

The Debt Squad

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Debt Management Services

- Our students
- Our colleagues
- Our university
- Our industry

Serving the Student

Provide proactive debt management strategies throughout the borrower lifecycle:

- Entrance/Orientation
- In school
- Exit/Graduation
- Beyond graduation/withdrawal

Serving the Student

Entrance/Orientation

- Electronic process
 - Regulatory requirement for new borrowers
- Live Orientation Sessions - Strategic Borrowing
 - Various schools and colleges

Serving the Student

In School

- NSLDS aggregate breakdowns
 - At aggregate notifications
- Group Workshops
 - Undergraduate Students
 - Projected salary
 - Decisions now = lifestyle later
 - Credit and student loan smarts
 - Graduate Students
 - Budgeting and credit card tips
 - What kind of spender are you?

Serving the Student

In School (continued)

- **Group Workshops**

- Guest lectures
- Residence halls
- Brown bag luncheons

- **One-on-one Debt Management Counseling**

- Budgeting
- Strategic borrowing
- Etc.

Serving the Student

Exit/Graduation

- Web-based Exits
- Live Exit sessions
 - Loan types
 - Deferment
 - Forbearance
 - Repayment
 - Plans
 - Forgiveness options
 - Consolidation

Serving the Student

Exit/Graduation (*continued*)

- One-on-One Sessions
 - Repayment Plan Strategy
 - Deferment and Forbearance Options
 - Consolidation

Serving the Student

Beyond Graduation/Withdrawal

- **One-on-One Sessions**
 - Repayment Plan Strategy
 - Deferment and Forbearance Options
 - Consolidation

- **Proactive outreach to at risk borrowers**
 - Courtesy outreach at various intervals
 - 120 days delinquent
 - 240 days delinquent
 - 360 days delinquent

Serving Our Colleagues

Training Sessions

- **NSLDS Breakdown Training & Reviews**
 - Counselors and other ESS Staff
- **Train-the-Trainer Sessions**
 - Provide program offices with the tools to advise their students in the areas of debt management and financial literacy

Serving Our University

All previous methods discussed proactively reduce delinquency.

- **Cohort Default Rate Appeal**

- Every TITLE IV school receives a rate
- % of a school's borrowers who enter repayment during a particular fiscal year, and default prior to the end of the next fiscal year
- Cohort default rates drive a school's ability to disburse Title IV funds.

Serving Our University

- Schools with high cohort default rates can ultimately lose TITLE IV eligibility.
- NSU has a low cohort default rate in comparison to the national average.
- Draft rates are distributed in February and schools are permitted to appeal these rates by challenging the data.
- NSU has been consistently successful in challenging the data and lowering the rate.

Serving Our University

Financially literate students with lower debt indirectly benefit the institution as well.

- Positive perception of the university
 - More likely to return to future programs
 - More likely to suggest NSU to friends and family
 - Serve as good examples to prospective students

Serving Our Industry

The Debt Management staff represents NSU at various financial aid industry events:

- Serve as conference speakers and facilitators
- Serve as FAFSA Graduate and Professional Chair
 - Train-the-Trainer webinar
 - Conference sessions
 - Workshop sessions
- Serve on FAFSA Region V Workshop Planning Committee

The Future of Debt Management

- Expand live orientation and exit sessions
- Continued Promotion of “The Debt Squad”
 - Continued notifications to students introducing the Debt Management area and our services
 - Increased presence at student events
- Expand train-the-trainer sessions

SUPERHERO QUOTE

*“Just because someone stumbles
and loses their way doesn’t
mean they are lost forever.”*

Charles Xavier

X-Men – Days of Future Past