2013-2014 GRCC Team Charter

Team Name: Default Management Team
Team Leader: Paul Doane and Ann Isackson

**Chartering is a two-way process**

*Team sponsor(s) specify the mission of the team, its resources, the expectations for what the team is to accomplish, the timelines, decision-making authority, and how the team relates to the broader College strategy and goals.*

*The team itself thinks through and creates a draft charter, including team goals, stakeholder requirements, and strategies for goal accomplishment.*

*Together, they review and finalize the team charter, adding the process that will be used to review team progress on a regular basis.*

1. **Purpose of the Team** *(What is this team expected to accomplish?)*
   The purpose of the team is to develop a student loan default prevention plan and monitor its success in reducing the college’s cohort default rate.

2. **Decision-making Context and Scope** *(What level of decision making authority does this team hold?)*
   The cross-college team advises and assists in the development and monitoring for default management plan. The team will make recommendations for resource allocation for funding based on default management goals, action projects and timelines.

3. **Team Goals, Action Projects, and Timelines** *(How will this team proceed to accomplish their purpose? I.e. what will they do?)*
   The team will be guided by the Default Prevention Plan and the College related action plans aligned with student success.

4. **Stakeholders and their Key Requirements** *(For whom is this team doing their work? What do they want?)*
   The team accomplishes its purposes by successfully implementing the Default Management Plan. Stakeholders are prospective and actual student borrowers (who are given tools to plan for their educational expenses and repay their student loans) and the college (who continues to maintain eligibility to administer federal financial aid programs to present and future students).

5. **Resources Needed** *(both people and budget)*
   Staff needed include: Financial Aid and Enrollment Management staff, Institutional Research and Planning, Information Technology, Counseling and Advising, Records Office, Finance and Administration, College Administration, faculty and third party vendor(s) who provide financial literacy resources and contact delinquent borrowers. Resources needed include third party vendor (currently $10,000 a year) and funds for phone calls and mailings to delinquent borrowers.
6. Troubleshooting Path (How will unresolved issues or roadblocks be handled?)
As the team identifies issues or roadblocks, they will work to find a resolution and then approach the departments that can assist with this process. As the nature of this work is cross functional in nature, often the department who can assist with the resolution might not be at the table and will need to be brought in for this purpose.

7. Requirements for Integration with other Departments or Teams (How does this Team interface with others doing concurrent work?)
The work of this team, though primarily focused within the Financial Aid Department, crosses many other departments. Team members from these departments have representation on the committee to enhance open and thorough communication. It is the responsibility of the team members to share the direction of the team with other campus teams and departments. This assures that default management efforts are not being duplicated and all necessary parties are brought to the table for comprehensive collaboration and effectiveness.

8. Review Progress (How and when will the work of this team be reviewed?)
Progress is reviewed by the team on an ongoing basis. Default management is a Student Affairs action project assigned to the Associate Director of Financial Aid which will be monitored by the Director of Financial Aid. The team provides an annual report to Cabinet.

9. Team Leader, Current Members, and Membership Specifications
   Are team members appointed? Volunteers? Is team membership permanent?
   Term-limited? Is this team accepting new members?
   Please also list the current members on the Team by name.
   Paul Doane, Associate Director of Financial Aid, Chairman
   Vacant, President’s Office
   Michael Passer, I.T.
   Laynne Selberg, Program Director, Counseling and Career Center
   John Cowles, Dean, Student Success & Retention
   Tina Hoxie, Associate Provost/Dean of Student Affairs
   Todd Hurley, Financial Services
   Gilda Gely, Provost
   Stephanie Forest, Associate Director of Financial Aid
   Bryan Vliem, Associate Registrar, Student Records
   Ann Isackson, Director of Financial aid
   Bruce Morrison, Institutional Research and Planning
   Casey Cornelius, Associate Dean, Student Success & Retention
   Eric Mullen, Associate Dean of Enrollment Management & Financial Aid

10. List the major team accomplishments over the past year. (What are your outcomes?)
   - Selected and contracted with ASA to provide default management and financial literacy services to the College
   - Enrolled over 1,700 students in SALT (financial literacy program)
   - Provided exit counseling to students during Grad Fest
   - Developed default management plan
- Required students enrolled in CLS 100 classes to complete four financial literacy modules through SALT

11. List the major team goals for the upcoming year. *(What do you plan to accomplish as a team in 2013-2014?)*
- Evaluate and revise default management plan
- Evaluate services provided by ASA (financial literacy and communication with delinquent borrowers)
- Develop content library centered on financial literacy and default prevention
- Develop a plan to provide enhanced default prevention services to students at specific touch points
- Provide ADA compliant financial literacy to students enrolled in CLS 100 courses
- Develop profile of delinquent and defaulted borrowers

12. Please describe any current challenges the team is facing.
- Current three-year default rate is 26%
- Incomplete or inaccurate contact information on delinquent and defaulted borrowers
- Inadequate staffing for internal default management efforts