

Office of Student Assistance and Relief

Quarterly Report

Fifth Quarter

(07/01/2018 - 08/31/2018)



SUMMARY OF OUTREACH AND EDUCATIONAL ACTIVITIES¹

| Student Outreach Activities | Event Type | Event Date | Event Location |
|--|------------------------------------|------------|------------------|
| California Transition Assistance Program Beale Air Force Base Workshop | Student Workshop / Presentation | 7/19/2018 | Yuba County, CA |
| California Hair Design Academy School Closure Outreach Event | Student Workshop | 7/27/2018 | Chula Vista, CA |
| Coleman University School Closure Outreach Event | Student Workshop | 7/30/2018 | San Diego, CA |
| California Transition Assistance Program Travis Air Force Base Workshop | Student Workshop / Presentation | 7/30/2018 | Fairfield, CA |
| California Transition Assistance Program MCAS Miramar Workshop | Student Workshop / Presentation | 8/9/2018 | MCAS Miramar, CA |
| California Transition Assistance Program Naval Air Station Lemoore Workshop | Student Workshop / Presentation | 8/15/2018 | Kings County, CA |
| San Diego Community College District Resource Fair | College Fair | 8/16/2018 | San Diego, CA |
| California Transition Assistance Program Naval Base San Diego Workshop | Student Workshop / Presentation | 8/28/2018 | San Diego, CA |

NUMBER OF STUDENTS SERVED²

| Students Served By OSAR | Jul-18 | Aug 18 | Total |
|---------------------------------|------------|------------|--------------|
| Corinthian Students | 64 | 83 | 147 |
| Other Eligible Students | 550 | 490 | 1,040 |
| Total Number of Students | 614 | 573 | 1,187 |

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 ³ - | Jul-18 | Aug 18 | |
|--|-----------|-----------|--------------|
| <u>Pending Claims (Beginning of Reporting Month)^{4,6}</u> | | | Total |
| Pending Claims (Qty.) | 19 | 12 | |
| Pending Claims (Total Dollar Amount) ⁵ | \$838,400 | \$812,672 | |
| <u>Approved Claims (End of Reporting Month)</u> | | | |
| Claims Approved (Qty.) ⁶ | 10 | 11 | 21 |

| | | | |
|---|----------|----------|-----------|
| Claims Approved (Total Dollar Amount) | \$64,025 | \$69,599 | \$133,624 |
| Student Loans Canceled (Dollar Amount) | \$0 | \$0 | \$0 |
| Student Loans Paid Off (Dollar Amount) | \$0 | \$0 | \$0 |
| Cash Reimbursements to Students (Dollar Amount) | \$17,518 | \$36,101 | \$53,619 |
| Denied Claims (End of Reporting Month) | | | |
| Claims Denied (Qty.) | 1 | 1 | 2 |
| Claims Denied (Total Dollar Amount) | \$8,210 | \$68,000 | \$76,210 |
| Appealed Claims (End of Reporting Month) | | | |
| Claims on Appeal (Qty.) | 6 | 6 | 6 |
| Claims on Appeal (Total Dollar Amount) ⁷ | \$36,560 | \$36,560 | \$36,560 |

| STRF Claims Received by the Bureau for Private Postsecondary Education (OSAR) - State Fiscal Year 2018/19⁸ - | Jul-18 | Aug 18 | Total |
|--|---------------|---------------|--------------|
| Number of Students Assisted⁹ | 536 | 408 | 944 |
| Number of Claims Received | 37 | 29 | 66 |
| Pending Claims (End of Reporting Month)⁴ | | | |
| Pending Claims (Qty.) | 372 | 395 | 395 |
| Pending Claims (Total Dollar Amount) ⁵ | \$5,150,895 | \$5,629,713 | \$5,629,713 |
| Approved Claims (End of Reporting Month) | | | |
| Claims Approved (Qty.) | 6 | 7 | 13 |
| Claims Approved (Total Dollar Amount) | \$57,171 | \$84,063 | \$141,234 |
| Student Loans Canceled (Dollar Amount) | \$0 | \$0 | \$0 |
| Student Loans Paid Off (Dollar Amount) | \$0 | \$0 | \$0 |
| Cash Reimbursements to Students (Dollar Amount) | \$0 | \$82,448 | \$82,448 |
| Denied Claims (End of Reporting Month) | | | |
| Claims Denied (Qty.) | - | - | - |
| Claims Denied (Total Dollar Amount) | \$0 | \$0 | \$0 |
| Appealed Claims (End of Reporting Month) | | | |
| Claims on Appeal (Qty.) | - | - | - |
| Claims on Appeal (Total Dollar Amount) | \$0 | \$0 | \$0 |

| Federal Loan Forgiveness Claims | Jul-18 | Aug 18 | Total |
|--|---------------|---------------|--------------|
| Number of Students Assisted | 236 | 216 | 452 |
| Pending Claims | | | |

| | | | |
|--|-----------|-----------|-----------|
| Pending Claims (Qty.) | 37 | 44 | 44 |
| Pending Claims (Dollar Amount) ¹⁰ | \$560,896 | \$696,152 | \$696,152 |
| Approved Claims | | | |
| Approved Claims (Qty.) | - | 1 | 1 |
| Approved Claims (Dollar Amount) | \$0 | \$14,167 | \$14,167 |
| Denied Claims | | | |
| Denied Claims (Qty.) | - | - | - |
| Denied Claims (Dollar Amount) | \$0 | \$0 | \$0 |
| Appealed Claims | | | |
| Appealed Claims (Qty.) | - | - | - |
| Appealed Claims (Dollar Amount) | \$0 | \$0 | \$0 |

| Private Loan Relief (Non-STRF) | Jul-18 | Aug 18 | Total |
|------------------------------------|---|---|------------|
| Number of Students Assisted | 62 | 52 | 114 |
| Description of Services Provided | Referred students to the Consumer Financial Protection Bureau / California Department of Business Oversight | Referred students to the Consumer Financial Protection Bureau / California Department of Business Oversight | |

| Federal Loan Income-Dependent Repayment Plans | Jul-18 | Aug 18 | Total |
|--|--------|--------|-------|
| Number of Students Assisted | - | - | - |
| Students Helped Out of Default on Federal Loan Through Consolidation or Rehabilitation | - | - | - |

¹ Office of Student Assistance and Relief (OSAR) outreach efforts to-date are listed at <http://www.osar.bppe.ca.gov/outreach.shtml>.

² 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.

³ 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.

⁴ 'Pending claims' includes both complete STRF claims being processed and incomplete STRF claims awaiting claimant information.

⁵ The total dollar value of STRF 'Pending Claims' is derived from self-reported numbers by students and is subject to change.

⁶ Four additional STRF claims received prior to state fiscal year 2017/2018 were identified and processed in the fifth quarter.

⁷ The total dollar value of STRF 'Claims on Appeal' is derived from self-reported numbers by students and is subject to change. Four STRF claim appeals received prior to state fiscal year 2017/18 were closed in the fifth quarter. Three additional STRF claim appeals were identified, thus totaling six total STRF claims on appeal.

⁸ Data for OSAR student assistance and STRF claims received from July 1, 2018, through August 31, 2018.

⁹ Students assisted with the completion of STRF claims in person, via telephone, or via email correspondence.

¹⁰ The total dollar value of Federal Loan Forgiveness 'Pending Claims' is derived from self-reported numbers by students and is subject to change.