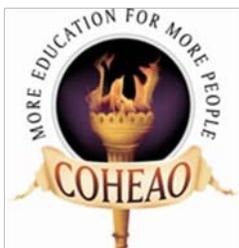


The



Torch

June 7, 2013

A bi-weekly report from the Coalition of Higher Education Assistance Organizations

COHEAO News

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- [Sign Up Today for the June 18 COHEAO Webinar, “Ask an Attorney”](#)
COHEAO is pleased to announce it will be hosting an “Ask an Attorney” webinar on June 18.
- [COHEAO Member Institutions—Please Check Your Inboxes for Dues Renewal Notices](#)
Notices for dues renewals should have been received by most COHEAO institutional members in recent days.

Congress

- [With July 1 Beginning to Loom, Senate Rejects Dueling Interest Rate Proposals](#)
As expected, the Senate took up competing student loan proposals and both failed to receive the necessary votes.

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- [Excelencia in Education Releases 2011-2012 HSI Report](#)
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- [FINRA Releases State Financial Capability Survey](#)
The FINRA Investor Education Foundation (FINRA Foundation) released the results of America’s State-by-State Financial Capability Survey.

Attachments

- [COHEAO Commercial Members](#)
- [Board of Directors](#)
- [CAPS Scholar One-Pager](#)
- [COHEAO Mid-Year Conference Agenda \(Separate Attachment\)](#)
- [COHEAO Mid-Year Conference Flyer \(Separate Attachment\)](#)

COHEAO News

Register Today for a Fun & Informative COHEAO Mid-Year Conference— Discount Deadlines Approaching

The deadline (July 12) for COHEAO Mid-Year Conference hotel and registration discounts is quickly approaching. Set for July 28-30, 2013 at the Hotel Monaco in Chicago, the COHEAO Mid-Year conference offers an incredibly informative and engaging conference program, a wonderful location, and our affordable conference rates. [Click here](#) to register!

In preparing this agenda, we surveyed many COHEAO members and non-members, and we think we will have one of our most engaging and informative conference programs in some time (and we'd humbly submit that is quite a high standard). It includes reports on the latest activities that affect Perkins Loans and other campus-based accounts receivables, with an emphasis on financial literacy programs, the Consumer Financial Protection Bureau and many other topics.

Our conference hotel is a great property in a wonderful location and has offered a very favorable rate for Chicago of \$169 per night to COHEAO Conference delegates. The cut off to make reservations is **July 12, 2013**. [Click here](#) to register with the Hotel Monaco online. Please call [1-800-397-7661](tel:1-800-397-7661) and mention the group name "COHEAO Mid-Year Conference 2013" to get their special group rate. You can also make reservations online. Please note that the conference hotel is offering the COHEAO conference rate for three days before and after the conference, subject to availability. It is recommended that you call the hotel if you wish to extend your stay.

While the attached agenda shows the COHEAO Mid-Year Conference is sure to have an informative and engaging agenda, having a little bit of fun is often what turns a good conference into a great one. From our conference hotel and venue, the Hotel Monaco in Chicago, the COHEAO Mid-Year Conference offers tremendous convenience to some of Chicago's greatest attractions.

Also attached is a flyer detailing some of the activities within close proximity to the COHEAO Mid-Year. Bring your family or a colleague, learn a great deal on current developments and best practices, and take in some of the best activities in one of the Great American Cities!

- [Click here](#) to register for the conference
- [Click here](#) to make your reservation at the Monaco.
- Additional information on the conference is also available online:
<http://www.coheao.com/conference-events/upcoming-events/upcoming-conferences/>

Sign Up Today for the June 18 COHEAO Webinar, "Ask an Attorney"

COHEAO is pleased to announce it will be hosting an "Ask an Attorney" webinar on June 18. Set for 1:00-2:30 PM Eastern on Tuesday, June 18, this interactive webinar is one you won't want to miss. [Register today!](#)

At the webinar a panel of two attorneys will address cases and issues that impact student financial services and campus-based loan servicing.

Kevin Dreyer of General Revenue Corporation and **David Stocker of Account Control Technology, Inc.** will give a brief presentation to provide updates and offer their insights. Most importantly, Dreyer and

Stocker will take questions from the audience and this interactive webinar will provide participants with the opportunity to discuss issues affecting their office with attorneys involved in the higher education industry. [Sign up today!](#)

What: COHEAO “Ask an Attorney” Webinar

When: Tuesday, June 18, 1:00-2:30 PM ET

Who: Speakers—David Stocker of Account Control Technology, Inc. & Kevin Dreyer of General Revenue Corp.

Cost: \$49 for COHEAO members/\$99 for COHEAO non-member organizations

Registration & More Info:

<http://www.coheao.com/conference-events/upcoming-events/webinars/>

COHEAO Member Institutions—Please Check Your Inboxes for Dues Renewal Notices

Notices for dues renewals should have been received by most COHEAO institutional members in recent days. However, the bills are continuing to roll out and yours may be arriving shortly. If you have not received a notice, please contact Wes (whuffman@wpllc.net)

We would also like to apologize to those of you who have had some difficulty logging in to pay with our online system. Please know we are working diligently to smooth out the processing of renewals, event registrations, and other items for online purchase. We apologize for any inconveniences with this process and we are working behind the scenes to make our entire platform much more seamless and user-friendly.

Congress

With July 1 Beginning to Loom, Senate Rejects Dueling Interest Rate Proposals

As expected, the Senate took up competing student loan proposals and both failed to receive the necessary votes.

The debate over the two bills, S. 953 and S.1003 was very similar to the House debate last week. Throughout the discussion, Republicans pointed to their efforts to craft a long term solution for all federal loans, noted the similarities between their plan and the President’s, and criticized the Democrats for “playing politics” on an issue where there is true common ground.

While Democrats generally agreed on the need for long-term reform, they said more time was necessary to do it right. They were also highly critical of the Senate Republican proposal, describing it as a “tax” on students to juxtapose it against their proposal to eliminate certain corporate tax breaks.

Many Senators have suggested they are willing to work on a compromise in the wake of the failed votes, but Majority Leader Harry Reid appears intent on pushing for an extension. Heading into today’s debate he said, “We have no reason to work out a compromise. We’ve got a few tax loopholes we think should be closed to pay for maintaining these interest rates the way they are right now.”

S. 1003, the Republican measure, failed by a vote of 40-57. Sen. Tom Carper (D-DE) joined his Republican colleagues in supporting the measure and five Republicans (Crapo, Lee, Paul, Risch, and Toomey) voted against it.

S. 953, the Democratic proposal, failed to reach the 60 vote margin needed to bring the measure forward with a party-line vote of 51-46. All Democrats present voted for S. 953, but Sen. Angus King, an Independent from Maine who normally caucuses with Democrats, voted against both bills.

- Detailed vote information on S. 1003 is available online: <http://goo.gl/StORA>
- Detailed vote information on S. 953 is available online: <http://goo.gl/E4QSb>

White House and Administration

President Obama Holds White House Rally on Student Loan Rates

In advance of the Senate debate, the President gave a speech on the pending doubling of Subsidized Stafford Loans. Speaking to, and in front of, college students at the Rose Garden, the President again implored students and recent graduates to contact their Senators and Representatives and urge them to “don’t double my rate.”

The President started the discussion by stating the best path to the middle class is “some form of higher education.” He also mentioned rising tuitions briefly, but then turned to how student debt is “holding back” young people from major purchases as well as his personal experience with repaying the student debt associated with undergraduate work and law degrees from elite private universities.

Though there are arguably relatively few differences in the underlying rate plans, President Obama was highly critical of the House-passed “Smarter Solutions for Students Act” (H.R. 1911), calling it “not fair and not smart.” He said he was pleased the House was addressing the issue, but it failed certain “tests” established by the Administration and suggested H.R. 1911 would increase costs for incoming freshman.

The President urged students and recent graduates to reach out to Congress. He indicated the students achieved “something rare” by urging bipartisan support for last year’s legislation to maintain the rate on Subsidized Staffords for one more year. After noting that multiple Republicans voted for that legislation last year, he suggested the students and recent grads should contact them with two messages: “What happened?” and, “Don’t double my rate.” The President closed by speaking directly to the students. He said, “I’m putting my faith in you. Let’s work together and let’s get this done by July 1st.”

President Obama also emphasized the Pay as You Earn program, taking pause to make a special reference to the expansion of PAYE by stating, “Under existing law that we passed, you never have to pay back more than 10 percent of your income.” Speaking to the students, President Obama added, “If you want to go into a profession that does not pay a lot of money, but gives you a lot of satisfaction, you are still capable of doing that and supporting yourself.”

Republicans were critical of the campaign-style event. Both the Speaker’s office and the House Education and the Workforce Committee were quick to issue statements condemning the politicization of an issue where there appears to be a fair amount of common ground. Republicans throughout the House and Senate also charged the speech was an attempted diversion from current scandals facing the

Administration. Today, House Republicans accused the President of hypocrisy for dropping his proposal for a permanent solution and instead endorsing another temporary interest rate fix, the position taken by Congressional Democrats.

The White House fact sheet accompanying the President's speech is available online:

<http://www.whitehouse.gov/the-press-office/2013/05/31/fact-sheet-president-obama-fights-keep-interest-rates-doubling>

A statement from Chairman John Kline (R-MN) is available online:

<http://edworkforce.house.gov/news/documentsingle.aspx?DocumentID=336027>

Neg Reg Hearings Come to a Close

This week, the Department of Education convened its fourth and final set of public hearings of 2013 in advance of negotiated rulemaking. In May of last year, the Department of Education published its intent to establish a negotiated rulemaking committee. In April of this year, the Department followed up by adding more agenda topics and announcing the public hearings.

With the hearings now complete, the Department is expected to publish a call for nominations for the negotiating committee as well as a preliminary list of topics for the negotiations. Two of the more controversial issues in Title IV—program integrity/gainful employment & PLUS loans—have both been identified by the Department as potential topics and received the lion's share of attention at the public hearings.

At the hearing in Atlanta, PLUS loans, particularly in terms of how these products are used at historically black colleges and universities (HBCUs), generated the most testimony. At the other hearings, PLUS loans did receive a fair amount of attention, but issues associated with gainful employment generated the most headlines.

Streamlining regulations within the Campus Based programs was a topic initially listed for negotiations in 2012. Last year, COHEAO gave testimony during the initial round of public hearings, noting our encouragement at efforts to relieve regulatory burdens associated with these programs, but also warning of concerns with unintended consequences. COHEAO will continue to monitor negotiated rulemaking. And, as appropriate, we will be submitting negotiator nominees.

The Department of Education's HEA negotiated rulemaking webpage is available online:

<http://www2.ed.gov/policy/highered/reg/hearulemaking/2012/index.html>

IG Report Shows Increase in Fraudulent Funds

A new report from the Department of Education's Office of Inspector General indicates the number of fraudulent applications for federal student aid has grown by 82 percent by 2009.

While the increase is certainly alarming, the Department of Education has listed student aid fraud as a topic for negotiated rulemaking and the amount given to fraudulent applications is relatively small compared to the funds dispersed through Title IV. According to the OIG report, the government lost roughly \$187 million in fraudulent FAFSA applications from 2009-2012. However, the Department has disbursed well more than \$400 billion in loans and grants across that same timeframe.

The OIG website is available online: <http://www2.ed.gov/about/offices/list/oig/index.html>

FTC and CFPB Host “Life of Debt” Roundtable

Yesterday, the Federal Trade Commission (FTC) and the Consumer Financial Protection Bureau (CFPB) convened a roundtable event, “Life of a Debt—Data Integrity in Debt Collection.” The full-day conference featured remarks from high level policymakers, such as CFPB Acting Deputy Director Steve Antonakes and FTC Commissioner Julie Brill, as well as collection industry representatives, financial institution representatives, and consumer advocates.

With data in the title of the event, the development of universal standards was a central theme throughout the day. Most all of the speakers, whether they represented first party servicers, third party collectors, or consumer advocates, agreed that uniform standards would help all involved. Additionally, two FTC attorneys provided a presentation on current state laws requiring the use of certain account data before moving ahead with litigation proceeds, and in some cases, collection activity.

- Additional information on the event from the FTC is available online: <http://www.ftc.gov/bcp/workshops/lifeofadebt/>
- A summary and additional coverage of the event from *InsideARM* is available online: <http://www.insidearm.com/daily/debt-buying-topics/debt-buying/arm-data-exchange-standards-focus-of-ftccfpb-collection-roundtable/>
****Please note: Stephanie Eidelaman, Executive Editor of *InsideARM*, will be giving a presentation at the COHEAO Mid-Year Conference**

R2T4 FSA Handbook Volume Now Available

This week, the Office of Federal Student Aid announced the available of volume five of the 2013-2014 FSA Handbook, titled “Withdrawals and the Return of Title IV Funds.” The return of Title IV funds, commonly known as “R2T4,” has long been an area of regulation filled with questions.

The Federal Student Aid Handbook consists of the Application and Verification Guide and six numbered volumes. Each volume is posted on the Information for Financial Aid Professionals (IFAP) Web site after being reviewed and approved by the appropriate offices in Federal Student Aid and the Office of Postsecondary Education.

- To access Volume 5 – Withdrawals and the Return of Title IV Funds of the 2013-2014 Federal Student Handbook, click [here](#).
- To access the complete 2013-2014 Federal Student Handbook, click [here](#).

Industry

Ninth Circuit Grants Discharge on Student Debt

A decision in a new bankruptcy case has the potential to offer more student loan borrowers relief via the determination of an “undue hardship.” The case, Michael Hedlund v. The Education Resources Institute; and the Pennsylvania Higher Education Assistance Agency, was decided on May 22 by the US Ninth Circuit Court of Appeals.

Below is an excerpt from an article on *CBS Moneywatch* on the case:

By reining in the district court, the appeals court also may offer greater freedom to bankruptcy judges to give student loan borrowers and other debtors the benefit of the doubt if they can show that they tried to pay a debt.

"We're delighted with the court's decision," said Derek Foran, a partner with Morrison and Foerster in San Francisco who represented Hedlund on a pro bono basis, in a statement.

"The Ninth Circuit's decision is important for other student debtors, because it clarifies the correct standard of review governing undue hardship determinations under the bankruptcy code. It will mean significant relief for student debtors -- who often are unrepresented -- seeking relief in bankruptcy court."

The full decision is available online: <http://cdn.ca9.uscourts.gov/datastore/opinions/2013/05/22/12-35258%20web%20-%20corrected.pdf>

The article is available online: http://www.cbsnews.com/8301-505123_162-57586171/court-opens-window-of-hope-for-student-debtors/

Sallie Mae to Split into Two Companies, Remondi Takes Helm as CEO

Sallie Mae announced its Board of Directors has appointed John (Jack) F. Remondi chief executive officer, effective immediately. Mr. Remondi succeeds Albert L. Lord, Sallie Mae's vice chairman and chief executive officer, who is moving up his plans to retire from the Board of Directors and executive management. In addition, the Board authorized management to pursue separation of the company's existing businesses into two, separate, publicly traded entities -- an education loan management business and a consumer banking business.

The strategic plan will create two companies, each initially owned by Sallie Mae's existing shareholders. Sallie Mae would form an education loan management business comprised of the company's portfolios of federally guaranteed (FFELP) and private education loans, as well as most related servicing and collection activities. This will be a education loan portfolio management, servicing and collection company, and Remondi will continue as its chief executive officer.

Sallie Mae's private education loan origination and servicing businesses, including Sallie Mae Bank and the private education loans it currently holds, will operate separately under the Sallie Mae brand. This will be a education lending franchise with expertise in helping families save, plan and pay for college. Joseph DePaulo, executive vice president, banking and finance, will lead this business as chief executive officer. Mr. DePaulo joined Sallie Mae as executive vice president and chief marketing officer in 2009, bringing 25 years of experience in the consumer banking industry at MBNA and as co-founder and CEO of Credit One Financial Solutions.

The announcement sparked numerous analyses of what the largest lender's move means for all of student lending. So-called "consumer advocates" immediately said the planned split was a sign of a return of the private student loan market which should be clamped down immediately. The following is from *Bloomberg*:

Sallie Mae's announcement "really confirms what was already clear -- that the private education loan market is growing again," said Pauline Abernathy, vice president of the Institute for College Access and Success, an Oakland, California-based nonprofit research and advocacy group. "We need to make sure that protections are in place so that we don't make the same mistakes again."

It is expected the separation, if completed, would be effected via a tax-free distribution of common stock to Sallie Mae's shareholders. The details of the planned separation, including the precise allocation of assets between the two companies, remain under consideration at this time. Based on current plans and Sallie Mae's March 31, 2013, financial information:

- The education loan management business' principal assets are likely to consist of approximately \$118.1 billion in FFELP Loans, \$31.6 billion in private education loans, \$7.9 billion of other interest-earning assets; and a leading education loan servicing platform that services loans for approximately 10 million federal education loan customers, including 4.8 million customer accounts serviced under the company's contract with the U.S. Department of Education. In aggregate, this company will own approximately 95 percent of Sallie Mae's existing assets and remain obligated for the company's senior indebtedness.
- The consumer banking business' assets are likely to include approximately \$9.9 billion of total assets comprised primarily of private education loans and related origination and servicing platforms; cash and other investments; and the Sallie Mae Upromise Rewards program.

The completion of the separation will be subject to certain customary conditions, including final approval by the Sallie Mae Board of Directors, confirmation of the tax-free nature of the transaction, and the effectiveness of a registration statement that will be filed with the Securities and Exchange Commission, including information about the separation, distribution and related matters. The contemplated separation and distribution will not require a shareholder vote. Although Sallie Mae expects the separation of its businesses and related distribution of common stock to be completed within 12 months, there can be no assurance the separation and distribution will ultimately occur.

Sallie Mae hosted an investor call regarding the announcement May 29 at noon EDT. A replay of the conference call via the company's website is now available and a telephone replay may be accessed through June 12, by dialing 855-859-2056 (USA and Canada) or 404-537-3406 (international) with access code 79061288.

Sallie Mae's announcement is available online:

https://www.salliemae.com/about/news_info/newsreleases/2013/May29-Sallie-Mae-News-Release.aspx

Protesters at the Sallie Mae Shareholder Meeting

In addition to the big news on new CEO Jack Remondi and plans to separate into two companies, Sallie Mae faced protestors last week. Roughly 100 people, affiliated with the United States Student Association (USSA), the American Federation of Teachers (AFT), and Service Employees International Union (SEIU), protested the company's shareholder meeting in Delaware.

With AFT President Randi Weingarten and other union leaders involved, the gathering generated a small amount of media attention and Sallie Mae has said it will meet with leaders of the protestors in the next month. As far as the reasoning for the protest, the *News Journal* (DE) reports:

Demonstrators said they believe the nation's largest provider of student loans has saddled recent college students with too much debt, and they also take issue with the company lobbying efforts in state and federal government.

An article from the *News Journal* and links for a short video of the protest are available online:
<http://www.delawareonline.com/article/20130530/BUSINESS05/305300073/Large-group-protests-Sallie-Mae-meeting>

New Study from Georgetown Center on Major and Degree's Value Proposition

The Georgetown University Center on Education and the Workforce issued a new report showing the value proposition of a bachelor's degree is closely related to major. The report is titled "Hard Times 2013" and the Center states, "In the past, a college degree all but assured job seekers employment and high earnings, but today, what you make depends on what you take."

The following are the key findings identified by the report's authors, Anthony Carnevale and Ban Chean:

1. *Even as the housing bubble seems to be dissipating, unemployment rates for recent architecture graduates have remained high (12.8%). Graduate degrees and work experience did not shield these graduates from a sector-specific shock; graduates with experience in the field have the same jobless rates as the economy overall (9.3%).*
2. *Unemployment is generally higher for non-technical majors, such as the arts (9.8%) or law and public policy (9.2%).*
3. *People who make technology are still better off than people who use technology. Unemployment rates for recent graduates in information systems, concentrated in clerical functions, is high (14.7%) compared with mathematics (5.9%) and computer science (8.7%).*
4. *Unemployment rates are relatively low for recent graduates in education (5.0%), engineering (7.0%), health and the sciences (4.8%) because they are tied to stable or growing industry sectors and occupations.*
5. *Graduates in psychology and social work also have relatively low rates (8.8%) because almost half of them work in healthcare or education sectors.*

Additional information on the report is available online:

<http://cew.georgetown.edu/unemployment2013/>

Excelencia in Education Releases 2011-2012 HSI Report

Excelencia in Education released multiple analyses on Hispanic Serving Institutions (HSIs) in 2011-2012. The organization states the reports are designed "to inform the work of those in higher education looking to address and improve Latino student success in higher education."

The documents are as follows:

- [HSIs List 2011-12](#)
- [List of Emerging HSIs 2011-12](#)
- [List of HSIs with Graduate Programs 2011-12](#)
- [HSI Fact Sheet 2011-12](#)

A description of current HSIs and highlights of the report from Excelencia in Education are included below:

Federal legislation defines HSIs by enrollment as accredited and degree-granting non-profit institutions with 25% or more Latino undergraduate enrollment. Based on *Excelencia in Education's* analysis, there were 356 institutions located in 16 states and Puerto Rico that met the enrollment criteria of HSIs in 2011-12. HSIs represent 11% of all institutions of higher education.

- **Latinos are highly concentrated at HSIs.** Over half (54%) of Latino undergraduates in the U.S. were enrolled at HSIs.
- **Just over half of all HSIs were two-year institutions.** Almost half (47%) of all HSIs were community colleges and 5% were private 2-year institutions.
- **The numbers of HSIs is expected to keep growing.** There were 250 emerging HSIs (institutions with 15-24% undergraduate full-time equivalent Hispanic enrollment).
- **Less than half of HSIs have graduate programs.** Of the 356 HSIs, 133 offer graduate degrees.
- **The number of HSIs grew rapidly.** The number of HSIs grew from 311 to 356 in one year. This is the largest growth of HSIs (45) from one year to the next since 1995.

Additional information on the report and HSIs is available online:

<http://www.edexcelencia.org/hispanic-serving-institutions-hsis>

FINRA Releases State Financial Capability Survey

The FINRA Investor Education Foundation (FINRA Foundation) released the results of America's State-by-State Financial Capability Survey. The survey findings are available at www.usfinancialcapability.org, which features a clickable map of the United States and allows the public, policymakers and researchers to delve into and compare the financial capabilities of Americans across all 50 states and the nation as a whole.

The survey results were released at an event featuring FINRA Foundation Chairman Richard Ketchum; U.S. Securities and Exchange Commission Chair Mary Jo White; Consumer Financial Protection Bureau Director Richard Cordray; Cyrus Amir-Mokri, Assistant Secretary for Financial Institutions, U.S. Department of the Treasury; and Stacey Stewart, U.S. President of United Way Worldwide.

The State-by-State Financial Capability Survey, which surveyed more than 25,000 respondents, was developed in consultation with the U.S. Department of the Treasury, other federal agencies and the President's Advisory Council on Financial Capability.

The State-by-State Survey found a significant disparity in financial capability across state lines and demographic groups:

- Citizens of California, Massachusetts and New Jersey who were surveyed are the most financially capable. Those states ranked in the top five among all states in at least three of five measures of financial capability.
- Mississippi stood out as the least financially capable state, placing in the bottom five in four out of five measures. Arkansas ranked in the bottom five in three out of five measures, and Kentucky ranked in the bottom five in two out of five measures.

- Younger Americans, especially those who are 34 and under, are more likely to show signs of financial stress, including taking a loan or hardship withdrawal from their retirement account or making late mortgage payments.
- Younger Americans are more likely than older Americans to have unpaid medical bills. Of those surveyed, 31 percent of Americans aged 18-34 reported having unpaid medical bills compared to 17 percent for Americans aged 55 or older.

The five measures of financial capability used to rank the states measure how well Americans are managing their day-to-day finances and saving for the future. The national averages among survey respondents for these key measures are below:

- Fewer than half (41 percent) of Americans surveyed reported spending less than their income.
- Over a quarter (26 percent) of Americans reported having unpaid medical bills.
- More than half of Americans (56 percent) do not have rainy-day savings to cover three months of unanticipated financial emergencies.
- Over a third of Americans (34 percent) reported paying only the minimum credit card payment during the past year.
- On a test of five basic financial literacy questions, the national average was 2.88 correct answers.

The state-by-state results break down financial decisions and literacy by gender, age bracket and region, and highlight how a lack of financial capability has disadvantaged many Americans. The State-by-State Financial Capability Survey includes a wealth of data revealing how Americans make ends meet, plan ahead and manage financial products.

The data were collected through an online survey of 25,509 American adults (approximately 500 per state, plus D.C.), over a four-month period, July – October 2012. The sample used in this study was weighted by age, gender, ethnicity and education. The full data set, questionnaire and methodology are available at www.usfinancialcapability.org.

**COHEAO Would Like to Thank Our Commercial Members for Supporting
More Education for More People**



***We Encourage Those Seeking Services to Give
These Committed Organizations Priority Consideration***

Account Control Technology, Inc.	Enterprise Recovery Systems, Inc.
ACSI, Inc.	General Revenue Corporation
AMO Recoveries, Inc	Higher One
Automated Collection Systems, Inc.	Immediate Credit Recovery, Inc.
Bass & Associates	JC Christensen and Associates
Campus Partners	National Credit Management
Capital Management Services, LP	National Enterprise Systems, Inc.
Ceannate, Inc.	NCC Business Services of America
Client Services, Inc.	NCO Financial Systems, Inc.
Coast Professional	Premiere Credit
ConServe	Progressive Financial Services, Inc.
Credit Adjustments, Inc.	Recovery Management Services, Inc.
Credit Control, LLC	Regional Adjustment Bureau, Inc.
Credit World Services, Inc.	Reliant Capital Solutions, LLC
Delta Management Associates	Todd, Bremer & Lawson, Inc.
Educational Computer Systems, Inc.	Xerox, Inc.
EOS-CCA	Williams & Fudge, Inc.
Education Assistance Services, Inc.	Windham Professionals

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CAPS

COHEAO *Achievement*

Program Scholar

The CAP Scholar program is designed for members of COHEAO who desire to further advance their education in areas of Higher Education that benefit both professional growth and expansion of knowledge in areas related to student services. Candidates for the CAP Scholar Program will have previously completed all requirements of the CAP Certification Program

Benefits of the Scholar Program

- Acknowledgement of the achievement in both the Torch Newsletter and COHEAO website
- Award of a "CAP" Scholar certificate
- 10% discount for all COHEAO sponsored webinars and teleseminars (excludes Annual & Mid-Year Meetings)

Criteria for Certification

- The CAPS (COHEAO Achievement Program Scholar) continues to be based on a point system. Points awarded to achieve CAP Certification are included in the point accumulation.
- Scholars must have achieved a minimum of 44 point credits to be eligible. Points may be accumulated as follows:
 - (3) points for participation at the COHEAO Mid-Year Conference
 - (2) points for participation at the COHEAO Annual Conference
 - (1) point for participation at a COHEAO Tele-Conference, Webinar, Seminar
 - (1) point for participation at a COHEAO Sponsored Congressional Hill Visit or visit to a local Congressional office
 - (1) point for presenting at a COHEAO Conference or on behalf of COHEAO at another Conference
 - (4) points for participation as an active member of a COHEAO Task Force or service as a COHEAO Board member (maximum cumulative points for this category is 4)
- Scholars are required to have participated in at least one seminar related to the following topics
 - Financial Literacy
 - STAR related Seminar
 - Federal/State Regulatory related Seminar
 - Consumer Financial Protection Board related Seminar
- Scholars are required to have served as an active member for a minimum of one year on at least one COHEAO Task Force to be eligible for recognition as a CAP Scholar.

