Illinois Community College Chief Financial Officer’s Fall Meeting, October 5 through 7, 2011

No-No Nanette! Call Nelnet!
2010 SIC Falcon Shotgun Team

National Championship – Runner Up!

Please Join Us For Skeet & Trap Shooting This Afternoon!
2011 SIC Falcon Shotgun Team
Division I National Championship!

Highlights
Mark Wayne Davis #1 Am. Skeet 100/100
Caleb Collins #1 Sporting Clays 95/100 – 6-5 S/O
Kim Peters-Lauderdale #1 Ladies Comb American Event 97/100 Skeet and 89/100 Trap
Thank You for a Great Year!!

- The Numbers
- 34 Colleges using Actively Managed Payment Plan
- 3 Schools using Pending Aid Plan
- Serving over 53,000 Students this fall
- New IPEDS FTE Data by NCES
- Total Dollars Committed
- Lets review your data integration requirements
- What ‘s new at Nelnet?
# NBS Payment Plan Participation

<table>
<thead>
<tr>
<th>College</th>
<th>Enrollment Data</th>
<th>Students Using FACTS/AMPP</th>
<th>Students Choosing Banking</th>
<th>Students Choosing Credit Cards</th>
<th>30 Day +</th>
<th>Total Contracts in Dollars</th>
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### NCES Enrollment Data

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<td>Pending Aid</td>
<td>72.3%</td>
<td>43.52%</td>
<td>56.48%</td>
<td>&lt;.1%</td>
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**AMPP**

<table>
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<tr>
<th>34 Schools</th>
<th>41,969</th>
<th>21,471</th>
<th>26,573</th>
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</table>

| Pending Aid | 3 Schools | 11,050 | 1,603 | 3,374 |
What’s New at Nelnet?

- Payment Plan/Pending Aid/Direct Deposit Refunds
- New …Truth in Lending disclosure added to AMPP
- New …One Time $30 Missed Payment Fee
- New …Immediate Enrollment Fee
- Unified Refunds – ACH – Prepaid Debit Cards - Checks
- Dynamic Forms – Secure Electronic Data Capture
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 or
  - Credit/Debit Card
• Nelnet Connect Interfaces to your SIS for real time account information and adjustments
• Nelnet maintains contact with payers throughout term
  • Monthly email reminder notice
  • Missed payments
  • Change of Payment or amount due
  • or date changes
Flexible Plan Design

- Any number of payments
- Begin and end at any time
- **No Interest, No Qualifying, No Credit Check, No Minimum**
- Web enrollment - Authenticated
- Multiple student payment options under one system
- Program focused options
- Pending Aid Option for students using Financial Aid
Strategic Plan Design

Align Your

- Policies
- Processes
- Communications
- Technology
Consistent Policy

Full Pay Or Payment Plan:

**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.
Pending Aid Option – ‘Just in Case’

• 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

Just in case, Stop the 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

Estimate 40% to 50% of your Title IV Returns
Other NBS Services

1. Actively Managed Payment Plans – FACTS
   - Pending Aid Option

2. ePayment Gateway
   - Convenience Fee Option

3. eBill Presentation
   - Current Account Activity Option

4. Student Refunds Direct Deposit
   - Citi Prepaid Debit Card and Check writing Option

5. eCommerce
   - Dynamic Forms Option (NEW!!)

6. Cashiering with Centralized Reporting
   - Check Conversion to ACH
What Questions Do You Have For NBS?
Thank you for your partnership!

John Edwards
Regional Vice President
877-363-6135
John.edwards@nelnet.net