



2019-2020 FASFAA INTERMEDIATE AID OFFICER WORKSHOP

January 22, 2020 – January 24, 2020
Embassy Suites by Hilton Boca Raton
661 NW 53rd St, Boca Raton, FL 33487

DAY 1 - Wednesday – January 22, 2020

| Time | Location | Agenda Item | Facilitator |
|--------------------|----------|---|---|
| 12:00 PM – 1:00 PM | | Workshop Registration & Check-in | N/A |
| 1:00 PM – 1:30 PM | | Welcome and Ice Breaker | Daniel Barkowitz / Tamika Martin |
| 1:30 PM – 2:30 PM | | Developing and Updating Policies and Procedures | Dameion Lovett-University of South Florida |
| 2:30 PM – 3:30 PM | | Financial Aid Reporting & Reconciliation | TBD |
| 3:30 PM – 3:45 PM | | Break | N/A |
| 3:45PM – 5:00 PM | | Financial Literacy and Default Prevention Plans | Ilia Cordero and Sedrick Brinson-Valencia College |
| 5:00 PM – 6:00 PM | | FASFAA Welcome Reception | N/A |

DAY 2 - Thursday – January 23, 2020

| Time | Location | Agenda Item | Facilitator |
|---------------------|----------|---|-------------|
| 8:00 AM – 9:00 AM | | Breakfast Included with Hotel Stay | N/A |
| 8:00 AM – 9:00 AM | | Late Arrival Check-in | N/A |
| 9:00 AM – 10:15 AM | | NASFAA Credential: Packaging & Notification of Awards | TBD |
| 10:15 AM – 10:30 AM | | Break | N/A |
| 10:30 AM – 12:30 PM | | NASFAA Credential: Packaging & Notification of Awards (Continued) | TBD |
| 12:30 PM – 1:30 PM | | Lunch Provided by FASFAA | N/A |
| 1:30 PM – 2:30 PM | | Navigation of Online Resources for Financial Aid | TBD |
| 2:30 PM – 3:30 PM | | Work Life Balance | TBD |
| 3:45 PM – 4:00 PM | | Break | N/A |
| 4:00 PM – 5:00 PM | | Financial Aid Leadership Panel | TBD |

DINNER ON YOUR OWN

Day 3 - Friday – January 24, 2020

| Time | Location | Agenda Item | Facilitator |
|---------------------|----------|---|---|
| 8:00 AM – 9:00 AM | | Breakfast | N/A |
| 9:00 AM – 10:00 AM | | Professional Judgment and Hidden Bias | Daniel Barkowitz – Valencia College |
| 10:00 AM – 10:15 AM | | Break | N/A |
| 10:15 AM – 11:15 AM | | Creating Outstanding Customer Service | Karemah Manselle – University of Central Florida |
| 11:30 AM – 12:00 PM | | Workshop Closing Remarks/ Appreciation and Awards | Daniel Barkowitz and Tamika Martin-Valencia College |

PLEASE NOTE:

Sessions highlighted in green are sessions for Intermediate Aid Officer Workshop attendees.

Sessions highlighted in gray are joint sessions with New and Intermediate Aid Officer Workshop attendees.