

Minnesota Collection Network Mega Conference XXVI AGENDA

Doubletree by Hilton Bloomington-Minneapolis South

Sunday, October 14, 2018

3:00 – 5:00pm	Partner Display Setup	Grand Ballroom
4:00 – 7:00pm	HOSPITALITY AND PRE-REGISTRATION <i>Come register and socialize with other attendees and the Committee Members.</i> Light snacks and beverages provided	Room 215

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Doubletree by Hilton Bloomington-Minneapolis South

Monday, October 15, 2018

7:30 – 8:30am	<p>Registration and Continental Breakfast</p> <p>Local and Seasonally Inspired Sliced Fruit Freshly made Bakeries with Butter and Fruit Preserves Build your own Granola Yogurt Parfait: Vanilla Yogurt, Granola, Seasonal Berries, Sliced Banana's, Toasted Coconut & Chopped Assorted Nuts Hard Boiled Eggs Selection of Chilled Juices/Coffee/Tea</p>	Grand Ballroom
8:30 – 9:00am	<p>Opening Remarks</p>	Grand Ballroom
9:00 – 10:15am	<p>General Session: Updates and Trends in the Collection of Student Debt Chad Echols, The Echols Firm</p> <p><i>The case law along with the statutory and regulatory environment influencing the collection of student debt is constantly changing. Both 2017 and 2018 were very active years in the courts. Colleges, universities, and your collection agency partners need to remain aware of updates that impact the recovery of student loans and receivables. As schools continue to work on ways to recover outstanding debts, it is imperative to be knowledgeable about current collection issues and adjust financial services practices accordingly. This presentation will highlight some of the most important issues facing the collection industry.</i></p>	Grand Ballroom
10:15 – 10:45am	<p>VENDOR DISPLAYS AND BREAK</p> <p>Freshly Brewed Regular and Decaffeinated Coffee, Assorted Herbal Teas, Assorted Sodas, Bottled Water</p>	Grand Ballroom
10:45 – 12:00pm	<p>Concurrent Sessions:</p>	
	<p>Bankruptcy and the Statute of Limitations</p> <p><i>Understanding the impact of a bankruptcy filing on student debt is an important issue for colleges and universities. This presentation provides an up-to-date survey of case law and whether or not certain receivables can survive a student's bankruptcy filing. Also, state and federal actions</i></p> <p>a. <i>regarding the collection of older debts is a critical issue facing the collection industry. The collection industry continues to face operational and regulatory hurdles in assisting with the recovery of older accounts. This presentation will provide the current status of the statute of limitations issue and insights on how you can best protect your school from changing landscape impacting older debts.</i></p> <p style="text-align: center;">Chad Echols, The Echols Firm</p>	Veranda 5-8
	<p>b. 1098T - <i>This session will provide an overview of 1098T reporting requirements focused on updates for the current reporting year.</i></p> <p style="text-align: center;">Robert Frick, University Accounting Service, LLC</p>	Veranda 3-4
12:00 – 1:00pm	<p>LUNCH</p> <p>Chef's Choice of Soup and Dessert Mixed Greens/ Balsamic and Ranch Dressings, House Slaw and Thousand Island Dressing Gourmet Pasta Salad & Bistro Potato Salad Smoked Turkey on Thick Sliced Multi-Grain with Bacon and Cranberry Compote Shaved Pastrami on Thick Cut Marble Rye with Whole Grain Mustard Grilled Vegetables on Ciabatta with Havarti Cheese and Balsamic Glaze</p>	Grand Ballroom

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1:15 – 2:30pm	Concurrent Sessions:	
	<p>a. Get P.A.I.D. - An acronym that helps break down a great collection talk-off via exhibiting great conversation skills and staying consistent. Real call examples. P - Payment request A - Acquire information from the student I - Interact with the student D - Deliver the payment options Greg Ruffino, Williams & Fudge, Co.</p>	Veranda 5-8
	<p>b. Student Accounts Receivable Panel - Ask the experts session on accounts receivable management trends and issues. Carol Bossuyt, Southwest Minnesota State University Sara McLain, Hamline University Stephanie Ruckel, St. Olaf College</p>	Veranda 3-4
	<p>c. How to Assess if your Perkins Portfolio is Fit & Healthy - In loan management, much like in the medical industry, prevention is the best solution to ensuring your portfolio is “healthy” and that loans at risk are quickly identified and dealt with before they infect the portfolio’s overall financial health. This session is intended to discuss all the little and not so little processes (or preventative measures) an institution should do to make sure their portfolio continues to run smoothly and is prepared for the future. Maria Livolsi, SUNY & Lori Hartung, Todd, Bremer & Lawson, Inc.</p>	Edina
2:30 – 3:00pm	VENDOR DISPLAYS AND BREAK - Giant Soft Pretzels with Cheese Sauce and Pommery Mustard	Grand Ballroom
3:00 – 4:15pm	Concurrent Sessions:	
	<p>a. Call Baiting - What is this, how to recognize it, what to do to prevent it and how to handle the conversation if you believe it is happening. It is not uncommon for a student (consumer) or 3rd party to deliberately try to get you to state something that is inaccurate or deceptive in an effort to turn the tables on you. This could happen in various ways including conversations with 3rd party disclosure and credit reporting issues. The presentation also has real call baiting examples to hear. Greg Ruffino, Williams & Fudge, Co.</p>	Veranda 5-8
	<p>b. Gen Z - How will Student Financial Services Prepare for the Next Generation? Generation Z is at our doorstep, and as universities get ready to welcome the Class of 2022, the gap between financial aid and tuition and fees continues to expand. On average, 53 percent of students pursuing a four-year degree drop out of college, with finances cited as the primary reason. Judith Flink, OnPlanU/Flywire</p>	Veranda 3-4
	<p>c. Your Perkins Portfolio: Considerations for Servicing, Assignment and Liquidation - Now that the Perkins Program has expired, schools must decide whether they will continue servicing their Perkins loans or liquidate the program. This session will focus on analyzing and developing an informed strategy for your institution’s Perkins Loan portfolio, protecting and maximizing your capital investment and understanding the benefits and risks of assignment and liquidation. Maria Livolsi, SUNY</p>	Edina
5:00 – 8:30pm	<p>MONDAY RECEPTION – MN-INGO and DJ Cash Bar Grilled Vegetable Salad with Mixed Greens and Balsamic Vinaigrette Pineapple Cole Slaw and Bistro Potato Salad Beer Can Chicken, Barbeque Baby Back Ribs, Smoked Texas Style Beef Brisket Grilled Potatoes and Onions Corn on the Cob and Baked Beans, Corn Muffins with Honey and Butter</p>	Foyer/Grand Ballroom

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Doubletree by Hilton Bloomington-Minneapolis South

Tuesday, October 16, 2018

7:30 – 8:30am	<p>Registration and Breakfast Buffet</p> <p>Local and Seasonally inspired sliced Fruit. Freshly Made Bakeries with Butter and Fruit Preserves. Scrambled Eggs, Breakfast Potatoes. Your choice of Bacon or Sausage Links Selection of Chilled Juices/Coffee/Tea</p>	Grand Ballroom
8:30 – 8:45am	Opening Remarks	Grand Ballroom
8:45 – 10:15am	<p>General Session: <i>MOMENTUM Get Out of Your Comfort Zone!!</i></p> <p>John Davis, Corporate Action Hero</p> <p><i>New technologies, systems, and processes can be daunting. Working with new management teams or people of different generations can cause stress. Changes always illicit fear. The first step in navigating change is to conquer the fear of change. This powerful Keynote gives practical tools for navigating the changes within your company, industry, or marketplace. It clearly demonstrates and inspires the mindset that will allow you to take advantage of change and create a new momentum towards an even greater success.</i></p>	Grand Ballroom
10:15 – 10:45am	<p>VENDOR DISPLAYS AND BREAK</p> <p>Freshly Brewed Regular and Decaffeinated Coffee, Assorted Herbal Teas, Assorted Sodas, Bottled Water</p>	Grand Ballroom
10:45 – 12:00pm	Concurrent Sessions:	
a.	<p>CFPB - An update of the Consumer Financial Protection Bureau.</p> <p><i>Known now as the Bureau of Consumer Financial Protection</i></p> <p>Robert Schuerger, The Law Office of Robert A. Schuerger</p>	Veranda 5-8
b.	<p>Perkins Panel – Open forum on Perkins issues and best practices.</p> <p>Nichole Lofald, University of Minnesota, Duluth</p> <p>Becky Dandrea, Hamline</p> <p>JP Pfund, University of Wisconsin, Madison</p>	Veranda 3-4
c.	<p>Digital Identity Theft - Data breaches are commonplace and higher education is a convenient target. Review best practices for complying with the latest data security and breach requirements, including the new European Union General Data Protection Regulation (GDPR). Also, explore some important findings from unreported postsecondary data breaches.</p> <p>Jason Davis, University of Minnesota, Duluth</p>	Edina
12:00 – 1:00pm	<p>LUNCH</p> <p>Caesar Salad with Croutons and Parmesan Cheese Grilled Vegetable Salad with Balsamic Reduction Pesto Tortellini Salad Penne with Bolognaise, Italian Sausage and Roasted Peppers Diablo Chicken Bruschetta with Fresh Mozzarella and Balsamic Glaze Lemon Pepper Broccolini and Fire Roasted Vegetables Garlic Breadsticks</p>	Grand Ballroom

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Tuesday, October 16, 2018

1:00 – 2:00pm	Concurrent Sessions:	
	<p>International Students & Financial Wellness - <i>The University of Minnesota, Twin Cities welcomed nearly 3,000 international undergraduate students in the fall of 2017. These students are acclimating to a new way of doing things and we are continuously trying to improve their financial understanding. The Financial Wellness Committee collaborated with International Student and Scholar Services to provide financial resources designed specifically for international students. Come learn how to implement similar resources at your institution!</i></p> <p>a. Betsy Everts, University of Minnesota Kristin Hummel, University of Minnesota</p>	Veranda 5-8
	<p>b. TCPA - Telephone Communication Protection Act update. Robert Schuerger, Law Office of Robert A. Schuerger</p>	Veranda 3-4
	<p>c. How to Develop an Institutional Loan Program - <i>An overview of the best practices and regulatory requirements to consider when developing an institutional loan program.</i></p> <p>Robert Frick, University Accounting Service, LLC JP Pfund, UW-Madison Marty Herrick, Private Lender</p>	Edina
2:00 – 2:15pm	<p>VENDOR DISPLAYS AND BREAK</p> <p>Assorted Sodas and Bottled Water Freshly Baked Cookies or Fudge Brownie Bars</p>	Grand Ballroom
2:15 – 3:15pm	Concurrent Sessions:	
	<p>a. FERPA - <i>An overview of the basic confidentiality and disclosure requirements for handling education records under the Family Educational Rights and Privacy Act.</i></p> <p>Cindy Egeness, St. Catherine University</p>	Edina
	<p>b. Writing Policies and Procedures - <i>Learn the difference between policies, procedures and work instructions and how these three items when coupled with an audit/monitoring system will create a lifecycle flow that help maintain compliance within your office.</i></p> <p>Lori Hartung, Todd, Bremer & Lawson, Inc.</p>	Veranda 5-8
	<p>c. Collection Agency Panel - <i>An overview of the current concerns and trends for the third-party collection agencies.</i></p> <p>Karen Reddick, National Credit Management JR Berninzoni, Williams & Fudge Bruce Lopez, Credit World, Inc.</p>	Veranda 3-4
3:30 – 4:30pm	Concurrent Sessions:	
	<p>a. Public School – Round Table</p> <p>Moderator: Lydia Self, University of Minnesota, Twin Cities</p>	Veranda 5-8
	<p>b. Private School – Round Table</p> <p>Moderator: Bill Peterson, University of St. Thomas</p>	Veranda 3-4

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Wednesday, October 17, 2018

8:00 – 9:15am	<p>Breakfast Buffet and Closing Remarks</p> <p>Local and Seasonally inspired sliced Fruit. Freshly Made Bakeries with Butter and Fruit Preserves. Scrambled Eggs, Breakfast Potatoes. Your choice of Bacon or Sausage Links</p> <p>Selection of Chilled Juices/Coffee/Tea</p>	Grand Ballroom
9:15 – 10:30am	<p>General Session: SAVE-T - Situational Awareness for Violent Events Training</p> <p>Wayne Kauffmann, <i>FBI Special Agent (SA)</i></p> <p><i>Information and personal security options to prepare mentally and physically to survive critical incidents/violent events to include; Active Shooter(s), Terrorism and Violent Crime.</i></p>	Grand Ballroom
10:30 – 10:45am	BREAK	Grand Ballroom
10:45 – 11:30am	<p>General Session: The Federal Update</p> <p>Lori Hartung, <i>Todd, Bremer & Lawson, Inc.</i></p> <p><i>Legislative and Department of Education Update - A status update of new Department of Education initiatives, the Higher Education Reauthorization, FY 18/19 appropriations and how the midterm elections may impact the activity of the 116th Congress.</i></p>	Grand Ballroom

THANK YOU FOR ATTENDING AND SAFE TRAVELS HOME
SAVE THE DATE – NEXT YEAR’S CONFERENCE IS:
October 20-23, 2019 at the Embassy Suites
Bloomington, MN

Please visit the website for further information: www.mnnetwork.org