



2022 CONFERENCE AGENDA

October 2-5, 2022 | Wild Dunes Resort | Charleston, SC

Sunday, October 2

4:00pm - 6:00pm	Registration & Reception	Grand Pavilion North
5:00pm - 6:00pm	Networking Event	Grand Pavilion North

Monday, October 3

7:00am - 8:30am	Breakfast	Palmetto Hall
8:45am - 9:15am	Welcome and Opening Remarks David Williams, Williams & Fudge, Inc.	Palms
9:15am - 9:25am	Wellness Session Tressa Watson, Williams & Fudge, Inc.	Palms
9:30am - 10:45am	Economic Realities In and Out of Higher Education Dr. Laura Ullrich, Federal Reserve Bank of Richmond	Palms
11:00am - 12:15pm	Team Engagement and Effective Coaching Dr. Harvey Gayer, University of Georgia	Palms
12:15pm - 1:30pm	Lunch	Palmetto Hall

Breakout Sessions

1:45pm - 2:45pm

Staff Development that Increases Collection Results Clay Goodyear, Williams & Fudge, Inc.	Palms 6, 7, 8
Leading A Hybrid Team Pros, Cons & Results Steve Kelly, Syracuse University	Tides A
Best Practices for Student FRA's James Seward, Drexel University	Tides BC

Monday, October 3

Breakout Sessions 3:15pm - 4:15pm	Student Cannot Pay Today...Now What? Sarah Langley, Williams & Fudge, Inc.	Palms 6, 7, 8
	The Value of Effective Student Account Billing Processes Bob Putich, Western Washington University	Tides A
	Vendor Management 101 Carri McQuerrey-Funk, Citizens Bank	Tides BC
5:30pm - 9:00pm	Dinner Event	Croquet Lawn

Tuesday, October 4

7:00am - 8:30am	Breakfast	Palmetto Hall
8:45am - 9:30am	Family Feud Greg Ruffino, Williams & Fudge, Inc.	Palms
9:45am - 11:00am	Updates and Trends in the Collection of Student Debt Chad Echols, The Echols Firm, LLC	Palms
11:15am - 12:15pm	Collection Subject Matter Expert Panel Steve Kelly, Syracuse University James Seward, Drexel University Carri McQuerrey-Funk, Citizens Bank	Palms
12:15pm - 1:30pm	Lunch	Palmetto Hall
1:40pm - 2:30pm	Ask the Attorney Chad Echols, The Echols Firm, LLC	Palms
Breakout Sessions 2:45pm - 3:30pm	Words that Work Greg Ruffino, Williams & Fudge, Inc.	Palms 6, 7, 8
	How State Law Changes Affect Your Campus James Seward, Drexel University	Tides A
	Maximizing In-House Collections Nicole Pressley & Amanda Truesdale, University of South Carolina	Tides BC

Tuesday, October 4

Breakout Sessions 3:45pm - 4:30pm	Staff Accountability that Increases Collection Results Clay Goodyear, Williams & Fudge, Inc.	Palms 6, 7, 8
	Reconnecting and Maintaining Team Engagement Bob Putich, Western Washington University	Tides A
	Supporting the Whole Student Mental Health & Wellbeing on Campus Amy Gayer and Dr. Harvey Gayer, University of Georgia	Tides BC

Wednesday, October 5

7:00am - 8:30am	Breakfast	Palmetto Hall
8:45am - 10:00am	Bankruptcy and the Statute of Limitations Chad Echols, The Echols Firm, LLC	Palms
10:15am - 11:15am	Meeting Consumers on Their Terms Jon Balon, Williams & Fudge, Inc.	Palms
11:15am - 11:45am	Wrap-Up and Conference Evaluation	Palms

Scan the QR Code Below or [Click Here](#) to Register!

