



THEBO Annual Conference 2025 TENTATIVE Agenda

Sunday, November 2

4:00 pm – 6:00 pm	Hotel Check-In – Hotel Lobby/Reception
4:00 pm – 6:00 pm	Registration – Hotel Lobby/Reception
5:00 pm – 6:30 pm	Meet & Greet – Hotel Lobby/Reception

Monday, November 3

6:30 am – 8:30 am	Breakfast (provided) – Restaurant
7:30 am – 10:00 am	Registration Open – Hotel Lobby/Reception
8:45 am – 9:00 am	Welcome & Opening Remarks – Mountain Laurel Ballroom
9:00 am – 10:30 am	General Session: Updates and Trends in Collection of Student Debt – Chad Echols - Mountain Laurel Ballroom
10:30 am – 10:55 am	Morning Break & Vendor Mingle – Mountain Laurel Ballroom
11:00 am – 11:55 am	<i>Concurrent Sessions:</i> • Billing Everything and Beyond – Mountain Laurel Ballroom • Ask the Attorney: Live Q&A on Claims, Collections & Financial Litigation - Chad Echols – Cypress/Red Oak • From Tickets to Transformation: Implementing TDX, AI Chat, and a Smarter Knowledge Base – Cedar Elm
12:00 pm – 12:55 pm	Lunch (provided) – Mountain Laurel Ballroom
1:00 pm – 2:30 pm	<i>Concurrent Sessions:</i> • Breakout by Institution Type: Public/4 Year – Mountain Laurel Ballroom • Breakout by Institution Type: Private – Cypress/Red Oak • Breakout by Institution Type: Community College – Cedar Elm
2:30 pm – 2:55 pm	Afternoon Break – Menger Ballroom Foyer
3:00 pm – 4:30 pm	<i>Concurrent Sessions:</i> • Critical Decisions for Campus Based Loans – Cypress/Red Oak • Achieving Excellence through Lean Continuous Improvement - Cedar Elm
6:30 pm – 8:00 pm	THEBO Dinner at Hotel – Mountain Laurel Ballroom

Tuesday, November 4

6:30 am – 8:30 am	Breakfast (provided) – Restaurant
8:30 am – 9:25 am	General Session: NACUBO Washington Update – Bryan Dickson – Mountain Laurel Ballroom
9:30 am – 10:25 am	<i>Concurrent Sessions:</i> • Aspiring to Be a Lean Thinker – Mountain Laurel Ballroom • Power Automate: Win with TINS! (TINS is on the radar for state Student A/R audits – it's not if, it's when you campus feels the heat.) – Cypress/Red Oak • The Power of Positivity at Work – Cedar Elm
10:30 am – 10:55 am	Morning Break & Vendor Mingle – Mountain Laurel Ballroom
11:00 am – 11:55 am	<i>Concurrent Sessions:</i> • Troubleshoot VA Together: A Working Session – Cypress/Red Oak • Pathways to Pay & Stay (Creative approaches to supporting students with past due balances while promoting retention and financial responsibility)– Cedar Elm
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 hosted by our Bluebonnet Sponsors – Mountain Laurel Ballroom
2:30 pm – 2:55 pm	Afternoon Break – Mountain Laurel Ballroom
3:00 pm – 3:25 pm	Chair Yoga (fun activity/wellness break) – Mountain Laurel Ballroom
3:30 pm – 4:25 pm	<i>Concurrent Sessions:</i> • Best Practices for Internal Collections – Cypress/Red Oak • Options to Pay the Balance – Sergio Gonzalez (Sallie Mae) – Cedar Elm
5:30 pm – 10:00 pm	Dinner (on your own) / Vendor Dinners

Wednesday, November 5

6:30 am – 7:55 am	Breakfast (provided) – Restaurant
8:00 am – 8:55 am	COHEAO Student Loan Update – COHEAO President Karen Reddick – Mountain Laurel Ballroom
9:00 am – 9:55 am	An Introduction to Texas Legislative Processes – Christy Blakney & Chris Foster – Mountain Laurel Ballroom
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
– Christy Blakney & Chris Foster – [Mountain Laurel Ballroom](#)
11:25 am – 12:00 pm Conference Wrap-up & Giveaways – [Mountain Laurel Ballroom](#)
12:00 pm Conference End

guidebook
Download the Conference guide here:

