



WE MAKE THE
FOLLOWING
COMMITMENTS
TO OUR STUDENTS:

DeVry University's Purpose is to empower its students to achieve their goals, find success and make inspiring contributions to our global community. Exceptional service and care is at the core of the education and experience that we offer.

These Student Commitments build upon the strong foundation of existing practices we have in place to benefit and elevate our students. Through these Commitments, we're not only making ourselves publicly accountable, but we're also increasing the impact of our efforts. And because we are committed to continuous improvement and accountability, we will review and refresh our Student Commitments annually, and an independent third party will measure our results and prepare a public report.

INFORMED STUDENT CHOICE

We help students make informed decisions by providing the following resources:

- A one-page disclosure that includes information about program or institutional performance metrics, such as total program costs, debt and default rates, completion and graduation rates and earnings and licensure data.
- An orientation process for all undergraduate students, which provides an overview of information to assist a student in the successful navigation of their college experience. This will include, for example, a review of student support services, our on-line learning platforms, academic policies and key points of contact within the institution.

RESPONSIBLE RECRUITMENT AND ENROLLMENT

We commit to appropriate recruitment policies, and that all students have ample information available to decide whether to attend DeVry University.

- We provide individualized financial and academic information prior to students making a financial commitment. Financial and academic advisors are available to personally respond to any questions prospective students may have.
- We provide prospective students with clear information regarding any required transitional studies courses, including costs, availability and time for completion.
- Admissions conversations are recorded and evaluated to validate compliance and clear student communications. Admissions professionals' performance and compensation are monitored and assessed to ensure responsible student recruitment and compliance with DeVry University's standards.
- We commit to transparency in our use of revenues for marketing, recruitment, instruction and academic support, student services and scholarships.
- We have best practices in place to assure responsible marketing practices with all third-party lead generators (where utilized), including monitoring of all activities by an independent firm, and clear remediation and contract termination procedures.

RESPONSIBLE PARTICIPATION IN THE FEDERAL LOAN PROCESS

We are committed to providing responsible access to students, while continuing as a responsible participant in the federal aid process.

- DeVry University will lower limits on federal funding, deriving no more than 85% of revenue from federal funds, including military and Veterans Administration financial assistance programs.
- Before implementing new academic programs, we review the program's pricing and career outcomes to ensure alignment with the student's ability to repay debt upon successful completion of the program.
- We are committed to providing students with a variety of ways to manage tuition costs. Availability of these options vary by program of study, and may include, for example, transfer of credit policies that enable block transfer, academically responsible and individualized credit evaluation processes, work study and institutional scholarship assistance considerate of program of study, eligibility and need.



FINANCIAL LITERACY AND ACADEMIC TRANSPARENCY

We provide students with clear information and assistance throughout their educational experience regarding their progress and financial investment towards their academic goals.

- We will provide students with access to Manage My Loans, a dynamic online tool that gives students ongoing visibility into overall program progression, outstanding loan balance (including estimated repayment obligations), financial position as compared to academic progress and credits required to graduate.
- We offer students, proactively and upon request, academic and financial advising. This may include information on the student's progress toward degree completion, incurred costs, student loan financing, overall financial position and academic progress.
- We will provide students with an annual Borrowing Advisory Notice. The notice will provide information on loan amounts and percentage of program completed, and disclosure indicating the potential implications of incurring student loan debt on future education loan and financing options.

IMPROVING STUDENT SATISFACTION

We provide high-quality instruction and related services and support. We uphold rigorous standards of academic integrity with a goal of continually improving our students' satisfaction and experience.

- To ensure we are meeting the expectations of our students and graduates, we use an independent third-party tool to conduct student surveys, and we actively respond to results and feedback.
- We prohibit the practice of mandatory arbitration for student disputes, and our enrollment agreements do not prohibit students from participating in or seeking class action remedies.
- We maintain clear and transparent institutional student complaint resolution policies, readily available to students via each institution's website and academic catalog or student handbook. We also provide students with an escalation pathway and contact information to state oversight bodies with jurisdiction over student consumer complaints.

SUCCESSFUL STUDENT OUTCOMES AND ACCOUNTABILITY

We are committed to successful academic, career and post-educational outcomes for our students, and share accountability with our students for achieving these results.

- To further demonstrate its commitment to academic quality, DeVry University will maintain a Persistence & Retention Committee, led by the Chief Academic Officer. The committee will report its findings to the Chair of the Academic Quality and Student Success Committee of DeVry University's Board of Trustees, and will monitor student outcomes and report to the President and CEO on quality trends and steps taken to improve academic programs and student learning. This action-oriented and results driven committee will enable DeVry University to adopt academic best practices.
- Quality of academics is a component of our compensation package for institutional leaders.
- We identify and proactively engage with students who may be at risk for program completion.
- Annually, we will have a third party review our Student Commitments, and will update and improve our practices and student protections as needed.



85/15 VOLUNTARY STUDENT COMMITMENT
FY2019

DeVry University will lower limits on federal funding, deriving no more than 85% of revenue from federal funds, including military and Veterans Administration financial assistance programs.

DeVry University	83.19%
------------------	--------

Figures are based on audited financials of baseline 90/10 data for FY19.

TRANSPARENCY VOLUNTARY STUDENT COMMITMENT
FY2019

We commit to transparency in our use of revenues for marketing, recruitment, instruction and academic support, student services and scholarships.

EXPENDITURES AS PERCENT OF TOTAL REVENUE :

EXPENSE CATEGORY	DEVRY UNIVERSITY
Instruction & Academic Support ¹	36%
Instruction	13%
Academic Support	23%
Scholarships & Grants	13%
Student Services & Recruitment ¹	18%
Student Services	6%
Recruitment	12%
Marketing	21%

- Instruction:** Direct instructional costs including faculty salaries/benefits and classroom depreciation
- Academic Support:** Support services that are an integral part of the institution's primary mission of instruction, including expenses for libraries, academic development, academic computing support, course and curriculum development, academic administration, and medical, veterinary and dental clinics
- Scholarships & Grants:** Institutional Scholarships & Grants paid to students
- Student Services:** Expenses for activities the primary purpose of which is to contribute to students' emotional and physical well-being and to their intellectual, cultural and social development outside the context of the formal instructional program, including career services, counseling, financial aid administration and student records
- Marketing:** Expenses incurred for advertising and marketing to students
- Recruitment:** Expenses for activities related to student recruitment and admissions

¹ Percentages may not sum exactly to the total due to rounding