



UNITED STATES DEPARTMENT OF EDUCATION

Federal Student Aid

TO: Secretary Rod Paige
U.S. Secretary of Education

FROM: Terri Shaw
Chief Operating Officer

RE: FSA Weekly Report

DATE: January 12, 2004

THE WEEK AHEAD

GAO “High Risk” Designation: FSA continues to meet with GAO officials to discuss FSA financial management improvements. This is part of GAO's ongoing assessment of the Student Financial Assistance program's “high risk” designation. The results of GAO's review will be part of their report to be issued in January 2005.

OPERATIONAL METRICS

Application Activities through January 4, 2004: The Central Processing System (CPS) has processed 17,129 applications for the 2004-2005 cycle, a 33.1% decrease over the 2003-2004 cycle.

Program Disbursements: Through the week ending January 3, annual Pell disbursements reached \$11.6 billion for the 2002-2003 academic year and \$6.3 billion for the 2003-2004 academic year. Through the week ending December 27, annual Direct Loan disbursements reached \$11.4 billion for the 2002-2003 academic year and \$5.3 billion for the 2003-2004 academic year. Through the week ending January 6, annual FFEL disbursements reached \$28.7 billion for the 2002-2003 academic year and \$12.1 billion for the 2003-2004 academic year. Through November, annual Direct Consolidation Loan disbursements reached \$1.18 billion.

Total Default Recoveries: Through December 31, total FSA default recoveries for FY04 reached \$324.0 million, up 17%. Total non-consolidation recoveries reached \$271.9 million, up 41%. Combined Recoveries from our private collection agency efforts reached \$268.7 million, up 18%.

1-800-4-FED-AID through January 3, 2004: Year to date, the Federal Student Aid Information Center (FSAIC) has received 81,635 calls, a 32.7% decrease over last year. Service levels have increased with 99.1% of calls completed, a 0.6% increase over last year and the average speed to answer reduced by 50.0% over last year to 6 seconds.

Consolidation Applications: During the month of December, Loan Consolidation received 29,813 applications for Consolidation, of which 23,893 or 80.14 percent were received

Weekly Report to Secretary Paige
January 12, 2004

electronically. The 80.14 percent is up 5 percent from December 2002 when 75.14 percent of the total consolidation applications were submitted electronically.

KEY ISSUES

2004/2005 Free Application for Federal Student Aid (FAFSA): On January 1, FSA began accepting the 2004/2005 FAFSA. *FAFSA on the Web* went live on January 1 and logged almost 20,000 applications during the initial 24-hour period and over 130,000 for the week.

Students.gov: For December 2003, there were 198,634 visitors (4.4 million hits) to the students.gov website. This represents a 4.5% increase from the previous month and a 219% increase over December 2002. In 2003, there were 2,426,525 visitors to students.gov, a 226% increase over 2002 site traffic.

IFAP.gov Website Usage: For the week ending January 3, www.ifap.ed.gov received 43,195 visits or 1.1 million hits. The number of visits for the year was 2,490,399 representing an increase of 122% from 2002.

Schools Portal Usage: For the week ending January 3, www.fsa4schools.ed.gov received 8,356 visits or 528,462 hits. The number of visits for the year was 517,696 representing an increase of 62% from 2002.

ON THE HORIZON

Private Career Colleges & Schools Conference (PCCS): On January 21-23, FSA representatives will present at the annual PCCS conference.

Michigan Student Financial Aid Association Conference: On January 26, FSA will present at the Michigan Student Financial Aid Association Conference in Pontiac, MI.

Oregon Association of Student Financial Aid Administrators Conference: On February 1-3, FSA will present a Federal Update session and two interest sessions on R2T4 and Helping New Financial Aid Administrators Work with ED at the Oregon Association of Student Financial Aid Administrators Conference.

College Goal Sunday: On February 8, FSA representatives will serve as site coordinators for College Goal Sunday, a yearly event spearheaded by the Kansas Association of Financial Aid Administrators (KASFAA). Students planning to attend college in the Fall of 2004 will receive assistance in completing the FAFSAs and general information about the financial aid process.

Coalition of African American Professional and Community Organizations: On February 13, 2004, FSA representatives will present to the Coalition of African American Professional and Community Organizations at the 4th Annual Career Expo and College Fair.

CONTACT INFORMATION

Please contact Chris Greene at 377-4003 with any questions.