

Students

Direct Loan Repayment Team



Team Roster

<u>Dan Hayward</u>	<u>Danielle Smith</u>	<u>Chastity Stanfield</u>	<u>Lee Everett</u>
<u>Michael J Murray</u>	<u>Rosa Wright</u>	<u>Paula Dyer</u>	<u>Steve Penyak (ACS)</u>
<u>Scott Smith</u>	<u>Cynthia Crockett</u>	<u>Veer Sain</u>	<u>Sue Szabo (AFSA)</u>
<u>Ben LeBorys</u>	<u>Marianne Newman</u>	<u>Randy Bowman</u>	<u>Ron Wenner (ACS)</u>
<u>Cindy Hill</u>	<u>Schonda Piper</u>	<u>Russell Trujillo</u>	
<u>Cindy Battle</u>	<u>Rochelle Whittington</u>	<u>Allen Producers</u>	
<u>Sandy Harris</u>	<u>Monica Menard</u>	<u>La Teata Jackson</u>	

Performance Score

FSA Enterprise Results

	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

			FY 2000	Q2- 2001	Q4- 2001	Q2- 2002	Q4- 2002
CUSTOMER SATISFACTION	ACSI	Billing and Servicing	70	69			
		Deferment & Forbearance	78	76			
	DLSS Web Satisfaction Survey						
EMPLOYEE SATISFACTION			3.78	4.11			
UNIT COST TARGET FOR FISCAL YEAR	SCM Repayment Contribution			\$7.08			
	DLSS “Contract”+ Postage Costs*		\$35.16		\$33.14		

<u>Contributions</u>	<u>Cust Sat.</u>	<u>Emp Sat.</u>	<u>Unit Cost</u>	<u>Status</u>
1. By 9/30/2002, increase by 25% the number of visitors to the DL Servicing Web site.	Yes	Yes	Yes	
2. By 9/30/2002, implement Internet billing and online correspondence	Yes	Yes	Yes	Pilot Implemented.
3. By 9/30/2002, enlist at least 50 schools in the new DL Late Stage Delinquency Aversion program.	Yes	Yes		12 Schools enrolled. Spring Conf roll-out.
4. Keep the loan programs' cohort default rate under 8% (per Cohort Year schedule).		Yes		“Draft Rate” being computed by DMD.
5. By 9/30/2002, reengineer DL Servicing Correspondence. Reduce letters by 10%.	Yes	Yes	Yes	JAD scheduled.

***DLSS Contract Costs = (ACS Actual Invoices + ED Allocated Postage) / Unduplicated Borrowers**