

Monday, June 17

10:00 am- 12:30 pm	Registration Law Centre (LC) - Main hall outside of LC-231-237	
12:30 pm- 1:00 pm	First Timers Welcome Room LC-231-237	
1:00 pm- 1:30 pm	Conference Welcome & Opening Remarks Room LC-231-237 Melissa Padfield - University of Alberta Interim Vice Provost and University Registrar	
<i>Afternoon Workshops</i>		
1:30 pm - 3:15 pm	Conceptualizing Wahkohtowin Through a Decolonial and Indigenized Framework Jennifer Ward Room LC 231-237 How can we begin to decolonize and Indigenize our academic institutions (Battiste, 2013; Gaudry & Lorenz, 2018)? We need to transform learning, inform practice, engage in provocative conversations, and rebound from mistakes so that Indigenization and decolonization is meaningful, systemic, and lasting. Building upon the Cree understanding of Wahkohtowin--relational accountability and reciprocity--we can positively impact student, faculty and staff learning and working	Helping Skills Robyn Wilson Room LC 201 Throughout the year, many community members will experience different stressors. For most, having someone to speak with and feel understood will be enough. The Helping Skills session provides a simple framework for helpers to draw upon to communicate care and support when assisting someone. These questions and steps can help us within our self-care capacity as well. The main goal is to equip community members with the knowledge, tools, and confidence to handle the various situations that they may come upon within all avenues of their lives.

	environments. In this session we will build relationships, learn from each others' experiences, and become aware of Indigenous histories and contemporary realities.	
3:15 pm- 3:30 pm	Coffee Break <i>LC - Main walkway</i>	
3:30 pm- 5:00 pm	<p>Take Home Self Care</p> <p>Carrie Armstrong</p> <p>Room LC</p> <p>Learn about the properties of essential oils, focusing on several traditional Indigenous plants to create a pack of healing bath salt to take home.</p>	<p>River Valley Nature Walking Tour</p> <p>Dwayne Donald</p> <p>Room Meet in LC 201</p> <p>Explore the history of the Aboriginal peoples of Edmonton through a walking tour of the River Valley led by Dr. Dwayne Donald of the Faculty of Education. By walking together through the River Valley and sharing some stories, Dr. Donald hopes to spark a place-based ethical imagination regarding the interrelatedness of the past, present, and future.</p> <p><i>Please wear comfortable shoes and outdoor attire - rain or shine</i></p>
5:00 pm- 6:30 pm	Free Time	
6:30 pm- 8:30 pm	Opening Reception and 40th Anniversary Kickoff <i>Japanese Gardens- Alberta School of Business - 5th Floor</i>	

Tuesday, June 18

<p style="text-align: center;"><i>Concurrent Session A</i> 10:40 am - 12:00 pm</p>		
<p><i>Student Loans</i></p> <p>Room LC 101</p>	<p>CASFAA Out-of-Province Perspectives</p> <p>Heather Mitchell - CASFAA Regional Director for British Columbia/Yukon, Associate Director, Student Support & Advising, University of British Columbia</p> <p>Deb Payne - CASFAA Regional Director for Alberta and the Northwest Territories/Nunavut Student Awards Coordinator, Mount Royal University</p> <p>Leanne Shumka - CASFAA Regional Director for Manitoba and Saskatchewan Awards and Financial Aid, University of Winnipeg</p> <p>Stephanie Sarik - CASFAA Regional Director for Quebec Director, Financial Aid and Awards, Concordia University</p> <p>Mary Fisher-MacDonnell - CASFAA Regional Director for Nova Scotia and Prince Edward Island Manager, Financial Aid Officer, St. Francis Xavier University</p>	<p>In this session, the Regional Directors of CASFAA's Board will discuss provincial and territorial government student financial assistance program updates including the impact due to CSLP changes, followed by a regional Q&A session. This is your opportunity to gain insight from an out-of-province school perspective across all jurisdictions.</p>
<p><i>Financial Support</i></p> <p>Room LC 105</p>	<p>Using Communications To Increase Students' Success</p> <p>Marla Douglas - Assistant Registrar, Saint Mary's University</p>	<p>This session will focus on ways we have used strategic communications to help increase everything from renewal rates on awards, to our applicant pool. There will be time for sharing best practices.</p>

	Taryn Hines - Financial Aid & Awards Officer, Saint Mary's University	
<i>Financial Literacy and Mental Health</i> Room LC 201	When Free Food Doesn't Work Anymore - A Discussion on How to Capture In-Person Student Audiences Amanda Morton - Affordability Administrator, Trent University	<p>We've waited 20 minutes past our intended start time and the room is empty. Why aren't they here? Maybe you don't want to hear about budgeting but at the very least stop by and grab a slice of free pizza or some Timbits! Where are the students?</p> <p>This session will include a presentation on our departments many attempts and failures at student engagement in workshops, sessions, presentations, etc. We are in a transition stage where you can't simply offer a free lunch and have students flock to your session! Hours of work, department resources, coffee runs, overtime hours and a glimmer of hope that students will attend so often results in an empty room, and for what?</p> <p>We are learning that face to face communication with students is getting harder and harder and frankly, we're stumped. We hold sessions on all the topics students come and ask about (usually in a panic) daily, we run workshops when academic departments request it and yet we still hear "well, nobody ever told me that".</p> <p>Let us open up about our experiences of what HASN'T worked. We will learn from our mistakes and engage in a discussion that allows us all to share in not just our successes but the failures and frustrations we have in today's post-secondary environment.</p>
<i>Student Financial Support Potpourri</i> Room LC 205	Overdue: An Approach to Addressing Unpaid Tuition at UBC Max Mitchell - Enrolment Services Advisor, UBC Cara Low - Enrolment Services Advisor, UBC	<p>What happens when a University of British Columbia student's tuition account falls into serious arrears? This session will provide an overview of UBC's processes and communication strategies aimed at collecting outstanding tuition. We'll follow the process from the day the student has missed the tuition payment due date to the unfortunate event of sending them to a third-party collection agency. Along the way, we'll reveal how</p>

	<p>Richard Ho - Enrolment Services Advisor, UBC</p> <p>Chloe Erlendon - Enrolment Services Advisor, UBC</p>	<p>UBC uses targeted and varied communication to engage with the unpaid student account and discuss the role of financial aid offices in helping students pay their tuition on time (and how we keep the conversation going when they can't!). This session would be a good choice for anyone examining their institution's own strategies around delinquent payments or interested in changing their approach to high-stakes communications.</p>
<p><i>Concurrent Session B</i> 1:30 pm - 2:50 pm</p>		
<p><i>Student Loans</i></p> <p>Room LC 101</p>	<p>Student Aid BC: Overview, Modernization, Updates and Direction for 2019-2020</p> <p>Kelly McConnan - Executive Director, StudentAid BC</p> <p>Jennifer Wray - Executive Director, Digital Services Innovation Branch, Ministry of Advanced Education, Skills and Training</p> <p>Philip Davidson - Director, Policy and Stakeholder Relations, StudentAid BC</p>	<p>This session will present an overview of the StudentAid BC program and initiatives underway to modernize and transform the delivery of student financial assistance for B.C. resident students. Program updates and direction for 2019-20 will be provided, and out-of-province questions will be addressed.</p>
<p><i>Financial Support</i></p> <p>Room LC 105</p>	<p>Accessible Bursaries: A Step in the Right Direction</p> <p>Joel May - Manager, Undergraduate Awards, University of Calgary</p>	<p>The session will start with the overview of the awards program at UCalgary. Then it will focus on the Student Peer Assistance bursary (SPAB) pilot program that we have gone through this winter. How we got there, the process, what we have learned, where we are going forward. After that, the discussion will be a bit of a world cafe style in which the audience will discuss as groups what the institutions do to make bursaries more accessible, how each institution determines need, and lastly changes that they would make and suggestions for us to improve our program.</p>

<p><i>Financial Literacy and Mental Health</i></p> <p>Room LC 201</p>	<p>Mental Health and Financial Aid or How to Help Students When They Are Sad and Poor</p> <p>Christina Warren - Manager of Financial Aid and Student Counselling, NSCAD University</p>	<p>Students who have financial challenges are often facing other challenges in their life as well. With the reduction of stigma around mental health concerns and sexualized violence, students are more likely to disclose this information to people they trust in the university community. During this session participants will hear about helpful university and community collaboration models, be provided with practical tips for helping to support students experiencing a crisis or who have suffered a traumatic event, and learn self-care strategies to help you stay mentally healthy.</p>
<p><i>Student Financial Support Potpourri</i></p> <p>Room LC 205</p>	<p>CASFAA's National Benchmarking Project: Outcomes and Next Steps</p> <p>Stephanie Sarik - CASFAA Regional Director for Quebec- Director, Financial Aid and Awards, Concordia University</p> <p>Cara Piperni - CASFAA Past President Director, Scholarships & Student Aid, McGill University</p>	<p>CASFAA has launched its inaugural comprehensive survey to all member institutions, and what a journey it has been! Join this important discussion about the key findings, resulting priorities and preparing for the next cycle of data collection.</p>
<p><i>Concurrent Session C</i> 3:10 pm - 4:30 pm</p>		
<p><i>Student Loans</i></p> <p>Room LC 101</p>	<p>Student Lending Digital Platform & NSLSC Update</p> <p>Mark Guindon - Regional Representative, Student Lending, Finastra</p>	<p>In this session, Finastra will provide an update of the activities and services of the National Student Loan Service Center, as well as their development of the student lending digital platform initiative and demonstrate how customers experience several key features and functionalities beneficial to both students and educational institution users.</p>
<p><i>Financial Support</i></p> <p>Room LC 105</p>	<p>Breaking Barriers (Phase 2)</p> <p>Angelica Whitefield - Business Process Coordinator, Sheridan College</p>	<p>The "Breaking Barriers" study was designed to investigate non-participation in financial aid programming with the aim of increasing participation and access. The study was divided into 2 phases, the first of which looked at the quantitative research findings and was presented at the 2017 CASFAA conference in</p>

	<p>Kristen Harper - Financial Aid Advisor, Sheridan College</p> <p>Lovern Azcueta - Financial Aid Advisor, Sheridan College</p>	<p>Nova Scotia.</p> <p>For the 2019 CASFAA conference in Alberta, in this session the team will be presenting phase 2 of the study which will focus on the deeper connections and understandings derived from the qualitative findings.</p>
<p><i>Financial Literacy and Mental Health</i></p> <p>Room LC 201</p>	<p>Young Adults Don't Have the Education They Need To Be Financially Fit and It's Putting Their Futures In Jeopardy (Here's How To Change That)</p> <p>Tracey Bissett - Chief Financial Fitness Trainer, Bissett Financial Fitness</p>	<p>Young adults are facing an uncertain financial future. The average student graduates owing more than \$25,000 in student loans and \$3000 in credit card debt. Meanwhile, 46% of Canadians are \$200 away from financial insolvency and the average Canadian owes \$1.78 for every dollar of income - close to record highs and in excess of the US at a time of financial crisis in 2008.</p> <p>As a result, young adults are being forced to delay life milestones, choose jobs that aren't in the career paths they want, and are unable to save money for their families' future because they are saddled with so much debt. Their economic future is uncertain.</p> <p>In this highly practical and interactive session, finance expert, Tracey Bissett, provides tools young adults need to increase their financial fitness, including:</p> <ul style="list-style-type: none"> • The secrets to paying down student debt. • Tools and strategies to increase financial literacy so money-smart decisions can be made. • A primer on money mindset and how to help students and graduates understand theirs and use it to take care of their financial futures. • And the financial pitfalls to avoid so students can accomplish their goals and live the lifestyle they truly want.
<p><i>Student Financial Support Potpourri</i></p> <p>Room LC</p>	<p>CASFAA Dialogue: Exploring Training for our Teams</p> <p>Stephanie Williams - CASFAA President, Coordinator of Program Eligibility, Student[SW1] Financial Aid and Awards, BCIT</p>	<p>A key finding of CASFAA's National Data Benchmarking Report was the desire for more training for our financial aid and award teams. There are many components to this: the national government student financial assistance landscape, overview of all provincial/territorial programs, financial wellness educational programming, professional development in strategy,...just to</p>

205	Cara Piperni - CASFAA Past President Director, Scholarships & Student Aid, McGill University	name a few! Let's explore these opportunities, challenges and requirements in order to launch a solution for this top priority.
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Wednesday, June 19

<i>Concurrent Session D</i> 10:40 am - 12:00 pm		
<i>Hidden Gems</i> Room LC 101	Get Your Students Involved! Integrating Current Students Into Your Business Practices Lauren Baril - Team Lead, Student Engagement & Partnerships, University of Alberta Shennella Blake - Assistant Registrar, Student Recruitment and Engagement (Acting), University of Alberta	Join us in this session to learn more about opportunities and benefits for involving current students into University programs. Learn more about ways in which the Office of the Registrar utilizes current student volunteers to enhance their student service centre, tour program, recruitment efforts, and student perspective feedback. Engage in group discussions to share experiences and ideas on ways to best involve current students into your programs and strategies.
<i>Hidden Gems</i> Room LC 105	Debt and Absolution: The Story of One First Generation Métis Student's Process of Picking Up the University Bill Trevor Phillips - Manager, Indigenous Recruitment, University of Alberta	This presentation will chart the constellation of events that lead Trevor to clean up the financial mess left in the wake of his single-minded pursuit for a University Education. As the first member of his family to attend a post-secondary institution, and then have the audacity to go to graduate school, younger Trevor never stopped to reconcile the financial ledger along the way. When he was ultimately forced to, one bitterly cold Winnipeg night in the dead of winter in 2016, the pathway to balanced books was about more than just debt relief -- it was about absolving his younger self for sticking his older self with the \$40,000 bill. Trevor's story seeks to inspire financial support workers and advisors alike to take into consideration holistic approaches for student financial support, for Indigenous learners especially, but for all students for which pursuing higher education has become prohibitively too expensive.
<i>Hidden Gems</i>	Don't You Forget About Me: Student Homelessness & Students Who Parent	In student affairs and student services, a lot of our time is spent working with students with more obvious needs - folks struggling

<p>Room LC 201</p>	<p>Christopher Avelar - Team Lead, ACCESS Outreach Team University of Alberta</p> <p>Laura Huxley - Acting Manager, Student Affairs University of Alberta</p>	<p>with their academics, mental health, and other prevalent issues. While we're able to help quite a few students in these areas, it creates a challenge for students who may be less vocal about their difficulties due to factors such as stigma and having a lack of time to reach out for assistance. This leads to large gaps in support for some of our most vulnerable students.</p> <p>This session will explore two initiatives that the U of A has begun to help address some of these gaps; specifically, we will introduce and discuss the initiatives around Student Homelessness and Students Who Parent. Traditionally, these populations and their needs have been relatively invisible - we hope to change that by working together across departments to address some of the more obvious needs, and work with students to continue gathering feedback on what we can do better.</p> <p>We hope that by attending this session, you will be able to learn more about what the U of A is doing for these populations, and take those lessons back to your institutions to start addressing those same needs. Participants can expect interactive activities and discussion throughout the presentation.</p>
<p><i>Hidden Gems</i></p> <p>Room LC 205</p>	<p>Young Professional Careers: Career Progress Sesh</p> <p>Dustin Edwards - Coordinator, Engineering Co-op & Employment Services, University of Alberta</p> <p>Heather Dyck - Stewardship Officer University of Alberta</p>	<p>Whether you have found yourself in the field of financial aid administration by choice or by chance, this session will help you articulate opportunities and possibilities for career growth – within your position, and beyond. As two former financial aid and award professionals who have moved into other areas of University administration, the facilitators will help you assess the skills and opportunities you have in your current position, envision where you see your career in the future, and determine how best to begin to bridge the gap between.</p>
<p><i>Concurrent Session E</i> 1:30 pm - 2:50 pm</p>		

<p><i>Student Loans</i></p> <p>Room LC 101</p>	<p>Evolution, Overview and Update of Canada Student Loans Program</p> <p>Atiq Rahman - Director General, CSLP</p>	<p>This session provides an overview of Canada Student Loan Program (CSLP), with a summary of recent changes and their impact to date, as well as the changes slated for the upcoming[SW1] program year. It will also inform participants how the CSLP engages with stakeholders, including the CASFAA, as the program continues to evolve. As part of CASFAA's 40th Anniversary CSLP will provide a review of the transformation of the CSLP program over the past 50 years</p>
<p><i>Financial Support</i></p> <p>Room LC 105</p>	<p>What is SlideRoom and Why Should You Be Using It?</p> <p>Shelley Daku - Financial Aid and Student Awards Advisor, Alberta University of the Arts</p> <p>Nicole Newland-Hunt - Director of Business Development, SlideRoom Technologies</p>	<p>In this session, learn why SlideRoom is one of the best tools on the market to accept and review applications! It is an all-in-one portfolio, application and review tool. With SlideRoom, you can customize, accept and review forms, supplemental references, rich media files, and complete portfolios. You can make your workflow quick, simple and streamlined in an elegant interface. Find your best applicants with SlideRoom!</p>
<p><i>Financial Literacy and Mental Health</i></p> <p>Room LC 201</p>	<p>Credit Counselling Society Of Canada - Financial First Aid for Student Aid</p> <p>Manraj Waraich - Financial Educator, Credit Counselling Society of Canada</p>	<p>As a financial professional it can be both challenging and rewarding speaking to students about personal finance. When discussing finance, we must not only guide them through the foundations of budgeting, but also redefine ideologies surrounding becoming financially stable. In this session we will be discussing successes, challenges, and points of improvement when helping students manage debt loads, budgets, and savings on the path to financial freedom. Participants will walk away with practical tips based on Credit Counsellors' personal experiences to utilize both inside and outside of the workplace.</p>
<p><i>Student Financial Support Potpourri</i></p> <p>Room LC 205</p>	<p>Living Tradition: Using Storytelling to Understand the Past and Shape the Future</p> <p>Christopher Rooney - Manager Operations and Client Services, Trent University</p>	<p>"Stories constitute the single most powerful weapon in a leader's arsenal."</p> <p>Dr. Howard Gardner, Harvard Graduate School of Education</p> <p>Stories are ubiquitous, playing an essential part in our organizations and our lives. This session will introduce</p>

		<p>participants to theory on storytelling and organizational change from the Journal of Storytelling and Business Excellence and the Harvard Graduate School of Education. We'll explore stories as essential components of our everyday. Participants will hear how they can use storytelling day to day and will get an opportunity to generate and tell stories of their own.</p> <p>Storytelling is possibly the oldest and most fundamental means of communicating information and sharing knowledge. Stories can be used to explain complex situations, persuade opinions, and to activate parts of the brain that quantitative information simply cannot. Good storytelling can make our brains work in ways that allow us to experience a situation or problem, rather than simply hearing about it. As leaders, in our workplaces and in our lives, we can use the power of stories to increase our impact, understand our past and present, and to shape our future. As people, we tell stories all the time; as a way to connect cause and effect, explain our thoughts, share the events of our lives, and share context and perspective.</p>
<p><i>Concurrent Session F</i> 3:10 pm - 4:30 pm</p>		
<p><i>Student Loans</i></p> <p>Room LC 101</p>	<p>OSAP Program Updates 2019/20 and Q&A</p> <p>Susan Allward - Director for Integrated and Financial Services, University of Ontario Institute of Technology</p> <p>Christopher Rooney - Manager, Operations and Client Services, Trent University</p>	<p>Join your present and future Ontario Regional Directors to hear a detailed update on the 2019 OSAP program changes. The session will have space and opportunity for questions and discussion.</p>
<p><i>Financial Support</i></p>	<p>From Paper to Portals: Modernizing the Selection Process for Scholarships and Awards</p>	<p>Scholarship Partners Canada (SPC) by Universities Canada has modernized its selection processes by adopting new systems-based tools. This session will discuss how SPC has</p>

<p>Room LC 105</p>	<p>Melissa Bingöl-Phillips - Program Support Officer, Scholarship Partners Canada, Universities Canada</p>	<p>grown from a small operation with two annual selection committees to one of the largest Canadian scholarship administrators with ten annual selection committees including over 85 committee members.</p> <p>The session will also provide insight on how to best organize the selection process for scholarship awards and the challenges relating to the recruitment and management of a selection committee by providing an in-depth look at the selection processes for some of our most unique scholarship programs.</p>
<p><i>Financial Literacy and Mental Health</i></p> <p>Room LC 201</p>	<p>More Than Money: A Values-Based Approach to Developing a Meaningful and Accessible Financial Literacy Program</p> <p>Trent Harris - Student Engagement and Outreach Coordinator, University of Alberta</p> <p>Lindsay Hennessey - Program Coordinator, University of Alberta</p>	<p>This interactive session will introduce strategies related to building and maintaining meaningful financial literacy programming. We will outline our program values while sharing our journey from inheriting a collection of general financial literacy resources to constructing a holistic and accessible financial literacy program for all students. Attendees will learn how to incorporate purposeful financial literacy programming into their workplace regardless of budget, resources, and time constraints.</p>
<p><i>Student Financial Support Potpourri</i></p> <p>Room LC 205</p>	<p>Toot Your Own Horn! A Simplified Approach to Meaningful Program Assessment</p> <p>Sirina Hamilton - Manager Student Awards and Financial Aid, NAIT</p>	<p>Is “assessment” a four letter word? Are you increasingly asked to demonstrate the value of your work? Are you curious about something but experiencing “analysis paralysis”? Not sure where to start? Join me for an interactive session where we will discuss the “why” around program assessment, finding clarity and focus in “what” you’re assessing, “how” to choose your methodology and why surveys are (almost) never the answer. The session will provide you with resources and practical experience writing outcomes, suggestions for how to collect meaningful data (it’s not all about volume!) and easy, quick assessment techniques to help you get the data you need!</p>