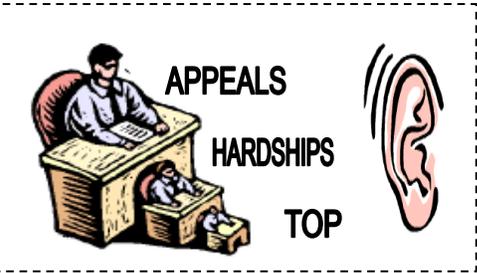


Students
Loan Repayment

CHICAGO -HEARINGS BRANCH
"Ear Ye, Ear Ye, We Listen"



Team Roster

Lorene Bills Sheron Davis Linda Ellison Melody Harris Jacqui Jones
Victoria Jones Valerie Lanier Bertha McMorris Charlotte Mason
Frank Phillips Charlotte Robinson Virginia Smith Vivian Taylor
Elria Whitty Lajaria Willis-Manley Veardean Wilson

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			
	Customer Satisfaction Survey (TOP Hardship)	71.9			72.5 (Goal)	74.5 (Goal)
EMPLOYEE SATISFACTION		360	3.53			
UNIT COST	Your Contribution		\$1.46			
	Other					

Contributions

Status

Improvement

Achieve 95% satisfaction with service provided to internal customers and PIC contractor (as measured by responsiveness, quality of work, team support). Establish baseline measure by June 30, 2002 (CS, ES)

By March 31, 2003 attain 72.5% satisfaction of hardship customers with service provided. (CS, ES)

Develop a plan NCS-PIC to reduce the timeframe for hardship decisions and receipt of refunds by customers. Establish baseline and reduction target by September 30, 2002 (CS, ES, UC)

Improve the degree to which team members feel they have the information to do their work correctly and to do what they do best. Ongoing. (CS, ES)

Create a plan with Operating Partners to increase percent of new accounts in repayment status and reduce the number of subsequent offsets. Measure progress quarterly. (UC, CS)