

**Kentucky Association of Student Receivable Officers**  
**Spring 2010 Meeting**  
**May 12-14**  
**Lake Barkley State Park**

**AGENDA**

**Wednesday May 12, 2010**

12:30 p.m. – 1:30 p.m.	Vendor Set-Up/Conference Registration
1:30 p.m. – 2:30 p.m.	Welcome/Opening Remarks/Business Meeting
2:30 p.m. – 3:00 p.m.	Networking Break - Time with Vendors
3:00 p.m. – 4:30 p.m.	Personality Traits – <i>Why do I like that?</i> Merle Isgett, NCO Financial Systems, Inc.
6:00 p.m. –	Luau - (Shelter)

**Thursday May 13, 2010**

8:30 a.m. – 9:30 a.m.	Continental Breakfast
9:30 a.m. – 10:30 a.m.	Legislation Update – <i>What are the Feds saying?</i> Karen Reddick, National Credit Management, Mike Kahler, Windham Professionals Inc, and Lori Hartung, Todd, Bremer and Lawson, Inc.
10:30 a.m. – 10:45 a.m.	Networking Break
10:45 a.m. – 11:45 a.m.	<b>Concurrent Sessions</b> NonCash Transactions – <i>What... no cash?</i> Matt Dorf, Higher One  ABC's of Customer Service – <i>How may we serve you?</i> Trish Palm, Williams and Fudge, Inc
11:45 a.m. – 1:15 p.m.	Lunch -Lou Darnell Award Ceremony
1:15 p.m. – 2:15 p.m.	Developing an A + Attitude, <i>What if I just don't feel like it?</i> Shannon Staten, Director Residence Admin. University of Louisville

- 2: 15 p.m. 3:15 p.m. FFELP to Direct Loans – *Do we have to?*  
Denise Deal, Assoc. Director of Financial Aid Operations  
University of Louisville
- 3:15 p.m. – 3:30 p.m. Networking Break
- 3:30 p.m. – 4:30 p.m. **Concurrent Sessions**  
GI Bill/ Veterans’ Affairs – *Are you in the Army now?*  
Angie Walsh, Bellarmine University
- Outsourcing – *When is enough... enough?*  
Paul Aries, Nelnet Business Solutions
- 5:30 p.m. Cook Out! - (**Shelter**)

## **Friday May 14, 2010**

- 8:00 a.m. – 9:00 a.m. Traditional Breakfast (**Main Dining Room**)
- 9:00 a.m. – 10:00 a.m. Regulation Z – *What are you doing?*  
Lee Anne Wigdahl, Educational Computer Systems, Inc.  
Panel Discussion
- 10:00 a.m. – 11:00 a.m. **Concurrent Sessions**  
Accounts Receivable Roundtable - *What’s hot?*
- Perkins Roundtable – *What’s hot?*
- 11:00 a.m. – 11:30 a.m. Business Meeting  
Grand Prize Drawing – Must be present to win
- 11:30 a.m. Conference Ends – Lunch on Own