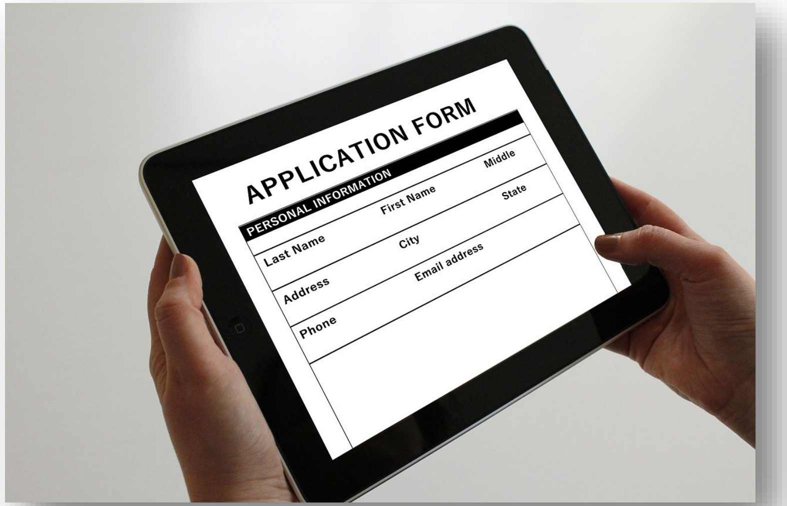
Texas Higher Education
COORDINATING BOARD

Student Financial Aid Programs Transform Thursday

Navigating the Loan Application Process

November 7, 2024

Topics of Discussion



Loan Programs Overview

Loan Certification Process

Lender Approval

Resources

Deadlines, Reminders, & Notifications

Stay Connected

Survey: Financial Aid Experience

How many years have you worked in the Student Financial Aid industry?

Loan Programs Overview

College Access Loan (CAL)

Future Occupations and Reskilling Workforce Advancement to Reach Demand (FORWARD) Loan Program

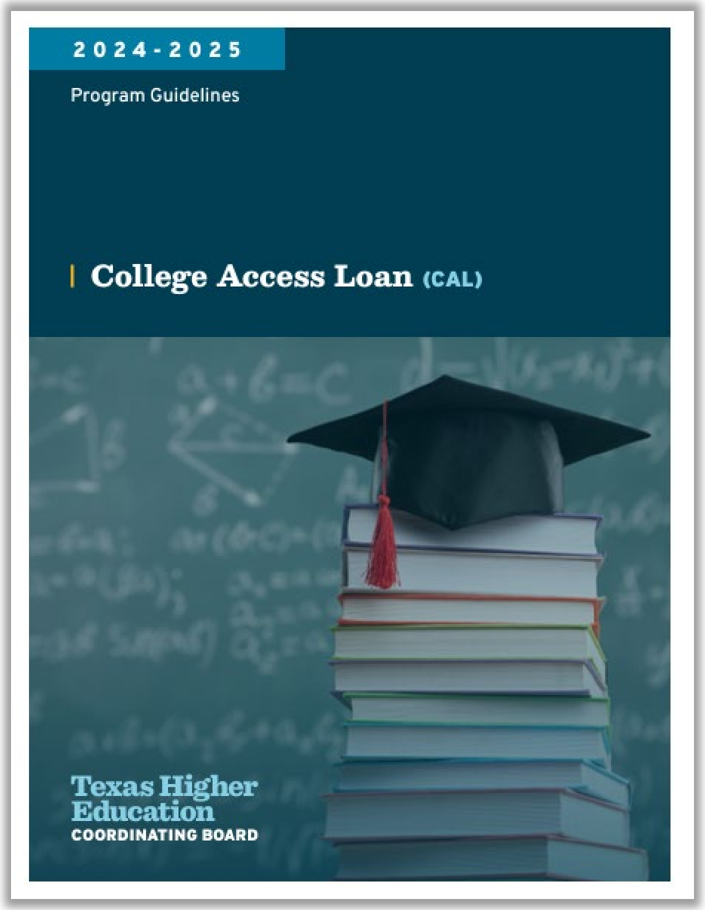
CAL Program

The CAL program provides alternate loans to Texas students at public and private institutions.

The current fixed interest rate is 6.30%.

Eligibility requirements:

- be classified by the institution as a Texas resident
- be registered with Selective Service, or be exempt
- be enrolled at least half-time
- receive a favorable credit evaluation or provide a cosigner who has good credit standing
- meet the satisfactory academic progress requirements set by the institution
- cannot exceed manageable student loan debt as determined by the Texas Higher Education Coordinating Board



CAL Program Guidelines: https://reportcenter.highered.texas.gov/agency-publication/guidelines-manuals/college-access-loan-fy-2025-guidelines/

CAL Program

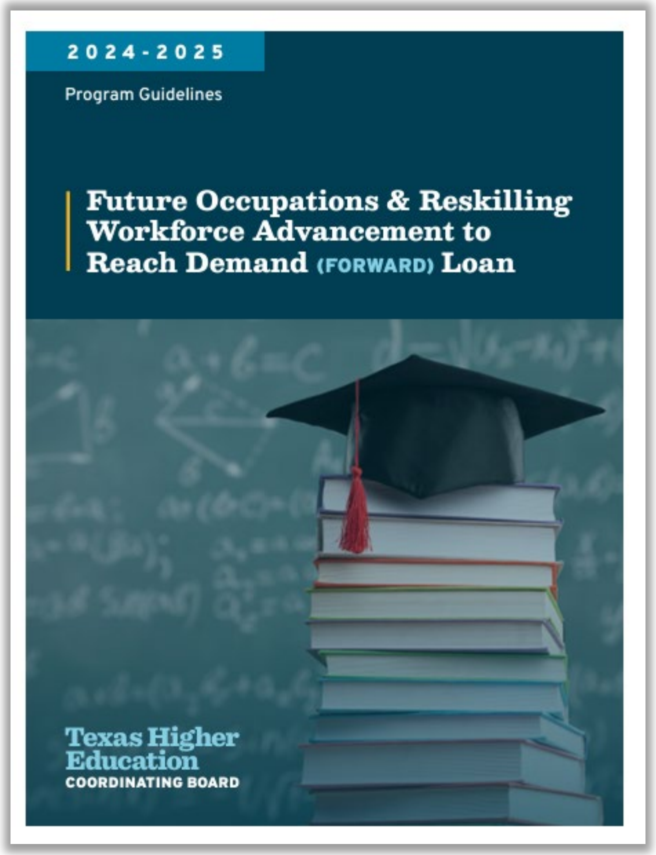
Manageable Debt Calculation Chart

Figure: 19 TAC §22.49(d)

Area of Study	Average Annual Earnings (five years after graduation)	Reasonable Monthly Student Loan Payment (based on a 10-year repayment at an average 5% interest)	Reasonable Student Debt to Income Ratio	Maximum Amount of Student Loan Debt Used in College Access Loan Calculation
Agriculture and natural resources	$53,000	$442	10%	$50,350
Architecture and engineering	$83,228	$694	10%	$79,067
Arts	$45,210	$377	10%	$42,950
Biological and life sciences	$48,827	$407	10%	$46,386
Business	$59,123	$493	10%	$56,167
Communications and journalism	$49,098	$409	10%	$46,643
Computers, statistics, and mathematics	$68,246	$569	10%	$64,833
Education	$49,127	$409	10%	$46,671
Health	$60,398	$503	10%	$57,378
Humanities and liberal arts	$47,418	$395	10%	$45,047
Industrial arts, consumer services, and recreation	$49,907	$416	10%	$47,412
Law, public policy, and social work	$45,476	$379	10%	$43,202
Physical sciences	$59,588	$497	10%	$56,609
Psychology or undeclared major	$42,960	$358	10%	$40,812
Social sciences	$50,274	$419	10%	$47,760

Figure: 19 TAC §22.49(d) (state.tx.us)

FORWARD Program



FORWARD Program Guidelines:
https://reportcenter.highered.texas.gov/agency-publication/guidelines-manuals/forward-loan-fy-2025-guidelines/

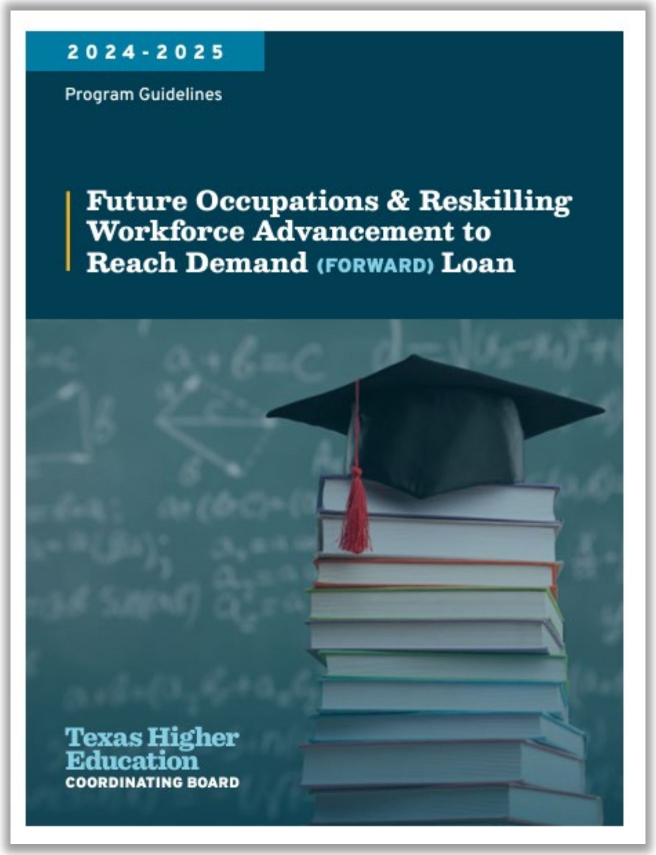
The FORWARD Loan Program is a low-interest loan designed for students enrolled in programs aligned with high-value credentials and high-demand occupations.

The current fixed interest rate is 4.30%.

Eligibility requirements:

- be classified by the institution as a Texas resident
- be registered with Selective Service, or be exempt
- meet the satisfactory academic progress requirements set by the institution
- receive a favorable credit evaluation or provide a cosigner who has good credit standing
- cannot exceed manageable student loan debt as determined by the Texas Higher Education Coordinating Board
- be enrolled in a High-Demand Credential program that the student will be able to complete in two years or less.

FORWARD Program



FORWARD Program Guidelines:
https://reportcenter.highered.texas.gov/agency-publication/guidelines-manuals/forward-loan-fy-2025-guidelines/

Additional enrollment requirements:

- If enrolled in a **degree program**, must have completed at least 50% of the required coursework prior to receiving a loan through the Program
- If enrolled in a **non-degree program**, the program's duration must be less than two years
- If enrolled in master's degree coursework, the master's degree must be part of a **combined baccalaureate-master's** program approved by the institution of higher education

Loan Program Participation

CAL and **FORWARD**:

- Are NOT opt-in/opt-out programs
- Institutions must participate and certify a CAL or FORWARD loan for an eligible student based on the signed Program Participation Agreement executed by THECB
- [Title 19, TAC, Chapter 22]

Loan Application Process

Online Application	• Student completes the online application and submits the promissory note and ***Private Education Loan Application Self Certification*** form.
Credit Approval	• THECB reviews the application for credit purposes.
Certification	• Institution submits the certification online through HelmNet portal.
Lender Approval	• THECB calculates the student's manageable debt to determine the final loan amount.
Private Education Loan Approval Disclosure	• ***Private Education Loan Approval Disclosure*** (LAD) is mailed to the student with instructions on how to accept the loan terms.
Loan Terms Accepted	• Student logs onto HelmNet to electronically select the ***Acknowledge Loan Acceptance Disclosure Agreement.***
Private Education Loan Final Approval Disclosure	• ***Private Education Loan Final Approval Disclosure***, or *Loan Consummation Disclosure* (LCD), is mailed to the student informing them of their right to cancel and indicating the earliest date for delivery of funds.
Funding	• Funds can be scheduled for disbursement after the seven-day cancellation period has expired.

Loan Certification Process

HelmNet

Loan Certification Overview

Login to HelmNet

Access Pending Certifications

Review Pending Certification

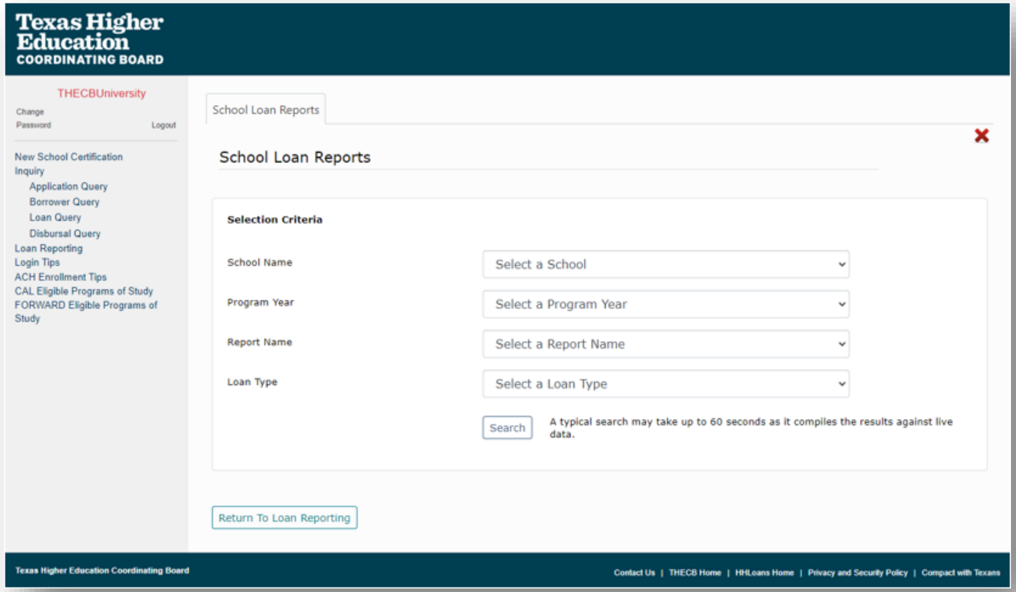
- Loan Information
- Enrollment Information
- Financial Aid Information
- Borrower Information
- Disbursal Information

Certify Pending Loans

Accessing Pending Certifications

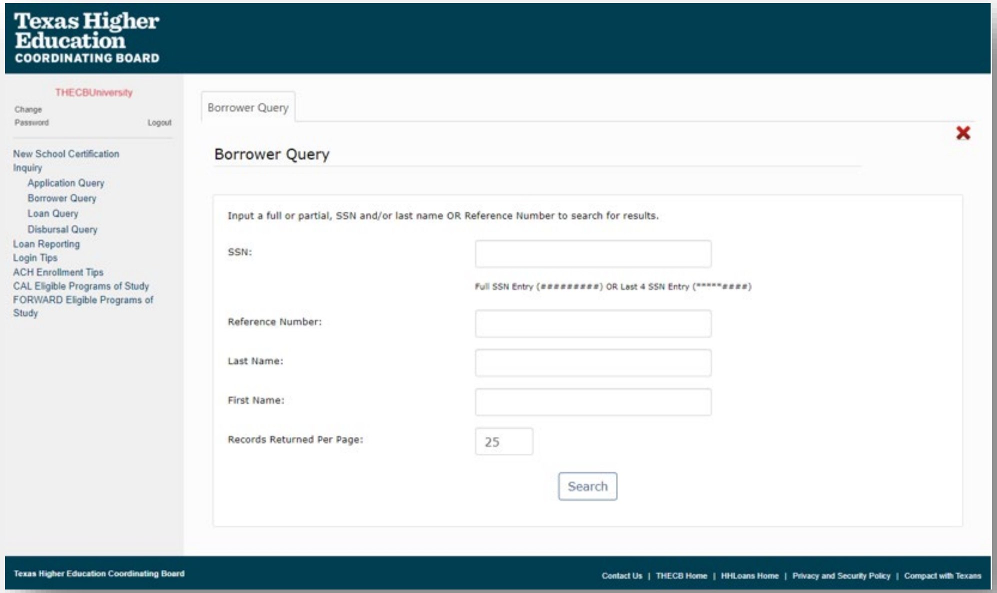
Pending School Certification

Multiple Borrower Records



Borrower Query

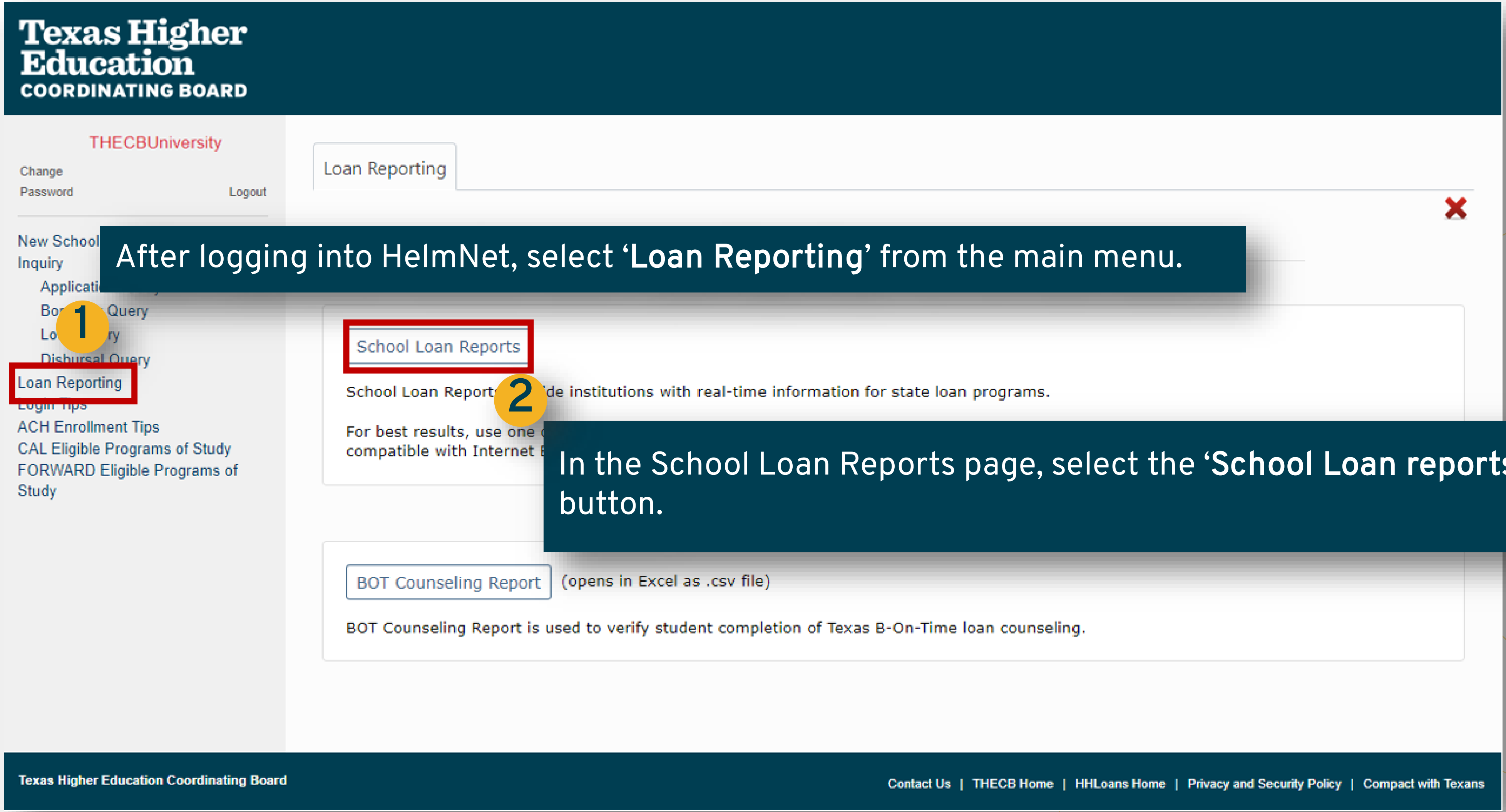
Individual Borrower Record



Pending School Certification Report

Loan Programs

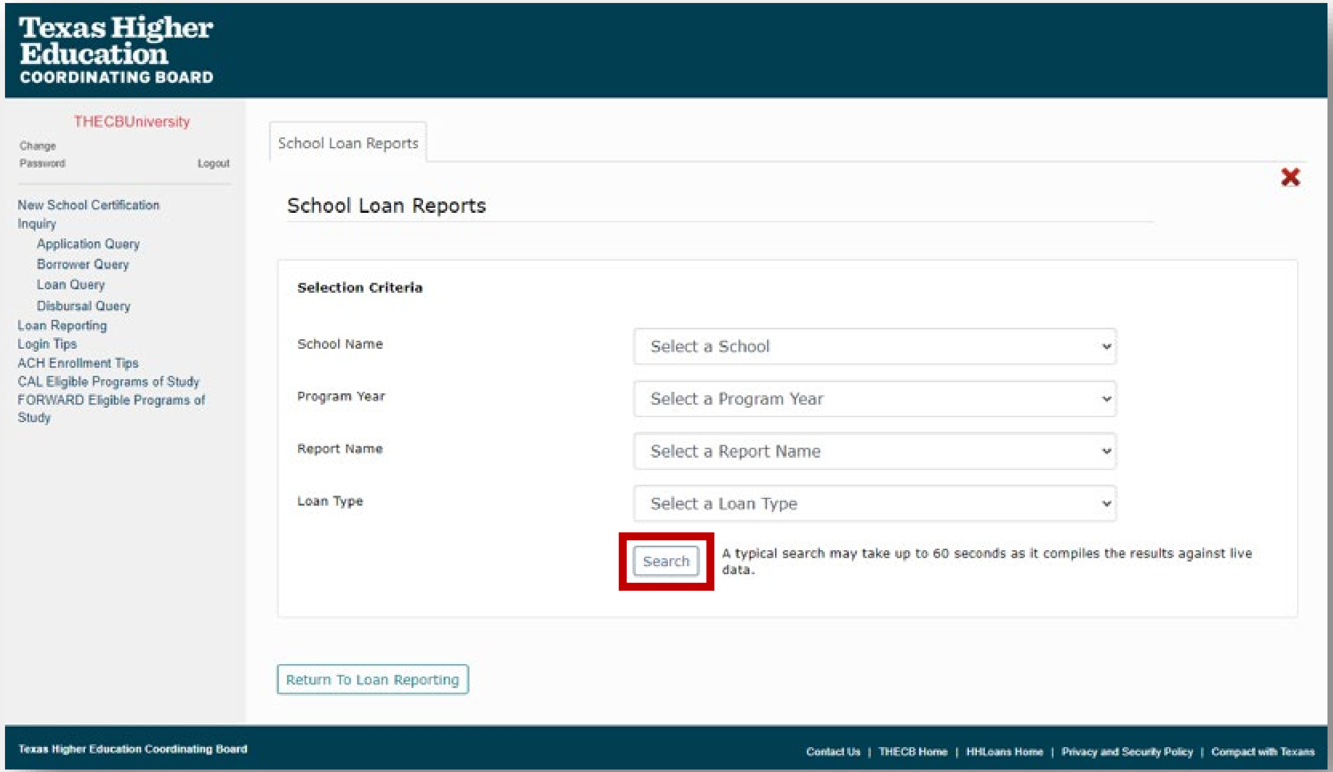
Pending School Certification Report



1. After logging into HelmNet, select ‘**Loan Reporting**’ from the main menu.

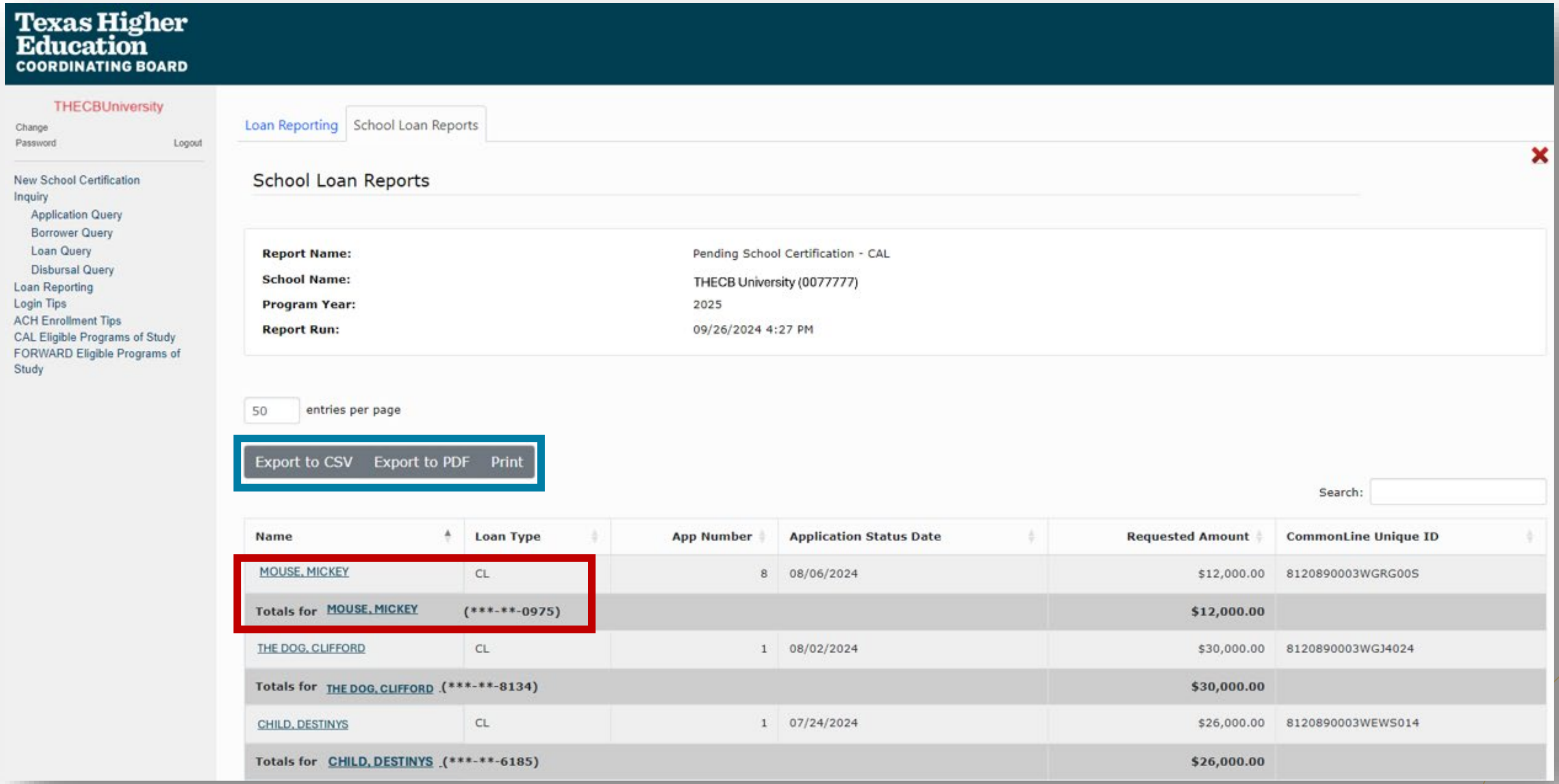
2. In the School Loan Reports page, select the ‘**School Loan reports**’ button.

Pending School Certification Report



1. From the required dropdown menus, select:
   - ✓ School Name
   - ✓ Program Year
   - ✓ Report Name
   - ✓ Loan Type
2. Click on **Search**

Pending School Certification Report

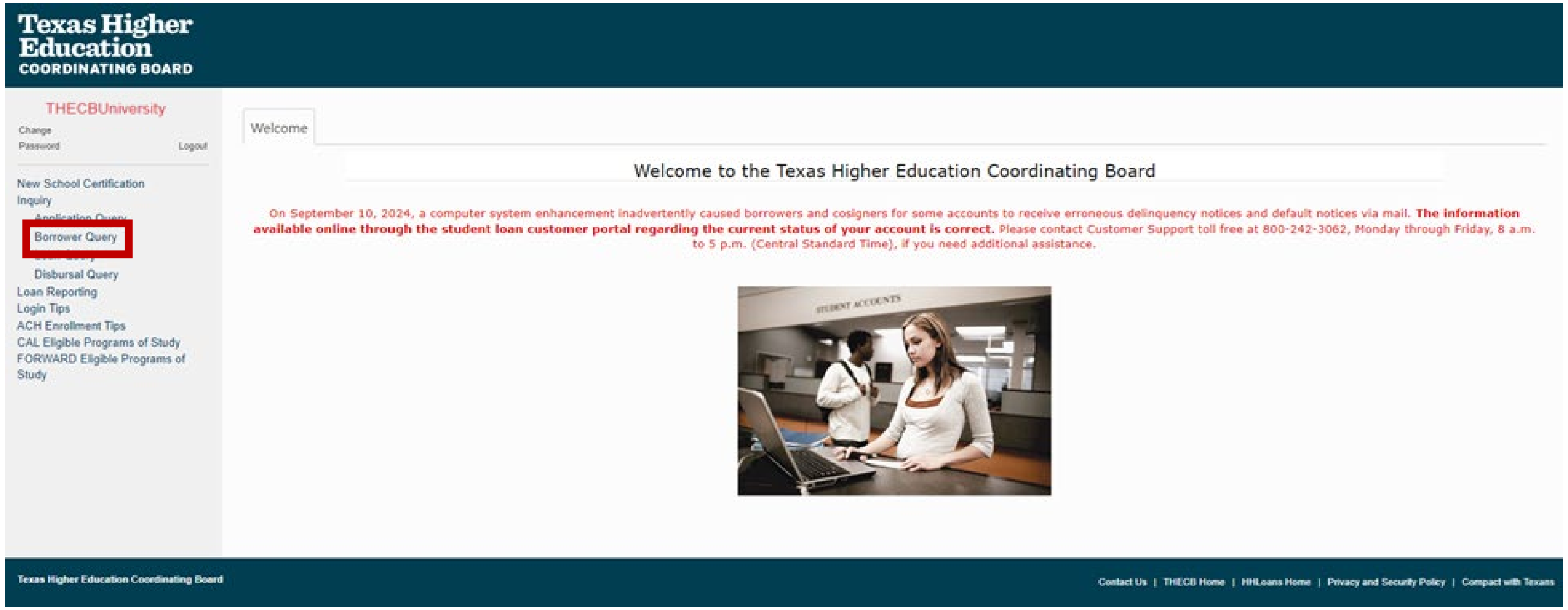


From the listing, click on student's name to view/edit their pending certifications

Borrower Query

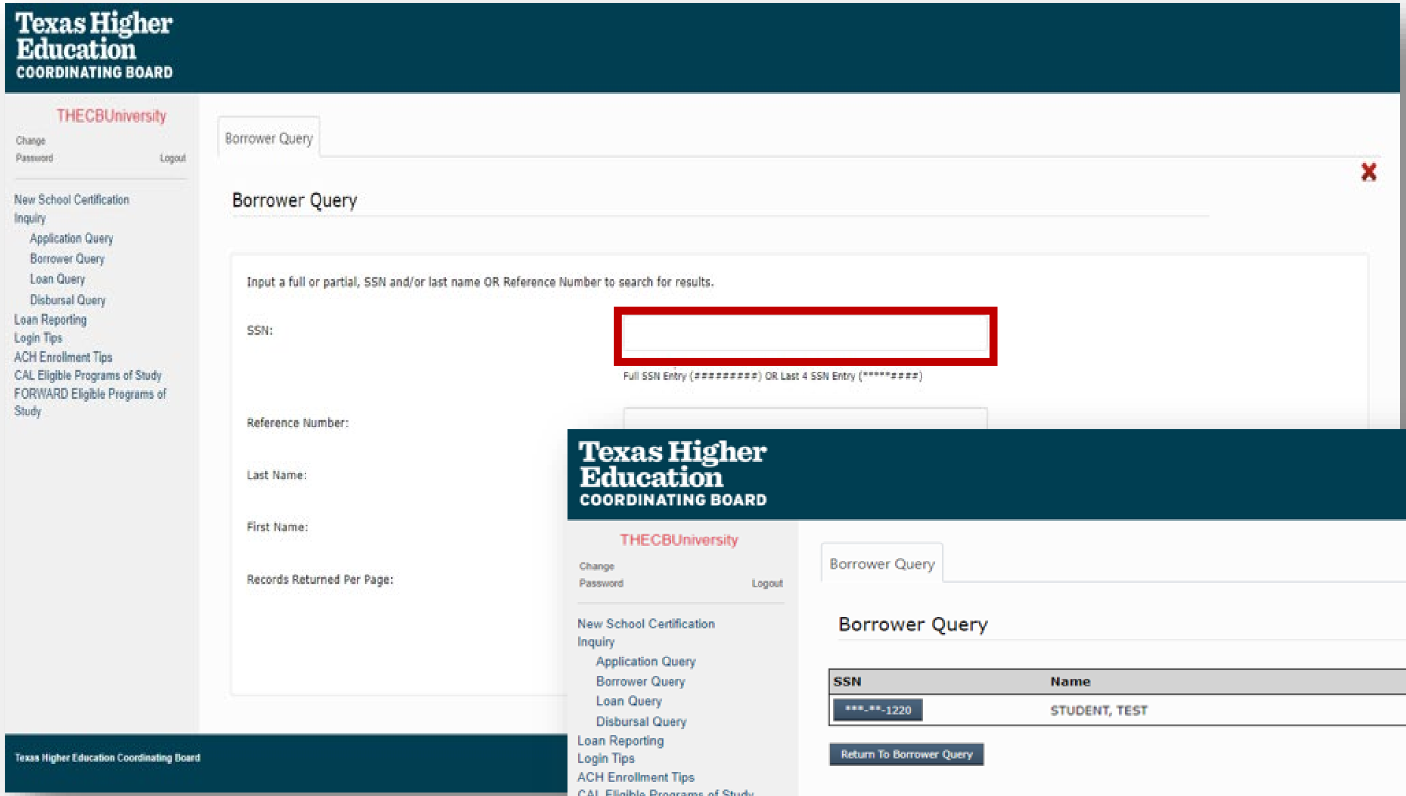
Loan Programs

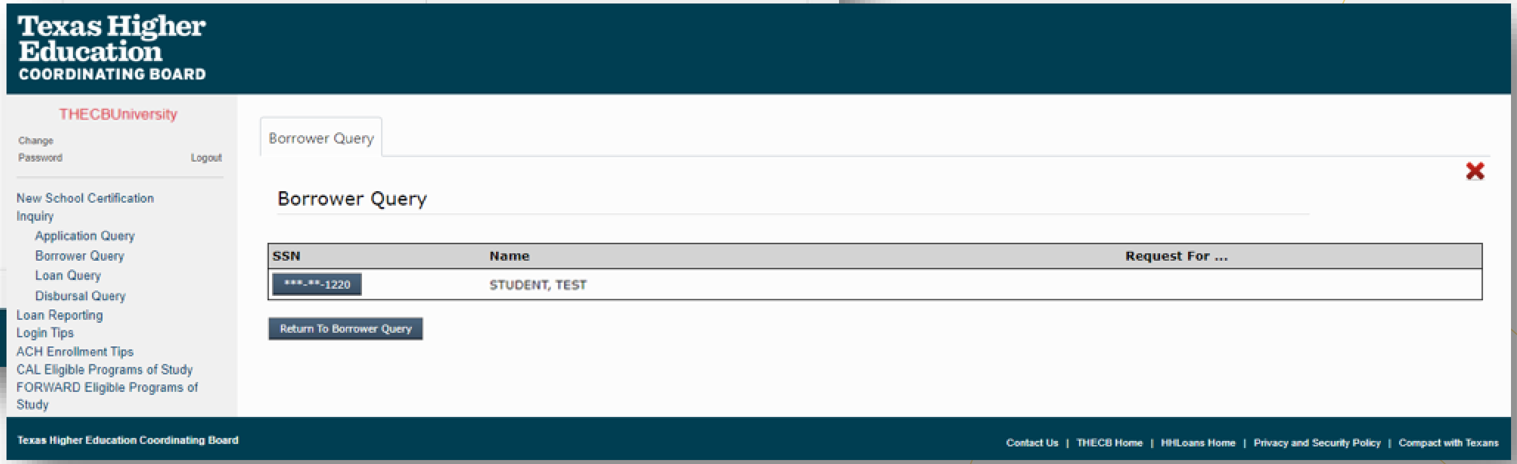
Borrower Query



1. Log in to HelmNet
2. Select *Borrower Query* from the menu on the left

Borrower Query





1. Enter student's SSN
2. Click on student's SSN to view/edit their pending certifications

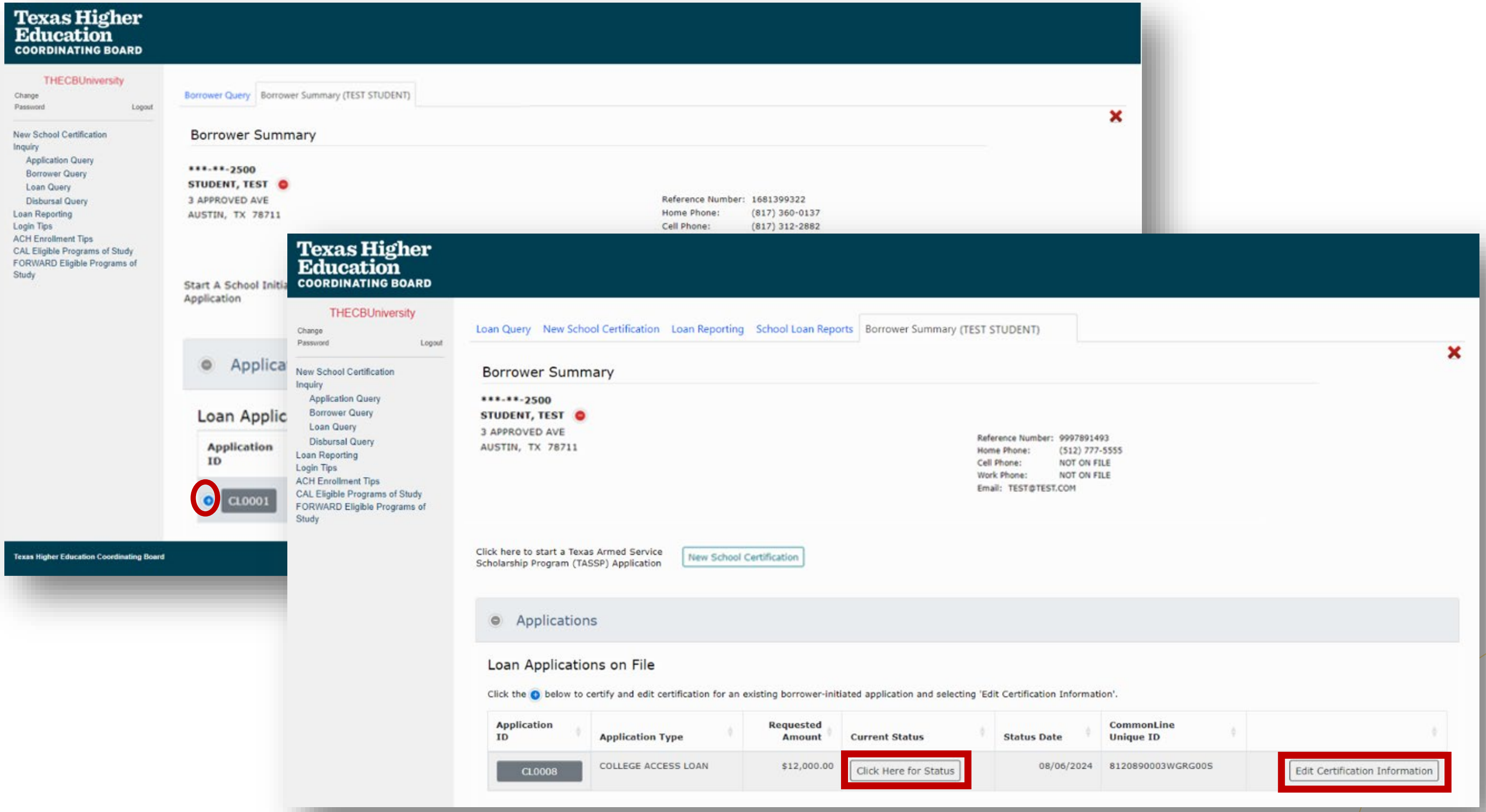
CommonLine Certification Reminder

- ✓ Institutions cannot use the CommonLine process to certify loans.
- ✓ There is no specific timeline for the availability of the CommonLine process.
- ✓ THECB will notify institutions once the CommonLine process is available.

Certification Process

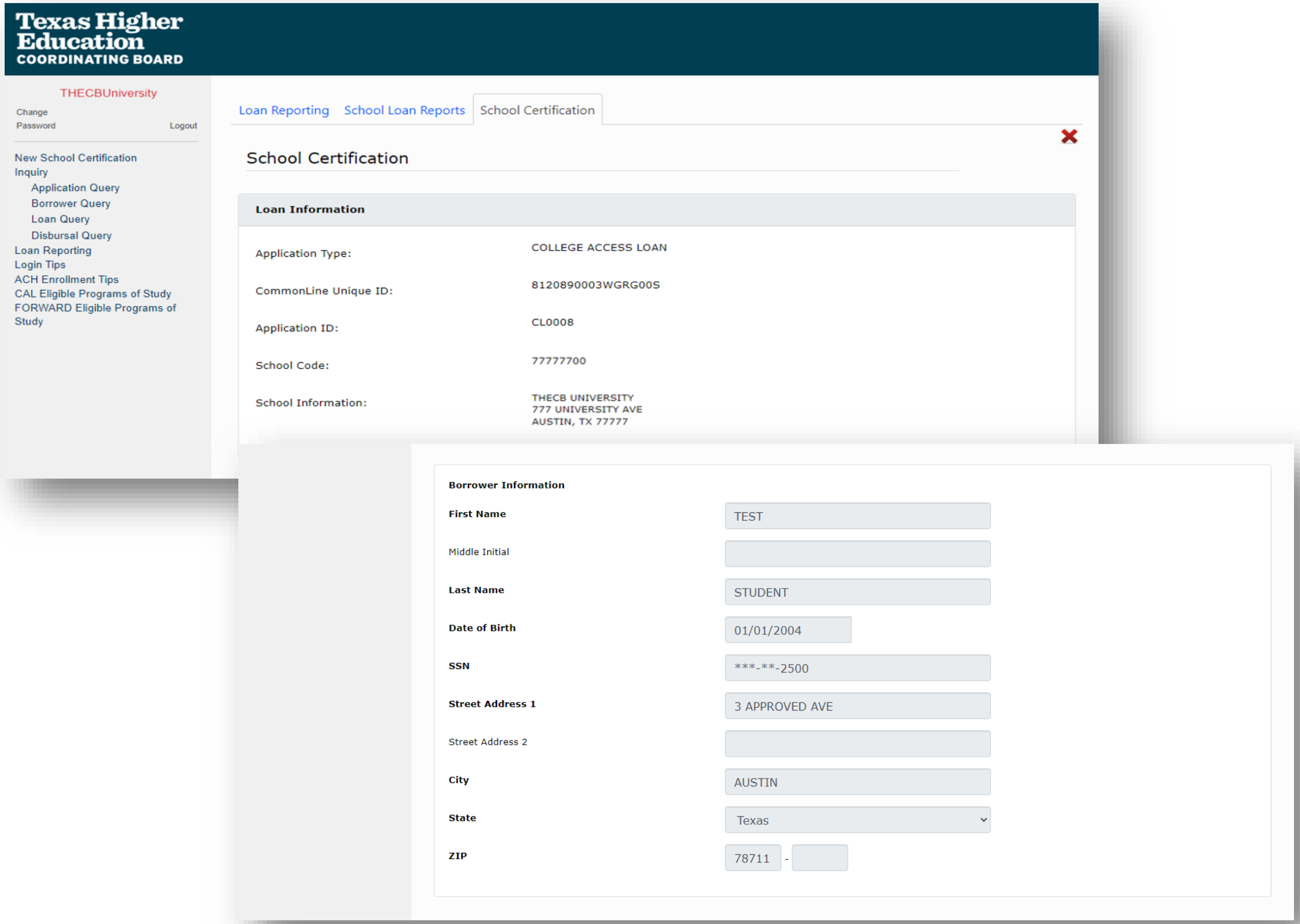
Loan Programs

Certification Process



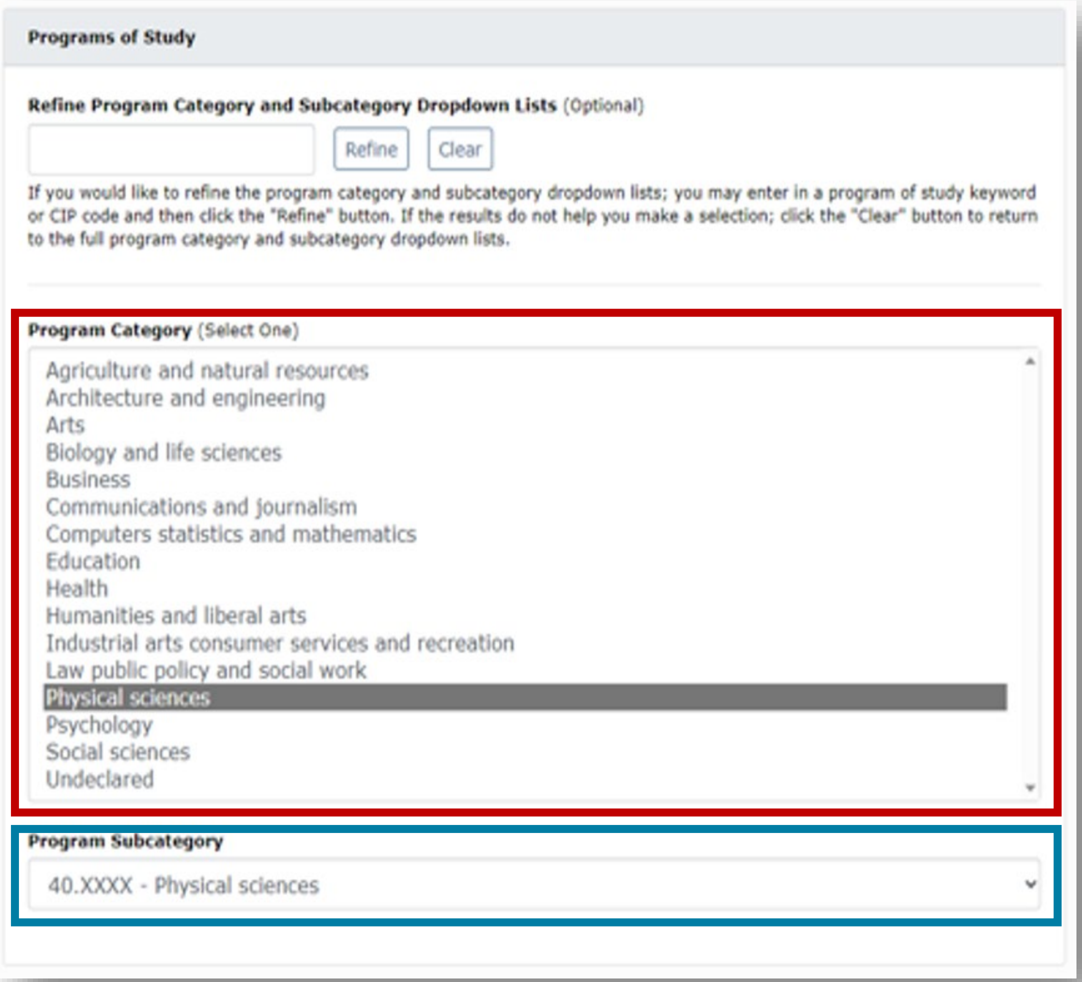
1. Click on plus sign (+) next to application ID
2. Click on Edit Certification Information

Certification Process



Review Loan and Borrower Information for accuracy

Certification Process


Programs of Study

Refine Program Category and Subcategory Dropdown Lists (Optional)

Refine Clear

If you would like to refine the program category and subcategory dropdown lists; you may enter in a program of study keyword or CIP code and then click the "Refine" button. If the results do not help you make a selection; click the "Clear" button to return to the full program category and subcategory dropdown lists.

Program Category (Select One)

Agriculture and natural resources
Architecture and engineering
Arts
Biology and life sciences
Business
Communications and journalism
Computers statistics and mathematics
Education
Health
Humanities and liberal arts
Industrial arts consumer services and recreation
Law public policy and social work
Physical sciences
Psychology
Social sciences
Undeclared

Program Subcategory

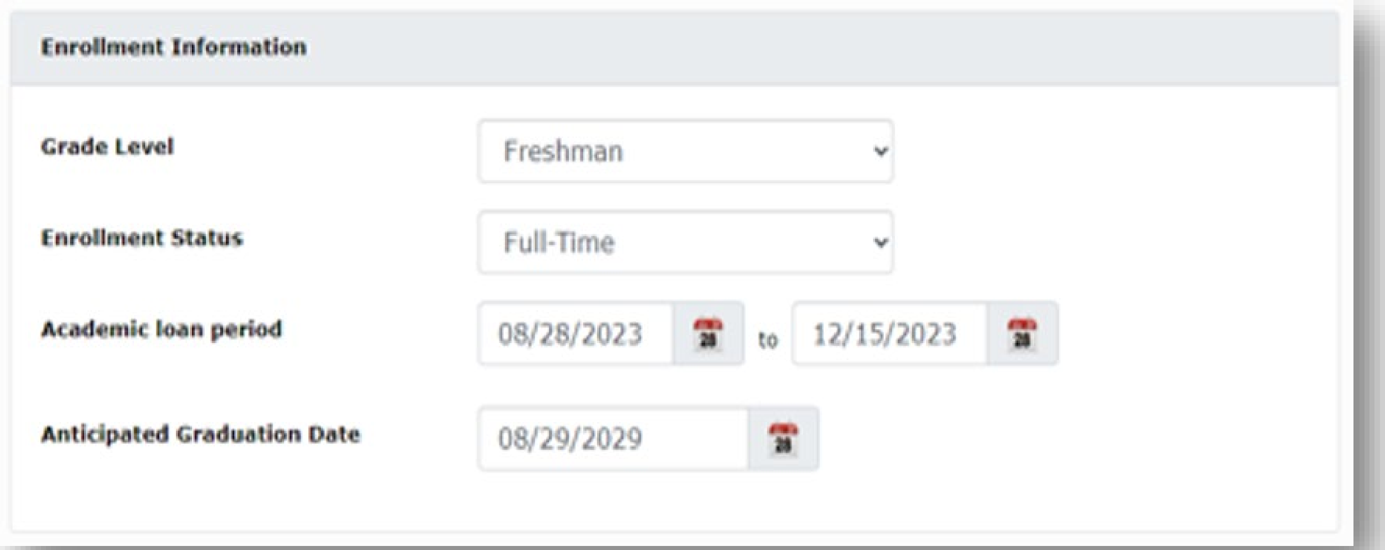
40.XXXX - Physical sciences

Institutions must:

1. Select Program Category
2. Select Program Subcategory

Note: Institutions may enter a program of study keyword or CIP code to locate the program category/subcategory.

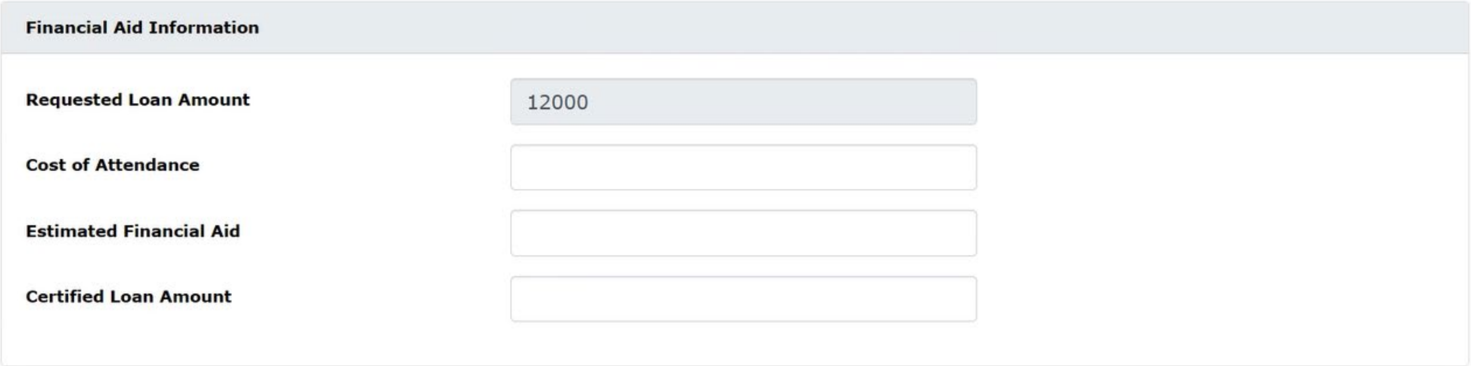
Certification Process



Institutions must:

1. Select Grade Level
2. Select Enrollment Status
3. Review Academic Loan Period
4. Review Anticipated Graduation Date

Certification Process


Financial Aid Information

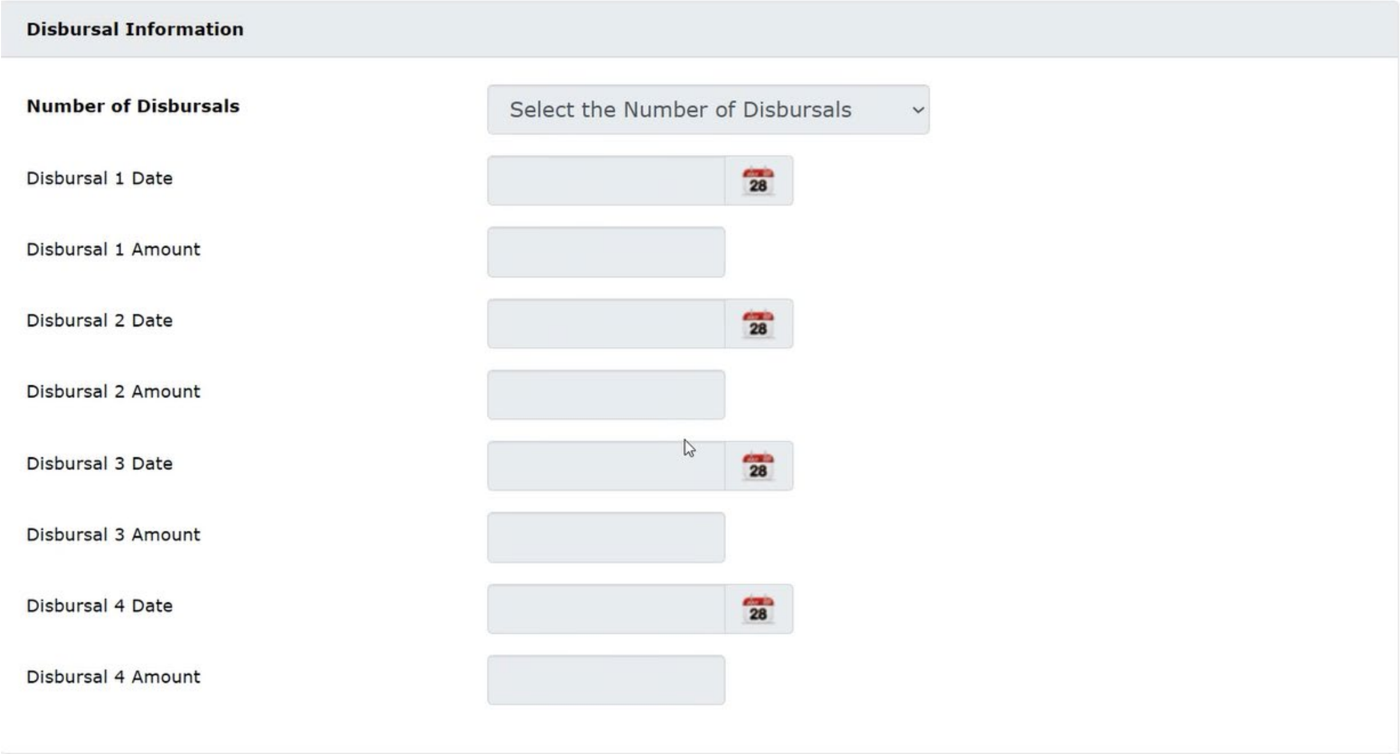
Requested Loan Amount	12000
Cost of Attendance	
Estimated Financial Aid	
Certified Loan Amount	

Note: Certified loan amount cannot exceed Requested Loan Amount.

Institutions must enter:

1. Cost of Attendance (COA)
2. Estimated Financial Aid (EFA)
3. Certified Loan Amount

Certification Process


Disbursal Information

Number of Disbursals: Select the Number of Disbursals

Disbursal 1 Date

Disbursal 1 Amount

Disbursal 2 Date

Disbursal 2 Amount

Disbursal 3 Date

Disbursal 3 Amount

Disbursal 4 Date

Disbursal 4 Amount

Institutions must:

1. Select Number of Disbursals
2. Select Disbursal Date
3. Select Disbursal Amount

Certification Process

Certification

I have applied or cause to have applied the rules of the College Access and the Hinson-Hazlewood College Student Loan Programs and certify the following, to the best of my knowledge:

1. The borrower named on this application is an eligible student in accordance with the rules of the College Access and the Hinson-Hazlewood College Student Loan Programs,
2. The borrower is not incarcerated,
3. The borrower is eligible for a loan in the amount certified,
4. The disbursement schedule complies with the requirements of the College Access and the Hinson-Hazlewood College Student Loan Programs,
5. Based on records available and inquiry made, the borrower is not liable for an overpayment on any state or federal grant,
6. The information provided is true, complete, and accurate,
7. The borrower's request for the loan can be evidenced in our Financial Aid Office by the borrower's active OR passive confirmation of our offer of the proposed loan amount.

The amount of this loan may not exceed the difference between the cost of attendance and other forms of student assistance for which the student may be eligible. Other sources of student assistance include gifts, grants, scholarships, federal Perkins loans (to the extent that your institution has available Perkins funds), and Stafford loans (subsidized and unsubsidized), but not federal PLUS loans.

○ **Not Eligible to Certify**
○ **Certify**

Institutions must:

1. Read Certification Statement
2. Select Certification Option
   - ✓ Not Eligible to Certify
   - ✓ Certify

Certification Process

Not Eligible to Certify

Certification

I have applied or cause to have applied the rules of the College Access and the Hinson-Hazlewood College Student Loan Programs and certify the following, to the best of my knowledge:

1. The borrower named on this application is an eligible student in accordance with the rules of the College Access and the Hinson-Hazlewood College Student Loan Programs,
2. The borrower is not incarcerated,
3. The borrower is eligible for a loan in the amount certified,
4. The disbursement schedule complies with the requirements of the College Access and the Hinson-Hazlewood College Student Loan Programs,
5. Based on records available and inquiry made, the borrower is not liable for an overpayment on any state or federal grant,
6. The information provided is true, complete, and accurate,
7. The borrower's request for the loan can be evidenced in our Financial Aid Office by the borrower's active OR passive confirmation of our offer of the proposed loan amount.

The amount of this loan may
may be eligible. Other source
available Perkins funds), and

- (•) **Not Eligible to Certify**
- ( ) **Certify**

Warning!

You have selected not to certify this loan application which will result in its cancellation.

Do you wish to continue?

Yes | No

Certify

Certification

I have applied or cause to have applied the rules of the College Access and the Hinson-Hazlewood College Student Loan Programs and certify the following, to the best of my knowledge:

1. The borrower named on this application is an eligible student in accordance with the rules of the College Access and the Hinson-Hazlewood College Student Loan Programs,
2. The borrower is not incarcerated,
3. The borrower is eligible for a loan in the amount certified,
4. The disbursement schedule complies with the requirements of the College Access and the Hinson-Hazlewood College Student Loan Programs,
5. Based on records available and inquiry made, the borrower is not liable for an overpayment on any state or federal grant,
6. The information provided is true, complete, and accurate,
7. The borrower's request for the loan can be evidenced in our Financial Aid Office by the borrower's active OR passive confirmation of our offer of the proposed loan amount.

The amount of this loan may not exceed the difference between the cost of attendance and other forms of student assistance for which the student may be eligible. Other sources of student assistance include gifts, grants, scholarships, federal Perkins loans (to the extent that your institution has available Perkins funds), and Stafford loans (subsidized and unsubsidized), but not federal PLUS loans.

- ( ) **Not Eligible to Certify**
- (•) **Certify**

The application has been certified.

Submit

Pop Quiz #1: Program of Study Selection

To find the appropriate program category and subcategory, you can enter the CIP code in the refine field.

- A) True
- B) False

Pop Quiz #1: Program of Study Selection

To find the appropriate program category and subcategory, you can enter the CIP code in the refine option.

A) True

B) False

Lender Approval

Overview

Lender Approval Overview

Review Certified Application

Manageable Debt Calculation (MDC)

- Determine Eligibility
- Review Credit
- Financial Aid Information
- Borrower Information
- Disbursal Information

Communications

Manageable Debt Calculation

Overview

Manageable Debt Calculation

Manageable debt is defined as a debt-to-income ratio below 10%. In other words, a student's total monthly loan payments should be less than 10% of their projected earnings five years after completion.

Criteria

Amount approved by THECB will depend on the borrower's:

- ✓Program of Study
- ✓Grade Level (Undergraduate only for CAL and all grade levels for FORWARD)
- ✓Current Educational Debt

Included

- ✓ Education accounts that are open with an active balance on the tradeline (Experian)
- ✓ Private and federal loans
- ✓ New loans with a Loan Consummation Disclosure (LCD) generated
- ✓ Pending disbursements

Not Included

- ✓ Paid and Closed accounts
- ✓ Cosigner's Debt

Pop Quiz #2: Manageable Debt Calculation

MDC is not required for a graduate student applying for a CAL.

A) True

B) False

Pop Quiz #2: Manageable Debt Calculation

MDC is not required for a graduate student applying for a CAL.

A) True

B) False

Manageable Debt Components

Cost of Attendance	$80,000
Less Other Estimated Financial Aid	$30,000
Unmet Cost	$50,000

Debt 1	$1,000	Debt 4	$2,000
Debt 2	$2,000	Debt 5	$1,000
Debt 3	$1,000	Debt 6	$1,000
Educational Loan Debt			$8,000

Maximum Manageable Debt	$79,067
Less Educational Loan Debt	$8,000
Allowable Manageable Debt	$71,067

- ✓ Unmet Cost must be equal to or less than the requested amount/certified amount

COA - EFA = Unmet Cost

- ✓ Educational Loan Debt is all open educational loans from the credit report
- ✓ Maximum Manageable Debt is determined by the program of study

Maximum Manageable Debt – Educational Loan Debt = Allowable Manageable Debt

- ✓ Allowable Manageable Debt is the borrower's aggregate limit used to determine loan approval

Manageable Debt Calculation Scenario 1

Cost of Attendance	-	Estimated Financial Aid	=	Unmet Cost
$25,000		$10,000		$15,000
Maximum Manageable Debt *Program of Study Energy: CIP code 15*	-	Educational Loan Debt *All open educational loans*	=	Allowable Manageable Debt
$79,067		$32,963		$46,104

School Certified Amount	$10,000
Lender Approved Amount	?

Manageable Debt Calculation Scenario 1: Approved

Cost of Attendance	-	Estimated Financial Aid	=	Unmet Cost
$25,000		$10,000		$15,000
Maximum Manageable Debt *Program of Study Energy: CIP code 15*	-	Educational Loan Debt *All open educational loans*	=	Allowable Manageable Debt
$79,067		$32,963		$46,104

School Certified Amount	$10,000
Lender Approved Amount	$10,000

Approved

THECB Texas Higher Education COORDINATING BOARD

Full Loan Amount Approved

Loan status
(CLUID:

the amount of $10,000

Status: Incomplete

	Task	Completion Date	Responsibility
✓	Borrower Application Completed	8/21/2023	Borrower
✓	Borrower Application Signed	8/21/2023	Borrower
✓	Private Education Loan Applicant Self-Certification (BCF) Signed	8/21/2023	Borrower
✓	Credit Approved	8/21/2023	Lender
✓	Lender Approval Completed	9/7/2023	Lender
✓	School Certification Completed	9/6/2023	School
✓	Loan Guaranteed	9/7/2023	Lender
✓	Private Education Loan Approval Disclosure (LAD) Sent	9/11/2023	Lender
	Private Education Loan Approval Disclosure (LAD) Accepted		Borrower
	Private Education Loan Final Approval (LCD) form Sent		Lender
	Required Right to Cancel Waiting Period		Borrower
	Ready to Disburse		Lender

HelmNet Task List

- ✓ Lender Approval Complete
- ✓ Loan Guaranteed
- ✓ Private Education Loan Approval Disclosure (LAD) Sent

Manageable Debt Calculation Scenario 2

Cost of Attendance	-	Estimated Financial Aid	=	Unmet Cost
$25,000		$10,000		<u>$15,000</u>
Maximum Manageable Debt *Program of Study Energy: CIP code 15*	-	**Educational Loan Debt** *All open educational loans*	=	**Allowable Manageable Debt**
$79,067		$72,963		<u>$6,104</u>

School Certified Amount	$10,000
Lender Approved Amount	?

Manageable Debt Calculation
Scenario 2: Reduced Loan Approved

Cost of Attendance	-	Estimated Financial Aid	=	Unmet Cost
$25,000		$10,000		$15,000

Maximum Manageable Debt *Program of Study Energy: CIP code 15*	-	Educational Loan Debt *All open educational loans*	=	Allowable Manageable Debt
$79,067		$72,963		$6,104

School Certified Amount	$10,000
Lender Approved Amount	$6,104

Approved at reduced rate

THECB Texas Higher Education Coordinating Board

Reduced Loan Amount Approved

Loan status for

(CLUID:

amount of $6,104

Status: Incomplete

Task	Completion Date	Responsibility
Borrower Application Completed	8/9/2023	Borrower
Borrower Application Signed	8/9/2023	Borrower
Private Education Loan Applicant Self-Certification (BCF) Signed	8/9/2023	Borrower
Cosigner Application Completed	8/9/2023	Cosigner
Cosigner Application Signed	8/9/2023	Cosigner
Credit Approved	8/9/2023	Lender
Lender Approval Completed	8/31/2023	Lender
School Certification Completed	8/25/2023	School
Loan Guaranteed	8/31/2023	Lender
Private Education Loan Approval Disclosure (LAD) Sent	8/31/2023	Lender
Private Education Loan Approval Disclosure (LAD) Accepted	9/9/2023	Borrower
Private Education Loan Final Approval (LCD) form Sent	9/11/2023	Lender
Required Right to Cancel Waiting Period (9/11/2023 - 9/20/2023)		Borrower
Ready to Disburse on 9/26/2023		Lender

HelmNet Task List

- ✓ Lender Approval Complete
- ✓ Loan Guaranteed
- ✓ Private Education Loan Approval Disclosure (LAD) Sent

Amount of loan was reduced by THECB due to MDC

Manageable Debt Calculation

Reduced Amount Correspondence

Dear Erika Norris

The Texas Higher Education Coordinating Board (THECB) recently received a certification for your College Access Loan (CAL) from THE Coordinating Board University . Based on a manageable debt calculation using your current educational debt and chosen program of study, THECB changed the certified loan amount of your CAL. You may view the changes to the loan amount online at HHLOANS.

One of the goals of the CAL program is for students to graduate with manageable student loan debt, meaning their monthly loan payment is no more than 10% of their gross earnings and they can pay off their student loan debt within 10 years. For additional information on the eligibility for the CAL program please click here.

If you have any questions or require further assistance, please do not hesitate to contact our customer support team at 1-800-242-3062.

Thank you,
Student Financial Aid Programs
Texas Higher Education Coordinating Board

EMAILED Letter to Student

EMAILED Letter to the Shared Email Inbox & Financial Aid Director

Student Name: Erika Norris

Application #: 81208903W78750IO

Institution Name: THECB University

Program of Study: Energy

Our office recently received a certification for the College Access Loan (CAL) for student above. Changes have been made to the certified amount because the students' debt level for the chosen program of study exceeds the manageable debt level calculation.

One of the goals of the CAL program is for students to graduate with manageable student loan debt, meaning their monthly loan payment is no more than 10% of their gross earnings and they can pay off their student loan debt within 10 years. Additional information regarding eligibility for the CAL program is available under Texas Administration Code, Chapter 22, Subchapter C.

You may view the changes online at HelmNet (HHLOANS) Login.

For questions, contact THECB at 844-792-2640 or through CONTACT US (select "Financial Aid Question" under Contact Reason).

Thank you,

Manageable Debt Calculation Scenario 3

Cost of Attendance	-	Estimated Financial Aid	=	Unmet Cost
$25,000		$10,000		$15,000

Maximum Manageable Debt *Program of Study Energy: CIP code 15*	-	Educational Loan Debt *All open educational loans*	=	Allowable Manageable Debt
$79,067		$82,963		$0

School Certified Amount	$10,000
Lender Approved Amount	?

THECB Texas Higher Education COORDINATING BOARD

Manageable Debt Calculation Scenario 3: Loan Cancelled

Cost of Attendance	-	Estimated Financial Aid	=	Unmet Cost
$25,000		$10,000		<u>$15,000</u>

Maximum Manageable Debt *Program of Study Energy: CIP code 15*	-	Educational Loan Debt *All open educational loans*	=	Allowable Manageable Debt
$79,067		$82,963		<u>$0</u>

School Certified Amount	$10,000
Lender Approved Amount	$0

Cancelled

Loan Cancelled by THECB

Application status for in the amount of $10,000

Status: Canceled

Task	Completion Date	Responsibility
Borrower Application Completed	2/12/2023	Borrower
Borrower Application Signed	2/12/2023	Borrower
Private Education Loan Applicant Self-Certification (BCF) Signed	2/12/2023	Borrower
Cosigner Application Completed	2/12/2023	Cosigner
Cosigner Application Signed	2/12/2023	Cosigner
Credit Approved	2/12/2023	Lender
Lender Approval Completed		Lender
School Certification Completed		School
Loan Guaranteed		Lender
Private Education Loan Approval Disclosure (LAD) Sent		Lender
Private Education Loan Approval Disclosure (LAD) Accepted		Borrower
Private Education Loan Final Approval (LCD) form Sent		Lender
Required Right to Cancel Waiting Period		Borrower
Ready to Disburse		Lender

After THECB completes the Manageable Debt Calculation:

- ✓ HelmNet Status will show as Canceled
- ✓ All remaining tasks will contain a red “X”

Manageable Debt Calculation

Cancellation Correspondence to the Student

Dear Erika Norris,

Thank you for applying for a state loan with the Texas Higher Education Coordinating Board (THECB). After carefully reviewing your application, we cannot complete the application process. You'll receive a letter in the mail within 7-10 business days with more information.

If you have any questions or require further assistance, please do not hesitate to contact our customer support team at 1-800-242-3062. We wish you all the best in your academic pursuits.

Thank you,

Student Financial Aid Programs
Texas Higher Education Coordinating Board

EMAILED Letter to Student

MAILED Letter to Student

Texas Higher Education Coordinating Board
STUDENT FINANCIAL AID PROGRAMS
PO Box 12788, Austin, TX 78711-2788
800-242-3062 Fax: 512-427-6423
www.hhloans.com

April 28, 2023

MICKEY MOUSE
123 ROYAL LANE
APT 3B

We regret to inform you that we are unable to continue processing your request for the College Access Loan (CAL).

You are not eligible to receive funding under the CAL program because the debt level you will accrue while enrolled in your chosen program of study exceeds the manageable debt level calculation. One of the goals and eligibility requirements of the CAL program is for students to graduate with manageable student loan debt, meaning their monthly loan payment is no more than 10% of their gross earnings and they are able to pay off their student loan debt within 10 years. Additional information regarding eligibility for the CAL program is available under Texas Education Code, Chapter 52 or Texas Administrative Code, Chapter 22, Subchapter C.

For additional assistance, please contact Customer Support Services at 800-242-3062, Monday through Friday, 8:00 a.m. to 5:00 p.m., CST.

For online account and payment information, please visit www.hhloans.com

Manageable Debt Calculation

Cancellation Correspondence to the Institution

Student Name: Erika Norris

Application #: 81208903W78750IO

Institution Name: THECB University

Program of Study: Energy

Our office recently received a certification for the College Access Loan (CAL)
for the above student. The application has been cancelled because the

Our office recently received a certification for the College Access Loan (CAL) for the above student. The application has been cancelled because the students' debt level for the chosen program of study exceeds the manageable debt level calculation.

One of the goals for the CAL program is for students to graduate with manageable student loan debt, meaning their monthly loan payment is no more than 10% of their gross earnings and they are able to pay off their student loan debt within 10 years. Additional information regarding eligibility for the CAL program is available under Texas Administration Code, Chapter 22, Subchapter C.

You may view the changes online at HelmNet (HHLOANS) Login.

Thank you,

Student Financial Aid Programs
Texas Higher Education Coordinating Board

EMAILED Letter to the Shared Email Inbox & Financial Aid Director

Report via MOVEit COMING SOON!

```
SLBLAPRP-R001-APEXT 812089              CHARTER ACCOUNT SYSTEMS INC.                       PAGE      1
EFFECTIVE DATE 10/17/24              HIGHER EDUCATION LOAN MANAGEMENT SYSTEM           RUN DATE 10/17/24

                                     REPORTING PERIOD: 10/17/24 THRU 10/17/24

                      LENDER APPROVED, REDUCED, DENIED REPORT                         REC STATUS: L = DENIED

  SSN      LAST            FIRST        COMMON          LN  LN   SCHOOL    LENDER    REC   REDUCED/
 NUMBER    NAME            NAME         LINE ID         TYP NR   CERT AMT  APPR AMT  STAT  CANC DT

                                                            000  7,000.00      0.00   L    10/17/24
  PROG OF STUDY: 42.XXXX - Psychology


        APPLICATION TYPE               # OF APPLIC     SCHL CERT AMT     LNDR APPR AMT

        SCHOOL TOTALS                           01         $7,000.00             $0.00
SLBLAPRP-R001-APEXT 812089              CHARTER ACCOUNT SYSTEMS INC.                       PAGE      2
EFFECTIVE DATE 10/17/24              HIGHER EDUCATION LOAN MANAGEMENT SYSTEM           RUN DATE 10/17/24

                                     REPORTING PERIOD: 10/17/24 THRU 10/17/24

        APPLICATION TYPE               # OF APPLIC     SCHL CERT AMT     LNDR APPR AMT

        BANK TOTALS                             01         $7,000.00             $0.00
SLBLAPRP-R001-APEXT 999999              CHARTER ACCOUNT SYSTEMS INC.                       PAGE      3
EFFECTIVE DATE 10/17/24              HIGHER EDUCATION LOAN MANAGEMENT SYSTEM           RUN DATE 10/17/24

                                     REPORTING PERIOD: 10/17/24 THRU 10/17/24

        APPLICATION TYPE               # OF APPLIC     SCHL CERT AMT     LNDR APPR AMT

        GRAND TOTALS                            01         $7,000.00             $0.00
```

Report Name Example: 00777700_LAPTRRPT

Texas Higher Education
COORDINATING BOARD

Resources

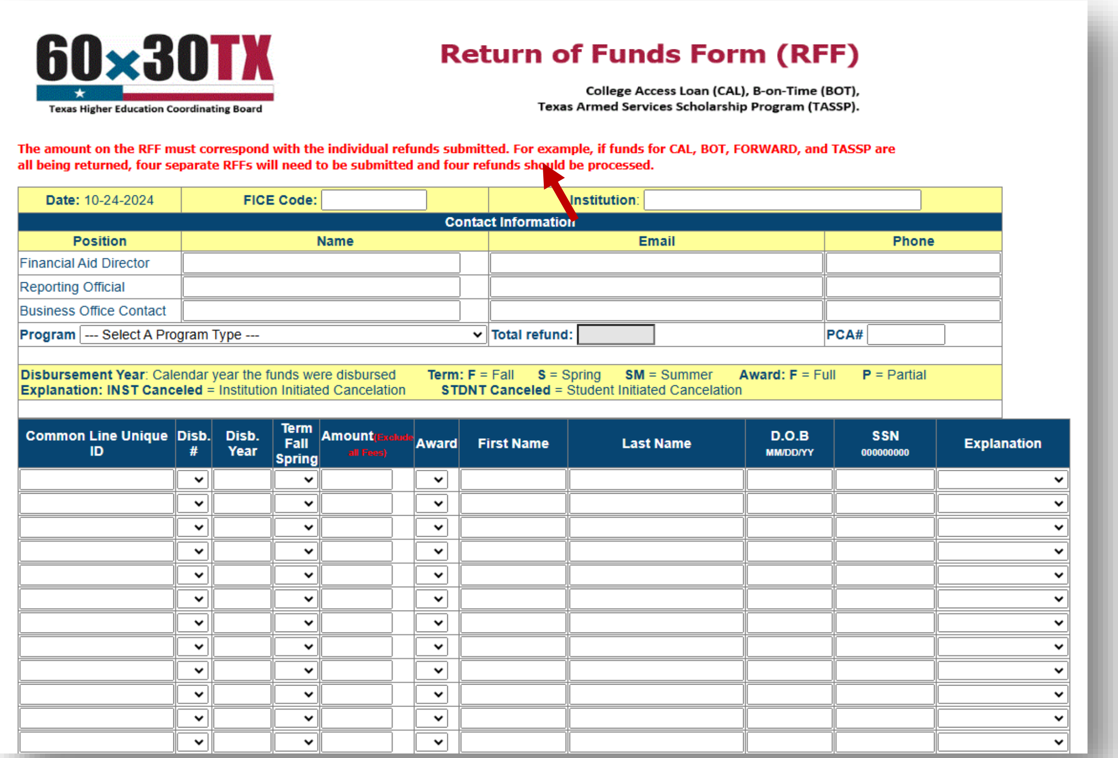
Return of Funds Form (RFF)

Institutions use the return of funds form to return funds for CAL, FORWARD, and TASSP. This form is located online at highered.texas.gov under the Grant & Loan Programs section.

An RFF is submitted:

- Per loan program
- Individual & multiple students refunds -
    - each student record must be reported individually
- And most importantly, all fields must be completed accurately.

Note: Incomplete forms will be returned for correction, and a hold will be placed on funding.



60x30TX
Texas Higher Education Coordinating Board

Return of Funds Form (RFF)

College Access Loan (CAL), B-on-Time (BOT),
Texas Armed Services Scholarship Program (TASSP).

The amount on the RFF must correspond with the individual refunds submitted. For example, if funds for CAL, BOT, FORWARD, and TASSP are all being returned, four separate RFFs will need to be submitted and four refunds should be processed.

Date: 10-24-2024	FICE Code:	Institution:	
Contact Information			
Position	Name	Email	Phone
Financial Aid Director			
Reporting Official			
Business Office Contact			
Program --- Select A Program Type ---		Total refund:	PCA#

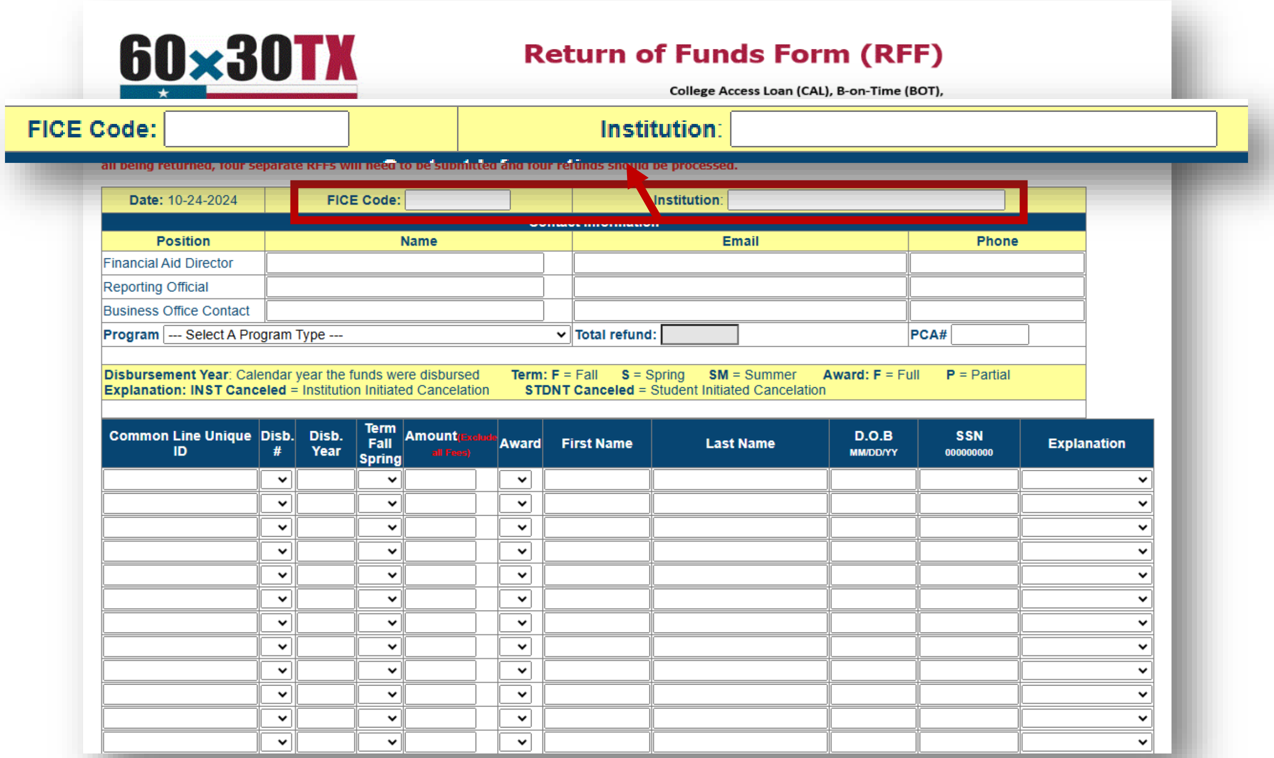
Disbursement Year: Calendar year the funds were disbursed Term: F = Fall S = Spring SM = Summer Award: F = Full P = Partial
Explanation: INST Canceled = Institution Initiated Cancelation STDNT Canceled = Student Initiated Cancelation

Common Line Unique ID	Disb. #	Disb. Year	Term Fall Spring	Amount (Exclude all Fees)	Award	First Name	Last Name	D.O.B MM/DD/YY	SSN 000000000	Explanation

Return of Funds Form (RFF)

A complete RFF includes:

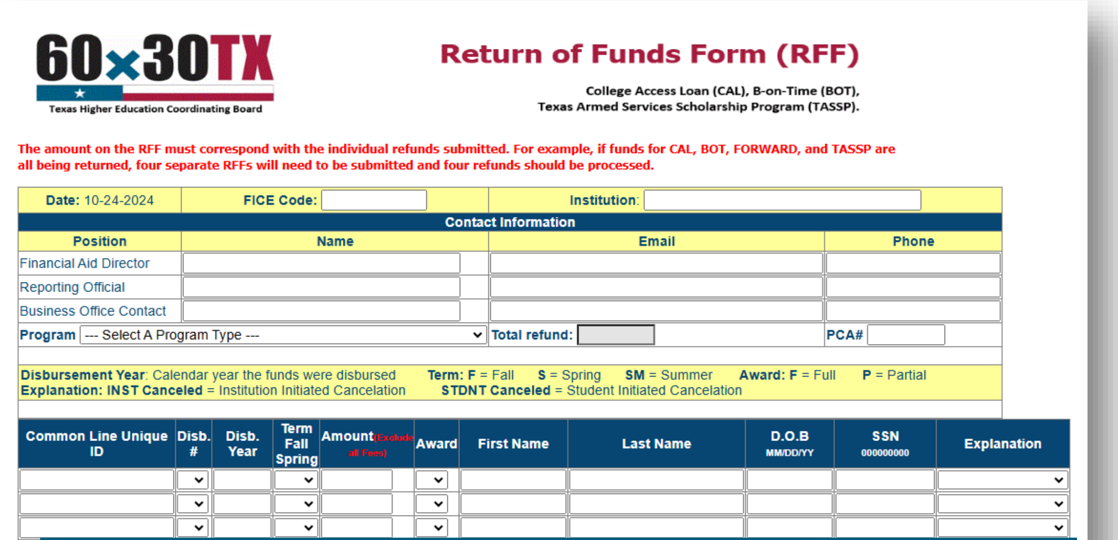
- **Institution Name** and **FICE**
- **Award -** indicate whether the returned funds are a Partial (P) or Full (F) disbursement.
- **Disbursement year** must be the year funds were disbursed.



Return of Funds Form (RFF)

A complete RFF includes:

- **Institution Name** and **FICE**
- **Award -** indicate whether the returned funds are a Partial (P) or Full (F) disbursement.
- **Disbursement year** must be the year funds were disbursed.



Texas Higher Education Coordinating Board

Return of Funds Form (RFF)

College Access Loan (CAL), B-on-Time (BOT), Texas Armed Services Scholarship Program (TASSP).

The amount on the RFF must correspond with the individual refunds submitted. For example, if funds for CAL, BOT, FORWARD, and TASSP are all being returned, four separate RFFs will need to be submitted and four refunds should be processed.

Date: 10-24-2024 **FICE Code:** **Institution:**

Contact Information

Position	Name	Email	Phone
Financial Aid Director			
Reporting Official			
Business Office Contact			

Program --- Select A Program Type --- **Total refund:** **PCA#**

Disbursement Year: Calendar year the funds were disbursed **Term: F** = Fall **S** = Spring **SM** = Summer **Award: F** = Full **P** = Partial
Explanation: INST Canceled = Institution Initiated Cancelation **STDNT Canceled** = Student Initiated Cancelation

Common Line Unique ID	Disb. #	Disb. Year	Term Fall Spring	Amount (Exclude all Fees)	Award	First Name	Last Name	D.O.B MM/DD/YY	SSN 000000000	Explanation

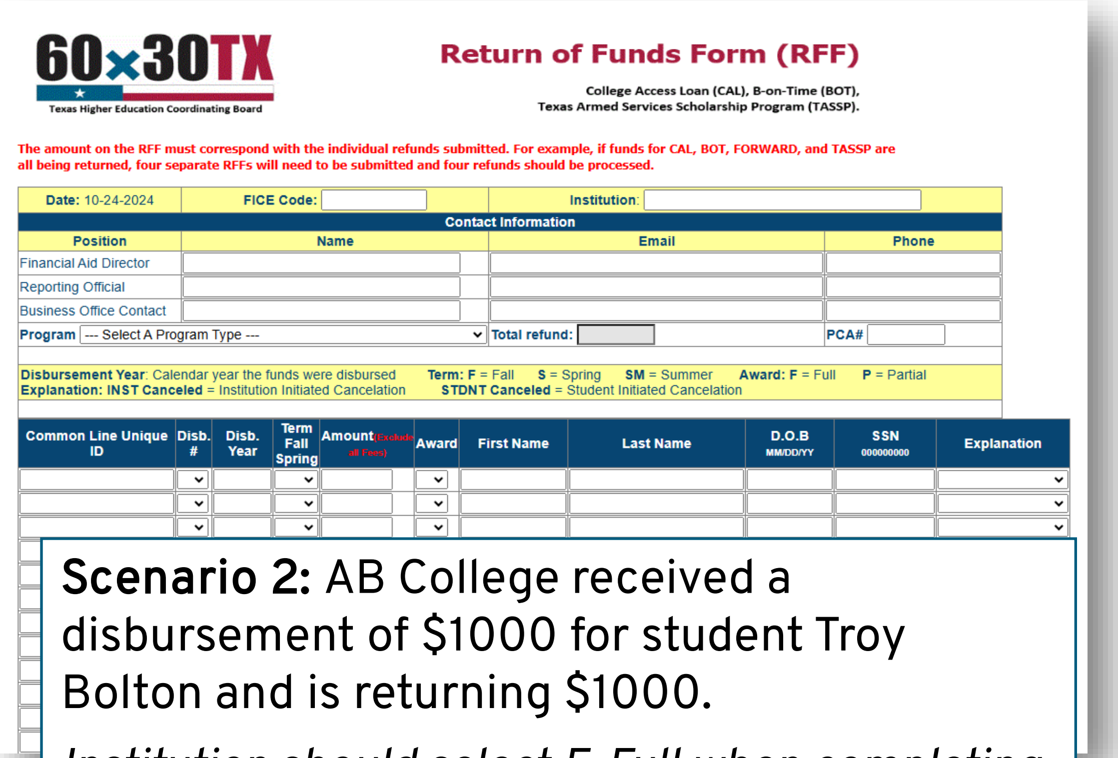
Scenario 1: AB College received a disbursement of $1000 for student Mary Brown and is returning $500.

Institution should select P-Partial when completing the RFF.

Return of Funds Form (RFF)

A complete RFF includes:

- **Institution Name** and **FICE**
- **Award -** indicate whether the returned funds are a Partial (P) or Full (F) disbursement.
- **Disbursement year** must be the year funds were disbursed.



60x30TX
Texas Higher Education Coordinating Board

Return of Funds Form (RFF)

College Access Loan (CAL), B-on-Time (BOT), Texas Armed Services Scholarship Program (TASSP).

The amount on the RFF must correspond with the individual refunds submitted. For example, if funds for CAL, BOT, FORWARD, and TASSP are all being returned, four separate RFFs will need to be submitted and four refunds should be processed.

Date: 10-24-2024 FICE Code: Institution:

Contact Information

Position	Name	Email	Phone
Financial Aid Director			
Reporting Official			
Business Office Contact			

Program --- Select A Program Type --- Total refund: PCA#

Disbursement Year: Calendar year the funds were disbursed Term: F = Fall S = Spring SM = Summer Award: F = Full P = Partial
Explanation: INST Canceled = Institution Initiated Cancelation STDNT Canceled = Student Initiated Cancelation

Common Line Unique ID	Disb. #	Disb. Year	Term Fall Spring	Amount (Exclude all Fees)	Award	First Name	Last Name	D.O.B MM/DD/YY	SSN 000000000	Explanation

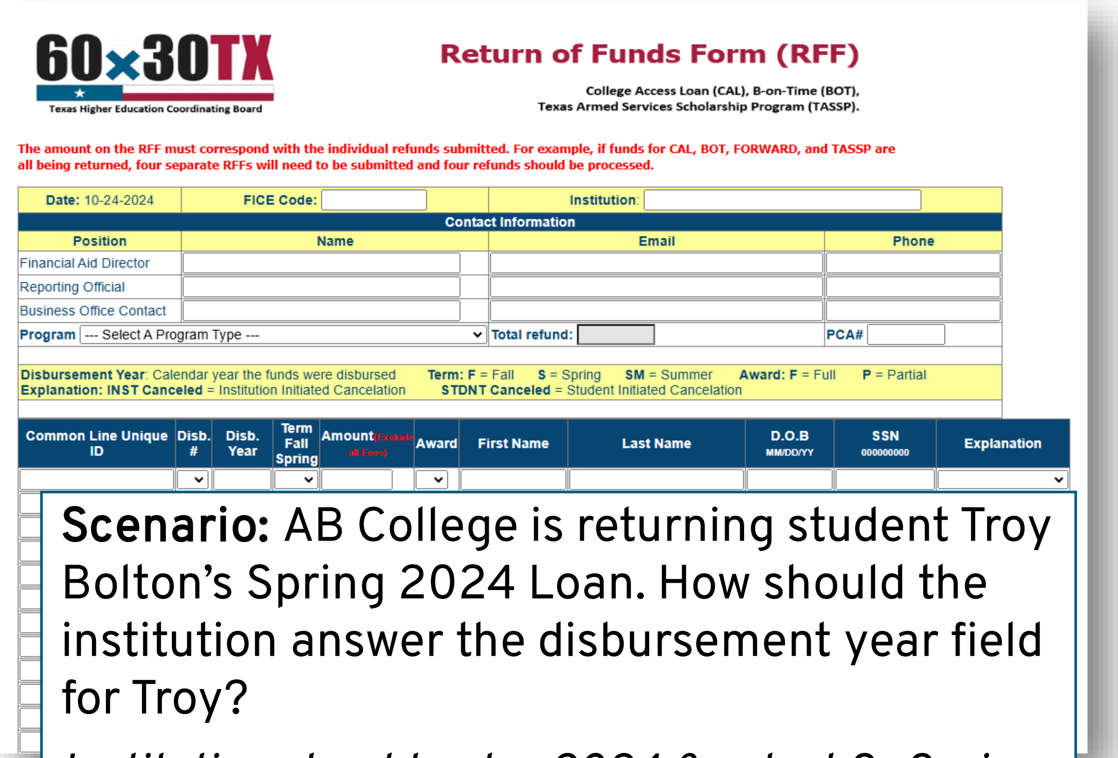
Scenario 2: AB College received a disbursement of $1000 for student Troy Bolton and is returning $1000.

Institution should select F-Full when completing the RFF.

Return of Funds Form (RFF)

A complete RFF includes:

- **Institution Name** and **FICE**
- **Award -** indicate whether the returned funds are a Partial (P) or Full (F) disbursement.
- **Disbursement year** must be the year funds were disbursed.



Scenario: AB College is returning student Troy Bolton's Spring 2024 Loan. How should the institution answer the disbursement year field for Troy?

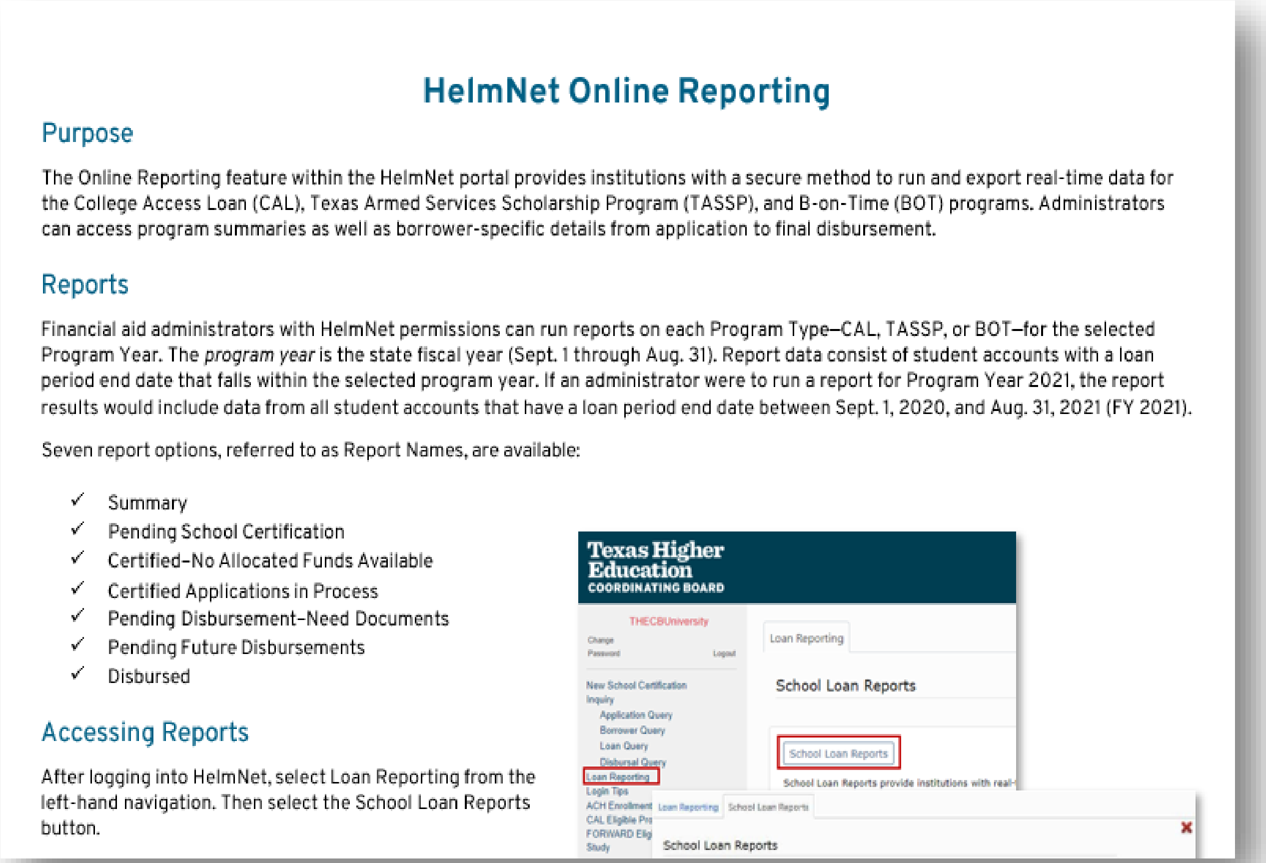
Institution should enter 2024 & select S- Spring in the drop-down menu.

HelmNet Online Reporting Manual

[HelmNet Online Reporting Manual]

Available reports include:

- ✓ Summary
- ✓ Pending School Certification
- ✓ Certified–No Allocated Funds Available
- ✓ Certified Applications in Process
- ✓ Pending Disbursement-Need Documents
- ✓ Pending Future Disbursements
- ✓ Disbursed



HelmNet Online Reporting

Purpose

The Online Reporting feature within the HelmNet portal provides institutions with a secure method to run and export real-time data for the College Access Loan (CAL), Texas Armed Services Scholarship Program (TASSP), and B-on-Time (BOT) programs. Administrators can access program summaries as well as borrower-specific details from application to final disbursement.

Reports

Financial aid administrators with HelmNet permissions can run reports on each Program Type—CAL, TASSP, or BOT—for the selected Program Year. The *program year* is the state fiscal year (Sept. 1 through Aug. 31). Report data consist of student accounts with a loan period end date that falls within the selected program year. If an administrator were to run a report for Program Year 2021, the report results would include data from all student accounts that have a loan period end date between Sept. 1, 2020, and Aug. 31, 2021 (FY 2021).

Seven report options, referred to as Report Names, are available:

- ✓ Summary
- ✓ Pending School Certification
- ✓ Certified–No Allocated Funds Available
- ✓ Certified Applications in Process
- ✓ Pending Disbursement–Need Documents
- ✓ Pending Future Disbursements
- ✓ Disbursed

Accessing Reports

After logging into HelmNet, select Loan Reporting from the left-hand navigation. Then select the School Loan Reports button.

HelmNet Change Transactions Instruction Guide

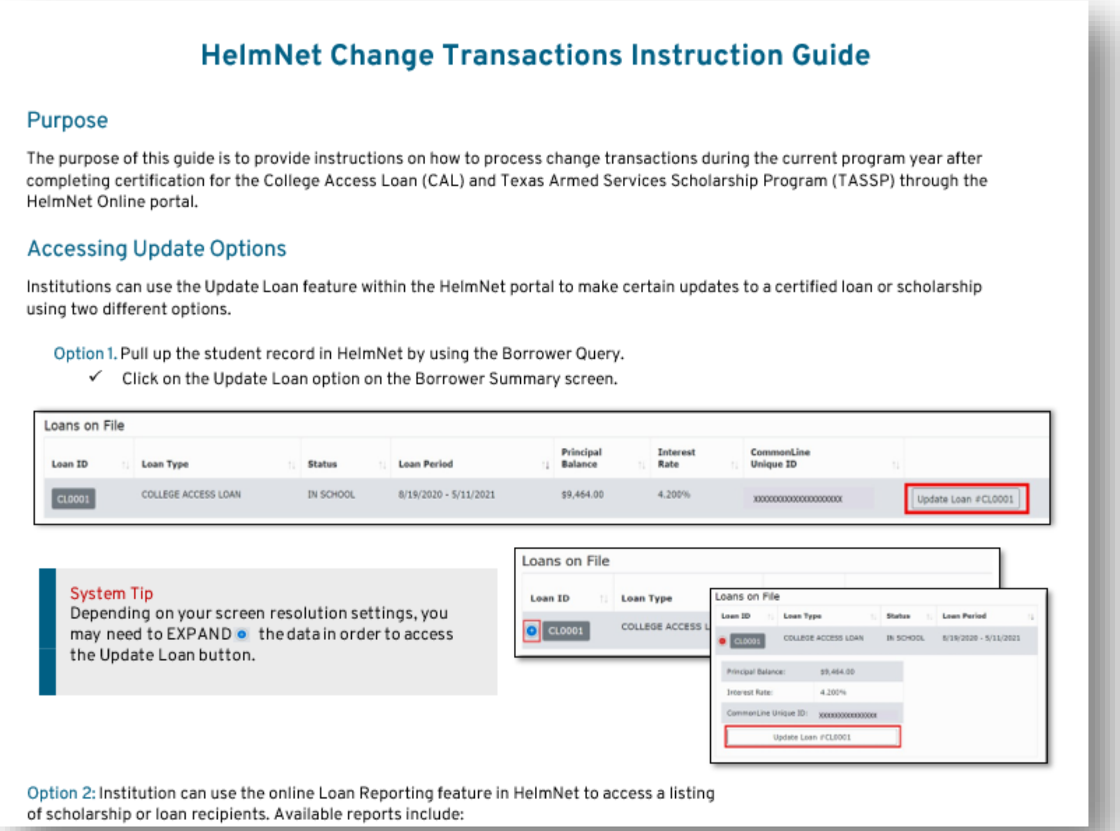
[HelmNet Change Transactions Instruction Guide]

Institutions have access in HelmNet to:

✓ Update Loan Period

✓ Cancel Loan

✓ Make Pre-Disbursement Changes



HelmNet Change Transactions Instruction Guide

Purpose

The purpose of this guide is to provide instructions on how to process change transactions during the current program year after completing certification for the College Access Loan (CAL) and Texas Armed Services Scholarship Program (TASSP) through the HelmNet Online portal.

Accessing Update Options

Institutions can use the Update Loan feature within the HelmNet portal to make certain updates to a certified loan or scholarship using two different options.

Option 1. Pull up the student record in HelmNet by using the Borrower Query.

✓ Click on the Update Loan option on the Borrower Summary screen.

Loans on File

Loan ID	Loan Type	Status	Loan Period	Principal Balance	Interest Rate	CommonLine Unique ID	
CL0001	COLLEGE ACCESS LOAN	IN SCHOOL	8/19/2020 - 5/11/2021	$9,464.00	4.200%	xxxxxxxxxxxxxxxxxxxx	Update Loan #CL0001

System Tip
Depending on your screen resolution settings, you may need to EXPAND the data in order to access the Update Loan button.

Option 2: Institution can use the online Loan Reporting feature in HelmNet to access a listing of scholarship or loan recipients. Available reports include:

Loan Changes

THECB vs. SCHOOL

Institutions must send a request to THECB to make these changes:

- ✓ Post-Disbursement Changes
- ✓ School Refund
- ✓ School Refund Correction
- ✓ Reinstatement Requests

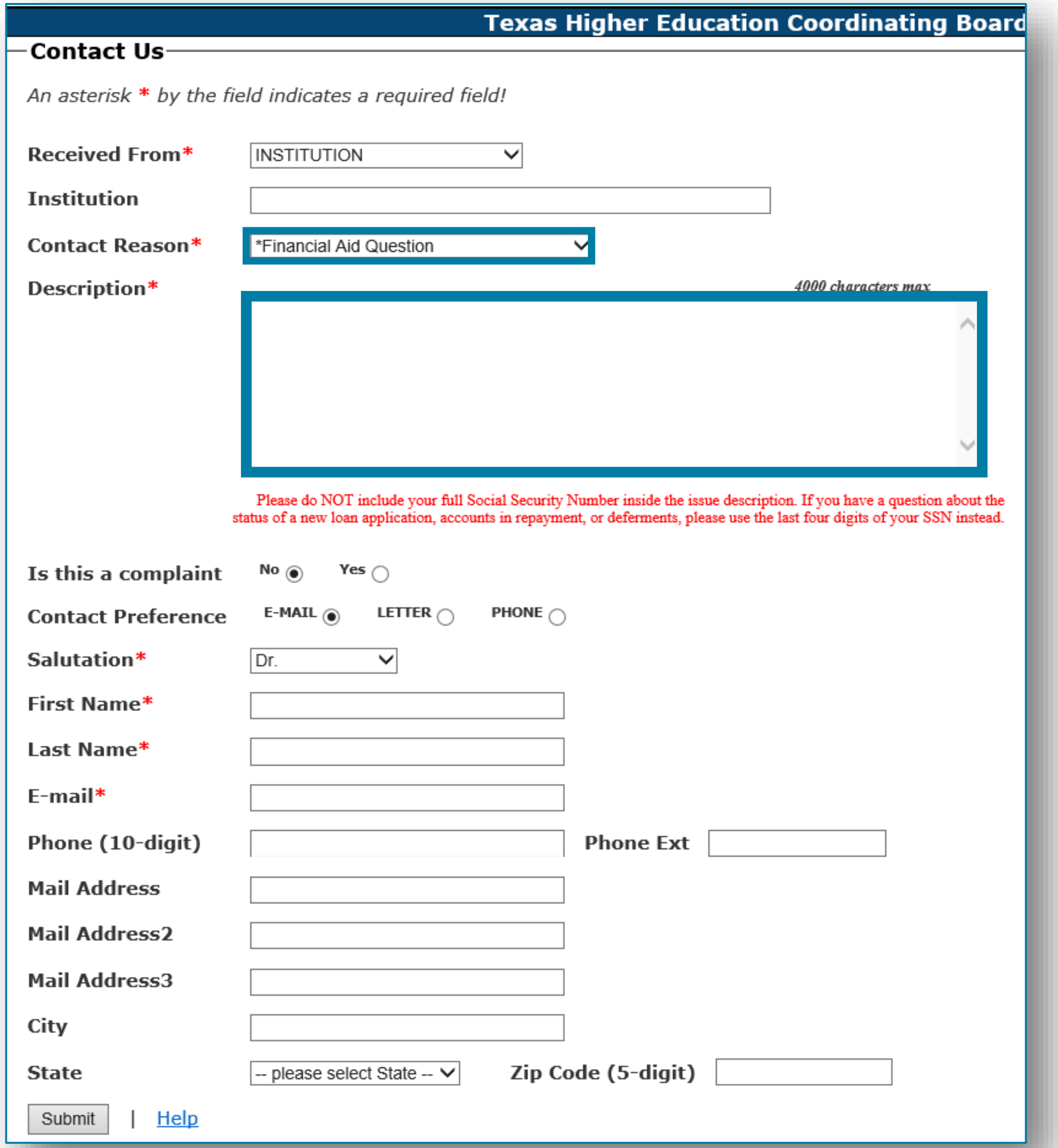
Institutions have access in HelmNet to:

- ✓ Update Loan Period
- ✓ Cancel Loan
- ✓ Make Pre-Disbursement Changes

Requesting Loan Changes

To ensure inquiries are processed properly:

- ✓ Always select **Financial Aid Question** as the Contact Reason
- ✓ Enter a <u>detailed</u> **Description** of your inquiry
  - Unclear request: “Please reinstate the loan.
  - Clear request: “Please reinstate the loan. The student’s SAP appeal has been granted and the student is now eligible.”



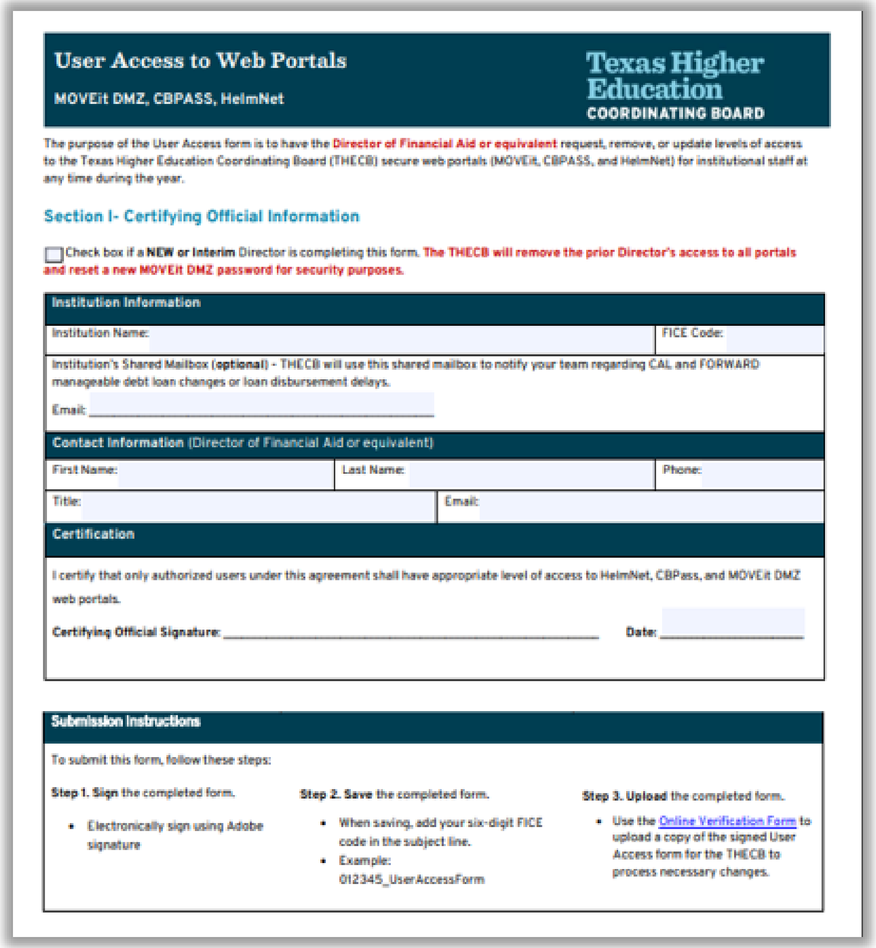
Need Access?

THECB System Access

User Access to THECB Systems

The User Access to Web Portal forms is completed by institutions to:

- Appoint a financial aid director as the main contact for THECB.
- Assign a *shared* email for loan communications.
- Update staff access to:
  - MOVEit (to change passwords for the shared account)
  - HelmNet
  - CBPASS good neighbor program and data submission portals.



User Access to Web Portals
MOVEit DMZ, CBPASS, HelmNet

Texas Higher Education COORDINATING BOARD

The purpose of the User Access form is to have the Director of Financial Aid or equivalent request, remove, or update levels of access to the Texas Higher Education Coordinating Board (THECB) secure web portals (MOVEit, CBPASS, and HelmNet) for institutional staff at any time during the year.

Section I- Certifying Official Information

☐ Check box if a **NEW or Interim** Director is completing this form. **The THECB will remove the prior Director's access to all portals and reset a new MOVEit DMZ password for security purposes.**

Institution Information

Institution Name: FICE Code:

Institution's Shared Mailbox (**optional**) - THECB will use this shared mailbox to notify your team regarding CAL and FORWARD manageable debt loan changes or loan disbursement delays.

Email: ______

Contact Information (Director of Financial Aid or equivalent)

First Name: Last Name: Phone:

Title: Email:

Certification

I certify that only authorized users under this agreement shall have appropriate level of access to HelmNet, CBPass, and MOVEit DMZ web portals.

Certifying Official Signature: ______ **Date:** ______

Submission Instructions

To submit this form, follow these steps:

Step 1. Sign the completed form.
- Electronically sign using Adobe signature

Step 2. Save the completed form.
- When saving, add your six-digit FICE code in the subject line.
- Example: 012345_UserAccessForm

Step 3. Upload the completed form.
- Use the Online Verification Form to upload a copy of the signed User Access form for the THECB to process necessary changes.

[User Access Form](#)

Deadlines, Reminders & Notifications

Deadlines, Reminders, & Notifications

Deadlines

- Certify 2023-24 (FY 2024) FAD Cycle 3 – 11/20

Reminders

- THECB Closed in observance of Veterans Day - 11/11
- THECB Closed in observance of Thanksgiving - 11/28 & 11/29

Recent Notifications

- 11/7/2024 2025-26 Online Texas Application for State Financial Aid (TASFA) Test Files
- 10/30/2024 100-Mile Alternate Nonresident Tuition Program Memo
- 10/28/2024 Allocation Methodology and Data Review for Texas B-On-Time (BOT) Student Loan Program Funds Redistribution
- 10/11/2024 IMPORTANT UPDATE: 2025-26 (FY 2026) State Financial Aid Priority Deadline Date Extended memo

Stay Connected

Contact Student Financial Aid Programs

For Borrowers and the Public:

Borrower Services

- Student Borrowers (Cosigners): **(800) 242-3062**

Texas Financial Aid Information Center (TFAIC)

- Public Line: **(888) 311-8881**

For Institutions:

FAS Institutional Phone Line

- Institutions Only: **(844) 792-2640**

For Everyone:

Email

- Submit inquiries online through the [CONTACT US] web form.

<u>All Phone Lines</u>
Hours of Operation:
Mon-Fri
8 AM to 5 PM
(Closed Daily from 12-1)

Thank you!

We appreciate your feedback.

Please take a moment to complete our survey.

https://forms.office.com/r/sLnikX9z1E

Texas Higher Education
COORDINATING BOARD

Questions?