

## Exit Counseling Tutorial

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 borrowers now that 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.studentloans.gov](http://www.studentloans.gov).

The screenshot shows the homepage of StudentLoans.gov. At the top right, there is a 'LOG IN' button inside a white box with a blue border. A thick red arrow points directly at this 'LOG IN' button. Below the login button, there is a link 'Create an FSA ID'. The rest of the page includes a banner with three students, a search bar, and navigation links for Undergraduate Students, Graduate/Professional Students, Parent Borrowers, and Repayment & Consolidation.

- 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.

The screenshot shows the 'Log In' page of StudentLoans.gov. It features two input fields: 'FSA ID Username or E-mail Address:' and 'FSA ID Password:', both marked with a red asterisk indicating they are required fields. A large red double-headed arrow points from the left towards these two fields. Below the fields are links for 'Forgot Username or Password?' and 'Create an FSA ID'. At the bottom center is a large blue 'LOG IN' button. At the very bottom of the page, there is a small note: 'As of May 10, 2015 you must have a verified FSA ID (Username & Password) instead of a PIN to log in to StudentLoans.gov.'

- 3) Once logged in, select 'Complete Loan Counseling (Entrance, Financial Awareness, Exit)' from the list of things to do.

The screenshot shows the 'MY HOME PAGE' of the Federal Student Aid website. On the left, there is a sidebar titled 'I want to:' containing several options:

- View My Documents
- Complete Loan Counseling (Entrance, Financial Awareness, Exit)** (highlighted with a red arrow)
- Complete Loan Agreement (Master Promissory Note)
- Apply for a Direct PLUS Loan
- Appeal Credit Decision
- Complete an Endorser Addendum
- Complete PLUS Credit Counseling
- Apply for Loan Consolidation
- Apply for an Income Driven Repayment Plan

On the right side, there are three boxes: 'My Correspondence' (with a message icon), 'My Profile' (with a gear icon), and 'Repayment Estimator' (with a calculator icon). The 'My Profile' box contains fields for Name, Date of Birth, Social Security Number, and E-mail, along with a link to 'Update My Profile'. The 'Repayment Estimator' box explains it uses loan information from NSLDS® to estimate monthly payments and determine repayment plan eligibility.

- 4) Scroll to the bottom of the page that opens to find 'Exit Counseling'. To the right you will see a "Start" button. Click on this to begin your exit counseling.

The screenshot shows the 'Exit Counseling (Required)' page. It includes sections for 'PLUS Credit Counseling' (with a 'START' button) and 'Exit Counseling (Required)' (also with a 'START' button highlighted with a red arrow). Both sections contain descriptive text and a 'Learn More' link.

- 5) To notify SUNY Adirondack that you are completing your exit counseling please select us from the list shown. If it doesn't appear in your 'Associated Schools' dropdown, simply select "New York" for the state and then locate "SUNY Adirondack Community College" from the School by Name list.

EXIT COUNSELING

Add School to Notify

Select the schools you wish to notify of your counseling completion.

Choose from Associated Schools

- Select -

OR

Select School to Notify

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

Non U.S. Schools

Choose a state:

- Select -

Search school by name:

Select or type

Notify These Schools

You have not selected any schools to notify.

CONTINUE

- 6) Once SUNY ACC appears in the window, click 'Notify this School', then click 'Continue' button.

Notify These Schools

You have not selected any schools to notify.

CONTINUE

FIRST

THEN

- 7) Once SUNY Adirondack is confirmed to be notified click 'Continue' button.

The screenshot shows the 'EXIT COUNSELING' page. On the left, there's a sidebar for 'Add School to Notify' with fields for choosing schools from associated ones or selecting a state and school by name. The main area is titled 'Notify These Schools' and lists 'ADIRONDACK COMMUNITY COLLEGE - SUNY OFFICE OF COMMUNITY COLLEGES G02860' with an address '640 BAY ROAD QUEENSBURY, NY 128041445'. A red arrow points to the 'CONTINUE' button at the bottom of this section.

- 8) You are now ready to begin your exit counseling. This will take approximately 15 minutes to complete from start to finish.

The screenshot shows the 'EXIT COUNSELING' page with a progress bar at the top indicating steps 1 through 5. The 'Your Student Loans' section displays a list of loans: 'Unsubsidized Federal Stafford Loans'. Below this is a 'Current Loan Balance' field and a note stating that the listing does not include private student loans. A 'Did you know?' box provides information about NSLDS and loan visibility. At the bottom, there's a summary of additional/future loans with a balance of '\$ 0'.

9) There are 5 sections to complete this counseling –

- (1) Understand Your Loans
- (2) Plans To Repay
- (3) Avoid Default
- (4) Finances: A Priority
- (5) Repayment Information

Under each section you will find questions that require answer before you can move on. The questions that require answer are labeled ‘Check Your Knowledge’. Click ‘Check Answer’ button to see if you are correct.

The screenshot shows the 'Federal Student Aid | StudentLoans.gov' website. At the top, there's a navigation bar with links like 'Most Visited', 'Getting Started', 'Latest Headlines', 'COD Online', 'FSA ID', and 'New Tab'. The main content area has a breadcrumb trail: '1 Understand Your Loans > 2 Plan To Repay > 3 Avoid Default > 4 Finances: A Priority > 5 Repayment Information'. Below this, a green box titled 'Check Your Knowledge' contains the question 'As of today, how much do you owe in student loans?' followed by a text input field and a blue 'CHECK ANSWER' button. A red arrow points to the 'CHECK ANSWER' button. On the left, there's a sidebar with links: 'Your Student Loans' (highlighted), 'Loan Basics', and 'Types of Federal Student Loans'.

10) Once you complete sections 1 through 4 section 5 will ask you for personal information.

The screenshot shows the 'EXIT COUNSELING' page. The breadcrumb trail at the top is identical to the previous screenshot: '1 Understand Your Loans > 2 Plan To Repay > 3 Avoid Default > 4 Finances: A Priority > 5 Repayment Information'. The main content area starts with a 'Borrower Information' section, which includes fields for 'Driver's License State' (a dropdown menu with '- Select -'), 'Driver's License Number' (an input field), and 'Permanent Address' (with 'More Information' link). Below this, there are fields for 'Address (line 1)' and 'Address (line 2)', 'City', 'State' (a dropdown menu with 'NEW YORK'), 'Zip Code', and 'Country' (a dropdown menu with 'UNITED STATES'). A note at the bottom says 'This is my current permanent address. If permanent address information is incorrect, update as needed.' A red arrow points to the 'Borrower Information' section.

- 11) You will also be asked to provide information about your closest living relative and 2 references. Note that they are not considered cosigners and are not responsible in any way for your loans, but they may be contacted for forwarding information should you move and the Department of Education cannot reach you.

The screenshot shows the Federal Student Aid website at <https://studentloans.gov/myDirectLoan/exitCounseling.action?execution=e2s6>. The user is logged in as Michele. The navigation bar shows steps 1 through 5: Understand Your Loans, Plan To Repay, Avoid Default, Finances: A Priority (which is the current step), and Repayment Information. A red arrow points to the 'Finances: A Priority' step. Below the navigation, the section title 'Closest Living Relative Information' is displayed. On the left, there is a sidebar with links: Borrower Information, Closest Living Relative Information (which is selected and highlighted in green), Reference 1, Reference 2, and Request a Repayment Plan. The main form area contains fields for Name (First Name, Middle Initial, Last Name), Permanent Address (Address line 1 and 2), Contact Information (Telephone Number and E-Mail Address), and City. All required fields are marked with an asterisk (\*).

The screenshot shows the same Federal Student Aid website at <https://studentloans.gov/myDirectLoan/exitCounseling.action?execution=e2s6>. The user is still Michele. The navigation bar shows steps 1 through 5. A red arrow points to the 'Reference 1' link in the sidebar. The main form area is identical to the previous screenshot, containing fields for Name (First Name, Middle Initial, Last Name), Permanent Address, Contact Information, and City. The 'Relationship to You' dropdown field is also present. All required fields are marked with an asterisk (\*).

https://studentloans.gov/myDirectLoan/exitCounseling.action?execution=e2s6

Most Visited Getting Started Latest Headlines COD Online FSA ID New Tab

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Hi, Michele | Log Out MENU

1 Understand Your Loans ✓ 2 Plan To Repay ✓ 3 Avoid Default ✓ 4 Finances: A Priority ✓ 5 Repayment Information

**Reference 2**

If you have previously completed information for the reference: - Select -

Name [More Information](#)

First Name:  \* Middle Initial:

Last Name:  \*

Permanent Address Contact Information

Address (line 1):  \* Telephone Number:  \*

Address (line 2):  E-Mail Address:

City: Relationship to You:

- 12) Select your preferred repayment plan. You are encouraged to review the different plans as they are calculated for you on this screen before making your selection. Once your plan is selected click 'Submit Counseling' button. Congratulations, you've completed exit counseling!

https://studentloans.gov/myDirectLoan/exitCounseling.action?execution=e2s6

Most Visited Getting Started Latest Headlines COD Online FSA ID New Tab

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Hi, Michele | Log Out MENU

1 Understand Your Loans ✓ 2 Plan To Repay ✓ 3 Avoid Default ✓ 4 Finances: A Priority ✓ 5 Repayment Information

Borrower Information  
Closest Living Relative Information  
Reference 1  
**Reference 2**   
Request a Repayment Plan

Which Loans Are Included?  
What Assumptions Do We Make?

Calculations assume income increases of 5% a year, and poverty guideline increases of 3% a year.  
– Select –  
Standard  
Graduated  
Extended Fixed  
Extended Graduated  
PAYE  
Revised Pay As You Earn (REPAYE)  
IBR  
ICR  
Extended Fixed

Repayment plan preference will be made available to your federal loan servicer.  
Your eligibility for the repayment plan you prefer.

If your grace period ends, you'll be placed on the repayment plan you prefer. If your loan servicer doesn't place you on the Standard repayment plan.

**EXIT** **SUBMIT COUNSELING**