



**NCHER Annual Conference
June 5-7, 2023
Hilton Fort Lauderdale
Fort Lauderdale, Florida**

“Waves of Change: Tools for Success”

Program Agenda

Monday, June 5, 2023

(All times Eastern)

8:00 a.m. – 5:00 p.m.

Registration Open

9:00 a.m. – 12:00 p.m.

Meeting of the NCHER Board of Directors

The NCHER Board will meet to receive reports from the Chair, Treasurer, and President on the organization’s advocacy, communications, and research strategies. The meeting is open to NCHER members.

12:00 p.m. – 2:30 p.m.

Lunch and Time on Your Own

2:30 p.m. – 4:00 p.m.

Membership Meeting

NCHER members will receive an update on items discussed at the Board of Directors meeting, including the reports of the Chair, Treasurer, and President.

4:00 p.m. – 5:00 p.m.

Time on Your Own

5:00 p.m. – 6:00 p.m.

Welcome Reception

The NCHER membership will honor the recipients of the Jean S. Frohlicher Outstanding Service Award and the Chalmers “Gail” Norris Lifetime Achievement Award.

Tuesday, June 6, 2023

(All times Eastern)

7:30 a.m. – 4:30 p.m.

Registration Open

7:30 a.m. – 8:45 a.m.

Continental Breakfast

8:00 a.m. – 8:45 a.m.

Small Group Break-Out Sessions (By Industry Sector)

8:45 a.m. – 9:00 a.m.

Conference Welcome

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

Speaker

Christiana Thornton, Chair

National Council of Higher Education Resources

President and Chief Executive Officer

New Hampshire Higher Education Assistance Foundation Network

9:00 a.m. – 10:00 a.m.
(General Session)

Federal Developments and Outlook for 2023

This year will be pivotal for higher education policy at the federal level. In a few weeks, the U.S. Supreme Court is expected to issue a decision on the constitutionality of the U.S. Department of Education's federal student loan forgiveness program. After more than three years in forbearance, student and parent borrowers are expected to resume payment on their federally held loans. The Department is also in the process of creating a new Income-Driven Repayment plan, instituting new rules and requirements for third-party servicers, and continuing to implement Fresh Start allowing defaulted borrowers to get a fresh start back into repayment and the special assignment process. House Education and the Workforce Committee Chairwoman Virginia Foxx also continues to push to reauthorize the Higher Education Act, though many observers say that legislation expanding Pell Grant eligibility for students in short-term training programs has a good chance for passing both chambers this year. This session will provide an update on federal developments and the outlook in 2023.

Moderator

Ron Gambill, Executive Vice President of Student Lending and Legislative Affairs

ELFI (Education Loan Finance Inc.)

Speakers

Vic Klatt, Principal

Penn Hill Group

Alex Nock, Principal

Penn Hill Group

10:00 a.m. – 10:15 a.m.

Break

10:15 a.m. – 11:00 a.m.

Keynote Address: Nat Malkus, American Enterprise Institute

Earlier this year, Dr. Nat Malkus, Deputy Director for Education Policy Studies at the American Enterprise Institute, created AEI's Student Debt Forgiveness Tracker to track total lost revenue associated with recent changes to the federal student loan program. The tracker currently shows that the federal government has lost over \$285 billion from the federal student loan payment and collections pause, changes to the Public Service Loan Forgiveness Program and borrower defense to repayment processes, and more could be on the way. Dr. Malkus has also examined and written extensively about the U.S. Department of Education's new Income-Driven Repayment plan and its potential impact on college costs, the long-term effects of federal student loan forgiveness, and who is benefitting from the payment pause. In this session, Dr. Malkus will share his thoughts on the Biden Administration's actions around student loans.

Moderators

Vic Klatt, Principal
Penn Hill Group

Alex Nock, Principal
Penn Hill Group

Speaker

Dr. Nat Malkus, Senior Fellow and Deputy Director of Ed Policy Studies
American Enterprise Institute

11:00 a.m. – 11:45 a.m.
(General Session)

Simplifying the FAFSA: An Update on Federal Student Aid's Actions

Since Congressional passage of the FAFSA [Free Application for Federal Student Aid] Simplification Act and the FUTURE [Fostering Undergraduate Talent by Unlocking Resources for Education] Act, the U.S. Department of Education has been working to redesign the federal financial aid system. Recently, the Department announced that the 2024-2025 FAFSA would not be available until December 2023, even though states rely on an October deadline in their outreach efforts. Recently, the Department announced a roadmap laying out resources, guidance, and training materials for students, parents, schools, institutions, and other stakeholders. This session will examine Federal Student Aid's action on FAFSA simplification and what NCHER members can expect to occur over the next few months as they prepare students and families for this important change.

Introduction

Bob Collins, Vice President, Financial Aid
Western Governors University

Speaker

Karen McCarthy, Vice President of Public Policy and Federal Relations
National Association of Student Financial Aid Administrators

11:45 a.m. – 12:30 p.m.
(General Session)

Examining Efforts to Support an Educated Workforce

A growing number of states are coordinating postsecondary education activities with workforce development in an effort to support a more educated workforce, including promoting non-degree seeking programs such as certification courses to better engage youth. In this session, a panel of experts will talk about state and local efforts to promote education and training at both the community college and four-year institution level.

Moderator/Speaker

Scott A. Giles, President and Chief Executive Officer
Vermont Student Assistance Corporation

Speaker

Name TBD
ECMC Foundation

Ray Jones, Vice President of Loan Programs
South Carolina Student Loan

12:30 p.m. – 1:30 p.m.

Lunch

1:30 p.m. – 2:30 p.m.
(General Session)

“Ask the Attorneys”

The “Ask the Attorneys” panel has been a staple of NCHER conferences, providing an opportunity for conference attendees to hear first-hand from legal experts on those hot topics impacting the higher education finance industry. During this session, a panel of attorneys will respond to questions from the audience to discuss current and anticipated legal proceedings impacting federal and private student loans.

Moderator/Speaker

Kelly Lipinski, Attorney at Law
McGlinchey Stafford PLLC

Speakers

John L. Culhane, Jr., Partner
Ballard Spahr LLP

Vaishali S. Rao, Partner, Regulatory and Compliance
Hinshaw & Culbertson LLP

Aisha Smith, Financial Services Counsel
Davis Wright Tremaine LLP

2:30 p.m. – 2:45 p.m.

Refreshment Break

2:45 p.m. – 3:45 p.m.

Current and Emerging Trends and Practices in Private Education Loans

(General Session)

According to Enterval Analytics, total outstanding private education loan debt stood at \$127.24 billion, 7.22 percent of total student loan debt, at the end of the third quarter in 2022. The remaining 92.78 percent of the \$1.76 trillion in total student loans were federal loans made through or guaranteed by the U.S. Department of Education. During this time, early-stage delinquencies leveled off while late-stage delinquencies and gross charge-offs rose to 1.58 percent and 2.86 percent, reflecting the normal pattern following the widespread use of disaster forbearances. During this session, participants will examine and discuss the past, current, and expected trends in the private education loan marketplace.

Moderators

David Bailey, Vice President

Kentucky Higher Education Assistance Authority/Kentucky Higher Education Student Loan Corporation

Joseph A. Santoro, Director-Education Finance Team Leader
Bank of America

Speakers

Melissa Bassett, Vice President of Lending
SoFi

Ray Jones, Vice President of Loan Programs
South Carolina Student Loan

Aisha Smith, Financial Services Counsel
Davis Wright Tremaine LLP

3:45 p.m. – 4:45 p.m.
(General Session)

Recent Developments Impacting Cybersecurity

In December 2021, the Federal Trade Commission (FTC) published its revised Safeguards Rule, which requires financial institutions, institutions of higher education, businesses, and other organizations to meet core data security principles to protect the security of customer information. The rule is slated to take effect on June 9, 2023. This session will provide an update on recent developments regarding the FTC's Safeguards Rule and steps and actions that the NCHER membership, including third-party servicers, can take to limit compliance risks and financial liability for data breach claims.

Moderator

Phillip Wambsganss, Executive Director
Higher Education Servicing Corporation

Speakers

Stephen Bumgarner, Counsel
Maynard Nexsen

Brandon Sherman, Counsel
Maynard Nexsen

4:45 p.m.

Conference Adjourns

[Wednesday, June 7, 2023](#)

(All times Eastern)

7:30 a.m. – 12:00 p.m.

Registration Open

7:30 a.m. – 8:30 a.m.

Continental Breakfast

8:30 a.m. – 8:45 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

8:45 a.m. – 9:30 a.m.
(General Session)

Hot Topics in Compliance

Federal and state regulators continue to increase their oversight over activities that impact the higher education finance industry from compliance with the Federal Credit Reporting Act, Servicemember Civil Relief Act, Fair Debt Collection Protection Act, and other federal statutes. At the same time, states are continuing to enact new laws regulating private education loan programs 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 discuss the most pressing topics impacting the NCHER membership and what steps compliance offices should be taking now to stay ahead of any potential review.

Moderator

Rob Westick, Senior Manager, Contact Center Compliance
MOHELA [Missouri Higher Education Loan Authority]

Speakers

Vaishali S. Rao, Partner, Regulatory and Compliance
Hinshaw & Culbertson LLP

Akeela White, Partner
Hinshaw & Culbertson LLP

9:30 a.m. – 10:15 a.m.
(General Session)

The Role and Priorities of the Consumer Financial Protection Bureau in Higher Education Financing

Since its inception in 2010, the Consumer Financial Protection Bureau (CFPB) has used its regulatory and supervision authority to oversee private student loan origination and servicing. Since taking office, the

Biden Administration has expanded the work of the Bureau to include federal student loan servicing and reaffirmed that it will use the full force of the Dodd-Frank Wall Street and Consumer Protection Act to seek relief for student loan borrowers. In this session, CFPB officials will provide an update on their regulatory activities impacting the student loan industry.

Moderator

Jack Wallace, Financial Advisor
Yrefy

Speakers

John Culhane, Jr., Partner
Ballard Spahr

Kelly Lipinski, Attorney at Law
McGlinchey Stafford PLLC

10:15 a.m. – 11:00 a.m.
(General Session)

Return to Repayment: What’s on Borrowers’ Minds?

Later this summer, student and parent borrowers are expected to resume repayment on their federally held loans after more than three years in forbearance. Many of these borrowers may be eligible to enroll in the new Income-Driven Repayment program, reducing their monthly payment significantly. Still, multiple surveys say that borrowers continue to be under duress when it comes to paying back their student loans on time. This session will discuss how borrowers are adapting to the restart of repayment.

Moderator

Betsy Mayotte, President
The Institute of Student Loan Advisors

Speaker

Nate Blanchard, Director of Financial Services
Western Governors University

11:00 a.m. – 11:30 a.m.

Wrap Up and Closing Remarks

11:30 a.m.

Conference Adjourns