

2023 Universities and Colleges Collections Conference – November 14-15, 2023

DRAFT AGENDA

	Start	Finish		Sessions	Subject/Sponsored Items
DAY 1	8:00	9:00	AM	Registration Opens	Check-in for registrants
	8:00	9:00	AM	Breakfast	
	9:00	10:00	AM	Collections Panel	Collections agency panelists provide an overview of collection activity with Post-Secondary Accounts
	10:00	10:30	AM	BREAK	
	10:30	11:15	AM	Expert Speaker	Learn more about how to take care of yourself and your team as you deal with the stressors of balancing competing demands and challenging student interactions.
	11:15	12:00	PM	Post-Secondary Expert	Learn from your peers how to support your team and/or students better in times of crises or challenging service experiences.
	12:00	1:15	PM	LUNCH	
	1:15	2:45	PM	Round Table	Round table discussions with colleagues
	2:45	3:00	PM	BREAK	
	3:00	3:45	PM	Expert Speaker	Learn more about international collections and payment trends from one of our Sponsoring Experts.
	3:45	4:00	PM	BREAK	
	4:00	4:45	PM	Expert Speaker	Learn more about PCI compliance and student accounts activity.
	5:00	7:00	PM	Evening reception/activity	Sponsored by CIBC

7-Nov	Start	Finish		Sessions	Subject/Sponsored Items
DAY 2	8:00	9:00	AM	Breakfast	
	9:00	9:45	AM	Expert Speaker: Doug Hoyes	Bankruptcy and Consumer Proposals
	9:45	10:00	AM	BREAK	
	10:00	11:00	AM	Post-Secondary Panel	Learn from your peers how they are tackling international payments and collections
	11:00	12:00	AM	Speed Networking	Connect with your colleagues and discuss specific pain points and areas of interest.
	12:00	1:15	PM	LUNCH	
	1:15	2:45	PM	Round Table	Round table discussions with colleagues
	2:45	3:00	PM	Conference Wrap up	