Campus Products and Services
Boost your efficiency, lighten your load.

If you’re like most schools, you’re facing a lot of challenges in today’s competitive environment… Unprecedented budget pressure, staffing shortages, fluctuating enrollment volumes, and endless demand for better technology and convenience – it can be a lot to navigate amidst everything else.

Xerox works in partnership with colleges and universities to help them elevate their capabilities, control costs, and improve service across a wide spectrum of student lifecycle services. Our multiple campus solutions help schools improve their efficiency and ensure that their campus operations run smoothly.

With our industry-leading servicing system, we can enhance your web capabilities, add service convenience for your students, economize your resources, and optimize your receivables process through a secure, digital infrastructure. We’ll help you lower administrative costs, manage service levels, and improve your ability to focus on your primary mission of serving students and effectively managing operations.

Student Loan and Receivables Management

At the core of our Campus Products and Services is student loan and receivables management. Put our expertise, technology, and support to work to boost performance, streamline processes and improve outcomes with an experienced team behind you. Our receivables management services are also applicable for institutional loans and tuition receivables.

You can select the level of support your school needs to administer your campus-based loans and delinquent receivables. Choose from our modified and full service options below. We also offer customized options that combine elements of each.

Full Service Option

With our full service option, we directly handle all student and borrower services on behalf of your school and maintains regular contact with borrowers. All bills and notices reflect our name, return address, and other contact information.

This option includes all services listed under the modified service option, as well as screening and processing of all entitlement requests; reviewing and responding to all borrower inquiries (verbal or written); and full-time representatives assigned to manage all borrower correspondence.

See the next side for all the additional services that complement our student loan receivables management.
Modified (Private Label) Option

With the modified service option, your institution maintains control of all contact with students and borrowers, from forms processing to telephone calls. All bills and notices generated by the system reflect your institution’s name, address, and other contact information, while we manage critical details such as monthly billing; credit bureau reporting; phone or web-based payments; automatic collection-agency placement; real-time online access to accounts; interest and actual collection cost assessment; and supplemental pre-collection work on delinquent loans and receivables through our default aversion solution.

Electronic Signature

Our electronic signature provides efficient, online promissory note management. Save time, reduce costs, and provide web-based convenience for your students. Our e-signature process is fully compliant with the U.S. Department of Education’s Standards for Electronic Signatures in Electronic Student Loan Transactions.

We provide secure identity verification that enables borrowers to view, print and electronically sign their promissory note. Since all of our e-signature documents are stored electronically, your institution will save paper as well as costs associated with handling, processing, mailing, and storage.

Truth in Lending

Our Truth in Lending solution provides your school and students with electronic access and storage of Truth in Lending Act (TILA) documents. Our services fully comply with federal Regulation Z, including the required calculation of the annual percentage rate (APR), which is different from the repayment interest rate.

Collection Management

This internal collection platform combines web-based functionality and flexibility with a combination of features unmatched in the loan servicing/delinquent receivables management industry. Use it to streamline your processes on past-due student debt – from the first past-due notification up to and including referral to external collection agencies.

• Automatic placement of delinquent accounts with multiple collectors
• Extensive collection reporting and query capabilities
• Workflow monitoring of individual collectors
• Customizable MS Word letter templates
• Full integration with our loan servicing system

Entrance and Exit Counseling

Our Title IV-compliant debt-counseling technology enables convenient online entrance and exit interviews with built-in customization capabilities. This solution can accommodate all student loan programs including Federal Perkins, HPSL, NSL, PCL, LDS, Stafford, and Institutional loans. Use it to meet federal loan entrance and exit counseling requirements and provide your students with valuable financial planning tools while reducing associated administrative, time and resource demands.

Default Aversion

This highly effective solution provides a supplemental due diligence program to assist schools in the management of delinquent loan receivables. Our default aversion solution is a premier client support service for schools that want to execute pre-collection efforts, but may not have the time or staff to accomplish this.

• Customized supplemental due diligence letters
• Additional phone call efforts at specified intervals
• Temporary payment arrangements
• Automatic monitoring for broken agreements
• Skip tracing
• Completion of loan consolidation requests

Browse Web Site

Our borrower web site provides secure access to student loan billing information 24 hours a day. Students, parents and alumni can access their billing information, make payments, view specific account and repayment information, download forms, receive payoff amounts and payment receipt information.

Contact Us

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