## 1<sup>st</sup> Quarter 2009 Report



Prepared by TIAA-CREF Education Savings Products
Business Analysis & Corporate Reporting



# I. Executive Summary



### **Executive Summary**

The highlights from the 1<sup>st</sup> Quarter 2009 Connecticut Higher Education Trust College Savings Program Report include:

#### **Asset & Account Growth**

- During the 1<sup>st</sup> quarter of 2009, the Connecticut Higher Education Trust College Savings Program added 1,688 net accounts with new account contributions of \$9.3 million. Contributions to existing accounts were \$37.4 million, bringing total 1<sup>st</sup> quarter contributions to \$46.7 million. The 1<sup>st</sup> quarter 2009 total contributions decreased by 28% from 1<sup>st</sup> quarter 2008 contributions.
- Net contributions (after redemptions) for the quarter were \$32.9 million versus \$51.3 million for the same time period last year. This represents a 36.7% decrease in net contributions from 1<sup>st</sup> quarter 2008, mainly due to the drop in contributions to new accounts (\$5.3 million).
- Average account size in the Connecticut Higher Education Trust College Savings Program declined slightly; the average account size at the end of March was \$11,078, down from \$11,472 as of last quarter. Average new account contribution amount for the 1<sup>st</sup> quarter decreased from \$3,351 (Q1 2008) to \$2,534. At the end of the quarter, total program accounts were 85,373; up by 2% from 4<sup>th</sup> quarter 2008 (83,685) and by 10% from last year's 1<sup>st</sup> quarter results (77,387).
- The quarter ended with program assets of \$946 million, a 1% decrease from last quarter's assets of \$960 million.
- On-line enrollment made up 62% of total new accounts opened during the 1<sup>st</sup> quarter.
- Of the \$46.7 million in year to date contributions at the end of the 1<sup>st</sup> quarter, 72% of those contributions were via check, 23% via automatic contribution (ACH), and 5% via payroll deduction; however, 75% of the number of accounts associated with a contribution was ACH or payroll deduction.
- The 1<sup>st</sup> quarter closed with 503 employers offering payroll deduction; with 1,239 employees enrolled and \$2.4 million in payroll deduction contributions.

#### **Investment Performance**

- In the 1<sup>st</sup> quarter of 2009, the Dow Jones Industrial Average fell just below 6500 on March 9 its lowest level in 12 years and more than 54% lower than its all-time high of over 14,000 in October 2007. The Dow rebounded later in March but still lost 13% in the 1<sup>st</sup> quarter. For the month of March, the Russell 3000® Index, a broad measure of the U.S. stock market, gained over 8%, while the technology-heavy Nasdaq Composite Index rose by 11%, logging the highest gains for the month of March in Nasdaq history. However, for the quarter as a whole, the Russell 3000 declined nearly 11%. Small-cap stocks were particularly hard-hit, dropping nearly 15%, while mid-caps fell about 9%, and large-caps lost more than 10%. Value stocks took a much larger hit in the quarter than growth stocks, which were down 17% and 5%, respectively. (All size and style returns are based on Russell indexes.) The MSCI EAFE® Index fell nearly 14% in dollar terms. In contrast, the MSCI Emerging Markets Index posted a modest 1% gain in the quarter.
- The broad bond market gained 0.12% for the quarter. The Treasury sector, which lifted the market last year, posted a negative 1% return. Inflation-linked bonds (TIPS) and municipal bonds gained during the quarter, reflecting emerging concerns about possible inflation and improved state financial prospects (both of which were based on increased government spending and monetary stimulus). The most active part of the credit market was below-investment-grade bonds, which rose almost 6% during the quarter, in contrast to a steep decline in 2008.
- Home prices continued to sink albeit at a slower pace than in 2008. New home construction increased slightly but still remained at a historically abysmal level.
- Among the Investment Options in the program, the Fixed Income Option achieved the best absolute return of 1.06% due to the relatively better return from fixed income vs. equities in the quarter. The 0-3 Age Band in the Aggressive Managed Allocation Option registered the worst absolute return of -13.84% due to the combined allequity allocation to the Equity Index Fund (70% weighting), the International Equity Index Fund (20% weighting) and the Real Estate Securities Fund (10% weighting). Among all investment options in the program, in terms of relative returns, the 8-11 Age Band in the Managed Allocation Option obtained the best relative return of 85 basis points above its blended benchmark. The 100% Fixed Income Option achieved the best absolute return in the program; however it also registered the worst relative return of 41 basis points below its blended benchmark due to underperformance of the Inflation-Linked Bond Fund in the quarter.

- The Managed and the Aggressively Managed Allocation Options produced absolute losses ranging from -13.84% (8bps above blended benchmark) for the youngest beneficiaries ages 0-3 to -1.91% (28bps above blended benchmark) for beneficiaries ages 18 and over. The age bands that produced the best relative returns are ages 8–11 and ages 4-7. The underlying funds in these options registered absolute returns ranging from -32.65% (the Real Estate Securities Fund, 120bps above benchmark) to 4.09% (the Inflation-Linked Bond Fund, 143bps below benchmark).
- <u>The 100% Equity Index Option</u> registered a loss of -11.78%, 35 basis points below its blended benchmark. The below-benchmark performance was mostly due to the program fee and the underperformance of the International Equity Index Fund (20% weighting), which trailed the MSCI EAFE Index by 106 basis points.
- <u>The Social Choice Option</u> declined by -10.29%, 51 basis points above its benchmark, due to the outperformance of the Social Choice Equity Fund.
- The High Equity Option declined by -8.60% during the quarter, 41 basis points above its blended benchmark. The above-blended-benchmark performance was primarily due to the outperformance of the Mid Cap Value Fund and the Mid Cap Growth Fund. These funds' above-index returns were partly offset by the underperformance of the International Equity Index Fund and the Inflation-Linked Bond Fund.
- <u>The 100% Fixed Income Option</u> generated a return of 1.06%, 41 basis points below its blended benchmark. The below-blended-benchmark performance was due to the underperformance from the Inflation-Linked Bond Fund (143bps below index, 25% weighting) and the program fee.
- The Money Market Option which produced a 0.20% return for the quarter, 10 basis points above its benchmark.
- <u>The Principal Plus Interest Option</u> generated a return of 0.83% during the 1<sup>st</sup> quarter. The annual interest rate of 3.55% is guaranteed until June 30, 2009.

#### **Operational Performance**

- Overall 1<sup>st</sup> quarter processing was modestly lower than last quarter, with decreases in new accounts and purchases. However, there was an overall increase in withdrawals and maintenance requests received and processed by BFDS.
- Overall transaction processing accuracy for 1<sup>st</sup> quarter 2009 approached 98%, as measured by BFDS' Quality Assurance Team (QAT), and performed at the industry average, as measured by National Quality Review (NQR).
   Incremental improvements are being made by the centralized processing teams with a continued emphasis on accuracy in transaction processing.
- BFDS successfully cross trained employees in the Kansas City, MO and Rockland, ME locations to handle calls.
   This means that calls can be serviced in at least two BFDS locations, creating a dynamic call center environment and allowing BFDS to effectively utilize skilled representatives in each location.
- Overall call volume remained virtually unchanged from 4<sup>th</sup> quarter 2008 but significantly declined from the same period last year.
- All statements and confirmations were mailed on time.

#### **Customer Contact Summary**

- Call volume for the 1<sup>st</sup> quarter of 2009 was 22.8% lower than the same period last year.
- The service level for the 1<sup>st</sup> quarter of 2009 was 92.7%, which was well ahead of target and over 4% higher than the same period last year. The abandonment rate for the 1<sup>st</sup> quarter was 1.3%, well under our 5% target and 1.3% lower than the same period as last year. Service level and abandonment rate performance has continued its positive results since the launching of the BFDS Call Center in December of 2007. We expect the same positive impact on our service level and abandonment rate in the quarters to follow.
- We continuously monitor call volumes to ensure adequate resources are allocated, which allows us to continue providing CHET customers with a superior sales and service experience.

#### **Marketing Activity**

- The 1<sup>st</sup> quarter (Q1) marketing initiatives for the Connecticut Higher Education Trust (CHET) program included a series of integrated direct marketing, community outreach and public relations activities.
- The primary marketing initiatives for CHET during Q1, 2009 were the Tax Time campaign and the CHET Dream Big! campaign.
- Q1 initiatives leveraged a multi-channel approach including off-line (direct mail), on-line (search, banners, e-mail, etc.), community outreach and public relations to stimulate account growth and generate leads.
- On-going Account Owner communications included distribution of the quarterly e-newsletter, statement inserts, and beneficiary birthday card mailings.
- Follow-up email and direct mail communication were sent on an on-going basis to inquirers (individuals who
  requested information about the program).
- General quarter highlights include:
  - More than 2.3 million outbound marketing messages were delivered across all channels to prospects and Account Owners during the guarter.
  - Over 11,000 inbound inquiries (inbound calls, business reply cards, and web clicks) directly linked to marketing initiatives were generated during the quarter.

#### Particular Channel Highlights:

- Search is exhibiting the capability of capturing new accounts (149 openings directly linked to search) and deepening Account Owner relationships (308 total transactions including deposits and automatic payment plan sign-ups).
- Banners generated over 750 clicks for more detailed CHET 529 plan information.
- E-mail has proven to be an efficient means to communicate and stimulate interest among past inquirers (an 8.4% inquiry rate for e-mails to this segment was the highest among all channel and audience combinations).
- The direct mail channel generated over 100 inquiries (clicks and calls) from prospects and over 550 inquiries (clicks and calls) from account owners during Q1, 2009.

#### **Statistical & Demographic Information**

- For the 1<sup>st</sup> quarter, CHET had 65,779 accounts with 39,084 account owners and 63,114 beneficiaries and over \$945 million in total program assets. Note, that in this section of the report, an account is defined as inclusive of all investment options associated with the account. In other sections of this report, each investment option is considered to comprise a separate account.
- Account Owners in their forties comprised the largest group of college savers within the Program, making up 39% of Program participants and accounting for 40% of Program assets.
- Account Owners of age fifty and above, many of whom are grandparents, made up 30% of total program
  participants and accounted for 39% of program assets due to a higher average amount of assets per account
  owner.
- Beneficiaries 11 years old and younger account for the majority of accounts (60%) and assets (45%). Beneficiaries
  ages 12-19 accounted for 50% of program assets with a higher amount of average assets per beneficiary.

#### **Service Concerns**

- TFI documented 33 customer service concerns during the quarter out of 7,047 calls handled by the Education Savings call centers. Transaction processing decreased 2.6% to 128,175 transactions (vs. 131,532 transactions last quarter). These documented service concerns represent a customer-reported error ratio of less than ½ of 1% of all transactions.
- All documented service concerns were generally completed within the 7-business day service standard; otherwise Account Owners would have been notified if additional time was needed.

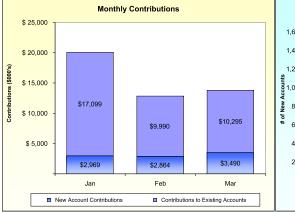
## **II. Asset & Account Growth**



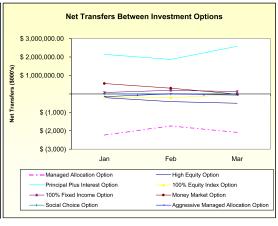
# Connecticut Higher Education Trust Contributions, Redemptions, and New Accounts Summary January through March 2009

Contributions & Redemptions (\$000's)	Year 2008	Jan	Feb	Mar	1st Qtr	YTD	% of 2008
Contributions							
New Account Contributions	\$ 73,069	\$ 2,969	\$ 2,864	\$ 3,490	\$ 9,324	\$ 9,324	13%
Contributions to Existing Accounts	136,076	17,099	9,990	10,295	37,384	37,384	27%
Adjustment*	(65)	143	2	(163)	(19)	(19)	n/a
Total Contributions	209,079	20,211	12,856	13,622	46,689	46,689	22%
Redemptions							
Qualified Withdrawals	\$ (67,425)	\$ (6,973)	\$ (2,360)	\$ (1,553)	\$ (10,886)	\$ (10,886)	16%
Non-Qualified Withdrawals	(3,796)	(693)	(437)	(540)	(1,670)	(1,670)	44%
Death, Disability, Scholarship	(181)	`(36)	`(33)	`(18)	(87)	(87)	48%
Rollover Out of Program	(8,023)	(351)	(281)	(480)	(1,113)	(1,113)	14%
Adjustment*	(5)	` 5 <sup>′</sup>	` 1	` o´	6	6	n/a
Total Redemptions	(79,430)	(8,048)	(3,112)	(2,591)	(13,751)	(13,751)	17%
Net Contributions	\$ 129,649	\$ 12,163	\$ 9,745	\$ 11,030	\$ 32,938	\$ 32,938	
Total Program Assets (\$000's)	]	\$932,283	\$898,078	\$945,743			
Net Transfers Between Investment Options (\$000's)	Year 2008	Jan	Feb	Mar	1st Qtr	YTD	
Managed Allocation Option	\$ (13,744)	\$ (2,240)	\$ (1,743)	\$ (2,087)	\$ (6,070)	\$ (6,070)	
High Equity Option	(5,646)	(203)	(423)	(504)	(1,129)	(1,129)	
Principal Plus Interest Option	13,778	2,139	1,867	2,579	6,586	6,586	
100% Equity Index Option	95	(173)	(201)	(37)	(411)	(411)	
100% Fixed Income Option	862	78	194	123	395	395	
Money Market Option	1,957	556	309	(12)	853	853	
Social Choice Option	9	(0)	(5)	0	(5)	(5)	
Aggressive Managed Allocation Option	2,688	(156)	0	(63)	(219)	(219)	
Account Activity	Year 2008	Jan	Feb	Mar	1st Qtr	YTD	% of 2008
New Accounts Opened	15,313	1,367	1,069	1,244	3,680	3,680	24%
Accounts Closed	(6,050)	(873)	(548)	(571)	(1,992)	(1,992)	33%
Net New Accounts	9,263	494	521	673	1,688	1,688	18%
Total Program Accounts	]	84,179	84,700	85,373			
	Year 2008	Jan	Feb	Mar	1st Qtr	YTD	
YTD Average New Account Contribution Amount	\$ 4,772	\$ 2,172	\$ 2,395	\$ 2,534	\$ 2,534	\$ 2,534	









<sup>\*</sup>This report includes all non-account related adjustments necessary to agree to FY2009 audited financial statements.

<sup>^</sup>Contributions to Existing Accts / 2008 Ending Accounts

# Connecticut Higher Education Trust Asset & Account Growth Summary January through March 2009

# Accounts	Year 2008	Jan	Feb	Mar	% of Ttl	% of Inc/Dec of 2008
Managed Allocation Option	42,707	42,703	42,783	42,830	50.2%	0%
High Equity Option	17,031	17,002	16,955	16,940	19.8%	-1%
Principal Plus Interest Option	9,676	9,891	10,110	10,430	12.2%	8%
100% Equity Index Option	6,108	6,153	6,171	6,202	7.3%	2%
100% Fixed Income Option	2,572	2,629	2,686	2,758	3.2%	7%
Money Market Option	860	926	1,003	1,075	1.3%	25%
Social Choice Option	378	382	388	404	0.5%	7%
Aggressive Managed Allocation Option	4,353	4,493	4,604	4,734	5.5%	9%
Total Program Accounts	83,685	84,179	84,700	85,373	100%	2%

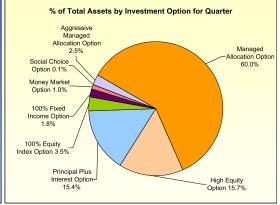
Assets (\$000's)	Year 2008	Jan	Feb	Mar	% of Ttl	% of Inc/Dec of 2008
Managed Allocation Option	\$591,457	\$569,526	\$544,288	\$567,114	60.0%	-4%
High Equity Option	158,280	149,484	138,606	148,530	15.7%	-6%
Principal Plus Interest Option	130,639	134,749	138,968	145,924	15.4%	12%
100% Equity Index Option	33,806	31,982	29,275	32,634	3.5%	-3%
100% Fixed Income Option	15,145	15,308	16,005	17,409	1.8%	15%
Money Market Option	7,228	8,200	9,012	9,742	1.0%	35%
Social Choice Option	867	857	791	906	0.1%	5%
Aggressive Managed Allocation Option	22,598	22,176	21,132	23,483	2.5%	4%
Adjustments*	0	0	0	0	0.0%	
Total Program Assets	960,020	932,283	898,078	945,743	100%	-1%

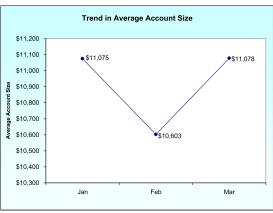
Periodic Change in Assets (\$000's)	Year 2008	Jan	Feb	Mar	1st Qtr
Beginning Assets	\$1,034,649	\$960,020	\$932,283	\$898,078	\$960,020
Plus: Contributions/Rollovers In	209,079	20,211	12,856	13,622	46,689
Less: Redemptions/Rollovers Out	(79,430)	(8,048)	(3,112)	(2,591)	(13,751)
Plus/Minus: Incr/Decr from Operations	(204,279)	(39,901)	(43,949)	36,634	(47,216)
Ending Assets	\$960,020	932,283	898,078	945,743	\$945,743

Average Account Size
Managed Allocation Option
High Equity Option
Principal Plus Interest Option
100% Equity Index Option
100% Fixed Income Option
Money Market Option
Social Choice Option
Aggressive Managed Allocation Option
Total

Jan	Feb	Mar
\$13,337	\$12,722	\$13,241
\$8,792	\$8,175	\$8,768
\$13,623	\$13,746	\$13,991
\$5,198	\$4,744	\$5,262
\$5,823	\$5,959	\$6,312
\$8,855	\$8,985	\$9,063
\$2,243	\$2,039	\$2,243
\$4,936	\$4,590	\$4,960
\$11,075	\$10,603	\$11,078



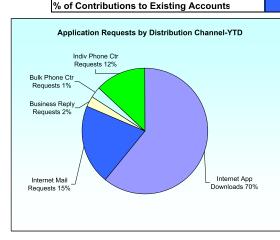


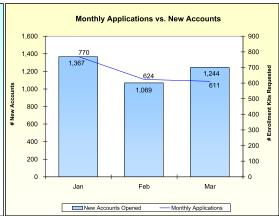


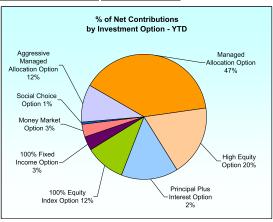
<sup>\*</sup>This report includes all non-account related adjustments necessary to agree to FY2009 audited financial statements.

# Connecticut Higher Education Trust Enrollment Kit Requests, New Accounts, and Contributions Summary January through March 2009

Enrollment Kit/Application Mailings	Year 2008	Jan	Feb	Mar	1st Qtr	YTD	% of 2008
Internet Applications Downloaded	8,588	475	381	361	1,217	1,217	14%
Internet Kit Requests - Mail	1,886	148	138	130	416	416	22%
Business Reply Requests	272	23	11	20	54	54	20%
Bulk Phone Center Requests	94	20	20	16	56	56	60%
Individual Phone Center Requests	1.430	104	74	84	262	262	18%
Total Enrollment Kit/Application Requests	12,270	770	624	611	2,005	2,005	16%
Number of Net New Accounts	Year 2008	Jan	Feb	Mar	1st Qtr	YTD	% of 2008
Managed Allocation Option	1,533	(4)	80	47	123	123	8%
High Equity Option	466	(29)	(47)	(15)	(91)	(91)	-20%
Principal Plus Interest Option	1,405	215	219	320	754	754	54%
100% Equity Index Option	1,045	45	18	31	94	94	9%
100% Fixed Income Option	774	57	57	72	186	186	24%
Money Market Option	860	66	77	72	215	215	25%
Social Choice Option	274	4	6	16	26	26	9%
Aggressive Managed Allocation Option	2,906	140	111	130	381	381	13%
Total Net New Accounts	9,263	494	521	673	1,688	1,688	18%
On-Line Enrollment	8.982	833	623	814	2,270	2.270	
	0,002	033	023		2,210	2,210	
New Account/On-Line Enrollment Ratio	59%	61%	58%	65%	62%	62%	
New Account/On-Line Enrollment Ratio	59%	61%	58%	65%	62%	62%	% of 2008
New Account/On-Line Enrollment Ratio New Account/Kit Request Ratio	<sup>2</sup> 59% 125%	61% 178%	58% 171%	65% 204%	62% 184%	62% 184%	
New Account/On-Line Enrollment Ratio New Account/Kit Request Ratio  Net Contributions (\$000's)	59% 125% Year 2008	61% 178% Jan	58% 171% Feb	65% 204% Mar	62% 184% 1st Qtr	62% 184% YTD	21%
New Account/On-Line Enrollment Ratio New Account/Kit Request Ratio  Net Contributions (\$000's)  Managed Allocation Option	59% 125% Year 2008 \$61,826	61% 178% Jan \$5,104	58% 171% Feb \$3,629	65% 204% Mar \$4,265	62% 184% 1st Qtr \$12,999	62% 184% YTD \$12,999	21% 23%
New Account/On-Line Enrollment Ratio New Account/Kit Request Ratio  Net Contributions (\$000's)  Managed Allocation Option High Equity Option	59% 125% Year 2008 \$61,826 26,132	61% 178% Jan \$5,104 2,404	58% 171% Feb \$3,629 2,029	65% 204% Mar \$4,265 1,573	62% 184% 1st Qtr \$12,999 6,006	62% 184% YTD \$12,999 6,006	21% 23% 192%
New Account/On-Line Enrollment Ratio New Account/Kit Request Ratio  Net Contributions (\$000's)  Managed Allocation Option High Equity Option Principal Plus Interest Option	59% 125% Year 2008 \$61,826 26,132 2,543	61% 178% Jan \$5,104 2,404 1,080	58% 171% Feb \$3,629 2,029 1,411	65% 204% Mar \$4,265 1,573 2,382	62% 184% 1st Qtr \$12,999 6,006 4,873	62% 184% YTD \$12,999 6,006 4,873	21% 23% 192% 22%
New Account/On-Line Enrollment Ratio New Account/Kit Request Ratio  Net Contributions (\$000's)  Managed Allocation Option High Equity Option Principal Plus Interest Option 100% Equity Index Option	59% 125% Year 2008 \$61,826 26,132 2,543 15,234	61% 178% Jan \$5,104 2,404 1,080 1,436	58% 171% Feb \$3,629 2,029 1,411 996	65% 204% Mar \$4,265 1,573 2,382 982	62% 184% 1st Qtr \$12,999 6,006 4,873 3,414	62% 184% YTD \$12,999 6,006 4,873 3,414	21% 23% 192% 22% 35%
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New Account/On-Line Enrollment Ratio New Account/Kit Request Ratio  Net Contributions (\$000's)  Managed Allocation Option High Equity Option Principal Plus Interest Option 100% Equity Index Option 100% Fixed Income Option Money Market Option Social Choice Option Aggressive Managed Allocation Option Adjustment*	59% 125% Year 2008 \$61,826 26,132 2,543 15,234 3,476 3,414 1,014	61% 178% Jan \$5,104 2,404 1,080 1,436 156 425 80	58% 171% Feb \$3,629 2,029 1,411 996 569 312 29 767 2	65% 204% Mar \$4,265 1,573 2,382 982 494 494 336 42	62% 184% 1st Qtr \$12,999 6,006 4,873 3,414 1,220 1,074 151	62% 184% YTD \$12,999 6,006 4,873 3,414 1,220 1,074 151	21% 23% 192% 22% 35% 31% 15% 20%
New Account/On-Line Enrollment Ratio New Account/Kit Request Ratio  Net Contributions (\$000's)  Managed Allocation Option High Equity Option Principal Plus Interest Option 100% Equity Index Option 100% Fixed Income Option Money Market Option Social Choice Option Aggressive Managed Allocation Option Adjustment* Total Net Contributions	59% 125% Year 2008 \$61,826 26,132 2,543 15,234 3,476 3,414 1,014 16,081 (71) \$129,649	61% 178% Jan \$5,104 2,404 1,080 1,436 425 80 1,329 148 \$12,163	58% 171% Feb \$3,629 2,029 1,411 996 569 312 29 767 2 \$9,745	65% 204% Mar \$4,265 1,573 2,382 982 494 336 42 1,119 (163) \$11,030	62% 184% 1st Qtr \$12,999 6,006 4,873 3,414 1,220 1,074 151 3,215 (14) \$32,938	62% 184% YTD \$12,999 6,006 4,873 3,414 1,220 1,074 151 3,215 (14) \$32,938	21% 23% 192% 22% 35% 31% 15% 20%
New Account/On-Line Enrollment Ratio New Account/Kit Request Ratio  Net Contributions (\$000's)  Managed Allocation Option High Equity Option Principal Plus Interest Option 100% Equity Index Option 100% Fixed Income Option Money Market Option Social Choice Option Aggressive Managed Allocation Option Adjustment*	59% 125% Year 2008 \$61,826 26,132 2,543 15,234 3,476 3,414 1,014 16,081 (71)	61% 178% Jan \$5,104 2,404 1,080 1,436 425 80 1,329 148	58% 171% Feb \$3,629 2,029 1,411 996 569 312 29 767 2	65% 204% Mar \$4,265 1,573 2,382 982 494 336 42 1,119 (163)	62% 184% 1st Qtr \$12,999 6,006 4,873 3,414 1,220 1,074 151 3,215 (14)	62% 184% YTD \$12,999 6,006 4,873 3,414 1,220 1,074 151 3,215 (14)	21% 23% 192% 22% 35% 31% 15% 20%
New Account/On-Line Enrollment Ratio New Account/Kit Request Ratio  Net Contributions (\$000's)  Managed Allocation Option High Equity Option Principal Plus Interest Option 100% Equity Index Option 100% Fixed Income Option Money Market Option Social Choice Option Aggressive Managed Allocation Option Adjustment* Total Net Contributions	59% 125% Year 2008 \$61,826 26,132 2,543 15,234 3,476 3,414 1,014 16,081 (71) \$129,649	61% 178% Jan \$5,104 2,404 1,080 1,436 425 80 1,329 148 \$12,163	58% 171% Feb \$3,629 2,029 1,411 996 569 312 29 767 2 \$9,745	65% 204% Mar \$4,265 1,573 2,382 982 494 336 42 1,119 (163) \$11,030	62% 184% 1st Qtr \$12,999 6,006 4,873 3,414 1,220 1,074 151 3,215 (14) \$32,938	62% 184% YTD \$12,999 6,006 4,873 3,414 1,220 1,074 151 3,215 (14) \$32,938	21% 23% 192% 22% 35% 31%



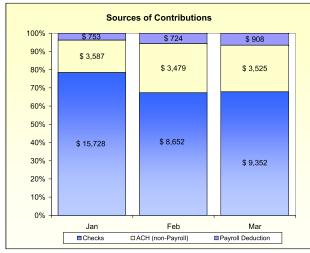


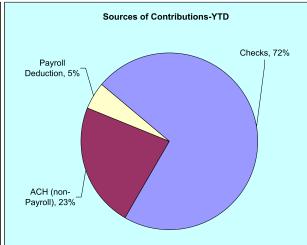


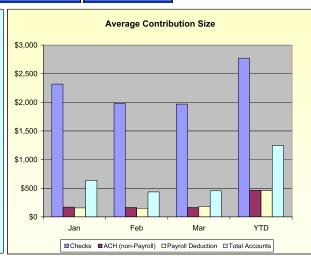
<sup>\*</sup>This report includes all non-account related adjustments necessary to agree to FY2009 audited financial statements.

# Connecticut Higher Education Trust Sources of Contributions January through March, 2009

Contributions (\$000's)	Year 2008	Jan	Feb	Mar	1st Qtr	YTD	% of Total
Contributions							
Checks	\$ 157,383	\$ 15,728	\$ 8,652	\$ 9,352	\$ 33,731	\$ 33,731	72%
ACH (non-Payroll)	42,178	3,587	3,479	3,525	10,592	10,592	23%
Payroll Deduction	9,585	753	724	908	2,385	2,385	5%
Total Contributions*	\$ 209,145	\$ 20,068	\$ 12,855	\$ 13,785	\$ 46,708	\$ 46,708	100%
Accounts**							
Checks	35,779	6,783	4,370	4,750	12,173	12,173	
ACH (non-Payroll)	27,735	21,134	21,074	21,256	22,836	22,836	
Payroll Deduction	6,370	4,825	4,830	5,033	5,190	5,190	
Total Accounts	60,585	31,504	29,453	30,203	37,513	37,513	
Average Contribution Size***							
Checks	\$4,399	\$2,319	\$1,980	\$1,969	\$2,771	\$2,771	
ACH (non-Payroll)	1,521	170	165	166	464	464	
Payroll Deduction	1,505	156	150	180	459	459	
Total Accounts	\$3,452	\$637	\$436	\$456	\$1,245	\$1,245	







<sup>\*</sup>Excludes adjustments attributable to non-account related items (accruals, etc.)

<sup>\*\*</sup>Represents the # of accounts associated with the contribution amount. Since a single account may contribute in multiple months, or via multiple contribution methods (Check, ACH, Payroll), the account totals will not add up to the sum of the individual components.

<sup>\*\*\*[</sup>Contributions] / [Accounts]

## **III. Investment Performance**



#### **Connecticut Higher Education Trust**

### **Investment Performance Commentary – 1st Quarter 2009**

#### **Key Points**

- In the 1<sup>st</sup> quarter of 2009, the Dow Jones Industrial Average fell just below 6500 on March 9 its lowest level in 12 years and more than 54% lower than its all-time high of over 14,000 in October 2007. The Dow rebounded later in March but still lost 13% in the 1<sup>st</sup> quarter. For the month of March, the Russell 3000® Index, a broad measure of the U.S. stock market, gained over 8%, while the technology-heavy Nasdaq Composite Index rose by 11%, logging the highest gains for the month of March in Nasdaq history. However, for the quarter as a whole, the Russell 3000 declined nearly 11%. Small-cap stocks were particularly hard-hit, dropping nearly 15%, while mid-caps fell about 9%, and large-caps lost more than 10%. Value stocks took a much larger hit in the quarter than growth stocks, which were down 17% and 5%, respectively. (All size and style returns are based on Russell indexes.) The MSCI EAFE® Index fell nearly 14% in dollar terms. In contrast, the MSCI Emerging Markets Index posted a modest 1% gain in the quarter.
- The broad bond market gained 0.12% for the quarter. The Treasury sector, which lifted the market last year, posted a negative 1% return. Inflation-linked bonds (TIPS) and municipal bonds gained during the quarter, reflecting emerging concerns about possible inflation and improved state financial prospects (both of which were based on increased government spending and monetary stimulus). The most active part of the credit market was below-investment-grade bonds, which rose almost 6% during the quarter, in contrast to a steep decline in 2008.
- Home prices continued to sink albeit at a slower pace than in 2008. New home construction increased slightly but still remained at a historically abysmal level.
- Among the Investment Options in the program, the Fixed Income Option achieved the best absolute return of 1.06% due to the relatively better return from fixed income vs. equities in the quarter. The 0-3 Age Band in the Aggressive Managed Allocation Option registered the worst absolute return of -13.84% due to the combined allequity allocation to the Equity Index Fund (70% weighting), the International Equity Index Fund (20% weighting) and the Real Estate Securities Fund (10% weighting). Among all investment options in the program, in terms of relative returns, the 8-11 Age Band in the Managed Allocation Option obtained the best relative return of 85 basis points above its blended benchmark. The 100% Fixed Income Option achieved the best absolute return in the program; however it also registered the worst relative return of 41 basis points below its blended benchmark due to underperformance of the Inflation-Linked Bond Fund in the quarter.

#### **U.S. Equity Markets**

- In the 1<sup>st</sup> quarter of 2009, the U.S. Commerce Department reported a 6.2% drop in GDP in the 4th quarter of 2008, the biggest drop in almost 25 years and significantly worse than an earlier preliminary estimate of a 3.8% decline. This revision was a surprise not priced into the market, and the Dow Jones Industrial Average fell just below 6500 on March 9 its lowest level in 12 years and more than 54% lower than its all-time high of over 14,000 in October 2007. The Dow rebounded later in March but still lost 13% in the 1<sup>st</sup> quarter.
- Adding to the bad news was three more months of accelerating unemployment. Between January 2008, and March 2009, the U.S. economy shed a total of 5.1 million jobs, including more than 660,000 in March alone. A broad swath of other key indicators, including consumer spending, finance, and confidence; housing sales and starts; manufacturing and business investment; and services, continued to fall, with some of these indicators reaching all-time lows.
- As a result, equity markets experienced wild volatility in the 1<sup>st</sup> quarter of 2009, with March's plunges and rallies being the most extreme. For the month of March, the Russell 3000® Index, a broad measure of the U.S. stock market, gained over 8%, while the technology-heavy Nasdaq Composite Index rose by 11%, logging the highest gains for the month of March in Nasdaq history. However, for the quarter as a whole, the Russell 3000 declined nearly 11%.

### Performance by Cap and Style

• Small-cap stocks were particularly hard-hit, dropping nearly 15%, while mid-caps fell about 9%, and large-caps lost more than 10%. Value stocks took a much larger hit in the quarter than growth stocks, which were down 17% and 5%, respectively. (All size and style returns are based on Russell indexes.)

#### **International Equity Markets**

• In the 1<sup>st</sup> quarter of 2009, foreign stocks began to move in markedly different directions, suggesting that investors have stopped selling stocks indiscriminately and have begun looking for those stocks that will perform well during the world-wide economic recovery. The MSCI EAFE® Index, which measures stock performance in 21 nations outside North America, fell nearly 14% in dollar terms. Equities in Japan and Europe were hit harder than U.S. issues at about -17%, -15% and -11% respectively. In contrast, the MSCI Emerging Markets Index posted a modest 1% gain in the quarter while country benchmark indexes in Brazil and Russia both gained approximately 9% in the quarter, and the broader Pacific (ex Japan) Index fell only a little over 2%.

#### **U.S. Fixed Income Markets**

- The broad bond market eked out a positive 0.12% return for the quarter (per the Barclays Capital U.S. Aggregate Index) on the strength of a strong March performance. The Treasury sector, which lifted the market last year, posted a negative 1% return. Yields rose slightly in the 1<sup>st</sup> quarter, particularly for maturities in the middle part of the Treasury curve (7-10 years) as the Fed announced a massive buying program in that range. Still, the shortest-term Treasury yields remained close to 0%, and long-term Treasury yields, while rising during the quarter, were nearly as low as they have been at any time since the 1950s as investors continue to value the safety, if not the returns, of term government securities. In contrast, inflation-linked bonds (TIPS) and municipal bonds gained during the quarter, reflecting emerging concerns about possible inflation and improved state financial prospects (both of which were based on increased government spending and monetary stimulus).
- Risk premiums on corporate bonds decreased slightly and corporate bond returns fell. Government intervention and guarantees did a little more to free up the short-term credit markets businesses use to fund their most immediate financial needs. Corporations also raised some new longer-term debt. The most active part of the credit market was below-investment-grade bonds, which rose almost 6% during the quarter, in contrast to a steep decline in 2008. Investors may have concluded that this sector was oversold and offered new opportunities.

#### **Real Estate Markets**

 Residential real estate woes continued to worsen as home prices continued to sink albeit at a slower pace than in 2008. New home construction increased slightly but still remained at a historically abysmal level. A broad measure of real estate stocks that includes both residentially and commercially oriented companies (Wilshire REIT Index) lost about 34% during the 4<sup>th</sup> quarter, despite an uptick of 3% in March.

<u>The Managed and the Aggressive Managed Allocation Options</u> produced absolute losses ranging from -13.84% (8bps above blended benchmark) for the youngest beneficiaries ages 0-3 to -1.91% (28bps above blended benchmark) for beneficiaries ages 18 and over. The age bands that produced the best relative returns are ages 8–11 and ages 4-7. The underlying funds in these options registered absolute returns ranging from -32.65% (the **Real Estate Securities Fund**, 120bps above benchmark) to 4.09% (the **Inflation-Linked Bond Fund**, 143bps below benchmark).

The **TIAA-CREF Real Estate Securities Fund (REITS)** – **Institutional Class (TIREX)** beat its benchmark in the 1<sup>st</sup> quarter (+120 basis points), largely due to holdings in the Retail REITs sector, where positions that boosted relative results were mainly underweights, including Kimco Realty, Cedar Shopping Centers, and Weingarten Realty Investors. A mix of overweights and underweights helped results from the Residential REITs sector, where Apartment Investment &

Management, Colonial Properties Trust, and Equity Residential were among the supportive underweights, and Essex Property Trust, American Campus Communities, and AvalonBay Communities were among the supportive overweights. Another supportive sector was Office REITs, where an out-of-index position in Mission West Properties as well as underweights in Brandywine Realty Trust, BioMed Realty Trust, and Duke Realty boosted results. Limiting the reach of picks that were additive to relative performance, avoiding Dupont Fabros Technology cost the fund some performance as it surged in the quarter, with further detractions from a non-benchmark stake in Thomas Properties Group, both of the Diversified Real Estate Activities sector. The Office Electronics sector was another downdraft, solely due to an underweight in Digital Realty Trust. Although the fund trailed its benchmark over five years (-75 basis points), it outperformed that measure over one (+204 basis points) and three years (+138 basis points) and since its October 2002 inception (+8 basis points).

The TIAA-CREF Inflation-Linked Bond Fund – Institutional Class (TIILX) underperformed the Barclays Capital U.S. Treasury Inflation-Protected Securities Index by 143 basis points on a return of 4.09% for the 1<sup>st</sup> quarter. The positive returns in inflation-linked securities for the period were driven by increased overall liquidity in spread markets, easing the way for investors to sell some of those holdings and reallocate the cash to TIPS, and by long term inflationary concerns due to the federal government's stimulus bill. The strategy for this fund is to have a duration similar to that of the index, and it seeks to protect investors from rising inflation's impact on asset values by investing in inflation-indexed bonds. Duration is a measure of the sensitivity of the price (the value of principal) of a fixed-income investment to a change in interest rates. Keeping a profile close to that of the index most often means performance that is also close to the index. Expenses and technical factors can put the fund behind its benchmark, as the fund underperformed over one (-70 basis points), three (-42 basis points), and five years (-29 basis points) and since its October 2002 inception (-28 basis points).

<u>The 100% Equity Index Option</u> registered a loss of -11.78%, 35 basis points below its blended benchmark. The below-benchmark performance was mostly due to the program fee and the underperformance of the **International Equity Index Fund** (20% weighting), which trailed the MSCI EAFE Index by 106 basis points.

<u>The Social Choice Option</u> declined by -10.29%, 51 basis points above its benchmark, due to the outperformance of the **Social Choice Equity Fund**.

The TIAA-CREF Social Choice Equity Fund – Institutional Class (TISCX) outperformed the Russell 3000 Index by 56 basis points in the 1<sup>st</sup> quarter of 2009, with the exclusion of several falling industrial stocks due to the fund's comprehensive social screening process being the most significant contributor to these results. They included General Electric, building systems and aerospace product maker United Technologies, and top military contractors General Dynamics and Raytheon, among others. The screening process involves selecting a universe of stocks that meet a comprehensive set of environmental, social, and governance (ESG) criteria. Avoiding screened holdings also produced the top contributor in the health care sector, pharmaceutical concern Pfizer, which fell in the quarter. Other support from

that sector came from overweighting holdings such as bioengineering firm Genentech, Wyeth, and Schering-Plough. In telecommunication services, overweighting Time Warner Cable, Embarq, and Sprint Nextel, as well as avoiding Comcast due to ESG screens, played a role in that sector's contribution to outperformance. Sectors that detracted somewhat from these positive results included financials, where overweighting insurer AFLAC, U.S. Bancorp, SunTrust, and PNC hampered results, as did avoiding ESG-screened Morgan Stanley, which rose notably in the quarter. Consumer staples holdings that detracted from relative results included ESG-screened Coca-Cola and Altria Group, as well as overweighted Procter & Gamble. The fund continued to meet its objective of tracking the return of the U.S. market while investing only in companies that pass the comprehensive ESG screens. The fund also outperformed in March (+32 basis points), over one (+99 basis points), three (+16 basis points), and five years (+13 basis points), but underperformed since its July 1999 inception (-3 basis points). In addition to outperformance in March, the fund produced a positive return of 9.08%.

The fund seeks investments that are considered socially responsible, generally avoiding companies in the tobacco, nuclear power, weapons production, firearms, gambling, alcohol, and other such industries. Other screens examine companies' environmental, social, and corporate governance (ESG) practices. The fund does not make sector bets and uses only quantitative methods to recover the performance lost due to screens against certain stocks in the benchmark, and it is categorized as an enhanced indexed product. As such, it is not considered one of the actively managed equity funds discussed in this report.

<u>The High Equity Option</u> declined by -8.60% during the quarter, 41 basis points above its blended benchmark. The above-blended-benchmark performance was primarily due to the outperformance of the **Mid Cap Value Fund** and the **Mid Cap Growth Fund**. These funds' above-index returns were partly offset by the underperformance of the **International Equity Index Fund and the Inflation-Linked Bond Fund**.

During the 1st quarter, the TIAA-CREF Mid-Cap Value Fund – Institutional Class (TIMVX) outperformed the Russell Midcap ® Value Index by 556 basis points, largely driven by holdings in the financials, consumer discretionary, and materials sectors. Overweighting rare occurrence insurer XL Capital, First Horizon National, and Northern Trust, as well as avoiding Fifth Third Bancorp, which dropped in the quarter, proved to be the most significant contributors from the shaken financial sector. Consumer discretionary positions that added to outperformance in the quarter included out-of-index Darden Restaurants, which owns lower-priced chains like Red Lobster and Olive Garden, appealing options for consumers looking to trade down in a weak economy. Other positives in that sector were The Financial Times publisher Pearson PLC, a non-benchmark holding that provides financial information and business news; the avoidance of CBS, which plummeted in the quarter; and an overweight in Interpublic Group. The biggest boosts from the materials sector came from an out-of-index stake in Crown Holdings and an overweight in conglomerate Rohm & Haas, with further support from the avoidance of Vulcan Materials, Owens-Illinois, and International Paper, which all fell in the quarter. Although detractors did not offset contributors in the period, they included radio tower owner and manager Crown Castle International, Leap Wireless International, whose services include the Cricket brand of mobile phone service; and

Embarq. All were stocks in the telecommunication services sector that turned in positive performance in the period, but the fund avoided them. Among utilities, avoiding Consolidated Edison dampened relative results a bit, as did overweighting Pepco Holdings. In addition to outperforming in the quarter, the fund led its benchmark in March (+1 basis point), over one (+165 basis points), three (+303 basis points), and five years (+213 basis points), and since its October 2002 inception (+262 basis points).

In the 1<sup>st</sup> quarter of 2009, the **TIAA-CREF Mid-Cap Growth Fund – Institutional Class (TRPWX)** beat its benchmark by 41 basis points, mainly on industrials, energy, and utilities holdings. Although most of the top contributors from the industrials sector were falling benchmark names that the fund avoided, the top three were overweights, such as Quanta Services, FTI Consulting, and Shaw Group. Contributing energy holdings were a blend of positions relative to the benchmark, such as overweights in Denbury Resources and Range Resources, the avoidance of falling benchmark names Sunoco and SunPower, and an out-of-index stake in National Oilwell Varco. In utilities, the benefits came by eschewing benchmark stocks like Allegheny Energy, AES, Mirant, and NRG Energy. Negative impacts were found in the information technology sector, where an out-of-index position in Data Domain was the largest detractor, with similar headwinds from overweights in Itron, which makes wireless devices for the collection of meter data by utilities worldwide; Trimble Navigation, and Harris Corporation. A position in non-benchmark maker of over-the-counter drugs, personal care products, and dietary supplements Chattem, and the avoidance of surging Whole Foods Market were the most notable detractors from the consumer staples sector. The fund trailed its benchmark over one year by 152 basis points and to a lesser extent over three (-46 basis points) and five years (-19 basis points), while outperforming that measure since its October 2002 inception (+19 basis points).

<u>The 100% Fixed Income Option</u> generated a return of 1.06%, 41 basis points below its blended benchmark. The below-blended-benchmark performance was due to the underperformance from the **Inflation-Linked Bond Fund** (143bps below index, 25% weighting) and the program fee.

<u>The Money Market Option</u> which was launched on February 18, 2008, produced a 0.20% return for the quarter, 10 basis points above its benchmark.

<u>The Principal Plus Interest Option</u> generated a return of 0.83% during the 1<sup>st</sup> quarter. The annual interest rate of 3.55% is guaranteed until June 30, 2009.

#### 1st Quarter, 2009 Connecticut Higher Education Trust Performance Summary: Managed Allocation Option

#### **Asset Allocation: Managed Allocation Option**

		Institutional	Institutional		Institutional	
	Institutional	International	Real Estate		Inflation-	Institutional
Age of		Equity Index	Securities	Institutional	Linked Bond	Money
Beneficiary	Fund	Fund	Fund	Bond Fund	Fund	<b>Market Fund</b>
0-3	56.00%	16.00%	8.00%	15.00%	5.00%	0.00%
4-7	45.50%	13.00%	6.50%	26.25%	8.75%	0.00%
8-11	35.00%	10.00%	5.00%	37.50%	12.50%	0.00%
12-14	28.00%	8.00%	4.00%	45.00%	15.00%	0.00%
15-17	21.00%	6.00%	3.00%	37.50%	12.50%	20.00%
18 and over	14.00%	4.00%	2.00%	26.25%	8.75%	45.00%

#### **Investment Option Returns: Managed Allocation Option**

Age Of Beneficiary	Inception Date	Total Annual Asset Based Fees
Ages 0 - 3	3/10/2005	0.65%
Ages 4 - 7	3/10/2005	0.65%
Ages 8 - 11	3/10/2005	0.65%
Ages 12 - 14	3/10/2005	0.65%
Ages 15 - 17	3/10/2005	0.65%
Ages 18 and Over	3/10/2005	0.65%

															Avg	Annual Re	eturn	
1st Q	uarter, 20	009 Rtn	Yea	ar-to-Date	Rtn		1 Year Rtı	Year Rtn 3 Year Avg Annual Rtn			ual Rtn	5 Year	r Avg Anr	nual Rtn	Since Option Inception			
Program Returns*	Blended Index Return	Over/ (Under) Benchmk	Program Returns*	Blended Bnchmk Returns	Over/ (Under) Benchmk	Program Returns*	Blended Bnchmk Returns	Over/ (Under) Benchmk	Program Returns*	Blended Bnchmk Returns	Over/ (Under) Benchmk	Program Returns*	Blended Bnchmk Returns	Over/ (Under) Benchmk	Program Returns*	Blended Bnchmk Returns	Over (Unde Bench	
-10.37%	-10.86%	0.49%	-10.37%	-10.86%	0.49%	-33.83%	-34.82%	0.99%	-10.85%	-11.11%	0.26%	N/A	N/A	N/A	-5.89%	-5.66%	-0.23	
-7.81%	-8.55%	0.74%	-7.81%	-8.55%	0.74%	-27.28%	-28.81%	1.53%	-7.62%	-7.90%	0.28%	N/A	N/A	N/A	-3.65%	-3.58%	-0.07	
-5.40%	-6.25%	0.85%	-5.40%	-6.25%	0.85%	-20.66%	-22.41%	1.75%	-4.50%	-4.79%	0.29%	N/A	N/A	N/A	-1.67%	-1.63%	-0.04	
-4.15%	-4.71%	0.56%	-4.15%	-4.71%	0.56%	-17.31%	-17.92%	0.61%	-2.89%	-2.71%	-0.18%	N/A	N/A	N/A	-0.74%	-0.35%	-0.39	
-3.02%	-3.41%	0.39%	-3.02%	-3.41%	0.39%	-12.61%	-13.27%	0.66%	-1.13%	-1.04%	-0.09%	N/A	N/A	N/A	0.47%	0.67%	-0.20	
-1.91%	-2.19%	0.28%	-1.91%	-2.19%	0.28%	-7.58%	-8.49%	0.91%	0.63%	0.52%	0.11%	N/A	N/A	N/A	1.56%	1.62%	-0.06	

#### **Underlying Fund Performance: Managed Allocation Option**

																				Avy Alliuai Ketulli		
				1st Q	uarter, 20	009 Rtn	Year-to-Date Rtn			1 Year Rtn			3 Year	r Avg Ann	ual Rtn	5 Year Avg Annual Rtn			Since	Since Fund Inception		
Investment Option	Inception Date	Underlying Fund Expenses	Benchmark	TIAA- CREF Returns	Bnchmk Returns	Over/ (Under) Benchmk	TIAA-CREF Returns	Bnchmk Returns	Over/ (Under) Benchmk	TIAA-CREF Returns	Bnchmk Returns	Over/ (Under) Benchmk	TIAA-CREF Returns	Bnchmk Returns		TIAA-CREF Returns	Bnchmk Returns	Over/ (Under) Benchmk	TIAA-CREF Returns	Bnchmk Returns	Over/ (Under) Benchmk	
Equity Index	07/01/1999	0.07%	Russell 3000	-10.81%	-10.80%	-0.01%	-10.81%	-10.80%	-0.01%	-38.12%	-38.20%	0.08%	-13.55%	-13.55%	0.00%	-4.61%	-4.59%	-0.02%	-3.21%	-3.11%	-0.10%	
International Equity Index	10/01/2002	0.12%	Morgan Stanley EAFE	-15.00%	-13.94%	-1.06%	-15.00%	-13.94%	-1.06%	-45.98%	-46.51%	0.53%	-14.25%	-14.47%	0.22%	-2.06%	-2.18%	0.12%	5.00%	5.04%	-0.04%	
Real Estate Securities	10/01/2002	0.56%	Wilshire Real Estate Sec	-32.65%	-33.85%	1.20%	-32.65%	-33.85%	1.20%	-58.99%	-61.03%	2.04%	-25.88%	-27.26%	1.38%	-10.18%	-9.43%	-0.75%	-0.73%	-0.81%	0.08%	
Bond	07/01/1999	0.32%	LB Aggregate Bond	0.16%	0.12%	0.04%	0.16%	0.12%	0.04%	1.30%	3.13%	-1.83%	4.72%	5.78%	-1.06%	3.48%	4.13%	-0.65%	5.65%	5.96%	-0.31%	
Inflation-Linked Bond	10/01/2002	0.34%	LB TIPS	4.09%	5.52%	-1.43%	4.09%	5.52%	-1.43%	-2.74%	-2.04%	-0.70%	5.30%	5.72%	-0.42%	3.86%	4.15%	-0.29%	5.16%	5.44%	-0.28%	
Money Market	07/01/1999	0.14%	iMoneyNet Mny Mkt Avg	0.28%	0.10%	0.18%	0.28%	0.10%	0.18%	2.12%	1.36%	0.76%	4.09%	3.44%	0.65%	3.53%	2.92%	0.61%	3.47%	2.93%	0.54%	

<sup>\* &</sup>quot;Program Returns" are net of program management fees and mutual fund expenses.

#### 1st Quarter, 2009 Connecticut Higher Education Trust Performance Summary: Aggressive Managed Allocation Option

#### **Asset Allocation: Aggressive Managed Allocation Option**

Age of Beneficiary	Institutional Equity Index Fund	Institutional International Equity Index Fund	Institutional Real Estate Securities Fund	Institutional Bond Fund	Institutional Inflation- Linked Bond Fund	Institutional Money Market Fund
0-3	70.00%	20.00%	10.00%	0.00%	0.00%	0.00%
4-7	59.50%	17.00%	8.50%	11.25%	3.75%	0.00%
8-11	49.00%	14.00%	7.00%	22.50%	7.50%	0.00%
12-14	42.00%	12.00%	6.00%	30.00%	10.00%	0.00%
15-17	35.00%	10.00%	5.00%	37.50%	12.50%	0.00%
18 and over	21.00%	6.00%	3.00%	33.75%	11.25%	25.00%

#### **Investment Option Returns: Aggressive Managed Allocation Option**

Age Of Beneficiary	Inception Date	Total Annual Asset Based Fees
Ages 0 - 3	11/20/2007	0.65%
Ages 4 - 7	11/19/2007	0.65%
Ages 8 - 11	11/20/2007	0.65%
Ages 12 - 14	11/19/2007	0.65%
Ages 15 - 17	11/21/2007	0.65%
Ages 18 and Over	11/20/2007	0.65%

															Avg Annual Return		
1st Qı	uarter, 200	09 Rtn	Yea	r-to-Date	Rtn	,	l Year Rtı	n	3 Year Avg Annual Rtn			5 Year	· Avg Anr	nual Rtn	Since Option Inception		
Program Returns*	Blended Index Return	Over/ (Under) Benchmk	Program Returns*	Blended Bnchmk Returns	Over/ (Under) Benchmk	Program Returns*	DITCHILIK	Over/ (Under) Benchmk	Program Returns*	BUCULLK	Over/ (Under) Benchmk	Program Returns*	Blended Bnchmk Returns	Over/ (Under) Benchmk	Program Returns*	Blended Bnchmk Returns	Over/ (Under) Benchmk
-13.84%	-13.92%	0.08%	-13.84%	-13.92%	0.08%	-42.19%	-42.25%	0.06%	N/A	N/A	N/A	N/A	N/A	N/A	-35.71%	-36.58%	0.87%
-11.54%	-11.63%	0.09%	-11.54%	-11.63%	0.09%	-35.91%	-36.74%	0.83%	N/A	N/A	N/A	N/A	N/A	N/A	-31.40%	-31.15%	-0.25%
-8.78%	-9.32%	0.54%	-8.78%	-9.32%	0.54%	-29.83%	-30.85%	1.02%	N/A	N/A	N/A	N/A	N/A	N/A	-25.07%	-25.82%	0.75%
-7.16%	-7.79%	0.63%	-7.16%	-7.79%	0.63%	-25.61%	-26.72%	1.11%	N/A	N/A	N/A	N/A	N/A	N/A	-20.92%	-21.81%	0.89%
-5.88%	-6.25%	0.37%	-5.88%	-6.25%	0.37%	-21.69%	-22.41%	0.72%	N/A	N/A	N/A	N/A	N/A	N/A	-17.58%	-17.61%	0.03%
-3.36%	-3.47%	0.11%	-3.36%	-3.47%	0.11%	-12.82%	-13.27%	0.45%	N/A	N/A	N/A	N/A	N/A	N/A	-10.18%	-9.99%	-0.19%

#### **Underlying Fund Performance: Aggressive Managed Allocation Option**

													Avg Annual Return								
				1st Qu	1st Quarter, 2009 Rtn		Yea	Year-to-Date Rtn 1 Year Rtn		3 Year Avg Annual Rtn		5 Year Avg Annual Rtn		Since Fund Inception		eption					
Investment Option	Inception Date	Underlying Fund Expenses	Benchmark	TIAA- CREF Returns	Bnchmk Returns	Over/ (Under) Benchmk	TIAA- CREF Returns	Bnchmk Returns		TIAA-CREF Returns	Bnchmk Returns	Over/ (Under) Benchmk	TIAA- CREF Returns	Bnchmk Returns	Over/ (Under) Benchmk	TIAA- CREF Returns	Bnchmk Returns	Over/ (Under) Benchmk	TIAA-CREF Returns	Bnchmk Returns	Over/ (Under) Benchmk
Equity Index International Equity Index	07/01/1999 10/01/2002	0.07% 0.12%	Russell 3000 Morgan Stanley EAFE	-10.81% -15.00%	-10.80% -13.94%	-0.01% -1.06%	-10.81% -15.00%	-10.80% -13.94%	-0.01% -1.06%	-38.12% -45.98%	-38.20% -46.51%	0.08% 0.53%	-13.55% -14.25%	-13.55% -14.47%	0.00% 0.22%	-4.61% -2.06%	-4.59% -2.18%	-0.02% 0.12%	-3.21% 5.00%	-3.11% 5.04%	-0.10% -0.04%
Real Estate Securities	10/01/2002	0.56%	Wilshire Real Estate Sec	-32.65%	-33.85%	1.20%	-32.65%	-33.85%	1.20%	-58.99%	-61.03%	2.04%	-25.88%	-27.26%	1.38%	-10.18%	-9.43%	-0.75%	-0.73%	-0.81%	0.08%
Bond Inflation-Linked Bond	07/01/1999 10/01/2002		LB Aggregate Bond LB TIPS	0.16% 4.09%	0.12% 5.52%	0.04% -1.43%	0.16% 4.09%	0.12% 5.52%	0.04% -1.43%	1.30% -2.74%	3.13% -2.04%	-1.83% -0.70%	4.72% 5.30%	5.78% 5.72%	-1.06% -0.42%	3.48% 3.86%	4.13% 4.15%	-0.65% -0.29%	5.65% 5.16%	5.96% 5.44%	-0.31% -0.28%
Money Market	07/01/1999	0.14%	iMoneyNet Mny Mkt Avg	0.28%	0.10%	0.18%	0.28%	0.10%	0.18%	2.12%	1.36%	0.76%	4.09%	3.44%	0.65%	3.53%	2.92%	0.61%	3.47%	2.93%	0.54%

<sup>\* &</sup>quot;Program Returns" are net of program management fees and mutual fund expenses.

#### 1st Quarter, 2009 Connecticut Higher Education Trust Performance Summary: Additional Investment Options

**Asset Allocation: 100% Equity Index Option** 

	Institutional International Equity Index
Institutional Equity Index Fund	Fund
80.00%	20.00%

**Asset Allocation: Social Choice Option** 

Institutional Social Choice Equity Fund
100.00%

**Asset Allocation: High Equity Option** 

				Institutional		Institutional
Institutional	Institutional	Institutional	Institutional	International		Inflation-
S&P 500	Mid-Cap	Mid-Cap	Small-Cap	<b>Equity Index</b>	Institutional	<b>Linked Bond</b>
Index Fund	<b>Growth Fund</b>	Value Fund	Equity Fund	Fund	Bond Fund	Fund
					Dona i ana	i dila

**Asset Allocation: 100% Fixed Income Option** 

	Institutional Bond Fund	Institutional Inflation - Linked Bond Fund
Г	75.00%	25.00%

**Asset Allocation: Money Market Option** 

Institutional Money Market Fund	
100.00%	

**Asset Allocation: Principal Plus Interest Option** 

Guaranteed Funding Agreement	
100.00%	

**Investment Option Returns: Additional Investment Options** 

Investment Option	Inception Date	Total Annual Asset Based Fees
100% Equity Index	6/20/2006	0.65%
Social Choice	11/19/2007	0.65%
High Equity	3/22/2001	0.65%
100% Fixed Income	6/20/2006	0.65%
Money Market	2/18/2008	0.65%
Principal Plus Interest	4/23/2001	N/A

1st Qu	arter, 200	9 Rtn	Year-to-Date Rtn			1	1 Year Rtn			3 Year Avg Annual Rtn			5 Year Avg Annual Rtn		
Program Returns*	Blended Index Return	Over/ (Under) Benchmk	Program Returns*	Blended Bnchmk Returns	Over/ (Under) Benchmk	Program Returns*	Blended Bnchmk Returns	Over/ (Under) Benchmk		ouram	Blended Bnchmk Returns	Over/ (Under) Benchmk	Program Returns*	Blended Bnchmk Returns	Over/ (Under) Benchmk
-11.78%	-11.43%	-0.35%	-11.78%	-11.43%	-0.35%	-40.09%	-39.90%	-0.19%		N/A	N/A	N/A	N/A	N/A	N/A
-10.29%	-10.80%	0.51%	-10.29%	-10.80%	0.51%	-37.45%	-38.20%	0.75%		N/A	N/A	N/A	N/A	N/A	N/A
-8.60%	-9.01%	0.41%	-8.60%	-9.01%	0.41%	-32.00%	-32.94%	0.94%	-1	0.20%	-10.11%	-0.09%	-3.05%	-2.72%	-0.33%
1.06%	1.47%	-0.41%	1.06%	1.47%	-0.41%	0.00%	1.90%	-1.90%		N/A	N/A	N/A	N/A	N/A	N/A
0.20%	0.10%	0.10%	0.20%	0.10%	0.10%	1.60%	1.37%	0.23%		N/A	N/A	N/A	N/A	N/A	N/A
0.83%	0.16%	0.67%	0.83%	0.16%	0.67%	3.63%	0.91%	2.72%	3	3.60%	3.12%	0.48%	3.41%	2.95%	0.46%

ıal Rtn	Since Option Inception											
Over/ (Under) Benchmk	Program Returns*	Blended Bnchmk Returns	Over/ (Under) Benchmk									
N/A	-13.93%	-13.20%	-0.73%									
N/A	-31.82%	-33.42%	1.60%									
-0.33%	-1.55%	-0.39%	-1.16%									
N/A	4.89%	6.38%	-1.49%									
N/A	1.70%	1.45%	0.25%									
0.46%	3.73%	2.45%	1.28%									

Avg Annual Return

Avg Annual Return

#### **Underlying Fund Performance: Additional Investment Options**

				1st Qu	arter, 20	09 Rtn	Rtn Year-to-Date Rtn		Rtn	1 Year Rtn		3 Year Avg Annual Rtn		5 Year Avg Annual Rtn		Since Fund Inception		eption			
Underlying Mutual Funds as of 03/31/2009	Inception Date	Underlying Fund Expenses	Benchmark	TIAA-CREF Returns	Bnchmk Returns	Over/ (Under) Benchmk	TIAA-CREF Returns	Bnchmk Returns	Over/ (Under) Benchmk	TIAA-CREF Returns	Paturne	Over/ (Under) Benchmk		Bnchmk Returns		TIAA- CREF Returns	Bnchmk Returns	Over/ (Under) Benchmk	TIAA- CREF Returns	Bnchmk Returns	Over/ (Under) Benchmk
Equity Index	07/01/1999	0.07%	Russell 3000	-10.81%	-10.80%	-0.01%	-10.81%	-10.80%	-0.01%	-38.12%	-38.20%	0.08%	-13.55%	-13.55%	0.00%	-4.61%	-4.59%	-0.02%	-3.21%	-3.11%	-0.10%
S&P 500 Index	10/01/2002	0.06%	S&P500	-10.98%	-11.01%	0.03%	-10.98%	-11.01%	0.03%	-37.99%	-38.09%	0.10%	-13.05%	-13.06%	0.01%	-4.81%	-4.76%	-0.05%	0.95%	1.03%	-0.08%
Mid-Cap Growth	10/01/2002	0.56%	Russell MidCap Growth	-2.95%	-3.36%	0.41%	-2.95%	-3.36%	0.41%	-41.10%	-39.58%	-1.52%	-15.35%	-14.89%	-0.46%	-4.10%	-3.91%	-0.19%	4.41%	4.22%	0.19%
Mid-Cap Value	10/01/2002	0.52%	Russell MidCap Value	-9.11%	-14.67%	5.56%	-9.11%	-14.67%	5.56%	-40.86%	-42.51%	1.65%	-13.65%	-16.68%	3.03%	-1.68%	-3.81%	2.13%	6.11%	3.49%	2.62%
Small-Cap Equity	10/01/2002	0.53%	Russell 2000	-14.93%	-14.95%	0.02%	-14.93%	-14.95%	0.02%	-37.33%	-37.50%	0.17%	-17.74%	-16.80%	-0.94%	-5.91%	-5.24%	-0.67%	3.14%	3.48%	-0.34%
Social Choice Equity	07/01/1999	0.22%	Russell 3000	-10.24%	-10.80%	0.56%	-10.24%	-10.80%	0.56%	-37.21%	-38.20%	0.99%	-13.39%	-13.55%	0.16%	-4.46%	-4.59%	0.13%	-3.14%	-3.11%	-0.03%
International Equity Index	10/01/2002	0.12%	Morgan Stanley EAFE	-15.00%	-13.94%	-1.06%	-15.00%	-13.94%	-1.06%	-45.98%	-46.51%	0.53%	-14.25%	-14.47%	0.22%	-2.06%	-2.18%	0.12%	5.00%	5.04%	-0.04%
Bond	07/01/1999	0.32%	LB Aggregate Bond	0.16%	0.12%	0.04%	0.16%	0.12%	0.04%	1.30%	3.13%	-1.83%	4.72%	5.78%	-1.06%	3.48%	4.13%	-0.65%	5.65%	5.96%	-0.31%
Inflation-Linked Bond	10/01/2002	0.34%	LB TIPS	4.09%	5.52%	-1.43%	4.09%	5.52%	-1.43%	-2.74%	-2.04%	-0.70%	5.30%	5.72%	-0.42%	3.86%	4.15%	-0.29%	5.16%	5.44%	-0.28%
Money Market	07/01/1999	0.14%	iMoneyNet Mny Mkt Avg	0.28%	0.10%	0.18%	0.28%	0.10%	0.18%	2.12%	1.36%	0.76%	4.09%	3.44%	0.65%	3.53%	2.92%	0.61%	3.47%	2.93%	0.54%

<sup>\* &</sup>quot;Program Returns" are net of program management fees and mutual fund expenses.

# **IV.** Operational Performance



## Connecticut Higher Education Trust Operational Performance Summary January through March 2009

Correspondence	Jan	Feb	Mar	1st Qtr	YTD
Financial Correspondence					
Accuracy	97.9%	100.0%	98.9%	98.9%	98.9%
Timeliness	99.3%	96.1%	97.9%	97.8%	97.8%
Non-Financial Correspondence					
Accuracy	100.0%	94.7%	100.0%	98.2%	98.2%
Timeliness	100.0%	100.0%	94.7%	98.2%	98.2%
Check Processing	Jan	Feb	Mar	1st Qtr	YTD
Accuracy	100.0%	100.0%	100.0%	100.0%	100.0%
Timeliness	100.0%	100.0%	100.0%	100.0%	100.0%
Confirmations/Statements (1)	Jan	Feb	Mar	1st Qtr	YTD
Accuracy	100.0%	100.0%	100.0%	100.0%	100.0%
Timeliness	100.0%	100.0%	100.0%	100.0%	100.0%
Mail Processing	Jan	Feb	Mar	1st Qtr	YTD
Total Mailed	693	362	749	1,804	1,804
Mailed within 5 Days	100.0%	100.0%	100.0%	100.0%	100.0%
Account Set Up (2)	Jan	Feb	Mar	1st Qtr	YTD
Accuracy	94.5%	91.8%	90.7%	92.3%	92.3%
Timeliness	99.0%	100.0%	100.0%	99.7%	99.7%
Account Redemption	Jan	Feb	Mar	1st Qtr	YTD
Accuracy	96.2%	97.7%	98.7%	97.5%	97.5%
Timeliness	100.0%	100.0%	100.0%	100.0%	100.0%
Systems Availability and Timeliness (3)	Jan	Feb	Mar	1st Qtr	YTD
System Performance Timeliness (Peak)	100.0%	100.0%	100.0%	100.0%	100.0%
Minutes Systems were Unavailable	0	0	0	0	0
Custom Darformanas Timalinasa (Non Dools)	100.0%	100.0%	100.0%	100.0%	100.0%
System Performance Timeliness (Non-Peak)	100.076	100.076	100.076	100.0 /6	100.078

<sup>(1)</sup> Confirmation Statements and Daily Statements are mailed within 3 days

<sup>(2)</sup> Account set-up includes manual accounts only

<sup>(3)</sup> This data is compiled for total system downtime and is not available by state component

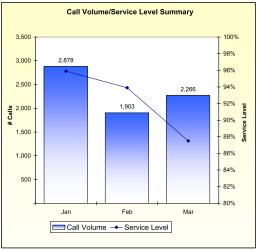
# **V.** Customer Contact Summary

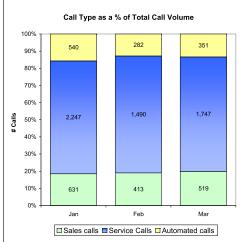


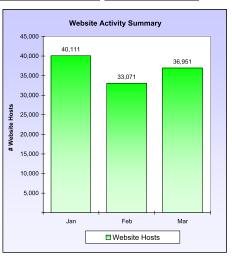
# Connecticut Higher Education Trust Customer Contact Summary January through March 2009

Live Calls	Jan	Feb	Mar	1st Qtr Totals	YTD 2009
- Sales Calls	631	413	519	1,563	1,563
% Incr/Decr Over Prev Year	-42.1%	-42.8%	-39.5%	-41.5%	-41.5%
- Service Calls	2,247	1,490	1,747	5,484	5,484
% Incr/Decr Over Prev Year	-24.5%	-11.8%	-2.7%	-15.1%	-15.1%
Total Live Calls	2,878	1,903	2,266	7,047	7,047
% Incr/Decr Over Prev Year	-29.2%	-21.1%	-14.6%	-22.8%	-22.8%
Calls Abandoned	43	14	37	94	94
Abandonment Rate**	1.5%	0.7%	1.6%	1.3%	1.3%
Incr/Decr Over Prev Year	-0.7%	-1.7%	-1.9%	-1.3%	-1.3%
Service Level**	95.9%	93.9%	87.5%	92.7%	92.7%
Service Level (prev year)	87.6%	91.2%	87.0%	88.4%	88.4%

Automated Calls	los	Feb	Mar	1st Qtr	YTD
Automated Cans	Jan	reb	Wat	Totals	2009
- IVR Calls	20	27	14	61	61
% Incr/Decr Over Prev Year	-63.0%	-22.9%	-64.1%	-52.3%	-52.3%
- BFDS Calls	520	255	337	1,112	1,112
% Incr/Decr Over Prev Year	44.0%	2.0%	23.0%	25.6%	25.6%
Total Automated Calls*	540	282	351	1,173	1,173
% Incr/Decr Over Prev Year	30.1%	-1.1%	12.1%	15.8%	15.8%
Unique Website Hosts	40,111	33,071	36,951	110,133	110,133







\*IVR Volume refers to requests for enrollment materials via the automated telephone system. \*BFDS Volume refers to account maintenance via the automated telephone system.

<sup>\*\*</sup> Service Level and Abandonment Rate calculations are based on phone calls taken by live phone representatives and therefore do not include IVR calls received.

# **VI. Marketing Activity**



## Connecticut Higher Education Trust 1st Quarter 2009 Highlights and Summary

- The 1<sup>st</sup> quarter (Q1) marketing initiatives for the Connecticut Higher Education Trust (CHET) program included a series of integrated direct marketing, community outreach and public relations activities.
- The primary marketing initiatives for CHET during Q1, 2009 were the Tax Time campaign and the CHET Dream Big! campaign.
- Q1 initiatives leveraged a multi-channel approach including off-line (direct mail), on-line (search, banners, e-mail, etc.),
   community outreach and public relations to stimulate account growth and generate leads.
- On-going Account Owner communications included distribution of the quarterly e-newsletter, statement inserts, and beneficiary birthday card mailings.
- Follow-up email and direct mail communication were sent on an on-going basis to inquirers (individuals who requested information about the program).
- General quarter highlights include:
  - More than 2.3 million outbound marketing messages were delivered across all channels to prospects and Account Owners during the quarter.
  - Over 11,000 inbound inquiries (inbound calls, business reply cards, and web clicks) directly linked to marketing
    initiatives were generated during the quarter.

## Connecticut Higher Education Trust 1st Quarter 2009 Channel Highlights

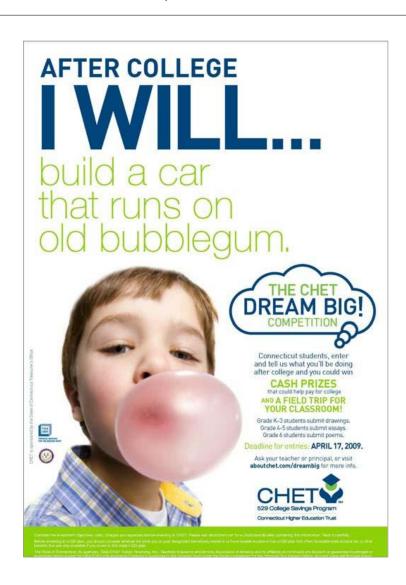
### **PARTICULAR CHANNEL HIGHLIGHTS:**

- Search is exhibiting the capability of capturing new accounts (149 openings directly linked to search) and deepening Account Owner relationships (308 total transactions including deposits and automatic payment plan sign-ups).
- Banners generated over 750 clicks for more detailed CHET 529 plan information.
- E-mail has proven to be an efficient means to communicate and stimulate interest among past inquirers (an 8.4% inquiry rate for e-mails to this segment was the highest among all channel and audience combinations).
- The direct mail channel generated over 100 inquiries (clicks and calls) from prospects and over 550 inquiries (clicks and calls) from account owners during Q1, 2009.

## Connecticut Higher Education Trust 1st Quarter 2009 CHET Dream Big! Campaign Highlights

### **CHET Dream Big! Competition Poster**

Additional creative samples found at the end of this section.



- The CHET Dream Big! Competition, sponsored by the State of Connecticut Treasurer's office and CHET, was a drawing poetry and essay contest for Connecticut students in grades Kindergarten (K) through six (6). The competition ran from February 16, 2009 through April 3, 2009.
- The CHET Dream Big! Competition was promoted via a series of multi-channel, integrated communications during Q1, 2009.
- Children in grades K through three (3) were asked to draw a picture that portrays the answer to the question, "What do I want to do after I go to college?" Fourth (4) and fifth (5) grade students were asked to write an essay explaining, "How will I change the world after I go to college?" Sixth (6) grade students answered the same question by penning an original poem.
- The promotion was designed to encourage children to dream big about their future and to remind parents that it's important to have a college savings strategy in place to support the dreams of their children.
- At the end of March, preliminary results indicated that approx.
   1,800 entries were received from across the state.
- A panel of judges, including writers, poets, artists, and representatives from TIAA-CREF Tuition Financing, Inc. and the Connecticut State Treasurer's Office will select the competition winners (twenty-four county winners – three (3) from each of Connecticut's eight counties and three (3) statewide winners) during Q2.

## Connecticut Higher Education Trust 1st Quarter 2009 CHET Dream Big! Campaign Highlights

#### **Teacher E-mail**

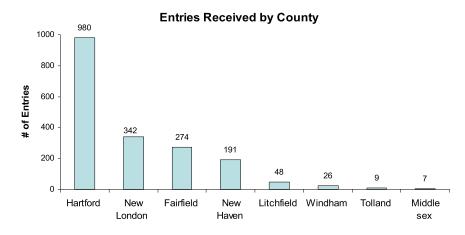
Additional creative samples found at the end of this section.

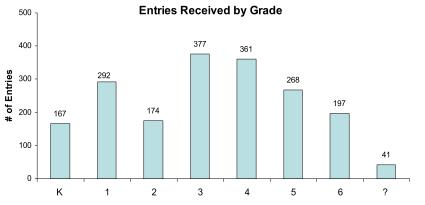


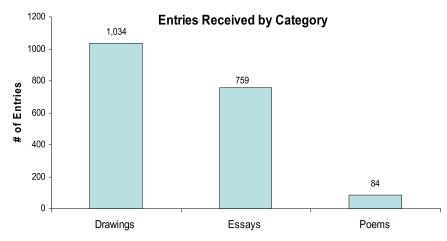
- Outbound communications promoting the Dream Big! Competition included:
  - During Q3, the Dream Big! Competition press release, letters to superintendents and principals were finalized and distributed.
  - E-mails were distributed to Connecticut parents, superintendents, and principals (over 60,000 deployed).
  - Over 4,500 entry forms, 1,750 buck slips, 250 posters, and 2,500 CHET flyers were distributed directly to schools and/or urban and suburban locations across Connecticut (such as coffee shops, libraries, community centers, restaurants, salons and other gathering places).
  - Banner Ads on the CHET Website.
  - Dedicated Website (<u>www.chetdreambig.com</u>) on which details, rules, deadlines and entry forms could be viewed.
- Media coverage for the events included:
  - On Monday, March 16, Kathleen Tunson spoke with Nancy Barrow of Hot 93.7, WZMX FM radio about the Dream Big! Competition and College Fair.
  - Journal Inquirer coverage in the Saturday March, 14<sup>th</sup> issue.
  - Hartford.com, Westhartford.org, the ConneCT Kids Government Web site) and the iTowns section online at The Hartford Courant all featured calendar listings of the CHET Dream Big! events.

## Connecticut Higher Education Trust 1st Quarter 2009 CHET Dream Big! Campaign Highlights

- The CHET Dream Big! Competition stimulated significant interest in the CHET 529 program.
  - Over 1,800 entries were submitted in the CHET Dream Big! Competition as of the end of March/beginning of April).
  - Over 300 clicks and 27 inbound calls were directly attributed to the e-mail deployments and 5 new accounts were opened on-line directly from the emails
  - At the end of March, over 25 schools requested materials via telephone, email, fax and regular mail
  - Approximately 22 calls were received on the CHET Dream Big! Hot Line
- Over 50% of the entrants came from the Hartford county area with significant representation for each grade level. 3<sup>rd</sup> and 4<sup>th</sup> graders had the highest level of enrollment.







## Connecticut Higher Education Trust 1st Quarter 2009 Community Outreach Highlights

### **IN COMMUNITY EVENTS AND ACTIVITIES:**

 During the first quarter, TFI reached out to Connecticut's general population, Account Owners, schools, employers and the financial community via the following community events:



- -Mar. 7 CHET and Connecticut Magazine Camp Fair, Connecticut Post Mall, Milford (Community)
- -Mar. 18 CHET Dream Big! College Fair, Classical Magnet School, Hartford (Community)
- -Mar. 18 ALCOA Lunch 'n Learn, Winsted (Employer)
- -Mar. 18 ALCOA Webinar, online (Employer)
- -Mar. 21 & 22 Latino Expo, Hartford (Community Hispanic Outreach)
- -Mar. 25 Greater Bridgeport Latino Network "It's Your Money Conference," Casey Family Services, Bridgeport (Community Hispanic and Low- to Moderate-Income Outreach)
- -Mar. 27 Treasurer's Annual Public Finance Outlook Conference, Rentschler Field, Hartford (Financial)

## Connecticut Higher Education Trust 1st Quarter 2009 Community Outreach Highlights

### **IN COMMUNITY EVENTS AND ACTIVITIES (cont'd):**

### ☐ March 7<sup>th</sup> - CHET and Connecticut Parent Magazine Camp Fair:



Pamela McNulty at the CHET exhibit table during the CHET and Connecticut Parent Magazine Camp Fair



Promotional signage posted before and during the event.

- The Second Annual CHET and Connecticut Parent Magazine Camp Fair was held on Saturday, March 7<sup>th</sup> at the Connecticut Post Mall in Milford, CT from 10 a.m. 8 p.m.
- A press release announcing the event was distributed on March 4<sup>th</sup>.
- Pam McNulty and Kathleen Tunson worked the event and discussed CHET and the CHET Dream Big! Competition with hundreds of families during the event.
- The sponsorship included a full page ad in CT Parent Magazine, signage at the CT Post Mall, radio announcements before and during event, and table during the event.
- Connecticut Parent Magazine included post-event articles in their print and online publications.
- A few photos from the event are to the left.

## Connecticut Higher Education Trust 1st Quarter 2009 Community Outreach Highlights

### **IN COMMUNITY EVENTS AND ACTIVITIES (cont'd):**

☐ March 18<sup>th</sup> - CHET Dream Big! College Fair:



The CHET Dream Big! College Fair was held in the cafeteria at Classical Magnet School, Hartford.



Kathleen Tunson and Pamela McNulty were on-site to answer questions about CHET and to hand out information about the CHET Dream Big! Competition.

- The CHET Dream Big! College Fair was held on March 18, at Classical Magnet School, Hartford, CT.
- The College Fair was designed to educate parents and children grades K-6 about the importance of going to college and starting to save early.
- Over 50 parents and children attended the event.
- The event solidified very positive relationships with the Classical Magnet School and all participating colleges and universities, who were all interested in future collaborations.
- The list of colleges included: Albertus Magnus, Central Connecticut State University, Briarwood, Paier College of Art, Southern Connecticut State University, University of Hartford, University of New Haven, Wesleyan University, Yale University, Central Connecticut State University, Eastern Connecticut State University, Gateway Community College, Goodwin, Sacred Heart, Trinity College, Tunxis Community College, University of Bridgeport and University of Connecticut.
- The list of career speakers included: Fran Morales (Telemundo Communications, marketing & promotions), Sarah French (Fox 61, news reporter), Kathleen Tunson and Pam McNulty (TFI and CHET representatives), Joseph Shiman (Hensley Associates, financial advisor), Kate Sidley (Hartford Stage Company, theater careers), Shellie Giroux (Avon Wellness Center Dental Associates, dental careers), Don Carter (author and illustrator for children's books, careers in writing and animation), Catherine Carter (UConn Health Center, dietician and medical careers), and Sonia Plumb (choreographer, dance careers).

## Connecticut Higher Education Trust 1st Quarter 2009 Community Outreach Highlights

#### IN COMMUNITY EVENTS AND ACTIVITIES (cont'd):

#### ☐ March 18<sup>th</sup> - CHET Dream Big! College Fair (cont'd.):



Sarah French (Fox 61, news reporter), is pictured with CHET Dream Big! College Fair attendees.



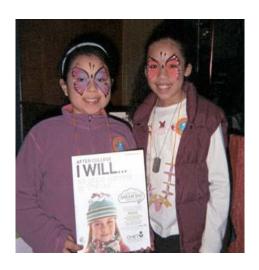
Pre-event coverage included a calendar listing on www.kids.ct.gov website. A screen capture appears above.

- CHET Dream Big! Competition Official Entry Forms were distributed to all College Fair participants, and left behind for the sixth graders at the Classical Magnet School.
- Pre-Event Media Coverage:
  - On Monday, March 16, Kathleen Tunson spoke with Nancy Barrow of *Hot 93.7*, WZMX FM radio about the Dream Big!
     College Fair. The interview aired on Tuesday, March 17, the day before the College Fair.
  - The College Fair was featured in the State section of the daily newspaper, *Journal Inquirer*, on Saturday, March 14.
  - Hartford.com, Westhartford.org, the ConneCT Kids Government Web site) and the iTowns section online at The Hartford Courant all featured calendar listings of the CHET Dream Big! College.
- Post-Event Media Coverage:
  - On the night of the College Fair, and the next morning, event coverage appeared on both Fox 61 (three times) and NBC 30 (three times)—bringing the messages of CHET, the College Fair and the Dream Big! Competition into 50,000 Connecticut homes for each of the six airings—for a total of 300,000 household impressions.
  - Fox 61 also posted a link to the CHET Dream Big! microsite on their station Web site for even more visibility.

Online links to the pre- and post-event coverage were submitted to the Treasurer's staff during March.

## Connecticut Higher Education Trust 1st Quarter 2009 Community Outreach Highlights

#### **IN COMMUNITY EVENTS AND ACTIVITIES (cont'd):**



☐ March 21<sup>st</sup> – 22<sup>nd</sup>, Latino Expo:

- CHET participated as an exhibitor at the 19th Annual Latino Expo held on March 21 22 at the Expo Center in Hartford, CT.
- Kathleen Tunson was the CHET representative during the two day event.
- Hundreds of families (primarily Latino) took enrollment materials, program brochures and CHET Dream Big! Competition information and entry forms and asked questions about saving for college and the benefits of using CHET to help them meet their college savings goals.

Two attendees at the Latino Expo take CHET Dream Big! Competition information to review.

#### ☐ March 25<sup>th</sup> - Greater Bridgeport Latino Network- "It's Your Money" Conference:

- CHET participated as an exhibitor and speaker at the first annual Greater Bridgeport Latino Network "It's Your Money" Conference on March 25 at Casey Family Services, Bridgeport, CT, from 5:30 – 8:30 p.m.
- The focus of this event was to educate individuals on many of the services (financial and other) that are available to low- to moderate-income families.
- Speakers at the event included: Credit Counseling, 2-1-1 (CT based services for low- to moderate-income families), People's Bank (promoting their checking and savings accounts), State Farm (promoting their free retirement planning services), Connecticut Association for Human Services (financial education services on host of issues) and CHET.
- Pam McNulty was the CHET representative. As an exhibitor and speaker, Pam was given the opportunity to speak about the benefits of saving for College early via CHET and promote the CHET Dream Big! Competition.
- Fifteen- twenty low- to moderate income families (primarily from the Hispanic community were in attendance at the event.

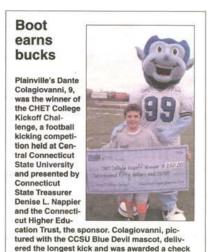
## Connecticut Higher Education Trust 1st Quarter 2009 Public Relations Highlights

Summary of media outreach efforts conducted by Adams & Knight, the public relations agency of record for CHET.

#### ☐ Media Outreach:

- CHET Kick-Off Challenge During January, CHET Kick-Off Challenge winners were featured in local newspapers. Dante Colagiovanni was featured in *The Plainville Citizen* and Jonathan Beck, Grand Prize Kickoff winner, was featured in the Connecticut Voices newspaper.
- The fall 2008 CHET College Kickoff events won a 2009 Mark of Excellence Award from the American Marketing Association. The awards ceremony was held on Thursday, March 26 at The Colonnade in Glastonbury.

Connecticut Voices



The Plainville Citizen

## Jonathan Beck Wins CHET Championship

WOODBURY — Jonathan Beck of Woodbury, 11, won the CHET College Kickoff Challenge Championship, a statewide football kicking competition, which took place in November during half-time of a football game at Central Connecticut State University.

Jonathan won a grand prize of \$500, presented by State Treasurer Denise L. Nappier and the Connecticut Higher Education Trust, sponsor of the event.

Trust, sponsor of the event.
The CHET College Kickoff
Challenge, designed for school
children ages 7 to 12 years-old,
was offered at three state universities during the college football season to help generate
awareness among residents of
the need to save money for col-

Children were randomly selected in drawings during the games and invited onto the football field at half-time to see who could kick a football the furthest.

Jonathan advanced to the CHET College Kickoff Challenge Championship after winning the Western Connecticut State University College Kickoff Challenge in October.

CHET, the state's 529 college savings plan, is designed to provide families of all household incomes and backgrounds with an affordable way to save for higher education expenses.

Those seeking additional information about CHET or applications may call the customer service center at 1-888-799-2438 or visit www.aboutchet.com.x

- CHET Dream Big! Competition and College Fair Outreach:
  - Press releases for the CHET Dream Big! Competition and College Fair were distributed in March.
  - A&K conducted e-mail and phone pitches about the CHET Dream Big! Competition and College Fair with outlets including—but not limited to: *The Hartford Courant, Journal Inquirer, Avon Life, The Bristol Press, The New Britain Herald, Inner City, The New Haven Register, The Connecticut Post, Business New Haven, Connecticut Business Magazine, Wethersfield Post, Newington Town Crier and Rocky Hill Post.*
  - A&K continued to reach out to Latino publications such as *Identidad Latina, Registro, El Sol, El Canilita,* and *La Voz*, as well as Latino and urban radio stations across the state about upcoming CHET events.

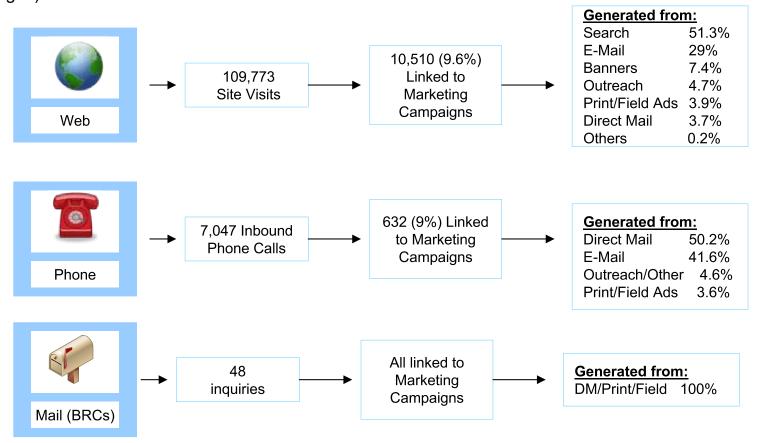
## Connecticut Higher Education Trust 1st Quarter 2009 Marketing Matrix: Channel and Audience Mix

	Prospects	Inquirers	Account Owners				
E-Mail	52,145 Mailed						
Direct Mail	6,118 Mailed	97,503 (incl. statement inserts)					
Paid Search	541,177 Impressions Served						
Banners	1,663,622 Impressions Served						
Print Ads	and Martin Luther	Connecticut Parent Magazine, Inner City News (Black History Month and Martin Luther King Celebration issues), Latino Expo Program Guide and the Connecticut FPA Conference Program Guide					
Radio/TV	CHET Dream Big! Competition and College Fair Announcements on Hot 93.7, WZMX FM radio, Fox 61 (three times) and NBC 30 (three times)—bringing the messages of CHET, the College Fair and the Dream Big! Competition into 50,000 Connecticut homes for each of the six airings—for a total of 300,000 household impressions.						
Field Events	CHET and Connecticut Camp Fair, CHET Dream Big! College Fair, Latino Expo, ALCOA Lunch 'n Learn, ALCOA Webinar, Greater Bridgeport Latino Network– It's Your Money" Conference, and the						

Treasurer's Annual Public Finance Outlook Conference.

# Connecticut Higher Education Trust 1st Quarter 2009 Overall Inbound Inquiry Activity

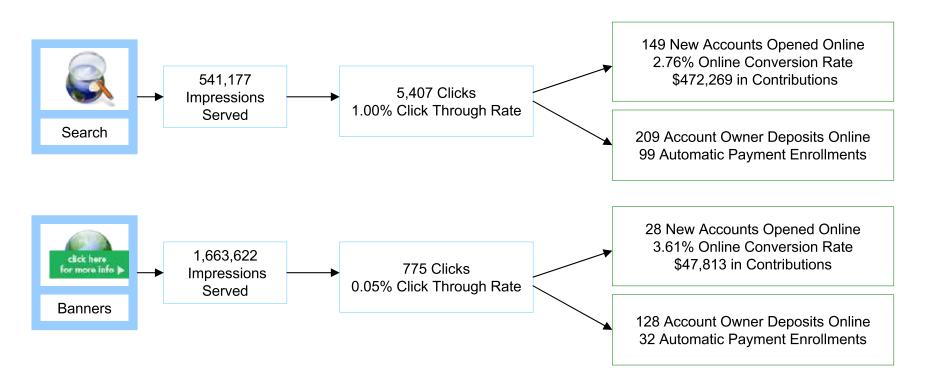
- The CHET program continued to stimulate inbound inquiry activity among the prospect and Account Owner populations with over 116,000 inquiries during the quarter.
- On-line is the most preferred channel of inquiry. Web-based activity that can be directly attributed to campaigns is primarily sourced to search, banner, and e-mail initiatives (88% of web-based inquiries).
- E-mail generated over 3,000 web-based inquiries and over 263 inbound calls during the quarter.
- Print and Field activities were directly responsible for over 410 inquiries (on-line and inbound calls).
- Direct mail is driving inquiry activity into the call centers (over 316 phone inquiries were successfully attributed to DM campaigns).



## Connecticut Higher Education Trust 1<sup>st</sup> Quarter 2009 Channel Highlights & Effectiveness

#### **SEARCH AND BANNERS:**

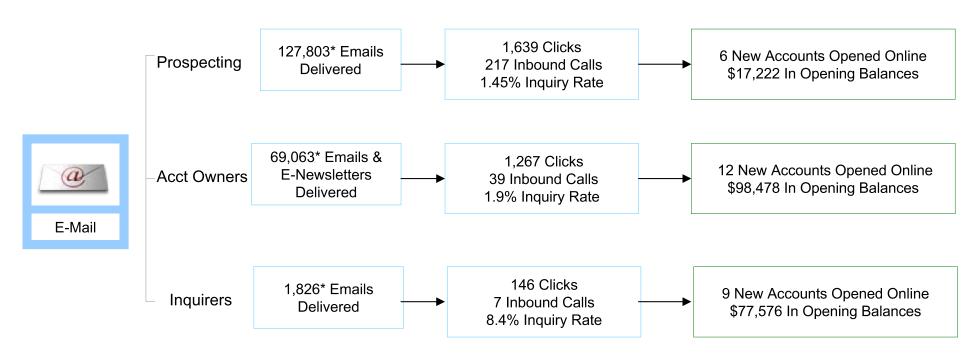
- The search channel exhibited strong performance in Q1, 2009, serving over 540,000 impressions and generating over 5,400 web-based inquiries. The channel directly accounted for 149 new accounts totaling over \$470,000 in contributions via the web. Account Owners are leveraging search frequently to navigate to the account contributions page, evidenced by the 209 existing account deposits sourced to this channel.
- Banners generated 28 new accounts via the web. This media type proved valuable in deepening existing Account
  Owner relationships, capturing 128 Account Owner deposits and 31 automatic payment plan enrollments via the
  web during the quarter.



## Connecticut Higher Education Trust 1<sup>st</sup> Quarter 2009 Campaign Measurement & Insights: Channel Highlights & Effectiveness

#### E-MAIL:

- The e-mail channel generated over 1,800 inquiries (clicks and calls) from prospects and over 1,300 inquiries (clicks and calls) from Account Owners during Q1, 2009.
- E-mail is proving to be an effective channel for increasing engagement and investment activity among the Account Owner and inquirer population.
  - The inquiry rate among the Account Owners was higher than the pure prospect audience (1.9% Vs. 1.45%)
  - The inquiry rate for past inquirers at 8.4% was the highest of any segment.
- Note that the current attribution process for linking account openings to a particular EM campaign only captures web-based account openings sourced through specific links imbedded in the e-mail.

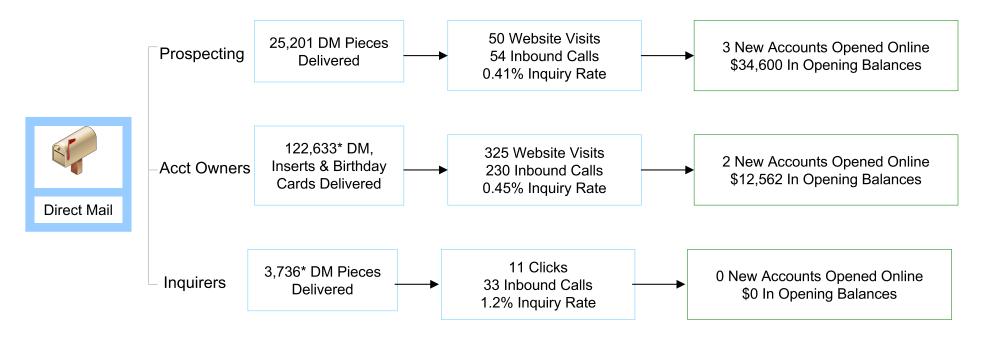


<sup>\*</sup> Includes November, December 08 Initiatives as inquiries were still being generated from these campaigns in January, 2009.

## Connecticut Higher Education Trust 1<sup>st</sup> Quarter 2009 Campaign Measurement & Insights: Channel Highlights & Effectiveness

#### **DIRECT MAIL:**

- The direct mail channel generated over 100 inquiries (clicks and calls) from prospects and over 550 inquiries (clicks and calls) from account owners during Q1, 2009.
- The direct mail channel is proving to be an effective channel for increasing engagement and investment activity among the inquirer population.
  - The inquiry rate for past inquirers at 1.2% was the highest of any segment.
- Note that the current attribution process for linking account openings to a particular DM campaign only captures web-based account openings sourced through specific links imbedded in the direct mail.



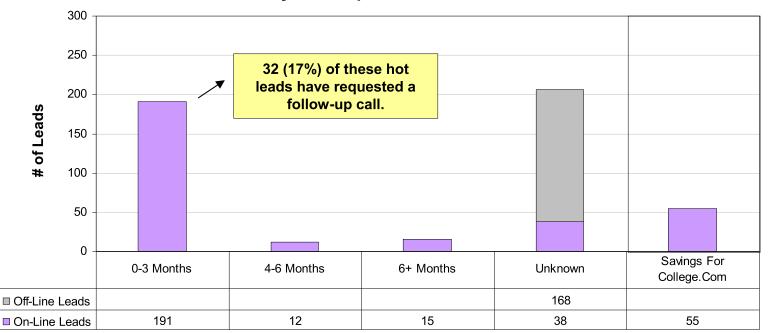
<sup>\*</sup> Includes November, December 08 Initiatives as inquiries were still being generated from these campaigns in January, 2009.

## Connecticut Higher Education Trust 1<sup>st</sup> Quarter 2009 Campaign Measurement & Insights: Channel Highlights & Effectiveness

#### **INQUIRER COMMUNICATION:**

- A total of 479 qualified leads were captured via on-line and off-line channels for continuing marketing communications and call center follow-up.
- The leads were sourced via off-line channels (BRC's and Phone calls) and via online channels (the account information request page on the state's 529 plan website and the automated voice response system). Information around the 529 plan decision time for each prospect was captured at the time of inquiry.
  - 191 leads reporting a 529 plan decision within the subsequent 3 months contacted CREF.
  - 17% of these leads requested a follow-up call from a consultant.

#### **Qualified Leads By Self-Reported Purchase Decision Time**

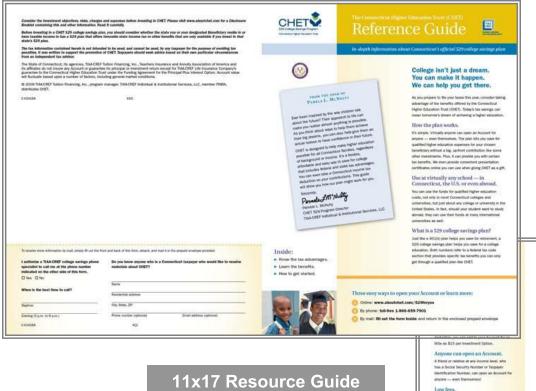


## Connecticut Higher Education Trust 1st Quarter 2009 **Creative – Prospect Communication – Direct Mail**

There are no signa futal armusi male \$1,000 in the Acco

make regular, mod earn a return, and

#### **Direct Mail - Prospects**



CHET College isn't just a dream. You can make it happen. We can help you get there. Inside: A handy reference guide to saving for college

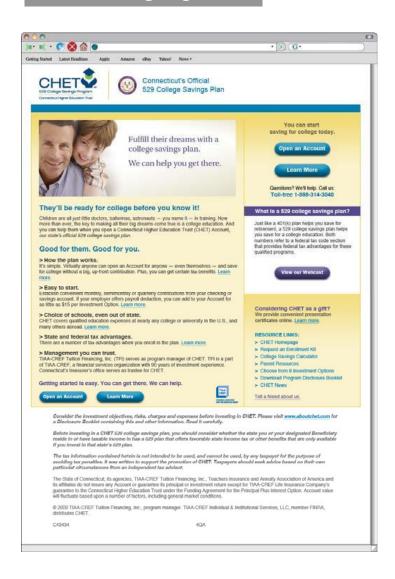
**Outer Envelope** 

11x17 Resource Guide

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## Connecticut Higher Education Trust 1<sup>st</sup> Quarter 2009 Creative – Prospect Communication – Online

#### **Landing Page**



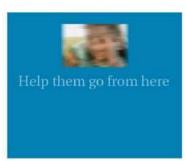
#### E-mail



## Connecticut Higher Education Trust 1<sup>st</sup> Quarter 2009 Creative – Prospect Communication – Online

#### **Animated Banner Ads**





Child photo moves right as text fades. The photo blurs and fades into...



graduate photo, which ends in position. Text fades in.



Text fades in as text under photo fades out, then state seal fades in.



CHET logo fades in, replacing state seal.

300 x 250 banner ad size will also have versions with the following photo pairings:







C43425D

Compliance





C43425G

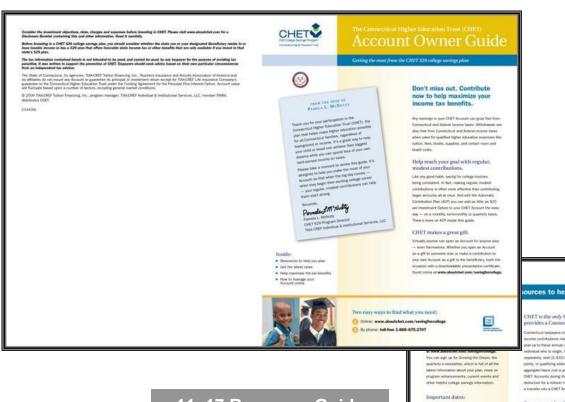




C43425J

## Connecticut Higher Education Trust 1<sup>st</sup> Quarter 2009 Creative – Account Owner DM Communication

#### **Direct Mail – Account Owner**



#### **Outer Envelope**



11x17 Resource Guide



## Connecticut Higher Education Trust 1<sup>st</sup> Quarter 2009 Creative – Account Owner Online Communication

#### E-mail



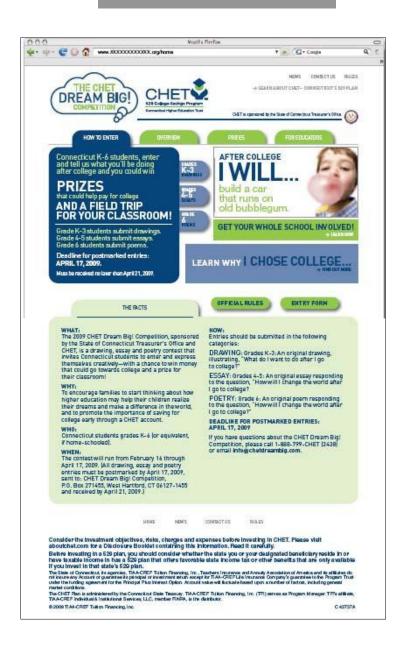
## Connecticut Higher Education Trust 1<sup>st</sup> Quarter 2009 Creative – Account Owner Online Communication

#### E-newsletter



**Microsite** 

**Web Banner** 



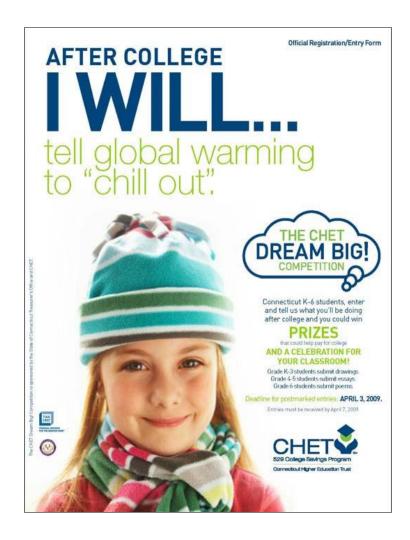








Official Registration Form



#### **Material Order Form**



#### Parent E-mail

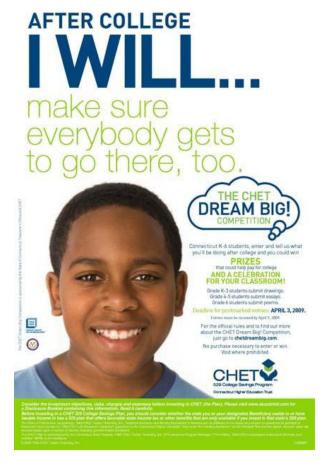


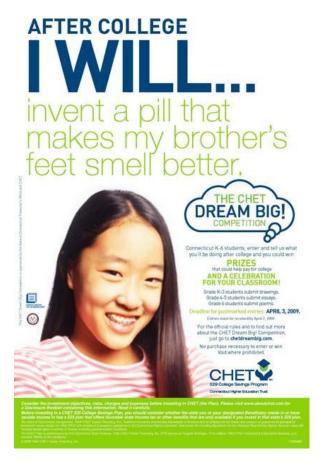
#### **Teacher E-mail**



Posters







### **Connecticut Higher Education Trust Print Ads**

1/2 Page Black and White CT FPA Program Ad

Full Page, Four Color Ad used in Inner City News



## HE WANTS TO MAJOR IN SUPERHERO WITH A MINOR IN WRESTLER.

Your kids don't have a clue about college. Which is why you need a plan.

It's okay for kids to dream about college, as long as you have a plan. CHET is Connecticut's official 529 college savings plan. Anyone with a Social Security Number or Federal Taxpayer Identification Number can open an account, regardless of income, and you can begin saving with as little as \$25. Check CHET out at www.aboutchet.com/savingpsplan or call 866-346-1037.

Consider the investment objectives, risks, charges and expenses before investing in CHET (the Plan). Please visit www.aboutchet.com/savingsplan for a Disclosure Booklet containing this and other information. Read it carefully.

Before investing in a CHET 529 college savings plan, you should consider whether the state you or your designated Beneficiary reside in or have taxable income in, has a 529 plan that offers tavorable state income tax or other benefits that are only available if you invest in that state's 529 plan.

The tax information contained herein on the Connecticut Higher Education Trust (the Plan) is not intended to be used, and cannot be used by any taxpayer, for the purpose of avoiding tax penalties that may be imposed on the taxpayer. It was written to support the promotion of the products and services of the Plan. Taxpayers should seek advice based on their own particular circumstances from an independent tax advisor.







The State of Connectious, its agencies, TIAA-CREF Tuition Financing, Inc., Teachers Insurance and Annuity Association of America and its affiliates do not round any account or quasantee to principal or investment extent. except for TIAA-CREF Life insurance Contigons's guarantee to the Connecticut Higher including perspective market control of Microsoft and Connecticut Higher including perspection market conditions government for the Principal Plans in thread Copton. Account value will disturble because good a number of hosticut.

The CHET Plan is administered by the Connecticut State Treasury, TIAA-CREF Tution Financing, Inc. (TFI) serves as Program Manager. TRI's Adillate, TIAA-CREF Individual & Institutional Services, LLC, member FINRA, is the distributor.

© 2009 TIAA-CREF Tuition Financing, Inc.

PLEASE VISIT BOOTH #20.



## Your kids don't have a clue about college. Which is why you need a plan.

It's okay for kids to dream about college, as long as you have a plan. CHET is Connectout's official 529 college savings plan. Anyone with a Social Security Number or Federal Taxpayr Identification Number can open an account, regardless of income, and you can begin saving with as little as \$25. Check CHET out at www.aboutchet.com/chetcollegeplan or call 800-974-0106. CHET is proud to celebrate Martin Luther King, Jr. Day.



Consider the investment objectives, risks, charges and expenses before investing in CHET. Please visit www.aboutchet.com/chetcollegeplan for a Disclosure Booklet containing this and other information. Read it carefully.

Before investing in a 529 plan, you should consider whether the state you or your dealgnated beneficiary resides in, or has taxable income in, has a 529 plan that offers favorable state income tax or other benefits that are only available if you invest in that state's 520 plan.

The tax information contained herein is not intended to be used, and cannot be used, by any taxpayer for the purpose of avoiding tax penalities. It was written to support the promotion of CHET. Taxpayers should seek advice based on their own particular orientmistances from as independent fax advicer.





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## Connecticut Higher Education Trust 1st Quarter 2009 Campaign Calendar

Marketing initiatives across multiple channels were actively executed and managed over each week during Q1, 2009.

		Janua	ary			Feb	uary		March				
	4	11	18	25	1	8		22	1	8	15	22	29
General													
Online	I	Т					T T	T		ı			
Search													
Future Trust website													
Savingsforcollege.com													
Community Outreach and Events													
CHET Dream Big! Competition													
CHET and CT Parent Mag. College Fair													
CHET Dream Big! College Fair													
ALCOA Lunch 'n Learn and Webinar													
Latino Expo													
Greater Bridgeport Latino Conference													
Treasurer's Annual Public Finance Outlook Conf.													
Prospect L													
Banner Advertising	I												
Year End Campaign													
Teal End Campaign Tax Time Campaign													
DM (drop date)		-					ł						
Tax Time Campaign													
EM (drop date)							<b> </b>	1					
Dream Big Emails													
Tax Time Campaign													
Print Advertising													
Inner City News													
Connecticut Parent Magazine													
Event Program Guides													
L							<u> </u>			<u> </u>			
Inquirer (on-going)													
DM (drop date)													
DM													
EM (drop date)													
EM													
Account Owner													
DM (drop date)													
Quarterly Statement Inserts													
Monthly Beneficiary Birthday Cards													
Tax Time Campaign													
EM (drop date)													
Tax Time Campaign													
E-Newsletter (drop date)													
Tax Time Campaign													
Public Relations													
CHET Kick-off Challenge Press Release													
CHET Dream Big! Competition Press Release													
CHET Dream Big! College Fair Press Release							<del> </del>				1		

## VII. Statistical & Demographic Data



# Connecticut Higher Education Trust Program Statistics and Demographic Information As of March 31, 2009

Selected Program Statistics							
# of Accounts₁	65,779						
Total Program Assets ( \$000's)	\$945,743						
# of Account Owners	39,084						
# of Beneficiaries	63,114						
Average Assets/Account	\$14,378						
Average Assets/Account Owner	\$24,198						
Average Assets/Beneficiary	\$14,985						
Avg Beneficiaries per Acct Owner	1.61						
Avg Accts per Beneficiary	1.04						
Avg Investment Options/Acct	1.30						

Account Owners by Gender 2								
% of Account Owners	% of Total Program Assets	Avg Assets per Owner						
60%	66%	\$26,884						
40%	34%	\$20,214						
	% of Account Owners 60%	% of Account % of Total Owners Program Assets 60% 66%						

Account Owners by State of Residency									
	% of Account Owners	% of Total Program Assets	Avg Assets per Account						
Connecticut	89%	86%	\$23,405						
Out-of-State	11%	14%	\$30,696						

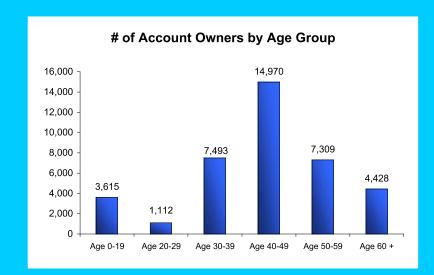
<sup>1</sup> In this section of the report, an account is defined as inclusive of all investment options associated with the account. In other sections of this report, each investment option is considered to comprise a separate account.

<sup>2</sup> Percentages may not equal 100% due to unspecified gender in data

# Connecticut Higher Education Trust Program Statistics and Demographic Information As of March 31, 2009

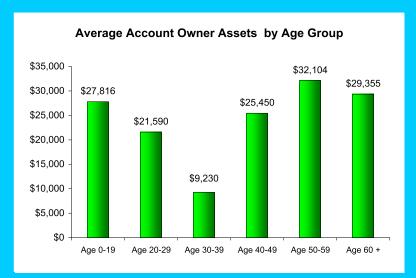
#### **Account Owners by Age Group\***

	% of Account Owners	% of Total Program Assets	Avg Assets per Owner
Age 0-19	9%	11%	\$27,816
Age 20-29	3%	3%	\$21,590
Age 30-39	19%	7%	\$9,230
Age 40-49	39%	40%	\$25,450
Age 50-59	19%	25%	\$32,104
Age 60 +	11%	14%	\$29,355



Account Owners in their forties comprised the largest group of college savers within the Program, making up 39% of Program participants and accounting for 40% of Program assets.

Account Owners of age fifty and above, many of whom are grandparents, made up 30% of total Program participants and accounted for 39% of Program assets due to a higher average amount of assets per account owner.

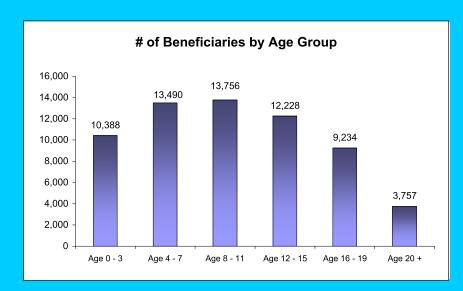


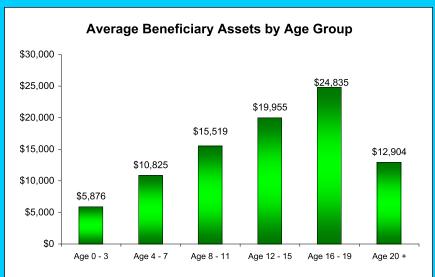
\* Does not include Account Owners whose age is unknown.

# Connecticut Higher Education Trust Program Statistics and Demographic Information As of March 31, 2009

	Beneficiaries by Age Group*										
	% of Beneficiaries	% of Total Program Assets	Avg Assets per Owner								
Age 0 - 3	17%	6%	\$5,876								
Age 4 - 7	21%	16%	\$10,825								
Age 8 - 11	22%	23%	\$15,519								
Age 12 - 15	19%	26%	\$19,955								
Age 16 - 19	15%	24%	\$24,835								
Age 20 +	6%	5%	\$12,904								

The majority, 62%, of Program beneficiaries were between the ages of 4 and 15 years old and accounted for 65% of Program assets. Beneficiaries ages 12-19 accounted for 50% of Program assets with a higher amount of average assets per beneficiary.





<sup>\*</sup> Does not include Beneficiaries whose age is unknown

## Connecticut Higher Education Trust Market Penetration Rate by County of Account Owner Residency As of March 31, 2009

<u>County</u>	Total <u>Assets (\$000's)</u>	% of Total <u>Program Assets</u>	# of <u>Acct Owners</u>	% of <u>Acct Owners</u>	Assets per Acct Owner	<u># Households</u>	Median Household <u>Income</u>	# Households w/ Persons <u>Under 18 Yrs</u>	% of Households w/ Persons <u>Under 18 Yrs</u>	Mkt Penetration Rate - Households w/ Persons <u>Under 18 Yrs</u>
Tolland	\$28,964	3.1%	1,758	4.5%	\$16,476	49,431	\$55,223	17,251	34.9%	10.19%
Middlesex	\$31,601	3.3%	1,936	5.0%	\$16,323	61,341	\$53,624	19,752	32.2%	9.80%
Fairfield	\$354,627	37.5%	11,304	28.9%	\$31,372	324,232	\$56,872	119,317	36.8%	9.47%
Hartford	\$215,226	22.8%	9,581	24.5%	\$22,464	335,098	\$46,011	113,263	33.8%	8.46%
Litchfield	\$27,081	2.9%	1,522	3.9%	\$17,793	71,551	\$50,589	24,327	34.0%	6.26%
New Haven	\$118,619	12.5%	6,363	16.3%	\$18,642	319,040	\$44,412	107,836	33.8%	5.90%
New London	\$35,250	3.7%	1,949	5.0%	\$18,086	99,835	\$44,566	34,643	34.7%	5.63%
Windham	\$4,889	0.5%	462	1.2%	\$10,583	41,142	\$41,108	14,893	36.2%	3.10%
In-State Total	\$816,258	86.3%	34,875	89.2%	\$23,405	1,301,670	\$46,648	451,679	34.7%	7.72%
Out of State Total	\$129,198	13.7%	4,209	10.8%	\$30,696	104,178,431	\$36,885	37,521,157	36.0%	0.01%
Program Total*	\$945,743	100.0%	39,084	100.0%	\$24,198	105,480,101	\$37,005	37,972,836	36.0%	0.10%

<sup>\*</sup> The program total assets and number of account owners shown may differ from official program totals due to the unavailability of address information for a small percentage of account owners. The program total market penetration rate is based on market penetration of all U.S. households. Source of # of households and median household income data: 2000 U.S. Census Bureau.

## **CHET Penetration Rate by County – 1st Quarter 2009**

