

*North Carolina Association
of Student Financial Aid Administrators
November 6 - 8, 2017
Pinchuntt, NC*



President's Message

Dear NCASFAA Members,

I would like to take this opportunity to welcome you to the 2017 Fall Conference at Pinehurst! Rose Mary Stelma and her conference committee have worked painstakingly to create what I am sure will be an opportunity for professional growth, networking and a little bit of fun as well. I believe that each and every one of you will be able to take away something from this conference that will help you in the day to day duties of your office.



We have invited Wood Mason to offer up his ever increasing knowledge on Direct Loans and COD. Elizabeth McDuffie will give us the update on what's happening inside the beltline in Raleigh. Megan Coval will be here to tell us what to expect from D.C. and what NASFAA is doing to advocate for students and financial aid administrators. Our keynote speaker this year will be Laura Hamilton who will take us down the yellow brick road that is our financial aid offices. We will even get a federal update via cyber space from our favorite fed David Bartnicki.

I hope you are as excited about this conference as I am. Take this time to see how other offices are doing things, visit with those folks you haven't seen in a while, meet new people and walk the grounds of one of the most prestigious locations in the state. Heck if you have time, not during a session mind you, visit the spa or the driving range. The man who designed the landscape of Biltmore, Frederick Law Olmstead, also designed the village of Pinehurst. This is the first time NCASFAA has ever been to here and I hope you enjoy it and that you take home some memories.

Please remember why we do what we do, to serve as
a lamp unto Their feet and a light unto Our path.

Sincerely,

A handwritten signature in black ink, appearing to read "JJ Johnson". The signature is fluid and cursive.

Jason J Johnson
2017-18 NCASFAA President

Keynote Speaker



Laura Hamilton is President of her own speaking, training and consulting business. Laura Hamilton Seminars, Inc. has been conducting seminars, workshops, and keynotes in the area of communication skills for 25+ years. She numbers among her clients, Dell, Chevrolet, GMC Truck, The Home Depot and hundreds of community colleges and non-profit organizations throughout the United States.

A graduate of the University of North Carolina - Greensboro, Laura is a member of the National Speakers Association and has received the coveted, CSP. The Certified Speaking

Professional designation has been awarded to fewer than 500 professional speakers in the United States. To contact Laura email her at laurahamiltonseminars@outlook.com or Laura@laurahamilton.com or call 336.310.3975.

Speakers

Megan McClean Coval is NASFAA's Vice President of Policy and Federal Relations. Megan oversees the Associations' policy and advocacy efforts. Prior to joining NASFAA in the fall of 2010, she served as the Director of Governmental Relations for the federal Advisory Committee on Student Financial Assistance.



While with the Committee, Megan contributed to several congressionally mandated reports on the postsecondary access and persistence of low- and moderate- income students. Megan began her career in higher education as an admissions counselor at Penn State University. She received a master's in higher education at Penn State and BA in political science from Allegheny College.



Elizabeth McDuffie is the executive director of the State Education Assistance Authority, a role she has held for three years after serving as director of the Authority's division of Grants, Training and Outreach for 17 years. Elizabeth earned a Master of Business Administration from Meredith College, a Bachelor of Science in industrial relations and psychology from the University of North Carolina at Chapel Hill and an Associate of Arts degree from St. Mary's College.

In October 2017, Elizabeth became the president-elect for the National Association of State Student Grant and Aid Programs. She has also served on the executive board of the North Carolina Association of Financial Aid Administrators and as agency liaison for the Southern Association of Student Financial Aid Administrators. In addition, she served a three-year term on the College Board's College Scholarship Service Assembly Council.

Elizabeth has spent her entire professional career helping students achieve their higher education goals. She began her career in a temporary four-month position in the admissions office at St. Mary's College while looking for a "real" job. The four-month position stretched to four years before she left St. Mary's College to work in the financial aid office at North Carolina State University. She left NC State to become director of admissions and financial aid at Louisburg College, and eventually director of financial assistance at Meredith College.

One of Elizabeth's most rewarding accomplishments was the creation of FAFSA Day, a statewide initiative that assists high school seniors in the completion of their financial aid forms on one Saturday each year. Since 2001, FAFSA Day has helped tens of thousands of North Carolina students and their families complete FAFSAs.

Elizabeth is married to another financial aid administrator, Michael McDuffie, and has two sons, the youngest of which is a junior at NC State University.

David Bartnicki has worked for the U.S. Department of Education's Federal Student Aid Office for over 23 years. He has served as an Institutional Review Specialist, Institutional Improvement Specialist (IIS), Branch Chief for Contract Compliance and is currently a Federal Training Officer. David's entire government career has been in the Atlanta Regional Office where he currently works directly with over 1,100 postsecondary schools in the Southeast Region.



As a training officer, David provides training and technical assistance on a wide variety of federal student aid topics to schools, state agencies, accreditation bodies and higher education organizations through a variety of state, regional, national and Department venues.

While in FSA, David has helped redesign the FSA Assessment Modules, developed the popular "Ask A FED" booth at the annual FSA Conferences, and developed the Department's compliance review process for ED's private collection agencies. David serves on the Conference Delivery Team, FSA Training Conference Steering Committee, and the National Verification Team.

In addition, David has received numerous financial aid awards including the 2016 GASFAA (GA) Service Award, the 2014 Certificate of Recognition from the State of Alabama Governor Bentley's Office; 2013 FSA Award for Most Innovative Team, 2013 FASFAA Distinguished Service Award (FL), 2013 TASFAA Distinguished Service Award (TN), the 2012 SASFAA Distinguished Service Award (Southern Regional), the 2012 AASFAA John H. Buchanan Distinguished Service Award (AL), 2012 MASFAA Special Recognition Award (MS), the 2011 Kentucky "Admiral" Award, 2010 FSA Award for Best Mission Results, the 2005 Florida Public Career Technical Center's Merit Award, the 2003 SCASFAA Distinguished Service Award (SC), the 2003 AASFAA Award of Merit (AL) and the 2001 NCASFAA Award of Merit (NC).

When not working, David enjoys spending time with his wife, Christy, and sons Luke (17), Adam (17), and Ethan (13).



Dana Kelly has over 25 years of experience working in the higher education community and has been active in multiple state and regional associations. She is currently the Chief Training Officer for NASFAA. Her resume includes being a former President of NCASFSA and an active member of SASFAA severing the region in various volunteer capacities and as a Board member. Dana has also worked as the Director of Financial Planning at High Point University in North Carolina for 12 years.

Additionally, she has worked on both the Lender and Servicer side of student aid. She received her Bachelors of Science degree from Guilford College and she holds a Master's in Public Administration and a Master's in Organizational Management. Dana has one daughter, Sloane. She is by far her greatest accomplishment. Dana also has a 4-legged daughter, Allie, who is more person than dog!

Sharon J. Oliver shares her financial aid history with these words:

I have had a rewarding career in financial aid for more than twenty years. I find the work I do in my current position extremely gratifying because I am often afforded an opportunity to empathize with families from diverse economic backgrounds and to encourage them to make their dreams a reality.

I currently serve as the Assistant Vice Chancellor for Scholarships and Student Aid at North Carolina Central University. I have served in various capacities at the postsecondary level including Chief Accountant, Bursar, Enrollment Manager and Director of Financial Aid in the public



and private sectors. I am actively involved in the national, state, and regional financial aid professional associations. My personal interest includes volunteering within the community to ensure that families are aware of funding for college. I strongly believe in Mahatma Gandhi' quote about serving and caring for others: "The best way to find yourself is to lose yourself in the service of others."



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Special Thank You – They Hit a Hole in One!

Tracy Rapp, Haywood Community College, for leading us in the singing of the National Anthem
Sarah Scott of Silver Sun Paper Co. for the program cover art
Lucy Morley and members of the Pinehurst staff for all of their great hospitality
2017-18 NCASFAA Conference Committee members
2017-18 NCASFAA Executive Board members

Conference Charity

EP Legacy



EP Legacy is a non-profit organization with a goal of providing African amputees with prosthetic devices. They are currently raising funds to build a prosthetic lab inside a shipping container. That lab can then be set up on the Ivory Coast to provide services to individuals they are not currently able to serve.

Why the Ivory Coast and Africa? The founder of EP Legacy, Paul Suggs, notes that most amputees in developing parts of the world live in extreme poverty, often on less than a few dollars a day, making it simply unattainable to receive prosthetic care. By providing life changing artificial limbs, the patients are able to provide an income for their families and carry out normal activities of daily living. EP Legacy's mission is to allow amputees around the world the opportunity to utilize prosthetic devices to improve their lives!

Conference Fund Raising Steven E Brooks Scholarship

Each year, one NCASFAA member is awarded a scholarship to attend the Southern Association of Student Financial Aid Administrators (SASFAA) New Aid Officers Workshop.

The Brooks Scholarship covers the cost of registration and travel expenses (not to exceed \$500.00) for one (1) participant to attend the SASFAA New Aid Officers Workshop. Because this training is so valuable and supports one of NCASFAA's primary purposes, we'd like to raise enough funds to send two (2) NCASFAA members to the workshop in the summer of 2018!



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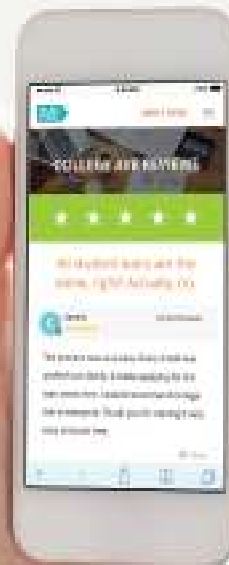
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Conference Information

Name Badges

Your name badge is attached to the pocket agenda. Wear your name badge at all conference functions. If you misplace your name badge, ask for another one at the NCASF AA registration desk.

Meals and Special Dietary Accommodations

Your name badge is your meal ticket for the luncheons, breaks and breakfasts. Special tickets have been placed in the registration packet for those who indicated a special dietary need. Place that ticket by your plate for both luncheons and Wednesday morning's breakfast.

Professional Affiliates

We are very excited to have so many of our professional affiliate colleagues with us at Pinehurst. Their organizations provide financial support to NCASF AA. Please take the time to visit with them in Olmsted. They'd love to share information about their products and services. Please show your appreciation for their continued financial support and their other contributions to NCASF AA.

Conference Attire

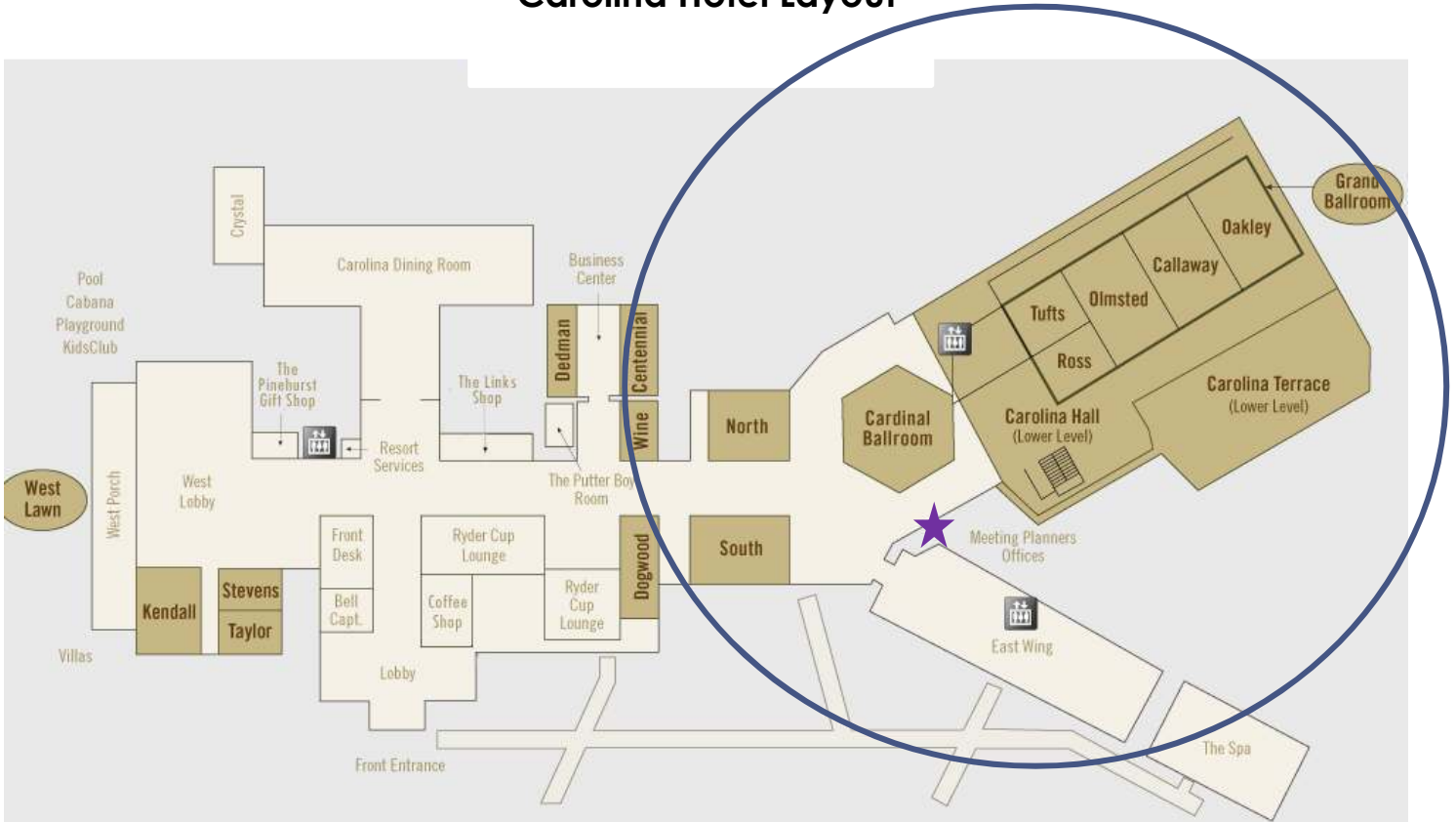
The attire for this conference is "business casual," except for Wednesday morning, when you are encouraged to show your school spirit or wear your NCASF AA tee shirt.

There are some special guidelines for attire in these Pinehurst locations:

Carolina Dining Room and 1895 Grille: Business casual attire is to include collared shirt, casual slacks or denim. No flip flops, tennis shoes or hats please. Please refrain from wearing shorts to dinner.

The Deuce Clubhouse: Resort Casual

Carolina Hotel Layout



The conference will take place in the area circled. Conference registration is the starred location on this map.

Meals and general sessions are in the Cardinal Ballroom and the Carolina Hall (lower level). Concurrent sessions are in Tufts, Ross, Callaway, Oakley, and North. Professional Affiliates, the Charity and Fund-Raising activities will be located in Olmsted.

PROFESSIONAL AFFILIATES

NCASFAA wishes to thank the following Professional Affiliates for providing financial and other support to this Association this year. Please visit with them during the conference. They have products and services to offer in support of the job you do on your campus.

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Conference Agenda

Sunday, November 5, 2017

12:00–12:30pm	Registration for New Aid Officers Workshop	Foyer (Star on map)
12:00-5:00pm	R2T4 NASFAA Credential Session Presenter: Dana Kelly, NASFAA	Callaway
12:30-5:00pm	New Aid Officers Workshop Committee Chair: Mary Otto	Ross/Tufts
1:00-3:00pm	Conference Committee Meeting	North
1:00-5:00pm	Professional Affiliate and Charity Set Up	Olmsted
3:00-3:30pm	Break for New Aid Officers Workshop, R2T4 Session participants, Executive Board and Conference Committee <i>Warm Sea Salt Pretzel Bites, Crisp Celery, Cool Carrots, & Apple Dunkers Dips: Hot Caramel, Smooth Chocolate, Peanut Butter, Baked Cheese Sauce & Cool Ranch Dressing Root Beer, Cheerwine, Peach Iced Tea, Assorted Sodas, Bottled Water</i>	Foyer outside Ross/Tufts
3:00-4:00pm	Executive Board Meeting	North
4:00-5:00pm	Financial Review – Budget and Finance Committee	North
6:00pm	<i>Dinner – by Invitation</i>	

Monday, November 6, 2017

7:15–7:45am	Continental Breakfast for New Aid Officers Workshop, R2T4 Session participants, Executive Board, and Conference Committee <i>Southern Style Apple Muffins, Mini Cream Cheese Cinnamon Buns, Pecan Tartlets, Rosemary Asiago Biscuits Sliced Freestone Peaches with Whipped Cream & Peanut Brittle Coffee, Tea, Assorted Sodas, Mineral Waters</i>	Foyer outside Ross/Tufts
8:00-11:30am	New Aid Officers Workshop continues	Ross/Tufts
8:00- 1:30am	R2T4 NASFAA Credential Session continues	Callaway
8:00-11:45am	Registration	Foyer (Star on map)
8:00-10:00am	Professional Affiliate and Charity Set Up	Olmsted
12:00-3:00pm	Opening Session, Luncheon, Keynote Speaker, and Washington Update	Cardinal Ballroom

Welcome and NCASFAA Update

Jason Johnson, NCASFAA President

Keynote

Laura Hamilton

Washington Update

Megan Coval, NASFAA

Lunch Menu

House Salad with Pinehurst Peach-Pecan Vinaigrette and Peppercorn

Ranch Dressings

Grilled Chicken Breast with Corn Risotto

Garlic Braised Rapinis, Blistered Baby Tomatoes, Basil Extra Virgin Olive Oil, Sun Dried Tomato Sauce

Fresh Baked Rolls with Butter

White Chocolate Tiramisu with Raspberry Coulis & Coffee-Infused

Anglaise

Coffee, Tea, Water

3:00-3:30pm	Beverage Break <i>Coffee, Tea, Assorted Sodas, Mineral Water</i>	Olmsted and Foyer
3:30-4:30pm	Community College Sector Caucus	Cardinal Ballroom
3:30-4:30pm	UNC Sector Caucus	Ross/Tufts
3:30-4:30pm	Independent Colleges and Universities Sector Caucus	Callaway
3:30-4:30pm	Professional Affiliates Sector Caucus	Olmsted
3:30-4:30pm	Proprietary Campuses – please meet at the Registration desk for your location	
Evening on your own	Enjoy the Pinehurst and Southern Pines area as you spend some time dining with your friends and colleagues	

Tuesday, November 7, 2017

7:00-8:00am	Continental Breakfast <i>Fresh House-Made Muffins, Coffee Cakes and Fruit Breads, Fruit Coffee, Tea, Orange Juice, Grapefruit Juice, Assorted Sodas, Mineral Waters</i>	Olmsted and Foyer
8:00am-12:15 pm	Professional Affiliate and Charity Exhibit Area Open	Olmsted
8:00-9:15am	<u>Connecting SAP to Retention – Best Practices</u> Presenter: Dan Dreves, FATV Moderator: JaVonna Bell, Central Carolina Community College	Ross

This best practice session includes a school panel. We all want to ensure students are successful and graduate, but we know some will struggle along the way. This interactive, school panel session will discuss

how Satisfactory Academic Progress (SAP) relates to retention. Learn the importance of a proactive communication strategy about SAP to ensure retention as you review SAP principles. The discussion will include how schools are actively communicating with students about SAP and will share best practices

8:00–9:15am Colleague Update for NC Community Colleges Tufts
 Presenter: Antone McClain, NCCCS
 Moderator: Heather Perry, Nash Community College

This session is to provide updates to the North Carolina Community College financial aid administrators.

8:00–9:15am Life Cycle of a Direct Loan Oakley
 Presenter: Wood Mason, FSA
 Moderator: Kasie Odom, William Peace University
 Follow a Federal Direct Loan from inception to “Paid in full.”

8:00–9:15am Meeting Facilitation – Turn Hate to Love Callaway
 Presenter: Julie Hartmann, CFI
 Moderator: Kali Brown, Vance-Granville Community College

It is true that no matter what you do for work...you are likely required to participate in some form of work meeting on a regular basis. It is also true that meetings are universally dreaded. During this session, we will explore why meetings are often so painful and unproductive and the steps that you can take to change that dynamic. A little facilitation is all you need...

8:00–9:15am Training and Support for New Aid Officers North
 Presenters: Jane Kanipe, NCSEAA
 Melody Lawrence, Southwestern Community College
 Mary Otto, Campbell University
 Jamie Pendergrass, NC State University
 Moderator: Dori Barron, Western Piedmont Community College

Talk with experts from different size institutions for advice on training. Learn how they train their own staff, both new and seasoned. How do they receive the resources needed for training? How do they keep up with “ever-changing regulations”? Ask them any additional questions you They will provide their insights from a large, medium and small institution perspective. Receive suggestions, including resources, for training new staff when there is no time to do so. NCASFSA training opportunities and mentoring program will also be highlighted.

9:15–9:30am Beverage Break Olmsted and Foyer
Coffee, Tea, Assorted Sodas, Mineral Water

9:30–10:45am	<p><u>Time Management for the Overworked and Overwhelmed</u> Presenter: Julie Finn, Cognition Financial Moderator: Jeremy Lambert, Vance-Granville Community College</p> <p>We all have the same amount of hours in the day, but why do some people seem to get so much more done than others? If you are like most of us, you have attended the sessions, heard the tips and know what you're supposed to do, but still have not mastered the ever so important skill of time management. We will take a look at several different strategies as well as mindsets that can improve your ability to be more productive and less stressed both at work and at home. Time management does not have to be your Achilles heel any longer!</p>	Ross
9:30–10:45am	<p><u>Working with Local Counselors and TRIO Groups</u> Presenters: Sabrina DeGain, Alamance Community College Linda Crisp, TRIO Programs Samantha Seligman, Alamance County Schools Moderator: Rashonn Albritton, SEAA</p> <p>Sharing of best practices for working with local school counselors and TRIO programs. Hear from TRIO and school counselors about what they need from their local financial aid office to best serve their students. Come learn about programs and initiatives that have worked and also what has not worked.</p>	Tufts
9:30–10:45am	<p><u>COD Update</u> Presenter: Wood Mason, FSA Moderator: Michelle Hemmer, William Peace University What's new in the Common Origination and Disbursement system?</p>	Oakley
9:30–10:45am	<p><u>Issues of Veteran Students with Financial Aid</u> Presenter: Rachel Cavenaugh, Cape Fear Community College Moderator: Beverly Billings, Davidson County Community College</p> <p>This session will explore financial aid issues that students who are veterans face when they are entering college.</p>	Callaway
9:30–10:45am	<p><u>State Grants and RDS Update</u> Presenters: Traci Mitchell, CFI Shannon Byers, CFI Moderator: Regina Anglin, Fayetteville Technical Community College</p> <p>The State Grants and RDS Update will cover changes to State Grants and RDS as well as common questions received by campuses in regards to the changes.</p>	North
10:45 am –	<p>Transition Break - Take a few minutes to talk with your</p>	Olmsted and Foyer

11:00 am	Professional Affiliate colleagues!	
11:00am–12:15 pm	<u>Succession Planning for Financial Aid Administrators</u> Presenter: Wanda White, NCCCS Joyce Valentine, NCCCS Moderator: Nancy Beasley, Wake Technical Community College	Ross
	<p>Succession planning is a systematic and comprehensive planning process that addresses the leadership's needs at every important level and for every key position on college campuses. It also focuses on jobs that are crucial to the continuing well-being of institutions. The Financial Aid Director position is crucial to all colleges and universities. Participants attending this succession will gain an understanding of how to create a financial aid succession plan. Creating a succession plan will help to ensure that your state organization and/or college maintains a supply of qualified financial aid administrators who are professionally ready to fill the Director's position when a vacancy occurs. Participants will learn how to safeguard their institutions from being without a financial aid director/administrator for an extended period which could otherwise create compliance issues.</p>	
11:00am–12:15 pm	<u>Financial Aid and High School Counselors</u> Presenters: Rae Johnson, School Advisory Council Kate Cushman, School Advisory Council Moderator: Marcia Weston, SEAA	Tufts
	<p>Often times, high school counselors are the 1st source of information about financial aid. Join us as we continue to explore how to make the relationship between counselors and the Financial Aid Office more beneficial to not only both parties- but to students and parents especially.</p>	
11:00am–12:15 pm	<u>Strategies for LGBTQ+ Inclusion</u> Presenter: Elliott Kimball, UNC-Greensboro Moderator: Shaquera Clawson, Appalachian State University	Oakley
	<p>This workshop will provide an overview of LGBTQ+ identities, focusing on how financial aid administrators can implement strategies to be more inclusive of all students in their daily work.</p>	
11:00am–12:15 pm	<u>NASFAA Quiz Show</u> Presenter: Dana Kelly, NASFAA Moderator: Kelli Hand, Catawba College	Callaway
	<p>Have you ever wondered if your colleagues ask the same regulatory questions you do? This session will review the top AskRegs questions NASFAA members have posed this year. In addition to providing answers, this session will review requirements and best practices related to these top issues.</p>	
11:00am–12:15	<u>Verification</u>	North

pm	<p>Presenter: Dave Gelinas, Davidson College Moderator: Carol Perry, Rockingham Community College</p> <p>This session will examine the mandated aspects of verification and will give participants the opportunity to ask "those" questions.</p>	
12:15-2:00 pm	<p>Luncheon, Professional Affiliate Appreciation and SASFAA Update</p> <p><u>NCASFAA Comments and Professional Affiliate Appreciation</u> Jason Johnson, NCASFAA President</p> <p><u>SASFAA Update</u> Sharon Oliver, SASFAA President</p>	Carolina Hall (lower level)
	<p style="text-align: center;"><i>Buffet Menu</i></p> <p><i>Carolina Farm Greens, Local Tomato, Southern Fixin's and Mason Jar Shaken Dressing Finished Creamy Appalachian Style; Smoked Chicken and Apple Salad, Celery, Shaved Sweet Onion, Garden Herbs, Light Orange Vinaigrette</i></p> <p><i>Uncle Jessie's Potato Salad; Moore County Creamy Cabbage Salad House Pickled Vegetables</i></p> <p><i>Buttermilk and Herb Southern Fried Chicken; Pig-Picked BBQ Pork with BBQ, Sweet Carolina and Honeysuckle Mustard Sauces; Baked Tilapia with Apple Cider Tarragon Beurre Blanc; Hill Country Collard Greens with Ham Hocks; Mashed Redskin Potatoes with Black Pepper Gravy; Buttered Green Beans and Crispy Tobacco Onions</i></p> <p><i>Roasted Pepper Spoon Bread and Cheddar Cheese Biscuits</i></p> <p><i>Peanut Butter Pie, Strawberry Shortcake, Banana Pudding, and Apple Buckle</i></p>	
2:00-4:30pm	Professional Affiliate and Charity Exhibit Area Open	Olmsted
2:00-3:15 pm	<p><u>Strategies for LGBTQ+ Inclusion</u> Presenter: Elliott Kimball, UNC-Greensboro Moderator: Kendra Simmons, Surry Community College</p> <p>This workshop will provide an overview of LGBTQ+ identities, focusing on how financial aid administrators can implement strategies to be more inclusive of all students in their daily work.</p>	Ross
2:00-3:15 pm	<p><u>Difficult Conversations – Managing Conflict While Providing Customer Service</u> Presenter: Biz Daniel, Great Lakes Moderator: Shannon Witherow, University of North Carolina – Chapel Hill</p> <p>Do you know how to deal with difficult situations in a positive way? This session will demonstrate proven techniques for diffusing conflict while</p>	Tufts

providing great customer service. The financial aid process can be frustrating and emotionally challenging for both parents and students. This heightened anxiety can play itself out in your office when parents and students express their anger and frustration. Your team's ability to diffuse a difficult conversation and create a problem-solving approach is crucial to your customer service effort. Specific topics covered include: Bridging conflict management and customer service; using reflective listening to gain control; depersonalizing anger and emotion; strategies for problem-solving that result in trust.

2:00–3:15 pm	<p><u>Loan Reconciliation</u> Presenter: Wood Mason, FSA Moderator: Kimberly Hight, University of North Carolina - Charlotte</p> <p>Get some tips on reconciling your records with FSA's records.</p>	Oakley
2:00–3:15 pm	<p><u>Verification</u> Presenter: Dave Gelinas, Davidson College Moderator: Derrick Gill, Shaw University</p> <p>This session will examine the mandated aspects of verification and will give participants the opportunity to ask "those" questions.</p>	Callaway
<u>2:00–3:15 pm</u>	<p><u>FERPA HEA Privacy Act- Protecting Students Data</u> Presenter: Sharon Oliver, North Carolina Central University Moderator: Emily Jarrell, South Piedmont Community College</p> <p>Sharing student data has suddenly changed. Have you provided award details or FAFSA data to third-party agencies for scholarships, SNAP, rental agencies, DCTAG, PHEAA, GRE waivers, etc.? The White Paper on Financial Aid Data sharing was first published summer 2016 and was a hot topic during the NASFAA Conference. The White Paper was republished with additional restrictions in June, 2017. This session will examine the ins and outs of data sharing and provide specific examples to adhere to this new policy. Join this session to learn how to disseminate private data to external agencies, campus partners, and students while complying with federal regulations.</p>	North
3:15–3:45 pm	<p>Beverage Break <i>Coffee, Tea, Assorted Sodas, Mineral Water</i></p>	Olmsted and Foyer
3:45–5:00pm	<p><u>Top Five State Program Review Findings</u> Presenters: Cheryl Sauls, NCSEAA Chantee' Favors, NCSEAA Moderator: Anton Levister, University of North Carolina - Pembroke</p> <p>This session will highlight the top five findings that are commonly found in State program reviews and what your school should be looking for to stay in compliance.</p>	Ross

3:45–5:00pm	<p><u>State Grant Refund Basics</u> Presenter: Lisa Koretoff, Guilford Technical Community College Moderator: Lori Blevins, Davidson County Community College</p> <p>This session will review the basics of calculating state refunds, from determining when the refund calculation should be performed to using the College Foundation website to complete the process. Sample calculations will be performed in this session so bring your calculator!</p>	Tufts
3:45–5:00pm	<p><u>Subsidized Loan Usage</u> Presenter: Wood Mason Moderator: Kathryn Marker, SEAA</p> <p>Tips for tracking and monitoring how SULA.</p>	Oakley
3:45–5:00pm	<p><u>Resolving Citizenship Issues</u> Presenter: Dana Kelly, NASFAA Moderator: Sara Rodriguez, University of North Carolina - Charlotte</p> <p>This session will review and explore citizenship requirements. We will also look at questions NASFAA has received on this topic. Discover what's being asked and learn more about the "alphabet soup" that accompanies this topic.</p>	Callaway
3:45–5:00pm	<p><u>New Directors Panel Discussion</u> Presenters: Andrea Simpson, Surry Community College Cathy Shell, Lees-McCrae College Robert Muhammad, Winston-Salem State University Moderator: Brenda Long, Carteret Community College</p> <p>This session is for new financial aid directors (3 years or less experience as a director) and will be an interactive round table discussion. The role of financial aid director has become increasingly complex and challenging and directors wear many hats: counselor, manager of budgets, supervisor, implementer of regulations, keeper of data, juggler/tight rope walker, and magician with excellent communication skills just to name a few. This session is an opportunity to share some of your experiences in your new role and gain some advice, wisdom, best practices, and learn the pit falls to avoid from seasoned directors</p>	North
Evening on your own	<p>Enjoy the Pinehurst and Southern Pines area as you spend some time dining with your friends and colleagues</p>	

Wednesday, November 8, 2017

8:00-9:00am	<p>Breakfast</p> <p style="text-align: center;"><i>Menu</i></p> <p style="text-align: center;"><i>Farm Fresh Scrambled Eggs; Over-Baked Provencal Tomato; O'Brien Potatoes; Applewood-Smoked Bacon</i></p> <p style="text-align: center;"><i>Assorted House-Baked Breakfast Pastries, Pinehurst Muffins, and Country Biscuits with Whipped Butter, Fruit Preserves and Honey</i></p> <p style="text-align: center;"><i>Orange Juice, Cranberry Juice, Coffee, Tea, Milk</i></p>	Cardinal Ballroom
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9:00-11:30am Closing Session

State Update

Elizabeth McDuffie, NCSEAA

Federal Update

David Bartnicki, FSA

Closing Comments

Jason Johnson, NCASFSA President

Have a safe trip home.

We'll see you at the Spring 2018 NCASFSA Conference



April 9-11, 2018 in Wrightsville Beach

2017-18 Executive Board



Jason Johnson – President
Jamie Pendergrass - President-Elect
Traci Mitchell – Secretary
Zilma Lopes - Treasurer-Elect
RaChele Summers – Diversity/Global Issues Co-Chair
J D Gibbs – Membership Chair

Nadine Ford, Professional Advancement –
Intermediate Aid Officers Chair
Kendra Simmons – Professional Advancement –
Webinars Chair
Rose Mary Stelma – Fall 2017 Program Chair and
Agency Liaison
Lisa Koretoff – State and High School Relations –
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Rachel Cavanaugh – Spring 2018 Program Chair

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Laura Misner – Middle School Enrichment
Scholarship Chair
Mary Otto – Professional Advancement – New
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Janee Knippenberg – Professional Affiliates Chair

Tyler Cook - Publicity and Publications Chair

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2017-18 Conference Committee



Cedric Barksdale	Crystal Ferguson	Katrina Lee	Dan Sanchez
Kali Brown	Nadine Ford	Zilma Lopes	Tonnette Sears
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Sabrina DeGain	Julie Hartmann	Jonah Miller	Merry Taylor
Preston Dodson	Jason Johnson	Traci Mitchell	Precious Ward
Sarah Evans	Karen King	Mary Otto	Marcia Weston
Lydia Faison	Janee Knippenberg	Cecil Outlaw	

ADDED after program printed – Amanda Buchanan

NCASF^{AA} Presidents

YEAR	NAME	YEAR	NAME	YEAR	NAME
2017-18	Jason Johnson	2016-17	Andrea Simpson	2015-16	Joey Trogdon
2014-15	Cathy Shell	2013-14	Rachel Cavanaugh	2012-13	Bridget Ellis
2011-12	Kim Driggers	2010-11	Paul Coscia	2009-10	Lisa Koretoff
2008-09	Amy Berrier	2007-08	Tony Carter	2006-07	Rance Jackson
2005-06	Dana Kelly	2004-05	Sharon Oliver	2003-04	Bruce Blackmon
2002-03	Rose Mary Stelma	2001-02	Wanda White	2000-01	Lisanne Masterson
1999-00	Janet Nowicki	1998-99	Larry Garrison	1997-98	Kay Stroud
1996-97	William Cox	1995-96	Dan Klock	1994-95	Sally Dodd
1993-94	Jane Kanipe	1992-93	Joe Capell	1991-92	Betty Whalen
1990-91	Ann McAnear	1989-90	Dolores Davis	1988-89	Eileen Dills
1987-88	Shirley Kool	1986-87	Mary Garren	1985-86	Steve Brooks
1984-85	Louise Nowicki	1983-84	Linda Yokeley	1982-83	Carl Malpass
1981-82	Jim Stanley	1980-81	Jim Belvin	1979-80	Clifton Collins
1978-79	Patsy Braxton	1977-78	Charles Holcombe	1976-77	Harold Nixon
1975-76	Gerald T. Bird	1974-75	William Mackie, Jr.	1973-74	Robert Boudreaux
1972-73	Eleanor Morris	1971-72	Lawrence Allen	1970-71	William M. Geer
1969-70	W. C. Blackwell				