



KASRO KONNECTIONS

OFFICIAL NEWSLETTER

Celebrating
26 Years

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know?



KASRO

A Message from our President

Happy Fall Y'all! We have made it through the back to school rush and the heat of summer is finally giving way to some cooler Fall temperatures. It's always fun to see the faces of new freshman experiencing life on campus for the first time and to welcome back upperclassman that we've missed over the summer.

I want to express my gratitude for the opportunity to once again serve as President for KASRO this year. This organization is truly near and dear to my heart and it is my pleasure to be a part of the board again. I also want to thank all the members of the board for serving. I am excited to see what new and improved ideas we can put forth. A special thank you to Greg Atkins for passing the baton and doing a great job last year as President.

We are excited to host a new one day meeting for this fall at Northern Kentucky University. We have some great topics to discuss. It's always great to see your familiar faces and share ideas. I look forward to seeing you all there!

Sincerely,

Rochelle Seals
KASRO President
2016-2017



KASRO BOARD 2016-17

President	Rochelle Seals	Eastern Kentucky University	rochelle.seals@eku.edu
Past President	Greg Atkins	University of Louisville	gregory.atkins@louisville.edu
President Elect	Kim Graboskey	Northern Kentucky University	Graboskeyk1@nku.edu
VP Annual Conference	Kristy Gullett	Morehead University	k.gullett@moreheadstate.edu
VP Pub. Relations/ Membership	Karen Reddick	National Credit Management	kreddick@ncmstl.com
VP Professional Development	Kevin Hunt	Williams & Fudge	khunt@wfcorp.com
Treasurer	Carrie McCubbins	University of Louisville	cnmccu02@louisville.edu
Secretary	Anita Miskell	Oakland City University	amiskell@oak.edu
VP Technology and Social Media	Loretta DeToma	University of Kentucky	ldetoma@email.uky.edu

KASRO MEMBER NEWS

IT'S TIME TO PAY THE ANNUAL MEMBERSHIP FEE FOR 2016-17.

Go to www.kasro.net and click on **Membership** to pay the membership fee.



Lots of changes at Eastern Kentucky University

Bethany Warner has left Student Accounting Services to pursue a career with the Advising office here at ECU.

Ursula Felicicchia has been promoted to Loan & Collections Manager.

Donna McDaniel has been promoted to Assistant Director.

Dora Barrett has been promoted to Cashier Supervisor.



UK Student Account Services has recently welcomed two new staff members:

Sarah-Jane Brown – Student Account Analyst – formerly of Maysville Community and Technical College-Paris, started August 1.

Anne Marsee – Collection Coordinator – with previous bank and collection experience, started August 8.

Both started at a tough time, just as the fall term bills went out!

UK Student Account Services is participating in UK See Blue Preview Nights as part of recruiting activities in September and October, across Kentucky and in bordering states.



The University of Kentucky is now offering a formal in-house installment payment plan by the semester (fall and spring only). The new payment option had a “go live” date of August 15. By the end of the first day, 279 students had enrolled. As of 9/8/16, there were 2,111 enrolled. We are expecting this program to grow in the future. For a \$50.00 nonrefundable fee, the plan allows students (or parents) to make 3 or 4 monthly payments on the student account bill for the term, taking into consideration financial aid credits and any subsequent changes in registration, housing, or dining charges.



Karen Reddick, Vice President Public Relations/Membership is seeking members to join her new Membership Committee. KASRO is looking to grow and expand and she needs your help. If you are interested please contact her at kreddick@ncmstl.com. There is not much commitment involved, besides a few conference calls and perhaps some light PR work. We just need fresh new ideas. I was told if she doesn't get volunteers she is pretty good at skip tracing so she will find you!

MISSION

KASRO's mission is to offer professional development and educational opportunities for University Business Officers that will enhance their post-secondary institutional mission of implementing sound financial controls and providing excellent customer service.

You are encouraged to submit letters, photographs and announcements. Items of interest are welcome.

Contact: Anita Miskell
KASRO Secretary
amiskell@oak.edu



KASRO MEMBER NEWS (continued)

NKU Student Account Services are Renovation

NKU opened its newly remodeled Student Account Services area in August, just in time for the return of our Fall 16 students. The last update was in the mid 80's!

The Student Account Services office was renovated to provide a welcoming environment for students and enhance our ability to provide the highest level of personal customer service.

This renovation offers:

- A much more approachable, warm and welcoming customer service experience for our students
- A reduction from five smaller/crowded workspaces to 3 larger more ergonomically correct work spaces
- An ADA accessible customer service counter
- Ability to interact openly on a more customer friendly level
- A design/color that blends with other NKU administrative student service areas

OLD

NEW



UK Student Account Services staff, all dressed up in our special shirts for the first day of class. In the background is a banner we encouraged students to sign and tell us where they are from.

KASRO MEMBER NEWS (continued)

University of Louisville's Bursar Accepts New Position at the University of Colorado

KASRO Board Members-

I am sending this message with a heavy heart but also with great news. The heavy heart is knowing that I will not be continuing my service to KASRO for this year. I have accepted the Bursar/Director of Student Business Services with the University of Colorado in Boulder, CO.

This truly will be a great and exciting opportunity for my wife, Robin and me. Yet I cannot forget the great conferences, the laughs, the members, but most of all, I will miss my friends, such as yourselves, that I was so very fortunate to be interacting with over these past 5 years.

I have been so very fortunate to work with some amazing people. You all have help me grow professionally and I am very proud to have served with you as a Board member. Yet, I think that we truly have not become a great organization for Kentucky, but more importantly, we help make national changes.

Yes, I am breaking up the band with respect to our interaction, but I know that with your support, with your assistance and with your collaboration, we as the "heart" will continue to do some pretty amazing things for our KASRO members.

I would truly relish in continuing as Past President, yet I know that I will continue to keep in contact with you all and know that Carrie McCubbins will keep me in the loop on KASRO conferences.

Please note that Carrie McCubbins will be the Interim Bursar upon my last official day of October 7, 2016. She is a great representative of U of L and know how much she cares about KASRO.

This is not a good bye, but rather a notification that I will be changing my email address to Greg.Atkins@colorado.edu. My start date with CU will be October 10, 2016. I know that our professional paths will cross and know that we can always exchange ideas, bounce off 9.2 PeopleSoft changes, Federal Perkins (Heartland ECSI) updates that may be presented to us as we are still in this wonderful world of higher education.

"THANK YOU ALL" for enhancing my knowledge, collaborating, offering your assistance and become great partners.

I hope that I am able to return for the Spring 2017 conference as I know it will be a great one.

Sincerely....

Greg Atkins
Past President

Good luck Greg. Thank you for all of your hard work. Your friends at KASRO wish you the best of luck.

If you would like to nominate someone for Greg's position as Past President please send nominations to President Rochelle Seals @ Rochelle.Seals@eku.edu by Friday, October 28th. Given the nature of the position it is important to have someone that is familiar with the process of how KASRO and the KASRO board works and can act as an advisor.



Reuben Harness, Student Financials Manager, is a grandfather for the second time. Elam Clay Baker was born June 18, 9 lbs, 15 oz, 21 inches long. Elam is pictured here with his 2-year old sister Lily (and the two family dogs keeping a close watch).



Jennifer Farmer, Senior Account Analyst, is a first-time grandparent. Below is Allen Lee Farmer, born July 23, 6 lbs, 5 oz, 18.5 inches long.

KASRO *looooooooooooooooooooooooooooooves* BABIES!



Ashley Key from Western Kentucky University welcomes home a new baby. But unfortunately I did not get the babies name or baby info before the newsletter went out. We are so excited for Ashley and her family and want to congratulate her on her little bundle of joy.

FALL ONE-DAY WORKSHOP

November 3, 2016

Hosted By:



100 Louie B Nunn Dr. Highland Heights, KY 41099

**Votruba Student Union, President's Room 104 on the campus of Northern Kentucky University,
building # 21 on the campus map.**

Parking available: in the Kenton Garage, noted in this

URL: https://www.nku.edu/content/dam/nkuhome/docs/NKU_Map_Fall_15%20.pdf

Building #42 on the map.



HAVE YOU REGISTERED FOR THE WORKSHOP?

If you have not yet paid the Annual Membership fee for 2016-17, do that *first*.

Go to <http://kasroweb.squarespace.com/member> .

Then click on <http://kasroweb.squarespace.com/conference-registration-1/> to register for the **Fall 2016 Workshop**

It's easy! **Register by** .



Hotel Accommodations:

Country Inn

<https://www.countryinns.com/wilder-hotel-ky-41076/kywilder>

Comfort Inn and Suites in Newport KY

<https://www.choicehotels.com/kentucky/newport/comfort-suites-hotels/ky008>

Conference dress is casual!



**Kentucky Association of Student Receivable Officers
Fall Workshop Thursday November 3, 2016
Votruba Student Union, President's Room 104 on the campus of NKU**

8:30 a.m.-9:00 a.m.	Conference check in and continental breakfast
9:00 a.m.-9:15 a.m.	NKU Welcome
9:15 a.m.-10:45 a.m.	Customer Service from my Perch- Henry Saas
10:45 a.m.-11:00 a.m.	Break
11:00 a.m.-12:00 p.m.	Council on Postsecondary Education update- Scott Boelscher (CPE), Shaun McKiernan (CPE) and Ryan Green (EKU)
12:00 p.m.-1:00 p.m	Lunch
1:00 p.m. – 2:00 p.m.	Ask the Student Panel- NKU students will be present to share their perspective
2:00 p.m. – 3:00 p.m.	Collections update- Kevin Hunt, Williams & Fudge
3:00 p.m.-4:00 p.m.	A/R and Perkins Roundtables

Special Attachment: Ten Reasons Why the Perkins Loan Program Is Good for Students and Institutions

Yesterday, thousands of Perkins Loan advocates received an email with a document outlining "Ten Reasons Why the Perkins Loan Program Is Good for Students and Institutions." It also came with an email message from COHEAO President Maria Livolsi. For those who have yet to open the e-mail or the attachment, we've reprinted Maria's message and included the document as a special attachment with today's edition.

Dear Colleague,

The revival of the expired Perkins Loan Program in 2015 was one of the greatest legislative accomplishments in the history of our Coalition! The program was saved thanks to the tireless efforts of advocates like yourself and all who fought to preserve this vitally important and proven program. As an administrator, you know that during a time of rising student loan indebtedness, Perkins Loans are critical to students who don't qualify for other financing options, such as private loans, to fulfill their remaining need beyond Stafford Loan limits and Pell Grants.

We have unprecedented support on Capitol Hill as demonstrated through the successful Congressional battle of 2015. COHEAO and Perkins advocates nationwide, together with our champions in Congress, are well positioned to leverage the positive momentum and fight for the long-term continuation of the Perkins Loan Program. However, our current momentum and Congressional support will evaporate if schools are not lending ALL available Perkins funds.

Attached is an important document to assist you in educating colleagues at your institution, including the president and top administrators, about the impact the loss of Perkins funding would have on your students and institution. To assist you in generating campus-wide support, this document, "Ten Reasons Why the Perkins Loan Program is Good for Students and Institutions" is a helpful reminder of why we fought so hard and need to continue to fight for this self-sustaining and valuable program.

COHEAO's voice in these discussions is greatly amplified by your efforts and continued support for the program. Please be sure your institution is lending ALL available Perkins Loan funds! Share this document with your colleagues and top campus executives. Let your voice be heard and help communicate the long-standing, proven and viable future of the Perkins Loan Program

Sincerely,



Maria Livolsi

COHEAO President



Ten Reasons Why the Perkins Loan Program Is Good for Students and Institutions

As administrators of the Title IV Student Aid Programs, our primary goal is to help students achieve their educational goals by providing financial resources and removing financial barriers. We should always provide students with the best forms of aid to meet their needs, no matter the administrative burden. Aside from Subsidized Stafford Loans, Perkins Loans are the best deal for students among the federal loan programs.

1. Institutions award Perkins loans to students based on financial need. The median adjusted gross income for Perkins borrowers and/or their families in 2014-15 was just over \$28,000.
2. Perkins Loans are an integral part of a student's aid package, reducing overall student debt levels and helping increase student retention and completion. The program provides financial aid administrators with the flexibility to meet their students' financial need with extremely low-cost loans, even in the case of emergencies or last minute adjustments.
3. There is NO replacement for Perkins. Without Perkins Loans, many students would be forced to borrow private loans, or worse, defer their educational plans. Private loans require borrowers to pass a credit check and often require co-signers - two requirements that can be very difficult for borrowers with financial need.
4. The program has no origination fees, a low fixed interest rate of 5%, and a nine-month grace period during which interest does not accrue.
5. Perkins Loans can be cancelled in full after five years of service (with partial cancellation each year) in a variety of public service fields. Perkins Loan cancellation is more beneficial than Public Service Loan Forgiveness for Direct Loans, which require 120 qualifying payments prior to eligibility.
6. Perkins is the only loan program for graduate students where interest does not accrue while the borrower is enrolled or during grace and qualified deferment periods.
7. Perkins institutions work directly with their student borrowers, providing them with assistance throughout repayment. This assistance extends beyond Perkins Loans, as campus-based administrators often help their students and borrowers understand other issues, such as Direct Loans or tuition bills.
8. The program offers an extended repayment period to borrowers facing financial hardship based on ED guidelines. Loans may also be consolidated for access to income-driven repayment plans.
9. Perkins ensures institutional accountability through requiring "skin-in-the game." Perkins is a risk-sharing program where institutions have contributed approximately one-third of the dollars in their Perkins Fund. This ownership interest greatly contributes to the successful management of this program as well as the availability of additional financial resources for students.
10. Institutions advancing funds in the Perkins Loan Program are entitled to an Administrative Cost Allowance (ACA) which can be used to offset the costs of administering the Campus-Based Programs and the Federal Pell Grant Program.



“Do Nothing, and Everything Will Be Done”

Have you ever heard the phrase “Do Nothing and Everything Will Be Done”? The words come from the famous Taoist Philosopher, Lao Tzu. In the world of business, this phrase seems counterintuitive. We have to do something otherwise nothing will get done, and, at times, we have to do it ourselves. What I think Lao Tzu was saying is that we, as human beings, are meant to manage tasks that we have the resources and ability to regulate.

Businesses succeed or fail for a variety reasons. Failure can happen with large and small businesses for reasons as simple as spending too much money on advertising or even misuse/mismanagement of human capital and other resources.

Some businesses task employees to collect funds owed to them after the point of sale. They invest thousands of dollars in payroll, workman’s compensation and benefits every month. They even purchased special software to help them work more efficiently. In the end, outsourcing proves to be the most cost effective way to collect receivables. Businesses have the ability to manage their agency(s) to some level, while escaping the expensive endeavors of running an in house collection team and the regulatory red tape associated with collections.

Many agencies treat all receivables the same. “Collections are collections”, they say. This statement cannot be further from the truth. Treating every receivable the same is a failure method. If an agency doesn’t take time to learn your business and customers they will more often than not, miss the mark. Even debt has an identity. The truth about how your company’s debt will be recovered is rooted in that identity. Once you have selected your agency and they have gained a good understanding of your business and your customers, you can, “Do nothing, and everything will be done”!



COHEAO Update – October 2016

By Michael Mietelski, COHEAO Communications Chair

Thank you for the opportunity to provide a COHEAO update and share some recent and noteworthy highlights within and around COHEAO. For more than 35 years, COHEAO has served as the industry's premier partnership of colleges, universities and organizations dedicated to promoting the Federal campus-based loan programs and addressing the most pressing issues in student financial services today. Driven by the demand for information and collaboration on the Perkins Loan Program, Student Financial Wellness and Student Financial Services, COHEAO provides opportunities for networking and professional development through its conferences, webinars and task forces, focusing on compliance, legislative and regulatory issues.

By advocating for the preservation and improvement of the campus-based programs, our membership is dedicated to providing greater access to students with need in achieving their goal of a higher education!

Message from the COHEAO President

The revival of the expired Perkins Loan Program in 2015 was one of the greatest legislative accomplishments in the history of our Coalition! The program was saved thanks to the tireless efforts of advocates like yourself and all who fought to preserve this vitally important and proven program. As an administrator, you know that during a time of rising student loan indebtedness, Perkins Loans are critical to students who don't qualify for other financing options, such as private loans, to fulfill their remaining need beyond Stafford Loan limits and Pell Grants.

We have unprecedented support on Capitol Hill as demonstrated through the successful Congressional battle of 2015. COHEAO and Perkins advocates nationwide, together with our champions in Congress, are well positioned to leverage the positive momentum and fight for the long-term continuation of the Perkins Loan Program. However, our current momentum and Congressional support will evaporate if schools are not lending ALL available Perkins funds.

[Click here for an important document](#) to assist you in educating colleagues at your institution, including the president and top administrators, about the impact the loss of Perkins funding would have on your students and institution. To assist you in generating campus-wide support, this document, "Ten Reasons Why the Perkins Loan Program is Good for Students and Institutions" is a helpful reminder of why we fought so hard and need to continue to fight for this self-sustaining and valuable program.

COHEAO's voice in these discussions is greatly amplified by your efforts and continued support for the program. Please be sure your institution is lending ALL available Perkins Loan funds! Share this document with your colleagues and top campus executives. Let your voice be heard and help communicate the long-standing, proven and viable future of the Perkins Loan Program.

Sincerely,

Maria Livolsi

COHEAO President

Director, State University of New York

COHEAO Conferences and Webinars

The Agenda Committee organizes two conferences a year and monthly webinars. These events are designed to provide timely information to COHEAO members and assist them with regulatory and legislative updates, best practices and other topics of importance in Higher Education.

Our last webinar on Oct 13th addressed “Bankruptcy Issues in Student Lending and Higher Education Receivables”, where Chad Echols of the Echols Firm shared valuable insights on legal matters facing institutions of higher education and provided participants with some best practices to protect their institutions.

COHEAO is pleased to announce a FREE webinar scheduled on October 27, 2016 at 2:00 PM EST. The webinar will provide a brief update on the status of the Perkins Loan Program and focus on excess cash and the importance of lending ALL available Perkins funds.

Be sure to **Save the Date** for the **2017 COHEAO Annual Conference** in Washington D.C. January 29 - February 1, 2017. In addition to the professional development and networking opportunities, the COHEAO Annual Conference focuses on current legislative and regulatory issues and provides an opportunity for attendees to visit Capitol Hill and advocate directly to congressional representatives on areas of importance to your institution. **Who Should Attend:** Staff from Student Financial Services including the business office, Bursars and Financial Aid professionals.

Federal Perkins Loan Program

Update on Perkins Loan Advocacy

COHEAO continues to work on initiatives to support the continuation of the Perkins Loan Program. Despite the upcoming expiration on September 30, 2017, COHEAO and Perkins advocates nationwide, together with our champions in Congress, are well positioned to leverage the positive momentum and fight for the long-term continuation of the Perkins Loan Program.

However, our current momentum and Congressional support will evaporate if schools are not lending ALL available Perkins funds. Please circulate this communication to your colleagues in the Financial Aid offices at your institutions and encourage them to participate in the webinar on October 27th as mentioned above. We need your help in communicating the message that - There is a sustainable future for the Perkins Loan Program!

As administrators of the Title IV Student Aid Programs, our primary goal is to help students achieve their educational goals by providing financial resources and removing financial barriers. We should always provide students with the best forms of aid to meet their needs, no matter the administrative burden. Here are the Top 10 reasons why aside from Subsidized Stafford Loans, Perkins Loans are the best deal for students among the federal loan programs:

1. Institutions award Perkins loans to students based on financial need. The median adjusted gross income for Perkins borrowers and/or their families in 2014-15 was just over \$28,000.
2. Perkins Loans are an integral part of a student's aid package, reducing overall student debt levels and helping increase student retention and completion. The program provides financial aid administrators with the flexibility to meet their students' financial need with extremely low-cost loans, even in the case of emergencies or last minute adjustments.
3. There is NO replacement for Perkins. Without Perkins Loans, many students would be forced to borrow private loans, or worse, defer their educational plans. Private loans require borrowers to pass a credit check and often require co-signers - two requirements that can be very difficult for borrowers with financial need.
4. The program has no origination fees, a low fixed interest rate of 5%, and a nine-month grace period during which interest does not accrue.
5. Perkins Loans can be cancelled in full after five years of service (with partial cancellation each year) in a variety of public service fields. Perkins Loan cancellation is more beneficial than Public Service Loan Forgiveness for Direct Loans, which require 120 qualifying payments prior to eligibility.
6. Perkins is the only loan program for graduate students where interest does not accrue while the borrower is enrolled or during grace and qualified deferment periods.
7. Perkins institutions work directly with their student borrowers, providing them with assistance throughout repayment. This assistance extends beyond Perkins Loans, as campus-based administrators often help their students and borrowers understand other issues, such as Direct Loans or tuition bills.

8. The program offers an extended repayment period to borrowers facing financial hardship based on ED guidelines. Loans may also be consolidated for access to income-driven repayment plans.
9. Perkins ensures institutional accountability through requiring “skin-in-the game.” Perkins is a risk-sharing program where institutions have contributed approximately one-third of the dollars in their Perkins Fund. This ownership interest greatly contributes to the successful management of this program as well as the availability of additional financial resources for students.
10. Institutions advancing funds in the Perkins Loan Program are entitled to an Administrative Cost Allowance (ACA) which can be used to offset the costs of administering the Campus-Based Programs and the Federal Pell Grant Program.

September 30th was the final day for lending Perkins Loans to graduate students. Under the terms of the *Perkins Loan Extension Act of 2015*, Perkins Loans may only be offered to “current graduate borrowers,” being defined as students who had previously received a loan for the same academic program by September 30, 2015.

Loans for graduate students must be disbursed by September 30, 2016, with Subsequent disbursements permitted through June 30, 2017, provided the first disbursement (for the 2016-2017 academic year) occurred prior to October 1, 2016.

Loans for undergraduate borrowers are permitted through September 30, 2017. There are different requirements for awarding Perkins Loans for undergraduates depending on whether the student is a “new” or “current” borrower, but last year’s extension ensures Perkins Loans are available to many undergraduates through the next academic year. Please [click here](#) for additional information from COHEAO on the requirements of the *Perkins Loan Extension Act*

COHEAO Scholarships

Each year, the COHEAO Board of Directors awards up to (4) four \$1,000 scholarships to students attending institutions that are members of COHEAO. COHEAO is pleased to announce that it has awarded four (4) \$1,000 scholarships to very deserving students. The scholarship winners for the 2016-2017 academic year are as follows:

COHEAO’s Carolyn Hampton Scholarship was won by William Mims – Adams State University

COHEAO’s Edgar Delos Angeles Scholarship was won by Steven Chao – George Washington University

The COHEAO Scholarships were won by Neeraj Jaisinghani – Cornell University and Norman Dela Fuente – University of California, Los Angeles. Congratulations to our winners and their COHEAO schools.

Accounts Receivable Management

COHEAO is also extremely active in the area of campus accounts receivable. We are committed to promoting discussion and sharing best practices in several areas regarding the current challenges that campuses face in managing accounts receivable, including collection regulations, TILA, institutional loans, TCPA, and cash management.

Visit COHEAO’s resource page which provides links to valuable information including statutes of limitations, collection fees on a state-by-state basis and a soon to be released “Checklist” to help institutions in the creation of a vendor RFP. To visit the STAR Task Force Resource website, please use the following link: <http://www.coheao.com/taskforces-committees/student-financial-services/>.

TCPA News: - FCC Releases Final Regulations for Federal Debt Collection TCPA Exemption

The Federal Communications released final rules implementing a change to the *Telephone Consumer Protection Act (TCPA)*. The new rules, approved by FCC Commissioners by a vote of 3-2, provide an exemption to calls from automated dialing systems to mobile telephones “made solely to collect a debt owed to or guaranteed by the United States” without prior express consent.

In addition to granting the exemption, the Bipartisan Budget Act of 2015 authorized the FCC to promulgate regulations on these calls. The Commission states the new rules will:

- Permit calls made by debt collectors when the loan is in delinquency, and by debt servicers following a specific, time-sensitive event affecting the amount or timing of payment due, and in the 30 days before such an event.
- Determine that consumers have a right to stop the autodialed, artificial-voice, and prerecorded voice servicing and collection calls regarding a federal debt to wireless numbers at any point the consumer wishes.

- Specify that covered calls may be made by the owner of the debt or its contractor, to: (1) the wireless telephone number the debtor provided at the time the debt was incurred; (2) a phone number subsequently provided by the debtor to the owner of the debt or its contractor; and (3) a wireless telephone number the owner of the debt or its contractor has obtained from an independent source, provided that the number actually is the debtor's telephone number.

The new rules are unlikely to improve efficiency in the collection of federal debts, as they limit these calls to only three per month. The three per month are per account, not per loan, meaning a creditor, servicer, or agency may only contact borrowers three times a month.

Further, the new regulations indicate the debt must be currently "owed to or guaranteed" by the federal government, but the FCC declined to define what exactly constitutes "a debt owed to or guaranteed by the United States," which is likely to lead to further confusion. Additional information on the new regulations is [available online](#).

Financial Wellness

COHEAO continues our conversations and commitment to shining a light on the many facets of Financial Wellness, as we demonstrated throughout the Mid-Year Conference in Denver, Colorado this past summer. In addition to a session on COHEAO's forthcoming white paper on Financial Wellness, our third in five years, a special afternoon workshop on Financial Wellness was held on the final day of the conference. The workshop featured multiple sessions and interactive discussions from a broad range of perspectives including a full panel of our professional colleagues who are currently providing Financial Wellness services to their students.

The importance of this issue is further discussed in a recent analysis from Ballard Spahr, LLP, where they explore **Millennials' Student Debt and Its Impact on the Economy**

Over recent weeks, analysts and industry observers have been looking at the impact of student loan debts on the broader economy, specifically in the context of how millennials' debt from student loans is impacting their other purchasing.

Lending Tree conducted a study of 1,338 millennials (defined as those born from 1980-95), and found that almost two thirds (63.3%) will graduate with student debt. The survey found that borrowers believe their student debt is delaying home purchases, travel, buying automobiles and saving for retirement.

The connection between home ownership and student debt has drawn the most attention. Home ownership in the U.S. is its lowest in 50 years. According to a joint report by the National Association of Realtors and American Student Assistance, 71 percent of student borrowers who do not own houses cite their student loans as the main reason.

While a legitimate economic connection between student debt and delays in housing is questionable at best, it does seem that borrowers at least *feel* their debt is holding them back from major purchases and life decisions, which may have a slight domino effect throughout the housing market. Jonathan Spader, senior research associate at Harvard's Joint Center for Housing Studies, told the *Boston Globe* that because younger generations are waiting both to get married and start families and buy houses, fewer new houses are being bought, which means older houses are taking longer to "trade up" and sell for higher prices.

Millennials also are less likely to purchase homes than previous generations for a variety of reasons, the strongest of which may be rising home prices in areas attractive to young professionals. However, as student debt continues to rise and the housing market continues to change, there will be continual efforts from researchers to make a strong enough connection for causation.

The Lending Tree survey [is available online](#)

The full Boston Globe article [is available online](#)

Consumer Financial Protection Bureau

CFPB Fines Navy Federal Credit Union for False Collection Activities

The CFPB announced it had fined Navy Federal Credit Union \$28.5 million for practices related to its collection activities. The credit union will pay \$23 million in restitution and \$5.5 million in civil fines to the Bureau.

Under the terms of the consent order, Navy Federal Credit Union is required to pay \$23 million to customers, correct their debt collection and account access practices and address communication about overdue debt with its members. The credit union will also pay \$5.5 million to the CFPB's Civil Penalty Fund.

CFPB Director Richard Cordray said, “Navy Federal Credit Union misled its members about its debt collection practices and froze consumers out from their own accounts,” said CFPB Director Richard Cordray. “Financial institutions have a right to collect money that is due to them, but they must comply with federal laws as they do so.”

Navy Federal agreed to the terms of the consent order without admitting any wrongdoing. The credit union, which is the nation’s largest with \$73 billion in assets, said in a statement, “Where our collections practices have come up short in the Consumer

Financial Protection Bureau’s estimation, we have made all the necessary changes. We have cooperated with the CFPB throughout the process.”

CFPB’s Structure Ruled Unconstitutional by D.C. Court of Appeals

The US Court of Appeals for the District of Columbia ruled the current structure of the Consumer Financial Protection Bureau (CFPB) is unconstitutional. The court ruled that an independent agency with a single director who is not directly answerable to the President or Congress is not sufficiently accountable under the Constitutional system of checks and balances. The decision’s remedy was not to call for a commission to lead the Bureau, which the court indicated would be constitutional, but instead to give the President the ability to remove the Director for any reason. The ruling will have little immediate impact on CFPB operations, but will strengthen the arguments of those seeking to reform it legislatively.

The CFPB indicated it is considering an appeal. Reaction from members of Congress was quite divided.

House Financial Services Committee Rep. Jeb Hensarling (R-TX), said “This is a good day for democracy, economic freedom, due process and the Constitution.”

On the other hand, Sen. Elizabeth Warren (D-MA), who is often credited with creating the Bureau, downplayed the ruling saying the bureau would only need “a small technical tweak” to address the court’s concerns and that she believes the ruling will be “appealed and overturned.”

Industry observers note that some financial institutions are questioning whether or not all settlements and previous enforcement actions from the CFPB will be able to stand. However, challenging these actions would present risks and challenges for firms, most notably having their alleged transgressions again highlighted in the media.

The Bureau will continue to operate as usual while the constitutionality of its structure is debated in higher courts. In the short term, the DC Court of Appeals decision may make the CFPB even more political, as the Director now serves at the pleasure of the President. In the long term, the finding that the Bureau was initially structured in an unconstitutional manner will bolster the arguments for reforms, such as moving to a commission-style leadership structure subject to substantive Congressional oversight.

COHEAO – Your Coalition – Your Voice

As COHEAO remains committed to the challenges of our alliance membership, we invite you to bring forward any new initiatives you have and to provide your valuable feedback. Please reach out to any COHEAO board member through the list of email addresses that can be found on our COHEAO.org website and share your questions, concerns or suggestions.

You can remain active and up-to-date on all topics relevant to student aid services via COHEAO webinars, our bi-weekly edition of The Torch, and our breaking news alerts provided in Spark Notes.

Thank you for the important work you do in support of our common goal of helping to provide More Education for More People! We look forward to exchanging ideas and information with you at our upcoming webinars and our annual conference in Washington D.C. on January 29 - February 1, 2017.

KASRO is proud to be an alliance member of COHEAO.

SPRING CONFERENCE 2016 HIGHLIGHTS *General Butler State Resort*



Tina & Crista welcomed everyone with a smile to get us started for a great conference.



Lisa Koniuto from Bank Mobile Disbursements talks about changes with student refunds.

Carrisa Gentry & Andrea Doll from U of L gives a Veterans Benefits update.



Greg Atkins had to stand in to do the presentation for Alane Poff from the University of Tennessee's presentation on One Shop Stop.

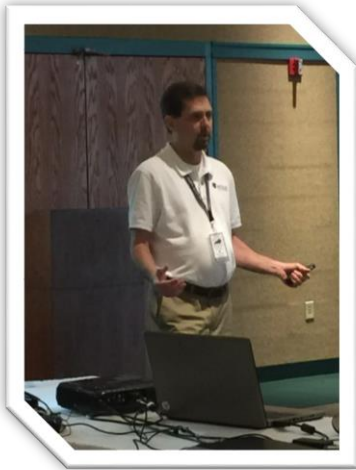


Brent Niemuth, President of J.Schmid, gave two great presentations on How to Think Differently and The Power of Purpose.



Aaron Hershberger from BKD updates on the 2016 changes with 1098T.

SPRING CONFERENCE 2016 HIGHLIGHTS *General Butler State Resort*



Tony James from Murray State explains how their Bursar's Office has gone cashless.

Nancy Taylor gives a history lesson of KASRO's 25 year history.



James Hart & Joe McCandlish from Weltman & Associates updates us on litigation & bankruptcy procedures.



Accounts Receivable Roundtable discussion moderated by Michelle



Perkins Roundtable discussion moderated by Kevin Hunt

SPRING CONFERENCE 2016 HIGHLIGHTS *General Butler State Resort*

One of KASRO'S best resources is the networking!!!



SPRING CONFERENCE 2016 25th ANNIVERSARY LUNCH *General Butler*

CONGRATULATIONS
KASRO CELEBRATES 25 YEARS
1991-2016



SPRING CONFERENCE 2016 ANNIVERSARY LUNCH *General Butler State*



PAST PRESIDENTS WERE HONORED AT
THE LUNCHEON



NANCY TAYLOR
PRESENTED
LORETTA DETOMA
FROM THE
UNIVERSITY OF
KENTUCKY THE 2016
LOU DARNELL
AWARD FOR
DISTINGUISHED
SERVICE



6th Annual KASRO 5K/1 mile Fun Run/Walk

Proceeds from the 5K/1 Mile Fun Run/Walk went to the American Cancer Society in memory of Carol Babb and to support those fighting cancer.

Looking forward to another great event next spring at Lake Cumberland State Park in May 2017, so start training now!



We had some little friends that wanted to join our cause.



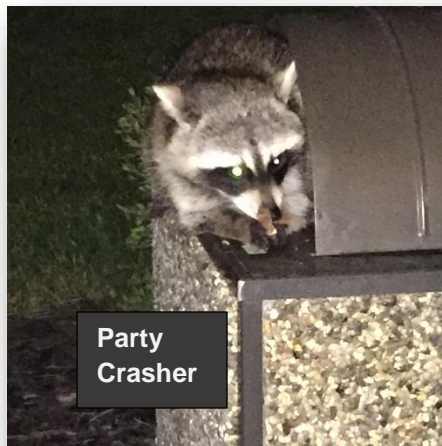


KASRO'S ANNUAL COOKOUT





PHOTO BOOTH FUN





KASRO SPRING CONFERENCE
MAY 3-5, 2017
LAKE CUMBERLAND STATE PARK

SPRING NOMINATIONS NEEDED

President Elect

VP Professional Development,

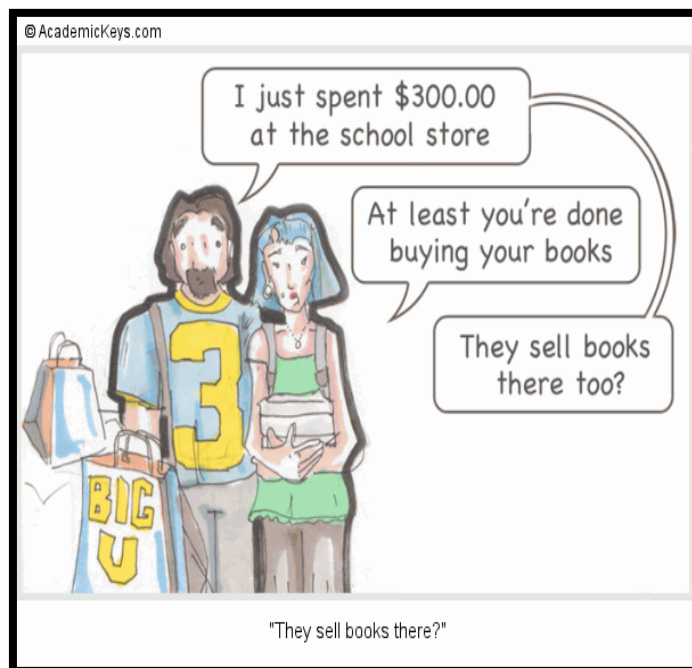
VP Technology

Social Media

Treasurer

**SEND YOUR NOMINATIONS TO KASRO
PRESIDENT ROCHELLE SEALS @
Rochelle.Seals@eku.edu**

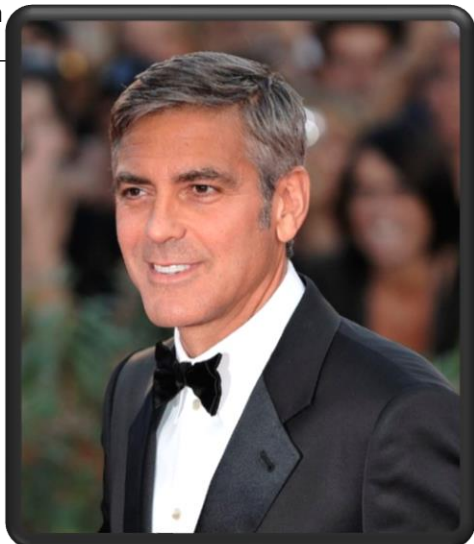
JUST FOR LAUGHS!



DID YOU KNOW?

Famous NKU Alumni

George Clooney is an American actor, filmmaker, and activist. He has received three Golden Globe Awards for his work as an actor and two Academy Awards, one for acting and the other for producing. George Clooney attended Northern Kentucky University from 1979 to 1981, majoring in broadcast journalism.



David W. Mack is an American comic book artist and writer, known for his creator-owned series *Kabuki* and for co-creating with Joe Quesada the deaf Marvel Comics superhero Echo. Mack is known for his unique painted and collage-like work. David Mack earned scholarships to Northern Kentucky University for five years, a four-year scholarship based on his portfolio of art works, and in his fifth year the Dean's Scholarship for academics. He graduated in 1995 with a BFA in graphic design.



www.kasro.net