

*The*



# *Torch*

**November 18, 2011**

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

## **COHEAO News**

- [Register Today for the 2012 COHEAO Annual Conference](#)  
COHEAO is pleased to present an exciting and engaging conference program for the 2012 Annual Conference. [Click here](#) to register!
- [Support the COHEAO Scholarship Fund with the Silent Auction at the Annual Conference](#)  
The silent auction reception to support the COHEAO Scholarship Fund has long been a tradition of the COHEAO Annual Conference at the 2012 is no different. Please consider donating an item to be auctioned at the reception, which is set for Monday, January 30.
- [Financial Literacy Corner: COHEAO Financial Literacy Task Force to Meet on November 29](#)  
The COHEAO Financial Literacy Task Force will meet via conference call on Tuesday, November 29 at 2:30 PM EASTERN.

## **The Congress**

- [Hope Among Lawmakers Dims for Super Committee Deal](#)  
With less than a week from the deadline set by this summer's debt ceiling deal, the Budget Control Act of 2011, all indications are the prospects for the Joint Select Committee on Deficit Reduction (the Super Committee) reaching an agreement are waning by the day.
- [\(Non-Super Committee\) Budget and Appropriations Update](#)  
In addition to the efforts of the Super Committee, the normal appropriations process also showed partisan discord.
- [3% Withholding Repeal Passes Congress](#)  
The House unanimously passed legislation to repeal the 3% federal tax withholding rule.

## **The Administration**

- [Consumer Financial Protection Bureau Seeks Comments on Private Loans](#)  
The Consumer Financial Protection Bureau (CFPB) this week announced that it will be conducting a study of private student loans and asked for members of the public to provide information on their experiences with private loans.
- [TIVAS Quarterly Customer Service Results Released](#)  
The Department of Education Office of Federal Student Aid recently released its quarterly customer service ratings for the four Title IV Servicers (TIVAS) that service Direct Loans and FFELP loans owned by the Department.

## Industry News

- [Student Aid Alliance Delivers Petition to Super Committee](#)  
The Student Aid Alliance today delivered a statement of support for federal student aid funding signed by more than 100,000 people to members of the Joint Select Committee on Deficit Reduction.
- [OWS “Working” Group Calls for Collective Default](#)  
A working group from the Occupy Wall Street protest in New York is organizing a proposal for students to collectively decide to stop paying their student loans.
- [Poll: Young Americans Believe College Less Affordable, Support Student Aid](#)  
Demos, Young Invincibles, and TICAS (the parent organization of the Project on Student Debt), released a poll of 18-34 year olds on the cost of college, student aid and student debt.
- [National Journal and Gates Foundation Explore College Completion](#)  
*The National Journal* and the Gates Foundation recently hosted an event, “Policy Summit: Education for Success: The Nexus Between College Completion and American Competitiveness.”
- [Declining Enrollments at For-Profits](#)  
*Inside Higher Ed* recently highlighted the decreasing enrollments at numerous for-profit higher schools.

## Attachments

- [Board of Directors](#)
- [COHEAO Commercial Members](#)
- [2012 COHEAO Annual Conference Agenda](#)

## COHEAO News

### **Register Today for the 2012 COHEAO Annual Conference**

COHEAO is pleased to present an exciting and engaging conference program for the 2012 Annual Conference. [Click here](#) to register! (If the link does not work, please paste the following into your browser: <http://bit.ly/tv0gkq>)

Set for January 29-February 1 at the Ritz Carlton-Pentagon City just across the river from Washington, DC, the COHEAO Annual Conference begins 2012 with an outlook on policy issues affecting campus-based student loans and financial services, including Perkins Loans and the other Federal Student Aid programs, institutional loans and tuition accounts, the new Consumer Financial Protection Bureau, campus-based financial literacy programs, regulatory compliance, e-commerce and data protection.

Visits to Capitol Hill are another important aspect of this event and continue to be a highlight of the COHEAO Annual Conference. A conference session will help you understand best practices in advocacy and COHEAO mentors will help you navigate the halls of Congress. In addition to updates and perspectives from Washington, this event will also offer insights from best practices for campus-based loan and student financial services professionals.

A draft agenda is attached with today's *Torch* and is also available at [www.coheao.org](http://www.coheao.org).

Also, COHEAO has again negotiated a special rate of \$219 per night at our conference hotel, the Ritz-Carlton Pentagon City. **Be sure to contact the Ritz-Carlton Pentagon City at (703) 415-5000 or 1-800-241-3333 by January 6.** You must contact the hotel directly and mention you are with the COHEAO meeting to receive this excellent deal.

Please check back with [www.coheao.org](http://www.coheao.org) for additional information as we will be posting updates on the conference often. If you have any questions on the 2012 COHEAO Annual Conference, please feel free to contact Wes Huffman ([whuffman@wpllc.net](mailto:whuffman@wpllc.net), 202.289.3910).

### **Support the COHEAO Scholarship Fund with the Silent Auction at the Annual Conference**

The silent auction reception to support the COHEAO Scholarship Fund has long been a tradition of the COHEAO Annual Conference at the 2012 is no different. Please consider donating an item to be auctioned at the reception, which is set for Monday, January 30.

Though some attendees prefer to bring their items with them (or do some last minute shopping at the Pentagon City Mall located next to the hotel), please feel free to ship your items in advance of the auction. Donation items may be sent to

COHEAO  
1101 Vermont Ave, NW  
Suite 400  
Washington, DC 20005

If you have any questions on possible donation items, please feel free to direct them to Wes Huffman ([whuffman@wpllc.net](mailto:whuffman@wpllc.net), 202.289.3910)

## **Financial Literacy Corner: COHEAO Financial Literacy Task Force to Meet on November 29**

The COHEAO Financial Literacy Task Force will meet via conference call on Tuesday, November 29 at 2:30 PM EASTERN. If you are interested in joining this call, please email [whuffman@wpllc.net](mailto:whuffman@wpllc.net) for dial-in information.

The purpose of the call is to provide a brief update on the latest in Washington on financial literacy and inform our advocacy efforts. As student debt and college costs remain in the headlines, it is more important than ever for COHEAO members to discuss advocacy strategies for issues related to financial literacy. Many Members of Congress have shown a keen interest in this issue and COHEAO will be working to develop proposals for improving student financial literacy skills and ensuring students understanding their student loan and tuition account obligations in a manner that is workable for campuses.

This call will help support COHEAO's plans for a proactive approach with HEA reauthorization and inform our work should legislative activity arise outside of the traditional reauthorization process. The call is also an opportunity for COHEAO members to discuss possible regulatory changes that would improve the provision of financial education to students.

All COHEAO members with an interest in financial literacy issues from a legislative or regulatory perspective are encouraged to participate in this call and strongly consider joining the Financial Literacy Task Force. For more information on the Financial Literacy Task Force, please contact Task Force Chair Carl Perry ([cperry@progressivefinancial.com](mailto:cperry@progressivefinancial.com)) or Wes Huffman ([whuffman@wpllc.net](mailto:whuffman@wpllc.net))

## **The Congress**

### **Hope Among Lawmakers Dims for Super Committee Deal**

With less than a week from the deadline set by this summer's debt ceiling deal, the Budget Control Act of 2011, all indications are the prospects for the Joint Select Committee on Deficit Reduction (the Super Committee) reaching an agreement are waning by the day. There had been some hope the Committee, which had been given extraordinary authority in statute, would find a way to reach an accord, but the talk on Capitol Hill appears to be turning to the 2012 elections.

The law requires an agreement from the Super Committee for \$1.2 trillion in deficit reduction measures by November 23. Should an agreement occur, it would receive an "up or down vote" (no amendments) by December 23.

However, judging from the public comments of Leadership and members of the Super Committee, November 23 will come and go without any sign of a deal. For instance, at a fundraiser this week, Speaker of the House John Boehner (R-OH) was reported as saying the deficit panel had a "long way to go" and would need to "pull a rabbit out of the hat" for a deal to occur.

Boehner is not alone with this sentiment and now, some Congressional leaders are saying the elections will show just how the American people believe they should attack the fiscal crisis.

"I think we need to have a real good definitive election," said Rep. Jim Clyburn (D-SC), the number three Democrat in the House and a member of the Super Committee.

Representing the complete opposite side of the spectrum, but agreeing on the clarity of elections, Clyburn's fellow South Carolinian Sen. Jim DeMint (R-SC) said, "America is going to decide what kind of country it's going to be — are we going to be a socialist, European country, or are we going to be America?"

Last week, Republicans on the Super Committee made headlines with a proposal that raised revenues, albeit limited, from the tax code by capping certain tax deductions. Though Democrats initially described the Toomey plan as "non-serious," this week they showed a willingness to accept elements of the proposal. However, the gap between the two parties still appears to be quite wide. Here's the latest from today's *Politico*:

*After a two-hour meeting in the Senate's historic Foreign Relations Committee room, Sen. Patty Murray (D-Wash.) emerged Thursday, saying the six Democrats on the panel were ready to accept an offer by Toomey to raise revenues, \$250 billion of which would result from new taxes by capping certain deductions.*

*But Democrats had several concerns with the Toomey plan over its calls to permanently lower tax rates for all income levels combined with its benefit cuts to Social Security and Medicare.*

*Democrats on Thursday night were putting the finishing touches on their counteroffer that would balance hundreds of billions in new taxes, cuts out of Medicare, Medicaid and hundreds of billions out of discretionary spending — about half of which could come from defense programs. Money from unspent war funds would be used for permanently fixing the Medicare reimbursement rate for physicians and the alternative minimum tax, extending unemployment insurance benefits and pouring money into the nation's aging highway system.*

*But Democratic sources said final details were still being agreed upon. And Republicans appeared to be uniting behind the Toomey plan, setting up a partisan showdown next week at a committee vote in which both proposals will very likely fail.*

It is not looking good for a deal, but Congress specializes in reaching its goals just at the last minute, or perhaps more aptly, just after the last minute. We will keep COHEAO members updated on material developments related to the Super Committee as they occur.

### **(Non-Super Committee) Budget and Appropriations Update**

In addition to the efforts of the Super Committee, the normal appropriations process also showed partisan discord. Some progress was made in the form of a continuing resolution passed by Congress this week, meaning the government will continue operations through December 16. However, the "minibus" strategy for FY2012 appropriations hit a major snag. (Congressional leaders were hoping to bundle three or four of the 12 regular appropriations bills into packages rather than passing them all at once in a massive "omnibus" bill.)

The first three-bill minibus passed, including the continuing resolution, but Senate Majority Leader Harry Reid (D-NV) was unable to bring a second minibus to the Senate Floor, and it now appears highly likely the remaining nine appropriations bills, including Labor-HHS-Education, will all be combined into a large omnibus package. Appropriations Committee leadership is said to be negotiating the final details of what will be a very large piece of legislation.

Cuts to student aid programs seem inevitable as it would require an increase in spending to keep programs, mainly the Pell Grant Program, at current levels. For that reason, it seems unlikely that any new funding for

Perkins Loans will be included. However, the Perkins Loan Program will continue as usual in 2012-13, with campuses re-lending whatever funds have been repaid to their revolving funds.

In addition to FY2012 appropriations, the House debated and voted on a Constitutional Amendment requiring an annual balanced budget. The vote was 261-165 for the amendment, a clear majority, but well short of the requisite two-thirds, or 290 votes, required to amend the Constitution.

### **3% Withholding Repeal Passes Congress**

The House unanimously passed legislation to repeal the 3% federal tax withholding rule, which would require certain government entities, including public colleges and universities, to withhold 3% of payments to contractors for federal tax purposes. The bill, H.R. 674, passed the Senate last week by a margin of 95-0.

“Congress demonstrated that when we work together, we can find bipartisan solutions to laws and regulations that stifle job creation,” said House Ways and Means Committee Chairman Dave Camp (R-MI).

The bill also included tax credits for hiring veterans, which drew praise from President Obama.

“I want to congratulate Republicans and Democrats in Congress for coming together to pass these tax credits that will encourage businesses to hire America’s veterans,” the President said in a statement.

The bill was strongly supported by public colleges and universities. COHEAO worked with a broad coalition of government entities and private companies to urge Congress to pass the repeal.

## **The Administration**

### **Consumer Financial Protection Bureau Seeks Comments on Private Loans**

The Consumer Financial Protection Bureau (CFPB) this week announced that it will be conducting a study of private student loans and asked for members of the public to provide information on their experiences with private loans. The study is required by Section 1077 of the Dodd Frank Wall Street Reform and Consumer Protection Act, the law passed in 2010 that created the CFPB. The study is supposed to be submitted to Congress by July 21, 2012. Dodd-Frank transferred oversight and regulation of private student lending to the CFPB from the Federal Trade Commission and the Federal Reserve.

The senior advisor to the Treasury Secretary who is effectively running the CFPB, Raj Date, was quoted calling for disclosure of more information on private student loans in a press release issued Nov. 16. The press release can be found here: <http://1.usa.gov/u3Gali>. Date was quoted saying: “Shedding light on this industry will benefit students, lenders, and the market as a whole.”

The published request says: The CFPB is asking the public, students, families, the higher education community, and the student loan industry – both lenders and servicers – to provide information on this financial product voluntarily. The CFPB is interested in a complete picture of private student lending, so it is seeking a broad swath of information, including:

- Information available to shop for private student loans
- The role of schools in the marketplace
- Underwriting criteria
- Repayment terms and behavior
- Impact on choice of field of study and career choice
- Servicing and loan modification
- Financial education and default avoidance

The request for public comment hasn't been published in the *Federal Register* but the government made available the final document as it was submitted to the *Register* for printing. It can be found here: [http://www.ofr.gov/\(X\(1\)S\(m3pnhpbfvrlspv5bes1s10t3\)\)/OFRUpload/OFRData/2011-29737\\_PI.pdf](http://www.ofr.gov/(X(1)S(m3pnhpbfvrlspv5bes1s10t3))/OFRUpload/OFRData/2011-29737_PI.pdf)

Also, Rick Hackett, CFPB Assistant Director for Installment Lending Markets, published a blog Wednesday afternoon asking for comments:

<http://www.consumerfinance.gov/chime-in-on-private-student-loans/>.

Meanwhile, the comments on private student loans continued with the White House holding an electronic press briefing Thursday about lending around military bases. The main focus of the comments by several White House officials was payday lenders but they did say: "The private student lending industry has targeted the military community in a very aggressive way. Between 2006 and 2010 the overall money received in military education by the top 20 private student lenders has increased by 10-fold. And this is an -- this is a troubling trend where there is very little oversight and very little transparency."

The Higher Education Opportunity Act of 2008 included an addition to the Truth in Lending Act, which has been on the books for many years, requiring 18 disclosures about private loan terms and conditions be made three separate times during the process of applying for and receiving a private education loan. The law also requires that students certify to the lender what their cost of education is before the loan is made.

### **TIVAS Quarterly Customer Service Results Released**

The Department of Education Office of Federal Student Aid recently released its quarterly customer service ratings for the four Title IV Servicers (TIVAS) that service Direct Loans and FFELP loans owned by the Department. The release of the ratings comes as the transition to a new Direct Loan interface, [www.myedaccount.com](http://www.myedaccount.com), appears to be causing issues for at least a few borrowers, according to comments on the Department's website.

The TIVAS customer service results are below:

METRIC		Servicers			
		FedLoan Servicing (PHEAA)	Great Lakes	Nelnet	Sallie Mae
1	Defaulted Borrower Count	1.12%	1.09%	1.33%	0.97%
2	Defaulted Borrower Amount	0.70%	0.63%	0.78%	0.54%
3	Borrower Survey	75.00	74.67	71.67	69.33
4	School Survey	72.67	74.00	75.67	72.67
5	Federal Personnel Survey	66.00	73.00	61.00	63.00

Additional information is available online:

<http://www.ifap.ed.gov/eannouncements/111011LSIFirstQuarterCustomerSvcPerformResults.html>

A blog post from the Department, "ED Is Working to Resolve Problems with the Direct Loan Website," is available online: <http://www.ed.gov/blog/2011/10/ed-working-to-resolve-problems-with-direct-loan-website/>

## Industry News

### **Student Aid Alliance Delivers Petition to Super Committee**

The Student Aid Alliance today delivered a statement of support for federal student aid funding signed by more than 100,000 people to members of the Joint Select Committee on Deficit Reduction. Among the signers were hundreds of college and university presidents, as well as thousands of students, administrators and citizens representing all types of institutions nationwide. The signature drive was launched Oct. 24, 2011.

The Student Aid Alliance, a coalition of higher education organizations, advocates continued federal support of Pell Grants and other federal student aid programs, including Supplemental Educational Opportunity Grants, Federal Work-Study, Perkins Loans, Leveraging Educational Assistance Partnerships, TRIO, GEAR UP and federal student loans.

COHEAO has been a longtime member of the Alliance and worked in support of these efforts. The statement remains posted online and supporters may still go online to sign it. It is available online at: <http://action.studentaidalliance.org/5371/save-student-aid-statement-support/>

In the Alliance's cover letter that accompanied the statement, co-chairs Molly Corbett Broad, president of the American Council on Education, and David L. Warren, president of the National Association of Independent Colleges and Universities, said: "This remarkable public response demonstrates that student aid is an issue of deep concern to millions of students, educators and families. They know real solutions to the federal debt start with growing our economy, and our economy will only grow if we have a skilled and educated work force."

### **OWS "Working" Group Calls for Collective Default**

A working group from the Occupy Wall Street protest in New York is organizing a proposal for students to collectively decide to stop paying their student loans. The group is led by Andrew Ross, a professor at New York University, who indicates he sees a lot of "suffering and humiliation" from borrowers of student loan debt on campus.

Occupy Wall Street is finalizing three pledges related to student debt—one for students to declare they will not repay their loans; one for faculty to show their support for the collective default; and another for non-borrower sympathizers, such as parents and members of the public. The declaration of borrowers would be a pledge not to repay their loans once 1 million borrowers join the cause, which Occupy Wall Street reckons would limit the personal impact of the decision.

Ross and others have been leading discussions in and around Zucotti Park on the alleged ills of the education finance industry. One of their largest complaints is that industry participants profit more from defaults, a concern that seems to contradict the value of calling for mass defaults as a protest.

Even some supporters of the Occupy movement are wary of the plan. Elizabeth Wrigley-Field, a graduate student at the University of Wisconsin-Madison and a leader of the Madison Occupy movement, was quoted in a student newspaper expressing concern for the impact on individual borrowers.

"My general take is that it's hard to take actions that put specific individuals at a great deal of risk," Wrigley-Field told the *Badger Herald*. "One strength that this movement has had in the past is being creative at finding ways that we have power in numbers."

Ross acknowledged his salary was, in part, financed by tuition and, in turn, student debt and said it was “an incredible burden for faculty to bear.” NYU was identified as a “high debt school” in a recent report from the Project on Student Debt with students’ average debt burden upon graduation greater than \$40,000.

### **Poll: Young Americans Believe College Less Affordable, Support Student Aid**

Demos, Young Invincibles, and TICAS (the parent organization of the Project on Student Debt), released a poll of 18-34 year olds on the cost of college, student aid and student debt. The groups identify the following as key findings:

#### *Higher Education: More Important, Less Affordable, Too Much Debt*

*More than three in four (76%) young adults say that college has become harder to afford in the past five years, and nearly as many (73%) say that graduates have more student debt than they can manage. When asked about the importance of college and other education and training after high school, about eight in 10 say it is more important than a generation ago. Whether or not they have a college degree or student debt, most young people share these views and concerns.*

#### *Don't Cut Student Aid*

*Opposition to cutting access to Pell Grants, as has been proposed by some in Congress, is strong and crosses party lines. The same holds true for charging students interest on federal loans while they are still in school. Even when presented as ways to reduce the federal deficit, three in four (75%) young adults do not want to see Pell Grants cut, and 73 percent oppose charging students with financial need interest on their federal loans before they graduate.*

#### *Make Higher Education More Affordable*

*Young adults also believe that Congress should act to make education more affordable. In a companion poll released by Demos and Young Invincibles last week, 84 percent say making college and other education and training after high school more affordable should be priorities for Congress. At least 70 percent of young Republicans, Democrats, and Independents agree. More than two thirds of all young adults (68%) say college affordability should be Congress’ top priority. Nearly nine in ten (88%) young adults also support making college and training more affordable as a way to strengthen the economy.*

Additional information on the survey is available online: [http://ticas.org/pub\\_view.php?id=793](http://ticas.org/pub_view.php?id=793)

### **National Journal and Gates Foundation Explore College Completion**

*The National Journal* and the Gates Foundation recently hosted an event, “Policy Summit: Education for Success: The Nexus Between College Completion and American Competitiveness.”

The event featured two panels, one consisting of state higher education officials, and another with Assistant Deputy Secretary for Innovation and Improvement Jim Shelton and a panel of experts in higher education. Panelists were largely in agreement, particularly on the need for improved data systems and the ineffectiveness of remediation programs.

The first panel, which featured Matt Gianneschi, the Deputy Executive Director of the Colorado Department of Higher Education, and Danette Gerald Howard, Maryland’s interim Secretary of Higher Education, applauded the shift in focus from college “access” to “success” and discussed issues at the state level. Both Gianneschi and Howard talked about the importance of community colleges, the changing demographics in higher education, and the importance of building an education system that connects elementary, secondary, and postsecondary education. Both panelists also discussed the proper incentives for

institutions, with Gianneschi stating Colorado was in the early stages of bringing performance based funding for higher education and Howard indicating Maryland “was not quite there yet.”

In the second panel, Stan Jones of Complete College America highlighted a new report from his organization, “Time Is the Enemy,” on the abysmal state of college completion and the need for better data for consumers, higher education officials, and policymakers. Jones, along with City Colleges of Chicago Chancellor Cheryl Hyman, rejected the notion that the issues with community colleges were strictly related to measures of success, reporting issues, and students who “fall through the cracks,” noting that when accounting for part-time students, City Colleges graduation rate increases by one percentage point—from seven percent to eight percent.

Anthony Carnevale of Georgetown also discussed the need to ensure students were prepared for gainful employment upon completing their degrees. He argued employability had to be a driving factor when public funding was involved and colleges needed to be transparent with employment prospect data for individual programs, while suggesting the system for a federal role was already in place through recent regulation of for-profit colleges. Carnevale also emphasized that learning could not be measured across campuses, but could be done relatively easily at the program level.

Additional information on the event is available online:

<http://www.nationaljournal.com/events/event/73/>

### **Declining Enrollments at For-Profits**

This week, *Inside Higher Ed*, highlighted the decreasing enrollments at numerous for-profit higher schools. The article suggests new regulations have changed the for-profit business model for the better and focuses on new orientation programs at Kaplan and the Apollo Group. Below is a table of enrollment figures compiled by *Inside Higher Ed*. The full article is available online:

<http://www.insidehighered.com/news/2011/11/11/enrollments-tumble-profit-colleges>

#### ***For-Profit Colleges' Most Recent Quarterly Enrollment and Revenue, 2011 vs. 2010***

<b><i>Institution</i></b>	<b><i>% Change in New Student Enrollment</i></b>	<b><i>% Change in Revenue</i></b>
<b><i>American Public University System</i></b>	<b><i>53%</i></b>	<b><i>35%</i></b>
<b><i>Apollo Group</i></b>	<b><i>-34%</i></b>	<b><i>-11%</i></b>
<b><i>Bridgepoint Education</i></b>	<b><i>27%</i></b>	<b><i>8%</i></b>
<b><i>Capella Education</i></b>	<b><i>-36%</i></b>	<b><i>-3%</i></b>
<b><i>Career Education Corp.</i></b>	<b><i>-22%</i></b>	<b><i>-18%</i></b>
<b><i>Corinthian Colleges</i></b>	<b><i>-23%</i></b>	<b><i>-17%</i></b>
<b><i> DeVry Inc.</i></b>	<b><i>-12%</i></b>	<b><i>-1%</i></b>
<b><i>Education Management Corp.</i></b>	<b><i>2%</i></b>	<b><i>2%</i></b>
<b><i>Grand Canyon Education, Inc.</i></b>	<b><i>n/a</i></b>	<b><i>10%</i></b>
<b><i>ITT Educational Services, Inc.</i></b>	<b><i>-14%</i></b>	<b><i>-10%</i></b>
<b><i>Kaplan Higher Education</i></b>	<b><i>-47%</i></b>	<b><i>-24%</i></b>
<b><i>Strayer Education, Inc.</i></b>	<b><i>-15%</i></b>	<b><i>-8%</i></b>

*Source: Stifel Nicolaus and SEC filings; most recent fiscal quarter*

## COHEAO Board of Directors

---

*President:*

Robert Perrin

*President*

Williams & Fudge, Inc.  
775 Addison Avenue, Suite 201  
Rock Hill, SC 29731  
803-329-9791 x 2104  
Fax: 803-329-0797  
[bperrin@wfcorp.com](mailto:bperrin@wfcorp.com)

*Past President:*

Alisa Abadinsky

Director of Receivables, Loans, and  
Collections  
University of Illinois at Chicago  
809 S. Marshfield Ave. M/C 557  
Chicago, IL 60612  
312-413-1971  
Fax: 312-413-1992  
[aabadins@uillinois.edu](mailto:aabadins@uillinois.edu)

*Secretary*

Edgar DelosAngeles

Manager, UCI Loan Services  
University of California—Irvine  
Administration Bldg. Room 101  
Irvine, CA 92697-3010  
949-824-4689  
Fax 949-824-4688  
[edelosan@uci.edu](mailto:edelosan@uci.edu)

*Legislative Co-Chair, Institutional*

Jackie Ito-Woo

Associate Director, Student Affairs  
University of California Office of the President  
Student Financial Support  
1111 Franklin St., 9<sup>th</sup> Floor  
Oakland, CA 94607-5200  
510-987-9544  
Fax: 510-987-9546  
[jackie.ito-woo@ucop.edu](mailto:jackie.ito-woo@ucop.edu)

*Commercial Member Chair*

Karen Reddick

Vice President Business Development  
National Credit Management  
10845 Olive Blvd  
St. Louis, MO 63141  
800-627-2300  
[kreddick@ncmstl.com](mailto:kreddick@ncmstl.com)

*Vice President*

Maria Livolsi

Director, Student Loan Service Center  
State University of New York  
5 University Place, A310  
Rensselaer, NY 12144  
518-525-2628  
[MLivolsi@uamail.albany.edu](mailto:MLivolsi@uamail.albany.edu)

*Treasurer:*

Bob Frick

*President*

University Accounting Service  
200 S. Executive Drive, 3<sup>rd</sup> Fl  
Brookfield, WI 53005  
800-340-1526  
Fax: 262-784-9014  
[bob.frick@ncogroup.com](mailto:bob.frick@ncogroup.com)

*Legislative Chair*

Lori Hartung

*Vice President*

Todd, Bremer & Lawson  
560 Herlong Avenue  
Post Office Box 36788  
Rock Hill, South Carolina 29732-0512  
800-849-6669  
Fax: 803-323-5211  
[lori.hartung@tbandl.com](mailto:lori.hartung@tbandl.com)

*Legislative Co-Chair, Regulatory*

Pamela Devitt

Legislative Analyst, University Student  
Financial Services and Cashier Operations  
University of Illinois at Springfield  
312-996-5885  
Fax: 312-413-3453  
[devitt@uillinois.edu](mailto:devitt@uillinois.edu)

*Financial Literacy Chair*

Carl Perry

*Senior Vice President*

Progressive Financial Services  
516 N Production Street (Suite 100)  
Aberdeen, SD 57401  
800-585-4978  
Fax: 800-585-4981  
[cperry@progressivefinancial.com](mailto:cperry@progressivefinancial.com)

*Internal Operations*

Tom Schmidt

Associate Director of Student Financial  
Collections & Third Party Billing  
University of Minnesota  
Student Account Assistance  
211 Science Teaching & Student Services  
222 Pleasant St. SE  
Minneapolis, MN 55455  
612-625-1082  
[t-schm@umn.edu](mailto:t-schm@umn.edu)

*Communications Chair*

Micheal Kahler

Regional Vice President, Sales  
Windham Professionals  
60 Normandy Drive  
Lake St. Louis, MO 63367  
800-969-0059, ext. 2909  
Fax: 636-625-0231  
[mkahler@windhampros.com](mailto:mkahler@windhampros.com)

*Perkins Task Force Chair*

Nancy D. Paris

Vice President, Financial Services Group  
ACS, A Xerox Company  
900 Commerce Dr Ste 320  
Oak Brook IL 60523  
630.203.2769  
FAX: 630.203.2796  
[nancy.paris@acs-inc.com](mailto:nancy.paris@acs-inc.com)

*Membership Co-Chair, Institutional*

Jeane Olson

Bursar  
Northern Arizona University  
Gammage Building  
Flagstaff, AZ 86011  
928-523-3122  
[Jeane.olson@nau.edu](mailto:Jeane.olson@nau.edu)

*Membership Co-Chair, Development*

Michael Mietelski

Regional Director of Business Development  
ConServe  
200 Cross Keys Office Park  
Fairport, NY 14450-0007  
800-724-7500 x4450  
[mmietelski@conserve-arm.com](mailto:mmietelski@conserve-arm.com)

*Membership Co-Chair, Commercial*

Rick Wiening

Director of Business Development  
Regional Adjustment Bureau  
7000 Goodlett Farms Parkway  
Memphis, TN 38016  
219-937-9760  
[rwiening@rabinc.com](mailto:rwiening@rabinc.com)

*Member at Large*

Larry Rock

Director of Student Loan Repayment  
Concordia College  
901 S. 8<sup>th</sup> St.  
Moorhead, MN 56562  
218-299-3323  
[larock@cord.edu](mailto:larock@cord.edu)

*Member at Large*

Laurie Beets

Bursar/Director of Student Loans & Debt  
Mgmt  
Oklahoma State University  
113 Student Union  
Stillwater, OK 74078  
405-744-7776  
Fax: 405-744-8098  
[laurie.beets@okstate.edu](mailto:laurie.beets@okstate.edu)

*Member at Large*

David Stocker

General Counsel  
Account Control Technology, Inc.  
6918 Owensmouth Avenue,  
Canoga Park, CA 91303  
(800) 394-4228  
Fax: (818) 936-0389  
[DStocker@accountcontrol.com](mailto:DStocker@accountcontrol.com)

*Executive Director*

Harrison Wadsworth

Principal  
Washington Partners, LLC  
1101 Vermont Ave. N.W. Suite 400  
Washington, DC 20005-3521  
202-289-3903  
Fax 202-371-0197  
[hwadsworth@wpllc.net](mailto:hwadsworth@wpllc.net)

**COHEAO Would Like To Thank Its Commercial Members  
For Supporting More Education for More People**



Account Control Technology, Inc.	Financial Asset Management Systems, Inc.
ACS Inc.	General Revenue Corporation
AMO Recoveries, Inc	Immediate Credit Recovery, Inc.
BlackBoard, Inc.	JC Christenson and Associates
Campus Partners	National Credit Management
Coast Professional	NCO Financial Systems, Inc.
Collecto, Inc. d/b/a Collection Company of America	Northland Credit Control, Inc.
ConServe	Progressive Financial Services, Inc.
Collectcorp	Recovery Management Services, Inc.
Credit Control, LLC	Regional Adjustment Bureau, Inc.
Credit World Services, Inc.	Reliant Capital Solutions, LLC
Delta Management Associates	Todd, Bremer & Lawson, Inc.
Education Assistance Services, Inc	Williams & Fudge, Inc.
Educational Computer Systems, Inc.	Windham Professionals
Enterprise Recovery Systems, Inc.	

\*\*\*DRAFT\*\*\*



**COHEAO Annual Conference Agenda 2012**  
*All Meetings and Sessions Are Located at the  
Ritz Carlton Pentagon City Hotel in Arlington, Virginia*

**Sunday, January 29<sup>th</sup>, 2012**

- 8:30am – 3:00pm      **Board of Directors Meeting**
- 4:00pm – 5:00pm      **Commercial Members Meeting**
- 4:00pm – 7:00pm      **Registration**
- 6:00pm – 7:00pm      **Welcoming Reception**

**Monday, January 30<sup>th</sup>, 2012**

- 7:30am – 8:30am      **Breakfast: Perkins Task Force Meeting**  
*Discussion of Perkins proposals*  
*COHEAO's Perkins Task Force will again meet over breakfast. This breakfast meeting will feature discussions on topics ranging from legislative strategies for improving Perkins to the day-to-day operations of the Program. A summary discussion will be led by Task Force Chair Nancy Paris, COHEAO Executive Director Harrison Wadsworth and members of the Perkins Task Force. You do not need to be a member of the Task Force to attend this meeting, and all conference attendees are encouraged to participate.*
- Leader: Nancy Paris, ACS, Perkins Task Force Chair
- 8:30am – 8:45am      **The President's Welcome**
- Speaker: Bob Perrin, COHEAO President
- 8:45am – 9:30am      **Session: Washington Activity/Inactivity: What It Means For Us**  
*With a Presidential and Congressional Election Year underway, Harrison Wadsworth, COHEAO's Executive Director, will provide an outlook on what to look for from Washington in terms of higher education, student lending, and student financial services issues and how what happens in Washington may affect you and your colleagues.*
- Speaker: Harrison Wadsworth, COHEAO Executive Director

- 9:30am – 10:30am      **Session: Effective Campus-Based Financial Literacy Programs**  
*Improving the financial literacy skills of students remains a pressing concern on campus, particularly in the face of increasing student debt loads and a tough economy. In this session, Roxie Johnson of Meharry Medical College and their partners at BC Holdings will review their campus program, including a demonstration of the student program.*
- Panelists: Roxie Johnson, Meharry Medical College  
Sidney Curry, BC Holding, LLC  
Saundra Curry, BC Holding, LLC
- 10:30am – 10:45am      **Break**
- 10:45am – 11:45am      **Session: Bankruptcy & Litigation**  
*Unfortunately, bankruptcy remains a fact of life for many Americans struggling in this economy, including numerous former college students. An experienced higher education attorney will review the latest on bankruptcy and litigating student accounts and provide legal tips for ensuring the collection of lost funds in these unfortunate circumstances*
- Speaker: Chad Echols, Hamilton Martens & Ballou, LLC
- 11:45am – 12:30pm      **Session: Private Student Loans & The Gap Financing Puzzle**  
*Perkins and institutional loans are just one piece of the puzzle that helps many students with their remaining cost of attendance beyond grants and Stafford Loans. A panel will discuss other forms of gap financing, particularly private loans, offering the latest trends on this important source of funding for many students.*
- Speakers: To Be Announced Soon
- 12:30pm – 1:45pm      **Luncheon Address**
- 1:45pm – 3:15pm      **Session: Department of Education Update: Regulations Old and New**  
*Gail McLarnon will provide an update on regulations affecting Perkins Loans and other pertinent issues in the Federal Student Aid programs. With the negotiated rulemaking on Total and Permanent Disability, Income Based Repayment, Perkins, FFELP and Direct lending underway and the release of the President's FY 2013 budget just around the corner, this is a session conference attendees will not want to miss.*
- Speaker: Gail McLarnon, US Department of Education
- 3:15pm – 3:30pm      **Dessert Break**

\*\*\*DRAFT\*\*\*

3:30pm – 4:30pm      **Session: Budget Cuts and Its Effect on Financial Aid**  
*In recent years, it seems that federal student aid policy has been driven by the budget process, as opposed to reauthorization of the Higher Education Act. As Congress works toward more austerity in the name of deficit reduction, this session will provide a review and outlook on federal spending cuts and their impact on the student aid programs.*

Speakers:

4:30pm – 5:15pm      **Session: Negotiated Rulemaking: Non-Federal Perspectives**  
*The first of three rounds of the 2012 negotiated rulemaking at the Department of Education will have just taken place in Washington. COHEAO representatives will be there and will report on the issues, including Perkins Loan specific issues such as deferments, cancellations, assignments, and reporting requirements and other key issues like Total and Permanent Disability, IBR and ICR, and a rewrite of the Direct Lending regulations.*

Speakers: To Be Announced Soon

6:00pm – 7:30pm      **Silent Auction and Reception to Benefit the COHEAO Scholarship Fund**

**Tuesday, January 31<sup>st</sup>, 2012**

7:45am – 8:45am      **Breakfast: Financial Literacy Task Force Meeting**  
*COHEAO's incredibly active Financial Literacy Task Force will meet over breakfast. The breakfast will feature roundtable discussions on a variety of topics related to providing these essential services to students. Regardless of membership with the Financial Literacy Task Force, all conference attendees are encouraged to attend this meeting.*

Leader: Carl Perry, Progressive Financial Services, Task Force Chair

8:45am – 9:00am      **Annual Business Meeting**

9:00am – 9:30am      **Congressional Address**

9:30am – 10:30am      **Session: Consumer Financial Protection Bureau Update**  
*By the time of the COHEAO Annual Conference, the Consumer Financial Protection Bureau will have been up and running for roughly six months. The Bureau has identified student loans as a high priority. This session will take a look at current initiatives related to higher education, such as "Know Before You Owe," the private loan study mandated by the Dodd-Frank Wall Street Reform Act, the private student loan ombudsman's office, and ongoing efforts to coordinate activities with the Department of Education.*

Speaker(s): CFPB Officials have been invited.

10:30am – 10:45am      **Break**

\*\*\*DRAFT\*\*\*

10:45am – 11:30am **Session: Congressional Communications & Becoming a Better Advocate for Perkins**

*Visiting Congressional offices can feel like a daunting prospect, but it should not be. As a constituent, those who visit with their Senators and Representatives are providing a service to these offices by sharing their views on pending legislation and issues affecting their campus or organization. Scheduled immediately before an afternoon of visits with legislators, this session will provide tools for beginner and experienced advocates alike in communicating your message to Capitol Hill.*

Speaker: Carl Perry, Progressive Financial Services

11:30am – 12:30pm **Networking Lunch**

12:30pm Gather with mentors for Congressional office visits and depart for Capitol Hill via Metro

1:00pm – 5:30pm **Visits to Congressional Offices**

Location: House and Senate Office Buildings, Washington, DC

*Please visit your legislators' offices to inform them on issues affecting your campus or organization, such as the importance of the Perkins Loan Program for you and your students. Don't forget to make appointments in advance.*

**Wednesday, February 1<sup>st</sup>, 2012**

8:00am – 9:00am **Breakfast: S.T.A.R.S. Meeting**

*Student Tuition and Accounts Receivable Sources (formerly the Accounts Receivable Task Force) will begin Wednesday with discussions on the latest in tuition account management. This meeting provides an opportunity for you to gather with your colleagues and discuss a multitude of issues, both in terms of policy and best practices. All conference attendees are encouraged to attend this meeting.*

Leader: Laurie Beets, Oklahoma State University, S.T.A.R.S. Chair

9:00am – 10:00am **Session: E-Commerce**

*Issues associated with E-Commerce are increasingly coming to the forefront for many campus offices, and they are constantly evolving. This session will cover much of the latest in E-Commerce, including debit cards/refund cards, global consent, and the E-Sign Act.*

Speaker:

10:00am – 10:30am **Break**

10:30am – 11:30am **Session: Compliance**

Speaker: David Stocker, Account Control Technology, Inc.