

Students
Loan Repayment – Collections

DCS SYSTEMS
(Washington)

*Team – Based
Logo*

Team Roster

Annette Derrick
Gregory Plenty
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George Allen
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Performance Score

FSA 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

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	75.9	77.9			
	Other survey					
EMPLOYEE SATISFACTION		3.45	3.63			
UNIT COST	Your Contribution		\$1.46			
	Other		\$.036	\$.033		

Note: The contributions highlighted in blue represent the cost for each dollar collected in Collections. The quarterly average decreased by almost .3 cents (not 3 cents). We used a 12-month moving calculation and extrapolated quarterly figures.

Contributions

Status

- DCS users (over 1000) have access to the DLSS Imaging system. DCS will stop re-imaging new DLSS assignment files. (employee satisfaction & unit cost) Feb 2002
- DCS will keep the per dollar collected cost at or below 4 cents on each dollar collected through Q4-2002. (unit cost)
- All FFEL collateral folders will be imaged by February 2002. This places us in a position to eliminate 300 tons of paper with more reductions possible. (unit cost)