
Event Agenda

Minnesota Collection Network Mega Conference 2025

Sunday, October 19, 2025

Partner Display Set-up

4:00 PM – 6:00 PM | Location: Tamarack Ballroom

Hospitality and Pre-Registration

5:00 PM – 7:00 PM | Location: Manager's Reception Area

Monday, October 20, 2025

Embassy Breakfast/Registration

6:30 AM – 8:30 AM | Location: Manager's Reception Area

Welcome to the MN Mega Conference!

8:30 AM – 8:45 AM | Location: Tamarack Ballroom

Speaker



Deanna Nordeen

Finance Professional | University of Minnesota, Duluth

Dive Deep, Fly High: Unleashing Your Best Self

8:45 AM – 10:00 AM | Location: Tamarack Ballroom

GENERAL SESSION

Discover what it truly means to build authentic, meaningful connections that elevate both your personal and professional relationships. This session will guide you on an engaging journey of self-awareness, revealing how your interaction style impacts your ability to connect with others and enhance team dynamics. By exploring the foundation of your unique communication approach, you'll learn how to turn insights into action, creating stronger bonds that lead to smoother collaboration and mutual respect. This session isn't just about identifying your strengths and areas for growth—it's about understanding how your habits may hinder your ability to forge deeper, more transformational connections. You'll dive into the difference between transactional and transformational relationships, the role of vulnerability in fostering trust, and how asking thoughtful questions can open doors to genuine engagement instead of simply offering advice. Finally, you'll explore the critical role of energy: learning how to create positive energy in your interactions, rather than unintentionally draining it.

What You'll Gain:

- **Understanding Connection Styles:** Learn how your personal style of interacting influences your ability to connect deeply with others and how you can enhance these relationships for greater collaboration.
- **Moving Beyond Surface-Level Relationships:** Explore the shift from transactional to transformational connections, and how vulnerability can lead to trust and stronger bonds.
- **Tools for Meaningful Engagement:** Discover how asking the right questions fosters true engagement and how managing energy—yours and others'—is key to building relationships that thrive.

Speaker



Kelli Van Cleeve

Vendor Display and Break

10:00 AM – 10:30 AM | Location: Tamarack Ballroom

Loans - Other than Federal/Panel

10:30 AM – 11:45 AM | Location: Tamarack Ballroom

CONCURRENT I

Marilyn Kosir, Xia Vang, Maria Livolsi

Speakers



Marilyn Kosir

MN Office of Higher Education



Maria Livolsi

Director, SUNY Student Loan Service Center | SUNY



Xia Vang

Senior Financial Aid Counselor | Augsburg University

The Art of Building Rapport

10:30 AM – 11:45 PM | Location: Cedar II

CONCURRENT II

Speaker



Kelli Van Cleeve

Lunch

11:45 AM – 12:45 PM | Location: Manager's Reception Area

Inspector General - TBD

12:45 PM – 1:45 PM | Location: Tamarack Ballroom

CONCURRENT I

Student Retention - Best Practices

12:45 PM – 1:45 PM | Location: Cedar II

CONCURRENT II

Speaker



Lori Hartung

Regional Sales Executive | ECSI

Vendor Displays and Break

1:45 PM – 2:15 PM | Location: Tamarack Ballroom

Collection 101

2:15 PM – 3:15 PM | Location: Tamarack Ballroom

CONCURRENT I

Speaker



Audrey Christina Ricucci

Regional Director of Business Development | ConServe

Concurrent Session

2:15 PM – 3:15 PM

CONCURRENT II

Musical Topics

3:15 PM – 4:15 PM | Location: Tamarack Ballroom

GENERAL SESSION

Post Transcripts, 3rd Party Billing, SFRA, appeals/refunds, settlements

Monday Reception

5:00 PM – 8:00 PM | Location: Tamarack Ballroom

Tuesday, October 21, 2025

Embassy Breakfast/Registration

6:30 AM – 8:30 AM | Location: Manager's Reception Area

Opening Remarks - Day 2

8:30 AM – 8:45 AM | Location: Tamarack Ballroom

GENERAL SESSION

Speaker



Deanna Nordeen

Finance Professional | University of Minnesota, Duluth

Updates and Trends in the Collection of Student Debt

8:45 AM – 10:15 AM | Location: Tamarack Ballroom

GENERAL SESSION

Speaker



Chad Echols

Attorney | Frost Echols, LLC

Networking Break

10:15 AM – 10:45 PM | Location: Tamarack Ballroom

Compliance Checklist Update

10:45 AM – 11:45 PM | Location: Tamarack Ballroom

CONCURRENT I

Speaker



Karen Reddick

VP Business Development | National Credit Management

Concurrent Session

10:45 AM – 11:45 AM

CONCURRENT II

Lunch

11:45 AM – 12:45 PM | Location: Manager's Reception Area

Group Discussion - Let's Discuss What We Learned

12:45 PM – 2:00 PM | Location: Tamarack Ballroom

GENERAL SESSION

Speaker



Deanna Nordeen

Finance Professional | University of Minnesota, Duluth

COHEAO Washington Legislative/Regulatory Update

2:00 PM – 3:00 PM | Location: Tamarack Ballroom

GENERAL SESSION

Speaker



Lori Hartung

Regional Sales Executive | ECSI

Door Prizes and Giveaways

3:00 PM – 3:30 PM | Location: Tamarack Ballroom

