

## DESCRIPTION OF SESSIONS—*continued*

**FERPA (Family Educational Rights and Privacy Act)**  
This session will provide an overview of how FERPA applies to NSU employees and students and what precautions we need to take in handling student information. This session is important for anyone handling student records. (*1 hour*)

### **The Financial Aid Process**

This session will provide an inside view of how students move through the financial aid lifecycle with special emphasis on strategies for student success and avoidance of common financial aid pitfalls. (*1 hour*)

### **Flexible Registration**

The Flexible Registration module of Banner allows prospective students to register and pay for continuing education/professional development courses without having to create an admissions application. The main feature of the solution is the front-facing web interface which emulates a 'shopping cart' experience. (*30 min.*)

### **Health Professions Division (HPD) Admissions**

This session will provide an overview of the HPD admissions processes. This will include general admissions procedures as well as an overview of the collaboration between the HPD Office of Admissions and Admissions Management Services (AMS). (*30 min.*)

### **One-Stop Shop Services**

Do you at times wonder where to direct a student? Find out about how the One-Stop Shops, located in the Horvitz and Terry Administration Buildings, can assist. The One-Stop Shops provide in person answers to many important questions and assist students with their financial aid, registration, billing, enrollment verification, transcript, and parking decal needs. (*30 min.*)

### **Registrar Policies and Procedures Workshop**

Are you up-to-date with the university's grading, add/drop, and registration policies? Join the University Registrar for an interactive workshop to brush up on these plus many more registrar policies and procedures. (*1 hour*)

### **Regulatory Updates**

This session, led by ESS Vice President Dr. Stephanie G. Brown, will provide information on federal and state regulatory changes, their impact on NSU, as well as institutional updates. (*1.5 hours*)

### **Return of Title IV Funds**

This session will provide an inside view of the impacts of drops, withdrawals, or non-passing grades on a student's federal financial aid. We will also discuss the effect of drops and withdrawals for students registered for multiple parts of term. (*30 min.*)

## DESCRIPTION OF SESSIONS—*continued*

### **Room Scheduling**

Does room scheduling seem complicated? This session will briefly cover scheduling policies and procedures while providing users with helpful tips and tricks of the trade. Join us to explore valuable resources available at your fingertips. (*1 hour*)

### **Satisfactory Academic Progress (SAP)**

Students are required to maintain Satisfactory Academic Progress for financial aid eligibility. This session will explain all of the current criteria students must maintain (GPA, annual credit hour completion requirements, maximum time frame limitations and overall pace). We will discuss how students who fail SAP will be affected, the appeal process, and the academic advisor's role. (*30 min.*)

### **Scholarships, Program Discounts, and Tuition Rate Code Discounts**

This session will focus on the process of awarding scholarships, program discounts, and tuition rate code discounts through fee assessment and the effects on a student's financial aid package. The session is recommended for academic advisors, program managers who maintain tuition rate codes, scholarship/endowment coordinators, and finance managers within each college. (*1 hour*)

### **SharkCard Services**

This session will explain current and future features of the SharkCard and discuss the services that the office provides. After attending this session, employees will be able to share basic SharkCard information with our students and the NSU community. (*30 min.*)

### **Transfer Services**

This session will explore the transfer evaluation process for both undergraduate and graduate students and how this process impacts the student. (*1 hour*)

### **University Call Center & Help Desk**

Do you know how a prospective student is greeted when he or she calls NSU's main operator? What about a student's parent requesting information via [nsuinfo@nova.edu](mailto:nsuinfo@nova.edu)? Find out about the services provided by the University Call Center and the Help Desk. This session will also include a strategic overview of colleges served and an overview of the Help Desk's role in assisting students with technical matters. (*1 hour*)

### **Veterans Benefits**

This session will focus on educational benefits available to veterans with an emphasis on the GI Bill and the NSU Yellow Ribbon Scholarship. Recent changes to legislation will also be discussed. (*1 hour*)



# 9th Annual ESS Informational Summit

**July 18, 2017**  
**8:30 a.m. to 5:00 p.m.**



**8:30 to 9:00 a.m. BREAKFAST & CHECK IN****9:05 a.m. Welcome**

Stephanie G. Brown, Ed.D. Atrium  
Vice President for Enrollment and Student Services

**9:25 a.m.**

Regulatory Updates	Rm. 1124
Introduction to CAPP	Rm. 1047
Financial Aid	Rm. 1052
Veterans Benefits	Rm. 1053
Room Scheduling	Rm. 1049
Registrar Workshop	Rm. 1133
Scholarships & Discounts	Rm. 1054
Ellucian CRM Recruit	Rm. 1048

**10:35 a.m.**

Advanced CAPP	Rm. 1047
Bursar Services	Rm. 1052
Return of Title IV Funds	Rm. 1049
FERPA	Rm. 1133
Fee Assessment	Rm. 1048
One-Stop Shop Services	Rm. 1054
Enrollment Processing Services (EPS)/Admissions	Rm. 1053
Management Services (AMS)	

**11:15 a.m.**

Flexible Registration	Rm. 1048
Satisfactory Academic Progress (SAP)	Rm. 1049
HPD Admissions	Rm. 1053
SharkCard Services	Rm. 1054

**11:45 a.m. to 1:00 p.m. LUNCH 'N FUN**

Must have pre-registered to attend.

**1:05 p.m.**

Introduction to CAPP	Rm. 1047
Transfer Services	Rm. 1049
Financial Aid	Rm. 1052
FERPA	Rm. 1133
Scholarships & Discounts	Rm. 1048
One-Stop Shop & SharkCard Services	Rm. 1054

**2:10 to 2:30 p.m. BREAK****2:35 p.m.**

Regulatory Updates	Rm. 1124
Advanced CAPP	Rm. 1047
Ellucian CRM Recruit	Rm. 1048
Room Scheduling	Rm. 1049
Veterans Benefits	Rm. 1053
Bursar Services	Rm. 1052
The Debt Squad	Rm. 1054
Registrar Workshop	Rm. 1133

**3:45 p.m.**

Flexible Registration	Rm. 1047
Return of Title IV Funds	Rm. 1048
Fee Assessment	Rm. 1053
Satisfactory Academic Progress (SAP)	Rm. 1054
HPD Admissions	Rm. 1052
Enrollment Processing Services (EPS)/Admissions	Rm. 1049
Management Services (AMS)	

*For more information on ESS, faculty and staff may visit ESS' internal website, ESS Community Net at [www.nova.edu/esscommunitynet](http://www.nova.edu/esscommunitynet). SharkLink login credentials required.*

**DESCRIPTION OF SESSIONS*****Bursar Services***

This session will touch upon the various functions performed by the Office of the University Bursar with emphasis on payment policies, NSU payment options, NSU eBill, financial hold flags, student refunds, cashiering, student health insurance, collections, and marketplace. (**1 hour**)

***CAPP (Curriculum, Advising, Program, and Planning) Introduction:***

This session will explain the degree evaluation system which is fully integrated into Banner. CAPP allows advisors and students to track student progress toward degree or award completion via WebSTAR. (**1 hour**)

***Advanced:***

This session will provide a more in-depth explanation of the CAPP degree evaluation system and will be useful for employees who are already familiar with using CAPP and who would like to learn more. (**1 hour**)

***The Debt Squad (Debt Management)***

This session will provide a glimpse of the various tools and services that ESS offers NSU students directly, as well as through collaboration with NSU programs in the areas of financial literacy, responsible budgeting, and strategic borrowing. In addition, the session will demonstrate how these efforts benefit not only the individual student, but also our colleagues, the university as a whole, and the financial aid industry. (**1 hour**)

***Ellucian CRM Recruit***

This session will provide an introductory overview of the university's CRM recruiting system, Ellucian CRM Recruit (formerly Ellucian Recruiter). Attendees will have the opportunity to learn the basics of CRM Recruit from the prospective student's view. Select back end-user views and tasks will also be addressed. (**1 hour**)

***Enrollment Processing Services (EPS)/Admissions Management Services (AMS)***

This session will provide an overview of the processes supported within EPS including centralized image capture, document processing for all colleges, and maintenance of an accurate, complete, and up-to-date document imaging database. AMS assists supported program offices with the acquisition of all documentation required for submission by an applicant in order to initiate, follow-up, and complete the application record. (**30 min.**)

***Fee Assessment***

This session will explain how tuition and other fees are added to a student's account and will be useful for any employee responsible for managing student data. (**30 min.**)