

Service & Product Summary

MDHE Services		
Service	Audience	Description
Client Service (Client Service Representatives & Client Managers)	<ul style="list-style-type: none"> • Student/Parent • Financial Aid Officer 	<p>The MDHE Client Service staff provides assistance and information to Missouri's financial aid officers (FAOs), students, and families by:</p> <ul style="list-style-type: none"> • Building relationships within Missouri's student financial aid community • Providing support and technical assistance on financial aid topics such as student grants, scholarships, and federal student loan programs • Offering personalized assistance for the financial aid office, including: <ul style="list-style-type: none"> ○ State aid and FAMOUS system ○ Student loans, ATOM processes, and the MODEL Direct system
College Access Challenge Grant	<ul style="list-style-type: none"> • Financial Aid Officer • Nonprofit Organization 	<p>The College Access Challenge Grant has been (approximately \$2.2 million disbursed over a two-year period) awarded to the MDHE by the U.S. Department of Education to increase activities for:</p> <ul style="list-style-type: none"> ○ Early awareness ○ Outreach ○ Financial literacy • MDHE plans to use the funding to: <ul style="list-style-type: none"> ○ Develop financial literacy materials for high schools to use to meet graduation and curriculum requirements ○ Enhance the MDHE Web site and its tools, including adding a college cost calculator ○ Administer a competitive subgrant program to allow colleges, universities & other non-profit organizations to increase their early awareness, outreach and financial literacy activities
Default Prevention	<ul style="list-style-type: none"> • High School Students • Financial Literacy Teachers • College Students • Financial Aid Officers 	<p>THE MDHE Default Prevention staff work to promote financial literacy and avert loan defaults by:</p> <ul style="list-style-type: none"> • Helping secondary institutions meet their financial literacy requirements and educate students about paying for college • Assisting postsecondary institutions implement and maintain debt management programs, financial literacy workshops, and retention activities aimed at reducing loan defaults • Administering Default Prevention Grants <ul style="list-style-type: none"> ○ 27 Schools currently participate
Digest/E-distribution	<ul style="list-style-type: none"> • Student/Parent • Financial Aid Officer • Lender/Service 	<p>The MDHE Digest and E-distribution listserv operate as two independent electronic services that provides recipients with important information about late-breaking industry news and operational issues.</p>

Service & Product Summary

MDHE Services		
Service	Audience	Description
Federal Default Fee Subsidy	<ul style="list-style-type: none"> • Student/Parent • Financial Aid Officer • Lender/Service 	<p>The Federal Default Fee (FDF) subsidy is a borrower benefit provided for students in attendance at Missouri schools with loans guaranteed by the MDHE.</p> <ul style="list-style-type: none"> • The FDF is a mandatory 1% loan fee charged to borrowers at the time of disbursement. • The MDHE has paid the FDF on behalf of Missouri students since 2008.
Monthly Student Reminders	<ul style="list-style-type: none"> • Student/Parent 	<p>The MDHE's monthly student reminder service provides helpful hints about preparing for college.</p>
Outreach Activities	<ul style="list-style-type: none"> • Student/Parent • Financial Aid Officer • High School Counselor 	<p>Outreach services are provided by the MDHE to educate Missouri's citizenry about topics related to higher education.</p> <ul style="list-style-type: none"> • The MDHE offers free workshops and trainings each year for Missouri's financial aid community, high school counselors, and other Missouri audiences. Trainings provided by the MDHE include: <ul style="list-style-type: none"> • Regional training workshops <ul style="list-style-type: none"> ○ Fall workshops ○ Spring workshops • MDHE Speakers Bureau <ul style="list-style-type: none"> ○ Free training on industry and professional development topics ○ Numerous presentation topics tailored to meet the needs of the audience
Partnerships & Advisory Committees	<ul style="list-style-type: none"> • Financial Aid Officer • High School Counselor 	<p>The MDHE builds partnerships with various organizations in an effort to gain additional insight into how we can better serve our customers.</p> <ul style="list-style-type: none"> • MDHE is an active partner with the following associations: <ul style="list-style-type: none"> ○ MASFAP ○ MASFAA ○ NCHELP ○ NASFAA ○ MSCA ○ MOACAC ○ MCCE • Customer advisory committees providing input to the MDHE include: <ul style="list-style-type: none"> ○ High School Counselor Advisory Committee ○ School FAO Advisory Committee ○ Lender-service Advisory Committee ○ State Student Financial Aid Committee
Publications	<ul style="list-style-type: none"> • Student/Parent • High School Counselor • Financial Aid Officers • Lender/Service 	<p>MDHE publications are available to assist in providing students with information about financial assistance, debt management, and default prevention.</p> <ul style="list-style-type: none"> • All publications are free of charge. • Publications can be ordered at http://www.dhe.mo.gov/publications.shtml

Service & Product Summary

MDHE Products		
Product	Audience	Description
ATOM (Automated Transfer of Money)	<ul style="list-style-type: none"> • Financial Aid Officer • Lender/Servicer 	<p>ATOM is a free student loan disbursement system that offers postsecondary schools and lenders increased functionality and optimal disbursement flexibility.</p> <ul style="list-style-type: none"> • Advanced lender invoicing allows for disbursement processing the day prior to disbursement. • Schools and lenders can receive rosters, invoices, and other custom reports via the guarantor servicing system Web client. • Changes made in the guarantor servicing system are immediately reflected in ATOM. • Quarterly updates ensure timely compliance with CommonLine and other Federal Family Education Loan Program (FFELP) industry initiatives and more frequent implementation of system enhancements.
FAMOUS (Financial Assistance for Missouri Undergraduate Students)	<ul style="list-style-type: none"> • High School Counselor • Financial Aid Officer 	<p>FAMOUS is a real-time database for the Access Missouri, Bright Flight and Marguerite Ross Barnett programs that is shared by the Missouri Department of Higher Education (MDHE), postsecondary schools and high schools to:</p> <ul style="list-style-type: none"> ○ Track student eligibility ○ Request payment and disburse funds ○ Return funds ○ Monitor disbursement information • The FAMOUS user manual is available to view at http://www.dhe.mo.gov/files/PSImanual.pdf. To obtain your school's user ID and password, contact the MDHE at (800) 473-6757, option 4 or info@dhe.mo.gov. • File transfer protocol (FTP) is available for schools to share eligibility and payment files with the MDHE instead of using the database pages for those functions. • New for the 2009-2010 academic year, FAMOUS is accessible via the MDHE Web site and no longer requires software installation.
MODEL Direct	<ul style="list-style-type: none"> • Financial Aid Officer • Lender/Servicer 	<p>MODEL Direct is the MDHE's Web-based loan application and loan maintenance system (i.e., change transactions).</p> <ul style="list-style-type: none"> • Features of the system include: <ul style="list-style-type: none"> ○ Real-time data ○ File management ○ Online application certification and processing ○ Real-time change transaction posting, individually or en masse ○ Standard production reports, which may be retrieved and managed via MODEL Direct • The MODEL Direct user manual is available to view at http://www.dhe.mo.gov/modelresources.shtml. To obtain a user ID and password, contact School and Lender Services at (800) 473-6757, option 2 or HE.ATOM@dhe.mo.gov.