

OSFA Guide to Products & Services



your dream, your plan, your future

NyFF
NAVIGATING YOUR
FINANCIAL FUTURE

Mission Statement

The Florida Department of Education, Office of Student Financial Assistance (OSFA) serves as a guarantor for the Federal Family Education Loan Program (FFELP) and the administrator of Florida's scholarship and grant programs. The OSFA mission is to facilitate higher education access and services by providing exemplary customer attention, comprehensive financial aid information, and convenient and efficient products.



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Philosophy Statement

As a public agency, OSFA has the ability to offer its partners and customers something few guarantors can: the ability to shape OSFA programs and services based on their specific concerns. Earnings generated from OSFA's loan programs are used to provide financial aid workshops, publications, and better services for our participants, and help fund scholarship and grant programs. When schools and students choose to use the OSFA guarantee for student loans, they are actually helping countless other needy and deserving students by investing in education programs. So, if a participant has a problem or suggestion, OSFA management listens and does whatever it takes to implement a solution that meets their needs. Public dollars deserve that kind of accountability in education finance.

Outreach

Each institution is assigned an Outreach Team Representative who serves as the primary point of contact for OSFA-related matters.

The Outreach Team Representatives are experienced financial aid professionals who can assist with training needs, respond to policy and procedure questions, and provide assistance with on-campus Financial Aid Awareness and Literacy activities.

The Outreach Team distributes a collection of industry-related topics to school and lender partners via the electronic *News to Know*.



Training

OSFA offers a wide variety of specialized training via teleconference, Web-based or on-site training. See below for a sample of training topics that are available:

State Programs

- Use of State Student Financial Aid Database (SSFAD)
- Initial Eligibility, Renewals and Reinstatements
- Reporting and Reconciliation

Federal Family Education Loan Program

- Loan Certification and Processing
- Regulatory Guidance
- Additional Financial Aid Resources
- Professional Development

Online Reports

Customized reporting is available online at <https://ffelpreports.floridastudentfinancialaid.org>.

Please contact your Outreach Representative for user access and personalized training.

The screenshot shows the user interface of the Online FFELP Reports system. At the top, the header identifies the Florida Department of Education Office of Student Financial Assistance, with the OSFA logo and the text "Office of Student Financial Assistance". A navigation menu includes links for Home, Reports, Administration, Help, and Log-out. The main content area features a large 3D bar chart with an upward-trending orange line. Below this, three primary report categories are presented: "Track FFELP Loan Volume" (with a sub-link for "Guarantee Reports"), "Prevent Loan Defaults" (with a sub-link for "Default Reports"), and "Manage Your Cohort Default Rate" (with a sub-link for "Cohort Reports"). A blue callout box on the right contains a "Welcome !!!" message, a thank-you note, and a "New and Improved" announcement. A red downward-trending line graph is labeled "Lower Your Rate!".

Florida Department of Education
Office of Student Financial Assistance

OSFA
Office of Student Financial Assistance

Home Reports Administration Help Log-out

Online FFELP Reports

Welcome !!!

- Thank you for using OSFA's Online FFELP Reports.

New and Improved Reporting made easy to fit your needs!

- Research Patterns and Trends in your FFELP Data

Track FFELP Loan Volume
Quickly view your Notices of Guarantee.
Analyze your guarantee volume by lender or by loan program.
[» Guarantee Reports](#)

Prevent Loan Defaults
Easily access and analyze your defaulted and delinquent borrowers.
Identify borrower trends with our Defaulted Borrower Demographics Report.
[» Default Reports](#)

Manage Your Cohort Default Rate
Easily manage and analyze your Cohort Default Rate.
Estimate Cohort Default Rate by Fiscal Year.
Identify and target borrowers before they affect your rate.
[» Cohort Reports](#)

Lower Your Rate!

Guarantee Reports

These reports capture summary, detail, and cumulative information associated with the loan guarantee process. Individual Notices of Guarantee (NOGs) by program are also available.

Disbursement Reports

These reports capture summary and detailed information regarding an institution's current and/or anticipated disbursement activity.

Default Prevention/Aversion Reports

These reports capture information about borrowers who are withdrawn, graduated or delinquent. Automated letter process that targets borrowers who are currently delinquent AND will impact your institution's Cohort Default Rate. Use name and address reports for letter campaigns.

Defaulted Borrower Reports

These reports provide detailed information regarding a borrower and their defaulted loans. Automated letter process that targets borrowers who have defaulted on their student loans. Use name and address reports for letter campaigns.

Cohort Default Rate Reports

This information may be used for calculating estimated cohort default rates. Borrowers in the numerator and denominator have been broken into smaller subsets for additional research and resolution.

Lender Reports

These reports include summary information associated with the loan guarantee process. They provide a snapshot of FFELP volume by school and by loan program type.

Entrance & Exit Loan Counseling Reports

These reports provide a list of students who have completed their required entrance or exit exam.

Workshop Reports

These reports provide a list of students who have completed an online NyFF counseling module.



Compliance Assistance

OSFA offers guidance to institutions to ensure compliance with federal regulations. For in-depth assistance, a Technical Assistance Review (TAR) may be requested. It is not an “Audit” or “Program Review.”

The final report of the TAR will include any noted discrepancies and causes of concern and will provide recommended corrective actions.

A TAR is advantageous to an institution because:

- It will provide early awareness to correct and identify compliance problems
- It is scheduled at the institution’s convenience
- All costs are covered by OSFA

Default Aversion

OSFA's Default Aversion Team assists lenders with location and counseling of borrowers.

Once borrowers are located, a Default Aversion Team member counsels borrowers on possible student loan repayment options based on their circumstances and informs them of the potential impact of default.

This counseling takes place through telephone calls, letters, and home visits. The Default Aversion Team Representatives also assist borrowers with contacting their lender/servicer to help them bring their account into good standing through deferments, forbearances, or other means.

When a default claim is filed, a Default Aversion Team Representative urges the borrower to seek immediate resolution by contacting their lender/servicer.



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Navigating your Financial Future

Navigating your Financial Future (NyFF) can supplement your institution's current default prevention activities by offering:

- Free workshops
- Information about your institution's Cohort Default Rate
- A Customized Default Prevention Plan for your institution
- The NyFF Web site as a resource at www.navigatingyourfuture.org
- Free materials and resources, including:
 - Brochures
 - PowerPoint Presentations
 - Presenter's Guides
 - A Sample Default Management Plan
 - Flyers, Pamphlets, and Bookmarks
 - OSFA Certification Forms
 - Monthly E-News, which includes financial tips for students
 - Online Entrance and Exit Counseling
 - Online Financial Workshops
 - Technical assistance to design a Default Prevention Web page for your school's Web site

Please contact your OSFA outreach representative for additional information.

Entrance & Exit Loan Counseling

Entrance and Exit Counseling is designed to assist borrowers in understanding their rights and responsibilities within the Federal Family Education Loan Program (FFELP).

The school may elect to receive an electronic confirmation within 24 hours of the borrower completing the online counseling, or may generate an Entrance and Exit Counseling Report through the OSFA FFELP Reports Web site.

Please contact your OSFA Outreach Representative for more information.

Online Financial Workshops

NyFF has wide array of financial workshops to assist you in managing your credit, managing your budget, career planning, financial aid, and much more. Many of these workshops are also available “face to face” on many campuses.

- Financial Literacy Counseling
- Career Planning (coming soon!)
- Defaulted Borrower (coming soon!)
- Financial Aid (coming soon!)
- Grace Period (coming soon!)
- Managing Your Budget
- Managing Your Credit
- Parent PLUS (coming soon!)
- Repayment
- School and Life Management (coming soon!)

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State Programs

OSFA administers:

- Federally-funded grants and scholarships
- State-funded merit, need, and special interest financial aid programs, including two critical teacher shortage programs for professionals

OSFA provides:

- Financial aid information to students, parents, high school counselors, postsecondary professionals, and the public

The State Student Financial Aid

Database (SSFAD) provides:

- Easy access to Florida financial aid information for students, parents, financial aid administrators, high school guidance counselors and district staff, legislators, and policy makers
- For more information visit www.floridastudentfinancialaid.org/SSFAD or call 1-888-827-2004

Mapping Your Future

Mapping Your Future, www.mappingyourfuture.org, is a national collaborative, public-service project of the financial aid industry - bringing together the expertise of the industry to provide free college, career, financial aid, and financial literacy services for students, families, and schools.

Through OSFA's sponsorship of *Mapping Your Future*, institutions are able to utilize a variety of products and services.



Online Loan Counseling

Interactive Chat Events

Repayment Calculators

Selecting a School

Paying for School

Career Planning

Financial Awareness

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Contact Us

OSFA Federal Customer Service:

Call 1-800-366-3475

OSFA State Programs Customer Service:

Call 1-800-827-2004

Confidence in the institution's ability to determine our integrity, character, and truthfulness is of the utmost importance to OSFA. The Office of Student Financial Assistance wants to know and deliver what you seek in a partner. You have the right to choose. Together, we have the power to make a difference. Trust the Office of Student Financial Assistance to help you help your students. They are our future.

For additional information please visit: www.floridastudentfinancialaid.org.

THIS GUIDE PROVIDED TO YOU BY:

FLORIDA DEPARTMENT OF EDUCATION
OFFICE OF STUDENT FINANCIAL ASSISTANCE
(OSFA)



Florida Department of Education

Visit our website at:
www.floridastudentfinancialaid.org