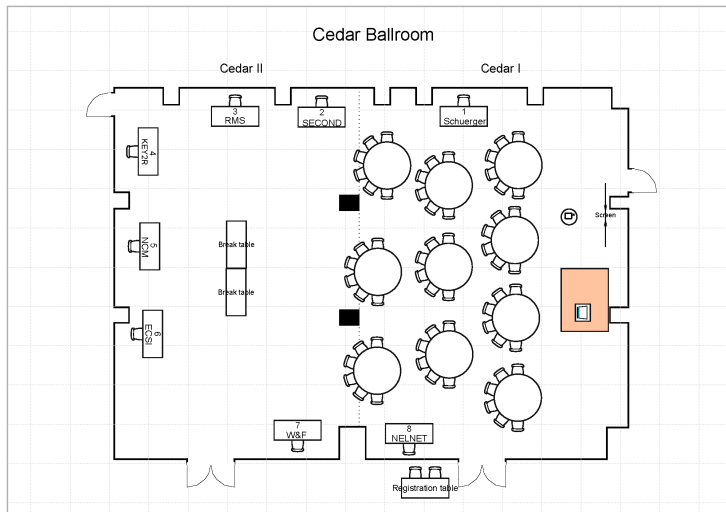

Event Agenda

Minnesota Collection Network Mega Conference 2025

Sunday, October 19, 2025

Partner Display Set-up

4:00 PM – 6:00 PM | Location: Cedar Ballroom



Pre-Registration/Meet and Greet

5:00 PM – 7:00 PM | Location: Cedar Ballroom/Hotel Reception Area

Come grab a beverage and snack from the Hotel's Reception area and pre-register for the conference. The Board and Partners would love time to meet you and discuss any questions or concerns you may have.

Monday, October 20, 2025

Embassy Breakfast/Registration

6:30 AM – 8:30 AM | Location: Manager's Reception Area

Welcome to the MN Mega Conference!

8:30 AM – 8:45 AM | Location: Cedar Ballroom

Dive Deep, Fly High: Unleashing Your Best Self

8:45 AM – 10:00 AM | Location: Cedar Ballroom

GENERAL SESSION

Discover what it truly means to build authentic, meaningful connections that elevate both your personal and professional relationships. This session will guide you on an engaging journey of self-awareness, revealing how your interaction style impacts your ability to connect with others and enhance team dynamics. By exploring the foundation of your unique communication approach, you'll learn how to turn insights into action, creating stronger bonds that lead to smoother collaboration and mutual respect.

This session isn't just about identifying your strengths and areas for growth—it's about understanding how your habits may hinder your ability to forge deeper, more transformational connections. You'll dive into the difference between transactional and transformational relationships, the role of vulnerability in fostering trust, and how asking thoughtful questions can open doors to genuine engagement instead of simply offering advice. Finally, you'll explore the critical role of energy: learning how to create positive energy in your interactions, rather than unintentionally draining it.

What You'll Gain:

- Understanding Connection Styles: Learn how your personal style of interacting influences your ability to connect deeply with others and how you can enhance these relationships for greater collaboration.
- Moving Beyond Surface-Level Relationships: Explore the shift from transactional to

transformational connections, and how vulnerability can lead to trust and stronger bonds.

- Tools for Meaningful Engagement: Discover how asking the right questions fosters true engagement and how managing energy—yours and others'—is key to building relationships that thrive.

Speaker



Kelli Van Cleave

Director of Education | ACA International

Vendor Display and Break

10:00 AM – 10:30 AM | Location: Cedar Ballroom

Loans Options Beyond Federal Direct - Filling the Gap

10:30 AM – 11:45 AM | Location: Cedar Ballroom

CONCURRENT I

Come learn about student loan programs that may help your students fill their need gap.

Subject matter experts will be reviewing and answering questions on the MN SELF loan program, various HRSA loans such as Nursing, Health Professional and Nurse Faculty loans and private lookback loans.

Speakers



Marilyn Kosir

Student Loan Manager | MN Office of Higher Education



Maria Livolsi

Director | SUNY Student Loan Service Center



Xia Vang

Assistant Director of Financial Aid | Augsburg University



Lauren Erdman

Student Success Manager | MN Office of Higher Education

The Art of Building Rapport

10:30 AM – 11:45 PM | Location: Tamarack 1

CONCURRENT II

Imagine transforming every interaction into a meaningful connection. 'The Art of Building Rapport' isn't just a course; it's a journey into the heart of successful communication. It's about turning the elusive into the achievable.

Have you ever wondered why some conversations just flow effortlessly while others feel like a struggle? This course demystifies that mystery. You'll delve into the art of establishing instant rapport, even when it doesn't come naturally. Discover the tools and techniques to not only start a connection but to sustain it.

Understanding and mastering rapport is crucial. It's the foundation of every successful interaction, whether with colleagues, clients, or casual acquaintances. Each day, the relationships you build hinge on this vital skill.

This session is invaluable for anyone in a role that involves direct interaction with others whether it's in person or over the phone. It's more than just a course; it's an insight into the phenomena of rapport, trust, and influence. Learn to observe, understand, and apply these observations in real-time to create a lasting impact in your communications.

Speaker



Kelli Van Cleave

Director of Education | ACA International

Lunch

11:45 AM – 12:45 PM | Location: Atrium 1

Soup of the day

Creamy pasta salad

Red potato salad

Tossed garden salad

Grilled chicken Caesar wrap - romaine, parmesan, Caesar dressing

Spicy Italian wrap - ham, salami, pepperoni, mozzarella cheese, lettuce, tomato, red onion, Italian vinaigrette

White bean wrap [GF] - spinach, bruschetta tomatoes, balsamic vinaigrette, mozzarella cheese

Kettle chips

Cheesecake shooters & Chocolate mousse shooters

Financial Aid Fraud/Inspector General

12:45 PM – 1:45 PM | Location: Cedar Ballroom

CONCURRENT I

Fraudulent activity in federal student aid programs threatens institutional integrity and compliance. This session highlights recent enforcement trends from the Office of Inspector General, explores common fraud schemes targeting financial aid, and provides practical steps schools can take to detect, prevent, and report suspicious activity.

Speaker



Scott Wingle

Boosting Student Retention Through Exceptional Support

12:45 PM – 1:45 PM | Location: Tamarack 1

CONCURRENT II

With rising receivables, enrollment declines, and growing student expectations, retention is more critical than ever. This session highlights proven practices and support strategies that foster connection, reduce financial barriers, and keep students on the path to success.

Key Takeaways

- Identify key drivers of student attrition
- Apply 12 actionable retention best practices
- Evaluate when to leverage external support

Speakers



Lori Hartung

Regional Sales Executive | ECSI



James Seward, Jr.

Executive Director | Drexel University

Vendor Displays and Break

1:45 PM – 2:15 PM | Location: Cedar Ballroom

The Playbook for Collections 101

2:15 PM – 3:15 PM | Location: Cedar Ballroom

CONCURRENT I

Williams & Fudge and Key2Recovery have teamed up to provide unmatched expertise in higher education collections. Together, they offer a collaborative forum to address higher education collection related topics, scenarios, or challenges - bringing decades of combined experience, proven strategies, and practical solutions to every conversation. Think of them as your go-to problem-solving duo.

Speakers



Scott Medley

Vice President, Client Experience | Key2Recovery, Inc.



Dave Wilber

AVP of Sales | Williams & Fudge

Return to Repayment: Navigating the New Student Loan Landscape

2:15 PM – 3:15 PM | Location: Tamarack 1

CONCURRENT II

With repayment back in motion after a three-year pause, institutions face rising delinquencies, shifting policies, and renewed accountability. This session explores the on-ramp provisions, borrower impacts, and campus strategies to stay ahead.

Key Takeaways

- Grasp borrower and institutional risks in the new repayment era
- Track policy shifts and compliance requirements
- Apply proactive strategies to support repayment success

Speakers



Lori Hartung

Regional Sales Executive | ECSI



Maria Livolsi

Director | SUNY Student Loan Service Center

Musical Roundtable Topics

3:15 PM – 4:15 PM | Location: Cedar Ballroom

GENERAL SESSION

Experts will moderate rotating sessions on hot topics in higher education. Gain new insights from industry partners and participate in the discussion.

Session topics:

- Transcripts
- 3rd Party Billing
- SFRA
- Appeals/refunds
- Settlements

Speaker



Karen Reddick

VP Business Development | National Credit Management

Monday Reception

5:00 PM – 8:00 PM | Location: Cedar Ballroom

Come for dinner, drinks and mingle with other attendees. Be ready to use your creative skills with a fun halloween theme.

Menu:

Traditional bone-in wings - barbeque & buffalo

Smoked Gouda Mac & Cheese Bites served with smoky ketchup

Shrimp Shooters [GF] - served in a shot glass with cilantro cocktail sauce

Caprese Skewers [V, GF] - tomato, fresh mozzarella cheese, basil, balsamic glaze

Walleye Fingers – with dill remoulade

Farmers Market Display [GF] – an array of seasonal fresh vegetables, with chipotle ranch and dill dip

Deli Meat & Cheese Platter – with turkey, ham, roast beef, salami, cheddar, Swiss and pepper jack cheese, assorted condiments with petite rolls

Fresh Seasonal Fruit Tray [GF] – with honey yogurt dip

Chef's Dessert Platter - assorted cheesecakes, tortes, cakes and pies

Tuesday, October 21, 2025

Embassy Breakfast/Registration

6:30 AM – 8:30 AM | Location: Manager's Reception Area

Opening Remarks - Day 2

8:30 AM – 8:45 AM | Location: Cedar Ballroom

GENERAL SESSION

Updates and Trends in the Collection of Student Debt

8:45 AM – 10:15 AM | Location: Cedar Ballroom

GENERAL SESSION

Speaker



Chad Echols

Attorney | Frost Echols, LLC

Networking Break

10:15 AM – 10:45 AM | Location: Cedar Ballroom

Compliance Checklist Update

10:45 AM – 11:45 PM | Location: Cedar Ballroom

CONCURRENT I

This session will provide a practical framework for navigating today's complex compliance landscape in higher education. Participants will review the key federal regulations governing financial operations and learn how to apply them to tuition billing, payment plans, institutional loans, and collection oversight.

The discussion will also highlight best practices in data security, vendor management, and contract compliance. Beyond regulatory checklists, the session will focus on student-centered strategies. Attendees will leave with a concise compliance roadmap designed to protect institutional integrity, mitigate regulatory risk, and foster trust with students and their families.

Speakers



Karen Reddick

VP Business Development | National Credit Management



James Seward, Jr.

Executive Director | Drexel University

Breaking Barriers - Round Table on Student Communication

10:45 AM – 11:45 AM | Location: Tamarack 1

CONCURRENT II

Let's discuss how we communicate and engage with today's students.

Lunch

11:45 AM – 12:45 PM | Location: Atrium 1

Street Taco Buffet

Chicken tortilla soup - tortilla strips

Flour and corn tortillas

Tortilla chips - pico, guacamole, sour cream, shredded lettuce, salsa & cheddar cheese

Pork carnitas verde

Chicken tinga - cilantro and lime

Spanish rice - roasted corn and peas

Tres leche cake macerated berries and whipped cream

COHEAO's Legislative Update

12:45 PM – 2:00 PM | Location: Cedar Ballroom

GENERAL SESSION

Get the latest federal policy updates impacting higher education, student financial aid, and regulatory oversight. This session will cover the reconciliation bill's higher education changes, congressional budget developments, the Department's negotiated rulemaking sessions, and how Direct Loan return to repayment is faring. In addition, we will examine key state-level legislation and recent CFPB activity affecting institutions and students.

Key Takeaways:

- Changes to education funding and student loan programs
- CFPB Update
- Key legislation impacting higher education policy
- State and Federal regulatory shifts to watch

Speaker



Lori Hartung

Regional Sales Executive | ECSI

Group Discussion - Let's Discuss What We Learned

2:00 PM – 3:00 PM | Location: Cedar Ballroom

GENERAL SESSION

We are going to jump right in and go over what we learned, where can we improve, and answer any questions. While we discuss, you can enjoy the following:

Strawberries with chocolate dipping sauce, fudge brownies, chocolate chip cookies, mini candy bars, assorted sodas, bottled water, Caribou Coffee

Thank you for attending this year's conference. We hope to see you next year!

October 18 - 20th, 2026

Embassy Suites by Hilton

7901 34th Avenue South

Bloomington, MN 55425

Door Prizes and Giveaways

3:00 PM – 3:30 PM | Location: Cedar Ballroom

GENERAL SESSION