

Closed Schools



Team Roster

Kia Cuffey
 Yvette Jones
 Andrew Lawrence
 Paul Margel
 Bass (Liz) Neverson
 Deborah Tucker
 Jessica Welch
 Naomi Randolph - Supervisor

Performance Score

FSA Enterprise

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	83	84			
	Other survey					
EMPLOYEE SATISFACTION		NR*	3.73			
UNIT COST TARGET (Budgeted)	Your Portion		\$.01		\$.01	
	Other					

*NR - No score because less than five respondents on survey.

Contributions

Status

Goal Complete Date

- | | | |
|---|-------|---------|
| 1. Receive early notification of school closing to reflect accurate closure date | CS | 9/30/02 |
| 2. Reduce the amount of loan discharges per closed school in a given year | UC | 9/30/02 |
| 3. Gather feedback from GAs and other customers about our performance | ES/CS | 9/30/02 |
| 4. Establish characteristics/factors common to schools that close so that the Case Teams can project school closures (project-conduct analysis) | CS | 9/30/03 |