Illinois Community College Chief Financial Officer’s
2011 Spring Meeting – April 13 – 15th
Congratulations to the Falcon Shotgun Team!

Let's take a look at the numbers

34 Colleges using Actively Managed Payment Plan

Serving over 44,000 Students this Spring

Added New Right Column Total $Dollar Volume

Let's review your data integration requirements - Upload

Enhance customer service with NEW ‘Three Pack’

Thank You !!
Congratulations to SEICC Falcons!

www.campuscommerce.com
<table>
<thead>
<tr>
<th>College</th>
<th>NCES Enrollment</th>
<th>Students Using</th>
<th>Students Choosing</th>
<th>Students Choosing</th>
<th>CF</th>
<th>30 Days+</th>
<th>Total $$$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carl Sandburg</td>
<td>2,661</td>
<td>318</td>
<td>273</td>
<td>45</td>
<td>*</td>
<td>1</td>
<td>274</td>
</tr>
<tr>
<td>Kankakee</td>
<td>4,298</td>
<td>599</td>
<td>366</td>
<td>233</td>
<td>3</td>
<td>533</td>
<td></td>
</tr>
<tr>
<td>John A. Logan</td>
<td>8,568</td>
<td>442</td>
<td>231</td>
<td>211</td>
<td>0</td>
<td>392</td>
<td></td>
</tr>
<tr>
<td>John Wood</td>
<td>2,757</td>
<td>59</td>
<td>55</td>
<td>4</td>
<td>*</td>
<td>0</td>
<td>56</td>
</tr>
<tr>
<td>Kennedy King</td>
<td>7,180</td>
<td>256</td>
<td>103</td>
<td>153</td>
<td>0</td>
<td>445</td>
<td></td>
</tr>
<tr>
<td>Malcolm X</td>
<td>8,718</td>
<td>565</td>
<td>194</td>
<td>371</td>
<td>3</td>
<td>405</td>
<td></td>
</tr>
<tr>
<td>Olive-Harvey</td>
<td>4,777</td>
<td>297</td>
<td>127</td>
<td>170</td>
<td>2</td>
<td>192</td>
<td></td>
</tr>
<tr>
<td>Harold Washington</td>
<td>8,464</td>
<td>1,323</td>
<td>434</td>
<td>889</td>
<td>10</td>
<td>1,331</td>
<td></td>
</tr>
<tr>
<td>Truman</td>
<td>13,174</td>
<td>1,513</td>
<td>468</td>
<td>1,045</td>
<td>10</td>
<td>1,256</td>
<td></td>
</tr>
<tr>
<td>Daley</td>
<td>9,991</td>
<td>606</td>
<td>211</td>
<td>395</td>
<td>1</td>
<td>381</td>
<td></td>
</tr>
<tr>
<td>Wilbur Wright (Fall)</td>
<td>12,866</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Rend Lake</td>
<td>5,871</td>
<td>180</td>
<td>111</td>
<td>69</td>
<td>3</td>
<td>141</td>
<td></td>
</tr>
<tr>
<td>Richland</td>
<td>3,595</td>
<td>347</td>
<td>212</td>
<td>135</td>
<td>0</td>
<td>238</td>
<td></td>
</tr>
<tr>
<td>Triton</td>
<td>15,706</td>
<td>1,430</td>
<td>1,169</td>
<td>261</td>
<td>*</td>
<td>6</td>
<td>1,491</td>
</tr>
<tr>
<td>Shawnee</td>
<td>2,834</td>
<td>124</td>
<td>76</td>
<td>48</td>
<td>0</td>
<td>87</td>
<td></td>
</tr>
<tr>
<td>Danville</td>
<td>3,584</td>
<td>158</td>
<td>149</td>
<td>9</td>
<td>*</td>
<td>3</td>
<td>166</td>
</tr>
<tr>
<td>Heartland</td>
<td>5,266</td>
<td>834</td>
<td>709</td>
<td>125</td>
<td>*</td>
<td>3</td>
<td>742</td>
</tr>
<tr>
<td>College</td>
<td>NCES Enrollment FTE</td>
<td>Students Using NBS/AMPP</td>
<td>Students Choosing ACH</td>
<td>Students Choosing Credit Cards</td>
<td>CF</td>
<td>30 Days+</td>
<td>Total $$$$ In 000s</td>
</tr>
<tr>
<td>------------------</td>
<td>---------------------</td>
<td>-------------------------</td>
<td>-----------------------</td>
<td>--------------------------------</td>
<td>----</td>
<td>----------</td>
<td>------------------</td>
</tr>
<tr>
<td>Illinois Valley</td>
<td>4,529</td>
<td>602</td>
<td>402</td>
<td>200</td>
<td>5</td>
<td></td>
<td>360</td>
</tr>
<tr>
<td>Spoon River</td>
<td>2,118</td>
<td>352</td>
<td>285</td>
<td>67</td>
<td>*</td>
<td></td>
<td>377</td>
</tr>
<tr>
<td>Rock Valley</td>
<td>8,659</td>
<td>1,410</td>
<td>1,149</td>
<td>261</td>
<td>*</td>
<td></td>
<td>919</td>
</tr>
<tr>
<td>Prairie State</td>
<td>5,854</td>
<td>1,508</td>
<td>668</td>
<td>840</td>
<td>7</td>
<td></td>
<td>1,305</td>
</tr>
<tr>
<td>Parkland</td>
<td>9,635</td>
<td>963</td>
<td>515</td>
<td>448</td>
<td>3</td>
<td></td>
<td>1,442</td>
</tr>
<tr>
<td>Morton</td>
<td>5,290</td>
<td>939</td>
<td>352</td>
<td>587</td>
<td>2</td>
<td></td>
<td>812</td>
</tr>
<tr>
<td>Joliet</td>
<td>16,288</td>
<td>3,857</td>
<td>1,930</td>
<td>1,927</td>
<td>31</td>
<td></td>
<td>3,924</td>
</tr>
<tr>
<td>McHenry</td>
<td>6,811</td>
<td>1,802</td>
<td>866</td>
<td>936</td>
<td>0</td>
<td></td>
<td>1,548</td>
</tr>
<tr>
<td>College of DuPage</td>
<td>27,083</td>
<td>4,211</td>
<td>1,483</td>
<td>2,728</td>
<td>26</td>
<td></td>
<td>5,058</td>
</tr>
<tr>
<td>Pending Aid</td>
<td></td>
<td>1,090</td>
<td>392</td>
<td>698</td>
<td>13</td>
<td></td>
<td>1,426</td>
</tr>
<tr>
<td>Southeast Illinois</td>
<td>2,951</td>
<td>198</td>
<td>137</td>
<td>61</td>
<td>0</td>
<td></td>
<td>150</td>
</tr>
<tr>
<td>South Suburban</td>
<td>7,279</td>
<td>1,037</td>
<td>502</td>
<td>535</td>
<td>11</td>
<td></td>
<td>919</td>
</tr>
<tr>
<td>Lake County</td>
<td>18,092</td>
<td>3,979</td>
<td>1,646</td>
<td>2,333</td>
<td>3</td>
<td></td>
<td>3,580</td>
</tr>
<tr>
<td>Pending Aid</td>
<td></td>
<td>241</td>
<td>98</td>
<td>143</td>
<td>0</td>
<td></td>
<td>251</td>
</tr>
<tr>
<td>Oakton</td>
<td>12,087</td>
<td>2,940</td>
<td>980</td>
<td>1,960</td>
<td>16</td>
<td></td>
<td>3,065</td>
</tr>
<tr>
<td>Lincoln Land</td>
<td>7,677</td>
<td>1,205</td>
<td>708</td>
<td>497</td>
<td>4</td>
<td></td>
<td>964</td>
</tr>
<tr>
<td>Harper</td>
<td>15,711</td>
<td>3,571</td>
<td>1,254</td>
<td>2,317</td>
<td>24</td>
<td></td>
<td>4,175</td>
</tr>
<tr>
<td>Pending Aid</td>
<td></td>
<td>4,919</td>
<td>1,568</td>
<td>3,351</td>
<td>13</td>
<td></td>
<td>5,818</td>
</tr>
<tr>
<td>Kishwaukee</td>
<td>4,735</td>
<td>750</td>
<td>389</td>
<td>361</td>
<td>7</td>
<td></td>
<td>668</td>
</tr>
<tr>
<td>Lake Land (Fall, 10)</td>
<td>7,945</td>
<td>24</td>
<td>12</td>
<td>12</td>
<td>0</td>
<td></td>
<td>22</td>
</tr>
<tr>
<td><strong>Totals 34</strong></td>
<td><strong>283,054</strong></td>
<td><strong>44,649</strong></td>
<td><strong>20,224</strong></td>
<td><strong>24,425</strong></td>
<td><strong>6</strong></td>
<td><strong>227</strong></td>
<td><strong>$44,913</strong></td>
</tr>
</tbody>
</table>

|                  |                     |                         | **45.3%**              | **54.7%**                      | **0.5%** |
NBS Three Pack

1. Actively Managed Payment Plan
2. Pending Aid Plan
3. Financial Aid Refunds
   - ACH Direct Deposit
   - Pre Paid Debit Card
   - Paper Check
1- Actively Managed Payment Plan

Enhance Student Success with CUSTOMER SERVICE!

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
- Interface with 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
- Multiple student payment options under one system
- Program focused options
- Pending Aid Option for students using Financial Aid
- Refund Option
Student Payment Policy

NBS offers three payment solutions to meet the needs of students and families:

**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.
2- Pending Aid Plan

• 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
3 - Financial Aid Refunds

• Citi issues 3 million cards per month
• Lower cost to student
• Easy to access Student Choices
  – ACH Direct Deposit
  – Paper Check
  – Prepaid Debit Card Option
• Great Customer Service!
• Easy access to Refund
Why Citi Prepaid?

- Issue 3 Million cards per month
- Lower cost to student
- Multi-lingual Customer Service **24X7X365**
- 26,000 **FEE FREE** ATMs around the US
- Free Access to funds
- Co Branding to maintain your image
- Nelnet implementation Team
Other Nelnet Services

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

Visit us at www.campuscommerce.com
What Questions Do You Have For Us?

It's not a dream... it's Starved Rock!
Our team looks forward to serving you!

www.campuscommerce.com
Thank you for your business!

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

Bob Gentile, Executive Vice President  
bob.gentile@nelnet.net  
800-270-2960

Let's work together!