



UPDATE

Campus Partners
Winston-Salem, NC

Happy New Year!

January 31, 2005

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President's Day
Monday, Feb. 21

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

Funding Crisis Update – Capital Hill Visits

Representatives from Campus Partners will attend the 2005 COHEAO Annual Conference beginning January 30. As part of the Annual Conference, COHEAO will sponsor a breakfast on Capitol Hill. Several members of Congress and their staff have been invited to attend. This gives the conference attendees an opportunity to share how important the Federal Perkins Loan Program is in ensuring that all students have the opportunity to attend college. Each year after the breakfast, many of the attendees visit the offices of their Representatives and Senators. Campus Partners has already made appointments with representatives to discuss how destructive the zeroing out of the Federal Contribution is. If you would like to become a member of COHEAO and join in the fight to save the Federal Perkins program, go to www.coheao.org and register to become a member.

PERKINS FUNDING CRISIS

Campus Partners Assists in Servicing the Nurse Faculty Loan Program

The Department of Health and Human Services, Health Resources and Services Administration (HRSA) authorized the Nurse Faculty Loan Program (NFLP) under the Nurse Reinvestment Act of 2002. Campus Partners has been working very closely with HHS and several of our customers to understand the unique parameters of this program and develop procedures and system processes in order to service this loan program. In 2005, \$4.7 million will be available for qualified students. The deadline to apply for funds is April 25,

NFLP SERVICING UNDERWAY

**NFLP SERVICING
UNDERWAY
(Continued)**

2005, and the maximum loan limit per student is \$30,000 for an academic year. Customers interested in applying for funds for this program should go to <http://www.hrsa.gov/grants/preview/individuals.htm#nflp>.

Schools of nursing may enter into an agreement with HHS and establish a Nurse Faculty Loan Program to make loans to students enrolled full time in an eligible advanced degree program in nursing. Loan recipients must agree to complete the education program and may cancel up to 85% of the NFLP loan while serving as full-time nurse faculty at a school of nursing after their graduation.

The loan program has an interest rate of 3%, beginning three months following graduation. Borrowers must be employed as a full time nurse faculty member at a school of nursing for a **consecutive four-year period**. The loan will bear the 3% interest rate during the four-year period and the remaining six years of repayment. However, if the borrower fails to complete their course of study or establish full-time employment as a nurse faculty member, the loan will bear interest at the prevailing market rate. Also, if their employment period is not consecutive, the loan will immediately begin repayment and interest will accrue at the prevailing market rate.

Campus Partners publishes many of the forms (including the promissory note) for the program on our Web sites. Customers may view the forms on www.campuspartners.com, and borrowers should go to www.mycampusloan.com. If you have questions or need additional information, feel free to contact Sharon Cameron, our Audit and Compliance Specialist. You may also visit <http://bhpr.hrsa.gov/nursing>. The NFLP contact person at HHS is Denise Thompson, who can be reached at (301) 443-1399.

**FACT ACT NOW IN
EFFECT**

FACT Act Ramifications

The Fair and Accurate Credit Transactions (FACT) Act was signed into law by President Bush last year. One of the major provisions, a free annual credit report for consumers, became effective on December 1, 2004. Consumers in Western states can order a free credit report beginning December 1, 2004. Free reports will be phased in over the next nine months. The final phase, mandating a free credit report to residents

E-mail Directory for Campus Partners Management Staff

Customer Service

Beth Bealle, Vice President: bbealle@campuspartners.com
 Daisy Bass, Customer Service Director: dbass@campuspartners.com
 Lando Little, Student Trust Liaison Dir: llittle@campuspartners.com
 Debra Adams, Customer Service Mgr.: dadams@campuspartners.com
 Mark Bondurant, Customer Service Mgr.: mbondurant@campuspartners.com
 Kathy Riddle, Customer Service Mgr.: kriddle@campuspartners.com
 Wallace Grooms, Special Projects Analyst: wgrooms@campuspartners.com
 Patrick Roberson, Special Projects Analyst: proberson@campuspartners.com
 Sharon Swaim, Manager, Product Development: sswaim@campuspartners.com

Customer Support

Charles Parker, Controller: cparker@campuspartners.com
 Paula Hall, Payment Processing Svr.: phall@campuspartners.com
 Barbara Joyce, Accounts Rec. Supervisor: bjoyce@campuspartners.com
 Sharon Cameron, Audit/Compliance Spec.: scameron@campuspartners.com

Sales and Marketing

Mark Olson, Executive VP, Sales & Marketing: molson@campuspartners.com
 Lisa Koniuto, Director, Sales & Marketing: lkoniuto@campuspartners.com
 LaShonda Hairston, Account Manager: lhairston@campuspartners.com
 Will Shaw, Account Manager: wshaw@campuspartners.com
 Andrea Thompson, Account Manager: athompson@campuspartners.com
 Carolyn Williams, Communications Manager: cwilliams@campuspartners.com
 Jana Elliott, Contracts Administrator: janaelliott@campuspartners.com
 Debra Pitts, Administrative Assistant: dpitts@campuspartners.com

IT

John Elliott, Information Technology Dir.: jelliott@campuspartners.com
 Jeff Smejkal, Network and Sec. Administrator: jsmejkal@campuspartners.com
 Judy Smith, IT Applications Mgr.: jsmith@campuspartners.com

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

E-Mail Addresses for our Customer Service Representatives are available via www.campuspartners.com.

FACT ACT NOW IN EFFECT (Continued)

of the Eastern States and the U.S. Territories, will be implemented on September 1, 2005. Consumers can order the free copy of their credit report at www.annualcreditreport.com. For implementation dates in all areas, go to <http://www.ftc.gov> and select "Information on Free Credit Reports."

Another requirement of the FACT Act requires furnishers of credit information to provide "clear and conspicuous notice" in writing to their customers regarding the reporting of negative information. Although submission of negative information has been included in our standard past due notices, Campus Partners has enhanced our 45-day past due notice to ensure that your borrowers understand the consequences of late payments. If you have not contracted with us to report your loans to the three major credit bureaus, contact your Customer Service Representative for additional information. **Federal regulations require that you or your servicer report your Federal Perkins loans to the credit bureau when the loan is disbursed.**

Revision to Fiscal Operations Report For 2004-2005, FISAP Application to Participate and Reallocation Form Notice

The Department of Education is seeking comments by March 7, 2005 on the Fiscal Operations Report for 2004-2005 and Application to Participate for 2006-2007 (FISAP) and Reallocation Form E40-4P. The application data collected by the FISAP will be used to compute the amount of funds needed by each school for the 2006-2007 award year. The Fiscal Operations Report data will be used to assess program effectiveness and account for funds expended during the 2003-2004 award year as part of the school funding process. The Reallocation form is part of the FISAP on the Web and will be used by schools in the summer to return unexpended funds for 2003-2004 and request supplemental FWS funds for 2004-2005. For viewing details on changes and copies of the forms, go to http://edicsweb.ed.gov/browse/downloadatt.cfm?pkg_serial_num=2658.

EDUCATION DEPARTMENT UPDATE

Annual Contacts and 1098-E Reminder

As we published in last month's *Update*, we are in the process of communicating information about interest paid amounts in 2004 to your borrowers. We began providing this information through our borrower Web site and via our toll free IVR during the first week in January. Interest paid amounts will also be reported on borrower statements generated in January, February, March, and April. Borrowers who use AutoDraft or Coupon Book billing were sent an Annual Statement indicating interest paid in 2004.

TRA INTEREST REPORTING

Borrowers who paid more than \$600 in interest during 2004 to a single institution received Federal Tax Form 1098-E. Per IRS requirements, borrowers who paid interest greater than \$600 will be reported to the IRS by February month end. You can obtain interest paid information for your borrowers using either System 3i, *WebConnect*, *eXpressReports*, or your monthly Masterfile.

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: John Elliott, Sharon Swaim, Kathy Jo Roberts, Will Shaw, LaShonda Hairston, Pat Shepherd, 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 the Communications Department, Campus Partners, PO Box 3176, Winston-Salem, NC 27102-3176 or directly to Carolyn Williams, Editor, at cwilliams@campuspartners.com.

NEW PRODUCTS UPDATE

myReports-A Product You Can Call Your Own

myReports, our reports on demand product, is now available to all customers. An important addition to our product line, myReports is the perfect solution for customers who need to create customized reports at a specific time. Drawing on our experience and customer feedback, we developed a suite of standard reports available through the Public Library tab, that can be created within seconds. For customers who need to truly customize their reports on an as needed basis, we have created special field and parameter selection tools accessed through the Ad Hoc Report tab. Using this tool, customers can quickly choose sort options and filters to produce the reports that they need. Reports can be stored in the My Personal Library area or scheduled to run on a reoccurring basis.

Best of all, the product is easy to use, supported by user documentation and Campus Partners staff, and **free of charge**. This month's "How To" provides directions for getting started using myReports, and a manual is available on-line. If you already have an ID and password for our online systems, just download a myReports Authorization Form from our Web site and mail it back to us. If you need an ID and password, download a System 3i Authorization form along with the myReports form and return both to us. For more information about the product or to obtain the link to the manual, please contact your Customer Service Representative.

eXpressReports Enhanced

In response to your suggestions, we have further enhanced *eXpressReports* to make it even easier to use. We have added a simple application to print batch reports as well as adding TRA reports and customer billing invoices to the site. Simple directions for printing batch reports are available as an attachment to this issue of the newsletter. You will not want to miss this opportunity to learn how to make *eXpressReports* work more efficiently for you.

Attachment: *Batch Printing Directions for eXpressReports*

DocumentDirect to be Retired

As previously announced, access to *DocumentDirect* will end soon. Although we originally planned to curtail access last year, we wanted to wait until our remaining *DocumentDirect* customers felt comfortable with the transition. The retirement will take place during the first quarter. Almost all our customers now use **eXpressReports**, our new report tool, which is very easy to use. With the launch of myReports, customers have an additional report tool.

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 your Customer Service Representative.

E-Bill Use Continues to Grow

Since **E-Bill** was introduced last summer, more and more borrowers are signing up for the electronic bill presentment product. When coupled with **E-Pay**, E-Bill is an especially powerful tool for ensuring borrower repayment. We will be promoting E-Bill on our mycampusloan.com Web site soon, and can provide promotional materials for you to distribute to your students, at your request.

Masterfile Enhancement

If you currently receive a Masterfile, please note that a new data field will be added effective January month end. The Cohort Year Indicator will be added to the end of the Masterfile in the space that was previously reserved for filler. The valid codes for the Cohort Year Indicator field are C = Current Cohort Year, P = Projected Cohort Year, and N = Not Current or Projected Cohort Year. Please contact your Customer Service Representative if you need a new masterfile layout.

MASTERFILE ENHANCEMENT

Data Center Move in March

In March, Campus Partners will move its data center operations from Health Axis in Dallas, Texas to an Infocrossing data center in Norcross, Georgia. We are making the transition to enhance the management of our mainframe system. Infocrossing, a major IT outsourcing company, offers a state of the art data center, high speed, high performance connections, expert operations support on a 24/7 basis, and a custom approach to mainframe management.

DATA CENTER TRANSITION

We are planning for a smooth transition with minimal impact to you and your borrowers. In order to facilitate the move, our Systems will be unavailable during the weekends of March 18 and March 25. If you are interested in learning more about Infocrossing, please visit their Web site at www.infocrossing.com.

Campus Partners - 40 and Loving It

Campus Partners is turning one—going on 40 this month. We are celebrating our first anniversary because JPT, Partners LLC purchased our company on January 26, 2004. We are celebrating our 40TH anniversary because our company first began servicing student loans in 1965. Building on our strengths, our managing partners, Mike Carey, Paul Carey, and Tom Green, were careful to preserve our company's rich tradition of premier customer service and leadership in the industry while incorporating their new ideas and energy. You have already seen the results of this fusion of the old with the new--a renewed commitment to listen to your needs and develop new products to help you perform your job more efficiently and effectively. As our company enters our fifth decade, we are well prepared to provide you with the tools you need, the customer service you expect, and the benefit of our accumulated knowledge of the student loan industry.

CAMPUS PARTNERS ANNIVERSARY

We salute the customers who have been with us since the beginning. On July 23, 1965, **Belmont Abbey College, Bennett College, Catawba College, Elon University, High Point University, Mars Hill College, Pfeiffer University, and Salem College** signed contracts with us to service their student loans. **Meredith College** signed on in August, and **Lenoir Rhyne College** signed a contract in November. Because we were the first company in the country to service student loans, those early customers were truly visionary in selecting what we would now call an outsourced solution. Throughout the year, we will list other customers who will celebrate anniversaries of 35 or more years with us during 2005. Stayed tune to the *Update* for further details of our anniversary celebrations in 2005.

ANNIVERSARY SCRAPBOOK

Did you know that in 2005, 87 customers have been with us for 35 years or more!



CUSTOMER NEWS

More Long-Term Customers

Speaking of anniversaries, we are celebrating our partnership with quite a few long-term customers this quarter. Campus Partners salutes customers reaching long-term anniversaries with us during January, February, and March. Special recognition goes to **Arcadia University, Community College of Philadelphia, County College of Morris, Fairview General Hospital School of Nursing, Lynn University, Montreat College, Ocean County College, Philander Smith College, St. Bonaventure University, and Talledega College**, which have been our customers of **35** years. We also want to thank **Daytona Beach Community College, Franklin and Marshall College, Miami Valley Hospital School of Nursing, and Universidad Central de Bayamon** for allowing us to service their loans for the past **30** years.

Names of all customers attaining 10, 15, 20, 25, 30, and 35-year anniversaries with us during this quarter are attached. Customers reaching anniversaries with us during the second quarter of 2005 will be listed in the April *Update*.

Attachment: *Long-Term Customer Anniversaries*

Customer Closeup

In this month's Customer Closeup, we are featuring **Elaine Mozena**, University Collection Manager at California State University-Northridge (CSUN). When we interviewed Elaine in December, she had just celebrated her 20th anniversary at CSUN. You'll want to learn more about Elaine and her leadership among California campuses.

CSUN is part of the California State University (CSU) system. We have serviced student loans for the following campuses for nearly 24 years: **CSU-Bakersfield, CSU-Dominguez Hills, CSU-Fresno, CSU-Fullerton, CSU-Hayward, CSU-Long Beach, CSU-Los Angeles, CSU-Monterey, CSU-Northridge, CSU-Sacramento, CSU-San Bernardino, CSU-San Marcos, CSU-Stanislaus, California Maritime Institute, California Polytechnic State University, San Luis Obispo, and California Polytechnic University, Pomona**. In addition, **San Jose State University** has been our customer since 1983, and **San Francisco State University** has been our customer since 1988.

According to the CSU Web site, "The CSU is a leader in high quality, accessible, student-focused higher education. With 23 campuses, 409,000 students, and 44,000 faculty and staff, we are the largest, the most diverse, and one of the most affordable university systems in the country." For more information about this leading university system, please visit www.calstate.edu.

The CSUN Web site (www.csun.edu) also provides a history of the institution. It announces that "CSUN, accredited by the Western Association of Schools and Colleges, is

Upcoming Holiday Schedule Reminder

Monday, February 21

Closed for President's Day (observed)

Our on-line systems will be available during normally scheduled hours.

CUSTOMER NEWS (Continued)

education institutions in California and is the third-largest public university (1998 enrollment) in Los Angeles County after UCLA and Cal State Long Beach. CSUN served nearly 28,000 students in fall 1999, with about 1,700 faculty and a staff of nearly 2,000. During 1998-99, CSUN awarded 3,975 bachelor's degrees in 51 disciplines and 834 master's degrees in 44 disciplines." The university was originally established in 1956 as the San Fernando Valley branch of Los Angeles State College of Applied Arts and Sciences (now California State University, Los Angeles) and has educated more than 130,000 alumni.

Holiday Schedule for 2005

Campus Partners will observe the following holidays for the remainder of 2005. Our on-line systems will be available during normally scheduled hours.

President's Day	Monday, February 21
Memorial Day	Monday, May 30
Independence Day	Monday, July 4
Labor Day	Monday, September 5
Thanksgiving Day	Thursday, November 24
Day after Thanksgiving	Friday, November 25
Christmas Eve (observed)	Friday, December 23
Christmas Day (observed)	Monday, December 26

HOLIDAY SCHEDULE

Teleseminar Training

Our second year of teleseminar training was a success. Thanks go to all who participated and provided feedback. Offering this training provides us the opportunity to reach out to schools who cannot attend *Student Loans 101* or *202* workshops in Winston-Salem. Each teleseminar is geared toward understanding a particular area of student loans and is an opportunity to gain new insight, ask questions, and hear helpful feedback from other schools.

TRAINING UPDATE

As we prepare for the upcoming year, we look forward to continuing this service. Please see the 2005 Teleseminar Schedule below. Teleseminars are usually offered the second Monday of each month from 2:00 to 3:30 ET. If you want to participate in these training sessions, just e-mail Debra Pitts at dpitts@campuspartners.com at least three days before the scheduled teleseminar to register. She will notify you of the telephone number that you need to call in a return e-mail. The training is **free** and is well worth your time.

Teleseminar Schedule for 2005

February 14	<i>iPROMise</i>
March 14	Key Screens on <i>WebConnect</i> *
April 11	myReports
May 9	What Happens When a Borrower Goes Into Collections*
June 13	How to Read History*
July 11	FISCOP Preparation
August 8	How to Evaluate Deferment and Forbearance Requests*
September 12	Open Topic
October 10	What is Rehabilitation and How Borrowers Can Benefit*
November 14	How to Use and Interpret Reports from Campus Partners
December 12, 2005	Open Topic

*New topic

TRAINING UPDATE (Continued)

Introducing Web Conferencing

In addition to our teleseminars, we will begin offering Web seminars soon. These presentations will offer you the opportunity to view our presentation, ask questions, and even test drive our products while on-line. Look for an e-mail message from us announcing the time, date, and registration information for the first Web seminar on mycampusloan.com and E-Exit. We also will provide more details in next month's *Update*.

Workshop Information

We have scheduled our popular *Student Loans 101* and *202* workshops for the following dates. Please note that we have added an additional *Student Loans 101* workshop this year due to popular demand.

Student Loans 101

March 3 and 4, 2005

July 14 and 15, 2005

November 3 and 4, 2005

Student Loans 202

April 7 and 8, 2005

October 6 and 7, 2005

Student Loans 101 is designed for student loan administrators who are less experienced or are new to Campus Partners. *Student Loans 202* is aimed at student loan administrators with more than one year of experience. The workshops are presented at our Service Center in Winston-Salem and are hands-on learning experiences. Each participant will work at their own computer workstation with experienced Campus Partners staff leading the training. Registration forms and other information are available on our Web site and as an attachment to this month's *Update*.

Attachment: *Workshop Flyers and Registration Forms*

REGIONAL MEETINGS

Regional Meetings

Our 2005 Regional Meeting Schedule is listed below. If you would be interested in hosting one of these meetings listed below, please contact your Account Manager.

Date	Location	Host
February	Puerto Rico	
March	Virginia	
March	Texas	
April	Pennsylvania	
May	Illinois	
May 3	Alabama	University of Alabama-Birmingham
July	Washington	Seattle Pacific University
July	Northern California	
July	Southern California	
August	South Carolina	
August 26	New York	Culinary Institute of America
August	Ohio	
October	Massachusetts	
October	Nebraska	

CONFERENCES**Conference Schedule-See you there!**

Representatives from Campus Partners will attend the following conferences . We will add additional conferences as more details become available.

COHEAO will hold its **Annual Conference** on Jan. 30 - Feb. 2. The conference will be held at the Ritz-Carlton-Pentagon City. More information is available at www.coheao.org. The number for the hotel is 703-415-5000.

NACUBO will hold its **Student Financial Services Conference** on March 6-8, 2005 at the Wyndham Palace Resort and Spa in Tampa, FL. Visit www.nacubo.org for more information. The number for the hotel is 407-827-2727.

The **EARMA Annual Conference** will be held on April 5-6 at the National Conference Center in Hightstown, NJ. More information is available at www.rci.rutgers.edu/~earma/. **Mark Olson, our Executive Vice President, Sales and Marketing, will speak at this conference.**

PDG will present its **19th National Conference for College & University Bursars, Cashiers, Treasury Managers, and Student Financial Services** on April 24-27 at the Marriott Rivercenter (800-648-4462) in San Antonio, TX. The Web address for PDG is www.prodev.com. **Mark Olson, our Executive Vice President, Sales and Marketing, will speak at this conference.**

Cutoff Dates

Cutoff dates for January, February, and March are listed below.

CUTOFF DATES

Transaction	January	February	March
Last day to receive collection payments	1/25	2/22	3/28
Last day to receive regular payments	1/26	2/23	3/29
Last day for online payments	1/28	2/25	4/1
Date final post begins	1/28	2/25	4/1
Report date used for final post	1/31	2/28	3/31
Last day deposits created for deposit to bank account	1/28	2/25	3/31

ONE STOP SHOP

To resolve technical issues faster, we are merging our Help Desk with Customer Service. For all your inquiries, please call your Customer Service Representative.



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.



UPDATE

eXpressReports

Introducing Batch Printing Capabilities

Campus Partners is pleased to announce this enhancement to eXpressReports

Welcome to Batch Printing

When you log on to *eXpressReports*, you will notice that we now have a new Welcome Page. At the request of our customers, we have released a new application within *eXpressReports* that allows you to print multiple reports at the same time. This enhancement required routing your request to another site to provide the necessary steps required for your selection. Our original access to *eXpressReports* has not changed, and reports are still available for review and single copy printing.

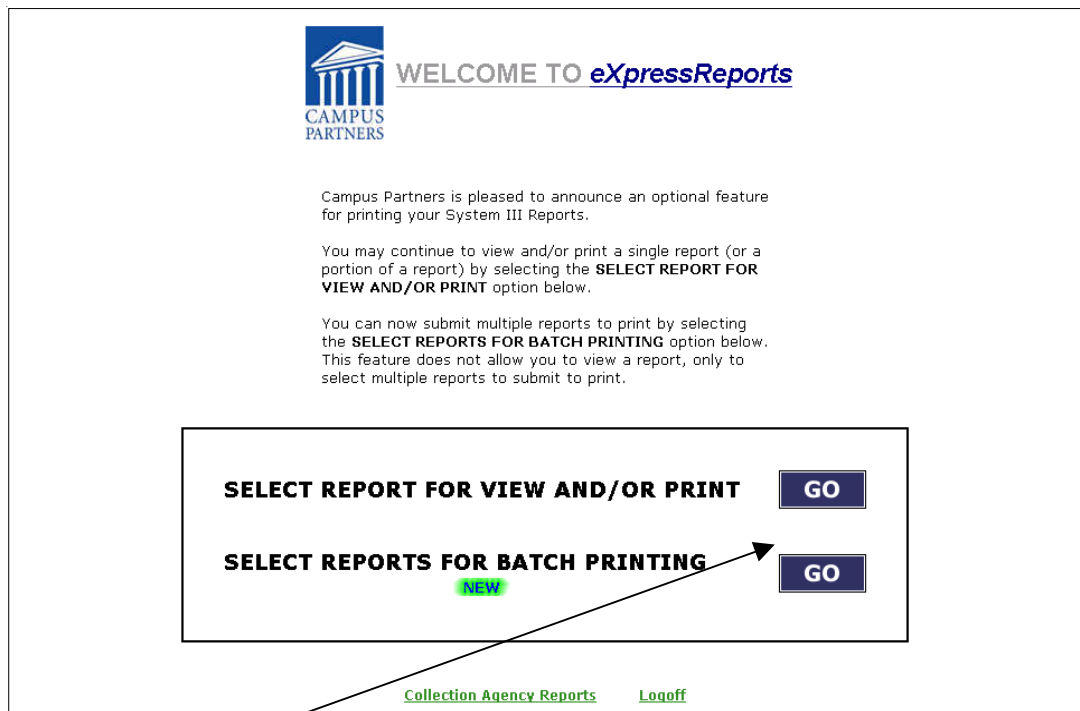



Figure 1. New Welcome Page for *eXpressReports* with Select Report for View And/Or Print Option Indicated

You can continue to use *eXpressReports* as you have since its original release in May 2004 by selecting the “GO” button associated with the **SELECT REPORT FOR VIEW AND/OR PRINT** option. This selection provides the same step by step process of retrieving, viewing, and/or printing a single report that you have become familiar with over the last several months. Your current ability to access *eXpressReports* has not changed.

Access Batch Printing

To access the new batch printing feature, simply select the “GO” button beside the **Select Reports for Batch Printing** option.

 **WELCOME TO *eXpressReports***

Campus Partners is pleased to announce an optional feature for printing your System III Reports.

You may continue to view and/or print a single report (or a portion of a report) by selecting the **SELECT REPORT FOR VIEW AND/OR PRINT** option below.

You can now submit multiple reports to print by selecting the **SELECT REPORTS FOR BATCH PRINTING** option below. This feature does not allow you to view a report, only to select multiple reports to submit to print.


SELECT REPORT FOR VIEW AND/OR PRINT **GO**

SELECT REPORTS FOR BATCH PRINTING **GO**

[Collection Agency Reports](#) [Logoff](#)

Figure 2. New Welcome Page for *eXpressReports* with Select Reports for Batch Printing Option Indicated

After selecting the batch printing option, the following page will launch, which provides you with the necessary options to select multiple reports to submit to print.

 **WELCOME TO *eXpressReports***

Batch Report Tool - Select Customer Numbers and Reports

Report Type	Date	Customer Numbers	Report Descriptions
SYSTEM III REPORTS - DAILY SYSTEM III REPORTS - WEEKLY SYSTEM III REPORTS - MONTHLY STUDENT LOAN JOURNAL NSLDS REPORTING CUSTOMER BILLING INVOICE TRA REPORT	Jan 6 2005 Jan 5 2005 Jan 4 2005 Jan 3 2005 Dec 30 2004 Dec 29 2004 Dec 28 2004 Dec 27 2004 Dec 23 2004 Dec 22 2004 Dec 21 2004 Dec 20 2004 Dec 16 2004 Dec 15 2004 Dec 14 2004	00001-000-000-00000 00001-001-001-00002 00001-002-001-00001	ACCOUNTING REPORTS - HPSL/NSL FUND ACCOUNTING REPORTS PAST DUE LOANS REPORT TRANSACTIONS AND ADJUSTMENTS

Select Report Type and Date

Select Multiple Customer Numbers and/or Report Descriptions by using the SHIFT or CTRL keys while clicking.

Next

[Back to Main](#) [View Reports](#) [Logoff](#)

Figure 3. Batch Report Options Selection Page

Selecting Report Options

As with current *eXpressReports* access, you must first select the reports you want to print from the Report Type and Date list. In this example, we have selected System III Reports – Monthly for December 31, 2004 for our demonstration.

Batch Report Tool - Select Customer Numbers and Reports

Report Type	Date	Customer Numbers	Report Descriptions
SYSTEM III REPORTS - DAILY	Dec 31 2004	00001-000-000-00000	ACCOUNTING REPORT - NDSL/INST
SYSTEM III REPORTS - WEEKLY	Nov 30 2004	00001-001-001-00002	ACCOUNTING REPORTS - HPSSL/NSL
SYSTEM III REPORTS - MONTHLY	Oct 31 2004	00001-002-001-00001	BORROWER/LOAN NUMBER X-REF
STUDENT LOAN JOURNAL	Sep 30 2004		BORROWERS W/OUT A GOOD ADDRESS
NSLDS REPORTING	Aug 31 2004		CALENDAR YEAR INTEREST PAID
CUSTOMER BILLING INVOICE	Jul 31 2004		COHORT DEFAULT RATE REPORT
TRA REPORT	Jun 30 2004		COHORT PROJECTED REPORT
	May 31 2004		COLLECTION AGENCY INVENTORY
	Apr 30 2004		CONTROL LIST REPORT
	Mar 31 2004		CUMULATIVE CREDIT BALANCE RPT
	Feb 29 2004		ENROLLED & GRACE BORROWERS
	Jan 31 2004		FUND ACCOUNTING REPORTS
	Dec 31 2003		FUND ACCTING DETAIL
	Nov 30 2003		FUND ISSUE LISTING
	Oct 31 2003		HPSSL/NSL FISCOP

Select Report Type and Date

Select Multiple Customer Numbers and/or Report Descriptions by using the SHIFT or CTRL keys while clicking.

Next

[Back to Main](#) [View Reports](#) [Logoff](#)

Figure 4. Batch Report Options Selection Page

Select Multiple Reports

You can now select multiple reports by using your **SHIFT** and **CTRL** keys while clicking the Report and/or customer number that you want to submit for print. Holding the **CTRL** key while clicking gives you the ability to select random reports. Holding the **SHIFT** key allows you to select all reports within a range.

In the following example, we have selected certain reports for Customer Number 0001-000-000-00000 by holding down the **CTRL** key while clicking each report we want to submit to print.

Batch Report Tool - Select Customer Numbers and Reports

Report Type	Date	Customer Numbers	Report Descriptions
SYSTEM III REPORTS - DAILY	Dec 31 2004	00001-000-000-00000	ACCOUNTING REPORT - NDSL/INST
SYSTEM III REPORTS - WEEKLY	Nov 30 2004	00001-001-001-00002	ACCOUNTING REPORTS - HPSSL/NSL
SYSTEM III REPORTS - MONTHLY	Oct 31 2004	00001-002-001-00001	BORROWER/LOAN NUMBER X-REF
STUDENT LOAN JOURNAL	Sep 30 2004		BORROWERS W/OUT A GOOD ADDRESS
NSLDS REPORTING	Aug 31 2004		CALENDAR YEAR INTEREST PAID
CUSTOMER BILLING INVOICE	Jul 31 2004		COHORT DEFAULT RATE REPORT
TRA REPORT	Jun 30 2004		COHORT PROJECTED REPORT
	May 31 2004		COLLECTION AGENCY INVENTORY
	Apr 30 2004		CONTROL LIST REPORT
	Mar 31 2004		CUMULATIVE CREDIT BALANCE RPT
	Feb 29 2004		ENROLLED & GRACE BORROWERS
	Jan 31 2004		FUND ACCOUNTING REPORTS
	Dec 31 2003		FUND ACCTING DETAIL
	Nov 30 2003		FUND ISSUE LISTING
	Oct 31 2003		HPSSL/NSL FISCOP

Select Report Type and Date

Select Multiple Customer Numbers and/or Report Descriptions by using the SHIFT or CTRL keys while clicking.

Next

[Back to Main](#) [View Reports](#) [Logoff](#)

Figure 4. Batch Report Options Selection Page With Several Reports Selected

Select All Reports

In our next example, we have selected **all** reports for Customer Number 0001-000-000-00000. To select all reports for a particular Customer Number, hold down the **SHIFT** key, click the first report; scroll to the last report in the scroll box and click the last report. This highlights all reports within that range to submit to print.

Batch Report Tool - Select Customer Numbers and Reports

Report Type	Date	Customer Numbers	Report Descriptions
SYSTEM III REPORTS - DAILY	Dec 31 2004	00001-000-000-00000	INV OF LNS REF/ASSG/ACCP
SYSTEM III REPORTS - WEEKLY	Nov 30 2004	00001-001-001-00002	INVOICE DETAIL REPORT
SYSTEM III REPORTS - MONTHLY	Oct 31 2004	00001-002-001-00001	IRS SKIP TRACE REPORT
STUDENT LOAN JOURNAL	Sep 30 2004		LOAN MONITORING REPORT
NSLDS REPORTING	Aug 31 2004		LOANS BROUGHT CURRENT
CUSTOMER BILLING INVOICE	Jul 31 2004		NDLS/INST FISCOP
TRA REPORT	Jun 30 2004		NDLS/INST FISCOP SUPPLEMENT
	May 31 2004		NDLS/INST FISCOP(OLD VERSION)
	Apr 30 2004		NEW CREDIT BUREAU REPORT
	Mar 31 2004		PAST DUE LOANS REPORT
	Feb 29 2004		SEPARATION DATE VERIFICATION
	Jan 31 2004		SMALL BALANCES PMT TRANSMITTAL
	Dec 31 2003		STATUS SUMMARY REPORT
	Nov 30 2003		STOP CODE LIST
	Oct 31 2003		TRANSACTIONS AND ADJUSTMENTS

Select Report Type and Date

Select Multiple Customer Numbers and/or Report Descriptions by using the SHIFT or CTRL keys while clicking.

[Back to Main](#) [View Reports](#) [Logoff](#)

[Next](#)

Figure 6. Batch Report Options Selection Page with all Reports Selected

Selecting by Customer Number

These same options are available for selection by Customer Number as shown below.

Batch Report Tool - Select Customer Numbers and Reports

Report Type	Date	Customer Numbers	Report Descriptions
SYSTEM III REPORTS - DAILY	Dec 31 2004	00001-000-000-00000	ACCOUNTING REPORTS - HP/SL/NSL
SYSTEM III REPORTS - WEEKLY	Nov 30 2004	00001-001-001-00002	BORROWER/LOAN NUMBER X-REF
SYSTEM III REPORTS - MONTHLY	Oct 31 2004	00001-002-001-00001	BORROWERS W/OUT A GOOD ADDRESS
STUDENT LOAN JOURNAL	Sep 30 2004		CALENDAR YEAR INTEREST PAID
NSLDS REPORTING	Aug 31 2004		SHORT DEFAULT RATE REPORT
CUSTOMER BILLING INVOICE	Jul 31 2004		COHORT PROJECTED REPORT
TRA REPORT	Jun 30 2004		COLLECTION AGENCY INVENTORY
	May 31 2004		CONTROL LIST REPORT
	Apr 30 2004		CUMULATIVE CREDIT BALANCE RPT
	Mar 31 2004		ENROLLED & GRACE BORROWERS
	Feb 29 2004		FUND ACCOUNTING REPORTS
	Jan 31 2004		FUND ACCTING DETAIL
	Dec 31 2003		FUND ISSUE LISTING
	Nov 30 2003		HP/SL/NSL FISCOP
	Oct 31 2003		HP/SL/NSL FISCOP SUPPLEMENT

Select Report Type and Date

Select Multiple Customer Numbers and/or Report Descriptions by using the SHIFT or CTRL keys while clicking.

[Back to Main](#) [View Reports](#) [Logoff](#)

[Next](#)

Figure 7. Batch Report Options Selection Page with Various Customer Numbers Selected

Send to Print

Once you have selected the reports to send to print, click the **Next** button. The following page will appear indicating the reports you have selected. (If you want to change your selection, you will need to use your browser “Back” button.)

When you select the  button below, Adobe Acrobat will be launched.

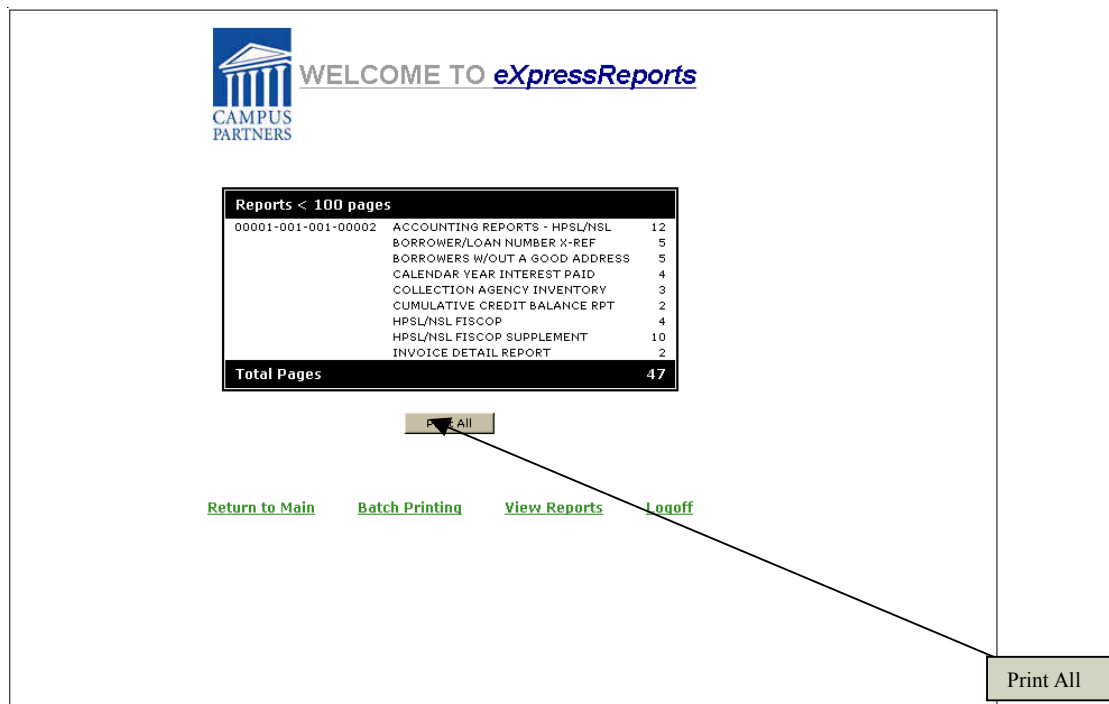


Figure 8. Print All Reports Page

Adobe Acrobat Reader

Once Adobe Acrobat Reader is launched on your system, you may then select the **Print** icon. The reports will be spooled to your printer for printing. After launching Adobe Acrobat Reader, the *eXpressReports* application has no control of the time required to spool and/or print your reports. Your internal network and/or printer capabilities will control the actual time required to spool and print your reports. You may want to experiment with the number of pages to submit to print at one time until you are comfortable with your printer capabilities. You may need to contact your network administrator to assist you in setting up your printing options.

Please see the illustration on the next page.

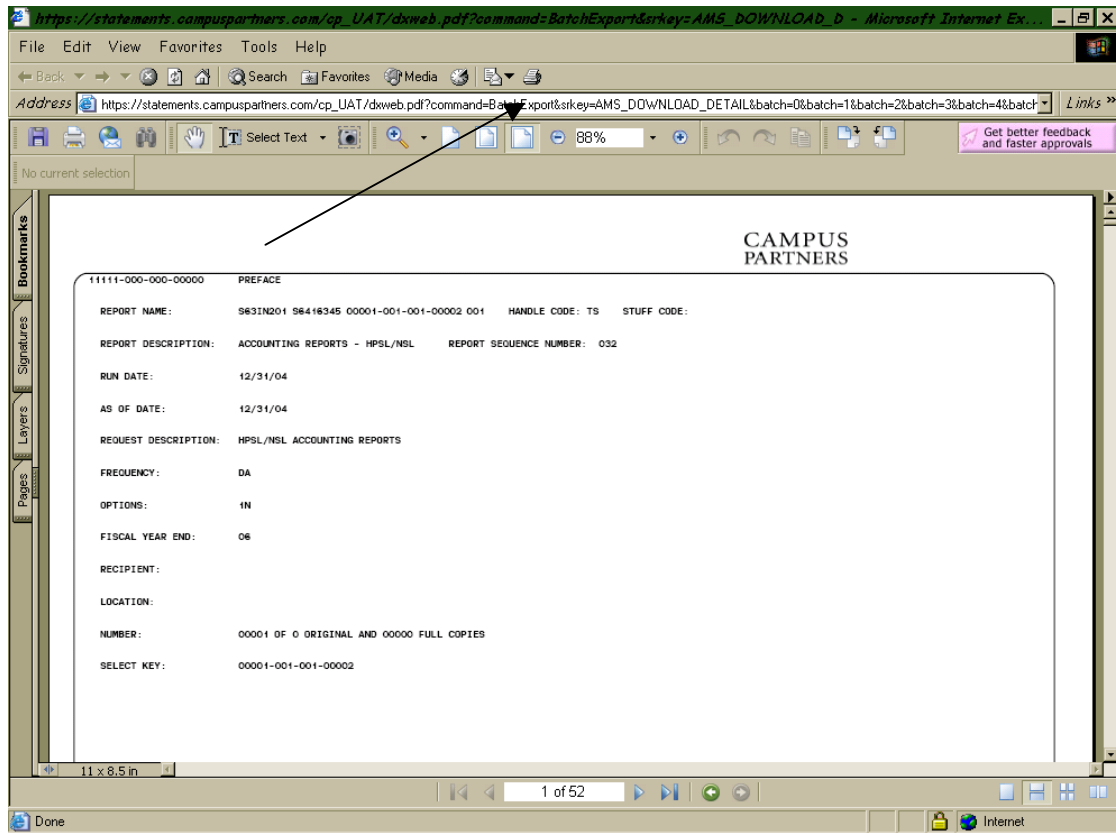
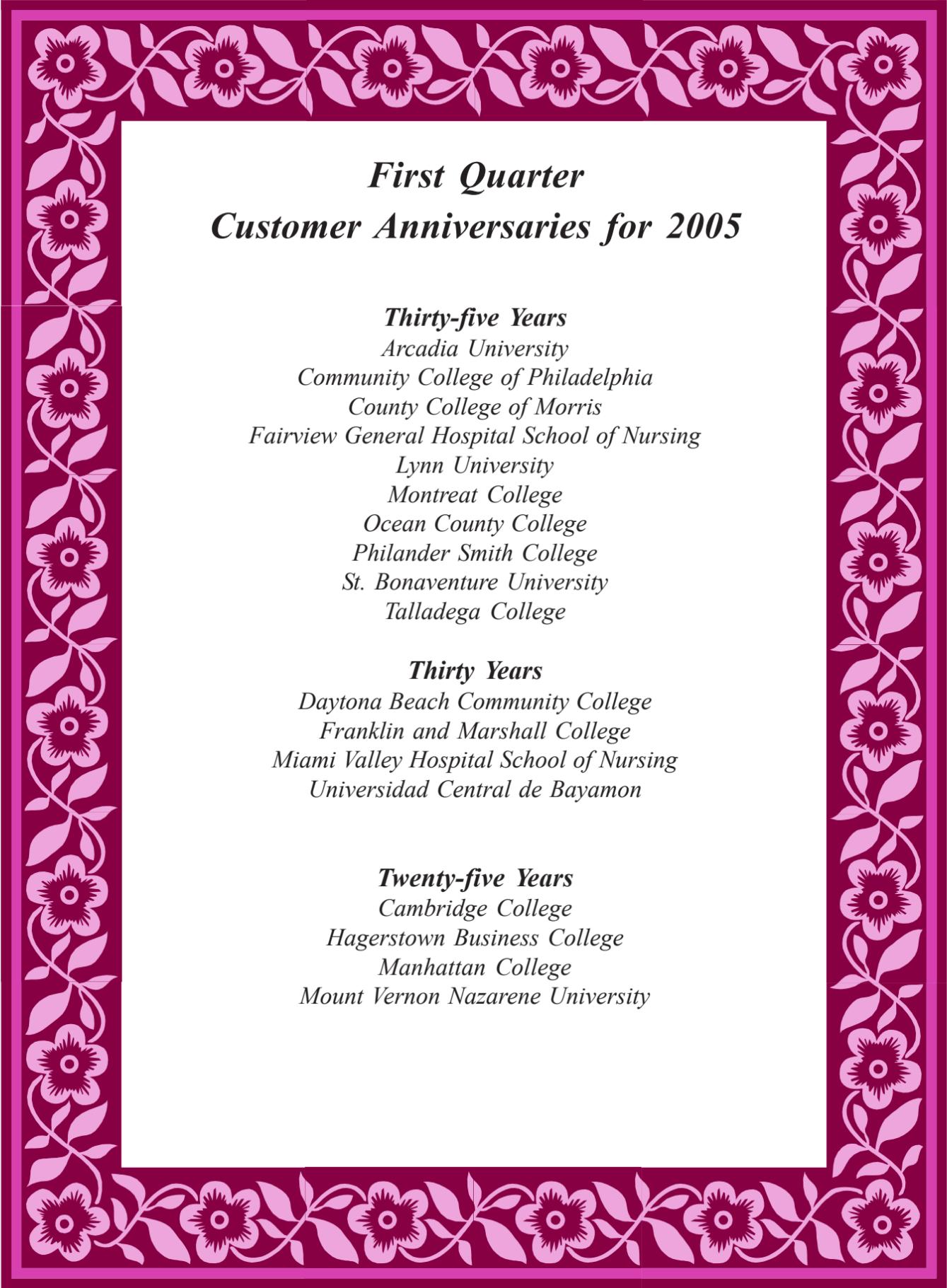


Figure 9. Report Displayed in Adobe Acrobat Reader

A decorative border with a repeating pattern of stylized flowers and leaves in a light pink color, set against a darker pink background.

***First Quarter
Customer Anniversaries for 2005***

Thirty-five Years

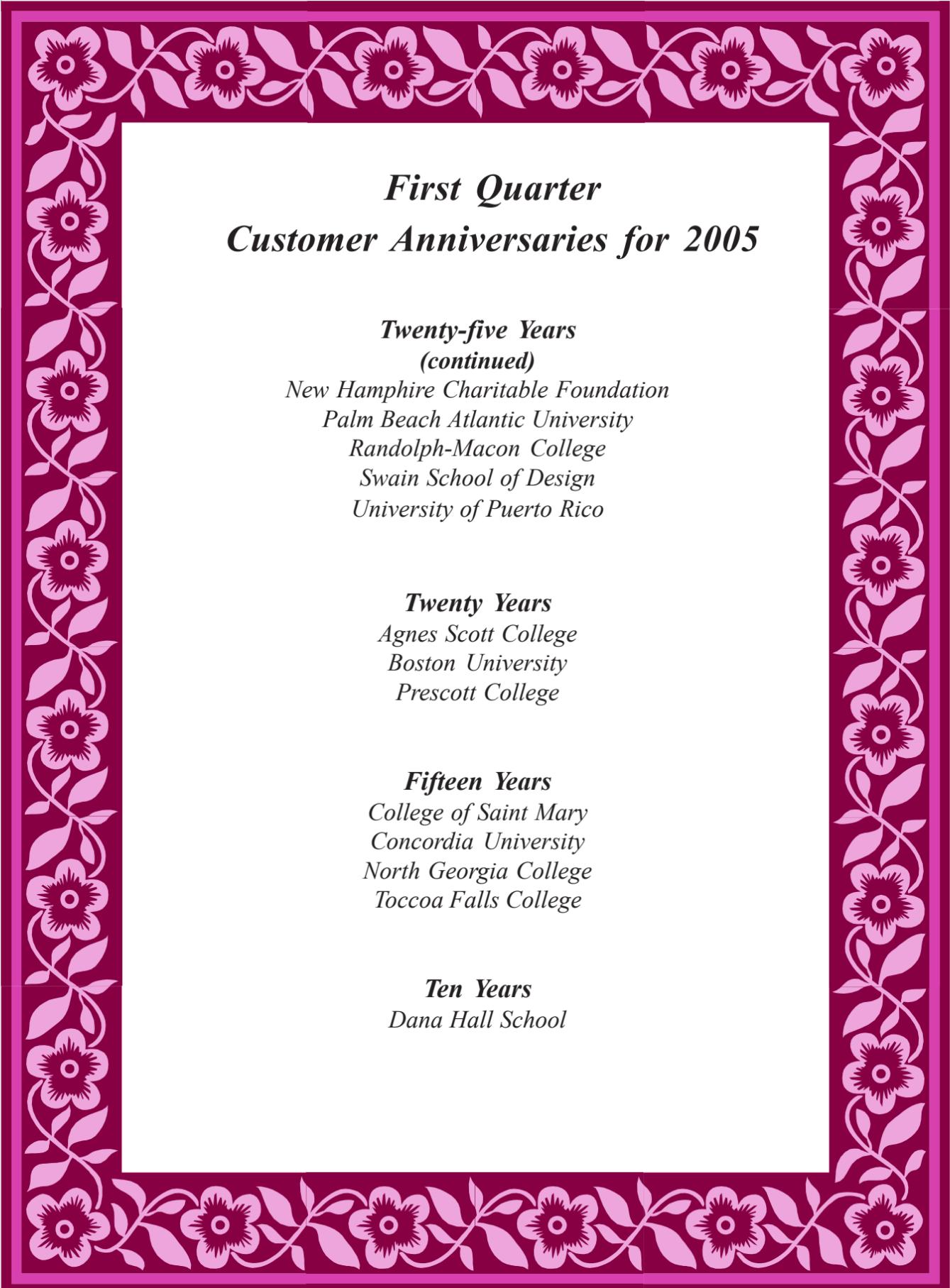
*Arcadia University
Community College of Philadelphia
County College of Morris
Fairview General Hospital School of Nursing
Lynn University
Montreat College
Ocean County College
Philander Smith College
St. Bonaventure University
Talladega College*

Thirty Years

*Daytona Beach Community College
Franklin and Marshall College
Miami Valley Hospital School of Nursing
Universidad Central de Bayamon*

Twenty-five Years

*Cambridge College
Hagerstown Business College
Manhattan College
Mount Vernon Nazarene University*

A decorative border with a repeating pattern of stylized flowers and leaves in a light pink color, set against a darker pink background.

***First Quarter
Customer Anniversaries for 2005***

***Twenty-five Years
(continued)***

*New Hampshire Charitable Foundation
Palm Beach Atlantic University
Randolph-Macon College
Swain School of Design
University of Puerto Rico*

Twenty Years

*Agnes Scott College
Boston University
Prescott College*

Fifteen Years

*College of Saint Mary
Concordia University
North Georgia College
Toccoa Falls College*

Ten Years

Dana Hall School



Student Loans 101

Training for New Student Loan Administrators*

*Administrators with less than one year of experience or administrators new to Campus Partners

- When:** March 3-4, 2005
July 14-15, 2005
November 3-4, 2005
- Where:** Campus Partners
Reynolda Business Center
2400 Reynolda Road
Winston-Salem, NC 27106
- Fees:** \$100 per person for two day workshop
- Provided:** Service Overview Manual
Lunch
- Lodging:** Courtyard by Marriott
(336) 727-1277 or (800) 321-2211
\$72 (+ tax) per night
Please mention that you will be attending a Campus Partners workshop
- Deadline:** March Session - February 24, 2005
July Session - July 7, 2005
November Session - October 27, 2005

All registration fees are per person. We cannot guarantee a refund of registration fees for any cancellations made after 2/24/05 for the March session, 7/07/05 for the July session, and 10/27/05 for the November session. Late registrations received after 2/24/05 for the March session, 7/07/05 for the July session, and 10/27/05 for the November session 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 101 Winston-Salem, NC

Please indicate which session you will attend.

- ☐ March 3-4, 2005
☐ July 14-15, 2005
☐ Nov. 3-4, 2005

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

NAME _____
TITLE _____ TELEPHONE _____
E-MAIL ADDRESS _____
☐ \$100 - Student Loans 101 - 3/3-4 ☐ \$100 - Student Loans 101 - 7/14-15 ☐ \$100 - Student Loans 101 - 11/3-4

NAME _____
TITLE _____ TELEPHONE _____
E-MAIL ADDRESS _____
☐ \$100 - Student Loans 101 - 3/3-4 ☐ \$100 - Student Loans 101 - 7/14-15 ☐ \$100 - Student Loans 101 - 11/3-4

NAME _____
TITLE _____ TELEPHONE _____
E-MAIL ADDRESS _____
☐ \$100 - Student Loans 101 - 3/3-4 ☐ \$100 - Student Loans 101 - 7/14-15 ☐ \$100 - Student Loans 101 - 11/3-4

Registration Deadlines:
March Session - February 24, 2005
July Session - July 7, 2005
November Session - October 27, 2005

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** _____

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

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

How 10

Use myReports

Does your boss ever walk in and ask you to provide a list of loans that meet specific criteria and you are left wondering how you can compile the list? If so, **myReports** may be just what you are looking for. With myReports, you can create your own customized report in minutes. Data is available for query as of the end of the prior post date, and best of all you can create the report on paper, merge it into an Excel spreadsheet or provide it in Microsoft Word or Rich Text Format.

myReports is an optional service provided to our customers. If you have Internet access, an ID and password and are interested in using myReports, all you have to do is sign up. Data used by myReports is updated each morning. Therefore, once your sign-up is processed (within 2-3 business days of receipt) your school's data will be available the following business day! (If you do not have an ID and password for System 3i access, you can download the necessary System 3i Access Authorization form from www.campuspartners.com.) myReports makes report generation a breeze!

The new myReports product is available from System 3i. Once you have logged into System 3i (<https://system3i.campuspartners.com>) with a valid ID and password, you will see the **Borrower Search** page. In the System 3i toolbar displayed in the upper portion of the page, you will see a link to Reports. The myReports link is listed under the Reports link. If you click on the myReports link, you will receive the primary page with the **Public Library** displayed.

System3i

► Forms ► Reports ► Publications ► Help Home ► Log Out

Borrower Search

myReports
eXpressReports
eXpressReports Documentation
Document Direct

Search By Borrower or Program Loan Sequence Number.

by Borrower Number/RAAN Search

[Help Desk](#)

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The **Public Library** contains a suite of 5 reports designed to satisfy the needs of many of our customers. If your report requirements cannot be met with any of these reports, you can design your own custom report by opening the Ad-Hoc folder.

myReports

► Forms ► Reports ► Publications ► Help Home ► Logoff

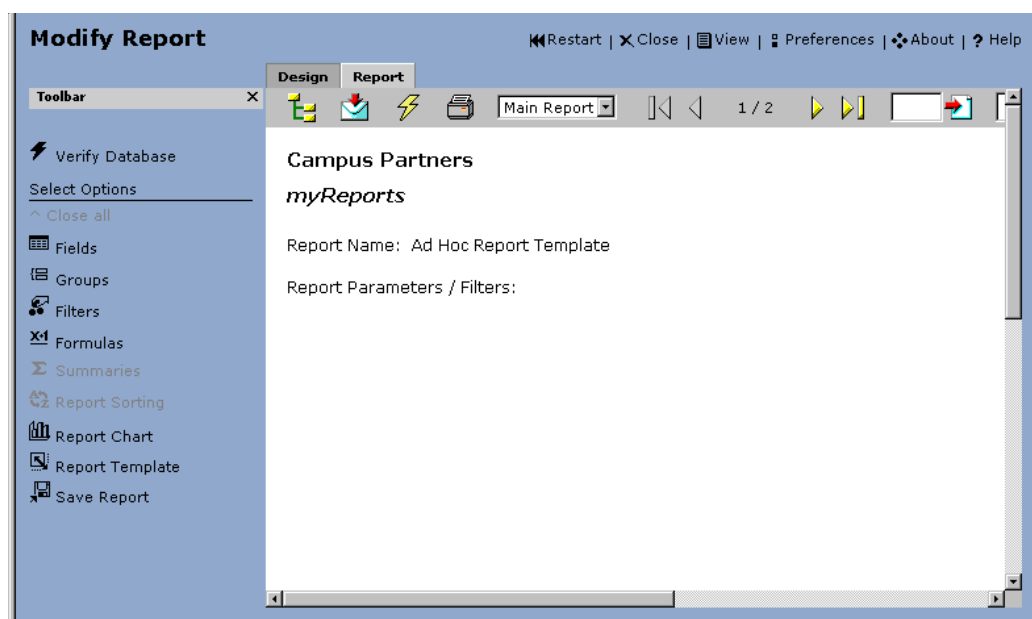
Public Library My Personal Library Ad-Hoc

- Grace Period Expiring
- Loans in Collections
- Loans in Collections with No Payment
- Past Due Loans
- Separation Date Nearing

[Help Desk](#)

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Within the **Ad-Hoc folder**, you should open the Ad-Hoc template. You will be able to install filters to limit the loans selected for your report, specify the data fields that your report should contain, and determine the manner in which the loan records should be sorted on your report. You can also perform other more advanced report options such as grouping your report data based on a certain criteria, such as loan status, calculating summary totals, and creating a chart based on your report results.



Highlights of myReports

- **Up-to-Date Data**—Data is available for query as of the end of the prior post date.
- **Security Features**—The data is secured in the same manner as data accessed via System 3i.
- **Standard Customized Reports**—A group of standard customized reports, based on information commonly requested by customers, has been created to make creating customized reports even more convenient. Sort options are available for the creation of these standard reports.
- **Unique Customized Reports**—If you want to create reports that are specific to your school, more sort options will be available. Sort criteria include choice of alpha or numeric sort, the ability to specify data qualifiers (such as # of days past due > x), and the format of the report output. Report output can be grouped by a specified criteria and monetary amounts can be totaled.
- **View, Print, and Archive Customized Reports**—Your saved reports will be stored in your personal library that you can access as needed. Some maximum storage limits will apply.
- **Automated or As Needed Report Creation**—Standard and saved customized reports can be produced on demand or scheduled to automatically produce on a routine basis.
- **Training and Consultation**—As with all our products, our staff will provide training and consultation on this new product.

We believe that **myReports** will satisfy the needs of the user that simply wants a quick listing of loans based on simple criteria as well as the needs of users that need to perform more complex reporting on their loan portfolio.

myReports

Complete user documentation is available on-line. Please contact your **Customer Service Representative** for the confidential address. We hope you will find myReports to be a useful tool for your campus.

Please contact your **Customer Service Representative** if you are interested in signing up to use myReports.

Elaine Mozena

CUSTOMER CLOSEUP

Elaine Mozena is the University Collection Officer for California State University-Northridge (CSUN), which is located in the San Fernando Valley about 15 miles north of LAX. When we interviewed Elaine in the middle of December, she had just celebrated her 20th anniversary at the school, which is also her alma mater. Elaine and CSUN are a good fit because both are leaders in their field and acknowledged experts at what they do.

Elaine spoke with pride about CSUN, which is the largest training institution for teachers in California. CSUN is so dedicated to education that a public high school was recently built on its campus to help train teachers and expose students to higher education. CSUN also has a renowned drama department and counts Helen Hunt, Richard Dreyfuss, and Debra Winger among its alumni. Lists of distinguished alumni available on the CSUN Web site read like a who's who of leaders in business, government, and communications fields.

As University Collections Officer, Elaine and her staff are responsible for making sure Perkins loans are repaid so the university can keep offering prospective students from all economic and social groups the chance to attend this premier institution. Elaine's responsibility starts where the University's responsibility ends—after students leave the Northridge campus.

She and her staff monitor loans until they are repaid, help borrowers follow through on submitting deferment and cancellation requests, and work with collection agencies to assure borrower repayment. Her department's goal is to keep its default rate low and return funds to the Perkins loan program. Her big-

gest challenge is finding borrowers after they leave school because they are at an age where frequent moves are typical. With a small staff and a student enrollment of 25,480 undergraduates, Elaine stays very busy. Fortunately, she has an outstanding staff, who help lighten the load.

Elaine makes the most of her resources by networking with her counterparts at other branches of the California State University System to keep up with their practices and experiences. She and her peers at other institutions discuss changes in federal regulations and spread the word about issues that may affect them all. In addition to her staff, she considers her informal peer group to be her most helpful resource in handling her job. Elaine's influence extends well beyond the CSU system, as she is a past president of the California College and University Loan Administrators Association.

Elaine also counts Campus Partners, which has been servicing CSUN loans since 1981, as an important resource in handling her responsibilities. "The Customer Service Representatives are always very helpful. They get my kudos," Elaine stated enthusiastically. "If it's possible, Campus Partners will do it for us. We recently asked Campus Partners to develop a one-page report for us that separated accounts that impacted our cohort rate from other loans, which has helped us concentrate our collection efforts appropriately," she continued. She finds our *Update* newsletter with its articles on federal regulations and new products very helpful, too.

Elaine also described our company's efforts after an earthquake struck the CSUN campus in January 1994. "No

college in the United States had sustained this level of damage since the Civil War. Fortunately, no one was injured because it was a school holiday. However, we lost everything and did not even have the most basic office supplies—not even a pencil and paper. Your office called and said, 'What do you need?' Almost immediately, supplies were on the way, which helped us get back on our feet," Elaine recounted.

Elaine finds her work with borrowers very rewarding and especially likes to help borrowers who are in a financial crisis find ways to repay their loans. Requesting a loan deferment or cancellation is all it takes to help many borrowers, and they are very relieved and grateful when Elaine steers them in this direction.

Elaine is a native of California and was born in Long Beach. She has traveled extensively and has visited Europe, Mexico, and Canada, as well as many parts of the United States. Several years ago, Elaine, her mother, her aunt, and her niece took a month-long driving vacation and toured much of the country in Elaine's minivan. The trip was a high school graduation present for her niece, and was a memorable adventure for all of the travelers. Elaine takes her role as aunt very seriously and is very close to her nieces and nephews who adore their "Aunt Elaine." She is watching their progress in college and is very proud of them. She also enjoys reading and particularly likes to read about historical events and autobiographies. In ecumenical spirit, Elaine recently read autobiographies of Robert E. Lee and Bill Clinton and found both fascinating. A true leader in her profession, Elaine obviously identifies with other leaders.

Jana Elliott

Contract Administrator

Jana Elliott is the Contract Administrator for Campus Partners. She was promoted to this position in August 2004 after many years in the Customer Support area. In her new role, she is responsible for preparing responses to bids, Requests for Information, and Requests for Proposal for our contract customers, as well as prospects. When she is not writing proposals, she is working to update our standard responses to include information about our new products and services, researching upcoming bid opportunities, and reviewing current customer contracts and their provisions. Whenever possible, she reviews past proposals submitted by Campus Partners and their competitors, gauging the needs of our customers and the marketplace to evaluate opportunities to excel in a dynamic environment.

In a company known for customer service, it is hard to stand out as an advocate for customers. But Jana's concern for building customer relationships is overriding, and she does stand out. She is very supportive of our company's team approach to customer service which empowers representatives to take ownership of their customers' total needs. To Jana, a true customer service representative knows what their customers need before they do and is there to provide proactive solutions.

Because she moved from the mailroom, to borrower services, to customer service (where she spent almost 10 of her nearly 12 years at Campus Partners), she feels her experience on the front lines brings a unique prospective to her current position and understanding customer needs. Although she is no longer in operations, she still is strongly committed to providing the best customer service possible. "We must continually adapt our way of doing business to meet our customers' needs. Their students are more demanding than ever, even with on-line services available to them. Most of our customers depend on us to ease their burden. Loan servicing is not static. We must keep changing," Jana said.

She has enormous respect for her co-workers because of their commitment to customer service excellence, which is a hallmark of our company. She recognizes several of her peers for their help in training her and being a mentor for her during her years on the job. "Kathy Jo Roberts, Charles Parker, Pat Hill, and Tomika Wallen are just a few of the many people who have shared their knowledge with me," Jana told us.

Jana has had an opportunity to meet several customers since August, and has met Susan Mabe and Lori Lee from the University of Hawaii, Charlene Reynolds from Wheaton College, Sandie Rosko from the University of

Jana Elliott

"We must continually adapt our way of doing business to meet our customers' needs. Their students are more demanding than ever, even with on-line services available to them. Most of our customers depend on us to ease their burden. Loan servicing is not static. We must keep changing."



Washington, and Joe Shane from Yeshiva University. She has spoken to several of these customers on the telephone for years, so it was very exciting for her to meet them in person.

Jana especially likes the creative aspect of her position. She is able to write and create as well as spend time in consultation with customers, so she is in heaven. The job allows her to combine her years of experience with her recent college degree in communications with a concentration in public relations from one of our valued customers of 40 years, Salem College.

Jana is a dynamo at work, but stays just as busy at home. She is married to John Elliott, who is our Director of Information Technology, but the couple tries not to talk shop at home. With two daughters, Kassie, age 12 and Lora, age 6, they do not have much time to discuss work. They stay very busy attending softball and basketball games and practices, as well as gymnastic classes. Both Jana and John are very active in their church and plan a mission trip to Honduras this summer. Jana also likes to hike and write short stories and poetry. One of her goals is to publish a collection of short stories or poetry in the future. Given her dedication and drive to succeed in all areas of her life, Jana's book probably will be coming to a bookstore near you soon. For now, our customers will have to be content reading the proposals that she writes. They are definitely not fiction, but are well written and carefully crafted.