



Session 31

Electronic Access Conference
2000 GET CONNECTED

Direct Loan Servicing Update



We Help Put America
Through School

Student Financial Assistance



Presenters

- Dan Hayward, Director
Direct Loan Servicing
SFA Student Channel, Repayment
- Sue Szabo, Vice President
AFSA Data Corporation
Direct Loan Servicing Center, Utica



We Help Put America
Through School

Agenda

- Direct Loan Program Update
 - A Snap-shot
 - Trends and Statistics
 - New Initiatives
- Development Update
 - What's happened since the last EAC?
 - What's new in our future?
 - Update on Delinquency Management efforts.





Electronic Access Conference
2000 GET CONNECTED

Direct Loan Program Update



We Help Put America
Through School

A Snap-shot

Current Direct Loan Activity:

- 5,034,377 Direct Loan Borrowers
- 19,015,777 Booked Loans (\$71 Billion)
- 45,219,723 Payments Received (\$9.6 Billion)
- 263,519 Borrowers using EDA
(Electronic Debit Account)



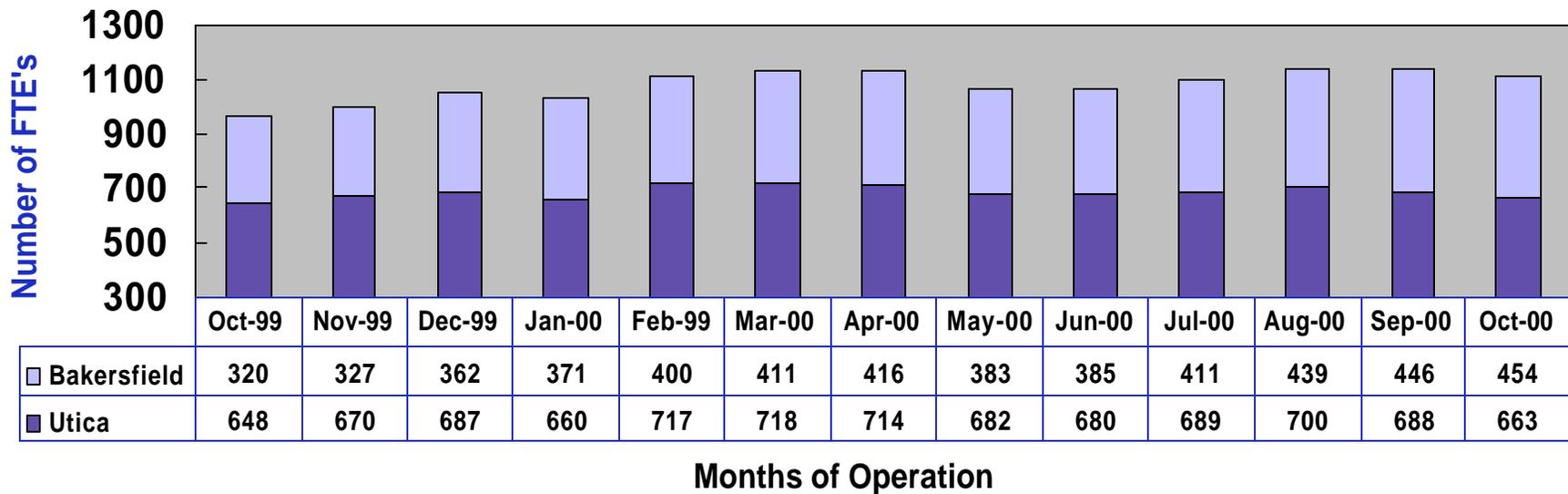
Direct Loan Servicing Center

Program-To-Date:

- 21,980,607 Borrower Services Calls
- 1,917,632 Collection Calls
- 3,033,150 Deferments
- 2,147,439 Forbearances
- 2,390,684 Correspondence
- 6,983,585 SSCR Requests



Staffing Levels

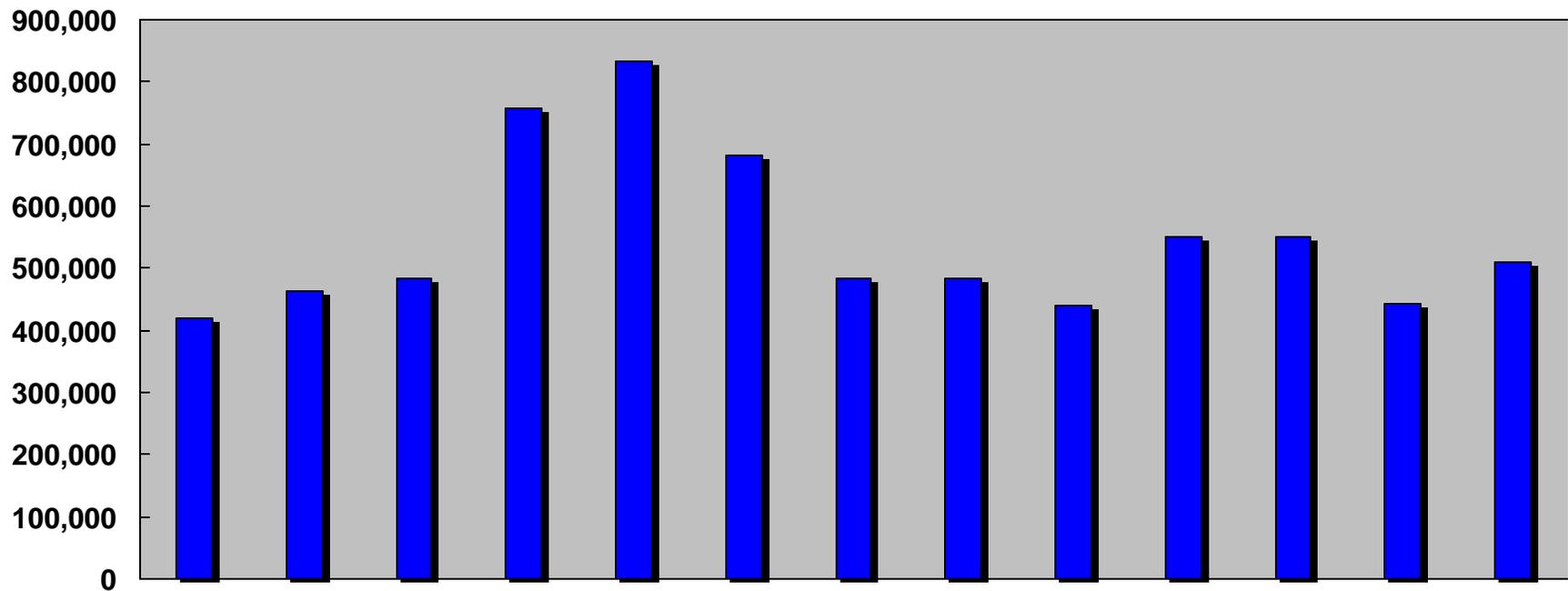


Trends and Statistics

Servicing Center October 1999 vs. October 2000



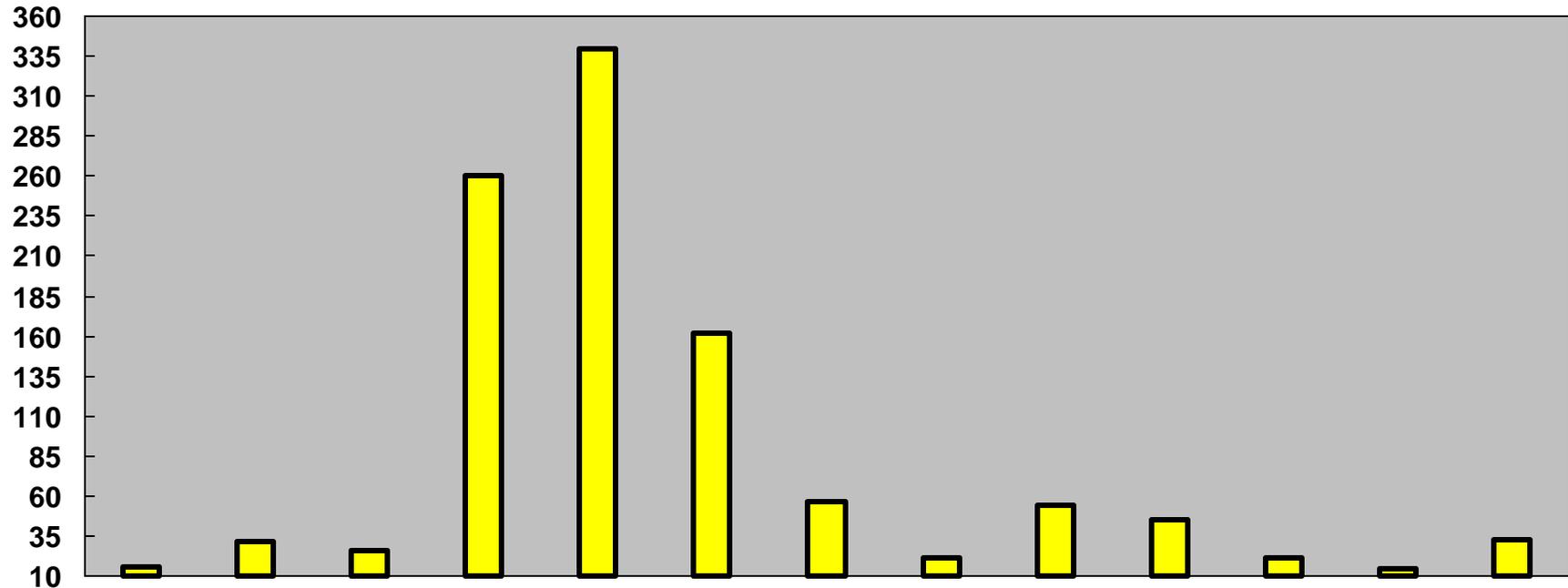
Incoming Call Volume



	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00
■ Calls	419,353	462,793	484,361	757,246	831,986	682,544	484,160	482,370	439,474	549,268	551,472	441,317	508,355



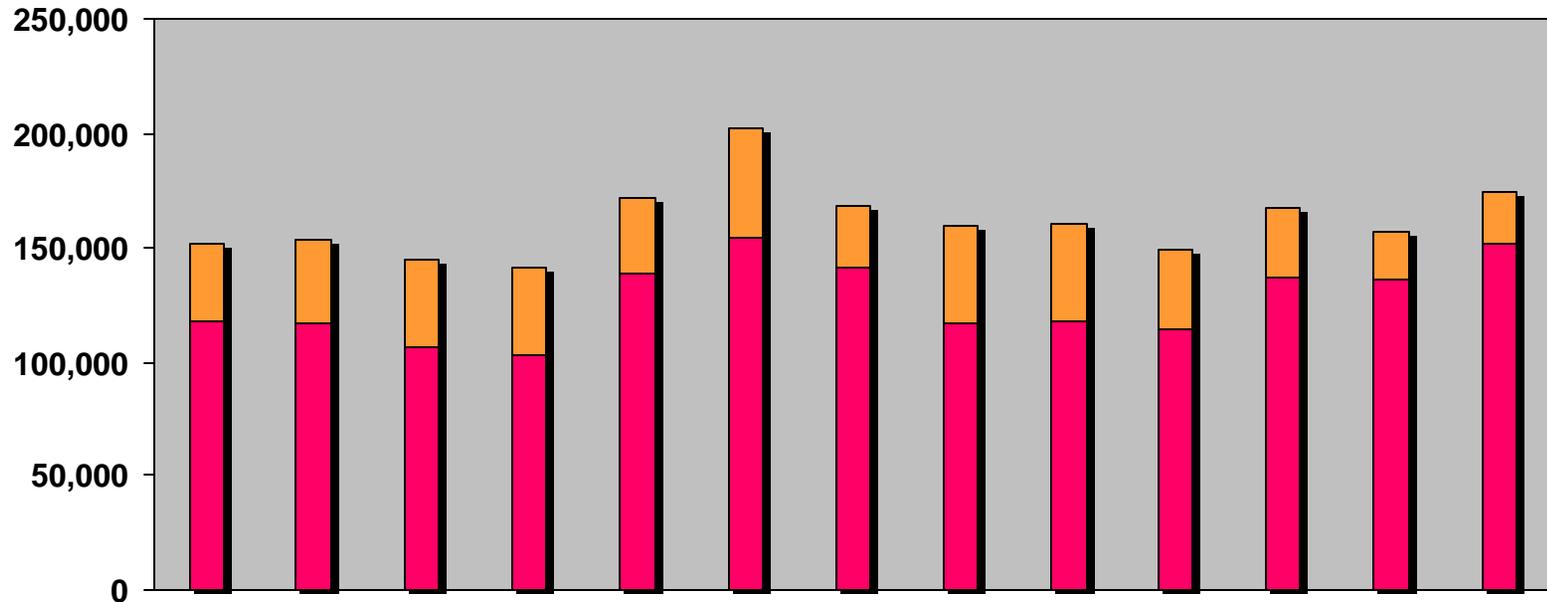
Average Speed of Answer



	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00
■ ASA	15.96	31.25	25.6	260.74	339.05	161.57	56.2	21.45	54	45.1	21.33	14	32.46



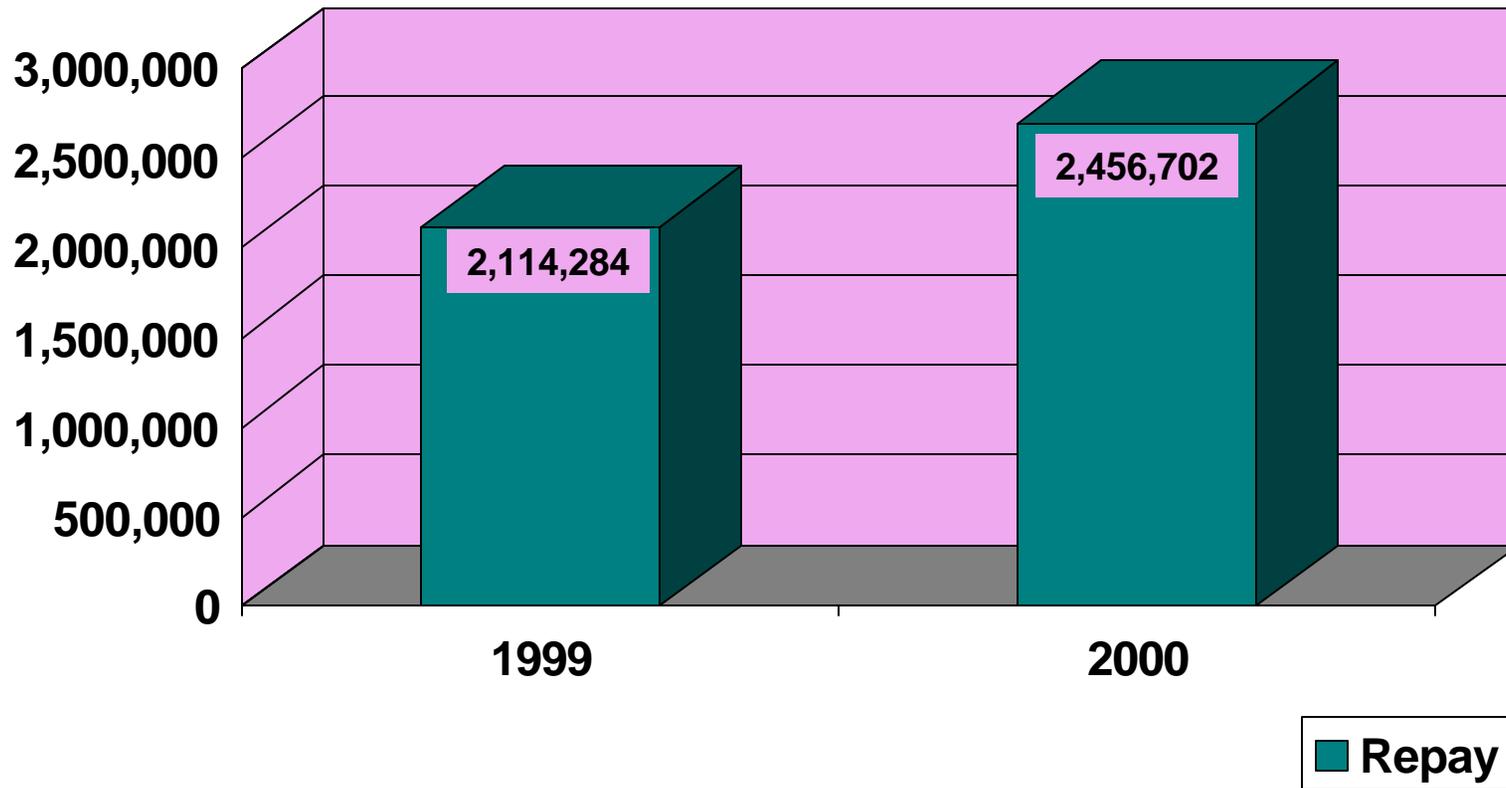
Processing Volumes



	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00
Correspondence	34,284	36,431	38,624	37,454	33,293	47,072	27,063	42,918	42,952	34,730	31,054	21,486	22,281
Deferments/Forbearance	117,626	116,999	106,696	103,715	138,836	154,811	141,619	116,756	117,991	114,586	136,795	135,868	151,862

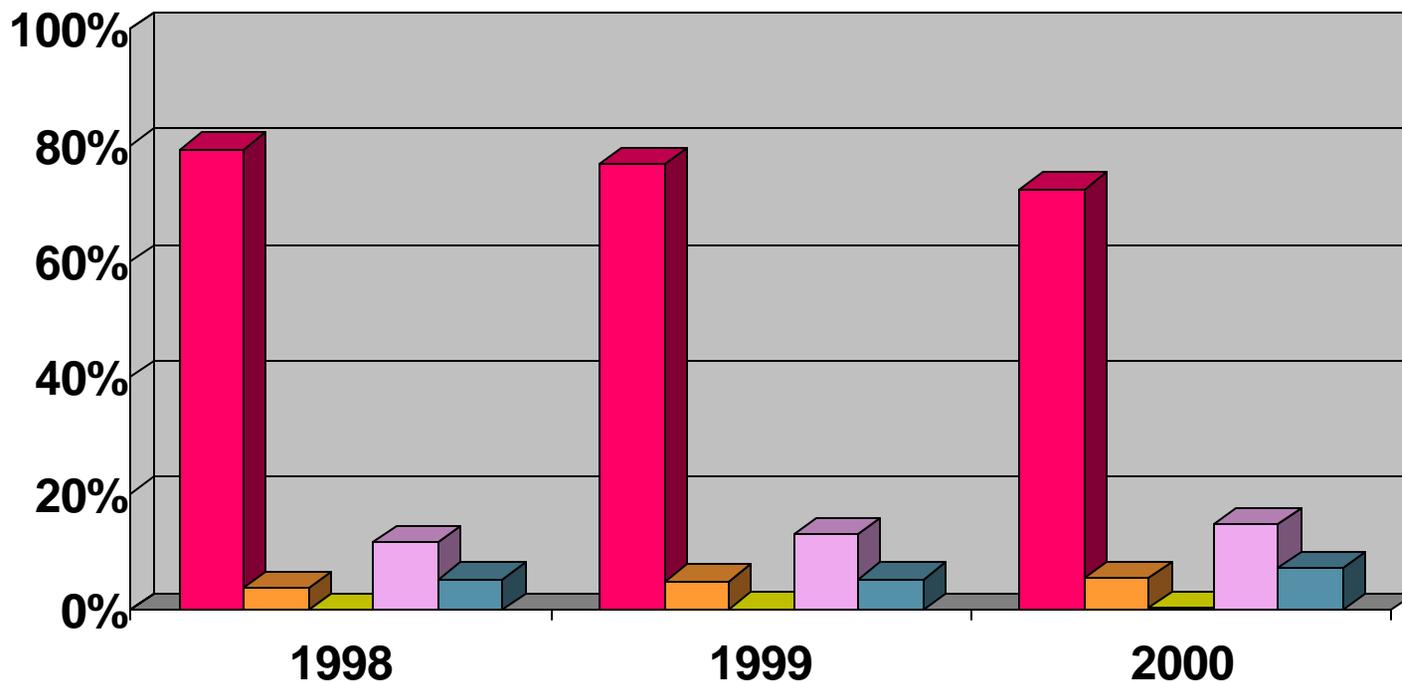


Repayment Population Total # of Borrowers





Distribution by Repayment Plans

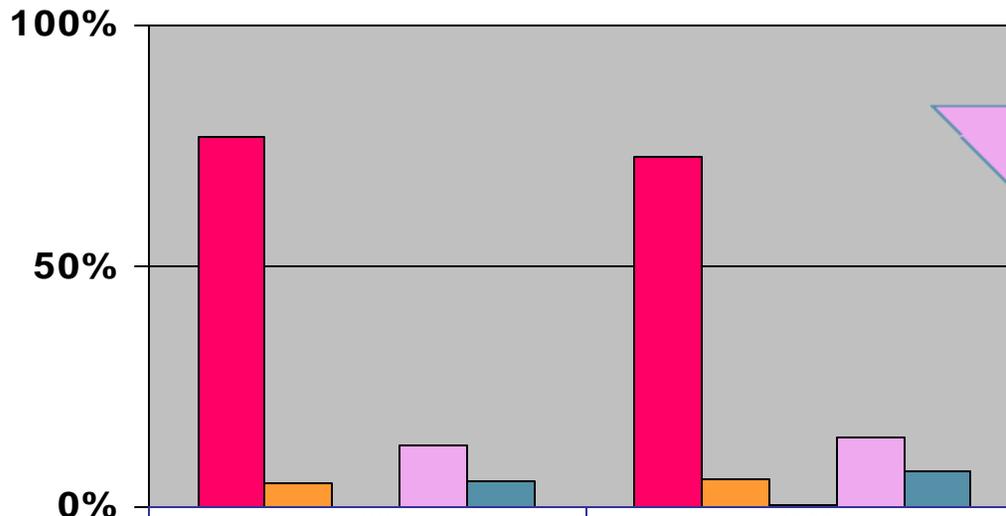


■ Standard ■ Extended ■ Alternate ■ Graduated ■ ICR





Repayment Plan Selection

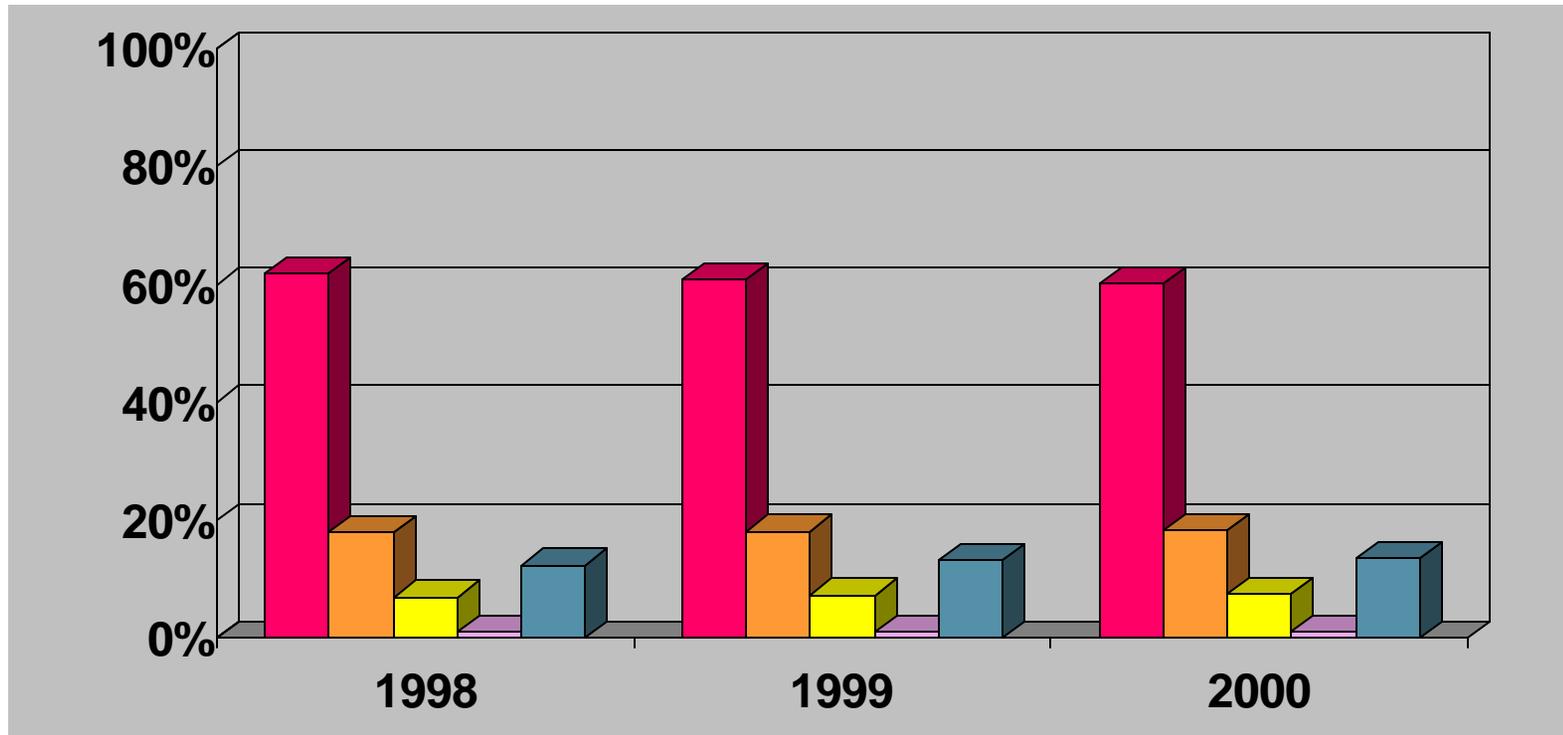


Increase in Selection of Graduated and ICR Repayment Plans by the borrower!

	1999	2000
Standard	76.72%	72.53%
Extended	4.91%	5.45%
Alternative	0.05%	0.37%
Graduated	13.02%	14.61%
ICR	5.30%	7.04%



Repayment Borrowers by Institution Type

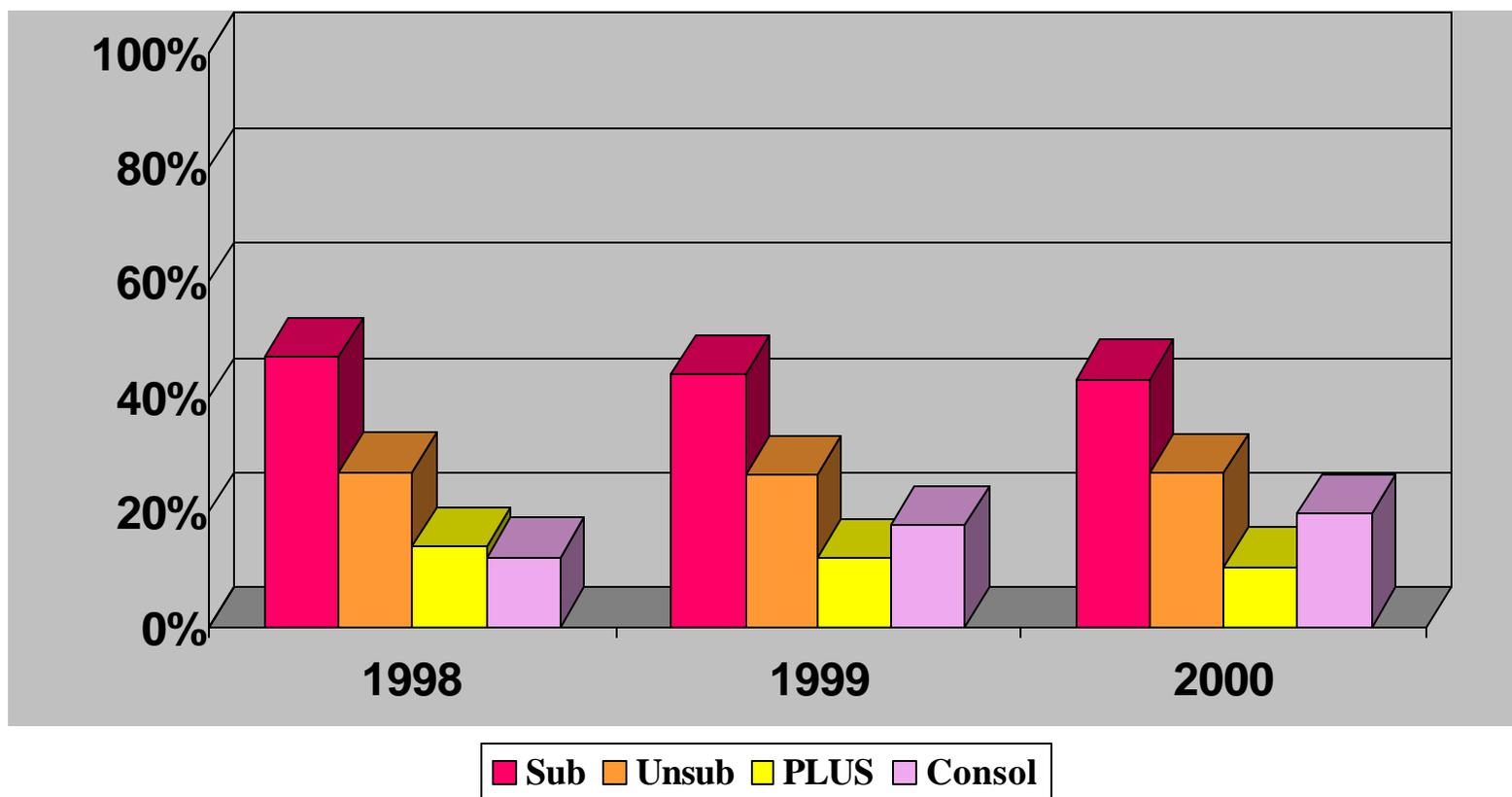


■ 4 Year Public ■ 4 Year Private ■ 2 Year Public ■ 2 Year Private ■ Proprietary

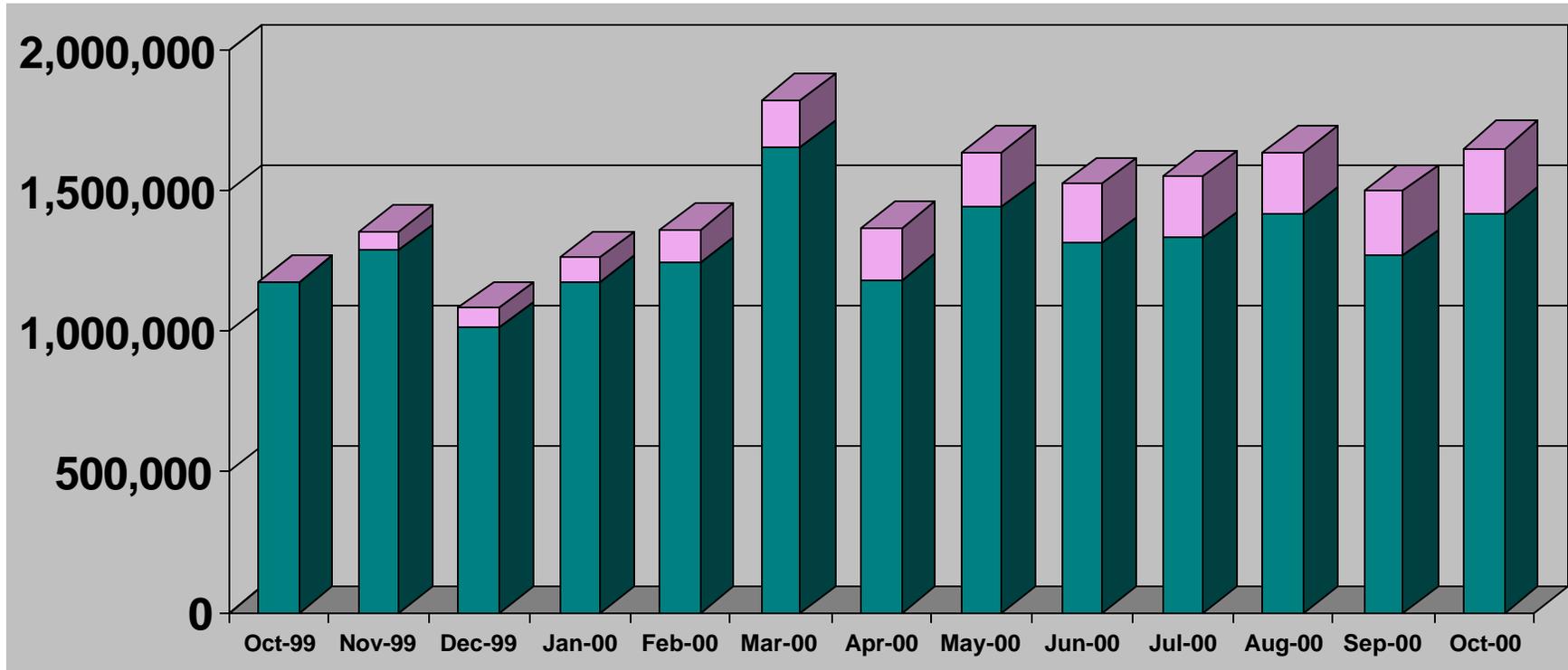




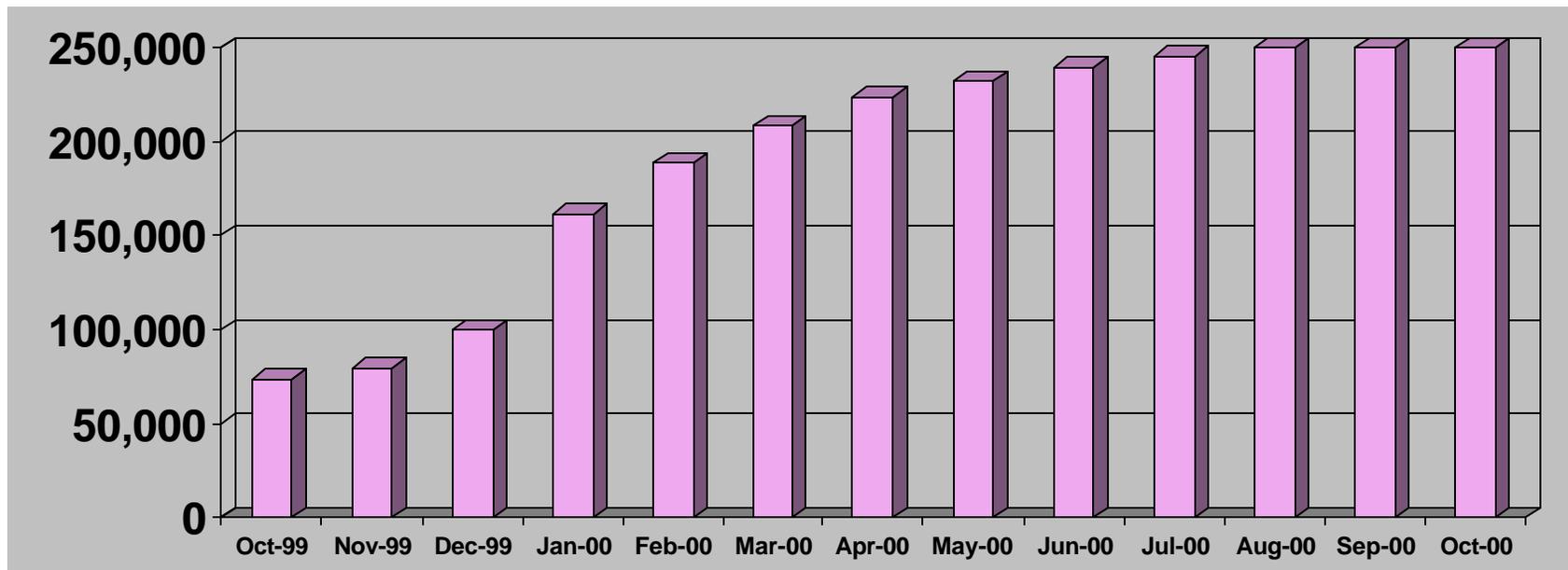
Repayment Borrowers by Loan Type



Monthly Payment Volume



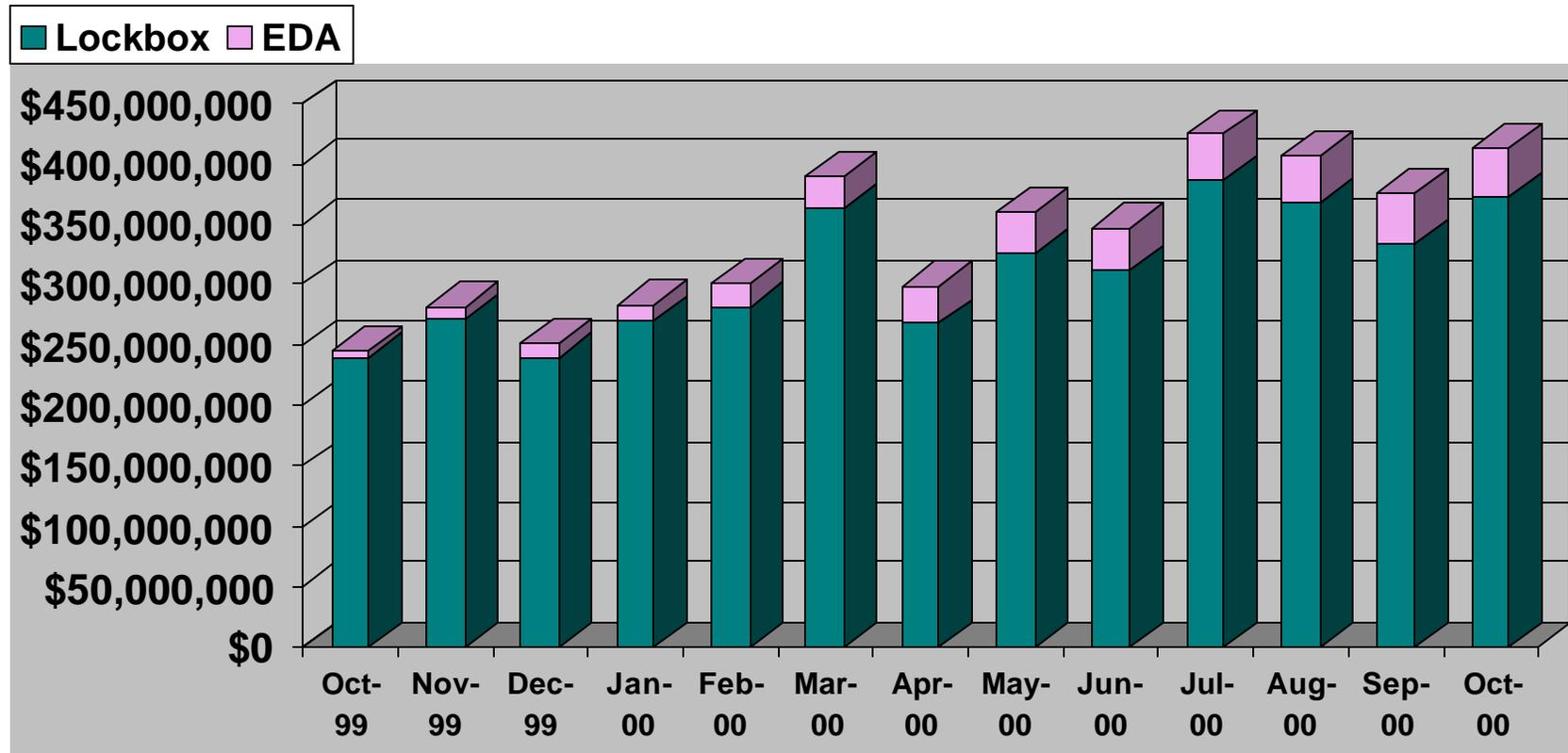
Active Borrowers Using EDA



EDA



Dollar Value of Payments



We Help Put America
Through School

Upcoming Mass Mailing December of 2.5m EDA Applications



Electronic Access Conference
2000 GET CONNECTED

New Initiatives



We Help Put America
Through School



What's new at the Servicing Center?

- School Outreach Program
- Client Account Manager Outreach Program
- Delinquency Management Strategies



We Help Put America
Through School



School Outreach Program

- School Services “Expands” Hours of Operation
 - 8:00a.m. to 8:30p.m. EST Monday through Friday
- School Services Representatives Trained On
 - NSLDS and Clearinghouse systems
- “Warm” Call Transfer
- New Direct Loan Web Site for Schools
- Future E-gain Enhancements for Schools





Client Account Manager Outreach Program

■ Open the lines of Communication

- Develop ongoing training program on-site and/or assign School Services Representative in the field
- Provide ongoing updates of what's new at the servicing center
- Hold quarterly conference calls with CAMs to discuss topics of interest

■ Follow-up Mechanism

- Develop e-mail mechanism for CAMs to communicate with the servicing center on outstanding issues



We Help Put America
Through School

Delinquency Management

- Grace Counseling
- Default Aversion
- Improved Communications
 - Fewer, better letters and notices
 - Graphics
 - E-mail
 - Improved VRU script





Electronic Access Conference
2000 GET CONNECTED

DLSS Development Update



- DL Servicing
- DL Web Site
- DL School Web
- NSLDS Reporting



We Help Put America
Through School

What's happened since the last EAC?

■ Recent Direct Loan Servicing Enhancements

- Y2K Compliance - without a hitch!
- Consolidation Pay-off Improvements
- EDA Interest Rate Incentive (.25%)
- Year 00/01 Functionality
 - MPN support
 - 20 disbursements and Eliminate Sequence Numbers
 - Disbursement Confirmation to LO
- NSLDS Improvements
 - OPEID Improvement
 - Clearinghouse Reporting
 - Foreign country indicator
 - Identifier Conflict resolution process implemented





What's happened since the last EAC?

■ Major DL Borrower Web Site Enhancements (www.dlservicer.ed.gov)

– Web Site Enhancements for Borrowers

- Account History
- NSLDS FFEL/Perkins data in Exit Counseling
- Online Def/Forb
- Borrower Satisfaction Survey
- Change to Exit Quiz
- Electronic submission of General Forbearance and Unemployment Deferment

– E-Gain Implementation

- Improved e-Mail processes



We Help Put America
Through School



Electronic A
2000 GET

Direct Loans Online - Microsoft Internet Explorer

File Edit View Go Favorites Help



Address

Links



Direct Loans Servicing *Online*

Other Department of Education Web Sites

- Department of Education Home Page
- Direct Loans Home Page



ACCOUNT INFORMATION

- General Information
- Account Balances
- Payment History
- Payoff Amount

ACCOUNT MANAGEMENT

- Address Change
- Exit Counseling
- Online Transactions
- Repayment Estimator

QUESTION CENTER

- Web Site Help
- FAQ
- Glossary
- Calculating Interest

DOWNLOAD FORMS

- Electronic Debit Account
- Deferment
- Forbearance

[Click Here to Request a PIN](#)

Govt. Technology Leadership Award



New!

[Interest Rate Rebate and Reduction](#)

November 7, 2000

[Contact Us](#)



Internet zone



We Help Put America Through School

What's happened since the last EAC?

- NEW Direct Loan Web Site for Schools!!!
(www.dlservicer.ed.gov/schools)
 - New Functions
 - Multiple Account look-up
 - Exit Counseling Completion Data
 - Contact Us
 - FAQs
 - PIN Access using Loan Origination On-Line PIN
 - Only need one PIN
 - School controls authorization
 - User profiles





Electronic Access Conference
2000 GET CONNECTED

Direct Loans Servicing Schools Home Site - Microsoft Internet Explorer

File Edit View Go Favorites Help

Address Links

Direct Loans Servicing Schools

Home General Info Exit Counseling Reports Account Lookup Contact Us Help Login

Other Dept. of Education Sites

- Direct Loans Home
- Direct Loans Servicing Demo
- NSLDS



Welcome to Direct Loans Servicing's Online School Site

This Web site is for our Direct Loans School Partners

This site allows schools to access Exit Counseling completion reports and provides the ability to view account status information for borrowers who have or are currently attending your institution.

First, you must **log in** with your Direct Loans Origination Login ID and password. Once you have logged into the system, select the "Direct Loan Servicing School Access" option from the "LO Online Main Menu."

Govt. Technology Leadership Award



Done Internet zone



We Help Put America
Through School

What's in our immediate future?

– Direct Loan Servicing Functionality

• November '00

- Unpaid Refund Discharge - In-Military Status
- Incentive Rebate - Part 1

• February '01

- Weekly Report to NSLDS - Language Indicator
- Collect Borrower e-Mail addresses
- Incentive Rebate - Part 2

• July '01

- E-ID (see below) - Teacher Forgiveness
- EBPP, Etc...
- Incentive Rebate - Part 3 - T&P Disability Tracking
- PLUS Interest Rate Change



What's in our immediate future?

- **School** Web enhancements (March '01)
 - Enrollment/Delinquency Reporting
 - Hyperlink to Exit Counseling from School
 - e-Mail capability for schools
- **Borrower** Web enhancements (March '01)
 - Borrower Personalization/Counseling
 - Spanish Language Forms and Question Center
 - On-Line EDA Enrollment
 - 1098E available Online
 - Consolidation Application Processing
- **E-ID** (Web-enabled) (June/July '01)
 - Deferments and Forbearances
 - P-Notes (LO)





Please Call Us!

**EXPANDED Hours of Operation 8:00a.m. to 8:30p.m. EST
Monday through Friday**

Direct Loan Servicing Center

1-800-848-0979

School Services

1-888-877-7658

www.dlservicer.ed.gov AND

www.dlservicer.ed.gov/schools



**We Help Put America
Through School**