

H.E.A.R.O. Spring Workshop

Save the date:
Thursday,
May 21, 2009!

Higher Education Accounts Receivable Organization

H.E.A.R.O.



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We are pleased to announce another **FREE** one-day workshop for Higher Education professionals. Join us on **Thursday, May 21, 2009** at Robert Morris University in Moon Township, Pennsylvania.

A H.E.A.R.O. faces adversity with strength and conviction!

Be a Hero at your College or University! Enhance your job performance and benefit your institution by attending our one-day workshop. Come and join your colleagues in learning about topics that are relevant to higher education professionals. Whether you are a new employee or seasoned veteran, this workshop has something for everyone.

"H.E.A.R.O draws upon our attendees for strength."

We have listened to your suggestions and input and are excited to announce "**Breakout Sessions**". Two time slots are reserved to offer two topics simultaneously. This allows us to offer more seminars on a wide variety of topics and tailor the sessions to YOU, the attendee.

Dr. Rochelle Oaks is our keynote speaker and will get the workshop started with some motivating ideas that is sure to inspire us all.

Attendees will then be able to choose the session you will like to attend next. The **four breakout sessions** will include interesting topics such as: GLB/FERPA/Red Flag, Influencing Techniques for Office Professionals, Tips & Tricks for Collectors, and a COHEAO update.

The afternoon will end with Debbie Jones presenting 'FISH' Philosophy.



"The two most beautiful words in the English language are 'check enclosed' "
-Dorothy Parker

Morning Seminar 9:00 – 10:30

The Power of Personality is a training session and personality profile assessment that is designed to help participants better understand themselves and others. In addition to understanding

themselves and others, it will help them to work with different personalities, put the right people in the right place, prepare and present to specific personalities and most of all, tap into the power that their

specific personality has.

We are excited to announce Dr. Rochelle Oaks **as our keynote speaker**. Dr. Oaks is the founder and President of The Oaks Group, LLC.

Breakout Sessions 10:45 – 11:45

GLB/FERPA/Red Flag

Roxanna Groves from Coast Professionals will provide us with the most recent information on Gramm-Leach-Bliley, FERPA, and the new Red Flag rules.

Influencing Techniques for Office Professionals

Russell Kuhns from Regent Asset Management Solutions

Breakout Sessions 1:00 – 2:15

Tips & Tricks for Collectors

Roxanna Groves from Coast Professionals will show us some 'Tips and Tricks' for successful collections.

COHEAO Update

Karen Reddick from National Credit Management will provide us with an update from the January Annual meeting of COHEAO. With so many changes in Washington, this session will have some valuable information.

Afternoon Seminar 2:30 – 3:45

'FISH' Philosophy



Whatever the subject, how we *talk* about our work shapes the way we *think* and *act* at work. In other words, our conversations are our culture. One thing we all have in common in that we all spend a major portion of our lives at work. If our workplace is not everything it can be, a large part of our lives is not everything it can be. On the other hand, if our workplace is full of energy and fun, respect and support, our lives will be more satisfying. Our workplace culture often determines how we work together as a team and how we treat our students, parents, and borrowers.

Debbie Jones, Director of Training at ECSI is going to share with us a few principles her workplace has implemented that is helping to increase energy, fun, and unity among their employees.

*"Everyone is trying to
accomplish something
big, not realizing that life
needs balance."*

-Anonymous



A continental breakfast will be provided before and during registration. An assortment of bagels, muffins, and fruit will be offered. In addition, coffee, tea, and juice will be available.

Lunch will be served buffet style. The main offering will be a salad buffet with marinated chicken, marinated steak, French fries, lettuce and assorted toppings. Desert will be served with lunch. The beverage selection will include soda, iced tea, and water.



R.S.V.P. and Contact Info

Registration for the event is easier than ever. Just click the link below and click "[Register to Attend.](#)"

www.ecsi.net/gateway/hearo.html

Deadline to register is May 14, 2009.

PowerPoint presentations will be available prior to the workshop.

Workshop Timeline

8:15 – 8:45

Sign-in and Breakfast

8:45 – 9:00

Welcome and opening Remarks

9:00- 10:30

Morning Session: Key Note Speaker

10:30 – 10:45

Break

10:45 – 11:45

Breakout Sessions

GLB/FERPA/Red Flag

Influencing Techniques for Office Professionals

11:45 – 1:00

Lunch

1:00 – 2:15

Breakout Sessions

Tips and Tricks for Collectors

COHEAO Update

2:15 – 2:30

Break

2:30 – 3:45

Afternoon Session: 'FISH' Philosophy

3:45 – 4:00

Wrap Up and closing remarks

Directions to RMU from the South

Take I-79 north to the Airport-Route 22/30 West exit. Follow Route 22/30 west to Route 60 north. Take Exit 3, Business Route 60 (Moon). At the second light, turn right on University Boulevard. Follow 1.5 miles to the fourth light. Turn right into RMU. Follow signs for H.E.A.R.O. parking. The workshop will take place in the Seawall Center, which is the red brick building located on your left at the first stop sign on campus.

Directions to RMU from the North

Take I-79 south to Exit 66 (Sewickley/Emsworth). Follow Route 65 toward Sewickley. At the third light, turn left and cross the Sewickley Bridge. At the end of the bridge, turn right on University Boulevard. Follow 1.5 miles to the second light. Turn left into RMU. Follow signs for H.E.A.R.O. parking. The workshop will take place in the Seawall Center, which is the red brick building located on your left at the first stop sign on campus.

Directions to RMU from the East

Take the Pennsylvania Turnpike or I-80 to I-79 south. Take I-79 south to Exit 66 (Sewickley/Emsworth). Follow Route 65 toward Sewickley. At the third light, turn left and cross the Sewickley Bridge. At the end of the bridge, turn right on University Boulevard. Follow 1.5 miles to the second light. Turn left into RMU. Follow signs for H.E.A.R.O. parking. The workshop will take place in the Seawall Center, which is the red brick building located on your left at the first stop sign on campus.

Directions to RMU from the West

Take the Pennsylvania Turnpike to Exit 10 (New Castle). Follow Route 60 South 24 miles to Exit 8, Business Route 60 (Moon). Proceed four miles and turn left on University Boulevard. Follow 1.5 miles to the fourth light. Turn right into RMU. Follow signs for H.E.A.R.O. parking. The workshop will take place in the Seawall Center, which is the red brick building located on your left at the first stop sign on campus.

Should you wish to use an internet map feature to locate the Robert Morris University campus, our address is:

**6001 University Blvd.
Moon Township, PA 15108**

*We would like to
acknowledge the committee
members who have given
their time and expertise to
bring this workshop to you!*

Thank you to:

Paige McClure, Director of
Student Financial Services,
Robert Morris University

Leslie A. Seretti, ECSI

Joanne Stumme, Director of
University Collections,
University of Pittsburgh

Betty Kroniser, Bursar,

California University of PA

Dan Trimbur, Senior Sales

Consultant, **ECSI**