



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: December 18, 2003

THE WEEK AHEAD

FSA IN THE FIELD

Student Aid on the Web: For the week ending December 13, *Student Aid on the Web* recorded 211,135 visits, 4,120,936 hits and 434,976 page views. For the same period last year, the site recorded 26,712 visits, 644,585 hits and 65,796 page views. This represents increases of 690.4%, 539.3% and 561.1 % respectively.

Financial Partners Services Portal: For the period ending December 12, the Financial Partners Services Portal received 44,960 hits representing 2,003 visits.

IFAP.gov Website Usage: For the week ending December 13, www.ifap.ed.gov received 60,362 visits or 1.8 million hits.

Schools Portal Usage: For the week ending December 13, www.fsa4schools.ed.gov received 12,024 visits or 1.04 million hits.

OPERATIONAL METRICS

Application Activities through December 7, 2003: The Central Processing System (CPS) has processed 11.8 million applications for the 2003-2004 cycle, a 7.8% increase over the 2002-2003 cycle.

Program Disbursements: Through the week ending December 6, annual Pell and Direct Loan disbursements reached \$11.6 billion and \$11.4 billion respectively for the 2002-2003 academic year and \$5.56 billion and \$5.1 billion respectively for the 2003-2004 academic year. Through the week ending December 9, annual FFEL disbursements reached \$28.6 billion for the 2002-2003 academic year and \$11.2 billion for the 2003-2004 academic year. Through November, annual Direct Consolidation Loan disbursements reached \$1.18 billion.

Total Default Recoveries: Through December 12, total FSA default recoveries for FY04 reached \$278.4 million, up 22% year to date. Total non-consolidation recoveries reached \$236.3

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million, up 46% year to date. Combined Recoveries from our private collection agency efforts reached \$231.7 million, up 23% year to date.

1-800-4-FED-AID through December 6, 2003: Year to date, the Federal Student Aid Information Center (FSAIC) has received 7.9 million calls, a 0.6% decrease over last year. Service levels have increased with 99.0% of calls completed, a 2.7% increase over last year and the average speed to answer reduced by 64.3% over last year to 8 seconds.

Direct Loan Servicing Call Center Phone Activity through December 12, 2003: Year to date, the Direct Loan Servicing Centers received 6,302,577 calls to the Interactive Voice Response System, an increase of 0.13 percent over 2002. Of the calls received, Borrower Services representatives handled 4,534,600, an increase of 0.43 percent over 2002. The resolve rate for the Voice Response System was 27.8 percent, an increase of 1.94 percent over 2002.

KEY ISSUES

Presentation to the Planning and Investment Review Work Group (PIRWG): FSA made a presentation on the Common Services for Borrowers (CSB) initiative to the Department's PIRWG. FSA discussed the overall approach used by the source selection team in awarding the performance-based contract and provided an overview of CSB objectives, highlighting the system efficiencies, reduced costs, and improved customer service CSB will provide. The presentation closed with a discussion of the CSB transition and implementation plan and risk management.

Security - Certification and Accreditation: FSA successfully completed all system Certifications and Accreditations (C&A) scheduled for 2003. This is a significant milestone for FSA and the Department. This accomplishment will help the Department eliminate a FMFIA material weakness that was included in the annual report to Congress. Over 70 percent of the Department's Tier 3 & 4 systems have been certified and accredited.

E-Gov/eLoans: The GovLoans and GovBenefits teams selected the logo and tagline for the GovLoans application. We are conducting focus groups on the GovLoans.gov prototype to get citizen input.

Electronic Change of Address Requests: As of December 1, Direct Loan Servicing received 74,558 change of address requests from the U.S. Postal Service. At a cost of \$0.20 per electronic record versus \$0.70 per paper postcard, FSA realized a savings of \$37,279.00. Since program implementation on September 19, 2003, Direct Loan Servicing has received 96,861 requests for a total savings of \$48,430.50.

Satisfaction Rating for Consolidation Borrowers: The Direct Loan Consolidation Center randomly surveys borrowers that successfully complete the consolidation process. The purpose is to assess their satisfaction with the service they received. The goal is to achieve a 98 percent rating. The result of the October survey was 98.39 percent and the November result was 99.29 percent.

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Conditional Disability Discharge Statistics: Through November 2003, the Conditional Disability Discharge (CDD) unit discharged \$9,463,814 in loans, of which 84 percent were due to total and permanent disability and 16 percent were due to death. As of November 2003, CDD rejected \$36,620,751 in discharge requests. The top reasons for discharge rejections were failed medical reviews (59.77 percent) and receipt of loans after the disability claim (39.09 percent).

ON THE HORIZON

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.

CONTACT INFORMATION

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