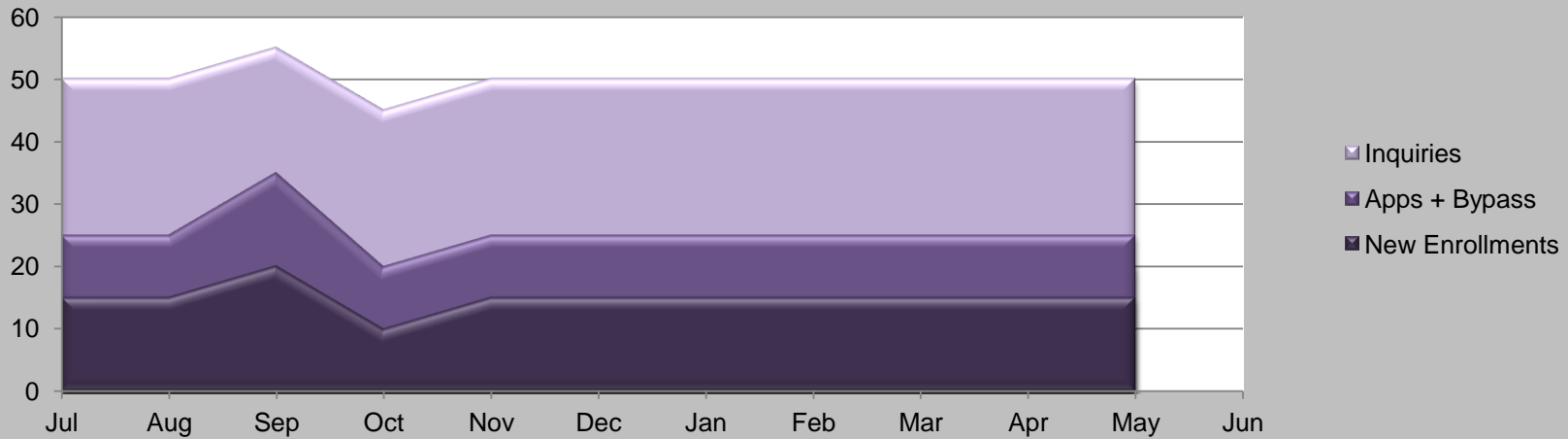


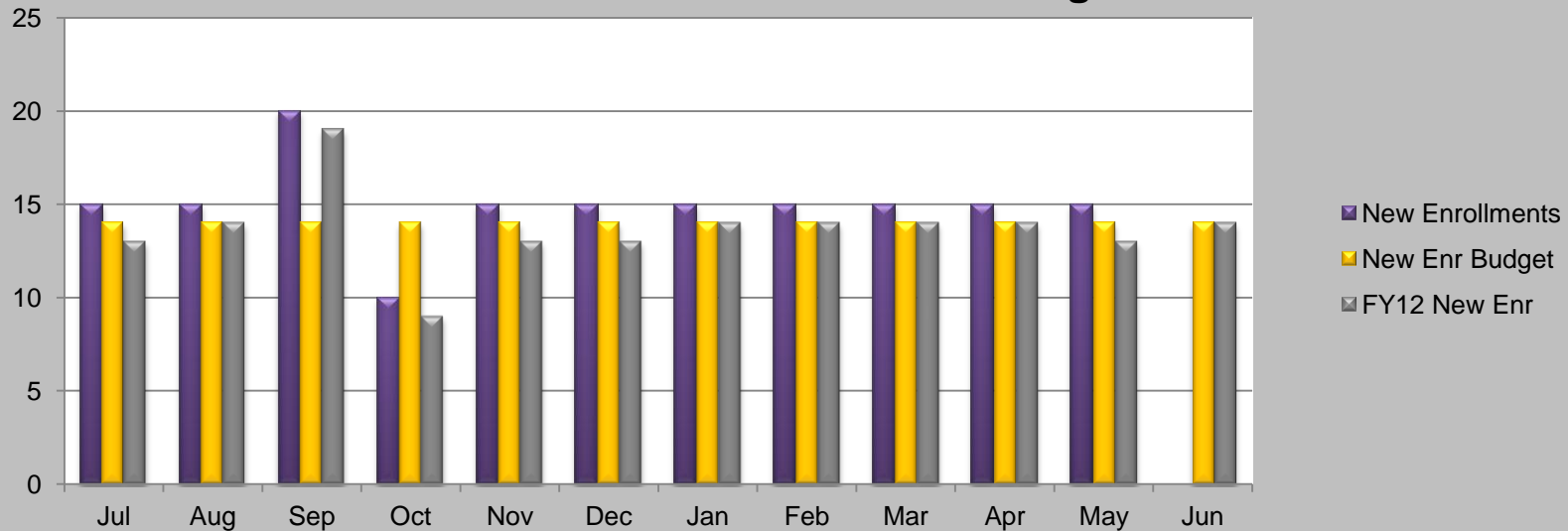
# **Enrollment Management Executive Dashboard**

**All data is fictional**

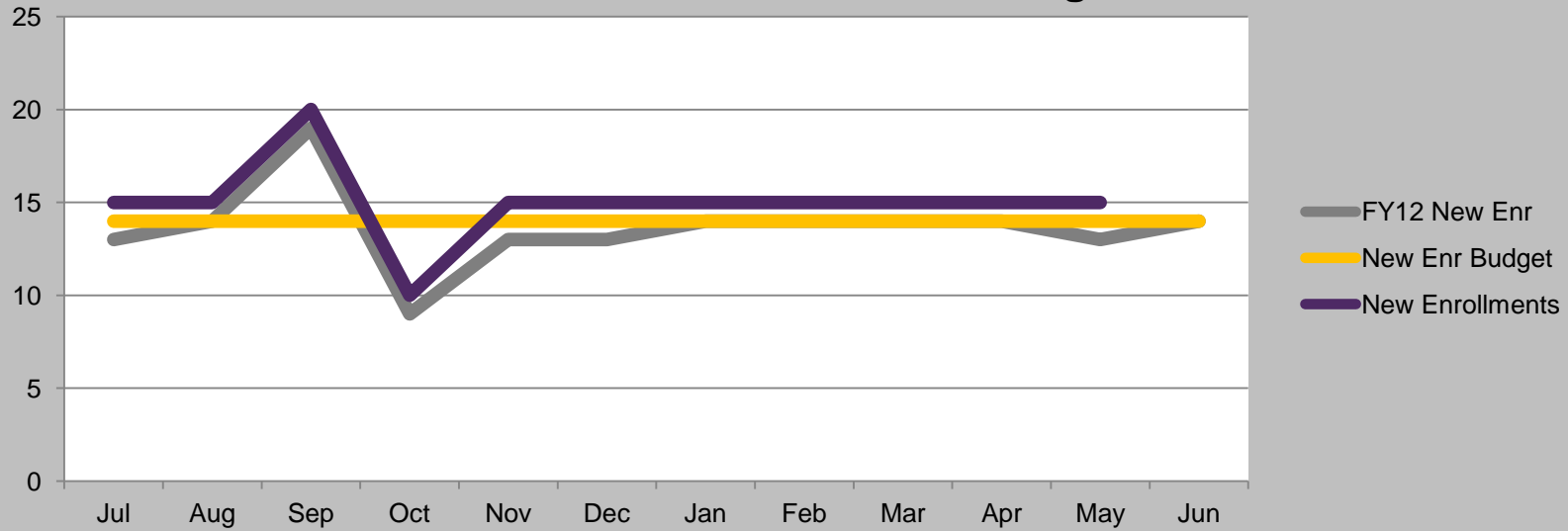
### FY13 Inquiry, Application, Enrollment



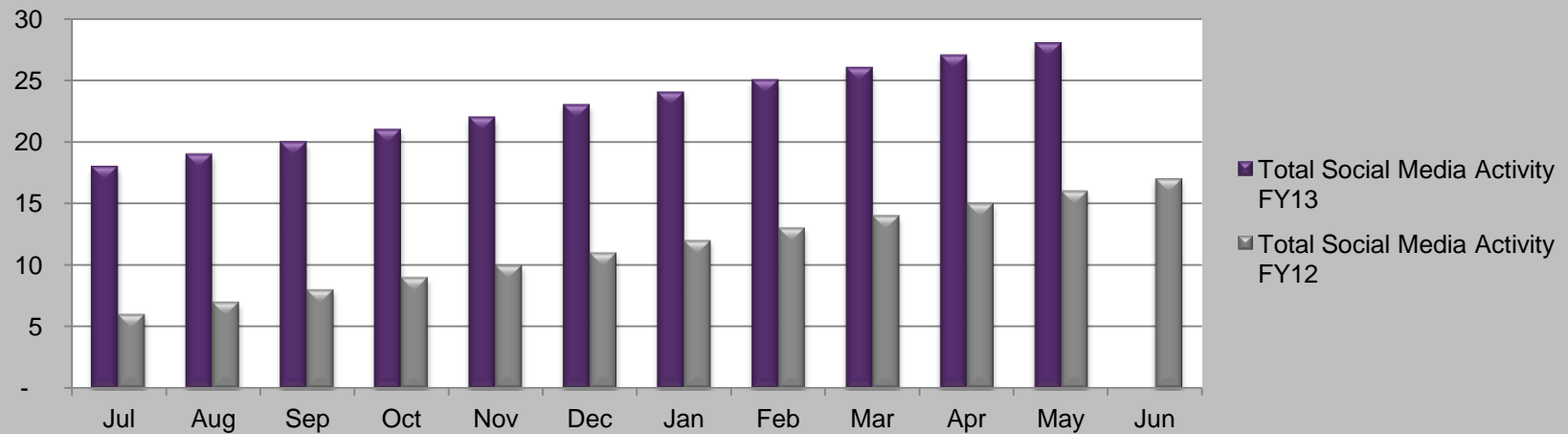
### New Enrollments: YOY & to Budget



### New Enrollments: YOY & to Budget



### Total Social Media Activity YOY



# Enrollment Management Dashboard FY13

Updated: 6/5/13

	Current Month						Year-to-Date Totals					
	May FY12	May FY13	YOY Var	%Δ	Goal	%Δ	FY12	FY13	YOY Var	%Δ	YTD Goal	%Δ
<b>Admissions/Enrollment</b>												
Inquiries	49	50	1 ↗	2%	49 ↘	2%	534	550	16 ↘	3%	539 ↘	2%
Applications	19	20	1 ↗	5%	19 ↘	5%	209	220	11 ↘	5%	209 ↘	5%
Bypassed Apps*	4	5	1 ↗	25%			44	60	16 ↗	36%		
Apps with Bypass	23	25	2 ↗	9%	23 ↘	9%	253	280	27 ↗	11%	253 ↗	11%
Applications Completed	17	18	1 ↗	6%			187	198	11 ↗	6%		
New Enrollments	13	15	2 ↗	15%	14 ↘	7.1%	150	165	15 ↗	10%	154 ↘	7%
Non-ADN Enrollments	9	10	1 ↗	11%	10 ↘	0.0%	106	105	(1) ↘	(1%)	110 ↘	(5%)
Ratio - Inq to App	47%	50%	3% ↗	7%			47%	51%	4% ↗	7%		
Ratio - App to Completed	89%	90%	1% ↗	1%			89%	90%	1% ↗	1%		
Ratio - App to Enr	57%	60%	3% ↗	6%			59%	59%	(0%) ↘	(1%)		
Ratio - Inq to Enr	27%	30%	3% ↗	13%			28%	30%	2% ↗	7%		
Military UG Enrollments	4	5	1 ↗	25%	4 ↗	25%	44	60	16 ↗	36%	44 ↗	36%
<b>Course Credits &amp; Exams</b>												
Course Credits	3,900	5,000	1,100 ↗	28%	4,000 ↗	25%	24,400	34,000	9,600 ↗	39%	25,000 ↗	36%
# of Students Taking Courses	700	700	- ↘	0%			5,300	5,300	0 ↘	0%		
Average # of Credits per Student	5.57	7.14	1.57 ↗	28%			6.42	6.42	0.00 ↘	0%		
Exams	200	200	0 ↘	0%	200 ↘	0%	2,200	2,200	0 ↘	0%	2,200 ↘	0%
<b>Outreach &amp; Access</b>												
Net Revenue	\$1,200	\$1,500	\$ 300 ↗	25%	\$ 1,200 ↗	25.0%	\$13,200	\$16,500	\$ 3,300 ↗	25%	\$13,200 ↗	25.0%
Enrollments Generated	20	25	5 ↗	25%	30 ↘	(16.7%)	220	275	\$ 55 ↗	25%	330 ↘	(16.7%)
New Contracts Signed	2	3	1 ↗	50%	3 ↘	0.0%	22	33	\$ 11 ↗	50%	33 ↘	0.0%
<b>Marketing</b>												
Visits	75,000	100,000	25,000 ↗	33%			825,000	1,100,000	275,000 ↗	33%		
New Unique Visitors	22,000	30,000	8,000 ↗	36%			242,000	330,000	88,000 ↗	36%		
Social Media	16	28	12 ↗	75%			16	28	12 ↗	75%		
<b>Financial Aid</b>												
	Current Quarter (Q4)						Year-to-Date Totals					
	FY12	FY13	Var	%		%	FY12	FY13	Var	%		%
Federal Aid Received - \$							\$5,000	\$6,000	\$ 1,000 ↗	20%		
# of new Federal Aid Recipients							1,000	1,200	200 ↗	20%		
Veterans Aid Received - \$							\$6,000	\$6,000	\$ - ↘	0%		
# of Veterans Aid Recipients							900	1,200	300 ↗	33%		
Cohort Default Rate							4.9%	4.0%	-0.9% ↗	-18%		

## DEFINITIONS AND METHODOLOGY

\*Bypassed apps are students who enrolled without going through the application process.

\*YOY = Year over Year

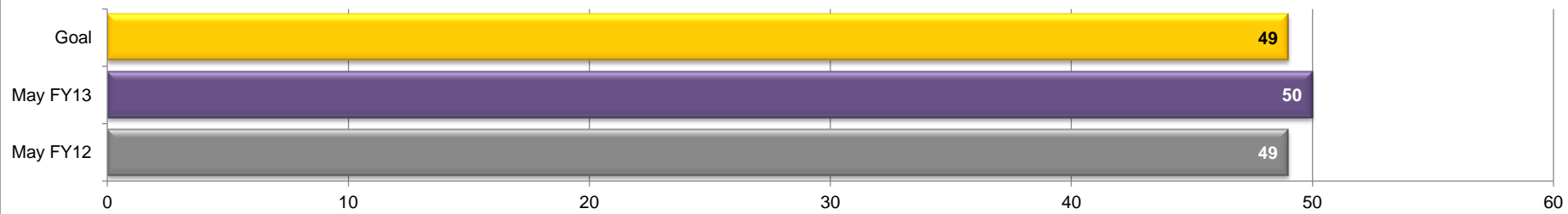
\*FY13 = Fiscal Year 2012-2013 (June 1, 2012 - July 31, 2013)

\*Conversions are a ratio, not based on cohorts

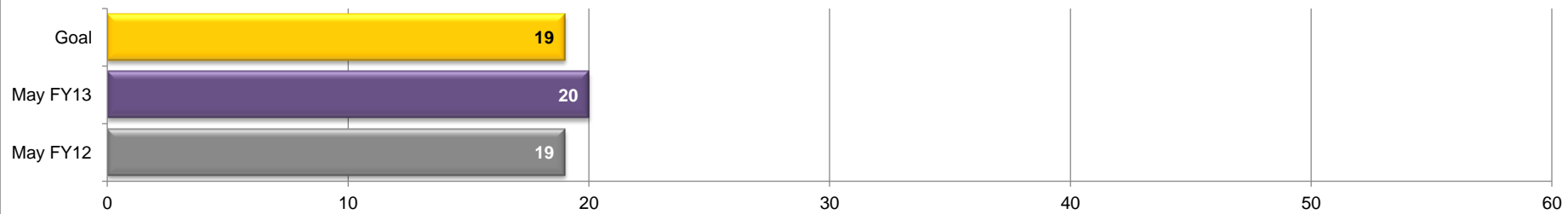
\*The preliminary cohort default rate is released in February. The official rate is released in October

Please send questions or concerns to:

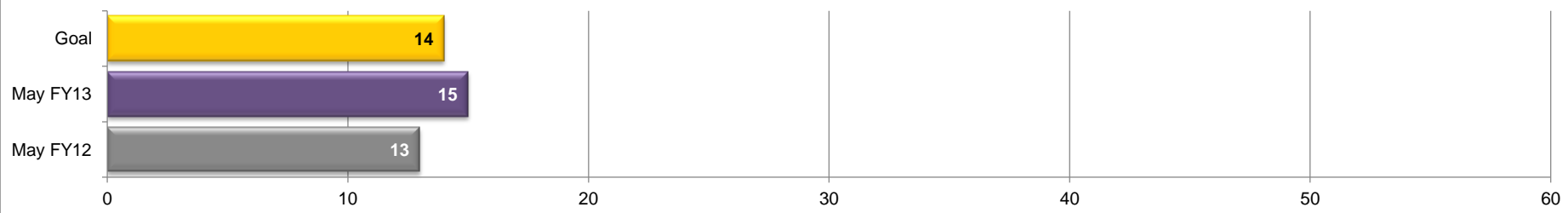
### Inquiries



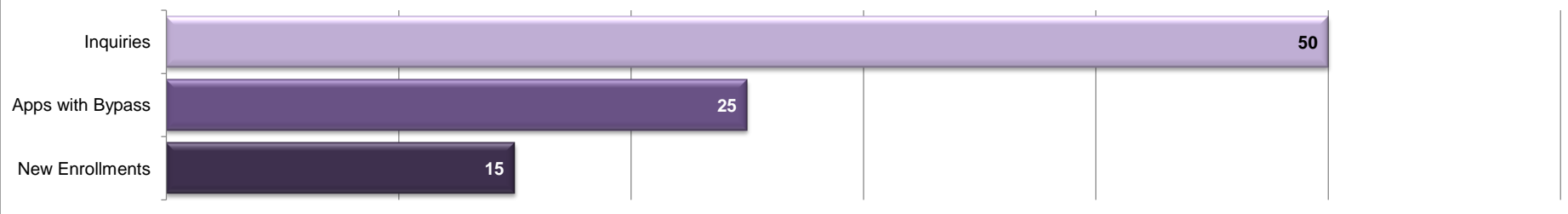
### Applications



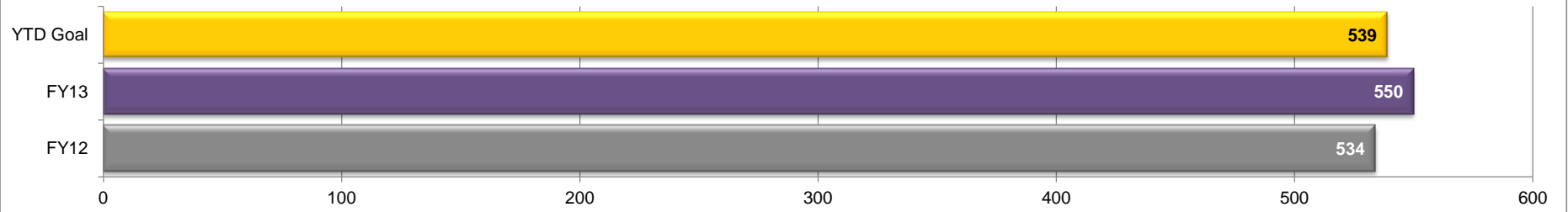
### Enrollments



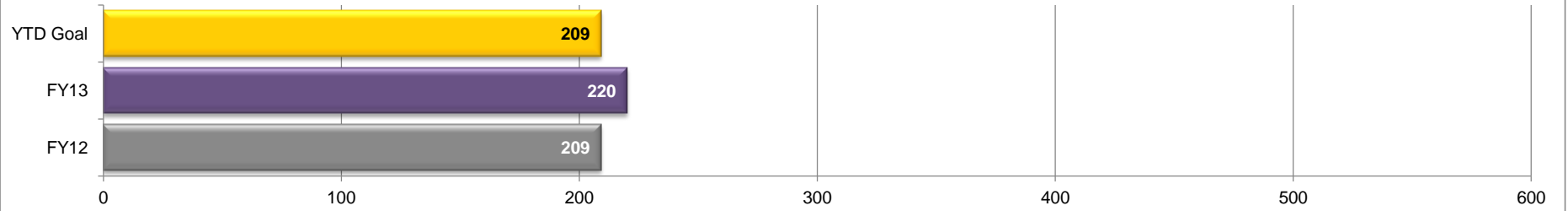
### Monthly Funnel



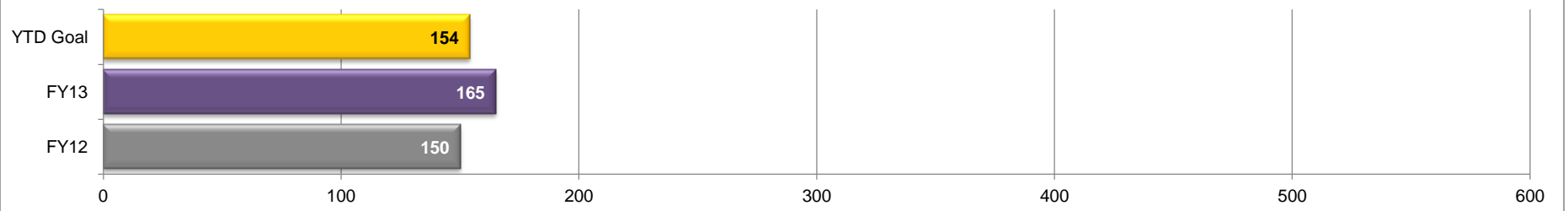
### YTD Inquiries



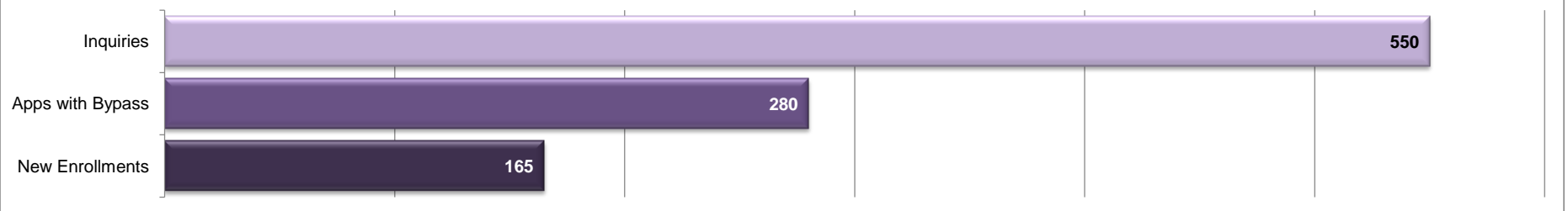
### YTD Applications



### YTD Enrollments



### YTD Funnel





<b>Course Credits &amp; Exams</b>														
Active Headcount	2,800	3,500	6,500	6,800	6,100	5,900	6,100	6,400	6,200	6,500	6,600	6,700	5,842	
Course Credits	2,900	-	3,900	-	5,900	-	4,900	-	2,900	-	3,900	-	24,400	
# of Students Taking Courses	700	-	900	-	1,400	-	900	-	700	-	700	-	5,300	12,066
Average # of Credits per Student	4.14	-	4.33	-	4.21	-	5.44	-	4.14	-	5.57	-	4.60	
% Coursetakers	25%		14%		23%		15%		11%		11%		207%	
Exams	200	200	200	200	200	200	200	200	200	200	200	200	2,400	
<b>Cost to Recruit</b>														
EM Expenses	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	12,000	
Cost to Recruit	\$77	\$71	\$53	\$111	\$77	\$77	\$71	\$71	\$71	\$71	\$77	\$71	\$73	
Expenses/Non-ADN	\$111	\$100	\$67	\$200	\$111	\$111	\$100	\$100	\$100	\$100	\$111	\$100	\$103	

## FY11 Enrollment Data

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
<b>Admissions/Enrollment</b>														
FY11 Inquiries	45	48	45	40	45	48	47	46	45	49	49	49	556	
Applications	16	16	18	14	16	16	16	16	16	16	16	16	192	
Applications Bypassed*	4	4	4	4	4	4	4	4	4	4	4	4	48	
FY11 Apps + Bypass	20	20	22	18	20	20	20	20	20	20	20	20	240	
Applications Completed	14	14	16	12	14	14	14	14	14	14	14	14	168	
FY11 New Enr	10	11	15	6	10	10	11	11	11	11	11	11	128	
New Enrollments w/o bypass	6	7	11	2	6	6	7	7	7	7	7	7	80	
ADN Enrollments	4	4	4	4	4	4	4	4	4	4	4	4	48	
Non-ADN Enrollment	6	7	11	2	6	6	7	7	7	7	7	7	80	
UG Military New Enrollments	4	4	4	4	4	4	4	4	4	4	4	4	48	
<b>Course Credits &amp; Exams</b>														
Active Headcount	2,800	3,500	6,500	6,800	6,100	5,900	6,100	6,400	6,200	6,500	6,600	6,700	5,842	
Course Credits	2,800	-	3,800	-	5,800	-	4,800	-	2,800	-	3,800	-	23,800	
# of Students Taking Courses	600	-	800	-	1,300	-	800	-	600	-	600	-	4,700	10,711
Average # of Credits per Student	4.67	-	4.75	-	4.46	-	6.00	-	4.67	-	6.33	-	5.06	
% Coursetakers	21%		12%		21%		13%		10%		9%		183%	
Exams	3,718	3,731	3,483	3,393	3,001	3,200	3,063	3,126	3,940	3,593	3,492	3,578	41,318	
<b>Cost to Recruit</b>														
EM Expenses	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 12,000	
Cost to Recruit	\$100	\$91	\$67	\$167	\$100	\$100	\$91	\$91	\$91	\$91	\$91	\$91	\$94	
Expenses/Non-ADN	\$167	\$143	\$91	\$500	\$167	\$167	\$143	\$143	\$143	\$143	\$143	\$143	\$150	

### Notes:

New enrollments, course credits and exams goals are determined by the Budget Office.

New enrollments do not include certificates, which are not budgeted

Course credits includes UG and Graduate

Applications are apps received

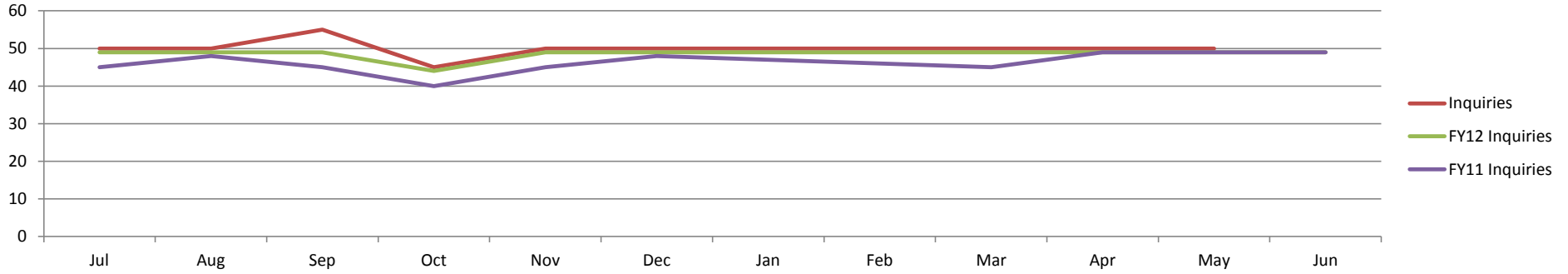
EM Expenses include all expense codes except Financial Aid related

Active headcount is Total Degree Seeking Headcount

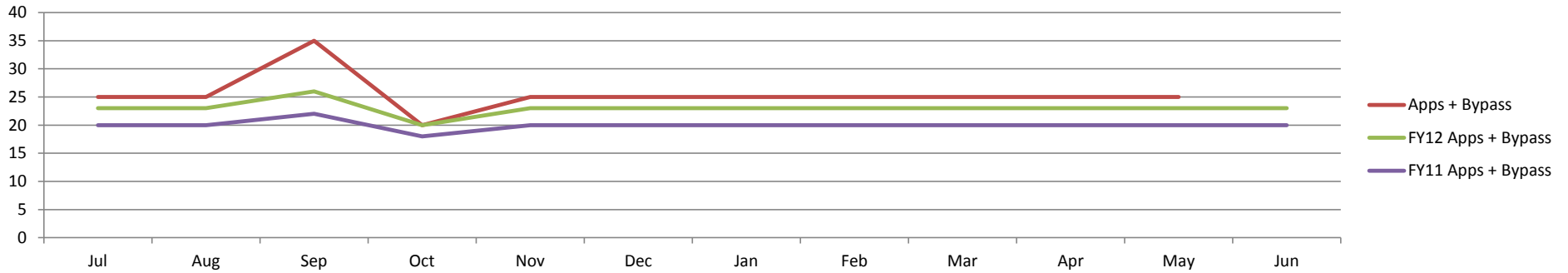
Number next to total # of Students Taking Courses is an unduplicated count



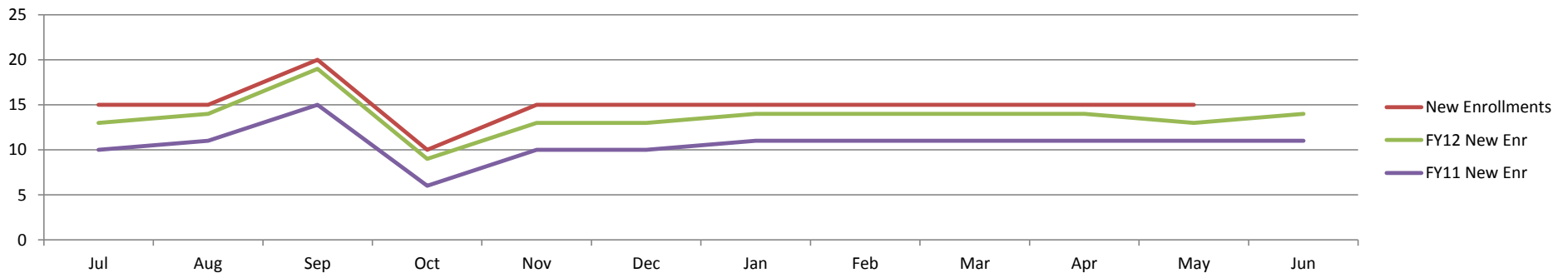
### Inquiries



### Applications (with Bypass)



### Enrollments



## EM Dashboard FY13 - Conversion Ratio

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total		
<b>With Bypass</b>															
FY13 Inquiry to Application	50%	50%	64%	44%	50%	50%	50%	50%	50%	50%	50%		51%	👉	4%
FY13 Application to Enrollment	60%	60%	57%	50%	60%	60%	60%	60%	60%	60%	60%		59%	👉	0%
FY13 Inquiry to Enrollment	30%	30%	36%	22%	30%	30%	30%	30%	30%	30%	30%		30%	👉	2%
<b>Without Bypass</b>															
Inquiry to Application	40%	40%	45%	33%	40%	40%	40%	40%	40%	40%	40%		40%	👉	1%
Application to Completed	90%	90%	72%	120%	90%	90%	90%	90%	90%	90%	90%		90%	👉	1%
Application to Enrollment	50%	50%	40%	33%	50%	50%	50%	50%	50%	50%	50%		48%	👉	-3%
Inquiry to Enrollment	20%	20%	18%	11%	20%	20%	20%	20%	20%	20%	20%		19%	👉	-1%

### GOALS

Inquiry to Application w/byp Goal	37%	37%	37%	37%	37%	37%	37%	37%	37%	37%	37%	37%	37%	37%	37%
Application to Enrollment Goal	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
Inquiry to Enrollment Goal	28%	28%	28%	28%	28%	28%	28%	28%	28%	28%	28%	28%	28%	28%	28%
Inquiry to Application															
Application to Enrollment (-byp)															
Inquiry to Enrollment (-byp)															

## FY12 Conversion Data

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total		
<b>With Bypass</b>															
FY12 Inquiry to Application	47%	47%	53%	45%	47%	47%	47%	47%	47%	47%	47%	47%	47%	👉	4%
FY12 Application to Enrollment	57%	61%	73%	45%	57%	57%	61%	61%	61%	61%	57%	61%	59%	👉	6%
FY12 Inquiry to Enrollment	27%	29%	39%	20%	27%	27%	29%	29%	29%	29%	27%	29%	28%	👉	5%
<b>Without Bypass</b>															
Inquiry to Application	39%	39%	45%	36%	39%	39%	39%	39%	39%	39%	39%	39%	39%	👉	5%
FY12 Application to Completed	89%	89%	91%	88%	89%	89%	89%	89%	89%	89%	89%	89%	89%	👉	2%
Application to Enrollment	47%	53%	68%	31%	47%	47%	53%	53%	53%	53%	47%	53%	51%	👉	9%
Inquiry to Enrollment	18%	20%	31%	11%	18%	18%	20%	20%	20%	20%	18%	20%	20%	👉	6%

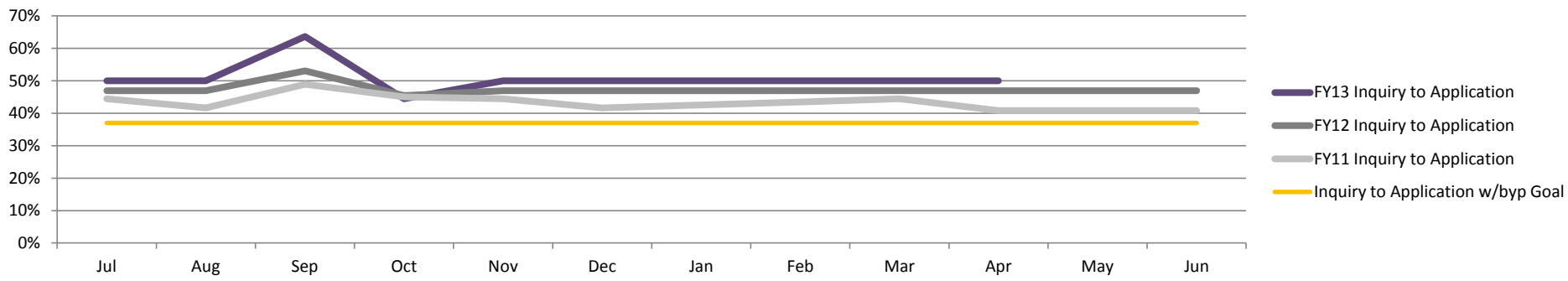
## FY11 Enrollment Data

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
<b>With Bypass</b>													
FY11 Inquiry to Application	44%	42%	49%	45%	44%	42%	43%	43%	44%	41%	41%	41%	43%
FY11 Application to Enrollment	50%	55%	68%	33%	50%	50%	55%	55%	55%	55%	55%	55%	53%
FY11 Inquiry to Enrollment	22%	23%	33%	15%	22%	21%	23%	24%	24%	22%	22%	22%	23%
<b>Without Bypass</b>													
Inquiry to Application	36%	33%	40%	35%	36%	33%	34%	35%	36%	33%	33%	33%	35%
Application to Completed	88%	88%	89%	86%	88%	88%	88%	88%	88%	88%	88%	88%	88%
Application to Enrollment	38%	44%	61%	14%	38%	38%	44%	44%	44%	44%	44%	44%	42%
Inquiry to Enrollment	13%	15%	24%	5%	13%	13%	15%	15%	16%	14%	14%	14%	14%

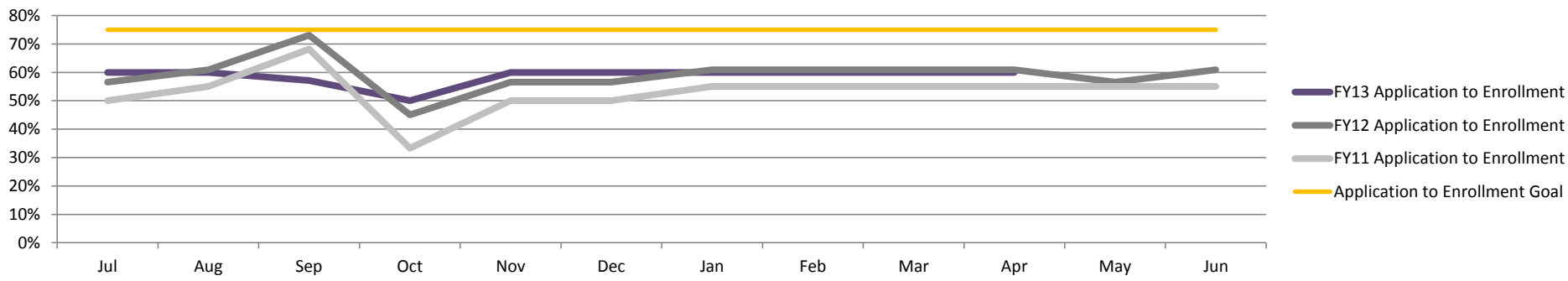
### Notes:

Inquiries are the same in "with bypass" and "without Bypass"

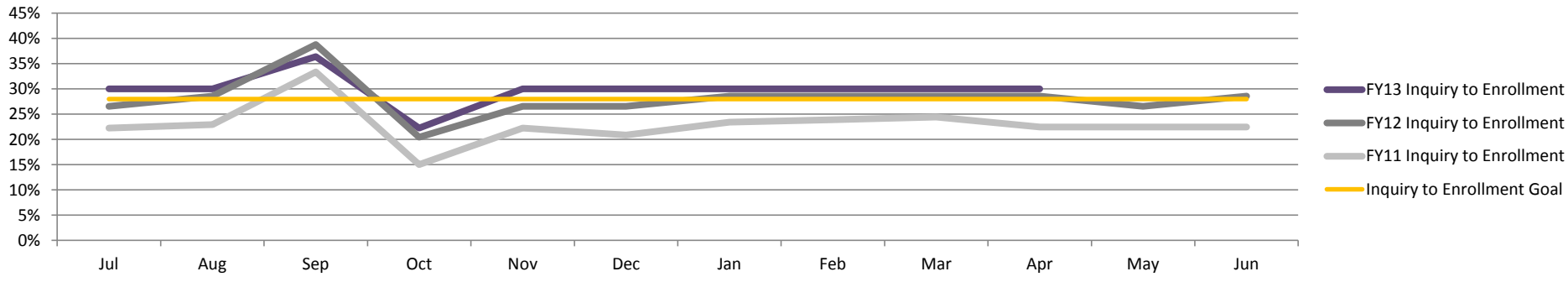
### Inquiry to Application Conversion



### Application to Enrollment Conversion



### Inquiry to Enrollment Conversion



## EM Dashboard FY13 - Call Center

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
<b>Call Center Conversion</b>													
Viable Leads	30	30	30	30	30	30	30	30	30	30	30	30	330
Applications	10	10	10	10	10	10	10	10	10	10	10	10	110
Conversion Rate	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	#DIV/0!	33.33%
<b>NPS Calculator</b>													
<b>Enrollment</b>													
Promoter	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	11,000
Detractor	100	100	100	100	100	100	100	100	100	100	100	100	1,100
Total Responses	1,800	1,800	1,800	1,800	1,800	1,800	1,800	1,800	1,800	1,800	1,800	1,800	19,800
NPS	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	#DIV/0!	50%
<b>Financial Aid</b>													
Promoter	500	500	500	500	500	500	500	500	500	500	500	500	5,500
Detractor	50	50	50	50	50	50	50	50	50	50	50	50	550
Total Responses	900	900	900	900	900	900	900	900	900	900	900	900	9,900
NPS	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	#DIV/0!	50%
<b>Telephony</b>													
<b>Enrollment</b>													
Calls Handled	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	22,000
Calls Offered	2,100	2,100	2,100	2,100	2,100	2,100	2,100	2,100	2,100	2,100	2,100	2,100	23,100
Abandon Rate	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Avg Speed of Answer	27	52	90	35	22	24	40	43	58	48	67		46
Chats Handled	878	713	498	574	550	617	1055	1205	1403	1411			8,904
<b>Financial Aid</b>													
Calls Handled	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	11,000
Calls Offered	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	11,550
Abandon Rate	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Avg Speed of Answer	45	45	45	45	45	45	45	45	45	45	45	45	45
Chats Handled	100	100	100	100	100	100	100	100	100	100	100	100	1,100
Total Support Interactions	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	27,500
<b>GOALS</b>													
Leads	30	30	30	30	30	30	30	30	30	30	30	30	330
Applications	10	10	10	10	10	10	10	10	10	10	10	10	110
Conversion Rate	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%

## FY12 Call Center Data

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Average
<b>Admissions/Enrollment</b>														
Viable Leads		30	30	30	30	30	30	30	30	30	30	30	30	30
Applications		10	10	10	10	10	10	10	10	10	10	10	10	10
Conversion Rate		33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%	33.33%
NPS - Enrollment		50	50	50	50	50	50	50	50	50	50	50	50	50
NPS - Financial Aid		50	50	50	50	50	50	50	50	50	50	50	50	50
<b>Telephony</b>														
Calls Handled		2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	22,000	2,000
Calls Offered		2,100	2,100	2,100	2,100	2,100	2,100	2,100	2,100	2,100	2,100	2,100	23,100	2,100
Abandon Rate		5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Avg Speed of Answer		50	50	50	50	50	50	50	50	50	50	50	50	50
Chats Handled													-	
<b>Financial Aid</b>														
Calls Handled		1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	11,000	1,000
Calls Offered		1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	1,050	11,550	1,050
Abandon Rate		5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Avg Speed of Answer		50	50	50	50	50	50	50	50	50	50	50	50	50
Chats Handled		100	100	100	100	100	100	100	100	100	100	100	1,100	100
Total Support Interactions		2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	27,500	2,500

### Notes:

NPS = Net Promoter Score

Call Center launched in August 2011



## EM Dashboard FY13 - Outreach and Access

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
<b>Business Development</b>													
Revenue	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600		\$6,600
Enrollments Generated	10	10	10	10	10	10	10	10	10	10	10		110
New Contracts Signed	1	1	1	1	1	1	1	1	1	1	1		11
<b>Academic Partner Dev.</b>													
Revenue	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600		\$6,600
Enrollments Generated	10	10	10	10	10	10	10	10	10	10	10		110
New Contracts Signed	2	2	2	2	2	2	2	2	2	2	2		22
<b>DC Center</b>													
Revenue	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600	\$600		\$6,600
Enrollments Generated	10	10	10	10	10	10	10	10	10	10	10		110
New Contracts Signed	1	1	0	1	0	1	1	1	1	1	0		8
<b>Total</b>													
Net Revenue	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500		\$16,500
Enrollments Generated	25	25	25	25	25	25	25	25	25	25	25		275
New Contracts Signed	3	3	3	3	3	3	3	3	3	3	3	0	33

<b>GOALS</b>													
Net Revenue	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 14,400
Enrollments Generated	30	30	30	30	30	30	30	30	30	30	30	30	360
New Contracts Signed	3	3	3	3	3	3	3	3	3	3	3	3	36

## FY12 Outreach and Access Data

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
<b>Business Development</b>													
Net Revenue	\$500	\$501	\$502	\$503	\$504	\$505	\$506	\$507	\$508	\$509	\$510	\$511	\$ 6,066
Enrollments Generated	8	8	8	8	8	8	8	8	8	8	8	8	96
New Contracts Signed	1	1	1	1	1	1	1	1	1	1	1	1	12
<b>Academic Partner Dev.</b>													
Revenue	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$ 6,000
Enrollments Generated	8	8	8	8	8	8	8	8	8	8	8	8	96
New Contracts Signed	1	1	1	1	1	1	1	1	1	1	1	1	12
<b>DC Center</b>													
Revenue	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$500	\$ 6,000
Enrollments Generated	8	8	8	8	8	8	8	8	8	8	8	8	96
New Contracts Signed	1	1	1	1	1	1	1	1	1	1	1	1	12
<b>Total</b>													
Net Revenue	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$ 14,400
Enrollments Generated	20	20	20	20	20	20	20	20	20	20	20	20	240
New Contracts Signed	2	2	2	2	2	2	2	2	2	2	2	2	24

\*DC includes some revenue, enrollments, and contracts which are also Articulation or CAP. The overlap is corrected in the O&A total.

## EM Dashboard FY13 - Financial Aid

	Jul, Aug, Sept	Oct, Nov, Dec	Jan, Feb, Mar	Apr, May, Jun	Total
<b>Financial Aid</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
Federal Aid Received - \$	\$3,000	\$2,000	\$1,000		<b>\$6,000</b>
# of New Federal Aid Recipients	800	250	150		<b>1,200</b>
Veterans Aid Received - \$	\$2,000	\$2,000	\$2,000		<b>\$6,000</b>
# of New Veterans Aid Recipients	400	400	400		<b>1,200</b>
Cohort Default Rate (2011 2YR)			4.0%		<b>4.0%</b>
Cohort Default Rate (2010 3YR)			7.4%		<b>7.4%</b>

## FY12 Financial Aid Data

	Jul, Aug, Sept	Oct, Nov, Dec	Jan, Feb, Mar	Apr, May, Jun	Total
<b>Financial Aid</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
Federal Aid Received - \$	\$2,500	\$1,500	\$1,000	\$500	<b>\$5,500</b>
# of New Federal Aid Recipients	700	200	100	50	<b>1,050</b>
Veterans Aid Received - \$	\$2,000	\$2,000	\$2,000	\$2,000	<b>\$8,000</b>
# of New Veterans Aid Recipients	300	300	300	300	<b>1,200</b>
Cohort Default Rate (2010 2YR)			5.3%		<b>4.9%</b>
Cohort Default Rate (2009 3YR)			8.9%		<b>8.9%</b>

## FY11 Financial Aid Data

	Jul, Aug, Sept	Oct, Nov, Dec	Jan, Feb, Mar	Apr, May, Jun	Total
<b>Financial Aid</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
Federal Aid Received - \$	\$2,000	\$1,600	\$1,200	\$500	<b>\$5,300</b>
# of New Federal Aid Recipients	700	200	100	50	<b>1,050</b>
Veterans Aid Received - \$	\$2,000	\$2,000	\$2,000	\$2,000	<b>\$8,000</b>
# of New Veterans Aid Recipients	300	300	300	300	<b>1,200</b>
Cohort Default Rate (2009 2YR)			7.2%		<b>7.1%</b>

\*Total number of recipients is an unduplicated count YTD (have never before received aid).

\*New Aid Recipients counts unduplicated recipients each quarter.

\*The draft cohort default rate is released by DOE in February. The official rate is released in October

\*3YR CDR will be reviewable by the Department of Education beginning Academic Year 2013-2014

\*National average 2010 2YR CDR was 9.1% (sanctions may apply above 40% or three consecutive years above 25%)

\*National average 2009 3YR CDR was 13.4% (sanctions may apply above 30%)