

Cohort Default Management Solutions - Executive Dashboard
Ashford University - 00188100
Key Performance Indicators (KPIs) Effective: 8/1/2010

Activity Summary	FY2008	FY2009	FY2010	Total
Initiative Start Date	4/25/2010	11/24/2009	11/24/2009	-
Student Borrower Placements	401	13,954	22,415	36,770
Telephone Attempts	10,788	192,254	240,360	443,402
Telephone Right Party Contacts (RPCs)	121	2,440	4,294	6,855
Telephone Contact Rate (%)	30.2%	17.5%	19.2%	18.6%
Unique Student Borrower Contacts**	75	1,854	3,250	5,179
Unique Student Borrower Contact Rate*** (%)	18.7%	13.3%	14.5%	14.1%
Resolved Delinquencies (Cures)	116	1,071	851	2,038
Grace Period Consultations			1,240	1,240
Early Repayment Consultations			86	86
Student Borrowers in 'Skip Status'***	78	3,877	3,161	7,116
Skip Rate (%)	19.5%	27.8%	14.1%	19.4%

*FY2012+ includes student borrowers who returned to school prior to expiring their grace period; therefore, have yet to enter repayment status
 **Unique Student Borrower Contacts* are the number of student borrowers contacted at least once via telephone
 ***Unique Student Borrower Contact Rate* is calculated by dividing Unique Student Borrowers Contacts by Student Borrower Placements*
 ****Student borrowers without a valid telephone number on file
 Fiscal Year (FY) = October 1 through September 30

GRC Student Borrower Status	FY2008	FY2009	FY2010	Total
Default		653	0	653
Current		3,323	6,027	9,350
Current (Payment)		2,301	3,139	5,440
Current (Delinquent)		2,158	608	2,766
Current (Forbearance)		1,333	584	1,917
Exception Claim*		393	337	730
Grace			6,937	6,937
Early Delinquency (<150 days past due)	216	1,589	3,168	4,973
Late Delinquency (>150 days past due)	185	1,522	1,307	3,014
Loan Canceled		682	308	990
Total	401	13,954	22,415	36,770

*Exception Claim status denotes student borrowers whose loans 'resolved' due to bankruptcy, death, disability, false certification, and school closure - these 'resolutions' do not adversely affect the CDR

CDR Forecasting	FY2008	FY2009*	FY2010*
Repayment Base (# of Student Borrowers)†	401	9,755	25,152
Defaults**	0	653	0
Current CDR	0.0%	6.7%	0.0%
Worst Case 3-Year CDR***		38.6%	100.0%
Worst Case 2-Year CDR****		19.4%	N/A
# of Days Remaining in 2-Year CDR Evaluation	N/A	59	424
# of Days Remaining in 3-Year CDR Evaluation	59	424	789

†Repayment Base is the amount of student borrowers reported as having entered repayment by NSLDS (DER001 report) for FY2009 effective 7/25/2010
 **The amount of 'Defaults' is a compilation of student borrower defaults reported by NSLDS (DR015 report) effective 7/25/2010
 ***Worst Case 3-Year assumes all accounts that are presently past due will default by September 30, 2011
 ****Worst Case 2-Year assumes all accounts that are presently past due will default by September 30, 2010

GRC Like-and-Kind Portfolio Average*	FY2008	FY2009	FY2010
Initiative Start Date	11/24/2009	11/24/2009	11/24/2009
Contact Rate (%)	20.4%	13.1%	18.4%
Unique Student Borrower Contact Rate*** (%)	13.1%	13.4%	13.4%
Skip Rate (%)	34.9%	15.0%	15.0%

*Outreach activity varies by client based on the composition of the portfolio

Cure Type (GRC Generated)	FY2008	FY2009	FY2010	Total
Payment	19	183	130	332
Deferment	23	388	344	755
Forbearance (Verbal)	39	353	270	662
Forbearance (Written)	35	147	107	289
Total	116	1,071	851	2,038
Income Based Repayment (IBR) sent		1	281	432
Income Based Repayment (IBR) received		0	3	3

Student Borrowers Placed with GRC by BRE	FY2009	FY2010	FY2011
November 2009	9,504	7,513	-
December 2009	-	-	-
January 2010	323	4,078	-
February 2010	-	-	-
March 2010	35	3,678	-
April 2010	12	2,933	86
May 2010	2,126	95	489
June 2010	434	1,906	354
Total	12,434	20,203	929