

# **Official Cohort Default Rate Guide**

**For FFEL Program and Direct Loan Program Loans**

## **FY 1997**

**U.S. Department of Education  
Default Management Division**

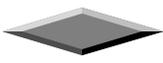
**Published September 1999**

**U.S. Department of Education  
Washington, DC 20202**

# U.S. Department of Education

## Useful Information

---



### **General Departmental Information**

#### **U.S. Department of Education Website**

<http://www.ed.gov>

#### **Code of Federal Regulations (CFR)**

<http://www.ifap.ed.gov>

#### **Federal Register**

<http://www.ifap.ed.gov>

#### **Higher Education Act of 1965 (HEA), as amended**

<http://www.ifap.ed.gov>

### **Student Financial Aid (SFA) Information**

#### **Federal Student Aid Information Center**

*To request copies of the Department's regulations, "Dear Colleague" letters, or other student aid publications, contact:*

(800) 433-3243 or

<http://www.ifap.ed.gov>

#### **SFA Customer Support Inquiry Service**

(800) 433-7327

#### **Ordering FAFSAs**

(800) 284-2788

#### **FAFSA on the Web**

<http://www.fafsa.ed.gov>

### **Specific Office-Related Information**

#### **U.S. Department of Education**

#### **Office of Student Financial Assistance (OSFA)**

*For information on OSFA contact:*

(202) 260-6536

#### **U.S. Department of Education**

#### **Debt Collection Service (DCS)**

*For questions about collection of individual defaulted loans assigned to the Department, call:*

(800) 621-3115

#### **U.S. Department of Education**

#### **Guarantor and Lender Oversight Service (GLOS)**

*For information on lender or guaranty agency cohort default rates, call:*

(202) 401-7482

#### **U.S. Department of Education**

#### **Institutional Participation and Oversight Service (IPOS)**

*For questions about re-certification, audit resolution, financial analysis, program review, and institution improvement, call:*

(202) 205-0183

#### **U.S. Department of Education**

#### **Default Management Division (DMD)**

*For questions about cohort default rates, contact:*

(202) 708-9396 or

e-mail: [OSFA\\_IPOS\\_Default\\_Management\\_Division@ed.gov](mailto:OSFA_IPOS_Default_Management_Division@ed.gov)