

The FSA Learning Symposium (FLS) is designed to provide staff with insights into the Annual FSA Training Conference. This year we are pleased to announce that the FLS is going “virtual” and our regional colleagues are joining us! All sessions marked with an asterisk (\*) will be broadcast on Mediasite and available for Regional participation. We have also added two new tracks: Organizational Learning and Individual Development.

## Session Descriptions

---

### Track 1: FSA Training Conference (FSATC)

#### The Federal Update-What YOU Need to Know!\*

**Session Description:** Fiscal Year 2015 brought forth many activities and initiatives in the world of Federal Student Aid, to include the launch of REPAYE, the development of Borrower Defense, and changes to Gainful Employment just to name a few! Join subject matter experts as they present information on these and other current issues for Title IV student aid programs that will significantly impact our business in 2016.

#### FAFSA 101\*

**Session Description:** The FAFSA, or Free Application for Federal Student Aid, is the foundation for the financial assistance programs here at FSA. In this high-level overview of the FAFSA and Central Processing System (CPS) lifecycle, attendees are provided with key insights into the functionality of FAFSA application processing. The session will include a breakdown of the inputs, processing, outputs, and verification selection functions of the CPS. In addition, the changes planned for 2016-2017 FAFSA will be discussed.

#### The Next Step in School Compliance-VAWA and CLERY Acts

**Session Description:** This session will provide a clear explanation of the crime awareness and drug and alcohol abuse prevention requirements that apply to all schools that participate in FSA programs, including new provisions added under the Violence Against Women Reauthorization Act (VAWA). Attendees will learn the common mistakes schools make regarding these requirements and are presented with the steps FSA is taking to assist them in improving their compliance records.

#### The Big Payback: Income-driven Repayment and Public Service Loan Forgiveness

**Session Description:** Income-driven repayment plans can provide critical relief for borrowers who owe more in federal student loans than they earn in a year and also for those who work in public service-like YOU! This session provides an overview of FSA's

income-driven repayment plans, including borrower eligibility criteria and loan forgiveness provisions. The relationship between income-driven repayment plans and Public Service Loan Forgiveness is also discussed-you won't want to miss it!

### **FSA Key Systems Update**

**Session Description:** Federal Student Aid hosts a number of information systems, software products, and websites to deliver student aid and manage the delivery process. This panel discussion includes overviews of key FSA Systems to include Enterprise Complaint System (ECS), Data Challenges and Appeal Systems (DCAS), Integrated Student Experience (ISE), Investment Management oversight and information on recent and upcoming releases. A question and answer session will follow the panel discussion.

## **Track 2: Organizational Learning**

### **What is the OPR?\***

**Session Description:** The OPR and its outcomes affect YOU! This session offers an engaging look at the Organizational Performance Review (OPR) in an effort to assist employees in understanding the purpose of the OPR, how it is utilized by the Department and as a tool for FSA, (who is responsible for providing the data, what is “specifically” measured and tracked within the report) and how you can impact it in a positive way.

### **Basics of the Title IV Federal Student Aid Programs**

**Session Description:** This session features an overview of the Title IV federal student aid programs to assist both new and seasoned employees in understanding the basics of the Federal Student Aid programs. The session will also include a demo of the FSA E-Training website – a resource for 24/7 on-demand topical training. *The session will be conducted via webinar and recorded for future on-demand viewing.*

### **FSA Technology Update**

**Session Description:** This session provides staff with an update on the up-and-coming technology changes in the Department of Education, to include remote access, status of the new EDUCATE contract, and cybersecurity.

### **CE's Data Driven Approach to Customer Satisfaction & Engagement\***

**Session Description:** Come discover the tactics Customer Experience (CE) employs to create the best possible user experience and how you can leverage these approaches in your own business unit. Learn how they use market research, customer listening, A/B message testing, search data, plus website and conversion data to constantly improve outreach efforts as well as website and social media performance.

## Track 3: Individual Development

### Building a Learning Culture

**Session Description:** We are living in the Knowledge Age. Developing a culture of continuous learning is a key to our success as individuals and as an organization. Workforce Development Services (WDS) supports your goal for continuous learning by making learning opportunities accessible anytime, anywhere. This session helps you explore a wealth of virtual resources, which include the Welcome e-Guide, digital libraries, eBooks, and online training opportunities.

### Leading from Where You Stand

**Session Description:** Do you consider yourself a leader within FSA? Whether you are an employee or manager, you have the potential to lead from where you stand. The Workforce Development Services Group in Administrative Services has a range of programs designed to help you maximize your leadership potential. This session describes leadership development opportunities for employees and managers and helps you set your path for developing your leadership skills.

### Taking Charge of Your Career\*

**Session Description:** Where will you be five years from now? Successful people are goal-oriented and chart their path for achieving success. Self-awareness, interpersonal skills, and organizational knowledge are keys to success within FSA and beyond. This session shows you how to assess your strengths, leverage this data to develop meaningful career goals, and use available resources to plan your career development. Don't miss this opportunity to take charge of your career!