



Tomorrow's Doctors, Tomorrow's Cures®

The First Joint Professional Development Conference for Financial Aid and Student Records Administrators

January 10 - 13, 2007
Doubletree Paradise Valley Resort
Scottsdale, Arizona

Agenda

Wednesday, January 10

12:00 – 6:15 pm	Registration	<u><i>Ballroom Foyer</i></u>
1:00 – 2:45 pm	<p>Allopathic FAO Mentoring Session</p> <p>Facilitator: Peter Katsufraakis, M.D. Associate Dean for Student Affairs Keck School of Medicine of the University of Southern California</p> <p>Goals: Participants in this workshop will increase their knowledge of successful mentoring relationships. Depending on enrollment, we will strive to engage every participant in at least one mentoring relationship.</p> <p>Objectives: At the conclusion of this workshop, participants will be able to:</p> <ul style="list-style-type: none"> • Describe strategies for engaging effectively in a mentoring relationship, • Identify potential people in their region (or institutions) to whom they could turn for guidance in their profession, and/or • Identify potential people in their region (or institutions) with whom they could share their knowledge and expertise. 	<u><i>Rattlers</i></u>
1:00 – 2:45 pm	<p>Student Records New Member Orientation</p> <p>Presenters: Members of the AAMC-GSA Committee on Student Records</p> <p>The Committee on Student Records (COSR) welcomes registrars from all disciplines to Scottsdale, Arizona. During this session, we will provide you with an overview of COSR and the work that we do at the AAMC on behalf of our schools and students. The session will also help to orient you to the structure and goals of the Professional Development Conference. It will be an opportunity to meet your regional representatives, as well as colleagues attending this conference from health professions schools around the country.</p>	<u><i>Bouchon</i></u>

Wednesday, January 10 continued

3:00 – 4:30 pm

Opening Plenary
Students, Communications, Life, and Happiness

Ballroom

Introduction:

Darrell Kirch

President

Association of American Medical Colleges

Speaker:

Mark T. Zeigler

Associate in Communication

Florida State University

Life moves pretty fast and if we do not stop and take a look around, we could miss it. In the work we do, perspective, empathic understanding, and communication are critical to our success. It is easy to forget, when buried under paper and regulations, that every decision we make affects people. Our ability to distinguish between life's major episodes and minor events, to have an exquisite moment every day, are often the barriers that separate the extraordinary from the run-of-the mill administrator. This session will require you to look within yourself: how do you communicate with colleagues and students? How does your communications framework affect both your professional and personal life? Voltaire once said, "God is a comedian playing to an audience who is afraid to laugh." Let's start our meeting with some humor, perspective, and ideas on the human condition.

Wednesday, January 10 continued

4:45 – 6:15 pm

Concurrent Workshops I

1101: Financial Aid Salad Bar*

Bouchon

Moderator:

Carmelita Gee

Director of Student Financial Aid

University of Illinois College of Medicine

Speakers:

Susan Batchelor

University Director of Financial Aid

Jefferson Medical College

Teddie J. Milner

Director of Financial Aid

University of California, Los Angeles

Geffen School of Medicine

Newbie or veteran – this resource and information-oriented session will provide participants with the *who, what, and where* of financial aid: Who can you ask? What are the professional standards? Where can you find the resource?

Included in this discussion will be formal and informal resources FAOs have available to them, from the U.S. Department of Education to professional listservs.

4:45 – 6:15 pm

1102: Bring Problems; Bring Solutions: Creative Approaches to Debt Management*

Sonora

Moderator/Scribe:

Ruth Beer Bletzinger

Director

Division of Diversity Policy and Programs

Association of American Medical Colleges

Facilitator:

Anthony M. Sozzo, M.S. in Ed, M.A.

Associate Dean for Student Affairs

New York Medical College

* Workshop will be repeated

Wednesday, January 10 continued

What do financial aid professionals do best? Solve problems, of course! And few problems are thornier than trying to help students change their behaviors so they can successfully manage their debts.

This will be a facilitated, interactive session where participants will work together to identify their thorniest student debt management challenges when working with students and share approaches for addressing these challenges. At the end of the session, with the help of a scribe, participants will have produced an at-a-glance handout that presents potential solutions to the problems discussed. The handout will be distributed to the session participants and shared with other conference attendees.

4:45 – 6:15 pm

**1103: The Relationship Between Financial Aid Officers Rio Verde
and Their Student Lending Partners: Are Expectations Realistic?**

Moderator:

Paula CrowNational Director, Financial Literacy Training
Education Credit Management Corporation

Presenter:

Ron LeeCustomer Relations Manager
USA Funds

Are your expectations of your commercial partners realistic? Relationships between FAO's and lenders are complicated; do you each have the same understanding of each others objectives? Take part in this lively discussion about the goods and services that financial aid officers expect (and utilize) from their student lending partners.

Wednesday, January 10 continued

4:45 – 6:15 pm

1104: Disaster Planning: Be Prepared*

Rattlers

Moderator:

Karen Lewis

Registrar

Director, Student Information Systems

Morehouse School of Medicine

Speakers:

Lisa Chebret

Registrar

Baylor College of Medicine

Gwen Garrison, Ph.D.

Director, Student and Applicant Studies

Association of American Medical Colleges

Michael Goodman

Associate Vice President of University Financial Aid

Tulane University

School of Medicine

Jeffrey S. Pounds

Executive Director, Information Technology

Information Security Officer

Baylor College of Medicine

Does your office/institution have a disaster plan in place? Recent events have highlighted the importance of a well thought out plan in the event of a major calamity. Since Hurricane Katrina, many schools have initiated reviews of their disaster plans. The members of this panel have become the experts; this is an opportunity to learn how to keep your staff and students safe and your office operating under challenging circumstances.

6:15 – 7:30 pm

Welcome Reception and Silent Auction

South Ballroom

* Workshop will be repeated

Thursday, January 11

7:00 am – 4:30 pm	Registration	<u>Ballroom Foyer</u>
7:30 – 9:00 am	General Breakfast	<u>Rio Verde</u>
7:30 – 9:00 am	Veterinary Medicine Breakfast	<u>Executive Boardroom</u>
7:30 – 9:00 am	Dentistry Breakfast	<u>Center Ballroom</u>
7:30 – 9:00 am	Registrar Breakfast	<u>Sonora</u>
9:00 – 10:30 am	Concurrent Workshops II	

2201: Financial Aid for the Registrars**Coronado**

Moderator:

Linda Bissell

Director of Financial Services

University of Iowa

Roy J. and Lucille A. Carver College of Medicine

Speakers:

Mark Martin

Associate Director of Financial Aid

University of Alabama

School of Medicine

Glenda Palmer, Ph.D.

Assistant Dean of Student Affairs

Virginia Commonwealth University

School of Medicine

Actions taken by a registrar can, and do, affect the operations of the financial aid office at your institution — often, unpredictably. You may not always be aware of how and why the decisions you make affect the financial aid office and vice-versa. This session will focus on financial aid issues and policies, with a particular focus on the topics of mutual concern.

2202: Student Records for the Financial Aid Officer**Rattlers**

Moderator:

Joan Monahan

Registrar

Dartmouth Medical School

Thursday, January 11 continued

Speaker:

Jean Lantz, M.A.

Director of Student Programs and Records

University of Iowa

Carver College of Medicine

Designed as the first of a two-part series, this workshop will provide financial aid officers with a primer on Student Records with a focus on those areas of intersection between the financial aid and student records offices. Intended to complement and serve as a basis for the discussion in the workshop, “Dual Responsibilities + Dual Interests = Dual Solutions.”

9:00 – 10:30 am

**2203: Professional Judgment and Making Good Decisions:
Who are the Players? ***

Palomas

Moderator:

Terra Jones

Director of Student Financial Aid

Johns Hopkins University

School of Medicine

Speakers:

Michelle Cassetty

Director, Student Services and Registrar

Northeastern Ohio Universities

College of Medicine and

College of Pharmacy

Lynn C. Snyder

Registrar/Coordinator

Office of Student Systems

Wake Forest University

School of Medicine

Melissa Stevens

Financial Aid Director

Wake Forest University

School of Medicine

Thursday, January 11 continued

How do you know if you are making ‘good’ decisions when it comes to “professional judgment?” One’s decisions are filtered by generational and personal differences in values. Professional judgment, by definition, involves a personal way of thinking. This session will address ways to make good decisions by being aware of the law, knowing those in your institution whom you can consult, and what information you can share with other professionals in your institution.

9:00 – 10:30 am

2204: Disaster Planning: Be Prepared***Sedona**

Moderator:

Karen Lewis

Registrar

Director, Student Information Systems

Morehouse School of Medicine

Speakers:

Lisa Chebret

Registrar

Baylor College of Medicine

Gwen Garrison, Ph.D.

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* Workshop repeated

Thursday, January 11 continued

10:45 – 12:15 pm **Concurrent Workshops III**

2301: Financial Aid Salad Bar*

Coronado

Moderator:

Carmelita Gee

Director of Student Financial Aid

University of Illinois

College of Medicine

Speakers:

Susan Batchelor

University Director of Financial Aid

Jefferson Medical College

Teddie J. Milner

Director of Financial Aid

University of California, Los Angeles

Geffen School of Medicine

Newbie or veteran – this resource and information-oriented session will provide participants with the *who, what, and where* of financial aid: Who can you ask? What are the professional standards? Where can you find the resource?

Included in this discussion will be formal and informal resources FAOs have available to them, from the U.S. Department of Education to professional listservs.

10:45 – 12:15 pm **2302: How to Train Your Staff and Faculty in FERPA**

Palomas

Moderator:

David Dahlen

Director, Financial Aid & Student Records

Mayo Medical School

Speakers:

Marco A. Castellanos

Director of Financial Aid

University of the Pacific

Arthur A. Dugoni, School of Dentistry

* Workshop repeated

Thursday, January 11 continued

Chris Meiers

Assistant Dean of Students/Registrar
University of Kansas Medical Center

This session will cover the basics of campus-wide FERPA training for faculty and staff. Information about policy considerations, training methodologies, and record keeping will be discussed. In addition, this session will include a discussion about the notion of a legitimate educational interest among faculty and staff from different functional areas of a medical school.

10:45 – 12:15 pm

2303: Putting It All Together!

Sedona

Moderator:

Nancy-Pat Weaver

Associate Director
Student Financial Services
Association of American Medical Colleges

Speakers:

Kimberly A. Brown, M.Ed.

Director, Student Financial Services
Midwestern University

George Covino

USA Funds

Do you sometimes feel like you are juggling your life? Work, social, family, recreation...an endless list that sometimes feels so elusive that you cannot believe you will ever gain control. This interactive session will help you establish priorities, develop action plans, and effectively manage your time and talents! Drawing on best practices from a variety of sources, the presenters will share information to help you “put it all together!”

Thursday, January 11 continued

10:45 – 12:15 pm **2304: Dual Responsibilities + Dual Interests = Dual Solutions*** **Rattlers**

Moderator:

Marshall Anthony

Associate Director of Financial Aid

University of Medicine and Dentistry of New Jersey

Robert Wood Johnson Medical School

Facilitators:

Carol Hartupee

Financial Aid Director

University of California, San Diego

School of Medicine

Stacey McCorison

Associate Dean for Medical Education Administration

Duke University, School of Medicine

So many issues, decisions, and policies affect the work of both the financial aid officer and the registrar. Building on discussions in two earlier sessions (“Financial Aid for Registrars” and “Student Records for Financial Aid Officers”), this session will focus on areas of intersection between the financial aid office and the office of student records. Topics to be addressed are:

- Satisfactory Academic Progress/Leaves of Absence
- Extended academic programs
- Dual degree programs
- Stop & Start dates
- Data-sharing
- Less than full time enrollment

12:30 – 1:30 pm General Lunch with table topics **Ballroom**

Thursday, January 11 continued

1:45 – 3:00 pm

Washington Update I: Title VII of the Public Health Service Act

Ballroom

Moderator:

Matthew Shick

Legislative Analyst

Association of American Medical Colleges

Speakers:

Erica Froyd

Executive Director, Health Professions, and Nursing Education Coalition

Director, Public Health and Research Legislative Affairs

Association of American Medical Colleges

Gina G. Luke

Director of Legislative Policy Development and

Liaison to the Council of Hospitals & Advanced Education Programs

American Dental Education Association

The student assistance programs of the Department of Health and Human Services (HHS) are essential to ensuring a well-educated, well-distributed supply of health professionals who deliver care to our most needy communities. Since September 30, 2002, these programs have operated under the expired authorization of Title VII of the Public Health Service Act. In more recent years, these programs have been jeopardized by reduced funding and additional rescissions from their self-sustaining program accounts. In this year's session, speakers will examine possible reform during reauthorization and provide you, as financial aid administrators, with the tools to be effective advocates for these programs. In a special follow-up session, our moderator will describe how your colleagues administer these programs differently at their respective institutions.

Thursday, January 11 continued

1:45 – 3:00 pm

**Registrar Workshop
Visiting Student Applications****Chaparral**

Moderator:

Yvonne A. Harlow

Registrar & Administrative Coordinator

University of Pittsburgh, School of Medicine

Participants:

Moira Edwards

Associate Vice President

Division of Medical School Services and Studies

Association of American Medical Colleges

Lynn C. Snyder

Registrar/Coordinator

Office of Student Systems

Wake Forest University, School of Medicine

Each spring an enormous amount of paperwork is generated and processed as medical students enrolled in U.S. medical schools apply for extramural rotations. In July 2005, at the request of the AAMC-GSA Committee on Student Records, AAMC Associate Vice President Moira Edwards discussed with committee members the possibility of a centralized electronic application that would eliminate the paperwork and create a streamlined electronic process. An *ad hoc* advisory committee was formed, and it met in the spring of 2006. In June 2006, the AAMC surveyed staff members at U.S. medical schools to gather additional information about each school's extramural application process, as well as to seek input into an electronic application process.

Session participants will provide an update on the progress of the application system. In addition, results of the June 2006 survey will be discussed.

3:00 – 5:30 pm

Exhibits Open

Forum

4:30 – 5:30 pm

Exhibitor Reception

Forum

Friday, January 12

7:00 am – 5:00 pm	Registration	<u>Ballroom Foyer</u>
7:30 – 8:30 am	General Breakfast and Regional Allopathic Breakfast	<u>Coronado</u>
7:30 – 8:30 am	Optometry Discipline Breakfast Meeting	<u>Sedona</u>
7:30 – 8:30 am	Pharmacy Discipline Breakfast Meeting	<u>San Carlos</u>
8:30 – 10:00 am	Concurrent Workshops IV	

**3401: So, the Student Has a Criminal Background:
Now What Do I Do?**

Rattlers

Moderators:

Vicki Fields

Assistant Dean for Medical Education
Oregon Health & Science University
School of Medicine

Forrest Page

Registrar
University of North Carolina
School of Medicine

Speaker:

Steve Milam

Attorney
Affiliate Assistant Professor
Medical History and Ethics
University of Washington
School of Medicine

Now that we are faced with criminal background checks, do we know what to do with the information we will be receiving? This session will focus on four areas: 1) an understanding of basic legal terminology needed to interpret criminal background check reports and how to create policies and procedures; 2) suggestions for how to proceed with implementation and developing policies and procedures for students and faculty committees; 3) answers to registrars' concerns regarding permanent records, FERPA, need-to-know issues, documentation, Student Handbooks, etc.; and 4) potential risks to registrars who are required to handle criminal background check information.

Friday, January 12 continued

8:30 – 10:00 am **3402: Dual Responsibilities + Dual Interests = Dual Solutions*** *Flagstaff*

Moderator:

Marshall Anthony

Associate Director of Financial Aid

University of Medicine and Dentistry of New Jersey

Robert Wood Johnson Medical School

Facilitators:

Carol Hartupee

Financial Aid Director

University of California, San Diego School of Medicine

Stacey McCorison

Associate Dean for Medical Education Administration

Duke University School of Medicine

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- Satisfactory Academic Progress/Leaves of Absence
- Extended academic programs
- Dual degree programs
- Stop & Start dates
- Data-sharing
- Less than full time enrollment

8:30 – 10:00 am **3403: Grad PLUS – The Not So New Kid on the Block*** *Chaparral*

Moderator:

Julie Fresne

Director, Student Financial Services

Association of American Medical Colleges

Speakers:

Timothy M. Fitzgibbon

Vice President, Debt Management Services

National Council of Higher Education Loan Programs

* Workshop will be repeated

Friday, January 12 continued

Carrie Steere-Salazar

Director, Student Financial Services
University of California – San Francisco
School of Medicine

Confused about Grad PLUS? Wondering how financial aid officers are administering this loan program in its first year? How it compares to a private loan? What impact it will have on the loan portfolio itself and the increasing debt levels of our students?

Don't miss the opportunity to discuss all this and more with industry expert, Tim Fitzgibbon, and veteran financial aid administrator, Carrie Steere-Salazar.

8:30 – 10:00 am

**3404: Scholarship and Loan Repayment Programs:
Are They Right for Your Student?**

4 Peaks

Co-facilitators:

Brigid Bidrowski

Senior Manager
School of Pharmacy and Health Professions
Creighton University Medical Center

Maggie Gumble

Associate Director of Financial Aid
University of Arizona
College of Medicine

Speakers:

Representative

Intramural Loan Repayment and Scholarship Programs
Office of Loan Repayment
National Institutes of Health

Scott Goodrich, M.D.

University of Vermont Department of OB/GYN
Fletcher Allen Health Care

Michelle M. Corbin, M.B.A.

Program Analyst
National Health Service Corps
Recruitment and Ambassador Program

Friday, January 12 continued

Is a loan or a loan repayment program right for your student? This session will provide information to FAOs to advise students on the suitability of a particular program. The relationship between the FAO and the recruiter will also be discussed. The information provided in this session will assist students to choose those programs consistent with their personal and professional goals.

10:15 – 11:45 am	Exhibits Open	<u><i>Forum</i></u>
12:00 – 12:45 pm	Lunch with Exhibitors	<u><i>Ballroom</i></u>
12:45 – 1:45 pm	Exhibit Hall – Dessert	<u><i>Forum</i></u>
1:45 – 3:15 pm	Concurrent Workshops V	

3501: Upcoming Trends in Professional Licensure *Rattlers*

Moderator:

Lee Gant

Assistant Director, Registration
Tufts University
School of Dental Medicine

Speakers:

Nancy C. Chambers

Assistant Director
Arizona State Board of Dental Examiners

Tim Knettler, M.B.A.

Vice President
Member Resource Centers & Services
Federation of State Medical Boards

Christina M. Sorenson, O.D.

President, Arizona State Board of Optometry
President Elect, Association of Regulatory Boards of Optometry
Board Member, National Board of Examiners of Optometry

Friday, January 12 continued

Hal Wand, R.Ph., M.B.A.

Executive Director

Arizona State Board of Pharmacy

Everyday student records professionals are asked to verify graduates for licensure. Each discipline in each state typically has a separate board of registration or licensure. These boards are regulated by state charter and legislation. This session will look at trends in professional licensure and provide participants with an opportunity to ask questions of the panel of experts.

1:45 – 3:15 pm

**3502: Bring Problems; Bring Solutions:
Creative Approaches to Debt Management****Chaparral*

Moderator/Scribe:

Ruth Beer Bletzinger

Director

Division of Diversity Policy and Programs
Association of American Medical Colleges

Facilitator:

Anthony M. Sozzo, M.S. in Ed., M.A.

Associate Dean for Student Affairs

New York Medical College

What do financial aid professionals do best? Solve problems, of course! And few problems are thornier than trying to help students change their behaviors so they can successfully manage their debts.

This will be a facilitated, interactive session where participants will work together to identify their thorniest student debt management challenges when working with students and share approaches for addressing these challenges. At the end of the session, with the help of a scribe, participants will have produced an at-a-glance handout that presents potential solutions to the problems discussed. The handout will be distributed to the session participants and shared with other conference attendees.

Friday, January 12 continued

1:45 – 3:15 pm

3503: Professional Judgment and Making Good Decisions: Who are the Players? *

Flagstaff

Moderator:

Terra Jones

Director of Student Financial Aid
Johns Hopkins University
School of Medicine

Speakers:

Michelle Cassetty

Director, Student Services and Registrar
Northeastern Ohio Universities
College of Medicine and
College of Pharmacy

Lynn C. Snyder

Registrar/Coordinator
Office of Student Systems
Wake Forest University, School of Medicine

Melissa Stevens

Financial Aid Director
Wake Forest University
School of Medicine

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* Workshop repeated

Friday, January 12 continued

1:45 – 3:15 pm

3504: Grad PLUS – The Not So New Kid on the Block*

Prescott

Moderator:

Julie Fresne

Director, Student Financial Services
Association of American Medical Colleges

Speakers:

Timothy M. Fitzgibbon

Vice President, Debt Management Services
National Council of Higher Education Loan Programs

Carrie Steere-Salazar

Director, Student Financial Services
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School of Medicine

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3:30 – 5:00 pm

Washington Update II: Title IV of the Higher Education Act

Ballroom

Moderator:

Matthew Shick

Legislative Analyst
Association of American Medical Colleges

Speaker:

Kathleen Smith

President
Education Finance Council

Legislative authority for Title IV of the Higher Education Act was originally scheduled to expire on September 30, 2003, and Congress has been working on reauthorizing the Act ever since. Despite including a majority of the student aid provisions in other legislation, debate over the Title IV student

*Workshop repeated

Friday, January 12 continued

loan programs has resumed and could serve as the basis for additional changes in early 2007. Additionally, the recent completion of the Secretary of Education's Commission on the Future of Higher Education has stirred up the higher education community and lawmakers alike and is expected to influence future legislation. Our speaker will paint a picture of the post-election political environment and outline what we can expect for the future of the Title IV student loan programs.

3:30 – 5:00 pm

Registrar Workshop
What's Hot: Emerging Issues for
Student Record Professionals**Rattlers**

Participants:

Ellen DiFiore

Registrar

Boston University

School of Medicine

Gwen Garrison, Ph.D.

Director, Student and Applicant Studies

Association of American Medical Colleges

This session will identify current issues that impact student records professionals. There will also be an opportunity to network with colleagues and to get answers to your most burning questions. Topics will include:

- Electronic transcripts
- Implementation and use of electronic signatures
- Registration status for unmatched students and those students who have not passed USMLE, Steps 1 & 2
- Review of the "new and improved" AAMC-GSA Transcript Guidelines
- Student Records System (SRS) update

6:00 pm

Dine Around (Dinner on your own)

Saturday, January 13

8:00 – 10:00 am Exhibits and Breakfast **Forum**

8:00 am – 1:30 pm Registration **Ballroom Foyer**

10:15 – 11:45 am **Concurrent Workshop VI**

4601: Technologic Innovations for the Registrar's Office **Rattlers**

Moderator:

Michael Floyd Baker

Registrar

University of Massachusetts Medical School

Presenters:

Alyssa Koizan

Associate Registrar

University of Kansas Medical Center

Chris Meiers

Assistant Dean of Students/Registrar

University of Kansas Medical Center

Registrar-related technologies will be discussed in this session. An overview of the technology involved, the resources needed to implement the technology, and some practical non-technical advice will be presented. Document imaging, in-house diploma printing, online office manual systems will be discussed.

**4602: Career Choice and Workforce Trends
in the Health Professions** **Bouchon**

Moderator:

Anne Wells, Ed.D.

Associate Executive Director for Application Services

American Dental Education Association

Speakers:

Will Lang

Director of Government Relations

American Association of Colleges of Pharmacy

Saturday, January 13 continued

Gina G. Luke

Director of Legislative Policy Development and
Liaison to the Council of Hospitals & Advanced Education Programs
Center for Public Policy & Advocacy
American Dental Education Association

Rajeev Sabharwal, M.P.H.

Senior Researcher
Center for Workforce Studies
Association of American Medical Colleges

Dentistry, medicine, and pharmacy are popular career choices among the Millennial generation. How are applications to health professions programs changing? What are the implications of increasing enrollments on financial aid and student records offices? How will the workforce be impacted, and how will our graduates be able to handle increasing student debt loads? This session will explore the emerging trends in medicine, dentistry, and pharmacy that will impact the delivery of student services and will influence the workforce of the future.

10:15 – 11:45 am

4603: Creating an Integrated Delivery System for Enrollment Services

Chaparral

Speakers:

Vicki L. Brewer

Director of Enrollment Services and
University Registrar

Carl W. Gordon

Associate Director of Enrollment Services and
University Financial Aid Officer
University of Texas Medical Branch at Galveston

UTMB created a fully functional one-stop shop for students three years ago. The design continues to morph and become more efficient and effective, providing students with a fully integrated organization, while decreasing the cost. We'll share our accomplishments, bumps in the road, employee challenges, and what we have learned. We'll also discuss our goals for customer satisfaction and how we measure the outcomes. Target audience is general.

Saturday, January 13 continued

12:00 – 1:30 pm

**Closing Plenary and Boxed Lunch
What Can Research Do for You?
Staffing Models, Salaries and You**

Ballroom

Moderator:

Joetta Bradica

Assistant Director of Student Aid
Pennsylvania State University
College of Medicine

Speaker:

Mark Williams

Member/Manager
Rice Law, PLLC

An informative session that will focus on the importance and value of Higher Education staffing and salary research and the impact this information has on Higher Education Administrative offices. Specific discussion explores the current and future roles of Financial Aid Administrators and the Student Records community in supporting this research along with how such research can help administrators address projected changes in class size and workforce trends.