

Calendar of Events

August 5, 2020

Reimagining the Financial Aid Experience in a COVID-19 Pandemic

02:00 PM - 04:00 PM PST

WASFAA Sister Dale Brown Summer Institute 2020 Campfire Series

Reimagining the Financial Aid Experience in a COVID-19 Pandemic

Providing customer service in a financial aid office has always come with a unique set of challenges. The COVID-19 Pandemic has exacerbated these challenges as aid offices are having to reinvent how to provide critical information and resources to students as they pursue their education.

Join WASFAA colleagues as we all reimagine what service to students might look like though the fall, whether it be face-to-face with masks or remotely. The goal of this webinar is to create space to exchange ideas, learn, and collaborate on how to continue to provide excellent service in our current reality. Members of the Sister Dale Brown Summer Institute will share how their schools are adjusting their physical office space, processes, and perspective as they plan for the start of the academic year. This webinar will use Zoom breakout group feature to provide an opportunity for participants to share in small groups. Come prepared to share and discuss, via webcam, if possible!

We look forward to seeing you around the virtual campfire,

Presenters

Aurie Clifford, Pima Community College

Shawn Domingo, Ohlone Community College

Norma Navarro-Casellanos, Pima Community College

Heather Rosinbum, University of Arizona

November 10, 2020	Jerry R. Sims Management & Leadership Institute
November 12, 2020	Jerry R. Sims Management & Leadership Institute
November 17, 2020	Jerry R. Sims Management & Leadership Institute
November 19, 2020	WASFAA RHS Leadership Development Program 11:00 AM - 03:00 PM EST
December 1, 2020 - December 4, 2020	FSA Training Conference - Virtual
February 8, 2021 - February 10, 2021	NASFAA Leadership & Legislative Conference