

**SFA Chief Operating Officer Office
Assignment of Labor Resources to Activities**

Office	Activity	COO's Staff EN FTEs 13	SFA Interns EN FTEs 15	Reassigned Staff Students FTEs 2	Reassigned Staff SFAU FTEs 2	Reassigned Staff CIO FTEs 2
Chief Operating Officer	Provide direction and focus to SFA	3.85				
	Provide administrative support for COO's work group	3.4				
	Manage the relocation of SFA's Washington offices to a new facility.	0.9				
	Respond to external demands and coordinate correspondence	1.9				
	Establish partnerships and working relationships with both the financial aid and business communities	1.25				
	Manage SFA's intern program	0.7				
	SFA Interns			15		
Total		12	15			

Labor Cost %	62%	3%	7%	10%	18%	100%
Payroll cost for 09/30 Employees	751,848	31,604	86,458	126,177	215,775	1,211,862

**Chief Operating Officer's Office
Activity Dictionary**

8/2/01

Office	Activity	Definition
Chief Operating Officer	Provide direction and focus to SFA	The COO's office is responsible for transforming SFA into a successful performance-based organization that strives to work better and cost less. Through SFA's five year plan, clear and objective performance goals have been set. Direction is provided in measuring progress toward meeting and exceeding those goals. This direction includes implementing new business processes and engaging in modernization efforts to provide better service to students, schools, financial institutions and operating partners.
	Provide administrative support for COO's work group	This activity involves all the administrative functions associated with providing support to the office. These activities include answering phones, setting meetings, ordering supplies, providing travel arrangements, obtaining needed materials, etc...
	Manage the relocation of SFA's Washington offices to a new facility.	The function associated with this activity includes serving as a single point of contact for the development of SFA's new building. This activity also includes supervising teams, providing critical input and decision-making and arranging for the necessary support to successfully accomplish the relocation.
	Respond to external demands and coordinate correspondence	The COO's office receives several inquiries from Congress, schools, students, financial institutions and other federal agencies. These inquiries often require a formal written response. COO staff either provides written response or coordinates the effort.
	Establish partnerships and working relationships with both the financial aid and business communities	This is the development and improvement of SFA's relationship with schools, students, financial institutions and financial partners. This is often done through conferences, partnering activities, publications, meetings and focus groups.
	Manage SFA's intern program	The COO's Office is responsible for actively recruiting and placing students in part time positions within SFA. It is also the responsibility of the coordinator to make sure the interns' work experience is rewarding, enjoyable, and contributes to the organization.