

Financial Aid Administrator Web Based Training Opportunities

October 2021

Title	Description	Provided By	Date	Time - HST	Registration Link
Elevating Your Customer Service Beyond Compare	<p>Good customer service has become the expectation. It's the minimum of what people want in their experience with your organization. They want more than a friendly face. Many expect to have their needs met through a wide variety of ways—and those needs extend to both in-person and online. Join this session to identify ways for elevating the service you provide beyond compare.</p> <p>Specific topics covered: Transformative customer service, The value of customer feedback, Reviewing customer service standards</p>	Attigo	10/05/21	6:00AM - 7:00AM	https://www.attigo.com/smart-sessions-0-0-0
Understanding Private Student Loan Refinancing	<p>Prepare for the factors to consider before refinancing your student loans, and how to best evaluate the options.</p>	Citizens Bank	10/06/21	8:00AM - 8:30AM	https://tinyurl.com/CitizensBankWebexTraining
Handling Unpleasant Conversations	<p>Whether you're dealing with an aggrieved customer, a challenging colleague, or a distressed employee, there are times when conversations may not be pleasant. Handling them involves more than keeping a smile and maintaining a good attitude—it requires the use of strategies and practice. During this interactive session, we'll share proven techniques to help you prevent and manage unpleasant discussions.</p> <p>Specific topics covered: Using strategic words, Shifting to reflective listening, Staging to deliver bad news</p>	Attigo	10/07/21	9:00AM - 10:00AM	https://www.attigo.com/smart-sessions-0-0-0
Hitting the Reset Button	<p>Overbooked calendars, competing deadlines, and unexpected challenges are normal facets of life. But what do you do when those facets become overwhelming and distressing? When life takes a turn from stability and bliss to turbulent waters, it's time to stop and change directions. You may need to hit the reset button to reclaim your peace. During this enlightening session, we'll share simple lifestyle changes to find your inner calm and live a more fulfilled life.</p> <p>Specific topics covered: Identifying signs when it's time for a reset; Resetting priorities, habits, and thoughts; Making lifestyle changes</p>	Attigo	10/12/21	6:00AM - 7:00AM	https://www.attigo.com/smart-sessions-0-0-0
Resilience	<p>Strengthen your inner resolve and ability to bounce back better than ever regardless of the circumstances.</p>	Citizens Bank	10/13/21	8:00AM - 8:30AM	https://tinyurl.com/CitizensBankWebexTraining

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Income-Driven Repayment Plans	In this session we will provide an overview of Income-Driven Repayment Plans. We'll cover the eligibility requirements, discuss pros and cons and explore strategies for explaining repayment plans to your student borrowers.	Fedloan (PHEAA)	10/14/21	8:00AM - 9:00AM	https://pheaa-events500.webex.com/mw3300/mywebex/default.do?siteurl=pheaa-events500&service=6
Exploring the Ins and Outs of Student Loan Repayment	Multiple repayment options are beneficial, but they can also create confusion for borrowers. Many do not fully understand the required significance of selecting a repayment plan. However, when they choose one that fits their needs and budget, they're more likely to successfully repay. Attend this session for an overview into repayment plans and other options. Specific topics covered: Details of the repayment plans, Pros and cons of each plan, Ways to help borrowers develop a repayment strategy	Attigo	10/19/21	6:00AM - 7:00AM	https://www.attigo.com/smart-sessions-0-0-0
2022-23 FAFSA Overview & Updates	This presentation provides a brief overview of the financial aid process, including the financial aid programs available from the Federal and PA State government. We will also take an in-depth look at the Free Application for Federal Student Aid (FAFSA®), the primary application that students must complete to be considered for most forms of financial aid. Participants will learn how to complete the FAFSA® as well as receive tips on how to answer the most frequently asked questions. In addition, participants will gain an understanding of the most recent FAFSA changes due to the early implementation of the FAFSA Simplification Act.	Fedloan (PHEAA)	10/20/21	3:00AM - 4:00AM	https://pheaa-events500.webex.com/mw3300/mywebex/default.do?siteurl=pheaa-events500&service=6
Money Saving Strategies	How do you save money? Why should you save money? How does saving benefit you in the short and long term? Join us to learn strategies related to budgeting in order to focus on how to set and prioritize savings goals.	ECMC	10/20/21	7:00AM - 8:00AM	https://www.ecmc.org/schools/training.html
Developing Focus	Improve your ability to give attention to the important things and reduce distractions with practical adjustments.	Citizens Bank	10/20/21	8:00AM - 8:30AM	https://tinyurl.com/CitizensBankWebexTraining

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Five Ways Student Loans Impact Credit	<p>When your students borrow federal loans, do they understand the impact it will have on their credit reports? Unfortunately, many students don't—but they should. The actions taken on their loans will determine whether they'll have a favorable or adverse credit history. Join us as we have identified the five ways federal student loans impact credit and what borrowers can do to build a good credit report.</p> <p>Specific topics covered: How and when payments are applied; How deferments, forbearances, delinquency, and default impact their credit reports; What happens when borrowers rehabilitate or consolidate their loans</p>	Attigo	10/26/21	6:00AM - 7:00AM	https://www.attigo.com/smart-sessions-0-0-0
RFI to PLA and Everything In-Between	Learn the process and best practices to create an RFI and leverage the value of a preferred lender list.	Citizens Bank	10/27/21	8:00AM - 8:30AM	https://tinyurl.com/CitizensBankWebexTraining
Building Awareness of the Public Service Forgiveness Program	<p>Thousands of student loan borrowers are qualifying to have the remainder of their federal loan balance forgiven through the Public Service Loan Forgiveness (PSLF) Program. The key to receiving this benefit is understanding the specific requirements that must be met to qualify. During this session, we'll share details of the program, how to apply, and actions to take to remain on track towards forgiveness eligibility. Our goal is to build awareness of the PSLF Program and share valuable resources to help borrowers achieve their goals.</p> <p>Specific topics covered: Definitions and details of the qualifications, Certification and application process, Case studies to compare options</p>	Attigo	10/28/21	6:00AM - 7:00AM	https://www.attigo.com/smart-sessions-0-0-0
Social Media 101	Join us and learn the basics and best practices around social media marketing to reach and better connect with your audiences.	Fedloan (PHEAA)	10/28/21	8:00AM - 9:00AM	https://pheaa-events500.webex.com/mw3300/mywebex/default.do?siteurl=pheaa-events500&service=6

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Still Nudging: Helping Students Make Optimal Choices	<p>A few years after our very popular Nudge webinar, we're back to take another look at the science of human behavior and how we can influence others to make decisions and take actions.</p> <p>Based on the newly updated book "Nudge: The Final Edition," this session will give you insight into creating effective messages and cues that inspire students to take action. We'll revisit the basics of nudge theory, including concept, ethics and implications, while incorporating new findings from the authors' works. And, of course, we'll discuss how nudges can work at your campus, with your students. Don't miss out on this fun and informative session!</p>	Inceptia	10/29/21	8:00AM - 9:00AM	https://www.inceptia.org/resource-center/webinars/