Federal Student Aid
Software Developer's Webinar Conference
Wednesday, August 24th, 2011

Agenda

	Activity
9:00 a.m. - 9:10 a.m.	**Opening Remarks:**
9:10 a.m. - 9:30 a.m.	**Morning Keynote Address:** The Customer Experience (CE) overview will describe Federal Student Aid's (FSA) coordinated focus on student and borrower needs, service experience, and satisfaction. The CE group represents the first-ever attempt to formalize customer-centric work in government. Highlights will include a snapshot of customer populations, their needs, FSA products and services available to meet those needs, and key initiatives underway.
9:30 a.m. - 9:45 a.m.	**Budget - Act of 2011:** This session will address the two recent changes to the Direct Loan Program: • Loss of Eligibility for Subsidized Loans for Graduate and Professional and Students • Termination of Direct Loan Borrower Repayment Incentives
9:45 a.m. - 10:30 a.m.	**COD:** This session will review processing and technical updates to the COD System for Direct Loans, Pell Grants, ACG/SMART close out, TEACH Grants, and the Iraq and Afghanistan Service Grants. This session will also focus on what is ahead operationally for the 2012-2013 COD System.
10:30 a.m. - 10:40 a.m.	*Stretch/Break*
10:40 a.m. - 11:40 a.m.	**Gainful Employment:** This session will cover the recently published gainful employment regulations with particular emphasis on the reporting requirements and the program eligibility metrics.
11:40 a.m. - 12:30 p.m.	**Operations Update:** This session will provide an informational update on current business initiatives underway. Information will be shared on Not-for-Profits, Title IV Servicers, Debt Management Collections System and Direct Loan Servicing System. Topics include, Social Security Administration SSN Randomization, 1099 Reporting and Public Student Loan Forgiveness.
12:30 p.m. - 1:15 p.m.	*Lunch - On Own*
1:15 p.m. - 1:45 p.m.	**Afternoon Keynote Address:** *FSA State of the Union*
1:45 p.m. - 2:15 p.m.	**Data and Information Protection of PII:** It is imperative for institutions of higher education to protect Personally Identifiable Information (PII). This session will focus on our shared responsibility for cybersecurity and Two-Factor Authentication (TFA) initiative.
2:15 p.m. - 3:20 p.m.	**NSLDS:** Update Session: This session will focus primarily on the capabilities to report data to support Gainful Employment regulations, recent reporting capabilities added for schools to manage their portfolios and delinquencies, anticipated changes to transfer monitoring and pre-screening processes for 2012-2013 cycle, and changes to exit counseling tools.
3:20 p.m. - 3:30 p.m.	*Stretch/Break*
3:30 p.m. - 4:15 p.m.	**FAFSA & CPS:** The CPS Update will provide information to programmers and data processing staff about the 2012-2013 changes for Institutional Student Information Records (ISIRs) record layouts, edits, and reject messages that are applicable for electronic FAFSA records and corrections.
4:15 p.m. - 4:45 p.m.	**Mandatory Contract Requirements:** The Technology Office's IT Standards session will review the new "Mandatory Contract Requirements" and online IT Standards Library for those who would like to do business with Federal Student Aid. This document and website defines the comprehensive set of contractual IT requirements that the Technology Office will include in each new IT contract.
4:45 p.m. - 5:00 p.m.	**Closing Remarks/Next Steps:**