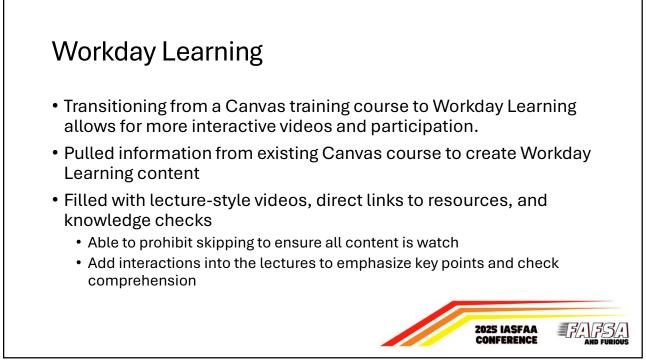


| IOWA<br>STATE          | ET Staff Training > Modules   |  |                                      |  |
|------------------------|---|--|--------------------------------------|--|
| Account                |   | Collapse All Depart Course Content                     | View Course Stream     New Analytics |  |
| CS<br>Dashboard        | Financial Aid Basics  |  | S View Course Calendar               |  |
| Courses                | Financial Aid Overview Videos   |  | C View Course Notifications          |  |
| Calendar<br>E<br>Inbox | Financial Ald Adviser Overview  Full-time Staff Competency Checklist.docx |  | Nothing for now                      |  |
| History                |   |  |                                      |  |
| Studio                 | Website Scavenger Hunt  |  |                                      |  |
| Help                   | Website Scavenger Hunt     studentaid.gov Website Scavenger Hunt          |  |                                      |  |
| 63 You are             |   | r all history for this student, allowing you to udent. |                                      |  |
|                        |   |  | 2025 IASFAA 3/                       |  |

| Customer Service Module   Customer Service?   Option   Phone Customer Service?   Option   Phone Customer Service Etiquette   Option   Option   Phone Customer Service Etiquette Pt. 2   Phone Service Etiquette Pt. 2  | IOWA<br>STATE | Customer Service                         |   |  |
|--|---------------|--|---|--|
| Account       Image: Counts of the provide service?         Distribution       Image: Counts of the provide service?         Image: Counts of the provide service?       Image: Counts of the provide service?         Image: Counts of the provide service se |               | Customer Service Module                  | 3 |  |
| Calendar   Courses   Courses   Courses   Phone Customer Service Etiquette   Optic   Phone Service Etiquette Pt. 2  |               |  |   |  |
| Courses       Phone Customer Service Etiquette         Image: Calendar Points       Phone Service Etiquette Pt. 2         Image: Points       Phone Service Etiquette Pt.  |               |  |   |  |
| Calendar   Calendar   Phone Service Etiquette Pt. 2  |               | Answering the Phones & Best Practices    |   |  |
| Ibiox       Ibiox         Ib   | Calendar      |  |   |  |
| Image: Studio     Image: Studio       Image: Studio     I  |               | Phone Service Etiquette Pt. 2            |   |  |
| Image: Studio       Image: Reacting vs Responding         Image: Other Studio       Image:   | C             |  |   |  |
| Hole   | ,             | Reacting vs Responding                   |   |  |
| Help Customer Service Quiz   | 0             | How to Deal with Difficult Conversations |   |  |
| a Zpts   | Help          |  |   |  |
| 63 You are currently logged into Student View classify an area to an another and history for this student, allowing you to   |               |  |   |  |

| IOWA<br>STATE         | * FAFSA  |    |
|-----------------------|--|----|
| Account               | Free Application for Federal Student Aid Learning Objectives |    |
| 6                     | Free Application for Federal Student Aid (FAFSA)             |    |
| Dashboard             | StudentAid.Gov Accounts                                      | L. |
| Courses               | Student Aid Index (SAI)                                      |    |
| Calendar              | FAFSA Dependency   |    |
| 目<br>Inbox            | Who should be on the FAFSA Form?                             |    |
| History               | Financial Information on the FAFSA Form                      |    |
| <b>پ</b> ہر<br>Studio | # FAFSA Quiz<br>10 pts                                       |    |
| ⑦<br>Help             | Se FAFSA Filing<br>18 pts                                    |    |
|                       |  |    |



| ≡ MENU             | IOWA STATE<br>UNIVERSITY | Q Irn: cost of   |                     | $\otimes$                                | D 4 <sup>9</sup> | 8       |
|--------------------|--------------------------|--|---------------------|--|------------------|---------|
| <b>ਜ</b><br>ਿ<br>ਿ | Need                     | ttendance (COA) and  |                     | IOWA STA                                 | ATE UNIVERSITY   | <u></u> |
| 0<br>0             |                          | e importance of Cost of Attendance in Financial Aid<br>f Attendance, Cost of Attendance adjustments, and o<br>al Need. |                     |  | Start Course     |         |
|                    | Lessons in This Course   |  | Completed 0/6       | NOT STARTED                              | Delivery Mode    |         |
|                    |                          | ce.and Need →<br>n breaks down the Cost of Attendance<br>use within Financial Aid                                      | Video<br>14 minutes | 6<br>CONTACTS<br>Jacob M.<br>Contact Per |                  |         |
|                    |                          | ntor 🐣<br>h will detail how to use the Expense<br>on the Office of Student Financial                                   | Video<br>7 minutes  | Save                                     |                  |         |

