

The



Torch

May 15, 2009

A bi-weekly report from the Coalition of Higher Education Assistance Organizations

Table of Contents

COHEAO News

1. [Register Today for the Mid-Year Conference; Draft Agenda Now Available](#)
You may now register for the COHEAO Mid-Year Conference and a draft agenda is posted on the COHEAO website at www.coheao.org and attached to the end of *The Torch*.
2. [COHEAO Forms Working Group on TILA Regulations](#)
The Federal Reserve Board has published new regulations about disclosures, certifications, and practices relating to private education loans under the Truth-in-Lending Act (TILA).
3. [Distribution Policy for *The Torch*](#)
COHEAO would like to remind all of our members, to please abide by the distribution policy for *The Torch*.
4. [Get Your Spring Fashions at the COHEAO Store](#)
Spring is here and that means it's time to update your wardrobe with the latest from the COHEAO store.

Congress

1. [Obama Administration Releases Full Budget Proposal; Expands Perkins Loan Program](#)
After months of anticipation, the details of the first Obama Administration budget request made its way to Capitol Hill last week.
2. [Whitehouse Named to HELP Committee on Temporary Basis](#)
Last Tuesday, Senate Majority Leader Harry Reid (D-NV) appointed Sen. Sheldon Whitehouse (D-RI) as a temporary Member of the Senate Health, Education, Labor, and Pensions (HELP) Committee.
3. [Education and Labor Committee to Begin Hearings on Student Loan Reform Next Week](#)
On May 21, the Committee will hold a hearing, "Increasing Student Aid through Loan Reform."
4. [Durbin, Davis May Reintroduce Private Loan Dischargeability Bills This Year](#)
Sen. Dick Durbin (D-IL) and Rep. Danny Davis (D-IL) both indicated they are considering reintroducing legislation to make non-federal student loan debt dischargeable in bankruptcy proceedings this week.
5. [Miller, Bishop Join TICAS and USSA to Promote Benefits of CCRAA](#)

Education and Labor Committee Chairman George Miller (D-CA) and Rep. Tim Bishop (D-NY), joined with the United States Student Association and Bob Shireman's The Institute for College Access and Success (TICAS) to announce new benefits for students that take effect on July 1, 2010, including the income-based repayment (IBR) plan, increases in Pell funding, and lower interest rates on select loans.

Inside Ed and the Administration

1. [Student Loan Teams Reach Consensus at HEOA Reg Neg](#)
Student Loans Team I and Student Loans Team II gathered for the third and—as both teams were able to reach consensus—final round of negotiated rulemaking last week.

Industry News

1. [Brookings to Host Event on Federal Student Aid Reform](#)
The Brookings Institution announced its Brown Center on Education Policy will host an event to explore ways of improving the effectiveness of student financial aid on May 26.
2. [New Report Shows Low-Income Students Miss out on College Due to Lack of Knowledge on College Costs](#)
A new report released by the Pew Charitable Trusts, "Promoting Economic Mobility by Increasing Postsecondary Education", states that low-income students are missing out on the opportunity to attend college due to a lack of knowledge about true college costs and how to gain access to financial aid.
3. [DC Agency Inadvertently Distributes Confidential Student Data](#)
The *Washington Post* reported this week that the DC Office of the State Superintendent of Education (OSSE) notified students that it had "accidentally e-mailed personal information from 2,400 student financial aid applicants to more than 1,000 applicants."
4. [TICAS: Community College Students Have Most Unmet Financial Need](#)
The Institute for College Access and Success released a new analysis this week suggesting that community college students have the highest proportion of unmet financial need.

Attachments

1. [Board of Directors](#)
2. [COHEAO Commercial Members](#)
3. Mid-Year Conference Agenda

COHEAO News

Register Today for the Mid-Year Conference; Draft Agenda Available

You may now register for the COHEAO Mid-Year Conference and a draft agenda is posted on the COHEAO website at www.coheao.org and attached to the end of The Torch.

As Congress begins to consider the President's call for major changes to the Perkins Loan Program, COHEAO is making plans for its upcoming Mid-Year Conference. Scheduled for August 1-4, 2009 at the Westin Philadelphia, this event will provide you with an update on what changes (if any) are in store for the program.

Campus accounts receivable management practices and policies will be a focus of this event. Policies and practices in this important area of campus administration will be covered through a conference session and this year's Mid-Year Workshop. The Mid-Year Workshop will take place from noon-5:00 PM on August 4 and costs an additional \$75. The additional costs include lunch at the hotel and workshop fees, and you may register for the workshop when you register for the Mid-Year Conference.

In addition to information on campus accounts receivable management and updates on legislative and regulatory developments, the Mid-Year Conference will offer several informative and entertaining sessions on additional issues related to COHEAO members' day-to-day activities. Session topics under consideration include the FTC Red Flag Rule (a follow-up to the COHEAO teleconference), legal issues including bankruptcy litigation, campus accounts receivable management, new cancellations in the Title IV loan programs, cohort default rates, and efforts to mitigate the impact of the economic downturn for students.

COHEAO is pleased to continue to offer affordable rates for its events. The prices for this year's Mid-Year Conference remain unchanged from last year, \$470 for members and \$570 for non-members school attendees if you register before June 30. Non-member commercial institutions may register for \$1,575 before June 30, and all registrations increase by \$25 after the June 30 discount deadline.

We were also able to negotiate a very affordable rate at a wonderful hotel for this event, the Westin Philadelphia. COHEAO conference attendees registering with the Westin before June 30 are eligible for a rate of \$169 per night, a room rate less than at our previous two Mid-Year Conferences. The hotel's Rittenhouse Square location offers numerous shopping and dining options, as well as museums and historical attractions, including the Liberty Bell, Independence Hall, and the Constitution Center.

Call the hotel at (888) 627-8153 by June 30 and let them know you are attending the Coalition of Higher Education Assistance Organizations meeting to receive this fantastic deal!

Please register for the conference by visiting www.coheao.org. If you have any questions about this event, please do not hesitate to contact Wes Huffman at whuffman@wpllc.net.

COHEAO Forms Working Group on TILA Regulations

The Federal Reserve Board has published new regulations about disclosures, certifications, and practices relating to private education loans under the Truth-in-Lending Act (TILA). COHEAO has recently created a working group to discuss the proposed regulations and ways/how to respond.

According to the Federal Reserve Board, lenders will be required to disclose certain information about their loans, and federal loans that may be available on three specific occasions, with applications, at the time of the loan approval and at consummation of the loan. The HEOA changes to TILA require the student borrower to obtain a self-certification form from the educational institution, along with certain information about their costs of attendance and financial aid, and submit a signed copy to the lender. The proposed rules allow this form to be paper or electronic, including signatures, and would further allow the institution to transmit the form to the lender (rather than the student).

The working group met this week via conference call to discuss the proposed regulations and specifically the issues of “self-certification” and “exempt transactions” section of TILA. The group members discussed the possibility of excluding institutional loans from the self-certification process. It was also questioned if institutional payment plans fall under the “exempt transactions” category and would not apply to these regulations. The group plans to meet again and set up a meeting with a representative from the Federal Reserve Board.

To view the proposed regulations visit: <http://www.fdic.gov/regulations/laws/rules/6500-1400.html>

The Federal Reserve is accepting comments until May 26.

Distribution Policy for *The Torch*

COHEAO would like to remind all of our members, to please abide by the distribution policy for *The Torch*. Redistribution of this memorandum or its content outside the immediate organization of the intended recipient without the express prior permission of COHEAO is prohibited.

If you have any questions regarding this policy, please contact Krista Heckler or Harrison Wadsworth.

Get Your Spring Fashions at the COHEAO Store

Spring is here and that means it’s time to update your wardrobe with the latest from the COHEAO store, <http://www.westernprinting.net/coheao>, where you will find high-quality clothing and outerwear bearing the distinctive COHEAO flame logo. The net proceeds from the sale of the clothing will go to the COHEAO scholarship fund, which awards \$1,000 scholarships every year to deserving students with financial need who are attending COHEAO member institutions of higher education. Check it out today and help yourself – and a student who can really use the assistance.

CONGRESS

Obama Administration Releases Full Budget Proposal; No New Perkins Loan Program Information

After months of anticipation, the details of the first Obama Administration budget request made its way to Capitol Hill last week. The President's \$3.4 trillion discretionary spending request includes \$500 million in additional funding for the Department of Education. The \$500 million figure does not account for the increase in funding for Pell Grants because the Administration plans to move that program to the mandatory side of the ledger and pay for the increase largely through the elimination of the FFEL program.

No new details were made available on how the Perkins Loan Program changes would work. Regarding the allocation of funds, the budget proposal simply says that would be worked out with Congress.

In the run up to the approval of the President's budget, which was considered before the details were released, key appropriators, such as House Appropriations Chair David Obey (D-WI), expressed concern with placing Pell Grants on "auto pilot." According to White House officials, this type of funding structure provides an individual entitlement (and recourse) for eligible students, but also allows Congress to determine funding levels, most likely by appropriating funds beyond the growth rate of CPI+ 1%.

Included below is a chart prepared by NASFAA on the budget proposal's funding of many of the federal student aid programs.

Program	2008 Actual	2009 Estimated	2010 Estimated
Pell Grants (discretionary)	\$14.2 billion	\$17.3 billion	\$0
Pell Grants (mandatory)	\$2 billion	\$2.1 billion	\$24.7
Pell Grants (ARRA)	\$0	\$17.1 billion	\$0
Federal supplemental educational opportunity grants (SEOG)	\$757.5 million	\$757.5 million	\$757.5 million
Federal work-study	\$980.5 million	\$1.2 billion - including ARRA funds	\$980.5 million
Federal Perkins: Loan cancellations	\$64.3 million	\$67.2 million	\$0
ACG/SMART Grant	\$395 million	\$73 million	\$1.4 billion
New College Access and Completion	n/a	n/a	\$500 million

Fund			
Leveraging educational assistance partnership	\$64 million	\$64 million	\$64 million
Federal TRIO programs	\$885 million	\$905 million	\$905 million

As announced in February, the President’s budget calls for increasing “Perkins Loan” assistance from \$1.1 billion to \$5.8 billion, but also removes the in-school interest subsidy and transfers the administration of loan servicing and collections to the Department of Education. According to the budget appendix, this will provide \$3.2 billion in savings for the federal government over five years – mostly apparently from charging students while they are in school and during the grace period. COHEAO is discussing alternatives to the budget proposal with Congress and the Administration with the goal of achieving the President’s call for expanding Perkins, but also maintaining the current benefits of the program, such as campus based administration, the in-school interest subsidy, and loan forgiveness benefits.

Relative to Perkins Loans, the appendix specifically says:

The 2010 Budget proposes to modernize and expand the Perkins Loan program so more colleges can participate and more students receive access to greater aid. Under this proposal, annual loans to students would increase to \$6 billion from the current \$1 billion. Rather than operating through institutional revolving funds, under the proposal Perkins Loans would be delivered using the same method as Pell Grants and Direct Loans, and would be serviced by the same private-sector companies servicing Direct Loans and FFEL loans acquired by the Department. Loan volume would be allocated among degree-granting institutions using a method to be determined in consultation with Congress. The Administration intends for this new formula to encourage colleges to control costs and offer need-based aid to prevent excessive indebtedness. It may also reward schools that enroll and graduate students from low- and middle-income families. Schools would have discretion with regard to student eligibility. Perkins Loan borrowers would continue to be charged the current 5 percent interest rate; interest would accrue while students are in school. Other terms and conditions and loan maximums would be the same as the current Unsubsidized Stafford Loan program. As current Perkins Loan borrowers repay their loans, schools would remit the Federal share of those payments to the Department of Education. Schools would retain their own share of the revolving funds, as well as amounts sufficient to cover the costs of the various Perkins Loan forgiveness provisions. Schools would be free to use their returned share for any purpose. Mandatory loan subsidy costs associated with this proposal are shown in the Federal Perkins Loan program account.

To view the full budget request for the Department of Education visit:

<http://www.whitehouse.gov/omb/budget/fy2010/assets/edu.pdf>

Whitehouse Named to HELP Committee on Temporary Basis

Last Tuesday, Senate Majority Leader Harry Reid (D-NV) appointed Sen. Sheldon Whitehouse (D-RI) as a temporary Member of the Senate Health, Education, Labor, and Pensions (HELP) Committee. The appointment was made in order to fill a vacancy on the Committee left open since the start of the 111th Congress.

Since the beginning of this Congress, Sen. Reid has left an opening on the Committee in anticipation of Al Franken (D-MN) being elected as the junior Senator from Minnesota. However, with that election still pending, Reid opted to temporarily fill the position before start of the summer debate on health care reform.

Sen. Whitehouse also serves on the Special Committee on Aging, the Budget Committee, the Environment and Public Works Committee, the Judiciary Committee, and the Select Committee on Intelligence. He chairs the Judiciary Subcommittee on Administrative Oversight and the Courts.

Education and Labor Committee to Begin Hearings on Student Loan Reform Next Week

On May 21, the Committee will hold a hearing, "Increasing Student Aid through Loan Reform." On May 20, Secretary of Education Arne Duncan will testify before the Committee on the President's "education agenda." Duncan is the sole witness at the May 20 hearing and a witness list for the May 21 hearing has not been announced.

While it does not provide any details on witnesses, the May 21 hearing announcement does offer additional insight on Chairman George Miller's thinking on student loan reform. The announcement signals the Committee's willingness to explore alternatives by continuing to refer to the President's plan as "one of the proposals" the committee will consider, but also indicates Miller is looking for a significant increase in Pell funding by stating the purpose of the hearing is "to examine proposals that will make historic increases in college aid by enacting reforms that will make the nation's federal student loan programs more reliable, effective and efficient for students, families and taxpayers."

For more information on the May 21 student loan hearing, visit:

<http://edlabor.house.gov/hearings/2009/05/increasing-student-aid-through.shtml>

For more information on the May 20 hearing with Secretary Duncan, visit:

<http://edlabor.house.gov/hearings/2009/05/the-obama-administrations-educ.shtml>

Durbin, Davis May Reintroduce Private Loan Dischargeability Bills This Year

Sen. Dick Durbin (D-IL) and Rep. Danny Davis (D-IL) both indicated they are considering reintroducing legislation to make non-federal student loan debt dischargeable in bankruptcy proceedings this week. Both of the Illinois legislators have introduced

legislation in the past to address this issue, but both bills ultimately failed to pass in the 110th Congress.

Neither Davis nor Durbin has issued a formal statement indicating their plans to address this issue, but they were both quoted in an article in *USA Today*. In the 110th Congress, the Davis bill was rejected as an amendment to last year's reauthorization of the Higher Education Act, and Durbin's student loan bankruptcy legislation stalled in the Senate Judiciary Committee.

To view the *USA Today* article, "College Graduates Struggle to Repay Student Loans," visit: http://www.usatoday.com/money/perfi/college/2009-05-12-student-loan-debt-bankruptcy_N.htm

Miller, Bishop Join TICAS and USSA to Promote Benefits of CCRAA

Education and Labor Committee Chairman George Miller (D-CA) and Rep. Tim Bishop (D-NY), a Member of the Committee and the only former financial aid director serving in Congress, joined with the United States Student Association and Bob Shireman's The Institute for College Access and Success (TICAS) to announce new benefits for students that take effect on July 1, 2010, including the income-based repayment (IBR) plan, increases in Pell funding, and lower interest rates on select loans.

A press release describes IBR as follows, "Beginning July 1, for the first time, students and borrowers will be able to participate in a new Income-Based Repayment program that caps their monthly loan payments at just 15 percent of their discretionary income. Any current or future borrower whose loan payments exceed 15 percent of their discretionary income will be eligible. After 25 years in the program, borrowers' debts will be completely forgiven."

On July 1, interest rates on subsidized Stafford loans will also continue to drop, from 6 percent to 5.6 percent, as part of CCRAA. This is the second of four annual cuts in this interest rate; it will continue to drop until it reaches 3.4 percent in 2011. It then sunsets and, at least by budgetary scoring standards, the rate will return to 6.8 percent.

To view a fact sheet on these various benefits, visit: <http://edlabor.house.gov/blog/2009/05/managing-your-student-loans-up.shtml>.

For more specific information on how the new Income-Based Repayment program will work and who will qualify, visit TICAS' IBR website: <http://www.ibrinfo.org/>.

INSIDE ED AND THE ADMINISTRATION

Student Loan Teams Reach Consensus at HEOA Reg Neg

Student Loans Team I and Student Loans Team II gathered for the third and—as both teams were able to reach consensus—final round of negotiated rulemaking last week.

The two teams gathered for three rounds of negotiations over student loan regulations to implement the latest reauthorization of the Higher Education Act, and negotiators were divided into two teams. Team I addressed “lender based” issues and Team II handled “school based” issues.

By reaching consensus, negotiators are generally afforded the opportunity to take a preliminary look at the preamble to the Department’s Notice of Proposed Rulemaking (NPRM), and the NPRM is to adhere to the compromises achieved by federal and non-federal negotiators at the negotiating table. Early reports from the Department indicate a very limited timeframe for negotiators to take a look at the preamble, and rumors are circulating that the NPRM will have only a 30-day comment period.

A listing of the issues addressed by Team I and Team II are included below:

Team I:

- *Determining Borrower Eligibility for In-School Deferment*
- *Borrower Notification on the Transfer, Sale, or Assignment of a Loan*
- *Prohibited Inducements*
- *Lender Forebearance and Borrower Contact Requirements*
- *Applicability of the Servicemembers Civil Relief Act and related FFEL Lender Special Allowance Payment Calculations*
- *Financial and Economic Literacy for Rehabilitated Borrowers*
- *PLUS Loan Deferments and Interest Capitalization*
- *Consolidation Loan Borrower Eligibility and Applicant Disclosures*
- *Loan Rehabilitation*
- *Teacher Loan Forgiveness*
- *Required Education Loan Borrower Disclosures by FFEL Lenders*
- *Consumer Education Information Provided by Guaranty Agencies*
- *Loan Discharges Based on Total and Permanent Disability*
- *Required Education Loan Borrower Disclosures by Lenders*

Team II:

- *Required Disclosures for Covered Entities*
- *Program Participation Agreement (PPA): Code of Conduct*
- *Disclosures of Reimbursements for Service on Advisory Boards*
- *PPA: Private Education Loan Certification*
- *Information and Dissemination Activities*
- *Exit Counseling*
- *PPA: Preferred Lender Lists*
- *Cohort Default Rate Calculation, Institutional Eligibility, and Default Prevention Plans*
- *Entrance Counseling*
- *Direct Loan Borrower Disclosures*
- *Mandatory Assignment of Defaulted Loans*
- *Expansion of Teacher, Head Start, and Law Enforcement Cancellation Categories*
- *Addition of New Public Service Cancellation Categories*
- *Military Service Cancellation*

For more information on HEOA, including negotiated rulemaking, visit:

<http://www.ed.gov/policy/highered/leg/hea08/index.html#neg-reg>

INDUSTRY NEWS

Brookings to Host Event on Federal Student Aid Reform

The Brookings Institution announced its Brown Center on Education Policy will host an event to explore ways of improving the effectiveness of student financial aid on May 26.

Brown Center Director and Senior Fellow Grover (Russ) Whitehurst will moderate the panel discussion. Participants will include Deputy Undersecretary of Education Robert Shireman; Michael McPherson of the Spencer Foundation; Sandy Baum from the College Board; Philip Day from the National Association of Student Financial Aid Administrators, and Celia Sims, legislative assistant to Sen. Richard Burr (R-N.C.).

For more information, visit:

http://www.brookings.edu/events/2009/0526_student_aid.aspx

New Report Shows Low-Income Students Miss out on College Due to Lack of Knowledge on College Costs

A new report released by the Pew Charitable Trusts, “Promoting Economic Mobility by Increasing Postsecondary Education”, states that low-income students are missing out on the opportunity to attend college due to a lack of knowledge about true college costs and how to gain access to financial aid.

According to the authors of the report, “It has become increasingly difficult to advance in society without some level of higher education”

The report finds that a college education strongly affects whether Americans can “make the climb up the income ladder.” Data collected from the last four decades show that adults who have degrees from two-year or four-year colleges have a much higher family income than adults who have only a high school degree or are high school dropouts.

Only one-third of children from families in the bottom income quintile enroll in college, and of those, only a portion graduate. The report suggests that this is partly because the costs of college attendance put greater pressure on the limited resources of poor families, and partly because these students lack information about colleges and student aid as well as social and scholarly supports while attending college

To promote equality of educational and economic mobility, this report offers recommendations to increase the college enrollment and graduation rates of poor and low-income students including: improving students K-12 achievement and preparation;

provide students with effective guidance in selecting and paying for college; help students persevere in college and achieve a degree.

To read the full report visit:

http://www.pewtrusts.org/uploadedFiles/wwwpewtrustsorg/Reports/Economic_Mobility/PEW_EM_Haskins%207.pdf

DC Agency Inadvertently Distributes Confidential Student Data

The *Washington Post* reported this week that the DC Office of the State Superintendent of Education (OSSE) notified students that it had “accidentally e-mailed personal information from 2,400 student financial aid applicants to more than 1,000 applicants.”

The information included student names, e-mail and home addresses, phone and Social Security numbers and dates of birth. According to the newspaper, the disclosure involved the "DC OneApp," an online application that allows D.C. students to apply for a series of grant programs. They include DCTAG, which provides awards of up to \$10,000 toward the difference between in-state and out-of-state tuition at public four-year colleges in the 50 states.

"The OSSE takes very seriously our responsibility to keep personal information private and sincerely apologizes to everyone for any inconveniences," the e-mail to students said.

OSSE said it was taking steps to shorten Social Security numbers on any reports or spreadsheets and was reviewing policies and security measures for handling confidential student information.

TICAS: Community College Students Have Most Unmet Financial Need

The Institute for College Access and Success released a new analysis this week suggesting that community college students have the highest proportion of unmet financial need.

The analysis, titled “Quick Facts About Financial Aid and Community Colleges,” found that 84 percent of students enrolled full-time at community colleges have unmet need after receiving student aid, compared with only 54 percent at public four-year colleges and 53 percent at private four-year colleges.

The Institute contends that while community colleges cost less than four-year colleges, the total cost of tuition, fees, textbooks, transportation, and living expenses are still significant, averaging \$10,392. Community college students are less likely than their counterparts in four-year institutions to receive state grants, grants from their colleges, federal student loans, and work study funding.

The analysis is based on data from the U.S. Department of Education's 2007-2008 National Postsecondary Student Aid Study. It did not take into account part-time students, who make up the majority of community college attendees.

For more information, visit http://ticas.org/files/pub/cc_fact_sheet.pdf

2009 COHEAO Board of Directors

President:

Robert Perrin

President

Williams & Fudge, Inc.
775 Addison Avenue, Suite 201
Rock Hill, SC 29731
803-329-9791 x 2104
Fax: 803-329-0797
bperrin@wfcorp.com

Past President:

Alisa Abadinsky

Director of Receivables, Loans, and
Collections
University of Illinois
809 S. Marshfield Ave. M/C 557
Chicago, IL 60612
312-413-1971
Fax: 312-413-1992
aabadins@uillinois.edu

Secretary:

Bob Frick

President

University Accounting Service
200 S. Executive Drive, 3rd Fl
Brookfield, WI 53005
800-340-1526
Fax: 262-784-9014
bob.frick@ncogroup.com

Legislative Chair

Lori Hartung

Vice President

Todd, Bremer & Lawson
560 Herlong Avenue
Post Office Box 36788
Rock Hill, South Carolina 29732-0512
800-849-6669
Fax: 803-323-5211
lori.hartung@tbandl.com

Vice President:

Lettie Clark

Manager, Institutional Loan Program
Gonzaga University
PO Box 3462
Spokane, WA 99220
509-313-6804
Fax: 509-313-5816
clarkl@gonzaga.edu

Treasurer:

John Lynch

President
Educational Computer Systems Inc.
181 Montour Run Road
Coraopolis, PA 15108
Ph: 412-788-3900
jlynch@ecsi.net

Legislative Co-Chair, Perkins

Jennifer Vinson

Manager, Student Loans
University of Tennessee, Knoxville
211 Student Services Building
Knoxville, TN 37996-0105
865-974-4497
jvinson1@utk.edu

Legislative Co-Chair, Regulatory:

Jackie Ito-Woo

Coordinator, Student Loan Billing
University of California Office of the
President
Student Financial Support
1111 Franklin St., 9th Floor
Oakland, CA 94607-5200
510-987-9544
Fax: 510-987-9546
jackie.ito-woo@ucop.edu

Legislative Co-Chair, Support

Maria Livolsi

Director, Student Loan Service Center
State University of New York
5 University Place, A310
Rensselaer, NY 12144
518-525-2628
MLivolsi@uamail.albany.edu

Legislative Co-Chair, Technology

Cat Padgett

University Bursar
Ohio State University
1800 Cannon Dr. (250 Lincoln Tower)
Columbus, OH 43210
614-292-1056
padgett.28@osu.edu

Commercial Member Chair

Carl Perry

Senior Vice President
Progressive Financial Services
516 N Production Street (Suite 100)
Aberdeen, SD 57401
800-585-4978
Fax: 800-585-4981
cperry@progressivefinancial.com

Internal Operations

Tom Schmidt

Associate Director of Student Financial
Collections & Third Party Billing
University of Minnesota
20 Fraser Hall
106 Pleasant Street, SE
Minneapolis, MN 55455
612-625-1082
Fax: 612-624-2873
t-schm@umn.edu

Membership Co-Chair, Institutional

Edgar DelosAngeles

Manager, UCI Loan Services
University of California—Irvine
Administration Bldg. Room 101
Irvine, CA 92697-3010
949-824-4689
949-824-4688 fax
edelosan@uci.edu

Membership Co-Chair, Commercial

Karen Reddick

Vice President Business Development
National Credit Management
10845 Olive Blvd
St. Louis, MO 63141
800-627-2300
kreddick@ncmstl.com

Membership Co-Chair, Alliance

Bill Cantalope

Director of Guarantor and Government
Services
Enterprise Recovery Systems, Inc.
PO Box 90922
Sioux Falls, SD 57109
877-953-1166
Fax: 605-361-5929
bcantalope@ersinc.com

Member at Large:

Larry Rock

Director of Student Loan Repayment
Concordia College
901 S. 8th St.
Moorhead, MN 56562
218-299-3323
Fax 218-299-4357
larock@cord.edu

Member at Large:

Suzanne Hickey

Perkins Student Loan Officer
Bridgewater State College
Room 115 Boyden Hall
Bridgewater, MA 02325
508-697-1751
Fax: 508-279-6107
shickey@bridgew.edu

Member at Large:

Dennis DeSantis

Associate Vice Chancellor, Student
Financial Services
University of Pittsburgh
127 Thackery Hall
Pittsburgh, PA 15260
412-624-7500
Fax: 412-648-1009
ddesantis@bc.pitt.edu

Executive Director:

Harrison Wadsworth

Principal
Washington Partners, LLC
1101 Vermont Ave. N.W. Suite 400
Washington, DC 20005-3521
202-289-3903
Fax 202-371-0197
hwadsworth@wpllc.net

**COHEAO Would Like To Thank Its Commercial Members for
Supporting
More Education for More People**



ACS Inc.	National Enterprise Systems (NES)
Campus Partners	NCO Financial Systems, Inc.
Coast Professional	Pioneer Credit Recovery, Inc.
Collecto, Inc. d/b/a Collection Company of America	Progressive Financial Services, Inc.
ConServe	Recovery Management Services, Inc.
Credit Control Services	Regional Adjustment Bureau, Inc.
Credit World Services, Inc.	Strategic Recovery Systems, Inc.
Delta Management	The CBE Group, Inc.
DCW, LLC	Todd, Bremer & Lawson, Inc.
Financial Asset Management Systems, Inc	University Accounting Service
Educational Computer Systems, Inc.	Van Ru Credit Corporation
Enterprise Recovery Systems, Inc.	Williams & Fudge, Inc.
General Revenue Corporation	Windham Professionals
Immediate Credit Recovery, Inc.	National Credit Management
JM Associates, LLC	AMO Recoveries, Inc.
Gila Corporation	Account Control Technology, Inc.
Reliant Capital Solutions, LLC	



DRAFT****DRAFT****DRAFT****DRAFT****DRAFT



COHEAO MID-YEAR Conference Agenda 2009

Saturday, August 1st, 2009

2:00pm-4:00pm **Commercial Members Meeting**

4:30pm-6:00pm **Perkins Task Force Meeting**

Sunday, August 2nd, 2009

8:30am-2:30pm **Board of Directors Meeting**

3:00pm-5:00pm **Financial Literacy and Receivable Management Task Force Meeting**

4:00pm-6:00pm **Registration**

6:00pm-8:00pm **Welcoming Reception**

Monday, August 3rd, 2009

8:00am -9:00am **Registration & Breakfast**

9:00am-9:15am **President's Welcome**

Bob Perrin, COHEAO President

Introduction: Harrison Wadsworth, COHEAO Executive Director

9:15am–10:00am **Session: Legislative Update**

From Congress' consideration of the President's call for a "modernized and expanded" program to the appropriations process for the upcoming year, there have been several pieces of major Perkins legislation this year. This session will provide an update on where we are, as well as what to look for in the future on the legislative front.

Speaker: Harrison Wadsworth, COHEAO Executive Director

- 10:00am–10:15am** **Break**
- 10:15am–11:15am** **Session: Negotiated Rulemaking Update**
COHEAO has been highly involved in negotiating the regulations to be promulgated from the recent reauthorization of the Higher Education Act, and negotiated rulemaking will be completed by this conference. The primary and alternate Perkins negotiators will report on their efforts and provide information on the Perkins related regulations
- Speakers: Jackie Ito-Woo, Coordinator, Student Loan Billing, University of California Office of the President; Beth Stack, Director of Operations, Student Financial Services, University of Pittsburgh (invited)
- 11:15am-12:15pm** **Session: Legal Issues**
An expert will discuss a variety of Perkins Loan legal issues. This discussion will cover topics such as bankruptcy, litigation, and the legalities surrounding certain pre-collect practices
- Speaker: Chad Echols, Vice President, Corporate Counsel, Williams and Fudge
- 12:15pm-1:30pm** **Luncheon with Keynote Address**
- 1:30pm – 2:15pm** **Session:**
- 2:15pm-3:00pm** **Session: Best Practices and Cultural Changes in Accounts Receivable Management**
The difficult economic climate and changes in delinquent accounts have presented many challenges, but also offered many opportunities in accounts receivable management. This session will look at cultural changes within accounts receivable management (particularly the debt collection call center), as well as new and exciting methods for leveraging technology for certain functions, such as skiptracing.
- Speakers: Bill Cantalope, Regional Director of New Business Development, Enterprise Recovery Systems
Karen Reddick, Vice President Business Development, National Credit Management
John Adonnino, Vice President, Education Services, NCO Financial Systems.
- Moderator: Carl Perry, Progressive Financial Services
- 3:00pm-3:15pm** **Break**
- 3:15pm-4:00pm** **Session: Maintaining Low Cohort Default Rates**

Recent data from the Department of Education indicates that increasing numbers of students are defaulting on their federal student loans. A panel of schools and servicers will offer their insights and discuss their efforts to keep defaults to a minimum.

Speakers:

4:00 pm-5:00pm **Session: Ensuring College Affordability in an Economic Downturn**
Some colleges and universities have begun to think creatively when it comes to keeping college affordable in these difficult times. Officials from schools offering “no frills” college experiences and three-year degree programs will share their insights

Speakers:

Tuesday, August 4th, 2009

8:00am-8:30am **Breakfast**

8:30am-10:00am **Session: Department of Education Update**
An official from the Department of Education will provide an update on Perkins related issues, including the Department’s perspective on reforming Perkins and negotiated rulemaking for the latest reauthorization of HEA

Speaker: Gail McLarnon, Program Analyst, Department of Education

10:00am-10:15am **Break**

10:15 am-11:15am **Session: Private Student Loan Regulations and Institutional Loan Programs**
In the latest reauthorization of the Higher Education Act, Congress included additional regulations for non-federal student loans. The Federal Reserve has recently issued proposed regulations, which are set to cover loans provided by institutions of higher education. A representative of the Federal Reserve working on this issue will be joined by school officials charged with administering their institution’s loan program.

Speaker:

11:15am-12:15 pm Session: Monthly Tuition Plans

Given the current economic climate, it seems as if students and families would be considering all of their options in paying for higher education. A panel of school and commercial representatives will discuss these plans, whether they have increased in popularity, and offer their insights on policies and practices that can improve these programs for students.

Speakers:

12:15pm Conference Adjourns

Workshop

12:30pm-1:30pm Luncheon for Workshop Attendees

1:30pm-4:30pm Workshop: An In-Depth Look at Campus Accounts Receivable Management

This afternoon workshop will focus on how business offices in higher education manage the student accounts receivables. Topics will include organizational structures and management issues, billing and payment processes, extending credit, managing the environment, handling delinquent accounts, customer service, and improving cash flow for the institution.

Speakers: Denny DeSantis, Associate Vice Chancellor, Student Financial Services, University of Pittsburgh; David Glezerman, Bursar, Temple University