

April 19, 2022

VIA ELECTRONIC MAIL

Attention: FOIA Public Liaison  
U.S. Department of Education  
Office of Management  
Office of the Chief Privacy Officer  
400 Maryland Avenue, SW, LBJ 7W104  
Washington, DC 20202-4536  
[EDFOIAManager@ed.gov](mailto:EDFOIAManager@ed.gov)

**Re: Freedom of Information Act Request**

Dear FOIA Public Liaison:

Pursuant to the Freedom of Information Act (FOIA), 5 U.S.C. § 552, and the implementing regulations of the U.S. Department of Education (“ED” or “Department”), 34 C.F.R. Part 5, the National Student Legal Defense Network (“Student Defense”) makes the following request for records.

**Background**

The College Cost Reduction and Access Act of 2007 (Public Law 110-84) established the Public Service Loan Forgiveness Program (PSLF). This program allows borrowers who hold direct loans, and make 120 qualifying monthly payments under an eligible repayment plan, while working full-time for a qualifying government or non-profit employer, to have the remainder of their loan balance forgiven.

In June 2021, Federal Student Aid released a report detailing, for November 9, 2020 through April 30, 2021, data regarding the applications for PSLF that the Department of Education received. The Department has not made this data public for April 30, 2021 through the present.

Student Defense submitted FOIA request No. 22-00262-F on October 8, 2021, which sought these records through October 8, 2021; FOIA request No. 22-00717-F on November 2, 2021, which sought these records for the time period of October 1, 2021 through October 31, 2021; FOIA request No. 22-01133-F on December 2, 2021, which sought these records for the time period of November 1, 2021 through November 30, 2021; FOIA request No. 22-01563-F on January 13, 2022, which sought these records for the time period of December 1, 2021 through December 31, 2021; FOIA request No. 22-01852-F on February 4, 2022, which sought these records for the time period of January 1, 2022 through January 31, 2022; and FOIA request No. 22-02161-F, which sought these records for the time period of February 1, 2022 through February 28, 2022. To date, Student Defense has not received final productions to these requests.

In this request, we ask for updated versions of this report.

### **Requested Records**

Student Defense requests that the Department produce the following records within twenty business days:

- Records sufficient to show the same data as included in the June 2021 PSLF report, but for the time period of March 1, 2022 through March 31, 2022.
- All reports, including monthly and quarterly reports, from March 1, 2022 through March 31, 2022, that detail the number of PSLF applicants and include data regarding the approvals and denials of the applications.

Effectively, this request is for the same records sought in our previous FOIA requests, but with updated data for the last month.

### **Fee Waiver Request**

In accordance with 5 U.S.C. § 552(a)(4)(A)(iii) and your agency's regulations, Student Defense requests a waiver of fees associated with processing this request for records. The subject of this request concerns the operations of the federal government, and the disclosures will likely contribute to a better understanding of relevant government procedures by the general public in a significant way. Moreover, the request is primarily and fundamentally for non-commercial purposes.

Student Defense requests a waiver of fees because disclosure of the requested information is “in the public interest because it is likely to contribute significantly to public understanding of operations or activities of the government.”<sup>1</sup> The public has a significant interest in the number of PSLF claims that have been filed by borrowers, and the status of those claims. Records with the potential to shed light on the Department's treatment of PSLF applications would contribute significantly to public understanding of the federal government and the ways in which the Department makes loan forgiveness accessible to public servants. Student Defense has the capacity to analyze records and to use the sought records to inform public discourse regarding issues currently pending at the Department. Student Defense has the capacity to broadcast its analysis through the news, its website, and via social media—thus “significantly” contributing to the public understanding of issues present at the Department, including those raised by the Department's processes for handling FOIA requests.

This request is primarily and fundamentally for non-commercial purposes.<sup>2</sup> Student Defense is a non-profit, non-partisan 501(c)(3) organization.<sup>3</sup> Student Defense's mission is to work, through a variety of means, to advance students' rights to educational opportunity and to ensure that higher education provides a launching point for economic mobility. We also believe that transparency

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<sup>1</sup> 5 U.S.C. § 552(a)(4)(A)(iii).

<sup>2</sup> See 5 U.S.C. § 552(a)(4)(A)(iii).

<sup>3</sup> See *About Us*, NATIONAL STUDENT LEGAL DEFENSE NETWORK, <https://www.defendstudents.org/about>.

is critical to fully understanding the government's role in student protections and promoting opportunity. As noted above, Student Defense has the capacity to make the information it receives available to the public through reports, social media, press releases, in litigation filings, and regulatory comments to government agencies. For these reasons, Student Defense qualifies for a fee waiver.

### **Guidance Regarding the Search & Processing of Requested Records**

In connection with its request for records, Student Defense provides the following guidance regarding the scope of the records sought and the search and processing of records:

- Please search all locations and systems likely to have responsive records, regardless of format, medium, or physical characteristics.
- In conducting your search, please understand the terms “record” in its broadest sense, to include any written, typed, recorded, graphic, printed, or audio material of any kind. We seek records of any kind, including electronic records, audiotapes, videotapes, and photographs, as well as letters, emails, facsimiles, telephone messages, voice mail messages and transcripts, notes, or minutes of any meetings, telephone conversations or discussions.
- Our request for records includes any attachments to those records or other materials enclosed with those records when they were previously transmitted. To the extent that an email is responsive to our request, our request includes all prior messages sent or received in that email chain, as well as any attachments to the email.
- Please search all relevant records or systems containing records regarding agency business. Do not exclude records regarding agency business contained in files, email accounts, or devices in the personal custody of your officials, such as personal email accounts or text messages. Records of official business conducted using unofficial systems or stored outside of official files are subject to the Federal Records Act and FOIA.<sup>4</sup> It is not adequate to rely on policies and procedures that require officials to move such information to official systems within a certain period of time; Student Defense has a right to records contained in those files even if material has not yet been moved to official systems or if officials have, by intent or through negligence, failed to meet their obligations.<sup>5</sup>
- Please use all tools available to your agency to conduct a complete and efficient search for potentially responsive records. Agencies are subject to government-wide

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<sup>4</sup> See *Competitive Enter. Inst. v. Office of Sci. & Tech. Policy*, 827 F.3d 145, 149–50 (D.C. Cir. 2016); cf. *Judicial Watch, Inc. v. Kerry*, 844 F.3d 952, 955–56 (D.C. Cir. 2016).

<sup>5</sup> See *Competitive Enter. Inst. v. Office of Sci. & Tech. Policy*, No. 14-cv-765, slip op. at 8 (D.D.C. Dec. 12, 2016).

requirements to manage agency information electronically,<sup>6</sup> and many agencies have adopted the National Archives and Records Administration (NARA) Capstone program, or similar policies. These systems provide options for searching emails and other electronic records in a manner that is reasonably likely to be more complete than just searching individual custodian files. For example, a custodian may have deleted a responsive email from his or her email program, but your agency's archiving tools may capture that email under Capstone. At the same time, custodian searches are still necessary; agencies may not have direct access to files stored in .PST files, outside of network drives, in paper format, or in personal email accounts.

- In the event some portions of the requested records are properly exempt from disclosure, please disclose any reasonably segregable non-exempt portions of the requested records. If a request is denied in whole, please state specifically why it is not reasonable to segregate portions of the record for release.
- Please take appropriate steps to ensure that records responsive to this request are not deleted by the agency before the completion of processing for this request. If records potentially responsive to this request are likely to be located on systems where they are subject to potential deletion, including on a scheduled basis, please take steps to prevent that deletion, including, as appropriate, by instituting a litigation hold on those records.

## **Conclusion**

If you have any questions regarding how to construe this request for records or believe that further discussions regarding search and processing would facilitate a more efficient production of records of interest to Student Defense, please do not hesitate to contact Student Defense to discuss this request. Student Defense welcomes an opportunity to discuss its request with you before you undertake your search or incur search or duplication costs. By working together at the outset, Student Defense and your agency can decrease the likelihood of costly and time-consuming litigation in the future.

Where possible, please provide responsive material in an electronic format by email. Please send any responsive material being sent by email to [info@defendstudents.org](mailto:info@defendstudents.org).

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<sup>6</sup> Presidential Memorandum—Managing Government Records, 76 Fed. Reg. 75,423 (Nov. 28, 2011), <https://www.federalregister.gov/documents/2011/12/01/2011-31096/managing-government-records>; Office of Mgmt. & Budget, Exec. Office of the President, Memorandum for the Heads of Executive Departments & Independent Agencies, “Managing Government Records Directive,” M-12-18 (Aug. 24, 2012), <https://www.archives.gov/files/records-mgmt/m-12-18.pdf>.

U.S. Department of Education  
FOIA Public Liaison  
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Student Defense looks forward to working with your agency on this request. If you do not understand any part of this request, or anticipate any problems in complying with this request please contact me at [isabel@defendstudents.org](mailto:isabel@defendstudents.org). Also, if Student Defense's request for a fee waiver is not granted in full, please contact us immediately upon making such a determination.

Sincerely,

/s/ Isabel Tessier

Isabel Tessier  
Paralegal  
National Student Legal Defense Network