

# Minnesota Collection Network Mega Conference XXVII AGENDA

Embassy Suites Minneapolis Airport

**Sunday, October 20, 2019**

<b>3:00 – 5:00pm</b>	Partner Display Setup	<b>Tamarack Ballroom</b>
<b>4:00 – 7:00pm</b>	<b>HOSPITALITY AND PRE-REGISTRATION</b> <i>Come register and socialize with other attendees and the Committee Members.</i> Light snacks and non-alcoholic beverages provided	<b>Boardroom 713</b>

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**Monday, October 21, 2019**

6:30 – 8:30am	<b>Embassy Breakfast / Registration</b> **Complimentary Hotel Breakfast for Hotel Guests	
8:45 – 9:00am	Opening Remarks	<b>Tamarack Ballroom</b>
9:00 – 10:15am	General Session: <b>Chad Echols</b> , The Echols Firm <b>Updates and Trends in the Collection of Student Debt:</b> 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.	<b>Tamarack Ballroom</b>
10:15 – 10:45am	<b>VENDOR DISPLAYS AND BREAK – SPONSORED BY OUR SILVER PARTNERS</b> Caribou coffee, herbal tea, fresh juice carafes, bottled water, sliced fruit, assorted pastries	<b>Tamarack Ballroom</b>
10:45 – 12:00pm	Concurrent Sessions:	
	a. <b>Chad Echols</b> , The Echols Firm <b>How to Remain Compliant with the Fair Credit Reporting Act and Statute of Limitations:</b> Chad will provide a comprehensive overview of the federal Fair Credit Reporting Act, state laws in respect to the statute of limitations and measures your institution should take to ensure compliance with both.	<b>Cedar I</b>
	b. <b>John Schwarm DBA.</b> , Concordia University Chicago <b>Three Greek Words Everyone Needs to Know:</b> Ethos, Pathos, and logos are three words that everyone needs to know. Whether you are selling something, trying to collect a student's account, or just communicating with your team, knowing how to use the best strategies to communicate.	<b>Cedar II</b>
12:00 – 1:00pm	<b>LUNCH – SPONSORED BY OUR GOLD PARTNERS</b> <b>Slider Buffet:</b> Tossed garden salad, Creamy macaroni pasta salad, Bacon cheeseburger sliders, Memphis pork sliders, <i>with BBQ sauce and coleslaw</i> , Chicken teriyaki sliders, <i>with grilled pineapple</i> , Lettuce, tomato, pickle, onions, banana peppers Assorted condiments, Mini desserts.	<b>Atrium I</b>

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1:15 – 2:30pm	Concurrent Sessions:	
	<p><b>Greg Ruffino, Williams and Fudge</b></p> <p>a. <b>Overcoming the Dispute:</b> Utilize real calls to showcase how we can effectively get the student to understand their situation and get past their initial stall or objection.</p>	<b>Cedar I</b>
	<p><b>John Schwarm DBA., Concordia University Chicago</b></p> <p>b. <b>The Risk and Rewards of International Students:</b> Challenges with immigration, exchange rates, delinquent student accounts, and English proficiency, Instructors have seen much, but not all. This has been my experience as a faculty member on how to work with international students and engage them to succeed in their program.</p>	<b>Cedar II</b>
	<p><b>Maria Livolsi, SUNY &amp; Lori Hartung, Todd, Bremer &amp; Lawson, Inc.</b></p> <p>c. <b>Perkins Loan Assignments:</b> Best practices on how to assess and prepare your Perkins Loan portfolio for federal assignment and an overview of the assignment process.</p>	<b>Nokomis</b>
2:30 – 3:00pm	<p><b>VENDOR DISPLAYS AND BREAK – SPONSORED BY OUR SILVER PARTNERS</b> Caribou coffee, herbal tea, canned sodas, bottled water, homemade cookies and bars</p>	<b>Tamarack Ballroom</b>
3:00 – 4:15pm	Concurrent Sessions:	
	<p><b>Greg Ruffino, Williams and Fudge</b></p> <p>a. <b>Dealing with Mom and Dad:</b> Discussion on how to handle inquiries and conversations with 3<sup>rd</sup> parties (mom and dad). This presentation features several real collection calls and techniques and it takes into consideration all of the regulations within FERPA. How can you benefit from this conversation when you are restricted in what information is disclosed?</p>	<b>Cedar I</b>
	<p><b>Kevin Hunt, MTFX Group of Companies</b></p> <p>b. <b>The Future of Payments – An Education in International Payments:</b> An increasing number of students enrolled in higher education in the U.S. coming from abroad, colleges and universities must adapt their administrative and operational systems to cater for a global customer base, or risk alienating a significant proportion of their student body. Hear from industry thought leaders about the essential building blocks to enhance your funds flow and enhance your service delivery.</p>	<b>Cedar II</b>
	<p><b>Jason Davis, University of Minnesota, Duluth</b></p> <p>c. <b>Digital Identity Risks, Remediation, and Compliance:</b> An overview of the current requirements and trends in Cyber Security in Higher Education.</p>	<b>Nokomis</b>
5:00 – 9:00pm	<p><b>MONDAY RECEPTION - Totally Awesome 80's Party!</b> <b>SPONSORED BY OUR PLATINUM PARTNERS</b> <b>Cash Bar &amp; Dinner:</b> Minnesotan Buffet: Chicken wild rice soup, Tossed garden salad, Strawberry Jello parfait, Fried chicken, Meatloaf with gravy and fried onions, Roasted pork loin apple chutney, Garlic mashed potatoes, Buttered corn parsley, Chocolate cake</p>	<b>Tamarack Ballroom</b>

# Minnesota Collection Network Mega Conference XXVII AGENDA

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**Tuesday, October 22, 2019**

6:30 – 8:30am	<b>Embassy Breakfast / Registration</b> **Complimentary Hotel Breakfast for Hotel Guests	
8:30 – 8:45am	Opening Remarks	<b>Tamarack Ballroom</b>
8:45 – 10:15am	General Session: <b>Keynote Speaker - Jean Abbott</b> <b>Misdiagnosed:</b> Jean Abbott was misdiagnosed as a young child with Spastic Diplegia, a form of Cerebral Palsy. After 33 years of countless doctor's visits, medical procedures, unnecessary medications and surgeries, she was correctly diagnosed with Dopa Responsive Dystonia (DRD) and given a new life!	<b>Tamarack Ballroom</b>
10:15 – 10:45am	<b>VENDOR DISPLAYS AND BREAK – SPONSORED BY OUR SILVER PARTNERS</b> Caribou coffee, herbal tea, fresh juice carafes, bottled water, sliced fruit, assorted pastries	<b>Tamarack Ballroom</b>
10:45 – 12:00pm	Concurrent Sessions:	
	<b>Duane Faber, Minnesota State Colleges &amp; Universities</b> a. <b>PCI Compliance:</b> What is it? What is it really? Isn't this an IT issue? But we use a third party? This session will address multiple PCI topics and its impact on a campus.	<b>Cedar I</b>
	<b>Karen Reddick, National Credit Management</b> b. <b>Washington DC's Influence on How We Do Our Job:</b> Congress and other departments of the Federal Government are currently working on legislation, guidance and regulations that will change the way we do our jobs every day. How will these new Congressional challenges affect how we assist students in financing their education? What will our options be with the cost of higher education rising, financial aid options shrinking and new regulations continuously being released?	<b>Cedar II</b>
	<b>Julie Mitchell-Barney, Ceannate Corp</b> c. <b>Mental Health Concerns On Campus:</b> 64% of students who left college prematurely cited a mental health related reason. These students often did not seek treatment due to the lack of mental health services or the stigma surrounding therapy. Attend this open forum to discuss the growing mental health concerns among college students and how it's impacting higher education.	<b>Nokomis</b>
12:00 – 1:00pm	<b>LUNCH – SPONSORED BY OUR GOLD PARTNERS</b> <b>New York Deli Buffet:</b> Soup of the day, Tossed garden salad, Creamy pasta salad, Baby red potato salad, Gourmet chips, Sliced turkey, ham, roast beef, hard salami, pastrami, cheddar, Swiss, pepper jack cheeses, Assortment of breads and rolls, Cookies and bars	<b>Atrium I</b>

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**Tuesday, October 22, 2019**

1:00 – 2:00pm	Concurrent Sessions:	
a.	<p><b>Kimberly Gibbs</b>/St. Mary's, <b>Michelle Loedeman</b>/Western Michigan <b>Miguel Granger</b>/ Minneapolis College of Art and Design</p> <p><b>Accounts Receivable Panel:</b> Bring your questions/concerns for our expert panelists to help answer/resolve on accounts receivable management.</p>	<b>Cedar I</b>
b.	<p><b>Robert Schuerger</b>, Law Offices of Robert A. Schuerger</p> <p><b>Prep for Trial:</b> What Every School Needs to Know: Join in on a discussion on trial preparations that is relevant to staff at private and public colleges and universities alike. The principal at an education-focused collections law firm will review the topic of trial preparation on education-based delinquent accounts. Subtopics include supporting documentation review, contract and accounting evaluations, client &amp; witness conversations and courtroom process expectations. An understanding and adequate preparation for this unavoidable event will help schools reduce obstacles to legal judgment and increase opportunities to move the account from a legal status back to recovery.</p>	<b>Cedar II</b>
2:00 – 2:15pm	<p><b>VENDOR DISPLAYS AND BREAK – SPONSORED BY OUR SILVER PARTNERS</b> Caribou coffee, herbal tea, canned sodas, bottled water, homemade cookies and bars</p>	<b>Tamarack Ballroom</b>
2:15 – 3:15pm	Concurrent Sessions:	
a.	<p><b>Chris Stompanato</b>, ECSI</p> <p><b>Institutional Loans:</b> <i>An overview of the best practices and regulatory requirements to consider when developing an institutional loan program.</i></p>	<b>Cedar I</b>
b.	<p><b>Maria Livolsi</b>, SUNY &amp; <b>Lori Hartung</b>, Todd, Bremer &amp; Lawson, Inc.</p> <p><b>Developing a Collection Agency RFP and Vendor Oversight Checklist:</b> Developing an RFP can be a time-consuming and confusing process due to the extensive regulatory requirements we must incorporate. This session will review the type of information you should include, a rating model for evaluating bids, and the type of information you should review on a regular basis to ensure your third-party agencies are in compliance with contract requirements. Learning Objectives• Review common RFP elements and structure• Discuss best practices• Review a vendor oversight checklist</p>	<b>Cedar II</b>
c.	<p><b>Robert Schuerger</b>, Law Offices of Robert A. Schuerger</p> <p><b>CFPB:</b> <i>An update of the Consumer Financial Protection Bureau.</i></p>	<b>Nokomis</b>
3:30 – 4:30pm	Concurrent Sessions:	
a.	<p><b>Public School - Round Table</b></p> <p>Moderator: Deanna Nordeen, University of Minnesota Duluth</p>	<b>Cedar I</b>
b.	<p><b>Private School - Round Table</b></p> <p>Moderator: Bill Peterson, University of St. Thomas</p>	<b>Cedar II</b>

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**Wednesday, October 23, 2019**

6:30 – 9:00am	<b>Embassy Breakfast</b> **Complimentary Hotel Breakfast for Hotel Guests	
9:00 – 9:15am	Closing Remarks	<b>Tamarack Ballroom</b>
9:15 – 10:15am	General Session: <b>Judith Flink, Flywire</b> <b>Financial Literacy Tools and Strategies for the GENZ Student:</b> Recognize the shift in expectations from millennials to Gen Z Understand what financial literacy is Learn where to find resources that will support the development of financial literacy programs.	<b>Tamarack Ballroom</b>
10:15 – 10:30am	<b>BREAK</b>	
10:30 – 11:30am	General Session: <b>ASK THE EXPERTS / OPEN FORUM</b>	<b>Tamarack Ballroom</b>

**Please complete our survey as it helps us make this the best conference for you!**

<https://www.surveymonkey.com/r/W8FP8JP>



**THANK YOU FOR ATTENDING AND SAFE TRAVELS HOME**  
**SAVE THE DATE – NEXT YEAR’S CONFERENCE IS:**  
**October 12-16, 2020 at the Embassy Suites by Hilton Minneapolis Airport**

Please visit the website for further information: [www.mnnetwork.org](http://www.mnnetwork.org)