

NARRATIVE SUMMARY

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Fall of each year is typically the busiest time for the Division of Program Operations, with all staff deployed in loan origination, as well as in grant and scholarship processing, as students prepare to begin or return to school at the beginning of the academic year. This fall has been particularly busy with implementation of the changes to the loan program and deployment of the changed Alaska Education Grant program and the new grant and scholarship management system.

ACPE's customer service team was again invited to staff the Success Center at UAA during the busy financial aid certification period, which provided a valuable opportunity to provide on-site services for our shared ACPE-UAA customers, and to provide training to UAA One-stop staff on state financial aid products.

Other projects underway include:

- Annual garnishment of PFDs of defaulted borrowers
- Implementation of Fire Engine Red, an email management system which includes functionalities to allow multiple staff to work queues simultaneously, and allows staff to tag emails for follow-up or escalation, suggests responses based on keyword recognition, and tracks individual customer email history
- Active guarantor review of federal loan servicing (performed as a desk audit)
- Annual testing of back-up servicer functionalities
- Redesign/streamlining and compliance review of online loan applications
- Design of web-based institutional authorization training seminars, with the first one, on record-keeping requirements, delivered in September

Projects scheduled for kick-off next quarter, include:

- Annual analysis and servicing system write-off of aged, non-performing loans
- Review of online borrower self-service module for potential enhancement
- Annual lender required tax reporting (1098 and 1099 reporting)
- Annual alternative loan cohort default rate calculation and management
- Internal review of federal income-based repayment (IBR) processing
- Preparation for procedural or documentation changes needed as a result of servicing system updates scheduled for implementation

ACPE's Quality Assurance team, a component of the Division of Operations, continues its leadership of the agency-wide Lean transformation project. Planning activities with senior managers and the Lean consultants on site last quarter went very well, culminating in the identification and documentation of the agency's clarity map and Lean pathway. The project is now in full swing, with several agency-wide trainings having been delivered for managers and staff, and a half-day all-staff training workshop scheduled to begin the work of Lean tool deployment.

Subsequent to preparation of the statistical portion of this report, the PFD garnishment process resulted in PFD garnishments of slightly more than \$4 million. Twelve borrowers appealed the garnishment of their PFDs, and five of the appellants were determined to qualify for administrative hearings.

Following up on the report last quarter of the resignation of the Assistant Director of Financial Aid, I am pleased to report that we were able to assign portions of that position to others and therefore are able to implement efficiencies that include holding the position open at this time. Joann Rieselbach, formerly ACPE's School Relations Manager, has transitioned to Financial Aid Manager, and Benjamin Shier, formerly ACPE's Quality Assurance Office, is now Assistant Director of Operations. It is my great pleasure to work with them both in their new capacities.

Please do not hesitate to contact me if you have any questions or would like additional information.

LOAN ORIGINATION

Number of Loans Awarded – Program Year 15/16 through September 30, 2015

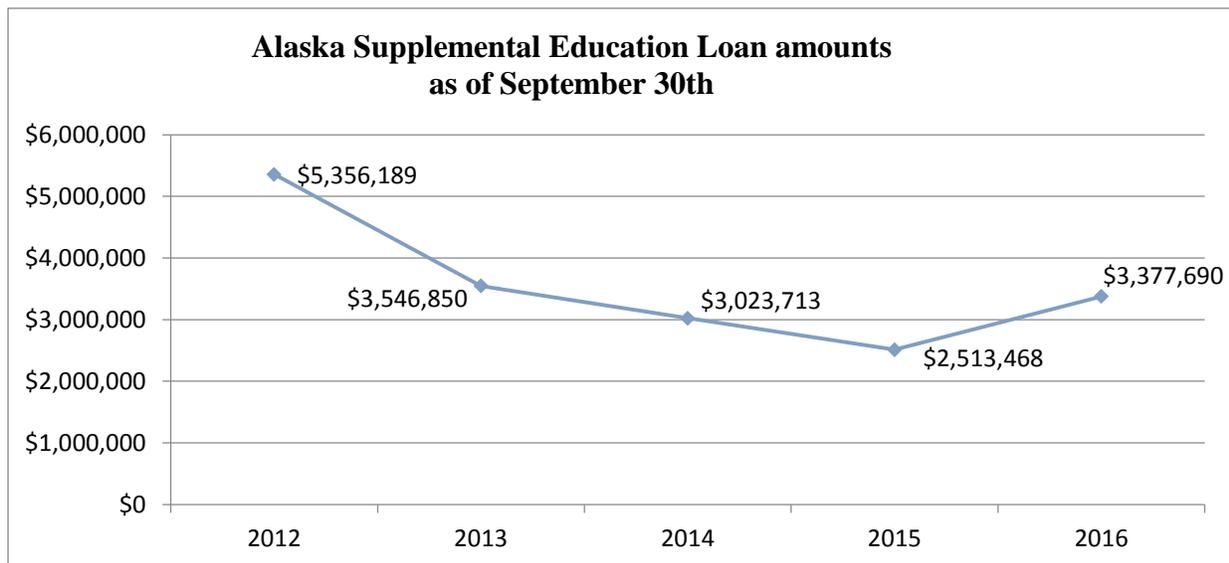
Loan Type	2015-2016	2014-2015	Difference
Family Education Loans	21	22	-4.55%
Teacher Education Loans	17	25	-32.00%
AK Supplemental Loans	299	322	-7.14%
Total	337	369	-8.67%

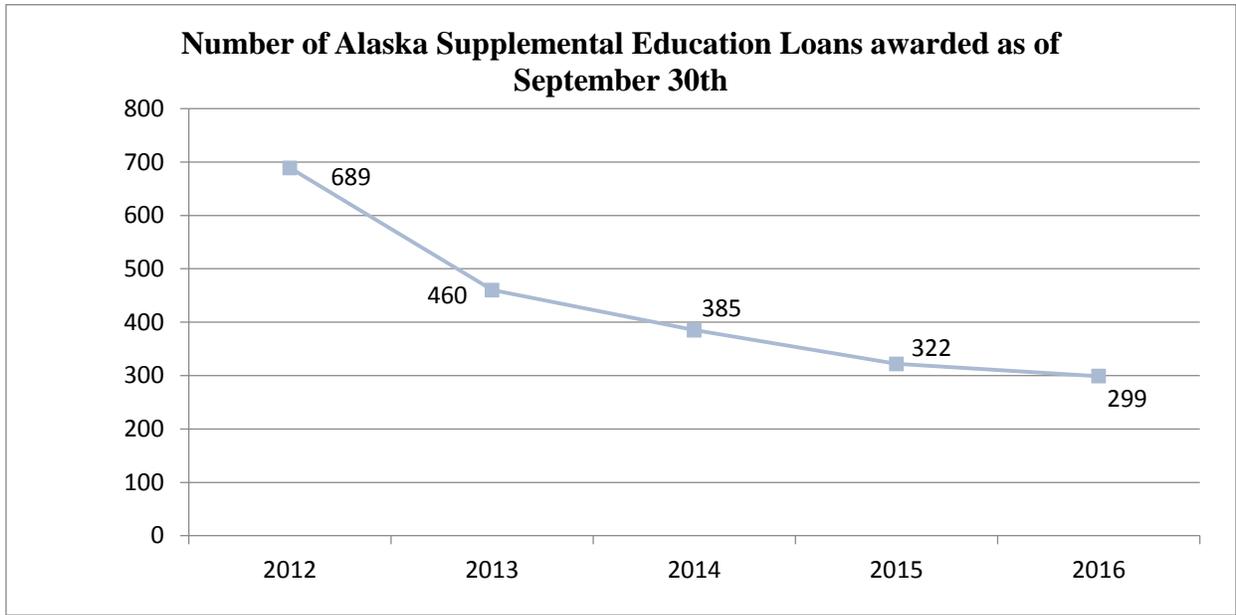
Loan Amount Awarded – Program Year 15/16 through September 30, 2015

Loan Type	2015-2016	2014-2015	Difference
Family Education Loans	\$242,977	\$166,000	46.37%
Teacher Education Loans	\$123,750	\$187,500	-34.00%
AK Supplemental Loans	\$3,377,690	\$2,513,468	34.38%
Total	\$3,744,417	\$2,866,968	30.61%

Awarded Loans by Enrollment Intensity – Program Year 15/16 through September 30, 2015

Intensity Level	2015-2016
On-Time	55
Full-Time	264
Half-Time	18
Total	337





Alternative Consolidation – Program Year 15/16 through September 30, 2015

Cumulative Consolidation Totals			
Applications Awarded	23	Dollars Awarded	\$649,104
Applications Denied	31	Average Loan Balance	\$28,222

Special Programs – Program Year 15/16 through September 30, 2015

Program Type	2015-2016	2014-2015	% Change
Winn Brindle Education Loan	\$222,927	\$257,586	-13.46%
WWAMI Medical Education Loan	\$0	\$0	0.00%
WICHE PSEP Loan	\$0	\$0	0.00%
Total	\$222,927	\$257,586	-13.46%

APS/AEG Awards Paid by Institution – Program Year 15/16 through September 30, 2015

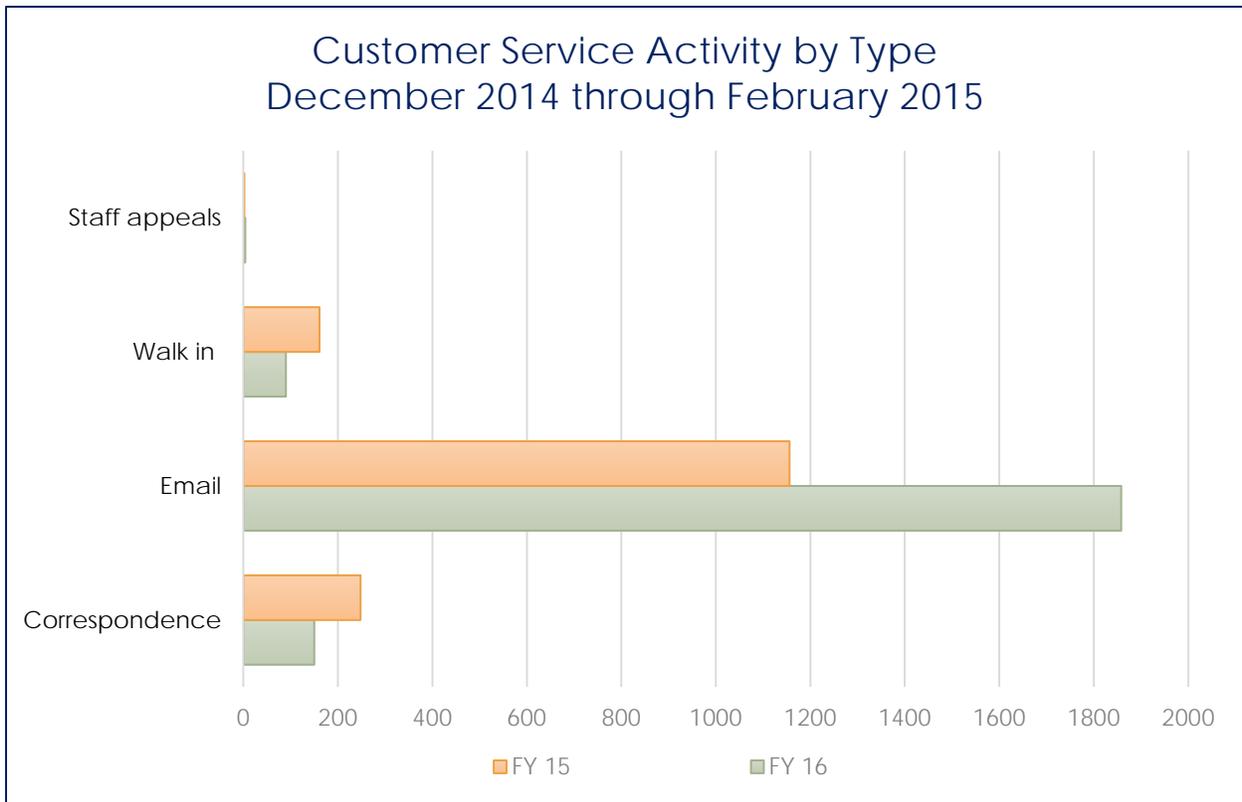
School Name	AEG Program		APS Program	
	Total # of Awards	Total Award Amount	Total # of Awards	Total Award Amount
Ahead of Time Design	0	\$0	0	\$0
AK Bible College	0	\$0	4	\$5,350
Alaska Career College	71	\$71,836	6	\$6,342
AK Christian College	18	\$29,500	1	\$1,783
AK Technical Center*	0	\$0	0	\$0
Amundsen Edu. Center*	0	\$0	0	\$0
APU	15	\$23,750	13	\$24,075
AVTEC	19	\$30,500	12	\$20,805
Charter College	8	\$9,670	0	\$0
Embry Riddle	0	\$0	0	\$0
Galena City School District*	0	\$0	0	\$0
Glenda's Training Center	0	\$0	0	\$0
Ilisagvik College	6	\$9,750	1	\$1,783
Metroasis	0	\$0	1	\$1,783
Northern Industrial Training*	0	\$0	1	\$1,189
Trendsetters*	0	\$0	3	\$6,539
UAA	787	\$1,039,176	1,574	\$2,783,375
UAF	315	\$444,000	1,066	\$2,077,097
UAS	89	\$125,750	131	\$234,811
Wayland Baptist University	3	\$2,500	0	\$0
Totals	1,331	\$1,786,432	2,813	\$5,164,932

*Participation in the APS program only.

CUSTOMER SERVICE

Call Center Activity – July 2015 through September 2015

	FY16	FY15	% Change
Calls Received in IVR	18,487	20,305	-8.95%
Calls Received in CS Queue	10,180	10,672	-4.61%
Calls Answered by CS	9,745	10,360	-5.94%
Hold Time in CS Queue	80 sec	48 sec	65.52%
Calls Placed	17,289	18,632	-7.21%



PAYMENT INFORMATION*

Method	# of Borrowers	Amount Received	% of Total Dollars
WebPay/IVR	35,319	\$9,458,124	51.83%
TelPay	3,698	\$2,161,721	11.85%
Consolidation	65	\$1,244,922	6.82%
Claim Payments	85	\$1,233,189	6.76%
Premiere Payments	2,947	\$850,394	4.66%
Coupon Checks	3,048	\$840,313	4.60%
BillPay	3,948	\$832,741	4.56%
Local Payments - US Bank	871	\$806,227	4.42%
AWG	2,114	\$755,200	4.14%
Direct Pay	248	\$45,456	0.25%
Payroll Deduction	86	\$15,436	0.08%
PFD Garnishments	3	\$5,315	0.03%
Total	52,432	\$18,249,039	

QUALITY ASSURANCE

Compliance Activity – July 2015 through September 2015

Type of Compliance Referral	Number
Compliance Question/Topic	7
Document Review	0
Industry Resource Update	1
Potential Breach Investigation	0
Total	19

ACPE WEB ACTIVITY

July 2015 through September 2015

Viewer Information	Total Unique Visitors	97,720
	Total Page Views	455,623
	Average # of Pages/Views	5
	Length of time on site (avg.)	5 min 59 sec
Returning vs. New Visitors	Returning	57.47%
	New	42.53%
Visits by Device Type	Desktop	71,169
	Mobile	26,560
Traffic Sources	Google	38,960
	Direct (acpe.alaska.gov)	31,657
	Bing	10,263
	Akcis.org	4,396
	ACPE Online	2,753
Top Content (Page views)	Home	76,267
	Online payments	46,802
	My Accounts	42,015
	Login	37,242
ANSWERS Site	Total Views	455
	Total Unique Views	262
	Average Time on Site	2 minutes 34 seconds

Alaska Student Loan Corporation Federal Loan Cohort Default Rate

	FFY 2012	FFY 2011	FFY 2010
Originator	9.0%*	11.3%*	6.6%*
Holder	11.3%*	12.2%*	13.6%*

The federal cohort default rate is the percentage of loans entering repayment during a particular federal fiscal year (FFY), October 1 to September 30, and defaulting prior to the end of the next fiscal year.

*Starting in FFY 2011, cohort default rates are calculated using a 3-year cohort. Prior years calculated a 2-year cohort and are therefore not comparable.



Alaska Commission on Postsecondary Education

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MEMORANDUM

TO: Members, Alaska Commission on Postsecondary Education
THROUGH: Diane Barrans, Executive Director
FROM: Brian Rae, Principal Researcher, Research & Analysis
DATE: October 2, 2015
SUBJECT: Research unit activities

During the past quarter work has focused on implementing the new grant and scholarship management system, GoldFrame, uploading data into the system to administer the AY16 APS and AEG awards, and continued work on ANSWERS.

In early August ACPE received data on AY15 high school graduates from the Department of Education & Early Development, information used to administer the grant and scholarship programs. After performing our normal data quality checks, the EED data was loaded into the new system without issues, and the system was able to award students soon thereafter. Just over 8,000 students graduated from public schools in Alaska in AY15 based on the same graduation criteria used in prior years. This was an increase of over 300 graduates and a reversal of the downward trends seen in the numbers of graduates in recent years.

With AY16 data now in GoldFrame, we have shifted our focus on the task of getting that information out of GoldFrame and transferring it to ANSWERS in a similar manner to data transfers under the old system. Given the recent regulatory changes to the Alaska Education Grant there are some differences in the data collected and ultimately transferred to ANSWERS,. However, as the repository of longitudinal student data ANSWERS will be a great tool, and will provide us with valuable insights into the performance and success of various student groups, and insights into the programs offered to bolster that success.

Making ANSWERS data accessible for such analysis was another effort during this quarter. ANSWERS contains only de-identified student data, but care must still be taken to protect students' personal information. ANSWERS partner agencies, with continued support from the Northwest Regional Education Laboratory, have been exploring the methods available to make sure students' information is protected in any reports produced with ANSWERS data.

This work helped frame the data suppression techniques used in the initial data products presented on the new ANSWERS website – the percentages of APS-eligible graduates and scholarship recipients by economic regions in the state, and where possible based on our data suppression rules, by school districts. Those data visualizations, presented as a map of the state, should be available online before the Commission's Fall meeting date.