



USA Funds University

Comprehensive and
Customized Training for You



USA Funds® is committed to providing innovative training programs to help you succeed. Leverage the expertise and advice from USA Funds University training executives and policy specialists to equip your entire office with the knowledge, information and resources necessary to stay current on the administration of student aid and better serve your students and your institution.



USA Funds University trainers have solid financial aid experience and thorough knowledge of the federal student aid programs.

Whether you have a new employee who needs an introduction to financial aid administration or you need expert assistance with financial aid issues in your office, USA Funds University provides comprehensive and customized training resources to meet your specific needs.

USA Funds University offers a variety of training opportunities — on-demand online courses, interactive webcasts and in-person workshops. You and your staff can:

- ♦ Access self-paced online financial aid courses.
- ♦ Gain knowledge and network with peers at group training workshops at a location near you.
- ♦ Participate in timely webcasts to get the most up-to-date information about regulations affecting how you do business — right from your office.
- ♦ Schedule a consultation with a trainer to customize a learning curriculum for your staff.
- ♦ Request customized training sessions on a variety of topics.
- ♦ Use experts from our Speaker's Bureau to give presentations at meetings, conferences and workshops.

Training that meets your needs

USA Funds University gives you access to training opportunities whenever and wherever you need them. You and your staff will benefit by gaining new insights, knowledge and information in a form that fits your busy schedules. Your students and their families will benefit from your expertise and enhanced skills.

Convenient

Training sessions can be scheduled when it's convenient for you. You and your staff can take advantage of online training opportunities and webcasts at your computer — eliminating travel time, hassles and costs.

Customizable

Every one of our training sessions allows you to customize the training your office requires. A customized curriculum can be created through our training consulting service.

Reliable

Our trainers are former financial aid administrators, so they understand your needs. You can rest assured that you are receiving the best financial aid training and education materials available from the most knowledgeable training staff.

No Cost

Delivered by a knowledgeable team of experts, all of USA Funds University's training sessions, courses and workshops are presented at no cost to schools.

Financial Aid Training

Financial Aid Workshop Series

Twice each year, USA Funds University offers our financial aid workshop series to thousands of financial aid administrators in more than 50 locations nationwide. These workshops, offered in the fall and spring, include the latest information in student aid administration and are available at no cost to schools. Topics include: timely policy and regulatory updates, debt management issues, as well as USA Funds products and services that help you better serve your students.

“We totally enjoyed our time at the workshop last week. Definitely a worthwhile investment for both my staff AND myself! You guys still do the best workshops in the business!”

– William Jessup University

Training Consulting Service

USA Funds University trainers consult with you to identify and discuss your specific needs to create a customized training curriculum. Based on the level of your staff’s financial aid expertise and work requirements, your USA Funds University trainer will create a customized training plan, including a combination of workshops, webcasts and online courses to provide the level of training necessary to meet those needs. Among the topics included in the curriculum are:

- ♦ Calculating the EFC.
- ♦ Conflicting information.
- ♦ Federal delivery system.
- ♦ Verification.
- ♦ General eligibility requirements.
- ♦ Tax filing requirements.
- ♦ Return of Title IV funds rules and regulations.
- ♦ Understanding the FAFSA.



Online Courses

USA Funds University online courses offer a comprehensive curriculum. Courses are self-paced but typically can be completed in approximately one hour or less. Choose from nearly 40 courses that target different audiences. Courses designed specifically for student-employees also are available. Online courses include:

Beginning Courses

- ♦ General Financial Aid Eligibility Requirements.
- ♦ Understanding the FAFSA.
- ♦ Calculating Financial Need.
- ♦ Understanding the SAR and ISIR.
- ♦ Types and Sources of Financial Aid.
- ♦ Awarding Financial Aid.
- ♦ Federal Delivery System.
- ♦ Online Resources for Financial Aid Administrators.

Student-Employee Courses

- ♦ Time Management.
- ♦ Effective Communication Skills.
- ♦ Business Etiquette and Office Culture.
- ♦ Handling Difficult Situations.
- ♦ FERPA and Confidentiality.

Intermediate Courses

- ♦ Calculating the EFC.
- ♦ Verification.
- ♦ Professional Judgment.
- ♦ Campus-Based Programs.
- ♦ Federal Supplemental Educational Opportunity Grant.
- ♦ Federal Work-Study Program.
- ♦ Loan Consolidation.
- ♦ Return of Title IV Funds.
- ♦ Overawards and Overpayments.
- ♦ Loan Counseling.
- ♦ FERPA and Confidentiality.
- ♦ Loan Proration.

Financial Aid Training

Webcasts

Webcasts are live, interactive, instructor-led training sessions delivered online and covering basic and advanced financial aid topics, as well as professional development topics. More than 30 webcasts are scheduled in the summer and winter each year. Webcasts are 90 minutes in length to fit your busy schedule. A few of the topics covered include:

- ♦ FAFSA.
- ♦ Verification.
- ♦ Tax Filing Requirements.
- ♦ Veterans' Educational Benefits.
- ♦ Identity Theft.
- ♦ Professional Judgment.
- ♦ Stress Management.

Webcasts also can be customized to meet your specific needs.

"I had the pleasure of attending a handful of your workshops at the 2010 CASFAA Conference in San Diego. Thank you for taking the time to impart your wisdom and expertise. I thoroughly enjoyed your practical, conversational, and often times humorous approach to training. It was a breath of fresh air."

– Trident University International

Visit www.usafunds.org and select "Training" from the "Schools" section for a complete list of topics.



Other USA Funds University Offerings

Speaker's Bureau

Take advantage of the speaker's bureau for experienced presenters who are knowledgeable about the current issues and trends in financial aid. Subject matter experts are available to present at meetings, conferences and workshops.

Visit www.usafunds.org and select "Training" from the "Schools" section for a complete list of topics.

USA Funds University

USA Funds University offers you one source for all of your training needs. Visit www.usafunds.org and select "Training" from the "Schools" section for a complete list of training offerings, or contact your USA Funds University representative for more information.

USA Funds Ask Policy

Between workshops and webcasts, turn to USA Funds Ask PolicySM for answers to your questions about regulations, policies or other issues related to the full range of Title IV federal student aid. Address e-mail to askpolicy@usafunds.org to send questions directly to USA Funds Ask Policy experts and receive a definitive answer for the program rules that apply to your individual issues, usually within one business day. Responses focus on your specific concerns and provide resources that address your circumstances.

www.usafunds.org

A nonprofit corporation, USA Funds® works to enhance postsecondary education preparedness, access and success by providing and supporting financial and other valued services.

