



2020

Student Financial Services Conference

March 22-24 | Portland, OR

PRE-CONFERENCE PROGRAM: BURSAR FUNDAMENTALS

NACUBO is offering an optional pre-conference program, Bursar Fundamentals. It is perfect for those new to the business office, student financial services, or the higher education workplace, or those who want a refresher on the core responsibilities of the student accounts area. Join our experienced faculty members in a more intimate setting for a concentrated learning experience.

FACULTY

- **Gayle Callahan**, director of bursar operations, Johnson County Community College
- **Lissa Perrone**, director, business affairs, Oregon State University
- **Doug Schantz**, director of student financial services, Wittenberg University

SCHEDULE

7:30-8:30 a.m.	Registration and Continental Breakfast
8:30-9:15 a.m.	The High-level View of the Bursar's Office
9:15-10:15 a.m.	Financial Aid and Refunds
10:15-10:30	Refreshment Break
10:30-11:45	Payments and Payment Plans
11:45 a.m.	Lunch
12:45-1:35 p.m.	Collections and Loan Administration
1:35-2:10 p.m.	Customer Service, Communications, and Financial Literacy Education
2:10-2:30 p.m.	Regulations and Legal Issues
2:30-3 p.m.	Latest Trends and Q&A

ADDITIONAL REGISTRATION FEE

Early Registration Rate: \$179

Standard Registration Rate: \$269