



## 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:** May 3, 2004

#### **THE WEEK AHEAD**

**1<sup>st</sup> Annual Technology and Standards Conference:** Today, Terri Shaw gave the Keynote Address at the 1<sup>st</sup> Annual Technology and Standards Conference in Crystal City, Virginia.

**National Association of College Admissions Counselors (NACAC) College Fair:** On May 1, FSA representatives will attend the NACAC College Fair in Nashville, TN and on May 5-6, FSA representatives will attend the NACAC College Fair in Edison, NJ.

**Minnesota Association of Financial Aid Administrators Conference:** From May 5-7, FSA representatives will be making presentations at the Minnesota Association of Financial Aid Administrators Conference.

**Fundamentals of Title IV Aid:** This week, FSA representatives will conduct Fundamentals of Title IV Aid Training for the Student Aid community at the Seattle Regional Training facilities.

#### **FSA IN THE FIELD**

**Coalition of State University Aid Administrators (COSUAA):** From April 26-27, Terri Shaw and members of the FSA Management Council spoke at the 2004 COSUAA Annual Conference.

**Wisconsin Association of Student Financial Aid Administrators Conference:** From April 28-30, FSA representatives made presentations at the Wisconsin Association of Student Financial Aid Administrators Conference.

**Oregon Cosmetology Association:** On April 26, FSA representatives made presentations at the Oregon Cosmetology Association Conference.

**Fundamentals of Title IV Aid:** Last week, FSA representatives conducted Fundamentals of Title IV Aid Training for the Student Aid community at the Washington and New York Regional Training facilities.

Weekly Report to Secretary Paige  
May 3, 2004

**Native American outreach in Albuquerque:** On April 23 and 24, FSA representatives attended the Gathering of Nations, the largest powwow (Native American gathering) in the United States. FSA staff spoke to those in attendance and shared information with them on planning and paying for college. Staff also visited the Higher Education Department at the Isleta Pueblo (reservation) south of Albuquerque.

**The 6th Feria Educativa:** On April 24, FSA representatives participated in the 6th Feria Educativa at the University of Texas (UTEP) in El Paso, Texas. Sponsored by the Partners in Hispanic Education, this event provided information on a wide variety of education topics. FSA representatives presented two sessions on college access and financing.

**San Diego National Association for College Admission Counseling (NACAC) College Fair:** On April 22, FSA representatives attended the National Association for College Admission Counseling (NACAC) College Fair at the San Diego Convention Center. FSA staff spoke to those in attendance and shared information with them on planning and paying for college.

Through the NACAC and the National Scholarship Service college fairs, FSA connects with approximately 150,000 students at over 37 sites across the country to reinforce the notion that education beyond high school is available and affordable.

### **OPERATIONAL METRICS**

**Application Activities through April 26, 2004:** The Central Processing System (CPS) has processed 5.94 million applications for the 2004-05 cycle, a 4% increase over the 2003-04 cycle.

**Program Disbursements:** Through the week ending April 24, annual Pell and Direct Loan disbursements reached \$11.7 billion and \$11.0 billion respectively for the 2003-04 academic year. Through the week ending April 27, annual FFEL disbursements reached \$25.9 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 25, total FSA Default Recoveries for FY04 reached \$986 million, an increase of 15% from this time last year. Total non-consolidation recoveries reached \$865 million, an increase of 27%. Combined Recoveries from our private collection agency efforts have reached \$633 million, up 21% over the same period in FY03.

Weekly Report to Secretary Paige  
May 3, 2004

**1-800-4-FED-AID through April 24, 2004:** Year to date, the Federal Student Aid Information Center (FSAIC) has received 2.74 million calls, a 10% decrease over last year. Service levels have increased with 98.7% of calls completed, a .2% increase over last year. The average speed to answer decreased by 21% over last year to 9.5 seconds.

**Direct Loan Servicing Call Center Phone Activity through April 23, 2004:** Year to date, the Direct Loan Servicing Centers received 2.0 million calls to the Interactive Voice Response System, a decrease of 6% from 2003. Of those calls received, Borrower Services representatives handled 1.5 million calls, a decrease of 8% from 2003. The average speed of answer was 5.1 seconds, a decrease of 19% from 2003. The resolve rate for the Voice Response System was 28%, an increase of 5% from 2003. The Abandoned Call Rate was 0.23%, a decrease of 9% from 2003.

**Customer Service Call Center Statistics:** For the week ending April 24, the Customer Service Call Center received 327 inquiries and posted 24 items to IFAP.

**Information for Financial Aid Professionals (IFAP) Web site Usage:** For the week ending April 24, [www.ifap.ed.gov](http://www.ifap.ed.gov) received 64,235 visits or 2.1 million hits.

**Schools Portal Usage:** For the week ending April 24, [www.fsa4schools.ed.gov](http://www.fsa4schools.ed.gov) received 8,389 visits or 790,399 hits.

**Financial Partners Portal:** For the week ending April 23, 2004, the Financial Partners Portal received 38,192 hits and 2,200 visits.

### **KEY ISSUES**

**Data Quality:** FSA's Application Development Group began participating in the Data Quality Steering Committee to provide technical support and assistance. CIO provided information to the committee on the Environmental Protection Agency's (EPA) data governance and standards process for possible use in FSA data quality activities. The EPA Bureau Chief will meet with the committee and discuss lessons learned concerning the establishment of their Data Quality Council and standards board.

### **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:

May 12-13	Utah Association of Student Financial Aid Administrators Conference
May 16-18	Western Association of Student Financial Aid Administrators Conference
May 16-19	Eastern Association of Student Financial Aid Administrators Conference

Weekly Report to Secretary Paige  
May 3, 2004

May 17-19 Wyoming Association of Student Financial Aid Administrators  
Conference

May 18-21 Georgia Association of Student Financial Aid Administrators Conference

May 19-21 Ohio Association of Student Financial Aid Administrators Conference

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

May 13 Electronic Application Processing in Washington, DC

May 10-14 Fundamentals of Title IV Aid in Dallas

**Direct Loan Coalition Conference:** On May 16, FSA representatives are scheduled to participate in a panel at the Direct Loan Coalition Conference in Washington, DC.

**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.

**Private Career Colleges and Schools:** From June 2-4, FSA representatives are scheduled to present a session on Default Management at the Region V Private Career Colleges and Schools Annual Summer Workshop.

### **CONTACT INFORMATION**

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