



a newsletter for schools

update

Spring 2003



Bob Walker, Director of Financial Aid, Creighton University
First recipient of the Nelnet Full Circle Award (page 4)

"It is those individuals who go above and beyond their daily tasks to invest in each student and their specific concerns, that this award honors."

Full Circle Award implemented to recognize Financial Aid Officers' outstanding vision

Nelnet is pleased to introduce the Full Circle Award, a quarterly recognition program designed to highlight the professional excellence of Financial Aid Officers. The first 2003 award recipient is Robert D. Walker, Director of Financial Aid for Creighton University (see Mr. Walker's story on page 4). Eligible nominees for the Full Circle Award are full-time Financial Aid Officers in a vocational school, college, or university who guide students in not only making the right financial decisions for their education, but who also provide clear explanations and advice on the many complicated aspects of financial aid.

Selection is based on the Financial Aid Officer who demonstrates excellence in service to students in all areas that surround the financial aid process, including, but not limited to, scholarship and aid determination, application, disbursement, and exit counseling. In addition, the Financial Aid Officer who provides outstanding knowledge and accessibility, as well as exceptional vision in making financial aid a simpler process for every student, will be considered for this award.

"At Nelnet, we understand that making educational dreams possible is a process, and the financial aid office is often where students begin their journey. It is individuals like Mr. Walker, who give clarity and direction to that first step, and who go above and beyond their daily tasks to invest in each student and their specific concerns, that this award honors," said Scott Spethman, Marketing Manager of Nelnet Campus Solutions.

Nelnet will present the Full Circle Award quarterly. Recipients will receive a crystal desk trophy or plaque with their name, date, and the award description, and will also be featured in this national school newsletter, *the Nelnet Update*. Recipients will also be recognized on the Nelnet Web site, www.nelnet.net. To nominate a Financial Aid Officer, Nelnet school representatives, coworkers, or other college offices can write a one paragraph nomination letter outlining how the nominee demonstrates excellence, and e-mail it to nelnetcommunications@nelnet.net, or mail it to Nelnet Communications, 121 S. 13th St., Suite 400, Lincoln, NE 68508.



Campus Solutions and five-year-olds

Scott Spethman,
Marketing Manager, Nelnet Campus Solutions

If you have ever been around a five-year-old, you know that their favorite word is "why?" They appear to have an incredible desire to understand the world around them and how they fit into it. This self-guided task motivates them to find answers and solutions in an often complex, but fascinating world; this is similar to the many goals of Nelnet Campus Solutions.

I may take some friendly teasing from fellow employees regarding this comment, but I want our Campus Solutions staff to be like five-year-olds, and use their mentality of "why?" when visiting your campus. I want our Campus Directors to ask you a lot of questions, to learn your processes, your students' expectations, understand what is important to you, your school, and much more. It is my desire to have all Campus Directors ask you if there is any possible way we can help make your jobs more manageable, more efficient, or just plain easier.

The purpose of this mindset is for our team to gain a better understanding of your world and work on solutions that help you and your students. We will listen to your needs and apply our products and services to meet them. Our comprehensive product list includes funding, technology, value added services, parent answer service, private capital, and beyond. There will always be new and innovative ideas that you may want to explore and we will be there asking how, why, and what we can do to make the financial aid process more efficient for you.

The Campus Solutions name defines Nelnet's approach to our school and student market. Providing solutions for you and your students is our objective.

Just like the five-year-old, Nelnet Campus Solutions is working very hard to understand and find solutions to the ever-changing financial aid world. I look forward to discovering all the great things we can do together by simply asking you questions!

Respectfully,

Spring 2003

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**Nelnet presents first quarterly
Full Circle Award to Robert D. Walker**

Robert Campbell, Nelnet Communications and Marketing

In a brief awards ceremony to be held on June 27, 2003, Robert D. Walker, Director of Financial Aid for Creighton University, will become Nelnet's first quarterly recipient of the Full Circle Award, a recognition program designed to further enhance the working relationships between Nelnet and schools.

"Bob epitomizes everything good about a Financial Aid professional. He is caring, honest, empathetic, fair, loyal, and very bright. Bob expects the best from everyone who works for him and also demands no less of himself. He expects students to take responsibility for their financial situation, but is always there to provide a helping hand if need be," said Kathy McConnell, Vice President of ASAP/Union Bank & Trust, who nominated Mr. Walker for the Full Circle Award.

Mr. Walker has been at the forefront of financial aid change for 25 years, has served in numerous leadership capacities at the state and regional level, and has chaired several national professional committees. He is a current or past member of NeASFAA (Nebraska Association of Student Financial Aid Administrators), RMAFAA (Rocky Mountain Association of Student Financial Aid Administrators), NASFAA (National Association of Student Financial Aid Administrators), and is an avid community volunteer, and recipient of numerous prestigious awards.

"I have always been impressed with the helpfulness, sharing, and camaraderie of the financial aid community. Each of us



Kathy McConnell (left) Bob Walker (right)

works within our own school setting and student population to improve productivity of our operations. By providing excellent customer service, we enable students and parents to not worry about financing as much as possible," stated Mr. Walker.

Mr. Walker credits his many mentors that have provided direction and support over the years for helping shape his vision. "It is extremely gratifying to receive the Full Circle Award and to know that what I like to do is well received by others. I would like to thank Leo, Keith, Bob, Skip, Dallas, Claire, Danni, Don, Phil, Jim, Mary Lou, Clark, Dick, Paul, Ron, Mike, and certainly my wife who has been a great bonus from working in the financial aid field."

Nelnet appreciates the opportunity to award Financial Aid Officers on a quarterly basis for their professional excellence in the financial aid field. For additional information or to nominate an officer, write a one paragraph nomination letter outlining how the nominee demonstrates excellence, and e-mail it to nelnetcommunications@nelnet.net, or mail it to Nelnet, 121 S. 13th St., Suite 400, Lincoln, NE, 68508.

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school hotline 800.375.7013
borrower inquiries 888.486.4722
fax 877.290.4584

hawaii

school hotline 877.557.1423
fax 808.525.7591

indianapolis

school hotline 800.634.2533
fax 800.469.2262

iowa

school hotline 800.755.7858
fax 515.957.8821

jacksonville

school hotline 800.524.2502
borrower inquiries 800.228.5931
fax 904.281.7004

lincoln

school hotline 800.755.7858
fax 888.274.9876

tulsa

school hotline 800.788.1881
fax 800.588.8640

private loan inquiries

school hotline 866.551.8070
private loan fax 866.551.8059
customer service 888.964.2890

payment mailing address

P.O. Box 2970
Omaha, NE 68103-2970

FFELP loan inquiries address

Attn.: Loan Origination
P.O. Box 82596
Lincoln, NE 68501-2596

Private loan inquiries

Attn.: Private Loan department
P.O. Box 82523
Lincoln, NE 68501-2523

borrower inquiries on the Web
www.nelnet.net



Jodi Long
Business Partner Support Representative

Nelnet Business Partner Support representative highlight

Jodi Long works as a Business Partner Support Representative for Nelnet's Product Support team in California and Hawaii. Jodi's first and foremost responsibility is providing product support to Nelnet's school clients. This includes installation and training at client sites, building quality and long standing relationships, and supporting the product sales and product implementation teams. She and her team also represent Nelnet at state, regional, and national conferences and industry-related events.

Since Jodi came to Nelnet last year, there has been a steadily growing request in the California market for Nelnet's Web-based product, Nteract, along with Nelnet's Nterchange features including Stafford MPN e-signature and PLUS credit check.

Not only has Jodi been busy installing and training at client sites, she has also been involved with promoting Nelnet's presence in the WASFAA region on a larger scale.

"I can definitely see an increase in interest in this market for what Nelnet has to offer our clients, and I feel confident that we will succeed in meeting those needs through our products as well as our commitment to customer service."

Nelnet recently hosted a product information symposium in Los Angeles for California colleges and universities and regional lenders. Interested participants were shown demos on Nelnet's suite of products, received information on Nelnet's installation process, and learned of Nelnet's vision for the future. "I can definitely see an increase in interest in this market for what Nelnet has to offer our clients, and I feel confident that we will succeed in meeting those needs through our products as well as our commitment to customer service," said Long.

Jodi is a graduate of Virginia Tech where she received her Bachelor of Science Degree in Sociology with a Minor in Psychology. Prior to joining Nelnet, she was the Manager of the Financial Aid Department at Full Sail Real World Education in Winter Park, Florida.

"I feel that my background allows me to easily grasp the needs of a financial aid office. With that said, I can determine which Nelnet products can streamline their processes and train the staff on how to incorporate it into their day to day functions," stated Long.

If you were unable to speak with Jodi at the recent WASFAA conference, please stop by the Nelnet booth at the upcoming NASFAA or CASFAA conferences. Be sure to ask Jodi how Nelnet's products can help you.

Nelnet and The Gallup Organization form partnership to aid student loan borrowers

Mia Peterson-Brown, Nelnet Communications and Marketing

Nelnet and The Gallup Organization recently formed a partnership to offer StrengthsQuest to student loan borrowers at a reduced cost. StrengthsQuest is a program designed to help students discover and develop their unique strengths in academics, careers, and beyond. The partnership offers student borrowers a way to add significant value to their student loan investment by discovering their personal strengths and talents. Nelnet recognizes student loans are an important investment. Loans provide options to better equip students to complete a college degree, giving students the opportunity to be successful.

Developed by The Gallup Organization, StrengthsQuest is offered to Nelnet and Nelnet brand partners at a savings. StrengthsQuest is available as an online-only version, and in paperback book. Both versions offer personalized access to all components of the program, including an online talent assessment, a personalized version of StrengthsQuest, and access to the online Learning Center and StrengthsCommunity.

Schools can register with Nelnet to offer the StrengthsQuest program by contacting their Nelnet Campus Director or calling 1.800.268.7256. Schools that offer the program communicate to their students the importance of their education and success following graduation. By providing this opportunity for students to discover their personal strengths and talents, Nelnet again recognizes that student loans provide the possibility for students to dream, learn, and grow.

Information for students about the program is available on the Web at www.strengthsquest.nelnet.net or toll-free at 1.866.866.7372.

MASFAA news

Nelnet is excited to be expanding the MASFAA (Midwest Association of Student Financial Aid Administrators) team in order to continue providing the service levels that our clients have grown accustomed to receiving.

Joining us from his previous position at Case Western Reserve University, we are pleased to introduce Ralph Genco. Mr. Genco will be responsible for covering the Ohio territory.

In addition, also joining the MASFAA team, we welcome Kim Desgranges who will be partnering with our Michigan team, currently consisting of Celeste Lawson-Lindsey, Fred Hasselback, and Jack Nelson.

Finally, Matt Roberts will be working with John Pine covering the schools in Southern Illinois. Nelnet Campus Solutions is excited about our new team members. Look for them to call and/or visit you sometime in the near future!

What do Servicers do?

Jill Whitaker, Nelnet Policy Support Services

For the most part, the majority of Financial Aid professionals have a basic knowledge of the roles played by industry participants in providing students with education loans. Schools certify eligibility, lenders fund the loans, guarantors guarantee the money, and servicers service the loans. But what does a servicer really do?

The Student Loan Servicing Alliance (SLSA), an organization comprised of the nation's education loan servicers, has created a suite of materials for schools and other interested parties showcasing the activities servicers undertake throughout the life of a loan. Many of these activities go beyond regulatory requirements with the intended purpose of educating borrowers on repayment issues and helping them avert default on their student loans.

Servicers are an integral part of the loan life cycle, in some cases even having a substantial role in the student loan funding process prior to disbursement of a student loan. For instance, many servicers provide assistance at the high school level by sponsoring seminars for students and their counselors with the purpose of educating them on college costs. These efforts are often supplemented with live Web chats tailored to meet the needs of students and their parents, as many are unaware of their options for affording higher education. Servicers further utilize cutting-edge technology to provide students and schools with access to products designed to enhance the borrowing process. Electronic loan certification, electronic signature processes, and online account access are just a few examples of ways in which servicers can enhance the process for schools and students. While these efforts are not required activities for servicers, they do represent an opportunity for servicers to work with their school partners in carrying out the responsibilities of the FFEL program to the benefit of all involved.

According to Janet Dodson, Director of Financial Aid for Doane College, a four-year private liberal arts school located in Crete, Nebraska, the working partnership with servicers is a valuable part to the financial aid process. "Doane College and our servicer Nelnet (National Education Loan Network) have had a wonderful partnership over the years. They have benefited our students through donating a variety of printed publications for students and their families, and through their generous sponsorships of Doane programs."

There are also opportunities for servicers to assist schools in carrying out their requirements under the regulations. For example, schools have a regulatory requirement to provide initial and exit counseling to borrowers. Many servicers work diligently with their schools to provide borrowers with the required counseling materials, either in...

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fast facts

for the busy financial aid office

Among the 16.5 million undergraduates (including full-time and part-time students) enrolled during 1999-2000, 55 percent (about 9.2 million) received some type of financial aid, averaging \$6,206.

Source: *The College Board, Trends in College Pricing 2002*

What is the average cost of a four-year public institution in 2002-2003?

Tuition and Fees: \$4,081
Room and Board: \$5,582
Books and Supplies: \$786

Source: *The College Board, Trends in College Pricing 2002*

What is the average cost of a four-year private institution 2002-2003?

Tuition and Fees: \$18,273
Room and Board: \$6,779
Books and Supplies: \$807

Source: *The College Board, Trends in College Pricing 2002*

Useful Web sites:

www.nchelp.org - National Council for Higher Education Loan Programs

www.nasfaa.org - National Association of Student Financial Aid Administrators

www.ifap.ed.gov - US Department of Education

www.collegeboard.com - College Board

www.nces.ed.gov - National Center for Education Statistics (NCES)

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hard copy format or in an online environment. This service frees schools from maintaining such materials in light of changing regulatory requirements, and in an economy that leaves many schools with increasingly smaller budgets, these types of services can be extremely beneficial. Student borrowers also benefit from these materials, which often go beyond the required language by incorporating detailed information designed to assist students in budgeting their personal finances.

Dodson further added, "Our relationship with Nelnet has benefited Doane College in so many ways. I know of very few student loan partners who understand the benefits of being involved directly at the student and parent level. Our consumer information is of the highest quality, thanks to Nelnet's generosity. Doane is extremely grateful for the partnership."

After graduation, servicers continue to play a crucial role in assisting borrowers with their repayment endeavors. Servicers know that providing borrowers with information about their loan options early in the repayment cycle often serves to avert default later on. Of course,

borrowers are human and can become delinquent on their loans. At this point, most borrowers can benefit from the wide range of options available to them through the FFEL program. Communicating these options and working with borrowers to find the best option is a responsibility of the servicer. For those borrowers who choose to ignore their financial obligations, servicers must perform required due diligence activities with the intent of bringing the borrower back into a repayment status. Due diligence must be performed to regulatory specifications in order to be effective and to maintain the loan guaranty.

With a national default rate of 5.9%, schools, lenders, guarantors, and servicers can all be proud of the work they do for the nation's student borrowers. The specific tasks performed by each entity are integral to the success of the overall process, even though many of the tasks may not be immediately recognized or otherwise required by law. Servicers strive to provide value to the process by being aware of the changing needs of students, schools and lenders, and by proactively seeking a solution that is beneficial to all.

