



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: March 22, 2004

THE WEEK AHEAD

Pacific Islands Financial Aid Association Annual Conference: From March 22-24, FSA representatives will be making presentations at the Pacific Islands Financial Aid Association Annual Conference.

FSA IN THE FIELD

National Council of Higher Education Loan Programs (NCHELP): From March 14-17, FSA representatives made several presentations at the NCHELP Conference in Myrtle Beach, SC.

South Dakota Association of Student Financial Aid: From March 15-16, FSA representatives participated in the South Dakota Association of Student Financial Aid Conference.

College Fairs: Last week, FSA representatives participated in National Scholarship Service (NSS) College Fairs in Chicago, Illinois and Newark, New Jersey. FSA representatives also participated in the National Association for College Admission Counseling (NACAC) College Fair in Springfield, Massachusetts.

Student Aid on the Web: For the week ending March 13, *Student Aid on the Web* recorded 425,723 visits, 6,761,013 hits and 700,237 page views representing an increase of 262%, 70%, and 52% respectively over the same period last year. As of March 13, My FSA, the *Student Aid on the Web* feature that offers students and their families a single source of *free* information on choosing a career, selecting a college and identifying resources to pay for higher education, had recorded a total of 24,994 new accounts. To date, 1,766 students have submitted their FAFSA applications and 1,044 have applied for admission to college using Student Aid on the Web.

FAFSA on the Web: FAFSA on the Web, FSA's online application system for federal student aid, received the three millionth application for 2004/05 season, 3 weeks ahead of last year and only 10 weeks into the season.

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Customer Service Call Center Statistics: For the week ending March 12, the Customer Service Call Center received 384 inquiries, posted 13 items to FSA Tech and posted 12 items to IFAP.

Information for Financial Aid Professionals (IFAP) Web site Usage: For the week ending March 13, www.ifap.ed.gov received 67,682 visits and 2.2 million hits.

Schools Portal Usage: For the week ending March 13, www.fsa4schools.ed.gov received 14,717 visits and 1.2 million hits.

OPERATIONAL METRICS

Application Activities through March 15, 2004: The Central Processing System (CPS) has processed 3.62 million applications for the 2004-05 cycle, a 9% increase over the 2003-04 cycle.

Program Disbursements: Through the week ending March 13, annual Pell and Direct Loan disbursements reached \$10.8 billion and \$10.1 billion respectively for the 2003-04 academic year. Through the week ending March 16, annual FFEL disbursements reached \$23.6 billion for the 2003-04 academic year. Through February, annual Direct Consolidation Loan disbursements reached \$2.71 billion.

Direct Loan (DL) Servicing: As of February 29, FSA was servicing 17.5 million DL accounts (a 2.4% increase over last year) with a total portfolio value of \$83.1 billion (a 3.3% increase over last year) representing 6.5 million borrowers (a 3.5% increase over last year).

Consolidation Activity through February 29, 2004: Year to date, student loan consolidations from the Direct Loan program into the Direct Loan Consolidation program totaled 1.3 billion, a 7.3% decrease over last year. Consolidations from the FFEL program into the Direct Loan Consolidation program totaled 1.4 billion, a 4.2% decrease over last year. Consolidations from the Direct Loan Program into the FFEL program totaled \$4.0 billion, a 20.8% increase over last year.

Total Default Recoveries: Through March 12, total FSA Default Recoveries for FY04 reached \$737.6 million, an increase of 22% from this time last year. Total non-consolidation recoveries reached \$643.3 million, an increase of 38%. Combined Recoveries from our private collection agency efforts have reached \$511.8 million, up 23% over the same period in FY03.

1-800-4-FED-AID through March 13, 2004: Year to date, the Federal Student Aid Information Center (FSAIC) has received 1.77 million calls, a 10% decrease over last year. Service levels have decreased with 98.4% of calls completed, a 0.4% decrease over last year, and the average speed to answer increased by 20% over last year to 12 seconds.

Direct Loan Servicing Call Center Phone Activity through March 12, 2004: Year to date, the Direct Loan Servicing Centers received 1.4 million calls to the Interactive Voice Response System, a decrease of 7% from 2003. Of those calls received, Borrower Services representatives handled 984,619, a decrease of 9% from 2003. The average speed of answer was 3.86 seconds, a

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decrease of 42% from 2003. The resolve rate for the Voice Response System was 26.86%, an increase of 5% from 2003. The Abandoned Call Rate was 0.16%, a decrease of 41% from 2003.

KEY ISSUES

E-Gov/eLoans: Last week, the eLoans team briefed Jonathan (Jack) Koller, OMB's new E-Gov G2C Portfolio Manager, on the eLoans initiative and on a possible transition/migration strategy. Jack noted OMB appreciated the eLoans team's collaborative process and expressed interest in the upcoming April 29 GovLoans launch event.

2004-05 Student Aid CD Audio Guide: CD copies of the 2004-05 *Student Aid Audio Guide* are now available through EdPubs or through FSA's Federal Student Aid Information Center. The *Audio Guide* contains a 56-minute overview of the Department's federal student aid programs including eligibility criteria, application procedures, loan repayment options, and deferment and cancellation provisions and is targeted to blind and visually impaired students.

ON THE HORIZON

FSA Annual Spring Conference: From March 28-31, FSA will host over 1500 financial aid professionals from across the country at our Annual Spring Conference in New York City. This year's conference will include a symposium on increasing access to and awareness of higher education and feature your keynote to those in attendance.

FSA Software Developers Conference: On March 31, FSA will hold a Software Developers Conference in New York City, NY in conjunction with FSA's Spring Conference. This Conference will provide information about FSA's data strategy and two new FSA initiatives: Front End Business Integration (FEBI) and Common Services for Borrowers (CSB).

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:

April 6	California Community College Student Financial Aid Association Southern Spring Training
April 8	California Community College Student Financial Aid Association Northern Spring Training
April 7-9	Kentucky Association of Financial Aid Administrators Conference
April 18-21	South Carolina Association of Student Financial Aid Administrators Conference
April 19	Illinois Association of Financial Aid Administrators Conference

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Common Origination and Disbursements (COD) Focus Group: On April 15-16, FSA will host the annual COD Focus Group in held in Reston, VA. This is an opportunity for schools to share their input into future system requirements.

CONTACT INFORMATION

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