Cohort Default Management Solutions - Executive Dashboard Strayer University

Key Performance Indicators (KPIs) Effective:

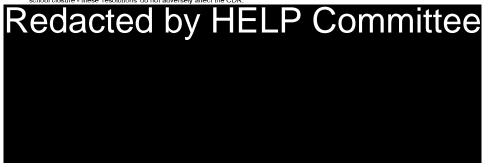
Activity Summary	FY2008	FY2009	FY2010	Total
Initiative Start Date	1/21/2010	12/29/2009	1/31/2010	-
Student Borrower Placements	1,016	12,841	20,003	33,860
Telephone Attempts	14,452	147,470	111,665	273,587
Telephone Right Party Contacts (RPCs)	201	1,839	2,281	4,321
Telephone Contact Rate (%)	19.8%	14.3%	11.4%	12.8%
Unique Student Borrower Contacts*	157	1,420	1,912	3,489
Unique Student Borrower Contact Rate**(%)	15.5%	11.1%	9.6%	10.3%
Resolved Delinquencies (Cures)	301	1,238	687	2,226
Grace Period Consultations	İ		360	360
Early Repayment Consultations			62	62
Student Borrowers in 'Skip' Status***	200	966	1,249	2,415
Skip Rate (%)	19.7%	7.5%	6.2%	7.1%

F-Y2008	FY2009	FY2010	10131
981	3,441	2,490	6,912
14,405	97,343	29,611	141,359
196	962	318	1,476
20.0%	28.0%	12.8%	21.4%
155	674	243	1,072
15.8%	19.6%	9.8%	15.5%
190	672	308	1,170
19.4%	19.5%	12.4%	16.9%
	981 14,405 196 20.0% 155 15.8%	981 3,441 14,405 97,343 196 962 20.0% 28.0% 155 674 15.8% 19.6% 190 672	981 3,441 2,490 14,405 97,343 29,611 196 962 318 20,0% 28,0% 12,8% 155 674 243 15,8% 19,6% 9,8% 190 672 308

GRC Student Borrower Status	FY2008	FY2009	FY2010	Total
Default	1	516	2	519
Current	19	2,796	3,601	6,416
Current (Payment)	8	2,425	6,115	8,548
Current (Deferment)	2	2,074	621	2,697
Current (Forbearance)	1	1,220	238	1,459
Exception Claim*	4	369	619	992
Grace			6,317	6,317
Early Delinquency (<150 days past due)	619	2,203	1,924	4,746
Late Delinquency (>150 days past due)	362	1,238	566	2,166
Grand Total	1,016	12,841	20,003	33,860

*Exception Claim:	Student loans that 'resolved' due to bankruptoy, death, disability, false certification, and	
school closure th	ese 'resolutions' do not adversely affect the CDR	

Cure Type (GRC Generated)	FY2008	FY2009	FY2010	Total
Deferment	51	305	211	567
Payment	53	236	108	397
Forbearance (Verbal)	104	418	232	754
Forbearance (Written)	93	279	136	508
Total	301	1,238	687	2,226



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<sup>| 19.7% | 7.5% | 6.2% | 7.1% |
**</sup>Unique Student Borrower Contacts' are the number of student borrowers contacted at least once via telephone
**Unique Student Borrowers 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