

TO: Secretary Paige
FROM: Acting COO Candy Kane
RE: FSA Weekly Report
DATE: July 8, 2002

THE WEEK AHEAD

Nothing to report.

KEY NEWS

Web Applications Increase: On July 5, FAFSA on the Web hit another milestone with 3.5 million applications submitted over the Web for 2002-03. We hit the mark eight months earlier than last year. We received over 17,000 Web applications in Spanish, increasing our Spanish Web filing by over 100%.

Direct Loans Electronic Debit Account (EDA) Enrollment Exceeds 500,000: Over half a million borrowers now pay their Direct Loans through Electronic Debit Account. Since the introduction of this service in 1998, over 9 million electronic payments have been received totaling over \$1.7 billion dollars. EDA, which only costs about 1% of what it costs to process a paper check, has saved nearly \$4 million since its introduction.

We're working to increase participation in EDA by making enrollment completely available online, offering the incentive of a quarter-point reduction in interest rate, posting information on the Direct Loans Web site's Online Advisor counseling function, inserting EDA applications in borrower bills and offering the EDA option during online exit counseling.

One Number for Students: The pilot for phase I of our new Customer Relationship Management program, *One Number for Students*, was successfully implemented on June 29. This approach consolidates several 800 numbers into one. Ten percent of the calls received on nine 800 numbers for Direct Loan Servicing, Direct Loan Consolidation, Debt Collection Services, Federal Student Aid Information Center, Closed Schools and FAFSA are now being routed to 800-4FED-AID. After one week of the pilot, we will determine if 100% of the calls will be routed through the 800-4FED-AID number or if calls will be routed incrementally.

Increased Awareness: To increase awareness about financial aid, The Student Guide, one of FSA's flagship publications, is now included in the summer 2002 Consumer Information Catalog, published by the GSA Federal Consumer Information Center.

Training for Native American Institutions: FSA conducted hands-on technical and computer training for Native American institutions from North and South Dakota, June 19-20. The training was unique in that the schools set the agenda.

RESOLUTION OF KEY ISSUES

Nothing to report.

PUBLIC AFFAIRS ACTIVITIES

Nothing to report.

REGULATORY ACTIVITIES

Nothing to report.

POLICY DOCUMENTS

Nothing to report.

GRANT ACTIVITIES

Nothing to report.

ON THE HORIZON

NCHELP Conference: FSA will participate in the NCHELP “Summer Institute” Conference in Buffalo, NY, on July 15 - 17.

CONTACT INFORMATION

Please contact Lisa Cain at 377-4003 with any questions.
