

SUMMARY

COMPLETED

- As of March 31, 173,282 consolidation applications were filed electronically, representing 72% of the total application volume. This accomplishes the goal to increase the number of consolidation applications by 50%, as a percentage of volume, or a minimum of 150,000 applications filed electronically in FY 2001.

GREEN LIGHT

- Acquisitions and Contract Performance has significantly increased contract awards (in terms of dollar amounts) to small businesses. The conference planning and branding of the new building are two examples of these awards.
- At least 98% of Direct Loan origination and disbursement records are again being processed within two days, after the February drop below standard due to the 2001-2002 software implementation on February 19.
- Case Management Teams' plan for conducting 163 program reviews is complete. As of April 9, 2001, fifty-one program reviews have been conducted and entered into the PEPS database.
- Currently the number of borrowers repaying their Direct Loans through Electronic Debiting and other electronic methods is 355,810. The year-to-date increase of 94,574 borrowers represents 68% of the annual goal of having 400,000 borrowers repay their loans electronically.
- Key SFA staff is detailed to the special SWAT team developed in OCFO to ensure that SFA receives an unqualified opinion on SFAs FY 2001 financial statement audit.
- During the month of March, Direct Loan schools were provided with results of PLUS loan credit checks within the stated goal of two days 100% of the time.

SCHEDULE CHANGES

- Students Channel continues to participate in the CIO sponsored Portal Strategy IPT. The target completion date to establish a Web portal for Students has been extended to September 30, 2002. Successful completion of the Students Portal is contingent on the successful implementation of the Schools Portal. The Students Channel is awaiting final CIO recommendations regarding Web products.

PERFORMANCE PLAN INDICATOR STATUS AT A GLANCE*

as of April 13, 2001

	Indicator¹	Status
Students Channel	Establish a Web portal for students that will provide access to student related online services.	Delayed
	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 April 13, 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.	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.	
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.

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
1 Students		Establish a Web portal for Students that will provide access to Student related online services.	<p>DELAYED. The Students Channel continues to actively participate in the CIO sponsored Portal Strategy IPT. Our high level portal requirements have been delivered to the CIO. The CIO is currently reviewing Web products that will meet our requirements. The IPT outcome will produce an SFA wide Portal Strategy including views of the Channels. Once the Portal Strategy is delivered, we will commence a detailed Student Channel content analysis. Modernization funds for this effort are pending the acceptance of the Portal Strategy document, as it will outline the funding requirements. Successful completion of this project is contingent on the successful implementation of the Schools Portal, and the allocation of dollar resources. The students Channel is awaiting final CIO recommendations regarding Web products.</p>	5%

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
2 Students		Create and launch a new products/services/ delivery approach that will increase the amount of student aid related information available to Students and Parents, including those speaking English as a second language	<p>Contacted webmaster of the Department's "Resources in Spanish" page (Recursos en Espanole) at www.ed.gov and included links to SFA material in Spanish. These links are located at http://www.ed.gov/offices/OIIA/spanishresources/publicaciones.html. The HTML versions of the 2001-2002 Funding Your Education in English and Spanish are available at http://www.ed.gov/prog_info/SFA/FYE/(March 2001). The 2002-03 English/Spanish Student Financial Assistance Glossary of Financial Aid Terms is being updated and will be distributed throughout SFA via e-mail and made available on the Intranet. This glossary is given to contractors (professional translators with ATA accreditation) for translation of SFA material. A federal student aid poster is being developed to raise awareness about student aid scams, and to stress applying is free, and that information and advice is readily available. Feedback on the poster's design and message was obtained through listservs and focus groups from more than 200 participants including high school counselors, students and parents. The poster was sent to GPO on 3/28. We expect a printed supply</p>	40%

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
			<p>to be available in four weeks. Looking for Student Aid is a brochure on finding scholarships and applying for federal student aid without paying money for information students. It suggests sources of free information and advice for the student and parent. Comments from the financial aid community are being incorporated. We will seek student feedback after brochure is laid out. A teacher loan forgiveness brochure is produced as a PIC item and will not be available for bulk ordering. The brochure will reflect recent changes on teacher loan forgiveness programs. The brochure is being distributed to SFA staff for comments and feedback. The Spanish version of the 2001-02 Drug Brochure is final.</p>	
3	Students	Launch a single, toll-free, "one call does it all", number for student customer service that will allow access to any call center.	The Consistent Answers for Customers business case will be presented to the Internal Review Board on April 5. There are four components to the business case: Contact Management and Core View for Schools, Call Center Optimization, Central IVR, and Common Contact Management Application for SFA.	15%

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
4	Students		Answer 95 % of 1-800-4FEDAID calls. Ratings for courtesy, answer speed, and overall service will average a four rating (out of five) in our weekly survey.	The call completion level to date is currently averaging 97.3%. Customer satisfaction, based on overall service, has continued to exceed the required goal during the first quarter. The average customer satisfaction for March has exceeded a four rating, with over 91% of the customers rating the service received a 4 (out of 5) or better.	
5	Students		Increase the number of FAFSAs filed electronically from four million last year to five million in FY2001 with 50% via our web product. To help accomplish this, release the FAFSA on the Web 5.0 application in time for the 2001-2002 application cycle, making the application completion easier for users, while increasing performance and scalability.	The 2001-2002 FAFSA on the Web was available to students on January 1, 2001 at 7:15 a.m. CT. Through March there have been 5,178,652 applications processed. Of these 2,099,897 have been filed electronically, with 1,367,824 filed via the web. To date 65% of all electronic submissions have utilized the web. We are projecting that we will process 5,076,017 applications electronically in FY01. Of that number, we are projecting that 2,971,549 or 59% of them will be filed via the web.	
6	Students		Process all paper and electronic FAFSA's with an average turnaround time of seven days or less.	For the 2001-02 processing cycle we are currently processing applications on an average of 4.6 days.	

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
7 Students		Upgrade the Student Aid Report (SAR) for the 2002/2003 School year with a plain language letter that clearly explains to applicants what's next, details the information they provided, and explains how to correct any FAFSA errors.	The SAR has gone through an extensive transformation as a result of extensive hours of usability testing beginning May 2000. Based on the results of the tests and feedback from students and the FAA community, the SAR has been modified to a "student" oriented form where the information/steps are given in a sequenced manner (linear timeframe of SAR process). After additional modifications were made to the redesigned SAR, the current draft is posted on IFAP for general review. So far, we have received feedback and suggestions on improving the format. In general, the feedback has been positive. In conclusion, APS has pending plans for the redesign and modification of the student correction pages - formerly as Part II of the SAR (Phase II). SAR Redesign Activities - Phase I: Input from students and FAA groups. Initial usability testing (May 2000). Second round of usability testing on the new and "raw" SAR (June 2000). Example of changes: 1. Problem: Unable to read and understand comment page on original SAR.	

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
8	Students	1	Analyze the results of the IRS Phase II statistical study of electronic matching of income data, and decide how to use the findings to improve our income verification sample.	65%

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
			<p>statistical study. September 18-ED provided the IRS with SAS programs to: Link parent SSNs and IRS data to appropriate student application record. Determine what parent IRS income figures to use in the analysis. Substitute FAFSA income data fields with IRS income data (this program will also assume certain income earned from work values based on actual IRS AGI values). December 26-ED provided the IRS with SAS programming to perform need analysis using IRS income on study sample and to generate statistical tables. January 31, 2001-IRS provided initial statistical tables. February 9, 2001-ED requested additional tables based on some apparent discrepancies in some of the numbers in the IRS tables. February 15, 2001-IRS provided additional tables to ED. March 22, 2001-Error detected in output from IRS. Programming change made and sent to IRS to correct error.</p>	

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
9	Students		Increase the total number of borrowers repaying their Direct Loans through Electronic Debiting and other electronic methods to a minimum of 400,000 borrowers.	Electronic Debiting provides the borrower with an efficient means of payment that eliminates the need for check writing, mailing and postage. In addition, there are savings to SFA in processing for Electronic Debiting borrowers. This process provides a more consistent payment flow and error free environment. In the beginning of FY01 there were 261,236 Borrowers using Electronic Debiting. An increase of 138,700 Borrowers for FY2001 is required to meet the goal of 400,000. As of 03/31/2001, the number of Borrowers is 355,810. This year to date increase of 94,574 represents 68% of the annual goal.	
10	Students		Retire Central Data System: transferring necessary functionality to other systems.	COMPLETED Retirement of Central Data Systems was successfully completed on November 19, 2000. This implementation was completed with no interruption in service and was transparent to the customer. This project resulted in significant savings to SFA operating costs and eliminated redundancy across systems.	100%

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
11	Students		Process all deferment and forbearance requests within seven days of receipt at the Direct Loan Servicing Center.	The average processing timeframe for deferment and forbearance requests was 6.45 days during March. The service Center continues to be committed to the lowest possible turnaround time.	
12	Students		Provide, via the Direct Loan Servicing Web site, new Spanish language deferment and forbearance requests.	COMPLETED With the implementation of our web site task order, borrowers who speak Spanish as a first language will not only be able to access deferment and forbearance forms in Spanish, but the majority of the DLS web site will also be in Spanish. The entire Direct Loan Servicing Web site was made available in Spanish effective February 20, 2001, at http://www.diservicer.ed.gov/ . This enhancement is made in conjunction with the School Year Software Release 2001/2002.	100%
13	Students		Process Loan Consolidations in 50 days or less.	We are currently booking loan consolidations in an average of 46 days.	
14	Students		Increase the number of consolidation applications filed electronically by 50%, as a percentage of volume, or a minimum of 150,000 applications filed electronically in FY2001.	COMPLETED Through March 2001 we received 173,282 electronically filed web applications representing 72% of the total application volume.	100%

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
15 Students	2	Keep the default recovery rate at 10% or higher.	<p>The recovery rate is comprised of the sum of ED's collections and the guaranty agency's (GA) collections on defaulted loans divided by the outstanding portfolio at the end of the previous year. At the end of FY00, our portfolio was \$28.8 Billion. Combined recoveries through March were approximately \$2,496 Billion. At this pace, on a seasonally adjusted basis, annual recoveries will be approximately 15% of the outstanding portfolio. This recovery rate puts us on target to easily exceed our goal. Private collection agency combined recoveries are up 10% over FY00. Administrative Wage Garnishment payments are up almost 23% over FY00.</p>	

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
16	Students	3	Fully implement the National Directory of New Hires database matching program to enhance default recoveries and resolutions.	50%

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
			return accounts that meet that requirement back to the guaranty agencies.	

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
17	Students	4	Based on the "Fall Repayment Symposium," establish a program and multi-year goals to further reduce the cohort and lifetime default rates.	5%

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
18	Schools	5	Increase oversight efforts by increasing Program Reviews by 20%. In FY 00 we performed approximately 130 on-site reviews.	On schedule. The Case Teams were reminded of the importance of program reviews on Dec 22, 2000. Case Teams developed plans to assure that reviews are completed by the end of the fiscal year, contingent on availability of travel funds. Case Team plans for conducting 163 program reviews are complete and 51 reviews have been conducted and entered into the PEPS database as of April 9, 2001.	
19	Schools	6	Educate the foreign school community about SFA program requirements to reduce non-compliance. (Examples of possible efforts include developing a Student Financial Aid Handbook for foreign schools, or providing additional training)	On schedule. There are 509 postsecondary schools in countries outside the United States that participate in the FEL Program. Their participation helps Title-IV-eligible students attend schools located outside the United States and receive funding under the FFEL program only. SFA is developing a new publication, the Student Financial Aid Handbook for Foreign Schools. Its purpose is to aid and guide foreign institutions that are participating in the FEL Program. Scheduled completion is 9/30/2001. The OIG is developing an SFA audit guide specifically for foreign schools. Scheduled completion April 2001. The Foreign Schools Team in the Schools Channel continues to offer specific training to	50%

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete	
			targeted segments on the electronic application to participate, Title IV requirements, and debt management counseling for students.		
20	Schools	7	<p>Create a process that would prevent students from being able to falsify enrollment at foreign institutions by implementing a pilot program with the national student loan clearinghouse to better track student enrollment at foreign schools. Based on the effectiveness of the pilot program expand the initiative or identify alternative measures to eliminate falsified enrollment at foreign schools.</p>	<p>Letter was sent March 19,2001 to the Clearinghouse requesting that the pilot continue for another year. Clearinghouse Board has not made a decision on continuing. In spring 2000, ED identified guaranty agency and potential foreign school participants. In July 2000, the National Student Clearinghouse, three guaranty agencies and nine foreign schools began participating. BY December, only seven of the nine participating schools had completed one full submission of student enrolling data on the Clearinghouse website. During the Pilot, guaranty agencies were able to conduct pre-disbursement enrollment checks for some loan applications. Non-matches were verified with the school. Because some schools were not able to complete their student enrollment data entry prior to their students submitting loan applications. Some loans were disbursed without</p>	50%

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete	
			verification of student enrollment. For these loans, post-disbursement verification was done to verify that the student was enrolled. There are no incentives for the Clearinghouse, the GS's, or the schools to participate in the Pilot. ED sent the Clearinghouse a letter in March 2001 requesting to extend the Pilot for another year and to make minor modifications. A decision from the Clearinghouse Board is pending. ED is also considering regulatory changes to require verification of student enrollment at foreign schools prior to loan disbursement. ED needs to consider GA workload & funding for this task, time zones, hardship on students, and burden on foreign schools.		
21	Schools	8	Make a determination on the initial cohort of recertification applications for all foreign non-medical schools eligible to participate in the FFEL Program.	On schedule. March 1997 all foreign schools (823) were reminded that they must be recertified and that an application must be submitted on July 1997. 436 schools did not reply. Of the 387 schools that did reply, most did not timely submit or submit a complete recertification package. All but eight (8) schools have been recertified and approx. 100 have been reinstated. There are currently 509 foreign schools participating in the FFEL program only, which funds	50%

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
			<p>approx. 12,500 students annually at just over \$214 million. The average default rate for foreign schools is 2.6%. Most schools are public and private nonprofit and receive less than \$100,000 annually (335 schools almost 70%) with the FFEL funds being disbursed directly to the students in one payment. Foreign educational systems are different from domestic and it is difficult to apply domestic rules to foreign systems. Communications are a challenge due to high turnover at the institution regarding who is responsible for administering the FFEL program. Usually no Financial Aid Administrator exists, because other countries are not awarding financial aid or the country itself administers the entire program (e.g.: UK has a new loan program that is totally run by the government). Requesting statutory relief for public and private nonprofit schools receiving under \$300,000 for submitting an annual compliance audit, similar to A-133 audits for domestic public and private nonprofits. Currently only 71 schools receive \$300,000 or greater. Requesting statutory relief in using the ECFMG pass rates for foreign medical schools (50 schools required</p>	

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete	
			to submit this data). These schools can only receive the ECFMG data if the student permits it and this testing includes an English test. SFA will suggest using LCME data instead, but rates will be lower than 60% receiving passing score (according to IG audit 40% received LCME passing scores in 1998). The IG is currently clarifying its SFA compliance audit guide to more specifically address foreign schools issues.		
22	Schools	9	Keep the cohort default rate under 8%. Based on the "Fall Repayment Symposium," establish a program and multi-year goals to further reduce the cohort and lifetime default rates.	On schedule. The national student loan default rate of 6.9% in FY98 is less than a third of the peak rate of 22.4% in FY90. FY99 national student loan default rate will be issued in September 2001. In October 2000, SFA sponsored a Student Loan Repayment Symposium, attended by the best in the business (a cross-section of SFA, Schools, Lenders, Gas, Secondary Markets) to continue to examine and share best practices to further reduce student loan defaults. Provide cohort default rate presentations at the following venues: Electronic access conference (in conjunction with NSLDA)-Nov/Dec 2000. Southern Association of Financial Aid Administrators-February 2001. Direct Loan Conference-March 2001. Identified	50%

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete	
			<p>schools (approximately 250) that may need technical assistance and refer these schools to Direct Loan School Relations and Case Management Teams for technical assistance. FY99 draft cohort default rates were calculated in January 01. Based on the draft data it appears that we will meet our goal of keeping the default rate under 8%. Made presentations at the EAC and SASFAA. Provided draft data to reviewers for additional information during technical assistance reviews. Will participate in an upcoming Default Day sponsored by CMO and DL School Relations. As a follow up to the Student Loan Repayment Symposium, DM staff will present at the Virginia Assoc. of Student Financial Aid Administrators in May 2001. Member of Default Reduction Team - reconstituted team which will continue where symposium left off.</p>		
23	Schools		Provide each school with single SFA point of contact: a place they can always call to get their questions answered.	COMPLETED	100%

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
24	Schools		Release version 1 of the School Portal. This version will, for the first time, bring all our services together through a master web page, configurable by each user to their priorities.	COMPLETED Version 1 was released on March 7, 2001 at the DL Conference in Houston, TX.	100%
25	Schools		Release version 2 of School Portal. This version will provide increased personalization, links to operating websites, query and downloading of available data, and a consolidated Title IV-wide event calendar.	Still gathering requirements.	10%
26	Schools		Choose operating partners to assist in building a common business process and system for aid-origination and disbursement for Pell Grants, Campus-Based Programs and Direct Loans. Establish performance measures for the completed system.	Change completion date to 5/31/01 since shared-in-savings deal is still being developed, and it will contain the final performance measures.	50%
27	Schools		Assess the current systems maintaining school information and related functional requirements. Develop and implement a strategy for creating a single "system" of unduplicated school data.	Phase 1 nearly complete.	90%
28	Schools		Complete 96% of reimbursement requests within 30 days.	Exceeding standard. For FY 2001 year to 3/30/01, 98.9% of reimbursement requests have been processed within 30 days of Receipt. Exceeding standard. For FY 2001	

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
			year to 4/13/01, 98.8% of reimbursement requests have been processed within 30 days of Receipt.	
29	Schools	10	<p>Develop action plans for at least 90% of the schools on reimbursement. The action plans will spell out how and when schools will eliminate the issues that led to the reimbursement action.</p>	50%

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
				monitoring action. While the Department will continue to monitor most of the institutions on the reimbursement or cash monitoring payment method due to settlement agreements or other programmatic conditions, the Department has pending actions with ESS College of Business in Dallas, TX due to an ongoing OIG investigation.	
30	Schools	11	Resolve 93% of school audits within six month of receipt.	Exceed standard. For the period 3/04/2001 to 3/17/2001, 96% of the school audits were resolved within 6 months of receipt.	
31	Schools		Process 98% of the Direct Loan origination and disbursement records within two days. The current baseline is three days.	Oct 99.95%, Nov 85.52%, Dec 99.98%, Jan 99.96%, Feb 92.88%, Mar 99.96%. The February percentage was below the standard, as a result of the 2001/2002 software implementation on 2/19, but we recovered for March.	
32	Schools		Process 98% of the Pell funding requests from RFMS receipt through GAPS within 24-36 hours so that funds are available for school drawdown within five days.	BELOW STANDARD. For the two-week period March 11 through March 24: 55% of the disbursement batches were processed within RFMS and made available to GAPS within 36 hours. 74% were processed within RFMS and made available to GAPS within 48 hours. 87% were processed within RFMS and made available to GAPS within 72 hours. Maximum processing time (1 batch) from TIVWAN through RFMS to GAPS	

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
			<p>was 288 hours. There were a total of 9214 batches of school level disbursement requests sent to GAPS during the reporting period. The batches represent over 435,000 individual student level disbursement records processed through RFMS to GAPS. What we are doing to meet the 98% standard: 1) CSC and ACS have completed performance tuning analysis and are developing a schedule of improvements that will devote additional CPU and other resources to processing production data; 2) ACS has optimized table structures and computer programs to increase processing throughout; 3) Replacing the Oracle Financials COTS subledger with the Oracle Financials COTS.</p>	
33	Schools	Replatform and migrate the Campus-Based System to a relational database for use in the 2001-2002 FISAP filing.	<p>Conducted UAL Requirements Validation meeting on 12/28/00. eCampus-Based: Redesign the CB system on an Oracle platform with web interfaces for the schools & SFA (DC & regional) staff. Phase I: Requirements & design to be completed 1/31/01. Phase I completed on time & under budget. Deliverables currently under review. Phases II & III to begin if IRB approves funding. Phase II: School web interface to be completed by</p>	10%

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
				9/5/01. Phase III: SFA interface & 'back-end' system redesigned to be completed ~12/15/01. Expanding on project plans for Phases II & III. On schedule as of 4/13/01.	
34	Schools		Provide Direct Loan schools with results of PLUS loan credit checks within two days. Current standard is five days.	In February, 47.8% of PLUS credit checks were provided in two days or less. In March that improved to 100% of PLUS credit checks being provided in two days or less.	
35	Schools		Eliminate the Mid-Term Financial Aid Transcripts		
36	Schools		Take whatever actions necessary to maintain the viability and competitiveness of the Direct Loan Program.		
37	Schools		Provide Direct Loan schools with results of on-line entrance counseling electronically, eliminating the need for borrowers to print results and provide to schools.	Completed	100%
38	Financial Partners	12	Based on the "Fall Repayment Symposium," establish a program and multi-year goals to further reduce the cohort and lifetime default rates.		

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
39	Financial Partners		Establish Web portal for Financial Partners to provide one stop access to SFA services and information.		
40	Financial Partners		Design and implement improvements to the core business functions including electronic business-to-business solutions for lender submission of payment forms.		
41	Financial Partners		Implement and monitor at least four voluntary flexible agreements for program participation. Launch all four no later than March 2001.		
42	Financial Partners		Submit a report to Congress on the viability of expanding the VFA "pilot".		

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
43	Financial Partners	13	Augment the continuing campaign to eliminate false death and disability claims-- begun in early 2000 by tightening review controls on diagnostic information and original signatures --by implementing a centralized processing pilot project in January, 2001 in concert with four Guaranty Agencies. Pilot will improve the review procedure and permit post submission analysis to identify potentially fraudulent claims for immediate action.		
44	Financial Partners	14	Conduct and complete investigative analysis on the remaining 1,300 discharges identified from the IG audit by March 31, 2001. These 1,300 - after extensive credit bureau screening - reflect financial attributes which the credit industry considers reflective of lifestyles contrary to that of an individual suffering from a permanent and total disability.		
45	Financial Partners		Retire the FFEL System (Phase I).		
46	Financial Partners		Create the Data Mart (Phase I).		

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
47	CIO		Provide continued support to Channels for the design and development of Modernization Projects by achieving 90 percent of the annual major modernization milestones that have been approved by the Information Technology Investment Review Board. (See Sequencing Plan summarized in the Appendix of the Modernization Blueprint).		
48	CIO		Develop and implement an infrastructure, and the necessary tools, to support a standard branding view of all SFA data.		
49	CIO		Reduce overall volume-adjusted operating costs for systems migrated to the consolidated data center by five percent.		
50	CIO		Convert partner interfaces from a private network to the Internet.	DELAYED In order to accommodate schools' desire for gradual adoption during the fall peak season, the largest 1000 schools will be able to use the internet interface by September 30, 2001. The remaining 6000 plus schools will be online by December 18, 2001.	

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
51	CIO		Use data warehousing to provide information to support management reporting, trend analysis, and other assessment functions (Phase I).		
52	CIO		Build the enterprise technical architecture including Middleware.		
53	CIO	15	Enhance the security infrastructure based upon the framework and policies developed in FY 2000.	To achieve this measure, SFA will analyze security infrastructure to create a preliminary cost-benefit business case. Infrastructure needs will be communicated to business units, and agreement about specific results will be obtained and provided to them. Funding will be obtained for the package of target results and a detailed action plan will be created, and the plan will be implemented according to milestones therein.	
54	CIO		Implement configuration management for SFA initiatives.	To achieve this measure, configuration management practice and methods will be introduced to IPTs.	
55	CIO		Complete the IT policies and procedures manual including architectures, software engineering standards, privacy and security, systems development life cycle and configuration management.		

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
56	CIO		Test new technology and business processes by implementing three Electronic ID processes with customers, external partners and/or employees.		
57	CIO		Complete the migration of the Direct Loan Servicing System to the Virtual Data Center.		
58	CIO		Define and Publish Application Program Interface (API) Standards for all technical services and some business services (e.g. CPS) for third party software developers and Financial Partners.		
59	CIO		Develop the Enterprise Solution for electronic signature which includes the technology, processes and regulatory changes needed.		
60	CFO	16	Demonstrate enhanced SFA financial management through new IT systems, improved processes, more experienced professional staff, stronger internal controls, and robust financial reports.	Audit Management: For the fiscal year to date, have resolved 5 of 6 internal audits received; closed 8 of 18 open audits, and completed 22 of 34 open recommendations. Asset Management Controls: To address audit recommendations regarding discrepancies in SFA's asset inventory, we are conducting a physical inventory of all CFO IT assets and overseeing an SFA-wide	52%

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
			<p>physical inventory; updating the Asset Management Database for CFO inventory and overseeing the update of the Asset Management Database for SFA-wide inventory; and provided asset management database training to Channels and Enterprise offices as necessary. We also established policies and procedures to enhance internal controls of SFA Asset Management to prevent fraud, theft, and waste, which include: implementing a centralized procurement process for non-consumable IT merchandise and centralized receiving of procured IT merchandise; and we have separated procurement and receiving functions. We are in compliance with all standards set by ED, the OCIO Product Support Plan, IT Product Buying Guide, SFA Purchasing Handbook, and SFA Modernization Blueprint. Credit Card Controls: Issued SFA Purchasing Handbook. The information has also been posted on the DFO web page. Controls on Third-Party Checks: SFA Administration has implemented internal controls in response to the IG audit titled, "Results of the OIG Review of SFA's Internal Controls Over the Procurement of Goods and</p>	

APPENDIX

Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
			Services Using Third Party Drafts and Purchase cards.” The CFO is also moving to eliminate third party checks and utilize EFT. Travel Controls: Provided numerous travel training sessions for HQ personnel and for administrative staff who process travel vouchers. Published and provided travel guidance and an SFA Travel Handbook on SFA’s intranet. Currently working with ED on a new travel management system, called “Travel Manager.”	
61	CFO	17	Provide full accounting capability for all SFA programs through implementation of the Financial Management System using Oracle Federal Financial products.	52%
62	CFO	18	Obtain an unqualified opinion on the FY 00 SFA financial statement audit.	UNMET

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
63	CFO	19	Enhance the SFA-wide activity-based costing module with our FMS and CFO data-mart to track unit costs and provide quarterly managerial reports on core business processes.	The Cost Team has developed a pivot table as a reporting tool. This tool will make the reporting process less cumbersome for primary ABC users. The Cost Team sent out a pivot table to the Channels and Enterprise offices for a validation of reasonableness of FY 2000 cost. The pivot tables show various views of the Channels and Enterprise offices' FY 2000 cost.	52%
64	Communi- cations		Expand SFANet (the SFA Intranet) to make it not only SFA's central communications tool, but THE transaction tool for SFA's internal business--like ordering IT equipment, travel reimbursement forms, etc.		
65	Communi- cations		Develop and implement a national outreach campaign to promote use of key SFA electronic products, such as FAFSA on the Web and the DL Servicing Web site.		
66	SFA University		Design and deliver a course on student aid traditions to all SFA employees by December 15, 2000 that results in a renewed connection with SFA's history and mission, and strong links to the PBO's mission and standards.	COMPLETED	100%

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
67	SFA University		Design and deliver a course on "SFA Front-to-Back" that will explain all of the steps and processes involved in delivering financial aid. This course will also be offered to our operating partners.		
68	Ombudsman		Implement second generation Ombudsman Case Tracking System (OCTS 2.0) that includes: a. student customer web interface to initiate case and check case studies b. assignment manager to distribute case work c. scripting for intake and case evaluation d. knowledge base of SFA policy and previous OCTS case results e. ad hoc reporting capabilities		
69	Ombudsman		Develop and test feedback loop to give internal and external operating partners individualized quarterly reports of cases specific to their unit.		
70	Analysis		Develop and implement a research agenda focused on collecting and evaluating program performance.		

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
71	Analysis		Develop and implement a data collection and dissemination process that presents SFA-wide program data in an integrated format to all SFA managers.		
72	Analysis		Implement an electronic, web-based performance measurement system that will help increase visibility of our annual plan to all employees and simplify and automate the bi-weekly reporting process.	COMPLETED	100%
73	Analysis		Pilot individual team-based scorecards.		
74	Analysis		Simplification of FFELP Lender Due Diligence Regulations: With approval of the Deputy Secretary and after consultation with affected communities, PDD will develop a regulatory simplification proposal for lender participants in the FFEL Program. Specifically, this effort will concentrate on simplifying the "due diligence" requirement for lenders in FFEL. The objective will be to place our lender partners into a performance based environment where results, rather than detailed adherence to a set of rules will be measured.		

APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
75	Analysis		Creation of an SFA Policy Guidance Database: PDD, with the assistance from SFA's CIO, will develop, populate, and implement a system for electronic storage and retrieval of published policy guidance relating to the Title IV SFA programs. The database will be available to ED staff for use in performing their functions (i.e., training, oversight, customer support) while also creating an electronic "institutional memory" for the organization.		
76	SFA HR		Modify procedures to expedite the recruitment process		
77	SFA HR		Implement new employee incentives and recognition programs that support the performance plan.		
78	SFA HR		Implement SFA Performance Development Process.		

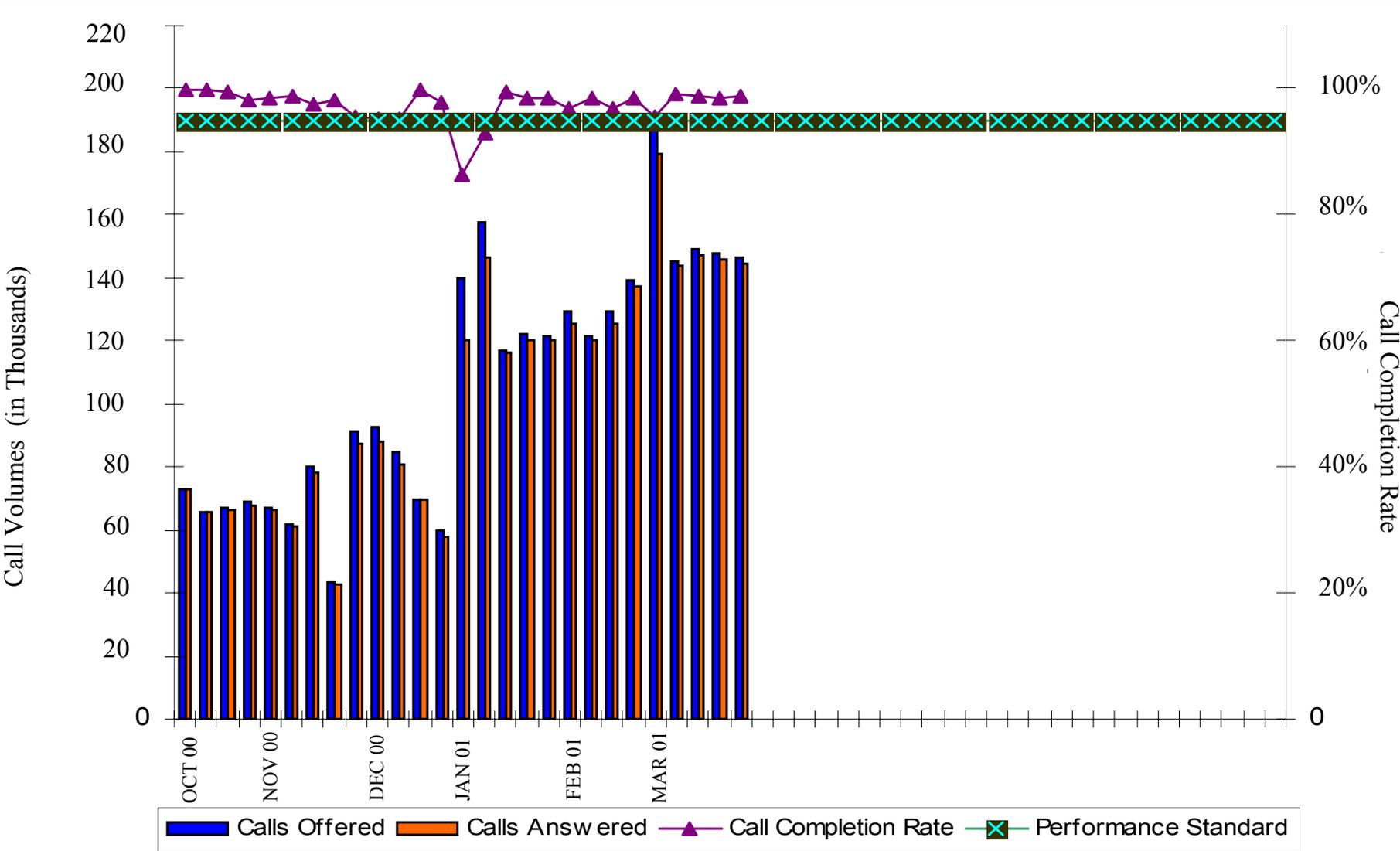
APPENDIX

	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
79	Acquisition and Contracts Performance		<p>Implement a 'Partnership Program' to establish a better working relationship with SFA Operating Partners (OP).</p> <p style="text-align: center;">-</p> <p>Document OP contribution to our performance plan.</p> <p style="text-align: center;">- Improve communications between SFA and OP and among OPs.</p> <p>- Integrate OP into our customer support training.</p>		
80	Acquisition and Contracts Performance		Assume complete responsibility for the management of all SFA contracts, as well as all other acquisition efforts.		
81	Acquisition and Contracts Performance		Complete adoption of performance measures to appropriate legacy contracts.	Wave II of the contract transition to performance-based is scheduled for the week of May 28 th . The targeted contracts are the Virtual Data Center (VDC) and Direct Loan Servicing (DLS).	40%
82	Acquisition and Contracts Performance		Ensure new contracts include consistent and value-added performance measures.	All new contracts are being awarded with value-added performance measures.	50%
83	Acquisition and Contracts Performance		Increase participation of small businesses in our contracts and in subcontracts by 5%.	Significantly increased the number of contract awards to small businesses, e.g. conference planning and branding of the new building.	

APPENDIX

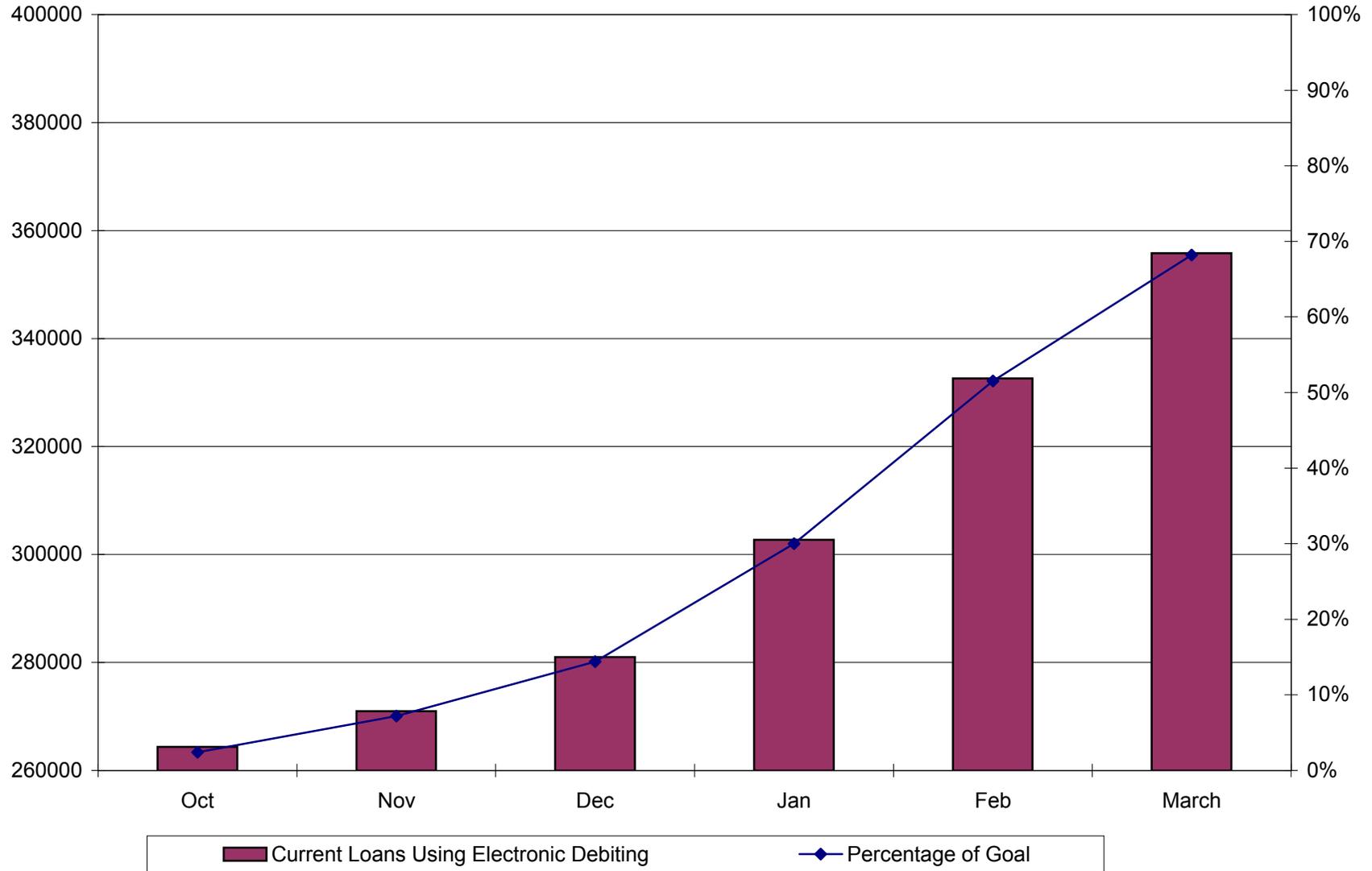
	Channel	Fin INT	Action Item/ Performance Measure	Progress Summary From 04/02/01 to 04/13/01	% Complete
84	Acquisition and Contracts Performance		Develop an automated contract management system to interface with SFA's FMS.	In the process of developing contract management module for the SFA's FMS.	40%
85	Acquisition and Contracts Performance		Provide performance-based training on acquisition management to all SFA managers	Developing performance-based training for SFA leadership and Project/Program staff.	75%
86	SFA wide	20	In order to eliminate costly corrections to printed documents, implement the recommendations of the Document Quality Control Group.	Guidelines were developed for SFA publications. An SFA-wide presentation was made to publications "owners" by two proofreading and publications experts. A proofreading contract was implemented with Technical Quality Management, Inc. All SFA publications, in addition to undergoing an improved internal process, are automatically proofread by a professional proofreading organization before they are printed.	
87	SFA wide		Test all new products or modules with actual "end-users" to identify all major "bugs" and deficiencies prior to product release.		

1-800-4FEDAID CALL VOLUME



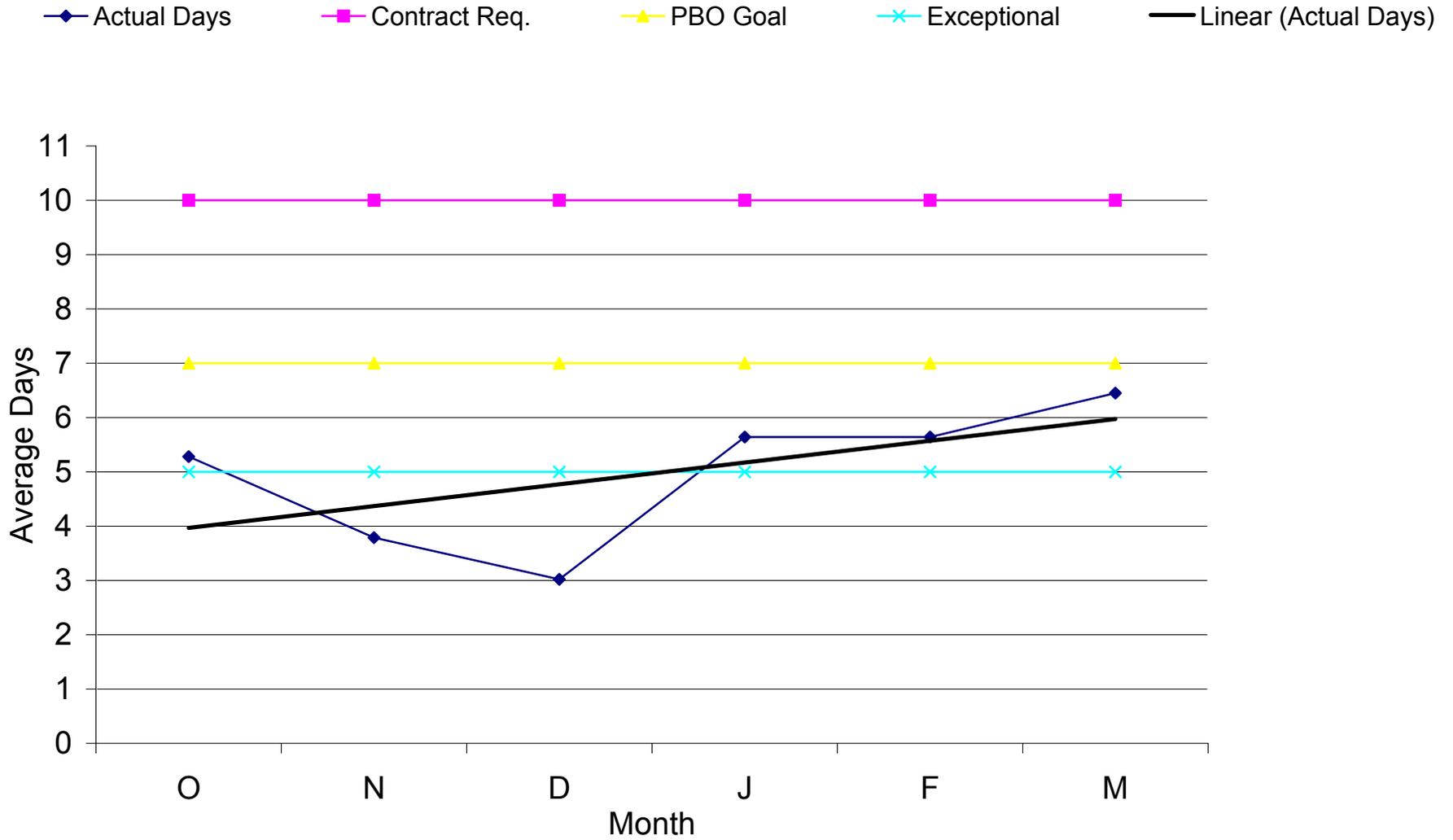
REPAYMENT THROUGH ELECTRONIC DEBITING

Percentage of EDA Goal Achieved

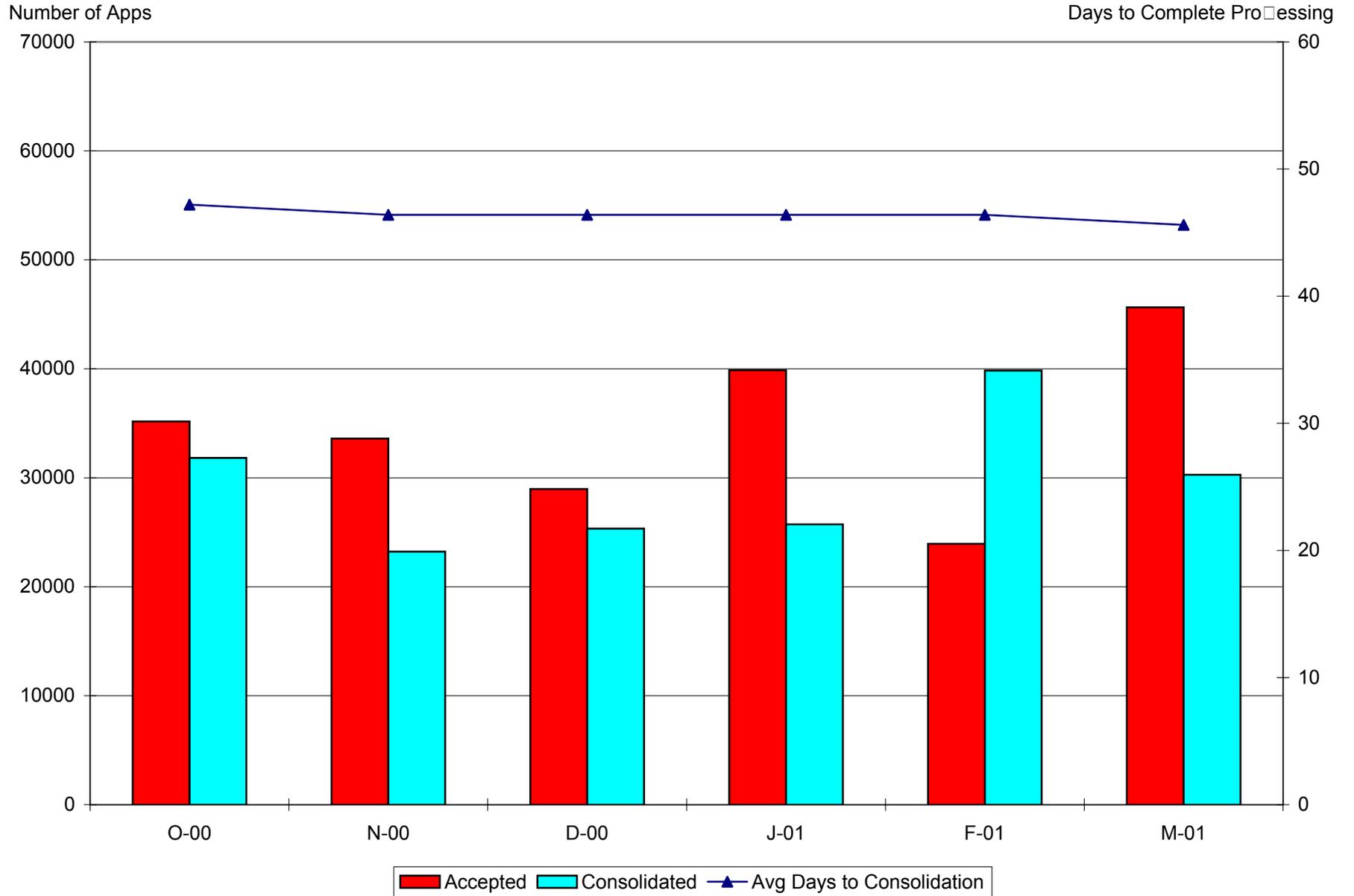


DEFERMENT AND FORBEARANCE REQUESTS

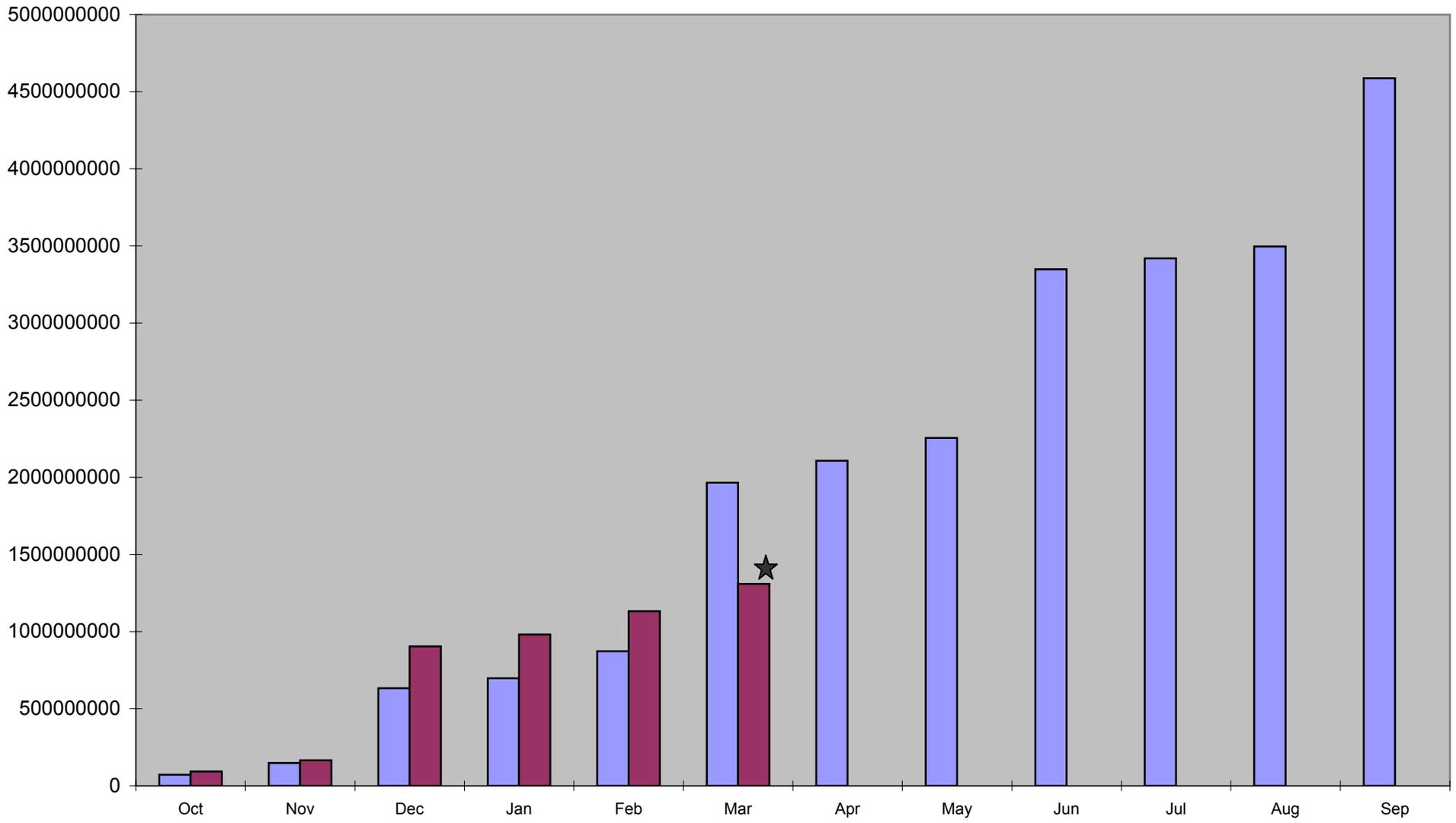
Turn Around Time for Deferments and Forbearances Average Days



LOAN CONSOLIDATIONS



DEFAULT RECOVERY RATE



■ FY2000 Cumulative ■ FY2001 Cumulative *2nd Qtr GA figures not yet included

Cumulative Direct Loan Consolidation Applications by Type FY2001

