



2006 CONFERENCE AGENDA

Fiesta on the Riverwalk



Sunday, October 15, 2006

1:00pm-4:00pm	Vendor Setup	Fiesta Pavillion
3:00pm	Hotel Check-in Begins	
4:30pm-6:30pm	Registration, Reception and Vendor Open House	Fiesta Pavillion
6:30pm	Enjoy Appetizers, Meet Your Peers and Visit with Vendors Enjoy the Evening on the Riverwalk	

Attend the Vendor Open House on Sunday evening and be entered for a chance to win an iPod nano!

Monday, October 16, 2006

Vendor Exhibits Open 10:00am-4:00pm

7:30am-8:00am	Late Registration	Fiesta Pavillion
8:00am-8:15am	Welcome and Announcements Introduction of Vendors	Fiesta Pavillion

8:15am-10:00am **Breakfast Buffet and General Session**

Dining Skills for Today

Fiesta Pavillion

Texas BUCS is pleased to welcome back Linda Rollins. While you enjoy your breakfast, Linda will present etiquette for dining in public. (What you do at home should stay at home!) Entertaining and educational, you will hone your skills in order to be able to relax and focus on the business at hand while dining with clients or friends. Linda will affirm that Mom was right after all, or inform you if Mom's corporate adventures took time away from this component of your normal routine. Additional information about Linda is available online at rollinsrules.com. *You can't play the game if you don't know the rules.*

Presenter: Linda Rollins, Rollins Rules Etiquette and Protocol Counseling

Moderator: Joey Saxon, University of North Texas

10:00am – 10:45am **Networking Break**

10:45am – 11:45am **General Session**

Fiesta Pavillion

Practicing Your Best Business Etiquette

You have five seconds to make a first impression. No rewinds. Linda will help you design your first impression to be powerful, not pitiful. What you wear, how you shake hands, and the critical ability to carry on a conversation are key elements of this training session. Now, that the first impression is a positive one, learn to work a room at a corporate social event to back up the first impression with a lasting one. *Remember, you can't play the game if you don't know the rules.*

Presenter: Linda Rollins, Rollins Rules Etiquette and Protocol Counseling

Moderator: Joey Saxon, University of North Texas

11:45am - 1:15pm **Lunch Buffet**

1:15pm – 2:30pm **Breakout Sessions**

San Antonio Ballroom

Outsourcing Phone Calls

Executive Salon 4

Join this session to learn how the University of North Texas and Texas Tech have outsourced their incoming phone calls for Financial Aid and Student Accounting. The presenters will discuss their successful collaboration with different vendors, including the training during the implementation and the results.

Presenters: Joey Saxon and Susan Sims, University of North Texas and Becky Hyde, Texas Tech University

Moderator: Pat Woods, Southern Methodist University

eCommerce Demonstration with TouchNet**Executive Salon 5**

This session will include a discussion and demonstration of how one institution uses the services of TouchNet to deliver eCommerce functionality to their customers.

Presenters: *Dirk Bravence, TouchNet and Steve Sutton, Texas Tech University*

Moderator: *Wendy Crowley, Texas Christian University*

Update on Collection Laws**Fiesta Pavillion**

Todd, Bremer and Lawson is pleased to sponsor this session that will include a discussion of collection laws.

Presenters: *Loraine Lyons; FMA Alliance, Ltd.*

Moderator: *Martha Nell Allen, University of North Texas*

2:30pm - 3:15pm **Transition Break**

3:15pm - 4:30pm **Breakout Sessions**

Coordinating Title IV Refunds Between Student Financials and Financial Aid**Executive Salon 4**

This session will help the personnel in the Business Office to better understand the financial aid process in order to make better decisions when dealing with students. We will be discussing the Title IV Refund process and how the two offices can work together to improve collaboration and overall success!

Presenters: *Scott Moore and Susan Rose, University of St. Thomas, Nikki Sosa and Jan Sitton, Texas Tech University*

Moderator: *Mary Hall, Alamo Community College District*

eCommerce Demonstration with Sallie Mae Business Office Solutions**Executive Salon 5**

This session will include a discussion and demonstration of how one institution uses the services of Sallie Mae Business Office Solutions to deliver eCommerce functionality to their customers.

Presenters: *Nancy Williams, Sallie Mae Business Office Solutions, Anna Gomez and Eartha Walls, Southern Methodist University*

Moderator: *Damon Wilkins, Southern Methodist University*

Outsourcing Refunds**Fiesta Pavillion**

Does the outsourcing of refunds sound like a great idea to you? Join this session to learn how two institutions have worked with different companies to provide an outsourced solution to refunding.

Presenters: *Kathy Woods, Texas Woman's University and Cindy Castro, Southern Methodist University*

Moderator: *Margaret Esparza-Ramirez, University of Incarnate Word*

5:30pm **Meet in Hotel Lobby for Transportation to Evening Event**

6:00pm – 9:00pm **Fiesta Celebration at Rita's on the River**
Dress: Casual

Reception and Dinner: Mexican and BBQ Buffet

Sponsored By: Platinum and Gold Sponsors

Entertainment: Mariachi Trio, Water Taxi Tours of the Riverwalk, Music, Roaming Caricaturists

Sponsored By: Platinum Sponsors

8:00pm-9:00pm **Water Taxis Return to Hotel approximately every 20 minutes**

9:15pm **Last River Taxi Returns to Hotel**

Take a Stroll Back to the Hotel or Enjoy the Riverwalk

Tuesday, October 17, 2006

**Vendor Exhibits Open 10:00am-4:00pm
Exhibits Will Be Taken Down by 5:00pm**

Breakfast on Your Own

8:30am **Opening Remarks** **Fiesta Pavillion**
Verbal Nominations Accepted for 2006-2007 Board Positions
Discussion of Texas BUCS Regional Meetings; Pat Woods
Discussion of 2007 Conference; Wendy Crowley
Discussion of 2008 Conference; Becky Hyde

9:00am-10:00am **General Session**

Recognizing the Differences in Generational Methodology: How to Work Best with the Baby Boomer Bill Payers and Their Students **Fiesta Pavillion**

This session will focus on generational differences between today's baby boomer parents and their college students -- and offer advice for those campus administrators who must work with both generations in business and financial aid offices. The presentation will feature insightful new data from the September 2006 annual survey of parents of incoming freshman.

Presenter: Judy Grassi, AMS

Moderator: Pat Woods, Southern Methodist University

9:15am **Vendor Meeting** **Exhibit Area**

Vendors with door prizes should meet with representatives from the Board of Directors. The door prize drawings will be held in advance and the winners will be announced by the vendors during lunch. Attendees are limited to one vendor door prize.

10:00am – 10:30am **Transition Break**

10:30am - 11:45am **Breakout Sessions**

Best Practices in Billing Communications **Executive Salon 4**

Tuition Management Systems is pleased to sponsor this exciting session. The session will include a discussion on increasing collections, reducing costs and improving communications through enhanced billing services. The presenter will provide an overview of best practices in paper and electronic billing/payment and the results that could be obtained by implementing them in your institution. The presentation is based on documented white paper findings of a research initiative funded by Tuition Management Systems.

Presenter: Kevin Barney, Tuition Management Systems

Moderator: Mary Hall, Alamo Community College District

eCommerce Demonstration with infiNET Solutions **Executive Salon 5**

This session will include a discussion and demonstration of how one institution uses the services of infiNET Solutions to deliver eCommerce functionality to their customers.

Presenters: Ron King, infiNET Solutions and Susan Rose, University of St. Thomas

Moderator: Becky Hyde, Texas Tech University

Managing Stress for the Business Office Employee **Fiesta Pavillion**

This will be an exciting session that provides everyone with key points on how to manage your stress.

Presenter: Judy Grassi, AMS

Moderator: Pat Woods, Southern Methodist University

11:45am -1:15pm **Lunch Buffet** **San Antonio Ballroom**

Texas Bursar Scramble Drawings
Early Registration iPod Nano Drawing
Vendor Night iPod Nano Drawing
Vendor Door Prize Drawings
Must be present to win prizes!

1:30pm – 3:00pm Breakout Sessions

Successfully Completing the RFI and RFP Processes

Executive Salon 4

Completing your 1st or 10th Request for Information or Request for Proposals process can be challenging. Campus Partners is pleased to sponsor this exciting session. Join the session to gain additional knowledge on how you can improve your next process.

Presenter: *Sean Collins, Campus Partners*

Moderator: *Jan Sitton, Texas Tech University*

eCommerce Demonstration with Tuition Management Systems

Executive Salon 5

This session will include a discussion and demonstration of how one institution uses the services of Tuition Management Systems to deliver eCommerce functionality to their customers.

Presenter: *Kevin Barney, Tuition Management Systems and Sharon Westbrook, LeTourneau University*

Moderator: *Susan Sims, University of North Texas*

Bankruptcy Overview

Fiesta Pavillion

This session will discuss the various provisions of the bankruptcy code that affect the student loan collection industry. Also the new provisions of the recently passed "Bankruptcy Abuse Prevention and Consumer Protection Act of 2005" will be discussed. Finally the session will go over some of the practical issues facing institutions and their third-party collection agencies when handling bankrupt borrowers.

Presenter: *Chad Echols, Williams and Fudge*

Moderator: *Susan Rose, University of St. Thomas*

3:00pm – 3:30pm Transition Break

3:30pm – 4:45pm Breakout Sessions

Maintaining a Collaborative Relationship with Your Collection Agencies

Executive Salon 4

Enhancing Your Collection Techniques by Phone

Join these sessions sponsored by Southwest Credit to learn how to build a collaborative relationship with your collection agencies. The session will also provide some key techniques that you can use at your institution when contacting customers by phone.

Presenter: *Ron Denny and Chris Wright, Southwest Credit*

Moderator: *Wendy Crowley, Texas Christian University*

Panel Discussion: Streamlining the 3rd Party Billing Process

Executive Salon 5

Have you been trying to identify ways to streamline your processing of 3rd party contracts? Join this panel discussion to gather new ideas from your peers!

Panel: *Margaret Esparza-Ramirez, University of Incarnate Word, Marilyn Prokup, Southern Methodist University, Cheryl Friesenhan, University of Texas at Dallas and Sherry Pollett, Central Texas College*

Disaster Planning for Student Financials and other Enrollment Services

Fiesta Pavillion

Is your department prepared to deal with a disaster? How would you continue to operate the Student Business Office? This session will discuss strategies you can use to plan for disasters at your institution.

Presenter: *John Hall and Pat Woods, Southern Methodist University*

Moderator: *Damon Wilkins, Southern Methodist University*

Enjoy an Evening in San Antonio!

