



Questions and Answers
"Effective Entrance and Exit Counseling" Webinar

Presented on December 17, 2009

Q: Where is the resources page?

A: You will find resources to assist you in delivering entrance and exit counseling sessions at the links below:

Entrance and Exit Counseling Materials:

<http://www.tgslc.org/council/training/mod4/resources.cfm>

Managing your Money:

<http://www.aie.org/managing-your-money/index.cfm>

Q: Are schools responsible for notifying students to complete exit counseling or are we required to verify they complete it. For example, a student who withdraws for the fall term but re-enrolls for the spring term? Would they be required to complete the session before being eligible for a spring financial aid disbursement?

A: Yes, schools are required to notify students that they must complete Exit Counseling. Schools have 30 days from the date that the school learns of the borrower's withdrawal to provide Exit Counseling information to the borrower. The Exit Counseling information may be sent to the borrower electronically or via regular mail.

In the example above, if the student withdraws in the Fall but returns in the Spring, schools may release the spring loan disbursement as long as the student is enrolled half time. For the student to be eligible for the second disbursement, it is not a requirement that they have completed an Exit Counseling.

However, the school is responsible for documenting that Exit Counseling materials were provided to the student (either via mail or electronic) within 30 days after the school learned that the student had withdrawn in the Fall.

Q: For a couple of years, we have required our students to complete MYF tutorials for both Entrance & Exit counseling for private (alternative) loans (in addition to FFEL). With private dollar volume increasing, would a similar presentation aimed at private loans make sense?

A: Yes, an in-person presentation about Private Loans would be very beneficial for students. Currently, TG is not aware of such a presentation, but it is something that we can certainly take into consideration.

Q: Are the requirements the same for both FFEL and Direct Loan borrowers?

A: Entrance counseling requirements are the same for both FFELP and Direct Loan borrowers. However, Exit Counseling requirements are different under each program.

Q: Is counseling also required for Direct Loans?

A: Yes, Entrance and Exit Counseling are required under the Direct Loan Program.

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(continued)

Q: We have to send an exit counseling form to TG and/or the servicer of a PUT loan, is there any way that we can send the form to TG and TG forward to the PUT servicer the form versus the school tracking the servicer down to mail them the form? If not, can TG provide the appropriate address for us to mail the exit form to them? This would help the schools tremendously.

A: Schools may continue to send the Exit Form to TG. TG keeps record of the Exit Form. If the school ever needs to get a copy of the form, the school may request a copy from TG. Otherwise, the school may research the servicer of a PUT loan through NSLDS and send the form directly to that servicer.

View archived recordings of this and other TG webinars at
<http://www.tgslc.org/training/webinars/>