

**Schools Channel
Activity Dictionary**

Functional Service Area	Sub-process	Activities	Definition
Schools Channel	Front Office	Manage Schools Channel	Provide oversight and guidance to the Schools Channel - a) provide oversight and guidance to Direct Loan School Relations Division, Title IV Division and Case management and Oversight Division b) partnering with consultants and customers c) administration support for the management of the channel
		Manage human resources	Manage human resources for the Schools Channel - a) process and track personnel actions for the Schools Channel b) develop position descriptions, crediting plans and vacancies for the Schools Channel c) develop/review performance skills and core competencies, appraisals, performance disputes d) advise channel regarding labor relations/CBA
		Provide administrative support	Process and provide guidance to the Schools Channel on travel authorizations, vouchers, purchase orders, credit card, and space - a) travel processing for the Front Office and invitational travel b) procurement (purchase order for the Schools Channel and credit card purchases for the Front Office) c) design and reconfiguration of space/facility
		Provide IT support to the Schools Channel	Maintain operation of the regional training facility, develop/maintain video conferencing in the regional training facilities, and provide general IT support to the Schools Channel
		Plan and manage budget	Manage the School Channel's funding - a) plan/manage/project contract funding and discretionary funding for the Schools Channel b) analyze management reports
		Provide outreach activities	Plan the EAC and Direct Loan conferences, coordinates channel participation in conferences, and provide technical assistance to career colleges - a) planning of conferences/meetings b) liaison for career colleges
	Front Office - Research & Publications Group	Research and produce the SFA Handbook	Research recent final regulations, Dear Partner letters, and technical information provided to individual schools; develop plain language explanations of all new requirements and procedures; incorporate new information into page layout copy of SFA Handbook; disseminate each program year in electronic and print formats
		Research technical questions and document responses	Work with Customer Support Call Center and other Schools Channel offices to resolve difficult interpretation of statute, regulations, and procedure; disseminate responses to all concerned offices; organize technical guidance into topical areas to be maintained on Schools Web site
		Participate in special project and activities	Participate in SFA-wide product team, training, school visits, conferences, etc.
		Update Compilation of SFA regulations	Revise the Compilation based on final rules published in the Federal Register; disseminate annually in electronic and print formats
		Update Campus-Based System notices	Develop and publish notices of closing dates for the FISAP and various other Campus-Based applications.
	Direct Loan Schools Relations	Provide on-site and off-site assistance	Assist with program year close out; Monitor school's performance; Develop and disseminate information to schools
		Provide training	Develop, critique and deliver training to schools and other non-ED parties
		Attend SFA Conferences and state and regional financial aid conferences	Attend conferences and/or prepare and make presentations or staff exhibit booths at such conferences
		Test and assist in development of softwares	Assist in requirements definition and development; Review documentation and technical references; Conduct hands-on testing
		Assess customer satisfaction	Use Customer Satisfaction Survey; Conduct listening sessions and focus groups
		Develop and implement special projects	Develop other initiatives to assist schools and Direct Loan Schools Relations Organization with resolution of Direct Loans and other Title IV related issues/problems
		Manage and administer organization	Provide planning and direction for the organization; Administer budget; Manage human resources; Provide training and development and development for staff; Fulfill other administrative responsibilities

Functional Service Area	Sub-process	Activities	Definition
Schools Channel			
	Case Management & Oversight Front Office	Manage CMO organizational Offices	Manage the various program management services for CMO, such as establishing internal policy and procedure for the CMO organization, provide operating guidance, and ensure that various divisions are in compliance with Channel policy. <u>Establish/maintain customer relations with partners</u>
		Provide administrative support	Develop/monitor budget request, provide guidance on leave, personnel, space, travel, etc. Complete Control mail, FOIA's
		Perform Special Projects/special requests	Resolve problems, prepare special reports, participate on or lead project teams.
	Case Management & Oversight - Closed School Unit	Research, verify, and determine the closure dates for schools	Establish the closure date for schools for loan discharges by guaranty agencies and department of Education
		Provide policy and procedural guidance of closed school regulations	Provide regulatory interpretation of closed school regulations by preparing fact sheet, responding to student and public inquires, assisting with preparation of closed school procedures, and <u>participate in negotiated rule-making</u>
		Act as a Liaison with guaranty, state and accrediting agencies and the Department	Liaison with guaranty, state and accrediting agencies, and the department regarding closed school and loan discharge issues, promote improved communication, and coordinate notifications <u>of closed school information</u>
		Produce official closed school reports, special requests, maintain closed school database and website, and administrative files	Produce closed school weekly, monthly, and cumulative reports, respond to FOIA and Control Mail and maintain administrative files, participate in enhancements to closed school database in PEPS, provide updates to website, and assist with OGC and IG requests
		Participate in teach-out arrangements	Assist with Department's review of teach-out plans submitted by <u>closing school</u>
	Case Management & Oversight - Case Management Teams	Determine institutional eligibility	Analyze, resolve; track applications for initial eligibility, recertification of eligibility, changes in ownership, and DL cert. Provide notification of close out procedures and require close-out audits. Verify approval and changes to accreditation/state <u>licensure</u>
		Resolve institutional compliance audit reports	Review and resolve compliance audits; Issue final determination letters; Track receipt of overdue audits; Filing; Other
		Analyze institutional audited financial statements and determine cash monitoring approach	Perform analysis of financial statements, securing surety (letters of credit), monitoring receipt of LOC's, modifying method of payment, and monitoring schools' cash draws and reconciliation.
		Provide Title IV technical assistance	Provide guidance to new/participating schools & students on SFA program requirements; Present internal/external SFA training. Assist schools with the Distance Ed. Program, institutional improvement plans, and reimbursement <u>submissions</u>
		Conduct institutional program reviews, manage risk, and provide case management analysis	Perform on or off-site program reviews (PR)-exit conferences with school officials; Analyze data collected and prepare PR reports; Resolve non-compliance issues; Issue final PR determination letters; Prepare institutional briefing documents and provide oral briefings; Recommend and assist with administrative actions taken to include fines; Analyze and <u>interpret the risk system data</u>
		Participate in Special Projects and provide program management services	Special Projects: Problem resolution; Participate on task forces/work groups; Prepare reports. Program Management: Interact with oversight agencies/partnership activities.
		Provide administrative support (including special requests)	Budget development; Leave; Personnel actions; Payroll; Travel; etc. Special Requests: Controlled mail; FOIAs; Secretarial, <u>Data quality and reliability</u>
	Case Management & Oversight - Data Management & Analysis	Participate in the design, development and maintain of systems (PEPS, Risk, CMIS)	Coordinate user group design meetings, consult on PEPS enhancements, direct system development, provide training, monitor contract
		Provide DRCC support to process audits	Enter compliance audit data into PEPS, perform acceptability <u>review, apply deficiency codes, mail letters</u>
		Provide DRCC support to process certifications/recertifications	Oversee operations, correct procedural problems, administer automated filing system, monitor contract (COTR), maintain <u>sharepost</u>
Provide DRCC support to process financial statements		Review financial statements, enter financial data into CAIRO and <u>PEPS, analyze data and perform quality control</u>	
Participate on special projects/teams		Electronic collection of audits/financial statements, Common <u>Origination and Distribution</u>	
Analyze data and prepare routine and/or special reports		Compile data for various systems, assess accuracy and <u>reconcile data, produce reports</u>	
Manage administrative functions	Develop budget, process travel, coordinate personnel actions		

Functional Service Area	Sub-process	Activities	Definition
Schools Channel			
	Case Management & Oversight - Default Management	Resolve school default rate appeals	Review/process CDR appeals; revoke eligibility
		Calculate/Disseminate school cohort default rates	Calculate/disseminate/prepare press package for CDRs
		Provide program management services	Interact with oversight agencies; perform program development activities (internal policies/procedures/guides); perform systems development activities; data quality & reliability; presentations; internal/external training; special requests; special projects; prepare reports; etc
		Provide administrative support	Budget development; leave; personnel actions; payroll; travel; controlled mail; FOIAs; Secretarial, etc
	Case Management and Oversight - Performance Improvement & Procedures	Develop and manage Quality Assurance Program	Refine and operate the program; Select and monitor institutions; Prepare, test, and deliver program materials, software, training, presentations, and technical assistance. Incorporate concepts into the Case Management process.
		Assist on specific institutional cases	Advise and perform financial analyses, program reviews, audit resolutions, recertifications, administrative actions, technical assistance, and other aspects of case management and oversight
		Provide program management services	Perform program development activities like issue internal policies/procedures/ guides, participate in negotiated rulemaking and reauthorization, conduct presentations and Internal/External Training, review and issue program guides, manuals, letters, etc
		Develop and manage experimental sites program	Refine and operate the initiative; Select and assist institutions; Make presentations; and analyze results.
		Manage administrative functions	Budget development; Leave; Personnel actions; Payroll; Travel; etc.
	Case Management & Oversight - Administrative Actions & Appeals	Perform administrative actions	Develop/process/initiate/impose limit, suspension, termination, and emergency actions against institutions
		Perform audit appeals	Review/process/resolve annual audit appeals
		Perform program review appeals	Review/process/resolve program review appeals
		Perform debarment/suspension actions	Develop/process debarment/suspension against individuals
	Title IV Delivery Front Office	Manage Title IV Delivery	Provide oversight and guidance to Title IV Offices: Direct Loan, Pell, Campus-Based Program, Customer Service Call Center, and PEPS - a) provide oversight and guidance to Title IV Division b) partnering with consultants and customers
		Plan and manage budget	Plan and manage discretionary funding for Title IV programs
		Provide administrative support	Process and provide guidance to the Title IV Division on travel authorizations, vouchers, purchase orders, credit card, and space - a) travel processing for the Title IV Front Office and invitational travel b) procurement (purchase order for the Title IV Offices and credit card purchases for the Title IV Front Office)
		Provide outreach activities	Assist in planning the EAC and Direct Loan conferences/meetings, and coordinates Title IV Division participation in conferences
		Manage human resources	Manage human resources for the Title IV Division - a) process and track personnel actions for the Title IV Division b) develop position descriptions, crediting plans and vacancies for the Title IV Division c) develop/review performance skills and core competencies, appraisals, performance disputes
	Title IV Delivery Front Office-Common Origination Disbursement	Develop COD functional requirements	Develop Common Origination Disbursement (COD) functional requirements: development activities, contract, policy and procedures, etc.
		Provide outreach activities to COD customers	Travel to conferences and participate in COD issues: User Steering Committee and focus groups
		Perform Schools Channel modernization projects	Perform Schools Channel modernization projects: school portal, CRM, institutional record, CBS, e-financial statements, DSG/IRB
		COD implementation plan and business case development	Plan and manage COD implementation plan and business case development

Functional Service Area	Sub-process	Activities	Definition
Schools Channel			
Title IV Delivery - Customer Service Call Center		Operate toll-free technical inquiry line	Provide technical assistance responding to inquiries via phone, faxes, mail, referrals and e-mails; Perform research in response to inquiries; Maintain equipment hardware and software
		Operate interactive web site (IFAP and School Portal)	Prepare documents for postings (QC, indexing, etc); Post documents to web site; Perform maintenance on web site-by CSCC COTR; Perform other maintenance of IFAP by ED's/SFA's OCIO; Make enhancements to web site- COTR; <u>Make enhancements to web site- OCIO con</u>
		Compile FAQ database:	Enter calls into database for tracking purposes; Compile reports, provide information; Perform maintenance of database (by CSCC staff); Perform maintenance of database (by ED's/ SFA's OCIO contractor staff)
		Attend Training	Attend Teloquent training; participate in software training and attend SFA program training.
		Conduct special projects	Serve on IPT teams; prepare special reports; attend meetings, monitor SFA Tech. Listserv
		Conduct outreach:	Prepare presentations; Travel & give presentations, man PC booths and trainings
Title IV Delivery - Campus-Based Operations & Systems		Coordinate initial annual school/FISAP submission	(Perform all work related to the process of providing instruction and diskettes to schools for yearly FISAP submission; includes all Waivers, Teacher cancellations; DRAP, and SKIP Tracing)
		Review/edit school FISAP submission	(Perform all work related to review and edit of school FISAP submissions; includes all Waivers, Teacher cancellations; DRAP, and SKIP Tracing
		Perform accounting for Campus-Based programs	(Provide all fiduciary accounting support to FISAP as government agents; includes obligation recording, deobligation, Miscellaneous Obligation Documents; fund control; correction of GAPS)
		Design, develop and test FISAP	(Perform testing of FISAP and all system design and development, and necessary training)
		Provide system access/security	(Control all access to FISAP from unauthorized users; includes codes management and approval of entire security program)
		Maintain Campus-Based System	(Includes one-time and recurring maintenance of Campus Based System)
		Perform COTR duties	(Perform all duties of government contracting officer's technical representative, including quality checks, task order management, changes, payment processing)
		Perform general management and administrative duties	(Manage division and provide admin support, including MAD DOG, performance management, human resource management, personnel actions, budget management, travel, clerical support, COD meetings, special projects, and other general and administrative functions)
Title IV Delivery - Direct Loan Operations		Manage program reconciliation and program year close out	A. Manage reconciliation process; B. Manage program year close out
		Set-up and maintain schools in DL program	Request banking information from DL schools; Set up school in GAPS; Develop adhoc Management Information Systems reports; Coordinate DL Module to PEPS; Ensure eligibility updates are in other systems
		Monitor school cash in GAPS	Monitor school drawdowns; Release school disbursements from the holding file; Provide assistance in resolving GAPS issues; develop and define enhancements to GAPS
		Perform loan origination and disbursement function	Identify, review and resolve loan origination issues between DL schools and LOC; Identify and recommend program enhancements; Participate in testing of software enhancements and changes; Participate in program solving meeting between LOC and GAPS
		Provide Direct Loan program support	A. Training and DL Conferences - Participate in DL conference and Electronic Access Conferences (EAC); Participate in the development of Direct Loan training B. Publications & Website - Participate in the development and updating of Direct Loan publications. Recommend changes in content to the Direct Loan website
Title IV Delivery - Direct Loan Systems		Develop, manage requirements for systems	Manage requirements development with customers and partners for each software release. Provide risk analysis for unplanned system changes for upper management decision.
		Design, test and implement operational systems' revisions	Lead design reviews and perform acceptance testing on all software releases.
		Review and evaluate systems processing activities	Lead configuration management activities, manage overall contract operations, lead security and quality assurance efforts. Provide technical direction to contractor on all phases of system operations.

Functional Service Area	Sub-process	Activities	Definition
Schools Channel			
		Provide technical assistance	Communicate with customers via various media including interactive Web site, email, large Help desk call center. Present at customer conferences, provide on-site assistance for customers when requested. Work to resolve customer LO related issues with both inside and outside customers.
		Perform contract monitoring and admin	Provide direction to contractor on all issues related to contractual obligations; potential task orders and modifications, conducting budget management and monitor and control contract funding, provide management oversight of contractor activities and work with Contracting Officer to administer the contract.
		Administer Security Processes	Direct and monitor all security related functions for LO including Web security-sign-on and password processes. Direct and monitor Disaster Recovery program.
	Title IV Delivery - Pell Grant Operations	Authorize funding and execute budget	Establish initial authorization in GAPS for Advance Funded schools. Monitor disbursements against budget. Participate in budget forecasting for Pell Grant program to assure adequate funding for the award year. Develop operational policies for controlling and accounting for Pell Grant funds.
		Provide leadership/ Pell technical assistance to schools and SFA staff by training, letters and conferences	Provide on-site and off site assistance to school. Assist in program year closeout and reconciliation. Assist in the development and delivery of training to schools and ED staff. Develop and disseminate information to schools. Participate in Electronic Access conferences, state, regional and national meetings by making presentations or providing expert resource support. Communicate and respond to letters, phone calls and e-mails with technical assistance and operational directives.
		Reconcile system data RFMS vs. GAPS	Provide daily input from the Pell System (RFMS) to the current Oracle Approve and pay process (soon to be migrated to the General Ledger process). Reconcile obligations between RFMS and GAPS. Monitor school cash in GAPS. Perform program reconciliations and fiscal year closeout. develop operational guidelines and procedures for program year closeout. Manage the financial operations of Pell for multiple award years, taking into consideration changes in funding due to audits and program reviews. resolve GAPS error files to allow school funding. resolve accounting issues between school and ED records.
		Perform end user testing	Assist in requirements definition and development. Review documentation and technical references. Participate in and sometimes perform testing.
		Perform special project (JIT, MAD DOG, COD and IPT)	Participate in special projects and new initiatives as directed.
		Identify program requirements (Registration, regulation and SFA goals)	Participate in the development of legislative proposals and regulation negotiation. Advise on compliance matters with respect to the Pell grant program.
		Develop and present program briefings and reports for schools	Develop white papers or action memos for senior managers on topics of immediate concern to schools. Provide ad hoc information to professional associations, and other groups concerning operational; performance of the Pell grant program. Develop presentations and conduct focus groups. Manage special projects such as the Just-In-Time pilot.
		Generate MIS reports and analyze the data.	Manage information about program performance.
	Title IV Delivery - Pell Grant Systems	Administer Pell system - security/password	Ensure overall system and individual security requirements are met.
		Administer Pell system Configuration Management	Provide system lifecycle development changes that are captured and tracked in a complete and systematic manner.
		Administer Recipient Financial Management System (RFMS) contract	Ensure Contractor and Education Staff are meeting requirements to deliver the RFMS and subsystems on a continuing basis.
		Review and analyze functional requirements for Pell delivery	Define requirements from all sources to include all trading partners & customers.
		Develop and conduct presentations and briefings	Prepare develop and conduct presentations to institutions, third party servicers and others to share information on the RFMS.
		Review system specification and other documentation	Ensure system documentation represents the RFMS.
		Perform application testing	Perform systems testing on annual releases and other updates as needed.
		Provide technical support to end user and provide training	Perform training and other technical support to institutions that use our software. This includes local and long range training.
		Maintain schools data	Store for later retrieval or current use for institutions to use.

Functional Service Area	Sub-process	Activities	Definition
Schools Channel			
	Title IV Delivery - Postsecondary Education Participants System	Collect PEPS user requirements	Receive, document, and assign for development PEPS users' requests for new screens or other system modifications and/or enhancements that will enable them to use the PEP System in ways that will make their jobs easier or allow them to be more responsive to their customers.
		Oversee PEPS development and conduct system user testing	Perform onsite monitoring of ongoing PEPS contractor development, and arrange for and participate in user testing of the developed product before it is accepted and implemented.
		Provide PEPS training	Provide national and local user-specific training on how to query and use new releases of the PEP System.
		Provide PEPS security	Distribute appropriate forms, perform NSLDS default checks, ascertain whether ED and contractor back group checks have been performed, determine proper level of access, issue passwords once Systems Administrator has added users to PEPS, and remove users from the system as needed.
		Operate PEPS	Provide system and database administration functions, ensure system and database availability 5 x 7, enroll and manage user accounts, accept and install software maintenance releases, and assure that interfaces to other systems are scheduled and done.
		Provide customized PEPS reports	Prepare reports of PEPS data for Congress, ED management and other personnel, and other nationwide requesters of data.
		Perform COTR duties	In general, give direction to and authorize work to be done by the contractor, write statements of work, issue task orders, review invoices and ensure that work was properly completed, etc.

Functional Service Area	Core Business Processes																Total %	
	Schools Channel	Sub-process	Activities	Proposed Driver	Schools				Students					Fin. Partners				
					Aid Origination & Disbursement	Financial Transactions	Program Eligibility	Program Support	Aid Awareness	Aid Application	Repayment	Consolidations	Debt Collections	DCS	Program support	Program Eligibility		Financial Transactions
			Provide Electronic Reports by Email	Direct				100%									100%	
			Ad HOC tasks& Work Orders	Direct				100%									100%	
			Documentation Development & Updates	Direct				100%									100%	
		Title IV Delivery - Direct Loan Operations	Manage program reconciliation and program year close out	Workload	50%	50%											100%	
			Set-up and maintain schools in DL program	Workload	30%	30%	15%	25%									100%	
			Monitor school cash in GAPS	Workload	50%	50%											100%	
			Perform loan origination and disbursement function	Workload	50%	50%											100%	
		Title IV Delivery - Direct Loan Operations	Provide Direct Loan program support	Workload	50%	25%		25%									100%	
			Title IV Delivery - Direct Loan Systems	Develop, manage requirements for systems	Workload	100%												100%
				Design, test and implement operational systems' revisions	Workload	100%												100%
		Title IV Delivery - Direct Loan Systems	Review and evaluate systems processing activities	Workload	100%												100%	
				Provide technical assistance	Workload				100%								100%	
				Perform contract monitoring and admin	Workload				95%			5%					100%	
				Administer Security Processes	Workload				55%			45%					100%	
		Title IV Delivery - Direct Loan Systems Direct Loan Origination Contract	Assist in development of requirements for systems	Direct	100%												100%	
				Design, test and implement operational systems' revisions	Direct	100%											100%	
				Operate and monitor systems processing activities	Direct	100%											100%	
				Provide customer service and technical assistance	Direct				100%								100%	
				Perform contract monitoring and admin	Direct				95%			5%					100%	
				Administer Security Processes	Direct				55%			45%					100%	

Functional Service Area	Core Business Processes																Total %
	Schools Channel	Sub-process	Activities	Proposed Driver	Schools				Students					Fin. Partners			
					Aid Origination & Disbursement	Financial Transactions	Program Eligibility	Program Support	Aid Awareness	Aid Application	Repayment	Consolidations	Debt Collections	DCS	Program Support	Program Eligibility	
			Technical Support, Training	Direct			100%										100%
			Electronic Reporting	Direct		80%	20%										100%
			Train 3rd Party Partners	Direct			100%										100%
			Testing	Direct	100%												100%
			Customer Support	Direct			100%										100%
			Other: Package and Deliver the RFMS S/W	Direct			100%										100%
		Title IV Delivery - Postsecondary Education Participants System	Collect PEPS user requirements	Workload				95%							5%		100%
			Oversee PEPS development and conduct system user testing	Workload				95%							5%		100%
			Provide PEPS training	Workload				100%									100%
			Provide PEPS security	Workload				95%							5%		100%
			Operate PEPS	Workload				95%							5%		100%
			Provide customized PEPS reports	Workload				95%							5%		100%
			Perform COTR duties	Workload				95%							5%		100%
		Title IV Delivery- Post Secondary Education Participants System- PEPS (CBMI) Contract	Design PEPS software	Workload				95%							5%		100%
			Develop PEPS software	Workload				95%							5%		100%
			Package and deliver the PEPS software package	Workload				95%									95%
			Provide configuration Management support	Workload				95%							5%		100%
			Run PEPS hardware	Workload				95%							5%		100%
			Monitor availability of PEPS system	Workload				95%							5%		100%
			Resolve availability PEPS issues	Workload				95%							5%		100%
			Provide technical support for PEPS training provided by ED PEPS staff	Workload				95%							5%		100%
			Administer PEPS user security	Workload				95%							5%		100%
			Provide electronic reports by e-mail	Workload				95%							5%		100%

				Core Business Processes														
				Schools				Students					Fin. Partners					
Functional Service Area	Schools Channel	Sub-process	Activities	Proposed Driver	Aid Origination & Disbursement	Financial Transactions	Program Eligibility	Program Support	Aid Awareness	Aid Application	Repayment	Consolidations	Debt Collections	DCS	Program Support	Program Eligibility	Financial Transactions	Total %
			Generate data extract and transmit to PEPS partners (NSLDS, LOS, Pell, ED-Web, etc.)	Workload			95%								5%			100%
			Conduct PEPS system user testing	Workload			95%								5%			100%

**Schools Channel
Assignment of Activities to SFA Programs**

Functional Service Area	SFA Programs												Total %
	Sub-process	Activities	Proposed Driver	DL-Cons	DL-Serv	DL-Orig	FFELP	Pell	FWS	FSEOG	Perkins	S/LEAP	
Schools Channel	Front Office	Manage Schools Channel	Avg. Schools Channel % Distribution	0.48%	0.16%	32.32%	14.12%	21.67%	10.35%	10.36%	10.51%	0.03%	100%
		Manage human resources	Avg. Schools Channel % Distribution	0.48%	0.16%	32.32%	14.12%	21.67%	10.35%	10.36%	10.51%	0.03%	100%
		Provide administrative support	Avg. Schools Channel % Distribution	0.48%	0.16%	32.32%	14.12%	21.67%	10.35%	10.36%	10.51%	0.03%	100%
		Provide IT support to the Schools Channel	Avg. Schools Channel % Distribution	0.48%	0.16%	32.32%	14.12%	21.67%	10.35%	10.36%	10.51%	0.03%	100%
		Plan and manage budget	Avg. Schools Channel % Distribution	0.48%	0.16%	32.32%	14.12%	21.67%	10.35%	10.36%	10.51%	0.03%	100%
		Provide outreach activities	Avg. Schools Channel % Distribution	0.48%	0.16%	32.32%	14.12%	21.67%	10.35%	10.36%	10.51%	0.03%	100%
	Front Office - Research & Publications Group	Research and produce the SFA Handbook	Workload	12%	12%	12%	24%	25%	4%	3%	6%	2%	100%
		Research technical questions and document responses	Workload	12%	12%	12%	24%	25%	4%	3%	6%	2%	100%
		Participate in special project and activities	Workload	12%	12%	12%	24%	25%	4%	3%	6%	2%	100%
		Update Compilation of SFA regulations	Workload	12%	12%	12%	24%	25%	4%	3%	6%	2%	100%
		Update Campus-Based System notices	Workload							33%	33%	34%	100%
	Direct Loan Schools Relations- Weighted Average (Front Office & 10 Regions)	Provide on-site and off-site assistance	Direct Loan Schools Relations- Weighted Average			90%	5%	5%					
		Provide training	Direct Loan Schools Relations- Weighted Average			80%	10%	10%					
		Attend SFA Conferences and state and regional financial aid conferences	Direct Loan Schools Relations- Weighted Average			81%	9.5%	9.5%					
		Test and assist in development of softwares	Direct Loan Schools Relations- Weighted Average			95%	2%	3%					
		Assess customer satisfaction	Direct Loan Schools Relations- Weighted Average			100%							
		Develop and implement special projects	Direct Loan Schools Relations- Weighted Average			79%	18%	3%					

Functional Service Area	SFA Programs												Total %	
	Schools Channel	Sub-process	Activities	Proposed Driver	DL-Cons	DL-Serv	DL-Orig	FFELP	Pell	FWS	FSEOG	Perkins		S/LEAP
			Manage and administer organization	FTEs			89%	11%						100%
		DLSR-Region 4	Provide on-site and off-site assistance	FTEs			86%	7%	7%					100%
			Provide training	FTEs			76%	12%	12%					100%
			Attend SFA Conferences and state and regional financial aid conferences	FTEs			70%	15%	15%					100%
			Test and assist in development of softwares	FTEs			83%		17%					100%
			Assess customer satisfaction	FTEs			100%							100%
			Develop and implement special projects	FTEs			80%	20%						100%
			Manage and administer organization	FTEs			90%	10%						100%
		DLSR-Region 5	Provide on-site and off-site assistance	FTEs			84%	8%	8%					100%
			Provide training	FTEs			72%	14%	14%					100%
			Attend SFA Conferences and state and regional financial aid conferences	FTEs			72%	14%	14%					100%
			Test and assist in development of softwares	FTEs			100%							100%
			Assess customer satisfaction	FTEs			100%							100%
			Develop and implement special projects	FTEs			82%	18%						100%
			Manage and administer organization	FTEs			90%	10%						100%
		DLSR-Region 6	Provide on-site and off-site assistance	FTEs			88%	6%	6%					100%
			Provide training	FTEs			72%	14%	14%					100%
			Attend SFA Conferences and state and regional financial aid conferences	FTEs			72%	14%	14%					100%
			Test and assist in development of softwares	FTEs			100%							100%
			Assess customer satisfaction	FTEs			100%							100%
			Develop and implement special projects	FTEs			79%	16%	5%					100%
			Manage and administer organization	FTEs			91%	9%						100%
		DLSR-Region 7	Provide on-site and off-site assistance	FTEs			92%	4%	4%					100%
			Provide training	FTEs			58%	21%	21%					100%
			Attend SFA Conferences and state and regional financial aid conferences	FTEs			80%	10%	10%					100%
			Test and assist in development of softwares	FTEs			82%	9%	9%					100%
			Assess customer satisfaction	FTEs			100%							100%
			Develop and implement special projects	FTEs			80%	20%						100%
			Manage and administer organization	FTEs			90%	10%						100%

Functional Service Area	SFA Programs													
	Schools Channel	Sub-process	Activities	Proposed Driver	DL-Cons	DL-Serv	DL-Orig	FFELP	Pell	FWS	FSEOG	Perkins	S/LEAP	Total %
	DLSR-Region 8	Provide on-site and off-site assistance	FTEs			88%	6%	6%						100%
		Provide training	FTEs			56%	22%	22%						100%
		Attend SFA Conferences and state and regional financial aid conferences	FTEs			72%	14%	14%						100%
		Test and assist in development of softwares	FTEs			100%								100%
		Assess customer satisfaction	FTEs			100%								100%
		Develop and implement special projects	FTEs			80%	17%	3%						100%
		Manage and administer organization	FTEs			93%	7%							100%
	DLSR-Region 9	Provide on-site and off-site assistance	FTEs			83%	10%	7%						100%
		Provide training	FTEs			80%	8%	12%						100%
		Attend SFA Conferences and state and regional financial aid conferences	FTEs			72%	14%	14%						100%
		Test and assist in development of softwares	FTEs			100%								100%
		Assess customer satisfaction	FTEs			100%								100%
		Develop and implement special projects	FTEs			77%	15%	8%						100%
		Manage and administer organization	FTEs			86%	14%							100%
	DLSR-Region 10	Provide on-site and off-site assistance	FTEs			89%	7%	4%						100%
		Provide training	FTEs			65%	14%	21%						100%
		Attend SFA Conferences and state and regional financial aid conferences	FTEs			72%	14%	14%						100%
		Test and assist in development of softwares	FTEs			100%								100%
		Assess customer satisfaction	FTEs			100%								100%
		Develop and implement special projects	FTEs			78%	18%	4%						100%
		Manage and administer organization	FTEs			90%	10%							100%
	Case Management & Oversight Front Office	Manage CMO organizational Offices	# of eligible schools in PEPS				1632	6000	5603	5570	5655	5618		30078
		Provide administrative support	# of eligible schools in PEPS				1632	6000	5603	5570	5655	5618		30078
		Perform Special Projects/special requests	# of eligible schools in PEPS				1632	6000	5603	5570	5655	5618		30078
	Case Management & Oversight - Closed School Unit	Research, verify, and determine the closure dates for schools	# of eligible schools in PEPS				1632	6000	5603	5570	5655	5618		30078
		Provide policy and procedural guidance of closed school regulations	# of eligible schools in PEPS				1632	6000	5603	5570	5655	5618		30078

Functional Service Area	SFA Programs												Total %	
	Schools Channel	Sub-process	Activities	Proposed Driver	DL-Cons	DL-Serv	DL-Orig	FFELP	Pell	FWS	FSEOG	Perkins		S/LEAP
			Act as a Liaison with guaranty, state and accrediting agencies and the Department	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Produce official closed school reports, special requests, maintain closed school database and website, and administrative files	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Participate in teach-out arrangements	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
	Case Management & Oversight - Case Management Teams-Front Office		Determine institutional eligibility	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Resolve institutional compliance audit reports	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Analyze institutional audited financial statements and determine cash monitoring approach	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide Title IV technical assistance	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Conduct institutional program reviews, manage risk, and provide case management analysis	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Participate in Special Projects and provide program management services	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide administrative support (including special requests)	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
	Case Management & Oversight - Case Management Teams-Region 1		Determine institutional eligibility	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Resolve institutional compliance audit reports	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Analyze institutional audited financial statements and determine cash monitoring approach	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide Title IV technical assistance	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Conduct institutional program reviews, manage risk, and provide case management analysis	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Participate in Special Projects and provide program management services	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide administrative support (including special requests)	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078

Functional Service Area	SFA Programs												Total %
	Schools Channel	Sub-process	Activities	Proposed Driver	DL-Cons	DL-Serv	DL-Orig	FFELP	Pell	FWS	FSEOG	Perkins	
	Case Management & Oversight - Case Management Teams-Region 2	Determine institutional eligibility	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Resolve institutional compliance audit reports	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Analyze institutional audited financial statements and determine cash monitoring approach	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Provide Title IV technical assistance	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Conduct institutional program reviews, manage risk, and provide case management analysis	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Participate in Special Projects and provide program management services	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Provide administrative support (including special requests)	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
	Case Management & Oversight - Case Management Teams-Region 3	Determine institutional eligibility	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Resolve institutional compliance audit reports	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Analyze institutional audited financial statements and determine cash monitoring approach	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Provide Title IV technical assistance	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Conduct institutional program reviews, manage risk, and provide case management analysis	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Participate in Special Projects and provide program management services	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Provide administrative support (including special requests)	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
	Case Management & Oversight - Case Management Teams-Region 4	Determine institutional eligibility	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Resolve institutional compliance audit reports	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Analyze institutional audited financial statements and determine cash monitoring approach	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078

Functional Service Area	SFA Programs												Total %	
	Schools Channel	Sub-process	Activities	Proposed Driver	DL-Cons	DL-Serv	DL-Orig	FFELP	Pell	FWS	FSEOG	Perkins		S/LEAP
			Provide Title IV technical assistance	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Conduct institutional program reviews, manage risk, and provide case management analysis	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Participate in Special Projects and provide program management services	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide administrative support (including special requests)	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
	Case Management & Oversight - Case Management Teams-Region 5		Determine institutional eligibility	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Resolve institutional compliance audit reports	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Analyze institutional audited financial statements and determine cash monitoring approach	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide Title IV technical assistance	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Conduct institutional program reviews, manage risk, and provide case management analysis	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Participate in Special Projects and provide program management services	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide administrative support (including special requests)	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
	Case Management & Oversight - Case Management Teams-Region 6		Determine institutional eligibility	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Resolve institutional compliance audit reports	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Analyze institutional audited financial statements and determine cash monitoring approach	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide Title IV technical assistance	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Conduct institutional program reviews, manage risk, and provide case management analysis	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Participate in Special Projects and provide program management services	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide administrative support (including special requests)	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078

Functional Service Area	SFA Programs												Total %
	Schools Channel	Sub-process	Activities	Proposed Driver	DL-Cons	DL-Serv	DL-Orig	FFELP	Pell	FWS	FSEOG	Perkins	
	Case Management & Oversight - Case Management Teams-Region 7	Determine institutional eligibility	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Resolve institutional compliance audit reports	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Analyze institutional audited financial statements and determine cash monitoring approach	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Provide Title IV technical assistance	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Conduct institutional program reviews, manage risk, and provide case management analysis	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Participate in Special Projects and provide program management services	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Provide administrative support (including special requests)	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
	Case Management & Oversight - Case Management Teams-Region 8	Determine institutional eligibility	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Resolve institutional compliance audit reports	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Analyze institutional audited financial statements and determine cash monitoring approach	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Provide Title IV technical assistance	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Conduct institutional program reviews, manage risk, and provide case management analysis	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Participate in Special Projects and provide program management services	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Provide administrative support (including special requests)	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
	Case Management & Oversight - Case Management Teams-Region 9	Determine institutional eligibility	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Resolve institutional compliance audit reports	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Analyze institutional audited financial statements and determine cash monitoring approach	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078

Functional Service Area	SFA Programs												Total %	
	Schools Channel	Sub-process	Activities	Proposed Driver	DL-Cons	DL-Serv	DL-Orig	FFELP	Pell	FWS	FSEOG	Perkins		S/LEAP
			Provide Title IV technical assistance	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Conduct institutional program reviews, manage risk, and provide case management analysis	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Participate in Special Projects and provide program management services	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide administrative support (including special requests)	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
	Case Management & Oversight - Case Management Teams- Region 10		Determine institutional eligibility	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Resolve institutional compliance audit reports	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Analyze institutional audited financial statements and determine cash monitoring approach	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide Title IV technical assistance	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Conduct institutional program reviews, manage risk, and provide case management analysis	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Participate in Special Projects and provide program management services	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide administrative support (including special requests)	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
	Case Management & Oversight - Data Management & Analysis		Participate in the design, development and maintain of systems (PEPS, Risk, CMIS)	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide DRCC support to process audits	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide DRCC support to process certifications/recertifications	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide DRCC support to process financial statements	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Participate on special projects/teams	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Analyze data and prepare routine and/or special reports	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Manage administrative functions	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078

Functional Service Area	SFA Programs												Total %	
	Schools Channel	Sub-process	Activities	Proposed Driver	DL-Cons	DL-Serv	DL-Orig	FFELP	Pell	FWS	FSEOG	Perkins		S/LEAP
	Case Management & Oversight - Default Management	Resolve school default rate appeals	# of eligible schools in PEPS w/o CBP schools			1632	6000	5603						13235
		Calculate/Disseminate school cohort default rates	# of eligible schools in PEPS w/o CBP schools			1632	6000	5603						13235
		Provide program management services	# of eligible schools in PEPS w/o CBP schools			1632	6000	5603						13235
		Provide administrative support	# of eligible schools in PEPS w/o CBP schools			1632	6000	5603						13235
	Case Management and Oversight - Performance Improvement & Procedures- Front Office	Develop and manage Quality Assurance Program	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618			30078
		Assist on specific institutional cases	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618			30078
		Provide program management services	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618			30078
		Develop and manage experimental sites program	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618			30078
		Manage administrative functions	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618			30078
	Case Management and Oversight - Performance Improvement & Procedures- Boston	Develop and manage Quality Assurance Program	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618			30078
		Assist on specific institutional cases	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618			30078
		Provide program management services	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618			30078
		Develop and manage experimental sites program	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618			30078
		Manage administrative functions	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618			30078
	Case Management and Oversight - Performance Improvement & Procedures- Atlanta	Develop and manage Quality Assurance Program	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618			30078
		Assist on specific institutional cases	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618			30078
Provide program management services		# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618			30078	

Functional Service Area	SFA Programs												Total %	
	Schools Channel	Sub-process	Activities	Proposed Driver	DL-Cons	DL-Serv	DL-Orig	FFELP	Pell	FWS	FSEOG	Perkins		S/LEAP
			Develop and manage experimental sites program	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Manage administrative functions	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Case Management and Oversight - Performance Improvement & Procedures- Chicago	Develop and manage Quality Assurance Program	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Assist on specific institutional cases	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide program management services	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Develop and manage experimental sites program	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Manage administrative functions	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Case Management and Oversight - Performance Improvement & Procedures- San Francisco	Develop and manage Quality Assurance Program	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Assist on specific institutional cases	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide program management services	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Develop and manage experimental sites program	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Manage administrative functions	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
		Case Management and Oversight - Performance Improvement & Procedures- Seattle	Develop and manage Quality Assurance Program	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Assist on specific institutional cases	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide program management services	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Develop and manage experimental sites program	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Manage administrative functions	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078

Functional Service Area	SFA Programs													
	Schools Channel	Sub-process	Activities	Proposed Driver	DL-Cons	DL-Serv	DL-Orig	FFELP	Pell	FWS	FSEOG	Perkins	S/LEAP	Total %
		Case Management & Oversight-Performance Improvement & procedures - IQAP Contract	Provide Support to EDE software development	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide IQAP system training to Title IV schools	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Produce Documentation	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide technical assistance	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Provide data analysis to ED (Three Channels & Supporting Offices)	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
	Case Management & Oversight - Administrative Actions & Appeals		Perform administrative actions	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Perform audit appeals	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Perform program review appeals	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
			Perform debarment/suspension actions	# of eligible schools in PEPS			1632	6000	5603	5570	5655	5618		30078
	Title IV Delivery Front Office		Manage Title IV Delivery	Avg. Title IV % Distribution	1%		27%	10%	38%	9%	7%	8%		100%
			Plan and manage budget	Avg. Title IV % Distribution	1%		27%	10%	38%	9%	7%	8%		100%
			Provide administrative support	Avg. Title IV % Distribution	1%		27%	10%	38%	9%	7%	8%		100%
			Provide outreach activities	Avg. Title IV % Distribution	1%		27%	10%	38%	9%	7%	8%		100%
			Manage human resources	Avg. Title IV % Distribution	1%		27%	10%	38%	9%	7%	8%		100%
	Title IV Delivery Front Office-Common Origination Disbursement		Develop COD functional requirements	Workload			42.60%		57.27%	0.05%	0.05%	0.03%		100.00%
			Provide outreach activities to COD customers	Workload			42.60%		57.27%	0.05%	0.05%	0.03%		100.00%
			Perform Schools Channel modernization projects	Workload			42.60%		57.27%	0.05%	0.05%	0.03%		100.00%
			COD implementation plan and business case development	Workload			42.60%		57.27%	0.05%	0.05%	0.03%		100.00%

Functional Service Area	SFA Programs												Total %	
	Schools Channel	Sub-process	Activities	Proposed Driver	DL-Cons	DL-Serv	DL-Orig	FFELP	Pell	FWS	FSEOG	Perkins		S/LEAP
	Title IV Delivery - Customer Service Call Center	Operate toll-free technical inquiry line	Workload	0.5%	0.5%	15%	48%	11%	11%	14%			100%	
		Operate interactive web site (IFAP and School Portal)	Workload	0.5%	0.5%	15%	48%	11%	11%	14%			100%	
		Compile FAQ database:	Workload	0.5%	0.5%	15%	48%	11%	11%	14%			100%	
		Attend Training	Workload	0.5%	0.5%	15%	48%	11%	11%	14%			100%	
		Conduct special projects	Workload	0.5%	0.5%	15%	48%	11%	11%	14%			100%	
		Conduct outreach:	Workload	0.5%	0.5%	15%	48%	11%	11%	14%			100%	
	Title IV Delivery - Campus-Based Operations & Svstems	Coordinate initial annual school/FISAP submission	# of CBP Schools							3381	3776	1743		8900
		Review/edit school FISAP submission	# of CBP Schools							3381	3776	1743		8900
		Perform accounting for Campus-Based programs	% of Budgeted Program \$							35%	33%	32%		100%
		Design, develop and test FISAP	# of CBP Schools							3381	3776	1743		8900
		Provide system access/security	Workload							33%	33%	34%		100%
		Maintain Campus-Based System	Workload							33%	33%	34%		100%
		Perform COTR duties	Workload							33%	33%	34%		100%
		Perform general management and administrative duties	Workload							33%	33%	34%		100%
	Campus-Based Program Contract	Develop system requirements and design software	# of CBP Schools							3381	3776	1743		8900
		Develop/modify CB software including testing, implementation QA & Cm activities	# of CBP Schools							3381	3776	1743		8900
		FISAP requirements % testing	# of CBP Schools							3381	3776	1743		8900
		Produce Tentative, Final, TC& Award adjustments, accounting proessing and other CB support	% of Budgeted Program \$							35%	33%	32%		100%
		Provide Technical support to ED & Schools	# of CBP Schools							3381	3776	1743		8900
		Resolve Campus-based systems issues	# of CBP Schools							3381	3776	1743		8900
		Provide Electronic Reports by Email	# of CBP Schools							3381	3776	1743		8900
		Ad HOC tasks& Work Orders	# of CBP Schools							3381	3776	1743		8900
		Documentation Development & Updates	# of CBP Schools							3381	3776	1743		8900

Functional Service Area	SFA Programs												Total %	
	Schools Channel	Sub-process	Activities	Proposed Driver	DL-Cons	DL-Serv	DL-Orig	FFELP	Pell	FWS	FSEOG	Perkins		S/LEAP
	Title IV Delivery - Direct Loan Operations	Manage program reconciliation and program year close out	Direct			100%								100%
		Set-up and maintain schools in DL program	Direct			100%								100%
		Monitor school cash in GAPS	Direct			100%								100%
		Perform loan origination and disbursement function	Direct			100%								100%
		Provide Direct Loan program support	Direct			100%								100%
	Title IV Delivery - Direct Loan Systems	Develop, manage requirements for systems	Direct				100%							100%
		Design, test and implement operational systems' revisions	Direct				100%							100%
		Review and evaluate systems processing activities	Direct				100%							100%
		Provide technical assistance	Direct				100%							100%
		Perform contract monitoring and admin	Workload		5%		95%							100%
	Title IV Delivery - Direct Loan Systems- Direct Loan Origination Contract	Administer Security Processes	Workload		45%		55%							100%
		Assist in development of requirements for systems	Direct				100%							100%
		Design, test and implement operational systems' revisions	Direct				100%							100%
		Operate and monitor systems processing activities	Direct				100%							100%
		Provide customer service and technical assistance	Direct				100%							100%
	Title IV Delivery - Pell Grant Operations	Perform contract monitoring and admin	Direct		5%		95%							100%
		Administer Security Processes	Workload		45%		55%							100%
		Authorize funding and execute budget	Direct						100%					100%
		Provide leadership/ Pell technical assistance to schools and SFA staff by training, letters and conferences	Direct						100%					100%
		Reconcile system data RFMS vs. GAPS	Direct						100%					100%
		Perform end user testing	Direct						100%					100%
		Perform special project (JIT, MAD DOG, COD and IPT)	Direct						100%					100%
		Identify program requirements (Registration, regulation and SFA goals)	Direct						100%					100%
Develop and present program briefings and reports for schools		Direct						100%					100%	
Generate MIS reports and analyze the data.		Direct						100%					100%	
Title IV Delivery - Pell Grant Systems	Administer Pell system - security/password	Direct						100%					100%	
	Administer Pell system Configuration Management	Direct						100%					100%	

Functional Service Area	SFA Programs													
	Schools Channel	Sub-process	Activities	Proposed Driver	DL-Cons	DL-Serv	DL-Orig	FFELP	Pell	FWS	FSEOG	Perkins	S/LEAP	Total %
	Title IV - Pell Grant Systems-RFMS Contract	Administer Recipient Financial Management System (RFMS) contract	Direct						100%					100%
		Review and analyze functional requirements for Pell delivery	Direct						100%					100%
		Develop and conduct presentations and briefings	Direct						100%					100%
		Review system specification and other documentation	Direct						100%					100%
		Perform application testing	Direct						100%					100%
		Provide technical support to end user and provide training	Direct						100%					100%
		Maintain schools data	Direct						100%					100%
		Design RFMS software	Direct						100%					100%
		Develop RFMs software	Direct						100%					100%
		Configuration Management, Security, QA/QC	Direct						100%					100%
		Run RFMS Software, Monitor & Resolve issues	Direct						100%					100%
		Technical Support, Training	Direct						100%					100%
		Electronic Reporting	Direct						100%					100%
		Train 3rd Party Partners	Direct						100%					100%
	Testing	Direct						100%					100%	
	Customer Support	Direct						100%					100%	
	Other: Package and Deliver the RFMS S/W	Direct						100%					100%	
	Title IV Delivery - Postsecondary Education Participants System	Collect PEPS user requirements	Prticipation/PEPS				30%	30%	25%	5%	5%	5%		100%
		Oversee PEPS development and conduct system user testing	Prticipation/PEPS				30%	30%	25%	5%	5%	5%		100%
		Provide PEPS training	Prticipation/PEPS				30%	30%	25%	5%	5%	5%		100%
		Provide PEPS security	Prticipation/PEPS				30%	30%	25%	5%	5%	5%		100%
		Operate PEPS	Prticipation/PEPS				30%	30%	25%	5%	5%	5%		100%
		Provide customized PEPS reports	Prticipation/PEPS				30%	30%	25%	5%	5%	5%		100%
	Title IV Delivery- Post Secondary Education Participants System- PEPS (CBMI) Contract	Perform COTR duties	Prticipation/PEPS				30%	30%	25%	5%	5%	5%		100%
		Design PEPS software	Prticipation/PEPS				30%	30%	25%	5%	5%	5%		100%
		Develop PEPS software	Prticipation/PEPS				30%	30%	25%	5%	5%	5%		100%
		Package and deliver the PEPS software package	Prticipation/PEPS				30%	30%	25%	5%	5%	5%		100%
		Provide configuration Management support	Prticipation/PEPS				30%	30%	25%	5%	5%	5%		100%
		Run PEPS hardware	Prticipation/PEPS				30%	30%	25%	5%	5%	5%		100%

Functional Service Area	SFA Programs												Total %	
	Schools Channel	Sub-process	Activities	Proposed Driver	DL-Cons	DL-Serv	DL-Orig	FFELP	Pell	FWS	FSEOG	Perkins		S/LEAP
			Monitor availability of PEPS system	Participation/PEPS			30%	30%	25%	5%	5%	5%		100%
			Resolve availability PEPS issues	Participation/PEPS			30%	30%	25%	5%	5%	5%		100%
			Provide technical support for PEPS training provided by ED PEPS staff	Participation/PEPS			30%	30%	25%	5%	5%	5%		100%
			Administer PEPS user security	Participation/PEPS			30%	30%	25%	5%	5%	5%		100%
			Provide electronic reports by e-mail	Participation/PEPS			30%	30%	25%	5%	5%	5%		100%
			Generate data extract and transmit to PEPS partners (NSLDS, LOS, Pell, ED-Web, etc.)	Participation/PEPS			30%	30%	25%	5%	5%	5%		100%
			Conduct PEPS system user testing	Participation/PEPS			30%	30%	25%	5%	5%	5%		100%