



# SUPPORT STAFF WORKSHOP

March 24, 2011

## Agenda

8:45 am – 9:15 am	Registration (Coffee and Doughnuts)
9:15 am – 9:30 am	Welcome
9:30 am – 10:30 am	<b>Customer Service/Conflict Resolution</b> Presenter: <u>Dave Bowman, Great Lakes Educational Loan Services</u>
10:30 am – 10:45 am	Break
10:45 am – 11:45 am	<b>R2T4 &amp; Withdrawals</b> Presenter: <u>Rick Wilson, Bowling Green Technical College</u>
11:45 am – 12:45 pm	Lunch (provided)
12:45 pm – 1:45 pm	<b>Federal Update</b> Presenter: <u>Shelley Park, Eastern Kentucky University</u>
1:45 pm – 2:00 pm	Break
2:00 pm – 3:00 pm	<b>SAP</b> Presenter: <u>Janet Jones, University of Kentucky</u>
3:00 pm – 3:15 pm	Evaluation and Closing

### Committee Members:

Christy Edmonson, Thomas More College  
Sabrina Holder, Gateway Community & Technical College  
Janet Jones, University of Kentucky  
Dana Kelly, Nelnet  
Runan Pendergrast, Bluegrass Community & Technical College  
Rick Wilson, Bowling Green Technical College