

# IASFAA

## President's Message

Joan M. Meyer, IASFAA President



## News & Updates

Published by the  
Iowa Association of  
Student Financial Aid  
Administrators

November 2010



### Greetings!

I can't believe it has been 6 months since the IASFAA gavel was placed in my hand. What a busy spring into summer into fall we have had. The IASFAA executive council has gotten a lot accomplished in those six months and is currently working on even more projects. At our summer retreat we were able to go through the policies and procedures manual and updated the outdated verbiage. We continue to review and update our Long Range Plan for the five year period of 2010 – 15 in order to keep our organization financially sound. A Task Force has been assembled and is in the process of reviewing our Leadership Symposium. We recognize this as a valuable tool with which to grow new leaders in our organization but we also realize that with changing times we need to provide our future leaders with something new and fresh in order to develop their newly acquired leadership skills.

In July I felt extremely lucky and honored to be able to attend the NASFAA conference as an Iowa "representative." I was overcome with pride as I watched Iowa's own Laurie Wolf accept the role of NASFAA National Chair for the upcoming year. Her acceptance speech was a wonderful indicator as to how committed she is to serving students, not just here in Iowa, but in the entire nation. I know she and new NASFAA President Justin Draeger will form quite the team as they strive to achieve goals that will allow access to aid for all prospective students.

I would also like to remind everyone that we are always in need of volunteers to man our many committees. It doesn't matter if you are new to IASFAA or a seasoned veteran who maybe hasn't been as active as you would like to be ... we want you!! Please contact me if you would like to become more involved in our organization. President-Elect Amy Gaffney will soon be contacting people to see if you are interested in having your name placed on the ballot for the offices of President-Elect Treasurer-Elect, Vice President, Secretary and Delegate. Please give this some serious consideration as being a member of Executive Council allows you to be one of the driving forces behind the direction this organization is headed AND it is great way to give back to your organization.

Since the program committee has always been near and dear to my heart, I've been listening in on as many of the conference calls as I can and I promise you, the upcoming conference at the Sheraton in Iowa City is a conference you will not want to miss. The interest and general sessions will be of value to all and I know you are going to have a hard time deciding which ones to attend; plus, there may be some additional "surprises" thrown in just for the heck of it. I know we all work very hard when we are in our offices so there is nothing wrong with having a little fun on the side when we all get together! I promise you aren't going to want to hear about it from your friends. Even with the multitude of ever-changing regulations that we deal with on a daily basis, the not-so-happy students that we meet with on occasion and the folks who just don't quite understand what this financial aid thing is all about ... we all still know, at the end of the day ... "There's NO Business Like OUR Business!"

### In this issue

<i>There's No Business Like Our Business</i> .....2	<i>IASFAA In the Know</i> .....7
<i>Fall Conference Red Carpet Nominations</i> ...2	<i>ICAN Looks to the Future</i> .....8
<i>2010 Annual Review of IASFAA Books</i> .....3	<i>FAFSA Assistance Program Expands</i> .....9
<i>IASFAA Spring Awards</i> .....4	<i>PUT the Pieces Together</i> ..... 10

**COMING SOON**

November 10-12 — Iowa City Sheraton Inn

## *There's No Business Like Our Business!*



The stage is set... the actors rehearsed and ready for their audience. *"There's No Business Like Our Business"* opens November 10, in Iowa City at the Sheraton Inn — an exclusive and original production written specifically for financial aid administrators!

**Act I on Wednesday** showcases lead actress, Joan Meyer, IASFAA President, followed by three scenes of exciting interest sessions. Rub elbows backstage with fellow actors afterward at dinner – stay for fun and perhaps a few surprises!

**Act II on Thursday** opens with a Direct Loan servicing panel and later scenes add more drama with regulatory, reconciliation and entrance/exit sessions. The drama builds with financial literacy and preferred lender lists with the curtain closing on sector meetings.

**Act III on Friday** concludes this exciting production with the latest information from Washington for the audience to discuss after the final curtain call and the lights go down.

This fall's IASFAA conference is a four-star event! Don't miss this one-of-a-kind show and join us in Iowa City for *"There's No Business Like Our Business!"*



## Fall Conference *Red Carpet Award Nominations*

**Gisella Baker, Awards Committee Chair**

New this year! We will be presenting more awards in the upcoming fall conference so your assistance is much needed. Please nominate your colleagues for any of the following prestigious awards. It only takes a few minutes to nominate but it will leave a long lasting memory on the nominee that wins!

**DEADLINE**  
October 15, 2010

**John Heisner Memorial Lifetime Achievement Award.** ([www.iasfaa.com/docs/forms/MemOnly/iasfaa\\_awnomination](http://www.iasfaa.com/docs/forms/MemOnly/iasfaa_awnomination))  
This award is the highest award IASFAA can bestow. Recipients of this award must have actively worked in IASFAA and the profession to achieve their goals over an extended period of time.

**Distinguished Service Award.** ([www.iasfaa.com/docs/forms/MemOnly/iasfaa\\_awnomination.html](http://www.iasfaa.com/docs/forms/MemOnly/iasfaa_awnomination.html))  
This award is intended to recognize outstanding achievements to the financial aid profession and IASFAA. Individuals selected for this award must have made outstanding achievements in the pursuit of IASFAA's goals and significant contributions over a sustained period of time.

**Meritorious Service Award.** ([www.iasfaa.com/docs/forms/MemOnly/iasfaa\\_awnomination](http://www.iasfaa.com/docs/forms/MemOnly/iasfaa_awnomination))  
This award is presented to an individual or a committee who has made significant contributions to IASFAA or the financial aid profession. Selection is based upon leadership or work on special projects. It is not required that these projects have lasted for an extended length of time. This award could also be for a single accomplishment.

Please take a few minutes today to show your appreciation to that one outstanding student at your institution who may deserve the following award:

**Success Story.** ([www.iasfaa.com/docs/forms/MemOnly/student\\_success](http://www.iasfaa.com/docs/forms/MemOnly/student_success))

Be sure to include information about what aid the student received and how the receipt of that aid helped the student pursue and realize a post-secondary education.

You can place your nominations in the IASFAA website ([www.iasfaa.com/docs/toc\\_onlineforms](http://www.iasfaa.com/docs/toc_onlineforms)). You will need your IASFAA login and password to submit nominations.

### Retirees

If any of your colleagues are retiring before the Spring 2011 conference (April 7-8), please submit their name and a brief summary of their plans after retirement to me ([gbaker@hawkeyecollege.edu](mailto:gbaker@hawkeyecollege.edu)) so they can be recognized this Fall Conference. They don't have to be present at the conference to be acknowledged.





## 2010 Annual Review

The three Delegates, Erin Gjerde-Bailey, Mary Jacobsen, and Don Duzik, the Treasurer-Elect, Jennifer Schroeder and the President-Elect, Amy Gaffney gathered on September 16, 2010 to perform its annual review of the 2009-10 IASFAA Treasurer's books. The review team would like to thank the Treasurer, Julie Haack, for all her efforts in preparing the books for the review.

The review focuses on three main areas.

1. A proof of cash worksheet is completed to ensure IASFAA accounts balance for the review year.
2. Comparability tests are completed on dues, conference fees, interest income and exhibitor income. All items are reviewed to ensure the amount calculated by the review team reasonably matches the amount of income reported by the Treasurer.
3. A sampling of expenses and disbursements is reviewed to ensure that expense vouchers are properly signed and approved, documentation matches what was paid, expenses were properly allocated to the correct expense category and the check cleared the bank.

Recommendations made were minor in nature, dealing mostly with items that could help the review run smoother or enhance existing policies. The results of this review validate the goal of IASFAA to have strong Policies & Procedures and Executive Council Members who strive to follow the rules of the association.

*For a copy of the review report feel free to contact one of the Delegates at Large.*

# Happy Fall!





**President's Award — Chad Olsen**



**Presidential Award — Kristi Fuller**

**John Moore Award —  
Kirkwood Community College**



**Distinguished Service Award —  
Aaron Steffens**

*The Distinguished Service Award is intended to recognize outstanding achievements to the financial aid profession and IASFAA. It is awarded to members who have made outstanding achievements in the pursuit of IASFAA's goals and have made significant contributions over a sustained period of time.*

Though this person may have started out in the higher education industry on the 'dark side' of

Admissions, he sunk his teeth into financial aid when the opportunity presented itself. Early on, he found himself deeply involved as a member of IASFAA. It was not very long before he was elected to the office of the very first IASFAA Treasurer-Elect. He continued in his leadership role in IASFAA as Treasurer, to be followed by President-Elect, President and Past-President. During his term of President the financial aid industry arguably faced its darkest time in the state as well as the nation where the credibility and integrity of financial aid professionals were under scrutiny. He led the organization using his good judgment and consulting with his colleagues and fellow leaders in the region. All of his elected offices were served consecutively.

Also, as the Iowa representative to MASFAA, he took the position seriously and he always made sure that the financial aid interests of the state were promoted. He continued to serve for MASFAA even after his role of state representative was over.

His presence and thoughtful contributions have had a most beneficial impact on IASFAA. It is well-known among IASFAA members that if this person is in charge, tasks will be handled with the utmost professionalism, and results will be achieved.

At this time I would like to announce that the 2010 Distinguished Service Award goes to **Aaron Steffens**. Congratulations Aaron!



**Outstanding Committee Member Award —  
Heather Gaumer**

*The Outstanding Committee Member Award is intended to recognize the contributions and participation of IASFAA members who serve on IASFAA committees. Outstanding Committee Members are nominated by the IASFAA Committee Chairs from the current and prior years. This year's Outstanding Committee Member Award goes to **Heather Gaumer** of Iowa Student Loan.*

Heather is such a joy to work with. She always has a smile on her face, in her eyes and in her voice and she never says "No!" She has been an integral part of the Site Committee and Program Committee and this year she will be chairing the Associate Members committee. She is the 'techie' person for the site committee and she manages to, almost single-handedly, keep those aspects of our conferences running smoothly. Any problems are handled behind the scenes without the attendees

even knowing there is a problem which is a key to success in this area. As part of the Program Committee, Heather always volunteers to assist with sessions, and has even been the speaker at interest sessions.



### **2010 Meritorious Service Award — Susan Ladd**

*This award is presented to an individual or a committee who has made significant contributions to IASFAA or the financial aid profession. Selection is based upon leadership or work on special projects.*

The person we are honoring has served IASFAA for a number of years as is evidenced by her already long list of IASFAA awards and offices held. Most recently she has served as Mentoring Task Force Committee Chair and Long Range Planning Chair. Both committees are geared to serving the membership in the way of financial stability and member benefits, as well as building the professional growth network for which IASFAA is so well reputed. These committees are testimony to the sincere dedication she has demonstrated in not just sustaining IASFAA but exploring opportunities to keep the organization viable and the members engaged so that they benefit and extend the professional development.

Her latest work on the long-range planning committee came at a time where the world of higher education is changing faster than any of us could imagine. Yet, she managed a calm and organized approach and presented recommendations to help keep IASFAA on a path towards a positive outlook. As she has also been an active member at the regional and national levels, she has been able to bring back ideas that were most relevant to our state and acceptable and easy to implement. It is clear that she has employed her passion for IASFAA with her brilliance and experience to help sustain an organization she obviously cares for deeply. We are glad she is one of ours.



### **Outstanding New Contributor of the Year Award — Gisella Baker**

*The Outstanding New Contributor of the Year Award is presented to an IASFAA member who has made a significant first contribution to the association or the financial aid profession. This year's Outstanding New Contributor of the Year Award goes to **Gisella Baker** from Hawkeye Community College.*

Gisella has been in the profession since 1999, but lately has been spreading her wings to share her passion not only at the state level, but also regionally. Gisella has served on the IASFAA Program Committee and has been charged with the task of putting together moderator packets for each conference — which is no small task. She is also currently serving as co-chair of the Awards Committee and is slated to take over the duties of that committee at the end of this conference.

As an association, we sent Gisella to the MASFAA Leadership Symposium in Duluth this past summer and she has continued to be involved in MASFAA. She served on their Program Committee and also presented a session on SAP at their fall conference and brought back ideas and suggestions from that experience.

There is never a concern on whether her assignment will be completed and she never shies away from a new idea or experience and manages to bring benefit to IASFAA throughout.

Continued next page...



**John Heisner Memorial Lifetime Achievement Award — Linda Schwinn**

*The John Heisner Memorial Lifetime Achievement Award is the highest award which IASFAA can bestow upon deserving members. Recipients of this award must have actively worked with IASFAA and the profession in achieving its goals over a sustained period of time.*

Wow! There were so many nominations for the recipient of this award.

This person has provided the financial aid profession with both integrity and un-ending, unselfish service to students and her peers. She has an established history of actively helping IASFAA be successful by stepping up often and without hesitation to help the association with whatever needs to be done. And in an industry that is always changing, she is a person that holds steady to her values and ethics in life, regardless to what the changes are about her.

She represents everything a recipient should be to receive this award. Her dedication to the profession and the association is demonstrated by her consistent participation in the association throughout her years. She is always willing to assist and serve whenever she is called upon. No task is too large or too small for her. She never backs away from a challenge and is a great example for those new to the profession. She readily mentors new aid officers with sage advice and counsel and in the end becomes a friend they can call anytime.

Any student attending her school is able to benefit from her lifelong dedication to financial aid. Her knowledge of student aid allows her to assist her students so they can achieve the maximum financial aid available. She knows the importance of staying current with the regulations so her students can finance their education in the most effective way possible.

One of the people who nominated her said, "I think it is a safe bet to state that she has probably served on

more Conference Program Committees than any other IASFAA member and when the MASFAA Committee has been in Iowa you can be certain that she was a member of the Local Arrangements Committee."

And in another's words, "This person has contributed more to our profession than most of us will ever dream of attaining in our lifetime."

And yet another nominator made the comment, "As I think back to John's key principals of being an exceptional financial aid officer, be involved professionally, be knowledgeable and be an advocate for students, she certainly is most qualified for this award."

And another commented, "Much like John Heisner, she always treats colleagues with courtesy and kindness and is one of those people my mother urged me to be like ... the ones who never have a bad word to say about anybody. In a profession of high stress and strong opinions, discussing anything with her always seems to leave one feeling better, more hopeful, more positive. What a gift!"



## Weddings

**Amy Woods**, iLink Customer Service Rep, married **Nathan Riedell** on May 14 in sunny Hawaii. She is now **Amy Riedell**.

## Babies

**Jim and Jennifer Schroeder** welcomed home their first child, a baby daughter, **Anabel Lynn**, on July 2, 2010. She weighed 9 lb. 6 oz. and was 22 inches long. She is doing great. Jennifer is a financial aid advisor at Iowa State University.



**Bethany Rinderknecht**, Director of Financial Aid at Mount Mercy University, had a baby girl, **Jillian Elizabeth**. She was born on August 19, weighed 8 lb. 1 oz. and was 20 inches long.

**Carol Bogaard** has 3 new grandchildren: **Aleah Brielle Bogaard** was born April 20 in Rapid City, SD, and has since moved to Germany with my son, daughter-in-law and 7-year-old grandson, **Brendan**. Carol's son is an optometrist in the Air Force.

**Trevor Scott** and **Victoria (Torrie) Lynne Van Kley** were born May 25 in Des Moines. They will be welcomed home by their 6-year-old sister, **Kallie**.

**Gisella and Jay Baker** announce the arrival of **Jayce Hugh Baker**, born on Friday, April 23 at 3:29 p.m. He was 8 lb. 5 oz. and 21 1/4 inches long. Gisella is the associate director at Hawkeye.

## Career Moves

Please welcome **William Mullane** to the new position of Coordinator, Scholarships and Verification in the Office of Student Financial Planning at Drake University. He was previously a graduate assistant here in our office.

Mount Mercy College has had numerous staffing changes. They have hired two new Financial Aid Counselors; **Anastasia Willenbring** and **Stephanie Jetter**. **Mindi Bucklin** was promoted to the Assistant Director of Financial Aid.

**Erin Amsberry** joined the Financial Aid Office at Wartburg College at the beginning of July. She came with vast financial aid experience from Illinois, but will soon find out that financial aid in Iowa is so much better ... right, Clare! Erin and her family moved to Waverly in 2006 when her husband, **Bob**, accepted a position. Erin enjoys reading and spending time with her son, **Joseph**, and daughter, **Paige**. Ask her to make you dinner sometime; she is a fabulous cook!

After 10 years at Loras College, **Shelly Brimeyer** has accepted the School Services Liaison at Iowa Student Loan and started working on October 4.

**James Wesenberg** joined the financial aid community as the Financial Aid Director at Graceland University.

## Retirements

**Bob Redman** has retired from the Iowa College Access Network. Bob worked in higher education for over 25 years with stops at U.S. Group, Graceland College and the Iowa College Student Aid Commission before spending the last 10 years with ICAN.

**Gwen Scholer** of Southeastern Community College retired on June 30.

## ICAN Looks to the Future with Director of Development

### Carla Jesse joins the Iowa College Access Network

West Des Moines, Iowa — August 2, 2010

The Iowa College Access Network (ICAN), a non profit educational organization that empowers Iowans to achieve their educational and career goals, recently named Carla Jesse as its director of development.

In this role, Jesse is responsible for bridging the gap between the incurred costs of ICAN services and the assistance provided to Iowa families without charge. "ICAN is committed to providing exceptional quality services at no cost to our families," said Juan Garcia, executive director of the Iowa College Access Network. "Carla's new role will allow ICAN to continue its support of Iowa students and potentially open doors to new programs we currently are unable to offer." Jesse is also charged with raising the organization's profile in the philanthropic community to serve the long-term funding required for long-term sustainable growth.

Jesse comes to ICAN after 14 years working in the nonprofit world, including eight years of professional fundraising. She has worked both for Girl Scouts and the American Red Cross, and serves on the board of directors for a residence for low-income senior citizens. "I've been so impressed by the work ICAN does in schools and for communities," said Jesse. "It's my goal to establish a broad base of support throughout the state of Iowa so that ICAN will continue to thrive and grow."

ICAN became an independent, nonprofit organization in the fall of 2009 in an effort to provide new opportunities and assist other Iowa educational organizations in encouraging students to pursue higher education. "We are continually looking for new ways to partner with community members so that ICAN can remain a leading resource for college planning, financial aid and career and college success," said Jesse.

Jesse holds an undergraduate degree from the University of Northern Iowa with a major in sociology. Jesse will work out of the Cedar Rapids ICAN location. If you have ideas about groups, businesses, or individuals that would be interested in learning about the role ICAN plays in empowering students to get to college, please contact Jesse at 877.272.4692 ext. 7506 or [cjesse@ICANSucceed.org](mailto:cjesse@ICANSucceed.org).



#### About ICAN

ICAN is the College Access Network for Iowa, as designated by the National College Access Network (NCAN). ICAN has two locations in West Des Moines and Cedar Rapids that provide information and support, without charge, to students and their families as they plan their postsecondary education and apply for financial aid. All ICAN services are available at no cost. Major funding for ICAN is provided by Iowa Student Loan®. For more information about ICAN, call 877.272.4692 or visit [www.ICANSucceed.org](http://www.ICANSucceed.org).





# FAFSA Assistance Program Expands Across Iowa

## 20 locations in 2011 to help students and parents complete financial aid forms



### West Des Moines, Iowa — August 2, 2010

College-bound Iowa students won't find themselves fighting snowstorms or traveling great distances to find financial aid assistance next February. Students and parents seeking help with financial aid forms will find it closer to home, due to the expansion of Iowa College Goal Sunday to 21 communities throughout the state next year.

Volunteers for Iowa College Goal Sunday will help students and their families fill out and file the Free Application for Federal Student Aid (FAFSA) as part of a national program that helps students qualify for federal financial aid. The FAFSA, which is a free form available in paper and electronic forms from the U.S. Department of Education, is the first step in the qualification process.

"This program is great for anyone who has questions or wants free help with the FAFSA," said Juan Garcia, executive director of the Iowa College Access Network (ICAN) and state coordinator of the 2010 Iowa College Goal Sunday. "It's especially helpful for students who are low-income or are in the first generation of their families to attend college, or both."

In 2011, Iowa College Goal Sunday will expand to a week long event running from Saturday, February 19 through Saturday, February 26 in Calmar, Cedar Rapids, Clarinda, Clinton, Council Bluffs, Creston, Davenport, Des Moines, Dubuque, Denison, Emmetsburg, Fort Dodge, Marshalltown, Mason City, Muscatine, Ottumwa, Sheldon, Sioux City, Storm Lake, Waterloo and West Burlington. There is no cost for FAFSA assistance received at a College Goal Sunday location.

The Iowa College Goal Sunday planning committee is still working on specific details for each location and will be coordinating a search for volunteers later in the fall. "The success of the College Goal Sunday program is due, in large part, to the volunteers. In 2009, we had professionals from college financial aid offices, local banking institutions, and state and private education organizations represented in our volunteers," said Garcia. "Their knowledge and expertise made all the difference for the more than 400 families that received assistance and we'll look to them again this fall."

For more information, please visit the Iowa College Goal Sunday website ([www.iowaCGS.org](http://www.iowaCGS.org)). Details are also available from ICAN by calling 877.2724692 or e-mailing [CGS@ICANsucceed.org](mailto:CGS@ICANsucceed.org).

Iowa College Goal Sunday is part of the national College Goal Sunday program, currently held in 36 states and funded by grants from Lumina Foundation for Education. A number of Iowa organizations are partnering to plan and implement Iowa College Goal Sunday, including the Des Moines Schools GEAR UP program, Iowa Association of Student Financial Aid Administrators, Iowa College Access Network, Iowa College Student Aid Commission, Iowa Department of Education, Iowa Dollars for Scholars, Iowa Jobs for America's Graduates, Iowa TRIO programs and Scholarship America.





## Dana Kelly, Regional Director — Nelnet Partner Solutions

Through the Ensuring Continued Access to Student Loans Act (HR 5715) the Department of Education (ED) created the Loan Purchase Commitment Program. This program granted ED the authority to purchase eligible Federal Family Education Loan Program (FFELP) loans from lenders, thereby freeing up funds for lenders to make new loans during the capital markets disruption.

Loans that have been purchased are considered “PUT” and become ED-owned loans. The final phase of eligibility for this program affects Stafford, PLUS, and GradPLUS loans made during the 2009-010 academic year that are fully disbursed by September 30, 2010. As of July 2010, both PUT loans and Direct Loans now reside on the servicing platforms of the Title IV Additional Servicers (TIVAS). With multiple servicers in the mix, it is important for schools to understand the types of loans a student may hold, as well as the designated servicer(s) for those loans.

PUT loans have been and will continue to be assigned to one of the four TIVAS. Add the original Direct Loan servicer (ACS) to the mix, and there are five potential players in the servicing arena. Schools do not have the option of choosing a servicing partner. Keep in mind that once a loan is sold (PUT loans), the original lender and/or guarantor are no longer the contact for the school; the assigned servicer assumes management of all aspects of the loan.

Servicer assignments are made for PUT loans when the sale of the loan to ED is complete. Servicer assignments for Direct Loans are made after the first disbursement of the loan. Schools will need to determine which servicer(s) has been assigned to their respective students. This information can be accessed via NSLDS or any specific servicer’s reporting tool. There is no centralized method for the return of funds for PUT loans. The return of funds must go through the specific servicer’s ED-assigned lockbox (an address unique to each servicer).

The borrower is also impacted when a loan is PUT due to the possibility of a servicer change. If that occurs, a paper “Welcome Letter” notifies the borrower of the change in loan ownership. Students should be counseled to utilize NSLDS if there are questions pertaining to the ownership of their loan(s). Keep in mind that combined billing is not an option for students who hold both ED-owned and commercially owned FFELP loans. In this situation, split servicing is a possibility. ED can only assign a student’s ED-owned loans to a single servicer; ED has no authority over commercially owned FFELP loans with regard to servicing.

*The information in the box to the right will assist you in determining which of the TIVAS are servicing your students’ loans. NSLDS will reflect the following information.*

### Guarantor

577	U.S. Department of Education
578	Dept. of Ed/Sallie Mae
579	Dept. of Ed/Nelnet
580	Dept. of Ed/Nelnet
581	Dept. of Ed/Great Lakes
582	Dept. of Ed/Tpd

### Servicer

700577	U.S. Dept. of Ed/Student Loan Servicing (ACS)
700578	Dept. of Ed/Sallie Mae
700579	Dept. of Ed/Pheaa
700580	Dept. of Ed/Nelnet
700581	Dept. of Ed/Great Lakes

### ECASLA Lender Codes

899577	U.S. Dept. of Ed/2008-09 LPCP
898577	U.S. Dept. of Ed/2007-08 STPP
897577	U.S. Dept. of Ed/2009-10 LPCP
895577	U.S. Dept. of Ed/ABCP 2009-10
896577	U.S. Dept. of Ed/Rehabs
894577	U.S. Dept. of Ed/Rehab LPP

*Servicer-specific contact information for schools is provided below.*

#### Nelnet

866.463.5638  
[www.nelnetloanservicing.com](http://www.nelnetloanservicing.com)

#### FedLoan Servicing (PHEAA)

800.655.3813  
[www.myfedloan.org](http://www.myfedloan.org)

#### Great Lakes Educational Loan Services

888.686.6919  
[www.mygreatlakes.org](http://www.mygreatlakes.org)

#### Sallie Mae

888.272.4665  
[www.opennet.salliemae.com](http://www.opennet.salliemae.com)

#### ACS

866.938.4750  
[www.ed-servicing.com](http://www.ed-servicing.com)

Anytime there are questions surrounding any ED-owned loans, schools should not hesitate to contact the respective servicer for more information.