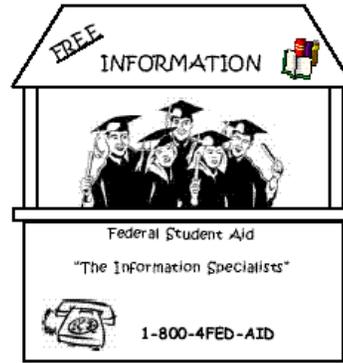


Students

Customer Service and Support  
Call Centers (CSSCC)



**Team Roster**

**FSA**

Dena Bates William Kaler Joan Madden  
Roni Redmond Vicki Ryce Shelby Stone  
Pat Treichel

**PIC**

Diane Clark  
Scott Reynolds  
Chris Ledman

**Performance Score**

	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						

<b><u>Team Results</u></b>		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
<b>CUSTOMER SATISFACTION</b>	ACSI	<b>84</b>	<b>85</b>			
	Other survey					
<b>EMPLOYEE SATISFACTION</b>		<b>3.70</b>	<b>4.51</b>			
<b>UNIT COST TARGET (Budgeted)</b>	<b>Your Portion (Students Channel)</b>		<b>\$9.18</b>			
	<b>Other (CSSCC)</b>			<b>\$0 .49</b>		

**NOTE:** Alternate CSSCC Unit Cost was calculated by dividing actual FY 2001 CSSCC expenditures (\$15.2 million) by the unduplicated number of student aid recipients (31 million) = \$0.49.

**Contributions**

- Maintain telephone call volumes without sacrificing level of service.
- Assist in increasing the number of FAFSA's filed electronically from 5 million last year to 5.5 million in FY 2002 with 55% via our web product.
- Reduce the overall FSA documents printing budget by 10%.
- Maintain service levels for operator assisted calls:
  - 80% of calls answered in 20 seconds (monthly average).
  - No more than a 2% abandonment rate (calls offered versus answered).
- Maintain weekly telephone customer satisfaction survey satisfaction rate at or above 80%.

**Status**

ONGOING  
FY 2002  
FY 2002  
ONGOING  
ONGOING  
ONGOING

**Goals**

CS  
CS/UC  
UC  
CS  
CS  
CS