CAMPUS PARTNERS



Campus Partners Winston-Salem, NC

October 31, 2005

INSIDE THIS ISSUE:

- ◆Reauthorization Threatened
- **♦**Forbearance Processing Completed
- **◆**Education Department Update
- **◆**Regulatory Wisdom
- **◆Product Development Update**
- **♦**Student Loan Consolidation
- **◆**Default Management Tools
- **♦**Disaster Recovery Results
- **◆**Customer News

Customer Closeup Vincent Simonelli Boston University

- **◆**Customer Service Week
- **♦2006 Holiday Schedule**
- **◆Training Update**
- **◆**Regional Meetings
- **◆**Conference Schedule
- **◆**Cutoff Dates
- ◆How to Manage Your Cohort Default Rate

Inside Campus Partners

Jennifer Taylor

Customer Service Representative

Holiday Schedule:

Thanksgiving November 24 & 25

Christmas
December 23 & 26

We will close on December 9th at 11:30 AM for our Holiday Party.

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

Reauthorization Threatened

In last month's *Update*, we announced that the Senate Committee on Health, Education, Labor, and Pensions (HELP) had unanimously approved S. 1614, The Higher Education Amendments of 2005, a bill reauthorizing the Higher Education Act of 1965, which included reauthorization of the Perkins Loan Program. Despite the progress that the higher education community has made in saving the Perkins Loan Program from elimination, the Perkins program is still in jeopardy. COHEAO has notified its members that the Perkins program may be targeted as the House and Senate explore ways to pay for the damages associated with Hurricane Katrina. **So far there is no direct threat to the Perkins program, but it is reasonable to assume that eliminating the program will be considered.**

COHEAO advises its members to again contact their Senators and Congressmen, and has prepared a letter that can be personalized. We are attaching COHEAO's Congressional leadership list and sample leadership letter in this month's *Update*, and have posted this information to our Perkins Funding Crisis Resource page at http://www.campuspartners.com/news/PerkinsFundingCrisisResourcePage.html.

Attachments: New COHEAO Letter and Congressional Leadership List

REAUTHORIZATION THREATENED

FORBEARANCE PROCESSING COMPLETED

Forbearance Processing Completed

As we announced in our September 2005 *Update*, Campus Partners started the process of processing administrative forbearances for borrowers affected by Hurricane Katrina and Rita. Our population included borrowers who have a loan or loans in repayment and have a mailing address in a zip code within the FEMA-designated Hurricane Katrina or Rita disaster area. We completed all forbearance processing by our projected deadline, which was September month end.

For borrowers with Federal Perkins loans and institutional loans, we processed a Type Y deferment which does not count against the borrower's three-year limit. For borrowers with HSPL, NSL, PCL, and LDS loans, we processed a Type H deferment. All borrowers were notified that we processed a forbearance and that they may decline the forbearance or request that the period processed be shortened. In all cases, your borrowers will be billed at the end of the forbearance.

If you would like a list of borrowers for which we processed the forbearances, please contact your Customer Service Representative.

EDUCATION DEPARTMENT UPDATE

Institutional Reporting and Application Deadline Extended

As a result of the extensive damage and disruption caused by Hurricane Rita, on October 14, 2005, the Department of Education (ED) published a *Notice in the Federal Register* extending student aid institutional reporting and application deadlines. This latest announcement provides a chart summarizing the changes published in the Federal Register. To view this information, go to http://www.ifap.ed.gov/eannouncements/1017RitaAnnouncement3.html. You may easily view all hurricane announcements on the Department's IFAP Web site. Go to www.ifap.ed.gov and click on Hurricane Information.

Guidance for Requesting Approval to Make a Late Disbursement

ED has published *Dear Colleague Letter GEN-05-13*, which updates the procedures for requesting approval to make a late disbursement of Title IV aid beyond the 120-day late disbursement period. These disbursements may be referred to as "late" late disbursements. The letter supersedes GEN-05-07. For more information, visit <a href="http://interestate.com/http://inte

Regulatory Wisdom from Sharon Cameron

Question: Where would I find a list of subject areas for borrowers teaching in a federally designated teacher shortage area?

Answer: Copy and paste the following link in your browser to determine the shortage areas http://studentaid.ed.gov/students/attachments/siteresources/shortageareas.pdf. The Department of Education plans to update this list again in the Winter of 2006.



Product Development Update

In last month's *Campus Partners Update*, we presented an aggressive product development plan, which focuses on your requests for products that will help you perform your job more efficiently. Over the next several months, we plan to keep you posted on recent product enhancements and update you on products and enhancements that will be released in the near future as a reoccuring column in this newsletter.

PRODUCT DEVELOPMENT UPDATE

Some of the most exciting enhancements are coming up later in the year. At your request, we are adding the Oldest Bill Due Date and the Days Past Due to System3*i* and allowing the display of loans that are in collections or closed on System 3*i*. In December, we will include all other loan types with E-Exit, our online exit interview product.

Recent System III Enhancements

In August

- Additional fields were added for input of various costs Schools can add and track various types of costs, such as NSF fees.
- The Cohort Flag was added to the *New Placements Report* This flag will help internal collectors, as well as external collection agencies, identify newly placed loans that are part of the current or projected Cohort year.
- The *Borrowers to Receive a Notice Report* is now available as a daily report.

In September

 An edit was added to block E-Exits for loans that were paid in full prior to the completion of the exit interview. Confirmation was received from the Department of Education that the borrower should not be required to complete the exit retroactively.

In October

 A new field was added for input of International Telephone numbers on the BSUP screen.

E-mail Directory for Campus Partners Management Staff

Servicing Operations

Beth Bealle, Vice President: bbealle@campuspartners.com
Lisa Koniuto, Dir., Cust. Relationship Mgtment: lkoniuto@campuspartners.com
John Elliott, Information Technology Dir.: jelliott@campuspartners.com
Daisy Bass, Customer Service Director: dbaas@campuspartners.com
Kathy Riddle, Customer Service Mgr:: dadams@campuspartners.com
Mark Bondurant, Customer Service Mgr:: mbondurant@campuspartners.com
Manager, Product Development: sswaim@campuspartners.com
Lando Little, Student Trust Liaison Dir: little@campuspartners.com
Judy Smith, IT Applications Mgr.: jsmith@campuspartners.com
Wallace Grooms, Special Projects Analyst: wgrooms@campuspartners.com
Patrick Roberson, Special Projects Analyst: proberson@campuspartners.com

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

Servicing Support

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

Marketing and Sales

Mark Olson, Executive VP, Marketing & Sales: molson@campusparters.com
Brad Resler, National Sales Manager: bresler@campuspartners.com
LaShonda Hairston, Account Manager: brastin@campuspartners.com
Pattie Mastin, Account Manager: pmastin@campuspartners.com
Sean Collins, Account Manager: scollins@campuspartners.com
Carolyn Williams, Marketing Manager: cwilliams@campuspartners.com
Donna Powell, Contract Administrator: dpowell@campuspartners.com
Debra Pitts, Administrative Assistant: dpitts@campuspartners.com

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

PRODUCT DEVELOPMENT UPDATE (Continued)

Planned System III Enhancement

In November

We will add the RAAN number to the Masterfile

Recent Web Enhancements

In September

- E-Pays can now be entered with an Advance Payment Flag. These payments will apply to future installments following the existing advance payment rules.
- Information was added to mycampusloan.com to provide borrowers information regarding hurricane relief.
- The *iPROMise* status report is now available in electronic format via FTP.
- The borrower address update was enhanced to better facilitate the input of international addresses.

In October

- Banking information is now displayed on the AutoDraft enrollment page for participating borrowers. This is to allow borrowers currently enrolled in AutoDraft to review the information on record with Campus Partners.
- Various improvements were made to the colors of displayed text for ease of reading. This includes providing more contrast to links that have been previously viewed.

Planned Web Enhancements

In November

- The addition of the Oldest Bill Due Date and the Days Past Due to display on System3*i*.
- The removal of edits that prevent display of loans currently in collection or previously closed.

In December

• The extension of E-Exit to loan types other than Perkins.

Stay tuned to the *Update* for Product Development information each month.

STUDENT LOAN CONSOLIDATION

Student Loan Consolidation – A Great Way to Reduce Payments by 50% or More

One of the best ways for student loan borrowers with more than \$7,500 in education loans to reduce their monthly payments is through student loan consolidation. Another great benefit of consolidation is that borrowers can convert multiple variable rate loans into a single FIXED rate loan. The rate will remain FIXED for the life of the loan and can provide borrowers, especially new graduates, with an opportunity to enter the working world with smaller debt burdens and some financial breathing room.

Student loan consolidation is a no-cost benefit offered to all eligible student and parent federal education loan borrowers. There are no fees associated with student loan consoli-

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dation, i.e. no application fees, no credit checks nor closing costs. Additionally, there are no repayment penalties should a borrower choose to pay their loan in full or in part at any time ahead of schedule.

STUDENT LOAN CONSOLIDATION (Continued)

Campus Partners, in partnership with Student Trust, Inc., its sister company in Rockville, MD, is delighted to offer your institution one of the nations lowest-cost student loan consolidation programs available. And, as a valued Campus Partners customer, we want to make you aware of this money-saving opportunity for your student loan borrowers.

Student Trust offers a Loan Counseling Program whereby they contact your borrowers, educate them about loan consolidation and help them make the best choice for themselves. This service is free to you and your borrowers and benefits you in another important way. As Perkins loans are paid in full through consolidation, the proceeds are returned directly to your Perkins loan fund to lend again to other needy students.

Loan Counseling Opportunity

One thing borrowers need to consider when consolidating is whether or not to consolidate Perkins, Health Professional (HPSL) and/or Nursing (NSL) loans because there are deferment and cancellation opportunities unique to these programs.

Campus Partners and Student Trust are committed to providing all student loan borrowers the very best advice and counsel, to ensure that their best financial interests are always in the forefront. Student Trust will either suggest inclusion of a Perkins loan or exclusion, if it appears the borrower's cancellation benefits may be at risk.

Specific details on the deferment and cancellation opportunities for these borrowers can be found at www.EdLoanConsolidate.com or by calling our professionally trained consolidation loan counselors 24x7 toll-free at 800-859-5105 for expert advice on whether or not consolidation meets their needs.

To join the Student Trust Loan Counseling Program, sign the attached form and fax it to 336-607-2025.

Attachment: Student Trust Loan Counseling Program Authorization Form

Customer Insight



"When we were looking at servicers, we had two questions. Will our figures be correct and will we stay in compliance? Our numbers always have been good, our reports are always clean and easy to read, and we have never had to worry about compliance issues since choosing Campus Partners, and we are militant about compliance."

Vincent Simonelli Boston University (customer since 1985)

REGULATORY WISDOM

DEFAULT MANAGEMENT TOOLS (Continued)

Default Management Tools: You Can't Afford to Pass Them By

Many student loan adminstrators tell us that their biggest challenge is managing their default rate so they can return dollars to their campus-based loan funds. One of the benefits associated with working with Campus Partners is the insight we can provide in helping you control your delinquency rate. We have translated our years of experience and knowledge of typical borrower repayment patterns into two default prevention products, the **Early Intervention Program**, for all borrowers and all loan programs, and **Cohort Right Track**, which targets cohort and projected cohort borrowers only. These programs offer five borrower phone calls, four letters, loan counseling, and skip tracing to intervene with your borrowers at the earliest stages (15 days past due) of delinquency.

The best part--these products are very successful and have a low cost associated with enrolling your borrowers in them. After you pay a small set-up fee, your per borrower costs can be passed along to delinquent borrowers and recouped when they pay their bill. For more information about Early Intervention or Cohort Right Track, contact your Customer Service Representative.

DISASTER RECOVERY RESULTS

Disaster Recovery Results

Campus Partners conducted a disaster recovery test in conjunction with our mainframe data center provider, Infocrossing Southwest (IFOX), during the period of Oct 11 through 14, 2005. In addition to the successful recovery operations associated with the mainframe migration, which occurred in March 2005, this was our first disaster recovery test performed under the auspices of our new service provider. While a few small issues were encountered during the test, IFOX technical support found and corrected them. Actual testing of online applications proceeded and went well. We will conduct a disaster recovery test annually.

We are pleased with the results, and you can be assured that in case of disaster, your data is safe and can be recovered easily and quickly.

CUSTOMER NEWS

Long-Term Customers

We are celebrating partnerships with 20 long-term customers this quarter. Special recognition goes to Lenior Rhyne College, our customer of 40 years and to Clark Atlanta University, College of the Holy Cross, Dickinson College, Elizabeth City State University, Manhattanville College, University of Baltimore, University of North Carolina-Charlotte, all of which have been our customers for 35 years. We also want to thank Campbell University, the Professional Careers Institute, and Westfield State College for allowing us to service their loans for the past 30 years.

Names of all customers attaining 5, 10, 15, 20, 25, 30, 35 and 40-year anniversaries with us during this quarter are attached. Customers reaching anniversaries with us during the first quarter of 2006 will be listed in the January *Update*.

Attachment: Long-Term Customer Anniversaries

CUSTOMER News (Continued)

Customer Closeup

In this month's *Update*, we are profiling **Vincent Simonelli, Director of Student Loans and Collections** at **Boston University**. Vincent is a modern day Renaissance man, who juggles a demanding career, marriage, parenting, a writing career, and a 27-year commitment to the same bowling league. Vincent is as unique as his employer, Boston University, which is the third largest private university in the United States. Situated in the heart of Boston, the University enrolls 30,000 students, who come from every state in the union and from 135 countries. An internationally known teaching and research institution, it offers 250 degrees at the undergraduate and graduate levels through its 17 Schools and Colleges. More information about Boston University is available from www.bu.edu.

Boston University has been a customer for 20 years, and we look forward to many more years of working with Vincent and the University! And speaking of Boston, check out the following article about another school in the area that is coming back home to Campus Partners.

Welcome Home, Bay State College

Earlier this month Campus Partners welcomed an old friend back to the family. **Bay State College** moved its loan servicing business away from Campus Partners in July of 1998 and spent approximately seven years with another service provider before deciding it was in their best interest to come "back home." The decision has been a positive one. **Al Johnson**, the school's Bursar, is impressed with the systems improvements his school has inherited, and is very pleased with the upgrade in reporting capabilities he has realized as a result of the portfolio transfer. And speaking of the portfolio transfer, it was that process that spoke volumes to Al about the kind of company Campus Partners is to work with. "You made this really easy. Thanks a million." said Al. Bay State opted for an Enhanced level of service, which makes **Financial Services Associate Val Cooper** happy. Having spent over 15 years at Delta Management Group, Val understands the valuable role a quality loan servicing company can play in the higher education business office. During a recent on-site training session Val was eager to get back to her "real work," and commented, "If I need to know something, I'll call my Customer Service Rep. I know you guys are going to handle everything for us anyway." You're right about that, Val!

Bay State College (www.baystate.edu) is located in the heart of Boston, MA. The college offers three Bachelor Degree programs and thirteen Associate Degree programs in everything from fashion design to criminal justice to entertainment management and medical assisting. Campus Partners is proud to add Bay State to our long list of Boston-area and Massachusetts customers.

Customer Service Week

During the first week in October, Campus Partners celebrated National Customer Service Week with a fun-filled week of special activities and planned events. National Customer Service Week was started in 1988 by the International Customer Service Association and proclaimed as a national event by the U.S. Congress.

Our Customer Service team is second to none when it comes to providing high quality technology and premier service to our internal and external customers. They work diligently every day, all year long, to exceed your expectations. Our Management staff

CUSTOMER SERVICE WEEK

CUSTOMER SERVICE WEEK (Continued)

thanked them by planning daily events, special activities, and by giving away gifts. Patrick Roberson, Special Projects Analyst, and Daisy Bass, Director of Customer Service, were responsible for coordinating the events. A few of the fun and more memorable events included:

- 1. Campus Partners "Modified Jeopardy" & "Modified Jeopardy II" These were games designed to test the knowledge level of both our customer service staff and managers.
- 2. Don't Be Scared "Let's Have Fun" This was the title of our weird dress contest. Each day, staff members wore a variety of outrageous outfits to work.
- 3. "Lunch On Us" Managers and Directors received fund allotments from Campus Partners which they used to take their departments out on group luncheons.

All in all, it was another great celebration in which our Customer Service Staff was recognized and appreciated for the hard work they do. And although we had a fun-filled week here at Campus Partners, we certainly do not want to forget about our customers, without whom this week would not have been possible. So on behalf of the employees (see our photo online), **thank you** for choosing Campus Partners as your provider of transaction services.

2006 HOLIDAY SCHEDULE

Holiday Schedule for 2006

Campus Partners will observe the following holidays for 2006. Our on-line systems will be available during normally scheduled hours.

New Year's Day (observed) Monday, January 2 Martin Luther King Jr.'s Birthday Monday, January 16 President's Day Monday, February 20 Monday, May 29 **Memorial Day** Monday, July 4 **Independence Day Labor Day** Monday, September 4 **Thanksgiving Day** Thursday, November 23 Day after Thanksgiving Friday, November 24 **Christmas Eve (observed)** Friday, December 22 **Christmas Day** Monday, December 25

TRAINING UPDATE

Teleseminar Training

In addition to our Web conferences, we are continuing to present our popular teleseminar series. Offering this training allows us 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. Please see the **Teleseminar Schedule** for the remainder of 2005, which is listed on the next page. 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, e-mail Debra Pitts at dpitts@campuspartners.com at least three days before the scheduled teleseminar, and she will e-mail you the telephone number that you need to call. The training is **free** and well worth your time.

November 14 How to Use and Interpret Reports from Campus Partners
December 12 What is Rehabilitation and How Borrowers Can Benefit*

Workshop Information

TRAINING UPDATE (Continued)

The *Student Loans 202* workshop was held on October 6th and 7th at our corporate office in Winston-Salem, NC. The workshop, facilitated by Account Managers **LaShonda Hairston** and **Pattie Mastin** covered a vast amount of information including Web developments, NSLDS Load Errors, Forms processing, and information on the National Student Clearinghouse. Interactive demonstrations of our *eXpressReports*, *iPROMise* and E-Exit products were also featured. Guest speakers included, **Sharon Cameron**, Audit and Compliance Specialist, who provided Federal Regulations updates; **Lando Little**, Director, Student Trust shared his expertise on loan consolidation; and Customer Service Representative **Andrea Thompson** led the discussion on Accounting.

Workshop participants included representatives from California Maritime Academy, Norfolk State, Salisbury University and Texas Southern University. Delighted to have our customers in-house, several Campus Partners employees stopped by each day to offer a warm welcome. **Mike Carey**, President, **Beth Bealle**, Vice President, **Daisy Bass**, Director of Customer Service and **Debra Adams** and **Kathy Riddle**, Customer Service Managers, all greeted our guests upon their arrival. The participants were also led on a tour of our facilities, where they were able to meet individuals from each department, including the customer service representatives with whom they speak on a daily basis.

Many positive responses were received about the workshop. Minnie Wolridge, Supervisor of Accounts at Texas Southern University said she benefited from the sections on Reports the most. "If you're unfamiliar with how to use the reports, I highly recommend you attend. It was like having one-on-one training; they really broke it down," she commented. Beverly Murphy, Default Coordinator at Norfolk State was most impressed with learning of System3i's ability to create and print Loan Verification Certificates (LVC) for you. She said, "I've always had to calculate them by hand." California Maritime Academy's Accounting Technician III, LaTanya Edington, said she especially enjoyed networking with the other schools. "It was a big help to be able to see how other schools handle certain situations," she expressed. Carolyn Collins, Perkins Loan Manager at Salisbury University and Tiffany Spates, Loan Collection Officer at Texas Southern University both commented on how welcome they felt at Campus Partners. "It was such a friendly atmosphere," Carolyn said. Tiffany added, "Very team and family oriented."

Campus Partners will host the *Student Loans 101* workshop on November 3rd and 4th. We will be publishing our 2006 Workshop schedule soon.

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.

REGIONAL MEETINGS

Regional Meetings

We have completed our Regional Meetings schedule for 2005 and will be publishing our 2006 schedule soon. We already have scheduled a **Pennsylvania Regional Meeting on February 21, 2006 at Gettysburg College.**

CONFERENCE SCHEDULE

Conference Schedule-See you there!

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

The **PDG West Coast Conference** will be held on November 6-9 in Austin, TX. Campus Partners is proud to be a Silver Standard Sponsor of this conference. For more information about the conference, go to www.prodev.com/welcome.

Virginia's FOCUS Conference will be held November 17-18 at Old Dominion University in Norfolk, VA.

The **Illinois Student Loan Administrators Association Conference** will be held December 9 in Chicago, IL. For more information, contact Norma Carmona at 773-702-6060.

CUTOFF DATES

Cutoff Dates

Cutoff dates for September, October, November, and December appear below.

Transaction	Oct.	Nov.	Dec.	Jan.
Last day to receive	10/25	11/23	12/27	1/24
collection payments				
Last day to receive regular	10/26	11/28	12/28	1/25
payments				
Last day for online	10/28	12/02	12/30	1/27
payments				
Date final post begins	10/28	12/02	12/30	1/27
Report date used for final	10/31	11/30	12/31	1/31
post				
Last day deposits created	10/28	11/30	12/30	1/27
for deposit to bank account				

Web Site Maintenance!

Our on-line Web systems (campuspartners.com, System 3*i*, mycampusloan.com, E-Exit, and *iPROMise*) will be unavailable from 9:00 PM Eastern on Friday, October 28 through 10:00 PM Eastern on Saturday, October 29. If our maintenance activities take longer than expected, we may have to extend the outage time. However, we do not anticipate that this will be necessary. We apologize for any inconvenience that this may cause for you or your borrowers.

<<INSERT SCHOOL, COMPANY OR PERSONAL LETTERHEAD>>

Date			
X X			
X		D 0	
Wash	ıngton	D.C.,	, X

Dear X:

Both the House and Senate education committees have made an important decision in the ongoing process of reauthorizing the Higher Education Act of 1965. They have decided to continue an important program that has given millions of students the financing they need to attend college. The Perkins Student Loan Program actually began even before the Higher Education Act was passed, starting in 1958 as the National Defense Student Loan Program in response to the Sputnik launch by the Soviet Union. This important program today provides \$1.4 billion per year to over 600,000 students nationwide, with a very small federal investment. We urge you to strongly support the Perkins Loan Program as the Higher Education Act reauthorization and budget processes move forward this year and to reject short-sighted proposals to cut or take away Perkins Loans, for whatever reason.

At <<insert school name here>> we make <<Perkins Loan volume>> in Perkins Loans every year. Without this money, <<# of Perkins Loan recipients at the school>> will not receive the financial assistance they need to continue their higher education. And, since Perkins Loans serve the lowest-income students, and it will hurt those who need financial aid the most.

The central purpose of the Perkins Loan Program remains as relevant today as the National Defense Student Loan Program did in 1958 – to lend very low-cost funds to the neediest borrowers. As one of the 1,800 institutions that participate in the Perkins Loan program, we know well that Perkins Loans often make the difference for low-income borrowers who do not otherwise receive enough funds to pay for college. These students are often the first from their family to attend college and usually have the greatest financial need. Families with dependent students represent some 63% of borrowers, and independent students represent another 24%. Some 44% of these families have an income under \$30,000.

In addition, many students take advantage of the opportunities to have their Perkins Loans forgiven by working in one of a dozen public service jobs, such as teaching, nursing, the military, law enforcement, social work, corrections, and child care.

Please let me know that you support the Perkins Loan Program and will make sure that it is continued and funded. I look forward to hearing from you. If you would like to discuss this issue further, please contact <<i style="color: red; color: blue;"><i style="color: red; color: blue;"><i style="color: blue;"><i style

Sincerely,

Congressional Leadership List

Title	First	Last	Party	State	CapStreet1	CapStreet2	CapCityStZip	Phone	Fax
Congressman	Roy	Blunt	R	МО	U.S. House of Representatives	217 Cannon House Office Building	Washington, DC 20515-2507	202-225- 6536	202-226- 1115
Congressman	John A.	Boehner	R	ОН	U.S. House of Representatives	1011 Longworth House Office Building	Washington, DC 20515-3508	202-225- 6205	202-225- 0704
Congressman	J. Dennis	Hastert	R	IL	U.S. House of Representatives	235 Cannon House Office Building	Washington, DC 20515-1314	202-225- 2976	202-225- 0697
Congressman	Steny H.	Hoyer	D	MD	U.S. House of Representatives	1705 Longworth House Office Building	Washington, DC 20515-2005	202-225- 4131	202-225- 4300
Congressman	Robert	Menendez	D	NJ	U.S. House of Representatives	2238 Rayburn House Office Building	Washington, DC 20515-3013	202-225- 7919	202-226- 0792
Congressman	George	Miller	D	CA	U.S. House of Representatives	2205 Rayburn House Office Building	Washington, DC 20515-0507	202-225- 2095	202-225- 5609
Congressman	John B.	Shadegg	R	AZ	U.S. House of Representatives	306 Cannon House Office Building	Washington, DC 20515-0303	202-225- 3361	202-225- 3462
Congressman	John M.	Spratt	D	SC	U.S. House of Representatives	1401 Longworth House Office Building	Washington, DC 20515-4005	202-225- 5501	202-225- 0464
Congresswoman	Nancy	Pelosi	D	CA	U.S. House of Representatives	2371 Rayburn House Office Building	Washington, DC 20515-0508	202-225- 4965	202-225- 8259
Congresswoman	Deborah	Pryce	R	ОН	U.S. House of Representatives	204 Cannon House Office Building	Washington, DC 20515-3515	202-225- 2015	202-225- 3529
Senator	Byron L.	Dorgan	D	ND	United States Senate	322 Hart Senate Office Building	Washington, DC 20510-3405	202-224- 2551	202-224- 1193
Senator	Richard J.	Durbin	D	IL	United States Senate	332 Dirksen Senate Office Building	Washington, DC 20510-1304	202-224- 2152	202-228- 0400
Senator	Michael B.	Enzi	R	WY	United States Senate	379A Russell Senate Office Building	Washington, DC 20510-5004	202-224- 3424	202-228- 0359
Senator	Bill	Frist	R	TN	United States Senate	509 Hart Senate Office Building	Washington, DC 20510-4205	202-224- 3344	202-228- 1264
Senator	Edward M.	Kennedy	D	MA	United States Senate	317 Russell Senate Office Building	Washington, DC 20510-2101	202-224- 4543	202-224- 2417
Senator	Jon L.	Kyl	R	AZ	United States Senate	730 Hart Senate Office Building	Washington, DC 20510-0304	202-224- 4521	202-224- 2207
Senator	Mitch	McConnell	R	KY	United States Senate	361A Russell Senate Office Building	Washington, DC 20510-1702	202-224- 2541	202-224- 2499
Senator	Harry	Reid	D	NV	United States Senate	528 Hart Senate Office Building	Washington, DC 20510-2803	202-224- 3542	202-224- 7327
Senator	Richard J.	Santorum	R	PA	United States Senate	511 Dirksen Senate Office Building	Washington, DC 20510-3804	202-224- 6324	202-228- 0604
Senator	Ted	Stevens	R	AK	United States Senate	522 Hart Senate Office Building	Washington, DC 20510-0201	202-224- 3004	202-224- 2354

Campus Partners * 2400 Reynolda Road * Winston-Salem, NC 27106 * www.campuspartners.com

Please enroll my institution in the Student Trust Loan Counseling Program.

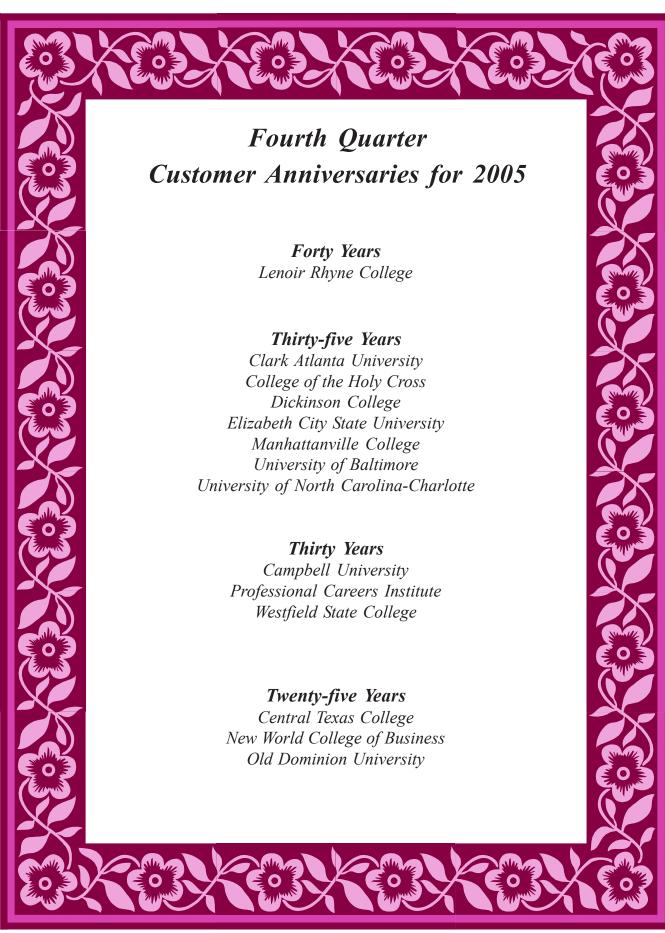


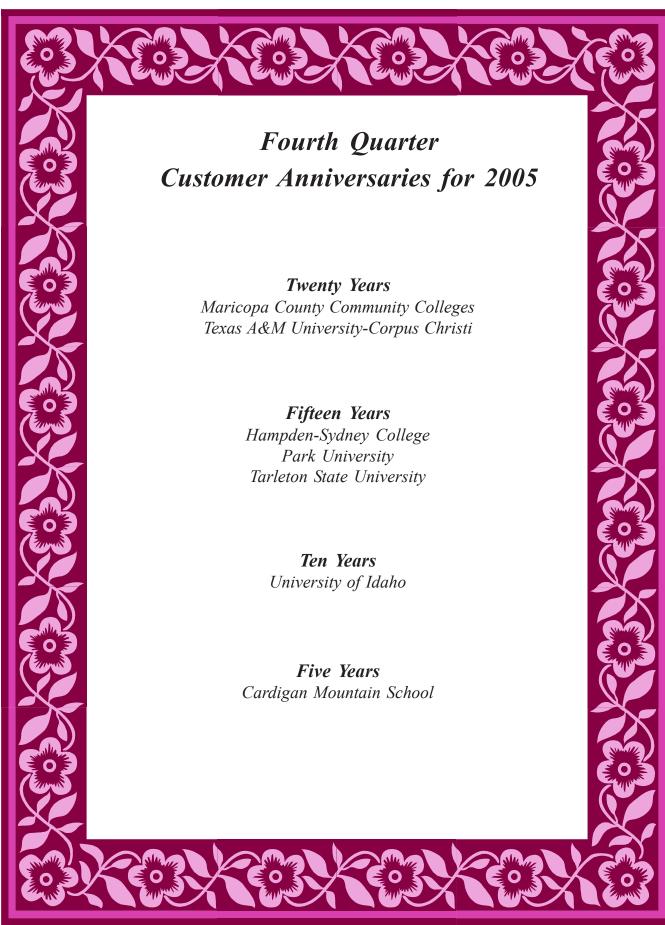
	STODENT	I KUSI
Name of Institution		
Signature	Date	

Fax to:

Debra Pitts Administrative Assistant 1-336-607-2025

Or, mail to: Debra Pitts Administrative Assistant 2400 Reynolda Road Winston-Salem, NC 27106







Manage Your Cohort!

The Cohort Rate is a yearly snapshot of your Perkins portfolio's default rate. In 2005, the Cohort is made up of borrowers who entered repayment between July 1, 2003 and June 30, 2004. The day after the original grace period ends is used to determine the repayment date. If the borrower becomes 240/270 days past due (240 for loans billed monthly and 270 for loans billed quarterly), they are counted towards your Cohort Default Rate.



Schools that have less than 30 borrowers per year that enter repayment will calculate the Cohort Rate in a slightly different manner. Instead of using only one year to determine the cohort default rate, schools with less than 30 borrowers that enter repayment take the previous three years' cohorts into account.

How can I exclude borrowers from my Cohort?

You may exclude borrowers if they:

- Voluntarily made six consecutive monthly payments;
- Voluntarily made all payments currently due;
- Repaid the loan in full;
- Received a deferment or forbearance based on a condition that began prior to the loan becoming 240/270 days past due:
- Successfully rehabilitated the loan after becoming 240/270 days past due; or
- Assigned to the Department of Education (ED) under a conditional discharge due to Total and Permanent Disability.

You also may exclude any loan which has been cancelled or paid-in-full because of:

- Death or disability;
- Bankruptcy;
- Closed school discharge;
- Compromise [per 674.33(e)]; or
- Write-off [per 674.47(h)].

How does Campus Partners help me know who is in my Cohort?

We provide two reports to help manage your Cohort: *The Cohort Default Rate Report* and *The Cohort Projected Report*. The Cohort Default Rate Report lists all of your borrowers that are currently in your Cohort Default Rate and the Cohort Projected Report lists all borrowers that will be in your Cohort Rate as of July 1st next year. The Cohort Default rate report is sorted based on the actual number of days a loan is past due.

What else can Campus Partners do to help me manage my Cohort?

Managing your cohort default rate can be easy with the help from Campus Partners. We provide you with tools that can help you control your default rate and even get a head start on next fiscal year.

Collection Agency Interface is a service we offer that allows you to place loans automatically with the collection agency or agencies of your choice. Reports are provided to the collection agencies (New Placements Report and Collection Agency Inventory) and these reports indicate which loans are in the current cohort population. Your collection agency relationship should include a requirement for priority processing of cohort accounts

Sending **QuikLetters** is a good way to inform your borrowers that you and the government are monitoring their loans. A **QuikLetter** can be customized to provide your borrowers with the message you want to send them, or you may prefer to use a letter with standard text **such as the Cohort Series QuikLetters** (#50434-Current **Loans**, #50436-Past Due Loans, #50437-Seriously Past Due Loans).



Campus Partners also offers **additional borrower contacts**. We can provide you with specialized reports which will assist you in making additional contacts. We can also set up additional telephone calls at a specific number of days past due for a nominal fee. You may want to add telephone calls when payments are 30 and /or 60 days past due.

Another way Campus Partners can help you manage your Cohort Default Rate is by signing up for the Early Intervention Program (EIP) or the Cohort Right Track Program (CRT). These services are structured to help you reduce borrower delinquencies before they get out of control. EIP is designed to prevent your borrowers from entering into default and CRT is designed to focus only on your Cohort Default Rate. In addition to the standard due diligence services provided by our company, EIP and CRT provides a series of specialized letters and phone contacts to borrowers who are 15 to 105 days past due on their loan payments.

EIP and **CRT** will provide a combination of telephone calls and letters that contact borrowers early in their delinquency. Written contacts will occur at 30-, 45- and 75-days past due. In addition to the standard 90-day due diligence telephone contact, courtesy calls will be made at 15- and 30-days past due as well as additional due diligence calls at 45-, 60- and 75-days past due. When a customer signs up for **EIP** or **CRT**, they give Campus Partners the authority to discuss and process special payment arrangements and forbearance.

The philosophy behind these programs is that borrowers do not want to be delinquent, and may benefit when they understand their options. The goal of these contacts is to reach the borrower and return the account to a current or deferred status. Because **EIP** and **CRT** focus on borrowers who are **15-105** days past due, collection efforts will begin earlier on your projected group of cohort borrowers. Many schools pass costs associated with the program on to their **EIP** or **CRT** borrowers, so it is a very cost effective way to keep borrowers out of default.

For more information on any of our services or products, please contact your Customer Service Representative.

Vincent Simonelli

CUSTOMER CLOSEUP

Vincent Simonelli, Director of Student Loans and Collections for Boston University, is a man of many interests, great charm, and unlimited enthusiasm for life. When we talked with Vincent recently, he had just celebrated his 25th anniversary with the University and had been honored the day before at a reception attended by 50 of his fellow employees. Despite a quarter century of service, Vincent is still excited about his job and his employer.

He describes the University as a large, urban campus in the middle of Boston, surrounded by museums, theaters, and history. From his office, he can look out the window and see the MIT campus across the river in Cambridge. With 92 colleges and universities in the Boston area, Vincent describes the city as "alive with college students." Not only is it a vibrant area for students, but Vincent is also energized by working there.

As Director of Student Loans and Collections, Vincent is responsible for student loan administration, customer service (BU is a modified customer), collections activities, accounting, and reporting. He is also the chief compliance officer and works hard to make sure the University adheres to all federal regulations and legal requirements.

He has a dedicated staff, and they help the department meet its goals year after year. He is motivated to ensure that working in collections and student loans is a positive experience for his staff of thirteen. Since BU handles customer service for its borrowers internally, Vincent tries to minimize the stress often associated with collection activities so his staff does not get overwhelmed. "I want them to know they can come to me if they need to vent," Vincent said. It

must be working because his office has very little turnover. The collections and student loan managers have each been with Boston University for 24 years, and there is very little turnover in other positions. Although he attributes his staff's longevity to the working environment fostered by the University, Vincent's support of his staff go a long way in keeping his staff intact.

Maintaining perfect books is another important aspect of his job and one that he finds gratifying. "We are audited all year long with one big audit coming at the end of the year. We are very proud of the fact that our auditors have never identified any problems with our figures," said Vincent. "It is what we are supposed to do," he added.

Boston University's relationship with Campus Partners began 20 years ago. With a myriad of institutional loans, BU was looking for a servicer that could handle all their campus-based loan programs. "When we were looking at servicers, we had two questions. Will our figures be correct and will we stay in compliance? Our numbers always have been good, our reports are always clean and easy to read, and we have never had to worry about compliance issues since choosing Campus Partners," Vincent related. This is no small accomplishment because as Vincent notes, "We are militant about compliance."

Vincent attended the University of Miami, graduating with a double major in Psychology and film. After graduation he returned to Boston taking a job at a local bank. There due to the accidental closing of a vault door on his thumb, he began his career in Collections...he could punch buttons on a phone, but he couldn't count money. More importantly,

however, he met his future wife, Carol. A year later, following a life-long dream, he moved to LA where he took a job at a major credit card company where he collected money in the evenings and peddled screenplays in the daytime. After a year of "knocking on doors" he returned to Boston. He took a temporary job at BU and, shortly thereafter, married Carol, with whom he had maintained a long distance relationship. Over these last 25 years he has stayed at BU and progressed through the ranks to his present position.

Being at Boston University has not kept Vincent from his dream of becoming a published author. He has written two mystery novels, *The Shooter* and *The Solar Antiquities*, which are available through amazon.com, and is working on his third novel. He has also written two screenplays, one of which involves skip tracing, but has no plans to write a book about student loan processing. After all, with BU's extremely low default rate, he could not very well write a booked entitled, "My Default Rate is Murder."

Vincent and Carol have been married for 25 years, and have a 10-year old son, Matthew. Vincent takes fatherhood very seriously, and coaches Matthew's basketball and Little League teams. At the time of this interview, the family was planning a trip to Disney World, to celebrate their anniversary, which will be Vincent's 34th trip. He is a big fan of Disney's customer service and the dependability of the brand to provide an entertaining experience for families. Like Disney, Vincent has created a dependable brand that BU borrowers can rely on while their loans are in repayment.

Jennifer Taylor Customer Service Representative

For some, this may be an introduction to Jennifer Taylor, but for many others, it's 'welcome home.' Jennifer worked in the Customer Service Department for over four years before relocating but now says she is thrilled to be back. During her absence, Campus Partners implemented numerous technological advancements such as System 3i, mycampusloan.com, myReports, iPROMise, eXpressReports, etc. "It was like leaving the Flintstones and coming back to the Jetsons!" Jennifer laughed. But Jennifer's motivation for success is unwavering. Often times she becomes so engaged in her work that she has to be reminded to break for lunch. Debra Adams, Customer Service Manager says of Jennifer, "Since she has been back, she has guickly picked up on the processing procedures and has worked diligently on learning the new products. Her progress is absolutely outstanding." Jennifer says that the new developments have without a doubt made her job easier and more efficient. She shares that her entire group has been extremely helpful, and gives extra homage to Tori Matthews for her extensive knowledge of the computer systems. "I don't know what our department would do without her," she declares.

The one thing, however, that is definitely not new to Jennifer is providing excellent customer service...in both English and Spanish! "It is my responsibility to satisfy my customers and give out accurate information with a good attitude," Jennifer states of her job duties. She began her Campus Partners career working in borrower services and private loans. Prior to Campus Partners, she worked in the restaurant industry, in a production environment and also performed as a translator in Human Resources. "I've always been handson with customer care," Jennifer says. She further explains that all of her previous work experiences have helped to prepare her for her current role. "Working in production really helped me with my time management skills," she adds.

Jennifer's ambitious personality and exceptional time management skills are not only utilized at work, but also outside the office. Jennifer taught herself to speak fluent Spanish and is one of Campus Partners' bi-lingual representatives. She credits her command of the language to working in her community. For several years, she volunteered on a bus route with the Gospel Light Baptist Church. They would go out into less fortunate neighborhoods on Saturdays to visit with families and play with the children. "We would give them a snack, brush their hair, tie their shoes...just let them know someone cares." She says she learned Spanish by just talking with the people.

Jennifer says satisfying the borrower can always be a challenge, but what she finds most rewarding about her job is being able to satisfy the borrower calmly. "The customer reJennifer Taylor "I will always strive to give you good customer service."



ally appreciates your patience and taking time to explain." It's easy to get flustered, Jennifer notes, but she says she is able to keep her cool in stressful situations. "I guess it just comes from growing up." Jennifer received a lot of mentoring early in her working career and credits the people who made her think for herself with having the biggest impact on her life. She has since developed her own philosophy about customer service: "think before you speak." "You should always form your response in your head before you open your mouth," she exclaims with conviction.

Jennifer and her 11-year old son, Andrew, live in a small town on the outskirts of Winston-Salem. Andrew is a 5th grader at Walkertown Elementary School and loves to draw designs for cars, including the bodywork, ground effects, wheels and tires. She also has two dogs, a lab named Benji and a chocolate cocker spaniel named Cookie. (Cookie is a direct descendent of Oprah Winfrey's dog, Solomon.) Jennifer is a self-proclaimed homebody, and spends a lot of quality time with her family. She says she is lucky to have her whole family so close. She does, however, enjoy the occasional night out shooting pool with her sisters. She likes to listen to gospel and contemporary Christian music. "Anything but country...it depresses me," she says. Her favorite movies are action packed films such as "Too Fast, Too Furious." But the most important thing Jennifer would like all her customers to know about her is, "I will always strive to give you good customer service."