

# Oral Roberts University

2007-2008

Lender Selection

Request for Proposal

November 15, 2006

Oral Roberts University  
Financial Aid Office  
7777 S. Lewis Ave.  
Tulsa, OK. 74171

918-495-6510

[finaid@oru.edu](mailto:finaid@oru.edu)

*ORU Financial Aid: 2007-2008 Lender Selection RFP*

**Table of Contents**

Recommended Lender List Information	Page: 3
Evaluation Criteria	Page: 3
Section I. Technology	Page: 4
Section II. Customer Service	Page: 7
Section III. Loan Program(s)	
A. Stafford	Page: 18
B. PLUS	Page: 10
C. Private / Alternative	Page: 12

## *ORU Financial Aid: 2007-2008 Lender Selection RFP*

### **Response Format and Instructions:**

On the following pages, you will find 3 sections of questions about your student loan institution's technology, customer service and loan products.

Feel free to skip any sections or questions that do not apply to your lending institution. We also encourage you to elaborate or explain any of your answers if you need to, though you're welcome to simply answer "yes" or "no". You may need to differentiate between your loan products for certain questions.

Please submit your response to our office no later than December 15<sup>th</sup>. You may make your response to the attention of the "Lender Selection Committee".

### **Schedule:**

11/15/06	Availability of the 2007-2008 Lender Selection RFP
12/15/06	Lender response to RFP and copy of school Profile to be submitted to ORU
02/15/07	Evaluation and selection for recommendation complete
03/09/07	Lender List publication arrangements complete

### **Recommended Lender List Information**

The lenders selected for recommendation represent those who offer competitive pricing, services and products to student and parent borrowers. These lenders work efficiently and effectively in the areas of technology and customer service and have established a trusted working relationship with our borrowers. Availability, problem solving, and quick response are among the expectations of a successful working relationship.

Currently, we have three recommended lender lists:

- Stafford
- PLUS
- Alternative

Generally, our lists have 5-7 lenders recommended. Each list is considered in its own context. It is possible for lenders to be on multiple lists or selected for just one list.

### **Evaluation Criteria:**

- I. Technology - Rated on a scale of 1 to 5 with 5 being very satisfied with response.
- II. Customer Service - Rated on a scale of 1 to 10 with 10 being very satisfied.
- III. Loan Product - Rated on a scale of 1 to 10 with 10 being very satisfied.

## *ORU Financial Aid: 2007-2008 Lender Selection RFP*

### **I. Technology**

1. Do you have a website for borrowers to apply and complete applications online, using E-signature?  
What is that website address?  
Can you attach screen-prints of the E-signature/ application process?
2. How do borrowers set up an account? (pin, password, email?, etc)  
What is the procedure for re-setting a password?
3. Can your borrowers get a credit decision online?  
How long does that usually take?  
How are the borrowers notified of the decision?
4. Can you provide a jump / splash / welcome and/or co-branded page/link to transition ORU students from our website to yours?
5. Do you have special features on your website that reflect specific ORU information such as our designated Loan Periods, our contact information, mailing address, etc?
6. Do you require students to complete an Entrance Interview through your servicer for the Stafford loan or can this be optional?
7. Do you prompt students to complete the FAFSA and review their Award Letter from the school before beginning the application process?
8. Do you have a website for schools to view and update borrower's loan records?  
Can the school do pre-disbursement adjustments?  
Post-disbursement adjustments?  
Loan Period changes?  
Grade Level changes  
Graduation Date changes?

*ORU Financial Aid: 2007-2008 Lender Selection RFP*

(8. cont...): Mass Hold/Release?

Mass Disbursement Date changes?

What other updates is the school able to do on your website?

9. Is the school able to certify loans on your website?

10. Can the school view the status of a loan on your website?

If so, what are the common codes and what do they mean? (Feel free to attach a list, chart, etc)

11. Can the school run reports online? (Feel free to attach a listing of available or common reports)

Can the reports be run or exported to Excel?

Are the reports available immediately (or emailed later or saved to a mailbox, etc.)?

How far into the future and into the past can the school query for data on the reports?

12. In addition to your own servicer's website, which of the following Central Processing Agencies can you send Certification Requests to?

Nelnet

ELM

OpenNet

TG Advantage

Other: \_\_\_\_\_

13. In addition to Certification Requests, which of the following Central Disbursing Agencies can your lending institution route disbursements via EFT (ACH) through?

Nelnet

ELM

OpenNet

TG Advantage

Other: \_\_\_\_\_

*ORU Financial Aid: 2007-2008 Lender Selection RFP*

14. If ORU were to request it (ie: a special disbursement due to borrower emergency), could your servicer send us the disbursement directly via EFT?  
Could your servicer over-night a check?
15. Can your system accept a school generated ID?  
Can this ID be included on reports?  
Can you carry the school generated ID data from loan record to loan record over time (just like the SSN or demographic data?)
16. Which common-line versions can your system accept?
- Common-line 4
  - Common-line 5
  - Common Record
17. Can your system accept change-file transactions?
18. If ORU continues to split our FFEL volume between two central processing/disbursement agencies (like Nelnet and ELM); can you also split the Certification Requests and Response Files?
19. Can you receive funds returned for Post-Disbursement cash changes via Auto Debit?  
If so, how does the return get processed on the student's account?  
How long does it take to reflect for the school? For the student?  
What reports are available to the school to confirm receipt of the returned funds?  
How is that information made available to the school? To the student?
20. What agency do you use to service your loans? Please tell us your website address and what technical efficiencies your agency provides schools like ORU. How do you feel your servicing is technically superior to your competitors?

*ORU Financial Aid: 2007-2008 Lender Selection RFP*

**II. Customer Service**

1. What Servicer does your lending institution use?
2. Can you provide us with a Dedicated Customer Service Representative to assist us in the day-to-day maintenance of our borrower's loans?  
Can you also send a representative from your institution to come to our campus and help our students with the loan application process at our Registration (Orientation) in the Fall and also in the Spring?
3. In the most recent previous academic year, how often were representatives from your lending institution able to visit our campus for events, trainings, meetings, and other activities? What were the events?
4. In the most recent previous academic year, what was the total volume of loans processed for ORU students through your lending institution? (Please specify STAF, PLUS, and PRIVATE)
5. What processes do you currently have in place to pro-actively monitor and maintain ORU loan volume in order to prevent problems and issues from arising?
6. What processes do you currently have in place for resolving Incomplete Applications, Guarantor Rejects, Pending Borrower Signature, Needs Follow Up, and/or Exception Processing statuses?
7. Do you feel your lending institution responds in a timely manner to our borrower's requests and needs? Can you give us an example of a special request made in the most recent previous academic year and the time frame it was completed?
8. Would you like to share an example of exceptional service or special accommodations for ORU, or describe behind-the-scenes efforts we may not be aware of in the area of customer service for our school, office, and students?
9. Are there any other services for our staff, school, or student's you'd like ORU to consider in the future?
10. How does your institution provide superior customer service to our staff, students, and borrowers?

*ORU Financial Aid: 2007-2008 Lender Selection RFP*

**III. Loan Products**

**A. Stafford**

1. In what ways can borrowers contact your lending institution to find out more about your Stafford loan?
2. What special benefits, offers, repayment incentives, etc are available for ORU students through your institution for the Stafford loan?

Do you pay the ORIG and / or D-fee on behalf of the borrower for the Stafford loan?

2. How do you feel your Stafford loan product is superior to your competitor's benefits and incentives?
4. Which of the following guarantors are you able to work with?
  - TG
  - USAF
  - OGSLP
5. Who services your Stafford loan or what other servicers would you be willing to work with? (in order to help ORU manage Stafford funds efficiently and provide our students with a variety of borrower benefits and repayment options)
6. Please provide a total payoff amount for a \$10,000 Stafford loan in a 10 year standard repayment at today's fixed interest rate of 6.8% with your servicer's benefits, incentives, & special offers applied.
7. If a borrower e-signs, can you send the certification request for the Stafford loan to any of the following central processing agencies? (in order for the school to have one location to certify all our lender's loans)
  - Nelnet
  - ELM
  - OpenNet
  - TG Advantage

Other: \_\_\_\_\_

In what other ways can you notify the school than an E-sign has been completed?



*ORU Financial Aid: 2007-2008 Lender Selection RFP*

8. Can you also send your STAF disbursements via EFT to any of the following central processing agencies?

- Nelnet
- ELM
- OpenNet
- TG Advantage

Other: \_\_\_\_\_

9. Will you accept a true and exact copy of a student's Stafford MPN via fax? (in the case of an app getting lost in the mail or the student needing funds to disburse ASAP)

10. What else do you want ORU to know about your Stafford loan product, services, benefits, programs, etc?

*ORU Financial Aid: 2007-2008 Lender Selection RFP*

**III. Loan Products**

**B. PLUS**

1. What efforts or services do you provide to help parent borrowers educate themselves on the PLUS loan and to contact your institution?

2. What special benefits, offers, repayment incentives, etc are available for ORU parents through your lending institution for the PLUS loan?

How do you feel your PLUS loan product is superior to your competitor's benefits and incentives?

3. Do you offer parent borrowers forbearance or deferment options while the student is in school?

What other repayment options do parent borrowers have?

4. If a borrower e-signs, can you send the certification request for the PLUS loan to any of the following central processing agencies? (in order for the school to have one location to certify all our lender's loans)

- Nelnet
- ELM
- OpenNet
- TG Advantage

Other: \_\_\_\_\_

5. Can you also send your PLUS disbursements via EFT to any of the following central processing agencies?

- Nelnet
- ELM
- OpenNet
- TG Advantage

Other: \_\_\_\_\_

6. Which of the following guarantors are you able to work with?

- TG
- USAF
- OGSLP

*ORU Financial Aid: 2007-2008 Lender Selection RFP*

7. Who services your PLUS loan or what other servicers would you be willing to work with? (in order to help ORU manage funds efficiently and provide our parent borrowers with a variety of benefits and repayment options)
  
8. Please provide a total payoff amount for a \$10,000 PLUS loan in a 10 year standard repayment (no deferments or forbearances) at today's fixed interest rate of 8.5% with your servicer's benefits, incentives, & special offers applied.
  
9. For parent borrowers that are initially credit denied, do you allow them to use an "endorser"?  
Do you offer parent borrowers a "2<sup>nd</sup> Look" program or other opportunities to appeal a credit denial?
  
10. What else do you want ORU to know about your PLUS loan product, services, benefits, programs, etc?

*ORU Financial Aid: 2007-2008 Lender Selection RFP*

**III. Loan Products**

**C. Alternative / Private**

1. What efforts or services do you provide to help students and co-borrowers educate themselves on Private/ Alternative loans? How can borrower's contact your institution?  
Do you prompt students to review Federal Aid eligibility with the school before applying for the Alt-loan ?
2. What special benefits, offers, repayment incentives, etc are available for ORU students through your lending institution for your Private/ Alternative loan?  
What fees are associated with your loan?  
How do you feel your Alt-loan product is superior to your competitor's benefits, incentives, and services?
3. What are your eligibility requirements? (SAP, > ½ time, prior balances, min & max amounts, aggregate limits, degree seeking, income, residency, age, etc)
3. Do you offer forbearance or deferment options while the student is in school or in repayment?  
What other repayment options do borrowers have?  
Do you offer a co-signer release?  
What is the Grace Period for your Alt-loan?
4. Do you offer E-signature for your Alt-loan?  
If you do not offer E-sign, what is your current process for initiating a Cert Request and getting the signed application?
5. When a borrower applies for and completes a loan application, can you send the Certification Request for the Alt-loan to any of the following Central Processing Agencies? (in order for the school to have one location to certify all our lender's loans)
  - Nelnet
  - ELM
  - OpenNet
  - TG Advantage

*ORU Financial Aid: 2007-2008 Lender Selection RFP*

6. Can you also send your Alt-loan disbursements via EFT to any of the following central processing agencies?

- Nelnet
- ELM
- OpenNet
- TG Advantage

Other: \_\_\_\_\_

If you are unable to send your disbursements via EFT through one of these disbursing agencies, are you able to overnight the check to the school?

7. Who services your ALT-loan? What is the contact information and website for that servicer? Can you provide a dedicated representative specifically to help us maintain our Alt-loan volume and assist us with various issues such as password re-sets, credit appeals, faxing documentation and other “peak time” issues?

8. Please provide total payoff amount(s) for a \$10,000 private loan in a 10 year standard repayment (after a standard grace period with no additional deferments or forbearances) at each of your credit tier’s current interest rates with your servicer’s benefits, incentives, & special offers applied.

How many credit tiers do you approve loans for? What is the rate for each of these tiers?

9. What is the approval rating for your private loan for the most recent previous academic year loan volume? For those borrowers that are initially denied, do you offer an appeal process? A counter offer?

10. What else do you want ORU to know about your Alt-loan loan product, services, benefits, programs, etc?





