

Time (ET)	Day 1: November 7, 2024 - Agenda Item
8:00 AM – 9:00 AM	Registration is open and Breakfast
9:00 AM – 10:00 AM	SESSION 1: The DNA of a Champion: Dr. Jonathan Hood, PhD Your DNA is the fundamental, unchanging and distinctive characteristics and qualities that you possess. Did you know that inside of you is the DNA of a champion? Just like every other character trait that you possess, the power that you have to become a champion will lay dormant until unlocked. During this talk we will reignite your passion to unlock that DNA and recover the champion inside you.
10:00 AM – 10:15 AM	Break
10:15 AM – 11:00 AM	SESSION 2: Speed Networking: Necia Martins, Associate Registrar, Student Finance & Client Services at Wilfrid Laurier University Get ready to mingle with your colleagues and learn about one another's practices in student accounts management and collections.
11:00 AM – 12:00 PM	SESSION 3: Enhancing Payment Technology in Higher Education: Credit-Card Processing and Management: Arif Harji, Chief Market Strategist at PayMyTuition, and Dianna Creamer, Senior Manager, Accounts Receivable at McMaster University and Stefano Di Marco, Chief Operating Officer at ThreatIQ Discover how cutting-edge payment technology can transform credit-card processing in higher education. Equip your institution with the tools to manage payments efficiently, reduce financial risks, and enhance overall operational efficiency.
12:00 PM – 1:15 PM	LUNCH Sponsor: PayMyTuition
1:15 PM – 2:30 PM	SESSION 4: Ask the Experts Collections Panel. Panelists: Iain Coffey, Co-CEO at C3 Canada; John Kim, Executive Vice President, Principal at Singlepoint Group International Inc; Corrie Bouw, Chief Operating Officer at UPLlevel Topics: Examining current trends and offering recommendations to enhance recovery performance.
2:30 PM – 3:15 PM	SESSION 5: Student Cases Study 2023: Ray Caruana, CCP, VP Operations at D&A Group Services Ray is going to detail information obtained through listening to collection calls placed over a 10-month period handled by agents within his firm. The total assessment covered \$1.6 million dollars in student debt - 50% domestic and 50% international.

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	This exercise provides a snapshot of what student debt looks like from a data and response standpoint. The goal is to share results but to also provide clarity on the direction we may be headed now and down the road as it relates to the student debt paying experience during these past and current economic changes.
3:15 PM – 3:30 PM	Break
3:30 PM – 4:30 PM	SESSION 6: Wellness Session: Lily Gyamfi-Kumanini, Holistic Wellness Expert, Speaker, & Transformation Coach Whether it's recognizing burnout, enhancing team morale, or fostering a culture of well-being in your life or business, the need for adaptable solutions is more critical than ever. It's not about quick fixes or one-size-fits-all solutions. It's about exploring innovative wellness practices that are accessible, and tailored to your unique needs.
5:00 PM – 7:00 PM	Cocktail Reception Sponsor: CIBC

All attendees are encouraged to enjoy the evening cocktail reception provided by our Platinum Sponsor.



Time (ET)	Day 2: November 8, 2024 - Agenda Item
8:00 AM - 9:00 AM	Breakfast
9:00 AM - 9:45 AM	SESSION 7: Everything You Wanted to Know About a Personal Credit Report Julie Kuzmic, Senior Compliance Officer, Consumer Advocacy at Equifax Canada <ul style="list-style-type: none"> • What is a credit bureau? How does credit reporting work in Canada? • How do credit scores work? What rights do consumers have around their credit reports? • How long can various components of a credit history affect credit scores?
9:45 AM - 10:00 AM	Break
10:00 AM - 11:00 AM	SESSION 8: Higher Education Panel; Necia Martins, Associate Registrar, Student Finance & Client Services at Wilfrid Laurier University Sharing best practices with a focus on navigating budgetary constraints, highlighting process efficiencies, and managing international services challenges. Panelists: TBD
11:00 AM - 12:00 PM	SESSION 9: Higher Education Survey Results and Discussion; Joe Krizmanic, Director, Treasury at Wilfrid Laurier University Joe will moderate discussions on topics gleaned from the pre-conference survey and themes that evolve from the conference.
12:00 PM - 1:15 PM	LUNCH Sponsor:
1:15 PM - 2:45 PM	SESSION 10: Internal Collection Process; John Kim, Executive Vice President, Principal at Singlepoint Group International Inc John will moderate discussion on internal collection processes and strategies, best practices, challenges etc. Content will be curated from your feedback and themes that evolve from the conference. There will be at least one nugget in this session for everyone! Panelists: TBD
2:45 PM - 3:00 PM	CONFERENCE WRAP UP

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