

KASRO FALL CONFERENCE
AGENDA
October 9-10, 2008

Thursday, October 9

- 8:30 – 9:30 am Registration and Continental Breakfast
- 9:30 – 10:15 am Business Meeting
- 10:15 – 11:15 am "Generations XYZ and Beyond" --- Addressing generational issues and responsibility/accountability challenges with our students
Dr. Sharon A. Kerrick, University of Louisville
- 11:15 – 11:30 am Break
- 11:30 – 12:15 pm Breakout Round Table Sessions– Bring Your Topics!
- Session 1: Student Receivables Roundtable
Moderator - TBA
- Session 2: Student Loan Topics
Moderator - Kristine Walters, Loan Collections Specialist, University of Louisville
- 12:15 - 1:30 pm Lunch
- 1:30 – 2:30 pm "Million Dollar Moments" Customer Service Techniques
Merle Isgett – NCO Financial Systems
- 2:30 – 3:30 pm "Dealing with the Darkside of Collections - The Irate Borrower
Windham Professionals
- 3:30 – 3:45 pm Break
- 3:45 – 4:45 pm Session 1: "How We Got into the Mess We're In" - A 40-year perspective on the problems in higher education, finance, student loans, collections and the economy.
Jim Farris, RMS Sales & Service
- Session 2: Perkins Update HEA Reauthorization
Lori Hartung, Todd, Bremer & Lawson
- 5:45 - 9:30 pm Dinner and Cruise – Spirit of Jefferson River Boat

Friday, October 10

- 8:30 - 9:45 am Breakfast
- 9:45 – 11:00 am "Power Hour – What a Difference a Day Can Make"
Stacey Vicari, My Ideal Life, Louisville, KY
- 11:00 – 12:00 pm "Red Flag" Identity Theft Regulations
Karen Reddick - NCM
- 12:00– 12:15 pm Break
- 12: 15 - 12:30 pm Business Meeting
- 12:30 pm End of Conference