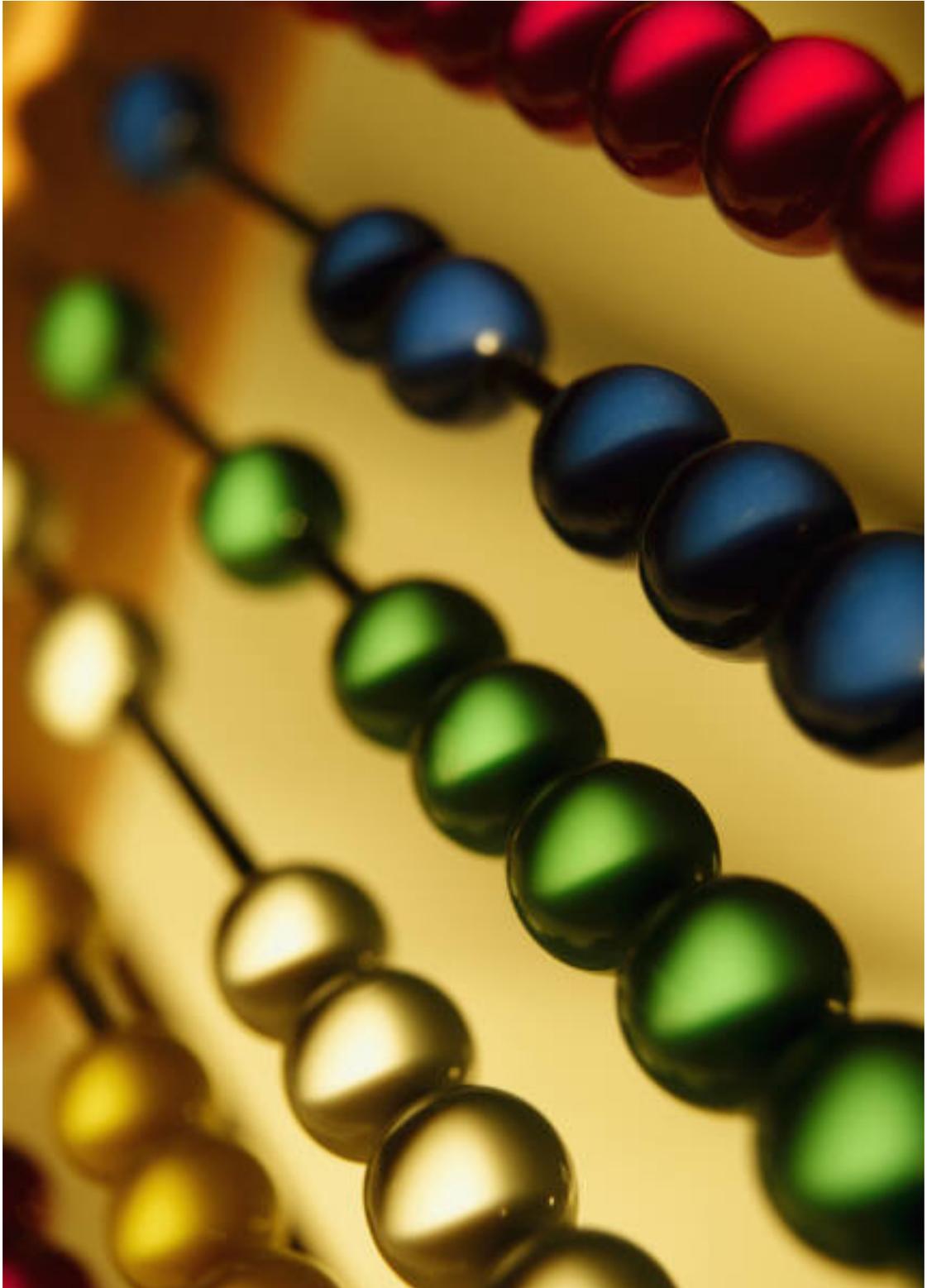


Bi-Weekly Report as of October 1, 2004



FSA Performance Plan – FY2004

End-of-Year Statistics on FY 2004 Performance Plan

PROJECTS: Total = 74

Complete: 65 87.8%

Not Complete: 05 06.7%

Cancelled: 04 05.4%

MILESTONES: Total = 119

Complete: 112 94.1%

Not Complete: 01 0.8%

Cancelled: 06 5.0%

PROJECTS – Change requests throughout the fiscal year

Total Change Requests = 14 out of 74 Projects (19%)

Date Change: 7 out of 74 9.5%

Scope Change: 3 out of 74 4.0%

Cancellation: 4 out of 74 5.5%

MILESTONES – Change requests throughout the fiscal year

Total Change Requests = 26 out of 119 Milestones (22%)

Date Change: 19 out of 119 16.0%

Scope Change: 04 out of 119 03.4%

Cancellation: 03 out of 119 02.5%

ACTION PLAN STATUS AT A GLANCE

as of October 1, 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 October 1, 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	R
16	PERFORM NSLDS MAINTENANCE/OPERATIONS ACTIVITIES	✓
16.1	Perform cohort default rate calculations, send, and post	✓
16.2	Prepare/send GA fee calculations. Review Forms 2000 reasonability data	✓
16.3	Review, evaluate, prepare GA NSLDS data integrity improvements reports	✓
16.4	Make enhancements to Loan Processing and Issuance Fee (LPIF) process for rate changes	✓
16.5	Participate in the formulation of school cohort default rate initiatives	✓
16.6	Provide monitoring functionality of GA and Lender reasonability on a monthly basis	✓
16.7	Upgrade Data Prep Software to be compliant with Windows 2000 and XP	✓
16.8	Implement Education Credit Management Corporation (ECMC) file format changes	✓
17	RE-COMPETE CONTRACT FOR NSLDS MAINTENANCE/OPERATIONS	✓
17.1	Award new contract	✓
17.2	Monitor and manage transition to new contractor	✓
18	RE-COMPETE CONTRACT FOR FP DATA MART MAINTENANCE/OPERATIONS	✓
18.1	Award new contract	✓
18.2	Monitor and manage transition to new contractor	✓
19	PERFORM MAINTENANCE/OPERATIONS ACTIVITIES FOR THE FP DATA MART	✓
19.1	Quarterly status report on ways to improve effectiveness/efficiency of Data Mart review process	✓
19.2	Quarterly evaluation of use and value added to the guaranty agency and lender review processes	✓
19.3	Monitor Data Mart feeds to provide accurate, concise and timely data to users	✓
20	PERFORM FINANCIAL PARTNERS PORTAL OPERATIONS ACTIVITIES	✓
20.1	Monitor and evaluate web page hits to drive future postings to portal	✓
20.2	Maintain current and relevant information to financial partners' user community	✓
20.3	Obtain/evaluate feedback from financial partners' user community on value of information posted on the Financial Partners Portal	✓
21	PERFORM LEAP/SLEAP ACTIVITIES	✓
21.1	Review, evaluate, reconcile, and prepare performance reports	✓
21.2	Prepare and submit clearance paperwork	✓
21.3	Review/approve applications from states. Obligate, generate, and mail grant award notifications	✓
22	PERFORM VOLUNTARY FLEXIBLE AGREEMENT (VFA) ACTIVITIES	✓
22.1	Perform cost neutrality analysis and provide results	✓
22.2	Prepare performance measure assessment and benchmarking reports	✓
22.3	Evaluate new applications for VFA	✓
22.4	Foster effective working relations with guaranty agencies during scheduled site visits	✓
23	PERFORM MAINTENANCE/IMPROVEMENTS TO THE FP ELECTRONIC RECORDS MANAGEMENT (ERM) SYSTEM	✓
23.1	As appropriate, integrate ERM work with other FSA business units	✓
23.2	Analyze and evaluate the current use of the ERM system to identify improvements	✓
24	PROMOTE EFFECTIVE/EFFICIENT COMMUNICATIONS INTERNALLY & EXTERNALLY	cancelled
24.1	Coordinate and enhance communications within Financial Partners and externally	cancelled
24.2	Hold quarterly checkpoints for all areas of FP service concerning communications	cancelled
25	ENHANCE PROGRAM MONITORING & OVERSIGHT (FP)	✓
25.1	Participate and provide Financial Partners Channel support for ED audit	✓
25.2	Prepare and conduct program reviews of guaranty agency and lenders/servicers	✓

ACTION PLAN STATUS AT A GLANCE

as of October 1, 2004

FSA No.	Indicator	Status
25.3	Analyze and collect third-party audit findings	✓
25.4	Utilize GA/lender scorecards to reduce risk and improve review process	✓
25.5	Partner with guaranty agency community on the Common Review Initiative (CRI)	✓
25.6	Conduct vulnerability assessment	✓
26	SUSTAIN CLEAN AUDIT OPINION, ADDRESS MATERIAL WEAKNESSES AND REPORTABLE CONDITIONS IDENTIFIED IN ANNUAL FINANCIAL STATEMENT AUDITS	✓
27	PERFORM INTERNAL CONTROL REVIEWS TO ENHANCE FINANCIAL MGMT	✓
28	FINALIZE FY 2002 & FY 2003 COST ACCOUNTING MODEL AND DEVELOP BASELINE FY 2002 UNIT COSTS	✓
29	SUSTAIN/IMPROVE TIMELY RECONCILIATIONS & IMPLEMENT OTHER PROCEDURES TO COMPLY WITH FY 2004 ACCELERATED REPORTING REQUIREMENTS	✓
30	MANAGE FMS OPERATIONS	✓
31	DEVELOP & DEPLOY ENTERPRISE PERFORMANCE TEST ARCHITECTURE	✓
32	PROVIDE ENTERPRISE & DATA ARCHITECTURE MANAGEMENT	✓
33	PROVIDE SECURITY & PRIVACY SUPPORT TO FSA BUSINESS UNITS	✓
34	PROVIDE INTEGRATED TECHNICAL ARCHITECTURE (ITA) & ENTERPRISE APPLICATION INTEGRATION (EAI) MAINTENANCE AND PRODUCTION SUPPORT	✓
35	SUPPORT THE FSA IT ASSETS AT THE VDC WITH LINES OF SERVICE	✓
36	CONTINUE ENTERPRISE QUALITY ASSURANCE PROGRAM TO SUPPORT THE FSA CIO IN CONDUCTING SYSTEMS ASSESSMENTS/EVALUATIONS	✓
37	SUPPORT ED, CUSTOMERS AND BUSINESS PARTNERS BY PARTICIPATING IN THE PRESIDENT'S MANAGEMENT AGENDA E-GOVERNMENT INITIATIVES	✓
37.1	Release GovLoans Gateway	✓
38	PROVIDE HIGH QUALITY INFORMATION, RESEARCH AND INFORMAL PROBLEM RESOLUTION SERVICES TO STUDENT LOAN BORROWERS AND OTHER PARTICIPANTS IN STUDENT AID PROGRAMS	✓
39	CONDUCT REAUTHORIZATION ACTIVITIES	R
40	POLICY LIAISON PLACEHOLDER	R
41	PLAN AND MANAGE FSA CONFERENCES	✓
42	MANAGE, DEVELOP AND UPDATE CONTENT FOR FSANet	✓
43	MANAGE CONTROLLED CORRESPONDENCE FUNCTIONS	✓
44	DEVELOP & IMPLEMENT INTERNAL/EXTERNAL COMMUNICATIONS STRATEGY	✓
45	MATURE ENTERPRISE-WIDE PROCUREMENT PLAN	✓
45.1	Complete market research to resolve plan issues	✓
45.2	Synch Plan w/BIG End State Vision	✓
46	DEVELOP ACQUISITION WORKFORCE	✓
47	IMPLEMENT ENTERPRISE CONTRACT PERFORMANCE MONITORING MEASURES AGAINST NEW SYSTEMS CONTRACT AWARDS	✓
47.1	Incorporate CSB into enterprise process	✓
47.2	Incorporate Front-End Business Integration Systems (FEBI) into enterprise process	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 October 1, 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 October 1, 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	NR
68	CONTINUE LEARNING COUPON PROGRAM	✓
69	PROVIDE CAREER ZONE SERVICES	✓
70	INCREASE STUDENT FINANCIAL AID PROGRAM AWARENESS	✓
70.1	Expand federal student aid awareness and outreach program	✓
70.2	Develop and implement long-term mass marketing strategy	✓
71	RE-ENGINEER EDEExpress	✓
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	✓

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

90%

2/18/04

2/18/04

2/18/04

90%
20%

8/11/04

2/18/04
2/18/04

7/28/04

70%

85%

7/14/04

9 of 5

2/11/04

78%

6/16/04

FSA Project Status Report

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Status_Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
1	ADS	<i>Implement student aid awareness initiatives.</i>	10/5/2004	Project complete. Documentation to demonstrate that success measure was met is being assembled.	100	Completed
			10/1/2004	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 status of the remaining three (1.2, 1.3 and 1.4) is as follows: Milestone 1.2: 95% complete Milestone 1.3: 95% complete Milestone 1.4: 95% complete	95%	Green
			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
2	ADS	<i>Improve customer interaction through customer feedback particularly at the Customer Service Call Center (CSCC).</i>	9/30/2004	The overall goal/objective related to customer feedback was completed in several ways. Over the period, questions, concerns, or suggestions for improvements to certain systems (such as the Application Processing -CPS-system) were forwarded to the appropriate staff for consideration. Several ideas or suggestions were approved for inclusion in the upcoming 2005-06 processing cycle. All suggestions for the FSA Handbook were, likewise, forwarded to the appropriate staff. All feedback specific to our IFAP and School Portal websites was also considered, and many suggestions were incorporated during the year. The suggestion to get a better IFAP search engine involved a major conversion and other offices. Testing of the new search engine is being completed, and we expect to implement the new search engine during the month of October 2004.	100	Completed
			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
8	ADS	<i>Expand eZAudit initiative.</i>	10/1/2004	The last contractor interview was completed on 9-28-04. Still on target for contract award on 10-20. As of 9-26, 5,378 annual audit submissions have been rec'd. We have processed all school types, including public, private non-profit, proprietary, nursing schools, and foreign schools. As of 9-26-04, 4,871 schools have registered. We have implemented a new procedure to download pdf audit files from the Federal Audit Clearinghouse and upload them into eZ-Audit. This capability increases our e-submission rate to virtually 100%. We began using this capability on Sept 23.	100	Completed

<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>		
	9/17/2004	<p>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.</p> <p>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).</p> <p>This capability increases our e-submission rate to virtually 100%. We will begin using this capability on Sept 20.</p> <p>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'ed through the end of the year.</p>	95%	Green
9	ADS	<i>Enhance program monitoring and oversight.</i>		

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>%Complete</i>	<i>Status</i>
<i>Status_Date</i>	<i>Comments</i>			
10/1/2004	9.1 Milestone 1	FY 04 Annual Compliance Measure will be calculated by Oct 29, 2004.	100	Completed
	<p>For the biweekly period 9-13-04 to 9-26-04, 97% of the audits were resolved on time. Cumulative since 10-01-03, 88% of the audits were resolved on time. We processed more paper audits, and these are causing the decline in the cumulative percentage. We have implemented a new procedure to download pdf audit files from the Federal Audit Clearinghouse and upload them into eZ-Audit. This greatly alleviated the issue of receiving paper audits from public and private non-profit schools. We are continuing to monitor the audit resolution process closely.</p> <p>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.</p> <p>9.2 Comments were received from OPE on the Compliance Initiative. We have approved 6 compliance areas for implementation. Rollout training is being scheduled for the Case Teams.</p> <p>The Administrative Actions & Appeals Division has received 140 referrals for administrative action and initiated 13 debarments from 10-01-03 through 9-30-04.</p> <p>Case Team actions have reduced the number of schools and additional locations without the required NSLDS transfer student monitoring profiles by 65% since March 17, 2004. There are 555 main locations that do not have a profile as of 9/30/2004.</p> <p>9.3 The USR database project has been completed and passed onto the relevant people.</p> <p>9.4. The draft report of the data analysis for academic year 2002-03 is complete for Expirmental Sites.</p> <p>9.5 Is still complete.</p> <p>9.6 The ASEDS Vulnerability Assessment was completed. The Report and Action Plan have been delivered to the ASEDS Deputy General Manager for review.</p>			

<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>		
	9/20/2004	<p>Milestone 1 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
10	ADS	<p><i>Produce school publications and materials.</i></p> <p>10/1/2004 10.1 All of the portions of the Financial Aid handbook have been posted on IFAP.</p> <p>10.2 FSA has completed all the steps necessary to update and print new DL Publications for 2004. The Entrance and Exit Counseling Guides were updated earlier this year and made available to schools by April 2004. The Direct Loan Basics Brochures (one for Parents and one for Students) have been updated and approved to print. The Parent version is being printed at this time. The printer is based in Miami, FL and was affected by Hurricane Jeanne, so the delivery date was set back to October 6th. The Student version is with GPO and going for print bid this week or next. The delivery date for this publication has been established as October 25th.</p> <p>By the end of October, all outstanding orders for the Direct Loan Basic publications will be fulfilled. No other publications are on backorder.</p>	100	Completed

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Status</i>	<i>Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
				9/20/2004	<p>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
13	BS	<i>Enhance program monitoring and oversight.</i>		10/1/2004	<p>Total non-consolidation recoveries have now reached \$1.585 Billion, an increase of 21% from the same period, September 24, in FY03. This represents 9.96% of the FY04 portfolio balance (exceeding the fiscal year goal of 9.5%).</p> <p>Lifetime Default Rate calculations for Direct Loans have been validated with NSLDS. Direct Loans and FFEL are both calculated from NSLDS. The calculation relates to the number of loans only, since NSLDS does not maintain the PBO at the time of default. However, Direct Loan portfolio pulls information from CMDM and DCS that does maintain the PBO at the time of default. Therefore we have available the dollars for the Direct Loan portfolio and have the LTDR for Direct Loans related to dollars.</p> <p>The Default Management Work Group updated the Default Prevention Inventory. A new strategic area, Fraud Prevention, was added to incorporate initiatives that limit the opportunity for fraud. Because many of the initiatives affect program integrity, those originally listed under Program Integrity were moved to other strategic areas. Program Integrity will be an overarching strategy within default prevention.</p> <p>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 final stats for the FSA PAR will not be available until mid-October.</p>	100	Completed
				9/16/2004	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>	98%	Green
14	BS	<i>Implement plan to provide high quality customer service to the Direct Loan portfolio.</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>			
		10/1/2004	This item was completed August 20, 2004.		100	Completed
		9/20/2004	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>				
		10/1/2004	The final figures for consolidation overpayment and underpayments for the month of September will not be available until mid-October.		90%	Red
		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.			
16	FPS	<i>Perform National Student Loan Data System (NSLDS) maintenance and operations activities.</i>				
		10/1/2004	Cohort Default Rates were calculated and posted. NSLDS Maintenance and Operations Activities operating efficiently. GA and Lender Reasonability moved to production on Friday, 9.24.2004. Vulnerability study completed by contractor and is under review in preparation for release.		100	Completed
		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
19	FPS	<i>Perform maintenance and operations activities for the Financial Partners Data Mart.</i>				
		10/1/2004	Completed.		100	Completed
		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
20	FPS	<i>Perform Financial Partners Portal operations activities.</i>				
		9/17/2004	Completed.		100	Completed
22	FPS	<i>Perform Voluntary Flexible Agreement (VFA) activities.</i>				
		10/1/2004	All VFA goals for Fiscal Year 2004 have been completed.		100	Completed
		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

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>	
		<i>Status Date</i>	<i>Comments</i>			
25	FPS	<i>Enhance program monitoring and oversight.</i>				
		10/1/2004	* The Ernst & Young (E&Y) FY04 reviews are completed. Financial Partners Services will continue to accommodate any data requests through the end of FY04 and into the beginning FY05. * The FY04 program review schedule is completed. * Updates are being applied to the NSLDS vulnerability study. The final will be delivered by end of FY.	100	Completed	
		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	
26	CFO	<i>Sustain clean audit opinion and address material weaknesses and reportable conditions identified in annual financial statement audits.</i>				
		9/30/2004	All of the planned work on the 2004 financial audit has been completed.	100	Completed	
		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	
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>				
		9/30/2004	The Internal Control Review Task Order 2 (CSB internal control review and other internal control activities) proposal was accepted on 9-29 and awarded on 9-30.	100	Completed	
		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	
28	CFO	<i>Finalize FY 2002 and FY 2003 cost accounting model and develop baseline FY 2002 unit costs.</i>				
		9/30/2004	We have completed the identification of the measures to be costed and validated our choice of measures with the Management Council members. Also, we have completed FY2002 and FY2003 models for review and approval by FSA management. Tasks for FY2005 include the continued refinement of the ABC models, development of the FY2004 model, implementation of a training/reporting strategy, and documentation of the process for developing the model.	100	Completed	
		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	
29	CFO	<i>Sustain and improve timely reconciliations and implement other procedures needed to comply with FY 2004 accelerated reporting requirements.</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>		
		9/30/2004	<p>Monthly Reconciliations: The reconciliations for the month of August are 100% complete.</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.</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. A CheckFree representative assisted FSA staff in the FMS-FMSS reconciliation process and then assisted the Rockville ACS contractor staff in the DCS/DLSS transfer reconciliation. The CheckFree representative also provided training on using the Crystal tool for reports.</p>	100	Completed
		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
30	CFO		<i>Manage FMS operations.</i>		
		9/30/2004	FMS Operations continues to run smoothly. Year-end close steps continue on-schedule.	100	Completed
		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
31	CIO		<i>Develop and deploy Enterprise Performance Test Architecture.</i>		

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>	<i>Status</i>	<i>Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>	
				10/1/2004	eMPN eMPN successfully completed two runs at over four hours with COD server recovery. Additionally, a final run was made with load balancer failover and 56k users for performance comparisons. Test results have been delivered and eMPN was certified for non-peak release.FAFSA 9.0Scripting in ongoing. Data models are complete. FAFSA 9.0 code base was made available this week but deployment was not stabilized until 29-Sep. Testing will begin 4-Oct. Final scripts and MQ test harness will be available 8-Oct and rolled into testing 11-Oct. Current schedule plans for the bulk of FAFSA 9.0 testing to be completed by 29-Oct.GooglePari has completed her test plan and is going forward with scripting, working in conjunction with Jes Yu of PPS.LibraryLibrary is complete. From this point forward 2-4 hours a week will be allocated to library upkeep depending on available schedule. Formal announcement will be sent out afternoon of 30-Oct.	100	Completed	
				9/30/2004	Completed	100	Completed	
32	CIO	<i>Provide Enterprise and Data Architecture management.</i>						
				10/1/2004	The EA Team met with Cyndi Reynolds and Steve Allison to complete the data quality enhancing task required by the Office of Management and Budget by September 30th. The purpose of this task is to capture performance data such that a clearer linkage can be established between investment performance, agency mission/program goals, and the PART review. OMB's goal is to improve performance reporting by revising the way performance data is currently being captured on the Exhibit 300. For FY06, depending on the type of investment, an agency completes one of two tables to submit its performance data. The shortcoming to this method is that it does not clearly link agency goal to investment. In addition the existence of two tables has been confusing and cumbersome. The EA Team met with representatives from the ILSC Team (CDA Task Order) and provided Popkin System Architect (SA)support in the areas of licenses, SQL Server access, creation of new encyclopedias, merging encyclopedias, modifying the USRPROPS.txt file and the Meta-model the use of SA for data modeling. The teams, along with the Data Architecture team, will continue to meet to synchronize changes to the user properties and meta-model, as well as discuss a migration strategy to version 10 of System Architect. Previously, the EA Team assisted the ILSC Team by helping to install and configure team members' workstations. The EA Team is also scheduling a 90-minute orientation session focused data modeling techniques within Popkin System Architect to get all of the advantages of the tool.	100	Completed	
				9/24/2004	The EA Team completed the review of the EA Section of the Exhibit 300's, completed SRM / TRM Mappings for Students Portal and FMS and coordinated the revision of the Technical Reference Model for FMS and CSB. Corrected content was delivered to Steve Allison for entry into eCPIC. The SRM / TRM Mappings will also be used to support OMB's September 30th deadline for data submission via FEAMS. The EA Team delivered a successful demonstration of using an excel-based Exhibit 300 form to capture data and auto-translate the material into XML for submission to OMB. FSA participants believe the process to be more user-friendly and efficient than eCPIC. The new process will be considered for the FY07 Capital Planning effort after proper consideration by the CIO office. The FSA EA team provided the Department of Education with the CD containing the Department's Enterprise Architecture (EA) submission to OMB. OMB is requiring Agencies to submit EA artifacts that support the information provided on the Exhibit 300 submissions by the September 13th E-300 due date. FSA worked with the FSA Rational team to load all of the Department's EA information into the FSA ClearCase repository. The CD was generated from ClearCase, with an index, to demonstrate to OMB that all of the Department's EA is stored in one central repository and that our EA maturity level has improved from last year's submission.	94%	Green	

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		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
33	CIO		<i>Provide security and privacy support to FSA business units.</i>		
		9/30/2004	CIO Security and Privacy Officer continues to provide support to FSA business units.	100	Completed
		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
34	CIO		<i>Provide Integrated Technical Architecture (ITA) and Enterprise Application Integration (EAI) maintenance and production support.</i>		
		9/30/2004	ITA: The project to upgrade FAFSA to WebSphere 5.1.1 is complete. Preparations are complete to move IFAP into WAS 5.0 production; this is our first Google-enabled application in production. We continue in our assessment of the IBM Portal Server, and are moving the databases in our prototype from CloudScape to Oracle. ITA responded to two production support pages and sixteen maintenance support requests.	100	Completed
			EAI: EAI expects production deployment of the EAI IP Security Exit and MQSeries Channel Listener Upgrade November 11. An ECM has been submitted for production deployment of the COD Transformation Architecture Redesign. EAI installed the JCA and JMX adapter code and tested it in the ITA environment. EAI responded to eight COD customer service inquiries.		
35	CIO		<i>Support the FSA IT assets at the VDC with lines of service including, full and incremental backups, annual disaster recovery tests, disaster recovery location and services, quarterly capacity planning, annual penetration testing, test environment support, security, compliance to all appropriate FSA, ED, & Federal policies, regulations, statutes.</i>		
		9/30/2004	Technology refresh is complete for all of the originally scheduled servers. Scheduled suverys are complete. Report portal is implemented.	100	Completed
36	CIO		<i>Continue Enterprise Quality Assurance Program to support the FSA CIO in conducting systems assessments and evaluations consistent with best practices for Solution Life Cycle (SLC) and Capital Planning and Investment Control (CPIC) processes.</i>		

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		<i>Status</i>	<i>Date</i>	<i>Comments</i>	<i>%Complete</i>	<i>Status</i>
		10/1/2004	Final FY04 amendments to GSA/FEDSIM Interagency Service Agreement have been completed by ED Budget Office and funding was obligated by FSA FMO on 09/28. QA Team received the Draft Post-Implementation Review (PIR) for eZ-Audits, Release 1 investment on 9-24-04 for review, provided draft report to eZ-Audits team, and scheduled an out-brief of the Draft PIR with Molly Wyatt and Ti Baker for 10/01. PIR team will deliver final report by 10/08. All QA Team IV&V, Security, and Operations support tasks are on track and on schedule.	100	Completed	
		9/30/2004	Completed	100	Completed	
		9/24/2004	Final FY04 amendments to GSA/FEDSIM Interagency Service Agreement have been completed OGC and signed by ED CFO, and has been sent to ED Budget offices for anticipated final processing and completion by September 27. QA Team received the Post-Implementation Review Process Description, Version 2 final document on September 17, and forwarded to select staff for review. Met with GSA/FEDSIM to discuss procurement process strategy in support of CSB Phase 3 Implementation development on September 21. All QA Team IV&V, Security, and Operations support tasks are on track and on schedule.	98%	Green	
		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	
37	CIO	<i>Support ED, customers and business partners by participating in the President's Management Agenda E-Government initiatives.</i>				
		10/1/2004	On September 30, ownership of the GovLoans.gov website officially passed from the GovLoans/eLoans interagency team to GovBenefits, GovLoans' parent site. On September 28, the risk management Business Process Improvement (BPI) study workgroup (led by HUD) met to follow-up on next steps from the August 26 credit bureau roundtable. The group also reviewed partner agencies' 'as is' models for default/delinquency reporting. Students.gov received an anomalous number of visits (9,782) due to a WebTrends reporting error. Based on an analysis of hits (1.1 million), however, visits can be estimated at or around 42,000 during the week of September 19. As of September 27, 15,877 people are subscribed to Students.gov "InfoSource", a subscription service that highlights the features of students.gov. This represents an increase of 62 subscribers since the previous week. The October edition of InfoSource was sent to subscribers on September 28.	100	Completed	
		9/30/2004	Completed	100	Completed	
		9/24/2004	On September 21, the eLoans partner agencies met to discuss workgroup progress and next steps for moving forward. The B2G Lender Reporting workgroup (led by SBA) presented a draft comparative analysis of agency data standardization efforts, and the Risk Management Workgroup (led by HUD) presented a draft design of the sharing lender performance data prototype. The final design for the GovLoans brochure and poster was also presented. ED's Office of Public Affairs approved a poster and brochure that publicize the availability of GovLoans.gov. These publications will be stored at EDPubs and made available to the public, GovLoans agency partners, GovBenefits, and others. Students.gov received 42,487 visits (1.1 million hits) during the week of September 12 to September 18, 2004 - more than 6,000 visitors/day.	98%	Green	

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		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
38	OMBD		<i>Provide high quality information, research and informal problem resolution services to student loan borrowers and other participants in student aid programs.</i>		
		9/30/2004	Weekly surveys of customer satisfaction with research and general assistance cases score 1.9 or less on a scale of 1-5 with 1 being HIGHEST. Ombudsman Office Overall service rating 1.69 (through 9/17/04, latest reporting period available)	100	Completed
		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
42	CMS		<i>Manage, develop and update content for FSANet.</i>		
		10/1/2004	WEB STATS for month of September: Successful hits for the entire site = 718,046 (364,293 for last two weeks) Average hits per day = 47,869 (24,286 for last two weeks) Home page hits = 46,274 Unique Visits = 1,918 Average visits per day = 127 Most active day = Sept. 27 (Monday) Most active hour = 4-5pm The top five areas hit on FSANet: Home Page, CIO, FSA Reorg., Forms, FSA Assists. Most downloaded files: Modernization Task Orders & Deliverables.	100	Completed
		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

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43	CMS		<i>Manage controlled correspondence functions including FOIA, privacy and controlled mail.</i>		
		10/1/2004	Controlled Mail - There were 240 letters handled and 1 is overdue.	100	Completed
			FOIA Cases - 20 new cases received and 10 cases closed.		
		9/17/2004	Controlled Mail - There was 182 letter handled and one is overdue.	98%	Green
44	CMS		<i>Develop and implement internal and external communications strategy.</i>		
		9/27/2004	-Terri Shaw was interviewed last week and will be profiled in Federal Computer Week. Article should run mid October. -Hot Issue List to Sec. Paige on time. -Weekly Report to employees on time. -FSA Weekly News to Sec. Paige on time. -Daily newsclips on time. -Lobby monitor updated weekly with Dashboard data. -Publications class covering new and revised pubs will be held on Oct. 4th. -The Student Guide and Funding Your Education, two of FSA's main publications, have been edited by OPA and ready for layout and printing. -To date, 400 information requests have been received and 14 remain open with one on hold. On same note, FSA Comms is working with EPMS Linda Hall and John Fare to come up with the top 20 facts about federal student aid. The numbers used in these fact will be annotated so in the future we know who provided what data and how the data was created. -Gary Hopkins was interviewed on 10/1 by Greentree Gazette on the topic of Private Collection Agency contracts. -Jennifer Douglas is being interviewed by Greentree Gazette on the topic of FEBI on 10/5. Both Gazette articles will run in the Nov. issue. -Briefing book on 9.5% issue is being created for management. -Federal Computer Week took photo of Terri for the article being issued mid-October.	100	Completed

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		9/17/2004	<p>-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.</p> <p>-Meeting are being held concerning the joint evacuation exercise schedule for Oct. 27 (formally Oct. 6). FSA Comms is assisting with the communications.</p> <p>-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.</p> <p>-Hot Issue List to Sec. Paige on time.</p> <p>-Weekly Report to Sec. Paige on time.</p> <p>-FSA Weekly News to employees on time.</p> <p>-Daily newsclips on time.</p> <p>-Lobby monitor updated weekly with Dashboard data.</p> <p>-The publications class has been rescheduled for Oct. 4. The goal of this class is to help FSA employees steer through the publications process.</p> <p>-Information data requests - Total requests received is 378 with 11 pending and one on hold.</p> <p>-Federal Computer Week will profile Terri in their next issue. Interview is tentatively scheduled for Wed., Sept. 22.</p>	98%	Green
52	ADS		<i>Restructure integration leadership support to transition the majority of responsibility to FSA staff.</i>		
		10/1/2004	No change from last reporting period.	70%	Red
		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
53	EPMS		<i>Prepare and continually monitor and report on the accomplishments of the High Risk Plan.</i>		
		9/30/2004	GAO has asked no further questions about our response to their draft report. We expect them to issue their final report on 10/6.	100	Completed
			We will continue to send them evidence of our continuing progress, for example, completion of the 2002 and 2003 cost models, completion and deployment of the COACH module for foreign schools, the foreign schools risk assessment, procedures for comprehensive compliance reviews, progress on implementing the Human Capital Plan, improvements in formulating the annual plan and updating the 5-year plan, and FSA's annual report to the Congress.		
		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
54	AWSS		<i>Deliver workforce development and support programs.</i>		

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		10/1/2004	The implementation of the ASEDs reorganization was implemented on August 19, 2004. Specific information regarding the successful completion of milestones in this project can be found in the milestone report.	100	Completed
56	CFO		<i>Review Credit Reform estimates.</i>		
		9/30/2004	The various Principal Offices of the Credit Reform Work Group (CRWG) reviewed and commented on the draft documentation of the Department's FY04 credit estimation process. Contracted experts incorporated technical comments to the report. This project has now achieved the performance planned for FY04, and has laid the foundation to perform the work planned for FY05.	100	Completed
		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
58	CFO		<i>Support the implementation of Oracle Federal Financials Release 11i.</i>		
		9/30/2004	Helped to drive CRP scenarios (multi-fund accounting, AR/AP netting, \$0 payment batches etc). Drove the creation of a 'Sandbox' 11i instance to further explore CRP issues. Defined an FSA-preferred multi-org configuration option to include 3 sets of books that contain all Title IV fund families. Participated and assisted with discussions for collapsing the FFEL Liquidating and Financial funds. Provided significant input into data cleanup planning. Continued to provide guidance regarding security requirements (as defined by NIST 800-53).	100	Completed
		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
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	Completed
62	BS		<i>Begin the implementation of Common Services for Borrowers (CSB).</i>		
		10/4/2004	The CSB data mart was successfully implemented on schedule October 1, 2004. It will replace both the current CMDM and the DL Delinquency data mart. This new data mart will eventually grow to include the collections portfolio.	100	Completed
			Migration of the new CSB consolidation functionality continues under the new schedule. Implementation of the Loan Consolidation functionality is scheduled for the weekend of November 21.		

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		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
67	ADS		<i>Prepare to implement IRS data match.</i>		
		10/1/2004	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%	Red
		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
68	AWSS		<i>Continue Learning Coupon program.</i>		
		10/1/2004	90.5% of funds were expended (\$203,545 of \$225,000) 42.5% of FSA employees used a learning coupon 92.3% of survey respondents reported overall satisfaction with it.	100	Completed
		9/17/2004	No new activity.	99%	Green
69	AWSS		<i>Provide Career Zone services.</i>		
		10/1/2004	The Career Zone has met and exceeded every success measure. The goal of 75 new clients was surpassed as the Career Zoner served 108 new FSA clients. In total, there were over 593 attendees to workshop, counseling or training classes. Evaluations showed an overall satisfaction average of 4.61 on a scale of 1-5, 5 being outstanding.	100	Completed
		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
70	ADS		<i>Increase Student Financial Aid program awareness.</i>		
		10/5/2004	Project complete. Documentation to demonstrate that success measure was met is being assembled.	100	Completed

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>		<i>%Complete</i>	<i>Status</i>
		<i>Status Date</i>	<i>Comments</i>		
		10/1/2004	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 9/7/04. Evaluations are complete and recommendations went to the selection official on 9/17/04. Contract Review Board is 9/21/04. The contract is on target for award no later than September 30, 2004	98%	Green
		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
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
73	CIO		<i>Develop FSA Security and Privacy Architecture Pilot.</i>		
		9/30/2004	Security and Privacy Architecture pilot is completed. The Tivoli Access Manager and Tivoli Identity Manager tools were selected.	100	Completed
74	AWSS		<i>Implement Leadership Excellence development training.</i>		
		10/1/2004	\$90,350 was originally budgeted to fund 3 slots at the Federal Executive Institute and 5 slots in the Council for Excellence in Government Fellows Program. MC deliberations resulted in its decision to send 3 staff to FEI, 2 to the CEF Fellows program and 4 to the Kennedy School of Government Senior Executive Fellows Program at Harvard University for an overall investment of \$108,450. This success measure was exceeded by 60%. The Leadership Excellence Advisory Group was established in October 2003 and began meeting in November 2003. It initially began meeting monthly and then biweekly. Seventeen meetings were held. A charter was adopted. The Group developed and recommended operating principles for the Leadership Fund to the Management Council. With minor modifications, the Council adopted the approach recommended by the advisory group.	100	Completed

<i>FSA No</i>	<i>Area</i>	<i>Action Item</i>					
		<i>Status</i>	<i>Date</i>	<i>Comments</i>		<i>%Complete</i>	<i>Status</i>
			9/17/2004	No activity to report.		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
			1.2	Publish accurate and timely information that meets the needs of our audience.				
					10/5/2004	Project complete. Documentation to demonstrate that success measure was met is being assembled.	100%	Complete
					10/1/2004	Student Guide: Changes made to Guide based on review in layout and on OPA changes. Inside graphics chosen. Final edits returned to GPO on 9/28; however, GPO has another project with a deadline of 9/30 and cannot yet complete the Guide. Will be one more round of checking GPO's changes. Funding Your Education: GPO has done preliminary work but will be completed when the Guide is finished. OPA changes to text being reviewed. Paperwork for both publications is being submitted to GPO to reserve funding for FY '04, with text to follow. Student Guide (Spanish): Patrick Stejskal received final English changes on 9/28. He will incorporate those into existing Spanish translation, and that will be completed. Counselors Handbook: Went to Pat Treichel on 9/27. College Prep Checklist (Spanish): Went to Pat Treichel on 9/27. Looking for Student Aid (Spanish): Has been delivered to ED Pubs Looking for Student Aid: Delivered to ED Pubs yesterday Student Aid Audio Guide: Edits based on Student Guide text have been incorporated. Waiting for OPA comments. Completing the FAFSA: All comments have been incorporated and this is about to go to OPA for review.	95 %	Green

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. 65 % Green

'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.

1.3 Disseminate information directly to target audience.

10/5/2004 Project complete. Documentation to demonstrate that success measure was met is being assembled. 100% Complete

10/1/2004 Student Aid Awareness (SAA) disseminates information directly to target audiences through partnerships, training, college fairs, financial aid nights and other activities. 95 % Green

As of 9/1/04, SAA has provided federal student aid information and distributed materials to approximately 95,529 persons as follows:

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 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

Milestone# Action Item

Status Date Comments %Complete Status

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.

1.4 Respond accurately and timely to requests.

10/5/2004 Project complete. Documentation to demonstrate that success measure was met is being assembled. 100% Complete

10/1/2004 For the period 9/13/04 – 9/24/04, the Editorial Services Contract responded to the following correspondence: 99 % Green
 97 controls---(89 prior period)-----turnaround (3 days)=100%
 1300 non-controls---(1510 prior period)----turnaround (2 days)=99%
 1651 e-mails---(2083 prior period)-----turnaround (2 days)=100%

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%

1.5 Reach customers through Student Aid on the Web.

10/1/2004 Student Aid Awareness uses the WebTrends program to record the use of our website Student Aid on the Web (SAOTW). The number of visits and hits are the key indicators of the use of SAOTW. The number of visits and hits for this reporting period (09-12 to 09-25-04) are 503,808 and 9,753,945 respectively. During the same period last fiscal year we had 200,409 visits and 7,017,336 hits. This represents FY04 increases of 151.4% for visits and 39% 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 50,085 new accounts since SAOTW went live September 7, 2003. Information entered in their personal profiles can be saved and used to electronically pre-populate much of the FAFSA application and make application for admission to college. The MyFSA feature has only been available since September of 2003. 100% Complete

9/17/2004 Student Aid Awareness uses the WebTrends program to record the use of our website Student Aid on the Web (SAOTW). The number of visits and hits are the key indicators of the use of SAOTW. The number of visits and hits for this reporting period (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.

100% Complete

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

2.1 Monitor customer feedback to improve services.

9/30/2004 The overall goal/objective related to customer feedback was completed in several ways. Over the period, questions, concerns, or suggestions for improvements to certain systems (such as the Application Processing -CPS-system) were forwarded to the appropriate staff for consideration. Several ideas or suggestions were approved for inclusion in the upcoming 2005-06 processing cycle. All suggestions for the FSA Handbook were, likewise, forwarded to the appropriate staff. All feedback specific to our IFAP and School Portal websites was also considered, and many suggestions were incorporated during the year. The suggestion to get a better IFAP search engine involved a major conversion and other offices. Testing of the new search engine is being completed, and we expect to implement the new search engine during the month of October 2004.

100% Complete

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.

8 ADS Expand eZAudit initiative.

8.1 Be Prepared for Contract Award.

10/1/2004 The last contractor interview was completed on 9-28-04. Still on target for contract award on 10-20.

100% Complete

9/17/2004 We have rec'd 5 proposals which are under review. Contractors will present their proposals beginning 9-21 through 9-30. Still on target for contract award on 10-20.

95 % Green

8.2 Complete first full cycle of processing (all school types).

10/1/2004 As of 9-26, 5,378 annual audit submissions have been rec'd. We have processed all school types, including public, private non-profit, proprietary, nursing schools, and foreign schools. 100% Complete

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'ed 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%.

10/1/2004 As of 9-26-04, 4,871 schools have registered. We have implemented a new procedure to download pdf audit files from the Federal Audit Clearinghouse and upload them into eZ-Audit. 100% Complete

This capability increases our e-submission rate to virtually 100%. We began using this capability on Sept 23.

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). 93 % Green

This capability increases our e-submission rate to virtually 100%. We will begin using this capability on Sept 20.

9 ADS Enhance program monitoring and oversight.

9.1 Meet or exceed audit resolution rate of 95% by the end of the fiscal year.

10/1/2004 For the biweekly period 9-13-04 to 9-26-04, 97% of the audits were resolved on time. Cumulative since 10-01-03, 88% of the audits were resolved on time. We processed more paper audits, and these are causing the decline in the cumulative percentage. We have implemented a new procedure to download pdf audit files from the Federal Audit Clearinghouse and upload them into eZ-Audit. This greatly alleviated the issue of receiving paper audits from public and private non-profit schools. We are continuing to monitor the audit resolution process closely. 100% Complete

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.

9/17/2004 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. 95 % Yellow

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.				
	9/30/2004	FY 04 Annual Compliance Measure will be calculated by Oct 29, 2004.		100%	Complete
		Comments were received from OPE on the Compliance Initiative. We have approved 6 compliance areas for implementation. Rollout training is being scheduled for the Case Teams.			
		The Administrative Actions & Appeals Division has received 140 referrals for administrative action and initiated 13 debarments from 10-01-03 through 9-30-04.			
		Case Team actions have reduced the number of schools and additional locations without the required NSLDS transfer student monitoring profiles by 65% since March 17, 2004. There are 555 main locations that do not have a profile as of 9/30/2004.			
	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.		95 %	Green
		Continued to follow up with OPE to receive final approve of training materials.for Compliance Initiative.			
9.3	Conduct School Relations initiatives.				
	10/1/2004	The USR database has been updated and handed off finishing off the final work for the School Relations staff.		100%	Complete
	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.		99 %	Green
9.4	Conduct the Experimental Sites initiative.				
	10/1/2004	The draft report of the data analysis for academic year 2002-03 is complete. The review and editing will begin. Staff in ASEDS and CIO tested the updated reporting templates for the 2003-04 school reports that are due in November 2004. The site is live and working.		100%	Complete
	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.		99 %	Green
9.6	Conduct vulnerability assessment.				
	9/30/2004	The ASEDS Vulnerability Assessment was completed. The Report and Action Plan have been delivered to the ASEDS Deputy General Manager for review.		100%	Complete

<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	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
10	ADS	<i>Produce school publications and materials.</i>						
		10.1	Annually update and disseminate the Federal Student Aid Handbook.					
					10/1/2004	The final portions of the Student Aid Handbook were completed and submitted to IFAP on September 31 thus completing this project.	100%	Complete
					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
		10.2	Update and disseminate Direct Loan Program publications such as the Entrance and Exit Counseling Guides and promissory notes.					
					9/30/2004	FSA has completed all the steps necessary to update and print new DL Publications for 2004. The Entrance and Exit Counseling Guides were updated earlier this year and made available to schools by April 2004. The Direct Loan Basics Brochures (one for Parents and one for Students) have been updated and approved to print. The Parent version is being printed at this time. The printer is based in Miami, FL and was affected by Hurricane Jeanne, so the delivery date was set back to October 6th. The Student version is with GPO and going for print bid this week or next. The delivery date for this publication has been established as October 25th. By the end of October, all outstanding orders for the Direct Loan Basic publications will be fulfilled. No other publications are on backorder.	100%	Complete
					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
13	BS	<i>Enhance program monitoring and oversight.</i>						
		13.1	Default Recovery Rate on FSA-held portfolio 9.5% or more by the end of the fiscal year.					
					10/1/2004	Total non-consolidation recoveries have now reached \$1.585 Billion, an increase of 21% from the same period, September 24, in FY03. This represents 9.96% of the FY04 portfolio balance (exceeding the fiscal year goal of 9.5%).	100%	Complete

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

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

10/1/2004 The Default Management Work Group updated the Default Prevention Inventory List to contain:
 · Definitions of the strategic areas,
 · Six new initiatives, and
 · Historical accounting of initiatives that have been completed, merged with other initiatives, or deleted. 100% Complete

The Default Management Work Group updated the Default Prevention Inventory. A new strategic area, Fraud Prevention, was added to incorporate initiatives that limit the opportunity for fraud. Because many of the initiatives affect program integrity, those originally listed under Program Integrity were moved to other strategic areas. Program Integrity will be an overarching strategy within default prevention.

The work group is now using the updated inventory as a tool to conduct a gap analysis of default prevention initiatives. The inventory will be submitted to the Enterprise Performance Group within the next couple of weeks as supportive documentation.

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

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

10/1/2004 Lifetime Default Rate calculations for Direct Loans have been validated with NSLDS. Direct Loans and FFEL are both calculated from NSLDS. The calculation relates to the number of loans only, since NSLDS does not maintain the Principle Balance Outstanding (PBO) at the time of default. However, Direct Loan portfolio pulls information from CMDM and DCS that does maintain the PBO at the time of default. Therefore we have available the dollars for the Direct Loan portfolio and have the LTDR for Direct Loans related to dollars. 100% Complete

The work group will submit charts to the Enterprise Performance Group within the next few weeks as supportive documentation.

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

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

10/1/2004 The goal to increase the cure rate on 180 days plus delinquent loans by 1 percent over FY2003 was achieved in April 2004. The 100% team has 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. This item is at 100%. Final stats for the month of September that should be included in the FSA Performance Accountability Report (PAR) will not be available until mid-October. Complete

<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
			13.5	Conduct vulnerability assessment.				
					10/1/2004	This item was completed August 20, 2004.	100%	Complete
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.				
					10/1/2004	Completed.	100%	Complete
					9/17/2004	Files submitted to domestic schools via SAIG on Saturday, 9.11.2004.	100%	Green
			16.3	Review, evaluate, and prepare guaranty agency NSLDS data integrity improvements reports and benchmarks.				
					10/1/2004	Data for September rates will be extracted after 9.30.2004 and calculated mid-October for release of September benchmarks.	100%	Complete
					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
			16.6	Provide monitoring functionality of GA and lender reasonability on a monthly basis.				
					10/1/2004	Completed. Programming was successfully moved into production.	100%	Complete
					9/17/2004	Programming complete. UA testing. Plan to move to production on Friday, 9.24.2004.	90 %	Green
19	FPS	<i>Perform maintenance and operations activities for the Financial Partners Data Mart.</i>						
			19.1	Provide a quarterly status report on ways to improve effectiveness and efficiency of Data Mart review process.				
					9/17/2004	Completed.	100%	Complete

<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>
			19.3	Monitor Data Mart feeds in order to provide accurate, concise and timely data to users.				
					10/1/2004	Completed.	100%	Complete
					9/17/2004	No discrepancies were found during this QC period. QC report submitted. Completion Date is Tuesday, 9.7.2004.	100%	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
			20.2	Maintain current and relevant information to financial partners' user community.				
					9/17/2004	Completed.	100%	Complete
22	FPS	Perform Voluntary Flexible Agreement (VFA) activities.						
			22.2	Prepare performance measure assessment and benchmarking reports.				
					10/1/2004	The first benchmark report is complete and will be distributed today, 9.30.2004.	100%	Complete
					9/17/2004	The report will be published the week of September 27 and a copy provided for record keeping.	99 %	Green
			22.4	Foster effective working relations with guaranty agencies during scheduled site visits.				
					10/1/2004	Over the past fiscal year, Financial Partner Services has developed open and direct working relationships with each of the VFA agencies. The result is that issues, enhancements and problems can be corrected in a timely and straightforward manner.	100%	Complete
					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
25	FPS	Enhance program monitoring and oversight.						

<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>
			25.1	Participate and provide Financial Partners Channel support for ED audit.				
					10/1/2004	This effort is completed for FY04. Financial Partners (FP) has coordinated with the Guaranty Agencies and E&Y's data requests based on FSA-CFO's prepared by client (PBC) listing for this year's Department audit. FP will continue to accommodate any E&Y last minute data requests through the end of FY04 and into the beginning FY05.	100%	Complete
					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
			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.				
					10/1/2004	All FY04 program reviews are completed.	100%	Complete
					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
			25.6	Conduct vulnerability assessment.				
					10/1/2004	The Vulnerability Study has been reviewed and updates are being made. Final will be delivered on Thursday, 9.30.2004.	100%	Complete
					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

54 **AWSS** *Deliver workforce development and support programs.*

			54.1	Continue Intern Program.				
					10/1/2004	The intern program was successfully continued this fiscal year. Throughout the internships we solicited feedback from them on our program and sent them a survey to capture some of the things they have learned about FSA over the summer.	100%	Complete
					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
			54.2	Conduct FSA Orientation.				

Milestone# Action Item

Status Date Comments %Complete Status

10/1/2004 80% of new employees completed the new employee orientation program from December 9, 2003 to September 1, 2004. 100% Complete

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

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

54.4 Update Skills Catalog/Learning Tracks.

10/1/2004 A learning track in data analysis was completed for Case Management and Oversight in April and was posted on CMOnet at http://fsanet.ed.gov/application_eligibility_delivery/school_eligibility/data_analysis/index.html. 100% Complete

New Supervisor Advocacy - A curriculum design for a learning track was completed for new supervisors and drafted in June. Needs analysis included a survey of all current FSA managers. The learning track utilizes a blended learning approach combining classroom learning, web-based tools and learning circles. Content development will begin when the TMA Interagency Agreement is executed.

An FSA End to End Business Knowledge learning track was initiated with the convening of a design group. Five planning meetings took place.

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

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

61 CIO Implement Enterprise Data Strategy initiatives.

61.7 Continue to build on Phase I by developing a detailed vision on FFEL/enrollment data flow, gaps/impact of Common Services for Borrowers (CSB), electronic Case Management and Oversight (eCMO), National Student Loan Data System (NSLDS), and electronic Campus-based systems.

9/24/2004 Deliverable 152.3.1 Data Strategy Target Vision Functional Gap Analysis (Final) is on schedule for delivery on Thursday, September 30th. 87 % Green

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

61.9 Develop the detail Data Quality Execution Plan.

9/30/2004 Final deliverable received by Keith Wilson on 9/30/04. 100% Complete

9/24/2004 Submitted deliverable 152.1.10b Data Quality Management Support Report II on Friday, September 24th. 89 % Green

9/17/2004 Deliverable 152.1.10b Data Quality Management Support Report II is on schedule for delivery on Thursday, September 30th. 86 % Green

61.10 Develop a holistic XML Management Plan.

9/24/2004 No Change. 82 % Green

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

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

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

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

10/4/2004	Migration of the new CSB consolidation functionality continues under the new schedule. Implementation of the Loan Consolidation functionality is scheduled for the weekend of November 21.	100%	Complete
	The CSB data mart was successfully implemented on schedule October 1, 2004. The Data Mart (which replaces the CMDM and DLDM data marts) continues successful parallel operations. Implementation of the new Common Data Repository (CDR) and migration of the DL demographic data is scheduled for the weekend of November 14.		
	Development - Joint Applications Development (JAD) session for Phase 2 development activities continue between Borrowers Services staff and ACS to discuss various issues i.e. status and location codes, online corrections process, borrower history and activity reports related to CSB correspondence etc.		
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
	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.		
	Infrastructure - All data communications circuits and routers have been installed. Business Operations is now structured to support the CSB implementation.		

70 ADS Increase Student Financial Aid program awareness.

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
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71 ADS Reengineer EDEExpress.

71.3 Implement Return to Title IV Web Release.

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
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