CAMPUS PARTNERS

UPDATE

Campus Partners Winston-Salem. NC

April 30, 2006

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Holiday Closing:

Monday, May 29 Memorial Day

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

Customer Closeup Penny Parsons Amherst College Inside Campus Partners
Kelly Williams
Customer Service Representative

House Approves HEA Reauthorization Bill

On March 30, the House of Representatives approved the College Access and Opportunity Act (H.R. 609), reauthorizing the Higher Education Act (HEA) by a 221 to 199 vote. This legislation includes reauthorization of the Perkins Loan Program and increases Perkins loan limits. The bill does not fund the Federal Capital Contribution or loan cancellation, which would have to be accomplished through a separate appropriations process. The Senate has not scheduled a floor debate on its version of the HEA reauthorization bill yet, and it is not known when it will be considered. However, the House passage means that the full House and Senate have voted to support the continuation of the Perkins Loan Program, which is a very positive development. Campus Partners will keep you informed of any further developments in future issues of our *Update* newsletter.

LEGISLATIVE UPDATE

Draft FISAP for 2007-2008

The Department of Education (ED) has published a draft of the Fiscal Operations Report for 2005-2006 and Application to Participate for 2007-2008 (FISAP) for the Perkins Loan, FSEOG, and FWS programs in *Dear Colleague Letter CB-06-06*. In this letter, ED explains that they have not made substantive changes or added any new data fields. However, many of the instructions have been revised to provide clarity and to make them easier to understand.

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EDUCATION
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(Continued)

ED also reminds schools that they must submit the FISAP by Friday, September 29, 2006, rather than the usual October 1 deadline date, because October 1 falls on a Sunday this year. For additional information on the draft of this year's FISAP, go to http://www.ifap.ed.gov/dpcletters/CB0606.html.

COHEAO Teleconference on the Deficit Reduction Act of 2005

Campus Partners participated in COHEAO's teleconference on March 30 in order to learn more about the Department of Education's interpretation of the Deficit Reduction Act of 2005 (S.1932). Guest speakers included Pamela Moran and Gail McLarnon and several other officials from ED.

The effective date for these new regulations is July 1, 2006. According to Gail McLarnon, final regulations will be issued over the next few weeks. With the exception of one provision for military loan deferment, the provisions apply solely to FFEL and Direct loans. Borrowers with FFEL, Direct, and Federal Perkins loans are eligible for the new military deferment, if they meet the criteria below.

Beginning **July 1, 2006,** a new military deferment goes into effect, which applies to loans for which the first disbursement has been made **on or after July 1, 2001**. On or after July 1, 2006, a qualified borrower may receive a deferment for a period since July 1, 2001 in which he or she meets the qualifications. The deferment cannot exceed a total of three years and applies only to periods during which borrowers served on active duty during a war or other military operation or a national emergency. The deferment also applies to borrowers who performed qualifying National Guard duty during a war or other military operation or other national emergency. As a result, not all active duty military personnel are eligible for this new deferment.

Our Product Development team is working to implement this new deferment benefit on System III. We will keep you posted on our efforts in future publications of the *Update*. ED also discussed plans for releasing two new grant programs, the SMART Grant (National Science and Mathematics Access to Retain Talent) and the Academic Competitiveness Grant (ACG). Since the teleconference, *Dear Colleague Letter GEN-06-04* has been published, which details these two new grant programs. Additional information about these programs appears on page four of this publication.

E-mail Directory for Campus Partners Management Staff

Servicing Operations

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

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

Electronic Exit Counseling Update

In last month's "Regulatory Wisdom" box, we discussed electronic exit counseling and the regulation that requires that you mail counseling materials to the borrower within 30 days of learning that a borrower has withdrawn or failed to participate in exit counseling.

EDUCATION
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UPDATE
(Continued)

If you have signed up for E-Exit, our electronic exit interview, Campus Partners provides an *Exits Not Completed Report* via *eXpressReports* to assist you in determining those borrowers who need to be contacted by mail. If you have access to our on-line system, System III, you can print an exit interview "on the spot" that can be mailed to the borrower. Go to the XPKG Screen, and enter "S" (instead of entering "X" to produce a computer-generated paper exit). Screen 2 of the XPKG screen displays a completed Student Loan Disclosure Statement, which you can print and mail. To fulfill federal compliance, you must also include Page 2 of the Disclosure Statement, which you can download at www.campuspartners.com, in your mailing. Loan interview forms also may be downloaded from our Web site. Enter a comment (on HCMT) in the borrower's history to record the date that you mailed the exit counseling material to the borrower.

2006-2007 Federal Student Aid Handbook

Additional sections of the 2006-2007 FSA Handbook have been posted to the IFAP web site:

- Volume 1 Student Eligibility. This section includes chapters on school determined requirements, citizenship, NSLDS financial aid history, social security numbers, selective service, and program-related eligibility requirements. The introduction notes several recent changes to this volume.
- Volume 2 School Eligibility and Operations. This section includes chapters on institutional eligibility, applying for participation in the FSA programs, general participation requirements, program eligibility, updating application information, providing consumer information, written agreements between schools, distance education, recordkeeping and disclosure, administrative capability, financial standards, and program integrity. ED notes as a "major change" that the hand-book discusses the information security requirements of the Gramm-Leach-Bliley Act in Chapter 9, "Recordkeeping and Disclosure."

Regulatory Wisdom from Sharon Cameron

Question: A borrower signed her promissory note on June 30, 2005, but her account wasn't credited until July 11, 2005. Would that disbursement be counted in the 2004-2005 or 2005-2006 award year?

Answer from ED: Under the Perkins Loan Program, a loan disbursement is included for accounting purposes in the award year that the loan was **disbursed**. In this case, a student signed the Perkins promissory note on June 30, 2005, but the loan wasn't disbursed until July 11, 2005. Since the school disbursed the Perkins Loan for this student on or after July 1, 2005, this loan, for both accounting and FISAP reporting purposes, would count as a 2005-2006 award year loan.



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EDUCATION
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(Continued)

- Volume 3 Calculating Awards & Packaging. This section includes chapters on academic calendar and payment periods, cost of attendance, calculating Pell Grant awards, Stafford/PLUS Loan periods and amounts, awarding campusbased aid, and packaging aid.
- Volume 5 Overawards, Overpayments, & Withdrawal Calculations

Academic Competitiveness Grant and National Science and Mathematics Access to Retain Talent (SMART) Grant Programs

Dear Colleague letter GEN-06-04 contains information on two new Title IV grant programs created by the Deficit Reduction Act (also known as the Higher Education Reconciliation Act of 2005). It is the second in a series of at least three Dear Colleague Letters to address changes to the aid programs brought about by the act. To read more about these two new grant programs, go to http://www.ifap.ed.gov/dpcletters/GEN0604.html.

2006-2007 Federal Work-Study Program Community Service Waivers

Dear Colleague Letter CB-06-05 provides information in a question and answer format on requesting a waiver of 2006-2007 community service expenditure requirements under the Federal Work-Study Program. For additional information, go to http://www.ifap.ed.gov/dpcletters/CB0605.html.

Federal Family Education Loan, Direct Loan, and Perkins Loan Total and Permanent Disability Discharge Form Extension (Notice)

ED is seeking comments by April 28, 2006 on continued use of the Federal Family Education Loan, Direct Loan, and Perkins Loan Total Permanent Disability Discharge Form, which collects information used to determine whether a borrower should have such loans discharged due to total and permanent disability. ED indicates that there are no changes in the form. You may view this information on ED's Information Collection system at http://edicsweb.ed.gov. Click "Browse Pending Collections" and then select link number 2972

Customer Insight



I love *eXpressReports*. When I decide I want to work with my monthly reports, I don't have to wait for them to arrive in the mail. I can now pick a time that's convenient for me. Campus Partners really shows concern for their customer's needs and is interested in continually enhancing their products.

Penny Parsons Student Loan Administrator Amherst College

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EDUCATION DEPARTMENT UPDATE (Continued)

Notice of the 2006-2007 Award Year Deadline Dates for the Campus-Based Programs (Notice)

ED has announced the 2006-2007 award year deadline dates for the submission of applications, reports, and waiver requests for the Perkins Loan, FWS, and FSEOG campus-based programs. Institutions must meet the established deadline dates to ensure consideration for funding or a waiver, as appropriate. For additional information, go to http://www.ifap.ed.gov/fregisters/FR03272006.html.

Product Development News

Here is the latest news about recent product development efforts and enhancements to expect over the next few months. We have made several enhancements to our printable Loan Consolidation Verification (LVC) screen this month, and will be completing enhancements to *iPROMise* in early May. As requested by our customers, we are extending *iPROMise* to additional campus-based loan types and are allowing schools to use *iPROMise* for discrete portions of the entrance interview process. Details about these enhancements follow.

Available Now!

• Enhancements to the LVC Screen

- Payoff amounts can now be calculated up to 150 days into the future and can be calculated based on input of the desired number of days or by selection of a future date from a provided calendar.
- The printed LVC now contains the additional text required to allow the document to replace the blank request received from the consolidation company.
- Based on the User ID, all information in the signature line will be completed with the exception of the actual signature.
- The user can select either 'Standard' or 'Direct' when creating the LVC.
 For 'Standard' LVC requests, an additional option allows the user to select from a listing of consolidation lenders, and the lender name and mailing address information will be printed on the lower left corner of the document. If the 'Direct' LVC option is selected, requests will print the information in a slightly different format as required by Direct Loans.

Coming in May!

• Enhancements to iPROMise

- Customers can now choose to use only specific functions within *iPROMise*. For example, a customer can elect to use only the Entrance Counseling and Loan Interview portions of *iPROMise* and require that borrowers sign their MPN and receive their disclosure in person.
- Customers can select a new borrower notification option. Previously, the borrower could be notified through either US mail or by e-mail, but not by both methods. The new option allows the customer to request that both an e-mail and a letter be sent to the borrower.
- The flow of the *iPROMise* Web pages will change slightly to ensure that all borrowers are forced to view the disclosure and MPN prior to acknowledging that they have read the terms and conditions in the disclosure and the MPN.

PRODUCT DEVELOPMENT UPDATE Page 6

PRODUCT DEVELOPMENT UPDATE (Continued)

 iPROMise will be extended to include HPSL, NSL, LCD, PCL, and Institutional Loan types

• Credit Card Payments via the Web

Borrowers will be able to make credit card payments through our borrower Web site, www.mycampusloan.com (at the customers' discretion)

YEAR-END PROCESSING REMINDER

Get Ready for Year-End Processing

June 30 is only two months away. Use this checklist to close your fiscal year successfully:

1. Reconcile loan and accounting information.

- · Reconcile all disbursements for the year.
- · Correct and return all unpostable new loans and advances.
- · Check and update separation dates.
- Reconcile your general ledger.

2. Determine special needs and communicate them to us.

- · Contact your auditors to determine their needs for reports.
- Provide instructions for any special mailing requirements for year-end reports.
- · Submit change/adjustment requests for processing.

3. Work your Cohort Default Rate Report.

 Provide your Customer Service Representative with requests for coding changes.

With the end of the fiscal year approaching, our goal is to process all requests for changes in a timely manner. All requests arriving by regular mail, overnight mail, fax, DataLink Dispatch, or e-mail are processed in the order that we receive them. **Deadlines for receipt in our office are:**

June 8 Requests for duplicate reports

June 23 Requests for Change/Adjustment memos

June 30 Year-end post begins

Remember that you can use *eXpressReports* to access your fiscal year-end reports immediately following year-end processing.

AUDIT UNDERWAY

Tis the Season! - Audit Season, That is

Our third-party audit for the fiscal year ending June 30, 2006 is currently underway. The audit is being conducted by Porter Keadle Moore, LLP, and we expect their audit report to be published and available to you in mid-August. An *Audit Request Form* for 2006 is available on our Web site. Please stay tuned to the *Campus Partners Update* for more information.

BORROWER WEB SITE UPDATE

Borrower Web Site Use Soars

More and more borrowers are using www.mycampusloan.com to access account information, pay their bills, change their address and phone numbers, and much more. In fact, almost 133,228 borrowers have registered to use the Web site since its launch in 2003, and a total of over 400,000 transactions have taken place during this time. (This total does not include the hundreds of thousands of borrowers who have downloaded forms and accessed our Information Center and FAQ section to find information about loan deferment, cancellations and forbearances, tax information, or payment options.)

04-06 Campus Partners Update

Continued on next page

BORROWER WEB
SITE UPDATE
(Continued)

The most popular feature of www.mycampusloan.com is E-Pay, with 287,046 transactions being completed over the past three years. We designed the site for the convenience of borrowers, but its real value lies in its ability to help borrowers make on-time payments. Borrowers not only can pay their bill on-line, but they also can keep tabs on their payment history, keep you notified of address changes, and even receive their bills online. More borrower visits to our Web site means fewer calls for you to field. Campus Partners actively promotes Web usage for borrowers through inserts in billing statements and paper Exit Interview packages.

CUSTOMER NEWS

Long-Term Customers

We are celebrating partnerships with several long-term customers this quarter. Special recognition goes to Johnson C. Smith University and the University of Kentucky, which have been customers for 40 years, and to Eastern Mennonite University, Elmira College, Spartanburg Methodist College, the University of North Carolina-Asheville and the University of Virginia College at Wise, all of which have been customers for 35 years. We also want to thank the University of Massachusetts-Dartmouth and West Chester University 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 milestone anniversaries with us during the third quarter of 2006 will be listed in the July *Update*.

Attachment: Long-Term Customer Anniversaries

Customer Closeup

We are featuring **Penny Parsons**, Student Loan Administrator at **Amherst College**, in this quarter's "Customer Closeup." Penny began working at the College almost 31 years ago, and still meets every challenge with enthusiasm and good humor. She loves Amherst and its students, knowing many borrowers personally.

Amherst College, located in Amherst, Massachusetts, was founded in 1821 and is viewed as one of the leading liberal arts colleges in the nation. Among its alumni are three Nobel laureates, one U.S. president, a Chief Justice of the Supreme Court, several award-winning authors, and the president of the National Urban League. Amherst grants degrees in 33 subject areas, and although small, has a diverse enrollment with students from almost every state and 40 nations currently attending the College. Amherst also is unique because it is a member of the Five Colleges, a consortium of neighboring colleges and universities, which allows students from each institution to take classes at any of the member campuses. As reported on its Web site, the school also admits students on a need-blind basis and provides financial aid packages that are "consistently the most generous in the nation." Needless to say, this keeps Penny very busy. To read more about Amherst, visit its Web site at http://www.amherst.edu.

We are celebrating a 20-year partnership with Amherst and with Penny this quarter, and look forward to working with them for many more years. We are proud to be associated with this premier institution.

Page 8 EMPLOYEE NEWS

Employee News

Twenty employees were recognized for attaining milestone anniversaries with the company during the past year at our recent Employee Awards Ceremony. **Charles Parker**, Comptroller, was the most senior employee receiving a service award, having completed 40 years of service, and **Linda Glenn**, one of our Customer Service Representatives, was recognized for her 30 years of service. Additional employees celebrating service anniversaries include:

Customer Service	25 years
Customer Service	20 years
Customer Service	20 years
Operations	20 years
Product Development	20 years
Private Loans	15 years
Information Technology	10 years
Private Loans	10 years
Information Technology	5 years
Servicing Support	5 years
Private Loans	5 years
Customer Service	5 years
Servicing Support	5 years
Marketing	5 years
	Customer Service Customer Service Operations Product Development Private Loans Information Technology Private Loans Information Technology Servicing Support Private Loans Customer Service Customer Service Customer Service Customer Service Customer Service Servicing Support

TRAINING UPDATE

Workshop Update

The next *Student Loans 101 Workshop* will be held on July 27-28, 2006. This training session, which usually fills up very quickly, focuses on the needs of new student loan administrators. The staff to participant ratio is very low, and the workshop provides many opportunities for hands on training. A workshop flyer and registration form is included below.

Attachment: Student Loans 101 Flyer and Registration Form

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: Sharon Swaim, Kathy Riddle, Donna Powell, Stacey Flood, LaShonda Hairston, David Cox, Sean Collins, and Brad Resler. 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 Marketing Department, Campus Partners, PO Box 3176, Winston-Salem, NC 27102-3176 or directly to Carolyn Williams, Editor, at cwilliams@campuspartners.com.

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TRAINING UPDATE (Continued)

Teleseminars and Web Conferences

Our Web Conference series presented by our Sales team has been quite successful. Each conference has been well attended, with between 35 and 85 customers dialing in to view and participate in each presentation. Our last Web Conference in this series is scheduled for April 28, as this publication goes to press.

The training schedule for the remainder of the year is presented below. These sessions will be presented by our Customer Service team, with Daisy Bass, Director of Customer Service, and Customer Service Managers, Kathy Riddle and Jennifer Gizinski, taking the lead in developing these training events. Some of your favorite customer service representatives will be on-hand to provide insight into these topics.

2006 Teleconference/Web Conference Training Schedule

All Web and Teleconferences are presented from 2:00 to 3:30 Eastern time.

<u>Topic</u>	<u>Date</u>
myReports for the New User-Web Conference	Friday, June 9
FISCOP Preparation	Friday, July 14
COHORT! What is it and How Do I Manage It?	Friday, August 25
How to Evaluate Deferment and Forbearance Requests	Friday, September 15
How to Submit New Loans and Advances	Friday, October 6
Key Screens on WebConnect-Web Conference	Friday, October 20
What Happens When a Borrower Goes into Collections?	Friday, November 10
What is Rehabilitation and How Borrowers Can Benefit?	Friday, December 8

To register for these training events, call Debra Pitts at 1-800-458-4492, ext. 2272 or e-mail her at dpitts@campuspartners.com at least a week before the scheduled session.

Regional Meetings-New and Improved!

The theme of this year's Regional Meetings series is "Campus Partners to Go," and we are prepared to deliver the training, information, and networking opportunities that you need to do your job more efficiently. Next month's Regional Meeting at Rush University in Chicago will feature a speaker from the Department of Education, valuable information, and lunch, with a little fun thrown in to make the day even more memorable. We will also send you home with a customized tote filled with training materials to reference later. So far we have scheduled the following meetings, and more will be added later.

Rush University Chicago, IL May 18
College of St. Mary Omaha, NE October 10
Morehouse College Atlanta, GA June 9

If you need training delivered, register for one of our new and improved Regional Meetings scheduled at a location convenient to you. Just contact Debra Pitts at 800-458-4492, ext. 2272 or via e-mail at dpitts@campuspartners.com to sign up.

REGIONAL MEETINGS

CONFERENCES

Conference Schedule-See you there!

Representatives from Campus Partners will attend the following conferences.

KASRO will meet on April 26-28 at Barren River State Park. For more information, please visit http://kasro.net. **Brad Resler, National Sales Manager**, will speak at the conference.

MASFSA will meet on May 21-23 in Ypsilanti, MI. More information will be provided soon.

UASLA will meet in Park City, UT on May 25-26. More details will follow.

Second Alliance, Inc. will present **Cruisin' to Collections** on July 10-14 onboard a ship departing from Los Angeles, CA. Lisa Koniuto, Director of Customer Relationship Management, and Sharon Cameron, Audit and Compliance Specialist, will speak at the conference. For more information, call Second Alliance at 800-830-7570.

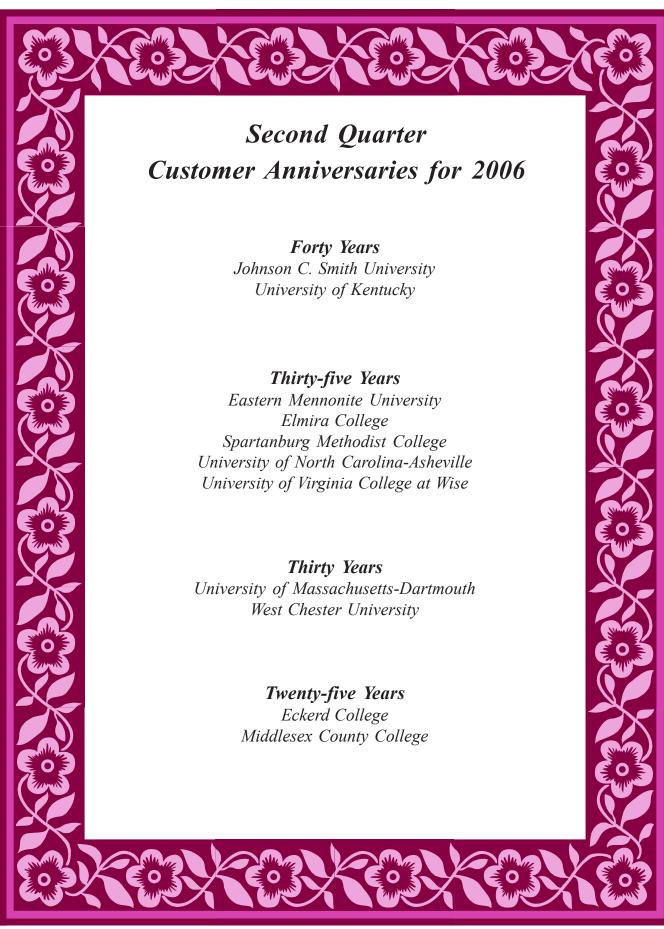
The University of Washington and the University of Oregon will host the Western Student Financial Services Conference on July 16-19 at the Coeur D'Alene Resort in Coeur D'Alene, ID. Sean Collins, Account Manager-Western Region, will speak at the conference. For more information, contact Sandie Rosko, Manager Customer Service/ Receivables at the University of Washington at 206-685-3517 or via e-mail at sandier@u.washington.edu.

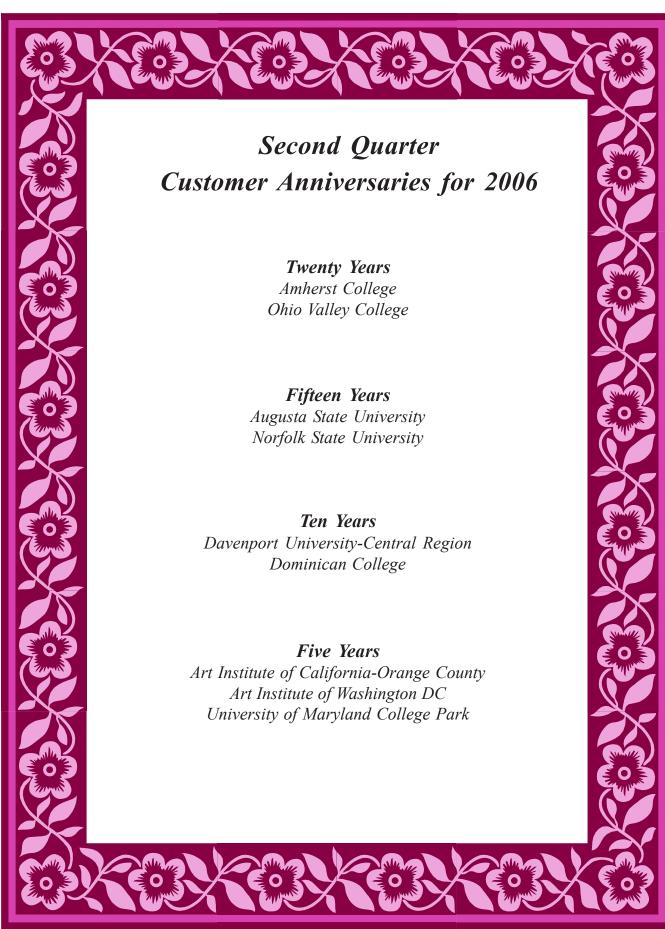
CUTOFF DATES

CUTOFF DATES

Transaction	Apr.	May	June	July
Last day to receive	4/25	5/25	6/27	7/25
collection payments				
Last day to receive regular	4/26	5/29	6/28	7/26
payments				
Last day for online	4/28	6/02	6/30	7/28
payments				
Date final post begins	4/28	6/02	6/30	7/28
Report date used for final	4/30	5/31	6/30	7/31
post				
Last day deposits created	4/28	5/31	6/30	7/28
for deposit to bank account				

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.







Student Loans 101

Training for New Student Loan Administrators*

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

When: July 27-28, 2006

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

\$75 (+ tax) per night

To obtain the discounted rate, please call the <u>local</u> number and mention that you will be attending a Campus Partners workshop

Deadline: July Session - July 13, 2006

All registration fees are per person. We cannot guarantee a refund of registration fees for any cancellations made after 7/13/06. Late registrations received after 7/13/06 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

July 27-28, 2006

Institution NameStreet AddressCity		Zip		
NAME TITLE E-MAIL ADDRESS \$100 - Student Loans 101 - 07/27-28				
NAME TITLE E-MAIL ADDRESS \$100 - Student Loans 101 - 07/27-28		TELEPHONE		
NAME TITLE E-MAIL ADDRESS \$100 - Student Loans 101 - 07/27-28		TELEPHONE		
Registration Deadlines: July Session – July 13, 2006 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 Signature		I separately to address below		

P.O. Box 3176 Winston-Salem, NC 27102-3176

Administrative Assistant

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

Campus Partners



Use myReports to Create a Mail Merge Letter

myReports is an ad hoc reporting tool that is free for all customers. myReports is updated daily which allows campuses to create reports, manage borrower populations, and access report data on an on-going basis as opposed to the traditional monthly method. myReports helps identify and isolate variables, and ultimately can be used to create letters very easily and quickly.

myReports can also be used to help create borrower letter campaigns through the mail merge process with the Microsoft Office Suite. Some campuses currently are using myReports to perform extended due diligence activities. Some of these campus campaigns contact borrowers additional times before their grace period expires and might invite the borrower to contact them regarding more information about deferments, cancellations, and forbearances, or share the benefits of consolidation and the appropriate time to consider consolidation or simply to ensure that the current contact information on file is accurate.



Below, you will find the steps that are needed to create a **credit balance refund report** that will inform the borrower about the overpayment and can be used to refund the monies back to the borrower.

- 1. Open myReports and choose the Ad Hoc Report Tool.
- 2. At this point, filters will need to be set.
- 3. The first filter is the Principal Balance (PrinBalAmt), which will need to be less than "0."
- 4. A number of different fields will need to be added to the report:
 - a. Name.
 - b. Addr Line 1,
 - c. Addr Line 2,
 - d. Addr Line 3,
 - e. Addr City St,
 - f. Addr Zip, and the
 - g. PrinBalAmt.



The report is now ready to be downloaded.

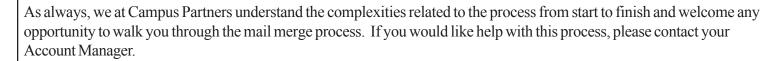
- 5. Find the download icon (a small envelope) and choose MS Excel (Data Only) as the format.
- 6. Once the Excel document has been opened, rename the column headers to correspond with each column (for example, column A should be entitled "Name," column B should be named "Addr Line 1," and so on). Save this as an Excel file.
- 7. At this point, type your borrower letter, and insert mail merge fields, using the Mail Merge helper in Word.
- 8. Finally, complete the merge using the Excel file and print the borrower letters.

If you need help with setting up a mail merge, see the directions available through the Help option in Word or consult the directions on the next page.

4-06 Campus Partners Update Continued on other side

Mail Merge Directions (For more details, consult the Help function available through MS Word.)

- 1. Type your letter in Word. Make sure that the font is the same in both the Excel spreadsheet and the letter and that you keep Word document open.
- 2. Under **Tools** on the tool bar, select the **Mail Merge** helper.
- 3. Click **Create** button, choose **Form Letters**, choose **Active Window**. Since you already have the Word document open, it will appear in the **Active Window**.
- 4. Click **Get Data** button, select **Open Data Source**, locate and select Excel spreadsheet, choose **Entire Spreadsheet**.
- 5. Message appears "Word found no merge fields in your main document. Choose the Edit Main Document button to insert fields into your main document." Click **Main Document** button.
- 6. Main Document appears. Choose "**Insert Merge Fields**" button on tool bar. Insert merge fields from drop down menu at appropriate places in your letter.
- 7. Return to the **Mail Merge Helper** on the Tool menu. You are now ready to merge the data from your spreadsheet into your letter.
- 8. Select the Merge button. Choose New Document. Select All. Choose "Don't print blank lines when data fields are empty option." Choose the "Check errors" option that you prefer. "Complete the merge, pausing to report each error as it occurs" is the default setting.
- 9. Select Merge. Your letters are ready to print.





Get the Most from myReports!

Our Customer Service team will present a Web conference on How to Use myReports on June 9, 2006 at 2:00 PM Eastern Time. Step by step directions will be presented and we will provide an opportunity to ask questions. Contact Debra Pitts at dpitts@campuspartners.com to sign up.

Penny Parsons

CUSTOMER CLOSEUP

When Penny Parsons was in high school, she had what teenagers seldom have—a clear-cut vision of what she wanted to do in life and a plan for achieving it. What she wanted was to work at a college in her community and what she did was get a job at Amherst College before graduation, thus avoiding competition from post-graduation job seekers. Almost 31 years later, Penny is still enthusiastic about her career choice and clearly loves working at Amherst. It is not surprising that she feels this way. Amherst, one of the premier liberal arts colleges in the country, has a small student body, allowing Penny to know many students by name.

Penny began her career in the accounts payable department and later was promoted to the position of student accounts bookkeeper. In 1986, just as the school was converting from an inhouse system to our company's system, Penny was promoted to the position of Student Loan Administrator. Administrators at the school had decided that it was too difficult to keep up with ever changing federal regulations, so they decided to outsource student loan billing activities. "I joined the student loan office just before the conversion started and I needed a lot of help during the process. Kathy Jo Roberts was our contact for conversions and my true salvation." When informed that Kathy Jo was still handling conversions, Penny remarked, "She was so knowledgeable then, I can't imagine what she is like 20

Penny's job duties now include administering the Perkins and Institutional loan programs from disbursement through collections, as well as overseeing their monthly tuition payment plan.

She also supervises three staff members who work with general and student accounts receivable and other organizational accounts. After 20 years in the student loan office, she is the Comptroller's Office resident student loan expert, but still knows she can call on Campus Partners whenever she needs help. She has many words of praise for her current Customer Service Representative, Debbie Fallin, and other Campus Partners staff members. "These days I usually e-mail my questions to Debbie, and I know she will help with the simplest to the most complicated requests. Over the years, my representatives have been the lifeline of my position."

She was also pleased to read in last month's Update newsletter that Paula Hall had received the Anne-Marie Miller Service Excellence Award. Paula was Penny's representative for many years, and the two developed a close relationship over the phone. "I adore her," Penny simply stated. They both have sons about the same age, which deepened their bond. In fact, Penny still has pictures of Paula's children on her wall at work. Penny also is very impressed with LaShonda Hairston, her Account Manager of over 5 years. "She's my Johnnyon-the-Spot and is always ready to help," Penny stated. "Because she has been my Account Manager for so long, she knows my needs and issues."

Over the years, Penny has progressed in her career, and has moved from the background to the forefront of the action. Because she is very much a people person, she enjoys working with student borrowers and their parents. She also finds it very rewarding to answer their questions. "When they are new to the school, they have questions about their loans,

deferments and cancellations, and payment plans, and I enjoy being able to provide them with answers on a one-to-one, person-by-person basis," she related in our interview. "Students have told me how impressed they are when I ask them for their name instead of their number. It just makes it more personal," she continued.

Penny is a native of western Massachusetts and now lives in Williamsburg, Massachusetts with her husband, two teenage sons, Josh and Jared, and their 12-year old German shepherd. She is the only female in an otherwise all-male household (the dog is also a male), but she schedules a "girls night out" trip to the movies each week to get away from the boys for a couple of hours.

She also enjoys gardening, but most of her free time centers on her sons' activities. They play many sports, including baseball, golf, and basketball, and she has been taking them from practice to practice and from game to game for years. She is not complaining, though. She thought she would be relieved when her older son started driving, but instead misses the time in the car spent interacting with him. She still shares many activities with her sons, and they have gotten her started watching reality TV shows with them. The whole family, of course, are big Red Sox's fans, and they still cherish the memory of their World Series championship in 2004. With fans as nice as Penny, they couldn't help but overcome the curse of the bambino.

So here's to Penny...Congratulations on your upcoming thirty-first anniversary at Amherst in May!

Kelly Williams

Customer Service Representative/ Spanish Translator

Kelly Williams is a Customer Service Representative/ Spanish Translator with Campus Partners. During the year Kelly has been with Campus Partners, she has already developed a strong following among our Spanish-speaking customers and borrowers. Although we have other Customer Service Representatives who are able to speak Spanish, Kelly is truly bilingual. She grew up in a Puerto Rican family in the Bronx, and Spanish is her first language.

We service loans for several Puerto Rican campuses, and Kelly says they have given her an enthusiastic welcome. She has also spoken to Spanish speaking borrowers, and they are happy to be able to communicate with a representative in their native language. Kelly helped translate for one Spanish speaking borrower, and the borrower was so appreciative that he called back just to thank her for helping him and to tell her everything turned out well.

Kelly works directly with schools and borrowers, especially our Spanish-speaking customers. When other Customer Service Representatives receive a call from a customer or borrower who speaks Spanish, Kelly is called in to translate. In her first year, Kelly has completed her classroom training, has begun processing forms and has already transitioned to the telephones. She is eager to continue to learn more about servicing student loans so she can better serve her customers. More than anything else, she wants to help people. By helping with translation, she "feels needed," she says with an emphasis on the word needed.

Kelly says she enjoys her job immensely. She is very excited to be working at Campus Partners and loves to talk to our customers and borrowers. She also appreciates the welcome and support she receives from her coworkers and customer service managers. "Everyone here is so friendly and helpful. I interviewed with Daisy Bass, Kathy Riddle, and Debra Adams, and I thank them for giving me the opportunity to work here."

Kelly is guided by the desire to keep her customers happy and try to assist them in any way that she can. She is already achieving this goal and customers are telling her that they are "so glad that she is here" and asking specifically for her. With her friendly, outgoing personality and sincere desire to help, it is no wonder that coworkers, customers, and borrowers are charmed by Kelly.

She hopes to work for Campus Partners for many years, emulating many of the other employees who are on her team. "I hope to work here for 15 or 20 years at least

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and make Campus Partners proud of me." Kelly has also participated in Campus Partners' advocacy efforts on behalf of the Perkins loan program. She was one of the first employees to write a letter to Representative Virginia Foxx, North Carolina's representative to Congress, to ask her to support the Perkins Loan Program. She recently received a response to her letter, however, the fight for the Perkins program continues.

Kelly grew up in the Bronx, New York but has lived in North Carolina for 22 years. She has two children, Malik, age 3, and Jasmine, age 5. "I was blessed with children later in life," she said. "I devote every Saturday to my children and go to church every Sunday," she continued. She has a brother and sister, who also live in the region. Her mother still lives in New York but would like to move back to Puerto Rico. Kelly likes to read mystery novels and watch action movies, but has little time to do so now with two little ones. She also enjoys spending time fishing and going to the pool or a lake in the summer, which are activities that her children also enjoy. In addition, Kelly also enjoys spending time with her new fiance, Marvin.

Kelly is also intensely proud of her Puerto Rican heritage and recently spent a week there with her mother. For now, Kelly is bringing an international flair to Campus Partners and is enjoying using her linguistic abilities to build bridges between our company, borrowers and customers.