

<p><u>Students</u> Loan Repayment - Collection</p> <p>CONTRACT SERVICES BRANCH "Hawkeyes"</p>	
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Team Roster

Robin Andrews, Gloria Collins, Thomas Crowley, Mary Cummings, Earnestine Davis, Lynda Gaddy, Ron Gibson, Rick Hanes, Lawannah Howell, Marian Kohler, Larry Lawhorn, Felix Luciano, Phyllis Marks, Quincey McDaniel, Jane Meucci, Mary Patterson, Edie Pounds, Gloria Robinson, Debra Ruffin, Ezora Sweet-Grundy, Lisa White, Alicia Wise

Performance Score

FSA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	75.9	77.9			
	Other survey					
EMPLOYEE SATISFACTION		3.33	3.53			
UNIT COST	Your Portion		\$0.04		\$0.04	
	Other					

Contributions

- Provide accurate, timely vouchers for the PCAs, and invoice data to DC so that performance statistics can be produced. Vouchers will be faxed to DC by the 10th of each month. FYE2002 (Improves customer satisfaction as PCAs get quality timely performance data, and can submit invoices timely.)

- Complete 95% of EFT account returns within 7 days. FYE2002 (Contributes to customer satisfaction.)
- Ensure that PCA processes and activities are in compliance with the contract, ED procedures, and governing regulations and laws. Periodic audits, samples and reviews of contractor activities and processes show PCA error rates of 5% or less. FYE2002 (Improves customer satisfaction)
- Provide timely, quality service to the PCAs. In periodic surveys, the PCAs will rate the services they receive from CSB at a level of at least 4, where 1 is the lowest, and 5 is the highest. FYE2002 (Improves customer satisfaction and employee satisfaction.)
- Provide timely accurate files to Direct Loans on accounts requesting consolidation. Weekly files will be completed by the following Wednesday 95% of the time. FYE2002 (Improves customer satisfaction and reduces cost)