

Office of Student Assistance and Relief

Quarterly Report

First Quarter

(7/1/17 - 9/30/17)



SUMMARY OF OUTREACH AND EDUCATIONAL ACTIVITIES¹

| Student Outreach Activities | Event Type | Event Date | Event Location |
|-----------------------------|------------|------------|----------------|
| n/a | n/a | n/a | n/a |
| n/a | n/a | n/a | n/a |
| n/a | n/a | n/a | n/a |
| n/a | n/a | n/a | n/a |

NUMBER OF STUDENTS SERVED²

| Students Served By OSAR | Number of Students |
|---------------------------------|--------------------|
| Corinthian Students | 96 |
| Other Eligible Students | 456 |
| Total Number of Students | 552 |

SUMMARY OF STUDENT SERVICES

| Student Tuition Recovery Fund (STRF) Claims Received by the Bureau for Private Postsecondary Education - Prior to State Fiscal Year 2017/18 ³ - | Jul-17 | Aug 17 | Sep 17 | |
|---|-------------|-------------|-------------|--------------|
| <u>Pending Claims (Beginning of Reporting Month)⁴</u> | | | | Total |
| Pending Claims (Qty.) | 135 | 108 | 94 | |
| Pending Claims (Total Dollar Amount) | \$2,244,867 | \$1,926,024 | \$1,815,226 | |
| <u>Approved Claims (End of Reporting Month)</u> | | | | |
| Claims Approved (Qty.) | 24 | 14 | 4 | 42 |
| Claims Approved (Total Dollar Amount) | \$109,759 | \$55,399 | \$74,579 | \$239,737 |

| | | | | |
|---|----------|----------|----------|-----------|
| Student Loans Canceled (Dollar Amount) | \$0 | \$0 | \$0 | \$0 |
| Student Loans Paid Off (Dollar Amount) | \$38,329 | \$15,555 | \$0 | \$53,884 |
| Cash Reimbursements to Students (Dollar Amount) | \$71,430 | \$39,843 | \$0 | \$111,273 |
| Denied Claims (End of Reporting Month) | | | | |
| Claims Denied (Qty.) | 3 | - | - | 3 |
| Claims Denied (Total Dollar Amount) | \$99,325 | \$0 | \$0 | \$99,325 |
| Appealed Claims (End of Reporting Month) | | | | |
| Claims on Appeal (Qty.) | 2 | 3 | 4 | 4 |
| Claims on Appeal (Total Dollar Amount) | \$10,394 | \$14,889 | \$25,109 | \$25,109 |

| STRF Claims Received by the Bureau for Private Postsecondary Education - State Fiscal Year 2017/18 ⁵ - | Jul-17 | Aug 17 | Sep 17 | Total |
|---|---------------|---------------|---------------|--------------|
| Number of Students Assisted⁶ | 102 | 88 | 188 | 378 |
| Number of Claims Received | 27 | 30 | 60 | 117 |
| Pending Claims (End of Reporting Month) | | | | |
| Pending Claims (Qty.) | 27 | 57 | 117 | 117 |
| Pending Claims (Total Dollar Amount) | \$417,941 | \$727,487 | \$1,440,854 | \$1,440,854 |
| Approved Claims (End of Reporting Month) | | | | |
| Claims Approved (Qty.) | - | - | - | - |
| Claims Approved (Total Dollar Amount) | \$0 | \$0 | \$0 | \$0 |
| Student Loans Canceled (Dollar Amount) | \$0 | \$0 | \$0 | \$0 |
| Student Loans Paid Off (Dollar Amount) | \$0 | \$0 | \$0 | \$0 |
| Cash Reimbursements to Students (Dollar Amount) | \$0 | \$0 | \$0 | \$0 |
| Denied Claims (End of Reporting Month) | | | | |
| Claims Denied (Qty.) | - | - | - | - |
| Claims Denied (Total Dollar Amount) | \$0 | \$0 | \$0 | \$0 |
| Appealed Claims (End of Reporting Month) | | | | |
| Claims on Appeal (Qty.) | - | - | - | - |
| Claims on Appeal (Total Dollar Amount) | \$0 | \$0 | \$0 | \$0 |

| Federal Loan Forgiveness Claims | Jul-17 | Aug 17 | Sep 17 | Total |
|--|---------------|---------------|---------------|--------------|
| Number of Students Assisted | 44 | 37 | 58 | 139 |
| Pending Claims | | | | |
| Pending Claims (Qty.) | - | - | - | - |

| | | | | |
|---------------------------------|-----|-----|-----|-----|
| Pending Claims (Dollar Amount) | \$0 | \$0 | \$0 | \$0 |
| Approved Claims | | | | |
| Approved Claims (Qty.) | - | - | - | - |
| Approved Claims (Dollar Amount) | \$0 | \$0 | \$0 | \$0 |
| Denied Claims | | | | |
| Denied Claims (Qty.) | - | - | - | - |
| Denied Claims (Dollar Amount) | \$0 | \$0 | \$0 | \$0 |
| Appealed Claims | | | | |
| Appealed Claims (Qty.) | - | - | - | - |
| Appealed Claims (Dollar Amount) | \$0 | \$0 | \$0 | \$0 |

| Private Loan Relief (Non-STRF) | Jul-17 | Aug 17 | Sep 17 | Total |
|------------------------------------|--------|--|--|-------|
| <u>Number of Students Assisted</u> | - | 1 | 1 | 2 |
| Description of Services Provided | n/a | Referred student to the Consumer Financial Protection Bureau | Referred student to the Consumer Financial Protection Bureau | |

| Federal Loan Income-Dependent Repayment Plans | Jul-17 | Aug 17 | Sep 17 | Total |
|--|--------|--------|--------|-------|
| <u>Number of Students Assisted</u> | - | - | - | - |
| Students Helped Out of Default on Federal Loan Through Consolidation or Rehabilitation | - | - | - | - |

¹ Office of Student Assistance and Relief (OSAR) outreach efforts will be reported in this section beginning with OSAR's second quarterly report (reporting the data from October 1, 2017, through December 31, 2017). However, all OSAR outreach efforts to-date are listed at <http://www.osar.bppe.ca.gov/outreach.shtml>.

² Student services include providing information and individualized assistance to students regarding how and where to file a complaint, how to access available state and federal relief programs, and making informed decisions when selecting a private college to attend.

³ On July 1, 2017, the OSAR came into existence and assumed the responsibility of processing STRF claims from the Bureau for Private Postsecondary Education's STRF Unit. Approximately 135 pending STRF claims were assigned to OSAR for continued processing. All STRF claims are processed in the order received. Therefore, those 135 claims were processed first by OSAR staff.

⁴ 'Pending claims' includes both complete STRF claims being processed and incomplete STRF claims awaiting claimant information.

⁵ Data for OSAR student assistance and STRF claims received from July 1, 2017, through September 30, 2017.

⁶ Students assisted with the completion of STRF claims via telephone or email correspondence. On August 28, 2017, OSAR staff emailed approximately 5,730 former Heald, Everest and Wyotech students, regarding the opening of the OSAR and the students' potential STRF eligibility. On September 8, 2017, OSAR staff mailed letters (and STRF applications) to the 151 former Heald, Everest and Wyotech students whose emails from OSAR staff (regarding the opening of the OSAR and the students' potential STRF eligibility) were returned on August 28, 2017.