

# Procedure No. 317.1

**Area: General Administration**

Adopted: September 18, 1998

Revisions Adopted: June 9, 2016

*Original signature is on file in  
Administration & Finance*

Certified by \_\_\_\_\_  
Dr. Cynthia Jackson- Hammond  
University President

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## **SUBJECT: Default Management Prevention Procedures**

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Student borrowers are required to complete a default exit interview with the Default Manager prior to leaving the University.

### Reasons for Default Prevention Exit Interview

- To ensure the student is aware of his/her loan obligations prior to leaving the University.
- To provide the student with his/her listed student loan amounts.
- To provide the student with a list of his/her loan providers and the loan provider's contact information.
- To provide information of loan repayment time frames.
- To provide information on loan repayment options.
- To obtain student's current contact information.
  - After exiting the University, the student will be contacted the third, fifth, and sixth month to verify repayment or current status (e.g. graduate school or enrolled at another institution, military, disability, deceased, incarcerated, etc.)
  - After the sixth month the student will be contacted every three months for three years (if the student's status permits).

## **Procedures for Default Prevention Exit Interviews**

### **Students Who are Approved Graduation Candidates**

Completed during senior informational forums or any time after approval for graduation (preferably in person)

- a. Student will receive a packet containing
  - (1) listed student loan amounts
  - (2) all listed loan providers and providers contact information
  - (3) information on options and repayment of loans
- b. The University will obtain (preferably in person) the student's most recent contact information.

### **Students Who Withdraw from the University**

Completed (preferably in person) prior to student withdrawing from the University

- a) Student will receive a packet
  - (1) Listed student loan amounts
  - (2) All listed loan providers and providers contact information
  - (3) Information on options and repayment of loans
- b) The University will obtain the student's most recent contact information.
- c) The University will obtain details or reasons for student's withdrawal.

### **Students Who are Administratively Withdrawn from the University for Judicial Reasons**

Completed immediately or as soon as possible (preferably in person) after judicial reprimands

- a) Student will receive a packet
  - (1) Listed student loan amounts
  - (2) All listed loan providers and providers contact information
  - (3) Information on options and repayment of loans
- b) The University will obtain the student's most recent contact information

### **Students Who are Administratively Withdrawn from the University due to Financial Aid SAP Suspension**

Completed immediately or as soon as possible (in person, over the phone or email) after student is placed on SAP Suspension

- a) Student will receive a packet
  - (1) Listed student loan amounts
  - (2) All listed loan providers and providers contact information
  - (3) Information on options and repayment of loans
- b) The University will obtain the student's most recent contact information

### **Students Who are Administratively Withdrawn from the University due to Academic Suspension**

Completed immediately or as soon as possible (in person, over the phone or email) after student is placed on Academic Suspension

- a) Student will receive a packet
  - (1) Listed student loan amounts
  - (2) All listed loan providers and providers contact information
  - (3) Information on options and repayment of loans
- b) The University will obtain the student's most recent contact information

**Students Who are Administratively Withdrawn from the University due to an Unresolved Balance**

Completed prior to student being administratively withdrawn from the University

- a) Student will receive a packet
  - (1) Listed student loan amounts
  - (2) All listed loan providers and providers contact information
  - (3) Information on options and repayment of loans
- b) The University will obtain the student's most recent contact information