

AVC Default Management Plan – Action Items

Suggested Action Item	Recommendation	Person/Area Responsible	Metric(s)	Update
<p><u>A. Retention Strategies</u></p> <ol style="list-style-type: none"> 1. Registration and records holds on all students that are delinquent on loans 2. Registration and records holds on students that have not completed Exit Counseling 3. Place Holds on all Skip Tracing students 	<ul style="list-style-type: none"> • Start placing registration and records holds on all delinquent students. • Start placing registration and records holds on students that have not completed Exit counseling. • Start placing registration and records holds on students that are coming up on skip tracing reports 	FAO Office	<ul style="list-style-type: none"> • Increase students contacted by 20% 	<p>Completed: Started placing holds in April 2013</p> <p>Exit Holds: 37% Placed: 2601 Released: 969</p> <p>Delinquent Holds: 5% Placed: 1353 Released: 68</p> <p>Contact Info Holds: 3% Placed:188 Released: 5</p> <p>Total holds placed 4,142 total holds released 1,042 total percentage 25%</p>
<p><u>A. Retention Strategies</u></p> <ol style="list-style-type: none"> 4. Review and revise the no show policy to ensure students are dropped out of classes instead of receiving a “W” which could cause them to remain in the cohort. 	<ul style="list-style-type: none"> • Allow faculty to drop students online • Deans to give information to faculty and staff • Academic Senate • Add information about how important it is to drop your students, 	Records Office/FAO	<ul style="list-style-type: none"> • Monitor progress to implementation policy • Survey faculty to monitor awareness 	<p>Updated language on email to faculty to explain the need to drop now shows, as it relates to Financial Aid.</p> <p>Faculty on Default Committee will take to Academic Senate</p>

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	to the procedures for enrolling students letter			
A. Retention Strategies 5. Training for faculty and staff regarding definition and importance of default management.	<ul style="list-style-type: none"> • Ensure adequate training is included in the default management plan. • Professional Development Training • Division Meetings • Admin Council Meetings 	Dean of Student Development and Services	<ul style="list-style-type: none"> • Survey faculty to monitor awareness 	Held workshop at Faculty Welcome Back event Discussion about faculty and staff doing online training.
A. Retention Strategies 6. Cohort action plan	<ul style="list-style-type: none"> • Create Default plan, make revisions and identify new strategies. Determine implementation and management of plan. Completion by end of November 2012. 	Dean of Student Development/ Financial Aid Office/Default Management Task Force	<ul style="list-style-type: none"> • Measure success toward implementation of strategies 	Completed November 2012 Updating plan and to make more public to the campus community.
A. Retention Strategies 7. Hire additional staff to assist with default management and other needs in the office.	<ul style="list-style-type: none"> • Requesting additional staff members to assist with default management and other staffing needs in the office. 	Dean of Student Development/ Financial Aid Office	<ul style="list-style-type: none"> • Measure staffing levels 	Completed July 2013 Additional staffs were hired in the financial aid office to help with default management.

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<p><u>B. Institution Awareness</u></p> <p>1. Student Outreach</p> <ul style="list-style-type: none"> • FAFSA Workshops • Loan Workshops • FA Newsletter 	<ul style="list-style-type: none"> • Start a FA Newsletter – begin more Financial Literacy information 2 times a year • FAFSA Workshops • Loan Workshops • Financial Literacy posters and emails. • High Borrower meetings • Updating school publication to include financial literacy and debt management. 	<p>Financial Aid Office</p>	<ul style="list-style-type: none"> • Survey to measure awareness 	<p>Created FA Facebook Page, posting financial literacy information.</p> <p>Posted financial literacy information on AVC website with a hyperlink to the Cash Course website.</p> <p>Contact with the Chancellors Office regarding financial literacy information ie. Posters, Websites.</p> <p>Meeting with high borrower students and doing a financial budget. Explaining responsible borrowing.</p> <p>Avcdebitcard.com gives financial literacy information to students. ie. Budgeting and credit card debt.</p> <p>Meeting with Inceptia about financial literacy courses available to students</p> <p>Newsletter in progress</p>
<p><u>B. Institution Awareness</u></p> <p>2. Faculty Outreach</p> <ul style="list-style-type: none"> • FA Newsletter • Attend Division meetings 	<ul style="list-style-type: none"> • Start a FA Newsletter – begin more Financial Literacy information. • Attend Division meetings on a regular basis. • Send newsletter to 	<p>Financial Aid office/ Dean of Student Development/ Faculty</p>	<ul style="list-style-type: none"> • Percentage change in number of timely drops/withdrawals • Survey to measure awareness 	<p>Newsletter in progress</p> <p>Financial Aid Director to attend Dean meetings and faculty meetings.</p> <p>Contact with the Chancellors Office regarding financial literacy information ie. Posters,</p>

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	faculty via email. <ul style="list-style-type: none"> Updating school publication to include financial literacy and debt management. 			Websites. Posted financial literacy information on AVC website with a hyperlink to the Cash Course website. Created FA Facebook Page, posting financial literacy information. Discussion of faculty and staff online training.
<p><u>B. Institution Awareness</u></p> <p>3. Staff Awareness</p> <ul style="list-style-type: none"> FA Newsletter Attend department meetings 	<ul style="list-style-type: none"> Start a FA Newsletter – begin more Financial Literacy Information. Attend department meetings on a regular basis Send newsletter to staff via email Updating school publication to include financial literacy and debt management. 	Financial Aid Office/Dean of Student Development	<ul style="list-style-type: none"> Survey to measure awareness 	Newsletter in progress Financial Aid Director to attend Dean meetings and division meetings. Contact with the Chancellors Office regarding financial literacy information ie. Posters, Websites. Posted financial literacy information on AVC website with a hyperlink to the Cash Course website. Created FA Facebook Page, posting financial literacy information. Discussion of faculty and staff online training.

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<p><u>C. Debt Management</u></p> <p>1. Enhanced Entrance Loan Counseling</p> <ul style="list-style-type: none"> • In-person Entrance Counseling • Collect additional contact information 	<ul style="list-style-type: none"> • Continue in-person Entrance Loan Counseling for all AVC students beginning fall 2012. • Begin collecting additional contact information (physical addresses, telephone numbers, email addresses, etc. for skip tracing efforts after students leave school. 	<p>Financial Aid Office</p>	<ul style="list-style-type: none"> • Track total number of students attending in person sessions. • Compare delinquency/default of in-person vs. on-line methods with prior years. • Track number of students contacted. 	<p>Implemented Fall 2012</p> <p>Number of students that attended a loan workshop = 1981</p> <p>Number of students that attended a loan workshop and turned in loan packet for the for the Fall 2013 semester= 1701 students</p> <p>Number of students that accepted a loan=1679 students</p>
<p><u>C. Debt Management</u></p> <p>2. Student Loan Processes</p> <ul style="list-style-type: none"> • Loan Request Packet • NSLDS Printout • Student loan Calculator • Proof of entrance counseling • Proof of Master Prom Note • High Borrower Worksheet 	<ul style="list-style-type: none"> • Review and discuss current student loan process with Default Management Committee. • Additional Documentation required for students with a loan debt of \$30,000 or higher and complete additional counseling. • Reduce Loan limit to \$20, 000 for Fall 2013, require High Borrower worksheet and additional Counseling • Require students to take Financial Literacy counseling through studentloans.gov before they can receive the spring portion of their 	<p>Financial Aid Office</p>	<ul style="list-style-type: none"> • Compare delinquency/default with prior years. • Track number of students who reduce loan request amount or decide to not borrow. • Survey students to measure effectiveness of financial literacy efforts. 	<p>Implemented Fall 2013, reduced loan limit for high borrowers to \$20,000.</p> <p>Meeting with all high borrowers before they are eligible to borrow any additional funds.</p> <p>Increased education to students on responsible borrowing.</p> <p>Not Completed- Requiring students to take financial literacy counseling through studentloans.gov</p> <p>458 High borrower Loan packets were given out for the fall semester</p>

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	loans.			399 students turned the high borrower loan packet to the financial aid office. 399 students have met with their loan technician.
<p><u>C. Debt Management</u></p> <p>3. At-risk students</p> <ul style="list-style-type: none"> • Students on SAP Warning and Probation • Return of Title IV Funds (R2T4) students • Students that have not met with a counselor and received an Ed Plan 	<ul style="list-style-type: none"> • Continue to identify at-risk students that have borrowed student loans at AVC and require them to meet with the Financial Aid Office. • At risk students will meet with Financial Aid office/ Counseling to ensure student success. 	Financial Aid Office/ Counseling	<ul style="list-style-type: none"> • Track number of students advised (compare academic progress/delinquency/default). • Track number of students who did/did not follow their established academic plan. • Track academic performance of those students who did/did not follow their established academic plan. 	<p>Not Completed</p> <p>Student Success</p> <p>Discussion about what steps to take with our at risk students with the Default Committee.</p>
<p><u>D. Default Management</u></p> <p>1. Reduce or deny student loan requests</p>	<ul style="list-style-type: none"> • Reduce or deny student loans on a case-by-case basis. 	Financial Aid Office	<ul style="list-style-type: none"> • Track number of reduced/denied loans. • Compare academic progress and delinquency/default. 	<p>Began Fall 2013</p> <p>Reducing loans and denying loans on a case by case basis.</p> <p>Sending letters to students to explain why their loan has been denied or reduced.</p> <p>458 High borrower Loan packets were given out for the fall semester</p> <p>399 students turned the high borrower loan packet to the financial aid office. 399 students have met with their loan technician.</p>

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<p><u>D. Default Management</u></p> <p>2. Internal processes</p> <ul style="list-style-type: none"> • Contact students on Exit Counseling list • NSLDS reports • Challenge draft CDRs • Loan servicing borrower delinquency reports and skip tracing • Exit Counseling 	<ul style="list-style-type: none"> • Contact students that have been mailed Exit Counseling packets to ensure receipt and to recommend an appointment to discuss their student loans. • Request and utilize NSLDS reports such as Delinquent Borrowers report, Date Entered Repayment report, etc. on a monthly basis. • Continue to review the Draft CDR for incorrect data and challenge with Department of Education. • Utilize delinquent borrower reports from student loan servicing companies, and assist them with skip tracing efforts using additional contact information collected in enhanced Entrance Loan Counseling. • Continue to make phone calls to all delinquent borrowers. 	<p>Financial Aid Office</p>	<ul style="list-style-type: none"> • Track number of students who complete exit counseling. • Track delinquency/default. 	<p>Implemented on April 2013, contacting students when holds were placed on their account.</p> <p>Continued to request reports through NSLDS.</p> <p>Continued to review CDR for incorrect data</p> <p>Continued to make phone calls to all delinquent borrowers.</p> <p>Continued to pull reports from servicers' websites to ensure accurate information.</p> <p>Contact with CCCC'S Default Prevention Vendors to hire a third party servicer to help with default calls and letters.</p>