

A G E N D A

Time	Session	Presenter	Location
9:00 – 9:45 a.m.	Welcome, Introductions, Ice Breaker	Jon Riester, ISFAA President	UIndy Hall
9:45 – 10:00 a.m.	Break		
10:00 – 11:00 a.m.	General Session: Higher Education Opportunity Act (HEOA) and Other Regulations Changes Update	Jim Kennedy, Indiana University	UIndy Hall
11:00 – 11:15 a.m.	Break		
11:15 a.m.– 12:15 p.m.	Credit Counseling Life is Good Managing Conflict	Anne Fischer, USA Funds Kory Vitangeli, University of Indianapolis Jon Riester, Hanover College	Schwitzer 012 Trustee’s Dining Room Schwitzer 005
12:15 – 12:30 p.m.	Break		
12:30 – 1:30 p.m.	Lunch with Time to Compare Processes/Ask Questions of your Colleagues		UIndy Hall
1:30 – 1:45 p.m.	Break		
1:45 – 2:45 p.m.	Addressing Change Team Work Building Customer Service Skills: Small Changes Make a Difference	Anne Fischer, USA Funds Thomas Ratliff, ISFAA President-Elect Roy Durnal, Indiana University	Schwitzer 012 Schwitzer 005 Trustee’s Dining Room
2:45 – 3:00 p.m.	Break		
3:00 – 3:30 p.m.	Wrap-up	Thomas Ratliff, Indiana Wesleyan University	UIndy Hall