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## Weekly Rundown

The NCHER Weekly Rundown, which includes the latest information on important events in Washington, DC, is available today and can be downloaded from the [NCHER website](#).

**NCHER Sends Letter to House and Senate Appropriations Committees in Support of State and Nonprofit Organizations Helping Borrowers Repay their Federal Student Loans**

Today, NCHER sent a [letter to the House Appropriations Committee](#) and a [letter to the Senate Appropriations Committee](#) urging the inclusion of legislative language promoting the use of state and nonprofit organizations to assist student and parent borrowers repay their federal student loans. The letter says that the House and/or Senate versions of the Labor, Health and Human Services, Education, and Related Agencies Appropriations Act for 2019, 2020, 2021, 2022, 2023, and 2024 included report language recognizing the important role that state and nonprofit organizations – each with a public mission to help students and families – could play in the federal student loan program and urging the U.S. Department of Education to leverage the expertise of these organizations to help struggling borrowers as part of its current federal student loan procurements. Because of this, NCHER supports including bill or report language directing the Department of Education and its federal student loan servicers to work with state and nonprofit organizations to help struggling borrowers in the FY 2025 Labor, Health and Human Services, Education, and Related Agencies Appropriations Act. “It is in the national interest for these state and nonprofit agencies to continue to provide critical services to students and families to help them repay their student loans and promote college access and success in postsecondary education,” NCHER President James Bergeron says.

## Department of Education Announces Richard Cordray Will Step Down as Head of FSA

On Friday, the U.S. Department of Education [announced](#) that Richard Cordray would be stepping down as Chief Operating Officer of Federal Student Aid (FSA) at the end of June. “We are grateful for Rich Cordray’s three years of service, in which he accomplished more transformational changes to the student aid system than any of his predecessors,” Education Secretary Miguel Cardona said. “He undertook the work of fixing the broken student loan system programs like Public Service Loan Forgiveness and Income Driven Repayment, identifying 4 million borrowers who were eligible for loan forgiveness. He oversaw the development and implementation of the SAVE Plan, the most affordable way to repay your loans ever. He revitalized the FSA Enforcement Unit to hold schools accountable for cheating students and combated student loan scams. It’s no exaggeration to say that Rich helped change millions of lives for the better. Rich will conclude his tenure at FSA at the end of June and will serve as Chief Operating Officer until then, in order to oversee the completion of key priorities within the organization. As his consequential tenure comes to an end, we thank Rich for his tireless work and commitment to provide the service that our students, families, and institutions deserve.”

Mr. Cordray's departure comes as the Department continues to scramble to recover from its troubled rollout of the 2024-2025 Free Application for Federal Student Aid that delayed financial aid offers for millions of families this spring and drew bipartisan criticism in Congress. He will also be leaving as the Department faces pressure over the coming months to deliver on the White House's desire to cancel federal student loan debt for tens of millions of Americans before the November election. "I have written to the Secretary to confirm that I will not be continuing for another three-year term," Mr. Cordray wrote in a message to staff that was obtained by Politico. "We have agreed, however, that I will continue to fulfill my current duties for a transitional period as the Department considers the longer term." Mr. Cordray has served as head of FSA since May 2021 when Secretary Cardona appointed him for a three-year term, which expires next week.

For additional coverage, see the following articles:

- [Foxx on Cordray's Departure as COO of Federal Student Aid - Committee on Education & the Workforce](#)
- [Biden's Student Loan Chief to Step Down in June Amid FAFSA Chaos - U.S. News and World Report](#)
- [Federal Student Aid head Richard Cordray, tasked with FAFSA rollout, to step down - CNN](#)
- [Richard Cordray to step down from job overseeing \\$1.6 trillion in federal student loans - MarketWatch](#)
- [Federal Student Aid chief steps down amid FAFSA fallout - Inside Higher Ed](#)

## FSA Releases Blog Post on Improvements to Public Service Loan Forgiveness

Last week, the U.S. Department of Education Office of Federal Student Aid released a new [blog post](#) saying that, next week, it will begin the next phase to improve the Public Service Loan Forgiveness (PSLF) program. According to the blog, the improvements have been in the making for years and are an exciting and necessary step in transitioning key aspects of the PSLF program, including customer service, to the Department that will ultimately reduce the time it takes for a borrower's application to process and provide a better customer service experience for borrowers enrolled in PSLF. After the improvements, borrowers will have all of their PSLF information centralized on StudentAid.gov so that the Department can provide real-time and more accurate

information on payment counts and form processing. They will also be able to call the Department's contact center directly for any questions about PSLF and have a simple way to view all of their PSLF information from beginning to end. The blog post says that the elimination of "specialty servicing," where all PSLF borrowers are assigned to one loan servicer, also eliminates the need for disruptive account transfers for PSLF borrowers, allowing borrowers to stay with their current servicer and still access the program. Additionally, through new automations, borrowers will experience faster processing times for their PSLF forms. In order to set up the new system, the Department will stop reviewing PSLF form submissions for roughly a two-month period.

## U.S. Department of Education News

For today's Federal Register, click [here](#).

The following announcements were posted to Federal Student Aid's Knowledge Center:

- [\(GENERAL-24-48\) NSLDS Professional Access – Aggregate Loan Total Calculation Issue Resolved and Corrected 2023–24 ISIRs Sent During NSLDS Postscreening](#)
- [\(GENERAL-24-47\) OUTAGE ALERT – StudentAid.gov Maintenance on April 27, 2024](#)

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## General News

[The Hill](#) reports that all eyes are on Rep. Marjorie Taylor Greene (R-GA) in her threat to oust Speaker Mike Johnson (R-LA) from his position amid disagreements with a small but unpredictable group of conservative rebels infuriated by his leadership style.

[Axios](#) reports that some student loan borrowers may need to apply for federal student loan forgiveness by April 30th.

[NBC News](#) reports that the Biden Administration is under pressure to step up its response to antisemitic incidents taking place on college campuses.

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