

# Office of Student Assistance and Relief

Quarterly Report

Fourth Quarter

(04/01/2018 - 06/30/2018)



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

Student Outreach Activities	Event Type	Event Date	Event Location
California Transition Assistance Program Beale Air Force Base Workshop	Student Workshop / Presentation	4/4/2018	Yuba County, CA
Sacramento Housing and Redevelopment Agency Education and Youth Summer Employment Fair	College Fair	4/13/2018	Sacramento, CA
American Specialty College School Closure Outreach Event	Student Workshop	4/17/2018	Salida, CA
California Transition Assistance Program Naval Air Station Lemoore Workshop	Student Workshop / Presentation	4/18/2018	Kings County, CA
National Association for College Admission Counseling San Diego National College Fair	College Fair	4/19/2018	San Diego, CA
National Association for College Admission Counseling Orange County National College Fair	College Fair	4/22/2018	Anaheim, CA
National Association for College Admission Counseling Inland Empire National College Fair	College Fair	4/24/2018	Ontario, CA
National Association for College Admission Counseling Los Angeles National College Fair	College Fair	4/26/2018	Pasadena, CA
National Association for College Admission Counseling San Francisco National College Fair	College Fair	4/28/2018	Daly City, CA
Silicon Valley University School Closure Outreach Event	Student Workshop	4/30/2018	San Jose, CA
Victoria Beauty College School Closure Outreach Event	Student Workshop	4/30/2018	Milpitas, CA
California Transition Assistance Program Homeport California, Camp Pendleton Workshop	Student Workshop / Presentation	5/30/2018	San Diego, CA
The Real Barbers College School Closure Outreach Event	Student Workshop	6/5/2018	Anaheim, CA
California Transition Assistance Program LCSRON ONE Naval Base San Diego Workshop	Student Workshop / Presentation	6/13/2018	San Diego, CA
California Transition Assistance Program Marine Corps Recruit Depot Workshop	Student Workshop / Presentation	6/26/2018	San Diego, CA

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

Students Served By OSAR	Apr-18	May 18	Jun-18	Total
Corinthian Students	65	77	33	175
Other Eligible Students	566	945	543	2,054
<b>Total Number of Students</b>	<b>631</b>	<b>1022</b>	<b>576</b>	<b>2,229</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> -	Apr-18	May 18	Jun-18	
<u>Pending Claims (Beginning of Reporting Month)<sup>4</sup></u>				
Pending Claims (Qty.)	36	28	21	
Pending Claims (Total Dollar Amount) <sup>5</sup>	\$1,106,845	\$1,095,509	\$958,232	<b>Total</b>
<u>Approved Claims (End of Reporting Month)</u>				
Claims Approved (Qty.)	8	7	2	17
Claims Approved (Total Dollar Amount)	\$47,919	\$81,911	\$17,518	\$147,348
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)	\$11,336	\$137,277	\$119,832	\$268,445
<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.)	7	7	7	7
Claims on Appeal (Total Dollar Amount) <sup>6</sup>	\$116,624	\$116,624	\$116,624	\$116,624

STRF Claims Received by the Bureau for Private Postsecondary Education (OSAR) - State Fiscal Year 2017/18 <sup>7</sup> -	Apr-18	May 18	Jun-18	Total
<b>Number of Students Assisted<sup>8</sup></b>	<b>569</b>	<b>971</b>	<b>598</b>	<b>2,138</b>
<b>Number of Claims Received</b>	<b>16</b>	<b>34</b>	<b>30</b>	<b>80</b>
<u>Pending Claims (End of Reporting Month)<sup>4</sup></u>				
Pending Claims (Qty.)	285	308	335	335
Pending Claims (Total Dollar Amount) <sup>5</sup>	\$3,512,064	\$4,078,174	\$4,667,425	\$4,667,425
<u>Approved Claims (End of Reporting Month)</u>				
Claims Approved (Qty.)	11	3	-	14
Claims Approved (Total Dollar Amount)	\$107,214	\$29,777	\$0	\$136,991
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)	\$300	\$14,373	\$65,957	\$80,630
<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

Federal Loan Forgiveness Claims	Apr-18	May 18	Jun-18	Total
<b>Number of Students Assisted</b>	<b>156</b>	<b>189</b>	<b>235</b>	<b>580</b>
<b>Pending Claims</b>				
Pending Claims (Qty.)	18	25	29	29
Pending Claims (Dollar Amount) <sup>9</sup>	\$265,474	\$444,499	\$504,126	\$504,126
<b>Approved Claims</b>				
Approved Claims (Qty.)	1	-	-	1
Approved Claims (Dollar Amount)	\$43,217	\$0	\$0	\$43,217
<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

Private Loan Relief (Non-STRF)	Apr-18	May 18	Jun-18	Total
<b>Number of Students Assisted</b>	<b>64</b>	<b>65</b>	<b>87</b>	<b>216</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	

Federal Loan Income-Dependent Repayment Plans	Apr-18	May 18	Jun-18	Total
<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 were processed first by OSAR staff. Following OSAR's fourth quarter report, 19 claims remain to be 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 April 1, 2018, through June 30, 2018.

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

<sup>9</sup> The total dollar value of Federal Loan Forgiveness 'Pending Claims' is derived from self-reported numbers by students and is subject to change.