

Draft Cohort Default Rate Guide

For FFEL Program and/or Direct Loan Program Loans

FY 1997

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

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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://ifap.ed.gov>

Federal Register

<http://ifap.ed.gov>

Higher Education Act of 1965 (HEA), as amended

<http://ifap.ed.gov>

Student Financial Aid (SFA) Information

Federal Student Aid Information Center

If you need copies of the Department's regulations, "Dear Colleague" letters, or other student aid publications

(800) 433-3243

<http://ifap.ed.gov>

SFA Customer Support Branch

(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

Debt Collection Service (DCS)

If you have questions about collection of individual defaulted loans assigned to the Department

(800) 621-3115

U.S. Department of Education

Guarantor and Lender Oversight Service (GLOS)

If you need information on lender or guaranty agency cohort default rates

(202) 401-7482

U.S. Department of Education

Institutional Participation and Oversight Service (IPOS)

If you have questions about re-certification, audit resolution, financial analysis, program review, and institution improvement

(202) 205-0183

U.S. Department of Education

Default Management Division (DMD)

If you have questions about cohort default rates

(202) 708-9396

e-mail: IPOS_Default_Management_Division@ed.gov