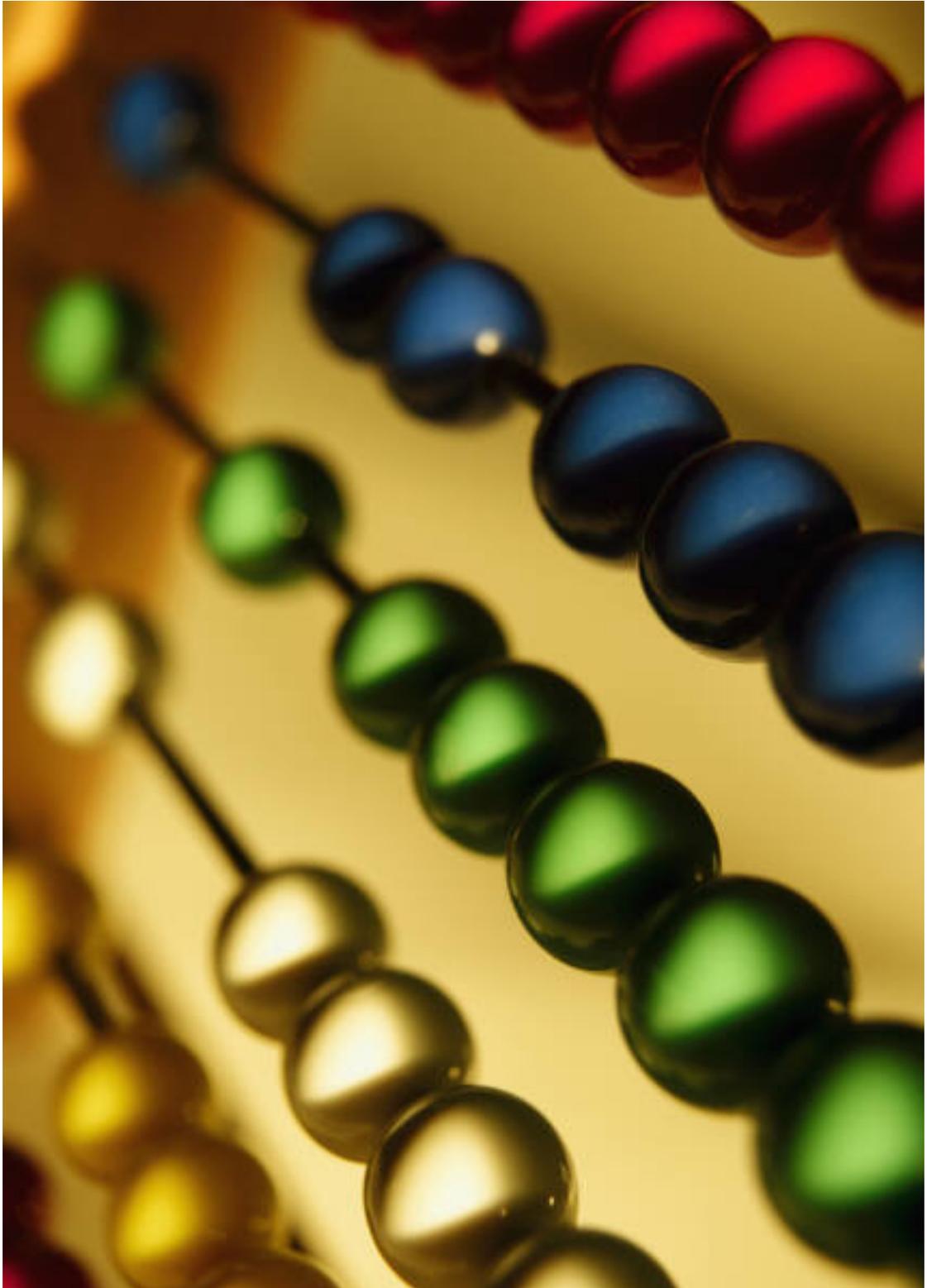


Bi-Weekly Report as of June 11, 2004



FSA Performance Plan – FY2004

SUMMARY

GREEN LIGHT

YELLOW LIGHT

RED LIGHT

-

CANCELLED

- With the approval of the IPC, Project 72 (*Develop a Late Disbursement Approval and Tracking System*) is cancelled for FY 2004. It has been determined that automating this process is not cost effective. In addition, this process is being successfully performed manually.

ACTION PLAN STATUS AT A GLANCE

as of June 11, 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 June 11, 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 June 11, 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 June 11, 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>Status_Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
1	ADS	<i>Implement student aid awareness initiatives.</i>	6/10/2004	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. Detailed write-ups will be provided for the report due at the end of the third quarter.	50%	Green
			5/28/2004	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.	45%	Green
2	ADS	<i>Improve customer interaction through customer feedback particularly at the Customer Service Call Center (CSCC).</i>	6/11/2004	Continued progress in the identified areas. Of particular note, the EZ Audit transition has been completed, and IFAP subscription at the end of May 2004 was at all time high with 5,119 subscribers. EZ Audit - Transition has been completed. The CSCC phone scripts were updated so that EZ Audit password resets and status checks are now being routed to CSCC staff. Customer Service -- We are in the process of updating our CSCC phone scripts to allow for a Spanish version for our greeting and phone options. IFAP Subscription Service -- As of the end of May 2004, we have reached an all time high of 5,119 subscribers to our IFAP subscription service. This is an increase of 201 users since the previous month.	70%	Green
			5/28/2004	Progress continues in the areas identified for improvement. Additionally, work has been done to improve the FSATech listserve, provide better customer service to our Spanish-speaking customers, and to improve consistency across our FSA web sites.	66%	Green
5	ADS	<i>Process Pell and Direct Loan transactions through the Common Origination & Disbursement (COD) system.</i>	6/11/2004	Remaining milestone 5.2 has been completed. The final FEBI Phase 2 RFP was issued on 6/1/2004. Proposals are due by 7/6/2004.	100	Completed
			5/28/2004	Remaining milestone 5.2 continues on track. FEBI Phase 2 final RFP will be issued on 6/1/2004. Proposals are due by 7/6/2004.	88%	Green
6	ADS	<i>Administer Campus-Based (eCB) 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>		
		6/11/2004	<p>On 6/2/2004, the IPC approved the requested extension in the target completion date for Project 6 and Milestone 6.5 from 6/30/2004 to 7/30/2004. (Earlier this year when we revamped the milestones under Project 6, we neglected to extend the target end date for this milestone (and accordingly, for the project) from 6/30/2004 to 7/30/2004. The project plan for the FISAP software has always projected the release of the software on 7/12/2004; there has been no delay in completing the project or extension of an earlier release date for any reason. Additionally, the 7/12/2004 scheduled release date is well before the Master Calendar required release date of August 1st.)</p> <p>At this time, FISAP testing is progressing. We expect to issue the new software to schools on 7/12/2004 or by the end of that week at the latest.</p>	84%	Green
		5/28/2004	<p>The final software testing is still on track to take place over the first few weeks in June 2004. However, the software will not be released to schools until 7/11/2004.</p> <p>Earlier this year when we revamped the milestones under Project 6, we neglected to extend the target end date for Milestone 6.5 (and accordingly, for the project) from 6/30/2004 to 7/30/2004. The project plan for the FISAP software has always projected the release of the software on 7/12/2004; there has been no delay in completing the project or extension of an earlier release date for any reason. Additionally, the 7/12/2004 scheduled release date is well before the Master Calendar required release date of August 1st.</p> <p>At this time, we need to request an extension in the target completion date for Project 6 and Milestone 6.5 from 6/30/2004 to 7/30/2004 for the reason stated above.</p>	88%	Green
8	ADS		<i>Expand eZAudit initiative.</i>		
		6/11/2004	Registration process is on track. We are identifying and developing all of OMB requirements that are a prerequisite for obtaining full forms clearance for the project. We are streamlining the QC process. We will continue to monitor this project closely to determine when this project should go to green.	73%	Yellow
		5/28/2004	Enhancements were implemented 5-23. We are planning to streamline the QC process by June 11th for flagged fin statements and deficient audits by reducing the redundancy in the process. Registration process is on track. After the peak workload is rec'd, and the resources added to the project are determined to be able to handle the workload, this project should go to green.	73%	Yellow
9	ADS		<i>Enhance program monitoring and oversight.</i>		

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>%Complete</i>	<i>Status</i>
<i>Status</i>	<i>Date</i>	<i>Comments</i>		
	6/9/2004	<p>Milestone 1 For the biweekly period 5-24-04 to 6-06-04, 80% of the audits were resolved on time. Cumulative since 10-01-03, 94% of the audits were resolved on time. We are continuing to monitor this closely.</p> <p>Milestone 2 For the FY 2004 Compliance Initiative, preparation of training materials is on schedule. Training is scheduled for July 27 - 29. This was the earliest available time to get conf rms.</p> <p>Milestone 3: HBCU, H SI, and Tribally Controlled institutions mailing list has been completed for internal use.</p> <p>Milestone 4: Experimental Sites continues to analyze the data submitted by Experimental Sites Schools</p> <p>Milestone 5: Expect to sign-off on (accept) the Phase I final ISIR Analysis Tool by June 24</p> <p>Milestone 6: The team leader for the vulnerability assessment work has gathered and reviewed OIG and GAO reports about ASEDS internal controls and business process vulnerabilities. The team leader is gathering business process and system documentation and is meeting this week with school identifier Subject Matter Experts (SMEs) about school application process risks and vulnerabilities.</p>	65%	Green

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>%Complete</i>	<i>Status</i>
<i>Status</i>	<i>Date</i>	<i>Comments</i>		
	5/28/2004	<p>Milestone 1 For the biweekly period 5-10-04 to 5-23-04, 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.</p> <p>Milestone 2 NSLDS transfer student monitoring Team training took place on 5/17/2004 and Case Teams are already having significant success in reducing the number schools and additional locations without the required NSLDS transfer student monitoring profile. There were 2,356 schools and additional locations without the required profile as of 3/17/2004 and as of 5/25/2004 there were only 2,105 representing more than a 10% reduction.</p> <p>For the FY 2004 Compliance Initiative, preparation of training materials is on schedule. NSLDS query menus have been prepared that will enable Case Teams to obtain most current school and student specific data for each risk area. Summary reports identifying detailed risk information as well as background information on each school will be issued 5-26-04.</p> <p>The Administrative Actions & Appeals Division has received 43 referrals for administrative action and initiated 13 debarments from 10-01-03 through 5-24-04.</p> <p>Milestone 3: School Relations Initiatives continue compiling and gathering information for Campus Based Initiatives. The HBCU, H SI, and Triably Controlled schools project remains on track.</p> <p>Milestone 4: Draft report expected in July</p> <p>Milestone 5: Conducted usability testing for Phase I of the new web-based version of the 2004-05 ISIR Analysis Tool software.</p> <p>Milestone 6: The team leader for the vulnerability assessment work is on board and has been briefed. A project plan is being developed.</p>	62%	Green
10	ADS	<p><i>Produce school publications and materials.</i></p> <p>6/9/2004 Milestone 1: The delay in the handbook caused some minor stagnation. It is expected to go back to green as soon as this portion of the handbook goes live.</p> <p>Milestone 2: The Basics brochures are progressing through the development phase. The Direct Loan PLUS Basics brochure is completing final FSA review and will go to OPA for review shortly. There are 35 back-ordered requests for publications or documents at the warehouse. All of these are for the Direct Loan PLUS Basics brochure that is currently being revised.</p>	65%	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>		
		5/28/2004	Milestone One: Remains yellow but expects to go green after the latest publication goes out next week.	63%	Yellow
			Milestone 2: The Basics brochures are still in development but progressing on schedule. The Direct Loan PLUS Basics brochure is expected to go to OPA for review shortly. There are 35 back-ordered requests for publications or documents at the warehouse. All of these 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>		
		6/14/2004	--Award new training contract by April 2004.	80%	Green
			Contract award now expected by June 15. Panel has completed all its work and on June 2, made its recommendations to the Contracting Officer.		
			--Implement new registration system by March 2004.		
			The new system went "live" on May 28.		
			--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."		
		5/28/2004	--Award new training contract by April 2004. --Contract award now expected by June 15. Panel has completed all its work and made its recommendations to the Contracting Officer. No training will be affected by this change in award date.	75%	Yellow
			Implement new registration system by March 2004. -- Registraion system will go live on 5/28. IFAP announcement that the system is available will be posted on 5/28.		
13	BS		<i>Enhance program monitoring and oversight.</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>		
		6/8/2004	<p>Total non-consolidation recoveries reached \$1.109 billion, an increase of 25 percent from the same period, end of May, in FY03. This represents 6.97 percent of the FY04 portfolio balance.</p> <p>The Default Management Workgroup meeting has been rescheduled for June 22. The Group has updated the inventory and modified definitions of the overarching strategies as needed. The goal for the meeting on the 22nd will be to reach consensus and finalize the changes.</p> <p>The Lifetime Default Rate analysis has begun on the 1994 through 1998 cohort for the Direct Consolidation Loan portfolio. The next step will be to apply the analysis to the FFELP portfolio. That analysis will begin after the training is completed for the staff on NSLDS.</p> <p>The cure rate for May 2004 was 59.3 percent, an increase of 4.2 percent over the 55.1 percent goal for FY2004.</p> <p>The independent Verification and Validation (IV&V) team is working on the project plan to align it with the new schedule. The team is also doing a final review of the risk items that will be reviewed for FY04 and beyond.</p>	69%	Green
		5/26/2004	<p>Total non-consolidation loan recoveries were \$1.079 billion, an increase of 27 percent over the same period, May 14, 2003, last year. This represents 6.78 percent of the FY04 portfolio balance.</p> <p>The Life Time Default Rate Team has completed the school type analysis of the 1994 through 1998 cohort. Analysis has begun for 1994 through 1998 cohort for consolidated loans.</p> <p>The Default Management Workgroup met this past week to discuss the inventory and complete the update including deletions and additions of initiatives. An electronic workbook will be created to provide a complete view of the default prevention and management initiatives, monitored results and successes for senior management, GAO and the IG review. Marge White has joined the workgroup to provide input for operational risk related to default prevention and management. The independent Verification and Validation (IV&V) team is working on the project plan to align it with the new schedule. The team is also doing a final review of the risk items that will be reviewed for FY04 and beyond.</p> <p>The CSB web team is continuing work on development of the new CSB website. The schedule for completion is October 8, 2004. Much of the functionality has been developed. A demonstration of the development thus far is scheduled for Thursday, May 27, 2004.</p>	62%	Green
14	BS		<p><i>Implement plan to provide high quality customer service to the Direct Loan portfolio.</i></p> <p>6/8/2004 A demonstration of the new CSB website was held Thursday, May 27, 2004. Comments and suggestions were received from FSA staff. The CSB web team is reviewing the comments to determine which changes should be incorporated. The completion date is scheduled for October 8, 2004.</p> <p>A Spanish language Loan Consolidation Website is undergoing final certification. It has been installed in the model office and independent quality control unit (IQCUI). Testing began on June 7, 2004 and will take approximately one week.</p>	65%	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>		
		5/26/2004	The CSB web team is continuing work on development of the new CSB website. Much of the functionality has been developed. A demonstration of the development thus far is scheduled for Thursday, May 27, 2004. The scheduled completion date is October 8, 2004.	65%	Green
15	BS	<i>Implement plan to improve contractor oversight and performance related to Direct Loan Consolidation overpayments and underpayments.</i>			
		6/8/2004	The 20% reduction in overpayments and the 10% reduction in underpayments on consolidated loans were achieved for April. The target for overpayments for May was \$2,265,585; the actual dollar amount was \$2,006,661. The target for under payments for May was \$778,092; the actual dollar amount was \$669,059. Consolidation staff will work to maintain the 20% reduction in overpayments and the 10% reduction in underpayments each month thru September 30, 2004.	70%	Green
		5/26/2004	Consolidation overpayments and underpayments are reported monthly. The next report will be submitted June 15, 2004.	60%	Green
16	FPS	<i>Perform National Student Loan Data System (NSLDS) maintenance and operations activities.</i>			
		6/11/2004	NSLDS Maintenance and Operations Activities operating efficiently. May benchmarks were reviewed and distributed. A proposal for monthly GA and Lender Reasonability was received and is under review.	82%	Green
		5/28/2004	NSLDS Maintenance and Operations Activities operating efficiently. The Loan Processing and Issuance fee was successfully calculated [paid for the second quarter of FY 04. A business case to regularly monitor the functionality of GA and lender reasonability was presented to the IPC on Friday, 5.14.2004 and approved.	80%	Green
19	FPS	<i>Perform maintenance and operations activities for the Financial Partners Data Mart.</i>			
		6/11/2004	Several issues were resolved this reporting period. FP Operations Staff has requested FY01 and FY02 data from FMS.	78%	Green
		5/28/2004	Continue to make changes to the Scorecard.	63%	Green
20	FPS	<i>Perform Financial Partners Portal operations activities.</i>			
		6/11/2004	No internal/external issues received this month. All May reports are provided with this update.	88%	Green
		5/28/2004	The Team continues to make changes and respond to emails.	81%	Green
21	FPS	<i>Perform Leveraging Educational Assistance Partnership/ Special Leveraging Educational Assistance Partnership (LEAP/SLEAP) activities.</i>			
		6/11/2004	Applications from 33 of 56 potential entities have been received to date for the 2004-2005 LEAP/SLEAP award year. Financial Partners Services used their NASSGAP presentation time on Tuesday, 5.25.2004 to re-enforce the current deadline of Friday, 5.28.2004 and address questions and issues that have prevented some states from submitting their applications. The most common issue appears to be staff turnover at the state level and their lack of understanding of the process.	84%	Green

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		5/28/2004	Applications from 33 of 56 potential entities have been received to date for the 2004-2005 LEAP/SLEAP award year. Financial Partners Services used their NASSGAP presentation time on Tuesday, 5.25.2004 to re-enforce the current deadline of Friday, 5.28.2004, and address questions and issues that have prevented some states from submitting their applications. The most common issue appears to be staff turnover at the state level and their lack of understanding of the process.	82%	Green
22	FPS		<i>Perform Voluntary Flexible Agreement (VFA) activities.</i>		
		6/11/2004	The results and recommendations from the Cost Neutrality Analysis were reviewed, as scheduled, with Sally Stroup and Terri Shaw. The costing model used as the base for this analysis will be reviewed with OMB on Monday, 6.14.2004. If OMB concurs with the approach that FSA has taken, then the results of the analysis will be shared with the individual VFA guarantors and the appropriate next steps will be taken to ensure cost neutrality for the existing VFA's. FPS is moving forward with developing a draft performance measure benchmarking report for distribution and comment. Process steps for evaluating a new VFA have been incorporated into the draft process document for the "transmittal to Congress" phase and this document will be distributed for comments the week of June 14th.	91%	Green
		5/28/2004	Results and recommendations from the Cost Neutrality Analysis will be reviewed with Sally Stroup on Thursday, 5.27.2004. Next steps regarding approaching the VFA guarantors with the results and implementing the recommendations of the analysis will be determined during the meeting. This includes modifications to the existing agreements to require monthly reporting of the data necessary to feed the benchmark reporting initiative.	89%	Green
23	FPS		<i>Perform maintenance and improvements to the Financial Partners' Electronic Records Management (ERM) system in order to enhance use.</i>		
		6/11/2004	ECMC provided FP and SEC with a revised Configuration Management Plan as well as updated FP and SEC Project Charter. The Project Charter identifies plan for completing all identified improvements to system.	90%	Green
		5/28/2004	Based on recent discussions, the proposed list of improvements will be modified.	85%	Green
25	FPS		<i>Enhance program monitoring and oversight.</i>		
		6/11/2004	> Three of the five GA sites visits selected for the Ernst & Young (E&Y) audit are now completed. Balance of GA data is being received. The Vermont GA site visit began Tuesday, 6.1.2003. The New Mexico E&Y site visit began Monday, 6.7.2003. > One national review team conducted a program review of Nelnet's Indiana Service Center, and a second review team is concluding a review at the South Carolina guaranty agency. > A meeting is being planned for the Power User group and contractor support staff to conduct a team review of the Lender and GA scorecards to assess the quality of the product and determine if any other issues need to be addressed. > The contractor proposal for the NSLDS vulnerability assessment accepted. Now waiting for Contracts Office to award.	65%	Green

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		5/28/2004	One of the five GA sites visits selected for the Ernst & Young (E&Y) audit is completed. Balance of GA data is being received. The national review teams conducted two program reviews of servicers, ISLLC and NES-Corus. Third party audit review staff continuing to work with lenders on submission of their FY02 and FY03 lender audit reports. Review of A-133 GA compliance audits continues. The Power User group (a team consisting of HQ and Regional staff) made progress in correcting many of the formulas used in the Lender and GA scorecards. The IPC approved the business case to conduct an NSLDS vulnerability assessment. A RFP for this effort was submitted to the contractor with a proposal due date of Friday, 6.4.2004.	61%	Green
26	CFO	<i>Sustain clean audit opinion and address material weaknesses and reportable conditions identified in annual financial statement audits.</i>			
		6/10/2004	The financial statement audit is well under way, as many significant Provided-by-Client (PBC) items have been turned over to the auditors. All Guaranty Agency (GA) site visits will be complete by close of business 6/10/04.	30%	Green
		5/27/2004	Ernest & Young has completed 2 of the 5 scheduled site visits. CFO has prepared and turned over 70 Provided By Client (PBC) items including downloads and system narratives.	25%	Green
27	CFO	<i>Perform internal control reviews to enhance financial management.</i>			
		6/10/2004	The Internal Control Review RFP was released to potential bidders. FSA held a pre-bidders conference to answer bidder questions and provide more detailed information to assist bidders. The SOO and IGCE was sent to contracts on 3/24. While there have been numerous reasons for the delay, we are still in the process of awarding a contract for this initiative. Originally, we were planning on performing an internal control review on FMS and CSB during this fiscal year. If the contract is awarded by the end of June, we may be able to complete an internal control review on FMS by mid-to-late October. Given the delay in awarding a contract, this initiative now requires management intervention to ensure that the contracting effort receives the priority it needs to be awarded by June 30. This issue will be brought up at the next IPC.	19%	Red
		5/27/2004	The Internal Control Review RFP was released to potential bidders. FSA is responding to bidder questions.	19%	Green
28	CFO	<i>Finalize FY 2002 and FY 2003 cost accounting model and develop baseline FY 2002 unit costs.</i>			
		6/10/2004	Reconciliation of ABC data to the Status of Funds and Statement of Net Cost for FY2002 and FY2003 is complete. The team is now working to input the new data into the model, allocating costs per the previously drafted allocation methodology. Initial presentations to senior management are planned for the end of June. Also, nearly all steering committee members have been identified. Once steering committee membership is finalized, regular monthly steering committee meetings will be scheduled.	33%	Green
29	CFO	<i>Sustain and improve timely reconciliations and implement other procedures needed to comply with FY 2004 accelerated reporting requirements.</i>			

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	6/10/2004	<p>Monthly Reconciliations: Reconciliations are being performed and completed on time (less than 25 days compared to 30 day metric).</p> <p>Reconciliation Reengineering Project: Proposals received from vendors as of 4-30-04 in response to FSA's request for additional clarification of approach level of effort estimate did not meet CFO requirements. To date, solicitation has been limited to financial consulting firms on the GSA scheduled classified as "small". Such firms do not have the firm and staff qualifications required to fully meet the objectives of the reconciliation reengineering project based upon pre-solicitation market research performed by Accounting Division (AD) and evaluation of proposals received in response to original and revised RFPs that were limited to firms classified as "small". AD has confirmed its requirements and approach and desires to open competition to include firms classified as "other".</p> <p>Desk Operating Procedures: Six of the eight desk operating reconciliation procedures have been finalized. Deva is currently working on resolving FSA comments on the two remaining procedures.</p> <p>Other: Established connectivity to VDC and tested limited CheckFree functionality on FSA test desktop. Rolled-out CheckFree client software to remaining 4 FSA computers for users included in the CheckFree pilot program. Currently analyzing the options for production support with FSA-CIO. Next steps are (1) to assign and finalize support (i.e, application, database, system security officer) functions and (2) develop functional and technical implementation plan.</p>	35%	Yellow
	5/27/2004	<p>Reconciliation Reengineering Project: Proposals received for the reengineering pilot program project did not adequately satisfy FSA's requirements. Therefore, FSA is evaluating its options including reconsidering the implementation of the pilot program during FY2004. Continue to internally identify and implement quick process improvements and install/implement CheckFree.</p> <p>Desk Operating Procedures: Finalized draft desk-level procedures for 3 of the 8 reconciliations. Reviewed 3 of the 5 remaining procedures and provided comments to DEVA for resolution.</p> <p>Other: Successfully installed CheckFree client software on 2 FSA desktops for pilot program reconciliation (DLS/DCS transfers and FMS/FMSS) and established connectivity to server application and databases located at the VDC. Began developing and testing DLS/DCS transfers reconciliation process by building CheckFree import template, importing data, and initiating the matching process.</p>	35%	Green
30	CFO	<i>Manage FMS operations.</i>		
	6/10/2004	There are 23 metrics that the contractor can be penalized, including the following categories of measurements: transaction processing times, monthly closing times, change request management, application configuration management, security procedures, help desk operations, and overall management measurements. EDS met all metric targets for the month of May.	65%	Green
	5/27/2004	FMS Operations continues to operate smoothly. With the implementation of the GAPS Transaction ID in the most recent FMS release, FMS is able to produce alerts to identify transactions within the COD-FMS-GAPS data flow that have not completed the processing cycle in an acceptable amount of time. So far, these alerts have proven very successful in maintaining financial control at the transaction level.	62%	Green

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31	CIO	<i>Develop and deploy Enterprise Performance Test Architecture.</i>				
		6/14/2004	Working through team set up issues including replacement of a damaged computer for one team member. Load runner has been installed on all machines. The controller is setup. Additional memory for the controller has been ordered. The team is working with the eMPN team to establish a testing schedule and identify business scenarios. The team is also establishing a schedule for continuing the research of the FAFSA GC issue.	20%	Green	
		6/4/2004	Plan for the plan submitted on time to FSA. VIP is working on a detailed plan for 3rd QTR. Experiencing problems with one desktop computer due to a blown power supply. Working with IT services to correct. OCIO is not allowing us to install Loadrunner on ednet. This is a major set back. We are scheduling a meeting with OCIO to understand the issue and identify alternatives. VIP is being relocated from the 9th floor to the 10th floor.	20%	Green	
32	CIO	<i>Provide Enterprise and Data Architecture management.</i>				
		6/14/2004	The EA team completed all of the outstanding Architecture Reviews of Business Cases, created individual Review Reports for each Business Owner as well as an overall Summary EA Review Report to be presented to the Architecture Working Group. Also reviewed the OMB Exhibit 300 and 53 feedback for FY'05 in preparation for FY'06 and presented issues to the Enterprise Performance Management Services team. EA reproduced OMB reference model reports (provided in the feedback) using Applix/TM1 - FSA is now able to look at the data submitted as part of the Exhibit 300 submission in the same fashion as OMB. Started tool evaluations comparing Erwin, Sybase and Popkin in the areas of Data Modeling and other capabilities.	42%	Green	
		6/4/2004	The EA team hosted Embarcadero training for the CIO IT Management staff. The focus of the training was to learn how to perform Reverse Engineering from existing data, creating tree structures, finding redundant entities and building the logical data model based on the output of the reverse engineering. In addition, Architecture Working Group Meeting Minutes have been posted to the EA Website. Additional Architecture Reviews were held for those business cases being presented to the IPC this week. Facilitated the Chief Architect's Forum meeting with a focus on the issues with creating a combined EA Exhibit 300. Migrated the EA and DA (merged) encyclopedias to the VDC on version 9.1.23 of Popkin.	42%	Green	
33	CIO	<i>Provide security and privacy support to FSA business units.</i>				
		6/14/2004	In discussion with ED Contracts and reworking boilerplate contract content for security. Discussed patch management strategy with VDC management and need for pilot. In process of scheduling VDC site visit. Working with FSA systems to complete annual Self-Assessments as part of FISMA.	75%	Green	
		6/4/2004	FSA continued its support for Departmental workgroups.	75%	Green	
34	CIO	<i>Provide Integrated Technical Architecture (ITA) and Enterprise Application Integration (EAI) maintenance and production support.</i>				

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		6/14/2004 The ITA Team, in addition to responding to customer service inquiries, made progress on several ongoing projects. The team continues with the plan to make WebSphere 5.1 upgrade; work proceeds on schedule to migrate the remaining applications that use WebSphere 3.5 to 5.0. On the Interwoven front, Indus has requested that the migration to 5.5.2 be moved up one week to the weekend 6/11-6/13. On the CSS project, everything is on schedule. Production support was focused in the beginning of the week on the problem with an Oracle listener for the temp app database for FAFSA. This problem brought up a number of issues, not the least of which was why the problem was allowed to persist for so long before it was escalated to the support teams.	41%	Green
		6/4/2004 ITA:The ITA Team, in addition to responding to customer service inquiries, made progress on several ongoing projects. Following customer requests that version 5.1 be the next WebSphere upgrade, the team switched gears to make this happen. We have communicated with all the affected parties in the development of a new plan to lay down a 5.1 environment next to the existing 5.0.1 environment in order to accommodate both those applications desiring the newer version, and those that need more time to upgrade. The newest addition to the team's list of projects is eMPN; this application will be moved onto the ITA environment. A preliminary schedule for this migration has been developed.EAI:A primary concern of the EAI team continues to be the CommerceQuest DataIntegrator Evergreening. Since discussions with the vendor seem to be going nowhere, the team is proceeding with a risk mitigation strategy for the possibility that vendor support is terminated at the end of the current agreement. Another priority has been the implementation of the EAI security exit; we expect implementation over the next several weeks. Significant progress has been made in introducing an EAI database in ClearQuest, and we demonstrated – with great success – the Message Status Inquiry Tool to COD and FAFSA business owners. Furthermore, the team responded to 34 COD customer service inquiries.5/28/2004	39%	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>		
		6/9/2004 The QA Team is researching how to establish repeatable Return on Investment (ROI) metrics for QA activities (IV&V, Security Assessments, PIR) and coordinating with FSA (CSB, PMO, FSA Contracts) and Industry (FEDSIM, BSC Systems) representatives to discuss options and possible recommendations. All QA Team IV&V, Security, and Operations support tasks are on track and on schedule.	69%	Green
		6/4/2004 IPC approved full funding request (\$350K) for FSA QA Program FY05 Business Case on June 2, 2004. Coordinating with Ben Leborys, CSB IV&V Liaison, to brief the DSG and IPC on IV&V support to CSB Development on either June 8 or 10. QA Team conducted PIR kickoff meeting for FMS Forms 2000 on May 27, 2004, with expected delivery date of August 16, 2004. All QA Team IV&V, Security, and Operations support tasks are on track and on schedule.	67%	Green
37	CIO	<i>Support ED, customers and business partners by participating in the President's Management Agenda E-Government initiatives.</i>		
		6/9/2004 On June 7, the ED GovLoans team met with Marianna O'Brien to discuss possible outreach options for GovLoans. On June 8, the eLoans team held a follow-up conference call with OMB and HUD staff to discuss OMB's privacy/security concerns with the citizen access to CAIVRS prototype.	69%	Green
		6/4/2004 Students.gov received 47,306 visits (1.4 million hits) during the week of May 23 - 29, 2004. In May 2004, 214,603 visitors came to students.gov (5.5 million hits) - an increase of 3% from April, and an increase of 19% over the number of visitors in May 2003.	67%	Green

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38	OMBD		<i>Provide high quality information, research and informal problem resolution services to student loan borrowers and other participants in student aid programs.</i>		
		6/11/2004	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 1.66 (through 06/04/04)	71%	Green
		5/28/2004	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 1.70 (through 5/14/04)	66%	Green
39	PL		<i>Conduct reauthorization activities.</i>		
		6/11/2004	Final FSA draft is expected to be delivered to Management Council by the end of June.	40%	Green
40	PL		<i>Policy Liaison Placeholder</i>		
		6/11/2004	This Project is in the process of being specified. Jeff Baker is to meet with Terri Shaw to obtain final approval on language. The proposed language is "FSA will develop procedures to ensure timely response to policy questions."	00%	Yellow
41	CMS		<i>Plan and manage FSA conferences.</i>		
		6/11/2004	-Work continues on development of new procedures for EAC session reviews.	97%	Green
		5/28/2004	-Session evaluation results from the 2003 EACs and the 2004 Spring Conference have been sent to all presenters. -Have completed the analysis of the overall conference evaluations from the Spring Conference. -Work continues on development of new procedures for EAC session reviews.	97%	Green
42	CMS		<i>Manage, develop and update content for FSANet.</i>		
		6/11/2004	WEB STATS for FSANet for the month of May: -Successful hits for the entire site=434,797 **Note: Due to the network switching servers, FSANet data was skewed and therefore only the above number was thought to be accurate. The top five areas hit most on FSANet: Home Page, IT Security Portal, Learning Coupon, Career Zone, and FSA Reorganization Package. Most downloaded files: Moderization Task Orders & Deliverables.	65%	Green
43	CMS		<i>Manage controlled correspondence functions including FOIA, privacy and controlled mail.</i>		
		6/11/2004	Controlled Mail - 214 letters were handled by FSA - all on time. FOIA- For May, 3 new cases and 14 cases have been closed.	65%	Green
		5/28/2004	Controlled Correspondence - 124 letters were handled by FSA-all were on time.	60%	Green

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44	CMS	<i>Develop and implement internal and external communications strategy.</i>			
		6/11/2004	<ul style="list-style-type: none"> -News article quoting Bill Leith in Bucks County Courier Times on FAFSA issues was received and disseminated through the newsclips. -News article quoting Neil Sattler in Federal Computer Week on e-signature was received and disseminated through the newsclips. -Daily newsclips on time. -FSA Weekly News to employees on time. -Hot Issues List to Sec. Paige on time. -Weekly Report to Sec. Paige on time. -Supported Terri Shaw by gathering information related to FSA's Hispanic outreach activities. -Lobby Monitor updated with current Dashboard. -Information Requests - To date, there have been 247 requests with 17 open and 1 on hold. The last 3 requests included: Info about an audit re: Pell Grants; Info needed for Asst. Sec. Karen Johnson on HBCUs; How are default rates calculated. 	65%	Green
		5/28/2004	<ul style="list-style-type: none"> -On May 19, Neil Sattler was interviewed by Federal Computer Week on e-signature and the PIN. Article should appear in the last May edition or early June. -On May 20, Bill Leith was interviewed by the Chicago Tribune. Topic was saving for college & FAFSA deadlines. -PRESS RELEASE issued 5/24 on new loan interest rates. -FSA Weekly News to employees was on time. -Hot Issues List to Sec. Paige was on time. DeMarge College, EP and SABA Univ. topped the list. -Weekly report to Sec. Paige was on time. -Lobby monitor was updated with 5/20 Dashboard stats. -Information Requests- Since Dec. we've tracked 233 requests with 17 open and one on hold. HR employee video has slipped due to PC problems and software issues with ED's videographer. A draft will still be ready in June but not in time for the orientation date of June 2nd. This is an FSAU project. -Daily newsclips ongoing. -Coordinated Terri's presentation at the ACT conference in Philly on May 26. 	60%	Green
45	EPMS	<i>Mature Enterprise-wide Procurement Plan.</i>			
		6/11/2004	<p>The EWPPDb is currently undergoing review by the Technical Review Board , resulting in a delay for full implementation on the network. It currently resides on the development network. The forecast of completing project number 45 overall objective is still achievable by the plan date of September 30, 2004. (Sixty percent completion status reflects the average completion between 45.1 and 45.2)</p>	70%	Yellow
			<p>Percent complete is advanced due to the near completion of the the Enterprise-wide Procurement Plan under 45.2.</p>		
		5/28/2004	<p>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 EWPPDb is currently undergoing review by the Technical Review Board , resulting in a delay for full implementation on the network. It currently resides on the development network. The forecast of completing project number 45 overall objective is still achievable by the plan date of September 30, 2004. (Sixty percent completion status reflects the average completion between 45.1 and 45.2)</p>	60%	Yellow

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46	EPMS	<i>Develop acquisition workforce.</i>				
		6/11/2004	No change from last reporting period.	60%	Green	
		5/28/2004	The acquisition workforce includes APCMG, contracting officers on detail to FSA, and the program managers serviced by APCMG. The training plan for APFP staff has been approved and training is ongoing. By the end of May 04 the contracting officers will only be staffed at 15% of the workforce required to support contract award and administration at an acceptable level. This staffing level has dropped due to the recent reassignment of a contracting officer.	60%	Green	
47	EPMS	<i>Implement enterprise contract performance monitoring measures against new systems contract awards.</i>				
		6/11/2004	Training of CSB personnel was conducted on 05/27/04 to complete the CSB milestone. FEBI incorporation into the process is still dependent on the FEBI acquisition schedule.	70%	Yellow	
		5/28/2004	Completion of the subordinate success measures is dependent the CSB and FEBI projects. Training of CSB personnel has been scheduled for 05/27/04 to complete the CSB milestone. FEBI incorporation into the process is still dependent on the FEBI acquisition schedule.	65%	Yellow	
48	EPMS	<i>Continuously update and monitor procurement internal controls.</i>				
		6/11/2004	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.	70%	Yellow	
			Acquisition process measurements are underway with the establishment of timelines for various type of procurement. Refinement of those templates will be an on-going exercise. Establishment of contract performance measurement process has begun.			
		5/28/2004	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.	70%	Yellow	
			Acquisition process measurements are underway with the establishment of timelines for various type of procurement. Refinement of those templates will be an on-going exercise. Establishment of contract performance measurement process has begun.			
49	EPMS	<i>Increase contract dollars awarded to small businesses.</i>				
		6/11/2004	No change from last reporting period.	90%	Green	

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		5/28/2004	FSA awarded \$10,022,738.99 to small businesses during the 1st and 2nd quarters of FY04. This is a 62% increase over the \$3,777,091.38 awarded for all of FY03. Thus far in 3rd quarter FY04 FSA has awarded \$129,287.98 to small businesses. This brings the total for FY04 to \$10,152,026.97 for an overall increase of 63% for the year.	95%	Green
50	EPMS	<i>Continue to implement integrated project management oversight for FSA's system integration activities.</i>			
		6/9/2004	Continue to roll in targeted FSA projects into PMO reporting. During reporting period, added Portals (3) and Data Marts (2).	50%	Green
		6/8/2004	Continue to work with identified PM's in reporting into the PMO. Over last reporting period added the Portals (3) and Data Marts (2) into the monthly reporting structure. Project status reporting to the IPC should resume at the end of June once all FY05 business cases have been presented.	50%	Green
51	EPMS	<i>Evaluate and implement selected project management standards based on the system development methodology (Solution Life Cycle).</i>			
		6/8/2004	No updates to report as this initiative is on hold pending the outcome of OneEd.	08%	Red
52	EPMS	<i>Restructure integration leadership support to transition the majority of responsibility to FSA staff.</i>			
		6/9/2004	Transition from Accenture to new integration partner, Grant Thornton, is complete and integration planning activities are well underway. However, designated FSA integration group has not been named/created. This portion of the initiative is being considered the remaining 30% .	70%	Green
53	EPMS	<i>Prepare and continually monitor and report on the accomplishments of the High Risk Plan.</i>			

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	6/10/2004	<p>General</p> <p>FSA management and staff continue to talk with GAO and provide information as requested. GAO is drafting their report and part of it related to integration has been shared with FSA. The exit conference is scheduled for 6/22.</p> <p>Financial Management</p> <p>E&Y has completed 4 of the 5 GA site visits for the 2004 financial statement audit. OIG's FISMA work has resulted in an interim alert memorandum related to perceived preventative control weaknesses in COD that bring into question the security Certification & Accreditations done to date on the Department's systems. FSA met with OMB to discuss our progress on costing and subsequently provided OMB with additional information on what costs we will be able to measure by the end of the year. DL consolidation reduced overpayments by 20% in April and underpayments by 10%. CFO released an Internal Control Review RFP to potential bidders. CFO has requested that the competition for support for its reconciliation reengineering project be opened to all firms after the response from small vendors was unsatisfactory.</p> <p>Systems Integration</p> <p>The final FEBI Phase 2 RFP was to be issued on 6/1/04, with proposals due back 7/6/04. OMB is still very interested in a feasibility study and analysis of how FSA might use loan-level detail from lenders to calculate more accurate payments to lenders. Data Strategy 2.0 and an NSLDS task together will provide that analysis by 9/30/04. Data Strategy 2.0 deliverables on FFEL data flows and student enrollment reporting have been finalized. CSB project phases 1 & 2 have been rebaselined and are moving forward, while phase 3 is on track for the original implementation date.</p> <p>Program Integrity</p> <p>OIG has initiated an audit of the process for discharging Direct and FFELP loans due to death and disability. FSA needs to watch this audit closely as GAO will no doubt refer to OIG's work as they move toward a high-risk list decision later this year. ASEDS has to complete a risk assessment of foreign schools' participation in FFELP by 9/30/04. That assessment has to clearly make the case that the new process for approving eligibility of foreign schools is more than adequate and that the actual level of risk, based on history, is low. The planned 5/23 enhancement of eZAudit was implemented. School audits continue to be resolved at goal level. ASEDS QA staff have tested the new Web-based ISIR analysis tool and are on track to deliver to schools by 9/30. Total non-consolidation recoveries are running 25% ahead of the same period last FY. The cure rate on 181-360 day delinquent non-consolidation Direct Loans continues to exceed the FY 2004 goal.</p> <p>PBO Management</p> <p>FSA provided GAO with additional information on management performance plans and awards, the ASEDS reorganization, use of staffing flexibilities provided for in the PBO legislation, and training opportunities and learning tracks. In a meeting with OMB, FSA management provided strong evidence of commitment to addressing OMB's comments related to performance and budget integration and financial management on the 3/31/04 PMA scorecard.</p>	069	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>		
		5/27/2004	<p>General FSA continues to respond to GAO requests for information and updates. GAO has begun drafting their report.</p> <p>Financial Management The 2004 audit is proceeding, with two GA site visits completed. OMB staff met with FSA management on 5/21/04 to discuss the costing model being developed for federal student aid programs and the opportunities being explored in Data Strategy for FFEL data reporting that might be used in lender payment calculations. Progress in both areas will affect the Department's 3rd quarter 2004 PMA scorecard. CFO's RFP for internal control reviews of FSA's financial systems was released to potential bidders. CFO finalized desk procedures for some of their reconciliations and has begun piloting the CheckFree software on the DLS/DCS transfers and the FMS/FMSS interface. CFO also implemented the GAPS Transaction ID in the recent FMS release that produces alerts when transactions in the COD-FMS-GAPS data flow do not process timely. FSA's Oracle 11i implementation is proceeding on schedule, with a support contractor on board and requirements management responsibilities turned over to the implementation contractor.</p> <p>Systems Integration On 5/25/04, FSA staff briefed GAO on the latest status for FEBI, CSB and IPM, and on why we consider COD a success. The meeting was positive, we answered all GAO questions, and validated or corrected their understanding of those efforts. The person writing the systems integration portion of the GAO draft report requested the meeting to validate her draft. The Data Strategy 2.0 work groups on FFEL data flows and enrollment reporting have completed their work and presented their recommendations to the BTIG.</p> <p>Program Integrity Borrower Services completed the school-type analysis of the 1994 through 1998 Life Time Default Rate and has begun to calculate the LTDR for consolidation loans for the same years. The Default Management Workgroup met and discussed the inventory of default prevention activities and how to monitor the results of those activities.</p> <p>PBO Management FSA discussed the draft 5-year plan, the 2004 annual plan and the 2003 PAR and Accountability report with GAO via concall on 5/18/04. We believe we finally laid to rest the notion that FSA had issued a final 5-year plan in the past. A call to the GAO manager of the current high-risk review confirmed that. FSA provided GAO with additional information on the learning tracks available and in development for staff, including the data analysis track designed for the case teams.</p>	65%	Green
54	AWSS		<p><i>Deliver workforce development and support programs.</i></p> <p>6/10/2004 We are making substantial progress on all Milestones and the overall goals of Project 54 concerning workforce development and support programs.</p>	90%	Green
55	AWSS		<p><i>Perform facilities management activities.</i></p> <p>6/10/2004 Records management is 99% completed and is the last open item.</p>	99%	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>		
56	CFO		<i>Review Credit Reform estimates.</i>		
		6/10/2004	The subgroups of the Credit Reform Work Group (CRWG) have continued to make progress. Credit reform technical support contractors have started to work with the CRWG subteams. On June 9, Budget Service presented to FSA business owners the analytical justification for \$2.3B of downward adjustments (reductions in estimated cost) to the FY03 estimates. The subteams also reported their progress in meeting the May 31 milestones identified in the credit reform CAP. They recommended closing several CAP action items; however, they agreed that much more work needs to be done, and will be done, in addition to the requirements of the CAP.	26%	Green
		5/27/2004	The subgroups of the Credit Reform Work Group (CRWG) have continued to make progress. On Monday, May 24 CRWG sub-team representatives from FSA met with credit reform technical support contractors, introduced them to the project, and discussed next steps. Although FSA had planned for this contract to be awarded several months ago, the subgroup members believe this project can remain on track. By Friday, May 28th the subteams will separately report on progress in meeting the May 31 milestones identified in the credit reform CAP.	23%	Green
58	CFO		<i>Support the implementation of Oracle Federal Financials Release 11i.</i>		
		6/10/2004	The FSA Oracle 11i support contractor continues to work according to their project plan. They are actively participating in the functional sub-teams and preparing white papers to further detail functional requirements and consider implementation options. Current white papers being drafted include FSA payment processing, FSA related regulations impacting Oracle 11i upgrade, FFEL-GA and LaRS extensions, audit trail and reconciliations, and technical architecture. The first draft of these white papers are due by the end of June.	59%	Green
			The FSA team has provided feedback on the implementation contractor's work breakdown structure deliverable. The comments were significant enough to warrant another draft version of the document.		
		5/27/2004	The FSA Oracle 11i support contractor task plan has been completed and is now being used to manage the contractor's efforts. In general, they will participate in the Oracle functional sub-teams (FSTs), providing much more detail behind FSA-specific requirements and identifying Oracle 11i requirements that may effect FSA feeder systems and initiatives.	54%	Green
			FSA has turned over requirements management responsibilities to the Oracle 11i implementation contractor. While we will still track our requirements, the management of those requirements will be done by the implementation contractor. Currently, requirements management tools, including the Rational tool suite, are being considered to assist with that process.		
			The FSTs have begun to meet and discuss the Department-wide requirements for Ollie. These meetings began this past week.		
59	CFO		<i>Implement automated budget funding entry solution.</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>			
		6/10/2004	The FMS contractor delivered the final functional requirements document on 6/11. The FMS functional test scripts and technical design document are well underway, planned for delivery by the end of June. The EDCAPS contractor is close to completion on the draft technical design document. Regular meetings have been occurring, ensuring that the EDCAPS contractor, FMS contractor, OCFO, and FSA CFO all agree to the requirements and initial design specifications.		45%	Green
		5/27/2004	The EDCAPS contractor has delivered a final requirements document and has begun their design document. The FMS contractor has delivered a draft requirements document and has received comments to finalize the document. The FMS contractor has also begun their draft design document. Regular meetings have been occurring, ensuring that the EDCAPS contractor, FMS contractor, OCFO, and FSA CFO all agree to the requirements and initial design specifications.		40%	Green
62	BS	<i>Begin the implementation of Common Services for Borrowers (CSB).</i>				
		6/8/2004	The report for this item is included under the Milestones, Action Item Number 62.2.		35%	Green
		5/26/2004	The status of this project was reported red on the previous reporting cycle to correspond with the Scorecard status for CSB. Once the distinction between the purpose of the annual plan reporting system and the Scoreboard were explained it was decided that the CSB status for the purpose of annual plan reporting would return to green – as work has continued (see Item 62 milestones) on CSB development while FSA staff waits formal approval of proposed schedule changes requested by the contractor.		40%	Green
63	ADS	<i>Improve school partner oversight.</i>				
		6/11/2004	See milestones 63.1, 63.6, and 63.8 for progress updates.		70%	Green
		5/28/2004	See milestones 63.1, 63.6, and 63.8 for details on progress.		66%	Green
65	ADS	<i>Create a target state vision of a Front End Business Integration (FEBI).</i>				
		6/16/2004	During the past several months, progress updates have been provided on the solicitation and negotiation phases of the FEBI project and the percentage complete was tracking those activities. Because the success measure for this Action Item is "Create a target state vision for an enterprise, integrated front-end service delivery system" we are updating the percent complete field to 100%. The target vision, which informed the SOO development, was completed in February 2004. Progress is being made and the project is on schedule to make an award by the end of the FY04 fiscal year, as anticipated.		100	Completed
		6/10/2004	Progress being made and on schedule per project plan. Currently in Phase 2 of the solicitation and will begin negotiations with potential vendors. Due to federal contracts policy, updates on negotiations and progress cannot be provided.		65%	Green
		5/28/2004	Progress being made and on schedule per project plan. Currently in Phase 2 of the solicitation and will begin negotiations with potential vendors. Due to federal contracts policy, updates on negotiations and progress cannot be provided.		60%	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>		
67	ADS		<i>Prepare to implement IRS data match.</i>		
		6/10/2004	The IRS Workgroup has finalized a presentation for the Management Council that summarizes the work that the group has done to date and provides an overview of five possible IRS match scenarios. The Workgroup gave the presentation to the Management Council on Thursday, 6/10/04, and made recommendations to the Council about future work it believes should be done on the IRS Match project.	78%	Green
			The Workgroup continues to meet to develop a high level plan for conducting an IRS demonstration pilot in the first year(s) of implementation.		
			In addition, the Workgroup is meeting on Monday, 6/14/04, to develop an IRS Match presentation for the NASFAA Conference in Minneapolis in July 2004.		
		5/28/2004	The IRS Workgroup has finalized a presentation for the Management Council that summarizes the work that the group has done to date and provides an overview of five possible IRS match scenarios. A meeting with the Management Council has been set for June 10. Workgroup meeting members of the team have developed proposed plans for conducting an IRS demonstration pilot in the first year(s) of implementation. We have received a list of Pell participating school sorted by the number of Pell recipients to help further define an approach for school selection for the pilot.	77%	Green
68	AWSS		<i>Continue Learning Coupon program.</i>		
		6/10/2004	205 employees have submitted coupons: 41.4% of our goal. \$77,605 has been obligated: 38.3% of our goal. Online database is still with the contractor, who is working on other FSA priorities.	30%	Yellow
		5/28/2004	186 employees have used coupons: 38% of the goal of 495 employees. \$69,903 has been obligated: 35% of our goal. Historically, the most funds are obligated in the last quarter of the fiscal year. 3 promotion messages were issued. Customer satisfaction survey results show high satisfaction with the program among users this year. Contractor projects that the new online database should be ready for launch next week.	30%	Yellow
69	AWSS		<i>Provide Career Zone services.</i>		
		6/10/2004	The Career Zone team met with staff and counselors from the Super Regions (Atlanta, Chicago, San Francisco) to discuss partnering to provide regional career management services to FSA staff. Regional career management services are scheduled to begin the week of July 20-23 with two planned visits to Kansas City and Dallas. The services that will be provided include career counseling, assessments and career management workshops. Two NSLDS workshops, beginners and advanced, will be conducted for staff to obtain skills in extracting and analyzing data from NSLDS database through the available software tools. Topics will include: TSO, QMF, SQL and overview and updates to NSLDS. The 3rd course in the Career Zone Title IV series, Direct Loans was presented in June. The 2-hour session provided staff with the fundamentals of the Direct Loan Program and included information on Stafford Loans, PLUS Loans, and Consolidation Loans. The Career Zone will introduce a Guest Speakers Series beginning in June. The speaker this month will be Dr. Max Larsen from Gallup who will be discussing StrengthsFinder from the book, Now Discover your Strengths. The feature book and movie from the Lunch-N-Learn series for the month of June is, Fish by Stephen Lundin and Whale Done by Ken Blanchard, respectively.	75%	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>		
		5/31/2004 The Career Zone hosted a spotlight on System Security the week of May 3-7 in concert with staff from the Chief Information Office (CIO). An exhibit was displayed that provided staff with videos, books and literature on how to identify and prevent breaches in system security. Additionally, a workshop was held May 12 on System Security to compliment the month-long focus on system security that concluded with a Security Privacy and Awareness Day May 25th. A 3-day retirement workshop was conducted in UCP for FSA staff. The Career Zone also welcomed 5 new career counseling clients and provided 9 career management workshops for staff. The feature book and movie from the Lunch & Learn Series was No More Blue Mondays by Robin Sheerer and Live Your Dreams...Get Past Your Fears by Les Brown, respectively.	75%	Green
70	ADS	<i>Increase Student Financial Aid program awareness.</i>		
		6/10/2004 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. Market research is complete. Draft SOO and invitation to offerers is before Contracts Review Board for approval. Anticipate posting the request for capability statement the week of June 14th.	50%	Green
		5/28/2004 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.	35%	Green
71	ADS	<i>Reengineer EDEExpress.</i>		
		6/10/2004 The list of issues has been agreed upon with the contractor, who will provide revised documents and a schedule. An adjusted date for project completion has been requested, based on the revised schedule. Completion of the System of Records Notice (SORN) continues through the clearance process with an anticipated completion in late August. 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

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Status Date</i>	<i>Comments</i>		
		5/28/2004	<p>Completion of the System of Records Notice (SORN) continues through the clearance process with an anticipated completion in late August.</p> <p>A list of issues identified during Acceptance testing has been forwarded to the contractor. We have sent Pearson more information clarifying the issues discussed at the May 17 review meeting. Pearson will assess their ability to correct the issues and send us a tracking summary and a development schedule as soon as possible. These changes are recommended in order to achieve a more user-friendly product that accurately calculates and tracks the return of Title IV funds.</p> <p>Recently, we were informed that a Privacy Policy and Privacy Impact Assessment (PIA) must be posted to our web site for the R2T4 product. We have commenced writing it and hope to have it completed in the same time frame as the SORN. The PIA has to be cleared through OGC and approved by OCIO.</p> <p>An adjusted date will be provided once the PIA is closer to completion.</p> <p>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 make the product available to the aid community as close to the start of the 04-05 academic year as possible.</p>	95%	Yellow
72	PL		<p><i>Develop a Late Disbursement Approval and Tracking system.</i></p> <p>6/11/2004 This Project should be cancelled because it has been determined that automating this process is not cost effective. In addition, this process is being successfully performed manually.</p>	50%	Green
73	CIO		<p><i>Develop FSA Security and Privacy Architecture Pilot.</i></p> <p>6/14/2004 The SOO for the conceptual design is currently being drafted. FY05 funding for Phase 2 of the security architecture has been approved by IPC. The final deliverable from prototype design has been accepted.</p> <p>6/4/2004 The final report on the security architecture task was delivered to FSA by Accenture. Currently, we are working on developing the SOO for the followup conceptual security architecture design. We are also working on the business case for FY05 funding for continuing the security architecture task.</p>	48%	Green
74	AWSS		<p><i>Implement Leadership Excellence development training.</i></p> <p>6/10/2004 No new activity to report.</p> <p>5/28/2004 No Change in Status.</p>	60%	Green

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.					
				6/10/2004	SAA participated in 1 continuing partnership activities - May 12-16, conducted training on federal student aid and default prevention and distributed financial aid information to TRIO coordinators during the Legislative and Regulatory Requirements Workshop sponsored by Western Kentucky University. In addition, dialog was initiated with the Pathways to College Network to explore establishing a partnership to enhance dissemination of federal student aid information. The Pathways to College Network is a broadCoalition of national organizations committed to improving college access and success for underserved populations.	100%	Complete	
				5/28/2004	Student Aid Awareness (SAA) is continuing to develop and leverage partnerships. No detailed partnership activities to report this period. (The project manager for this project is on annual leave this week. More detailed data will be available in the next report)	100%	Complete	
		1.2	Publish accurate and timely information that meets the needs of our audience.					
				6/10/2004	GPO jacket for design purposes will be established the week of June 14th so that a meeting can be set up with GPO to discuss The Student Guide. We received feedback from summer interns on the Guide as part of the effort to enhance Guide visually/graphically. The fact-checking process has begun for the High School Counselors Handbook.	15 %	Green	
				5/28/2004	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.Received approval from Jennifer for quantities and costs related to 05-06 Guide and FYE. At the same time, it was determined that approval was not needed from Communications or Kay to proceed. Therefore, Mary K sent an e-mail to Pat Treichel notifying her it was now possible to open a GPO jacket for design purposes.	14 %	Green	
		1.3	Disseminate information directly to target audience.					
				6/10/2004	Student Aid Awareness (SAA) disseminates information directly to target audiences through partnerships, training, college fairs, financial aid nights and other activities. SAA did not provide or distribute federal student aid information and/or materials between May 29, 2004 and June 11, 2004. SAA has reached to date 74,199 persons. During FY03, SAA distributed materials to approximately 103,400. Our Outreach plans for the summer and early fall should situate SAA to meet our goal. In addition to our direct dissemination activities, we also reach our targeted populations via partners/intermediaries. See goal 1.1.	70 %	Green	

5/28/2004 Student Aid Awareness (SAA) disseminates information directly to target audiences through partnerships, training, college fairs, financial aid nights and other activities. 70 % Green

As of 5/26/04, SAA has provided federal student aid information and distributed materials to approximately 74,199 persons as follows:

May 14-15, 2004	WKU-TRIO Training	40
May 19, 2004	Career Day	350

During FY03, SAA distributed materials to approximately 103,400. Our Outreach plans for the summer and early fall should situation SAA to meet our goal.

In addition to our direct dissemination activities, we also reach our targeted populations via partners/intermediaries. See goal 1.1.

1.4 Respond accurately and timely to requests.

6/10/2004 For the period 5/24/04 –6/4/04, the Editorial Services Contract responded to the following correspondence: 99 % Green
 78 controls--- (74 prior period)-----turnaround (3 days)=100%
 1301 non-controls--- (1723 prior period) —turnaround (2 days)=99%
 1982 e-mails--- (1968 prior period)-----turnaround (2 days)=100%

5/28/2004 The Editorial Services Contract performance measurement goals are being met and FSA customers are receiving accurate and timely response to requests. (The project manager for this project is on annual leave this week. More detailed data will be available in the next report) 99 % Green

1.5 Reach customers through Student Aid on the Web.

6/10/2004 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 (05-23- to 06-05-04) are 729,966 and 12,146,903 respectively. During the same period last fiscal year we had 523,281 visits and 7,847,615 hits. This represents FY04 increases of 39.5% for visits and 54.8% 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 35,484 new accounts since SAOTW went live September 7, 2003. 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 has only been available since September of 2003. 100% Complete

5/28/2004 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 (05-09- to 05-22-04) are 725,121 and 12,286,294 respectively. During the same period last fiscal year we had 231,690 visits and 6,930,210 hits. This represents FY04 increases of 213% for visits and 77.3% 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 33,569 new accounts since SAOTW went live September 7, 2003. 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 has only been available since September of 2003.

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.

6/11/2004 Progress continues as follows:

70 % Green

EZ Audit -- Transition has been completed. The CSCC phone scripts were updated so that EZ Audit password resets and status checks are now being routed to CSCC staff.

Customer Service -- We are in the process of updating our CSCC phone scripts to allow for a Spanish version for our greeting and phone options.

IFAP Subscription Service -- As of the end of May 2004, we have reached an all time high of 5,119 subscribers to our IFAP subscription service. This is an increase of 201 users since the previous month.

5/28/2004 Progress continues as follows:

66 % Green

FSATech - ED's OCIO finally installed a new version of software that is used for our FSATech listserve. With the older software, attachments (and viruses) were a problem. A manual, labor intensive workaround had to be implemented, and the extraneous text that was inserted when attachments were blocked did not make FSATech's daily and weekly postings visually appealing. With the implementation of the new software on May 6, 2004, our postings are much cleaner looking and easier to read. The software that ED is now using is the same software used by the "Finaid-L" listserve which many in the financial aid community use.

EZ Audit - Training was completed, and CSCC staff are now shadowing the EZ Audit staff. CSCC expects to take over responsibility of many of the EZ Audit questions next week, and our phone script is being updated to accommodate that change.

Customer Service - In order to better serve our Hispanic customers, CSCC hired a Spanish speaking customer service representative who is fluent in Spanish and who has experience with and knowledge of our financial aid programs. We will be updating our recorded phone message to allow options for our Spanish speaking customers.

IFAP - Staff met with the Default Management team as well as the Financial Partners staff in order to better coordinate some of the information we have on our respective websites. The changes will ensure we are accessing and displaying consistent information across the websites and therefore reduce confusion for our customers.

5 ADS Process Pell and Direct Loan transactions through the Common Origination & Disbursement (COD) system.

<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>
			5.2	Issue COD SOO.				
					6/11/2004	The final FEBI Phase 2 RFP was issued on 6/1/2004. Proposals are due by 7/6/2004. Task completed.	100%	Complete
					5/28/2004	Final FEBI Phase 2 RFP will be issued on 6/1/2004. Proposals are due 7/6/2004.	88 %	Green
6	ADS	Administer Campus-Based (eCB) activities.						
			6.5	Issue FISAP software release.				
					6/11/2004	On 6/2/2004, the IPC approved the requested extension in the target completion date for Project 6 and Milestone 6.5 from 6/30/2004 to 7/30/2004. (Earlier this year when we revamped the milestones under Project 6, we neglected to extend the target end date for this milestone (and accordingly, for the project) from 6/30/2004 to 7/30/2004. The project plan for the FISAP software has always projected the release of the software on 7/12/2004; there has been no delay in completing the project or extension of an earlier release date for any reason. Additionally, the 7/12/2004 scheduled release date is well before the Master Calendar required release date of August 1st.) At this time, FISAP testing is progressing. We expect to issue the new software to schools on 7/12/2004 or by the end of that week at the latest.	84 %	Green
					5/28/2004	The final software testing is still on track to take place over the first few weeks in June 2004. However, the software will not be released to schools until 7/11/2004. Earlier this year when we revamped the milestones under Project 6, we neglected to extend the target end date for this milestone (and accordingly, for the project) from 6/30/2004 to 7/30/2004. The project plan for the FISAP software has always projected the release of the software on 7/12/2004; there has been no delay in completing the project or extension of an earlier release date for any reason. Additionally, the 7/12/2004 scheduled release date is well before the Master Calendar required release date of August 1st. At this time, we need to request an extension in the target completion date for Project 6 and Milestone 6.5 from 6/30/2004 to 7/30/2004 for the reason stated above.	88 %	Green
8	ADS	Expand eZAudit initiative.						
			8.1	Be Prepared for Contract Award.				
					6/11/2004	No change.	68 %	Green
					5/28/2004	May 23 enhancement was implemented.	65 %	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>
			8.2	Complete first full cycle of processing (all school types).				
					6/11/2004	As of 6-06-04, 1,771 annual audit submissions have been rec'd, of which 1,094 have passed the QC screening. We have developed procedures for reducing the redundancy in the QC process.	50 %	Yellow
					5/28/2004	As of 5-23-04, 1,679 annual audit submissions have been rec'd, of which 980 have passed the QC screening. We are planning to streamline the QC process by June 11th for flagged fin statements and deficient audits by reducing the redundancy in the process.	45 %	Yellow
			8.3	Improve audit review component of our compliance activities by increasing the e-submission rate to 95%.				
					6/11/2004	As of 6-06-04, 2,985 schools have registered, about 63% of all schools.	63 %	Green
					5/28/2004	As of 5-23-04, 2,909 schools have registered, about 61% of all schools.	60 %	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.				
					6/11/2004	For the biweekly period 5-24-04 to 6-06-04, 80% of the audits were resolved on time. Cumulative since 10-01-03, 94% of the audits were resolved on time. We are continuing to monitor this closely. There are 20 audits on administrative stay.	65 %	Green
					5/28/2004	For the biweekly period 5-10-04 to 5-23-04, 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.	60 %	Green
			9.2	Continue to measure school monitoring to assess overall compliance trends.				
					6/11/2004	The Administrative Actions & Appeals Division has received 49 referrals for administrative action and initiated 13 debarments from 10-01-03 through 6-07-04. For the FY 2004 Compliance Initiative, preparation of training materials is on schedule. Training is scheduled for July 27 - 29. This was the earliest available time to get conf rms.	65 %	Green

5/28/2004 NSLDS transfer student monitoring Team training took place on 5/17/2004 and Case Teams are already having significant success in reducing the number schools and additional locations without the required NSLDS transfer student monitoring profile. There were 2,356 schools and additional locations without the required profile as of 3/17/2004 and as of 5/25/2004 there were only 2,105 representing more than a 10% reduction.

For the FY 2004 Compliance Initiative, preparation of training materials is on schedule. NSLDS query menus have been prepared that will enable Case Teams to obtain most current school and student specific data for each risk area. Summary reports identifying detailed risk information as well as background information on each school will be issued 5-26-04.

The Administrative Actions & Appeals Division has received 43 referrals for administrative action and initiated 13 debarments from 10-01-03 through 5-24-04.

9.3 Conduct School Relations initiatives.

6/9/2004 The HBCU, H SI, and Tribally Controlled mailing list has been completed and is available to the internal staff.

Perkins: eCB has moved on to the new tracking of the current Perkins ELC letters. There is no significant movement in this project.

5/27/2004 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, 23 Schools have returned \$3,697,889 to the US Treasury.

The HBCU, H SI, and Tribal colleges mailing lists have been submitted for approval and are ready to go live as soon as final authorization is given. The HBCU report has been submitted to the White House Initiative on Historically Black Colleges and Universities.

9.4 Conduct the Experimental Sites initiative.

6/9/2004 No major developments since the last update. Staff in FSA's Operational Performance Analysis/Reporting & Internal Review Group continues to analyze the data submitted by Experimental Sites Schools. The draft report on the results from the experiments during academic year 2002-03 is due to ASEDS by July.

5/27/2004 No major developments since the last update. Work on analyzing the data continues on schedule. Draft report expected by July.

9.5 Administer the Quality Assurance program.

6/9/2004 The QA Program Staff in ASEDS conducted acceptance testing at the Pearson facility for Phase I of the new web-based version of the 2004-05 ISIR Analysis Tool software. The Product Readiness Review is scheduled for June 24, and we expect to sign-off on (accept) the Phase I final ISIR Analysis Tool at that time. Work on developing guidelines for schools has begun and the final guidelines for schools are on target to be delivered by September 30.

5/27/2004 FSA, through its contractor Pearson Government Solutions, conducted usability testing for Phase I of the new web-based version of the 2004-05 ISIR Analysis Tool software. Four QA institutions tested the product and provided feedback on the new "look and feel", ease of navigation, and page layouts. FSA staff will conduct acceptability testing during the first 2 weeks in June, and finalize guidelines for schools before September 30. 75 % Green

9.6 Conduct vulnerability assessment.

6/11/2004 The team leader has gathered and reviewed OIG and GAO reports about ASEDS internal controls and business process vulnerabilities. The team leader is gathering business process and system documentation and is meeting this week with school identifier Subject Matter Experts (SMEs) about school application process risks and vulnerabilities. 25 % Green

5/28/2004 The team leader is on board and has been briefed. The team leader is scheduling meetings with the ASEDS principals and developing a project plan. 25 % Green

10 ADS Produce school publications and materials.

10.1 Annually update and disseminate the Federal Student Aid Handbook.

6/9/2004 The expected comments for the second portion of the handbook had an unusually long delay. There is an expected jump in percentage completeness this coming week when the handbook goes live. 60 % Yellow

5/27/2004 Last minute anticipated comments on the volume that was ready for production this week has delayed the project. This is expected to be completed this coming week and it will change the milestone back to green. 60 % Yellow

10.2 Update and disseminate Direct Loan Program publications such as the Entrance and Exit Counseling Guides and promissory notes.

6/11/2004 The Basics brochures are progressing through the development phase. The Direct Loan PLUS Basics brochure is completing final FSA review. It will go to OPA for review shortly. The brochure for students is being designed. 70 % Green

Currently, there are 35 back-ordered requests for publications or documents at the warehouse. All of these are for the Direct Loan PLUS Basics brochure and will be filled when the new brochure is finished. Schools have been informed about the out of stock item in the COD Processing Updates and other communications.

5/28/2004 The Basics brochures are still in development. The Direct Loan PLUS Basics brochure has been designed and is going through final FSA review. It will go to OPA for review shortly. The brochure for students is being designed. 66 % Green

Currently, there are 35 back-ordered requests for publications or documents at the warehouse. All of these are for the Direct Loan PLUS Basics brochure and will be filled when the new brochure is finished. Schools have been informed about the out of stock item in the COD Processing Updates and other communications.

<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>
13	BS	Enhance program monitoring and oversight.						
		13.1	Default Recovery Rate on FSA-held portfolio 9.5% or more by the end of the fiscal year.					
				6/8/2004	Total non-consolidation recoveries reached \$1.109 billion, an increase of 25 percent from the same period, end of May, in FY03. This represents 6.97 percent of the FY04 portfolio balance.	70 %	Green	
				5/27/2004	Total non-consolidation loan recoveries were \$1.079 billion, an increase of 27 percent over the same period, May 14, 2003, last year. This represents 6.78 percent of the FY04 portfolio balance.	70 %	Green	
		13.2	Update FSA-wide risk management and default prevention inventory.					
				6/8/2004	The Default Management Workgroup meeting has been rescheduled for June 22. The Group has updated the inventory and modified definitions of the overarching strategies as needed. The goal for the meeting on the 22nd will be to reach consensus and finalize the changes.	65 %	Green	
				5/26/2004	The Default Management Workgroup met this past week to discuss the inventory and complete the update including deletions and additions of initiatives. An electronic workbook will be created to provide a complete view of the default prevention and management initiatives, monitored results and successes for senior management, GAO and the IG review. Marge White has joined the workgroup to provide input for operational risk related to default prevention and management.	50 %	Green	
		13.3	Complete the work on the implementation of the life-time default rate measure.					
				6/8/2004	The Lifetime Default Rate analysis has begun on the 1994 through 1998 cohort for the Direct Consolidation Loan portfolio. The next step will be to apply the analysis to the FFELP portfolio. That analysis will begin after the training is completed for the staff on NSLDS.	75 %	Green	
				5/26/2004	The Life Time Default Rate Team has completed the school type analysis of the 1994 through 1998 cohort. Analysis has begun for 1994 through 1998 cohort for consolidated loans.	65 %	Green	
		13.4	Identify new and enhance current delinquency/default prevention tools for the Direct Loan Program.					
				6/8/2004	The success measure for this item is to increase the cure rate on 181-360 day delinquent loans in the non-consolidation Direct Loan portfolio by 1 percent over the FY2003 baseline by September 2004. The goal was achieved in January 2004 and has continued thru the month of May. The goal for FY2004 is 55.1 percent. The actual rate for May 2004 was 59.3 percent. Direct Loan Servicing staff will continue to work with schools to main the goal each month thru September 30, 2004.	60 %	Green	
				5/26/2004	The cure rate for defaulted loans is reported monthly. The next report will be submitted mid June.	50 %	Green	

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			13.5	Conduct vulnerability assessment.				
					6/8/2004	The independent Verification and Validation (IV&V) team is working on the project plan to align it with the new schedule. Once the plan is complete, Borrower Services staff will review it for final approval.	75 %	Green
					5/26/2004	The independent Verification and Validation (IV&V) team is working on the project plan to align it with the new schedule. The team is also conducting a final review of the risk items that will be reviewed for FY04 and beyond.	75 %	Green
16	FPS	Perform National Student Loan Data System (NSLDS) maintenance and operations activities.						
			16.1	Perform cohort default rate calculations, send, and post.				
					6/11/2004	The next rate calculation is scheduled for Saturday, 7.31.2004, for the official cohort default rates.	50 %	Green
					5/28/2004	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.				
					6/11/2004	The next LPIF calculation is scheduled for Friday, 8.13.2004.	75 %	Green
					5/28/2004	The Loan Processing and Issuance Fee was successfully calculated on 5.15.2004. The amounts were generated, provided to FMS, and LPIF payments made to the Guaranty Agencies. Back-up detail for the fee payments were provided to the Guaranty Agencies and summary level information sent to FSA's CFO office. The next LPIF calculation is scheduled for Friday, 8.13.2004.	75 %	Green
			16.3	Review, evaluate, and prepare guaranty agency NSLDS data integrity improvements reports and benchmarks.				
					6/11/2004	The May benchmark reports were reviewed and distributed. The edit passage rates for the guaranty agencies rose to a 99.03% passage rate.	72 %	Green
					5/28/2004	The April benchmark reports were reviewed and distributed. The edit passage rates for the Guaranty agencies fell slightly to a 97.06% passage rate.	60 %	Green
			16.6	Provide monitoring functionality of GA and lender reasonability on a monthly basis.				

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					6/11/2004	The proposal was received from the contractor and reviewed. FSA staff asked for clarification on a few minor points. Contracts is awaiting response.	55 %	Green
					5/28/2004	NSLDS presented its business case to the IPC on Friday, 5.14.2004 and was approved. The RFP was sent to the contractor on Friday, 5.21.2004 and the proposal is due by Friday, 6.4.2004.	54 %	Green
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.					
					6/11/2004	The team submitted several changes to the contractor for resolution. Several issues were closed and move to production. report submitted with this update.	80 %	Green
					5/28/2004	A meeting was held on Tuesday, 5.18.2004 to discuss test results of the scorecards. The following issues were closed and move to production: delinquency rate, program review results and audit results.	60 %	Green
		19.2	Quarterly evaluation of use and value added to the guaranty agency and lender review processes.					
					6/11/2004	Trigger Rate Data for FY01 and FY02 is missing. FP Data Mart Operations has requested FMS Operations to submit this data.	75 %	Green
					5/28/2004	Continue to make changes to the Lender scorecard.	60 %	Green
		19.3	Monitor Data Mart feeds in order to provide accurate, concise and timely data to users.					
					6/11/2004	No discrepancies were found during this QC period. QC report submitted	80 %	Green
					5/28/2004	FMS mid-month QC data has been reviewed, no discrepancies to report.	70 %	Green
20	FPS	<i>Perform Financial Partners Portal operations activities.</i>						
		20.1	Monitor and evaluate web page hits to drive future postings to portal.					
					6/11/2004	Analysis completed, results submitted with this update.	90 %	Green

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					5/28/2004	The team is gathering data to produce the May report. Report will be submitted with the next update.	65 %	Green
			20.2	Maintain current and relevant information to financial partners' user community.				
					6/11/2004	Continue to make content changes. May report submitted with this update.	85 %	Green
					5/28/2004	Continue to make daily updates to the portal web site. May summary report will be provided at the next update	80 %	Green
			20.3	Obtain/evaluate feedback from financial partners' user community on value of information posted on the Financial Partners Portal.				
					6/11/2004	No internal/external feedback received during this reporting period.	90 %	Green
					5/28/2004	The team responded to several emails from the public regarding a bogus email that was sent out from the FP operations mailbox. This issue has been corrected.	80 %	Green
21	FPS	<i>Perform Leveraging Educational Assistance Partnership/ Special Leveraging Educational Assistance Partnership (LEAP/SLEAP) activities.</i>						
			21.3	Review and approve applications from states. Obligate, generate, and mail grant award notifications to states.				
					6/11/2004	96% of the states have submitted applications for the next award year. Financial Partners Services (FPS) is following up with those states that have not yet submitted applications to verify whether or not they still intend to apply. FPS is currently reviewing the submitted applications for eligibility before granting awards.	50 %	Green
					5/28/2004	Thus far, 33 of 56 possible entities have applied for 2004-2005 award year funding. The closing date for receipt of applications for this award year is Friday, 5.28.2004. Mike Sutphin shared the list of applications that have been received to date at the Spring NASSGAP conference with the state entities in attendance. The due date for application receipt was re-enforced and several entities are working with FPS to resolve outstanding questions/issues that they encountered with the process that have prevented application submission.	45 %	Green
22	FPS	<i>Perform Voluntary Flexible Agreement (VFA) activities.</i>						
			22.1	Perform cost neutrality analysis and provide results.				
					5/28/2004	Completed. This effort concluded last period with the review of the information with FSA COO and CFO. Sally Stroup will be briefed on the results/recommendations associated with the analysis on Thursday, 5.27.2004.	100%	Complete

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			22.2	Prepare performance measure assessment and benchmarking reports.				
					6/11/2004	Cost Neutrality and Benchmark recommendations were discussed with Sally Stroup and Terri Shaw. Moving forward with collecting internal information on those performance criteria that can be evaluated internally. This information will be incorporated into a draft report format and circulated for review. Reporting of Default Aversion Assistance information will not be feasible until July.	91 %	Green
					5/28/2004	The recommendations associated with the Cost Neutrality proposal included a benchmarking strategy that will be reviewed with Terri Shaw and Sally Stroup on Thursday, 5.27.2004. Data requests from the VFA and non-VFA participants are in development and will be forwarded to the impacted agencies following this briefing.	90 %	Green
			22.3	Evaluate new applications for VFA.				
					6/11/2004	The "transmittal to Congress" phase of the process has been incorporated into the process document. The draft document will be forwarded for comments the week of June 14th. The last remaining process steps to be documented include the formal signature process that will be used to execute the agreement. A separate document that covers the implementation phase will be developed. In addition, Financial Partners has just received informal notification that another guaranty agency is preparing to submit a VFA proposal. The draft process flow document will be used as a base for processing this request and the timeframes associated with each process step will be tested.	97 %	Green
					5/28/2004	The Colorado VFA is scheduled to be forwarded to Congress by Friday, 5.28.2004, and the draft steps for the "transmittal to Congress" phase are currently being updated to reflect actual events. The updated process flow will be forwarded to OLCA and Exec. Secretary for comments.	91 %	Green
			22.4	Foster effective working relations with guaranty agencies during scheduled site visits.				
					6/11/2004	Due to time constraints, it was not feasible to schedule a conference call with the participants of the VFA Information Sharing session being held in Sacramento CA, June 7-9. A follow-up communication with the VFA guarantors will be scheduled to discuss the results of the Cost Neutrality Analysis after the Monday, 6.14.2004 OMB meeting to discuss the costing model.	75 %	Green
					5/28/2004	FP will be scheduling a conference call with the participants of the VFA Information Sharing session in Sacramento June 7-9th to provide updates on VFA initiatives and solicit feedback.	73 %	Green
23	FPS	<i>Perform maintenance and improvements to the Financial Partners' Electronic Records Management (ERM) system in order to enhance use.</i>						
			23.1	As appropriate integrate ERM work with other FSA business units. Identify opportunities to integrate at the enterprise level.				
					6/11/2004	FP reviewing revised Project Charters. The new charter identifies how the new subcategories and document types will be added to the current FP File index.	85 %	Green

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					5/28/2004	Based on further discussions, FP and SEC is determining what improvements will be implement based on funding sources and priorities within FP and SEC.	85 %	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.				
					6/11/2004	Staff continuing to work on preparing revised plan.	78 %	Green
					5/28/2004	Staff will include the implementation of the URL changes in the report.	75 %	Green
25	FPS	<i>Enhance program monitoring and oversight.</i>						
			25.1	Participate and provide Financial Partners Channel support for ED audit.				
					6/11/2004	Ernst & Young (E&Y) has completed three of the five GA site visits. The Boston (ASA) GA E&Y site visit was completed on Friday, 5.21.2004 and no findings have been reported to date except for two outstanding narrative responses provided by ASA still needs to be reviewed by E&Y on differences with Subrogations and Federal Receivables. ASA provided narratives (explanations) to E&Y for those differences and FP is awaiting E&Y's review of those documents. FP will follow-up with any remaining ASA outstanding audit issues. The Great Lakes GA E&Y site visit was completed on Friday, 5.28.2004 and no findings have been reported. The Vermont GA site visit began Tuesday, 6.1.2003. The New Mexico E&Y site visit is set for Monday, 6.7.2003.	65 %	Green
					5/28/2004	Ernst & Young (E&Y) has completed one of the five GA site visits. The Illinois GA E&Y site visit was completed on Friday, 5.14.2004 and no findings have been reported to date. E&Y is at the Boston GA (ASA) for the week of May 17th and some reported differences were found for Receivables and Subrogations. ASA is in the process of resolving and reconciling those differences for E&Y. FP will follow-up with any remaining ASA outstanding audit issues. Great Lakes GA will be the third site visit scheduled for the week of May 24th. All data for the Great Lakes audit has been received and turned over to the E&Y.	50 %	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.				
					6/11/2004	During this reporting period conducted a program review site visit to Nelnet's Indiana Service Center. Also completed the first week of a two-week review at the South Carolina guaranty agency.	53 %	Green
					5/28/2004	During this reporting period conducted program reviews of 2 servicers - ISLLC and NES-Corus. The program review of Southwest Student Loan Services was closed. A revised Compilation of Servicer Review Reports was also issued.	50 %	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.				

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		<i>Milestone# Action Item</i>				
			6/11/2004	Continued Work in progress - Staff continuing to follow-up with lenders who have not submitted FY02 lender audit reports. Staff is also continuing to review A-133 GA compliance audits. In addition, FY03 lender audits are being received by FP for review.	90 %	Green
			5/28/2004	Work in progress - Staff continuing to follow-up with lenders who have not submitted FY02 lender audit reports. Staff is also continuing to review A-133 GA compliance audits. In addition, FY03 lender audits are being received by FP for review.	88 %	Green
		25.4 Utilize GA/lender scorecards to reduce risk and improve review process. Review and evaluate use of guaranty agency and lender scorecards.				
			6/11/2004	The power user group and DMIT participants would like to have another meeting but this one will be in person. D.C. has been talked about as the location due to contractor support, etc. The workgroup would go over the lender and GA scorecard to determine what is left to fix and determine if we have a good product. A decision should be made soon to determine the date of the meeting.	69 %	Green
			5/28/2004	The Power User group made progress in correcting many of the formulas used in the Lender and GA scorecards. Last week the group met again and reviewed the list of outstanding issues. The group determined what metrics need more review and testing in the coming days and weeks. Work assignments were distributed among the power users.	66 %	Green
		25.6 Conduct vulnerability assessment.				
			6/11/2004	The proposal was received from the contractor, reviewed and accepted. Awaiting award from contracts office.	13 %	Green
			5/28/2004	NSLDS presented its business case to the IPC on Friday, 5.14.2004 and it was approved. The RFP was sent to the contractor on 5.28.2004. The proposal is due from the contractor by Friday, 6.4.2004.	12 %	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.				
			5/24/2004	Closed. GovLoans.gov was released on April 28, 2004.	100%	Complete
45	EPMS	Mature Enterprise-wide Procurement Plan.				
		45.1 Complete market research to resolve plan issues.				
			6/11/2004	We are investigating and analyzing approaches to accomplishing the VDC Market Research.	70 %	Green

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					5/28/2004	Concern remains regarding availability of resources to accomplish VDC research. APFP management attention is focused squarely on making FEBI a success within the planned schedule. Will commence with concentrated effort once final FEBI RFP is issued.	70 %	Yellow
			45.2	Synch Plan w/BIG End State Vision.				
					6/11/2004	Vendor delivered the plan. Need to review one final time and we can then call this complete. Completion will occur before the 9/30/04 deadline. C	95 %	Green
					5/28/2004	Vendor missed their 5/15 delivery date, thereby delaying the internal suspense date. Status is moved to yellow . Corrective actions was taken regarding vendor performance. Completion is still expected well before the 9/30/04 deadline.	50 %	Yellow
47	EPMS	<i>Implement enterprise contract performance monitoring measures against new systems contract awards.</i>						
			47.1	Incorporate CSB into enterprise process.				
					6/11/2004	Complete. A training session with CSB personnel was conducted on 05/27/04.	100%	Green
					5/28/2004	A training session with CSB personnel is currently scheduled for 05/27/04. The IPC on 05/21/04 approved changing the completion date to June 30, 2004. Status changed to Green.	90 %	Green
			47.2	Incorporation of FEBI into process by September 30, 2004.				
					6/11/2004	Monitoring FEBI status. The progress and status will remain at Yellow until FEBI has reached a point that permits incorporation into the process.	45 %	Yellow
					5/28/2004	The progress and status will remain at Yellow until FEBI has reached a point that permits incorporation into the process.	40 %	Yellow
48	EPMS	<i>Continuously update and monitor procurement internal controls.</i>						
			48.1	Establish monitoring and reporting process for government furnished property.				
					5/28/2004	Task Completed	100%	Complete
			48.2	Establish reporting process to monitor vendor performance.				

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		<i>Milestone# Action Item</i>				
			6/11/2004	Contractor support remains in the due diligence stage. Full implementation of the process and reporting vendor performance will extend beyond September 2004, as new acquisition initiatives such as IPM take flight.	45 %	Yellow
54	AWSS	<i>Deliver workforce development and support programs.</i>				
		54.1 Continue Intern Program.				
			6/10/2004	The summer interns are in place through out FSA as planned. FSA has a total of 39 interns on board and 3 interns are participating in the SCEP program (Student Career Experience Program) . FSA plans to hire the 3 SCEP interns at the end of this summer upon graduation from their respective schools. All of the new interns attended a brief FSA orientation on 6/2/04. As of today , all the interns have been assigned computers and phones. Efforts are currently underway to get their voice mail, mailbox locations, fitness center membership, and security clearance info, properly processed.	75 %	Green
			5/28/2004	We now have 38 total interns selected and ready to go. They all will report on June 1st to big ED for orientation and then to FSA on the 2nd for a short FSA orientation. After this, their managers will come and get them and put them to work. Mean while, we're still lining up computers, phones and cubicles. We're also putting in request for these computers and phones to be set up for the interns. We're also helping the interns who need it get security access and housing in our area. We've requested "Bio's" from the interns and will do a Wall of Fame that will tell us a little about themselves and help FSA know who they are. I'm putting together a welcome packet together that will give the interns information from places to eat close by to the dress code for our program. We're also emailing all the applicants that didn't make it and letting them know that they can reapply in the future. I wanted to make sure that they received a notice from us as a good customer service measure.	94 %	Green
		54.2 Conduct FSA Orientation.				
			6/10/2004	The FSA New Employee Orientation Program session was held on June 2, 2004. A debrief of the lesson learned from the FSA NEOP June 2, 2004 session is scheduled for June 15, 2004.	90 %	Green
			5/31/2004	The FSA video first draft date has been changed to June 11, 2004. The next FSA New Employee Orientation Program session will be conducted on June 2, 2004. The test website for the FSA New Employee Orientation Program on the FSANET is currently being tested.	90 %	Green
		54.3 Implement results of One-ED Competitions.				
			6/10/2004	Recent communications within the Department of Education announced the decision to award the Payment Processing contract to the ED Most Efficient Organization (MEO) proposal. Once formal, FSA HR will work with appropriate ED offices to identify affected FSA employees and facilitate the implementation of the needed change.	25 %	Green
		54.4 Update Skills Catalog/Learning Tracks.				

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					6/10/2004	Team presented the Skills Catalog to the Management Council on Friday, June 4 for final approval. Management Council will submit updates /changes by close of business Monday, June 14. After the final revisions are made to the document, the complete copy will be sent to the proofreader. During this time, the development team will continue to met before the tentative roll-out date of July 12.	85 %	Green
					5/28/2004	In the process of planning the deployment strategy for the Skills Catalog; deployment team met on May 25 to identify a tentative timeline and strategies. Presentation to Management Council will occur on June 4.	80 %	Green
			54.5	Implement Workforce Alignment Strategy.				
					6/10/2004	On May 26, 2004, FSA's proposal to reorganize ASEDS was approved by the Office of Management. On May 27, 2004, both the union and all ASEDS managers/supervisors were notified of the approval and provided information detailing the changes. On June 1, 2004, all ASEDS employees were provided access to the details of the approved changes via FSANet. On June 3, 2004, AFGE (union) officials presented a demand to bargain on the changes that we will be making through our approved changes. FSA HR and ASEDS management are continuing to work together to fulfill our bargaining obligations.	94 %	Green
			54.6	Update the FSA Human Capital Plan - reflecting the mission-critical challenges, workforce needs and plans for recruiting, retaining, developing and motivating staff.				
					6/10/2004	On 6/3/04 we met with the Partnership for Public Service, Terri Shaw, Bill Liedinger, and Viki Trietsh to apprise them of our proposals for FSA's Human Capital Plan and to ensure alignment with the Departments efforts. Additionally, we are considering FSA's and the Departments participation in pilot to improve the hiring process. We will complete a comprehensive outline early next week and begin the process of writing the plan in the coming weeks.	70 %	Green
55	AWSS	Perform facilities management activities.						
			55.3	Administer records management.				
					6/10/2004	Thus far, 99% of the reports have been submitted for review and approval by OCIO and NARA instead of the 95% that was reported previously.	99 %	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.				
					6/14/2004	Submitted deliverable 152.1.1 Data Strategy Target Vision FFEL and Student Enrollment Data Flow Option Analysis on Friday, June 4th.	57 %	Green
					6/4/2004	Deliverable 152.1.1 Data Strategy Target Vision FFEL and Student Enrollment Data Flow Option Analysis is on schedule for delivery on Friday, June 4th.	54 %	Green

Milestone# Action Item

Status Date Comments %Complete Status

5/24/2004 Approval received for deliverable 152.1.2 Data Strategy Target Vision CSB Impact Analysis. Obtained consensus on the data flow recommendations for both FFEL and Student Enrollment reporting. 48 % Green

61.9 Develop the detail Data Quality Execution Plan.

6/14/2004 No Change. 57 % Green

6/4/2004 Submitted deliverable 152.1.10a Data Quality Management Support Report I to FSA on Friday, May 28th. 54 % Green

5/24/2004 Deliverable 152.1.10a Data Quality Management Support Report I is on schedule for delivery on Monday, May 31st. 48 % Green

61.10 Develop a holistic XML Management Plan.

6/14/2004 Successfully deployed the XML Registry/Repository to production on Sunday, June 6th. The PRR for this release was conducted on Thursday, June 3rd. 52 % Green

6/4/2004 Submitted deliverable 152.1.8 XML Registry/Repository Production Readiness Review (PRR) Report to FSA on Friday, May 28th. 49 % Green

5/24/2004 Completed unit and assembly testing of the 15 XML Registry enhancements. Continued to work with the VDC to create the production XML Registry environment. 43 % Green

61.11 Implement the Standard Student Identification Methodology (SSIM), as defined by the FSA enterprise, as a pilot on renewal applicants.

6/9/2004 In the next couple of months the following will occur: Finalize analysis of the effectiveness of current SSIM algorithms for correction sources. Begin to modify the SSIM algorithms to implement findings, and provide possible solutions to exception conditions. Additionally, begin to analyze the change notification process, with emphasis on the volume of notifications that will be generated, and automation necessary to maintain current functionality. 60 % Green

62 BS Begin the implementation of Common Services for Borrowers (CSB).

62.2 Begin implementing Phase 1 of the FSA-approved transition plan.

6/9/2004	Contracts - Project Phases 1 and 2 have been re-base-lined. Phase 3 is on track for the original implementation date. Development - Phase 1 development continues with Release 1, 2, and 3 in testing. We await the FRD for Release 4. Infrastructure - Data communications circuits have been ordered. The FSA/CSB team is now planning for Network management capabilities. Call center integration is proceeding with some delivery issues with network routers. This issue has been escalated. Operations - A Spanish language LC website is in system testing and should move to production within the next few weeks. Oversight - On May 26, The IPC approved the additional funding request for FY04 and initial funding requests for FY05 and FY06. IV&V - This item is also reported in milestone 13.5. The independent Verification and Validation (IV&V) team is working on the project plan to align it with the new schedule. Once the plan is complete, Borrower Services staff will review it for final approval.	50 %	Green
5/26/2004	Contracts - Awaiting formal approval of ACS request to re-baseline Phases 1 & 2. Development - Phase 1 development continues with Release 1, 2, and 3 in testing. We await the FRD for Release 4. Infrastructure - Data communications circuits have been ordered. The FSA/CSB team is now planning for Network management capabilities. Operations - Nothing new to report. Oversight - The initial business case was submitted for additional '04 funding, '05 funding and '06 funding. It will be presented to the IPC on May 26. IV&V - This item is also reported in milestone 13.5. The independent Verification and Validation (IV&V) contractor, BSC, has hit the ground running. They have completed a review of the CSB deliverables. An initial Risk Assessment is under review.	35 %	Green

63 ADS Improve school partner oversight.

63.1	Implement Integrated Partner Management (IPM) system.		
6/11/2004	See milestone 63.6 for details on the conceptual design of the IPMS by the ILSC contractor, Grant Thornton.	76 %	Green
5/28/2004	See milestone 63.6 for details on the conceptual design of the IPMS by the ILSC contractor, Grant Thornton.	72 %	Green
63.6	Select competitively a vendor to perform the conceptual design and development of the IPM system.		
6/11/2004	Draft statement of objective was sent to Grant Thornton on 6/7/2004.	76 %	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>
					5/28/2004	Draft statement of objectives for Grant Thornton to perform the conceptual design (only) has been completed.	72 %	Green
			63.8	Procure the design of a workflow tool for SEC.				
					6/11/2004	Pending final FEBI/Data Strategy report.	70 %	Green
					5/28/2004	Continuing to wait on FEBI/Data Strategy final report to make final decision.	66 %	Green
70	ADS	<i>Increase Student Financial Aid program awareness.</i>						
			70.1	Expand federal student aid awareness and outreach program.				
					6/10/2004	This Milestone has been rolled into the Front End Business Integration (FEBI) Small Business Initiative. New Milestone to be developed. Market research is complete. Results currently being analyzed.	80 %	Green
					5/28/2004	This Milestone has been rolled into the Front End Business Integration (FEBI) Small Business Initiative. New Milestone to be developed.	30 %	Green
			70.2	Develop and implement long-term mass marketing strategy.				
					6/10/2004	COO briefed on Federal Student Aid Integrated Enterprise Communications (FSAIEC) draft SOO. SOO revised based upon feedback and is before the Contracts Review Board for approval.	50 %	Green
					5/28/2004	This Milestone has been rolled into the Front End Business Integration (FEBI) Small Business Initiative. New Milestone to be developed.	30 %	Green
71	ADS	<i>Reengineer EDEExpress.</i>						
			71.3	Implement Return to Title IV Web Release.				
					6/10/2004	The list of issues has been agreed upon with the contractor. Pearson will be providing a schedule for review of appropriate documents based on new requirements, including detail design documents and a schedule for development, system testing and Acceptance Testing. An adjusted date for project completion has been requested, based on the revised schedule. Completion of the System of Records Notice (SORN) continues through the clearance process with an anticipated completion in late August. 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

5/28/2004	Completion of the System of Records Notice (SORN) continues through the clearance process with an anticipated completion in late August. A list of issues identified during Acceptance testing has been forwarded to the contractor. We have sent Pearson more information clarifying the issues discussed at the May 17 review meeting. Pearson will assess of their ability to correct the issues and send us a tracking summary and a development schedule as soon as possible. These changes are recommended in order to achieve a more user-friendly product that accurately calculates and tracks the return of Title IV funds. Recently, we were informed that a Privacy Policy and Privacy Impact Assessment (PIA) must be posted to our web site for the R2T4 product. We have commenced writing it and hope to have it completed in the same time frame as the SORN. The PIA has to be cleared through OGC and approved by OCIO. An adjusted date will be provided in the near future once the PIA is closer to completion. 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 make the product available to the aid community as close to the start of the 04-05 academic year as possible.	95 %	Yellow
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