



2026 ISFAA Support Staff Workshop

October 2, 2026 • Franklin College

TIME	SESSION
8:30 – 9:00	Complimentary Breakfast & Check-In
9:00 – 9:15	Full Speed Ahead! Kicking off 2026 Support Staff Workshop Daelynn Moore & Hannah Thomas, ISFAA Support Staff Workshop Co-Chairs Jeff Sustarsic, Director of Financial Aid Lauren Greider, ISFAA President
9:15 – 10:00	From Policy to Practice: Supporting Unaccompanied Homeless Youth Caleb McKay, Senior Manager, FAFSA Completion, SchoolHouse Connection
10:00 – 10:10	Break/Vendor Time
10:10 – 10:55	Leading from Where You Are Lisa Bridgewater, Associate Director of Client Services, IU Indianapolis
10:55 – 11:05	Interim Exception Quiz Show Presenters: Abby Clifton (Associate Director of Financial Aid Training and Compliance, Ivy Tech), Daelynn Moore (Assistant Director Financial Aid, IU Indianapolis), Paul Freibus (Director of Financial Aid Training and Compliance, Ivy Tech)
11:05 – 12:00	Deescalation Strategies and Navigating Difficult Conversations Laura Jones, Assistant Director Financial Aid, IU Indianapolis
12:00 – 1:00	Lunch <i>Menu: Mexican Lunch Buffet, Churros for Dessert, Lemonade or Iced Tea for drink</i>
1:00 – 2:15	SESSION 1: Learning Theories to Support Students Jaxson Wise, Academic Advisor, Ivy Tech
	SESSION 2: Career Panel Panelists: Jason Rodriguez (Assistant Director of Veteran and Military Services), Kristie Watson (Assistant Director Financial Aid) Daelynn Moore (Assistant Director Financial Aid) Tonya Adams-Macklin (Assistant Director Financial Aid) Cara Short (Senior Assistant Director Financial Aid) Moderator: Lauren Greider (Executive Director Financial Aid)
2:20 – 3:05	SESSION 1: Change Readiness Tiffany Lemons, Talent and Organization Development Leader
	SESSION 2: Working Together to Serve Those Who Served: Understanding the Financial Aid & VA Partnership Jason Rodriguez, Assistant Director of Veteran & Military Services, Ivy Tech
3:05 – 3:15	Break/Vendor Time
3:15 – 3:45	Culture of Grace within Your Office Monique Ryan, Executive Director of Campus Financial Aid Operations, Ivy Tech
3:45 – 4:00	Closing Remarks / Announcing Gift Basket Winner