



COHEAO Summer Institute Schedule



Summer is Hot, Do Something Cool!

Are you new to the industry? Do you have any lingering questions? For the first time, COHEAO is offering the COHEAO Summer Institute. This series of webinars is perfect for new staff or those looking for a refresher. The presentations are also designed to assist member institutions who are looking to or are in the process of updating policies and procedures.

May 19, 2022, 1:00 - 2:30 pm EST

Financial Aid/Student Aid Basics and Best Practices

Session Description: **The Ebb and Flow of the Student Account Office:** This session is geared towards new office professionals in the Student Accounts/Student Financial Services area. In this webinar, we will take you through the life cycle of the Student Account Office: from billing, payments, collections, and everything in between. Including student holds, financial aid, student refunding, communications to students and parents, and more. A focus will be given to developing best practices in the area of accounts receivable management.

Presenters: Christina Cardinale, Manhattan College
Jessica Sabourin, Worcester Polytechnic Institute

****RESCHEDULED****

June 9, 2022, 2:00 - 3:30 pm EST

Financial Responsibility Agreements

Session Description: **Student Financial Responsibility Agreements:** The Importance of Having a Student Financial Agreement in Today's Higher Education World: What is a Student Financial Agreement? Does your Institution have a Student Financial Agreement? This session will share the importance of why every Higher Education institution should have a Student Financial Agreement in place. We will focus on points of reference to consider when adding to your agreement, and when and how often your students should be required to review and acknowledge the agreement will also be discussed. This session will also

examine the disadvantages of not having a Student Financial Agreement, including difficulties an institution may face when recovering outstanding financial obligations.

June 16, 2022, 2:00 - 3:30 pm EST

Third-Party Vendor Oversight

Session Description: **Managing your Third-Party Vendors:** Partnerships with third-party vendors are critical for managing business processes at colleges and universities. Vendors play an essential role in helping schools maintain compliance with all federal and state regulations while representing your school and interfacing directly with your customers, the students. This session will help lay the groundwork for an audit checklist of crucial compliance elements of your third-party vendor partners.

Presenters: Chris Stompanato, Client Relationship Coordinator, ECIS
Nancy Lange, RMS
Patrick Brettschneider, University of Michigan

Annual Conference Session - Time & Date TBA

State Compliance Issues

Session Description: **State Laws & How It Affects Higher Education Collections And Servicing:** This presentation will walk us through the new collection laws in this ever-increasing environment of virtual education. The webinar will also cover all state laws and pending legislation related to withholding of transcripts and debt collections. Finally, we will open the discussion on how we need to change our processes to adhere to this ever-changing environment.

Presenter: John Culhane, Ballard Spahr

Moderators: Karen Reddick, National Credit Management
James Seward, Drexel University

July 21, 2022, 2:00 - 3:30 pm EST

National Regulations and Oversight

Session Description: **CFPB Oversight:** College/Universities and their vendors who provide a host of student services for the campuses are no longer viewed from afar through binoculars by Washington DC regulators. Instead, tides have shifted the last few years to a point where many of the student-related activities that lean towards financial activities are now under the microscope of federal agencies. This scrutiny ensures that current and previously enrolled students are informed consumers and protected from unfair, deceptive, or abusive practices.

Congress passed the Dodd-Frank Wall Street Reform and Consumer Protection Act in July 2010. The Dodd-Frank Act created a new federal agency called the Consumer Financial Protection Bureau (CFPB) to

consolidate what was then the responsibility of seven separate agencies that oversaw the financial markets and combined those activities into a single organization.

The CFPB'S charge is to consistently implement and enforce federal consumer financial law to ensure that all consumers have access to markets for consumer financial products and services and that markets for consumer financial products and services are fair, transparent, and competitive.

Colleges and universities provide financial services; therefore may be considered financial institutions by the CFPB. Examples of financial services include providing private student loans, servicing the accounts, and reporting the repayment activities to national credit bureaus.

The CFPB announced on January 20, 2022, that it intends to begin examining the operations of post-secondary schools that extend **private institutional** loans directly to students. As part of the examination, the CFPB will be reviewing:

- Placing enrollment restrictions
- Withholding transcripts
- Improperly accelerating payments
- Failing to issue refunds
- Maintaining improper lending relationships.

This session will discuss more in detail:

- The CFPB'S examination process
- How to prepare for an examination and what to expect
- What financial activities may be included in an examination
- Campus Departments that may be included as part of an examination.

August 4, 2022, 2:00 - 3:30 pm EST

FISAP Basics

Session Description: **FISAP Basics:** This session will focus on understanding how to successfully complete the annual Fiscal Operations Report and Application to Participate (FISAP) form for institutions participating in federal Campus-Based programs. We will review common errors encountered and how to resolve them.

Our Industry Experts will provide essential tips and reminders to assist schools, emphasizing the challenges associated with Part III of the form— reporting for the Federal Perkins Loan Program. The session will also highlight the annual funding processes for the Federal Work-Study (FWS) Program and the Federal Supplemental Education Opportunity Grant (FSEOG) Program.

Additionally, the webinar will also run through helpful guidance on correctly completing the form and addressing some of the common problem errors. So please come prepared with your questions!

Presenters: Sarah Hastings, Manager - Student Accounts, DeVry University

Tony Bordeaux, University of Alabama