THEBO Conference 2026 – November 8–11, 2026

Sunday, 11/08/2026

Time	Item	Room	Presenter(s)	Introducing/ Moderator
3pm	Hotel Check in	Hotel Lobby/Reception		
2pm-5pm	Registration	Hotel Lobby/Reception		
3pm-7pm	Vendor Setup	Cottonwood Ballroom		
5:30pm-7pm	Meet & Greet	Hotel Restaurant - Kickback		

Monday, 11/09/2026

Time	Item	Room	Presenter(s)	Introducing/ Moderator
6:30am-8:30am	Breakfast (Provided for hotel guests)	Restaurant		
7:30am-10am	Registration Open (Lavita)	Hotel Lobby/Reception		
8:45am	Welcome & Opening Remarks	Willow Ballroom	Christine Blakney, THEBO President	
9:00am-10:15am	Updates & Trends in the Collections of Student Debt	Willow Ballroom	Chad Echols, Partner at Frost Echols, LLC	Christine Blakney
10:15am-10:35am	Morning Break & Vendor Mingle	Cottonwood Ballroom		
10:40am-11:30am	National Study on Student Borrowing Decisions	Willow Ballroom	Tim Young, Earnest National Director	Christine Blakney
	TINS Warrant Holds	Pecan Room	Lisa Lucas (SHSU)	Chris Foster
	Enrollment Manager	Timbers Room	VA - Online	Emily Diehm
11:40am-12:30pm	Working Smarter Not Harder: Turning Manual Processes into Automated Workflows	Willow Ballroom	Kristol Flanigan (Baylor), Larissa Robinson (Baylor)	Christine Blakney
	Nursing Loans/HRSA	Pecan Room	Scott Salzman, Bronwyn Huett (TCU)	Sue Thomey

	Compliance Surveys	Timbers Room	VA - Online	LeeAnn Pickett
12:30pm-1:30pm	Lunch (Provided)	Hotel Restaurant		
1:30pm-2:20pm	Breakout by Institution Type: Public/4 Year/HRI	Willow Ballroom	Christy Blakney (TTU), Chris Foster (UNT), Sue Thomey (UTH-Houston)	N/A
	Breakout by Institution Type: Private	Pecan Room	Kristol Flanigan (Baylor), Scott Salzman (TCU)	N/A
	Breakout by Institution Type: Community College	Timbers Room	Kristi Bennett (TJC)	N/A
2:20pm-2:40pm	Afternoon Break & Vendor Mingle	Cottonwood Ballroom		
2:45pm-3:35pm	Panel: Leaving your Legacy	Willow Ballroom	THEBO Board	Christine Blakney
3:45pm-4:35pm	Best Practices on Third Party Processing	Willow Ballroom	3P and Military Panel	LeeAnn Pickett
	Best Practices for Managing External Service Partners	Pecan Room	COHEAO President Karen Reddick	Kristol Flanigan
	Best Practices in Reporting	Timbers Room	Jason Curry/Nedesda Lobo (UNT)	Chris Foster
5:30pm -10:00pm	Dinner on own / Vendor Dinners		Transportation on your own	

Tuesday, 11/10/2026

Time	Item	Room	Presenter(s)	Introducing/ Moderator
6:30am-8:30am	Breakfast (Provided for hotel guests)	Restaurant		
8:30am-9:45am	COHEAO Compliance Update	Willow Ballroom	COHEAO President Karen Reddick	Christine Blakney
9:45am-10:00am	Morning Break & Vendor Mingle	Cottonwood Ballroom		
10:10am-11:00am	From Data to Dollars: Enhancing Student Outcomes and Reducing AR through Informed Interventions	Willow Ballroom	Alyssa Arroyo/Kathryn Holder Wisniewski (TAMU)	Peggy Carey
	Succession Planning	Pecan Room	Brian O'Keefe/Lisa Lucas - (SHSU)	Kristi Bennett
	Bridging the Gap Between Military Education Benefits & Student A/R	Timbers Room	Gilbert Hernandez/Phil Castillo (TTU)	Jessica Arroyo

11:10am-12:00pm	Options to Pay the Balance	Willow Ballroom	Sergio Gonzalez, Sallie Mae	Christine Blakney
	Financial Wellness as a Retention Strategy	Pecan Room	Judith Barrera	Sue Thomey
	Efficient TWC Service Authorization Mgmt: Practical Approaches at Texas Tech	Timbers Room	Donald Lane (TTU)	LeeAnn Pickett
12:15pm	THEBO Board Election - Ballots Due!	Registration Table		
12:00pm-1:00pm	Lunch (Provided)	Willow Ballroom		
1:10pm-2:20pm	Musical Topics: Billing/Payments	Willow Ballroom	Moderator - Bluebonnet Sponsors	
	Musical Topics: Refunding/Fraud/Collections	Pecan Room	Moderator - Bluebonnet Sponsors	
	Musical Topics: Military/Third Party/International	Timbers Room	Moderator - Bluebonnet Sponsors	
2:30pm-2:50pm	Chair Yoga	Willow Ballroom	Karen Reddick	
2:50pm-3:10pm	Afternoon Break & Vendor Mingle	Cottonwood Ballroom		
3:15pm-4:15pm	Show Me the Signs: How to Recognize and Prevent Student Loan Fraud	Willow Ballroom	Sergio Gonzalez, Sallie Mae	Kristol Flanigan
4:15pm-5:00pm	Vendor Giveaways	Willow Ballroom		Christine Blakney
5:45pm-9:30pm	Busses Run	Hotel Lobby/Reception		
6:00pm-9:00pm	THEBO Dinner - Troy's at Texas LIVE!			

Wednesday, 11/11/2026

Time	Item	Room	Presenter(s)	Introducing/ Moderator
6:30am-8:00am	Breakfast (Provided for hotel guests)	Restaurant		
8:15am-9:15am	Washington Update	Willow Ballroom	Bryan Dickson, NACUBO	Chris Foster
9:25am-10:15am	Continuous Improvement in the Bursar Office	Willow Ballroom	Rebecca Hernandez (TAMU)/Jessica Arroyo (TTU)	Peggy Carey

	Multi-Channel Student Business Services: Integrating AI, Live Support, and In-Person Service for Student Success	Pecan Room	Adrian Romero (TTU)	Christine Blakney
	Debt Management Center	Timbers Room	VA - Online	Emily Diehm
10:15am-10:45am	Morning Break, Checkout & Vendor Mingle	Cottonwood Ballroom		
11:00am	Vendor Breakdown	Cottonwood Ballroom		
10:55am-11:45am	1098T FIRE to IRIS Conversion	Willow Ballroom	Christy Blakney (TTU)	Kristol Flanigan
11:45am-12:00pm	Conference Wrap-Up & Election Results	Willow Ballroom	Christy Blakney	
12:00pm	Conference End			