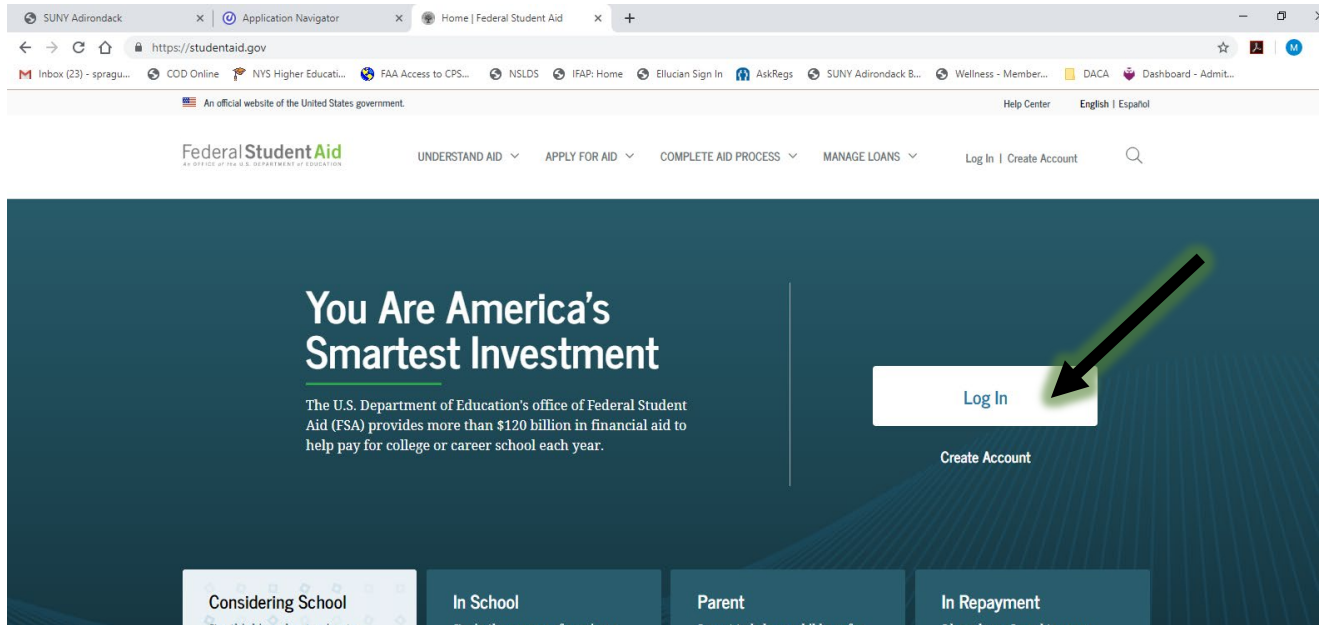


# How to Complete Exit Counseling

Exit counseling is mandatory for federal student loan borrowers who graduate, withdraw, or drop below half-time (6 credits) in their enrollment. The purpose of this is to help you understand your rights and responsibilities as a student loan borrower as you will be close to starting repayment. Please note that this is required even if you are transferring to another institution or intend to resume your studies at a later date.

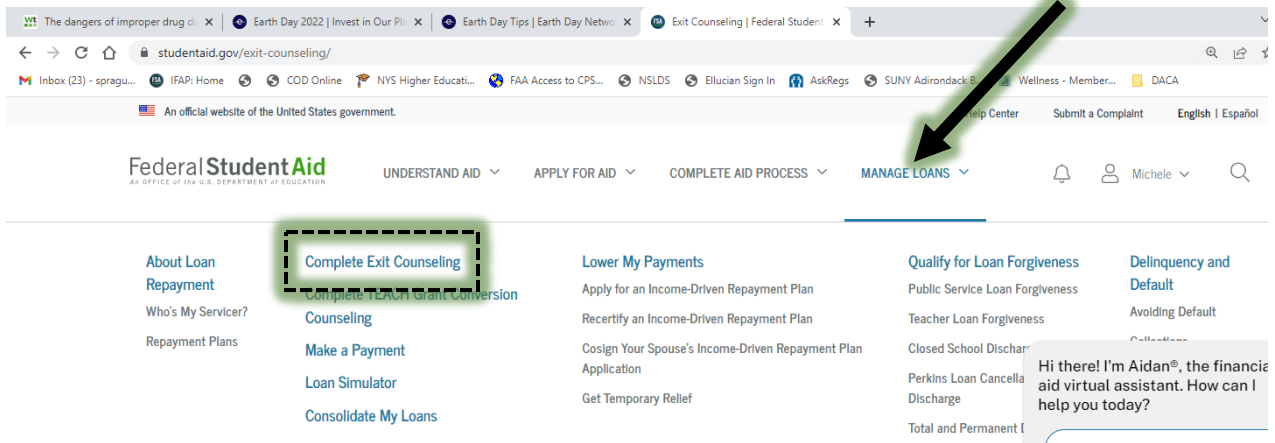
- 1) Login to your account at [www.studentaid.gov](http://www.studentaid.gov). You will use your FSA ID and password to do so – this is the same username/password combination you used to complete and sign your FAFSA.



- 2) Clicking on 'Log In' will bring you to the login screen, where you will be asked to provide your FSA ID or your verified email address as well as your FSA ID password. If you forgot your ID, you can use the links provided in the login box to retrieve your information. Accept the pop-up that appears to proceed.

A screenshot of the Federal Student Aid login screen. The page title is 'Log In' with a blue arrow icon. There are two input fields: 'FSA ID Username, Email, or Mobile Phone' containing the text 'test@sunyacc.edu' and a 'Password' field with masked characters. Below the first field is a 'Forgot My Username' link, and below the second field is a 'Forgot My Password' link. A 'Show Password' link is also present next to the password field. At the bottom of the form is a large blue 'Log In' button. A black arrow with a green glow points to the 'Log In' button.

- 3) Once logged in, hover over 'Manage Loans' on the main the menu. Doing so will pop up the Manage Loans menu shown below. Once it appears, slide your cursor and click the link that says 'Complete Exit Counseling'.



- 4) Scroll down to the bottom of the page and select 'Start' next to the box that states "I am an Undergraduate Student".

A screenshot of the 'Complete Student Loan Exit Counseling' page. The page has a dark teal header with the title 'Complete Student Loan Exit Counseling'. Below the header, there is introductory text about exit counseling. A light blue information box contains a note about the 0% interest rate due to the COVID-19 emergency. The main content area is titled 'Start Exit Counseling Based on Your Student Type' and includes instructions for users. At the bottom, there are two selection boxes. The first box, 'I am an Undergraduate Student', is selected and highlighted with a dashed green box. A blue 'Start' button is located to the right of this box, with a black arrow pointing to it. The second box, 'I am a Graduate Student', is not selected.

- 5) This will bring you to an overview page, which lists all the steps you are going to complete today. Click 'Start' at the bottom, then confirm your contact information on the next screen.

### Exit Counseling Overview: What You'll Learn and Do

You'll need to proceed through the counseling in the order below. You cannot skip around or save an incomplete session. You must finish exit counseling in one sitting. Throughout the counseling, you'll answer a few questions help you remember what you've learned.

#### Contact Settings

- 1. Confirm Contact Information
- 2. References
- 3. Notify Schools
- 4. Why Am I Completing Exit Counseling?

#### My Loans

- 1. What Do I Owe?
- 2. Loan Terminology
- 3. When Do I Pay?
- 4. What Is Interest Accrual?
- 5. What Is Interest Capitalization and When Does It Occur?

#### Preparing to Repay

- 1. Who's Responsible for What in Your Student Loan Journey
- 2. Your Loan Servicer
- 3. Understanding Student Loan Obligations
- 4. Federal Student Loan Benefits and Options
- 5. What Happens if You Default

#### Determining Your Repayment Strategy

- 1. Family Details
- 2. Employment Plans
- 3. Salary Information
- 4. Repayment Goal
- 5. Repayment Strategy

#### Final Steps

- 1. Summary
- 2. Next Steps

Exit

Start

Have you moved or do you plan to move? [Edit](#)



Where is the address you serve on the day you

Permanent Address  
 602 BAY ROAD  
 QUINCY, ILL 62424  
 US

It's important you provide correct information that you will check regularly. If any of the contact information is outdated, change it in Contact Information.

Is this the best email address for you? [Edit](#)



Use an email address you will use often to have access to other your loans online.



Email Address  
 myname@myemail.com

It's important you provide an email address that you will check regularly. If your email address has changed or you won't have access to this email address after you leave school, make sure you update your email address in Contact Information.

Is this the best phone number for you? [Edit](#)



Mobile Phone  
 (555) 555-1234

It's important you provide a verified mobile phone number so we can reach you with important information about your loans. If you need to access your account, call us via the automated recovery. This number is important so we can verify, make sure you update it in Contact Information.

Required Communications [Edit](#)



The U.S. Department of Education (ED) and its federal student loan servicers will need to send you required communications and documents related to your federal student aid such as student loan disclosures and interest statements.

I want to receive these communications:

- By Email (Recommended)
- By Postal Mail

If you choose to have your communications delivered by postal mail, you must provide a mailing address in the U.S., U.S. Possessions, or Canada. Change your preferences in Communication Preferences.

Was all of this info correct?

Before continuing, please confirm the above information is correct.

- I need to update some of the information above. Take me to settings.
- The information above is correct. I want to proceed with exit counseling.

Previous

Continue

If updates to your address, phone number, and/or email address are required then you will be redirected to the settings menu to update them, after which you will have to start over at step 2.

- 6) This screen will have you confirm your best phone contact information before requesting reference information. (You can skip your driver's license information if you choose.) First, list your closest living relative. Ten select two references (one of your references can be the same as your closest living relative).

## Reference Information

**i** In the sections below, choose people you are likely to still be in touch with up to 10 years from now. The people you list will not be responsible for your loans.

### Closest Living Relative Information

If you don't have any close living relatives, list someone who will likely still be in touch with you up to 10 years from now.

Have you previously completed information for your next of kin?

 ?

*You have the option to enter the same people you entered at the time of your entrance counseling by selecting them from this dropdown box*

Reference Name ?

First Name

Middle Initial - *optional*

Last Name

- 7) After you complete entering your references click 'Continue'.

Email Address - *optional*

Relationship to You

Other

Previous

Continue

- 8) It's now time to select SUNY Adirondack for the school notification selection.
- Choose a State = (NY) NEW YORK
  - Search School By Name = SUNY ADIRONDACK COMMUNITY COLLEGE

As soon as you select SUNY Adirondack in the search box it will be automatically added to the notify list.

Click 'Continue'.

### Let's Notify Your School

Select up to 5 schools you wish to notify of your successful exit counseling completion.

**Search School**  
*Find the school you want to be notified when you complete exit counseling.*

U.S. Schools/U.S. Territory Schools  
 Non U.S. Schools

Choose a State  
[Dropdown]

Search School By Name  
[Text Input]

[Choose a school I previously listed instead](#)

**School(s) You Selected to Notify**  
*The school(s) you selected below will only receive notification that you successfully completed exit counseling and the date it was completed.*

ADIRONDACK COMMUNITY COLLEGE - SUNY OFFICE OF COMMUNITY COLLEGES 640 BAY ROAD, QUEENSBURY, NY 128041445	School Code G02860	Remove
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[Previous](#) [Continue](#)

- 9) You will now be asked to indicate why you are completing counseling. Select the reason you are required to complete exit counseling then click 'Continue'.

### Why Am I Completing Exit Counseling?

**Why Am I Completing Exit Counseling?**

I'm graduating or recently graduated from one or more of the schools I listed

I am dropping below half-time enrollment at one or more of the schools I listed


I am withdrawing from one or more of the schools I listed

None of these

[Previous](#) [Continue](#)

10) This will bring you to the following screen outlining what to do next:

**Next Exit Counseling Topic**

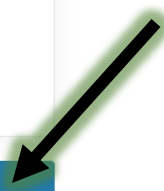
 **Contact Settings** Section Completed!

**Basics About My Loans**

**In this section you'll learn:**

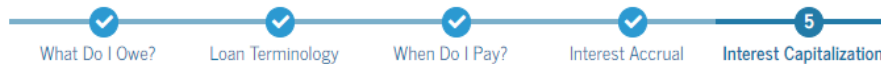
- 01 What principal, interest, interest rate, and total balance mean
- 02 Details about your loans
- 03 What you need to know about your federal loan types
- 04 How interest accrues
- 05 What interest capitalization is

[Previous](#) [Continue](#)



When you click “Continue” all of your student loans to date will be listed. You are now going to go through “Basics About My Loans” sections 1-5:

## Basics About My Loans



This section runs through definitions of some basic loan-related terminology as well as discusses the basics of repayment and interest and how they apply to Federal Student Loans.

### Check Your Knowledge

You must answer any questions that appear to move forward; if you get stuck the answer will be in the material you have already viewed.

11) Once you complete the Basics About My Loans review you will move on to the section about “Preparing to Repay”, also broken down into 5 sections:

## Preparing to Repay



This section gets into more detail about how repayment will begin by assessing your plans (are you returning to school or not?), obligations, and what happens if you don’t take appropriate steps for loan repayment. It also talks about who to contact if you are having trouble making your payments and addresses how to see if you may qualify for Public Service Loan Forgiveness. In this section, you will again answer any questions that appear to move forward; if you get stuck the answer will be in the material you have already viewed.

12) The final section, also broken down into 5 sections, is called “Determining Your Repayment Strategy”. These questions are designed to assist you in determining and helping you find out the best repayment option for you by taking into account your anticipated field of work, family size, and salary, among other things, to recommend the payment plan best suited for you.

## Determine Your Repayment Strategy



At the end of this section in step 5 you will have the option to select the plan they recommend or review/compare different plans you may qualify for based on the information you have provided. This will estimate a payment range for you on the plans for which you are eligible to give you an idea of which plan you wish to enroll in. *While you will have the option to select a plan or not – note the you do not automatically enroll into your repayment plan during Exit Counseling (see message below).* Click ‘Continue’ at the bottom of the page to proceed.

### Exit Counseling Summary

Print or Download PDF

#### You Still Must Enroll in a Repayment Plan With Your Servicer

**IMPORTANT:** The selections you made in exit counseling aren't official applications or enrollments for repayment plans, forgiveness programs, or employer certifications. Follow the Next Steps to complete the process.



#### Automatic Temporary 0% Interest as a Result of the COVID-19 Emergency:

The interest rate and calculations shown in exit counseling are based on a temporary interest rate of 0%. After the 0% interest rate period ends, regular interest rates will apply, which will result in different interest accrual, monthly payment, and overall total payment amounts.

To give you an idea of what your payments might look like under different repayment plans after the temporary interest rate flexibility ends, use [Loan Simulator](#).

### My Repayment Strategy

Anticipated Last Day of School:

Repayment Period Start:

#### Your Schools Will Be Notified

The following schools will be notified of your exit counseling completion within the next 24 hours.

<b>Adirondack Community College - Suny Office Of Community Colleges</b>	640 Bay Road, Queensbury, NY 128041445	School Code G02860
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Previous

Continue

13) That was it! You are done!



## You've Successfully Completed Exit Counseling

Your repayment period begins November 2022

[View/Print Borrower's Rights and Responsibilities for Direct Subsidized and Unsubsidized Loans](#)

### What You Learned

- ✓ The cost of your education and an effective strategy for repaying your loans
- ✓ How your servicer can help you navigate repayment
- ✓ The benefits and options available with your federal student loans

If you have any questions you can contact the Financial Aid Office:

Phone: 518.743.2223

Email: [finaidoffice@sunyacc.edu](mailto:finaidoffice@sunyacc.edu)

640 Bay Road

Warren Hall Suite 105

Queensbury, NY 12804