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Lottery Stabilization Committee

The Lottery Stabilization Committee held two meetings, one in August and another in October, to continue discussions on the long term viability of the HOPE Scholarship. The Committee is chaired by Senator Dolores Gresham and is comprised of state senators, higher education leaders from TBR, UT, TICUA, THEC/TSAC, and the constitutional officers (Secretary of State, Comptroller, and Treasurer). The committee is charged with making a recommendation for the HOPE Scholarship by December 1st.

At the initial meeting on August 29th, several options to the HOPE Scholarship were discussed. These included incrementally raising the GPA and ACT requirements over a two-year period or requiring the ACT and GPA

for all students to qualify for the award.

Another option is to require students who attend a four-year institution to meet both the ACT and GPA requirements. Students who meet either of the criteria would receive the two-year award at two-year institutions. Students who attend a four-year institution and meet one of the criteria would not receive an award. A slightly modified version of this option is discussed below in paragraph five.

The Committee held its second meeting on October 26th and heard testimony from the Tennessee Education Lottery Corporation (TELC). Discussions with TELC centered on revenue forecasts and avenues for increasing revenue which will increase the amount of funds contributed to the lottery for education account. . . . continued on page 4

College Goal Tennessee Sites

Last call for College Goal Tennessee sites. We are in the process of finalizing our marketing materials for the 2012 dates. Many of our sites are using January 29, 2012 or February 12, 2012 as their date. If you want to participate and have another date in mind, let us know by November 11, 2011 and we'll work with you to make it happen.

We're excited about opening the program up for the sites to participate on a day or days that may serve your community better. Also, we look forward to working with you over the coming months. Your contacts are Darolyn Porter, darolyn.porter@tn.gov and Karen Myers, karen.myers@tn.gov.



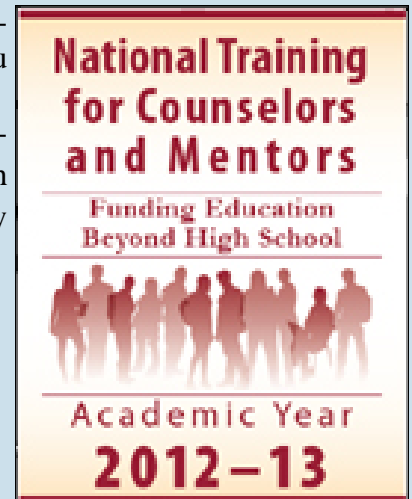
National Training for Counselors and Mentors

TSAC is once again sponsoring the National Training for Counselors and Mentors (NT4CM) workshops. Training sessions will be offered during November and December. Please visit our website at http://www.tn.gov/collegepays/school_lend/nt4cm.html for additional locations, agenda, and registration information.

The National Training for Counselors and Mentors (NT4CM) workshop is a **FREE** one-day training program that is designed to provide counselors and mentors with comprehensive up-to-date information regarding federal and state aid programs.

In addition to gaining up-to-date information, materials, and resources regarding federal and state student aid programs, participants will also have valuable opportunities to network and share knowledge and experiences with other peers in their profession. This training will provide information and materials that will help in effectively advising students and their families about how to prepare financially for college. NT4CM is appropriate for any individual who advises students and their families about pursuing education beyond high school and you are encouraged to share this announcement with them.

Members of the financial aid community will lead the workshops. In addition, members of the TSAC and THEC staff will be in attendance at each workshop to provide updated information about the state grant and lottery scholarship programs and College4TN.



2011 NT4CM Workshops

November 7, 2011	Knoxville, TN	Tennessee Technology Center @ Knoxville
November 8, 2011	Harriman, TN	Roane State Community College
November 10, 2011	Memphis, TN	Christian Brothers University
November 15, 2011	Columbia, TN	Columbia State Community College
November 18, 2011	Chattanooga, TN	Chattanooga State Community College
November 29, 2011	Jackson, TN	Union University
November 30, 2011	Clarksville, TN	Austin Peay State University
December 1, 2011	Nashville, TN	Tennessee Technology Center @ Nashville
TBA	Bristol, TN	King College
TBA	Morristown, TN	Walter State Community College

TSAC LOAN ADMINISTRATION

Customer Service

In doing research for articles or other information, it is easy to have a tendency to learn more than you are able to say or impart to the audience you are trying to inform. The same is certainly true for customer service as it is for other important concepts. An example would be that when googling “Customer Service” there are 822,000,000 hits. There is a lot of information on customer service and a lot of opinions about what it is and how it should be provided.

I like the definition provided by Wikipedia, which says that customer service is the provision of service provided before, during and after a purchase is made. This definition fits very well for the student loan program. Since future guarantees of loans do not lie with the previous guarantors that guaranteed federal loans to private lenders, customer service before the loan is made is no longer available. However, the “during” and “after” of the guaranteed student loan program still exist. Since there are hundreds of billions of dollars of FFELP loans still outstanding, the agencies that guaranteed these loans should be willing to provide customer service to the customers. The current customers would include schools and students. Lenders would fall into this group on some occasions, but not as much as in the past.

Many of the previous guarantee agencies are also state agencies and readily provide services to schools and students while no longer providing guarantees for student loans. These services are provided in a number of ways. Some are provided in person, with representatives making calls and visiting with schools and students. Many agencies have helpful websites and use the internet for webinars and other means of providing information to their customers.

To be able to provide good customer service an agency must solicit feedback from the customers. Once this feedback is received the agency needs to analyze the feedback and make changes or modifications as necessary. Whether the product is student loans, financial literacy, default prevention, or default aversion, the agency must know their products and anticipate customer needs. This is especially true for educational institutions in general and students in particular. It is of the utmost importance to be a good listener and if you miss something do not be afraid to apologize and make it right.

For the student aid administrator, regulations have expanded and changed exponentially. Providers who can help post-secondary educational institutions give good customer service to prospective, current, and former students are a necessity.



Jane Pennington

Associate Executive Director



TSAC Offices will be closed in honor of Veteran’s Day on:

Friday, November 11, 2011

TSAC Offices will be closed to celebrate the Thanksgiving Holiday on:

Thursday, November 24, 2011, and
Friday, November 25, 2011

Lottery Stabilization Committee (cont.)

A modified version of the option in paragraph three was discussed at length and requires students who attend a four-year institution to meet both the ACT and GPA requirement to receive the full award. Students who attend a four-year institution and meet one of the criteria (ACT or GPA) will be eligible for the two-year award amount (these students are ineligible in the scenario in paragraph three). Students who meet one of the criteria and retain the award through Year 2 will be eligible for a full award in Year 3. Award amounts for students who attend two-year institutions will remain unchanged.

Some dialogue focused on the TSAA program and the number of eligible students who do not receive an award due to limited funding. There is potential for some lottery funding to be directed to the TSAA program. Approximately 5,600 more recipients will be served for each \$10M in funding provided to TSAA. The committee plans to hold one more meeting before the December 1st reporting deadline. If you have questions about the meetings or the proposals being discussed, please contact Tim Phelps at (615) 253-7441 or tim.phelps@tn.gov.



2011 Fall Financial Aid Training

TASFAA and TSAC are working as partners to provide one-day fall training opportunities across the state in November. We will be using materials developed by NASFAA and the topic is “Satisfactory Academic Progress Standards” with information about new regulations and suggested policies/procedures guidance included. The agenda will include state programs updates, COD update, and best practices for reconciling federal grants and direct loan programs. The workshops will begin with registration and light refreshments at 8:30 a.m. Workshop sessions will begin at 9:00 a.m. and end by 4:00 p.m. Lunch is included and will be served at noon. Dates and locations are listed below and registration is already underway. If you are interested in attending, please go to the TASFAA website at <http://www.tasfaatn.com/Fall> to register.



Date	City	Location
November 9, 2011	Jackson	Union University
November 14, 2011	Nashville	Lipscomb University
November 15, 2011	Knoxville	South College