

News to Know

Florida Department of Education
Office of Student Financial Assistance

Hughes to Head Office of Student Financial Assistance

The Florida Department of Education, Office of Student Financial Assistance (OSFA) announces the selection of Levis Hughes as Bureau Chief. Mr. Hughes brings extensive student loan experience to OSFA. He has worked within the financial aid industry throughout the Southeast, including Florida, Tennessee, and Mississippi. Mr. Hughes comes to OSFA most recently from Tennessee's student loan guaranty agency, the Tennessee Student Assistance Corporation (TSAC). While at TSAC, he strengthened relationships with schools and increased stability in the agency.

Mr. Hughes has diverse experience in the student loan industry, including 20 years of service in the banking, lender/servicer, guaranty agency, and financial aid communities, with a specific emphasis on loan origination and servicing activities. He has also served in a variety of leadership roles and committees on student loan policy at national and local levels. His desire is to provide quality service to students, schools, and their financial partners as a means to support his long-term vision of affordability and access to higher education for students.

Mr. Hughes earned undergraduate degrees in Finance and Accounting from Florida State University and a Master's Degree in Business Administration from the University of North Florida.

Important OSFA Announcement

In late October, Citibank's Guarantor Relations Department notified OSFA that because of the market liquidity situation, Citibank is restructuring and will be using fewer guarantors. Pursuant to Citibank's request, OSFA will no longer be a guarantor for Citibank loans as of January 2009.

If you are re-evaluating your current lender/guarantor relationships, OSFA would appreciate the opportunity to speak with you about what we have available to serve you and your borrowers.

Please keep in mind that:

- OSFA guarantees loans at no cost to the lender.
- OSFA's processing cycles are efficient and Commonline compliant.
- OSFA's cohort default rate is comparable to other State-based guarantors.
- Earnings generated from OSFA's loan programs are used to help fund scholarship and grant programs, financial aid workshops and publications, and to provide better services for our participants.

Continued to the next page...

Important OSFA Announcement

We look forward to continuing our successful working relationship with your institution. 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. We are here to listen and do whatever it takes to implement a solution that meets your needs. Public dollars deserve that kind of accountability in education finance.

Sincerely,

Lori Auxier
Director of Market Development
Florida Department of Education
Office of Student Financial Assistance (OSFA)

National Training For Counselors and Mentors (NT4CM)

- OSFA is pleased to provide the second annual National Training for Counselors and Mentors (NT4CM) throughout the State of Florida. This program is designed to provide free training and support for counselors and mentors who assist students and their families in preparing financially for college. Our professional trainers will not only provide comprehensive up-to-date information, materials, and resources regarding federal and state student financial aid programs, but participants will also receive ongoing information and support from NT4CM partners.
- The remaining workshop dates are as follows:
- November 18
 - Miami Dade College – North Campus
 - Miami, Florida
- November 20
 - Miami Dade College – West Campus
 - Miami, FL
- December 3
 - Pensacola Junior College
 - Pensacola, FL

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National Training For Counselors and Mentors (NT4CM)

- December 4
 - Panhandle Area Educational Consortium
 - Chipley, FL
- December 9
 - Northwood University
 - West Palm Beach, FL
- December 10 & 11
 - American Intercontinental University
 - Weston, FL
- December 15 – Tampa/Clearwater
 - Aparicio-Levy Technical Center/Auditorium
 - Tampa, FL
- December 16 - Tampa/Clearwater
 - St. Petersburg College, Seminole Campus
 - Seminole, FL
- December 17 & 18
 - Valencia Community College, West Campus
 - Orlando, FL

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National Training For Counselors and Mentors (NT4CM)

- January 12
 - Brevard Community College, Cocoa Campus
 - Cocoa, FL
- January 13
 - Indian River Community College
 - Ft. Pierce, FL
- January 14
 - South Florida Community College
 - Avon Park, FL
- January 15
 - Ave Maria University
 - Ave Maria, FL
- January 22
 - TBA
 - Key West, FL

National Training for Counselors and Mentors (NT4CM) Pictures

Thank You to the Following Institutions

- For “Rolling Out the Red Carpet” by hosting the National Training For Counselors and Mentors (NT4CM):
 - Tallahassee Community College
 - Lake City Community College
 - Rasmussen College
 - St. Johns River Community College
 - Miami Dade College, North & West Campuses
 - Pensacola Junior College
 - Panhandle Area Educational Consortium
 - Northwood University
 - American Intercontinental University
 - Aparicio-Levy Technical Center
 - St. Petersburg College, Seminole Campus
 - Valencia Community College, West Campus
 - Brevard Community College, Cocoa Campus
 - Indian River State College
 - South Florida Community College
 - Ave Maria University

Federal Trade Commission [\(FTC\)](#) Red Flag Rule

- Mandatory compliance with the Red Flags Rule for "creditors" or "financial institutions" that provides "covered accounts" has been granted a forbearance until May 1, 2009.
- Activities that could cause colleges and universities to be considered "creditors" under the Red Flags Rule may include, for instance:
 - participating in the Federal Perkins Loan Program,
 - participating as a school lender in the Federal Family Education Loan Program,
 - offering institutional loans to students, faculty, or staff, or
 - offering a plan for payment of tuition throughout the semester rather than requiring full payment at the beginning of the semester.
- Read more about it at the National Association of College and University Business Officers (NACUBO) [Web site](#).

Direct Lending Cannot be Considered as a Third Lender on a “Preferred Lender List”

- Federal Regulation 682.200 defines a lender in the FFEL Program as a National or State-chartered bank, a mutual savings bank, a savings and loan association, a stock savings bank, or a credit union. Direct Lending is a loan program and does not meet the definition of an eligible lender for the FFEL Program.
- Federal Regulation 682. 212(h) states a school may provide a list of recommended or suggested lenders for use by the school's students or their parents, provided such list---
 - Is not used to deny or otherwise impede a borrower's choice of lender.
 - Does not contain fewer than three lenders that are not affiliated with each other and that will make loans to borrowers or students attending the school.
 - Does not include lenders that have offered (or have offered in response to a solicitation by the school), financial or other benefits to the school in exchange for inclusion on the list or any promise that a certain number of loan applications will be sent to the lender by the school or its students.

Direct Lending Can not be Considered as a Third Lender on a “Preferred Lender List”

- A school that provides or makes a list available of recommended lenders must---
 - Disclose to prospective borrowers, as part of the list, the method and criteria used by the school in selecting any lender that it recommends or suggests;
 - Provide comparative information to prospective borrowers about interest rates and other benefits offered by the lenders;
 - Include a prominent statement and any related information to prospective borrowers that they are not required to use one of the school's recommended or suggested lenders.
 - Not assign a first-time borrower's loan to a particular lender through award packaging or other methods.
 - Not cause unnecessary certification delays for borrowers who use a lender that has not been recommended or suggested by the school.
 - Update any recommended lender list and accompanying information at least once a year.
- A lender that is affiliated with another lender -
 - The lenders are under the ownership or control of the same entity or individual.
 - The lenders are wholly or partly owned subsidiaries of the same parent company.
 - The directors, trustees, or general partners (or individuals exercising similar functions) of one of the lenders constitute a majority of the persons holding similar positions with the other lender.

State Scholarship and Grant Programs

November Calendar

- New to the Master Eligibility List (MEL): Bright Futures Academic Top Scholar (ATS) awards are made. One Florida Academic Scholar (FAS) award recipient in each district (including public and private high schools) will be designated as the ATS award recipient. The ATS recipient will receive an annual award of \$1500 (prorated if the student does not attend full-time) in addition to the FAS award.
 - Don't forget term one refunds/reconciliations are due to OSFA within 60 days of the institution's regular registration period.
- Do you want to know what other activities and important deadlines are on the calendar? Visit our [Web site!](#)

State Scholarship and Grant Programs Announcements

- Please continue to review the MEL for eligible students who may be attending your institution but who are not listed on the Disbursement Eligibility Report (DER) for a specific program at your institution, such as the Florida Bright Futures Scholarship Program. Students listed as eligible on the MEL and verified as attending and enrolled at your institution may be funded.
- New contact information
 - Mike Bobroskie is your contact for the Mary McLeod Bethune Scholarship. His direct contact information is 850-245-1899 or Mike.Bobroskie@fldoe.org.
 - Nanette Smith is your contact for the First Generation Matching Grant. Her direct contact information is 850-245-1913 or Nanette.Smith@fldoe.org.

State Scholarship and Grant Programs Frequently Asked Questions (FAQs)

- Do you have questions regarding Florida Student Scholarship and Grant Programs?
- Visit our FAQs [Web site](#) today!

OSFA Online Ordering

- OSFA now has an online ordering process to address all of your form request needs!
 - Please visit <https://www.osfaffelp.org/requestforms/>.
- To order through our Navigating Your Future (NYFF) Web site, visit <http://www.navigatingyourfinancialfuture.org/Home.aspx>.
 - Click on Partner Log-In
 - Enter your User Name and Password
 - Click on order form
 - Complete the form (indicate the date the materials are needed)
 - Complete the form and submit

The Art of Handling Student Complaints

- Every complaint falls into one of three categories:
 - a legitimate complaint that you can solve;
 - a legitimate complaint that you cannot resolve; or
 - an ill-founded complaint.
- In all cases:
 - Listen attentively and allow the complainant to vent.
 - If the complaint is legitimate, apologize and ask how you can make things right.
 - Assure the complainant that you will fix the problem or, at the very least, that you will look into it.
 - Follow up with the complainant.
- Read the full article in the [Greetree Gazette](#).
- Interested in learning more tips?
 - Visit the OSFA Training [Web site](#).

FASFAA 2008 Regional Workshops

- FASFAA Regional Workshops are underway.
- If you missed the workshops scheduled for October, you still have time to register for the remaining dates:
 - Region 1
February 13, 2009
Gulf Coast Community College
 - Region 4
February 2009 Date TBA
Location TBA
 - Region 5
December 16, 2008
Nova Southeastern University

It's not too late- [Register today!](#)

OSFA Important Announcements

- The initial electronic 2009-2010 Federal School Code List of Participating Schools will be available November 1, 2008, on the Information for Financial Aid Professionals (IFAP) [Web site](#) . It will also be posted on the National College Access Network (NCAN) [Web site](#) .
- The Department of Education is vigilant in protecting personally identifiable information of Title IV aid recipients from unauthorized access. The National Student Loan Data System (NSLDS) Security Enhancements were effective mid-October and provide:
 - SSN masking.
 - Tools to assist Primary Destination Point Administrators (PDPA) in researching potential security violations at their organizations.
 - New reports to assist the PDPA's monitoring process.

Department of Education (ED) Announces Web Site Outages Planned for Nov. 8, 15, and 23, 2008

- It is highly recommend that each institution review all of the information and evaluate the impact on your school or organization during the periods when the affected Web sites will be unavailable.
- Examples of services affected include:
 - Electronic Cohort Default Rate Appeals (eCDR Appeals)
 - NSLDS Professional Access
 - NSLDS Professional Access Training
 - NSLDS Student Access
 - TEACH Grant Agreement to Serve (ATS)
 - Federal Student Aid Ombudsman
 - Financial Aid Professionals Portal
 - Financial Partners Portal
 - Information for Financial Aid Professionals (IFAP)
 - ISIR Analysis Tool
 - Student Aid on the Web
 - FAA Access to CPS Online
 - FAFSA4caster
 - FAFSA on the Web
 - Federal Student Aid PIN

OSFA Training

- With over 30 years of combined training, presentation, and facilitation experience, OSFA's Training and Development Section provides training on a variety of financial aid and professional development topics.
- Individual classes or entire curriculums can be customized to fit the needs of your organization or staff. We provide both online and on-site training to suit your needs and schedule. To learn more about OSFA Training, visit our [Web site](#) today!

Nominate Colleagues For NASFAA Awards

- NASFAA has a wide range of awards to recognize financial aid professionals for their hard work, leadership, and special projects. The 2009 NASFAA Awards Committee is challenging all states and regions to submit not only the best nominations, but also the most nominations.
- Please nominate Financial Aid Professionals for the following award categories:
 - **State Awards**

This award category recognizes individual state associations for outstanding projects that contribute to the financial aid profession and other groups. The intent of this award is to encourage creative and innovative service to individuals or groups who are directly or indirectly involved in student financial aid.
 - **State and Regional Leadership Award**

This award is presented to individuals who have made outstanding contributions to the financial aid profession at the regional and state levels over a sustained period of time (seven years or more). Nominees do not have to be financial aid administrators.
 - **Meritorious Service Award**

This award is presented to an individual who has made a significant contribution to NASFAA or to the profession that NASFAA wishes to recognize. It is based on an important single contribution or multiple contributions.
 - **Lifetime Membership Award**

This is the highest award that NASFAA can bestow on a member or individual who is affiliated with a member organization. The contributions by this person must be truly outstanding and significant.

Needed Comments for Submission for OMB Review

- The Department of Education (ED) has issued a *Federal Register* [notice](#) that requests comments regarding burden and/or the collection activity requirements associated with the *Free Application for Federal Student Aid* (FAFSA).

Written comments should be sent to:

The Office of Information and Regulatory Affairs
Attention: Education Desk Officer
Office of Management and Budget
Room 10222
725 17th Street, Northwest
Washington, DC 20503
Email: oir_submission@omb.eop.gov
Fax: (202) 395-6974

- All comments must be submitted on or before December 3, 2008.

Navigating Your Financial Future

Spotlights Managing Your Credit

- The *Managing Your Credit* [brochure](#) can provide many benefits to a student's financial future. Good credit can help a student obtain a car or home loan, a lease on a rental property, and even in some cases a desirable job.
- Students balancing school expenses with day-to-day expenses like transportation, food, and shelter can be a challenge, and maintaining good credit while in school is one of the most important things a student can do for their financial future.
- Do you want to learn more?
Visit our [Web site!](#)

Financial Literacy Workshops

- The economy demands it, you have requested it, and we teach it.
- Financial Literacy workshops are being conducted in an area near you.
- To view scheduled events, visit our [Web site](#).

KUDOS Announcement

OSFA recognizes the following Financial Aid Administrator for his contribution towards enhancing OSFA's products and services by offering valuable comments and suggestions:

- Darryl Marshall, Florida State University

Dates to Remember

- November 27, 2008 and November 28, 2008
 - **Thanksgiving Holiday**

**And From Our Family To Yours
Happy Thanksgiving!**

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 is 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.

Philosophy

- As a public agency, OSFA has the ability to offer its customers and partners 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 to 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 educational programs.
- 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 educational finance.

OSFA Team Contact Information

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Gerri McCormick	Outreach Representative	850-322-6498	Gerri.McCormick@fldoe.org
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NYFF Team Contact Information

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Margaret Joffe	Default Prevention Representative, West	727-458-9718	Mjoffe@randbsolutions.net
Eddie Serrano	Default Prevention Representative, East	407-334-9942	Eserrano@randbsolutions.net
Diego Perez	Default Prevention Representative, South	561-713-3122	Dperez@randbsolutions.net

And Finally...

- 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.

News to Know Archives

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