

**2008 FALL Conference  
October 9th – 10th  
Louisville, KY**



**KASRO Newsletter Contest Winners**

**“Name that Newsletter!”**

(see page 3)

**LETTER FROM THE PRESIDENT**

*Mary Marcum  
University of Kentucky*

Greeting Members and Friends of KASRO...

Since the beginning of KASRO seventeen years ago, I have seen this organization very small in numbers then consisting only of representatives from our seven state Universities, grow and expand to become now one of the leading bursar's organizations in the United States. KASRO currently host two conferences per year of which the conferences and memberships are open to all KY State Universities, Private/Technical schools, and now to all Colleges and Universities nationwide, as well as all interested vendors.

Please accept this invitation to join this growing membership list for 2008-2009 and join us at the KASRO Fall Conference to be held at Louisville, KY - October 9<sup>th</sup> - 10<sup>th</sup>, 2008.

I strongly encourage you to become an active member of KASRO at this exciting time! You may register to become a KASRO member or Associate Member/Vendors by visiting [WWW.KASRO.Net](http://WWW.KASRO.Net). After completing the registration form on-line, you will have to option of paying with a credit card on-line or printing off the confirmation page and mailing with a check payment. Follow the links and information provided on the website. Additional information and registration for the fall conference will be sent separately.

We are looking forward to the fall conference and hope to see you in Louisville in October!

Sincerely,  
Mary Marcum  
Kentucky Association of Student Receivable Officers



**MISSION STATEMENT**

To offer professional development and educational opportunities for University Business Officers that will enhance their post-secondary Institutional mission of implementing sound financial controls and providing EXCELLENT customer service.

**2008 Fall Conference**

**Thursday, October 9, 2008**

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|--------------------|---|
| 8:30 - 9:30 a.m.   | Registration and Continental Breakfast  |
| 9:30 - 10:30 a.m.  | Business Meeting  |
| 10:30 - 11:30 a.m. | “Generations X,Y,Z and Beyond” Addressing generational issues and responsibility/accountability challenges with our students.<br>Dr. Sharon A. Kerrick, UofL                  |
| 11:30 - 11:45 a.m. | Break   |
| 11:45 - 12:15 p.m. | Breakout Round Table Sessions<br>Student Accounts Moderator – TBA<br>Student Loans Moderator – Kristine Walters, Loan Collections Specialist, UofL                            |
| 12:15 – 1:30 p.m.  | Lunch   |
| 1:30 – 2:30 p.m.   | “Million Dollar Moments”<br>Customer Service Techniques<br>Merle Isgett – NCO Financial Sys.  |
| 2:30 – 3:30 p.m.   | “Dealing with the Dark Side of Collections” – The Irate Borrower<br>Windham Professionals   |
| 3:30 – 3:45 p.m.   | Break   |
| 3:45 – 4:45 p.m.   | “How We Got into the Mess we’re in”<br>A 40 yr. perspective on problems in Higher-Ed, finance, student loans, collections and the economy.<br>Jim Farris, RMS Sales & Service |
| 5:45 – 9:30 p.m.   | Dinner and Cruise – Spirit of Jefferson River Boat  |

**Friday, October 10, 2008**

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|--------------------|--|
| 8:30 - 9:45 a.m.   | Breakfast  |
| 9:45 – 10:45 a.m.  | “Power Hour – What a Difference a Day Can Make,”<br>Stacey Vicari, Louisville , KY             |
| 10:45 - 11:45 a.m. | Breakout Sessions<br>Student Accounts – Conversations with Financial Aid,<br>Mike Abboud, UofL |
|                    | Student Loans – Perkins Update HEA Reauthorization, Lori Hartung,<br>Todd, Bremer & Lawson     |
| 11:45 – 12:00 p.m. | Break  |
| 12:00 – 12:30 p.m. | Business Meeting   |
| 12:30 p.m.         | End of Conference  |

**KENTUCKY ASSOCIATION OF STUDENT RECEIVABLE OFFICERS**  
**KASRO KONNECTIONS**

**Official Newsletter**

## Scheduled Speakers for Fall Conference 2008

*Stacey Vicari*  
Ideal Life

Stacey Vicari has been inspiring people toward personal growth for over a decade. Her boundless energy level, contagious enthusiasm, and ability to realize her own dreams has helped her motivate thousands. At age 18, Stacey wrote her personal mission statement -

*"To facilitate, inspire and lead people in making personal movement in their lives by serving as a role model of one who lives her life in congruence with her beliefs."*

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*James H. Fariss*  
Director / Sales and Service

EMS – Recovery Management Services, Inc.

Mr. Fariss is a co-founder of the *Student Loan/Receivables Collection Conference*, the *National Conference for College and University Bursars, Cashiers and Cash Managers*; in addition, he is a co-founder of, and former partner in, *Professional Development Group*.

A long-time member of COHEAO, Jim has been a frequent speaker at local, state and national conferences and workshops held in both the public and private sectors.

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Lori S. Hartung  
Regional Sales Manager for Todd, Bremer & Lawson, Inc.

Lori Hartung specializes in assisting colleges and universities with the recovery of accounts receivable and student loans. Her responsibilities include vending the firm's services to the Midwest region and training educational institutions on the campus based loan programs.

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Merle L. Isgett  
Trilium Partners Inc.

Author of numerous articles and publications, Merle Isgett is co-author of the American Bar Association's Commission on Non-Lawyer Practice Report. In addition, she has written leadership, hiring, writing and presentation workbooks and success guides. A sought after presenter, she delivers topics ranging from leadership to ethics.

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Sharon Kerrick  
University of Louisville

Sharon Kerrick is a management and leadership graduate of Disney Executive Institute and founder of Micro Computer Solutions Inc., who now directs UofL's Center for Economic Education. She has developed a unique coaching program, Finance4Her, and has also helped create a new general education course at UofL, "Financial Education Across Age, Gender and Culture,"

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### "Name the KASRO Newsletter"

We wish to thank our many

Members & Vendors who made this contest a great success by submitting many potential entries in order to give our newsletter the finishing touch it needed.

We are pleased to announce two winners, each submitting the name :

**"KASRO KONNECTIONS"**

The winning entries were turned in by Linda Smitha and Kim Wielgus, both from the University of Kentucky. Thanks to you both!

Each winner was awarded a **\$100 cash** prize for their winning entry.

Door Prizes	Amount	Winner Name
\$100 Cash	\$100	Kim Wielgus
\$100 Cash	\$100	Linda Smitha
\$50 Best Buy Gift Card	\$50	Carol Babb
\$25 Best Buy Gift Card	\$25	Jason Terwilliger
\$25 Best Buy Gift Card	\$25	Jason Terwilliger
\$25 Best Buy Gift Card	\$25	Linda Smitha
\$10 Best Buy Gift Card	\$10	Roberta Bolduc
\$10 Best Buy Gift Card	\$10	Amie Marcum-EKU
\$10 Best Buy Gift Card	\$10	Cheryl Rust
\$10 Best Buy Gift Card	\$10	Christa Fornash
Shell Gas Card	\$50	Matt Dorf
Shell Gas Card	\$50	Nancy Taylor
Target Gift card	\$50	Paula DeMott
Target Gift card	\$50	Lea Southern
Lowe's Gift Card	\$50	Jeff Cowen
Lowe's Gift Card	\$50	Angela Jone
Portable DVD/Carrying Case	\$110	Kevin Hunt
Silver Derby Tray	\$40.00	Belinda Higginbothom
Wine Glasses/Basket	\$44.00	Rick Wiening
Vendors	Amount	Recipient
	\$50 Target gift card	Bob Neumann
Conserve	100 gift card	Debbie Moellman
NES	Marathon Gas Card	Tina Flannery
NES	BP Gas Card	Carol Ford
Delta	50 gift card	Rochelle Seals
William and Fudge	1/2 year of fudge	Carol Babb
William and Fudge	1/2 year of fudge	Tina Besset
NCM	\$40 cash	Kim Wielgus

#### Congratulations to:

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All our members that took home a little something extra from the last conference...

We had more winners of door prizes and giveaways than ever before. Just take a look at the list of prizes and recipients.

Maybe you will be the next winner at Fall 2008 Conference!!

#### And Three Cheers...

Go to our  
KASRO IDOL  
Winner:

*Carol Babb*

and her back-up crew of singers for their performance of "Leader of the Pack"

An Outstanding job!!!

