



A division of NSLP

Choosing a Student Success Partner: A Critical Decision

Managing or lowering your cohort default rate. Achieving enrollment and retention goals. Graduating 100% of students with manageable debt. Mitigating risk. Preserving your school's reputation. Enhancing financial aid operation efficiency. During these challenging economic times, colleges and universities are faced with an increasing "to do" list. That's why more than ever, it's crucial to take the necessary steps to encourage student and school success in the most efficient and effective manner possible.

Creating a highly successful holistic strategy not only requires choosing the right strategies and solution set, but it may also require working with a partner to help you achieve your goals and objectives. The following checklist can help you in selecting the right partner:

	Inceptia	Other Partner
Does the partner have the right people, processes and technology?	YES	?
Does the partner have a tangible, positive track record?	YES	?
Can the partner share success stories and proven results on how it has implemented their solutions?	YES	?
Does the partner use historic student data to create unique, targeted solutions for your school?	YES	?
Does the partner offer online reporting?	YES	?
Is the partner FISMA security compliant and Tech Lock certified so your student's data is protected at the highest level?	YES	?
Does the partner integrate industry leading data security with right-party verification before any information is exchanged to protect your borrower's privacy?	YES	?
Does the partner offer grace counseling outreach and financial education services so less borrowers become delinquent?	YES	?
Does the partner have in-depth default management experience specifically within student loans?	YES	?
Are the partner's counselors trained in all facets of student loans including repayment plans, discharge and forgiveness options, as well as financial education to address non student loan related issues?	YES	?
When it comes to default prevention, does the partner attempt to warm transfer 100% of all borrower contacts to ensure a smooth transition to the servicer?	YES	?
Does the partner help you choose which borrowers should receive default prevention outreach so your efforts and resources are maximized to impact an open cohort year?	YES	?
Does the partner work with your delinquent borrowers until they resolve their delinquency and only charge you a resolution fee for the accounts that have been resolved successfully?	YES	?
Does the partner employ a variety of communication methods, including letters, emails and phone calls, to contact the borrower?	YES	?
Does the partner record all calls to ensure strict compliance with quality control procedures?	YES	?
Does the partner offer unlimited call attempts?	YES	?

	Inceptia	Other Partner
Does the partner provide unlimited time on calls with borrowers to ensure a maximum level of customer service?	YES	?
Does the partner offer an 24/7 online borrower portal where delinquent borrowers can access their servicer information?	YES	?
Does the partner have extended hours, including evening and Saturday hours, to contact your borrowers?	YES	?
Is the partner committed to being results-oriented or are they simply a monthly maintenance provider?	YES	?
Does the partner have a potential conflict of interest by being a Direct loan servicer?	NO	?

There are many considerations when evaluating different partners and their solutions, and uncovering the pros and cons to make an informed decision may be more difficult than the decision itself. It's particularly important during these times to engage with partners that have a strong solution set and proven history. In other words, you need to work with a trusted partner that is around for the long haul and will be there to help you not just during the 2015/2016 school year, but well beyond. And, we're confident Inceptia is that partner!

For more information, contact us: Inceptia | 888.529.2028 | inceptia.org