



CONFERENCE CANCELLATION - FREQUENTLY ASKED QUESTIONS

The 2020 NASPA Conferences on Student Success in Higher Education (SSHE), scheduled June 29, 2020 – July 1, 2020, in Baltimore, MD, is canceled. Please see below for answers to some of the most frequently asked questions we have received.

[Registration/Refund](#)

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We will regularly update our questions and answers below as necessary. If you do not see an answer to your question, please email us at sshe@naspa.org for assistance.

Registration/Refund

I was registered for the place-based conference in Baltimore. What happens to my paid registration?

Paid registrants will have three different opportunities to change their conference registration. All paid registrants should have received an email with a link to a Google form where registrants will be able to select their refund/transfer choice. Please make sure to indicate your choice by **Friday, May 15, 2020**. Please contact NASPA at sshe@naspa.org if you did not receive the email.

Option 1: Transfer of registration funds to the virtual event and a partial refund.

NASPA will transfer your registration to the virtual event and refund you the difference. Please allow at least 30 days for the refund.

Option 2: Transfer of registration funds to the virtual event and membership renewal. *NASPA will transfer your registration to the virtual event, apply remaining funds to membership renewal, and refund you the difference (if applicable). Please allow at least 30 days for the refund.*

Option 3: Full refund of conference registration with no penalty fees. *Please allow up to 30 days to receive your full refund. Please note, we cannot transfer funds to the 2021 NASPA Conferences on Student Success in Higher Education.*

I registered for the place-based conference but did not pay my balance. What happens to my registration?

NASPA will cancel your conference registration on your behalf with no penalty fees. No further action is required. If you would like to register for the virtual conference, please note that there is no “Bill Me” option available.

I am not interested in transferring my paid registration to the virtual conference. When can I expect my refund?

If you indicated in the Google form that you would like to cancel your registration and receive a full refund, please allow at least 30 days for processing. NASPA will contact you in case any additional refund information is necessary to process the cancellation.

How will I know if my refund has been processed?

You will receive a confirmation email once the refund process is complete. In some cases, we will need to collect ACH information to process the refund which may take longer depending on when we receive all the necessary information.

I would like to transfer my paid registration to the virtual conference! What do I need to do?

All paid registrants should have received an email with more information about the transfer options. Please select to have your current conference registration transferred to the virtual conference (with or without NASPA membership renewal) on the Google form included in the email. Please make sure to indicate your choice by **Friday, May 15, 2020**. Please contact NASPA at sshe@naspa.org if you did not receive the email.

How will I know that my registration transfer process has been completed?

You will receive a confirmation email from NASPA confirming your new registration to the virtual conference. If you also selected the membership add-on/renewal, you will receive a separate

email from NASPA regarding your new membership status.

If I can no longer attend the virtual conference, will I be able to transfer my registration to another colleague at my institution?

Unfortunately, we will not be processing substitutions for this virtual conference. If necessary, you may cancel your registration before **June 19, 2020** (less a \$50 administrative fee).

I was also registered for a half-day or full-day pre-conference workshop. What happens to my pre-conference registration?

If you were registered for a pre-conference workshop, you will be able to indicate your preferred refund/transfer option in the Google form sent to all registrants. The virtual pre-conference workshops will be held on Sunday, June 28. All pre-conference workshops are priced at \$50. You may select to have your current pre-conference registration transferred (with a partial refund) or canceled for a full refund. Please make sure to indicate your choice in the Google form by **Friday, May 15, 2020**.

How do I register for a pre-conference workshop? Can I register for a pre-conference workshop without registering for the conference?

When our virtual conference registration goes live, pre-conference workshops will be available as an add-on product to your conference registration. If you had your paid registration transferred to the virtual conference, you can still add a pre-conference workshop later!

You cannot register for a pre-conference workshop without registering for the virtual conference.

I registered for the First-gen Forward Workshop and received a cancellation notification. How can I register for the Virtual First-gen Forward Workshop?

There is a separate registration process for First-gen Forward Institutions interested in attending the virtual workshop. Please visit the [First-gen Forward](#) page, to learn more.

I am a First Scholars Network institutional partner and I do not have any information regarding the conference onboarding workshop. Where do I register for this event?

We have shifted our intended place-based First Scholars onboarding engagement to an entirely virtual experience. This virtual experience will occur on selected dates during June 2020 and include a First Scholars Cohort Kick-Off event, as well as webinars designed to introduce you to the Learning Hub and Insights Tool.

More detailed information will be emailed in mid-May. First Scholars Network partners are encouraged to attend the virtual conference but it is not a requirement. If you have any questions, please reach out to us at FirstScholars@naspa.org.

Can I transfer my registration to the 2021 NASPA Conferences for Student Success in Higher Education?

Unfortunately, we will not be offering the option to transfer registration for the 2021 NASPA Conferences for Student Success in Higher Education.

Hotel Reservations

I had a hotel reservation under the conference room block. What should I do?

No need to worry! NASPA will coordinate all hotel cancellations with no penalty.

My hotel reservation was not under the conference room block. What should I do?

If you booked your hotel reservation outside of the conference room block, you *must* cancel your reservations. Most hotels allow cancellations up to 72 hours before check-in. Please contact your hotel directly for more information.

Virtual Conference

I am looking forward to the virtual conference! When is it taking place?

The **2020 NASPA Virtual Conferences for Student Success in Higher Education** will take place from Monday, June 29 to Wednesday, July 1, 2020. Pre-conference workshops will take place on Sunday, June 28 to accommodate full conference programming on Monday, Tuesday, and Wednesday. All conference programming will not begin earlier than 11 a.m. Eastern Time to benefit participants from all time zones!

What can I expect from the virtual conference?

The 2020 NASPA Virtual Conferences on Student Success in Higher Education will offer an innovative way to engage remotely through:

- Multiple days of curated content facilitated by subject-matter experts from all four conference tracks;
- An intuitive online conference platform offering 50+ live educational sessions, connections to presenters and attendees, and access to resources;
- Thoughtful presentations from featured speakers to strengthen your knowledge base;
- Opportunities to engage and network with other attendees; and

- A virtual exhibit hall for real-time engagement with sponsors & exhibitors.

Visit our virtual conference [website](#) to learn more!

What is the cost of attending the 2020 NASPA Virtual Conferences for Student Success in Higher Education?

The registration pricing for the **2020 NASPA Virtual Conferences for Student Success in Higher Education** is:

- \$325, NASPA Member
- \$525, Non-member
- \$150, Undergraduate or Graduate Student NASPA Member
- \$50, half-day, pre-conference workshops

Registration opens mid-May.

Is there a one-day registration rate for the virtual conference?

There is no one-day registration available for the 2020 NASPA Virtual Conferences for Student Success in Higher Education. However, as part of the full conference registration, on-demand access to content shared across the event will be available after the conference ends.

What are the payment options for the virtual conference?

The conference registration will accept credit card payments (Visa, MasterCard, American Express). You can call NASPA to pay via phone or process your payment through our online registration system. Please note there is no “Bill Me” option for this event.

Is there a registration fee associated with the Virtual First-gen Forward Workshop?

No. As part of First-gen Forward, the Center creates and offers professional development opportunities at no cost. The Virtual First-gen Forward Workshop will take place in the afternoon on Saturday, June 27, 2020, and is only available to designated First-gen Forward Institutions. Please visit the [First-gen Forward](#) page to learn more.

When will registration for the NASPA Virtual Conferences for Student Success in Higher Education open?

We are aiming to open registration mid-May! Please bookmark our [website](#) to stay updated or follow NASPA on [Twitter](#).

What if I register for the virtual conference, but I have a last-minute scheduling conflict. Would I still have access to all the conference material after the event ends?

Yes! Your virtual conference registration will include on-demand access to all program sessions, presentation slides, exhibitor resources, and much more. More information about on-demand access will be shared soon.

How long will registration for 2020 NASPA Virtual Conferences for Student Success in Higher Education be open for?

As soon as our registration goes live, we will update the website, share the update on social media, and send a note in our NASPA Weekly Update. You will be able to register for the virtual conference until **June 24, 2020**.

What is the cancellation policy for the 2020 NASPA Virtual Conferences for Student Success in Higher Education?

The cancellation/refund deadline, less a \$50.00 administrative fee, is **June 19, 2020**. This program may be canceled or postponed due to unforeseen circumstances. In this case, fees will be refunded; however, NASPA will not be responsible for additional costs, charges, or expenses, including cancellation/change charges assessed by outside entities. Refunds will not be processed after June 19, 2020 for any reason. Please allow 30 business days for processing.

Please note that *transferred* virtual conference registrations are non-refundable.

If I decide to purchase/renew my NASPA membership as part of my virtual conference registration, is my NASPA membership also refundable?

No, individual NASPA memberships are non-refundable and non-transferable.

Presenters/Program Proposals

I submitted a conference program proposal. When will I find out about my program's decision?

We hope to release program decisions soon! We understand that your refund decision may be dependent on your program's decision.

While we were not able to move all accepted sessions to the virtual conference, we will be including an accepted proposal citation for those programs that were accepted for the place-based conference. We appreciate your patience and we hope to have another email to all presenters soon.

Please note, only the coordinating presenter will receive the program decision email.

If I submitted a conference program proposal, and I am also a paid registrant, what should I select as my refund option?

We recommend that you transfer your paid conference registration to the virtual conference. If you decide that you would like to cancel your virtual conference registration after receiving your program's decision, you will be able to cancel your registration with no penalty fee.

Will program presenters of virtual sessions be required to register for the virtual conference?

Yes, if a program proposal is accepted for the virtual conference, and all presenters agree to present at the virtual conference, presenters will be required to register for the conference.

2021 Conference

I'm planning ahead. When are the 2021 NASPA Conferences for Student Success in Higher Education?

We are excited to announce that our 2021 NASPA Conferences for Student Success in Higher Education will take place from June 25-28, 2021 in Denver, Colorado!