

1  **The Farmers Market: An overview of your state agency's services**

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2  **Today's Agenda**

- Overview of the MDHE
- Updates on MDHE services
- What's NEW at the MDHE
  - Default fee
  - Lender of Last Resort (LLR) Program
  - MODEL Direct/ATOM
  - High School Counselor Advisory Committee
  - New publications

3  **Our Mission**

To deliver an affordable, quality, coordinated postsecondary education system and increase successful participation, benefiting all Missourians.

4  **MDHE Organization Chart**

- Governor
- Coordinating Board for Higher Education
- Commissioner
- Missouri Student Loan Program
- Legislative Affairs, Contracts & Compliance, and Operations
- Academic Affairs, Fiscal Affairs, and Information Technology
- Financial Assistance, Outreach & Proprietary Certification

5  **MDHE Student Loan Program**

- Missouri's state-designated guarantor
  - Chapter 173 of the Missouri Revised Statutes
- Services include:
  - Free publications, online tools, and other resources
  - Outreach and training
  - Default prevention grant program
  - ATOM, a free disbursing service

6  **Legislative Affairs, Contracts & Compliance, and Operations**

Legislative Affairs & Operations

- Provides weekly Missouri legislative session updates

Compliance and Policy Services

- Communicates information about regulatory and legislative issues important to Missouri institutions

7  **Academic Affairs, Fiscal Affairs, and IT**

Academic Affairs

- Creates, implements, and coordinates general academic strategy and policies for Missouri's postsecondary institutions

Fiscal Affairs

- Creates and manages the budget

Information Technology

- Maintains FAMOUS, dhe.mo.gov, and other MDHE systems

8  **Financial Assistance, Outreach and Proprietary Certification**

Financial Assistance and Outreach

- Provides information regarding state aid programs

Proprietary Certification

- Provides information regarding postsecondary education providers that must be approved to operate by the MDHE

9  **Who are our customers?**

- 1 • Students and their families
  - Parents
  - Missouri taxpayers & citizens
  - Legislators
- 2 • Postsecondary institutions
  - Lenders & servicers
  - High school counselors
  - Other audiences

10  **MDHE Services Updates**

11  **MDHE's Guarantor Ranking**

- Released by U.S. Department of Education
  - MDHE was ranked among top national guarantors for collections and recovery rate
- Ranked 3<sup>rd</sup> for non-consolidation collection totals
  - 22.04% recovery rate
  - \$42,640,751 collected in FYTD
  - Rehabilitation program successful
- Ranked 9<sup>th</sup> for overall recovery totals
  - 24.6% recovery rate
  - \$47,595,376 collected in FYTD

12  **Training & Speakers Bureau**

- 2008 Spring workshops
  - 85 total attendees across 5 locations
  - More than 200 manuals distributed
  - Plan to repeat 5 locations in 2009
- 60 speakers bureau requests for SFY08
  - Requests from FAOs or B2B = 55%
  - Requests from community groups or high schools = 36%
  - Presentations made at state, regional, and national events
    - NASFAA
    - MASFAA

13  **MDHE's Monthly Digest**

- News categories
  - Missouri News
  - National News
  - Default Prevention
  - Training & Events
  - What's New
  - Compliance Q&A
  - Product News
  - Staff News
- Generally 10 to 14 articles a month

14  **E-Distribution Messages**

- Email addresses subscribed April 1, 2008
  - Financial aid officers
    - 49%
  - High school counselors
    - 29%
  - FFELP lenders/servicers
    - 6%
  - Other
    - 9%
- Messages sent by calendar year

15  **Default Prevention Grant Program**

- Offers Missouri institutions up to \$25,000 annually to provide trainings on debt management, financial literacy, and default prevention activities
- DP Grant cumulative awards \$4,972,617 through SFY09
- Currently 26 institutions participate in the program

16  **What's NEW at the MDHE?**

17  **Federal Default Fee (FDF)**

- Full subsidy on MDHE-guaranteed loans guaranteed on or after July 1, 2008 and through June 30, 2009

- Must be attending a Missouri school
- PLUS and Stafford Loans
- Fee evaluated on a yearly basis

18  **Missouri LLR Program**

- Missouri's LLR plan submitted to USDE May 16
- Only Missouri's state-designated guarantor may guarantee and make LLR loans in Missouri
  - DCL GEN-08-05 (page 2)
  - HEA 428(j)
  - 34 CFR 682.401(c)
- LLR funding sources
  - Missouri will have a pool of available LLR lenders
  - MDHE may also fund LLR loans
  - Federal advances available to MDHE, if needed

19  **Lender of Last Resort**

<http://www.dhe.mo.gov/lenderlastresort.shtml>

20  **MODEL Direct/ATOM**

- New password functionality, summer 2008
- Minimal system downtime during recent years
  - MODEL Direct down a total of \_\_\_ hours during calendar year 2007 and \_\_\_ hours during 2008 YTD

21  **High School Counselor Advisory Committee**

- Committee goals:
  - Identify critical needs of college-bound students that are not currently being met
  - Provide insight into teen viewpoints and popular culture trends to help the MDHE better communicate with younger audiences
  - Identify needs of the secondary education community

22  **Publications**

- New MDHE branding successful
- 70% increase of publication orders from SFY07 to SFY08
  - *The Source* increase by 136%
  - *Smart Approach* increase by 87%
- Distributed 197,392 printed brochures

23  **NEW Publications 2008-09**

- College Road Map
- Planning for Financial Success

- All publications can be ordered online at [www.dhe.mo.gov](http://www.dhe.mo.gov)

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**Questions?**

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