SLRCC
Student Loans & Receivables Collection Conference

2026 Conference Agenda

September 20th-23rd | The Omni Charlotte | Charlotte, NC

Sunday, September 20

4:00pm - 6:00pm	**Welcome Reception, Registration & Networking Fun!**	Pool Deck

Monday, September 21

7:00am - 8:15am	**Breakfast**	Cypress
8:30am - 9:00am	**Welcome and Opening Remarks** David Williams, Williams & Fudge, Inc.	Grand Ballroom
9:00am - 10:00am	**Bet On Yourself** Molly Grantham, Keynote Speaker 4x-Emmy Winner & 3x-Author	Grand Ballroom
10:00am - 10:30am	**Break**	Foyer
10:30am - 11:45am	**Economic Realities In and Out of Higher Education** Dr. Laura Ullrich, Indeed	Grand Ballroom
11:45am - 1:00pm	**Lunch | Sponsored by** ECSI A Global Payments Company	Cypress
Breakout Sessions 1:00pm - 2:00pm	**Stronger Together: The Art of Building Resilient and Efficient Teams** Rosemary Irvine, California State University Northridge	Oak Room
	Student Cannot Pay...Now What? Sarah Langley, Williams & Fudge, Inc.	Poplar
	How to Get the Decision Makers to Say YES Anthea Jeffrey, Rutgers University	Willow

2:00pm - 2:25pm	**Refreshment Break**	Foyer
Breakout Sessions 2:30pm - 3:30pm	**Reversing the Growing AR Trend: How to Increase Collections and Re-Enrollment** Lori Hartung, ECSI	Oak Room
	Campus Exchange Lab: Ideas You Can Take Back Tomorrow Interactive Session Facilitated by the Williams & Fudge Team	Grand Ballroom
	From Contact to Commitment: Building Sustainable Recovery Outcomes Jessie Sanchez, Williams & Fudge, Inc.	Willow
Monday Night Dinner & W&F Tour	Bus Departures from Omni Lobby to W&F | 4:00pm, 4:15pm, 4:30pm Buses back to Omni from W&F | 7:15pm, 7:45pm, 8:15pm	

Tuesday, September 22

7:00am - 8:15am	**Breakfast**	Cypress
8:30am - 8:40am	**Morning Announcements** David Williams, Williams & Fudge, Inc.	Grand Ballroom
8:40am - 10:00am	**Updates & Trends in the Collection of Student Debt** Chad Echols, Frost Echols LLC	Grand Ballroom
10:00am - 10:30am	**Break**	Foyer
10:30am - 11:45am	**Technology and AI: Doing More with Less** Jon Balon, Williams & Fudge, Inc.	Grand Ballroom
11:45am - 1:00pm	**Lunch**	Cypress
Breakout Sessions 1:00pm - 2:00pm	**The Full Spectrum: Managing the Student Account Collections Lifecycle** Daniel Pelayo, University of Illinois	Oak Room
	What's the Next Move? | How Everyday Clues Can Lead to Smarter Recovery Decisions Alison Atkinson and Grant Beasley, Williams & Fudge, Inc.	Poplar
	The Power of Problem Solving: The Winning Edge Zenon Butts, Williams & Fudge, Inc.	Willow

2:00pm - 2:30pm	**Refreshment Break**	Foyer
Breakout Sessions 2:30pm - 3:30pm	**Work Smarter Not Harder** Anthea Jeffrey, Rutgers University	Oak Room
	Wellness is More than a Workout Tressa Watson, Williams & Fudge, Inc.	Poplar
	It's Everyone's Job: Rethinking the Responsibility in Collections Rosemary Irvine, California State University Northridge	Willow
3:45pm - 4:45pm	**Open Forum: Ask Us Anything** Chad Echols, Frost Echols LLC Lori Hartung, ECSI Paul Irby, Williams & Fudge, Inc.	Grand Ballroom

Time to Explore Charlotte and have Dinner with SLRCC Friends (on your own)!

Wednesday, September 23

7:00am - 8:15am	**Breakfast**	Cypress
8:30am - 8:40am	**Morning Announcements** David Williams, Williams & Fudge, Inc.	Grand Ballroom
8:40am - 9:40am	**Washington Update** Lori Hartung, ECSI	Grand Ballroom
9:40am - 10:00am	**Break**	Foyer
10:00am - 11:15am	**Bankruptcy and the Statute of Limitations** Chad Echols, Frost Echols LLC	Grand Ballroom
11:15am - 11:30am	**Wrap-Up and Conference Evaluation**	Grand Ballroom

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