

Building the Future Together



Entrance and Exit Counseling Train the Trainer

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What you'll learn today:

- Regulatory requirements for entrance and exit counseling
- Tools to use
- Strategies for success

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Train the Trainer



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Tools for your tool box

- Know your material
- Come prepared with confidence
- Keep it short and interactive
- Repeat questions before answering
- Be yourself



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Announce the Entrance/Exit Session

- Email blast
- “Text message” blast to cell phones
- Bulletin boards
- “Stall” notes
- Collaborate with other offices/departments or campus organizations



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When to Schedule a Session

- When most students are likely available
- “Odd” times of day
- Various times during day/evening
- Freshman Orientation (entrance)
- November or January (exit)



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Tell your audience in advance what to bring and why

- Social security numbers
- Home address and phone number(s)
- Complete reference information



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The speaker should come prepared

- Individual with Title IV expertise available
- Packets of information for students
- School's default rate
- School's average indebtedness figures
- Average repayment amounts



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How to get them there

- Orientation – captive audience (entrance)
- Ask resident hall directors and coaches for help
- Collaborate with other offices/departments or organizations
 - Alumni Association (exit)
 - Registrar (entrance and exit)
 - Institutional Research (entrance and exit)



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Make it fun and rewarding

- Treats (sweet and non-sweet)
- Contests
- Drawings
- Make exit counseling a big deal



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Keep their attention

- Keep it short and sweet
- Be strong in your message
- Make it interactive give them an activity to help engage the listener
- Involve all in a non-competitive activity



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Document attendance

- Maintain documentation to substantiate the borrower and school's compliance for both entrance and exit counseling



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Consequences if student fails to comply

- Loan funds will be held (entrance)
- Possible hold on transcripts (exit)
- Hold the diploma – work with the Registrar to make it a requirement for graduation



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Train the Trainer

Federal Regulations
Your Power Tools!



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Entrance Counseling Requirements

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First-time borrower - Stafford or Grad PLUS

- Use of MPN
- Importance of repayment obligation
- Consequences of default such as
 - adverse credit
 - tax offset
 - litigation

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- Student's obligation to repay:
 - doesn't complete program
 - unable to obtain employment
 - otherwise dissatisfied
 - didn't receive education or services purchased
- Sample monthly repayment amounts:
 - range of student indebtedness at school
 - average indebtedness for similar loan, similar program

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Grad PLUS borrowers with prior Stafford

- Sample monthly repayment amounts:
 - range of student indebtedness at school
 - average indebtedness for similar loan, similar program
- Information on Stafford eligibility:
 - maximum interest rates
 - interest accrual
 - when repayment occurs
- How and when the PLUS funds will be applied

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Delivery methods

- In person
- Audiovisual
- Interactive electronic means:
 - if interactive, school must ensure borrower receives, participates and completes counseling; and
 - students know how to contact the FAO with additional questions or concerns

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Exit Counseling Requirements

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Student must supply current information

- Name
- Address
- Social Security Number
- Driver's license number and state
- Complete references
- Expected permanent address
- Address of closest relative
- Expected employer name and address

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The school must provide information about

- Sample monthly repayment amounts:
 - range of student indebtedness at school
 - average indebtedness for similar loan, similar program
- Student's obligation to repay:
 - doesn't complete program
 - unable to obtain employment
 - otherwise dissatisfied
 - didn't receive education or services purchased

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The school must provide information about (continued)

- Importance of repayment obligation
- Available repayment options:
 - standard
 - graduated
 - extended
 - income-sensitive
- Debt-management strategies

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The school must provide information about (continued)

- Consequences of default such as:
 - adverse credit
 - tax offset
 - litigation
- Use of MPN
- Availability of Student Loan Ombudsman
- Availability of loan information on NSLDS
 - another good reason to keep your federal PIN active

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Delivery methods

- In person
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Timeframes

- Shortly before student ceases at least half-time enrollment
- For student in correspondence or study abroad program, written material sent within 30 days of student completing program.

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Timeframes (continued)

- If student withdraws or fails to complete exit counseling, school must:
 - ensure counseling provided electronically or materials sent by mail
 - to student's last known address
 - within 30 days school knew student withdrew or failed to complete

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The school must

- Provide exit counseling document to guarantor within 60 days after student provides information

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Train the Trainer

Entrance/Exit Presentations:

- Developed by NSLP
- In compliance with federal regulations



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Questions



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More information

- National Student Loan Program
- 1300 O Street
- Lincoln, NE 68508
- 800-735-8778 www.nslp.org

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