



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: October 6, 2003

THE WEEK AHEAD

FSA Regional Office Visit: On October 8-9, Terri Shaw is scheduled to visit FSA's Dallas regional office. This will conclude Terri's first tour of FSA's regional offices to meet with FSA staff.

FSA IN THE FIELD

Student Aid on the Web: Last week, FSA partnered with NCES to launch *Student Aid on the Web* during a live web cast announcing the release of the NCES study "*Getting Ready to Pay for College*". Terri Shaw gave a brief online demonstration of the new site.

FSA Keynotes the Career Colleges and Schools of Texas Conference: FSA representatives gave the keynote address at the Annual Conference of the Career Colleges and Schools of Texas. The theme for the conference was "A Future of a Different Color".

Students.gov Website Usage: In FY03, students.gov had 1,969,893 visitors to the website, a 198% increase over FY02. Through September 29, over 12,633 people had subscribed to Students.gov "InfoSource", a subscription service that highlights the features of students.gov.

Information for Financial Aid Professionals (IFAP) Website Usage: For the week ending September 27, www.ifap.ed.gov received 65,010 visits or 2.2 million hits.

Schools Portal Usage: For the week ending September 27, www.fsa4schools.ed.gov received 12,039 visits or 1.4 million hits.

Financial Partners Portal Usage: For the ending October 4, the Financial Partners Portal received 1,545 visits or 38,581 hits.

OPERATIONAL METRICS

Application Activities through September 28, 2003: The Central Processing System (CPS) has processed 10.9 million applications for the 2003-2004 cycle, an 8.1% increase over the 2002-2003 cycle.

Program Disbursements: Through the week ending September 27, annual Pell and Direct Loan disbursements reached \$11.64 billion and \$11.32 billion respectively for the 2002-2003 academic year and \$2.74 billion and \$3.44 billion respectively for the 2003-2004 academic year. Through the week ending September 29, annual FFEL disbursements reached \$27.7 billion for the 2002-2003 academic year and \$4.6 billion for the 2003-2004 academic year. Through August, annual Direct Consolidation Loan disbursements reached \$6.40 billion.

Total Default Recoveries: Through September 30, total FSA default recoveries for the fiscal year reached \$1.617 billion, up 21% year to date and representing 11.5% of the FY02 year-end portfolio balance. Total non-consolidation recoveries reached \$1.302 billion, up 37% year to date and representing 9.5% of the FY02 portfolio balance. Combined Recoveries from our private collection agency efforts reached \$1.03 billion, up 31% year to date.

1-800-4-FED-AID through September 27, 2003: Year-to-date, the Federal Student Aid Information Center (FSAIC) has received 7.09 million calls, a 1.2% increase over last year. Service levels have increased with 99.0% of calls completed, a 3.1% increase over last year and the average speed to answer reduced by 66.1% over last year to 9 seconds.

Direct Loan Servicing Call Center Phone Activity through September 26, 2003: Year-to-date, the Direct Loan Servicing Centers received 5.03 million calls to the Interactive Voice Response System, an increase of 1.26% over 2002. Of the calls received, Borrower Services representatives handled 3.61 million calls, an increase of .9% over 2002. The average speed of answer was 6.96 seconds.

KEY ISSUES

Campus-Based Program Operations: Almost 4,000 schools met the October 1, 2003 Congressionally-mandated deadline to apply for new Campus-Based funding for the 2004-2005 school year and report prior year expenditures. There were 112 schools that did not reapply and/or report on prior year expenditures. The Federal Supplemental Educational Opportunity Grant Program (FSEOG), the Federal Work-Study Program and the Perkins Loan Program are collectively referred to as the "campus-based" programs because participating institutions are provided with funding that they are responsible for administering on their own campuses.

Sallie Mae Monthly Payment Error: FSA continues to assess the impact of Sallie Mae's recent disclosure that a Sallie Mae system problem caused over 1 million borrowers to make inaccurate monthly payments. FSA, OPE, OGC, and OIG are reviewing policy implications and options for resolution.

ON THE HORIZON

Midwest Association of Student Financial Aid Administrators (MASFAA) Conference: On October 13, FSA representatives are scheduled to present at the MASFAA Regional Conference in Milwaukee, Wisconsin.

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NASSGAP 2003 Fall Conference: On October 12-15, FSA is scheduled to speak at the fall conference of the National Association of State Student Grant and Aid Programs (NASSGAP) in Indianapolis, IN. Topics include an update on FSA and Financial Partner initiatives and a presentation on the status of the Leveraging Educational Assistance Partnership Program (LEAP) and the Supplemental Leveraging Educational Assistance Partnership Program (SLEAP). The LEAP and SLEAP programs provide funds to states to encourage the retention and expansion of existing state grant programs helping students with the greatest need.

FSA Staff Meeting: On October 21, Terri Shaw will host an FSA-wide staff meeting in Washington, DC. The meeting will be broadcast via video teleconference to all FSA regions.

FAA Videoconference: On October 22, FSA will host a videoconference for FAA's from across the country.

Default Aversion Information Sharing Session: FSA and the guaranty agency American Student Assistance (ASA) will host a "Default Aversion Information Sharing Session." This session is scheduled for October 21-22 in Cambridge, MA. The session provides an opportunity for guarantors to share best practices.

Accrediting Council for Continuing Education and Training: On October 23, FSA staff will make a presentation on Late Stage Delinquency Assistance to the Accrediting Council for Continuing Education and at the Council's Annual Conference in Ft. Lauderdale, FL.

The 2003 Electronic Access Conferences: FSA is hosting financial aid professionals at the 2003 Electronic Access Conferences scheduled for November 2-5 in San Diego, CA and December 2-5 in New Orleans, LA. The conferences provide attendees with training and updates on Title IV programs. To date, over 1600 have registered for the San Diego conference and almost 900 for the New Orleans conference.

Coalition Of African American Professional And Community Organizations: On February 13, 2004, FSA representatives will present to the Coalition Of African American Professional And Community Organizations at the 4th Annual Career Expo and College Fair in partnership with the Dallas Independent School District.

CONTACT INFORMATION

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