

<b>SESSIONS OVERVIEW</b>				
	<b>STUDENT LOANS</b>	<b>SCHOLARSHIPS</b>	<b>FINANCIAL LITERACY</b>	<b>OTHER</b>
	<b>Room: Scotiabank Auditorium</b>	<b>Room: Seminar Room 2016</b>	<b>Room: Seminar Room 2017</b>	<b>Room: Seminar Room 2021</b>
<b>CONCURRENT SESSIONS A</b> Monday, June 5 10:45-12:00	The New OSAP in a Digital Age: Effectively Communicating Student Assistance Transformation to a New Generation of Students and their Families	Thought Leadership in Scholarship Program Administration	Developing a comprehensive campus based Financial Literacy strategy: a UCalgary case study.	Managing risk: proactively identifying student default risks and helping them cope
<b>CONCURRENT SESSIONS B</b> Monday, June 5 1:15-2:30	Breaking Barriers: Investigating Government Aid Non-Participation	Harnessing the Potential: How to maximize retention and results in excellence programs	Initiating Budgeting Behaviour among Non-Budgeters: A Financial Literacy Pilot Conducted through the Carrot Rewards Mobile Application	Sponsorship / Third Party Billing - streamlining processes and best practices at the University of British Columbia
<b>CONCURRENT SESSIONS C</b> Monday, June 5 2:45-4:00	Improving Access to Postsecondary Studies for Indigenous Students	Opening Access: The Road to 100 Scholars through UBC's Hybrid Entrance Awards Program	FCAC Financial Toolkit – Updated Credit and Debt Management Review	An Examination of Post-Secondary Institutional Financial Aid Service Providers in Canada: Models and Training Practices
<b>CONCURRENT SESSIONS D</b> Tuesday, June 6 10:45-12:00	Update from CSLP's Director General	Examining the Awarding Landscape A review of survey results pertaining to award creation and adjudication practices at Canadian post-secondary institutions	FCAC Financial Toolkit – Updated Income, Expenses, and Budget Module Review	Mental Health and Financial Aid or How to Help Students when they are Sad and Poor
<b>CONCURRENT SESSIONS E</b> Tuesday, June 6 1:15-2:30	Cross-Canada Panel	Streamlining Disability Grants	The Impact of Financial Wellness	Surviving U.S. Direct Loans
<b>CONCURRENT SESSIONS F</b> Tuesday, June 6 2:45-4:00	NSLSC – Digital Student Lending Solution Overview	Entrance Awards: what have they done for you lately?	How to Money? Student financial literacy and helping families prepare to pay for post-secondary.	Every Student Counts: An Integrated and Coordinated Campus-Wide Approach to Student Retention Using Early Alert Technology

**CONCURRENT SESSIONS A**

Monday, June 5

10:45-12:00

<b>TITLE OF PRESENTATION</b>	<b>SPEAKER(S)</b>	<b>TARGET AUDIENCE</b>	<b>PRESENTATION DESCRIPTION</b>	<b>BIOGRAPHY OF SPEAKER(S)</b>
The New OSAP in a Digital Age: Effectively Communicating Student Assistance Transformation to a New Generation of Students and their Families	Noah Morris, Director, OSAP Transformation, Ontario Ministry of Advanced Education and Skills Development	Financial Aid Administrators & Provincial/ Territorial Government Employees	<p>Beginning in the 2017-18 academic year, Ontario is moving forward with the single largest transformation of OSAP in its history that will make post-secondary education more accessible and affordable for Ontario students.</p> <p>At this session, you will learn about the challenges which the ministry faced to ensure students and parents were made aware of the new OSAP, the successful strategies (both conventional and unconventional) the ministry used to communicate the changes, and the lessons learned along the way.</p>	Noah Morris is currently the Director of OSAP Transformation; a project to implement the most ambitious reform of student financial assistance ever in Ontario. Noah has held numerous positions in the Ontario Public Service for over 25 years, including executive positions in Treasury Board, Management Board of Cabinet, Community and Social Services, and Municipal Affairs and Housing. Noah holds an undergraduate degree from McGill University, and Graduate degrees from McGill and Queen's University.
Thought Leadership in Scholarship Program Administration	Julia Scott, Business Development Officer, Universities Canada	Financial Aid Administrators	More than ever, Canadian students, families, and employers see foundational value in scholarships. Universities Canada is a national leader in the administration of Canadian scholarship programs for foundations, corporations, and governments. This presentation will articulate and discuss the current landscape of public and private scholarship programs and will introduce new and exciting scholarship listing platform that will become the "go-to" place for students seeking scholarships to support their post-secondary journey.	Julia Scott is a business and partnership development specialist who currently leads all development aspects of the Partnership and Programs group at Universities Canada. Julia works closely with the Scholarship Partners Canada group which manages scholarships sponsored by the private sector as well as international scholarships and government-funded programs.
Developing a comprehensive campus based	Michelle MacKenzie,	Financial Aid Administrators	With debt levels rising, the financial well-being of students is top of mind for many post-secondary institutions; it's correlation	Michelle is currently the Manager of Financial Aid at the University of Calgary. She began her career in post-secondary in

<p>Financial Literacy strategy: a UCalgary case study.</p>	<p>Manager of Financial Aid, University of Calgary</p>		<p>with student attrition and persistence in their chosen programs makes it an important topic of discussion. In June 2016, the University of Calgary embarked on a multi-year exploratory experiment in developing a structured and comprehensive student financial literacy strategy. Grounded in extensive research, a pilot strategy was developed and implemented during the 2016-2017 academic year. This presentation will overview the pilot project and present ideas and recommendations gathered through feedback from students through surveys, focus groups, interviews, and research on how schools can develop and implement a financial literacy strategy on any budget.</p>	<p>2008 while she was a student, working as a receptionist part-time in the Registrars' Office. When she graduated with her BA (Hons) in Communications Studies in 2010, she was fortunate to receive a full-time advising position and the rest, as they say, is history. Through a variety of student administration roles, she has had the opportunity to work with diverse groups of students in varying capacities to understand and meet their needs throughout their educational careers. A lifelong learner, she is currently completing her Master of Education in Post-secondary Leadership at the University of Calgary.</p>
<p>Managing risk: proactively identifying student default risks and helping them cope</p>	<p>Jon Kamin, Managing Director, yconic.com</p>	<p>Financial Aid Administrators</p>	<p>With higher debt loads and higher costs of living, student default risk will only grow. Looking at the impact of financial literacy efforts, some US-based approaches to risk identification, and how to use second and third party data to proactively identify risks</p>	<p>Managing Director of yconic.com for over a year, transforming the business into a source for deep insights into Canadian students. Prior to yconic, Jon was the General Manager of the "NPV" business unit at AutoTrader.ca. He held a variety of Operator and Strategy roles at Torstar Corp, and worked as a Consultant at Bain and Company. Jon has an MBA from the University of Toronto and along with his partner, spends most free time tending to his two small boys.</p>

**CONCURRENT SESSIONS B**

Monday, June 5

1:15-2:30

<b>TITLE OF PRESENTATION</b>	<b>SPEAKER(S)</b>	<b>TARGET AUDIENCE</b>	<b>PRESENTATION DESCRIPTION</b>	<b>BIOGRAPHY OF SPEAKER(S)</b>
Breaking Barriers: Investigating Government Aid Non-Participation	<p>Nicole Bonich, Manager, Financial Aid &amp; Awards</p> <p>Angelica Whitefield, Financial Aid Advisor</p> <p>Kristen Harper, Financial Aid Advisor</p> <p>Lovern Azcueta, Financial Aid Clerk</p>	Financial Aid Administrators	<p>We are looking to define the parameters of financial need as a way to identify students who do not seek financial assistance. Through the research conducted, we aim to provide a better understanding of the barriers to applying for aid, alternatives that are being used by students, and opportunities to increase participation for government funding programs.</p>	<p>The speakers of this presentation are financial aid professionals who hold many years of experience working with post-secondary students who have varying levels of financial need.</p> <p>Nicole received a BA Degree in Psychology in 2001. She has met all degree requirements for her Master of Education degree to be conferred in June 2017.</p> <p>Kristen Harper has an Honours Degree in Organizational Leadership with Contemporary Studies.</p> <p>Angelica Whitefield has an Honours Degree in Sociology and Criminology.</p> <p>Lovern Azcueta is a current student and part time employee of Financial Aid at Sheridan. She is expected to receive her Advanced Diploma in Business Administration - Finance to be conferred in June 2017.</p>
Harnessing the Potential: How to maximize retention and results in excellence programs	Carolyn Bailey, Assistant Director of Programs, Loran Scholars Foundation	Financial Aid Administrators	<p>Excellence awards for university-bound students bring talent on campus, but all too often students lose their awards after first their year. Designing a support system for these students can enable them to regain or retain their awards, further engage on campus, and become strong alumni members and contributors.</p> <p>The Loran Scholars Foundation supports exceptional young leaders over the course of their undergraduate degrees at universities across Canada. This presentation will outline</p>	<p>Carolyn is the Assistant Director of Programs at the Loran Scholars Foundation (<a href="http://www.loranscholar.ca">www.loranscholar.ca</a>) where she administers Canada's top undergraduate leadership award; identifying and supporting young leaders of exceptional character. Carolyn has more than a decade of experience working as an administrator and program coordinator in the educational and non-profit sectors, both in Canada and in the United States. She is passionate about issues of youth leadership development, civic engagement, food security, environmental education, and community</p>

			the processes utilized by Loran to create a cohesive cohort of contributing scholars and to renew awards annually in a way which allows for temporary academic difficulties and retains as many excellence award winners as possible, while maintaining a high standard of excellence.	development. She holds an HBA from McGill University.
Initiating Budgeting Behaviour among Non-Budgeters: A Financial Literacy Pilot Conducted through the Carrot Rewards Mobile Application	Marcie McLean-McKay, Research and Policy Officer, Financial Consumer Agency of Canada	Students, Financial Aid Administrators	The Financial Consumer Agency of Canada (FCAC) conducted a pilot project to assess the impact of its financial education material on knowledge, confidence, and behaviours related to budgeting; one of the fundamental skills associated with financial well-being. For the purpose of the pilot, financial education materials were offered through a mobile application called 'Carrot Rewards'. The application offered loyalty reward points to consumers in exchange for responding to short quizzes and receiving financial education messages.	<p>Marcie McLean-McKay is a Research and Policy Officer with the Financial Consumer Agency of Canada (FCAC). She joined the Agency in May 2015 and conducts research in financial literacy. Since joining the agency, her efforts have been focused on piloting the delivery of financial literacy interventions through a mobile application and assisting with the development of evaluation tools to empower Canadian organizations to assess the impact of their own financial education programs. She also serves as the Research Secretariat for FCAC's Research Committee.</p> <p>Prior to joining FCAC, Ms. McLean-McKay served as an Evaluation Officer at Correctional Service Canada, where she designed and conducted evaluations of a wide range of programs, including an evaluation of educational programs and services. She holds an Honours Bachelor of Social Science and a Graduate Diploma in Program Evaluation from the University of Ottawa.</p>
Sponsorship / Third Party Billing - streamlining processes and best practices at the University of British Columbia	Jennifer Chin, Associate Director, Student Support & Advising, The University of British Columbia	Those working with sponsorship billing/third party billing	Sponsorship Billing (Third Party Billing) is a \$10M annual portfolio at the University of British Columbia (UBC). With all the unique requirements and requests by individual sponsors and the growing complexities of ensuring student registration is not impacted by the administration of sponsorship, UBC has updated and improved upon processes and	Jennifer Chin joined the University of British Columbia in 2009 and has a background in Undergraduate Admissions, Student Financial Services, Registration, Sponsorship, Awards, and working with special population groups. She helps oversee the centralized advising unit at Enrolment Services, where students seek help with student loans, financial emergencies,

			relationships with both students and sponsors, while ensuring all privacy regulations are met. With the growing number of students under sponsorship, UBC continues to be creative and innovative in their management and service of both sponsors and students.	and other complex matters. She holds a business degree and a Masters in Human Resource Management.
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**CONCURRENT SESSIONS C**

Monday, June 5

2:45-4:00

<b>TITLE OF PRESENTATION</b>	<b>SPEAKER(S)</b>	<b>TARGET AUDIENCE</b>	<b>PRESENTATION DESCRIPTION</b>	<b>BIOGRAPHY OF SPEAKER(S)</b>
Improving Access to Posts-econdary Studies for Indigenous Students	Sarabeth Holden, Senior Policy Advisor, OSAP Transformation Branch, Ontario Ministry of Advanced Education and Skills Development	Financial Aid Administrators, Provincial/ Territorial Government Employees	<p>Following the Truth and Reconciliation Commission and the Calls to Action, jurisdictions across Canada are reviewing their policies related to student financial assistance for Indigenous learners.</p> <p>At this session, participants will learn about the ministry’s experience in engaging Indigenous communities and students on the many barriers, both financial and non-financial, that Indigenous learners encounter. The session will then shift focus on to the steps the ministry is taking to “co-create” a student financial assistance system that addresses these barriers and ensures this young and fast-growing population has equal access to post-secondary education.</p>	Sarabeth Holden is a Senior Policy Advisor with the OSAP Transformation Branch, where she is engaged with Indigenous communities and organizations across Ontario to support provincial policy changes. A Dalhousie University alumnus, Sarabeth has firsthand experience working through the challenges of funding available to Indigenous learners across Canada.
Opening Access: The Road to 100 Scholars through UBC's Hybrid Entrance Awards Program	Nikki Baker, Enrolment Services Professional Student Support & Advising, University of British Columbia	Financial Aid Administrators particularly, those who worked with awards or need based programs.	To mark UBC’s centennial, last year the university revamped its hybrid entrance award program. Renamed the Centennial Scholars Entrance Award Program, it helped to support 100 students on campus in September 2016, including traditionally underrepresented populations such as transfer, Aboriginal, low/middle income,	Nikki Baker joined the University of British Columbia in 2011 after completing her BA. She began in 2012 as an Enrolment Services Professional within the Student Support & Advising Unit and works on the front lines with students for admissions, registration, and financial advising. She is currently a program manager for the Centennial Scholars

	Jennifer Chin, Associate Director Student Support & Advising, University of British Columbia		rural, and first generation students.  This session will discuss the steps UBC has taken to increase access for underrepresented populations through this program, as well as the initiatives in place on campus to support this diverse population of students.	Entrance Award program.  Jennifer Chin joined the University of British Columbia in 2009 and has a background in Undergraduate Admissions, Student Financial Services, Registration, Sponsorship, Awards and working with special population groups. She helps oversee the centralized advising unit at Enrolment Services, where students seek help with student loans, financial emergencies, and other complex matters. She holds a business degree and a Masters in Human Resource Management.
FCAC Financial Toolkit – Updated Income, Expenses, and Budget Module Review	Shelley Clayton, Director, Financial Aid, University of New Brunswick, Past-President, CASFAA  Nicole Bonich, Manager Financial Aid, Sheridan College  Cherish Hwang Registrarial and Student Financial Services Coordinator  Bronwyn Rice Student Aid Administrator Quebec Region McGill University	Financial Literacy Administrators. Post-Secondary Education (PSE) population.	The main objective of this contract was to recommend new or revised activities and examples for Credit and Debt Management Module of the FCAC Your Financial Toolkit. Presentation slides and Train the Trainer materials are targeted at PSE students and workshop facilitators who work with this audience. Today, many people need to borrow money to do things like buy a house, get an education, buy a car, or pay for home renovations. This is called credit. Credit is neither good nor bad; it's a tool to help you pay for big-ticket items and meet your financial goals. Credit must be used wisely—and unfortunately, many Canadians borrow more than they can handle.	Shelley Clayton, past-President of Canadian Association of Student Financial Aid Administrators (CASFAA), is currently employed as the Director, Financial Aid at the University of New Brunswick (UNB) Fredericton Campus. In this position, Shelley has been extensively involved in the fields of Student Services and Student Financial Assistance both nationally and in the Atlantic region. Nicole worked in student-centred post-secondary educational roles since 1998, she has approximately 18 years of progressive experience. Nicole has her MEd from Memorial University of Newfoundland.  Bronwyn has been at McGill's financial aid since 1991, filling several positions prior to current job for the last 10 years. Financial experience comes from private banking prior to starting at McGill. Member of CASFAA since 2012, on the board for 2 years as Regional Rep for Quebec. CASFAA 2013 conference co-chair with

				AQRAFE in Montreal and with the board for Ottawa conference. Past presenter.
An Examination of Post-Secondary Institutional Financial Aid Service Providers in Canada: Models and Training Practices	Susan Allward, Associate Registrar, Student Awards and Financial Aid, University of Ontario Institute of Technology  Lori Russell, Manager, Information and Client Services, University of Ontario Institute of Technology	Financial Aid Administrators	A follow up to our 2013 research "The Role of Financial Aid in Post-Secondary Institutions"; we examined financial aid models in more depth, identified the types/levels of administrative work done by Financial Aid offices, what administrative work is done by provincial government agencies, and the type of training that takes place for staff in all the service models. From this data, we developed recommendations for training and began to build the structure and pathways for the certification of student aid administrators.	Susan Allward came into Financial Aid at Durham College in 2000. The Durham College office took on the students of UOIT after it was established in 2003 along with the growing Durham population. Lori Russell began her career in Financial Aid in 2006. In 2016 she was asked to conduct research and give a recommendation for a new customer service model in the Registrar's office, where she began her new role as manager, Information and Client Services.

**CONCURRENT SESSIONS D**

Tuesday, June 6  
10:45-12:00

<b>TITLE OF PRESENTATION</b>	<b>SPEAKER(S)</b>	<b>TARGET AUDIENCE</b>	<b>PRESENTATION DESCRIPTION</b>	<b>BIOGRAPHY OF SPEAKER(S)</b>
Recent Developments in the Canada Student Loans Program	Atiq Rahman, Acting Director General, Canada Student Loans Program	Financial Aid Administrators	The presentation will provide an overview of the Canada Student Loan Program (CSLP) and outline recent changes that are being implemented with a focus on those that will be implemented for the coming academic year . The presentation will also provide an update on the new delivery model being developed for the program which will launch in 2018.	Atiq Rahman, Director General of the Canada Student Loans Program in the Learning Branch of Employment and Social Development Canada has held a number of positions in the Program covering a period of over a decade. Prior to joining the Program, Mr. Rahman taught at the College of Commerce, University of Saskatchewan. Mr. Rahman holds a PhD degree in Business Administration from McGill University, Montreal, is married and has a son.
Examining the Awarding	Candice O'Donnell,	Financial Aid Administrators	This presentation will provide an overview and discussion of survey results and analysis	Candice, Amanda, and Nicole are managers in financial aid at Ontario Colleges. Nicole



<p>Landscape A review of survey results pertaining to award creation and adjudication practices at Canadian post-secondary institutions</p>	<p>Manager of Awards and Scholarships, George Brown College</p> <p>Nicole Bonich, Manager of Awards and Scholarships, Sheridan College</p> <p>Amanda Barnes, Manager of Awards and Scholarships, Seneca College</p>		<p>regarding the management of awards and scholarships at various post-secondary institutions across Canada. The discussion will include the following topics</p> <ul style="list-style-type: none"> <li>• Privacy, consent, and Access to Information</li> <li>• Award Setup</li> <li>• Assessing Financial Need</li> <li>• Reviewing Applications &amp; Adjudication</li> <li>• Recipient Selection</li> <li>• Award Distribution</li> </ul>	<p>has her MEd from Memorial University of Newfoundland. Amanda has her MBA from the Schulich School of Business at York University and Candice is working towards her MEd from Abeline Christian University. This presentation is part of Candice's final capstone project. Between them they have over 27 years in financial aid.</p>
<p>FCAC Financial Toolkit – Updated Income, Expenses, and Budget Module Review</p>	<p>Leanne Shumka, Coordinator of Awards and Financial Aid, The University of Winnipeg</p> <p>Evelina Balut, Associate Director, Student Aid, Scholarships and Student Aid Office, McGill University</p>	<p>Financial Aid Administrators</p>	<p>We will review what the contract asked of CASFAA, how we met that contract (and then some), and provide a sneak peak of the recommendations for the new version that FCAC will be launching as a result.</p>	<p>Leanne has a decade of experience in Awards and Financial Aid at The University of Winnipeg. She has a background in financial literacy, bursaries, scholarships, government student aid programs (domestic and international), emergency, and youth funding programs. She is also the SK/MB CASFAA board representative and was a committee member on the FCAC Financial Literacy Task Force project.</p> <p>Evelina has worked at McGill University for 9 years. As the Associate Director Student Aid since 2012, Evelina is responsible for all government aid and institutional financial aid programs as well as the financial wellness program. Evelina is the Quebec CASFAA regional representative and the treasurer for the Quebec Association AQRAFE.</p>

Mental Health and Financial Aid or How to Help Students when they are Sad and Poor	Christina Warren, Manager of Financial Aid and Student Counselling, NSCAD University  Jessica MacDonald, Outgoing President of NSCAD'S Student Union (SUNSCAD)	Financial Aid Administrators, Academic Advising, Student Services, Student Affairs.	At NSCAD University, Financial Aid and Student Counselling services are co-ordinated through one office. Our presenters will discuss the supports the university has in place, provide practical tips for helping to support students in crisis and discuss how universities in Halifax are co-ordinating with the Health Care system via the Stay Connected Mental Health Project.	Christina Warren has been the Manager of Financial Aid and Student Counselling at NSCAD University since 2013. Jessica MacDonald, graduated from NSCAD University in April of 2017. Jessica is the outgoing president of NSCAD'S Student Union (SUNSCAD).
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<b>CONCURRENT SESSIONS E</b> Tuesday, June 6 1:15-2:30				
<b>TITLE OF PRESENTATION</b>	<b>SPEAKER(S)</b>	<b>TARGET AUDIENCE</b>	<b>PRESENTATION DESCRIPTION</b>	<b>BIOGRAPHY OF SPEAKER(S)</b>
Cross-Canada Panel	Deb Payne Stephanie Williams Leanne Shumka Shelley Vail Allen Wolfe Sandy McFadden Evelina Balut	Financial Aid Administrators/ government and post-secondary institutions	Each Regional Director will present specific topics about their province/region government aid programs.	Regional Directors for CASFSS 2016/2017.
Streamlining Disability Grants	Mary Ann Laba, Fed/Prov Coordinator, Nova Scotia Student Assistance	People who serve students with disabilities	Disability grants are available to students with disabilities to reduce or remove barriers for participation in post-secondary. Nova Scotia has streamlined the process for students to access this funding, so they can better focus on their studies. The goal was to improve client services by significantly	Mary Ann took time out of her hectic schedule of federal agreement development and oversight to apply her project management skills to an ambitious IT project to improve client service to students with disabilities.

	Linda Higgins, Director Post-Secondary Disability Services, Nova Scotia Student Assistance		decreasing the time it takes to provide funding for equipment and services that remove or reduce barriers for participating in post-secondary education, and thereby improve accessibility to learning.	Linda brought her experience working with students with disabilities and love of technology to the project.
The Impact of Financial Wellness	Tamara Kelly, Director of Education, Credit Counselling Services of Atlantic Canada	Financial Aid Administrators	The link between finances and overall wellness is strong. When you are having money issues it can overshadow everything else. In this presentation we will answer questions about: What is the current reality for Canadians and their finances? What is the impact of debt on financial wellness? How can I help when I see someone struggling financially? What are the common concerns of those exiting post-secondary when they see a credit counsellor? What are the strategies I can use within my role to increase financial wellness on campus?	Tamara Kelly is the Director of Education for Credit Counselling Services of Atlantic Canada, delivering financial education various groups. Tamara's career has taken her from a banking institution to not-for-profit credit counselling, where she has thirteen years of experience. Tamara received her BA in History and Atlantic Canada Studies from St Mary's University and her Business Management Diploma from Holland College.
Surviving U.S. Direct Loans	Pamela Goodwin Assistant Registrar, Financial Aid Dalhousie University  Cara Piperni, Director, Scholarships & Student Aid, McGill University	US Student Loan Administrators	Anyone involved in the highly regulated and onerous U.S. Direct Loan program (USDL) appreciates having a community of colleagues who understand their challenges. Let's take the opportunity to share best practices, issues, and solutions related to our participation in the program. The conversation will be facilitated by McGill and Dalhousie. McGill is the Canadian representative on International Education Council, the association representing "foreign" schools advocating for policy changes to ensure loans continue to be available to U.S. students seeking their degrees abroad. This session will cover some of the basics and resources, as well as the U.S. political, legislative, and regulatory	Pam Goodwin has been with Dalhousie University for 30 years in various roles with approximately 20 years in financial aid. She has experienced the increase in complexity of assessing financial need to best support students in their academic success, while trying to manage a limited budget.  Cara Piperni is a McGill graduate who has worked for the university for 25 years in various capacities including financial services, endowments, and research management, and campus-wide systems. The Director of Scholarships & Student Aid since in 2012, Cara leads a team of twenty-four responsible for administering \$97 million of financial support, promoting the

			updates. Content will also be prepared for hot button issues relating to recertification and program reviews, distance education, SAP, and written agreements such as co-ops and exchanges.	success and well-being of Canadian and international students. Cara is currently the president of the Board of the Canadian Financial Aid Administrators Association (CASFAA) and is currently Past-President of the International Education Council (IEC).
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<b>CONCURRENT SESSIONS F</b>				
Tuesday, June 6 2:45-4:00				
<b>TITLE OF PRESENTATION</b>	<b>SPEAKER(S)</b>	<b>TARGET AUDIENCE</b>	<b>PRESENTATION DESCRIPTION</b>	<b>BIOGRAPHY OF SPEAKER(S)</b>
NSLSC – Digital Student Lending Solution Overview	Colin Morris, Group Leader, Product Management, Student Lending, D+H	Financial Aid Administrators	In 2018 the National Student Loans Service Centre (NSLSC) will be implementing a new digital student lending platform powered by D+H’s Total Lending – For Students solution. This new platform will provide an innovative and comprehensive solution that will accelerate the move to a self-service, web-enabled, multi-channel service delivery model. Come get a sneak peak at some of the new features that will be available to students and stakeholders.	Colin Morris is the Group Leader, Product Management, Student Lending at D+H where he has responsibility for the full spectrum of product management activities, including product strategy, product roadmap, requirements, user personas, user stories, etc. Colin had been with D+H for 22 years where he has held a variety of positions across multiple disciplines including Quality Management, Operations, and Business Solutions.
Entrance Awards: what have they done for you lately?	Suzanne Tyson, Founder & CEO, HigherEd Points.com	Financial Aid Administrators	In the fall of 2016, Suzanne Tyson, along with the Academica Group and Scholarships Canada, conducted a research study to determine whether Entrance Awards helped 1) attract students 2) provide funds to students in need. This session will review the findings of the study and discuss how to enhance the effectiveness of these awards.	Suzanne Tyson is the founder and CEO of HigherEdPoints.com, the first company in the world to enable students, parents, and donors to convert loyalty points into payments for tuition fees and repayment of student loans. The 2013 launch of www.higheredpoints.com is the result of Suzanne’s previous career experience in the college publishing, mobile technology, loyalty, and student funding fields.
How to Money? Student financial literacy, and helping families prepare to pay	Jacqueline May, Manager of Outreach, Nova Scotia Student Assistance	Financial Aid Administrators	Lack of financial literacy is an obstacle to help students make solid decisions around paying for post-secondary. Likewise, their parents are not getting the right information at the right times about preparing the student and family to pay for college. This presentation explains the work	Jacqueline considers herself a cautionary tale; she accumulated a lot of student debt and wasted a lot of money during post-secondary. Today, she is (relatively) debt-free and passionate about connecting families to the information that they “don’t know that they

for post-secondary			that the ministry is doing to close this gap, both as a lender and as a government.	don't know" so students can make much better choices than she did.
Every Student Counts: An Integrated and Coordinated Campus-Wide Approach to Student Retention Using Early Alert Technology	<p>Andre De Freitas, Manager, Financial Aid &amp; Awards, OCAD University</p> <p>Kelly Dickinson, Manager, Student Advising, OCAD University</p>	<p>Financial Aid Administrators, Academic Advising, Student Services, Counselling Services, Student Affairs.</p>	<p>In 2013 Vocantas, a vendor at the OURA conference, introduced the Ontario university community to Scaller, an interactive voice response solution which allows institutions to quickly identify and target students with urgent needs, so universities can reach out and offer appropriate supports and interventions which may allow those students to be successful, and ultimately retained. For the past four years, several high priority student service and academic support units at OCAD University have worked collaboratively annually to implement this outreach and retention initiative targeted at new first-year and upper-year undergraduate students. We'll share our campus-wide experience in implementing this early alert retention strategy using the Scaller technology from the initial concept through planning and implementation to reporting and retention outcomes.</p>	<p>Andre De Freitas has been the Manager, Financial Aid &amp; Awards at OCAD University since April 2013. Prior to this role, he held several progressive positions in the area of student services at the University of Guelph, Seneca College, and Sheridan College. He holds a BBA from University of Guelph and MEd from Nipissing University, and his current priority is to help students access the supports, financial, and business knowledge they need to be successful. He has been a management representative on OCAD University's Board of Governors since April 2015 and a member of OASFAA's executive leadership team since May 2015.</p> <p>Kelly Dickinson is the Manager, Student Advising since its inception in January 2013 when OCAD University introduced a new, centralized and coordinated model of student advising. Kelly has over 25 years of experience in a Canadian public post-secondary environment, focusing on student financial assistance, academic advising, student services, strategic enrollment management, recruitment and retention. She has worked in a variety of roles at OCAD University and the University of Winnipeg and has been a member of numerous academic or governance standing committees, task forces, and special initiatives at each of those institutions. In 2016 the Office of Student Advising won OCAD University's inaugural Team Excellence Award.</p>