

SUMMARY

COMPLETED

- Schools Channel – The School Portal was launched at the Direct Loan Conference on March 7, 2001. This version will, for the first time, bring all SFA services together through a master web page, configurable by each school to serve their priorities.

GREEN LIGHT

- Acquisitions and Contract Performance renegotiated four legacy contracts to include performance measures. Two additional contracts are scheduled for negotiations in April.
- Fifty-five percent of Pell funding requests were processed within RFMS and made available to GAPS within the goal of 36 hours. This is up from 36% at the end of January.
- The Customer Relationship Management business cases will be presented to the Decision Support Group on March 21 and 28. This will lead to launching a single, toll-free, “one call does it all” number for student customer service.
- The number of consolidation applications filed electronically has reached 142,858. The goal for FY 2001 is 150,000. At this pace, Students Channel will easily meet the annual goal.

YELLOW LIGHT

- Although SFA and the modernization partner have agreed on the approach for developing the Enterprise Authentication Gateway Solution for the electronic signatures, issues remain to be resolved.
- CIO continues to report four measures as “Yellow.” They are:
 - Provide continued support to Channels for the design and development of Modernization Projects by achieving 90% of the annual major modernization milestones that have been approved by the ITIRB;
 - Convert partner interfaces from a private network to the SFA Internet;
 - Build the enterprise technical architecture including Middleware; and
 - Build, test and implement the security infrastructure based upon the framework and policies developed in FY 2000.

RED LIGHT

- SFA received a qualified opinion on all statements. The auditors stated that the statements fairly presented the operations of SFA, but for a few specific items. The few items relate primarily to prior year adjustments and the limitations of the Department’s financial management system. During the past year, significant improvements in the operations and reporting on financial activities have been made. SFA has closely coordinated plans and actions to leverage both ED-OCFO and SFA-CFO talents and resources. This has resulted in significant improvement in the Internal Control Report that accompanied the audit, as last year’s four material weaknesses and three reportable conditions were reduced to three material weaknesses and one reportable condition. The corrective actions required to achieve a clean opinion next year have been implemented.

SCHEDULE CHANGES

- Acquisitions and Contracts Performance extended the January 31st completion date for implementing a Partnership Program to establish a better working relationship with SFA Operating Partners. This will be completed by June 30, 2001, when the “Front to Back” training is delivered.
- Schools Channel has extended the time required to complete the development of performance measures for the operating partner to assist in building a common business process and system for aid origination and disbursement. The new completion date is March 31, 2001.

PERFORMANCE PLAN INDICATOR STATUS AT A GLANCE*

as of March 16, 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 March 16, 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.	Dropped
	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.		

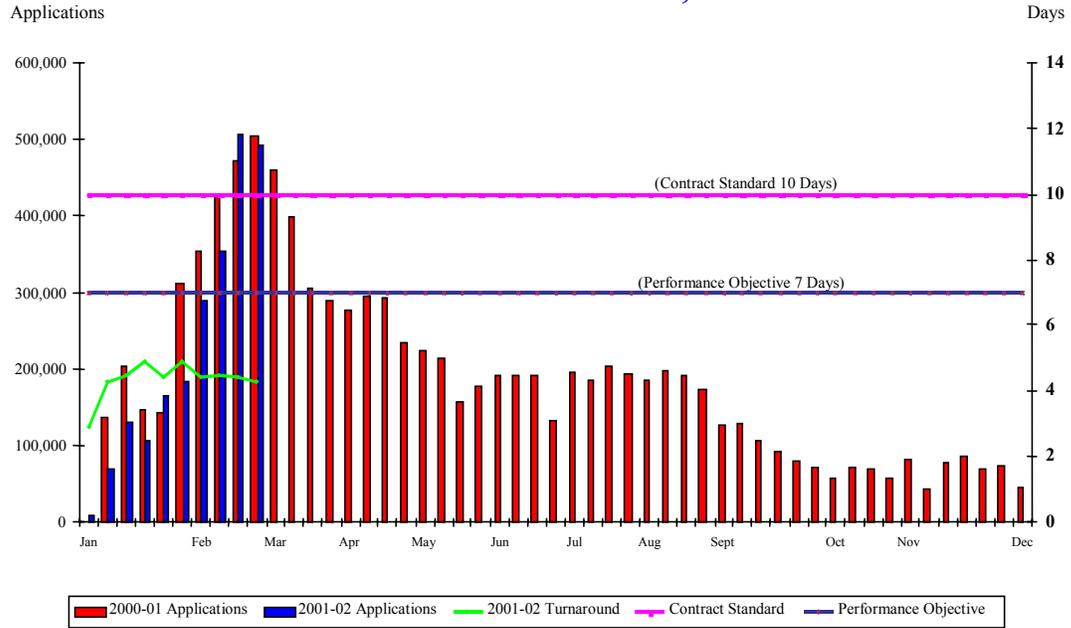
*Contributes to the goal of improving the financial integrity of student financial aid programs.

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

1-800-4FEDAID

Y:\Bi Weekly Data\00-01 Turnaround Chart

Application Volume Turnaround Data as of March 11, 2001

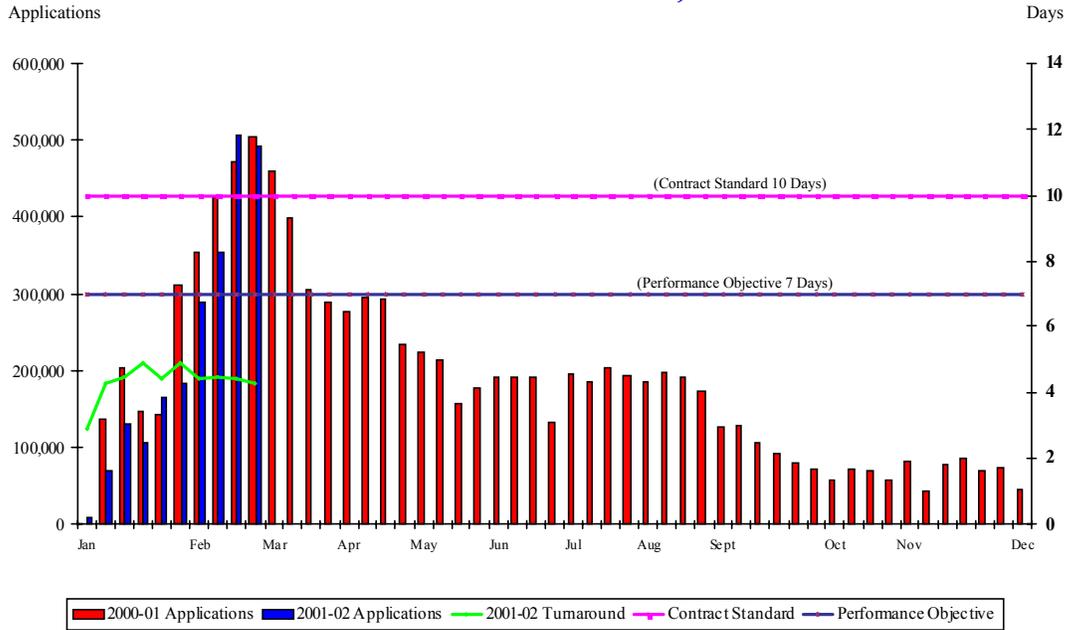


AI 03/16/01

PAPER AND ELECTRONIC FAFSA'S

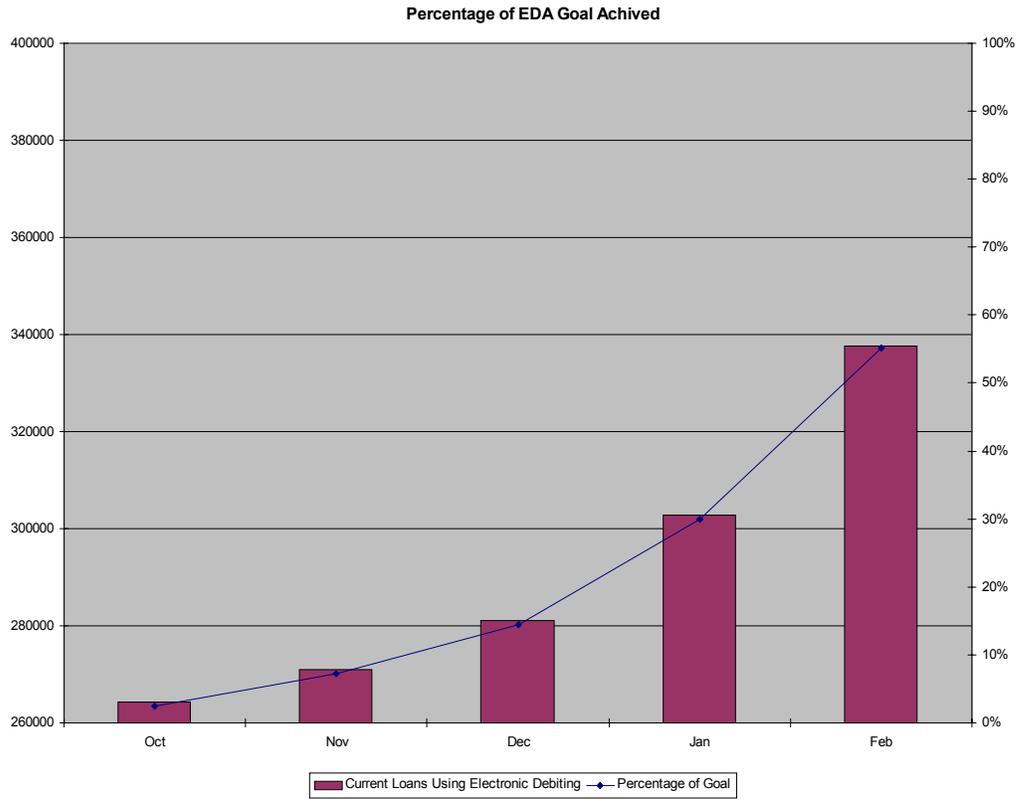
Y:\BI Weekly Data\00-01 Turnaround Chart

Application Volume Turnaround Data as of March 11, 2001



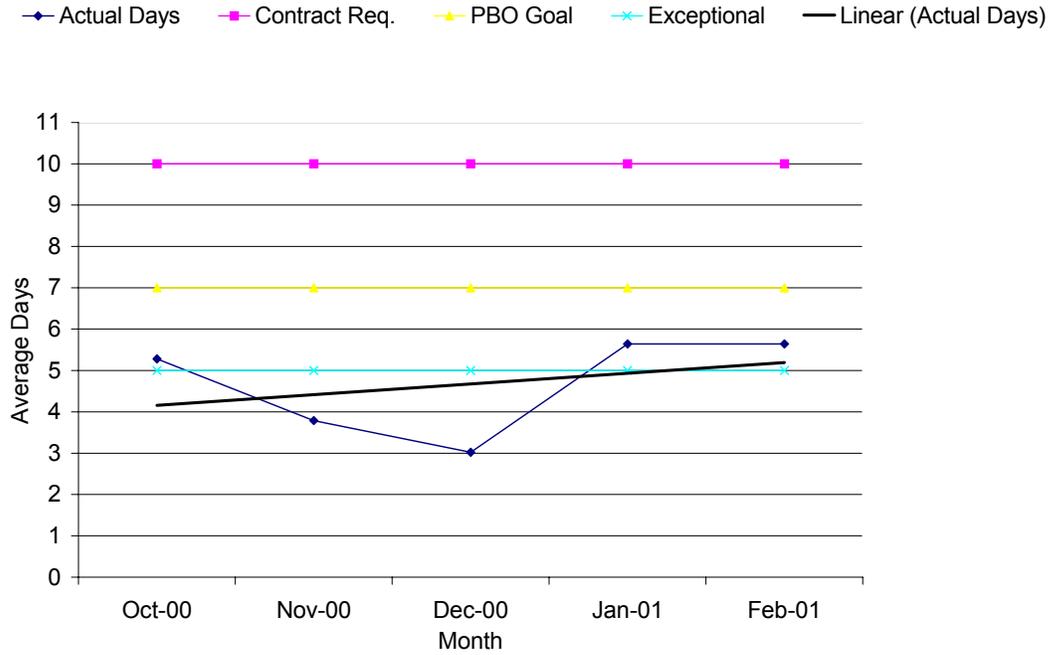
At 03/16/01

REPAYMENT THROUGH ELECTRONIC DEBITING



DEFERMENT AND FORBEARANCE REQUESTS

Turn Around Time for Deferments and Forbearances
Average Days



DIRECT LOANS SERVICING WEB SITE (NOW IN SPANISH)



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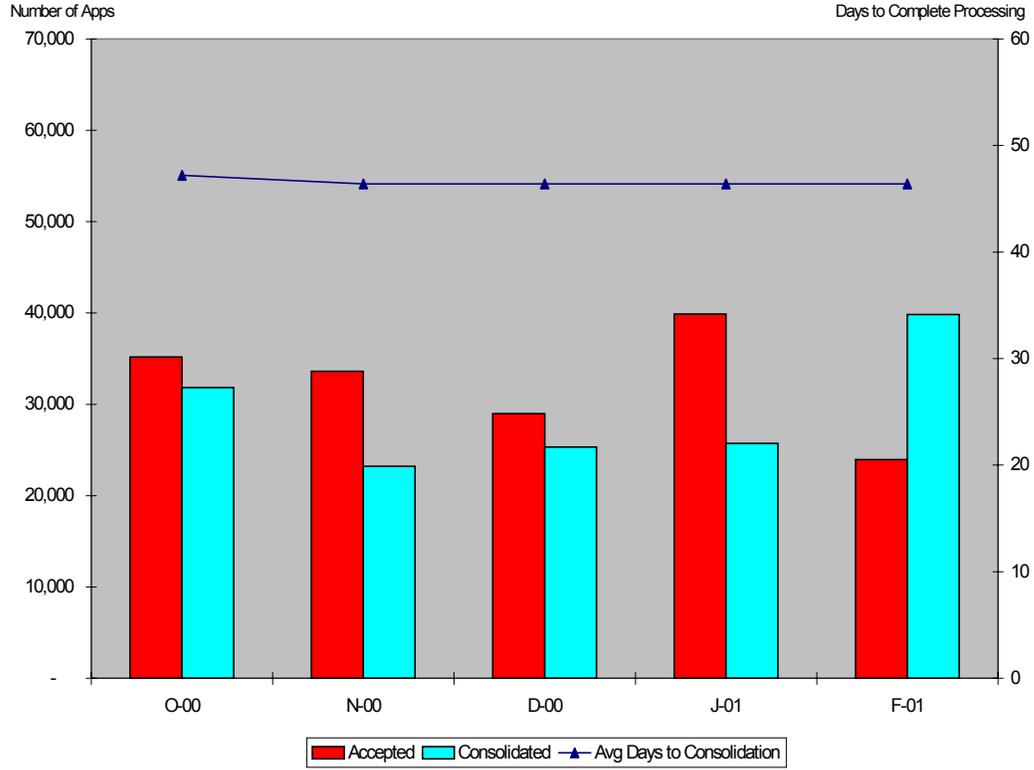
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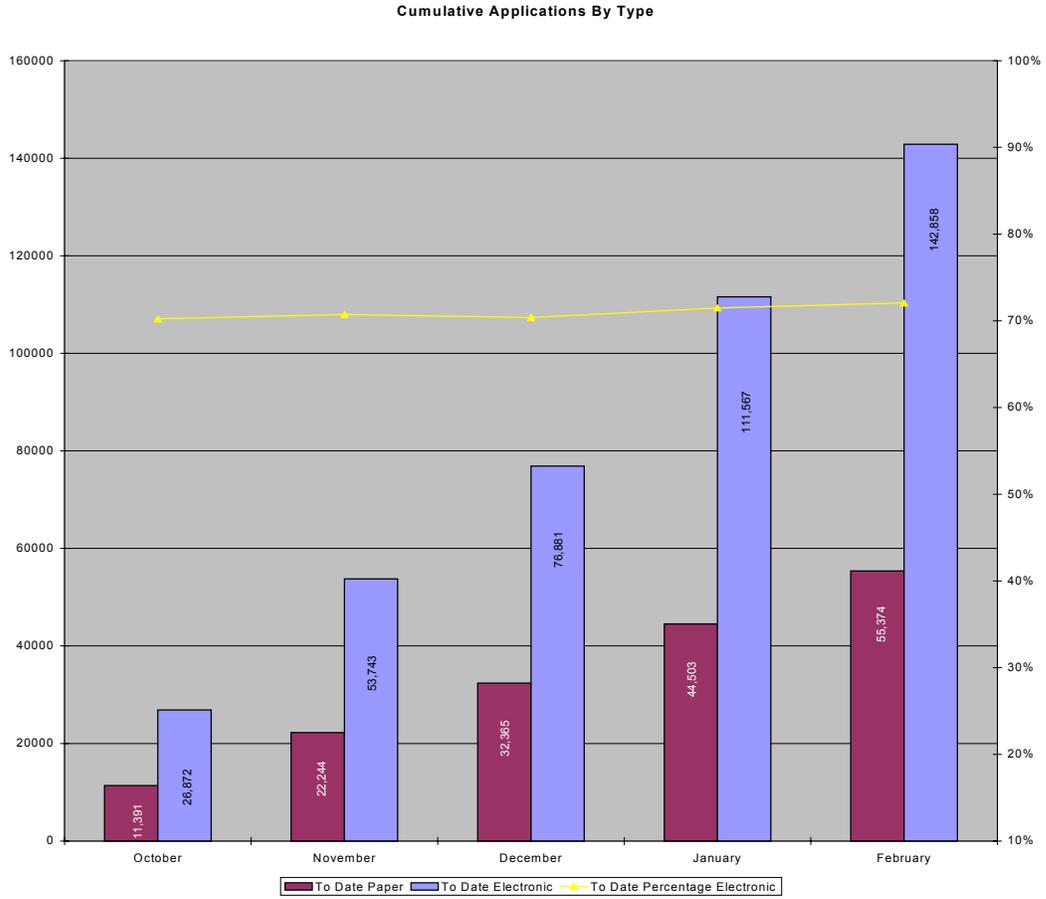
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1 de marzo del 2001

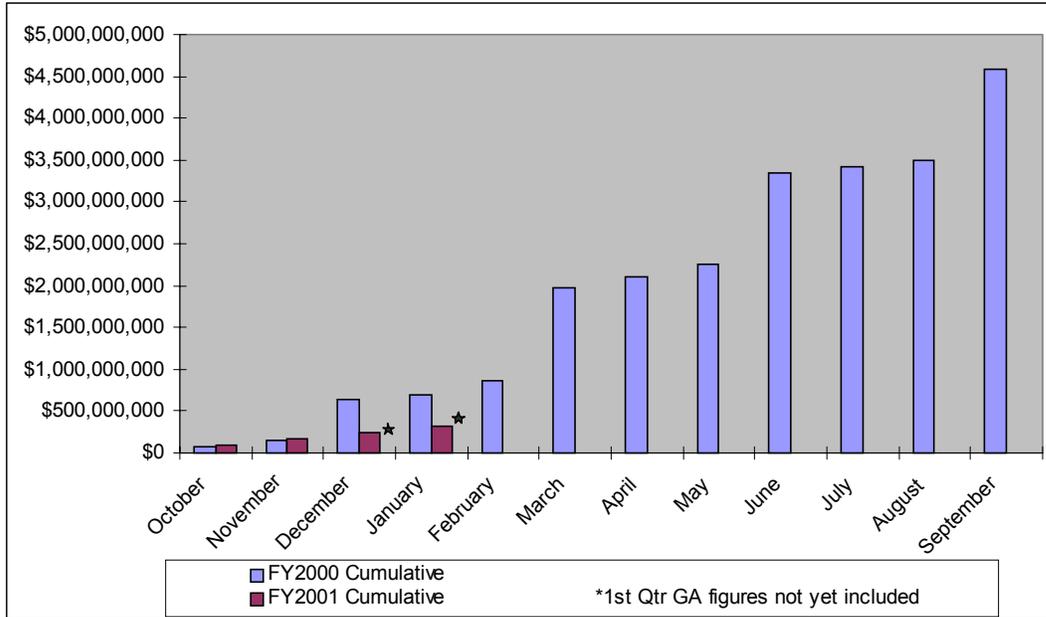
LOAN CONSOLIDATIONS



CONSOLIDATION APPLICATIONS



DEFAULT RECOVERY RATE



NATIONAL DIRECTORY OF NEW HIRES (NDNH) DATABASE

FIRST LIVE MATCH RESULTS

(January, 2001)

ED'S MATCH RESULTS

