

Excerpts, selected by the HELP Committee, from a larger document
produced by the company

Cohort Default Management Solutions - Executive Dashboard

ITT Educational Services, Inc.

Key Performance Indicators (KPIs) Effective: 8/2/2010

Activity Summary	FY2009	FY2010	Total
Initiative Start Date	2/21/2010	2/21/2010	-
Student Borrower Placements	11,366	2,420	13,786
Telephone Attempts	343,519	72,929	416,448
Telephone Right Party Contacts (RPCs)	2,101	418	2,519
Telephone Contact Rate (%)	18.5%	17.3%	18.3%
Unique Student Borrower Contacts*	1,461	323	1,784
Unique Student Borrower Contact Rate** (%)	12.9%	13.3%	12.9%
Student Borrowers in 'Skip' Status***	4,355	866	5,221
Skip Rate (%)	38.3%	35.8%	37.9%
Resolved Delinquencies (Cures)	1,582	350	1,932

*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 Borrower 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	FY2009	FY2010	Total
Early Delinquency (<150 days past due)	3,211	1,560	4,771
Late Delinquency (>150 days past due)	6,573	510	7,083
Current	1,582	350	1,932
Student Borrower Placements	11,366	2,420	13,786

Cure Rate	FY2009	FY2010
Cure Rate	13.9%	14.5%
# of Days Remaining in 2-Year CDR Evaluation	58	423
# of Days Remaining in 3-Year CDR Evaluation	423	788

GRC Student Borrower Status	FY2009	FY2010	Total
Early Delinquency (<150 days past due)	4,793	1,910	6,703
Late Delinquency (>150 days past due)	6,573	510	7,083
Grand Total	11,366	2,420	13,786

Subject to \$30 placement/\$50 cure pricing
Subject to \$125 cure payment only

8,993
4,793

Previously included on the Dashboard
Current (Repayment)

3,882	1,475	5,337
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Cure Type (GRC Generated)	FY2009	FY2010	Total
Payment	542	77	619
Deferment	259	91	350
Forbearance (Verbal)	429	115	544
Forbearance (Written)	352	67	419
Total	1,582	350	1,932

Cure Counts	FY2009	FY2010	Total	Change
02/22/10	27	9	36	36
03/02/10	248	85	333	297
03/14/10	403	142	545	212
03/23/10	874	240	1,114	569
04/04/10	1,040	278	1,318	204
04/12/10	1,132	304	1,436	118
04/19/10	1,427	360	1,787	351
04/26/10	1,457	369	1,826	39
05/03/10	1,490	373	1,863	37
5/10/2010	1,514	382	1,896	33
5/17/2010	1,592	395	1,987	91
5/24/2010	1,648	409	2,057	70
6/1/2010	1,692	411	2,103	46
6/7/2010	1,717	419	2,136	33
6/14/2010	1,771	428	2,199	63
6/21/2010	1,831	434	2,265	66
6/28/2010	1,868	435	2,303	38
7/5/2010	1,453	341	1,794	(509)
7/12/2010	1,515	348	1,863	69
7/19/2010	1,531	348	1,879	16
7/26/2010	1,557	349	1,906	27
8/2/2010	1,582	350	1,932	26