

Financial Aid Administrator Online Training

2023

October

This Information has been compiled by
CASFAA (California Association of Student
Financial Aid Administrators)

Title	Date	Time - PST	Description	Registration Link	Provider	Business Solutions
Create Affirming and Positive Spaces for LGBTQ+ Folx: LGBTQ 101	10/2/23	10:30 AM	Learn how to create affirming and positive spaces for LGBTQ+ folx. Topics include: gender identity, gender expression, pronoun usage and best practices for community members, families, and decision makers. By the end of this session participants will be able to define and identify the differences between gender identity, gender expression and sexual orientation. Participants will become more knowledgeable about terminology related to LGBTQ+ identities. They will leave with new strategies and best practices regarding pronoun usage and how to ensure services and spaces are inclusive and affirming to LGBTQ+ people.	https://www.wasfaa.org/virtual_fall_training_series.php	WASFAA	
Developing Comprehensive Training for Your Customer-Centric Office	10/3/23	9:00 AM	Quality customer service is critical to your organization. Do you know how to train your team to provide a customer-centric approach? A solid training program can empower your staff to engage with customers, solve problems proactively, and improve results. During this session, we'll share how to build and implement a customer-centric training program in your office.	https://www.attigo.com/smart-sessions-o-o	Attigo by Ascendium	
FAFSA Simplification: Campus and State Impact	10/3/23	10:00 AM	Please join members of our experienced CASFAA training team for a discussion on the key points of FAFSA simplification, how this impacts our state, shared information from school segments and some case studies.	https://uso6web.zoom.us/webinar/register/WN_gyQbot8QScGcnpthuyhAQA	CASFAA	
Create Affirming and Positive Spaces for LGBTQ+ Folx: LGBTQ 102	10/4/23	10:30 AM	Learn how to create affirming and positive spaces for LGBTQ+ folx. Topics include: gender identity, gender expression, pronoun usage and best practices for community members, families, and decision makers. By the end of this session participants will be able to define and identify the differences between gender identity, gender expression and sexual orientation. Participants will become more knowledgeable about terminology related to LGBTQ+ identities. They will leave with new strategies and best practices regarding pronoun usage and how to ensure services and spaces are inclusive and affirming to LGBTQ+ people.	https://www.wasfaa.org/virtual_fall_training_series.php	WASFAA	
Get ready for the big changes with the 2024-25 FAFSA	10/4/23	11:00 AM	In this webinar for financial aid professionals and counselors, we'll discuss the upcoming changes to the FAFSA and what those changes may mean for financial aid offices, as well as for students and families. In addition, we'll share ideas for promoting FAFSA completion.	https://register.gotowebinar.com/register/B68g178042384974172	Mapping Your Future	
Navigating FAFSA Simplification Guidance on Professional Judgement Dependency Status Changes & Working with Homeless Youth	10/4/23	11:00 AM	If you would like to learn more about the FAFSA Simplification Act's changes to Professional Judgements on dependency status changes, Unaccompanied Homeless Youth, and how you can leverage these changes in your interactions, join us to talk about the Financial Aid's office and their authority to exercise professional judgments. We will discuss the U.S. Department of Education recently released guidance on financial aid (FAFSA) determinations for students in those situations. We will also share best practices and implementations made by a couple of four-year institutions, state institutions and a proprietary institution.	https://www.wasfaa.org/virtual_fall_training_series.php	WASFAA	
Handling Unpleasant Conversations	10/5/23	12:00 PM	Whether you're dealing with an aggrieved customer, a challenging colleague, or a distressed employee, there are times when conversations may not be pleasant. Handling them involves more than keeping a smile and maintaining a good attitude—it requires the use of strategies and practice. During this interactive session, we'll share proven techniques to help you prevent and manage unpleasant discussions.	https://www.attigo.com/smart-sessions-o-o	Attigo by Ascendium	
Transfer Entitlement Cal Grant E2	10/6/23	10:30 AM	This webinar for college financial aid administrators discusses eligibility requirements of the Transfer Entitlement Cal Grant, including the awarding process, transfer scenarios, and how to identify and clear AB 840 verification flags in WebGrants.	https://csac-ca.gov.zoom.us/webinar/register/WN_WJM5HtoZRw2RORXZ4lVTXQ	CSAC	

NASFAA Business Services: Customer Service in Financial Aid	10/11/23	11:00 AM	We've all had good customer service experiences, and those that left a lot to be desired. While financial aid is a student service function with customers at its core, aid administrators also must follow a plethora of rules that can come across as not customer-friendly. Join this webinar to learn how to balance following the rules with providing a positive customer experience.	https://www.nasfaa.org/customer_service_oct23	NASFAA	
Enhancing Your Emotional Intelligence	10/11/23	12:00 PM	How well do you recognize your emotions? Can you read the emotional cues of others? Are you able to control impulses and adapt to changes well? These questions can gauge your level of emotional intelligence (EI), which is the ability to understand and manage your emotions, as well as those around you. Join us to learn ways to enhance your EI skills and how they can be used to strengthen connections, manage conflict, and improve decision-making.	https://www.attigo.com/smart-sessions-q-o-o	Attigo by Ascendium	
Emotional Intelligence for Conflict Management	10/11/23	1:00 PM	In this session, we will discuss how to enhance your own emotional management skills so you can de-escalate frustrated students in any situation. We will discuss how to talk to students versus parents while staying FERPA compliant. In addition, we will cover how to manage conflict within your own team or across departments.	https://www.wasfaa.org/virtual_fall_training_series.php	WASFAA	
Exploring the Ins and Outs of Student Loan Repayment	10/17/23	9:00 AM	Multiple repayment options are beneficial, but they can also create confusion for borrowers. Many do not fully understand the required significance of selecting a repayment plan. However, when they choose one that fits their needs and budget, they're more likely to successfully repay. Attend this session for an overview into repayment plans and other options.	https://www.attigo.com/smart-sessions-q-o-o	Attigo by Ascendium	
Education Level Verification	10/17/23	2:00 PM	This webinar for college financial aid administrators explains how Education Level (EL) is tied to Cal Grant lifetime eligibility, & provides methods to identify and verify students who are flagged for EL Verification.	https://csac-ca-gov.zoom.us/webinar/register/WN_T3JnS53LTj-1gZWxMgh1UA	CSAC	
Let's Talk: Living the Financial Aid Imperative of Title IV P&Ps	10/19/23	9:00 AM	Law and regulation require you to have written documentation of policies and procedures (P&Ps) that document why and how financial aid is administered. Let's talk about tips and tools that support your development and management of P&Ps.	https://www.nasfaa.org/blueicon_lets_talk	Blue Icon Advisors (NASFAA)	
Cal Grant 101	10/23/23	2:00 PM	This webinar is for anyone seeking more information about the Cal Grant program, and provides an overview of Cal Grants A, B and C; including newer programs such as the Community College Entitlement grant, Foster Youth Access Award, Students with Dependents, and the CA Dream Act Service Incentive Grant. Cal Grant eligibility requirements, AB 540 criteria, and the WebGrants 4 Students portal will also be introduced.	https://csac-ca-gov.zoom.us/webinar/register/WN_JAVIWQmNQNSBonMh6quPBA	CSAC	
2024-25 FAFSA Simplification Overview	10/24/23	11:00 AM	Join College Aid Services for the first of series of webinars as we prepare for the 2024-25 FAFSA. This initial webinar comprise a high-level overview of the changes coming in 2024-25.	https://uso6web.zoom.us/webinar/register/WN_cRidVAwTSvSnqVSdTJjvNA	College Aid Services	
Elevating the Game of Virtual Meetings and Presentations	10/26/23	9:00 AM	In today's working world the need to have virtual presentation skills is ever-increasing, but where do you begin? How do you develop this skill and put together a presentation that will not bore your audience? Join us for this session where we reveal some of the tricks we have learned over the years to put together an informative and engaging virtual experience for your audience.	https://www.attigo.com/smart-sessions-q-o-o	Attigo by Ascendium	
Five Ways Student Loans Impact Credit	10/26/23	12:00 PM	When your students borrow federal loans, do they understand the impact it could have on their credit reports? Unfortunately, many students don't—but they should. The actions taken on their loans will determine whether they'll have a favorable or adverse credit history. Join us as we have identified the five ways federal student loans impact credit and what borrowers can do to build a good credit history.	https://www.attigo.com/smart-sessions-q-o-o	Attigo by Ascendium	