

## Lender Academy 2004

Nelnet's office in Jacksonville, Florida was the location of our most recent Lender Academy from March 23rd - 25th, 2004. A combination of full service and secondary market lenders represented our lender community at this event. This year, the Academy was a three-day event comprised of core system overviews, in-depth accounting training, and a Lender Forum. Key processing departments located in our Jacksonville office were the primary focus of the Lender Forum. In addition, the Director of the Accounting Department invited the lenders on a personal tour of her department.

On the first day, attendees were welcomed by Matt Hall and received core system training that included overviews of the Ngenius and Nservice systems, lender servicing reports and the instrument used to view these reports remotely, and the 4 Pack. The second day was reserved for the Lender Forum, a group meeting intended to provide the attendees with a look into the key processing areas of our Jacksonville office. Paul Tone kicked off the Lender Forum with an update on the important issues currently impacting the student loan industry. Paul's update was followed by presentations from Business Integration, Funds Management, Loan Origination, Loan Accounting, and the Contact Center. To conclude day two, Lori Love provided a synopsis of the Project Status Report and discussed those projects pertinent to the lender community. A Loan Accounting Tour and in-depth accounting training sessions were provided on the third day of the Academy. Natalie Artibee's team facilitated the interactive tour, which followed a loan payment through the multiple processing stages. The day concluded with in-depth training sessions on DMTS Reporting, Global Reconciliation, and LaRS Reporting.

Lender Academies are designed to provide our lenders with the tools and training needed to utilize Nelnet's products and services in their work environment. In our quest to continue providing extraordinary services, Lender Product Support will be working toward identifying alternative delivery methods for this type of training. In addition, we incorporate feedback from our full service lender community to structure our upcoming training sessions. Lender Product Support is committed to providing our full service lenders with exceptional products and services.



a newsletter for clients

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## **Competing Priorities in Reauthorization Lender Product Support**

As we begin the second session of the 108th Congress, Nelnet is actively promoting the reauthorization of the Higher Education Act (HEA); pushing key members of Congress to move this piece of legislation before the year ends. In that regard, we are faced with competing sets of priorities from the Republican and Democratic members of the House Education Committee and the Workforce Committee.

The Republicans maintain that America's higher education system is in crisis as a result of uncontrolled cost increases that threaten to put college out of reach for low and middle income students and families within the next few years. These increases, significantly outpacing the rate of inflation, demonstrate a troubling pattern that has persisted over the past two decades. Four principles will govern legislative action in the coming months as Education and the Workforce Committee Republicans continue working to address the cost crisis and bring new accountability to federal higher education programs:

Holding colleges accountable for cost increases without over-burdensome federal intrusion – Republicans will seek to make information about cost increases more available to parents and students, and to hold colleges accountable for their cost increases without imposing an inappropriate federal role.

Removing barriers for non-traditional students - Republicans believe innovative solutions such as distance learning and the use of advanced technology in the classroom can provide non-traditional college students with a chance to succeed. Republicans also believe addressing the needs of America's minority-serving institutions must be a priority.

Improving quality and innovation by empowering consumers - Republicans believe the HEA reauthorization provides an opportunity to make sure schools are reporting the right data, and that it is available for parents and students in a consumer-friendly, useful, and easy to understand format. They also believe that a dynamic market, driven by consumers with the information they need to make their own best choices, is the most effective force for bringing quality and innovation to our higher education system.

Re-aligning student aid programs to ensure fairness for America's neediest students and families - In recent years, federal resources are increasingly subsidizing individuals who have long since earned their degrees and entered the workforce, and a declining share of federal resources are being devoted to low and middle income students striving for the dream of a higher education. Reauthorization of the HEA provides Congress with an opportunity to realign student aid programs to ensure that they are fairly administered and meeting their fullest potential to serve students in need.

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### **Competing Priorities in Reauthorization continued..**

House Democrats have focused on issues such as the need for increased student grant aid, low cost student loans, loan forgiveness programs, and rising tuition. They have introduced two key higher education bills, the College Affordability and Accountability Act (H.R.3519) and the College Opportunity for All Act (H.R.3180), to help make college more affordable and accessible to all Americans. H.R.3519 would ensure that states are no longer allowed to cut higher education funding (and thus pass on higher tuition prices to students and parents) and would provide incentives to colleges and universities that make their tuition affordable. H.R.3180 would double the Pell Grant maximum award, provide low cost loans by allowing student borrowers to refinance loans, and substantially increase investment in minority-serving institutions that predominantly serve low-income, minority, and first-generation college students.

The House Republicans' reauthorization bill, the College Access and Opportunity Act, is expected to be introduced in early May. The House Republicans will consider changes to the Title IV programs in the HEA, which include Pell Grants, student loans, work-study, aid to minority-serving institutions, TRIO, and GEAR UP. The Senate has yet to fully engage in the reauthorization process, and there is no definitive timeframe as to when they will consider a reauthorization bill - we remain hopeful that it will occur this spring.



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### Upcoming conferences

The following is a tentative schedule of upcoming state, regional, and national conferences:

VASFAA	May	2-5	Virginia Beach, VA	The Founders Inn
UASFAA	May	4-7	Salt Lake City, UT	TBD
MACAC	May	5-7	Lansing, MI	Sheraton
MAFAA	May	5-7	Brainerd, MN	Madden's Resort
WASFAA	May	16-18	Scottsdale, AZ	Double Tree Paradise Valley
EASFAA	May	16-19	Providence, RI	Westin Providence
OASFAA	May	18-21	Dayton, OH	Crowne Plaza Hotel
GASFAA	May	19-21	Savannah, GA	Savannah Riverfront Marriott
NCHELP	May	23-26	San Diego, CA	Hilton San Diego Resort
OGSLP	June	6-17	Oklahoma City, OK	Clarion Meridian Hotel & Convention Center
RMASFAA	June	6-11	Golden, CO	Colorado School of Mines
MASFAA	June	7-9	Miloxi, MS	Beau Rivage Hotel
WACAC	June	7-9	Rohnert Park, CA	Sonoma State University
FASFAA	June	9-11	Ft. Myers, FL	Sanibel Harbour Resort
MSFAA	June	27-30	Bellaire, MI	Shanty Creek Resort and Club
NASFAA	July	18-21	Minneapolis, MN	Minneapolis Convention Center
FAPSC	July	20-23	Ft. Lauderdale, FL	Marriott Marina

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