

NCHER Members Provided the Following Services to Students and Families in 2018

(based on data points from select NCHER members)

11.9

MILLION

Students, borrowers, and families served across all programs

3.1
Million

Brochures and other materials distributed via various access and success touchpoints

16.3
MILLION

ANSWERED PHONE CALLS AND EMAILS FROM BORROWERS

10,987

Financial aid administrators attended 396 training events

\$4.5

BILLION

Collected through successful loan rehabilitation

297,050

Students and families attended 6,249 financial aid events

28.2 Million

Visitors to websites for information

345,435

Students attended 2,529 financial literacy events

2.2 Million

BORROWERS RECEIVED DELINQUENCY AND/OR DEFAULT AVERSION ASSISTANCE

28,731

Borrowers received alternative loan financing

162,739

High school counselors and teachers attended 11,677 college access and success events