

On Track

A NEWSLETTER FOR STUDENT AID PROFESSIONALS



Bringing A Better Future Within ReachSM



Peak Season Enhancements to Better Serve You

Over the past two years, TERI and our strategic partner First Marblehead Corporation have worked diligently to improve our customer service and loan processing operations. During this period, TERI has spent over \$40 million to upgrade infrastructure while First Marblehead has redesigned and improved virtually all its core business processes and systems. The results have been gratifying. Since peak season 2004, when our customer support groups struggled with unprecedented loan volumes, we have increased our loan processing capabilities, improved responsiveness and built capacity and functionality to handle volumes well into the future. While no company can get it 100% right all the time, our operating numbers tell a very positive story. The feedback I've received

from both financial aid officers and student borrowers affirms that the customer experience has improved greatly. I hope you agree.

Given the progress we have made, I have listed a number of the specific enhancements that TERI and First Marblehead have already implemented. Going forward, our goal is to continue to improve our service while enhancing the experience of our borrowers and schools.

Processing Enhancements

- Installed a new digital imaging system that will ultimately handle the automated workflow of all loan document processing.
- Upgraded the credit decisioning platform to generate faster loan decisions, increased automation and to provide a foundation for the next generation of loan program design.

Functionality for Schools

- Doubled the size of our Priority Service and School Relations teams to provide superior support for school clients.
- Added Commonline Systems: ELM and Scholarnet.
- Established an online Transaction Change capability through TERI OSS (Online School Services).
- Added both Multiple (up to four) and Uneven disbursement capability in addition to funds sent via TERI EFT, ELM NDN, NY HESC, and co-pay check.
- Certified ACS as a servicer to complement our existing AES/PHEAA and Great Lakes servicing options.

Functionality for Borrowers

- Developed an eSign process for credit agreements to accompany the existing paper and fax back capability we already have.
- Installed web enhancements to improve the borrower application experience. We are already midway through our next release, which will further advance our online capabilities.
- Changed Program Guidelines to provide for an Extended Undergraduate Deferment (an additional five years beyond the existing five years), the removal of a Satisfactory Academic Progress (SAP) requirement, and made it easier for part time students to access our Continuing Education Loan (CEL).
- Expanded our credit tier pricing structure to offer lower pricing for better quality borrowers and increased approval rates for fair credit quality borrowers.
- Added Cosigner Release and an Interest Rate Reduction for borrowers who have their payments sent directly from a bank account.

Looking ahead to next year, we are working closely with First Marblehead to expand our commonline-based system interfaces to include: Texas Guarantee's (TG) AdvanTG system, AES/PHEAA's eCourier system, NY HESC's Alternative Loan Processing (certification/reporting), and Scholarnet Disbursements and Great Lakes' Central Disbursement System (CDS). We also plan to offer 'instant' credit decisioning, an automated (cosigner) counteroffer that would encourage students to borrow at lower rates and fees, and additional program guideline changes that enhance our overall ease of doing business.

We thank you for your continued support and feedback, and look forward to the conclusion of what we anticipate will be our most productive peak processing season ever.

Sincerely,

Willis J. Hulings III
President & CEO



Contents

- Loan Program Updates **3, 5, 6**
- College Access Updates **2, 4**

Senator Kennedy Announces \$3.5 million to TERI in federal TRIO funding

Senator Edward M. Kennedy announced in August that TERI will receive more than \$3.5 million in federal funding to serve low-income, first generation students and adults in need of guidance and information in their pursuit of a postsecondary education. This includes two 5-year Talent Search grants to work with at-risk students in the Boston and Brockton Public Schools and a 4-year Educational Opportunity Center (EOC) grant to provide assistance to adult residents of the City of Brockton on planning and paying for college and other education opportunities. Talent Search and EOC are both TRIO programs, federal educational opportunity programs funded under Title IV of the Higher Education Act of 1965.

In addition, the Colleges of Worcester Consortium was also awarded a statewide EOC grant. Through this grant, TERI will be able to continue to provide much-needed services to low-income residents at the Boston Public Library in Copley Square, where its main center has been located for over 20 years.

"With these funds, students and adults across the Commonwealth will be given the guidance they need to pursue a college education,"

said Senator Kennedy. "Participants will have access to financial aid counseling, career workshops, assistance in completing college applications, tutoring and other services that can make all the difference in encouraging them to continue their education. I'm pleased that so many students in Massachusetts will continue to benefit from such worthwhile programs."

"The increasing gap between the cost of education and the availability of financial aid means that TRIO programs are more important than ever to assist at-risk individuals – both youth and adults – in need of guidance, information and encouragement," said Willis J. Hulings III, President and CEO of TERI.

"We are excited by the possibilities this new funding offers for the residents of Massachusetts," added Hulings.

"With these funds, students and adults across the Commonwealth will be given the guidance they need to pursue a college education."

TERI Leader Ann Coles Receives Making a Difference Award from American Student Assistance



Dr. Ann Coles accepts her Making a Difference Award during American Student Assistance's annual symposium.

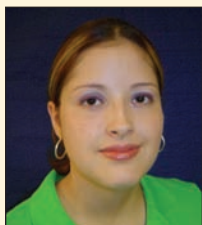
Dr. Ann S. Coles, senior vice president of TERI's College Access Programs, is one of this year's recipients of the *Making a Difference Award* from American Student Assistance (ASA).

Dr. Coles was honored for her 35 years of work to ensure access to postsecondary education for low-income students and underrepresented individuals of all ages. Since 1984, Dr. Coles has developed and overseen all of TERI's College Access Programs, and has provided leadership to the Pathways to College Network, an alliance of 40 national organizations and funders working collaboratively to improve college access and success for underserved students.

"We are especially grateful to Dr. Coles for her role in helping to establish the Higher Education Information Center at the Boston Public Library, which ASA and TERI have expanded in recent years to other BPL branches throughout Boston," said Shelley Saunders, vice president, Strategic Services at American Student Assistance. "In Ann, the community has a dedicated advocate for equal opportunity higher education access."

Also honored during American Student Assistance's annual symposium on student debt were: Debra Wiley, ombudsman for Federal Student Aid at the U.S. Department of Education; Dr. Arnold Mitchem, president and CEO of the Council for Opportunity in Education; and Natala 'Tally' Hart, director of student financial aid at The Ohio State University.

Helpful Tips from the Desk of Natasha



Helpful Tips from the Desk of Natasha is written in cooperation with Senior Priority Service Associate Natasha Munoz. Natasha began working as a member of the Priority Service Team in January 2004. Prior to this, Natasha was an Associate in our Customer Service Department. In addition to providing exceptional school support to our aid administrators, Natasha is also pursuing a management degree from Bunker Hill Community College.

In this addition of "Ask Natasha," we offer Helpful Tips regarding Customer Service and some of the features offered. Please e-mail your questions to askpriorityservice@teri.org. Your questions will be answered in the next issue of On Track. We look forward to hearing more from you!

Q: Our office would like to clarify where we send refund checks and to whom we make the check payable?

A: Please make the check payable to TERI; and remember to include student name, SSN and refund amount. Send the proceeds to:
TERI
P.O. Box 848104
Boston, MA 02284-8104

Q: How many days after the original disbursement do we have to completely cancel a loan without financial penalty to the student?

A: Your institution has 90 days from original disbursement date to completely cancel a loan. If a complete refund arrives after day 90, the student is responsible for accrued interest and the guarantee fee (if any was charged).

Q: Does TERI require the student to make satisfactory academic progress (SAP) to qualify for a loan?

A: Students are not required to make satisfactory academic progress to qualify for a TERI guaranteed loan.

Q: If our office experiences technical difficulties with locating or certifying loans via ELM Resources, whom do we contact to resolve the issue?

A: Please call Priority Services directly when experiencing any technical issues with ELM Resources. Our associates are equipped to assist with all issues related to TERI guaranteed loans; that includes technical issues with TERI Online School Services and loans certified via ScholarNet.

Q: We recently transitioned from fax certification to electronic certification using Online School Services (OSS). Do you provide OSS training for our entire office? If so, how do we schedule that and with whom do we meet?

A: Please contact your School Relations Representative today to schedule OSS training – this can be done via WebEx or in person.

Q: In the event our office needs to provide you with service quality feedback, what kind of information is important to share with you?

A: We recommend that each time you call Priority Service or when your students call our customer service center, you record the representative's name, the date and the time of your call. We take call quality and job knowledge very seriously at TERI. Your specific feedback is appreciated and often used in training opportunities.

Q: You currently fax EFT rosters to our office. We prefer to receive EFT rosters in EXCEL format, is this an option for us?

A: In addition to faxing EFT rosters, we can also deliver EFT rosters in excel, txt, tab or csv format. Please contact Priority Service if you are interested in any of these options.

Q: When we call the Priority Service Hotline, where are your offices located?

A: Boston, Massachusetts.

Questions That Matter: Connecting Research with Policy and Practice to Improve College Access and Success



Natala “Tally” Hart (The Ohio State University), Jane Oates (New Jersey Commission on Higher Education), and Don Heller (Pennsylvania State University) identify options for improving financial aid for needy students.



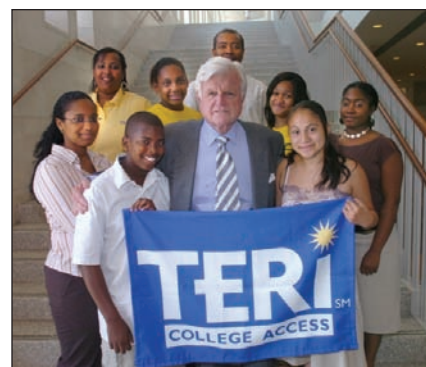
Plenary Session during the Questions That Matter conference.

In June, the Pathways to College Network, Institute for Higher Education Policy, and Social Science Research Council jointly hosted a conference in Washington, DC that convened leaders from the areas of research, policy, and practice to chart the future direction of college access and success research. The conference was supported by the Spencer Foundation, the Bill & Melinda Gates Foundation, Lumina Foundation for Education and TERI.

The uniqueness of the *Questions That Matter* conference was the diversity and depth of knowledge represented. Distinguished panelists included: Sandy Baum (College Board and Skidmore College), Vincent Tinto (Syracuse University), and Jamie Merisotis (Institute for Higher Education Policy), among many others. The conference provided a rare opportunity for policymakers and practitioners tackling college access and success issues to engage in a substantive conversation with researchers about how to promote research that is relevant to the pressing needs of policy and practice. A Conference Briefing summarizing the conference is forthcoming and will appear on www.pathwaystocollege.net.

TERI’s Rose Seale honored by Hyde Park Community Academy for Science and Health

Recognized for her dedication and hard work to help low-income, first generation students be successful in their lives and education, Rose Seale was recently awarded a certificate of appreciation by Boston’s Hyde Park Community Academy for Science and Health. Ms. Seale manages TERI’s College Knowledge PREP and Kids to College programs. Through College Knowledge PREP, funded by Bank of America, Ms. Seale helps create an environment of success at Hyde Park Community Academy for Science and Health. Her work with at-risk students focuses on developing high aspirations and the necessary skills to be successful in high school and beyond. Ms. Seale also organizes onsite, school-wide college and job fairs, as well as visits for students to local colleges. Ms. Seale joined TERI in 2001 and holds a Master’s Degree in Education Management from Cambridge College.



Senator Edward Kennedy visits with GEAR UP students from East Boston High School and Mildred Avenue Middle School in Mattapan, MA at the University of Massachusetts, Boston. TERI manages the GEAR UP program, in partnership with the Massachusetts Board of Higher Education.

Boston Higher Education Partnership/TERI Faculty Fellowships Announced

The 2007 BHEP/TERI Faculty Fellowship has been awarded to Dr. Thomas Hehir of Harvard University and Dr. Lauren Katzman of Boston University. With support from TERI, the Boston Higher Education Partnership (BHEP) awards fellowships to selected faculty members at BHEP member institutions. The fellowships are designed to support collaborative research projects that focus on the Boston Public Schools and contribute to Whole School Improvement Plans.

This year’s awardees will collaborate with the Samuel W. Mason, Patrick O’Hearn and Mary Lyon elementary schools, and Boston Arts Academy. They will conduct research to understand the values and practices that are essential for a school to provide effective special education services and, at the same time, contribute to improving results for all students. Improving education for students with disabilities in elementary, middle and high school is linked directly to increasing enrollment in postsecondary institutions.

Fall Conferences Update

The School Relations team invites you to visit our exhibit during the fall conference season to meet the Priority Service Associate assigned to your region and to learn more about how TERI guaranteed school-certified products can benefit you and your students including:

- eSign
- ScholarNet
- Additional Deferment Options
- Processing Enhancements planned for the 07/08 academic year
- Improved Web Application
- TERI's College Access Programs

October

10/15 - 10/18	MASFAA - Midwest Regional	Des Moines, IA
10/8 - 10/11	RMAFAA - Rocky Mountain Regional	Salk Lake City, UT
10/29 - 10/31	PASFAA Fall Conference	Hershey, PA
10/11 - 10/13	TASFAA Fall Conference	San Antonio, TX

November

11/6 - 11/9	NYSFAAA Conference	Lake Placid, NY
11/12 - 11/14	Tri-State (DE-DC-MD) Fall Conference	Ocean City, MD
11/15 - 11/17	MASFAA Fall Conference	Hyannis, MA

December

12/3 - 12/5	CASFAA Annual Conference	Ontario, CA
12/13 - 12/15	OASFAA Conference	Columbus, OH

Amy W. Bizar named Vice President and General Counsel

In June, TERI named Amy W. Bizar Vice President and General Counsel. Ms. Bizar brings more than 30 years of legal experience to TERI and is a recognized expert in financial services law, bank regulation, credit card operations, and consumer lending compliance.

"We are delighted that Amy Bizar has agreed to join TERI. Her extensive legal experience and financial services expertise will further TERI's work to promote educational opportunities for all," said Willis J. Hulings III, TERI President and Chief Executive Officer.

Most recently, Ms. Bizar served as General Counsel and Secretary at The Reserve Funds in New York City. Prior positions also include Vice President and Senior Counsel at GE Capital Corporation, General Counsel and Secretary of Fleet Bank of Massachusetts, and Assistant General Counsel of the Federal Reserve Bank of Boston. She is also an adjunct professor at Boston University School of Law, teaching a course in Consumer Financial Services Law. Ms. Bizar received her bachelor's degree in economics from Boston University, her J.D. from Boston University School of Law, and is a member of the Massachusetts Bar Association.

SCHOOL RELATIONS TEAM

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Barbara Grimm

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TERI Electronic Processing Factoids

We thank our valued school clients for embracing our electronic certification and disbursement options. Look for this list to grow with new options in future issues of *On Track!*

- 2381 schools certify via www.teri.org (Online school Services)
- 427 schools certify via ELM Resources
- 92 schools certify via Scholar Net
- 572 schools disburse via TERI EFT
- 495 schools disburse via ELM NDN
- 48 schools disburse via NYHESC Escrow



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Currently Filling Position, Manager Priority Services/Schools

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NH • NJ • NY • PA • PR • RI • VT

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