

TERI On Track

A Newsletter for Student Aid Professionals

Online Certification Enhancements

Brian Cox, VP, Market Development

TERI announces several new online school certification enhancements! These improvements are designed to further develop the functionality and user-friendliness of our online certification process. The changes are the result of feedback gathered from TERI's valued school customers. The following enhancements will be live on June 15th:

- **Online change capability**—Schools can submit online changes up to 3 business days prior to loan disbursement. As always, any change request is also accepted via phone.
- **Certified Loan Amount**—Only 2 fields are now required: "Estimated Cost of Attendance" and "Certified Loan Amount"... no more "Aid" question and no more automatic calculation!

- **Student Eligibility**—Clicking "No" cancels out all other fields and allows easy/fast cert submission for students not enrolled or not eligible.
- **Removal of "Minimum 30-day rule"** between disbursements.
- **Enrollment Status**—The drop down box has been eliminated and is replaced with a simple "Yes" or "No" response to: "Student is Enrolled at Least Half Time in a Degree or Certificate Program"

For more information or training on TERI's online certification and reporting features, please contact our Priority Service Team at: **(800) 837-4FAO**.

Pathways to College Network Releases New Report

Karen Cheng, Pathways to College Project Coordinator

TERI's long-term commitment to opening doors to higher education found further expression at the National Press Club on February 19, 2004, when the Pathways to College Network, managed by TERI, released its report "A Shared Agenda: A Leadership Challenge to Improve College Access and Success." The report distills three years of research about "what works" in promoting college-going for under-served students into six **Principles for Change**. These principles provide policy makers, school leaders, college administrators, outreach leaders, and community leaders with nearly 100 research-based recommendations based on the principles.

Principles for Change

- 1) Have college expectations for *all* students.
- 2) Provide students and families with a range of high-quality, college-preparatory tools.
- 3) Embrace social, cultural, and learning style differences.
- 4) Involve leaders at all levels.
- 5) Maintain sufficient financial and human resources.
- 6) Regularly assess program effectiveness.

The Press Club event featured remarks from **Susan Sclafani**, Assistant Secretary for Vocational and Adult Education, and a panel discussion with **Blenda Wilson** (Nellie Mae Education Foundation), **Professor Alberto Cabrera** (University of Wisconsin-Madison), **Gerald Tirozzi** (National Association of Secondary School Principals), **Carol Geary Schneider** (Association of American Colleges and Universities), **Roger Nozaki** (GE Foundation), and **Ann Coles** (TERI). Follow-up events took place in early March in Denver, Colorado and on Capitol Hill.

You can read the full report online at www.pathwaystocollege.net.



**Ann Coles, Senior VP,
College Access Services, TERI**



Gerald Tirozzi, National Association of Secondary School Principals; David Roth, Occidental College; Bob Shireman, The Aspen Institute; Alberto Cabrera, University of Wisconsin-Madison; Ann Coles, TERI; Blenda Wilson, Nellie Mae Education Foundation; Roger Nozaki, GE Foundation; Vincent Tinto, Syracuse University School of Education; Carol Geary Schneider, Association of American Colleges and Universities

Priority Service Prepares for Summer Processing!

Jonathan Glover, Director, Market Development

As colleges and universities prepare for peak loan processing season, TERI's Priority Service Team is expanding to meet the needs of the more than 6,800 institutions eligible to participate in TERI's loan programs. By June 1st, the current team of seven will expand to eleven representatives. Priority Service, comprised of senior customer service representatives and former financial aid professionals, is a team dedicated to serving and meeting the needs of Financial Aid Officers. **Christopher Shirtcliff**, Manager, comments, "Our goal is to provide our valued school clients with superior knowledge, unparalleled professionalism, and dedicated, high quality customer service first time, every time."

Lumina Foundation Awards Grant to TERI's Higher Education Information Center

Timothy Eisenstadt, Marketing and Grant Writing Specialist

TERI's Higher Education Information Center (HEIC) has been awarded a \$75,000 grant by the Lumina Foundation for Education to increase and improve the capacity and resources of four new satellite walk-in centers. The new centers are located in four Boston neighborhoods: Dorchester, Roxbury, East Boston and Hyde Park. With a focus on middle and high school students, advisors at these sites work one-on-one with students free of charge, assisting them with getting into and affording college and other career-building programs. HEIC advisors provide guidance and resources that enable local students to identify sources of financial assistance, choose school programs to apply to, and fill out admissions and financial aid applications.

The Priority Service team specializes in the following areas:

- Problem Resolution with 24-hour turnaround
- Loan disbursement changes taken by phone
- Loan application inquiries via live representative or Voice Response Unit (VRU)
- Exception processing requests
- Online Certification and EFT set-up

Priority Service can be reached at (800) 837-4FAO, press option 3. Hours of operation are Monday through Thursday, 8:00 a.m. to 8:00 p.m. EST, and Friday 8:00 a.m. to 5:30 p.m. EST. You may also contact Priority Service via e-mail at priserv01@teri.org.

TERI names Jen Mendonca and Dana Nugent as new Market Development Representatives

Jonathan Glover, Director, Market Development

TERI is proud to announce the additions of **Jen Mendonca** and **Dana Nugent** to the Market Development team. In their new roles, Jen and Dana will promote TERI's School Services offered at colleges and universities and the more than 30 lending institutions that offer undergraduate, graduate, continuing education, and health professions loans guaranteed by TERI.

Prior to joining Market Development, Jen served as a TERI customer service representative, and most recently as senior member of the TERI Priority Service Team. She will manage accounts in Connecticut, Massachusetts, New Hampshire, and Rhode Island and can be reached at (617) 750-7241 or mendonca@teri.org.

Before joining TERI, Dana served as a Market Development Associate for The College Board. Dana will manage accounts in the entire SASFAA region and can be reached at (678) 522-8608 or nugent@teri.org.

Together, Jen and Dana's experiences and dedication will add tremendous value to the products and services TERI offers our school clients and lender/marketers. Please join us in welcoming Jen and Dana to the team!

Your Market Development Team

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