

## SUMMARY

### COMPLETED

- The final three Voluntary Flexible Agreements (VFA's) were signed by the Secretary, as required under the law. The VFA's are pilot projects designed to allow guarantors to test innovative ways of delivering student aid.

### GREEN LIGHT

- On March 19, SFA received its one-millionth FAFSA on the Web filing. Last year, this milestone was not reached until May. As of March 26, SFA has processed 3,276,100 FAFSAs for the 2001-2002 award year. Of these, 31% were electronic. The average turnaround time for processing an application is 5.6 days. Less than 0.5% of applicants are not responding to the drug question.
- The first release of Phase III of the Financial Management System is ready to go live on April 2, 2001. The LEAP/SLEAPP module will provide states with the first electronic product for state grant programs.
- A letter was sent to the National Student Loan Clearinghouse requesting that the pilot program to better track student enrollment at foreign schools be continued for another year. This pilot program will help to create a process that will prevent students from being able to falsify enrollment at foreign institutions.

### SCHEDULE CHANGES

- The final report on the analysis of the 1,300 discharges identified by the IG audit is now scheduled for April 30, 2001, not the original March 31, 2001 completion date.
- The implementation of various technical projects has caused a delay in the Students Channel Web portal. Initial meetings have occurred on this project and strategy meetings continue to be held. The Students Channel is awaiting final CIO recommendations regarding Web products.
- The design and implementation of improvements to the core business functions including electronic business-to-business solutions for lender submissions of payment forms will be complete by September 30, 2001.
- 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 May 31, 2001.

**PERFORMANCE PLAN INDICATOR STATUS AT A GLANCE\***

*as of March 30, 2001*

	<b>Indicator<sup>1</sup></b>	<b>Status</b>
<b>Students Channel</b>	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.*		
<b>Schools Channel</b>	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.		
<b>Financial Partners Channel</b>	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 30, 2001*

	<b>Indicator<sup>1</sup></b>	<b>Status</b>
<b>FP</b> cont'd	Retire the FFEL System (Phase I).	
	Create the Data Mart (Phase I).	
<b>CIO</b>	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.	Delayed
	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.	
	<b>CFO</b>	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.*		
<b>Enterprise Areas</b>	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.

<sup>1</sup>List is not exhaustive of all SFA operating goals and improvement projects.