



Backup calculations

Call center staffing model			
	Base	High case	
Annual cures needed	20,000	25,000	Cure forecast model for CCI OPEIDs (15K) + additional 5-10K for 2010
Cures/call	1%	1%	GRC average
Annual calls needed	2,000,000	2,500,000	
Business days per year	242	242	Less two weeks vacation
Calls per day	8,264	10,331	
Calls per rep per day	429	429	GRC estimate- 15K per day divided by 35 FTE
No. reps needed	19	24	

Data integrity staffing model	
No. records- 2009 and 2010 Cohort	140,000
Business days per year	242
Records per day	579
Records per day per loan analyst	100
No. loan analysts needed for 2010	6
No. loan analysts needed for 2011	3

DPS staffing model	
Sessions per week per DPS	2
Weeks per year	48
Sessions per year per DPS	97
Annual sessions per student	2
Students per session	20
Students per DPS	968
No. students	70,000
Base case	72