

Sunday ~ April 22, 2012

12:00 - 1:00 pm	Early Registration		
1:00 - 5:00 pm	Bursar Basics Workshop <i>Darla Freeborn, Whitworth University</i>	Leadership Workshop <i>Sherry Deirth, Ivy Tech Community College-Bloomington</i>	
5:30 - 7:00 pm	Welcome Reception		

Monday ~ April 23, 2012

7:00 - 8:00 am	Registration & Breakfast			
8:00 - 8:30 am	Opening General Remarks <i>Jason Beard, Professional Development Group</i>			
8:30 - 9:30 am	General Session: Are You Maximizing Your Payment Acquisition Options? <i>David Peterson, i7strategies</i>			
9:30 - 10:00 am	Networking Break			Management Track
10:00 - 11:00 am	Sensible Strategies (Financial Literacy) <i>JoAnna Svoboda, Midwestern University</i>	Addressing the Convenience Fee Debate On Campus <i>TBA, HigherOne</i>	Social Media 101: About Influence <i>Jared Beard, Indiana University</i>	University of Virginia's Business Professional's Certification Program <i>Tommye Arnold, University of Virginia</i>
11:00 - 11:15 am	Transition Break			
11:15 am - 12:15 pm	How to Effectively Use Student Labor During Tight Budgets <i>Gaylene Hargrove, Oklahoma State University</i>	Low Cost Online Payment Strategy <i>Carol Payne, Georgia Institute of Technology</i>	Student Refunds-Prepaid <i>(Citi)</i>	Roadmap to Developing an In-House Training Program <i>Tommye Arnold, University of Virginia</i>
12:15 - 1:15 pm	Luncheon			
1:15 - 2:15 pm	Just How Much Can We Do Electronically? AKA Hug a Tree and Save Money <i>Gaylene Hargrove, Oklahoma State University</i>	ACH Update <i>Jessica Rios, GACHA</i>	Customer Service in Higher Education <i>Mary Marcum, University of Kentucky</i>	Think, Plan, Communicate, Collaborate! <i>David Peterson, i7strategies</i>
2:15 - 2:30 pm	Transition Break			
2:30 - 3:30 pm	Reporting Qualified Charges and Scholarships <i>Yolinda German, SCAD</i>	Financial Data Security in a Complex Environment <i>Ruth Harpool, Indiana University</i>	As Your University Goes Global; Simplify the Receipt of International Tuition Payments <i>Ben Kavalec, Travelex Global Business Payments, A Western Union Company</i>	Motivating and Improving Morale in Bursar Office <i>Sherry Deirth, Ivy Tech Community College-Bloomington</i>
3:30 - 4:00 pm	Networking Break			
4:00 - 5:00 pm	Embracing Technology to Promote Exceptional Student Services in Higher Education <i>Julie Selander, University of Minnesota</i>	A Case Study for Secure Vault Payments <i>Lisa McCleary, University of Georgia and TBA, eWise</i>	Addressing the Challenges Associated with the Mandate of Student Health Insurance <i>Carol Payne, Georgia Institute of Technology</i>	The X Factor of Leadership <i>Mary Marcum, University of Kentucky</i>

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GREEN STATEMENT: In an effort to reduce waste and decrease the use of paper products at the meeting, there will be no paper copies of session presentations or handouts at the event. One week before the conference, you will be provided with a web link to the available presentations. At that time, please review them and print the ones you'd like to have at the conference. The presentations will be available online for 6 months after the event.

Tuesday ~ April 24, 2012

8:00 - 9:00 am	Breakfast			
9:00 - 9:15 am	Opening General Remarks <i>Jason Beard, Professional Development Group</i>			
9:15 - 10:15 am	General Session: Essential Leadership Skills for Challenging Times <i>Dr. Jairy C. Hunter Jr., President, Charleston State University</i>			
10:15- 10:45 am	Networking Break			
10:45 - 11:45 am	Customer Relationship Management (CRM): How Can It Help Your Student "Customers?" <i>Julie Selander, University of Minnesota</i>	Evals and Goals and Discipline - Oh My! <i>Darla Freeborn, Whitworth University</i>	Improving Collections in the Bursars Office <i>James Garrant, Wellesley College</i>	Mobile Strategy (and Motivation) for the Business Office <i>Lisa McCleary, University of Georgia and John McElroy, TouchNet</i>
11:45 am - 12:45 pm	Luncheon			
12:45 - 1:45 pm	Have It Your Way... Application of Payment Options <i>Charmaine Daniels, George State University</i>	The Bursar Boomerang - Solving Student Financial Issues in One Place Without One Stop Shopping <i>Marc Maniatis, University of New Haven</i>	Best Practices in International Payment Processing <i>Sharon Butler, peerTransfer and James Garrant, Wellesley College</i>	Earning Your PhD in RDC <i>Ruth Harpool, Indiana University</i>
1:45 - 2:00 pm	Transition Break			
2:00 - 3:00 pm	Cash Handling and Bursar Office Internal Controls <i>Gaylene Hargrove, Oklahoma State University</i>	Third Party Billing - Organizing, Processing, Monitoring and Collecting <i>Marc Maniatis, University of New Haven</i>	Why Do You Need Consent to Call a Cell Phone? <i>Bess Lochocki, Todd, Bremer & Lawson</i>	Durbin Amendment: What Does the Business Office Need to Know to Save Money! <i>John McElroy, TouchNet</i>
3:00 - 3:30 pm	Networking Break			
3:30 - 4:30 pm	FERPA Refresher <i>Charmaine Daniels, Georgia State University</i>	Post-9/11 GI Bill (Chapter 33) Update <i>Richard Middleton, The US Department of Veterans Affairs</i>	Bankruptcy 101 <i>TBA, Bass & Associates</i>	Customer Service/Communication with Our Students <i>JoAnna Svoboda, Midwestern University</i>

Wednesday ~ April 25, 2012

8:00 - 9:00 am	Breakfast			
9:00 - 9:15 am	Opening General Remarks <i>Jason Beard, Professional Development Group</i>			
9:15 - 10:45 am	General Session: Roundtable Discussion <i>Jason Beard, Professional Development Group</i>			
10:45 am	Conference Concludes			

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