



Student Loan TIPS

Texting Intervention Project

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Student Loan TIPS

Texting Intervention Project

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Student Loan TIPS (Texting Intervention Program)

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Student Loan Debt

The rising cost of a college degree and decrease in the availability of grants and scholarships have forced students to borrow more (Burdman, 2005; Mezza & Sommer, 2015). Student loan borrowers have a difficult time managing their debt (Akers & Chingos, 2014). According to U.S. Department of Education data, 30% of federal student loans were in deferment and forbearance while 7% were in default (Cho, Johnson, Kiss, O'Neill, Mountain, & Gutter, 2016). Recent research has led to an understanding of the effects of loan debt on subsequent health, financial capability, transitions to adulthood, and wealth accumulation (Cho, Xu & Kiss, 2015). Student loan debt has been linked to higher levels of stress and anxiety (Andruska, Hogarth, Fletcher, Forbes, & Wohlgemuth, 2014); poorer academic performance (Hossler, Ziskin, Gross, Kim, & Cekic, 2009); longer expected time-to-degree (Letkiewicz et al., 2014-2015); greater dropout rates (Joo, Durband, & Grable, 2008); and lower wealth accumulation (Steuerle, McKernan, Ratcliffe, & Zhang, 2013). Student loan debt also greatly affects young adults' decisions about getting married, buying a home, and having children (Bozick & Estacion, 2014; Nau, Dwyer, & Hodson, 2015). Student loan debt is a good investment if the potential benefits exceed the cost of the education. Unfortunately, with the rising cost of tuition and the uncertain job market, young adults are finding the debt affecting their financial security.

Student Loan Repayment

Repaying student loan debt is a serious concern for many Americans (Lusardi, Scheresberg, & Oggero, 2016). Repayment default rates are more highly correlated with certain types of educational institutions, student demographics and socio-economic characteristics (students with more dependents, lower SES). Much less is known about repayment barriers or effective tools and strategies that students can use to reduce these barriers. Apart from the financial burden, the number and types of loans taken out by the student and/or family members may complicate the repayment process itself. In addition to confusion about repayment options (Whitsett & O'Sullivan, 2012), many students are unsure about very basic information like the principle amount of the loan, interest rates or terms of repayment (Mueller, 2014; Andruska et al., 2014).

Student loans have the highest rate of delinquency out of all consumer debt products (Sanchez & Zhu, 2015). Even consumers who are successfully repaying their loans still experience diminished psychological well-being (Walsemann, Gee, & Gentile, 2015). Because student loan debt has the potential to lessen subsequent health, financial capability, transitions to adulthood, and wealth accumulation (Cho, Xu, & Kiss, 2015), educators and other professionals who are interested in promoting better outcomes for the next generation are looking for new techniques and strategies in developing effective interventions and programming.

Project Overview

Student Loan TIPS (texting intervention program)

Family Resource Management Specialists from 10 states across the North Central Region (NCR) decided to use an intervention approach with college graduates to provide education with the intent of decreasing the prevalence of loan default. Graduates would learn about the loan repayment process to better decisions about their options.

There is evidence that text messaging interventions can yield positive results for behavior change (De Leon, Fuentes, & Cohen, 2014), not only for student loan repayment behavior (Kennedy, 2015; Schmesier, Stoddard, & Urban, 2015) but for other financial behaviors. For example, the America Saves campaign has been successful in disseminating information to achieve financial goals through text messages.

To test the effectiveness of the short message service (SMS) approach, our team conducted a student loan repayment intervention. The objective of the SMS campaign was to increase recent college graduates knowledge about the repayment process and to improve repayment rates. One hundred forty-five graduates participated in the project.

Our work determined that a text messaging intervention is a promising delivery method for engaging young consumers. By providing periodic dosages of trusted information and resources to college graduates, it is possible to increase student awareness and efficacy in the student loan repayment process.

This toolkit provides detailed information about how to replicate this project for use with young adults across the U.S. Following you will find the baseline survey used to recruit participants for the intervention, text messages used, timeline for sending text messages, and the post survey. In section three, we share considerations that researchers and educators should account for when developing an informational intervention. The toolkit concludes with resources related to the topic of student loan repayment.

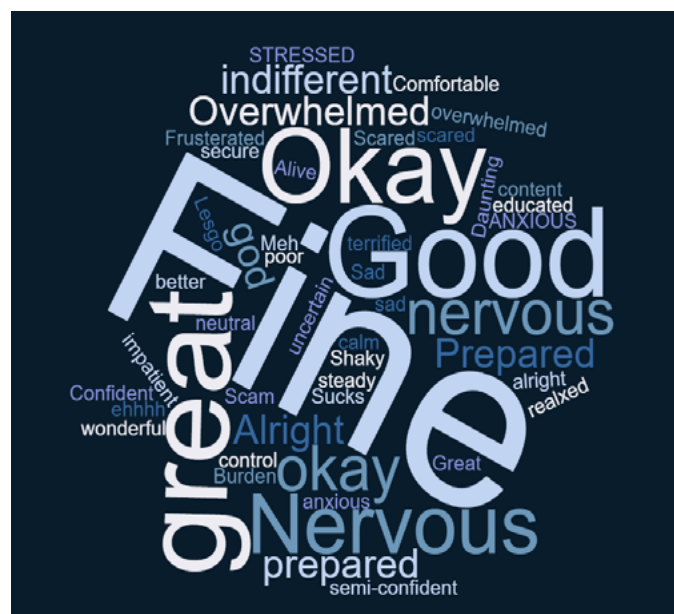
Whether you use this information to help young adults make student loan repayment decisions or for another issue, we encourage you to engage others in this work. A few engagement ideas are:

- Develop partnerships with financial aid offices, community colleges
- Help co-develop tools and resources from outcomes
- Integrate into existing work in each state with goal of creating curriculum/modules that we can use across all states.
- Scholarship opportunities

Student Loan TIPS Baseline Survey

The Baseline Survey recruited students to participate in the intervention. Students graduating at the end of the recruitment semester were contacted to complete the baseline. The first two questions in the survey narrowed the participants for the intervention (1. Do you have Federal loans? 2. Will you graduate in the next 6 months?).

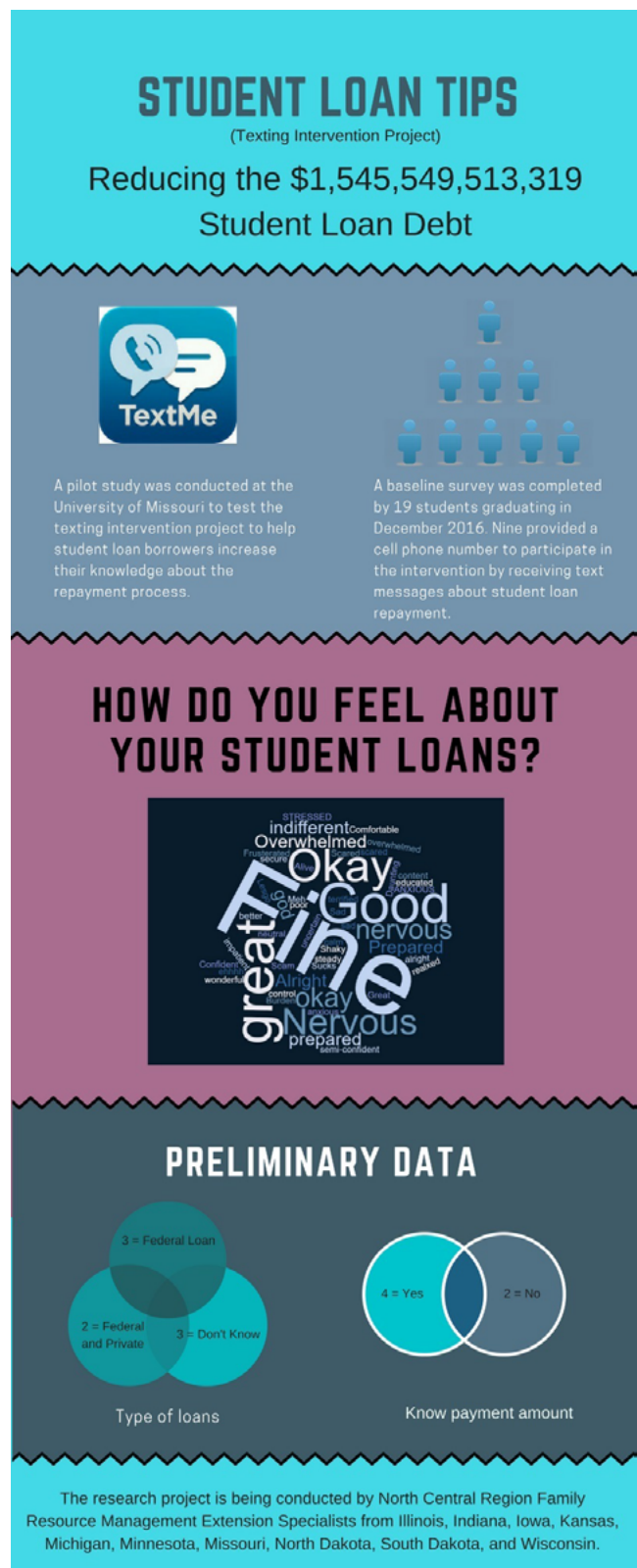
As noted in the previous section, the focus of the intervention was to help students entering the student loan repayment process increase their knowledge. Therefore, we narrowed our participants to students who would have graduated by the time the texting messages started. In addition, we choose to focus the intervention on the process to repay federal students loans because the process for repayment of all federal



loans is uniform. Private student loans lenders vary in grace period, do not allow for deferment or forbearance, and do not have uniform repayment plan options. In most cases, participants had either just Federal loans or Federal and private loans. Resources about private loans were provided in the text messages but the focus of the intervention was on Federal loans.

Participants were given the option of completing an on-line survey or a paper version. The recruitment process varied at the different Universities involved in the study, see Section III – Recruitment Process for more information.

Our project offered an incentive for participation. Each University implemented the incentive program a little differently. In general, each time a survey was completed or a text message was responded to the participants name was entered in a drawing for a gift card. Participant names were never connected to the responses or personal information.



TIPS Baseline Survey

Welcome! /Welcome

If you agree to participate in our project, you will receive approximately 25 texts over the next several months. They will include questions about student loan repayment and texts with helpful student loan information.

Before we get started, we need to ask you a few baseline questions. The survey will take you about 5-7 minutes. If you decide you don't want to participate in the project you can close the survey at any time without finishing it.

/PrizeDescription

In order to participate in our project, you will need to provide your cell phone number. By providing your cell phone number you are giving your consent for us to text you. Your cell phone number will only be used for the purposes of this project and will not be shared. Standard messaging fees may apply.

Q1 /InformedConsent Yes No

Q2 Do you have Federal Direct student loans? Yes No Don't know?

If no, then end survey.

Q2+ Will you be graduating with your bachelor's degree in the next six months? Yes No Don't know?

If no, then end survey.

Q3 Enter your cell phone number (ex. XXX-XXX-XXXX).

Q4 Enter your cell phone number again, just to be sure.

Q5 Please tell us about your major and plans after graduation.

Q6 My major field of study is:

- Natural Sciences
- Engineering
- Social Sciences
- Humanities
- Arts
- Education
- Business
- Other _____

Q7 My immediate employment plans for after graduation are to:

- work part time in a job not related to my degree (1)
- work part time in a job related to my degree (2)
- work part time, looking for full time work related to my degree (3)
- work full time in a job related to my degree (4)
- work full time in a job not related to my degree (5)
- not work while looking for full or part time work related to my degree (6)
- not work and not look for work (7)

Q8 Please tell us a bit about your student loans.

	Strongly Disagree (1)	Disagree (2)	Somewhat disagree (3)	Neither agree nor disagree (4)	Somewhat agree (5)	Agree (6)	Strongly agree (7)
When I think about how to repay my students loans, I feel in control (1)							

Q9 My current student loan debt is:

- Less than \$9,999 (1)
- \$10,000-\$19,999 (2)
- \$20,000-\$29,999 (3)
- \$30,000-\$39,999 (4)
- \$40,000-\$49,999 (5)
- \$50,000+ (6)
- I don't know (7)

Q10 There are many options available to me for repaying my student loans.

- True (1)
- False (2)

Q11 In one word, tell us how you are feeling about your student loans:

Q12 Please tell us a bit about your day-to-day money management:

Q13 How often have you...

	Never (1)	Rarely (2)	Sometimes (3)	Often (4)
Been charged a late fee on a loan or bill (1)				
Ordered a copy of my credit report (2)				
Checked my credit score (3)				

Q14 Choose the word or phrase that best describes your current credit record:

- Very bad (1)
- Bad (2)
- About average (3)
- Good (4)
- Very good (5)
- Don't know (6)

Q15 We are almost finished. Please tell us about yourself.

Q16 What is your gender?

- Male (1)
- Female (2)
- Prefer not to answer (3)

Q17 What year were you born?

- Before 1976 (1)
- 1976 to 1998 (2)
- after 1998 (3)

Q18 What is your race?

- American Indian or Alaska Native (1)
- Asian (2)
- Black or African American (3)
- Native Hawaiian or Other Pacific Islander (4)
- White (5)
- Other race (6)
- Two or more races (7)

Q19 My ethnicity is:

- Hispanic or Latino (1)
- Not Hispanic or Latino (2)

Q20 My current marital status is:

- Married (1)
- Not Married (2)

Display This Question:

If My current marital status selected is: Not Married

Q21 What is your current relationship status?

- Single (may be divorced or widowed) (1)
- In a relationship, not living together (2)
- In a relationship, living together (3)

Q22 How many children are you financially responsible for

- 0 (5)
- 1 (1)
- 2 (2)
- 3 (3)
- more than 3 (4)

Q23 Thank you for completing this survey! Look for a test text message from us in the next few weeks with a chance to gain another entry towards winning /PrizeSingle.

Text Messages

The messages focused on type of loan, amount of debt, payment amount, repayment options, and consequences of not making a payment. Each question linked to a resource for the participant to learn more about the topic. An online survey management company was used to schedule the SMS messages.

The first text message was sent approximately five months after graduation. This timeframe allowed participants to receive information about the repayment process before the end of the grace period. A generic version of the messages is provided below; each message was customized to each participating institution. The message introduces the student to the text messaging intervention and includes:

- Name of the university, customized
- Reminder graduate signed up for the Student Loan TIPS intervention
- An estimate of how many texts will be received

Messages were grouped together in a series. The participants reply triggered a response and the next question. Responses varied depending on the participant's reply. To reduce confusion and increase control of the issue, we broke down the repayment process into actionable steps with associated educational resources.

SERIES #1

Hello! These text messages about student loans are from (insert University name). Please reply 'ok' to proceed and earn chances for (insert prize). Standard messaging rates apply. Text STOP to opt out of these messages.

Question 1: Do you have federal or private student loans? Reply 1 for FEDERAL, 2 for PRIVATE, 3 for BOTH, 4 for NOT SURE for an entry into the gift card drawing. **(150 chars with spaces)**

Answer 1: Great job knowing what type of student loan(s) you have! You earned a gift card entry. Reply ok for the next text. **(86 chars with spaces)**

Answer 2: Thank you for participating in our study. While our focus is on federal loans you can still find private loan info at <https://www.annualcreditreport.com>. **(152 chars with spaces)**

Answer 3: Great job knowing what type of student loan(s) you have! You earned a gift card entry. Reply ok for the next text.

Answer 4: Check federal loans https://nslds.ed.gov/nslds/nslds_SA/; Check private loans on your FREE credit report at <https://www.annualcreditreport.com>. Reply ok for the next text. **(160 chars with spaces)**

Question 2: Do you know your total student loan debt? Reply 1 for YES or 2 for NO. **(72 chars with spaces)**

Yes: Way to go! You earned another gift card entry. Reply ok for the next text. **(46 chars with spaces)**

No: Two texts follow:

1. You earned a gift card entry! Check fed loan balance at NSLDS https://nslds.ed.gov/nslds/nslds_SA/ or FSA <https://studentloans.gov>. Reply ok for the next text. **(146 chars with spaces)**
2. Find private loan info on FREE credit report at <https://www.annualcreditreport.com>. Reply ok for the next text. **(83 chars with spaces)**

Question 3: Do you know your monthly federal student loan payment amount? Reply 1 for YES or 2 for NO. **(83 chars with spaces)**

Yes: Way to go, you earned another gift card entry **(46 chars with spaces)**

No: You earned a gift card entry. To estimate monthly federal student loan payments go to <https://studentloans.gov> to compare multiple repayment plans **(146 chars with spaces)**

SERIES #2

Hello! Here are more texts from (insert University name). Remember, each reply enters a drawing for a (insert prize). Reply ok for the next text. Standard messaging rates apply. Text STOP to opt out of these messages.

Question 4: True or False: Federal student loans will default to a 10 year repayment unless a different option is chosen. Reply 1 for True 2 for False. **(140 chars with spaces)**

True: three texts follow:

1. Glad you understand your repayment options. You earned another gift card entry. Reply ok for the next text. **(73 chars with spaces)**
2. For a different plan, contact your federal loan/servicer. Check http://articles.extension.org/sites/default/files/Determining_Loan_Balance_Servicer_C.Johnson.pdf. Reply ok for the next text. **(160 chars with spaces)**
3. To find out more about loan servicers, visit <https://www.youtube.com/watch?v=oJHySMdXjxE&index=2&list=PL5C43A3FD801FDF45>. Reply ok for the next text. **(120 chars with spaces)**

False: four texts follow:

1. The answer is true. Federal student loans are placed in a 10 year repayment plan unless you choose a different option. You earned a gift card entry. **(150 chars with spaces)**
2. To learn more about the different types of federal repayment plans, check out <https://www.youtube.com/watch?v=flG4gFlizZU&list=PL5C43A3FD801FDF45&index=3> **(157 chars with spaces)**
3. For a different plan, contact your federal loan/servicer. Check http://articles.extension.org/sites/default/files/Determining_Loan_Balance_Servicer_C.Johnson.pdf **(160 chars with spaces)**
4. To find out more about loan servicers, visit <https://www.youtube.com/watch?v=oJHySMdXjxE&index=2&list=PL5C43A3FD801FDF45> **(120 chars with spaces)**

Question 5: Are you comfortable with your monthly payment amount? Reply 1 for YES, 2 for NO. **(79 chars with spaces)**

Yes: Good to know! You earned a gift card entry. Keep your finances on track with this helpful budgeting tool at: <https://powerpay.org/>.

No: You still earn a gift card entry. To find an affordable payment, contact your lender/servicer to change your federal repayment plan options. **(139 chars with spaces)**

Question 6: Do you know where to send your student loan payment? Reply 1 for YES, 2 for NO. **(81 chars with spaces)**

Yes: Great! You earned a gift card entry. Remember: Your first payment is often due within 6 months **(95 chars with spaces)**

No: You earned a gift card entry. Take time to learn where to send a payment. Contact your school, lender, or servicer today. **(121 chars with spaces)**

1. Now that you have had a chance to check, do you know how and where to send your student loan payment now?

Yes: This is great! Remember that your first payment is often due within 6 months depending on your loan.

No: We're sorry you are having trouble figuring out where to send your payment. Please contact your school's financial aid office to see if they can help.

Question 7: When I think about how to repay student loans, I feel in control. *(166 chars with spaces)*

- Strongly agree
- Agree
- Somewhat agree
- Somewhat disagree
- Disagree
- Strongly disagree

SERIES #3

Hello! Here are more texts from (insert University name). Remember, each reply enters a drawing for a (insert prize). Reply ok for the next text. Standard messaging rates apply. Text STOP to opt out of these messages.

Question 8: Have you had a chance to figure out when to make your first payment? Reply 1 for YES, 2 for NO. *(95 chars with spaces)*

Yes: Good job! You earned a gift card entry *(38 chars with spaces)*

No: You still earned a gift card entry. Now is a good time to find out when your first payment is due! *(100 chars with spaces)*

Question 9: Do you know the consequences of not making your student loan payment? Reply 1 for YES, 2 for NO. *(96 chars with spaces)*

Yes: Great! You earned a gift card entry. For the facts visit <https://goo.gl/Yqq7J2> *(157 chars with spaces)*

No: You earned a gift card entry but check out the facts at <https://goo.gl/Yqq7J2> *(156 chars with spaces)*

SERIES #4 (final)

Hello! Here are more texts from (insert University name). Remember, each reply enters a drawing for a (insert prize). Reply ok for the next text. Standard messaging rates apply. Text STOP to opt out of these messages.

Question 10: Have you made your first payment yet? Reply 1 for YES, 2 for NO. *(65 chars with spaces)*

Yes: Great job! You earned a gift card entry. Are you comfortable with that payment? *(81 chars with spaces)*

Yes: Keep up the great work! For future questions about student loans, check out the following resources <http://articles.extension.org/pages/72895/student-loans> *(158 chars with spaces)*

No: You still earn a gift card entry. To find an affordable payment, contact your lender/servicer to change your federal repayment plan options. *(139 chars with spaces)*

No: What's keeping you from making a payment? Reply 1-lack of information 2-lack of funds 3-payment not due 4--forbearance/deferment 5-in school 6-other *(152 chars with spaces)*

Question 11: Do you have any additional questions about making your student loan payments? Reply 1 for YES, 2 for NO. *(114 chars with spaces)*

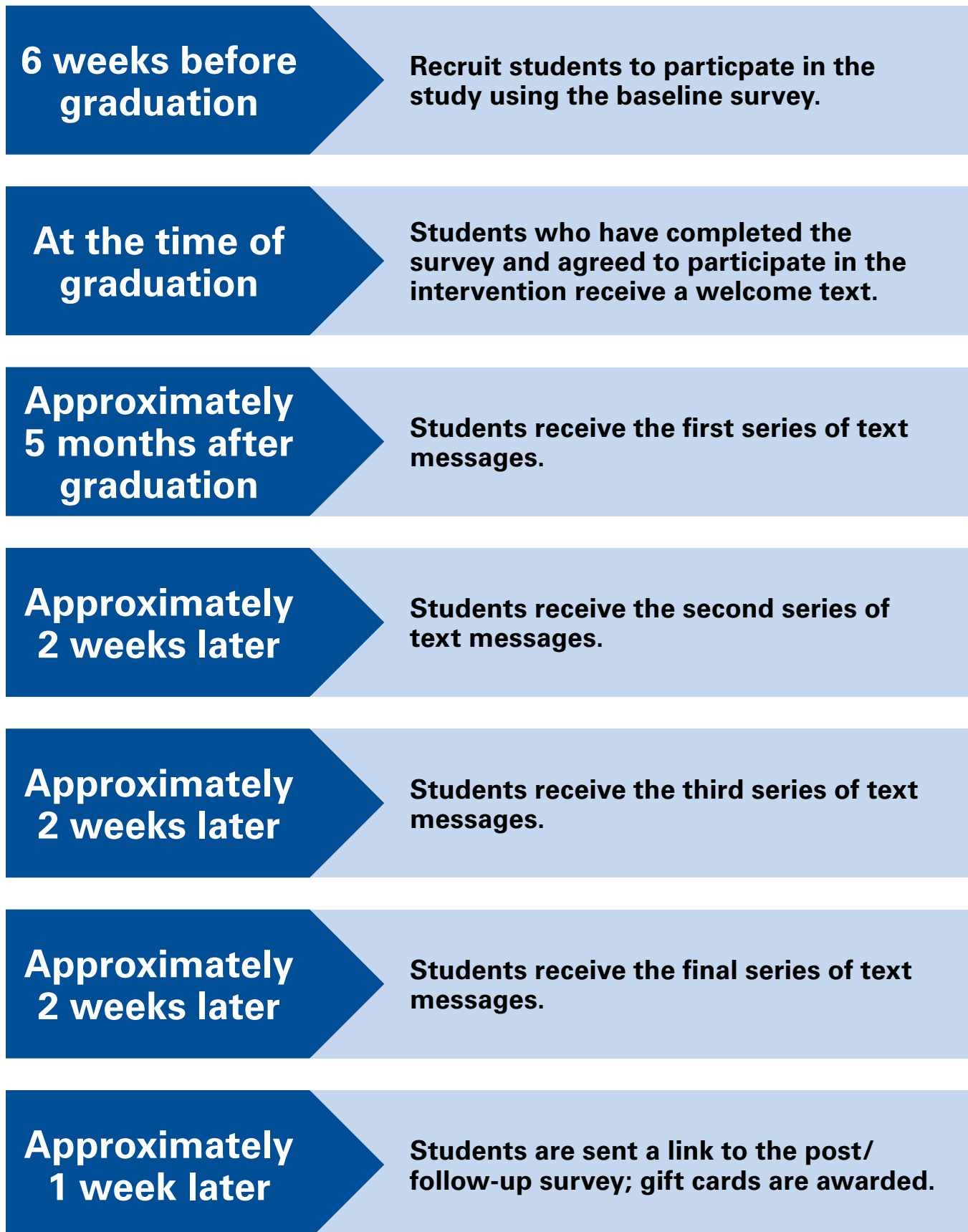
Yes: You earned a gift card entry. Please contact <https://ask.extension.org/ask> Thank you for participating in this texting campaign *(115 chars with spaces)*

No: You earned a gift card entry. Good luck in your student loan repayment journey. Thank you for participating in this texting campaign. *(134 chars with space)*

NOTE: Include link for post survey in this final message.

Suggested Project Timeline

Following is the timeline we used to recruit and schedule the text messages.



TIPS Post Survey

The baseline survey asked how in control students feel about their student loans. Our goal was for students to feel better about the situation after completing the intervention. The purpose of the post survey was primarily to learn whether the intervention improved students' financial situation. Secondly, we wanted to learn whether the intervention itself was beneficial.

A link to the survey was included in the final text message sent to the participants. The link required participants to go to a website to complete the survey.

Thank you for your participation in our study.

Q1: Enter your cell phone number (ex. XXX-XXX-XXXX)

Q2: When I think about how to repay my student loans, I feel in control:

	Strongly Disagree (1)	Disagree (2)	Somewhat disagree (3)	Neither agree nor disagree (4)	Somewhat agree (5)	Agree (6)	Strongly agree (7)
When I think about how to repay my student loans, I feel in control.	•	•	•	•	•	•	•

Q3: My current student loan status is:

- repayment
- grace
- deferment
- forbearance
- delinquent
- I don't know

Q4: In one word, tell us how you are feeling about your student loans:

Q5 Were the text messages helpful?

Yes

No

Skip logic- If "Yes", then:

Q6a: How were these helpful? (select all that apply (checkbox))

- ☐ Know student loan debt level
- ☐ Provided information and resources
- ☐ Connected to someone helpful
- ☐ Learned about student loan repayment options
- ☐ Helped choose a student loan repayment plan
- ☐ Helped know how to make a student loan payment
- ☐ Other: _____

Skip logic- If "no", then:

Q6b: Why were they not helpful? (select all that apply (checkbox))

- ☐ Too many texts
- ☐ Too few texts
- ☐ Information wasn't relevant
- ☐ Information was hard to understand
- ☐ Texts came after I had already made repayment decisions
- ☐ Other: _____

We are almost finished. Please tell us about yourself.

Q7: My current employment status is:

- working part time
- working full time
- not working

Q8: Are you currently in school?

- Yes, full time
- Yes, part time
- No, not in school

Q9: My current marital status is:

- Married
- Not Married

Q10: How many children are you financially responsible for:

- 0
- 1
- 2
- 3
- more than 3

Q11: Your feedback is very helpful. What additional information would have been helpful to you?

Q12: Is there anything else you'd like to add? (open ended)

Thank you for completing this survey!

Best Practices for Conducting a Texting Intervention

The following information is summarized from “Text Messaging Studies Overview” from Peggy Olive and focus group information from University of Minnesota and University of Illinois.

Text reminders have been shown to increase the timelines of loan repayments and the amount of the loan that is repaid. Text messages provide an opportunity to nudge people to make informed decisions and to take action.

When designing text messages, consider these best practices:

- Use baseline survey data or focus group input to determine what participants perceive as roadblocks and what type of reminders and information would be helpful to achieve their goal.
- Look for opportunities to personalize the text messages. For example, focus on the individual’s goal and provide links to resources that meet that goal.
- Differentiate between text recipients who lack information versus those who have knowledge of resources, but need nudges to take action.
- Keep text messages simple and direct. Break complicated tasks into small, incremental steps.

Focus text messages:

- What is the preferred behavior versus behavior to be avoided?
- What are short and long-term consequences?
- Provide urgency and timeliness in message.
- Provide a call to action and next steps to take.
- Embed evaluation as text message questions throughout the project rather than only sending evaluation questions at the project end.
- Identify who is sending the messages. Messages need to be from a trusted source.

Strategize messaging frequency:

- Individualize or decrease frequency of messages over the course of the intervention.
- If user does not respond to a message, reduce the number of messages requesting replies in an effort to minimize annoyance. Or, provide an opt-out.
- Send texts for a limited time (approximately 8 weeks) to hold participant interest.
- Group messages (send a few in a close amount of time) rather than sending many, quickly.
- Give participants a level of control over the flow of text messages.

Recruitment Process

A variety of strategies were used to recruit participants for the intervention. Following is a list of methods and collaborations that were most effective.

METHOD 1

Request of a list of email addresses from the appropriate University department for students who will graduate at the end of the semester. Approval for the request needs to be received from the Institution Review Board. Appropriate confidentiality procedures need to be followed. Below are the email messages sent to the list for recruitment.

Email #1

Subject: Student Loan TIPS – student loan repayment study

Date to send: 6 weeks before the end of the semester

I would like to invite you to participate in a research study entitled “Student Loan TIP”. The purpose of this study is to provide you with knowledge and resources to help you make decisions about student loan repayment.

To participate in the study, you will need to complete an online survey that will take approximately 5-7 minutes to complete. Then in approximately 6 months (2 months before you begin making student loan payments), you will begin receiving text messages with questions about student loan repayment and resources that will help you to understand the process. Your participation is voluntary, and you may choose not to participate or to stop at any time without penalty.

By completing the survey and participating in the texting project you will be eligible for a drawing for one of two \$50 Amazon gift cards. Each time you reply to a text you will gain more entries toward the drawing.

Click [here] to access the survey. The survey will be available until (insert date here).

Thank you for considering participation in this research project.

Email #2

Subject: Student Loan TIPS – student loan repayment study

Date to send: 1 week after email #1

Last week I contacted you about participating in the research study entitled “Student Loan TIP”. If you have already completed the survey, thank you for your participation. If you are still considering participation, know that your participation in the project will help you increase your knowledge about student loan repayment.

To participate in the study, you will need to complete an online survey that will take

approximately 5-7 minutes to complete. Then in approximately 6 months (2 months before you begin making student loan payments), you will begin receiving text messages with questions about student loan repayment and resources that will help you to understand the process. Your participation is voluntary, and you may choose not to participate or to stop at any time without penalty.

By completing the survey and participating in the texting project you will be eligible for a drawing for one of two \$50 Amazon gift cards. Each time you reply to a text you will gain more entries toward the drawing.

Click [here] to access the survey. The survey will be available until (insert date here).

Thank you for considering participation in this research project.

Email #3

Subject: Student Loan TIPS – student loan repayment study

Date to send: 1 week after email #2

If you have already completed the survey for the project “Student Loan TIP”, thank you for your participation in the project. If you are still considering participating in the study, click [here] to access the survey. The survey will be available until (insert date here).

By completing the survey and participating in the texting project you will be eligible for a drawing for one of two \$50 Amazon gift cards. Each time you reply to a text you will gain more entries toward the drawing.

Email #4

Subject: Student Loan TIPS – student loan repayment study

Date to send: 1 week after email #3

If you have already completed the survey for the project “Student Loan TIP”, thank you for your participation in the study. If you are still considering participating in the study, click [here] to access the survey. The survey will be available until (insert date here).

By completing the survey and participating in the texting project you will be eligible for a drawing for one of two \$50 Amazon gift cards. Each time you reply to a text you will gain more entries toward the drawing.

Email #5

Subject: Student Loan TIPS – student loan repayment study

Date to send: 1 week after email #4

If you have already completed the survey for the project “Student Loan TIP”, thank you for your participation in the study. If you are still considering participating in the study, click [here] to access the survey. The survey will only be available until (insert date here).

Remember, by completing the survey and participating in the texting project you will be eligible for a drawing for one of two \$50 Amazon gift cards. Each time you reply to a text you will gain more entries toward the drawing.

METHOD 2

Collaborate with Office of Financial Aid, Office of Student Services, or other campus office that works directly with students. Organize an event with opportunities for students to complete the baseline survey.

Sample Marketing

Sample email message used to recruit participants

Get Student Loan Repayment Information By Text Message



Dear [NAME],

Are you feeling confused and/or overwhelmed by all of the information out there about student loan repayment? Need to know where to start, who to trust?

NDSU Extension Service is partnering with other universities across the country to provide text messages to recent college graduates that provides information about student loan repayment. You will receive relevant educational materials (videos, website links, written materials) to help you through the repayment process.

By participating in this project, you will be entered into a drawing for one of two \$50 Amazon e-gift cards.

**REGISTER
TODAY!**



(If link does not work, copy and paste URL: [HYPERLINK](#))

Sincerely,

ADD CONTACT INFORMATION HERE

NDSU EXTENSION
SERVICE



Student Loan Repayment Resources

The focus of the Student Loan TIPS project was to develop an intervention that would help college graduates starting the process of repayment their student loans understand the process, learn their repayment options, and make decisions about repayment that would work for their current situation. The fact sheets listed below are a part of a series available at www.extension.org. The podcasts were developed through the Student Loan TIPS project.

Student Loan Fact Sheet Series

1. Determining Your Student Loan Servicer and Loan Balance: https://articles.extension.org/sites/default/files/Determining_Loan_Balance_Servicer_C.Johnson.pdf
2. Choosing a Federal Student Loan Repayment Plan: https://articles.extension.org/sites/default/files/Choosing_a_Federal_Student_Loan_Repayment_Plan_D.Evans_.pdf
3. Federal Student Loan Consolidation and Forgiveness: https://articles.extension.org/sites/default/files/Federal_Student_Loan_Consolidation_Forgiveness_M.Welsh_.pdf
4. Recovering from Student Loan Default: https://articles.extension.org/sites/default/files/Recovering_from_Student_Loan_Default_C.Johnson.pdf
5. Student Loans: Later Life Impacts: https://articles.extension.org/sites/default/files/Student_Loans_Later_Life_Impacts_B.O'Neill.pdf

Student Loan TIPS podcasts

1. How to Talk to Lenders: <https://extension.sdstate.edu/student-loan-tips-texting-intervention-program>
2. Challenges to Repayment: <https://extension.sdstate.edu/student-loan-tips-texting-intervention-program>
3. Student Loan Consolidation: <https://extension.sdstate.edu/student-loan-tips-texting-intervention-program>
4. Four Steps to Student Loan Repayment: <https://extension.sdstate.edu/student-loan-tips-texting-intervention-program>

Literature Review Student Loan Debt

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