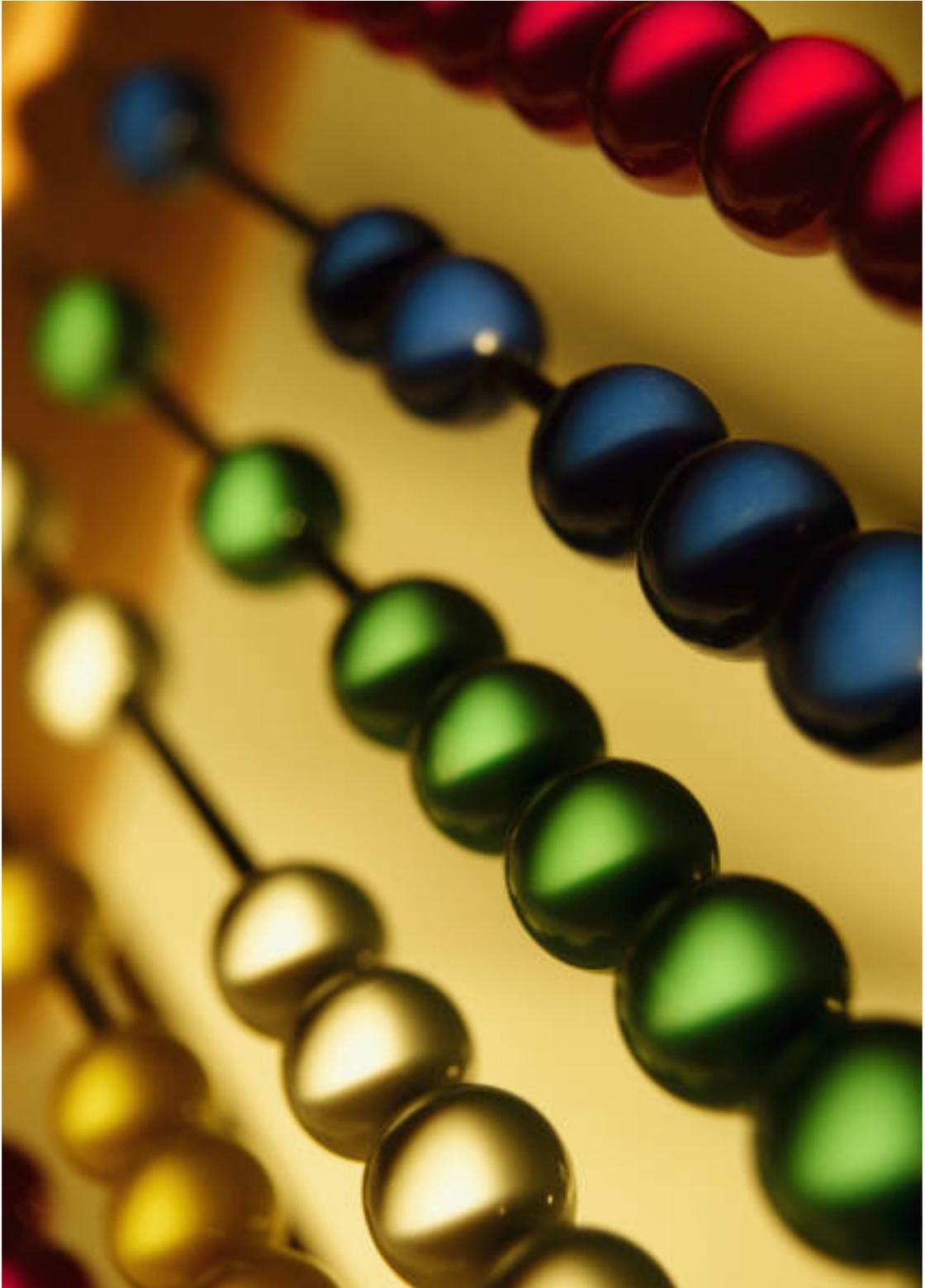


Bi-Weekly Report as of September 17, 2004



FSA Performance Plan – FY2004

SUMMARY

COMPLETED

- The final task order for Reengineering EDEExpress is complete with the September 12 posting of Return of Title IV Funds on the Web. This completes Project 71 (*Reengineer EDEExpress*).
- The Default Recovery Rate on FSA-held portfolio is 9.73% of the FY 2004 portfolio balance. This represents \$1.549 billion, an increase of 20% from September 2003. This exceeds the goal of obtaining a 9.5% Default Recovery Rate. In addition, the goal to increase the cure rate on 180 days plus delinquent loans by 1% over FY 2003 has been achieved. The goal for FY 2004 is 55.1%. The actual rate for August 2004 was 60%. Project 13.1 and 13.4 (*Borrower Services – Enhance Program Monitoring and Oversight*).
- On September 8 the Department submitted its Final Revised Proposal for the One-ED Competition. In addition, FSA Human Resources completed its processing of all personnel actions needed to implement the ASEDS Workforce Alignment. Completion of these milestones contribute toward the ultimate success of Project 54 (*Deliver workforce development and support programs*)
- Financial Partners has successfully completed all Financial Partners Portal operations and activities to provide relevant and current information to the Financial Partners community. Quarterly reports summarizing portal feedback were developed to evaluate all aspects of the portal. In addition, web page hits were monitored in order to determine the useful life of information. Project 20 (*Perform Financial Partners Portals operations activities*)

RED LIGHT

- The ASEDS reorganization, implemented on September 20, includes a new organizational group called the Integration Team. This team has the responsibility for providing integration leadership for FSA. Three people are currently working on the Integration Team either full or part time. In addition, integration support services have been structured so that the new contract does not contain requirements for leadership support or contract and financial management in the same sense that these services were required under the Accenture contract. Final completion of this Project is pending Management Council approval. Project 52 (*Restructure integration leadership support to transition the majority of responsibility to FSA staff*)

GREEN LIGHT

- The Students brochure has been approved by OPA and the PLUS Basics brochure will be delivered to the warehouse on September 30. Currently there are 96 back-ordered requests for publications or documents at the warehouse. These

requests continue to be for the out of stock Direct Loan PLUS Basics brochure. Schools have been informed that FSA is revising these brochures. Project 10.1 (*Produce school publications and materials*)

- Default rate calculations were submitted to domestic institutions via SAIG on September 11. The national cohort default rate for FY 2002, the latest year for which data are available, is 5.2 percent. The rate for low interest rates and strong program management are some of the factors that have resulted in this all-time low rate. This contributes toward the successful completion of Project 16 (*Perform National Student Loan Data System (NSLDS) maintenance and operations activities*)

ACTION PLAN STATUS AT A GLANCE

as of September 17, 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 September 17, 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	G
16	PERFORM NSLDS MAINTENANCE/OPERATIONS ACTIVITIES	G
16.1	Perform cohort default rate calculations, send, and post	G
16.2	Prepare/send GA fee calculations. Review Forms 2000 reasonability data	✓
16.3	Review, evaluate, prepare GA NSLDS data integrity improvements reports	G
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	G
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	G
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	G
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	G
22.1	Perform cost neutrality analysis and provide results	✓
22.2	Prepare performance measure assessment and benchmarking reports	G
22.3	Evaluate new applications for VFA	✓
22.4	Foster effective working relations with guaranty agencies during scheduled site visits	G
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)	G
25.1	Participate and provide Financial Partners Channel support for ED audit	G
25.2	Prepare and conduct program reviews of guaranty agency and lenders/servicers	G

ACTION PLAN STATUS AT A GLANCE

as of September 17, 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	G
26	SUSTAIN CLEAN AUDIT OPINION, ADDRESS MATERIAL WEAKNESSES AND REPORTABLE CONDITIONS IDENTIFIED IN ANNUAL FINANCIAL STATEMENT AUDITS	G
27	PERFORM INTERNAL CONTROL REVIEWS TO ENHANCE FINANCIAL MGMT	G
28	FINALIZE FY 2002 & FY 2003 COST ACCOUNTING MODEL AND DEVELOP BASELINE FY 2002 UNIT COSTS	G
29	SUSTAIN/IMPROVE TIMELY RECONCILIATIONS & IMPLEMENT OTHER PROCEDURES TO COMPLY WITH FY 2004 ACCELERATED REPORTING REQUIREMENTS	G
30	MANAGE FMS OPERATIONS	G
31	DEVELOP & DEPLOY ENTERPRISE PERFORMANCE TEST ARCHITECTURE	NR
32	PROVIDE ENTERPRISE & DATA ARCHITECTURE MANAGEMENT	G
33	PROVIDE SECURITY & PRIVACY SUPPORT TO FSA BUSINESS UNITS	G
34	PROVIDE INTEGRATED TECHNICAL ARCHITECTURE (ITA) & ENTERPRISE APPLICATION INTEGRATION (EAI) MAINTENANCE AND PRODUCTION SUPPORT	NR
35	SUPPORT THE FSA IT ASSETS AT THE VDC WITH LINES OF SERVICE	NR
36	CONTINUE ENTERPRISE QUALITY ASSURANCE PROGRAM TO SUPPORT THE FSA CIO IN CONDUCTING SYSTEMS ASSESSMENTS/EVALUATIONS	G
37	SUPPORT ED, CUSTOMERS AND BUSINESS PARTNERS BY PARTICIPATING IN THE PRESIDENT'S MANAGEMENT AGENDA E-GOVERNMENT INITIATIVES	G
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	G
39	CONDUCT REAUTHORIZATION ACTIVITIES	NR
40	POLICY LIAISON PLACEHOLDER	NR
41	PLAN AND MANAGE FSA CONFERENCES	✓
42	MANAGE, DEVELOP AND UPDATE CONTENT FOR FSANet	G
43	MANAGE CONTROLLED CORRESPONDENCE FUNCTIONS	G
44	DEVELOP & IMPLEMENT INTERNAL/EXTERNAL COMMUNICATIONS STRATEGY	G
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	cancelled
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	cancelled

ACTION PLAN STATUS AT A GLANCE

as of September 17, 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	cancelled
64	IMPROVE THE ACCURACY OF APPLICANT DATA	

ACTION PLAN STATUS AT A GLANCE

as of September 17, 2004

FSA No.	Indicator	Status
64.1	Improve the effectiveness of verification	✓
64.2	Restructure CPS to become a multi-year database	✓
64.3	Implement ISIR Data Mart	✓
65	CREATE A TARGET STATE VISION OF A FRONT END BUSINESS INTEGRATION (FEBI)	✓
65.1	Conduct market research	✓
65.2	Issue CPS Statement of Objective (SOO)	✓
66	RE-ENGINEER NSLDS (PENDING DATA STRATEGY OUTCOME)	cancelled
67	PREPARE TO IMPLEMENT IRS DATA MATCH	G
68	CONTINUE LEARNING COUPON PROGRAM	G
69	PROVIDE CAREER ZONE SERVICES	G
70	INCREASE STUDENT FINANCIAL AID PROGRAM AWARENESS	G
70.1	Expand federal student aid awareness and outreach program	✓
70.2	Develop and implement long-term mass marketing strategy	✓
71	RE-ENGINEER EExpress	✓
71.1	Conduct A & F Study with product registration	✓
71.2	Link application processing to FAA Access	✓
71.3	Implement Return to Title IV Web Release	✓
72	DEVELOP A LATE DISBURSEMENT APPROVAL AND TRACKING SYSTEM	cancelled
73	DEVELOP FSA SECURITY AND PRIVACY ARCHITECTURE PILOT	✓
74	IMPLEMENT LEADERSHIP EXCELLENCE DEVELOPMENT TRAINING	G

Key:

- G On Track
- Y Progress Concerns
- ? Progress Concerns by EPMS
- NR Not Reported
- R Management Intervention Required
- ✓ Completed
- Cancelled The project will not be completed in FY 2004 due to a shift in FSA leadership priorities, and therefore, unappropriated resources.
-
 Operations
-
 Discretionary

FSA Project Status Report

FSA No	Area	Action Item	Status_Date	Comments	%Complete	Status
1	ADS	Implement student aid awareness initiatives.	9/17/2004	Progress continues in each of the Milestones. Two of the milestones associated with this project (1.1 and 1.5) have exceeded their success measures. The remaining three (1.2, 1.3 and 1.4) are on schedule for completion on or before 9/30/04.	75%	Green
			9/3/2004	Progress continues in each of the Milestones. Two of the milestones associated with this project (1.1 and 1.5) have exceeded their success measures. The remaining three (1.2, 1.3 and 1.4) are on schedule for completion on or before 9/30/04.	70%	Green
2	ADS	Improve customer interaction through customer feedback particularly at the Customer Service Call Center (CSCC).	9/17/2004	Progress on the Google Search Engine continues with a target roll-out of 10/10/2004. See milestone for details.	95%	Green
			9/2/2004	Currently waiting for August IFAP subscription data to evaluate progress. Nothing significant to report on other initiatives at this time.	95%	Green
8	ADS	Expand eZAudit initiative.	9/17/2004	We have rec'd 5 proposals which are under review. Contractors will present their proposal beginning 9-21 through 9-30. Still on target for contract award on 10-20. As of 9-12-04, 4,822 schools have registered. In addition, we have developed the capability to electronically upload pdf files from the Federal Audit Clearinghouse for those schools that submit A-133 audits (public and private non-profit schools). This capability increases our e-submission rate to virtually 100%. We will begin using this capability on Sept 20. As of 9-12, 5,151 annual audit submissions have been rec'd. We have processed all school types, including public, private non-profit, proprietary, nursing schools, and foreign schools. We have completed the milestone, but will continue to report on volume of submissions rec'd through the end of the year.	95%	Green
			9/3/2004	Proposals are due from vendors on Sept 8.	93%	Green
9	ADS	Enhance program monitoring and oversight.				

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>%Complete</i>	<i>Status</i>
<i>Status_Date</i>	<i>Comments</i>			
9/20/2004	Milestone 1	<p>For the biweekly period 8-29-04 to 9-12-04, 86% of the audits were resolved on time. Cumulative since 10-01-03, 87% of the audits were resolved on time. We processed more paper audits, and these are causing the decline in the percentages. FSA still is receiving some audits in paper and we are working with schools to get all schools to submit their audits through eZ-Audit as the current regulation requires. We are continuing to monitor this closely. There are 9 audits on administrative stay.</p> <p>The audits on administrative stay are not included in the calculation of the performance measure. These audits have complex issues, and we do not know when they will be resolved. The effect of 9 audits on the performance of FSA's annual workload of 4000 - 5000 audits is about one quarter of 1 percent.</p> <p>Milestone 2 Case Team actions have reduced the number of schools and additional locations without the required NSLDS transfer student monitoring profiles. There are 630 main locations that do not have a profile as of 9/14/2004.</p> <p>Continued to follow up with OPE to receive final approve of training materials.for Compliance Initiative.</p> <p>Milestone 3: The USR database has been updated and soon to be passed off to Maureen Nixon.</p> <p>Milestone 4: Work continues to finalize the complete draft of the analysis report</p> <p>Milestone 5: completed in the previous plan</p> <p>Milestone 6: Work continues on developing the report and action plan. The project is on track to complete the assessment and action plan by the September 30, 2004 due date.</p>	96%	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>		
	9/3/2004	<p>Milestone 1 For the biweekly period 8-16-04 to 8-29-04, 89% of the audits were resolved on time. Cumulative since 10-01-03, 87% of the audits were resolved on time. We processed more paper audits, and these are causing the decline in the percentages. FSA still is receiving some audits in paper and we are working with schools to get all schools to submit their audits through eZ-Audit as the current regulation requires. We are continuing to monitor this closely. There are 9 audits on administrative stay.</p> <p>The audits on administrative stay are not included in the calculation of the performance measure. These audits have complex issues, and we do not know when they will be resolved. The effect of 9 audits on the performance of FSA's annual workload of 4000 - 5000 audits is about one quarter of 1 percent.</p> <p>Milestone 2 A simplified NSLDS transfer student monitoring option for schools with additional locations was implemented 8-18. Schools do not have to register each location, as long as they report all students under the main OPEID. Case Team actions have reduced the number of schools and additional locations without the required NSLDS transfer student monitoring profiles. There are 630 main locations that do not have a profile as of 8/23/2004. The Administrative Actions & Appeals Division has received 137 referrals (67 for IPEDS violations) for administrative action and initiated 13 debarments from 10-01-03 through 9-01-04.</p> <p>Milestone 3: Webex initiative has continued throughout the regions offering training in Pell and Direct Loans. USR Database has been implemented to include Tribal, H SI, and HBCU schools.</p> <p>Milestone 4: FSA staff are completing the appendices to the draft report.</p> <p>Milestone 5: Has been completed.</p> <p>Milestone 6: Work has begun on developing the report and action plan. The project is on track to complete the assessment and action plan by the September 30, 2004 due date.</p>	89%	Green
10	ADS	<p><i>Produce school publications and materials.</i></p> <p>9/20/2004 Milestone 1: Work continues as scheduled on the remaining FSA handbooks that are not completed as of yet.</p> <p>Milestone 2: The PLUS Basics brochures will be delivered to the warehouse on September 30, 2004. The students brochure has been approved by OPA. Currently, there are 96 back-ordered requests for publications or documents at the warehouse. These requests continue to be for the out of stock Direct Loan PLUS Basics brochure (with a small amount for the student brochure).</p>	91%	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>		
		9/3/2004	Milestone 1: Volume 5 has been sent to the printers and posted on the web.	87%	Green
			Milestone 2: The PLUS Basics brochure has been sent to GPO for printing with a due to the EDS Warehouse of September 30, 2004. The students brochure has been reviewed by a professional proofreader (an FSA requirement to be fulfilled before sending the document to OPA) and will be sent to OPA as soon as the edits are made. We still hope to get this brochure printed before the end of the fiscal year as well. There are 88 back-ordered requests for publications or documents at the warehouse. The majority of these requests continue to be for the out of stock Direct Loan PLUS Basics brochure that is currently being revised, and a few are for the students brochure.		
13	BS		<i>Enhance program monitoring and oversight.</i>		
		9/16/2004	Total non-consolidation recoveries have now reached \$1.549 Billion, an increase of 20 percent from the same period, September 10, in FY03. This represents 9.73 percent of the FY04 portfolio balance.	98%	Green
			The Life Time Default Rate calculation for FFEL has been completed. The comparison of FFEL and Direct Loan to the Cohort Default Rate and school type was presented to the General Manager of Borrower Services on September 3, 2004. Awaiting approval from the GM, and once she approves, it will be presented to Management Council.		
			Final discussion of the inventory update was Tuesday September 14 between ASEDS and Borrower services (Direct Loan Servicing) to insure the inventory encompasses fraud prevention initiatives within FSA.		
			The goal to increase the cure rate on 180 days plus delinquent loans by 1 percent over FY2003 was achieved in April 2004. The team continued to meet this goal each month throughout FY04. The cure rate for 2003 on the 180 plus day delinquent loans in August 2003 was at 53.7 percent. The goal for FY2004 is 55.1 percent. The actual rate for August 2004 was 60.		
		9/7/2004	Total non-consolidation recoveries thru the end of August have now reached \$1.492 Billion, an increase of 22 percent from the same period in FY03. This figure represents 9.37 percent of the FY04 portfolio balance.	94%	Green
			The Life Time Default Rate calculation for FFEL has been completed. The comparison of FFEL and Direct Loan to the Cohort Default Rate and school type was presented to the General Manager of Borrower Services on September 3, 2004 and once she approves, it will be presented to Management Council.		
			The stats for the cure rate on 180 days plus delinquent loans are reported monthly. The next report will be submitted mid September.		
14	BS		<i>Implement plan to provide high quality customer service to the Direct Loan portfolio.</i>		
		9/20/2004	This item is complete.	100	Completed
		9/7/2004	This item is complete.	100	Completed
15	BS		<i>Implement plan to improve contractor oversight and performance related to Direct Loan Consolidation overpayments and underpayments.</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>		
		9/20/2004	The 20% reduction in overpayments and the 10% reduction in underpayments on consolidated loans were not achieved for the month of August because of an unusually large volume of bookings. However, the monthly average total reductions in overpayments and underpayments for FY04 are within the goal.	90%	Green
			The increases began early in August and continued throughout the month. The target for overpayments for FY04 is \$2,265,585; the actual dollar amount for August 2004 was \$6,254,491. The target for under payments for FY04 is \$778,092; the actual dollar amount was \$1,548,602 for August. Consolidation staff will work hard to achieve the return to a 20% reduction in overpayments and the 10% reduction in underpayments by September 30, 2004.		
		9/7/2004	The statistic for the 20% reduction in overpayments and the 10% reduction in underpayments are received monthly. The next report on this item will be available mid-September.	90%	Green
16	FPS		<i>Perform National Student Loan Data System (NSLDS) maintenance and operations activities.</i>		
		9/17/2004	Cohort Default Rates were calculated and posted. NSLDS Maintenance and Operations Activities operating efficiently. GA and Lender Reasonability will move to production on Friday, 9.24.2004. Vulnerability study completed by contractor and is under review.	98%	Green
		9/3/2004	NSLDS Maintenance and Operations Activities operating efficiently. Work continues on GA and Lender Reasonability functionality, and the NSLDS Vulnerability Study.	92%	Green
19	FPS		<i>Perform maintenance and operations activities for the Financial Partners Data Mart.</i>		
		9/17/2004	The Contractor completed the monthly data loads from NSLDS, FMS and PEPS. No discrepancy was recorded during this QC period.	100	Green
		9/3/2004	The contractor continues to implement and deploy changes to the FP Data Mart (The Consolidation Fee report was deployed).	99%	Green
20	FPS		<i>Perform Financial Partners Portal operations activities.</i>		
		9/17/2004	Completed.	100	Completed
		9/3/2004	The Contractor has completed on-going maintenance support activities for this fiscal year. The final modification was deployed Tuesday, 8.31.2004.	100	Green
22	FPS		<i>Perform Voluntary Flexible Agreement (VFA) activities.</i>		
		9/17/2004	The Performance Measures and Benchmark Report will be published the week of September 27 and a copy provided for record keeping.	99%	Green
		9/3/2004	No significant progress over the past reporting period.	97%	Green
25	FPS		<i>Enhance program monitoring and oversight.</i>		

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		9/17/2004	* Financial Partners and CFO completed their review of the New Mexico response to an E&Y request for clarification of a discrepancy. The review resulted in a request for another draft to include additional narrative to the corrective action section. * Reviews at the Great Lakes guaranty agency and AES/PHEAA were completed. The program reviews for FY04 are now completed. * The NSLDS vulnerability study was completed by the contractor and is now under review.	97%	Green
		9/3/2004	* The trial balance data requested by Ernst & Young (E&Y) from the GAs was processed. Financial Partners and CFO are reviewing a New Mexico response to an E&Y request for clarification of a discrepancy. * Reviews at the Tennessee and North Carolina guaranty agencies were completed, as well as all site visits for Nelnet. * Continue to make progress with the NSLDS vulnerability assessment. Report is tentatively planned for mid-September delivery.	93%	Green
26	CFO		<i>Sustain clean audit opinion and address material weaknesses and reportable conditions identified in annual financial statement audits.</i>		
		9/16/2004	A significant amount of financial statement audit material has been provided to Ernest & Young. We are in the home stretch as we have provided most of the requested documentation.	95%	Green
		9/2/2004	The audit is coming in to the home stretch, as a large number of PBC items have been delivered to E&Y. Many of the upcoming items will have an even more accelerated due date so that the audit can be completed earlier this year. Overall, the audit is proceeding well.	90%	Green
27	CFO		<i>Award contract to perform independent system internal control reviews to enhance financial management." In addition, the new Success Measure should be changed to read: "Award contract by September 30, 2004.</i>		
		9/16/2004	The Internal Control Review BPA and Task Order 1 (FMS internal control review) has been awarded. Administrative preparations are being finalized for the contractors and the kickoff meeting is being scheduled for next week. We have received the proposal for Task Order 2 and are starting negotiations.	90%	Green
		9/2/2004	FSA has completed its final technical evaluation, based on the final proposal(s) for the System Internal Control BPA and task order one (FMS review) under that BPA. Awaiting final award notice. The SOO and IGCE for task order 2 (CSB and Other System Reviews) will be delivered to Contracts so that it is ready for issuance to the BPA awardee.	77%	Green
28	CFO		<i>Finalize FY 2002 and FY 2003 cost accounting model and develop baseline FY 2002 unit costs.</i>		
		9/16/2004	All allocations are complete in the FY03 model and the Steering Committee has been briefed on the model. Management Council will be briefed on the model at the end of this week. We have also begun the full allocations of FY02 costs, using the same allocation methodology applied to the FY03 model. Both models are still on schedule for completion by month-end.	90%	Green
		9/2/2004	We continue to make modifications to the FY2003 model. Presentations of the draft model, with all draft allocations complete, are scheduled for mid-September.	80%	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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		9/16/2004	<p>Monthly Reconciliations: Reconciliations for August 2004 are in progress and will be completed timely.</p> <p>Reconciliation Reengineering Project: The contracting vehicle for the reconciliation reengineering project was moved to Oracle 11i (Task Order 3) contract which has been awarded to EDS. EDS has assessed the "As- Is" reconciliation state and has provided a draft of recommendations for the "To-Be" reconciliation state.</p> <p>Other: Production Environment for CheckFree - FSA has used CheckFree on the staging server to set up companies, balance pools, and run some matching. Assistance from CheckFree is needed (and will occur during week of September 20) to fine-tune the process (i.e., handling unmatched items, purging data, running useful reports, creating automatic data loads, etc). Thus, it has been decided that CheckFree will not go into production until November 1, at the earliest. The production server will be available once migration of the work flows from the staging servers to production takes place. During the week of September 20, a CheckFree functional employee will assist FSA staff in the FMS-FMSS reconciliation process for one day and then assist Rockville/ACS contractor staff in the DCS/DLSS transfer reconciliation for one day. In addition, FSA has requested a CheckFree representative provide training on using Crystal reports for the week of September 27.</p>	85%	Green
		9/2/2004	<p>Monthly Reconciliations: Reconciliations for July 2004 were completed within 14 days.</p> <p>Reconciliation Reengineering Project: CFO was advised 9/2/04 that EDS Task Order 3 has been signed by Contracts. This vehicle is being moved to the Oracle 11i project.</p> <p>Other: Production Environment for CheckFree: The production server has been delivered to the VDC, but it is not yet up and operational. FSA CFO and CIO are collaborating together on the technical and functional aspects/requirements. Specifically, CFO/Accounting Division is continuing to determine the functional data requirements and methodology for future reconciliations, as well as a plan for rolling out the reconciliations and FSA/CIO is assisting with the technical aspects of the project. Deva contractor staff set up draft formats for the FMS and FMSS reconciliation, which may be performed for the August reconciliations.</p>	65%	Green
30	CFO		<i>Manage FMS operations.</i>		
		9/16/2004	FMS Operations continues to run smoothly. FMS Operations staff have been executing preliminary year-end close steps, according to the schedule. There have been no issues with year-end to date. Also, the contractor met all 22 performance metrics for the month of August, earning a 5% bonus. Finally, we continue to document our standard procedures in the FMS Production Support Handbook.	96%	Green
		9/2/2004	FMS Operations continues to run smoothly. FMS Operations staff distributed year-end closing schedule, looking for final verification of dates from responsible parties. Also, FMS management is beginning to consider next year's FMS operations support task order(s). Slight modifications to the incentives/disincentives are being considered, as is establishing option periods for shorter than one year.	93%	Green
31	CIO		<i>Develop and deploy Enterprise Performance Test Architecture.</i>		

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		9/3/2004	Ombudsman Testing complete. Final report complete and delivered. Client acknowledged testing complete. eMPN – eMPN testing is proceeding. Performance environment is available. GC – Working on final (final) revision of GC document, will be delivered on September 8th. Week of September 13th through 17th EPT and PPS will be running simulations with the new Pollute servlet to identify potential JVM configurations. FAFSA 9.0 – LPAR migration is scheduled to be completed September 10th. Draft test plan was sent out August 31st, corrections and comments will be addressed in a new document on September 8th. Data modeling is complete, PIN and Student Access scripts are complete but will need to be revised for FAFSA 9 when it is released. ACRew (Application, Corrections, Renewal and Worksheets) script is in process as is FAA.	91%	Green
		8/27/2004	eMPN - eMPN scripting is scheduled to begin this week. FAFSA GC - VM tuning approach and recommendations are being formulated. FAFSA 9.0 - FAFSA planning is on schedule to complete the test plan by August 27th. Scripting has begun on Framework, PIN and FAA. Library - Approach has been agreed to and prototyping is beginning.	90%	Green
32	CIO		<i>Provide Enterprise and Data Architecture management.</i>		
		9/17/2004	Enterprise Architecture / Integration with CPIC: The FSA EA Team began reviewing the EA Section of the Exhibit 300's. The FY06 Exhibit 300 template given to the business owners contained data submitted as part of the FY05 Exhibit 300. In most cases, the business owners did not modify the Reference Model entries to reflect the recent reports given to them by the EA and EPMS teams. The EA Team is providing a corrected version of the reference model entries to EPMS and Steve Allison. Much effort was placed into aligning the Business and Performance reference models for this year's submission to align properly with OMB's Lines of Business. In addition, OMB modified the Service Component and Technical reference model structures for FY06. Follow-up meetings will be held with EPMS and Steve Allison to define a revised process for FY07. As part of the September 13th submission to OMB, agencies are required to submit supporting Enterprise Architecture artifacts validating what is submitted in the Exhibit 300s. The FSA EA Team is providing support to the ED EA team to submit a consolidated documentation entry to OMB via ClearCase. The FSA EA Team provided all FSA documentation including the Sequencing Plan, the 5 Year Strategic Plan, Popkin Reference Models, EAI / ITA Current State documentation, Governance Process documentation, etc.	92%	Green

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	9/3/2004	The FSA EA Team was asked to review ED's EA Future State Vision and provide input for the Loans Line of Business (LOB) (FSA's area). The FSA EA Team feels that the ED-EA Future Vision has some inherent challenges since it does not align with OMB's LOBs. FSA EA presented discussion points to Denise Hill and then to the ED/EA team on the ED EA Vision. Discussion points include issues, recommendations for resolution and benefits. The ED EA Team is interested in pursuing the FSA EA Team's suggestions and revised methodology for documenting an EA, but not until after the September OMB Submission; therefore, FSA will support ED's request to provide Loans input to fit into its "vision" slide deck. Discussions will continue after this week. The FSA EA Team is also supporting the ED EA team on interpretation of the OMB Guidance. Denise Hill will brief Jerry Schubert on this information. The FSA EA Team was requested to perform a final review of the EA Section of the Exhibit 300's prior to the September 13th submission to OMB. Much effort was placed into aligning the Business and Performance reference models for this year's submission to align properly with OMB's Lines of Business. Denise Hill, FSA Chief Architect, will be a featured speaker at the 4th Enterprise Architecture conference presented by the E-Gov Institute focuses on practical lessons learned and actionable intelligence from those working to meet EA challenges in government today. Denise will speak on September 21st on the topic of Federal EA Reference Model implementations. Presentation was submitted this week. The FSA EA Team demonstrated that it is possible to import XML into Embarcadero E/R Studio, and using E/R Studio for developing the XML Repository resulting in improved data analysis capabilities, including preservation of keys.	91%	Green

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		8/27/2004	The EA Team reached agreement with Charlie Coleman and Mike Fillinich to build enterprise architecture reviews into the Production Readiness Review (PRR) and Post-Implementation Review (PIR) processes. The EA Team plans to enter the results fo the architecture reviews into the Investment Planning Council's (IPC) record. Denise Hill has been identified as a Subject Matter Expert (SME) to participate in the development of Phase II of the FEA Security and Privacy Profile. As an SME, Denise will participate in regular teleconference calls with the project team and provide FSA's position at the working level to ensure the technical soundness of the approach. Denise reviewed and provided comments on the draft profile. The EA Team prepared comments on the new "Service Component-Based Architectures Version 2.0" (SCBA) whitepaper released by the Architecture and Infrastructure Committee of the Federal Chief Information Officers Council. The comments were based on the comparison of the SCBA whitepaper to the activities related to the FEA reference models and the Capital Planning and Investment Control processes. A briefing was given to Jerry Schubert and Bill Leidinger before shared with OMB. While reviewing updates to the latest FSA Technology Policies, Standards and Products Guide, the EA Team realized a number of discrepancies between the documented standards and the inventory of software installed on production servers. The EA Team is working with VDC representatives to resolve the inconsistencies and arrive at product naming standards. As part of the EA task order, the team is prototyping a tool with the vision of creating an easy-to-use Excel-based interface to create OMB Exhibit 300s and auto-translate the Excel workbook to XML for transmission to OMB. A demonstration will be held on Wednesday, September 8th to FSA and ED representatives. The EA Team reviewed the Common Service for Borrower's approach to complying with the Section 208 - Platform for Privacy Preference (a.k.a. P3P) requirements and developing the FSA enterprise approach to a website privacy policy. The EA Team participated in the eAuthentication Assembly as part of the 2004 Software Developers Conference. 8/20/2004 - The EA team supplied the ILSC team with documented standards and principles in preparation for the Business Process Modeling activity in WebSphere Business Integration. The EA team created an EA Approval Form required to reinforce tracking of IT investments through Enterprise Architecture and Investment Management alignment. The form will implement a tracking summary for FSA Enterprise Architecture Standards changes and will be included in IPC Status Reports. The EA team met with the ILSC team to discuss the use of Popkin System Architect. Discussions will focus on userids/passwords and potential changes to the meta-model and USRPROPS. The ILSC is proposing to use System Architect for its Data Modeling needs.	90%	Green
33	CIO		<i>Provide security and privacy support to FSA business units.</i>		
		9/17/2004	BPA has been awarded and we had a kick-off for three task orders. The task orders proposals to support this item will be received on Monday. However, FSA staff have been continuing limited support in these areas.	90%	Green
		9/3/2004	Finalizing Task Orders to be awarded against BPA as soon as it is awarded.	90%	Green
		8/27/2004	Waiting for BPA award. Contracts have stated that it should happen this week.	90%	Green
34	CIO		<i>Provide Integrated Technical Architecture (ITA) and Enterprise Application Integration (EAI) maintenance and production support.</i>		

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		8/27/2004	<p>ITA: ITA responded to one production page and 11 maintenance service requests this week. FPP, SAoW, and SP were successfully migrated to their WAS 5.0 prod environments; DNS changes have been confirmed. The team began installing WAS 5.1.1 in the FAFSA perf test env. Portal Server 5.01 was installed as part of our assessment of the Portal product. We are also providing environment support to CSC as they test Akamai Smart Source.</p> <p>EAI: EAI responded to one production page and 5 service requests 3 COD customer service inquiries). EAI Security Exit implementation and the MQSeries Channel Listener upgrade is complete in all dev and test environments and have been successfully tested. The team submitted a resource request packet to the VDC as part of the installation of WBI Message Broker.</p>	90%	Green
36	CIO	<p><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></p>			
		9/17/2004	The QA Team delivered the final FY04 GSA/FEDSIM Interagency Service Agreement amendments to FSA CFO for processing and obligation on September 14. The Production Readiness Review (PRR) for Ombudsman Release 3.0 was held on September 16. QA Team is working with GSA/FEDSIM on new vendor selection for conduct of Post-Implementation Review (PIR) tasks. All QA Team IV&V, Security, and Operations support tasks are on track and on schedule.	96%	Green
		9/3/2004	QA Team received Post-Implementation Review (PIR) Process Description, Draft Version 2 on August 26, and is coordinating with select FSA and ED staff for review and comment. Final PIR Process Description is anticipated by September 22, for use in new PIR vendor re-compete efforts. On August 31, the IV&V team delivered the IV&V Final Report on 2004 FMS Contingency Plan and Disaster Recovery Test to FMS team. All QA Team IV&V, Security, and Operations support tasks are on track and on schedule.	92%	Green
		8/27/2004	QA Team received Final CSB Phase I Development Security Risk Assessment. Met with Ben Leborys (CSB IV&V Liaison) and BSC Systems (CSB IV&V vendor) to review funding burn rate and CSB schedule timelines. eZ-Audits Release I Post-Implementation Review effort investment is on schedule. All QA Team IV&V, Security, and Operations support tasks are on track and on schedule.	90%	Green
37	CIO	<p><i>Support ED, customers and business partners by participating in the President's Management Agenda E-Government initiatives.</i></p>			
		9/17/2004	On September 8, an eLoans team member attended ED's E-Gov meeting and provided an update on the initiative. The July WebTrends reports for GovLoans.gov show that visits to the site have increased significantly since GovLoans was launched at the end of April, averaging 36,000/week for July. The Small Business Administration loan programs had the highest number of citizen visits, with more than 16,000 for July. Students.gov received 42,655 visits (1.1 million hits) during the week of September 5 to September 11, 2004 - more than 6,000 visitors/day.	96%	Green
		9/3/2004	PIRWG approved the eLoans Baseline Change Request on August 25. Changes approved included the exit strategy outlined in the eLoans Transition Strategy and changes in project schedule, milestone classification, and milestone scope. Participated in a Credit Bureau Roundtable hosted by HUD to identify opportunities to work together to improve the reporting and sharing of delinquency / default data. The September edition of InfoSource was sent to list subscribers on August 30th. Students.gov received 54,654 visits (1.4 million hits) during the week of August 22 to August 28, 2004 - more than 7,800 visitors/day.	92%	Green

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		8/27/2004	The GovLoans team is continuing to prepare for the transfer of GovLoans ownership to DOL/GovBenefits on September 30, 2004. We are working with OMB and DOL to finalize a Memorandum of Agreement (MOA), which will be signed by Bill Leiding (ED) and Pat Pizzella (DOL). Students.gov received 63,482 visits (1.6 million hits) during the week of August 15-August 21, 2004 – more than 9,000 visitors/day.	90%	Green
38	OMB		<i>Provide high quality information, research and informal problem resolution services to student loan borrowers and other participants in student aid programs.</i>		
		9/17/2004	Weekly surveys of customer satisfaction with research and general assistance cases score 1.9 or less on a scale of 1-5 with 1 being HIGHEST. Ombudsman Office Overall service rating 1.71 (through 9/03/03)	96%	Green
		9/3/2004	Weekly surveys of customer satisfaction with research and general assistance cases score 1.9 or less on a scale of 1-5 with 1 being HIGHEST. Ombudsman Office Overall service rating 1.71 (through 8/20/04)	91%	Green
42	CMS		<i>Manage, develop and update content for FSANet.</i>		
		9/17/2004	WEB STATS for first two weeks in Sept: Successful hits for the entire site = 353,753 Average hits per day = 23,583 Home page hits = 46,195 Unique visits = 1,647 Average hits per day = 109 Most active date = Sept. 2 (Thursday) Most active hour - 1-2 pm Top 5 areas hit on FSANet: Home page, CIO, FSA Assists, ASEDs Reorg., Career Zone. Most downloaded files: Modernization Task Orders & Deliverables.	95%	Green
		9/3/2004	WEB STATS for the month of August: -Successful hits for the entire site=337,500 -Average visits=2,440 -Unique visits=1,580 The top five areas hit on FSANet: Home Page, FSA Reorg, CIO, Modernization and Admin Workforce Support. Most downloaded files: Modernization Task Orders & Deliverables.	95%	Green
43	CMS		<i>Manage controlled correspondence functions including FOIA, privacy and controlled mail.</i>		
		9/17/2004	Controlled Mail - There was 182 letter handled and one is overdue.	98%	Green

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		9/3/2004	Controlled Mail - 211 letters were handled in the last two weeks and 1 letter is overdue. FOIA - 15 new cases were received in the last two and 7 cases were closed. Privacy - 2 new cases and 1 case closed.	95%	Green
44	CMS		<i>Develop and implement internal and external communications strategy.</i>		
		9/17/2004	-The FOTW nomination for The Innovations in American Government Awards (Harvard) was submitted on Sept. 15. FSA could possibly receive a \$100,000 grant to support replicaton and dissemination activites if FOTW wins. -Meeting are being held concerning the joint evacuation exercise schedule for Oct. 27 (formally Oct. 6). FSA Comms is assisting with the communications. -Oct. 27 (might change dates due to joint evac) is the date for the next All-Employee meeting. This year, we will test the IP/TV technology whereby staff can view Terri's presentation from their PC. This will save FSA \$10,000 by not renting hotel space, buses, etc. -Hot Issue List to Sec. Paige on time. -Weekly Report to Sec. Paige on time. -FSA Weekly News to employees on time. -Daily newsclips on time. -Lobby monitor updated weekly with Dashboard data. -The publications class has been rescheduled for Oct. 4. The goal of this class is to help FSA employees steer through the publications process. -Information data requests - Total requests received is 378 with 11 pending and one on hold. -Federal Computer Week will profile Terri in their next issue. Interview is tentatively scheduled for Wed., Sept. 22.	98%	Green
		9/3/2004	-A new publications issue arose concerning ED/FSA's use of stock photos as it relates to the license agreements that accompany photos that FSA or our contract designers buy to use in our publication. OIG/OPA is working with the various POCs to find a solution these licensing issues. -FSA's publications training class will not be held Oct. 1. New date is forthcoming. -Hot Issue List to Sec. Paige on time. -Weekly Report to Sec. Paige on time. -FSA Weekly News to employees on time. -Daily newsclips on time. -FSA Comms met with EPMS (Fare/Hall) to discuss information tracking requests, specifically: look at the stats that Terri and others use in their speeches, such as Scope of Operations, using data to create consistant fast facts, for example, how many of this and how many of that...how we manage our data, how to have consistant data, where to house the data, who provides the data, how the data is calculated, etc. -The 2nd draft of the new employee orientation video was viewed and accepted by FSA Comms and FSAU managers. After minor tweaks, FSA will have a video to show to new employees. -Lobby monitor slides updated weekly with Dashboard stats, new fast facts are running. -Information Requests - to date there have been 363 requests and 14 are open. -FSA Comms will nominate FOTW for the Harvard Award, Innovations in American Government Awards, due Sept. 15. They will select five nominated initiatives. Each winner receives a \$100,000 grant.	95%	Green

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46	EPMS		<i>Develop acquisition workforce.</i>		
		9/8/2004	APCMG staff, including Contracting Officers, Contract Specialists, and supporting staff, plus FSA Contracting Officer's Representatives (CORs) have received on-the-job experience, plus acquisition training (or will receive acquisition training prior to the end of FY04). Training has included: Department of Education in-house training, training by other Government agencies, and contracted training. Training includes: acquisition planning, contracting, contract performance monitoring, accountability for government furnished property, Earned Value Management (EVM), Market Research, and business process analysis. The practical experience and training has increased job knowledge and skills, and has improved both individual and team performance.	100	Completed
48	EPMS		<i>Continuously update and monitor procurement internal controls.</i>		
		9/8/2004	Process improvement is continuous. The FY04 portion has been completed successfully. The FY05 portion will be included in the FY05 Performance Plan.	100	Completed
49	EPMS		<i>Increase contract dollars awarded to small businesses.</i>		
		9/8/2004	Small business awards, to date, in FY04 indicate that FSA will exceed FY03 awards, but final data will not be available until FY04 is closed out.	100	Completed
50	EPMS		<i>Continue to implement integrated project management oversight for FSA's system integration activities.</i>		
		9/3/2004	Major FSA projects are now incorporated into PMO oversight. This includes monthly project reporting as well as routine updates to the IPC.	100	Completed
52	ADS		<i>Restructure integration leadership support to transition the majority of responsibility to FSA staff.</i>		
		9/23/2004	The ASEDS reorganization, implemented 9/20/04, includes a new organizational group called the Integration Team. This team has the responsibility for providing integration leadership for FSA. Three people are currently working on the Integration Team either full or part time. In addition, we have restructured contractual integration support services so that the new contract does not contain requirements for leadership support or contract and financial management in the same sense that these services were required under the Accenture contract. Final completion of this Project is pending Management Council approval.	70%	Red
		9/3/2004	No change to last status report.	70%	Red
53	EPMS		<i>Prepare and continually monitor and report on the accomplishments of the High Risk Plan.</i>		
		9/16/2004	GAO has changed their internal deadline for issuing their final high-risk review report from September to 10 to October 6 in order to fully consider FSA's response to the draft report and to decide if and/or how they will change the report to reflect what we've said. They have already asked further questions about the level of comprehensive compliance reviews and on-site visits in 2003 and about the Learning Coupon survey.	96%	Green

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		9/2/2004	<p>General</p> <p>FSA's response to the GAO draft report, delivered on 9/2/04, focuses on the significant accomplishments we've achieved over the past two years, some of which were recognized in GAO's January 2003 report but not in the current draft. There is a technical comments matrix attached to the response as well as a detailed human capital implementation plan.</p> <p>FSA will keep GAO informed over the next several months of our accomplishments related to any of the high-risk issue areas, e.g., foreign schools FFELP risk assessment and COACH module due 9/30/04, Data Strategy 2.0 deliverables, progress on any of the systems integration initiatives, progress on the human capital plan implementation, FY 2005 annual plan, and especially progress in CMO on issues raised by GAO or OIG.</p>	93%	Green
56	CFO		<i>Review Credit Reform estimates.</i>		
		9/16/2004	FSA distributed the draft documentation of the Department's FY04 credit reform estimation process to the Business Process Subgroup, as well as to other members of the Credit Reform Work Group. The subgroup and Workgroup provided comments on the draft. Also, FSA met with contracted technical experts to agree on deliverables that will be provided in FY05.	95%	Green
		9/2/2004	Technical experts documented certain remaining components of the Department's credit reform estimation business processes. The team compiled and consolidated its documentation into a completed draft report, and submitted the draft to the Credit Reform Work Group for review and commentary. Comments are due by September 15th. This document, and an analysis of corresponding technical requirements, will form the basis for making recommendations for FY05 improvements.	83%	Green
58	CFO		<i>Support the implementation of Oracle Federal Financials Release 11i.</i>		
		9/16/2004	Continue to attend conference room pilot (CRP) sessions to further define existing requirements and to identify new ones. Began using Oracle 11i sandbox to assist with requirement definition and refinement outside of CRP, as necessary. Gained final agreement to migrate FFEL monthly Forms 2000 and LaRS with O11ie, contingent on some FSA control requirements being met. Produced a full list of all discreet NIST 800-53 security requirements for load into Rational ReqPro and assisted with tracing CRP scenarios to requirements.	94%	Green
		9/2/2004	Continued to attend functional sub-team meetings to refine system requirements. Began coordinating discussions with FSA CFO personnel to discuss O11ie data conversion and the need for transactional details versus period-end balances. Facilitated a meeting FSA OCIO personnel to define system "control" with O11ie. Prepared a follow-up diagram depicting system "control" and distributed for review and comment, in the context of FFEL data flow options. Facilitated on-going meetings with FSA CFO personnel regarding Audit Trails and Reconciliations for inclusion in updates to the Audit Trails and Reconciliations White Paper.	89%	Green
59	CFO		<i>Implement automated budget funding entry solution.</i>		
		9/16/2004	Both FMS and EDCAPS code was migrated into production on 9/12, having been signed off by all required Department staff in the pre-production review. PRR documentation evidencing that fact, the IV&V report recommending the migration, and the migration notification for the EDCAPS code will be forwarded to the Analysis Staff for FY04 performance plan documentation.	100	Green

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		9/2/2004	Both the EDCAPS and FMS contractors have completed development, unit testing, and intergation testing. User acceptance testing is on-schedule for completion on 9/7. FMS and EDCAPS user guides have both been finalized. Regular meetings continue, ensuring that the EDCAPS contractor, FMS contractor, OCFO, and FSA CFO all develop code and test in unison. The project continues on-schedule and on-budget.	90%	Green
62	BS	<i>Begin the implementation of Common Services for Borrowers (CSB).</i>			
		9/20/2004	Migration of the new CSB consolidation functionality continues under the new schedule. The CSB Data Mart (which replaces the CMDM and DLDM data marts) continues successful parallel operations. Implementation of the data mart is still scheduled for October 1, 2004. Implementation of the new Common Data Repository (CDR) and migration of the DL demographic data is on schedule for the weekend of November 14. Loan Consolidation functionality is scheduled for the weekend of November 21.	90%	Green
		9/7/2004	ACS has requested a Phase I implementation date change from October 8, 2004 to November 21, 2004.	90%	Green
			Migration of the new CSB consolidation functionality continues under this new schedule. The CSB Data Mart (which replaces the CMDM and DLDM data marts) continues successful parallel operations. Implementation is still scheduled for October 1, 2004.		
67	ADS	<i>Prepare to implement IRS data match.</i>			
		9/17/2004	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 was scheduled to make its presentation to members of the Management Council on Wednesday, 9/8/04, however the meeting was cancelled. We are in the process of rescheduling it.	78%	Green
		9/3/2004	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 was scheduled to make its presentation to the Council on 8/11/04, but the presentation had to be postponed. The Workgroup will be conducting a briefing on 09/08/04.	78%	Green
68	AWSS	<i>Continue Learning Coupon program.</i>			
		9/17/2004	No new activity.	99%	Green
		9/1/2004	No change.	99%	Green
69	AWSS	<i>Provide Career Zone services.</i>			
		9/17/2004	The Career Zone has met and exceeded every success measure for FY04. An end-of-the-fiscal year report will be provided on September 30, 2004.	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>		
		9/2/2004	The Career Zone has served 108 new FSA clients in the first fiscal year. The goal of 75 was exceeded by 44% and this number is expected to rise when the final results of August and September are calculated. With a continued evaluation score of 4.5 or better every month in Counseling, Workshops and Training, the Career Zone has met and exceeded targeted goals. The Brown Bag Book Club voted to read, for the September 8th meeting, How Full is Your Bucket by Tom Rath & Donald Clifton. The Brown Bag Video Presentation is showing Coping with Change from the Cameron-Hill & Yates Seminars. In Career Training, we have been able to offer 3 Contracts Training Courses in the past month with a select number of spaces reserved for FSA staff; these courses being extremely popular, has made this an excellent accomplishment.	99%	Green
70	ADS	<i>Increase Student Financial Aid program awareness.</i>			
		9/17/2004	The two Milestones associated with this project (70.1 & 70.2) have been rolled into the Front End Business Integration (FEBI) small business initiative, now known as 'Federal Student Aid Integrated Enterprise Communications (FSAIEC)'. This initiative will result in a contract award for a marketing and outreach provider by 9/30/04. Market research is complete. A request for quotes and an invitation to offerors has been sent to ten potential vendors. Past performance was received 8/2/04 and oral presentations were conducted 8/09/04 through 8/12/04. Task Order for Integrated Enterprise Communications Strategy and Implementation Plan was released 8/19/04. This effort combines the vision of FSA communications group and Student Aid Awareness. Responses to the Task Order request were received on 9/7/04. Evaluations are complete and recommendation was been sent to the Source Selection Official on 9/17/04. Contracts Review Board is to discuss on 9/21/04.	90%	Green
		9/3/2004	The two Milestones associated with this project (70.1 & 70.2) have been rolled into the Front End Business Integration (FEBI) small business initiative, now known as 'Federal Student Aid Integrated Enterprise Communications (FSAIEC)'. This initiative will result in a contract award for a marketing and outreach provider by 9/30/04. Market research is complete. A request for quotes and an invitation to offerors has been sent to ten potential vendors. Past performance was received 8/2/04 and oral presentations were conducted 8/09/04 through 8/12/04. Task Order for Integrated Enterprise Communications Strategy and Implementation Plan was released 8/19/04. This effort combines the vision of FSA communications group and Student Aid Awareness. Responses to the Task Order request are due at 12:00pm on 9/7/04	80%	Green
71	ADS	<i>Reengineer EDEExpress.</i>			
		9/17/2004	The Re-engineering EDEExpress Task Order is complete with the posting of Return of Title IV Funds on the Web software on Sunday, September 12th. The Alternatives and Feasibility Study was completed in November 2003 with the inclusion of the results from the Product Registration Survey from the 2003-2004 EDEExpress for Windows, Version 9.0.	100	Completed
		9/3/2004	The final task for Reengineering EDEExpress will be to test and post the Return to Title IV on the Web. FSA Acceptance Testing is occurring during this week and is approximately 100% complete. The comment period for the System of Records Notice (SORN), which was posted in the Federal Register on July 23rd, is complete. The PRR is scheduled for September 9th.	98%	Yellow
73	CIO	<i>Develop FSA Security and Privacy Architecture Pilot.</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>		
			8/27/2004	Evaluated the response to the security Architecture SOO from the ILSC contractor. In the process of awarding the contract. Had Multiple discussions with IBM on implementation strtaegy for Tivoli tools and the potential technical issues to be addressed for successful implementation.	100	Completed
74	AWSS	<i>Implement Leadership Excellence development training.</i>				
			9/17/2004	No activity to report.	99%	Green
			9/3/2004	Scope change approved at 8 August IPC, changes percentage complete to 99% and Status to Green.	99%	Green

FSA Milestone Status Report

FSA No	Area	Action Item	Milestone#	Action Item	Status Date	Comments	%Complete	Status
1	ADS	Implement student aid awareness initiatives.						
		1.1	Leverage partnership activities to disseminate FSA information.					
			9/17/2004	SAA participated in 9 partnership activities - Sept. 8, Financial Aid presentation to employees of the Social Security Administration (SSA) in Baltimore as part of SSA's 'Back to School Program.' Sept. 9, disseminated information at the Denver National Scholarship Service (NSS) college fair. Sept. 11 - 12, exhibited materials at the Black Family Reunion Celebration on the Mall. Sept. 14, exhibited materials at the ED Back to School Fair. Sept. 14, exhibited materials at the Kansas City NSS college fair. Sept. 14 - 15, conducted financial aid presentation, demonstrated Student Aid on the Web and exhibited materials during the annual meeting of the Council for Opportunity in Education. Sept. 15, hosted the first meeting of a cross section of financial aid professionals to discuss a Spanish Glossary for use when developing college access and financial aid materials. Sept. 16, exhibited materials at the St. Louis NSS college fair. Sept. 16, disseminated information at the US Hispanic Leadership College Fair in Chicago, IL.	100%	Complete		
			9/3/2004	SAA participated in one continuing partnership activity during this reporting period, the 'Blacks in Government' (BIG) conference from August 16 - 20. Forty-one volunteers from across the FSA enterprise staffed the FSA exhibit at the 26th Annual National Training Conference in DC. The theme of the conference was "Promoting Knowledge, Growth and Flexibility in a Global Government." This conference afforded a large number of the staff the opportunity to provide information and materials to other government employees and learned a lot from the experience of direct contact with our customers.	100%	Complete		
		1.2	Publish accurate and timely information that meets the needs of our audience.					
			9/17/2004	'Student Guide' - Layout design has been chosen after several concepts had been experimented with. Guide is now being laid out. Received okay from attorney to use photo on cover; just need credit on inside cover. Final draft of Guide went to OPA for review on 9/13. 'Funding Your Education' - Draft has been completed and will be laid out when Guide is completed. Has gone to OPA for review on 9/15. 'Looking for Student Aid' (English and Spanish) - Press inspection was 9/2; delivery date still scheduled for late September. 'College Preparation Checklist' - Redesign being finalized after it was determined there was a legal issue with using existing photos. Will go back to OPA for final review. 'Counselor's and Mentor's Handbook' - at OPA for editing.	65 %	Green		

Milestone# Action Item

Status Date Comments %Complete Status

9/3/2004 A design has been chosen for the cover of the Student Guide. The Counselor's Handbook went to the proofer on 8/30 and is scheduled to go to the Office of Public Affairs (OPA) next week. However, there is an unanticipated issue concerning the right to use photographs in the Counselor's Handbook. This has not been an issue with past editions. This could affect the Student Guide as well. The intellectual property rights attorney is looking into this issue. 50 % Green

1.3 Disseminate information directly to target audience.

9/17/2004 Student Aid Awareness (SAA) disseminates information directly to target audiences through partnerships, training, college fairs, financial aid nights and other activities. As of 9/1/04, SAA has provided federal student aid information and distributed materials to approximately 95,529 persons as follows: 90 % Green

September 4, 2004	Burbank Back to School Fair	100
September 8, 2004	SSA Back to School Program	75
September 9, 2004	Denver College Fair	1,000
September 11-12, 2004	Black Family Reunion	5,000
September 12-15, 2004	Council for Opportunity in Education	1,000
September 14, 2004	ED's Back to School Fair	150
September 15, 2004	Spanish Glossary Discussion	20

During FY03, SAA distributed materials to approximately 103,400. Our Outreach plans for early fall should position 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.

9/3/2004 Student Aid Awareness (SAA) disseminates information directly to target audiences through partnerships, training, college fairs, financial aid nights and other activities. As of 9/1/04, SAA has provided federal student aid information and distributed materials to approximately 88,184 persons as follows: 90 % Green

August 16-20, 2004	Blacks in Government (BIG)	3,000
August 21, 2004	Team Summit 2004	500
August 28-29, 2004	Latino Summer Fest	100

Not reported on previous report

March 10, 2004	Tyrone, PA School District	3,000
March 2, 2004	Tulsa Graduate Studies Fair	100
February 19, 2004	AISES Leadership Conference	150

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

9/17/2004 For the period 8/30/04 – 9/10/04, the Editorial Services Contract responded to the following correspondence: 99 % Green

89 controls---(81 prior period)-----turnaround (3 days)=100%
 1510 non-controls---(1608 prior period)-----turnaround (2 days)=100%
 2083 e-mails---(2599 prior period)-----turnaround (2 days)=100%

9/3/2004 For the period 8/16/04 – 8/27/04, the Editorial Services Contract responded to the following correspondence: 99 % Green
 81 controls---(86 prior period)-----turnaround (3 days)=100%
 1608 non-controls---(1400 prior period)-----turnaround (2 days)=99%
 2599 e-mails---(2295 prior period)-----turnaround (2 days)=100%

1.5 Reach customers through Student Aid on the Web.

9/17/2004 Student Aid Awareness uses the WebTrends program to record the use of our website Student Aid on the Web (SAOTW). The 100% Complete
 number of visits and hits are the key indicators of the use of SAOTW. The number of visits and hits for this reporting period (08-29 to 09-11-4) are 574,612 and 10,804,771 respectively. During the same period last fiscal year we had 323,836 visits and 4,334,585 hits. This represents FY04 increases of 77.4% for visits and 149.3% 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 48,489 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.

9/3/2004 Student Aid Awareness uses the WebTrends program to record the use of our website Student Aid on the Web (SAOTW). The 100% Complete
 number of visits and hits are the key indicators of the use of SAOTW. The number of visits and hits for this reporting period (08-15- to 08-28-04) are 806,481 and 15,005,196 respectively. During the same period last fiscal year we had 603,260 visits and 9,425,242 hits. This represents FY04 increases of 33.7% for visits and 59.2% 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 46,929 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.

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

2.1 Monitor customer feedback to improve services.

9/17/2004 Progress on the Google Search Engine continues as follows: 95 % Green
 INDUS is striving to upgrade the search engine to use Google rather than Autonomy. INDUS is waiting on the ITA to get the Google production server configured and accessible. Target completion is 9/20/2004. In the meantime, we have re-validated all of the "spiders" that the search uses (where it goes to search). It is possible that we will be performing testing the last week of September and/or first week of October, with a target roll-out of 10/10/2004.

9/3/2004 Currently waiting for August IFAP subscription data to evaluate progress. Nothing significant to report on other initiatives at this 95 % Green
 time.

8 ADS Expand eZAudit initiative.

<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>
			8.1	Be Prepared for Contract Award.				
					9/17/2004	We have rec'd 5 proposals which are under review. Contractors will present their proposal beginning 9-21 through 9-30. Still on target for contract award on 10-20.	95 %	Green
					9/3/2004	Due diligence was completed Aug 24. Questions from contractors are due Sept 3.	90 %	Green
			8.2	Complete first full cycle of processing (all school types).				
					9/17/2004	As of 9-12, 5,151 annual audit submissions have been rec'd. We have processed all school types, including public, private non-profit, proprietary, nursing schools, and foreign schools. We have completed the milestone, but will continue to report on volume of submissions rec'd through the end of the year.	100%	Complete
					9/3/2004	As of 8-30, 4,926 annual audit submissions have been rec'd. We have processed all school types, including public, private non-profit, proprietary, nursing schools, and foreign schools. We have completed the milestone, but will continue to report on volume of submissions rec'd through the end of the year.	100%	Complete
			8.3	Improve audit review component of our compliance activities by increasing the e-submission rate to 95%.				
					9/17/2004	As of 9-12-04, 4,822 schools have registered. In addition, we have developed the capability to electronically upload pdf files from the Federal Audit Clearinghouse for those schools that submit A-133 audits (public and private non-profit schools). This capability increases our e-submission rate to virtually 100%. We will begin using this capability on Sept 20.	93 %	Green
					9/3/2004	As of 8-30-04, 4,726 schools have registered.	92 %	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.				
					9/17/2004	For the biweekly period 8-29-04 to 9-12-04, 86% of the audits were resolved on time. Cumulative since 10-01-03, 87% of the audits were resolved on time. We processed more paper audits, and these are causing the decline in the percentages. FSA still is receiving some audits in paper and we are working with schools to get all schools to submit their audits through eZ-Audit as the current regulation requires. We are continuing to monitor this closely. There are 9 audits on administrative stay. The audits on administrative stay are not included in the calculation of the performance measure. These audits have complex issues, and we do not know when they will be resolved. The effect of 9 audits on the performance of FSA's annual workload of 4000 - 5000 audits is about one quarter of 1 percent.	95 %	Yellow

9/3/2004 For the biweekly period 8-16-04 to 8-29-04, 89% of the audits were resolved on time. Cumulative since 10-01-03, 87% of the audits were resolved on time. We processed more paper audits, and these are causing the decline in the percentages. FSA still is receiving some audits in paper and we are working with schools to get all schools to submit their audits through eZ-Audit as the current regulation requires. We are continuing to monitor this closely. There are 9 audits on administrative stay.

The audits on administrative stay are not included in the calculation of the performance measure. These audits have complex issues, and we do not know when they will be resolved. The effect of 9 audits on the performance of FSA's annual workload of 4000 - 5000 audits is about one quarter of 1 percent.

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

9/17/2004 Case Team actions have reduced the number of schools and additional locations without the required NSLDS transfer student monitoring profiles. There are 630 main locations that do not have a profile as of 9/14/2004.

Continued to follow up with OPE to receive final approve of training materials.for Compliance Initiative.

9/3/2004 A simplified NSLDS transfer student monitoring option for schools with additional locations was implemented 8-18. Schools do not have to register each location, as long as they report all students under the main OPEID. Case Team actions have reduced the number of schools and additional locations without the required NSLDS transfer student monitoring profiles. There are 630 main locations that do not have a profile as of 8/23/2004. The Administrative Actions & Appeals Division has received 137 referrals (67 for IPEDS violations) for administrative action and initiated 13 debarments from 10-01-03 through 9-01-04.

9.3 Conduct School Relations initiatives.

9/17/2004 The USR database has been updated and passed off to the appropriate workgroup. The Hispanic serving initiative is well underway with plans for two conferences in Puerto Rico. The individual schools USR report which includes their current default rate, their historical rates, and some comparison rates and their draft invitation will be mailed out on Monday, September 20th thus finishing off the bulk of School Relations's work.

9/3/2004 Cohort default rate work has begun on a database that includes Hispanic Serving Institutions, HBCU's, and Tribally controlled schools. This is in the scope of the Late Stage Delinquency project. Also, major work has been completed in the various webex trainings in PELL and Direct Loans throughout the regional offices.

9.4 Conduct the Experimental Sites initiative.

9/17/2004 Work continues to finalize the complete draft of the analysis report, including the technical appendices. Staff in ASEDS and CIO 99 % completed the first week of testing the updated reporting templates for the school reports that are due in November 2004.

9/3/2004 Work continues, but no significant change in status of the analysis report. FSA staff are completing the appendices to the draft report. We notified schools about the revised reporting templates and next reporting date of November 15, 2004.

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Milestone#</i>	<i>Action Item</i>	<i>Status Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
			9.5	Administer the Quality Assurance program.				
					9/3/2004	We completed all 19 training sessions for QA schools on Phase I of the ISIR Analysis Tool using WebEx technology. We also completed the 3 other WebEx sessions in August to introduce the Tool to FSA external trainers who will deliver the "R2T4, Analyzing Data, and Conflicting Information" Training to schools starting in September 2004. The FSA Assessments are also included in this training series.	100%	Complete
			9.6	Conduct vulnerability assessment.				
					9/17/2004	Work continues on developing the report and action plan. The project is on track to complete the assessment and action plan by the September 30, 2004 due date.	85 %	Green
					9/3/2004	Work has begun on developing the report and action plan. The project is on track to complete the assessment and action plan by the September 30, 2004 due date.	75 %	Green
10	ADS	Produce school publications and materials.						
			10.1	Annually update and disseminate the Federal Student Aid Handbook.				
					9/17/2004	Work continues as scheduled on the remaining FSA handbooks that are not completed as of yet. It is expected that the majority of them will be finished by next Friday.	85 %	Green
					9/3/2004	Volume 5 of the FSA handbook has been posted to the web and sent to the printer. Volumes 3 and 4 are currently in the finalization process.	80 %	Green
			10.2	Update and disseminate Direct Loan Program publications such as the Entrance and Exit Counseling Guides and promissory notes.				
					9/17/2004	The PLUS Basics brochures will be delivered to the warehouse on September 30, 2004. The students brochure has been approved by OPA. Currently, there are 96 back-ordered requests for publications or documents at the warehouse. These requests continue to be for the out of stock Direct Loan PLUS Basics brochure (with a small amount for the student brochure). As previously noted, schools have been informed that we are revising these brochures.	97 %	Green

9/3/2004 The PLUS Basics brochure has been sent to GPO for printing with a due date to the EDS Warehouse of September 30, 2004. The students brochure has been reviewed by a professional proofreader (an FSA requirement to be fulfilled before sending the document to OPA) and will be sent to OPA as soon as the edits are made. We still hope to get this brochure printed before the end of the fiscal year as well.

Currently, there are 88 back-ordered requests for publications or documents at the warehouse. These requests continue to be for the out of stock Direct Loan PLUS Basics brochure (with a small amount for the student brochure). As previously noted, schools have been informed that we are revising these brochures.

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.

9/17/2004 Total non-consolidation recoveries have now reached \$1.549 billion, an increase of 20 percent from the same period, September 10, in FY03. This represents 9.73 percent of the FY04 portfolio balance. 100% Complete

9/7/2004 Total non-consolidation recoveries thru the end of August have now reached \$1.492 Billion, an increase of 22 percent from the same period in FY03. This figure represents 9.37 percent of the FY04 portfolio balance. 97 % Green

13.2 Update FSA-wide risk management and default prevention inventory.

9/17/2004 Final discussion of the inventory update was Tuesday September 14 between ASEDS and Borrower services (Direct Loan Servicing) to insure the inventory encompasses fraud prevention initiatives within FSA. 98 % Green

9/7/2004 Nothing new to report. 95 % Green

13.3 Complete the work on the implementation of the life-time default rate measure.

9/17/2004 The Life Time Default Rate calculation for FFEL has been completed. The comparison of FFEL and Direct Loan to the Cohort Default Rate and school type was presented to the General Manager of Borrower Services on September 3, 2004. Awaiting approval from the GM, and once she approves, it will be presented to Management Council. 95 % Green

9/7/2004 The Life Time Default Rate calculation for FFEL has been completed. The comparison of FFEL and Direct Loan to the Cohort Default Rate and school type was presented to the General Manager of Borrower Services on September 3, 2004 and once she approves, it will be presented to Management Council. 95 % Green

13.4 Identify new and enhance current delinquency/default prevention tools for the Direct Loan Program.

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Milestone#</i>	<i>Action Item</i>	<i>Status Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
					9/17/2004	The goal to increase the cure rate on 180 days plus delinquent loans by 1 percent over FY2003 was achieved in April 2004. The team continued to meet this goal each month throughout FY04. The cure rate for 2003 on the 180 plus day delinquent loans in August 2003 was at 53.7 percent. The goal for FY2004 is 55.1 percent. The actual rate for August 2004 was 60 percent.	100%	Complete
					9/7/2004	The stats for the cure rate on 180 days plus delinquent loans are reported monthly. The next report will be submitted mid September.	90 %	Green
16	FPS	<i>Perform National Student Loan Data System (NSLDS) maintenance and operations activities.</i>						
		16.1	Perform cohort default rate calculations, send, and post.					
					9/17/2004	Files submitted to domestic schools via SAIG on Saturday, 9.11.2004.	100%	Green
					9/3/2004	QA/QC process is completed. Files that need to be printed have been provided to contractor. Electronic packages are ready to submit to domestic schools via SAIG on Saturday, 9.11.2004.	90 %	Green
		16.2	Prepare guaranty agency fee calculations and send. Review Forms 2000 reasonability data against summarized NSLDS data.					
					9/3/2004	Completed.	100%	Complete
		16.3	Review, evaluate, and prepare guaranty agency NSLDS data integrity improvements reports and benchmarks.					
					9/17/2004	The August benchmarks were completed, reviewed, and distributed. The edit passage rate rose to 99.06%. September rates will be calculated mid-October.	95 %	Green
					9/3/2004	The July Guaranty Agency Benchmarks were completed, reviewed and distributed. The edit passage rate for the month rose slightly 98.90%. August Benchmarks to be calculated mid-September.	80 %	Green
		16.6	Provide monitoring functionality of GA and lender reasonability on a monthly basis.					
					9/17/2004	Programming complete. UA testing. Plan to move to production on Friday, 9.24.2004.	90 %	Green
					9/3/2004	Programming continues on monthly GA reasonability. Plan to move into production in September.	85 %	Green
19	FPS	<i>Perform maintenance and operations activities for the Financial Partners Data Mart.</i>						

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Milestone#</i>	<i>Action Item</i>	<i>Status Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
			19.1	Provide a quarterly status report on ways to improve effectiveness and efficiency of Data Mart review process.				
					9/17/2004	Completed.	100%	Complete
					9/3/2004	Testing of the Consolidation Fee Payment was completed and these changes were deployed on Sunday, 8.29.2004. Monthly report submitted.	100%	Green
			19.2	Quarterly evaluation of use and value added to the guaranty agency and lender review processes.				
					9/3/2004	Completed.	100%	Complete
			19.3	Monitor Data Mart feeds in order to provide accurate, concise and timely data to users.				
					9/17/2004	No discrepancies were found during this QC period. QC report submitted. Completion Date is Tuesday, 9.7.2004.	100%	Green
					9/3/2004	Monthly data loads were received on Tuesday, 8.31.2004. QC process started on Wednesday, 9.1.2004. QC report will be submitted with the next update.	99 %	Green
20	FPS	Perform Financial Partners Portal operations activities.						
			20.1	Monitor and evaluate web page hits to drive future postings to portal.				
					9/17/2004	Completed.	100%	Complete
					9/3/2004	Monthly Report submitted, no other outstanding issue, this item is now closed. Completion date is Tuesday, 8.31.2004.	100%	Green
			20.2	Maintain current and relevant information to financial partners' user community.				
					9/17/2004	Completed.	100%	Complete
					9/3/2004	A minor change was made to FP Organization chart (Pam Eliadis was added as Director of NSLDS). Monthly report submitted. Completion date is Tuesday, 8.31.2004.	100%	Green
22	FPS	Perform Voluntary Flexible Agreement (VFA) activities.						

<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>
			22.2	Prepare performance measure assessment and benchmarking reports.				
					9/17/2004	The report will be published the week of September 27 and a copy provided for record keeping.	99 %	Green
					9/3/2004	No significant progress over the past reporting period.	97 %	Green
			22.4	Foster effective working relations with guaranty agencies during scheduled site visits.				
					9/17/2004	Vicki Bateman, Matt Fontana, and Mike Sutphin met with EdFund Senior Executives on Wednesday, 9.15.2004 to discuss their current proposals for modifying the existing VFA agreement to obtain cost neutrality. EdFund expressed their appreciation for the level of cooperation they have received to date on assisting them with resolving the cost neutrality issue.	98 %	Green
					9/3/2004	No significant progress over the past reporting period.	88 %	Green
25	FPS	Enhance program monitoring and oversight.						
			25.1	Participate and provide Financial Partners Channel support for ED audit.				
					9/17/2004	Financial Partners (FP) and CFO has reviewed New Mexico's response to the Ernst & Young (E&Y) request for an explanation of a balance amount difference between the records of the GA and DCMS. As a result of the review, New Mexico was requested to submit another draft that includes additional narrative to the corrective action section. FP will continue to coordinate and monitor E&Y's requests.	91 %	Green
					9/3/2004	All GA Trial Balances requested by Ernst & Young (E&Y) were received and processed. The New Mexico GA has responded to an E&Y request asking for an explanation of a balance amount difference between the records of the GA and DCMS. Financial Partners (FP) and CFO are reviewing New Mexico's response for completeness. FP will continue to coordinate and monitor E&Y's requests.	90 %	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.				
					9/17/2004	During this period the teams completed a two-week review of the Great Lakes guaranty agency and a one-week CRI review of the student loan servicer AES/PHEAA. All FY04 program reviews have now been completed.	98 %	Green
					9/3/2004	During this reporting period completed two-week reviews of the Tennessee and North Carolina guaranty agencies. Completed all site visits for the Nelnet servicer review.	90 %	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>
			25.6	Conduct vulnerability assessment.				
					9/17/2004	Risk assessment completed by contractor and is under review by team. Vulnerabilities identified will be addressed in a follow-up action plan. Vulnerabilities identified as VDC-related have been sent to VDC for resolution.	90 %	Green
					9/3/2004	Draft NIST questionnaire was delivered and is under review. Some items are VDC related and will be provided to the VDC for assistance. Report will be delivered in mid-September. While this action item did commence with a late start date, we are confident this effort will be completed no later than Thursday, 9.30.2004.	75 %	Green
47	EPMS	Implement enterprise contract performance monitoring measures against new systems contract awards.						
			47.2	Incorporation of FEBI into process by September 30, 2004.				
					9/8/2004	See previous Entry.	100%	Cancelled
48	EPMS	Continuously update and monitor procurement internal controls.						
			48.2	Establish reporting process to monitor vendor performance.				
					9/8/2004	Process improvement is continuous. The FY04 portion has been completed successfully. The FY05 portion will be included in the FY05 Performance Plan.	100%	Complete
54	AWSS	Deliver workforce development and support programs.						
			54.1	Continue Intern Program.				
					9/17/2004	Working on hiring new fall interns. Inventory of old pc's and phones. Closing remaining accounts of old interns. Working on summary reports.	99 %	Green
					9/2/2004	Closing out interns that have left and inventorying the computer and phones and other equipment. Finishing up summary reports.	98 %	Green
			54.2	Conduct FSA Orientation.				
					9/17/2004	The FSA New Employee Orientation Participant's Guide and materials are being reviewed for revisions. The December 15, 2004 date for the next FSA New Employee Orientation Program session has been rescheduled for December 8, 2004.	90 %	Green

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					9/3/2004	Classroom session of FSA NEOP was conducted on September 1, 2004. The FSA NEOP website is currently being reviewed.	90 %	Green
			54.3	Implement results of One-ED Competitions.				
					9/17/2004	On September 8, 2004 the Department's MEO Team (including participants from Workforce Support Services) submitted it's Final Revised Proposal (FRP). The Department confirmed it's intent to award the contract by the end of FY 2004. No further action on this activity and FSA has fully implemented all activities resulting from the ED One ED Competitions.	100%	Complete
					9/3/2004	The Department has indicated intent to award the contract before the end of the fiscal year and has requested final proposal revisions.	25 %	Yellow
			54.4	Update Skills Catalog/Learning Tracks.				
					9/17/2004	The Skills Catalog draft was sent to the proofreaders on September 10. Comments are expected back between September 17-20. After review of comments and insertion of final edits, the document will go to GPO by September 24 for printing. Once we receive the copies, they will be distributed to FSA.	99 %	Green
					9/2/2004	FSA Skills Catalog is scheduled to go to the proofreader on September 10. Once we receive it back, we will make the revisions and send it to GPO for printing no later than September 20.	97 %	Green
			54.5	Implement Workforce Alignment Strategy.				
					9/17/2004	On September 15, 2004 FSA Human Resources completed it's processing of all personnel actions needed to implement the ASEDS Workforce Alignment.	100%	Complete
					9/3/2004	Union negotiations complete. All personnel actions which needed to be implemented with an effective date of 9/19/04 have been initiated.	99 %	Green
61	CIO	<i>Implement Enterprise Data Strategy initiatives.</i>						
			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.				
					9/17/2004	Conducted working sessions during the weeks of September 6th and 13th for the NSLDS, CMO, and Financial Partners Oversight functional gap areas of deliverable 152.3.1 Data Strategy Target Vision Functional Gap Analysis (Final). Deliverable 152.3.1 Data Strategy Target Vision Functional Gap Analysis (Final) is on schedule for delivery on Thursday, September 30th.	84 %	Green

	9/3/2004	Conducted working sessions during the week of August 30th for the NSLDS and CMO functional gap areas of deliverable 152.1.3b Data Strategy Target Vision Functional Gap Analysis (Final).	78 %	Green
	8/27/2004	Conducted working sessions during the week of August 16th for the NSLDS functional gap area of deliverable 152.1.3b Data Strategy Target Vision Functional Gap Analysis (Final). Task Order 152 Modification 02 was awarded on 8/19/04 to extend the delivery of the lender payment analysis and to provide an executive narrative of the Target State.	74 %	Yellow
61.9	Develop the detail Data Quality Execution Plan.			
	9/17/2004	Deliverable 152.1.10b Data Quality Management Support Report II is on schedule for delivery on Thursday, September 30th.	86 %	Green
	9/3/2004	Held a Data Quality Steering Committee meeting on Thursday, August 26th to discuss data management and FSA's next steps with data quality and data management.	80 %	Green
	8/27/2004	Held a Data Quality Steering Committee meeting on Thursday, August 19th to discuss the Improvement and Oversight Phases of the Data Quality Implementation Methodology.	77 %	Yellow
61.10	Develop a holistic XML Management Plan.			
	9/17/2004	Received the signed cover letter/approval for deliverable 152.1.9a XML Registry/Repository Production Quarterly Report I on Thursday, September 2nd.	79 %	Green
	9/3/2004	No Change.	73 %	Yellow
	8/27/2004	No Change.	73 %	Yellow
61.11	Implement the Standard Student Identification Methodology (SSIM), as defined by the FSA enterprise, as a pilot on renewal applicants.			
	9/17/2004	In the next couple of months: 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.	95 %	Green
	9/3/2004	In the next couple of months: 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.	90 %	Green

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Milestone#</i>	<i>Action Item</i>		
		<i>Status Date</i>	<i>Comments</i>		
62	BS		<i>Begin the implementation of Common Services for Borrowers (CSB).</i>		
		62.2	Begin implementing Phase 1 of the FSA-approved transition plan.		
		9/20/2004	<p>Migration of the new CSB consolidation functionality continues under the new schedule. The CSB Data Mart (which replaces the CMDM and DLDM data marts) continues successful parallel operations. Implementation of the data mart is still scheduled for October 1, 2004. Implementation of the new Common Data Repository (CDR) and migration of the DL demographic data is on schedule for the weekend of November 14. Loan Consolidation functionality is scheduled for the weekend of November 21.</p> <p>Development - Several Joint Applications Development (JAD) sessions for Phase 2 development activities were conducted during the first two weeks of September to discuss various issues i.e. status and location codes, online corrections process, borrower history and activity reports CSB correspondence etc.</p> <p>Infrastructure - All data communications circuits and routers have been installed. Business Operations is now structured to support the CSB implementation.</p>	90 %	Green
		9/7/2004	<p>Development - The conversion of DL Servicing and all Loan Consolidation data continues but the completion date has been rescheduled for November 21, 2004. The porting of the DLSS to HP Unix and development of the Common Data Repository are progressing well. Reengineering loan consolidation, implementation of the Tivoli Access manager, and the Seible upgrade (from v6.3 to v7.5) is underway. The schedule is being monitored closely. Phase 2 development activities have begun with many Joint Applications Development (JAD) meetings being scheduled.</p> <p>Infrastructure - All data communications circuits and routers have been installed.</p> <p>Operations - Efforts continue to eliminate "negative balance" and "small balance" DCS accounts.</p>	90 %	Green
70	ADS		<i>Increase Student Financial Aid program awareness.</i>		
		70.2	Develop and implement long-term mass marketing strategy.		
		9/17/2004	This milestone has been rolled into the Front End Business Integration (FEBI) small business initiative, now known as 'Federal Student Aid Integrated Business Enterprise Communications' (FSAIEC). For more information, see Action Item 70.	100%	Complete
		9/3/2004	Procurement on schedule. Task Order released 8/19. Due diligence to be conducted 8/24 - 9/26. Responses to the Task Order were received on Tuesday 8/19.	80 %	Green
71	ADS		<i>Reengineer EDEExpress.</i>		
		71.3	Implement Return to Title IV Web Release.		

Milestone# Action Item

<i>Status Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
9/17/2004	The Return of Title IV Funds on the Web was posted to the FAA Access to the CPS Online web site on Sunday, September 12th.	100%	Complete
9/3/2004	FSA Acceptance Testing is 100% complete. The comment period for the System of Records Notice (SORN), which was posted in the Federal Register on July 23rd, is complete. The PRR is scheduled for September 9th, and the code will be merged to the web on Sunday, September 12th.	96 %	Yellow