



12th Annual HEIBO Conference

Washington State University

From the Palouse to the World:
Building Financial Resilience in a Changing World

October 12 – 14, 2026



Venues

Hotel: **Courtyard by Marriott Pullman**, 1295 NE North Fairway Rd, Pullman, WA 99163

Conference Venue: **Compton Union Building**, 1500 Glenn Terrell Mall, Pullman, WA 99164

Tuesday Night Dinner: **The Table Kitchen and Bar**, 1260 Palouse Ridge Dr, Pullman, WA 99163

Traveling to the Conference

Guide: [Traveling to the WSU Pullman Campus](#)

Flying to Washington?

Pullman (PUW): The conference hotel offers a free airport shuttle!

Spokane (GEG): Rent a car, rideshare, carpool with a friend, or take the Megabus to Pullman!

[Megabus](#)

[Carpool Request Form](#)

Transportation Provided by HEIBO

Tuesday Sessions: A bus will bring people from the conference hotel to the Compton Union in the morning and will return for afternoon transport back to the hotel.

Tuesday Night Dinner: A bus will bring people from the conference hotel to The Table Kitchen and Bar for dinner.

Wednesday Sessions: A bus will bring people from the conference hotel to the Compton Union in the morning and will return for afternoon transport back to the hotel.

Tentative Schedule

Monday, October 12, 2026

7:00 PM – 9:00 PM	Optional “No-Host” Meet & Greet
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Tuesday, October 13, 2026

8:00 AM – 9:00 AM	Conference check-in & Breakfast provided by HEIBO
9:00 AM – 9:15 AM	Welcome & Introductions
9:15 AM – 10:15 AM	WSU Expert Panel
10:15 AM – 12:00 PM	Morning Sessions
12:00 PM – 1:00 PM	Lunch provided by HEIBO
1:00 PM – 4:30 PM	Afternoon Sessions
4:30 PM – 4:45 PM	Day One Wrap-Up
6:00 PM – 9:00 PM	Dinner provided by HEIBO

Wednesday, October 14, 2026

8:00 AM – 9:00 AM	Conference check-in & Breakfast provided by HEIBO
9:00 AM – 9:15 AM	Day Two Kickoff
9:15 AM – 12:00 PM	Morning Sessions
12:00 PM – 1:00 PM	Lunch provided by HEIBO
1:00 PM – 4:30 PM	Afternoon Sessions
4:30 PM – 5:30 PM	HEIBO Business Meeting: Awards, Wrap-up, & Updates
5:30 PM	Optional Campus tour & Other Activities

Presentation and Roundtable Topics:

Improving Workflows: How to Spring clean those SOPs
Managing Financial Service Centers in International Programs
Telling a Visual Story with Tableau and Excel
Knowing Who You Are Partnering With: The Evolution of Study Abroad Providers from Private Equity Firms to University-Backed Models
ISS for Non-ISS Support Staff: What’s Behind the Buzz?
ChatGPT Wrote This: Examining the Perils and Opportunities of AI for Education Abroad
Navigating Refund Appeals: Professional Working Group Survey Results and Next Steps
Concur Expense Management System
Creating Financial Models to the Feasibility of New International Education Programs
Changes in Program Options for Students: Looking at Internships, STEM, and Research
Professionalizing Professional Development: Building Your Personal Professional Development Plan
Strategies to Create Savings While Managing Currency Fluctuations
Making Workday Work for You
Tightening the Belt, Not the Spirit: Navigating Layoffs & Hiring Freezes
Comparable Costs, Clearer Choices: A Roundtable on Pricing Transparency for Students
Projecting Inbound & Outbound Enrollments in a Changing Landscape

Opening Plenary Session

Washington State University Expert Panel



Dr. Paul Whitney

Vice President for International Programs
Washington State University

Paul Whitney was named interim vice president for WSU's Office of International Programs in April 2024, having served as associate vice president since 2017. Dr. Whitney earned his Ph.D. from the University of Kansas in 1984. He came to WSU in 1987 as an assistant professor and became a full professor in 1998. He was named Chair of the Department of Psychology in July 2000.



Dr. Kate Hellmann

Director of International Student and Scholar Services
Washington State University

Kate Hellmann was named Director of IP-International Student and Scholar Services. Kate has been a leader in international education as a faculty administrator and researcher for over a decade and has been at WSU for well over half that time. She has a Ph.D. in Education with a focus on International Education from the University of Idaho and a Master's in Applied Linguistics/TESOL from Iowa State University.



Sharyl Kammerzell

Associate Vice President, Chief Compliance & Risk Officer
Washington State University

As WSU's First Chief Compliance and Risk Officer, Sharyl Kammerzell is responsible for developing the university's coordinated compliance and risk management program. She also provides strategic and operational leadership across all campuses, colleges, offices, extension centers and units to support a culture of compliance and integrity. She attended Mount Holyoke College for her undergraduate degree, traveled to Africa for the Peace Corps and earned her law degree from the University of Colorado.

Opening Plenary Session

Washington State University



Arthur Whitten

Director of Treasury Services
Washington State University

Arthur Whitten is WSU's Director of Treasury Services responsible for university cash, debt, and investment management and provides leadership to merchant services programs. Arthur supports new money and refunding debt capital market transactions and completion of continuing disclosure obligations. He also manages university financial institution relationships and annual PCI DSS compliance validation. Arthur earned a bachelor's degree from WSU and a Master of Business Administration from Gonzaga University.



2026 HEIBO Conference Planning Committee

Shelby Breaud, Louisiana State University, Chair

Vicki Dowling, Rutgers University, Past Chair

Jami Capps, Washington State University

Bret Dahmen, Washington State University

Grace Brown, Illinois State University

Tony Fussy, University of Minnesota

Chrissie Greenberg, The University of North Carolina at Chapel Hill

Missy Peterson, University of Minnesota

Kimberly Petok, Loyola Marymount University

Morgan Ray, The University of North Carolina at Chapel Hill

Ami Tain, Boise State University

