



# EASTERN MICHIGAN UNIVERSITY

Feb. 15, 2005

The Honorable Brett Feese  
Chairman, Appropriations Committee  
Pennsylvania House of Representatives  
245 Main Capitol Building  
Harrisburg, PA 17120-2020  
VIA FAX: (717) 705-2020

Dear Chairman Feese,

As a large, public institution, the administration at Eastern Michigan University aims to provide its students with the best possible service, choice and price when it comes to financial aid. Over the years, our student body has come to count on us for our ability to meet their needs, whether in the form of loans, credit counseling, tuition payment plans or account servicing. And one of the key reasons that EMU has been able to provide superior products and services to its 24,000 students is because of the business strength and personal attention of Sallie Mae.

EMU has been working with Sallie Mae for more than seven years. During that time, the company has helped us meet our students' education financing needs and made the process easy for them. On-line applications and credit counseling, as well as electronic signature capabilities have vastly simplified our financial aid and borrowing processes, and saved the school money as well. Sallie Mae also provides us with a customized on-line loan and financial aid service package that gives students information they need in the format they prefer.

Sallie Mae also has always provided the utmost in personal attention and service. From the upper echelons of the company's management, to the courteous staff in its call centers, Sallie Mae and its employees are a model for the higher education community. The company's call center staff is so impressive that the university last year awarded a Sallie Mae employee its annual customer service award — the first time we have ever given the award to a non-university employee.

Based on our experience, Sallie Mae is a valuable partner for schools throughout the country. I would be pleased to answer any questions you might have about our relationship with the company.

Very sincerely yours,

A handwritten signature in black ink, appearing to read "Courtney McAnuff", written over a printed name.

Courtney McAnuff  
Vice President, Enrollment Services  
Eastern Michigan University  
Ypsilanti, MI 48197