



COHEAO Mid-Year Conference Agenda 2015
All Meetings and Sessions Are Located at the Fairmont Chicago Millennium Park



Sunday, July 26, 2015

- 8:30am-2:30pm Board of Directors Meeting
Location: Ambassador Room
- 3:00pm-4:00pm Financial Literacy Task Force Meeting
Location: Ambassador Room
- 4:00pm-5:30pm Commercial Task Force Meeting
Location: Ambassador Room

Monday, July 27, 2015

Please Note: All General Sessions will be held in the GOLD ROOM. Concurrent Sessions will be split among the GOLD ROOM and the STATE ROOM

- 7:30am-9:00am Registration & Breakfast
Location: Gold Room and Gold Room Foyer
- 8:00am-9:00am STAR Task Force Meeting
Location: Gold Room
- 9:00am-9:15am **General Session: The President's Welcome & Opening Remarks**

Speaker: Maria Livolsi, COHEAO President
- 9:15am-10:10am **General Session: COHEAO Washington Update**
The session will review the status of the Perkins Loan Program and Higher Education Act reauthorization along with what COHEAO's doing on other issues including cash management, the CFPB's plans for servicing and debt collection, and efforts to improve the Telephone Consumer Protection Act.

Speaker: Harrison Wadsworth, Washington Partners
- 10:10am-10:20am Break

10:20am-11:15am

General Session: Perkins Status Update

The session will include a discussion of current efforts to extend the Perkins Loan Program. We will review COHEAO's efforts to date, what to expect in the coming months, and what you can do to help. It will also include ideas how to react to and cope with Department of Education guidance on a "wind-down" absent Congressional action.

Speakers: Maria Livolsi, State University of New York and COHEAO President
Jan Hnilica, Wheaton College and COHEAO Grassroots Chair

Moderator: Harrison Wadsworth, COHEAO

11:15am-11:30am

Break

11:30am-12:30pm

General Session: How to Develop a Vendor and Servicer Oversight Program
Whether one considers it a form of self-regulation, or more the form of a police state, there is no question the Consumer Financial Protection Bureau has brought vendor and servicer oversight to the forefront of compliance for those involved in financial services. This session will review the

Speaker: Richard Brown, Ontario Systems

Moderator: Bob Perrin, Williams and Fudge

12:30pm-1:45pm

Lunch

Location: *Ambassador Room*

1:45pm-2:45pm

Session: Voicemail Messaging

Location: *Gold Room*

Between court cases, such as Foti, to concerns with the Telephone Consumer Protection Act and the Federal Debt Collection Practices Act, the use of voicemail messaging for contacting borrowers has always been a compliance cause for concern. This session will review what can and can't be done with voicemail messaging, as well as highlight new technologies and best practices.

Speaker: Richard Brown, Ontario Systems

Moderator: Mike Mietelski,
ConServe

Session: 1098T Best Practices

Location: *State Room*

The IRS 1098T requirements for universities has been in place for some time. However, in 2011, the agency indicated it would soon begin fining universities for missing or incorrect Taxpayer Identification Numbers (TINs). This session will review the requirements of colleges and universities for providing 1098Ts. It will also highlight best practices and offer a few "tricks of the trade" for making this process as efficient as possible on campus

Speaker: Chris Stompanato, Heartland/ECSI
John Campbell, Loyola University

DRAFT: Subject to Change

Draft Date July 21, 2015

2:45pm-3:00pm

Break

3:00pm-4:00pm

Session: Financial Responsibility Agreement Panel

Location: *Gold Room*

Student financial agreements are becoming increasingly important to protect colleges and universities. In this session, we will review the recommended items to include and discuss the who, what, when, where and why of effective financial responsibility agreements. Attendees are encouraged to bring their questions and input to help establish best practices to protect the institutions, your vendors and your students.

Speaker: Rechelle Brown, Coast Professional, Inc.
Jeane Olson, Northern Arizona University

Moderator: Larry Rock, Concordia University

Session: The Indiana University Approach to Financial Education

Location: *State Room*

The Indiana University Office of Financial Literacy was established in 2012 to help address the rising student loan debt among students throughout the University system (7 campuses, 114,000 students). The implementation of the office has seen positive results in its short history: between the 2012 – 2013 and 2013 – 2014 school year, borrowing across the University was down 12.4% (\$31 million). The success of the program has been a result of changes to University Financial Aid “business practices” (e.g., implementation of the “debt letter”) and the creation of the IU MoneySmarts program, which provides financial education to students through multiple channels designed to make the subject more approachable. Join us to learn more about Indiana University’s unique approach to financial education for their students.

Speaker: Phil Schuman, Indiana University

Moderator: Todd Woodlee, iGrad

4:00 pm - 5:00pm

Session: How to Develop an Institutional Loan Program

Location: *Gold Room*

Many institutions are seeking to develop new loan programs in order to ensure all of their students can receive adequate funding. This session will provide an in-depth review of the ins and outs of establishing an institutional loan program on campus.

Speakers: Bob Frick, University Accounting Service
Dino Tsibouris, Tsibouris and Associates, LLC
Michael Weber, Credit Union Student Choice
Paola Di Dominico, Northwestern University
Norma Carmona, University of Chicago

Session: The Fair Credit Reform Act & Credit Reporting

Location: *State Room*

The CFPB and others continue to show keen interest in the credit reporting system. This new scrutiny will affect all types of furnishers, including first party creditors and third-party collectors. This session will include a review of best practices in credit reporting and an outlook on what to expect in the future from the credit bureaus.

Speakers: Michelle Simms, TransUnion
Akyla Catlin, TransUnion

Moderator: Lee Anne Wigdahl, DeVry

6:00pm-7:00pm

Reception

Tuesday, July 28, 2015

8:00am-9:00am Breakfast: Perkins Task Force Meeting

9:00am-10:15am **General Session:** Department of Education Update
It has certainly been a busy time for the US Department of Education. Gail McLarnon of the Office of Postsecondary Education will review the Department's recent activities, including efforts to implement the President's Student Aid Bill of Rights and the proposed regulations on cash management. This session will also provide some insight on the Department's thinking on the current situation with Perkins Loans.

Speaker: Gail McLarnon, Office of Postsecondary Education, US Department of Education

Moderator: Carolyn James, University of Michigan

10:15am-10:30am Break

10:30am-11:30am

Session: Compliance Soup

Location: *Gold Room*

A high level overview of the alphabet soup that is know as the regulatory and compliance issues that relate to higher education finance lending, servicing, and collection.

Speaker: Lori Hartung, Todd, Bremer, and Lawson
Karen Reddick, National Credit Management

Moderator: Carl Perry,
Progressive Financial Services

Session: 150% Rule Basics

Location: *State Room*

This session provides an overview of the 150% limitation on the Federal Direct Subsidized Loan. Why was this regulation implemented?!? Learn how this regulation affects first time borrowers and its impact on the maximum subsidized loan eligibility period. Best practices will be discussed for advising students who are approaching the 150% borrowing limit, where the "Sub Loan Stops!"

Speaker: Joe Weglarz, Marist College
Mary Lou Kutchma, Marist College

Moderator: Claude Payne, Weber University



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11:30am-12:30pm

General Session: CFPB Update and Complaint Portal Training

The Consumer Finance Protection Bureau (CFPB) has had an active first half of 2015 including inviting students to “tell us about your student debt stress.” Learn more about what new changes in leadership, both at the Office of Students and the Director’s Office, will mean for the industry. Join us as we share the latest CFPB news and see first-hand how vendors use the portal to respond to CFPB complaints.

Speakers: Wes Huffman, Washington Partners
Nancy Paris, Recovery Management Services

Moderator: Cindy Schick, NCC Business Services

12:30pm

Conference Concludes