**Federal vs. Private Student Loans: What the Data Tells Us**

**Summary of Hypotheses**

<table>
<thead>
<tr>
<th>Hypothesis (H₀)</th>
<th>Interpretation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer support is equally good for federal and private student loans</td>
<td>Customer support for federal student loans is significantly worse than for private student loans (95% significance level)</td>
</tr>
<tr>
<td>Repaying loans is equally difficult for federal and private student loans</td>
<td>Loan repayment difficulty is not significantly different between federal and private student loans (95% significance level)</td>
</tr>
</tbody>
</table>

**Loan Type Distribution of Complaints**

- According to the chart, public companies have the most complaints about loan repayment, but the least related to customer service.
- This may be because larger publicly traded companies can afford larger customer service departments to handle customer complaints.
- Larger companies may also have more resources to enforce the terms of their loans, leading to more complaints about paying loans back.

**Limitations**

- Most private companies don’t make their data available to the public, that means information like the total number of private student loans is impossible to find.
- In order to meaningfully compare federal and private loans, I used percentages instead.

**References**