

Great Lakes Educational Loan Servicing November and December 2011 Training Webinars

- **Perfecting Your Policies and Procedures Manual**

Audits, program reviews, administrative capability requirements, staff training-we'll walk through the components and tools that ensure your policies and procedures are compliant!

Upcoming Dates:

Tuesday, November 01, 2011, 9:00 a.m. PT

Tuesday, November 15, 2011, 12:00 p.m. PT

To register: <https://www.mygreatlakes.org/web/FAP/goTrainingApp.frame>

- **Managing Debt: Repayment Options and Loan Forgiveness Programs**

Learn how to help your borrowers better understand and manage their debt with repayment plans and loan forgiveness entitlements. Real-life examples help you counsel your borrowers about their options.

Upcoming Dates:

Tuesday, November 01, 2011, 12:00 p.m. PT

Thursday, November 03, 2011, 9:00 a.m. PT

Thursday, November 17, 2011, 12:00 p.m. PT

To register: <https://www.mygreatlakes.org/web/FAP/goTrainingApp.frame>

- **FERPA: Interpreting the Intricacies**

Protecting student privacy is paramount. Understand what needs to be included in your school's FERPA policy and gain a working knowledge of how to ensure FERPA privacy requirements are met.

Upcoming Dates:

Wednesday, November 02, 2011, 9:00 a.m. PT

Wednesday, November 16, 2011, 9:00 a.m. PT

Wednesday, November 16, 2011, 12:00 p.m. PT

To register: <https://www.mygreatlakes.org/web/FAP/goTrainingApp.frame>

- **CDS Features and Functionality**

After this session, you will confidently know when you'll receive disbursement funds from our Central Disbursement Service (CDS) and what to do if you need to return them to the lender.

Upcoming Dates:

Friday, November 04, 2011, 8:00 a.m. PT

Friday, December 02, 2011, 8:00 a.m. PT

Wednesday, December 21, 2011, 9:00 a.m. PT

To register: <https://www.mygreatlakes.org/web/FAP/goTrainingApp.frame>

- **Getting Started with Great Lakes**

If your institution is new to working with Great Lakes, this webinar will help you take advantage of the support and services we have to offer. Topics include gaining access to www.mygreatlakes.org, a...

Upcoming Dates:

Wednesday, November 09, 2011, 8:00 a.m. PT

Wednesday, November 16, 2011, 12:00 p.m. PT

Wednesday, December 07, 2011, 8:00 a.m. PT

Wednesday, December 14, 2011, 12:00 p.m. PT

To register: <https://www.mygreatlakes.org/web/FAP/goTrainingApp.frame>

- **A Users' Guide to Default Prevention Tools**

This session provides an overview of the Great Lakes tools available to help you reach out to delinquent borrowers and manage your cohort default rate.

Upcoming Dates:

Friday, November 18, 2011, 11:00 a.m. PT

Friday, December 16, 2011, 11:00 a.m. PT

To register: <https://www.mygreatlakes.org/web/FAP/goTrainingApp.frame>

- **Clock-hour Programs and R2T4**

Return of Title IV (R2T4) doesn't have to be daunting. This session walks through a clock-hour example to help you understand what it is and when it applies so you can effectively counsel students.

Upcoming Dates:

[Wednesday, December 07, 2011, 9:00 a.m. PT](#)

[Wednesday, December 14, 2011, 12:00 p.m. PT](#)

To register: <https://www.mygreatlakes.org/web/FAP/goTrainingApp.frame>

- **Credit-based Programs and R2T4**

Return of Title IV (R2T4) doesn't have to be daunting. This session walks through a credit-based example to help you understand what it is and when it applies so you can effectively counsel students.

Upcoming Dates:

[Thursday, December 08, 2011, 12:00 p.m. PT](#)

[Thursday, December 15, 2011, 9:00 a.m. PT](#)

To register: <https://www.mygreatlakes.org/web/FAP/goTrainingApp.frame>