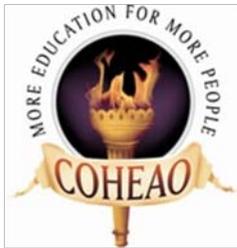


The



Torch

January 6, 2012

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

COHEAO News

- [**The Discount Deadline for Hotel and Registration Fees at the COHEAO Annual Conference Is Today**](#)

Please be sure to register for the 2012 COHEAO Annual Conference to ensure you receive discounted registration fees and an exceptional deal on rooms at the Ritz-Carlton. **The deadline for these prices is today!**

- [**2012 COHEAO Annual Conference—Don't Forget the Special PCI Compliance Workshop & Special Wednesday "One Day Pass"**](#)

A special workshop has been added to the agenda for the 2012 COHEAO Annual Conference as well as a one-day pass for those who can only attend on Wednesday, February 1 for sessions and workshop training on E-Commerce, privacy, data security, and compliance.

- [**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.

The Congress

- [**Congress Returns in Mid-January: Key Dates to Remember**](#)

This House returns on Tuesday, January 17 and the Senate begins its work on Monday, January 23. Also of note, the President will deliver his State of the Union Address on Tuesday, January 24.

The Administration

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President Obama used a "recess appointment" to install former Ohio Attorney General Richard Cordray as the first Director of the Consumer Financial Protection Bureau (CFPB).

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The Department of Education provided additional information on the special consolidation program for "split-serviced" borrowers announced as part of the "We Can't Wait" campaign last fall.

- [**President's Advisory Council on Financial Capability to Meet Jan. 19**](#)

The President's Advisory Council on Financial Capability will hold its next meeting on Thursday, January 19 at 10:00 a.m. Eastern Time.

Industry News

- [Georgetown Center Study Examines Unemployment by Major and Degree Level](#)
A new study from the Georgetown Center on Education and the Workforce finds that unemployment among job seekers with bachelor's degrees now sits at 8.9 percent, but the figures vary widely across majors and degree programs.
- [In the News: Legal Education in Crisis?](#)
The US system for educating lawyers has received increased scrutiny throughout 2011, and the first week of 2012 suggests this year will be no different.

Attachments

- [Board of Directors](#)
- [COHEAO Commercial Members](#)
- [2012 COHEAO Annual Conference Agenda](#)
- [Separate Attachment: Negotiated Rulemaking "Issue Papers"](#)

COHEAO News

The Discount Deadline for Hotel and Registration Fees at the COHEAO Annual Conference Is Today

Please be sure to register for the 2012 COHEAO Annual Conference to ensure you receive discounted registration fees and an exceptional deal on rooms at the Ritz-Carlton. **The deadline for these prices is today!**

[Click here](#) to register for the conference! (If the link does not work, please paste the following into your browser: <http://bit.ly/tv0qkg>). COHEAO has again negotiated a special rate of \$219 per night for rooms for conference attendees.

Be sure to contact the Ritz-Carlton Pentagon City at (703) 415-5000 or 1-800-241-3333 TODAY. You must contact the hotel directly and mention you are with the COHEAO meeting to receive this excellent deal.

Set for January 29-February 1 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.

The last day of the conference will feature sessions on e-commerce, payments, and compliance issues. In addition to a final half-day conference agenda with general sessions on FERPA, e-commerce, and other topics, a special workshop on PCI compliance will be held from 1:30-4:30 pm for attendees for a discounted fee of \$75. For those only able to attend on Wednesday, one-day registrations for February 1 are available for \$150.

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. It is also available at www.coheao.org.

If you have any questions on the COHEAO Annual Conference, please feel free to direct them to Wes Huffman (whuffman@wpllc.net, 202.289.3910). Please also check back with www.coheao.org for additional information.

2012 COHEAO Annual Conference—Don't Forget the Special PCI Compliance Workshop & Special Wednesday "One Day Pass"

A special workshop has been added to the agenda for the 2012 COHEAO Annual Conference. For an extra \$75, conference attendees can participate in this in-depth look at PCI Compliance, which is scheduled for 1:30-4:30 pm on Wednesday, February 1.

The workshop will attempt to educate attendees not only on the basics of PCI, but also provide a strategy for how schools are dealing with this important issue. We will cover the PCI-DSS, PA-DSS, and the PTS requirements. If you are not familiar with these acronyms (and you accept credit cards), you might want

to attend this session. We will provide some best practices to help guide you through this journey and provide you with some of the most common red flags to look out for. This is NOT a technical session. We will not talk about firewall settings or routers in the session, as the content will be geared more towards the business officer.

[Click here](#) to register for the workshop. A separate registration is required for the 2012 COHEAO Annual Conference. To register for the general sessions of the conference, please [click here](#).

In addition, COHEAO is pleased to offer a special one-day pass for the last day of our conference, which will focus on E-Commerce and issues regarding student data and privacy. Although we encourage all COHEAO members to attend the full conference, we understand you (or some of your colleagues at your campus or organization) may only be able to attend for this one-day focused on E-Commerce, privacy and data security, protection and compliance. The cost of the "One-Day Pass" is \$150 and it really is a bargain for student financial services officers and student loan administrators, as Wednesday's sessions will cover recent changes in interchange, FERPA, and much more. [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.

We have already begun receiving items from attendees, so thank you. Additionally, 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, 202.289.3910)

The Congress

Congress Returns in Mid-January: Key Dates to Remember

Though there has been some question as to what is and what is not a "recess," particularly as it pertains to the appointment of Richard Cordray as CFPB Director (see related article), the Congress will get back to work in full force later this month.

This House returns on Tuesday, January 17 and the Senate begins its work on Monday, January 23. Also of note, the President will deliver his State of the Union Address on Tuesday, January 24.

Though the first month is somewhat organizational in nature, even in the second year of a Congress, and the retreats of the two political parties often make the most news (aside from the State of the Union), there will be some significant battles right out of the gate.

At the top of the list is the extension of the payroll tax cut. A deal for a two-month extension was reached, much to the chagrin of House Republicans, but offsetting the cost of this expensive tax cut will be an ongoing battle that is likely to kick off as soon as Congress returns.

Additionally, the President's request for a debt ceiling increase will initiate the annual spending debate which will begin for FY2013 in full force with the release of his budget. Complicating matters for FY2013 will be the failure of the Super Committee to reach an agreement, meaning that budget sequestration hangs over the heads of the favored spending programs for both Republicans and Democrats.

And yes, it is now officially a Presidential election year, which will remain a constant backdrop to all debates on Capitol Hill. For the majority of Americans who indicate they want the two parties to work toward compromise on nearly all fronts, 2012 could be a long year indeed.

The Administration

Neg Reg to Commence Next Week—Controversy Ensues Before Negotiations Begin

Negotiated Rulemaking is set to begin next week with the first of three sessions to make changes to the regulations governing the Title IV student loan programs, including Perkins Loans, and COHEAO is well represented on the panel.

COHEAO President Bob Perrin is a negotiator for institutional third-party servicers, and COHEAO Vice President Maria Livolsi is the alternate negotiator for bursars and business officers. COHEAO is putting together a special working group comprised of members with experience with negotiated rulemaking or expertise in these regulations. In addition, Executive Director Harrison Wadsworth and Wes Huffman will also be assisting Bob and Maria in their efforts.

On Thursday, the Department released 22 short "issue papers" to serve as starting points for next week's discussions, which will include specific Perkins Loan issues, such as graduate deferments, assignments, and cancellations. Other issues include total and permanent disability, the use of administrative wage garnishment (AWG) for the Direct Loan and FFEL programs, and the acceleration of improved borrower benefits in the Income-Based and Income Contingent repayment plans (IBR & ICR). The issue papers are included with today's edition as a special attachment (the Perkins specific issue papers are at the end of the document).

The makeup of non-federal negotiators has been a source of controversy. Just before the holidays, *Inside Higher Ed* ran an article on the committee, noting the number of consumer advocates not connected with campuses who are represented since an overwhelming majority of the substance the negotiators will be discussing will be highly technical in nature (See: <http://bit.ly/zSNAFO>).

Subsequently, House Education and the Workforce Committee Chairman John Kline (R-MN) and Higher Education and Workforce Training Subcommittee Chair Virginia Foxx (R-NC) wrote the Department seeking additional information on the makeup of the negotiating committee and how it was put together. For a copy of that letter, please email whuffman@wpllc.net

Next week is the first of three scheduled sessions of negotiated rulemaking. The second session is scheduled for February 13-17, and the final session is set for March 26-30, 2012. Bob and Maria will report on the first round of negotiations with a session at the COHEAO Annual Conference.

Cordray Named CFPB Director

President Obama used a “recess appointment” to install former Ohio Attorney General Richard Cordray as the first Director of the Consumer Financial Protection Bureau (CFPB). Making the announcement at a campaign-style event in Shaker Heights, OH, Obama referred to Cordray as “America’s consumer watchdog” and said the appointment “brings us closer to the economy we need, an economy where everyone plays by the rules.”

Congressional Republicans responded by questioning the constitutionality of the move and making plans for advanced oversight of the Bureau.

"This recess appointment represents a sharp departure from a long-standing precedent that has limited the president to recess appointments only when the Senate is in a recess of 10 days or longer. Breaking from this precedent lands this appointee in uncertain legal territory, threatens the confirmation process and fundamentally endangers the Congress' role in providing a check on the excesses of the executive branch," Senate Minority Leader Mitch McConnell (R-KY) said in a statement.

Additionally, Rep. Patrick McHenry (R-NC), who had a testy exchange with now Senate candidate Elizabeth Warren on the oversight of the CFPB, has already called for Cordray to testify before the House Oversight Committee.

The CFPB already had the ability to regulate certain activities (such as student lending) and certain entities (large banks). Having a Director in place permits the CFPB to take over regulation of other areas of consumer finance from their current regulators and also to write new regulations. Shortly after the Cordray announcement, the CFPB announced Raj Date would be named Deputy Director and published a blog post on its plans for supervising non-bank entities. The post, which was written by Peggy Twohig and Steve Antonakes, offers the following as the “big picture” on non-bank supervision:

The CFPB’s supervision program for very large banks, thrifts, and credit unions – those with assets of over \$10 billion – [began operations on July 21, 2011](#). The CFPB’s nonbank supervision will now begin in phases. Effective immediately, the CFPB has authority to oversee nonbank businesses, regardless of size, in certain markets: mortgage companies (originators, brokers, and servicers, and loan modification or foreclosure relief services); payday lenders; and private education lenders.

For all other markets – such as debt collection, consumer reporting, auto financing, and money services businesses – the CFPB may supervise “larger participants” after defining what “larger participant” means. We already have taken important first steps to develop a “larger participant” rule – that is, we asked for public feedback on developing a rule. So far, we’ve received thousands of public comments and have met with trade groups, consumer and civil rights groups, and various state and federal regulators to get their input.

Based on their feedback, we have been hard at work [preparing an initial “larger participant” rule](#). We will issue a proposed initial rule very soon. We will notify you on this blog when we announce the publication of the proposed rule and tell you how you can comment on our proposal.

The Dodd-Frank Act also says that the CFPB may supervise any nonbank that it has a reason to determine is engaging or has engaged in conduct that poses risks to consumers with regard to consumer financial products or services. The CFPB will be publishing rules setting out procedural guidelines for implementation of this provision.

Critics of the Bureau said the Cordray appointment was unconstitutional and will raise questions on the legitimacy of its actions. Lawsuits are expected to take these questions through the federal courts later this year. Although many legal scholars indicate the Executive Branch is given the benefit of the doubt when it comes to interpreting what is and is not a recess, the Dodd-Frank law which created the Bureau specifically states the supervision of most non-bank entities cannot occur until a Director is confirmed by the Senate.

“Anything you do on non-bank finance, you throw into questionable legality,” Mark Calabria of the Cato Institute said in an interview with *Bloomberg*. “If I was a payday lender or check casher that got an enforcement action over the next year, I would sure as hell sue.”

The full posting from the CFPB on plans for non-bank enforcement is available online:

<http://www.consumerfinance.gov/the-cfpb-launches-its-nonbank-supervision-program/>

President Obama’s speech on the appointment of Cordray, which also makes reference to the Bureau’s efforts on student lending, is available online: <http://www.whitehouse.gov/photos-and-video/video/2012/01/04/president-obama-speaks-appointing-richard-cordray#transcript>

“We Can’t Wait” Special Consolidation Program: Online Application Available Jan. 17, TIVAS to Begin Contacting Eligible Borrowers

The Department of Education provided additional information on the special consolidation program for “split-serviced” borrowers announced as part of the “We Can’t Wait” campaign last fall. In addition to the acceleration of income based repayment (IBR), the “We Can’t Wait” student loan initiative included a special benefit of a 0.5 percent interest rate rebate for the FFEL loans of split-serviced borrowers who make payments via automatic electronic debit.

Though the announcement was largely reminders and updates on previous information on the program, it did include information on how the four Title IV loan servicers will be contacting borrowers:

All four federal loan servicers will begin communicating with eligible borrowers at the time the online application becomes available on January 17, 2012. The Department’s assignment of eligible borrowers to servicers will be done in a manner that supports our goal to have all of borrower’s ED-held loans serviced by one federal loan servicer. Due to the number of eligible borrowers assigned to each servicer, the initial communication with eligible borrowers will occur over a several-week period.

For the most part, the four federal loan servicers will communicate with eligible borrowers through correspondence that is mailed via the U.S. Postal Service and/or e-mailed to borrowers’ e-mail addresses on file with the servicer. In the correspondence, the federal loan servicer will explain the steps the borrower must complete to apply for a Special Direct Consolidation Loan. In addition, the servicer will provide the URL for the borrower to use to access and complete the online application.

The full announcement is available online:

<http://ifap.ed.gov/eannouncements/122811SpecialDCLInfoUpdatedInfoInPrepfor011712.html>

President’s Advisory Council on Financial Capability to Meet Jan. 19

The President’s Advisory Council on Financial Capability will hold its next meeting on Thursday, January 19 at 10:00 a.m. Eastern Time.

According to the *Federal Register* notice announcing the meeting, “The Council will: (1) Receive a report from the Council’s subcommittees (Financial Access, Research and Evaluation, Partnerships, and Youth) on

their progress; (2) review membership and composition of the subcommittees, and (3) hear from outside experts about practices and innovations regarding financial capability in the workplace.”

Additional information on the Advisory Council is available online: <http://www.treasury.gov/resource-center/financial-education/Pages/Advisory.aspx>

Industry News

Georgetown Center Study Examines Unemployment by Major and Degree Level

A new study from the Georgetown Center on Education and the Workforce finds that unemployment among job seekers with bachelor’s degrees now sits at 8.9 percent. However, for those with no better than a high school diploma the rate is 22.9 percent – and it is almost unimaginably high (31.5 percent) among high school dropouts.

Additionally, a major conclusion of the new report is that it all depends on your major. And while a college degree gives job seekers a formidable advantage over those without, the study points out that not all degrees are created equal. Key findings identified by the Georgetown Center on Education and the Workforce are listed below:

- **Choice of major determines unemployment.** Risk of unemployment for recent graduates varies considerably depending on their major. The highest rate, the study found, is among Architecture graduates (13.9 percent) due to the collapse of the construction and home-building industries in the recession. Unemployment is generally higher for non-technical majors, such as the Arts (11.1 percent) or Social Sciences (8.9 percent).
- **What employed college graduates make also depends on what they take.** Median earnings among recent college graduates vary from \$55,000 among Engineering majors to \$30,000 in the Arts, as well as Psychology and Social Work.
- **People who make technology are better off than people who use technology.** For recent graduates in Math and Computing unemployment is low for specialists who can write software and invent new applications (6%), but still comparatively high (11.2 percent) for those who use software to manipulate, mine and disseminate information.
- **Unemployment is lowest where the ties between majors and occupations are highest.** Unemployment rates are relatively low (5.4 percent) for recent graduates in Engineering, the Sciences, Education, or Healthcare related majors because they are tied to stable or growing industry sectors and occupations. Psychology and Social Work graduates also have relatively low rates (7.3 percent), because almost half of them work in the Healthcare or Education sectors.
- **At the same time, majors that are closely aligned with occupations and industries in low demand can misfire.** For example, unemployment rates for recent college graduates who majored in Architecture start high at 13.9 percent and due to its strong alignment with the collapse in construction and housing, unemployment remains high even for experienced college graduates at 9.2 percent.
- **Consider a graduate degree.** The overall unemployment rate for people with graduate degrees is just 3 percent. With the exception of Arts and Education, where pay traditionally has been low, workers with graduate degrees average between \$60,000 and \$100,000 per year, compared to a range of \$48,000 to \$62,000 for workers with Bachelor’s Degrees.
- **Not all graduate degrees outperform all BA’s on employment.** For example, experienced college graduates in a healthcare field have lower unemployment rates than people with graduate degrees in every other field except the life and physical sciences

Additional information on the “Hard Times” report is available online: <http://bit.ly/AoLCSE>

In the News: Legal Education in Crisis?

The US system for educating lawyers has received increased scrutiny throughout 2011, and the first weeks of 2012 suggest this year will be no different.

The American Bar Association and the Department of Education have received multiple requests from lawmakers, such as Sens. Barbara Boxer (D-CA), Tom Coburn (R-OK), and Charles Grassley (R-IA), on law schools and the federal loans going to these institutions. Recently, the *ABA Journal*, examined the possible “crisis” with a cover story, “The Law School Bubble: How Long Will It Last if Law Grads Can’t Pay Bills?” In relevant part, the article reads:

Youthful over optimism, bleak job prospects for college grads and the entry of several more universities and for-profit businesses into the legal education business are some of the root causes for the supply-and-demand imbalance in entry-level lawyers.

Very few critics, however, have examined the part played by the federal government through its student loan policies in creating a law school bubble that may be on the verge of bursting—one strikingly similar to the mortgage crisis that cratered the economy in 2008.

Direct federal loans have become the lifeblood of graduate education, and they shelter law schools financially from the structural changes affecting the profession. The bills are now coming due for many young lawyers, and their inability to pay will likely bring the scrutiny of lawmakers already moaning about government spending.

Meanwhile, the American Association of Law Schools is hosting its annual Washington conference. *Inside Higher Ed*, the industry trade publication, ran an article on the event and the scrutiny legal education has received in recent months. The *Inside Higher Ed* piece, dubbed the “Elephant in the Room,” noted the AALS conference program was relatively light on the subject of a possible crisis in law school tuition financing.

- The *ABA Journal* is available online:
<http://www.abajournal.com/magazine/article/the-law-school-bubble-how-long-will-it-last-if-law-grads-cant-pay-bills/>
- The *Inside Higher Ed* article is available online:
<http://www.insidehighered.com/news/2012/01/05/law-schools-gather-dc-annual-conference>

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



- | | |
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DRAFT



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

Sunday, January 29th, 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 30th, 2012

- 7:30am – 8:30am **Breakfast: Perkins Task Force Meeting**
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**

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3:30pm – 4:45pm **Session: Non-Federal Perspectives on Federal Regulations**
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 31st, 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: John Dean, Washington Partners, LLC

10:30am – 10:45am **Break**

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.

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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 1st, 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**

The past year has seen unprecedented changes within the payments industry, most notably the Durbin Amendment. What is the Durbin Amendment and what does it mean for your payments? What do you need to do to maximize your savings on debit interchange? While Durbin provides relief on debit interchange, for the first time in 3 years, credit cards appear to be back in favor. What will this all mean for your 2012 merchant processing fees? We will talk about these payment issues and provide several strategies to help reduce your merchant fees. Among these and other topics, we will also discuss Refund Cards, International Payments, and Convenience Fees.

Speaker: John McElroy, TouchNet Information Systems

10:00am – 10:30am **Break**

10:30am – 11:30am **Session: Understanding the New FERPA Changes**

Speaker: David Stocker, Account Control Technology, Inc.

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Special Post Conference Workshop: PCI Compliance

1:30pm-4:30pm

Workshop: PCI

This workshop will attempt to educate attendees not only on the basics of PCI, but also provide a strategy for how schools are dealing with this important issue. We will cover the PCI-DSS, PA-DSS, and the PTS requirements. If you are not familiar with these acronyms (and you accept credit cards), you might want to attend this session. We will provide some best practices to help guide you through this journey and provide you with some of the most common red flags to look out for. This is NOT a technical session. We will not talk about firewall settings or routers in the session, as the content will be geared more towards the business officer.

Speaker: John McElroy, TouchNet Information Systems