PERFORMANCE PLAN INDICATOR STATUS AT A GLANCE

as of September 13, 2002

	FSA No.	Indicator	Status
Students Channel	1	Develop the design concept for the Students Portal that will provide access to student related online services.	✓
	2	Establish integrated partnerships with 5 national organizations that target our identified audiences.	✓
	3	Develop and disseminate 5 new information products that respond to the needs of the target audiences.	✓
	4	Reduce the unit cost for calls received at 4-FED-AID.	Meeting
	5	Develop "One Channel, One Number."	✓
	6	Reduce the overall FSA documents printing budget by 10%.	Exceeding
	7	Increase the number of FAFSA's filed electronically to 5.5 million in FY 2002 with 55% via our web product.	Exceeding
	8	Process all paper and electronic FAFSA's with an average turnaround time of 6 days or less.	Exceeding
	9	Reduce erroneous grant payment awards; and Pell Grants overpayments (2001 baseline = $336 Million) .	Meeting
	11	Fully support the Administration's efforts to improve the data match with the IRS.	●
	12	Develop and deploy a re-engineered FAFSA on the Web product.	✓
	13	Increase by 25% the number of visitors to the Direct Loan Servicing Web site.	Exceeding
	14	Implement Internet billing and online correspondence as part of the Direct Loan eServicing initiative.	✓
	15	Increase the number of lenders using EFT for Direct Consolidation by 100%.	Exceeding
	16	Process loan consolidations in 45 days or less.	Meeting
	17	Increase the number of loan consolidation applications filed electronically to 80% of total applications.	Not Meeting
	18	Improve default recovery rate.	Exceeding
	19	Increase the FY 2002 default recovery rate to 15%.	Exceeding
	20	Ensure that default recovery totals exceed default claim totals for the fiscal year.	Exceeding
	21	Recover $200 million in defaulted loans using the National Directory of New Hires database matching program.	Exceeding
	22	Demonstrate pursuit of improved default management and prevention strategies.	●
Schools Channel	23	Combine data from CPS and CODS to target compliance monitoring in abnormal situations.	✓
	24	Keep the loan programs' cohort default rate under 8%	Exceeding
	25	Implement a common business process for aid origination and disbursement of Pell Grants and Direct Loans.	✓
	26	Using COD, electronically integrate drawdown information with disbursement reporting data.	✓
	27	Using COD, institute eligibility check for valid ISIR on file for all Direct Loan recipients (except PLUS).	✓
	28	Using COD, provide tools for reviewing and monitoring of 30-day cash management reporting requirement.	✓
	29	Develop a design for "Consistent Answers for Customers" for Release 2.	●
	30	Process 98% of the Direct loan origination and disbursement records within two days.	Exceeding
	31	Implement Phase II of our eCampus Based modernization project.	✓
	32	Develop a design for electronic institutional financial statements and compliance audits.	●
	33	Develop and deliver a series of services to new schools.	●
	34	Identify trends in risk areas and provide targeted technical assistance to schools.	●
	35	Identify areas for regulatory and legislative changes in the Title IV Programs.	●
	36	Conduct at least three national conferences for schools.	✓
	37	Develop a guide on processing school closures that focuses on reducing the impact to students.	●
	38	Provide schools with tools for compliance and continuous improvement in Title IV program delivery and service.	✓
	39	Identify areas for improving compliance effectiveness and take the appropriate steps to fix them.	●
	40	Process 98% of the Pell funding requests within 24-36 hours.	Exceeding
	41	Release Version 2 of the School Portal.	✓
	42	Resolve 94% of school compliance audits within six months of receipt.	Exceeding
	43	Support the Department's review of FSA's current strategy for monitoring schools and the lending community.	✓
Financial Partners Channel	44	Establish Web Portal for Financial Partners to provide one stop access to FSA services and information.	●
	45	Implement Phase II of the Financial Partners Data Mart.	✓
	46	Implement Phase III of the Financial Partners Data Mart.	●
	47	Improve reliability of lender billing data through a redesigned lender payment process.	●
	48	Continue monitoring the existing VFAs (4) and operational oversight.	●
	49	Provide VFA Report II to Congress.	●
	50	Retire the FFEL System remaining GA and Lender functions, and FP related support.	●
	51	Work with the GA community to establish common performance metrics in various areas.	●
	52	Utilize the FP Data Mart as a basis to establish risk management assessment ability of various agencies.	●
	53	Use established trade association work groups to emphasize data integrity and improve data reporting.	●
CIO	56	Complete the design of an enterprise-wide security and privacy architecture.	●
	55	Develop a single sign-on capability for the School Portal.	●
	57	Identify technology infrastructure and adopt technology standards to support GPEA electronic transactions.	●
	58	Appropriate integration of the IT investment management process with the acquisition process.	●
	59	Certify and accredit 100% of the general support systems and major applications.	●
	67	Demonstrate data quality improvements in NSLDS to support the FFEL financial reporting.	✓

PERFORMANCE PLAN INDICATOR STATUS AT A GLANCE

as of September 13, 2002

	FSA No.	Indicator	Status
	60	Expand FSA's enterprise-wide electronic signature to several other business applications.	✓
CIO cont'd	61	Achieve 90% of the annual modernization milestones that have been approved by the ITIRB.	Exceeding
	62	Achieve an average of 10% unit cost per aid receipt reduction for VDC costs.	Exceeding
	63	Convert partner interfaces from a private network to the Internet.	✓
	54	Continue phased re-engineering of current NSLDS.	●
	64	Implement Enterprise Application Integration (EAI) Release 3 as defined in approved business case.	●
	65	Implement Integrated Technical Architecture (ITA) Release 3 as defined in approved business case.	●
	66	Develop a design for providing consistent data from modernized systems to FSA.	✓
CFO	69	Strengthen FSA's internal controls and financial integrity.	✓
	68	Install an electronic management and data retrieval system to support recordkeeping activities.	●
	70	Develop and implement Phase IV of the Financial Management System.	●
	71	Implement Oracle's "Federal Financial's" software package that meets federal accounting standards.	●
	72	Develop the project plan to upgrade Oracle's "Federal Financial's" to version 11i in FY 2003.	✓
	73	Complete the concept and project plan to implement Oracle's multi-org capability.	●
	74	Ensure that FSA receives a clean opinion on its FY 2002 financial statements.	●
	75	Enhance FSA-wide activity-based costing as a management tool.	●
	76	Implement improved Direct Loan servicing infrastructure.	✓
	77	Update the FSA High Risk Action Plan for FY 2002.	✓
	89	By 2003, Federal Student Assistance will leave the GAO high-risk list and will not return.	●
	78	Ensure FSA systems are reconciled to the Department's general ledger within 45 days of month's end.	Meeting
	79	Meet regularly with GAO on the student financial assistance program's high risk status.	●
	80	Prepare action plans within 60 days of OIG issuance of final reports, and implement 95% within timeframes.	Not Meeting
	81	Partner with the Department to ensure that FSA's new facility is fully functional and operational.	✓
	82	Review baseline budget data and develop a framework for budget requirements.	●
	83	Use subsidy calculation assumptions to define requirements for a replicable model.	●
	84	Integrate IT investment management and budget processes for submittal of the FY ' 04 budget to OMB.	●
	85	Put financial management infrastructure in place.	✓
	86	Complete postproduction validation of the Financial Management System.	●
	87	Make known the amount of funding available for IT initiatives at the beginning of the IT process.	✓
	88	Ensure the Department has strong documentation to demonstrate that it has addressed high-risk issues.	●
Enterprise Areas	97	Roll out scorecards on the remaining 75-plus teams.	●
	98	Develop an intranet website with information about on-going, completed, and planned analytical projects.	✓
	99	Create an FSA Program Development Knowledge Database.	●
	90	Release Version 2 of FSANet.	✓
	91	Provide comprehensive communications support for key initiatives.	●
	95	Perform routine customer satisfaction surveys of Ombudsman services.	●
	96	Capture data to answer FAQ's about Ombudsman case issues.	●
	100	Modify procedures to expedite the recruitment process.	✓
	101	Implement new employee incentives and recognition programs that support the Performance Plan.	✓
	102	Support the Department in its effort to implement a new ED-wide performance evaluation process.	●
	103	Determine employees skills needed to effectively perform program functions.	✓
	104	Perform a 5-year workforce planning and restructuring analysis and include in FY '03 budget submission.	●
	105	Develop workforce restructuring implementation plan.	●
	106	Initiate competitive sourcing of appropriate tasks performed by employees consistent with the FAIR ACT.	●
	92	Develop a "Learning Management System" that will improve registration services for customers.	✓
	93	Create and launch an FSA Career Zone web site and Washington, D.C. location.	●
	94	Develop and offer a multi-module voluntary learning series for FSA managers on "Managing for Performance."	●
	107	Transform remaining program operations, legacy contracts into performance-based contracts.	●
	108	Ensure that 100% of significant IT procurements are tied to an approved business case before processing.	Meeting
	109	Approve business cases for IT initiatives before consideration by the IRB.	Meeting
	110	Transform appropriate services contracts into performance-based instruments.	✓
	111	Provide performance-based training on acquisition management to all FSA managers.	●
	112	Establish an "Operating Partners Pool" of contractors.	✓
	113	Complete new procurements for products and services through the "Operating Partner Pool."	●
	114	Customer Service (measure the service levels of targeted FSA transactions with the public).	●
	115	Complete items in the FSA Action Plan on time 95% of the time in FY 2002.	Exceeding
	116	Reduce unit cost enough to overcome both increase in workload and shift in servicing operations.	●
	117	Integrate FSA systems.	●

Appendix

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
1	**STU**	*Develop the design concept for the Students portal that will provide access to Student related online services.*			
			9/13/2002	Release 1 of the Students Channel portal went live on April 30th. The site is available to the public at www.studentaid.ed.gov. The students portal usage continues to increase dramatically dispite limited advertising. For August, the portal exceeded 1 Million hits in just its fourth month of existence. Efforts to include the portal in search engines and web crawlers have begun to take effect, and the site is now listed in most major searches. Security/privacy concerns for release 2 continued to be addressed. We are currently discussing the need for the portal to be listed as a system of record. The Sept 30, 2002 release date may be impacted by the decisions that are reached.	100
			8/16/2002	Release 1 of the Students Channel portal went live on April 30th. The site is available to the public at www.studentaid.ed.gov. Usage of the site will be monitored and reported in future reports. The content for Release 2 has been reviewed and approved by stakeholders and subject matter experts. Bookmarking and retrieval methods have been finalized; usage trends have been reported; estimated growth and expansion have been calculated. The infrastructure had experienced minor outages in the first months of the portal - this had been corrected and resulted in continuous service to our visitors. Final issues are being addressed for Release 2 of the portal. The current items being discussed include: pre-population of electronic FAFSA applications, integration with XAP as a partner, requirements and/or need to be listed as system of record, and security/privacy concerns. The details are expected to be resolved in time for our Sept 30, 2002 release date, but are a growing concern.	100
			7/5/2002	Release 1 of the Students Channel portal went live on April 30th. The site is available to the public at www.studentaid.ed.gov. Usage of the site will be monitored and reported in future reports. The IPT has been meeting on a regular basis, and is currently reviewing the Release II Detailed Requirements Document, and the Requirements Traceability Matrix. Seperate meeting were conducted to determine estimate usage and capacity issues, and content posting procedures.	100
			6/5/2002	Release 1 of the Students Channel portal went live on April 30th. The site is available to the public at www.studentaid.ed.gov. Usage of the site will be monitored and reported in future reports. Meetings to determine the requirements for release 2 are underway, to continue to add features and functionailty to the portal. XAP has been contracted to provide functionailty from thier product to further enhance the the in-house development efforts.	100

5/10/2002	Release 1 of the Students Channel portal went live on April 30th. The site is available to the public at www.studentaid.ed.gov. Usage of the site will be monitored and reported in future reports. Requirements for release 2 are underway, to continue to add features and functionailty to the portal.	100
4/12/2002	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.	50
3/30/2002	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 Poilcy and Communications, and minor changes incorporated. Usabilty testing is scheduled for the next two weeks	20
3/15/2002	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.	00
2/15/2002	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.	00

2 **STU** *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.*

8/2/2002	Partnerships with 7 organizations have been implemented. The partnerships provide service to a wide range of constituents, and include: - National Federation of the Blind - NAACP - Council for Opportunity in Education - Indian Health Service (Agency of Department Health and Human Services) - Orphan Foundation of America - Office of Indian Education Programs (OIEP) in the Bureau of Indian Affairs (BIA) - HUD Neighborhood Networks	100

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
			6/5/2002	- NAACP - Council for Opportunity in Education - Indian Health Service (Agency of Department Health and Human Services) - Orphan Foundation of America - Office of Indian Education Programs (OIEP) in the Bureau of Indian Affairs (BIA) - HUD Neighborhood Networks	100
			5/10/2002	Partnerships with 5 organizations have been implemented. The partnerships provide service to a wide range of constituents, and include: - NAACP - Council for Opportunity in Education - Indian Health Service (Agency of Department Health and Human Services) - Orphan Foundation of America - Office of Indian Education Programs (OIEP) in the Bureau of Indian Affairs (BIA)	100
			4/26/2002	Partner: Orphan Foundation of America. Provided input/support to help them update the information provided on their website, provided to their mentors. Target Audience: Orphans, Foster YouthBackground: 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.	80
			4/12/2002	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	60
			2/15/2002	Relationship building is an on-going, often slow process. The 60% completion represents 3 of 5 partners that have been identified/contacted.	60
3	**STU**	*Develop and disseminate 5 new information products that respond to the needs of the target audiences.*			
			8/2/2002	SAA has produced a new web brochure and poster - publicizes FSA's new, "one-stop shopping" Web site (www.studentaid.ed.gov) letting people know that we've made it easier for student aid applicants and recipients to find, in one place, what they need to know about federal student aid and how to apply.	100
			5/24/2002	Student Aid Awareness has received OMB clearance for a series of surveys to measure customer satisfaction with FSA's products and services. There are separate surveys for (1) Parents/Guardians (2) High School Counselors/Teachers/TRIO Coordinators (3) Students, (4) Financial Aid Administrators and (5) Volunteer/Mentors. Depending on the target group, questions are designed to get feedback on awareness on the availability of federal student aid. This information will assist in planning future publications and possible promotional campaigns.	100

5/10/2002	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.	80
4/26/2002	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.	80
4/12/2002	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	60
3/30/2002	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.	60
2/15/2002	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.	60

4 **STU** *Reduce the unit cost for calls received at 4-FED AID.*

9/13/2002	The cumulative unit cost for the fiscal year through July has averaged $2.70 per call, compared to $2.80 per call at the same time last year. For the month of August the average cost per call was $2.35. The volume of calls for the month totaled 1,095,840.	Meeting Standard
8/16/2002	The cumulative unit cost for the fiscal year through July has averaged $2.76 per call, compared to $2.85 per call at the same time last year. For the month of July the average cost per call was $2.53. The volume of calls for the month totaled 935,768.	Exceeding Standard
7/1/2002	The cumulative unit cost for the fiscal year through June has averaged $2.78 per call, compared to $2.86 per call at the same time last year. For the month of June the average cost per call was $3.19. The volume of calls for the month totaled 674,548.	Meeting Standard
5/31/2002	The cumulative unit cost for the fiscal year through May has averaged $2.74 per call, compared to $2.88 per call at the same time last year. For the month of May the average cost per call was $2.73. The the volume of calls for the month totaled 708,202.	Meeting Standard
5/10/2002	The cumulative unit cost through April has averaged $2.74 per call. For the month of April the average decreased to $2.46. This was due to a increase in the volume of calls, totaling 785,291 for the month.	Exceeding Standard
4/12/2002	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.	Meeting Standard
3/30/2002	The cumulative unit cost through February has averaged $2.68 per call. For the month of February average was $2.73.	Meeting Standard

			3/15/2002	The FSAIC contract was renegotiated and started in October 2001. We are currently requesting information that will allow a detailed comparison of unit cost.	Meeting Standard
			2/15/2002	The FSAIC contract was renegotiated and started on October 2001.	Meeting Standard
5	**STU**	*Develop One Channel, One Number.*			
			9/13/2002	Project complete. Nine toll-free numbers have been consolidated into one single number (1-800-4-FED-AID). CSRs are now able to warm transfer calls between contact centers.	100
			7/2/2002	Project on target. Two week pilot began July 1, 2002 using selected area codes.	85
			6/19/2002	Project on target. Usability testing has been completed. The Product Readiness Review was conducted on 6/19/02.	80
			5/23/2002	Project on target. Usability testing alternatives are being defined. Drafted General Support System and Major Application (GSSMA) inventory form to assess PRR and security for the project.	70
			4/26/2002	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.	38
			3/30/2002	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.	33
			3/1/2002	This project is on target. We anticipate that the telephony for the one number will be in place by the actual completion date.	00
6	**STU**	*Reduce the overall FSA documents printing budget by 10%.*			
			8/30/2002	Two-thirds through the 4th quarter, we continue to spend less printing money than FY01, approximately 49%, and approximately 82% of the number of print jobs. However, it should be noted that the majority of the printing budget is spent in the last month of the 4th quarter.	Exceeding Standard

8/16/2002	Mid-way through the 4th quarter, we continue to spend less printing money than FY01, (approximately 51%), and approximately 71% of the number of print jobs. However, it should be noted that the majority of the printing budget is spent in the last two months of the 4th quarter. A large increase in the budget has been realized in August, as estimated expenses must be put into EDCaps in advance of the actual expenditures. This will not affect the succesful completion of this goal, but rather caused a spike in the year over year comparison.	Exceeding Standard
7/19/2002	At the beginning of the 4th quarter, we continue to spend less printing money than during the similar time period last fiscal year, approximately 43%. However, it should be noted that the majority of the printing budget is spent in the last two months of the 4th quarter.	Exceeding Standard
7/3/2002	At the close of the third quarter, we continue to spend less printing money than during the similar time period last fiscal year, approximately 43%. However, it should be noted that the majority of the printing budget is spent in the 4th quarter.	Exceeding Standard
6/19/2002	At close to the end of the third quarter, we continue to spend less printing money than during the similar time period last fiscal year, approximately 44%. However, it should be noted that the majority of the printing budget is spent in the 4th quarter.	Exceeding Standard
5/31/2002	At May's end, we continue to spend less printing money than during the similar time period last fiscal year, approximately 48%. However, It should be noted that the majority of the printing budget is spent in the 4th quarter.	Exceeding Standard
5/21/2002	At close to mid point in the 3rd quarter, including May to date, we continue to spend less printing money than during the similar time period last fiscal year, approximately 44%. However, It should be noted that the majority of the printing budget is spent in the 4th quarter.	Exceeding Standard
5/10/2002	At close to mid point in the 3rd quarter, including May to date, we continue to spend less printing money than during the similar time period last fiscal year, approximately 34%. However, It should be noted that the majority of the printing budget is spent in the 4th quarter.	Exceeding Standard
4/26/2002	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.	Meeting Standard
4/12/2002	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.	Meeting Standard
3/30/2002	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.	Meeting Standard
2/15/2002	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.	Meeting Standard

7 **STU** *Increase the number of FAFSAs filed electronically from 5 million last year to 5.5 million in FY2002 with 55% via our web product.*

	9/13/2002	Through the end of August 2002, there have been 11,760,105 applications processed in FY02. Of these, 6,895,904 have been filed electronically, with 5,063,513 of them filed via the web. To date 73% of all electronic submissions have utilized the web. At this time, we are projecting that we will process 7,346,611 applications electronically in FY02. Of that number, we are projecting that 5,368,644 or 73% of them will be filed via the web.	Exceeding Standard
	8/16/2002	Through the end of July 2002, there have been 10,842,189 applications processed in FY02. Of these, 6,192,369 have been filed electronically, with 4,566,911 of them filed via the web. To date 74% of all electronic submissions have utilized the web. At this time, we are projecting that we will process 7,643,788 applications electronically in FY02. Of that number, we are projecting that 5,554,519 or 73% of them will be filed via the web.	Exceeding Standard
	7/1/2002	Through the end of June 2002, there have been 9,724,712 applications processed in FY02. Of these, 5,411,920 have been filed electronically, with 4,066,568 of them filed via the web. To date 75% of all electronic submissions have utilized the web. At this time, we are projecting that we will process 7,512,691 applications electronically in FY02. Of that number, we are projecting that 5,523,997 or 74% of them will be filed via the web.	Exceeding Standard
	5/31/2002	Through the end of May 2002, there have been 8,761,765 applications processed in FY02. Of these, 4,788,512 have been filed electronically, with 3,627,714 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.	Meeting Standard
	5/10/2002	Through the end of April 2002, there have been 7,296,391 applications processed in FY02. Of these, 3,901,889 have been filed electronically, with 3,043,540 of them filed via the web. To date 78% 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.	Exceeding Standard
	4/12/2002	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.	Meeting Standard
	3/30/2002	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.	Meeting Standard
	3/15/2002	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.	Meeting Standard
	2/15/2002	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.	Meeting Standard

8 **STU** *Process all paper and electronic FAFSA's with an average turnaround time of 6 days or less.*

		9/13/2002	For the 2002-03 processing cycle year to date, we are processing applications in an average of 3.38 days. For August, we processed applications in 3.5 days. — Exceeding Standard
		8/16/2002	For the 2002-03 processing cycle year to date, we are processing applications in an average of 3.4 days. For July, we processed applications in 3.3 days. — Exceeding Standard
		7/1/2002	For the 2002-03 processing cycle year to date, we are processing applications in an average of 3.4 days. For June, we processed applications in 3.1 days. — Meeting Standard
		5/31/2002	For the 2002-03 processing cycle year to date, we are processing applications in an average of 3.37 days. For May, we processed applications in 3.3 days. — Exceeding Standard
		5/10/2002	For the 2002-03 processing cycle year to date, we are processing applications in an average of 3.4 days. For April, we processed applications in 3.8 days. — Exceeding Standard
		4/26/2002	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. — Exceeding Standard
		4/12/2002	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. — Exceeding Standard
		3/30/2002	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. — Exceeding Standard
		3/15/2002	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. — Exceeding Standard
		2/15/2002	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. — Exceeding Standard
9	**STU**	*Reduce erroneous financial aid grant payment awards based on IRS match and improved verification.*	
		9/13/2002	ED and IRS have resolved data match issues and are reviewing the results of the data match. — Meeting Standard
		8/16/2002	A second sample file, to more accurately estimate award error, has been sent to the IRS and is currently being matched and analyzed. (This analysis is separate from the verification analysis.) The IRS and ED are continuing to work on verification analysis and are focused on the iterative system coding — Meeting Standard

			7/19/2002	Pell Grant overpayment baseline estimate for FY02 was updated to reflect program growth. By September 30th, the baseline measure will be finalized using new information from the IRS. The verification analysis with the IRS has begun. The IRS is currently analyzing and categorizing sample match data that will be ued to revise verification for the 04-05 school year. — Meeting Standard
			6/19/2002	The schedules for the IRS data match and the 03-04 verification criteria selection process have been distributed to IRS and internally for review and comment. We have successfully completed the best practices interviews with higher education institutions and begun interviews with other government agencies involved in need-based programs. — Meeting Standard
			6/5/2002	ED had a project "kick-off" meeting with the IRS for a series of studies comparing student and parent income reported on the FAFSA to the IRS Master File taxpayer data. The new data match will be conducted this summer and will provide critical information to help ED more accurately identify potential Pell Grant award errors. — Meeting Standard
			5/23/2002	The IRS has signed the Memorandum of Understanding to conduct a series of studies comparing student and parent income reported on the FAFSA to the IRS Master File taxpayer data. The new data match will be conducted this summer and will provide critical information to help ED more accurately identify potential Pell Grant award errors. — Meeting Standard
			5/10/2002	Draft letter of agreement between the IRS and ED is currently being reviewed by OPE. This letter must be signed prior to conducting a new data match. The new data match will provide critical information to help ED more accurately identify potential Pell Grant award errors based on financial aid applicant information. — Meeting Standard
			4/26/2002	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 — Meeting Standard
			3/30/2002	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. — Meeting Standard
			3/15/2002	Work has begun to develop an analysis plan to improve the verification criteria based on statistical match results with IRS. — Meeting Standard
10	**STU**	*Pell Grants overpayments (2001 Baseline = $138 Million)*		
			4/26/2002	Now combined with #9 above. — Meeting Standard
			4/12/2002	Measure is currently being discussed regarding the reporting mechanism to utilize. — Meeting Standard

			3/15/2002	Work has begun to develop an analysis plan to improve the verification criteria.	Meeting Standard
11	**STU**	*Fully support the administration's efforts to improve the data match with the IRS.*			
			9/13/2002	On Friday, August 9, 2002, letters jointly signed by Secretary of Education Paige, Secretary of Treasury O'Neill, and OMB Director Daniels, urging consideration of draft legislation authorizing an IRS income verification match for financial aid applicants during this session of Congress, were sent to both President of the Senate, Richard Cheney, and Speaker of the House, Dennis Hastert. FSA has also begun discussions with the IRS staff who will be involved in implementing an IRS income verification match when/if the legislation is passed by Congress, and plans to meet with key IRS and Treasury staff soon to begin the process of identifying all issues, questions, and processes involved in doing a match. In addition, FSA has begun discussions with its operating partner to begin to determine FSA requirements for an automated IRS match in the event that legislation is passed soon.	80
			8/16/2002	FSA continues to receive and respond to questions from the Hill about the IRS income match legislative language. FSA has also begun discussions with IRS staff who will be involved in implementing the IRS income verification match when/if the legislation is passed by Congress, and plans to meet with key IRS and Treasury staff soon to begin the process of identifying all issues, questions, and processes involved in doing a match. In addition, FSA had a meeting with its contractor staff to begin to determine FSA requirements for an automated IRS match.	80
			6/14/2002	FSA continues to receive and respond to questions from the Joint Committee on Taxation about the IRS income legislative language. FSA has also begun discussions with IRS staff who will be involved in implementing the IRS income verification match when/if the legislation is passed by Congress. In addition, FSA has scheduled several meetings with its contractor staff to determine all SFA requirements for an automated IRS match. FSA and IRS staff plan to meet the week of July 15, 2002 to begin the process of identifying all issues, questions, and processes involved in doing a match.	80
			6/6/2002	On Tuesday, June 4, 2002, OMB, ED, Treasury, and the IRS held several conference calls to address all outstanding questions and issues related to draft legislation that, if passed by Congress, will permit ED to perform an IRS income verification match on financial aid applicants and their parents. On Wednesday, June 5, 2002, all involved parties agreed on final language, and on Thursday morning, June 6, 2002, OMB sent final legislative language to the Joint Committee on Taxation of the Congress for consideration.	75
			5/23/2002	On May 8, 2002, FSA received from OMB a revised version of draft legislation for and ED/IRS income verification match. The revisions were done by the Treasury Department. The revised legislation from Treasury included several comments and questions, which ED has attempted to answer. On Friday, May 24, 2002, ED, OMB, and Treasury staff will meet in person to go over the latest draft legislation to see if we can finalize it and send it on to Congress for consideration during this session of Congress.	50

5/10/2002	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. We are still awaiting draft legislative language from Treasury. Once it is received, we will need to carefully review the language to ensure that it supports the desired approach to doing income verification and allows us to communicate the results to students and schools. We expect to have the draft language from Treasury early the week of May 6, 2002. When draft legislation is agreed upon by Treasury and ED, OMB will forward it to the Hill for consideration during this session of Congress.	50
4/26/2002	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.	50
4/12/2002	On 4/5, FSA met with OMB, OPE, and OGC to discuss possible IRS match scenarios. OMB clarified two key points -- (1) As we proceed toward IRS income verification we will assume that no separate consent from the taxpayer will be necessary (basically, the FAFSA will serve as taxpayer authorization to match with the IRS); and (2) that there are significant legal issues around providing ANY specific taxpayer information to schools. The current thinking is that if schools get taxpayer data they will be subject to all IRS disclosure rules, which are much stricter than Privacy Act requirements.	35
3/30/2002	In cooperation with other government agencies, ED/FSA has taken the following actions to seek a legislative change to the Internal Revenue Code (IRC) that will enable ED to verify with the IRS income information that student and parents provide on their Free Application for Federal Student Aid (FAFSA).In March 2002, SFA developed three possible options/scenarios, data flows, timelines, and estimated costs to implement an IRS income verification match.	10
3/15/2002	Completion date depends on when Congress amends the Internal Revenue Code to allow ED to implement income verification with the IRS. Work continues with Treasury to develop proposed legislation. Completion date depends on Congressional action.	00
2/15/2002	Completion date depends on when the Treasury Department and Congress amend the Internal Revenue Code to allow ED to implement income verification with the IRS.	00

12 **STU** *Develop and deploy a re-engineered FAFSA on the Web product that includes features that our customers' want, based on an architecture that is compatible with modernization objectives and that is scalable.*

3/1/2002	The completed redesigned FAFSA on the Web application was made productional on January 1, 2002.	100

13 **STU** *Increase by 25% the number of visitors to the Direct Loan Servicing Web site.*

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
			8/16/2002	The goal for increasing the number of visits to the DLS Web site from 3.3 million to 4.1 million was achieved in early June. The number of visits to the Direct Loan Servicing Web site for the month of July 2002 was 1,431,297. In the first nine months of the program, we have reached 156% of the total number of visits set as a goal for the entire year. By exceeding the expectations set forth in the goal, FSA is benefiting through increased customer satisfaction and savings achieved through delivering services online.	Exceeding Standard
			8/2/2002	The goal for increasing the number of visits to the DLS Web site from 3.3 million to 4.1 million was achieved in early June. The number of visits to the Direct Loan Servicing Web site for the first two weeks of July 2002 was 549,015. If the second half of June remains at this level, we will see a 252% increase as compared to July 2001. . There have been a total of 5,597,711 visits through July 15, 2002. By exceeding the expectations set forth in the goal, FSA is benefiting through increased customer satisfaction and savings achieved through delivering services online.	Exceeding Standard
			7/3/2002	The goal for increasing the number of visits to the DLS Web site from 3.3 million to 4.1 million was achieved in early June. The month of June saw an increase of 240% in the number of visits over the same time last year: 270,467 visits in FY01, 918,983 in FY02. There have been a total of 5,048,696 visits through June 30, 2002. By exceeding the expectations set forth in the goal, FSA is benefiting through increased customer satisfaction and savings achieved through delivering services online.	Exceeding Standard
			6/19/2002	The goal for increasing the number of visits to the DLS Web site from 3.3 million to 4.1 million has been achieved in early June, with a total of 4.55 million visits to date this year at mid-June 2002. The number of visits to the Direct Loan Servicing Web site for the first two weeks of June 2002 was 425,050. If the second half of June remains at this level, we will see a 214% increase as compared to June 2001. In the first eight and a half months of the program, we have reached 110% of the total number of visits set as a goal for the entire year. By exceeding the expectations set forth in the goal, FSA is benefiting through increased customer satisfaction and savings achieved through delivering services online.	Exceeding Standard
			5/31/2002	The number of visits to the Direct Loan Servicing Web site for the month of May 2002 was 848,899. This is a 205% increase as compared to May 2001 and an overall increase of 91% for Oct - May for this year compared to the year before. In the first eight months of the program, we have reached 99% of the total number of visits set as a goal for the entire year. By exceeding the expectations set forth in the goal, FSA is benefiting through increased customer satisfaction and savings achieved through delivering services	Exceeding Standard
			5/15/2002	The number of visitors to the Direct Loan Servicing Web site for the first two weeks of May 2002 was 428,000. If the second half of May remains at this level, we will see a 207% increase as compared to May 2001. In the first seven and a half months of the program, we have reached 99% of the total number of visits set as a goal for the entire year. By exceeding the expectations set forth in the goal, FSA is benefiting through increased customer satisfaction and savings achieved through delivering services	Exceeding Standard

4/26/2002	The number of visitors to the Direct Loan Servicing Web site for the first two weeks of April 2002 was 437,000. This is 55% higher than the total month of April 2001. If the second half of April remains at this level, we will see a 110% increase as compared to April 2001. In the first six and a half month of the program, we have reached 69% of the total number of visits set as a goal for the entire year. By exceeding the expectations set forth in the goal, FSA is benefiting through increased customer satisfaction and savings achieved through delivering services online.	Exceeding Standard
4/12/2002	The number of visitors to the Direct Loan Servicing Web site in March 2002 increased by 97% as compared to March 2001. The number of visits for six-month period of October 1, 2002 through March 31, 2002 has increased by 51% when compared to the same time period in 2001. By exceeding the expectations set forth in the goal, FSA is benefiting through increased customer satisfaction and savings achieved through delivering services	Exceeding Standard
3/30/2002	Through February 28th, 2002, the number of visitors to the Direct Loan web site have increased by over half a million, or nearly 40% on a year over year comparison. For February, the number of visits increased to 459,914, representing a 63% increase from prior year.	Exceeding Standard
3/15/2002	Through January 31, 2002, the number of visitors to the Direct Loan web site have increased by 30% on a year over year comparison. For January, the number of visits increased to 582,072, or a 58% increase from prior year, 33% greater than the goal.	Exceeding Standard
2/15/2002	As of January 1, 2002, the average increase in the number of visits for the quarter is 21%, which is 4% lower than the goal.	Below Standard

14 **STU** *Implement Internet billing and online correspondence as part of the Direct Loan eServicing initiative.*

9/13/2002	The Direct Model for Internet Billing and Electronic Correspondence was successfully implemented in production on 3/22/02. Web self-service was successfully implemented in production on 5/10/02. The Aggregator Model for Internet Billing was implemented in production on 7/29/02. An extensive communications and adoption strategy plan is being implemented in the coming months to let borrowers know the services are available and to increase the adoption rate for the products. Enrollment/Usage Statistics: Direct Bill Presentment - 18,323 borrowers enrolled; 1,251 borrowers pending Aggregator Bill Presentment - 49 borrowers enrolled; 85 borrowers pending Electronic Correspondence - 26,993 borrowers enrolled; 1,526 borrowers pending Online Payments Made - $39.6 million Unemployment Deferments on Web - 4,611 General Forbearances on Web - 23,516	100

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
			8/30/2002	The Direct Model for Internet Billing and Electronic Correspondence was successfully implemented in production on 3/22/02. Web self-service was successfully implemented in production on 5/10/02. The Aggregator Model for Internet Billing was implemented in production on 7/29/02. An extensive communications plan is being implemented in the coming months to let borrowers know the services are available. Enrollment/Usage Statistics: Direct Bill Presentment - 18,114 borrowers enrolled; 1,826 borrowers pending Aggregator Bill Presentment - 42 borrowers enrolled; 142 borrowers pending Electronic Correspondence - 25,319 borrowers enrolled; 2,389 borrowers pending Online Payments Made - $35.4 million Unemployment Deferments on Web - 4,091 General Forbearances on Web - 20,858	100
			8/16/2002	Internet Billing and Electronic Correspondence was successfully implemented in production on 3/22/02. Web self-service was successfully implemented in production on 5/10/02. A communications plan is being implemented in the coming months to let borrowers know the services are available. Enrollment/Usage Statistics: Bill Presentment - 16,172 borrowers enrolled, 4,024 borrowers pending Electronic Correspondence - 22,695 borrowers enrolled, 4,898 borrowers pending Online Payments Made - $30 million Unemployment Deferments on Web - 3,560 General Forbearances on Web - 17,775	100
			8/2/2002	Internet Billing and Electronic Correspondence was successfully implemented in production on 3/22/02. Web self-service was successfully implemented in production on 5/10/02. A communications plan is being implemented in the coming months to let borrowers know the services are available. Enrollment/Usage Statistics: Bill Presentment - 10,078 borrowers enrolled, 5,835 borrowers pending Electronic Correspondence - 14,472 borrowers enrolled, 7,272 borrowers pending Online Payments Made - $27 million Unemployment Deferments on Web - 3,076 General Forbearances on Web - 15,161	100
			7/19/2002	Internet Billing and Electronic Correspondence was successfully implemented in production on 3/22/02. Web self-service was successfully implemented in production on 5/10/02. A communications plan is being implemented in the coming months to let borrowers know the services are available. Enrollment/Usage Statistics: Bill Presentment - 6,013 borrowers enrolled, 2,587 borrowers pending Electronic Correspondence - 9,491 borrowers enrolled, 3,342 borrowers pending Online Payments Made - $23 million Unemployment Deferments on Web - 1,943 General Forbearances on Web - 10,312	100
			6/17/2002	Internet Billing and Electronic Correspondence was successfully implemented in production on 3/22/02. Web self-service was successfully implemented in production on 5/10/02. A communications plan is being implemented in the coming months to let borrowers know the services are available. Enrollment/Usage Statistics: Bill Presentment - 3,954 borrowers Electronic Correspondence - 5,886 borrowers Online Payments Made - $17 million Unemployment Deferments on Web - 1251 General Forbearances on Web - 6280	100

6/3/2002	Internet Billing and Electronic Correspondence was 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. Enrollment/Usage Statistics: Bill Presentment - 3,082 borrowers Electronic Correspondence - 4,678 borrowers	100
5/10/2002	Internet Billing and Electronic Correspondence was 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. Enrollment/Usage Statistics: Bill Presentment - 1,778 borrowers Electronic Correspondence - 2,829 borrowers	100
4/12/2002	Internet Billing and Electronic Correspondence was 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. Enrollment/Usage Statistics:Bill Presentment - 657 borrowersElectronic Correspondence - 1,151 borrowersOnline Payments Made	100
3/30/2002	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.	33
3/15/2002	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.	00
2/15/2002	Pilot Phase 2 is underway. We are on track to roll out in full production on schedule.	00

15 **STU** *Increase the number of lenders using EFT for Direct Consolidation by 100%.*

8/16/2002	A total of 13 lenders participated in the original EFT pilot project. Our goal to increase this number to 26 lenders was met on 04/19/02. As of 08/09/02 the original goal has been exceeded by 280% with a total of 73 lenders participating.	Exceeding Standard
7/1/2002	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 was met on 04/19/02 and as of 07/01/02 has been exceeded by 42 Lenders. As of July 1, 2002 a total of 68 lenders are participating.	Exceeding Standard
5/31/2002	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 63 lenders participating as of May 31, 2002.	Exceeding Standard

5/17/2002	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 56 participating as of May 17th, 2002.	Exceeding Standard
5/10/2002	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 56 participating as of May 3rd, 2002.	Exceeding Standard
4/26/2002	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.	Exceeding Standard
4/12/2002	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.	Exceeding Standard
3/30/2002	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 Feburary 28, 2002.	Exceeding Standard
3/15/2002	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.	Exceeding Standard
2/15/2002	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.	Exceeding Standard

16 **STU** *Process loan consolidations in 45 days or less.*

9/13/2002	This goal is being been met. As of 08/30/02 the average consolidation loan was booked in 45 days. For August, the average consolidation took place at an amazing 26.7 days	Meeting Standard
8/16/2002	This goal is being been met. As of 08/02/02 the average consolidation loan was booked in 45 days.	Meeting Standard
7/19/2002	We have removed the hold on the booking of new Direct Consolidation Loans as of July 1, 2002. The purpose of the hold was maximize the number of borrowers who would be eligible to receive the new, lower interest rates. During the hold period of May 24 - June 28, 2002 a total of 43,547 applications and reconsolidations were received representing a total consolidation dollar value of $913,572,982.00. Of this total, 16,619 were first time applications, 19,719 were requests for reconsolidation and the balance were other	Meeting Standard

7/1/2002	We are temporarily holding the funding of Direct Consolidation Loans as of May 23, 2002. An anticipated drop in interest rates to historically low levels will occur on July 1, 2002. In order to allow borrowers to take advantage of these lower rates, we will not pay off the underlying loans until after the rate change takes effect. As a result, only 278 loan consolidations were processed for June, and the average days for processing increased due to the effect of these loans being "held" for the rate change.	Meeting Standard
5/31/2002	We are temporarily holding the funding of Direct Consolidation Loans as of May 23, 2002. An anticipated drop in interest rates to historically low levels will occur on July 1, 2002. In order to allow borrowers to take advantage of these lower rates, we will not pay off the underlying loans until after the rate change takes effect.	Exceeding Standard
5/23/2002	This measure's reporting has changed due to contract renegotiations; which will result in better service at a reduced cost. Please see STU-0016.Doc for additional details. The measure is now reported in calendar days, as opposed to the historical reporting of business days. For FY02, loan consolidations have been booked in an average of 48.7 days. This includes applcations that had been deactivated for extended periods of time. For April the average was reduced to 36 days. For week ending May 10th, AVG DAYS to Booking was 35.36. For week ending May 17th, AVG DAYS to Booking was 33.14.	Exceeding Standard
5/10/2002	This measure's reporting has changed due to contract renegotiations; which will result in better service at a reduced cost. Please see STU-0016.Doc for additional details. The measure is now reported in calendar days, as opposed to the historical reporting of business days. For FY02, loan consolidations have been booked in an average of 48.7 days. This includes applcations that had been deactivated for extended periods of time. For April the average was reduced to 36 days.	Meeting Standard
4/26/2002	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.	Below Standard
4/12/2002	This goal continues to be exceeded. As of March 29, FY02 consolidation loans were being booked in an average of 44.5 days.	Exceeding Standard
3/30/2002	This goal continues to be exceeded. As of Feburary 28, FY02 consolidation loans were being booked in an average of 42 days.	Exceeding Standard
3/15/2002	This goal continues to be exceeded by 2% As of February 1, 2002 consolidation loans were being booked in an average of 44 days.	Exceeding Standard
2/15/2002	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.	Exceeding Standard

17 **STU** *Increase the number of loan consolidation applications filed electronically from 73% to 80% of total applications.*

Below Standard

9/13/2002	74.8% of the 43,832 applications filed in August 2002 were electronic. For the year, 76.3% of all applications have been filed electronically.	Below Standard
8/16/2002	77.9% of the 47,599 applications filed in July 2002 were electronic. For the year, 76.4% of all applications have been filed electronically.	Below Standard
7/1/2002	Due to the temporary hold (see STU-0016) for interest rate reductions, we expect the number of applications to be greatly reduced in June, and a much higher volume in July and august. 80.7% of the 35,849 applications filed in June 2002 were electronic. For the year, 76.2% of all applications have been filed electronically.	Meeting Standard
5/31/2002	Due to the temporary hold (see STU-0016) for interest rate reductions, we expect the number of applications to be greatly reduced in June, and a much higher volume in July and august. 77.6% of the 32,510 applications filed in May 2002 were electronic. For the year, 75.7% of all applications have been filed electronically.	Meeting Standard
5/23/2002	77.9% of the 36,980 applications filed in April 2002 were electronic. For the year, 75.5% of all applications have been filed electronically. For week ending May 10th, 79.37% of applications processed electronically. For week ending May 17th, 75.96% of applications processed electronically.	Exceeding Standard
5/10/2002	77.9% of the 36,980 applications filed in April 2002 were electronic. For the year, 75.5% of all applications have been filed electronically.	Meeting Standard
4/26/2002	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.	Exceeding Standard
4/12/2002	80.4% of the 37,401 applications filed in March 2002 were electronic. For the year, 75% of all applications have been filed electronically.	Exceeding Standard
3/30/2002	77.6% of the 33,110 applications filed in Feburary 2002 were electronic. For the year, 76% of all applications have been filed electronically.	Exceeding Standard
3/15/2002	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.	Exceeding Standard
2/15/2002	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.	Exceeding Standard

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
18	**STU**	*Improve 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).*			
			9/13/2002	At 7.28% we have exceeded the FY02 goal. Our total is $924,703,685 in FSA-FY02 Non-Consolidation recoveries through Sept 9. ($914 Million was required to meet FY02 goal.)	Exceeding Standard
			8/16/2002	$842,235,531 Total Regular Collections through July 31. Outstanding Portfolio balance of $12.7 Billion. On pace to meet baseline of 7.2% for FY2002. ($914 Million for FY02 required to meet goal. Currently at 6.6% with two months remaining in FY02)	Meeting Standard
			8/2/2002	$773,356,817 Total Regular Collections through June 30. Outstanding Portfolio balance of $12.7 Billion. On pace to meet baseline of 7.2% for FY2002. ($914 Million for FY02 required to meet goal. Currently at 6.1% with three months remaining in FY02)	Meeting Standard
			7/1/2002	There have been $773,356,817 Total Regular Collections through June 30. Outstanding Portfolio balance of $12.7 Billion. On pace to meet baseline of 7.2% for FY2002. ($914 Million for FY02 required to meet goal.)	Meeting Standard
			5/31/2002	$673,784,109 Total Regular Collections through May 30. Outstanding Portfolio balance of $12.7 Billion. On pace to meet baseline of 7.2% for FY2002. ($914 Million for FY02 required to meet goal.)	Meeting Standard
			5/23/2002	$524,942,947 Total Regular Collections through April 30. Outstanding Portfolio balance of $12.7 Billion. On pace to meet baseline of 7.2% for FY2002. ($914 Million for FY02 required to meet goal.)	Exceeding Standard
			4/12/2002	$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.	Meeting Standard
			3/30/2002	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.	Meeting Standard
			3/15/2002	$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.	Meeting Standard
19	**STU**	*Increase the FY2002 default recovery rate to 15%.*			
			9/13/2002	At 15.5%, we have exceeded the annual goal. Collections to date: GA July Month-End Recovery Totals - $3,310,191,244. FSA August Month-End Recovery Totals - $1,243,579,472. Combined Total - $4.53 Billion.	Exceeding Standard
			8/16/2002	We are on target to meet annual goal. Collections to date: GA June Month-End Recovery Totals - $2,873,400,676. FSA July Month-End Recovery Totals - $1,146,802,633. Combined Total - $4.01 Billion. At 13.8% with three months GA totals remaining, and two months FSA totals remaining in FY02.	Meeting Standard

8/2/2002	We are on target to meet annual goal. Collections to date: GA June Month-End Recovery Totals - $2,873,400,676. FSA June Month-End Recovery Totals - $1,028,165,615. Combined Total - $3.901 Billion. At 13.4% with three months remaining in FY02.	Meeting Standard
7/1/2002	We are on target to meet annual goal. Collections to date: GA May Month-End Recovery Totals - $2,614,906,885. FSA May Month-End Recovery Totals - $1,028,165,615. Combined Total - $3.673 Billion	Meeting Standard
6/19/2002	We are on target to meet annual goal. Collections to date: GA May Month-End Recovery Totals - $2,614,906,885. FSA May Month-End Recovery Totals - $934,326,220. Combined Total - $3.549 Billion.	Meeting Standard
5/31/2002	We are meeting this goal. April Month-End Default Claims Paid - $1,928,853,927 April Month-End Recoveries - $3,076,675,320	Meeting Standard
5/31/2002	We are on target to meet annual goal. Collections to date: GA April Month-End Recovery Totals - $2,290,951,709. FSA May Month-End Recovery Totals - $934,326,220. Combined Total - $3.225 Billion	Meeting Standard
5/23/2002	We are on target to meet annual goal. Collections to date: GA April Month-End Recovery Totals - $2,290,951,709. FSA April Month-End Recovery Totals - $751,844,695. Combined Total - $3.076 Billion	Exceeding Standard
5/10/2002	We are on target to meet annual goal.Collections to date: GA March Month-End Recovery Totals - $1,874,289,971. FSA April Month-End Recovery Totals - $751,844,695. Combined Total - $2.62 Billion	Meeting Standard
4/12/2002	We are on target to meet 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	Meeting Standard
3/30/2002	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	Meeting Standard
3/15/2002	We are on target to meet our annual goal. Collections to date:GA 1st Qtr. Recovery Totals - $888,964,668FSA February Month-End Recovery Totals - $466,264,118Combined Outstanding Balance - $29.09 Billion	Meeting Standard
3/1/2002	GA 1st Quarter Recovery Totals - $888,964,668SFA 1st Quarter Recovery Totals - $248,363,957 Combined Outstanding Balance - $29.09 Billion	Meeting Standard

20 **STU** *Ensure that default recovery totals exceed default claim totals for the fiscal year.*

9/13/2002	We are now assured of exceeding this goal for FY2002. FY02 August Month-End Default Claims Paid - $2,789,311,485 FY02 August Month-End Recoveries - $4.53 Billion.	Exceeding Standard

8/16/2002	We are meeting this goal. FY02 June Month-End Default Claims Paid - $2,581,549,545 FY02 June Month-End Recoveries - $4.01 Billion. *(GA Totals through June 30)	Exceeding Standard
8/2/2002	We are meeting this goal. FY02 June Month-End Default Claims Paid - $2,332,870,558 FY02 June Month-End Recoveries - $3.901 Billion.	Meeting Standard
6/19/2002	We are meeting this goal. FY02 May Month-End Default Claims Paid - $2,143,498,324.59 FY02 May Month-End Recoveries - $3.549 Billion	Meeting Standard
5/10/2002	We are meeting this goal. March Month-End Default Claims - $1,319,218,697 March Month-End Recoveries - $2,489,675,320	Meeting Standard
4/30/2002	We are meeting this goal. April Month-End Default Claims Paid - $1,928,853,927 April Month-End Recoveries - $3,076,675,320	Exceeding Standard
4/12/2002	We are meeting this goal. Feb. Month-End Default Claims - $938,481,762Feb. Month-End Recoveries - $1,137,328,625	Meeting Standard
3/30/2002	We are meeting this goal. 1st Qtr Default Claims - $912,440,3661st Quarter Recoveries - $1,137,328,625	Meeting Standard
3/1/2002	1st Quarter Default Claims - $390,421,0721st Quarter Recoveries - $1,137,328,625	Meeting Standard
2/15/2002	MEASURE UNDER REVIEW	Meeting Standard

21 **STU** *Expand the use of the National Directory of New Hires database matching program to recover $200 million in defaulted student loans.*

9/13/2002	As of August 31, FY02 Collections now exceed the FY02 goal for the year by almost 20%. The total recovered on NDNH-matched accounts is now $239,066,187. The goal for FY02 was $200 Million.	Exceeding Standard
8/16/2002	The third NDNH match for FY02 occurred on June 28. As of July 30, FY02 Collections totalled $207,845,921 as compared to a total of $133,401,321 for all of FY01. ED and GA combined totals exceed $433 million for FY 02.	Exceeding Standard
8/2/2002	The third NDNH match for FY02 occurred on June 28. As of June 30, FY02 Collections totalled $170,804,920 as compared to a total of $133,401,321 for all of FY01. The goal for FY02 is $200 Million.	Exceeding Standard

		7/19/2002	The third NDNH match for FY02 occurred on June 28. As of June 30, FY02 Collections totalled $155,165,841 as compared to a total of $133,401,321 for all of FY01. NDNH collections for both FSA and GA partners total over $380,000,000. — Exceeding Standard
		7/1/2002	The second NDNH match for FY02 occurred on June 28. As of June 30, FY02 Collections totalled $155,165,841 as compared to a total of $133,401,321 for all of FY01. — Exceeding Standard
		6/7/2002	NDNH collection totals have exceeded the $200 million goal for FY02. May collections for SFA were $18,344,000, bringing SFA total to 155,165,841, compared to a total of $133,401,321 for all of FY01. When combining GA collections, totals exceed $233 million to date. — Exceeding Standard
		5/10/2002	The second NDNH match for FY02 occurred on March 29. As of March 31, FY02 Collections total $117,192,104, as compared to a total of $153,926,794 for all of FY01. — Meeting Standard
		4/30/2002	The second NDNH match for FY02 occurred on March 29. As of April 30, FY02 Collections totalled $136,821,271, as compared to a total of $133,401,321 (official) for all of FY01. — Exceeding Standard
		4/12/2002	The second NDNH match for FY02 occurred on March 29. As of March 31, FY02 Collections total $117,192,104. — Meeting Standard
		3/15/2002	2nd Match for FY02 is scheduled for March 29, 2002. FY02 Collections to date is $99,627,805. — Meeting Standard
		2/15/2002	First match for FY02 was conducted on 12/28/01. FY02 Collections to date: $91,302,123. — Meeting Standard
22	**STU**	*Demonstrate pursuit of improved default management and prevention strategies.*	
		8/30/2002	In addition to the FARs retirement, other default management and prevention initiatives have been progressing as planned: We have identified three risk elements that impact a borrower's ability to repay: - 82% do not get the advantage of "aging through" their full 6 months grace as the result of late enrollment notification, - 67% have withdrawn from school and did not complete their studies. - 71% have not been successfully contacted by telephone during the past 12 months of collection effort – 40% have invalid telephone numbers. Focusing on these commonalties will allow for increased outreach and collection efforts. The next step is to identify action plans and strategies to reduce and/or mitigate the elements. — 95
		8/2/2002	FARS is retired and final cleanup of the mainframe is being conducted. The financial information on CMDM is through April and May and June will be loaded at the request of the CFO once the months are reconciled to FMSS. CMDM will become the System of Record for borrower level detail. FMS will contain summary level detail. — 95

		7/1/2002	On June 28, the CFO and the Director of SCM agreed to retire FARS as of 7/31/02. CMDM will become the System of Record for borrower level detail. FMS will contain summary level detail. 95
		6/21/2002	FMS is currently a week behind schedule, but we still expect to shut down FARS by 7/31. There is continued success with the focus on delinquent borrowers that owe greater than $100,000; thus far we have 15% in repayment and 15% in Deferment or forbearance. For 47% of the borrowers we have left a message and the remaining have been no answers or hang-ups. Since the inception of the pilot (March) we collected over $425,000. The pilot was an initiative requested to enhance collection efforts for delinquent loans based on the risk to the government. (i.e. the larger the loan the greater the risk of of more funds at stake) 75
		6/6/2002	FMS is currently a week behind schedule, but we still expect to shut down FARS by 7/31. There is continued success with the focus on delinquent borrowers that owe greater than $100,000; thus far we have 15% in repayment and 15% in Deferment or forbearance. For 47% of the borrowers we have left a message and the remaining have been no answers or hang-ups. Since the inception of the pilot (March) we collected over $425,000 75
		5/20/2002	CMDM is now open to end users for reporting demographic data only. Student Credit Management and CFO have agreed on critieria to retire FARS set the criteria for shutting down FARS. Financial month end data for October is being loaded to FMS and is scheduled to be completed by May 22. Once that has been completed and verified that the data reconciles with between FMS and DLSS; FMS and FMSS, the data will load to CMDM. The criteria for FARS retirement is the complete load of financials from 10/01 through 3/02 and CMCM loaded with financials for 10/01 through 12/01. It is anticipated that the retirement of FARS will be no later than 8/31/02. 75
		4/12/2002	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 availablity of CMDM is now contingent on stablization of FMS and as such we will not meet 4/15 date for full implementation. 15
		3/30/2002	Milestone #2 has been delayed for implementation. This is part of the FARS retirment 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. 15
		3/1/2002	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. 15
23	**SCH**	*FSA will combine CPS & COD data to id. abnormal concentrations of students w/unique chrctrstcs at an institution. Case Mgmt will monitor data mnthly to id irregs & do addtnl review of the institutions & if fraud or abuse are suspected, refer them to*	
		2/15/2002	The reporting requirement must be transferred to COD when it becomes operative. Ongoing monitoring of data irregularities and review of same will continue indefinitely. 100

24 **SCH** *Keep the loan programs' cohort default rate under 8%.*

9/13/2002	The national student loan default rate remains at a historically low level -- 5.9 percent for FY 2000. Student loan repayment, like other consumer debt, is sensitive to changes in the economy, and there is a slight increase in the default rate this year compared to last year. The national student loan default rate reached a high of 22.4 percent in FY 1990 and declined steadily to the FY 1999 low of 5.6 percent. This year, five schools face loss of loan eligibility and two of these schools may also lose Pell Grant eligibility. FSA, as part of its continuing effort to improve management of the student aid programs, has put in place a number of additional tools for identifying delinquent borrowers. For example: he Late Stage Delinquency Program assists schools in finding and counseling severely delinquent borrowers; The National Student Loan Data System provides schools with data on individual students scheduled to go into repayment so that they can counsel borrowers on their financial obligations; FSA's Default Prevention Day symposiums, held annually in cities across the country, have helped hundreds of colleges share practices proven effective in reducing defaults.	Exceeding Standard
8/30/2002	On September 9, 2002, Default Management will mail the FY 2000 Official Cohort Default rate notification packages to schools. A few days subsequent to the mailing the Secretary's office will announce the national rate to the public. Default Management's website will go live with the updated information at that time.	Meeting Standard
8/16/2002	See performance measure Sch 12 for a discussion of the success of the second annual National Default Prevention Day on 8-1-02.	Meeting Standard
8/2/2002	No change.	Meeting Standard
7/19/2002	No change.	Meeting Standard
6/7/2002	No change.	Meeting Standard
5/24/2002	No change	Meeting Standard
5/10/2002	No change	Meeting Standard
4/26/2002	No change.	Meeting Standard

			4/12/2002	Calculation of the draft rates indicates that we will meet this measure with release of the official FY 2000 rate in 9/02.	Meeting Standard
			3/1/2002	Calculation of the draft rates indicates that we will meet this measure with the release of the official FY 2000 rate in 9/02.	Meeting Standard
25	**SCH**	*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.*			
			8/19/2002	NSLDS reporting started on 8-9-02.	100
			8/16/2002	The Enterprise Application Integration (EAI) team completed a connectivity test for the Common Origination and Disbursement (COD) system interface to the National Student Loan Data System (NSLDS). The interface will provide NSLDS with daily updates of Pell Grant disbursements to students. The connectivity test validated that information can be transported from COD to NSLDS and back.	100
			8/2/2002	The remaining 2002-03 COD system functionality has been moved to a monthly release basis. Monthly software releases have been scheduled through December 2002. Functionality to enable FSA to monitor school reporting, cash management and perform internal control processes are in place and functioning. It is the enhanced ability of schools to self-service these functions that has been postponed into one or more of the monthly	100
			7/5/2002	Delays in development and implementation schedule are stringing out the deployment of full 02-03 year functionality. Final schedule continues to be worked on.	100
			6/7/2002	Initial complete COD system will not be in production until sometime in July as we continue to roll out functionality according to our software release plan. There may be additional functionality that goes into production later this calendar year.	100
			5/24/2002	The initial software release of COD went live on 04/29/2002. There will be two more software releases before all of COD year 1 functionality is implemented. Software release 1.1 is scheduled for early June 2002.	100
			4/26/2002	COD processed records from 60 schools on Sunday April 28.	100
			3/30/2002	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.	85
			3/15/2002	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.	80

			2/15/2002	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.	00
26	**SCH**	*Using the Common Origination and Disbursement system, electronically integrate drawdown information with disbursement reporting data to track cash balances at schools.*			
			8/16/2002	We have determined that elimination of rolling code should resolve most of the data issues. New date for resolution is 9/13/02.	100
			7/5/2002	There are some issues with data being posted and displayed correctly. We have a target resolution date of 8/1 for these data issues.	100
			6/21/2002	No change.	100
			6/7/2002	No change.	100
			5/24/2002	The Common Origination and Disbursement system (COD) for Pell Grants and Direct Loans began operations the week of April 29th. By the end of the week, 75 schools had submitted approximately 15,000 records (primarily loan originations for this summer). COD Customer Service began taking calls the week of April 29th as well, and at last word had handled 650 inbound calls concerning 02-03 awards. Processing began smoothly and is being monitored closely by the COD team. COD replaces the Pell Recipient Financial Management System (RFMS) and the Direct Loan Origination System (DLOS) for the 02-03 award year. Schools will process any remaining prior-year transactions via the legacy systems until they are retired in early 2003. Schools can access 02-03 processing on the new COD website <http://cod.ed.gov/>. Financial aid staff can contact the COD Customer Service center about 02-03 award year processing by calling 1(800) 4PGRANT for Pell Grants and 1(800) 848-0978 for Direct Loans. (Questions for prior year awards are routed to the existing Pell and Direct Loan Origination centers.) The COD center is open Monday through Friday, 8am-8pm Eastern Time.	100
			4/26/2002	The system has come up, and we are able to track cash balances. We will implement this as cash is accumulated.	85
			4/12/2002	No change.	85
			3/30/2002	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.	85

			3/15/2002	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.	80
			2/15/2002	Pending successful implementation of COD system in Project SCH-0002.	00
27	**SCH**	*Using the Common Origination and Disbursement system, institute eligibility check for valid ISIR on file for all Direct Loan recipients (except PLUS)*			
			8/19/2002	NSLDS reporting started on 8-9-02.	100
			8/2/2002	Futher functionality will be added in 2003-04 to match against 2 years of CPS data.	100
			7/5/2002	Initial capability was implemented at start-up on April 29. However, the requirement for checking the current and prior years ISIRs became known in early May and a system modification is needed to process until we begin to receive the 03-04 ISIRs next year.	100
			6/7/2002	This functionality was put into production when COD was implemented with Release 1.0. Some adjustments have been made to this functionality to accommodate borrower based academic year processing.	100
			5/24/2002	This match with ISIR data led to significant problems in matching the COD borrower files to the CPS. Some schools may be submitting borrowers with prior year CPS ISIR transaction #. A solution has been developed and will be implemented in Jan 2003.	100
			4/26/2002	Completed.	100
			3/30/2002	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.	85
			3/15/2002	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.	80
			2/15/2002	Pending successful implementation of COD system in Project SCH-0002.	00
28	**SCH**	*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.*			

8/16/2002	We have determined that elimination of rolling code should resolve most of the data issues. New date for resolution is 9/13/02.	100
7/5/2002	The functionality has been implemented. We are making sure the data is correct so we can age the data correctly. The data issues will be resolved by 8/1.	100
6/21/2002	No change.	100
6/7/2002	No change.	100
5/24/2002	Awaiting upcoming releases (7/31/02) which will provide additional functionality.	100
4/26/2002	The system has come up, and we are able to track cash balances. We will implement this as cash is accumulated.	85
4/12/2002	No change.	85
3/30/2002	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.	85
3/15/2002	The 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.	80
2/15/2002	Pending successful implementation of COD system in Project SCH-0002.	00

29 **SCH** *Develop a design for "Consistent Answers for Customers for Release 2."*

Yellow

8/30/2002	No change	37
8/2/2002	Contracts sent a 'stop work' order to Accenture on July 19, 2002, because a 'deal' was not in place at this time.	37

6/21/2002	Shared in Savings negotiations have been completed. Must still brief Dep Sec Hansen and IG must complete it's audit of the baseline costs.	35
5/24/2002	Completed during Jan-April 2002: draft release approach document; validated detailed process flows; initial version of functional & application requirements; scheduled working sessions for requirements; Deliverable was received on May 15th. Shared in Savings negotiation meetings will be held between June 10-17, 2002 for Releases 2-5 of CA.	38
5/10/2002	This is a multi year contract, spanning several fiscal years. Our goal in FY 02 is to have a design for Release 2. Release 2 affects a pilot group of staff from the FSAIC (Student's Channel) and CSCC (School Channel). Release 2 goes live in FY 03 (Nov. 2003) at which time the affected customer interaction centers will have access to the Seibel web application for documenting customer and delivery partner inquiries and activities. We are currently holding meetings to obtain detailed requirements and are developing high level designs. Shared in Savings negotiation meetings will be held on Tuesday, May 14 and between June 3-6, 2002 for Releases 2-5 of CA.	35
3/30/2002	This is a multi-year, long-term project. Accenture & 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 & 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.	33
3/15/2002	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.	00

30 **SCH** *Process 98% of the Direct Loan origination and disbursement records within two days.*

8/16/2002	We are now processing 100% of DL origination and disbursement records within two days.	Exceeding Standard
8/2/2002	We continue to process over 98% of DL origination and disbursement records within two days.	Exceeding Standard
7/19/2002	We continue to process over 98% of DL origination and disbursement records within two days.	Exceeding Standard
7/5/2002	We continue to process over 98% of DL origination and disbursement records within two days.	Exceeding Standard
6/7/2002	During this period we processed 100% of DL origination and disbursement records within two days.	Exceeding Standard

5/24/2002	We continue to process over 98% of DL origination and disbursement records within two days	Exceeding Standard
4/26/2002	We continue to process over 98% of DL origination and disbursement records within two days.	Exceeding Standard
3/30/2002	System continues to process over 98% of origination and disbursement records within two days.	Exceeding Standard
3/15/2002	The DLO System continues to process over 98% of origination and disbursement records within two days.	Exceeding Standard

31 **SCH** *Implement Phase II of our eCampus Based modernization project by replacing the mainframe system with a new Oracle-based system.*

6/7/2002	On June 1, eCampus-Based System Release 2 went live. We conducted a successful Production Readiness Review (PRR) on May 15. This is the final release of the system, which replatforms a 20-year old legacy system. The launch also completes an action item in ED's Strategic Plan.	100
5/10/2002	Code changes are on-going to address SIRs (Level 1-3) that were discovered during testing. System Testing completed on 5/8. Pre-PRR has been scheduled for 5/10, with actual PRR on 5/15. Implementation of Phase II is scheduled for 6/1.	90
4/26/2002	Code changes are on-going to address SIRs (Level 1-3) that were discovered during testing.	90
3/30/2002	User testing continues through the first week of April. Performance testing results are being reviewed. No major problems have been identified.	90
3/15/2002	User testing continues through March 22. Performance testing is ongoing. Results expected by March 20.	90
2/15/2002	Project is nearly complete. Performance and user acceptance testing still needs to be completed.	90

32 **SCH** *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.*

9/13/2002	eZ-Audit is now in the Application Development phase. The Detail Test Plan is due to be delivered by 9/30/02.	85

8/30/2002	The eZ-Audit Team held its Detail Technical Design Review on August 20 & 21. The Technical Design and HTML Prototype was delivered on 8/19/02.	85
7/19/2002	The project has completed its Functional Design Phase. We will conduct eZ-Audit Team meetings on August 20 and 21. The project is funded through 9-30-02 and we are on track to complete all of the milestones due by 9/30. eZ-Audit is not scheduled for release until 1/31/03.	75
7/5/2002	No change.	25
6/21/2002	The eZ-Audit Team will conduct its Functional Design Review session on July 16 and 17.	25
5/24/2002	The eZ-Audit team held the User/School Steering Committee session with the public/private schools on May 14. The eZ-Audit team completed the Preliminary Design phase on May 15.	25
5/10/2002	The second eZ-Audit JAD Session was held on May 7 and 8. The team will be completing the Preliminary Design phase on May 15 when the Preliminary Design Review will be conducted. The User/School Steering Committee meeting with proprietary institutions and CPAs was held on May 9. The next User/School Steering Committee with public/private schools will be held on May 14.	20
4/26/2002	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.	20
4/12/2002	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.	20
3/30/2002	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.	20
3/15/2002	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.	15
3/1/2002	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.	05
2/15/2002	eAudit is funded through 5/15/02 (Preliminary Design);The imaging project falls under CIO-50	00

33 **SCH** *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.*

9/13/2002	Final versions of procedures and the new School packet were shipped to the regional offices on Sept 9. A concall is tentatively scheduled for 9/18 for roll-out.	95
8/16/2002	The comment period for the draft procedures was completed 8/9/02. All comments are currently being incorporated into the final procedures. An analysis was completed which shows that ED admits approximately 80-100 new Title IV participants per year. Materials will be developed to support that number for the coming year. An analysis also showed that there are approximately 110 changes in ownership per year, but that most of these did not involve new participants, but purchases by schools already in the programs. A briefing has been set for 8/20/02 with the Director CMO to discuss the final roll-out.	85
8/2/2002	Draft Copies of the workgroup's final product were sent to the ACD's/SRO regional leads for comment by 8/9. The final work product consists of two folders, one that contains resources/guidelines for use by the regional offices in servicing new schools and one to be given to schools new to the Title IV programs.	75
7/19/2002	Draft materials were sent to the Case Teams and the Direct Loan School Relations staff the week of July 22. Comments are due Aug 9. A conference call will be held in August to finalize the procedures.	65
7/5/2002	Draft packets will be mailed to the regional offices for comment the week of 7/8/02. One packet will be for schools new to the programs and will contain information and contacts. The other packet will be for regional use and will contain suggested procedures, process overviews and suggestions for implementation, as well as a CD ROM with electronic info for viewing and changing information in the school packet.	65
6/21/2002	The workgroup met in Chicago June 5-6, 2002 where the new school packet was finalized and the final draft of the proposed new school services procedures was developed. The packet is now being put together with all final documents to be received by 6/21. A final draft of the packet, as well as procedures for services to new schools is scheduled to be sent to interested parties the week of July 8, with the final version of both to be distributed the week of August 12. The new school packet will consist of the following: 1. A welcome letter. 2. A new school guide that provides information and instruction regarding EDExpress, ED Connect, receiving and managing Federal student aid information electronically via the Student Aid Internet Gateway (SAIG Mailbox) and information about the Grants Administration and Payment System (GAPS). 3. A website tent. 4. listing of FSA acronyms. 5. AN FSA requirements calendar. 6. Single point of contact information. Pockets will also be included in the folder for regional personalization. A list of suggested items for personalization will be sent to each regional office. Another folder containing regional procedures with suggested services to schools over the first few years of participation and flow charts of all of ED internal processes will be sent out for regional office use.	65
5/24/2002	The team will be meeting in Chicago on June 5-6 to finalize subteam projects and compile into a final work product.	50

5/10/2002	Final Drafts of subteam projects have been completed for all subteams and the drafts are currently being reviewed by the team as a whole. The workgroup has committed to a meeting in Chicago on June 5-6 to combine the work of the three subteams into a final product. The team's next scheduled concall is 5/23/02 to discuss structure and content for the upcoming meeting.	45
4/26/2002	Final Drafts 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.	45
4/12/2002	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.	45
3/15/2002	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.	30
3/1/2002	The subteams are in the process of completing their work assignments. A report out of the workgroups is scheduled for 3/15/02.	00
2/15/2002	Project is well underway; 3 subteams have been formed and all have begun working on their tasks.	00

34 **SCH** *Identify trends in risk areas and provide targeted technical assistance to schools.*

9/13/2002	No change.	90
8/30/2002	We are preparing a final report that will be completed prior to 09/30/02 that will detail findings, accomplishments, and final recommendations. For the Perkins excess cash, Campus-Based Operations sent a letter to 628 schools in May requesting the return of Perkins funds if the schools would not use them in the forseeable future. There were 85 institutions that liquidated their accounts and returned $2,452,954, and another 80 schools that are continuing their participation, but have returned $7,676,177. The Campus-Based Operations staff have verified the receipt of this $10 million in cash-on-hand at ED's Payment Center in St. Louis, Missouri. A second letter will be mailed the first week in Sept to those schools that have not responded. Some schools will be allowed to keep the excess cash, upon the promise that the funds will be used the following year.	90

8/16/2002	NDPD was accomplished with over 1950 total registrants for the twelve locations. NDPD 2002 was a total partnership with the Direct Loan, the FFEL, and the School community. For schools with high Perkins Default rates, a memo has been sent to Kay Jacks proposing a technical assistance plan for Jan 2003 - June 30, 2003 for the 42 schools.	90
8/2/2002	On August 1, FSA will host the 2nd annual National Default Prevention Day, and about 1,950 people from across the student aid community have registered.	50
7/19/2002	Registration stands at 1,774 for FSA's 2nd annual National Default Prevention Day (NDPD) August 1. This is a 24% increase over last year and a greater number than any single FSA conference. The full-day program, designed with FFEL and other community partners, is intended to better familiarize participants with the wide variety of default management and prevention tools available. This year, each participant will receive a report comparing their institution's cohort default rate with institutions of comparable type, size, and location. We have drafted letters (for Kay's approval) to be sent to the Presidents and FAOs of affected schools advising of the excess liquid capital in their Perkins accounts and suggesting that they begin to use the funds (our preference) or ask assistance on liquidation. We need feedback on this proposal.	50
7/5/2002	A total of 1,330 are now planning to attend Nat'l Default Prevention Day 2002. Each of our 12 locations has at least 50 registered, and 7 locations exceed 100. Seattle and Puerto Rico are at 73% and 75% of capacity. Schools may	40
7/5/2002	1. 42 schools have Perkins Cohort Default Rates >50% over the past 3 years. The group is putting together a proposal that will call for the Case Teams to provide technical assistance to them either on site or at a central location. 2. An analysis of PEPS data shows that the top findings from program reviews and audits are refunds, verification, professional judgment, and financial aid transcripts. We have asked DRCC to provide us with the names of the schools that make up this cohort and will devise a course of action to deal with this population. 3. There is approximately $445 million of excess Perkins liquid capital on campuses around the country. Our initial calls to these schools have resulted in over $712,000 being retuned to ED and a commitment for over $3.9 million to be put back into active use for loans to needy students.	50
6/21/2002	Over 1,000 people have registered for National Default Prevention Day so far. A con call is scheduled for 6-25-02 on Perkins excess cash.	40
6/7/2002	The next round of Perkins Loan excess liquid capital letters are being mailed this week. Perkins schools are being asked to respond by June 30, 2002 by either returning funds and/or sending a letter of justification to maintain their cash in their Perkins account. FSA's second annual National Default Prevention Day will be held on August 1. Already, 367 people have registered. July 1 is the deadline to sign up. The one-day program, held in FSA's regional offices, Washington, and Puerto Rico, trains financial aid administrators and other partners in the variety of tools available to help them manage and prevent defaults.	40
5/24/2002	No change	30
5/10/2002	We identified 13 schools with Perkins' rates over 60% and had excess cash. Through our efforts, 7 schools submitted plans to use the cash and 6 actually have started to return the cash. This is increasing program integrity. Our work group will be having a concall on May 15th to discuss our efforts to date and we will be discussing our next steps.	30

	4/26/2002	National Default Prevention Day is August 1 and will be held concurrently at 12 sites. FSA is working with the National Council of Higher Education Loan Programs (NCHELP) 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 >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.	20
	3/30/2002	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.	20
	3/15/2002	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.	10
	3/1/2002	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.	00
	2/15/2002	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.	00
35	**SCH**	*Identify areas for regulatory and legislative changes in the Title IV Programs (including improvements to strengthen program integrity).*	
	8/30/2002	The Team sent a reminder to Schools Channel staff since new NPRM's have been published for comment. Staff may use the form to make comments. To date, one recommendation has been received.	95
	8/16/2002	Team is developing a reminder to send out to Schools Channel staff for recommendations.	95
	8/2/2002	To date team has received 1 recommendation. There was a glitch with the system and any previous recommendations could not be retrieved. We will send a reminder out about the opportunity to submit recommendations for change. Linda Paulsen inquired about providing opportunities for other FSA areas to suggest recommendations. Jeff B. could make this available to all of FSA and that we (CMO) are a repository for the recommendations that will be transmitted to OPE at the appropriate time.	95
	7/5/2002	Identifying what recommendations were submitted earlier and looking closely at revising milestones.	95

6/21/2002	Announcement to Schools Channel staff re: opportunity to recommend changes was publicized in the "Schools Digest." The form is available on the website for additional recommendations. Comments were submitted during neg. reg process (which is complete). Now gathering input from other places. Team needs to revisit the milestone chart.	95
6/7/2002	The form with instructions to receive recommendations from our Schools Channel colleagues is about to go "live" on the website. In addition, an announcement will be published in the Schools Digest. Just waiting for clearance.	95
5/24/2002	Instructions and form submitted to Mike High to be posted to Schools Channel website. We will work with them on capability to retrieve recommendations for compilation. H Fenton informed J. Baker of this effort by the Schools Channel to assist in accountability, program integrity and simplification	85
5/10/2002	Guidelines/instructions to complete the form were developed and comments due from team members by 5/23/02. A meeting with Mike High will be scheduled for posting on the intranet.	65
4/26/2002	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.	50
4/12/2002	Comments received from team members for further modification of form. Answers still being sought on several issues before next steps can be taken.	35
3/30/2002	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.	30
3/15/2002	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.	25
2/15/2002	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.	20

36 **SCH** *Conduct at least three national conferences for schools.*

3/30/2002	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.	100
3/15/2002	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.	100

			3/1/2002	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.	100
			2/15/2002	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.	100
37	**SCH**	*Develop a "How To" guide with our oversight partners on processing school closures that focuses on reducing the impact to students.*			
			8/30/2002	Comments are being integrated and consolidated.	85
			8/16/2002	The guide for students is 90 percent complete. A final draft has been sent out for review by the workgroups and student representatives. The draft for the guide for schools is being reviewed by the members of the workgroup.	75
			6/7/2002	A draft of a guide was sent out to the work group for comment. Comments were due on June 7. Many comments have been received and are being processed.	50
			4/26/2002	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.	35
			4/12/2002	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.	30
			3/15/2002	A meeting was held with the ED participants on this project. Next steps were considered. A meeting with external school and oversight partners is being planned for the end of March.	20
			2/15/2002	Workgroups have been established and meetings have taken place. Most of the legal and policy underpinnings of the guide have been established.	00
38	**SCH**	*Promote the Title IV schools' quality performance by providing them with tools for understanding and improving management practices, program requirements, and verification outcomes.*			
			9/13/2002	Work for FY 02 has successfully concluded, but planning and developemnt are well under way for new tools that will continue to promote and assist schools with performance improvements.	100

8/30/2002	The series of nationwide workshops which incorporated the self-assessment and software tools recently concluded. As the year is drawing to a close, planning and development for the next set of assessments is well underway. NCS Pearson held the requirements meeting for the 2003-04 version of the software, and several enhancements have been accepted. We have extended our collaboration with FSA U to expand the inclusion of the tools as they begin developing training for the coming year. We will continue our promotion by including sessions at the Fall/Winter EAC conferences.	90
8/16/2002	Use of the Quality Analysis Tool is on the rise. Approximately 280 EDExpress Users have downloaded the tool. These results have been documented by NCS Pearson and do not include usage by non Express users, and could mean that there are many more schools utilizing the tool. Requirements are being developed for the 2003-04 version. To increase the tools' visiblity and marketability, the name will be changed to ISIR Analysis Tool. Work continues on developing verification, campus-based, and default managment modules for the FSA Assessments.	75
7/19/2002	No change.	75
7/5/2002	Training on verification software tool is getting good reviews at EDE workshops. Schools are saying it will be useful to them. We released the webcast training video to provide more help with data analysis related to verification. The first phase of migrating the QA website that houses these tools to IFAP is underway.	75
5/24/2002	On 4/29, trained EDExpress trainers to use and teach the verification software tool that helps schools analyze changes in data elements and Pell eligibility. On 5/22, taped instructional webvideo to help schools use the verification software. This follows on the 2-hour introduction provided during EDE training. Held the first meeting w/Assessment Workgroup II. Topics, subgroups & assignments made.	70
5/10/2002	On 4/30, trained the EDExpress trainers who will introduce and train schools to use the Verification Software tool. Conducted the first meeting of the Assessment work group II. Topics, subgroups, and assignments were made. New assessments will include Verification and Default Management.	65
4/26/2002	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.	65
3/30/2002	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 & design the next set of assessment tools for schools. Staff reviewed & commented on draft training for the FSA U training programs that will introduce all schools to the assessments and the verification tool.	61
3/15/2002	Presented assessments & verification software tool @ 2 national conferences the week of 3/04/02. Met with FSAU & agreed on agenda for EDE Training session on the verification software tool. Drafted plan for new assessments.	61
3/1/2002	Collaborating w/SFA U on training development and materials.	60
2/15/2002	First set of new Assessments announced at EACs in Nov. & Dec.; web updates completed in 1/02. Verification software tool tested, accepted & released in 1/02. Collaborating w/SFA U on training development & materials.	00

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
39	**SCH**	*Identify areas for improving compliance effectiveness and take the appropriate steps to fix them.*			
			9/13/2002	Action plans have been developed for all schools. Out of a total of $23,075,093.00 in question, $20,368,654.00 has been resolved. On September 9, 2002, CSCC posted an electronic announcement presenting the Student Financial Aid Handbook for Foreign Schools on IFAP. CSCC is planning to develop an area on IFAP specifically for Foreign Schools information. (See http://www.ifap.ed.gov/eannouncements/0909foreignschools.html>)	95
			8/30/2002	For the first three areas of non-compliance, we completed research for the 379 unduplicated schools identified. Definitive action plans have been developed for all but 116 entities. All action plans will be completed by September 13, 2002.	95
			8/16/2002	For the three areas of non-compliance, we completed research for the 483 schools identified. Of these, we initiated final action for 367. In four weeks, final action is expected for the remaining 116. Foreign school compliance - We reviewed the internal controls surrounding foreign school eligibility and recertification. We retrained the Foreign Schools Team on Apr 3-4 on institutional eligibility requirements and certification procedures. We revised the internal certification checklist in April, which is the instrument for capturing certification documentation. Staff is required to indicate the source used to validate the school's data and the date the information was obtained. This checklist is part of the official school file. We will not accept a P.O. Box address as the official location of a school third party servicer or school. We performed 100% validation of country approvals for all 761 schools in 41 foreign countries that are currently participating in the Federal Family Education Loan (FFEL) program. This confirmation with country education offices and ministries, embassies, and Fulbright commissions was completed in May 2002. We have compiled a federal student financial aid handbook specifically for foreign schools that was mailed to all foreign schools in May 2002. The IG developed a separate federal student aid audit guide specifically for audits of foreign schools. The IG circulated an "exposure draft" for review and comment. Between May - July 2002, we conducted 8 training sessions in Australia, Great Britain, Canada, and Puerto Rico for foreign schools. Training covered the new Foreign Schools Handbook and in-depth discussion of foreign school eligibility and certification requirements. Foreign School IPAR - Larry Oxendine, OPE, met with Pat Howard, IG, and Brian Siegel, OGC June 26 to reach agreement on open issues with the IPAR and foreign school recertification audit. Open Issues: SSCR reporting, enrollment verification prior to disbursement, and compliance audits for schools under $500,000. Tentative agreement was reached. CMO is drafting a response which outlines the agreements. Response will need to be reviewed by Financial Partners, Schools Channel, and FSA before transmittal to IG for their concurrence. Note: CMO submitted its first proposal to close the IPAR in Sept 2001. On March 15, 2002, CMO received a response from the IG disagreeing with our proposal.	90

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
			8/2/2002	The Case Teams have researched all of the 187 schools with loan discharge issues. Guarantee Agencies have been contacted and responses received for 87 of the 187 cases. We are awaiting responses from the Case Teams on 100 schools. Of the 87 cases, 14 have been completely resolved due to data entry errors. 43 of the 87 cases have had other actions initiated as a result of the GA contact. Dollars in question have been reduced from $3,516,575 to $1,047,877. The Case Teams have researched all of the 147 schools with dependency override issues. Action has been initiated on 86 of the 147 cases. We are awaiting responses from the Case Teams on 61 schools. Of the 86 cases, 21 have been scheduled for program reviews. 55 of the 86 cases have had other actions initiated as a result of the Case Teams research and analysis. Case Team activities have produced no measurable dollar impact to date. The Case Teams have researched all of the 149 schools with a highest level of offering of less than a full academic year. 57 of the 149 have loan prorating issues. Ninety-two (92) schools have no loan prorating issues above the project threshold. Action has been initiated on 44 of the 57 cases. We are awaiting responses from the Case Teams on 13 schools. Of the 57 cases, two have had final determination letters issued. 26 of 57 were data entry errors. 14 of the 57 cases have had other actions initiated as a result of the Case Teams research and analysis. Dollars in question have been reduced from $19,558,498 to $8,814,479. In summary, for the 3 areas of non-compliance, research was completed for the 483 schools identified. Of these, we initiated final action for 309. In 3 weeks, final action is expected for the remaining 174 schools. Recommendations for institutionalizing oversight measures will be completed within 45 days.	90
			7/5/2002	Case Teams are compiling status reports on the results of their activities in the compliance areas.	40
			6/21/2002	Compliance Problem: NSLDS records as of 4/11/2002 show a total of $3,516,575 in closed school discharges granted to FFEL and Direct Loan borrowers attending 187 locations of currently eligible schools. No Perkins Loan discharges have been reported yet to the NSLDS. Resolution will involve research by the Case Teams, contact with the guaranty agencies, record reconciliation by the GA's, special determinations by the Case Teams, and resolution of any resulting appeals. Compliance Problem: Dependency Overrides Exercised at Rates Substantially Above the National Average A total of 147 currently eligible schools exercised dependency overrides for more than 10% of their dependent Pell Grant recipients resulting in 30 or more dependency overrides. The national average for all dependency overrides exercised for dependent Pell Grant recipients was 2.8% for the 3-year period covering 1998-1999 through 2000-2001 award years. Resolution will involve research by the Case Teams, contact with the schools, special determinations by the Case Teams, and resolution of any resulting appeals. Compliance Problem: Failure to Prorate Stafford Loans for Short Programs PEPS records as of 4/5/2002 show 149 institutions with a highest level of offering of less than a full academic year. NSLDS records as of 4/12/2002 show 57 of these 149 institutions have disbursed a total of $19,558,498 for Subsidized Direct Loan and Subsidized FFEL Stafford loans equal to or greater than $2,625. Students enrolled in programs shorter than an academic year must have their loans prorated. Resolution will involve research by the Case Teams, contact with the affected institutions, and record reconciliation by the institutions, special determinations by the Case Teams, and resolution of any resulting appeals.	40

5/24/2002	No change	30
5/10/2002	All teams have met to discuss the areas for improving compliance. Most teams have developed a strategy and have begun work. Two of the teams have completed Item 3 - Failure to prorate Stafford Loans for short programs.	30
4/26/2002	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.	20
4/12/2002	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.	15
3/30/2002	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.	10
3/15/2002	On March 14, the workgroup recommended the following areas of non-compliance:1. FFEL Closed School and False Certification loan Discharges for Currently Eligible Schools2. Dependency Overrides Exercised at Rates Substantially Above the National Average3. Failure to Prorate Stafford Loans. These recommendations will be submitted to management	00
2/15/2002	Project on schedule	00

40 **SCH** *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.*

9/13/2002	For the period of 08/26/2002 through 09/06/2002, 99.5% were processed in less than 36 hours, and YTD 99.6% were processed in less than 36 hours (not counting the GAPS shutdown periods).	Exceeding Standard
8/30/2002	For the period of 08/11/2002 through 08/23/2002, 99.7% were processed in less than 36 hours, and YTD 99.6% were processed in less than 36 hours (not counting the GAPS shutdown periods).	Exceeding Standard
8/16/2002	For the period of 07/29/2002 through 08/09/2002, 99.4% were processed in less than 36 hours, and YTD 99.6% were processed in less than 36 hours (not counting the GAPS shutdown periods).	Exceeding Standard
8/2/2002	For the period of 07/15/2002 through 07/26/2002, 99.6% were processed in less than 36 hours, and YTD 99.6% were processed in less than 36 hours (not counting the GAPS shutdown periods).	Exceeding Standard
7/19/2002	For the period of 07/01/2002 through 07/12/2002, 99.8% were processed in less than 36 hours, and YTD 99.6% were processed in less than 36 hours (not counting the GAPS shutdown periods).	Exceeding Standard

7/5/2002	For the period of 06/17/2002 through 06/28/2002, 99.8% were processed in less than 36 hours, and YTD 99.6% were processed in less than 36 hours (not counting the GAPS shutdown periods).	Exceeding Standard
6/21/2002	For the period of 06/03/2002 through 06/14/2002, 99.7% were processed in less than 36 hours, and YTD 99.59% were processed in less than 36 hours (not counting the GAPS shutdown periods).	Exceeding Standard
6/7/2002	For the period of 05/20/2002 through 05/31/2002, 99.7% were processed in less than 36 hours, and YTD 99.58% were processed in less than 36 hours (not counting the GAPS shutdown periods).	Exceeding Standard
5/24/2002	For the period of 05/06/2002 through 05/17/2002, 99.67% were processed in less than 36 hours, and YTD 99.58% were processed in less than 36 hours (not counting the GAPS shutdown periods).	Exceeding Standard
5/10/2002	For the period of 04/22/2002 through 05/03/2002, 99.77% were processed in less than 36 hours, and YTD 99.57% were processed in less than 36 hours (not counting the GAPS shutdown periods).	Exceeding Standard
4/26/2002	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).	Exceeding Standard
4/12/2002	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).	Exceeding Standard
3/30/2002	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).	Exceeding Standard
3/15/2002	For the period of 3/04/02 through 3/15/02, 99.77% were porcessed in less than 36 hours, and YTD, 99.5% were processed in less than 36 hours (not counting the GAPS shutdown periods).	Exceeding Standard
3/1/2002	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.	Exceeding Standard
2/14/2002	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.)	Exceeding Standard

41 **SCH** *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.*

9/13/2002	Version 2 of the Schools Portal, incorporating the common look and feel for FSA websites for schools, successfully launched on September 1, 2002 (Sunday).	100

8/30/2002	The release is scheduled for 09/01/02. A request was previously submitted to the VDC in preparation for incorporating new page(s). Version 2 is in final review. New files will be sent to the VDC no later than 08/30/2002.	90
8/2/2002	On 04/15/02 we implemented enhanced query capabilities. We are still investigating weighting/sorting of search results possibility with the software vendor. We are 90% complete on this piece. 55% completion of version 2 of the School Portal which also incorporates the new FSA logo and Schools Channel common look and feel. Mock-up of new common look and feel for Schools Portal version 2 has been approved by Kay Jacks and Karen Freeman. Currently in development. We are on target for a 9/1/02 release. We are incrementally addressing "regional presence" according to report from Regional Focus Group team. Latest additions, adding links to SSA, INS, SSS, VA websites from IFAP/Schools Portal. We requested guidance from Regional Training officers and CAMS regarding presentation of regional training calendar on Portal. Awaiting feedback. 15% completion of regional presence. This piece will be completed in FY 2003.	55
7/5/2002	Enhanced search query was completed 4/15/02. Specs for new look-n-feel were sent to the contractor 7/02/02. Mock-up will be reviewed with Schools Channel management prior to implementation. Regional presence is now targeted for 09/01/02.	45
6/21/2002	Preparing final specifications for IFAP/School Portal support contractor (INDUS) to code/create several pages with the new FSA logo, including: IFAP, Schools Portal, Publications for Schools, Training and Conferences, Listserv/Mailing lists, School and Lender data.	25
4/12/2002	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.	25
3/30/2002	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.	20
3/15/2002	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.	15
3/1/2002	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.	10
2/15/2002	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.	00

42 **SCH** *Resolve 94% of school compliance audits within six months of receipt to meet OMB A-50 requirements.*

			8/30/2002	For the period of 08/12/2002 through 08/25/2002, 100% were processed on time. YTD 96% were processed on time. — Exceeding Standard
			8/16/2002	For the period of 07/28/2002 through 08/11/2002, 99% were processed on time. YTD 96% were processed on time. — Exceeding Standard
			7/19/2002	For the period of 07/01/2002 through 07/14/2002, 88% were processed on time. However, this represented only 1 late audit. YTD 96% were processed on time. — Exceeding Standard
			7/5/2002	For the period of 06/17/2002 through 06/30/2002, 100% were processed on time, and YTD 95% were processed on time. — Exceeding Standard
			6/21/2002	For the period of 06/06/2002 through 06/16/2002, 100% were processed on time, and YTD 95% were processed on time. — Exceeding Standard
			6/7/2002	For the period of 05/20/2002 through 06/02/2002, 100% were processed on time, and YTD 94% were processed on time. — Meeting Standard
			5/24/2002	For the period of 05/6/2002 through 05/19/2002, 100% were processed on time, and YTD 94% were processed on time. — Meeting Standard
			5/10/2002	For the period of 04/7/2002 through 05/05/2002, 100% were processed on time, and YTD 93% were processed on time. — Below Standard
			4/26/2002	For the period of 03/17/2002 through 04/07/2002, 85% were processed on time, and YTD 93% were processed on time. — Below Standard
			3/30/2002	For the period of 03/03/2002 through 03/17/2002, 92% were processed on time, and YTD 92% were processed on time. — Below Standard
			3/15/2002	For the 2-week period ending 3/17/02, 100% of the audits were processed on time. — Exceeding Standard
			3/1/2002	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. — Below Standard
43	**SCH**	*Support Dept review of FSAs strategy for monitoring schools, lenders, ga's & 3rd-party servicers; id. various levels&types of monitoring, including where performed&by whom. Determine which kinds of monitoring linked to basic admin of stud fin aid*		

				7/5/2002	Strategy paper was submitted to the MIT Team on June 27, which met the deadline date of June 30. Feedback from Linda Paulsen indicated that she would mark this item as completed, and the document would be used to inform decisionmaking on monitoring issues that are part of the "One ED" reorganization effort. 100
				5/10/2002	The CEG Fellows produced their report, but it was not comprehensive and did not cover all the areas. Victoria Edwards, Karen Chauvin, & Patricia Trubia met with Linda Paulsen on May 3. Linda informed CMO that this action item has been turned "red" in the MIT plan, and she transferred it back to the Schools Channel to be the lead organization to produce a report by June 30 on FSA's monitoring strategy. 10
				3/1/2002	The CEG Fellows have been interviewing CMO staff. Karen Chauvin, Pat Trubia, and Victoria Edwards have been interviewed. 00
				2/15/2002	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. 00
44	**FP**	*Establish Web Portal for Financial Partners to provide one stop access to FSA services and information.*			
				9/13/2002	Continuing with transition activities for production implementation. User acceptance testing was a success and training is underway. The pre-PRR is scheduled for 9.19.2002 and the PRR is scheduled for 9.23.2002. Remain of track for 9.30.2002 production implementation. 95
				8/16/2002	Preparing for Release II of the Portal which is scheduled for 9.30.2002. The team has begun preliminary discussions about the transition phase. 63
				8/2/2002	Getting ready for Release II of the which is scheduled for 9.30.2002. We have shortened the posting process from 3 weeks to 48 hours and are continuing to monitor the process. 63
				7/19/2002	No update for this reporting period. 63
				7/3/2002	Review continues of discussion information gathered from the focus group session. 63
				6/20/2002	The Release 2 requirements focus group meeting was conducted on Monday, 6.10.2002. Held Con-Call focus group on Thursday 6.13.2002. Reviewing discussion information gathered from the sessions. 63
				6/7/2002	The Release 2 requirements focus group meeting will be conducted on Monday, 6.10.2002. 60
				5/24/2002	Due to conflicting schedules with our community partners, the first focus group meeting for Release 2 requirements is rescheduled. The Release 2 requirements focus group meeting will now be conducted on Monday, 6.10.2002. 60

5/10/2002	Release 1 of the Financial Partners Portal was successfully launched on Tuesday, 04.30.2002. FPC has received numerous acknowledgments from our community partners pertaining to the Portal. The first focus group meeting for Release 2 requirements is scheduled for Thursday, 5.16.2002.	60
4/26/2002	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 www.fp.ed.gov.	50
4/12/2002	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.	47
3/30/2002	Test Plans and Scripts were delivered for FSA review and approval. Proceeding with testing.	45
3/15/2002	Development activities continue for the FP Portal. 5.14.2002 - Correction to "Percent Complete" from 60 to 35.	35
3/1/2002	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. 5.14.2002 - Correction to "Percent Complete" from 45 to 25.	25
2/15/2002	The project is on schedule to go live in production with the first release on 4/15/02. 5.14.2002 - Correction to "Percent Complete" from 75 to 20.	20

45 **FP** *Implement Phase II of the Fin Ptnr Data Mart. Provide self monitoring & oversight tools & focus on data load & link w/new FMS to provide continuous stream of fin. data & NSLDS elements necessary to augment data comparisons & lender risk mgmt*

7/19/2002	Phase II migrated into production on 6.19.2002. This project is now completed.	100
7/3/2002	Phase II migrated into production on 6.19.2002. This project is now completed.	100
6/20/2002	The Production Readiness Review was held on 6.17.2002. Release 2 migrated into production on 6.19.2002. Phase III will commence 10.1.2002 to coincide with LPPR.	100
6/7/2002	Power user reports continue in development. System Test concluded using submitted data. FP staff performed User Acceptance Testing from 5/20 - 5/31. Pre-Production Readiness Review completed. Production Readiness Review to be scheduled.	80
5/24/2002	All reports assigned to Mod Partner for development are completed. Power user reports continue in development. All data files have been received from NSLDS. 9 of 10 files have been received from FMS. All data files have been received from PEPS. System Test execution is underway using the data that has been received.	60

			5/10/2002	35 of 47 Microstrategy reports have been developed (power users continue to develop their skills as they complete their assigned reports). All Informatica mappings have been developed. System test execution was delayed until data was received and loaded from source systems. 5 of 6 files have been received from NSLDS. 9 of 10 files have been received from FMS. No files have been received from PEPS. System Test execution will begin on May 13th using the data that has been received.	55
			4/26/2002	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	35
			4/12/2002	Data Mart Design document for Release 2 was signed off on 04.01.2002. Power User training was conducted 04.09-10.2002.	35
			3/30/2002	Design document was submitted Informally. Development started on March 4th.	30
			3/15/2002	Design document was submitted informally. Development started on March 4, 2002.	00
			3/1/2002	Milestone 2 (design) is pending sign-off. Development activities are underway.	00
46	**FP**	*Implmnt Phase III of the Fin. Ptnr Data Mart. Provide augmented monitoring tools & oversight ability. Will focus on data load & links from FMS, PEPS, NSLDS, & eval of any newly implemented processes or systems that may replace existing legacy links.*			
			7/3/2002	Predecessor project P2002-FP-0002, FP Data Mart Phase II is completed. Phase III will commence 10.1.2002 to coincide with LPPR.	000
			3/1/2002	Project is dependent upon the completion of project P2002-FP-0002. Activities will commence once predecessor project is completed.	00
			2/15/2002	This phase has not yet started	00
47	**FP**	*Improve reliability of lender billing data through a redesigned lender payment process.*			

9/13/2002	The Lender Reporting System (LaRS) was successfully implemented in production on 9.9.2002. Over 59% of the LAP (Lender's Application Process) applications and over 55% of the OPAs (Organization Participation Agreements) have been submitted. We have received 690 security forms. A mailing was sent to all program participants regarding these three items, and additional outreach is underway. Training was completed on 9.4.2002, and was very successful. The regions did an excellent job of getting external partner participation. Performance testing was completed successfully; no significant issues were identified.	90
8/16/2002	Over 21% of the LAPs have been submitted. The team is planning outreach to those lenders and servicers who have not yet completed their LAPs. LaRS System and Integration Tests are progressing on schedule. LaRS UAT began on 8/12. The LaRS train-the-trainer session was held on 8/7, and regional training starts on 8/13.	78
8/2/2002	Over 15% of the LAPs have been submitted. The team is planning outreach to those lenders and servicers who have not yet completed their LAPs. LaRS System and Integration Tests are progressing on schedule.	75
7/19/2002	No update for this reporting period.	71
7/3/2002	As of 6.21.2002, 331 applications were completed and submitted. LaRS continues in system test phase, and remains on schedule for 10.1.2002 implementation.	71
6/20/2002	The Lender Application Process (LAP) functionality was successfully implemented into production on Monday, 6.3.2002. As of 6.15.2002, 169 applications were completed and submitted. LaRS is now in system test phase, and is on schedule for 10.1.2002 implementation.	68
6/7/2002	The Lender Application Process (LAP) functionality was successfully implemented into production on June 3. LAP will allow current lenders and servicers to verify the demographic data that will be converted into LaRS this fall. The contract mods for this effort have been approved. The project is now on track for an October 1 implementation of LaRS; LaRS entered system test on 6/3.	65
5/24/2002	Upon finalization of contract mod, project milestones will be revised to reflect new dates. The Lender Application Process (LAP) has passed Production Readiness Review and will be released to the community on Monday, 6.3.2002.	50
5/10/2002	Deployment of LaRS is now revised to Tuesday, 10.01.2002. This action was taken to address community concerns relating to time for system modificiations, and resulting contractual issues between servicers and lenders. Project timeline and milestones will be revised to accommodate	45
4/26/2002	Task Order modification in work in response to community request.	45
4/12/2002	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.	45
3/30/2002	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.	45

			3/15/2002	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.	40
			3/1/2002	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.	00
			2/15/2002	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	00
48	**FP**	*Ongoing monitoring of the existing VFAs (4) and operational oversight.*			
			8/2/2002	Oversight and consultation with VFA's concerning performance continues.	60
			7/19/2002	No update for this reporting period.	40
			7/3/2002	On 7.3.2002, we received a requested amendment from ASA relating to the VFA. We have identified an inconsistency with CSAC's collection recovery calculation are are working with DCS to resolve.	40
			6/20/2002	On 6.7.2002 FP completed a Guaranty Agency Review Report relating to Data Integrity of VFAs, specifically looking at the performance indicators. We are currently in the process of negoatiating 2 VFA amendments (GL, and Texas). Great Lakes VFA amendment is pending signature by Assistant Secretary of OPE.	40
			5/24/2002	No update for this reporting period.	34
			5/10/2002	No update for this reporting period.	34
			4/12/2002	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.	34
			3/15/2002	Conducting meetings with FP Data Mart team to discuss population of data for FY02. Meeting with NSLDS staff to discuss benchmarks.	30
			3/1/2002	Obtained agreement with Guarantee Agencies on performance measures. Commencing with load of FY 01 data with FY 02 data to follow.	00

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
49	**FP**	*VFA Report II to Congress.*			
			9/13/2002	The report has been drafted and we are in the process of receiving final comments from other departmental offices, including OPE, OGC, OCLA and Budget, as well as particular GAs involved in the VFA program.	95
			8/2/2002	Drafting of the report continues. VFA representatives and financial partners are being surveyed for their evaluation of the performance of VFA's to date.	65
			7/19/2002	No update for this reporting period.	15
			7/3/2002	We have submitted questions to the VFA GAs regarding the status of their programs. We have received feedback from GL. We are awaiting feedback from the other GAs. We are drafting questions to send to other GAs and lenders regarding the impact of the VFA program. We are working with the Data Mart team to address problems with the VFA data mart report. We are continuing to expand the outline for the report to Congress.	15
			6/20/2002	On 6.11.2002, FP met with Senoir Policy Officers to discuss performance indicators, organizational structure and schedule for completion of report to Congress. During the week of 6.17.2002, FP is drafting requests for documents and follow-up questions for the VFA and Non-VFA guaranty agencies. During the week of 6.24.2002, we will submit questions and start drafting an outline for the report and analysing performance indicator information to date.	05
			3/15/2002	Project scheduled to commence on 6/1/2002.	00
			3/1/2002	Project not yet started.	00
50	**FP**	*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.*			
			3/1/2002	Project is dependent upon the completion of project P2002-FP-0004. Activities will commence once predecessor project is completed.	00
			2/15/2002	This is closely linked to project P2002-FP-0004. It cannot be accomplished until the linked project is completed.	00

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
51	**FP**	*Work with the GA community to establish common performance metrics primarily in the areas of delinquency, default aversion and collections.*			
			8/2/2002	No update for this reporting period.	90
			7/19/2002	No update for this reporting period.	90
			7/3/2002	As we prepare the VFA report to congress, we will continue to apprise the GA community of the performance standards. In the report to congress, we will report solely on the VFAs and the average score of the 32 other GAs. After the VFA report is submitted to congress, we can begin discussions with the larger GA community regarding acceptance of these performance measures for all agencies.	90
			6/20/2002	As we parepare the VFA report to congress, we will continue to apprise the GA community of the performance standards. In the report to congress, we will report on solely the VFAs and the average score of the 32 other GAs. After the VFA report is submitted to congress, we can begin discussions with the larger GA community regarding acceptance of these performance measures for all agencies.	90
			5/24/2002	No update for this reporting period.	90
			5/10/2002	No update for this reporting period.	90
			3/15/2002	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.	10
			3/1/2002	This project is being worked in conjunction with projects P2002-FP-0005.	00
52	**FP**	*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).*			
Yellow					
			9/13/2002	The final draft was sent forward to the MIT group and the performance group in FSA for comments. We are awaiting their final comments to use this as the position paper and as the basis of a monitoring plan. We are awaiting the first feedback on the use of the scorecard in order to complete this task for the current year.	90
			8/16/2002	Final paper due 8/21/02 and plan for FY03 by 8/23/02.	30

			8/2/2002	We've shared with some of the GA reviewers and lenders at conferences (redundant reviews meeting following NCHELP 5/19-22 in Florida, CSAC Loan Advisory Council 5/30, etc.) that we will solicit their assistance in evaluating the Scorecard factors and helping us retain those factors that work and add others which we think will be meaningful. Additionally, we've asked that the Data Mart training workgroup include in the script for the GA training to be conducted in September a discussion on how GA staff can help us refine and enhance the Scorecard. 30
			7/19/2002	The new Financial Partners General Manger has communicated with the regional directors by highlighting the importance of planning reviews, maximizing trend analysis and risk management with the FFEL portfolio. Since the Risk Scorecard was deployed 6.3.2002 in the FP Data Mart, one office (Dallas) has already utilized one of the fund balance reports to forecast a potential risk at three guaranty agencies. 25
			7/3/2002	Initial outline of the position paper is under review with the Regional Directors and the new General Manager for FP. The paper will cover the review status assessment of completed and planned reviews as well as planned utilization of the new risk scorecard. 25
			6/20/2002	Completion of postition paper and risk plan still pending. Originally due to General Manager by Friday, 5.17.2002 for review. Delivered in draft on 6.17.2002 - under revision. 25
			5/24/2002	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. The risk plan position paper will be issued June 2002 after review by the General Manager. 25
			5/10/2002	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. Postition paper and risk plan to be completed by Friday, 5.17.2002. Evaluation of Top 100 Orig./Holders completed Friday, 5.3.2002. 25
			4/26/2002	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. 10
			4/12/2002	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. 10
			3/15/2002	Obtained requirements and incorporated in Design document. Requirements and related development activities reports is underway. 10
			3/1/2002	This project is being worked in conjunction with projects P2002-FP-0002 and P2002-FP-0003. 00
53	**FP**	*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.*		
			9/13/2002	Meetings and efforts to engage community resources are continuing. NSLDS II presentations have been made to NCHELP, PESC, AFSA, NSC, CBA, and to other community members through EAC and the Software Developers Conference. 70

8/16/2002	FSA Management Council approved funding and the detail design phase has commenced. Migration is scheduled for May 2003. The adhoc users group (cross-functional) will meet Thursday to begin the process of ensuring internal FSA & external community users' needs are met.	65
8/2/2002	Outreach to the community continues through public appearances and individual briefings.	60
7/19/2002	The previous 2 weeks were spent completing the assessment and selecting the suitable platform for the new NSLDS Data Warehouse. Mod Partner selected the IBM UDB EEE DBMS implemented on the RSC 6000 mid-range series. Community outreach activities for the next 2 weeks include attendance at the NCHELP Summer Institute and formation of the project steering committee.	40
7/3/2002	Having secured Department consensus for moving forward with the re-platforming phase of the NSLDS Re-Design and anticipating a selection of the Data Warehouse software by 7.9.2002, the team will now be able to present the full picture of this phase to the community. Beginning with AFSA and NCHELP, the community outreach will commence in earnest on	40
6/20/2002	Project Team briefed William Graham (ED Budget Services) and Lorenzo Razetti (OMB) as to project vision, purpose, plan, and status. The team believes it has the necessary Federal Government concensus to proceed with the initial phase of re-platforming NSLDS to a much more flexible and cost-effective environment suitable to the goals of modernization. Issues beyond this phase will be addressed incrementally.	25
6/7/2002	Project Team briefed Sally Stroup (OPE) as to project vision, purpose, plan, and status. OPE is in agreement with the initiative. Project team will now begin to engage users external to FSA for requirements development.	25
5/24/2002	Management Council has been briefed regarding the plan for NSLDS. Elmnet and Meteor resources have been engaged and reviewed. IPT has been formed.	15
5/10/2002	No update for this reporting period.	15
4/12/2002	FSA internal focus groups continuing with discussions on system integration and development options consistent with external industry business requirements.	05
3/15/2002	Initial NSLDS II design concept meetings held. Preliminary discussions underway with FSA staff and external partners focus groups.	05
3/1/2002	Project will be accomplished through NSLDS redesign. Community input is being received. High level concept design is in process.	00

54 **CIO** *Continue phased re-engineering of current NSLDS by resolving interface issues and building a Student Aid Data Mart.*

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
			9/13/2002	On Scheduel	96
			8/30/2002	On Schedule	92
			8/2/2002	On Schedule	73
			7/5/2002	On schedule	60
			6/21/2002	On Schedule	53
			6/7/2002	On Schedule	47
			5/24/2002	On Schedule	37
			5/10/2002	On schedule.	31
			4/26/2002	On schedule.	26
			3/30/2002	On schedule	50
			3/15/2002	Focus Group meetings to identify requirements have begun.	07
			2/15/2002	The management counsel (IRB) did not approve funding a Student Aid Data Mart.	00
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 & agreed upon by the Mgmt Council.*			

8/29/2002	Phase 1 (Requirements) completed 3/15/02. Phase 2 (Design) completed 6/19/02. Phase 3 (Cevelopment) scheduled for FY03.	50
8/16/2002	The IRB has made a decision to delay the Vendor Selection and Implementation phase of the Single Sign-On initiative until the FY 03 timeframe.	0
6/20/2002	IRB scheduled for Tuesday, 6/25/02	50
6/19/2002	Awaiting IRB decision.	50
6/4/2002	Business case scheduled to be presented to IRB on 6/20/02.	60
5/24/2002	Please see other 5/24 entry.	50
5/24/2002	Phase 1(requirements): completed 3/18/02. Phase 2(analysis, selection and design): business case scheduled to be presented to DSG on 5/23/02.	50
5/10/2002	Phase 1 (Requirements): Completed on 3/18/02. Phase 2 (Analysis, Selection, Design and Business Case): IPT has conducted vendor product reviews for Analysis and Selection. Draft design completed. Business case expected by end of month.	75
4/12/2002	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.	50
3/30/2002	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.	50
3/15/2002	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).	50
3/1/2002	Draft Requirements being circulated and discussed among Channels. On 2/27/02, IRB approved $250K funding for Phase 2 (analysis, design and business case).	00
2/15/2002	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.	00

56 **CIO** *Complete design of ent-wide security&privacy architect. supporting target state vision & complying w/Gov-wide&Dept laws, rules&regs, including policy guidance, trng materials,&lifecycle-support tools to help build&operate systems worthy of trust.*

				8/1/2002	Other tasks in the process of creating the S&P architecture are on schedule. 99
				7/18/2002	Working with staff from FSA channels and systems, the S&P Team abtained input on the draft policy document and issued it to all FSA system owners, managers, and users on July 16, 2002 99
				7/18/2002	The S&P Team, working with KPMG, drafted and issued the "IT Security in the Solutions Life Cycle" document and provided training on same to FSA System Security Officers. 99
				7/18/2002	Working with modernization partners, the S&P Team is drafting updates to the Security Reference Guide maintained online on FSANet. 80
				7/18/2002	Working with KPMG staff, the C&P Team drafted the FSA ITSecurity and Privacy Policy document. 99
57	**CIO**	*Identify technology infrastructure and adopt technology standards necessary to support the Department's Government Paperwork Elimination Act (GPEA)-identified electronic transactions.*			
				9/3/2002	Web standards (SSL encryption, use of standardized infrastructure, implementation of data messaging) have provided FSA with standards for electronic alternatives to all FSA paper documents. FSA has achieved the GPEA goal more than a year ahead of the legislative deadline. 99
				6/28/2002	Working with Information Management Working Group to define scope of needs for the Department. Language will be changed to reflect CIO FY02 effort 040
				3/30/2002	CIO will be proposing new language for this measure. Current measure wording does not accurately reflect anticipated CIO FY 02 effort in this area. 20
58	**CIO**	*Appropriate integration of the IT investment management process with the acquisition process.*			
				9/13/2002	On Schedule 96
				8/30/2002	On Schedule 92
				8/2/2002	On Schedule 85

			7/5/2002	On Schedule	77
			6/21/2002	On Schedule	73
			6/21/2002	On Schedule	73
			6/7/2002	On Schedule	69
			5/24/2002	On Schedule	65
			5/10/2002	On schedule.	61
			4/12/2002	On schedule.	54
			3/30/2002	on schedule	50
			3/15/2002	Operating Partner IPT will provide contracts to continue integration enabled by Modernization Partner.	46
			2/15/2002	On schedule	00
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.*			
			8/15/2002	Responses to risk assessments (non-concurrence or remediation plans of action with costs); Updating of the ED Inventory of IT systems; and A survey on Critical Infrastructure Protection. Were completed by July 29, and follow-up quality assurance changes made by August 9.	99
			8/15/2002	Seven FSA, non-BAH risk assessments were completed (by FSA contractors) prior to May 30 . Nine FSA risk assessments were completed by ED/OCIO contractor (BAH) and presented to FSA on July 1. The Risk Assessment for the VDC was completed by July 15.	99

			8/15/2002	ED CIO has recommended to EMT that Department delay deadline for certification and accreditation until FY03. FSA is still investigating use of automated tool for C&A to produce repeatable processes and reduce future costs.	33
60	**CIO**	*Expand FSA enterprise-wide solution for electronic signature, (PIN, Digital Signature, Smart Cards, etc.) to several other business applications.*			
			8/29/2002	Completed for 2 initiatives: 1) Electronic Cohort Default Rate reports. 2) Perkins eNote	100
			7/8/2002	Waiting for approval to post Perkins eNotes from Executive Secretariat	90
			6/20/2002	On schedule.	90
			6/4/2002	Perkins eNote: The IFAP posting of the new HTML-based eNotes is scheduled for 6/7/02. Also, FSA issued a "comfort letter" to Penn State University and University of Minnesota supporting the use of their school PIN for electronic signatures.	90
			5/24/2002	See other 5/24/2002 entry.	95
			5/24/2002	Perkins E-Note: Waiting for PPD approval in order to post eNotes on IFAP. Electronic Cohort Default Rate Reporting: Business case approved by IRB on 5/1/02.	95
			5/10/2002	Perkins eNote: Development completed on HTML-based eNotes, Rights and Responsibilites, and Terms of Disclosure documents. Waiting for PDD approval for IFAP posting. Electronic Cohort Default Rate Reporting: Business case approved by IRB on 5/1/02.	99
			4/12/2002	Perkins eNote: Development completed on HTML-based eNotes, Rights and Responsibilites, and Terms of Disclosure documents. IFAP posting expected by 4/30/02.	50
			3/30/2002	Perkins eNote: eNote requirements received from COHEAO membership. Designed and issued HTML-based eNotes to COHEO membership for comment on 3/22/02.	50
			3/15/2002	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.	10
			2/15/2002	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.	00

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
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.*			
			9/13/2009	100% of Modernization milestones were approved by Investment Review Board. The measure was 90%.	Exceeding Standard
			8/30/2002	On Schedule	Meeting Standard
			8/2/2002	On Target	Meeting Standard
			7/5/2002	On Schedule	Meeting Standard
			6/21/2002	On Schedule	Meeting Standard
			6/7/2002	On Schedule	Meeting Standard
			5/24/2002	On schedule.	Meeting Standard
			5/10/2002	On Schedule.	Meeting Standard
			4/26/2002	On schedule.	Meeting Standard
			3/30/2002	On schedule	Meeting Standard
			2/15/2002	On schedule	Meeting Standard
62	**CIO**	*Achieve an average 10% unit cost per aid recipient reduction (FY 02 vs. FY 01) for VDC costs.*			

		8/27/2002	Met with Cindi Reynolds on Monday, August 26, 2002 to confirm the completion of the VDC performance measurement. We exceeded the performance standard. Unit cost in FY01 = $1.89 unit cost, in FY02 = $1.62 unit costs. — Exceeding Standard
		6/20/2002	The VDC is currently meeting the 10 percent decrease in unit cost per aid recipient. Meetings are scheduled with the GMs during the weeks of June 17 & 24th to confirm costs and service requirements. Updates to the tombstoning of SFA legacy systems are also occuring at these meetings. — Meeting Standard
		5/10/2002	On schedule. Setting meetings up with GM's to discuss VDC costs for May 2002. — Meeting Standard
		4/26/2002	On-schedule. Making additional changes to the monthly report to the business owners on the VDC budget report. — Meeting Standard
		4/12/2002	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 — Meeting Standard
		3/30/2002	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. — Meeting Standard
		3/15/2002	On schedule. Monthly reports are being distrubuted to business units. — Meeting Standard
		3/1/2002	On schedule. Monthly reports will be provided to each business owner beginning March 2002 reflecting VDC cost and service level metrics. — Meeting Standard
		2/15/2002	On Schedule. Monthly reports are provided to each business owner reflecting VDC cost and service level metrics. — Meeting Standard
63	**CIO**	*Convert partner interfaces from a private network to the Internet.*	
		2/15/2002	Completed 12/18/01 — 100
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.*	
		9/7/2002	On Schedule — 95

7/19/2002	On schedule. Financial Partners Data Mart (FPDM) has successfully used both its PEPS and NSLDS interfaces in Production.	75
7/4/2002	On schedule. The EAI and ITA teams finalized the approach for developing a prototype/demonstration of a Simple Object Access protocol (SOAP) capability to interface with the EAI Bus. This capability would allow applications and outside parties to exchange data with FSA applications on the EAI Bus using an HTTP or HTTPS connection over the internet. The prototype will demonstrate technical feasibility. Testing of the Endorser interface between EDS and TSYS is underway.	65
6/7/2002	On Schedule. The EAI team conducted InterSystem Testing with EDS and TSYS for the PNote transaction from Imaging and eMPN, Credit Check transaction from LOWeb and the Credit Check transaction from LO batch. These new interfaces support the PLUS loan functionality that is the key new feature of COD Release 1.1.	60
5/24/2002	On schedule. The EAI team kicked-off interface definition meetings with the Consistent Answers initiative and the Debt Management Consolidation System Replacement initiative. Started working through the interface architecture for the Interactive Voice Response (IVR) capability for Consistent answers.	60
5/10/2002	On Schedule. Over the past month, the EAI has provided support with testing in preparation for the deployment of Common Origination and Disbursement (COD) System on 4/29/02. The COD System is using the EAI bus to communicate with other FSA systems, which include the CPS, NSLDS, DLSS, FMS, PEPS, SAIG, and LO Web systems. The EAI team also provided support to COD for performance testing, school testing, and Inter System testing. In addition, the EAI has focused on implementing its operations strategy to support COD on and after the 4/29/02 go-live date.	55
4/26/2002	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.	40
3/30/2002	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.	40
3/15/2002	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.	35
2/15/2002	On schedule	00

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
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.*			
			9/7/2002	On schedule	95
			7/19/2002	On Schedule. The ITA & EAI teams are continuing a SOAP implementation between ITA & EAI as a communication gateway between external applications and MQ. This will allow heterogeneous applications to connect to MQ regardless of application or platform.	75
			7/4/2002	On schedule. The ITA team is wrapping up planning on the FMS/LARS performance testing over the next few weeks. The DLSS performance testing is complete and the application is in production. The current scope of performance testing includes FMS/LARS, eServicing/DLSS, DMCS, PIN, CPS, FAFSA 7.0, and ezAudit. The ITA & EAI teams are continuing a SOAP implementation is planned between ITA & EAI as a communication gateway between external applications and MQ. This will allow heterogeneous applications to connect to MQ regardless of application or platform. A SOAP proof of concept is currently underway and expected to be completed in mid-July.	65
			6/7/2002	On Schedule. The ITA team continued performance test execution with the eServicing/DLSS application, began sizing the DMCS performance effort and scheduled the first Consistent Answers performance test planning meeting.	60
			5/24/2002	On Schedule. ITA is now finalizing its upgrade plans for Informatica and kicked off its planning of the Microstrategy, Sun 2.8 and WAS 4.0 upgrades. Began planning for new applications coming into the performance testing environment. These applications include FMS/LARS, eServicing/DLSS, DMCS, PIN, CPS and Students.gov.	60
			5/10/2002	On Schedule. This week the ITA team completed the performance profiling of Student and Financial Portals. The team will build a test report and share results with the application team. The ITA RCS team completed the Configuration Framework and is expecting to roll this service out to ezAudit. The team continued work on PIN performance test planning with the Students Channel.	55
			4/26/2002	Phase I completed, no funds to continue.	90
			3/30/2002	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.	45
			3/15/2002	The Integrated Technical Architecture (ITA) team continues to support applications in production, troubleshoot applications in development, build reusable common services and support performance testing.	40
			2/15/2002	On schedule	00

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
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.*			
			7/3/2002	Phase I of consistent data was completed on time and within budget. No funds were received for FY02. Continued acitivity is contingent upon receipt of FY03 funds. Screening documents to support FY03 activity have been developed.	100
			6/28/2002	Phase one of Consistent Data is complete. The team is currently working on the design for Phase two.	90
			3/30/2002	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.	90
			3/1/2002	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.	00
			2/15/2002	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.	00
67	**CIO**	*Continue the NSLDS data quality efforts and continue to demonstrate data quality improvements to support the FFEL program financial reporting.*			
			9/12/2002	On schedule. Monthly reports being reviewed to assure quality benchmarks	100
			7/31/2002	On schedule. Monthly reports being reviewed to assure quality benchmarks.	100
			7/1/2002	On schedule. Monthly reports being reviewed to assure quality benchmarks.	100
			6/21/2002	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.	99
			6/21/2002	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.	100
			6/7/2002	On schedule. Monthly reports being reviewed to assure quality benchmarks	100

				5/24/2002	On target 37
				5/23/2002	On schedule. Monthly reports being reviewed to assure quality benchmarks. 100
				5/10/2002	On schedule. Monthly reports being reviewed to assure quality benchmarks. 100
				4/12/2002	On schedule. Monthly reports being reviewed to assure quality benchmarks. 00
				3/1/2002	Annual report of NSLDS data quality efforts in COY 01 was published and distributed to Linda Paulsen and others. 00
				2/15/2002	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. 00
68	**CFO**	*Install an electronic management and data retrieval system to support both paper and electronic record-keeping activities after evaluating the FSA pilot. (Initial phases only, full completion not anticipated until 9/30/2003.)*			
				9/13/2002	Continue to plan FY 03 ERM activities in support of the Departmental Records and Information Management Program. Continue to analyze the Mobius and Optika tools used to support the ERM policies and procedures. Activities continue for imaging of new incoming paper and the backfile paper conversion of the Administration Action and Appeals, 10 regional offices within the Case Management and Oversight (CMO) and the Financial Partners. Financial Partners' Chicago office has completed their backfile conversion and is in the process of Go-Forward Training Activities. Headquarters, Dallas and San Francisco continues their backfile conversion processes and are scheduled to be completed before October 2002. The next Financial Partners Stakeholders meeting will be held on September 19. This meeting will finalize the Security Plan and Risk Assessment. The FSA ERM supports the departments MIT Objective 98: "Install an electronic management and data retrieval system by 9/30/2003 to support both paper and electronic record keeping activities, after evaluating the FSA ERM pilot." 85
				8/30/2002	An Integrated Product Team meeting was held on August 28th during which the findings and final FSA Enterprise Records Management Repository Requirements were discussed. The IPT meeting also discussed the Department's directive on Departmental Records and Information Management Program and the plans to ensure that current and future ERM initiatives support this directive. Vendor presentations from Mobious and Optika were scheduled for this week. 70

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
			8/16/2002	The next Integrated Product Team meeting is scheduled for August 28th during which the findings and final FSA Enterprise Records Management Repository Requirements will be discussed. Other items on the agenda will be a discussion on ED's directive: "Departmental Records and Information Management Program" including plans to ensure that current and future ERM initiatives support this directive. The IPT will continue to focus on developing the requirements and design of the Enterprise ERM repository as well as FSA's compliance to the directive. The Enterprise repository will consist of current and planned imaging initiatives at FSA. The repository will not include existing legacy imaging systems, such as FAFSA. Activities continue for imaging of new incoming paper and the backfile paper conversion of the Administrative Actions and Appeals office, CMO's 10 regional offices, and Financial Partners (FP). In FP, the Chicago regional office and DC office continue their backfile conversion processes. This project supports the Department's MIT project # 98: "Install an electronic management and data retrieval system by 9/30/03 to support both paper and electronic recordkeeping activities, after evaluating the FSA ERM pilot."	70
			8/2/2002	All the interviews conducted with FSA staff to determine the "TO BE" state have been completed. Work continues to date on analyzing and documenting all the findings. These findings will be presented at the next Integrated Product Team (IPT) meeting (not yet scheduled). A departmental directive, received by FSA on Departmental Records and Information Management Program has been reviewed and work continues to ensure the current and future ERM initiatives support this directive. The IPT continues to focus on developing the requirements and design of the Enterprise ERM repository. The Enterprise repository will consist of current and planned imaging initiatives at FSA. The repository will not include existing legacy imaging systems such as FAFSA. Activities continue for imaging of new incoming paper and the backfile paper conversion of the Administration Action and Appeals, 10 regional offices within the Case Management and Oversight (CMO) and the Financial Partners Organization. In the Financial Partners Organization, the Chicago regional office began their backfile conversion this week. The FSA ERM supports the departments MIT objective 98: “Install an electronic management and data retrieval system by 9/30/2003 to support both paper and electronic record keeping activities, after evaluating the FSA ERM pilot.	69
			7/19/2002	The FSA ERM project supports the Department's MIT objective 98: "Install an electronic management and data retrieval system to support both paper and electronic recordkeeping activities, after evaluating the FSA pilot." An Integrated Product Team (IPT) meeting for Phase 2 of the Electronic Records Management (ERM) Pilot was held on July 16, 2002 to discuss the findings of the interviews conducted. Interviews were conducted with FSA staff in an effort to determine the "TO BE" state of the current imaging system. The interviews will continue for the next week and all findings will be documented in a requirements document. The IPT continues to focus on developing the requirements and design of the Enterprise ERM repository. The Enterprise repository will consist of current and planned imaging initiatives at FSA. The repository will not include existing legacy imaging systems, such as FAFSA. Activities continue for imaging of new incoming paper and the backfile paper conversion of the Administrative Action and Appeals and 10 regional offices within Case Management and Oversight and the Financial Partners organization.	65
			7/8/2002	The next Integrated Project Team (IPT) meeting for Phase 2 of ERM is scheduled for July 16, 2002. We continue to conduct interviews with FSA staff to determine "To Be" state of the current imaging system. The IPTwill focus on developing the requirements and design of the Enterprise ERM repository. The Enterprise repository wll consist of current and planned imaging initiatives at FSA. The respository will not include existing legacy imaging systems such as FAFSA. Activities continue for imagining of new incoming paper and the backfile paper conversion of the Administrative Action and Appeals Division, CMO's 10 regional offices, and FP. The FSA ERM supports the Department's MIT objective #98: "Install an electronic management and data retrieval system by 9/30/2003 to support both paper and electronic recordkeeping activities, after evaluating the FSA ERM pilot."	65

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
			6/21/2002	The Integrated Product Team kickoff fro Phase 2 of the ERM Pilot was held on June 13. The IPT will focus on developing requirements and design of the Enterprise ERM repository will consist of the current and planned imaging initiatives at FSA. The repository will not include existing legacy imaging systems such as FAFSA. Activities continue for imaging of new incoming paper and the backfile paper conversion of CMO's AAAD and 10 regional offices, and Financial Partners. The FSA ERM supports the Department's MIT objective #98.	65
			6/7/2002	Phase 2 of the ERM Pilot was initiated. An Integrated Product Team (IPT) kickoff is planned for June 13, 2002. The IPT will focus on developing the requirements and design of the Enterprise ERM repository. The Enterprise repository will consist of current and planned imaging initiatives at FSA. The repository will not include existing legacy imaging systems such as FAFSA. Activities continue for imaging of new incoming paper and the backfile paper conversion of the Administrative Action and Appeals, 10 CMO regional offices, and Financial Partners. The FSA ERM supports the Department's MIT objective 98: "Install an electronic management and data retrieval system by 9/30/03 to support both paper and electronic record keeping activities, after evaluating the FSA ERM pilot."	62
			5/24/2002	Phase II of the ERM Pilot is underway. A Technical Review Board (TRM) meeting was held on May 16, 2002 with ED CIO staff. The meeting provided FSA with approval to implement the technical infrastructure necessary to carry out scanning in the regional offices and transmit the scanned images across the EDNet. Phase II will support continued activities for imaging new incoming paper for FSA's CMO team at HQ and 10 regional offices. It will also include the backfile paper conversion of the Administrative Actions and Appeals Division within CMO, and the scanning in the regional offices for FP. The FSA ERM supports the Department's MIT objective #98: "Install an electronic management and data retrieval system by 9/30/03 to support both paper and electronic record keeping activities, after evaluating the FSA ERM pilot."	60
			5/10/2002	Phase 1 of the Electronic Records Management (ERM) Pilot was completed on 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. Activities for continued imaging of new incoming paper and the backfile paper conversion of the Administration Action and Appeals, 10 regional offices within CMO and the Financial Partners organization are underway. Additional planning includes the development of requirements and the design of the Phase 2 Enterprise ERM	57
			4/26/2002	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.	55
			4/12/2002	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.	50
			3/30/2002	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.	50

			3/15/2002	On target.	50
			2/15/2002	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.	00
69	**CFO**	*Strengthen FSA's Internal Controls and Financial Integrity. Develop FY 2002 plans by November 30, 2001.*			
			2/15/2002	Plan in place, actions being worked in the plan are on track.	100
70	**CFO**	*Develop and implement Phase IV of the Financial Management System, providing a reliable tool to improve the internal controls and financial management of programs.*			
			9/13/2002	No change in status this reporting period. Lender Redesign and Accounts Receivables' testing remains on schedule. Currently FSA's FMS has received 834 LaRs Security forms from lenders. The security forms are matched to the Lender Operational Partner Agreement (OPA) for validation so the lenders can establish access to the electronic forms. As of September 12, FSA's FMS has validated and processed the security forms for 450 new users.	85
			8/30/2002	The Production Readiness Review (PRR) for the Lender Payment Process Redesign, Lender Reporting System (LaRS) and the FMS Phase IV Accounts Receivable/Accounts Payable (AR/AP) was conducted on 8/28/02. Approval will support the initial deployment on 9/9/02. External user deployment is scheduled for 10/1/02. LaRS will enable FFELP participants to electronically complete and submit invoice reports. AR/AP will enable lenders to receive electronic or check payments within prompt payment guidelines.	85
			8/16/2002	The Lender Redesign and Accounts Receivables' testing remains on schedule and is expected to be completed by September 20th.	85
			8/2/2002	FMS supports the Secretary's commitment to enhance financial management and integrity. Phase IV updates the interfaces for FSA's new program systems (i.e., COD, eCampus-based and Lender Payment systems) to provide a single point of funding and financial data for FSA programs. FMS allows FSA to account for all FSA program transactions to perform funds checking and to create financial statements. Phase IV involves multiple release dates. Progress towards full implementation is on schedule: Lender Redesign continues to work toward its go-live date of October 2002. As reported last time, Lender Redesign and Accounts Receivable is in testing and testing remains on schedule.	80

7/19/2002	FMS supports the Secretary's commitment to enhance financial management and integrity. Phase IV updates the interfaces for FSA's new program systems (i.e., COD, eCampus-based and Lender Payment systems) to provide a single point of funding and financial data for FSA programs. FMS allows FSA to account for all FSA program transactions (e.g., FFEL GA, Pell Grants, Direct Loan, etc.), to perform funds checking and to create financial statements. Phase IV involves multiple release dates. Progress toward full implementation is on schedule: COD went live with its first release on April 29th and its second on June 3rd. Lender Redesign continues to work toward its go-live date of October 2002. At this time, Lender Redesign and Accounts Receivable is in testing, and testing is on schedule.	70
7/8/2002	Progress remains on schedule. The Lender Redesign and Accounts Receivables is in testing.	60
6/21/2002	Progress remains on schedule.	55
6/7/2002	Progress remains on schedule.	49
5/24/2002	No update this reporting period.	47
5/10/2002	COD has gone live with their first release on Apri 29th with the 2nd release scheduled for June 3rd. The Lender Redesign continues to work toward their go-live date of October 2002.	47
4/26/2002	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.	45
3/30/2002	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.	40
3/15/2002	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.	30
3/1/2002	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.	00

71 **CFO** *Implement Oracle's "Federal Financial's," a software package that meets federal accounting standards.*

9/13/2002	The Department anticipates competition of the critical pre-closing activities in the mock year-end closing environment to be completed by 9/13/02. Based on the pre-close completion date, the data extract from the FMSS mock year-end environment for FSA will be provided to FSA by 9/16. FSA FMS will begin its mock year-end closing testing on Monday, September 16.	90
8/30/2002	FMS Operations processing is current through July month-end. Preparations are ongoing to support the Department's year-end close.	90
8/16/2002	Processing is current.	90
8/2/2002	Posting of IF010 for June and subsequent files has occurred. We are on schedule to deliver July's data to FMSS by August 7th.	85
7/19/2002	The implementation of Oracle's Federal Financials supports the Secretary's commitment to develop and maintain financial integrity and internal controls. The "Federal Financials" software was implemented on schedule in January; however account mapping continues to be validated for each program to ensure data integrity. At this time, all data is processed and current. Posting of the IF010 for June and subsequent files are pending posting due to	80
7/8/2002	Data through the month of May has been sent to OCFO for posting into FMSS. The June data is schedule to be sent by COB July 12th.	75
6/21/2002	Work continues to proceed as defined.	60
6/7/2002	Work continues to proceed as defined. Issues/errors are under review for resolution for posting to continue. Current posting issue is with funding for the November file.	60
5/24/2002	The IF010 files for October through January are pending posting. The delay in posting is related to budgetary accounting concerns on LIMs, organizational code changes and budget fiscal year segment values. The issue resolution plan has been developed and is being acted upon. Resolution is expected to occur soon.	55
5/10/2002	The account mapping for the Direct Loan Servicing file (IF010) has been approved and the reprocessing of the October 2001 file is underway.	55
3/30/2002	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.	50
3/15/2002	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.	00

72 **CFO** *Work with Department to develop the project plan to upgrade Oracle "Federal Financials" to version 11i in FY 2003 to keep accounting system current.*

7/8/2002	The project plan to upgrade Oracle Federal Financials was delivered on schedule on June 28th.	100
6/21/2002	The draft migration plan is under review. The final draft will be delivered by 6/30/02.	70
5/23/2002	Progress continues with the analysis. The draft migration plan is under review.	18
5/10/2002	ED OCFO and FSA met on April 30th and agreed that each organization would continue with separate analysis on upgrade to Oracle's 11i. The decision was made to combine action items 5 and 6 on this plan and move forward under a four-tier approach. This analysis is the first tier.	18
4/26/2002	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.	15
4/12/2002	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.	05
3/30/2002	FSA and OCFO exchanged SOWs on 3/25/02. We are scheduled to meet on 4/1/02.	00
3/15/2002	Analysis of this project is scheduled to begin in mid-March. We are talking with ED OCFO regarding how they plan to proceed.	00

73 **CFO** *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.*

7/19/2002	This project is on hold until funding is available. The project is expected to begin in10/02.	00
7/8/2002	This project (Tier II) is on hold until funding is available. The project is expected to begin in 10/02.	000
5/24/2002	No update this reporting period.	00

			5/10/2002	ED OCFO and FSA met on April 30th and agreed that both organizations would proceed with individual analysis of the upgrade to 11i. The plan has been expanded to include a total of four tiers which combine analysis for the replatforming to a multi-org functionality for the organizations. The analysis identified under the action item above is only the first tier. The second tier will address the multi-org analysis. The tenative start date for tier 2 is October 2002. (date is based on current funding challenges.)	00
			4/26/2002	The meeting with Oracle to discuss multi-org functionality occurred on April 18th. No further actions have been defined to date.	00
			3/30/2002	Meeting is scheduled for 4/18/02 with Oracle to discuss multi-org.	00
			3/15/2002	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.	00
74	**CFO**	*Continue work to ensure that FSA receives a clean opinion on its FY 2002 financial statements and to ensure compliance with all laws and regulations, in particular the Federal Financial Management Act of 1996.*			
			9/13/2002	No update provided this reporting period.	85
			8/30/2002	No update provided for this reporting period.	85
			8/16/2002	Reconciliations are ongoing and on schedule. June 30th statements seem to look reasonable. All issues seem to have been resolved. PBC items are being provided timely.	85
			8/2/2002	Briefing to E&Y and OCFO on reconciliations provided confidence that interim audit work will proceed, which is necessary for a clean audit. The June statements are nearly complete and looking good.	80
			7/19/2002	FSA is making good progress toward ensuring that it receives a clean opinion on its FY 2002 financial statements. We are current on FMS files posted to FMSS. The June first draft financial statements have been generated and are being used for reconcilations and relationship testing. The auditors' requests for system and program information have been provided timely. At this point in time, FSA is meeting all project target dates for obtaining a clean	75
			7/8/2002	Twenty-two "Prepared by Client" items were provided. Ten are overdue from July 1 due dates.	50
			6/7/2002	Four out of five financial reports were submitted two days before they were due to OMB for March 31, 2002. The final report is under testing now and should be ready for June statements. Footnotes are being revised. Differences in beginning balances (FMS-FMSS) are being resolved. Data is being reviewed and posted into both systems.	50

5/10/2002	Interim financial statements are not based on production data, using accrual based on feeder systems. Reconciliations are not current.	40
4/26/2002	Reconciliation plans are in place. Systems testing (PPV) ongoing. March financials are in process.	40
4/12/2002	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.	40
3/30/2002	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.	30
3/15/2002	Still getting backlogged files into FMSS. Working with budget execution and accounting issues.	20
3/1/2002	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.	00
2/15/2002	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.	00

75 **CFO** *Enhance FSA-wide activity-based costing as a management tool for decision-making and for managing costs.*

9/13/2002	No update provided for this reporting period.	85
8/30/2002	No update provided this reporting period.	85
8/16/2002	We provided training to new team members and have scheduled an offsite planning session for 8/19/02. The new model is populated and working. The documentation is being finalized and third and fourth quarter data are being gathered.	85
8/2/2002	Additional staffing has been identified and should be capable of fiscal year-end reporting. The new model structure is populated for FY 1999-00, FY 2000-01, and three-quarters of FY 2002.	80
7/19/2002	FSA's activity-based costing provides managers with a decision-making tool for managing programs and unit costs. The third quarter cost models have been prepared and are being used by ED's OCFO to assign administrative expenses to FSA programs. Comparable data for FY 00-02 has been given to FSA's Analysis group for documenting unit cost reduction reports.	75

			7/8/2002	We revised the models for better presentation. 2001, 2001 and the two quarters of 2002 were redone and are available. Budgetary models are still in process.	66
			6/7/2002	Contractors have worked on-site during the past month assisting FSA staff in documenting the model.	50
			5/24/2002	Contractors have been on site during this period working with staff on quarterly data repopulation and model documentation.	49
			5/10/2002	Our goal is to provide user friendly reports as requested by our major customers, the GMs. To assure reporting accuracy, we have asked the contractor to validate the data input process from both the cost and the budget perspective. When this is completed, we will focus on the reports.	48
			4/26/2002	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.	40
			4/12/2002	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.	40
			3/30/2002	The first quarter cost results are available.	30
			3/15/2002	Held steering committee meeting and received good input. We are working on obligations models. Contingency is we need detailed data out of CPSS.	00
			3/1/2002	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.	00
76	**CFO**	*Implement improved DL servicing infrastructure to better support DL financial management reporting. (FARS Retirement).*			
			8/2/2002	FARS was retired on schedule on 7/31/02.	100
			7/8/2002	The FARS Retirement Project Steering Committee met on June 28th to discuss the schedule for retiring the current IBM mainframe environment that supports the FARS accounting system. Decisions included the following: FARS will cease processing new information as of June 30. The system will remain intact so that it can continue to support detailed transaction queries for the audit period of October 1, 2001 through June 30, 2002. Final retirement of the FARS system will be authorized by FSA when either one of the following events occurs: the FARS data is successfully mitigated to UNIX environment and we confirm that we have appropriate access to data or when the CMDM is fully populated with the appropriate detailed transactions from Servicing (including the month-end closing processes and appropriate sign offs for the period of 10/1/01 through 6/3/0/02.)	80

			6/21/2002	Please note: This project was reported to be completed on March 26; however additional work is required before the project can be reported to be 100% complete. A decision about the FARS retirement date is expected to be made at a meeting next week.	80
			3/30/2002	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.	100
			3/1/2002	Share in Savings negotiations with Accenture are in process.	75
			2/15/2002	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.	00
77	**CFO**	*Update the FSA High Risk Action Plan for FY 2002.*			
			2/15/2002	Completed per MIT Plan on 12/31/01.	100
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.*			
			9/13/2002	No update was provided for this reporting period.	Meeting Standard
			8/30/2002	A more comprehensive report on reconciliations will be forthcoming in the next period's report. We remain on schedule with FMS to FMSS reconcilations.	Meeting Standard
			8/16/2002	We are on schedule with FMS to FMSS reconciliations.	Meeting Standard

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
			8/2/2002	The FMS to FMSS Interface Reconcilations, Fund Balance with Treasure Reconciliation and Feeder System to FMS Reconciliations are going well. FMS is currently closed through Dec. 01 and FMSS is closed through May 2. Before we can complete the March 02 reconcilation for Direct Loans, FMS needs to be closed for the months of January 02-March 02. FFEL data have been reconciled from October 1 through May 02 with no notable differences. For Form 2000 to FMS reconcilations, the Financial Reporting Division is in process of sending accounts receivable confirmation letters to all guaranty agencies to substantiate the September 30, 2001 balances. Treasury and FSA's Accounting Division has implemented improvements to FSA's Operating Partner feeder systems to improve internal controls and prevent unmatched transactions from occurring during FY 2002.	Meeting Standard
			7/19/2002	FSA's CFO supports and works with ED's OCFO to ensure that ED and FSA obtain clean audit opinions on their FY 2002 Financial Statements. The Reconciliation Team has three project plans in place to help us achieve that goal. Those plans are: 1) to reconcile the program feeder systems to FMS; 2) another to reconcile FMS to FMSS; and 3) to reconcile the Fund Balance with Treasury. FMS to FMSS Interface Reconciliations FSA's Reconcilation Team has completed reconciliations of Form 2000 GA data to FMS for the months of October through December 2001 (with the exception of the three VFAs). Jan, Feb. and March are in process. FSA is current on monthly reconciliations of FFEL data from FMS-ED to FMSS Trial Balances for all GL accounts through February for FY 2002, and we are working on March 2002 now. FSA has completed the reconcilation of Direct Loan data from FMS-ED to FMSS and FMS to FMS-ED for October and November 2001, with identified differences. FSA is currently working on Dec. 2001. Reconcilations for Perkins, FISL, and FFEL for October 2001 are 80% complete. FSA is in the process of determining a methodolgy to perform a reconciliation of lender fee data reported on quarterly 799 Reports to FMS. FSA is currently testing one of the largest lenders to trace data elements of the quarterly 799 reports to FMS. Once the data is successfully traced, the scope will be expanded to include up to 25 of the largest lenders that submit quarterly 799 reports. Fund Balance with Treasury Reconciliation (FWBT) Treasury and FSA Operations prepared and posted many FBWT cash manual journal vouchers to correct FY 2001 unmatched cash-related transactions. Thse entries have been posted in the period ending June 30 in both FMS and FMSS. These adjusting transactions should correct many of the unmatched transactions in Checkfree for FY 2001. FSA has implemented and plans to implement numerous procedures to prevent recurring errors and/or correct FY 2002 data. Feeder System to FMS Reconcilations The identification and linking of the FSA Direct Loan and FFEL balances Schedule of Credit Program Receivables, as of Sept. 30, 2001, is in progress. Planned delivery of a report on balances to FSA and OCFO is scheduled for July 25, 2002.	Meeting Standard
			7/8/2002	FSA has provided the correcting entries for Fiscal Year 2001 unmatched cash transactions with Treasury to Management for approval. Fiscal year 2002 unmatched cash transactions are on schedule to be corrected by August 31, 2002. FSA met with operating partners (i.e. EDS, ACS, Raytheon) to begin implementation of long-term solutions for monthly reconciliations. The reconciliations for the FMS Oracle to FMSS Oracle interface are at various stages by program area. Many have been implemented for October through February and others are progressing favorably.	Meeting Standard

			6/21/2002	For the Fund Balance with Treasury reconciliations, all major issues have been identified and proposed solutions (short-term and long-term) have been presented to FSA and OCFO management. A monthly reconciliation process has been implemented and the team is working diligently to resolve FY 01 and FY 02 unmatched cash transactions by August 31, 2002. The reconciliations for the FMS Oracle to FMSS Oracle interface are at various stages by program area. Many have been implemented for October through December and others are in process.	Meeting Standard
			6/6/2002	Reconciliation Team has developed a draft plan for FSA's feeder systems (ACS, EDS, Raytheon) to FMS to FMSS reconciliations. FSA is working with Channels (Program Areas) to obtain necessary data from feeder (Pell, Campus Based, LEAP/SLEAP) to FMS to FMSS reconciliations. Cash reconciliations are progressing. Some unmatched schedules have been matched in Treasury and proposals are being made to clear them through	Below Standard
			5/10/2002	Reconciliation project plan was created and implemented by Vicki Bateman. Progress is slower than anticipated.	Below Standard
			4/26/2002	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.	Meeting Standard
			4/12/2002	Met with OCFO to coordinate all reconcilations 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.	Meeting Standard
			3/30/2002	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.	Below Standard
			3/15/2002	Drafted reconciliation procedures and specifically cash and GA reconciliation procedures. We are working with OCFO to coordinate our efforts.	Below Standard
			3/1/2002	February cash reconciliations are moving along briskly. Other reconciliations are being	Below Standard
			2/15/2002	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.	Meeting Standard
79	**CFO**	*Meet regularly with GAO on status of improvements related to the student financial assistance program's high risk status.*			
			9/13/2002	See MIT Project # 32. According to the update to that plan, a meeting was held on September 9, 2002. Everything is on track. A GAO audit is currently assessing default management and prevention strategies that will feed into the High Risk Report update. Please note the percentage complete figure is based on work accomplished during FY 2002; however, the work with the GAO will most likely extend beyond the fiscal year-end.	95

8/2/2002	See MIT Project #32-- According to the 7/29 update to that plan, this project is "on track. The latest FSA Performance Plan updated to GAO was dated 3/31/02. GAO to perform a review on the Default Management Strategies. Meetings to commence in August, Work being done to demonstrate coordinated input on strategy." Please note the percentage complete figure is based on work accomplished during FY 2002; however, the work with the GAO will most likely extend beyond the fiscal year end.	80
3/30/2002	Quarterly meetings are scheduled and additional will be planned as needed, information being provided to GAO on an ongoing basis.	00
2/15/2002	Meet with GAO and Department personnel 2/8 to discuss strategies for HR issues.	00

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.*

Below Standard

9/13/2002	For the month of August, FSA implemented 9 out of 10 actions on time. This equates to a 90% implementation rate for August, which is slightly below the 95% standard. We had no overdue corrective action plans this month. Therefore, we met that standard.	Below Standard
8/30/2002	We are on target for meeting our audit performance standard for the month of August. We will provide a more comprehensive report in the next bi-weekly.	Meeting Standard
8/16/2002	This update reflects our standing for the month of July. FSA's records indicate our response rate for the implementation of OIG/GAO audit recommendations was 66% for July, below the 95% standard. FSA's Internal Review Division is working aggressively to ensure that August corrective actions are timely. We intend to exceed the 95% standard for	Below Standard
8/2/2002	Preliminary reports for the month of July indicate that FSA is exceeding this performance standard once again. At this time, we have no CAPs pending submission, and no overdue GAO or OIG corrective actions.	Exceeding Standard
7/19/2002	FSA's Internal Review Division within the CFO supports the Secretary's goal to reduce FSA's high risk status by responding to management improvement recommendations made by GAO and OIG in a timely manner. To that end, FSA has steadfastly exceeded the targeted goal of implementing 95% of all accepted OIG and GAO corrective actions within prescribed timeframes. Moreover, in FY 2002 we have submitted corrective action plans within the required 60-day deadline for all OIG final audit reports. For the month of July, preliminary data indicates that FSA will continue to maintain its stellar record.	Exceeding Standard
7/8/2002	For June, FSA met its performance standard for completing corrective actions in a timely manner 95% of the time and preparing corrective actions within 60 days of OIG's issuance of final reports.	Meeting Standard
6/21/2002	For the month of June, preliminary indications are that IRD is meeting the 95% completion standard. A more comprehensive and final assessment will be made for June after the month ends.	Meeting Standard

6/7/2002	For May, FSA once again exceeded this performance measure standard. We prepared and submitted 4 CAPS for GAO/OIG audits in May, and all were completed before the 60-day deadline. We also completed all corrective actions scheduled for May.	Exceeding Standard
5/24/2002	Preliminary information on May audit actions indicates FSA is once again exceeding its 95% completion target. In the last two weeks, we have submitted two OIG CAPS for resolution, both were submitted timely. We also submitted our portion of the CAP for the GAO audit--"ED's Financial Management: Weak Internal Controls Led to Instances of Fraud and Other Improper Payments" well in advance of the June 9th due date. A more definitive report for May will be forthcoming in the next bi-weekly report.	Exceeding Standard
5/10/2002	We completed 100% of OIG and GAO corrective actions on time for the month of April, which exceeds our performance standard.	Exceeding Standard
4/26/2002	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.	Meeting Standard
4/12/2002	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.	Exceeding Standard
3/30/2002	Based on preliminary data for March, we are on target.	Meeting Standard
3/15/2002	For the month of February, we completed 100% of recommendations within the committed timeframes.	Meeting Standard
3/1/2002	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.	Meeting Standard
2/15/2002	On target	Meeting Standard

81 **CFO** *Partner with the Department to ensure FSA's new facility is fully functional and operational.*

6/7/2002	FSA and the Department partnered to ensure that FSA's new facility is fully functional and operational. The occupants and equipment were moved from Portals and ROB-3 to the new location at UCP3 by November 2001. In keeping with the partnership, both parties have also worked toward ensuring that the quality of service is at an acceptable service level to all concerned. We considered FSA's new facility fully functional and operational when the primary issues: heating, air conditioning, the recycling program, receipt of the building's keys and locks, and cleaning services, were taken care of. FSA and the Department continue to work together to ensure that UCP3 continues to provide its employees with a work environment that is functional and operational at an above average level.	100

			5/24/2002	FSA and the Department continue to partner to ensure UCP is fully functional and operational at the required service level.	90
			4/26/2002	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.	90
			4/12/2002	Status changed from red to yellow.	90
			3/30/2002	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	00
			3/15/2002	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.	00
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.*			
			8/30/2002	FSA submitted its budget request as a single appropriation; however, the legislative authority did not exist to support the request. This project is deferred for this fiscal year until Congress responds to the proposal.	00
			8/16/2002	We had previously reported this project to be completed as of March 30, 2002. Although we completed all that FSA could with respect to the single appropriation, this project cannot be accomplished this year as it requires congressional approval to do so. Consequently, this project is now on hold.	00
			3/30/2002	Although the date was met, Budget, SFA, OCFO and Management need to develop a framework/infrastructure prior to the midsession review.	100
			2/15/2002	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.	00
83	**CFO**	*Through dept/OMB Stud Loan Credit Modlng Working Group,dept will clarify underlying assumps used to generate baseline&policy estimates&summarize key issues regrdng subsidy calculation methodlgy that require OMB policy decision for formultng FY2003 budget.*			

9/13/2002	This project is not targeted to be completed this year. Expected completion date is 2/1/03. ED's Budget Service has the lead on this project.	90
8/2/2002	Per the latest MIT report (7/31/02) the scheduled completion date has been changed from 7/31/02 to 2/1/03. According to OMB and Budget, this project was on target as of 6/6/02. OMB and the Department agreed to use the current model for formulating the FY 2003 budget.	90
7/8/2002	ED's Budget Service has the lead on this project. It is our understanding that this project is on schedule, with a revised completion due date of 7/31/02.	000
3/30/2002	Budget has developed a project plan and needs approval from OCFO and FSA.	00
3/15/2002	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."	00
2/15/2002	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.	00

84 **CFO** *Appropriately integrate IT investment management process with the budget process by the time the FY 2004 budget is submitted to OMB.*

9/13/2002	Budget Service has submitted FSA and the Department's FY 2004 Budget Request and the FY 2003 Revised Budget Request to the Office of Management and Budget. FSA is awaiting OMB's response before this item can be closed.	98
8/30/2002	ED/OUS Budget Service submitted ED/FSA's budget to OMB. FSA's Budget Support Division and CIO continues to work collaboratively with ED's CIO and OUS/Budget Service to finalize the preparation of the Exhibit 300's. The IRB/PERWIG process has been integrated with the budget formulation	95
8/16/2002	FSA expects to hear something from Budget Service on our FY 03-04 budget request next week.	75
8/2/2002	FSA is still waiting for feedback from ED's Budget Service on our FY 03/04 budget request.	75
7/19/2002	FSA submitted its FY 03 revised Budget and FY 04 Budget request to Budget Service on 6/19/02. The Department is expected to provide FSA with feedback on its submission by July 19th.	75
7/8/2002	FSA has completed its FY 03 revised and FY 04 Budget request and submitted then to Budget Service on 6/19/02. The IT numbers will most likely change as ED completes its IRB process in late June.	75

6/21/2002	FSA has completed its FY 03 revised and FY 04 Budget Request and will send it to Budget Service on 6/19/02. It is understood at this time that IT numbers are likely to change as ED completes its IRB process in late June. Differences between FSA's initial budget submission and IRB decisions will	70
6/7/2002	The PIRWG continues their review of the FSA business cases.	65
5/24/2002	Business cases for all major IT projects identified jointly by ED/CIO and FSA were sent to ED/CIO for review and comment. The cases are still under review by ED/CIO.	65
5/10/2002	Business cases for all major IT projects identified jointly by ED/CIO and FSA were sent to ED/CIO as requested on April 26th.	65
4/26/2002	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.	45
4/12/2002	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.	40
3/30/2002	3/30/02 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	35
3/15/2002	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.	30
2/15/2002	Will support ED-CIO/ED-Budget in this process. SFA's IRB/Budgeting process is currently integrated, and will be sure that the FY 2004 continues this integration.	00

85 **CFO** *Put Financial Management Infrastructure in place that is optimal for the department's needs and requirements.*

9/13/2002	This project is now covered under the One-ED Action Plan. See also MIT Action # 227: "Apply strategic investment process to duplicative financial management business functions." According to those plans, this project will not be completed until March 31, 2004.	75

			7/8/2002	NOTE: On 6/18, this project was moved from the MIT Action Plan to the "One-ED Action Plan." CFO continues its work to correlate ED's strategic goals and objectives into FSA/CFO performance plans.	75
			4/12/2002	FSA continues to support the MIT/OCFO in this process.	30
			3/15/2002	On target.	30
			2/15/2002	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.	00
86	**CFO**	*Complete postproduction validation of the Financial Management System*			
			9/13/2002	No update provided this period.	90
			8/30/2002	The mock year-end close is scheduled to take place between September 4 and September 7.	90
			8/16/2002	This project will be completed as soon as we successfully complete the mock year-end close process of FMS and FMSS.	90
			8/2/2002	The postproduction validation of FMS supports the Secretary's commitment to develop and maintain financial integrity and internal controls. All FSA accounting events have been tracked from point of origin to ensure accurate posting to FMS. This project will be considered complete once we successfully complete the mock year-end close process of FMS and FMSS in	90
			7/19/2002	The postproduction validation of FMS supports the Secretary's commitment to develop and maintain financial integrity and internal controls. All accounting events are tracked from point of origin to ensure accurate posting to FMS. Post production validation has been completed for Direct Loan Servicing (IF10, GREC and IF20), FFEL GA, Budget Execution, DCS, FFEL Lender and GAPS IPP. A mock year-end close process of FMS and FMSS is scheduled for mid-August.	90
			7/8/2002	All program-specific PPV (I.e. FFEL, Direct Loan, Grants & Perkins) to be completed by 7/31/02. The PPV for Budget Execution and Year-End Close TBD based on coordination with ED- Office of Budget Services and ED-Financial Management Operations.	75
			6/21/2002	We are on schedule.	65
			6/7/2002	FSA has met with Cotton & Company to define the "next steps" for the remaining programs that need to be reviewed.	55

5/24/2002	FSA provided response to Cotton & Company on their preliminary findings. No further action has been taken.	53
5/10/2002	Cotton & Company began review of the GA and VFA accounting. A preliminary report has been issued and research is underway to address any questions.	53
4/26/2002	Since the scope of the work has expanded, FSA is working with Cotton & 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 & Company to define expectations for what is needed to satisfy this effort.	50
4/12/2002	Since the scope of the work has expanded, FSA is working with Cotton & Company to determine the timeline and expectations for the data needs for GA data and expanded scope on the FFEL lender data.	50
3/30/2002	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.	50
3/15/2002	Report received from Cotton & Company on March 7, 2002.	00
3/1/2002	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 & Company as of this time to confirm status.	00
2/15/2002	Support to OCFO in this process.	00

87 **CFO** *Make known the approximate amount of funding available for significant IT initiatives at the beginning of the IT Investment Management process.*

5/10/2002	To initiate formulation of the FY 04 administrative budget, straw man budgets for FY 03 revised and FY 04 were sent out to all FSA areas listing the approximate amount of funds available for major IT contracts in each fiscal year. Although management will make final decisions on IT investment, this milestone is effectively complete. Please note also that this is milestone event for Project 0017.	100
4/26/2002	CFO has drafted potential funding lists for management allocation decision making during the FY 03 revised/FY 04 budget formulation.	75
3/30/2002	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.	00
3/15/2002	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.	00

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
			2/15/2002	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.	00
88	**CFO**	*Ensure the Department has strong documentation to demonstrate that it has addressed high-risk issues.*			
			9/13/2002	According to the MIT report, (See MIT # 56), we are on track. FSA's Analysis/Peformance Management group is assuming responsibility for FSA's documentation for "audit purposes."	00
			3/30/2002	On target….Specific assignments to be discussed at April 2 performance meeting.	00
			2/15/2002	Initial meetings held on documentation	00
89	**CFO**	*By 2003, Student Financial Assistance will leave the GAO high-risk list and will not return.*			
Yellow					
			3/30/2002	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.	00
90	**COM**	*Release Version 2 of FSANet with enhanced knowledge management less dependent upon FSA's organizational structure.*			
			3/1/2002	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.	00
91	**COM**	*Provide comprehensive communications support for key initiatives such as New Building, Team Scorecards, and Career Zone.*			
			3/1/2002	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.	00

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
92	**FSAU**	*Develop a "Learning Management System" that will support the administration, delivery and integration of training throughout FSA and with external partners.*			
			4/26/2002	The LMS went live on April 1. Currently financial aid administrators can register for workshops in EDExpress training, Tools for Ensuring Program Integrity, and Precertification training. More than 700 people have created accounts in the system.	100
			3/30/2002	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.	95
			3/15/2002	Remaining 508 compliance issues are nearly resolved. Anticipate that the system will go live in early April.	85
			2/15/2002	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.	00
93	**FSAU**	*Create and launch an FSA Career Zone web site and Washington, DC location.*			
			7/19/2002	Two new Career Zone classes are being offered: "Planning and Facilitating a Meeting" and "Data Architecture" in the CZ Tech series. CZ will offer Franklin Covey's "Project Management" in Atlanta and Denver, and has increased the class size of a scheduled session of "Retirement Planning" in DC because of high demand. New classroom space will be built on the 9th floor of UCP, which will be available for future Career Zone classes as well as for other purposes.	80
			6/21/2002	The Career Zone is offering courses on Retirement Planning in DC, Chicago, Atlanta and San Francisco. Several Franklin Covey courses (7 Habits of Highly Effective People, Project Management) are also on the schedule or will soon be offered to employees.	80
			5/10/2002	Career Zone began offering a new series of courses, CZ Tech, to provide employees with a basic understanding of technology and modernization initiatives. Building of the Headquarters facility and hiring of counselors continues to be on hold.	80
			4/26/2002	The building of the Career Zone DC facility, and the hiring of counselors, are still on hold pending resolution of contract issues. New completion date is July 31, 2002.	80
			3/30/2002	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.	80
			3/15/2002	The building of the Career Zone DC facility, and the hiring of counselors, are still on hold pending resolution of contract issues.	80

			2/15/2002	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.	75
94	**FSAU**	*Develop and offer a multi-module voluntary learning series for FSA managers on "Managing for Performance."*			
			7/19/2002	FSA's Manager Excellence program is sponsoring an Action Learning Group in the Chicago regional office, and FSA staff are taking advantage of performance support offerings such as manager coaching. Several more workshops for managers are in the planning stages.	80
			6/21/2002	FSA Manager workshops are scheduled for DC, New York, and Atlanta in the month of June. Information about additional performance support services that managers may request is available at these workshops.	70
			5/10/2002	"Managing and Leading for Performance Accountability" workshops are scheduled for San Francisco, DC, and Atlanta through May 31. Participants wil have followup interviews and can choose to receive a variety of support services such as coaching, practice fields, and action learning circles on a continuing basis.	60
			4/26/2002	Further workshops in the Manager Excellence program will be scheduled with channel/unit management teams. Subsequent to the workshop, managers may choose from a variety of individualized coaching and support services.	50
			3/30/2002	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.	30
			3/15/2002	Additional sessions on "Managing and Leading for Accountability" will be held in DC and one region (possibly Atlanta) during April.	20
			2/15/2002	The first module of the managers program will be introduced at a pilot session in Chicago February 28.	10
95	**OMB**	*Do routine customer satisfaction surveys of ombudsman services.*			
			8/16/2002	The Office of the Ombudsman office has conducted approximately 41 weekly customer surveys. The overall service rating for research cases for the week ending August 9, is 1.45. The overall rating for general assistance case is 1.76. The performance goal is to obtain an overall rating of 2.25 or less.	85
			4/12/2002	The weekly customer satisfaction surveys on research cased 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.	00

			3/15/2002	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.	00
96	**OMB**	*Capture data to answer frequently asked questions about the presenting problems on Ombudsman cases.*			
			7/8/2002	The Ombudsman tracking system 2.0 has identified the top 16 research issues presented by borrowers. They range from account balance issues to wage garnishment. A graph is provided with the statistics for the 16 issues.	50
97	**ANAL**	*Roll out scorecards to the remaining 75-plus FSA teams.*			
			8/16/2002	Public Strategies Group is FSA's operating partner primarily responsible to roll out scorecards to FSA teams. 62 teams have participated in the roll out of scorecards since August 2001. There are 35 teams remaining that are expected to participate in Phase 3 & 4 of scorecard roll outs. Scorecards have been rolled out to both headquarters and regional staff.	66
			3/15/2002	Public Strategies Group is SFA's operating partner primarily responsible to roll out scorecards to SFA teams. 25 teams (246 FTE) participated in the pilot roll out of scorecards during the fourth quarter of FY01. Between January 17, 2002 and March 1, 24 teams (161 FTE) completed scorecard roll outs. By the end of March 31, 2002, 57 teams (516 FTE) will have completed scorecard roll outs. At this point 51% of teams will have completed scorecard roll outs. Scorecards have been rolled out to both headquarters and regional staff.	51
98	**ANAL**	*Develop intranet website w/info about on-going, completed, & planned analytical projects focusing on student aid progs & effective service delivery. This site will also include relevant eductnl research conducted by sources outside of Dept.*			
			9/6/2002	The PAD web site is complete and finished 30 days ahead of schedule.	100
			7/19/2002	"ROH is currently developing the PAD web site on their test server. 9 PAD web site pages are 99% developed. They are now being reviewed by the PAD website team for minor content and organizational changes. The Education Research News page is the last page scheduled for development. The PAD web site development stage is currently 95% complete."	95
			7/8/2002	"ROH is currently producing the PAD web site on their test server. 9 PAD web site pages are 95% developed. They are now being reviewed by the PAD website team for minor content and organizational changes. The Education Research News page is the last page scheduled for development. The PAD web site development stage is currently 90% complete."	90

6/21/2002	ROH is currently producing the PAD web site on their test server. 9 PAD web site pages are 90-100% developed. They are now being reviewed by the PAD website team for minor content and organization changes. The Reports, and Education Research News pages are the next page scheduled for development. The PAD web site development stage is currently 70%	70
6/7/2002	ROH is currently producing the PAD web site on their test server. Another 2 pages are now complete. 6 of the 9 PAD web site pages are 90-100% developed. They are now being reviewed by the PAD website team for minor content and organization changes. The Reports page is the next page scheduled for development. The PAD web site development stage is currently 70% complete.	70
5/24/2002	ROH is currently producing the PAD web site on their test server. Another 2 pages are now complete. 6 of the 9 PAD web site pages are 90-100% developed. They are now being reviewed by the PAD website team for minor content and organization changes. The Reports page is the next page scheduled for development. The PAD web site development stage is currently 70% complete.	70
5/10/2002	ROH is currently producing the PAD web site on their test server. 4 of the 9 PAD web site pages are 90-100% developed. They are now being reviewed by the PAD website team for minor content and organization changes. The Projects page is the next page scheduled for development. The PAD web site development stage is currently 50% complete.	50
4/26/2002	On April 15th ROH formally accepted the PAD Website Final Requirements Phase I document. PAD requirements established a joint team consisting of PAD, FSA Communications, and ROH to develop the website. The website consists of 9 pages:Home PageContact Us PageRelated Links (Partners) PageAbout Us PageProjects PageTrend Analysis PageAcknowledgements PageEducation Research News PageThese pages will be developed simultaneously with the templates for the New FSA Intranet and used to demo. The new Intranet look will be released in September.	25
4/12/2002	The Requirements and Documentation Stage is the most time-consuming part of the PAD Web Site Phase I project. This stage is now 100% complete. The Web Site Requirements and Documentation for Phase I have been sent to ROH to begin development.	25

99 **ANAL** *Creation of FSA Prog. Develpmnt Knowledge Dbase: PDD, w/assis from FSA's CIO, will develop, populate, & implement a system for electronic storage & retrieval of published policy guidance relating to Title IV FSA progs.*

2/15/2002	Project is fully developed and is being tested for 508 compliance. We are preparing to have users test the system before it goes live.	90

100 **HR** *Modify procedures to expedite the recruitment process.*

3/1/2002	On December 7, 2001, the Department of Education implemented EDHires, an automated recruitment system. Comparable efforts by FSA were deferred pending completion of the ED system. Once it became apparent that the Department would be successful in their efforts, staff from FSA Human Resources Staff worked with ED staff to facilitate the implementation of EDHires within FSA. In particular, FSA Human Resources has arranged for EDHires training for FSA managers and staff. FSA HR has also worked directly with FSA managers on recruiting for positions using the new EDHires.	100

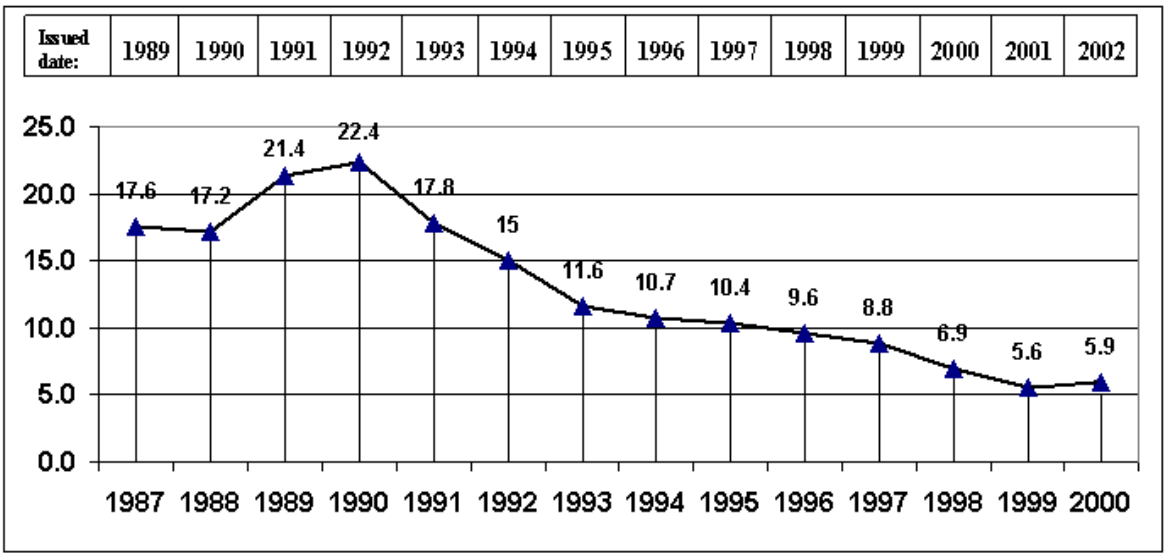
FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
101	**HR**	*Implement new employee incentives and recognition programs that support the performance plan.*			
			3/1/2002	The FSA Award program development was completed on January 29, 2002, and received approval from the Office of Chief Operating Officer on DATE. On October 4, 2001, negotiations with the union were completed and a memorandum of agreement was signed and forwarded to the Department's Labor Relations Officer for agency approval. On Janaury 29, 2002, FSA received confirmation that our award program was approved.	100
102	**HR**	*Support the Department in its effort to implement a new ED-wide performance evaluation process.*			
			3/1/2002	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 ew ED Performance Accountability System.	00
103	**HR**	*Determine employees skills needed to effectively perform program functions.*			
			3/15/2002	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.	100
104	**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.*			

			3/1/2002	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 & CFO).	50
105	**HR**	*Work with the Department to develop workforce restructuring implementation plan.*			
			3/1/2002	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).	50
106	**HR**	*Initiate competitive sourcing of appropriate task performed by employees consistent with the FAIR ACT.*			
			3/1/2002	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 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.	50
107	**ACP**	*Transform remaining program operations, legacy contracts into performance-based instruments.*			
			6/7/2002	The majority of FSA contracts have been renegotiated into performance-based contracts. Contracts that are scheduled to expire at the end of this fiscal year have not been renegotiated.	95

FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
108	**ACP**	*Contracting offices will ensure 100% of significant IT procurements, (eg., hardware, software, and services) are tied to an approved business case before processing.*			
			6/7/2002	A&CP contracting officers are making any IT procurements without an approved business case.	Meeting Standard
109	**ACP**	*The contracting officer, project sponsor, and project manager will approve the business cases for significant IT initiatives before consideration by IRB.*			
			6/7/2002	A&CP contracting officers are reviewing and approving all business cases for IT initiatives that are presented to the IRB.	Meeting Standard
110	**ACP**	*Transform appropriate services contracts into performance-based instruments.*			
			6/7/2002	All services contracts have been renegotiated to perfomance-based contracts.	100
111	**ACP**	*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.*			
			6/7/2002	Performance-based trainining on acquisition management has been developed and is ready for presentation. It will be presented to FSA managers in late August.	80
112	**ACP**	*Establish an "Operating Partner" pool of contractors.*			
			6/7/2002	The initial Operating Partners Pool consists of seven contractor, 5 large businesses and 2 small businesses. The contracts were awarded on May 15th to the seven companies. Five task orders to-date have been received for competition among the contracts within the pool. The pool will expanded as requirements outside of the initial contractors' expertise arise.	100

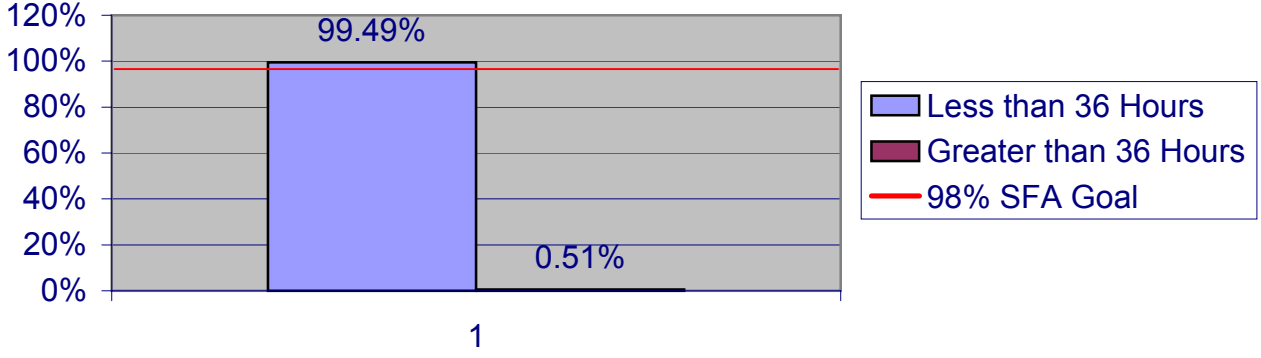
FSA No	Channel	Action Item/Perf Meas	Status_Date	Progress Summary	%
113	**ACP**	*Compete new procurements for products and services (after delivery of "stabilized" system from Mod Partner) through the "Operating Partner Pool."*			
			6/7/2002	Five tasks are scheduled to be completed among the contractors in the Operating Partners Pool.	75
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 & unavoidable shift to more expensive phase in servicing operations & stay w/in the President's budget (Unit Cost reduction is subdivided into specific targets for all major bus.*			
117	**COO**	*Integrate FSA systems.*			

National Student Loan Default Rates



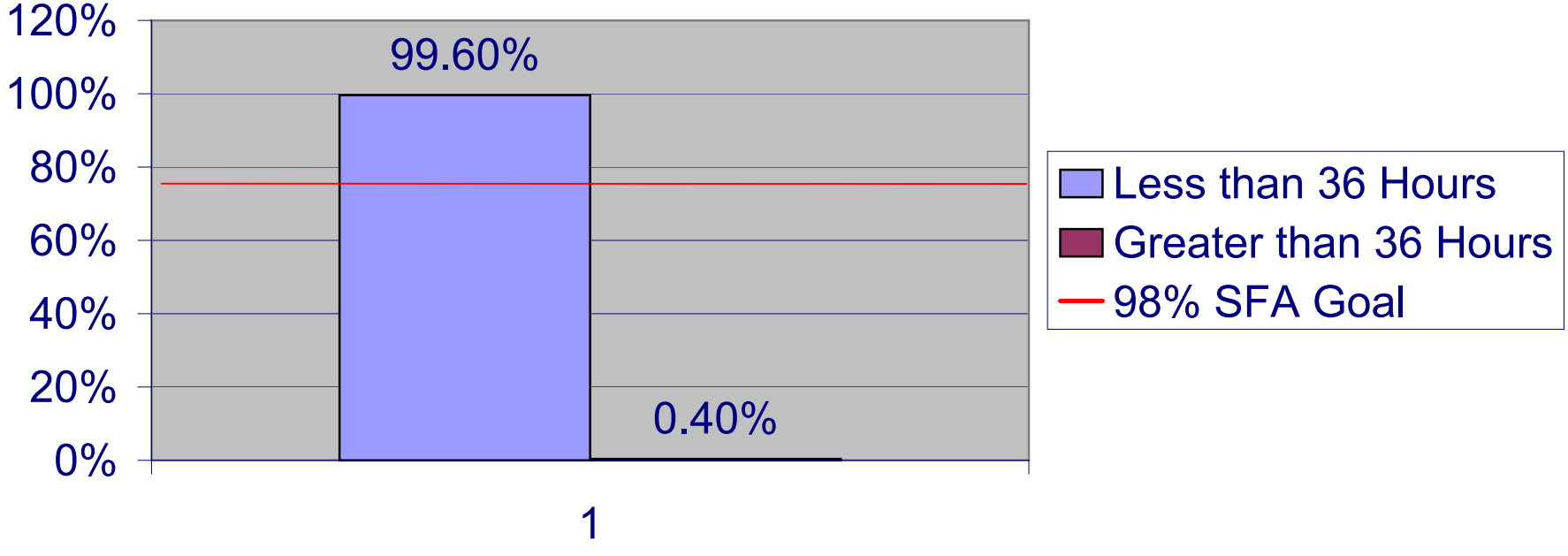
- The cohort default rate is the percentage of those borrowers who enter repayment in a fiscal year who default or meet other specified conditions by the end of the next fiscal year.
- Default rates are always designated by the fiscal year in which the borrower entered repayment. The Department issued the first national default rates for Fiscal Year 1987 in calendar year 1989. Direct Loan data was included for the first time with the Fiscal Year 1995 rates.
- As a result of the Default Management Initiative, congressionally mandated sanctions were imposed for the first time with the release of the Fiscal Year 1989 rates in calendar year 1991. Approximately 1,180 schools have lost student loan program eligibility since the beginning of the Default Management Initiative.
- The Fiscal Year 2000 rate included nearly 6,500 schools. The national student loan default rate of 5.9% is less than one-third the peak rate of 22.4% in Fiscal Year 1990.

Accounting Transactions Processed Through RFMS to GAPS 08/26/2002 - 09/06/2002



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

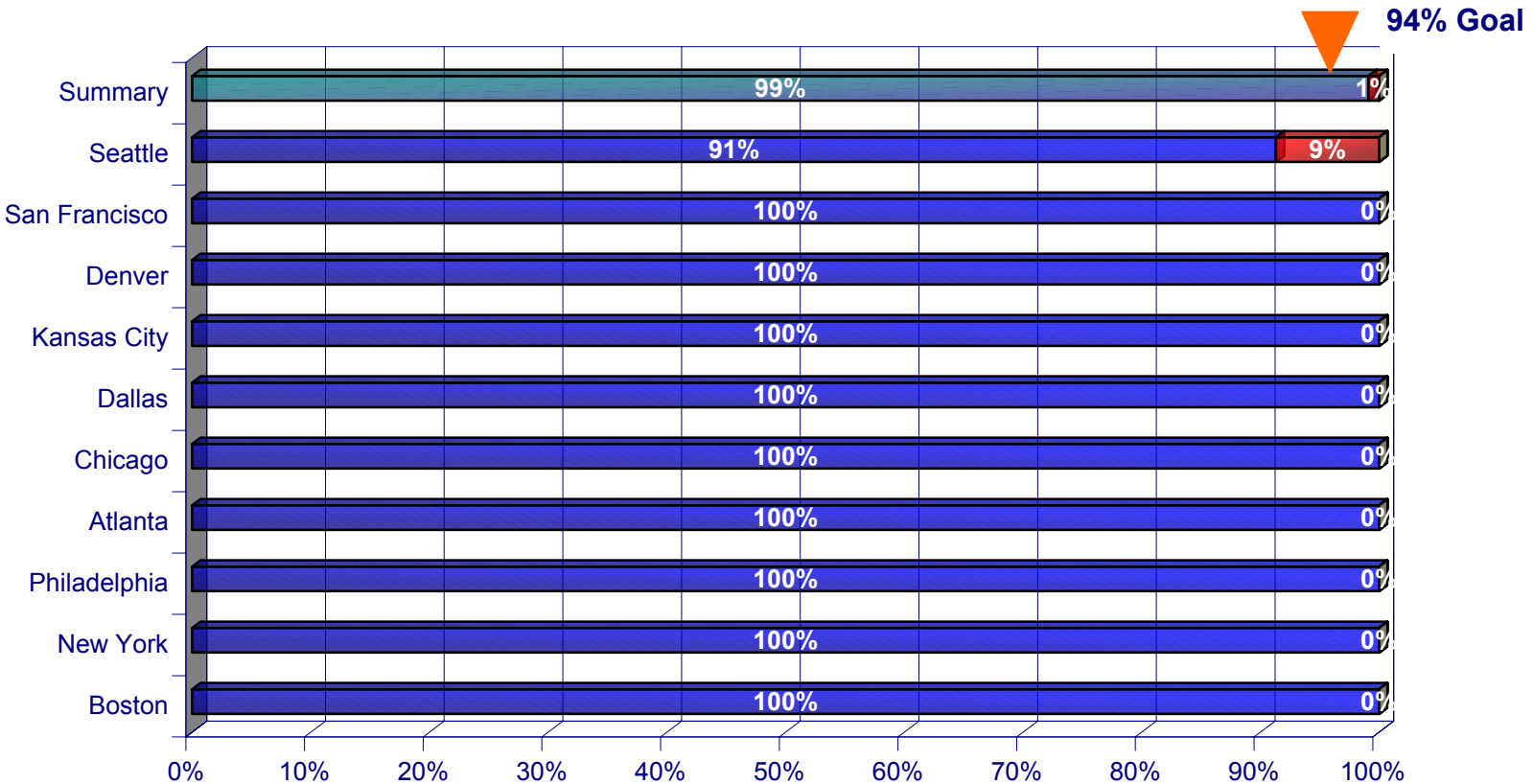
Accounting Transactions Processed Through RFMS to GAPS From 10/01/2001 Through 09/06/2002 (Without GAPS shutdown)



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

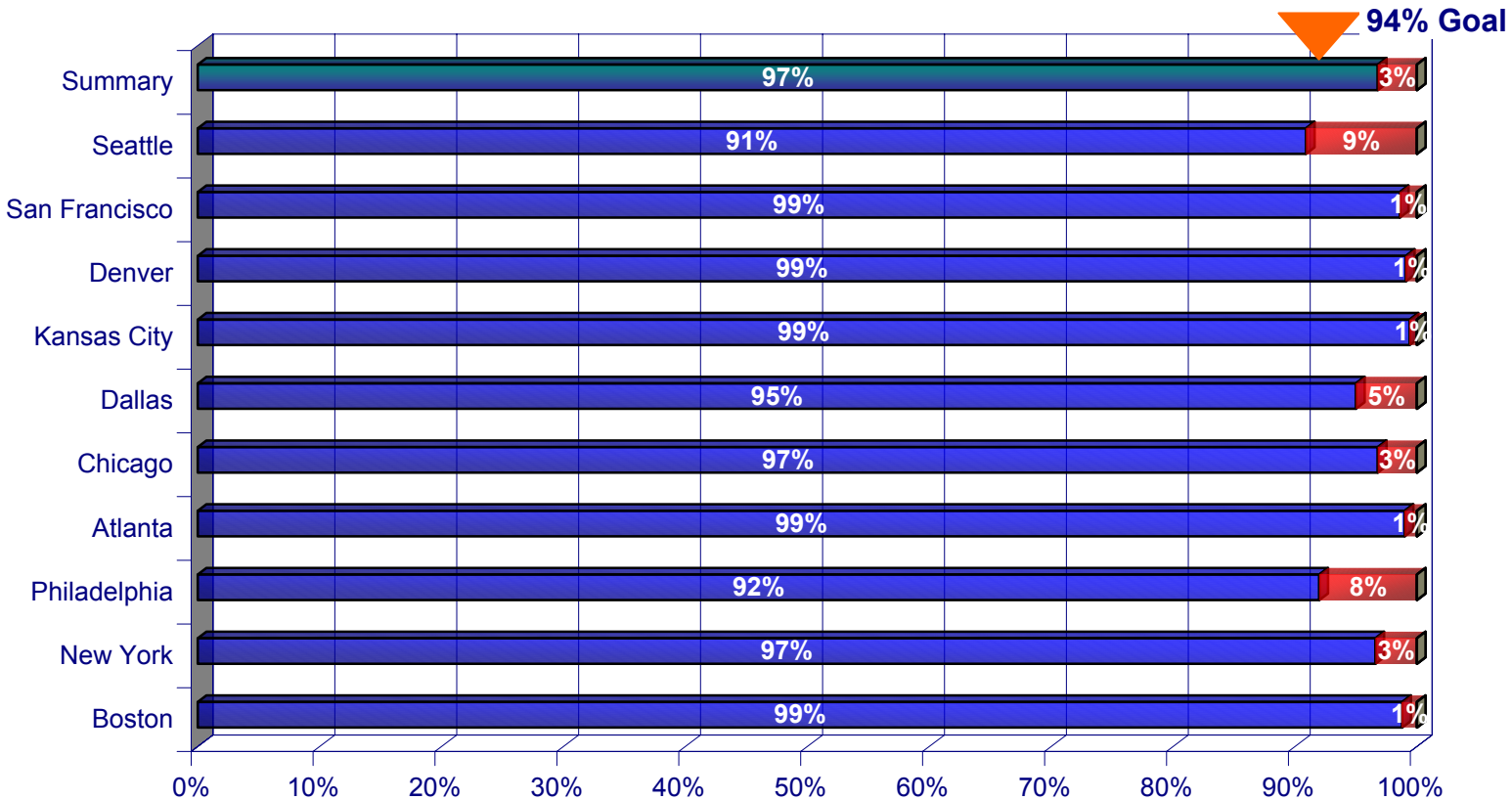
Note: GAPS shutdown 10/03/2001 - 10/04/2001; and 01/11/2002 - 01/21/2002.

Biweekly Audit Performance
08/26//2002 through 09/08/2002
Data Source: PEPS Extract 09/09/2002



	Boston	New York	Philadelphia	Atlanta	Chicago	Dallas	Kansas City	Denver	San Francisco	Seattle	Summary
Summary	9	21	23	19	30	23	42	13	16	23	219
Ontime	9	21	23	19	30	23	42	13	16	21	217
Late	0	0	0	0	0	0	0	0	0	2	2
% Late	0	0	0	0	0	0	0	0	0	0.086956522	0.00913242
% Ontime	1	1	1	1	1	1	1	1	1	0.913043478	0.99086758

Audit Performance (Deficient and Non-Deficient)
10/01/2001 through 09/08/2002
Data Source: PEPS Extract 09/09/2002



	Boston	New York	Philadelphia	Atlanta	Chicago	Dallas	Kansas City	Denver	San Francisco	Seattle	Summary
Summary	161	319	310	307	375	336	302	210	343	153	2816
Ontime	159	308	285	306	363	319	300	208	338	139	2725
Late	2	11	25	1	12	17	2	2	5	14	91
% Late	0.01242236	0.034482759	0.080645161	0.01	0.032	0.050595238	0.006622517	0.00952381	0.014577259	0.091503268	0.032315341
% Ontime	0.98757764	0.965517241	0.919354839	0.99	0.968	0.949404762	0.993377483	0.99047619	0.985422741	0.908496732	0.967684659

THROUGH: September 6, 2002

United States Department of Education
Federal Student Aid
Office of the Ombudsman

NOTE: This is a cumulative report of weekly survey results from August 1, 2001 to the present "THROUGH" date

Number of Surveys to Date	Number of GENASSIST Surveys	Number of Research Surveys
1219	877	342

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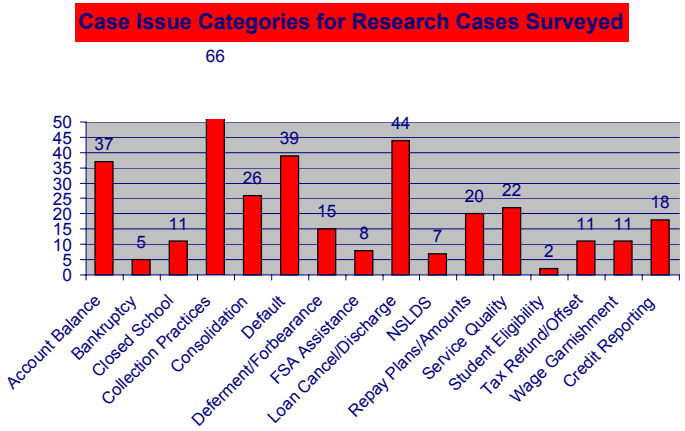
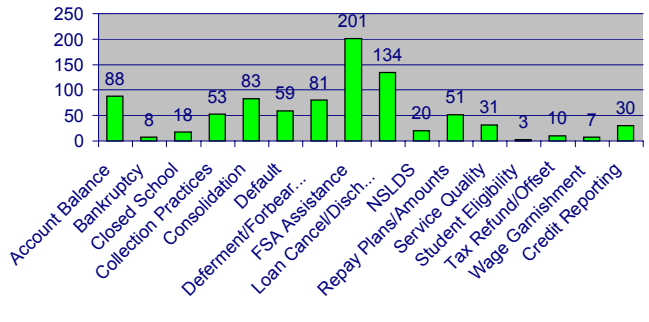
CUSTOMER SURVEY RESULTS

RESEARCH CASES

Statistical Category	Ombudsman Office Overall Service Rating	Ombudsman Service Accessibility to Client	Knowledge of Representatives	Timeliness of Issues Resolution for Client	Level of Client Satisfaction with Resolution
Average	1.54	1.48	1.37	1.81	1.44

GENASSIST CASES

Statistical Category	Ombudsman Office Overall Service Rating	Ombudsman Service Accessibility to Client	Knowledge of Representatives	Timeliness of Issues Resolution for Client	Level of Client Satisfaction with Resolution
Average	1.83	1.66	1.58	1.74	1.78

Accessibility =1 immediately accessible, 3 you had a moderate wait, and 5 that you just gave up because the wait was so long
Knowledge =1 very knowledgeable, 3 somewhat knowledgeable, and 5 not knowledgeable
Timeliness =1 quickly and 5 not quickly at all
Resolution =1 agree, 2 not sure and 3 disagree
Overall rating =1 very high, 3 medium and 5 very dissatisfied

PERFORMANCE GOAL = Ombudsman Office Overall Service Rating of 2.25 or less