

# Federal Student Aid

An OFFICE of the U.S. DEPARTMENT of EDUCATION

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## 2019 FSA Training Conference

DEC. 3-6 | RENO-SPARKS CONVENTION CENTER

*#keepingthepromise*



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Photos: U.S. Department of Education

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# About Federal Student Aid

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Federal Student Aid (FSA), an office of the U.S. Department of Education, is proud to keep the promise that President Lyndon B. Johnson made with the *Higher Education Act of 1965 (HEA)*: to provide a bridge to a better life through educational opportunity for all Americans regardless of ZIP code. FSA provides more than \$120 billion in federal grants, loans, and work-study funds to millions of students to help pay for college or career school. FSA also provides oversight of nearly 6,000 postsecondary institutions and the companies contracted to service student loans. Currently, FSA is implementing the initiative known as Next Gen FSA to transform every aspect of federal student aid.

FSA ensures students and their families can benefit from financial assistance programs authorized under *Title IV* of the *HEA* by:

- informing students and families about available federal student aid programs and streamlining processes for accessing them;
- managing and refining the *Free Application for Federal Student Aid (FAFSA®)*, expanding public awareness of deadlines and eligibility, and processing approximately 19 million FAFSA forms each year;
- integrating technology into a customer-first approach to implement Next Gen FSA, improve the efficiency and simplicity of the digital borrower experience, and optimize the overall customer experience;
- leveraging data-driven capabilities to identify and predict borrower behavior and investing in information technology system security to upgrade data protection;
- accurately disbursing, reconciling, and accounting for all federal student aid funds that are delivered to students annually attending approximately 6,000 colleges and career schools;
- improving federal student loan portfolio transparency to better manage risk for students, borrowers, and taxpayers;
- offering free assistance to students, parents, and borrowers regardless of where they are in the federal student aid life cycle;
- emphasizing financial literacy to better inform borrowers about practical planning to meet their unique financial aid needs; and
- providing oversight and monitoring of all federal student aid program participants—schools, financial entities, and students—to ensure full compliance with the laws, regulations, and policies governing the programs.



# Welcome

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Financial Aid Professionals,

I am honored to welcome you to Reno for the 2019 Federal Student Aid Training Conference.

My colleagues and I at Federal Student Aid (FSA) are grateful for your dedication to helping students access federal financial aid for postsecondary education.

As we look to fulfill tomorrow's financial aid challenges, we should take heed of our mission that began in a packed Texas gymnasium on a mild day in November 1965, when Lyndon B. Johnson signed the *Higher Education Act of 1965 (HEA)* into law. On that day, LBJ made a promise to swing open a new door for the young people of America, the door to education.

At the time, just one in 10 Americans graduated college, 19 percent of American families lived in poverty, and the median income stood just above \$6,000. Now—more than 50 years after the *HEA* became law—the average household income is \$58,000; poverty has been cut almost in half; and 35 percent of Americans have four or more years of college.

This promise continues to lift our society today by helping Americans reach their higher education goals. Last year, the collaboration between FSA and your institutions was critical in delivering more than \$122.4 billion in federal grants, loans, and work-study funds to approximately 12.7 million students at nearly 6,000 participating schools.

As an extension of this promise, FSA offers the largest free annual training opportunity for financial aid professionals in the U.S. to help you better understand the federal student aid program laws and regulations. We are confident you will gain valuable information to better manage your school's participation in the FSA programs.

The 2019 FSA Training Conference (FSATC) combines informative training sessions with scheduled opportunities for you to meet with federal student aid subject matter experts and network with colleagues. If you have questions, we encourage you to stop by the Ask-a-Fed table in the Resource Center to speak with an experienced staff member.

If you have not done so, I encourage you to download the official training conference mobile app—2019 FSA Training Conference—from the Apple iOS App Store or on Google Play. To access real-time information and updates via social media, follow the FSATC on Twitter, @FSAconf, and join our conversation using #FSATC2019. Also submit conference questions to FSAConferences@ed.gov.

We greatly appreciate your attendance and wish you a successful conference experience.

Sincerely,

*Mark A Brown*

Mark A. Brown  
Chief Operating Officer  
Federal Student Aid  
U.S. Department of Education





# Registration and Resource Center Hours

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## Registration Hours at the Reno-Sparks Convention Center (RSCC):

Registration is located inside the RSCC Main Entrance in the Registration Lobby.

Monday, Dec. 2	7 a.m.–7 p.m.
Tuesday, Dec. 3	6:30 a.m.–4 p.m.
Wednesday, Dec. 4	7:30 a.m.–4 p.m.
Thursday, Dec. 5	8 a.m.–4:30 p.m.
Friday, Dec. 6	8–11 a.m.

## Satellite Registration at the Overflow Hotels:

### Grand Sierra Resort

Location: Hotel check-in area, closest to the main entrance and directly next to the Bell Desk

### Silver Legacy, Circus Circus, and Eldorado

Location: Centrally located between all 3 hotels, on the Mezzanine Level of the Silver Legacy (behind the Mining Rig) on the Silver Baron Promenade in Silver Baron Ballroom A

Monday, Dec. 2	3–7 p.m.
Tuesday, Dec. 3	6:30–10:30 a.m.

## Resource Center Hours

RSCC, Hall 2

Monday, Dec. 2	Closed
Tuesday, Dec. 3	Noon–5 p.m.
Wednesday, Dec. 4	11:30 a.m.–5 p.m.
Thursday, Dec. 5	8 a.m.–5 p.m.
Friday, Dec. 6	Closed



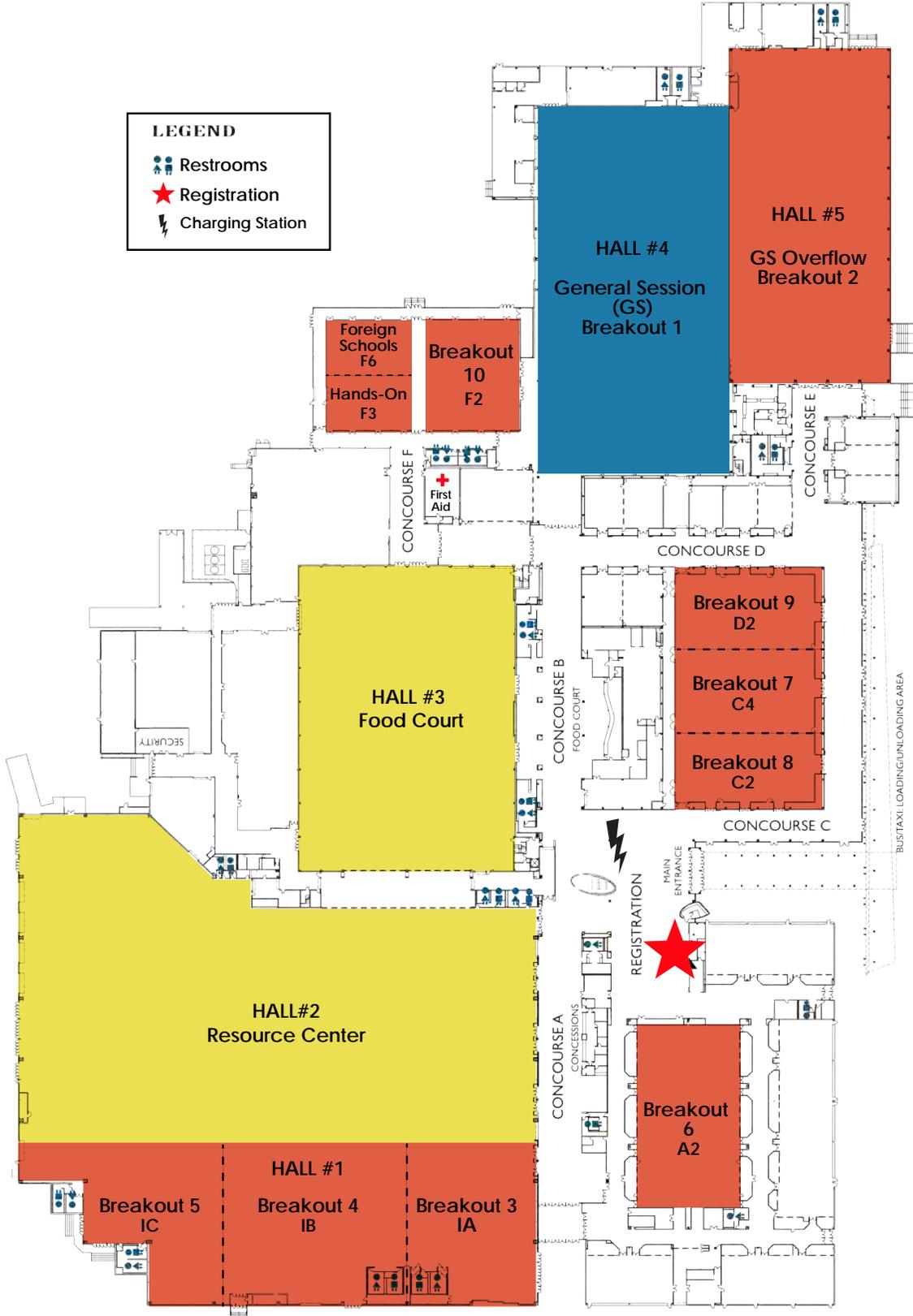
# Snapshot Agenda

<b>Monday, Dec. 2, 2019</b>	
7 a.m.–7 p.m.	Registration open, Reno-Sparks Convention Center Registration Lobby
3–7 p.m.	Satellite registration open at overflow hotels: Grand Sierra Resort Silver Legacy <i>Eldorado and Circus Circus can register here as well</i>  Resource Center - Closed
<b>Tuesday, Dec. 3, 2019</b>	
6:30 a.m.–4 p.m.	Registration open, Reno-Sparks Convention Center, Registration Lobby
6:30–10:30 a.m.	Satellite registration open at overflow hotels: Grand Sierra Resort Silver Legacy <i>Eldorado and Circus Circus can register here as well</i>
7:30–8:30 a.m.	Welcome to Your First FSA Training Conference, Hall 1A
9–10:30 a.m.	General Session 1. Welcome and Keynote Presentations, Hall 4. Overflow seating available in Hall 5.
11 a.m.–Noon	General Session 2. Federal Update, Hall 4. Overflow seating available in Hall 5.
Noon–5 p.m.	Resource Center open, Hall 2
12:30–1:45 p.m.	Breakout Sessions
12:45–2 p.m.	Breakout Sessions
2:05–3:20 p.m.	Breakout Sessions
2:20–3:35 p.m.	Breakout Sessions
3:55–5:10 p.m.	Birds of a Feather Sessions

# Snapshot Agenda

<b>Wednesday, Dec. 4, 2019</b>	
7:30 a.m.–4 p.m.	Registration open, Reno-Sparks Convention Center, Registration Lobby
8:30–10 a.m.	General Sessions 3 & 4: Keynote Address & Verification, Hall 4. Overflow seating available in Hall 5.
10:30–11:30 a.m.	General Session 5. Application Processing, Hall 4. Overflow seating available in Hall 5.
11:30 a.m.–5 p.m.	Resource Center open, Hall 2
Noon–1:15 p.m.	Breakout Sessions
12:15–1:30 p.m.	Breakout Sessions
1:35–2:50 p.m.	Breakout Sessions
1:50–3:05 p.m.	Breakout Sessions
3:30–4:45 p.m.	Birds of a Feather Sessions
<b>Thursday, Dec. 5, 2019</b>	
8 a.m.–4:30 p.m.	Registration open, Reno-Sparks Convention Center, Registration Lobby
8 a.m.–5 p.m.	Resource Center open, Hall 2
8:30–9:45 a.m.	Breakout Sessions
8:45–10 a.m.	Breakout Sessions
10:05–11:20 a.m.	Breakout Sessions
10:20–11:35 a.m.	Breakout Sessions
11:40 a.m.–12:55 p.m.	Breakout Sessions
11:55 a.m.–1:10 p.m.	Breakout Sessions
1:15–2:30 p.m.	Breakout Sessions
1:30–2:45 p.m.	Breakout Sessions
2:50–4:05 p.m.	Breakout Sessions
4:20–5:35 p.m.	Birds of a Feather Sessions
<b>Friday, Dec. 6, 2019</b>	
8–11 a.m.	Registration open, Reno-Sparks Convention Center, Registration Lobby
8:30–9:45 a.m.	Breakout Sessions
8:45–10 a.m.	Breakout Sessions
10:05–11:20 a.m.	Breakout Sessions
	Resource Center - Closed

# Reno-Sparks Convention Center Map



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.



# Conference Shuttle Information

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Complimentary transportation is being provided between official conference hotels and the Reno-Sparks Convention Center Monday, Dec. 2 through Friday, Dec. 6, 2019.

Each hotel will have dedicated buses shuttling to and from the conference. Please check bus signage to ensure you are being shuttled to the correct location.

**Limited shuttle service will be provided on Monday, Dec. 2, 2019, at the following locations and times:**

- Circus Circus/Silver Legacy: 5th Street, in between Sierra and Virginia streets. One shuttle will run on a continuous loop from **7–9 a.m. and 5–7 p.m.**
- Eldorado Hotel/Silver Legacy: 4th Street, in between Sierra and Virginia streets. One shuttle will run on a continuous loop from **7–9 a.m. and 5–7 p.m.**

**Full shuttle service will be provided Tuesday, Dec. 3 through Friday, Dec. 6** Shuttles will run on a continuous loop approximately every 15-20 minutes.

<b>Date</b>	<b>Begin Service</b>	<b>End Service</b>
Tuesday, Dec. 3, 2019	6:30 a.m.	6 p.m.
Wednesday, Dec. 4, 2019	7 a.m.	5:30 p.m.
Thursday, Dec. 5, 2019	7 a.m.	6:30 p.m.
Friday, Dec. 6, 2019	7 a.m.	12:30 p.m.

<b>Location</b>	<b>Pick-up/Drop-off</b>
Circus Circus/Silver Legacy	5th Street, in between Sierra and Virginia Streets
Eldorado Hotel/Silver Legacy	4th Street, in between Sierra and Virginia Streets
Grand Sierra Resort	North of the Valet/Main Entrance, just beyond the Ride Share Area
Reno Sparks Convention Center	Front entrance off Virginia Street.

Bus services will be operated by Amador.



# FSA's Training Conference Mobile App

Be sure to use our mobile app to enhance your conference experience.

Key features include:

- access to the full agenda, session descriptions, and presentations
- the ability to create personalized schedules with notifications
- live updates about sessions (i.e. sessions full, room changes)
- networking with other attendees
- maps

and much more!

## Get the App for Free

### 1. Go to the right store.

Access the App Store on iOS devices and the Google Play Store on Android.

If you're using a Blackberry or Windows phone, skip these steps. You'll need to use the web version of the app found here: <https://crowd.cc/fsatc2019>

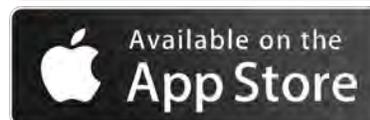
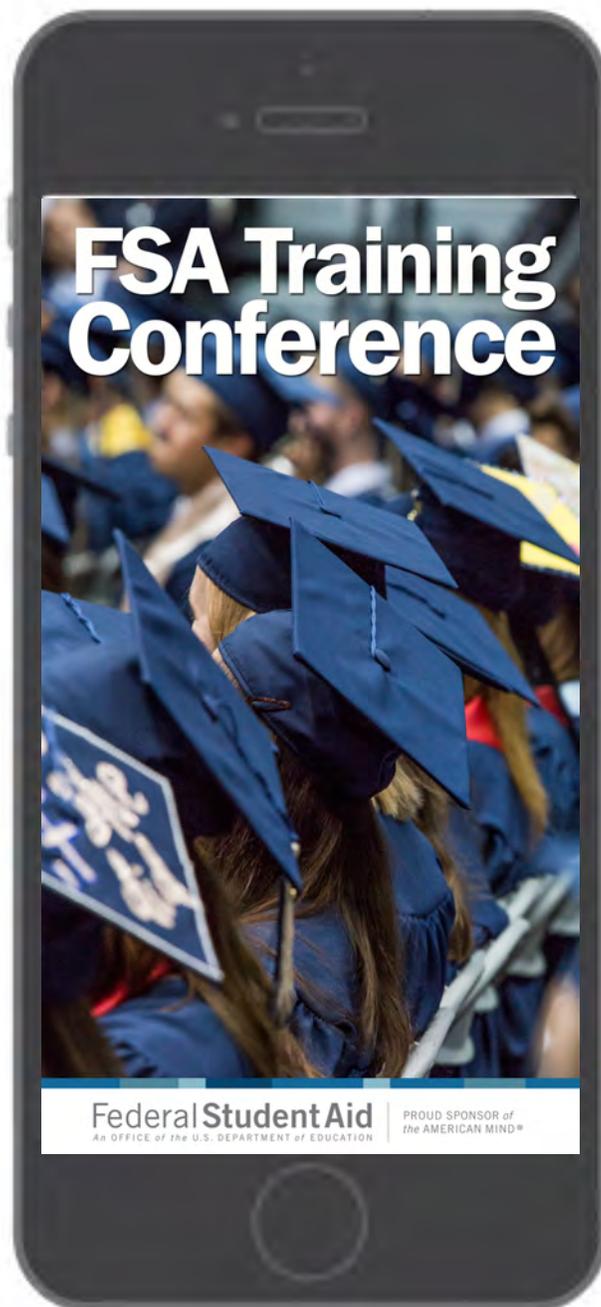
### 2. Install the CrowdCompass AttendeeHub app.

Search for "AttendeeHub", tap either "Download" or "Install."



### 3. Find and Download 2019 FSA Training Conference.

Once the AttendeeHub app has downloaded, click "SEARCH FOR EVENTS." Search for "**2019 FSA Training Conference**" and click "DOWNLOAD." Once the conference has downloaded, log-in to unlock all the app's features!





# General Sessions

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## GS1. Welcome and Keynote Presentations

**Session Description:** Join Secretary Betsy DeVos as she shares her vision for higher education, describes the policies the Department is championing to address the growing federal student loan portfolio, and discusses the Department's efforts to bring federal student aid into the 21st century. FSA Chief Operating Officer Mark Brown will reveal what's next for students and financial aid administrators in the Next Gen FSA initiative.

**U.S. Department of Education Presenters:**

Betsy DeVos, Secretary, U.S. Department of Education

Mark A. Brown, Chief Operating Officer, Federal Student Aid

Day 1, Tuesday, 9–10:30 a.m. .... Hall 4\*

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## GS2. Federal Update

**Session Description:** Senior officials from the Department of Education (ED) will present information and updates about ED's *Title IV* activities and initiatives, including information about ED's regulatory efforts.

**U.S. Department of Education Presenters:**

Cynthia Hammond, Lynn Mahaffie, Craig Munier

Day 1, Tuesday, 11 a.m.–Noon ..... Hall 4\*

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## GS3. Day 2 Keynote - Can You Believe We Achieved Consensus?!

**Session Description:** ED recently released a notice of proposed rulemaking for accreditation and are now in the process of finalizing the rule for changes that the rulemaking committee made to the accreditation process. This session will focus on reaching consensus with the rulemaking committee.

**U.S. Department of Education Presenter:**

Diane Jones, Under Secretary, U.S. Department of Education

Day 2, Wednesday, 8:30–9 a.m. .... Hall 4\*

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*\*Overflow seating is available in Hall 5 for all general sessions.*

# General Sessions

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## GS4. Verification (2019-20 and 2020-21)

**Session Description:** This session will include a discussion of the verification requirements for the 2020–21 *Free Application for Federal Student Aid* (FAFSA®) cycle and issues related to the 2019–20 FAFSA cycle.

**U.S. Department of Education Presenters:**  
Craig Munier, Ed Pacchetti, Aaron Washington

Day 2, Wednesday, 9–10 a.m. .... Hall 4\*

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## GS5. Application Processing

**Session Description:** This session will provide an in-depth look into the evolving changes that are revolutionizing the process of understanding and applying for student aid. Session participants will learn about recent and upcoming FAFSA changes, including updates to FAFSA Web, the myStudentAid mobile app, and Central Processing System. There will also be updates to the U.S. Department of Homeland Security SAVE Program.

**U.S. Department of Education Presenters:**  
Renee Lizear, Misty Parkinson

Day 2, Wednesday, 10:30–11:30 a.m. .... Hall 4\*

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*\*Overflow seating is available in Hall 5 for all general sessions.*

# Breakout Sessions

## Welcome to Your First Federal Student Aid Training Conference (FSATC)

**Session Description:** Are you new to the FSATC? This session will help you get the most out of the conference by showing you how to navigate the four-day agenda and how to determine which sessions will best meet your needs. You will also learn who attends the conference, what services are available, and how to get answers to your questions.

**U.S. Department of Education Presenter:**  
Trevor Summers

Day 1, Tuesday, 7:30–8:30 a.m. .... Hall 1A

## 1. Administering Disbursements

**Session Description:** Come learn with Department officials as we explore the flexibilities and restrictions when handling *Title IV* funds. In this session we will discuss various aspects of properly disbursing *Title IV* funds including *Title IV* credit balances, early and late disbursements, post-withdrawal disbursements, and retroactive disbursements. In addition, we will review G5 drawdowns, G5 and Common Origination and Disbursement (COD) System interactions, and timely and accurate system reporting. We will also provide information regarding how to disburse or return funds if improper payments occur or if a student regains eligibility.

**U.S. Department of Education Presenter:**  
Nautochia Webb

Day 1, Tuesday, 12:45–2 p.m. .... Hall 1B

Day 2, Wednesday, 1:50–3:05 p.m. .... Hall 1A

Day 3, Thursday, 8:45–10 a.m. .... Hall 1C

## 2. Administering Adds, Drops, and Withdrawals

**Session Description:** This session will address the activities a financial aid administrator must perform when a student adds or drops courses as well as when a student withdraws (excluding R2T4 calculation). Discussion and case scenarios will be provided concerning recalculation rules and census dates in various situations as students add and drop courses. This session will also provide an in-depth explanation concerning student withdrawals on such topics as school attendance, official and unofficial withdrawals, determining the date of withdrawal, and reporting deadlines.

**U.S. Department of Education Presenter:**  
Craig Rorie

Day 1, Tuesday, 12:45–2 p.m. .... Hall 5

Day 2, Wednesday, Noon–1:15 p.m. .... Hall 1C

Day 3, Thursday, 11:40 a.m.–12:55 p.m. .... Hall 4

# Breakout Sessions

## 3. Title IV Reconciliation: What's in your Toolkit?

**Session Description:** Do you want to hone the tools in your *Title IV* reconciliation toolkit? Or do you need assistance to identify the right tool(s) for the job? Then this session is for you! We will discuss the key concepts for reconciliation of federal student aid program funds, (William D. Ford Federal Direct Loan Program, Federal Pell Grants, Teacher Education Assistance for College and Higher Education (TEACH) Grants, and the Campus-Based Programs), as well as end of year processing and closeout. Then, we will open our toolkit and explore tips, tools, and resources for use by financial aid and business office staff, including new and updated items you just don't want to miss.

**U.S. Department of Education Presenters:**

Lisa Howell, Allison Richards

Day 1, Tuesday, 12:30–1:45 p.m. ....	Room D2
Day 2, Wednesday, 1:35–2:50 p.m. ....	Room C4
Day 3, Thursday, 10:05–11:20 a.m. ....	Hall 1A

## 4. National Student Loan Data System (NSLDS®) Update

**Session Description:** In this session, we will recap the changes made to the NSLDS® website and reports for schools in 2019. This will include a high-level review of updates made to support loan data, enrollment reporting, and other NSLDS functionality.

**U.S. Department of Education Presenters:**

Eric Hardy, Helen Hidalgo

Day 1, Tuesday, 2:20–3:35 p.m. ....	Hall 5
Day 2, Wednesday, 12:15–1:30 p.m. ....	Hall 1B
Day 3, Thursday, 8:30–9:45 a.m. ....	Hall 1B

## 5. Common Origination and Disbursement (COD) System Update

**Session Description:** This session will provide an overview of recent modifications to the COD system for the 2019-20 processing cycle, and other changes impacting Direct Loan and grant programs. This session will also include information about anticipated system enhancements and modifications for the upcoming 2020-21 award year including processing changes for the *Children of Fallen Heroes Scholarship Act*.

**U.S. Department of Education Presenters:**

Taneka Chialastri, Marie Fitzpatrick

Day 1, Tuesday, 2:20–3:35 p.m. ....	Hall 1A
Day 2, Wednesday, 1:50–3:05 p.m. ....	Hall 5
Day 3, Thursday, 10:05–11:20 a.m. ....	Hall 5

# Breakout Sessions

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## 6. Understanding Your Satisfactory Academic Progress (SAP) Policy

**Session Description:** At least once per year, institutions must assess whether students are making SAP. This session will offer instruction on how to evaluate SAP in accordance with applicable laws and regulations. We will provide an explanation of key concepts such as qualitative and quantitative (pace) measurements, maximum time frame, warning and probation periods, appeals, and academic plans. Where appropriate, examples will be provided to help demonstrate the elements that a school is required to include in its SAP policy.

**U.S. Department of Education Presenter:**  
David Bartnicki

Day 1, Tuesday, 12:45–2 p.m. ....	Hall 4
Day 2, Wednesday, 1:35–2:50 p.m. ....	Hall 1C
Day 3, Thursday, 8:30–9:45 a.m. ....	Hall 5

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## 7. College Scorecard

**Session Description:** This session will review certain data elements published in the US Department of Education’s *College Scorecard* and how data from the *National Student Loan Data System* (NSLDS®) are used to derive those data elements. In particular, the session will review the role of Enrollment Reporting in deriving these data elements and explore how to effectively use new features on the NSLDS Financial Aid Professionals website to ensure the completeness and integrity of your institution’s enrollment reporting data.

**U.S. Department of Education Presenters:**  
Brian Fu, Glenn Kirksey

Day 1, Tuesday, 2:05–3:20 p.m. ....	Room C2
Day 2, Wednesday, 1:50–3:05 p.m. ....	Hall 1B
Day 3, Thursday, 10:05–11:20 a.m. ....	Hall 1B

# Breakout Sessions

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## 8. Cash Management: Institutional Charges

**Session Description:** This session will focus on institutional charges and how they affect your administration of the *Title IV* Programs. We will explain what an institutional charge is, describe when you can credit *Title IV* funds to a student's account to pay for such charges, and provide examples for how to prorate institutional charges that are intended for a period longer than a payment period. We will also explain your responsibilities when a student has a *Title IV* credit balance, including when you must provide a way for the student to obtain books and supplies in a timely manner.

**U.S. Department of Education Presenters:**

Greg Martin, David Musser

Day 3, Thursday, 10:05–11:20 a.m. ....	Hall 4
Day 3, Thursday, 1:15–2:30 p.m. ....	Hall 4
Day 4, Friday, 8:45–10 a.m. ....	Hall 5

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## 9. Year-Round Federal Pell Grant Exploration and Answers

**Session Description:** Our most popular session from the 2017 and 2018 FSA training conferences is revamped to serve you better! As the Year-round Federal Pell Grant provision is no longer “new,” this year’s session will focus on your questions. It will provide an opportunity for you to pepper Pell Grant experts with your Year-round Federal Pell Grant- specific policy and operational questions. A school representative will also share her Year-round Federal Pell Grant implementation and outreach strategies used to engage her institution’s varied population. Skip the Ask-a-Fed line, and come prepared to step up to the mic. Do you need just the basics on Year-Round Federal Pell Grants? The past year’s recorded sessions are still available on the FSA conference website.

**U.S. Department of Education Presenters:**

Marie Fitzpatrick, Aaron Washington

Day 1, Tuesday, 12:45–2 p.m. ....	Hall 1A
Day 2, Wednesday, 12:15–1:30 p.m. ....	Hall 5
Day 3, Thursday, 11:40 a.m.–12:55 p.m. ....	Hall 5

# Breakout Sessions

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## 10. Professional Judgment

**Session Description:** This session will explore the statutory ability to make case-by-case adjustments based on special circumstances, commonly known as professional judgment (PJ). The session will include information on what is and what is not PJ, documentation requirements, how PJ interacts with verification, and the mechanics of making Cost of Attendance and Expected Family Contribution data element adjustments. Newly updated for 2019: come for examples, resources, and references.

**U.S. Department of Education Presenter:**  
Annmarie Weisman

Day 1, Tuesday, 12:30–1:45 p.m. ....	Hall 1C
Day 2, Wednesday, 12:15–1:30 p.m. ....	Hall 1A
Day 4, Friday, 10:05–11:20 a.m. ....	Hall 1C

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## 11. Regulatory Update - Borrower Defense

**Session Description:** This session will provide an overview of the policy issues from the final 2019 Borrower Defense to Repayment regulations, including borrower defense, closed school, and false certification discharges, as well as changes to financial responsibility. NOTE: The session does not cover borrower defense application processing.

**U.S. Department of Education Presenter:**  
Annmarie Weisman

Day 3, Thursday, 8:30–9:45 a.m. ....	Hall 1A
Day 3, Thursday, 1:15–2:30 p.m. ....	Room D2
Day 4, Friday, 8:30–9:45 a.m. ....	Hall 1C

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## 12. Regulatory Update - Accreditation

**Session Description:** From January through April 2019 the Department conducted a series of negotiated rulemaking sessions on topics intended to promote greater access for students to high-quality, innovative programs. This session will discuss the final regulations on the accreditation regulations.

**U.S. Department of Education Presenter:**  
Annmarie Weisman

Day 3, Thursday, 11:40 a.m.–12:55 p.m. ....	Hall 1A
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# Breakout Sessions

## 13. Regulatory Update–State Authorization for Distance Education and Distance Education

**Session Description:** From January through April 2019, the Department conducted a series of negotiated rulemaking sessions on topics intended to promote greater access for students to high-quality, innovative programs. This session will discuss the final regulations on state authorization distance education and related disclosures. This session will also provide a regulatory update on proposed changes related to distance education topics discussed by negotiators.

**U.S. Department of Education Presenters:**

Greg Martin, Sophia McArdle, David Musser

Day 1, Tuesday, 12:30–1:45 p.m. .... Room A2

Day 2, Wednesday, Noon–1:15 p.m. .... Room A2

## 14. Regulatory Update–TEACH Grant and Faith-Based Issues

**Session Description:** From January through April 2019 the Department conducted a series of negotiated rulemaking sessions on topics intended to promote greater access for students to high-quality, innovative programs. This session will provide an update on proposed changes to the TEACH Grant Program and faith-based institutional eligibility regulations.

**U.S. Department of Education Presenter:**

Sophia McArdle

Day 1, Tuesday, 2:05–3:20 p.m. .... Room A2

Day 2, Wednesday, 1:35–2:50 p.m. .... Room A2

## 15. Reporting for the Campus-Based Programs, Assigning Loans to the Department, and Reimbursing Service Cancellations for the Federal Perkins Loan Program

**Session Description:** This session will not only focus on the importance of complete and accurate reporting for the Campus-Based Programs on the Fiscal Operations Report and Application to Participate (FISAP) and in the Common Origination and Disbursement System but will also focus on the accurate reporting of Perkins Loans in the NSLDS®. There will be a discussion on reimbursing schools for Perkins Loan service-related cancellation, assignments and other topics to assist schools in navigating the yellow brick road of participation in the Campus-Based Programs.

**U.S. Department of Education Presenters:**

Tamy Abernathy, Alanna Nelson

Day 3, Thursday, 10:20–11:35 a.m. .... Room C4

Day 3, Thursday, 1:15–2:30 p.m. .... Hall 1B

Day 4, Friday, 8:30–9:45 a.m. .... Room D2

# Breakout Sessions

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## 16. Open Forum

**Session Description:** This question-and-answer session will give conference attendees an opportunity to ask questions and offer suggestions to Department of Education senior staff.

**U.S. Department of Education Presenters:**

Pam Eliadis, Cynthia Hammond, Greg Martin, Craig Munier, Misty Parkinson, Ingrid Valentine, Annmarie Weisman

Day 1, Tuesday, 2:20–3:35 p.m. ....	Hall 4
Day 2, Wednesday, 1:50–3:05 p.m. ....	Hall 4
Day 3, Thursday, 2:50–4:05 p.m. ....	Hall 4

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## 17. Financial Aid Data Use and Student Privacy

**Session Description:** This session will provide an overview of the different laws governing the privacy and confidentiality of student aid data and how they apply to different data use scenarios. The laws discussed during this session will include the *HEA*, the *Privacy Act of 1974*, the *Family Educational Rights and Privacy Act (FERPA)*, and the *Appropriations Act, 2019*.

**U.S. Department of Education Presenters:**

Benjamin Ferraro, Bruce Hughes

Day 3, Thursday, 10:20–11:35 a.m. ....	Room A2
Day 3, Thursday, 1:15–2:30 p.m. ....	Hall 1A
Day 4, Friday, 8:30–9:45 a.m. ....	Room C4

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## 18. Public Service Loan Forgiveness (PSLF) and Temporary Expanded PSLF (TEPSLF)

**Session Description:** This session will include discussions about the programmatic aspects and implementation of the Public Service Loan Forgiveness Program, updates to the Department’s processes, and the Temporary Expanded PSLF opportunity, which was created by the *Consolidated Appropriations Act, 2018*.

**U.S. Department of Education Presenter:**

Ian Foss

Day 3, Thursday, 11:55 a.m.–1:10 p.m. ....	Room A2
Day 4, Friday, 8:30–9:45 a.m. ....	Room C2

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# Breakout Sessions

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## 19. Student Eligibility

**Session Description:** There are many factors to consider when determining a student's eligibility for FSA programs, such as whether the student is a U.S. citizen or permanent resident, whether the applicant is enrolled in an eligible program, and whether he or she has a defaulted federal student loan. In this session, attendees will receive an overview of the eligibility requirements for students, and the institution's responsibilities in ensuring that recipients qualify for their financial aid offers.

**U.S. Department of Education Presenters:**

Bruce Hughes, Aaron Washington

Day 3, Thursday, 8:30–9:45 a.m. ....	Room C4
Day 4, Friday, 10:05–11:20 a.m. ....	Room C4

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## 20. Return of Title IV Funds: Resources and Q&A

**Session Description:** Have you been waiting to stump the feds with your tricky Return of Title IV Funds (R2T4) questions? This is your chance! This session will provide a high-level overview of the R2T4 requirements and resources where you can obtain more information. Then it will offer an extended question-and-answer period with the Department's experts on the topic.

**U.S. Department of Education Presenters:**

Greg Martin, David Musser

Day 2, Wednesday, 12:15–1:30 p.m. ....	Hall 4
Day 3, Thursday, 8:30–9:45 a.m. ....	Hall 4

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## 21. Program Review Essentials and the Top 10 Compliance Findings

**Session Description:** Would you like to learn about the program review process and the most common compliance findings? We will conduct a walk-through of the program review process, highlighting the areas with the current "Top 10 Program Review and Audit Findings." Learn what you can do to improve your school's program administration and to remain in compliance.

**U.S. Department of Education Presenters:**

Effie Barnett, Jim Wyant

Day 1, Tuesday, 2:05–3:20 p.m. ....	Hall 1C
Day 2, Wednesday, Noon–1:15 p.m. ....	Room F2
Day 3, Thursday, 11:40 a.m.–12:55 p.m. ....	Hall 1B

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# Breakout Sessions

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## 22. Maintaining Your Institutional Eligibility

**Session Description:** This session will cover what FAAs need to know about maintaining their school's eligibility to participate in the *Title IV* Programs. Topics include information about the recertification process focusing on the various requirements and preparations schools should be conducting in the three to six months prior to submitting their application; what events trigger the need to submit an updated eligibility application; the information a school needs to submit for different types of eligibility applications; and common errors and pitfalls to avoid while submitting eligibility applications.

**U.S. Department of Education Presenters:**

Susan Bowder, Kai Kimbrough, Renee Schultz

Day 1, Tuesday, 2:05–3:20 p.m. ....	Room C4
Day 2, Wednesday, 1:35–2:50 p.m. ....	Room C2
Day 3, Thursday, 1:15–2:30 p.m. ....	Hall 5

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## 23. The Clery Act: Hate Crimes, Sexual Violence, and Emergency Management

**Session Description:** Campus safety is a major issue for every school - large or small, urban, suburban or rural, public or private. Developing an effective safety program needs to be an essential part of your school's overall risk management strategy and is one of the best ways to protect the "brand." In this session, you will learn about emerging campus safety issues, including hate crimes prevention, sexual violence prevention and response, and emergency management basics. Attendees will also receive practical advice and learn effective strategies for developing and implementing vital campus safety policies, procedures, and programs. The Department's enhanced disaster response program will also be explained.

**U.S. Department of Education Presenters:**

Cynthia Hammond, Jim Moore, Ingrid Valentine

Day 1, Tuesday, 12:30–1:45 p.m. ....	Room C2
Day 3, Thursday, 11:55 a.m.–1:10 p.m. ....	Room C4

# Breakout Sessions

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## 24. Protecting Sensitive Data and Minimizing Fraud Through an Integrated Approach

**Session Description:** Cybercrime or the theft of data is a growing precursor to financial crime. Information technology leaders and financial aid administrators responsible for detecting and preventing fraud need good collaboration to be fully effective. This session will help you better understand how the basic cybersecurity controls (cyber hygiene) essential to detect and prevent intrusion and exfiltration of data increasingly overlap with fraud detection and prevention capabilities. The session will also discuss non-cyber related fraud risks and strategies to identify and mitigate those risks.

**U.S. Department of Education Presenters:**  
Wally Coy, Michael Dean, Stephanie Powell, Kathy Zelnik

Day 2, Wednesday, 1:35–2:50 p.m. .... Room F2  
Day 3, Thursday, 11:55 a.m.–1:10 p.m. .... Hall 1C

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## 25. Cybersecurity–The Challenges Facing FAA’s

**Session Description:** This session focuses on the cybersecurity challenges facing Financial Aid Administrators (FAAs) and Information Technology (IT) managers. The session will begin with a brief overview of federal IT cybersecurity initiatives and the threat landscape that affects postsecondary institutions (PSI). This session will discuss compliance requirements, threats to the PSI’s, and best practices for data protection and identity theft. Additionally, the session will define what constitutes a breach, discuss common and not so common examples of breaches, describe how to report a breach to FSA, and the FSA process to manage breach reports. This session will close with a question and answer period by FSA experts in cybersecurity.

**U.S. Department of Education Presenter:**  
Dan Commons

Day 1, Tuesday, 12:30–1:45 p.m. .... Room F2  
Day 2, Wednesday, Noon–1:15 p.m. .... Room D2  
Day 3, Thursday, 10:20–11:35 a.m. .... Hall 1C

# Breakout Sessions

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## 26. What Happens at the Department When There is a Cybersecurity Breach?

**Session Description:** This panel session will describe the breach response roles and actions of the three main Department cybersecurity players:

1. The FSA Chief Information Security Officer (CISO)
2. The Department's CISO
3. The Department's Office of the Inspector General (OIG)

The panel will discuss the Department response process from each of their unique perspectives and describe what happens at the Department on the lifecycle of a breach from the time it is discovered/reported until it is resolved. The discussion will focus on fraud, disclosure of sensitive information (i.e. PII), and compromises of information systems. The session will end with a question and answer period.

**U.S. Department of Education Presenters:**

Robert Ader, Dan Commons, Tom Harper

Day 1, Tuesday, 2:05–3:20 p.m. ....	Room F2
Day 2, Wednesday, 1:35–2:50 p.m. ....	Room D2

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## 27. Financial Literacy Matters

**Session Description:** Financial literacy support services and resources can contribute to student success. Learn about FSA's commitment to financial literacy and hear from a panel of experts from the state of Texas. They will share their coordinated approach to financial literacy and provide details on their services and resources that help students make smart financial decisions that contribute to academic and financial success. Findings from a recent higher education report by the federal Financial Literacy and Education Commission will be shared.

**U.S. Department of Education Presenter:**

Elizabeth Coogan

Day 1, Tuesday, 12:30–1:45 p.m. ....	Room C4
Day 1, Tuesday, 2:20–3:35 p.m. ....	Hall 1B
Day 2, Wednesday, Noon–1:15 p.m. ....	Room C4

# Breakout Sessions

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## 28. Understanding Cohort Default Rates (CDR) and How to Develop and Implement Effective Default Prevention Plans

**Session Description:** The CDR Team will explore challenges, adjustments, and appeal processes. Presenters will provide information on cohort default rates, potential sanctions, and specific examples, deadlines, and suggestions that may help you submit a complete appeal package. Participants will also learn how to interpret key requirements and critical NSLDS® reporting during the challenge and appeal cycle. Also, the Default Prevention Team will be on hand to offer guidance on creating a default prevention strategy and to help answer questions concerning your school's ability to effectively develop or improve their default prevention plans and initiatives.

**U.S. Department of Education Presenters:**

Marcus DeCosta, Larry Eadie

Day 3, Thursday, 11:55 a.m.–1:10 p.m. ....	Room F2
Day 3, Thursday, 2:50–4:05 p.m. ....	Hall 5
Day 4, Friday, 8:30–9:45 a.m. ....	Room F2

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## 29. Next Gen StudentAid.gov Walkthrough and Coming Attractions!

**Session Description:** FSA will provide an overview of our plans for a new digital platform which combines four websites (StudentLoans.gov, StudentAid.gov, FSA ID, and NSLDS®) along with their corresponding functionalities. We will walk through specific features to highlight the improved experience for our students and borrowers.

**U.S. Department of Education Presenters:**

Mindy Chiat, Kaegy Pabulos

Day 1, Tuesday 2:05–3:20 p.m. ....	Room D2
Day 3, Thursday, 8:45–10 a.m. ....	Room A2

# Breakout Sessions

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## 30. Internal and External Threats Facing *Title IV* Institutions

**Session Description:** Special agents and analysts from the Office of Inspector General (OIG) will discuss internal and external financial aid fraud threats currently facing institutions of higher education. The presenters will discuss real case examples of these threats, and how OIG's investigative mission to combat fraud and abuse in federal student aid programs can help your organization safeguard those programs by identifying and detecting fraud. The presenters will illustrate complex and common fraud schemes, brief you on indicators that can help you detect internal and external fraud, discuss the criminal and civil remedies sought by the OIG, and inform you concerning how to report potential fraud to the OIG. A question and answer period is planned as part of this presentation.

**U.S. Department of Education Presenters:**

Christopher Hodge, Nicole Eisenzopf, Aaron Jordan, Adam Shanedling

Day 3, Thursday, 10:20–11:35 a.m. ....	Room F2
Day 3, Thursday, 2:50–4:05 p.m. ....	Hall 1B
Day 4, Friday, 8:45–10 a.m. ....	Hall 1B

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## 31. New Student Advising Tools

**Session Description:** A joint session with FSA and the Consumer Financial Protection Bureau (CFPB) discussing new interactive web tools to support students in making a plan to pay for college. Come see the beta versions and give feedback before release in Spring 2020.

**U.S. Department of Education Presenter:**

Nicole Callahan

**CFPB Presenter:**

Kristen Evans, Kate Mullan

Day 3, Thursday, 10:05–11:20 a.m.....	Room C2
Day 3, Thursday, 11:40 a.m.–12:55 p.m. ....	Room C2

# Breakout Sessions

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## 32. Experimental Site – Institutional Investment in Student Success

**Session Description:** Many institutions are concerned about rising student loan debt and the negative impact this debt will have on students' long-term prospects. Yet under current Title IV regulations, institutions are left with few tools to proactively and effectively limit student borrowing. Under this proposed experiment, we seek to determine which tools would be employed most effectively by institutions to limit student borrowing while improving student success, and what regulations would need to change in order to permit all institutions to employ such tools. The Department will waive a number of our current regulations to allow institutions to limit borrowing, including at the program level based on expected earnings data reported by the College Scorecard; use institution-provided loan reduction or forgiveness programs to reward students for reaching academic benchmarks; or permit students to refinance Federal Loans and instead make one affordable payment that fits their post-graduation earnings.

**U.S. Department of Education Presenter:**

Michael Brickman

Day 2, Wednesday, Noon – 1:15 p.m. .... Room C2



# Hands-On Sessions

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Hands-On (HO) sessions provide attendees with practical, instructor-led, computer-based training where the attendee is actually using FSA systems and/or products and its features. The training room can accommodate 174 attendees in front of a computer, while another 108 attendees will have the option to observe.

## HO1. Hands-On NSLDS®

**Session Description:** This session will introduce you to the basic functionality of the NSLDS Professional Access website and will provide an overview of the website's features, including loan and grant history, enrollment reporting, transfer monitoring, and reports. Note: This room is set with 174 seats in front of a computer and another 108 seats behind to observe.

**Presenters:**

Tina Hansen, Lisa Walker

Day 2, Wednesday, Noon–1:15 p.m. ....	Room F3
Day 3, Thursday, 8:45–10 a.m. ....	Room F3
Day 3, Thursday, 1:30–2:45 p.m. ....	Room F3

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## HO2. Hands-On COD Basics

**Session Description:** This basic session will take the user on a tour of the COD website and demonstrate functionality available for the successful processing of federal student aid. Bring your FSA user ID, password, and token and we will practice together using your school information. To maintain the privacy of student information, if you share a computer with a colleague that is not from your school, you will be using alternate practice sessions, instead of working with your school data. Note: This room is set with 174 seats in front of a computer and another 108 seats behind to observe.

**Presenter:**

Jennifer Pattison

Day 1, Tuesday, 12:30–1:45 p.m. ....	Room F3
Day 2, Wednesday, 1:35–2:50 p.m. ....	Room F3
Day 3, Thursday, 10:20–11:35 a.m. ....	Room F3

# Hands-On Sessions

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## HO3. Hands-On COD Advanced

**Session Description:** This session will take the user on a tour of the COD website and demonstrate additional functionality within the “Batch” menus and “Services,” and review the plethora of data and reports available within the “Person” menu. Bring your FSA user ID, password, and token, and we will practice together using your school information. To maintain the privacy of student information, if you share a computer with a colleague that is not from your school, you will be using alternate practice sessions instead of working with your school data. **Note:** This room is set with 174 seats in front of a computer and another 108 seats behind to observe.

**Presenter:**

Jennifer Pattison

Day 1, Tuesday, 2:05–3:20 p.m. ....	Room F3
Day 3, Thursday, 11:55 a.m.–1:10 p.m. ....	Room F3
Day 4, Friday, 8:30–9:45 a.m. ....	Room F3



# Birds of a Feather Networking Sessions

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Birds of a Feather (BOF) Networking Sessions are informal gatherings of like-minded individuals who wish to discuss a certain topic without a pre-planned agenda. BOFs are a great place to meet other members of the community with similar interests.

Each session will have an institutional representative from the financial aid community to help facilitate the discussion. ED staff will be available as a resource during discussions in each session.

## BOF1. Bursars and Business Officers

**Session Description:** In this session, bursars and other school staff will meet to discuss issues important to their business offices, including cash management rules and *Title IV* financial responsibility standards.

**U.S. Department of Education Presenter:**

Marie Fitzpatrick

Day 3, Thursday, 4:20–5:35 p.m. .... Room C2

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## BOF2. Experimental Sites Initiative: Creating and Expanding Work-and-Learn Opportunities using Federal Work-Study Funds

**Session Description:** In this session, schools participating in the experiment will have an opportunity to ask questions about the experiment. The Department will discuss application status updates, implementation plans, and reporting and evaluation requirements.

**U.S. Department of Education Presenters:**

Tamy Abernathy, Michael Cagle, Warren Farr, David Rhodes

Day 1, Tuesday, 3:55–5:10 p.m. .... Room D2

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## BOF3. Experimental Sites Initiative: Second Chance Pell

**Session Description:** Schools participating in the Second Chance Pell experiment will have the opportunity to share institutional best practices, discuss challenges and opportunities, provide feedback, and exchange ideas related to the experiment. This experiment is not currently accepting additional schools for participation, but conference attendees interested in learning more about the Second Chance Pell experiment may attend.

**U.S. Department of Education Presenters:**

Michael Cagle, Warren Farr, Kerri Moseley-Hobbs, David Rhodes

Day 2, Wednesday 3:30–4:45 p.m. .... Room D2

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# Birds of a Feather Networking Sessions

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## BOF4. Minority-Serving Institutions: Historically Black Colleges and Universities (HBCUs) and Predominantly Black Institutions (PBIs)

**Session Description:** In this session, financial aid stakeholders at HBCUs and PBIs will share best practices, discuss current challenges and opportunities, provide feedback, and make suggestions for future initiatives. FSA's Minority-Serving and Under-Resourced Schools Division staff will monitor this session.

**U.S. Department of Education Presenters:**

Larry Eadie, James McMillan

Day 1, Tuesday, 3:55–5:10 p.m. .... Room C4

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## BOF5. Minority-Serving Institutions: Tribal Colleges and Alaska Native and Native Hawaiian-Serving Institutions (ANNHSIs)

**Session Description:** In this session, financial aid stakeholders at Tribally Controlled Colleges and Universities and Alaska Native and Native Hawaiian-Serving Institutions will share best practices, discuss current challenges and opportunities, provide feedback, and make suggestions for future initiatives. FSA's Minority-Serving and Under-Resourced Schools Division staff will monitor this session.

**U.S. Department of Education Presenter:**

Alicia Harris

Day 3, Thursday, 4:20–5:35 p.m. .... Room C4

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## BOF6. Minority-Serving Institutions: Hispanic-Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISIs)

**Session Description:** In this session, financial aid stakeholders at Hispanic-Serving Institutions and Asian American and Native American Pacific Islander-Serving Institutions share best practices, discuss current challenges and opportunities, provide feedback, and make suggestions for future initiatives. FSA's Minority-Serving and Under-Resourced Schools Division staff will monitor this session.

**U.S. Department of Education Presenter:**

Raul Galvan

Day 2, Wednesday, 3:30–4:45 p.m. .... Room C4

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# Birds of a Feather Networking Sessions

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## BOF7. Community Colleges

**Session Description:** In this session, community college financial aid professionals will share best practices and discuss current challenges and opportunities. FSA's School Experience staff will monitor this session.

**U.S. Department of Education Presenter:**  
Al Pratt

Day 3, Thursday, 4:20–5:35 p.m. .... Room D2

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## BOF8. Graduate and Professional Schools

**Session Description:** In this session, financial aid professionals from graduate institutions will share best practices and discuss current challenges and opportunities. FSA's School Experience staff will monitor this session.

**U.S. Department of Education Presenters:**  
Joel Harrell, Annmarie Weisman

Day 2, Wednesday, 3:30–4:45 p.m. .... Room C2

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## BOF9. Proprietary Institutions

**Session Description:** This session will provide an opportunity for financial aid professionals from proprietary institutions to collectively to share best practices and discuss current challenges and opportunities.

**U.S. Department of Education Presenters:**  
Cynthia Hammond, Greg Martin, Annmarie Weisman

Day 1, Tuesday, 3:55–5:10 p.m. .... Room F2

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# Birds of a Feather Networking Sessions

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## **BOF10. Audits of Institutions Receiving *Title IV* Funds**

**Session Description:** Program staff and the OIG Non-Federal Audit Team will invite schools and auditors to discuss issues related to annual audits of institutions receiving *Title IV* funds, including current challenges and suggestions for future revisions to audit guidance. This would allow both proprietary schools and non-profit colleges and universities to weigh in on changes to the compliance supplement and audit guides.

**U.S. Department of Education Presenters:**

Amy Bales, Danny Jones, Chris Miller, Mark Priebe, Matthew Straw

Day 2, Wednesday, 3:30–4:45 p.m. .... Room F2

# Foreign Schools Sessions

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## FS1. Orientation to the Federal Student Aid (FSA) Training Conference

**Session Description:** This session will provide an overview of the U.S. Department of Education and the role of the offices within FSA. Information will be provided on the foreign school track sessions, and there will be recommendations of which sessions foreign school representatives should attend to complement the sessions offered during the foreign school track.

**U.S. Department of Education Presenters:**

Marcia Fediw, Carla Johnson, Larry Vu

Preconference Day, Monday, 8–9 a.m. .... Room F3

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## FS2. National Student Loan Data System (NSLDS®) Hands-On

**Session Description:** This session will introduce you to the basic functionality of the NSLDS® Professional Access website and provide an overview of the website's features, including loan and grant history, enrollment reporting, transfer monitoring, and reports. Note: This room is set with 160 seats in front of laptops and another 100 seats behind to observe.

**U.S. Department of Education Presenters:**

Tina Hansen, Helen Hidalgo

Preconference Day, Monday, 9:15–10:30 a.m. .... Room F3

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## FS3. Common Origination and Disbursement (COD) System Hands-On

**Session Description:** This basic session will take the user on a tour of the COD System website and demonstrate functionality available for day to day successful processing of *Title IV* aid. If you are sharing a PC with a school colleague, bring your FSA user ID, password, and token, and we will practice together using your school information. **Note:** This room is set with 160 seats in front of laptops and another 100 seats behind to observe.

**U.S. Department of Education Presenter:**

Jennifer Pattison

Preconference Day, Monday, 10:45–Noon .... Room F3

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# Foreign Schools Sessions

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## FS4. Administering Disbursements for Foreign Schools

**Session Description:** Come learn with Department officials as we explore the flexibilities and restrictions when handling *Title IV* funds. In this session, we will discuss various aspects of properly disbursing *Title IV* funds, including *Title IV* credit balances, early and late disbursements, post-withdrawal disbursements, and retroactive disbursements. In addition, we will review G5 drawdowns, G5 and COD interactions, and timely and accurate system reporting. We will also provide information regarding how to disburse or return funds if improper payments occur or if a student regains eligibility.

**U.S. Department of Education Presenter:**

Bruce Honer

Preconference Day, Monday, 1–2:45 p.m. .... Room F6

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## FS5. Foreign Schools: Return of *Title IV* (R2T4) Basic Principles for Foreign Schools

**Session Description:** This presentation will discuss key definitions, provide a high-level overview of the actual R2T4 steps, and address important concepts and time frames that take place throughout the R2T4 calculation, such as withdrawal dates, dates of determination, and post-withdrawal disbursements. This session will also address some of the most popular R2T4 topics, including institutional charges, aid that could have been disbursed, and more!

**U.S. Department of Education Presenter:**

Bruce Honer

Preconference Day, Monday, 3 - 4:15 p.m. .... Room F6

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## FS6. Foreign Schools: Update and Q&A

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

**U.S. Department of Education Presenters:**

Cynthia Hammond, Greg Martin

Preconference Day, Monday, 4:30 - 5:45 p.m. .... Room F6

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# Foreign Schools Sessions

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## FS7. eZ-Audit Update for Foreign Schools

**Session Description:** Did FSA receive my audit? Is my most recent submission overdue or incomplete? Come find out how easy eZ-Audit it is to submit your annual compliance audits and financial statements via the web and answer those questions. Learn what you will need to register, to submit your annual submissions and more. eZ-Audit makes the reporting process much easier for you and helps FSA better serve your needs.

**U.S. Department of Education Presenters:**

Ti Baker, Eddie Ortiz

Day 1, Tuesday, 12:30–1:45 p.m. .... Room F6

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## FS8. New Foreign School Audit Guide

**Session Description:** The Non-Federal Audit Team from the Office of Inspector General (OIG) will discuss issues related to audits of foreign schools. The OIG will be issuing a new Foreign School Audit Guide soon. Come learn about OIG's timetable for releasing the new guide, its background and applicability, the planned effective date, and key changes made to the guide.

**U.S. Department of Education Presenters:**

Amy Bales, Danny Jones, Mark Priebe, Matthew Straw

Day 1, Tuesday, 2:05–3:20 p.m. .... Room F6

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## FS9. Foreign Schools: Basics of Determining Academic Calendars (Standard, Non-Standard, and Non-Term)

**Session Description:** This session will explain how different types of academic calendars affect the administration of federal student aid. Guidance will be provided on how to determine whether a program is structured as standard term, non-standard term, or non-term and how each calendar structure determines how academic years are defined for Direct Loans.

**U.S. Department of Education Presenter:**

Byron Scott

Day 1, Tuesday, 3:55–5:10 p.m. .... Room F6

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# Resource Center

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The FSA Training Conference Resource Center is where attendees can go to get one-on-one help with issues specifically related to their school. Often, breakout sessions do not have the time to cover very specific issues and/or address unique school questions. The Resource Center is the place to go to get these issues addressed and your questions answered.

## Resource Center Hours

Reno-Sparks Convention Center, Hall 2

Monday, Dec. 2	Closed
Tuesday, Dec. 3	Noon–5 p.m.
Wednesday, Dec. 4	11:30 a.m.–5 p.m.
Thursday, Dec. 5	8 a.m.–5 p.m.
Friday, Dec. 6	Closed

### Ask-a-Fed

If you would like to discuss *Title IV*-related questions, such as policy guidance, administrative procedures, and operational requirements, stop by the Ask-a-Fed table to talk with one of our experienced Department staff members. If an answer cannot be determined immediately, every effort will be made to provide an answer via email, during or shortly after the conference.

### Ask-a-Fed for Foreign Schools

Staff members will be available to respond to questions from foreign schools regarding general *Title IV* topics.

### Clery Act

*Clery* Crime Specialist/Enforcement staff will be available to answer questions about your policies and procedures. The Department wants to help your institution refine and strengthen the tools you have in place.

### Cohort Default Rate Operations Team

FSA staff will be available to offer guidance about how to accurately compile and submit cohort default rate appeals, challenges, adjustments for draft and official rates. Specifically, staff will provide information regarding the types of data and documentation required for all applicable appeals, challenges, and adjustments, including key deadlines.

### Common Origination and Disbursement (COD) System

Conference attendees will receive individual attention from COD staff members, who will address questions regarding federal loan and grant processing, the Campus-Based Programs, and FISAP submissions, as well as reconciliation questions and concerns.

# Resource Center

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## **Consumer Financial Protection Bureau (CFPB)**

The CFPB is making new interactive web tools to support students in planning to pay for college. Come use the beta versions and give feedback.

## **Default Prevention**

FSA staff will be available to answer questions about creating or revising an effective default prevention plan and how to use the NSLDS® School Portfolio and Delinquent Borrower reports to optimize the development of various approaches for borrowers.

## **ECSI –Federal Perkins Loan Servicer**

If you have any questions about ECSI's servicing Federal Perkins Loans or the steps and process for assigning your institution's Federal Perkins Loans to the Department, ECSI is available to discuss your options.

## **ED OIG Audit Team**

Program staff and the OIG Non-Federal Audit Team will invite schools and auditors to discuss issues related to annual audits of institutions receiving *Title IV* funds, including current challenges and suggestions for future revisions to audit guidance.

## **Electronic Application for Approval (E-App) to Participate in the Federal Student Financial Aid Programs and School Eligibility**

Institutions use the Electronic Application for Approval (E-App) to participate in the federal student financial aid programs; apply for initial participation and recertification; get approval after a change in ownership or expand institutional eligibility; and report any updates to the institution's current information. Expansions include adding new programs or new locations. Updates include changes to the name, address, or officials of the institution. The E-App is also the place to report your institution's emergency contact information. Stop by, let us confirm that your school information is current, and, if needed, assist in preparing your application. Staff members will be available to assist with any questions you have regarding the E-App.

## **Experimental Sites Initiative**

Federal Student Aid staff will be available to answer questions about the Experimental Sites Initiative.

### **Limited Hours:**

Tuesday, Dec. 3 from 10 a.m.–Noon and 1:30–3:30 p.m.

Wednesday, Dec. 4 10 a.m.–Noon and 1:30–3:30 p.m.

## **Federal Loan Servicers**

Bring your servicing-related questions to the Resource Center, where representatives from the federal loan servicing team will be available to assist you.

## **FLEC (Financial Literacy and Education Commission)**

The federal Financial Literacy and Education Commission (FLEC) needs your insights about student financial education. What are some of your school's best practices for teaching financial literacy skills and providing useful information to assist students when making financial decisions, especially those related to student borrowing? Please stop by to chat with FLEC representatives on Tuesday and Wednesday.

# Resource Center

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## **FSA E-Training Website**

FSA staff will be available to demonstrate the new website features that include developing learning plans for your staff members, tracking their training successes, objectives, and establishing competencies. You can learn how to create your own learning plan as well. A short online feedback survey will be available along with any additional training you may need. Stop by and give us your ideas on training!

## **National Student Loan Data System (NSLDS®)**

Department staff will show you how to use the NSLDS website to access valuable student financial aid information and make your daily work easier. NSLDS experts will be available to offer you one-on-one assistance with any question about NSLDS including the latest enhancements to enrollment reporting and 150% loan eligibility data.

## **Next Gen Exploration Corner**

Federal Student Aid is in the process of creating a digital single-front door to provide a better experience for all of our communities – especially students, families, and financial aid administrators. This effort includes consolidating StudentLoans.gov, NSLDS®, and FSAID into StudentAid.gov, and creating a one-stop shop for FAAs to manage the breadth of work you do on a daily basis. Stop by the Next Gen Exploration Corner in the Resource Center to learn about new features that will be rolled out and provide your ideas and feedback on how we can improve the user experience. Federal Student Aid staff will also be available to demonstrate and answer questions about the 2020-21 fafsa.gov website and myStudentAid mobile app.

## **OIG–Fraud Awareness**

Office of Inspector General (OIG) special agents will be available to assist with questions concerning fraud. If you have questions, discover what you can do to address and respond to any identified instances of fraud.

## **SAIG Enrollment, EDE Express, PM, and FAA Access to CPS Online**

Student Aid Internet Gateway (CPS/SAIG Technical Support) enrollment specialists will be available to assist with questions 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 also will feature the EDESuite of software products—a free package of financial aid data management software provided by FSA—as well as a demonstration of our Central Processing System (CPS) web products.



# Food & Beverage Options

## Reno-Sparks Convention Center (RSCC) and Atlantis Hotel

### Food Court located in Exhibit Hall 3, Level 1

**Hours of Operation:** Tuesday–Thursday (closed Friday)

Keva Coffee/Smoothies .....	6:30 a.m.–3:30 p.m.
Grab & Go Salad and Sandwiches .....	10 a.m.–3:30 p.m.
Hot Dog Cart .....	10 a.m.–3:30 p.m.
BBQ Sandwich Station.....	10 a.m.–3:30 p.m.
Paninis & Wraps Station.....	10 a.m.–3:30 p.m.
Pizza Station.....	10 a.m.–3:30 p.m.
Taco Station.....	10 a.m.–3:30 p.m.

\*Price range: \$5.50-\$11.50 / Cash and credit cards accepted

Other Vendors	Locations	Hours of Operation
Food Court*	Outside Hall 3	Monday: 8 a.m.–4 p.m. Tuesday - Thursday: 6:30 a.m.–3:30 p.m. Friday: 7 a.m.–1:30 p.m.
Sierra Mountain (Food Court)	Outside Hall 1	Monday: 8 a.m.–4 p.m. Tuesday - Thursday: 6:30 a.m.–3 p.m. Friday: 7 a.m.–1:30 p.m.
Keva Coffee/Smoothies Kiosk	Outside Hall 1	Tuesday - Thursday: 6:30 a.m.–3:30 p.m. Friday: 7 a.m.–1 p.m.
Keva Coffee/Smoothies	Ballroom Lobby (D1)	Tuesday - Thursday: 6:30 a.m.–3:30 p.m. Friday: 7 a.m.–1 p.m.
Keva Coffee/Smoothies	Ballroom Lobby (C3)	Tuesday - Thursday: 6:30 a.m.–3:30 p.m. Friday: 7 a.m.–1 p.m.
Vending Machines	Located throughout	Tuesday - Friday: 24/7

\*Price range: \$5.50-\$11.50 / Cash and credit cards accepted

Options include burgers, soba noodle bowl, salads & sandwiches, fries, pizza, bbq, nachos, tacos, burritos, and desserts

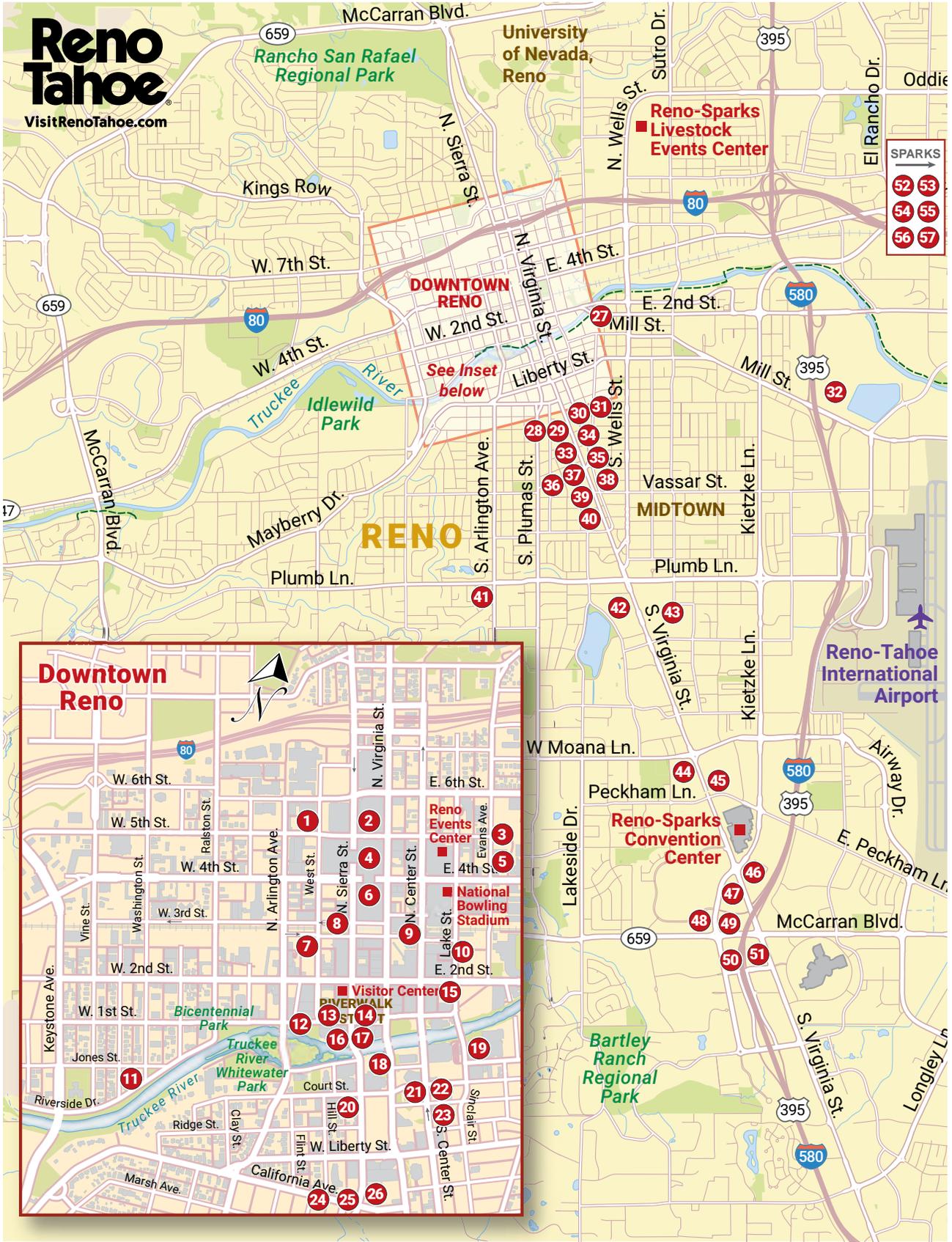
Atlantis Hotel	Locations	Hours of Operation
Oyster Bar & Sushi Bar	Sky Terrace	Open Daily from 11 a.m.
Manhattan Deli	Casino Level	Open Daily from 11 a.m.
Toucan Charlie's (Buffet & Grille)	Casino Level	Open Daily from 8 a.m.
Café Alfresco (Casual Dining)	Casino Level	Open Daily from 11:30 a.m.
Purple Parrot (Casual Dining)	Casino Level	Open 24 hours
Gourmet Grind & Java Etc. (Coffee, Pastries)	Casino Level	Open Daily from 6 a.m.
Chicago Dogs! (Hot Dogs, Pizza, Sandwiches)	2nd Floor	Open Daily from 10 a.m.
Atlantis Steakhouse (Fine Dining)	2nd Floor	Open Wednesday–Sunday at 5 p.m.
Bistro Napa (Fine Dining)	2nd Floor	Open nightly from 5 p.m.

# Food & Beverage Options

<b>American</b>		
42	Biscotti's (Peppermill)	\$\$ 775-689-7060
19	Bundox Bocce (Renaissance)	\$\$ 775-321-5866
4	Café Central (Silver Legacy)	\$\$ 775-329-4777
42	Café Milano (Peppermill)	\$\$ 775-689-7270
32	California Pizza Kitchen (GSR)	\$\$ 775-789-2587
40	Fat Cat Bar & Grill	\$\$ 775-453-2223
52	Game On! (Nugget)	\$\$ 775-470-5454
32	Grand Café (GSR)	\$\$ 775-789-2456
29	Great Full Gardens	\$\$ 775-324-2013
9	Hash House A Go Go (Harrah's)	\$\$ 775-788-2895
37	Homegrown Gastropub	\$\$ 775-683-9989
32	Johnny Rockets (GSR)	\$\$ 775-333-5200
28	Laughing Planet	\$\$ 775-870-9633
14	Liberty Food & Wine Exchange	\$\$ 775-336-1091
2	Madame Butterwork's Curious Café (Circus Circus)	\$\$ 775-329-0711
38	Midtown Eats	\$\$ 775-324-3287
6	Milles24 (Eldorado)	\$\$ 775-786-5700
56	O'skis Pub & Grille	\$\$ 775-359-7547
20	Old Granite Street Eatery	\$\$ 775-622-3222
45	Purple Parrot (Atlantis)	\$\$ 775-824-4432
52	Rosie's Café (Nugget)	\$\$ 775-356-3300
8	Roundabout Grill (Whitney Peak)	\$\$ 775-398-5454
36	SUP	\$\$ 775-324-4787
18	Wild River Grille	\$\$ 775-284-7455
45	Bistro Napa (Atlantis)	\$\$ 775-335-4539
<b>Asian</b>		
35	Arario Korean Fusion	\$\$ 775-870-8202
42	Chi (Peppermill)	\$\$ 775-689-8889
1	Golden Flower	\$\$ 775-323-1628
9	Ichiban (Harrah's)	\$\$\$ 775-323-5550
49	Ijji 2 Sushi & Japanese Steakhouse	\$\$ 775-825-6688
9	Joy Luck Noodle Bar (Harrah's)	\$\$ 775-786-3232
7	Kwok's Bistro	\$\$ 775-507-7270
2	Panda Express (Circus Circus)	\$ 775-329-0711
50	P.F. Changs	\$\$ 775-825-9800
15	Pho 777	\$ 775-323-7777
6	Pho Mein (Eldorado)	\$\$ 775-786-5700
32	Rim Pan Asian Bistro (GSR)	\$\$ 800-501-2651
<b>BBQ</b>		
54	BJ's Nevada Barbecue Co.	\$\$ 775-355-1010
31	Brother's BBQ	\$\$ 775-384-3547
<b>Breakfast</b>		
26	Pegs Glorified Ham n Eggs	\$\$ 775-329-2600
23	Pine State Biscuits Reno	\$\$ 775-432-2464
41	The Stone House Cafe	\$\$ 775-284-3895
34	Two Chicks	\$\$ 775-323-0600
<b>Breweries</b>		
30	Brasserie Saint James	\$\$ 775-348-8888
6	The Brew Brothers (Eldorado)	\$\$ 775-786-5700
3	The Depot Craft Brewery Distillery	\$\$ 775-737-4330
51	Great Basin Brewing Company	\$\$ 775-284-7711
13	Silver Peak Grill & Taproom	\$\$ 775-284-3300
<b>Buffets</b>		
6	The Buffet (Eldorado)	\$\$ 775-786-5700
9	Carvings Buffet (Harrah's)	\$\$ 775-786-3232
32	The Grand Buffet (GSR)	\$\$ 800-501-2651
42	Island Buffet (Peppermill)	\$\$ 775-689-7236
52	Rotisserie Buffet (Nugget)	\$\$ 775-356-3300
45	Toucan Charlie's Buffet (Atlantis)	\$\$ 775-824-4433

<b>Burgers</b>		
33	Brauhaus 701	\$\$ 775-384-6756
12	BurgerIM	\$\$ 775-384-6119
2	The Habit Burger Grill (Circus Circus)	\$ 775-329-0711
44	Lucky Beaver Bar and Grill	\$\$ 775-829-8500
48	Red Robin	\$ 775-825-7246
<b>Delis</b>		
4	Canter's Delicatessen (Silver Legacy)	\$\$ 775-329-4777
45	Manhattan Deli (Atlantis)	\$\$ 775-335-3114
32	Port of Subs (GSR)	\$ 775-786-0108
9	Quiznos Sub (Harrah's)	\$ 775-786-3232
42	Sports Deli (Peppermill)	\$\$ 775.826.2121
52	Tailgate Deli and Sports Bar (Nugget)	\$ 775-356-3300
<b>European</b>		
11	Beaujolais Bistro	\$\$\$ 775-323-2227
45	Café Alfresco (Atlantis)	\$\$ 775-824-4431
16	Campo	\$\$ 775-737-9555
24	Centro Bar & Kitchen	\$\$ 775-737-9062
21	La Famiglia	\$\$\$ 775-324-1414
6	La Strada (Eldorado)	\$\$\$ 775-786-5700
16	Louis' Basque Corner	\$\$ 775-323-7203
25	Monaciello	\$\$ 775-507-7540
46	Olive Garden	\$\$ 775-829-1500
53	Pietro's Famiglia	\$\$ 775-355-7557
42	Romanza (Peppermill)	\$\$\$ 775-689-7474
10	Santa Fe Basque	\$\$ 775-323-1891
19	The Shore Room (Renaissance)	\$\$ 775-321-5804
<b>Mexican</b>		
42	Back Bar (Peppermill)	\$ 775.826.2121
30	Bertha Miranda's	\$\$ 775-786-9697
32	Cantina (GSR)	\$\$ 775-789-1168
55	Cantina Los Tres Hombres	\$\$ 775-356-6262
39	El Adobe	\$\$ 775-327-4422
2	El Jefe's Cantina (Circus Circus)	\$\$ 775-329-0711
<b>Pizza</b>		
57	The Blind Onion Pizza & Pub	\$\$ 775-351-2000
6	Hidden Pizza (Eldorado)	\$ 775-786-5700
47	MOD	\$ 775-826-0232
2	Piezzetta Pizza Kitchen (Circus Circus)	\$ 775-329-0711
32	Round Table Pizza (GSR)	\$ 775-789-2452
22	Sizzle Pie	\$ 775-525-7437
<b>Seafood</b>		
42	Oceano (Peppermill)	\$\$ 775-689-7050
45	Oyster Bar (Atlantis)	\$\$ 775-824-4434
52	Oyster Bar (Nugget)	\$\$ 775-356-3300
4	Pearl Oyster Bar and Grill (Silver Legacy)	\$\$ 775-329-4777
17	Smee's Alaskan Fish Bar	\$ 775-622-8829
<b>Steakhouse</b>		
52	Anthony's Chophouse (Nugget)	\$\$ 775-356-3300
45	Atlantis Steakhouse (Atlantis)	\$\$\$ 775-824-4430
42	Bimini Steakhouse (Peppermill)	\$\$\$ 775-689-7111
32	Charlie Palmer Steak (GSR)	\$\$\$ 775-789-2456
9	Harrah's Steak House (Harrah's)	\$\$\$ 775-788-2929
6	Roxy (Eldorado)	\$\$\$ 775-786-5700
43	Ruby River Steakhouse	\$\$ 775-827-4007
4	Ruth's Chris Steak House (Silver Legacy)	\$\$\$ 775-325-7573
<b>Sushi</b>		
2	Kanpai Sushi (Circus Circus)	\$\$ 775-329-0711
52	Noodle Hut and Sushi Bar (Nugget)	\$\$ 775-356-3300
45	Sushi Bar (Atlantis)	\$\$ 775-824-4434
6	Sushi Sake (Eldorado)	\$\$ 775-786-5700

# Food & Beverage Options





# Facility Information

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<b>ATMs:</b>	ATMs are located in Concourse A and main Registration Area.
<b>Coat Check:</b>	Coat check will be available Monday through Friday in A13.
<b>Charging Stations:</b>	Stations for your mobile devices are located in the Registration Area.
<b>First Aid:</b>	The First Aid room is located at the end of Hall 3, Concourse F.
<b>Guest Services:</b>	Reno-Sparks Convention Center Guest Services Help Desks are located at the main Registration Lobby.
<b>Lost &amp; Found:</b>	The lost and found is located at the FSA Registration Desk. If you find a lost item, you can take it to the Registration Desk or give to a "Red Shirt" for assistance.
<b>Luggage Storage/Bag Check:</b>	Luggage Storage/Bag Check available in A7. If you check out of your hotel on Friday, and want to store your luggage during the conference, space will be available from 7:30 a.m.–Noon on Friday. There is no cost to use this service.
<b>Mother's Room:</b>	A Mother's Room will be provided for new mothers requiring extra privacy. To access the Mother's Room, please visit the Registration Desk, or ask a "Red Shirt" for assistance.
<b>Reno-Sparks Convention Center Wi-Fi Access:</b>	<p><i>Please disable tethering, hotspots, and wireless routers from your electronic devices.</i></p> <p>To access Wi-Fi in the RSCC, connect to the "FSATC2019" wireless network from your list of available networks and enter the password "fsatc2019."</p>

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# Online Evaluations

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During the conference, attendees can evaluate sessions in real-time by using the FSA Training Conference mobile app. Once you download the app, look for the “session evaluation” icon.

At the conclusion of the conference on Dec. 6, you will receive an email with the link to the “overall” 2019 FSA Training Conference Evaluation, which also offers the opportunity to evaluate individual sessions.



# Notes

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**ATLANTA**

**Dec. 1-4, 2020**

**FSA Training Conference**  
*for Financial Aid Professionals*

Georgia World Congress Center  
Atlanta, Georgia

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