

Learn About Great Lakes' Default Management Resources



Great Lakes is committed to providing you with the resources you need to help your students succeed in repayment. That's why we offer several resources that focus on specific aspects of default prevention. When used together, they provide a suite of tools, making it easy for you to identify defaulted loans and prevent future defaults by reaching out to your former students who are struggling in repayment and monitoring your students' repayment performance. Financial wellness resources help promote wise borrowing and budgeting to reduce the need for default prevention.

What Is It and How Can I Use It?	How Can I Access It?	How Can I Learn More?
Portfolio Navigator and Action Center		
<p>This product allows you to filter, view, and use secure data for prioritized outreach to help all your students prepare for and succeed in repayment. Portfolio Navigator is built over the Service Provider Loan Portfolio Detail report, and you can use it to:</p> <ul style="list-style-type: none"> • Upload your school's data from the National Student Loan Data System, so you can view data for all your students' loans at once. • View industry-standard data in an easy-to-understand way so you can quickly identify what's important. <p>Action Center uses data from Portfolio Navigator to guide you through targeted outreach to your students. You can use it to:</p> <ul style="list-style-type: none"> • Easily create targeted communications to connect former students with needed repayment help, choosing from three recommended tracks based on your available time. • Create targeted communications to connect current students with helpful resources early on for wise borrowing and budgeting decisions, using two different early engagement campaigns. • Access email and letter templates and guides for doing mail merges and phone outreach. • Get tips, content, and sample posts to reach your current and former students using Facebook and Twitter to help encourage repayment success. 	<p>When you log into your Great Lakes website account:</p> <ul style="list-style-type: none"> • Select <i>Tools > Portfolio Navigator</i>. -or- • Click the Portfolio Navigator icon on the Financial Aid Professionals portal homepage. <p>Note: If none of your students have loans with Great Lakes, this tool is not accessible to you.</p>	<p>Refer to the following.</p> <ul style="list-style-type: none"> • <i>Learn About Portfolio Navigator on Support Central</i> • <i>Learn About the Servicer Awareness Campaign and Learn About the Great Lakes Account Access Campaign</i>, both available in Portfolio Navigator's Action Center
Service Provider Loan Portfolio Detail Report		
<p>This report displays a complete view of loan information for specific students with federal loans that are currently serviced by Great Lakes. You can use it to:</p> <ul style="list-style-type: none"> • Help monitor your students' repayment performance to ensure you take the right actions to manage your cohort default rate. • Identify and contact students at risk of defaulting on their loans. 	<p>You can automatically receive it each week by subscription in your Report Inbox on the Financial Aid Professionals portal.</p>	<p>Refer to <i>Learn About the Service Provider Loan Portfolio Detail Report</i> on Support Central.</p>
Default Management Hotline		
<p>A designated code number you can use to quickly reach a specially trained Client Services representative. You can quickly connect students with questions who have Great Lakes-serviced loans with a specialist who can provide them specialized assistance.</p>	<p>This is a phone number you can call.</p>	<p>Contact your Great Lakes representative for more information.</p>

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What to Do When Making Default Prevention Calls		
<p>This document gives you practical tips and talking points you can use when calling students who are past due on their student loans to:</p> <ul style="list-style-type: none"> • Help them learn about options available to help them manage their student loan debt. • Encourage them to contact their student loan servicer for help. <p>These successful techniques can help improve your staff's comfort level and effectiveness when making calls to these students.</p>	<p>Via the Default Management Support page of Support Central.</p>	<p>N/A</p>
Outdated Contact Information Report		
<p>This report helps you identify where updated contact information for your student loan customers is needed. In addition, you can use the accompanying Outdated Contact Response tool to securely and easily provide us with updated contact information for your students with Great Lakes loans so we can reach them with important communications and repayment information and help.</p>	<p>You can automatically receive it each week by subscription in your Report Inbox on the Financial Aid Professionals portal.</p>	<p>Refer to <i>Learn About the Outdated Contact Information Report</i> on Support Central.</p>
Early Engagement Social Media Resources		
<p>This document gives you practical tips and information about how social media channels can help you reach your current and former students. It also contains links to content and sample posts. You can use it to:</p> <ul style="list-style-type: none"> • Develop social media resources and channels with your students. • Help connect your students with information about loans, repayment, the loan process, and financial literacy resources. • Encourage students to contact their student loan servicer for more information and assistance. 	<p>Via Portfolio Navigator's Action Center and on the Default Management Support page of Support Central.</p>	<p>N/A</p>