



**Schools Channel
Student Financial Assistance
U.S. Department of Education**

Washington DC 20202

Single Point of Contact

Dear Financial Aid Partner:

We are pleased to announce our new approach to helping you find answers to questions about our Title IV Student Financial Assistance (SFA) programs.

In the course of our SFA Customer Service Task Force listening sessions, many of you suggested improvements to our call response questions and answer service. Notifying you of a single point of contact was the logical first step. Our **Customer Service Call Center (CSCC)** is that one place in the Schools Channel of SFA where financial aid professionals may call for answers to their questions. You may contact the CSCC at: **1-800-433-7327** between 9:00 a.m. - 5:00 p.m., Eastern Time. Our 24-hour fax number is (202) 260-4199. If the staff can't answer your question directly, they will connect you with one of our specialized call centers, or research your question and call you back with an answer.

Many of you have established good working relationships with the SFA staff both in Washington, D.C. and the regions. While we encourage your use of the CSCC, please feel free to continue working with those contacts. For your convenience, we have listed on the back of this letter an updated contact summary of Case Management Teams, Direct Loan Account Managers, and Regional Training Officers. A list of our specialized call centers and help desks and phone numbers can be found on our IFAP website (www.ifap.ed.gov) under "Current SFA Publications."

We are committed to making Title IV information readily available to you, and this letter is just the first step toward better management of our customer relationships.

We welcome your comments regarding the service you receive from any SFA office or staff member. You have two methods to use to submit your comments to us. First, comments can be submitted through the "Customer Feedback" tab located at the top of our IFAP home page. Secondly, because I am personally committed to your receiving a prompt response to your inquiries, I have set up a special email box through which you may send your concerns directly to me. That email address is: schools_comments@ed.gov. Please let us hear from you.

Sincerely,

G. Kay Jacks
General Manager for Schools

Attachment

SFA Regional Points of Contact

Region	Case Management Teams	Direct Loan Client Account Managers	Regional Training Officers
I (Boston) <i>CT, ME, MA, NH, RI & VT</i>	Main: (617) 223-9338 FAX : (617) 223-4305	Main: (617) 565-5810 FAX : (617) 565-8636	Main: (617) 223-9558 FAX : (617) 223-4305
II (New York) <i>see individual state designations →</i>	Main: (212) 264-4022 FAX : (212) 264-5025 <i>NJ, NY, PR, VI</i>	Main: (212) 264-8012 FAX : (212) 264-1666 <i>NJ, NY, PR, VI</i>	Main: (212) 637-6443 FAX: (212) 264-5025 <i>NJ, NY, PR, VI, Canal Zone</i>
III (Philadelphia) <i>DE, DC, MD, PA, VA, WV</i>	Main: (215) 656-6442 FAX : (215) 656-6499	Main: (215) 656-5929 FAX : (215) 656-5964	Main: (215) 656-6452 FAX : (215) 656-6499
IV (Atlanta) <i>see individual state designations →</i>	Main: (404) 562-6315 or (404) 562-6309 FAX : (404) 562-6321 <i>AL, FL, GA, MS, NC, SC</i>	Main: (404) 562-6259 FAX : (404) 562-6283 <i>AL, FL, GA, KY MS, NC, SC, TN</i>	Main: (404) 562-6318 or (404) 562-6320 FAX : (404) 562-6321 <i>AL, FL, GA, KY, MS, NC, SC, TN</i>
V (Chicago) <i>see individual state designations →</i>	Main: (312) 886-8767 FAX : (312) 353-2836 <i>IL, MN, OH, WI</i>	Main: (312) 886-8766 FAX : (312) 886-6737 <i>IL, IN, MI, MN, OH, WI</i>	Main: (312) 886-8731 FAX : (312) 353-2836 <i>IL, IN, MI, MN, OH, WI</i>
VI (Dallas) <i>AR, LA, NM, OK, TX</i>	Main: (214) 880-3044 FAX: (214) 880-2462	Main: (214) 880-2405 FAX : (214) 880-2402	Main: (214) 880-2421 FAX : (214) 880-2402
VII (Kansas City) <i>see individual state designations →</i>	Main: (816) 880-4053 FAX : (816) 891-0983 <i>IA, KS, KY, MO, NE, TN</i>	Main: (816) 880-4090 FAX : (816) 891-8713 <i>IA, KS, MO, NE</i>	Main: (816) 880-4047 Fax : (816) 891-8713 <i>IA, KS, MO, NE</i>
VIII (Denver) <i>see individual state designations →</i>	Main: (303) 844-3677 FAX : (303) 844-4695 <i>CO, MI, MT, ND, SD, UT, WY</i>	Main: (303) 844-3677 FAX : (303) 844-5756 <i>CO, MN, MT, ND, SD, UT, WY</i>	Main: (303) 844-3677 Extensions 117 or 118 Fax : (303) 844-5756 <i>CO, MT, ND, SD, UT, WY</i>
IX (San Francisco) <i>see individual state designations →</i>	Main: (415) 556-4295 FAX : (415) 437-8206 <i>Am S., AZ, CA, FM, Guam, HI, Marshall Is., NV, No. Marianas, Palau</i>	Main: (415) 556-4201 FAX : (415) 437-8852 <i>AZ, CA, HI, NV</i>	See Seattle Training Officer information below <i>Am S., AZ, CA, FM, Guam, HI, Marshall Is., NV, No. Marianas, Palau</i>
X (Seattle): <i>see individual state designations →</i>	Main: (206) 287-1770 FAX : (206) 553-0799 <i>AK, ID, IN, OR, WA</i>	Main: (206) 287-9840 FAX : (206) 553-0800 <i>AK, ID, OR, WA</i>	Main: (206) 287-9053 or (206) 287-9078 Fax : (206) 553-0799 <i>AK, ID, OR, WA</i>

Case Management Teams certify eligibility for new and participating schools, perform analysis of financial state-ments, resolve compliance audits, conduct on-site program reviews, and provide technical assistance on Title IV SFA programs. **Direct Loan Account Managers** provide program support, technical assistance, and training that emphasizes software and electronic processes, and provide full service to Direct Loan schools. **Training Officers** develop and conduct national, regional, and state Title IV training and serve as a resource to schools on Title IV issues.