



# KHEAA ADVISOR

SIMPLIFYING THE PROCESS

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## BENEFITS

### Immediate Repayment

**Plan:** NO fees, fixed rate as low as 3.55% with auto pay (3.72 % APR\*)

### Interest Only Plan:

NO fees, fixed rate as low as 3.55% with auto pay (3.72 % APR\*), full repayment begins 6 months after student is no longer half-time status

### Postponed Repayment

**Plan:** NO fees, fixed rate as low as 5.19% (5.29% APR\*)

Contact your marketing representative at  
888.678.4625  
[marketing@kheaa.com](mailto:marketing@kheaa.com)

# ADVANTAGE EDUCATION LOANS

## Advantage Student Loan:

The Advantage Student Loan is a great option if additional money for college is needed. To qualify, the borrower must: be enrolled at an eligible school, be the age of majority at the time of application based on student's state of permanent residence, be a U.S. citizen or non-citizen with proof of residency card, and have an acceptable income and credit history or an approved cosigner.

## Advantage Parent Loan:

The Advantage Parent Loan is a great option for parents of undergraduate and graduate students who need additional money for college. To qualify, the parent must: be the parent or stepparent of an eligible student, be a U.S. citizen or non-citizen with proof of residency card, and have an acceptable income and credit history or an approved cosigner.

# ADVANTAGE REFINANCE LOANS

The Advantage Refinance Loan is one of the few loans in the nation that allows consolidation for both private and federal education loans into one convenient loan.

- Fixed interest rates as low as 3.49% with auto pay (3.51% APR)
- 0.5% Interest rate reduction for using our auto pay service
- NO FEES!
- Flexible terms of 10, 15, 20, or 25 years

\* APRs are based on a freshman borrower with excellent credit and a \$10,000 loan with a 10-year term.

To find more information on our loans visit  
[AdvantageEducationLoan.com](http://AdvantageEducationLoan.com)



## COHORT DEFAULT MANAGEMENT

Our [Cohort Default Management Service](#) consists of three services to choose from to work with your student borrowers.

- Early Intervention Services – reaches out to your students who have recently separated or dropped below half-time status to ensure they have all the information needed to be prepared for repayment. For those students who have withdrawn, we try to determine the reason and encourage them to re enroll.
- Default Prevention – contacts all students in your cohort and counsels them on their repayment, deferment and forbearance options. Getting the borrower into successful repayment terms is the main objective of this service.
- Student Transition Service – provides customized email messages and videos geared to students at critical times during their college careers. Messages focus on Freshmen Year 101, Academics, Campus Life, and Financial Literacy/Money Management.

*Thank you for all the hard work you all do for us. I don't know what we would do without you!*

– Sandy S. Power, Director of Financial Aid at Maysville Community and Technical College

# KHEAA Verify

KHEAA is proud to offer [KHEAA Verify](#), an electronic verification service that conducts your student verification needs quickly and easily.

Our team of experts will become a virtual extension of your office without the expense and time of hiring and training new staff.

Benefits of using KHEAA Verify as your institution's verification service are:

- Electronic process
- Online archival of verification forms and processes
- Reduced workload for you and your staff
- Increased efficiency and productivity
- Lower administration costs
- Compliance with federal regulations
- Personalized customer service
- Verification conducted by experienced staff
- Inexpensive
- Easy to use

Contact us — we can help!  
888.678.4625  
[marketing@kheaa.com](mailto:marketing@kheaa.com)



*Using KHEAA for all our verification processing at BSC allowed us to free up personnel in our office to better focus on other areas that needed our attention.*

*The improvements in processing were wonderful. Our office became more efficient and focused, and provided improved service to our customers.*

*When I transitioned to VMI, I again sought the verification services that KHEAA provides. I look forward to working with KHEAA in the future.*

— Brian Quisenberry, Financial Aid Director,  
Virginia Military Institute

# School Highlight



Michelle Standridge  
Director of Financial Aid  
Spalding University - 8.5 years

I chose financial aid because nine years ago my husband became disabled. I had been a stay-at-home mom for many years and needed to get back in the workforce. My brother-in-law worked at Spalding and said “give it a chance” and I haven’t looked back. I was told very early on that if you stay in financial aid more than six months you are a lifer...here I am. I love that every day is different and I love the small school environment where I get to know the students on a personal level and can be part of their accomplishments.

The accomplishment that I am most proud of is completing my master’s degree last year. When I started at Spalding, I decided to take a few classes since they were part of my benefits. I enjoyed them enough to

complete a second bachelor’s degree as well as a master’s.

Besides being the Financial Aid Director at Spalding University, I belong to Louisville Turners, where I am the treasurer for the annual Circus. Our Circus has been around for over 70 years and has grown and changed to a very Cirque environment with fabric silks and aerial arts...not the elephants and shooting people from cannons. I participated in the Circus until I started college and now I coach alongside my 18-year old daughter, who also performs.

I spend my free time with my family. I have three kids (all teenagers) and three dogs, so there’s always something fun going on. If the weather is nice, the boys and I like to geocache or you can find me at the gym working with the Circus equipment.

# Student question from the EFC #CollegeSuccess Twitter Chat: Understanding the FAFSA

**Q:** Will a student need parent information to file the FAFSA? What if parents are divorced? Remarried?

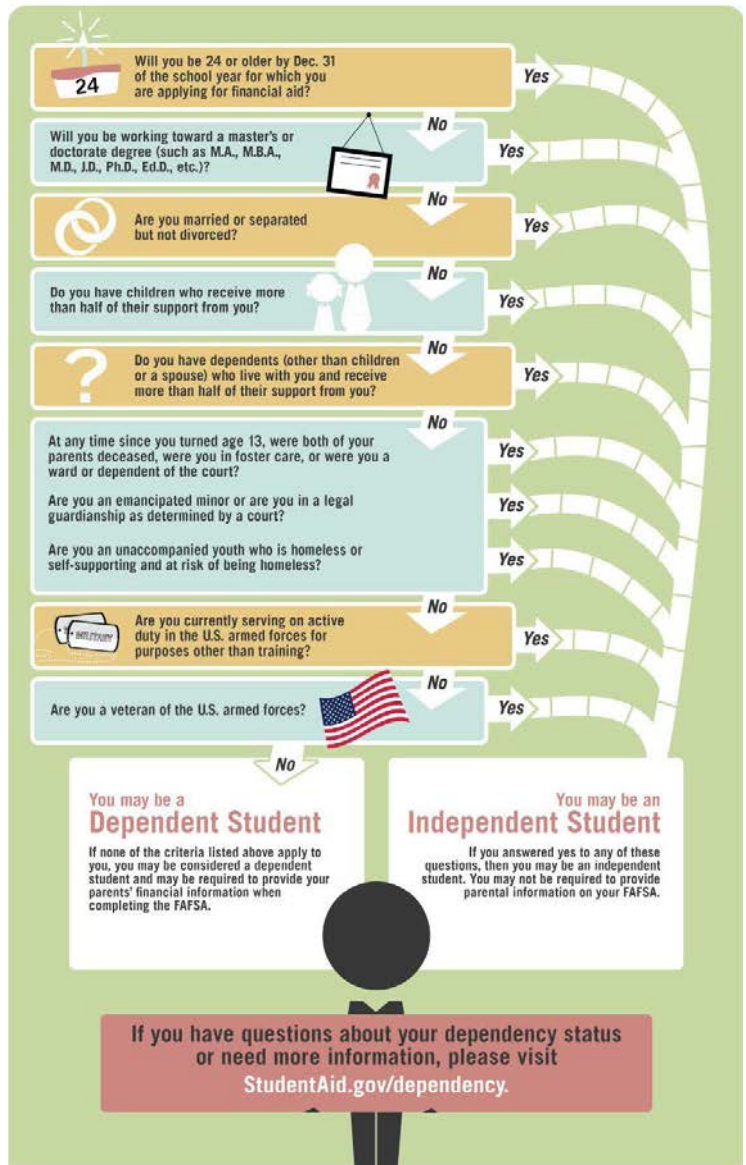
**A:** Yes, students who don't meet the FAFSA definition for independent status will need parent information on the FAFSA. When divorced, the parent with whom the child lives most of the year will be listed on the FAFSA.

There are times when a student appears to be dependent but has extreme circumstances and should contact financial aid. For most high school seniors and college students, parental info is needed. Follow the flowchart to find out more.



## Do I Have to Provide My Parents' Information on the Free Application for Federal Student Aid (FAFSA<sup>SM</sup>)?

All applicants for federal student aid are considered either "independent" or "dependent." Dependent students are required to include information about their parents on the FAFSA. By answering a few questions, you can get a good idea of which category you fit into.





## Would you like a short review of SAP with special emphasis on Academic Plans?

Watch FSA's short 19-minute video providing an overview of the key Satisfactory Academic Progress components:

- SAP evaluation points
- Warnings
- Probation
- Appeals
- Academic Plans with challenge questions

To access the training session, login to [FSA E-Training](#), then select these options in order:

- “Training by Topics” from the main menu bar
- “Quick Takes” from the drop down menu
- “Quick Takes” menu icon
- “SAP: Academic Plans”

Or click this [direct link](#) once logged in.

## Need training on Subsidized Usage Limit Applies [SULA] ?

This 15-minute Quick Takes video will provide training on the requirements as mandated by PL 112-141. The Quick Takes videos listed below are related to this topic and will be available in the near future:

- The 150% Web Page
- Misreported Published Program Lengths
- Tracking Loss of Subsidy
- Update Loan Procedures for Clean SULA Processing

To access the training session, click this [direct link](#) once logged in.



## Upcoming 2017-18 Online Courses

*The National Association of Student Financial Aid Administrators (NASFAA) provides [NASFAA U](#) — an educational program offering professional development for financial aid administrators.*

### Cash Management

February 21, 2018 — This NASFAA U course will provide you with an overall understanding of the complex world of cash management in Title IV program administration.

### Administrative Capability

March 6, 2018 — This NASFAA U course focuses on the administrative capability provisions and examines what a school should do to demonstrate its continued compliance as a participant in the Title IV programs.

### Need Analysis & Professional Judgment

April 3, 2018 — This course will provide the learner with an understanding of the calculation of the Expected Family Contribution (EFC), as well as a comprehensive review of the concept of professional judgment.



## PROTECTING YOURSELF ONLINE

**Phishing** is the attempt to obtain sensitive information such as usernames, passwords, and credit card details (and, indirectly, money), often for malicious reasons. A person could arrive at the fake URL's website.

Phishing is typically carried out by email spoofing or instant messaging and it often directs users to enter personal information at a fake website, the look and feel of which are identical to the legitimate one and the only difference is the URL of the website in concern. Communications purporting to be from social web sites, auction sites, banks, online payment processors or IT administrators are often used to lure victims. Phishing emails may contain links to websites that are infected with malware.



**Typosquatting** relies on mistakes such as typos made by Internet users when inputting a website address into a web browser. Should a user accidentally enter an incorrect website address, they may be led to any URL (including an alternative website owned by a cybersquatter).

The typosquatter's URL will usually be similar to the victim site address.

Example – using “example.com”

- A common misspelling, of the intended site: `exmple.com`
- A misspelling based on typos: `examlpe.com`
- A differently phrased domain name: `examples.com`
- A different top-level domain: `example.org`
- An abuse of the Country Code Top-Level Domain: `example.cm`, `example.co`

# Outreach Changes

*KHEAA has outreach staff who work in 13 regions of Kentucky. Our outreach services are available year-round to provide free college planning and financial aid assistance.*

## MANAGEMENT



**KIM DOLAN**  
*Director of Outreach Services*



**SUMMER GORTNEY**  
*Assistant Director of Outreach Services*



**KEITH RITCHIE**  
*Kentucky College Coaches Program Advisor*

## FIELD STAFF



**BRANDON BROWN**  
*Eastern Kentucky Outreach Counselor*

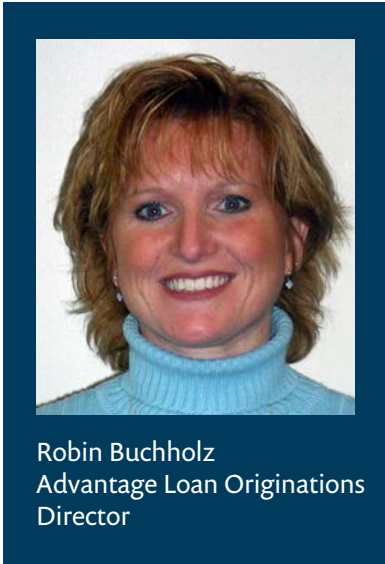


**CHASE DURRANCE**  
*Far Western Kentucky Outreach Counselor*



**JR THOMPSON**  
*South Central Kentucky Outreach Counselor*

# Staff Highlight



As the Advantage Loan Originations Director, Robin's responsibilities include oversight of the origination and development of the Advantage Education Loan program. She was involved with the launch of the Advantage Education Loan for students,

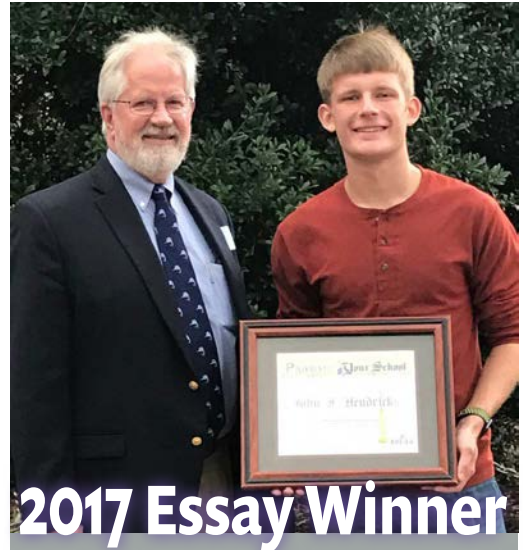
the Advantage Education Loan for parents, and the most recent Advantage Refinance Loan program.

Robin joined KHEAA/KHESLC in September 1989.

In her 28 years with KHEAA/KHESLC Robin has moved up in the ranks and held several positions. Robin's initial position was as a clerk in the KHESLC Servicing department. She later moved into administrative, supervisory and management roles within the Guarantee Services Branch.

Robin is very active in the Kentucky Association for Financial Aid Administrators (KASFAA). She has served on numerous committees, chaired several committees (Conference Program, Membership, NASFAA Annual Training, and Support Staff Workshop), and has served as the Agency Representative and Vice President of Training on the KASFAA Executive Board. Additionally, she has served as a member of multiple National Council of Higher Education Resources committees and workgroups.

Robin can be contacted at [rbuchholz@kheaa.com](mailto:rbuchholz@kheaa.com) or 502.696.7240.

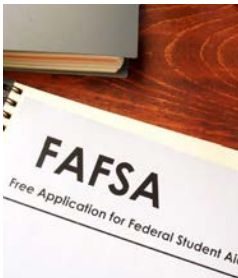


John Hendricks, a junior at Logan County High School, is the winner of the 2017 KHEAA Promote Your School scholarship essay contest.

# FAFSA DRT changes

The IRS Data Retrieval Tool (DRT) lets students and parents transfer tax return information, needed for the FAFSA, directly from the IRS website. This gives students an easy way to provide accurate tax information on their FAFSA, eliminating the need to provide a copy of parents' tax returns.

Security measures have been updated to address concerns raised by the IRS earlier this year. The updates will not let users see the tax data transferred from the IRS to FAFSA. After the DRT is finished, students will get a confirmation message telling them the information was successfully transferred.



Transferred tax information will also not be visible on the Student Aid Report (SAR). Students will instead see the words “Transferred from the IRS” in the data entry fields on the FAFSA and SAR.

With those changes in place, students and parents are likely to have questions about how and whether they should continue to use the DRT. Here are a few important points to keep in mind when speaking with applicants who have questions:

- Know the background of how and why the DRT went down in the first place. You should be able to explain to students and parents that the tool was temporarily suspended due to security concerns, and that these new changes were implemented to address data security. The changes are not intended to make things more difficult, but to better protect applicants' sensitive information.
- While using the tool is optional, it's still a more streamlined way to provide data needed for the FAFSA application. It pulls information directly from the IRS, so manual entry errors are eliminated.
- Families may be wondering how to verify that their tax information is correct, especially since they cannot see the data. Assure them the information comes directly from what they filed with the IRS. If they are satisfied they filed their tax return correctly, they should be comfortable with what is now on the FAFSA.
- Tell families that using the DRT can save time on the back end if they are selected for verification. If they have to provide documentation of tax information to the school, it will be less time-consuming with the DRT. Without it, manually reviewing that information can slow the process.

# Publications



## COLLEGE PLANNING

KHEAA and KHESLC provide a wide variety of publications to help you and your students. Most publications can be ordered from our website, although some are online versions only. The items above can be ordered [here](#).



## ADVANTAGE LOANS & KHEAA SERVICES

Advantage Education Loan brochures and flyers can be ordered [here](#). To order KHEAA Services brochures, wall calendars and any other publication, contact your KHEAA or KHESLC marketing representative or email [Publications@kheaa.com](mailto:Publications@kheaa.com).

## Stay Connected

Get financial aid, scholarship and money tips for you and your students!



Like us! Follow us!

[facebook.com/kheaa](https://facebook.com/kheaa)  
[facebook.com/kheslc](https://facebook.com/kheslc)  
[@kheaa](https://www.twitter.com)  
[@kheslc](https://www.twitter.com)

## Quarterly Quote

“The mark of higher education isn't the knowledge you accumulate in your head. It's the skills you gain about how to learn.” - Adam Grant

## Your Opinion Matters

Do you have a subject you would like to see addressed in the KHEAA Advisor? Someone you would like to see in the School Highlight? If so, please send your suggestions to Meredith Geraci at [mgeraci@kheaa.com](mailto:mgeraci@kheaa.com).

## Mark Your Calendar

February 11–14	<a href="#">SASFAA</a> Annual Conference Alexandria, VA
March 14–16	<a href="#">NJASFAA</a> Conference—Atlantic City, NJ
March 21–23	<a href="#">MASFAA</a> Conference—Great Falls, MT
March 26–28	<a href="#">AASFAA</a> Conference—Orange Beach, AL
March 26–28	<a href="#">SCASFAA</a> Conference—Hilton Head, SC
March 30	KHEAA/KHESLC/KAPT closed half day for Good Friday
April 5–6	<a href="#">KASFAA</a> Conference—Overland Park, KS
April 8–10	<a href="#">NCASFAA</a> Conference Wrightsville Beach, NC
April 11–13	<a href="#">OASFAA</a> Conference—Midwest City, OK
April 18–20	<a href="#">KASFAA</a> Conference—Louisville, KY
April 22–25	<a href="#">TASFAA</a> Conference—Murfreesboro, TN
April 28–May 1	<a href="#">AACC</a> Annual Convention—Dallas, TX
April 29–May 2	<a href="#">VASFAA</a> Conference—Norfolk, VA
April 30–May 2	<a href="#">SDASFAA</a> Conference—Huron, SD
May 2–4	<a href="#">CAFAA</a> Conference—Blackhawk, CO
May 6–9	<a href="#">EASFAA</a> Conference—Bolton Landing, NY
May 28	KHEAA/KHESLC/KAPT closed for Memorial Day
May 29–June 1	<a href="#">FASFAA</a> Conference—Naples, FL
June 13–15	<a href="#">MASFAA</a> Conference (Mississippi)
June 24–27	<a href="#">NASFAA</a> Conference—Austin, TX

More events can be found on the websites for [NASFAA](#) and [NACAC](#).