

A background image of a call center with several employees wearing headsets. The focus is on a woman in the foreground who is smiling and looking towards the camera. Other employees are visible in the background, some looking at computer monitors.

COLLECTION STRATEGIES AND BEST PRACTICES



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Panelists



Trisha Jacobson - Director of Student Accounts



Glen Ray - Assistant Bursar



Tracy Lehmkuhler - Manager, Accounts Receivable



Philip Salas - Senior Specialist, Student Loan Collections

James Coronado - Coordinator, Student Loan Collections



Stephany Coleman - Assistant Director of Student Financial Operations



Tim Booker - Vice President of Operations



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In today's economic environment do you
push for aggressive payments from
students or just the minimum required?

Philip Salas, Texas Tech University
Tracy Lehmkuhler, Central Texas College
Tim Booker, ConServe



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How effective are your letter campaigns & how do you track/measure the effectiveness?

Trisha Jacobson, University of Houston Downtown
Stephany Coleman, Southern Methodist University



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When contacted by a student that has an account at a collection agency, how would you handle this? And what if they want to pay directly to the school?

Glen Ray, Texas Woman's University



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Are there skip tracing strategies or databases that work better than others

James Coronado, Texas Tech University
Tim Booker, ConServe



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What is your pre collect process prior to accounts being outsourced to a 3rd party?

Glen Ray, Texas Woman's University



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How do you evaluate/compare your agencies recoveries and allocate placements?

James Coronado, Texas Tech University

Stephany Coleman, Southern Methodist University



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How do you notify students of their financial responsibilities including assessing collection costs, late fees, interest etc.?

Trisha Jacobson, University of Houston-Downtown
(Examples of financial responsibility agreements included in the handouts.)



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How do you choose a new collection agency & what are the top qualifications you should look for?

Tracy Lehmkuhler, Central Texas College
James Coronado, Texas Tech University



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Does consolidation play as big a role today managing your portfolio compared to a year ago?

Tim Booker, ConServe



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Due to the new federal ruling effective July 1, 2008, in which title IV monies cannot be used on prior balances exceeding \$200.00, how do we help those students wanting to continue their education that have past due balances?

James Coronado – Texas Tech



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