



The Alabama HBCU Consortium and The Alabama Commission on Higher Education Presents Half-Day Workshop

Thursday, April 18, 2024

Time in CST

9:30 am to 10:00 am

Registration

10:00 am to 11:30 am

Professional Development/Customer Service Training

Customer Service in Higher Education – A Values Approach is an interactive training session that addresses how to develop a service-oriented relationship with our students that is sustainable over time and in diverse situations. The session will offer 5 simple and easy-to-follow customer service principles for improved customer service. Participants will discuss what customer service means to them in their daily lives and at their institutions. The discussion will include working through real-world customer service issues identified by the workshop participants.

11:30 am to 11:45 am

Break

11:45 am to 1:00 pm

FAFSA Training

Trellis offers workshops and training sessions to help educate institutional staff and counselors at colleges and high schools on the 2024-25 FAFSA application. During these informative sessions, an overview of the FAFSA application and changes from prior years are discussed. Specific areas are discussed in-depth such as the meaning and importance of providing consent, explaining who a contributor is, and defining dependent versus independent students, and household size. Trellis highlights areas that are most difficult for some families to complete and helps counselors prepare for supporting their students.

Time in CST

**1:00 pm to 2:00
pm**

Lunch

**2:00 pm to 3:00
pm**

Student Financial Wellness Survey

Trellis will provide an overview of the Fall 2023 Student Financial Wellness Survey (SFWS) results from more than 62,000 students at 142 colleges and universities across the country. The SFWS provides a snapshot of student wellbeing with key metrics related to financial security, paying for college, perceptions of institutional support, basic needs security, transportation, mental health concerns, and more.