

Wednesday, April 24th - Registration Desk & Exhibit Hall Open 11:00 am – 5:00 pm			
8:30-11:30 a.m.	Pre-Conference Session A (Everglades Ballroom) Bursar Basics Speakers: Holly Sutton, Jonathan Andrews		
11:30 am-1:00 pm	Lunch - Everglades Ballroom		
12:30-1:00 pm	Everglades Ballroom Annual Business Meeting & Opening Remarks from FABSAA President Holly Sutton		
1:00-2:30 pm	General Session B (Everglades Ballroom) Personal Development Presentation Keynote Address by Kelli Krueger		
2:30-3:15 PM	Concurrent Session C (Everglades Ballroom) Blue Group	Concurrent Session D (Everglades Ballroom) Red Group Facilitator:	Concurrent Session E (Everglades Ballroom) Yellow Group Facilitator:
	Networking Breakout	Networking Breakout	Networking Breakout
3:20-3:50 pm	Refreshment Break - Join us in the Everglades Ballroom for a snack		
3:50- 5:15 PM	General Session F (Everglades Ballroom) 10 Commandments of Customer Service Session Speaker: Scott Medley		
5:30 - 6:30 pm	Welcome Reception (Poolside) This is an opportunity to meet colleagues and have some fun! Appetizers & Beverages will be served		

Thursday, April 25th - Exhibit Hall Open 7:30 am – 5:00 pm		
7:30-8:30 am	Breakfast (Everglades Ballroom)	
8:00–8:30 am	Daily Briefing from FABSAA President Holly Sutton - Everglades Ballroom	
8:30 - 9:30 am	General Session G (Everglades Ballroom) Collections Agency Scorecard Speaker: Holly Sutton and Brandi O'Brien	
9:40 - 10:40 am	Concurrent Session H (Jasmine) Third Party Contracts Sri Medam and Garcia Banner	Concurrent Session I (Cypress) Collections Panel Speaker: Sarah Langely
10:40 - 11:00	Vendor Networking Break - Join us in the Everglades Ballroom	
11:00 - 12:00	General Session J (Everglades Ballroom) Light my Fire or Animal Inside Speaker: Kelli Krueger	
12:00 - 1:30 pm	Lunch (Everglades Ballroom)	
1:30 - 2:30 pm	General Session K (Everglades Ballroom) What Financial Aid wishes the Bursar Office Knew Speaker: TBD	
2:30 - 3:00 pm	Refreshment Break - Join us in the Everglades Ballroom	
3:00–4:00 pm	Concurrent Session L (Jasmine) Florida Prepaid Speaker: Brandon Goeke	Concurrent Session M (Cypress) Color of You Speaker: Holly Sutton
4:15-5:15 PM	General Session N (Everglades Ballroom) Collections Panel or Student Panel Speaker: TBD	
5:30-10:00 pm	Presidents Dinner	

	Everglades Ballroom
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Friday, April 26th – Exhibit Hall Open 7:30 am – 12:00 pm			
7:30–8:30 am	Breakfast - Everglades Ballroom		
8:00–8:30 am	Daily Briefing from FABSAA President Holly Sutton - Everglades Ballroom		
8:30 - 09:30 am	Concurrent Session O (Everglades Ballroom) Public Universities & Colleges Round Table Discussions	Concurrent Session P (Everglades Ballroom) Private & For-Profit Universities Round Table Discussions	Concurrent Session Q (Island Ballroom) Community & State Colleges Round Table Discussions
9:30 - 10:30 am	Concurrent Session R (Everglades Ballroom) Workday Round Table Discussions	Concurrent Session S (Everglades Ballroom) Banner Round Table Discussions	Concurrent Session T (Island Ballroom) Peoplesoft Round Table Discussions
	Hotel Check Out		
10:30 -11:30 am	General Session U (Everglades Ballroom) Washington Update/Perkins Assignment/NACUBO Speaker: Brian or Lori		

Note: Speakers or topics may be subject to change due to scheduling conflicts or other reasons beyond control.