



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> <ul style="list-style-type: none">• TBD – Mountain Laurel Ballroom• Ask the Attorney: Live Q&A on Claims, Collections & Financial Litigation - Chad Echols – Cypress/Red Oak• TBD – Cedar Elm
12:00 pm – 12:55 pm	Lunch (provided) – Mountain Laurel Ballroom
1:00 pm – 2:30 pm	<i>Concurrent Sessions:</i> <ul style="list-style-type: none">• 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> <ul style="list-style-type: none">• TBD – Cypress/Red Oak• Achieving Excellence through Lean Continuous Improvement - Cedar Elm
6:00 pm – 7:30 pm	THEBO Dinner at Hotel – Mountain Laurel Ballroom

Tuesday, November 4

6:30 am – 8:30 am	Breakfast (provided) – Mountain Laurel Ballroom
8:30 am – 9:25 am	General Session: NACUBO Washington Update – Brian Dickson – Mountain Laurel Ballroom
9:30 am – 10:25 am	<i>Concurrent Sessions:</i> <ul style="list-style-type: none">• Aspiring to Be a Lean Thinker – 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> <ul style="list-style-type: none">• TBD – 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!
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	Dancing with Karen (fun activity/wellness break) – Mountain Laurel Ballroom
3:30 pm – 4:25 pm	<i>Concurrent Sessions:</i> <ul style="list-style-type: none">• TBD – Mountain Laurel Ballroom• 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 – 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 89 th Legislative Session – Christy Blakney – 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:

