**Royal Holloway, University of London**

**Title IV Loans Default Management Plan**

**Entrance Counselling**

All new students participating in the Federal Direct Loans programme are required to complete Entrance Counselling at [www.studentloans.gov](http://www.studentloans.gov) before their loans being certified. During Entrance Counselling, students are advised:-

* How the Master Promissory Note works
* The importance of repaying the loan
* The consequences of default
* Sample monthly repayment amounts

**Borrower Financial Literacy**

When discussing a student’s request for financial aid, we recommend that students only borrow what they require and do not borrow beyond their means. We also make sure they are aware of the repayment requirements of their borrowing.

We recommend students keep a close eye on their cumulative borrowing throughout their time at the College either through NSLDS or by contacting us directly.

All students requesting Title IV aid are required to complete a sample cost of attendance to request the amount of loans they require. Students must return this document to the International Funding Coordinator so that any request can be confirmed or denied based on their eligibility. Students are appraised of their repayment obligations before borrowing.

**Students at risk of withdrawal**

Students who withdraw or are considering withdrawing are contacted by the International Student Support Office and the International Funding Coordinator to ensure that they understand the implications of such a withdrawal, and find out if anything can be done to retain the student. Referrals to the International Student Support Office are made where a member of staff identifies that they are in receipt of Title IV aid.

Schools and departments are responsible for identifying students at risk of withdrawing and taking steps to reach out to these students to try to mitigate any circumstances that may be driving their intention to withdraw.

Students who have withdrawn are contacted by the International Student Support Office. They will be provided with information on the Return of Title IV Funds policy and asked to complete Exit Counselling.

**Internal and External Communications**

All students are directed to the College’s consumer information on the US Loans section of our website when their loans have been processed and finalised. This is given as part of the confirmation of their loans, but is not directly included on the award letter itself.

Prior to any disbursement of funds as part of a student’s award, we complete checks on the students’ academic progress in accordance with our Satisfactory Academic Progress Policy. This is completed using our student record system and where necessary through direct contact with the student’s School and/or Department.

Up to date contact information for both the student and their next of kin is obtained from the student at enrolment and held on their student record.

**Exit Counselling**

Before graduation, students are required to complete exit counselling. Students must complete this to ensure they fully understand and appreciate their obligations with regards to their loan repayments. Students are asked to send evidence of completed exit counselling to the International Funding Coordinator.

Students who withdraw from their programme or who fall below half time are also asked to complete exit counselling.

**Timely and Accurate Enrolment Reporting**

The College ensures that enrolment reporting is made on a timely basis each month on NSLDS to ensure provision of accurate information on our student registrations.

**Default Data Analysis**

The International Student Support Office and the International Funding Coordinator will regularly analyse data from NSLDS to ensure default prevention and to improve understanding of any default trends.

Any student defaulting on their loans contacted by the International Student Support Office will be directed to their loan servicer and provided with contact details to discuss repayment options.

**Tools and Activities for Schools**

The College uses the recommended links and resources set out below to ensure compliance, accurate data recording and to aid default prevention.

**Where do I begin?**

FSA Assessments for Default Prevention and Management

<http://www.ifap.ed.gov/qamodule/DefaultManagement/DefaultManagement.html>

**Loan Counseling**

Students and Counselors

http://www.studentaid.ed.gov

***The Student Guide* and NSLDS for Students**

<https://unm-student.custhelp.com/ci/fattach/get/20411/0/filename/A+Student%27s+Guide+to+NSLDS.pdf>

**How much will it cost?**

http://nces.ed.gov/ipeds/cool/

http://www.dlssonline.com/tools/search.asp (for Direct Loan Borrowers)

**How will I pay for it?**

<https://studentaid.ed.gov/sa/repay-loans>

**Will I make enough money in my chosen occupation to repay student loans I receive?**

<https://www.bls.gov/cps/earnings.htm#earn>

http://data.bls.gov/PDQ/outside.jsp?survey=nc

**Repaying Your Student Loans**

<https://studentaid.ed.gov/sa/repay-loans/understand/checklist>

**Ombudsman Office**

<https://studentaid.ed.gov/sa/repay-loans/disputes/prepare>

**Ensuring Student Loan Repayment Best Practices for Schools**

<https://ifap.ed.gov/eannouncements/attachments/0118nhbook1web.pdf>

**Mapping Your Future**

http://www.mapping-your-future.org

**Jump Start Coalition for Personal Financial Literacy**

<http://www.jumpstart.org>

**Enrollment Reporting and Data Accuracy**

*NSLDS Enrollment Reporting Guide*, formerly SSCR User’s Guide

http://www.ifap.ed.gov/nsldsmaterials/010904NSLDSEnrollRepGuide.html

NSLDS Date Entered Repayment Report, School Repayment Information Loan Detail

Report, and Enrollment Reporting Summary Report

https://www.nsldsfap.ed.gov

NSLDS Reports, requesting and formatting questions

https://www.nsldsfap.ed.gov Reports Tab

NSLDS User ID

CPS/WAN Technical Support 1-800-330-5947

NSLDS Customer Support 1-800-999-8219

*Cohort Default Rate Guide* for information on challenges, adjustments, and appeals

http://ifap.ed.gov/DefaultManagement/DefaultManagement.html

**Default Prevention**

FSA Assessments

<https://ifap.ed.gov/dpcletters/attachments/GEN0514Attach.pdf>

*Ensuring Student Loan Repayment Best Practices*

http://www.ifap.ed.gov/eannouncements/0119stuhbkbestprectice.html

NSLDS Reports and Exit Counseling

https://www.nsldsfap.ed.gov

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NSLDS Customer Support 1-800-999-8219

Direct Loan Servicing/Schools website, accessed via COD website

http://www.cod.ed.gov

For FFEL Schools,

Default Prevention Strategies

http://www.ifap.ed.gov/qamodule/DefaultManagement/DefaultManagement.html or contact your guarantee agency

**General Connections/Publications**

Information for Financial aid Professionals (IFAP) Library with publications, training, tools, references, laws, etc.

http://www.ifap.ed.gov

The Office of Federal Student Aid

<https://www2.ed.gov/about/offices/list/fsa/index.html>

*The Student Guide*

http://www.studentaid.ed.gov

NSLDS

https://www.nsldsfap.ed.gov or https://www.nsldsfap.ed.gov/secure/logon.asp

ED Pubs, the Department of Education Online Publication Ordering System, helps you identify and order free publications from the Department. Examples of resources available at ED Pubs include the following: www.edpubs.org

• *Repaying Your Student Loans* (in English and Spanish)

• *The Student Guide*

• *Getting Ready to Pay for College*

• *Counselors and Mentors Handbook*