

## Nelnet names leadership for new Campus Solutions division

Nelnet (National Education Loan Network) announced the appointment of the leadership team to head its new Campus Solutions business division. The Nelnet Campus Solutions team assists the company's school and brand partners in identifying and implementing effective, needs-based loan origination and delivery products. Over 50 Campus Solutions representatives work nationally to inform and educate customers regarding Nelnet's school-focused products and technology.

David Bottegal, Executive Vice President in charge of marketing and sales, and Scott Spethman, Senior Vice President, will head the division's operations. Robin Jenkins and Alina Laikola will serve as Regional Vice Presidents. Jenkins will manage the company's eastern region; Laikola will oversee the western U.S.

"Our Campus Solutions division was formed to continually serve as a solutions provider for our customers," commented Don Bouc, President of Nelnet Corporation and the company's chief spokesperson. "We believe that today more than ever it is critical to provide schools and students with cost-effective, user-friendly products and services focused on an 'open-system' platform. With extensive backgrounds in education finance, these individuals are the ideal candidates to head this effort."

Robin Jenkins brings 25 years of postsecondary education experience to her position, specifically in the areas of administrative process design and student financing. She has served as the Vice

President and Treasurer of the National Association of Student Financial Aid Administrators (NASFAA) and received that organization's distinguished service award. Jenkins most recently headed the higher education industry group at Jackson Securities.

In addition to her most recent position as Nelnet's Director of Product Sales, Alina Laikola has held several management positions focused on student loan operations and customer relations over the last 15 years. They include Manager of Loan Origination, Manager of School Relations, Manager of Internet Development, and Project Manager for the company's Loan Generation conversion. Laikola has led Nelnet product launch programs and has been active in industry initiatives, participating on the Texas Guaranteed Student Loan EFT Task Force and the Common Origination and Disbursement Committee.

Nelnet offices are located in Albany, NY; Boise, ID; Denver, CO; Indianapolis, IN; Jacksonville, FL; Lincoln, NE; Phoenix, AZ; Portland, ME; St. Paul, MN; Tulsa, OK; and Washington, DC. Nelnet originates in excess of \$2 billion for itself and its service partners annually, owns over \$8 billion, and services, or provides servicing software for, more than \$36.5 billion in student loans.

Additional information is available at [www.nelnet.net](http://www.nelnet.net).



# nelnet update

a newsletter for schools

fall 2002

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### Nelnet's Business Partner Support team grows

Nelnet recently added three new Business Partner Support Officers to its team - Jennifer Drummond, Jodi Long, and Betsy Spencer.

Jennifer Drummond will serve as the Officer for Indiana and Illinois. Jennifer currently holds the position of Manager, Client Relations for Nelnet/EFS in Indianapolis. She will begin to transition to her new role with Business Partner Support in mid-October.

Jennifer began her career with EFS in 1995 in Client Relations and brings demonstrated skills in providing customer service and support to schools and lenders in the regions serviced by Nelnet/EFS to her new position.

Jennifer holds a Bachelor of Arts from Anderson University, Anderson, IN. She is a member of the Illinois Association of Student Financial Aid Administrators, the Indiana Student Financial Aid Association, the Michigan Student Financial Aid Association, and the Midwest association of Student Financial Aid Administrators.

Jodi Long will serve as a Business Partner Support Officer for California and Hawaii. Jodi joins Nelnet with a strong background in financial aid from Full Sail Real World Education in Winter Park, FL, and has been a Nelnet product user for the past three years. During her tenure in the financial aid office, she was steadily promoted from her starting position of Financial Aid Advisor, to Financial Aid Administrator, to her most recent position of Financial Aid Advisor Manager in which she was responsible for a staff of 16 employees.

Jodi possesses a thorough knowledge of the financial aid process and has a demonstrated record of exceptional customer service. Her knowledge and experience with Nelnet pipeline products will be a valuable asset in her new position.

Jodi is a graduate of Virginia Polytechnic Institute & State University (Virginia Tech) and holds a Bachelor of Science degree in Sociology.

Betsy Spencer will serve as an Officer for Virginia, West Virginia, North Carolina, and South Carolina. Betsy joins Nelnet with a solid business background that includes marketing, accounting, and financial services. Formerly employed as an Account Executive with EFG Technologies as well as a Marketing Representative with GBA Systems, she brings to her position demonstrated skills in both product technology and account support and development.

Betsy's experience with EFG Technologies included the marketing and support of student loan services for the Perkins Loan Program to financial aid offices nationwide. Her experience with GBA Systems included the marketing and support of accounting software for a ten state territory.

Betsy is a graduate of Salem College and holds a Bachelor of Science degree in Business Administration with a concentration in accounting. She has also completed a Certification in Loan Review from the American Institute of Banking.

### Volume of student borrowers consolidating educational loans reaching record proportions

Newly announced low interest rates and the lure of monthly savings have borrowers lining up to consolidate student loans. And the line is expected to get longer, considering approximately half of the nation's post-secondary enrollment have, or are currently paying down, student loan debt.

According to the Department of Education's National Postsecondary Student Aid Study (NPSAS), the rate of growth in student loan debt has risen four times faster than personal income over the past eight years. In 1999-2000, 64% of students borrowed under federal student loan programs, compared to 42% in 1992-1993. The resulting outstanding debt in the year 2000 for the average student borrower attending public school was \$15,375 and \$17,250 for those attending private schools.

With the July 1, 2002 announcement of lower education loan interest rates, borrowers can lower monthly payments and lock in record low interest rates for the life of the loan. Students may qualify for rates as low as 3.50% for Stafford loans in grace and 4.125% for Stafford loans in repayment.

By consolidating at a current fixed interest rate of 4.125%, versus the capped rate of 8.25%, a borrower with \$20,000 in outstanding student loan debt could save approximately \$5,000 in interest over the standard 10-year repayment plan.

Nelnet reports a surge in consolidation volume since July. "With the announcement of the lowest student loan interest rates in FFELP (Federal Family Educational Loan Program) history, our company has seen a dramatic increase in consolidations over the last two months," commented Don Bouc, President of Nelnet Corporation and the company's chief spokesperson.

Borrowers may take advantage of the new consolidation rate at any time throughout the year, although the savings is not retroactive. However, a borrower may only consolidate once, after which they forfeit any opportunity to lock in possible future rate decreases. Nelnet provides free assistance in calculating monthly savings, individual interest rates, and choosing repayment plans.

### Parents cash in on student loan interest rate drop

With interest rates on student loans at record lows, another group of borrowers also stands to gain monthly cash savings from the new rate decrease, mom and dad. Consolidation rates for PLUS loans are as low as 4.875% for loans originated on or after July 1, 1998, a 2% decrease from last year.

According to Department of Education statistics, the average PLUS loan exceeds \$7,500, meaning parents with students attending a four-year institution could potentially face a total debt of \$30,000. By locking in the new interest rate and taking advantage of the extended repayment period available on consolidation loans, parents with similar loan amounts could cut their monthly payment by as much as \$150.

"The cost of education doesn't have to be a tremendous financial burden on parents," commented Don Bouc. "Take a student loan savings of \$100 per month," Bouc continued. "If that \$100 was applied toward a five-year auto loan at 8.5%, a \$15,000 balance would be reduced by 17 payments. Credit cards are another good example. An additional \$100 in monthly credit card payments would pay off a \$5,000 balance at 17% over four years faster than a minimum payment of \$100."

Nelnet competes with several national loan consolidators and offers students and parents an additional rate cut of 1.25%. Borrowers who choose auto-debit payments receive a .25% rate reduction and another 1% after 60 initial on-time regular payments.

Borrowers are encouraged to evaluate their consolidation savings now to realize the maximum monthly savings available. Nelnet provides free assistance in calculating loan balances with the new interest rate and extended repayment terms and they may be reached 866.485.3366 or online at [www.nelnet.net/flexloan](http://www.nelnet.net/flexloan).



### Nelnet offers Nteract enhancements

The following gives a brief description of the Nteract enhancements that went into production for schools on September 30, 2002:

#### *Subsidized/unsubsidized reallocation and loan increase requests*

- These transactions can be processed on pre- and post- and partially disbursed loans and include the ability to add a disbursement if needed. These are not processed real-time as we cannot process these changes on Ngenius until the guarantor has given consent.

#### *Report enhancements*

- Disbursement reports will include subtotals by loan type to assist schools in reconciling accounts that are based on loan types.
- Guarantee reports will be enhanced to identify blanket guarantee loans.
- The Aging report will exclude route-only loans.
- The Entrance and Exit Exam report will display student scores.
- The ADR will include the Pnote received date. The status column on this report is also being modified with the intent to become more user-friendly.

#### *Application file uploads*

- Application file uploads will bypass Nteract and go directly to Ngenius. These loans will appear in Nteract once they have been guaranteed and changes can be made using the Nteract Change Transactions.

Stay tuned for the next part in the Nteract series...

### Paul Tone serves on NCHELP Board

Nelnet is pleased to announce that Paul Tone, Senior Vice President Government Relations, has earned a seat on the NCHELP Board of Directors, and serves as a lender liaison for the upcoming year. Paul was nominated for the position by the Consumer Bankers Association (CBA) and was ultimately selected to sit on the Board. In this position, Paul will share lender views as NCHELP considers student loan policy.

Based in Washington, DC, the National Council of Higher Education Loan Programs, Inc. (NCHELP) represents a nationwide network of guaranty agencies, secondary markets, lenders, loan servicers, collectors, schools, and other organizations involved in the administration of the Federal Family Education Loan Program (FFELP).

Paul is not new to service at NCHELP, previously sitting on both the Operations and Regulations Committees. We thank Paul for his past service to this valuable industry organization and wish him much success.

Upcoming conferences

The following is a tentative schedule of upcoming state, regional, and national conferences:

|                       |                         |                  |                            |
|-----------------------|-------------------------|------------------|----------------------------|
| TASFAA (TN)           | October 20-22           | Franklin, TN     | Cool Springs Marriott      |
| PASFAA                | October 20-23           | Hershey, PA      | Hershey Hotel              |
| MASFAA                | October 21-22           | Rockport, ME     | Samoset Resort             |
| NYSFAAA               | October 22-25           | Buffalo, NY      | Adams Mark                 |
| KASFAA                | October 23-25           | Salina, KS       | Holiday Inn                |
| LASFAA                | October 23-25           | Alexandria, LA   | Best Western               |
| FASFAA                | October 30 - November 1 | San Destin, FL   | Hilton Elephant Walk       |
| SCASFAA               | October 28-30           | Mt. Pleasant, SC | Holiday Inn                |
| NCASFAA               | November 4-6            | Asheville, NC    | Grove Park Inn             |
| MASFAA                | November 10-12          | Lake Ozark, MO   | Lodge of the Four Seasons  |
| DEDCMDASFAA           | November 11-13          | Ocean City, MD   | Carousel Hotel             |
| MASFAA                | November 13-15          | Quincy, MA       | Boston Marriott            |
| OASFAA                | November 13-15          | Tulsa, OK        | Doubletree Hotel           |
| VASFAA                | November 13-15          | Roanoke, VA      | Hotel Roanoke              |
| WFAA                  | November 13-15          | Tukwila, WA      | SeaTac Marriott Hotel      |
| MAFAA                 | November 20-22          | Minneapolis, MN  | Minneapolis Marriott       |
| CBA (Student Lending) | December 8-10           | Arlington, VA    | Marriott's Crystal Gateway |
| CAPFAA                | December 8-10           | New London, CT   | Mystic Marriott-Groton, CT |
| ISFAA                 | December 8-10           | Indianapolis, IN | Indianapolis Westin Hotel  |
| OASFAA                | December 11-13          | Columbus, OH     | Marriott North Hotel       |
| SWASFAA               | December 11-13          | Houston, TX      | Hyatt Regency              |
| CASFAA                | December 15-17          | San Diego, CA    | San Diego Hyatt            |

Nelnet contact information

denver

school hotline 800.375.7013  
 borrower inquiries 888.486.4722  
 fax 877.290.4584

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

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

FFELP loan inquiries address

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

Private loan inquiries

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

borrower inquiries on the Web

[www.nelnet.net](http://www.nelnet.net)

@theU

[www.attheu.com](http://www.attheu.com)



### Nelnet Business Partner Support Officer highlight

The Business Partner Support team would like to ensure that you are familiar with the services that they provide for you, your school, and your students. In order to introduce the different members that you'll be working with, *Nelnet Update* will highlight one representative in each issue.

**Laurie Curtis,  
Business Partner Support Officer**

Laurie Curtis is a Business Partner Support Officer, and works with the schools in Maine. She supports the Nelnet products in the schools, as well as acting as a liaison between the schools and Nelnet.

Laurie holds a Bachelor's degree in Leadership and Organizational Studies from the University of Southern Maine.

Laurie's work with the Maine schools is part of the Product Support Team's effort to integrate Nelnet's products and services into schools nationwide. "Our team's success with the testing and training at a school ensures that Nelnet's products are meeting the needs of schools, and evolving with those needs," states Laurie.

Very much a "people person," Laurie enjoys building relationships with schools and the people there. Added to her strength as a communicator are strong analytical and technical skills, which assist Laurie in trouble shooting and problem

resolution. These strengths help Laurie work with Nelnet employees and offer combined resolution of schools' issues. By bringing both a school and borrower perspective to her job, Laurie supports Nelnet's vision and ensures that the needs of our core customers are met.

Beyond daily management of school needs, Laurie has several more Nteract installs planned, and will be presenting, as well as planning, the next regional User Group conference, to be held in Maine in November. "This is going to be a great conference," she says. "We've designed it to be a lot of fun and very informational."

While much of her work focuses on Nelnet's innovative products, she feels that what differentiates Nelnet in the market is our people. "In Maine, the schools have a tremendous relationship with Nelnet," Laurie states. "We credit that to the dedication and commitment they see in Nelnet's staff."

Laurie feels honored to have met so many great people since joining Nelnet, and enjoys working with financial aid administrators, colleagues, and friends. "The best part," Laurie says, "is that I get to help all of them!"