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Third-Party Debt Relief Company Telephone Number Warning

The U.S. Department of Education (ED) recently announced that a debt-relief company purchased and may be using a toll-free number, **1-800-848-0979**, which was previously associated with ED's former loan servicing center, Direct Loan Servicing Center (ACS).

ED is requesting that all institutions conduct a thorough review of their websites to ensure that all reference to the telephone number is removed.

If a borrower is unsure of their loan servicer's contact information, please refer them to studentloans.gov.



Federal Student Aid (FSA) Resources

A Guide to Creating a Policies & Procedure (P&P) Manual

FSA recently updated their assessment that outlines the minimum P&P requirements for administering Title IV aid. While this guide should not be considered as all-inclusive, regulatory links are provided for all areas that require written policies and procedures. For additional information, visit the Information for Financial Aid Professionals (IFAP) [website](#).

Consumer Information

Institutions are required to disclose consumer information to students, ED and others. For a complete list of school disclosure requirements, please visit the IFAP [website](#).

Note: If you identify areas that require corrective action, ED recommends you complete an [Action Plan](#).

ISIR Analysis Tool

This tool assists schools in conducting an analysis of their student applicants to determine the effectiveness of their internal verification procedures. For additional information, please visit the IFAP [website](#).

2016 FSA Training Conference

The *FSA Training Conference for Financial Aid Professionals* is one of the largest training programs in the United States. To access available resources from the conference held November 29th — December 2nd, in Atlanta, GA, please visit the conference [website](#).



A variety of financial aid and financial literacy resources are available for FREE online at: www.navigatingyourfuture.org.

Topics include:

- Career Planning
- Financial Aid Overview
- Financial Literacy
- Managing Your Budget
- Managing Your Credit
- Mapping Your Future: FAFSA
- Money Management ID Theft
- Repayment of Your Student Loan Debt:
 - * Chapter 1
 - * Chapter 2
 - * Chapter 3
- Searching for Scholarships
- Show Me the Money! Financial Planning for College
- Stay, Stop or Drop?



Mapping Your Future EX\$EL Services



By: Catherine Mueller

You want to do all you can for your school and your students when it comes to helping them to manage student loan debt, but limited resources and staff may be keeping you from accomplishing all that you need or want to do. Mapping Your Future now offers EX\$EL, a financial education and repayment success solution for schools and their students.

EX\$EL is a cost effective way to:

- Improve student retention and persistence to graduation
- Help students make intelligent borrowing decisions
- Identify and assist students in financial stress
- Enhance borrower understanding of repayment choices
- Guide borrowers in finding the repayment option most favorable for repayment success
- Assist in preparing borrowers for their financial and professional lives after college
- Help reduce cohort default rates

Address the student loan issues that challenge students, colleges and universities

To help your school meet the challenge, three services are available, separately or in combination:

Financial Education

Repayment Success

Intensive Counseling

Implement first-rate educational content and consistent contact EX\$EL is an essential tool in the new higher education environment, offering:

- *Financial Basics and Repayment Success*, modular, comprehensive online financial education courses for your students.
- Regular text and email communications, including links to timely articles and tips on basic money management skills, indebtedness, and the benefits and responsibilities of borrowing, all delivered directly to students.
- Outreach phone calls to delinquent borrowers.
- A student dashboard showing progress and providing links to additional resources, helping students measure their learning and understand their options.
- A school dashboard that provides progress and financial stress reports, helping schools know which students might need additional support.

Download [brochure](#). We ask you complete a short form with your contact information prior to accessing the brochure. If you have any questions or need additional information, contact Cathy Mueller at Services@MappingYourFuture.org or (800) 374-4072.

IMPORTANT ANNOUNCEMENTS



2016-17 FASFAA Training

Florida Association of Student Financial Aid Administrators (FASFAA)

- ⇒ Region I Spring Workshop (TBD)
- ⇒ Region II Spring Workshop (TBD)
- ⇒ Region III Spring Workshop (TBD)
- ⇒ Region IV Spring Workshop (TBD)
- ⇒ Region V Spring Workshop (TBD)
- ⇒ FASFAA @ 50 Annual Conference May 30—June 2 (Orlando)

For more information, visit www.fasfaa.org.

2016-17 SASFAA Training

Southern Association of Student Financial Aid Administrators (SASFAA)

- ⇒ SASFAA Annual Conference February 12—15 (Biloxi)

For more information, visit www.sasfaa.org.

2016-17 NASFAA Training

National Association of Student Financial Aid Administrators (NASFAA)

- ⇒ NASFAA Annual Conference June 26—29 (San Diego)

For more information, visit www.nasfaa.org.

Resources for Middle and High School Counselors

The OSFA Outreach Team recently updated the OSFA website, “Resources for Middle and High School Counselors.” While geared toward secondary staff, this website is also beneficial for new financial aid administrators. This website is a valuable resource includes information on how to complete the FAFSA, creating an FSA ID, how to assist foster and homeless youth, and more. For more information, please visit our [website](#).



Resources for Undocumented Students

The OSFA Outreach Team recently updated the OSFA website, “Resources for Undocumented Students.” This website is a valuable resource designed to assist counselors and mentors in assisting students identify whether or not they can complete a FAFSA, apply for Florida’s in-state tuition waiver, and how to find other free resources to pay for college. For more information, please visit our [website](#).



OSFA INFO

January

- ⇒ Term 1 semester and quarter refunds of Bright Futures dropped/withdrawn course funds are due within 30 days of the institution's last day of each term
- ⇒ Term 2 Disbursement Eligibility Reports (DER) are due 30 days after the last day of drop/add

February

- ⇒ *The Reinstatement/Restoration Application* is now available for next academic year funding.

February/March

- ⇒ Term 2 refunds/reconciliation due to OSFA within 60 days after the last day of drop/add.



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THE OSFA PHILOSOPHY



The Office of Student Financial Assistance (OSFA) has the ability to offer its partners and customers something few public agencies can, the ability to shape OSFA programs and services based on their specific needs and concerns. OSFA provides financial aid workshops, publications, prompt services for participants, and helps fund scholarship and grant programs. If a participant has a problem or suggestion, the OSFA management team listens and makes every effort to implement a solution that meets their needs. Public dollars deserve the kind of accountability OSFA provides in financing education.

The News to Know is now available on the [Policy, Regulations, and Guidance](#) page of our website. Previous editions may be viewed on our [Archives](#) page.

Contact OSFA

Tallahassee, FL

Customer Service: 1-888-827-2004

Email: OSFA@fldoe.org

Federal Loans: 1-800-366-3475

Locally: 1-850-410-5200

Email: OSFAStudentLoans@fldoe.org

Visit our website at

www.FloridaStudentFinancialAid.org

**[Click here](#) to contact
an OSFA Outreach
Representative about
your institution's needs.**