



IN THIS ISSUE

- ⇒ New TSAC Board Members Appointed 1
- ⇒ Note of Appreciation 2
- ⇒ Two New Committee Appointments at TSAC 2
- ⇒ 2010-2011 TSAC Financial Aid Brochure 3
- ⇒ TSAC Loan Administration Division Update 4
- ⇒ College Goal Sunday Sites 5

New TSAC Board Members Appointed

Governor Bredesen has appointed two new TSAC Board members: Will Pinkston and SimmieRay Dinkins.

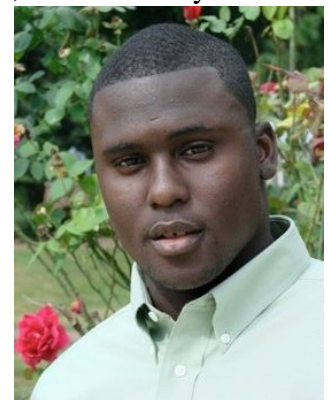
Will Pinkston is managing director of the State Collaborative on Reforming Education (SCORE). In that role, he leads advocacy efforts for the non-profit non-partisan education-reform group chaired by former U.S. Senate Majority Leader Bill Frist.

Previously, Pinkston served as senior advisor to Gov. Phil Bredesen, helping steer communications around successful education projects including Tennessee's winning bid in the federal Race to the Top competition and passage of the landmark Complete College Tennessee Act of 2010. Pinkston assisted in the 2004 launch of the Tennessee Lottery to fund college scholarships. A Nashville native, Pinkston earned a bachelor's degree from the University of Tennessee, with the help of state and federal financial aid.



SimmieRay Dinkins will serve as the student representative to the TSAC Board of Directors. He enrolled at LeMoyne-Owen College in 2008. He is a junior double majoring in Humanities with a concentration in Religion and Philosophy and Political Science and plans to attend graduate school to obtain a law degree and a Ph.D. of Religion. His career goals are to become a U.S. Senator or non-profit CEO.

Mr. Dinkins is active in his school by serving as Prime Minister of the Debate Team, President of the Gospel Choir, Mr. Sophomore, and is currently serving as President of the LOC NAACP, President of The Beta Mu Chapter of Kappa Alpha Psi Fraternity, Inc., and Mr. LeMoyne-Owen College 2010-2011. In addition, he has received the TN Youth Achievement Award, Honorary Tennessee Award, and Honorary Doctorate of Divinity.



Note of Appreciation



In July, we received the following note of appreciation from Larissa R. Hofstra. She is a recent high school graduate who will be attending a public university here in Tennessee in August. Ms. Hofstra writes:

Dear Director of the TN Student Assistance Corporation,

Thank you so much for the \$4,000 HOPE Lottery Scholarship! I have been praying that God would provide the finances that I need for college. You are an answer to my prayer. Thank you for your generosity. I pray that God blesses you immensely. Here is a picture of me after my graduation. Thank you for helping me pursue my dreams.

Sincerely,

Larissa R. Hofstra

Two New Committee Appointments at TSAC

Congratulations to Stephanie Aylor, who was recently named *Common Manual* Policy Committee Chair. Stephanie has been an active member of the Committee for 6 years.

The Governing Board of the *Common Manual*, Unified Student Loan Policy is comprised of the guaranty agencies around the country. Guarantors continue to take the next needed steps to keep the *Common Manual* as a productive reference tool for use of school, lenders and Guaranty Agencies. The next step under consideration is to add Direct Loan links and information to the *Common Manual* so as to continue to serve our partners in the student financial aid arena.



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Congratulations also goes out to Jane Pennington. She has been named to the NCHELP Strategic Planning Committee for 2010-11. The Committee is challenged with the task of making recommendations to the NCHELP Board which will reflect the changing needs of the NCHELP member organization as dictated by the provisions in the Health Care and Education Reconciliation Act of 2010. The Committee will also revise the NCHELP goals and priorities consistent with the shifting requirements of the membership.

Founded in 1965, the National Council of Higher Education Loan Programs is a national association comprised of guaranty agencies, secondary markets, lenders, loan servicers, collection agencies, schools, and other organizations involved in the administration of the Federal Family Education Loan Program (FFELP).



# TSAC Loan Administration Division Update

**A**s I turn the page in the calendar, I realize we've operated an entire month in the new world of loans. However, the one constant that seems to remain is borrower confusion. As an agency working to decrease the default rate, information and communication with borrowers is one step towards that goal.

The Health Care and Education Reconciliation Act of 2010 received an abundance of media coverage, but do the students and former students understand what has happened to their existing loans? We all know that new federal loans are processed under the William D. Ford Direct Loan program, and that previous FFEL loans remain FFEL loans, even if the loans are PUT or sold to the Department. While FFEL or Direct loans have similar repayment guidelines, they are different.

What do the borrowers understand about this change? A recent comment from a borrower in repayment is the motivation for this article. The FFEL borrower thought that since loans are now Direct loans; his old, existing loans became Direct loans. The borrower was not paying the loan holder and was waiting for information to arrive from the Direct loan folks on how to pay. Did the borrower really not understand the process, or was this a guise at not paying? Either way, providing borrowers with clear information on loan repayment (i.e. who has the loan, and how to contact the loan holder if they are confused or have questions), will help the fight in reducing default rates. Following are some contacts that may be helpful to you and your students.

And, as always, if you need us to assist with clarification to students, please feel free to email or call us.



Jane Pennington  
Associate Executive Director

## **National Student Loan Data System (NSLDS)**

Web site: [http://www.nsls.ed.gov/nsls\\_SA/](http://www.nsls.ed.gov/nsls_SA/)

Borrower may call 1.800.433.3243 if they have questions on the loan data.

Hours: Monday - Friday 8:00 a.m. - Midnight (Eastern), Saturday 9:00 a.m. - 6:00 p.m. (Eastern)

Email: [Studentaid@ed.gov](mailto:Studentaid@ed.gov)

*Federal Family Education Loan (FFEL) sold or PUT to U.S. Department of Education*

## **FedLoan Servicing (PHEAA)**

NSLDS Information: Dept of ED/Loan Servicing (PHEAA)

Phone: 1.800.699.2908, Web: [www.myfedloan.org](http://www.myfedloan.org)

Questions: Submit through Contact link on the Web site

## **Great Lakes Educational Loan Services**

NSLDS Information: Dept of ED/Great Lakes

Phone: 1.800.236.4300, Web: [www.mygreatlakes.org](http://www.mygreatlakes.org)

Questions: Submit through Contact Us link on the Web site.

Or E-mail: [borrowers@mygreatlakes.org](mailto:borrowers@mygreatlakes.org)

## **Nelnet, Inc.**

NSLDS Information: Dept of ED/Nelnet

Phone: 1.888.486.4722, Web: [www.nelnet.com](http://www.nelnet.com)

Questions: Submit through Contact Us link on the Web site

## **Sallie Mae**

NSLDS Information: Dept of ED/Sallie Mae

Phone: 1.800.722.1300, Web: [www.salliemae.com](http://www.salliemae.com)

**NSLDS STUDENT ACCESS**  
National Student Loan Data System



# College Goal Sunday Sites

**W**e are excited to announce that we will have two dates for College Goal Sunday in 2011 (January 30th and February 13th). If you've been thinking about ways that you can encourage students to complete the FAFSA earlier, then hosting a College Goal Sunday event may be just right for your institution. New sites are always needed!

What is needed to be a CGS site? A location with one large room and possible access to two smaller rooms for breakout sessions, adequate parking, computer lab with internet access, and an area for registration is needed.

What do we provide? We provide marketing materials such as brochures and posters, banners, directional signs, backpacks, pens, pads and other materials as needed to make your event successful. Volunteers, students and parents are able to register online.

If you are interested in being a CGS site on either day, please contact Karen Myers ([karen.myers@tn.gov](mailto:karen.myers@tn.gov)) 615.253.7473 or Darolyn Porter ([darolyn.porter@tn.gov](mailto:darolyn.porter@tn.gov)) 615.253.7472.

