**ABC College Default Management Plan – Action Items**

| **Suggested Action Item** | **Recommendation** | **Person/Area Responsible** | **Metric(s)** | **Update** |
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| **A. Retention Strategies**  1. Registration holds on all new students | Start placing registration holds on all new students summer 2012. | Advising Office/ Admissions Office | * Number of new students with holds (100%?) * How many were appropriately placed (double-check Accuplacer scores with enrolled classes) |  |
| **A. Retention Strategies**  2. Creation of policy allowing students testing into remedial courses to enroll less than full time only. | Create the definition of the practice/protocol for implementation in Summer 2012. | Advising Office | * Number of students enrolled into 2 or more remedial classes. * Pass/fail rates for those enrolled in 11.5 credits or less vs. 12 credits or more. * Increased usage of Learning Center. |  |
| **A. Retention Strategies**  3. Change of policy that students must enroll in and successfully pass AAA | Change of policy to add verbiage that students must successfully pass AAA, also to be accompanied by holds. Implementation summer 2012. | Advising office/ Admissions Office | * Pass/fail rates |  |
| **A. Retention Strategies**  4. Review and revise the no show policy to ensure students are dropped out of classes instead of receiving a “W” which would cause them to remain in the cohort. A discussion regarding online classes must be included. | Develop definitions of specifics for the policy recommendation. Implementation by summer 2012. | Records Office | * No metric; policy revised and adopted; perhaps monitor general improvement (?). |  |

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| **A. Retention Strategies**  5. Review certificate offerings and determine tie to timely completion | Include discussion during the Department Chair Retreat. Discussions begin Summer 2012. | Dean’s Team | * Improve average time to completion (review after Spring 2013 compared to Spring 2012). |  |
| **A. Retention Strategies**  6. Training for faculty and staff regarding definition and importance of the cohort | Ensure adequate training is included in the cohort action plan. | Dean of Student Success | * Compare post-training evaluations. |  |
| **A. Retention Strategies**  7. Cohort action plan | Review former plan, make revisions and identify new strategies. Determine implementation and management of plan. Completion by end of April 2012. | Dean of Student Success | * Number of students retained and number of students graduated. |  |
| **A. Retention Strategies**  8. Implement “Course Signals” College wide (an early alert system) | Implement “Course Signals” early alert system for Summer 2012. Include alerts to Default Prevention Coordinator for students with student loans. | Director of Advising | * Utilization by instructors (# or %) * Compare continuing students’ completion of semester to prior semesters. |  |
| **B. Financial Literacy/Awareness**  1. Student Outreach   * FA Newsletter * Special Grant * College Goal Sunday * FAFSA Workshops * New Student Orientation | * Continue FA Newsletter – begin more CDR info * Continue Special Grant * Continue College Goal Sunday * Implement more FAFSA Workshops * Continue New Student Orientation | Financial Aid Office/ Student Activities Assistant Director | * Attendance at College Goal Sunday * Retention of NSO students * SAP of NSO students * Measure awareness (I-clickers in Advising section of NSO) |  |

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| **B. Financial Literacy/Awareness**  2. Faculty Outreach   * FA Newsletter * Attend Division meetings | * Continue FA Newsletter – begin more CDR info * Attend Division meetings on a regular basis (1x semester?) | Financial Aid office/ Records Office | * Percentage change in number of drops/withdrawals (due to new policies). |  |
| **B. Financial Literacy/Awareness**  3. Staff Awareness   * FA Newsletter * Attend department meetings | * Continue FA Newsletter – begin more CDR info * Attend department meetings on a regular basis (1x semester?) | Financial Aid Office | * ?? IR survey?? |  |
| **C. Debt Management**  1. Enhanced Entrance Loan Counseling   * In-person Entrance Counseling (ABC) * In-person Entrance Counseling (Others) * Collect additional contact information * Required Vendor modules (specific modules TBD) | * Continue in-person Entrance Loan Counseling for all ABC students. * In-person Entrance Loan Counseling should be required for all ABC students beginning Fall 2012. * Begin collecting additional contact information (physical addresses, telephone numbers, email addresses, social networking sites, etc) for skip tracing efforts after students leave school. * Require Vendor modules (specific modules TBD). | Student Loan Coordinator/ Branch campus personnel | * Track total number of students attending in person sessions. * Compare delinquency/default of in-person vs. on-line methods with prior years. |  |
| **C. Debt Management**  2. Student Loan Processes   * Only base offer amount on Award Letter to students * Students must accept base amount on Student Portal before applying for Additional Loan Request (ALR) for extra Unsubsidized Loan | * Review and discuss current student loan process with Default Management Task Force. | Director of Financial Aid | * Compare average “waiting” time for certification. * Compare delinquency/default with prior years. |  |
| **C. Debt Management**  3. At-risk students   * Students on SAP Warning and Probation * Students identified by early alert system * Return of Title IV Funds (R2T4) students | * Continue to identify at-risk students that have borrowed student loans at ABC and require them to meet with the Default Prevention Coordinator. * Continue to place registration holds until academic progress has improved. | Default Prevention Coordinator/  Advising Office | * Track number of students advised (compare academic progress/delinquency/default). * Track number of holds. * 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. |  |
| **C. Debt Management**  4. Reduce or deny student loan requests | * Continue to reduce or deny student loans on a case-by-case basis. | Director of Financial Aid/ Financial Aid Advisors | * Track number of reduced/denied loans. * Compare academic progress and delinquency/default. |  |
| **D. Default Management**  1. Internal processes   * Contact students on Exit Counseling list * NSLDS reports * Challenge draft CDRs * Loan servicing borrower delinquency reports and skip tracing * Exit Counseling and Vendor modules (specific modules TBD) * Graduation Requirements form | * The Default Prevention Coordinator will continue to 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. * Offer Exit Loan Counseling sessions for students leaving ABC, and include Vendor modules (specific modules TBD). | Default Prevention Coordinator/ Director of Financial Aid/ Records office | * Track number of students who complete exit counseling. * Track delinquency/default. |  |
| **D. Default Management**  2. External resources   * Third party delinquency assistance * Vendor products used | * Continue agreement with Nelnet’s “Responsible Repay” for remainder of 2011-2012 * Follow-up with bid for third party assistance. * Implement Vendor software to customize correspondence with delinquent borrowers. | Director of Financial Aid/ Default Prevention Coordinator/ Dean of Student Success | * Track delinquency/default. |  |