

# Office of Student Assistance and Relief

Cumulative Report  
(07/01/2017 - 08/31/2018)



## **CHART A: CLOSED SCHOOL OUTREACH<sup>1</sup>**

Student Outreach Activities	Event Type	Event Date	Event Location
Ukiah Beauty College School Closure Outreach Event	Student Workshop	11/14/2017	Ukiah, California
San Francisco College of Cosmetology School Closure Outreach Event	Student Workshop	12/7/2017	San Francisco, California
Shepherd University School Closure Outreach Event	Student Workshop	12/21/2017	Los Angeles, California
Pacific Coast Trade School Closure Outreach Event	Student Workshop	1/11/2018	Oxnard, California
Golden State College of Court Reporting & Captioning School Closure Outreach Event	Student Workshop	3/1/2018	Pleasanton, California
American Specialty College School Closure Outreach Event	Student Workshop	4/17/2018	Salida, California
Silicon Valley University School Closure Outreach Event	Student Workshop	4/30/2018	San Jose, California
Victoria Beauty College School Closure Outreach Event	Student Workshop	4/30/2018	Milpitas, California
The Real Barbers College School Closure Outreach Event	Student Workshop	6/5/2018	Anaheim, California
California Hair Design Academy School Closure Outreach Event	Student Workshop	7/27/2018	Chula Vista, California
Coleman University School Closure Outreach Event	Student Workshop	7/30/2018	San Diego, California

## **CHART B: OTHER OUTREACH AND EDUCATIONAL ACTIVITIES<sup>1</sup>**

Student Outreach Activities	Event Type	Event Date	Event Location
California Department of Veterans Affairs' County Veterans Service Officers Conference	Presentation	10/12/2017	Riverside, California
Cash for College	College Fair	10/13/2017 - 10/14/2017	Los Angeles, California
Latino College Expo	College Fair	10/14/2017	Montebello, California
Tru Hope Youth Summit / College & Career Fair	College Fair	10/19/2017	Stockton, California
California Transition Assistance Program Homeport California, Camp Pendleton Workshop	Student Workshop / Presentation	10/25/2017	San Diego, California
Venture Academy College & Career Fair	College Fair	10/25/2017	Stockton, California
California Transition Assistance Program Homeport California, Camp Pendleton Workshop	Student Workshop / Presentation	1/18/2018	San Diego, California

Steps to College	College Fair	2/3/2018	Sacramento, California
Black College Expo	College Fair	2/10/2018	Los Angeles, California
Black College Expo	College Fair	2/17/2018	Oakland, California
California Transition Assistance Program Marine Corps Recruit Depot Workshop	Student Workshop / Presentation	3/21/2018	San Diego, California
California Transition Assistance Program Beale Air Force Base Workshop	Student Workshop / Presentation	4/4/2018	Yuba County, California
Sacramento Housing and Redevelopment Agency Education and Youth Summer Employment Fair	College Fair	4/13/2018	Sacramento, California
California Transition Assistance Program Naval Air Station Lemoore Workshop	Student Workshop / Presentation	4/18/2018	Kings County, California
National Association for College Admission Counseling San Diego National College Fair	College Fair	4/19/2018	San Diego, California
National Association for College Admission Counseling Orange County National College Fair	College Fair	4/22/2018	Anaheim, California
National Association for College Admission Counseling Inland Empire National College Fair	College Fair	4/24/2018	Ontario, California
National Association for College Admission Counseling Los Angeles National College Fair	College Fair	4/26/2018	Pasadena, California
National Association for College Admission Counseling San Francisco National College Fair	College Fair	4/28/2018	Daly City, California
California Transition Assistance Program Homeport California, Camp Pendleton Workshop	Student Workshop / Presentation	5/30/2018	San Diego, California
California Transition Assistance Program LCSRON ONE Naval Base San Diego Workshop	Student Workshop / Presentation	6/13/2018	San Diego, California
California Transition Assistance Program Marine Corps Recruit Depot Workshop	Student Workshop / Presentation	6/26/2018	San Diego, California
California Transition Assistance Program Beale Air Force Base Workshop	Student Workshop / Presentation	7/19/2018	Yuba County, California
California Transition Assistance Program Travis Air Force Base Workshop	Student Workshop / Presentation	7/30/2018	Fairfield, California
California Transition Assistance Program MCAS Miramar Workshop	Student Workshop / Presentation	8/9/2018	MCAS Miramar, California
California Transition Assistance Program Naval Air Station Lemoore Workshop	Student Workshop / Presentation	8/15/2018	Kings County, California
San Diego Community College District Resource Fair	College Fair	8/16/2018	San Diego, California
California Transition Assistance Program Naval Base San Diego Workshop	Student Workshop / Presentation	8/28/2018	San Diego, California

**CHART C: NUMBER OF STUDENTS SERVED<sup>2</sup>**

Students Served By OSAR	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Total
Corinthian Students	96		23	36	45	96	124	112	65	77	33	64	83		854
Other Eligible Students	456		367	404	625	536	564	546	566	945	543	550	490		6,592
<b>Total Number of Students</b>	<b>552</b>		<b>390</b>	<b>440</b>	<b>670</b>	<b>632</b>	<b>688</b>	<b>658</b>	<b>631</b>	<b>1022</b>	<b>576</b>	<b>614</b>	<b>573</b>		<b>7,446</b>

**CHART D: 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> -	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Total
<b>Pending Claims (Beginning of Reporting Month)<sup>4</sup></b>															
Pending Claims (Qty.)	135	108	94	90	89	84	73	63	53	36	28	21	19	12	
Pending Claims (Total Dollar Amount) <sup>5</sup>	\$2,244,867	\$1,926,024	\$1,815,226	\$1,740,647	\$1,740,647	\$1,730,375	\$1,712,417	\$1,519,052	\$1,519,052	\$1,106,845	\$1,095,509	\$958,232	\$838,400	\$812,672	
<b>Approved Claims (End of Reporting Month)</b>															
Claims Approved (Qty.)	24	14	4	1	5	10	10	10	17	8	7	2	10	11	133
Claims Approved (Total Dollar Amount)	\$109,759	\$55,399	\$74,579	\$29,900	\$53,542	\$387,334	\$88,290	\$252,951	\$126,418	\$47,919	\$81,911	\$17,518	\$64,025	\$69,599	\$1,459,144
Student Loans Canceled (Dollar Amount)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Student Loans Paid Off (Dollar Amount)	\$38,329	\$15,555	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$53,884
Cash Reimbursements to Students (Dollar Amount)	\$71,430	\$39,843	\$0	\$0	\$10,272	\$0	\$193,365	\$0	\$412,207	\$11,336	\$137,277	\$119,832	\$17,518	\$36,101	\$1,049,181
<b>Denied Claims (End of Reporting Month)</b>															
Claims Denied (Qty.)	3	-	-	-	-	1	-	-	-	-	-	-	1	1	6
Claims Denied (Total Dollar Amount)	\$99,325	\$0	\$0	\$0	\$0	\$17,958	\$0	\$0	\$0	\$0	\$0	\$0	\$8,210	\$68,000	\$193,493
<b>Appealed Claims (End of Reporting Month)</b>															
Claims on Appeal (Qty.)	2	3	4	8	8	8	8	7	7	7	7	7	6	6	6
Claims on Appeal (Total Dollar Amount) <sup>6</sup>	\$10,394	\$14,889	\$25,109	\$127,536	\$127,536	\$127,536	\$127,536	\$114,369	\$116,624	\$116,624	\$116,624	\$116,624	\$36,560	\$36,560	\$36,560

STRF Claims Received by the Bureau for Private Postsecondary Education (OSAR) - State Fiscal Years 2017/18 Through 2018/19 <sup>7</sup> -	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Total
Number of Students Assisted <sup>8</sup>	102	88	188	150	228	515	539	604	679	569	971	598	536	408	6,175
Number of Claims Received	27	30	60	38	21	26	37	20	21	16	34	30	37	29	426
<b>Pending Claims (End of Reporting Month)<sup>4</sup></b>															
Pending Claims (Qty.)	27	57	117	155	176	202	241	259	276	285	308	335	372	395	395
Pending Claims (Total Dollar Amount) <sup>5</sup>	\$417,941	\$727,487	\$1,440,854	\$1,839,384	\$2,024,916	\$2,158,381	\$2,554,454	\$2,944,393	\$3,421,365	\$3,512,064	\$4,078,174	\$4,667,425	\$5,150,895	\$5,629,713	\$5,629,713

<u>Approved Claims (End of Reporting Month)</u>															
Claims Approved (Qty.)	-	-	-	-	-	-	1	4	7	11	3	-	6	7	39
Claims Approved (Total Dollar Amount)	\$0	\$0	\$0	\$0	\$0	\$0	\$77,337	\$40,499	\$26,384	\$107,214	\$29,777	\$0	\$57,171	\$84,063	\$422,445
Student Loans Canceled (Dollar Amount)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Student Loans Paid Off (Dollar Amount)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Cash Reimbursements to Students (Dollar Amount)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$117,836	\$300	\$14,373	\$65,957	\$0	\$82,448	\$280,914
<u>Denied Claims (End of Reporting Month)</u>															
Claims Denied (Qty.)	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1
Claims Denied (Total Dollar Amount)	\$0	\$0	\$0	\$0	\$0	\$0	\$14,549	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$14,549
<u>Appealed Claims (End of Reporting Month)</u>															
Claims on Appeal (Qty.)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Claims on Appeal (Total Dollar Amount)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Federal Loan Forgiveness Claims	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Total
<u>Number of Students Assisted</u>	44	37	58	71	80	393	103	120	168	156	189	235	236	216	2106
<u>Pending Claims</u>															
Pending Claims (Qty.)	-	-	-	11	11	11	17	18	19	18	25	29	37	44	44
Pending Claims (Dollar Amount) <sup>9</sup>	\$0	\$0	\$0	\$91,795	\$91,795	\$91,795	\$239,191	\$250,448	\$261,247	\$265,474	\$444,499	\$504,126	\$560,896	\$696,152	\$696,152
<u>Approved Claims</u>															
Approved Claims (Qty.)	-	-	-	-	-	-	19	1	5	1	-	-	-	1	27
Approved Claims (Dollar Amount)	\$0	\$0	\$0	\$0	\$0	\$0	\$811,475	\$4,699	\$69,270	\$43,217	\$0	\$0	\$0	\$14,167	\$942,828
<u>Denied Claims</u>															
Denied Claims (Qty.)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Denied Claims (Dollar Amount)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<u>Appealed Claims</u>															
Appealed Claims (Qty.)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Appealed Claims (Dollar Amount)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Private Loan Relief (Non-STRF)	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Total
<u>Number of Students Assisted</u>	-	1	1	16	26	33	49	90	97	64	65	87	62	52	643
Description of Services Provided	Referred Students to the Consumer Financial Protection Bureau / California Department of Business Oversight														

Federal Loan Income Dependent Repayment Plans	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Total
Number of Students Assisted	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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 139 pending STRF claims were assigned to OSAR for continued processing. All STRF claims are processed in the order received. Therefore, those 139 claims were processed first by OSAR staff.

<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 July 1, 2017, through August 31, 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.