

Blackbaud Financial Aid Management

USER WEBINAR SERIES: #3 *BEST PRACTICES: COVID-19*

FRIDAY, APRIL 24, 2020

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Today's Agenda

- Welcome & Overview
- Webinar Series Feedback & Recap
- Smart Aid Features Demonstration
 - School Adjustments to Applications
 - Searching for help using the Knowledgebase
- Reminders & Best Practices/Sharing
- Q/A

Webinar Series Feedback & Recap

- Things We're Learning
- Upcoming Product Enhancement
 - Covid-19 Special Circumstances
- Reviewer Support

The screenshot shows a web application interface for 'Your Application'. The navigation bar includes 'LY NOW', 'MY APPLICATIONS', 'DOCUMENTATION', and 'COMMUNICATION' (with a '12' notification badge). A 'Smart Tuition Privacy Policy' link is in the top right. The main content area has a tabbed interface with 'Household Information', 'Income & Expenses', 'Assets & Debts', and 'Special Circumstances' (highlighted with a red circle). Below the tabs, the 'Special Circumstances' section is titled 'U. Special Circumstances' and contains a list of checkboxes. A red arrow points to the first checkbox. A 'Watch a vid' link is visible on the right side of the section.

Household Information	Income & Expenses	Assets & Debts	Special Circumstances
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U. Special Circumstances [Watch a vid](#)

- Your household is expecting another child this year.
- You are in the process of a divorce or separation.
- Your spouse will not cooperate in completing this form.
- There has been a recent death in the household.
- A household member has been recently diagnosed as severely ill.
- A household member has a problem (addiction, mental illness, etc) that is causing financial stress.
- You are a non-custodial parent who is required by your school to complete this financial aid form, in addition to the custodial parent.
- Your household does not pay rent or mortgage.
- Your household does not file a federal tax document (1040).
- A household member is recently unemployed.
- Other

Smart Aid Features Demonstration

- School Adjustments
 - Scenario: *Parent lost job for Covid-19 related reasons and informed school post Verified status*
 - Scenario: *Parent is furloughed for Covid-19 related reasons and needs to adjust income*
- [Knowledgebase](#) Help
 - Scenario: *Our principal and board have decided to award Covid-19 assistance, but I forget how to create a budget and setup awards.*

Reminders & Best Practices/Sharing

- Adjusting Deadlines & Relaxing Required Documents
- Switching to School Pay vs. Parent Pay
- Adjusting Custom Questions
- Reviewing “As-Is” & Re-Reviewing Applications
- Missing Document Report
- Budgets & Awards
- Blackbaud Communities

Reminders & Best Practices/Sharing

- How Has Covid-19 Affected Your Financial Aid Decisions?
- Open Dialogue of What's Working at Your School
- Responding to the “New Normal” with Smart Aid Confidence
- Bring Your Ideas to Communities

Questions & Answers

- How Has Covid-19 Affected Your Financial Aid Decisions?
- Open Dialogue of What's Working at Your School
- Bring Your Ideas to Communities
- What Can We Bring to You, Next Time?

Next Webinar

Friday, May 1st @ 11:00 AM

Understanding the Family Report & Awards Feature