

POSITIVE IMPACT



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2018**

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WELCOME



Committee members (left to right): Catherine Bélanger, Jayson Huynh, Joanne Salem, Isabelle Dalceggio, Bronwyn Rice, Joanne Diwan, Elizabeth Perez (conference president), Maria Safos, Marie-Édith Ferland Mc Collough, Juliette Perri, Chantal Noël (absent from photo) and Gail Hirsch (absent from photo).

Bienvenue à Montréal!

We are very excited to welcome you to the 2018 edition of the CASFAA Conference, themed Positive Impact. In order to live up to our theme, we have put together a packed schedule of plenaries, concurrent sessions and activities that will focus on five different tracks: Financial aid, Scholarships & Awards, Financial Literacy, Populations and Connected Themes/Grab Bag. We invite you to take a look at our detailed schedule and descriptions in this program booklet and to visit our website (casfaa.ca/about_the_conference.html) for last minute changes.

This has indeed been a rewarding experience for the organizing institutions and we hope that you will enjoy your time in Montreal as much as we have enjoyed planning this conference.

Why Positive Impact?

...because, every day we make a real difference in the lives of students

...because our work contributes to the accessibility of post-secondary education

...because it is important that we collectively deepen our understanding of the landscape and the effect we have on it

...because we need a time out from our daily tasks, to get reenergized and be able to reflect, exchange and learn together to increase our impact.

CASFAA 2018 is:

- 1 bus tour;
- 2 entertaining evenings in unique settings;
- 5 plenaries with inspiring speakers;
- 27 sessions on relevant issues;
- 22 hours and more of meaningful exchanges with over;
- 170 awesome colleagues!

MESSAGE FROM THE PRESIDENT



It is with great pleasure that I welcome all delegates to the 2018 annual Conference of the Canadian Association of Student Financial Aid Administrators. Our colleagues from Université de Montréal, UQAM, McGill, Concordia, HEC Montréal and Polytechnique Montréal have worked tirelessly to offer a diverse and exceptional program in beautiful Montreal.

Our conference theme this year, “Positive Impact”, is something we strive for in our work with students. As financial aid and award professionals, we assist students to navigate complex financial information and opportunities to help them achieve success in their post-secondary education. Of equal importance is our guidance to achieve financial wellbeing in the process.

We are constantly challenged to deepen and broaden our expertise in programs and services ranging from government student aid to scholarships & bursaries, to advising and administrative systems, and to financial literacy. We are optimistic that the sessions available this week will facilitate these areas and more!

This conference brings together our membership from across Canada and all over the world to engage and exchange in ideas about the work we do. It is an opportunity to share and learn not only from those in educational institutions, but from our federal and provincial government partners, service providers and other industry experts. It is our hope that you will leave this event with a stronger network, more tools and extra inspiration to continue your important efforts.

Thank you all for your support and participation in making this Conference both productive and memorable!

Warmest regards,

Stephanie Williams

President CASFAA 2017/18

Co-ordinator of Program Eligibility, Student Financial Aid and Awards, BCIT

OPENING RECEPTION



We invite you to an evening of ART! Discover the cultural richness of **Crew Collective & Café**, let yourself be soothed by the rhythms of Montreal and get to know your colleagues. Drinks and snacks will be offered.

LOCATION

Crew Collective & Café
360 St-Jacques street, Montreal

TIME

7:00 p.m.



CARLITO DALCEGGIO

Internationally acclaimed artist, citizen of the world and modern nomad, Carlito Dalceggio is searching for the perfect balance between art and life. He is attentive to each detail of his existence to nourish his favorite themes of inspiration; love, nature, vision and consciousness.

Watch him live during the opening night bringing life to a new painting! His brush strokes will be guided by a particularly inspiring theme for him: the richness of First Nations culture. WE MUST FIND A NAME FOR THEM BEFORE THEY ARE FORGOTTEN

ARTISTES EN AFFAIRES

Artistes en affaires brings together artists from HEC



ARTISTES EN AFFAIRES

PLENARY SESSIONS

THE CONFERENCE COMMITTEE SOUGHT TO ORDER THE CONFERENCE SESSIONS IN A WAY THAT FOLLOWED A NATURAL PROGRESSION AND AIMED TO SET ASIDE TIME FOR US TO LEARN TOGETHER AS A LARGER GROUP. IT WAS ALSO ESSENTIAL TO INCLUDE CONTENT THAT AIMED TO ANSWER LARGER QUESTIONS RELATED TO OUR WORK, SUCH AS:

- **WHY DO WE DO WHAT WE DO?**
- **WHO ARE OUR STUDENTS AND WHAT ARE THE BEST APPROACHES TO RESPOND TO THEIR SPECIFIC NEEDS?**
- **WHAT IS OUR SOCIAL CONTEXT AND HOW DOES IT AFFECT OUR WORK?**
- **HOW DO WE KNOW THAT WHAT WE DO ACTUALLY HAS AN IMPACT?**

To that end, this year, we are offering five plenary sessions that will address these questions, shedding light on the underpinnings and evolution of financial aid programs, our diverse student populations, social marketing context and on program evaluation.

Why do our financial aid programs exist? What are their underlying values? What are we striving to achieve as a society? How will they evolve in the future? Representatives of some of our programs will be on hand to answer these questions and lead us in discussion on some of the challenges and successes of our financial aid landscape: Come listen to **Atiq Rahman**, Director General, Canada Student Loans Program, Employment and Social Development Canada, **Simon Boucher-Doddridge**, Director of Planning and Programs, Ministère de l'Éducation et de l'Enseignement supérieur and **Rob Feaver**, Director, Student Financial Services Division, Department of Advanced Education, Skills & Labour, Government of Newfoundland & Labrador and ICCSFA Co-chair.

Take a deep-dive on our target populations – who are our students? How has the landscape evolved and how do we need to adjust? A series of experts will provide provocative insights on who we serve, facilitating a reflection on their needs and appropriate approaches. Join **Mélanie Julien**, Coordinator of the Commission de l'enseignement et de la recherche universitaires, Conseil supérieur de l'éducation, and a panel of experts.

Steven Côté, Director, Policy and Research, Canada Student Loans Program, Employment and Social Development Canada – Government of Canada, will present an overview of the CSLP with a summary of recent changes and their impact.

Moving onto a portrait of our social context from the perspective of marketing and consumerism juxtaposed with the need for budgeting and control. How does all of this intersect with our role as financial educators and advisors? How can we better guide students to navigate pressures and take charge of their financial situation? Meet **Isabelle Thibeault**, Budget Advisor, ACEF Sud-Ouest Montréal and **Jacques Nantel**, Professor Emeritus, HEC Montréal.

Our heads full of ideas and possibilities, take a closer look at program evaluation – how can we measure the impact of our programs and approaches? How do we know what's working and what to change while still taking care of our daily business? **J Bradley Cousins**, PhD, Professor Emeritus from Ottawa University will lead an interactive session on this topic.

More details with regards to each of these plenary sessions may be found in subsequent sections.

UNIVERSITÉ DE MONTRÉAL

Deeply rooted in Montreal and dedicated to its international mission, Université de Montréal is a leading research university. It ranks among the top 150 universities worldwide and among the five best French-language universities.





HEC MONTRÉAL

HEC Montréal is an internationally renowned business school, with over 13,000 students, and trains more than 7,000 executives and managers every year. The School holds many prestigious accreditations, and offers over 100 programs of study from the bachelor's to doctoral levels. It is one of the most active business schools in Canada in terms of research, thanks to 28 research and knowledge transfer units, including 27 chairs and 6 Canada Research Chairs. With a faculty of 272, HEC Montréal offers programs in several languages and attracts students from nearly 140 countries.

FULL SCHEDULE

MONDAY MAY 28TH

SCHEDULE	DESCRIPTION	LOCATION
9:30 a.m. – 4:30 p.m.	Onsite registration at the Nouvel Hotel	Hall, ground floor
1:00 p.m. – 1:30 p.m.	First-timers orientation	Sherbrooke
1:30 p.m. – 1:45 p.m.	Opening remarks Elizabeth Perez, CASFAA Conference Chair Louise Béliveau, Vice-Rector of Student and Academic Affairs, Université de Montréal	Atwater, Dorchester, St-Mathieu*
1:45 p.m. – 2:45 p.m.	Financial Aid Programs: Visions and Values Atiq Rahman, Simon Boucher-Doddridge, Rob Feaver	Atwater, Dorchester, St-Mathieu*
2:45 p. m. – 3:20 p. m.	Break and Poster session	Hall
3:20 p.m. – 5:15 p.m.	Student Populations Mélanie Julien A panel of experts	Atwater, Dorchester, St-Mathieu*
5:15 p.m. – 7:00 p.m.	Dinner on your own	
7:00 p.m. – 10:00 p.m.	Opening reception Indigenous Welcome, Refreshments, DJ, Arts	Crew Collective & Café 360, St-Jacques Street, Montréal

 Financial Aid  Student Populations

*Simultaneous translation

PLENARY SESSION

1:45 P.M. - 2:45 P.M.

ATWATER, DORCHESTER, ST-MATHIEU (INTERP. ENG. > FR.)

FINANCIAL AID PROGRAM: VISION AND VALUES

SPEAKERS

Atiq Rahman

Director General, Canada Student Loans Program,
Employment and Social Development Canada

Simon Boucher-Doddridge

Director of Planning and Programs,
Ministère de l'éducation et de l'enseignement supérieur

Rob Feaver

Director, Student Financial Services Division,
Department of Advanced Education, Skills & Labour,
Government of Newfoundland & Labrador and ICCSFA Co-chair

DESCRIPTION

Why do our financial aid programs exist? What are their underlying values? What are we striving to achieve as a society? How will they evolve in the future? Representatives of some of our programs will be on hand to answer these questions and lead us in discussion on some of the challenges and successes of our financial aid landscape. They will provide us with unique strategic perspectives so that we may be better equipped to approach our daily responsibilities. This is a great opportunity to begin our conference with the larger social context of our services and programs.

PLENARY SESSION

3:20 P.M. - 5:15 P.M.

ATWATER, DORCHESTER, ST-MATHIEU (INTERP. FR. > ENG.)

STUDENT POPULATIONS

Take a close look at our target populations. Who are our students? How has the landscape evolved and how do we need to adjust? This plenary session will be divided into five segments: a moving video, a tour of visual illustrations, an overview of the evolving landscape, snapshot presentations of different populations and exchanges on how this emerging reality affects our work. Below is a more detailed description of two of these segments.

DIVERSIFYING STUDENT POPULATIONS IN UNIVERSITIES: WHEN THE UNTRADITIONAL BECOMES THE NORM

SPEAKER

Mélanie Julien

Coordinator of the Commission de l'enseignement et de la recherche universitaires, Conseil supérieur de l'éducation

DESCRIPTION

Based on the work carried out by the Conseil supérieur de l'éducation (Quebec), the presentation will underscore the importance of four student realities: working while studying, student parents, part-time studies and going back to school. It will show that measures have been taken in response to these realities, but that there is still room for improvement to fully support these students so they can reach their academic goals.

SNAPSHOTS OF STUDENT POPULATIONS

Expert colleagues will be on hand to provide information and insight on some of our student populations. They will describe students' specific needs and challenges, in addition to offering perspectives on successful approaches. These thought-provoking presentations will be a launchpad for group reflection and exchange.

POLYTECHNIQUE MONTRÉAL

Founded in 1873, Polytechnique Montréal is one of Canada's leading engineering teaching and research institutions and first in Québec for the scope of its research activities.





UQAM

The Université du Québec à Montréal (UQAM) is a French-language university. UQAM is a dynamic, open, creative university with an international outreach. It is recognized for the originality and quality of its programs, its cutting-edge research, solidly grounded in social concerns, and its innovation in the arts.

FULL SCHEDULE

TUESDAY MAY 29TH

SCHEDULE	DESCRIPTION	LOCATION
7:00 a.m. – 4:30 p.m.	Registration at the Nouvel Hotel (new arrivals only)	Ground floor, Hall
7:00 a.m. – 8:30 a.m.	Breakfast	Dining room
8:30 a.m. – 8:40 a.m.	Opening remarks Stephanie Williams, CASFAA President	Atwater, Dorchester, St-Mathieu*
8:40 a.m. – 9:25 a.m.	Overview of Canada Student Loans Program Steven Côté	Atwater, Dorchester, St-Mathieu*
9:25 a.m. – 10:45 a.m.	Student Debt: Navigating the Pressures of Marketing & Financial Management Isabelle Thibeault and Jacques Nantel	Atwater, Dorchester, St-Mathieu*
10:45 a.m. – 11:00 a.m.	Break and visit exhibitors	Hall
11:00 a.m. – 12:00 p.m. Sessions 1	Session A (St-Mathieu*)	Session B (Dorchester)
	Session C (Faubourg*)	Session D (Sherbrooke)
12:00 p.m. – 1:15 p.m.	Lunch and visit exhibitors	Dining room & hall
1:15 p.m. – 2:00 p.m. Sessions 2	Session A (St-Mathieu*)	Session B (Dorchester)
	Session C (Faubourg*)	Session D (Sherbrooke)
2:00 p.m. – 2:15 p.m.	Break and visit exhibitors	Hall
2:15 p.m. – 3:00 p.m. Sessions 3	Session A (St-Mathieu*)	Session B (Dorchester)
	Session C (Faubourg*)	Session D (Sherbrooke)
3:00 p.m. – 3:15 p.m.	Break and visit exhibitors	Hall
3:15 p.m. – 4:45 p.m. Sessions 4	Session A (St-Mathieu*)	Session B (Dorchester)
	Session C (Faubourg*)	Session D (Sherbrooke)
4:45 p.m. – 6:30 p.m.	Dinner on your own	
6:30 p.m. – 10:00 p.m.	Bus tour (optional)	Hotel entrance

Financial Aid
 Grab Bag
 Scholarships
 Open Facilitated Discussion
 Literacy
 Student Populations

* Simultaneous interpretation

PLENARY SESSION

8:40 A.M. - 9:25 A.M.

ATWATER, DORCHESTER, ST-MATHIEU (INTERP. ENG. > FR.)

OVERVIEW OF CANADA STUDENT LOANS PROGRAM

SPEAKER

Steven Côté

Director, Policy and Research, Canada Student Loans Program,
Employment and Social Development Canada –
Government of Canada

DESCRIPTION

The Canada Student Loans Program (CSLP) is undergoing changes. Recent federal budgets have increased the support available to students through CSLP and led to a number of important program changes. The CSLP is also in the process of transitioning its program delivery to a new model that is digital first and more student focused.

This presentation provides an overview of CSLP, with a summary of recent changes and their impact to date, as well as the changes slated for the upcoming school year. It will also inform participants how the CSLP engages with stakeholders, including the CASFAA, as the program continues to evolve.

PLENARY SESSION

9:25 A.M. - 10:45 A.M.

ATWATER, DORCHESTER, ST-MATHIEU (INTERP. FR. > ENG.)

STUDENT DEBT: NAVIGATING BETWEEN MARKETING PRESSURES AND BUDGET MANAGEMENT

SPEAKERS

Jacques Nantel

Professor Emeritus, HEC Montréal

Isabelle Thibeault

Budget Advisor, ACEF Sud-Ouest Montréal

DESCRIPTION

The demands of a consumerist society, fuelled by aggressive marketing strategies, shape our conception of success, happiness, self and even the other. This session looks at the pressures students face and how to counter them.

11:00 A.M. - 12:00 P.M. – CONCURRENT SESSIONS 1

SESSION A

ST-MATHIEU (INTERP. FR. > ENG.)

THE ABCS OF QUEBEC FINANCIAL AID PROGRAMS (PRESENTATION AVAILABLE TO PARTICIPANTS FROM OTHER PROVINCES)

SPEAKER

François Gagnon

Expert Advisor, Aide financière aux études, Québec

DESCRIPTION

In this presentation, Quebec financial aid programs are explained to administrators from other provinces, including a presentation of the different programs, a basis for calculations, eligibility criteria, loan repayment, and more. A discussion and Q&A period will help participants demystify certain aspects of the programs and be better equipped to answer questions from students receiving Quebec financial aid.

SESSION B

DORCHESTER (BILINGUAL)

DISCUSSION PANEL ON ADMINISTERING SCHOLARSHIPS AND RELATIONS WITH INSTITUTIONAL FOUNDATIONS

FACILITATOR

Chantal Noël,

Section Coordinator, Financial Aid and Scholarship Sector,
Polytechnique Montréal

PANELLISTS

University of Toronto:

Rosemary Cameron

Awards Manager

McGill University:

Christiane Lepage

Associate Director, Donation and Compliance,
University Advancement

Myrosia Cap

Scholarship Manager, Office of Scholarships and Student Aid,
Student Services

Université du Québec à Montréal:

Nicolas Dedek

Director of Philanthropic Development, Fondation de l'UQAM

Annie Proulx

Socioeconomic Support Advisor, Centre des services d'accueil
et de soutien socioéconomique

DESCRIPTION

Institutional foundations in charge of fundraising and scholarship services must work together closely to meet the needs of students and learning institutions. If poorly coordinated, the practices of these two entities can hinder proper funds management. Come meet our expert panel of scholarship competition administrators and institutional foundation staff, who will share their internal practices, successes and challenges in scholarship funds management.

SESSION C

FAUBOURG (INTERP. FR. > ENG.)

FINANCIAL STRESS: A FACTOR TO CONSIDER IN IMPROVING SUPPORT FOR STUDENTS

SPEAKERS

Isabelle Thibeault

Budget Advisor, ACEF Sud-Ouest Montréal

Émilie Lemire Auclerc

Social Worker and Consultant, Les points d'équilibre

DESCRIPTION

Financial stress is recognized as one of the major risks to mental health for the majority of people in Quebec. This reality is even more striking among students, who are often in a very unstable financial situation. This conference aims to provide a better understanding of financial stress and to identify tools and avenues for university financial aid services to offer solutions.

SESSION D

SHERBROOKE (BILINGUAL)

OPEN FACILITATED DISCUSSION

FACILITATOR

Each session will be facilitated by a member of one of our teams

DESCRIPTION

This conference is for and by expert practitioners who have a wealth of knowledge to share, so we have included a selection of open, facilitated sessions. Choose from any of our participant-led discussions! Start off with a thought-provoking video or presentation and then share your thoughts with your colleagues. A member of one of our teams will be on hand to facilitate dialogue. The topics will be made available on the day of session.

1:15 P.M. - 2:00 P.M. – CONCURRENT SESSIONS 2

SESSION A

ST-MATHIEU (INTERP. ENG. > FR.)

FCAC TOOLS & RESOURCES TO HELP STUDENTS MANAGE MONEY

SPEAKER

Darren Brothers
Consumer Education Officer, Education,
Policy & Research Division (FCAC)

DESCRIPTION

An FCAC representative will provide an update on key initiatives (e.g., new consumer content and updated tools, resources and educational programs) followed by a train-the-trainer workshop on the new "understanding your credit report and score" resource.

SESSION B

DORCHESTER (ENG.)

BURSARY PROGRAMS - TARGETED BURSARY DEVELOPMENT: WHAT'S WORKING, WHAT NEEDS TO CHANGE & WHAT'S NEW - A RESPONSE TO STUDENT FINANCIAL NEEDS AND SUCCESSFUL STUDENT RETENTION

SPEAKER

Vanessa Wood
Associate Registrar, Calgary University

DESCRIPTION

Students at the University of Calgary have access to a variety of bursaries and amounts that are managed by the Office of the Registrar. Currently, one in three students receives government student aid, and 50% of all undergraduate entrance award applicants identify as having financial need prior to beginning post-secondary studies. Urgent funding is emerging as a new trend due to situations beyond students' control, with students making increasing use of the University of Calgary's Emergency loan and bursary programs.

SESSION C

FAUBOURG (INTERP. ENG. > FR.)

THE COMPLEX WORLD OF RESPS: WHAT YOU MAY KNOW, AND WHAT YOU SHOULD KNOW!

SPEAKER

Murray Baker,
The Debt Free Graduate & Family Services of Greater Vancouver

DESCRIPTION

Since the RESP enhancements of 1996, these plans have become an increasingly popular post-secondary education savings vehicle. However, program complexity, lack of awareness, high fees and unscrupulous sales tactics by some providers have deterred many Canadian families from participating. The role of RESPs in funding post-secondary education will be examined, along with plan differences and how that may affect student reliance on other funding sources. It will also look at provincial incentives and their role in encouraging participation.

SESSION D

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2:15 P.M. - 3:00 P.M. – CONCURRENT SESSIONS 3

SESSION A

ST-MATHIEU (INTERP. ENG. > FR.)

FINDING THE PERFECT FORMULA: A CROSS-COUNTRY CHECKUP ON BURSARY ADJUDICATION IN POST-SECONDARY INSTITUTIONS

SPEAKERS

Heather Mitchell

Associate Director, Student Support & Advising,
Enrolment Services, UBC Vancouver Campus

Frank Mueller

Acting Manager, Admissions and Awards, UBC Okanagan Campus

Edenia Lai

Enrolment Services Professional, Student Support & Advising,
Enrolment Services, UBC Vancouver Campus

Halyna Petryshyn

Admissions and Awards Administrator, UBC Okanagan Campus

DESCRIPTION

This session will explore how different institutions currently assess financial need and whether they are finding similar trends in their student populations. It will be a discussion-based session wherein participants will share about trends they are seeing in students' financial needs, and how these trends will be addressed in the coming years.

SESSION B

DORCHESTER (ENG.)

FINANCIAL HEALTH AND OVERALL WELLNESS

SPEAKER

Suzanne Cookson

Co-Founder - BestLifeRewarded Innovations

DESCRIPTION

In this session we will explore the importance of financial empowerment as a major contributor to overall well-being. A short, formal presentation will be followed by a Q&A session and an interactive exercise to get the audience thinking about how to create access for students to learn, engage and gain confidence in their financial capabilities.

SESSION C

FAUBOURG (INTERP. FR > ENG.)

FINANCIAL AID TO THE RESCUE: RECENT YOUTH INITIATIVES IN QUEBEC

SPEAKER

Valérie Sauvé

Analyst, Director of Financial Education,
Autorité des marchés financiers

DESCRIPTION

This conference will address recent advances made in financial education in Quebec. The speakers will discuss the impact of new financial education courses in secondary schools through the Québec Education Program and various initiatives currently underway that help young people develop healthy money management behaviours. Lastly, they will give an overview of the Québec Financial Education Strategy and the important partnerships aimed at bringing together the financial education community in Quebec.

SESSION D

SHERBROOKE (BILINGUAL)

OPEN FACILITATED DISCUSSION

FACILITATOR

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DESCRIPTION

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3:15 P.M. - 4:45 P.M. – CONCURRENT SESSIONS 4

SESSION A

ST-MATHIEU (INTERP. ENG. > FR.)

THE NEED FOR USER EXPERIENCE-DRIVEN FINANCIAL EDUCATION PROGRAMS

SPEAKERS

Phil Schuman

Director of Financial Literacy, Indiana University

Bryan Ashton

Vice-President of Community Investment, Trellis Company

DESCRIPTION

Financial education is still new in universities, but programs are starting to gain ground in determining which initiatives will help students. So far, we have learned that to build a successful program, it is necessary to focus on user experience. In this session, attendees will learn about the background of financial education programs and how they can lead to programming that will reach students, leading to positive behavior changes.

SESSION B

DORCHESTER (ENG.)

FROM THE MEME TO THE DINNER TABLE: THE CAFÉ COLLAB MODEL FOR DIALOGUE ON STUDENT ISSUES

SPEAKERS

Cara Piperni

Director, Scholarships and Student Aid Office, McGill University

Eve Parker Finley

Project Administrator, Social Equity and Diversity Education Office (SEDE), Université McGill

DESCRIPTION

Every day, students talk about their service experiences—at the campus bar, at the cafeteria, and on social media. These perspectives are vital to understanding the diverse needs of students, but we need a pathway for constructive dialogue. Come learn how the Café Collab project at McGill uses art and food to host events that foster connections, idea sharing and dialogue between students from diverse communities and the staff who serve and support them.

SESSION C

FAUBOURG (INTERP. FR. > ENG.)

SCHOLARSHIPS: HOW CAN WE ATTRACT THE BEST CANDIDATES?

SPEAKERS

Marie-France Courtemanche-Bell

Scholarships Analyst HEC Montréal

Joanne Salem

Coordinator – Scholarships and Financial Aid, HEC Montréal

DESCRIPTION

What should we do when scholarship competitions do not generate enough student interest? Drawing on the World Café model, the speakers propose creating a community of practice to identify the factors affecting participation rates and application quality. In terms of applying this knowledge, participants will discuss solutions and strategies that would boost participation rates and application quality.

SESSION D

SHERBROOKE (BILINGUAL)

OPEN FACILITATED DISCUSSION

FACILITATOR

Each session will be facilitated by a member of one of our teams

DESCRIPTION

This conference is for and by expert practitioners who have a wealth of knowledge to share, so we have included a selection of open, facilitated sessions. Choose from any of our participant-led discussions! Start off with a thought-provoking video or presentation and then share your thoughts with your colleagues. A member of one of our teams will be on hand to facilitate dialogue. The topics will be made available on the day of session.



CONCORDIA UNIVERSITY

Every year, our scholars, facilities and city inspire 46,000 students to engage with big questions head-on. We're a comprehensive university. We search for innovative solutions and make positive contributions to society. Our creativity powers Montreal and connects us to the world.

MCGILL







McGill University is one of Canada's best-known institutions of higher learning and one of the leading universities in the world. With students coming to McGill from some 150 countries, our student body is the most internationally diverse of any research-intensive university in the country.



FULL SCHEDULE

WEDNESDAY MAY 30TH

SCHEDULE	DESCRIPTION	LOCATION
7:00 a.m. – 4:30 p.m.	Registration at the Nouvel Hotel (new arrivals only)	Hall, ground floor
7:00 a.m. – 8:30 a.m.	Breakfast	Dining room
8:30 a.m. – 9:45 a.m.	CASFAA Annual General Meeting	Atwater, Dorchester, St-Mathieu
9:45 a.m. – 10:00 a.m.	Break and visit exhibitors	Hall
10:00 a.m. – 12:00 p.m.	Evaluation for Positive Impact J. Bradley Cousins, Ph.D	Atwater, Dorchester, St-Mathieu*
12:00 p.m. – 1:15 p.m.	Lunch Meet the new CASFAA Board and visit the exhibitors	Dining room & Hall
1:15 p.m. – 2:00 p.m. Sessions 5	Session A (St-Mathieu*)	Session B (Dorchester)
	Session C (Faubourg)	Session D (Sherbrooke)
2:00 p.m. – 2:15 p.m.	Break and visit exhibitors	Hall
2:15 p.m. – 3:00 p.m. Sessions 6	Session A (St-Mathieu*)	Session B (Dorchester)
	Session C (Faubourg)	Session D (Sherbrooke)
3:00 p.m. – 3:15 p.m.	Break and visit exhibitors	Hall
3:15 p.m. – 4:30 p.m. Sessions 7	Session A (St-Mathieu*)	Session B (Dorchester)
	Session C (Faubourg)	
4:30 p.m. – 5:30 p.m.	Free time	
5:30 p.m.	Bus departures from Nouvel Hotel to AML Cruise	Hotel Entrance
6:00 p.m. – 11:00 p.m.	Closing banquet aboard AML Cruise WARNING: Attendees must be on board before departure at 6 p.m. and have their ticket in hand.	Jetée Alexandra, Montreal Port 200, de la Commune W Street
11:00 p.m.	Busses depart from AML Cruise to Nouvel Hotel	

 Financial Aid  Grab Bag  Scholarships  Open Facilitated Discussion  Literacy  Student Populations
* Simultaneous interpretation

ANNUAL GENERAL MEETING

8:30 A.M. – 9:45 A.M.

ATWATER, DORCHESTER, ST-MATHIEU (INTERP. ENG. > FR.)

CASFAA ANNUAL GENERAL MEETING

DESCRIPTION

Come join our collective effort! CASFAA is an association run for and by members to reach its objectives. Join your colleagues at the Annual General Meeting to hear about the association's activities, achievements and challenges over the past year, and a preview of the year to come.

PLENARY SESSION

10:00 A.M. – 12:00 P.M.

ATWATER, DORCHESTER, ST-MATHIEU (INTERP. ENG. > FR.)

EVALUATION FOR POSITIVE IMPACT

SPEAKER

J. Bradley Cousins

Professor Emeritus, University of Ottawa

DESCRIPTION

Want to know more about how to evaluate your services, interventions and financial education programs? In this hands-on plenary session, the emphasis will be on evaluating to help ensure positive outcomes for students. Following the session, participants will be able to:

- differentiate between relevant approaches to program evaluation;
- critique methods for systematic inquiry, especially those focused on program impact;
- plan to make better use of evaluation findings;
- apply professional standards for evaluation practices to authentic projects.

1:15 P.M. – 2:00 P.M. – CONCURRENT SESSIONS 5

SESSION A

ST-MATHIEU (INTERP. ENG. > FR.)

STUDENT LENDING DIGITAL PLATFORM UPDATE AND DEMONSTRATION

SPEAKERS

Collin Morris

Senior Director, Product Management,
Student Lending, Finastra

Sanja Ratkovic

Digital Marketing Specialist,
Customer Experience Management, Finastra

DESCRIPTION

Finastra will provide an update on the development of the student lending digital platform initiative and demonstrate how customers experience several key features and functionalities from which students will benefit on the new digital hub.

SESSION B

DORCHESTER (ENG.)

STUDENT LOANS 101: FILLING THE GAP

SPEAKER

Hailey Markowski

Student Loan Coordinator at the University of Alberta-
Registrar's Office

DESCRIPTION

In an attempt to fill the gap not being met by loan providers, Student Financial Support services at the University of Alberta has been offering a Student Loans 101 workshop. These sessions increase literacy on government student loans and provide knowledgeable university staff to help students complete and submit loan applications. Come learn from our successes and lessons learned to help start your own application-based workshops on a budget!

SESSION C

FAUBOURG (BILINGUAL)

ARBOUR FOUNDATION'S NEW SELECTION CRITERIA: INCLUSION OF FOREIGN STUDENTS

SPEAKERS

Marine Hadengue

Member of the Board for the Arbour Foundation
and Chair of the Award Selection Committee

Pierre Arbour

President, Arbour Foundation

DESCRIPTION

This presentation will provide interesting insights on how to overcome common challenges when opening up scholarships to foreign students—avoiding discrimination, having a basis for on which to compare students' previous grades, and making sure the students intend to stay in the country, etc.

SESSION D

SHERBROOKE (BILINGUAL)

OPEN FACILITATED DISCUSSION

FACILITATOR

Each session will be facilitated by a member of one of our teams

DESCRIPTION

This conference is for and by expert practitioners who have a wealth of knowledge to share, so we have included a selection of open, facilitated sessions. Choose from any of our participant-led discussions! Start off with a thought-provoking video or presentation and then share your thoughts with your colleagues. A member of one of our teams will be on hand to facilitate dialogue. The topics will be made available on the day of session.

2:15 P.M. - 3:00 P.M. – CONCURRENT SESSIONS 6

SESSION A

ST-MATHIEU (INTERP. FR. > ENG.)

PORTRAITS OF STUDENTS WITH DISABILITIES IN QUEBEC: APPROACHES TO INTERVENTION

SPEAKERS

Geneviève Bergeron

Advisor to Students with Disabilities for HEC Montréal

Marie-Michèle Vézina

Advisor to Students with Disabilities for Polytechnique Montréal

DESCRIPTION

In recent years, there has been a marked increase in the number of students with disabilities attending universities in Quebec. Who are these students, and what types of services are available to support them in their studies? This presentation aims to shed light on the realities that many students with disabilities face and build understanding of their needs in post-secondary institutions.

SESSION B

DORCHESTER (ENG.)

SURVIVING THE U.S. LOANS PROGRAM

SPEAKERS

Cara Piperni

IEC President, Director of Scholarships & Student Aid,
McGill University

Pam Goodwin

Assistant Registrar Financial Aid, Dalhousie University

Rhonda Turner

Senior Financial Aid Counselor (U.S. Specialty), McGill University

Greg Martin

Office of Post-Secondary Education, U.S. Department of Education

DESCRIPTION

Anyone involved in the highly regulated and challenging U.S. Direct Loan program (USDL) appreciates having a community of colleagues who understand its complexities, so let's take the opportunity to share best practices, emerging issues, top compliance findings and solutions related to our participation in the program. Our panelists are veteran practitioners from McGill and Dalhousie, as well as a special guest from the U.S. Department of Education, Office of Post-Secondary Education, to provide government and regulatory perspectives! Our Canadian representative on the International Education Council (IEC), the association representing "foreign" schools advocating for policy changes to ensure loans continue to be available to U.S. students seeking their degrees abroad, will facilitate and provide updates from Washington.

SESSION C

FAUBOURG (ENG.)

PRIORITIZING THE FINANCIAL AID ADVISOR

SPEAKERS

Fiona Halbert

Assistant Registrar, Student Financial Support, University of Alberta

Brett Buchanan

Team Lead, Student Financial Support, University of Alberta

DESCRIPTION

The Student Financial Support Office at the University of Alberta has gone to great lengths to ensure excellence in student service. Achieving this excellence requires a strong and supportive team of individuals. We would like to share the story of our team to highlight the benefits of building in time to prioritize the financial aid advisor. We will be going beyond programming, making this a great session for all levels of professionals.

SESSION D

SHERBROOKE (BILINGUAL)

OPEN FACILITATED DISCUSSION

FACILITATOR

Each session will be facilitated by a member of one of our teams

DESCRIPTION

This conference is for and by expert practitioners who have a wealth of knowledge to share, so we have included a selection of open, facilitated sessions. Choose from any of our participant-led discussions! Start off with a thought-provoking video or presentation and then share your thoughts with your colleagues. A member of one of our teams will be on hand to facilitate dialogue. The topics will be made available on the day of session.

3:15 P.M. - 4:30 P.M. – CONCURRENT SESSIONS 7

SESSION A

ST-MATHIEU (INTERP. FR. > ENG.)

STUDENT MENTAL HEALTH: SUPPORTING THE TRANSITION TO ADULTHOOD

SPEAKERS

Marie-Claude Roberge

Mental Health Promotion Expert, Public health expertise and reference centre (INSPOQ)

Lucie Charbonneau

Coordinator of the Consortium d'animation sur la persévérance et la réussite en enseignement supérieur (CAPRES)

DESCRIPTION

A range of stakeholders must be involved in mental health promotion if we are to encourage a holistic approach to student well-being. Financial aid professionals support young adults every day during a pivotal time of their lives, when they are becoming more independent. This presentation will provide a better understanding of various aspects of mental health and what young adults experience during this time of transition. After the presentation, there will be a discussion on actions that higher learning institutions can take.

SESSION B

DORCHESTER (ENG.)

OUT-OF-PROVINCE PANEL (NEWS AND PROVINCIAL/TERRITORIAL Q&A BIRDS OF FEATHER SESSION)

PANEL MEMBERS

Stephanie Williams, CASFAA President

Coordinator of Program Eligibility, Student Financial Aid and Awards, BCIT

Lorie Nolt – British Columbia/Yukon

Director, Student Awards and Financial Aid, University of Victoria

Deb Payne – Alberta and the Northwest Territories/Nunavut

Student Awards Coordinator, Mount Royal University

Leanne Shumka – Manitoba and Saskatchewan

Coordinator – Awards and Financial Aid, The University of Winnipeg

Evelina Balut – Quebec

Associate Director, Financial Aid, McGill University

Shelley Vail – New Brunswick, Newfoundland and Labrador

Director of Financial Aid, Kingswood University

Matt Currie – Nova Scotia and Prince Edward Island

Manager, Student Awards and Financial Aid, Nova Scotia Community College

DESCRIPTION

The Regional Representatives panel will discuss the federal, provincial and territorial budget updates, followed by a regional Q&A session. The format this year is different. After the panel discussion, Regional Directors will answer group questions related to their province and/or territory.

SESSION C

FAUBOURG (BILINGUAL)

ELEVATING YOUR OFFICE - CASFAA'S NATIONAL DATA BENCHMARKING SURVEY

SPEAKERS

Stephanie Sarik

Director, Financial Aid and Awards Concordia University

Cara Piperni

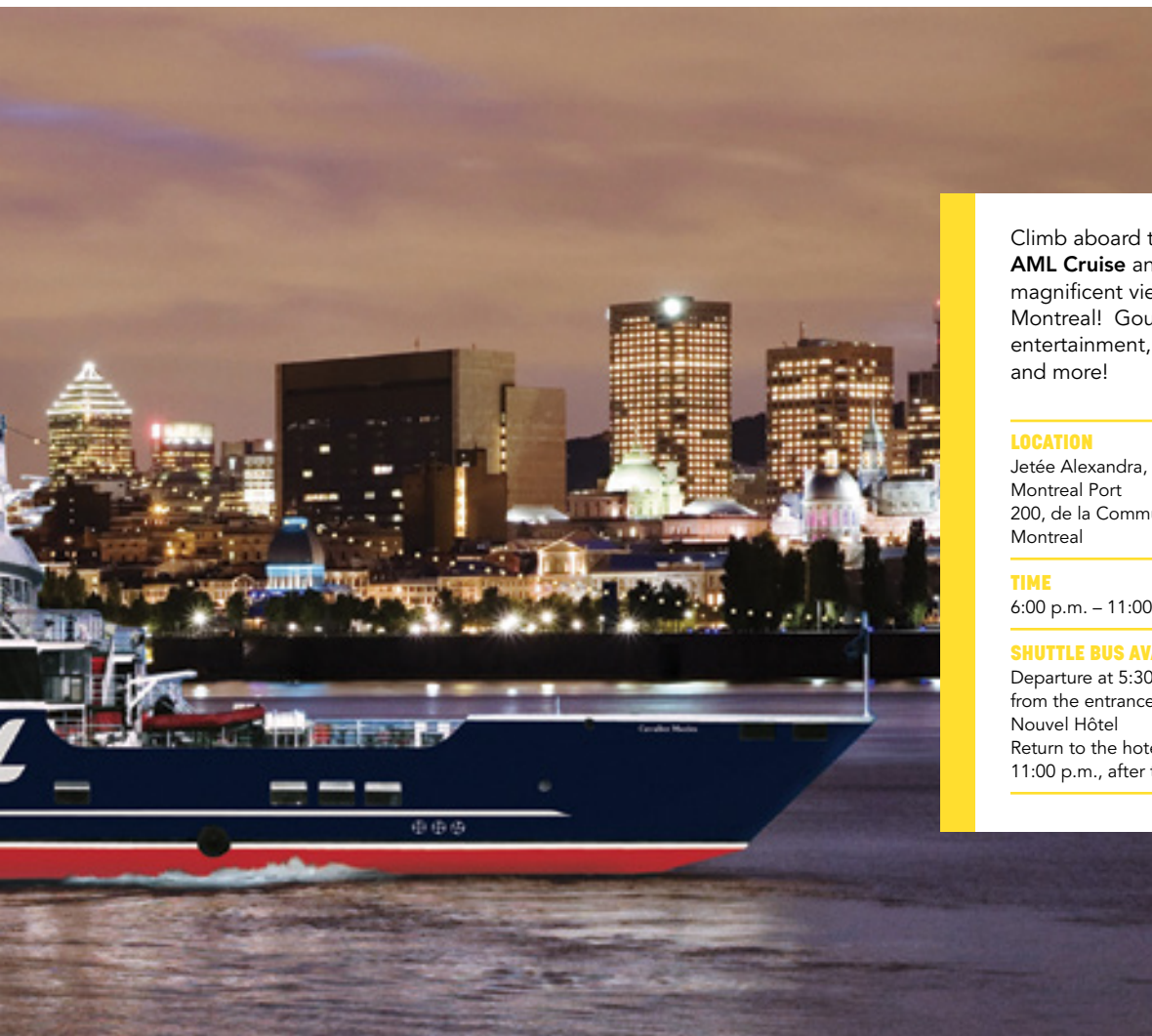
Director, Scholarships and Student Aid McGill University

DESCRIPTION

CASFAA has funded a research project to launch a comprehensive survey to all members. Being able to see how the data from your Financial Aid and Awards team compares to others across the country can help you ensure an optimal service offering to students, lobby for budget and/or resources and raise the profile of your work within your institution. Join the discussion on the scope and intended reporting tools resulting from this survey, and test drive a section!

CLOSING BANQUET





Climb aboard the **AML Cruise** and enjoy magnificent views of Montreal! Gourmet meal, entertainment, dancing and more!

LOCATION

Jetée Alexandra,
Montreal Port
200, de la Commune W. street,
Montreal

TIME

6:00 p.m. – 11:00 p.m.

SHUTTLE BUS AVAILABLE

Departure at 5:30 p.m.
from the entrance of
Nouvel Hôtel
Return to the hotel at
11:00 p.m., after the cruise

MAP



PEEL



**GARE CENTRALE
DE MONTRÉAL**



BONAVENTURE



GUY-CONCORDIA



**LUCIEN-L'ALLIER ET
GARE LUCIEN-L'ALLIER**





SQUARE-VICTORIA
OACI



Nouvel Hôtel
Sessions and Workshops



Concordia Student residence
Grey Nuns



Crew Collective & Café
Opening reception



Cruise - Closing Banquet
Jetée Alexandra



Metro stations

CONTACTS

CASFAA 2018 MONTREAL CONFERENCE

casfaa.ca/Conference_acrafe_2018.html

ACCOMMODATION

Le Nouvel Hotel and Spa

1740 René-Lévesque Blvd W, Montreal, QC H3H 1R3
514-931-8841
lenouvelhotel.com

Concordia Student residence- Grey Nuns

1190, rue Guy
514-848-2424 ext. 8000
concordia.ca/students/housing/summer.html

GETTING AROUND

Taxi Coop: 514-725-9885

Taxi Diamond: 514-273-6331

STM - Public transit (bus & metro): stm.info

BIXI – Bike sharing system: montreal.bixi.com

TOURIST INFORMATION

1255 Peel Street, Suite 100
514-844 5400 / 1-877-BONJOUR (266-5687)
mtl.org/en

LIST OF PRACTICAL

MOBILE APPS FOR MONTREAL

mtl.org/en/plan/applications

RESTAURANTS

CHINESE

PM (5 min walk)

1809, Sainte-Catherine St. W
(514) 931-8889
restaurantpm.com

DESSERT AND HOT CHOCOLATE

Juliette et Chocolat (5 min walk)

1626, Sainte-Catherine St. W
(514) 508-4800
julietteetchocolat.com

HAMBURGERS

La belle et le boeuf (5 min walk)

1620, Sainte-Catherine St. W
(514) 507-8558
belleetboeuf.com/en

JAPANESE

Restaurant Kazu (6 min walk)

1809, Sainte-Catherine St. W
(514) 937-2333
kazumontreal.com

KOREAN BUFFET AND SUSHI

Seoul Chako (5 min walk)

1824, Sainte-Catherine St. W
(514) 931-8889
seoulchako.ca

LEBANESE

Boustan (13 min walk)
2020, Crescent St.
(514) 843-3194
boustancan.ca

MEXICAN AND TEX MEX

3 Amigos (5 min walk)
1657, Sainte-Catherine St. W
(514) 939-3329
3amigosrestaurant.com

PASTA AND PIZZA

Bacaro Pizzeria Urbaine (6 min walk)
1608, Sainte-Catherine St. W
(514) 934-9997
bacaropizzeria.com

PUB AND "BEER GARDEN"

3 Brasseurs Crescent (10 min walk)
1356, rue Saint-Catherine W
(514) 788-9788
les3brasseurs.ca

Kampaï Garden (5 min walk)
1616, rue Sainte-Catherine W
514-379-6161
kampaigarden.com

McKibbin's Irish Pub (10 min walk)
1426, Bishop St.
(514) 288-1580
mckibbinsirishpub.com

RIBS AND CHICKEN

Bar B Barn (4 min walk)
1201, Guy St.
barbbarn.ca

STEAK

Dunn's Famous (14 min walk)
1249, Metcalfe St.
dunnsfamous.com

The Keg Steakhouse (16 min walk)
5, Place Ville-Marie
kegsteakhouse.com

THAI

Maison Phayathai (5 min walk)
1235, Guy St.
(514) 933-9949
facebook.com/MaisonPhayathai

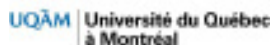
VEGAN

Copper Branch (7 min walk)
1245, Bishop St
(514) 303-1800.
copperbranch.ca

La Panthère Verte (12 min walk)
2153, Mackay St.
(514) 903-4744
lapanthereverte.com

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AQRAFE.CA

Our mission is to improve the financial situations of students who benefit from government financial aid programs.

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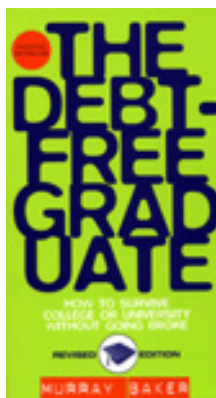


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