

# Mark your Calendar for the Best Student Financial Services Conference of 2019.

*A new more in depth format that will enable you to gain a superior understanding for greater retention to share and apply when you return to your Campus!*

## Sessions

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### *Legal Updates*

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- **Legislative and Collections Update**

*An Update of the Most Recent Newsworthy Changes in Collections*

- **Mock Litigation**

*Understand what happens if your school is faced with a lawsuit. Know the questions you're likely to be asked, the documents you'll produce and the complete legal process.*

- **Legal Update**

*Covering the most up-to-date consumer compliance laws as well as recently introduced State regulations and requirements.*

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### *Managers and Collectors*

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- **Managers Breakout**

**Looking at the Aspects of everything Managers Manage**

- People – Competency, Performance Review, Progressive Discipline and Terminations*
- Vendors – Competition and Complacency. Maximizing the Service You've Contracted for*
- Internal Collections – Targets, Tools, Default Rates and Motivation*

- **Collectors Breakout**

**Everything the Higher Education Collector Needs to Know**

- Being Prepared for Daily Encounters with Students*
- Established Procedures for Maximum Results and Efficiency*
- FDCPA Do's and Don'ts*
- A Role Play Session on 'How do I respond when the student says...'*

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### *Writing and Reporting*

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- **Report Writing for Collectors**

*Best practices in articulating your reports and requests*

- **Policy and Procedures for Managers**

*The Who, What, Why and How to do them*

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## Campus Health and Wellness

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- **Dealing with and Helping Students in Distress**  
*Insight and education from a campus psychologist*
- **Positive Mental Attitude**  
*Eliminating the toxicity of collections and embracing positivity*

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## Financial Literacy

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- **Achieving Change**  
*Faced with resistant departments and oblivious students, how do we raise interest, awareness and enthusiasm so that your campus can embrace the necessity of financial wellness? We'll discuss the keys to achieving this goal.*
- **Getting your Plan Moving**  
*A financial literacy toolkit that will provide you with the tools and guidance you'll need to singlehandedly start or improve your school's literacy program.*

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## Private Student Loans – Perkins and A/R Alternative

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- **Developing and Maintaining an Institutional Loan Program**  
*Delving into funding sources such as third party outsourcing, bank partnerships, campus/alumni funded and recourse loans. Also, the dynamics that flexibility and responsibility have on the control over your lending program.*
- **Making and Disbursing Institutional Loans**  
*A step by step instruction on loan origination covering Disclosures, Issuing Loans and Compliance*

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## Alternative Collection Innovations

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- **CURE, Rehabilitation and Arrearage**  
*Collections methods for Less Expensive and More Effective Collections. There's more than one way to peel an orange, bake a cake, cook an egg and catch a rabbit. Let's examine what a 21<sup>st</sup> Century collection agency role and model looks like.*

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## Campus Safety

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- **Surviving an Episode of Violence**  
*Shooter, Terrorist, and Riot. Covering logistics, administrative responsibilities and core strategies to minimize injury to yourself and others.*

- **Red Cross First Aid Training**

*This course on First Aid/CPR/AED will help participants recognize and respond appropriately to cardiac, breathing and other first aid emergencies and provide skills that participants need to know to give immediate care to a suddenly injured or ill person until more advanced medical personnel arrive and take over.*

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## *Perkins and Department Update*

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- *The latest on the wind down of the Perkins program*
  - *The latest news from Washington*
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## *Social*

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- **School Networking Session**

*An opportunity to get to know your colleagues*

- **School Breakout by Size and Type for Q & A Roundtable Discussions**

*An opportunity to share strategies, styles and concerns with campuses of similar natures*