

# Performance Plan

## Student Financial Assistance - FY2002



**Bi-Weekly Report as of April 26, 2002**

# FSA

We Help Put America Through School  
*FSA For Students*

Preparing Choosing Applying Funding Attending Repaying



FEDERAL STUDENT AID  
*We Help Put America Through School*

U.S. Department of Education

Available Languages  
English Español

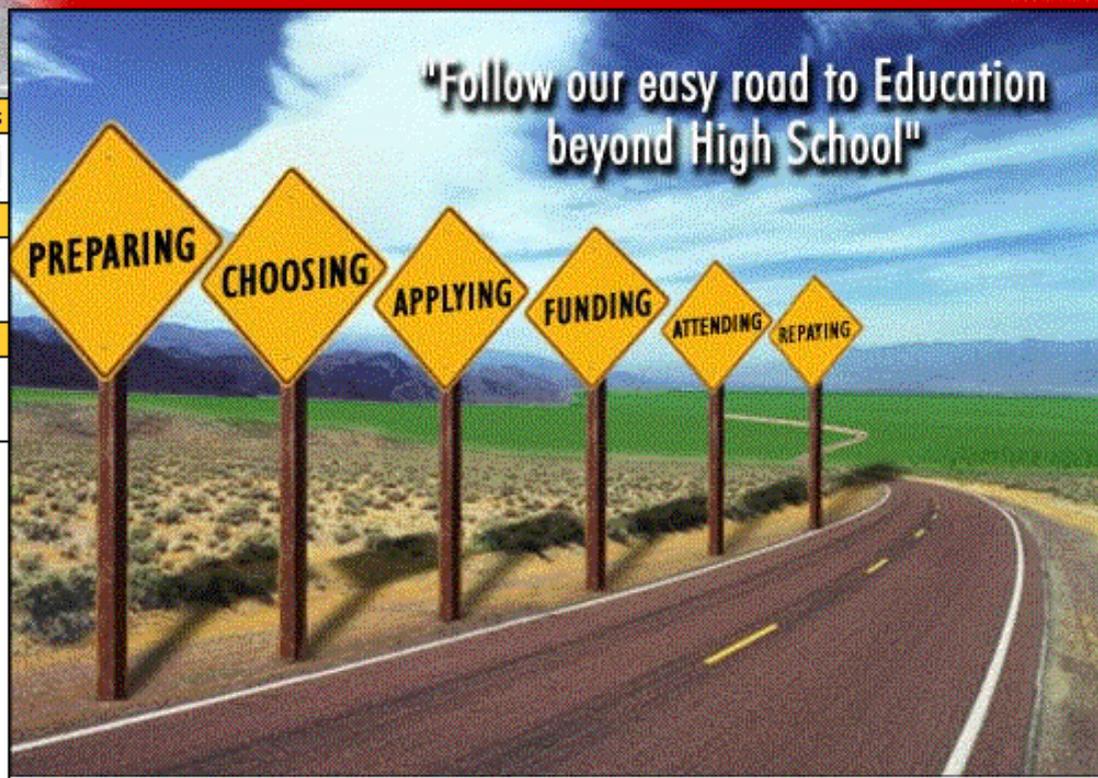
If you attend...  
[Elementary School](#)  
[Junior/High School](#)  
[College](#)

If you are a(n)...  
[Parent](#)  
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[International Student](#)

**My FSA**  
Apply For PIN

**FAFSA**  
FREE APPLICATION FOR FEDERAL STUDENT AID

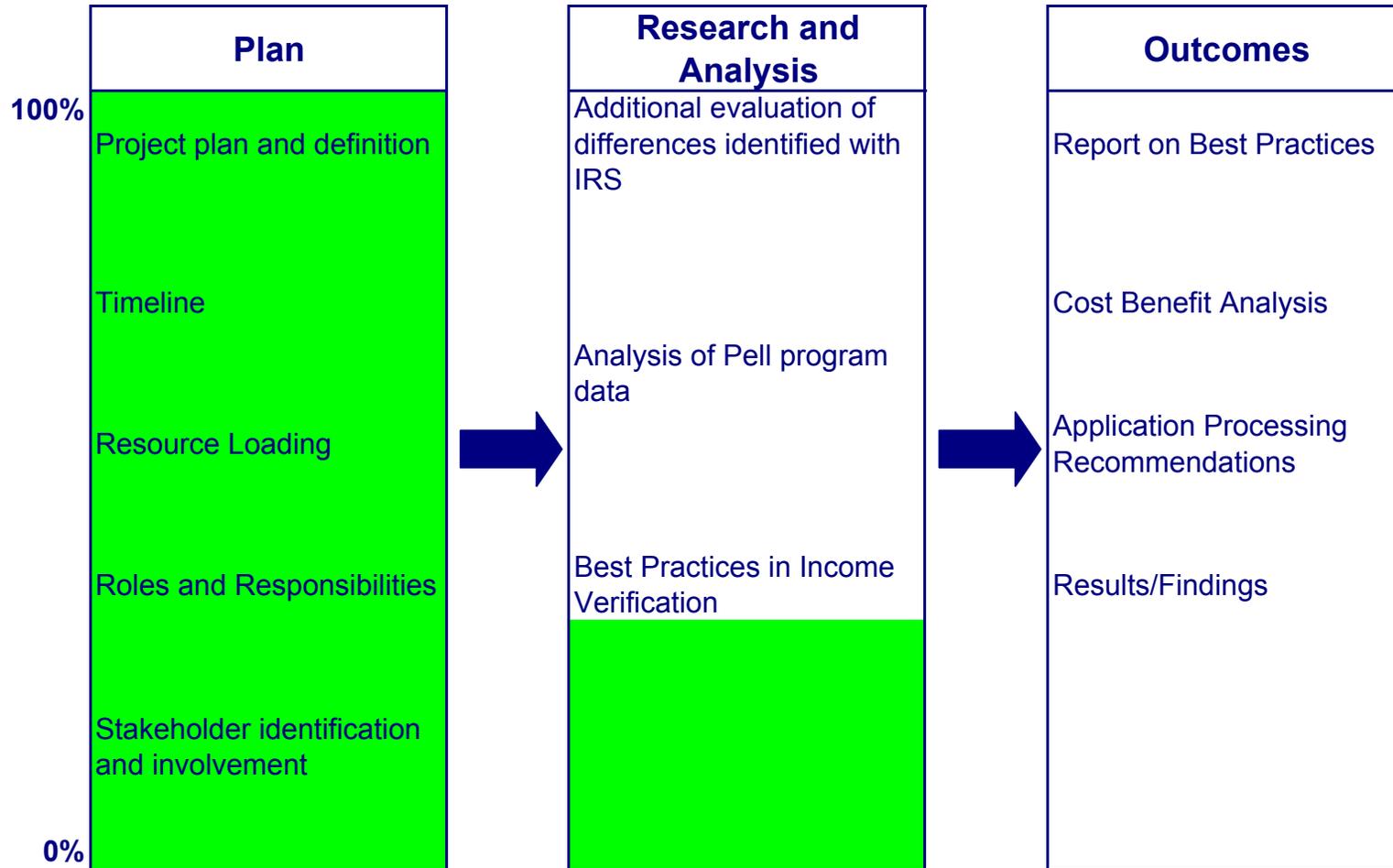
**LOAN Locator**



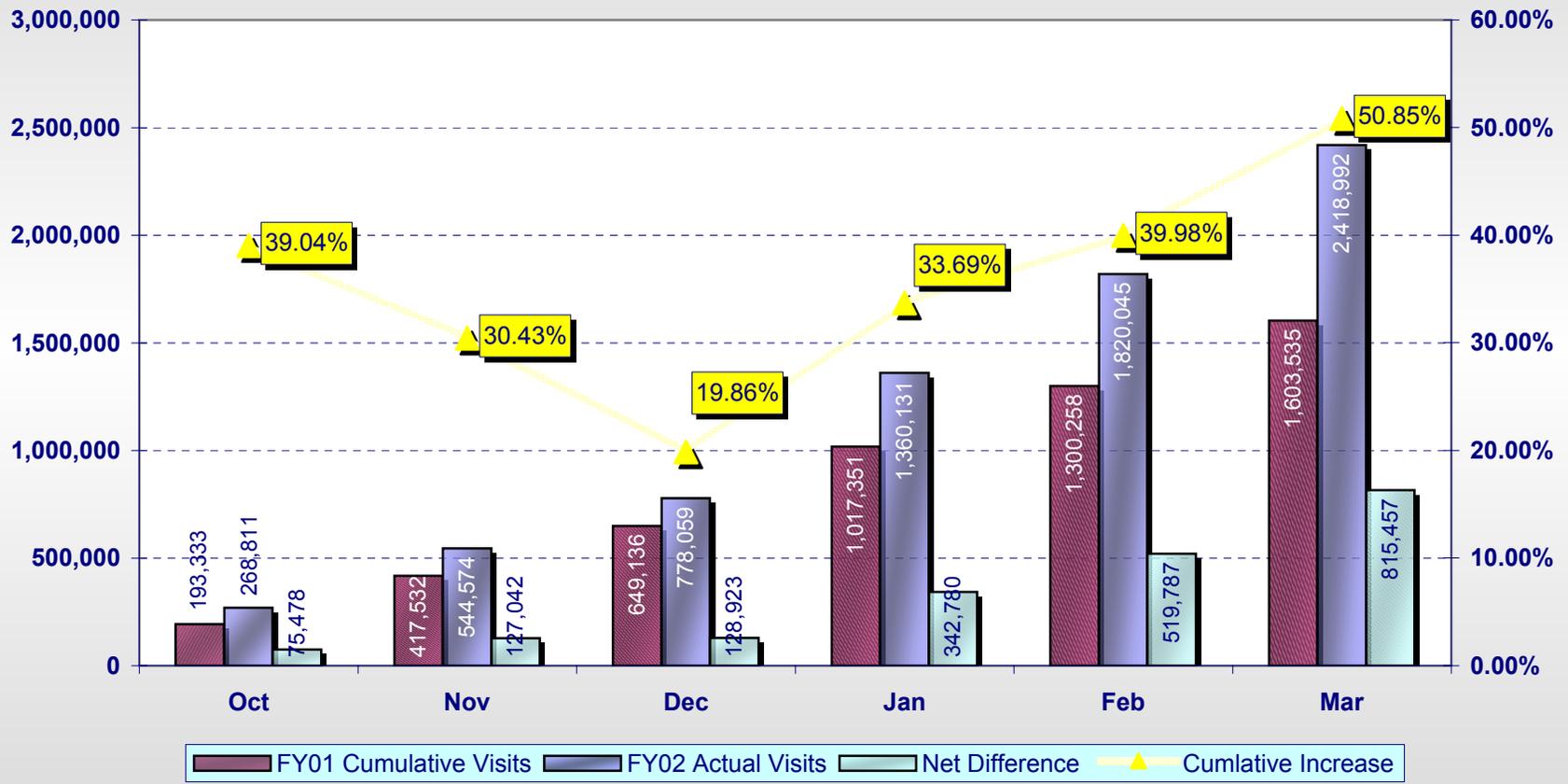
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**Reducing Erroneous Financial Aid Grant Payment Awards**  
**2002-STU-0009**



## Increase of Visitors to the Direct Loan Servicing Website

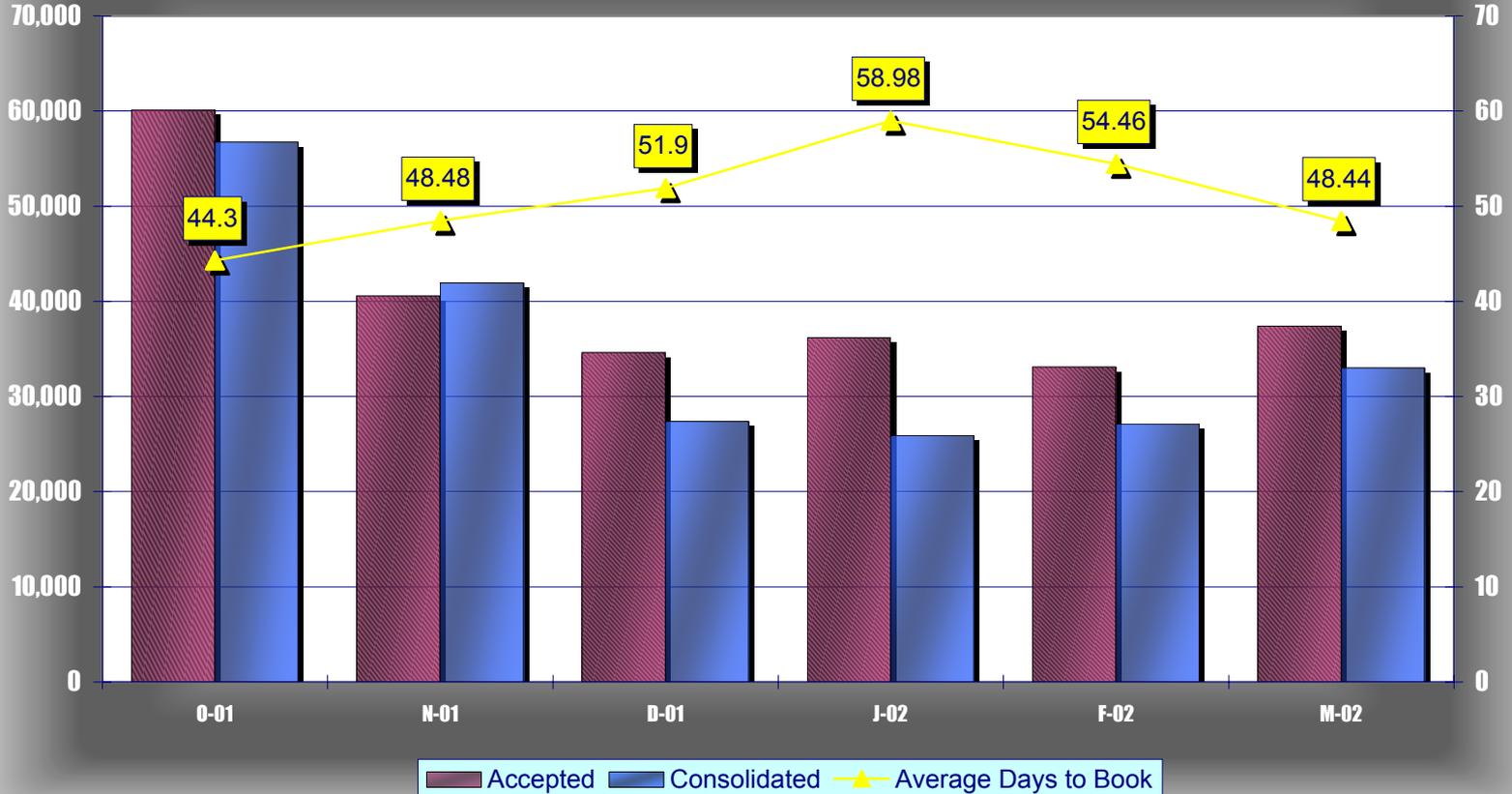


FY 01 Actual	3,300,000											
FY 02 Goal	4,100,000											
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY01 Actual Visits	193,333	224,199	231,604	368,215	282,907	303,277	280,555	278,587	270,467	311,743	306,049	269,141
FY01 Cumulative Visits	193,333	417,532	649,136	1,017,351	1,300,258	1,603,535	1,884,090	2,162,677	2,433,144	2,744,887	3,050,936	3,320,077
FY02 Actual Visits	268,811	275,763	233,485	582,072	459,914	598,947						
FY02 Cumulative Visits	268,811	544,574	778,059	1,360,131	1,820,045	2,418,992	2,418,992	2,418,992	2,418,992	2,418,992	2,418,992	2,418,992
Net Difference (Per Month)	75,478	51,564	1,881	213,857	177,007	295,670	-280,555	-278,587	-270,467	-311,743	-306,049	-269,141
Net Difference	75,478	127,042	128,923	342,780	519,787	815,457	534,902	256,315	-14,152	-325,895	-631,944	-901,085
Increase - Monthly (%)	39.04%	23.00%	0.81%	58.08%	62.57%	97.49%	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%	-100.00%
Cumulative Increase	39.04%	30.43%	19.86%	33.69%	39.98%	50.85%	28.39%	11.85%	-0.58%	-11.87%	-20.71%	-27.14%
Annual Goal (%)	9.43%	15.88%	16.12%	42.85%	64.97%	101.93%	66.86%	32.04%	-1.77%	-40.74%	-78.99%	-112.64%

# Loan Consolidations

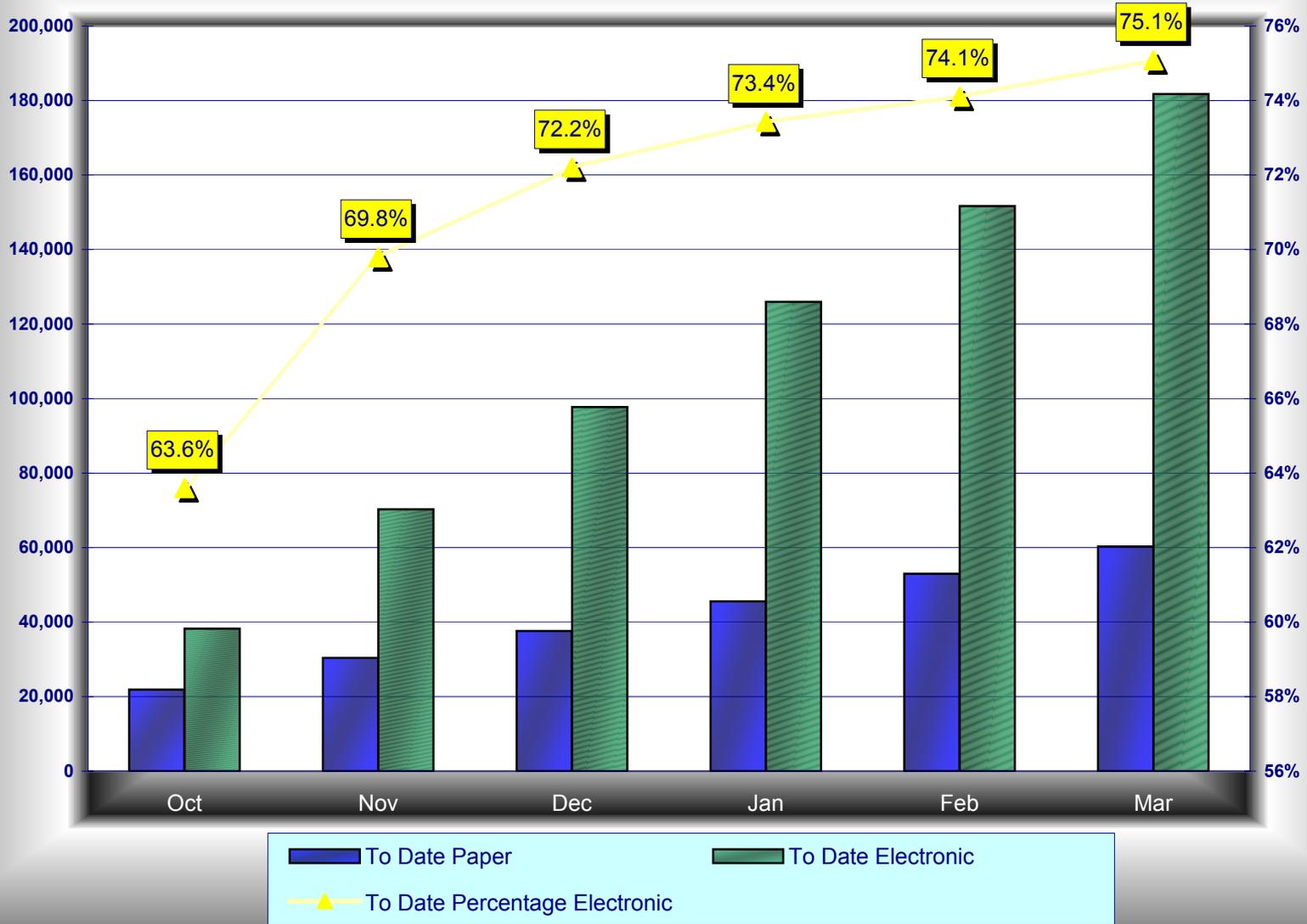
Number of Apps

Days to Complete Processing



		Accepted	Consolidated	Average Days to Book
October-01	O-01	60,149	56,746	44.3
November-01	N-01	40,584	41,936	48.48
December-01	D-01	34,634	27,390	51.9
January-02	J-02	36,180	25,895	58.98
February-02	F-02	33,110	27,121	54.46
March-02	M-02	37,401	32,997	48.44
April-02	A-02			
May-02	M-02			
June-02	J-02			
July-02	J-02			
August-02	A-02			
September-02	S-02			
				51.09333333

### Consolidation Applications Filed Electronically



	TotalReceived	Paper	Filed Electronically	Electronic %	To Date Total	To Date Paper	To Date Electronic	To Date Percentage Electronic	Percentage of Volume Goal Achieved	Goal
Oct	60149	21896	38253	0.635970673	60149	21896	38253	0.635970673	25.5%	150000
Nov	40584	8532	32052	0.789769367	100733	30428	70305	0.697934143	46.9%	
Dec	34634	7199	27435	0.792140671	135367	37627	97740	0.722037129	65.2%	
Jan	36180	7956	28224	0.780099502	171547	45583	125964	0.734282733	84.0%	
Feb	33110	7410	25700	0.776200544	204657	52993	151664	0.741064317	101.1%	
Mar	37401	7331	30070	0.803989198	242058	60324	181734	0.750787001	121.2%	
Apr			0	#DIV/0!	242058	60324	181734	0.750787001	121.2%	
May			0	#DIV/0!	242058	60324	181734	0.750787001	121.2%	
Jun			0	#DIV/0!	242058	60324	181734	0.750787001	121.2%	
Jul			0	#DIV/0!	242058	60324	181734	0.750787001	121.2%	
Aug			0	#DIV/0!	242058	60324	181734	0.750787001	121.2%	
Sep			0	#DIV/0!	242058	60324	181734	0.750787001	121.2%	

FAFSA on the Web - U.S. Department of Education - Microsoft Internet Explorer

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YOUR FREE APPLICATION FOR FEDERAL STUDENT AID

Discover Your Opportunities!

FAFSA opens the door to the federal aid process. Every step you can take gets you closer to achieving your education goals. Find out what you can expect from beginning to end. [Starting here.](#)

U.S. Department of Education, Federal Student Aid

<p><b>FAFSA ALERTS:</b></p> <p><b>Deadlines:</b> Submit 2001-2002 FAFSA on the Web Applications by 8 p.m. EST, July 1, 2002. <a href="#">More&gt;&gt;</a></p>	<p><b>New Features:</b> <a href="#">More&gt;&gt;</a></p>	<p><b>Scheduled Maintenance:</b> FAFSA on the Web will be unavailable on every Sunday from 7 a.m. to 9 a.m. (Eastern Standard Time). We apologize for any inconvenience this may cause. <a href="#">More&gt;&gt;</a></p>
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Before Beginning a FAFSA

Get organized!

To simplify filling out the application, gather the required documents and other information.

- ▶ Determine my eligibility
- ▶ Gather documents and information
- ▶ Check deadlines
- ▶ Register for a PIN
- ▶ Find my school codes
- ▶ Interactive Worksheets
- ▶ More Options >>>

Filling Out a FAFSA

Fill out the application!

FAFSA has seven steps that ask about you, your school plans, financial information and more.

- ▶ Fill out a FAFSA
- ▶ Llenar una FAFSA en Español
- ▶ Fill out a Renewal FAFSA
- ▶ Continue working on saved FAFSA
- ▶ Provide Electronic Signature
- ▶ Make Corrections to a Processed FAFSA
- ▶ More Options >>>

FAFSA Follow-up

Find your FAFSA online!

You can go back to your FAFSA to check status, view a Student Aid Report and get other information.

- ▶ Check status of a submitted FAFSA
- ▶ Print Student Aid Report (SAR)
- ▶ Student Access
- ▶ More Options >>>

FSA ELECTRONIC SERVICES

PRIVACY & SECURITY

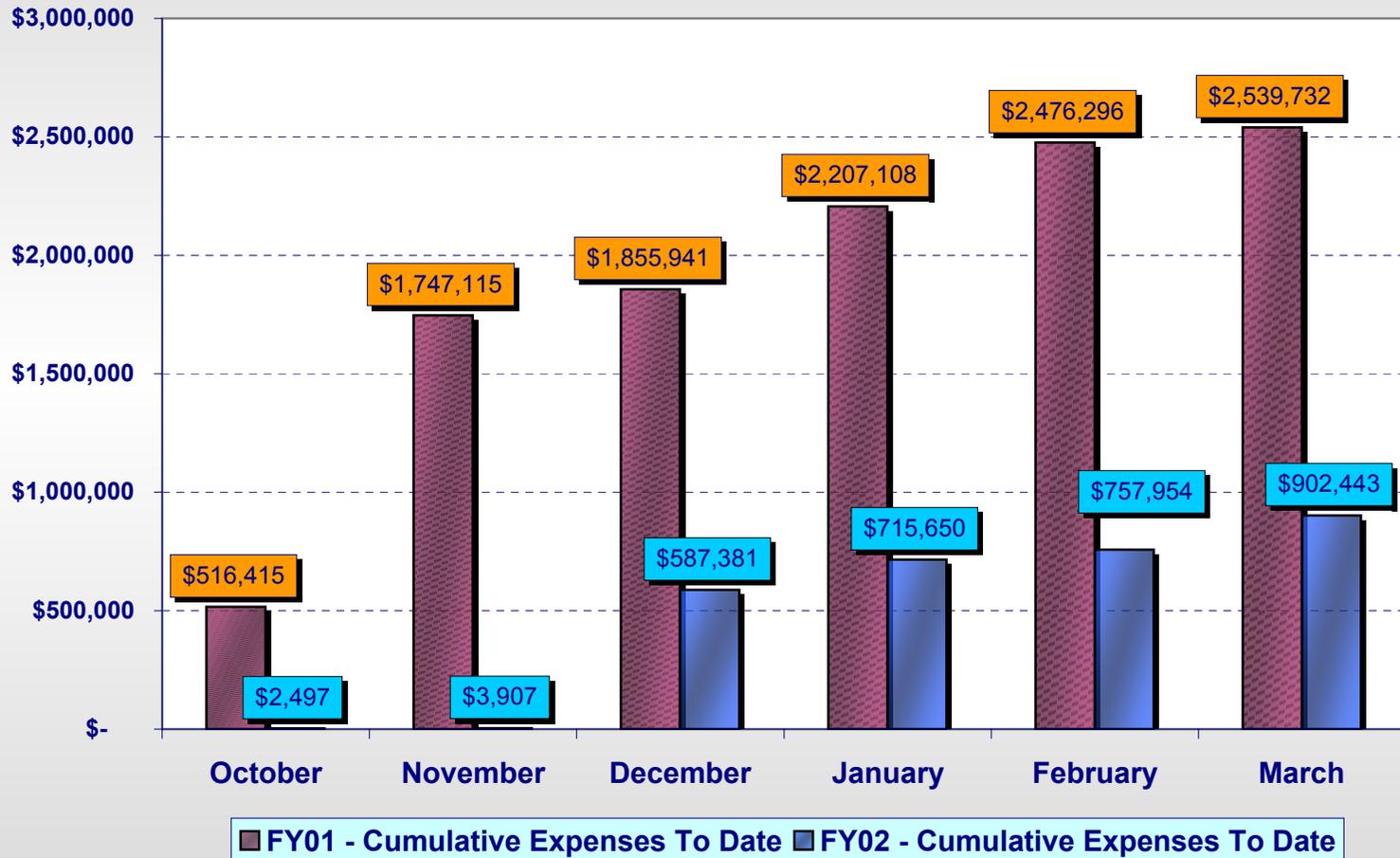
STUDENT GUIDE

 Internet

STU-0012

Develop and deploy a re-engineered FAFSA on the Web product that includes features that our customer's want, based on an architecture that is compatible with modernization objectives and that is scalable. 3/29/02

## FSA Documents - Printing Budget



fff  
Reduce the overall SFA documents printing budget by 10%

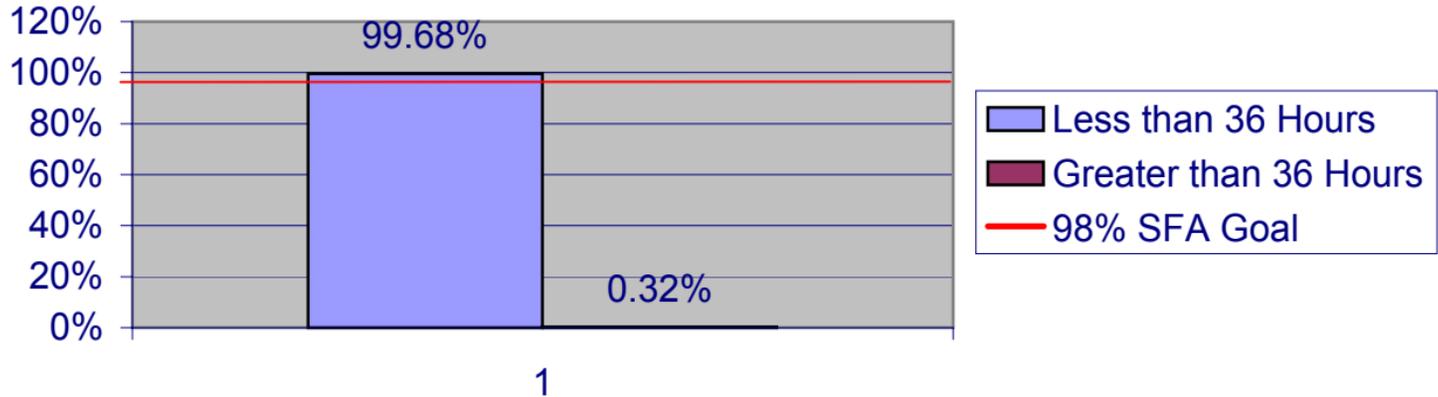
	October	November	December	January	February	March	April	May	June	July	August	September
<b>FY01 - Expenses</b>	\$ 516,415	\$ 1,230,700	\$ 108,826	\$ 351,167	\$ 269,188	\$ 63,436	\$ 663,986	\$ 61,813	\$ 308,974	\$ 99,096	\$ 264,713	\$ 5,699,114
<b>FY02 - Expenses</b>	\$ 2,497	\$ 1,410	\$ 583,474	\$ 128,269	\$ 42,304	\$ 144,489	\$ 38,232					

	October	November	December	January	February	March	April	May	June	July	August	September
<b>FY01 - Cumulative Expenses To Date</b>	\$ 516,415	\$ 1,747,115	\$1,855,941	\$ 2,207,108	\$ 2,476,296	\$ 2,539,732	\$ 3,203,718	\$ 3,265,531	\$ 3,574,505	\$ 3,673,601	\$ 3,938,314	\$ 9,637,428
<b>FY02 - Cumulative Expenses To Date</b>	\$ 2,497	\$ 3,907	\$ 587,381	\$ 715,650	\$ 757,954	\$ 902,443	\$ 940,675	\$ 940,675	\$ 940,675	\$ 940,675	\$ 940,675	\$ 940,675
<b>FY02 - Cumulative % of FY01</b>	0.48%	0.22%	31.65%	32.42%	30.61%	35.53%	29.36%	28.81%	26.32%	25.61%	23.89%	9.76%

	October	November	December	January	February	March	April	May	June	July	August	September
<b>FY01 - Requests</b>	33	15	15	19	21	21	5	13	28	16	17	33
<b>FY02 - Requests</b>	8	2	24	19	11	23	7					

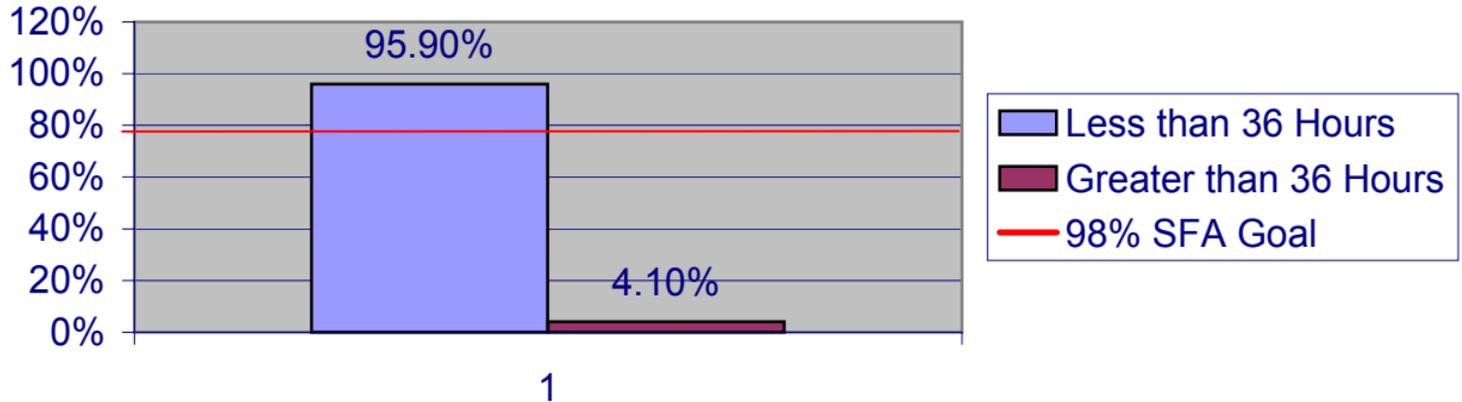
October	\$ 516,415	33
November	\$ 1,230,700	15
December	\$ 108,826	15
January	\$ 351,167	19
February	\$ 269,188	21
March	\$ 63,436	21
April	\$ 663,986	5
May	\$ 61,813	13
June	\$ 308,974	28
July	\$ 99,096	16
August	\$ 264,713	17
September	\$ 5,665,522	33
<b>TOTAL</b>	<b>\$ 9,603,836</b>	<b>236</b>

## Accounting Transactions Processed Through RFMS to GAPS 04/08/2002 - 04/19/2002



SFA And ACS are partnering to process Pell Grant data through to GAPS accurately 98% of the time within 36 hours.

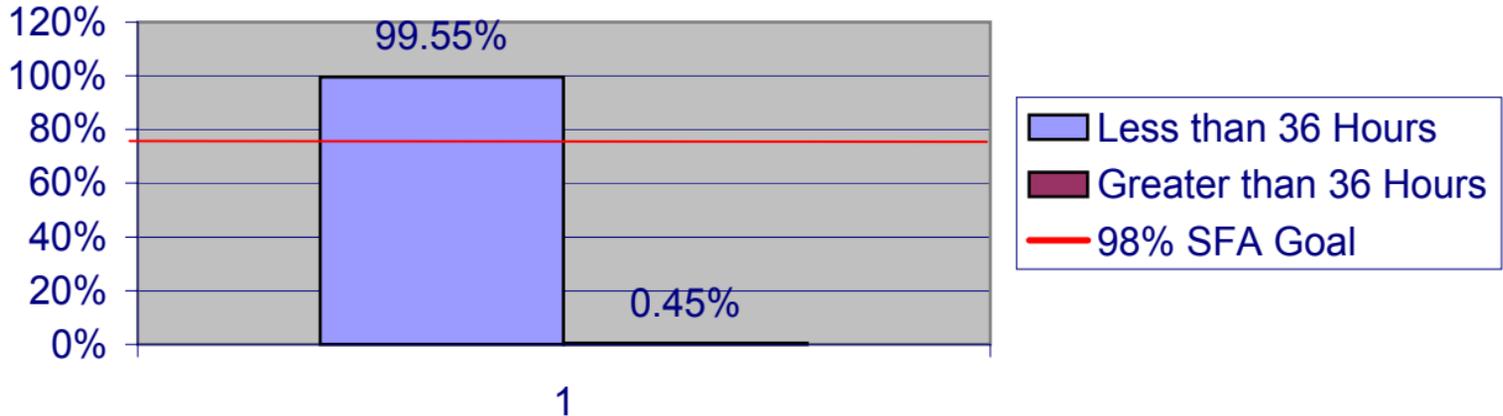
## Accounting Transactions Processed Through RFMS to GAPS From 10/01/2001 Through 004/19/2002 (With GAPS shutdown)



SFA And ACS are partnering to process Pell Grant data through to GAPS accurately 98% of the time within 36 hours.

**Note: GAPS shutdown 10/03/2001 - 10/04/2001; and 01/11/2002 - 01/21/2002.**

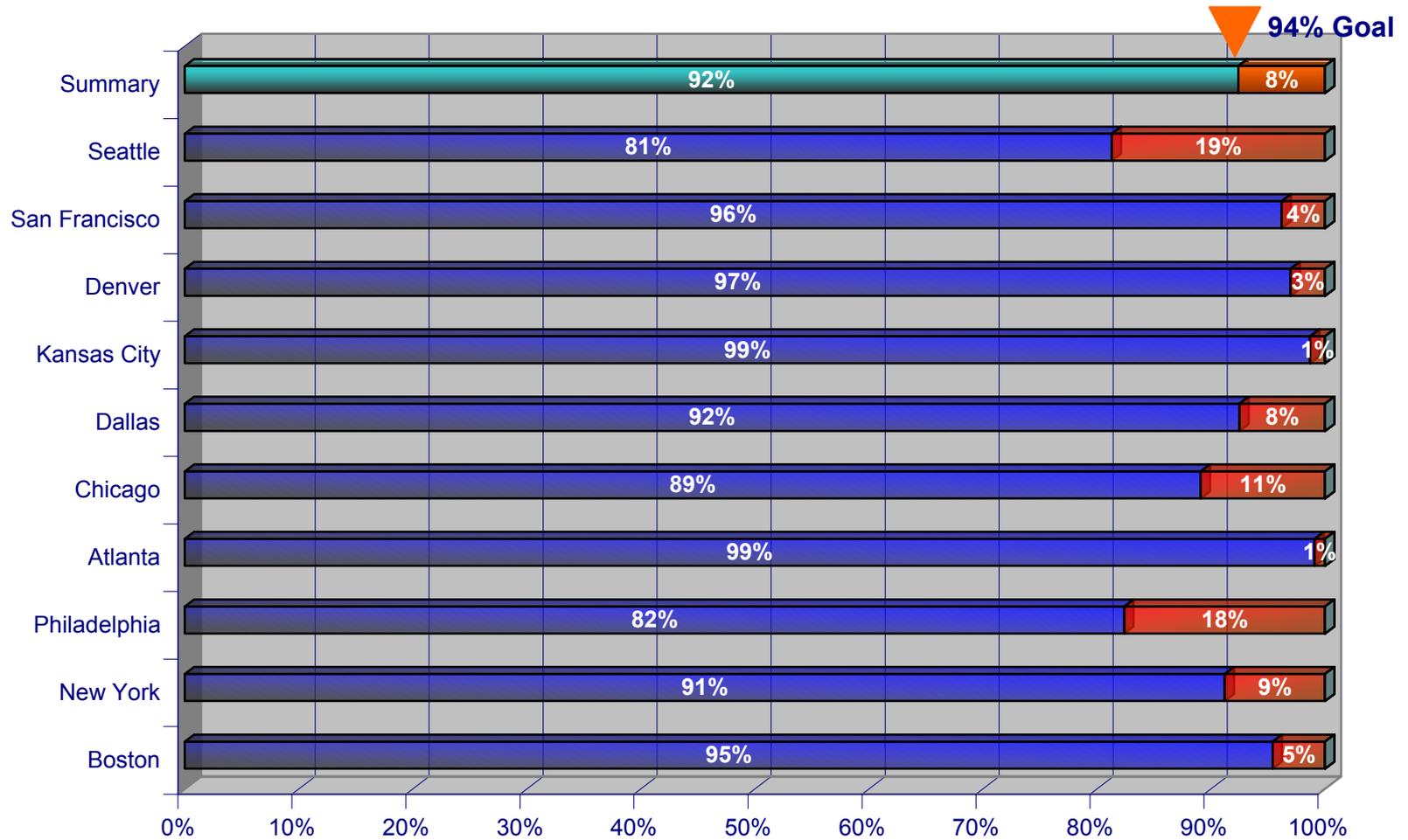
# Accounting Transactions Processed Through RFMS to GAPS From 10/01/2001 Through 04/19/2002 (Without GAPS shutdown)



SFA And ACS are partnering to process Pell Grant data through to GAPS accurately 98% of the time within 36 hours.

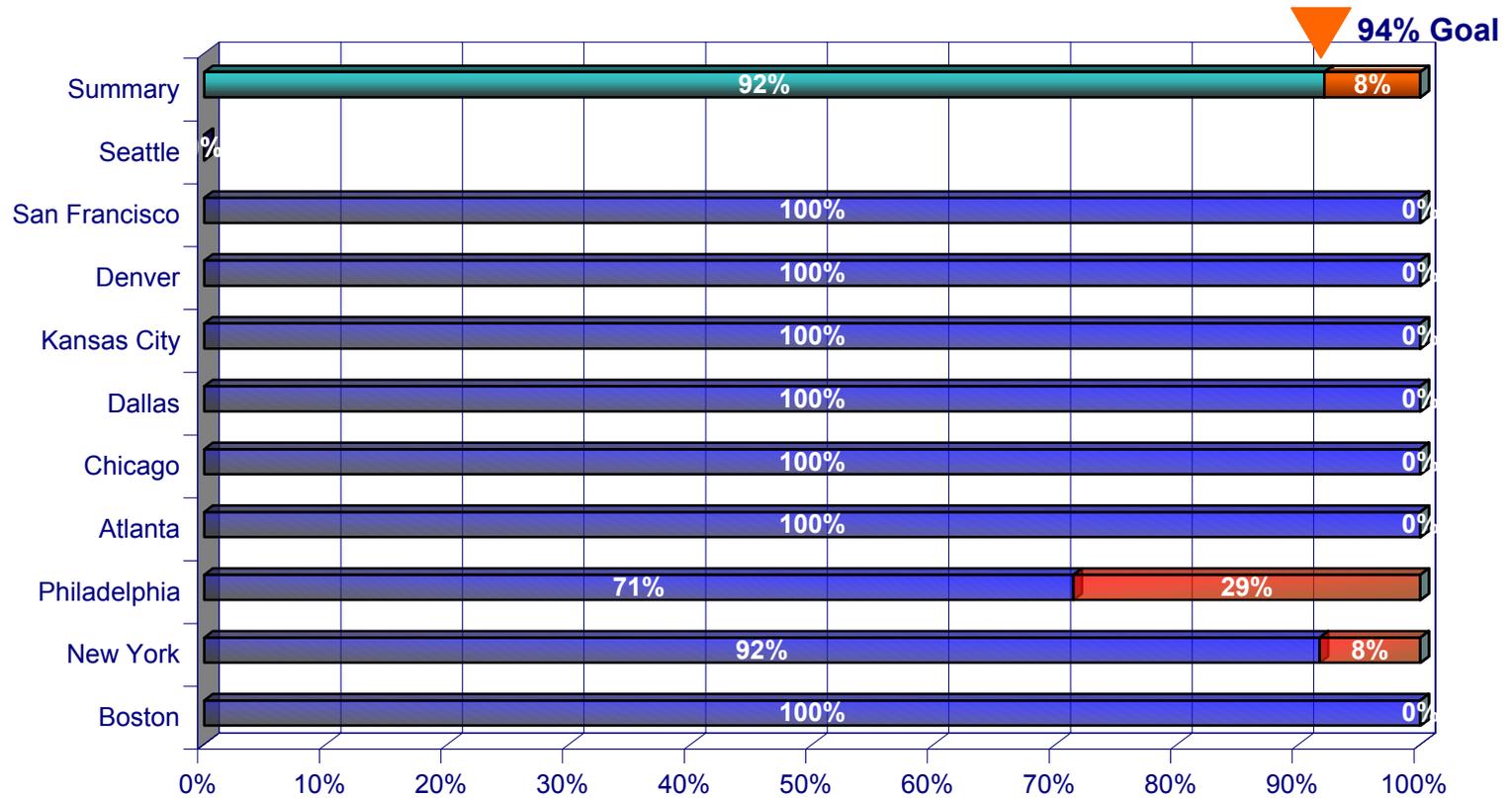
**Note: GAPS shutdown 10/03/2001 - 10/04/2001; and 01/11/2002 - 01/21/2002.**

## FY 02 Audit Performance Measure 10/01/2001 through 03/17/2002



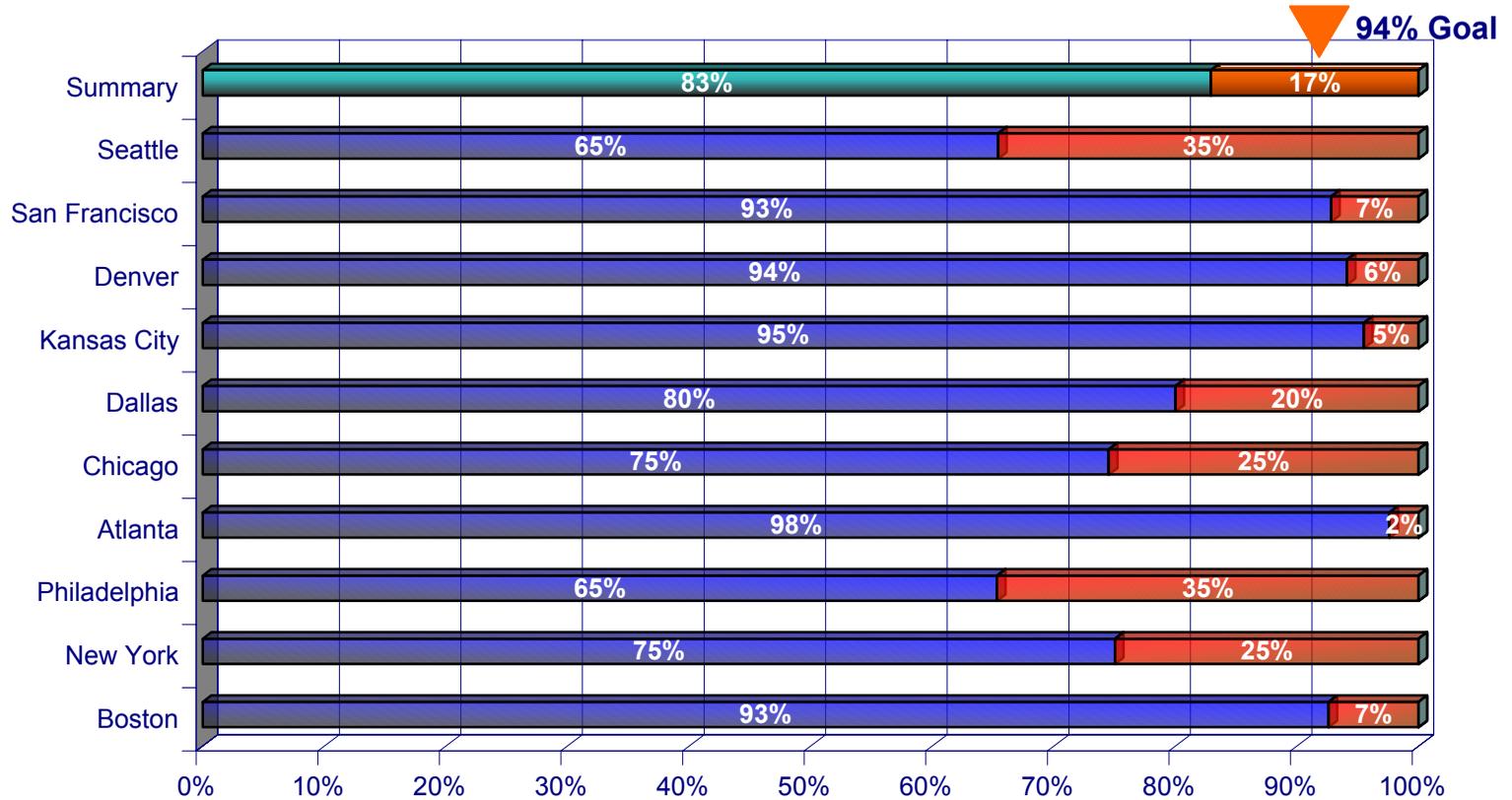
	Boston	New York	Philadelphia	Atlanta	Chicago	Dallas	Kansas City	Denver	San Francisco	Seattle	Summary
□ Late	3	12	18	1	13	6	1	2	5	9	70
□ Overtime	61	123	84	101	106	73	75	63	126	39	851
■ Summary	64	135	102	102	119	79	76	65	131	48	921
■ "% Late"	5%	9%	18%	1%	11%	8%	1%	3%	4%	19%	8%
■ "% Overtime"	95%	91%	82%	99%	89%	92%	99%	97%	96%	81%	92%

## FY 02 Biweekly Audit Performance Measures 03/03/2002 through 03/17/2002



	Boston	New York	Philadelphia	Atlanta	Chicago	Dallas	Kansas City	Denver	San Francisco	Seattle	Summary
█ Late	0	1	2	0	0	0	0	0	0	0	3
█ Ontime	2	11	5	1	6	3	2	3	2	0	35
█ Summary	2	12	7	1	6	3	2	3	2	0	38
█ "% Late"	0%	8%	29%	0%	0%	0%	0%	0%	0%	0%	8%
█ "% Ontime"	100%	92%	71%	100%	100%	100%	100%	100%	100%	0%	92%

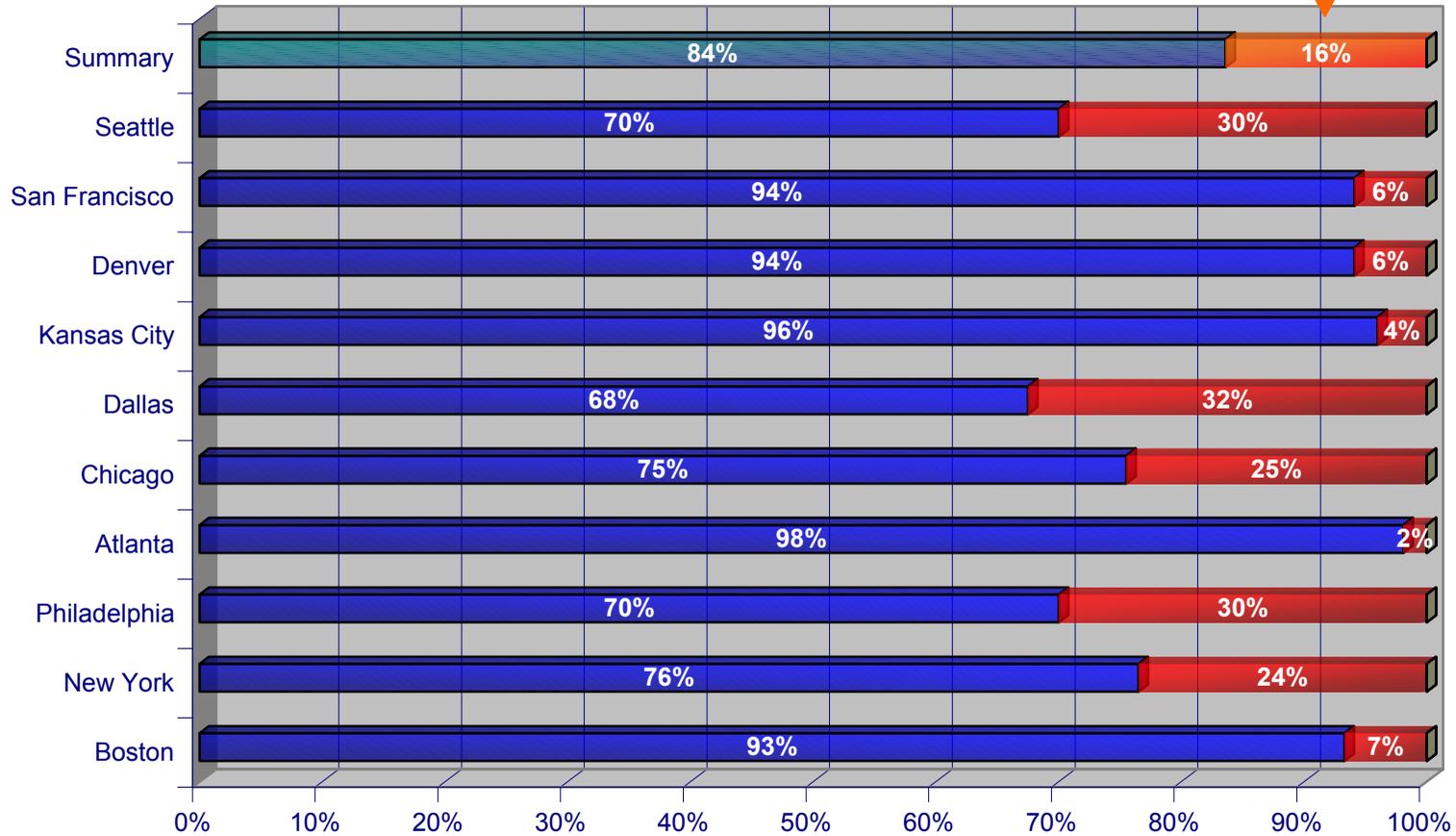
## FY 02 Deficient Audits 10/01/2001 through 03/17/2002



	Boston	New York	Philadelphia	Atlanta	Chicago	Dallas	Kansas City	Denver	San Francisco	Seattle	Summary
□ Late	2	12	17	1	13	6	1	2	5	9	68
□ Ontime	25	36	32	41	38	24	21	32	64	17	330
■ Summary	27	48	49	42	51	30	22	34	69	26	398
■ "% Late"	7%	25%	35%	2%	25%	20%	5%	6%	7%	35%	17%
■ "% Ontime"	93%	75%	65%	98%	75%	80%	95%	94%	93%	65%	83%

## Deficient Audit Completed by Case Teams 10/01/2001 through 4/7/2002

 **94% Goal**



	Boston	New York	Philadelphia	Atlanta	Chicago	Dallas	Kansas City	Denver	San Francisco	Seattle	Summary
Summary	30	51	60	53	53	37	25	34	85	30	458
Ontime	28	39	42	52	40	25	24	32	80	21	383
Late	2	12	18	1	13	12	1	2	5	9	75
% Late	7%	24%	30%	2%	25%	32%	4%	6%	6%	30%	16%
% Ontime	93%	76%	70%	98%	75%	68%	96%	94%	94%	70%	84%

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
1	Students	Develop the design concept for the Students portal that will provide access to Student related online services. *	<p><b>HISTORY:</b></p> <p><b>4/12/02</b> The students portal has completed the initial design phase and gone into development and review. The original content has been sent for approval and certification. A focus group was held, and the design was met with high regard. As well, the design was unveiled at the Spring Conference where it was received with enthusiasm. The content has been reviewed by Policy and Communications, and minor changes incorporated. Usability testing was completed successfully, and performance testing is continuing.</p> <p><b>3/30/02</b> The students portal has completed the initial design phase and gone into development and review. The original content has been sent for approval and certification. A focus group was held, and the design was met with high regard. As well, the design was unveiled at the Spring Conference where it was received with enthusiasm. The content has been reviewed by Policy and Communications, and minor changes incorporated. Usability testing is scheduled for the next two weeks.</p> <p><b>3/15/02</b> The Students Portal has completed the initial design phase and gone into development and review. The original content has been sent for approval and certification. A focus group was held, and the design was met with high regard. As well, the design was unveiled at the Spring Conference where it was received with enthusiasm.</p> <p><b>2/15/02</b> Prototypes of the students portal have been completed. The infrastructure, development tools, security procedures, and posting procedures have been agreed to. Currently the portal is being refined to have a more user-friendly interface, and division of information. A focus group of college-aged students is being planned to occur in the next 2 weeks.</p>	<p align="center">50%</p> <p align="center">20%</p>
2	Students	Establish strategic and integrated partnerships with 5 national organizations that provide services to Student Aid Awareness targeted audiences in order to champion access to postsecondary education.	<p><b>Partner:</b> Orphan Foundation of America. Provided input/support to help them update the information provided on their website, provided to their mentors.  <b>Target Audience:</b> Orphans, Foster Youth  <b>Background:</b> The Orphan Foundation of American (OFA) was founded in 1981 by Joseph Rivers, an unadopted orphan who spent 18 years in foster care. It is the only national organization dedicated solely to helping older foster youth make a successful transition to adulthood. OFA's mission is to provide teens leaving foster care with scholarships, leadership development, mentoring support, and independent living skills training that will enable them to become productive, self-reliant adults.</p> <p><b>HISTORY:</b></p> <p><b>4/12/02</b> Initial partner: Council for Opportunity in Education. Provided input/support to help them update the information provided on their website. Exhibit/presentation planned for National Conference September 10-14, 2002</p> <p><b>2/15/02</b> Relationship building is an on-going, often slow process. The 60% completion represents 3 of 5 partners that have been identified/contacted.</p>	<p align="center">80%</p> <p align="center">60%</p> <p align="center">60%</p>
3	Students	Develop and disseminate 5 new information products that respond to the needs of the target audiences.	<p><b>Developed a one-page information sheet dealing with Dependency Status. Comments solicited from OFA to ensure that the one-pager meets the needs of the target audience. Information sheet currently in FSA/ED's clearance process.</b></p> <p><b>HISTORY:</b></p> <p><b>4/12/02</b> Initial partner: Council for Opportunity in Education. Provided input/support to help them update the information provided on their website. Exhibit/presentation planned for National Conference September 10-14, 2002</p> <p><b>3/30/02</b> Some organizations request information from us that is not a "product," such as presentations or exhibits. The 60% completion represents information products being developed for 3 of 5 partners identified.</p>	<p align="center">80%</p> <p align="center">60%</p> <p align="center">60%</p>

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			<p><b>2/15/02</b> Some organizations request information from us that is not a "product", such as presentations or exhibits. The 60% completion represents information products being developed for 3 of 5 partners identified.</p>	
4	Students	Reduce the unit cost for calls received at 4-FED AID.	<p><b>HISTORY:</b></p> <p><b>4/12/02</b> The cumulative unit cost through March has averaged \$2.81 per call. For the month of March the average was \$3.23, due to a decrease in the volume of calls.</p> <p><b>3/30/02</b> The cumulative unit cost through February has averaged \$2.68 per call. For the month of February average was \$2.73.</p> <p><b>3/15/02</b> The FSAIC contract was renegotiated and started in October 2001. We are currently requesting information that will allow a detailed comparison of unit cost.</p> <p><b>2/15/02</b> The FSAIC contract was renegotiated and started on October 2001.</p>	
5	Students	Develop One Channel, One Number.	<p><b>Scripting for the interactive voice response unit was approved on April 17. We are continuing to work with the operating partners to finalize detailed design requirements.</b></p> <p><b>HISTORY:</b></p> <p><b>3/30/02</b> We are currently conducting requirements meetings with the operations partners to determine how telephony for the one number will work. Also, scripting language for the options that will be contained in the voice response unit.</p> <p><b>3/01/02</b> This project is on target. We anticipate that the telephony for the one number will be in place by the actual completion date.</p>	<p>38%</p> <p>33%</p>
6	Students	Reduce the overall FSA documents printing budget by 10%.	<p><b>Following the close of the 2nd qtr. and including April, we continue to spend less printing money than during the similar time period last fiscal year, approximately 29%. However, It should be noted that the majority of the printing budget is spent in the 4th quarter.</b></p> <p><b>HISTORY:</b></p> <p><b>4/12/02</b> With the close of the 2nd qtr., we continue to spend less printing money than during the similar time period last fiscal year, approximately 36%. However, It should be noted that the majority of the printing budget is spent in the 4th quarter.</p> <p><b>3/30/02</b> To date we continue to spend less money on than the similar time period last fiscal year, approximately 37%. However, It should be noted that the majority of the printing budget is spent in the 4th quarter.</p> <p><b>2/15/02</b> To date we have spent less printing money than last year. It should be noted that the majority of the printing budget is spent in the 4th quarter.</p>	<p>meeting standard</p> <p>meeting standard</p> <p>meeting standard</p>
7	Students	Increase the number of FAFSAs filed electronically from 5 million last year to 5.5 million in FY2002 with 55% via our web product.	<p><b>HISTORY:</b></p> <p><b>4/12/02</b> Through the end of March 2002, there have been 5,823,693 applications processed in FY02. Of these, 3,081,465 have been filed electronically, with 2,356,287 of them filed via the web. To date 76% of all electronic submissions have utilized the web. At this time, we are projecting that we will process 7,604,979 applications electronically in FY02. Of that number, we are projecting that 5,647,438 or 74% of them will be filed via the web.</p> <p><b>3/15/02</b> Through the end of February 2002, there have been 3,670,539 applications processed in FY02. Of these, 2,050,051 have been filed electronically, with 1,484,223 of them filed via the web. To date 72% of all electronic submissions have utilized the web. At this time, we are projecting that we will process 7,510,843 applications electronically in FY02. Of that number, we are projecting that 4,779,713 or 64% of them will be filed via the web.</p>	<p>meeting standard</p> <p>meeting standard</p>

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			<p>2/15/02 Through the end of January 2002, there have been 1,939,022 applications processed in FY02. Of these, 1,168,882 have been filed electronically, with 718,345, of them filed via the web. To date 61% of all electronic submissions have utilized the web. At this time, we are projecting that we will process 6,974,827 applications electronically in FY02. Of that number, we are projecting that 4,601,486 or 66% of them will be filed via the web.</p>	meeting standard
8	Students	Process all paper and electronic FAFSA's with an average turnaround time of 6 days or less.	<p>For the 2002-03 processing cycle year to date, we are processing applications in an average of 3.4 days. For March, we processed applications in 3.7 days.</p> <p><b>HISTORY:</b></p> <p>4/12/02 For the 2002-03 processing cycle year to date, we are processing applications in an average of 3.32 days. For March, we processed applications in 3.7 days.</p> <p>3/30/02 For the 2002-03 processing cycle year to date, we are processing applications in an average of 3.32 days. For the March, we are processing applications in 3.5 days.</p> <p>3/15/02 For the 2002-03 processing cycle year to date, we are processing applications in an average of 3.1 days. For the first 2 weeks of March, we processed applications in an average of 2.7 days.</p> <p>2/15/02 For the 2002-03 processing cycle year to date, we are processing applications in an average of 3.5 days. For the most recent reporting period, we are processing applications in 2.7 days.</p>	<p>exceeding standard</p> <p>exceeding standard</p> <p>exceeding standard</p> <p>exceeding standard</p> <p>exceeding standard</p>
9	Students	Reduce erroneous financial aid grant payment awards based on IRS match and improved verification.	<p>A more in depth analysis of the IRS 1999 tax year data match results is in progress. We are also preparing for a new data match using 2000 tax year data and 2001-2002 FAFSA data. The letter of agreement between the IRS and ED, which must be signed prior to conducting the new match, is currently being cleared within ED. We are interviewing experts in financial aid, the financing industry, local and federal government program administration, and academia to identify best practices for preventing and reducing error in a variety of service settings. Work is beginning on communication and outreach plans.</p> <p><b>HISTORY:</b></p> <p>3/30/02 An analysis plan has been developed to improve the verification criteria based on statistical match results with IRS to reduce erroneous grant payment awards. The plan includes: additional research into the IRS match results, analysis of Pell program data, an examination of best practices in income verification, and the development of recommendations including cost-benefit analysis. We are currently conducting research and analysis.</p> <p>3/15/02 Work has begun to develop an analysis plan to improve the verification criteria based on statistical match results with IRS.</p>	
10	Students, Schools, Analysis	Pell Grants overpayments (2001 Baseline = \$138 Million).	<p>Now combined with #9 above.</p> <p><b>HISTORY:</b></p> <p>4/12/02 Measure is currently being discussed regarding the reporting mechanism to utilize.</p> <p>3/15/02 Work has begun to develop and analysis plan to improve the verification criteria.</p>	33%
11	Students	Fully support the administration's efforts to improve the data match with the IRS.	<p>FSA continues to meet regularly with OMB to define how an IRS income match could work, where both ED's and Treasury's needs and limitations are addressed. ED has developed 5 possible workflows for conducting a match and reporting the results of the match to students and schools. Treasury is using this information to draft legislative language to amend the Internal Revenue Code permitting IRS income verification with ED. Draft legislation will be finalized by April 30, 2002, and forwarded to the Hill for consideration during this session of Congress.</p> <p><b>HISTORY:</b></p>	50%



**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			<p>successfully implemented in production on 3/22/02. A communications plan will be implemented in the coming months to let borrowers know the services are available. In the interim, borrowers who visit the DL Web site are invited to enroll.</p> <p>Enrollment/Usage Statistics:                      Bill Presentment - 657 borrowers                      Electronic Correspondence - 1,151 borrowers                      Online Payments Made - \$2.3 million</p> <p><b>3/30/02</b> Internet Billing and Online Correspondence was successfully implemented in production on 3/22/02 after piloting with a small number of users for 10 weeks. User feedback during the pilot was very positive. Direct Loan borrowers now have the option of receiving bills and other correspondence electronically instead of via postal mail, providing another communication channel for those that choose it. Going forward we will report on the adoption rates.</p> <p><b>3/15/02</b> Internet Billing and Online Correspondence was implemented in a pilot mode January 2002. Phase 1 of the pilot included 37 users who are employees, friends, and/or family members of Direct Loan Servicing employees. Phase 2 of the Pilot began February 2002. Over 100 Direct Loan borrowers participated in the pilot which is scheduled to end 3/20/02 in preparation for the 3/22/02 implementation into production. Once the product is implemented into production we will begin reporting on the adoption rates.</p> <p><b>2/15/02</b> Pilot Phase 2 is underway. We are on track to roll out in full production on schedule.</p>	<p align="center">33%</p> <p align="center">In pilot</p>
15	Students	<p>Increase the number of lenders using EFT for Direct Consolidation by 100%.</p>	<p><b>A total of 13 lenders participated in the original EFT pilot project, and our goal was to increase this number to 26 lenders in FY02. This goal has been readily exceeded, with 52 participating as of April 19, 2002.</b></p> <p><b>HISTORY:</b></p> <p><b>4/12/02</b> A total of 13 lenders participated in the original EFT pilot project, and our goal was to increase this number to 26 lenders in FY02. This goal has been readily exceeded, with 48 participating as of March 29, 2002.</p> <p><b>3/30/02</b> A total of 13 lenders participated in the original EFT pilot project, and our goal was to increase this number to 26 lenders in FY02. This goal has been readily exceeded, with 43 participating as of February 28, 2002.</p> <p><b>3/15/02</b> A total of 13 lenders participated in the original EFT pilot project, and our goal was to increase this number to 26 lenders in FY02. This goal has been readily exceeded, with 43 participating as of February 28, 2002.</p> <p><b>2/15/02</b> As of February 15, 2002 the goal will have been exceeded by 60%. A total of 13 lenders participated in the original EFT pilot project. As of February 1, 2002, 39 lenders were using EFT and a total of 43 lenders will have enrolled by February 15, 2002. Lenders are excited about EFT because it reduces costs, time and increases both customer and employee satisfaction by decreasing the number of days required to book a loan. The dramatic impact of this initiative is seen in the fact that in December, 2000 a total of 1,428 loans were funded by EFT compared to November, 2001 where a total of 69,401 loans were funded by EFT.</p>	<p align="center"><b>Completed</b></p>
16	Students	<p>Process loan consolidations in 45 days or less.</p>	<p><b>This measure's reporting has changed due to contract renegotiations. Please see STU-0016.Doc for additional details. For FY02, loan consolidations have been booked in an average of 50.8 days. This includes applications that had been deactivated for extended periods of time. For March, the average was 48 days.</b></p> <p><b>HISTORY:</b></p> <p><b>4/12/02</b> This goal continues to be exceeded. As of March 29, FY02 consolidation loans were being booked in an average of 44.5 days.</p>	<p align="center">exceeding standard</p>

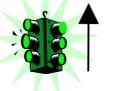
**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			<p><b>3/30/02</b> This goal continues to be exceeded. As of February 28, FY02 consolidation loans were being booked in an average of 42 days.</p> <p><b>3/15/02</b> This goal continues to be exceeded by 2%. As of February 1, 2002 consolidation loans were being booked in an average of 44 days.</p> <p><b>2/15/02</b> This goal has been exceeded by 9%. The number of applications accepted in FY2001 exceeded 1,280,000, with over 983,000 loans consolidated. Despite increases in application volume the average number of days required to book a loan continues to decrease below the goal of 45 days. As of January 2, 2002 consolidation loans are being booked in an average of 42 days.</p>	<p>exceeding standard</p> <p>exceeding standard</p> <p>exceeding standard</p>
17	Students	Increase the number of loan consolidation applications filed electronically from 73% to 80% of total applications.	<p><b>80.4% of the 37,401 applications filed in March 2002 were electronic. For the year, 75% of all applications have been filed electronically. For the week ending 4/19/02, 76.03% were filed electronically.</b></p> <p><b>HISTORY:</b></p> <p><b>4/12/02</b> 80.4% of the 37,401 applications filed in March 2002 were electronic. For the year, 75% of all applications have been filed electronically.</p> <p><b>3/30/02</b> 77.6% of the 33,110 applications filed in February 2002 were electronic. For the year, 76% of all applications have been filed electronically.</p> <p><b>3/15/02</b> A total of 81,359 electronic applications (77.6%) were filed in February 2002 compared to 7,410 paper applications for the same period last year.</p> <p><b>2/15/02</b> This goal is 97.5% completed. For the three months of November and December, 2001 and January 2002, a total of 87,711 electronic applications were submitted compared to 23,687 paper applications. For these three months 78.5% of all applications for loan consolidation were submitted electronically.</p>	<p>exceeding standard</p> <p>exceeding standard</p> <p>exceeding standard</p> <p>exceeding standard</p> <p>exceeding standard</p>
18	Students	Improve the Default Recovery Rate (defined as the sum of FSA's collections on defaulted loans -- less consolidations -- divided by the outstanding default portfolio at the end of the previous year.)	<p><b>HISTORY:</b></p> <p><b>4/12/02</b> \$417,979,066 Total Collections through March 30. Outstanding Portfolio balance of \$12.7 Billion. On pace to exceed baseline of 7.2% for FY2002.</p> <p><b>3/30/02</b> There has been \$296,428,622 in collections through February 28. The outstanding Portfolio has a balance of \$12.7 Billion. FSA is on pace to exceed the baseline of 7.2% for FY2002.</p> <p><b>3/15/02</b> \$296,428,622 Total Collections through February 28. Outstanding Portfolio balance of \$12.7 Billion. On pace to exceed baseline of 7.2% for FY 2002.</p>	
19	Students, Schools, Financial Partners	Increase the FY2002 default recovery rate to 15%.	<p><b>HISTORY:</b></p> <p><b>4/12/02</b> We are on target to meet the annual goal. Collections to date: GA Feb. Month-End Recovery Totals - \$1,476,464,754. FSA March Month-End Recovery Totals - \$615,385,349. Combined Total - \$2.09 Billion</p> <p><b>3/30/02</b> We are on target to meet our annual goal. Collections to date: GA Recovery Totals - \$1,476,464,754. FSA February Month-End Recovery Totals - \$466,264,118. Combined Total - \$1.94 Billion</p> <p><b>3/15/02</b> We are on target to meet our annual goal. Collections to date: GA 1st Qtr. Recovery Totals - \$888,964,668 FSA February Month-End Recovery Totals - \$466,264,118 Combined Outstanding Balance - \$29.09 Billion</p> <p><b>3/01/02</b> GA 1st Quarter Recovery Totals - \$888,964,668 SFA 1st Quarter Recovery Totals - \$248,363,957 Combined Outstanding Balance - \$29.09 Billion</p>	

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
20	Students, Schools, Financial Partners	Ensure that default recovery totals exceed default claim totals for the fiscal year.	<p><b>HISTORY:</b></p> <p><b>4/12/02</b> We are meeting this goal. Feb. Month-End Default Claims - \$938,481,762 Feb. Month-End Recoveries - \$1,137,328,625</p> <p><b>3/30/02</b> We are meeting this goal. 1st Qtr Default Claims - \$912,440,366 1st Quarter Recoveries - \$1,137,328,625</p> <p><b>3/01/02</b> 1st Quarter Default Claims - \$390,421,072 1st Quarter Recoveries - \$1,137,328,625</p> <p><b>2/15/02</b> MEASURE UNDER REVIEW</p>	
21	Students	Expand the use of the National Directory of New Hires database matching program to recover \$200-million in defaulted student loans. **	<p><b>HISTORY:</b></p> <p><b>4/12/02</b> The second NDNH match for FY02 occurred on March 29. As of March 31, FY02 Collections total \$117,192,104.</p> <p><b>3/15/02</b> 2nd Match for FY02 is scheduled for March 29, 2002. FY02 Collections to date is \$99,627,805.</p> <p><b>2/15/02</b> First match for FY02 was conducted on 12/28/01. FY02 Collections to date: \$91,302,123.</p>	meeting standard
22	Students, Schools, Financial Partners	Demonstrate pursuit of improved default management and prevention strategies. **	<p><b>HISTORY:</b></p> <p><b>4/12/02</b> Milestone # 2 has been delayed for implementation. This is part of the FARS retirement and is tied to issues we have in retiring FARS. FARS data is loaded on CMDM through 09/30/01. FMS is not current with DL servicing. CMDM is stable and demographic data is available through 9/30/01, however, since FMS data is not loaded from 10/01/01 through current period FARS will not be retired until FMS is fully functional. Complete availability of CMDM is now contingent on stabilization of FMS and as such we will not meet 4/15 date for full implementation.</p> <p><b>3/30/02</b> Milestone #2 has been delayed for implementation. This is part of the FARS retirement and is tied to issues we have in retiring FARS. FMS data is loaded on CMDM through 9/30/01. PRR has highlighted that FMS is not reconciled from 10/01/01 through 12/31/01. We will not load FMS data until the reconciliation is complete. CMDM will not be ready until 4/15. This allows for FARS retirement (3/31) and all identified users of CMDM to be established.</p> <p><b>3/01/02</b> Milestone #2 has been delayed for implementation until 3/8/02. This is part of the FARS Retirement and is tied to issues we are having in retiring FARS. PRR is scheduled for 3/5/02. CMDM will not be ready until 4/15/02. This allows for FARS retirement (3/31/02) and all identified users of CMDM to be established.</p>	  15%
23	Schools	FSA will combine data from the Central Processing System (CPS) and Common Origination and Disbursement System to identify abnormal concentrations of students with unique characteristics (such as over 65) at an institution. Case Management will monitor the data monthly to identify irregularities and do additional review of the institutions and, if cases of fraud or abuse are suspected, refer them to the OIG. **	<p><b>HISTORY:</b></p> <p><b>2/15/02</b> The reporting requirement must be transferred to COD when it becomes operative. Ongoing monitoring of data irregularities and review of same will continue indefinitely.</p>	Completed
24	Schools	Keep the loan programs' cohort default rate under 8%.	<p><b>No change.</b></p> <p><b>HISTORY:</b></p> <p><b>4/12/02</b> Calculation of the draft rates indicates that we will meet this measure with release of the official FY 2000 rate in 9/02.</p>	

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			<p>3/01/02 Calculation of the draft rates indicates that we will meet this measure with the release of the official FY 2000 rate in 9/02.</p>	
25	Schools	Implement a common business process and system for aid origination and disbursement of Pell Grants and Direct Loans to provide the infrastructure to improve school reporting, cash management and internal control processes.**	<p>COD processed records from 60 schools on Sunday April 28.</p> <p><b>HISTORY:</b></p> <p>3/30/02 Acceptance testing is ongoing. To assure that all functionality has been thoroughly tested, and is substantially perfect, we revised the implementation date to 4/29/02.</p> <p>3/15/02 This project is in User Acceptance and Intersystem Testing which when completed and accepted by FSA will result in the COD initial release being moved into production on the target date of April 1, 2002.</p> <p>2/15/02 COD implementation has been delayed for the second time while partners prepare for restarting the SFA acceptance test which begins again on February 19, 2002. The revised implementation date is April 1, 2002, for the initial release of COD software with a 2nd release of additional functionality scheduled for May 13, 2002.</p>	<p>Completed</p>  <p>85%</p> <p>80%</p>
26	Schools	Using the Common Origination and Disbursement system, electronically integrate drawdown information with disbursement reporting data to track cash balances at schools.**	<p>The system has come up, and we are able to track cash balances. We will implement this as cash is accumulated.</p> <p><b>HISTORY:</b></p> <p>4/12/02 No change.</p> <p>3/30/02 Our first milestone for this task, is the successful testing and implementation of Common Origination and Disbursement. Since the implementation date for COD has now been pushed back to 4/29/02 (from 3/18/02), our progress towards meeting this task has also been set back.</p> <p>3/15/02 This project is in User Acceptance and Intersystem Testing which when completed and accepted by FSA will result in the COD initial release being moved into production on the target date of April 1, 2002.</p> <p>2/15/02 Pending successful implementation of COD system in Project SCH-0002.</p>	 <p>85%</p> <p>80%</p>
27	Schools	Using the Common Origination and Disbursement system, institute eligibility check for valid ISIR on file for all Direct Loan recipients (except PLUS)**	<p>Completed.</p> <p><b>HISTORY:</b></p> <p>3/30/02 Our first milestone for this task is the successful testing and implementation of Common Origination and Disbursement. Since the implementation date for COD has now been pushed back to 4/29/02 (from 3/18/02), our progress towards meeting this task has also been set back.</p> <p>3/15/02 This project is in User Acceptance and Intersystem Testing which when completed and accepted by FSA will result in the COD initial release being moved into production on the target date of April 1, 2002.</p> <p>2/15/02 Pending successful implementation of COD system in Project SCH-0002.</p>	<p>Completed</p>  <p>85%</p> <p>80%</p>
28	Schools	Using the Common Origination and Disbursement system, improve the mechanism to age cash received by school and systematically monitor progress towards 30-day reporting requirements.**	<p>The system has come up, and we are able to track cash balances. We will implement this as cash is accumulated.</p> <p><b>HISTORY:</b></p> <p>4/12/02 No change.</p> <p>3/30/02 Our first milestone for this task, is the successful testing and implementation of Common Origination and Disbursement. Since the implementation date for COD has now been pushed back to 4/29/02 (from 3/18/02), our progress towards meeting this task has also been set back.</p>	

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			2/15/02 Pending successful implementation of COD system in Project SCH-0002.	
29	Schools	Develop a design for "Consistent Answers for Customers."	<p><b>HISTORY:</b></p> <p>3/30/02 This is a multi-year, long-term project. Accenture &amp; FSA/Title IV Delivery are working to obtain a joint understanding of the level of effort needed for the projected PEPs reengineering that could possibly be completed under the Shared in Savings project. Report must be provided to J.Douglas &amp; Kay Jacks NLT April 8, 2002. In the meantime, detailed requirements are proceeding for Release 2 of the Siebel product expected to be implemented during early FY 03. Release 2 is planned as a pilot for the FSAIC/FOTW and the CSCC call centers. It will replace CSCC's current Lotus Notes CRM/call tracking software. Release 3 is projected for May 2003 for the rest of the Schools Channel.</p> <p>3/15/02 Conversations with Kay Jacks and the Students Channel were held. A meeting is scheduled for March 14 with the Modernization Partner to come to a mutual understanding of this goal.</p>	33%
30	Schools	Process 98% of the Direct Loan origination and disbursement records within two days.	<p>We continue to process over 98% of DL origination and disbursement records within two days.</p> <p><b>HISTORY:</b></p> <p>3/30/02 System continues to process over 98% of origination and disbursement records within two days.</p> <p>3/15/02 The DLO System continues to process over 98% of origination and disbursement records within two days.</p>	<p>exceeding standard</p> <p>exceeding standard</p> <p>exceeding standard</p>
31	Schools	Implement Phase II of our eCampus Based modernization project by replacing the mainframe system with a new Oracle-based system. *	<p>Code changes are on-going to address SIRs (Level 1-3) that were discovered during testing.</p> <p><b>HISTORY:</b></p> <p>3/3/0/02 User testing continues through the first week of April. Performance testing results are being reviewed. No major problems have been identified.</p> <p>3/15/02 User testing continues through March 22. Performance testing is ongoing. Results expected by March 20.</p> <p>2/15/02 Project is nearly complete. Performance and user acceptance testing still needs to be completed.</p>	<p>90%</p> <p>90%</p> <p>90%</p>
32	Schools	Improve institutional records by developing a design for electronic school financial statements and compliance audits, and improve FSA recordkeeping by imaging current & future records in the DRCC, and better deployment of workflow. *	<p>The second eZ-Audit JAD Session has been rescheduled for 5/7/02 - 05/08/02. User/School Steering Committee meetings are scheduled for 5/9/02 and 5/14/02.</p> <p><b>HISTORY:</b></p> <p>4/12/02 The eZ-Audit Team began its preliminary design phase by conducting its first JAD Session on April 9th and 10th. Our second JAD session is scheduled for 4/30/02 - 05/01/02.</p> <p>3/30/02 On March 4, the last files for FSA's Electronic Records Management (ERM) were sent to the imaging center. On March 15, the files, about three million documents in all, are available electronically to FSA staff in Washington and the regional offices. The eZ-Audit team finalized its draft requirements and they were delivered by the Mod Partner on 3/20/ 02, meeting the deadline. The requirements are now being reviewed by FSA.</p> <p>3/15/02 On 3/5/02 eZ-Audit Core Team held its first eZ-Audit Steering Committee meeting with 8 participating institutions to inform them of the project and solicit their feedback. On 3/12/02 and 3/13/02 we held our Requirements Gathering Session #3. During this session we continued to define baseline requirements that are due to be delivered on 3/20/02.</p> <p>3/01/02 Completed second requirements gathering session on 2/27 and 2/28. Next scheduled requirement session is 3/12 and 3/13. 6299 school files have been added to the CMO Acorde system as of 8:00 AM, March 4, 2002.</p>	<p>15%</p> <p>20%</p> <p>15%</p> <p>5%</p>

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			<p><b>2/15/02</b> eAudit is funded through 5/15/02 (Preliminary Design); The imaging project falls under CIO-50</p>	
33	Schools	Develop and deliver a series of services to new schools, which includes assistance during the first 12 months of their participation in the Title IV Programs.	<p><b>Final Drafts</b> of subteam projects have been completed for two of the three subteams and the drafts have been shared among the workgroups via a shared folder. The team's next scheduled concall is 5/10/02. The workgroup has tentatively planned a meeting in Chicago the first week in June to combine the work of the three subteams into a final product.</p> <p><b>HISTORY:</b></p> <p><b>4/12/02</b> All three subworkgroups have finalized the drafts for their specific projects. The drafts are being shared with all team members this week for comment. We anticipate having a compilation of the three subteam's work completed by mid-May for comment by CMO and SRO. The next workgroup concall is scheduled for April 12.</p> <p><b>3/15/02</b> All three subworkgroups on the team have prepared initial drafts for their specific areas. The subteam in charge of Packet/Brochure development has compiled materials and is in the process of finalizing a draft packet. This is to be accomplished by April 8, 2002. The subteam tasked with Identificaiton of Services and Resources has polled school relations and the case teams in Washington and all ten regional offices, as well as a number of schools. They are in the process of compiling the best practices and resources and will have a final draft ready by April 8, 2002. The subteam in charge of requirements/calendar has developed a draft calendar and identified a site where an electronic calendar might be housed. The subteam has also drafted 6 process flow charts for inclusion in the total package.</p> <p><b>3/01/02</b> The subteams are in the process of completing their work assignments. A report out of the workgroups is scheduled for 3/15/02.</p> <p><b>2/15/02</b> Project is well underway; 3 subteams have been formed and all have begun working on their tasks.</p>	<p align="center">45%</p> <p align="center">30%</p>
34	Schools	Identify trends in risk areas and provide targeted technical assistance to schools. **	<p><b>National Default Prevention Day</b> is August 1 and will be held concurrently at 12 sites. FSA is working with the National Council of Higher Education Loan Programs (NCHLP) to identify guaranty agencies to participate in the conference. The guaranty agencies will in turn identify consumer credit planning companies and schools to participate as well. The Technical Assistance Workgroup has generated an overwhelming response by contacting 13 schools that are Perkins Loan Program participants having a CDR &gt;50% and who have not responded to Excess Liquid Capital (ELC) inquiries. The Workgroup contacted each school to offer updated information regarding the 1998 HEA Amendments which affected High Perkins' CDRs effective June 30, 2001, and to provide assistance in remedying these circumstances. In some instances, Perkins funds were returned to ED. Other schools now have a better understanding of the ELC process, Default Reduction and Assistance Program (DRAP), FISAP reporting, and shared institutional "best practices." These combined efforts should assist these schools.</p> <p><b>HISTORY:</b></p> <p><b>3/30/02</b> The Team met on March 12 and decided to focus on schools with Perkins cohort default rates greater than 50% over 3 years. The ad for National Default Day is now posted on IFAP. By mid-April we will have a link from there to the FSA U registration site.</p> <p><b>3/15/02</b> Staff are meeting next week to lay out the agenda for National Default Prevention Day, which is August 1, 2002. Staff are also considering other initiatives for Perkins and Return of Title IV.</p> <p><b>3/01/02</b> We are gathering data that will allow our group to have first meeting 3/20 at which time we should also have school names which will allow us to develop the work plan.</p>	<p align="center">20%</p> <p align="center">10%</p>

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			2/15/02 We are gathering data that will allow our group to have first meeting 3/20 at which time we should also have school names which will allow us to develop the work plan.	
35	Schools	Identify areas for regulatory and legislative changes in the Title IV Programs (including improvements to strengthen program integrity). **	<p>Form in "final." Team members will meet to develop guidelines for submission of changes within the next two weeks. Team members will also talk with Mike High for posting of form and guidelines on intranet for use by all Schools Channel staff.</p> <p><b>HISTORY:</b></p> <p>4/12/02 Comments received from team members for further modification of form. Answers still being sought on several issues before next steps can be taken.</p> <p>3/30/02 On March 25th several team members met to discuss the form and next steps. We will revise the form based on comments/questions from the group. There are also several implementation issues for next steps that Howard Fenton will take to the next level.</p> <p>3/15/02 The Team has developed its first draft of the form to be used to compile information on recommended changes. The Team will schedule a meeting next week to discuss draft form.</p> <p>2/15/02 Based on x-sites data, submitted recommendations to neg. reg; held initial meeting to develop/design mechanism for obtaining recommendations for project. Milestone 1 completed.</p>	<p>50%</p> <p>35%</p> <p>30%</p> <p>25%</p> <p>20%</p>
36	Schools	Conduct at least three national conferences for schools.	<p><b>HISTORY:</b></p> <p>3/30/02 Registration for the Baltimore conference totaled almost 1,200 people representing FFEL and DL schools, lenders, and other student aid professionals. Dr. Benjamin Carson of Johns Hopkins kicked off the meeting with a speech that earned a standing ovation. Dep. Sec. Hansen delivered the keynote address and announced the "Automatic Zero EFC" (Estimated Family Contribution) FAFSA as well as the changing of the name of our office from "Student Financial Assistance" (SFA) to "Federal Student Aid" (FSA). ODS and OPE staff hosted five town meetings to listen to schools on subjects related to HEA Reauthorization.</p> <p>3/15/02 Conducted 3 EAC's and 1 Spring Conference; EAC in Reno November 5-7, 2001; EAC in Baltimore November 27-29, 2001; EAC in Chicago December 11-13, 2001; Spring Conference in Baltimore March 6-8, 2002.</p> <p>3/01/02 The Spring Conference convenes March 6 in Baltimore. Dr. Benjamin Carson will speak at the opening of the conference. Dep. Sec. Bill Hansen will deliver the keynote address, "The Administration's View of Student Aid." As of March 6, Student Financial Assistance becomes "Federal Student Aid" or "FSA." Dep. Sec. Hansen will make the announcement in his address at the Spring Conference.</p> <p>2/15/02 The Spring Conference is set for March 6-8 in Baltimore and is targeted to both FFEL and DL schools. Dr. Benjamin Carson, doctor, author, educator, and champion of success in young people, is to speak on March 6. Deputy Secretary Bill Hansen is also scheduled to speak on March 6. In addition to sessions related to the operations of Title IV student aid, the conference will feature town meetings to listen to schools about the Reauthorization of the Higher Education Act.</p>	Completed
37	Schools	Develop a "How To" guide with our oversight partners on processing school closures that focuses on reducing the impact to students.	<p>First drafts of the guides are being prepared. These drafts are to be presented to the oversight partners during the NASASPS meeting April 28 -29, 2002.</p> <p><b>HISTORY:</b></p> <p>4/12/02 A meeting was held on April 10th with ED external partners. Topics to include in guide were established. First drafts of the guide will be available at the next meeting which will occur in early May.</p> <p>3/15/02 A meeting was held with the ED participants on this</p>	<p>35%</p> <p>30%</p> <p>20%</p>

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			<p>project. Next steps were considered. A meeting with external school and oversight partners is being planned for the end of March.</p> <p>2/15/02 Workgroups have been established and meetings have taken place. Most of the legal and policy underpinnings of the guide have been established.</p>	
38	Schools	Promote the Title IV schools' quality performance by providing them with tools for understanding and improving management practices, program requirements, and verification outcomes.	<p>Assisted in Training of Trainers for "tools for integrity" training series. On 4/24, presented the assessment tools to FSA's Customer Support Staff, to assure they can encourage schools to use them to address and fix vulnerable areas. Prepared materials to assist schools in using the software tool to analyze verification outcomes.</p> <p><b>HISTORY:</b></p> <p>3/30/02 On 3/28, Director of CMO sent out an email invitation, encouraging staff across the organization to volunteer for the work group that will develop &amp; design the next set of assessment tools for schools. Staff reviewed &amp; commented on draft training for the FSA U training programs that will introduce all schools to the assessments and the verification tool.</p> <p>3/15/02 Presented assessments &amp; verification software tool @ 2 national conferences the week of 3/04/02. Met with FSAU &amp; agreed on agenda for EDE Training session on the verification software tool. Drafted plan for new assessments.</p> <p>3/01/02 Collaborating w/SFA U on training development and materials.</p> <p>2/15/02 First set of new Assessments announced at EACs in Nov. &amp; Dec.; web updates completed in 1/02. Verification software tool tested, accepted &amp; released in 1/02. Collaborating w/SFA U on training development &amp; materials.</p>	<p>65%</p> <p>61%</p> <p>61%</p> <p>60%</p>
39	Schools	Identify areas for improving compliance effectiveness and take the appropriate steps to fix them. **	<p>On April 16, the workgroup sent data to case teams to begin their work on the three priority areas. On April 23, workgroup and case teams discussed the materials and expectations.</p> <p><b>HISTORY:</b></p> <p>4/12/02 On April 9, the workgroup discussed with case teams their role in accomplishing this measure and the areas of non-compliance identified. Within a week, the workgroup will send data to the teams to begin work on the three priority areas.</p> <p>3/30/02 Within the next two weeks, the workgroup will inform the case teams of the non-compliance areas that will be pursued, the objectives and goals. For non-compliance area one, the workgroup will provide the list of schools in question. The workgroup will begin to work with the case teams to address the area. For non-compliance areas two and three, the results will be provided to the case teams later.</p> <p>3/15/02 On March 14, the workgroup recommended the following areas of non-compliance:</p> <ol style="list-style-type: none"> <li>1. FFEL Closed School and False Certification loan Discharges for Currently Eligible Schools</li> <li>2. Dependency Overrides Exercised at Rates Substantially Above the National Average</li> <li>3. Failure to Prorate Stafford Loans.</li> </ol> <p>These recommendations will be submitted to management for approval.</p> <p>2/15/02 Project on schedule</p>	<p>20%</p> <p>15%</p> <p>10%</p>
40	Schools	Process 98% of the Pell funding requests from RFMS/COD system receipt to GAPS within 24-36 hours so that funds are available for school drawdown within 5 days.	<p>For the period of 04/08/2002 through 04/19/2002, 99.68% were processed in less than 36 hours, and YTD 99.5% were processed in less than 36 hours (not counting the GAPS shutdown periods).</p> <p><b>HISTORY:</b></p> <p>4/12/02 For the period of 03/25/2002 through 04/05/2002, 99.74% were processed in less than 36 hours, and YTD 99.5% were processed in less than 36 hours (not counting the GAPS shutdown periods).</p>	<p>exceeding standard</p> <p>exceeding standard</p>

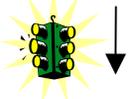
**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			<p><b>3/30/02</b> For the period of 03/11/2002 through 03/22/2002, 99.67% were processed in less than 36 hours, and YTD 99.5% were processed in less than 36 hours (not counting the GAPS shutdown periods).</p> <p><b>3/15/02</b> For the period of 3/04/02 through 3/15/02, 99.77% were processed in less than 36 hours, and YTD, 99.5% were processed in less than 36 hours (not counting the GAPS shutdown periods).</p> <p><b>3/01/02</b> For the period of 02/18/02 through 03/1/02, 99.65% were processed in less than 36 hours, and YTD 99.5% were processed in less than 36 hours. This does not count the GAPS shutdown periods.</p> <p><b>2/14/02</b> For the period 2/4/02 to 2/15/02, 99.79% of the accounting transactions were processed in less than 36 hours. Cumulative is 99.48% (does not include two periods when GAPS was shut down.)</p>	<p>exceeding standard</p> <p>exceeding standard</p> <p>exceeding standard</p>
41	Schools	Release version 2 of School Portal. This version will provide a common look and feel of FSA websites for schools, enhanced query capabilities, and development of regional presence.	<p><b>HISTORY:</b></p> <p><b>4/12/02</b> Working with Mike High (Schools) and Karen Freeman (Communications). Mike High has created a mock-ups of the common look-n-feel for the FSA Schools Conference site. Is soliciting approval within the Schools channel to make this the template for all Schools' websites. Upon approval, will verify with Karen Freeman that this version meets the requirements. Will then task IFAP/Schools Portal support contractor to proceed to update these sites.</p> <p><b>3/30/02</b> Working with Mike High (Schools) and Karen Freeman (Communications) to adopt an "artifact" to represent return navigation to the Schools Portal from other FSA websites for schools. Mike High has successfully initiated discussions with NSLDS, Susan Thares (FSA Conferences) and others. He has created mock-ups of the common look-n-feel for Karen Freeman's review and approval.</p> <p><b>3/15/02</b> Working with Mike High (Schools) and Karen Freeman (Communications) to adopt an "artifact" to represent return navigation to the Schools Portal from other FSA websites for schools. Web workgroup meeting scheduled for 3/19/02 to further promote the common look and feel approach with website owners.</p> <p><b>3/01/02</b> Style guide and graphics made available by FSA communications. Plan a quick face lift to incorporate new FSA graphic. Continue to work with Mike High to develop a template for a common look and feel for all schools channel websites.</p> <p><b>2/15/02</b> Significant resources must be brought to bear to "solve" the search problem. Team leader trying to engage SFA CIO and Accenture Architecture teams in resolution. Facilitating a meeting with Autonomy and the CIO and Accenture team members. Striving to get SFA CIO to take ownership.</p>	<p>25%</p> <p>20%</p> <p>15%</p> <p>10%</p>
42	Schools	Resolve 94% of school compliance audits within six months of receipt to meet OMB A-50 requirements.	<p><b>For the period of 03/17/2002 through 04/07/2002, 85% were processed on time, and YTD 93% were processed on time.</b></p> <p><b>HISTORY:</b></p> <p><b>3/30/02</b> For the period of 03/03/2002 through 03/17/2002, 92% were processed on time, and YTD 92% were processed on time.</p> <p><b>3/15/02</b> For the 2-week period ending 3/17/02, 100% of the audits were processed on time.</p> <p><b>3/01/02</b> For the 2-week period ending 03/02/02, 83% of the audits were processed on time. However, this is only a total of four (4) audits that were not processed within the timeframe. The YTD average is 92% of audits are processed on time.</p>	 <p>exceeding standard</p> <p>below standard</p>
43	Schools/ Financial Partners	Support the Department in its review of FSA's current strategy for monitoring schools, lenders, guaranty agencies and third-party	<p><b>HISTORY:</b></p> <p><b>3/01/02</b> The CEG Fellows have been interviewing CMO staff. Karen Chauvin, Pat Trubia, and Victoria Edwards have been</p>	

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
		servicers; identify the various levels and types of monitoring, including where performed and by whom. Determine which kinds of monitoring are linked to the basic administration of the student financial aid programs.**	interviewed.  2/15/02 Every Thursday until the end of March 2002, Patricia Trubia will meet in an advisory capacity with the CEG fellows tasked with identifying current ED-wide monitoring activity & making recommendations for improvement.	
44	Financial Partners	Establish Web Portal for Financial Partners to provide one stop access to FSA services and information. *	<p>Production Readiness Review will be conducted Friday, 04.26.2002. Release 1 of the Financial Partners Portal is scheduled to go live on Tuesday, 04.30.2002. The URL for this portal is <a href="http://www.fp.ed.gov">www.fp.ed.gov</a>.</p> <p>HISTORY:</p> <p>4/12/02 Completing second cycle of performance testing. 508 compliance testing is underway. User Acceptance Testing (UAT), with participation by external community members, was completed. Scheduling review of UAT feedback. Pre-PRR is scheduled for 04.19.2002. PRR is scheduled for 04.26.2002. FP Portal Release 1 is scheduled for 04.30.2002.</p> <p>3/30/02 Test Plans and Scripts were delivered for FSA review and approval. Proceeding with testing.</p> <p>3/15/02 Development activities continue for the FP Portal.</p> <p>3/01/02 Detailed Design Document signed-off. Project proceeds with development activities. Implementation of the first release is ahead of schedule with a deployment date of 4/15/02.</p> <p>2/15/02 The project is on schedule to go live in production with the first release on 4/15/02.</p>	<p>50%</p> <p>47%</p> <p>45%</p> <p>60%</p> <p>45%</p> <p>75%</p>
45	Financial Partners	Implement Phase II of the Financial Partners Data Mart. This phase will provide self monitoring and oversight tools and focus on the data load and link with the new FMS to provide a continuous stream of financial data and selected NSLDS elements necessary to augment data comparisons and lender risk management assessment. * **	<p>35 of the 47 financial partners reports are developed (power users continue to develop their skills as they complete their assigned reports). Informatica mappings are developed. The team is awaiting data files from source systems (FMS, NSLDS, and PEPS) to conduct a final test prior to beginning system test.</p> <p>HISTORY:</p> <p>4/12/02 Data Mart Design document for Release 2 was signed off on 04.01.2002. Power User training was conducted 04.09-10.2002.</p> <p>3/30/02 Design document was submitted Informally. Development started on March 4th.</p> <p>3/15/02 Design document was submitted informally. Development started on March 4, 2002.</p> <p>3/01/02 Milestone 2 (design) is pending sign-off. Development activities are underway.</p>	<p>35%</p> <p>30%</p>
46	Financial Partners	Implement Phase III of the Financial Partners Data Mart. This phase will provide augmented monitoring tools and oversight ability. The release will focus on the data load and links from FMS, PEPS, NSLDS, and an evaluation of any newly implemented processes or systems that may replace existing legacy links. * ** (This phase commences in FY02 and will continue in development and deployment in FY03 with an objective end date of 12/31/02).	<p>HISTORY:</p> <p>3/01/02 Project is dependent upon the completion of project P2002-FP-0002. Activities will commence once predecessor project is completed.</p> <p>2/15/02 This phase has not yet started</p>	<p>0%</p>
47	Financial Partners	Improve reliability of lender billing data through a redesigned lender payment process. * **	<p>Task Order modification in work in response to community request.</p> <p>HISTORY:</p> <p>4/12/02 Evaluation of processing schedule and deployment plans is currently underway. LAP security and form is delayed at ED clearance pending submission to OMB. Assessment of design integrity underway.</p>	 <p>45%</p>

**APPENDIX – APRIL 26, 2002**

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			<p><b>3/30/02</b> Development activities continue for the Lender Redesign effort. Revised draft Communications Plan and Training Summary documents and incorporated into Project Work Plan. Sent Lender Application Process (LAP) forms to OMB for emergency clearance.</p> <p><b>3/15/02</b> Development activities continue for the Lender Redesign effort. Revised draft Communications Plan and Training Summary documents and incorporated into Project Work Plan. Sent Lender Application Process (LAP) forms to OMB for emergency clearance.</p> <p><b>3/01/02</b> Project is behind schedule. Effort is contingent upon FFELP community commitment for implementation since the lender/servicer contracts may require correction. LAP development completed and testing is underway.</p> <p><b>2/15/02</b> We are very behind and we are reliant upon the FFELP community for commitment to actual implementation since the lender/servicer contracts need to be corrected</p>	40%
48	Financial Partners	Ongoing monitoring of the existing VFAs (4) and operational oversight.	<p><b>HISTORY:</b></p> <p><b>4/12/02</b> Manually loaded first quarter FY2000 NSLDS information into Performance Indicator matrix. Received monthly summary reports from Texas and CSAC. Gathering information for FY2002 through May 2002.</p> <p><b>3/15/02</b> Conducting meetings with FP Data Mart team to discuss population of data for FY02. Meeting with NSLDS staff to discuss benchmarks.</p> <p><b>3/01/02</b> Obtained agreement with Guarantee Agencies on performance measures. Commencing with load of FY 01 data with FY 02 data to follow.</p>	34%  30%
49	Financial Partners	VFA Report II to Congress.	<p><b>HISTORY:</b></p> <p><b>3/15/02</b> Project scheduled to commence on 6/1/2002.</p> <p><b>3/01/02</b> Project not yet started.</p>	
50	Financial Partners	Retire the FFEL System remaining GA and Lender functions as well as FP related support in conjunction with the new FMS build for the Lender Payment Process Redesign.*	<p><b>HISTORY:</b></p> <p><b>3/01/02</b> Project is dependent upon the completion of project P2002-FP-0004. Activities will commence once predecessor project is completed.</p> <p><b>2/15/02</b> This is closely linked to project P2002-FP-0004. It cannot be accomplished until the linked project is completed.</p>	0%
51	Financial Partners	Work with the GA community to establish common performance metrics primarily in the areas of delinquency, default aversion and collections.	<p><b>HISTORY:</b></p> <p><b>3/15/02</b> Preliminary discussions held with FSA internal and external stakeholders. Performance metrics of existing VFA's will be used as a baseline for cross program development. Initial workgroup consisting of 4 VFA GAs and 4 non-VFA GAs established.</p> <p><b>3/01/02</b> This project is being worked in conjunction with projects P2002-FP-0005.</p>	10%
52	Financial Partners	Utilize the FP Data Mart as a basis to establish risk management assessment ability of Lenders, Servicers, and Guarantee Agencies--Phase 1 (Phase 2 will cross into FY03 and commence 10/01/02 and end 12/31/02).	<p><b>The GM has requested a position paper outlining new approaches to reviews (ie, national, seminar) mitigation strategies, risk assessment, using scorecards, data mart tool, and market shifts.</b></p> <p><b>HISTORY:</b></p> <p><b>4/12/02</b> Regional Directors will be working on risk and planning enhancements that will use the Data Mart as one tool as part of a total process re-evaluation.</p> <p><b>3/15/02</b> Obtained requirements and incorporated in Design document. Requirements and related development activities reports is underway.</p>	  10%

**APPENDIX – APRIL 26, 2002**

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			3/01/02 This project is being worked in conjunction with projects P2002-FP-0002 and P2002-FP-0003.	
53	Financial Partners	Consistent with the department's Strategic Plan, utilize established trade association work groups to emphasize data integrity through consistent standards and develop improved data reporting to FSA systems.**	<p><b>HISTORY:</b></p> <p>4/12/02 FSA internal focus groups continuing with discussions on system integration and development options consistent with external industry business requirements.</p> <p>3/15/02 Initial NSLDS II design concept meetings held. Preliminary discussions underway with FSA staff and external partners focus groups.</p> <p>3/01/02 Project will be accomplished through NSLDS redesign. Community input is being received. High level concept design is in process.</p>	5%
54	CIO	Continue phased re-engineering of current NSLDS by resolving interface issues and building a Student Aid Data Mart.*	<p>On schedule.</p> <p><b>HISTORY:</b></p> <p>3/30/02 On schedule</p> <p>3/15/02 Focus Group meetings to identify requirements have begun.</p> <p>2/15/02 The management counsel (IRB) did not approve funding a Student Aid Data Mart.</p>	26%  20%  7%
55	CIO	Develop a "single sign-on" capability for the School Portal that will allow schools to access various Title IV databases with just one sign-on. Based on IRB Decision records for 2/27/02, the scope has been decided and agreed upon by the Management Council.	<p><b>HISTORY:</b></p> <p>4/12/02 Phase 1 (final requirements): Completed on 3/18/02. Phase 2 (analysis, selection, design and business case): IPT is conducting vendor product reviews during April.</p> <p>3/30/02 Phase 1 (Final Requirements) completed on 3/18/02. Phase 2 (analysis, selection, design and business case) scheduled to be completed 5/18/02. Phase 2 funding (\$250K) obligated on 3/15/02.</p> <p>3/15/02 Final requirements being circulated and discussed among Channels. Scheduled delivery is 3/15/02. Funding documents submitted for \$250 K for Phase 2 (analysis, selection, design and business case).</p> <p>3/01/02 Draft Requirements being circulated and discussed among Channels. On 2/27/02, IRB approved \$250K funding for Phase 2 (analysis, design and business case).</p> <p>2/15/02 Phase 1 is nearly completion and will meet it's target of 3/31/02 for delivery of final requirements document. IRB funding is required for following phases.</p>	50%  50%  50%
56	CIO	Complete the design of an enterprise-wide security and privacy architecture which supports the target state vision and complies with Government-wide and Departmental laws, rules and regulations, including necessary policy guidance, training materials, and lifecycle-support tools to help the business units build and operate systems worthy of trust.	<p>Working with business units and ED CIO to meet GISRA and MIT deadlines. EMT decision to delay risk assessment deadline until May 31, with presumed (but not yet confirmed) consequent delays in deadlines for system security plans and certification and accreditation. FSA-funded risk assessments on schedule. <b>Delays in ED CIO awarding task order and in ED contractor getting started puts at risk the timeliness of risk analyses performed by ED CIO contractor.</b></p> <p><b>HISTORY:</b></p> <p>3/30/02 Working with business units and ED CIO to meet GISRA and MIT deadlines. Business decision by EMT to delay risk analysis deadline until May 31, with presumed consequent delays in deadlines for security plans and certification and accreditation. <b>Delays in ED CIO awarding task order puts FSA risk analyses at risk.</b></p> <p>2/15/02 On schedule</p>	50%   40%
57	CIO	Identify technology infrastructure and adopt technology standards necessary to support the Department's Government Paperwork Elimination Act (GPEA)-identified electronic	<p><b>HISTORY:</b></p> <p>3/30/02 CIO will be proposing new language for this measure. Current measure wording does not accurately reflect anticipated</p>	20%

**APPENDIX – APRIL 26, 2002**

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		transactions. **	CIO FY 02 effort in this area.  2/15/02 On schedule	
58	CIO	Appropriate integration of the IT investment management process with the acquisition process.**	HISTORY:  4/12/02 On schedule.  3/30/02 on schedule  3/15/02 Operating Partner IPT will provide contracts to continue integration enabled by Modernization Partner.  2/15/02 On schedule	54%  50%  46%
59	CIO	100% of general support systems and major applications will be certified and accredited or receive interim approval to operate, including development and testing of disaster recovery plans.**	Department is delaying certification and accreditation until FY03.  HISTORY:  2/15/02 On schedule	20%
60	CIO	Expand FSA enterprise-wide solution for electronic signature, (PIN, Digital Signature, Smart Cards, etc.) to several other business applications.**	HISTORY:  4/12/02 Perkins eNote: Development completed on HTML-based eNotes, Rights and Responsibilities, and Terms of Disclosure documents. IFAP posting expected by 4/30/02.  3/30/02 Perkins eNote: eNote requirements received from COHEAO membership. Designed and issued HTML-based eNotes to COHEAO membership for comment on 3/22/02.  3/15/02 Perkins E-Note: Distributed eNote requirements questions to COHEAO. Discussed all Perkins initiatives at the Spring Conference (session #38) on 3/06/02 and 3/07/02. Agreed to co-present update at NASFAA on 7/22/02 - 7/24/02 with Penn State.  2/15/02 Perkins E-Note: Working with community of Perkins schools, national associations (COHEAO, NACUBO) and 3rd party servicers to define and provide multiple technology solutions to enable electronic signatures in the Perkins promissory note process.	50%  50%  10%
61	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).* **	On schedule.  HISTORY:  3/30/02 On schedule  2/15/02 On schedule	56%  50%  meeting standard
62	CIO	Achieve an average 10% unit cost per aid recipient reduction (FY 02 vs. FY 01) for VDC costs.	On-schedule. Making additional changes to the monthly report to the business owners on the VDC budget report.  HISTORY:  4/12/02 Meeting with all GMs to discuss VDC Budget costs for FY02 on a monthly basis. Held focus group meeting on 4/3/02 to discuss new VDC budget report for the FSA Budget Analysts. On-Schedule  3/30/02 Monthly reports are being distributed to business units. On April 3, CSC will be conducting a focus group for the FSA Budget Analysts to collect their requirements for a new monthly VDC cost report.  3/15/02 On schedule. Monthly reports are being distributed to business units.  3/01/02 On schedule. Monthly reports will be provided to each business owner beginning March 2002 reflecting VDC cost and service level metrics.	50%  meeting standard

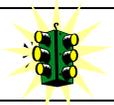
**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			2/15/02 On Schedule. Monthly reports are provided to each business owner reflecting VDC cost and service level metrics.	
63	CIO	Convert partner interfaces from a private network to the Internet.*	<p><b>HISTORY:</b></p> <p>2/15/02 Completed 12/18/01</p>	Completed
64	CIO	Release 3 of the EAI Core architecture will invest in building additional and enhanced information system services to enable end-to-end processes by the business applications. Implement EAI Release 3 as defined in approved business case.*	<p>As of 4/19/02, the EAI completed the final phases of testing interfaces to support deployment of the Common Origination and Disbursement (COD) System on 4/29/02. The EAI , which has built interfaces between COD and CPS, NSLDS, DLSS, FMS, PEPS, SAIG, and LO Web systems, has been validating interfaces through production readiness testing. Validation of interfaces ensures that interfaces will operate properly in the Production environment. Production readiness testing for FMS and LO Web is complete and is in progress for SAIG.</p> <p><b>HISTORY:</b></p> <p>3/30/02 The EAI team continued to support the Common Origination and Disbursement (COD) system interface deployment by updating code and assisting with interface testing. Some of the interfaces have already been deployed in production and the deployment of the remaining COD interfaces is scheduled for April 7th. The EAI team held a working session to discuss the EAI Operations Strategy, which explained how it plans to provide Operations Support to applications using the EAI bus.</p> <p>3/15/02 The EAI team successfully tested the Student Aid Internet Gateway (SAIG) adapter to the EAI Business server on March 8, 2002. The week of March 4, for Common Origination and Disbursement, the EAI team continued to develop programs to support testing to ensure that data is transported successfully among the many systems involved in the financial aid process.</p> <p>2/15/02 On schedule</p>	<p>40%</p> <p>35%</p>
65	CIO	Release 3 of the ITA will develop and deploy integrated technologies and processes to enable reuse across FSA's web-based applications (FAFSA, eCBS, etc.) Implement ITA Release 3 as defined in approved business case.*	<p>The ITA has completed the first cut at a strategy to track modernization projects hits against the PIN site in addition to a testing plan to performance test the PIN site starting in May. The ITA completed two more rounds of performance testing and analysis for the Financials Portal and Student Portal applications which resulted in a number of code and architecture fixes to improve performance. Design is nearing completion on the final set of Reusable Common Services (RCS) components which are slated to roll out to production in mid-summer. ITA has also been working with the Single Sign On (SSO) team by participating in their product selection and will begin working with them on detailed design this week.</p> <p><b>HISTORY:</b></p> <p>3/30/02 The ITA worked with the IFAP team to confirm that all Autonomy issues are fixed in the test environment. ITA met with the FAFSA 7.0 team and provided EAI, Autonomy and Interwoven access. The Electronic Campus Based (eCB) performance testing is complete and all performance goals have been met.</p> <p>3/15/02 The Integrated Technical Architecture (ITA) team continues to support applications in production, troubleshoot applications in development, build reusable common services and support performance testing.</p> <p>2/15/02 On schedule</p>	<p>45%</p> <p>40%</p>
66	CIO	Develop a design for providing consistent data across FSA from modernized systems to deliver consistent answers to our customers and provide consistent information for employees for program oversight. * **	<p>Phase I completed, no funds to continue.</p> <p><b>HISTORY:</b></p> <p>3/30/02 The consistent data project team is in the final review of the deliverables. The team is defining the next steps of what can be accomplished since the FY02 funding was cut from the placement.</p> <p>3/01/02 The consistent data vision -- 2004 was delivered on 2/15/02 and is currently being reviewed. High level system assessments and data dictionaries for key shared data are in final draft.</p>	 <p>90%</p>

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			<p>2/15/02 IRB removed this item from the 'placemat', along with the \$925,000 funding needed to complete the design. Even though data sources/systems identified and validation by SME's initiated, difficult to proceed. It is unlikely that CIO will be able to successfully complete this project, as intended, by 9/30/2002. Currently investigating alternatives.</p>	
67	CIO	Continue the NSLDS data quality efforts and continue to demonstrate data quality improvements to support the FFEL program financial reporting. **	<p><b>HISTORY:</b></p> <p>4/12/02 On schedule. Monthly reports being reviewed to assure quality benchmarks.</p> <p>3/01/02 Annual report of NSLDS data quality efforts in COY 01 was published and distributed to Linda Paulsen and others.</p> <p>2/15/02 Independent report indicating the NSLDS information used by Budget in its subsidy model was generally of high quality. OCIO is continuing with monthly benchmarking and reporting.</p>	
68	CFO	Install an electronic management and data retrieval system to support both paper and electronic record-keeping activities after evaluating the FSA pilot. <i>(Initial phases only, full completion not anticipated until 9/30/2003.)**</i>	<p>Phase I of the Electronic Records Management (ERM) Pilot will be complete by April 30, 2002. Three million paper files have been converted into electronic images and are securely accessible via the Internet. The FSA Case Management and Oversight (CMO) team at HQ and across 10 regional offices are the primary users of the ERM. Planning activities were conducted on April 16, 2002 for continued imaging of new incoming paper and the backfile paper conversion of the Administration Action and Appeals and CMO's 10 regional offices. Planning also included the requirements and design of the Phase 2 Enterprise ERM repository.</p> <p><b>HISTORY:</b></p> <p>4/12/02 The objective of Phase I of the Electronic Records Management (ERM) Pilot is to convert paper files into electronic images. Phase I will be complete by April 30, 2002. Planning activities are underway for continued imaging of new incoming Document Receipt and Control Center paper and the backfile paper conversion of the Administration Action and Appeals unit and 10 regional offices within the Case Management and Oversight organization after April 30th. The planning session, scheduled for April 16, 2002, will include Accenture and the subcontractor supporting this initiative. Planning agenda items will also include the requirements and design of Phase 2 Enterprise ERM repository.</p> <p>3/30/02 Received partial funding in FY02 due to FSA budget constraints. This constraint will extend full completion of the pilot beyond 9/30/2003. Activities to design the enterprise ERM repository based on FY02 funding allocation is on schedule.</p> <p>3/15/02 On target.</p> <p>2/15/02 Backfile Conversion On Schedule. Presented the ERM Business Case to the IRB on Feb. 6th. The Business Case was approved pending the current funding issue. Working to address how the ERM team can leverage other initiatives, such as LO/LC, e-Audit, and e-Signature in order to capitalize on how we can best utilize the funding to support multiple projects. Completed the scrubbing and shipping of 768 foreign school files this week. Due to the priority of these files 73 boxes were shipped and will be available on-line within one week. Shipping activities out of ROB3 continue on schedule.</p>	<p>55%</p> <p>50%</p> <p>50%</p>
69	CFO	Strengthen FSA's Internal Controls and Financial Integrity. Develop FY 2002 plans by November 30, 2001. **	<p><b>HISTORY:</b></p> <p>2/15/02 Plan in place, actions being worked in the plan are on track.</p>	Completed
70	CFO/Mod Partner, Financial Partners and Schools	Develop and implement Phase IV of the Financial Management System, providing a reliable tool to improve the internal controls and financial management of programs. **	<p>Phase IV is a multi-release phase--all releases are tied to Modernization efforts and the schedules by which they are scheduled and actually go-live. Since the last report both COD and Lender Redesign have delayed their respective release dates: COD currently schedule for their 1st release on April 29th and the 2nd is scheduled for June 3rd. The Lender Redesign has delayed their go-live date to October 2002.</p>	45%

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			<p><b>HISTORY:</b></p> <p><b>3/30/02</b> Phase IV is a multi-release phase--all releases are tied to Modernization efforts and the schedules by which they are scheduled and actually go-live. Two releases for COD are scheduled for April 1 and mid-May; Lender redesign is scheduled to go-live in mid-June.</p> <p><b>3/15/02</b> Phase IV is a multi-release phase--all releases are tied to Modernization efforts and the schedules by which they are scheduled and actually go-live. We remain on target.</p> <p><b>3/01/02</b> Phase IV is a multi-release phase -- all releases are tied to Modernization efforts and the schedules by which they are scheduled and actually go-live. We are tied to eCampus Based scheduled to go-live in mid-March; two releases for COD are scheduled to go-live April 1 and mid-May; Lender redesign is currently scheduled to go-live in mid-June (six months behind schedule). The completion percentage is a best estimation for where the work is in relationship to the go-live dates.</p>	<p align="center">40%</p> <p align="center">30%</p>
71	CFO/Mod Partner	Implement Oracle's "Federal Financial's," a software package that meets federal accounting standards.**	<p><b>HISTORY:</b></p> <p><b>3/30/02</b> While FSA has implemented its Oracle Financial software, this project will not be considered completed until we complete our first year-end processing cycle in October. At this time, account mapping is being validated for each non-GAPS program.</p> <p><b>3/15/02</b> Implemented version 11.03 of the Oracle Federal Financials to support the SFA Program systems. Modules implemented, but to be enhanced in future releases are: GL, AP, AP and Fixed Assets.</p>	<p align="center">55%</p> <p align="center">50%</p> 
72	CFO/Mod Partner	Work with Department to develop the project plan to upgrade Oracle "Federal Financials" to version 11i in FY 2003 to keep accounting system current. **	<p><b>FSA and ED OCFO met on April 10th to discuss the approach each organization would be taking on the assessment and agree on the approach moving forward. The assessment is underway at FSA. A second meeting is scheduled with ED OCFO to discuss the approach of the analysis on April 30th. FSA has been underway for a month. If the direction changes there may be a different level of detail needing to be defined within the task order to define the scope of the what can be delivered in the time remaining and still have a plan available by June 30th. Note: We are keeping the status green for now, but if a change in direction occurs it will be classified as yellow.</b></p> <p><b>HISTORY:</b></p> <p><b>4/12/02</b> FSA and OCFO met on April 10 to discuss the approach each organization would be taking on the assessment and agree on the approach moving forward. The assessment is underway at FSA.</p> <p><b>3/30/02</b> FSA and OCFO exchanged SOWs on 3/25/02. We are scheduled to meet on 4/1/02.</p> <p><b>3/15/02</b> Analysis of this project is scheduled to begin in mid-March. We are talking with ED OCFO regarding how they plan to proceed.</p>	<p align="center">15%</p> <p align="center">5%</p>
73	CFO/Mod Partner	Work with Department to complete the concept of operations for implementing Oracle's multi-org capability. Complete a project plan to implement it in FY 2003 and FY 2004, if the proof-of-concept initiative indicates multi-org should be implemented.**	<p><b>The meeting with Oracle to discuss multi-org functionality occurred on April 18th. No further actions have been defined to date.</b></p> <p><b>HISTORY:</b></p> <p><b>3/30/02</b> Meeting is scheduled for 4/18/02 with Oracle to discuss multi-org.</p> <p><b>3/15/02</b> Analysis of this project is scheduled to begin in mid-March. We are talking with ED OCFO regarding how they plan to proceed. Both ED OCFO and SFA agreed to discuss this once we're both on version 11i.</p>	
74	CFO	Continue work to ensure that FSA receives a clean opinion on its FY 2002 financial statements and to ensure compliance with all	<p><b>Reconciliation plans are in place. Systems testing (PPV) ongoing. March financials are in process.</b></p>	

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
		laws and regulations, in particular the Federal Financial Management Act of 1996.**	<p><b>HISTORY:</b></p> <p><b>4/12/02</b> IF010 files have been reversed, and the new mapping is in FMS. Files should run starting next week. System fixes for the DC schedules have been made and we have a plan for correcting through March.</p> <p><b>3/30/02</b> We have all backlogged files at OCFO except for the IF010 files. We have a separate plan to get this resolved by the OMB semi-annual financial statement due date requirement.</p> <p><b>3/15/02</b> Still getting backlogged files into FMSS. Working with budget execution and accounting issues.</p> <p><b>3/01/02</b> New system (FMS) lacks complete data to perform reconciliations and financial statement preparation and account analysis. This problem should be resolved by 3/18, which will allow us to move forward.</p> <p><b>2/15/02</b> Project plans due 2/15 to provide assurance that have processes and procedures in place for updated reconciliations and analyses for the new systems by 6/30/02.</p>	<p>40%</p> <p>30%</p> <p>20%</p>
75	CFO	Enhance FSA-wide activity-based costing as a management tool for decision-making and for managing costs.	<p><b>Met with contractor personnel to discuss revised reporting formats requested by Students and Schools Channels. Mock-up reports are being developed by ABC team staff.</b></p> <p><b>HISTORY:</b></p> <p><b>4/12/02</b> We are working on getting cost information out of the new Oracle system and identifying useful reporting formats to be used with a Web reporting tool.</p> <p><b>3/30/02</b> The first quarter cost results are available.</p> <p><b>3/15/02</b> Held steering committee meeting and received good input. We are working on obligations models. Contingency is we need detailed data out of CPSS.</p> <p><b>3/01/02</b> We started cost steering committee meetings and received really good feedback and we have FY 01 model finalized and contract support is in place to provide budgetary and proprietary models in place in FY 2002.</p>	<p>40%</p> <p>30%</p>
76	CFO	Implement improved DL servicing infrastructure to better support DL financial management reporting. (FARS Retirement). **	<p><b>HISTORY:</b></p> <p><b>3/30/02</b> Credit Management Data Mart opened on 3/26/02. CMDM provides FSA direct access to Direct Loan Repayment borrower data, including reports on delinquency statistics and repayment statistics. Although the current Direct Loan financial data for FY 2002 has not been loaded, the infrastructure is in place, and the Data Mart is operational and up for end users for the information defined information.</p> <p><b>3/01/02</b> Share in Savings negotiations with Accenture are in process.</p> <p><b>2/15/02</b> Contract is under negotiation. Data mart is in start-up and FMS is being implemented. We are currently behind schedule in reaching agreement with Accenture.</p>	<p>Completed</p> <p>75%</p>
77	CFO	Update the FSA High Risk Action Plan for FY 2002. **	<p><b>HISTORY:</b></p> <p><b>2/15/02</b> Completed per MIT Plan on 12/31/01.</p>	<p>Completed</p>
78	CFO	Ensure FSA systems are reconciled to the department's general ledger within 45 days of the end of each calendar month, improving timeliness in support of the financial statement audit process. **	<p><b>We have scheduled meetings with feeder system contractors and identified systemic issues that we are pursuing with them. The teams are established and roles and responsibilities are defined.</b></p> <p><b>HISTORY:</b></p> <p><b>4/12/02</b> Met with OCFO to coordinate all reconciliations that were identified at FSA. Also ensuring that our timelines are consistent with OCFO. A consolidated reconciliation plan is being developed to ensure that priorities are established on high risk, high visibility items are completed.</p>	<p>meeting standard</p> <p>meeting standard</p>

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			<p><b>3/30/02</b> We've identified the majority of loan receivable reconciliations required and completed those identified through November. DL reconciliations are dependent on IF010 posting in FMS. FBWT reconciliation procedures are developed and year-to-date reconciliations are in process.</p> <p><b>3/15/02</b> Drafted reconciliation procedures and specifically cash and GA reconciliation procedures. We are working with OCFO to coordinate our efforts.</p> <p><b>3/01/02</b> February cash reconciliations are moving along briskly. Other reconciliations are being</p> <p><b>2/15/02</b> Project plans due 2/15 to provide assurance that have processes and procedures in place for updated reconciliations and analyses for the new systems by 6/30/02.</p>	<p align="center">below standard</p> <p align="center">below standard</p> <p align="center">below standard</p>
79	CFO	Meet regularly with GAO on status of improvements related to the student financial assistance program's high risk status. **	<p><b>HISTORY:</b></p> <p><b>3/30/02</b> Quarterly meetings are scheduled and additional will be planned as needed, information being provided to GAO on an ongoing basis.</p> <p><b>2/15/02</b> Meet with GAO and Department personnel 2/8 to discuss strategies for HR issues.</p>	
80	CFO	Prepare action plans within 60 days of OIG issuance of final reports. Implement 95% of accepted OIG and GAO recommendations using action plans within the committed timeframes. **	<p><b>FSA is on target for April. Our monthly percentage of corrective actions implemented will be included in the next bi-weekly update. FSA's Financial Statement Audit CAP was submitted to the OIG on April 19th, the 51st calendar day. Since the final figures are not tallied as of yet, we are reporting our status to be meeting the standard in lieu of exceeding the standard.</b></p> <p><b>HISTORY:</b></p> <p><b>4/12/02</b> For the month ending March 31, we again implemented corrective actions within the committed timeframe 100% of the time, which exceeds our performance standard of 95%. OCFO's corrective action plan for the FY 2001 financial statement audit is drafted; FSA is coordinating our CAP to be consistent with OCFO's dates and actions. The CAPS are due by 4/30/2002 and we are on target to complete by that date.</p> <p><b>3/30/02</b> Based on preliminary data for March, we are on target.</p> <p><b>3/15/02</b> For the month of February, we completed 100% of recommendations within the committed timeframes.</p> <p><b>3/01/02</b> Preliminary reports from February month-end audit activities indicate we are on target in meeting this performance measure. Next update will provide more detailed information.</p> <p><b>2/15/02</b> On target</p>	<p align="center">meeting standard</p> <p align="center">exceeding standard</p> <p align="center">meeting standard</p> <p align="center">meeting standard</p>
81	CFO/ED's OM	Partner with the Department to ensure FSA's new facility is fully functional and operational.	<p><b>We continue to work closely and meet on a weekly basis with the Department to discuss issues, develop strategies, and determine progress. Employees and their equipment have relocated to their assigned areas in the UCP3 new facility since Oct/Nov 2001. The facility is fully functional and operational. We continue to work with GSA and QWG on the overall delivery of services for Union Center Plaza 3. Recent accomplishments in the delivery of services have included recycling services and the availability of parking within the building.</b></p> <p><b>HISTORY:</b></p> <p><b>4/12/02</b> Status changed from red to yellow.</p> <p><b>3/30/02</b> We continue to meet on a weekly basis with the Department to discuss issues, develop strategies, and determine progress. Many of the actions are the responsibility of GSA or the owner of the facility. The COO has taken steps to convene a meeting with GSA management to resolve their issues. In addition, the COO has taken steps to obtain approval to hire an FSA facility manager to help expedite issues and processes in coordination with the Department.</p>	<p align="center"></p> <p align="center">90%</p>

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			<p><b>3/15/02</b> We need project management support from OM in the areas of security, systems administration, coordination with GSA and the leasor for custodial services, construction activities, pricing schedules and recycling. Processes and issues will be assessed over the next 30 days to determine improved performance or operational status.</p>	
82	CFO	Review baseline budget data and develop a framework for budget requirements using the single appropriation that has been agreed to by the Department and OMB.**	<p><b>HISTORY:</b></p> <p><b>3/30/02</b> Although the date was met, Budget, SFA, OCFO and Management need to develop a framework/infrastructure prior to the midsession review.</p> <p><b>2/15/02</b> Worked with Budget to provided initial budget information to the OMB, but plan needs to be prepared to ensure framework is in place to meet midsession review requirements.</p>	Completed
83	CFO	Through a department/OMB Student Loan Credit Modeling Working Group, the department will clarify the underlying assumptions used to generate baseline and policy estimates and summarize the key issues regarding the subsidy calculation methodology that require an OMB policy decision for formulating the FY 2003 budget. Use these assumptions and decisions to define requirements for a mutually-supported auditable model that will allow all parties in OMB and the department to replicate and test all estimates used for policy and management decisions, as well as financial management reporting.**	<p><b>HISTORY:</b></p> <p><b>3/30/02</b> Budget has developed a project plan and needs approval from OCFO and FSA.</p> <p><b>3/15/02</b> March 6th MIT Action Plan reports: "Deputy Secretary and OMB agreed to revise the date from Nov 15, 2001. Budget to develop a project plan by 2/25/02."</p> <p><b>2/15/02</b> Will support ED-Budget in this process. Plan needs to be developed by Budget to ensure that new model in place for midsession review requirements.</p>	
84	CFO	Appropriately integrate IT investment management process with the budget process by the time the FY 2004 budget is submitted to OMB.**	<p><b>CFO and CIO continue to work with the Modernization Partner in response to the 3/25/02 request from ED/CIO that FSA present business cases for all significant IT projects to ED/IRB. Mod Partner is working with Program Offices to develop business cases. CFO will review the financial portion of the business cases.</b></p> <p><b>HISTORY:</b></p> <p><b>4/12/02</b> CFO and CIO continue to work with the Modernization Partner in response to the 3/25/02 request from ED/CIO that FSA present business cases for all significant IT projects to ED/IRB. CFO will provide funding request information and coordinate with CIO and Mod Partner who will provide the technical information in the business cases. Substantive process and decision making issues associated with this new request need to be addressed.</p> <p><b>3/30/02</b> CFO and CIO are working with Modernization Partner in response to 3/25/02 request from ED/CIO that FSA present business cases for all significant IT projects to ED/IRB. CFO will provide funding request information and coordinate with CIO and Mod Partner who will provide the technical information in the business cases. Substantive process and decision-making issues associated with this new request need to be addressed.</p> <p><b>3/15/02</b> Budget Support Division (BSD) continues to meet with CIO to ensure successful integration of FSA's IT investment process and budget formulation. A tracking chart has been developed to monitor IT modernization projects' projected costs and savings as well as legacy system costs and projected savings from the baseline costs. This chart will be distributed during budget formulation to ensure consideration of all IT spending. Representatives from OMB met with FSA staff on 2/25/01 to offer suggestions for improving FSA's Exhibit 300. BSD and CIO are planning an improved process to better integrate budget formulation with the FY 04 Exhibit 300. Mod Partner and BSD are working closely on the Modernization budget through FY 04. FSA's IRB has FY 04 proposed Modernization schedule for review and approval.</p> <p><b>2/15/02</b> Will support ED-CIO/ED-Budget in this process. SFA's</p>	<p>45%</p> <p>40%</p> <p>35%</p> <p>30%</p>

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			IRB/Budgeting process is currently integrated, and will be sure that the FY 2004 continues this integration.	
85	CFO	Put Financial Management Infrastructure in place that is optimal for the department's needs and requirements.**	<p><b>HISTORY:</b></p> <p>4/12/02 FSA continues to support the MIT/OCFO in this process.</p> <p>3/15/02 On target.</p> <p>2/15/02 Will support the MIT/OCFO in this process. However, currently SFA-CFO is reassessing the current structure to ensure is appropriate to support new processes and procedures.</p>	<p>30%</p> <p>30%</p>
86	CFO	Complete postproduction validation of the Financial Management System**	<p>Since the scope of the work has expanded, FSA is working with Cotton &amp; Company to determine the timeline and expectations for data needs for GA data and expanded scope on the FFEL Lender data. FSA continues to work with Cotton &amp; Company to define expectations for what is needed to satisfy this effort.</p> <p><b>HISTORY:</b></p> <p>4/12/02 Since the scope of the work has expanded, FSA is working with Cotton &amp; Company to determine the timeline and expectations for the data needs for GA data and expanded scope on the FFEL lender data.</p> <p>3/30/02 We completed post validation for DCS and FFEL Lender; post validation work has been expanded. Please note that this project was previously reported as completed; however, the scope is being expanded to include non-GAPS programs.</p> <p>3/15/02 Report received from Cotton &amp; Company on March 7, 2002.</p> <p>3/01/02 Post Production Validation was designed to only test those accounting events that successfully passed the AUP process. For the accounting events tested in AUP, we are awaiting feedback from Cotton &amp; Company as of this time to confirm status.</p> <p>2/15/02 Support to OCFO in this process.</p>	<p>50%</p> <p>50%</p> <p>50%</p> <p>Completed</p>
87	CFO	Make known the approximate amount of funding available for significant IT initiatives at the beginning of the IT Investment Management process.**	<p>CFO has drafted potential funding lists for management allocation decision making during the FY 03 revised/FY 04 budget formulation.</p> <p><b>HISTORY:</b></p> <p>3/30/02 Based on the FY 03 budget request, projections are not likely FY 04 appropriations, and continued refinement of FYs 03 and 04 Modernization plans, CFO is drafting potential funding lists for management allocation decision-making during the FY 03 revised/FY 04 budget formulation.</p> <p>3/15/02 This is a milestone of CFO 0008, see comment about tracking chart distribution during budget formulation. Target completion for milestone is April 02 when budget call is distributed.</p> <p>2/15/02 Will support ED-CIO in this process. SFA's IRB process includes providing the approximate amount of funding available for significant IT initiatives at the beginning of the IT Investment Management process.</p>	<p>75%</p> <p>75%</p> <p>70%</p>
88	CFO	Ensure the Department has strong documentation to demonstrate that it has addressed high-risk issues.**	<p><b>HISTORY:</b></p> <p>3/30/02 On target....Specific assignments to be discussed at April 2 performance meeting.</p> <p>2/15/02 Initial meetings held on documentation</p>	
89	CFO	By 2003, Federal Student Assistance will leave the GAO high-risk list and will not return.	<p><b>HISTORY:</b></p> <p>3/30/02 Because of the dependency of this issue on the clean audit, and the current issues with Direct Loan accounting and the reconciliations, the status of this item has changed. However, there are aggressive actions being taken and the Department and PBO management are committed to addressing the issues.</p>	

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
90	Communications	Release Version 2 of FSANet with enhanced knowledge management less dependent upon FSA's organizational structure.	<b>HISTORY:</b>  3/01/02 Communications is in the process of redesigning FSANet. The second mock-up has been developed and we are conducting usability testing of the models. The final project is on track to be completed at the end of August.	
91	Communications	Provide comprehensive communications support for key initiatives such as New Building, Team Scorecards, and Career Zone.	<b>HISTORY:</b>  3/01/02 This is an on-going project. We provided all the communications support for the new building, helped launch the Career Zone and have started communications work on rolling out the Team Scorecards.	
92	SFA University	Develop a "Learning Management System" that will support the administration, delivery and integration of training throughout FSA and with external partners.	<b>HISTORY:</b>  3/30/02 The remaining issues of 508 compliance have been resolved. The LMS is expected to be live on April 1, and initial course offerings will be loaded during that week. The FSAU training web site has been sent to ED CIO.  3/15/02 Remaining 508 compliance issues are nearly resolved. Anticipate that the system will go live in early April.  2/15/02 The LMS is on schedule to go live March 1, 2002. Currently most 2002 training workshops have not been given final location/dates; will be loaded and available within the LMS pending final dates and clearance through the moratorium.	95%  85%
93	SFA University, HR	Create and launch an FSA Career Zone web site and Washington, DC location.	<b>HISTORY:</b>  3/30/02 The building of the Career Zone DC facility, and the hiring of counselors, are still on hold pending resolution of contract issues. It is not likely that we will meet the April 30 completion date.  3/15/02 The building of the Career Zone DC facility, and the hiring of counselors, are still on hold pending resolution of contract issues.  2/15/02 The CZ project is on schedule for regional presentations, for web site, and for skill exchange courses. The opening of the DC facility has been delayed due to construction issues, change in building management; the hiring of counselors has been delayed pending resolution of contract issues. Both remaining items are expected to be resolved by April 30, 2002.	80%  80%  75%
94	SFA University	Develop and offer a multi-module voluntary learning series for FSA managers on "Managing for Performance."	<b>HISTORY:</b>  3/30/02 The Development team has announced an additional workshop on Managing Employee Performance; plans to roll out course for DC, Atlanta, and SFA are near completion.  3/15/02 Additional sessions on "Managing and Leading for Accountability" will be held in DC and one region (possibly Atlanta) during April.  2/15/02 The first module of the managers program will be introduced at a pilot session in Chicago February 28.	30%  20%  10%
95	Ombudsman	Do routine customer satisfaction surveys of ombudsman services.	<b>HISTORY:</b>  4/12/02 The weekly customer satisfaction surveys on research cases had an average score of 1.49 and general assistance cases averaged 1.71. The goal is to score less than 2.5 on a 1-5 scale with a 1 being the highest.  3/15/02 The Ombudsman staff are performing customer satisfaction surveys and compiling them every two weeks. The goal is to score less than 2.5 on a 1-5 scale with a 1 being the highest honor. Currently, research cases are averaging a 1.5 and general assistance cases are averaging 1.8 -- both well below the goal of 2.5.	exceeding standard  exceeding standard
96	Ombudsman	Capture data to answer frequently asked questions about the presenting problems on Ombudsman cases.	<b>HISTORY:</b>  3/01/02 The Ombudsman staff is gathering data to frequently asked questions and will deliver a quarterly report at the end of	



**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			was signed and forwarded to the Department's Labor Relations Officer for agency approval. On January 29, 2002, FSA received confirmation that our award program was approved.	
102	SFA HR	Support the Department in its effort to implement a new ED-wide performance evaluation process.	<p><b>HISTORY:</b></p> <p><b>3/01/02</b> After extensive effort by staff from FSA Human Resources and their operating partner, which included program development/promotion, and extensive consultation with FSA employees and officials from the Department's Office of Management and the union, it is apparent that there is insufficient support for this program and our efforts and resources have been diverted to other projects. FSA Human Resources has diverted its efforts and resources to support the Department's effort to improve the current General Performance Appraisal System. In particular, an FSA HR staff member was assigned to the ED team charged with developing recommendations for the new "ED Performance Accountability System" and the SFA HR Director is currently a member of the ED Human Capital Team, whose charge includes the implementation of the new ED Performance Accountability System.</p>	
103	SFA HR	Determine employees skills needed to effectively perform program functions.	<p><b>HISTORY:</b></p> <p><b>3/15/02</b> As part of FSA's efforts to develop the Performance Development Process, managers were asked to identify the competencies needed for all business processes within their channel/office to enable organizational success. These competencies were then compiled in the FSA Skill Catalog. The Skill Catalog is organized into 3 categories of skills: professional skills (required of all employees to create a performance-based culture); managerial skills (necessary for leading and managing); and functional skills (those necessary to perform a specific role). Functional skills are organized by organizational unit. The FSA Skill Catalog was forwarded to the ED Human Capital Team Leader on February 19, 2002.</p>	Completed
104	SFA HR	Work with Department to perform a five-year workforce planning and restructuring analysis and include it as part of the FY 2003 Budget submission.	<p><b>HISTORY:</b></p> <p><b>3/01/02</b> The Department has formed a team for developing recommendations on how to achieve the goals of the President's Management Agenda for restructuring. The team is comprised of representatives from each of the ED principal offices and private/public sector consulting groups. FSA has identified a representative from FSA Human Resources for this team. The FSA team representative is a member of a subteam responsible for developing recommendations on how administrative functions should be organized within the Department and individually charged with developing a report on the effectiveness of ED delegations of administrative authority (i.e. contracting, human resources, CIO &amp; CFO).</p>	50%
105	SFA HR	Work with the Department to develop workforce restructuring implementation plan.	<p><b>HISTORY:</b></p> <p><b>3/01/02</b> The Department has formed a team for developing recommendations on how to achieve the goals of the Department and the President's Management Agenda on human capital. The team is comprised of representatives from each of the ED principal offices and private/public sector consulting groups. FSA has identified two representatives for this team -- one from FSA Human Resources and one from the FSA Chief Financial Officer (CFO).</p>	50%
106	SFA HR	Initiate competitive sourcing of appropriate task performed by employees consistent with the FAIR ACT.	<p><b>HISTORY:</b></p> <p><b>3/01/02</b> As our contribution to the Department's goal of competitively sourcing 5% (or 43 FTE) of its commercial activities for FY2002, FSA volunteered to identify at least 43 FTE from FSA. To achieve this goal before the end of FY2002, FSA planned to use a provision of the A-76 legislation known as "direct conversion." Through direct conversion, FSA planned to competitively source the work of as many as 60 FTE by the end of FY2002. After about two months of work during which we had identified functional areas to be competitively sourced and began preparation of performance work statements, the Department was informed that its efforts would not count as part of the 5% goal if the competitive sourcing was done through direct conversion. As an alternative to the 5% goal for FY2002, the Department was offered and accepted the option of competitively sourcing 15% of its commercial activities in FY2003. The Department has formed</p>	50%

**APPENDIX – APRIL 26, 2002**

FSA No	Channel	Action Item/ Performance Measure	Progress Summary	% Complete
			a team for developing recommendations on how to achieve the goals of the Department and the President's Management Agenda on competitive sourcing. The team is comprised of representatives from each of the ED principal offices and private/public sector consulting groups. FSA has volunteered several representatives for this team.	
107	Acquisition and Contracts Performance	Transform remaining program operations, legacy contracts into performance-based instruments.		
108	Acquisition and Contracts Performance	Contracting offices will ensure 100% of significant IT procurements, (e.g., hardware, software, and services) are tied to an approved business case before processing.**		
109	Acquisition and Contracts Performance	The contracting officer, project sponsor, and project manager will approve the business cases for significant IT initiatives before consideration by IRB.**		
110	Acquisition and Contracts Performance	Transform appropriate services contracts into performance-based instruments.		
111	Acquisition and Contracts Performance	Provide performance-based training on acquisition management to all FSA managers. Due to priorities, funding was delayed to provide the training until later this fiscal year.		
112	Acquisition and Contracts Performance	Establish an "Operating Partner" pool of contractors.		
113	Acquisition and Contracts Performance	Complete new procurements for products and services (after delivery of "stabilized" system from Mod Partner) through the "Operating Partner" pool.		
114	COO	Customer Service (measure the service levels of targeted FSA transactions with the public).		
115	COO	Complete items in the FSA Action Plan on time 95% of the time in FY 2002.		
116	COO	Reduce unit cost enough to overcome both increase in workload and unavoidable shift to a more expensive phase in servicing operations and stay within the President's budget		
117	COO	Integrate FSA systems.		