

Department Offices and Addresses

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Department Offices and Addresses

Introduction

The U.S. Department of Education (the Department) was established on May 4, 1980 by Congress in the Department of Education Organization Act (Public Law 96-88 of October 1979). The Department's mission is to ensure equal access to education and to promote educational excellence for all Americans.

There are a number of offices within the Department. One of those offices, the Office of Student Financial Assistance Programs (SFA), is responsible for oversight of the Title IV programs the Department administers. SFA's mission is to help put America through school.

Within SFA are three major channels: Schools, Students, and Financial Partners. Each of these channels has responsibility for some aspect of the Title IV programs.

There are several offices within the Schools Channel. Three of these are relevant for schools concerned about Federal Family Education Loan (FFEL) and William D. Ford Federal Direct Loan (Direct Loan) cohort default rates. These offices are Default Management, Case Management, and Direct Loan Schools Relations.

Default Management calculates and releases school FFEL and Direct Loan cohort default rates and works with schools and data managers in the cohort default rate challenge, adjustment, and appeal process. Case Management and Direct Loan Schools Relations provide technical assistance and assist schools with developing default management plans and practicing good default prevention practices. Institutional Improvement Specialists (IIS) work for Case Management in carrying out these duties; Client Account Managers (CAMs) perform similar functions for Direct Loan Schools Relations.

Default Management

The Department's Default Management

- ❖ responds to general and specific inquiries about draft and official cohort default rates;
- ❖ oversees the calculation of draft and official cohort default rates;
- ❖ disseminates cohort default rates in print and on the Internet;
- ❖ works with partners in the negotiated rule-making process;
- ❖ fulfills requests for various forms of draft and official cohort default rate data;
- ❖ provides the draft and official loan record detail report to schools;
- ❖ notifies schools with official cohort default rates above the sanction threshold of their loss of eligibility to participate in the FFEL, Direct Loan, and Federal Pell Grant programs;
- ❖ publishes the "Cohort Default Rate Guide;"
- ❖ provides training through conference appearances to schools and guaranty agencies on cohort default rate information and the cohort default rate challenge, adjustment, and appeal requirements;
- ❖ reviews and responds to schools' challenges, adjustments, and appeals and data managers' challenge, adjustment, and appeal responses; and
- ❖ assists schools in identifying the implications of their cohort default rate situation and the challenges, adjustments, and appeals that schools are eligible to submit.

Default Management can be contacted at

- ❖ Telephone: 1-202-708-6048
- ❖ Hotline: 1-202-708-9396
- ❖ Email: SFA.schools.default.management@ed.gov
- ❖ URL:

<http://www.ed.gov/offices/OSFAP/defaultmanagment/cdr.html>

When contacting Default Management by overnight mail/courier delivery, the address is

U.S. Department of Education
Default Management
830 First Street, NE
Washington, DC 20002

When contacting by U.S. Postal Service, the address is

U.S. Department of Education
Default Management
400 Maryland Avenue, SW
Washington, DC 20202-5353

Default Management does not provide technical assistance to schools for establishing and developing a default management plan except for schools seeking an exemption under 34 CFR 668.198. Other schools in need of technical assistance for establishing and developing a default management plan should contact their Case Management team or their Direct Loan Schools Relations contact.

Case Management

The Department's Case Management

- ❖ reviews and approves school applications for participation,
- ❖ reviews school compliance audits and financial statements,
- ❖ provides training and technical assistance to schools,
- ❖ performs on-site compliance reviews and analyses of reports on schools and their agents,
- ❖ assists schools with establishing and developing default management plans,
- ❖ assists schools in default management and default prevention practices, and
- ❖ handles address changes from schools.

Figure 2.5.1 shows contact information for Case Management. Each case team is made up of team members located in Washington, DC, and the regional office.

Direct Loan Schools Relations

The Department’s Direct Loan Schools Relations

- ❖ provides training and technical assistance to schools on EDEXpress, return of Title IV funds, satisfactory academic progress, and practices;

Figure 2.5.1

Case Management
Contacts

Headquarters (HQ) or Regional Office (Region)	States Served	Phone Number	Address
HQ - DC Case Management	Assists all states	1-202-260-3616	Case Management 400 Maryland Avenue S.W. Washington, DC 20202
Boston Case Team	CT, MA, ME, NH, RI, VT	1-617-223-9338	Room 502 JW McCormack Post Office and Courthouse Building Boston, MA 02109-4557
New York Case Team	NJ, NY, PR, VI	1-212-264-4022	Room 1206 75 Park Place New York, NY 10007
Philadelphia Case Team	DC, DE, MD, PA, VA, WV	1-215-656-6442	Suite 511 The Wannamaker Bldg. 100 Penn Square East Philadelphia, PA 19107
Atlanta Case Team	AL, FL, GA, MS, NC, SC	1-404-562-6315	Room 18T20B 61 Forsyth Street, SW Atlanta, GA 30303
Chicago Case Team	IL, MN, OH, WI	1-312-886-8767	Room 830 111 North Canal Street Chicago, IL 60606-7206
Dallas Case Team	AR, LA, NM, OK, TX	1-214-880-3044	Suite 2720 1999 Bryan Street Dallas, TX 75201-6817
Kansas City Case Team	IA, KS, KY, MO, NE, TN	1-816-880-4053	Suite 900 10220 North Executive Hill Blvd. Kansas City, MO 64153
Denver Case Team	CO, MI, MT, ND, SD, UT, WY	1-303-844-3677	Suite 800 1391 North Speer Blvd. Denver, CO 80204-2512
San Francisco Case Team	AZ, CA, HI, NV, Islands	1-415-556-4295	Room 266 50 United Nations Plaza San Francisco, CA 94102-4987
Seattle Case Team	AK, ID, IN, OR, WA	1-206-615-2594	Suite 1600 701 Fifth Avenue Seattle, WA 98104

- ❖ assists schools with establishing and developing their default management plans;
- ❖ assists schools in default management and default prevention practices; and
- ❖ provides conference appearances and outreach to school and lending communities.

Figure 2.5.2
Direct Loan Schools Relations Contacts

Figure 2.5.2 shows contact information for Direct Loan Schools Relations. Each team is made up of team members located in Washington, DC, and the regional office.

Headquarters (HQ) or Regional Office (Region)	States Served	Phone Number	Address
HQ - DC Direct Loan Schools Relations	Assists all states	1-202-260-6008	Direct Loan Schools Relations 400 Maryland Avenue S.W. Washington, DC 20202
Region 1	CT, MA, ME, NH, RI, VT	1-617-565-6911	3rd Floor, Room 341 10 Causeway Street Boston, MA 02222
Region 2	NJ, NY, PR, VI	1-212-264-8012	12th Floor 75 Park Place New York, NY 10007
Region 3	DC, DE, MD, PA, VA, WV	1-215-656-5929	Suite 513 The Wannamaker Building 100 Penn Square East Philadelphia, PA 19107
Region 4	AL, FL, GA, KY, MS, NC, SC, TN	1-404-562-6259	Room 18T20A 61 Forsyth Street, SW Atlanta, GA 30303
Region 5	IL, IN, MI, OH, WI	1-312-886-8766	Room 830 111 North Canal Street Chicago, IL 60606-7206
Region 6	AR, LA, NM, OK, TX	1-214-880-2405	Suite 2735 1999 Bryan Street Dallas, TX 75201-6817
Region 7	IA, KS, MO, NE	1-816-880-4090	Suite 900 10220 North Executive Hill Blvd. Kansas City, MO 64153
Region 8	CO, MN, MT, ND, SD, UT, WY	1-303-844-3677	Suite 800 1391 North Speer Boulevard Denver, CO 80204-2512
Region 9	AZ, CA, HI, NV	1-415-556-4201	Room 121 50 United Nations Plaza San Francisco, CA 94102-4987
Region 10	AK, ID, OR, WA	1-206-615-2231	Suite 1600 701 Fifth Avenue Seattle, WA 98104

Other Department Offices

U.S. Department of Education

- ❖ Telephone: 1-800-872-5327
(Spanish-speaking operators available)
1-202-401-2000
- ❖ TTY: 1-800-437-0833
- ❖ Email: usa.learn@ed.gov
- ❖ URL: <http://www.ed.gov>

Student Financial Assistance (SFA) Schools Portal

All of the following websites on this page can be accessed through the Schools Portal website. The portal also displays SFA news headlines and a calendar of events. The user can customize the portal for panels and links.

- ❖ Telephone: 1-800-433-7327
- ❖ Email: sfa.customer.support@ed.gov
- ❖ URL: <http://sfa4schools.sfa.ed.gov>

SFA Information for Financial Aid Professionals (IFAP)

Regulation Compilations, Federal Registers, Reauthorization information, Dear Partner letters, Training information

- ❖ Telephone: 1-800-433-7327
- ❖ Email: sfa.customer.support@ed.gov
- ❖ URL: <http://www.ifap.ed.gov>

SFA Customer Service Call Center

Provides general assistance to schools and students

- ❖ Telephone: 1-800-433-7327
(Spanish-speaking operators available)
- ❖ TTY: 1-800-730-8913
- ❖ Email: sfa.customer.support@ed.gov
- ❖ URL: <http://www.ifap.ed.gov/customerbranch.html>

Default Collections

Responsible for collection of individual defaulted loans assigned to the Department

- ❖ Telephone: 1-800-621-3115
(Spanish-speaking operators available)
- ❖ TTY: 1-800-730-8913
- ❖ Email: dcshelp@ncs.com
- ❖ URL: <http://www.ed.gov/OFFICES/OSFAP/DCS>

Partner Services Default Coordination Team

Provides general assistance to loan partners, including lender and guaranty agency cohort default rates

- ❖ Telephone: 1-202-401-7482
- ❖ URL: <http://www.ed.gov/OFFICES/OSFAP/IGAL>

National Student Loan Data System (NSLDS)

- ❖ Telephone: 1-800-999-8219
- ❖ Email: nsldscoe@raytheon.com
- ❖ URL: <https://www.nsldsfap.ed.gov>

CPS/WAN Technical Support

- ❖ Telephone: 1-800-330-5947
- ❖ TTY: 1-800-511-5806
- ❖ Email: cpswan@ncs.com
- ❖ URL: <http://www.ed.gov/OFFICES/OSFAP/sfatech>

Postsecondary Education Participants System (PEPS)

- ❖ URL: <http://www.ed.gov/OFFICES/OSFAP/PEPS>

