

South Carolina Association of Student Financial Aid Administrators



2020-21 Executive Board Meeting
Tuesday, December 15, 2020
Zoom

Present

Traci Singleton
Bridget Blackwell
Zachary Christian
Joey Derrick
Adam Ghiloni
Melanie Gillespie

Holly Gilliam
Katie Harrison
Samantha Hicks
Kisha Howze
Ray Jones
Elizabeth Milam

Ana Montjoy
Kelly Savoie
Regina Hailey Smith
Carolyn Sparks
Jennifer Williams
Terria Williams

Meeting

President Singleton called the 2020-21 Executive Board Meeting to order at 11:03 AM. The purpose of this meeting was to discuss and approve the Slate of Candidates presented by the Nominations and Elections Committee and to discuss the results of the 2020 Virtual Conference Evaluations.

Action: Approval of agenda with authority given to the president to make changes as needed in order to facilitate the flow of business. Zachary Christian motioned to approve the agenda. Carolyn Sparks seconded the motion, which carried.

President Singleton announced that Zachary Christian will be acting Secretary on behalf of Michelle Upchurch, who was unable to attend the meeting.

President Singleton called on Melanie Gillespie, Past President, to present the Slate of Candidates on behalf of the Nominations and Elections Committee. Melanie announced that the committee secured a dual slate for all positions. The Slate of Candidates for the 2021-2022 Elections are:

President-Elect: Zachary Christian and Missy Perry
Vice-President: Adam Ghiloni and Samantha Hicks
Treasurer-Elect: Vanessa Childs and Regina Hailey Smith
Member-at-Large: Nicole Brownlow and Holly Gilliam

Melanie called for any discussion. There being none, President Singleton called for a motion to accept the Slate of Candidates.

Action: Approval of the Slate of Candidates as submitted by the Nominations and Elections Committee. Melanie moved to accept the slate, which carried.

President Singleton thanked all candidates for their willingness to run. Melanie announced that she will be reaching out to each candidate to obtain a picture and statement of candidacy for the elections. Elections are scheduled to run from February 1, 2021 until February 14, 2021.

President Singleton called on Samantha Hicks, Treasurer, to provide an update on Association financial matters. Samantha reminded all Board Members to ensure their membership dues and Conference registration fees are paid. Samantha reported that Michelle Jacobson, Treasurer-Elect, is currently contacting all Members with outstanding balances. It was also reported that a few Sponsors have not yet paid Sponsorship fees. Samantha also announced that she is currently researching different online payment options and plans to provide an update at the next Board Meeting.

President Singleton called on Zachary Christian, Conference Chair, to provide an update on the results of the 2020 Virtual Conference evaluations.

Zachary reported that the first ever, 100% Virtual conference, which ran from, October 1, 2020 until October 29, 2020 had 223 total attendees. Of these, 50 were First-time Attendees. The conference was comprised of 28 sessions, the Annual Business Meetings, 1 first-time attendee meet & greet, and 1 evening entertainment/networking event.

Zachary announced that 52 attendees completed the Conference Evaluation, which was open from October 29th until November 20th. Results of the conference evaluation and full Board Report are attached. Zachary thanked the Conference Committee and the Tech Support subcommittee for their hard work, assistance, and patience as this monumental task was accomplished. Zachary also thanked President Singleton for the opportunity to serve as her Conference Chair.

Old Business

There was no old business.

New Business

President Singleton announced that Nancy Tate will be retiring in January. President Singleton recommends that Nancy receive Lifetime Membership and called for any discussion. All Board Members agreed that she should receive Lifetime Membership.

Action: To approve Lifetime Membership for Nancy Tate. Traci motioned to approve Lifetime Membership, which carried.

Announcements and Closing Remarks

President Singleton announced that the 2020-2021 charity efforts will kick-off in the Spring, and information will be forthcoming.

Madam President adjourned the meeting at 11:43 AM.

Respectfully Submitted,

Zachary Christian
Acting Secretary for
Michelle Upchurch
2020-21 SCASFAA Secretary



SCASFAA 2020-2021 Board Report

Date	December 10, 2020
Committee	Conference (Fall Program)
Committee Chair	Zachary Christian, SC Tuition Grants Commission
Vice-Chair	Melanie Gillespie, Tri-County Technical College

<u>Committee Member</u>	<u>Institution</u>
Keith Babich	Common Bond
Melissa Barnette	Furman University
Bridget Blackwell	UofSC – Palmetto College
Nicole Brownlow	Trident Technical College
Kim Chalmers	Piedmont Technical College
Biz Daniel	ScholarNet
Rick Gallagher	Ascent
Holly Gilliam	UofSC
Katie Harrison	SC Tuition Grants Commission
Samantha Hicks	Coastal Carolina University
Kisha Howze	York Technical College
Janee Knippenberg	PNC
Monique Lemmon	SC Tuition Grants Commission
Elizabeth Milam	Clemson University
Gena Miles	SC Tuition Grants Commission
Ana Montjoy	UofSC – Salkehatchie
Diana O’Bryan	Bob Jones University
Kevin Perry	Coastal Carolina University
Missy Perry	Piedmont Technical College
Justin Pichey	Columbia College
Kelly Savoie	Sallie Mae
Regina Smith	UofSC – TriO
Jennifer Williams	Clemson University
Traci Singleton, Ex-Officio	The Citadel

Goals:

- Plan an annual conference that will be beneficial to the membership by providing valuable training.
- Create a virtual format and robust agenda, with networking opportunities, that is comparable to an in-person conference.

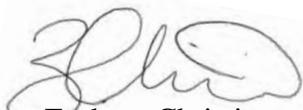
Accomplishments:

- First ever, 100% Virtual Conference held October 1 – 29, 2020
 - 223 Total Attendees (50 were First-time Attendees)
 - 206 General Attendees (\$35 Registration Fee) - \$7,210 revenue
 - 2 Lifetime/Honorary Members (Free Registration)
 - 14 Sponsor Comps (Free Registration with Sponsorship)
 - 1 Guest Presenter Comp (Free Registration per agreement with presenter)
 - 28 Sessions, 1 First-time Attendee Meet & Greet, 1 Evening Entrainment/Networking
- Guest Presenters:
 - Robert Weinerman, Iron Bridge Resources – 5 sessions
 - Daniel Barkowitz, Valencia College – 2 sessions
 - Robert Muhammad, Howard University – 1 session
 - Megan Coval, NASFAA – 1 session
 - Meredith Brown, Piedmont Technical College – 1 session
 - Anita Olivencia, U.S. Department of Education – 2 sessions
 - Dr. Mary Hahn, Recent Ph.D Graduate – UofSC – 1 session
- Conference Evaluation ran from October 29 – November 20; 52 responses received.
- Successfully avoided common Zoom issues/"Zoom Bombers" with the help of joint collaboration with Electronic Services Committee and Conference Committee members; Each session had a dedicated "Tech Support" person
 - Tech Support included: Katie Harrison and Kisha Howze (Electronic Services Co-Chairs), Nicole Brownlow, Kevin Perry, Missy Perry, and Jenifer Williams

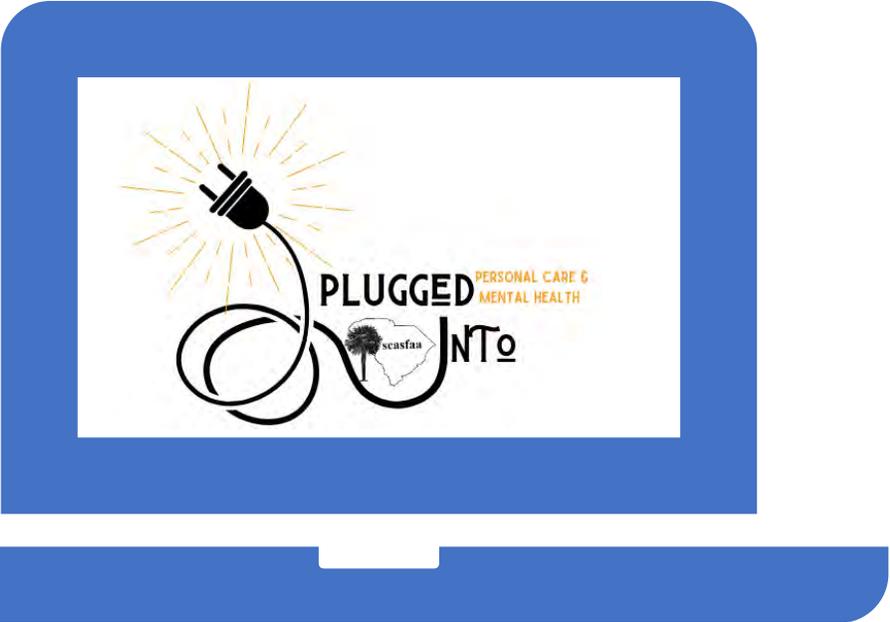
Attachments:

- Untouched "raw data" Evaluation Results – (Excel)
- 2020 SCASFAA Virtual Conference Evaluation Data Presentation – (PDF)
- Session Attendee Count – (PDF)

Submitted by:



Zachary Christian



2020 SCASFAA Virtual Conference Evaluation Data

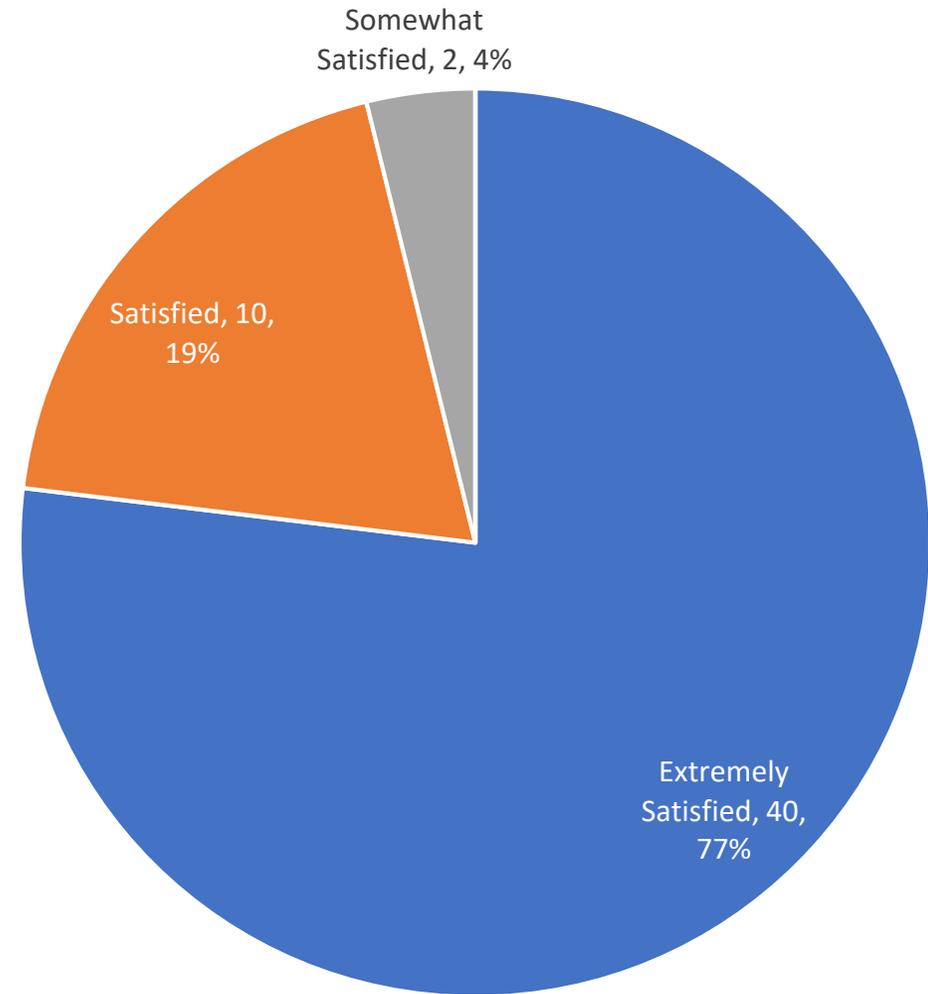
Submitted by:

Zachary Christian, Conference Chair

2020 SCASFAA Virtual Conference

- Held virtually via Zoom October 1-29, 2020
- 223 total Attendees
 - 206 General Attendees (\$35 per registration) - \$7,210 revenue
 - 2 Lifetime/Honorary Members (Free Registration)
 - 14 Sponsor Comps
 - 1 Guest Presenter Comp
- 28 Sessions; First-time Attendee Meet & Greet, 1 Evening Entertainment/Networking Event
- Evaluation available October 29-November 20
 - 52 total responses

Overall Satisfaction



What could have been done to improve your experience?

21 out of 52 Respondents Answered

"Of course, it would have been much better seeing all of my friends in person. Given the unique circumstances, this was a great conference."

"The committee did an amazing job. So grateful to be a part of this!"

"Quality of presentations vs. quantity of presentations."

"Some of the emails were a little too wordy. We are all very busy during these times and seeing a very long and detailed email can be unmotivating. However, I really enjoyed the ease of participating at home."

"Nothing"

"Nothing at all 😊"

"Nothing really. I loved the online format allowing me to go to almost all of the presentations."

"Maybe have it confined to a week or two instead of all month."

"You did an outstanding job of putting together a great conference in unusual times."

"Would love if you had been able to record sessions. (I missed some). "

"It was a wonderful experience for me. Learned a lot."

What could have been done to improve your experience? (Cont.)

“This was a great way to do the conference by virtual means. I miss the regular face-to-face conference but since it had to be virtual, I think the committee did a great job by giving us a couple hours a day to get the wonderful information presented while still having the rest of our day to work at our institutions. Not really anything serious that could have enhanced my experience unless there was a way to get rid of COVID. :)”

“The majority of the conference sessions were irrelevant to my responsibilities (primarily working with scholarships and study abroad).”

“It would have been nice to have all handouts/PP prior to meeting.”

“There were a couple of sessions that happened at the same time but I would have liked to attend both. If it is virtual in the future, it would be nice to have them all not conflict with each other. (I know that is not possible for in person conferences though).”

“Only thing would be In Person which wasn't an option. Great Conference!”

“I understand how difficult it is to make Financial Aid more enjoyable. There were some hiccups, but overall, it was done well for being virtual. Thank you all for your hard work!!”

“It went very smoothly considering it was changed from in person to virtual. “

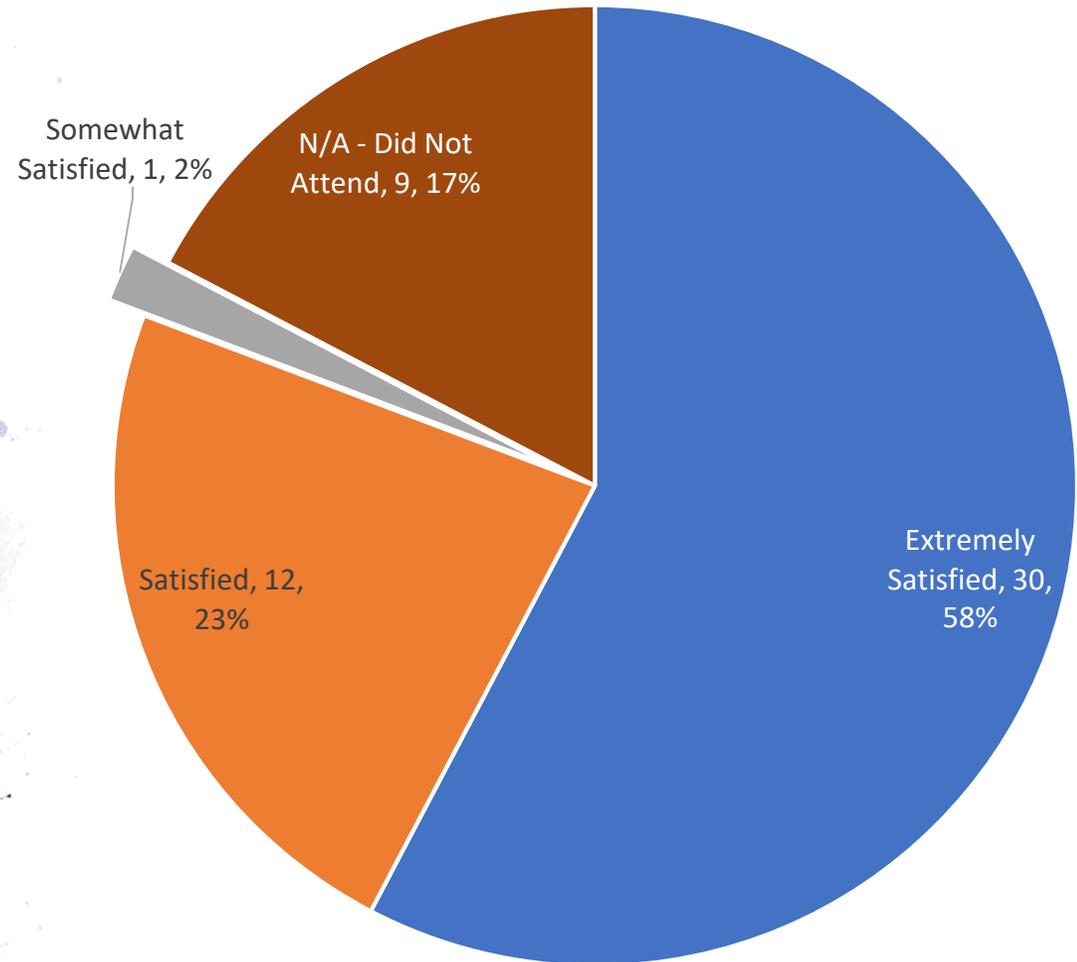
“Nothing, I thought it was great!”

“Nothing! The event was informative and interactive because of this AWESOME Team! GREAT job everyone! “

“I would like for some sessions to be offered at least twice.”

2019 Tax Returns and the 2021-22 Need Analysis

*43 out of 52 respondents
attended this session*



What comments, if any, do you have for the presenter?

9 out of 43 session attendees Answered

“Very technical presentation”

“Great job”

“Robert always provides info in easy to understand fashion.”

“His enthusiasm is contagious”

“It was fabulous!! I do wish it had been a little less technical so those with simple asset conflicts could have benefited... it was a bit over the head of a school without affluent students.”

“Went a little fast – I’m sure he was trying to stay within his time!”

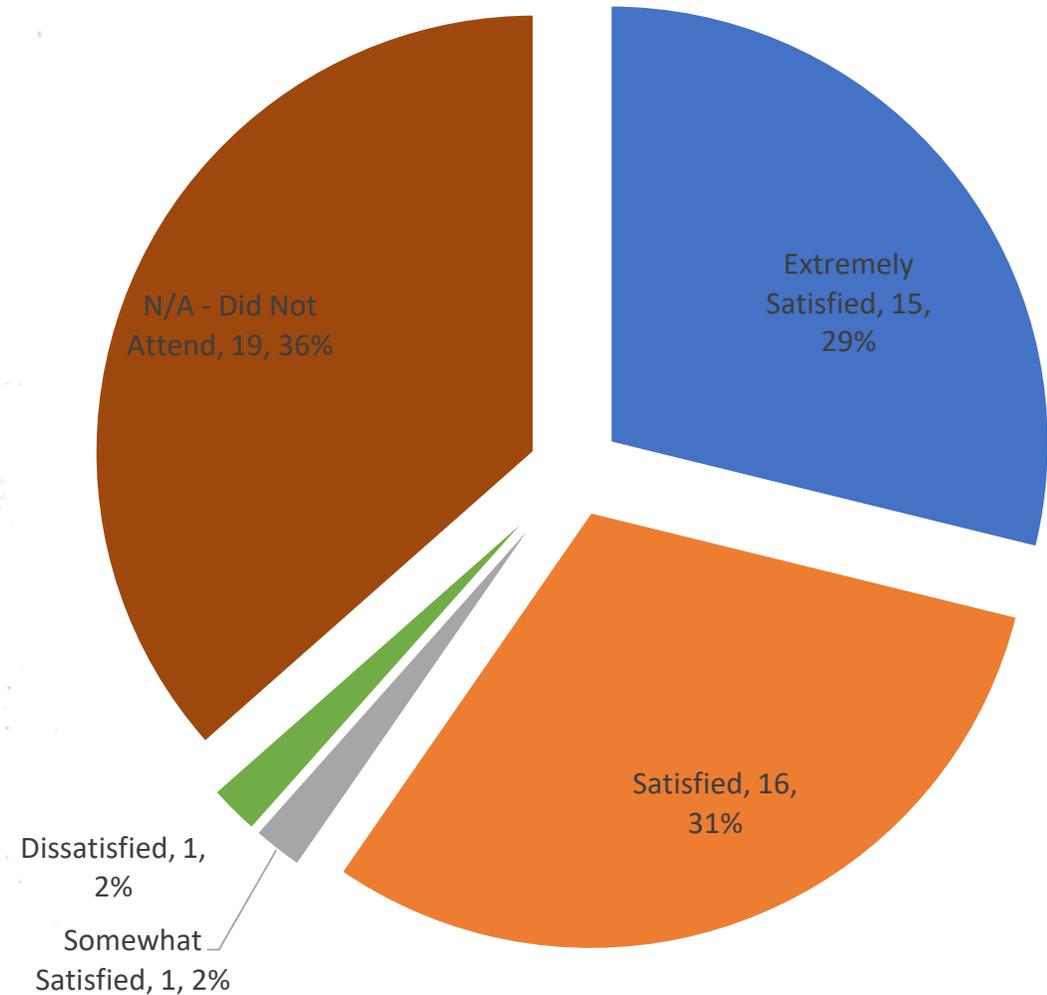
“Presenter was well prepared and knowledgeable.”

“Very knowledgeable. Great presentation. Thank you for your time.”

“Would need to repeat the session as it is very involved.”

Sometimes We All Need a Whack in the Head

*33 out of 52 respondents
attended this session*



What comments, if any, do you have for the presenter?
8 out of 33 session attendees Answered

“Great session! Loved the interaction in breakouts and how we were forced to move outside of the simple solutions”

“I very much dislike forced participation”

“Good presentation; interactive, kept us engaged”

“Thank you!”

“Thank you for the information”

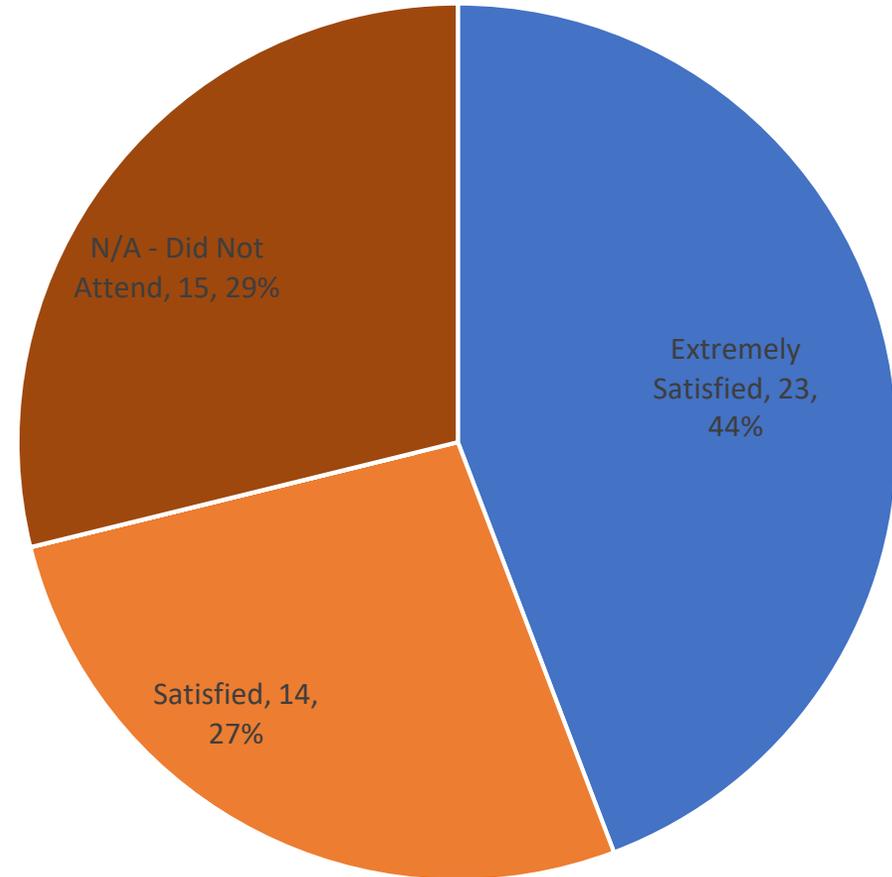
“Great presentation. I enjoyed getting a break from all the financial aid thoughts racing in my head”

“Loved how engaging Daniel was!”

“He did an amazing job of keeping us all engaged!!”

Head of Household Deep Dive

37 out of 52 respondents attended this session



What comments, if any, do you have for the presenter?
7 out of 37 session attendees Answered

“Great session!”

“Very thorough!”

“Made I plain; understand many things better”

“Great job!”

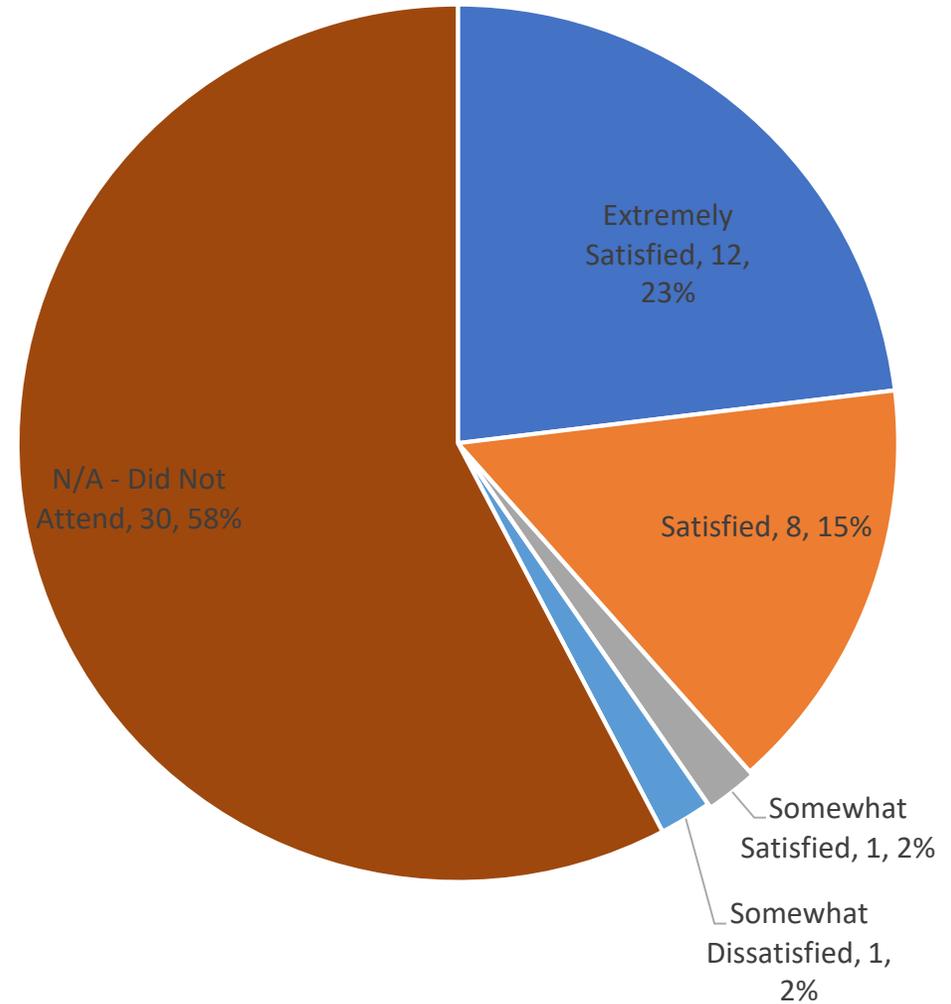
“Very knowledgeable. Great presentation. Thank you for your time”

“Great job!”

“Robert is an excellent presenter”

Keep Your Mind Open to Opportunities

*22 out of 52 respondents
attended this session*



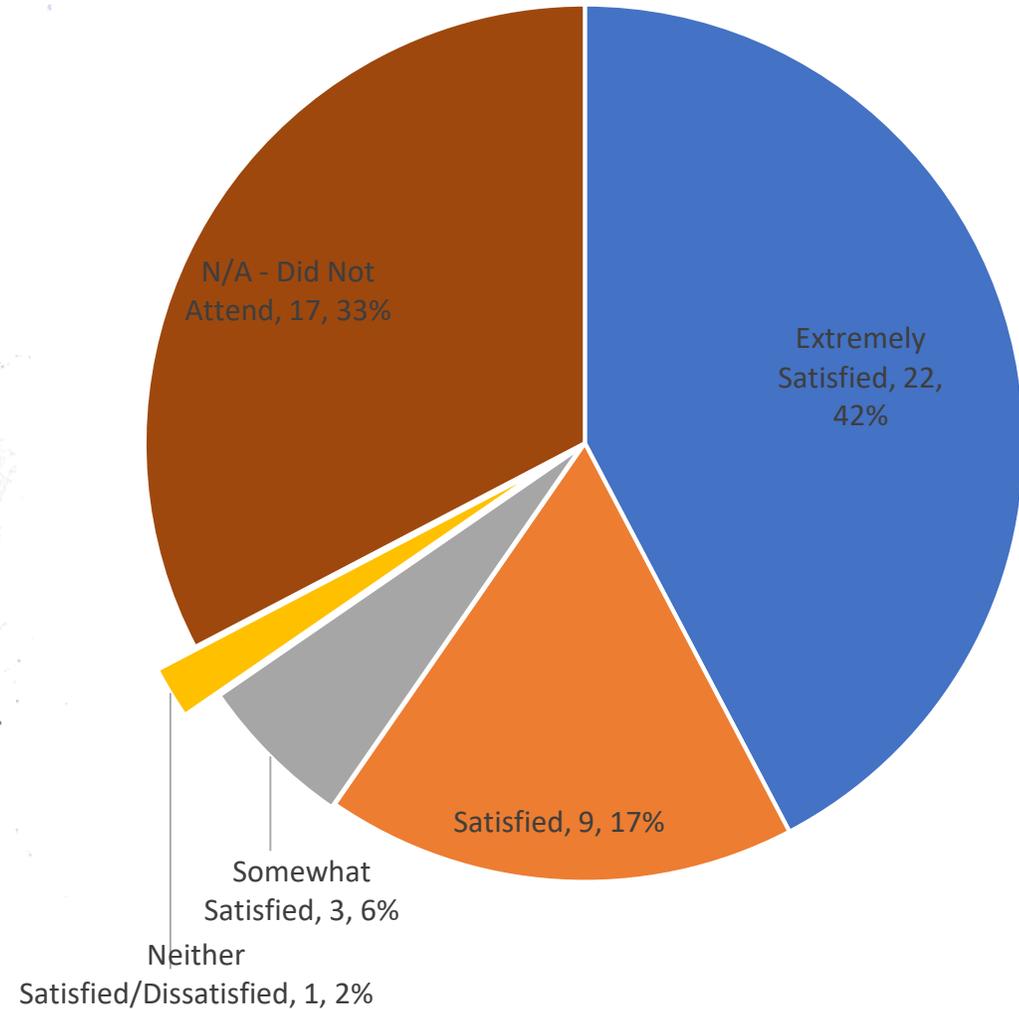
What comments, if any, do you have for the presenter?
2 out of 22 session attendees Answered

“Thank you!”

“Was not a lot of substance to the presentation”

The Learning and Communication Styles of Gen Z

35 out of 52 respondents attended this session



What comments, if any, do you have for the presenter?

10 out of 35 session attendees Answered

“Very insightful!”

“Great Presentation! This really opened my eyes to ways to communicate with students”

“Good session”

“Thank you”

“Good presentation. Enjoyed getting to see new/different ways to reach some of our students”

“Such important information! Appreciated the discussions and chat about communication methods”

“I didn’t attend this session, but heard great comments about it from my coworkers that did”

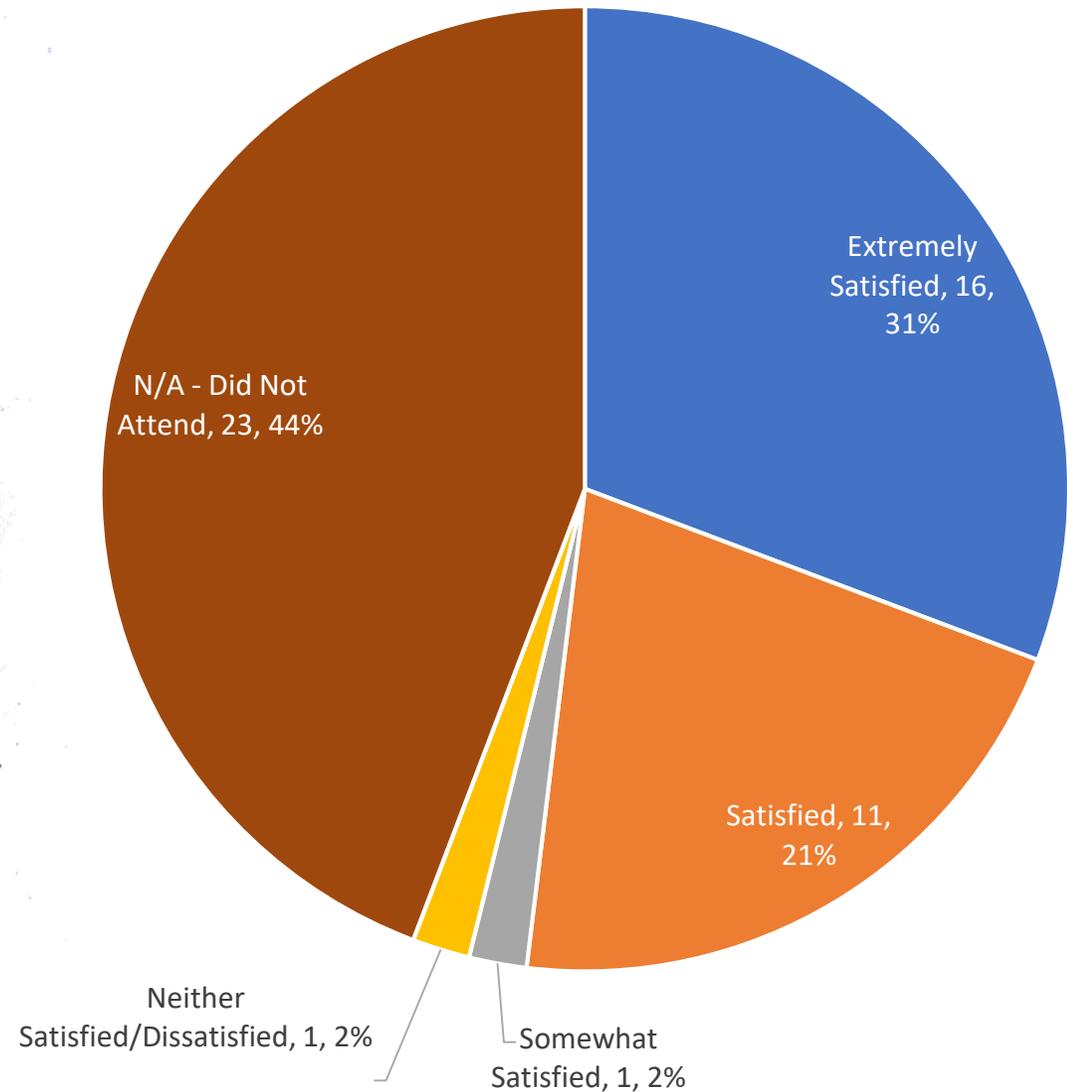
“Would have liked to hear more ideas for successful communication or best practices”

“Enjoyed this session. It never hurts to be reminded that communication styles change from generation to generation and we need to keep this in mind when selecting methods of communication”

“It opened my eyes to some things I had not considered before”

Tips and Tricks for a Successful Virtual Meeting

*29 out of 52 respondents
attended this session*



What comments, if any, do you have for the presenter?
5 out of 29 session attendees Answered

“Haven’t hosted a meeting so would need to repeat session if that occurred”

“One of the best online meetings I have attended. Thank you for using features of Zoom so we can enjoy and hopefully use them ourselves!”

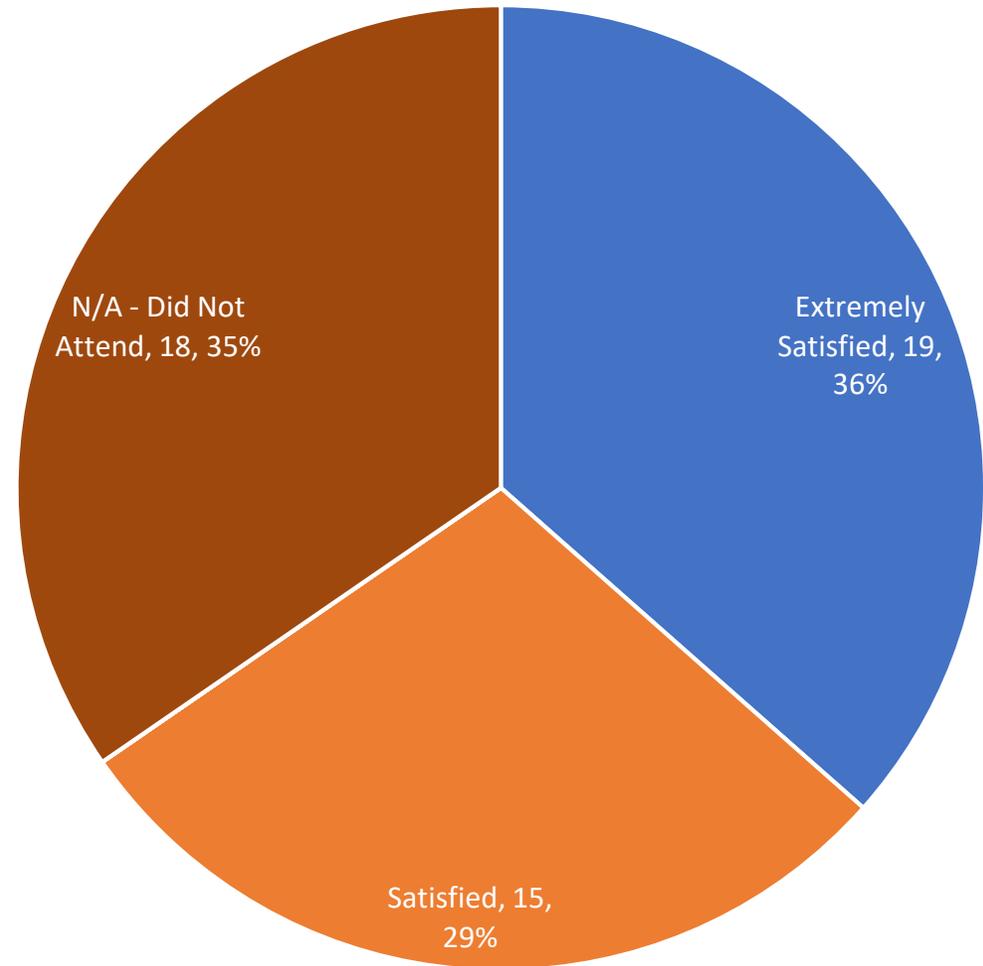
“Thank you”

“Great tips and very timely and useful information provided”

“I guess I knew more than I thought I did about this subject. The most helpful info was learning that the host can eventually see all chats back and forth!”

Income Adjustment PJs

*34 out of 52 respondents
attended this session*



What comments, if any, do you have for the presenter?
4 out of 34 session attendees Answered

“Another great session! Very relevant for current times”

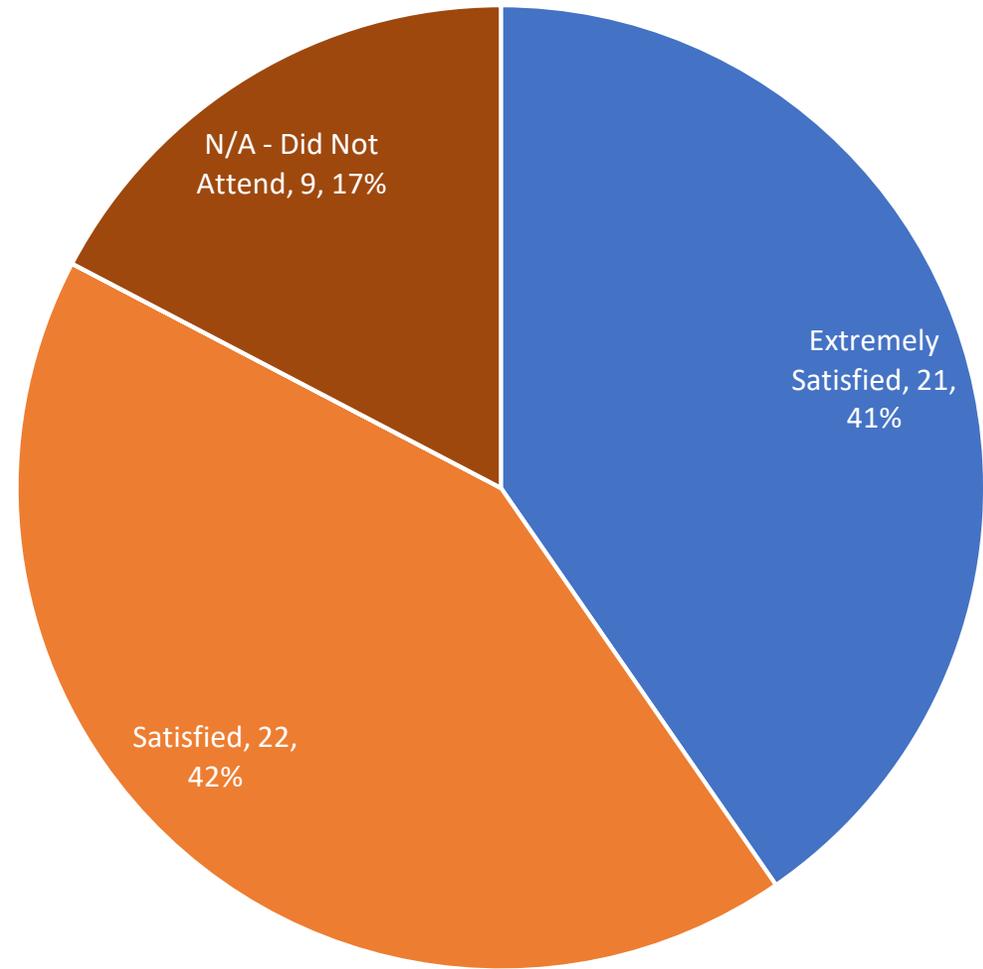
“Very Helpful!!”

“Great job”

“With PJs new to me this year, it was great to get all this information. Very useful.”

NASFAA Update

*43 out of 52 respondents
attended this session*



What comments, if any, do you have for the presenter?
2 out of 43 session attendees Answered

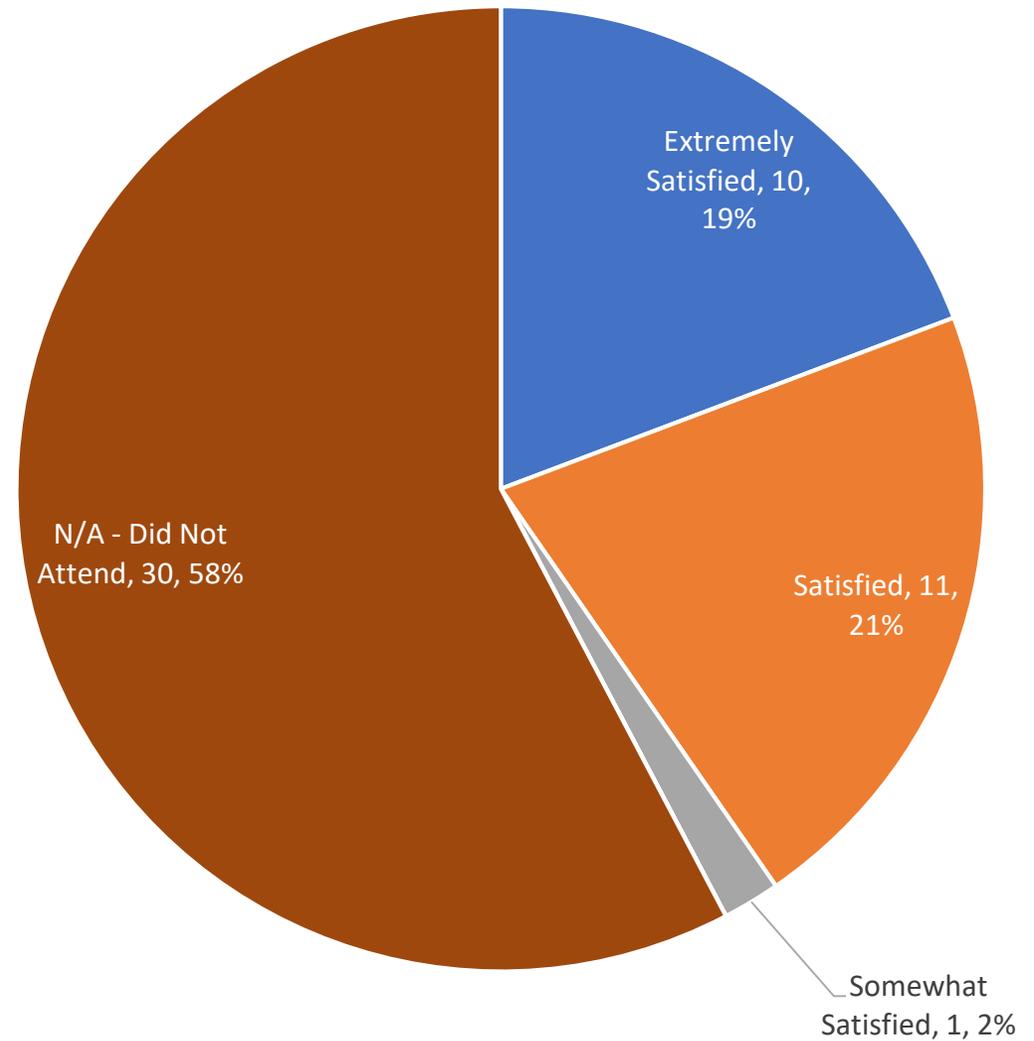
“Thank you”

“As stated before, I would appreciate a little more effort to make it a little more exciting. I know that is a difficult task!!”

Awarding Direct Loans*

*22 out of 52 respondents
attended this session*

**concurrent with Disaggregated Data Session*



What comments, if any, do you have for the presenter?
2 out of 22 session attendees Answered

** The same two respondents provided this feedback, which is the same as was provided after the NASFAA Update*

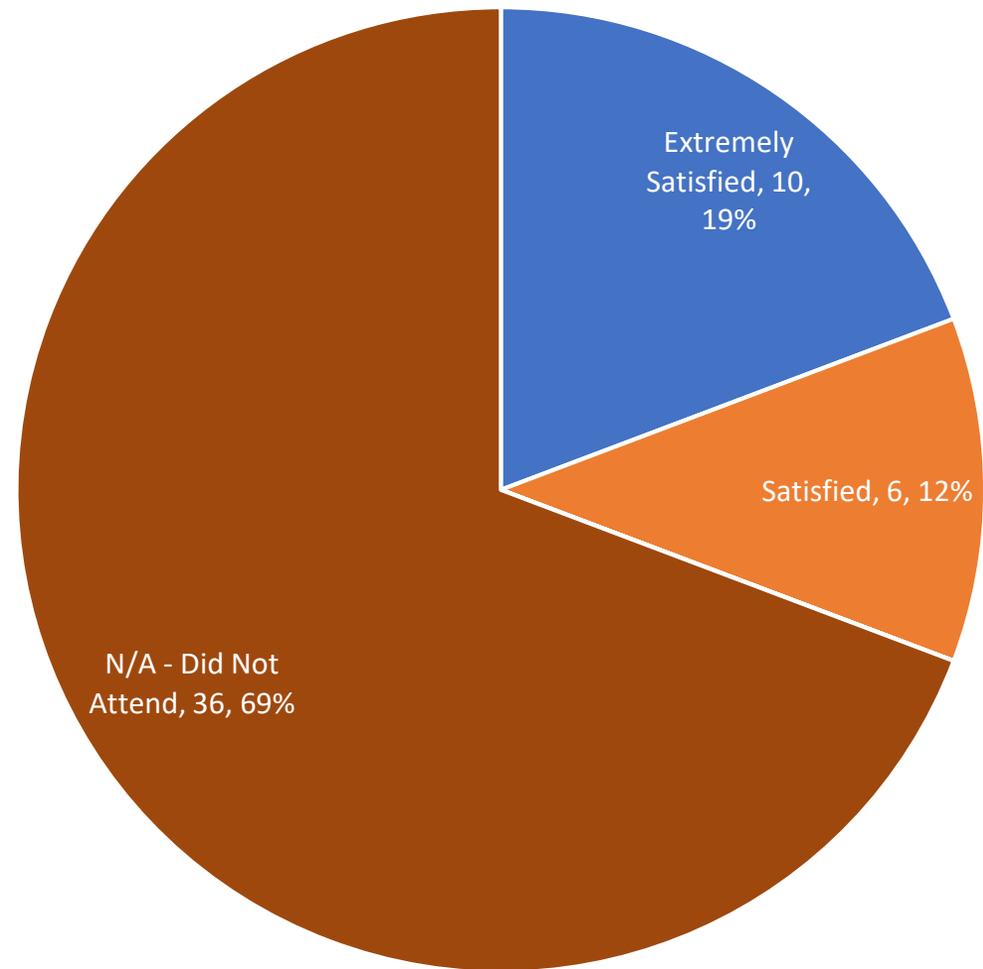
“Thank you”

“As stated before, I would appreciate a little more effort to make it a little more exciting. I know that is a difficult task!!”

The Power of Disaggregated Data: Implications for Equity and Outcomes*

16 out of 52 respondents attended this session

**concurrent with Awarding Direct Loans Session*



What comments, if any, do you have for the presenter?
3 out of 16 session attendees Answered

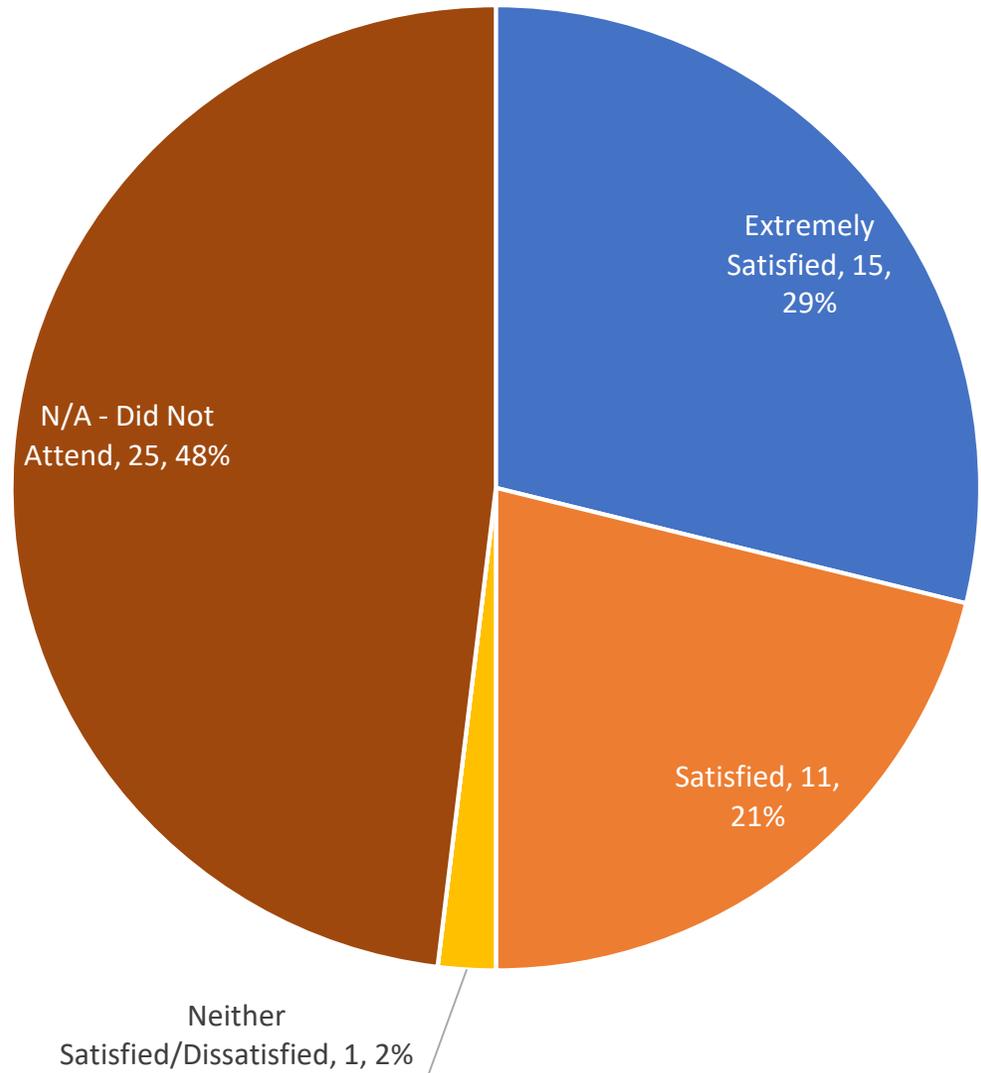
“Absolutely loved this session! Definitely makes you consider access and equity on a deeper level.”

“This was probably my favorite session. Great job by the presenters on a very relevant topic.”

“Thank you”

Managing and Protecting your Credit during the COVID Crisis

27 out of 52 respondents attended this session



What comments, if any, do you have for the presenter?
4 out of 27 session attendees Answered

“Information provided not only helps us assist students, it was extremely beneficial on a personal basis too!”

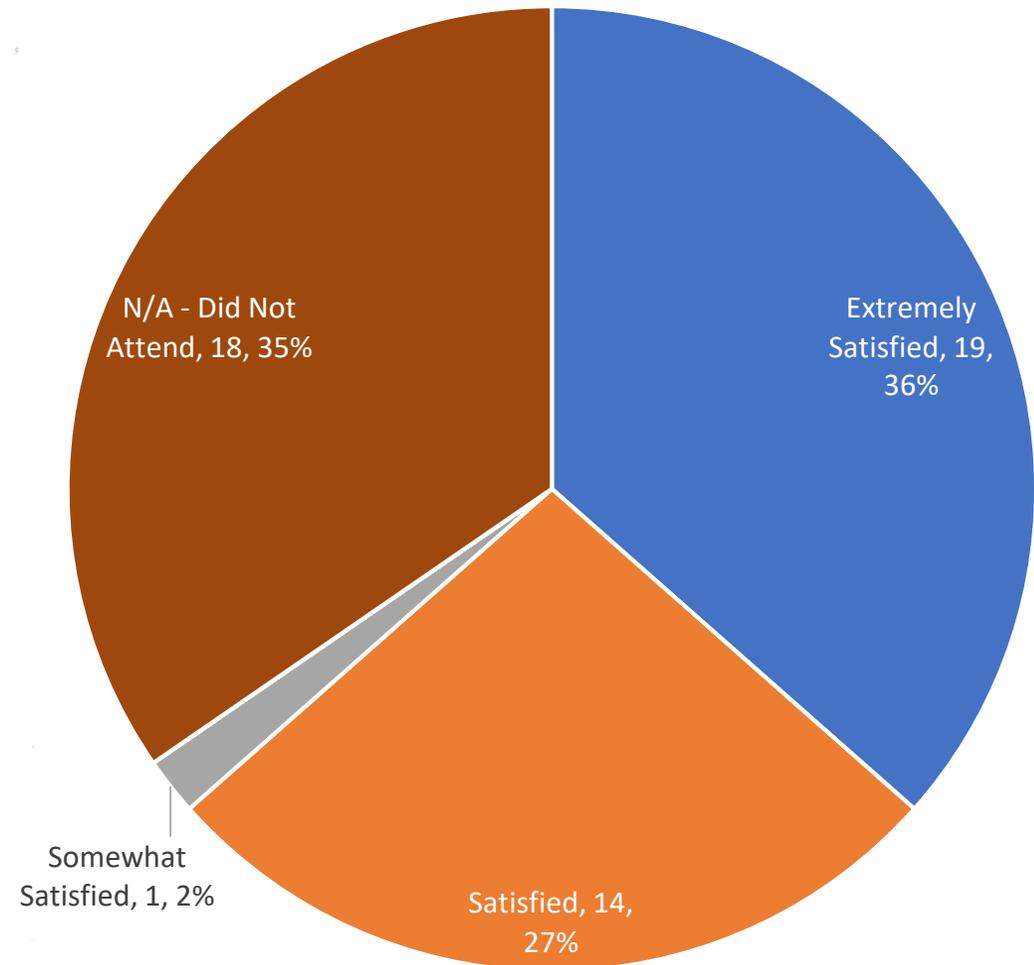
“informative”

“Good presentation... learned some things that could be useful.”

“Thank you”

Assets in the Need Analysis: Getting it Right

*34 out of 52 respondents
attended this session*



What comments, if any, do you have for the presenter?

6 out of 34 session attendees Answered

“Very good session, but really needed to address all populations and not just the wealthy. Many low income families make asset mistakes with counting their homes and 401K accounts.”

“Was helpful information”

“Very knowledgeable and great presenter but some of his material goes over your head especially regarding items you may not come across very often. Not meant to be negative, I love Robert Weinermans Sessions”

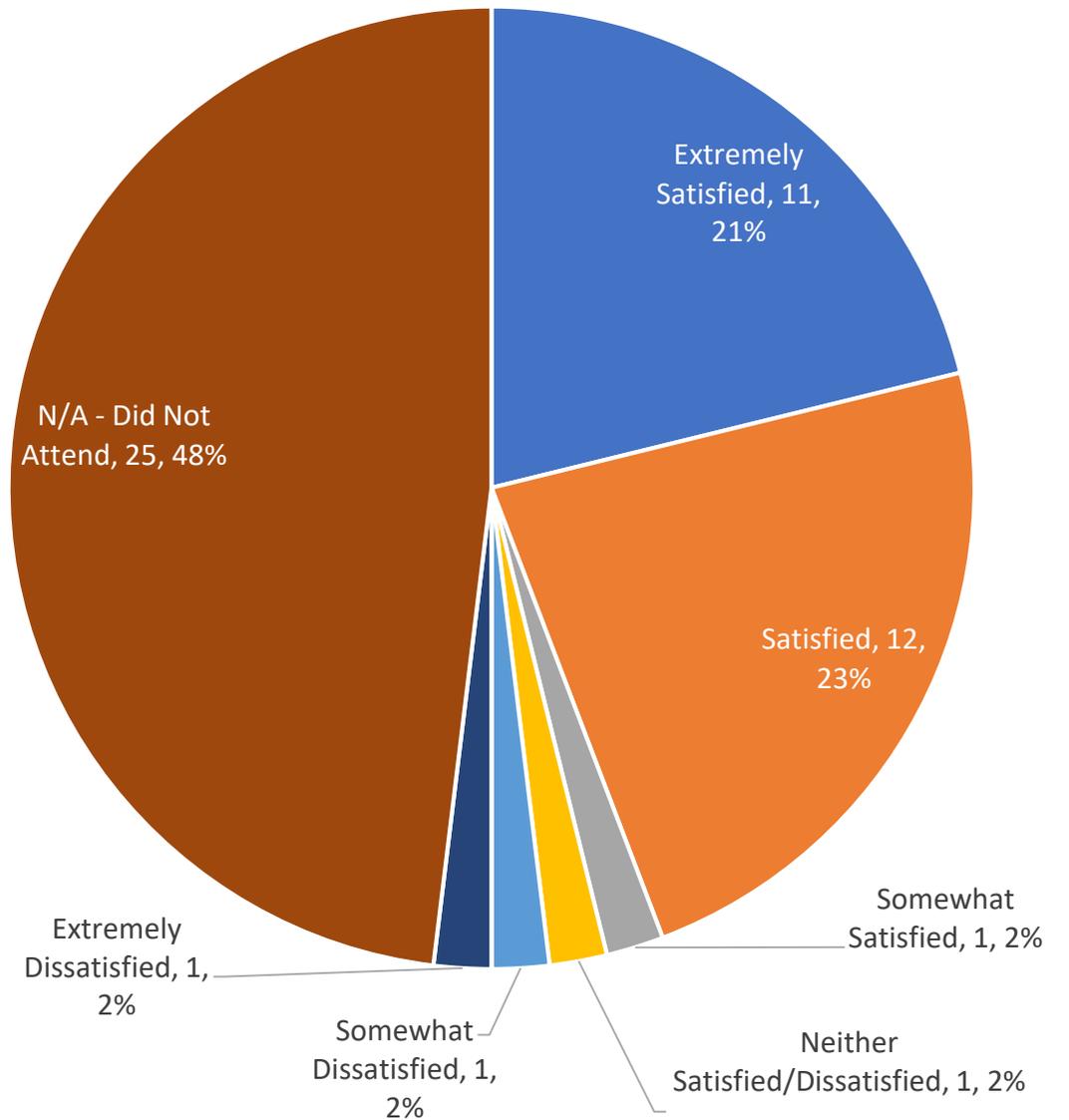
“Very knowledgeable. Great presentation. Thank you for your time.”

“Great job”

“Great job!”

Louisiana Community Tech College System – Verification with Inceptia

*27 out of 52 respondents
attended this session*



What comments, if any, do you have for the presenter?
3 out of 27 session attendees Answered

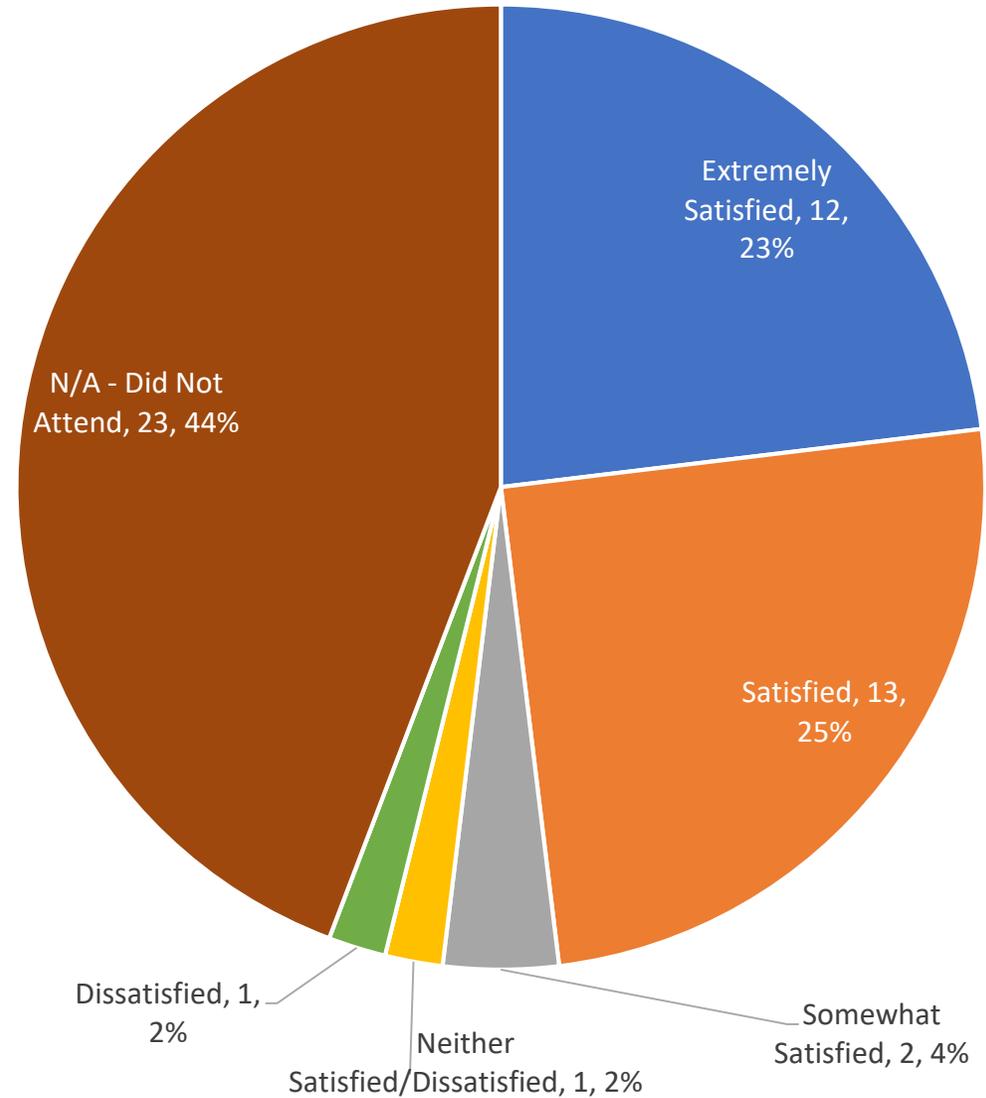
“Nothing but a commercial for Inceptia”

“I understand that this was a sponsorship session but it felt like an hour long commercial. I was hoping to have more insight into some tips and tricks for completing verifications.”

“Great job. We have contacted Inceptia to review services.”

Brand.Me: Building your personal Brand

*29 out of 52 respondents
attended this session*

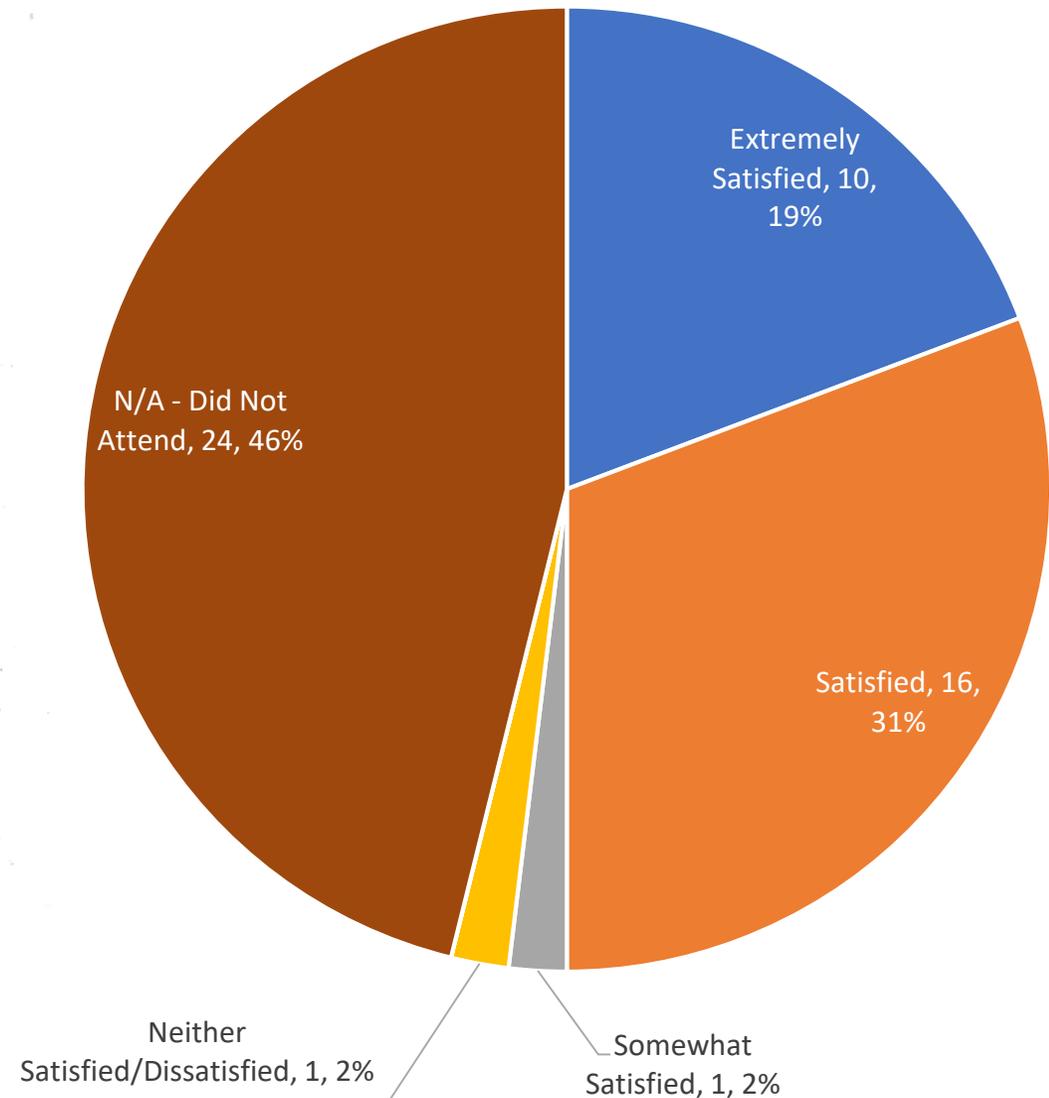


What comments, if any, do you have for the presenter?
1 out of 29 session attendees Answered

"Loved this session and how it gave us "permission" to think about self-improvement and ways to be our best."

What Strategies do you Need to Employ to Drive Engagement Across your Media Channels?

28 out of 52 respondents attended this session

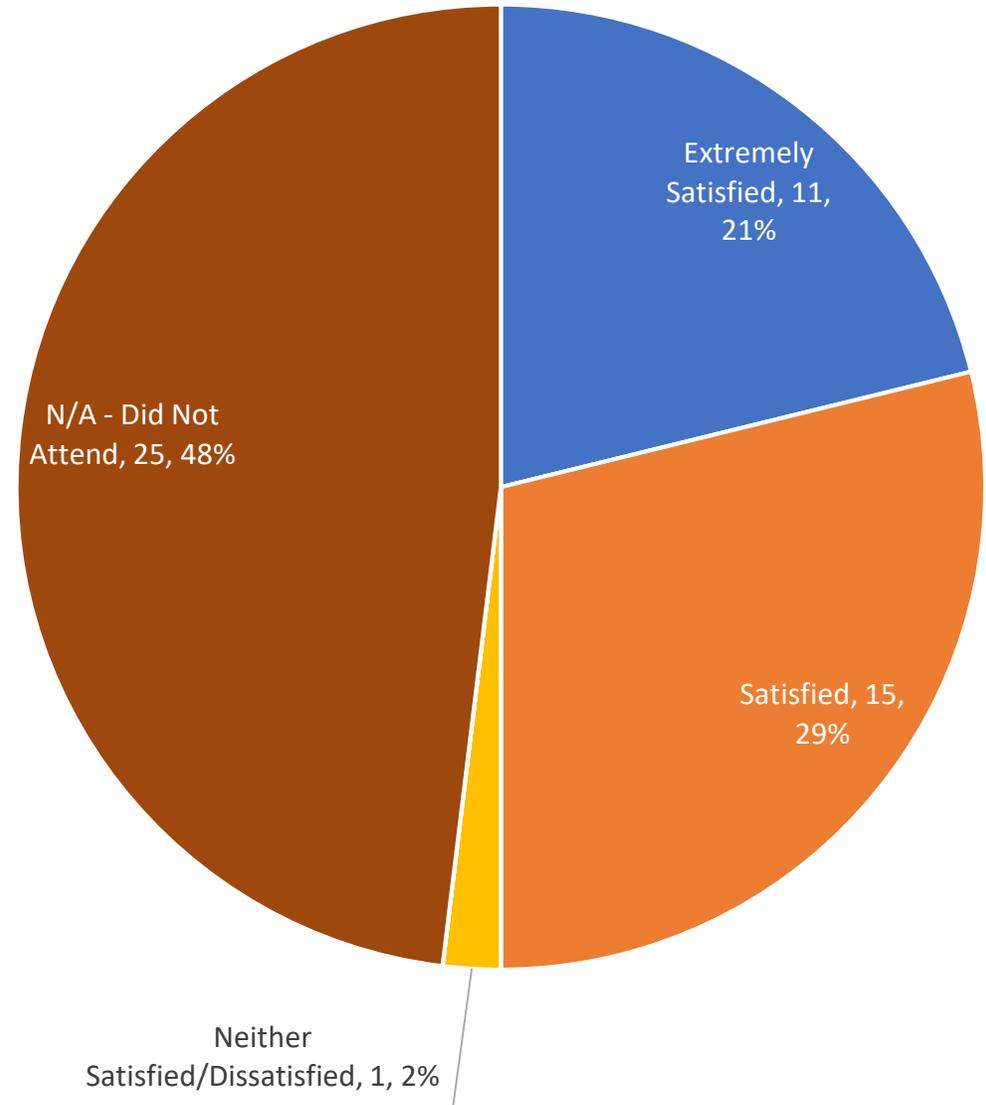


What comments, if any, do you have for the presenter?
1 out of 28 session attendees Answered

“Couldn’t relate it to anything in my actual job”

Past Presidents Panel: Leadership Lessons Learned

*27 out of 52 respondents
attended this session*

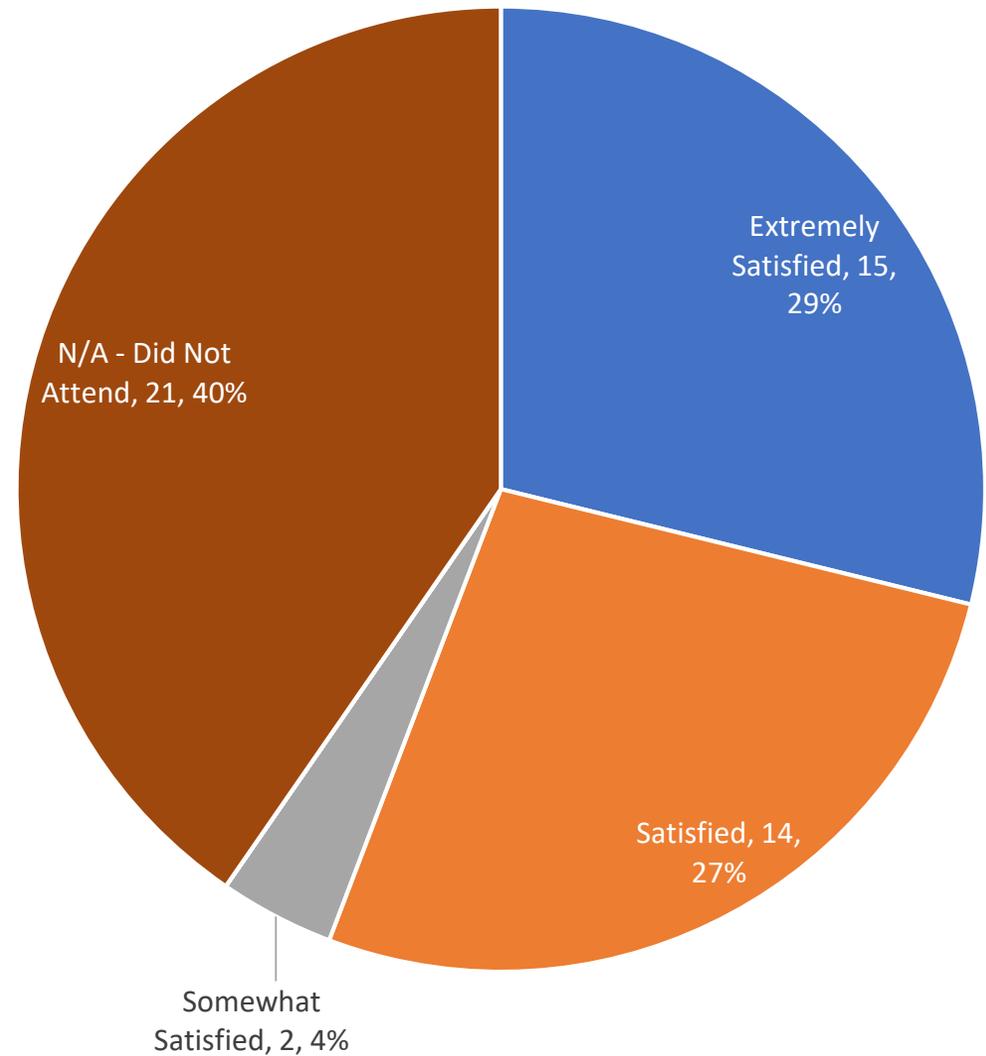


What comments, if any, do you have for the presenter?
0 out of 27 session attendees Answered

No comments provided

Coaching the Underperforming Employee

31 out of 52 respondents attended this session



What comments, if any, do you have for the presenter?
3 out of 31 session attendees Answered

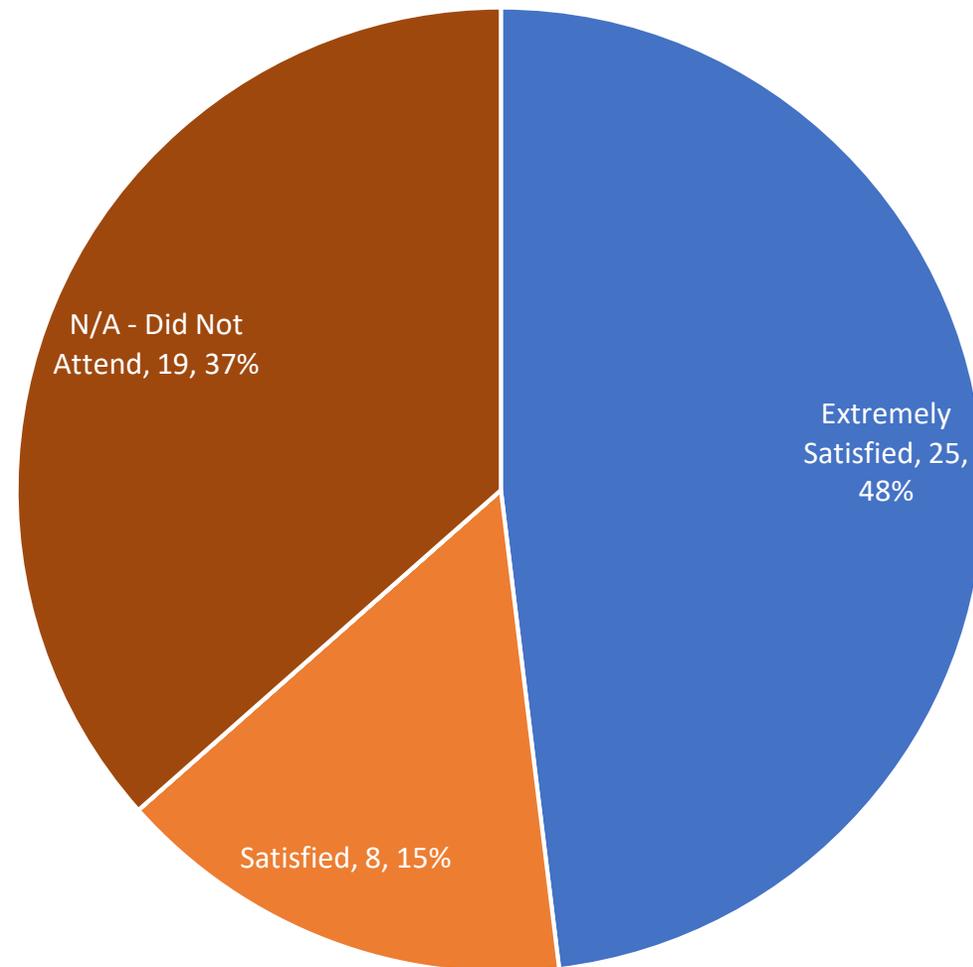
“Great tools for employees and for ones self to know”

“A handout should have been given prior to the Zoom.”

“Loved it and found it helpful.”

Burnout is Real. Now What?

*33 out of 52 respondents
attended this session*



What comments, if any, do you have for the presenter?

8 out of 33 session attendees Answered

“FANTASTIC presentation!!! Thank you!”

“Great Presenter and activities!”

“I'm so happy SCASFAA continues to offer sessions like this one that show how important it is for us to take care of ourselves and that we're not put on Earth just to work all the time.”

“In my opinion Meredith Brown was the best presenter in the conference. Super engaging and entertaining.”

“This was my favorite session by far. It really helped me take a step back and look at myself. If I don't take care of myself, I'm only going to end up underperforming and hurt my students and myself. Thanks for the amazing session ♥”

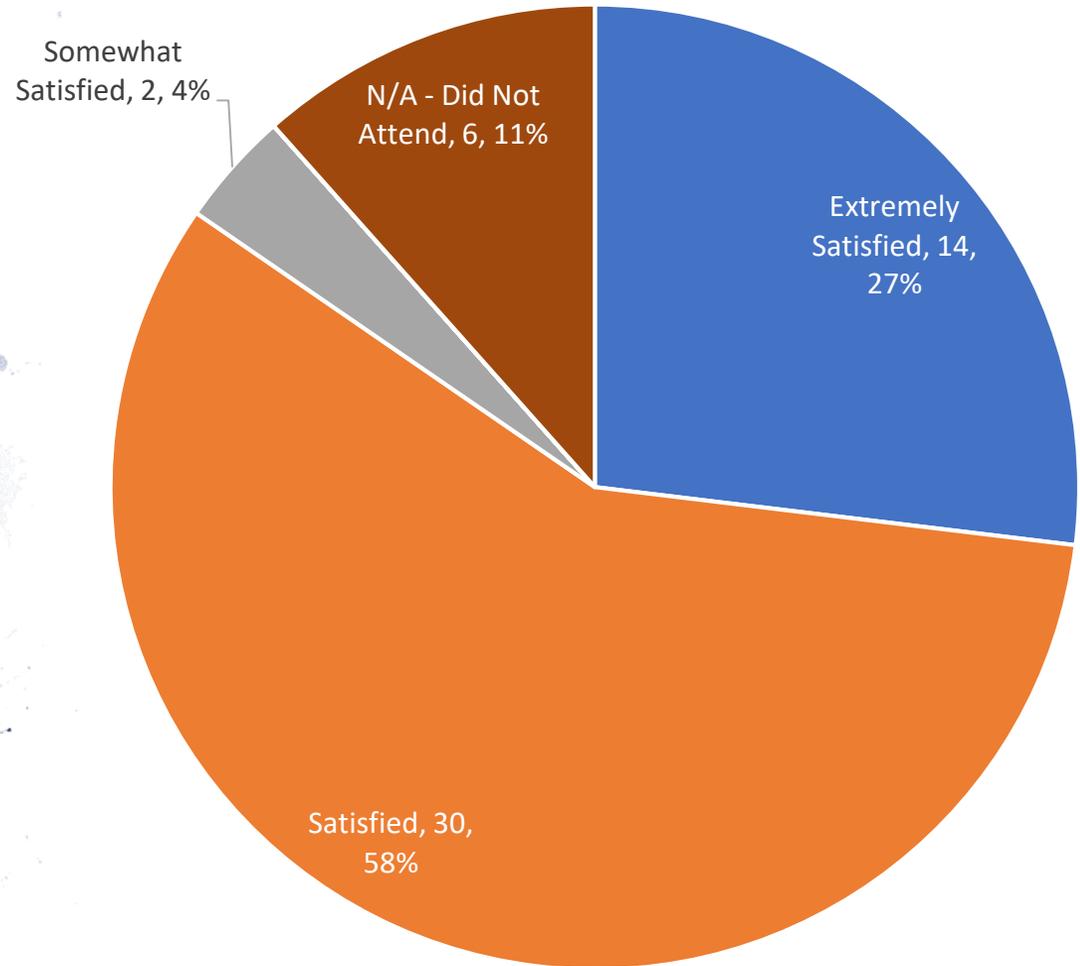
“Another good presentation to help with stopping my mind from always being in FA”

“This session was long but enjoyable.”

“Loved it and found it helpful.”

Federal Update

*46 out of 52 respondents
attended this session*



What comments, if any, do you have for the presenter?
3 out of 46 session attendees Answered

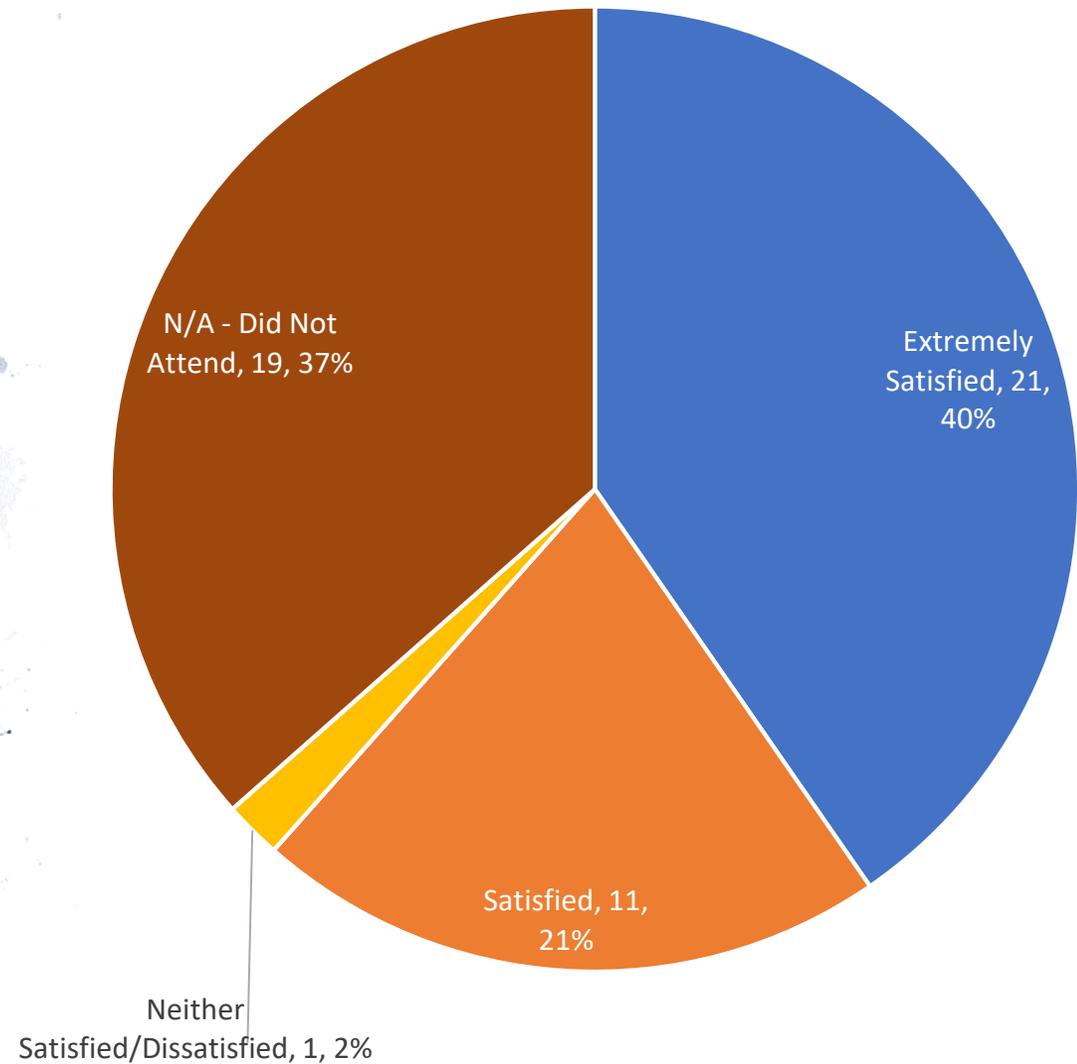
“It might be helpful to bring some fun into a very serious and sometimes boring topic.”

“Thank you”

“The presenter seemed to just have read the .PDF during the session.”

Verification 101

*33 out of 52 respondents
attended this session*



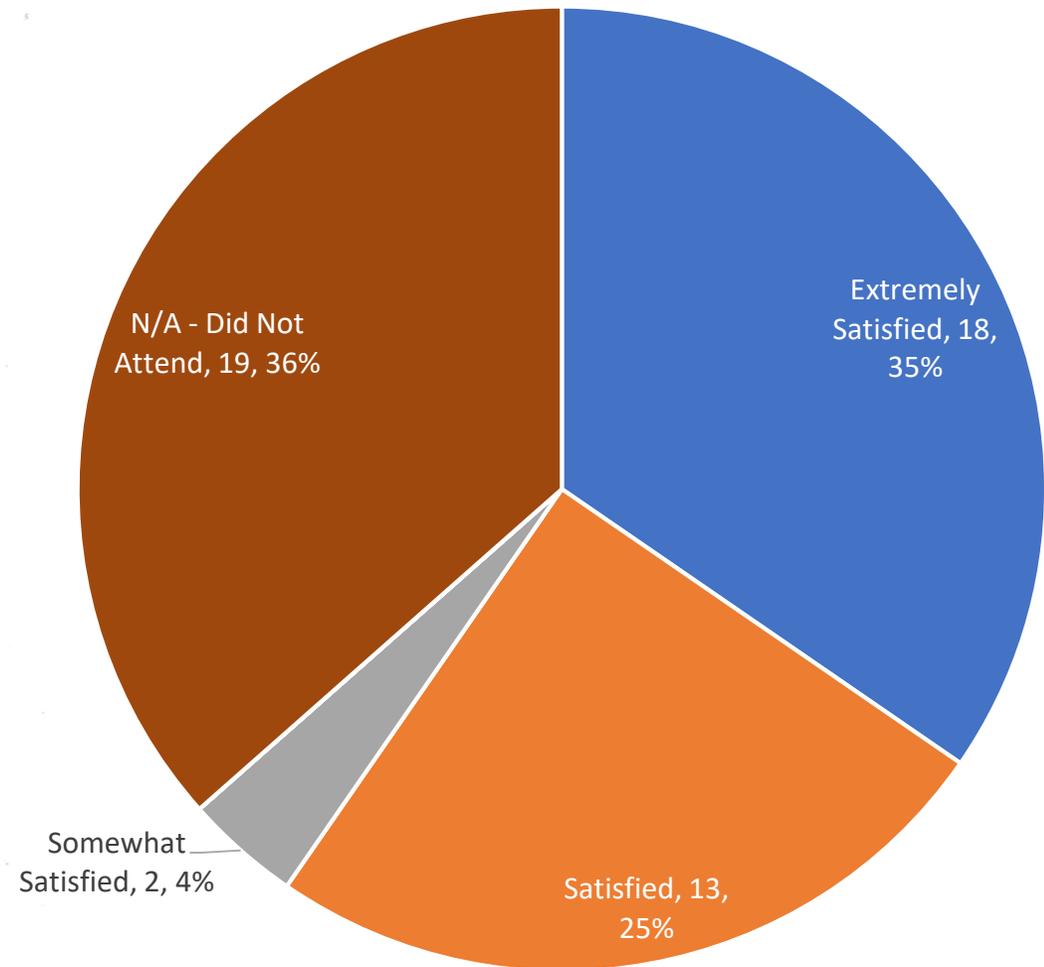
What comments, if any, do you have for the presenter?
2 out of 33 session attendees Answered

“Good info for newbies to Verification”

“Great job”

Asset Related Conflicting Information

*33 out of 52 respondents
attended this session*



What comments, if any, do you have for the presenter?
3 out of 33 session attendees Answered

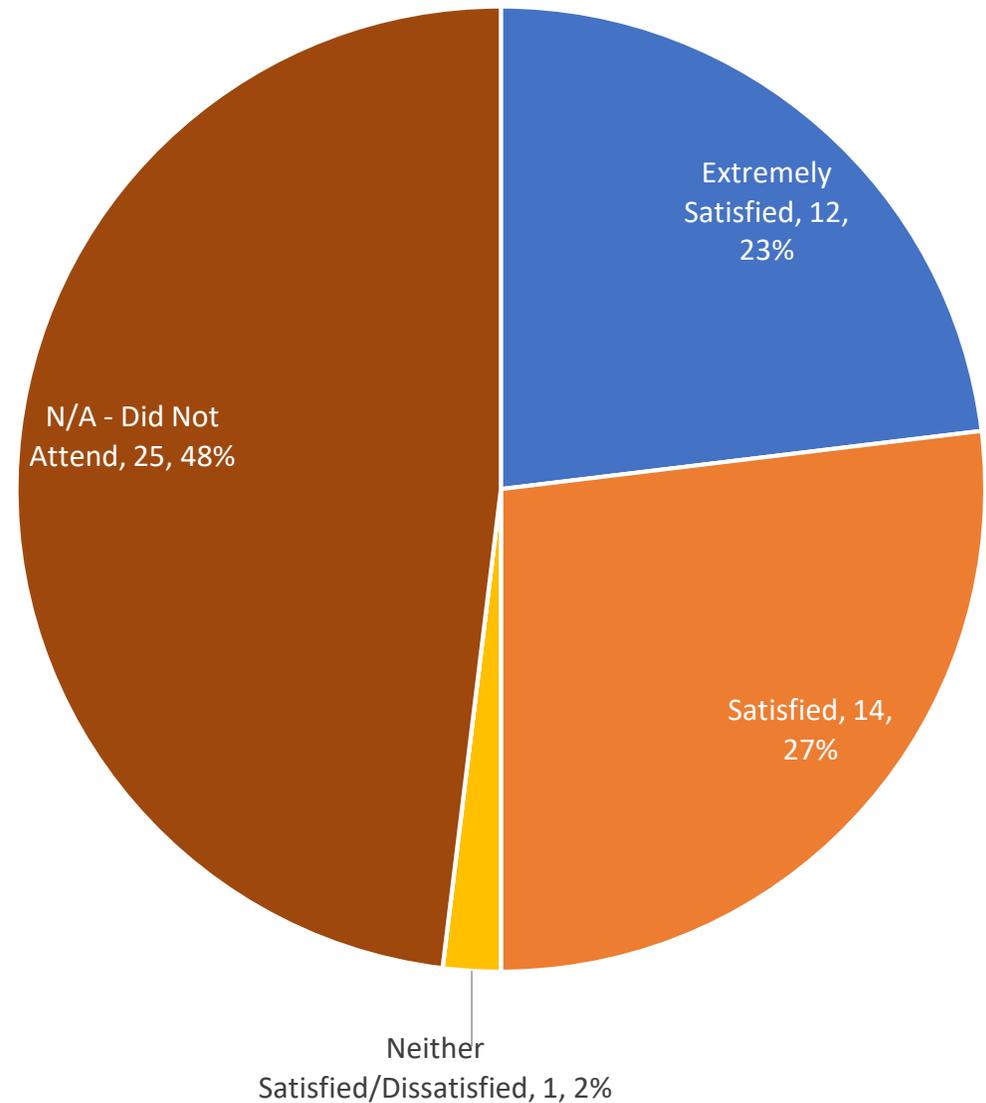
“Good clarifications”

“Very knowledgeable. Great presentation. Thank you for your time.”

“Great job”

How Institutions of Higher Education Influence the Pathways of Female Nontraditional Undergrad Students

27 out of 52 respondents attended this session



What comments, if any, do you have for the presenter?
4 out of 27 session attendees Answered

“Really unique session idea with practical information on how to help a select group of students. Thanks for asking her to present”

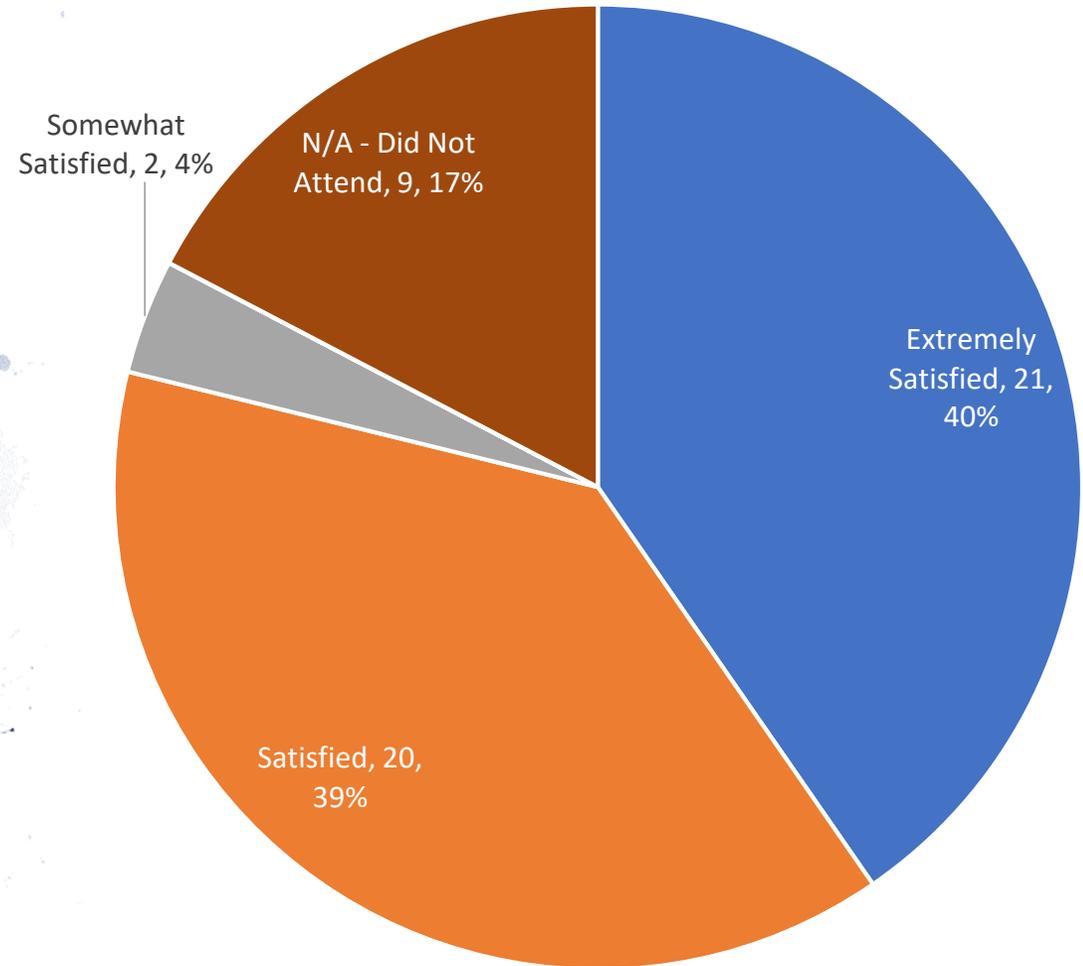
“very interesting and realized my mother fell into this category!”

“Thank you”

“A handout would have been helpful to have during this session.”

State Update

*43 out of 52 respondents
attended this session*



Proposed Session Topics/Suggestions for 2021 Annual Conference

10 out of 52 respondents answered

“Tracks for higher level aid administrators”

“More in-depth verification sessions, loans, resolving conflicting information”

“Anything with Meredith Brown”

“Sessions on inequities, stereotypes, and social issues for students are very helpful and insightful in determining ways we can make adjustments to our systems to help students receive aid more quickly and easily”

“COVID Lessons learned”

“PowerFAIDS, Excel”

“Professional Judgments, TEACH Grant, SAP, How to get students and offices to use CWS”

“Scholarships, process improvement (especially taking advantage of the unique opportunity afforded by the pandemic), study abroad, financial literacy/wellness, etc.”

“SAP, R2T4”

“FERPA, Encouraging the student to complete paperwork, Files – What to Keep and for How Long”

Additional Comments/Feedback

27 out of 52 respondents answered

“Great work and much thanks for the committee!”

“I was highly impressed with the first virtual conference! Zach did an incredible Job! I love the weekly emails with the handouts and the calendar events that contained the Zoom link—this made it so user friendly!!! Awesome job!! Thank you for all of your hard work!!”

“Great job!”

“The Conference was a huge success virtually. There were great sessions and presenters”

“Really was a great job pulling together a virtual conference”

“Great Conference!! The conference committee did a wonderful job planning this conference.”

“This was my first SCASFAA Conference and although it was virtual, I really enjoyed meeting everyone and learning more about how other FA professionals in our state conduct themselves in their positions. I am looking forward to the conference next year.”

“For our school, it was extremely valuable to have a virtual conference. We have a limited budget and can only send a few employees per year. This year all of our employees were able to attend and most attended the majority of the sessions. It was therefore, a tremendous learning opportunity for all. I understand the desire to meet in-person, but it would be wonderful to have both and in-person and virtual options. You all did a phenomenal job with choosing the speakers and conducting the conference virtually. Thank you so much for a great conference!!”

“I think everyone did an outstanding job on this conference”

Additional Comments/Feedback (Cont.)

“Great virtual conference”

“Well organized conference; an abundance of information”

“Thank you everyone”

“Enjoyed it and great topics”

“It was done great for a virtual format. I actually liked the virtual format being spread out. Became a SCASFAA Conference month, which was fun. Great job to everyone involved!!”

“Overall the conference was well planned and executed. It was good that it was spread throughout the month with the online format!”

“Great job Zach!”

“I really enjoyed being able to attend workshops throughout the month instead of compacting it all in just a few days. I also didn’t have to fret about what work wasn’t getting done because I was at a three-day conference and out of town. Don’t get me wrong; I still love conferences at the beach!”

“Zach and his team did an incredible job with a very difficult task. I appreciate their hard work and his clear passion for SCASFAA and making sure we had an enjoyable and informative conference.”

“Thank you all for such a great conference! Glad we have members that can pivot to a whole new concept.”

Additional Comments/Feedback *(Cont.)*

"I thoroughly enjoyed this virtual conference because more of my co-workers were able to participate. In-person conferences are great, but our school budgets are small so not everyone gets to attend. I hope that you will consider keeping the virtual component even if we return to in-person conferences. You all did a wonderful job and the presenters were awesome!!!"

"I liked that it was virtual because that way my colleagues and I could all attend as well as participate in more of the sessions."

"Fantastic job with the virtual conference!"

"I see the need to be in person, and that would have been amazing, but being able to spread them out over the month was so helpful to stay on track with my workload."

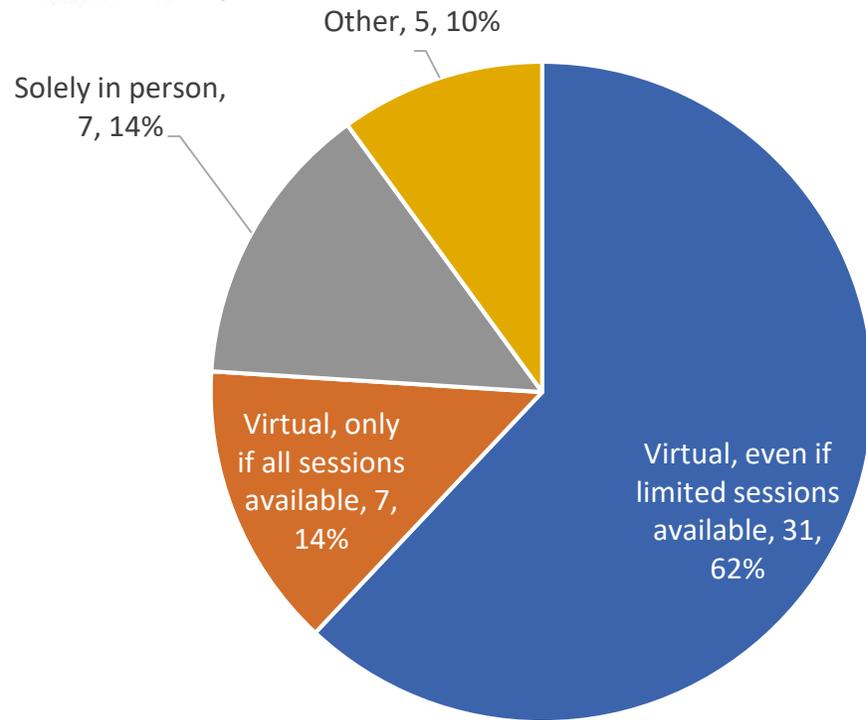
"I know that it took a lot of people working together to make this happen. Kudos to the committee."

"I liked how our whole office had the opportunity to sit in on sessions this year."

"The conference was GREAT due to the AWESOME SCASFAA Team!"

"I enjoyed the conference."

If a future, in-person conference had a virtual component, would you consider attending:
50 out of 52 responses



Response to 'Other':

"I would like the option to attend both in person and virtually"

"I would be willing to attend in person or virtually"

"I'm flexible. Though do not think people will travel much for the time being"

"I would attend virtual or in-person. Always good info and great people"

"Either works for me"

Reflections and “Lessons Learned”

While the hope certainly is that we are able to return to a “normal” in-person conference in 2021, a few “lessons learned” in the event another completely Virtual Conference is in SCASFAA’s future are:

1. Record sessions, if possible. This year, we had a few presenters specifically request their session(s) *not* be recorded; however, presenters who did not notify me were not asked, and I suggested to the Committee that we just not record any session during the conference.
2. Ask each presenter individually if they are planning on using specific Zoom features (e.g., Breakout Rooms, Polling, etc.) when securing the session. While these features were easy to implement for the few that took advantage of them, it created last-minute stress that could have been otherwise avoided.
3. Obtain handouts ahead of time. In an effort to reduce the stress of the presenters, and since each presenter was running their own slide deck, hard deadlines of having completed presentations sent in prior to the sessions were not set. The (false) assumption I made, was that many would not need the slide deck as a handout ahead of time, being completely virtual.
4. Survey the membership the moment a completely virtual conference is decided on by the Board, to determine the best schedule. While many enjoyed that the Conference was spread out, and it allowed for all by two sessions to run during their own dedicated time slot (not competing with another session), it made for a very long month.
5. DEFINITELY have a “Tech Support” team available. The Tech Support volunteers ensured all sessions ran smoothly without interruptions and assisted Members with any common issues they might have faced.
6. Do not try to force a “normal” conference into a virtual format; Accept that it is not “normal” early on and enjoy it more *during* the conference.

2020-21 Conference Committee

Zachary Christian, Chair, SC Tuition Grants Commission
Melanie Gillespie, Vice-Chair, Tri-County Technical College

- Keith Babich, Common Bond
- Melissa Barnette, Furman University
- Bridget Blackwell, UofSC – Palmetto College
- Nicole Brownlow, Trident Technical College
- Kim Chalmers, Piedmont Technical College
- Biz Daniel, ScholarNet
- Rick Gallagher, Ascent
- Holly Gilliam, UofSC – Columbia
- Katie Harrison, SC Tuition Grants Commission
- Samantha Hicks, Coastal Carolina University
- Kisha Howze, York Technical College
- Janee Knippenberg, PNC
- Monique Lemmon, SC Tuition Grants Commission
- Elizabeth Milam, Clemson University
- Gena Miles, SC Tuition Grants Commission
- Ana Montjoy, UofSC – Salkehatchie
- Diana O’Bryan, Bob Jones University
- Kevin Perry, Coastal Carolina University
- Missy Perry, Piedmont Technical College
- Justin Pichey, Columbia College
- Kelly Savoie, Sallie Mae
- Regina Smith, UofSC – TRiO
- Jennifer Williams, Clemson University
- Traci Singleton, SCASFAA President, The Citadel

2020 Conference Tech Support

A collaboration of Conference & Electronic Services Committee Members

- Katie Harrison, Electronic Services Co-Chair, SC Tuition Grants Commission
- Kisha Howze, Electronic Services Co-Chair, York Technical College
- Nicole Brownlow, Trident Technical College
- Kevin Perry, Coastal Carolina University
- Missy Perry, Piedmont Technical College
- Jennifer Williams, Clemson University

A special thanks to our Tech Support, who assisted with admitting attendees, assisting with any technical difficulties, and making sure no session had disruptive “Zoom Bombers”. Thank you!

Session	Attendees (including Presenter/s)
Opening Business Meeting	114
2019 Tax Returns and the 2021-2022 Need Analysis - What's New?	132
Sometimes We All Need a Whack in the Head	84
SCASFAA at the Water Cooler / First Time Attendee Meet & Greet	37
Head of Household Deep Dive	109
"Keep your mind open to opportunities. They are closer than you think." -Anonymous	45
Sponsorship Session: The Learning and Communication Styles of Generation Z	87
Tips and Tricks for a Successful Virtual Meeting - Zoom/Webex	65
Income Adjustment Professional Judgments	92
NASFAA Update	95
Awarding Direct Loans*	50
The Power of Disaggregated Data: Implications for Equity and Outcomes*	30
Sponsorship Session: Managing and Protecting your Credit During the COVID Crisis	67
Assets in the Need Analysis: Getting it Right	83
Sponsorship Session - See how Louisiana Community Tech College System does Verification with Dr. Amy Cable and Shannon Jones with Inceptia	64
SASFAA Update / SCASFAA Awards Ceremony	61
Sponsorship Session: Brand.me: Building your Personal Brand	58
Sponsorship Session: Likes + Clicks + Shares = Engagement. What strategies do you need to employ to drive engagement across your media channels?	49
Past President Panel: Leadership Lessons Learned	54
A Word from our Sponsors: Tier 1 - Valued Friend	61
A Word from our Sponsors: Tier 2 - Exhibitors/Tier 3 - Conference Supporter	56
Sponsorship Session: Coaching the Underperforming Employee	63
Global Issues: Burnout is Real. Now What?	57
Federal Update	120
Verification 101	100
Asset Related Conflicting Information	77
How Institutions of Higher Education Influence the Academic Pathways of Female Nontraditional Undergraduate Students	51
General Session: State Update	104

*Concurrent with each other.