsubstantiated funds for Direct Loans, grants, and other Title IV programs.

RC4. G5 System

Staff will demonstrate the G5 Web application that schools use to request funds and for read-only access. In addition, staff will research and answer questions concerning G5 access, set up bank accounts, and help resolve funding issues.

RC5. NSLDS

Department of Education staff will show you how to use the NSLDS website and how to access valuable student financial aid information to make your daily work easier. See new enhancements to NSLDS reports, enrollment, and the student site. NSLDS customer service representatives will be available to answer your questions and help with any issues or concerns you have.

RC6. Federal Loan Servicers

Bring your servicing-related questions to the Resource Center where representatives from FedLoan Servicing (PHEAA), Great Lakes Educational Loan Services, Inc., Nelnet, and Sallie Mae will be available to assist you.

Resource Center

RC7. Default Management & CDR

Staff will demonstrate Default Management website features (e.g., electronic searchable database) and assist you in extracting and using reports. Staff will also provide hands-on and tutorial assistance for the eCDR appeals system and will register schools for the eCDR system.

RC8. FSA Assessments, ISIR Analysis Tool, ESI Reporting Templates

Learn how FSA Assessments can assist you with compliance efforts. The assessments will be available for viewing. You can use the step-by-step self-instruction booklet to walk through the process for using the assessments, including the newest Policies and Procedures assessment. Department of Education staff will be on hand to answer questions about all three applications.

RC9. 2014-15 FOTW® DEMO

Department of Education staff will answer questions about the *Free Application for Federal Student Aid* (FAFSA) and provide hands-on experience for completing the 2014-15 FAFSA on the FAFSA.gov website.

RC10. Resources to Support Your Outreach

FSA has new resources and tools to help you educate current and prospective students about federal financial aid. Come by our resource table to view our new website, FinancialAidToolkit.ed.gov, see our new videos, infographics, and social media resources, review our publications, and learn how to order materials online.

RC11. SAIG Enrollment & EDE Suite

Student Aid Internet Gateway (CPS/SAIG Technical Support) enrollment specialists will be available to assist with any questions you may have concerning your SAIG Enrollment. If you have questions about your current enrollment status, how to modify or add new services, or perform yearly Active Confirmation, please visit us. We will also feature the EDE Suite of Software Products, a free suite of financial aid data management software provided by FSA, and a demonstration of our Central Processing System (CPS) Web products.

Food & Beverage Options

CASH SALES OFFERED BY MANDALAY BAY

FSA is unable to provide food & beverage to participants. However the hotel is offering food & beverages at discounted prices.

Mandalay Bay will offer coffee, food & beverage cash sales Tuesday - Friday in Bayside B, on the first level. There will also be coffee carts in the Mandalay Bay Foyer, on the second level.

CASH SALES IN THE SOUTH CONVENTION CENTER

- **Bayside B**
 - ❑ Seating is available
 - ❑ (4) Double-sided Buffets
 - ❑ Coffee Carts
- **Mandalay Bay Foyer**
 - ❑ Coffee Carts only

Mandalay Bay Foyer and Bayside B

Tuesday, 12/3	7:00 a.m. – 3:00 p.m.
Wednesday, 12/4.....	7:30 a.m. – 3:00 p.m.
Thursday, 12/5.....	7:30 a.m. – 3:00 p.m.
Friday, 12/6.....	7:30 a.m. – 2:00 p.m.

Methods of Payment

- Cash
- Credit/Debit Card
- Room Charge (for Mandalay Bay and THEhotel guests only)

Menu

Cash sales include an assortment of fruit & cheese danishes, muffins, and whole fresh fruit during the morning hours Tuesday - Friday for **\$3-\$3.50/each**.

Daily lunch options are available Tuesday - Friday (see below); an assortment of snacks (candy, energy and granola bars, chips, pretzels, 100-calorie snacks, and trail mix), sodas, bottled water, and juices are available for **\$3-\$4/each**. Hot coffee and hot tea also will be available during the morning hours for **\$4/each**.

Cash Sales Menu

Tuesday

Value Meals - each meal costs **\$10** and includes a bottle of water

- Greek Chicken Salad with Pita Bread Triangles
- Half Turkey Sandwich with Havarti and Fruit Salad
- Half Roast Beef and Cheddar Sandwich and Potato Salad

Other Options:

- Southwestern Grilled Chicken Breast Ciabatta Sandwich\$11.50
(drink not included)
- Ciabatta Sandwich.....\$13.00
(drink not included)

Fresh Snacks

- Steak House Iceberg Wedge\$6.00
- Pretzel Chips and Hummus\$4.50

Hot Entrees:

- Kung Pao Chicken with Steamed Rice\$9.50
- BBQ Pulled Pork Sandwich\$12.00

Wednesday

Value Meals - each meal costs **\$10** and includes a bottle of water

- Tuna Salad with Mini Croissant and Baby Greens
- Turkey-Goat Cheese Sandwich and Baby Greens
- Prosciutto and Mozzarella Sandwich and Baby Greens

Other Options:

- Smoked Ham and Swiss on Whole-Wheat Bread\$11.50
(drink not included)
- Mediterranean Chicken Salad\$12.50

Fresh Snacks:

- Vegetable Crudites and Pink Peppercorn Ranch.....\$4.50
- Fruit Salad and Raspberry Yogurt Dip\$5.25

Hot Entrees:

- Meat Lasagna with Seasonal Vegetables\$11.00
- Italian Sausage Sandwich.....\$6.00

Cash Sales Menu

Thursday

Value Meals - each meal costs **\$10** and includes a bottle of water

- Half Turkey Sandwich and Havarti and Fruit Salad
- Chinese Chicken Salad with Fruit Salad
- Half Roast Beef and Cheddar Sandwich and Potato Salad

Salad:

- Chicken Caesar Salad.....\$11.00

Fresh Snacks:

- Vegetable Crudites and Hummus\$4.50
- Mixed Berries and Seasonal Grapes\$5.25

Hot Entrees:

- Vegetarian Chili with Roasted Sweet Potatoes.....\$8.50
- Curried Chicken with Steamed Basmati Rice.....\$10.50
- Nan and Vegetables\$10.50

Friday

Value Meals - each meal is \$10 and includes a bottle of water

- Half Turkey Sandwich and Havarti and Fruit Salad
- Chinese Chicken Salad with Fruit Salad
- Half Roast Beef and Cheddar Sandwich and Potato Salad

Sandwich:

- Tuna Salad Croissant\$10.00

Fresh Snacks:

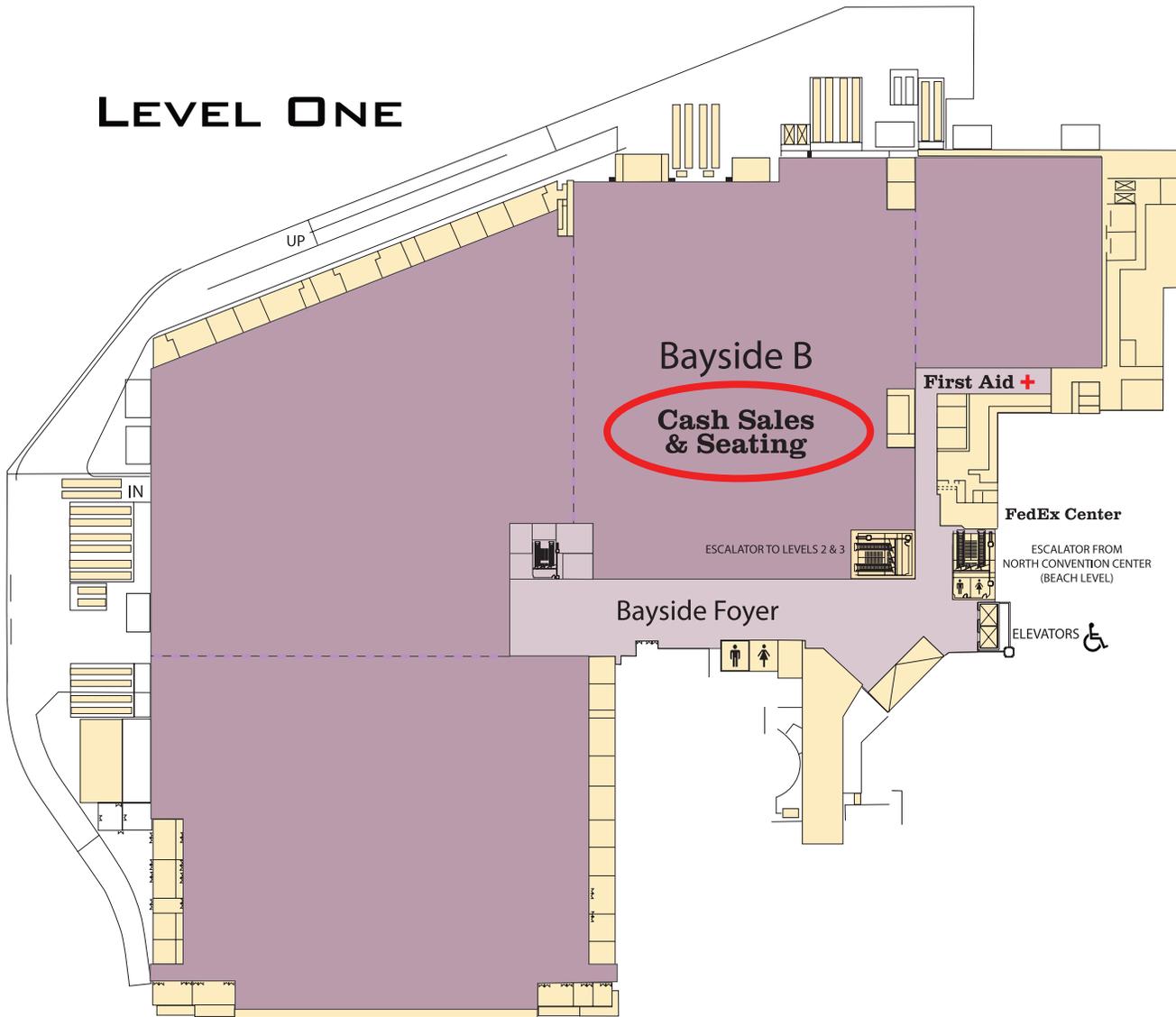
- Vegetable Crudites and Hummus\$4.50
- Mixed Berries and Seasonal Grapes.....\$5.25

Extras

An assortment of snacks (candy, energy and granola bars, chips, pretzels, 100-calorie snacks, and trail mix), sodas, bottled water, and juices are available for \$4/each. Hot coffee and hot tea also will be available during the morning hours for \$4/each.

Cash Sales Location

LEVEL ONE



Free Wi-Fi is Available

To connect to wi-fi in the South Convention Center, click on **FSA2013** from available networks.



Charging Station

The Breakers Registration area on Level Two has outlets available for recharging mobile devices.

Please do not use outlets in the meeting rooms for recharging mobile devices.

Neither the Department of Education nor Mandalay Bay is responsible for theft or damage to any personal property.

Mandalay Bay Dining Options

QUICK EATS

Starbucks 702-632-7000

Coffee, pastries, and lunch items \$

Two locations: Mandalay Place and Convention Center

Hours:

Mandalay Place Daily: 5:00 a.m. - 10:00 p.m.

Convention Center: 5:00 a.m. - 4:00 p.m.

Yogurt In 702-632-7000

Crepes, shakes and do-it-yourself, soft-serve frozen yogurt \$

Location: Mandalay Bay

Hours:

Monday - Sunday: 8:00 a.m. - 12:00 a.m.

RESTAURANTS

Sports Book Grill 702-632-7000

Cuisine: Sandwich, burger, or salad \$

Location: Mandalay Bay

Hours:

Monday - Thursday: 11:00 a.m. - 10:00 p.m.

Friday: 10:00 a.m. - 12:00 a.m.

Saturday: 9:00 a.m. - 12:00 p.m.

Sunday: 9:00 a.m. - 10:00 p.m.

Beach Bar & Grill 702-632-7000

American beach fare \$

Cuisine: American

Location: Pool Area

Hours:

Seasonal-To-Go Window: Daily 8:00 a.m. - 7:00 p.m.

Restaurant & Deck Service: Daily 9:00 a.m. - 6:00 p.m.

\$ = up to \$15

\$\$ = up to \$25

\$\$\$ = up to \$50

\$\$\$\$ = up to \$100

Mandalay Bay Dining Options

Citizens Kitchen & Bar 702-632-7200

American comfort food from continental breakfast to soup & salad, sandwiches, and entrees **\$\$**

Cuisine: American

Location: Mandalay Bay

Hours: 24 Hours Daily

Bayside Buffet 702-632-7402

A diverse buffet **\$\$**

Cuisine: American

Location: Mandalay Bay

Hours:

Daily: 7:00 a.m. - 2:30 p.m.

4:45 p.m. - 9:45 p.m.

Border Grill 702-632-7200

Mexican cantina **\$\$**

Cuisine: Mexican

Location: Mandalay Bay

Hours:

Monday - Thursday: 11:00 a.m. - 10:00 p.m.

Friday: 11:00 a.m. - 11:00 p.m.

Saturday: 10:00 a.m. - 11:00 p.m.

Sunday: 10:00 a.m. - 10:00 p.m.

Burger Bar 702-632-9364

Variety of beef, buffalo, turkey, vegetarian burgers, and vegan products **\$\$**

Cuisine: American

Location: The Shoppes at Mandalay Place

Hours:

Sunday - Thursday: 11:00 a.m. - 11:00 p.m.

Friday - Saturday: 11:00 a.m. - 1:00 a.m.

Crossroads at House of Blues 702-632-7607

Contemporary American fare **\$\$**

Cuisine: Varied

Location: Mandalay Bay

Hours:

Sunday - Thursday: 8:00 a.m. - 11:00 p.m.

Friday - Saturday: 8:00 a.m. - 12:00 a.m.

Mandalay Bay Dining Options

Fleur 702-632-7200

Small plates

Cuisine: Global

Location: Mandalay Bay

Attire: Dressy

Hours:

Daily: 11:00 a.m. - 10:30 p.m.

Bar opens: 4:00 p.m.

Lunch: \$\$; Dinner \$\$\$

Hussong's Cantina 702-632-6450

Contemporary Baja fare

\$\$

Cuisine: Mexican

Location: The Shoppes at Mandalay Place

Hours:

Daily: 11:00 a.m. - 11:00 p.m.

Mizuya 702-632-6112

Sushi

\$\$

Cuisine: Japanese

Location: Mandalay Bay

Hours:

Daily: 11:30 a.m. - 10:30 p.m.

Noodle Shop 702-632-6071

Cantonese, Mandarin, and other oriental dishes

\$\$

Cuisine: Chinese

Location: Mandalay Bay

Hours:

Sunday - Thursday: 11:00 a.m. - 11:00 p.m.

Friday - Saturday: 11:00 a.m. - 1:00 a.m.

Raffles Café 702-632-7406

Casual steaks and seafood

\$\$

Cuisine: American

Location: Mandalay Bay

Hours:

Daily: 7:00 a.m. - 2:00 p.m.

\$ = up to \$15

\$\$ = up to \$25

\$\$\$ = up to \$50

\$\$\$\$ = up to \$100

Mandalay Bay Dining Options

Rí Rá Irish Pub 702-632-7200

Traditional Irish fare \$\$

Cuisine: Irish

Location: The Shoppes at Mandalay Place

Hours:

Monday - Thursday: 11:00 a.m. - 3:00 a.m.

Friday: 11:00 a.m. - 4:00 a.m.

Saturday: 9:00 a.m. - 4:00 a.m.

Sunday: 9:00 a.m. - 3:00 a.m.

Slice of Vegas 702-632-7200

Pizza, pastas, salads, and sandwiches \$\$

Also offers gluten-free pastas and pizza, vegetarian, and vegan options

Cuisine: Italian

Location: The Shoppes at Mandalay Place

Hours:

Daily: 11:00 a.m. - 11:00 p.m.

Deli:

Sunday - Thursday: 11:00 a.m. - 11:00 p.m.

Friday & Saturday: 11:00 a.m. - 2:00 a.m.

THEcafé 702-632-9250

Creative American fare \$\$

Cuisine: American

Location: THEhotel lobby

Hours:

Daily: 11:00 a.m. - 11:00 p.m.

Deli:

Sunday - Thursday: 11:00 a.m. - 11:00 p.m.

Friday & Saturday: 11:00 a.m. - 2:00 a.m.

House of Blues Foundation Room 702-632-7631

Steaks, short ribs, fresh market fish specialties \$\$\$

Cuisine: American Steakhouse

Attire: Dressy

Location: Mandalay Bay

Hours: 6:00 p.m. - 10:00 p.m. (11:00 p.m. weekends)

Lounge: 5:00 p.m. - 2:00 a.m. (or later)

Mandalay Bay Dining Options

Lupo 702-632-7200

Contemporary Italian

\$\$\$

Cuisine: Italian

Attire: Dressy

Location: Mandalay Bay

Hours:

Sunday - Thursday: 5:00 p.m. - 10:00 p.m.

Friday - Saturday: 5:00 p.m. - 11:00 p.m.

Red Square 702-693-8300

Small plates

\$\$\$

Cuisine: Russian, Continental

Attire: Casual

Location: Mandalay Bay

Hours:

Sunday - Thursday: 4:30 p.m. - 10:30 p.m.

Friday - Saturday: 4:30 p.m. - Midnight

Rick Moonen's RM Seafood 702-632-7200

Casual sushi and tasting menu

\$\$\$

Cuisine: Seafood, Sushi

Location: The Shoppes at Mandalay Place

Hours:

Daily: 11:30 a.m. - 11:00 p.m.

Aureole 702-632-7447

Seasonal dishes, dry-aged beef and fresh seafood

\$\$\$\$

Cuisine: French, American

Attire: Dressy

Location: Mandalay Bay

Hours:

5:30 p.m. - 10:30 p.m.

Verandah 702-632-5121

Sophisticated signature dishes

\$\$\$\$

Cuisine: International

Attire: Casual

Location: The Four Seasons Hotel

Hours:

Monday - Friday: 6:30 a.m. - 10:00 p.m.

Saturday - Sunday: 7:00 a.m. - 10:00 p.m.

Mandalay Bay Dining Options

Charlie Palmer Steak 702-632-7200
Steakhouse \$\$\$\$
Cuisine: American
Location: The Four Seasons Hotel
Attire: Dressy
Hours:
Monday-Saturday: 5:30 p.m. - 10:30 p.m.

miX 702-632-7200
Creative French and American \$\$\$\$
Cuisine: International
Attire: Dressy
Location: THEhotel
Hours:
Sunday - Thursday: 6:00 p.m. - 9:30 p.m.
Friday - Saturday: 6:00 p.m. - 10:30 p.m.
Lounge opens: 5:00 p.m.

STRIPSTEAK 702-632-7200
Steakhouse \$\$\$\$
Cuisine: American
Attire: Dressy
Location: Mandalay Bay
Hours:
Daily: 5:30 p.m. - 10:30 p.m.
Bar: 4:00 p.m. - 5:30 p.m. (appetizers only)

\$ = up to \$15

\$\$ = up to \$25

\$\$\$ = up to \$50

\$\$\$\$ = up to \$100

Useful Information

Hotel Contact Information:**Mandalay Bay**

3950 S Las Vegas Boulevard
Las Vegas, NV 89119
Phone: 702-632-7777

Business Center:**FedEx Office Business Center**

Located on Level 1 of the South Convention Center, as well as at THEhotel front desk and Mandalay Bay front desk.

All locations open 7:00 a.m. – 6:00 p.m. daily.

Telephone number: 702-322-5700

Fax # to send/receive faxes: 702-262-5324

Phone Messages:

Phone calls will be routed to your hotel room and messages will be recorded on your voicemail.

Lost & Found:

You can turn in lost-and-found items at the FSA registration desk, or give them to an FSA conference staff member.

Parking at Mandalay Bay:

Parking is complimentary! The Convention Center lot is located on the south end of the building and can be accessed via Las Vegas Boulevard or Russell Road.

Wi-Fi Access:

Please disable tethering, hotspots, and wireless routers from your electronic devices.

Convention Center Wireless Connection:

To connect to wi-fi in the South Convention Center, click on "FSA2013" from available networks.

Hotel Room Wireless Connections:

In **Mandalay Bay** Guest Rooms: To connect to wi-fi at the Mandalay Bay, click on "MandalayBay-Rooms-Cox."

In **THEhotel** Guest Rooms: To connect to wi-fi in THEhotel, select "THEwifi" from available networks. An instruction card to connect to the in-room wireless is in the hotel room.

Resort Fee:

The reduced rate of \$12 plus current Clark County room tax includes in-room wireless internet, cardio center admission (not the spa), daily newspaper, local and toll-free number calls, outgoing faxes and boarding pass printing in the hotel business center.

Channel 37:

The conference agenda can be found on channel 37 in guest rooms located at Mandalay Bay and THEhotel.

ATM:

ATMs are located in the hotel lobbies.

Coat Check & Luggage Storage:

You can check your coat or store your luggage at the Bell Stand desk in the lobby.

First Aid:

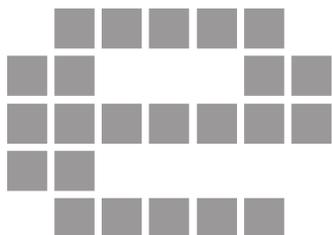
The First Aid room is located on Level 1 of the South Convention Center, near the Business Center.

Emergency/Evacuation Procedures:

Mandalay Bay is equipped with sophisticated electronic fire detection and alarm systems that are designed to notify the hotel's Fire Command Center of the location of any incident that triggers a detector or activates the sprinkler system. Once an alarm has been initiated, members of the hotel's staff immediately respond, determine the source, assess the situation, and report their evaluation. *Evacuation is not automatic and is only ordered when warranted by the hotel.*

Emergency Staff:

The 24-hour security hotline number from any in-house telephone is **77911**. If calling from an outside line, the telephone number is **702-632-7911**.



Need a question answered during the conference? Simply e-mail or text your questions to: conferencequestions@ed.gov

FSA Offices Contact Information

FSA Offices	Description	Contact Information
Conferences	For general conference information.	202-377-3633 FSAConferences@ed.gov
Default Prevention Assistance	For questions related to default prevention.	defaultpreventionassistance@ed.gov
Experimental Sites Initiative	For questions about how schools can participate as experimental sites.	experimentalsites@ed.gov
Operations Performance Division	For questions related to school cohort default rates and appeals/adjustments/challenges to default rate data, lender and guaranty agency default rates, and data corrections to default rate data.	<ul style="list-style-type: none"> School Default Rates: 202-377-4259 Lender and Guaranty Agency Default Rates: 202-377-3053
Quality Assurance (QA) Program	For questions about the QA Program that helps schools attain, sustain, and advance exceptional student aid delivery and service excellence.	<ul style="list-style-type: none"> qualityassurance@ed.gov Regions 1, 2, 5: Holly.Langer-Evans@ed.gov 617-289-0136 Regions 3, 4, 6, 7: Anne.Tuccillo@ed.gov 202-377-4378 Regions 8, 9, 10: Michael.Cagle@ed.gov 206-615-2586

School Participation Teams

For information and guidance on audit resolution, financial analysis, program reviews, technical assistance, and school and program eligibility/recertification.

Team	Phone Number
New York/Boston (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont, New Jersey, New York, Puerto Rico, V.I.)	<ul style="list-style-type: none"> Boston: 617-289-0133 New York: 646-428-3750 Wash DC: 202-377-3173
Philadelphia (DC, Delaware, Maryland, Pennsylvania, Virginia, West Virginia)	<ul style="list-style-type: none"> Philadelphia: 215-656-6442 Wash DC: 202-377-3173
Atlanta (Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina)	<ul style="list-style-type: none"> Atlanta: 404-974-9303 Wash DC: 202-377-3173
Chicago (Illinois, Indiana, Minnesota, Ohio, Wisconsin)	<ul style="list-style-type: none"> Chicago: 312-730-1515 Wash DC: 202-377-3173
Dallas (Arkansas, Louisiana, New Mexico, Oklahoma, Texas)	<ul style="list-style-type: none"> Dallas: 214-661-9490 Wash DC: 202-377-3173
Kansas City (Iowa, Kansas, Kentucky, Missouri, Nebraska, Tennessee)	<ul style="list-style-type: none"> Kansas City: 816-268-0410 Wash DC: 202-377-3173
Denver (Colorado, Michigan, Montana, North Dakota, South Dakota, Utah, Wyoming)	<ul style="list-style-type: none"> Denver: 303-844-3677
San Francisco/Seattle (Alaska, American Samoa, Arizona, California, Guam, Hawaii, Nevada, Palau, Marshall Islands, N. Marianas and Micronesia, Idaho, Oregon, Washington)	<ul style="list-style-type: none"> San Francisco: 415-486-5677 Seattle: 206-615-2594 Wash DC: 202-377-3173
Foreign Schools Team	<ul style="list-style-type: none"> Wash DC: 202-377-3168



Free Wi-Fi is Available

To connect to wi-fi in the South
Convention Center, click on
FSA2013 from available networks.



WE'RE ON TWITTER!

Connect with us @FSAconf
Join the conversation with #FSATC2013

Service Centers for Schools

Service Center Name	Description	Phone Number
Campus-Based Call Center	For questions related to the Campus-Based Programs, the Fiscal Operations Report and Application to Participate (FISAP), and Federal Perkins Loan cohort default rates.	877-801-7168
Closed School Contacts	For questions about school closure, unpaid refunds, and poor quality of education/student services.	1-800-4-FED-AID (1-800-433-3243)
COD School Relations Center	For questions related to Common Origination and Disbursement (COD), Iraq and Afghanistan Service Grant, Pell Grant, TEACH Grant, and Direct Loan processing.	<ul style="list-style-type: none"> • Grant Programs: 800-474-7268 • Direct Loan Program: 800-848-0978 • Applicant Services Line: 800-557-7394 • Foreign Schools: 571-392-3737
CPS/SAIG Technical Support	For questions related to the Central Processing System (CPS), the Student Aid Internet Gateway (SAIG), Web products such as FAA Access to CPS Online, and assistance with software products such as EDconnect and EDEExpress.	800-330-5947
eZ-Audit	For questions about financial statements and compliance audits through the Web.	877-263-0780
Federal Student Aid Research and Customer Care Center (RCCC)	For questions related to the Title IV federal student aid programs.	800-433-7327
Foreign School Contacts	For questions related to Direct Loan Processing for foreign schools.	800-848-0978 or 571-392-3737
G5 Hotline	For questions related to G5, the Department of Education's electronic system for grants management and payments.	888-336-8930
National Student Loan Data System (NSLDS)	For questions related to NSLDS functions such as student eligibility, overpayments, loan history, and enrollment reporting.	800-999-8219
Total and Permanent Disability Discharge and Veterans Disability Discharge	For questions related to the disability discharge process.	888-303-7818

Service Centers for Schools

Loan Servicing Centers for Schools	
For questions about loan repayment or other loan servicing issues, a school can contact the appropriate loan servicing center.	
Servicer	Phone Number
Aspire Resources Inc.	888-902-6077
CornerStone	877-336-7397
Department of Education Student Loan Servicing Center (ACS)	800-835-6511
ESA/Edfinancial	855-845-1001
FedLoan Servicing (PHEAA)	800-655-3813
Granite State – GSMR	800-303-8353
Great Lakes Educational Loan Services, Inc.	888-686-6919
MOHELA	888-866-4353
Nelnet	866-463-5638
OSLA Servicing	405-556-9224
Sallie Mae	888-272-4665
VSAC Federal Loans	888-307-8722

*For complete information, visit
<http://ifap.ed.gov/ifap/helpContactInformationList.jsp?group=1>.*

Service Centers for Students

Service Center Name	Description	Phone Number
Default Resolution Group	For questions related to individual loan status and repayment of loans in default.	800-621-3115
Direct Loan Consolidation Center	For questions related to the consolidation loan process.	800-557-7392
Federal Student Aid Information Center (FSAIC)	For questions about the FAFSA application, pre-filled FAFSA on the Web, FAFSA4caster, corrections to a FAFSA, FSA publications and loan inquiries.	1-800-4-FED-AID (1-800-433-3243)
Office of the Ombudsman FSA	A final resource after individuals look for help with student loan questions through other customer service avenues.	877-557-2575 (To initiate a case) 202-377-3800 (For aid officers)
Total and Permanent Disability Discharge and Veterans Disability Discharge	For questions related to the disability discharge process.	888-303-7818

Loan Servicing Centers for Students	
For questions about loan repayment or other loan servicing issues, a borrower can contact his or her loan servicing center.	
Servicer	Phone Number
Aspire Resources Inc.	855-475-3335
CornerStone	800-663-1662
Department of Education Student Loan Servicing Center (ACS)	800-835-4611
ESA/Edfinancial	855-337-6884
FedLoan Servicing (PHEAA)	800-699-2908
Granite State – GSMR	888-556-0022
Great Lakes Educational Loan Services, Inc.	800-236-4300
MOHELA	888-866-4352
Nelnet	888-486-4722
OSLA Servicing	866-264-9762
Sallie Mae	800-722-1300
VSAC Federal Loans	888-932-5626

For complete information, visit
<http://ifap.ed.gov/ifap/helpContactInformationList.jsp?group=2>.



Training & Technical Assistance Contacts

TRAINING OFFICERS & INSTITUTIONAL IMPROVEMENT SPECIALISTS

MAIN FUNCTIONS

Training Officers

Training officers provide local, regional, and national training on a wide variety of Title IV topics. Training venues include financial aid associations, state organizations, Department of Education national conferences, Department of Education online training, and fundamental workshops for new schools and financial aid staff. In addition, training officers provide direct assistance to schools by answering questions, conducting research, and distributing information.

Though training officers train on a national scope, each training officer resides in a particular region made up of specific states. Due to state and school system differences, concentration of certain types of institutions and general workload issues, we encourage schools to contact those training officers located within their region for assistance.

Institutional Improvement Specialists

Institutional Improvement Specialists (IIS) are part of the regional School Participation Teams (SPTs). SPTs work with institutional eligibility, resolve institutional independent audits, review school financial statements, conduct TIV program reviews, and provide technical assistance.

IIS are primarily responsible for assisting new schools participating in federal Title IV aid that reside within their regions. They conduct technical assistance visits (on-site and off-site), provide one-on-one training, and answer general TIV questions. In addition, they may work closely with schools to resolve eligibility, audit, and/or financial concerns.

Training & Technical Assistance Contacts

TRAINING OFFICERS

Region I - Boston

CT, ME, MA, NH, RI, VT

Pam Gilligan 617-289-0022
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Anita Olivencia 617-289-0130
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Region II - New York

NJ, NY, Puerto Rico, Virgin Islands

Sandy Santana 646-428-3754
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Nautochia Webb 646-428-3758
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Region III - Philadelphia

DC, DE, MD, PA, VA, WV

Gregory Martin 215-656-6452
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Craig Rorie 215-656-5916
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Annmarie Weisman 215-656-6456
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Region IV - Atlanta

AL, FL, GA, KY, MS, NC, SC, TN

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david.bartnicki@ed.gov

Michael Roberts 404-974-9313
michael.roberts@ed.gov

Regions and states may differ between training officers and institutional improvement specialists.

Training & Technical Assistance Contacts

TRAINING OFFICERS

Region V - Chicago

IL, IN, MI, MN, OH, WI

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Angela Smith 312-730-1552
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Region VI - Dallas

AR, LA, NM, OK, TX

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Trevor Summers 214-661-9468
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Region VII - Kansas City

IA, KS, MO, NE

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Scot Davisson 816-268-0510
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Region VIII - Denver

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Region IX - San Francisco

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Bruce Honer 415-486-5521
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Robert Vallas 415-486-5617
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Region X - Seattle

AK, ID, OR, WA

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Washington D.C. (Supervisors)

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Mark Gerhard (San Francisco) 415-486-5620
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Training & Technical Assistance Contacts

INSTITUTIONAL IMPROVEMENT SPECIALISTS

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Region III - Philadelphia

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Training & Technical Assistance Contacts

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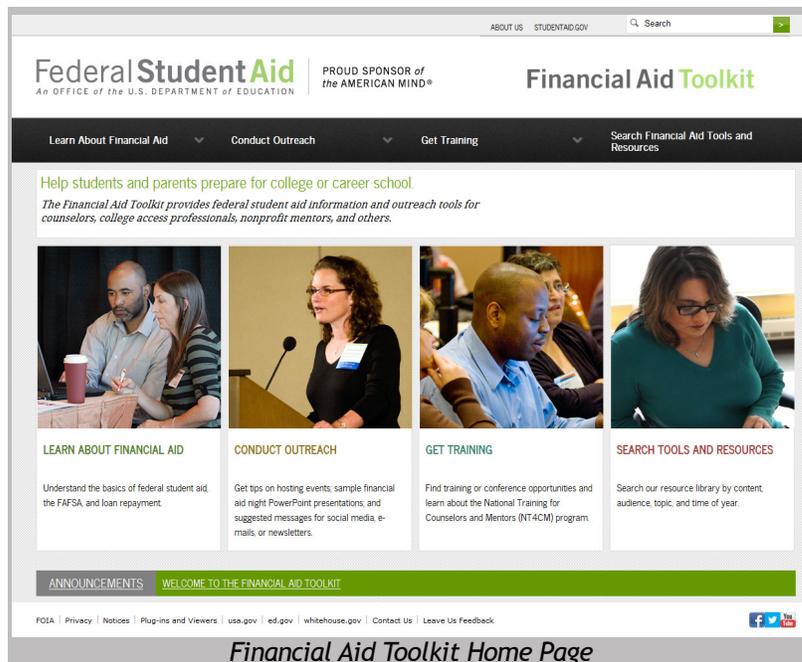
Foreign Schools

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Financial Aid Toolkit

A New Resource for Organizations that Support Students and Families



Financial Aid Toolkit Home Page

Federal Student Aid recently launched the Financial Aid Toolkit (FinancialAidToolkit.ed.gov). The toolkit consolidates FSA resources into a searchable online database intended for use by organizations and individuals who interact with, support, or counsel students and families on making financial preparations for postsecondary education. While the toolkit's target audience is high school counselors and college access professionals, financial aid administrators may also find toolkit resources useful for their student outreach efforts.

Key Feature: Search Tools and Resources

You can use the toolkit's Search Financial Aid Tools and Resources page at FinancialAidToolkit.ed.gov/resources to filter and find resources by:

- audience,
- topic,
- time of year, and
- type of resource.

Examples of resources in the toolkit include:

- outreach resources such as financial aid night materials, fact sheets, videos, infographics, and PowerPoint presentations;
- social media resources such as sample tweets, Facebook posts, and blog posts;
- information on embedding videos and infographics in your website;
- sample articles for organization newsletters and sample e-mails; and
- FSA publications.

You can also subscribe to an RSS feed to receive notification when resources are updated or are added to the website.

Other Site Features

In addition to the search resources function, the toolkit also includes the following sections:

- Learn About Financial Aid provides tips and resources to help counselors, college access professionals, and other mentors obtain a basic understanding of financial aid and the federal aid application process. This section includes FAFSA updates and basic information about loan repayment.
- Conduct Outreach features key outreach topics and resources that are of interest to school counselors and mentors. Topics include hosting a financial aid night, reaching certain target audiences (e.g., parents, military), using social media, and more.
- Get Training shares information about such professional development opportunities as classroom training, webinars, and resources for self-instruction. This section includes information about the National Training for Counselors and Mentors (NT4CM) initiative.



School Eligibility Service Group (SESG)

Ron Bennett - Director, School Eligibility Service Group, Washington, DC
202-377-3181

SESG General Number: 202-377-3173
or e-mail: CaseTeams@ed.gov

Please call the appropriate School Participation Division manager below for information and guidance on audit resolution, financial analysis, program reviews, school and program eligibility/recertification, and school closure information.

New York/Boston School Participation Division

Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont, New Jersey, New York, Puerto Rico, Virgin Islands

Betty Coughlin, Director	646-428-3737
Tracy Nave – Boston	617-289-0145
Patrice Fleming – D.C.	202-377-4209
Christopher Curry – New York	646-428-3738

Philadelphia School Participation Division

District of Columbia, Delaware, Maryland, Pennsylvania, Virginia, West Virginia

Nancy Gifford, Director	215-656-6436
John Loreng – Philadelphia	215-656-6437
Sherrie Bell– D.C.	202-377-3349

Foreign Schools Participation Division

Michael Frola, Director – D.C.	202-377-3364
Barbara Hemelt – D.C.	202-377-4201
Joseph Smith – D.C.	202-377-4321

Atlanta School Participation Division

Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina

Charles Engstrom, Director	404-974-9290
Christopher Miller – Atlanta	404-974-9297
Barbara Murray – D.C.	202-377-4203

Dallas School Participation Division

Arkansas, Louisiana, New Mexico, Oklahoma, Texas

Cynthia Thornton, Director	214-661-9457
Jesus Moya – Dallas	214-661-9472
Kim Peeler – Dallas	214-661-9471

Kansas City School Participation Division

Iowa, Kansas, Kentucky, Missouri, Nebraska, Tennessee

Ralph LoBosco, Director	816-268-0440
Dvak Corwin – Kansas City	816-268-0420
Jan Brandow – Kansas City	816-268-0409

Clery/Campus Security (Managed under the Administrative Actions and Appeals Service Group)

James Moore – D.C.	215-656-6495
	202-377-4089

Chicago/Denver School Participation Division

Illinois, Minnesota, Ohio, Wisconsin, Indiana, Colorado, Michigan, Montana, North Dakota, South Dakota, Utah, Wyoming

Douglas Parrott, Director	312-730-1532
Earl Flurkey – Chicago	312-730-1521
Brenda Yette – Chicago	312-730-1522
Douglas Parrott – Denver (A)	312-730-1532

San Francisco/Seattle School Participation Division

American Samoa, Arizona, California, Guam, Hawaii, Nevada, Palau, Marshall Islands, North Marianas, State of Micronesia, Alaska, Idaho, Oregon, Washington

Martina Fernandez-Rosario, Director	415-486-5605
Gayle Palumbo – San Francisco or Seattle	415-486-5614 206-615-3699
Dyon Toney – D.C.	202-377-3639
Erik Fosker – San Francisco	415-486-5606



FSA Acronyms

A.A.	Associate of Arts Degree
AAI	Adjusted Available Income
ACA	Administrative Cost Allowance
ACG	Academic Competitiveness Grant Program
ACH	Automated Clearinghouse
AEI	Additional Eligibility Indicator
AFDC	Aid to Families with Dependent Children (see TANF)
AGI	Adjusted Gross Income
AI	Available Income
ANN	Announcement Dear Colleague Letter
APA	Asset Protection Allowance
APC	Adjusted Parents' Contribution
ARRA	American Recovery & Reinvestment Act of 2009
ATB	Ability to Benefit
ATI	Allowance Against Total Income
ATS	Agreement to Serve
AVG	Application and Verification Guide
AY	Academic Year (may refer to Award Year in some contexts)
AZ	Auto Zero (EFC)
B.A.	Bachelor of Arts Degree
BBAY	Borrower-Based Academic Year
BIA	Bureau of Indian Affairs
BLS	Bureau of Labor Statistics
BPOS	Bulk Publication Ordering System (now known as FSAPubs)
B.S.	Bachelor of Science Degree
BSC	Borrower Services – Collections
CAI	Contribution from Available Income
CB	Campus-Based Dear Colleague Letter
CBT	Computer-Based Training
CCR	Central Contractor Registration
CCRAA	College Cost Reduction and Access Act of 2007
CDR	Cohort Default Rate
CEO	Chief Executive Officer
CFDA	Catalog of Federal Domestic Assistance
CFL	Current Funding Level
CFO	Chief Fiscal or Financial Officer
CFR	Code of Federal Regulations
CIP	Classification of Instructional Program
CM	Congressional Methodology
CMOS	Case Management and Oversight (former name for SPT)
COA	Cost of Attendance
COD	Common Origination and Disbursement
COO	Chief Operating Officer
COTW	Corrections on the Web

FSA Acronyms

CPA	Certified Public Accountant
CPS	Central Processing System
CSC	Customer Service Center
CSV	Comma Separated Values
DCL	Dear Colleague Letter (also referred to as Dear Partner Letter)
DCS	Debt Collection Service (now known as Federal Student Aid, Borrower Services and Collections)
DHS	Department of Homeland Security
DL	Direct Loan
DLOS	Direct Loan Origination System
DLSAS	Direct Loan School Account Statement (now simply SAS)
DLSC	Direct Loan Servicing Center
DNW	Discretionary Net Worth
DOB	Date of Birth
DOD	Department of Defense
DOJ	Department of Justice
DPA	Destination Point Administrator
DRAP	Default Reduction Assistance Program
DRN	Data Release Number
DUNS	Data Universal Numbering System (by Dun & Bradstreet)
EEA	Employment Expense Allowance
E-App	Electronic Application to Participate in the Federal Student Financial Aid Programs
ECAR	Eligibility and Certification Approval Report
ECASLA	Ensuring Continued Access to Student Loans Act of 2008
ECB	Ending Cash Balance
eCDR	Electronic Cohort Default Rate
eCFR	Electronic Code of Federal Regulations
ED	U.S. Department of Education (see also USED)
EDA	Electronic Debit Account
EDCAPS	ED's Consolidated Accounting and Payment System
EDE	Electronic Data Exchange
EDPUBS	ED's center for ordering single copy publications
EFA	Estimated Financial Assistance
EFC	Expected Family Contribution
EFT	Electronic Funds Transfer
EIC	Earned Income Credit
EIN	Entity Identification Number
eMPN	Electronic Master Promissory Note
EO	Executive Order
ESAR	Electronic Student Aid Report
E-SIGN	Electronic Signatures in Global and National Commerce Act
ESL	English as a Second Language
ESOA	Electronic Statement of Account
FAA	Financial Aid Administrator
FADL	Final Audit Determination Letter
FAFSA	Free Application for Federal Student Aid

FSA Acronyms

FAO	Financial Aid Office(r)
FAT	Financial Aid Transcript (replaced by NSLDS)
FCC	Federal Capital Contribution (Perkins)
FDLP (DL)	Federal Direct Loan Program
FEDWIRE	U.S. Treasury Financial Communication System/Deposit Message Retrieval System
FERPA	Family Educational Rights and Privacy Act
FFEL	Federal Family Education Loan Program
FISAP	Fiscal Operations Report and Application to Participate
FM	Federal Methodology
FMS	Financial Management System
FNT	Full Needs Test
FOIA	Freedom of Information Act
FOTW	FAFSA on the Web
FP	Financial Partners Dear Colleague Letter
FPLUS	Federal PLUS (Parent Loan for Undergraduate Students)
FPRD	Final Program Review Determination
FR	Federal Register
FRB	Federal Reserve Bank
FSA	Federal Student Aid
FSAH	Federal Student Aid Handbook
FSAIC	Federal Student Aid Information Center
FSAPubs	Federal Student Aid Publication ordering site - www.FSAPubs.gov
FSEOG	Federal Supplemental Educational Opportunity Grant
FT	Full-Time
FTI	FISAP Total Income
FWS	Federal Work-Study
FY	Fiscal Year
G	Guaranty Agency Dear Colleague Letter
G5	Grants Payment System (formerly GAPS)
GA	Guaranty Agency
GAAP	Generally Accepted Accounting Principles
GAGAS	Generally Accepted Government Auditing Standards
GAO	Government Accountability Office (formerly General Accounting Office)
GAP	Grants for Access and Persistence (formerly SLEAP)
GAPS	Grants Administration and Payment System (now G5)
GAS	Government Auditing Standards
GASB	Government Accounting Standards Board
GE	Gainful Employment
GEAR UP	Gaining Early Awareness and Readiness for Undergraduate Programs
GED	General Educational Development certificate or General Equivalency Diploma
GEN	General Dear Colleague Letter
GPA	Grade Point Average
GPO	Government Printing Office
Grad PLUS	PLUS Loans for Graduate and Professional Students
GSL	Guaranteed Student Loan Program (now know as FFEL)

FSA Acronyms

HCM	Heightened Cash Monitoring
HBCU	Historically Black Colleges and Universities
HEA	Higher Education Act of 1965
HEOA	Higher Education Opportunity Act of 2008
HERA	Higher Education Reconciliation Act of 2005
HSI	Hispanic-Serving Institutions
HT	Half-Time
IASG	Iraq and Afghanistan Service Grant
IBR	Income-Based Repayment Plan
ICC	Institutional Capital Contribution (Perkins Loan Program)
ICR	Income-Contingent Repayment Plan
IFAP	Information for Financial Aid Professionals Website
IG	Inspector General
IHE	Institution of Higher Education
IIS	Institutional Improvement Specialist
INS	Immigration and Naturalization Service (now known as USCIS)
IPA	Income Protection Allowance
IPEDS	Integrated Postsecondary Education Data System
ISIR	Institutional Student Information Record
JIT	Just In Time (pilot program for obtaining Pell funds)
JLD	Job Location and Development
LCC	Loan Consolidation Center
LD	Limited Distribution Dear Colleague Letter
LDA	Last Date of Attendance
LEAP	Leveraging Educational Assistance Partnership Program
LEU	Lifetime Eligibility Used
LIBOR	London Interbank Offered Rate
LOA	Leave of Absence
LOC	Letter of Credit
LOE	Level of Expenditures (Perkins Loan Program)
LOR	Loan Origination Record
LSDA	Late-Stage Delinquency Assistance
LST	Limit, Suspend, and/or Terminate
LTH	Less Than Half-Time
MAP-21	Moving Ahead for Progress in the 21st Century
MDE	Multiple Data Entry processor
MPN	Master Promissory Note
MRR	Multiple Reporting Record
NASFAA	National Association of Student Financial Aid Administrators
NASSGAP	National Association of State Student Grant and Aid Programs
National SMART Grant	National Science and Mathematics Access to Retain Talent Grant Program
NDEA	National Defense Education Act of 1958
NDSL	(NDSLPL) National Defense Student Loan (now known as Perkins Loan)
Neg Reg	Negotiated Rulemaking
NPRM	Notice of Proposed Rulemaking
NSC	National Student Clearinghouse

FSA Acronyms

NSLDS	National Student Loan Data System
NW	Net Worth
OGC	Office of the General Counsel
OHA	Office of Hearings and Appeals
OIG	Office of Inspector General
OMB	Office of Management and Budget
OPE	Office of Postsecondary Education
OPE-ID	OPE Identification Number
OSFA	Office of Student Financial Assistance (previous name for FSA)
P	Pell Dear Colleague Letter
PAYE	Pay As You Earn Repayment Plan
P.L.	Public Law
PBO	Performance-Based Organization
PC	Parental Contribution
PC	Paid in Consolidation
PC	Program Compliance (formerly SPT)
PCA	Parents' Contribution from Assets
PEPS	Postsecondary Education Participation System
PII	Personally Identifiable Information
PIN	Personal Identification Number
PJ	Professional Judgment
PLUS	Loan program for parents of dependent students and for graduate/professional students
PN	Promissory Note
POP	Potential Overpayment Project or Pace of Progression
PPA	Program Participation Agreement
PT	Part Time
QA	Quality Assurance Program
R2T4	Return of Title IV Funds
RFMS	Recipient Financial Management System (replaced by COD)
ROTW	Renewal FAFSA on the Web
SAFRA	Student Aid and Fiscal Responsibility Act
SAIG	Student Aid Internet Gateway
SAM	System for Award Management
SAP	Satisfactory Academic Progress
SAR	Student Aid Report
SAS	School Account Statement
SATI	Student Allowance Against Total Income
SAY	Scheduled Academic Year
SC	Student Contribution
SCA	Student Contribution from Assets
SDNW	Student's Discretionary Net Worth
SE9W	Substantially Equal, at least 9 Weeks in length (referring to a definition of a term)
SESG	School Eligibility Service Group
SFA	Student Financial Assistance (changed to Federal Student Aid)
SIC	Student Income Contribution
SID	Student Identifier (COD)

FSA Acronyms

SLEAP	Special LEAP (replaced by GAP)
SLS	Supplemental Loans for Students
SNT	Simplified Needs Test
SOA	Statement of Account
SPS	Student Payment Summary (replaced by Year-to-Date Report)
SPT	School Participation Team (new name for Case Management Team)
SRK	Student Right-to-Know Act
SSA	Social Security Administration
SSCR	Student Status Confirmation Report
SSI	Supplemental Security Income
SSIG	State Student Incentive Program (renamed LEAP)
SSN	Social Security Number
SSS	Selective Service System
STI	Student's Total Income
STX	State and other Tax Allowance
SURSD	Small and Under-Resourced Schools Division
TANF	Temporary Assistance for Needy Families
TEACH Grant	Teacher Education Assistance for College and Higher Education Grant
TFA	Two-Factor Authentication
TFAP	Training for Financial Aid Professionals
TI	Total Income
TIN	Tax Identification Number
TIV	Title IV of the HEA
TIVAS	Title IV Additional Servicer
TIV WAN	Title IV Wide Area Network (replaced by the SAIG)
TPC	Total Parents' Contribution
TSC	Total Student's Contribution
UCC-1	Uniform Commercial Code Statement
USC	United States Code
USCIS	U.S. Citizenship and Immigration Services
USED	U.S. Department of Education
VA	Department of Veterans Affairs
WAN	Wide Area Network
WBT	Web-Based Training
WIA	Workforce Investment Act
XML	Extensible Markup Language
YTD	Year-To-Date

Online Evaluations

*Your feedback is
important to us!*

This year, we have added a feature to the FSA Conferences Mobile Site that allows attendees to rate sessions in real time. Session evaluations are available on <http://fsaconferences.ed.gov/mobile>.

After the conference, attendees will receive an e-mail with a link to the full FSA Training Conference evaluation, which also offers the opportunity to evaluate sessions.





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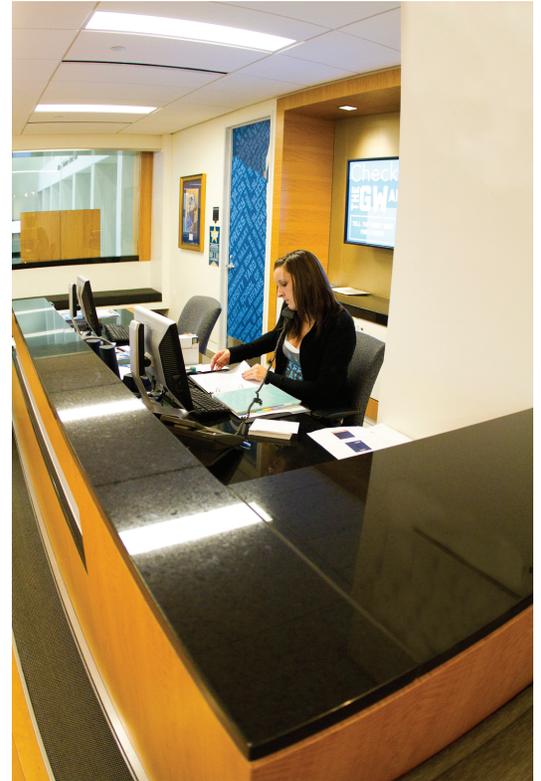
REACH FSA

Introducing Reach FSA - Your contact center connection!

In response to requests from the financial aid community for a single phone number to connect to the various financial aid contact centers, FSA has developed Reach FSA 855-FSA-4FAA (855-372-4322), which connects to the following:

- Campus-Based Call Center
- COD School Relations Center
- CPS/SAIG Technical Support
- eZ-Audit Help Desk
- Federal Student Aid Research and Customer Care Center (RCCC)
- Foreign Schools Participation Division
- G5 Hotline
- NSLDS Customer Support Center
- Nelnet Total and Permanent Disability Servicer
- School Eligibility Service Group

When you call Reach FSA, you can immediately say the name of the contact center you wish to be connected to or listen to a brief description of each contact center to help you choose the one that is most appropriate for your inquiry. Take the guesswork out of determining who to contact for answers to your federal aid questions - call Reach FSA!



NO MORE HASSLE



Call

855-FSA-4FAA

(855-372-4322)