

On Track

A NEWSLETTER FOR STUDENT AID PROFESSIONALS



Bringing A Better Future Within ReachSM

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.

New Application Assists Administrators

Joan Mathews, Assistant, Marketing

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TERI Rates: 4.00% (Prime Rate as of 4/1/04)
1.11% (LIBOR Index as of 4/1/04)

Funds in 5 Days or Less with Teri

Edward Casey, Regional Director

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.

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 Shirtdliff, 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.

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.

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

Katie Sanborn, VP, Development

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.

Your Market Development Team

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

Susan Watts, Marketing Associate

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and Rhode Island and can be reached at (617) 750-7241 or mendonca@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!