WELCOME AND OPENING REMARKS

Mark A. Brown, chief operating officer
U.S. Department of Education
2020 Virtual FSA Training Conference for Financial Aid Professionals

Dec. 1, 2020
FISCAL YEAR 2020–2024 STRATEGIC PLAN

STRATEGIC GOAL 1: EMPOWER A HIGH-PERFORMING ORGANIZATION

STRATEGIC GOAL 2: PROVIDE WORLD-CLASS CUSTOMER EXPERIENCE TO THE STUDENTS, PARENTS, AND BORROWERS WE SERVE

STRATEGIC GOAL 3: INCREASE PARTNER ENGAGEMENT AND OVERSIGHT EFFECTIVENESS

STRATEGIC GOAL 4: STRENGTHEN DATA PROTECTION AND CYBERSECURITY SAFEGUARDS

STRATEGIC GOAL 5: ENHANCE THE MANAGEMENT AND TRANSPARENCY OF THE PORTFOLIO
STAY IN THE FIGHT!

STUDENTS

PARENTS

BORROWERS
Keeping the Promise:
Funding America’s Future, One Student at a Time
FEDERAL STUDENT LOAN DEBT

More than
$1.5 trillion
THE RISING COST OF COLLEGE (in 2018 dollars)

Percent Growth from 1978-2018

- Annual Cost of 4-Year College – 153%
- Median Household Income – 22%

Sources: Census.gov; ED NCES. Adjusted for inflation. Includes tuition, fees, room, and board across 4-yr public and private schools.
2021–22 FAFSA® FORM LAUNCH

What Time Does the 2021–22 FAFSA® Form Launch?

<table>
<thead>
<tr>
<th>Time Zone</th>
<th>Launch Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pacific time</td>
<td>Sept. 30</td>
<td>10:00 p.m.</td>
</tr>
<tr>
<td>Mountain time</td>
<td>Sept. 30</td>
<td>11:00 p.m.</td>
</tr>
<tr>
<td>Central time</td>
<td>Oct. 1</td>
<td>12:00 a.m.</td>
</tr>
<tr>
<td>Eastern time</td>
<td>Oct. 1</td>
<td>1:00 a.m. (midnight)</td>
</tr>
</tbody>
</table>

MORE THAN 1,000,000
2021–22 FAFSA® submissions so far!
### 2021-22 Percent Change From Prior Cycle: Top Five States

<table>
<thead>
<tr>
<th>State</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>GA</td>
<td>25.2%</td>
</tr>
<tr>
<td>NV</td>
<td>21.0%</td>
</tr>
<tr>
<td>AK</td>
<td>16.2%</td>
</tr>
<tr>
<td>CA</td>
<td>14.3%</td>
</tr>
<tr>
<td>HI</td>
<td>14.2%</td>
</tr>
</tbody>
</table>

### 2021-22 Percent Change From Prior Cycle: Nationwide High School Senior Submissions

-14.9%
COVID-19 RELIEF MEASURES

The most up-to-date COVID-19 and federal student loan forbearance information is available at StudentAid.gov/coronavirus.

The Department has worked to make borrowers aware of their options during this relief period, including through

- emails,
- social media channels,
- media engagement, and
- our network of partners.

Have questions? Email us at covid-19@ed.gov.
Keeping the Promise at Southern Connecticut State University
Texas State University
November 8, 1965
### HEA: BEFORE AND AFTER

<table>
<thead>
<tr>
<th>Period</th>
<th>Median Household Income (in $)</th>
<th>Families Living in Poverty (%)</th>
<th>Household Net Worth (in $)</th>
<th>College Enrollment by HS Grads (%)</th>
<th>4 or More Years of College (%)</th>
<th>Annual Cost of College (in $)</th>
</tr>
</thead>
<tbody>
<tr>
<td>EARLY 1960S</td>
<td>~$6,000</td>
<td>17%</td>
<td>~$8,000</td>
<td>48%</td>
<td>9%</td>
<td>~$1,300</td>
</tr>
<tr>
<td>TODAY</td>
<td>~$63,000</td>
<td>9%</td>
<td>~$104,000</td>
<td>69%</td>
<td>36%</td>
<td>~$28,000</td>
</tr>
</tbody>
</table>

Sources: Census.gov; ED NCES.
Dollar amounts unadjusted for inflation and rounded to the nearest thousand.
Why Student Financial Empowerment Matters

WE HAVE A COLLECTIVE COMMITMENT TO THE AMERICAN PEOPLE.

OUR SUCCESS IS PROMOTING SOCIAL MOBILITY FOR THE STUDENTS AND FAMILIES WE SERVE.
Keeping the Promise at Xavier University of Louisiana
Keeping the Promise at Sauk Valley Community College
WHAT IS NEXT GEN FSA?

PORTALS FOR CUSTOMERS AND SCHOOLS

• Single front door on the web for students, parents, and borrowers
• One-stop shop for schools to manage aid administration

ENTERPRISE-WIDE CONTACT CENTERS

• Contact centers support customers from application to payoff
• Thorough and consistent training ensures customers get the right information

NEW AND MODERNIZED TECHNOLOGY SYSTEMS

• Cohesive ecosystem provides a single source of truth on customers and schools
• New systems provide unprecedented insight into and control over aid administration
NEXT GEN FSA IS NOW

CUSTOMER DASHBOARD

NEW STUDENTAID.GOV

ENHANCED FSA ID

ANNUAL STUDENT LOAN ACKNOWLEDGMENT

AID SUMMARY DASHBOARD

LOAN SIMULATOR

MAKE A PAYMENT PILOT

PSLF HELP TOOL

1-800-4-FED-AID

AIDAN℠ PILOT
Annual Student Loan Acknowledgment

- Loan Status and Forecasts
- Estimated Monthly Payments
- College Scorecard Data
Loan Simulator

- Personalized Scenarios
- Financial Literacy & Planning
- Repayment Options
PSLF Help Tool

- Accessible & Empowering
- Clarify Requirements
- Searchable Employer Database
Aidan<sup>SM</sup> Virtual Assistant
NEXT GEN FSA

NEXT GEN DIGITAL AND CUSTOMER CARE

• Consolidated StudentAid.gov
• AidanSM virtual assistant
• Annual Student Loan Acknowledgment
• And more!

NEXT GEN PARTNER PARTICIPATION AND OVERSIGHT

• Single portal for partners
• Proactive partner engagement
• Simplified partner service
• And more!
PARTNER PAIN POINTS

_FSA consulted with 150+ schools & organizations to evaluate the current partner experience._

MULTIPLE SITES AND SYSTEMS
- 15+ websites accessed by partners on regular basis
- System access not centralized or similar

FRAGMENTED ASSISTANCE
- 15+ different customer service options for help
- 4 websites for training information

SUBSTANTIAL WAIT TIMES AND MANUAL PROCESSES
- 30 weeks to complete re-certification process
- 5+ months for approval to add a new program
FSA Partner Connect Video
FSA PARTNER CONNECT

FSA Partner Connect is for individuals involved in the administration of Title IV financial aid for postsecondary education. Explore policy and guidance in the Knowledge Center, access helpful tools, find training announcements, or link to other Federal Student Aid websites to manage Title IV program eligibility and complete aid administration tasks.

IFAP is Now Knowledge Center
Visit the Knowledge Center to find a library of information articles and resources for various federal student aid topics.
FSA PARTNER CONNECT FEATURES

• A new homepage with links to FSA sites such as E-App, COD, and NSLDS, etc.

• Student, parent, borrower accounts

• A new Knowledge Center (previously IFAP) and a redesigned FSA Handbook

• Customized partner dashboards

• Partner profiles

• StudentAid.gov student views
Together, we will keep the promise.
STAY IN THE FIGHT!

Lean In • Share Your Ideas • Ask Questions
Keynote Address:
Secretary of Education
Betsy DeVos