



# Business Partners Services Directory

Florida Association of Student Financial Aid Administrators

Second Edition

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## **FASFAA President's Message**

Dear FASFAA Members and Colleagues,

Welcome to our new Business Partner Service Directory! This directory is designed to provide you, our members with an invaluable resource highlighting the many services our business partners have to offer. Inside you will find staffing outsourcing, default management, financial literacy, private loans, scholarships, verification outsourcing, call center support and so much more!

When you receive that call or email from a business partner, please take a moment and have a word with them. You may discover an opportunity to improve your service to students and deliver financial aid in a way you would have never considered before with their help.

Our business partners are just that, PARTNERS! With representation on the FASFAA board and serving as trainers and facilitators at our many training events yearly, FASFAA is proud to provide this directory as a continued way to expand our partnership with these great companies!

Sincerely,

Nadine Bailey

FASFAA President, 2022-23

## FASFAA Business Partners

Our FASFAA Business Partners are active members who support the purpose of our association. They not only participate and provide support in our training efforts but also are valuable resources to our FASFAA members.

FASFAA membership benefits include training, networking, mentoring and resources to assist financial aid professionals, high school guidance counselors and career counselors. Our Business Partners play a vital role in supporting these goals by volunteering to serve on committees, agreeing to support our training efforts by presenting, moderating, or providing financial support.

Business Partners bring value beyond sponsorship dollars. Their commitment to FASFAA includes:

- to educate the members of the resources, services, and solutions they have to offer to:
  - support their institution with services available to assist in managing the delivery of aid and contributing to the positive student experience. Some examples include lending, financial literacy, technology, compliance, interim staffing, and outsourcing solutions.
- AND
- support their institution with the professional development of their staff with training opportunities and resources.
- Make a positive impact on behalf of their organizations by building relationships and expanding their networks.
- To be active members and volunteers that contribute to the success of the association, such as serving as volunteers to:
  - serve on the Executive Board in the leadership roles of Committee or Task Force Chairs to represent the membership and the business of the association.
  - serve on Committees or Task Force as members to represent the membership and support the mission and business of the association.
  - support training events of the association as presenters or moderators at conferences, workshops, and on webinars.
  - support advocacy, outreach or other events that align to the mission of the association.

Our partners all provide resources, services and solutions that can assist our members' institutions in their staff's professional development and in supporting the delivery of aid that contributes to student success. We encourage you to take the time to review their profiles and visit their website. If you have any interest in any of their products, services, solutions or just want to get to know them better please reach out to their representative.



### Business Partner Profile

#### Organization

Ascendium Education Solutions

### Services

Services you provide	<ul style="list-style-type: none"><li>• Student Debt Letter</li><li>• Student Success/Financial Literacy On-line Curriculum</li><li>• Default Management/Default Rehabilitation</li><li>• Call Center Support</li></ul>
Organization Description	Attigo is provided by Ascendium Education Solutions, an affiliate of Ascendium Education Group. For more than 50 years, Ascendium has made postsecondary education a reality for millions of people. We are a nonprofit and the nation's largest student loan guarantor, provider of student success, financial wellness and student loan repayment support solutions, and a philanthropy whose mission is to elevate opportunities and outcomes for learners from low-income backgrounds. We believe in the power of education and support big dreams.
Links to Specific Product/Services	College Cost Meter- <a href="https://www.attigo.com/student-debt-letter">Student debt letter (attigo.com)</a> Grad Ready- <a href="https://www.attigo.com/online-financial-education">Online Financial Education (attigo.com)</a> Cohort Catalyst- <a href="https://www.attigo.com/default-prevention-and-loan-rehabilitation">Default Prevention and Loan Rehabilitation (attigo.com)</a> Student Loan Success Center- <a href="https://www.attigo.com/student-loan-repayment-counseling">Student Loan Repayment Counseling (attigo.com)</a>

### Contact Information

Primary Contact	Becky Davis
Phone Number	(877) 215-7693
Email	<a href="mailto:bdavis@ascendiumeducation.org">bdavis@ascendiumeducation.org</a>
Website	<a href="https://www.attigo.com">https://www.attigo.com</a>
Contact Brief Bio	Becky serves as the Region Director for the state of Florida. Becky has 31 years' experience working in financial aid and has been with Ascendium for over 13 years .



## Business Partner Profile

### Organization

Ascent Funding

## Services

### Services you provide

- Call Center Support
- Financial Literacy
- Loan Certification System
- Loan Servicing
- Private Student Loans
- Scholarships
- Student Engagement Services

### Organization Description

Established in 2015, Ascent is built around one grounding principle: Student loans should expand possibilities, not limit them. That is why Ascent created a new private student loan program that gives students more opportunities to qualify for a loan, with or without a cosigner. To encourage transparency and financial wellness for student borrowers, Ascent incorporates financial literacy/ education into the application process as a requirement for student borrowers to complete and submit their application. We have a variety of financial wellness resources dedicated to students, to include over \$72,000 in annual scholarship giveaways , at [AscentFunding.com/Financial-Wellness](https://AscentFunding.com/Financial-Wellness) and resources to empower students to make better financial decisions today and in the future at [AscentFunding.com/Resources](https://AscentFunding.com/Resources). Students can also visit our growing [YouTube channel](#) for videos on financial tips and best practices throughout college and beyond.

### Links to Specific Product/Services

College Cost Meter- [Student debt letter \(attigo.com\)](https://Student%20debt%20letter%20(attigo.com))

Grad Ready- [Online Financial Education \(attigo.com\)](https://Online%20Financial%20Education%20(attigo.com))

Cohort Catalyst- [Default Prevention and Loan Rehabilitation \(attigo.com\)](https://Default%20Prevention%20and%20Loan%20Rehabilitation%20(attigo.com))

Student Loan Success Center- [Student Loan Repayment Counseling \(attigo.com\)](https://Student%20Loan%20Repayment%20Counseling%20(attigo.com))



## Services cont.

Links to Specific Product/Services	<a href="#">Ascent Cosigned Credit-Based Loan Product Information</a>
	<a href="#">Ascent Non-Cosigned Credit-Based and Future Income-Based Loan Products Information</a>
	<a href="#">Ascent Graduate Loan Products Information</a>
	<a href="#">School Support Information</a>
	<a href="#">Borrower Customer Service Team Information</a>
	<a href="#">Ascent Financial Wellness Blogs</a>
	<a href="#">Ascent Student Benefits</a>
	<a href="#">Ascent Financial Wellness Resources</a>
	<a href="#">Ascent's \$1000 Shining Stars Scholarship Giveaway</a>

## Contact Information

Primary Contact	Rick Gallagher
Phone Number	(619) 952-4793
Email	<a href="mailto:RGallagher@AscentFunding.com">RGallagher@AscentFunding.com</a>
Website	<a href="http://www.ascentfunding.com/">http://www.ascentfunding.com/</a>
Contact Brief Bio	

## Noteworthy Events

Ascent's recent awards include:

- **Best Private Student Loan for 2020 and 2021** by [Forbes Advisor](#) and ranked among the best across eight loan categories.
- Ascent's Cosigned Loan chosen as [NerdWallet's 2021 Best-Of Awards winner for Best Private Loan](#)
- Ascent's Future-Income Based Non-Cosigned Loan selected as [NerdWallet's 2021 Best-Of Awards winner for Best Student Loan for Independent Students](#).



### Business Partner Profile

Organization

Campus Ivy

### Services

Services you provide

Organization Description

Links to Specific Product/Services

### Contact Information

Primary Contact

Kim Vega

Phone Number

Email

[kvega@campusivy.com](mailto:kvega@campusivy.com)

Website

Contact Brief Bio





### Business Partner Profile

#### Organization

CampusLogic

### Services

#### Services you provide

- Award Letters
- Electronic Forms
- Financial Aid Management
- Scholarships
- Verification

#### Organization Description

CampuLogic delivers SaaS technology that helps colleges and universities remove barriers in the financial aid process. The CampusLogic student financial success platform includes a net price calculator, complete scholarship management, personalized digital communications, simplified financial aid verification, 24x7 personalized virtual advising, tuition and scholarship crowdfunding,

#### Links to Specific Product/Services

[CampusLogic Financial Success Platform](#)

### Contact Information

#### Primary Contact

Jeff Steinberg

#### Phone Number

#### Email

[Jeff.steinberg@campuslogic.com](mailto:Jeff.steinberg@campuslogic.com)

#### Website

<https://campuslogic.com>

#### Contact Brief Bio



### Business Partner Profile

#### Organization

Citizens Student Loans

### Services

Services you provide	<ul style="list-style-type: none"><li>• Financial Literacy</li><li>• Private Student Loans</li><li>• Scholarships</li></ul>
Organization Description	<p>As one of the oldest and largest financial services firms in the United States, Citizens Financial Group is committed to delivering exceptional value for our customers.</p> <p>Sound operations and deep finance capital has seen us through more than 40 years of student lending.</p>
Links to Specific Product/Services	<a href="#">College Bound Citizens Journey Hub</a>

### Contact Information

Primary Contact	Concepta Williamson
Phone Number	(631) 655-7553
Email	<a href="mailto:Concepta.williamson@citizensbank.com">Concepta.williamson@citizensbank.com</a>
Website	<a href="http://www.citizensbank.com/collegestudent">http://www.citizensbank.com/collegestudent</a>
Contact Brief Bio	<p>Concepta Williamson covers the Carolinas, Georgia, and Florida for Citizens. She has over 25 years of Financial Aid experience, having worked at schools for 13 years and has been with Citizens for 9 years.</p> <p>Concepta lives in Florida and is an active member of FASFAA</p>



## Business Partner Profile

### Organization

CMD Outsourcing Solutions, Inc.

## Services

### Services you provide

- Call Center Support
- Customer Service Platforms
- Student Engagement Services

### Organization Description

CMD Outsourcing Solutions, Inc (CMD) provides innovative outsourcing solutions for higher education institutions. Founded in 1999, our corporate office and 9000 sq.ft. , 120 seat call center are in Hunt Valley, Maryland– and attractive location for recruiting qualified staff. We also have sales offices in Chicago, IL; Charleston, SC; Houston, TX; and Syracuse, NY.

CMD and its management team are highly experienced in implementing and managing large-scale call center programs. For the past two decades, CMD has built highly regarded track record working with the higher education sector. This includes virtually all aspects of call center operation, from initial program setup through long-term operation and oversight of the call center.

Our knowledge and support ranges from prospective students who have yet to enroll, to registration issues, to students seeking to understand their financial aid awards and tuition bills. This diverse experience has allowed CMD to document best practices and benchmarks across multiple administrative offices and share them with new clients.

CMD serves as an extension of your institution’s administrative offices. CMD has been providing outsourced inbound support for higher education since 2001. Within the past decade we have added to our inbound support options to include our custom inbound support services give you the following capabilities:

- Calls– 93+% first-contact resolution (Tier 3 service)
- Live Chat
- Emails
- AI Chatbot
- Auto Attendant Messaging

Links to Specific Product/Services <http://www.cmdosi.com/>

**Contact Information**

<b>Primary Contact</b>	David Cooper
<b>Phone Number</b>	(888) 817-7575, ext.254
<b>Email</b>	<a href="mailto:dcooper@cmdosi.com">dcooper@cmdosi.com</a>
<b>Website</b>	<a href="http://www.cmdosi.com/">http://www.cmdosi.com/</a>
<b>Contact Brief Bio</b>	<p>David joined CMD in November of 2005. Prior to CMD, he spent 15 years with Sallie Mae, the nation's largest provider of financial services to the higher education community. His last assignment with Sallie Mae was managing director of both E-commerce and Sallie Mae's higher education outsourcing group, Campus Solutions.</p> <p>David received a B.S. degree, with a concentration in Finance, from the University of Kentucky and an Information Technology Certificate from the University of Virginia.</p> <p>He is a member of the National Association of College and University Business Officers (NACUBO), Eastern Association of Collegiate and University Business Officers (EACUBO), the Southern Association of Collegiate Registrars and Admissions Officers (SACRAO), NASFAA, and SASFAA. David is also a sponsor of the Counsel of Student Business Affairs of Florida. He also serves on the Advisory Council for National Counsel of Student Development (NCSD).</p> <p>David also does volunteer work for the Medical University of South Carolina Children's Hospital.</p>

## Business Partner Profile

### Organization

Cognition Financial

## Services

### Services you provide

- Private Student Loans
- Loan Servicing
- Scholarships
- Financial Literacy

### Organization Description

Cognition Financial has over 30 years of experience facilitating billions in private student loans. We have two active loan products on the market:

- Custom Choice Loan
- Union Federal Private Student Loan

Over the years, we have helped more than 1 million families pay for their education.

### Links to Specific Product/Services

<https://cognitionfinancial.com/>

## Contact Information

### Primary Contact

Kathleen Roebuck

### Phone Number

(413) 279-1001

### Email

[KRoebuck@cogfin.com](mailto:KRoebuck@cogfin.com)

### Website

<https://cognitionfinancial.com/>

### Contact Brief Bio

Kathleen has worked in higher education; supporting schools, families, and students by working in both financial aid and admissions offices. She has also worked for lenders and companies representing loans and products related to higher education. She looks forward to getting to know you and the needs of your students so they can achieve their dreams.



## Business Partner Profile

### Organization

College Aid Services

## Services

### Services you provide

- [Assessment Services \(Compliance or Technology\)](#)
- [Business Intelligence Analytics](#)
- [Business Process Reviews](#)
- [Campus Genie Communications Platform](#)
- [Compliance Support](#)
- [Interim Staffing Services](#)
- [I.S.S.A.C. Verification Service Solution or Verification Services](#)
- [Remote Processing Solution Services](#)
- [Technology Solutions](#)
- [Training](#)

### Organization Description

Founded in 2002, College Aid Services, LLC is a management and IT consulting firm. We provide higher education solutions that put the puzzle pieces together.

Higher education administrators need reliable and affordable resources to improve student success. Leaders in the offices of Admissions, Financial Aid, and Student Accounts are tremendous revenue generators but also significant liabilities to higher education institution.

To help, we provide a variety of solutions to colleges, universities, and proprietary institutions throughout the country. Our higher education consultants have spent decades in the field, working in all aspects of financial aid and higher education assessment and administration.

Regardless of your institutional type, no challenge is too small or too big. Our team of senior consultants is familiar with Banner, Colleague, PeopleSoft, PowerFAIDS, and the entire EDE suite of products.



### Contact Information

Primary Contact	Brenda M. Brown
Phone Number	(833) 438-2271, ext. 700
Email	<a href="mailto:brenda@collegeaidservices.net">brenda@collegeaidservices.net</a>
Website	<a href="http://www.collegeaidservices.net/">http://www.collegeaidservices.net/</a>
Contact Brief Bio	<p>Brenda M. Brown is the Director of Business Development for College Aid Services. She joined as a member of the leadership team in 2018 after retiring from the University of Miami, where she earned her BBA and worked for nearly 35 years. She hires and manages the independent consultants, handles sales/business development, training services, and serves as the account executive to all clients.</p> <p>She began her higher education career in the academic side in the Office of Undergraduate Studies in the School of Business. After four years, her career in higher education took a turn toward financial aid and enrollment management and there was no looking back. She managed to continue to grow in the profession and became well versed in compliance. Her functional and technical (aka “funky-tech”) expertise, made her a valuable resource in managing Title IV aid.</p> <p>Brenda has been very active in volunteer professional associations throughout her career with NASFAA, SASFAA, FASFAA. As a business partner she continues to volunteer and supports those associations and is an active member of NASFAA, SASFAA, FASFAA, GASFAA, PRASFAA.</p>

### Noteworthy Events

[Higher Education News Blog](#)

[Webinar Training](#)

### Business Partner Profile

#### Organization

College Ave Student Loans

### Services

#### Services you provide

- Financial Literacy
- Loan Servicing
- Private Student Loans
- Scholarships
- Video Library

#### Organization Description

College Ave Student Loans was founded by industry veterans to address the needs of an evolving student loan landscape. Our leadership team brings more than 150 years of experience in the student lending and banking industries.

College Ave focuses on the in-school student loan market offering a unique alternative to traditional private loan options. An established national private education lender, College Ave provides financing assistance to students enrolled at more than 2600 colleges and universities across the country. College Ave offers the broadest loan features, dedicated campus relations and customer service teams, the simplest and most transparent loan experience possible.

College Ave Student Loans believes an educated borrower is better able to repay his or her loans successfully. That is why we make financial literacy and default prevention top priorities at every stage of the loan process. We offer in-depth customer education, clear and frequent borrower communication, and a “partner” approach with the borrower.

#### Links to Specific Product/Services

[Undergraduate Loan](#)

[Graduate Loan](#)

[Parent/Sponsor Loan](#)

[MBA Loan](#)

[Law School Loan](#)

[Medical School Loan](#)

[Loan Refinance](#)



## Contact Information

Primary Contact	Bill Ayers
Phone Number	(813) 833-0599
Email	<a href="mailto:bayers@collegeave.com">bayers@collegeave.com</a>
Website	<a href="https://www.collegeavestudentloans.com/">https://www.collegeavestudentloans.com/</a>
Contact Brief Bio	Bill is currently the Head of Campus Development at College Ave Student Loans. He has over 25 years of experience in higher education with previous management positions at Sallie Mae and JP Morgan.

## Noteworthy Events

[College Ave Promotions](#): Throughout the year, we offer sweepstakes, contests, and giveaways to help students through their college journey.

[College Ave Blog](#)

# DISCOVER®

## Student Loans

### Business Partner Profile

#### Organization

Discover® Student Loans

### Services

Services you provide	<ul style="list-style-type: none"> <li>Private Student Lender</li> </ul>
Organization Description	<p>Discover® Student Loans helps students cover costs at college and graduate schools across the country. We also provide loans for parents, post-graduate loans for law and health professions students, and private consolidation loans. Loans for college and graduate school feature fixed or variable interest rates, zero fees, a choice of deferred or in-school repayment options, and valuable rewards. We believe in responsible borrowing and encourage students to maximize scholarships, grants and other free financial aid before taking loans.</p>
Links to Specific Product/Services	<p><a href="http://www.discoverstudentloans.com">www.discoverstudentloans.com</a> and <a href="http://www.collegecovered.com">www.collegecovered.com</a></p>

### Contact Information

Primary Contact	Amy D'Arecca
Phone Number	561-585-7284
Email	<a href="mailto:amydarecca@discover.com">amydarecca@discover.com</a>
Website	<a href="http://www.Discoverstudentloans.com">www.Discoverstudentloans.com</a>
Contact Brief Bio	<a href="https://www.linkedin.com/in/amydarecca">https://www.linkedin.com/in/amydarecca</a>



## Business Partner Profile

### Organization

Earnest Private Student Loans

## Services

Services you provide	<ul style="list-style-type: none"><li>• Financial Literacy</li><li>• Loan Servicing</li><li>• Podcasts</li><li>• Private Student Loans</li><li>• Scholarships</li></ul>
Organization Description	Earnest was founded in 2013 to help grads save money by refinancing student loans. Since then, Earnest has helped thousands of clients reduce the interest they pay, through innovative underwriting that rewards responsible financial habits. In 2019, Earnest has expanded its lending to current students, offering them flexible payments and personalized rates.
Links to Specific Product/Services	<a href="#">Consolidation</a> <a href="#">In-School Private Loans</a> <a href="#">Earnest Scholarships</a> <a href="#">Financial Literacy Blogs</a>

## Contact Information

Primary Contact	Chansone Durden
Phone Number	(850) 559-6779
Email	<a href="mailto:chanson.durden@earnest.com">chanson.durden@earnest.com</a>
Website	<a href="https://www.earnest.com">https://www.earnest.com</a>
Contact Brief Bio	Chansone has been working in financial aid for over 30 years. She began her career at the University of Florida and has worked at OSFA, guarantors and lenders, before joining Earnest. She is an advocate for access to education assists new students complete the FAFSA.



## Business Partner Profile

### Organization

ECMC

## Services

### Services you provide

- Financial Literacy
- Borrow \$mart Debt Summary Letter
- Grace Counseling
- Default Prevention
- Program Evaluator
- Loan Tracker

### Organization Description

#### **Educational Credit Management Corporation (ECMC)- Guarantor (nonprofit)**

ECMC is a national guaranty agency, managing a \$31 billion student loan portfolio. ECMC was founded in 1994 under its original charter with the United State Department of Education to serve as a safety net if another guarantor ceased to operate in its designated territory. Since then, ECMC has been designated as the guarantor for Virginia, Oregon, and Connecticut. ECMC has also been designated to be the successor guarantor for the FFEL Program portfolios for :

- The California Student Aid Commission (CSAC)
- The Tennessee Student Assistance Corporation (TSAC)
- The Southern Carolina State Education Assistance Authority (SCSEAA)
- The Rhode Island Division of Higher Education Assistance (RIDHEA)
- The Finance Authority of Maine (FAME)

ECMC sponsors programs to help students and families plan and pay for college. Visit <http://www.ecmc.org/>.

Through Solutions at ECMC (nonprofit), we offer postsecondary institutions a suite of student loan repayment services that includes one-on-one repayment advising, financial literacy, and default prevention services. This line of business is a natural adjacency to our role as a guaranty agency as it expands our reach to help student loan borrowers successfully meet their student loan obligations.

### Links to Specific Product/Services

<http://www.ecmcsolutions.org/>



### Contact Information

Primary Contact	Irma Molinares
Phone Number	(407) 408-5899
Email	<a href="mailto:imolinares@ecmc.org">imolinares@ecmc.org</a>
Website	<a href="http://www.ecmcsolutions.org/">http://www.ecmcsolutions.org/</a>
Contact Brief Bio	<p>Irma Molinares began her career in higher education in 1994. She joined ECMC in 2014 and has a strong background working with schools. She has previously held several high-level positions such as Director of Financial Aid, Director of Compliance, and Director of Sales.</p> <p>Her comprehensive understanding of both federal private loan programs gives her a perspective that has proven valuable to school clients. Irma has been active in state and regional financial aid associations most of her career; she assists schools with creating and implementing default prevention programs and provides schools with ECMC's latest products and services related to default aversion and financial literacy. Her work ethic, knowledge, strong relationships, and commitment make her a highly qualified financial aid professional and sales executive. She is fluent—written and orally—in English and Spanish.</p>

### Business Partner Profile

#### Organization

Edamerica

### Services

#### Services you provide

- Call Center Support
- Consulting Services
- Default Prevention
- Student Engagement Services
- Verification

#### Organization Description

With over 20 years of experience in higher education, Edamerica is solely focused on advancing student success. We provide a host of innovative and high-touch solutions that increase enrollment, enhance retention, and improve student repayment rates. Our solutions help college scale customer service infrastructure to meet student demands while streamlining processes and increasing efficiencies. Edamerica provides contact centers, student outreach, and engagement services, student loan default prevention, consulting, and financial aid support.

#### Links to Specific Product/Services

[Success Stories \(case studies highlighting our products\)](#)

### Contact Information

#### Primary Contact

Karen Gibson

#### Phone Number

(865) 310-3009

#### Email

[kgibson@edamerica.net](mailto:kgibson@edamerica.net)

#### Website

<http://www.edamerica.net/>

#### Contact Brief Bio

Karen Gibson is VP of Southeast Marketing. Prior to joining the company in 1997, she was a Financial Aid Director for 25 years at Cleveland State Community College, USF @ St. Petersburg, Chattanooga State Technical Community College.



### Business Partner Profile

Organization

Education Loan Finance

### Services

Services you provide

•

Organization Description

Links to Specific Product/Services

### Contact Information

Primary Contact

Skylar Smith

Phone Number

Email

[ssmith@southeastbank.com](mailto:ssmith@southeastbank.com)

Website

Contact Brief Bio



## Business Partner Profile

### Organization

ELM Resources

## Services

### Services you provide

- Customer Service Platforms
- Financial Aid Management
- Lender Comparison Platform
- Private Student Loans
- Technology Services

### Organization Description

ELM Resources was created in 1994 for the sole purpose of improving and centralizing private loan processing for schools. Today, we are the only not-for-profit, mutual benefit corporation serving the student loan industry and the loan providers serving those schools.

Our products include ElmOne, which empowers schools with the ability to efficiently manage private student loan processing and disbursements through a centralized system. ELMSelect offers students the ability to compare and select the loan that best fits their needs and schools the ability to create their own customized comparison site.

Compare. Certify. Disburse. As the most trusted private student loan management platform in the industry, ELM streamlines processes and unifies schools and lenders through one centralized system.

### Links to Specific Product/Services

Manage your private student loan process in *One* location:

<https://www.elmresources.com/elm-one>

Compare lender loan products in *One* location:

<https://www.elmresources.com/elm-select>





#### Contact Information

Primary Contact	Scott Orris
Phone Number	(717) 526-9232
Email	<a href="mailto:sorris@elmresources.com">sorris@elmresources.com</a>
Website	<a href="http://www.elmresources.com/">http://www.elmresources.com/</a>
Contact Brief Bio	<p>Scott has over 20 years of experience working in the financial aid industry. Scott has worked with schools to promote financial literacy, reduce Cohort Default Rates, and has years of knowledge focusing on the lending and servicing of student loans.</p> <p>At ELM Resources, Scott is working directly with schools to help them <i>Compare, Certify, and Disburse</i> private student loans using ELM's industry leading, free, and customizable platform.</p>

#### Noteworthy Events

- #1 Trusted Partner for Private Student Loan Processing
- 79% Total Private Student Loan Certifications Processed Through Elm
- 25+ Years Serving The Higher Education Industry
- Largest Network Of Lender Partners
- 95% Average Satisfaction Rating Since 2009
- Only Not-for-Profit, Mutual Benefit Corp in the Industry
- 100% Site Availability Since 2017
- 12+ Average Years of Tenure for Service Center Members



## Business Partner Profile

### Organization

Financial Aid Services (FAS)

## Services

### Services you provide

- Assessment Services
- Consulting Services
- Interim Staffing Services
- Remote Processing Services
- Verification

### Organization Description

Financial Aid Services (FAS), in Atlanta, has been consulting, staffing, and processing services for over 30 years! Our services assist institutions in improving efficiency, enrollment management, student satisfaction, and compliance in financial aid.

### Links to Specific Product/Services

<https://www.financialaidservices.org>

## Contact Information

### Primary Contact

Nicole Verrett

### Phone Number

(770) 988-9447

### Email

[NVerrett@FinancialAidServices.org](mailto:NVerrett@FinancialAidServices.org)

### Website

<http://www.financialaidservices.org/>

### Contact Brief Bio

Nicole Verrett manages FAS's marketing and public relations efforts. She has over 25 years of student financial aid experience. Her professional associations include involvement in state, region, and national associations of financial aid, business offices, enrollment management, and student development.

She is a frequent presenter at higher education gatherings and has a longstanding relationship with the HBCU community.



### Business Partner Profile

Organization

Florida College Access Network

### Services

Services you provide

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Organization Description

Links to Specific Product/Services

### Contact Information

Primary Contact

Kathy McDonald

Phone Number

Email

<mailto:kmcdonald@floridacollegeaccess.org>

Website

Contact Brief Bio

## Business Partner Profile

### Organization

Inceptia

## Services

### Services you provide

- [Financial Aid Management](#)
- [Smart Borrowing](#)
- [Repayment Wellness](#)
- [Financial Education](#)
- [Student Outreach Programs](#)

### Organization Description

We uncomplicate financial aid. Inceptia is a nonprofit organization committed to innovative, effective, and uncomplicated solutions for verification, financial aid management, smart borrowing, financial education, and repayment wellness.

### Links to Specific Product/Services

[Webinars - Inceptia](#)

## Contact Information

### Primary Contact

Shannon Jones

### Phone Number

(706) 266-8397

### Email

[shannonj@inceptia.org](mailto:shannonj@inceptia.org)

### Website

[www.inceptia.org](http://www.inceptia.org)

### Contact Brief Bio

Shannon is an advocate for colleges helping them to develop best practices for their default management strategies including briefing college Presidents, College Boards, and Councils. Shannon brings her knowledge to Inceptia to help schools apply customized plans that meet their specific needs with the focus of helping their students achieve financial success.



### Business Partner Profile

#### Organization

KHEAA

### Services

Services you provide	<ul style="list-style-type: none"> <li>• Financial Aid Management</li> <li>• Loan Disbursement Systems</li> <li>• Loan Servicing</li> <li>• Private Student Loans</li> <li>• Verification</li> </ul>
Organization Description	KHEAA is a not-for-profit state-based lender and third-party service provider. Products include the Advantage Education Loan, Advantage Parent Loan, Advantage Refinance Loan and KHEAA Verify.
Links to Specific Product/Services	<a href="#">Student, Parent, Refinance Loans</a> <a href="#">Third-Party Services</a>

### Contact Information

Primary Contact	Andy Weaver
Phone Number	(256) 361-3628
Email	<a href="mailto:aweaver@kheslc.com">aweaver@kheslc.com</a>
Website	<a href="http://www.kheaa.com/">http://www.kheaa.com/</a>
Contact Brief Bio	Andy has been a financial aid director, consultant, and marketing representative. He has a broad base of knowledge to assist you.



## Business Partner Profile

Organization

OSFA

## Services

Services you provide

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Organization Description

Links to Specific Product/Services

## Contact Information

Primary Contact

Pedro Hernandez

Phone Number

Email

[Pedro.Hernandez@fldoe.org](mailto:Pedro.Hernandez@fldoe.org)

Website

Contact Brief Bio



## Business Partner Profile

### Organization

PNC Bank

## Services

### Services you provide

- Call Center Support
- Consumer Banking
- Default Prevention
- Financial Literacy
- Private Student Loans
- Scholarships

### Organization Description

For over half a century, PNC Bank has been helping students and their families afford the costs of higher education. We offer variable or fixed interest rate loans for students in undergraduate, graduate, health profession, and bar study programs. Borrowers may apply online 24 hours a day or by phone during regular business hours and upon application submission will receive a preliminary credit decision within minutes. Our team of experience professionals work to exceed our customers' expectations through personalized, quality service. We are committed to continuous improvement of our Student Loan Center through training, personal development, and teamwork.

### Links to Specific Product/Services

[PNC Private Student Loan Center](#)  
[Financial Literacy & Scholarship Sweepstakes](#)  
[Planning for College](#)  
[Financing Education](#)  
[Compare College Costs](#)  
[PNC My Finance Academy](#)  
[PNC Point of View](#)



### Contact Information

Primary Contact	Rodney Walton
Phone Number	412-768-5450
Email	<a href="mailto:Rodney.walton@pnc.com">Rodney.walton@pnc.com</a>
Website	<a href="https://www.pnc.com">https://www.pnc.com</a>
Contact Brief Bio	Rodney Walton has over 25 years' experience in the financial aid industry. As Assistant Director of Financial Aid, Rodney spend seven years at St Johns University assisting students in New York before joining PNC Bank as Campus Relations Manager. Rodney has spend the most recent 16 years working with colleges and universities in various regions, including AASFAA, GASFAA, SCASFAA and SASFAA for ten years. Rodney expanded his territory to cover Florida in 2021 and ex-





### Business Partner Profile

#### Organization

ProEducation Solutions

### Services

#### Services you provide

- Call Center Support
- Consulting Services
- Electronic Forms
- Financial Aid Management
- Financial Aid Staffing
- Student Engagement Services
- Technology Services
- Verification

#### Organization Description

ProEd provides exclusive, high quality products and services to financial aid offices. We have the most modern technology, human resources, and in-depth financial aid knowledge and experience to help streamline and modernize all types of financial aid offices.

#### Links to Specific Product/Services

<http://www.proed.org/services>

### Contact Information

#### Primary Contact

Dr. Paul J. Gilroy

#### Phone Number

(941) 539 2017

#### Email

[pgilroy@proed.org](mailto:pgilroy@proed.org)

#### Website

[www.proed.org](http://www.proed.org)

#### Contact Brief Bio

President, 40+ years in financial aid administration.



## Business Partner Profile

### Organization

Sallie Mae

## Services

Services you provide	<ul style="list-style-type: none"><li>• Financial Literacy</li><li>• Private Student Loans</li><li>• Scholarship</li></ul>
Organization Description	<p>Sallie Mae is committed to providing responsible funding options and financial literacy resources to help students and families achieve their goals. At Sallie Mae Bank, we believe education, in all forms, helps people achieve great things. It is a great equalizer and a proven path to a healthy financial future. Education is an investment that can change your life. This belief drives everything we do.</p> <p>You are following your own unique journey. We are here to help you reach what is next, whether it is college, graduate school, or your next big adventure.</p>
Links to Specific Product/Services	

## Contact Information

Primary Contact	Laura Dickerson
Phone Number	(813) 957-7256
Email	<a href="mailto:Laura.Dickerson@salliemae.com">Laura.Dickerson@salliemae.com</a>
Website	<a href="http://www.salliemae.com">www.salliemae.com</a>
Contact Brief Bio	<p>Laura Dickerson is the Director of Relationship Management at Sallie Mae in the state of Florida. She has worked for Sallie Mae for over 27 years, and in the financial aid industry for more than 30 years. Laura works specifically with Florida colleges and universities to share responsible borrowing initiatives, as well as, paying for college resources. She is a member of several financial aid and high school</p>



## Business Partner Profile

### Organization

ScholarNet

## Services

### Services you provide

- Lender Comparison Platform
- Loan Disbursement Systems
- Private Loan Processing Platform

### Organization Description

ScholarNet is an online private student loan certification and disbursement solution that reduces errors, saves time, protects data, and streamlines processing. By instantly connecting higher education institutions with hundreds of private student loan providers, we help students get the funds they need to stay enrolled.

FastChoice is an online private student loan selection tool popular with schools and lenders. With FastChoice, students can compare private loan options in our user-friendly lender list. Plus, lenders can quickly create and display loan programs— so they are always accurate.

### Links to Specific Product/Services

[ScholarNet](#)

[FastChoice](#)

[Monthly Training Events](#)

## Contact Information

### Primary Contact

Amy Gerber

### Phone Number

(833) 613-0487

### Email

[agerber@myscholarsnet.com](mailto:agerber@myscholarsnet.com)

### Website

[myscholarnet.com](http://myscholarnet.com)

### Contact Brief Bio

Amy Gerber has been a part of the ScholarNet team, serving schools, for over 15 years. Prior to that, she spent 10 years working in financial aid, most recently as an Associate Director at American University in Washington, DC.



## Business Partner Profile

### Organization

SoFi

## Services

### Services you provide

- Career Services
- Consumer Banking
- Default Prevention
- Financial Literacy
- Private Student Loans

### Organization Description

Since 2011, SoFi has been delivering a suite of private student loan products on our innovative platform that offers a simple and fast approval process and a wide selection of repayment options to fit the needs of every borrower.

We consider our customers members of SoFi and provide membership benefits that support our mission of helping students and families “Get Your Money Right”.

SoFi membership provides complimentary access to hundreds of objective articles on financial topics, advice from Certified Financial Planners, career consultants, and access to Edmit, a college planning site that uses the best data and personalized advising to guide high school students and parents through the entire college process with more aid and less debt.

Our relationship approach to lending and banking encompasses a suit of products for every stage in our members’ lives including borrowing, saving, spending, investing, and protecting.

### Links to Specific Product/Services

<https://www.sofi.com>



### Contact Information

Primary Contact	Adedayo (Dayo) Lawal
Phone Number	(404) 212-9122
Email	<a href="mailto:alawal@sofi.org">alawal@sofi.org</a>
Website	<a href="https://www.sofi.com/private-student-loans/">https://www.sofi.com/private-student-loans/</a>
Contact Brief Bio	<p>Dayo is the Director of Campus Relationships for SoFi. Having worked with colleges and universities for over 26 years. Dayo's dedication and passion for financial aid &amp; repayment ties directly into what SoFi is all about.</p> <p>The SoFi community works to empower its members to accomplish the goals they set, realize their ambitions, and achieve financial independence as a result. Being part of an organization that is in the business of growing people financially and celebrating student debt payoff, is a feeling like no other.</p> <p>Dayo covers the Southeast region. She currently resides in Atlanta, GA with her fiancé and their new baby daughter, Maryalice.</p>

# Business Partners Services and Solutions by Category

## Assessment Services

College Aid Services  
Financial Aid Services  
ProEducation Solutions

## Award Letters

CampusLogic  
College Aid Services

## Business Intelligence & Analytics

College Aid Services

## Call Center Support

Ascendium  
Ascent Funding  
CMD Outsourcing Solutions  
Edamerica  
PNC Bank  
ProEducation Solutions

## Career Services

SoFi

## Compliance Support

College Aid Services  
Financial Aid Services  
ProEducation Solutions

## Communication Platform

College Aid Services

## Consulting Services

College Aid Services  
Edamerica  
Financial Aid Services  
ProEducation Solutions

## Consumer Banking

PNC Bank  
SoFi

## Default Prevention

ECMC  
Edamerica  
KHEAA  
PNC Bank

SoFi

## Electronic Forms

CampusLogic  
ProEducation Solutions

## Financial Aid Management

CampusLogic  
Elm Resources  
Inceptia  
KHEAA  
ProEducation Solutions

## Financial Literacy

Ascent Funding  
Citizen's  
Cognition Financial  
College Ave Student Loans

ECMC

KHEAA

PNC Bank

Sallie Mae

SoFi

## Interim Staffing Services

College Aid Services  
Financial Aid Services  
ProEducation Solutions

## Lender Comparison Platform

Elm Resources  
ScholarNet

## Loan Disbursement System

KHEAA  
ScholarNet

## Loan Servicing

Ascent Funding  
Cognition Financial  
College Ave Student Loans

Earnest

KHEAA

## Podcasts

Earnest

## Private Loan Processing Platform

Ascent Funding  
ScholarNet

## Private Student Loans

Ascent Funding  
Citizen's  
Cognition Financial  
College Ave Student Loan

Discover

Earnest

Elm Resources

KHEAA

PNC Bank

Sallie Mae

SoFi

## Remote Processing Services

College Aid Services  
Financial Aid Services

Scholarships

Ascent Funding

CampusLogic

Citizen's

Cognition Financial

College Ave Student Loans

Earnest

PNC Bank

Sallie Mae

## Student Engagement Services

Ascent Funding  
CMD Outsourcing Solutions  
ProEducation Solutions

## Technology Services

College Aid Services  
Elm Resources  
ProEducation Solutions

## Training Services

College Aid Services

## Verification

CampusLogic  
College Aid Services  
Edamerica  
Financial Aid Services  
KHEAA  
ProEducation Solutions

## Video Library

CampusLogic

## Webinar Training

Ascendium  
Citizen's  
College Aid Services  
ECMC  
Sallie Mae  
ScholarNet