



UPDATE

Campus Partners
Winston-Salem, NC

August 31, 2004

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Holiday Schedule
Labor Day
Monday, Sept. 6

(On-line Systems
will be available
during normally
scheduled hours.)

Inside Campus Partners
Paul Carey
Chairman, Campus Partners

E-mail your School Relations Coordinator if you would like to
receive an e-mail reminder each month when the newest *Update* is available.

COHEAO Mid-Year Meeting

Reauthorization of the Higher Education Act of 1965 was the major topic of discussion when almost 100 members gathered in Philadelphia to attend the COHEAO Mid-Year meeting earlier this month. In a troubling move, the House Appropriations Committee has recommended eliminating the Federal Capital Contribution for Perkins Loans in the Fiscal Year 2005 federal budget, which would affect the schools' 2006-2007 award year if it becomes law. The House will consider this legislation in September, and the Senate Appropriations Committee will probably consider it as well.

Much discussion centered on a letter that COHEAO submitted to Secretary of Education Rod Paige on July 1, 2004 in response to the Appropriations Committee action. The letter made the following points.

- It asked the Department of Education (ED) to reconsider its recommendation to zero out the Perkins Federal Capital Contribution, and
- It contested the Office of Management and Budget's (OMB) Program Assessment Rating Tool (PART) evaluation of the Perkins Loan Program.

PERKINS LOAN PROGRAM THREATENED

**PERKINS
PROGRAM
THREATENED
(continued)**

Paige defended the ED's recommendation to zero out the FCC saying that "funding FCC would be redundant and duplicative" with other federal student aid programs in a letter to COHEAO. In addition, Paige stated in this letter that the Perkins program is "less cost-efficient" than other loan programs and the allocation formula fails to target "the neediest students."

You can make a difference if you find the House action troublesome! You can contact your Congressional delegation or US Senator to ask them to continue to support the Perkins program and explain what the program means to your college or university. COHEAO has developed a sample letter which can be customized for your use in mailing to your congressman or senator, a list of talking points and a list detailing the Federal Capital Contributions for Perkins Loans for 2004-2005 for each state, which is attached to this newsletter. These talking points also may be helpful to your organization's federal or government relations staff.

ATTACHMENT: *Sample Letter, Talking Points &
Federal Capital Contributions List*

Additionally, the members of COHEAO discussed the best method for showing your support. Because paper mail is subject to delays, and e-mails are too easy to delete, we strongly suggest that you fax your letters. Then, follow up by mailing a hard copy of your letter to your representative. If you don't have a Congressional directory, go to the House Web site, which lists House members sorted by state at http://www.house.gov/house/MemberWWW_by_State.html. For contact information for senators, go to <http://www.senate.gov> and use the pull-down feature to find contact information for the senators from your state.

If you have been interested in showing your support for the Perkins program for some time, **please** show your support now! Borrowing from Nike, Sharon Cameron, our Audit and Compliance Specialist, says succinctly, "Just do it!"

**E-mail Directory for Campus Partners
Management, School Relations, and Customer Service Staff**

[Note: Effective 6/1/04, our e-mail addresses changed to @campuspartners.com]

Customer Service

Daisy Bass, Cust. Service Director: dbass@campuspartners.com
Joel Cofer, Customer Service Rep.: jcofer@campuspartners.com
Wendy Cox, Customer Service Rep.: wcox@campuspartners.com
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Terry Gaither, Cust. Svc. Team Lead: tgaither@campuspartners.com
Torium Matthews, Cust. Svc. Rep.: tmattthews@campuspartners.com

Customer Support

Charles Parker, Customer Support Dir.: cparker@campuspartners.com
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Kathy Riddle, Transaction Processing Mgr.: kriddle@campuspartners.com

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Borrower Services (Continued)

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Corporate Web Site: <http://www.campuspartners.com>

More Clarification from ED on Paid in Full Promissory Notes

In the June *Campus Partners Update*, we published a *Question and Answer Guide* to the Master Promissory Note (MPN), which must be used after November 1, 2004. Several questions on the use of the MPN for multiple award years and notification of paid in full status arose at our Seattle Regional Meeting, and we requested further clarification from ED by posing the following question.

If a school is using the MPN as a 10-year note and the borrower has paid the loan in full, what documents should be returned to the borrower? What if he/she returns to school before the 10 years is up and borrows more money? Is the note still valid?

The answer is, “Yes, the borrower may still borrow under that original MPN.” This answer is consistent with our FAQ, which also pointed out that Section CFR 674.19 (e)(4)(iii) was amended as follows:

“After the loan obligation is satisfied, the institution shall return the original or a true and exact copy of the note marked “paid in full” to the borrower, or otherwise notify the borrower in writing that the loan is paid in full, and retain a copy for the prescribed period.”

Further guidance from ED indicates that the new phrase, “*or otherwise notify the borrower in writing that the loan is paid in full*” was added so that the school would not have to return the original or true or exact copy of the MPN marked paid in full if they wanted to keep the MPN open for the full ten years. Instead, the school would simply notify the borrower in writing that their loan was paid in full. ED writes:

“Returning the MPN marked paid in full would effectively close the note. If the school returns a MPN marked paid in full, the school would have to start a new MPN should the borrower return to school.”

This guidance also prompted a question as to whether a school could use the MPN as a multi-year note until the borrower paid the loan in full rather than using it as a 10-year note. This would apply to schools that simply did not want to keep track of the 10-year expiration date. ED responded that the practice was acceptable.

Disaster Relief Available for Victims of Hurricane Charley

Our thoughts and prayers go to the schools and students affected by Hurricane Charley. We will be following the guidance ED issued in response to the disaster in *Dear Colleague Letter GEN-04-04*, which is available at <http://www.ifap.ed.gov/dpccletters/GEN0404.html>. This guidance applies to Title IV loan borrowers, students, and their families who were residing in, employed in, or attending an institution located in a Federally-declared disaster area at the time of disaster. Please visit the FEMA Web site at www.fema.gov/disasters if you have questions about the disaster area. One of the primary focuses in this guidance provides forbearance for up to three months for borrowers in repayment. This forbearance may be granted without written documentation from the student. However, please note that the period of forbearance granted **does** count towards the three-year maximum limit. Please let us know if there is anything that we can do to assist you and your students.

**EDUCATION
DEPARTMENT
UPDATE
(Continued)**

2005-2006 Renewal FAFSA Mockup is Now Available

The draft 2005-06 Renewal FAFSA mockup is now available. According to ED, the overall format has not changed from the 2004-05 format and data elements are in the same order as on the 2005-06 FAFSA. For more information, go to <http://ifap.ed.gov/fafsa/0506RenewalFAFSA.html>.

Student Aid Report Draft Available for 2005-2006

Drafts of the 2005-06 Student Aid Report (SAR) (dated July 30) and the SAR Acknowledgment (dated July 9) are now available on-line. The overall format of the 2005-06 SAR, which will be printed on green paper, has not changed from the current 2004-05 SAR. The announcement and the drafts can be found at <http://ifap.ed.gov/sarmaterials/0506SARMockUp.html>.

**NEW PRODUCTS
UPDATE**

New Products Keep Rolling Out

Since June our company has released several new products: **E-Bill**, **eXpressReports**, **Cohort Right Track**, and **iPROMise**, our new on-line entrance counseling and MPN product. We are pleased to announce that **E-Exit**, our Web exit counseling product is now available. With E-Exit, your borrowers will be able to complete their required student loan exit interview on-line through mycampusloan.com, and you will be able to monitor the status of a specific borrower or all of your borrowers through System 3i, our Web site for student loan administrators. For more information on E-Exit, please see "How to Use E-Exit," which is attached to this issue of the *Campus Partners Update*. Our School Relations team will also be happy to discuss E-Exit and all of our other exciting new products and services with you.

Coming Soon: myReports

myReports, an on-demand report creating tool, is currently under development. When this product is released in Fall 2004, you will be able to customize the reports that you need whenever you need them. Stay tuned for more details on myReports.

DocumentDirect to be Discontinued

eXpressReports, our new report product, is getting rave reviews from our customers. Because of its ease of use, most of our customers have discontinued using *DocumentDirect*. When myReports is released, we will have another powerful tool for report generation. Because of the availability of these products, we will discontinue access to *DocumentDirect* on October 15, 2005.

If you already have a *DocumentDirect* ID and password, you can get started using *eXpressReports* today. Just click on the *eXpressReports* icon on the home page of campuspartners.com, and you are ready to go. A link to *eXpressReports* documentation also is available on the *eXpressReports* log in page. If you have questions about *eXpressReports*, please contact our Help Desk at 1-800-458-4492 ext. 2111.

CD-ROM UPDATE Correction

In mid-July, we sent all customers a CD-ROM containing their monthly reports for the fiscal year ending June 2004. If you need help accessing your reports stored on the CD, please consult our *DataStream* manual, which is available at www.campuspartners.com/documentation or call our Help Desk at 1-800-458-4492 ext. 2111. The number for the Help Desk was listed incorrectly in a flyer we mailed to customers last month.

Another Perfect Audit

Our company has received perfect marks from our third-party audit firm, PricewaterhouseCoopers LLP (PwC) for the **fifth** consecutive year! PwC reported **no findings** for the fiscal year ending June 30, 2004 and issued an “*unqualified*” opinion, which means that it is issued “without reservation or unconditionally!” We participated in these third-party audits long before they were mandated by federal regulations. In fact, we have employed major third-party audit firms for the past 18 years to test the procedures and controls of our operations and our loan servicing system, System III. Our proven record of unqualified opinions resulting from third-party audits substantiate the effectiveness of the internal accounting controls and administrative procedures we employ. If you have not received your copy of the June 30, 2004 audit report, complete and return the *Audit Report Request Form*, found on our Web site at www.campuspartners.com/forms. The report is offered on CD-ROM for \$75 and in printed format for \$100.

Audit History

Fiscal Year		Type of Audit	Independent Auditor	Opinion
June 30, 2004	SAS 70	Report on the Processing of Transactions by Service Organizations	PricewaterhouseCoopers, LLP	Unqualified
June 30, 2003	SAS 70	Report on the Processing of Transactions by Service Organizations	PricewaterhouseCoopers, LLP	Unqualified
June 30, 2002	SAS 70	Report on the Processing of Transactions by Service Organizations	PricewaterhouseCoopers, LLP	Unqualified
June 30, 2001	SAS 70	Report on the Processing of Transactions by Service Organizations	PricewaterhouseCoopers, LLP	Unqualified
June 30, 2000	SAS 70	Report on the Processing of Transactions by Service Organizations	PricewaterhouseCoopers, LLP	Unqualified
June 30, 1999	SAS 70	Report on the Processing of Transactions by Service Organizations	PricewaterhouseCoopers, LLP	Unqualified
June 30, 1998	SAS 70	Report on the Processing of Transactions by Service Organizations	PricewaterhouseCoopers, LLP	Unqualified
June 30, 1997	SAS 70	Report on the Processing of Transactions by Service Organizations	Coopers & Lybrand, LLP	Unqualified
June 30, 1996	SAS 70	Report on the Processing of Transactions by Service Organizations	Coopers & Lybrand, LLP	Unqualified
June 30, 1995	SAS 70	Report on the Processing of Transactions by Service Organizations	KPMG Peat Marwick, LLP	Unqualified
June 30, 1994	SAS 70	Report on the Processing of Transactions by Service Organizations	KPMG Peat Marwick, LLP	Unqualified
June 30, 1993	SAS 70	Report on the Processing of Transactions by Service Organizations	KPMG Peat Marwick, LLP	Unqualified
June 30, 1993	Special	Compliance with Federal Regulations	KPMG Peat Marwick, LLP	No Material Findings
June 30, 1992	SAS 44	Special Purpose Reports on Internal Accounting Control at Service Organizations	Ernst & Young	Unqualified
June 30, 1991	SAS 44	Special Purpose Reports on Internal Accounting Control at Service Organizations	Ernst & Young	Unqualified
June 30, 1990	SAS 44	Special Purpose Reports on Internal Accounting Control at Service Organizations	Ernst & Young	Unqualified
June 30, 1989	SAS 44	Special Purpose Reports on Internal Accounting Control at Service Organizations	Ernst & Whinney	Unqualified
June 30, 1988	SAS 44	Special Purpose Reports on Internal Accounting Control at Service Organizations	Ernst & Whinney	Unqualified

**TRAINING
UPDATE****Student Loans from A-Z**

Thinking about participating in one of our teleconferences, but don't know how to sign up? Just e-mail Debra Pitts at dpitts@campuspartners.com at least three days before the scheduled teleconference to register. She will notify you of the telephone number that you need to call in a return e-mail. It's free and is well worth your time to learn more about different aspects of servicing student loans.

September 13, 2004 <i>iPROMise</i>	2:00 PM ET
October 4, 2004 <i>10 Things to Know about Student Loans</i>	2:00 PM ET
November 8, 2004 <i>E-Exit</i>	2:00 PM ET
December 13, 2004 <i>What are Perkins Loans and How Campus Partners Can Help</i>	2:00 PM ET

Student Loans 202 Scheduled for October

Students Loans 202, our workshop for more experienced student loan administrators, will be offered for the final time this year on **October 7-8** in Winston-Salem. If you are interested in registering for the workshop, please contact Debra Pitts at 1-800-458-4492, ext. 2272 or via e-mail at dpitts@campuspartners.com. Forms for the workshop are attached and are also available on-line at http://www.campuspartners.com/events_workshops.html.

ATTACHMENT: *Workshop Flyer & Registration Form*

**REGIONAL
MEETINGS****Summertime in Seattle**

Attendance was great at our Regional Meeting in Seattle last month! Participation from 17 representatives from seven schools made the meeting a huge success! We would like to extend a very special thank you to **Melanie Cooper** and **Donna Bonn** at **Seattle University** for coordinating this event. The agenda items included the latest new products released or soon to be released here at Campus Partners, such as *eXpressReports*, *System 3i*, *iPROMise*, *E-Exit*, and *Cohort Right Track*, just to name a few. Thanks to questions raised on the Master Promissory Note, we have received additional guidance from the Department of Education. (See article on MPN on page 3.) Regional meetings are a great way to gain additional contacts when you need another school's perspective to "bounce" ideas off of. If you haven't signed up for the regional meeting listed below, do that today!

Nebraska	October 19	University of Nebraska-Lincoln
Arizona	October	TBD
Northern California	October 18	CSU-Sacramento
Southern California	October 22	CSU-Fullerton

The mission of **Campus Partners** is to become the leading lender-independent transaction processor in the education financial services industry. By providing high quality technology and premier service to our customers, we will deliver exceptional, outsourced services to institutions of higher education at costs below internal options.

CONFERENCES**Conference Schedule-See You There**

Williams and Fudge, Inc. will present its **18th Annual Student Loan Collection Conference** on September 26-29 at the Doubletree Guest Suites in Charlotte, NC. The telephone number for the hotel is 1-800-222-8733. More information about the conference is available at www.wfcorp.com.

PDG will present its **25th National Student Loan/Receivables Collection Conference** at East and West coast locations. **The East Coast Conference** will be held October 3-6 at the Registry Resort and Club in Naples, FL.

The **PDG West Coast Conference** will be held on November 7-10 at Harvey's Resort and Casino in Lake Tahoe, NV. More information about both conferences is available at <https://www.prodev.com>

The **Minnesota Collection Network Mega Conference XII** will be held October 25-27, 2004 at the Sheraton Bloomington in Bloomington, MN. The telephone number for the hotel is 952-835-7800. Information about the conference is available at www.mncollectionnetwork.com.

Cutoff Dates**CUTOFF DATES**

Cutoff dates for September and October 2004 are listed below.

Transaction	September 2004	October 2004
Last day to receive collection payments	09/27/04	10/26/04
Last day to receive regular payments	09/28/04	10/27/04
Last day for online payments	10/01/04	10/29/04
Date final post begins	10/01/04	10/29/04
Report date used for final post	9/30/04	10/31/04
Last day deposits created for deposit to bank account	09/30/04	10/29/04

The *Campus Partners Update*, a newsletter for our customers, is published monthly by Campus Partners in Winston-Salem, NC. Editor: Carolyn Williams. Legislative and Regulatory Editor: Sharon Cameron. Contributors this issue: Beth Bealle, Will Shaw, LaShonda Hairston, Lisa King, and Andrea Thompson. NOTE: This publication contains material related to the interpretation of federal rules and regulations of the Title IV Program of the Higher Education Act. While Campus Partners believes the information contained herein is accurate and factual, this publication has not been reviewed or approved by the US Department of Education. Please consult the Department of Education or your legal counsel with questions or concerns. Please send any correspondence to Documentation Department, Campus Partners, PO Box 3176, Winston-Salem, NC 27102-3176 or directly to Carolyn Williams, Editor, at cwilliams@campuspartners.com.

ATTACHMENT

July XX, 2004

The Honorable X
United States X
X Office Building
Washington, D.C. X

Dear X:

On behalf of <<insert school name here>>, we urge you to restore the \$98.7 million cut in funding for the Perkins student loan program that is proposed by the House version of the appropriations legislation for the Department of Education. The elimination of most of the funding for Perkins loans will mean that <<your state>> will lose <<insert your state's funding here>> next year. Without this money, a federal capital contribution that is partially matched by school funds, some students in <<your state>> will not receive the student loan funds they need for higher education. This cut is real. And, since Perkins Loans serve the lowest income students, and it will hurt those who need financial aid the most.

The demand for Perkins Loans always outstrips the supply of loan funds. Stafford Loans are not a substitute – their loan limits are far too low for many students. By cutting Perkins loans, you will be forcing students to borrow from high-cost alternative sources, such as credit cards or private education loans. Since these loans require good credit or a co-signer with good credit, many students will be turned down. Please don't deny current and future students the opportunity for higher education by cutting the Perkins Loan Program.

At <<institution>> we receive <<insert FCC>> annually as part of the Perkins Loan Federal Capital Contribution. Without the capital contribution, we will not be able to make <<insert number of loans that your institution would be unable to make without the FCC. If this figure is unavailable, divide your school's FCC by the size of the average Perkins Loan, \$1,790.>> next year.

More than 2,200 postsecondary institutions have chosen to provide Perkins Loans to their students over the past 43 years because they know the program works. We believe -- and have seen for ourselves -- that the Perkins program plays a critical role in our nation's financial aid system, especially for the lowest-income students. The capital contribution is needed to help students now. Because the funds will be repaid and re-lent, Perkins represents a direct investment in our country's future.

At a time when access to education is increasingly important, we again ask that you restore funding for the Perkins Loan Federal Capital Contribution at least to this year's level of \$98.7 million, a level far below the \$250 million authorized by the Higher Education Act. If you would like to discuss this issue further, please contact <<insert contact information>>.

Sincerely,

ATTACHMENT

SUPPORT FUNDING OF PERKINS LOANS FOR LOW-INCOME STUDENTS

- The demand for Perkins Loans always outstrips the supply of loan funds. Stafford Loans are not a substitute – their loan limits are far too low for many students.
- Federal funding for Perkins Loans is an appropriation that feeds on itself and builds, starting with a school match of a share of the federal funds and continuing for years as the loans are repaid and re-lent.
- Without Perkins Loans, students would be forced to borrow from high-cost alternative sources, such as credit cards or private education loans. Since these loans require good credit or a co-signer with good credit, many low-income students will be turned down.
- Students often take advantage of the opportunities to have their Perkins Loans forgiven by working in 12 different public service professions, such as teaching, nursing, the military, law enforcement, corrections and the Peace Corps. Unless campuses are reimbursed for cancellations, loans will not be available for future generations of students. Additional funding is needed to make up for past shortfalls.
- The \$140 million requested by COHEAO and the Student Aid Alliance for the Federal Capital Contribution would result in at least \$175 million in new capital for students because schools must match 25% of the federal dollars with their own funds. Many match more than the minimum.
- Without the federal contribution and its minimum school matches, almost 100,000 additional low-income students across the country won't receive the loans they need for higher education. (\$175 million divided by the average Perkins loan of \$1,790). Failing to fund the contribution means that students from every state will be left out. Even failing to fund last year's federal contribution of \$98.7 million will, counting the school matches, leave 69,000 students without the funds they need next year.
- Because the Perkins Capital Contribution is forward funded, the FY2004-2005 appropriation funds the 2005-2006 academic year. Any increased funds available from consolidation loan payoffs of Perkins will be gone, since rising interest rates will sharply reduce the desirability of consolidation. Regardless, even with the increased repayments from consolidation loans, schools are lending all of their Perkins money to needy students.
- **Request:** Include in the FY2005 appropriation for the Department of Education \$140 million in funding for the Perkins Student Loan Program Capital Contribution and \$120 million in reimbursements of cancelled loans. The authorized maximum is \$250 million. The FY2004 levels were \$98.7 million for the capital contribution and \$66.7 million for reimbursements.

ATTACHMENT

State Totals of the Federal Capital Contribution for Perkins Loans, Award Year 2004-2005¹

<u>State</u>	<u>Perkins FCC</u>	<u>State</u>	<u>Perkins FCC</u>
Alabama	748,265	Nebraska	967,588
Alaska	0	Nevada	155,997
Arizona	1,463,743	New Hampshire	797,323
Arkansas	766,068	New Jersey	1,430,803
California	9,609,684	New Mexico	560,641
Colorado	1,557,845	New York	8,199,638
Connecticut	1,087,800	North Carolina	2,178,803
Delaware	120,613	North Dakota	455,839
Florida	2,172,534	Ohio	4,097,236
Georgia	1,158,772	Oklahoma	1,060,801
Hawaii	274,336	Oregon	1,649,537
Idaho	435,445	Pennsylvania	5,761,841
Illinois	6,691,410	Puerto Rico	934,652
Indiana	2,486,359	Rhode Island	860,944
Iowa	1,849,040	South Carolina	934,091
Kansas	1,294,989	South Dakota	527,283
Kentucky	1,232,242	Tennessee	1,800,133
Louisiana	1,278,167	Texas	4,356,576
Maine	798,664	Utah	1,306,692
Maryland	1,346,049	Vermont	637,749
Massachusetts	4,900,524	Virginia	1,579,174
Michigan	3,529,923	Washington	1,956,878
Minnesota	2,292,287	Washington DC	1,195,148
Mississippi	1,303,454	West Virginia	763,643
Missouri	2,295,397	Wisconsin	3,031,353
Montana	458,784	Wyoming	203,658
		U.S. TOTAL:	98,556,415

¹ Source: U.S. Department of Education. For Individual School Totals, Go to:
<http://www.ifap.ed.gov/cbpmaterials/0405CBCongreportApril8CoverLtr.html>



Student Loans 202

Training for Experienced Student Loan Administrators*

*Administrators with more than 2 years experience

- When: October 7-8, 2004
- Where: Campus Partners
Reynolda Business Center
2400 Reynolda Road
Winston-Salem, NC 27106
- Fees: \$100 per person for the two-day workshop
- Provided: Lunch and Training Materials
- Lodging: Courtyard by Marriott
(336) 727-1277
(Call for rates)
- Deadline: September 30, 2004

All registration fees are per person. Campus Partners cannot guarantee a refund of registration fees for any cancellations made after 9/30/04. Late registrations received after 9/30/04 will be charged a late registration fee of \$10 per person. Registrations received in the final week before the workshop will be accepted based on available space.

What's happening in Winston-Salem?

Visit the Winston-Salem Convention and Visitors Bureau at
<http://www.wscvb.com>



**Registration Form
Student Loans 202
Winston-Salem, NC**

Student Loans 202
October 7-8, 2004

Institution Name _____
Street Address _____
City _____ State _____ Zip _____

NAME _____
TITLE _____ TELEPHONE _____
E-MAIL ADDRESS _____
 \$100 - Student Loans 202 - 10/07-08

NAME _____
TITLE _____ TELEPHONE _____
E-MAIL ADDRESS _____
 \$100 - Student Loans 202 - 10/07-08

NAME _____
TITLE _____ TELEPHONE _____
E-MAIL ADDRESS _____
 \$100 - Student Loans 202 - 10/07-08

**Registration Deadline:
September 30, 2004**

After receiving your registration form, we will send you a confirmation, hotel and workshop locations, directions, and program information. We cannot guarantee a refund of fees for registrations made less than 14 days before the workshop or cancellations made less than five business days from the workshop

_____ Registration fee enclosed _____ Registration fee mailed separately to address below

Signature x _____

**School Relations Assistant
Campus Partners
P.O. Box 3176
Winston-Salem, NC 27102-3176**

**Questions?
(800) 458-4492 Ext. 2272
fax (336) 607-2025**

How To

Use E-Exit

Campus Partners proudly introduces **E-Exit**, our on-line exit interview product. With E-Exit, your borrowers can complete an on-line exit interview loan counseling session through our borrower Web site mycampusloan.com. You will decide when borrowers are eligible for E-Exit either by having E-Exit interviews automatically generated at a specific number of days before graduation or by having the loans manually flagged on System III when they become eligible.

How E-Exit Works

Borrowers begin their E-Exit loan counseling session by logging onto mycampusloan.com, our borrower Web site.

Note: If the borrower does not have a [mycampusloan](http://mycampusloan.com) ID and password, they will need to register to use the site.

This E-Exit session includes:

- **The Loan Interview**
The borrower enters demographic information and references. (The borrower address information will be automatically updated on System III.)
- **A Series of Questions** (True-False and Multiple Choice)
The borrower must correctly respond to questions regarding their student loan obligations.
- **The Loan Disclosure**
Borrowers can print their Loan Disclosure from their computer or a request that Campus Partners mail the Loan Disclosure to them. Upon receipt, the borrower must 'wet-sign' the disclosure and return it to their school. The borrower will also have the option to view the completed disclosure at any time

Future releases will include E-Sign of the disclosure.

Notifying eligible borrowers via QuikLetters to conduct their loan counseling session via the Web is an optional service. This notification will include instructions to access mycampusloan.com. and procedures for completing the loan counseling session. Participating schools can monitor the status of E-Exit borrowers through reporting available on *eXpressReports*. The ability to view and print the completed loan interview and disclosure will be available on System 3i.

Ready To Get Started?

To use E-Exit, just complete an *E-Exit Authorization Form*, which is attached to this "How To," and mail it in.

If you do not have an ID and password for on-line tools already assigned by Campus Partners, you will need to visit www.campuspartners.com and download a *System 3i Access Authorization Form*, as well. Complete and return the form(s) to our office, and we will assign your ID and password within 2-3 business days.

If you have any questions, please contact your School Relations Coordinator.



Campus Partners E-Exit Authorization Form

E-Exit allows students to complete their required student loan exit interview online by logging on to our borrower Web site, www.mycampusloan.com. Students can print a copy of their completed Student Loan Repayment Schedule and Disclosure form and exit interview from the site or have a paper copy of the completed form mailed to them. School administrators can check the status of a particular borrower or all borrowers through System 3i, the Web site for school administrators. Additional reporting will be provided on a weekly or monthly basis. E-Exit and completed Student Loan Repayment Schedule and Disclosure forms will be stored on these two sites so both borrower and loan administrators will have future access to them.

The cost of E-Exit is as follows:

Borrower notifications (optional): E-mail = \$0.25 each; postcard or QuikLetter = \$1.00 each
Exit Interview/Disclosure (with or without E-Sign): \$1.25 per completion (the cost will increase to \$2.00 per completion if the borrower requests that Campus Partners print and mail the disclosure statement)

If you are interested in this service, please complete the form below and mail or fax it to your School Relations Coordinator at the address below:

Campus Partners
Attn: School Relations
PO Box 3176
Winston Salem, North Carolina 27102-3176
Fax (336) 607-2025

To be completed by the customer:

I hereby acknowledge receipt of the E-Exit Authorization Form and agree to the terms and conditions as noted. I am aware that there will be a charge of \$0.25 (e-mail) and \$1.00 (postcard or QuikLetter) for borrower notifications and a \$1.25 charge per E-Exit completed, to increase to \$2.00 if the borrower requests Campus Partners to print and mail the Disclosure Statement.

I authorize Campus Partners to set up the following school for E-Exit.

School Name _____

Option 1. Set up E-Exits to be automatically generated and made available on the Web. A QuikLetter or e-mail notification can be sent to the borrower automatically when loan(s) are eligible for exit.

Program Number(s): _____

Number of days prior to separation date: _____

Optional QuikLetter notification to the borrower: Yes _____ No _____.

Option 2. Set up E-Exit. Loans will be manually flagged for E-Exits when notified by the school and if a QuikLetter or e-mail should be sent to the borrower.

Program Number(s): _____

E-Exit Report Selection: Sort: Alpha _____ SSN _____ Prog/Ln/Seq _____

Frequency: Weekly _____ Monthly _____

Comments regarding reporting: _____

School Contact: _____ Phone: _____

Email Address: _____

Signature _____ Date: _____

Office Use Only:

SLSP: _____

Customer Support Signature _____

Control Table Analyst Signature: _____

Audit and Compliance Specialist Signature: _____ T03 _____ T13 _____ T15 _____

Paul Carey

Chairman, Campus Partners

Paul Carey, Chairman and owner of Campus Partners, is passionate about higher education and how it is financed. Ever since he began working in the student loan industry more than 20 years ago, he has found the process “personally intriguing.” His excitement over student loans extends beyond the dollars and cents it takes to finance higher education, and is ultimately centered on the end result— education. Throughout his career, Paul has helped schools either make or manage their loans.

Moreover, Paul is willing to take personal responsibility for financing education. Paul works to raise funds for two Washington, DC schools, raises funds for the University of Maryland-College Park, where he received his MBA, and has even endowed a scholarship at Catholic University, his undergraduate alma mater. The scholarship is unique in that it is only offered to students who are the first in their families to attend college. Paul also serves on the Board of Trustees for Trinity College in Washington, DC.

Our employees were excited when Paul and the other owners purchased the company because of their accomplishments in the student loan industry. Paul began working at Sallie Mae in 1982 and quickly rose to the senior management level. He worked in all areas of the company including finance, marketing, and product development. He left Sallie Mae briefly in the 1990s, but returned in 1997. Finding the company struggling to define itself and its mission, he helped Sallie Mae adopt a customer service centered focus and led them to define colleges and universities as their customers. The company exploded after this change in focus.

Later he served as CEO of eNumerate Solutions and led the company to new growth. As CEO, he oversaw the creation and marketing of a software product for businesses and financial institutions that enhanced the presentation of financial data and reports online.

Just as our staff members are excited about our owners, Paul is excited about Campus Partners. With our company’s commitment to customer service, he knew we were already on the right track when he purchased the company. Although Paul does not plan to oversee the daily operations of the company, he has spent a great deal of time learning about our business. He wants to apply his considerable talents to help our company develop better products that will meet our customers’ needs. “I want to find out what our customers need to do their jobs more efficiently and determine how to fulfill these needs as quickly as possible,” Paul stated.

He continues to be impressed with our company’s potential. “All the pieces are here. We just have to execute our plans. With a great group of people in place and great cus-

Paul Carey:

“I want to find out what our customers need to do their jobs more efficiently and determine how to fulfill these needs as quickly as possible.”



tomers, we now must commit to growth,” Paul commented. With our company’s renewed commitment to product development, Paul expects great things from Campus Partners. “By the first quarter of next year, we will be the industry leader with the best service and the best products,” he predicted.

Paul sees technology and service as going hand-in-hand. “We need high quality technology so we can provide the information our schools and their borrowers need through the Web. Our staff also needs that same access to information to better serve our customers,” Paul related.

Paul predicts our company and customers will benefit from our new stand-alone status. “We are not owned by another company with different—or even—competing priorities. We are now what we do,” Paul said. “And, as a partner to the campus business office, we are free to develop additional products to meet their other needs. Our customers are already benefiting because more resources are going into product development.”

A resident of Sandy Springs, MD, Paul is married and has two teenage daughters, ages 17 and 19. With one daughter in college and the other a senior in high school, Paul says that he is going through withdrawal after years of being involved in their activities. He also likes to play golf and recently returned from a golfing trip to Scotland. He enjoys listening to Elvis Presley, Johnny Cash, George Jones, and Merle Haggard because they are all “American originals.” Like Paul, they are successful because they are true to themselves and passionate about their work.