

# Office of Student Assistance and Relief

## Quarterly Report

Second Quarter

(10/01/2017 - 12/31/2017)



### SUMMARY OF OUTREACH AND EDUCATIONAL ACTIVITIES<sup>1</sup>

Student Outreach Activities	Event Type	Event Date	Event Location
CA Dept. of Veterans Affairs' County Veterans Service Officers Conference	Presentation	10/12/2017	Riverside, CA
Cash for College	College Fair	10/13/2017 - 10/14/2017	Los Angeles, CA
Latino College Expo	College Fair	10/14/2017	Montebello, CA
Tru Hope Youth Summit / College & Career Fair	College Fair	10/19/2017	Stockton, CA
Homeport California, Camp Pendleton Workshop	Student Workshop / Presentation	10/25/2017	San Diego, CA
Venture Academy College & Career Fair	College Fair	10/25/2017	Stockton, CA
Ukiah Beauty College School Closure Outreach Event	Student Workshop	11/14/2017	Ukiah, CA
San Francisco College of Cosmetology School Closure Outreach Event	Student Workshop	12/7/2017	San Francisco, CA
Shepherd University School Closure Outreach Event	Student Workshop	12/21/2017	Los Angeles, CA

### NUMBER OF STUDENTS SERVED<sup>2</sup>

Students Served By OSAR	Oct 17	Nov-17	Dec-17	Total
Corinthian Students	23	36	45	104
Other Eligible Students	367	404	625	1,396
<b>Total Number of Students</b>	<b>390</b>	<b>440</b>	<b>670</b>	<b>1,500</b>

### SUMMARY OF STUDENT SERVICES

Student Tuition Recovery Fund (STRF) Claims Received by the Bureau for Private Postsecondary Education (Pre-OSAR) - Prior to State Fiscal Year 2017/18 <sup>3</sup> -	Oct 17	Nov-17	Dec-17	
Pending Claims (Beginning of Reporting Month) <sup>4</sup>				<b>Total</b>
Pending Claims (Qty.)	90	89	84	
Pending Claims (Total Dollar Amount) <sup>5</sup>	\$1,740,647	\$1,740,647	\$1,730,375	

<u>Approved Claims (End of Reporting Month)</u>				
Claims Approved (Qty.)	1	5	10	16
Claims Approved (Total Dollar Amount)	\$29,900	\$53,542	\$387,334	\$470,776
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	\$10,272	\$0	\$10,272
<u>Denied Claims (End of Reporting Month)</u>				
Claims Denied (Qty.)	-	-	1	1
Claims Denied (Total Dollar Amount)	\$0	\$0	\$17,958	\$17,958
<u>Appealed Claims (End of Reporting Month)</u>				
Claims on Appeal (Qty.)	8	8	8	8
Claims on Appeal (Total Dollar Amount) <sup>6</sup>	\$127,536	\$127,536	\$127,536	\$127,536

<b>STRF Claims Received by the Bureau for Private Postsecondary Education (OSAR) - State Fiscal Year 2017/18<sup>7</sup> -</b>	<b>Oct 17</b>	<b>Nov-17</b>	<b>Dec-17</b>	<b>Total</b>
<b>Number of Students Assisted<sup>8</sup></b>	<b>150</b>	<b>228</b>	<b>515</b>	<b>893</b>
<b>Number of Claims Received</b>	<b>38</b>	<b>21</b>	<b>26</b>	<b>85</b>
<u>Pending Claims (End of Reporting Month)<sup>4</sup></u>				
Pending Claims (Qty.)	155	176	202	202
Pending Claims (Total Dollar Amount) <sup>5</sup>	\$1,839,384	\$2,024,916	\$2,158,381	\$2,158,381
<u>Approved Claims (End of Reporting Month)</u>				
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
<u>Denied Claims (End of Reporting Month)</u>				
Claims Denied (Qty.)	-	-	-	-
Claims Denied (Total Dollar Amount)	\$0	\$0	\$0	\$0
<u>Appealed Claims (End of Reporting Month)</u>				
Claims on Appeal (Qty.)	-	-	-	-
Claims on Appeal (Total Dollar Amount) <sup>6</sup>	\$0	\$0	\$0	\$0

<b>Federal Loan Forgiveness Claims</b>	<b>Oct 17</b>	<b>Nov-17</b>	<b>Dec-17</b>	<b>Total</b>
<b>Number of Students Assisted</b>	<b>71</b>	<b>80</b>	<b>393</b>	<b>544</b>
<b>Pending Claims</b>				
Pending Claims (Qty.)	11	11	11	11
Pending Claims (Dollar Amount)	\$91,795	\$91,795	\$91,795	\$91,795
<b>Approved Claims</b>				
Approved Claims (Qty.)	-	-	-	-
Approved Claims (Dollar Amount)	\$0	\$0	\$0	\$0
<b>Denied Claims</b>				
Denied Claims (Qty.)	-	-	-	-
Denied Claims (Dollar Amount)	\$0	\$0	\$0	\$0
<b>Appealed Claims</b>				
Appealed Claims (Qty.)	-	-	-	-
Appealed Claims (Dollar Amount)	\$0	\$0	\$0	\$0

<b>Private Loan Relief (Non-STRF)</b>	<b>Oct 17</b>	<b>Nov-17</b>	<b>Dec-17</b>	<b>Total</b>
<b>Number of Students Assisted</b>	<b>16</b>	<b>26</b>	<b>33</b>	<b>75</b>
Description of Services Provided	Referred students to the Consumer Financial Protection Bureau	Referred students to the Consumer Financial Protection Bureau	Referred students to the Consumer Financial Protection Bureau	

<b>Federal Loan Income-Dependent Repayment Plans</b>	<b>Oct 17</b>	<b>Nov-17</b>	<b>Dec-17</b>	<b>Total</b>
<b>Number of Students Assisted</b>	-	-	-	-
Students Helped Out of Default on Federal Loan Through Consolidation or Rehabilitation	-	-	-	-

<sup>1</sup> Office of Student Assistance and Relief (OSAR) outreach efforts to-date are listed at <http://www.osar.bppe.ca.gov/outreach.shtml>.

<sup>2</sup> 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.

<sup>3</sup> 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 are being processed first by OSAR staff. Prior to OSAR's 2nd Quarterly Report, 45 claims have been processed.

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

<sup>5</sup> The total dollar value of STRF 'Pending Claims' is derived from self-reported numbers by students and is subject to change.

<sup>6</sup> The total dollar value of STRF 'Claims on Appeal' is derived from self-reported numbers by students and is subject to change.

<sup>7</sup> Data for OSAR student assistance and STRF claims received from October 1, 2017, through December 31, 2017.

<sup>8</sup> Students assisted with the completion of STRF claims in person, via telephone, or via email correspondence.