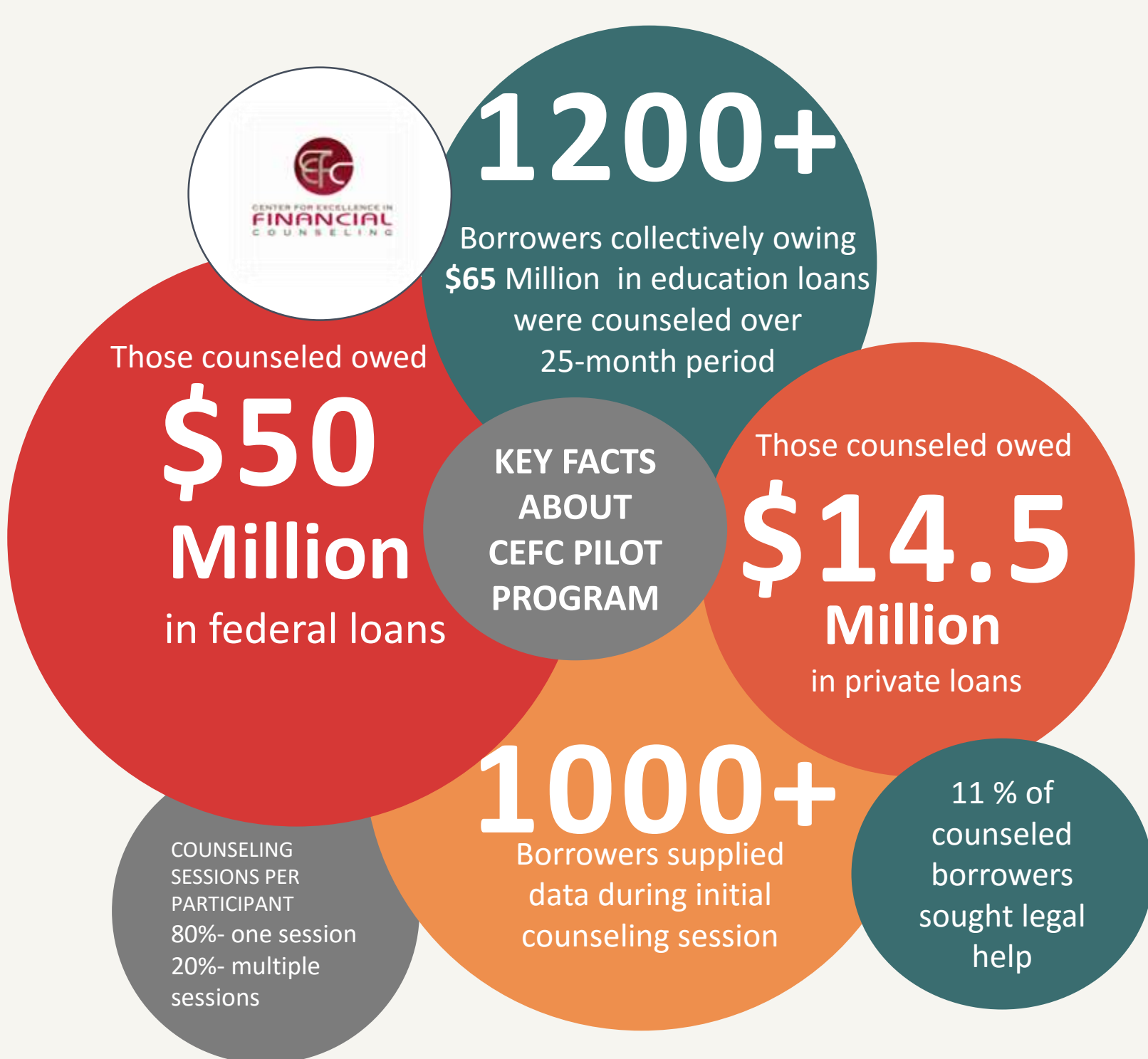


Innovative & Replicable Approach To  
Counseling Helps  
STUDENT LOAN BORROWERS  
More Effectively Manage Their  
EDUCATION DEBT

The Center for Excellence in Financial Counseling (CEFC) at the School of Public Policy & Administration, University of Missouri-St. Louis (UMSL) developed a unique, replicable student loan debt-repayment counseling program to help financially distressed borrowers. The effectiveness of CEFC's approach is indicated by a third-party evaluation\* of data collected during a 25-month national pilot program. (\*Evaluator: Public Policy Research Center, UMSL)



Why Effective Repayment Counseling  
For Student Loan Borrowers  
Is So Important

**\$1.2 Trillion**

In student debt loans outstanding;  
Of these loans, 55% are now in  
repayment status\*

**7 Million**

Student Loan Borrowers  
Are in Default\*\*

\*\*Source: The New York Times, Aug. 31, 2015,  
"Why Students With Smallest Debts Have  
the Larger Problem"

**10.5%**

Of federal student loans are  
in some form of deferment  
or forbearance\*

**23%**

Of borrowers in repayment are delinquent\*

**\$187 Billion**

Total delinquent federal student loan amount\*

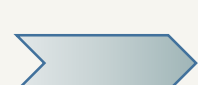
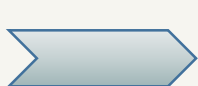
\*Sources: Federal Reserve Bank of  
New York, College Board,  
Breitbart.com "Labor Day Shock:  
\$187B Federal Student Loan  
Delinquency"

CEFC Pilot Program  
Outcomes

Over 57 percent responded that as a result of the counseling they changed their federal repayment plan because they qualified for a lower monthly payment amount.

Before Counseling:

Only 53 percent of borrowers indicated they were on time with their student loan payments prior to counseling.



After Counseling:

Over 70 percent responded that they were making their monthly student loan payments on time as a result of what they learned through counseling. Over 87 percent of counseled borrowers indicated they felt better informed about their student loan repayment options.

Nearly 74 percent of counseled borrowers responded that they agreed with the statement:

"I wish I had found a counseling program like this sooner."

- Over 90 percent of borrowers responded that their student loans kept them from achieving their personal goals.
- Nearly 39 percent of borrowers responded that they knew about their repayment options for their federal loans prior to counseling.
- Nearly 84 percent of borrowers responded that as a result of the counseling they now trust that they will make good financial decisions in relation to their student loan debt.
- Over 66 percent of borrowers indicated they felt less stress about their student loan situation as a result of the counseling.

Learn More About This Replicable Program...

Distressed student loan borrowers can be helped to manage education debt more effectively, reducing default and delinquency. For more information about the CEFC program and how to bring it to your community, visit:

<http://www.umsl.edu/~cefc/>

email: [jacobsonv@umsl.edu](mailto:jacobsonv@umsl.edu)

