

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

(based on preliminary data points from select NCHER members)

11.6 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

230,022
Students and
families attended
5,431 financial
aid events

26 Million
Visitors to
websites
for information

330,856
Students attended
2,243 financial
literacy events

2.2 Million
BORROWERS RECEIVED
DELINQUENCY AND/OR DEFAULT
AVERSION ASSISTANCE

28,731
Borrowers
received
alternative loan
financing

156,053 High school counselors and
teachers attended 10,199 college
access and success events