

**Students
Collections**

**CONTRACT SERVICES BRANCH
Chicago**

Customer Surgeons



“We Operate Daily”

Team Roster

John Hilton	Bernardine Thompson	Lula Lewis
Myra Tyler	Napoleon Jackson	Renee Golden
Deborah L. Fletcher	Karen McInnis	Vulcan Taylor
E’Vasiette Allen	Tina Shumpert	Mary Neal
		Marie Jones

Performance Score

SFA 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		3.39	3.39			
UNIT COST	Your Contribution		\$1.46			
	Other					

Contributions	Goal	Status	Improvement
Increase the number of borrower calls to PIC that get resolved on the phone. Measure increase in customer satisfaction and reduced cost of non-phone interactions (control and non-control mail) with students.	Increase Customer Satisfaction and Reduce Unit Cost	Ongoing	
Increase the degree to which team members feel recognized and rewarded for quality work. Track with Q12 responses.	Increase Employee Satisfaction	Ongoing	
Increase team members' skill and proficiency in hardware/software technology. Track progress in team meetings.	Increase Employee and Customer Satisfaction	Ongoing	