

Tennessee Student Assistance Corporation



Board of Directors Meeting

18th Floor, Parkway Towers
Nashville, TN

May 18, 2017

A G E N D A

Tennessee Student Assistance Corporation
THEC Board Room
Nashville, Tennessee
Thursday, May 18, 2017
1:00 p.m. CDT

Adoption of Agenda

Approval of Minutes of the September 27, 2016 Board Meeting

Chairman's Report

Executive Director's Report

TASFAA President's Report

I. Decision Items

- A. Selection of 2017-18 Officers and Committee Members
- B. Revised Open Records Policy

II. Discussion Items

- A. Tennessee Promise Scholarship
- B. Tennessee Reconnect Grant
- C. Student and School Servicing
- D. Communication Services
- E. Operating Fund
- F. Budget and Legislative

III. Other Business

TSAC Board Meeting – September 27, 2016

Stephen Smith welcomed everyone to the meeting and called the meeting to order.

ROLL CALL

The following board members/alternate representatives were present:

- Dr. Gary Adcox
- Ms. Shiri Anderson, representing Comptroller Wilson
- Mr. Stephen Smith, representing Governor Bill Haslam
- Mr. Mike Krause
- Dr. Katie High, via conference call
- Mr. Andy McArthur, representing David Lillard
- Ms. Keri McInnis
- Dr. Danielle Mezera, representing Commissioner McQueen
- Dr. Claude Pressnell
- Greg Turner, representing Commissioner Martin
- Dr. Leming, representing TBR Chancellor David Gregory
- Ms. Karen Hauser
- Mr. Garrett Wilson
- Ms. Hayes

ADOPTION OF AGENDA

Mr. Smith called for a motion to adopt the agenda. Motion was made and seconded. The motion was duly adopted by the following roll call vote:

<u>Name</u>	<u>Aye</u>	<u>No</u>	<u>Abstain</u>
Dr. Adcox	x		
Ms. Anderson	o		
Mr. Smith	x		
Mr. Krause	x		
Dr. Gray,Jr	o		
Mr. Hughes	o		
Dr. High	*		
Mr. McArthur	x		
Ms. Mcinnis	x		
Dr. Mezera	x		
Dr. Pressnell	x		
Greg Turner	x		
Dr. Leming	x		
Ms. Hauser	x		
Mr. Smarrelli	o		

Mr. Wilson x

*Not present at the time of vote. 10 ayes and the motion was passed.

ADOPTION OF THE MINUTES FOR THE APRIL 29, 2016 MEETING

Mr. Smith called for a motion to adopt the minutes from the April 29th meeting. A motion was called and seconded.

<u>Name</u>	<u>Aye</u>	<u>No</u>	<u>Abstain</u>
Dr. Adcox	x		
Ms. Anderson	o		
Mr. Smith	x		
Mr. Krause	x		
Dr. Gray	o		
Mr. Hughes	o		
Dr. High	*		
Mr. McArthur	x		
Ms. Mcinnis	x		
Dr. Mezera	x		
Dr. Pressnell	x		
Greg Turner	x		
Dr. Leming	x		
Ms. Hauser	x		
Mr. Smarrelli	o		
Mr. Wilson	x		

*Not present at the time of vote

There were 11 ayes and the motion was passed.

CHAIRMAN’S REPORT

Chairman Smith looks forward to working with each of you and the governor is appreciative of your service on this board. Chairman Smith thanked the staff for the tremendous work you do for the students every day to help navigate this financial path and focus on getting their education.

James Snider gives Promise Update and results of year one. 1) Fall enrollment was 16,291 students. 2) Fall to spring retention of eligibility was 10,917 students. 3) Fall to Fall retention of eligibility estimate- 7, 821 students, pending Fall certification of eligibility. 4) Total cost of year one was \$15,221,522.70. The average award per student is \$934.35. Mr. Snider then showed year two preliminary results. He reported revenues and expenditures.

Mike Krause gave the Executive’s Report with 3 points: 1) he has enjoyed meeting the TSAC team 2) he is trying to make the agencies seamless 3) there is a new logo and it was free! TSAC’s core vision is increasing the number of Tennesseans with a college degree which means it is about students. TSAC is a student focused group of people, talking to students and parents every day. He is proud to be a part of the team. He asked the board to continue discussion for adult education.

Tim Phelps gave the eGRandS update. This in-house system administers all grants and scholarships. NGS will continue to serve on a need to basis until the end of year. Mr. Phelps reported that it has been a great transition.

Karen Houser gave the TASFAA President’s Report. She shared the TASFAA goals for 2016-17 that include continued training for their members through fall workshops and the annual spring conference, renew or eliminate the TASFAA Advisory Committee to TSAC, support the TSAC financial aid outreach efforts, and make the first official TASFAA visit to the TN State Capitol during the 2017 Legislative session to support financial aid as a collective organization.

I. Decision Items

A. Adoption of Rules-Tennessee Promise Scholarship

Tim Phelps announced the few changes: eliminated the Aug 1 verification of information that is reported on the FAFSA, moved the community service dates, removed mandatory attendance for first meeting and all to use “Assembly” days for meeting, removed transfer requirement, adjusted FAFSA deadline, and eliminated the renewal application. Mr. Krause agreed with all changes and reiterated that this is a learning process. Every rule discussed goes back to students and makes sure the program is more accessible.

Chairman Smith called for a motion to approve the TN Promise scholarship amended rules and it was seconded.

<u>Name</u>	<u>Aye</u>	<u>No</u>	<u>Abstain</u>
Dr. Adcox	x		
Ms. Anderson		o	
Mr. Smith	x		
Mr. Krause	x		
Dr. Gray,Jr	o		
Mr. Hughes	o		
Dr. High	x		
Mr. McArthur		x	

Ms. Mcinnis	x	
Dr. Mezera	x	
Dr. Pressnell	x	
Greg Turner	x	
Dr. Leming	x	
Ms. Hauser	x	
Mr. Smarrelli		o
Mr. Wilson	x	
Ms. Hauser	x	

There were 13 ayes and the motion was passed.

B. Adoption of Rules -Ned McWherter Scholars Program

Mr. Phelps reported on changes of the McWherter Scholarship program rules. Changes: 1) Modified the rules to align more with the Hope, 2) provide a regain provision in case the student loses the award 3) include language that prohibits the institutions from including the work requirement in the matching funds, and lowered the renewal GPA. A motion was made to approve rule changes on the McWherter Scholarships and it was seconded.

<u>Name</u>	<u>Aye</u>	<u>No</u>	<u>Abstain</u>
Dr. Adcox	x		
Ms. Anderson		o	
Mr. Smith	x		
Mr. Krause	x		
Dr. Gray,Jr	o		
Mr. Hughes	o		
Dr. High	x		
Mr. McArthur		x	
Ms. McInnis	x		
Dr. Mezera	x		
Dr. Pressnell	x		
Greg Turner	x		
Dr. Leming	x		
Ms. Hauser	x		
Mr. Smarrelli		o	
Mr. Wilson	x		
Ms. Hayes	x		

There were 13 ayes and the motion was passed.

C. TSAA Over-commitment

Chairman Smith asked Tim Phelps to give a report on the TSAA over-commitment ration for 2017-18. Chart is on the 2nd page of report for exact expenditures and balance. 1st recommendation is to have 153% over-commitment, which is the same ratio that was approved for the past 5 years. \$80 million was awarded for the 2016-17 academic year. 2nd recommendation is to allot 1.3 million from the reserve to use for awards. Dr. Pressnell commented that the chart was a good visualization. He was very pleased with the report. He is pleased that so many students are funded.

A motion was made to adopt the recommendations and it was seconded.

<u>Name</u>	<u>Aye</u>	<u>No</u>	<u>Abstain</u>
Dr. Adcox	x		
Ms. Anderson		o	
Mr. Smith	x		
Mr. Krause	x		
Dr. Gray,Jr	o		
Mr. Hughes	o		
Dr. High	x		
Mr. McArthur		x	
Ms. Mcinnis	x		
Dr. Mezera	x		
Dr. Pressnell	x		
Greg Turner	x		
Dr. Leming	x		
Ms. Hauser	x		
Mr. Smarrelli		o	
Mr. Wilson	x		
Ms. Hayes	x		

There were 13 ayes and the motion was passed.

D. Proposed Budget Request for 2016-17

Chairman Smith asked Peter Abernathy to report the budget request for 2016-17. F and A has asked for a reduction of 2% of the state appropriations and this report reflects that request. One increase is the continuation with the TSAA program. There are 75,000-80,000 students eligible for the TSAA but can't all be funded. The

goal is to fund them over a 5 year period. Mr. Abernathy is requesting an \$18.1 million to fund an extra 58,000 students.

A motion was made and seconded to vote on the budget recommendation.

<u>Name</u>	<u>Aye</u>	<u>No</u>	<u>Abstain</u>
Dr. Adcox	x		
Ms. Anderson		o	
Mr. Smith			x
Mr. Krause	x		
Dr. Gray,Jr	o		
Mr. Hughes	o		
Dr. High	x		
Mr. McArthur		x	
Ms. Mcinnis	x		
Dr. Mezera	x		
Dr. Pressnell	x		
Greg Turner			x
Dr. Leming	x		
Ms. Hauser	x		
Mr. Smarrelli		o	
Mr. Wilson	x		
Ms. Hayes	x		

There were 11 ayes and 2 abstentions from Mr. Smith and Mr. Turner. The motion was passed.

E. Preliminary Uses of Operating Fund

Next on the agenda was a report from Peter Abernathy on the Preliminary uses of the Operating Fund. The federal loan program has generated excess funds that can be used by the guaranteed agencies. The fund has grown to roughly \$80 million and with the Board's approval, \$50 million was transferred for the initial endowment for the TN Promise. Since closing the federal loan program, TSAC has \$22 million in the operating fund. That has been designated by the US Department of Education that that money is property of TSAC and that money by can be spent on a variety of financial aid related functions. There is a wide array of items and how this money could be utilized. TSAC is in discussions with Finance on how to spend the money, possibly transferring \$15 million to generate additional funds for the McWherter Scholars program. There is some room for appropriation increase, so it is not spent out of the operating fund. Maybe some items are not negotiable.

Mr. Abernathy suggested we do not take a vote on this. Dr. Pressnell was glad there was not a vote. He was encouraged with the money going towards McWherter Scholars program. Fall diversion piece is new and important. Very important for institutions that are small to medium that don't have the resources like the larger schools have. He is concerned that \$2 million is not enough for this program. TSAC will have a better look at the situation this spring. Ms. Hayes asked that the \$1 million dollars in operating expenses for a year are just close out expenses. Mr. Abernathy agreed. Postpone decision on 1E.

F. Audit Committee Appointment

Mike Krause reported on the audit committee appointment. Mike welcomed and thanked Ms. Hayes who brings a career of higher education. A motion was made and seconded.

<u>Name</u>		<u>Aye</u>	<u>No</u>	<u>Abstain</u>
Dr. Adcox	x			
Ms. Anderson		o		
Mr. Smith	x			
Mr. Krause	x			
Dr. Gray,Jr	o			
Mr. Hughes	o			
Dr. High	x			
Mr. McArthur		x		
Ms. Mcinnis	x			
Dr. Mezera	x			
Dr. Pressnell	x			
Greg Turner	x			
Dr. Leming	x			
Ms. Hauser	x			
Mr. Smarrelli		o		
Mr. Wilson	x			
Ms. Hayes	x			

There were 12 ayes and the motion was passed.

Discussion items update:

A.

Jane Pennington reported on the loan division that has a new name, Student and School Services Division. Jane recognized her staff. The portfolio has transferred to

EMDC and she feels the students are in good hands. The number one focus is default management. To help keep those default rates down low as it has traditionally been. They need contracts with school to get access to their records. They welcome this and are looking forward to working with Jane's team.

The second focus for this department is school services in training and financial aid for their students.

Next, Jane discussed the license review program which has produced a recovery of \$92 million of default student loan funds. This is a great opportunity to get students back on the right path and to correct payment on their loans so their credit report gets cleaned up.

Next she reported on the TN Reconnect, a program that reaches out to students who started school but did not complete their program. THEC has put forth an effort to work with schools and students to assist them to come back to school. Many of the students have defaulted on their school loans and can't return to school and be eligible for the federal or state funds until it is resolved. Our staff is reaching out to schools to assist students with their loans. This is an ongoing program.

Jane's division also works with Scholarships to loans and this is run through the license review program.

B.

Tim Phelps-Grant and Scholarship programs update:

In the 2015-16 Fiscal year, over \$320 million was dispersed and divided between 120,000 students. This includes the TN Promise and Community College Reconnect programs. The participation in the dual enrollment grant continues to increase. The dual enrollment program grew by 3,000 students and \$3 million. Awarding schedule was changed and continue to see growth. Mike explained the awarding schedule and dual enrollment has increased due to the changes from 2 free courses. This was approved by this Board and was very successful and Mike thanked the board.

For state grant and scholarship programs, \$82 million was paid out to 46,000 students. Highlight is the 30% increase in recipients in dollars for TSAA program from one year to the next. Funds were released to the community colleges for the Community College Reconnect program. Awards are being made to students and progress reports will be out in October/December. Dr. Pressnell had an

observation of the impact of the decisions the board has made. The decision was made to move the traditional scholarship at community colleges from \$2,000 to \$3,000 per academic cycle. At 4 year institutions, it was reduced \$500 in the freshman and sophomore. There has been a \$24 million increase to the community colleges and the shift of funds. He noted that the board needs to pay attention to adults students.

C.

Diane Lejeune provided an update on communications services. The outreach team has continued to make presentations across the state, focusing on college fairs in the fall and working with middle schools in the spring. She reviewed the communications snapshot which outlines the total number of individuals impacted by the outreach team, delivery locations, metrics from across three departments, and annual comparisons. TN Promise workshops tripled compared to the previous year. The call center maintains volume statistics for emails and live chats. FAFSA Frenzy, in partnership with THEC and DOE, will run from October 1 through January 17, 2017 to reach a greater number of students and increase FAFSA completions for the state. Included materials show FAFSA completion data for TN by county as prepared for legislators. Scholarship Saturday includes all TCATS and community colleges and the call center will be open to help students reset logins or passwords to access the TSAC portal prior to the November 1 deadline.

Communication Services is beginning two new initiatives. TSAC is partnering with THEC to create an online video channel for financial aid content for high school counselors, parents, and students. In addition, they are working with state undergraduate and graduate school counseling programs to deliver financial aid content, beginning with MTSU.

Diane identified materials mapping outreach staff representation, social media links, a new TSAC brochure, and a new brochure created by ECMC for distribution during FAFSA Frenzy.

D.

Mike introduced Ann and gave budget updates. He reminded everyone to please complete the conflict of interest forms and return to Peter Abernathy.

Chairman Smith thanked everyone again for coming to the meeting and the meeting was adjourned.

Tennessee Student Assistance Corporation

Thursday May 18, 2017

Decision Item A: Selection of 2017-18 Officers and Committee Members

Staff Recommendation: That the board elects its 2017-18 officers and committee members.

Background: TSAC bylaws state that the corporation's officers shall consist of a Chairman, Vice-Chairman, Secretary, and Treasurer; each elected by the directors of the corporation from among their own number. The term of office is one year.

The bylaws authorize the Chairman to appoint board committees. In practice, the Chairman brings committee appointments to the full board.

Following today's report from the chairman, 2017-18 officers and committee members will be selected. Below is a list of current (2016-17) officers and committee members.

Supporting Document: *Tennessee Student Assistance Corporation: 2016-17 Officers and Committees*

Tennessee Student Assistance Corporation
2016-17 Officers and Committees

Officers

Governor Bill Haslam, Chairman
Mike Krause, Vice Chair
David Lillard, Treasurer
Claude Pressnell, Secretary

Executive Committee

Governor Bill Haslam, Chairman
Mike Krause
David Lillard
Larry Martin
Claude Pressnell
Justin Wilson

Appeals Committee

David Gregory, Chair
Gary Adcox
Mike Krause
Joe DiPietro
Justin Wilson

Audit Committee

Claude Pressnell, Chairman
Larry Martin
Sharon Hayes

Tennessee Student Assistance Corporation

Thursday, May 18, 2017

Decision Item B: Revised Open Records Policy

Staff Recommendation: Adopt the revised Open Records Policy.

Background: The board adopted an Open Records Policy in September 2011, which mirrored the Tennessee Comptroller's model policy. This revised policy makes several minor changes to be consistent with the Tennessee Higher Education Commission's recently adopted policy. Major elements of the policy include the following:

- The process for making requests to inspect public records or to receive copies of public records;
- Agency guidelines for responding to such requests;
- Responsibilities of the agency records custodian;
- The process for requesting to inspect or copy records; and
- Whether and when fees will be charged for copies of public records.

Supporting Document: *Public Records Policy, May 2017*

PUBLIC RECORDS POLICY FOR THE TENNESSEE STUDENT ASSISTANCE CORPORATION

Pursuant to Tenn. Code Ann. § 10-7-503(g), the following Public Records Policy for the Tennessee Student Assistance Corporation ("TSAC") is hereby adopted by TSAC to provide economical and efficient access to public records as provided under the Tennessee Public Records Act ("TPRA") in Tenn. Code Ann. § 10-7-501, et seq.

The TPRA provides that all state, county, and municipal records shall at all times during business hours be open for personal inspection by any citizen of this state, and those in charge of the records shall not refuse such right of inspection to any citizen, unless otherwise provided by state law. See Tenn. Code Ann. § 10-7-503(a)(2)(A). Accordingly, the public records of TSAC are presumed to be open for inspection unless otherwise provided by law.

Employees of TSAC shall timely and efficiently provide access and assistance to persons requesting to view or receive copies of public records. No provisions of this policy shall be used to hinder access to available public records. Concerns about this policy should be addressed to the Public Records Request Coordinator for the Tennessee Higher Education Commission (THEC) or to the Tennessee Office of Open Records Counsel ("OORC"). This policy was developed in accordance with the Model Public Records Policy established by the OORC. TSAC employees shall adhere to this policy and to the policies and guidelines established by the OORC.

This policy shall be applied consistently throughout the various offices, departments, and/or divisions of TSAC, shall be reviewed no less than every two years, and may be revised by TSAC to remain in compliance with law or state policy.

This policy is available for inspection and duplication in the office of the THEC General Counsel and is available online at: <https://www.tn.gov/thec/topic/about-thec-and-tsac>.

I. Definitions:

- A. *Records Custodian*: The office, official or employee lawfully responsible for the direct custody and care of a public record. See Tenn. Code Ann. § 10-7-503(a)(1)(C). The records custodian is not necessarily the original preparer or receiver of the record.

- B. Public Records: All documents, papers, letters, maps, books, photographs, microfilms, electronic data processing files and output, films, sound recordings, or other material, regardless of physical form or characteristics, made or received pursuant to law or ordinance or in connection with the transaction of official business by any governmental agency. See Tenn. Code Ann. § 10-7-503(a)(1)(A).
- C. Public Records Request Coordinator: The individual, or individuals, designated in Section III, A.3 of this policy with the responsibility of ensuring public record requests are routed to the appropriate records custodian and are fulfilled in accordance with the TPRA. See Tenn. Code Ann. § 10-7-503(a)(1)(B). The Public Records Request Coordinator may also be a records custodian.
- D. Requestor: A person seeking access to a public record, whether it is for inspection or duplication.

II. Requesting Access to Public Records

- A. Public record requests shall be made to the Public Records Request Coordinator ("PRRC") or designee in order to ensure public record requests are routed to the appropriate records custodian and fulfilled in a timely manner.
- B. TSAC shall not require requests for inspection to be made in writing. The PRRC may request a mailing or email address from the requestor for providing any written communication required under the TPRA.
- C. Requests for inspection may be made:
 - 1. orally at 404 James Robertson Parkway, Suite 1900, Nashville, TN 37243,
 - 2. by phone at 615-741-3605,
 - 3. in writing using the Public Records Request form (Attachment A), or
 - 4. by email at THEC.TSAC.PublicRecords@tn.gov
- D. Requests for copies, or requests for inspection and copies, shall be made in writing using the Public Records Request form, submitted:
 - 1. in person at 404 James Robertson Parkway, Suite 1900, Nashville, TN 37243,
 - 2. in writing using the Public Records Request form, or
 - 3. by email at THEC.TSAC.PublicRecords@tn.gov

- E. Proof of Tennessee citizenship by presentation of a valid Tennessee driver's license (or alternative acceptable form of ID) is required as a condition to inspect or receive copies of public records.
- F. Public notices, archived videos of TSAC meetings, meeting documents, and other frequently requested records and publications are posted and readily available online at www.tn.gov/thec/.

III. Responding to Public Records Requests

A. Public Record Request Coordinator

1. The PRRC shall review public record requests, consult with the appropriate records custodian as needed, and make an initial determination of the following:
 - a. If the requestor provided evidence of Tennessee citizenship;
 - b. If the records requested are described with sufficient specificity to identify them; and
 - c. If TSAC is the custodian of the records.
2. The PRRC shall acknowledge receipt of the request and take any of the following appropriate action(s):
 - a. Advise the requestor of this policy and the elections made regarding:
 - i. Proof of Tennessee citizenship;
 - ii. Form(s) required for copies;
 - iii. Fees (and labor threshold and waivers, if applicable); and
 - iv. Aggregation of multiple or frequent requests.
 - b. If appropriate, deny the request in writing, providing the appropriate grounds such as one of the following:

- i. The requestor is not, or has not presented evidence of being, a Tennessee citizen.
 - ii. The request lacks specificity. The PRRC shall offer to assist in clarification.
 - iii. An exemption makes the record not subject to disclosure under the TPRA. The PRRC shall provide the exemption in written denial.
 - iv. TSAC is not the custodian of the requested records.
 - v. The records do not exist.
- c. If appropriate, contact the requestor to see if the request can be narrowed.
 - d. Immediately upon acknowledgement of receipt of request, forward the records request to the records custodian.
 - e. If requested records are in the custody of a different governmental entity, and the PRRC knows the correct governmental entity, advise the requestor of the correct governmental entity and PRRC for that entity if known.

3. The designated PRRC is:

- a. Name or title: THEC Deputy General Counsel
- b. Contact information: 404 James Robertson Parkway
Parkway Towers, Suite 1900
Nashville, TN 37243
615-741-3605
THEC.TSAC.PublicRecords@tn.gov

B. Records Custodian

- 1. Upon receiving a public records request, a records custodian shall coordinate with the PRRC to promptly make requested public records available in accordance with Tenn. Code Ann. § 10-7-503. If the records

custodian is uncertain that an applicable exemption applies, the custodian shall consult with the PRRC, counsel, or the OORC.

2. If not practicable to promptly provide requested records because additional time is necessary to determine whether the requested records exist; to search for, retrieve, or otherwise gain access to records; to determine whether the records are open; to redact records; or for other similar reasons, then the PRRC, or records custodian as designee, shall, within seven (7) business days from the receipt of the request, send the requestor a completed Public Records Request Response form (Attachment B).
3. If a public record request is denied, the PRRC, or records custodian as designee, shall deny the request in writing as provided in Section III.A.2.b using the Public Records Request Response form.
4. If a records custodian reasonably determines production of records should be segmented because the records request is for a large volume of records, or additional time is necessary to prepare the records for access, the PRRC, or records custodian as designee, shall use the Public Records Request Response form to notify the requestor that production of the records will be in segments and that a records production schedule will be provided as expeditiously as practicable. If appropriate, the PRRC, or records custodian as designee, should contact the requestor to see if the request can be narrowed.
5. If the PRRC or records custodian discovers records responsive to a records request were omitted, the PRRC, or records custodian as designee, will contact the requestor concerning the omission and produce the records as quickly as practicable.
6. The records custodian shall provide the requested records to the PRRC once compiled. The PRRC will coordinate delivery of the records to the requestor. Any redaction or segmentation of records must be authorized by the PRRC or General Counsel's office. Throughout the process of fulfilling any public records request, the records custodian shall fully inform the PRRC of any issues or difficulty that may arise during the process. All communication with the requestor regarding the request shall be initiated by or with the explicit approval of the PRRC.

C. Redaction

1. If a record contains confidential information or information that is not open for public inspection, the records custodian shall prepare a redacted copy prior to providing access. If questions arise concerning redaction, the records custodian shall coordinate with the PRRC, THEC General Counsel, or other appropriate parties regarding review and redaction of records. The records custodian and the PRRC may also consult with the OORC or with the Office of Attorney General and Reporter.
2. Whenever a redacted record is provided, the PRRC, or records custodian as designee, should provide the requestor with the basis for redaction. The basis given for redaction shall be general in nature and not disclose confidential information.

IV. **Inspection of Records**

- A. There shall be no charge for inspection of open public records.
- B. The location for inspection of records within the offices of TSAC should be determined by either the PRRC or the records custodian.
- C. Public records may be inspected during regular business hours. Under reasonable circumstances, the PRRC or a records custodian may require an appointment for inspection or may require inspection of records at an alternate location.

V. **Copies of Records**

- A. The PRRC or records custodian shall promptly respond to a public record request for copies in the most economic and efficient manner practicable.
- B. Copies will be available for pickup at a location specified by the PRRC or records custodian.
- C. Upon payment for postage, copies will be delivered to the requestor's home address by the United States Postal Service. Electronic delivery via email or electronic storage device is also permitted as appropriate.

D. A requestor will not be allowed to make copies of original records with personal equipment.

VI. Fees, Charges, and Procedures for Billing and Payment

A. TSAC employees shall not use fees and charges for copies of public records to hinder citizen access to public records. The fees, charges, and procedures for billing and payment established by this policy were developed in accordance with the provisions of the Model Public Records Policy and Schedule of Reasonable Charges established by the OORC and are therefore presumed reasonable under the "safe harbor" provision of Tenn. Code Ann. § 8-4-604(a)(3).

B. The PRRC or records custodian shall provide requestors with an itemized estimate of charges prior to producing copies of records and may require pre-payment of such charges before producing requested records.

C. When fees for copies and labor do not exceed twenty dollars (\$20.00), the fees may be waived.

D. Fees and charges for copies are as follows:

1. \$0.15 per page for letter- and legal-size black and white copies.

2. \$0.50 per page for letter- and legal-size color copies.

3. Labor when time exceeds one (1) hour.

4. Exceptions to the standard fees and charges above may include, but are not limited to, video, audio, electronic files, over-sized print formats, or other non-standard media. These fees and charges will be determined on a case-by-case basis dependent on the cost to duplicate, redact, and otherwise produce the requested records. These fees and charges shall be provided to the requestor in the itemized estimate.

5. If an outside vendor is used to duplicate records, the actual costs assessed by the vendor will be added to any other applicable charges incurred by TSAC.

E. Payment is to be made by personal check or money order, payable to the Tennessee Student Assistance Corporation, presented to the records custodian or the PRRC.

F. Payment in advance will be required.

G. Aggregation of Frequent and Multiple Requests

1. TSAC will aggregate record requests in accordance with the Frequent and Multiple Request Policy promulgated by the OORC when more than (4) requests are received by TSAC within a calendar month (either from a single individual or a group of individuals deemed working in concert).

2. If aggregating:

a. The level at which records requests will be aggregated is the agency-level, encompassing all divisions of TSAC.

b. The PRRC is responsible for making the determination that a group of individuals are working in concert. The PRRC or the records custodian must inform the individuals that they have been deemed to be working in concert and that they have the right to appeal the decision to the OORC.

c. Routinely released and readily accessible records excluded from aggregation include, but are not limited to any record regularly maintained by TSAC in electronic format, not requiring redaction or other modification, delivered to the requestor via electronic means.

PUBLIC RECORDS REQUEST

The Tennessee Public Records Act (TPRA) grants Tennessee citizens the right to access open public records that exist at the time of the request. The TPRA does not require records custodians to compile information or create or recreate records that do not exist.

To: Public Records Request Coordinator (PRRC)
Tennessee Student Assistance Corporation
404 James Robertson Parkway, Suite 1900
Nashville, TN 37243
615-741-3605
THEC.TSAC.PublicRecords@tn.gov

From: Requestor's Name & Contact Information: (include address for any required written response)

Is the requestor a Tennessee citizen? Yes No

Request: Inspection (The TPRA does not permit fees or require a written request for inspection only.)
 Copy/Duplicate

If costs for copies are assessed, the requestor has a right to receive an estimate. Do you wish to waive your right to an estimate and agree to pay copying and duplication costs in an amount not to exceed \$ _____? If so, initial here: _____.

Delivery preference: On-Site Pick-Up USPS First-Class Mail
 Electronic Other: _____

Records Requested:

Provide a detailed description of the record(s) requested, including: (1) type of record; (2) timeframe or dates for the records sought; and (3) subject matter or key words related to the records. Under the TPRA, record requests must be sufficiently detailed to enable a governmental entity to identify the specific records sought. As such, your record request must provide enough detail to enable the records custodian responding to the request to identify the specific records you are seeking.

Signature of Requestor & Date Submitted

Signature of PRRC & Date Received

PUBLIC RECORD REQUEST RESPONSE
Tennessee Student Assistance Corporation
404 James Robertson Parkway, Suite 1900
Nashville, Tennessee 37243

[Date]

[Requestor's Name and Contact Information]:

In response to your records request received on [Date Request Received], our office is taking the action(s)¹ indicated below:

- The public record(s) responsive to your request will be made available for inspection:
 Location: _____
 Date & Time: _____
- Copies of public record(s) responsive to your request are:
 Attached;
 Available for pickup at the following location: _____; or
 Being delivered via: USPS First-Class Mail Electronically Other: _____.
- Your request is denied on the following grounds:
 Your request was not sufficiently detailed to enable identification of the specific requested record(s). You need to provide additional information to identify the requested record(s).
 No such record(s) exists or this office does not maintain record(s) responsive to your request.
 No proof of Tennessee citizenship was presented with your request. Your request will be reconsidered upon presentation of an adequate form of identification.
 You are not a Tennessee citizen.
 You have not paid the estimated copying/production fees.
 The following state, federal, or other applicable law prohibits disclosure of the requested records:
 _____.
- It is not practicable for the records you requested to be made promptly available for inspection and/or copying because:
 It has not yet been determined that records responsive to your request exist; or
 The office is still in the process of retrieving, reviewing, and/or redacting the requested records.

The time reasonably necessary to produce the record(s) or information and/or to make a determination of a proper response to your request is: _____.

If you have any additional questions regarding your record request, please contact [Records Custodian or Public Records Request Coordinator].

Sincerely,

[Records Custodian or Public Record Request Coordinator]

[Name, Title, and Contact Information]

¹ If all requested records do not have the same response, so indicate.

Tennessee Student Assistance Corporation

Thursday, May 18, 2017

Discussion Item A: Tennessee Promise Scholarship Update

Staff Recommendation: For discussion only.

Background: The Tennessee Promise Scholarship was enacted in 2014 under Public Chapter 900. The Promise Scholarship is both a scholarship and mentoring program focused on increasing the number of students that attend college in Tennessee. It provides a last-dollar scholarship, which pays for tuition and fees not already covered by the Pell grant, HOPE scholarship, or TSAA. Students may use the scholarship at any of the state's 13 community colleges, 27 colleges of applied technology, or eligible four-year institutions that offer associate degrees.

To be eligible for the award, students are paired with a mentor, must participate in program meetings, complete eight hours of community service per term enrolled, enroll full-time in an eligible institution, and maintain a 2.0 GPA.

TSAC works with three partnering organizations – TnAchieves, REDI, and the Ayers Foundation – to administer the Promise Scholarship program.

An update of the latest Promise enrollment and financial figures will be provided.

Tennessee Student Assistance Corporation

Thursday, May 18, 2017

Discussion Item B: Tennessee Reconnect Grant Program

Staff Recommendation: For discussion only.

Background: The Tennessee Reconnect Grant program offers last-dollar scholarships for adult students in Tennessee to earn an associate degree. The scholarship pays for tuition and fees not already covered by the Pell grant, HOPE scholarship, or TSAA. Students may use the scholarship at any of the state's 13 community colleges or at eligible four-year institutions that offer associate degrees.

To be eligible for the award, students must be classified as independent on the FAFSA, enroll at least part-time, maintain a minimum 2.0 grade point average, and participate in a college success program through the Tennessee reconnect community initiative.

An update of the Tennessee Reconnect Grant program will be provided.

Tennessee Student Assistance Corporation

Thursday, May 18, 2017

Discussion Item C: Student and School Services Update

Staff Recommendation For discussion only.

Background A few of the key services offered by the Student and School Services division are updated below.

School Services

At this time the most vital service the division offers institutions is variety of financial aid assessments. These include analyzing current methods of meeting federal and state aid awarding methodologies, disbursing funds, monitoring and reporting requirements, providing best practices in the processing of student aid, staff training, and identifying areas to be improved through efficiency and technology. Staff also provide a variety of default prevention services, cohort default rate processing, custom reporting, draft default rate challenges, and skip tracing and early intervention to prevent defaults to Tennessee schools. The School Services group currently has contracts with a variety of Tennessee institutions.

License Review

The LR program remains one of the great success stories for this division, as we have assisted thousands of defaulted borrowers in getting their loans back into a reasonable payment plan and bringing them out of default. The LR program matches defaulted student loan borrowers with those who hold an active Tennessee professional license.

Tennessee Reconnect

This special project ends at the end of June 2017. The division has partnered with 26 schools, at no cost the schools, to assist them in reaching out to students who are not eligible for Reconnect because of default loans. With these defaults resolved, students return to school to complete their program of studies. Beginning in July 2017, these services will be made available under the School Services contracts.

Financial Literacy

The Student and School Services staff is dedicated to providing financial literacy education to students throughout Tennessee. Workshops are offered at main and outlying campuses with day and evening presentations. Subjects cover areas such as borrowing wisely, budgeting, credit cards, student loan repayment options, savings, and life after college.

Scholarships to Loans

Staff continue to work with the grants and scholarship division performing collection activities if the required service component of a state loan/scholarship program has not been met. Staff reach out to these borrowers on a designated basis to assist them in bringing their loans back into compliance. These borrowers are also now matched through the LR process.

TN Achieves

The Student and School Services staff is again participating in the Tennessee Achieves Bridge Program, by presenting at functions across the state on topics ranging from time management, class participation, managing loans, and how to be successful in college. Several of the staff are also active mentors in the TN Promise program.

Tennessee Student Assistance Corporation

Thursday, May 18, 2017

Discussion Item D:

Communication Services Update

Staff Recommendation:

For discussion only.

Background:

An update will be provided discussing activities taking place within the Communication Services Division.

Supporting Document:

Communication Services Update: May 2017

1. TSAC Outreach Presentations Offered

Outreach presentations are tailored to the needs of the organization where presentations are requested. We offer to assist with the following types of events as well:



- * College Fairs
- * FAFSA Frenzy Events
- * Financial Aid Nights
- * TN Promise App. Workshops
- * Financial Aid Webinars
- * Career Fairs
- * Personal Finance Classes
- * Scholarship Award Presentations
- * YMCA College Nights
- * Junior/Underclassmen Presentations
- * Leadership Summit
- * ACT & SAT Workshops
- * Preparing For College
- * Middle School Presentation
- * Focusing on Seniors
- * Dual Enrollment Grant Events

2. Snapshot of Outreach Statistics

	2016-2017*	2015-2016	2014-2015	2013-2014	2012-2013	2011-2012	2010-2011
College Fairs							
# of college fairs:	197	226	227	258	257	234	203
Attendance:	19,585	21,124	44,860	30,632	24,848	36,082	26,499
Courtesy Visits to Administrators							
# of courtesy visits:	1,290	1,987	2,163	2,135	2,351	2,052	1,981
Administrators reached:	3,008	3,544	3,330	2,939	3,356	3,035	2,841
Financial Aid Presentations							
# of presentations:	907	1,055	964	929	955	484	497
Attendance:	46,819	52,647	53,874	43,227	45,949	35,065	38,309
FAFSA Frenzy Events							
# of presentations:	516	335	257	250	246	113	76
Attendance:	10,936	7,114	6,787	5,120	4,737	2,348	2,020
TN Promise App. Workshops							
# of workshops:	57	91	27	n/a	n/a	n/a	n/a
Attendance:	4,552	4,149	1,510	n/a	n/a	n/a	n/a
Number of Visits							
High Schools:	2,216	2,257	2,120	1,838	1,755	1,318	1,163
Middle Schools:	165	552	580	759	728	561	465
Postsecondary:	269	356	335	454	387	339	390
Other:	317	529	603	621	939	665	739

Breakdown of Outreach Activity

	2016- 2017*	2015- 2016	2014- 2015	2013- 2014	2012- 2013	2011- 2012	2010- 2011
Adult Learner	62	57	52	97	n/a	n/a	n/a
Boys and Girls Clubs	14	14	20	28	53	24	18
Chambers of Commerce	32	61	65	32	56	64	73
Churches	23	16	18	30	30	31	10
Colleges	269	356	335	454	387	339	390
High Schools	2,216	2,257	2,120	1,838	1,755	1,318	1,163
Libraries	69	127	213	183	272	299	237
Middle Schools	165	552	580	759	728	561	465
School District Offices	12	29	36	33	30	31	156
Legislative	26	17	7	15	27	17	83
YMCA	1	10	18	22	33	17	26
Webinars	5	3	2	n/a	n/a	n/a	n/a
Other	73	182	156	181	438	192	136

*Partial academic year totals.

3. TSAC Call Center Stats

	2017*	2016	2015	2014	2013	2012	2011
Telephone calls received:	10,400	43,259	42,763	60,856	36,941	31,391	44,800
Live Chat conversations:	704	2,203	3,255	4,788	3,653	2,624	3,269
Info Aid Emails:	899	2,474	2,916	3,331	2,046	1,309	n/a

*partial calendar year

We receive calls, emails and questions through Live Chat about the HOPE scholarship programs, TN Promise, application deadlines, FAFSA completion, transfer school procedures, student portal log-in resets, TSAA awards, and brochure orders – just to name a few.

4. **TN FAFSA Frenzy Update**
5. **Dual Enrollment Grant Events**
6. **ECMC Nights: 30 Events at Advise TN Schools**
7. **Re-design of the TSAC Financial Aid Brochure**



Tennessee Student Assistance Corporation

Thursday, May 18, 2017

DISCUSSION ITEM E: Operating Fund Update

Staff Recommendation: For discussion only.

Background: In 2010, staff discovered a series of prior accounting transactions totaling more than \$14 million which had been deposited into the FFELP Federal Fund instead of FFELP Operating Fund. TSAC contacted the U.S. Department of Education and requested authority to transfer the funds back to the Operating Fund. Through numerous communications over a seven year period, TSAC was granted permission to move all but \$3.6 million. In March 2017, authority was finally given to move the remaining \$3.6 million to the Operating Fund. All funds deposited into the Operating Fund are property of the guaranty agency.

Following this transfer, the balance in the Operating Fund at March 31, 2017, was approximately \$24.5 million. Federal code allows for various uses of the funds, including default aversion activities, school training, financial aid awareness and related outreach activities, compliance monitoring; and other student financial aid-related activities as selected by the guaranty agency.

A portion of the current balance will be required for final wind-down expenses related to the FFELP portfolio and ongoing default aversion activities. Other specific uses of the funds are yet to be determined but will include support for financial aid programs.

Staff will present options for discussion at the May board meeting.

Tennessee Student Assistance Corporation

Thursday, May 18, 2017

Discussion Item F 2017 Budget and Legislative Report

Staff Recommendation: For discussion only.

Background: **TSAA:** The Governor's 2017-2018 recommended budget included an increase of \$10 million for the Tennessee Student Assistance Award (TSAA). If passed by the General Assembly, this will bring the total combined appropriation for TSAA to \$97.7 million. This amount will serve more than 54,000 need-based students.

Ned McWherter: Also recommended in the 2017-2018 budget is an appropriation of \$300,000 for the Ned McWherter Academic Scholars program. This increase represents an additional 100 students, bringing the total number of students served to approximately 375.

Legislation: Sixteen bills related to TSAC programs were filed during the first session of the 110th General Assembly. At the time of printing this board material, final passage of four of these bills was still to be determined. Summaries of four bills which were in the final phases of passage are provided on the following page.

2017 Legislative and Budget Report

The first session of the 110th General Assembly considered 16 bills related to TSAC's financial aid programs. Brief summaries of the bills anticipated to pass in both the House of Representatives and Senate are provided below.

SB 34 (Harris)
HB 329 (Cooper)

Decreases the amount of time that teachers are required to teach math or science in a public school from two years to one year for each year the Tennessee HOPE teacher's scholarship is received.

SB 585 (Gresham)
HB 335 (Kumar)

Provides that a student enrolling in the Dual Enrollment program need only submit one application per academic year, rather than one application per semester.

SB 720 (Yager)
HB 980 (Travis)

Creates the Tennessee Middle College Scholarship program, funded by net lottery proceeds. Students entering their junior year of high school may enroll in a participating community college and earn both a high school diploma and an associate degree in two years. The award amount is \$1,200 per year for two years. Awards begin in the fall semester of 2018.

SB 1218 (Norris)
HB 531 (Hawk)

Creates the Tennessee Reconnect Grant program. Awards are last-dollar scholarships for tuition and fees and will begin in the fall semester of 2018. The Reconnect will allow Tennessee adult residents with an independent status on the FAFSA the opportunity to return to college and complete an associate degree.