

SPRING 2010 FINANCIAL AID WORKSHOP

Rhode Island Higher Education
Assistance Authority (RIHEAA)

Highlights of workshop:

- ◆ Review federal legislation and legislative proposals that will affect student aid programs.
- ◆ Explore how your schools can prepare for the three-year CDR calculation and address other issues that affect loan defaults.
- ◆ Clarify the eligibility requirements and implementation procedures for the new year-round Pell Grants.
- ◆ Provide helpful tools for being successful in challenging situations while meeting your customers' needs.

Agenda:

Crowne Plaza (at the Crossings)
801 Greenwich Ave.
Warwick, RI
April 30, 2010

8 a.m.

Registration.

8:30 a.m.

Welcome and introductions.

Federal update.

Financial education, default prevention and student retention resources for financial aid professionals.

Year-round Pell Grants.

Saying no when you can't say yes.

12:30 p.m.

Adjourn.

GET ANSWERS

If you have questions, please contact
Cindy Frederick at (317) 595-1411.



WORKSHOPS OFFER LEGISLATIVE UPDATES AND BEST PRACTICES FOR FINANCIAL EDUCATION

The RIHEAA Financial Aid Workshop™ will give you and your colleagues the most recent information about the issues affecting your role in assisting students.

TOPICS OF DISCUSSION:

Federal update.

As the financial aid industry continues to evolve, learn about the appropriations process for 2010 and other federal legislation that will influence how educational assistance will be delivered in the future. Examine the final rules issued during 2009 by the U.S. Department of Education, as well as the changes proposed in the current "bonus" round of negotiated rulemaking. Discover how you can help borrowers identify the servicers of their federal education loans. Review the status of the IRS data retrieval project, net price calculator requirements, private loan certification and the calculation of Federal Pell Grant awards. This update will highlight what you need to know to assist your students and help your institution remain in compliance with Title IV laws and regulations.

Financial education, default prevention and student retention resources for financial aid professionals.

Educational costs are rising and students are borrowing more to meet those costs. The weakened economy and a high unemployment rate can affect students' ability to repay their educational loans. And the new three-year cohort default rate calculation will result in higher default rates for most schools and may have negative consequences for both schools and students. This session will explore how schools can address the effects of rising student loan defaults and prepare institutions for the three-year CDR calculation. You'll hear suggestions and best practices for providing students with money management skills, developing institution-wide retention strategies and focusing on life-of-loan default prevention plans.

Year-round Pell Grants.

Pell Grant recipients attending full time during the fall and spring semesters of college often were left with the burden of finding money to pay for summer classes. The Higher Education Opportunity Act expanded Pell Grant funding for eligible students to receive up to two scheduled Pell Grant awards during a single award year. Although the Oct. 29, 2009, final regulations addressed year-round Pell Grants, there still is confusion and much discussion about implementation. This session clarifies the eligibility requirements and implementation procedures, and addresses many of the concerns raised by the financial aid community.

Saying no when you can't say yes.

No one likes to hear the word "no." What can you do in challenging situations when you can't say yes? Understand how meeting a customer's basic needs can help resolve their level of frustration. Learn how to deal with difficult customers and manage your own stress levels. Walk away with new tools to add to your customer service tool belt.

APRIL 2010

FINANCIAL AID WORKSHOP REGISTRATION

REGISTER IN ONE OF THE FOLLOWING WAYS (NO LATER THAN APRIL 16):

Mail to: Education Resource Center
M592
P.O. Box 6180
Indianapolis, IN 46206-6180

Fax to: (317) 578-6265

Please check this box if you have faxed your registration form
AND are sending a hard copy through the mail.

Workshop location: Crowne Plaza (at the Crossings), 801 Greenwich Ave., Warwick, RI 02886 (401) 732-6000

Workshop date: April 30, 2010

Institution _____

Campus _____

Address _____

City _____

State _____

Zip _____

Phone _____

ED School Code _____

These individuals will attend the workshop:

Name _____

E-mail address _____

Name _____

E-mail address _____

Name _____

E-mail address _____

Name _____

E-mail address _____

If more than four people will be attending, please photocopy the registration form to include additional attendees.

PLEASE NOTE: It would be helpful to receive your registration at least seven business days prior to the workshop.

