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.

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

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.
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.

6) Once SUNY ACC appears in the window, click ‘Notify this School’, then click ‘Continue’ button.
7) Once SUNY Adirondack is confirmed to be notified click ‘Continue’ button.

8) You are now ready to begin your exit counseling. This will take approximately 15 minutes to complete from start to finish.
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 an answer before you can move on. The questions that require an answer are labeled ‘Check Your Knowledge’. Click ‘Check Answer’ button to see if you are correct.

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