Instructor Information:
Professor: J. Keith Baker, MSFS, MBA, CPA, CFP®
Email: Kbaker@dcccd.edu
Phone Contact: (972) 273-3467
Room: T-231-C
Online M T W TR F
Office Hours: Tuesday & Thursday - 11:00am-12:20pm
Virtual Office Hours: Thursday – 12:30pm-1:30pm
Friday 12:30pm-1:30pm

Course Information:
Course Title: LOAN SERVICING
Course Number: BNKG (1359)
Section Number: 71426
Credit Hours: 3
Class Meeting Time: Online M T W TR F

Course Description: This specialized course examines how mortgage lenders handle loans from the time a loan is closed until the final payment is made. The course focuses on the legal aspects and actual procedures used in the daily operations of the loan servicing function. Topics include escrow, accounting, contract servicing, governmental regulations, taxing authorities and establishing tax rates and economic impacts of delinquency including mortgage loan mitigation efforts and REO management.

Course Prerequisites: None.

Required or Recommended Textbooks and Materials:
A. Software Requirements: This course can be accessed from the Internet at http://ecampus.dcccd.edu – use your student ID# [with an e in front] for your username and password. Click on “Tools” and “edit your personal information” by putting in your correct email address. Management on the Internet requires browser software, such as Internet Explorer 5.0 and an email address. **Required Course Materials**

B. Meet Hardware requirements outline in Dallas County Community College District and North Lake College Class Schedule for this course. **Required Course Materials**

C. The required text for this class will be “Residential Mortgage Loan Administration” by John Duke Smith, Publisher – ELECTEC PRESS ISBN # - 0-9668049-6-1, 1st Edition – 2007 with a sealed **Red, Gold, or Green** Trakker/North Lake College Computer Training CD in a CD sleeve in the back. This CD is required for aid in learning and for the Computer Project. **Required Course Materials**

D. Business Calculator, for example TI BAII Plus or similar financial calculator. **Recommended Course Materials**

E. Use of Web-sites of major mortgage organizations like Fannie Mae, Freddie Mac, HUD, etc. **Recommended Course Materials**

F. Additional Supplemental Information furnished online or assigned as research/homework. **Recommended Course Materials**

**COURSE OBJECTIVES:**

The instructor will identify learning objectives for each unit of instruction in the course at the beginning of each period of instruction. These objectives are specific statements of what the student should be able to do, or put another way, "what will be expected in terms of student performance" as a result of study of the instructional material and in-class discussions with a particular unit of instruction. These objectives are central to the study and learning process and achieve three important aims:

1. They define precisely what is expected as a result of studying the course material and participation in classroom activities associated with each instructional unit.
2. They define what is considered important, thereby focusing the student's attention and study on only "need to know" information.
3. They form the basis for evaluation of what the student should be expected to learn from the course.

These Objectives Are:

1. To provide a study of the major historical changes the mortgage loan-servicing department has experienced.
2. To provide a study of the two basic accounting systems used for escrow accounts.
3. To provide a study of five procedural steps used in servicing mortgage loan contract changes.

4. To provide a study of the legal and economic impacts of delinquency on the lender.

5. To provide a study of the loan servicing department's role in managing real estate owned (REO) and explains the alternatives available for disposing of such property.

6. To provide a study of the servicing activities involved in preparing and completing loans for sale and servicing sold loans.

The objectives of the course will be accomplished through the use of the Internet assignments, homework assignments, textbook reading assignments, class discussions (online or through other mediums), and Multiple Choice & True/False Exams.

**SPECIFIC COURSE LEARNING OUTCOMES/OBJECTIVES:**

Learning objectives will be established for each unit and clearly outlined as to the expectations of each of the students in order to meet the course objectives. Upon completion of the course each student should be able to:

*1. Identify the major historical changes the mortgage loan servicing department has experienced and the reasons for them.

*2. State the major objectives of mortgage loan serving in and compare and contrast the two major systems of organizing a loan servicing department.

*3. List the type of taxes and insurance premiums that may be escrowed.

*4. Describe the two basic accounting systems used for escrow accounts, and make recommendations in the selection.

*5. List five procedure steps used in the servicing contract changes.

*6. Describe the legal and economic impacts of delinquency on the lender and explain how lenders handle delinquency to avoid foreclosure.

*7. Compare and contrast the basic procedures of loan servicing for FHA-insured, DVA-guaranteed and conventional mortgages.

*8. Describe the servicing activities involved in preparing and completing the instructor will identify learning objectives for each unit of instruction in the course at the beginning of each period of instruction. These objectives are specific statements of what the student should be able to do, or put another way, "what will be expected in terms of student performance" as a result of study of the instructional material and in-class discussions with a particular unit of instruction.

**SCANS Competencies**

| Resources | C1.1, C1.3 | Manages Time |
Manages Material and Facility Resources

<table>
<thead>
<tr>
<th>Interpersonal</th>
<th>C2.2, C2.5</th>
<th>Teaches Others</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Negotiates to Arrive at a Decision</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Information</th>
<th>C3.1, C3.2, C3.3</th>
<th>Acquires and Evaluates Information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Organizes and Maintains Information</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Uses Computers to Process Information</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Systems</th>
<th>C4.1</th>
<th>Understands Systems</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Technology</th>
<th>C5.1, C5.2, C5.3</th>
<th>Computer Hardware, Computer Software, Internet Technologies</th>
</tr>
</thead>
</table>

**SCANS FOUNDATION SKILLS**

|----------------|-----------------------------|---------------------------------------------------|

<table>
<thead>
<tr>
<th>Thinking Skills</th>
<th>F7.1, F7.2, F7.3, F7.4, F7.5, F7.6</th>
<th>Creative Thinking, Decision Making, Problem Solving, Mental Visualization, Knowing How to Learn, Reasoning</th>
</tr>
</thead>
</table>


Please go to [http://www.NLCcc.edu/mkt/scans.htm#whatis](http://www.NLCcc.edu/mkt/scans.htm#whatis) for a complete definition and explanation of SCANS. This list summarizes the SCANS competencies addressed in this particular course.

**GENERAL COURSE ORGANIZATION/OVERVIEW:**

Students will be responsible for demonstrating competence in the areas specified by the course Learning Objectives. Refer to the Schedule of Assignments for this class, which is found under the Course Information Tab item 3 listed as Course Calendar.

Read the textbook chapter at least twice. The first time scan the chapter topics reading the major points, and then the second time, concentrate on trying to understand the information, which will require asking yourself questions about what you are reading. Then Paraphrase the definitions for each term and concept. Complete assignments (these might consist of individual and group projects, assignments, and/or discussion questions). Take the examinations online. Students will be responsible for demonstrating competence in the areas specified by the course Learning Objectives. Refer to the Schedule of Assignments for this class, which is found under the Course Information Tab item 3 listed as Course Calendar.

Complete assignments (these might consist of individual and group projects, assignments, quizzers, and/or discussion questions). Take the examinations online.

Refer to the **Schedule of Assignments** for this class.

**MEANS OF ASSESSMENT/STUDENT EVALUATION:**
Students will be held to standards similar to those found in the workplace. I expect you to complete your assignments on time with an open willingness to learn. To measure the extent to which students attain the objectives of the course the following will be given:

- **Tests**: Take four tests online. Tests cover the major parts of the book and their related discussions. The tests could include any or all of the following types of questions: objective (true/false, multiple choice, matching), short answer, and fill-in-the-blank. All tests will be counted equally. Each test is worth 100 points, for a total of 400 points.
- **Discussion**: Complete the Discussion questions at the end of each Unit of the Textbook. Each complete assignment is worth 10 points, of 100 possible points. You will be required to research the answers to the discussion questions at the end of ten of the chapters covered in the course. Note: Submit these answers in ecampus in the “Assignments” Unit Assignment of each Module of ecampus or if you have trouble - Send them to Kbaker1@dcccd.edu or the course drop box your responses as a Word Document in a Question then your Answer format on your email format.
- **A Computer Learning Assignment to allow and understanding of setting up and servicing a computer using a real loan servicing software package (TRAKKER), you will use the CD in the back of your textbook to complete this computer assignment. This assignment is worth 50 points**
- **Total points for the course**: A sum total of points earned divided by 550 which will be the final grade for the course expressed as a percent.
- **Internet Assignments**: Internet assignments maybe required and would be for extra credit. Check the Schedule of Assignments.

**GRADING SCALE:**

You are responsible for understanding how your work will be graded in this course. Evaluation is a process to appraise your performance over the duration of the semester and to indicate areas of improvement.

Work is graded on a scale of 0-100%:
- 90 – 100% A (Excellent)
- 80 – 89% B (Good)
- 70 – 79% C (Average)
- 60 – 69% D (Passing)
- 59% - Below F (Failing)

Your grade is based upon results, not efforts. Submission of assignments begins the evaluation process and involves both the student and the instructor. Students are allowed and expected to correct assignments. If corrected assignments are submitted before the "due date," a grade of 100 is possible. Assignments submitted just before the due date will lose an important safety cushion. The best approach is to submit assignments early. The "due date" means the last day on which reports are accepted. So make sure you see that there are deadlines for the four exams, you may take them early, but not later that the deadlines listed. Discussion questions at the end of the reading materials (see Discussion above) must come in prior to the exam deadlines for the areas covered under those exams for a student to obtain credit.

**Test Dates & Times:**
All tests will be taken online via ecampus after covering the specified materials (Refer to your Course Calendar for more information and deadlines for each exam) all other assignments are due by May 3rd, 2015.

These exams, assignments and cases are to help assess the following learning skills categories on the next page:

⇒ **Recall / Knowledge** – test how well you have read the books. It includes questions on regulation, technology, specific facts, and knowledge of theories and illustrations. Remembering previously learned information.

⇒ **Comprehension** – test your ability to use information in a high different context and it demonstrates that you understand it. For instance, I would ask you to explain the relationship between the loan underwriter and the loan processor or how many Fannie Mae conforming loans can be made to one borrower.

⇒ **Application** – Test your ability to apply the knowledge gained from the texts to new situations. For example how would you confirm that a loan applicant for a Veterans Administration mortgage loan is qualified for such a loan prior to starting to underwrite it? How would you apply your knowledge of appraisal evaluation to determine if a mortgage loan applicant qualifies for the four major loan types and their various product offerings?

⇒ **Analysis** – Test your ability to break down the information into its separate components so that its structure can be understood.

⇒ **Evaluation** – You ability to provide valued judgment of the material based on any given criteria. This is key in a successful career as an Underwriter. Your ability to assess, compare and contrast information on materials covered.

⇒ **Progress**: Students are advised to keep track of their progress by reviewing grades on ecampus. Your instructor will make your grades/exam scores online. Feel free to discuss your progress and grades with your instructor and please note that the time to be concerned about your grade is not in the last week (EXAM week) of the semester.

If you experience problems with ecampus and cannot reach me or I email you that the problem is not something I cannot help you with, please contact Technical Support at: ecampus.support@dcccd.edu .

**Discipline/ Course/ Department/Policies:**

**COMMUNICATIONS (Phone/Email Response Policy)**
Messages left with the Division Office will be returned within 24 hours of the next class meeting. Emails received from 8am to 4pm, Monday through Friday will be answered within 24 hours. Emails received after 4pm on Fridays and on weekends and holidays will be answered on the next class weekday. Please identify yourself properly by your full name as it appears on the records of North Lake College and the course and the time on all correspondence.

**ATTENDANCE REQUIREMENTS:**
Students must have access to the Internet. This access may be through local campus computer labs or from home via an Internet provider. Regular participation is critical. Participation means contributing to the class discussions on a frequent basis. In general, the rule of thumb for college classes is two hours of preparation for every hour of class work. Because this class is taught via the Internet, students should expect to spend approximately four to six hours per week on this course. (For example, spend 1 to 2 hours per week composing and replying to discussions and assignments, 1 to 2 hours per week reading and interpreting the material, 2 hours per week reviewing & preparing for and taking exams.)

The student is expected to make every effort to be active in the online class on a regular basis. If a student fails to log on or take quizzes, exams or turn in homework on a timely basis it can result in the student will be given a letter grade of “F”, unless acceptable make-up work is authorized by the instructor. This course starts on **Tuesday September 5th, 2017** and ends on **Thursday December 7th, 2017**.

Course Syllabus is Subject to Change by Instructor Without Notice Other Than Deadlines for Main Exams – Changes will be always posted to a new Syllabus on ecampus.

INSTITUTIONAL POLICIES

**Student Success**

*Academic Advising and Degree Planning*

At North Lake College, our Advising team works side by side with you in (1) picking the right major/program, (2) enrolling in the right classes and (3) finishing on time. Degree planning is critical as you prepare to be successful in the workforce and/or to transfer to other institutions.

If you are a first-time-in-college student, you are required to meet with an advisor and are encouraged to file a degree plan. If you are a continuing student, you are also encouraged to meet with available advisors, faculty and program coordinators to ensure your continued success in maintaining a quality educational pathway.

Visit the North Lake College Advising webpage for more information.
Visit the district website Advising Center page for contact information for all college advising offices.

*Tutoring*

All students are eligible for free, convenient tutoring in a wide range of subjects.

Visit the North Lake College Tutoring webpage for more information.
Visit the district website Tutoring page for contact information for all college tutoring services.

*Students With Disabilities*

If you are a student with a disability and/or special needs who requires accommodations, please contact the Disability Services Office (DSO) at North Lake College. If you are eligible for accommodations, please contact DSO to send your accommodation request to your instructor, preferably at the start of the semester or program. Please note that all communication with DSO is confidential. Visit the Disability Services webpage for more information about disability services available across the district or contact the DCCCD Office of Institutional Equity at 214-378-1633.

*Cheating, Plagiarism and Collusion*
Scholastic dishonesty is a violation of the Code of Student Conduct and Hazing. Scholastic dishonesty includes, but is not limited to, cheating on a test, plagiarism and collusion. Cheating includes copying from another student’s test or homework paper; using materials not authorized; collaborating with or seeking aid from another student during a test; knowingly using, buying, selling, stealing or soliciting (asking for) the contents of an un-administered test; and substituting for another person to take a test. Plagiarism is the appropriating (taking in a way that is illegal or unfair), buying, receiving as a gift or obtaining by any means another’s work and the unacknowledged submission or incorporation of it in one’s own written work. Collusion is the unauthorized collaboration with another person in preparing written work for fulfillment of course requirements. Academic dishonesty is a serious offense in college. You can be given a failing grade on an assignment or test, can be failed for the class or you can even be suspended from college.

Your enrollment indicates acceptance of the DCCCD Code of Student Conduct and Hazing.

Student Survey of Instruction

We use the Student Survey of Instruction (SSI) to find out how students perceive the quality of courses, faculty and instruction and to get feedback for improvement. In order to minimize the disruption in the classroom, the SSI is now being given online in some courses through a link in eCampus. If you receive a request to complete the SSI, please do so as soon as possible. By completing this questionnaire, you will help the college and your instructors find out how we might improve your educational experiences. Your identity will remain strictly confidential and anonymous.

Religious and Ethnic Holiday Observance

North Lake College honors the right of each student to observe the practices of their belief system. It is your responsibility to provide your instructors a written justification for a religious accommodation promptly after the course begins. It is the responsibility of the instructor and student to negotiate completion of all missed assignments before the absence, if possible.

Harassment, Discrimination and Sexual Misconduct

We are committed to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX and DCCCD policy prohibit harassment, discrimination and sexual misconduct. If you encounter harassment, sexual misconduct (sexual harassment, sexual assault, stalking, relationship violence) or retaliation or discrimination based on race, color, religion, age, national origin, disability, sex, sexual orientation, pregnancy, parenting, gender identity and/or gender expression, please contact your college Title IX coordinator or the Office of Institutional Equity. We treat this information with the greatest degree of confidentiality possible while also ensuring student welfare and college safety.

We are concerned about the well-being and development of our students and are available to discuss any concerns. There are both confidential and nonconfidential resources and reporting options available to you. If you wish to keep the information confidential, please contact college Counseling or Student Health Services. As required by DCCCD policy, incidents of discrimination and/or sexual misconduct shared with faculty will be reported to the college Title IX coordinator or district Title IX coordinator. The Title IX coordinator will contact you and determine if further investigation is needed. For more information about policies, resources or reporting options, please contact your college Title IX coordinator or visit dcccd.edu/TitleIX.

Each college within DCCCD has a designated Title IX coordinator.

North Lake College Title IX Coordinator:

Francyenne Maynard
TitleIX-NLC@dcccd.edu
972-273-3980

Students Receiving Financial Aid

Attendance and Participation
If you do not attend classes, you could lose your financial aid. You must attend and participate in your on-campus or online course(s) before the course certification date and continue beyond the course withdrawal date.

Your instructor is also required by law to validate/certify your attendance in your on-campus or online course(s) in order for you to receive financial aid. To meet this attendance requirement, you must participate in an academic-related activity pertaining to the course such as, but not limited to, the following examples: initiating contact with your instructor to ask a question about the academic subject studied in the course, submitting an academic assignment, taking an exam, completing an interactive tutorial, participating in computer-assisted instruction, attending a study group that is assigned by the instructor, or participating in an online discussion about academic matters relating to the course.

In an online class, simply logging in is not enough by itself to demonstrate academic attendance. You must show that you are participating in your online class and are engaged in an academically related activity as described above.

Withdrawing From Classes

If you are receiving any form of financial aid, you should check with the Financial Aid Office before withdrawing from classes. If you withdraw, it may affect your eligibility to receive aid in the future and could cause you to have to repay funds you received for the current semester. If you fail to attend or participate after the drop date, this policy will also affect you. To speak with someone, please contact the Financial Aid Call Center at 972-587-2599 or by email at facc@dcccd.edu, or visit one of our campus Financial Aid Offices (dcccd.edu/FinancialAidOffices).

Class Drop and Repeat Options

Withdrawal Policy

If you are unable to complete this course, it is your responsibility to officially withdraw by the official drop date for this course. Failure to do so will result in a performance grade, usually an F. If you drop a class or withdraw from the college before the official drop deadline, you will receive a W (withdraw). Students sometimes drop a course when help is available that would enable them to continue. Before you make the decision to drop this course, please contact the instructor by email. If you are receiving any form of financial aid, check with the Financial Aid Office before withdrawing from classes. International students on an F-1 visa cannot withdraw from classes without jeopardizing their official status. For more information, visit the Dropping or Withdrawing From Classes webpage.

If you are unable to complete this course, you must officially withdraw by: Saturday November 11th, 2017 in the 15 Week Fall Semester online course from (Sept. 5th to Dec. 7th, 2017)

Six Drop Rule

Under a Texas law (TEC Section 51.907), if you drop too many classes without having an acceptable reason, your GPA could be affected. Be sure you understand how this law may affect you before you drop a class. The law applies to students who enroll in a Texas public institution of higher education (including the colleges of DCCCD) for the first time in fall 2007 or later. You may drop no more than six courses during your entire undergraduate career unless the drop qualifies as an exception. Your campus advising center will give you more information on the allowable exceptions. Remember that once you have accumulated six non-exempt drops, you cannot drop any other courses with a W. For more information, visit dcccd.edu/SixDrop.

Repeating a Course and Third Drop Rule

Dallas County Community Colleges charge additional tuition to students registering the third or subsequent time for a course taken at any of the DCCCD colleges since the Fall 2002 semester. All third and subsequent attempts of the majority of credit and continuing education/workforce training courses will result in an additional tuition charge. Developmental Education and some other courses will not be charged a higher tuition rate. See Third Attempt to Enroll in a Course at dcccd.edu/ThirdCourseAttempt.

In Case of a Campus Emergency
Sign up for DCCCD Emergency Alerts to receive a text message, email and/or phone call when there is an unscheduled evacuation or closure of a DCCCD campus or office because of weather, utility outages or police or other emergencies. Subscribing is free, but standard text message charges from your cell phone provider will apply. For more information, see dcccd.edu/Alerts.

**Concealed Carry**

Any person who holds a license to carry may carry a concealed handgun on college district property as permitted by law and college district policy. A license holder who carries a handgun on college district property must keep it concealed and on or about their person at all times. The open carry of a handgun (i.e., completely or partially visible) is prohibited on college district property, including any public driveway, street, sidewalk, walkway, parking lot, parking garage or other parking area.

**Weapons**

The use, possession or display of a weapon in violation of law and college district policy is strictly prohibited. This prohibition applies to firearms, knives, clubs, fireworks of any kind, incendiary devices, razors, chains, throwing stars and any other device designed to expel a projectile or to inflict bodily harm.

Violations may result in disciplinary action and/or criminal penalties.

**Syllabus Change Disclaimer**

Instructors reserve the right to amend a syllabus as necessary.

**Other College-Specific Information**

**COUNSELING SERVICES (A311)**

Counseling services for personal issues are provided to all students currently enrolled at North Lake College at NO CHARGE. These services are provided by licensed professionals who are bound by confidentiality (within ethical parameters). With the assistance of a counselor, students are able to identify, understand, resolve issues and develop appropriate skills. To make an appointment call 972-273-3333 or visit A311.

For additional information, go to:
http://northlakecollege.edu/services-and-resources/health-and-wellness/counseling-services/Pages/default.aspx

**THE ACADEMIC SKILLS CENTER (ASC)**

The ASC is designed to provide the following assistance to students:

- An ESOL lab with computer access.
- Free tutoring for students enrolled in Foreign Language courses.
- The iRead Lab offers individual and small group tutoring, as well as workshops, to help current students improve their reading, study, and test taking skills.
- The Writing Center to help students clarify writing tasks, understand instructors’ requirements, develop and organize papers, explore revision options, detect grammar and punctuation errors, properly use and document sources, and improve their writing skills.
- The Online Writing Lab (OWL) allows students to submit papers to our writing tutors electronically and get feedback within 24-72 hours. The OWL can be accessed through eCampus.
  - After logging on to eCampus, click on the Community Tab at the top.
  - Type “Owl” in the search field and click “Go.”
  - Next, click on the double drop-down arrows next to “NLC-OWL2,” and then click on “Enroll.”
Once enrolled, students can receive services from the OWL.

- The Blazer Internet Lounge with 12 computers, additional open seating, and WiFi Internet access.

For more information or to schedule a tutoring appointment, come by A-332 or call 972-273-3089.

**TESTING CENTER (A 425)**

Monday-Thursday: 8:30 a.m. – 8:00 p.m.

- No tests will be issued after 7:00 p.m. Other cut-off times may be in effect for specific exams by the instructor’s direction. All exams collected at 8:00 p.m.

Friday-Saturday: 8:30 a.m.-3:30 p.m.

- No tests will be issued after 2:30 p.m. Other cut-off times may be in effect for specific exams by the instructor’s direction. All exams collected at 3:30 p.m.

Sunday – CLOSED

If your instructor requires you to complete an exam in the Testing Center, be sure to have the following information when you request your test:

1. Instructor’s name
2. Subject, course number, and section number (exp: Speech 1311.7011)
3. Exam number (1st, 2nd, 3rd, etc.)
4. Exam deadline (Get this information from your instructor. The testing staff cannot look up this information on computers).

You should also bring the following supplies:

1. Pencil
2. Scantron answer sheet
3. A Test Request Form must be completed before entering the Testing Center.
5. Government or school issued photo identification is required & enforced.

You may not bring personal items into the Testing Center. This includes bags, cell phones, and pagers.

Please show courteous and cooperative behavior while using the services provided by the Testing Center.

DO NOT bring children to the Testing Center. You must make arrangements for the care of your children prior to your exam date. The police department will be notified of any unattended children.

DO NOT take any testing materials with you when you leave the Testing Center. This includes the test, answers, charts, scratch paper. These items will be attached to your test.

Questions? Please visit the Testing Center (A 425) or call 972-273-3160.

**Learning Activities, Outcomes, and Assessment**
This course syllabus is intended as a set of guidelines for LOAN SERVICING. Both North Lake College and your instructor reserve the right to make modification in content, schedule and requirements as necessary to promote the best education possible within prevailing conditions affecting this course.