

# 2014 Post Results Meeting

Virgílio Gibbon | Chief Financial Officer

# Agenda



- 1. Strategy
- 2. 2015 Action Plan
- 3. 2015.1 Intake Process
- 4. PraValer
- 5. Fighting Dropouts
- 6. 2014 Results Recap
- 7. UniSEB
- 8. Final Remarks



# Recap

### Our Strategy in the last cycles...

# Disorganized Growth

- Deteriorated image and product
- Lack of standardized processes; no scalability
- Credibility & moral at low levels
- Inflated student base
- External pressure (MEC and society)
- INSS step-up

Until 2008

### **Turnaround**

- Product, Processes and People redesign
- Stable student base
- Building the Platform for Growth
- Choice not to pursue transformational acquisitions and new business

2009 2010 2011

# Harvesting the Results

### **External Factors**

- Growing demand
- Lack of qualified workforce
- FIES
- Weaker competition in RJ

**Internal Factors** 

2012 2013 2014

### **Future**

- Competition?
- Public policies FIES?
- New DL regulation?
- Technology?
- Consumer behavior
- Substitute Products?

2015-2020

### **Goal: Sustainable Growth**

- Focus on Organic Growth
- Building Differentials
- Governance Management Culture
- "Painting the map"

We are present in all Brazilian states through our campuses and DL centers



# **Our Differentials**



### **INNOVATION**



**APPLIED RESEARCH (ADITEC)** 



**BRANDING - SINGLE NATIONAL BRAND** 



**RELATIONSHIP WITH STUDENTS & ALUMNI** 



**2020 ACADEMIC MODEL** 



**RELATIONSHIP WITH STUDENTS (CLIMATE)** 



### **HOSPITALITY**









**LONG TERM VIEW** 

LESS DEPENDENT ON THE GOVERNMENT





# **Our 2020 Vision**

### **Mission**

### **EDUCATE TO TRANSFORM**

We integrate academy and management to offer a transformative education to the largest possible number of people, impacting the society in a positive way.

### Vision

To be recognized as the best option in post-secondary education for students, faculty and shareholders.

### **Values**

Focus on the Student Hospitality People & Meritocracy Excellence
Simplicity Innovation Results Ethics

First truly national Brand
BRANDING STRATEGY — ESTÁCIO BRAND — DIFFERENTIATION



# **Our 20-Mile March**

"(...) Ever since the beginning, therefore, we have been seeking regular, sustainable and responsible growth, preferably with a controlled level of risk, paying less attention to externalities and more to those which depend on us alone. Nothing is more indicative of this than author Jim Collins' analogy of the '20-Mile March' (...)"

"We are ultimately responsible for improving performance. We never blame circumstance. We never blame the environment."

Jim Collins and Morten T. Hansen

Message from Management, 4Q14 Earnings Release



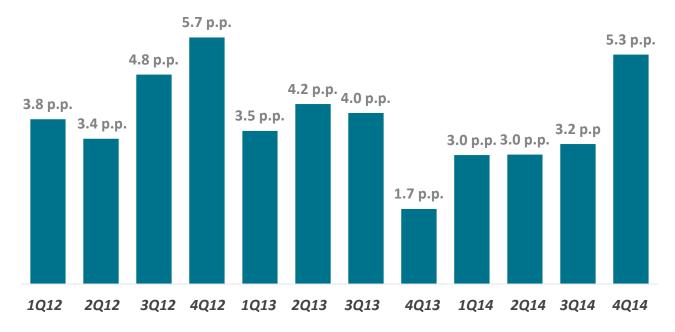
"The 20-Mile March is more than a philosophy. It's about having concrete, clear, intelligent, and rigorously pursued performance mechanisms that keep you on track. The 20-Mile March creates two types of self-imposed discomfort: (1) the discomfort of unwavering commitment to high performance in difficult conditions, and (2) the discomfort of holding back in good conditions."

Jim Collins



# **Our 20-Mile March**



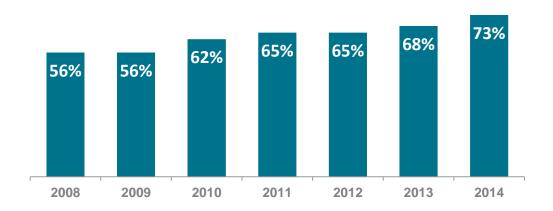


- 12 CONSECUTIVE QUARTERS OF MARGIN GAIN, SINCE 2012
- 5 CONSECUTIVE YEARS OF GAINS IN THE PESA SURVEY STUDENT SATISFACTION
- 5 CONSECUTIVE YEARS OF GAINS IN THE ORGANIZATIONAL CLIMATE SURVEY
- SIGNIFICANT IMPROVEMENT IN THE LAST SINAES CYCLES CONDUCTED BY THE MINISTRY OF EDUCATION



# **Our 20-Mile March**

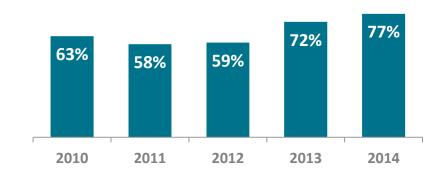
### **Organizational Climate**



### PESA – Student Satisfaction (On-Campus)

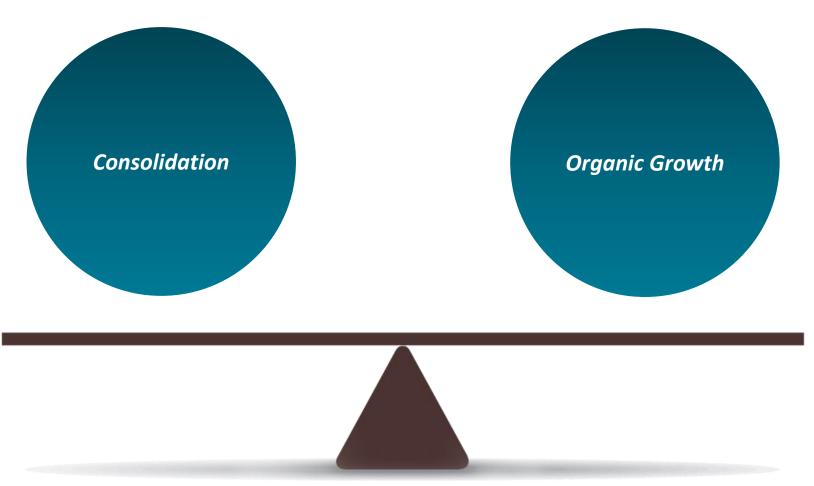
# 58% 60% 64% 64% 67% 68% 2008 2009 2010 2011 2012 2013 2014

### PESA - Student Satisfaction (DL)





# Resisting the Temptations...



### **Controlled exposure:**

We try not to let strategies that do not depend on us for their execution become essential elements of our long-term plans



### **Greenfields**

- Marista, our 4th campus in Fortaleza/CE
- Conceição campus, in São Paulo/SP
- Boa Viagem campus, Recife/PE
- Expansion in Salvador (new building in the Costa Azul neighborhood and expansion of the Fratelli Vita unit)
- Venda Nova campus, in Belo Horizonte/MG



Marista (Fortaleza)



Fratelli Vita expansion (Salvador)



New Costa Azul building Prédio Costa Azul (Salvador) – floor location



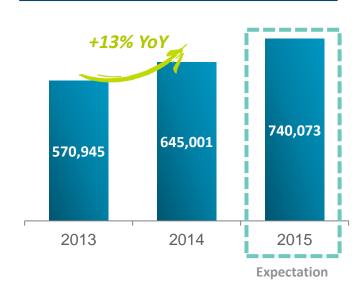
Boa Viagem (Recife)



### **Number of classrooms**



### Area (m<sup>2</sup>)



**Expectation for 2015** 

11 new building in operation and

24 campuses with expansion projects

Silent expansion with little use of capital



### **Acquisitions**















### **Acquisitions**











### **Acquisitions**



- 13 acquisitions, besides UniSEB
- 36k students acquired since 2011
- 10k to 15k new acquired students up to 2017



# **Distance Learning**

The DL operation is gaining importance in our business

- In one year, we increased our capacity from 52 DL centers to 182 DL centers (1H15), after UniSEB's acquisition and the approval of 19 additional centers in December
- And we still have four protocols for coverage increase:

### - UniSEB:

- 1. Oct/2013 (112 centers)
  No visits yet; waiting for scheduling
- 2. Apr/2014 (25 centers)
  No visits yet; waiting for scheduling

### - Estácio:

- 3. Santa Catarina accreditation (16 centers) All visits done → waiting for CNE's approval
- 4. UNESA (Rio de Janeiro) coverage increase (52 centers) 16 visits done





# "Mais Médicos" (More Doctors) Program

We currently are the largest Medicine school in Brazil and will seek to increase our capillarity

Notice no.6 of 2014 was published in December and 40 cities were chosen to offer new Medicine courses.

Estácio applied for competition in 20 cities and we are following the steps of the process according to the schedule below:

### #"Mais Médicos" Schedule:

✓ 1st Phase Results: 4.8.2015

✓ Preliminary Result: 5.22.2015

✓ Appeals: from 5.25.2015 to 6.5.2015

✓ Final Result: 6.24.2015

Also, on April 6, 2015, MEC released a 2nd notice for new Medicine courses, which is still in the phase of pre-selecting the cities which will receive the programs.





- **♦** We continue with our COURSE PIPELINE for the approval of NEW COURSES AND SEATS in our college institutions
- ♦ In the meantime, we keep increasing our number of UNIVERSITY CENTERS: BOA VISTA and JUIZ DE FORA just approved by the CNE

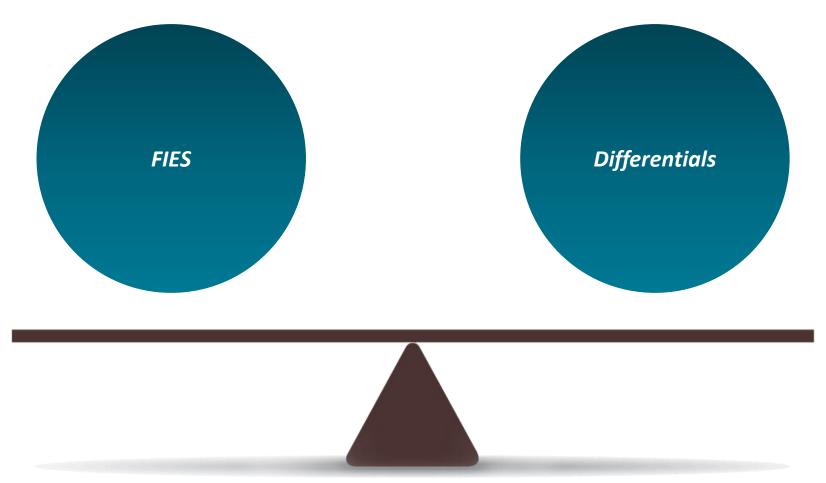
TYPE OF INS	TITUTION	2015.1 COURSE PORTFOLIO	2013 COURSE PIPELINE	•		
UNIVESITIES OR UNIVERSITY CENTERS	UNESA (RJ) FIB (BA) FIC (CE) UNIRADIAL (SP) FESSC (SC) FESBH (MG) FACITEC (DF) SEB (SP) FAA (RR)* FESJF (MG)*	486 COURSE- MUNICIPALITIES  (EQUAL TO 65% OF THE TOTAL ON-CAMPUS PORTFOLIO)	COURSES: 33 new courses authorized by MEC  66 requests for new courses filed, awaiting MEC's authorization  SEATS: Requests for increase of			
COLLEGES	28	263 COURSE- MUNICIPALITIES	seats for <b>9 courses.</b>			
TOTAL	37	749	99 NEW COURSES AND 9 COURSES WITH NEW SEATS (2012-2013)	143 NEW COURSES AND 52 COURSES WITH NEW SEATS (2013-2014)		

<sup>\*</sup>Awaiting the publication of ordinances in the Official Gazette.

<sup>\*\*</sup> New acquisitions IESAM and Literatus are included



# **Resisting the Temptations...**



### **Controlled exposure:**

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# The FIES Role

- 1. Sector growth is <u>not</u> only related to FIES
- 2. In a scenario without FIES, since 2008 we said sector growth should be between 3% and 5% per year market share consolidation
- 3. 2005-11 On-Campus CAGR: 4%

### It is important to remember that:

- Estácio does not base its growth strategy on FIES, since we are less dependent on it to attract students;
- In spite of the recent short-term measures, <u>FIES is</u> not over!



# FIES & Estácio

### The minimum ENEM grade impact is not relevant



30% of our oncampus intake via FIES



50% graduated from High School before 2010 An internal research showed that only **17% of a** sample of our FIES intake would not have chosen to study if there were no financing

And these students can enroll even without FIES:

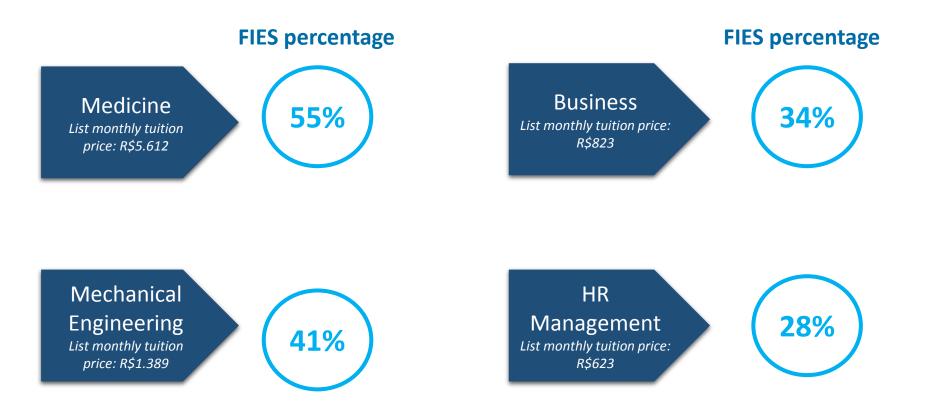
- Pay out of pocket
- Less expensive course
- Distance Learning
- Specific discounts



# FIES & Estácio

FIES is not our main driver for student attraction

The early FIES adopters are students from higher value courses (e.g. Medicine), who, in most cases, are able to pay out of pocket





# **Strategy for FIES**

### **2011 - 2014**



Not depending on FIES
 → especially when it
 comes to attract new
 students



Focusing on student with financial problems



Minimizing adverse selection



Remaining below the national average of FIES penetration







# **Strategy for FIES**

### **2011 - 2014**



Not depending on FIES
 →especially when it
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 Remaining below the national average of FIES penetration





### **2015 – Future**



Proactively assessing the student's profile



Seeking financing alternatives



Gradually reducing the exposure



Focus even more on our **attributes** 



Diversification (New Businesses)

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# **2015 Challenges**

STUDENT BASE

**AVG. TICKET** 

**DELINQUENCY** 

**OPEX** 

**CAPEX** 





# **Action Plan for the Operating Cash Flow**

**Budget Review** 

CRI (Real Estate) Real Estate sale-andleaseback

**PRAVALER** 

- Pricing
- Credit Intelligence
- "Intake Central"

Working Capital Financing

**CAPEX Funding** 











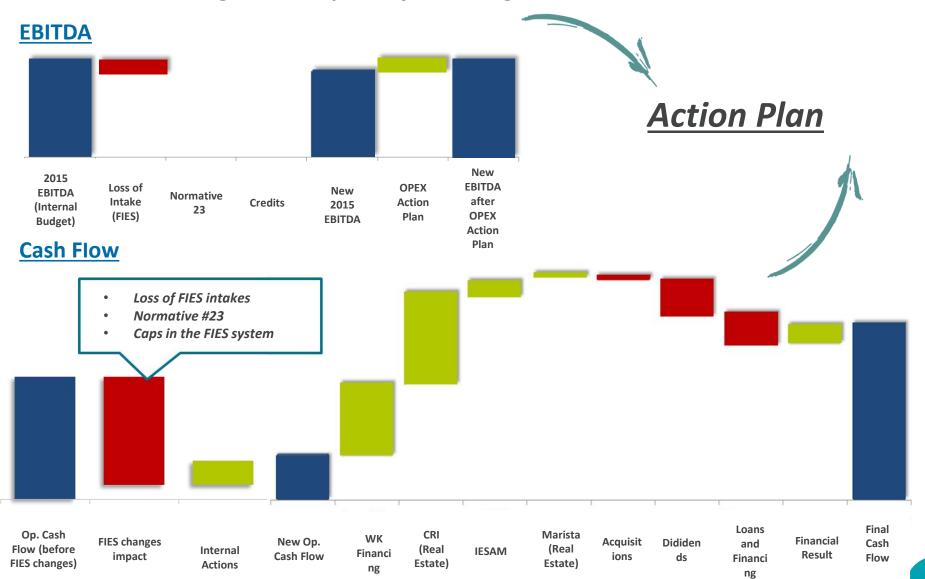






# **EBITDA & Cash Generation**

We will seek to mitigate the impacts of the changes on FIES in 2015...



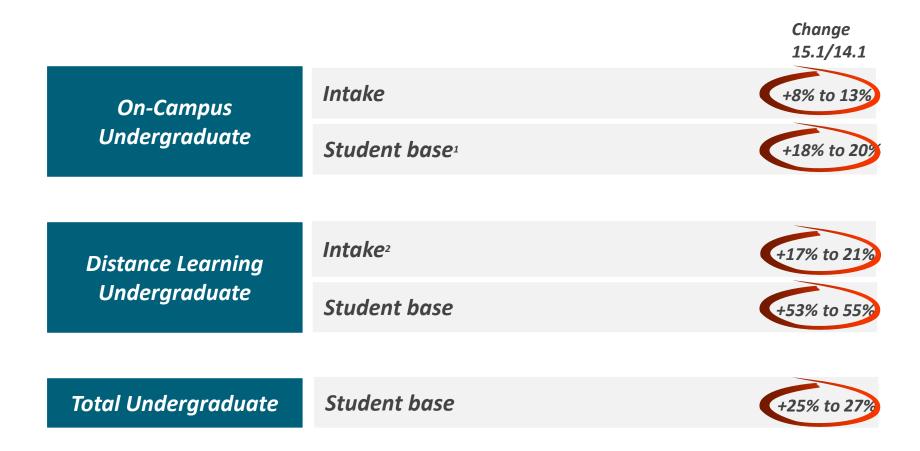
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# **2015.1 Intake**



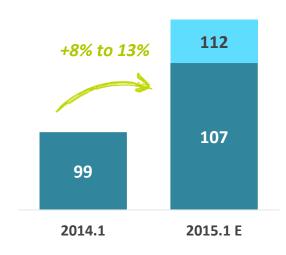


# 2015.1 Intake – On-Campus

### Significant growth even considering the uncertainties related to FIES

### **On-Campus Undergraduate**

('000)

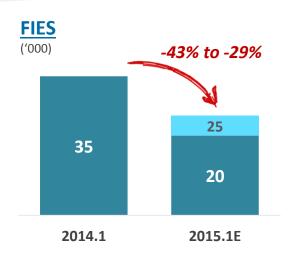


- FIES: We expect 20k-25k new students via FIES (besides 12k current students already in the "contracting funnel")
- PraValer: 3k to 5k contracts expected

<b>'</b> 000	Min	Max
FIES	20	25
PraValer	3	5
Non-FIES	84	82
TOTAL	107	112

# Non-FIES ('000) +28% to 31%





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### **PRAVALER**

• Estácio launches credit line in partnership with PRAVALER, aiming students who cannot afford their studies PRAVALER is quick, easy and without red tape for students, who are able to more comfortably pay for the undergraduate course

### **Main Benefits**

- ◆ Twice the duration of the course to pay
- ◆ Installments do not get concentrated in one month of the year
- ◆ Installments: 50% of the montly tuition + IPCA
- We receive the whole semester tuitions <u>upfront</u>
- PRAVALER assumes the default of contracted students





# **PRAVALER**

◆ The student pays half of the monthly tuition during the course without interest and the remaining amount after graduation

Interest		1.8%											
	Fee		9.5%										
	1	2	3	4	5	6	7	8	9	10	11	12	Total
	100	100	100	100	100	100							600
	50	50	50	50	50	50	50	50	50	50	50	50	600
	1.018	1.037	1.056	1.075	1.094	1.114	1.135	1.155	1.176	1.198	1.219	1.242	
	49.11	48.23	47.37	46.52	45.69	44.87	44.07	43.28	42.51	42.75	41.00	40.27	534.7
											FINAL		483.9
													81%
			Discount			ount	19%						

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# **Retention Project**

Map the "Dropout Profile"

(Academic, Financial, Qualitative)

> Meeting with coordinators

Tutoring for the modules with the highest flunk rates

**HQ** calls (script)

**Retention Manual** (Enrollment Suspension Interview)



**Preventive** Model (HQ)

> Corrective Model



**Dropout** 

**Indicators** 



Scheduling percentage

Scheduling percentage

Reversal percentage

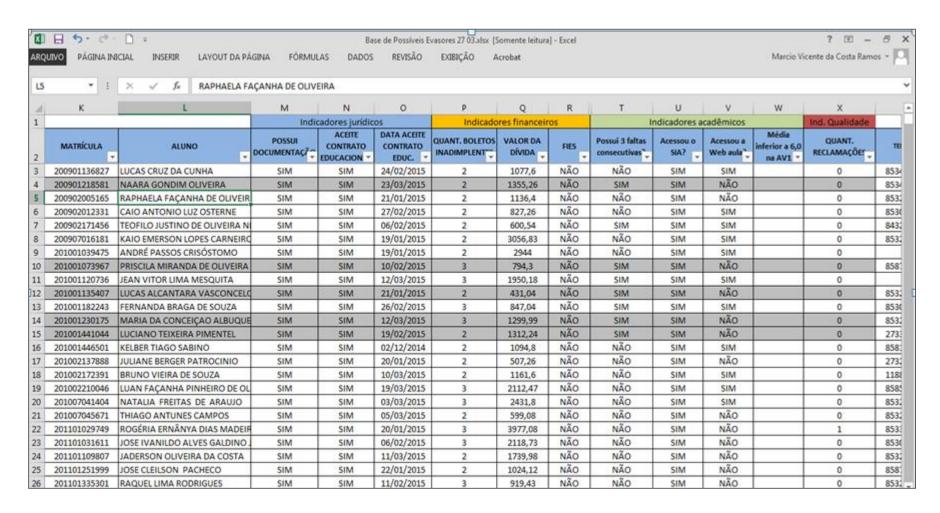


"Retention Cup"



# **Retention Project**

### Mapping the Dropout Profile





### **Student Retention**



#### Goal

Increase student retention with preventive and corrective actions, focused on the first two academic semesters.

#### **Main Aspects**

- Tracking students with higher possibility of dropping out, so we can put our efforts in contacting the students;
- Tutoring for the modules with the highest flunk rates per unit;
- Weekly monitoring the Retention indicator (dropouts + non-renewals);
- Retention Cell in each unit:
  - Retention Manual;
  - Specific interviewers;
  - Appropriate location for the interviews;
  - Offer guide according to what the student previously informed when scheduling the interview

Control Indicator – Operational efficiency in the Retention Cells, indication the reversal percentage of each cell.



## **Student Retention**

#### Targets per unit

Regional	<b>∡</b> Núcleo	<b>₹</b> Campus	Evadidos  Total 2014.1	Evasão 2014.1	Não Renovados 2014.1	Base Total 2014.1	% evadidos 2014.1
RJ UNESA NITERÓI	NITERÓI	ALCÂNTARA	365	27	338	1.725	21,2%
		NITERÓI	2.254	118	2.136	11.454	19,7%
	NITERÓI Total		2.619	145	2.474	13.179	19,9%
	NORTE	MADUREIRA	1.085	92	993	5.108	21,2%
		NORTE SHOPPING	881	54	827	4.606	19,1%
		NOVA AMÉRICA	1.337	68	1.269	5.920	22,6%
		VIA BRASIL - IRAJÁ	137	9	128	831	16,5%

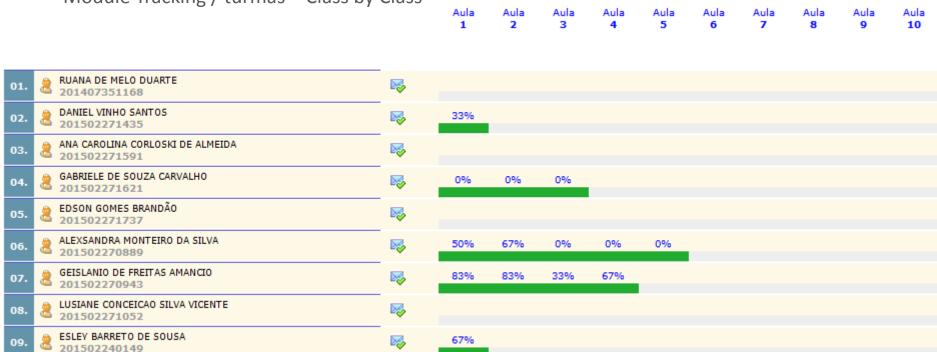
Monitoring dropouts/renewals per unit, with indicators tied to the retention target for 2015.1



#### **Student Retention - DL**

#### Distance Learning tool and initiatives are benchmark for dropout control

Module Tracking / turmas – Class by Class





### **Student Retention - DL**

#### Distance Learning tool and initiatives are benchmark for dropout control

Student Tracking – Class by Class

# Stu

#### AVALIANDO O APRENDIZADO

Aqui você encontrará exercicíos de fixação do conhecimento para cada uma das aulas das suas disciplinas. Neles você poderá conferir o andamento do seu processo de aprendizagem, dar a sua colaboração em relação à a qualidade das questões neles apresentadas (Colabore) e visualizar a resolução das mesmas (Gabarito Comentado).



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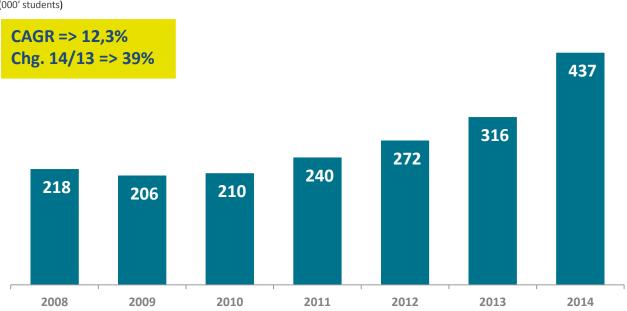


## **Student Base Evolution**

#### **Higher Education Student Base**

(excl. technical/short-term courses)

(000' students)





## Recap

('000)
Net Revenue
COGS
Personnel
Labor Tax
Rentals
Textbook Material
Third-Party Services and Others
Gross Margin (ex-depreciation)
SG&A
PDA
Marketing
G&A
EBITDA

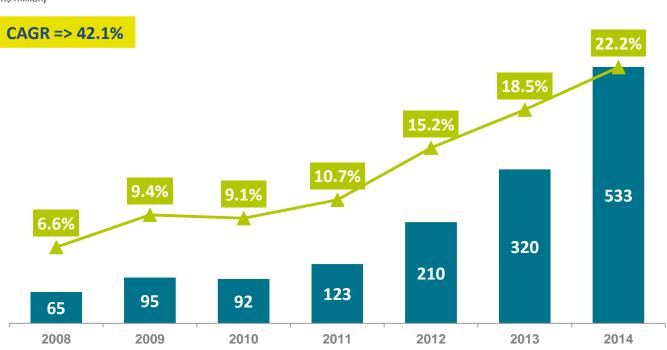
2013		2014		Var.		
АН	AV	АН	AV	AH	AV	
1,731.0	100.0%	2,404.5	100.0%	38.9%	0.0 p.p.	
(987.9)	-57.1%	(1,304.5)	-54.3%	32.0%	2.8 p.p.	
(617.0)	-35.6%	(834.5)	-34.7%	35.3%	0.9 p.p.	
(124.3)	-7.2%	(163.6)	-6.8%	31.6%	0.4 p.p.	
(139.0)	-8.0%	(176.5)	-7.3%	27.0%	0.7 p.p.	
(48.0)	-2.8%	(60.5)	-2.5%	26.0%	0.3 p.p.	
(59.6)	-3.4%	(69.3)	-2.9%	16.3%	0.5 p.p.	
743.2	42.9%	1,100.0	45.7%	48.0%	2.8 p.p.	
(422.9)	-24.4%	(567.4)	-23.6%	34.2%	0.8 p.p.	
(95.4)	-5.5%	(103.3)	-4.3%	8.3%	1.2 p.p.	
(88.5)	-5.1%	(135.1)	-5.6%	52.7%	-0.5 p.p.	
(239.0)	-13.8%	(329.1)	-13.7%	37.7%	0.1 p.p.	
320.3	18.5%	532.6	22.2%	66.3%	3.7 p.p.	



## **Reaping the Fruits**







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## **UniSEB Results**

UniSEB' P&L (R\$ million)		3Q14	4Q14	2H14
Gross Operating Revenue		30.7	35.3	66.1
Deductions		(5.8)	(7.0)	(12.9)
Net Operating Revenue		24.9	28.3	53.2
COGS (Cash)		(8.5)	(12.1)	(20.6)
Gross Profit (Cash)		16.4	16.2	32.6
Gross Margin		65.9%	57.2%	61.2%
Selling Expenses		(2.5)	1.4	(1.2)
G&A Expenses		(5.6)	(1.4)	(7.0)
EBITDA		8.2	16.1	24.3
EBITDA Margin		33.1%	56.9%	45.8%
Financial Result		(1.2)	(1.0)	(2.3)
Depreciation and amortization		(1.4)	(1.4)	(2.8)
Social Contribution		(0.3)	(0.6)	(1.0)
Income Tax		(1.0)	(1.8)	(2.8)
Net Profit		4.4	11.2	15.6
Net Margin		17.5%	39.6%	29.3%



## **UniSEB Integration**

#### **Process Integration**

- Back-office integration
- Standardization of financial and accounting processes
- Synergy gains
- Significant improvement in the results 94Q14 x 3Q14), with revenue increase and gains in G&A Expenses



#### More:

- Visual identity standardization
- Relationship and training actions for UniSEB's employees

#### **DL** Operation

- Distance-learning undergraduate intake
  - 2014.3 → +165%
  - $-2014.4 \rightarrow +20\%$
- Migration of a share of the student base from the telepresence model to the 100% online model
- Conclusion of the first wave of students migrating from partner centers to Estácio's own units
- 43% of the accredited centers operating in Estácio's model
- Medicine course → 40 places 41.6 candidates for each place

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## **Final Remarks**

- "Make this year"
- Reach our EBITDA/Cash Flow targets
- Keep our 20-Mile March
- Prepare Estácio for the coming semesters
- Crisis and Opportunities
- Medium/Long Terms

