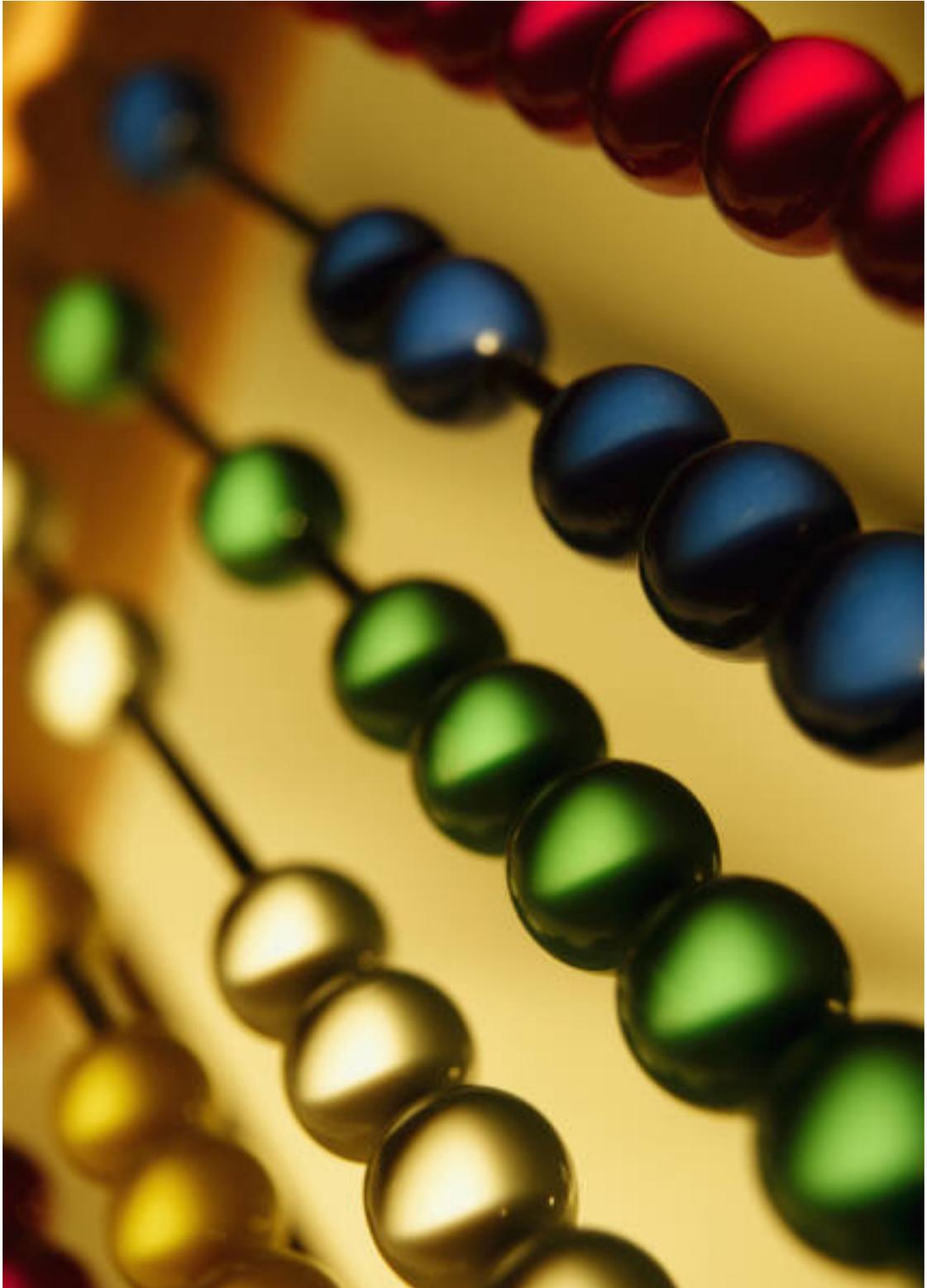


Bi-Weekly Report as of April 30, 2004



FSA Performance Plan – FY2004

SUMMARY

COMPLETED

- Additional enhancements to Forms 2000 were implemented on time and on budget. (*Project 60 – Implement Forms 2000 enhancement*) These enhancements will facilitate system and account reconciliation, take advantage of FSA-standard technologies and increase customer satisfaction.

GREEN LIGHT

- The subgroups of the Credit Reform Work Group (CRWG) anticipate the arrival of contracted technical support to supplement the FSA sub-team members. The contracted support team was expected to start working several months ago, but there have been lengthy contractual delays. However, if a contract is let in the next several days, the CRWG project can remain on track. (*Project 56 – Review Credit Reform estimates*).

YELLOW LIGHT

- Although enhancements for the eZAudit initiative are on track for a May 23 implementation, the need for more quality control resources has been identified in order to reduce the backlog quicker and to prepare for the May workload. This project continues to be reported as yellow. (*Project 8 – Expand eZAudit initiative*)
- Project 45 (*Mature Enterprise-wide Procurement Plan*) missed the new internal deadline of May 3 for implementation of the procurement-planning database on the ED network, and continues to be reported as yellow. The forecast for completing Project 45's overall objective is still achievable by the target completion date of September 2004.
- The delay of clearing the System of Records Notice will postpone the release of the Return to Title IV software to the Web until mid-July. Changes in the software were required to make it compliant with regulations and to achieve a useful and user-friendly product. This product is non-year specific and delaying the posting past the target completion date of April 2004 will not adversely impact schools. (*Product 71 – Reengineer EDExpress*)

RED LIGHT

- The Solution Life Cycle (SLC) project remains on hold pending the outcome of One ED's SLC project. This project is reported at eight percent (8%) complete. (*Project 51 – Evaluate and implement selected project management standards based on the system development methodology*)

ACTION PLAN STATUS AT A GLANCE

as of April 30, 2004

FSA No.	Indicator	Status
1	IMPLEMENT STUDENT AID AWARENESS INITIATIVES	
1.1	Leverage partnership activities to disseminate FSA information	
1.2	Publish accurate and timely information that meets the needs of our audience	
1.3	Disseminate information directly to target audience	
1.4	Respond accurately and timely to requests	
1.5	Reach customers through Student Aid on the Web	
2	IMPROVE CUSTOMER INTERACTIONS/CUSTOMER SERVICE CALL CENTER	
2.1	Monitor customer feedback to improve services	
3	CONDUCT APPLICATION PROCESSING (CPS, FOTW, PIN Site, IADD, PM)	
3.1	Implement application	
4	PROVIDE EDEXpress APPLICATION MODULES	
4.1	Release application module	
4.2	Release Common Origination and Disbursement module	
5	PROCESS PELL & DIRECT LOAN TRANSACTIONS THROUGH COD	
5.1	Issue COD software release	
5.2	Issue COD SOO	
6	ADMINISTER CAMPUS-BASED (eCB) ACTIVITIES	
6.1	Prepare list of schools that do not submit FISAP; call schools to ensure compliance prior to tentative award notification	
6.2	Notify schools of tentative awards	
6.3	Call remaining schools that have not submitted FISAPs or that need to correct FISAPs prior to required closure of database	
6.4	Issue final awards to schools	
6.5	Issue FISAP software release	
7	UPGRADE POSTSECONDARY EDUCATION PARTICIPATION SYSTEM (PEPS)	
7.1	Complete Oracle 9i Upgrade	
7.2	Upgrade Windows NT server that houses the E-App	
8	EXPAND eZAUDIT INITIATIVE	
8.1	Commence contract start-up	
8.2	Complete first full cycle of processing (all school types)	
8.3	Improve audit review component of compliance activities by increasing the e-submission rate to 95%	
9	ENHANCE PROGRAM MONITORING AND OVERSIGHT (APP & DEL SERV)	
9.1	Meet or exceed audit resolution rate of 95% by the end of the fiscal year	
9.2	Continue to measure school monitoring to assess overall compliance trends	
9.3	Conduct School Relations initiatives	
9.4	Conduct Experimental Sites initiative	
9.5	Administer the Quality Assurance program	
9.6	Conduct vulnerability assessment	
10	PRODUCE SCHOOL PUBLICATIONS AND MATERIALS	
10.1	Annually update and disseminate the Federal Student Aid Handbook	
10.2	Update and disseminate Direct Loan Program publications	
11	DEVELOP & DELIVER PROGRAM AND TECHNICAL TRAINING FOR SCHOOLS	
12	TRANSITION TO COMMON SERVICES FOR BORROWERS (CSB)	
13	ENHANCE PROGRAM MONITORING AND OVERSIGHT (BORROWER SERVICES)	
13.1	Default Recovery Rate on FSA-held portfolio 9.5% or more	
13.2	Update FSA-wide risk management and default prevention inventory.	
13.3	Complete the work on the implementation of the life-time default rate measure.	
13.4	Identify and enhance current delinquency/default prevention tools for the DLProgram	
13.5	Conduct vulnerability assessment	

ACTION PLAN STATUS AT A GLANCE

as of April 30, 2004

FSA No.	Indicator	Status
14	IMPLEMENT HIGH QUALITY CUSTOMER SERVICE TO THE DL PORTFOLIO	
15	IMPLEMENT PLAN TO IMPROVE CONTRACTOR OVERSIGHT TO DL CONSOLIDATION OVERPAYMENTS/UNDERPAYMENTS	
16	PERFORM NSLDS MAINTENANCE/OPERATIONS ACTIVITIES	
16.1	Perform cohort default rate calculations, send, and post	
16.2	Prepare/send GA fee calculations. Review Forms 2000 reasonability data	
16.3	Review, evaluate, prepare GA NSLDS data integrity improvements reports	
16.4	Make enhancements to Loan Processing and Issuance Fee (LPIF) process for rate changes	
16.5	Participate in the formulation of school cohort default rate initiatives	
16.6	Provide monitoring functionality of GA and Lender reasonability on a monthly basis	
16.7	Upgrade Data Prep Software to be compliant with Windows 2000 and XP	
16.8	Implement Education Credit Management Corporation (ECMC) file format changes	
17	RE-COMPETE CONTRACT FOR NSLDS MAINTENANCE/OPERATIONS	
17.1	Award new contract	
17.2	Monitor and manage transition to new contractor	
18	RE-COMPETE CONTRACT FOR FP DATA MART MAINTENANCE/OPERATIONS	
18.1	Award new contract	
18.2	Monitor and manage transition to new contractor	
19	PERFORM MAINTENANCE/OPERATIONS ACTIVITIES FOR THE FP DATA MART	
19.1	Quarterly status report on ways to improve effectiveness/efficiency of Data Mart review process	
19.2	Quarterly evaluation of use and value added to the guaranty agency and lender review processes	
19.3	Monitor Data Mart feeds to provide accurate, concise and timely data to users	
20	PERFORM FINANCIAL PARTNERS PORTAL OPERATIONS ACTIVITIES	
20.1	Monitor and evaluate web page hits to drive future postings to portal	
20.2	Maintain current and relevant information to financial partners' user community	
20.3	Obtain/evaluate feedback from financial partners' user community on value of information posted on the Financial Partners Portal	
21	PERFORM LEAP/SLEAP ACTIVITIES	
21.1	Review, evaluate, reconcile, and prepare performance reports	
21.2	Prepare and submit clearance paperwork	
21.3	Review/approve applications from states. Obligate, generate, and mail grant award notifications	
22	PERFORM VOLUNTARY FLEXIBLE AGREEMENT (VFA) ACTIVITIES	
22.1	Perform cost neutrality analysis and provide results	
22.2	Prepare performance measure assessment and benchmarking reports	
22.3	Evaluate new applications for VFA	
22.4	Foster effective working relations with guaranty agencies during scheduled site visits	
23	PERFORM MAINTENANCE/IMPROVEMENTS TO THE FP ELECTRONIC RECORDS MANAGEMENT (ERM) SYSTEM	
23.1	As appropriate, integrate ERM work with other FSA business units	
23.2	Analyze and evaluate the current use of the ERM system to identify improvements	
24	PROMOTE EFFECTIVE/EFFICIENT COMMUNICATIONS INTERNALLY & EXTERNALLY	cancelled
24.1	Coordinate and enhance communications within Financial Partners and externally	cancelled
24.2	Hold quarterly checkpoints for all areas of FP service concerning communications	cancelled
25	ENHANCE PROGRAM MONITORING & OVERSIGHT (FP)	
25.1	Participate and provide Financial Partners Channel support for ED audit	
25.2	Prepare and conduct program reviews of guaranty agency and lenders/servicers	

ACTION PLAN STATUS AT A GLANCE

as of April 30, 2004

FSA No.	Indicator	Status
25.3	Analyze and collect third-party audit findings	
25.4	Utilize GA/lender scorecards to reduce risk and improve review process	
25.5	Partner with guaranty agency community on the Common Review Initiative (CRI)	
25.6	Conduct vulnerability assessment	
26	SUSTAIN CLEAN AUDIT OPINION, ADDRESS MATERIAL WEAKNESSES AND REPORTABLE CONDITIONS IDENTIFIED IN ANNUAL FINANCIAL STATEMENT AUDITS	
27	PERFORM INTERNAL CONTROL REVIEWS TO ENHANCE FINANCIAL MGMT	
28	FINALIZE FY 2002 & FY 2003 COST ACCOUNTING MODEL AND DEVELOP BASELINE FY 2002 UNIT COSTS	
29	SUSTAIN/IMPROVE TIMELY RECONCILIATIONS & IMPLEMENT OTHER PROCEDURES TO COMPLY WITH FY 2004 ACCELERATED REPORTING REQUIREMENTS	
30	MANAGE FMS OPERATIONS	
31	DEVELOP & DEPLOY ENTERPRISE PERFORMANCE TEST ARCHITECTURE	
32	PROVIDE ENTERPRISE & DATA ARCHITECTURE MANAGEMENT	
33	PROVIDE SECURITY & PRIVACY SUPPORT TO FSA BUSINESS UNITS	
34	PROVIDE INTEGRATED TECHNICAL ARCHITECTURE (ITA) & ENTERPRISE APPLICATION INTEGRATION (EAI) MAINTENANCE AND PRODUCTION SUPPORT	
35	SUPPORT THE FSA IT ASSETS AT THE VDC WITH LINES OF SERVICE	
36	CONTINUE ENTERPRISE QUALITY ASSURANCE PROGRAM TO SUPPORT THE FSA CIO IN CONDUCTING SYSTEMS ASSESSMENTS/EVALUATIONS	
37	SUPPORT ED, CUSTOMERS AND BUSINESS PARTNERS BY PARTICIPATING IN THE PRESIDENT'S MANAGEMENT AGENDA E-GOVERNMENT INITIATIVES	
37.1	Release GovLoans Gateway	
38	PROVIDE HIGH QUALITY INFORMATION, RESEARCH AND INFORMAL PROBLEM RESOLUTION SERVICES TO STUDENT LOAN BORROWERS AND OTHER PARTICIPANTS IN STUDENT AID PROGRAMS	
39	CONDUCT REAUTHORIZATION ACTIVITIES	
40	POLICY LIAISON PLACEHOLDER	
41	PLAN AND MANAGE FSA CONFERENCES	
42	MANAGE, DEVELOP AND UPDATE CONTENT FOR FSANet	
43	MANAGE CONTROLLED CORRESPONDENCE FUNCTIONS	
44	DEVELOP & IMPLEMENT INTERNAL/EXTERNAL COMMUNICATIONS STRATEGY	
45	MATURE ENTERPRISE-WIDE PROCUREMENT PLAN	
45.1	Complete market research to resolve plan issues	
45.2	Synch Plan w/BIG End State Vision	
46	DEVELOP ACQUISITION WORKFORCE	
47	IMPLEMENT ENTERPRISE CONTRACT PERFORMANCE MONITORING MEASURES AGAINST NEW SYSTEMS CONTRACT AWARDS	
47.1	Incorporate CSB into enterprise process	
47.2	Incorporate Front-End Business Integration Systems (FEBI) into enterprise process	
48	CONTINUOUSLY UPDATE AND MONITOR PROCUREMENT INTERNAL CONTROLS	
48.1	Establish monitoring and reporting process for government furnished property	
48.2	Establish reporting process to monitor vendor performance	
49	INCREASE CONTRACT DOLLARS AWARDED TO SMALL BUSINESSES	
49.1	Increase dollars awarded directly to small businesses	cancelled
49.2	Increase dollars awarded through large business primes to small business subs	cancelled
50	CONTINUE TO IMPLEMENT INTEGRATED PROJECT MANAGEMENT OVERSIGHT FOR FSA'S SYSTEM INTEGRATION ACTIVITIES	
51	EVALUATE & IMPLEMENT SELECTED PROJECT MANAGEMENT STANDARDS BASED ON THE SOLUTION LIFE CYCLE	

ACTION PLAN STATUS AT A GLANCE

as of April 30, 2004

FSA No.	Indicator	Status
52	RESTRUCTURE INTEGRATION LEADERSHIP SUPPORT TO TRANSITION TO FSA STAFF	
53	PREPARE & CONTINUALLY MONITOR/REPORT ON THE ACCOMPLISHMENTS OF THE HIGH RISK PLAN	
54	DELIVER WORKFORCE DEVELOPMENT AND SUPPORT PROGRAMS	
54.1	Continue Intern Program	
54.2	Conduct FSA Orientation	
54.3	Implement results of One-ED Competitions	
54.4	Update Skills Catalog/Learning Tracks	
54.5	Implement Workforce Alignment Strategy	
54.6	Update FSA Human Capital Plan	
55	PERFORM FACILITIES MANAGEMENT ACTIVITIES	
55.1	Implement facilities needs	
55.2	Coordinate security needs	
55.3	Administer records management	
55.4	Coordinate the distribution of the Transit-Benefit program	
56	REVIEW CREDIT REFORM ESTIMATES	
57	DEVELOP TRIAL BALANCE CAPABILITY FOR COD AND CSB	
58	SUPPORT THE IMPLEMENTATION OF ORACLE FEDERAL FINANCIALS RELEASE 11i	
59	IMPLEMENT AUTOMATED BUDGET FUNDING ENTRY SOLUTION	
60	IMPLEMENT FORMS 2000 ADDITIONAL ENHANCEMENTS	
61	IMPLEMENT ENTERPRISE DATA STRATEGY INITIATIVES	
61.1	Map current state and future state business flows of data	
61.2	Develop requirements and initial design for common identifiers for schools and students	
61.3	Develop an integrated data warehouse and Data Mart strategy	
61.4	Develop technical standards, conventions and data management guidelines	
61.5	Determine current data quality and establish a target state plan and quality assurance process	
61.6	Develop an enterprise-wide extensible markup language (XML) technical architecture framework to enhance data sharing and standardization with our external customers	
61.7	Continue to build on Phase I by developing a detailed vision on FFEL/enrollment data flow, gaps/impact of Common Services for Borrowers (CSB), electronic Case Management Oversight (eCMO), NSLDS and electronic Campus-based systems	
61.8	Conduct market research to validate the feasibility of the target conceptual design	
61.9	Develop the detail Data Quality Execution Plan	
61.10	Develop a holistic XML Management Plan	
61.11	Implement SSIM as a pilot on renewal applicants	
62	BEGIN THE IMPLEMENTATION OF COMMON SERVICES FOR BORROWERS (CSB)	
62.1	Award Contract	
62.2	Begin implementing Phase I of the FSA-approved transition plan	
63	IMPROVE SCHOOL PARTNER OVERSIGHT	
63.1	Implement Integrated Partner Management (IPM) system	
63.2	Develop Consolidated requirements for IPM system	
63.3	Develop enrollment high-level design	
63.4	Develop access high-level	
63.5	Develop Routing ID (RID) high-level design	
63.6	Select competitively a vendor to perform the conceptual design and development of the IPM system	
63.7	Begin requirements gathering for eCMO	
63.8	Procure the design of a workflow tool for SEC	
64	IMPROVE THE ACCURACY OF APPLICANT DATA	

FSA Project Status Report

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>			<i>%Complete</i>	<i>Status</i>
		<i>Status_Date</i>	<i>Comments</i>			
1	ADS		<i>Implement student aid awareness initiatives.</i>			
		4/30/2004	Progress continues in each of the Milestones. Two of the milestones associated with this project (1.1 and 1.5) have been successfully completed. The remaining three (1.2, 1.3 and 1.4) are on schedule for completion prior to 9/30/04.		40%	Green
		4/16/2004	Progress continues in each of the milestones. Two of the milestones associated with project (1.1 and 1.5) have been successfully completed. The remaining three (1.2, 1.3, and 1.4) are on schedule for completion prior to 9/30/04.		40%	Green
2	ADS		<i>Improve customer interaction through customer feedback particularly at the Customer Service Call Center (CSCC).</i>			
		4/30/2004	Continued progress in the three areas identified for improvement as documented in milestones.		58%	Green
		4/16/2004	Progress continues in the three areas identified for improvement. Additionally, FSA Tech Listserv increase of 13% since September 2003. See milestones for details.		54%	Green
4	ADS		<i>Provide EDEXpress application modules.</i>			
		4/16/2004	This project was completed on April 5, 2004, when the software was posted to the FSAdownload web site.		100	Completed
5	ADS		<i>Process Pell and Direct Loan transactions through the Common Origination & Disbursement (COD) system.</i>			
		4/30/2004	Remaining milestone 5.2 on track. FEBI Phase 1 downselect decision to be made by 5/6/2004.		78%	Green
		4/16/2004	FEBI Phase 1 proposals received by the 4/15/2004 deadline are being reviewed. Phase 1 downselect decision will be made by 5/6/2004.		73%	Green
6	ADS		<i>Administer Campus-Based (eCB) activities.</i>			
		4/30/2004	Remaining milestone 6.5 continues on track. FISAP software to be released week of 6/21/2004.		78%	Green
		4/16/2004	Remaining milestone (6.5) continues on track. Testing continues, and FISAP software to be released week of 6/21/2004.		73%	Green
8	ADS		<i>Expand eZAudit initiative.</i>			
		4/30/2004	Enhancements are on track for May 23 implementation. We have identified the need for more QC resources, to reduce backlog faster to prepare for May workload. Registration process is on track.		70%	Yellow
		4/16/2004	For the OMB clearance, we are defining the metrics for the conditions of clearance, and are developing a reporting plan. Registrations are being processed daily, applications are being processed. We are on track for the next enhancement May 23.		67%	Yellow

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Status Date</i>	<i>Comments</i>		
9	ADS		<i>Enhance program monitoring and oversight.</i>		
		5/3/2004	9.1: For the biweekly period 4-12-04 to 4-25-04, 95% of the audits were resolved on time. Cumulative since 10-01-03, 95% of the audits were resolved on time. We are continuing to monitor this closely, as we are expecting a large volume of audits in May.	56%	Green
			9.2: For the first 2 qrts of FY 04, SEC conducted a comprehensive review of 1,641 unduplicated schools, or 27% of the total population, covering 28% of Title IV funding. 92 schools received an on-site program review and 50 schools received an on-site technical assistance visit.		
			9.3: 139 out of the 165 perkins schools with excess liquid cash have had reconciliation.		
			9.4: Performance Analysis (PR) data is being worked on currently.		
			9.5: Phase 1 of the ISIR tool development remains on track.		
			9.6: Continue to be prepared for May 2004 kick off for vulnerability assessment studies.		
		4/16/2004	9.1 Cumulative since 10-01-03, 95% of the audits were resolved on time. Milestone remains yellow.	59%	Green
			9.2 2nd qtr compliance measure to be produced by Apr 30		
			9.3 School Relations continued PYCO work in conjunction with DLOPS.		
			9.4 Expirmental Sites has received all of the participating schools annual reports.		
			9.5 Quality Assurance programs remain on track with the ISIR Analysis Tools.		
			9.6 Prepared for May 2004 kick off for vulnerability assessment studies.		
10	ADS		<i>Produce school publications and materials.</i>		
		4/30/2004	This project is borderline yellow but still more in the green phase due to section 10.1.	59%	Green
			10.1: The first part of the handbook has been posted.		
			10.2: The revised Direct Loan Entrance Counseling Guide are to be delivered to the warehouse on 4/30/2004. Review of revised Direct Loan Basics and Direct Loan PLUS Basics brochures continues on track with anticipated printing by the middle of June 2004. There are 17 back-ordered requests at the warehouse. These requests are for the Direct Loan PLUS Basics brochure that is currently being revised.		

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Status Date</i>	<i>Comments</i>		
		4/16/2004	10.1 Project is slightly behind their timeline but expects to be back on track.	55%	Green
			10.2 The revised Direct Loan Exit Counseling Guide orders are being fulfilled. The revised Direct Loan Entrance Counseling Guide print contract was awarded on 4/15/2004 with expected delivery at the end of April 2004. Review of revised Direct Loan Basics and Direct Loan PLUS Basics brochures continues with planned availability by June 2004. There are 16 back-ordered requests at the warehouse. These requests are for the Direct Loan PLUS Basics brochure that is currently being revised.		
11	ADS		<i>Develop and deliver program and technical training for schools through a combination of videoconferences, web-based training, and classroom experiences.</i>		
		4/30/2004	--Award new training contract by April 2004. Longer-than-anticipated review process has moved award date from April to May. No training will be affected by this change in award date.	65%	Yellow
			--Implement new registration system by March 2004. . Winning vendor has been selected. Final paperwork issues will be completed within one week, Award now expected by 5/7/04.		
			--On an ongoing basis, review and analyze participant/instructor evaluations of training sessions, attendance data, adherence to budgetary constraints, and production schedules to ensure optimal delivery of FSA training programs. Will report the outcome of these analysis periodically. Data for Electronic Application Processing training will be compiled after these sessions end in April."		
		4/16/2004	The External Training Branch should be able to better define the Phase 1 Task Order costs once its contractor has been determined in mid-May 2004. The same may be said for the Phases 2 and 3 SOW Task Orders. There is a slight change in the award date for the new training contract from sometime in April to mid-May 2005.	60%	Green
13	BS		<i>Enhance program monitoring and oversight.</i>		
		4/30/2004	.	50%	Green
		4/30/2004	Total non-consolidation loan recoveries were \$865 million, an increase of 27 percent over the same period, April 25, 2003, last year. This represents 5.12 percent of the FY04 portfolio balance.	50%	Green
			The summaries for 1994, 1995 and 1996 Lifetime Default Rates (LTDR) were updated March 31, 2004. The data is detailed by school type. Results were presented to the Management Council on April 23 and well received. Analysis has begun on 1997 and 1998. Further analysis of 1994,1995,and 1996 will include state of residency of the borrower, average loan size, type of loan, etc.		
			The Department is currently reviewing updates to the security plan and security procedures. The review will continue throughout the next month. Implementation of the changes recommended in the GAO Audit as well as the FISMA Audit will conclude this task. Those changes will be tracked over the next 3 months to completion.		
			The CSB web team is reviewing the design plan for integration of the Consolidation and Servicing websites. E servicing has increased in the EDA program over the past 6 months from 600,000 participants to just over 655,000 participants.		

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Status Date</i>	<i>Comments</i>		
		4/20/2004	Total non-consolidation loan recoveries were \$808.9 million, an increase of 28 percent over the same period, April 9, 2003, last year. This represents 5.08 percent of the FY04 portfolio balance. The Risk Management Group has developed a draft measure for cohort years 1994 and 1995 for the Direct Loan portfolio. Years 1994, 1995, 1996 for summary LTDR were updated as of 3/31/04. The Risk Management Group also has detailed the data by school type. Results will be presented to Management Council on Friday, April 23. The final documentation for the FISMA SCANS was completed by the contractor. The auditors now have all the data they require for the FISMA audit. A detailed design plan has been developed to integrate the Direct Loan Consolidation and Servicing websites. The CSB web team is reviewing the plan. CSB web team will continue to work on the mapping plan for the Collections websites.	35%	Green
14	BS		<i>Implement plan to provide high quality customer service to the Direct Loan portfolio.</i>		
		4/29/2004	The CSB web team is reviewing the design plan for integration of the Direct Loan and Servicing websites. E servicing has increased in the EDA program over the past 6 months from 600,000 participants to just over 655,000 participants.	60%	Green
		4/28/2004	The CSB web team is reviewing the design plan for integration of the Direct Loan and Servicing websites.	50%	Green
		4/20/2004	A detailed design plan has been developed to integrate the Direct Loan Consolidation and Servicing websites. The CSB web team is reviewing the plan. CSB web team will continue to work on the mapping plan for the Collections websites.	55%	Yellow
15	BS		<i>Implement plan to improve contractor oversight and performance related to Direct Loan Consolidation overpayments and underpayments.</i>		
		4/28/2004	Consolidation overpayments and underpayments are reported monthly. The next report will be submitted May 15, 2004	50%	Yellow
		4/20/2004	The 20% reduction in overpayments and 10% reduction in underpayments were achieved in November 23, 2003. These reductions were not sustained for the month of March. The target for overpayments for March 2004 was \$2,265,585; the actual dollar amount was \$2,875,926. The target for underpayments for March 2004 was \$778,092; the actual dollar amount was \$878,234. Explanation for increase in overpayments - IRS offsets were a major factor. Many of the Guaranty Agencies wait to return overpayments at mid-year. Consequently consolidation received a significant increase in the number of overpayments for the month of March compared to prior months. Explanation for increase in underpayments – There was a problem with University Accounting Service (USA) -- nearly 11 percent of USA Loan Verification Certifications (LVCs) were completed incorrectly for the month of March. This problem has been fixed. If we had not encountered the problem with USA we would have met the performance target.	50%	Yellow
16	FPS		<i>Perform National Student Loan Data System (NSLDS) maintenance and operations activities.</i>		

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>	
		<i>Status Date</i>	<i>Comments</i>			
		4/30/2004	NSLDS Maintenance and Operations Activities operating efficiently. Task order work is complete. A new task order for Guaranty Agency reasonability will be opened for the new contractor.	68%	Green	
		4/16/2004	NSLDS Maintenance and Operations Activities operating efficiently. Task order work is complete. A new task order for Guaranty Agency reasonability will be opened for the new contractor.	68%	Green	
17	FPS	<i>Re-compete contract for NSLDS maintenance/ operations and transition to new contractor.</i>				
		4/16/2004	Completed.	100	Completed	
19	FPS	<i>Perform maintenance and operations activities for the Financial Partners Data Mart.</i>				
		4/30/2004	The contractor made all identified changes to the scorecards. Financial Partners will test these changes within the next few weeks.	55%	Green	
		4/16/2004	Maintenance and operations activities for this week include preparing for the Forms 2000 changes that were loaded to the FP Data Mart on Thursday, 4.15.2004.	50%	Green	
20	FPS	<i>Perform Financial Partners Portal operations activities.</i>				
		4/30/2004	Financial Partners Users Community updates were deployed on Sunday, 4.18.2004.	70%	Green	
		4/16/2004	Focus Group conference call was held. Direct Loan and FFEL school data will be deployed on Sunday, 4.18.2004.	52%	Green	
21	FPS	<i>Perform Leveraging Educational Assistance Partnership/ Special Leveraging Educational Assistance Partnership (LEAP/SLEAP) activities.</i>				
		4/30/2004	The Office of Management and Budget has cleared next year's Application to Participate in LEAP and SLEAP Programs. The next expiration date of the form is 4.30.2007. The application period for the 2004-2005 award year is still open. States are to submit their applications by Friday, 5.28.2004. As applications are submitted, they are being reviewed by the Department. The processing and awarding of grant awards will be conducted after the closing date.	79%	Green	
		4/16/2004	Processing of the FY04 Performance Reports was completed on 3.21.2004. The OMB clearance process for the next award year's application is moving into the next stage after the completion of the industry comment period on 4.14.2004, and applications for this award year are beginning to come in from the states. The bulk of the work remaining on this project will be focused on processing the grant applications and providing grant awards.	77%	Green	
22	FPS	<i>Perform Voluntary Flexible Agreement (VFA) activities.</i>				
		4/30/2004	The Cost Neutrality Analysis and results/recommendations will be presented to Terri Shaw tentatively the week of May 3. The presentation will include the proposed benchmarks developed under the Performance Measure Assessment and Benchmarking report initiative. Updates were made over the past two weeks to the draft VFA evaluation process. The initial steps and associated timeframes with the VFA evaluation process will be tested beginning the week of May 3rd with a new VFA proposal from the National Student Loan Program (NSLP).	82%	Green	

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Status Date</i>	<i>Comments</i>		
		4/16/2004	A draft version of the cost neutrality analysis is scheduled for circulation next week for review and comments. Negotiations continue with the VFA guarantors to supply default aversion assistance request information for use in establishing a performance measure focusing on early delinquency and default aversions. Industry outreach activities over the past two weeks have included collecting feedback on proposed changes to the FP Portal VFA content.	73%	Green
23	FPS		<i>Perform maintenance and improvements to the Financial Partners' Electronic Records Management (ERM) system in order to enhance use.</i>		
		4/30/2004	FP and SEC met and discussed priorities for system enhancements and has determined estimated costs (based on prices listed in task order). Likewise, meeting was held with FedSim (COTR) regarding potential upgrades and costs and what next steps FP and SEC plans to take.	55%	Green
		4/16/2004	A combined meeting with FP and SEC staff will be held on Thursday, 4.22.2004 to discuss draft management proposal regarding ERM. There are several issues and recommendations that need to be prioritized and discussed in order to satisfy the needs of FP and SEC.	48%	Green
25	FPS		<i>Enhance program monitoring and oversight.</i>		
		4/30/2004	Each of the 5 guaranty agencies selected by Ernst & Young for site visits has been contacted to discuss specifics of the visit. The national review teams completed program reviews of two more guaranty agencies. Third party audit reviews are ongoing. Lenders continue to request assistance. Resolution for identified miscalculations occurring in the GA and Lender scorecards have been determined. Approvals are pending based upon test results. NSL staff is drafting a business case to obtain funding for a vulnerability assessment of the National Student Loan Data System.	53%	Green
		4/16/2004	Ernst & Young has determined to execute site visits at 5 guaranty agencies. FP is contacting each agency's CFO to discuss specifics of the visit. The National Review teams continue with the programs reviews. The program review of Oklahoma Student Loan Authority was closed and liabilities were assessed/collected. A compilation report was issued. FP is conducting a conference call during the week of April 19th to discuss how to resolve previously identified miscalculations occurring in the GA and Lender scorecards. NSL staff will work with their new contractor to examine the National Student Loan Data System for vulnerabilities, including enhancements implemented in the past two years.	51%	Green
26	CFO		<i>Sustain clean audit opinion and address material weaknesses and reportable conditions identified in annual financial statement audits.</i>		
		4/30/2004	Both the financial statement as well as the IT portion of the audit has started. Site visit preparation is in full swing. In addition, we have already prepared and turned over 50 PBC items including downloads and system narratives.	15%	Green
		4/16/2004	The financial statement and IT portion of the audit has started. Site visit preparation is in full swing. CFO has prepared and turned over 25 PBC items including downloads and system narratives.	15%	Green
27	CFO		<i>Perform internal control reviews to enhance financial management.</i>		

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		<i>Status Date</i>	<i>Comments</i>			
		4/30/2004	The Internal Control Statement of Objectives and Independent Government Cost Estimate have been delivered to Contracts. FSA CFO staff continue to work with Contracts to prepare the Request for Proposal for competition. No change in status from the last report.	19%	Green	
		4/16/2004	The Internal Control Statement of Objectives and Independent Government Cost Estimate have been delivered to Contracts. FSA CFO staff continue to work with Contracts to prepare the Request for Proposal for competition. No change in status from last report.	19%	Green	
28	CFO	<i>Finalize FY 2002 and FY 2003 cost accounting model and develop baseline FY 2002 unit costs.</i>				
		4/30/2004	FSA Federal staff continue to reconcile the FY2003 Statement of Net Cost to the Status of Funds and the ABC download data. We continue to await a final contract award. No significant change in status from the last report.	22%	Green	
		4/16/2004	FSA Contracts has forwarded the final award recommendation to OCFO Contracts and anticipates a final award within the week.	22%	Green	
29	CFO	<i>Sustain and improve timely reconciliations and implement other procedures needed to comply with FY 2004 accelerated reporting requirements.</i>				
		4/30/2004	Reconciliation Reengineering Project: Conducted negotiation session with Cotton and Co., to resolve concerns with 3-30-04 proposal submitted in response to issuance of revised RFP. Cotton and Co., is to issue a revised proposal to perform reengineering of reconciliations included in the pilot program by 4-30-04. Continued to identify and implement quick process improvements and install/implement CheckFree. Desk Operating Procedures: Provided comments to the contractor responsible for drafting procedures for 2 of the 8 reconciliation procedures. Continuing to review procedures. Other: FSA-CIO installed CheckFree on FSA desktop on 4-16-04. Currently configuring application to resolve connectivity issue between the VDC and FSA.	32%	Green	
		4/16/2004	Reconciliation Reengineering Project: Received revised proposal from Cotton & Co., on 3-30-04 in response to issuance of revised RFP. Proposal did not fully meet FSA's requirements. Working with Contracts to determine next steps for procuring consulting services to initiate reconciliation reengineering pilot program. Continue to identify and implement quick process improvements and install/implement CheckFree. Desk Operating Procedures: Reconciliation team lead has reviewed 2 of the 8 reconciliation procedure packages. Other: FSA-CIO installed CheckFree at the VDC on 4-12-04. Currently configuring application and establishing connection to VDC.	30%	Green	
30	CFO	<i>Manage FMS operations.</i>				
		4/30/2004	FMS Operations continues to operate smoothly. The April 18th scheduled release was bumped to the following weekend, due to an emergency OCIO patch release on the weekend of 4/18. The release occurred successfully on the weekend of 4/25.	57%	Green	

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		<i>Status</i>	<i>Date</i>	<i>Comments</i>		
			4/16/2004	FMS Operations continues to operate smoothly. The April 18th scheduled release is slightly behind schedule, given some issues with testing between FMS, COD and GAPS. The issues have been given high priority to resolve by April 15th.	54%	Green
31	CIO	<i>Develop and deploy Enterprise Performance Test Architecture.</i>				
			4/16/2004	No changes.	50%	Green
32	CIO	<i>Provide Enterprise and Data Architecture management.</i>				
			4/30/2004	Presented EA Overview to the Business Technology Integration Group. The EA Team will be meeting with the Business Owners to discuss alignment of activities including Integration, Business Process Modeling and a review of collaboration tool options and centralized storage of enterprise assets. Will also be providing the Business Owners with their FY06 CPIC Packets containing Reference Model material collected to-date which is aligned with the latest OMB Guidance. Also agreed with ED EA to put more emphasis on creating "inventories" making it possible to synthesize the FSA EA into the larger ED EA. This also allows us to make more comprehensive definitions of EA that may apply across all POCs. The Data Architecture and EA Teams successfully merged the CPIC and DA Popkin encyclopedias into the CPIC environment on Popkin version 9.1.23.	45%	Green
33	CIO	<i>Provide security and privacy support to FSA business units.</i>				
			4/30/2004	Continuing to create training material for Career Zone Specialized Security class. Updated Security Process Guide to include requirement for completing access reviews, and included template for validation of the review by the System Manager.	87%	Green
			4/16/2004	No changes.	50%	Green
34	CIO	<i>Provide Integrated Technical Architecture (ITA) and Enterprise Application Integration (EAI) maintenance and production support.</i>				
			4/30/2004	Performed troubleshooting support for the eCB testing environment and eZ-Audit testing environment Deployed applications for eZ-Audit and EAI Web. Worked with CSC to apply a work-around to Student Portal memory leak	10%	Green
			4/16/2004	No changes.	50%	Green
36	CIO	<i>Continue Enterprise Quality Assurance Program to support the FSA CIO in conducting systems assessments and evaluations consistent with best practices for Solution Life Cycle (SLC) and Capital Planning and Investment Control (CPIC) processes.</i>				
			4/30/2004	QA Team procurement of CSB IV&V support in award phase with FEDSIM contracting staff. CSB - IV&V support plan remains on track and on schedule for work to begin the week of May 3, 2004. QA Team conducting market research on candidate 8(a) vendors to support continued FY04 Post-Implementation Review (PIR) efforts. IV&V support to EAI& ITA project in award phase with FEDSIM contracting staff. Security support to COD remains in RFQ phase.	54%	Green

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		4/29/2004	QA Team reviewing is CSB IV&V support task Management and Cost proposals. CSB Development Re-Sequencing resulted in a slight increase to the FY05 cost estimates. CSB - IV&V support plan remains on track and on schedule. IV&V award planned for week of May 3, 2004. QA Team accepted the PIR for Financial Partners Data Mart, Release 2 & 3. Acquisition for security support to COD team and IV&V support to EAI&ITA is moving forward. Task orders with vendors for review and response to RFQ.	54%	Green
		4/16/2004	QA Team conducting assessment on Re-Sequencing of CSB Development Schedule and its impact on IV&V support SOW and cost estimations. CSB - IV&V support plan remains on track and on schedule. IV&V award planned for week of May 3, 2004. Received delivery of Post-Implementation Review (PIR) for Financial Partners Data Mart, Release 2 and 3. QA Team is reviewing for acceptance. PIR effort for FSA Data Strategy (Initial Implementation) kicked off April 14, 2004. Acquisition for security support to COD team and IV&V support to EAI&ITA is moving forward. Task orders with vendors for review and response to RFQ	50%	Green
37	CIO		<i>Support ED, customers and business partners by participating in the President's Management Agenda E-Government initiatives.</i>		
		4/30/2004	GovLoans.gov was officially launched on Thursday, April 29, in conjunction with the GovBenefits second anniversary event. Congressman Adam Putnam (R, FL) presented a copy of a Congressional Resolution to GovBenefits and GovLoans recognizing the success of both of these E-Gov initiatives, and the innovative collaboration between the GovLoans partner agencies and GovBenefits that created GovLoans. The May edition of Students.gov InfoSource was mailed on April 29th. As of April 27, 15,195 people are subscribed to 'InfoSource', a subscription service that highlights the features of students.gov.	54%	Green
		4/29/2004	On April 20, the eLoans partner agencies met to discuss a draft transition strategy document for how the initiative could move forward in FY05 and beyond. The partner agency representatives will begin sharing it with their agency leadership for thoughts / comments. Also on April 20, the ED eLoans team briefed Bill Leiding on the proposed transition strategy, and plans to share the strategy with FSA leadership. On April 16 and 19, the GovLoans Working Group completed User Acceptance Testing of the new GovLoans site on the staging server, and provided the findings to the development team. The team is still on schedule to launch GovLoans to the public (as an integrated part of GovBenefits) on April 29. Students.gov received 51,879 visits during the week of April 11-17, 2004, an average of more than 7400 visitors/day.	54%	Green
		4/16/2004	Students.gov received 46,508 visits during the week of April 4-10, 2004. In March 2004, 209,819 visitors came to students.gov - a slight decrease from February, but 170% higher than the number of visits in March 2003.	50%	Green
38	OMB		<i>Provide high quality information, research and informal problem resolution services to student loan borrowers and other participants in student aid programs.</i>		
		4/30/2004	Weekly surveys of customer satisfaction with research and general assistance cases score 1.9 or less on a scale of 1-5 with 1 being HIGHEST, Ombudsman Office Overall service rating 1.72 (through 04/23/04)	58%	Green
		4/16/2004	Weekly surveys of customer satisfaction with research and general assistance cases score 1.9 or less on a scale of 1-5 with 1 being HIGHEST. Ombudsman Office Overall service rating 1.71 (through 04/09/04)	54%	Green
41	CMS		<i>Plan and manage FSA conferences.</i>		

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		4/16/2004	-Spring Conference evaluations are currently being reviewed. -Preparing for NASFAA conference.	95%	Green
42	CMS	<i>Manage, develop and update content for FSANet.</i>			
		4/30/2004	FSA Assists did not launch on April 18th due to FSA CIO (VDC) system upgrades that have not been completed yet. We expect a launch within two weeks. WEB STATS for April 1st-15th: -Successful hits for the entire site=172,323 -Average hits per day=11,488 -Home page hits=1,737 -Average Vistis=3,715 -Average visits per day=247 -Most active date=April 2 -Most active day of the week=Thursday -Most active hour of the day=10-11am Top 5 sections hit of FSANet: Home Page, IT Security Portal, Career Zone, RSA Reorg, and ASEDS FAQs.	55%	Green
43	CMS	<i>Manage controlled correspondence functions including FOIA, privacy and controlled mail.</i>			
		4/30/2004	FOIA Requests from April 16th to 29th: There have been 8 new cases filed and 10 cases closed. Controlled Mail: 308 letters were handled by FSA and all are on time.	55%	Green
		4/16/2004	Controlled Correspondence - 217 letter were handled by FSA-all are on time. FOIA cases-9 new cases, 5 closed cases and 17 open cases.	50%	Green
44	CMS	<i>Develop and implement internal and external communications strategy.</i>			
		4/30/2004	-Federal Times article was published quoting Sue Szabo. -FSA Weekly News was on time. -Hot Issues List to the Secretary was on time. -Lobby monitor dashboard updated with 4/26 data. -Information Requests- To date, there have been 202 requests. Of these requests, 28 are open and one is on hold. Most noted requests include: answering Sen. Kennedy about whether Sallie Mae paid the department for their servicing error (yes); OLCA requested California school DL and FFEL loan volumes; requests for LEAP/SLEAP data. -FSA Now published for April. -Video filming of FSA staff for HR's employee orientation video was completed. Video is still targeted to be completed in June. -Communications strategy is in line for development concerning DL consolidation.	55%	Green

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		4/16/2004	-Sus Szabo was interviewed by Federal Times relating to CSB. Article should be published next week. -FSA Weekly News to employees was sent out on time. -Weekly Report was sent to the Secretary on time. -Hot Issues List was sent to the Secretary on time. -Lobby monitor data updated with Dashboard stats of 4/12 on time. -Meeting next week with SAA to discuss FSA's marketing outreach plan. -As of Dec. 03, there have been 188 information requests, with 25 requests open and one on hold. Most recent inquiries: wants 2003 list of Direct Loan schools in California; wants default collections from 2000-2003; wants elist of DL schools by state; Top 100 Loan Holders info went to Greentree Gazette and others. -Daily newsclips went out on time except for Monday, Apr. 12. -For video with FSAU, filming is on time. Terri will be filmed on Thursday, Apr. 22. Video is on target with completion plan.	50%	Green	
45	EPMS	<i>Mature Enterprise-wide Procurement Plan.</i>				
		4/30/2004	One objective for finalizing the final draft of the Enterprise-Wide Procurement Plan (EWPP) is delayed pending the completion of SAIG and VDC market research. The SAIG market research is scheduled to be completed by the end of March, which leaves little time to incorporate the research results into the EWPP by April 1, 2004. While preliminary research has been accomplished, the main thrust of the VDC market research will not start until the end of April 2004. These two delays impact the ability to meet an internal objective of April 1, 2004. Therefore, the overall rating for project 45 is moved from Green to Yellow. ASI previously proposed in their project schedule a systems handover of the procurement planning database on March 30, 2004. A performance review of the progress completed to date indicates that ASI may not meet this deadline. The new deadline for ASI is April 15, 2004 for the senior management demonstration and May 3, 2004 for implementation on the Ed network. The Department of Education placed the requirement of putting the EWPPDb in the Technical Review Board process, resulting in a month expansion for full implementation on the network. The forecast of completing project number 45 overall objective is still achievable by the plan date of September 30, 2004. The status is changed to yellow based on the status of task 45.1.	70%	Yellow	
		4/16/2004	The Front End Business Initiative (FEBI) is still in the early stages of acquisition. By September 30, 2004, the process will incorporate FEBI to the stage that FEBI has achieved on that date. Discussions have begun with FEBI to determine the best way to implement performance measurement and management on FEBI. The status will remain at yellow until more definitive work has been accomplished.	70%	Green	
46	EPMS	<i>Develop acquisition workforce.</i>				
		4/30/2004	The acquisition workforce includes APCMG, contracting officers on detail to FSA, and the program managers serviced by APCMG. The training plan for APCMG staff has been approved and training is being scheduled. A corresponding training evaluation process has been developed to track the effectiveness, timeliness, and job application of each training event. The staff completed 11% of their overall training during March (32 days), and will have completed 26% by the end of April (74 days). By the end of April 04 the contracting officers will only be staffed at 20% of the workforce required to support contract award and administration at an acceptable level. CPO is in the process of hiring additional Contract Specialist, that will help with the shortage of contract officers.	50%	Green	

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		4/16/2004	The acquisition workforce includes APCMG, contracting officers on detail to FSA, and the program managers serviced by APCMG. The training plan for APCMG staff has been approved and training is being scheduled. A corresponding training evaluation process has been developed to track the effectiveness, timeliness, and job application of each training event. The staff completed 11% of their overall training during March (32 days), and will have completed 26% by the end of April (74 days). By the end of April 04 the contracting officers will only be staffed at 20% of the workforce required to support contract award and administration at an acceptable level.	50%	Green	
47	EPMS	<i>Implement enterprise contract performance monitoring measures against new systems contract awards.</i>				
		4/30/2004	The Enterprise Process is still being established. Contractor support has been engaged to identify the existing measures and processes being used on FSA contracts. Significant effort is required over the next six months to accomplish this task. At the present progress rate the task is at risk and management is in the process of evaluating a methodology for maximizing efforts to get this task on a positive path.	60%	Yellow	
		4/16/2004	The Enterprise Process is still being established. Contractor support has been engaged to identify the existing measures and processes being used on FSA contracts. Significant effort is required over the next six months to accomplish this task. At the present progress rate the task is at risk and management is in the process of evaluating a methodology for maximizing efforts to get this task on a positive path.	50%	Yellow	
48	EPMS	<i>Continuously update and monitor procurement internal controls.</i>				
		4/30/2004	While internal controls are in place establishing a baseline to assess success measures has proven difficult as FSA specific data is not easily severable from Department data. FSA has eliminated four (4) large sole source contracts to date this FY and anticipates only one extension. This result compares favorably with FY 03 in which 3 extensions were made. The existing reporting methodologies are currently being evaluated and techniques are being developed for acquiring the required data.	65%	Yellow	
		4/16/2004	While internal controls are in place establishing a baseline to assess success measures has proven difficult as FSA specific data is not easily severable from Department data. FSA has eliminated four (4) large sole source contracts to date this FY and anticipates only one extension. This result compares favorably with FY 03 in which 3 extensions were made. The existing reporting methodologies are currently being evaluated and techniques are being developed for acquiring the required data.	60%	Yellow	
49	EPMS	<i>Increase contract dollars awarded to small businesses.</i>				
		4/30/2004	NSLDS and EAI/TTA awards to Small Businesses reflect a net increase in dollars awarded to small business, however no baseline exists to truly measure against. The extraction of permanent data from data sources is in process so baselines can be developed for measuring performance and solutions approaches derived from data analysis and process development.	50%	Green	
		4/16/2004	NSLDS and EAI/TTA awards to Small Businesses reflect a net increase in dollars awarded to small business, however no baseline exists to truly measure against. The extraction of permanent data from data sources is in process so baselines can be developed for measuring performance and solutions approaches derived from data analysis and process development.	50%	Green	

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		<i>Status_Date</i>	<i>Comments</i>			
50	EPMS		<i>Continue to implement integrated project management oversight for FSA's system integration activities.</i>			
		4/30/2004	Continue to work with FSA Project Managers to roll all FSA projects into reporting up to PMO. As of 4/30, have 24 projects reporting in. PMO currently providing direct assistance to 2 projects to help ensure they stay on schedule and within task order scope and costs.		50%	Green
		4/16/2004	Continue to roll FSA projects under PMO oversight. On schedule to add 6 projects under PMO oversight during month of April.		40%	Green
51	EPMS		<i>Evaluate and implement selected project management standards based on the system development methodology (Solution Life Cycle).</i>			
		4/30/2004	No updates since last report as SLC project still on hold pending One Ed initiative.		08%	Red
		4/16/2004	No updates since last reporting period. Status remains yellow as SLC project on hold awaiting outcome of One ED SLC project.		08%	Yellow
52	EPMS		<i>Restructure integration leadership support to transition the majority of responsibility to FSA staff.</i>			
		4/30/2004	Contract award presented to CRB week of 4/26. Award pending approval of Dep Sec. Draft transition plans received from Accenture and comments provided back. Final due 4/30. Decision made not to extend Accenture transition support past the current contract end date of May31st. FSA integration team currently defining roles, responsibilities and steps necessary to ensure smooth roll out with new contractor.		60%	Green
		4/16/2004	Evaluation of proposals complete. Project team currently in process of verifying funding prior to making award. Anticipate award no later than 30 April 04.		55%	Green
53	EPMS		<i>Prepare and continually monitor and report on the accomplishments of the High Risk Plan.</i>			

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<i>Status</i>	<i>Date</i>	<i>Comments</i>		
	5/3/2004	<p>General</p> <p>FSA management and staff continue to talk with GAO and provide information as requested.</p> <p>Financial Management</p> <p>The Department remains at green for status and progress on the Financial Performance component of the PMA at 3/31/04. ED must closely examine whether Federal Perkins Loans assets held at institutions of higher education are susceptible to improper payments. Ed must identify all programs at risk for improper payments by 5/31 and brief OMB on the sampling/verification plan for those programs. ED remains at red for status and green on progress on the Budget and Performance Integration component of PMA. During the 3rd quarter, ED must brief OMB on what FSA will use as efficiency measures (unit cost metrics) for each program to ensure receiving a yellow on status for that quarter. The financial statement and IT portion of the FY 2004 audit work has begun. The first GA site visit is to occur the week of 5/21. Credit reform estimates are to be included in the June 2004 quarterly statements. OIG has not met their goal of accelerating all deliverable due dates the same number of days we must accelerate reporting to OMB and therefore believes our internal goal of delivering to OMB by 11/1/04 may not be achieved. Installation and implementation of CheckFree software is in process.</p> <p>Systems Integration</p> <p>FEBI Phase I proposals are under review. The CSB contractor has requested a delay in implementation. The BTIG is meeting to assess FSA's ability to conduct all the concurrent systems initiatives and to reprioritize acquisitions for fiscal years 2005 and 2006. Meetings are continuing on the various data strategy components. The FFEL data flow and enrollment status reporting working groups held meetings this week with the community on identified options. The data quality steering committee has developed a process, including ranking criteria, for assessing and prioritizing data quality issues. One of FSA's PMA planned actions for the 3rd quarter is updating OMB on progress in using the data strategy initiative to identify data deficiencies, revise priorities, and reengineer FSA processes.</p> <p>Program Integrity</p> <p>FSA remains at yellow for status and green for progress on the PMA component to eliminate fraud and error in student aid programs and deficiencies in financial management at 3/31/04. During the 3rd quarter, FSA must agree with OMB on a plan and framework for a feasibility analysis of using loan-level data to calculate partner payments and a schedule for completion of the analysis. OMB believes FSA should, in finalizing its data strategy, establish and track metrics for gauging its fraud and error reduction activities. The March 2004 cure rate on delinquent non-consolidation loans exceeded the goal. Total YTD recoveries of non-consolidation loans increased 28% over the comparable period in FY 2003, and we are on target to make our FY 2004 goal. The FY 2004 cumulative audit resolution rate stands at 95%. The Portfolio Risk Management Group has developed a direct loan lifetime default rate for loans originated in FYs 1994 - 1996, including detailed data by school type. This information will be discussed with other offices for buy-in before finalization.</p> <p>PBO Management</p> <p>The Department remains at yellow for status and green for progress on the Human Capital component of the PMA at 3/31/04. Progress will fall to yellow in the 3rd quarter if IG corrective action plans are not on track and deliverables do not reflect how the Strategic Investment Process is integrated with the Department's human capital management initiatives. FSA had a concall with GAO on 4/23 to answer questions related to our draft Human Capital Plan, awards,</p>	57%	Green

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		<p>the ASEDS reorganization, performance agreements, the Career Zone, skills inventories and succession planning. The meeting was productive and positive. FSA is sending additional requested data to GAO this week and next. FSA's draft Five Year Plan went to Congress and comments are due back 4/30. The COO scheduled a meeting with GAO, FSA's CFO, Linda Paulsen and Marge White to recognize Linda's retirement and the transition of her duties.</p> <p>4/16/2004 General FSA management and staff continue to talk with GAO and provide information as requested. The oversight of school participants is still our greatest area of concern in the high-risk plan and requires continued management attention.</p> <p>Financial Management The 2004 financial statement audit entrance conference with FSA has been held. The OIG has expressed concerns that they will not be able to meet their goal of accelerating all deliverable due dates by the same number of days we must accelerate reporting to OMB. They believe the 11/01/04 internal goal for statement delivery to OMB is not likely to be achieved. The Department's Oracle 11i implementation kickoff meeting was held, and FSA's implementation contractor is on board.</p> <p>Systems Integration Data Strategy 2.0 work group meetings continued during the reporting period: FFEL data reporting, enrollment reporting, enterprise performance analytics architecture options, common data architecture operating guidelines options, and data quality. The IPC was briefed on CSB project status, which is red due to schedule slippage and additional costs; on eCampus-Based, which is at green status due to heroic efforts by FSA's Campus-Based staff; and on NSLDS operations and maintenance, which was fully transitioned to the new contractor on 3/31/04 at considerable savings to FSA. As a result of their recent FISMA review of COD, which resulted in overall positive draft comments, OIG has raised issues related to the validity/documentation of the security certification and accreditation review of that system and all C&As. The Department strongly nonconcur with OIG's findings and is awaiting a report from TSYS to support that position.</p> <p>Program Integrity GAO has continued a dialogue with Case Management about school oversight including such issues as the comprehensive measure of compliance and the definitions of terms used in that measure, the definition of a program review, how schools are selected for review and the frequency of reviews, plans for a technical assistance compliance measure, eCMO and its value, and plans for PEPS enhancements.</p> <p>PBO Management The draft human capital management plan was provided to GAO. FSA has been responding to GAO questions on human capital, including providing the latest status on One-Ed and the latest employee satisfaction survey results. A meeting between HR and GAO is tentatively scheduled for the week of 4/19/04. FSA's Five Year Plan has gone through Departmental clearance and will be sent to Congress on 4/19/04.</p>	056	Green
55	AWSS	<i>Perform facilities management activities.</i>		

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		5/3/2004	Only the Administer Records Management Milestone remains open. Success measures have been met for 3 out of 4 Milestones. We are constantly working on space, security, facility, records management, transit, and parking issues to improve the working environment of FSA employees.	90%	Green
56	CFO		<i>Review Credit Reform estimates.</i>		
		4/30/2004	The subgroups will continue to coordinate their work with FSA business owners. The project continues to anticipate the arrival of contracted technical support to supplement the FSA subteam members. The contracted support team was expected to start working several months ago, but there have been lengthy contractual delays. However, if a contract is let in the next several days, the CRWG members believe this project can remain on track.	16%	Green
		4/16/2004	Participants in the subgroups of the Credit Reform Work Group (CRWG) presented their March 31 draft deliverables, and their recent progress and status, to the principals of the CRWG. The principals expressed general satisfaction with the progress to-date of the subgroups tasked with implementing the CAP. The subgroups will continue to coordinate with FSA business owners.	15%	Green
58	CFO		<i>Support the implementation of Oracle Federal Financials Release 11i.</i>		
		4/30/2004	Contract staff have assumed immediate responsibilities to manage the requirements gathering schedule and the capture of meeting minutes. Also, new contractor staff have been given significant amounts of reference materials (e.g., FSA Reports Inventory, FMS Business Process Analysis document) to review to glean either current FMS requirements or future Oracle 11i requirements. Now that the implementation contractor has been awarded and more detail regarding their implementation methodology and schedule is available, a more detailed support plan can be drafted for the FSA 11i support contractor.	48%	Green
			The Oracle 11i team continues to consolidate requirements in the requirements matrix. Initial meetings have been held with the implementation contractor to transfer ownership of the requirements matrix to them. Requirements that are not directly applicable to the Oracle 11i implementation will be captured and tracked by the FSA support contractor.		
			The Department is now refining the definition of and list of members for the 11i functional subteams. The functional subteams are expected to begin discussions next week (i.e., the week of 5/3-5/7).		
			The Department-wide implementation contract was awarded to IBM. FSA has begun to have meetings with IBM to (1) get an understanding of the implementation methodology that will be followed, (2) incorporate the current project plan into the implementation's schedule, and (3) share preliminary requirements with IBM.		

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Status Date</i>	<i>Comments</i>		
		4/16/2004	<p>The FSA 11i support contract has been awarded and contractors have just started arriving. They have been immediately tasked to begin absorbing Oracle 11i upgrade background documentation and prepare to take over many of the requirement collection activities.</p> <p>An Oracle 11i upgrade requirements matrix has been drafted. The Oracle 11i team is now consolidating requirements and planning additional meetings to begin validating the requirements that have been captured.</p> <p>The Department held the Oracle 11i team kickoff meeting on April 14th. The meeting successfully met its goals of collaboratively defining a team mission, "rules of the road", risk and risk mitigation factors, and critical success factors and success metrics.</p> <p>The Department-wide IV&V contract has been awarded to eSource. The Integration contracts is still awaiting final award, anticipated in the next week.</p>	47%	Green
59	CFO		<i>Implement automated budget funding entry solution.</i>		
		4/30/2004	Both the EDCAPS and FMS task orders for this initiative have now been awarded. The EDCAPS contractor has delivered a draft Requirements document. The FMS contractor is having requirements meetings with users in order to produce its own requirements document.	30%	Green
		4/16/2004	The EDCAPS task order for this initiative has been awarded and initial meetings with users have begun. Consolidated status reporting will commence once the FMS task order has been awarded. The FMS proposal has been accepted and we are still waiting final award by Contracts. Meanwhile, FSA, Budget Service and OCFO staff are working with the EDCAPS contractor drafting the analysis document of the current process flow and determining the requirements for the envisioned automated process. The only developing risk is the schedule risk created by the FMS award continuing to be delayed while the EDCAPS contractor has begun work.	28%	Green
60	CFO		<i>Implement Forms 2000 additional enhancements.</i>		
		4/30/2004	The initiative was implemented on-time and on-budget. Minor implementation issues relating to reporting and data conversion were resolved. The Production Migration deliverable verifying a successful migration and documenting the closure of the initiative will be sent to the Analysis Division.	100	Green
		4/16/2004	Production migration has occurred; final verification of a successful migration is in progress. Possible issues relating to reporting and data conversion are being researched.	98%	Green
62	BS		<i>Begin the implementation of Common Services for Borrowers (CSB).</i>		
		4/29/2004	FSA received a letter from ACS requesting a delay in implementation. The request is under review. ACS is currently validating and reviewing the project plan and schedule to determine appropriate revisions. ACS expects to deliver a revised schedule and project plan in May. The goal is to develop a realistic plan to complete the transition in the shortest and most efficient timeframe.	25%	Green
		4/28/2004	Reports for this item are included in the milestones.	25%	Green

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Status Date</i>	<i>Comments</i>		
		4/20/2004	This project is reported on at the milestone level	25%	Green
63	ADS		<i>Improve school partner oversight.</i>		
		4/30/2004	Progress continues on remaining milestones 63.1, 63.6, and 63.8. See milestones for details.	58%	Green
		4/16/2004	Milestone 63.2 completed. Continued progress on remaining milestones 63.1, 63.6, and 63.8. See milestones for details.	54%	Green
65	ADS		<i>Create a target state vision of a Front End Business Integration (FEBI).</i>		
		4/30/2004	April 6 - FEBI Pre-Bidders Conference. Approximately 190 vendor participants; April 15 - Response to RFP received as well as vendor comments relative to small business solicitation; Continue to update FEBI website and vendor library as appropriate.	55%	Green
		4/16/2004	April 6 - FEBI Pre-Bidder Conference with approx 190 vendors participating; April 15 - Response to RFP received as well as vendor comments relative to small business solicitation; Continue to update FEBI website and vendor library as appropriate.	55%	Green
66	FPS		<i>Re-engineer NSLDS (Pending Data Strategy Outcome).</i>		
		4/30/2004	This project cannot begin as it is dependent upon the outcome of the data strategy project. FP will begin reporting on this project once the data strategy is determined.	00%	Green
		4/16/2004	This project cannot begin as it is dependent upon the outcome of the data strategy project. FP will begin reporting on this project once the data strategy is determined.	00%	Green
67	ADS		<i>Prepare to implement IRS data match.</i>		
		4/30/2004	At its last meeting (on 4/16/04) the IRS Match Workgroup identified a new IRS match implementation approach that it will incorporate into the presentation it is preparing for the Management Council. At this week's meeting on Friday, 4/30/04, the workgroup will continue to develop plans for conducting an IRS demonstration pilot in the first year(s) of implementation.	76%	Green
		4/16/2004	On 3/30/04, members of the IRS Match workgroup presented an IRS Match general session at ED's Spring Conference in New York City. In addition, the IRS Match Workgroup is finalizing its work on identifying five possible IRS match implementation approaches and will be presenting our findings to the Management Council in late April or early May 2004. Work on developing a plan for conducting an IRS demonstration pilot in the first year(s) of implementation began on April 16, 2004.	76%	Green
68	AWSS		<i>Continue Learning Coupon program.</i>		
		5/3/2004	As of 4/29/04, 130 coupons have been processed (approx. 27% of our goal) and \$49,413 obligated (24% of our goal). The deployment of the online database is still delayed at the VDC.	20%	Yellow
		4/30/2004	As of 4/29/04, 130 coupons have been processed (approx. 27% of our goal) and \$49,413 obligated (24% of our goal). The deployment of the online database is still delayed at the VDC.	20%	Yellow

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>	
		<i>Status Date</i>	<i>Comments</i>			
70	ADS	<i>Increase Student Financial Aid program awareness.</i>				
		4/30/2004	The two Milestones associated with this project (70.1 & 70.2) are now rolled into the Front End Business Integration (FEBI) Small Business Initiative. This initiative will result in a contract award for a marketing and outreach provider by 9/30/04.	30%	Green	
		4/16/2004	The two milestones associated with this project (70.1 & 70.2) are now rolled into the Front End Business Integration (FEBI) Small Business Initiative. This Initiative will result in a contract award for a marketing and outreach provider by 9/30/04.	25%	Green	
71	ADS	<i>Reengineer EDEExpress.</i>				
		4/30/2004	Completion of the System of Records Notice (SORN) continues through the clearance process with an anticipated completion in late July. Acceptance Testing for R2T4 on the web, release 1.0 and release 1.a have been tested and signed off by FSA. Based on regulatory guidance released by OPE on February 12, 2004, we have identified some key issues that we feel should be in the software so that schools are in compliance with the regulations. In addition, we are reviewing and requesting fixes of issues identified during Acceptance. These changes are necessary in order to achieve a useful and user-friendly product. This product is non-year specific and delaying the posting will not impact schools adversely. There is currently a PC product that is available. However, we would like to post the product before the 04-05 academic year begins in the fall of 2004.	95%	Yellow	
		4/16/2004	The Return to Title IV Funds on the Web product is still open. We are in the process of completing a System of Records Notice (SORN) that will postpone the release of the software to the Web until mid-July. In addition, several new requirements have been identified that may be required to make the software in compliance with guidance given since the PC software was released. The contractor is assessing these requirements, and a new testing schedule will be provided if a decision is made to implement these new requirements. The PRR will be scheduled once this decision is made.	95%	Yellow	
73	CIO	<i>Develop FSA Security and Privacy Architecture Pilot.</i>				
		4/30/2004	The prototype implementation in VDC is continuing. TIBM, ACcenture and FSA are visiting VDC from 5/3--5/7 to install the TAM and TIM products along with eZAudit and configure the application. After the initial configuration, access management, we are planning to test the access management and identity management capabilities of the product.	48%	Green	
		4/16/2004	No change.	65%	Green	
74	AWSS	<i>Implement Leadership Excellence development training.</i>				
		5/3/2004	Presentation to the MC on 4/23 - each business unit is asked to nominate staff for development opportunities and provide names on 5/3. MC will then determine which programs to procure. Survey of managers was completed - 50% response rate. The survey asked what kind of preparation managers would have liked as a new supervisor and what they need now. This is part of the planning for a New Supervisor Learning Track to be completed in FY04.	10%	Yellow	

FSA Milestone Status Report

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Milestone#</i>	<i>Action Item</i>	<i>Status Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
1	ADS	Implement student aid awareness initiatives.						
			1.1	Leverage partnership activities to disseminate FSA information.				
					4/30/2004	SAA participated in seven continuing partnership activities –April 19, presented a workshop to TRIO professionals on federal student aid and student loan default during the Annual Mid-Eastern Association of Educational Opportunity Program Personnel (MEAEOPP) 28th Annual Conference held in Charleston, WV. MEAEOPP comprises TRIO Professionals from the states of Delaware, District of Columbia, Maryland, Pennsylvania, Virginia and West Virginia. April 19, presented a brief overview of student aid informational materials and methods of dissemination as part of a financial literacy meeting sponsored by USA Funds Services. The purpose of the meeting was to preview and discuss resources available for inclusion in the USA Funds High School Life Skills financial literacy program. Representatives from the JumpStart Coalition, National College Access Network, the U.S. Department of the Treasury, the American Indian Higher Education Consortium, and the National Endowment for Financial Education also shared information related to financial literacy. April 21, as part of the HUD Neighborhood Networks' Federal Resources Roundtable, provided information on financial aid available to help students pay for postsecondary education and encouraged Neighborhood Networks' center Directors to utilize their centers as financial aid information/assistance distribution points. April 22, exhibited materials at the San Diego National Association of College Admissions Counseling (NACAC) college fair. April 23 and 24 in Albuquerque, FSA staff from Headquarters and the Denver and Dallas regions distributed materials at Gathering of Nations, the largest powwow (Native American gathering) in the United States; also spoke to approximately 1000 people and shared additional materials with other informational vendors including the Bureau of Indian Affairs Office of Indian Education Programs as well as the American Indian Graduate Center. FSA staff also visited the Higher Education Department at the Isleta Pueblo (reservation) south of Albuquerque; provided 1500 brochures and bookmarks for Isleta students. April 24, presented financial aid information during two sessions focused on college access and financing at the 6th Feria Educative at the University of Texas (UTEP) in El Paso, Texas. April 28, exhibited materials at the Los Angeles NACAC college fair.	100%	Complete
					4/16/2004	SAA participated in six continuing partnership activities - March 30 distributed information at the Boston National Scholarship Service college fair. March 31 distributed information at the New Haven college fair. April 1-2 provided information and distributed materials to students, parents, teachers and counselors at the Prince Georges's County Public Schools Counselor College Fair. April 3 coordinated efforts with Barrower Services to provide information and materials to middle and high students and parents attending Ebenezer AME Church 's Youth Career Day. April 13 hosted a meeting with HUD, Council of Opportunity in Education, the National Council on Community and Education Partnerships and the National College Access Network to facilitate networking and leveraging of resources between partners to increase dissemination of college access and financial aid information. April 14-17 conduct workshop on federal student aid and loan default as part of the "Project Management Training for New TRIOProgram Directors.	100%	Green

Milestone# Action Item

Status Date Comments %Complete Status

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1.2 Publish accurate and timely information that meets the needs of our audience.

4/30/2004 Continuing work on the development schedule for the 2005-06 versions of our publications (including The Student Guide, Funding Your Education, and the High School Counselor's Handbook. The schedule will depend on the results of usability studies that we are preparing to conduct. Have forwarded request for approval for 05-06 quantities and costs for the Guide and Funding. This must be approved and forwarded to Communications before a GPO jacket can be opened so that design work can begin. Approval is needed as soon as possible.

4/16/2004 Continuing work on the development schedule for the 2005-06 versions of our publications (including The Student Guide, Funding Your Education, and the High School Counselor's Handbook. The schedule will depend on the results of usability studies that we are preparing to conduct. We are proceeding with the Guide and Funding as is, pending usability studies. Under discussions with GPO re design work for these publications.

1.3 Disseminate information directly to target audience.

4/30/2004 Student Aid Awareness (SAA) disseminates information directly to target audiences through partnerships, training, college fairs, financial aid nights and other activities. As of 4/28/04, SAA has provided federal student aid information and distributed materials to approximately 65,034 persons as follows:

April 15-17, 2004	WKU-TRIO Training	50
April 19, 2004	MEAEOPP Conference	15
April 21, 2004	HUD NN Reg Tech Asst Wkshp	150
April 22, 2004	San Diego College Fair	1,500
April 23-24, 2004	Gathering of Nations	1,500
April 24, 2004	6th Feria Education	150

4/16/2004 Student Aid Awareness (SAA) disseminates information directly to target audiences through partnerships, training, college fairs, financial aid nights and other activities. As of 4/14/04, SAA has provided federal student aid information and distributed materials to approximately 62,169 persons as follows: March 31-April 2, 2004 HUD NN RTAW 75 April 3, 2004 AME Church YPD 75

1.4 Respond accurately and timely to requests.

4/30/2004	For the period 3/29/04 –4/9/04, the Editorial Services Contract responded to the following correspondence: 60 controls--- (97 prior period)-----turnaround (3 days)=100% 2,463 non-controls--- (6,600 prior period) —turnaround (2 days)=76% 2,066 e-mails--- (2,413 prior period)-----turnaround (2 days)=100% * The temporary anomaly that more than quadrupled the non-control mail received at ESC over the past few months will soon cease. The priority service given to control mail and emails has steadily been maintained.	99 %	Green
4/16/2004	For the period 3/15/04 –3/26/04, the Editorial Services Contract responded to the following correspondence: 97 controls--- (101 prior period)-----turnaround (3 days) = 100%; 6,600 non-controls--- (3,944 prior period)-----turnaround (2 days)=15%2,413 e-mails--- (2,400 prior period)-----turnaround (2 days)=100%* The temporary anomaly that more than quadrupled the non-control mail received at ESC over the past few months will soon cease. The priority service given to control mail and emails has steadily been maintained.	99 %	Green

1.5 Reach customers through Student Aid on the Web.

4/30/2004	Student Aid Awareness uses the WebTrends program to record the use of our web site Student Aid on the Web (SAOTW). The number of visits and hits are the key indicators of the use of SAOTW. The number of visits and hits for this reporting period (04-11-04 to 04-24-04) are 809,404 and 13,901,491 respectively. During the same period last fiscal year we had 228,930 visits and 7,646,159 hits. This represents increases of 253.5% for visits and 81.8% for hits over FY03. MyFSA, the Student Aid on the Web feature that allows students and parents to establish their own personal password protected accounts for use as they move through the financial aid life cycle has recorded 30,256 new accounts for the FY04 year to date. Information entered in their personal profiles can be saved and used to electronically pre-populate much of the FAFSA application and make application for admission to college. The MyFSA feature was not available last fiscal year.	100%	Complete
4/16/2004	Student Aid Awareness uses the WebTrends program to record the use of our website Student Aid on the Web (SAOTW). The number of visits and hits are the key indicators of the use of SAOTW. The number of visits and hits for this reporting period (03-28- to 04-10-04) are 787,281 and 13,617,461 respectively. During the same period last fiscal year we had 235,120 visits and 7,821,925 hits. This represents FY04 increases of 234.8% for visits and 74.1% for hits over FY03. MyFSA, the Student Aid on the Web feature that allows students and parents to establish their own personal password protected accounts for use as they move through the financial aid life cycle has recorded 28,426 new accounts for the FY04 year to date. Information entered in their personal profiles can be saved and used to electronically pre-populate much of the FAFSA application and make application for admission to college. The MyFSA feature was not available last fiscal year.	100%	Complete

2 ADS Improve customer interaction through customer feedback particularly at the Customer Service Call Center (CSCC).

2.1 Monitor customer feedback to improve services.

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Milestone#</i>	<i>Action Item</i>	<i>Status Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
					4/30/2004	<p>Progress continues as follows:</p> <p>New IFAP Search Engine - The Google development box has been installed and is ready for testing. Implementation is scheduled for the summer.</p> <p>EZ Audit - Training started this week. CSCC staff will shadow EZ Audit staff after the training is complete, prior to forwarding all EZ Audit calls to CSCC.</p> <p>FSA's IFAP Subscription Update - An announcement was posted to the COD website as a reminder for financial aid professionals to sign up for FSA's free subscription service in order to receive emails about new guidance posted to the IFAP website. These emails will help keep the financial aid community up to date on the latest information provided by FSA without spending needless time surfing around for new publications and documents.</p>	58 %	Green
					4/16/2004	<p>(1) IFAP Subscription Service - Is up to 4,720 users as of the end of March 2004. That is an increase of 203 users during the month of March, or an increase of 580 users since the beginning of the fiscal year.</p> <p>(2) Assisting the EZ Audit Staff - We have developed a training and transition plan for the CSCC staff to be able to handle all the Tier 1 EZ Audit inquiries. We should be starting training and shadowing the current EZ audit CSRs within the next 2 weeks.</p> <p>(3) Replace IFAP Search Engine - Work continues on replacement.</p> <p>New Information</p> <p>FSA Tech Listserv - 13% increase from 2,426 in September 2003 to 2,731 in April 2004.</p>	54 %	Green
4	ADS	<i>Provide EDEXpress application modules.</i>						
			4.2	Release Common Origination & Disbursement module.				
					4/16/2004	The PRR for the 2004 2005 EDEXpress Release 2.0, which includes Pell and Direct Loan modules was held on March 26, 2004. The software was posted on April 5, 2004. With this posting the project is complete.	100%	Complete
5	ADS	<i>Process Pell and Direct Loan transactions through the Common Origination & Disbursement (COD) system.</i>						
			5.2	Issue COD SOO.				
					4/30/2004	On track for FEBI Phase 1 downselect decision by 5/6/2004.	78 %	Green
					4/16/2004	FEBI Phase 1 proposals received by the 4/15/2004 deadline are being reviewed. Phase 1 downselect decision will be made by 5/6/2004.	73 %	Green
6	ADS	<i>Administer Campus-Based (eCB) activities.</i>						

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Milestone#</i>	<i>Action Item</i>	<i>Status Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
			6.5	Issue FISAP software release.				
					4/30/2004	Still on track to release FISAP software week of 6/21/2004.	78 %	Green
					4/16/2004	Testing continues on track. FISAP software to be released week of 6/21/2004.	73 %	Green
8	ADS	Expand eZAudit initiative.						
			8.1	Be Prepared for Contract Award.				
					4/30/2004	On track for May 23 enhancement.	55 %	Green
					4/16/2004	Another enhancement release is scheduled for May 23. This release will improve school group tracking, address interface issues between PEPS and eZaudit to improve data quality, and speed case team processing.	53 %	Green
			8.2	Complete first full cycle of processing (all school types).				
					4/30/2004	1,249 annual submissions have been received. We are continuing to conduct QC reviews to reduce backlog.	35 %	Yellow
					4/16/2004	eZaudit has successfully processed 1,081 annual submissions from schools.	30 %	Yellow
			8.3	Improve audit review component of our compliance activities by increasing the e-submission rate to 95%.				
					4/30/2004	2714 schools have registered to date, about 57% of all schools.	57 %	Green
					4/16/2004	As of 4-11-04, 2521 schools have registered, including 10 foreign schools. Registrations come in daily.	50 %	Green
9	ADS	Enhance program monitoring and oversight.						
			9.1	Meet or exceed audit resolution rate of 95% by the end of the fiscal year.				
					4/30/2004	For the biweekly period 4-12-04 to 4-25-04, 95% of the audits were resolved on time. Cumulative since 10-01-03, 95% of the audits were resolved on time. We are continuing to monitor this closely, as we are expecting a large volume of audits in May.	53 %	Green

4/16/2004 For the biweekly period 3-29-04 to 4-11-04, 90% of the audits were resolved on time. Cumulative since 10-01-03, 95% of the audits were resolved on time. The biweekly % has increased from the previous reporting period, but is still below the 95% goal. The decrease was due to a recent policy position from OGC on processing paper audits. OGC stated that FSA could not reject paper audits from any institution if that is all they choose to submit, even if eZ-Audit is a regulatory requirement. FSA still is receiving some audits in paper and we are working with schools to get all schools to submit their audits through eZ-Audit as the current regulation requires. FSA is working on the second backlog of paper audits. The cumulative resolution process itself is still within an acceptable timeframe.

We are working diligently to stabilize and increase the efficiency of eZaudit.

9.2 Continue to measure school monitoring to assess overall compliance trends.

4/30/2004 For the first 2 qtrs of FY 04, SEC conducted a comprehensive review of 1,641 unduplicated schools, or 27% of the total population, covering 28% of Title IV funding. 92 schools received an on-site program review and 50 schools received an on-site technical assistance visit.

Trainers have been identified for one of our special projects: to call/email approximately 2,000 main campuses and additional locations that do not yet have the required NSLDS transfer student monitoring profiles. Draft training materials have also been developed and the training of case team trainers will be scheduled in the next few weeks.

The Administrative Actions & Appeals Division has received 29 referrals for administrative action and initiated 13 debarments from 10-01-03 through 4-26-04.

4/16/2004 2nd qtr compliance measure to be produced by Apr 30. 30 % Green

On 4-9, sent request to Case Teams requesting names for work group to prepare training plan for 7 risk areas identified for action. Training for Teams is planned for June/July 2004.

9.3 Conduct School Relations initiatives.

5/3/2004 One hundred Sixty-five (165) Institutions that have been identified from the 6/30/2002 FISAP with Excess Liquid Capital (ELC) in their Perkins Loan fund accounts that total \$31,578,000. ELC is defined as the amount of cash on hand in the Perkins Loan fund that is in excess of apparent need. To date, 117 Schools of the original 165 Schools have responded with commitments to raise their average level of Expenditures in the amount of \$24,251,000. This commitment will increase the amount of available funds for needy students to continue their Postsecondary education. In addition, 22 Schools have returned \$2,460,065 to the US Treasury. 75 % Green

9.4 Conduct the Experimental Sites initiative.

4/30/2004 Experimental Sites staff provided the annual data submitted by schools conducting experiments to the Performance Analysis (PA) unit. Staff subsequently met on April 21 to discuss a proposed schedule for their in-house analysis of this annual performance data, and responded to several questions. PA staff has begun analyzing the data, with an expected delivery date for the draft 2002-03 report of June 30, 2004. 70 % Green

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Milestone#</i>	<i>Action Item</i>	<i>Status Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
			9.5	Administer the Quality Assurance program.				
					4/30/2004	QA Program staff participated in a design walkthrough of Phase I of the ISIR Analysis Tool on April 22. Pearson Government Solutions conducted the session via videoconference. This walkthrough provided FSA staff the opportunity to view each component of the new Phase I web product and new functionality that included the home page, data request from the ISIR Datamart, uploading of data, export, and data validation. Phase I development is on schedule and QA Program Staff will participate in acceptance testing June 2-11, 2004.	70 %	Green
			9.6	Conduct vulnerability assessment.				
					4/30/2004	Continue to be prepared for May 2004 kick off for studies.	20 %	Green
					4/16/2004	Prepared for May 2004 kick off for studies.	20 %	Green
10	ADS	Produce school publications and materials.						
			10.1	Annually update and disseminate the Federal Student Aid Handbook.				
					4/30/2004	Volume one of the handbook has been posted. The rest of the project remains the same as the last reporting cycle.	60 %	Yellow
			10.2	Update and disseminate Direct Loan Program publications such as the Entrance and Exit Counseling Guides and promissory notes.				
					4/30/2004	The Entrance Counseling Guides are to be delivered to the warehouse on 4/30/2004. We have notified schools that we will begin shipping orders on 5/3/2004.	58 %	Green
						Review and revision work continues on the Direct Loan Basics and Direct Loan PLUS Basics brochures, and we are on track for printing by the middle of June 2004.		
						Currently, there are 17 back-ordered requests for publications or documents at the warehouse. All of these are for the Direct Loan PLUS Basics brochure (see above).		

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Status Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
		<i>Milestone# Action Item</i>				
			4/16/2004	<p>Exit Counseling Guides have been delivered and are currently being shipped to schools as orders are received.</p> <p>The Entrance Counseling Guide printing contract was awarded on 4/15/2004. The requested delivery date for the 1.5 million copies is 4/30/2004.</p> <p>The Direct Loan Basics and Direct Loan PLUS Basics brochures have been revised and are out for review. Once the text is finalized, the brochures will be designed "in-house" and then go out for print. We plan to have both brochures printed by June 2004.</p> <p>Currently, there are 16 back-ordered requests for publications or documents at the warehouse. All of these are for the Direct Loan PLUS Basics brochure (see above).</p>	54 %	Green
13	BS	<i>Enhance program monitoring and oversight.</i>				
		<i>13.1 Default Recovery Rate on FSA-held portfolio 9.5% or more by the end of the fiscal year.</i>				
			4/30/2004	Total non-consolidation loan recoveries were \$865 million, an increase of 27 percent over the same period, April 25, 2003, last year. This represents 5.12 percent of the FY04 portfolio balance.	60 %	Green
			4/20/2004	Total non-consolidation loan recoveries were \$808.9 million, an increase of 28 percent over the same period, April 9, 2003, last year. This represents 5.08 percent of the FY04 portfolio balance.	60 %	Green
		<i>13.2 Update FSA-wide risk management and default prevention inventory.</i>				
			4/28/2004	A meeting of the Default Management Workgroup was held on April 23. Updates were provided. Meetings will be scheduled for each month and the initial inventory will be updated.	30 %	Green
			4/20/2004	A meeting of the Default Management Workgroup is scheduled for Friday April 23. We have selected two individuals from the Portfolio Risk Management Group as point people for this effort.	20 %	Green
		<i>13.3 Complete the work on the implementation of the life-time default rate measure.</i>				
			4/28/2004	Years 1994, 1995, 1996 for summary Lifetime Default Rate (LTDR) were updated as March 31, 2004. The data is also detailed by school type. Results were presented to the Management Council on April 23 and well received. Analysis has begun on 1997 and 1998. Further analysis of 1994,1995,and 1996 will include state of residency of the borrower, average loan size, type of loan, etc.	50 %	Green
			4/20/2004	Years 1994, 1995, 1996 for summary the Life Time Default Rate (LTDR) have been updated as of 3/31/04. The Risk Management Group also has detailed the data by school type. Results will be presented to Management Council on Friday, April 23.	40 %	Green

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			13.4	Identify new and enhance current delinquency/default prevention tools for the Direct Loan Program.				
					4/28/2004	The cure rate for defaulted loans is reported monthly. The next report will be submitted in mid May.	50 %	Green
					4/20/2004	Increase Cure Rate – The success measure for this item is to increase the cure rate on 181-360 days delinquent non-consolidation Direct Loan portfolio by 1% over the FY 2003 baseline by September 2004. The goal was achieved in January 2004. The goal for FY 2004 is 55.1%. The actual rate for March 2004 was 58.7%. Direct Loan Servicing staff will work to continue to achieve this goal each month thru September 30, 2004.	60 %	Green
			13.5	Conduct vulnerability assessment.				
					4/29/2004	The Department is currently reviewing updates to the security plan and security procedures. The review will continue throughout the next month. Implementation of the changes recommended in the GAO Audit as well as the FISMA Audit will conclude this task. Those changes will be tracked over the next 3 months thru completion.	60 %	Green
					4/20/2004	The contractor completed the final documentation for the FISMA Scans. The auditors now have all the required data for the FISMA audit.	50 %	Green
16	FPS	<i>Perform National Student Loan Data System (NSLDS) maintenance and operations activities.</i>						
			16.1	Perform cohort default rate calculations, send, and post.				
					4/30/2004	The next rate calculation is scheduled for Saturday, 7.31.2004, for the official cohort default rates.	50 %	Green
					4/16/2004	The next rate calculation is scheduled for Saturday, 7.31.2004, for the official cohort default rates.	50 %	Green
			16.2	Prepare guaranty agency fee calculations and send. Review Forms 2000 reasonability data against summarized NSLDS data.				
					4/30/2004	The next LPIF calculation is scheduled for Saturday, 5.15.2004.	45 %	Green
					4/16/2004	The next LPIF calculation is scheduled for Saturday, 5.15.2004.	45 %	Green
			16.3	Review, evaluate, and prepare guaranty agency NSLDS data integrity improvements reports and benchmarks.				

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					4/30/2004	The March benchmark reports were reviewed and distributed. The edit passage rates for the Guaranty agencies remain high, with a 99.06% passage rate.	50 %	Green
					4/16/2004	The March benchmark reports were reviewed and distributed. The edit passage rates for the Guaranty agencies remain high, with a 99.06% passage rate.	50 %	Green
			16.5	Participate in the formulation of school cohort default rate initiatives.				
					4/16/2004	Completed.	100%	Complete
			16.6	Provide monitoring functionality of GA and lender reasonability on a monthly basis.				
					4/30/2004	NSLDS is drafting a business case to obtain funding for this work. The contractor is aware of the requirement and is prepared to perform the work once issued.	50 %	Green
					4/16/2004	On Wednesday, 4.14.2004, the IPC approved extending the timeframe of this project to 9.30.2004. NSLDS is working with the new contractor on high-level requirements. NSLDS is preparing a business case to present to the DSG this month. Work on this project should begin by the end of April.	50 %	Green
17	FPS	<i>Re-compete contract for NSLDS maintenance/ operations and transition to new contractor.</i>						
			17.2	Monitor and manage transition to new contractor.				
					4/16/2004	Completed.	100%	Complete
19	FPS	<i>Perform maintenance and operations activities for the Financial Partners Data Mart.</i>						
			19.1	Provide a quarterly status report on ways to improve effectiveness and efficiency of Data Mart review process.				
					4/30/2004	The contractor has made all changes that were identified to the GA and lender scorecard. FP users will test/validate the changes within the next three weeks.	55 %	Green
					4/16/2004	Based on a meeting held the week of April 12th, changes regarding the existing Lender Scorecard were identified and submitted to the contractor for resolution.	50 %	Green
			19.2	Quarterly evaluation of use and value added to the guaranty agency and lender review processes.				

	4/30/2004	The Contractor has corrected the deficiencies that were identified in last weeks meeting.	50 %	Green
	4/16/2004	A meeting is scheduled with Financial Partners users to evaluate the effectiveness and efficiency of the Guaranty Agency's scorecard.	45 %	Green
19.3	Monitor Data Mart feeds in order to provide accurate, concise and timely data to users.			
	4/30/2004	Continue gathering data to determine what fields will be used to QC data received from PEPS, NSLDS and LaRS systems. Monthly QC report for April will be submitted the week of 5.3.2004.	60 %	Green
	4/16/2004	Gathering data to determine what fields will be used to QC data received from PEPS, NSLDS and LAR's systems. Monthly QC report for March has been submitted, no discrepancy was found between FMS data and data loaded to the FP Data Mart.	55 %	Green

20 FPS Perform Financial Partners Portal operations activities.

20.1	Monitor and evaluate web page hits to drive future postings to portal.			
	4/30/2004	The Portal team is continuing to gather data from the April submission. The April report will be submitted with the next update.	60 %	Green
	4/16/2004	The Portal team continues to monitor the hits/visitors for the month of April.	55 %	Green
20.2	Maintain current and relevant information to financial partners' user community.			
	4/30/2004	Deployment of the Financial Partners User Community updates has been completed. The deployment was successful.	80 %	Green
	4/16/2004	Deployment of the Financial Partners User Community update has changed. The new date is Sunday, 4.18.2004.	55 %	Green
20.3	Obtain/evaluate feedback from financial partners' user community on value of information posted on the Financial Partners Portal.			
	4/30/2004	The team developed/completed several of the items listed on the Action Plan (ex: add data strategy information, post special allowance rates). Focus Group Action Plan submitted.	70 %	Green
	4/16/2004	The Focus Group conference call was held on Wednesday, 4.7.2004. The team is developing an action plan that will list all of the recommendations. This plan should be completed by Monday, 4.19.2004.	45 %	Green

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21	FPS	<i>Perform Leveraging Educational Assistance Partnership/ Special Leveraging Educational Assistance Partnership (LEAP/SLEAP) activities.</i>						
		21.1	Review, evaluate, reconcile, and prepare performance reports.					
			4/16/2004	Completed.			100%	Complete
		21.2	Prepare and submit clearance paperwork.					
			4/30/2004	The Application to Participate in the LEAP and SLEAP Programs was approved on Monday, 4.19.2004.			100%	Green
			4/16/2004	ED CIO posted a notice in the Federal Register on 3.15.2004 providing other federal agencies and the public with a 30-day comment period prior to the official form renewal request being forwarded to OMB. The 30-day comment period ended April 14. Will follow up with ED CIO after this date to learn if any comments were received and to verify the next steps in the OMB submission process.			96 %	Green
		21.3	Review and approve applications from states. Obligate, generate, and mail grant award notifications to states.					
			4/30/2004	The official Deadline Date Notice was published in the Federal Register on Wednesday, 4.21.2004. Thus far, seven of 56 possible entities have applied for 2004-2005 award year funding. The closing date by which all states shall apply is Friday, 5.28.2004.			37 %	Green
			4/16/2004	Final signatures were obtained to post the notice to the Federal Register. Posting is anticipated by Wednesday, 4.21.2004. In the meantime, applications from the states have begun to come in. To date, two (2) state applications have been received.			35 %	Green
22	FPS	<i>Perform Voluntary Flexible Agreement (VFA) activities.</i>						
		22.1	Perform cost neutrality analysis and provide results.					
			4/30/2004	Cost Neutrality Analysis and Recommendations will be complete by Friday, 4.30.2004 and a meeting is tentatively schedule for early in the week of May 3rd to present the results to Terri Shaw.			97 %	Green
			4/16/2004	Cost neutrality recommendations for all guarantors have been received and reviewed. The information is being compiled into a draft document that will be circulated for review on Wednesday, 4.21.2004.			90 %	Green
		22.2	Prepare performance measure assessment and benchmarking reports.					

4/30/2004 Proposed benchmarks were shared with the Default Management workgroup on Friday, 4.23.2004. They will be included in the Cost Neutrality Analysis presentation to Terri Shaw as part of the overall recommendations resulting from the Cost Neutrality Analysis effort. The remainder of this initiative will include coordinating the receipt of data not available to ED on a monthly basis from the VFAs and a sample set of non-VFAs, piloting the reporting of the information beginning 6.1.2004, and formal reporting beginning 10.1.2004. 80 % Green

4/16/2004 In the process of working out the logistics for receipt of monthly default aversion assistance request information from the four (4) existing VFA guarantors. This information is the one piece of information that is not reported or captured by ED and it will allow us to measure the success of the VFA guarantors in delinquency and default prevention. 60 % Green

22.3 Evaluate new applications for VFA.

4/30/2004 The draft process was updated over the past two weeks to include the correct sequence of events between internal review of a proposal by other ED organizations and posting the agreement for industry comments. Over the next two weeks, the actual steps necessary to deliver the agreement to Congress for the mandated 30-day review period will be captured. The initial steps of the process (and associated timeframes) will be tested with a new VFA proposal that will enter the process next week. 85 % Green

4/16/2004 Tracking draft process steps with the actual process remaining for the VFA approval of Colorado and making necessary corrections. 75 % Green

22.4 Foster effective working relations with guaranty agencies during scheduled site visits.

4/30/2004 Outreach activities over the past two weeks have included the continued negotiations with Colorado to incorporate changes into their proposed VFA agreement in order to finalize it for review by Congress, a meeting with EdFund to discuss the State's proposal to use Operating Fund money for State expenditures, discussions with the National Student Loan Program (NSLP) to discuss a potential VFA, and a United Student Aid Funds (USAF) demonstration of the Life Skills product that mirror existing VFA initiatives. 67 % Green

4/16/2004 Outreach to the guaranty agencies over the past week has included soliciting feedback from VFA and non-VFA guarantors on proposed changes to the VFA content on the FP Portal. This content is being completely restructured to provide information on current VFA/FSA initiatives, consolidation of VFA materials and agreements, and performance measures. 65 % Green

23 FPS Perform maintenance and improvements to the Financial Partners' Electronic Records Management (ERM) system in order to enhance use.

23.1 As appropriate integrate ERM work with other FSA business units. Identify opportunities to integrate at the enterprise level.

4/30/2004 FP and SEC met with ERM contractor to discuss draft project plan for Web server changes. Revisions were provided and a new proposal was forwarded to FP and SEC for review on Wednesday, 4.28.2004. 55 % Green

4/16/2004 Combined ERM workgroup plans to meet the week of April 19th to discuss and approve draft project plan for the Web server changes. FP and SEC will now have separate URL addresses. 48 % Green

23.2 Analyze and evaluate the current use of the Electronic Records Management system within Financial Partners to identify improvements that would raise the effectiveness and efficiency of the system.

4/30/2004 Staff is updating the FP ERM plan to include possible system enhancements (if approved). 50 % Green

4/16/2004 Staff is updating the FP ERM plan. 48 % Green

25 FPS Enhance program monitoring and oversight.

25.1 Participate and provide Financial Partners Channel support for ED audit.

4/30/2004 Ernst & Young (E&Y) has selected five GAs to visit as part of the ED audit. FP has contacted all of the CFOs selected for the E&Y audit. Narratives on collections, subrogation and claims have been requested. Requirements of GA population download (data call) for audit sample have been communicated to GAs. 30 % Green

4/16/2004 Ernst & Young (E&Y) has selected five GAs to visit as part of the ED audit. FP has begun to contacted the CFOs of those selected GAs and discuss E&Y audit requirements while on site. Further meetings with E&Y, GAs, and FP have been scheduled to plan for audit data calls. 30 % Green

25.2 Prepare and conduct program reviews of guaranty agency and lenders/servicers. Use results to determine technical assistance, future monitoring and oversight needs. Coordinate the interpretation of the code of Federal regulations with all elements of the Department of Education that include legal, policy, CFO, general managers and COO in performing our reviews and assessing liabilities.

4/30/2004 During this reporting period FP Services Review Teams completed program reviews of two guaranty agencies; ECMC and Louisiana. 40 % Green

4/16/2004 During this reporting period the FPS Review Teams completed program review site visits to ISAC and the first week of a two-week site visit to ECMC. An FPS Review team also completed the first pilot CRI Review of SunTech. The program review of Oklahoma Student Loan Authority, a loan servicer, was closed and \$92,500 in liabilities was collected. An updated compilation report of servicer review findings and observation was issued. 35 % Green

25.3 Analyze and collect third-party audit findings. Use results to determine technical assistance, future monitoring and oversight needs. Utilize PEPS to integrate findings.

4/30/2004 Follow-up with lenders is still in process concerning lender audits. During the week of April 26th, 26 lenders called requesting assistance. 80 % Green

4/16/2004 Review process ongoing. Follow-up is still being conducted in response to questions from lenders concerning findings and required actions. For the period ended FY03, FP has reviewed 36 GA (A-133 audits) of which 14 had findings (13 non-monetary, 1 monetary). Program Determination Letters (PDL) have been issued and closed. With respect to lender audits, FP has identified 61 with findings out of 265 received as of this date. FP is continuing its follow-up with the lenders that have not submitted an audit or submitted an incomplete audit report. Example of lender audit findings: Payment of Origination Fees (not timely), Incorrect Interest Accrual Start Date, Incorrectly reporting information to the system. 78 % Green

25.4 Utilize GA/lender scorecards to reduce risk and improve review process. Review and evaluate use of guaranty agency and lender scorecards.

4/30/2004 Meeting held last week regarding GA and Lender scorecards among the regions and headquarters. From that meeting one GA formula needs to be tested and approved. The SIR# is 555. On the lender scorecard four SIR's need to be tested and approved. The regions are being requested to select areas that they would take responsibility for in correcting the formulas. 60 % Green

4/16/2004 Due to the identification of some performance metrics not calculating properly in the GA and Lender scorecards, previously reported, FP will be conducting a conference call during the week of April 19th to discuss how we might fix the calculations. Primary staff involved to work the issue will be the Power Users and the Data Mart IT group. 55 % Green

25.6 Conduct vulnerability assessment.

4/30/2004 NSLDS is drafting a business case to obtain funding for this work. The contractor is aware of the requirement and is prepared to perform the work once issued. 06 % Green

4/16/2004 NSLDS reviewed a prior risk assessment report and determined that a new assessment should be performed. The new study will examine the current system including enhancements that have occurred in the past two years. The Success Measure for this Action Item will read: Issue a Task Order to perform a risk assessment of the National Student Loan Data System (NSLDS). Prepare and provide an NSLDS Risk Assessment Report. The report will include identified vulnerability risks and recommendations for appropriate resolution. 05 % Green

37 CIO Support ED, customers and business partners by participating in the President's Management Agenda E-Government initiatives.

37.1 Release GovLoans Gateway, a plain speak web site that educates citizens with links to federal agency and private-sector resources.

4/30/2004 GovLoans.gov was officially launched on Thursday, April 29, in conjunction with the GovBenefits second anniversary event. Congressman Adam Putnam (R, FL) presented a copy of a Congressional Resolution to GovBenefits and GovLoans recognizing the success of both of these E-Gov initiatives, and the innovative collaboration between the GovLoans partner agencies and GovBenefits that created GovLoans. 70 % Green

4/29/2004 On April 16 and 19, the GovLoans Working Group completed User Acceptance Testing of the new GovLoans site on the staging server, and provided the findings to the development team. The team is still on schedule to launch GovLoans to the public (as an integrated part of GovBenefits) on April 29. 54 % Green

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					4/16/2004	GovLoans is scheduled to 'go live' on April 29	50 %	Green
45	EPMS	<i>Mature Enterprise-wide Procurement Plan.</i>						
		45.1	Complete market research to resolve plan issues.					
					4/30/2004	FEBI and Integration market research are complete. The initial phase of data strategy market research is also complete. The SAIG market research is scheduled to be completed by the end of March. However, while the preliminary research has been accomplished, the main thrust of the VDC market research will not start until the end of April 2004 due to nonavailability of resources. The internal objective to have this completed by April 1, 2004 was not accomplished, so the status of milestone 45.1 is changed from green to yellow. The objective to complete milestone 45.1 is still on schedule for September 30, 2004.	70 %	Yellow
					4/16/2004	FEBI and Integration market research are complete. The initial phase of data strategy market research is also complete. The SAIG market research is scheduled to be completed by the end of March. However, while the preliminary research has been accomplished, the main thrust of the VDC market research will not start until the end of April 2004 due to nonavailability of resources. The internal objective to have this completed by April 1, 2004 was not accomplished, so the status of milestone 45.1 is changed from green to yellow. The objective to complete milestone 45.1 is still on schedule for September 30, 2004.	70 %	Yellow
		45.2	Synch Plan w/BIG End State Vision.					
					4/30/2004	After market research is complete, decisions on procurement execution will be incorporated in the plan.	50 %	Green
					4/16/2004	After market research is complete, decisions on procurement execution will be incorporated in the plan.	50 %	Green
47	EPMS	<i>Implement enterprise contract performance monitoring measures against new systems contract awards.</i>						
		47.1	Incorporate CSB into enterprise process.					
					4/30/2004	Model process has been established. Contractor support has been engaged to do a "Proof of Concept" with CSB to initiate the process by April 30, 2004. Significant progress has been made since the last report, and we have scheduled "Proof of Concept" meetings with CSB personnel. An initial meeting has been held, but a series of meetings, some already scheduled for May 2004, must occur to accomplish this milestone. The status is "Red", since it will not be accomplished by April 30, 2004.	75 %	Red
					4/16/2004	Model process has been established. Contractor support has been engaged to do a "Proof of Concept" with CSB to initiate the process by April 30, 2004. Though significant progress has been made since the last report, and we are working to schedule the "Proof of Concept" with CSB personnel the status remains Yellow.	70 %	Yellow
		47.2	Incorporation of FEBI into process by September 30, 2004.					

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					4/30/2004	The Front End Business Initiative (FEBI) is still in the early stages of acquisition. By September 30, 2004, the process will incorporate FEBI to the stage that FEBI has achieved on that date. Discussions have begun with FEBI to determine the best way to implement performance measurement and management on FEBI. An initial meeting with FEBI staff has occurred. The status will remain at yellow until more definitive work has been accomplished.	40 %	Yellow
					4/16/2004	The Front End Business Initiative (FEBI) is still in the early stages of acquisition. By September 30, 2004, the process will incorporate FEBI to the stage that FEBI has achieved on that date. Discussions have begun with FEBI to determine the best way to implement performance measurement and management on FEBI. The status will remain at yellow until more definitive work has been accomplished.	30 %	Yellow
48	EPMS	<i>Continuously update and monitor procurement internal controls.</i>						
		48.1	Establish monitoring and reporting process for government furnished property.					
					4/30/2004	A study completed in February 2004 confirms that a detailed monitoring and reporting process for government furnished property exist within ED and FSA. This completes this Action Item.	100%	Green
					4/16/2004	Complete	100%	Green
		48.2	Establish reporting process to monitor vendor performance.					
					4/30/2004	With the addition of a new FSA employee and Contractor support the plan for developing the enterprise vendor performance process, including performance reporting, has been outlined. A process can be established with that contractor support by September 30, 2004. Full implementation of the process and reporting vendor performance will extend beyond September 2004.	40 %	Yellow
54	AWSS	<i>Deliver workforce development and support programs.</i>						
		54.2	Conduct FSA Orientation.					
					4/30/2004	Interviews for the FSA video were conducted on April 7, 2004. FSA employees were interviewed on floors 11, 10, 9, 8 and 7. The remaining interviews to be conducted will cover floors 7,6,5,4,3,and 2 . All FSA employee interviews for the video will be completed by April 22, 2004.	66 %	Green
		54.3	Implement results of One-ED Competitions.					
					5/3/2004	There has been no change to the status of the competitive sourcing initiative for HR/Training. It is anticipated that the outcome of the payment processing study will be announced sooner than HR/Training action. As the decision is announced, we will provide appropriate support to implement changes affecting FSA. The One ED strategic investment process is still in the early stages for IT processes is still underway with no indication of a need for support from FSA HR in the near future.	00 %	Green

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			54.4	Update Skills Catalog/Learning Tracks.				
					5/3/2004	Team members attended the "Employee Skills Inventory System" briefing to review the skills gap closure metrics tool available to ED employees. The team is currently scheduled to meet with Borrower Services on 4/30. We are scheduling meetings with Title IV Delivery Division, CIO, and Policy Liaison & Implementation Staff to finalize those sections of the catalog. We are also designing and formatting the final copy for presentation to the Management Council in May.	50 %	Green
			54.5	Implement Workforce Alignment Strategy.				
					5/3/2004	We have completed assembling the information that was needed for our reorganization package and on April 26, 2004, Terri approved our proposal and the package was delivered to the Office of Management for formal clearance and approval. We anticipate that the package will remain in clearance until May 10, 2004, at which time we expect that it will be approved. We have continued to make progress on our request for authority to offer VERA/VSIP to ASEDS employees, by discussing the request with officials from OM. On April 29, 2004, our final draft request was submitted to OM for submission to OPM (in draft). We anticipate comments from OPM by May 7th at which time we will meet with OPM & OM to discuss or otherwise address their comments/concerns.	50 %	Green
55	AWSS	Perform facilities management activities.						
			55.3	Administer records management.				
					5/3/2004	Currently 100% of FSA's organization has been interviewed. After each interview a Records Classification form is to be completed by each organization thus far, 95% of the reports have been submitted for review and approval by OCIO and NARA.	90 %	Green
61	CIO	Implement Enterprise Data Strategy initiatives.						
			61.7	Continue to build on Phase I by developing a detailed vision on FFEL/enrollment data flow, gaps/impact of Common Services for Borrowers (CSB), electronic Case Management and Oversight (eCMO), National Student Loan Data System (NSLDS), and electronic Campus-based systems.				
					4/30/2004	Conducted FFEL and Student Enrollment working sessions to discuss the considerations, pros, and cons of potential Target State options. Incorporated FSA feedback into the CSB Impact Analysis Deliverable 152.1.2 for submission on 4/30/2004.	41 %	Yellow
					4/16/2004	Continued to hold working sessions with the FFEL and Student Enrollment working groups.	33 %	Green
					4/16/2004	Continued to hold working sessions with the FFEL and Student Enrollment working groups.	33 %	Green
			61.9	Develop the detail Data Quality Execution Plan.				
					4/30/2004	Held Steering Committee meeting to finalize ranking criteria and start prioritizing data quality issues.	41 %	Yellow

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		<i>Milestone# Action Item</i>				
			4/16/2004	Held Steering Committee meeting to discuss issue prioritization.	33 %	Green
		61.10 Develop a holistic XML Management Plan.				
			4/30/2004	Received approval from Holly Hyland on the XML Core Components Dictionary Release 2.0 (deliverable 152.1.7). We are awaiting formal approval from FSA contracts.	35 %	Yellow
			4/16/2004	No Change.	28 %	Green
62	BS	<i>Begin the implementation of Common Services for Borrowers (CSB).</i>				
		62.2 Begin implementing Phase 1 of the FSA-approved transition plan.				
			4/29/2004	Contracts – FSA received a letter from ACS requesting a delay in implementation. The request is under review. ACS is currently validating and reviewing the project plan and schedule to determine appropriate revisions. ACS expects to deliver a revised schedule and project plan in May. The goal is to develop a realistic plan to complete the transition in the shortest and most efficient timeframe. Development – There is nothing significant new to report. Infrastructure – FSA has purchased the Commerce Quest Data Integrated System product and related licenses. Operations – Nothing new to report. Oversight – Nothing new to report.	25 %	Green
			4/20/2004	Contracts – FSA has received a letter from ACS requesting a delay in implementation. The request is under review. Development – The Department held the first functional requirements walk-through on Monday, April 19, 2004. Comments were provided to the contractor. Infrastructure – Necessary Oracle and related licenses are being acquired. Operations – Nothing new to report. Oversight – The CSB Team is reviewing cost and schedule events to determine corrective actions.	25 %	Green
63	ADS	<i>Improve school partner oversight.</i>				
		63.1 Implement Integrated Partner Management (IPM) system.				

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		<i>Milestone# Action Item</i>				
			4/30/2004	See milestone 63.1 for details on IPMS competitive bid work that continues on track.	63 %	Green
			4/16/2004	IPMS competitive bid work continues on track. See milestones 63.2 (recently completed) and 63.6 for details.	59 %	Green
		63.2 Develop Consolidated requirements for IPM system.				
			4/16/2004	Financial Partner Eligibility and Oversight As-Is Flow Documentation and High-Level Requirements were completed and accepted by COR/PMO (Debbie Bairdane) on 4/5/2004.	100%	Complete
		63.6 Select competitively a vendor to perform the conceptual design and development of the IPM system.				
			4/30/2004	ILSC contract award continues on track for award by end of April 2004.	63 %	Green
			4/16/2004	ILSC contract award is still on track for the end of April 2004.	59 %	Green
		63.8 Procure the design of a workflow tool for SEC.				
			4/30/2004	Final report on FEBI and Data Strategy team work due by mid May 2004. Decision can be made after final report is issued.	58 %	Green
			4/16/2004	FEBI and Data Strategy team work continues and is on track.	54 %	Green
70	ADS	Increase Student Financial Aid program awareness.				
		70.1 Expand federal student aid awareness and outreach program.				
			4/30/2004	This Milestone has been rolled into the Front End Business Integration (FEBI) Small Business Initiative. New Milestone to be developed.	25 %	Green
			4/16/2004	This milestone has been rolled into the Front End Business Integration (FEBI) Small Business Initiative. New milestone to be developed.	20 %	Green
		70.2 Develop and implement long-term mass marketing strategy.				

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Milestone#</i>	<i>Action Item</i>	<i>Status Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
					4/30/2004	This Milestone has been rolled into the Front End Business Integration (FEBI) Small Business Initiative. New Milestone to be developed.	25 %	Green
					4/16/2004	This milestone has been rolled into the Front End Business Integration (FEBI) Small Business Initiative. New milestone to be developed.	25 %	Green

71 **ADS** *Reengineer EDEExpress.*

71.3 Implement Return to Title IV Web Release.

					4/30/2004	Completion of the System of Records Notice (SORN) continues through the clearance process with an anticipated completion in late July. Acceptance Testing for R2T4 on the web, release 1.0 and release 1.a have been tested and signed off by FSA. Based on regulatory guidance released by OPE on February 12, 2004, we have identified some key issues that we feel should be in the software so that schools are in compliance with the regulations. In addition, we are reviewing and requesting fixes of issues identified during Acceptance. These changes are necessary in order to achieve a useful and user-friendly product. This product is non-year specific and delaying the posting will not impact schools adversely. There is currently a PC product that is available. However, we would like to post the product before the 04-05 academic year begins in the fall of 2004.	95 %	Yellow
					4/16/2004	Acceptance testing for Return to Title IV Funds began on March 15, 2004 on the Customer Requirements Allocation Document (CRAD). While testing is on schedule, we are in the process of completing a System of Records Notice (SORN) that will postpone the release of the software to the Web until mid-July. In addition, we have identified some key issues around regulatory guidance that was provided subsequent to the release of the PC software. The contractor is assessing these requirements, and a new testing schedule will be provided if a decision is made to implement these new requirements. Since the schedule is extended to meet the needs of the SORN, we may request some additional time to build and test these requirements. The PRR will be scheduled once this decision is made. This product is non-year specific and delaying the posting will not impact schools adversely. There is currently a PC product that is available. However, we would like to post the product before the 04-05 academic year begins in August 2004.	95 %	Yellow