



## THIS WEEK

**California Community College Student Financial Aid Association:** On April 6, FSA representatives presented at the California Community College Student Financial Aid Association (CCCSFAA) Southern Spring Training Conference. Tomorrow, FSA representatives will be making presentations at CCCSFAA's Northern Spring Training Conference.

**Kentucky Association of Financial Aid Administrators:** Beginning today, FSA representatives will be making presentations at the Kentucky Association of Financial Aid Administrators Conference.

## FSA IN THE FIELD

**FSA Annual Spring Conference:** Last week, FSA hosted over 1500 financial aid professionals from across the country at our Annual Spring Conference in New York City. The conference included a symposium on increasing access to and awareness of higher education and featured your keynote address to those in attendance.

**FSA Software Developers Conference:** On March 31, FSA held a Software Developers Conference in New York City in conjunction with FSA's Spring Conference. This Conference provided information about FSA's data strategy and two new FSA initiatives: Front End Business Integration (FEBI) and Common Services for Borrowers (CSB).

**Career Schools Conference:** On March 14-15, FSA and the Region VI Private Career Schools Advisory Council hosted an annual conference of career schools in Texas, Arkansas, Oklahoma, New Mexico, and Louisiana. The theme of this year's two-day conference was "Career Education - Training America's Future."

**Customer Service Call Center Statistics:** For the week ending April 3, the Customer Service Call Center received 405 inquiries, posted eight items to FSA Tech and posted four items to IFAP.

**Information for Financial Aid Professionals (IFAP) Web site Usage:** For the week ending March 27, [www.ifap.ed.gov](http://www.ifap.ed.gov) received 66,965 visits or 2.1 million hits.

**Schools Portal Usage:** For the week ending March 27, [www.fsa4schools.ed.gov](http://www.fsa4schools.ed.gov) received 14,271 visits or 1.3 million hits.

## FSA PERFORMANCE METRICS

**Application Activities through March 29, 2004:** The Central Processing System (CPS) has processed 4.49 million applications for the 2004-05 cycle, a 5% increase over the 2003-04 cycle.

**Program Disbursements:** Through the week ending March 20, annual Pell and Direct Loan disbursements reached \$11.0 billion and \$10.2 billion respectively for the 2003-04 academic year. Through the week ending March 30, annual FFEL disbursements reached \$24.1 billion for the 2003-04 academic year. Through February, annual Direct Consolidation Loan disbursements reached \$2.71 billion.

**Direct Loan (DL) Servicing:** As of February 29, FSA was servicing 17.5 million DL accounts (a 2.4% increase over last year) with a total portfolio value of \$83.1 billion (a 3.3% increase over last year) representing 6.5 million borrowers (a 3.5% increase over last year).

**Consolidation Activity through February 29, 2004:** Year to date, student loan consolidations from the Direct Loan program into the Direct Loan Consolidation program totaled 1.3 billion, a 7.3% decrease over last year. Consolidations from the FFEL program into the Direct Loan Consolidation program totaled 1.4 billion, a 4.2% decrease over last year. Consolidations from the Direct Loan Program into the FFEL program totaled \$4.0 billion, a 20.8% increase over last year.

**Total Default Recoveries:** Through March 31, total FSA Default Recoveries for FY04 reached \$886 million, an increase of 20% from this time last year. Total non-consolidation recoveries reached \$782 million, an increase of 34%. Combined Recoveries from our private collection agency efforts have reached \$581 million, up 24% over the same period in FY03.

Total default recoveries for March were the highest ever in a single month with \$243 million. This marks the second consecutive month that combined recoveries exceeded \$200 million (after exceeding that level for the first time in February.) Non-consolidation and non-rehabilitation totals also reached record totals for the month and year-to-date. These increases are due to the significantly larger offsets received during the income tax filing season, effective use of collection tools and options, and the continuing growth of the defaulted loan portfolio.

Total Guarantor Default Recoveries through February 29 were \$1.49 billion, an increase of 9% over the same period last year. Combined ED and Guarantor recoveries through the end of February reached \$2.13 billion, a 12% increase over the same period in FY03. Total non-consolidation recoveries for ED and Guarantors combined reached \$1.25 billion, an increase of 20%.

**1-800-4-FED-AID through March 27, 2004:** Year to date, the Federal Student Aid Information Center (FSAIC) has received 2.09 million calls, a 10% decrease over last year. Service levels have decreased with 98.5% of calls completed, a 0.2% decrease over last year, and the average speed to answer increased by 11% over last year to 11 seconds.

**Direct Loan Servicing Call Center Phone Activity through March 26, 2004:** Year to date, the Direct

Loan Servicing Centers received 1.5 million calls to the Interactive Voice Response System, a decrease of 7% from 2003. Of those calls received, Borrower Services representatives handled 1.1 million calls, a decrease of 8% from 2003. The average speed of answer was 4.2 seconds, a decrease of 34% from 2003. The resolve rate for the Voice Response System was 27%, an increase of 6% from 2003. The Abandoned Call Rate was 0.18%, a decrease of 32% from 2003.

## **FSA INDUSTRY ISSUES**

**FSANow:** The March edition of *FSANow* is out on a desktop near you. Look for it on [FSAnet!](#)

**FAFSA on the Web:** Tomorrow, the 4 millionth FAFSA will be submitted via FAFSA on the Web for the 2004/05 cycle, 5 weeks ahead of last year.

**eLoans:** Four of the five eLoans partner agencies (ED, HUD, USDA, VA) signed the FY04 eLoans MOU. On March 30, the eLoans team met to resolve issues with the MOU. All issues have been resolved and SBA plans to sign the MOU.

**GovLoans.gov:** On March 31, Ketchum Communications presented outreach recommendations to the GovLoans working group. Ketchum is preparing an overall outreach plan for review and approval by the GovLoans team.

## **IN THE WEEKS AHEAD**

**Presentations at Regional and State Financial Aid Administrator Conferences:** FSA representatives will be making presentations at the following state financial aid administrator conferences in the coming weeks:

April 13-16  
Conference                      Alabama Association of Student Financial Aid Administrators

April 14-16  
Conference                      Montana Association of Student Financial Aid Administrators

April 15  
Conference                      Texas Association of Student Financial Aid Administrators

April 18-21                      South Carolina Association of Student Financial Aid Administrators Conference

April 18-20                      Illinois Association of Financial Aid Administrators Conference

April 19-21                      Tennessee Association of Student Financial Aid

## Administrators Conference

April 22-23                      Colorado Association of Administrators of Student Loans and  
Accounts Receivables Conference

April 28-30                      Wisconsin Association of Student Financial Aid  
Administrators Conference

**Common Origination and Disbursements (COD) Focus Group:** On April 15-16, FSA will host the annual COD Focus Group in Reston, VA. This is an opportunity for schools to share their input into future system requirements.

**National Association of College Admissions Counselors (NACAC) College Fair:** On May 5-6, FSA representatives will attend the NACAC College Fair in Edison, NJ.

*Did we forget something? If you have additional news to report, please e-mail [FSA Communications](#).*