



NYSOBBA Annual Conference
Embassy Suites by Hilton Syracuse
Syracuse, NY
June 9 -12, 2024

Sunday - June 9, 2024

- 3:00 pm Casino Experience
- 12:30 pm John G. Karrer Annual Golf Tournament
Location: The Links at Erie Village
5904 North Burdick Street
East Syracuse, NY 13057

Join your colleagues for a round of golf and help support the John G. Karrer Memorial Scholarship Fund. Players should be at the course and ready for the first tee off time of 12:30! All skill levels are welcomed and encouraged to participate. This is a scramble format so if you have never played before, this is your chance to have some fun and learn the game!

Monday- June 10, 2024

- 8:00 am – 5:00 pm **Conference Registration**
Visit Syracuse available 9:00 am – 4:00 pm for dining and visitor information
Location:
- 8:00 am – 11:30 am **Business Partner Set-up**
Location:

Pre-Conference Sessions (Open to All Conference Registrants)

- 10:00 am -11:30 am **Session I: Bursar -101**
Presenter: Jacob Kopera, Niagara University
Niza Cardona, SUNY New Paltz
Location:
- Session II: Financial Aid for Bursars**
Presenter(s): Denise M. Reid-Strachan, Onondaga Community College
Kellie Kostek, University of Buffalo
Location:

The Pre-conference session is designed for those new to student accounts, student financial services, the higher education workplace, or those who just want a refresher on the core responsibilities of the student accounts area.

Monday- June 10, 2024 -Continued

11:30 a.m. **Welcome/Opening Remarks, NYSOBBA President**

11:45- 12:30 **Lunch**
Location:

General Session

12:30 -2:00 p.m. **Keynote: Michael Sgro, Leadership Coaching**
Location:

Concurrent Sessions

2:00 – 3:00 **Session I: Vendor Audits & Relationship Management**
Presenter(s): James Jones, Reliant Capital Solutions
Steve Kelly, Syracuse University
Location:

Session II: Bursar - 201
Presenter(s): Kathy Meloon, University of Buffalo
Niza Cardona, SUNY New Paltz
Jacob Kopera, Niagara University
Denise Quigley, SUNY Broome Community College
Location:

3:00 - 3:30 p.m. **Refreshments with the Business Partners**
Location:

3:30 – 5:00 p.m. **Musical Topics:**
Effective Communication with Students, Moderated by Conserve
PCI & Safeguarding Updates, Moderated by Transact
Collection Techniques & Credit Bureau Reporting, Moderated by NCM
Payment Plans, Moderated by General Revenue Corp.
International Payments, Moderated by Nelnet
AI & Texting, Moderated by Flywire

5:30 p.m. – 7:00 p.m. **Fun Walk or Group Event?**
Location:

7:00 p.m. Dinner on Your Own

Tuesday, June 11, 2024

8:00 am - 5:00 pm **Conference Registration**
Visit Syracuse available from 9:00 am – 4:00 pm for dining and visitor information
Location:

7:30 am - 8:30 am **Breakfast**
Location:

General Session

8:30 am - 9:30 am **Potential Fraud Threats Facing Institutions of Higher Education**
Presenter: John Carlo, Assistant Special Agent in Charge
 Sheila Cabrera, Special Agent
 Ezra Bailey, Special Agent
Location:

9:30 am - 10:00 am **Refreshments with Business Partners**
Location:

Concurrent Sessions

10:00 am - 11:00 am **Session I: FAFSA Simplification**
Presenter(s): Amy Masters, SUNY Geneseo
Location:

Session II: A One-Stop View of the Student Account: It's a Game Changer-
Presenter(s): Amy Marsh, TouchNet,
 Eileen Tally, Canisus College
Location:

11:00 am - 12:15 pm **Session I: Birds of a Feather- Public**
Moderators: Elizabeth Caniglia Degnan, Stoneybrook University
 Lorena Mancino, Stoneybrook University
Location:

Session II: Birds of a Feather-Private
Moderator: Kelly Loss, Trocaire College
Location:

Session III: Birds of a Feather- 2-Year Public
Moderator: Audrey Emaus, Columbia University
Location:

12:30 pm -1:30 pm

Lunch and Business Meeting

Location:

Tuesday, June 11, 2024 -Continued

1:30 pm -2:30 pm

Session I: Boosting Employee Morale on a Budget

Presenter(s): Teresa Major, Colleen Crouse, Elizabeth Gorall, SUNY Brockport

Location:

Session II: NY State Law & Compliance

Presenter(s): Maria Livolsi, SUNY,
Sandra Casey, Rensselaer Polytechnic Institute Compliance Officer
Thomas Schrempf, Office of the Attorney General

Location:

2:30 pm – 3:00 pm

Refreshments with Business Partners

Location:

Concurrent Panel Discussions

3:00 pm – 4:00 pm

Session I: Financial Responsibility Statements – Best Practices

Presenter(s): James Seward, Drexel University
Karen Reddick, NCM

Location:

Session II: Embracing Change: How to Streamline Your Collections Process to Better Serve Students

Presenter(s): John Cartwright, Flywire,
Columbia University
SUNY Oswego

Location:

4:00 pm - 5:00 pm

Session I: Managing the 5 C's of Student Accounts in the Changing Landscape

Presenter: David Glezerman, DRG Group

Location:

Session II: Federal & State Law Compliance

Presenter(s): Sean Steinmarc, TFC Tuition
James Seward, Drexel University

Location:

6:00 pm - 7:00 pm

Cocktail Reception

Location:

7:00 pm - 10:00 pm **Banquet Dinner and Entertainment** (Raffle Winners Announced)
Location:

Wednesday, June 12, 2024

8:00 am - 9:00 am **Conference Registration**
Location:

8:00 am - 9:00 am **Breakfast**
Location:

9:00 am - 10:00 am **Washington Update**
Presenter: Bryan Dickson, NACUBO
Location:

10:00 am **Conference Wrap-Up & Giveaways**-Final Vendor and/or large ticket items
giveaways on last day. Must be present to win!!