The Torch

July 6, 2012

A bi-weekly report from the Coalition of Higher Education Assistance Organizations

COHEAO News

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  The early discount deadline for hotel and conference fees for the COHEAO Mid-Year Conference is **TOMORROW.**
- **Sign up Today for the COHEAO July 12 Webinar: R2T4 & Modules—What You Need to Know**
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The Congress

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  Before departing for the July 4, Congress passed the conference report to accompany the ''Temporary Surface Transportation Extension Act of 2012," which included provisions to extend the 3.4 percent interest rate on subsidized Stafford Loans for one year.
- **CBO Offers Analysis of Credit Programs under FCRA & Fair-Value Accounting**
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The White House, The Administration & The Campaign

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  The Department of Education released data on gainful employment metrics for programs covered by the new regulations. However, since the release of the data, a US District Judge Rudolph Contreras ruled the 35 percent threshold for the student loan repayment rate program measure metric was arbitrary.
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- **VA Extends Deadline for Executive Order Intent to Comply Pledge**
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  This week, the Office of Personnel Management (OPM) released "Agencies' Use of Student Loan Repayments During CY 2010"—a report to Congress detailing the use of federal loan repayments to recruit and retain highly qualified personnel across the Federal Government.

Industry News

- **Iowa College Student Aid Commission Transfers FFELP Portfolio to Great Lakes**
  During its meeting on June 25, 2012, the Iowa College Student Aid Commission, after a year-long review of strategic options, voted to transfer its Federal Family Education Loan Program (FFELP) guarantee portfolio to the Great Lakes Higher Education Guaranty Corporation.
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  S. 1289, a bill requiring additional disclosures from California colleges and universities on private student loans, has been moving through both chambers of the state legislature.
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Attachments

- **COHEAO Commercial Members**
- **Board of Directors**
- **2012 COHEAO Mid-Year Conference Agenda**

COHEAO News

The Discount Deadline for the COHEAO Mid-Year Conference Is Tomorrow

The early discount deadline for hotel and conference fees for the COHEAO Mid-Year Conference is TOMORROW.

COHEAO has again negotiated a special rate of $179 at the Ritz-Carlton Cleveland. However, you **MUST CALL** (216) 623-1300 **BY JULY 7** to receive this excellent rate.

As we have previously indicated, rooms at the Ritz-Carlton Cleveland are booking quickly, but we have negotiated a special rate of $179 for the Renaissance Hotel which is across the street. If you are unable to book a room at the Ritz for the COHEAO Mid-Year, you can click on the link provided below to receive this special rate. However, the deadline for this special rate is **ALSO TOMORROW.** Below is the link for overflow reservations at the Renaissance hotel:

http://www.marriott.com/hotels/travel/clebr-renaissance-cleveland-hotel/?toDate=7/31/12&groupCode=cohcoha&fromDate=7/28/12&app=resvlink

Set for July 29-31 at the Ritz-Carlton Cleveland, this is the premiere summertime event for everyone in campus-based loan administration and student financial services**. Rohit Chopra, Student Loan Ombudsman at the CFPB,** will provide our luncheon address and give an update on the activities of the Bureau, including its forthcoming report on private student loans mandated by the Dodd-Frank Act, and **Gail McLarnon of the US Department of Education** will discuss the recently approved Perkins Loan regulations, plans for additional negotiated rulemaking on fraud, debit cards, and streamlining regulations in the campus-based aid program. In addition to these updates from Washington (along with insights from COHEAO Executive Director Harrison Wadsworth), the 2012 COHEAO Mid-Year will also offer presentations and discussions that affect your day to day operations. An agenda for the event is attached.

The early registration discount deadline for COHEAO Mid-Year fees is **also tomorrow**. After July 7, registration fees increase by $50. Register today!

What:	**2012 COHEAO Mid-Year Conference**
When:	**July 29-31,2012**
Where:	**Ritz-Carlton Cleveland**
Costs:	**Members $420 (before July 7), $470 (after July 7). Institutional Non-Members $520 (before July 7), $570 (after July 7). Commercial Non-Members $1,525 (before July 7), $1,575 (after July 7)**
Registration/Info:	**http://www.coheao.com/conference-events/upcoming-events/2012-annual-conference-2/**

Sign up Today for the COHEAO July 12 Webinar: R2T4 & Modules—What You Need to Know

COHEAO will be hosting a webinar on July 12, "R2T4 & Modules—What You Need to Know." The webinar, scheduled for Thursday, July 12 from 2:00 PM-3:30 PM Eastern Time, will address the new program integrity regulations pertaining to the return of Title IV funds (R2T4) and modular learning programs. This is a webinar you won't want to miss. Sign up today!

Though they did not garner anywhere near the attention of the other controversial regulations in the program integrity package, the new R2T4 rules for programs offered in modules, meaning those which do not span the entire length of a payment period or a traditional period of enrollment, are impacting all schools with such programs. This webinar will explore the nuances of the recently instituted Program Integrity Rule of R2T4s and Modules. Two experts in the field, **Ken Wolterman and Ray Kimmel, the Bursar and Assistant Bursar at the University of Cincinnati**, will offer a presentation which specifically highlights the necessary processes for the calculation of the R2T4 when students withdraw from modular-type classes.

What:	**COHEAO Webinar, "R2T4& Modules—What You Need to Know"**
When:	**Thursday, July 12, 2 PM ET/1PM CT/Noon MT/11 AM PT**
Costs:	**$49 for COHEAO member schools and companies/$99 for non-members**
Registration/Info:	**http://www.coheao.com/conference-events/upcoming-events/webinars/**

About our speakers:

Ken Wolterman
Ken has worked at the University of Cincinnati since 1993. During his tenure he has worked as a Business Manager in the College of Engineering, Associate Director in Sponsored Programs Accounting, Director of Business Affairs for the VP of Research and the Graduate School. In 2007 he accepted the Bursar position. Ken has extensive experience in process re-engineering, core systems implementation (SAP Finance and HR) and compliance with federal regulations, including Title IV, A-21 and A-110.

Ray Kimmel
Ray has worked at the University of Cincinnati since 2009. He is currently the Assistant Bursar focusing on compliance issues. Ray has over 30 years management and administrative experience in insurance and higher education. He received his B.S. in Business from Eastern Illinois University and his M.Div. from Asbury Theological Seminary. Upon his seminary graduation he was ordained in the Free Methodist Church. While at the Seminary Ray served as the Director of Financial Aid for seven years. Ray then became the first Director of Financial Aid at Bohecker College (Cincinnati) where he established policies and procedures as the first director at this start-up institution.

The Congress

Congress (Kind of) Meets Deadline for Maintaining 3.4 Percent Interest Rates

Before departing for the July 4, Congress passed the conference report to accompany the ''Temporary Surface Transportation Extension Act of 2012," which included provisions to extend the 3.4 percent interest rate on subsidized Stafford Loans for one year. The cost of extending the rate was paid for, in part, by limiting subsidized Stafford eligibility to 150 percent of academic program length.

The measure passed the House 353-72 and the Senate 74-19. However, the US Congress did not turn this proverbial assignment in on time, meaning the President could not sign it into law before the June 30 deadline, so a bill was passed earlier in the week allows the Secretary to delay the origination of

Direct Loans until the one-year extension can be officially signed into law. The President is scheduled to sign the transportation and student loan interest rate extension today. The Department of Education said it did not intend to announce any sort of delay with originations because there is likely to be very minimal impact on operations.

In addition to looming over the 3.4 percent interest rate debate, July 1 will bring multiple federal student loan changes. The special consolidation loan program for split-serviced borrowers ends on June 30. Also, as of 1 July, graduate students are no longer eligible for subsidized Stafford Loans and the Direct Loan program may no longer offer repayment incentives beyond the current interest rate reduction for automated debit payments. The prohibition on repayment incentives applies to loans made on or after 1 July, so the Secretary does have the authority to offer repayment incentives to existing borrowers.

CBO Offers Analysis of Credit Programs under FCRA & Fair-Value Accounting

The Congressional Budget Office (CBO) released estimates for the costs of federal credit programs using fair-value accounting. According to the analysis, the delta between estimates under Federal Credit Report Act (FCRA) accounting standards and fair-value accounting standards for all federal credit programs is due to how these two types of accounting treat the federal student loan programs. The report states:

Using FCRA procedures, CBO estimates that new loans and loan guarantees issued in 2013, in the amount of $635 billion assumed for this analysis, would generate budgetary savings of $45 billion over their lifetime—thereby reducing the budget deficit. In contrast, using a fair-value approach, CBO estimates that those loans and guarantees would have a lifetime cost of $11 billion—thereby adding to the deficit. Much of the difference between those two amounts derives from the valuation of student loans: Under FCRA procedures, those loans generate very large budgetary savings per dollar lent compared with other federal credit assistance; under the fair-value approach, most of those savings disappear.

The analysis also includes a supplemental Excel spreadsheet which further explains CBO's underlying assumptions. For those wanting to get "in the weeds" on budget scoring for the federal loan programs, this is an excellent resource. It includes information on subsidy rates, risk assumptions, lifetime default rates, recovery rates, and other information. Below is a listing of subsidy rates under FCRA and fair-value standards.

Loan Program	**Volume (in billions)**	**FCRA Subsidy Rate**	**Fair-Value Subsidy Rate**
Stafford	30.4	-15.2	11.5
Unsubsidized Stafford	60.9	-33.6	-6.0
PLUS (Grad)	9,1	-57.6	-25.6
PLUS (Parent)	12.3	-49.6	-25.7

Notably, even under fair-value accounting, the unsubsidized loan programs show a negative subsidy rate, suggesting the federal government does turn a "profit" on student loans when interest begins to accrue during the in-school period. It would seem safe to assume programs created in recent years to help borrowers with their student debt burdens, such as the Income Based Repayment (IBR) program and Public Service Loan Forgiveness (PSLF), re included in these estimates, but it is somewhat unclear on the spreadsheet. Also of note, in terms of risk, subsidized Stafford Loans are considered "high risk," Unsubsidized Stafford Loans are consider a "moderate/high risk," and PLUS loans are considered a "moderate risk," both for parents and graduate students.

Additional information, including the supplemental spreadsheet, is available online: http://www.cbo.gov/publication/43352

The White House, The Administration & The Campaign

ED Releases Gainful Employment Program Data—Judge Subsequently Strikes Down Repayment Measure

The Department of Education released data on gainful employment metrics for programs covered by the new regulations. However, since the release of the data, a US District Judge Rudolph Contreras ruled the 35 percent threshold for the student loan repayment rate program measure metric was arbitrary.

In a court case brought forward by several US for-profit colleges, the principal targets of the new regulations, Contreras ruled the US Department of Education had the authority to define "gainful employment in a recognized occupation" through program measurement metrics, but also said the Department had not justified its repayment rate threshold. In addition, his opinion states all three metrics are inexorably tied together, which means that even though the other metrics--both tied to debt to income ratios—were legitimate, the status of the entire gainful employment package is in question.

The US Department of Education has two options going forward—a) appealing the decision; or b) developing the regulations through another round of negotiated rulemaking.

Thus far, the Department has not given much of an indication how it plans to move forward on the issue. However, it is clear the gainful employment issue is far from decided. The following is from the online trade publication *Inside Higher Ed:*

Both for-profits and their critics will watch the department's next move closely. And it's likely that gainful employment won't be resolved until after the results of this fall's election.

Supporters of the regulations hope the department will either appeal the decision or push forward with supporting evidence for the loan repayment rate. They argue the court supported the overarching idea behind the regulations, and that the final rules, which had been softened after a long battle with for-profits, were far from overly restrictive.

For example, the 35 percent loan repayment rate is an "embarrassingly low number," wrote Kevin Carey, director of the education policy program at the New America Foundation, on one of the group's blogs. "Could any credible person explain the public policy rationale for allowing programs to access federal financial aid when graduates are twice as likely to be in non-repayment as otherwise? I think not."

For-profits, however, say it's time to move forward.

Steve Gunderson, president and CEO of the Association of Private Sector Colleges and Universities, yesterday sent a letter to Arne Duncan, the secretary of education, in which he said for-profits were seeking a "new partnership" with the department.

"My personal hope, and that of our members, is that the era of litigation is over," he wrote, "and the era of public-private partnerships in putting people to work in good jobs with good incomes is ahead."

The full article from *Inside Higher Ed* is available online:
http://www.insidehighered.com/news/2012/07/03/gainful-employments-hazy-next-steps#ixzz1zbPl28jl

Before the ruling, the Department provided further information about the 2011 Gainful Employment Informational Rates in a June 26 webinar for institutions and other interested parties. The webinar was held at 8:00 a.m. Eastern Time.

- A copy of the slide deck that was used, including notes that track the comments made by the presenter, is available online: **http://ifap.ed.gov/ifap/ifapMedia.jsp**.
- Informational rates for individual programs and additional data is available online: **http://federalstudentaid.ed.gov/datacenter/gainful1.html**.
- An article from *Inside Higher Ed* providing additional coverage, "Missing the Mark on 'Gainful,'" is available online: **http://www.insidehighered.com/news/2012/06/26/education-department-releases-data-gainful-employment-rule**

CFPB Releases Final Rule on Privileged Information

The Consumer Financial Protection Bureau (CFPB) adopted a rule to codify protections for privileged information submitted to the Bureau by the financial institutions it regulates.

In January 2012, the CFPB advised the institutions that it supervises that the submission of privileged information to the CFPB does not waive any applicable privilege with respect to third parties. The new rule provides supervised entities further assurances that providing privileged information to the Bureau will not adversely affect the confidentiality of such information. The new rule also makes clear that the CFPB's transfer of privileged information to another Federal or State agency does not result in a waiver of any applicable privilege.

The Dodd-Frank Wall Street Reform and Consumer Protection Act (Dodd-Frank Act) provided the CFPB with the authority to issue rules necessary or appropriate to enable the Bureau to fulfill its obligations to protect consumers of financial products and services. The Dodd-Frank Act also specifically provided the Bureau with authority to issue rules regarding the confidential treatment of information obtained by the Bureau.

The Bureau released the proposed rule in March 2012.

A copy of the final rule has been submitted to the Office of the Federal Register and is available online: http://files.consumerfinance.gov/f/201206_cfpb_final-rule_confidential-treatment-privileged-information.pdf

VA Extends Deadline for Executive Order Intent to Comply Pledge

Institutions of higher education were asked by the Department of Veterans Affairs to sign an intent to comply with the “Principles of Excellence” Executive Order relating to veterans and higher education by June 30. With many unknowns, institutions of all stripes were balking at making a pledge to implement federal programs with very little information on how things would work operationally.

Last week, news came the VA has decide to extend the deadline for signing the pledge to August 1. Below is the text of the letter from the VA announcing the deadline extension:

Dear Stakeholder,
As you are aware, VA recently disseminated information about President's Executive Order 13607 and the Principles of Excellence to educational institutions serving our Veterans, Service members and their families. We asked institutions to review the information, determine whether they intended to comply, and respond to VA via email by June 30, 2012.

This response date has been extended to August 1, 2012. VA is again reaching out to educational institutions to communicate this deadline change. Additionally, VA is working with the Departments of Education and Defense to develop and disseminate further guidance on complying with the Principles of Excellence.

I have enclosed a copy of the letter sent to educational institutions to notify them of this date change.

Thank you for your ongoing support, and we look forward to continuing to work with you to serve our nation's Veterans.

Respectfully,
Robert M. Worley, II
Director, Education Service

Readers interested in obtaining a copy of the letter sent to institutions should email Wes Huffman (**whuffman@wpllc.net**).

OPM Releases Report on Agency Use of Student Loan Repayment as a Recruiting Tool

This week, the Office of Personnel Management (OPM) released "Agencies' Use of Student Loan Repayments During CY 2010”—a report to Congress detailing the use of federal loan repayments to recruit and retain highly qualified personnel across the Federal Government.

The report, which is required by law, details each Federal agency's use of the student loan repayment program. In CY 2010, 36 Federal agencies provided 11,359 employees with a total of nearly $85.7 million in student loan repayment benefits. More than 68 percent of all student loan repayment benefits were provided by the DoD, Justice, or State.

"My commitment to the President and Members of Congress is to encourage agencies to use student loan repayments strategically," said OPM Director John Berry. "In our current budget climate, agencies should be mindful that the use of discretionary tools such as student loan repayments must be evaluated for their costs and benefits."

The report comes just a month after OPM rolled out the final regulations on its Student Pathways Program, designed to recruit current students and recent graduates into a career in federal service.

Section 5379 of title 5, United States Code, authorizes agencies to establish a program under which they may repay certain types of Federally-made, insured, or guaranteed student loans in order to recruit or retain "highly qualified" personnel. This authorization is independent of the Public Service Loan Forgiveness program, which requires ten years of on-time payments with the remaining balanced forgiven. That program is available to all student loan borrowers working in occupations classified as public service, including nearly all federal employees.

Industry News

Iowa College Student Aid Commission Transfers FFELP Portfolio to Great Lakes

During its meeting on June 25, 2012, the Iowa College Student Aid Commission (Commission), after a year-long review of strategic options, voted to transfer its Federal Family Education Loan Program (FFELP) guarantee portfolio to the Great Lakes Higher Education Guaranty Corporation (Great Lakes).

The Commission's action, which has the approval of the U.S. Department of Education, preserves the Commission's approximately $20 million operating fund and provides substantial additional revenues to the operating fund in future years. The Commission intends to work with Great Lakes and the U.S. Department of Education to ensure a seamless transition of borrower accounts to Great Lakes on or about October 1, 2012.

The press release offered an explicit explanation for the selling of the portfolio:

Discontinuation of new FFELP guarantees, along with the Commission's business model and a smaller-than-average portfolio balance would have presented financial and operating challenges for the Commission. Like many guarantors, revenues from the FFELP subsidize other higher education services that the Commission provides to Iowa students and their families. Without changes to its structure, the Commission's operating fund would have declined significantly over the next several years.

CA Bill Would Require More Private Education Loan Disclosures

S. 1289, a bill requiring additional disclosures from California colleges and universities on private student loans, has been moving through both chambers of the state legislature. The bill, which has already passed the California Senate, was amended and approved today in committee in the California Assembly. The text of the legislation is included below:

SECTION 1.
Article 14.5 (commencing with Section 69800) is added to Chapter 2 of Part 42 of Division 5 of Title 3 of the Education Code, to read:

Article 14.5. Private Student Loans
69800.
A public, private, or independent postsecondary educational institution, except the California Community Colleges, shall do all of the following:

(a) (1) State all of the following in all printed and online financial aid materials issued or distributed by the institution to applicants for admission or matriculated students and with private loan applications provided or made available by the institution:

(A) Federal student loans are required by law to provide a range of flexible repayment options, including, but not limited to, income-based repayment and income-contingent repayment plans, and loan forgiveness benefits, which private student loans are not required to provide.
(B) Private student loans may or may not cost more than federal loans.
(C) Federal direct loans are available to students regardless of income.

(2) The institution may continue to use financial aid materials that are printed before January 1, 2013, if the institution includes an insert with the printed material that provides the information required in paragraph (1). All financial aid materials printed on or after January 1, 2013, shall include the information required in paragraph (1).
(b) Clearly distinguish private loans from federal loans in individual financial aid awards by stating, for any private loans included by the institution as part of the institution's award package, all of the following:
(1) Whether the rate is fixed or variable.
(2) An explanation that private student loan lenders can offer variable interest rates that can increase or decrease over time, depending on market conditions.

(3) An explanation that private student loans have a wide range of interest rates and students should determine the interest rate of the private student loan included in their financial aid award package before accepting the loan.

(4) An explanation that students should contact the lender of the private student loan or their postsecondary educational institution's financial aid office if they have any questions about a private student loan.

(5) Any and all fees associated with the assumption of the loan.

(6) An explanation that the interest rate on a private loan may depend on the borrower's credit rating.

(c) If the institution provides a private loan lender list, it also shall provide general information about the loans available through the lender and disclose the basis for each lender's inclusion on the list. The institution shall also disclose with the list that the student has the ability to choose any lender.

69800.5.
The California Community Colleges may, and are requested to, comply with the provisions of this article.

69801.
This article shall apply to the University of California only to the extent that the Regents of the University of California act, by resolution, to make it applicable.

Additional information on the legislation, including its legislative history, amendments, and the current language, is available online: **http://leginfo.legislature.ca.gov/faces/billCompareClient.xhtml**

Sally Stroup to Lead APSCU Government Relations

Steve Gunderson, president and chief executive officer (CEO) of the Association of Private Sector Colleges and Universities (APSCU), announced a change in the organization's government relations leadership. Brian Moran, who has served as executive vice president for government relations and legal counsel, has submitted his resignation, which will be effective later this month. He will be replaced by Sally Stroup, the former assistant secretary for postsecondary education at the Department of Education from 2002 to 2006.

In making the announcement, Gunderson praised the leadership and work of Moran during an important time of transition at the organization. "Before I arrived at APSCU, Brian was leading the government relations efforts at a very challenging time for the sector," said Gunderson. "His leadership was recognized by the board when asked to serve as interim CEO during the transition in organizational leadership. In the past five months he has become both a personal friend and a great professional colleague. I respect his desire to make a change at this point in his career."

Stroup will begin her work at APSCU next week, working with Moran through the transition. She brings over twenty-five years of combined state and federal government legislative and executive experience. In addition to her experience in government service, Stroup has also previously worked for The Apollo Group, the parent company of the University of Phoenix. She will lead APSCU's government relations and legal division during reauthorization of the Higher Education Act.

The press release announcing the changes closes with the following: "Gunderson has maintained since his arrival at APSCU that the organization must be a positive, pro-active voice for change, while building relations with all institutions in higher education. APSCU represents over 2,000 school members across the nation and in Puerto Rico."

In the News: "No Loans" Policies Facing Difficulties in Keeping Up

This week, Cornell University announced changes to its financial aid awards, or its "no loans" policies for families eligible for aid. The new modifications increase the income thresholds for a truly debt free education, which prompted *Inside Higher Ed* to look at the fate of similar programs, most of which were announced in 2007 and 2008. Well, at least before September of 2008. Here is the lead to the *Inside Higher Ed* story, "'No Loans' Revisited":

"No loans" policies were the hit of 2007 and 2008, as many of the nation's most elite (and wealthy) colleges and universities announced that borrowing would be eliminated from the aid packages of students with family incomes below certain levels.

But this particular movement in higher education took off just before the economic downturn hit in the fall of 2008, sharply reducing these institutions' endowments and forcing many of them into budget-cutting mode. Now, a few years later, institutions are taking steps that reflect very different financial outlooks than those before the downturn.

The full article from *Inside Higher Ed* is available online:
http://www.insidehighered.com/news/2012/07/06/cornell-restores-loans-those-family-incomes-above-60000#ixzz1zse9IO7V

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<u>COHEAO Mid-Year Conference Agenda 2012</u>
All Meetings and Sessions Are Located at the
Ritz-Carlton, Cleveland, OH

<u>Sunday, July 29, 2012</u>

8:30am-3:00pm	Board of Directors Meeting
3:30pm-5:00pm	Commercial Members Meeting *COHEAO Commercial Members will be meeting on Monday morning. Commercial members attending the conference are encouraged to attend this meeting over breakfast.* Discussion Leader: Karen Reddick, National Credit Management, COHEAO Commercial Committee Chair
5:00pm–6:00pm	STARS Meeting *The Student Tuition Accounts Receivable Sources (STARS) group will meet on Sunday afternoon. All attendees are encouraged to attend this meeting and consider joining the Task Force.* Discussion Leader: Laurie Beets, Oklahoma State University, STARS Chair

<u>Monday, July 30, 2012</u>

7:30am-9:00am	Registration & Breakfast
8:00am-9:00am	Breakfast: Perkins Task Force Meeting *The Perkins Task Force will meet to discuss advocacy strategies and operational issues in the Perkins Loan Program. All attendees are encouraged to attend this meeting and consider joining the Task Force.* Discussion Leader: Nancy Paris, ACS, Inc., Perkins Task Force Chair Tom Babel, DeVry Inc., Vice President Regulatory Affairs
9:00am-9:15am	The President's Welcome & Opening Remarks Speaker: Bob Perrin, COHEAO President
9:15am-10:15am	Session: Washington Update *Student loans and consumer finance in higher education are now central election year issues and may prove to be an exception to this old adage. COHEAO Executive Director Harrison Wadsworth will explain what will happen in 2012, both before and after the elections, and will also speak to what the results of November could mean for HEA reauthorization.* Speaker: Harrison Wadsworth, COHEAO Executive Director

Agenda as of July 3, 2012

10:15am-11:15am	Session: Proposals for Improving the Student Experience on Meteor *Representatives from the National Student Clearinghouse will review proposals to improve the student experience on their Meteor product. NSC is seeking feedback on its effort to transform the Meteor online portal into a tool students can use to better manage student loan repayment.* Speaker: Tim Cameron, National Student Clearinghouse Joseph Pruden, NorthStar Education Services
11:00am-11:15am	Break
11:30am-12:45pm	Session: Fraud in Financial Aid *With billions of dollars flowing from the government in Federal Student Aid each year, attempts at fraud are inevitable. A representative from the Department of Education's Office of Inspector General will provide an update on what the Department is doing to combat fraud and how it is asking schools to help.* Speaker: Steven Hunt, U.S. Dept of Education, Office of Inspector General Scott Wingle, U.S. Dept of Education, Office of Inspector General
12:45pm-2:15pm	Lunch and Luncheon Address: Rohit Chopra, Student Loan Ombudsman, Consumer Financial Protection Bureau
2:15pm-3:15pm	Session: Default Management *As colleges and universities seek to continue to improve default management practices for their Direct, Perkins, and institutional loan programs, many are turning to outside organizations to help with these processes. This session will review the key principles of a sound partnership between schools and outside entities in managing defaults and assisting students with loan repayment.* Speaker: Joseph Pruden, NorthStar Education Services
3:15pm-3:30pm	Break
3:30pm-4:30pm	Session: Financial Literacy on Campus *This session will review the development of a financial literacy programs on campus. It will also review best practices in campus financial literacy from a servicer perspective.* Speaker: Kris Alban, iGrad Chris Stompanato, ECSI
6:00pm-7:00pm	Reception

Agenda as of July 3, 2012

Tuesday, July 31, 2012

8:00am-9:00am	Financial Literacy Meeting *The COHEAO Financial Literacy Task Force will meet over breakfast on Tuesday to discuss financial literacy in student financial services. All attendees are encouraged to attend this meeting a consider joining the Task Force.* Discussion Leader: Carl Perry, Progressive Financial Services, COHEAO Financial Literacy Task Force Chair
9:00am-10:15am	Session: Department of Education Update *The Department of Education recently completed negotiated rulemaking to implement changes to the student loan programs, including Perkins Loans. Gail McLarnon will review these changes and other initiatives at the Department on student loans.* Speaker: Gail McLarnon, US Department of Education
10:15am-10:30am	Break
10:30am-11:30am	Session: CFPB are you in compliance with the oversight *In guidance earlier this year, the Consumer Financial Protection Bureau indicated, in some cases, it will hold banks and companies under its supervision accountable for the consumer financial protection violations of their service providers. This session will review relevant information from the Bureau on this topic as well as providing the critical elements of effective vendor management programs.* Speakers: David Stocker, Account Control Technology, Inc. Tom Babel, DeVry, Inc.
11:30am-12:30pm	Session: Effective E-Commerce Practices *Everyone knows that going paperless through electronic commerce can save time and money for campus offices, but it must be done properly to protect students and ensure compliance. One key aspect of effective e-business practices is the global consent form, which allows for electronic and, in some cases, mobile communication with students. This session will review the key aspects of effective e-commerce campus practices.* Speaker:
12:30pm	Conference Concludes