



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



Sunday, July 29, 2012

- 8:30am-3:00pm Board of Directors Meeting
- 3:30pm-5:00pm Commercial Members Meeting
*COHEAO Commercial members will be meeting on Sunday afternoon.
Commercial members attending the conference are encouraged to attend this
meeting to kick off the conference.*
- 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

Monday, July 30, 2012

- 7:30am-9:00am Registration & Breakfast
- 8:00am-9:00am Breakfast: Perkins Task Force Meeting
*Over breakfast, 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
*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
- Introduction: Bob Perrin, COHEAO President

- 10:15am-11:15am Session: Single Sign-on for Student Loan Servicing and Repayment Data
This session will describe how many schools have addressed the problem of multiple accounts and user-IDs by providing access to industry sponsored tools and services directly from their campus website using the user ID and passwords administered by the campus. The session will describe how to gain access to detailed financial aid award information, tracking tools to locate the loan servicer responsible for the collection of the debt, as well as other services such as transcript ordering and enrollment verification forms. This session will also describe other technical solutions that are currently available and being developed by members of the higher education community to expand the scope of services available by employing a federated model for authentication.
- Speaker: Tim Cameron, National Student Clearinghouse
Joseph Pruden, NorthStar Education Services
- Moderator: Jackie Ito-Woo, University of California Office of the President
- 11:15am-11:30am Break
- 11:30am-12:45pm 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
- Moderator: Carl Perry, Progressive Financial Services
- 12:45pm-2:15pm Lunch and Luncheon Address:
Rohit Chopra, Student Loan Ombudsman, Consumer Financial Protection Bureau
- Introduction: Tom Schmidt, University of Minnesota
- 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
- Moderator: Lori Hartung, Todd, Bremer, and Lawson, Inc.
- 3:15pm-3:30pm Break

3:30pm-4:30pm 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.

Moderator: Wes Huffman, COHEAO

6:00pm-7:00pm Reception

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 and consider joining the Task Force.

Discussion Leader: Carl Perry, Progressive Financial Services, COHEAO
Financial Literacy Task Force Chair

9:00am-10:30am 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

Moderator: Maria Livolsi, State University of New York

10:30am-11:00am Break

11:00am-Noon 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.

Speakers: Steven Hunt, U.S. Dept of Education, Office of Inspector General
 Scott Wingle, U.S. Dept of Education, Office of Inspector General

Noon Conference Concludes