Illinois Community College Chief Financial Officer’s 2010 Fall Meeting – Sept 29 through Oct. 1

CFOs With Guns and Other Financial Responsibilities
SIC Falcon Shotgun Team

National Championship – 2nd Place!

Please Join Us For Skeet & Trap Shooting This Afternoon!
ICCCFO Team

Next Year’s Hopefuls!!
ICCCFO Team News

He Missed!!

New Gun!!
Thank You !!

- Lets take a look at the numbers
- 33 Colleges Offering Actively Managed Payment Plan
- Serving over 46,000 Students this fall
- CHANGE - New IPEDS FTE Data by NCES
- Lets review your data integration requirements
- Best Practices to enhance customer service
## NBS Payment Plan Participation

**Thank You!**

<table>
<thead>
<tr>
<th>College</th>
<th>NCES Enrollment Data</th>
<th>Students Using FACTS/AMPP</th>
<th>Students Choosing Banking</th>
<th>Students Choosing Credit Cards</th>
<th>30 Day +</th>
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**AMPP**
- 32 Schools
- 41,834
- 20,292
- 21,542

**Pending Aid**
- 2 Schools
- 4,338
- 1,478
- 2,860
Six Ways to Enhance Customer Service

1. Actively Managed Payment Plan
2. Pending Aid Plan
3. Direct Deposit of Financial Aid Refunds
4. Electronic Billing
5. Electronic Payments
6. Convenience Fees for Tuition Paid by Credit Cards
Actively Managed Payment Plan

Enhance Student Success!

Put Students First

• Improve Access & Affordability
  – Spread payments out
  – Multiple plan options
  – Pending Aid Program
• Convenience
  – 24X 7
  – Real Time Link from SIS
• Toll Free Help and Payer Support
• Low cost to students
Payment Plan Options

- Prescheduled, automatic, recurring payments …as school chooses!
- One sign up per semester/term
  - *Electronic authorization vs. Electronic signature*
- Payments are processed via
  - ACH Bank Draft at no cost or
  - Credit/Debit Card
- Interface with your SIS for real time account information and adjustments
- Compliance
  - PCI
  - NACHA
  - Red Flag
  - TILA
Flexible Plan Design

- Any number of payments
- Begin and end at any time
- **No Interest, No Qualifying, No Credit Check, No Minimum**
- Web enrollment
- Multiple student payment options under one system
- Actively Managed Payment Plan
- Pending Aid Option for students using Financial Aid
Policy: Pending Aid

**Group #1:** Students paying in full.

**Group #2:** Students enroll in a payment plan based on the terms established by the school.

**Group #3:** All Students who applied for financial aid. If aid is less than the full amount applied for, student can pay in full or will be automatically activated for a payment plan.

CUT DOWN YOUR FINANCIAL AID RETURNS!
Pending Aid

• Pending Aid enables students to recognize their obligation to pay for any remaining balance due after financial aid is applied to their account.

• Pending Aid is a proactive way to reduce your internal collection effort by strengthening your internal policies and processes.

• Stop the paper chase!
Case Study

• Ozark Technical College

• Number of students: 8,000
  – 1,500: Paid in full
  – 1,500: On payment plan
  – 5,000: Applied for financial aid and tracking began

• Results of the 5,000
  – 2,700: Students received 100% aid
  – 2,300: Students had financial aid shortfall
  – Less than 70 students with balance at end of term
How Did Ozark Tech Do It?

• **Policy** - Students awaiting financial aid can register for classes, but only be held with a ‘Pending Aid’ in place

• **Process** – Students had Option to pay in full or be enrolled in a payment plan.

• **Timely Communication** is the KEY!

• **Technology** - Online Sign-Up and E-Mail Notifications

• **Result** - Eliminated the “paper chase” NO more tracking down students to arrange payment terms.

YOUR SAVINGS WILL VARY
Direct Deposit Financial Aid Refunds

Student Refunds

Parent Plus Loans!!

Full Service ACH Refund = FREE!!
eBilling and ePayments

Highly visible Green initiative
Offer all Students and eBilling
Online Payments with
Credit Cards
Built in ACH Processing
Real Time Integration with your Student Systems …
Comply with NACHA, PCI-DSS, Red Flag Rules and GLBA
Credit Card Convenience Fee Program

Using the Convenience Fee, most institutions

**NO CC MERCHANT FEES For Tuition & Fees**

**Offer FREE ACH Checking and Savings debits**
Coming Soon!!

- Next Day Deposits
- Stored Payment Profiles
- Text Messaging
- Mobile Payments
- Flexible Merchant Processing
Other Nelnet Services

QuikPAY
• ePayment Gateway - Tuition
• eBill Presentation
• Commerce Manager – Campus wide payments
• eRefunds
• Actively Managed Payment Plans
• Pending Aid
• Cashiering with full ACH conversion
• Credit Card Processing
• Campus Guard - Compliance Consulting

Visit us at www.campuscommerce.com
Thank you for your business!
What Questions Do You Have For Us?

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bob.gentile@nelnet.net