



UNITED STATES DEPARTMENT OF EDUCATION

Federal Student Aid

webmail

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

FROM: Terri Shaw
Chief Operating Officer

RE: FSA Weekly Report

DATE: June 28, 2004

THE WEEK AHEAD

Regional Office Visits: On July 7, Terri Shaw is tentatively scheduled to visit FSA's Kansas City regional office to meet with FSA staff.

Southern and Southwestern Associations of Student Financial Aid Administrators: From June 27-29, FSA representatives are presenting at the Southern and Southwestern Associations of Student Financial Aid Administrators Conference.

FSA IN THE FIELD

Regional Office Visits: On June 23 and 24, Terri Shaw visited FSA's Dallas and Denver regional offices to meet with FSA staff.

Midwest Association of Student Financial Aid Administrators: From June 19-24, FSA representatives presented at the Midwest Association of Financial Aid Administrators Conference.

OPERATIONAL METRICS

Application Activities through June 21, 2004: The Central Processing System (CPS) has processed 8.16 million applications for the 2004-05 cycle, a 2.6% increase over the 2003-04 cycle.

Program Disbursements: Through the week ending June 19, annual Pell Grant disbursements reached \$12.4 billion for the 2003-04 academic year. Through the week ending June 19, annual Direct Loan disbursements reached \$11.5 billion for the 2003-04 academic year. Through the week ending June 22, annual FFEL disbursements reached \$28.7 billion for the 2003-04 academic year. Through May, annual Direct Consolidation Loan disbursements reached \$3.96 billion.

Direct Loan (DL) Servicing: As of May 31, the Direct Loan Portfolio reached 17.3 million loans (a 2.8% increase over last year) with a total value of \$82.6 billion (a 3.4% increase over last year) representing 6.4 million borrowers (a 3.8% increase over last year).

Consolidation Activity through May 31, 2004: Year to date, student loan consolidations from the Direct Loan program into the Direct Loan Consolidation program totaled \$1.86 billion, a 6.5% decrease over last year. Consolidations from the FFEL program into the Direct Loan Consolidation program totaled 2.1 billion, a 1.0% decrease over last year. Consolidations from the Direct Loan program into the FFEL program totaled \$5.8 billion, a 19.8% increase over last year.

Total Default Recoveries: Through June 18, total FSA Default Recoveries for FY04 reached \$1.355 billion, an increase of 15% from this time last year. Total non-consolidation recoveries reached \$1.216 billion, an increase of 25%. Combined Recoveries from our private collection agency efforts have reached \$860 million, up 23% over the same period in FY03.

Direct Loan Delinquency Summary: The Direct Loan portfolio delinquency rate for May 2004 is 11.77%, an increase from the April delinquency rate of 10.84% and a decrease from the May 2003 delinquency rate of 12.63%.

1-800-4-FED-AID through June 19, 2004: Year to date, the Federal Student Aid Information Center (FSAIC) has received 3.98 million calls, an 11.4 % decrease over last year. Service levels have increased with 99.0% of calls completed, a .3% increase over last year. The average speed to answer decreased by 27.0% over last year to 7.3 seconds.

Direct Loan Servicing Call Center Phone Activity through June 18, 2004: Year to date, the Direct Loan Servicing Centers received 2.9 million calls to the Interactive Voice Response System, a decrease of 7.23% from 2003. Of those calls received, Borrower Services representatives handled 2.1 million calls, a decrease of 8.33% from 2003. The average speed of answer was 5.13 seconds, a decrease of 15.56% from 2003. The resolve rate for the Voice Response System was 27.84%, an increase of 3.09% from 2003. The Abandoned Call Rate was 0.23%, a decrease of 4.24% from 2003.

Student Aid on the Web: For the week ending June 12, *Student Aid on the Web* recorded 357,001 visits, 6,217,201 hits and 692,604 page views representing increases of 35.8%, 53.5%, and 47.2% respectively over the same period last year.

Through the week ending June 12, *MyFSA*, the *Student Aid on the Web* feature that allows students and parents to establish their own personal password protected accounts for use as they move through the financial aid life cycle, has recorded 36,476 new accounts. To date 3,078 students have submitted their FAFSA applications and 1,160 have applied for admission to college using the transfer module and the data entered in their MyFSA accounts.

FAFSA on the Web: On June 14, FSA received its 6 millionth FAFSA on the Web application, two months earlier than last year.

Information for Financial Aid Professionals (IFAP) Web site Usage: For the week ending June 12, www.ifap.ed.gov received 59,034 visits or 2.0 million hits.

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Schools Portal Usage: For the week ending June 12, www.fsa4schools.ed.gov received 11,574 visits or 1.0 million hits.

Customer Service Call Center Activity: For the week ending June 19, the Customer Service Call Center received 321 inquiries, posted two items to FSATech, and posted four documents to IFAP.

KEY ISSUES

GAO Exit Briefing: On June 22, GAO held an Exit Briefing with FSA Management to discuss FSA's progress in addressing key issues identified by GAO in FSA programs. GAO indicated that FSA made progress in all key areas but work remains especially in the areas of human capital management and planning and reporting. GAO is expected to report in January whether or not the GAO High Risk designation will be removed from FSA programs.

FSA Budget Request: On June 23, FSA submitted a revised FY 2005/ 2006 Budget Request to the Department.

Private Collection Agency Task Order Procurement: Since publishing the final solicitation, FSA Collections received 85 questions from offerors. The questions and answers are posted on the solicitation website, <http://www.1800IWILLPAY.com/pca/>, along with amendments to the solicitation and the statement of work (SOW). No extensions or changes to the schedule are anticipated. Responses to the Request for Task Order Proposals (RfTOP) are due on July 15, 2004. The scheduled awards process completion date is September 30, 2004.

Pell Disbursements: FSA's Common Origination and Disbursement (COD) system has processed the first disbursement records for the 2004-2005 award year.

ON THE HORIZON

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

July 12-16 Fundamentals of Title IV Administration

Pac 10 Loan Conference: On July 19, FSA representatives will be presenting at the Pac 10 Loan Conference in Ocean Shores, Washington.

CONTACT INFORMATION

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