



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: April 19, 2004

THE WEEK AHEAD

Mid-Atlantic Region 2 and 3 Private Career Colleges Conference: On April 21, Terri Shaw will join Assistant Secretary for Postsecondary Education Sally Stroup at the Mid-Atlantic Region 2 and 3 Private Career Colleges Conference's Federal Student Aid Continental Breakfast in Philadelphia. Additional FSA representatives will also be in attendance and making presentations.

Mid-Eastern Association of Educational Opportunity Program Personnel (MEAEOPP): Today, FSA representatives will present Federal student aid and student loan default training at the 28th Annual MEAEOPP Conference.

South Carolina Association of Student Financial Aid Administrators Conference: From April 18-21, FSA representatives will be making presentations at the South Carolina Association of Student Financial Aid Administrators Conference.

Illinois Association of Financial Aid Administrators Conference: From April 18-20, FSA representatives will be making presentations at the Illinois Association of Financial Aid Administrators Conference.

Tennessee Association of Student Financial Aid Administrators Conference: From April 19-21, FSA representatives will be making presentations at the Tennessee Association of Student Financial Aid Administrators Conference.

Colorado Association of Administrators of Student Loan and Accounts Receivables Conference: From April 22-23, FSA representatives will be making presentations at the Colorado Association of Administrators of Student Loan and Accounts Receivables Conference.

FSA IN THE FIELD

Common Origination and Disbursements (COD) Focus Group: From April 15-16, FSA hosted the annual COD Focus Group in Reston, VA. This was an opportunity for schools to share their input on future system requirements.

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Alabama Association of Student Financial Aid Administrators Conference: From April 13-16, FSA representatives presented at the Alabama Association of Student Financial Aid Administrators Conference.

Montana Association of Student Financial Aid Administrators Conference: From April 14-16, FSA representatives presented at the Montana Association of Student Financial Aid Administrators Conference.

Texas Association of Student Financial Aid Administrators Conference: On April 15, FSA representatives presented at the Texas Association of Student Financial Aid Administrators Conference.

FSA Hosts Networking Meeting: On April 13, FSA hosted a meeting for the U.S. Department of Housing and Urban Development's Neighborhood Networks, the Council for Opportunity in Education (TRIO programs), the National Council for Community and Education Partnerships (GEAR UP), and the National College Access Network (NCAN). The purpose of the meeting was to network and leverage the resources of the participating organizations to disseminate college access and financial aid information to underserved populations.

OPERATIONAL METRICS

Application Activities through April 12, 2004: The Central Processing System (CPS) has processed 5.22 million applications for the 2004-05 cycle, a 4% increase over the 2003-04 cycle.

Program Disbursements: Through the week ending April 10, annual Pell and Direct Loan disbursements reached \$11.5 billion and \$10.8 billion respectively for the 2003-04 academic year. Through the week ending April 13, annual FFEL disbursements reached \$25.0 billion for the 2003-04 academic year. Through March, annual Direct Consolidation Loan disbursements reached \$3.28 billion.

Direct Loan (DL) Servicing: As of March 31, FSA was servicing 17.4 million DL accounts (a 2.3% 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 March 31, 2004: Year to date, student loan consolidations from the Direct Loan program into the Direct Loan Consolidation program totaled 1.5 billion, a 6.9% decrease over last year. Consolidations from the FFEL program into the Direct Loan Consolidation program totaled 1.7 billion, a 3.2% decrease over last year. Consolidations from the Direct Loan Program into the FFEL program totaled \$4.8 billion, a 22.5% increase over last year.

Total Default Recoveries: Through April 9, total FSA Default Recoveries for FY04 reached \$920 million, an increase of 16% from this time last year. Total non-consolidation recoveries reached \$809 million, an increase of 28%. Combined Recoveries from our private collection agency efforts have reached \$598 million, up 22% over the same period in FY03.

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1-800-4-FED-AID through April 10, 2004: Year to date, the Federal Student Aid Information Center (FSAIC) has received 2.41 million calls, an 11% decrease over last year. Service levels have remained constant with 98.6% of calls completed, and the average speed to answer decreased by 18% over last year to 9.9 seconds.

Direct Loan Servicing Call Center Phone Activity through April 9, 2004: Year to date, the Direct Loan Servicing Centers received 1.8 million calls to the Interactive Voice Response System, a decrease of 7% from 2003. Of those calls received, Borrower Services representatives handled 1.3 million calls, a decrease of 8% from 2003. The average speed of answer was 4.8 seconds, a decrease of 19% from 2003. The resolve rate for the Voice Response System was 27%, an increase of 5% from 2003. The Abandoned Call Rate was 0.22%, a decrease of 12% from 2003.

Customer Service Call Center Statistics: For the week ending April 10, the Customer Service Call Center received 326 inquiries, posted one item to FSA Tech and posted eight items to IFAP.

Information for Financial Aid Professionals (IFAP) Web site Usage: For the week ending April 10, www.ifap.ed.gov received 62,241 visits or 2.0 million hits.

Schools Portal Usage: For the week ending April 10, www.fsa4schools.ed.gov received 14,227 visits or 1.3 million hits.

KEY ISSUES

Delinquency Reduction Initiatives: In March, FSA's Direct Loan Servicing achieved a 10.2% 270-day delinquency rate, the lowest monthly rate in the program's history. These improvements are attributed to more aggressive calling campaigns during earlier stages of delinquency.

School as Lender: The General Accounting Office (GAO) requested additional information regarding FFEL loan volume disbursed by schools acting as lenders. FSA will conduct a conference call with GAO to follow up and confirm deliverables.

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:

April 28-30	Wisconsin Association of Student Financial Aid Administrators Conference
May 5-7	Minnesota Association of Financial Aid Administrators Conference
May 17-19	Wyoming Association of Student Financial Aid Administrators Conference

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FSA in the Classroom: FSA representatives will be conducting training sessions at the following events in the coming weeks:

April 26-30	Fundamentals of Title IV Aid in New York
May 3-7	COD Processing and ED Websites
May 13	Electronic Application Processing in Washington, DC
May 10-14	Fundamentals of Title IV Aid in Dallas

National Association of College Admissions Counselors (NACAC) College Fair: On May 5-6, FSA representatives will attend the NACAC College Fair in Edison, NJ.

National Association of State Student Grant and Aid Programs (NASSGAP) Spring Conference: From May 23-26, FSA representatives are scheduled to provide a LEAP/SLEAP program update at the NASSGAP Spring Conference in Washington, DC.

CONTACT INFORMATION

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