



SPRING CONFERENCE

Tradition, Transformation, Innovation

Baltimore, Maryland

THE U.S. Department of
EDUCATION



Session 15

Direct Loan Servicing Site Tool



Goal

Introduce The Direct Loan Late Stage Delinquency Assistance Initiative

It's New! It Works!

THE U.S. Department of
EDUCATION



Agenda

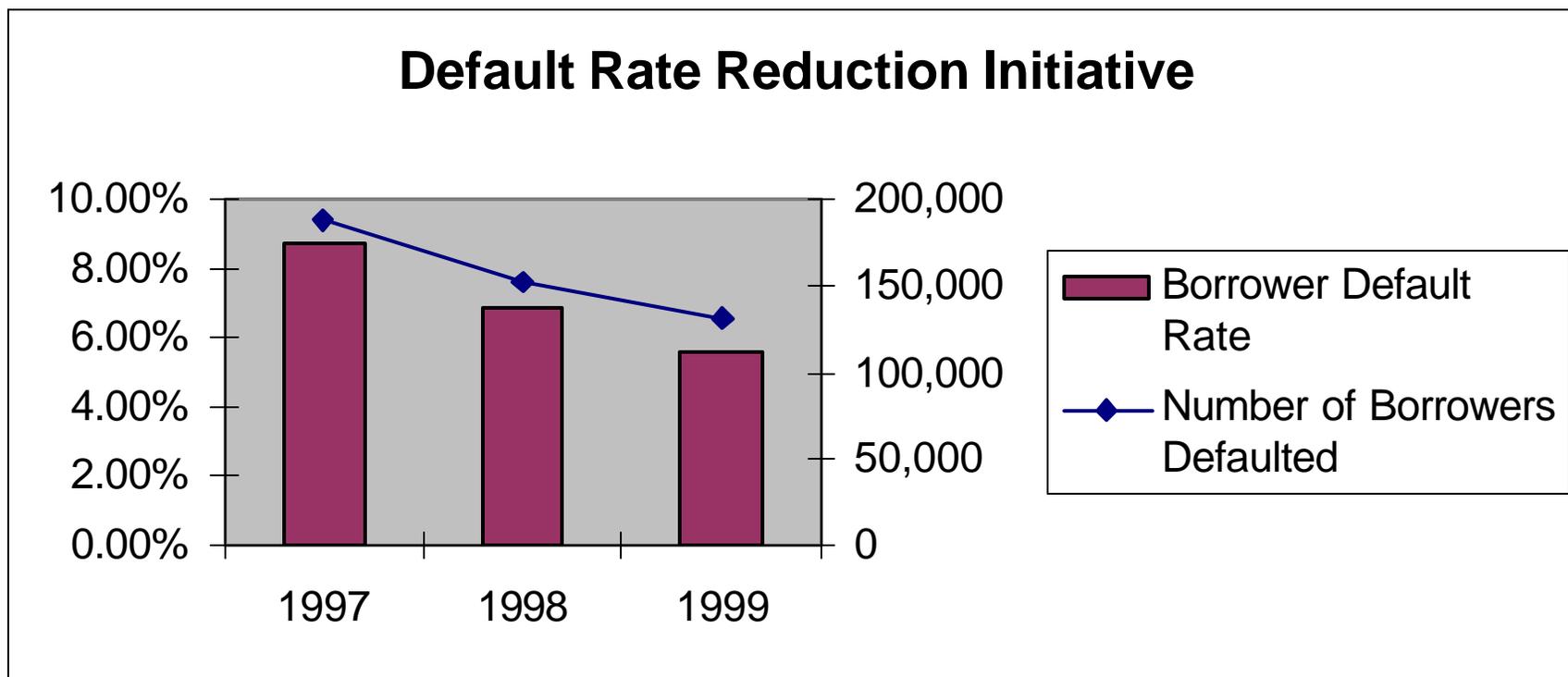
- Direct Loan Statistics
- Delinquency Pattern
- Defaulter Characteristics
- How Schools Can Help
- What Tools Can Make it Easy



Direct Loan Statistics

- **As of January 2002 we had:**
 - 39,651,143 Direct Loans disbursements to date
 - 5.7 million “active” borrowers
 - An active portfolio valued at \$72 billion
 - 75 million payments collected to date
 - Payments valued at \$15.9 billion to date
 - 471,091 borrowers actively using EDA

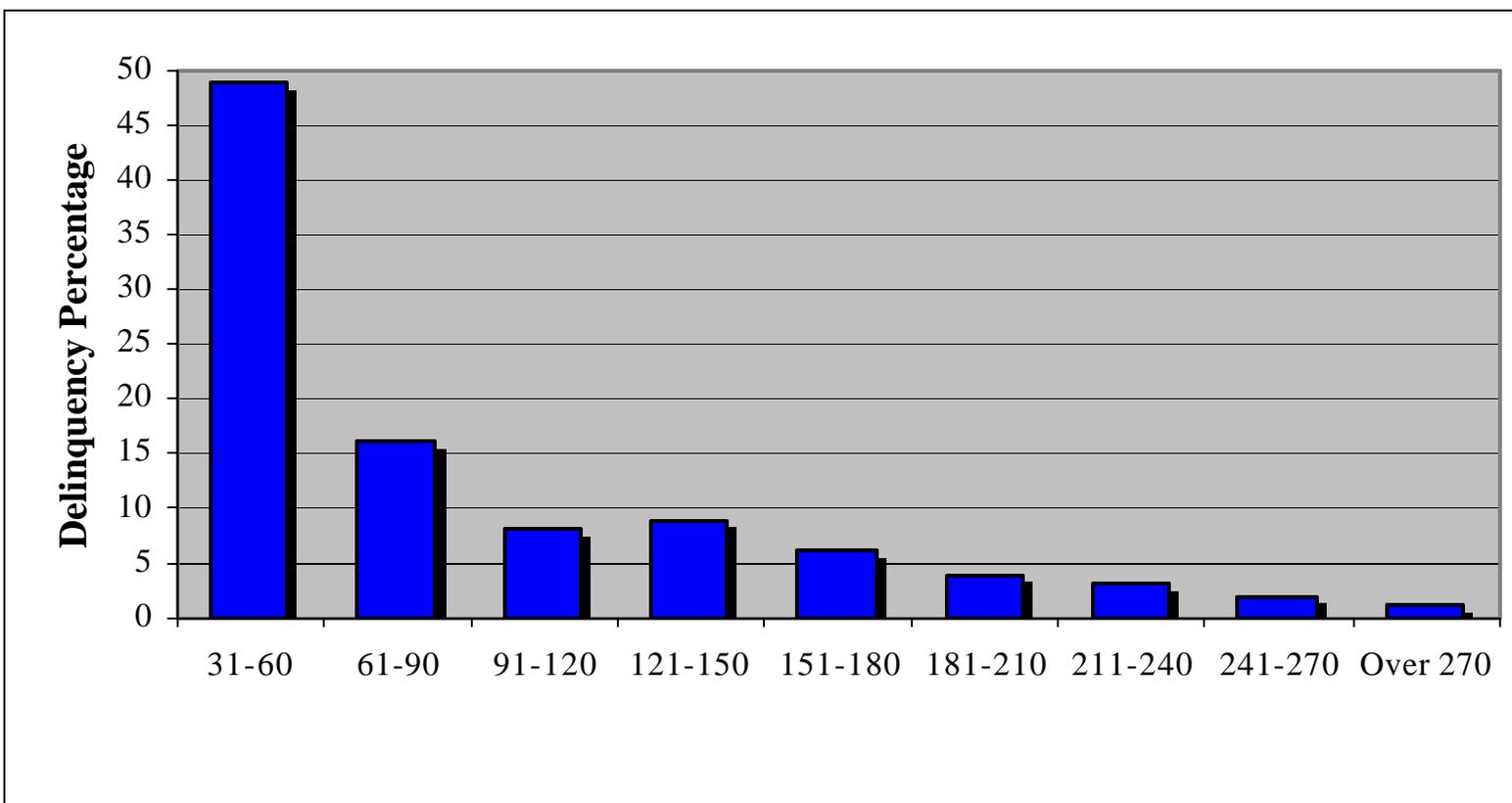
Default Rate Trend





SPRING CONFERENCE
Tradition, Transformation, Innovation
Baltimore, Maryland

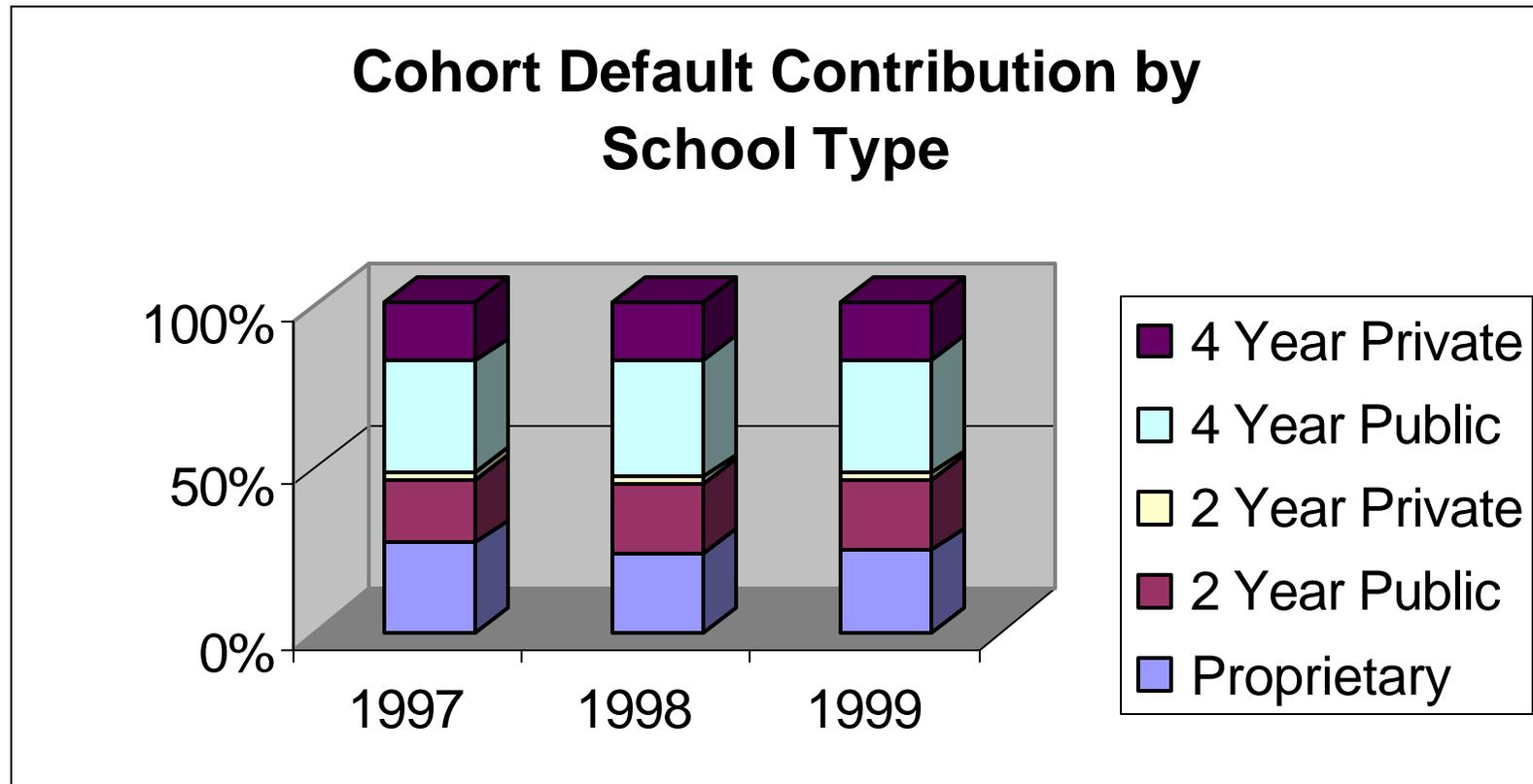
Borrower Delinquency Pattern





SPRING CONFERENCE
Tradition, Transformation, Innovation
Baltimore, Maryland

Makeup of Cohort Rate





Defaulter Characteristics

- 82% do not get the advantage of “aging through” their full 6 month grace as the result of late enrollment notification
- 67% have withdrawn from school and did not complete their studies
- 40% have bad telephone numbers
- 71% have not been successfully contacted by telephone during the 12 months of collection effort



Schools Can Help

- Assist the Service Center in finding and counseling severely delinquent students
- Contact the student and counsel them on their rights, benefits, and responsibilities
- Contact the student and transfer to Servicer or have a three way conference

Talking to the student borrower makes all the difference



The Tools

- Direct Loan Web Site gives you the flexibility to identify the student borrower population you want to work
- School Services is your point of contact to provide assistance to the borrowers' needs call 1-888-877-7658



SPRING CONFERENCE
Tradition, Transformation, Innovation
Baltimore, Maryland

*With the Web Site you can see
as little or as much as you want*

Home | Direct Loan Servicing Resources | Student Account Info | School Reports | Versión en español | Logout

SFA DIRECT LOAN SERVICING'S ONLINE SCHOOL SITE
Exit Counseling | **Delinquency Reports** | Portfolio Reports | Report Subscription | Help with this Report
School Main Campus code: G01234

Delinquency Reports

Borrower History Report
The Borrower History Report displays the history of delinquency for selected borrower(s).

Detail Report
The Detail Delinquency Report contains a list of students that attended your institution with Direct Loans from the Department of Education that are currently in Delinquent Status.

Summary Report
The Summary Report provides a count of the Stafford and In-School Consolidation borrowers delinquent at the end of the month for the selected Reporting Period(s).

If you have a question regarding the information presented on this page, please [Email Us](#)

| SFA School Portal | Website Help | General Information | Contact Us |

Copyright © 2001 US Department of Education. All rights reserved.

The Web Site offers you summary and detail information about delinquent borrowers

THE U.S. Department of
EDUCATION



SPRING CONFERENCE
Tradition, Transformation, Innovation
 Baltimore, Maryland

Summary Information

Home | Direct Loan Servicing Resources | Student Account Info | School Reports | Versión en español | Logout

SFA STUDENT FINANCIAL ASSISTANCE
 Exit Counseling | **Delinquency Reports** | Portfolio Reports | Report Subscription | Help with this Report
 DIRECT LOAN SERVICING'S ONLINE SCHOOL SITE
 School Main Campus code: G01234

Delinquency Reports

Summary Report ? 🖨️ 📱
 Last update: 10/23/2001 4:55:28 PM
 Rows: 12 Columns: 3

Reporting Period ▲	Delinquency Bucket	Loan Type	Metrics	Number of Accounts	Original Loan Amount	Past Due Amount
August 2001	031 - 060	STAFFORD		372	\$ 1,451,628.00	\$ 51,477.15
August 2001	061 - 090	STAFFORD		109	\$ 405,548.00	\$ 25,355.63
August 2001	091 - 120	STAFFORD		64	\$ 219,227.00	\$ 15,838.10
August 2001	121 - 150	STAFFORD		55	\$ 230,359.00	\$ 22,164.89
August 2001	151 - 180	STAFFORD		59	\$ 227,065.00	\$ 28,925.85
August 2001	181 - 210	STAFFORD		31	\$ 139,269.00	\$ 21,924.20
August 2001	211 - 240	STAFFORD		41	\$ 132,696.00	\$ 22,524.73
August 2001	241 - 270	STAFFORD		125	\$ 401,152.00	\$ 83,268.18
August 2001	271 - 360	STAFFORD		70	\$ 275,270.00	\$ 56,965.94
August 2001	151 - 180	CONSOLIDATED		1	\$ 1,896.42	\$ 300.00
August 2001	Totals			927	\$ 3,484,110.42	\$ 328,744.67
Totals				927	\$ 3,484,110.42	\$ 328,744.67

[Back to report list](#)

If you have a question regarding the information presented on this page, please [Email Us](#)

| SFA School Portal | Website Help | General Information | Contact Us |

Copyright © 2001 US Department of Education. All rights reserved.

THE U.S. Department of
EDUCATION

You can see the delinquency status of your student borrowers



Detail Information

Home | Direct Loan Servicing Resources | Student Account Info | School Reports | Versión en español | Logout

DIRECT LOAN SERVICING'S ONLINE SCHOOL SITE

SFA STUDENT FINANCIAL ASSISTANCE

Delinquency Reports

Detail Report ?

More Information Last update: 10/23/2001 5:02:52 PM

Page-by
 Delinquency Bucket: 271 - 360
 Paged by: Delinquency Bucket: 271 - 360
 Page 1 of 2 Rows: 1 - 50 of 71 Columns: 3

Reporting Period ▲	SSN ▲	Last Name ▲	First Name	Home Phone	Work Phone	Cohort Default Year ▲	Cohort Default Indicator	Metrics	▼ Days Delinquent	Past Due Amount	Number of Accounts
August 2001	000-66-3333	DE	ROBERT	315-738-9224		2000	N		297	\$ 500.00	1
August 2001	123-80-7800	BAI	ROYSTON	845-564-5788		1997	N		297	\$ 500.00	1
August 2001	000-58-3333	LINE	WENDY	315-738-9224		1998	N		358	\$ 1,390.83	1
August 2001	123-60-8572	FRALICK	ERIC	315-823-2671		1997	N		290	\$ 250.00	1
August 2001	000-66-3333	GULISANO	ANTHONY	315-738-9224		1999	N		344	\$ 600.00	1
August 2001	123-70-4796	BELL	CALVIN	315-732-6424	315-885-7973	1997	N		283	\$ 1,137.18	1

You can elect to see detail of all borrowers in the 271-360 days delinquent category



SPRING CONFERENCE
Tradition, Transformation, Innovation
Baltimore, Maryland

Cohort Year Delinquency

[Home](#) | [Direct Loan Servicing Resources](#) | [Student Account Info](#) | [School Reports](#) | [Versión en español](#) | [Logout](#)

SFA STUDENT FINANCIAL ASSISTANCE
DIRECT LOAN SERVICING'S ONLINE SCHOOL SITE
[Exit Counseling](#) | [Delinquency Reports](#) | [Portfolio Reports](#) | [Report Subscription](#) | [Help with this Report](#)
School Main Campus code: **G01234**

Delinquency Reports

Detail Report

[Choose One Cohort Default Year \(Required\)](#)

Select the Cohort Default Year to be displayed on the report by highlighting the chosen year listed in the display box.

Available:

- 2002
- 2001
- 2000
- 1999
- 1998
- 1997
- 1996
- 1995
- 1994

If you have a question regarding the information presented on this page, please [Email Us](#)

[SFA School Portal](#) | [Website Help](#) | [General Information](#) | [Contact Us](#) |

Copyright © 2001 US Department of Education. All rights reserved.

You can elect to see severely delinquent borrowers for a selected cohort year

THE U.S. Department of **EDUCATION**



Cohort Year Delinquency Detail

Home | Direct Loan Servicing Resources | Student Account Info | School Reports | Versión en español | Logout

DIRECT LOAN SERVICING'S ONLINE SCHOOL SITE

SFA STUDENT FINANCIAL ASSISTANCE

Delinquency Reports

Detail Report ? Print Export Last update: 10/23/2001 5:05:22 PM

More Information

Page-by
 Delinquency Bucket: 271 - 360

Paged by: Delinquency Bucket: 271 - 360 Rows: 4 Columns: 3

Reporting Period ▲	SSN ▲	Last Name ▲	First Name	Home Phone	Work Phone	Cohort Default Year ▲	Cohort Default Indicator	Metrics	▼ Days Delinquent	Past Due Amount	Number of Accounts
August 2001	000-66-3333	BORROWER	DE	315-738-9224		2001	Y		276	\$ 874.45	1
August 2001	123-80-7800	LENDER	BAI	845-564-5788		2001	Y		276	\$ 821.39	1
August 2001	000-58-3333	SMITH	LINE	315-738-9224		2001	Y		283	\$ 1,441.56	1
August 2001	Totals									\$ 3,137.40	3

[Back to report list](#)

If you have a question regarding the information presented on this page, please [Email Us](#)

| SFA School Portal | Website Help | General Information | Contact Us |

Copyright © 2001 US Department of Education. All rights reserved.

You can work as little or as much as you want



School Services offers assistance options

- Can provide you with scripts on how we counsel your student borrower
- Will assist you while on a call with a delinquent borrower 1-888-877-7658
- Will ensure the student is given assistance after you contact them



SPRING CONFERENCE
Tradition, Transformation, Innovation
Baltimore, Maryland

Why Does This Work?

- **It's easy to see** the need to assist with late stage delinquency
- Schools don't need to wade through every delinquent student
- Use the web tools to identify the accounts you are able to help collect
- Minimal effort, maximum results
- Service Center is available to assist
1-888-877-7658
- No financial or contractual commitment



Contact information:

John Pierson

SFA School Relations

Telephone: 404-562-6269

Email: John.Pierson@ed.gov

or

Ben Leborys

Direct Loan Repayment

Telephone: 202-377-3271

Ben.Leborys@ed.gov



QUESTIONS ?

Who is willing to start ?