**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)
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| **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.
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| **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
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| **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).
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| **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.
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| **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.
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| **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.
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| **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).
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| **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??
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| **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.
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| **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.
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| **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.
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| **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.
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| **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.
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| **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.
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