

College Assist Extends One Percent Savings on Loans to Students for 2008-09

College Assist announced earlier this year that it will continue to subsidize the 1 percent federal default fee on behalf of federal Stafford and PLUS borrowers through June 30, 2009. This will be the third consecutive year that College Assist has paid the mandated fee on behalf of students and parents.

As the cost of education continues to increase, College Assist is dedicated to reducing the cost of financing education. “At College Assist, we are committed to helping families pay for higher education,” said Director Debra DeMuth. “Waiving the default fee for students and parents means we directly increase the resources they have available to cover college costs.”

The Higher Education Act mandates that a 1 percent fee be deducted from FFEL Program borrowers’ loans and used for default prevention services and programs. Usually, the lender reduces the amount of the borrower’s loan proceeds, and the fee is remitted to the guarantor. By extending the subsidy, College Assist is agreeing to

pay the 1 percent fee on behalf of each borrower whose loan it guarantees.

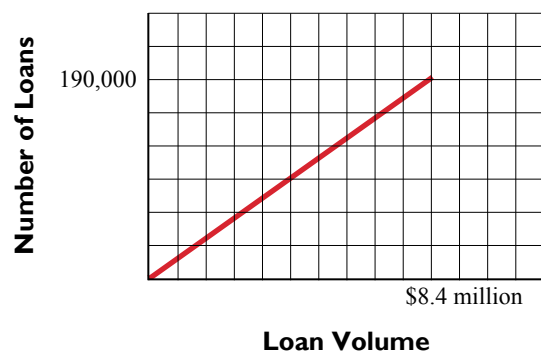
“We are pleased to once again be able to offer this program,” said DeMuth. “It’s a meaningful way for us to help reduce the cost of higher education and, hopefully, increase access for more students.”

College Assist expects this year’s subsidy to save student and parent borrowers more than \$8.4 million – on approximately 190,000 loans – in the upcoming school year.

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Projected Effect of 2008-09 Subsidy



Repayment Prognosis Excellent for Oklahoma Medical Students

David Barron Takes a Systemic Approach to Financial Aid



It's not easy to maintain a 0 percent cohort default rate for three (four, unofficially) years running, but that's just what the financial aid office at Oklahoma State University Center for Health Science has managed to do.

That's no small feat, as anyone in financial aid knows. In fact, the school is one of only four medical schools in the country that can claim the accomplishment. David Barron, Manager of Student Financial Aid and Scholarships, attributes their success to a campus-wide effort and to the students themselves.

"Because of their chosen careers, medical students can be successful and pay back their loans. And we have a wonderful team environment at the school," he says.

David offers a variety of other reasons for their amazing default rate, too. The school is small, accepting only 88 students each year (94 percent of them receive financial aid), and strongly focuses on systemic student support. David's office has taken a multi-dimensional approach to financial aid and, as a result, is a key player

in the academic, career and repayment success of the osteopathic medical students.

"We want them to be successful in life, so we really focus on that," says David. "Student life at the school is part of their preparation as leaders. It helps to train them to be community-focused leaders. It's very rewarding."

David has a strong background in financial aid and varied experience to share with the Oklahoma State students. He has worked at a four-year private, a four-year public and a two-year proprietary school. He also brings to his current job a deep involvement in his profession: He serves as President of the school's Staff Advisory Council and as statewide conference chair for the Oklahoma Association of Financial Aid Administrators. Oh, and did we mention he's also enrolled in an Education Doctorate program?

The school's size and narrow focus allow David to tailor borrowing and repayment plans to fit the individual needs of each student, so they often get highly individualized attention. David personally participates in many activities, even organizing counseling sessions for students' spouses, designed to answer questions and otherwise reassure their significant others.

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outlook

Outlook is a quarterly publication of College Assist. For questions or comments, contact Teena Cooper at teena.cooper@college-assist.com.

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Webinars on a Roll



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College Assist added webinars to its array of school training opportunities beginning with a limited audience late last year.

“We had wanted to offer Web sessions for a long time,” said Dan Rodgers, Manager of Compliance, Training & Investigations. “The schools jumped at the opportunity,

and we have more requests for webinars than we could have imagined.”

In addition to regular financial aid training, College Assist has also begun offering webinars for training

school users in StudentLoanOnline features. Both the financial aid and user training webinars have been well “attended.” The webinars do not replace College Assist’s series of full-day financial aid workshops offered or the periodic regional offerings for major changes in the law that affect school policies and procedures.

While topical, short, and convenient, the webinars are designed to meet timely informational needs, not only for financial aid professionals who want to confirm their understandings of the latest changes in the programs, but also for new counselors. In the first quarter of 2008, webinars have covered the regulatory changes for student loans, general provisions affecting all of federal student aid, and the FAFSA.

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Converting with a Purpose... A Bright Future!

By Misti Ruthven

At College Assist, we strive to offer excellent business tools that help you succeed, so we’re always looking for new additions to our toolbelt. To that end, we’re excited to announce the arrival of a new guarantee system called GuaranteePro™, with a full conversion planned for the third quarter of 2008.

Moving our business process to GuaranteePro will allow us to use a progressive platform and advanced technology that offers greater flexibility and efficiencies in making system changes and offering future services. GuaranteePro will continue to interface with StudentLoanOnline™ and maintain College Assist’s current functionality, while enhancing our processing flexibility with:

- Ability to send multiple files daily for guarantee processing
- Additional disbursement options – netting or auto-debit

While our conversion team works on the move to GuaranteePro, our commitment to you remains unchanged. Schools and lenders will receive conversion status updates and milestone announcements throughout the conversion process, as well as information on system training and setup for new processing functionality. Watch for updates and, until then, feel free to contact Haley Majewski at haley.majewski@college-assist.com or at 303.305.3280 with any questions you may have about the upcoming conversion.

Survey Says: Top 10 U.S. Family Vacation Spots

1. Hershey's Chocolate World — Hershey, Pennsylvania



Featuring thrilling attractions, luxurious accommodations, mouth-watering treats, and plenty to do the whole year round. This

chocolate-scented candy kingdom is known as the sweetest place on earth.

2. Carlsbad Caverns — Carlsbad, New Mexico

Carlsbad Caverns National Park was established to preserve Carlsbad Cavern and other caves within a unique fossil reef. The park contains 83 caves – including the nation's deepest limestone cave – countless formations, and one of the world's largest underground chambers.

3. Pikes Peak — Colorado Springs, Colorado

It's the most visited mountain in North America, and the second most visited mountain in the world behind Japan's Mount Fuji. At an altitude



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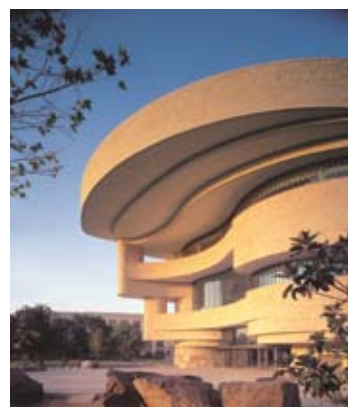
of 14,110 feet above sea level, Pikes Peak is the 31st highest peak out of 54 Colorado peaks. Over a half million people reach the summit house every year via the Pikes Peak Highway, Barr Trail or the Pikes Peak Cog Railway.

4. Legoland — San Diego, California

Legoland features more than 50 rides, shows and attractions, in addition to an incredibly clean park environment; hands-on Lego building throughout the grounds, one-of-a-kind, life-size Lego structures; and even a splash-and-play spot for hot days.



5. Museums Galore — Washington, D.C.



From the presidential monuments to the mind-boggling Smithsonian museums, the war and veterans' memorials and the hallowed halls of

American government, there's no shortage of amazing sights to see and learn about in the nation's capital. Bring your walking shoes!

6. Wisconsin Dells and Noah's Ark — Madison, Wisconsin

In the heart of Wisconsin Dells, Noah's Ark is America's largest waterpark, boasting 47 waterslides, two huge wave pools, two endless rivers, four children's water play areas, Paradise Lagoon activity pool, three group amusement rides, 18-hole mini golf, three arcades, shopping, gourmet desserts and much more!

7. Six Flags Fiesta — San Antonio, Texas



Thrill rides.
Family rides.
Kids' rides.
A water park. Live entertainment.
Morning till late-night

summer hours. Food of all kids, special events and value deals. It's no wonder this one made the Family Top 10!

8. Jellystone Campgrounds — Greater Midwest

Yogi, Boo Boo and Cindy Bear are all alive and well in the Midwest at Jellystone Campgrounds, where there are plenty of activities for the entire family, including waterslides and pools, bike trails, volleyball tournaments and mini-golf contests. Campsites are about \$40 a day.

9. Yellowstone National Park — Yellowstone, Wyoming

Experience Old Faithful, the most popular geyser in the world, and hundreds of other geysers and hot springs. View the colorful Grand Canyon of the Yellowstone, and enjoy the wild beauty of Yellowstone Lake. Look for bears and wolves, elk and buffalo in the Lamar and Hayden Valleys. And of course, much, much more.



10. Disney World and Universal Studios — Orlando, Florida



Both of these parks are packed with fun activities targeted for both kids and adults, so you're guaranteed multiple days of fun and few chances to feel bored. Disney World can be expensive so not every hour needs to be dedicated to Mickey and his friends. Nearby is relaxing (and free) Cocoa Beach, perfect for relaxing after the thrills and adventures of the amusement parks.

trip planning resources

www.universalorlando.com • www.disney.go.com • www.orlandohotels.com • www.campjellystone.com
www.sixflags.com • www.dells.com • www.wisconsinducktours.com • www.washington.org
<http://kids.dc.gov> • <http://dc.about.com> • [www.nps.gov\(national parks\)](http://www.nps.gov(national%20parks))
[www.nps.gov\(caverns of New Mexico\)](http://www.nps.gov(caverns%20of%20New%20Mexico)) • www.legoland.com • www.experiencecoloradosprings.com

The IT Guy

Meet Peter Simmon, Systems Architect

Working in a financial aid office is enough to give anyone a deep appreciation for the importance of technology systems, not to mention the value of a well designed program. If you've been lucky enough to meet College Assist's Peter Simmon, then your technology worries were likely put to ease immediately.

Peter is a systems architect in the Information Technology Department, where he has worked in various IT roles for almost eight years. School staff aren't always aware of his involvement, but he touches on a daily basis some of College Assist's most important technology products, from daily processing to a variety of origination through claims processes.

"During his tenure, Peter has recommended and made changes to the system that allowed our customers to be more efficient," says IT Applications Manager John Swanborg. "Without his expertise, many improvements would have been postponed or delayed. He's been an important part of College Assist's ability to service new customers."

Unlike some of his IT colleagues, Peter's work is not

always behind the scenes – he also gets to meet and troubleshoot with his customers. He has visited and worked directly with schools, a facet of the job he finds especially gratifying. If a school uses CommonLine, is a new customer of College Assist, or simply needs help troubleshooting an interface, they can work directly with Peter to solve the problem.



Peter's specialty is a programming language called Assembler, which is what was used to write many of the IT systems. But his passion is designing new systems and devising changes to existing systems. After designing, he also programs and completes testing for his products.

"I don't want to put anything out there that doesn't work for my customers," says Peter.

Among other projects this year, Peter is putting his full docket of technology skills to work on College Assist's upcoming new comprehensive system, GuaranteePro™ (see page 3). He relishes the challenge and looks forward to help making it a seamless transition for his "end-users" – school financial aid offices.

Webinars continued from page 3...

"What we like about the webinars," said Julia Alexander, Compliance and Training Officer, who conducts the financial aid webinars, "is that we still get to interact with our schools, and the schools get to interact with each other."

The user training webinars, presented by Client Services Representative Haley Majewski, have worked well for

the introduction of the new look and enhanced features of StudentLoanOnLine. According to Haley, additional sessions are planned both online and in-person.

If you have suggestions for future financial aid webinars, contact Julia.Alexander@college-assist.com, and for StudentLoanOnLine, Haley.Majewski@college-assist.com.

Notice to Lenders:

FCC Ruling on Cell Phone Numbers Affects Calls to Borrowers

The Federal Communications Commission (FCC) has issued a new Declaratory Ruling clarifying that, when a consumer provides a cell phone number to a creditor in relation to a particular debt, the consumer is giving that creditor permission to call his or her cell phone regarding that debt using an automated system (an autodialer) or prerecorded messages. Although a written

permission statement is not required under the ruling, the creditor must be able to prove that the consumer provided the wireless number, by such means as documentation of the consumer's phone number on a purchase agreement, sales slip, or credit application, either on paper or through a secure online process.



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Prior express consent, as the permission is technically identified in the law and regulations, is not required if an agent dials a cell phone and talks directly to the subscriber without a prerecorded message, nor for a consumer's home number that is verifiable as a land line (not wireless), nor in case of an emergency.

College Assist uses an autodialer for Home Phone Numbers to contact a borrower for whom the lender (or servicer) has requested default aversion assistance. Any phone number the lender provides in the Home Phone Number field for a Default Aversion Assistance Request (DAAR) may be dialed by an autodialer. College Assist does not use autodialers for numbers in the borrower's Other Phone Number field, or for any numbers provided for references. In light of the FCC ruling, the lender's

entry in the Home Phone Number field either: 1) must be the borrower's verifiable home residential land-line number, or 2) if the borrower provided a cell number as his or her "home" phone, the lender must have obtained prior express consent and be able to prove that the borrower provided the number on a signed document or through verifiable electronic means, and did not rescind the permission to call using an autodialer or prerecorded message.

Unless a borrower indicates not to call a wireless number, a borrower's phone number entry on a loan application, promissory note, or other document, signed in ink or electronically, meets the requirement in the new FCC ruling. If a lender is not certain the borrower's number meets these conditions, then the number should be provided only in the Other Phone Number field for DAARs submitted to College Assist.

Currently, industry experts are considering modifications to the file layouts, directions, and forms for DAARs and other student loan formats because of the FCC ruling.

David Barron continued from page 2...

For David, it all adds up to strong, lasting relationships with students, so they feel comfortable coming to him before, during and after repayment when they need advice on how best to deal with their student loans.

"We're invested in them, and they're invested in us," David observes. "Even though I'm in the financial aid office, I also get involved in other parts of their lives. It's all part of helping students who are going to benefit society. It's great to help them succeed."

summer financial aid training

This summer, College Assist will again offer its free, four-part workshop series. The series is designed to cover financial aid office work processes from the FAFSA through withdrawal and graduation. Workshops 1 and 2 are geared toward new financial aid professionals, focusing on financial aid basics and the FFEL Program. Workshops 3 and 4 have been designed for financial aid professionals with a solid knowledge of the topics offered in the Workshops 1 and 2. We recommend participants plan to attend both sets of workshops to follow the workflow processes to completion. However, one-day registrations will be accepted.

College Assist training is provided at no cost and each workshop includes a complimentary continental breakfast.

Workshop 1: June 26, 2008

From FAFSA to completed SIR

Workshop 2: June 27, 2008

Needs analysis to award letter

Workshop 3: July 24, 2008

Loan certification to disbursement

Workshop 4: July 25, 2008

Withdrawal to return of funds

For more information, visit www.college-assist.com. Choose “Scheduled Trainings” from the Compliance & Training link on the Schools menu, or contact Compliance and Training Officer Julia Alexander at julia.alexander@college-assist.com.

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