



# National Student Loan Clearinghouse

THE INDUSTRY SOLUTION FOR DEGREE & ENROLLMENT VERIFICATION

## Clearinghouse Handles Credit Card Company Calls With Ease

**A**ttention registrars: How do you stop credit card companies from calling you to verify student enrollment? It's easy!

Step #1: Sign a contract amendment authorizing the Clearinghouse to act as your agent in verifying student enrollment for non-student loan purposes. The Amendment is available on our Web site.

Step #2: "Just Say No" to credit card company phone calls. Simply instruct those companies to contact the Clearinghouse by phone, fax or through our interactive Web site to verify a student's enrollment.

"Quite frankly, we can provide better service to credit card companies and students alike when their requests are handled directly through the Clearinghouse," said David Yeh, registrar at Cornell University. "Since we began telling them to contact the Clearinghouse to obtain their enrollment verifications, they've stopped calling us."

Yeh is one of ten registrars who have been working with the Clearinghouse during the last six months to develop and pilot the new Enrollment Verification

Service. Yeh already provides the Clearinghouse with current enrollment information, so he did not have to do any extra work to use the service.

"Credit card companies who are directed to the Clearinghouse for enrollment verifications immediately substitute us as their key contact for future verifications," explained Darrell Pierre, manager of Clearinghouse customer service. "We have the enrollment data, so it's easy for us to confirm the information students provide on their credit card application."

Some financial aid officers have expressed concern about potential student credit card debt and offer counseling services. To aid in this process, the Clearinghouse can provide schools with a list of students whose enrollment has been confirmed with credit card companies.

The Clearinghouse's Enrollment Verification Service is free to schools. Credit card companies pay a nominal fee to cover expenses. For more details about this new service visit our Web site.

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## See You at NASFAA in Washington, D.C.

**N**ASFAA Conference attendees are invited to participate in our third annual "Users Group Meeting at NASFAA," Sunday, July 9 from 9:30 - 11:30 a.m. The meeting will be held in the Delaware B room of the Marriott Wardman Park.

A variety of topics will be highlighted this year, including the Clearinghouse's new Degree Verification Service, EnrollmentSearch and Web site features. We will also discuss how to report enrollment infor-

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# Award-Winning Paper Analyzes Student Transfer-Out Behavior

## Institutional Research Based on Clearinghouse Data

To enhance school retention rates, academic researchers must differentiate between students who stop-out and discontinue their education completely and those who transfer to another school, concluded a study by Dr. Steven Porter, the evaluation researcher at the School of Nursing, University of Maryland, Baltimore. The study, "Including Transfer-out Behavior in Retention Models Using the NSLC EnrollmentSearch Data," won the Best Paper award at the annual meeting of the Northeast Association of Institutional Research.

In studying fall 1996 enrollment outcomes for first time, full-time, degree-seeking freshmen at the University of Maryland, College Park, Porter learned that nearly 13 percent of students did not return after one year. By using EnrollmentSearch<sup>SM</sup> data from the Clearinghouse, Porter was then able to determine that 40 percent of those non-returning students had transferred to another academic institution. The EnrollmentSearch database allows researchers to

determine which of their students have transferred, identify the name and FICE number of the transfer institution and learn when the student first enrolled in the school.

"By combining the NSLC data with college and university databases, researchers can analyze student retention in ways that were previously impossible," Porter said. "This kind of data will help institutions more effectively invest their resources for enhancing retention rates."

By using a regression model, Porter was able to calculate probabilities of enrolling, stopping out and transferring according to several independent variables, including:

- The GPA level of the school;
- On versus off campus residency;
- Enrollment in honors programs;
- Timeliness of application;
- Unmet financial need;

- First generation college status; and
- State of residency.

The study concludes that enrollment managers can use the knowledge gained through such predictive modeling, which includes transfer-out data, to more effectively allocate retention efforts and resources among students who have the highest need and/or best potential for success.

"Traditional studies have combined the transfer and stop-out choices together due to a lack of information," Dr. Porter reported to the Association. "The National Student Loan Clearinghouse has developed a transfer student database that will revolutionize the study of post-secondary student behavior."

Copies of Dr. Porter's study are available at <http://parsons.umaryland.edu/~porter/papers/NEAIR99.PDF>. Information on EnrollmentSearch is available on the Clearinghouse Web site, or by calling customer service.

## NASFAA in Washington

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mation on students who are simultaneously attending different schools. A question and answer period is planned.

If you wish to attend, please e-mail [usersgroup@nslc.org](mailto:usersgroup@nslc.org) and include your name, title, school name and address. If there are specific topics you would like addressed, please include them in

your reply. You may also fax replies to (703) 742-4239.

If you cannot attend our Users Group meeting, an Interest Session that will provide a general overview of the Clearinghouse and its services is scheduled for Monday, July 10, from 9:00 – 10:15 a.m. RSVPs are not necessary for this session — just check

your conference program for the room location.

Representatives from the Clearinghouse will also be exhibiting at the NASFAA conference, so stop by and visit us at booth #615.

See you in D.C.!

# Board Profile

The Clearinghouse is proud to introduce Tom Babel, the newest member of our board of directors.

Babel, who was recommended by NASFAA, was elected to a three-year term on the Clearinghouse board of directors that begins in July. Tom is corporate director of student finance for DeVry University system, which includes the DeVry Institutes of Technology, Denver Technical College and Keller Graduate School of Management. DeVry schools offer associate, baccalaureate and master's degrees in business and technology programs in 15 states and two provinces. Current enrollment is approximately 50,000 students.

Babel has a wealth of experience in student finance, having played a leadership role at DeVry for 16 years. From 1997-99, he was chair of Project EASI, a national cooperative effort by higher education institutions, commercial enterprises and government to transform financial aid delivery systems. Babel also served on several advisory boards in the student loan community and is widely known and respected in the field of student financial aid.

"I am honored at the opportunity to put my knowledge to work as a Clearinghouse director. The Clear-

inghouse is one example of how all participants in higher education successfully came together to change the enrollment verification and deferment process, making it easier and more effective for students, schools, lenders, government and others to participate in student loan programs," Babel said.

"I am looking forward to providing direction on several new initiatives, including the tracking of students' simultaneous enrollment in multiple institutions. With the growth in distance education looming, financial aid officers and others on college campuses must have ready access to this information," he added. "To help the Clearinghouse fund these kinds of service enhancements, I want to encourage as many of my fellow financial aid directors as possible to use its services."

Babel earned his bachelor's degree from Wabash College and his MBA from Keller Graduate School of Management. He lives in Batavia, IL with his wife, Rebecca, and six children.

Next Month's Profile: Bill Haid, executive director of enrollment services, Colorado State University.

## Degree Verification Service Begins Operations

If verification of degrees were so simple and inexpensive for employers that they always validated an applicant's credentials, degree fraud would be eliminated.

If employers never called a school's Registrar Office to verify degree credentials, those offices would be more efficient.

And if degree verification could be done, free of cost to schools, well that would be the proverbial icing on the cake.

These are the goals set forth by the Registrar Advisory Council in March. At the annual AACRAO conference this spring, the Clearinghouse unveiled its latest effort to meet these goals: the Degree Verification Service.

"The Clearinghouse has offered enrollment verification services for the last seven years and the degree verification solution is a logical and important extension of their expertise," said Jeff Tanner, associate dean for admis-

sions and records at Brigham Young University and chairman of the Clearinghouse's Operations and Government Relations Committee.

Since the Clearinghouse announced the Degree Verification Service, more than 90 schools have agreed to be "early adopters." These schools are appointing the Clearinghouse as their degree verification agent, providing an extract of their computerized degree records and directing employers to contact the Clearinghouse to obtain degree confirmations.

"We have received several test files from schools and expect to go live with the 90 plus early adopters throughout the next three months. Once we receive a school's file, it should only take a week to begin taking employer phone calls," said Donna Knauff, Clearinghouse AVP of school relations.

The Clearinghouse used its existing systems and processes for collecting

student enrollment data to develop a means for managing student degree records. It also developed edit programs to screen incoming degree data to insure that it is correct, developed database and loading programs to securely store the data, and has a password-protected Web site that allows employers to conduct self-service degree verifications anytime.

The next step is to complete the software that displays degree data for the Clearinghouse's customer service representatives who speak with employers.

If you would like to join the ranks of Registrars who are "early adopters" of the Degree Verification Service, or are interested in profiles of current users, contact a Clearinghouse regional director. We fully expect to deliver a breakthrough system that lives up to our reputation for responsive service and the protection of student records.

# LoanLocator<sup>SM</sup>

## Proves To Be a Valuable Resource For Financial Aid Offices

It's free, Web-based and easy to use. It helps students find up-to-date information on their loan providers. It offers financial aid officers a new tool for exit and entrance counseling and it's been met with rave reviews.

It's LoanLocator, a new Clearinghouse service designed to help students track their education loans, a task that can often be confusing as loans get sold and reassigned to different servicing companies. More than 35 million borrower accounts are represented on LoanLocator, making it a comprehensive listing of information from the nation's guarantee agencies and loan servicers.

Introduced this spring by the Clearinghouse, LoanLocator has been used extensively during exit counseling. The LoanLocator portion of our Web site has been accessed nearly 20,000 times since the launch.

LoanLocator is easy to use. Available through the Clearinghouse's Web site, students simply enter their Social Security numbers and dates of birth, and within seconds receive their loan provider's names, customer service numbers and Web links. Personal identification numbers and passwords are not required.

Brad Hendricks, financial aid advisor at University of California, San Francisco inserted LoanLocator flyers in more



than 500 exit interview packets and plans to distribute more during entrance interviews.

"There is really no good excuse for delinquency, because loan information is so readily available to students," Hendricks said. "I make those students who do come in with questions use our Web site, which has a link to LoanLocator." Hendricks also encourages student loan borrowers to call their lenders to introduce themselves.

Many other schools, including Central Missouri State University have a LoanLocator link on the financial aid section of their Web sites. "Students are relieved that PINs are not required to access the loan information because they have a lot of other things on their mind this time of year. It's just one less thing to remember," said Anna Fligge, Student Loan Coordinator at CMSU. Fligge also inserted the LoanLocator flyer into exit interview packets, and has it displayed on the office bulletin board. "It's a nice design, very eye catching to students."

LoanLocator flyers are available to schools at cost. Individuals interested in obtaining a supply should call us or send an e-mail to [service@nslc.org](mailto:service@nslc.org). Flyers will also be available at the Clearinghouse booth at NASFAA, #615.

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