



**DEPARTMENT OF HIGHER EDUCATION
STATE GUARANTY STUDENT LOAN PROGRAM
YEAR ENDED JUNE 30, 2002**

**From The Office Of State Auditor
Claire McCaskill**

**Report No. 2003-45
May 29, 2003
www.auditor.state.mo.us**

AUDIT REPORT



Office Of The
State Auditor Of Missouri
Claire McCaskill

May 2003

The following areas of concern were noted in our audit of the Department of Higher Education, State Guaranty Student Loan Program.

The Department of Higher Education (DHE) allocates joint salary costs to its various federal and state programs based on periodic estimates of the time spent by employees on each program. Approximately 30 employees worked on more than one program and were required to submit time sheets. To determine if the allocations were accurate, we compared the timesheets for 11 employees to the allocations. Some of the 11 employees did not prepare timesheets for some or all of the period reviewed, though most missing timesheets were in the first six months reviewed. For the employees who did prepare timesheets, the hours for loan activities differed from the estimated percentages used to allocate the salary costs.

DHE officials indicated that some of the hours recorded as non-loan activities pertained to financial-aid related duties, which were allowable costs of the Family Federal Education Loan (FFEL) program. However, the lack of adequately detailed timesheets did not allow those hours to be identified.

During the year ended June 30, 2002, these 11 employees were paid salaries totaling \$386,498 of which \$246,375 was allocated to the FFEL program. Timesheets did not exist to support \$104,484 of the allocated salary expenses, and \$78,600 of the allocated salary expenses exceeded the amount supported by the timesheets for the prior six months. As a result, we question costs totaling \$183,084 which is the federal share for salary costs not supported by the timesheets.

NOTE: In 1978, the Missouri General Assembly created the Missouri Student Loan Program (MSLP) to administer the Federal Family Education Loan Program (FFELP) in the state of Missouri on behalf of the Coordinating Board for Higher Education (CBHE). The CBHE has statutory authority to oversee the MSLP and to act as the guaranty agency for the FFELP. In this capacity, the CBHE, acting through the MSLP, guarantees loans made to students by eligible lending institutions.

During the first state fiscal year of operations, the CBHE guaranteed **\$15,524,850** in FFELP loans to 7,289 borrowers. In contrast, as of June 30, 2002, the cumulative volume of loans guaranteed was **\$4,609,869,521**, representing 1,574,443 FFELP loans. Included in this total is \$2,208,017,476 in outstanding loans.

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YELLOW SHEET

DEPARTMENT OF HIGHER EDUCATION
STATE GUARANTY STUDENT LOAN PROGRAM

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FINANCIAL SECTION

State Auditor's Reports



CLAIRE C. McCASKILL
Missouri State Auditor

INDEPENDENT AUDITOR'S REPORT ON
THE FINANCIAL STATEMENTS

Honorable Bob Holden, Governor
and
The Coordinating Board for Higher Education
and
Quentin Wilson, Interim Commissioner
Department of Higher Education
Jefferson City, MO 65109

We have audited the accompanying financial statements of the various funds of the State Guaranty Student Loan Program of the Department of Higher Education as of and for the year ended June 30, 2002, as identified in the table of contents. These financial statements are the responsibility of the program's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and the significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion, the financial statements referred to in the first paragraph present fairly, in all material respects, the financial position of the State Guaranty Student Loan Program as of June 30, 2002, and the results of its operations for the year then ended in conformity with accounting principles generally accepted in the United States of America.

In accordance with *Government Auditing Standards*, we also have issued our report dated February 13, 2003, on our consideration of the program's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grants. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* and should be read in conjunction with this report in considering the results of our audit.

The accompanying History, Organization, and Statistical Information is presented for informational purposes. This information was obtained from the program's management and was not subjected to the auditing procedures applied in the audit of the financial statements referred to above. Accordingly, we express no opinion on the information.

An integral part of the program's funding comes from federal awards. Those federal awards are reported on in the State of Missouri Single Audit Report issued by the State Auditor's office. The single audit is conducted in accordance with the provisions of U.S. Office of Management and Budget Circular A-133, *Audits of States, Local Governments, and Non-Profit Organizations*.



Claire McCaskill
State Auditor

February 13, 2003 (fieldwork completion date)

The following auditors participated in the preparation of this report:

Director of Audits:	Kenneth W. Kuster, CPA
Audit Manager:	Douglas J. Porting, CPA
In-Charge Auditor:	Charles R. Van Loo, CPA
Audit Staff:	Gary Raines
	Julie Tomlinson
	Keriann Wright



CLAIRE C. McCASKILL
Missouri State Auditor

INDEPENDENT AUDITOR'S REPORT ON COMPLIANCE
AND ON INTERNAL CONTROL OVER FINANCIAL REPORTING

Honorable Bob Holden, Governor
and
The Coordinating Board for Higher Education
and
Quentin Wilson, Interim Commissioner
Department of Higher Education
Jefferson City, MO 65109

We have audited the financial statements of the State Guaranty Student Loan Program of the Department of Higher Education as of and for the year ended June 30, 2002, and have issued our report thereon dated February 13, 2003. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States.

Compliance

As part of obtaining reasonable assurance about whether the financial statements of the State Guaranty Student Loan Program are free of material misstatement, we performed tests of the program's compliance with certain provisions of laws, regulations, contracts, and grants, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance that are required to be reported under *Government Auditing Standards*. However, we noted an immaterial instance of noncompliance which is described in the accompanying Management Advisory Report.

Internal Control Over Financial Reporting

In planning and performing our audit of the financial statements of the State Guaranty Student Loan Program, we considered the program's internal control over financial reporting in order

to determine our auditing procedures for the purpose of expressing our opinion on the financial statements and not to provide assurance on the internal control over financial reporting. Our consideration of the internal control over financial reporting would not necessarily disclose all matters in the internal control that might be material weaknesses. A material weakness is a condition in which the design or operation of one or more of the internal control components does not reduce to a relatively low level the risk that misstatements in amounts that would be material in relation to the financial statements being audited may occur and not be detected within a timely period by employees in the normal course of performing their assigned functions. We noted no matters involving the internal control over financial reporting and its operation that we consider to be material weaknesses.

This report is intended for the information and use of the management of the State Guaranty Student Loan Program and other applicable government officials. However, pursuant to Section 29.270, RSMo 2000, this report is a matter of public record and its distribution is not limited.

A handwritten signature in black ink that reads "Claire McCaskill". The signature is written in a cursive, flowing style.

Claire McCaskill
State Auditor

February 13, 2003 (fieldwork completion date)

Financial Statements

DEPARTMENT OF HIGHER EDUCATION
 STATE GUARANTY STUDENT LOAN PROGRAM
 COMBINED BALANCE SHEET
 JUNE 30, 2002

	Special Revenue Funds				Agency Fund	Account Groups		Total (Memorandum Only)	
	Federal	Guaranty	Restricted	Restricted	Automatic	General Fixed	General Long-Term	June 30,	June 30,
	Student Loan	Agency Operati							
	Reserve Fund	Fund	Reserve Fund	Interest Fund	(ATOM) Fund	Group	Group		
ASSETS AND OTHER DEBITS									
Cash and investments	\$ 20,486,626	7,527,667	32,421,670	2,307,529	148,374	0	0	62,891,866	62,067,343
Due from federal government:									
Reinsurance	4,000,142	0	0	0	0	0	0	4,000,142	5,078,246
Loan processing and issuance fee	0	233,361	0	0	0	0	0	233,361	212,180
Account maintenance fee	0	528,042	0	0	0	0	0	528,042	463,542
Loan recoveries receivable	258,273	0	0	0	0	0	0	258,273	255,098
Guarantee fees receivable	0	0	0	0	0	0	0	0	12,452
Interest receivable	2,627	965	4,157	296	0	0	0	8,045	7,600
Other receivable	0	111,396	0	0	46,429	0	0	157,825	167,372
Allowance for default aversion rebate	300,000	0	0	0	0	0	0	300,000	300,000
Due from other funds	281,974	530,084	0	4,157	0	0	0	816,215	2,984,765
Fixed assets	0	0	0	0	0	940,536	0	940,536	769,365
Accumulated depreciation	0	0	0	0	0	(572,696)	0	(572,696)	(510,906)
Amount to be provided for retirement of general long-term debt	0	0	0	0	0	0	155,175	155,175	138,422
Total Assets and Other Debits	\$ 25,329,642	8,931,515	32,425,827	2,311,982	194,803	367,840	155,175	69,716,784	71,945,479
LIABILITIES, EQUITY, AND OTHER CREDITS									
Liabilities:									
Accrued payroll	\$ 0	80,682	0	2,587	0	0	0	83,269	66,458
Employee fringe benefits payable	0	24,862	0	728	0	0	0	25,590	19,208
Accounts payable	578,187	91,040	0	101,348	1,315	0	0	771,890	2,177,253
Accrued leave liability	0	0	0	0	0	0	122,821	122,821	97,264
Obligation under lease purchase	0	0	0	0	0	0	32,354	32,354	41,158
Deferred federal advances	1,874,831	0	0	0	0	0	0	1,874,831	1,874,831
Default aversion rebate allowance	0	300,000	0	0	0	0	0	300,000	300,000
Due to federal government	3,944,234	0	32,421,670	0	0	0	0	36,365,904	25,937,336
Due to schools	0	0	0	0	99,526	0	0	99,526	77,635
Due to lenders	0	0	0	0	85,627	0	0	85,627	112,222
Due to other funds	530,792	272,931	4,157	0	8,335	0	0	816,215	2,984,765
Total Liabilities	6,928,044	769,515	32,425,827	104,663	194,803	0	155,175	40,578,027	33,688,130
Equity and Other Credits:									
Investment in fixed assets	0	0	0	0	0	367,840	0	367,840	258,459
Fund balance	18,401,598	8,162,000	0	2,207,319	0	0	0	28,770,917	37,998,890
Total Equity and Other Credits	18,401,598	8,162,000	0	2,207,319	0	367,840	0	29,138,757	38,257,349
Total Liabilities, Equity, and Fund Balan	\$ 25,329,642	8,931,515	32,425,827	2,311,982	194,803	367,840	155,175	69,716,784	71,945,479

The accompanying Notes to the Financial Statements are an integral part of this statement.

Exhibit B

DEPARTMENT OF HIGHER EDUCATION
 STATE GUARANTY STUDENT LOAN PROGRAM
 COMBINED STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES IN
 FUND BALANCE
 YEAR ENDED JUNE 30, 2002

	Special Revenue Funds				Total (Memorandum Only)	
	Federal	Guaranty	Restricted	Restricted	Year Ended June 30,	
	Student Loan Reserve Fund	Agency Operating Fund	Reserve Fund	Interest Fund	2002	2001
REVENUES						
Federal reimbursements:						
Reinsurance	\$ 27,148,467	0	0	0	27,148,467	24,885,317
Loan processing and issuance fee	0	2,559,585	0	0	2,559,585	2,244,746
Account maintenance fee	0	2,117,108	0	0	2,117,108	1,813,004
Tax refund reimbursement/closed school	0	540,807	0	0	540,807	332,702
Interest income	1,017,654	279,491	927,656	170,955	2,395,756	3,839,303
Loan recoveries	29,447,732	0	0	0	29,447,732	26,819,679
Miscellaneous	229	23,053	0	0	23,282	8,405
Total Revenues	57,614,082	5,520,044	927,656	170,955	64,232,737	59,943,156
EXPENDITURES						
Personal service	0	1,923,977	0	62,088	1,986,065	1,531,374
Employee fringe benefits	0	600,647	0	21,141	621,788	453,258
Expense and equipment	0	7,144,869	0	851,786	7,996,655	7,049,222
Defaulted loan purchases	48,513,202	0	0	0	48,513,202	45,136,235
Collection agency fees	0	3,822,902	0	0	3,822,902	3,509,186
Payments to federal government	0	0	6,484,334	0	6,484,334	6,484,334
Recall of federal reserve funds	3,944,234	0	0	0	3,944,234	0
Other	704	93	0	0	797	6,175
Total Expenditures	52,458,140	13,492,488	6,484,334	935,015	73,369,977	64,169,784
REVENUES OVER (UNDER) EXPENDITURES	5,155,942	(7,972,444)	(5,556,678)	(764,060)	(9,137,240)	(4,226,628)
OTHER FINANCING SOURCES (USES)						
Operating transfers:						
In	613,834	10,275,623	6,484,334	927,656	18,301,447	27,285,782
Out	(16,727,025)	(613,893)	(927,656)	0	(18,268,574)	(27,180,867)
Appropriations exercised by other state agencies	0	(123,606)	0	0	(123,606)	(122,219)
REVENUES OVER (UNDER) EXPENDITURES AND OTHER FINANCING SOURCES (USES)	(10,957,249)	1,565,680	0	163,596	(9,227,973)	(4,243,932)
FUND BALANCE, JULY 1	29,328,157	6,627,010	0	2,043,723	37,998,890	42,242,822
PRIOR PERIOD ADJUSTMENT	30,690	(30,690)	0	0	0	0
ADJUSTED FUND BALANCE, JULY 1	29,358,847	6,596,320	0	2,043,723	37,998,890	42,242,822
FUND BALANCE, JUNE 30	\$ 18,401,598	8,162,000	0	2,207,319	28,770,917	37,998,890

The accompanying Notes to the Financial Statements are an integral part of this statement.

Exhibit C

DEPARTMENT OF HIGHER EDUCATION
 STATE GUARANTY STUDENT LOAN PROGRAM
 STATEMENT OF APPROPRIATIONS AND EXPENDITURES
 YEAR ENDED JUNE 30, 2002

	Appropriations	Expenditures	Lapsed Balances
FEDERAL STUDENT LOAN RESERVE FUND			
Purchase of defaulted loans, payment of default aversion fees, reimbursement to federal government, and investment of funds	\$ 70,000,000	51,719,517	18,280,483
Total Federal Student Loan Reserve Fund	<u>70,000,000</u>	<u>51,719,517</u>	<u>18,280,483</u>
GUARANTY AGENCY OPERATING FUND			
Personal service	2,230,601	1,907,166	323,435
Managed by Facilities Management	388,945	118,562	270,383
Expense and equipment	9,179,006	7,548,955	1,630,051
Federal loan compliance	1,000,000	137,312	862,688
Collection invoicing	4,000,000	3,500,868	499,132
Total Guaranty Agency Operating Fund	<u>16,798,552</u>	<u>13,212,863</u>	<u>3,585,689</u>
RESTRICTED INTEREST FUND			
Personal service	87,920	62,088	25,832
Expense and equipment	2,612,500	759,023	1,853,477
Total Restricted Interest Fund	<u>2,700,420</u>	<u>821,111</u>	<u>1,879,309</u>
Total All Funds	<u>\$ 89,498,972</u>	<u>65,753,491</u>	<u>23,745,481</u>

The accompanying Notes to the Financial Statements are an integral part of this statement.

Notes to the Financial Statements

DEPARTMENT OF HIGHER EDUCATION
STATE GUARANTY STUDENT LOAN PROGRAM
NOTES TO THE FINANCIAL STATEMENTS

1. Summary of Significant Accounting Policies

A. Reporting Entity and Basis of Presentation

The accompanying financial statements present only selected data for each fund of the State Guaranty Student Loan Program of the Department of Higher Education (DHE).

The Federal Student Loan Reserve Fund, Guaranty Agency Operating Fund, Restricted Reserve Fund, and Restricted Interest Fund, presented in Exhibits A and B, and the Automated Transfer of Money (ATOM) Fund, presented in Exhibit A, are separate accounting entities, recording all assets, liabilities, equities, revenues, and expenses related to the fund's activities.

Expenses presented for any fund or program may not reflect the total cost of the related activity. Other direct and indirect costs provided by the department and other state agencies are not allocated to the applicable fund or program.

The "Total (Memorandum Only)" column is presented as additional analytical data. Because this column does not identify the restrictions that exist by fund, it should be read only with reference to the details of each fund.

Appropriations, presented in Exhibit C, are not separate accounting entities. They do not record the assets, liabilities, and equities of the related funds but are used only to account for and control the department's expenditures from amounts appropriated by the General Assembly.

Expenditures presented for each appropriation may not reflect the total cost of the related activity. Other direct and indirect costs provided by the department and other state agencies are not allocated to the applicable fund or program.

B. Basis of Accounting

The financial statements for the Federal Student Loan Reserve Fund, Guaranty Agency Operating Fund, Restricted Reserve Fund, Restricted Interest Fund, and the ATOM Fund, Exhibits A and B, are prepared in conformity with accounting principles generally accepted in the United States of America. The statements are presented on the modified accrual basis of accounting which recognizes revenues when they become both measurable and available to pay current liabilities and expenditures when the related liabilities are incurred.

Employees earn a specified number of vacation leave hours monthly, depending on the number of years employed. Before November 1, 2000, accrued vacation leave at the end of each month could not exceed the number of hours earned in two years. Effective November 1, 2000, employees may accrue vacation leave in excess of the maximum hours allowed for their length of employment. However, on October 31 of each year, excess vacation leave balances are reduced to the allowed maximums. Compensatory time is accrued as it is earned by eligible employees under the Fair Labor Standards Act.

Upon termination, employees are paid accrued vacation leave and compensatory time. If a terminating employee's vacation leave balance exceeds the allowed maximum, however, the employee is paid only for the maximum. Thus, in the financial statements at Exhibit A, the accrued liability is recorded in the General Long-Term Debt Account Group. The accrued liability represents benefits accumulated but unused as of June 30 and is valued at the salary rates then in effect, including the state's share of related payments such as social security and medicare taxes.

Employees earn ten hours of sick leave monthly, with no limit on the number of hours that may be accrued. Since accrued sick leave is not paid to employees upon their termination, no related liability appears in the financial statements.

General fixed assets, which are recorded as an expenditure when acquired, are capitalized in the General Fixed Asset Account Group when the cost of the asset is greater or equal to \$1,000. These assets are then depreciated and shown on the Combined Balance Sheet, Exhibit A. A useful life of 36 months is used for technological assets (i.e. computers) and a life of 60 months is used for all other assets. Straight-line depreciation with no salvage value is the method of depreciation used for all capitalized assets.

The Statement of Appropriations and Expenditures, Exhibit C, is presented on the state's legal budgetary basis of accounting. For the year ended June 30, 2002, expenditures generally consist of amounts paid by June 30, with no provision for lapse period expenditures unless the Office of Administration approves an exception. Amounts encumbered at June 30 must be either canceled or paid from the next year's appropriations.

The budgetary basis of accounting differs from accounting principles generally accepted in the United States of America. Those principles require revenues to be recognized when they become available and measurable or when they are earned and expenditures or expenses to be recognized when the related liabilities are incurred.

C. Fiscal Authority and Responsibility

The department administers transactions in the funds listed below. The State Treasurer as fund custodian and the Office of Administration provide administrative control over fund resources within the authority prescribed by the General Assembly, except for the ATOM Fund which is controlled entirely by the department.

SPECIAL REVENUE FUNDS:

Federal Student Loan Reserve Fund: This fund was created pursuant to the provisions of the Higher Education Act (HEA) of 1998 that requires guaranty agencies to account for transactions related to claim payment and default aversion activities in a separate fund. The legislation provides that the fund is the property of the United States government and may only be used to pay claims to lenders and pay default aversion fees to the Guaranty Agency Operating Fund.

Guaranty Agency Operating Fund: This fund was created pursuant to the provisions of the HEA of 1998 that requires guaranty agencies to account for operating revenues and expenditures in a separate fund. The legislation provides that the fund is the property of the guaranty agency and may be used to pay for the operations of the Federal Family Education Loan Program (FFELP) and other student assistance activities.

Restricted Reserve Fund: As described in Note 5 to the financial statements, this fund was established to comply with the requirements of the Balanced Budget Act of 1997 that amended the Higher Education Act of 1965. This fund represents monies which are restricted for eventual payment to the United States Treasury. Revenues include monies which the department earns on the investments of the reserve.

Restricted Interest Fund: This fund represents interest earned on the Restricted Reserve Fund and transferred to this fund. Interest monies are to be used solely for default prevention activities.

AGENCY FUND:

ATOM Fund: The department serves as an escrow agent by disbursing student loan funds to schools on behalf of participating lenders.

ACCOUNT GROUPS:

General Fixed Asset Account Group: This account group accounts for all fixed assets of the State Guaranty Student Loan Program.

General Long-Term Debt Account Group: This account group accounts for the long-term debt of the State Guaranty Student Loan Program which includes accrued leave liability and capitalized leases.

D. Employee Fringe Benefits

In addition to the social security system, employees are covered by the Missouri State Employees' Retirement System (MOSERS) (a noncontributory plan) and may participate in the state's health care, optional life insurance, cafeteria, deferred compensation and deferred compensation incentive plans. The optional life insurance and cafeteria plans involve only employee contributions or payroll reductions. The deferred compensation plan involves employee payroll deferrals and the deferred compensation incentive plan a monthly state contribution for each employee who participates in the deferred compensation plan and has been employed by the state for at least one year.

The state's required contributions for employee fringe benefits are paid from the same funds as the related payrolls. Those contributions are for MOSERS (retirement, basic life insurance, and long-term disability benefits); social security and medicare taxes; health care premiums; and the deferred compensation incentive amount.

Employee fringe benefits in the financial statements at Exhibits A and B are the transfers from the Guaranty Agency Operating Fund and the Restricted Interest Fund for costs related to salaries paid from those funds. Transfers related to salaries are not appropriated by agency and thus are not presented in the financial statement at Exhibit C.

The Governmental Accounting Standards Board's *Codification of Governmental Accounting and Financial Reporting Standards* requires certain disclosures regarding public employee retirement systems and postemployment benefits such as health care and life insurance benefits provided to retired employees. Required disclosures for the state financial reporting entity are included in the State of Missouri Comprehensive Annual Financial Report issued by the Office of Administration.

2. Cash and Investments

The balances of the Federal Student Loan Reserve Fund, Guaranty Agency Operating Fund, Restricted Reserve Fund, and the Restricted Interest Fund are pooled with other state funds and invested by the State Treasurer.

Amounts in the ATOM Fund represent cash and investments which are in the custody of the department. The department has determined that a checking account and repurchase agreement are appropriate types of accounts and investments for its needs.

Deposits

The reported amount of the ATOM Fund's deposits was \$12,228 and the bank balance was \$10,913.

The ATOM Fund's deposits at June 30, 2002, were entirely covered by federal depository insurance or by collateral securities held by the program's custodial bank in the department's name.

Investments

The ATOM Fund's investment at June 30, 2002, was a repurchase agreement with a reported amount of \$136,146 and a bank balance and fair value of \$465,820.

Of the reported amount at June 30, 2002, \$136,146 represents investments that were held by an independent bank in the department's name.

3. Due from Federal Government - Reinsurance

This amount represents defaulted loan claims to be reimbursed by the U.S. Department of Education (USDE) at June 30, 2002, net of amounts due to the USDE for refunds of claims previously reimbursed, collections on defaulted loans, including administrative wage garnishments, collections on rehabilitated loans, and amounts received for loans paid in full through consolidation. The amount reimbursed by USDE for defaulted loan claims is considered to be "reinsurance" to the DHE since the agency has already purchased the defaulted loan from the lender, "insuring" the lender against further loss. Except for refunds of claims previously reimbursed, which are fully refundable to the USDE, federal regulations allow the DHE to retain a percentage of amounts collected. The percentages retained vary according to the type of collection and the reinsurance rate effective at the time of the claim payment. The difference between amounts collected and the DHE retention is due to the USDE, and is offset against amounts due to the agency from the USDE for reinsurance on defaulted loans.

For loans disbursed prior to October 1, 1993, the reinsurance agreement between the Coordinating Board for Higher Education (CBHE) and the Secretary of the USDE provides for reinsurance claims to be paid at 100 percent if the net default rate of the loan program is less than 5 percent of the total amount of loans in repayment at the end of the preceding federal fiscal year. For loans disbursed on or after October 1, 1993, but before October 1, 1998, the reinsurance agreement between the CBHE and the Secretary of the USDE provides for reinsurance claims to be paid at 98 percent if the net default rate of the loan program is less than 5 percent of the total amount of loans in repayment at the end of the preceding federal fiscal year. For loans disbursed on or after October 1, 1998, the reinsurance agreement between the CBHE and the Secretary of the USDE provides for reinsurance claims to be paid at 95 percent if the net default rate of the loan program is less than 5 percent of the total amount of loans in repayment at the end of the preceding federal fiscal

year. If the net default rate exceeds 5 percent, USDE reimbursements for reinsurance are reduced. The following default rates occurred for the State Guaranty Student Loan Program:

<u>September 30,</u>	<u>Default Rate (%)</u>
2002	2.69
2001	2.91

4. Deferred Federal Advances

This amount represents advances from the USDE to supplement the fund balance which backs the department's loan guarantees. The USDE may require that the advances be repaid whenever the fund balance is determined adequate to back current outstanding loan guarantees. As of June 30, 2002, the principal amount was \$1,874,831.

5. Due to Federal Government

The Balanced Budget Act of 1997 amended the Higher Education Act of 1965 to require the U.S. Secretary of Education to recall approximately \$1 billion in funds from guaranty agencies. Under this provision, guaranty agencies are required to deposit a portion of their funds into restricted accounts for eventual transfer to the United States Treasury. The deposits into the restricted accounts are to be made in equal annual installments within 90 days after the beginning of federal fiscal years 1998 through 2002. All funds in the restricted accounts will be transferred to the United States Treasury on September 1, 2002. The following schedule represents deposits that have been made to the Restricted Reserve Fund:

<u>Fiscal Year</u>	<u>Deposit Amount</u>	<u>Cumulative Amount</u>
1998	\$6,484,334	\$ 6,484,334
1999	6,484,334	12,968,668
2000	6,484,334	19,453,002
2001	6,484,334	25,937,336
2002	6,484,334	32,421,670

6. Federal Reimbursements – Loan Processing and Issuance Fee

This amount represents an administrative fee paid by the USDE to the DHE that equals 0.65 percent of loans originated during the quarter. Payments are computed quarterly based on amounts reported to the National Student Loan Data System (NSLDS).

7. Federal Reimbursements – Account Maintenance Fee

This amount represents an administrative fee paid by the USDE to the DHE that equals 0.10 percent of outstanding loans. Payments are computed quarterly based upon amounts reported to the NSLDS.

8. Federal Reimbursement - Tax Refund Reimbursement/Closed School

This amount represents amounts received as reimbursement for refunds of overpayments made through the treasury offset program. In addition, this amount represents amounts received as reimbursement for refunds made to borrowers for payments made toward FFELP loans that qualify for a closed school discharge. Closed school discharges provide relief for borrowers who are unable to complete their programs of study due to the closing of a school.

9. Guarantor Servicer Fees

The DHE contracts with a guarantor servicer to provide accounting records, billings, application processing, loan maintenance, claims services, and collection services. Expense and equipment expenditures of the Guaranty Agency Operating Fund, as presented in Exhibit B, include guarantor servicer fees of \$4,794,105 for the year ended June 30, 2002.

In addition, the guarantor servicer performs collection activities on defaulted accounts for 120 days after default claim paid date. Prior to June 1, 2001, the servicer retained a portion of the amount collected as a collection fee. Beginning on June 1, 2001, the servicer no longer retained fees from collections, but instead forwarded gross collections to the DHE. The servicer then invoiced the DHE for commission fees. Collection agency fee expenditures of the Guaranty Agency Operating Fund, as presented in Exhibit B, include guarantor servicer commission fees of \$890,999 for the year ended June 30, 2002.

10. Default Aversion Contractor Fees

The DHE contracts with a company to provide default aversion and prevention procedures. Expense and equipment expenditures of the Guaranty Agency Operating Fund, as presented in Exhibit B, include default aversion fees of \$635,086 for the year ended June 30, 2002. Expense and equipment expenditures of the Restricted Interest Fund, as presented in Exhibit B, include default prevention fees of \$224,260 for the year ended June 30, 2002.

11. Collection Agency Commissions

The DHE contracts with several collection agencies for collection services. Prior to June 1, 2001, the collection agencies kept a portion of collections as commission fees. Beginning on June 1, 2001, the DHE's collection agencies no longer retained fees from collections, but instead forwarded gross collections to the DHE. The collection agencies then invoiced the

DHE for commission fees. The collection agency's commission fees, as included in the collection agency fees expenditures in Exhibit B, for the year ended June 30, 2002 were \$2,931,903.

12. Operating Transfers

A. Default Aversion Fee

The DHE collects a fee for preventing delinquent borrowers from defaulting. The DHE is eligible to collect a one-time fee on each loan where a lender files a Request for Default Aversion Assistance with the guaranty agency. The fee is calculated as 1 percent of the delinquent loan balance and may be transferred no more frequently than monthly from the Federal Student Loan Reserve Fund to the Guaranty Agency Operating Fund. Transfers in to the Guaranty Agency Operating Fund, as presented in Exhibit B, include default aversion fees of \$947,613. If the DHE collects the fee on a loan that subsequently defaults, the DHE must rebate 1 percent of the loan balance at the time of claim payment to the Federal Student Loan Reserve Fund.

B. Account Maintenance Fee

The USDE requires the DHE to transfer a portion of the account maintenance fee for the quarter ending September 30 from the Federal Student Loan Reserve Fund to the Guaranty Agency Operating Fund instead of USDE paying the amount directly. Transfers in to the Guaranty Agency Operating Fund, as presented in Exhibit B, include account maintenance fees of \$188,558.

C. ATOM Fund Interest

Interest monies earned on the ATOM Fund are transferred from the ATOM Fund to the Guaranty Agency Operating Fund. Transfers in to the Guaranty Agency Operating Fund, as presented in Exhibit B, includes ATOM interest of \$32,929.

D. Secretary's Equitable Share of Loan Recoveries

Prior to June 1, 2001, the Secretary's Equitable Share of Loan Recoveries was transferred from the Guaranty Agency Operating Fund to the Federal Student Loan Reserve Fund since all collections on defaulted loans were deposited in the Guaranty Agency Operating Fund upon receipt. Transfers in to the Federal Student Loan Reserve Fund, as presented in Exhibit B, include the secretary's equitable share of collections of \$461,149. Beginning June 1, 2001, all collections on defaulted loans were deposited in the Federal Student Loan Reserve Fund upon receipt. Transfers in to the Guaranty Agency Operating Fund, as presented in Exhibit B, include \$9,106,523 of the operating fund's share of collections.

E. Federal Liability

Transfers in to the Restricted Reserve Fund, as presented in Exhibit B, include the federal recall liability as discussed in Note 5 of \$6,484,334.

F. Restricted Interest

Transfers in to the Restricted Interest Fund, as presented in Exhibit B, represent interest earned on the Restricted Reserve Fund.

13. Due To Other Funds and Due From Other Funds

The amounts due to and due from other funds, as presented in Exhibit A, include the following:

<u>Fees</u>	<u>Due To</u>	<u>Due From</u>
48-hour settlement interest of \$150,420	Federal Student Loan Reserve Fund	Guaranty Agency Operating Fund
State tax offset transfer of \$122,444	Federal Student Loan Reserve Fund	Guaranty Agency Operating Fund
Late payment penalties of \$67	Federal Student Loan Reserve Fund	Guaranty Agency Operating Fund
Guarantee Fees of \$9,043	Federal Student Loan Reserve Fund	ATOM Fund
Adjustment to collections – transfer for complement of \$8,517	Guaranty Agency Operating Fund	Federal Student Loan Reserve Fund
Operating Share of Loan Recoveries Including Interest of \$483,923	Guaranty Agency Operating Fund	Federal Student Loan Reserve Fund
Default Aversion Fees of \$38,352	Guaranty Agency Operating Fund	Federal Student Loan Reserve Fund
ATOM Fund Interest of (\$708)	Guaranty Agency Operating Fund	ATOM Fund
Interest of \$4,157	Restricted Interest Fund	Restricted Reserve Fund

14. Appropriations Exercised by Other State Agencies

The Missouri General Assembly made appropriations from the Guaranty Agency Operating Fund for the loan program's proportionate share of the department's rental payments. These appropriations are administered by the Office of Administration, Division of Facilities Management.

15. Escheatment Funds

The guarantor servicer maintains an escheatment account which includes old outstanding checks and some old borrower payments which cannot be processed because of insufficient information. These funds are the property of the State Guaranty Student Loan Program and totaled \$37,364 at June 30, 2002. These monies are not included in the financial statements.

16. Changes in General Fixed Assets

The following is a summary of changes in general fixed assets for the year ended June 30, 2002:

	<u>Balance</u> <u>July 1, 2001</u>	<u>Additions</u>	<u>Deletions</u>	<u>Balance</u> <u>June 30, 2002</u>
Cost of Assets	\$ 769,365	233,957	(62,786)	940,536
Less-Accumulated Depreciation	<u>(510,906)</u>	<u>(124,576)</u>	<u>62,786</u>	<u>(572,696)</u>
Total General Fixed Assets Account Group, Net of Depreciation	<u>\$ 258,459</u>	<u>109,381</u>	<u>0</u>	<u>367,840</u>

17. Capital Leases

The DHE has entered into an agreement to lease a copier. FASB Statement No. 13, "Accounting for Leases," requires a lease that transfers substantially all of the benefits and risks of ownership to the lessee to be accounted for as the acquisition of a fixed asset and the incurrence of an obligation by the lessee (a capital lease). This capital lease is reported in the General Long-Term Debt Account Group and the copier is reported in the General Fixed Assets Account Group. The following is a summary of the future minimum lease payments for the capital lease:

<u>Fiscal Year Ended June 30,</u>	<u>Amount</u>
2003	11,965
2004	11,965
2005	11,965
2006	<u>998</u>
Total minimum lease payments	36,893
Less amount representing interest	<u>(4,539)</u>
Present value of net minimum lease payments	<u>\$32,354</u>

18. Changes in General Long-Term Debt

The following is a summary of changes in general long-term debt for the year ended June 30, 2002:

	Balance July 1, 2001	Increases	Decreases	Balance June 30, 2002
Compensated Absences	\$ 97,264	25,557	0	122,821
Obligation under lease purchase	41,158	0	8,804	32,354
Total General Long Term Debt	\$ <u>138,422</u>	<u>25,557</u>	<u>8,804</u>	<u>155,175</u>

19. Allowance for Default Aversion Rebate

When the DHE collects default aversion fees on loans that subsequently default, the DHE must rebate 1 percent of the loan balance at the time of claim payment to the Federal Student Loan Reserve Fund. The DHE calculated an allowance for the default aversion rebate expenses that they may incur.

20. ATOM Fund Revenues and Expenditures

Revenues and Expenditures of the ATOM Fund are:

REVENUES:

Interest income	\$ 51,807
Loan disbursements from banks	233,581,509
School returns	<u>6,694,788</u>
	<u>240,328,104</u>

EXPENDITURES:

Payments to schools	238,758,044
Payments to lenders	1,518,253
Bank charges	<u>18,878</u>
	<u>240,295,175</u>

OTHER FINANCING USES:

Operating transfers out	<u>(32,929)</u>
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REVENUES OVER(UNDER)
EXPENDITURES AND OTHER
FINANCING USES

\$ 0

21. Reconciliation of Total Expenditures to Appropriated Expenditures

Total expenditures for the Guaranty Agency Operating Fund, Federal Student Loan Reserve Fund, and Restricted Interest Fund on Exhibit B reconcile to appropriated expenditures on Exhibit C as follows:

	Year Ended June 30, 2002		
	Federal Student Loan Reserve Fund	Guaranty Agency Operating Fund	Restricted Interest Fund
EXPENDITURES PER EXHIBIT B	\$ 52,458,140	13,492,488	935,015
Employee fringe benefits		(600,647)	(21,141)
Accrual for additional recall to U.S. Department of Education	(3,944,234)		
Default aversion fees	1,360,105		
Bad debt expense	(3,307)		
Account maintenance fee transfer	432,657		
Appropriation exercised by another state agency		118,562	
48-hour rule reimbursement penalty		137,312	
Miscellaneous reconciling item		(95)	
Accrued payroll, June 30:			
2002		(80,682)	(2,587)
2001		63,871	2,587
Accounts payable, June 30:			
2002	(578,187)	(91,040)	(101,348)
2001	1,994,343	173,094	8,585
EXPENDITURES PER EXHIBIT C	\$ 51,719,517	13,212,863	821,111

MANAGEMENT ADVISORY REPORT SECTION

Management Advisory Report -
State Auditor's Findings

DEPARTMENT OF HIGHER EDUCATION
STATE GUARANTY STUDENT LOAN PROGRAM
MANAGEMENT ADVISORY REPORT -
STATE AUDITOR'S FINDINGS

We have audited the financial statements of the State Guaranty Student Loan Program of the Department of Higher Education as of and for the year ended June 30, 2002, and have issued our report thereon dated February 13, 2003.

The following Management Advisory Report presents our finding arising from our audit of the program's financial statements.

Cost Allocation Procedures

- A. The Department of Higher Education (DHE) allocates joint salary costs to its various federal programs and state programs based on periodic estimates of the time spent by employees on each program. Approximately 30 of the department's 87 employees worked on more than one program and were required to submit time sheets. Our review of 11 of these employees indicated that time sheets either did not exist or did not support the salary amount allocated to the Family Federal Education Loan (FFEL) program. Operating the FFEL program is the primary purpose of the State Guaranty Student Loan Program.

In July 2001 and January 2002, the DHE estimated percentages to be used in allocating each employee's salary for the ensuing months. These estimates were made by having various supervisors estimate the time spent by their employees on various functions. To determine if the allocations were accurate, we compared the timesheets for 11 employees to the allocations. Some of the 11 employees did not prepare timesheets for some or all of the two six-month periods. Most of the missing timesheets were in the first six months reviewed. For the employees who did prepare timesheets, the hours for loan activities differed from the estimated percentages used to allocate the salaries.

The time sheets generally classified time as spent on loan activities, which is directly related to the FFEL program, and time spent on non-loan activities. DHE officials indicated that some of the hours recorded as non-loan activities pertain to financial-aid related duties, which are allowable costs of the FFEL program. However, the lack of adequately detailed time sheets does not allow those hours to be identified.

During the year ended June 30, 2002, these 11 employees were paid salaries totaling \$386,498 of which \$246,375 was allocated to the FFEL program. Timesheets did not exist to support \$104,484 of the allocated salary expenses, and \$78,600 of the

allocated salary expenses exceeded the amount supported by the timesheets for the prior six months. As a result, we question costs totaling \$183,084 which is the federal share of salary costs not supported by the time sheets.

In addition, the DHE uses the salary allocation percentages to allocate other joint costs to the FFEL program.

Office of Management and Budget (OMB) Circular A-87 requires that where employees work on multiple activities or cost objectives, a distribution of their salaries or wages has to be supported by personnel activity reports or equivalent documentation.

- B. The DHE has drafted a new policy which would require every employee to fill out a time sheet each month. The draft policy says that time sheets are to be filled out according to each employee's salary split for his or her position, and that supervisors are responsible for reconciling the employee's time sheet with the employee's salary split.

Having employees complete their time sheets in accordance with predetermined salary splits, as opposed to their actual time worked, is contrary to OMB Circular A-87 which says that distribution percentages determined before the services are performed do not qualify as support for charges to federal awards.

WE RECOMMEND the DHE:

- A. Resolve the questioned costs with the grantor agency. In addition, the DHE should comply with the provisions of OMB Circular A-87 and allocate costs based on the actual time spent on the various federal and state programs.
- B. Require employees to complete time sheets that document actual time worked and require supervisors to ensure that time sheets reflect actual hours worked.

AUDITEE'S RESPONSE

- A. *While all employee salary expenses were incurred in accordance with federal law, DHE agrees the timesheets currently utilized should be revised to more accurately reflect employee's time spent on loan and non-loan related activities. DHE will revise the timesheet utilized by department employees to ensure accuracy and compliance with OMB Circular A-87.*
- B. *The DHE draft policy referenced by the SAO will be revised prior to implementation. New DHE policies and procedures regarding employee salary splits will comply with OMB Circular A-87.*

This report is intended for the information and use of the management of the State Guaranty Student Loan Program and other applicable government officials. However, pursuant to Section 29.270, RSMo 2000, this report is a matter of public record and its distribution is not limited.

STATISTICAL SECTION

History, Organization, and
Statistical Information

DEPARTMENT OF HIGHER EDUCATION
STATE GUARANTY STUDENT LOAN PROGRAM
HISTORY, ORGANIZATION, AND STATISTICAL INFORMATION

In 1978, the Missouri General Assembly created the Missouri Student Loan Program (MSLP) to administer the Federal Family Education Loan Program (FFELP) in the state of Missouri on behalf of the Coordinating Board for Higher Education (CBHE). The CBHE has statutory authority to oversee the MSLP and to act as the guaranty agency for the FFELP. In this capacity, the CBHE, acting through the MSLP, guarantees loans made to students by eligible lending institutions.

During the first state fiscal year of operations, the CBHE guaranteed \$15,524,850 in FFELP loans to 7,289 borrowers. In contrast, as of June 30, 2002, the cumulative volume of loans guaranteed was \$4,609,869,521, representing 1,574,443 FFELP loans. Included in this total is \$2,208,017,476 in outstanding loans.

The FFELP was created by the Higher Education Act of 1965, which is reauthorized by Congress every five years. There are currently four types of loans available to eligible borrowers under the FFELP:

- Subsidized Federal Stafford Loan
- Unsubsidized Federal Stafford Loan
- Parent Loan for Undergraduate Students
- Federal Consolidation Loan

Subsidized Federal Stafford Loans are need-based loans available to eligible undergraduate and graduate students. Generally, the federal government pays interest on the loan as long as the borrower is enrolled at least half-time and during the borrower's six-month grace period and authorized deferment periods.

Unsubsidized Federal Stafford Loans have the same terms and conditions as Subsidized Stafford Loans except that they are not need-based, and the borrower is responsible for all interest payments.

Parent Loans for Undergraduate Students allow parents to borrow guaranteed loans for dependent students. Borrowers are responsible for all interest, and repayment generally begins within 60 days from the time the loan is fully disbursed.

Federal Consolidation Loans are available to borrowers who wish to combine existing student loans into one new loan. Generally, this results in lower monthly payments but higher total interest costs.

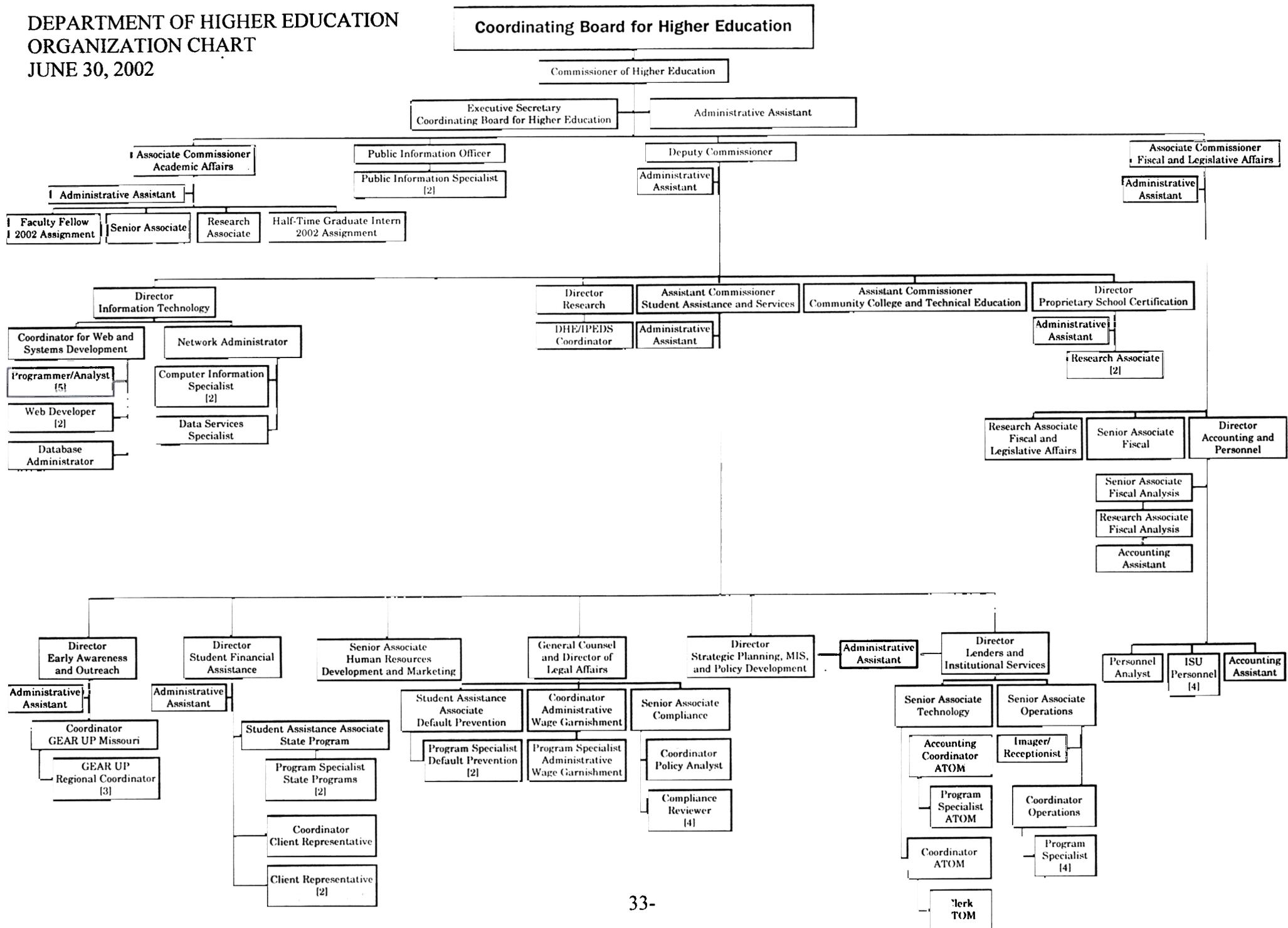
In August 1995, the department established the Automated Transfer of Money (ATOM) fund in an effort to aid schools by streamlining the delivery of Missouri student loan funds. By serving as an escrow agent, the department disburses student loan funds to schools on behalf of the participating lenders. As of June 30, 2002, the cumulative volume of disbursements to schools

was 723,142 disbursements totaling \$1,212,817,298. Currently, there are 77 participating lenders and over 393 schools that receive the loan disbursements.

In October 1997, the CBHE approved a new organizational structure to combine the administration of the Missouri grant, scholarship, and federal loan programs into one student assistance area. The new division was named Missouri Student Assistance Resource Services (MOSTARS). MOSTARS was created as a “one stop shop” which, in coordination with high school counselors and college and university financial aid offices, provides resources and information to ensure that Missouri citizens have an opportunity to finance postsecondary education. MOSTARS employs approximately fifty-four full-time equivalent employees.

The organization chart follows.

DEPARTMENT OF HIGHER EDUCATION
 ORGANIZATION CHART
 JUNE 30, 2002



APPENDIX A

DEPARTMENT OF HIGHER EDUCATION
 STATE GUARANTY STUDENT LOAN PROGRAM
 PROGRAM STATISTICS
 LOANS GUARANTEED

FEDERAL SUBSIDIZED STAFFORD STUDENT LOAN PROGRAM (SSLP)

<u>Year Ended September 30,</u>	<u>Loans Guaranteed During Year</u>	<u>Total Loans Guaranteed to Date</u>	<u>Average Size of Loan Guaranteed</u>
1986 and prior	\$ 824,126,957	824,126,957	2,236
1987	109,860,344	933,987,301	2,290
1988	95,710,975	1,029,698,276	2,304
1989	104,304,308	1,134,002,584	2,318
1990	123,392,544	1,257,395,128	2,336
1991	150,441,323	1,407,836,451	2,359
1992	162,633,091	1,570,469,542	2,386
1993	187,700,329	1,758,169,871	2,431
1994	218,830,241	1,977,000,112	2,494
1995	161,814,986	2,138,815,098	2,529
1996	130,748,319	2,269,563,417	2,558
1997	149,205,698	2,418,769,115	2,590
1998	185,261,639	2,604,030,754	2,630
1999	190,388,523	2,794,419,277	2,670
2000	204,359,788	2,998,779,065	2,700
2001	225,969,346	3,224,748,411	2,747
2002	256,955,183	3,481,703,594	3,404

FEDERAL UNSUBSIDIZED STAFFORD STUDENT LOAN PROGRAM (USSLP)

<u>Year Ended September 30,</u>	<u>Loans Guaranteed During Year</u>	<u>Total Loans Guaranteed to Date</u>	<u>Average Size of Loan Guaranteed</u>
1993	\$ 13,695,823	13,695,823	2,320
1994	55,230,171	68,925,994	2,920
1995	66,408,588	135,334,582	2,933
1996	57,314,322	192,648,904	2,967
1997	73,907,196	266,556,100	3,034
1998	103,112,219	369,668,319	3,146
1999	120,416,869	490,085,188	3,244
2000	139,234,683	629,319,871	3,326
2001	160,139,441	789,459,312	3,385
2002	201,112,630	990,571,942	3,806

FEDERAL PARENT LOANS FOR UNDERGRADUATE STUDENTS PROGRAMS (PLUS)

<u>Year Ended September 30,</u>	<u>Loans Guaranteed During Year</u>	<u>Total Loans Guaranteed to Date</u>	<u>Average Size of Loan Guaranteed</u>
1986 and prior	\$ 9,892,008	9,892,008	2,658
1987	3,017,208	12,909,216	2,684
1988	4,367,589	17,276,805	2,773
1989	6,286,876	23,563,681	2,847
1990	8,471,120	32,034,801	2,917
1991	11,230,270	43,265,071	2,978
1992	13,428,488	56,693,559	3,029
1993	13,371,943	70,065,502	3,190
1994	11,522,861	81,588,363	6,285
1995	11,218,115	92,806,478	3,390
1996	9,359,878	102,166,356	3,481
1997	12,683,865	114,850,221	3,612
1998	19,340,718	134,190,939	3,790
1999	22,704,277	156,895,216	3,981
2000	27,624,226	184,519,442	4,195
2001	34,883,320	219,402,762	4,448
2002	52,835,316	272,238,078	7,265

FEDERAL SUPPLEMENTAL LOANS TO STUDENT PROGRAMS (SLS)

<u>Year Ended September 30,</u>	<u>Loans Guaranteed During Year</u>	<u>Total Loans Guaranteed to Date</u>	<u>Average Size of Loan Guaranteed</u>
1986 and prior	\$ 18,041,953	18,041,953	2,775
1987	5,480,183	23,522,136	2,789
1988	6,939,321	30,461,457	2,792
1989	9,759,342	40,220,799	2,752
1990	12,411,963	52,632,762	2,753
1991	21,234,781	73,867,543	2,877
1992	24,603,045	98,470,588	2,892
1993	28,337,468	126,808,056	2,940
1994	21,145,273	147,953,329	2,962
1995	13,212	147,966,541	2,962
**			

** No new SLS loans were made on or after July 1, 1994.

TOTAL LOANS GUARANTEED

<u>Year Ended September 30,</u>	<u>Loans Guaranteed During Year</u>	<u>Total Loans Guaranteed to Date</u>
1986 and prior	\$ 852,060,918	852,060,918
1987	118,357,735	970,418,653
1988	107,017,885	1,077,436,538
1989	120,350,526	1,197,787,064
1990	144,275,627	1,342,062,691
1991	182,906,374	1,524,969,065
1992	200,664,624	1,725,633,689
1993	243,105,563	1,968,739,252
1994	306,728,546	2,275,467,798
1995	239,454,901	2,514,922,699
1996	197,422,519	2,712,345,218
1997	235,796,759	2,948,141,977
1998	307,714,576	3,255,856,553
1999	333,509,669	3,589,366,222
2000	371,218,697	3,960,584,919
2001	420,992,107	4,381,577,026
2002	510,903,129	4,892,480,155

APPENDIX B

DEPARTMENT OF HIGHER EDUCATION
 STATE GUARANTY STUDENT LOAN PROGRAM
 PROGRAM STATISTICS
 DEFAULT CLAIMS PAID

	<u>Stafford</u>	<u>PLUS</u>	<u>SLS</u>	<u>Unsubsidized Stafford</u>
AS OF JUNE 30, 2000	\$ 369,564,563	6,170,661	36,577,025	21,699,906
Default claims paid during fiscal year 2001	<u>16,455,269</u>	<u>723,801</u>	<u>1,209,412</u>	<u>7,536,145</u>
AS OF JUNE 30, 2001	\$ <u>386,019,832</u>	<u>6,894,462</u>	<u>37,786,437</u>	<u>29,236,051</u>
Default claims paid during fiscal year 2002	<u>18,275,158</u>	<u>920,149</u>	<u>1,003,783</u>	<u>10,248,499</u>
AS OF JUNE 30, 2002	\$ <u>404,294,990</u>	<u>7,814,611</u>	<u>38,790,220</u>	<u>39,484,550</u>

Defaulted loans represent loans which became delinquent and which the state purchased from the lender. Bankruptcy, death, and disability claims are excluded.

SERVICE FEES

During the audit period, Guarantec administered the loan program for the department. The loan servicer is compensated on a fee-per-transaction basis. Guarantec's billing rates for the period July 1, 2001 to June 30, 2002 were:

Service	Rate	
Mandatory Services		
Electronic Application Guarantee	\$ 3.66	per transaction
Hard Copy Application	5.63	per transaction
Outstanding Loans - In School and In Grace	0.23	per loan
Outstanding Loans - In Repayment	0.57	per loan
Loan Delinquency Brought Current	4.50	per loan
Claim Paid	56.28	per transaction
CLIPS*LINK	11,500.00	per month
Default Aversion Customer Service	6,000.00	per month
Collection Agency Management	6,000.00	per month
Loan Maintenance Changes	1,500.00	per month
Optional Services		
Credit Check on PLUS	5.63	per transaction

LOANS OUTSTANDING

The following loan amounts were outstanding at June 30, 2002 and 2001:

	June 30,	
	2002	2001
Stafford	\$ 1,233,736,707	1,202,652,388
Unsubsidized Stafford	575,387,545	492,251,863
PLUS	117,786,295	101,206,864
SLS	23,838,511	29,863,827
Consolidated	257,241,649	145,997,201
Refinanced	26,769	26,769
Total	\$ <u>2,208,017,476</u>	<u>1,971,998,912</u>

APPENDIX C

DEPARTMENT OF HIGHER EDUCATION
 STATE GUARANTY STUDENT LOAN PROGRAM
 PROGRAM STATISTICS
 PORTFOLIO MIX

	Year Ended September 30,		
	2002	2001	2000
	Portfolio Mix	Portfolio Mix	Portfolio Mix
	<u>Percentages</u>	<u>Percentages</u>	<u>Percentages</u>
Public in-state	32.9 %	34.3 %	34.2 %
Private in-state	49.2	51.6	52.9
Proprietary in-state	13.8	11.3	10.8
Out-of-state and foreign	4.1	2.8	2.1
Total	<u>100.0 %</u>	<u>100.0 %</u>	<u>100.0 %</u>

The State Guaranty Student Loan Program monitors the program to ensure that a desirable mix is maintained.

* * * * *