

NCHER Members Provided the Following Services to Students & Families in 2023

(based on data points from responding NCHER members)



18.7 Million
Students, borrowers, & families served across all programs



7.3 Million
Borrower text/chat messages, calls & emails answered



5,386
Financial aid administrators attended 461 training events




\$9.3 Million
Defaulted loans repaid through successful loan rehabilitation

789,906
Borrowers received delinquency & default aversion assistance



1.3 Million
Brochures & other materials distributed via various access & success touchpoints



230,586
Borrowers received alternative (private) loan financing



124.6 Million
Visitors to websites for information



206,375
Students attended 188,578 financial wellness events / sessions



169,967
Students & families attended 13,574 financial aid events



549,523
Students, borrowers, and families served through third-party servicing activities

418,984
High school counselors & teachers attended 128,812 college access & success events

