



### Wednesday, April 14

9:00 – 12:00	NDASFAA Board Meeting
9:00 – 4:00	Committee Meetings
9:00 – 10:00	<a href="#">Conference</a> <i>Co-Chairs: Lindsey Benson &amp; Laurie Weber</i>
10:00 – 11:00	<a href="#">Diversity &amp; Multi-Cultural Initiatives</a> <i>Chair: Brenda Zastoupil</i>
11:00 – 12:00	<a href="#">Electronic Initiatives</a> <i>Co-Chairs: Becky Nielsen &amp; Crystal Tangsrud</i>
1:00 – 2:00	<a href="#">Awards &amp; Membership</a> <i>Co-Chairs: JaLee Lynnes &amp; Kristen Kihle</i>
2:00 – 3:00	<a href="#">Awareness</a> <i>Co-Chairs: Staci Holzheimer &amp; Tammie Reger</i>
3:00 – 4:00	<a href="#">Professional Development</a> <i>Co-Chairs: Marcia Pritchert &amp; Judy Hager</i>

### Thursday, April 15

10:00 – 10:15	<a href="#">Welcome, Housekeeping</a> <i>Marcia Pritchert, NDASFAA President Lindsey Benson, Conference Co-Chair</i>
10:15 – 11:00	<a href="#">Keeping the Air In Your Balloon</a> <i>Brenda Hicks, NASFAA Chair</i>
11:00 – 11:10	Break
11:10 – 11:15	<a href="#">Philanthropy Project, ND Dollars for Scholars</a> <i>Staci Holzheimer, State Director, ND Dollars for Scholars</i>
11:15 – 12:15	Break Out Sessions
	<a href="#">Conflicting Information</a> <i>Pam Gilligan, Training Officer, Federal Student Aid</i>
	<a href="#">Work Study Round Table: Discussing the Good, the Bad and the Ugly!</a> <i>Tammie Reger, Financial Aid Administrator, North Dakota State University</i>
12:15 – 1:00	Break/Lunch
1:00 – 2:00	<a href="#">NDASFAA Business Meeting &amp; Awards</a>
2:00 – 3:00	<a href="#">Top 10 Compliance Issues</a> <i>Pam Gilligan, Training Officer, Federal Student Aid</i>
3:00 – 3:15	Break
3:15 – 3:30	<a href="#">Associate Member Update</a> <i>Bank of North Dakota</i>
3:30 – 4:30	<a href="#">NASFAA Update</a> <i>Brenda, Hicks, NASFAA Chair</i>
7:30 – 8:30 pm	<a href="#">Social &amp; Retiree Recognition</a>

### Friday, April 16

8:30 – 9:15	<a href="#">NDUS State Programs Update</a> <i>Brenda Zastoupil, Director of Financial Aid, North Dakota University System</i>
9:15 – 9:45	<a href="#">RMASFAA Update</a> <i>Angela Karlin, RMASFAA President-Elect</i>
9:45 – 9:55	Break
9:55 – 10:00	<a href="#">Philanthropy presentation, ND Dollars for Scholars</a> <i>Brenda Zastoupil, DMCI Chair</i>
10:00 – 11:00	<a href="#">Fraud Detection and Prevention</a> <i>Jeff Kenney, Assistant Special Agent in Charge, Office of Inspector General, US Department of Education</i>
11:00 – 12:00	<a href="#">Federal Update</a> <i>Pam Gilligan, Training Officer, Federal Student Aid</i>

## Session Descriptions

### Keeping the Air in Your Balloon

Financial aid is stressful. It has always been stressful. Adding a pandemic has added an additional layer of chaos to the stress. Now more than ever, it is important to pay attention to self-care. Our external and internal customers need us to arrive at work calm and healthy so we can provide our services to the best of our ability. This session will cover strategies you can use to keep yourself and your balloon full of the air it needs to float.

### Conflicting Information

What is conflicting information and why should you care? In this session, we will talk about how conflicting information arises and some best practices for resolving it. Many helpful tools and resources will be provided to help make you a conflicting information expert.

### Work Study Round Table: Discussing the Good, the Bad and the Ugly!

Administering Work Study funding can be challenging and time consuming. In a world where our time is limited, money is tight and focus on student retention is high on the list of priorities – it's more important than ever to find ways to help our students build their resumes and persist toward graduation. Maximizing department and non-profit agency dollars brings added value to this valuable program. Bring your experiences to this session to share what's working, what's not, and where we can discuss ways to make improvements!

### Top 10 Compliance Issues

Are you curious about the causes of FSA's Top 10 compliance audit and program review findings? We surveyed deficient compliance audits and program review reports issued in fiscal years 2018 and 2019 to bring you the latest information. Come learn what you can do to stay in compliance with Title IV regulations and statutes through training and strengthening internal controls. Enjoy the benefits of a clean compliance audit and/or program review!

### NASFAA Update

Join NASFAA National Chair, Brenda Hicks for an update on association activities, professional development and training opportunities, and the volunteer and public policy work of the association. Then learn how you can get involved!

### NDUS State Programs Update

The ND University System will provide updates on the 2021 Legislative Session and post-session activities on bills that affect state financial aid. Additionally, the new FAFSA Completion Project will be shared with the membership with current statistics and progress.

### RMASFAA Update

President Elect Angela Karlin will be joining us to discuss the recent RMASFAA board meeting and the goals for the year. Summer Institute, the Fall conference offerings, and ways to get involved at the regional level are part of this uplifting update!

### Fraud Detection and Prevention

The Office of Inspector General (OIG) at the U.S. Department of Education (ED) conducts audits, investigations, and inspections of educational programs and operations. The OIG has criminal investigators nationwide who conduct investigations of fraudulent schemes targeting ED funds and/or programs. This presentation will provide participants with information regarding ED/OIG investigations of individuals and organizations that have defrauded the Title IV programs through various schemes.

### Federal Update

The Federal Update presentation will describe the most recently approved guidance from the U.S. Department of Education and the office of Federal Student Aid as it relates to the Title IV programs. Statutory and regulatory updates will be provided as well as operational updates and reminders.

## Philanthropy Project



*North Dakota Dollars for Scholars is a non-profit, volunteer organization providing scholarships to students from North Dakota to help with the continual rising costs of higher education.*

Please donate at: [North Dakota Dollars for Scholars](#) and enter "NDASFAA" for the Scholarship Fund.

## Session Speakers



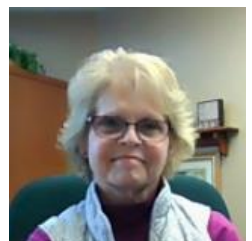
### Brenda Hicks

Brenda Hicks, FAAC®, has served Southwestern College in both admissions and financial aid since 1991 and is currently the director of financial aid. Over the years she has been active in state, regional, and national professional associations as a trainer, board member, and committee chair. She has been a recipient of the NASFAA Leadership award and the KASFAA Meritorious Achievement award. She is a former RMAFSA and KASFAA president and has previously served on NASFAA's Board of Directors as a regional representative and representative-at-large. She has also been a member of the NASFAA Association Governance Committee and has served on several task forces, including the NASFAA 50th Anniversary Task Force, the State and Regional Alliance Task Force, and the Enhanced Loan Counseling Task Force.



### Pam Gilligan

Pam Gilligan has been in the field of higher education for over 40 years starting in the Office of Financial Aid Services as a work-study student at the University of Massachusetts-Amherst. During that time, Pam has worked as a financial aid professional at institutions in Connecticut and the Boston area, including Trinity College, Boston College, and Berklee College of Music. Pam has served as President of both the Massachusetts Association of Student Financial Aid Administrators (MASFAA) and EASFAA, the Eastern Association of Student Financial Aid Administrators. In addition, for several years, she was selected by NASFAA to co-present national financial aid training while teamed with federal training officers. Some years ago, Pam made a course change into higher education marketing, spending eight years as Director of the Northeast Region (NERD) for the National Student Clearinghouse. Following that, she returned as a financial aid consultant for several schools and organizations bringing her back to college campuses, as well as creating national training for volunteer tax preparers providing free assistance to low-income families completing the FAFSA form. In 2011, Pam joined Federal Student Aid/ED as a Training Officer based in the Boston regional office specializing in fundamentals training for new staff and new schools joining the federal student aid programs.



### Tammie Reger

Tammie has worked at NDSU in several different roles since Fall 1990. Her experience has always maintained a focus on student success and promoting persistence to graduation. Her roles on campus have included work with First Generation/Income Eligible students in TRiO Programs (Student Support Services and the McNair Scholars Programs); and, programs designed to connect students with faculty (Caring Community of Leaders and Problem Solvers-CCLP and, the Living Learning Program in Residence Life). Tammie arrived in the NDSU Financial Aid and Scholarships Office in August 2012 and has been serving as a Financial Aid Administrator and Work Study Program Coordinator since that time.



### Brenda Zastoupil

Brenda Zastoupil has served as the Director of Financial Aid at the North Dakota University System since 2013. In this capacity she oversees and administers state-funded financial aid, student exchange and education incentive programs. In her role she collaborates with campuses and other state agencies to promote state financial aid policy and practice that is designed with student access and affordability in mind. Brenda has worked in financial aid at the collegiate level since the year 2000, previously as the Financial Aid Director at the University of Mary.



### Angela Karlin

With 26 years of experience in Higher Education, Angela Karlin has served as financial aid director in the private and public sectors focusing on access and proactive student service. Throughout her career, involvement in state and regional associations provided Angela with excellent networking and professional development opportunities. Angela served as MASFAP (Missouri) state president in 2016 and was a member of the MASFAA (Midwest) regional board from 2015-2017, before her move to RMAFSA and The University of Kansas. She is currently serving as RMAFSA's President-Elect.

### Jeff Kenney

Jeff began his law enforcement career with ED-OIG in 2004 as a Special Agent in the Kansas City, Missouri Field Office. After 15+ years as an ED-OIG agent, Jeff was promoted to Assistant Special Agent in Charge in 2020. Jeff attended the University of Central Missouri and earned a B.S. and M.S. in Criminal Justice. Prior working for ED-OIG, Jeff conducted background investigations for a contractor for the U.S. Office of Personnel Management.

Thank you to our Associate Members for your continued support!

