



**2019-2020 FASFAA NEW AID OFFICER WORKSHOP**

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

**DAY 1 - Wednesday – January 22, 2020**

Time	Location	Agenda Item	Facilitator
12:00 PM – 1:00PM		Workshop Registration & Check-in	N/A
1:00 PM – 1:30 PM		Welcome and Ice Breaker	Daniel Barkowitz / Tamika Martin-Valencia College
1:30 PM – 2:30PM		Understanding the FAFSA	TBD
2:30 PM – 3:30PM		Types of Aid Eligibility & Determining Need	TBD
3:30 PM – 3:45 PM		Break	
3:45 PM – 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: Student Eligibility	TBD
10:15 AM – 10:30 AM		Break	
10:30 AM – 12:30 PM		NASFAA Credential: Student Eligibility (Continued)	TBD
12:30 PM – 1:30 PM		Lunch provided by FASFAA	
1:30 PM – 2:30 PM		Navigation of Online Resources for Financial Aid	TBD
2:30 PM – 3:45 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 Included with Hotel Stay	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
11:15 AM – 12:00 PM		Workshop Closing Remarks/ Appreciation and Awards	Daniel Barkowitz and Tamika Martin- Valencia College

**PLEASE NOTE:**

**Sessions highlighted in yellow are sessions for New Aid Officer Workshop attendees.**

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