



## 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 18, 2004

### **THE WEEK AHEAD**

**R2T4, Analyzing Data, and Conflicting Information (RAC):** For the week of October 18 – 22, FSA representatives are conducting RAC Training at Arkansas State University, Hennepin Technical College as well as at the Chicago and Puerto Rico Regional Training Facilities.

**Fundamentals of Title IV Training:** From October 20-22, FSA representatives are conducting Fundamentals of Title IV Training at the UCP Learning Center.

**Midwest Association of Student Financial Aid Administrators (MASFAA):** From October 17-19, FSA representatives attending the MASFAA conference.

**Tennessee Association of Student Financial Aid Administrators:** From October 17-19, FSA representatives are attending the Tennessee Association of Student Financial Aid Administrators conference.

**Rocky Mountain Association of Financial Aid Administrators:** From October 17-20, FSA representatives are attending the Rocky Mountain Association of Financial Aid Administrators conference.

**Kentucky Association of Student Financial Aid Administrators:** From October 19-22, FSA representatives are attending the Kentucky Association of Student Financial Aid Administrators conference.

**Washington Association of Financial Aid Administrators (WAFAA):** From October 20-22, FSA representatives are attending the WAFAA conference.

**Arizona Association of Student Financial Aid Administrators (AASFSA):** From October 20-22, FSA representatives are attending the AASFSA conference.

### **FSA IN THE FIELD**

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**Direct Loan Coalition Quarterly Meeting:** On October 4, FSA representatives attended the quarterly Direct Loan Coalition meeting in Washington, DC.

**Alabama Association of Student Financial Aid Administrators (AASFAA):** On October 14, FSA representatives attended the AASFAA conference.

**R2T4, Analyzing Data, and Conflicting Information (RAC):** For the week of October 12 -15, FSA representatives conducted RAC Training at Florida State University, Southern Maine Community College, Boise State University, SUNY Albany, Macomb Community College as well as at the New York, Kansas City, Dallas, San Francisco and Denver Regional Training Facilities.

### **OPERATIONAL METRICS**

**Application Activities through October 11, 2004:** The Central Processing System (CPS) has processed 11.5 million FAFSA applications for the 2004-05 cycle, a 3.1% increase over the 2003-04 cycle.

**Program Disbursements:** Through the week ending October 9, annual Pell Grant disbursements reached \$4.0 billion for the 2004-2005 academic year, a 11% increase over last year. Through the week ending October 9, annual Direct Loan disbursements reached \$4.3 billion for the 2004-2005 academic year, a 6% increase over last year. Through the week ending October 12, annual FFEL disbursements reached \$7.0 billion for the 2004-2005 academic year, a 10% decrease over last year. Through September, annual Direct Consolidation Loan disbursements reached \$7.8 billion, a 15% increase over last year.

**Direct Loan (DL) Servicing:** As of September 30, the Direct Loan Portfolio reached 18.1 million loans (a 3.4% increase over last year) with a total value of \$84.8 billion (a 4.8% increase over last year) representing 6.6 million borrowers (a 4.8% increase over last year).

**Direct Loan Delinquency Summary:** The Direct Loan portfolio delinquency rate for August 2004 rose to 12.16% from 11.93% in July. The delinquency rate for August 2003 was 11.80 percent.

**Consolidation Activity through September 30, 2004:** Year to date, student loan consolidations from the Direct Loan program into the Direct Loan Consolidation program totaled \$4.1 billion, a 23.6% increase over last year. Consolidations from the FFEL program into the Direct Loan Consolidation program totaled 3.7 billion, a 6.6% increase over last year. Consolidations from the Direct Loan program into the FFEL program totaled \$8.4 billion, a 9.3% increase over last year.

**Total Default Recoveries:** Through the first week of FY05 (week ending October 8), total FSA Default Recoveries for FY04 reached \$18.8 million. Total non-consolidation recoveries reached \$17.7 million. Combined Recoveries from our private collection agency efforts have reached \$15.6 million.

**Guarantor Recoveries:** Through the end of August, total Guarantor Default Recoveries for FY04 reached \$3.52 billion, a .2% decrease from this time last year. Combined ED and guarantor recoveries reached \$5.20 billion, a 4% increase over last year. Total non-consolidation recoveries for ED and guarantors combined reached \$3.278 billion, an increase of 11% over last year.

**1-800-4-FED-AID through October 9, 2004:** Year to date, the Federal Student Aid Information Center (FSAIC) has received 6.4 million calls, an 11.5% decrease over last year. Service levels have increased with 99.2% of calls completed, a .2% increase over last year. The average speed to answer decreased by 30% over last year to 5.6 seconds.

**Direct Loan Servicing Call Center Phone Activity through October 8, 2004:** Calendar year to date, the Direct Loan Servicing Centers received 4.9 million calls to the Interactive Voice Response System, a decrease of 4.2% from 2003. Of those calls received, Borrower Services representatives handled 3.5 million calls, a decrease of 6.0% from 2003. The average speed of answer was 5.7 seconds, a decrease of 9.6% from 2003. The resolve rate for the Voice Response System was 29.3%, an increase of 5.0% from 2003. The Abandoned Call Rate was 0.26%, an increase of 6.6% from 2003.

**Students.gov:** In September, students.gov logged 204,671 visitors representing 4.9 million hits, an average of over 6,800 hits each day. As of September 27, almost 16,000 people had subscribed to Students.gov "InfoSource", a subscription service that highlights the features of students.gov.

**Student Aid on the Web:** For the week ending October 9, 2004, *Student Aid on the Web* recorded 235,513 visits, 4,597,298 hits and 475,872 page views.

*Student Aid on the Web's MyFSA*, the 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 52,000 accounts as of October 9th.

**Information for Financial Aid Professionals (IFAP) Web site Usage:** For the week ending October 9, www.ifap.ed.gov received 57,062 visits representing 1.7 million hits, a decrease of 5% over last year.

**Schools Portal Usage:** For the week ending October 9, www.fsa4schools.ed.gov received 12,841 visits representing almost 1.0 million hits, an increase of 12% over last year.

**Information Services:** For the week ending October 8, the Customer Service Call Center received 316 inquiries and Web Communications posted 4 items to FSATECH and 7 documents to IFAP.

### **KEY ISSUES**

**Private Collection Agency (PCA) Procurement:** The offeror excluded from the competitive range in the unrestricted competition has withdrawn their protest. The award process has

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resumed. However, a new target date for task order awards under the unrestricted competition has not yet been established.

**Experimental Sites Annual Reporting Tool:** On October 1, the updated Experimental Sites Annual Reporting Tool was officially released to the 120 participating schools. CIO/ADG worked with the Experimental Sites team to update the tool for the 2003-2004 academic year.

### **ON THE HORIZON**

**Electronic Access Conferences (EAC):** On November 1 - 4 and November 30 – December 3, FSA will host approximately 4,000 financial aid professionals from across the country at FSA's two EAC's in Orlando and Las Vegas.

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

October 25-29	Fundamentals of Title IV Training Kansas City Regional Training Facility
October 26	R2T4, Analyzing Data, and Conflicting Information (RAC) Training Boston Regional Training Facility
October 26	R2T4, Analyzing Data, and Conflicting Information (RAC) Training Oregon State University
October 27	R2T4, Analyzing Data, and Conflicting Information (RAC) Training Salt Lake Community College
October 27	R2T4, Analyzing Data, and Conflicting Information (RAC) Training University Of Hawaii
October 28	R2T4, Analyzing Data, and Conflicting Information (RAC) Training Carnegie Melon University
November 7	R2T4, Analyzing Data, and Conflicting Information (RAC) Training Durham, NC
November 9	R2T4, Analyzing Data, and Conflicting Information (RAC) Training Lincoln, NE
November 9	R2T4, Analyzing Data, and Conflicting Information (RAC) Training Hartford, CT
November 9	R2T4, Analyzing Data, and Conflicting Information (RAC) Training Oklahoma City, OK
November 9	R2T4, Analyzing Data, and Conflicting Information (RAC) Training

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Pewaukee, WI

November 9 R2T4, Analyzing Data, and Conflicting Information (RAC) Training  
Devils Lake, ND

**Presentations at Conferences:** FSA representatives will be making presentations at the following state financial aid and higher education conferences in the coming weeks:

October 26-29 Pacific Islands Financial Aid Association

October 26-29 New York Student Financial Aid Association

October 27-28 National Association for College Admissions Counselors (NACAC)

### **CONTACT INFORMATION**

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