Federal **Student** **Aid**

An OFFICE *of the*
U.S. DEPARTMENT *of* EDUCATION

FSA Conference
The Peabody Orlando

Nov 27-30
2012

Contents

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 more than $150 billion in federal grants, loans, and work-study funds each year to more than 15 million 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 (FAFSA^{SM}) 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 Conference Attendees:

Welcome to the 2012 Federal Student Aid Conference in Orlando, Florida.

I am encouraged that so many financial aid professionals have decided to make FSA's training conference an annual event. Last year, almost 7,000 financial aid professionals representing more than 2,200 schools with Title IV disbursements of more than $100 billion attended our conference. Ensuring the integrity of the student aid process and making sure that the right amount of aid goes to the right student at the right time is a significant responsibility for all of us. Given the seemingly continuous state of change in the federal student aid programs and the importance that this assistance provides to the millions of students you serve, this forum provides a critical opportunity to ensure you have appropriate and timely training on federal student aid policies, programs and procedures.

While this year's conference will focus on new Title IV requirements and processes, we will also offer several opportunities for new financial aid professionals. During the next four days, Federal Student Aid is offering more than 40 distinct training sessions. I especially urge you to join us for the Federal Update on Tuesday and our Student Aid Town Hall on Friday. For hands-on assistance, I encourage everyone to visit our new Resource Center which provides comprehensive assistance on a variety of topics from policy guidance to systems and processes. You may also want to share best practices with your colleagues at one of the Birds of a Feather sessions. There is truly something for everyone!

As you know, social media has grown to be one of the most effective ways of reaching our customers. On Wednesday, November 28 at 5 p.m., we are holding our monthly Twitter "Office Hours" live at the conference where students from across the country can submit their financial aid questions to you through Twitter. Please consider joining us on Twitter @FAFSA for this interactive session.

For real-time updates and announcements, please follow us on Twitter @FSAconf. For conference details, you may also access our mobile-friendly website at http://fsaconferences.ed.gov/mobile.

Welcome to Orlando, and thank you for attending the 2012 Federal Student Aid Conference.

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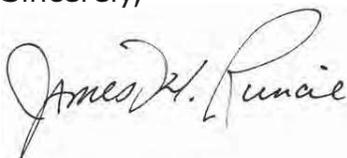
James W. Runcie
Chief Operating Officer
Federal Student Aid
U.S. Department of Education

Conference Information

Meeting Space

Registration .... Rotunda outside the Peabody Grand Ballroom
General Sessions .... Peabody Grand Ballroom
General Session Overflow .... Windermere Ballrooms
Breakout Sessions ....Convention Level
Hands-On Sessions.. Manatee Spring, Lobby Level
Foreign School Sessions ....Barrel Spring, Lobby Level
Resource Center (formerly PC Lab) ....Bayhill Rooms, Lobby Level
Ask-a-Fed Room.. Bayhill Rooms 21-22, Lobby Level

Registration & Resource Center Hours

Registration
Rotunda outside the Peabody Grand Ballroom

Monday, November 26	2:00 p.m. to 7:00 p.m.
Tuesday, November 27	6:30 a.m. to 5:00 p.m.
Wednesday, November 28	8:00 a.m. to 5:00 p.m.
Thursday, November 29	8:00 a.m. to 5:00 p.m.
Friday, November 30	8:00 a.m. to 12:00 p.m.

Resource Center (formerly PC Lab)
Bayhill Rooms, Lobby Level
This year, attendees can schedule one-on-one appointments in the Ask-a-Fed room.

Monday, November 26	*Closed*
Tuesday, November 27	10:00 a.m. to 6:00 p.m.
Wednesday, November 28	8:00 a.m. to 6:00 p.m.
Thursday, November 29	8:00 a.m. to 6:00 p.m.
Friday, November 30	8:00 a.m. to 12:00 p.m.

WE'RE ON TWITTER!

Connect with us @FSAconf
Join the conversation with #FSAconf12

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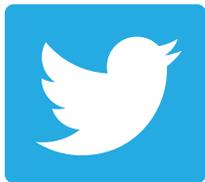
Snapshot Agenda

Monday, November 26, 2012

2:00 p.m. – 7:00 p.m. ....Registration Open - **The Peabody Orlando**
Rotunda outside the Peabody Grand Ballroom
2:00 p.m. – 7:00 p.m. ....Registration Open - **Rosen Plaza**
Lobby
2:00 p.m. – 7:00 p.m. ....Registration Open - **Rosen Shingle Creek**
Transportation Lobby

Tuesday, November 27, 2012

6:30 a.m. – 5:00 p.m. ....Registration Open
Rotunda outside the Peabody Grand Ballroom
7:30 a.m. – 8:15 a.m. ....Welcome to Your First FSA Conference (Domestic Schools)
7:30 a.m. – 8:15 a.m. ....Orientation to the FSA Conference (Foreign Schools)
8:30 a.m. – 10:15 a.m.. General Session, Peabody Grand Ballroom
Windermere Ballroom (overflow)
10:00 a.m. – 6:00 p.m. ....Resource Center, Bayhill Rooms
10:15 a.m. – 11:00 a.m... Morning Beverages
10:30 a.m. – 11:45 a.m.. Breakout Sessions
11:00 a.m. – 12:15 p.m.. Breakout Sessions
11:30 a.m. – 2:00 p.m. ....Pre-Ordered Food & Beverage Pick-Up (Convention Entrance)
Food & Beverage Sales (Plaza I and Rotunda Foyers)
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
2:45 p.m. – 3:30 p.m. ....Afternoon Beverages
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, November 28, 2012

8:00 a.m. – 5:00 p.m. ....Registration Open
Rotunda outside the Peabody Grand Ballroom
8:00 a.m. – 6:00 p.m. ....Resource Center, Bayhill Rooms
9:00 a.m. – 10:15 a.m.. Breakout Sessions
9:30 a.m. – 10:45 a.m.. Breakout Sessions
10:15 a.m. – 11:00 a.m... Morning Beverages
10:30 a.m. – 11:45 a.m.. Breakout Sessions
11:00 a.m. – 12:15 p.m.. Breakout Sessions
11:30 a.m. – 2:00 p.m. ....Pre-Ordered Food & Beverage Pick-Up (Convention Entrance)
Food & Beverage Sales (Plaza I and Rotunda Foyers)
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

Snapshot Agenda

Wednesday, November 28, 2012
2:00 p.m. – 3:15 p.m. .... Breakout Sessions
2:45 p.m. – 3:30 p.m. .... Afternoon Beverages
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 and Twitter "Office Hours"

Thursday, November 29, 2012
8:00 a.m. – 5:00 p.m. .... Registration Open
Rotunda outside the Peabody Grand Ballroom
8:00 a.m. – 6:00 p.m. .... Resource Center, Bayhill Rooms
9:00 a.m. – 10:15 a.m. .... Breakout Sessions
9:30 a.m. – 10:45 a.m. .... Breakout Sessions
10:15 a.m. – 11:00 a.m. .... Morning Beverages
10:30 a.m. – 11:45 a.m. .... Breakout Sessions
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11:30 a.m. – 2:00 p.m. .... Pre-Ordered Food & Beverage Pick-Up (Convention Entrance)
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12:00 p.m. – 1:15 p.m. .... Breakout Sessions
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2:00 p.m. – 3:15 p.m. .... Breakout Sessions
2:45 p.m. – 3:30 p.m. .... Afternoon Beverages
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, November 30, 2012
8:00 a.m. – 12:00 p.m. .... Registration Open
Rotunda outside the Peabody Grand Ballroom
8:00 a.m. – 12:00 p.m. .... Resource Center, Bayhill Rooms
8:30 a.m. – 10:15 a.m. .... General Session, Peabody Grand Ballroom
Windermere Ballroom (overflow)
10:15 a.m. – 11:00 a.m. .... Morning Beverages
10:30 a.m. – 11:45 a.m. .... Breakout Sessions
11:00 a.m. – 12:15 p.m. .... Breakout Sessions
11:30 a.m. – 1:30 p.m. .... Pre-Ordered Food & Beverage Pick-Up (Convention Entrance)
Food & Beverage Sales (Plaza I and Rotunda Foyers)
12:00 p.m. – 1:15 p.m. .... Breakout Sessions

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Hotel Map

LOBBY LEVEL

Open to Windermere Ballroom Below

Convention Entrance (Lobby Level)
Pick-up for Pre-Ordered Lunches

23 24 25 26 27
22
21
20 19 18 30 29 28
31 32 33
17

Bayhill Rooms (Resource Center)

Open to Peabody Grand Ballroom Below

Barrel Spring

Manatee Spring (Hands-On)

Windermere Ballroom

Florida Ballroom

C
B
A
D
E
F
G
H I
J
K

Plaza International Ballroom

L
N
M

Orlando Ballroom

$

Peabody Grand Ballroom

O
P
Q
R
S
T
U
V

7 8 9 10
6
5 13 12 11
14 15 16
4 3 2 1

Windermere Ballroom

Z
Y
W
X

$

Registration

CONVENTION LEVEL

$ Food & Beverage Sales
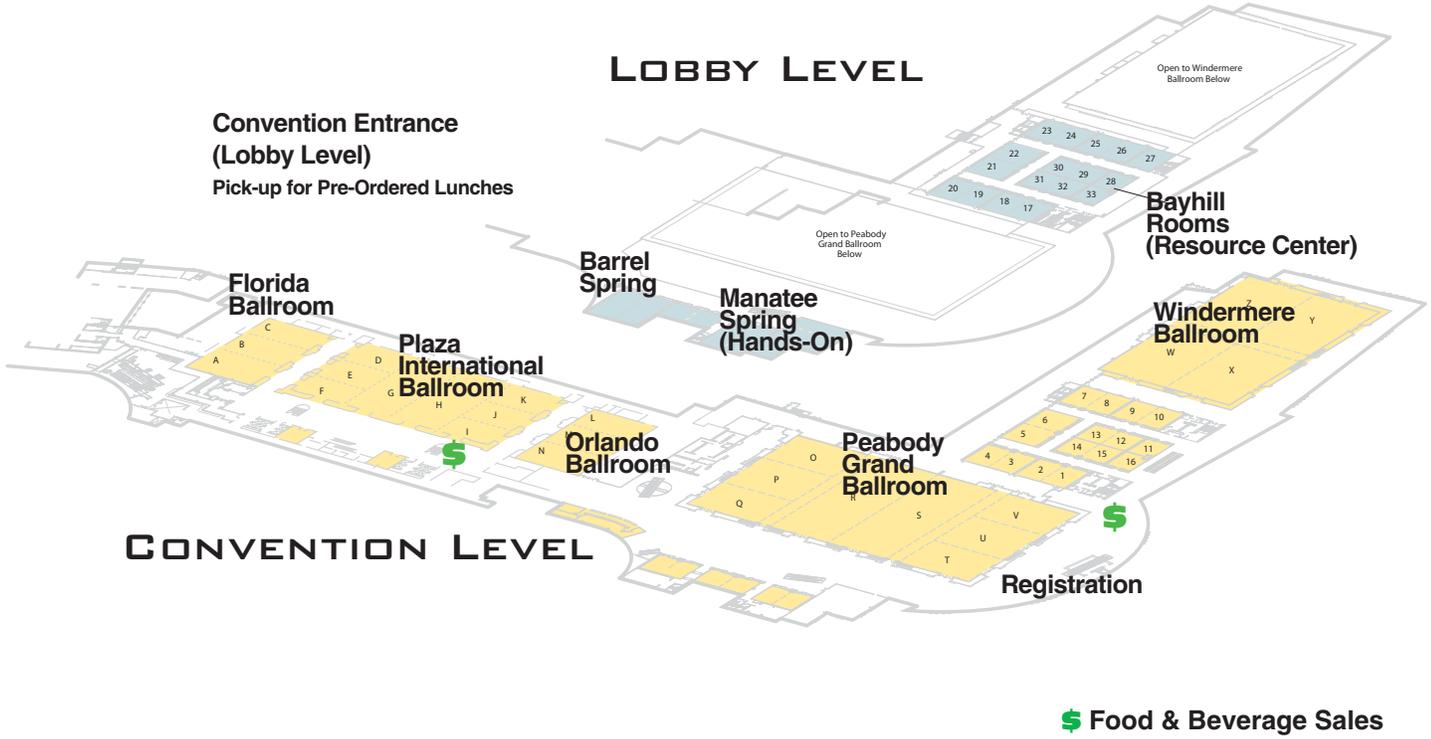
MEETING SPACE

Registration .... Rotunda outside the Peabody Grand Ballroom
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Ask-a-Fed Room... Bayhill Rooms 21-22, Lobby Level

I-RIDE Trolley

Symbolizing its role as a true destination, the International Drive Resort Area offers its guests a certain amenity with all the bells and whistles: the exclusive, convenient, and cost-saving I-RIDE Trolley Service.

These fun and festive trolleys combine a little charm of the past with modern day air conditioning. The I-RIDE Trolleys are your most convenient transportation for hundreds of exciting destinations.

Where Does the I-RIDE Trolley Go?

The I-RIDE Trolleys travel exclusively throughout the International Drive Area. The Main Line begins at the north end in the Major Boulevard area. It travels the majority of International Drive and services the south International Drive Resort area as well with 78 convenient stops. The Green Line begins and ends on International Drive but primarily travels along Universal Boulevard with 15 convenient stops.

When Does the I-RIDE Trolley Operate?

I-RIDE Trolleys operate year-round, seven days a week, from 8:00 a.m. - 10:30 p.m.

Who Can Ride the I-RIDE Trolley?

Everyone! I-RIDE Trolleys seat 41 riders, 54 total capacity, including two wheelchair positions and an ADA-specified hydraulic lift system (weight limitations apply).

## How Much Does it Cost to Ride the I-RIDE Trolley?

Cash Fare
- Single fare is $1.25
- Senior citizen (65 and over) fare is $.25
- All children age 12 and under RIDE FREE when accompanied by a paying adult
- Exact change is required, $1.00 accepted
- Drivers do not carry cash

Unlimited Ride Passes
- One-Day Pass: $4.00 per person
- Three-Day Pass: $6.00 per person
- Five-Day Pass: $8.00 per person
- Seven-Day Pass: $10.00 per person
- Fourteen-Day Pass: $17.00 per person

Passes not sold on Trolleys. Passes are available at over 65 locations within the International Drive Resort Area and from the I-RIDE sales office. Trolley transfers are FREE and a transfer coupon is not required if you have an Unlimited Ride Pass. With cash fare, just ask your Trolley driver for a transfer coupon when you board the trolley.

Area Map
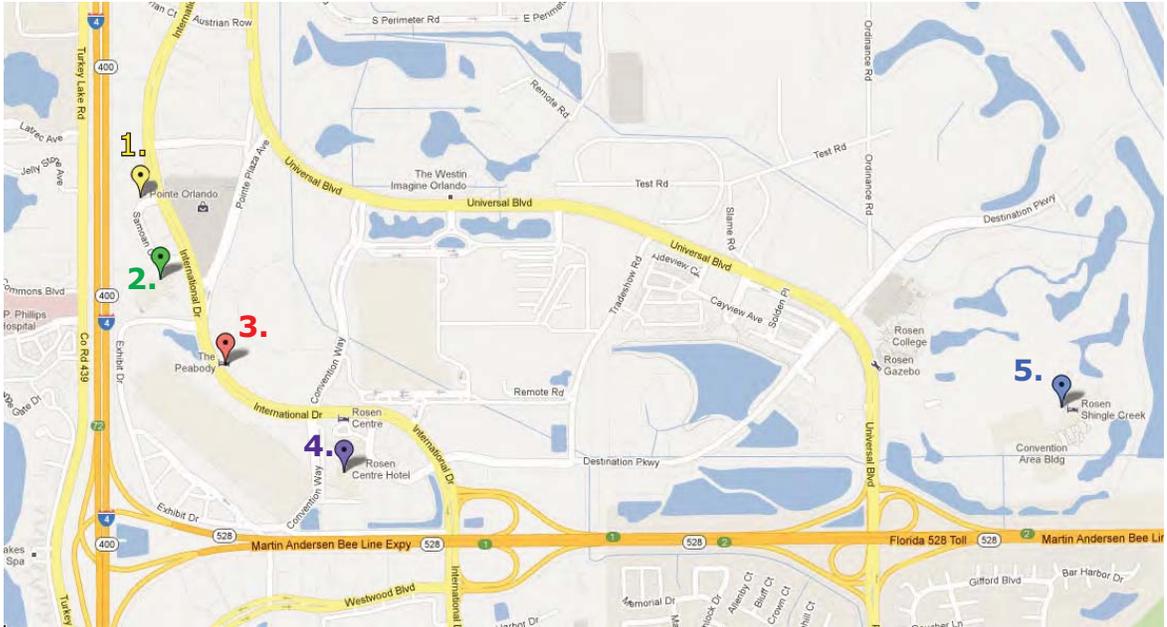
1. Rosen Inn
2. Rosen Plaza Hotel
3. The Peabody Orlando
4. Rosen Centre Hotel
5. Rosen Shingle Creek

Shuttle Schedule

Shuttles will make continuous loops throughout the day between the specified hotels.

Date	Time	Route
Shuttle Route A		
Mon 11/26	1:30 p.m. - 7:30 p.m.	Rosen Shingle Creek / Peabody Orlando
Tue 11/27 - Thur 11/29	7:00 a.m. - 7:30 p.m.	Rosen Shingle Creek / Peabody Orlando
Fri 11/30	7:00 a.m. - 2:00 p.m.	Rosen Shingle Creek / Peabody Orlando
Shuttle Route B		
Mon 11/26	1:30 p.m. - 7:30 p.m.	Rosen Plaza & Rosen Inn at Pointe Orlando / Peabody Orlando
Tue 11/27 - Thur 11/29	7:00 a.m. - 7:30 p.m.	Rosen Plaza & Rosen Inn at Pointe Orlando / Peabody Orlando
Fri 11/30	7:00 a.m. - 2:00 p.m.	Rosen Plaza & Rosen Inn at Pointe Orlando / Peabody Orlando

How to Fill Out the Schedule Builder

Session start times are staggered, and there is no designated lunch period or break times.

Fill out the adjacent Schedule Builder to make it easier to select your preferred sessions as well as back-up options.

1. Circle the time slot that your first choice session is occuring or cross out the one that you're not selecting.

2. Write down the name & number of the session in the first column's white box.

3. Write the location of the session in the light blue bar immediately underneath.

4. Use the next two columns to pick a second and third choice, in case your top choices are full. This will make planning easier if you choose sessions during the same timeslot.

10:30-11:45
~~11:00-12:15~~
Room

1st Choice
6. Verification
windermere y-z

2nd Choice
9. Loan tools
plaza international

3rd Choice
11. COD
Manatee spring

This tool is for your own planning purposes. Filling out this form does not guarantee a slot in your preferred sessions. Sessions fill quickly; be sure to arrive a little early to secure a seat. Standing at the back or in the aisles is not permitted.

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Schedule Builder

	1st Choice	2nd Choice	3rd Choice

TUE

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

9:00-10:15 or 9:30-10:45 Room			
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

9:00-10:15 or 9:30-10:45 Room			
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

Friday

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

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General Sessions

Day 1 Welcome & Federal Update General Session (GS1)

Tuesday 8:30 a.m., Peabody Grand Ballroom

General Session Overflow Seating: Windermere Ballroom

Session Description: During this session, the panel will present up-to-date information on a number of Department of Education activities and initiatives. Topics will include negotiated rulemaking and Title IV program appropriations.

Day 4 Town Hall (GS2)

Friday 8:30 a.m., Peabody Grand Ballroom

General Session Overflow Seating: Windermere Ballroom

Session Description: This session offers attendees an opportunity to ask questions of senior staff on issues related to the federal student aid programs.

School Spirit Day!

ON DAY 3, THURSDAY, FORGET THE BUSINESS CASUAL ATTIRE AND WEAR CLOTHING THAT REPRESENTS YOUR SCHOOL! GET IN THE SPIRIT!!

A mobile version of the conference agenda as well as session presentations are available at HTTP://FSACONFERENCES.ED.GOV/MOBILE To view, either type in this URL or use a scanner app to scan this QR code with your phone.

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Breakout Sessions

1. Welcome To Your First Federal Student Aid Conference! (Domestic Schools Only)

Session Description: Are you new to the FSA Conference? This session will help you navigate the four-day agenda and determine which sessions will best meet your needs. We will explain who attends the conference and what services are available as well as answer any conference-related questions you have.

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

Day 1, 7:30 a.m. – 8:15 a.m. .... Plaza International Ballrom H-K

2. Tools to Support Higher Education Choice

Session Description: This session will cover the College Scorecard and the Financial Aid Shopping Sheet.

Presenters:
Marty Guthrie ....U.S. Department of Education
Jessica Shedd ....U.S. Department of Education

Day 2, 9:00 a.m. – 10:15 a.m. .... Peabody Grand Ballroom O-Q
Day 3, 9:00 a.m. – 10:15 a.m. .... Peabody Grand Ballroom O-Q
Day 3, 1:30 p.m. – 2:45 p.m. .... Peabody Grand Ballroom O-Q

3. Another Look at the Student Eligibility Toolkit

Session Description: This session will offer updates on several key eligibility topics— ability to benefit, high school diploma, satisfactory academic progress, and professional judgment.

Presenters:
Marty Guthrie ....U.S. Department of Education
Carney McCullough ....U.S. Department of Education

Day 2, 12:00 p.m. – 1:15 p.m. .... Peabody Grand Ballroom O-Q
Day 2, 3:30 p.m. – 4:45 p.m. .... Peabody Grand Ballroom O-Q
Day 3, 11:00 a.m. – 12:15 p.m....................................... Peabody Grand Ballroom O-Q

Breakout Sessions

4. Pell Grant Program Update

Session Description: This session will discuss recent changes to the Pell Grant Program, including the new Pell Grant Lifetime Eligibility limits.

Presenters:
Carney McCullough ....U.S. Department of Education
Kathleen Wicks..U.S. Department of Education

Day 1, 2:00 p.m. – 3:15 p.m. ....Peabody Grand Ballroom S-V
Day 2, 9:30 a.m. – 10:45 a.m. .... Windermere Ballroom Y-Z
Day 3, 3:00 p.m. – 4:15 p.m. .... Windermere Ballroom Y-Z
Day 4, 12:00 p.m. – 1:15 p.m. .... Windermere Ballroom Y-Z

5. Principles of Excellence—Executive Order 13607

Session Description: This session will discuss how the Executive Order strengthens consumer protection for veterans and service member students and their families.

Presenters:
Carolyn Baker ....U.S. Department of Defense
David Bergeron ....U.S. Department of Education
Marty Guthrie ....U.S. Department of Education
Jessica Shedd ....U.S. Department of Education
Robert Worley II.. U.S. Department of Veterans Affairs

Day 1, 10:30 a.m. – 11:45 a.m.. Windermere Ballroom W-X
Day 1, 3:30 p.m. – 4:45 p.m. .... Windermere Ballroom W-X
Day 2, 10:30 a.m. – 11:45 a.m.. Windermere Ballroom W-X

6. Verification

Session Description: This session will cover verification requirements for 2012-13, new requirements for 2013-14, and will include updates on IRS-related issues.

Presenters:
Ginger Klock ....U.S. Department of Education
Carney McCullough ....U.S. Department of Education

Day 1, 10:30 a.m. – 11:45 a.m.. Windermere Ballroom Y-Z
Day 2, 2:00 p.m. – 3:15 p.m. ....Peabody Grand Ballroom S-V
Day 3, 9:00 a.m. – 10:15 a.m. .... Windermere Ballroom W-X

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Breakout Sessions

7. The Integrated Postsecondary Education Data System (IPEDS): What You Need To Know

Session Description: This session will provide an overview of IPEDS and upcoming changes to its data collection. In addition, there will be a discussion of the increasing visibility of IPEDS data and why it is important for institutional administrators to be informed about how IPEDS data are used in the public domain by both governmental and non-governmental entities.

Presenter:
Jessica Shedd ....U.S. Department of Education

Day 1, 2:00 p.m. – 3:15 p.m. .... Peabody Grand Ballroom O-Q
Day 2, 12:00 p.m. – 1:15 p.m. .... Windermere Ballroom W-X

8. Applying for Income-Driven Repayment Plans - What You Need to Know about IBR & ICR

Session Description: This session will explain the entire application process for income-driven plans, including the documentation requirements and the Department's new link with the IRS. It will explain the relationship between Income-Based Repayment (IBR) and Income-Contingent Repayment (ICR) and Public Service Loan Forgiveness (PSLF) as well as the procedures associated with the Department's Employment Certification for Public Service Loan Forgiveness Form and inform the community on the Department's progress with the new PSLF portfolio.

Presenter:
Ian Foss ....U.S. Department of Education

Day 1, 11:00 a.m. – 12:15 p.m..Peabody Grand Ballroom S-V
Day 1, 3:00 p.m. – 4:15 p.m. ....Peabody Grand Ballroom R
Day 2, 10:30 a.m. – 11:45 a.m...................................... Peabody Grand Ballroom O-Q
Day 2, 12:30 p.m. – 1:45 p.m. ....Peabody Grand Ballroom S-V

9. Loan Counseling Tools

Session Description: One stop shop for all loan counseling needs is coming to a website near you…StudentLoans.gov!   Entrance, Exit, and Financial Awareness Counseling will all have Web-based interactive modules designed to help students understand their financial aid obligations, provide tips and tools to manage their finances, and choose the best repayment plan for their circumstances.

Presenter:
Jennifer Ryder..U.S. Department of Education

Day 1, 10:30 a.m. – 11:45 a.m................................. Plaza International Ballroom D-G
Day 2, 9:00 a.m. – 10:15 a.m. .... Windermere Ballroom W-X
Day 3, 2:00 p.m. – 3:15 p.m. ....Peabody Grand Ballroom R
Day 4, 10:30 a.m. – 11:45 a.m... Orlando Ballroom L-N

10. COD Update

Session Description: This informative session will review updates to the Common Origination and Disbursement (COD) system for Direct Loans, Pell Grants, TEACH, and the Iraq and Afghanistan Service Grant. It will focus on what is ahead for the 2013-14 year including improvements to ability-to-benefit reporting, new entrance and exit functionality on StudentLoans.gov, and planned security enhancements for accessing the COD website.

Presenters:
Wendy Jerreld ....U.S. Department of Education
Kathleen Wicks...U.S. Department of Education

Day 1, 11:00 a.m. – 12:15 p.m...................................... Peabody Grand Ballroom O-Q
Day 2, 2:00 p.m. – 3:15 p.m. .... Plaza International Ballroom D-G
Day 3, 12:30 p.m. – 1:45 p.m. ....Plaza International Ballroom H-K
Day 4, 10:30 a.m. – 11:45 a.m... Windermere Ballroom Y-Z

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

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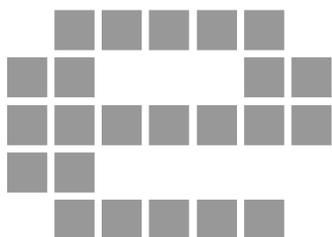
Breakout Sessions

11. *Hands-On* COD

Session Description: Become a COD Super Sleuth! This session will include an overview of handy Direct Loan and Pell Grant processing tips to take advantage of what's new for COD for award year 2012-13 as well as how to find, and use, significant information in the COD system. In addition, you will have an opportunity to practice the tips with the assistance of FSA staff. You can share a computer with a new friend and practice what is learned using COD Computer Based Training, or bring your COD user ID and password, if you would like to practice using your school information.

Presenters:
Barbara Davis ....U.S. Department of Education
Wood Mason ....U.S. Department of Education

Day 1, 10:30 a.m. – 11:45 a.m... Manatee Spring
Day 1, 3:30 p.m. – 4:45 p.m. .... Manatee Spring
Day 2, 12:00 p.m. – 1:15 p.m. .... Manatee Spring
Day 3, 9:30 a.m. – 10:45 a.m. .... Manatee Spring

12. Developing Effective Mandatory and Voluntary Default Management Plans

Session Description: Schools participating in Title IV loan programs have an inherent and ongoing responsibility to protect the viability and integrity of loan programs. Therefore, schools must operate loan programs in a manner that minimizes the risk of loan default. This session is designed to assist schools in their development of effective default management plans. We will discuss a variety of tools and strategies which can be used to identify ways to help reduce loan default including the requirements and elements which would be part of a mandatory default prevention plan. Come to the session and bring your default plans with you!

Presenters:
Cynthia Battle ....U.S. Department of Education
David Hammond..U.S. Department of Education

Day 1, 10:30 a.m. – 11:45 a.m... Orlando Ballroom L-N
Day 2, 3:30 p.m. – 4:45 p.m. .... Windermere Ballroom Y-Z
Day 3, 12:30 p.m. – 1:45 p.m. ....Peabody Grand Ballroom R
Day 4, 12:00 p.m. – 1:15 p.m. .... Windermere Ballroom W-X

13. Default Aversion Activities

Session Description: This session will focus on activities that schools may wish to consider to help minimize borrower defaults and delinquencies. A variety of topics will be discussed, including key National Student Loan Data System (NSLDS) reports for default aversion, the use of the new Financial Awareness Counseling Tool (FACT), generally available servicer assistance, and other innovative practices that mitigate borrower default (e.g., enrollment reporting, default management teams, borrower risk assessment, and student success).

Presenters:
David Hammond...U.S. Department of Education
Patrick Kennedy ....U.S. Department of Education

Day 1, 2:00 p.m. – 3:15 p.m. .... Orlando Ballroom L-N
Day 2, 12:30 p.m. – 1:45 p.m. .... Windermere Ballroom Y-Z
Day 3, 3:00 p.m. – 4:15 p.m. ....Plaza International Ballroom H-K
Day 4, 10:30 a.m. – 11:45 a.m.................................Plaza International Ballroom H-K

14. Federal Loan Servicer Panel Discussion

Session Description: This session will be your opportunity to hear from a panel of federal loan servicers. The panel members will be asked to answer questions raised frequently by the financial aid community. This panel format will provide you with a comparison of processes, products, and services. At the end of the session, the audience will be given time to ask additional questions to the servicers.

Presenter:
Sue O'Flaherty ....U.S. Department of Education

Day 1, 11:00 a.m. – 12:15 p.m.................................Plaza International Ballroom H-K
Day 2, 9:00 a.m. – 10:15 a.m. .... Peabody Grand Ballroom R
Day 3, 12:00 p.m. – 1:15 p.m. ....Peabody Grand Ballroom S-V
Day 4, 10:30 a.m. – 11:45 a.m................................. Plaza International Ballroom D-G

15. Federal Loan Servicing Update

Session Description: The servicing landscape has changed dramatically and this session will assist schools in navigating a multiple-servicer environment with a focus on understanding the various entities and their roles; our Not-for-Profit (NFP) servicers; and our strategy going forward as we transition the current federal portfolio.

Presenter:
Cynthia Battle ....U.S. Department of Education

Day 1, 3:30 p.m. – 4:45 p.m. .... Plaza International Ballroom D-G
Day 2, 12:30 p.m. – 1:45 p.m. ....Peabody Grand Ballroom R
Day 3, 9:00 a.m. – 10:15 a.m. ....Peabody Grand Ballroom S-V
Day 3, 3:00 p.m. – 4:15 p.m. ....Peabody Grand Ballroom S-V

16. Title IV Reconciliation

Session Description: This session will present an overview of key areas in the funding and reconciliation processes for all Title IV aid programs. Tips, tools, and resources will be explored to assist your school in meeting your responsibilities for timely and accurate accounting of all Title IV aid funds. We will also cover the inter-relationships between the financial aid and business offices and the need for internal reconciliation and reconciliation to the Department's records. In addition, we will examine a new Direct Loan and TEACH Grant reconciliation report available to schools beginning in March 2013.

Presenter:
Barbara Davis ....U.S. Department of Education

Day 2, 9:00 a.m. – 10:15 a.m. ....Plaza International Ballroom H-K
Day 2, 3:00 p.m. – 4:15 p.m. ....Plaza International Ballroom H-K
Day 3, 12:30 p.m. – 1:45 p.m. .... Plaza International Ballroom D-G
Day 4, 11:00 a.m. – 12:15 p.m...Peabody Grand Ballroom R

17. PLUS Processing A-Z

Session Description: Have questions about Direct PLUS Loan processing? This session is geared to answer them and help you originate and disburse PLUS Loans for your borrowers successfully and efficiently. Learn who can borrow a PLUS Loan, how the Direct PLUS Loan process differs from the Sub/Unsub 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, where it comes from, and how it got there.

Presenters:
Wendy Jerreld ....U.S. Department of Education
Wood Mason ....U.S. Department of Education

Day 1, 1:30 p.m. – 2:45 p.m. ....Peabody Grand Ballroom R
Day 2, 10:30 a.m. – 11:45 a.m..................................Plaza International Ballroom H-K
Day 3, 11:00 a.m. – 12:15 p.m.................................Plaza International Ballroom H-K
Day 4, 12:00 p.m. – 1:15 p.m. ....Plaza International Ballroom H-K

18. NSLDS® Update

Session Description: This session will focus on recent and upcoming changes to the National Student Loan Data System® (NSLDS), including enrollment reporting process changes for 2013, new and enhanced reports, new file upload methods, details on Pell lifetime eligibility displayed on NSLDS, and enhancements to the NSLDS student website.

Presenters:
Eric Hardy ....U.S. Department of Education
Valerie Sherrer...U.S. Department of Education

Day 1, 12:30 p.m. – 1:45 p.m. .... Windermere Ballroom Y-Z
Day 2, 9:00 a.m. – 10:15 a.m. .... Plaza International Ballroom D-G
Day 3, 1:30 p.m. – 2:45 p.m. .... Windermere Ballroom W-X
Day 4, 10:30 a.m. – 11:45 a.m.. Windermere Ballroom W-X

19. *Hands-On* NSLDS

Session Description: This session is an introduction to the basic functionality of the NSLDS website. Topics covered include loan and grant history, enrollment reporting, transfer monitoring, reports, and other useful features of the NSLDS website.

Presenter:
Jim Yoder ....U.S. Department of Education

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

20. 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 3 consecutive years, with emphasis placed 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). We will be answering questions to help schools attain a working knowledge of CDR management.

Presenters:
Nichelle Alston ....U.S. Department of Education
Donna Bellflower ....U.S. Department of Education

Day 1, 12:00 p.m. – 1:15 p.m. .... Orlando Ballroom L-N
Day 2, 2:00 p.m. – 3:15 p.m. .... Orlando Ballroom L-N
Day 3, 11:00 a.m. – 12:15 p.m... Orlando Ballroom L-N
Day 3, 3:30 p.m. – 4:45 p.m. .... Orlando Ballroom L-N

School Spirit Day!

ON DAY 3, THURSDAY, FORGET THE BUSINESS CASUAL ATTIRE AND WEAR CLOTHING THAT REPRESENTS YOUR SCHOOL! GET IN THE SPIRIT!!

21. The FSA Assessments – Find it, Fix it, Enhance Compliance

Session Description: This session will show schools how to use this web-based 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, satisfactory academic progress, and institutional eligibility.

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

Day 1, 2:00 p.m. – 3:15 p.m. ....Plaza International Ballroom H-K
Day 2, 10:30 a.m. – 11:45 a.m................................ Plaza International Ballroom D-G
Day 3, 9:30 a.m. – 10:45 a.m. .... Orlando Ballroom L-N
Day 3, 2:00 p.m. – 3:15 p.m. .... Orlando Ballroom L-N

22. Top 10 Audit & Program Review Findings

Session Description: This session will give you an overview of FSA's top ten audit and program review findings, including approaches or solutions on how to avoid them at your institution.

Presenters:
Effie Barnett ....U.S. Department of Education
Jan Brandow...U.S. Department of Education

Day 1, 12:00 p.m. – 1:15 p.m. .... Windermere Ballroom W-X
Day 2, 1:30 p.m. – 2:45 p.m. .... Peabody Grand Ballroom O-Q
Day 3, 10:30 a.m. – 11:45 a.m... Windermere Ballroom W-X
Day 4, 11:00 a.m. – 12:15 p.m....................................... Peabody Grand Ballroom O-Q

23. Reporting Changes Impacting Institutional Eligibility

Session Description: This session will cover what, when, and how you need to report changes impacting your institutional eligibility. This includes changes in ownership, adding educational programs (including comprehensive transition and postsecondary programs for students with intellectual disabilities), adding new locations, or other changes reported using the E-App. Avoid future liabilities – get the facts here!

Presenters:
Susan Bowder...U.S. Department of Education
Scott Prince...U.S. Department of Education

Day 1, 1:30 p.m. – 2:45 p.m. .... Windermere Ballroom W-X
Day 2, 11:00 a.m. – 12:15 p.m... Windermere Ballroom Y-Z
Day 3, 9:30 a.m. – 10:45 a.m. .... Windermere Ballroom Y-Z
Day 3, 1:30 p.m. – 2:45 p.m. .... Windermere Ballroom Y-Z

24. Common Mistakes in Implementing Campus Security & Fire Safety Requirements

Session Description: Learn the most common mistakes that schools make when implementing the Clery Act's campus security and fire safety requirements. This session will explain required policies and procedures through case studies and examples of best practices. The presenters will also provide practical advice for complying with the newest provisions of the Clery Act, including the missing students reporting rule.

Presenters:
Jessica Finkel...U.S. Department of Education
James Moore ....U.S. Department of Education

Day 1, 12:00 p.m. – 1:15 p.m. .... Peabody Grand Ballroom R
Day 1, 3:30 p.m. – 4:45 p.m. .... Peabody Grand Ballroom S-V
Day 2, 11:00 a.m. – 12:15 p.m... Peabody Grand Ballroom S-V
Day 2, 2:00 p.m. – 3:15 p.m. .... Windermere Ballroom Y-Z

25. *Hands-On* StudentAid.gov – the Integrated Student Experience

Session Description: This session will provide an overview of FSA's new streamlined website and social media tools. StudentAid.gov makes it easier for students and families to navigate the financial aid process and make informed decisions about preparing and paying for college.

Presenters:
Nicole Callahan ....U.S. Department of Education
Mindy Chiat ....U.S. Department of Education
Abraham Marinez ....U.S. Department of Education

Day 1, 12:00 p.m. – 1:15 p.m. .... Manatee Spring
Day 2, 3:00 p.m. – 4:15 p.m. .... Manatee Spring
Day 3, 1:30 p.m. – 2:45 p.m. .... Manatee Spring

26. FAFSA[SM] & Application Processing Update

Session Description: This session will provide an overview of the 2013-14 *Free Application for Federal Student Aid* and an update of related application processing changes.

Presenters:
Jeff Baker...U.S. Department of Education
Misty Parkinson ....U.S. Department of Education
Jody Sears...U.S. Department of Education

Day 1, 2:00 p.m. – 3:15 p.m. .... Windermere Ballroom Y-Z
Day 2, 9:30 a.m. – 10:45 a.m. ....Peabody Grand Ballroom S-V
Day 2, 3:30 p.m. – 4:45 p.m. ....Peabody Grand Ballroom S-V
Day 3, 10:30 a.m. – 11:45 a.m...Peabody Grand Ballroom S-V

27. Financial Literacy – "What" Students Need to Know

Session Description: In this session, we will use quantitative and qualitative data to identify the characteristics of borrowers largely in need of financial literacy to assist in their ability to make smart borrowing choices. The session will also highlight what others are doing to promote financial literacy to positively influence cohort default rates, enrollment management, and student financial capability.

Presenters:
Elizabeth Coogan...U.S. Department of Education
Ed Pacchetti..U.S. Department of Education

Day 2, 9:30 a.m. – 10:45 a.m. .... Florida Ballroom
Day 2, 3:00 p.m. – 4:15 p.m. .... Windermere Ballroom W-X
Day 3, 11:00 a.m. – 12:15 p.m................................. Plaza International Ballroom D-G
Day 3, 3:00 p.m. – 4:15 p.m. .... Plaza International Ballroom D-G

28. Leveraging Social Media to Drive Awareness and Increase Engagement with Students

Session Description: This session will provide financial aid administrators and college access professionals with an overview of FSA's new social media platforms and activities. Learn how you can use online listening to create better content; leverage FSA content for your own Facebook, Twitter, and YouTube pages; increase student engagement with your pages and learn how you can measure effectiveness of your efforts.

Presenters:
Nicole Callahan ....U.S. Department of Education
Mindy Chiat ....U.S. Department of Education
Abraham Marinez ....U.S. Department of Education

Day 2, 9:30 a.m. – 10:45 a.m. .... Orlando Ballroom L-N
Day 3, 12:00 p.m. – 1:15 p.m. .... Windermere Ballroom Y-Z
Day 4, 12:00 p.m. – 1:15 p.m. .... Plaza International Ballroom D-G

29. Enterprise Identity Management – Leveraging Participation Management to Provide Reduced Sign-On for COD

Session Description: We heard you loud and clear! Finally, a solution for reduced user sign-on. The Enterprise Identity Management session will focus on FSA's plans to modify user sign-on in 2013 and beyond. Learn how FSA will reduce the FAA multiple sign-on requirements for COD and Participation Management (PM), and how this initiative will make accessing FSA systems easier.

Presenter:
Bridget-Anne Hampden ....U.S. Department of Education

Day 1, 3:30 p.m. – 4:45 p.m. ....Plaza International Ballroom H-K
Day 2, 10:30 a.m. – 11:45 a.m...Peabody Grand Ballroom R
Day 3, 9:30 a.m. – 10:45 a.m. ....Peabody Grand Ballroom R

30. Your Role in Helping FSA Prevent Identity Fraud

Session Description: Federal Student Aid receives numerous breach reports annually from colleges and universities. In investigating these incidents, the Department of Education discovered that the underlying motive in some cases was the theft of Personally Identifiable Information (PII) data in order to commit fraud. This important session will focus on some of these fraudulent activities, let you know what to do in the event of a data breach, and give FAAs valuable tips on protecting PII data.

Presenters:
Steven Anderson ....U.S. Department of Education
Christopher Cooper..U.S. Department of Education
Kathleen Styles ....U.S. Department of Education
Dr. Linda Wilbanks..U.S. Department of Education

Day 1, 12:30 p.m. – 1:45 p.m. ....Peabody Grand Ballroom S-V
Day 2, 3:00 p.m. – 4:15 p.m. ....Peabody Grand Ballroom R
Day 3, 3:30 p.m. – 4:45 p.m. ....Peabody Grand Ballroom R

31. 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 1, 3:00 p.m. – 4:15 p.m. .... Florida Ballroom
Day 2, 11:00 a.m. – 12:15 p.m.. Florida Ballroom
Day 3, 9:00 a.m. – 10:15 a.m. .... Florida Ballroom
Day 4, 10:30 a.m. – 11:45 a.m.. Florida Ballroom

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

Session Description: Return of Title IV Funds can be a complex component of your administration of Title IV HEA programs. This session is intended to teach the basic concepts 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. .... Florida Ballroom
Day 2, 1:30 p.m. – 2:45 p.m. .... Florida Ballroom
Day 3, 3:30 p.m. – 4:45 p.m. .... Florida Ballroom

33. Foreign Schools Orientation to the FSA Conference

Session Description: This session will assist foreign school participants in making the most efficient use of their time at the FSA conference. The foreign schools track will be described as well as other sessions that foreign schools should attend to improve their administration of Direct Loans. The presenters will take a further step to expound upon how a foreign school participant attending a session primarily designed for U.S. schools will apply to them.

Presenter:
David Bartlett ....U.S. Department of Education

Day 1, 7:30 a.m. – 8:15 a.m. ....Barrel Spring

34. Foreign Schools Update and Q&A

Session Description: This session will communicate any new guidance to foreign school partners on topics specific to the foreign schools audience. Ample time will be provided after the update portion of the session for question and answers with FSA subject matter experts.

Presenters:
Jeff Baker..U.S. Department of Education
David Bartlett ....U.S. Department of Education
David Bergeron ....U.S. Department of Education
Michael Stein ....U.S. Department of Education

Day 2, 5:00 p.m. – 6:00 p.m. ....Barrel Spring

35. Foreign Schools Medical, Veterinarian, & Nursing Update

Session Description: This session will provide updated guidance on the administration of these specific regulations. An adequate amount of time will be allowed in the design of this session to allow a question-and-answer period with subject matter experts from the Foreign Schools Team.

Presenters:
David Bartlett ....U.S. Department of Education
Michael Stein ....U.S. Department of Education

Day 2, 1:30 p.m. – 2:45 p.m. ....Barrel Spring

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36. Foreign Schools Cash Management

Session Description: The session will provide a refresher on the basics of cash management and disbursement rules for foreign schools. This session will also demonstrate the process of entering funding requests and returning funds to ED using the electronic refund process in the G5 system.

Presenters:
Greg Martin ....U.S. Department of Education
Byron Scott ....U.S. Department of Education

Day 1, 1:30 p.m. – 2:45 p.m. ....Barrel Spring

37. Foreign Schools Consumer Information

Session Description: Consumer information is required of all Title IV eligible institutions and foreign schools are also required to provide consumer information to prospective and current U.S. students. This session will describe the necessary communication and the timeframes upon which it needs to be delivered to students as well as the requirements of reporting to FSA.

Presenter:
Byron Scott ....U.S. Department of Education

Day 1, 3:00 p.m. – 4:15 p.m. ....Barrel Spring

38. Foreign Schools Satisfactory Academic Progress

Session Description: Foreign schools must have a satisfactory academic progress (SAP) policy and it may need to be updated based upon changes from recent regulations. This session will be created at a basic level to assist foreign schools in creating their own SAP policy or to boost their policy to include new provisions of recent regulatory changes.

Presenter:
Jamie Malone...U.S. Department of Education

Day 1, 10:30 a.m. – 11:45 a.m..Barrel Spring

39. Foreign Schools Return of Title IV Funds (R2T4)

Session Description: When a U.S. student ceases attendance at a Title IV eligible institution, the institution is required to complete a return of Title IV funds calculation. Since foreign schools have a relative low number of withdrawals, this calculation will be presented at a basic level and a hand calculation using FSA provided forms will be demonstrated.

Presenters:
David Bartlett ....U.S. Department of Education
Greg Martin ....U.S. Department of Education

Day 2, 9:00 a.m. – 10:15 a.m. ....Barrel Spring

40. *Hands-On* FSA Assessments for Foreign Schools

Session Description: This session will present the FSA Assessment tool. A tour of the assessments will be presented and the foreign school participants will be given the opportunity to use the FSA Assessments to complete lessons that will aid them in using the tool.

Presenters:
David Bartlett ....U.S. Department of Education
Byron Scott ....U.S. Department of Education

Day 2, 10:30 a.m. – 11:45 a.m... Manatee Spring

Birds of a Feather Sessions, 41-44, can be found on page 38.

#AskFAFSA Office Hours on Twitter:
Lend your subject matter expertise during this interactive session as we host @FAFSA's monthly Twitter Office Hours live from the FSA Fall Conference! Get an insider look into how we manage our #AskFAFSA Office Hours and learn what students most want to know and how you can share this information with students on your campus. Come prepared: We'll need your help answering financial aid questions that come in live!

5:00p.m. - 6:30p.m. on Wednesday in the Windermere Ballroom W-X

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45. Quality Assurance Program – For Schools Participating in the QA Program

Note: *Invitation only for schools in the QA program.*

Session Description: QA Schools will be invited to share the results from the new "Pell Improper Payment Report." School participants will share their answer to three questions: 1) Which of their school verification criteria was the least efficient in identifying applicants who needed to have their FAFSA information corrected? 2) Were they able to identify a subset of student who met these criteria and could be eliminated from future verification efforts? 3) How are they planning to apply this analysis in setting their verification procedures for future award years? Staff from FSA's QA Program Team will facilitate and be able to answer any questions schools have about data analysis activities.

Day 1, 5:00 p.m. – 6:00 p.m. .... Orlando Ballroom L-N
Day 2, 5:00 p.m. – 6:00 p.m. .... Orlando Ballroom L-N

46. Experimental Sites Initiative - Cancelled

Note: *Invitation only for schools in the ESI program.*

Session Description: Schools participating in any of the seven new experiments will be invited and encouraged to attend. FSA staff will go over the reporting requirements for each experiment and will be available to answer any questions. FSA staff members are eager to learn how schools are progressing with their implementation efforts. Participants will meet and learn from other schools participating in the experiments.

Day 3, 5:00 p.m. – 6:00 p.m. .... Plaza International Ballroom D-G

47. Gainful Employment Disclosure

Session Description: This session will discuss the gainful employment disclosure requirements that took effect on July 1, 2011.

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

Day 1, 2:00 p.m. - 3:15 p.m. .... Plaza International Ballroom D-G
Day 2, 12:30 p.m. - 1:45 p.m. .... Plaza International Ballroom D-G
Day 2, 3:30 p.m. - 4:45 p.m. .... Plaza International Ballroom D-G

Birds of a Feather

41. 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 upon the institutions and the students they serve. MSI institutional staff will have an opportunity to provide feedback regarding current FSA Small and Under-Resourced Schools Division training initiatives as well as suggestions and recommendations for future activities.

Day 1, 5:00 p.m. – 6:00 p.m. .... Florida Ballroom

42. Community Colleges

Session Description: This session will provide an opportunity for those who work at Community Colleges to meet collectively to discuss best practices, current challenges, and opportunities.

Day 2, 5:00 p.m. – 6:00 p.m. .... Florida Ballroom

43. Graduate and Professional Schools

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

Day 3, 5:00 p.m. – 6:00 p.m. .... Orlando Ballroom L-N

44. 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.

Day 3, 5:00 p.m. – 6:00 p.m. .... Florida Ballroom

Resource Center

The Resource Center is located on the lobby level in the Bayhill Rooms. ED staff and contractors 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 (formerly PC Lab)
Bayhill Rooms, Lobby Level
This year, attendees can schedule one-on-one appointments in the Ask-a-Fed room.

Monday, November 26	*Closed*
Tuesday, November 27	10:00 a.m. to 6:00 p.m.
Wednesday, November 28	8:00 a.m. to 6:00 p.m.
Thursday, November 29	8:00 a.m. to 6:00 p.m.
Friday, November 30	8:00 a.m. to 12:00 p.m.

Resource Center Rooms

Ask-a-Fed, domestic & foreign	Bayhill 21-22
TOPICS Survey	Bayhill 21-22
G5/COD/COD Reconciliation	Bayhill 23-24
StudentAid.gov & FAFSA.gov Demo	Bayhill 25
E-App for Schools & eZ-Audit	Bayhill 26
FSA Assessments	Bayhill 27
Ask-a-Federal Loan Servicer	Bayhill 28
EDE Suite Software & CPS Web Products	Bayhill 29
NSLDS/eCampus-Based	Bayhill 30
SAIG Participation Management Enrollment	Bayhill 31
IFAP	Bayhill 32
Default Management	Bayhill 33

NAME CHANGE:
The PC Lab has been renamed the Resource Center.

Resource Center Descriptions

Ask-a-Fed *Bayhill 21-22*
If you have Title IV-related questions, such as policy guidance, administrative procedures, operational requirements, etc., and need to talk with a Fed, stop by and talk with one of our experienced staff. If an answer can't be given immediately, every effort will be made to provide an answer via e-mail.

Foreign Schools Ask-a-Fed *Bayhill 21-22*
Foreign schools may have questions as a result of participating in Direct Loans or after attending conference sessions that may be specific to their school.

Ask-a-Federal Loan Servicer *Bayhill 28*
Bring your servicing-related questions to the servicer table in the Resource Center where representatives from ACS, FedLoan Servicing (PHEAA), Great Lakes Educational Loan Services, Inc., Nelnet, and Sallie Mae will be available to assist you.

National Student Loan Data System (NSLDS) *Bayhill 30*
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.

Default Management *Bayhill 33*
Attendees will be able to view the Default Management website. Staff will demonstrate website features (e.g. electronic searchable database) and assist you in extracting and using reports. Staff will also provide hands-on and tutorial assistance on the eCDR appeals system. We will also be registering schools for the eCDR system.

IFAP *Bayhill 32*
See a demonstration of the IFAP website. Let us help answer your questions from customization to best practices for conducting searches. Learn how to register to receive e-mail notification directly from IFAP.

eCampus-Based System *Bayhill 30*
Attendees can get one-on-one assistance from customer service staff on their schools' FISAP submissions, the Default Reduction Assistance Program (DRAP), Campus-Based funding, and Perkins liquidation assistance.

COD *Bayhill 23-24*
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 in regards to COD processing. Studentloan.gov and our new 10.2 release will be of major interest to schools this year.

COD Reconciliation *Bayhill 23-24*
Attendees can get one-on-one assistance with reconciliation, closeout, and resolution of unsubstantiated funds for Direct Loans, grants, and other Title IV programs.

G5 *Bayhill 23-24*
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.

SAIG Participation Management Enrollment *Bayhill 31*
Student Aid Internet Gateway (CPS/SAIG) enrollment specialists will be available to assist with any questions you may have concerning your SAIG Mailbox services and enrollment, FAA Access to CPS Online Users, NSLDS Users, and other SAIG services. If you have questions about your current enrollment status or how to modify or add new services, please visit us.

EDE Suite Software *Bayhill 29*
The EDE Suite of Software Products is a free suite of software products provided by FSA. The EDExpress Application Processing and Packaging modules allow schools to receive Institutional Student Information Record (ISIR) data from CPS and perform document tracking and automated awards packaging. The Direct Loan module allows schools to exchange loan origination and disbursement data with COD and the printing of Master Promissory Notes. The Grants module allows schools to submit Pell, ACG, National SMART Grant and TEACH Grant origination and disbursement data to COD. The EDE Suite also includes stand-alone SSCR and Direct Loan Tools products. Staff will also be demonstrating FSA's CPS Web products. These products include FAA access to CPS Online, R2T4 on the Web, the Federal Student Aid PIN Web site, FAFSA on the Web, and FAFSA4caster.

E-App for Schools *Bayhill 26*
Institutions use the E-App to apply for recertification, to apply for approval after a change in ownership, to report any updates to the institution's current information or to apply for expansion of its institutional eligibility. Updates include changes to the name, address or officials of the institution. Expansions include adding new programs or new locations. Staff will be available to assist with any questions you have regarding the Electronic Application for Approval to Participate in the Federal Student Financial Aid Programs (E-App for Schools). This is also the place to report your institution's emergency contact information. Stop by and let us check to ensure your institutional officials are current and, if needed, assist in preparing your application.

eZ-Audit *Bayhill 26*
Have questions on when and how to submit your financial statements and compliance audits? Come find out how easy it is to submit your annual compliance audits and financial statements via the web. Learn what's new with eZ-Audit and check your institution's registration/submission status. Is your most recent submission overdue or incomplete? We can help you in a matter of minutes. eZ-Audit makes the reporting process much easier for you and helps Federal Student id better serve your needs.

FSA Assessments *Bayhill 27*
Come and 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. Staff will be on hand to answer questions.

StudentAid.gov & FAFSA.gov Demo *Bayhill 25*
FSA customer service staff will provide participants with hands-on experience using the 2013-14 FAFSA.gov website and will answer questions about the Free Application for Federal Student Aid (FAFSA). Conference participants will also experience StudentAid.gov, FSA's new comprehensive customer website, complete with social media tools.

TOPICS Survey -Your Opinion Matters! *Bayhill 21-22*
Have you always wanted an opportunity to tell Federal Student Aid what types of training you want and need? Well, that opportunity has presented itself! Stop into the Ask A Fed Resource Room and look for the TOPICS Survey table. It only takes 5-10 minutes to complete and all responses are anonymous. FSA uses the data collected in this survey to help form decisions about what training topics should be offered to the financial aid community in the upcoming year. We value your input and look forward to your comments! **IMPORTANT:** This survey is not about – nor affiliated with – the Federal Student Aid Conference.

Free Wi-Fi is Available
Connect to
"Peabody Meeting Space" Network

open your web browser, and use
access code **FSA2012**

Food & Beverage Options

A.M. and P.M. Beverage Breaks Provided by the Peabody Orlando

The Peabody Orlando will provide complimentary A.M. (regular and decaf coffee) and P.M. beverage service (alternating Infused Water with Lemonade and Fruit Punch) in the Windermere Foyer, Peabody Grand Foyer, Plaza Foyer, and Orlando Foyer. Hours of operation are:
- A.M. Beverage Service: Tuesday, 11/27 – Friday, 11/30 10:15 a.m. – 11:00 a.m.
- P.M. Beverage Service: Tuesday, 11/27 – Thursday, 11/29   2:45 p.m. – 3:30 p.m.

Pre-Order Lunch Pick-Up

If you pre-ordered lunches online before the Conference, you can pick them up at the convention entrance, located on the lobby level between **11:30 a.m. – 2:00 p.m**. Be sure to bring your receipts.

*Please note that your meals **must** be picked up during the time allotted, the Peabody Orlando will not issue refunds if you do not pick up your meals during the allotted time.*

Food & Beverage Sales

The Peabody Orlando will offer food & beverage sales to attendees in the Rotunda Foyer near Conference Registration on the Convention Level and in the Plaza I Foyer on the Convention Level in the Mallard Tower between 11:30 a.m. - 2:00 p.m. Methods of payment include cash, credit card, debit card, and room charge (for Peabody guests only).

Peabody Food & Beverage Sales Outlets Hours of Operation & Location

Tuesday, 11/27	7:00 a.m. – 5:00 p.m.	Plaza I Foyer Only
Tuesday, 11/27	10:00 a.m. – 5:00 p.m.	Rotunda Foyer Only
Wednesday, 11/28	7:00 a.m. – 5:00 p.m.	Rotunda Foyer & Plaza I Foyer
Thursday, 11/29	7:00 a.m. – 5:00 p.m.	Rotunda Foyer & Plaza I Foyer
Friday, 11/30	7:00 a.m. – 1:30 p.m.	Rotunda Foyer & Plaza I Foyer

Food & Beverage Sales Sample Menu
Food & Beverage sales will include nutrition bars, fruit, Danish & muffins, sandwich of the day, hummus & pita, cheese trays, crudité, sodas, bottled water, and candy (options will vary based on availability).
- Turkey Sandwich with Swiss cheese on a Whole Wheat
- Tuna Salad Sandwich on Ciabatta
- Greek Salad with Romaine, Feta cheese, Olives, Cucumber, Onion, and Tomato

Peabody Orlando Dining Options

Guests presenting their conference badge at the following establishments (except Peabody Express) will receive a 10% discount on regular menu prices.

NAPA

Located in the Main Lobby of The Peabody Orlando. **$**

Sample Menu:
- Roasted All Natural Turkey and Dried Cranberry Salad Club on Multi-Grain Bread served with House made Rosemary and Thyme Potato Chips
- Baked Wagyu Beef and Crispy Eggplant Lasagne, Thai Basil and Plum Tomato Pomodoro, Pecorino Cheese
- Regular menu also available.

Hours of Operation:

Breakfast Buffet	6:00 a.m. – 10:30 a.m.
Lunch	11:00 a.m. – 3:00 p.m.
Dinner	6:00 p.m. – 11:00 p.m.

CAPRICCIO GRILL

Located in the Mallard Tower. **$$**

- Italian Lunch Buffet available for $20.
- Regular menu is available *DURING DINNER ONLY.*

Hours of Operation:

Lunch	11:30 a.m. – 2:00 p.m.
Dinner	6:00 p.m. – 10:00 p.m.

B-LINE DINER / B-LINE EXPRESS

Located in the Mallard Tower. **$**

- Specific B-Line specials at $14.95 + tax/gratuity to include beverage.

Sample Menu:
- Garden Chicken Salad – Choice of Dressing
- 3 Piece Chicken Tenders with French Fries
- Spaghetti with Bolognese Sauce and Garlic Points

Hours of Operation:

B-Line Diner is open 24/7; the lunch special is available 11:30 a.m. – 2:00 p.m.

PEABODY EXPRESS

Located on the Convention Level. **$**

- Menu includes morning and sweet snacks, hot and cold lunch items daily, and a variety of beverages. All options offered at around $12.00 +tax/gratuity.

Hours of Operation:

11/26:	12:00 p.m. – 5:00 p.m.
11/27 – 11/30:	7:00 a.m. – 1:00 p.m.

$ = up to $15
$$ = up to $25

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Rosen Hotels Dining Options

Rosen Shingle Creek

There is a **15% discount** in select restaurants to conference attendees (excluding Monroe Market and Smooth Java). Call 407-996-3663 for reservations or inquiries.

- **A Land Remembered** is a steakhouse proudly serving Black Angus Beef, seafood, salads & soups, and menu items catering to all tastes. Located in the Golf Clubhouse. Open nightly for dinner, 5:30 p.m. to 10:00 p.m. Evening resort attire recommended. Reservations recommended. 407-996-3663.

- **Cala Bella at Rosen Shingle Creek** is an Italian restaurant from the countryside of Tuscany. Reward your taste buds with crisp salads, rich seafood, tender steaks, fresh pastas, and fine wines. 407-996-3663.

- **18 Monroe Street Market** is a 24/7 deli offering breakfast and a variety of items for quick snacks to quick-to-order meals.

- **Banrai Sushi** offers the perfect combination of flavors and textures to put your mind at ease, including traditional sushi, signature rolls, specialty sakes, and inspired cocktails. Hours are 5:00 p.m. to 10:00 p.m.

- **Tobias Flats & Watering Hole** featuring a delightful take on flatbread and unique recipes. Starters, salads, and sandwiches. Open daily at 11:30 a.m.

- **Café Osceola & Osceola Bar** is open for breakfast, lunch, and dinner starting at 7:00 a.m. Offering buffet chef cooking stations and a la carte menu.

- **Smooth Java** located in the lobby offers coffee, smoothies, and pastries.

- **Shingle Creek Clubhouse Grille** is open from 11:00 a.m. to 2:30 p.m. for lunch.

Rosen Center

Call 407-996-9840 for reservations or inquiries.

- **Everglades Restaurant** lets your good tastes run wild in Orlando with thick prime steaks, fresh Florida seafood, and the incredible flavors of gator chowder, tenderloin of buffalo, venison steak, and other unique regional specialties. Open daily at 5:30 p.m. Dress is resort casual. Reservations recommended.

- **98Forty Tapas & Tequila** has Mexican and Spanish flavor tapa-style dishes. Open daily at 5:00 p.m.

- **Banshoo Sushi Bar** offers sushi rolls, fresh sashimi, and seafood dishes. Open daily 5:00 p.m. to 10:00 p.m.

- **Café Gaugin** is a casual setting with grand buffets and full-service menu selections. Open for breakfast from 6:30 a.m. to 10:30 a.m., lunch from 11:30 a.m. to 2:30 p.m., and dinner from 5:00 p.m. to 10:00 p.m.

- **Smooth Java Coffee Bar** opens daily from 6:00 a.m. to 7:00 p.m. offering Starbucks coffee, smoothies, pastries, and desserts.

- **Red's Deli** is open 24/7 serving soups, salads, pizza, and made-to-order sandwiches.

Rosen Hotels Dining Options

Rosen Plaza

The Rosen Plaza offers two restaurants, a pizza shop, a 24-hour deli and room service, which all serve up dining choices to satisfy every appetite.

- **Jack's Place Restaurant** features dinners with prime steaks and fresh seafood. Open nightly at 5:30 p.m. Reservations, 407-996-1787.

- **Café Matisse** is open from 6:30 a.m. to 11:00 p.m. and offers bountiful buffets and complete menus for breakfast, lunch, and dinner.

- **Lite Bite Express** is open 24/7 and offers deli sandwiches, snacks, and convenience items.

- **Smooth Java Coffee Bar** opens daily at 6:00 a.m. to 1:00 p.m. offering Starbucks coffee, smoothies, pastries, and desserts.

- In-Room Dining.

Rosen Inn at Pointe Orlando

Enjoy all-you-can-eat buffets, perfect deli selections, fresh, made-to-order pizza, favorite lounge beverages, and a late-night bar menu.

- **Plaza Garden Restaurant** has buffets for breakfast or dinner. Our signature Mickey Mouse waffles and evening ice-cream bar make dining with us truly an experience. Evening menu changes nightly so you'll never get bored with the choices you'll find. If you desire something unique a full food and alcohol menu is available; including our hot and fresh specialty pizzas. Open 6:30 a.m. to 10:30 a.m. for breakfast and 5:00 p.m. to 9:00 p.m. for dinner.

- **Lite Bite Mini-Market & Deli** offers every type of convenience item and is open 24/7 for late night cravings. Features sandwiches, salads, pizza, chicken wings, beverages, grab and go breakfast items, and more. Located adjacent to the lobby and features a large outdoor seating area and game room.

- **Zebra's Sports Bar** is located just off the lobby to meet with friends for drinks or grab a burger and fries or pizza. Featuring nightly happy hour drink specials and lively Karaoke nights. Dine inside or enjoy the outdoor seating on our patio deck. Grill menu is available for eat-in or carry out. Open from 3:00 p.m. until late daily.

- **Smooth Java Coffee Bar & Gifts** has premium coffee choices, gourmet pastries, fresh squeezed orange juice, and fruit smoothies. Proudly serving Starbucks coffee. Open daily at 6:30 a.m. Located in the lobby. While here try our own specialty pizza; Rosen's Perfect Pizza, made with whole wheat crust, turkey pepperoni, and low-fat mozzarella cheese.

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Adobe Gila's
Features tacos, quesadillas, Gila wraps, a selection of more than 50 different tequilas, and live bands and entertainment six nights a week. 407-903-1477.

B.B. King's Blues Club
Offers four full-service bars and a full menu complete with a variety of Southern comfort food fused with flavors from around the globe. 407-370-4550.

Copper Canyon Grill
Features a bold menu that includes rotisserie chicken, rib platter, or Mary Ellen's crab cakes. 407-363-3933.

Cuba Libre Restaurant & Rum Bar
Features traditional Cuban cuisine. Reservations are recommended. 407-226-1600.

Fat Fish Blue
Features American Bistro fare with a New Orleans flair. It is a unique concept complete with music, dining, dancing and fun for everyone, serving a full menu late into the night. Next door is the Improv Comedy Club. 407-480-2000.

Funky Monkey Wine Company
Offers diners an eclectic, fusion-style with Asian-American influenced menu complete with delectable salads, unique appetizers, and entrees ranging from ostrich to hand-rolled Sushi to a raw bar including oysters, clams, and mussels. 407-418-9463.

Hooters
A wide array of menu items includes shrimp, salads, smothered chicken sandwiches, and chicken wings served mild, medium, hot, or 3-Mile Island. 407-355-7711.

Johnny Rockets
Features simple, great-tasting food from a menu of All-American nostalgic favorites, including juicy hamburgers, hand-dipped shakes and malts, and freshly baked apple pie. 407-903-0762.

Maggiano's Little Italy
Features traditional Italian-American fare of home-cooked meals served either family-style or in single servings. 407-241-8650.

Pizzeria Valdiano
Features a menu filled with authentic Italian favorites including specialty pies, pizza by the slice, stromboli, subs, salads, pastries, espresso, and more. Pizzeria Valdiano offers lunch, dinner, and take-out. 407-903-5855.

Taverna Opa
Features authentic Greek cuisine. Located on the second level of Pointe Orlando. 407-351-8660.

The Capital Grille
Features dry aged steaks, chops, and fresh seafood. 407-370-4392.

Pointe Orlando Dining Options

The Oceanaire Seafood Room
Offers ultra-fresh seafood and shellfish flown in daily from around the world. Prices for entrees start at $13 and the average price per guest check is $45-60. Reservations are encouraged. 407-363-4801.

The Pub
Features our signature Fish-n-Chips, salads, sandwiches, burgers, and classic pub dishes. Hours from Monday to Sunday are 11:00 a.m. – 2:00 a.m. 407-352-2305.

Tommy Bahama's Restaurant & Bar
Dine on the award-winning Tommy's World Famous Coconut Shrimp, Trinidad Ahi Tuna, and mouthwatering Pina Colada Cake, while a Tommy Bahama Bungalow Brew quenches your thirst. 321-281-5888.

A mobile version of the conference agenda as well as session presentations are available at
HTTP://FSACONFERENCES.ED.GOV/MOBILE
To view, either type in this URL or use a scanner app to scan this QR code with your phone.

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Useful Information

The Peabody Orlando
9801 International Drive
Orlando, FL 32819
Phone: 407-352-4000

Business Center:	**11th Hour Business Center** Located on the Convention Level in the Mallard Tower. Hours of Operation: Monday-Friday 7:00 a.m. to 8:00 p.m. Saturday 7:00 a.m. to 6:00 p.m. Sunday 8:00 a.m. to 6:00 p.m. Telephone number: 407-345-4466 Send/receive fax: 407-351-9177
Phone Messages:	Phone calls will be routed to your hotel room and messages will be recorded on your voicemail.
Lost & Found:	Any lost and found items can be turned in registration or given to a conference logistics staff member. You may also contact the hotel at 407-352-4000, ext 54178.
Peabody Hotel Parking:	Self-parking rates $16 overnight, plus tax; Valet parking rates $24 overnight, plus tax. Overnight guests have unlimited in/out privileges, but daily visitors do not.
Internet Access:	For attendees staying at The Peabody Orlando or Rosen hotels, in-room internet access is provided.
Wi-Fi Access in Meeting Space:	Access the "Peabody Meeting Space" Wi-Fi network with access code **FSA2012**
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.
Nearest Medical Facility: *(4 miles away)*	Dr. P. Phillips Hospital, 9400 Turkey Lake Road, Phone: 407-351-8546
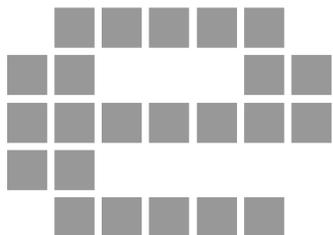
Need a question answered during the conference? Simply e-mail or text your questions to: conferencequestions@ed.gov

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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.	202-377-4259
Quality Assurance (QA) Program	For questions about the QA Program that helps schools attain, sustain, and advance exceptional student aid delivery and service excellence.	• 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.)	• Boston: 617-289-0133 • New York: 646-428-3750 • Wash DC: 202-377-3173
Philadelphia (DC, Delaware, Maryland, Pennsylvania, Virginia, West Virginia)	• Philadelphia: 215-656-6442 • Wash DC: 202-377-3173
Atlanta (Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina)	• Atlanta: 404-974-9303 • Wash DC: 202-377-3173
Chicago (Illinois, Indiana, Minnesota, Ohio, Wisconsin)	• Chicago: 312-730-1515 • Wash DC: 202-377-3173
Dallas (Arkansas, Louisiana, New Mexico, Oklahoma, Texas)	• Dallas: 214-661-9490 • Wash DC: 202-377-3173
Kansas City (Iowa, Kansas, Kentucky, Missouri, Nebraska, Tennessee)	• Kansas City: 816-268-0410 • Wash DC: 202-377-3173
Denver (Colorado, Michigan, Montana, North Dakota, South Dakota, Utah, Wyoming)	• 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)	• San Francisco: 415-486-5677 • Seattle: 206-615-2594 • Wash DC: 202-377-3173
Foreign Schools Team	• Wash DC: 202-377- 3168
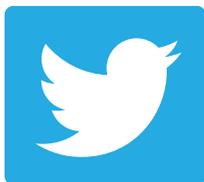
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Service Centers for Schools

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.	• 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 EDExpress.	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
Direct Loan Servicing Center (ACS)	888-877-7658
Department of Education Student Loan Servicing Center (ACS)	800-835-6511
EdManage	855-479-0490
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
KSA Servicing	877-292-5227
MOHELA	888-866-4353
Nelnet	866-463-5638
OSLA Servicing	866-264-9762
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	For 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
Direct Loan Servicing Center (ACS)	800-848-0979
Department of Education Student Loan Servicing Center (ACS)	800-835-4611
EdManage	855-479-0490
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
KSA Servicing	877-292-4825
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 Officers & Institutional Improvement Specialists

MAIN FUNCTIONS

Training Officers
Training Officers provide local, regional and national training on a wide variety of TIV 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 in their respective region for assistance.

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

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

*Regions and states may differ between Training Officers and Institutional Improvement Specialists

TRAINING OFFICERS

Boston
MA, ME, NH, VT, RI, CT

Pam Gilligan 617-289-0022
pam.gilligan@ed.gov

Anita Olivencia 617-289-0130
anita.olivencia@ed.gov

Thomas Threlkeld 617-289-0144
thomas.threlkeld@ed.gov (supervisor)

New York
NY, NJ, Puerto Rico, VI

Sandy Santana..646-428-3754
sandra.santana@ed.gov

Nautochia Webb 646-428-3758
nautochia.webb@ed.gov

Philadelphia
PA, WV, VA, DE, MD, DC

Gregory Martin..215-656-6452
gregory.martin@ed.gov

Craig Rorie 215-656-5916
craig.rorie@ed.gov

Annmarie Weisman 215-656-6456
annmarie.weisman@ed.gov

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

David Bartnicki..404-974-9312
david.bartnicki@ed.gov

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

Training & Technical Assistance Contacts

Chicago
MN, WI, IL, IN, OH, MI

Jamie Malone 312-730-1528
jamie.malone@ed.gov

Byron Scott 312-730-1534
byron.scott@ed.gov

Angela Smith 312-730-1552
angela.smith@ed.gov

Dallas
NM, TX, OK, AR, LA

Kevin Campbell 214-661-9488
kevin.campbell@ed.gov

Trevor Summers.. 214-661-9468
trevor.summers@ed.gov

Kansas City
NE, KS, IA, MO

David Bartlett 816-268-0434
david.bartlett@ed.gov

Scot Davisson 816-268-0510
scot.davisson@ed.gov

Denver
CO, UT, WY, SD, ND, MT

Margaret Day 303-844-3146
margaret.day@ed.gov

Richard Renshaw... 303-844-0433
richard.renshaw@ed.gov

Deborah Tarpley 303-844-3683
deborah.tarpley@ed.gov

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Training & Technical Assistance Contacts

San Francisco
CA, NV, AZ, HI, Pacific Islands

Mark Gerhard...415-486-5620
mark.gerhard@ed.gov (supervisor)

Virginia Hagins..415-486-5621
virginia.w.hagins@ed.gov

Bruce Honer 415-486-5521
bruce.honer@ed.gov

Robert Vallas 415-486-5617
robert.vallas@ed.gov

Seattle
AK, WA, OR, ID

Suzanne Scheldt 206-615-2583
suzanne.scheldt@ed.gov

Kimberly Schreck 206-615-2174
kimberly.schreck@ed.gov

Washington D.C.
(Supervisors)

Jo Ann Borel (Conroe, TX) 281-758-8122
joann.borel@ed.gov

Tom Threlkeld (Boston) 617-289-0144
tom.threlkeld@ed.gov

Mark Gerhard (San Francisco) 415-486-5620
mark.gerhard@ed.gov

Training & Technical Assistance Contacts

INSTITUTIONAL IMPROVEMENT SPECIALISTS

New York/Boston
NY, NJ, Puerto Rico, VI
MA, ME, NH, VT, RI, CT

Scott Prince 617-289-0172
scott.prince@ed.gov

Barbara Wingel 646-428-3760
barbara.wingel@ed.gov

Philadelphia
PA, WV, VA, DE, MD, DC

Joe Kern.. 215-656-8566
joe.kern@ed.gov

Atlanta
NC, SC, GA, FL, AL, MS

Laura Hall.. 404-974-9293
laura.hall@ed.gov

Cassandra Weems 404-974-9305
cassandra.weems@ed.gov

Chicago/Denver
MN, WI, IL, IN, OH
CO, UT, WY, SD, ND, MT, MI

Effie Barnett 312-730-1587
effie.barnett@ed.gov

George West... 312-730-1538
george.west@ed.gov

Fran Susman 303-844-3682
fran.susman@ed.gov

Training & Technical Assistance Contacts

Dallas
NM, TX, OK, AR, LA

Brian Bender...214-661-9483
brian.bender@ed.gov

Michael Rhodes 214-661-9484
michael.rhodes@ed.gov

Kansas City
NE, KS, IA, MO, KY, TN

Tom Beckerle 816-268-0418
tom.beckerle@ed.gov

Jan Brandow..816-268-0409
jan.brandow@ed.gov

San Francisco/Seattle
CA, NV, AZ, HI, Pacific Islands
AK, WA, OR, ID

Julie Arthur..206-615-2232
julie.arthur@ed.gov

Renee Gullotto 415-486-5367
renee.gullotto@ed.gov

Lisa Huynh 415-486-5611
lisa.joy.huynh@ed.gov

Washington D.C.
Foreign Schools

Marcia Fediw...202-377-3165
marcia.fediw@ed.gov

Margery Harvey...202-377-4641
margery.harvey@ed.gov

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

Or 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
Chris 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
Phillip Brumback – D.C.	202-377-3464

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

Jim Moore – D.C.	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
Kerry O'Brien – Denver	303-844-3319

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	415-486-5614
or Seattle	206-615-3699
Dyon Toney – D.C.	202-377-3639
Erik Fosker – San Francisco	415-486-5606

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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
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)
EA .... 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
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 publications (now known as FSAPubs)
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
ESAR ....Electronic Student Aid Report
.... (replaced by e-mail notice to applicant that SAR is available to view or print)
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

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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 - http://FSAPubs.org
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

FSA Acronyms

GSL ....Guaranteed Student Loan Program (now know as FFEL)
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, and is part of DHS)
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
L ....FFEL Lender Dear Colleague Letter
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
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
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 .... (NDSLP) National Defense Student Loan
....(renamed National Direct Student Loan and now known as Perkins Loan)
Neg Reg ....Negotiated Rulemaking

FSA Acronyms

NPRM...Notice of Proposed Rulemaking
NSC..National Student Clearinghouse
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
P.L.. Public Law
PBO... Performance-Based Organization
PC... Parental Contribution
....Paid in Consolidation
....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
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
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)

FSA Acronyms

SIC .... Student Income Contribution
SID .... Student Identifier (COD)
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
(proprietary network used by ED and 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
WIA .... Workforce Investment Act
XML .... Extensible Markup Language
YTD .... Year-To-Date

Online Evaluations

The conference evaluation link will be e-mailed to all attendees after the conference –

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Notes

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1:54 / 2:06

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