

Cohort Default Management Solutions - Executive Dashboard

Strayer University

Key Performance Indicators (KPIs) Effective: 7/25/2010

| 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 | | | 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% |

| Activity Summary - Delinquent Volume | FY2008 | FY2009 | FY2010 | Total |
|---|--------|--------|--------|---------|
| Delinquent Student Borrowers | 981 | 3,441 | 2,490 | 6,912 |
| Telephone Attempts | 14,405 | 97,343 | 29,611 | 141,359 |
| Telephone Right Party Contacts (RPCs) | 196 | 962 | 318 | 1,476 |
| Telephone Contact Rate (%) | 20.0% | 28.0% | 12.8% | 21.4% |
| Unique Student Borrower Contacts* | 155 | 674 | 243 | 1,072 |
| Unique Student Borrower Contact Rate**(%) | 15.8% | 19.6% | 9.8% | 15.5% |
| Student Borrowers in 'Skip' Status*** | 190 | 672 | 308 | 1,170 |
| Skip Rate (%) | 19.4% | 19.5% | 12.4% | 16.9% |

*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

| 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 | 666 | 2,166 |
| Grand Total | 1,016 | 12,841 | 20,003 | 33,860 |

| 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 |

*Exception Claim: Student loans that 'resolved' due to bankruptcy, death, disability, false certification, and school closure - these 'resolutions' do not adversely affect the CDR.

Redacted by HELP Committee