

THEBO Conference Agenda November 13-15, 2023

Sunday, November 12, 2023

5pm-7pm

Registration Open

Monday, November 13, 2023

630a-800a

Breakfast on your own

700a-830a

Kincaid

Registration / Commercial Partner Mingle

800a-9a

Kincaid

Welcome

THEBO Introduction

Process of Election /Introduction of Officers

9a - 1030a

Kincaid

Updates and Trends in Collection of Student Debt

Speaker – Chad Echols – The Echols Firm, LLC

The case law along with the statutory and regulatory environment influencing the collection of student debt is constantly changing especially with Regulation F. Colleges, universities, and your collection agency partners need to remain aware of updates that impact the recovery of student loans and receivables. As schools continue to work on ways to recover outstanding debts, it is imperative to be knowledgeable about current collection issues and adjust financial services practices accordingly. This presentation will highlight some of the most important issues facing the collection industry

1045a-1215p

Institutional Breakout Groups

Birds of a Feather. This session will allow for discussion of hot topics related to institutions of various types: Publics, Privates, Health-Related and Community Colleges. Come chat with your peers about issues you face and hear innovative solutions that have been implemented.

Pioneer 1

1) Public Schools - Moderator Christy Blakney - TTU

Pioneer 2

2) Private Schools - Moderator Kristol Flanigan - Baylor

Pioneer 3

3) Health Related Schools- Moderator Karrie Anderson - TTUHSC

Pioneer 4

4) Community Colleges- Moderator

1230p - 130p

Kincaid

Lunch

145p-245p

Breakout Session

Pioneer 1

A) Succession Planning - Christy Blakney TTU & Chris Foster UNT

Best practices for a successful succession for your staff and team

Pioneer 2

B) 3rd Party 101 - Basics, Where to Start Leanne Pickett - TAMU / Connie Brown - TTU

This presentation will cover the basics of third party sponsors and teams, and will then dive into more specifics and answer all of your questions live about everything from VA to international to waivers and exemptions and the federal government. LeeAnn and Connie are three-jump cowgirls who have done it all and are excited to discuss the ins and outs of third party, so come with your questions and be ready to discuss!

Pioneer 3

C) Retention / Enrollment Trends - Kevin Correa - TAMU

Learn some way to retain enrollment and what enrollment trends are happening across different universities

Pioneer 4

D) Financial Aid for Bursars - Scott Salzman TCU

Bursars and Directors of Student Services must have a good understanding of several different areas. One of those areas is Financial Aid. This seminar will help give the Bursar, Directors of Student Services, and other business office personnel a general understanding of the financial aid world. The topic discussed will be the formula used in awarding financial aid and how it affects what aid a student can be given. In addition, the seminar will discuss how to use a general understanding of financial aid concepts to make better decisions when working with students. Finally, case studies will help see how financial aid concepts are applied to real situations.

245p-330p

Kincaid

Commercial Partner Mingle / PM Snack Break

Take a break and visit with our Commercial Partners in the exhibit hall and grab an afternoon snack

330p-5p

Panel / Roundtable Discussions

Pioneer 1

A) Collections – What Really Works – Panel Discussion

Your third-party partners will discuss what methods have proven successful and what have not. How do you partner with 3rd party collection agencies, and what is needed to keep everyone in compliance and have a successful partnership?

Pioneer 2 **B) Payment Practices - Cash, Credit Card Disputes**

Discussion on different payment options, cash payments, former students, and credit card disputes. Let's discuss what is working and not working.

Pioneer 3 **C) Post Pandemic Roundtable**

How each university is functioning after the pandemic, what is working, what are you finding is no longer working, and what policies do you have in place should another lockdown occur.

530p-630p

Happy Hour in Hotel Lobby

630p-9p

Kincaid

THEBO Dinner and Entertainment

join us for an entertainment event like no other. Together we will celebrate our opportunity to network together while celebrating our favorite music and music videos. We'll play the most rocking form of bingo, sing, dance, play other music games and share the stories of nostalgia that music often brings to us. Yes, there will be food, a cash bar and prizes!

Tuesday, November 14, 2023

630a-830a		Breakfast on your own
730a-830a	Kincaid	Registration / Commercial Partner Mingle
830a-9a	Kincaid	Housekeeping Items
9a-10a	Kincaid	General Session - Washington Updates Speaker – Bryan Dickson – NACUBO <i>Where do things stand for higher education almost three years after President Biden entered the White House? How will the results of the midterm elections affect the administration's agenda? What role has NACUBO played as a liaison with legislators and policymakers at the national level? NACUBO's Bryan Dickson will offer observations and analysis of major legislative and regulatory changes and explore both challenges and opportunities ahead for colleges and universities</i>
10a-1030a	Kincaid	Commercial Partner Mingle / AM Snack Break <i>Take a break and visit with our Commercial Partners in the exhibit hall and grab a morning snack</i>
1045a-1215p		ERP Breakout Groups <i>Birds of a Feather. This session will allow for discussion of hot topics related to ERP types: Banner, People Soft, Colleague, and others such as Workday and Poise. Come chat with your peers about issues you face and hear innovative solutions that have been implemented.</i>
	Pioneer 1	1) Banner - Kristol Flanigan - Baylor
	Pioneer 2	2) People Soft - Scott Salzman, TCU
	Pioneer 3	3) Colleague
	Pioneer 4	4) Workday, Poise, and Others
1230p-130p	Kincaid	Lunch
145p-245p		Breakout Session
	Pioneer 1	A) THECB - Leah Smalley and DeCha Reid, Texas Higher Education Coordinating Board <i>Get the latest updates and information from THECB.</i>
	Pioneer 2	B) Chapter 31/33/35 - VA - Lynette Wheeler - Saint George Consulting - Education Compliance Survey Technician <i>Federal VA Benefits - Learn about the different types of benefits, how the benefits are certified, and end of term processes.</i>
	Pioneer 3	D) One Stop Concept - Angie Ruiz SMU <i>A discussion on the opportunities of a One Stop Concept</i>
3p-330p	Kincaid	Commercial Partner Mingle / PM Snack Break <i>Take a break and visit with our Commercial Partners in the exhibit hall and grab an afternoon snack</i>
345p-445p		Breakout Session
	Pioneer 1	A) TGTP / TPPF - Diane Cummings and Group <i>Learn about the newest information regarding Texas Guaranteed Tuition Program and Promise fund from the TGTP staff.</i>
	Pioneer 2	B) Title IV Refund Training - Peggy Carey A&M <i>Come join us as we discuss regulations, processes and best practices for issuing refunds for Title IV credit balances. Attendees will gain a general knowledge of Cash Management regulations for Disbursing Funds, understand important timeframes regarding disbursing and returning funds and learn some best practices for ensuring that students sign up to receive their refunds by direct deposit</i>
	Pioneer 3	C) Policies, Procedures, and Benchmarking - Bryan Dickson - NACUBO <i>Review and discussion about current issues and policies published by NACUBO</i>
	Pioneer 4	D) In House Collections - James Cornodo TTU, Angie Ruiz SMU, Lauren Bellenger San Jacinto College <i>Hear from different institutions on how they collect past due accounts internally. Learn some new ideas or tricks that can help you succeed in collecting outstanding debts prior to sending to the collection agencies.</i>
530p-630p		Happy Hour in Hotel Lobby
630pm		Dinner on your own

Wednesday, November 15, 2023

630a-800a		Breakfast on your own / Commercial Partner Mingle
8a-830a		Housekeeping Items
830a-930a		Breakout Session
	Pioneer 1	A) Hazelwood Reconciliation - Christy Blakney TTU <i>Ensuring the accuracy of your data submitted to the TVC through reconciling.</i>
	Pioneer 2	C) FERPA Made Easy - Bobby Lothringer <i>Learn the basics of FERPA and how it impacts you and your office.</i>
	Pioneer 3	D) Team Building Benefits - Tabitha Baines-Acs TTUHSC / Leanne Pickett TAMU <i>Join us for discussion on the benefits of Team Building and learn a few team building activities to try with your team.</i>
945a-1045a	Kincaid	General Session - Finding professional and personal success through managing your "squirrel moments" Lou Murray - Mission Upbeat, LLC. <i>Individuals with attention deficit hyperactivity disorder (ADHD) and obsessive-compulsive disorder (OCD) face unique challenges that can impact their productivity and overall well-being. Managing these conditions at the workplace requires a comprehensive understanding of their characteristics and the implementation of appropriate strategies. In this presentation, we will explore practical approaches that can help all individuals who simply lack in focus. All can thrive in the workplace, enhancing their professional potential while maintaining personal wellness. Together, employers and employees can cultivate an inclusive work environment that will benefit both individuals and the organization as a whole</i>
11a-1130a	Kincaid	Closing Remarks

Drive Safe, See you next Year in Boerne !