

Male 1:

As you just saw, the entrance counseling is on Studentloans.gov and the exit counseling function is on NSLDS and it's – that is – it is our plan to keep them that way. I had a question about that. So my session is in two parts.

First I'm going to talk about the actual student exit counseling session, but it is on the student access site and NSLDS.ed.gov and then I'll talk about the reporting and history viewing capabilities that are on the NSLDS professional access site for schools.

So, why did we feel the need to create exit counseling on NSLDS? We've had a direction loan exit counseling on the DLS website for about a decade but with the addition, the legislation, the **Ocalisys's** education, and we were purchasing a lot of fellows and funding them.

So we felt the need to have a tool in one place that worked and met all the requirements for both FFEL and direct loans. We wanted to improve the reporting options available to you. And we wanted to make sure it met all the requirements of – for the student and for the school.

Here's the history of the MSDLS exit counseling. We started it at the end of March this year. The initial release with the student session and some basic reporting. In June, we enhanced the lender and servicer and GA reporting to give them a more robust report options.

Before that they could really just look up history one by one. And then in September, we had a lot of demand from schools to have reports automatically sent to you so you didn't have to come out and request them every time.

So you could just get on a scheduled cycle and get them at your chosen frequency. And I'll show you that functionality later. And then we've just put in the push capability, the automatic push for the guarantee agencies and for the **EV** servicers.

And this helps meet the requirement for you to provide that data for fellows to guarantee agencies and for direct loans to the secretary department of education and really to the Ed servicers, they're the ones who need the data.

Here again is the student access site. The few features of that, they can complete the sessions from both direct and fellow. It's a single section. It's integrated and customized based on their loans.

It integrates the borrowers NSLDS data to show their actual loan balances and loan specific payment amounts. And we save the information for reporting to you. Here's NSLDS student access home page. Two major additions here.

One obviously is the exit counseling button at the bottom and also in the top right you see we have a Spanish option which we've already implemented. With this exit counseling, we have translated the entire NSLDS student site into Spanish.

So both the exit counseling session and the other financial aid review section that was already there are now translatable into Spanish. They toggle back and forth. If you click on that exit counseling button, it takes you to this page.

Sort of a welcome page. It gives an overview of the exit counseling and a sample of how you navigate and one notable thing here is at the bottom right, I don't know if you can see this. It says, "Tour." We have a complete tour available of the exit counseling to take the actual session.

You have to log on with a pin and have an account and everything, but anybody can take the tour. If you want to – if you haven't used this and you want to see what it looks like, you can come here and take the tour.

It takes you through the entire session. All the content, all the pages. Obviously it doesn't have any specific loan information, but it provides sample information so you can see what that looks like for your students.

And this again, is more about the tour. And if you do take the tour, there's a warning bar on every page at the top. That blue bar, it says, "Touring exit counseling does not fulfill exit counseling requirements."

So we don't want any of your students to accidentally taking the tour and be thinking they did exit counseling. So hopefully, they'll see that. Similar to what Rosa was showing you with the entrance

counseling, we have a progress bar on the right. And it shows all the sections that they have to go through. And as they go through the session, they can go back and review a prior session. You can't jump ahead; you have to go through all the pages in order.

But you can go back, if you wanted to review something. And it talks about that it covers both the direct loan and the FFEL programs. Then as the borrower proceeds past the welcome pages and introductions, they get to the login page.

And they login with their SSN and name and pin information. Just as they do for regular NSLDS access information and for many of our other websites today. And once they've logged in, this way they can also go to the financial aid review on the top menu bar.

So once they're logged in, they see this welcome page. And there's a disclaimer on here that we have on the site in other areas. The data here is not to be used for other purposes such as determining eligibility.

It's something we've had an issue with in the past, so we just have a disclaimer here. Also a note here, there is a timeout if they should go away for fifteen minutes it'll timeout and they'll have to start over.

On this page, is where we show the bar where the school or schools, we show them in NSLDS as attending and probably exiting from. If need be, borrowers can add schools here by picking the state and going through the list of schools.

And we've already made a couple of enhancements to this. Our initial roll-out, we basically had every single school location that's in PAPs but we filtered it down to schools and the way we did it was we took schools that have originated aid in the last four years.

So thinking that would be schools that borrowers would be attending and exiting from. And once they've completed that and submitted, this shows the schools which they will be credited with exit counseling when they complete the section.

If for some reason, they've made a mistake here, unfortunately they would have to bail out and start over again. Because they can't really edit it at this point. Now I don't have samples of all

the content you see that if you want by taking the tour, but there are many pages of content with some of the things like Rosa told you about with entrance counseling, similar things with rights and responsibilities and what not. You're probably familiar with that.

So they go through all these pages, but at the end of each section, there is a quiz with several questions and the borrower student does have to answer each question. Now they don't have to get them correct. They have to pick an answer for each one.

And then they submit and we will show them the correct answer for each question to reinforce that information. The reason we do this and there have been questions about, "Well, why don't you make them pass?"

In the past on direct loan servicing, we had a big long quiz at the end and they had to pass it and you know keep taking it until they passed it. But they had changed that and we don't do it here. But there's a theory that if you show somebody the information three times it reinforces it.

So they – you know. We show them the information in the content. They read the question and then they will see the answer again. As you can see in the red box there to reinforce the information. Then they go on to the loan summary page.

It shows the loans they have. And this is basically the same view of their loan and aid data as is on the financial aid review section of NSLDS. And they can drill into the details of the loans by clicking on those numbers on – there's a number in front of each loan and that will take them to the details about that loan.

And this shows the additional loan detail including who their current lender and guarantee agency if applicable. And the contact information and the status of the loan. We show them their payment options two ways.

This is just a static information. It's just a basic table of loan balances, loan types, and what their payments would be under the various available repayment plans for different balances, 5,000 or 10,000.

It is – I would note, it is possible, unlikely but possible, for some reason a student's loans information is not in NSLDS. They can still take exit counseling and still get credit for it. As long as they have a pin and log on.

And we will let them take the session, store the information. It will be reported. Obviously we wouldn't be able to show them their loan specific balances and repayments but they would have this information.

Now here's where we show their loan specific repayment plans. It lists the standard extended, the extended graduated, the graduated, income based, income contingent. It shows their initial monthly payment, the term, the number of months, the total interest they would pay under each plan, and the total amount they would repay.

So they can compare and make an informed decision about what pay plan they want to be in. Another thing they can do on this is they can actually in the white box at the top of the table there. It says outstanding balance. They can change that amount.

If for some reason, they know about a loan that's not in there, they can modify that or if they think they're gonna take another loan and they could see what their payments would be for a different balance.

And they can also – there's a button at the bottom that allows them to reset the balances to what is in NSLDS, if they accidentally change or just want to go back.

[Inaudible comment]

Oh, this particular page? Yeah we could look into that –

[Inaudible comment]

They could – of course they could always use the browser print function, too, to print any page, but we could look into that. She asked if we could print button on this page, so borrowers could print out their – and have a copy of their payments and compare the different scenarios.

[Inaudible comment]

They would be grouped separately. Yeah, they'd have to add it up. Continuing on, we also have a very simple budget calculator on the session. It just allows them to put in amounts for their estimated payment and their various expenses and their estimated monthly salary and then they can just see the results.

It just helps them see what kind of payment they can afford given what – and it gets them thinking about a budget which is a key part of this process. Now we're getting near the end of the session. This is where we capture their contact information, references, next of kin, those are required fields.

Their own address, where they expect to be living. Next of kin, and two different references with US addresses as the requirement. So they have to enter at least that much to finish and get credit for the session and that information is stored.

And then there's optional information if they have it. If they know who their employer's gonna be. They can give us their email address and driver's license number, also. But that's not required. And then the last step before they finish, is we display their rights and responsibilities information, similar to on the promissory note.

And similar to entrance counseling, we have a congratulations page, which they can print. It shows the date, their name, the date they've completed and a list at the bottom left, there highlighted in the red box it lists what schools it was completed for.

If you wanted them to bring this to you for any reasons. And they have to get to this point, completely finish for the information to be stored and counted and able to be reported. So that's it for the student session.

Here's some statistics since we started in March. This number – this was as of a few weeks ago. As of last week, we were up to 309,000 sessions had been done. And for about 7,400 schools. Now, obviously not 7,400 schools are using this actively.

Can I just see a show of hands? Who is actively using this tool, now? Oh, okay. Quite a few. But it looks like almost everybody has at least gone out and played with it. Because we have shown activity for 7,400 school locations.

And another statistic, we're averaging now about 13,000 a week. So it's getting a lot of good use. And we're very happy about it. So that's it for the student part. Now we're going to talk about the professional access, the reporting options available to you.

The three main things you can do, is you can view, you can look up one borrower and see their exit counseling history and see if they completed it and when. There is an upload function which if any of you attended the NSLDS update this morning, or planned to.

They'll talk about this here as well. If you use a different exit counseling tool or do it yourself and if you want to upload the data to us so we'll store it and be able to report it and these reports, I'm gonna show you, you can do that.

And you can get the various reports, either coming on demand and running them or setting up automatic push reports to be sent to you on frequency that you desire. This just talks about the history you can see and I thought it was better to show you.

You go under the aid tab and there's a new, relatively new, exit counseling history tab there at the top. And you put in the borrowers identifiers and it'll display the history. The school, the completion date and then we got some feedback from one of you requesting that we added the time here.

So we added the time stamp here in case they happened to do more than one in the same day and that's also available on the reports that we send. And the source, if they do – if they take the session here on the NDSLDS, it'll say NSLDS.

If you've used this upload function, it'll say school. And then if you upload the data there's another field that'll say electronic or paper to show whether it was used. Whether they did some electronic means of exit counseling or whether they used a more manual paper based process.

If you want to give us that information. Everything on NSLDS is electronic, obviously. Now not many have used the upload function and you know, we'd be interested to find out or get your input as to how we can improve that.

If you wanted to look at this more specifically, you can go to the PC lab. We have three computers set up in the NSLDS area and they can show you this if you're interested in using it and want to understand it better.

But, basically you download an excel file XLS template from FSA download and there's the address. And now I think one reason I think people might not be using this is there is a limitation of 50 per submittal currently.

But, you download this excel file and you can copy – you can create another excel file and paste the records into here and then upload it. And each column has instructions as to the requirements for that field, the length, and you does it have to be numeric or whatever.

And the template also has a tab at the bottom that says instructions that explains how to use it in more detail which you can take a look at. And if you do want to upload, you go to the org tab, organization and go to exit counseling submittal.

And then you just browse to where the file is located on your computer and similar to other windows things and then populate the file and then submit it. And once you submit it, you'll see all the records displayed.

You can just click the check all button to select them all, which is what you're probably gonna want to do and then submit it. And it will go through an edit process once you submit it. And if there are any errors, it'll display them.

And you'll just have to look through the errors and see which errors – which records errored and why. And to fix those you would just need to correct the problem and then resubmit those in a new excel template.

So that's it for the upload. As for the reports, as I said there's two ways. There's the on demand reports which were initially implemented and then there's the scheduled or push reports which were more recently implemented.

Under the report tab, the exit counseling completion results report extc01, you select that and you have various options for this report.

You can select – it populates your OPD ID and you can either get a report just for your specific eight digit branch location or it's pre-populated with an asterisk there and it'll role up all the results at the six digit OPD ID level.

It defaults to a wide date range that includes everything. If you want you can put a narrower or more specific date range. You can put in an SSN otherwise it defaults to all so you can see all the results for your school.

And this slide shows the parameters a little better. The extract types are standard, comma delimited, or preformatted report. The standard is just a fixed length file. The layouts for all this are posted on IFAB.

There have been several newsletters about this over the course of the year, if you want to look at newsletters 26 and 27 on IFAB and all the record layouts are on there as well. The extract format – there's two. One's called NSLDS and one is called direct loan.

The direct loan is the same format that's been used by DLSS for some time now. For those schools that have been using that and wanted to continue to use that we decided to keep that available. And the NSLDS format, we're just used – we've been approving and standardizing our data standards.

A lot of the field lengths are longer. It's basically the same set of information just with longer field lengths for some of the fields like names and addresses. If you select the reports, they are sent to your SAIG mailbox.

Every – I think – I've heard – I've been getting some feedback that a lot of schools or some schools are having problems seeing their reports. I've been looking into that a little bit. But every user of NSLDS has a TG mailbox number assigned to them and that is where these reports will be sent if you request them here.

And if you need any help with that, also in the PC lab there's the CPS SAIG people. You can talk to them or call the CPS SAIG service number. All those help lines are listed in your packet – information in your packet. And they can help you with that.

You also need to possibly do some set up in Ed connect in order to be able to see these reports in your mailbox. You might want to look into that. These – this was all the message classes for the various combinations of extract type and format.

Here's a sample of the pre-formatted report. It shows all the information and this is the same information that you would get in the extract files or the comma delimited. Here it's just formatted in a report you can look at, print out, view.

It's got the borrower contact information, the references, next of kin, current address, employer, email, driver's license, all the information that we've collected. Now the pushed or automatic scheduled reports, they can be found underneath the org tab.

To set this up, you go into your school profile under the org or organization tab. And there's already some information there which you may have looked at, but we've added down at the bottom. You have to scroll to get to the exit counseling.

And we've also added delinquent borrower report here. If you want to know about the delinquent borrower report, attend one of the remaining NSLDS updates sessions. They talk about it quite a bit there.

So you've come to the – to schedule these reports to receive these reports automatically, you click on the update button under exit counseling and then it gives you some options to select. As with the other report area, you can select the report type and format.

And here, the different thing here is you can select the frequency. And the options are daily, weekly, monthly, quarterly, and if you wanted to cancel or stop getting it, you would – there's a cancel option that would allow you to stop if you were getting it before.

And the branch ID, it will give either all or if you pick that selection it will show you the specific two digit location associated with your user ID, if you want to just get that. And then the other significant difference here is you can select a TG mailbox for this to go to.

Whereas with the other reports, they only go to your mailbox. If you want to set up for your school schedule reports you can put in

your batch mailbox or whatever other mailbox you want these reports to go to and then you click submit.

Now if you put in a mailbox, so like if you have a destination point administrator or something other than a mailbox that's not associated with your school, we'll prompt you and ask you to confirm that's really what you want to use.

You can put in another mailbox if for some reason you want it to go somewhere else but we ask you to confirm that if it's not in – if our records don't show its one of your mailboxes.

And you can change these delivery options, frequency, report type, anytime, just by going back and clicking update and changing the options and submitting again. So just to reiterate, what are the benefits for you?

If you have your students use this, it will meet all the requirements that we have for exit counseling. It'll automatically send the data for both fellow and direct loans to the GAs and for the Ed servicers as appropriate.

So they'll have that contact information and reference information which is the main reason we collect that information is to get it to the appropriate people.

It is compliant for both fellow and direct and it includes the borrowers' actual loan data to show them their actual payments amounts what they will be. We have the flexible reporting options that I just showed you.

And one other – one last thing, if you use Ed Express and you select the direct loan format of the standard width format, express will import that and automatically populate the exit counseling completion date into Ed Express just as been done for direct loan servicing for many years.

I wanted to point this out, if your students need help using this, the exit counseling too, they should call the federal student aid information center the 1-800-4FEDAID number. The NSLDS customer support center is for you the schools to use.

We don't – They're not set up to deal with borrower issues. The FSACIC has received training on this so if they just need help with

navigating, it's pretty self explanatory. They shouldn't have too many problems with it.

But if for some reason they do have problems, they should call FSACIC. Here are some basic resources for both entrance and exit counseling, regulations, the entrance counseling guide. We don't have all the same information for exit and entrance here, but there's exit information is out there on these sites as well.

And here is my contact and Rose's contact information if you – if you don't want to ask a question now and if you think of something, have any suggestions you want to email us, please feel free.

We value your input and here's the NSLDL contact and I see questions already so if you want to please step up to the mike. And let's just make one line so it's just kind of confusing to go back and forth so could you please make one line at the front mike here? And we'll be happy to take your questions.

- Audience:* If the student has an entrance and/or exit counseling and they're signing it either with their pin number and they want a copy of what they signed and you know kind of want to look back at it to remember what they've signed, is there a way to print it out?
- Female 1:* So they –
- Male 1:* If you want to come in here.
- Female 1:* So they completed the entrance counseling on a student months ago, right?
- Audience:* If they did.
- Female 1:* Yeah, like I said, they can come back and sign into the website and complete and print their confirmation.
- Audience:* Well, that's their confirmation, but can they print the actual, you know –
- Female 1:* Everything they went through?
- Audience:* What they've read, what they've gone through and what they've signed to remember what they have to know about loans instead of

just signing a piece of paper and off it goes to a couple years and they don't remember what they've signed.

Male 1: We don't really have an option where they can just click a button and print that. As I mentioned earlier, I mean they can print any – they would just have to use the browser print function at this point. We can look into that.

We have to figure out what information you know they would be needing to print. I mean, would it be everything?

[Inaudible comment]

Male 1: As far as the rights and responsibilities, not all the information. Well –

[Inaudible comment]

Male 1: A lot of the information, **Julie Elliosho** was saying. A lot of the information was on their **MPN**, and I – they can go back and – Julie? They can go back and view their MPN, right and print that out and everything so –

Female 1: The MPN, yes.

Male 1: Yeah, so that might –

Female 1: So we're looking to see what we can do about that, but –

Male 1: Excuse me.

[Inaudible comment]

Male 1: The entrance and exit counseling.

[Inaudible comment]

Male 1: Well is that the – she's saying well there will be a student entrance counseling guide on the studentloans.gov site but we have an entrance counseling guide and exit counseling guide, now, right? They're on IFAB? Yeah. Yes?

Audience: Hi, Jane **McLane** Spokane Falls Community College and I have two questions. Regarding the exit interviews, currently we're set up – we automatically receive the reports weekly from NSLDS and they're coming cumulative instead of just the new update.

- Male 1:* Oh, yeah, thank you. I forgot to mention that. Thank you very much. When we started the automatic reports of exit counseling every time you got it, it was every – it was cumulative. It had everything going back to the beginning.
- With – we just fixed that so you should be seeing – just a week ago, we fixed that so going forward, you'll only get the new ones with each delivery of that report. Only the new one since the last report. I forgot to mention that so thank you very much.
- Audience:* So for sure it was fixed last week? I had asked this in the lab and I got two different answers.
- Male 1:* Well, if it's not please let us know. Yeah.
- Audience:* Okay.
- Male 1:* It was implemented. That change was put in production.
- Audience:* Okay. Question number two regarding the entrance confirmations. The slide towards the end said there was going to be an implementation where we would receive the entrance confirmations weekly. Will we still be able to receive them daily if we want to have them come daily?
- Female 1:* You can go into the student loans on the website and search daily if you want, but this is gonna be a report that would be generated on a weekly basis and it will contain the information for the previous week.
- Audience:* I currently receive one automatically daily. And it has every new one from the previous day. Will that still be available or will I only receive that automatic one –
- Female 1:* No. We will continue sending responses when they – because remember the borrower selects up to three schools. So if any of those schools they will continue to receive those responses.
- Audience:* For daily?
- Female 1:* Yes.
- Audience:* Okay. Thank you so much.

Audience: Margaret **Javi** with Southwest Florida College. We actually are using the exits for all of our exits, the NSLDS website. And what I find we're missing or we need would be maybe a summary of the exits where they just have the borrowers name and social.

We need the other information as well, but just to just try and see if someone did it or to check our list it would be nice to have just the

–

Male 1: A summary report?

Audience: A summary report with just names, social or you know. Just some way we can quickly look instead of going through pages and pages to try and get to it.

Male 1: Okay, that sounds like a good idea.

Audience: That's just a suggestion. Our guarantor used to provide that. So it was very handy.

Male 1: So would you – are you getting the reports automatically?

Audience: No I have to pull them. But the problem is we're not – we don't have the capacity to do the extract. So I don't have that sorting capacity. I just – we just can't do the extract and so –

Male 1: So yeah, then you have the formatted report where it's pretty long, a lot of pages, it's very –

Audience: It's a lot of pages it's very cumbersome. Very. So a summary report –

Male 1: You'd want a formatted report. Not an extract with that – that was more of a summary.

Audience: Yeah. Just it could be like three columns. Social, last name, first name.

Male 1: Okay. We'll look into that.

Female 1: Future enhancement.

Male 1: Yeah, possible future enhancement. Yes?

Audience: Hi. Erin **Ambury** from Wartburg College in Waverly, Iowa. I'm new to loan processing and judging by attending this presentation,

I would be inclined to think that the only requirement for exit counseling would be met by the students being directed to go to the NSLDS website.

Aren't there some other – aren't there some school responsibilities that we have to provide as well such as the well a statement that has the you know average indebtedness and those kinds of things as well, or are those optional.

Male 1: This – if you're – and I didn't mention this. Rosa did in her section. Ultimately it is the schools' responsibility to ensure that the borrowers do take entrance counseling and go through entrance counseling and go through exit counseling.

But if you direct your students to use these sites and you track and make sure they did using the various report options that does meet your school requirements for entrance and exit counseling.

Audience: Okay, but –

[Inaudible comment]

Male 1: It doesn't?

[Inaudible comment]

Audience: Yeah, because I just sent out exit information for my December grads and I was told I – you know I sent them you know their printouts from NSLDS for each of them on all their loans and I also was – I had to find out what our average indebtedness was.

And so I included that in their letter and everything. And I was told that was required. You know what I'm attending here sounds like all I need to do is say, "Hey, go out to NSLDS and do your exit counseling and you're done and so am I."

Male 1: That is my understanding. I'll check into this.

Audience: Okay.

[Inaudible comments]

Male 1: If you – who is – I know a lot of people are agreeing. Who's telling you that you need to do those other things to provide average indebtedness information?

- Audience:* My director and my assistant director have both given me documents that they've printed off that I believe I faxed it that indicated there's a whole list of things that you need to be – that you need to provide or at least have published somewhere.
- Which they're in our website, but I was under the impression that they also had to – that you had to give that information to the student as well.
- Male 1:* We'll look into that. But what I've been told and what my understanding is that these tools meet the requirements. And so –
- Audience:* Okay. Can I have your name if my auditor asks me about that?
- Male 1:* It's in the presentation. I prefer e-mail.
- Female 1:* For entrance counseling, I know that in the regulations – if you go to the regulations, it specifically tells all the different sections and topics that we need to address with the borrower. And when we designed the entrance counseling and the studentloans.gov we make sure that we align with what the regulations are requiring.
- And my assumption would be that the same will have been done for the exit counseling. So, I mean we, the department, you know we –
- Male 1:* I've heard – it seems I've heard, maybe the mapping your future or some tools don't have the actual – I mean borrower specific loan information and instead of that they use the average indebtedness type information. I mean I've heard that.
- But again, we'll look into it. Yes, sir.
- Audience:* Hi. My name is Jimmy. I'm from Mount Saint Mary College. I have a question, like in the conference there was talking at the requirement of the loan entrance be mandatory before they go fill out an MPN on studentloan.gov.
- I just want to know, is that – are you guys trying to do that or not at all? 'Cause currently right now the students get confused. They either do the MPN or they'll do the loan entrance.
- But in the past when we had the **Phelps** school, they used to do the mandatory to have to do the loan before they had to do the MPN. I just want to know, is this anything about that at all?

- Female 1:* No. It's not required. Right?
- Audience:* So you guys not go and put it together? You do have to do a loan term before you do an MPN. Isn't that correct?
- Female 1:* Give her the mike.
- Julie:* This is Julie. Hi, Julie Elliosho. They have to have done an entrance counseling before you can disperse.
- Audience:* Correct.
- Julie:* Because there are other – we cannot mandate that they have to do the entrance counseling on studentloans.gov. So therefore we can't require them to do the entrance counseling before they complete an MPN because there are other venues that you can use for them to complete the entrance counseling.
- That's why we can't – that's why we don't tell them, "You have to do the entrance counseling before you can do an MPN." Also you only have to do the entrance counseling one time before you borrow that type of loan. And you may do an MPN more often than that. Okay? Do you – does that make sense?
- Audience:* Yeah, okay. Thank you.
- Female 1:* Thank you, Julie.
- Audience:* Hi. I'm Myra from Flint Hills Technical College in Emporia, Kansas. My question is sometimes students stop attending and let's say they complete the exit counseling. But then they decide to come back, do they have to complete an exit counseling while their done?
- Like once they finish their second term? Do they have to finish another exit counseling?
- Male 1:* I think each time if they're enrolled and either graduate or drop out to less than half time, they're – they have to do exit counseling.
- Audience:* And the entrance counseling, would that have to be completed again.
- Male 1:* Entrance you just have to do once.
- Female 1:* Once.

Audience: Okay. All right. Thank you.

Audience: Hi. I'm Joe with University of the Pacific, McGeorge School of Law. I've got two things. It was my understanding you had to tell your school's average indebtedness at entrance counseling. I thought that was new a few years ago that just passed.

Anyhow, I mean I know you guys will look into that. I want to go back to the being able to print. I guess maybe because I look at a law school, when I'm specifically talking about the exit page that where the student provides references, addresses, employers.

At least when it comes to the law, I can't speak for all students but it'd be nice if they'd have the ability to do it because when you're providing information that other people are going to be looking at, you may want to have a paper copy for your files to show exactly what you gave.

You know because if you speak from some of my student's point of view, how do I know they didn't change it two years ago. You have to think like a lawyer. Yeah, I mean. All I know is when you're providing personal information it's nice that they can print a copy of what the personal information they provided.

So they have that for the records. In case two years from now, someone says, "Well you said you were at this address." They have their records saying that, "Well, I reported on such and such address."

So, I just – I mean that's just a point for at least of printing the exit part that provides the information that they provided to you. Their name, address, their –

Male 1: Yeah, essentially we could possibly provide them the same report we give you.

Audience: Yeah, exactly.

Male 1: Format a report with the same information.

Audience: It'd be nice by the way, if the schools can get that report on a just a person by person basis. Like some schools like when you have a combined –

Male 1: Actually you can do that under the report tab. You can put in an SSN, and get that report for one student.

Audience: Right, but that goes back the – I think you mentioned you're working on problems. Well for some reason we can't get the reports, but we can go in individually and just see who did their exit.

So we just print that as our confirmation. But it doesn't provide really any information other than the fact that they did it. 'Cause and we try –

Male 1: So if you'd be able to view that report on line –

Audience: Right.

Male 1: Or print it out. Yeah.

Audience: For some reason we can't do it. And you said you're looking into because you said you've heard about other schools.

Male 1: I wouldn't – I know we talked earlier. After we talked I did go down to the PC lab and I would – if you have time, I would suggest you go down there and talk to the Ed connect folks and I think they can probably figure out how you can get that, those reports.

Audience: Thank you. I appreciate it.

Audience: I just have a question about actually and maybe this is for the crowd, but about what exactly are we required to do in the exit counseling requirement? I understand that what you provide certainly satisfies the requirements of covering all the bullets that we need to in exit counseling.

But for people that are graduating and you know who just stop attending or whatever, if we advise them to complete that exit counseling at the time we're aware they're not coming back and they don't do it, what's the requirement on the school at that point?

Are we required to provide a paper document or paper mailing? And okay if that is the case, when will an updated booklet, brochure, something that's easily mailed be available through publications? I know there's one out there that's update – or that's outdated with no servicer information –

Male 1: The new ones are, I don't know when –

Audience: There's one from April –

Male 1: They were from the verge – are they at – Rosa?

[Inaudible comment]

Male 1: I've seen the new ones and I know they're very close to being published. So.

Audience: Is it a tri-fold type of thing that would be easily mailed with a minimal amount of postage

Male 1: Yes.

Audience: or is it a book – it is?

Male 1: Yes, it is.

Audience: Okay great.

[Inaudible comment]

Male 1: In the PC lab, right in the front, there's a publications desk. And just – it's just right when you go in straight ahead.

Audience: Okay.

Male 1: I'm sure they can show it to you or explain it.

Audience: And did you say an estimated date on that or we don't know?

Male 1: I'm sorry, I don't know. But they could probably tell you.

Audience: And mine's just sort of a follow up to that is if they don't do it on line and they send a packet out and we receive back the confirmation from the student. So it's not electronic and we need to mail it to the servicer or a direct loan school.

Here, too we always just mailed it to one place and didn't need to look up what servicer now holds that particular student's loan. Is there one central place we mail those to or do we need to look up each one and see is it at Sally Mae, Great Lakes, or –?

Male 1: I'm looking at Rosa down here on it. I know their working on that. Do you have something to say about that?

[Inaudible comment]

Male 1: We –

Audience: Hi. Good. Thanks.

Rosa: That is one of the functions we was looking at having the upload feature for NSLDS because that would meet the requirement for that data collection. And all the servicers will be using it.

We are looking at new things for the servicers and how we can have a central place, but again because of the privacy information. Security is playing a role in that as well, so. That is something we're looking into as well.

Audience: So right now we do need to look up and send it to the appropriate servicer?

Rosa: Right. Yes.

Audience: Okay. Thank you.

[Inaudible comments]

Male 1: Yes?

Audience: I think you addressed this question earlier but I couldn't hear very well. We're trying to get where we do group exit counselings but we have – the way our programs are set up we have three different programs where they're still getting money while they're on their externship.

But we try to have them do their exit counseling prior to going on their externship because it's real hard to get them back in afterwards. So how can we have them do exit counseling on the NSLDS website if they have – if we haven't actually funded all their loans by that point? Or do we just stick with the paper?

Male 1: So how much time difference are we talking about?

Audience: Well, for one program it's eight weeks, for another program it's four months. And for another program it's about two and a half months.

Male 1: So they go through those programs and then – but you don't see them again, kind of?

- Audience:* Well, yeah. They do their school program and then they go out to their externship where they get their on the job training –
- Male 1:* and you may still – you may have not dispersed all their aid yet?
- Audience:* We haven't dispersed all of their aid yet. Because they're not eligible to have it. They're in two academic award years. So –
- Male 1:* Could you e-mail me the question please and we'll look into that?
- Audience:* Okay. 'Cause we've just been doing that –
- Male 1:* I'll have to get your contact information.
- Audience:* We've just been doing it paper-wise and then submitting the information after we've received the second half of their academic year loans and that's a lot of work.
- Male 1:* Yeah. I'm sorry I don't really know what to tell you right now. We'll need to look into that one.
- Audience:* Thank you.
- Male 1:* Thank you.
- Female 1:* We'll take one more question. We gotta go to –
- Audience:* Is there a way to upload a list of students? I know you can upload to complete the exit counseling because they've done it at your school.
- Is there a way to upload a list of students and find out if they – just this group of students, get results for this group for either entrance or exit counseling? So you have like a population that you want to find out the results for you don't have to do it one by one?
- Male 1:* There's not really a way to upload that. On one of the reports you could put in a bunch of SSNs or just enter in a number of SSNs. Like 19, how many is it? I think 19 SSNs and get the report on those students.
- Audience:* But you have to do it like small numbers –
- Male 1:* You have to type the SSNs in on the website to do that. We don't have a way now of uploading that.

Female 1: And for entrance counseling we can do up to ten.

Male 1: Anybody else? I think we can do – I think we have time.

Female 1: Okay, I have to go once questions are through.

Male 1: All right. Well thank you all very much.

Audience: I couldn't find the federal regulation on my smart phone but I did find just in general information. For entrance counseling it does seem to me that there are other regulations that have to be met in terms of other than just sending them out.

Things like providing them a contact information for questions if they have, providing the definition of half time enrollment during regular terms and summer school if applicable, the importance – information about the importance of contacting appropriate offices if withdrawing – with yeah, with withdrawing.

Male 1: We think those are all in the entrance session.

Audience: So all of those? But how about half time enrollment? Because it doesn't have to be school specific? I thought the contact information had to be school specific and the half time enrollment had to be school specific.

[Inaudible comment]

Audience: Okay. Thank you.

Male 1: Thank you.

[End of Audio]