

NCHER Members Provided the Following Services to Students and Families in 2019

(based on data points from responding NCHER members)

24.4 MILLION
Students, borrowers,
and families served
across all programs

4.9
Million

Brochures
and other
materials
distributed
via various
access and
success
touchpoints

45.7
MILLION
ANSWERED PHONE
CALLS AND EMAILS
FROM BORROWERS

17,723
Financial aid
administrators
attended 1,065
training events

\$4

BILLION

Defaulted loans successfully
completed credit repair
through loan rehabilitation

464,775
Students and
families attended
10,681 financial
aid events

38.8 Million
Visitors to
websites
for information

120,799
Students attended
2,348 financial
literacy events

2.1 Million

BORROWERS RECEIVED
DELINQUENCY AND/OR DEFAULT
AVERSION ASSISTANCE

17,293

Borrowers
received
alternative loan
financing

151,510

High school counselors and
teachers attended 8,105 college
access and success events