

**Excerpts, selected by the HELP Committee, from a larger document**  
**produced by the company**

# Estimator Negotiation

# Purpose

- **The purpose of this training is to establish a consistent method for deferring payments properly for students who utilize the DPO.**

# Learning Objectives

- Identify key talking points when discussing the estimator with a student
- Identify how to overcome student objections
- Step-by-step plan negotiation
- Discussing remaining balances
- What to keep in mind during plan negotiation

# Key Talking Points

- Explain the content of the document:
  - Enrollment options
  - Estimated cost of attendance
  - Anticipated financial aid awards for each available level of enrollment for the first academic year
- Indicate the purpose of the conversation

# Key Talking Points

- Discuss the enrollment options (not cost and not aid)
- Get student feedback
- Discuss only full-time (if the student indicates preferring full-time)

# Key Talking Points

- Discuss all enrollment options
  - If the student indicates a preferences below full-time
- Provide details about optional charges (if applicable)
- Provide details about the package and accepting awards

# Overcoming Objections

- For objections related to finances
  - Remind student about striking a balance between goals, workload, and finances
  - Reinforce your recommendations and the student’s enrollment preference
  - Be specific about:
    - Balances
    - Payments
    - Private loans options (including co-signers)
  - Discuss potential for school-based awards (if applicable)
    - Be specific about new balance

# Overcoming Objections

- **Continued:**
  - Discuss potential for increased loan amounts based on TOC (if applicable)
    - Be specific about new balance
  - Discuss how making a payment now will:
    - Increase the number of credits earned per loan dollar borrowed
    - Reduce long-term loan debt and interest accrual
  - Discuss how over-borrowing early in the program could result in a funding deficit later due to aggregate limit

# Overcoming Objections

- For objections related to workload and availability
  - Remind student about striking a balance between goals, workload, and finances
  - Reinforce your recommendations and the student's enrollment preference
- Get specific information about the objection
  - What perceived factors are limiting the student's ability to enroll at a higher level?

# Overcoming Objections

- **Continued:**
  - Remind the student that engaging in more classes per quarter enables the student to reach goals more quickly
  - Students who enroll at higher levels have a greater propensity for graduation
  - Discuss how time-management, routines, and some appropriate planning can make handling two simultaneous classes a reality
  - Discuss taking 3 classes per term
    - Indicate that student can start with one class during the first session and then two classes during the second session
    - This enables a student to truly assess his/her ability to manage taking one and two classes

# Steps that *Must* Be Covered in the Negotiation

- Student Data
- Must confirm degree type
  - AIPOD: Diploma, Associate, Bachelor
  - SUO: Associate, Bachelor, Master
  - AUO: Bachelor, Master, Doctoral
- Must confirm start date
- Must confirm tuition credit rate

# Steps that *Must* Be Covered in the Negotiation

- Investment In Your Future
  - Describe Academic Year
    - AIPOD/SUO: Three 11-week quarters divided into 5.5-week sessions
    - AUO: Two 15-week semesters divided into 7.5-week sessions
  - Indicate Number of Classes
    - Per academic year, per quarter/semester, and per session
    - For all levels of enrollment
  - Indicate Number of Credits
    - Per academic year
    - For all levels of enrollment

## Steps that *Must* Be Covered in the

- Continued: **Negotiation**

- Indicate Tuition Charge and Any Other Charges
  - Describe the calculation; number of classes multiplied by the tuition credit rate
  - AIPOD: Online Lab Fee is \$100 for each class
  - AIPOD: Optional Charges (books/software/enrollment fee); very brief overview

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# Steps that *Must* Be Covered in the Negotiation

- Financial Aid
- Discuss Grants and Scholarships
  - Indicate that these awards do not require repayment
  - If applicable, indicate that Pell awards associated with the next FAFSA Year are estimated
  - AIPOD: Discuss potential for Merit Award if qualified by need but transcript is not available
- Discuss Student Loans
  - Indicate that these awards require repayment
  - Stafford Loan: sub vs. unsub, in-school deferment and grace period, interest rates
  - PLUS Loan: discuss with parent if intention is to borrow PLUS, deferment options, interest rates

# Steps that *Must* Be Covered in the Negotiation

- Discuss Payment Options
- Indicate additional funding options (private loans)
- Indicate specific monthly payment amount

# What to Keep in Mind

- **Work toward your goals**
  - Plan acceptance at the highest possible level of enrollment
- **Personalize the interaction**
  - Share your success; discuss mutual interests
  - Use student's name
- **Empathize but be realistic**
  - Acknowledge concerns and work through them with candid conversation
- **Engage in great conversations**
  - Get feedback
  - Permit silence
- Allow student to process and engage

# What to Keep in Mind

- **Encourage full-time**
  - Negotiate from there if necessary
  - Strike a balance between goals, time, and finances
- **Speak confidently and positively**
  - If you are not encouraging and confident, the student likely won't be either
- **Reinforce the student's goals**
  - Acknowledging and reminding the student of goals is encouraging
- **Be specific**
  - Details of how TOC, transcript, and new FAFSA can impact balance yields sound decisions

# What to Keep in Mind

- **Never assume**
  - Many students with balances and payments start school
- **Never ignore student's emotions**
  - Reaching a positive outcome is difficult if student is in a negative emotional state
- **Never acquiesce without having a great conversation**
  - Passivity does not produce results