



# UPDATE

**Campus Partners**  
**Winston-Salem, NC**

**December 31, 2004**

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**Inside Campus Partners**  
**Carrie Gillett**  
**Customer Service Representative**

## **Holiday Schedule**

**Christmas Day**  
**Friday, Dec. 24**  
**(observed)**

**New Year's Day**  
**Friday, Dec. 31**  
**(observed)**

**Martin Luther**  
**King Jr.'s Birthday**  
**Monday, January**  
**17**

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

## **Perkins Funding Crisis**

In early December, Campus Partners notified all of our customers via e-mail of recent legislation eliminating the Federal Capital Contribution to the Perkins loan program in fiscal year 2005. The e-mail provided customers with a link to an article detailing the funding crisis, which was posted on our Web site. If you have not had the opportunity to read this article, please visit [www.campuspartners.com/News](http://www.campuspartners.com/News) to find out more about this disturbing legislation.

The e-mail also notified customers of a COHEAO teleconference on December 9, which would address ways that colleges and universities could effectively communicate their concerns about the funding crisis to their congressional delegation. As the result of this e-mail and article, we have received telephone calls from customers asking us what they can do to reverse this funding decision in subsequent years. We plan to take a leadership role in advocating for the Perkins program and will communicate with you frequently in coming months about the issue. We urge our customers to contact your area's representatives and senators and describe the impact of the Perkins loan program on your students and your school. We can describe the loan program's worth in general terms, but you can recount the personal effect of the Perkins program on your borrowers, providing the most compelling reasons to keep the program.

## **PERKINS FUNDING CRISIS**

## PERKINS FUNDING CRISIS (Continued)

### COHEAO Teleconference Suggestions

Harrison Wadsworth, the Executive Director of COHEAO, moderated the COHEAO conference on December 9, 2004. Panelists were Robert “Bo” Simmons, Director of Outreach and State Relations for the National Association of Independent Colleges and Universities (NAICU), and Chris Simmons, Assistant Director of Government Relations for the American Council on Education (ACE). COHEAO, NAICU, and ACE are all working closely with the Student Aid Alliance to get Perkins funding levels re-established. In opening remarks, Wadsworth called the current funding situation the “biggest crisis in the program’s history.” He also said that it is the first time in 25 years that Congress has voted not to fund the program, which could be a forewarning of attempts to eliminate the program. Wadsworth feels that the tide can be reversed if schools, students, and university business partners advocate for the program.

Here are some suggestions from the experts on effectively communicating your concerns with lawmakers.

- Tell personal stories about the impact of the Perkins program on your students and the university.
- Mobilize your students by sending a news release or letter to your student newspaper. Explain that even if students do not receive a Perkins loan, eliminating the funding source will mean a smaller funding pool for all students.
- Send e-mails to your congressman. The Student Aid Alliance Web site, [www.studentaidalliance.org](http://www.studentaidalliance.org), maintains links to Congressional and Senatorial Web sites, which provide complete contact information for each representative or senator. You can even follow the links to send e-mails to your representatives directly from their Web sites.
- Be sure to include your name, address, and zip code in e-mails so your representative will know that you are from their district.
- If you send a letter through traditional mail, keep in mind that it may take weeks for it to be delivered because all mail to Congress is screened for anthrax or other bioterror agents.
- If you do send a letter, send it via fax and then mail it.

### E-mail Directory for Campus Partners Management Staff

**E-Mail will no longer be delivered to our former @amsweb.com address.  
Please use the @campuspartners.com address**

#### Customer Service

Beth Bealle, Vice President: [bbealle@campuspartners.com](mailto:bbealle@campuspartners.com)  
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**E-Mail Addresses for our Customer Service Representatives are available via [www.campuspartners.com](http://www.campuspartners.com).**

## PERKINS FUNDING CRISIS (Continued)

- Personal letters are best, but form letters that you personalize are also effective.
- Contact your representative's home office in the district and speak to their staff.
- Visit your representative's home office and take students with you.
- Build relationships with your district's home office staff and become a resource to them on information about higher education funding.
- In addition to anecdotal information, gather information about the fiscal impact of zero funding or elimination of the Perkins program on your campus.
- Consider donating to your representative's campaign fund. Even a \$100 donation may get you invited to a coffee for the candidate. Remember that staggered term congressional and senatorial elections take place in two years.

Wadsworth and the panelists believe that by building a "constant murmur of support" the Perkins program can be saved. Campus Partners is committed to building that murmur support or even a roar of support among the industry. If you have any questions or suggestions about this issue, please contact your Account Representative or Sharon Cameron, Audit and Compliance Specialist at Campus Partners. You can e-mail her at [scameron@campuspartners.com](mailto:scameron@campuspartners.com) or call her at 1-800-458-4492, ext. 2060.

### Consider Assigning Old Loans to ED

As you already know, the Education Department (ED) is scrutinizing collection activity on your loans that are between two to five years past due and more than five years past due. We realize that five years past due may be a bit early to assign a loan to ED, but you may want to look at old loans that have not had any recent activity. Based on information that we have received from COHEAO, the perception is that as much as \$1 billion in defaulted Perkins loans have not been assigned to ED, and this is one of the major reasons that ED is criticizing the Perkins Loan program.

We also realize that once you assign a loan to ED, all funds that are collected become the property of the U.S. Government and are not returned to the Perkins loan fund. Most importantly, schools will lose their institutional contribution for these loans. Assigning loans due to default will not remove that borrower's loan from your cohort default rate. However, this may show ED that schools are "working" this program to ensure that it is operating well.

Campus Partners can assist you in the process of assigning these old loans to ED. For more information you can go to the "How To Assign a Loan" article on our Web site or contact your Customer Service Representative.

### Additional Paper Copies of 2004-2005 FAFSA Available in December

The Department of Education announced in *Dear Colleague Letter GEN-04-13* that they are printing an additional 1,000,000 paper FAFSAs in order to keep up with the demand. However, to make this quantity last, ED is asking schools to save paper FAFSAs for those applicants who cannot apply electronically. To access this DCL, go to <http://www.ifap.ed.gov/dpclatters/GEN0413.html>.

### 2005-2006 Verification Worksheets Published

The Department has published the Dependent and Independent 2005-2006 Verification Worksheets in PDF format. The use of the federal verification worksheets is not

## EDUCATION DEPARTMENT UPDATE

## EDUCATION DEPARTMENT UPDATE (Continued)

required. An institution may use a worksheet of its own design or no worksheet at all. Institutions may also require other documentation in addition to, or instead of, a completed verification worksheet. To read more regarding this announcement, go to: <http://ifap.ed.gov/vgworksheets/0506VerifWksheets.html>.

### ED Reprinting 2005-2006 Federal School Code List Booklet due to Errors

ED discovered that the 2005-2006 Federal School Code List booklet, distributed in November, omitted some recent school updates and changes. ED is in the process of reprinting the booklet and will distribute a new Federal School Code List by the end of December. The new version will have a black and white cover and will state “UPDATED” on the front. Look for additional information once this release has been made in future publications of our *Update*.

## INTEREST PAID REPORTING

### Interest Reporting in January 2005

During the first week of January, we will begin providing borrowers with information about interest paid during 2004:

- Interest paid in 2004 will be available to borrowers via our borrower Web site, [mycampusloan.com](http://mycampusloan.com), and toll-free via our Interactive Voice Response system.
- Interest paid in 2004 will be reported to borrowers on billing statements generated during January, February, March, and April.
- In early January 2005, borrowers who use AutoDraft or Coupon Book billing will receive an Annual Statement indicating interest paid in 2004.
- Borrowers who paid more than \$600 in interest during 2004 to a single institution will receive Federal Tax Form 1098-E. These forms will be mailed before January month-end. Per IRS requirements, borrowers who paid interest of more 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*, or your monthly Masterfile.

## NEW PRODUCTS UPDATE

### Take Advantage of New Products in 2005

As you make New Year’s resolutions, resolve to make your professional life a little less stressful by taking advantage of Campus Partners’ newest products: ***iPROMise***, ***E-Exit***, and ***myReports***. *iPROMise* is our new Web-based entrance interview counseling product. Your Web savvy students will appreciate being able to complete their entrance interview on-line and E-sign their Master Prom Note at the same time. *iPROMise* offers the borrower additional features such as being able to print Truth-in-Lending documents and Master Prom Note while on-line, while relieving you of some of the time consuming aspects associated with entrance interviews.

Who likes to track down borrowers to get them to complete an exit interview? With ***E-Exit***, our Web-based exit counseling tool, you will not have to corral borrowers to have them complete an exit interview. As long as you can contact them, you can direct them to our Web site, where they can complete and E-sign their exit interview on-line. It’s convenient for both you and your borrowers and meets all Federal Perkins regulations.

## NEW PRODUCTS UPDATE (Continued)

**myReports**, our reports on demand product, promises to make a big impact on our customers, who need customized reports at a specific time. Our beta testers have found that myReports meets their needs for special reports and is easy to use. We appreciate all their feedback and will continue to seek comments and suggestions for enhancing the product after its general release in January. Please contact your Account Representative for more information on all of these products.

### ***DocumentDirect* to be Retired**

As previously announced, access to *DocumentDirect* will end soon. Although we originally planned to curtail access on October 15, we wanted to wait until our remaining *DocumentDirect* customers felt comfortable with the transition. The change will probably take place in January. 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](http://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.

### **Meet Your Customer Service Representatives**

Earlier this month, we mailed letters to customers announcing changes in Customer Service Representatives. Although you may be hearing a new voice on the phone, most of the newly assigned representatives have worked for us for 20 years or more, and have served as Customer Service Representatives in the past. They will be joining Wendy, Cox, Sharal Duncan, Terry Gaither, Tori Matthews, and Joel Cofer in providing our acclaimed customer service to all of you. To help you get to know the new group, we have attached a brief biography of each of the newly assigned representatives in an attachment to this month's *Update*. We also have placed new contact information for representatives in our "Contact Us-Customer Service" page on [www.campuspartners.com](http://www.campuspartners.com), complete with photos of teams led by Daisy Bass and Debra Adams. Look for more photos of the other teams soon.

We are profiling Carrie Gillett, one of the newly assigned representatives, in this month's "Inside Campus Partners" feature article. Carrie has been with the company for almost five years and has extensive experience in forms processing and all areas of customer support.

**Attachment:** *Meet Your Representatives*

### **Long-term Employees Recognized**

Thirteen employees recently were recognized for attaining milestone anniversaries with the company during the past year. **Kathy Riddle**, a Customer Service Manager, was the most senior employee receiving a service award, having completed **35** years of service, and **Sharon Cameron**, our Audit and Compliance Specialist, was recognized for **30** years of service.

**Jackie Shelton**, a Servicing Support Specialist, and **Terry Gaither**, a Customer Service Representative, were recognized for **25** years of service, and **Frankye Jones**, a Servicing Support Specialist, **Kim Pope**, a Reconciliation/Table Control Analyst, **Debbin Fallin**, a

## EMPLOYEE NEWS



## EMPLOYEE NEWS (Continued)

Customer Service Representative, and **Tomika Wallen**, a Customer Service Representative, celebrated **20** years of service. **Lisa King**, a Business Analyst, attained **15** years of service, and **Keith Myers**, a Customer Service Representative, was recognized for completing 10 years of service. Those honored for **5** years of service include **Judy Smith**, IT Applications Manager, **William Witt**, Network Analyst, and **Carrie Gillett**, a Customer Service Representative.

In addition to these employees, **Charles Parker**, **Ronye Blackburn**, **Pat Spry**, and **Kathy Jo Roberts**, have worked for the company for over 30 years and were also recognized. We are proud to have employees with such extensive experience providing superior service to you and your borrowers.

## TRAINING UPDATE

### Teleconference Training

Our second year of teleconference 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 teleconference 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.

As we prepare for the upcoming year, we look forward to continuing this service. Please see the 2005 Teleconference Schedule below. Teleconferences 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](mailto:dpitts@campuspartners.com) at least three days before the scheduled teleconference to register. She will notify you of the telephone number that you need to call in a return e-mail. It's **free** and is well worth your time.

### Teleconference Schedule

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

\*New topic

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.

## 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 next 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 office 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

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 Representative.

## REGIONAL MEETINGS

Date	Location	Host
February	Puerto Rico	
February	Virginia	
March	Texas	
April	Pennsylvania	
May	Illinois	
May	Alabama	University of Alabama-Birmingham
July	Washington	Seattle Pacific University
July	Northern California	
July	Southern California	
July	Maine Loan Officers' Meeting	
August	South Carolina	
August 26, 2004	New York	Culinary Institute of America
August	Ohio	
September	Maryland (non state schools)	McDaniel College
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](http://www.coheao.org). The number for the hotel is 703-415-5000.

**NACUBO** will hold its **Student Financial Services Conference** on March 6-8, 2004 at the Wyndham Palace Resort and Spa (407) in Tampa, FL. Visit [www.nacubo.org](http://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/](http://www.rci.rutgers.edu/~earma/). Mark Olson, our Executive Vice President of Sales and Marketing, will be speaking 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](http://www.prodev.com).

**CUTOFF DATES****Cutoff Dates**

Cutoff dates for December 2004 and January 2005 are listed below. Cutoff Dates for 2005 are listed on the next page.

<b>Transaction</b>	<b>December</b>	<b>January</b>
Last day to receive collection	12/28/2004	1/25/2005
Last day to receive regular payments	12/29/2004	1/26/2005
Last day for online payments	12/31/2004	1/28/2005
Date final post begins	12/31/2004	1/28/2005
Report date used for final post	12/31/2004	1/31/2005
Last day deposits created for deposit to bank account	12/30/2004	1/28/2005

**Upcoming Holiday Schedule Reminder**

**Friday, December 24**  
**Monday, December 31**  
**Monday, January 17**

Closed for Christmas Day (observed)  
 Closed for New Year's Day (observed)  
 Closed for Martin Luther King Jr.'s Birthday

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



**CUTOFF DATES  
(Continued)****2005 Cutoff Dates**

Month	Last day to receive collection payments	Last Day to receive regular payments	Last day for on-line payments	Date final post begins	Report date used for final post	Last day deposits created for deposit to bank account
January 2005	01/25/05	01/26/05	01/28/05	01/28/05	01/31/05	01/28/05
February 2005	02/22/05	02/23/05	02/25/05	02/25/05	02/28/05	02/25/05
March 2005	03/28/05	03/29/05	04/01/05	04/01/05	03/31/05	03/31/05
April 2005	04/26/05	04/27/05	04/29/05	04/29/05	04/30/05	04/29/05
May 2005	05/24/05	05/25/05	05/27/05	05/27/05	05/31/05	05/27/05
June 2005	06/27/05	06/28/05	07/01/05	07/01/05	06/30/05	06/30/05
July 2005	07/26/05	07/27/05	07/29/05	07/29/05	07/31/05	07/29/05
August 2005	08/26/05	08/29/05	09/02/05	09/02/05	08/31/05	08/31/05
September 2005	09/27/05	09/28/05	9/30/05	9/30/05	09/30/05	09/30/05
October 2005	10/25/05	10/26/05	10/28/05	10/28/05	10/31/05	10/28/05
November 2005	11/23/05	11/28/05	12/02/05	12/02/05	11/30/05	11/30/05
December 2005	12/27/05	12/28/05	12/30/05	12/30/05	12/31/05	12/30/05
January 2006	01/24/06	01/25/06	01/27/06	01/27/06	01/31/06	01/27/06

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# Meet Your Representatives

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## The Tradition of Customer Service Excellence Continues

Deeply embedded in the culture of Campus Partners is our overwhelming commitment to customer service. In fact, customer service is the hallmark of our success. Recently, customers have been introduced to six fresh voices; however, these are not the voices of new employees. With a combined tenure of over 98 years of service, these voices are irreplaceable in the level of customer satisfaction they create.

These names will be a blast from the past for many of our customers. Each has a reputation that exemplifies the mission of Campus Partners. Customers, you are in good hands. Read on and be prepared to be impressed!

### Debbie Fallin

**Debbie Fallin** is a Customer Service Representative with over 20 years of experience in the Forms Processing and customer service areas and **11** years of perfect attendance. How is that for consistency? Debbie's knowledge of the processing system, regulatory processes, and borrower needs enables her to provide invaluable training to our staff as well as customers. Debbie's inherent capacity for customer service led to her promotion as a Team Leader. The University of Texas-San Antonio, a long time customer, has enjoyed a relationship with Debbie that has enabled them to streamline the processing of their borrower entitlement forms.

Whether your need is great or small, Debbie Fallin has proven that she will rise to the occasion and exceed your expectations with the quality of service she delivers. Debbie is a remarkable resource to our organization and provides superior service to our clients and their borrowers.

### Monica Whicker

**Monica Whicker** is no stranger to customer service. Monica has almost 20 years of experience in the Forms Processing, Borrower Services, Customer Service, and Customer Support areas. Monica's knowledge of our system and the regulatory demands of each of our loan programs has been sharpened by her experience as a Customer Service Representative for some of our largest customers. Customers like the California State University System as well as Dickinson College and multi-campus system FAS, Inc. have benefited from Monica's drive for excellence. She is a dedicated team player whose commitment to quality service and performance has gained recognition from customers and fellow employees. Her sensitivity to customer and borrower needs has earned the devotion and respect of every customer that she has served. Rest assured customers, Monica Whicker is a name to be praised.

### Carrie Gillett

Some of our customers may be hearing a new voice on the telephone when they talk to **Carrie Gillett**, one of our Customer Service Representatives in Kathy Riddle's area, but they really are listening to the voice of experience when it comes to getting answers to questions about loan deferments, cancellations, forbearance, assignment packages, and daily and monthly reports. Carrie Gillett has been with Campus Partners for nearly five years and has become a vital factor in successful customer relations. Carrie's proclivity for detail and accuracy is evident in the quality of work she produces. Additionally, her affinity for technology has enabled her to provide Help Desk assistance to our customers. Carrie recently received the **Employee of the Month** award for excellence.

## Meet Your Representatives

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### **Linda Glenn**

**Linda Glenn** is an icon at Campus Partners. For nearly 30 years, Linda Glenn has delivered customer service to our clients with grace and panache. No one here can reconcile your out of balance accounting reports or FISAP's like Linda Glenn. She is the epitome of knowledge. During Linda's career with Campus Partners, she has enjoyed relationships with a wealth of customers including the University of Kentucky, Pfeiffer University, Winston-Salem State, North Carolina Central, and North Carolina A & T, Meharry Medical, Salem College, and many more. The list is out of sight! Loyal, patient, knowledgeable, sensitive and caring are only a few of the adjectives that describe Linda's character. Her dedication to the customer and her job has been proven in the perfect attendance Linda has achieved for over **15** years. Linda Glenn is what customer service is all about.

### **Tomika Wallen**

**Tomika Wallen** is a Customer Service Representative with a Can Do spirit. For almost 22 years, Tomika has served her customer base with a passion. She is determined to do the job right and recognizes that without the loyalty and satisfaction of our customer base, we might as well pack it up and go home. In her career with Campus Partners, Tomika has won the admiration of customer after customer. Joe Shane from Yeshiva University thanks Tomika for her dedication and endurance while his school went through a massive change in their Institutional loan program. Tomika was the driving factor in making this process successful with little interruption for his borrowers. Tomika has been responsible for many large conversions and has proudly serviced customers like Iowa State, Texas A & M-Corpus Christi, and Hood College. Campus Partners is fortunate to have employees like Tomika

whose dedication to our customers benefits every client, every borrower, and every systems user.

### **Vickie Nelson**

Customer Service Representative **Vickie Nelson** has been playing a critical role in the success of our borrower relations since she was hired nearly five years ago. Fresh from class, Vickie was driven to make sure our callers get the most consistent and accurate information possible, and, just as importantly, be treated with the courtesy and respect they deserve. This led to her promotion to the position of Team Leader in 2001. Her mission as a Team Leader was to make sure her representatives understood all aspects of their job and were prepared to convey their knowledge to our callers. Through personal interaction with Vickie, her team was bolstered by the confidence that their skills and knowledge were up-to-date, and they communicated that confidence to the caller. Vickie is now giving her role as a Customer Service Representative this same attention. This can only mean great things for our customers because Vickie is sure to continue in her tradition of customer service excellence.





# 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**



# Student Loans 202

## Training for Experienced Student Loan Administrators\*

\*Administrators with more than one year of experience

- When:** April 7-8, 2005  
October 6-7, 2005
- Where:** Campus Partners  
Reynolda Business Center  
2400 Reynolda Road  
Winston-Salem, NC 27106
- Fees:** \$100 per person for the two-day workshop
- Provided:** Lunch and Training Materials
- Lodging:** Courtyard by Marriott  
(336) 727-1277 or (800) 321-2211  
\$72 (+ tax) per night  
Please mention that you will be attending a  
Campus Partners workshop
- Deadline:** April Session - March 30, 2005  
October Session - September 28, 2005

All registration fees are per person. We cannot guarantee a refund of registration fees for any cancellations made after 3/30/05 for the April session and 9/28/05 for the October session. Late registrations received after 3/30/05 for the April session and 9/28/05 for the October 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?**  
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**<http://www.wscvb.com>**





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

Please indicate which session you will attend.

- ☐ April 7-8, 2005  
☐ October 6-7, 2005

Institution Name \_\_\_\_\_  
Street Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

NAME \_\_\_\_\_  
TITLE \_\_\_\_\_ TELEPHONE \_\_\_\_\_  
E-MAIL ADDRESS \_\_\_\_\_  
☐ \$100 - *Student Loans 202 – 4/7-8*      ☐ \$100 - *Student Loans 202 - 10/6-7*

NAME \_\_\_\_\_  
TITLE \_\_\_\_\_ TELEPHONE \_\_\_\_\_  
E-MAIL ADDRESS \_\_\_\_\_  
☐ \$100 - *Student Loans 202 – 4/7-8*      ☐ \$100 - *Student Loans 202 - 10/6-7*

NAME \_\_\_\_\_  
TITLE \_\_\_\_\_ TELEPHONE \_\_\_\_\_  
E-MAIL ADDRESS \_\_\_\_\_  
☐ \$100 - *Student Loans 202 – 4/7-8*      ☐ \$100 - *Student Loans 202 - 10/6-7*

**Registration Deadline:**  
**April Session - March 30, 2005**  
**October Session - September 28, 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**

## *Carrie Gillett*

### *Customer Service Representative*

Some of our customers may be hearing a new voice on the telephone when they talk to Carrie Gillett, one of our Customer Service Representatives, but they really are listening to the voice of experience when it comes to getting answers to questions about loan deferment, cancellation, forbearance, assignment packages, and daily and monthly reports.

Carrie began working for Campus Partners almost five years ago and quickly made a big impression on everyone. She started working in Forms Processing and transitioned two years ago to Customer Support. While in Customer Support, she handled change adjustments, assignment packages, and daily and monthly reports. She was named Employee of the Month for July for her work in handling assignment packages for 15 colleges and universities. She prepared hundreds of assignment packages in addition to carrying out her usual responsibilities, which included processing 1,438 customer service transactions, 503 forms, 84 collections transactions, and 339 correspondence items.

Carrie actually received two separate nominations for Employee of the Month—one from her manager, Kathy Riddle, and another from four of her coworkers. In nominating Carrie, Kathy noted that “Carrie is always eager to assist, learn, and assume new responsibilities. She always strives to do the best job possible.” In a similar fashion, her coworkers wrote that “Carrie is always willing to help when and where she is needed.” Characteristically, Carrie just felt that she was doing her job, and did not consider her accomplishments as anything out of the ordinary.

Carrie’s willingness to assume new responsibilities is evidenced by her enthusiasm over her new role as a Customer Service Representative in a unit headed by Kathy Riddle. Her background in many essential areas of loan servicing and her eagerness to please makes her a natural for her new position. She can draw on her experience as she answers calls from her customers and processes their requests. She has one priority right now and that is satisfying her customers’ needs. “Making customers happy and keeping them happy are the most important things to do,” Carrie affirms. She also is looking forward to getting to know her customers personally.

One of her goals is to grow with our company. She likes the idea of learning new things and putting them into practice. She credits her managers with helping her learn so much about the company. “Debbie Fallin provided excellent training in processing forms, and Tomika Wallen and her entire team helped me in Customer Support. “I’ve never felt

#### **Carrie Gillett**

“I’ve never felt that I was one person acting alone. Everyone here is very team oriented.”



that I was one person acting alone. Everyone here is very team oriented,” she commented. Carrie also has high praise for Kathy Riddle. “Kathy is wonderful and very supportive. She will do anything in her power to help a customer or her team,” she continued.

Carrie is originally from Shoals, NC, a small community in Surry County, which is located about 30 miles from our office. Her family has lived in the area for many years, and Carrie graduated from the same high school that her grandfather did. She later graduated from Surry Community College with an A.A.S. degree in liberal arts. Before coming to our company, Carrie worked as an office manager.

Carrie has been married to her husband, Chris, for four years. She and her husband are in the exhausting process of clearing land to build a house. She remains very close to her parents and her twin brother, Garry. She spent almost every minute of her childhood with Garry because her school was too small to assign the twins to different classes. She and her brother got along so well that being together was never a problem.

When Carrie is not working, clearing land, or spending time with her family, she likes playing with her pet Rottweiler. She appreciates a variety of music, including classical, country, and rock, and enjoys singing, having taken vocal lessons for years. She also enjoys listening to audio books and particularly likes mysteries and thrillers.