

# CSAC & ECMC Update

## Joint Segmental Financial Aid Conference

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**ECMC**

# Topics

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- Who is ECMC
- Portfolio transfer to ECMC
- What ECMC will do in California
- ECMC partnership with CSAC

# Who is ECMC

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- Established in 1994 as:
  - Transition Federal Family Education Loan (FFEL) Program portfolios, as requested by the U.S. Department of Education, for guarantors that exit the Program
    - 1996 Virginia
    - 2010 Connecticut
    - 2005 Oregon
    - 2010 California
  - A national federal student loan bankruptcy servicer—currently providing bankruptcy servicing for 22 guaranty agencies and U.S. Department of Education

## Who is ECMC (cont.)

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- National FFEL Program guaranty agency
- In 2001, ECMC Group was established as a nonprofit parent company
  - At the core is our not-for-profit activity supporting the administration of federal student loan programs—including outreach to underserved student populations to increase college access, retention and success
  - We are expanding beyond our nonprofit role and pursuing other avenues for growth

# Portfolio transfer to ECMC

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- Commitment of transparency to borrowers, schools and other industry partners
  - Conversion of loans to ECMC
    - 9-12 month process
  - December 6, 2010 - EdFund staff converted to ECMC employees
    - Continue to work with current contacts
  - Communications - Borrowers
    - Borrowers in school - work with schools and lenders
    - Borrowers in delinquency - notified of ECMC through course of normal correspondence
    - Borrowers in default - received notification of loan transfer to ECMC
  - Communications - Industry Partners
    - Update throughout conversion
    - Notification of any changes to processes, contact information
    - Notification of training and product enhancements

# ECMC's California commitment

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- Guarantor commitment - serving students and schools
  - Continue to provide services and publications that support student-focused outreach, including:
    - College access
    - Loan counseling
    - Financial literacy
    - Default Prevention
    - Training opportunities

# ECMC guarantor services

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- Loan Counseling
- Financial literacy
- Default Prevention
- Regional training workshops
- Webinars

# Loan Counseling & Financial Literacy

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- Online resources
  - ECMC On-Line Counseling
    - Available at no cost
    - Entrance / Exit Counseling (DL Compliant)
      - Financial Literacy Modules



# Loan Counseling & Financial Literacy

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- Publications
  - Best of both worlds and transitioning into one program and one website.
- Webinar and regional in-person training offered
  - Train the trainer
  - Product support training
  - Variety of financial literacy topics

# Default Prevention

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- Counseling delinquent borrowers regarding options to resolve delinquency
- Proactive outreach programs
- Best practice webinars

# ECMC Board Representation

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- ECMC will add a California representative to their Board of Directors
  - California perspective

# ECMC partnership with CSAC

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- ECMC will partner with CSAC to serve California students, borrowers and other constituencies through:
  - Technical and operational support in CSAC's administration of the California Cal Grant, Specialized and Outreach Programs
  - Assistance with Cash for College workshops
  - Assistance with high school counselor workshops
  - Provide collateral publications informing students, parents and counselors of state and federal financial aid programs, including the highly regarded *Fund Your Future*<sup>®</sup> publication
    - Available in English and Spanish

# Direct Assistance

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- ECMC will help provide CSAC:
  - IT Help Desk tier one support for student and institution calls
  - Mail/print/copy support for Cal Grant eligibility and status letters
  - Interactive Voice Response System
    - Answers 75,000 calls annually

# Direct Assistance

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- Document imaging system
  - Quick and easy access to forms
  - Increase system data accuracy and allow for compliance with state laws.

# Cash For College

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- Continue to provide CFC materials for over 600 workshops
- Provide funds for CFC scholarships previously provided by College Access Foundation

# Training & Outreach

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- High School Counselors and College Financial Aid Administrators
  - Short video clips to provide student assistance
  - Cal Grant training videos for institutions
  - Restoration of support for CASFAA High School Counselors Workshops
    - Design, production and shipping of materials
    - Cal Grant trainers at all workshops



# SEARS Survey

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- Student Expense and Resources Survey (SEARS)
  - Interactive web-based survey for 2011-12
  - School participation and input needed

# Other effects of the ECMC partnership

Questions?