

The



Torch

May 29, 2009

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

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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 Submits Comments 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).

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).

COHEAO created a working group to discuss ways to respond and after several meetings via conference call the group in conjunction with NASFAA, ACE, and NACUBO and several other higher education associations agreed to send a joint letter to the Federal Reserve with comments.

The associations are asking for an exemption for institutional loans in certain situations, additional guidance clarifying that short-term loans and budget tuition plans are not considered “private education loans,” and limiting the self-certification forms required by HEOA to direct-to-consumer loans that have not been previously certified by schools, among other things.

Final rules are required to be published by August 14, 2009/

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

To view the letter visit: <http://www.nasfaa.org/letters/tilacomments.pdf>

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 Summer Fashions at the COHEAO Store

Summer is almost 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

COHEAO Submits Testimony: Student Loan Hearings Begin

Last week, the House Education and Labor Committee's held two hearings directly related to the Obama administration's student loan proposals. Secretary Arne Duncan discussed the administration's overall education agenda with the Committee last Wednesday, and a hearing specifically addressing student loan reform, "Increasing Student Aid through Loan Reform," was held last Thursday.

Duncan was before the committee to discuss the administration's full P-16 education agenda, and most of his testimony and the questions from lawmakers focused on education issues pertaining to pre-K through high school.

Last Thursday seven witnesses, five selected by Democrats and two selected by Republicans, testified before the committee on the administration's plan, and in some cases, on their own proposals for the future of federal student lending.

At the hearing, any doubt about the intention of the Education and Labor Committee majority to proceed with the termination of the FFEL program in its current form was eliminated. Chairman George Miller (D-CA) opened the hearing by explicitly endorsing the concept of using student loan reform budget "savings" to fund additional Pell Grants. While he also indicated he was willing to look at alternatives, he also said any such alternative must produce significant budget "savings."

The administration has made a concerted effort to bring the student loan issue to the forefront, including several mentions of this issue from the President himself. Like many issues before the Congress, the Democrats charged with drafting the student loan reform legislation are largely aligned with the President's agenda, but they may want to make tweaks aimed at improving his proposal.

"There has been a suggestion that this is all a 'done deal,'" Miller said. "There is agreement that there is a serious cost to the way this program has been run, but what we do about that is an open question for members of this committee...Of course, I haven't gotten in the habit of telling President Obama no yet...."

COHEAO submitted written testimony for the Members at this hearing. The testimony emphasized the importance of the Perkins Loan program and the various benefits the program provides to students including a low-interest rate, a nine-month grace period, no origination or guarantee fees, a 10 year repayment and multiple loan cancellations for service employment.

COHEAO urged Congress to retain the current subsidized Perkins Loan Program and included the COHEAO proposals moving forward which included expanding the

program to more students and schools; retaining the institutional match; allowing schools to continue loan collection; and retaining the public service cancellation benefits.

For more information on the hearing, including witness testimony and Member statements, video clips, and an archived webcast, visit:

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

Reid: Kennedy Cancer in Remission, Will Return Following Memorial Day Recess

Majority Leader Harry Reid (D-NV) told reporters last week that Senate HELP Committee Chairman Ted Kennedy's (D-MA) brain cancer is in remission and he plans to return to the Senate following the Memorial Day recess.

Reid said he had spoken with Kennedy's wife, Vicki, recently, and the HELP Committee Chair is expected to lead the Senate's efforts at healthcare reform when he returns. Although his cancer is in remission, Kennedy is currently undergoing another round of treatments, a practice Reid described as "not unusual."

Reid did not specifically mention student loan reform, but if Kennedy returns to a full schedule as expected, he will also lead the HELP Committee's efforts in this area.

INSIDE ED AND THE ADMINISTRATION

ED Department Announces Senior Staff Appointments

The Department of Education recently announced several new appointments to Secretary Arne Duncan's senior staff. ED has yet to announce appointments for the posts of Assistant Secretary or Deputy Assistant Secretary for Postsecondary Education. The recently announced appointments are as follows:

- Margot Rogers, Chief of Staff
- Juan Sepulveda, Director of the White House Initiative on the Educational Excellence for Hispanic Americans
- Judy Wurtzel, Deputy Assistant Secretary, Office of Planning, Evaluation and Policy Development
- David Hoff, Deputy Assistant Secretary for Communication Development
- John White, Press Secretary
- Kevin Jennings, Assistant Deputy Secretary, Office of Safe & Drug Free Schools
- Stacey Jordan, Director of Intergovernmental Affairs
- Dianne Piche, Deputy Assistant Secretary for Enforcement, Office of Civil Rights
- Julius Lloyd Horwich, Deputy Assistant Secretary, Office of Legislation and Congressional Affairs

For biographies of the new appointees, please visit:

<http://www.ed.gov/news/pressreleases/2009/05/05192009d.html>

Department Announces Reg Neg for Foreign Schools, Program Integrity Issues

The Department of Education announced its intent to convene negotiated rulemaking committees to prepare proposed regulations under Title IV of the Higher Education Act of 1965, as amended (HEA).

ED intends to convene one committee to develop proposed regulations governing foreign schools, including the implementation of the changes made to the HEA by the Higher Education Opportunity Act (HEOA). ED also intends to convene at least one other committee to develop proposed regulations to maintain or improve program integrity in the Title IV, HEA programs. These sometimes controversial issues often impact for-profit institutions of higher education, and include the following:

- Satisfactory academic progress;
- Incentive compensation paid by institutions to persons or entities engaged in student recruiting or admission activities;
- Gainful employment in a recognized occupation;
- State authorization as a component of institutional eligibility;
- Definition of a credit hour, for purposes of determining program eligibility status, particularly in the context of awarding Pell Grants;
- Verification of information included on student aid applications;
- Definition of a high school diploma as a condition of receiving Federal student aid.

The Department will also host three public hearings to allow members of the public to suggest additional issues to be considered for negotiations. At the public hearings, ED will also host forums to discuss (1) how changes in the Department's financial aid communications and processes (including the Free Application for Federal Student Aid (FAFSA)) could improve college planning, preparation and access, and (2) how best to leverage Federal postsecondary programs to foster student educational persistence and degree attainment.

For more information, visit <http://edocket.access.gpo.gov/2009/pdf/E9-12092.pdf>

INDUSTRY NEWS

Schwarzenegger Calls for End to Cal-Grant Program

Following California voters' rejection of several budget referendums on May 19, Gov. Arnold Schwarzenegger released his proposed budget, which included a phase-out of the Cal-Grant program and cut additional spending on higher education in the state.

Cal-Grants are provided to California residents who meet certain income and grade requirements. The grants are available to all California residents, regardless of the school

they attend. The program provides up to the full cost of fees at four-year public institutions, tuition assistance at private institutions, and additional cash to cover commuting and other expenses for students attending community colleges.

Under Schwarzenegger's proposal, Cal-Grants would be eliminated for new students, and existing Cal-Grant recipients would no longer increase to match fee increases at four-year public schools, instead rolling back to last year's amounts. The governor's proposal on new grants would be effective immediately, rescinding Cal-Grant offers already extended to 118,000 incoming students.

Schwarzenegger's proposal has caused great alarm in the California higher education community, particular in regards to the students who will have their Cal-Grant offers rescinded under the plan. Higher education officials in California are currently scrambling to determine how they will make up for the shortfall in funding.

The Cal-Grant program is funded from state appropriations, as well as student fees, and individual universities and systems could reallocate their financial aid awards. One alternative would be to increase student fees to continue to provide Cal-Grants, another option would replace the grants that had been received by some moderate income students with loans.

"We are coming up with various different scenarios as to how to react to this huge loss," Nancy Coolidge, the UC system's coordinator of student financial support, told the *San Francisco Chronicle*, stressing that no decisions have been made. "Many ideas will go forward to the regents."

In addition to cutting the Cal-Grant program, Schwarzenegger also cut funding for the California State University system and the University of California system by \$670 million over the next two years. The proposal, which seeks to trim \$5.6 billion from the state's budget by cutting funding for education, state prisons (non-violent offenders may receive one-year less of a sentence to save \$120 million) and state parks (all will require ticket sales), among other things, also practically eliminates state support of the Hastings College of Law.

Brookings Hosts Event on Student Aid Reform

The Brookings Institute held an event on Tuesday, "The Future of Student Aid," featuring remarks from Bob Shireman of the Department of Education, Celia Sims of the office of Sen. Richard Burr (R-NC), Phil Day of NASFAA, and Sandy Baum and Michael McPherson from the College Board's "Rethinking Student Aid" initiative.

Participants tried to avoid the topic of the President's proposal and the FFEL v. DL debate, because, as stated by *Inside Higher Ed*, "despite the proposal's seeming grandiosity, it is actually very narrow in the overall scheme of the student aid system, and excessive focus on it will represent a missed opportunity." Despite these efforts, and

warnings from Sims that the debate represented a “distraction,” the topic did come up upon occasion.

Each of the presenters provided their perspective on simplification efforts, agreeing the system needed a complete overhaul with simplification in mind, but did have small differences on the best ways to improve the system. Despite their minor differences, the group did seem to agree that the time is right for major reform, claiming the American public’s concern over the cost of college and the President’s goal of increasing the proportion of citizens with college degrees as the two driving factors.

Shireman reported the administration is “making tremendous progress” on simplification through the use of IRS data, and agreed that more than changing the loan delivery system needed to be done, describing it as a “a piece of the puzzle” to be combined with other elements of the administration’s higher education agenda to achieve the President’s goal on college graduation rates. He also referred to the \$5 billion (\$1 billion annually) college completion fund that, according to Shireman, will spur “innovation” from states, non-profits, and institutions of higher education in the area of college affordability.

Shireman also spoke to the administration’s plans to expand the Perkins Loan Program. He said the administration plans to use these funds to promote “affordability and completion.”

Speaking more bluntly on Perkins, Shireman said, “You get more money if you don’t require students to take out private loans.”

For more information, visit:

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

Treasury Discusses Financial Literacy and Education

On Wednesday, the Treasury Department’s Financial Literacy and Education Commission held their first meeting of 2009.

Commission members and the public gathered to hear updates from various subcommittees on steps that federal agencies and private organizations are taking to improve financial and economic literacy education in the U.S. Jeanne Hogarth, representing the Board of Governors of the Federal Reserve explained that they are developing financial literacy ads to raise public awareness.

The Federal Reserve website also provides a wide variety of financial literacy tools, including a credit card repayment calculator and a series of tips for avoiding foreclosure scams. Hogarth explained that the Federal Reserve is very interested in partnering with other federal agencies as well as actors in the education, business, and military communities.

Carolyn Warren explained that the Department of Education has been working with the Council for Economic Education (formerly the National Council for Economic Education) on implementing the Excellence in Economic Education (EEE) grant program. Through this program the Council provides grants to state and local educational agencies to implement financial and economic literacy education programs in K-12 institutions.

Michael Barr, Assistant Secretary for Financial Institutions at the Treasury, also announced during the meeting that Michelle Greene will be the new Deputy Assistant Secretary for Financial Education at the Treasury. Greene was previously the Designated Federal Officer for the President's Economic Recovery Advisory Board.

For more information on the Financial Literacy and Education Commission, visit: <http://www.mymoney.gov/agency.shtml>.

Advisory Committee Seeks Public Input, Creates Panel of Experts for Identifying Unnecessary Higher Ed Regulations

The Advisory Committee on Student Financial Assistance is encouraging the public to help identify Title IV higher education regulations that are duplicative, no longer necessary, inconsistent with other federal regulations, and/or overly burdensome by visiting the following Web site: <http://www.ed.gov/about/bdscomm/list/acsf/edlite-publicinput.html>

The Advisory Committee will use this information to provide a comprehensive report to Congress and the Secretary of Education on streamlining regulations from all sectors in higher education. The initial focus of this review will be on Title IV and a preliminary analysis of public comment will begin on July 15, 2009.

The website is part of a broader Congressional charge for the Advisory Committee to conduct a thorough review and analysis of higher education regulations and deliver periodic updates to Congress over a three-year period.

In addition to the public forum on the website, the Advisory Committee has convened a review panel of experts from the higher education community who are experienced with federal regulations. They are listed below:

- Ms. Sarah Bauder, Director of Student Financial Aid, University of Maryland, College Park
- Mr. Richard Jerue, President, Art Institute of Charleston
- Ms. Linda Michalowski, Vice Chancellor of Student Services & Special Programs, California Community Colleges Systems Office
- Ms. Angela Peoples, Legislative Director, United States Student Association
- Dr. Terri Standish-Kuon, Vice President, Communications & Administration, Commission on Independent Colleges and Universities

- Ms. Christine Zuzack, Vice President for State & Special Grant Programs, Pennsylvania Higher Education Assistance Agency

Panelists were selected for their expertise and their ability to reach out to and stimulate broad involvement of the higher education community. The Committee has asked that each panelist reach out to his or her community for suggestions and ideas about particular regulations.

ACE and SAA Write Congress in Support of Pell Increase

Recently the Student Aid Alliance (SAA) and the American Council on Education (ACE) both sent letters to the Senate in support of an increase in Pell Grant funding in the FY2010 Appropriations bill. Both letters note the importance of the program in an effort to “increase access to higher education for students, revitalize our economy, and strengthen American global competitiveness.”

The letter from ACE highlights Congress and President Obama’s efforts to increase the Pell Grant program through the American Recovery and Reinvestment Act (ARRA) with the largest increase in the Pell maximum award in the program’s history. In addition to urging for an increase in the Pell Grant, the SAA also sent a detailed funding request for other need-based student aid programs.

To view the letter from ACE visit:

<http://www.acenet.edu/AM/Template.cfm?Section=LettersGovt&CONTENTID=32480&TEMPLATE=/CM/ContentDisplay.cfm>

To view the letter from the SAA visit:

<http://www.acenet.edu/AM/Template.cfm?Section=LettersGovt&TEMPLATE=/CM/ContentDisplay.cfm&CONTENTID=32476>

Chronicle: Most Students Do Not Struggle with Debt

“A Lifetime of Student Debt? Not Likely,” was the main headline for a series of articles appearing in the most recent edition of the *Chronicle of Higher Education*. The article opens with many of the horror stories on individuals with student debt, but then provides some perspective with data and anecdotes on the millions of students who have borrowed for school, managed their debts well, and generally have better lives due to their college experience and the financing provided by student loans.

The main article quotes Michael McPherson of the Spencer Foundation, among others, on the reality versus the myth of student debt. McPherson notes that about a third of college graduates leave school with no debt at all. Of the 65 percent who do face debt, the average owed is around \$20,000.

In addition to the primary article, the series offers several stories of individual borrowers who have succeeded in life due, in part, to their student loans. The three profiles of

borrowers included a teacher, a first-generation college graduate, and a borrower whose philosophy of “I didn’t want to borrow more than I could reasonably pay back” helped shape her decision on where to attend college.

To read the main article, which includes links for the individual profiles, visit:

<http://chronicle.com/cgi-bin/printable.cgi?article=http://chronicle.com/weekly/v55/i37/37a00101.htm>

(subscription required)

CAP Hosts Event on Improving Higher Education Graduation Rates

Last Thursday, the Center for American Progress (CAP) held a briefing, “Getting to Work: The Tough Journey of Getting to More Postsecondary Degrees.”

A panel discussed President Obama’s goal of increasing both the number of students enrolling in postsecondary education and the graduation rates of postsecondary students. Louis Soares of CAP discussed the findings of “The Other College,” a report composed by CAP that found that two-year colleges have experienced continually increasing enrolment rates.

In spite of the increased enrollments, the report also shows that students attending two-year colleges are less likely to graduate than students attending four-year colleges. According to Soares, improving graduation rates at two-year institutions is critical for improving enrollment and graduation rates at four-year schools

Rick Stephens, Boeing Senior Vice President of Human Resources, shared Soares’s view of properly utilizing two-year colleges. Stephens also stressed the need to improve the alignment between high school, two-year colleges, and four-year colleges in order to reduce the need for remediation in postsecondary education and to increase graduation rates.

For more information on this briefing, visit:

<http://www.americanprogress.org/events/2009/05/postsecondary.html>

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



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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