



**South Carolina Association  
of  
Student Financial Aid Administrators  
2022 Annual Conference**



**October 16-19, 2022 | Myrtle Beach, SC**



## 2021-2022 SCASFAA President

SCASFAA Family,

On behalf of myself and the Executive Board, “Welcome to Fabulous SCASFAA” at the beach! Sarah Dowd, along with her conference committee have put together a broad collection of general and concurrent sessions that will provide numerous learning opportunities.

You don’t want to miss our opening session “Embracing the Suck”, arranged by our professional development committee. This keynote will challenge you to develop, reflect on, and practice ways that you can grow both personally and professionally regardless of position and pay.



I want to give tremendous thanks to our sponsors. Without their support we could never do what we are able to do for this association and it is truly appreciated. Please visit the vendor area often during the conference to learn about key products and services they can provide to your institutions and your students. SCASFAA remains fiscally strong as a result of their financial contributions to our conference and the relationships built with each member.

This year’s charity is the Bow & Arrow Center for Hope – an organization that provides mental health and grief education counseling, as well as promotes suicide prevention – an issue that is near to my heart. Please consider participating in all the events we have during the conference to help raise funds for this wonderful organization.

If this is your first SCASFAA conference, I would like to extend a special welcome. Please know that you are among friends, and we are glad to have you as part of our association and in the coming years we will need you and your experience in SCASFAA!

Sincerely,

**Missy Perry**



## 2022-2023 Program Chair



Welcome to Fabulous SCASFAA, the 57th Annual Conference, in beautiful Myrtle Beach, SC.

Thank you for being here! Your program committee has worked hard to build an agenda that will provide up-to-date information, professional growth, and a fun, encouraging and supportive atmosphere. We have several special guests from NASFAA, our region, and even from our own retiree members. Make sure you speak with them and find out for yourself what makes them so special and how they can help you in the profession.

Your health is important. In addition to SCASFAA's health waiver, the hotel takes precautions and we encourage you to follow those and continue to use your own.

We offer a variety of sessions this year, each with highly qualified presenters who will encourage you to interact and ask questions. Be sure to hand out your own contact cards and gather from people you meet. Stay connected, that's the whole point of SCASFAA, after all.

To help you meet and have time with your colleagues, our agenda includes five shared meals (three breakfasts and two lunches), two receptions (President's on Sunday and Vendor/Sponsor on Monday) an offsite charity event – loads of fun – Monday evening group dinners led by some of our Fabulous Vendor/Sponsors, and Tuesday night Music Trivia with snacks, beverages, and prizes.

It wouldn't be SCASFAA without our contributions to the President's charity choice. Bow & Arrow Center of Hope offers mental health and grief education, counseling, and coaching. They support those who help others. Our favorite, silent auction returns this year with a holiday and hand-made theme. Also returning for a second year is the very popular Tenfold from the Billfold. We are excited to add a new charity event this year, Mini Golf with Friends and a Cause. Travel with us to Captain Hook's for a shotgun start, 18-hole, mini golf "tournament" that offers lots of fun, and hopefully many laughs!

Thank you to the committee, the presenters, the moderators, the entertainers, and the attendees for making this conference so great! Finally, thank you for allowing me to serve as conference chair. I hope you go home recharged and better informed.

Remember,  
What happens at SCASFAA changes students' lives.

Sarah Dowd  
2022-2023 Program Chair



## MIKE FOX

Mike spent 42 years in the financial aid field working in a variety of positions all at South Carolina Student Loan Corporation. Throughout those 42 years he was a member of SCASFAA proudly serving the Association in many positions, including President.

He is married to his college sweetheart, who is rapidly going insane due to his recent retirement. When not harassing his wife, he shares his infinite wisdom with his three daughters and nine grandchildren. When even they can no longer tolerate him, he turns to his other passion, animals. Mike owns and operates Fox Farm where he hosts children's birthday parties with horses, tractors and a menagerie of animals.

For those of you who do not know Mike you will quickly learn that for all those year at SC Student Loan, his favorite part of the job was... hearing himself talk.



## NICK DESTEFANO

Nick is a husband, dad, brother, athlete and a leader who is chasing the awesome life. Really, he's no different than you. He's a campus-based professional who wants students to succeed. That's why he loves his full-time job as an educator and speaker. Since obtaining his master degree in Organizational Management, he's spent the past 10 years encouraging college students to believe in their power as leaders.



## DANA KELLY

Dana Kelly currently serves as the vice president of professional development and institutional compliance for the National Association of Student Financial Aid Administrators (NASFAA). In this role she oversees all products and services assigned to the training and regulatory assistance and certification and credentialing departments, supervises DC-based and remote training staff, manages the annual Leadership & Legislative Conference & Expo, and develops session content for NASFAA's national conference. As a member of NASFAA's executive team, she is instrumental in ensuring NASFAA is working toward the vision, mission, and goals established by NASFAA's Board of Directors. Prior to working at NASFAA, she held positions at Nelnet Diversified Solutions as a national trainer, at Nelnet as a regional director, and at High Point University as the director of student financial planning. She holds a Bachelor of Science in justice and policy studies from Guilford College, a master's degree from University of Phoenix in organizational management, and master's in public administration from the University of North Carolina at Greensboro.



## MICHAEL MORGAN

Michael Morgan is the Director of Financial Aid at Rhodes College in Memphis Tennessee. He was first introduced to financial aid as a student at University of Kentucky, where he was fortunate to find some caring counselors who assisted him in navigating the maze of financial aid with compassion. Since then he has spent thirty-two years working in the various sectors of financial aid and serving in multiple state and regional financial aid associations, including KASFAA, TASFAA, OASFAA, MASFAA, VASFAA and now with the honor of serving as SASFAA President. Despite the years of working in financial aid and admission he gained yet another perspective when it was time to help his children navigate the college admission and financing options. And he was able to see from the other side of the desk, yet again, the impact our profession has on people we interact with each and every day.



## ANN GUEVREMONT



Ann Guevremont is the Associate Dean of Financial Aid for Wake Technical Community College. She has worked in the community college system, the private sector, and the state university system over the last 30 years. Ann has an Associate's in Accounting from Wayne Community College, a BAS in Business Management from the University of Mount Olive and a Master of Science in College Student Affairs from NOVA Southern University.

Throughout her 25 years in financial aid, she has served in many capacities. In NCASF AA, she has had the honor of presenting sessions, being a moderator, served as the Two-Year Public Nominations and Elections Representative, served on the Program Committee, Chaired the first virtual Fall Conference, served many years on the Charity Committee and as Chair, served on many committees throughout her membership years and has the privilege to serve as President-Elect this year. Ann has also presented different sessions at the North Carolina Community College System's Financial Aid Leadership Academy.

On a personal note, Ann has seven children and fourteen grandchildren. She loves her family and spending time with every one of them as often as possible.



# Conference Committee

|                            |                               |
|----------------------------|-------------------------------|
| <b>Missy Perry</b>         | Piedmont Technical College    |
| <b>Nicole Brownlow</b>     | Trident Technical College     |
| <b>Zachary Christian</b>   | SC Tuition Grants Commission  |
| <b>Adam Ghiloni</b>        | Tri-County Technical College  |
| <b>Melanie Gillespie</b>   | Tri-County Technical College  |
| <b>Holly Gilliam</b>       | University of SC – Columbia   |
| <b>Tosh Greathree</b>      | Columbia College              |
| <b>Regina Hailey Smith</b> | University of SC – Columbia   |
| <b>Nikisha Howze</b>       | York Technical College        |
| <b>Kala Hudson</b>         | Converse University           |
| <b>Jessie Kiser</b>        | Clemson University            |
| <b>Gena Miles</b>          | SC Tuition Grants Commission  |
| <b>Diana O'Bryan</b>       | Bob Jones University          |
| <b>Michelle Upchurch</b>   | Limestone University          |
| <b>Kyle Wade</b>           | Spartanburg Methodist College |
| <b>Rodney Walton</b>       | PNC Bank                      |
| <b>Jennifer Williams</b>   | Clemson University            |
| <b>Sarah Dowd</b>          | Trident Technical College     |





## Fabulous 2022-2023 SCASFSA Board



**Missy Perry, *President***  
*Piedmont Technical College*

**Carolyn Sparks, *Past President***  
*Wofford College*

**Zacy Christian, *President- Elect***  
*South Carolina Tuition Grant*

**Adam Ghiloni, *Vice President***  
*Tri-County Technical College*

**Regina Hailey- Smith, *Treasurer***  
*University of South Carolina- TRIO*

**Michelle Upchurch, *Treasurer Elect***  
*Limestone University*

**Danielle Rymer, *Secretary***  
*University of South Carolina- Columbia*

**Sarah Dowd, *Conference***  
*Trident Tech*

**Nicole Brownlow, *Financial Awareness***  
*Trident Tech*

**Melanie Gillespie, *Sponsorship***  
*Tri-County Technical College*

**Ray Jones, *Business Partner Liaison***  
*South Carolina Student Loan*

**Jernitha Smith, *Member-at-Large***  
*University of South Carolina- Columbia*

**Tosh Greathree, *Communications***  
*Columbia College*

**Kyle Wade, *Electronic Services***  
*Spartanburg Methodist College*

**Elizabeth Milam, *Financial Planning***  
*Clemson University*

**Bridget Blackwell, *Site Selection***  
*University of South Carolina- Palmetto*

**Kala Hudson & Holly Gilliam, *Diversity***  
*Converse University*



# Valued Friend



# Exhibitor



# Exhibitor

|  |  |
|--|--|
|  <p>The logo for elmresources features a green hexagon containing a white stylized tree with three leaves. Below the hexagon, the word "elmresources" is written in a lowercase, sans-serif font, with "elm" in green and "resources" in black.</p> |  <p>The logo for PNC BANK consists of an orange circle with a white stylized 'P' inside, followed by the words "PNC BANK" in a blue, uppercase, sans-serif font.</p>             |
|  <p>The logo for sallie mae features the words "sallie" and "mae" stacked vertically in a blue, lowercase, sans-serif font. The text is flanked by stylized vertical lines that resemble a tree or a building facade.</p>                          |  <p>The logo for ScholarNet features a stylized graphic of three overlapping lines in orange, blue, and teal, followed by the words "ScholarNet" in a blue, sans-serif font.</p> |
|  <p>The logo for SoFi features a grid of nine blue circles arranged in three rows and three columns. The bottom row of circles is partially obscured by the word "SoFi" in a blue, lowercase, sans-serif font.</p>                                |  |





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Your Conference Committee has planned a *Fabulous* agenda!

### **Sunday, October 16**

9:00AM - Noon Board Meeting

11:30AM Exhibit Area set up

12:30 - 2:30PM Professional Development -separate registration required **Nautilus Ballroom**

#### **Unlock YOUR Leadership Potential: Discovering the Keys to Success**

YOU have the ability to make a positive impact and influence others regardless of your role, title, or job!

You will learn how to create a lasting and memorable experience for your students and their families. You'll learn the leadership and service excellence skills required to create stronger relationships with your team and other employees across your organization. You will leave with a greater understanding of your personal values and strengths and the ways they can positively impact your organization.

Do not expect two hours of sitting and listening. This pre-conference will require you to actively reflect, engage and participate and you will be a better leader because of it. You can expect to walk away with tangible tools and exercises that you and the rest of your team can utilize to create a culture of leadership and success.

**Instructor: Nick DeStefano, Chasing the Awesome Life**

**Moderator: Adam Ghiloni, TriCounty Technical College**

2:00 - 4:00PM Registration Desk Open

**Prefunction Area**

2:30 - 5:00PM Silent Auction and Exhibit Area Open

**Prefunction Area**



3:00 - 4:00PM Opening Session

**Nautilus Ballroom**

**Embracing the Suck**

I'm getting paid what? To work how many hours?

The employee burnout struggle is all too real, and that was before COVID-19 came along and said, "watch this, hold my beer." We all work long and strenuous hours and while the work is extremely rewarding it's also tiring. This session will help professionals develop proven strategies to embrace the suck and create a resilient mindset. As a recovering Student Affairs professional himself of 10+ years (said with love), Nick knows it's essential that you take care of yourself. Avoiding burnout is not as simple as just "loving your job." This keynote will challenge you to develop, reflect on, and practice ways that you can grow both personally and professionally regardless of position and pay! You'll learn from and with Nick as you discover the power of embracing the suck and learning to love what's not so awesome.

**Presenter: Nick DeStefano, Chasing the Awesome Life**

**Moderator: Adam Ghiloni, TriCounty Technical College**

4:15 - 5:30PM Keynote Speaker / Business Meeting

**Nautilus Ballroom**

**Presiding: Missy Perry, SCASFAA President, Piedmont Technical College**

**Keynote Speaker: Mike Fox,  
SCASFAA Past President,  
Fearless Nine Service to SCASFAA Award Recipient**

6:00 - 6:30PM First time attendees Meet and Greet

**Sand Dollar**

**Hosted by Jernitha Smith, Member at Large**

7:00 - 9:00PM Reception (Heavy hors d'oeuvres)

**Loggia & Grande Lawn**

**Monday, October 17**

7:00 - 9:00AM Breakfast (with coupon)

**Waterscapes**

8:00AM - Noon Registration/Silent Auction/Exhibit Area Open

**Prefunction**

8:30 - 9:30AM Concurrent Sessions

Session 1

**Coral**

**Data Visualization: Ways to present large amounts of data in easy, concise, and consumable ways**

Financial Aid Administrators own, review, and disseminate vast amounts of data on a regular basis. Have you ever sent a data summary to campus leadership and received blank stares? I know I sure have! During this session we will discuss tangible ways to consider, outline, and display complex sets of data in easily understandable formats to people without data backgrounds and without financial aid backgrounds. Fancy (and expensive) tools can do this, but have no fear, we will only be using baseline excel functionality to help you, help your data, tell the story you need it to say.

**Presenter: Adam Ghiloni, TriCounty Technical College**

**Moderator: Amy D'Arecca, Discover Student Loans**



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Some restrictions apply. See website for details.



**Unkown Bias**

Each of us views the world through a lens shaped by our experiences and personal circumstances. As a result, we can hold implicit bias that can lead to unintended consequences or manifest as unintentional microaggressions toward students and/or colleagues. When working with diverse student populations, it is vitally important to be aware of our implicit bias and strive to create a more inclusive environment. This session will touch on common microaggressions and stereotypes, the impact of these preconceptions, and how to better serve our student populations.

**Presenter: Zachary Christian, South Carolina Tuition Grants Commission**

**Moderator: Shannon Jones, Inceptia**

**Mental Health 101**

In this course we will begin to identify and break down stigma surrounding mental health, opening up conversations by providing a basic understanding of mental health, and helping participants understand an overview of common mental disorder diagnoses by learning signs, symptoms, risk factors, and basic intervention strategies for assisting others experiencing a mental health challenge.

**Presenter: Kala Overhalt, Bow and Arrow**

**Moderator: Destra Capers, SC Student Loan Corporation**

9:30 - 9:45AM Break - Visit Sponsors and Charity Booth

9:45 - 10:45AM Concurrent Sessions

**Quality Service is not a Game of Chance**

When meeting the needs of our students, the house is not the only one who wins. We will discuss attributes in offering service that increases the chances both you and the student win. Because situations and relations are different for each experience we cannot guarantee a win 100% of the time. But a well calculated strategy of how to meet the needs of your students each day does have +200 odds.

**Presenter: Michael Morgan, Rhodes College, SASFAA President**

**Moderator: Terria Williams, Claflin College**

**Top Ask Regs Questions**

NASFAA's AskRegs service fields thousands of questions from aid administrators each year. This session takes a look at the top questions submitted over the last year, as well as those rated as most useful by the NASFAA membership. Find out what your colleagues are asking and if your practices align with NASFAA responses.

**Presenter: Dana Kelly, NASFAA**

**Moderator: Ann Guevremont, NCASFAA President-elect**



**Welcome to the Fishbowl!**  
**(A Panel Discussion on Mistakes of Financial Aid Directors - and How to Avoid Them!)**

The Financial Aid Office is responsible for navigating complex regulations, administering millions of dollars, and improving institutional benchmarks like access, enrollment, retention, and social mobility. Leading such an office can be a daunting task and mistakes, though inevitable, can be costly. This session features a panel of financial aid directors with varying levels of experience who discuss their experiences with and tips on avoiding common mistakes made by Financial Aid Directors.

Directors and those aspiring to be in a leadership role are encouraged to attend!

**Facilitator: Dr. Samantha Hicks, Coastal Carolina University**  
**Panelists:** Carolyn Sparks, Wofford College  
 Kyle Wade, Spartanburg Methodist College  
 Joey Derrick, University of South Carolina - Columbia  
 Melanie Gillespie, TriCounty Technical College  
 Dr. James Kellam, Converse University  
 Elizabeth Milam, Clemson  
**Moderator: Chansone Durden, Earnest**

11:00 - Noon Concurrent Sessions

Session 1

Coral

**The Value of Transparency and Choice**

When making an enrollment decision, students and families aren't just concerned with cost and fit. They are also looking for readily available information as well as transparency and simplicity in the college financing process. This session will focus on ways to represent financing options in the aid offer, review best practices on gap finance counseling and discuss the value of a preferred lender list. Attend this session to learn about new guidance and industry standards to improve your financial aid offers and gap counseling efforts.

**Presenter: Kelly Savoie, Sallie Mae**  
**Moderator: Carlette Jones, Technical College of the Lowcountry**

Session 2

Sand Dollar

**Escape Room**

Need a Quiet minute in a quiet space? Settle in to reset or recharge

Session 3

Nautilus A

**Anxiety and Stress Management**

Participants will explore and identify causes of anxiety and stress through self-reflective instructor led activities. Anxiety and stress management application will be demonstrated along with practical tolls and strategies to help participants implement self-care techniques and coping strategies into their everyday lives.

**Presenter: Kala Overhalt, Bow & Arrow**  
**Moderator: Amy Gerber, ScholarNet**

12:15 - 1:30PM Luncheon

Nautilus Ballroom

**Presiding: Missy Perry, SCASFAA President, Piedmont Technical College**  
**NASFAA Update - Dana Kelly**  
**SASFAA Update - Michael Morgan**





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## Talk to us.

Shannon Jones, Assistant Vice President  
[ShannonJ@inceptia.org](mailto:ShannonJ@inceptia.org)



1:30 - 1:45PM Break - Visit Sponsors and Charity Booth **Prefunction**  
1:45 - 3:00PM General Session **Nautilus Ballroom**

### **Viva Diversity, Equity, and Inclusion**

We will look at Diversity, Equity, and Inclusion, and why it's a benefit and meaningful to us all.

**Presenters: Holly Gilliam, USC -Columbia and Kala Hudson, Converse University**  
**Moderator: Zachary Christian, South Carolina Tuition Grants Commission**

3:00 - 5:00PM Silent Auction and Exhibit Area Open **Prefunction**

4:00 - 5:00PM **Charity Event** **Off site**

Come join us for Mini Golf with Friends and a Cause! Travel with us to Captain Hook's Mini Golf in Myrtle Beach for 18 holes of fun with your SCASFAA friends.

\$20 registration fee goes 100% to Bow & Arrow Center for Hope.

5:30 - 6:30PM **Vendor/Sponsor Social Reception** **Nautilus Ballroom**

6:30PM **Dinner OYO or JAG\***

\*Join a Group led by one of our Fabulous Vendor/Sponsors

## **Tuesday, October 18**

7:00 - 9:00AM Breakfast (with coupon) **Waterscapes**

8:00AM - Noon Registration/Silent Auction/Exhibit Area Open **Prefunction**

8:30 - 9:30AM Concurrent Sessions

Session 1 **Nautilus A**

### **Credit Scores and Results**

Let's discuss the nuances of Credit Scores and Credit Reports. Good for all students, parents, staff, anyone who has or uses credit for purchases - not limited to just student loans.

**Presenter: Rodney Walton, PNC Student Loan Center**  
**Moderator: Ana Montjoy, College of Charleston**

Session 2 **Nautilus B**

### **FAO as Allies: Understanding and Supporting the LGBTQIA+ Community**

They say you never truly understand a person until you've walked a mile in their shoes. According to surveys completed by the Association of American Universities, roughly 20% of LGBTQ+ college students fear for their physical safety on-campus due to their gender identity or perceived sexual orientation and/or gender identity. This session will provide information on how to better assist students and/or their parents who identify as LGBTQIA+, and walk participants through the coming out process and will promote an open and safe dialogue.

**Presenters: Kala Hudson, Converse University**  
**Zachary Christian, South Carolina Tuition Grants Commission**  
**Moderator: Katie Harrison, South Carolina Tuition Grants Commission**



**Improving Retention and the Delivery of Financial Aid**

Strategies to overcome the barriers of financial stress and become more active in your institution's retention efforts.

**Presenter: Nicole Brownlow, Trident Technical College**

**Moderator: Dr. James Kellam, Converse University**

9:30 - 9:45AM Break - Visit Sponsors and Charity Booth **Prefunction**

9:45 - 10:45AM Concurrent Sessions

**FAFSA Simplification**

The biggest changes to the FAFSA in history will be implemented in the 2024-25 application cycle - are you ready? Explore the upcoming changes to the FAFSA, including direct data sharing with the IRS and a streamlined Federal methodology, and learn more about the latest updates on implementation and NASFAA's Student Aid Index Modeling Tool.

**Presenter: Dana Kelly, NASFAA**

**Moderator: Patty Hix, Columbia International University**

**Working with Hybrid Teams: Adapt to the changes of working through virtual walls, using knowledge and best practices**

We will share knowledge, best practices, and some quick tips to support you in managing a hybrid team. You'll be asked to reflect on your experiences this past year, so have a piece of paper to take down some notes.

Give yourself the next 30 minutes or so to focus on being a better manager for your team.

**Presenter: Concepta Williamson, Citizens Bank**

**Moderator: Bridget Blackwell, USC Regional Palmetto College**

**Strategic Planning: Setting the Stage for the Long haul**

Strategic Planning isn't just for the director. The entire financial aid team is an integral part of planning the future of the aid office in conjunction with the institutional goals. Come hear how you can build your bench (directors), motivate and engage your team (all leaders), and how to make sure your financial aid office is going places!

This session is intended for those aspiring to be leaders, directors, and assistant directors.

**Presenter: Melanie Gillespie, Tri-County Technical College**

**Moderator: Kathleen Roebuck, Cognition Financial**



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11:00 - Noon Concurrent Sessions

Session 1

**Nautilus A**

### **Prepare for the Unexpected**

Preparing for the unexpected is about how you prepare, communicate, and respond to sudden unplanned events. When you strategically think about unexpecting happenings, you are preparing your mind in a positive way for the future.

**Presenter:** Ann Guevremont, NCASFAA President-elect

**Moderator:** Ashley Edens, College Raptor

Session 2

**Coral**

### **Escape Room**

Need a Quiet minute in a quiet space? Settle in to reset or recharge

Session 3

**Nautilus B**

### **Setting Priorities: A No Fail Checklist for Directors**

A panel discussion with opportunity for questions from attendees.

**Facilitator:** Jennifer Williams, Clemson University

**Panelists:** Dr. James Kellam, Converse University

Ken Bernard, Central Carolina Technical College

Katie Harrison, S C Tuition Grants Commission

Jan Belton, Edward Via College of Osteopathic Medicine

D. J. Simpson, College of Charleston

**Moderator:** Kelly Savoie, Sallie Mae

12:15 - 2:15PM SCASFAA Awards and Recognition Luncheon

**Nautilus Ballroom**

**Presiding:** Missy Perry, SCASFAA President, Piedmont Technical College

2:15 - 5:00PM Silent Auction and Exhibit Area Open

**Prefunction**

2:30 - 3:30PM Concurrent Sessions

Session 1

**Nautilus A**

### **What Keeps You Up at Night?**

Scholarship and residency regulations state that if an institution has failed to comply with program statutes or regulations, the Commission may "suspend, terminate, or place certain conditions upon the institution's continued participation in the program and require reimbursement for any funds lost or improperly awarded." To prevent misawards at your institution, key areas in the state regulations will be covered along with "must dos," and tips for our "seasoned" and new state aid professionals.

**Presenters:** Dr. Karen Woodfaulk, Director, Office of Student Affairs, SC CHE

Ms. Kathryn Harris, Program Manager, Office of Student Affairs, SC CHE

Ms. Tanya Weigold, Program Coordinator, Office of Student Affairs, SC CHE

Dr. Gerrick Hampton, Associate Director, Office of Student Affairs, SC CHE

**Moderator:** Dr. Samantha Hicks, Coastal Carolina University



**Professional Judgement Best Practices**

Professional Judgement (PJ) is sometimes viewed as one of the more challenging aspects of Title IV program administration. There are both explicit and implicit guidelines that must be followed in relation to other aspects of Title IV federal student aid administration. This session will explore guiding principles and best practices that can be applied on your campus.

**Presenter:** Dana Kelly, NASFAA  
**Moderator:** Jernitha Smith, USC - Columbia

**Reporting Structures and Their Influence on Financial Aid Operations**

Financial Aid Offices can report through enrollment, finance, student affairs, or academic affairs. Each of these have certain strengths and weaknesses, but we are all charged to execute the same mission for the college. Join us for this roundtable discussion on different structures, how they influence the work you do, and open dialogue on how to maximize on your colleges reporting structure.

**Presenter:** Adam Ghiloni, Tri-County Technical College  
**Moderator:** Holly Gilliam, USC - Columbia

3:30 - 3:45PM Break - Visit Sponsors and Charity Booth **Prefunction**

3:45 - 4:45PM Concurrent Sessions

**Direct Loans: Fresh Start Roulette**

Your guess is as good as mine, but together we can cover all the numbers.

**Presenter:** Nicole Brownlow, Trident Technical College  
**Moderator:** Marty Carney, Greenville Technical College

**Return to Repayment: The precautions and preparation**

The pandemic continues and the CARES Act that has afforded some relief to all student loan borrowers by bringing them current and eliminating the need for payments has been extended through December 31, 2022. As the resume payment date draws closer, borrowers and schools will be dealing with a much different landscape of repayment than has been seen in past trends.

Understanding the ramifications of a mass resume date on student loan repayment can help you understand the impact it may have on your student borrowers and your school. In this express session, we will talk about the challenges this presents for students and schools along with recommendations on steps to take to ease the strain.

**Presenter:** Shannon Jones, Inceptia  
**Moderator:** Jan Belton, Edward Via College of Osteopathic Medicine



**Communicating Affordability to Prospective Students**

This presentation will explore the importance of having up-to-date and useful online tools to help prospective students understand their personal costs, awards, and net price. Attendees will see multiple approaches for communicating affordability, learn best practices for improving cost transparency, strategies for improving engagement rates, and ways to turn the federal NOC requirement into a meaningful tool.

**Presenter:** Ashley Edens, College Raptor  
**Moderator:** Dana Quattlebaum, Benedict College

5:00PM **Silent Auction Closes!!!**

5:00 - 8:00PM Dinner on Your Own

8:00 - 10:00PM **Music Trivia and Social with DJ Stix Nautilus Ballroom**

**Wednesday, October 19**

7:30 - 9:00AM **SCASFAA Buffet Breakfast (with coupon)** **Nautilus Ballroom**

8:30AM **Legislative Update** **Nautilus Ballroom**  
**State Updates**

**Closing Business Meeting** **Nautilus Ballroom**



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# Etiquette Tips for Social Receptions at Conferences



Given the numerous opportunities to attend conferences large and small, you can find yourself participating in many social receptions. Such events allow community members to meet each other to forge informal ties, strengthen friendships, and build professional connections.

Here are my 9 etiquette tips to help you get the most out of the social reception and create a positive atmosphere for others:

**#1: It's OK to join a conversation in progress**, even if you don't know the people. This is hard, especially for introverts. Fortunately, the etiquette of social receptions allows this, as long as you're polite. Such events aren't meant for private conversations. By being invited to the event, you're implicitly granted permission to mingle and meet people.

**#2: Allow others to join your conversation.** Social gatherings aren't for one-on-one discussions. Be mindful of others trying to join the conversation. Make the person feel welcome by facing at least partially toward them. Briefly explain what you're currently discussing, so they can contribute. Consider posing a relevant question to make it easier for the newcomer to join the chat.

**#3: Introduce yourself** when you run across someone you've met before but don't know very well. Even if you recall their name, they might have forgotten yours. Make it easier for the person to remember who you are by including your name in your greeting. Offer some context, perhaps by mentioning where you last met.

**#4: Volunteer some details** to help jumpstart the conversation. Don't just say "Fine" or "Same old" when answering an open-ended question like "How are you?" or "What're you up to?" Share at least some information to move the discussion forward, such as "I joined company X" or "I've been working on project Y." (Tip shared by [A Shostack](#).)

**#5: Move from group to group** without spending much time with any one person, if you wish. Social receptions are meant to let people mingle and meet each other. Don't worry about politely thanking the person for the chat when you feel ready to move on, then join a conversation with someone else.

**#6: Bring a card with your contact details** and offer it to the people with whom you'd like to stay in touch. This'll help people to remember you and have a way to contact you. A business card might be too formal, but a card with your name, email and/or social media details might be appropriate.

**#7: Wear an easy-to-read name tag.** It helps people whom you've just met or who might not remember your name to strike a conversation. If you're known by your Twitter handle or blog, add that detail to the tag. Pro tip: Attach the name tag your right side, since that's where the person will probably look if shaking your right hand.

**#8: Follow up with people you meet** by email or the social platform of their preference shortly after the event ends. A brief "it was nice to meet you" note is fine, as long as you remind the person who you are, how you've met or what you discussed. Share some useful information or a pointer that's relevant to your conversation. Don't wait too long, but also be mindful of multi-day events during which the person might be too busy to notice your note.

**#9: Don't overindulge in food and drink** at the reception. Such events often offer refreshments to keep hunger at bay and create a relaxing environment that encourages socialization. Unless your primary objective is a free meal, focus on verbal interactions with others. Keeping your mouth stuffed with snacks or consuming too much alcohol will likely get in the way.

Keep these tips in mind when socializing during conferences and networking events. Be considerate of others, give yourself permission to mingle, and make it easier for others to interact with you during and after the reception. *Updated February 21, 2020*

