



NCHER Virtual Annual Conference - November 2020

Program Agenda

(Draft Agenda as of October 23, 2020, Subject to Change)

Thursday, November 5, 2020

(all times Eastern)

1:00 p.m. – 2:00 p.m.

**Conference Opens and Networking – Link Active**

2:00 p.m. – 2:15 p.m.

**Conference Welcome**

The NCHER leadership will welcome members to the conference and briefly discuss the conference program for the day.

**Speaker**

**Scott A. Giles**, Immediate Past Chair  
National Council of Higher Education Resources  
President and Chief Executive Officer, Vermont Student Assistance Corp.

2:15 p.m. – 3:15 p.m.

**(General Session #1)**

**Looking Toward the Future: What Did We Learn from Tuesday’s Election Results and What’s the Impact on the Higher Education Finance Industry?**

On November 3<sup>rd</sup>, Americans across the country will head to the polls to choose the next President of the United States, decide who will control the U.S. House of Representatives and U.S. Senate, and who will be the state leaders in charge of higher education policy. In this session, Vic Klatt and Alex Nock from the Penn Hill Group will provide a rundown of the recent election results at the national and state levels and talk about what that means for the NCHER membership and the higher education finance community.

**Moderator**

**Scott A. Giles**, Immediate Past Chair  
National Council of Higher Education Resources  
President and Chief Executive Officer, Vermont Student Assistance Corp.

**Speakers**

**Vic Klatt**, Principal

Penn Hill Group

**Alex Nock**, Principal  
Penn Hill Group

**3:15 p.m. – 4:00 p.m.**

**Looking Toward the Future: Open Discussion on the Higher Education Landscape Heading into 2021**

2021 is sure to be an interesting and impactful year for the higher education finance community. Students and families will continue to grapple with the impact of COVID-19 as they continue the bulk of their postsecondary education virtually. The November election will determine the future course of the nation’s higher education policy from free college to student loan forgiveness proposals that have been the subject of this year’s Presidential campaign. Congress and the incoming Administration will also oversee reauthorizing the Higher Education Act and ideas for improving the federal student loan program. In this session, the NCHER leadership will have an open discussion with the membership on what the higher education landscape looks like heading into 2021.

**4:00 p.m.**

**Conference Adjourns**

**Tuesday, November 10, 2020**

**(all times Eastern)**

**10:00 a.m. – 11:00 a.m.**

**Conference Opens and Networking – Link Active**

**11:00 a.m. – 11:15 a.m.**

**Conference Welcome**

The NCHER leadership will welcome members to the conference and briefly discuss the conference program for the day.

**Speaker**

**Scott D. Giles**, Chair

National Council of Higher Education Resources

President and Chief Executive Officer, Trellis Company

**11:15 a.m. – 12:15 p.m.**

**(General Session #2)**

**What Will the Higher Education Marketplace Look Like in a Post-COVID-19 Pandemic Environment?**

The COVID-19 pandemic has upended the nation’s higher education system for students and families across the country. Over the next year and beyond, students and parents are expected to use different, even non-traditional approaches from how they select a college or university to how they receive instruction, and will likely need additional support services to succeed in postsecondary education. The pandemic has also had a major impact on the services that the NCHER membership provides to institutions of higher education and consumers. In this session, a panel of experts will discuss what the higher education marketplace will look in a “post-pandemic” environment, what services will be necessary to

support current and future students, and the steps that organizations have taken – and should be taking - to retool their services to adapt to the changing environment.

**Moderator**

**Ron Gambill**, Chairman and Chief Executive Officer  
Edsouth

**Speakers**

**Bryan Ashton**, Vice President for Community Investment and  
Government Affairs  
Trellis Company

**Heidi A. Carl**, Executive Director, Division of Financial Aid  
Purdue University

**Bob Collins**, Vice President for Financial Aid  
Western Governors University

**12:15 p.m. – 12:30 p.m.**

**Break**

**12:30 p.m. – 1:30 p.m.**  
**(General Session #3)**

**Transitioning Away From LIBOR - Is the Student Loan Community Ready for 2021?**

The London Inter-Bank Offered Rate (LIBOR) is slated to be phased out by the end of 2021. LIBOR is a benchmark rate that represents the interest rate at which banks offer to lend funds to one another in the international market for short-term loans and is used as an index to calculate interest rates on various loan products around the world such as student loans. In this session, financial industry experts will discuss the Alternative Reference Rates Committee’s recommendation to move to the Secured Overnight Financing Rate (SOFR), provide an update on the voluntary market adoption of the recommended alternative, and discuss other efforts to ensure successful implementation away from LIBOR for federal and private student loans.

**Moderator**

**Eugene “Gene” Hutchins**, Chair-Elect  
National Council of Higher Education Resources  
Executive Director, Chief Executive Officer  
Kentucky Higher Education Assistance Authority/Kentucky Higher  
Education Student Loan Corporation

**Speakers**

**Jen Earyes**, Head of Policy  
Structured Finance Association

**Theresa O'Neill**, Managing Director  
BofA Securities, Inc.

**1:30 p.m. – 1:45 p.m.**

**Break**

**1:45 p.m. – 2:45 p.m.**  
**(General Session #4)**

**Policies and Priorities of the U.S. Department of Education**

The U.S. Department of Education's Office of Federal Student Aid (FSA) has been on the front lines of helping borrowers during the COVID-19 pandemic, implementing student loan relief provisions included in the Coronavirus Aid, Relief, and Economic Security or CARES Act. At the same time, FSA continues to move forward with the Next Generation Financial Services Environment to modify the federal student loan servicing and collections systems. During this session, FSA officials will speak to the NCHER membership about the Department's policies and priorities for 2021 and ideas for reforming the federal student loan program.

**2:45 p.m.**

**Conference Adjourns**

**Thursday, November 12, 2020**  
**(all times Eastern)**

**10:00 a.m. – 11:00 a.m.**

**Conference Opens and Networking – Link Active**

**11:00 a.m. – 11:15 a.m.**

**Conference Welcome**

The NCHER leadership will welcome members to the conference and briefly discuss the conference program for the day.

**Speaker**

**James P. Bergeron**, President  
National Council of Higher Education Resources

**11:15 a.m. – 12:15 p.m.**  
**(General Session #5 /**  
**Legal Session #1)**

**Examining Proposals Impacting Private Loan Portfolios**

Over the last year, federal and state policymakers have introduced several proposals that would have a significant impact on private loan portfolios. In the aftermath of the spread of the coronavirus pandemic, the U.S. House of Representatives passed H.R. 6800, the Heroes Act, to suspend monthly payments and accrued interest for private loan borrowers and provide \$10,000 in student loan forgiveness to economically distressed borrowers. The chamber added similar language to its National Defense Authorization Act. Before that, the House Education and Labor Committee passed the College Affordability Act, which would allow student and parent borrowers to refinance their federal and private student loans and House Judiciary Committee Democrats introduced legislation allowing borrowers to discharge their student loans in bankruptcy, which is supported by former Vice President

Joe Biden in his race for President. Several House and Senate members have called on the Consumer Financial Protection Bureau to examine federal fair lending laws and regulations in light of a report from the Student Borrower Protection Center. In this session, a panel of experts will examine these legislative proposals, discuss their prospect for passage in the 117<sup>th</sup> Congress, and look at the impact that each proposal may have on private education loan portfolios.

**Moderator**

**Tom P. Levandowski**, Managing Counsel/Senior Vice President  
Consumer Banking, Payments, and Wealth and Investment Management  
Division  
Wells Fargo

**Speaker**

**David Skanderson**, Vice President  
Charles River Associates

**Amy Smith**, Policy Advisor  
Arnold & Porter

**12:15 p.m. – 12:30 p.m.**

**Break**

**12:30 p.m. – 1:30 p.m.**  
**(General Session #6 /**  
**Legal Session #2)**

**Reviewing State Student Loan Servicing Licensing Laws – A Precursor to National Legislation?**

Since 2015, a growing number of states have passed new laws establishing Student Loan Ombudsman Offices to represent the interests of borrowers on student loan-related matters and requiring student loan servicers to obtain a license to service federal and private student loans in their states. In this session, a panel of experts will provide an update on state student loan servicing licensing laws (including legislative initiatives currently moving through the California and Massachusetts legislatures), highlight the differences between the various statutes, discuss how NCHER members are currently complying with current statutes, and talk about the push for moving from a patchwork of state laws to uniform, nationwide, and federally mandated consumer protections.

**Speakers**

**Bonnie E. Dye**, Attorney at Law  
McGlinchey Stafford

**Vaishali S. Rao**, Partner  
Hinshaw & Culbertson LLP

**1:30 p.m. – 1:45 p.m.**

**Break**

**1:45 p.m. – 2:45 p.m.**  
**(General Session #7 /**  
**Legal Session #3)**

**Strengthening Data Privacy and Improving IT Security**

Over the last few years, there has been a growing federal and state interest in protecting consumer privacy. The California Consumer Privacy Act was passed to provide the state’s residents with the right to know what personal information is being collected about them, know whether their personal information is sold or disclosed and to whom, and access their personal information. – and more states may pass their own laws in the near future. Recently, there have been several Congressional hearings to address the rapid changes in technology that have raised new privacy challenges, including providing additional enforcement authority to the Federal Trade Commission, which is the chief federal agency on privacy policy and enforces the Privacy Act of 1974 and the Fair Credit Reporting Act. During this session, participants will discuss federal, state, and international efforts to protect consumers’ personal information.

**Speakers**

**James T. Shreve**, Partner  
Thompson Coburn

**Jennie Thompson**, Chief Privacy Officer  
Pennsylvania Higher Education Assistance Agency

**2:45 p.m.**

**Closing Remarks and Conference Adjourns**