



THEBO Annual Conference 2024 Agenda

Sunday, November 10

4:00 pm – 6:00 pm	Hotel Check-In – Hotel Lobby/Reception
5:00 pm – 7:00 pm	Registration – Menger Ballroom Foyer
7:00 pm – 9:00 pm	Meet & Greet – Hotel Lobby/Reception

Monday, November 11

7:00 am – 8:15 am	Breakfast (provided) – Mountain Laurel Ballroom
7:30 am – 10:00 am	Registration Open – Menger Ballroom Foyer
8:30 am – 9:00 am	Welcome & Opening Remarks – Mountain Laurel Ballroom
9:00 am – 10:30 am	General Session: Conversations with an Attorney – 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">• Becoming a More Effective Communicator – How Little Things Make a Big Difference – Cedar Elm• Are YOU Holding Yourself Back from Advancement & Growth? – Cypress/Red Oak• Vendors: Boerne Visitor Center Q&A – Mountain Laurel Ballroom
12:00 pm – 12:55 pm	Lunch (provided) – Mountain Laurel Ballroom
1:00 pm – 2:25 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 – 2:50 pm	Afternoon Break – Menger Ballroom Foyer
2:55 pm – 3:55 pm	<i>Concurrent Sessions:</i> <ul style="list-style-type: none">• Reducing Refund Costs with Strategic Communications – Cedar Elm• VA Panel – Cypress/Red Oak
4:00 pm – 5:00 pm	General Session: What I've Learned During My Time in Student Accounts – Cypress/Red Oak
6:00 pm – 7:30 pm	THEBO Dinner at Hotel – Mountain Laurel Ballroom
7:00 pm – 9:00 pm	The Village Band! – Mountain Laurel Ballroom

Tuesday, November 12

- 6:45 am – 7:55 am Breakfast (provided) – [Mountain Laurel Ballroom](#)
- 8:00 am – 9:30 am General Session: NACUBO Washington Update – [Mountain Laurel Ballroom](#)
- 9:35 am – 10:35 am Supporting Student Enrollment & Financial Journeys Through Collaboration: Viewpoints from 3 Institutions – [Cypress/Red Oak](#)
- 10:40 am – 10:55 am Morning Break & Vendor Mingle – [Mountain Laurel Ballroom](#)
- 11:00 am – 11:55 am *Concurrent Sessions:*
- How Automation Transformed VA/Military Benefits Processing – [Cedar Elm](#)
 - Communications & Bill Presentment Magic – [Cypress/Red Oak](#)
- 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 *Concurrent Sessions:*
- PeopleSoft – [Mountain Laurel Ballroom](#)
 - Ellucian – Banner/Colleague – [Cypress/Red Oak](#)
 - Workday/Other – [Cedar Elm](#)
- 2:35 pm – 2:55 pm Afternoon Break – [Mountain Laurel Ballroom](#)
- 3:00 pm – 4:30 pm Collections Panel: An Agency, An Institution, and an Attorney...OH MY! – [Mountain Laurel Ballroom](#)
- 4:35 pm – 4:50 pm Tuesday Wrap-Up: Announcements & Board Election Results – [Mountain Laurel Ballroom](#)
- 5:30 pm – 10:00 pm Dinner (on your own) / Vendor Dinners – [Transportation Provided](#)

Wednesday, November 13

- 6:45 am – 7:55 am Breakfast (provided) – [Mountain Laurel Ballroom](#)
- 8:00 am – 9:00 am CFPB/Regulatory Session – [Mountain Laurel Ballroom](#)
- 9:05 am – 10:00 am *Concurrent Sessions:*
- Higher Education Compliance Session – [Cypress/Red Oak](#)
 - Past Due Balance Mitigation in a Post-Transcript Regulation World - [Cedar Elm](#)
- 10:05 am – 10:20 am Morning Break & Vendor Mingle – [Mountain Laurel Ballroom](#)
- 10:25 am – 11:25 am Vendor Breakdown – [Mountain Laurel Ballroom](#)
- 10:25 am – 11:25 am Panel: Payment Vendor State of the Industry Update – [Cypress/Red Oak](#)
- 11:30 am – 12:00 pm Conference Wrap-up & Giveaways – [Mountain Laurel Ballroom](#)
- 12:00 pm Conference End

