

Welcome to the website of the National Council of Higher Education Resources. NCHER is the largest association with the broadest membership base in the higher education finance industry, offering powerful resources to borrowers, lenders, servicers, and collection agencies alike. Within these pages, state, nonprofit, and for-profit organizations will discover our association's advocacy, communications, and research priorities and our work on behalf of students and families, and the many opportunities to participate in federal policy development, including attending NCHER conferences and serving on our caucuses and committees that play an active role in influencing rules, guidelines, and legislation. We also have pages of historical documents and guidelines to help with business practices. For students and families, you will find details on how to apply for and repay your student loans, as well as sources for counseling services and tools to grow your financial literacy.

It can be argued that the most valuable long-term investment anyone can make is in higher education, which has always been the key to this country's economic opportunity and social mobility. But the world is changing. The combination of soaring tuition and shrinking job opportunities has transformed higher education and left many questioning whether it still represents a sound financial investment. Student and parent borrowers are now struggling to repay their more than \$1.5 trillion in outstanding student loan debt, with many facing serious delinquency and bankruptcy. The industry itself is under increased scrutiny from federal agencies, including the U.S. Department of Education and the Consumer Financial Protection Bureau, Congress, state agencies, and the courts, which has dramatically increased the regulatory burden on organizations that provide important services to students and families. Collectively, these changes have made financing a postsecondary education and obtaining the necessary help to make this important decision today a much different and possibly a more daunting task than ever before.

Whether you are a student, parent, borrower, or organization that provides important services to promote college access and success, I hope you find our website to be helpful and take full advantage of all our offerings. If your organization is a member of NCHER, thank you for your support. If you are not yet a member, we welcome those that have an interest in our mission.

Sincerely,



James P. Bergeron  
President