

## Master the Art of Borrower Contacts with Dollar Sensei

College Assist recently released a new online tool to help financial aid administrators create their own customized default aversion program. The Web-based system, called Dollar Sensei, offers processes, templates and reporting that help schools resolve delinquencies and reduce their cohort default rates.

Dollar Sensei connects schools to real-time information on delinquent borrowers with a flexible borrower search tool and detailed displays. The system also allows schools to merge borrower e-mail and/or street addresses into letters and notices, to store standardized communications, and to apply school branding.

Other key features include the ability to:

- Electronically transmit new demographic and enrollment information to College Assist
- Select borrowers based on pre-determined factors
- Run delinquent borrower reports

- Download reports into a variety of file formats
- Customize e-mail blasts with the institution’s information
- Mail merge pre-set letters
- Download reports on delinquent borrower contacts
- Download default aversion letters

The reporting function within Dollar Sensei provides both detailed and summary reports, which financial aid staff can use to document what they’re doing to control their cohort default rate.

We know that schools need every advantage as they try to help at-risk students. Dollar Sensei’s Web-based tools give schools a head start on delinquency resolution. For a demo or more information on setting up Dollar Sensei for your school, contact your College Assist representative.

### What’s in a name?

The name Dollar Sensei is both distinctive and original – just like the tool itself. While “Dollar” focuses on students’ education financing, “Sensei” is a Japanese title used to refer to or address teachers, professors, professionals or figures of authority. It is also used to show respect to someone who has a level of mastery in an art form or skill. The English business world often uses the word sensei when referring to a third-party expert. With Dollar Sensei, each school can share its own expertise and be a default aversion authority for its students.

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