



## 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:** February 2, 2004

### **THE WEEK AHEAD**

**Front End Business Integration Meeting:** On February 2 - 3, FSA representatives will meet with Bank One in Chicago to gather information on imaging, data processing, and customer service for FSA's Front End Business Integration initiative.

**Oregon Association of Student Financial Aid Administrators Conference:** On February 2-3, FSA representatives will present at the Oregon Association of Student Financial Aid Administrators Conference.

**Chicago College Financial Aid Fair:** On February 7, FSA representatives will participate in the 4th Annual College Financial Aid Fair in Chicago, IL. This event is sponsored by the Chicago Public Schools and is designed to introduce Chicago Public High School students to the postsecondary education and the financial aid process.

**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 (KASF AA). 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.

### **FSA IN THE FIELD**

**Computer Donations to School District in Alabama:** Working with OM, FSA's Loan Consolidation Group donated 211 computers with monitors to the local school district in Montgomery, Alabama. The Loan Consolidation group worked through the government's web site ([www.computers.fed.gov](http://www.computers.fed.gov)) to find the schools that had registered and requested the equipment.

**Customer Service Call Center Statistics:** For the week ending January 24, the Customer Service Call Center received 329 inquiries, posted six items to FSA Tech and posted seven items to IFAP.

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**Information for Financial Aid Professionals (IFAP.gov) Website Usage:** For the week ending January 24, www.ifap.ed.gov received 70,104 visits and 1.9 million hits.

**Schools Portal Usage:** For the week ending January 24, www.fsa4schools.ed.gov received 12,497 visits and 1.0 million hits.

**Financial Partners Portal:** For the week ending on January 24, 2004, the portal received almost 50,000 hits and 2,225 visits.

### **OPERATIONAL METRICS**

**Application Activities through January 25, 2004:** The Central Processing System (CPS) has processed 454,708 applications for the 2004-2005 cycle, a 1.2% increase over the 2003-2004 cycle.

**Program Disbursements:** Through the week ending January 24, annual Pell and Direct Loan disbursements reached \$11.6 billion and \$11.4 billion respectively for the 2002-2003 academic year and \$8.38 billion and \$8.67 billion respectively for the 2003-2004 academic year. Through the week ending January 27, annual FFEL disbursements reached \$29.4 billion for the 2002-2003 academic year and \$15.1 billion for the 2003-2004 academic year. Through December, annual Direct Consolidation Loan disbursements reached \$1.74 billion.

**Total Default Recoveries:** Through January 23, total FSA Default Recoveries for FY04 reached \$411.5 million, an increase of 20% from this time last year. Total non-consolidation recoveries reached \$347.9 million, an increase of 42%. Combined Recoveries from our private collection agency efforts have reached \$343.4 million, up 21% over the same period in FY03.

**1-800-4-FED-AID through January 24, 2004:** Year to date, the Federal Student Aid Information Center (FSAIC) has received 587,827 calls, a 9.5% decrease over last year. Service levels have increased with 99.0% of calls completed, a 0.3% increase over last year and the average speed to answer reduced by 63.9% over last year to 3.3 seconds.

**Direct Loan Servicing Call Center Phone Activity through January 23, 2004:** Year-to-date, the Direct Loan Servicing Centers received 394,448 calls to the Interactive Voice Response System, a decrease of 8.23% from 2003. Of those calls received, Borrower Services representatives handled 297,460, a decrease of 9.12% from 2003. The average speed of answer was 2.37 seconds, a decrease of 48.11% from 2003. The resolve rate for the Voice Response System was 24.47%, an increase of 3.38% from 2003. The Abandoned Call Rate was 0.10%, a decrease of 39.27% from 2003.

### **KEY ISSUES**

**National Student Loan Data System (NSLDS)** – The NSLDS staff sponsored a “kick-off” meeting with their new contractor, Applied Engineering Management Corporation (AEM), to begin the transition process of the support and maintenance activity of NSLDS to AEM. AEM has sub-contracted with Pearson Government Solutions and with BrIEFCASE Systems Development.

**Nelnet and Sallie Mae “Exceptional Performer” Applications** – Nelnet and Sallie Mae have applied to the Department for Exceptional Performer status. FSA is reviewing the applications and audits along with the feedback received from the Guaranty Agency community. A formal response is due to each in the coming weeks.

**Pre-Solicitation Conference:** On January 27, FSA hosted the Private Collection Agency Pre-Solicitation Conference in Atlanta. The conference registered 151 participants representing approximately 50 companies. FSA’s Collections Group will incorporate feedback from the community to make the solicitation and selection process work most effectively for everyone involved and expects to publish the final solicitation in May.

**E-Gov/eAuthentication:** Discussions between ED’s Office of the General Counsel (OGC) and FSA Students/Policy/CIO representatives have produced a draft amendment to the current Computer Matching Agreement in effect between ED and the Social Security Administration (SSA). The amendment will support the Department of Health and Human Services (HHS) desire to use the FSA PIN as an electronic identity credential for electronic signatures in some of their student loan programs. This step is instrumental to advance an E-Gov eAuthentication principal of inter-agency cooperation to share electronic identity credentials. This could be the first example of this kind of cooperation. Education has discussed this with SSA, HHS, and the government-wide eAuthentication team to obtain general agreement among partner agencies. Discussions with SSA/OGC are expected within a week. Final ratification of the amendment is expected by the end of March.

### **ON THE HORIZON**

**Presentations at Regional and State Financial Aid Administrator Conferences:** FSA representatives will be making presentations at the following state financial aid administrator conferences in the coming weeks:

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| February 9     | Southern Association of Collegiate Registrars and Admissions Officers Conference |
| February 15-19 | Southern Association of Student Financial Aid Administrators Annual Conference   |
| February 22-24 | Pacific Islands Financial Aid Association Annual Conference                      |

**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 4<sup>th</sup> Annual Career Expo and College Fair.

**National Council of Higher Education Loan Programs (NCHELP):** From March 14 – 17, FSA representatives will make several presentations at the NCHELP Conference in Myrtle Beach, South Carolina.

### **CONTACT INFORMATION**

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