



South Carolina Association of  
Student Financial Aid Administrators

**Leadership Symposium**

**February 16, 2010 Spartanburg Community College**

**February 17, 2010 Midlands Technical College**

**February 18, 2010 Charleston Southern University**

**Tentative Agenda**

9:00 – 9:30	Registration
9:30 – 10:00	Ice breaker
10:00 – 12:00	Best Practices in Customer Service Part I
12:00 – 1:00	Lunch Provided
1:00 – 1:30	Best Practices in Customer Service Part II
1:30 – 2:00	Team Activity
2:00 – 3:20	For the Love of It
2:00 – 3:20	Evaluations/Closing Comments



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### **Session Descriptions:**

#### **Best Practices in Customer Service**

Based on years of in-depth research with financial aid administrators, TG has developed a list of customer service principles specifically for financial aid offices. In this interactive workshop hosted by TG, participants will share their expertise to identify specific steps and procedures that have proven successful when implementing customer service principles. Participants will take away dozens of best practices and a copy of TG's new publication, *Customer Service in Financial Aid*, which reinforces the link between customer service and student recruitment and retention.

#### **For the Love of It**

Why do you work in financial aid and how can you find a way to love what you do? Utilizing an inspiring video from photographer Dewitt Jones, participants will be given specific techniques for finding joy and meaning in each day. We all have the ability to love what we do if we begin each day with a full cup, honor our passion, make contributions to those around us, and express our gratitude regularly. When you work for the love of it, you will serve as an inspiration to your students and your co-workers.