

CCCSFAAA SPRING TRAINING 2007

SESSION TOPICS

Veterans Services: What are we doing right and what can we be doing better. Hear from veterans themselves.

Navigating Financial Aid Websites: Explore the resources available on the web and leave with familiarity of Financial Aid Websites such as IFAP and CCCSFAAA.org.

Customer Service: Someone once said “they don’t care how much you know until they know how much you care.” We can always use a fresh approach on customer service.

Successful Presentations: Tips on how to dazzle them with your brilliance and creativity. Learn how to capture and keep the attention of your audience.

California Student Aid Commission: What new requirements are on the horizon? What is a ‘reestablished GPA?’ What’s happening for the March 2nd Cal Grant process? Bring your questions and ask the experts.

My Life TV: Today’s students like interactive media. How does this product work? How much work would it take to put it into production at your campus?

BOG Fee Waiver Best Practices: What are other campuses doing to make the BOGFW work for students? Is a FAFSA required for the BOGFW? Is the paper application required if you have a FAFSA? What data is required for MIS reporting?

Serving Foster Youth: Two campuses with exceptional foster youth service models will tell us what they are doing. We will also hear from foster youth about their California community college experience.

Hot Topics: What are CCCSFAAA and the System Office are working on? CCCSFAAA President Beth Asmus and SFA Programs Coordinator Tim Bonnel will facilitate a round table discussion on important issues you need to be aware.

Creating Successful PDFs for Education: PDF (Portable Document Format) files have become the standard for many online forms and documents. While creating the actual PDF file has become rather simple over the years, it's what you do afterwards that can make a huge difference to the end user.

(Unfortunately this session is available at the Mt San Jacinto site only.)