

**Ombudsman
Activity Dictionary**

Functional service Area	Sub-process	Activities	Definition
Ombudsman			
		Handle Borrowers Inquiries	General information requests from borrowers of Title IV loans that come in via telephone, email, fax, and regular mail. Answer the inquiry and/or refer the borrower to the appropriate source for response.
		Mediate Borrowers Complaints	Research and document facts of borrower's dispute; work with internal and external SFA partners to develop solution acceptable to all parties involved.
		Prepare/Submit Annual Report for Congress on Effectiveness	Prepared annually at the end of each fiscal year. A portion is included in the SFA Annual Report and a full report delivered separately. In FY01, quarterly reports will be prepared and shared with external SFA partners.
		Perform Public Outreach Activities	Attend and deliver presentations at various trade group conferences (e.g., NCHELP, NASFAA, state and regional FAA conferences, and federal Ombudsman group).

**Ombudsman
Assignment of Activities to Channels**

Functional service Area	Activities	Driver	Channels			%
			School	Student	Financial Partners	
		Equal distribution across channels (From Ombudsman Office)	34%	33%	33%	100%
Ombudsman	Handle Borrowers Inquiries	Equal distribution across channels (From Ombudsman Office)	34%	33%	33%	100%
	Mediate Borrowers Complaints	Equal distribution across channels (From Ombudsman Office)	34%	33%	33%	100%
	Prepare/Submit Annual Report for Congress on Effectiveness	Equal distribution across channels (From Ombudsman Office)	34%	33%	33%	100%
	Perform Public Outreach Activities	Equal distribution across channels (From Ombudsman Office)	34%	33%	33%	100%