**Barton Default Aversion Plan Summary**

**Current Borrowers:**

Barton will utilize a mixture of communication methods throughout each semester to reach student borrowers and relay information to them regarding their student loans.

Initial contact is made with the student borrowers through the Award Letter (C1) that is sent to them when they are first awarded Federal financial aid for the aid year. This Award Letter contains their combined total of student loans as well as offers them an idea of what a monthly payment on a standard repayment plan would be.

When a student accepts their student loan via their myBarton portal, the student’s history is reviewed to see if they are a first time borrower and if loan entrance counseling (C2) needs to be completed. All first time loan borrowers are emailed the information to complete loan entrance counseling on the studentloans.gov website.

As a follow up to the award letter, students are sent a letter with updated aggregate loan debt (C3) and monthly repayment estimates that include the amount of Federal Student Loans that they have accepted for the current aid year.

At the start of each term, the financial aid office makes an effort to educate student borrowers by presenting information about responsible borrowing to Barton’s student success courses(C4) and any other course where the instructor indicates that the information would be applicable to the students in that course.

Per federal regulations, when a student loan is disbursed, Barton notifies borrowers of their right to cancel (C5) the student loan and the timeframe in which they may do so. These notifications are emailed as a form to student borrowers who may sign and return the email to the financial aid office if they wish to cancel any portion of their loan.

As an additional reminder to students who are receiving refunds from Federal Financial Aid, an email notification (C6) is sent to borrowers with refunds that encourages them to reduce the amount that they are borrowing and to use Federal Student Loans wisely.

Following the disbursement dates for the early and late freeze dates, FAH information is requested from NSLDS and assigned servicer information is loaded into banner. Servicer Letters (C8) are then generated and sent to students including their assigned servicer and their relevant contact information. Students are encouraged to set up accounts with their servicers now.

Once or twice each semester Barton’s FAO office will forward information on to the Public Relations office (C7) to have them share articles/videos/relevant news to student borrowers via social media.

Early in the spring term as well as immediately following the spring term. Student borrowers who have been place on SAP suspension, or (at the start of the spring term) are enrolled less than half time will be contacted by phone (C10) so that Barton’s FAO can start developing a relationship with these students. Notify them of the requirements of their student loans or that they are starting grace, if they are attending less than half time. Additional follow-up can occur with these students on a case-by-case basis if needed. Push them toward options to complete degrees and talk to them regarding repayment options.

At the midway point in the spring semester Barton will contact student borrowers via email to seek feedback regarding their plans at the close of the term (graduation, transfer, continue, work)(C11). Students can then access information applicable to their situation and report their plans to Barton’s FAO by submitting a short form via google forms.

Student Graduating: <https://docs.google.com/forms/d/1B2ipAqx0PWxsjDFhimYmVWneoGGdxbv-m7RDYIypBnQ/viewform>

Students Entering Workforce: <https://docs.google.com/forms/d/16A-6iS1WHuCdfLZebQyhLsahL6nY76WRQQn6ahkRJAY/viewform>

Students Transferring: <https://docs.google.com/forms/d/1M4S2NZY5j8sxhPM2mTqndLWCg_rrsocEToYvjRsYERY/viewform>

Students Returning: <https://docs.google.com/forms/d/1OUBpWcJzuxuGTWqlOoz9KV2OYe_-lpeb1443dGYwqng/viewform>

The information from these forms can be entered into user defined banner fields and used to counsel/advise the student and update the student’s contact information.

Toward the close of the spring semester the FAO hosts interactive lab sessions (C12) allowing borrowers to come in and set up NSLDS accounts, servicer web accounts and complete loan exit counseling.

Student borrowers who do not return for the spring semester as well as any borrower at the close of the spring semester who has not completed exit counseling (C9) will be sent information regarding exit counseling and the requirements to complete it on the studentloans.gov website. Once a student is notified of the exit counseling requirement a follow up will be sent one month later to an alternate email and by letter to any student who has failed to complete it.

**Students Entering Grace:**

When communicating with students that are entering their grace period, it is our goal to keep students aware of what their next steps are as student borrowers. We want them to be well informed of the timeline ahead of them and to encourage them to begin communication with their loan servicer if they have not already done so.

As students approach/apply for graduation Barton’s FAO will send them a graduate newsletter (G1) with information on who their servicer is, repayment options, budgeting tools. We also want to invite them to stay in touch with our office if they ever have difficulty with a loan payment.

At the beginning of each semester, the risk management officer will identify and contact student borrowers who are on SAP suspension and assess their needs (G3). This will be done via phone/email/letters, any method available to make successful contact with the students, find out their plans, and assist them with selecting a payment plan appropriate for them if necessary.

Students who have failed to complete exit counseling (G2) will receive a secondary follow up contact (G4) one month after the initial request was made.

When borrowers fail to graduate and do not return in the following academic year our risk management officer will utilize NSLDS to check enrollment reporting for these students. Any students that are not enrolled at least ½ time with another school will be called (G5) and reminded of their current status in their grace period, who their servicer is, when repayment will begin and repayment options. This contact will be followed up with an email and letter containing the same information that was discussed with the student.

A final communication is sent to students in their grace period two weeks prior to their scheduled repayment start date (G6). This communication will remind them who their loan servicer is and will be an opportunity for us to assess their situation. Are they ready for repayment or do they need to explore other payment options? This will again offer an opportunity for a friendly contact with our office prior to the start of repayment. Remind borrowers that communication is key and that they can contact us at any time if they are having problems with repayment.