Illinois Community College Chief Financial Officer’s Fall 2014 Meeting, October 15 through 17

Tuition Policy…The Driving Force Behind Improving Collections!
Thank You for Your Business!!

• The Numbers
• 33 Colleges using Actively Managed Payment Plan
• New IPEDS FTE Data by NCES
• Lets review your data integration requirements
• What ‘s New at Nelnet?
• Tuition Policy – The Driving force behind improving collections
# Illinois Community Colleges Using FACTS Tuition Management

Data as of September 22, 2002

<table>
<thead>
<tr>
<th>College</th>
<th>Students using FACTS</th>
<th>Students using E-Cashier</th>
<th>Opting for ACH</th>
<th>Opting for Credit Card</th>
<th>Accounts 30 Day +</th>
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To date: Carl Sandburg, John A. Logan, Illinois Valley are starting in 2003.
<table>
<thead>
<tr>
<th>Institution</th>
<th>2014 NCES Data</th>
<th>Students Using AMPP</th>
<th>Students Choosing ACH</th>
<th>Students Choosing Credit/Debit</th>
<th>30 Day +</th>
<th>Total Agmts In Dollars</th>
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</table>
What’s New at Nelnet?

• **PCI 3.0** is just around the corner, We will be reaching out to you very soon! Regular Scans of your network based upon your volume.

• *Promises-Promises* - NEW PLATFORM has arrived!
  – PeopleSoft Integration – 2014
  – Banner Integration - 2014
  – Datatel Integration – 2015
  – Pending Aid for Fall 2015

• Student CHOICE Refunds
  – ACH
  – Checks
  – Or Prepaid Debit Cards – Students Choice

• New …eCashier V4 Looks great

• Today - Datatel Colleague data integration - Review

• Payer Surveys Ask me if you want to participate

• Enhanced customer service with Social Media interaction
How can Nelnet help you?

Align Your

- Policies
- Process
- Communications
- Technology
  - Integration with your Student System
  - Security and
  - Compliance
What are the Hot Issues?

- Collections
- Title VI Returns
- Enrollment
- Funding New Programs
Dealing With Title IV AND Collections

- Align your Processes with your internal Policies
- Pending Aid might be a great fit here:
  - Students set up a ‘just in case’ account, just in case they do not receive 100% of the aid they anticipated or can’t pay off a balance.
  - Be Proactive - Rather than coming back to the Business or Financial Office mid-term to make payment arrangements, a deferred start plan could be established to activate on a set date as determined by you.
  - “Tell us how you are going to pay if Aid does not cover your balance”
  - Deferred Enrollment fee
  - No up-front down payment
  - Deferred First Payment to comply with your internal plan (after Aid is resolved)
How does it work

- You set the payment dates
- Uses Actively Managed Payment Plan Platform
- Best if used with firm ‘Drop’ Policy
- Requires data integration
- Communications
- Be Consistent Everywhere
Customer Service Drives Enrollment

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
• 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 - Authenticated
- Multiple student payment options under one system
- Program focused options
- Pending Aid Option for students using Financial Aid
Pending Aid – Features

- Unpaid student is directed to Payment Plan or Pending Aid PRIOR to the start of class

- A Pending Aid Student is **NOT** charged enrollment fee unless their balance is not resolved by first pending aid payment plan (this is preset by institution)

- ‘Deferred’ Payment plan start date is preset and communicated clearly so there are no surprises for students!

- NBS Notifies the student if their P/A agreement balance or payment changes based upon your balance upload process.
Consistent Policy

Full Pay Policy:

**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.
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 30% to 40% of your Title IV Returns
What does it look like?

✓ Just like your regular eCashier
✓ Integration automatically directs students to the correct Plan based on your criteria.
Mountain Peak University

Review of Student Accounts for Ima Student

Student ID: 123456789
e-Mail: john.edwards@nelnet.net

Expenses:
Tuition $1,750.00
Fees $0.00
Lab Fees $0.00

Credits:
Scholarships $500.00
Grants $0.00
Financial Aid $0.00
Loans $0.00

Pending Aid Student: eCashier

NON-Aid Student: eCashier
NBS e-Cashier Automatic Payment Program
Welcome to Mountain Peak University e-Cashier.

To protect your personal information, this screen will close automatically in 10 minutes.

Welcome! Mountain Peak University is pleased to offer NBS e-Cashier. Through e-Cashier you will be able to:

- Arrange for monthly payments
- Make a down payment IMMEDIATELY and arrange for monthly payments
- Pay in full IMMEDIATELY

You will be able to make payment(s) by:

- Automatic Payments from your Checking or Savings account
- Credit Card

The nonrefundable enrollment fee to budget payment(s) is:

- $25.00 per Semester
- $2.00 for Full Payment (Payment PROCESSED IMMEDIATELY)

Do you want to select a monthly payment plan or a deferred payment plan?

- [ ] Monthly
- [ ] Deferred

The monthly option offers you the ability to begin making monthly payments right away. This option may be preferred if you are not expecting full financial aid or you may elect to pay in full.

Check this box if you are expecting financial aid and wish to sign up for a deferred payment plan.

Do not use your browser’s “Back” button to navigate in e-Cashier. Doing so may cause your transactions to be submitted incorrectly.

Proceed
Benefits of Pending Aid to the School

- Increase **control** over financial aid shortfalls
- Help to improve retention
- Provide a service to students and families
- Real-time access to reports
- NO MORE chasing students with financial aid shortfalls!!!
Benefits to the Students

- Ability to defer payment
- Ability to set up a budgeted payment plan
- On-line access to their payment balance
- Notification when a change is made to their balance
We appreciate your business!

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