



**COHEAO Mid-Year Conference Agenda 2013**  
*All Meetings and Sessions Are Located at the  
Hotel Monaco - Chicago, IL*



**Sunday, July 28, 2013**

**8:30am-3:00pm**

**Board of Directors Meeting**

**3:30pm-4:45pm**

**Commercial Members Meeting**

*The Commercial Members Committee meets to discuss issues affecting the commercial industry. All conference attendees from COHEAO Commercial Member companies are welcomed and encouraged to attend this meeting.*

**5:00pm-6:00pm**

**STAR Task Force Meeting**

*The STAR Task Force meets for policy updates and discussions on current issues, best practices, and all matters related to student tuition accounts receivable management. All conference attendees are welcomed and encouraged to attend this meeting.*

**Monday, July 29, 2013**

- 7:45am-9:00am**            **Registration & Breakfast**
- 8:00am-9:00am**            **Breakfast Meeting: Perkins Task Force**  
*The first full day of the conference kicks off with a meeting of COHEAO's Perkins Task Force. This group meets to discuss legislative and regulatory developments (and possible improvements) in the Perkins Loan Program. All attendees are welcomed and encouraged to attend this meeting.*
- 9:00am-9:15am**            **The President's Welcome & Opening Remarks**  
  
Speaker: Maria Livolsi, COHEAO President
- 9:15am-10:15am**            **An Update from Washington**  
*With college costs and student loans front and center in Congress and the Administration and the reauthorization of the Higher Education Act on the horizon, COHEAO Executive Director Harrison Wadsworth will keep you apprised of the latest developments and offer his keen insights and COHEAO's perspectives on current issues in student loans, student aid, and higher education*  
  
Speaker: Harrison Wadsworth, COHEAO Executive Director
- 10:15am-11:15am**            **Session: Contract Requirements with your Third Party Collection Agency**  
*You want an agency that will represent your institution in a responsible and professional manner, and one that will provide a satisfactory rate of recovery while maintaining your public image. But what are realistic compliance, audit, and insurance requirements you should expect from your agency to help protect your Institution's interests, and how often should you review those requirements? What are the situations you should watch for that may indicate there is a potential problem, and what are the steps you should take if issues arise?*  
  
Speaker: Karolyn Rubin, TLC Experts, LLC
- 11:15am-11:30am**            **Break**
- 11:30am-12:30pm**            **Session: Alternative Higher Ed Financing: New Models, New Players, New Issues**  
*In recent years, several new loans and other financing vehicles have been created to help students pay for higher education. This session will explore these advantages and challenges for these new financing models, explain what they mean for schools going forward, and offer an outlook on their role in the future.*  
  
Speaker: Tonio DeSorrento, Pave
- 12:30pm-2:00pm**            **Luncheon Address: Understanding the Telephone Consumer Protection Act**  
*Mark Brennan, an attorney with Hogan Lovells will share his unique insights on the Telephone Consumer Protection Act and efforts to provide desperately needed updates to the law and its underlying regulations.*  
  
Speaker: Mark Brennan, Hogan Lovells

**2:00-3:15pm**

**Session: Live List Serve - Ask a Perkins Expert**

*A panel of Federal Perkins Loans experts from both Institutions and Third-party Servicers will be on hand to answer questions regarding the Perkins Loan Program and it's regulations. This session will provide an opportunity to listen to updates, and management tips from people directly involved in the program.*

Speakers: Industry Experts: Chris Stompanato, ECSI; Nancy Paris, Xerox; Bob Frick, NCO Group; Sharon Cameron, Campus Partners

Campus Experts: Norma Carmona, University of Chicago; Jan Hnilica, Wheaton College; Daniel Pelayo, University of Illinois-Chicago

**3:15pm-3:30pm**

**Break**

**3:30pm-5:15pm**

**Session: Financial Literacy Showcase**

This session will feature the best financial literacy solutions in higher education, straight from the mouths of the college administrators who have implemented the programs! By the end of this presentation, you will be an expert in the various solutions that are available, as well as having a good idea of what will work best for your institution. In this session, you will find out:

- How the college decided on its financial literacy program
- How each school is integrating the resources
- What practices have been the most successful

Speakers: Nick Hagemeyer, East Tennessee State University (speaking on behalf of Dave Ramsey curriculum); Lynne Garcia, Corinthian Colleges (speaking on behalf of iGrad); Heidy Santizo, DeVry University (speaking on behalf of DeVry University); Jack Gochenaur, Manchester University (speaking on behalf of ASA/Salt); Patricia Donnelly, Bowling Green State University (speaking on behalf of the Institute for Financial Literacy)

**6:00pm-7:00pm**

**Reception**

**Tuesday, July 30, 2013**

**7:45am-9:00am**            **Breakfast**

**8:00am-9:00am**            **Breakfast Meeting: Financial Literacy Task Force Meeting**  
*The COHEAO Financial Literacy Task Force meets to discuss best practices in campus-based financial literacy programs as well as ongoing policy developments and discussions. All attendees are welcomed and encouraged to attend this meeting.*

**9:00am-10:15am**            **Session: Department of Education Update**  
*Gail McLarnon of the Department of Education will provide an update on recent developments, including the upcoming negotiated rulemaking, FY 13 and 14 budget and appropriations issues and more.*

Speaker: Gail McLarnon, Director, Policy Coordination Group, Office of Postsecondary Education

**10:15am-10:30am**            **Break**

**10:30am-11:30am**            **Session: CFPB: Research in the Complaint Databases and Processes-**  
*Stephanie Eidelman, President and Publisher of the leading industry trade publications insideARM.com and insidePatientFinance.com, will review the efforts of the Consumer Financial Protection Bureau to collect, analyze, and report on complaints. Eidelman will review the Bureau's processes in the ARM industry and provide her insights on how the CFPB will impact all stakeholders in higher education finance.*

Speaker: Stephanie Eidelman, insideARM.com

**11:30am-12:30pm**            **Session: An Update on VA Education Benefits**  
*Marie George, Chief Education Liaison at the Department of Veteran Affairs will provide an update on the education benefit programs from the VA. This session will also include a discussion*

Speaker: Marie George, US Department of Veterans Affairs

**12:30pm**                      **Conference Concludes**