

SUMMARY

COMPLETED

- Schools Channel - Each school now has a single SFA point of contact. Financial Aid Administrators can call 1-800-4ED-SFAP to get all of their financial aid questions answered.
- Schools Channel - Direct Loan schools are now provided results of a student's on-line Entrance Counseling electronically. This eliminates the need for borrowers to print the results and provide them to the school.
- Students Channel – The release of FAFSA on the Web 5.0 was released in time for the 2001-2002 application cycle, making the application completion easier for users, while increasing performance and scalability.
- Financial Partners Channel - A new report, "Ensuring Student Loan Repayment" outlines recommendations to improve the student loan process and reduce default. The report is a handbook of best practices on an October symposium with the financial aid community. It has been posted to IFAP.

GREEN LIGHT

- Reimbursement requests, school audits resolution, and processing of Direct Loan origination and disbursements are being completed within required timeframes.
- The Great Lakes VFA has been signed and implementation is currently underway. The California VFA has been cleared by Congress and is awaiting the signature of the Secretary of Education. The final two VFAs – Texas and Massachusetts (ASA) – have until close of business Friday, February 9, 2001, to be cleared by Congress. They will then be eligible for the Secretary's signature. An exemption request for the Secretary's signature on these three agreements has been submitted to the Secretary's office and is pending final action.
- SFA-CFO has submitted SFA's five principal statements – Balance Sheet, Net Cost, Net Position, Budgetary Resources, and Financing – in a timely manner to obtain an unqualified opinion on the FY 00 SFA financial statement audit.

YELLOW LIGHT

- Some items included in the "Victory List" for the Modernization Projects and major modernization milestones have not yet been agreed upon.
- There is some risk presented in building the enterprise technical architecture, including Middleware.
- The program to convert partner interfaces from a private network to the Internet will begin this fiscal year. The conversion for all schools will not transpire this fiscal year because of readiness issues for both SFA and schools.

- Additional decisions need to be made regarding the enhancement of the security infrastructure based upon the framework and policies developed in FY 2000.
- Decision-making issues also prevent configuration management for SFA initiatives to move forward.

RED LIGHT

- Version I of the School Portal was scheduled for release on December 31, 2000. It is undergoing further testing. This version will, for the first time, bring all SFA services together through a master web page, configurable by each school to accommodate their priorities.
- The final migration of the Direct Loan System to the Virtual Data Center has been dropped as an improvement project.

PERFORMANCE PLAN INDICATOR STATUS AT A GLANCE*

as of February 6, 2001

	Indicator¹	Status
Students Channel	Establish a Web portal for students that will provide access to student related online services.	
	Create and launch a new products/services/delivery approach.	
	Launch a single, toll-free "one call does it all" number for student customer service.	
	Answer 95 % of 1-800-4FEDAID calls, and average a four rating (out of five) in weekly service survey.	
	Increase the number of FAFSAs filed electronically from four million last year to five million in FY2001.	
	Process all paper and electronic FAFSAs with an average turnaround time of seven days or less.	
	Upgrade the Student Aid Report (SAR) for the 2002/2003 School year with a plain language letter.	
	Analyze the results of the IRS Phase II statistical study of electronic matching of income data.*	
	Increase to 400,000 the total number of borrowers repaying Direct Loans through Electronic Debiting.	
	Retire Central Data System: transferring necessary functionality to other systems.	
	Process all deferment and forbearance requests within seven days of receipt at the DL Servicing Center.	
	Provide, via the DL Servicing Web site, new Spanish language deferment and forbearance requests.	
	Process Loan Consolidations in 50 days or less.	
	Increase the number of consolidation applications filed electronically by 50% in FY2001.	
	Keep the default recovery rate at 10% or higher.*	
	Implement the National Directory of New Hires database matching program.*	
Establish a program and multi-year goals to further reduce the cohort and lifetime default rates.*		
Schools Channel	Increase oversight efforts by increasing Program Reviews by 20%.*	
	Educate the foreign school community about SFA program requirements to reduce non-compliance.*	
	Implement a pilot program that prevents students from falsifying enrollment at foreign institutions.*	
	Determine the initial cohort of recertification applications of foreign non-medical schools in FFEL.	
	Keep the cohort default rate under 8%.*	
	Provide each school with single SFA point of contact.	
	Release version 1 of the School Portal.	
	Release version 2 of School Portal.	
	Choose operating partners to assist in building common business processes and systems.	
	Develop and implement a strategy for creating a single "system" of unduplicated school data.	
	Complete 96% of reimbursement requests within 30 days.	
	Develop action plans for at least 90% of the schools on reimbursement.*	
	Resolve 93% of school audits within six month of receipt.*	
	Process 98% of the Direct Loan origination and disbursement records within two days.	
	Process 98% of the Pell funding requests from RFMS receipt through GAPS within 24-36 hours.	
	Migrate the Campus-Based System to a relational database for use in the 2001-2002 FISAP filing.	
	Provide Direct Loan schools with results of PLUS loan credit checks within two days.	
	Eliminate the Mid-Term Financial Aid Transcripts.	
Maintain the viability and competitiveness of the Direct Loan Program.		
Provide Direct Loan schools with results of on-line entrance counseling electronically.		
Financial Partners Channel	Establish a program and multi-year goals to further reduce the cohort and lifetime default rates.*	
	Establish Web portal for Financial Partners to provide one stop access to SFA services and information.	
	Design and implement improvements to the core business functions.	
	Implement and monitor at least four voluntary flexible agreements for program participation.	
	Submit a report to Congress on the viability of expanding the VFA "pilot".	
	Implement a centralized processing pilot project to eliminate false death and disability claims.*	
	Complete investigative analysis on the remaining 1,300 discharges identified from the IG audit.*	

PERFORMANCE PLAN INDICATOR STATUS AT A GLANCE*

as of February 6, 2001

	Indicator¹	Status
FP cont'd	Retire the FFEL System (Phase I).	
	Create the Data Mart (Phase I).	
CIO	Achieve 90% of the annual major modernization milestones that have been approved by the ITIRB.	
	Implement an infrastructure to support a standard branding view of all SFA data.	
	Reduce overall volume-adjusted operating costs for systems migrated to the data center by five percent.	
	Convert partner interfaces from a private network to the Internet.	
	Use data warehousing to provide information for management reporting and trend analysis.	
	Build the enterprise technical architecture including Middleware.	
	Enhance the security infrastructure based upon the framework and policies developed in FY 2000.*	
	Implement configuration management for SFA initiatives.	
	Complete the IT policies and procedures manual.	
	Implement three Electronic ID processes and test these with customers, external partners or employees.	
	Complete the migration of the Direct Loan Servicing System to the Virtual Data Center.	
	Publish Application Program Interface Standards for all technical services and some business services.	
	Develop the Enterprise Solution for electronic signature.	
CFO	Demonstrate enhanced SFA financial management.*	
	Provide full accounting capability for all SFA programs through implementation of the FMS.*	
	Obtain an unqualified opinion on the FY 00 SFA financial statement audit.*	
	Enhance the activity-based costing module to track unit costs and provide quarterly managerial reports.*	
Enterprise Areas	Expand SFANet to be the transaction tool for SFA's internal business.	
	Develop and implement a national outreach campaign to promote use of key SFA electronic products.	
	Design and deliver a course on student aid traditions to all SFA employees by December 15, 2000.	
	Deliver a course on "SFA Front-to-Back" that explains the processes involved in delivering financial aid.	
	Implement second generation Ombudsman Case Tracking System (OCTS 2.0).	
	Develop feedback loops to give operating partners quarterly reports of cases specific to their unit.	
	Develop and implement a research agenda focused on collecting and evaluating program performance.	
	Implement an integrated data collection and reporting process on program data to all SFA managers.	
	Pilot individual team-based scorecards.	
	Simplify FFELP Lender Due Diligence Regulations.	
	Create an SFA Policy Guidance Database.	
	Modify procedures to expedite the recruitment process.	
	Implement new employee incentives and recognition programs that support the performance plan.	
	Implement SFA Performance Development Process.	
	Implement a 'Partnership Program' to establish a better relationship with SFA Operating Partners.	
	Assume complete responsibility for the management of all SFA acquisitions and contracts.	
	Complete adoption of performance measures to appropriate legacy contracts.	
	Ensure new contracts include consistent and value-added performance measures.	
	Increase participation of small businesses in our contracts and in subcontracts by 5%.	
	Develop an automated contract management system to interface with SFA's FMS.	
Provide performance-based training on acquisition management to all SFA managers.		
Implement the recommendations of the Document Quality Control Group.*		
Test all new products or modules with actual "end-users" to identify deficiencies prior to product release.		

*Contributes to the goal of improving the financial integrity of student financial aid programs.

¹List is not exhaustive of all SFA operating goals and improvement projects.