

Session #9

Default Prevention Essentials

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FEDERAL STUDENT AID®

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In This Session

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Contact Information

Section 1

A Cohort Default Rate Overview

Understanding Cohort Default Rates (CDRs) – A Quick Review

- Draft and official CDRs
- The Numerator and Denominator
- Formulas used for CDR calculations
- CDRs – a historical perspective

CDRs Are Released Twice A Year

February
(DRAFT)

Not public
No sanctions
No benefits

September
(OFFICIAL)

Public
Sanctions apply
Benefits apply



CDR Release Dates

- FY09 **Draft** Cohort Default Rate
 - Released on February 14, 2011
- FY09 **Official** Cohort Default Rate
 - Released on September 12, 2011

CDRs: The Formula

Numerator

Borrowers who entered repayment in one year, and defaulted in that year or the next.

Denominator

Borrowers who entered repayment during the one-year cohort period.

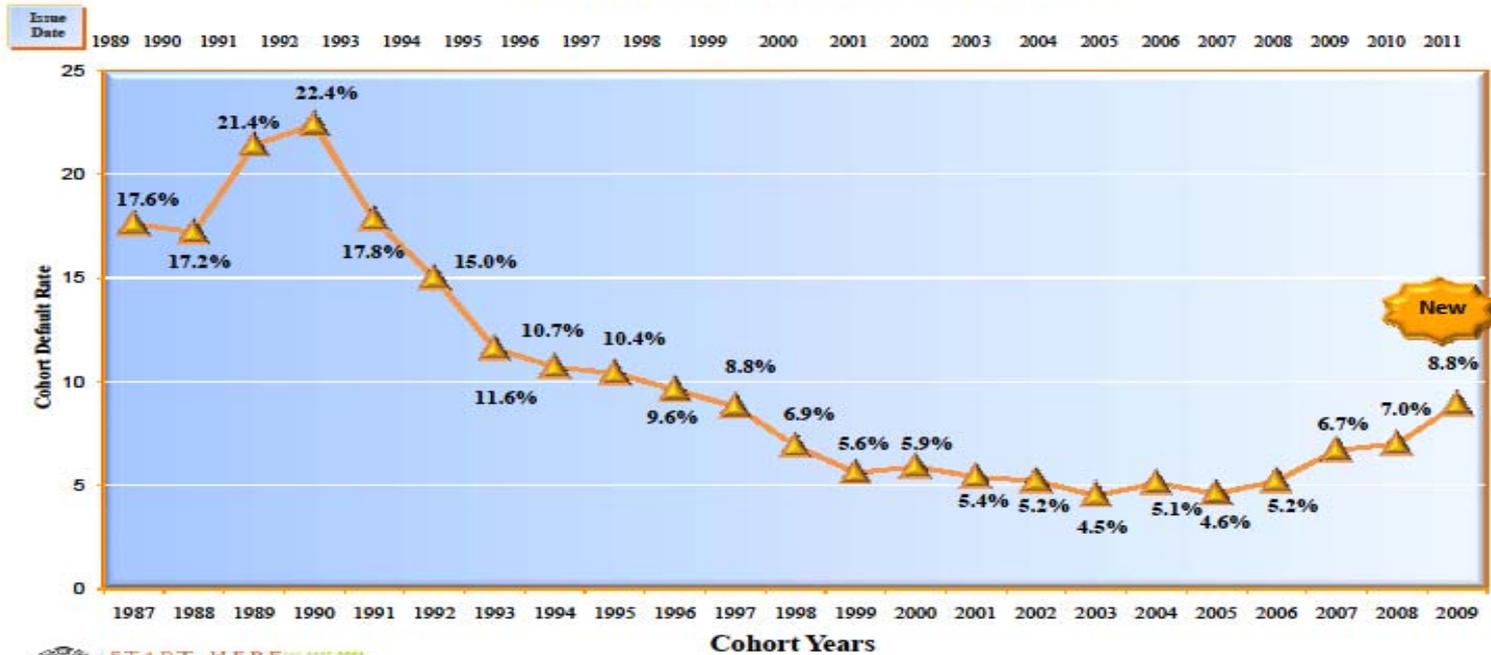
CDRs: Applying the Formula

- Non-Average Rate
 - 30 or more borrowers in repayment
- Average Rate
 - less than 30 borrowers in repayment
 - 3 years of data

Suggestion: Attend Session #20 where CDRs will be discussed in greater detail.

National Cohort Default Rates

National Student Loan Default Rates



Data Shows Increasing Risk

CDR

08 Official = 7.0%

09 Official = 8.8 % (+25.7%)

Borrowers

08 Official = 238,853

09 Official = 320,194 (+34%)

Dollars

08 Official = 1.533b

09 Official = 2.362 (+54%)



Section 2

Why Do Default Prevention?

The Changes, Risks, and Challenges

Default Prevention

Why Do We Do It?

Because defaulted loans have significant consequences for:

- Borrowers
- Schools

The Consequences of Default *For the Borrower*

- Credit report damage (7-year minimum)
- Wage garnishment
- Seizure of federal and state tax refunds
- Seizure of portion of any federal payment
- Legal action in federal district court
- Title IV ineligible
- May lose state occupational license
- No mortgage loans
- May have difficulty obtaining car loans
- May be unable to rent an apartment
- May be turned down for jobs
- Collection costs

The Consequences of Default *For the School*

- The CDR is a measure of a school's administrative capability
- High CDRs can
 - Negatively reflect on school quality
 - Result in provisional certification
 - Result in loss of Title IV eligibility
 - Threaten access to private loan funds

The Changing Landscape

- Loan default is increasing for most schools
- Educational costs continue to rise
- More students borrowing more money
- The combination of Stafford and private loans equal greater debt
- Changes to CDR calculation accompanied by new sanctions and an enhanced benefit
- Now all-Direct Loan origination and new servicing partners (Not-For-Profits are joining our team)

CDRs and the Economy

- CDR default data is retrospective, so the economic impact on borrower repayment will be seen in future CDR calculations
- Borrowers are having difficulty repaying
- Higher unemployment and economic problems are occurring concurrent with the change from a 2-year to a 3-year CDR calculation
- More schools may face compliance difficulties due to CDRs in coming years

Section 3

Default Prevention Plans

Involuntary

34 CFR 668.14(b)(15)

1. Schools participating in the Direct Loan programs for the first time
2. Schools participating in the Direct Loan programs that have undergone a change of ownership that resulted in a change in control
3. Required to have a DP plan
 - Create your own
 - Adopt ED's sample plan

Involuntary

34 CFR 668.217

- New cohort default rate regulation requires that schools which have a cohort default rate equal to or greater than 30% must develop a default prevention plan
- Specific elements are required (Details later)

Voluntary

Schools may wish to create a voluntary default prevention plan to promote loan repayment and reduce default risk within the school's loan portfolio.

While there are no specific requirements for the developing a voluntary plan, FSA strongly recommends that schools follow the steps outlined in 34 CFR 668.217, as well as some or all of the non-regulatory 'best practice' measures described later in this session and in ED's sample plan.

Section 4

Changes in Cohort Default Rate Regulations

2- to 3-Year CDR (a scenario)



Numerator = # of borrowers from the denominator who default within a FY



Denominator = # of borrowers who enter repayment within a FY

| Year 1 | Year 2 |
|--------|--------|
| 125 | 230 |
| 5,000 | |

$$\frac{355}{5000} = .071 \text{ or } 7.1\%$$

| Year 1 | Year 2 | Year 3 |
|--------|--------|--------|
| 125 | 230 | 250 |
| 5,000 | | |

$$\frac{605}{5000} = .121 \text{ or } 12.1\%$$



The 3-Year CDR Calculation

- Expands the default tracking window from 2-years to 3-years
- Creates a transition period (FY09/10/11)
- Raises penalty threshold from 25% - 30%
 - New set of requirements for FY09, FY10
 - Possible compliance issue beginning in September 2014 (FY 2011 CDR)
- Increases availability of “disbursement relief” from 10% to 15% (effective 10/01/11)

3-Year CDR Corrective Actions

- **First** year at 30% or more
 - Default prevention plan and task force
 - Submit plan to FSA for review
- **Second** consecutive year at 30% or more
 - Review/revise default prevention plan
 - Submit revised plan to FSA
 - FSA may require additional steps to promote student loan repayment
- **Third** consecutive year at 30% or more
 - Loss of eligibility: Pell Grants, DL
 - School has appeal rights



CDR Disbursement Waivers

- New threshold: Schools with a default rate less than 15% for the three most recent fiscal years
 - May disburse a single term loan in a single installment, and
 - Need not delay the first disbursement to a first-year undergraduate borrower until the borrower has completed the first 30 days of their program of study

Effective for loans first disbursed on or after October 1, 2011.

FY 2009 CDR of +30%?

The Five Things You Must Do Beginning September 2012:

1. Establish a default prevention team
2. Conduct an analysis to determine the sources of default risk
3. Create measureable interventions/steps
4. Create a default prevention plan
5. Send the plan to FSA for review

Institutional CDR Calculations By CDR Year

Table 1.
Remaining Publications of 2-Year CDR

| CDR | Denominator: Enter Repayment | Numerator Default | Publish 2-Year Rates | Rate used for Sanctions |
|---------|---------------------------------|----------------------|-------------------------|----------------------------|
| FY 2009 | 10/1/08-9/30/09 | 10/1/08-9/30/10 | September 2011 | 2-Year rate |
| FY 2010 | 10/1/09-9/30/10 | 10/1/09-9/30/11 | September 2012 | 2-Year rate |
| FY 2011 | 10/1/10-9/30/11 | 10/1/10-9/30/12 | September 2013 | 2-Year rate |



Institutional CDR Calculations By CDR Year

Table 2.
Publications of 3-Year CDR

| CDR | Denominator: # In Repayment | Numerator # In Default | Publish 3-Year Rates | Rate used for Sanctions |
|---------|-----------------------------------|------------------------------|-------------------------|----------------------------|
| FY 2009 | 10/1/08- 9/30/09 | 10/1/08- 9/30/11 | September 2012 | N/A |
| FY 2010 | 10/1/09- 9/30/10 | 10/1/09- 9/30/12 | September 2013 | N/A |
| FY 2011 | 10/1/10- 9/30/11 | 10/1/10- 9/30/13 | September 2014 | 3-Year rate |
| FY 2012 | 10/1/11- 9/30/12 | 10/1/11- 9/30/14 | September 2015 | 3-Year rate |
| FY 2013 | 10/1/12- 9/30/13 | 10/1/12- 9/30/15 | September 2016 | 3-Year rate |
| FY 2014 | 10/1/13- 9/30/14 | 10/1/13- 9/13/16 | September 2017 | 3-Year-rate |



"Trial" 3-Year Rates Released

<http://federalstudentaid.ed.gov/datacenter/cohort.html>

The screenshot shows the Federal Student Aid Gateway website. At the top left is the Department of Education logo and the slogan "START HERE GO FURTHER FEDERAL STUDENT AID". To the right is the text "Federal Student Aid Gateway". Below this is a navigation bar with links for "Home", "About Us", "Data Center", "Doing Business With Us", and "Contact Us". The "Data Center" link is highlighted. The main content area is titled "Data Center" and features a sub-section for "Default Rates". A paragraph explains that federal student loans are borrowed funds that must be repaid with interest, and failure to repay can result in default. Below this are four bullet points: "Cohort Default Rates by school, lender, state and institution type", "Budget Lifetime and Cumulative Lifetime Default Rates", "Federal Perkins Loan Program Status of Default (Orange Book)", and "Trial Three-Year Cohort Default Rates", which is circled in red. To the right of the main content is a "Featured Announcements" sidebar with links for "Federal Aid First", "Federal Student Aid FY2009 Annual Report", "Disaster Assistance", and "FAFSA Filing Options". At the bottom of the sidebar is a section titled "I'm Going".

**START HERE
GO FURTHER
FEDERAL STUDENT AID**

Federal Student Aid Gateway

Home About Us **Data Center** Doing Business With Us Contact Us

Data Center

Default Rates

Federal student loans are borrowed funds that must be repaid with interest. Failure to repay a loan can result in default. The reports below show default rates for the federal student loan programs.

- [Cohort Default Rates by school, lender, state and institution type](#)
- [Budget Lifetime and Cumulative Lifetime Default Rates](#)
- [Federal Perkins Loan Program Status of Default \(Orange Book\)](#)
- [Trial Three-Year Cohort Default Rates](#)

[Data Center Home](#)

Featured Announcements

[Federal Aid First](#)
Explains the differences between federal and private education loans.

[Federal Student Aid FY2009 Annual Report](#)

[Disaster Assistance](#)
Disaster assistance information for students and federal student loan borrowers.

[FAFSA Filing Options](#)
Learn how you can file a Free Application for Federal Student Aid (FAFSA).

I'm Going

Other CDR-Related Sessions

Session #16

Five Steps to Effective Cohort Default Rate Management

Session #20 (Hands-On)

Using the eCDR Appeal System

See agenda for times.

Section 5

Default Prevention Strategies

Why Schools Should Participate?

- Although our servicers work diligently to encourage repayment, schools can play a critical role and their contribution will yield improved results
- What is your motivation to help?
 - Protect loan program integrity?
 - Fewer default dollars/taxpayer savings?
 - Improve your school's default rate?
 - Save students from the consequences of default?

School-Based Default Prevention

- Form a Default Prevention Team
- Develop or adopt a default prevention plan
- Utilize traditional financial aid office-based default prevention strategies
- Utilize student success-based default prevention strategies
- Best option is for schools to use a combination of these two approaches

Default Prevention Plan

- Success is achieved when solid plans are developed and executed
- A plan pulls together people and resources toward a common goal
- The plan provides for consistency
- ED Default Management sample plan in Dear Colleague Letter GEN-05-14 issued September 2005
- Revise and adjust the plan as needed to maximize your success



Default Prevention Team

- Team members should include
 - Senior school official
 - Representative from all offices
 - Student representative
- Regularly scheduled meetings
 - Provide agenda/minutes, discussion of agreed upon assignments
 - Training about default and prevention
- Evaluate progress and adjust the plan
- Celebrate and promote your successes

“Traditional” Approach

- Primarily involves the financial aid office
- Focus is on helping borrowers to develop a healthy relationship *with their loans* to include:
 - Understanding loan repayment
 - Financial literacy program
 - Updating enrollment status changes
 - Engaging at-risk borrowers

FSA's Entrance/Exit Counseling

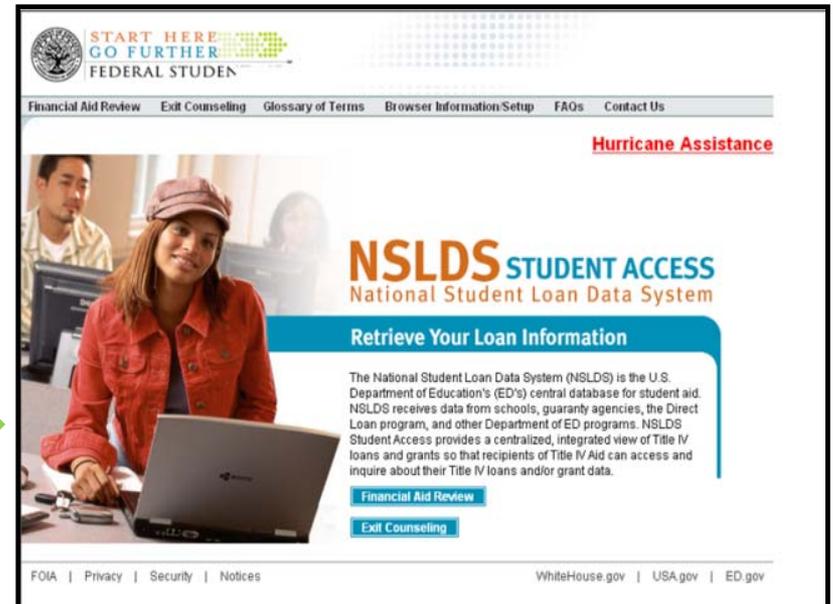


The screenshot shows the StudentLoans.gov homepage. At the top left is the logo "START HERE GO FURTHER FEDERAL STUDENT AID". The main navigation bar includes "Home", "Learn More", "Tools and Resources", "Managing Repayment", "FAQs", and "Contact Us". A central banner features a group of diverse students and the text "StudentLoans.gov This site is your source for information from the U.S. Department of Education about how to manage your student loans." Below the banner are three main sections: "Manage My Direct Loan" with a "Sign In" button and a list of links including "View My Loan Documents", "Entrance Counseling", "Sign Master Promissory Note", "Complete PLUS Request Process", and "Endorse PLUS Loan"; "Learn More" with links for "Find Information about Student Aid Programs", "Direct Loan Overview", "What you Need for Direct Loans", "What to Expect for Direct Loans", and "Asesoramiento de Ingreso"; and "Tools and Resources" with links for "Apply for PIN", "FAFSA", "Exit Counseling", "Direct Loan Consolidation", and "My Financial Aid History". A "Managing Repayment" section is also visible with links for "Repaying Your Loans", "Repayment Plans & Calculators", "Income Based Repayment Plan", "Trouble Making Payments?", "Loan Discharge", "Public Service Loan Forgiveness", and "Teacher Loan Forgiveness".

Entrance Counseling
www.StudentLoans.gov



Exit Counseling
www.NSLDS.ed.gov



The screenshot shows the NSLDS Student Access homepage. At the top left is the logo "START HERE GO FURTHER FEDERAL STUDENT AID". The main navigation bar includes "Financial Aid Review", "Exit Counseling", "Glossary of Terms", "Browser Information Setup", "FAQs", and "Contact Us". A prominent banner features a woman in a red jacket using a laptop and the text "NSLDS STUDENT ACCESS National Student Loan Data System". Below the banner is a section titled "Retrieve Your Loan Information" with the text: "The National Student Loan Data System (NSLDS) is the U.S. Department of Education's (ED's) central database for student aid. NSLDS receives data from schools, guaranty agencies, the Direct Loan program, and other Department of ED programs. NSLDS Student Access provides a centralized, integrated view of Title IV loans and grants so that recipients of Title IV Aid can access and inquire about their Title IV loans and/or grant data." Below this text are two buttons: "Financial Aid Review" and "Exit Counseling". At the bottom, there is a footer with "FOIA | Privacy | Security | Notices" on the left and "WhiteHouse.gov | USA.gov | ED.gov" on the right.

Entrance Loan Counseling

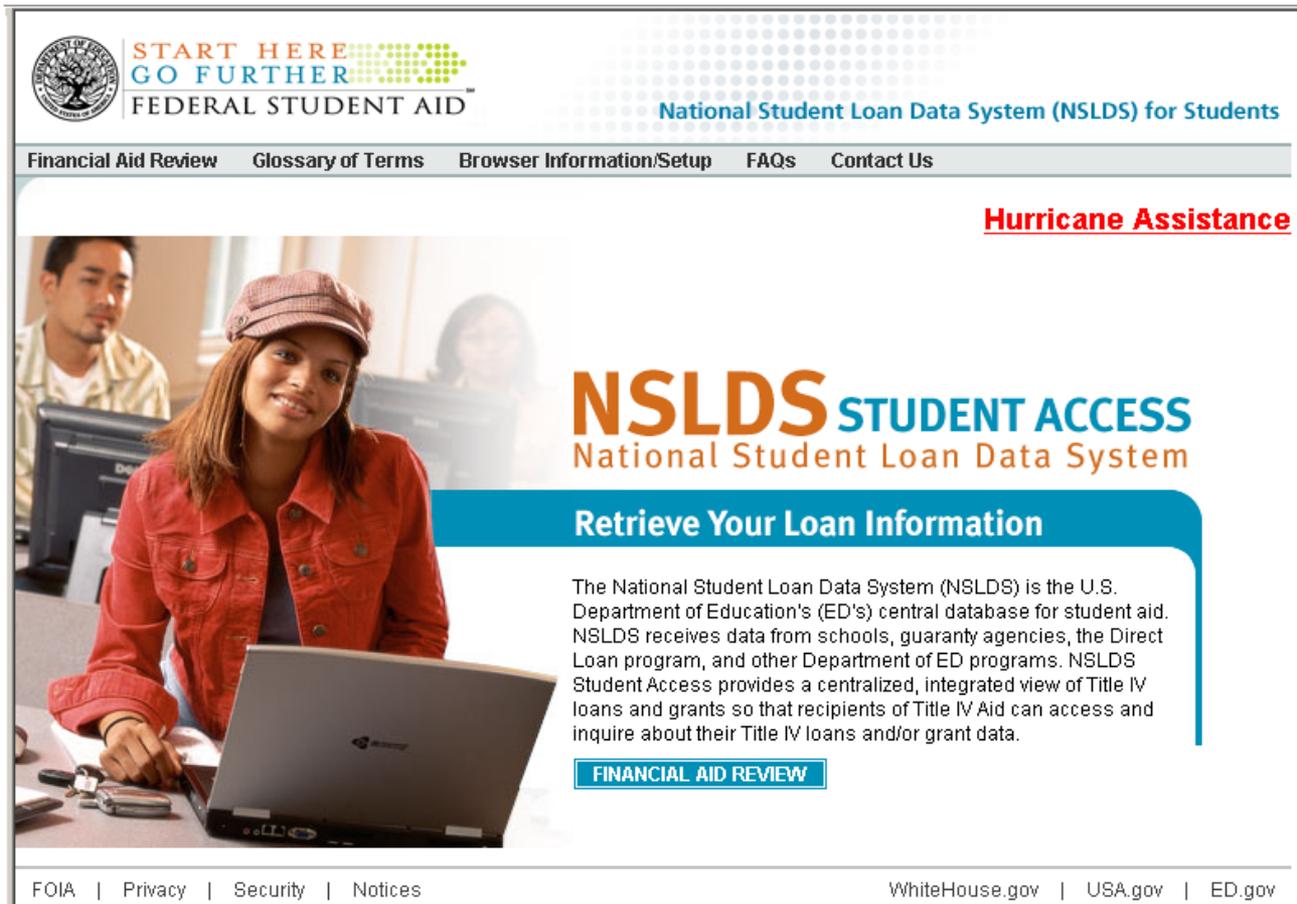
Provide information which includes:

- Job opportunities & salary information
- Estimated monthly loan payment
- Providing loan servicer contact info
- Obtaining good borrower contact info
- “Self-help” via NSLDS for students
- Encourage students to return to complete program, not simply to avoid entering repayment on existing loans

FSA Exit Counseling

- New site for FSA Exit Counseling
- Integrated into www.nslds.ed.gov
 - Current student site for aid detail
 - Student uses PIN to access
 - Calculators available for repayment types
 - Links to loan holder sites
 - Available in English and Spanish
- Schools download reports from NSLDS to verify exit counseling completion

NSLDS For Students



The screenshot shows the NSLDS Student Access website. At the top left is the Department of Education logo with the text "START HERE GO FURTHER FEDERAL STUDENT AID". To the right is the title "National Student Loan Data System (NSLDS) for Students". Below this is a navigation bar with links: "Financial Aid Review", "Glossary of Terms", "Browser Information/Setup", "FAQs", and "Contact Us". On the right side, there is a red link for "Hurricane Assistance". The main content area features a photograph of a young woman in a red jacket and cap sitting at a desk with a laptop. To her right, the text reads "NSLDS STUDENT ACCESS National Student Loan Data System" and "Retrieve Your Loan Information". Below this is a paragraph explaining that NSLDS is the U.S. Department of Education's central database for student aid, receiving data from schools, guaranty agencies, and the Direct Loan program. It states that NSLDS Student Access provides a centralized view of Title IV loans and grants. At the bottom of the main content area is a blue button labeled "FINANCIAL AID REVIEW". The footer of the screenshot includes links for "FOIA | Privacy | Security | Notices" and "WhiteHouse.gov | USA.gov | ED.gov".

Financial Literacy

- Correlation exists between increased financial literacy and decreased defaults
- Schools can play an important role
- Make it part of your first year curriculum
- Offer a class for credit, if possible
- There are many free resources available
 - federal, non-profits, lenders, guarantors
- Consider online financial literacy programs
- Counsel students on credit card usage

Federal Financial Literacy Info



Money Smart - A Financial Education Program



U.S.
Federal
Reserve
System



Protecting the Grace Period

Of the borrowers who defaulted, most did not receive their full 6-month grace period due to late or inaccurate enrollment notification by the school.

Schools must learn when a borrower leaves campus and promptly report this to NSLDS.

Why is this so important?

Servicer Repayment Counseling

During the grace period a loan servicer does the following:

- Establishes a relationship with the borrower
- Ensures the correct repayment status
- Discusses the appropriate repayment plan
- Promotes self-service through the web
- Updates and enhances borrower contact information
- Discusses consolidation options

Federal Loan Servicers

The Department currently has six federal loan servicers to which we assign Direct Loans. Our federal loan servicers are:



SallieMae | Department of Education Loan Services



Make A Friend



To help ensure a successful repayment experience for the borrower, it is good to get to know your federal loan servicers.

- They provide interactive tools, loan calculators, and counseling aids for use during all points in the loan life cycle for your students
- They offer dedicated services, including individualized reporting tools, to assist you with managing cohort default rates

Default Prevention Activities

Our servicers:

- Exceed the minimum regulatory due diligence requirements
- Provide outbound targeted calling campaigns along with inbound call center representatives to help borrowers become current
- Utilize electronic communication methods, such as e-mail, to keep borrowers informed about account status
- Work in partnership with the school community to assist borrowers in the later states of delinquency

Individual Servicer Reports

- Provide greater level of detail
- Offer customization options
- Include only loans serviced by that organization

Federal Student Loan Servicing Sessions

#7 Strategies to Navigate in a Multiple Servicer Environment

#41 Loan Repayment Plans

See agenda for times.

Federal Loan Servicer Sessions

One session with each servicer:

Session 48 – ACS

Session 49 – PHEAA (FedLoan)

Session 50 – Great Lakes

Session 51 – Nelnet

Session 52 – Sallie Mae

See agenda for times.

Contacting Delinquent Borrowers

By examining large populations of defaulted borrowers FSA determined that the majority had *contact issues*:

- Half had bad telephone numbers
- Most defaulters were not successfully contacted by phone during the 360-day collection effort leading up to default

Ensure Borrowers Can Be Found

Some schools have reported great success by creating a separate form to collect additional borrower contact information.

- Goal is to supplement what is obtained via the MPN
- Collect info during admissions process
- Inform borrowers that you may verify this info (to improve accuracy) and spot check if time permits

Important Note: Although you may collect this information, you must not make a borrower's receipt of aid contingent upon providing it.

Borrower Contact Sheet

Some schools include:

- All of the borrower's e-mail addresses
- Contact information for siblings, parents, grandparents, etc., including e-mail and cell phone numbers
- Ask borrower for the one phone number through which he/she can **always** be reached
- Identify all social networking sites where borrower has an account

Tips for Success

- Telephone calls are most effective
- Use a light touch – remember you are calling to help, not to collect
- Mailing handwritten notes can be successful
- Letters and e-mail may be used with varying degrees of success

If You Decide to Send a Letter

- First, get the borrower to open it!
 - Hand-address regular envelopes
 - Use a stamp – not a postage meter
 - Consider colored envelopes or paper
 - Personalize the letter – sign it
 - Postcards can also be effective

NSLDS Reports for Schools

- Reports for Data Accuracy
 - Date Entered Repayment Report
 - School Repayment Info Loan Detail
 - School Cohort Default Rate History
 - Enrollment Reporting Summary
- Reports for Default Prevention
 - Date Entered Repayment Report
 - Borrower Default Summary
 - Exit Counseling
 - Delinquent Borrower Report

NSLDS Sessions At Conference

#2 NSLDS Update

#3 NSLDS Toolkit for Reports
and Data

#6 Reporting GE Data to NSLDS

#19 NSLDS Hands-On

See agenda for times.

“Student Success” Approach

- Focus is on helping borrowers to develop a healthy relationship *with their education (student success solutions)* and include:
 - Increasing program completion rates
 - Decreasing program completion time
 - Helping non-completers find a job
- Successful students become successful borrowers
- Leverage efforts to increase retention, graduation, and employment

Borrowers Who Do Not Complete

Historically, the majority of borrowers who default, withdrew from school without completing their academic program.

While different measures of success exist, this is an important indicator that students who fail to complete have a higher risk of loan default.

Borrowers Who Do Not Complete

- Did not achieve academic credential
- May have reduced earning power
- May not benefit from school job placement
- Have one or more loans to repay
- May not receive exit counseling
- May not respond to communication attempts by their loan servicer
- May lose part or all of their grace period if they fail to notify the financial aid office and NSLDS is not updated timely and accurately

School Reported Characteristics of Students at Risk

- Finances/Need
- Relationship issues
- Physical & mental health challenges
- Dependent-care
- Transportation
- Housing
- Transition difficulties
- Poor study habits
- Under-prepared, basic skill needs
- Language barriers
- Feel unwelcome, no “campus connection”
- First generation: No role models or family support

Schools may have unique factors which must be identified and considered.



Identifying Students in Trouble

- Does your school have an “early warning” system?
 - Take attendance?
 - Issue mid-term grades which provide clues as to whether or not student will persist?
 - Alerts from faculty members, student support staff: who has missed classes? failed tests? had adjustment challenges?
- Don't allow academic or social problems to become default risk

Helping Students in Trouble

- Reach out immediately
- Help them remain in school
- If they've already left, help them to return
 - May involve help to overcome obstacles
- If they will not return, help them to understand their repayment obligations as some think they don't owe anything because they left
- Learn what you can about their experiences and use this information to help other students stay in school

Default Prevention vs. Gainful Employment (Alien vs. Predator)

- Default aversion and loan repayment are not necessarily the same
- Some of the same solutions apply to both

Sessions Related to Gainful Employment

- # 6 Reporting GE Data to NSLDS
- #24 Schools Planning to Add a Program
- #39 GE Disclosures and Template Demonstration
- #43 Gainful Employment Regulations
- #44 Gainful Employment Q & A

See agenda for times.

FSA Assessments – Default Prevention Module

#13 FSA Assessments - Find It, Fix It, Enhance Compliance

See agenda for times.

Section 6

Targeted School Engagement

Engaging At-Risk Borrowers

School engagement can help reduce risk at any stage of the borrowing cycle.

Questions:

- Who are my at-risk borrowers?
 - Learning to identify risk factors
- When should I intervene, and how?
 - The right time and the right strategy

Engaging At-Risk Borrowers

Identifying at-risk borrowers

- Determine, using available data, which students have defaulted in the past
- At what point are you most likely to be able to contact and influence these particular borrowers?

In school?

In grace?

In repayment?

Engaging At-Risk Borrowers

Example: While In School

Target at-risk borrowers with early/extra exit loan counseling, financial literacy training, and collect additional contact information

Which at-risk borrowers?

- Students on academic probation
- Students who express intention to withdraw
- Students currently enrolled in programs producing a disproportionate number of defaulters

Engaging At-Risk Borrowers

Example: While In Grace

Steps to take:

- Validate contact information
- Re-enrollment assistance
- Transfer assistance
- Prepare borrower for repayment
- Provide employment counseling and search preparation
- Job placement assistance

Engaging At-Risk Borrowers

Example: While In Repayment

Reach out to at-risk borrowers and facilitate the critical contact with the loan servicer to prevent default.

- Early in repayment: Target borrowers who did not complete
- Late in repayment: Target borrowers who are 240+ days delinquent

Section 7

**Take Home Exercise:
You Can't Get to Where You
Want to Go Until You Get
To Where You Are**

Exercise: Getting To Where You Are...

Evaluating your default prevention readiness

1. Do I have the right team in place to develop and execute my default prevention strategies?
2. What was my FY 08 CDR? Draft 09? Am I likely to hit 30% in September 2012?
3. What is the source of my default risk?
4. What default prevention strategies are in my plan that address the source of my default risk? How will they work? Are they measureable?
5. What 'traditional' strategies are included in my plan?
6. What 'student success-focused' strategies are included in my plan?

Exercise: Getting To Your Destination

Clarifying how you'll get there:

1. My default prevention team includes...
because...(who and why)...
2. The buck stops at (executive/manager name)...
3. Our CDR risk profile suggests...
4. Our traditional default prevention approaches include...
5. Our student-success focused default prevention approaches include...
6. Here are the elements we still need to add to our plan...
7. Here are the steps necessary to complete our work...



Section 8

Final Thoughts, Resources, & Contacts

Leadership Buy-in

- Global default risk isn't going away...it will only get worse over the next several years
- While outside servicers can help, reducing specific borrower risk is an 'inside job'
- School leadership must be prepared to devote internal resources to solve this problem

Resources

Cohort Default Rate

- ❖ The Cohort Default Rate Guide

<http://www.ifap.ed.gov/drmaterials/finalcdrg.html>

Delinquency and Default Management

- ❖ Electronic Announcement – Delinquency Prevention Activities

<http://www.ifap.ed.gov/eannouncements/060310LoanServicingyInfoDelinqPreventAct.html>

Assessments

- ❖ FSA Assessments **Revised**

<http://www.ifap.ed.gov/qamodule/DefaultManagement/DefaultManagement.html>

General Servicing Information

- ❖ Electronic Announcement – Loan Servicing Information

<http://www.ifap.ed.gov/eannouncements/032610LoanServicingInfoFedOwn.html>

Resources

[Default Prevention Resources Web Page](#) **New**

Located at ifap.ed.gov main page

<http://www.ifap.ed.gov/DefaultPreventionResourceInfo/index.html>

[Secretary's **Revised** Sample DP Plan](#)

Coming soon!

[Operations Performance Management Service Group](#)

(CDR calculations and data challenges)

Main Line: 202-377-4258

Hotline: 202-377-4259

E-mail: fsa.schools.default.management@ed.gov

Web: ifap.ed.gov/DefaultManagement/DefaultManagement.html



FSA Contact Information

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