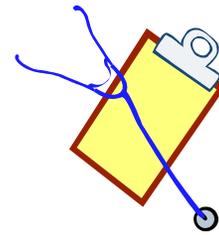


Students  
Collections

**WASHINGTON SERVICE CENTER**  
**The Default Doctors**  
"We help cure defaulted student loans"



**Team Roster**

**Adara Walton, John Adams,  
Karen Buckler, Sharon Carter,  
Tammy Connelly, Marian  
Currie, Kathryn Griffin,**

**Sandra McCullough, Joe Weber,  
Dana Johnson, Adele Gabrielli,  
Gloria Williams, Gary Rozier,  
Shirley Wheeler**

**Performance Score**

FSA Enterprise Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
<b>CUSTOMER SATISFACTION</b>	<b>ACSI</b>	<b>75.9</b>	<b>77.9</b>			
	<b>Other survey</b>					
<b>EMPLOYEE SATISFACTION</b>		<b>3.45</b>	<b>3.63</b>			
<b>UNIT COST</b>	<b>Your Portion</b>		<b>\$0.06</b>		<b>\$0.06</b>	
	<b>Other*</b>			<b>\$0.03</b>		<b>\$0.03</b>

\*The unit cost for Collections is calculated by dividing the yearly budget for Collections by the yearly collections (YB/YC) using a moving 12-month scale.

**Contributions**

**Status**

- Finish Collection Cost Lawsuit (CS&UC) – 09/02
- Implement Direct Debit Program (CS, ES & UC) – 01/02  
**Status:** Implemented 01/25/02; first batch of applications mailed week of 3/26
- Implement contract for servicing of non-defaulted Perkins Loans (CS&ES) - 03/02

**Status:** It was determined that this could not be a sole-source award to AFSA. SOW is being revised and contract will be pursued under a generic contract being awarded by FSA.

- Increase to 20 the number of Guaranty Agencies participating in NDNH Match (UC) – 09/02

**Status:** As of 12/01 22 guaranty agencies are participating in the NDNH process.