



The STARS Task Force continues to grow, in part due to the roundtable format where attendees can share ideas and concerns in a collaborative atmosphere. The January Annual 2013 meeting had 29 attendees at the breakfast on Wednesday which was an increase of 8 from 2012. The 2013 Mid-Year had 20 attendees which was an increase of 2 from 2012 Mid-Year.

At the Annual meeting, discussions centered on how COHEAO could better serve its membership and what types of topics the STARS group would like to discuss or learn more about. There were a variety of topics suggested such as the CFPB and how it will affect the business office, VISA credit card payments, VA Benefits and possible offsets, Cashless Campus, One Stop Shops, Collection Costs/Fees and Contracts.

The Mid-Year meeting held in Chicago began with an update from the CFPB Task Force Chair, David Stocker. The CFPB is becoming increasingly involved in institutions and collection agencies in the collection of accounts receivable. Mr. Stocker encouraged institutions to obtain signed agreements from students for the payment of tuition and fees. The discussions lead to the creation of the Financial Responsibility Checklist Workgroup. Members included Andrew Waldum, Brooke Singletary, Carl Perry, Diana Day, Ellen Harris-Small, Jan Hnilica, John Hockersmith, Karen Reddick, Kendra Rivoli, Lori Hartung, Mary Anne Lower, Michele Linder, Pam Devitt and Pat Berning. The objective of the workgroup was to produce a checklist of items to include in a financial responsibility agreement between institutions and students as a best practices document for our membership. The workgroup submitted a draft document that was presented for final review at the 2013 Annual Conference.

One of the presentations at the Mid-Year conference, which is of particular interest to the STARS Task Force, was from the Department of Veterans Affairs. In the presentation, it was mentioned that the Department would be reinstating the debt offset policy for VA benefits. They stated schools will be receiving formal letters when this goes into effect. However, the presenter was unsure how schools would be notified if this policy affects a particular student. The STARS Task Force will continue to monitor this issue.

The following are webinar/conference session ideas that resulted from our meetings.

“The Cashless Campus”

“Statute of Limitations”

“PCI Compliance”

“1098-T SSN Issues and Possible IRS Penalties”

“How the CFPB Affects the Business Office”

“The One Stop Shop”



Project Status

Sessions offered at the January meeting with a focus on the higher education business office included:

- An Eye on the Bureau: An Update from the CFPB Monitor
- Big Data and Predictive Analytics
- The Telephone Consumer Protection Act & The Need for Reform
- Understanding Audits: Common Findings & How to Resolve Them
- Best Practices in Servicing to International Students
- Ask an Attorney

Sessions offered at the Mid-Year meeting with a focus on the higher education business office included:

- Contract Requirements with your Third Party Collection Agency
- Alternative Higher Ed Financing: New Models, New Players, New Issues
- Understanding the Telephone Consumer Protection Act
- CFPB: Research in the Complaint Databases and Processes
- An Update on VA Education Benefits

Webinars offered with a focus on the higher education business office included:

- Feb 27th: Financial Literacy on Campus
- Mar 19th: Tuition Insurance
- Apr 4th: GLBA, HIPAA & Red Flag
- May 16th: Best Practices for International Student AR
- June 18th: Ask an Attorney

Respectfully Submitted by: Larry Rock