

PROGRAM DESCRIPTION	
<u>Department of Higher Education and Workforce Development</u>	<u>HB Section(s): 3.105</u>
<u>Program Name: Missouri Student Loan Administration</u>	
<u>Program is found in the following core budget(s): Loan Program Administration</u>	
<p>1a. What strategic priority does this program address? Affordability, Access and Success</p> <p>1b. What does this program do?</p> <p>The Missouri Student Loan Program is a guaranty agency for the Federal Family Education Loan (FFEL) program. As a guaranty agency, this program insures lenders of Federal Stafford, PLUS, and Consolidation student loans from losses due to default at 97 to 98 percent depending on the loan disbursement date and at 100 percent due to loan discharge. The Missouri Student Loan Program had total outstanding guaranteed loan balances of more than \$897 million as of June 30, 2020. The Healthcare and Education Affordability Reconciliation Act, enacted March 30, 2010 (Public Law 111-152), eliminated the department authority to make or insure loans under the FFEL Program as of June 30, 2010. However, DHEWD must continue to act as the United States Department of Education's (USDE) agent by fulfilling responsibilities related to outstanding guarantees, which includes working with students, borrowers, schools, lenders, servicers, and the USDE to ensure compliance with applicable federal laws and regulations.</p> <p>Also of critical importance to the outstanding FFEL portfolio is the guaranty agency's efforts with respect to default prevention and aversion, as well as default collection. As required by federal statute, the agency provides collections assistance to loan holders and counseling assistance to borrowers when a borrower becomes more than 60 days delinquent on their student loan. During FY 2020, DHEWD received more than 9,000 default assistance requests from lenders. The DHEWD averted default on 85 percent of delinquent loans.</p> <p>The loan program also provides postsecondary institutions with regulatory resources and ensures laws promulgated under the Higher Education Act for the FFEL Program are accurately interpreted and enforced.</p> <p>Funds generated by the program support the state aid programs and provide information to prospective students and their families regarding how to plan and pay for college through support of outreach that develops and implements public awareness of the value of postsecondary education, the options available and the importance of filing a Free Application for Federal Student Aid.</p> <p>Finally, the department collects on defaulted student loans to keep the cost of the FFEL program as low as possible. DHEWD uses a variety of collection methods to recover defaulted loans, including administrative wage garnishment, state tax refund offset, US Treasury offset, regular borrower payments, loan rehabilitation, and loan consolidation.</p>	

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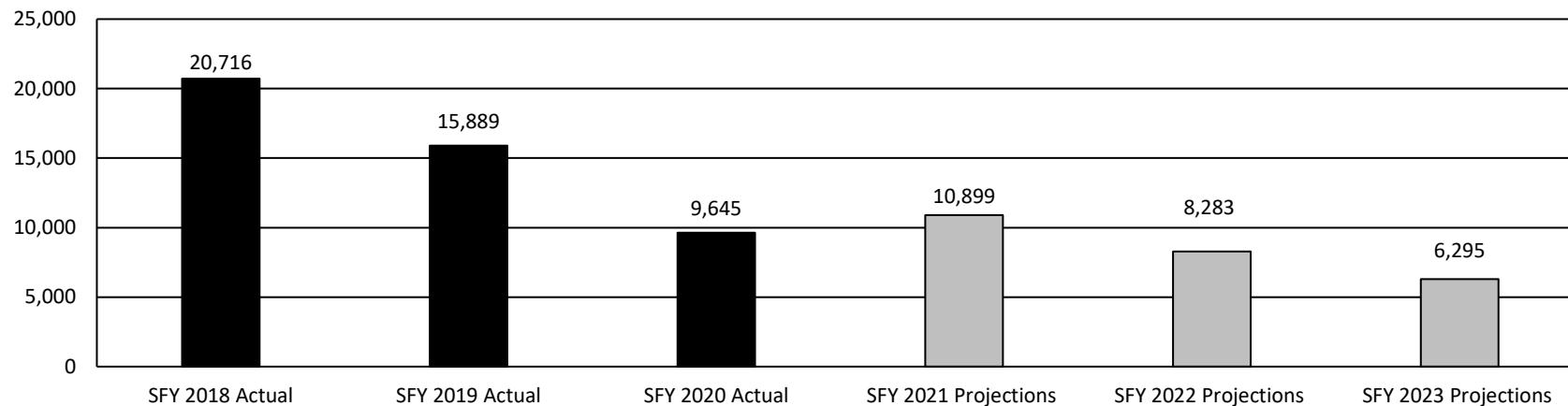
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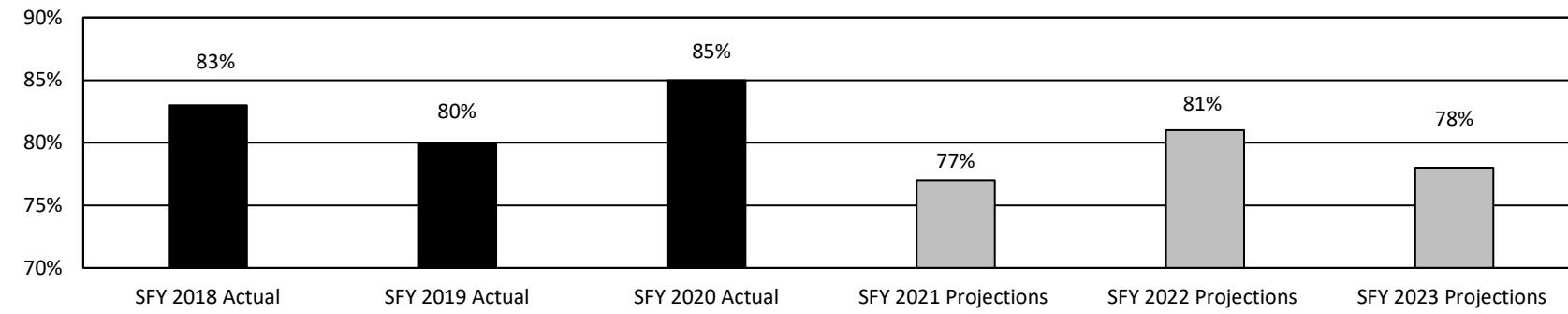
2a. Provide an activity measure(s) for the program.

Default Aversion Assistance Requests Process by DHEWD



2b. Provide a measure(s) of the program's quality.

Percentage of Delinquent Accounts Cured by DHEWD



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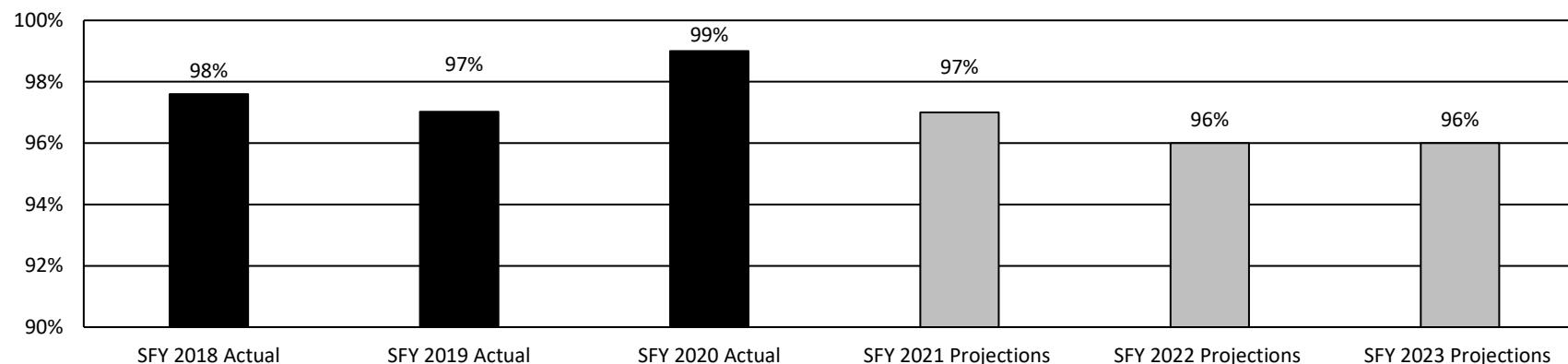
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2c. Provide a measure(s) of the program's impact.

This measure demonstrates DHEWD's effectiveness in helping defaulted borrowers regain eligibility for Title IV financial assistance. Accounts are monitored each month to verify they have maintained eligibility. If a defaulted student loan borrower falls behind in their repayment, DHEWD makes additional efforts to contact the borrower to encourage them to continue making payments to maintain eligibility. The DHEWD has established a baseline goal to keep 90% of borrowers approved for reinstatement eligible for aid each month, but hopes to keep an average of 96% of all borrowers eligible.

Percentage of Borrowers who Maintained Eligibility for Title IV Federal Aid



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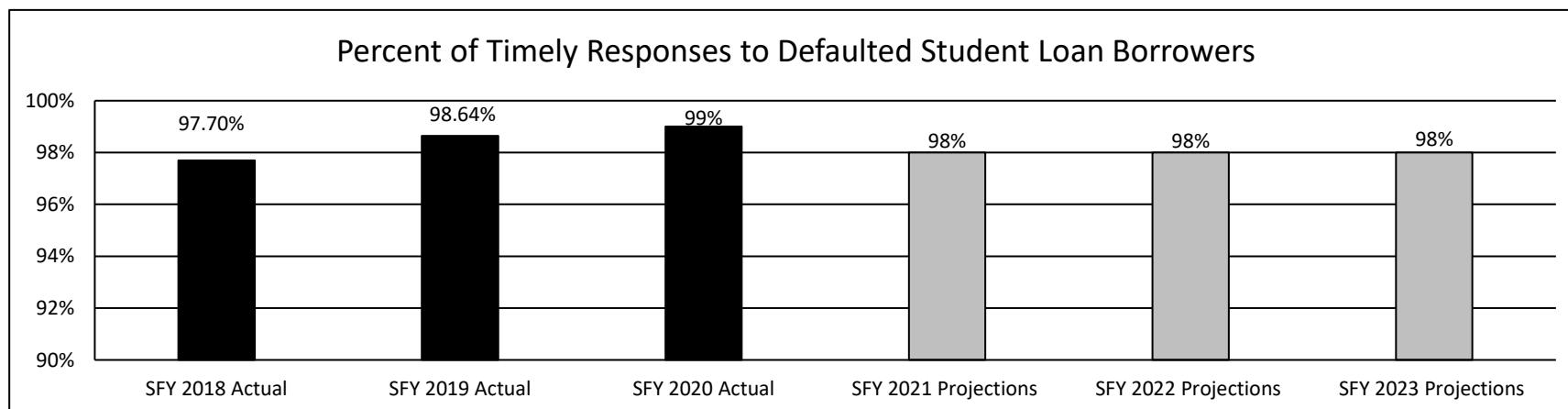
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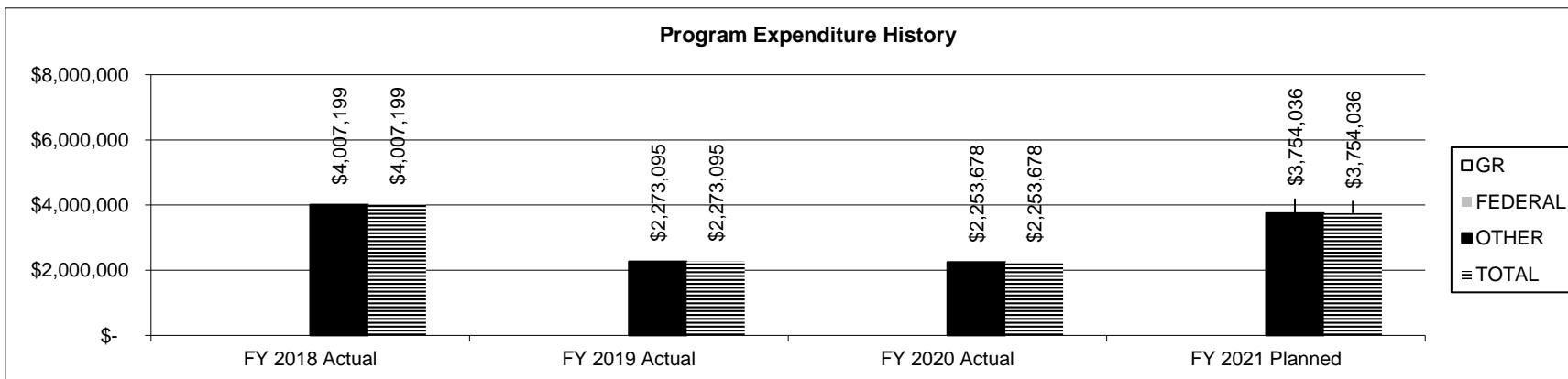
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2d. Provide a measure(s) of the program's efficiency.

The DHEWD call center measures the time it takes to provide a letter to defaulted student loan borrowers who have requested information about their loans. A letter issued within 2 days of the request is considered a timely response. The percent of timely responses is shown in the chart below. The DHEWD has established a baseline goal for this measure of a 97% timely response rate.



3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



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4. What are the sources of the "Other " funds?

Guaranty Agency Operating Fund (0880)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Federal Higher Education Act of 1965, as amended, 20 U.S.C. 1071, et seq.; 34 C.F.R. Parts 658 and 682; Sections 173.095 - 173.187, RSMo

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No