

# Office of Student Assistance and Relief

## Quarterly Report

Third Quarter

(01/01/2018 - 03/31/2018)



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

Student Outreach Activities	Event Type	Event Date	Event Location
Pacific Coast Trade School Closure Outreach Event	Student Workshop	1/11/2018	Oxnard, CA
Homeport California, Camp Pendleton Workshop	Student Workshop / Presentation	1/18/2018	San Diego, CA
Steps to College	College Fair	2/3/2018	Sacramento, CA
Black College Expo	College Fair	2/10/2018	Los Angeles, CA
Black College Expo	College Fair	2/17/2018	Oakland, CA
Golden State College of Court Reporting & Captioning School Closure Outreach Event	Student Workshop	3/1/2018	Pleasanton, CA
Marine Corps Recruit Depot Workshop	Student Workshop / Presentation	3/21/2018	San Diego, CA

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

Students Served By OSAR	Jan-18	Feb 18	Mar-18	Total
Corinthian Students	96	124	112	332
Other Eligible Students	536	564	546	1,646
<b>Total Number of Students</b>	<b>632</b>	<b>688</b>	<b>658</b>	<b>1,978</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> -	Jan-18	Feb 18	Mar-18	
Pending Claims (Beginning of Reporting Month) <sup>4</sup>				<b>Total</b>
Pending Claims (Qty.)	73	63	53	
Pending Claims (Total Dollar Amount) <sup>5</sup>	\$1,712,417	\$1,519,052	\$1,519,052	

<b>Approved Claims (End of Reporting Month)</b>				
Claims Approved (Qty.)	10	10	17	37
Claims Approved (Total Dollar Amount)	\$88,290	\$252,951	\$126,418	\$467,659
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)	\$193,365	\$0	\$412,207	\$605,572
<b>Denied Claims (End of Reporting Month)</b>				
Claims Denied (Qty.)	-	-	-	-
Claims Denied (Total Dollar Amount)	\$0	\$0	\$0	\$0
<b>Appealed Claims (End of Reporting Month)</b>				
Claims on Appeal (Qty.)	8	7	7	7
Claims on Appeal (Total Dollar Amount) <sup>6</sup>	\$127,536	\$114,369	\$116,624	\$116,624

<b>STRF Claims Received by the Bureau for Private Postsecondary Education (OSAR) - State Fiscal Year 2017/18<sup>7</sup> -</b>	<b>Jan-18</b>	<b>Feb 18</b>	<b>Mar-18</b>	<b>Total</b>
<b>Number of Students Assisted<sup>8</sup></b>	<b>539</b>	<b>604</b>	<b>679</b>	<b>1,822</b>
<b>Number of Claims Received</b>	<b>37</b>	<b>20</b>	<b>21</b>	<b>78</b>
<b>Pending Claims (End of Reporting Month)<sup>4</sup></b>				
Pending Claims (Qty.)	241	259	276	276
Pending Claims (Total Dollar Amount) <sup>5</sup>	\$2,554,454	\$2,944,393	\$3,421,365	\$3,421,365
<b>Approved Claims (End of Reporting Month)</b>				
Claims Approved (Qty.)	1	4	7	12
Claims Approved (Total Dollar Amount)	\$77,337	\$40,499	\$26,384	\$144,220
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)	\$0	\$0	\$117,836	\$117,836
<b>Denied Claims (End of Reporting Month)</b>				
Claims Denied (Qty.)	1	-	-	1
Claims Denied (Total Dollar Amount)	\$14,549	\$0	\$0	\$14,549
<b>Appealed Claims (End of Reporting Month)</b>				
Claims on Appeal (Qty.)	-	-	-	-
Claims on Appeal (Total Dollar Amount) <sup>9</sup>	\$0	\$0	\$0	\$0

<b>Federal Loan Forgiveness Claims</b>	<b>Jan-18</b>	<b>Feb 18</b>	<b>Mar-18</b>	<b>Total</b>
<b>Number of Students Assisted</b>	<b>103</b>	<b>120</b>	<b>168</b>	<b>391</b>
<b>Pending Claims</b>				
Pending Claims (Qty.)	17	18	19	19
Pending Claims (Dollar Amount)	\$239,191	\$250,448	\$261,247	\$261,247
<b>Approved Claims</b>				
Approved Claims (Qty.)	19	1	5	25
Approved Claims (Dollar Amount)	\$811,475	\$4,699	\$69,270	\$885,444
<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

<b>Private Loan Relief (Non-STRF)</b>	<b>Jan-18</b>	<b>Feb 18</b>	<b>Mar-18</b>	<b>Total</b>
<b>Number of Students Assisted</b>	<b>49</b>	<b>90</b>	<b>97</b>	<b>236</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	

<b>Federal Loan Income-Dependent Repayment Plans</b>	<b>Jan-18</b>	<b>Feb 18</b>	<b>Mar-18</b>	<b>Total</b>
<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 third quarter report, 36 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. Two STRF claim appeals received prior to state fiscal year 2017/18 were closed in the third quarter. The verbal appeal of one claim was cancelled by the student and the decision of one claim was overturned, resulting in a reimbursement of \$8,873.50 to the student.

<sup>7</sup> Data for OSAR student assistance and STRF claims received from January 1, 2018, through March 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 STRF 'Claims on Appeal' is derived from self-reported numbers by students and is subject to change. The decision of one STRF claim appeal received during state fiscal year 2017/18 was upheld in the third quarter.