



THEBO Conference 2025 – November 2–5, 2025

Sunday, 11/02/2025

Time	Item	Room	Presenter(s)	Introducing/Moderator
4:00 - 6:00 PM	Hotel Check in	Hotel Lobby/Reception		
4:00 - 6:00 PM	Registration	Hotel Lobby/Reception		
5:00 - 6:30 PM	Meet & Greet	Hotel Lobby/Reception		

Monday, 11/03/2025

Time	Item	Room	Presenter(s)	Introducing/Moderator
6:30 AM - 8:30 AM	Breakfast (Provided)	Hotel Restaurant		
7:30 AM - 10:00 AM	Registration Open	Hotel Lobby/Reception		
8:45 AM	Welcome & Opening Remarks	Mountain Laurel Ballroom	Christine Blakney, THEBO President	
9:00 AM - 10:30 AM	General Session - Updates and Trends in Collection of Student Debt	Mountain Laurel Ballroom	Chad Echols, Partner at Frost Echols, LLC	Christy Blakney
10:30 AM - 10:55 AM	Morning Break & Vendor Mingle	Menger Ballroom Foyer		
11:00 AM - 11:55 AM	From Tickets to Transformation: Implementing TDX, AI Chat, and a Smarter Knowledge Base	Cedar Elm	Jessica Arroyo (TTU)	
	Ask the Attorney; Live Q&A on Claims, Collections & Financial Litigation	Mountain Laurel Ballroom	Chad Echols, Partner at Frost Echols, LLC	
	Billing Everything and Beyond	Cypress/Red Oak	Andrew Hadlock (TCU)	
12:00 PM - 12:55 PM	Lunch (Provided)	Mountain Laurel Ballroom		

1:00 PM - 2:30 PM	Breakout by Institution Type: Public/4 Year/Community College	Mountain Laurel Ballroom	Christy Blakney (TTU), Chris Foster (UNT)	
	Breakout by Institution Type: Private	Cypress/Red Oak	Kristol Flanigan (Baylor), Angie Ruiz (SMU)	
	Breakout by Institution Type: HRI	Cedar Elm	Sue Thomey (UTH- Houston)	
2:30 PM - 2:55 PM	Afternoon Break	Menger Ballroom Foyer		
3:00 PM - 4:30 PM	Achieving Excellence through Lean Continuous Improvement (panel discussion)	Cypress/Red Oak	Peggy Carey - Director (TAMU), Jennifer Lightfoot - Executive Director (TAMU)	
	Bridging the Gap – Institutional Loans	Cedar Elm	Chris Stompanato, ECSI and Karen Reddick, NCM	
6:30 PM - 8:00 PM	THEBO Dinner @ Hotel and Live Music by John David	Mountain Laurel Ballroom		

Tuesday, 11/04/2025

Time	Item	Room	Presenter(s)	Introducing/Moderator
6:30 AM - 8:30 AM	Breakfast (Provided)	Hotel Restaurant		
8:30 AM - 9:25 AM	Washington Update	Mountain Laurel Ballroom	Brian Dickson, NACUBO	Christine Blakney
9:30 AM - 10:25 AM	Aspiring to Be a Lean Thinker (workshop)	Mountain Laurel Ballroom	Peggy Carey - Director (TAMU), Jennifer Lightfoot - Executive Director (TAMU)	
	Power Automate: Win with TINS!	Cypress/Red Oak	Lisa Lucas - Director & Brian Okeefe - Assistant Director (SHSU)	
	The Power of Positivity at Work	Cedar Elm	Connie Brown (TTU)	
10:30 AM - 10:55 AM	Morning Break & Vendor Mingle	Menger Ballroom Foyer		
11:00 AM - 11:55 AM	Troubleshoot VA Together: A Working Session	Cypress/Red Oak	LeeAnn Pickett (TAMU), Bronwyn Huett (TCU), Emily Diehm (UNT)	
	Pathways to Pay & Stay	Cedar Elm	Monica Fuller (UT Tyler), Bruce Bettinger (UT Tyler)	Kayla Albright

12:00 PM	THEBO Board Election - Ballots Due!	Registration Table		
12:00 PM - 12:55 PM	Lunch (Provided)	Mountain Laurel Ballroom		
1:00 PM - 2:30 PM	Musical Topics	Mountain Laurel Ballroom	BlueBonnet Sponsors	Karen Reddick
2:30 PM - 2:55 PM	Afternoon Break	Menger Ballroom Foyer		
3:00 PM - 3:25 PM	Stress and Relaxation: 15-minute Reset	Mountain Laurel Ballroom	Karen Reddick	
3:30 PM - 4:25 PM	Strategies for Internal Collections	Cypress/Red Oak	Kristol Flanigan, Denise Ray, Gilbert Hernandez, JR Berninzoni	
	Options to Pay the Balance	Cedar Elm	Sergio Gonzalez (Sallie Mae)	Kayla Albright
5:30 PM - 10:00 PM	Dinner on own / Vendor Dinners	Transportation on your own		

Wednesday, 11/05/2025

Time	Item	Room	Presenter(s)	Introducing/Moderator
6:30 AM - 7:55 AM	Breakfast (Provided)	Hotel Restaurant		
8:00 AM - 8:55 AM	COHEAO Student Loan Update	Mountain Laurel Ballroom	COHEAO President Karen Reddick	Christine Blakney
9:00 AM - 9:55 AM	An Introduction to Regulatory Processes	Mountain Laurel Ballroom	Christy Blakney & Chris Foster	
9:55 AM - 10:25 AM	Morning Break & Vendor Mingle	Mountain Laurel Ballroom		
10:25 AM - 11:25 AM	Vendor Breakdown	Mountain Laurel Ballroom		
10:30 AM - 11:25 AM	Texas Legislative Update - Details on the 89th Legislative Session	Cypress/Red Oak	Christy Blakney & Chris Foster	
11:30 AM - 12:00 PM	Conference Wrap-Up & Giveaways	Mountain Laurel Ballroom	Christy Blakney	
12:00 PM	Conference End	Mountain Laurel Ballroom		