



BUILDING ON OUR SUCCESS

2009 ANNUAL REPORT FOR ALASKA

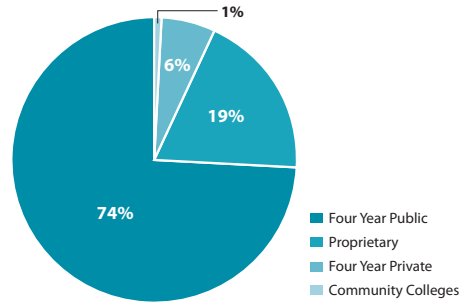
Northwest Education Loan Association® has served Alaska as a guarantor of federal student loans since 1978. At the heart of our 30 years of success is our commitment to enhance higher education preparedness, access and success. We partner with schools, lenders, students, parents and community organizations to help students achieve their higher education goals.

During the fiscal year ending Sept. 30, 2009, we guaranteed more than \$79 million in new education loans to nearly 8,300 Alaska borrowers — including Federal Stafford loans for more than 8,000 students and Federal PLUS loans for more than 250 parents and students. We served eight postsecondary institutions in Alaska.

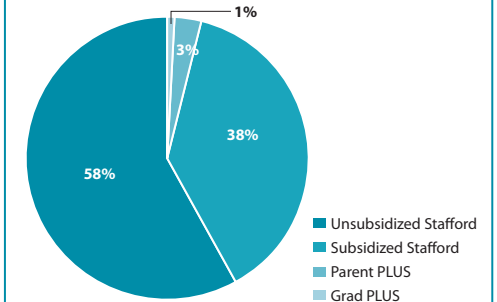
## ALASKA SCHOOLS BY VOLUME

University of Alaska – Anchorage	\$42,748,177
University of Alaska – Fairbanks	\$10,368,155
Charter College	\$9,923,447
University of Alaska – Southeast	\$6,020,350
Alaska Pacific University	\$4,616,282
Charter College – Matsu	\$2,789,831
Career Academy	\$2,526,361
Alaska Vocational Technical Center	\$641,682

## ALASKA VOLUME BY INSTITUTION TYPE



## ALASKA VOLUME BY LOAN TYPE



## TOP 10 LENDERS BY LOAN VOLUME SERVED BY NELA IN ALASKA

Alaska Commission for Postsecondary Ed.	\$50,390,085
Wells Fargo Education Financial Services	\$16,854,817
Sallie Mae Education Trust	\$2,491,024
Bank of America	\$2,271,379
U.S. Bank	\$2,122,306
AMS	\$1,896,472
Chase	\$1,368,178
Nelnet	\$913,614
Student Loan Finance Association	\$517,226
Wachovia	\$369,987

## Debt management initiatives

In 2009, we partnered with postsecondary institutions in their debt management efforts to provide a broad spectrum of services in Alaska by:

- Providing seven schools in Alaska with NELA Debt Manager®, a Web-based tool that helps schools stay in contact with student loan borrowers during school and after graduation. NELA Debt Manager assists with e-mail, call or letter campaigns to borrowers experiencing repayment difficulties.
- Offering NELA Loan Counselor®, a suite of online products that helps schools fulfill federal education loan counseling requirements, and simplifies entrance, exit and interim counseling. In 2009 the tool's six modules provided 337 borrower counseling sessions at Alaska schools.
- To help postsecondary institutions teach their students to budget their time and money wisely in school and after graduation, NELA introduced in 2009 online content for Life Skills®, a Web-based tool that teaches basic strategies for managing finances and for completing degree work in a timely manner. The course also supports efforts by financial aid professionals to be good stewards of their institution's education loan default rate.
- NELA also introduced NELA Loan Solutions<sup>SM</sup>, a new online resource to help student loan borrowers keep track of their loans and resolve repayment problems. NELA Loan Solutions helps borrowers understand, manage and repay their student loans by offering online access to account information and resources to help borrowers take action.

We also support a variety of other programs for Alaska schools, lenders, students and families, and their communities. The following are some highlights from 2009:

## NELA's Strategy Council

To ensure that our services meet the needs of postsecondary education throughout the Northwest, we receive guidance from our strategy council. The council includes financial aid administrators for Northwest colleges and universities, and on occasion we have invited participation from representatives of lending institutions, as well as officials of the state's commission for postsecondary education, board of private postsecondary education, students and private school association to participate. Representatives from the University of Alaska Anchorage and the University of Alaska Southeast serve on NELA's strategy council.

## Staff training opportunities

We help colleges and lenders comply with program regulations and keep them informed of policy developments and improved services through a wide array of training opportunities, including free workshops in the Northwest. During fiscal 2009 we conducted four financial aid and professional development workshops through NELA Learning Services, for a total of 34 participants. Five campuses in Alaska took advantage of NELA Learning Services' online courses.

## Early awareness programs

In 2009, we co-hosted with the Alaska Commission on Postsecondary Education nine I'm Going to College events on University of Alaska campuses. I'm Going to College is a program designed for elementary school children, intended to create awareness of higher education and instill the idea that going to college is an attainable goal. Every year thousands of children from low-income areas participate in a variety of exercises and activities, including an actual visit to a nearby college campus. In 2009, more than 1,700 Alaska elementary students participated in the program.



In an effort to be more environmentally friendly, NELA created this virtual annual report. Please consider the environment before printing this document.



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