

Servicing Federally-Owned Loans: Performance Metrics and Allocations

Per the contractual agreement with each member of our federal loan servicer team that services William D. Ford Federal Direct Loan (Direct Loan) Program loans and/or Federal Family Education Loan (FFEL) Program loans purchased by the U.S. Department of Education (the Department), the Department semi-annually measures servicer performance in the areas of customer satisfaction and default prevention. We then use the results to determine a servicer's allocation of future loan volume twice each year.

The Department measures customer satisfaction with each member of the federal loan servicer team exclusively through independently administered customer satisfaction surveys. We assess default prevention through analysis of each servicer's portfolio. We determine allocations in accordance with the agreements that became effective on September 1, 2014 for servicers under the Title IV Additional Servicer (TIVAS) contracts and on October 1, 2014 for servicers under the Not-for Profit (NFP) servicing contracts.

We share servicer performance metric and allocation information with the financial aid community via the FSA Data Center. Each time we add servicer performance metrics and/or allocations to the FSA Data Center, we announce the addition of that information through an Electronic Announcement posted on the Information for Financial Aid Professionals (IFAP) Web site. The Electronic Announcement includes the specific FSA Data Center URL for the newly-posted information.

As of November 2015, all servicer performance metric and allocation information is located on the FSA Data Center's Servicer Performance Metrics and Allocations page at:

<https://studentaid.ed.gov/sa/about/data-center/business-info/contracts/loan-servicing/servicer-performance>

On the Servicer Performance Metrics and Allocations page, choose the applicable time period from the drop-down menu to access the desired servicer performance metric and allocation information.