Council of University Student Aid Directors (CUSAD)
MINUTES
Thursday, October 16, 2014
Conference Call

PRESENT
BSC Scott Lingen
DCB Val Heilman
DSU Kathy Lowe
LRSC Katie Nettell
MaSU Shirley Hanson
MiSU Laurie Weber, Lindsey Benson
NDSCS Shelley Blome, Sheila Dolan
NDSU Bonnie Litton, Sandy Prudhomme
UND/WSC Rohit Kulkarni
VCSU Betty Schumacher
Campus Solutions Dennis Junk, Sue Applegren, Tom McNaughton
NDUS Brenda Zastoupil, Kristin Ellingson, Marge Michael
Student Loan Service Center Kelly Bisek

Shelley Blome called the meeting to order at 1:32 pm.

ADDITIONS TO AGENDA
Shelley offered prayers and condolences to Minot State University related to Merri Jo Connole’s recent death. Val Heilman reported that flowers were sent to the funeral home and a card to Merri Jo’s husband, Kevin, from NDASFAA. Katie N. suggested that we take a moment of silence in memory of our friend and colleague, Merri Jo, which was done.

NEW BUSINESS
1. Student Loan Service Center (SLSC) – Kelly Bisek
Kelly Bisek of the Student Loan Service Center spoke about the Perkins Loan process and provided an outline [which follows these minutes]. After Kelly went through the outline, several questions arose. Shelley asked which letterhead to use when contacting students – SLSC or school letterhead. Per Kelly, if the information is from SLSC, use SLSC letterhead. Lindsey asked what to tell students with regard to cancelling loans. The SLSC website is a good resource to determine initial eligibility. Student can contact either SLSC or ESCI for details. Are reminder letters sent to eligible students? Kelly wasn’t sure but would check. Brenda asked to whom students should be directed with questions as to payment amounts, payment dates, etc. Per Kelly, refer to ESCI portal first. If it is a deferment or cancellation question, refer student to SLSC. Katie noted that the staff at SLSC is great as opposed to ESCI. She asked how information is sent to the student – via email or letter. SLSC is trying to reduce costs so it is going toward emails and attachments. Once the student is in repayment, s/he should be directed to ECSI unless
receiving poor service; then refer to SLSC. Shelley agreed with Katie that students are not happy with the tone ESCI staff use. Brenda wondered if customer satisfaction surveys are ever completed – especially if ESCI is getting paid more for the service. Kelly is not impressed with the level of service and responses but tries to keep things in perspective. He appreciates feedback from the group. He thinks ESCI is paid about $15-$20 per year per student. Shelley asked if ESCI is as concerned about the default rates as schools are. The default rates increased this year and will probably increase even more next year. The question arose again as to financial aid representation on the SLSC board or committee. None of the current people have any connection with Perkins loans. Do any of the people contact financial aid for input? Brenda suggested that she could be the voice instead of Laura Glatt perhaps. Kelly requested that issues could be forwarded to him to present to ESCI. Kathy Lowe asked how the school can work with a student who has defaulted or is on the verge of defaulting. Kelly suggested referring the student to SLSC in order to assist the student with a hardship or rehabilitation or something to get the student back on track. SLSC has ability to back date to some extent, to correct credit history, etc. whereas school does not. Kelly will look into a couple of things and report back to the group.

2. **Department of Education Audit – Scott Lingen**

   Earlier this week, Scott Lingen received a call from the U.S. Department of Education notifying him of a finding due to BSC’s audit being late. Scott and the representative understood that the audit was done biennially. There will be an appeal process. Scott was not aware of anything missing. The Department’s representative indicated that she was calling to give BSC a heads up and that the call was not a requirement. A ramification could be tightened monitoring. Brenda Zastoupil talked with Laura Glatt after hearing from Scott. Before making any decisions, Laura wants to see what is actually late. Was it the single audit? Letters will go out to affected college presidents but financial aid offices will be emailed first. The representative indicated that there are other North Dakota schools with the same finding. Scott does not know what information the Department is waiting for but wanted to give the other schools a heads up.

3. **Handling of Transfer Credits – Shirley Hanson**

   Shirley Hanson asked how other schools handle transfer credits when the credits aren’t posted until after awarding takes place. Do schools get credits into system somehow? Sandy Prudhomme said that Andy at NDSU wrote a query to manage this problem. The students still have to be reviewed manually for such issues as a student who is truly a sophomore and could be eligible for more subsidized loan or students who advance at the end of the semester, for instance. Shelley Blome does the same as Sandy P. Is the query that NDSU developed something that all schools could use? Sandy will check.

**OLD BUSINESS**

Katie Nettell reported that the Campus Community User Group is going forward with a pop-up to verify student Social Security Numbers in Student Self-Service. Draft verbiage follows:

**DRAFT – 10/8/14**

*Initial Pop-Up Message:*
Attention: In order to validate your federal tax information for federal reporting requirements, please enter your Social Security Number or Taxpayer Identification Number in the space provided.

**If SSN matches PS – Success message:**

Thank you! No further action is necessary.

**If SSN does not match PS:**

Error: This information does not match the information that we have on file for you. Please contact the Registrar’s Office to verify your information.

The process is currently in stage. If people have concerns, they are to give them to Katie N. or Betty S. and the concerns will be taken to the next Campus Community User Group meeting.

Tom M. reported that all user groups had been given an opportunity for input. At the AACRO meeting, student finance said they would come up with verbiage. One of the significant problems is that some students don’t and won’t have social security numbers. Tom and others are still working on how to handle this. The goal is to get correct social security numbers into the system to alleviate problems with IRS, for instance. There could be fines for schools with incorrect social security numbers. CUSAD thanked Tom for being present today and providing further explanations. A majority of CUSAD members feel that this process should go forward.

**MEETING ADJOURNED**

The next meeting is tentatively set for November 21, 2014. Shelley adjourned the meeting at 2:37 pm.

Minutes prepared by Marge Michael, NDUS
Attachment #1 related to New Business Item Student Loan Service Center

Perkins Process Outline

- Borrower is awarded and accepts Perkins Loan

- Borrower signs MPN and completes Data Sheet
  - Currently Borrowers submit on online MPN

- School disburses loan.
  - The last business day of each month SLSC runs an advance report. This report is uploaded to ECSI and creates the Borrowers profile.
  - At this time the Borrower is placed in “enrolled” status.
  - Additional advances (disbursements) are added to the Borrowers loan balance.

- Once a Borrower graduates or drops below ½ time enrollment or misses a term of enrollment the “enrolled” status is removed, the Borrower is “separated” and they begin the 9 month grace period.
  - SLSC is notified by the schools of the “separation” in a few different ways:
    - School sends graduate list which is compared to loan holders.
    - SLSC sends the Registration Match list to schools after census each fall and spring term and the schools confirm the Borrowers are no longer in school.
    - The Borrower may contact SLSC regarding repayment or consolidation.
  - Once the school realizes a Borrower is no longer attending they should forward the Borrowers MPN and Data Sheet to SLSC or provide SLSC with notification that the MPN can be found online. This prompts SLSC to create a repayment file and put the Borrower into a repayment status.

- At any time if the Borrower returns to at least ½ time enrollment they are placed into the “school deferment” status.
  - If the enrollment date is one month prior to the end of the grace period then the grace resets at 9 months.
  - If the enrollment is date is after one month prior to the end 9 month grace period then the Borrower receives a 6 month grace upon falling below ½ time enrollment.
  - Schools make the determination regarding the Borrower enrollment status.

- Once the loan is placed into repayment SLSC sends the borrower the exit packet. This packet includes information about the loan and payments (truth and lending statement), a consent form for the release of information, a request for references and borrower rights and responsibilities.
  - If the exit packet is not returned within 60 days a second packet is sent to the student.
  - ECSI attempts to call all borrowers three times prior to the end of their grace period.
    - 90, 150 and 240 days
• Once the 9 month grace period is complete the loan starts accruing interest and the monthly payments are due.
  o ECSI will begin sending a monthly billing statement
  o If a Borrower is unable to make payments they request additional deferment or hardship forbearance if they are eligible.
  o Borrower may also elect loan consolidation.
  o Depending on the field of work some borrowers are eligible to have all or a part of their loan cancelled.

• SLSC identifies Borrowers within the cohort and gives them priority for collection contacts with the objective of keeping them current.

• Borrowers who become delinquent are reported to the credit bureaus.

• If a Borrower becomes more than 5 months delinquent they are automatically referred to a third party collection agency. Credit bureau reporting continues.

• Borrowers who are delinquent may also request a loan rehabilitation. This allows the Borrower to make 9 consecutive monthly payments on accrued interest, fees and agency fees in an effort to correct their credit history. Loans may only be rehabilitated once, but if a borrower fails to complete the rehabilitation they may try again.
Attachment #2 related to Old Business Item

Campus Community User Group Meeting Minutes
October 8, 2014
2:00 – 2:40 PM, CDT

Attendance:
Admissions – Karen Erickson – BSC; Tess Gierke – BSC
Student Records – Rhonda Kitch – NDSU
Financial Aid – Katie Nettell – LRSC; Betty Kuss Schumacher – VSCU
Student Finance – Chelsea Larson – UND; Becky Lang - LRSC
Core Technology – Mary Bergstrom, Sheri Gilbertson, Ralph Tinjum, and Heather Hoyt


Guest – Mary Eisenbraun – BSC

Old Business:
1) Veterans Data Tracking
   a. Per Dee/SF – waiting for recent bundle update, then plan to resume discussions/testing
   b. Bundle is in test today; Test next Tuesday; Production on Saturday, October 18th

2) Social Security Number Validation in Student Self-Service
   a. Clarification and edits provided for verbiage
   b. Draft pop-up verbiage will be re-distributed soon
   c. Development in progress; testing will be critical

3) Bio-Demo sync update
   a. Mary Bergstrom provided an update
   b. Testing and data refresh underway; cross-checking Hobson’s and ACT Load
   c. Hoping to get into PROD by late November or end of the year
   d. Also implementing address verification software
      i. If not a valid U.S. mailing address, there will be an error message
      ii. Will be able to override address as needed
   e. Doing all HR records – not just active employees
   f. Reminder that legal name will be removed
   g. Some address types will be removed as well
   h. Few changes for end-users

4) Bomgar update – to allow campus users to see student’s screen
   a. Chelsea Larson provided an update
   b. UND Financial Aid office will be testing and training

5) Residency reports
   a. Work group currently in Bismarck is working on documentation for residency
   b. Also working on reports – seeking to create a list of reports and how the data is queried and how users can best utilize reports
   c. Work continues to develop documentation and examples

Admissions, Recruitment, and Campus Community Status Report:
1) Mary Bergstrom provided overview and updates
2) Student voting certificate has been fixed

Next meeting: November 12, 2014, 2-3:30 PM, CDT
Next minutes: Becky Lang, LRSC
Minutes taken by: Rhonda Kitch, NDSU