



APPENDIX A-4



National Council of Higher Education Loan Programs

June 6, 2000

Jim Lynch, Chief Financial Officer

Kay Jacks, General Manager, Schools Channel

Helene Epstein, Deputy CIO



Modernization Blueprint

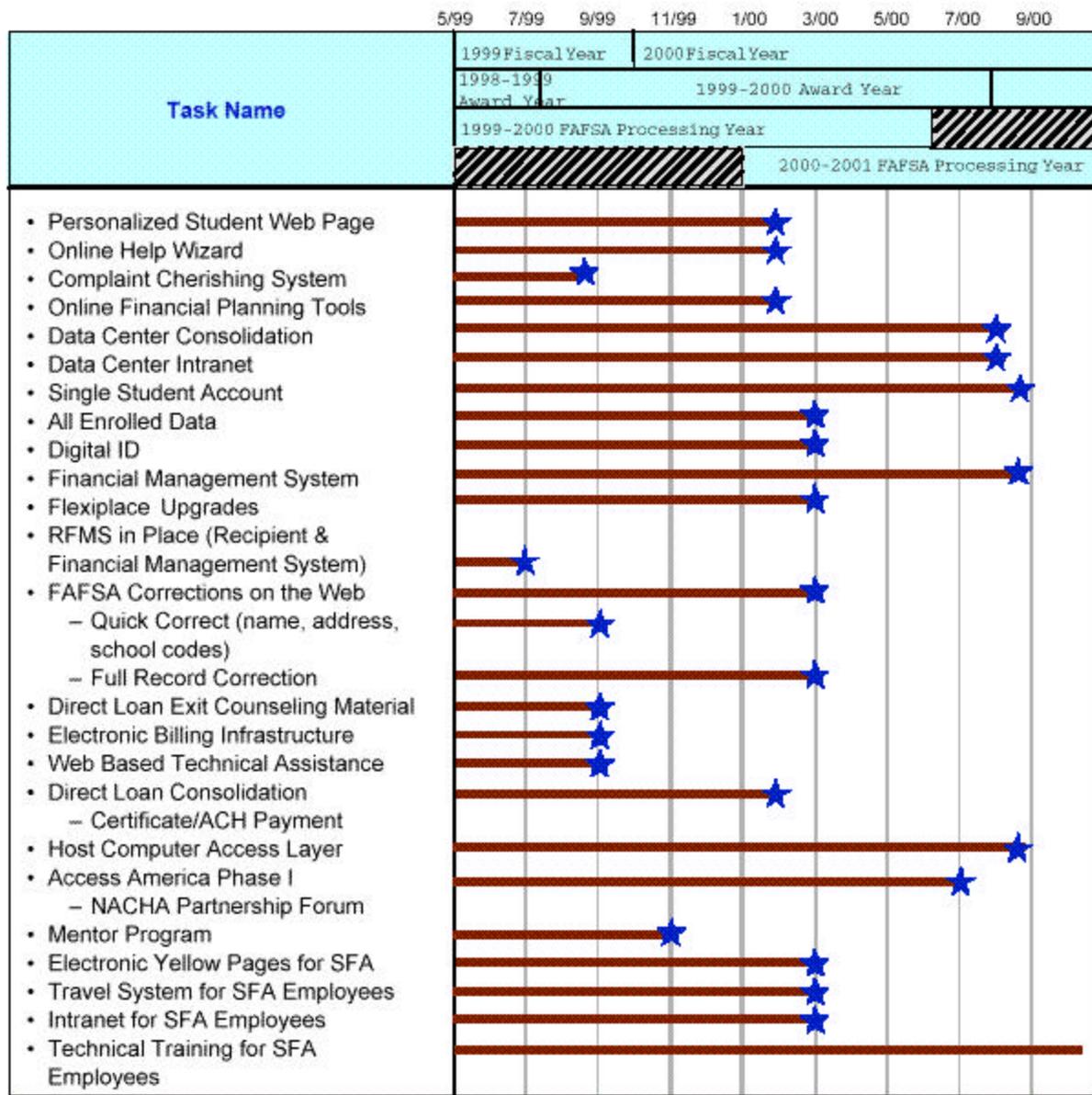
- Recent Update: April Version
 - Executive Summary
 - Feedback Received
 - Town Hall Meeting



Modernization Blueprint

■ Progress to Date

SFA Products and Services Progress on the September 1999 List	
1999-2000 PROJECTS	STATUS/PROGRESS
(as reported September 30, 1999)	
Personalized Student Web Page	"Students.gov" has been subsumed into the future students portals and includes three major concepts: <ul style="list-style-type: none"> • Capability to make on-line changes to FAFSA on the Web • NSLDS can be directly accessed by students on the Web • Major upgrade to Direct Loan student Website (March 25, 2000)
On-Line Help Wizard	In progress. This is a feature of the schools portal that we are currently building and will become part of the Students portal in the future.
Complaint Cherishing System	Completed
Online Financial Planning Tools	See Enterprise Information System (EIS) section
Data Center Consolidation	Completion: Late 2000
Data Center Intranet	Completed
Single Student Account	Incorporated into the Common Origination and Disbursement initiative
All Enrolled Data	Signed agreement with the National Student Loan Clearinghouse. Capability up and running.
Digital ID	See Students Channel for use with student access and Financial Partners for FFELP pilots.
Financial Management System	Under Chief Financial Officer (CFO)
Flexplace Upgrade	In progress, see Improved Organizational and Human Performance Projects
RFMS In Place	Completed
FAFSA Corrections on the Web	Many available, others in process
Direct Loan Exit Counseling Material	Completed
Electronic Billing Infrastructure	Incorporated into the Direct Loan Reengineering project.
Web-Based Technical Assistance	Two ways this has been done. IFAP on the web and SFA Technology.
Direct Loan Consolidation (Certificate/ACH Payment)	In progress, see Direct Loan Consolidation Re-engineering
Host Computer Access Layer	In progress, see Enterprise Integration
Access America, Phase I	See Highway 1 project for student access to personal financial aid data. See Access America Website for information for students. See Loan Servicing and Loan Consolidation under the Students Channel for additional on-line student services.
Mentor Program	See Enhanced Service Delivery for Financial Partners
Electronic Yellow Pages for SFA	In progress. This is an employee focused Intranet that currently focuses on enhanced customer service. This tool will allow SFA employees to forward all calls to the appropriate person.
Travel System for SFA Employees	Completion: April 2000
Intranet for SFA Employees	Completion: April 2000
Technical Training for SFA Employees	See SFA University





Modernization Blueprint

- Moving Forward: Financial Partners Transformation
 - ◆ Process Reengineering
 - ◆ Enabling Technologies
 - ◆ Employee Transformation
 - ◆ Enhanced Service Delivery

**Sample Detail:
Key Milestones for two
Initiatives in Schools:**

Common Aid Origination & Disbursement:

- System & Middleware Development (October '00 – April '01)
- System & Middleware Testing (April '01 – February '02)
- Pilot Program Begins (February '02)

Web Portals Prototype for Schools:

- Prototype available for Review & Comment (June '00)
- Development of Version 1.0 of Prototype (July '00 – September '00)
- Version 1.0 of Schools Portal Available (September '00)
- (Features Include: Fully functioning IFAP, Some Personalization, Links to SFA Tech & SFA Download)
- Version 2.0 of Schools Portal Available (FY01 2nd Qtr)
- (Features Include: Reengineered IFAP, Increased Personalization, Links to operating system web sites)
- Version 3.0 of Schools Portal Available (FY01 4th Qtr)
- (Features Include: Direct Access to Operating Systems via Portal, on-line submissions & corrections, query and downloading of available data)

Descriptions and delivery dates for all the key milestones for the rest of the SFA Modernization Initiatives can be found in Chapter V. of the Modernization Blueprint

MASTER SEQUENCING PLAN										
Initiatives	2000 Fiscal Year				2001 Fiscal Year				2002 Fiscal Year	
	2000-2001 Award Year		2001-2002 Award Year		2001-2002 Award Year		2001-2002 Award Year		2001-2002 Award Year	
	2000-2001 PDRS Processing Year									
	Jan '00	Apr '00	Jul '00	Oct '00	Jan '01	Apr '01	Jul '01	Oct '01	Jan '02	Apr '02
Students Channel :										
1) Enhanced Aid Awareness	[Gantt bar from Oct '00 to Apr '01]									
2) Enhanced Aid Application	[Gantt bar from Apr '00 to Apr '01]									
3) Enhanced Loan Servicing	[Gantt bar from Oct '00 to Apr '01]									
4) Enhanced Loan Consolidation	[Gantt bar from Jul '00 to Apr '01]									
5) Enhanced Debt Collections	[Gantt bar from Oct '00 to Apr '01]									
6) CRM Requirements Development - Students	[Gantt bar from Apr '00 to Oct '00]									
Schools Channel :										
7) Common Aid Origination and Funds Disbursement	[Gantt bar from Oct '00 to Apr '01]									
8) Web Portals Prototype for Schools	[Gantt bar from Apr '00 to Apr '01]									
9) CRM Requirements Development - Schools	[Gantt bar from Jul '00 to Oct '00]									
10) Student History View (TBD)	[Gantt bar from Oct '00 to Apr '01]									
Financial Partners Channel :										
11) Financial Partners Process Reengineering	[Gantt bar from Apr '00 to Apr '01]									
12) External Partners Process Reengineering	[Gantt bar from Apr '00 to Jul '01]									
13) Enabling Technology for Financial Partners	[Gantt bar from Jul '00 to Apr '01]									
14) Financial Partners Employee Transformation	[Gantt bar from Apr '00 to Apr '01]									
15) Enhanced Service Delivery for Financial Partners	[Gantt bar from Jul '00 to Jul '01]									
COO/Enterprise-Wide :										
16) Integrated Customer Relationship Management	[Gantt bar from Oct '00 to Apr '01]									
17) Enterprise-Wide Performance Management System	[Gantt bar from Oct '00 to Apr '01]									
18) Integrated Human Resource System	[Gantt bar from Oct '00 to Apr '01]									
CFO:										
19) Financial Management Transformation (FMT)	[Gantt bar from Oct '00 to Apr '01]									
CIO:										
20) Cross Channel Enabling Technology	[Gantt bar from Apr '00 to Apr '01]									
21) Enterprise IT Architecture	[Gantt bar from Jul '00 to Apr '01]									
22) IT Methods and Standards	[Gantt bar from Oct '00 to Apr '01]									
23) Consolidated Data Center (VDC)	[Gantt bar from Oct '00 to Apr '01]									



14 Product Teams

Product Team Examples

- FP Core Process Reengineering
- Default Reduction Process Reengineering
- Common Third Party Interfacing
- Enhanced Partner Relationship Management



Information Technology Initiatives in Support of the Financial Partners

- Use of internal SFA IntraNet to increase knowledge sharing and cross-organizational communication
- Developing standards, transform systems, processes and organizational structure to improve delivery and administration of Financial Aid with the community - use best practices, industry and government standards, and existing FFELP community experience
- **Develop Portals to provide consistent, single, user interface:**
 - Financial Partners - enable personalized access and submission of data in support of business requirements
 - School Channel - customized for schools but tailored to be used throughout higher education community
 - Future channel portals to enable enterprise wide connectivity
- Use of secured digital technology for 'on line' browser enabled processing



Information Technology Initiatives in Support of the Financial Partners

- Reduction of paperwork and duplicate processes through electronic billing and invoicing, improved application processes, and regulatory reform
- Integrate a complicated loan origination process into a single, less complicated system
- Use standard Integrated Project Management approach to provide uniform methodology and incorporating partners throughout the community



Changing the Way We Do Business

- PBO -- changing the way we do business in SFA with our customers and partners
- In Financial Partners, we are changing the way we do business...
 - ◆ GA/ Lender Payment
 - ◆ Contract management
 - ◆ Oversight and Technical Assistance
 - ◆ Policy and Analysis
- With our primary focus on:

PARTNER UNDERSTANDING



3 CONCURRENT ACTIVITIES

Portals

Review of Edits

Common Origination and
Disbursement



School Portal Initiative

SFA Schools Portal

File Edit View Go Communicator Help

Go to: <http://schools.sfa.gov>



Schools Portal
Welcome, Ann Marie! 1:42 PM - 12/14/99

Records Products Services Systems Forms/Pubs Training DL News Help

Search SFA for **Forms and Publications** containing Search

My Shortcuts

- Technical Resource Library
- Compile FISAP
- My FFEL Providers
- NASFAA

My Views

Functions and Views	View
Loan Origination	
Loan Counseling	
Student Records	
Financial Aid System	
Bursar/Business Office	

SFA - We're Here To Help

- Download SFA Coach
- Register with SFA University
- Chat with SFA
- Send SFA E-Mail

Today's Headlines

- SFA Announces Elimination of Mid-Year FAT
- Entrance Counseling Results Sent to Schools Electronically
- Master Promissory Note Released

SSN Verification

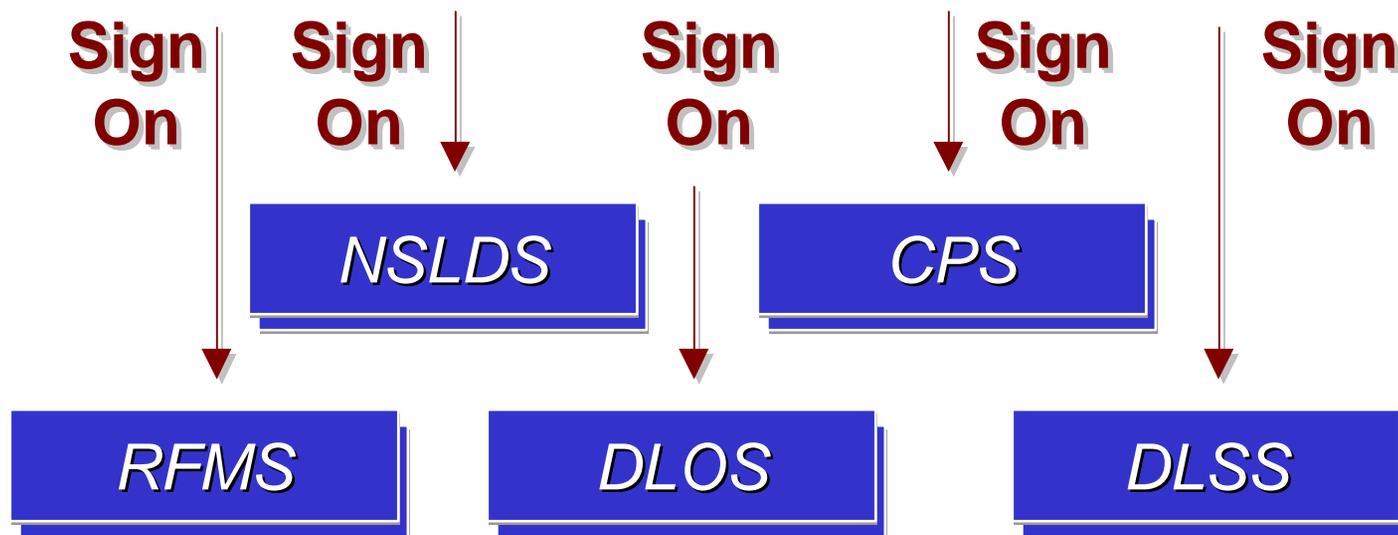
EFC Verification

"We help put America through school." SFA Schools Portal, Version 0.0



Portal -- Version 1.0, Sept. 2000

- ✓ “Baby” customization (by school)
- ✓ Home Page to manage content
- ✓ Links to all existing SFA web-sites
- ✓ Links to all web-enabled operating systems
- ✓ Document and “Key Word” search
- ✓ Feedback loop





Home Page

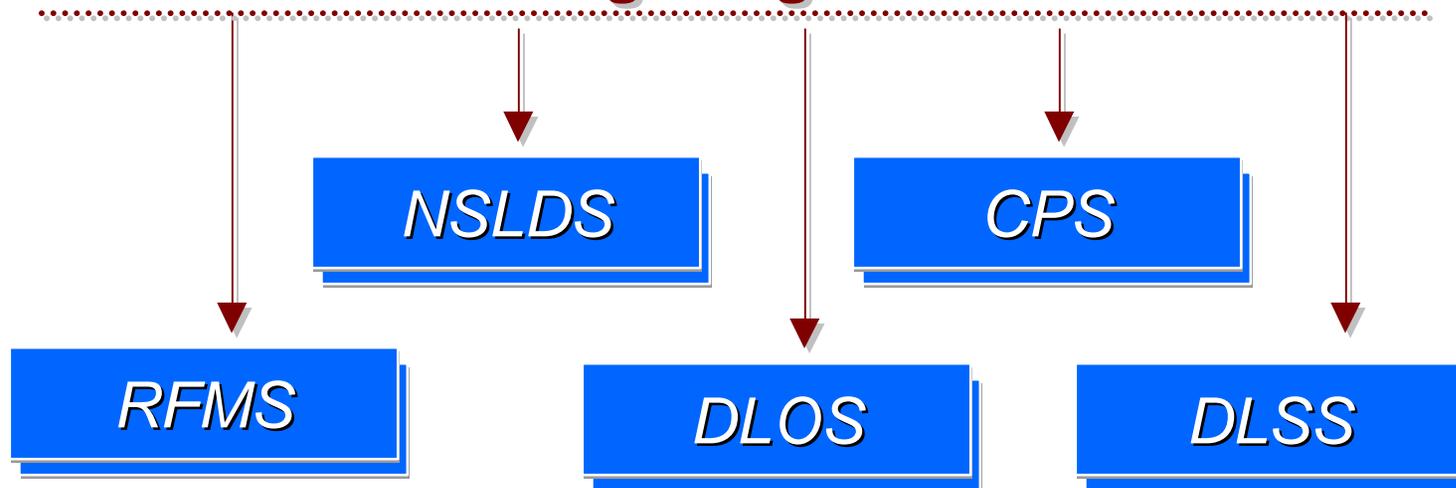
- ◆ **Calendar**
- ◆ **ED/ SFA News**
- ◆ **System Alerts**
- ◆ **“My Shortcuts”**
- ◆ **Content Management (examples)**
 - ✓ Review or Submit Student Records (link to RFMS, LOS, NSLDS)
 - ✓ Book Store (order documents, materials, use SFA Download)
 - ✓ Training/Conferences (link to SFA Coach, Conferences Sites)
 - ✓ On Line Library (link to IFAP documents)
 - ✓ Funding (link to GAPS)
 - ✓ Contact Us (send e-mail, access lists of current phone numbers)
 - ✓ Program Participation (link to E-App, PEPS on the Web)



Portal -- Version 2.0 TBD

- ✓ Increased customization
- ✓ Ability to set up variety of user types
- ✓ Single sign-on to operating systems

Single Sign-On





COMMON ORIGINATION AND DISBURSEMENT

A Conceptual Design



Where We Are

Current Processes...

- Time focused on managing systems not serving students
- Inadequate access to student and school data
- Don't support full integrity of the programs
- Cost us \$427 million



Where We Are Going

Common Process...

- Open process inclusive of FFEL, State Grants, etc.
- Full access to data for those with a right to know
- Best possible source as close to real time as possible
- Pilot for 2002-03 roll-out



Design Principles

- Common definitions
 - ◆ Shared data definitions across programs
 - ◆ Common core processes: originating, reporting, reconciliation
- Best data
 - ◆ From best possible source, eliminating redundancies
- Easy Access
 - ◆ Internet-Based
 - ◆ Leverage latest technology for seamless interfaces
- Edits focused on data integrity/compliance
 - ◆ Same edits across programs
 - ◆ Elimination of intra-system edits



Key Functionality

- ✓ Access to student history data for those with the “right to know”
- ✓ Access to institutional research data
- ✓ Utilization of a common process for all programs



Key Functionality

- ✓ Access to student history data
 - All Title IV received
(Similar to data currently on FATs/ NSLDS)
 - Reduces steps to find student level data
 - Accessible via security by student, school, etc
(all with "right to know")

Your Student Statement - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Shop Stop

Location: <http://highway1.dev/Links/hiway2.html> What's Related

THE REGGAE SOUR Jamdown.com Netscape Netcen washingtonpost SFA Technical S Netcenter North American



Student History

Summary Financial Information:

Total Federal Pell Grants Received:	\$7,522	More info
Total Federal Direct Loans Received:	\$17,125	More info
Total Federal Family Education Loans Received:	\$5,222	More info
Total	\$29,869	

Total Federal Direct Loan Remaining to be Paid:	\$16,725	
Total Federal Family Education Loans Remaining to be Paid:	\$4,822	



We Need Your Help

STANDARDS, STANDARDS, STANDARDS

- ✓ Consistent student data from all sources
 - ◆ Common data definitions

- ✓ Data sharing among all partners
 - ◆ Common security definitions



View my account

[Account list](#) [Account summary](#)

Loan History: John Doe 123-45-6789

View Transactions:

Loan Type	Amount Borrowed	Outstanding Balance	Loan Period	School	Servicer
Direct Subsidized	\$ 2,000.00	\$ 1,726.00	8/26/96 - 5/21/97	ABC College	
Direct Unsubsidized	\$ 625.00	\$ 610.00	8/26/96 - 5/21/97	ABC College	
Subsidized	\$ 2,500.00	\$ 2,315.00	8/25/97 - 5/22/98	XYZ University	Sallie Mae
Unsubsidized	\$ 1,000.00	\$ 933.00	8/25/97 - 5/22/98	XYZ University	Sallie Mae
Subsidized	\$ 4,000.00	\$ 3,945.00	8/24/98 - 5/21/99	XYZ University	Sallie Mae



View my account

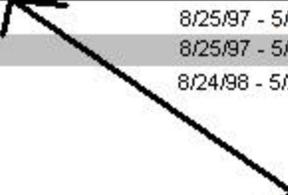
[Account list](#) [Account summary](#)

Loan History: John Doe 123-45-6789

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Direct Sub	\$ 2,000.00	\$ 1,726.00	8/26/96 - 5/21/97	ABC College	
Direct Unsub	\$ 625.00	\$ 610.00	8/26/96 - 5/21/97	ABC College	
Subsidized	\$ 2,500.00	\$ 2,315.00	8/25/97 - 5/22/98	XYZ University	Sallie Mae
Unsubsidized	\$ 1,000.00	\$ 933.00	8/25/97 - 5/22/98	XYZ University	Sallie Mae
Subsidized	\$ 4,000.00	\$ 3,945.00	8/24/98 - 5/21/99	XYZ University	Sallie Mae

Direct Loan information will be pulled directly from the LOS database





Loan History: John Doe 123-45-6789

View my account

[Account list](#) [Account summary](#)

View Transactions:

Loan Type	Amount Borrowed	Outstanding Balance	Loan Period	School	Servicer
Direct Subsidized	\$ 2,000.00	\$ 1,726.00	8/26/96 - 5/21/97	ABC College	
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Unsubsidized	\$ 1,000.00	\$ 933.00	8/25/97 - 5/22/98	XYZ Univ.	Sallie Mae
Subsidized	\$ 4,000.00	\$ 3,945.00	8/24/98 - 5/21/99	XYZ Univ.	Sallie Mae

FFEL Information pulled directly from servicer's database



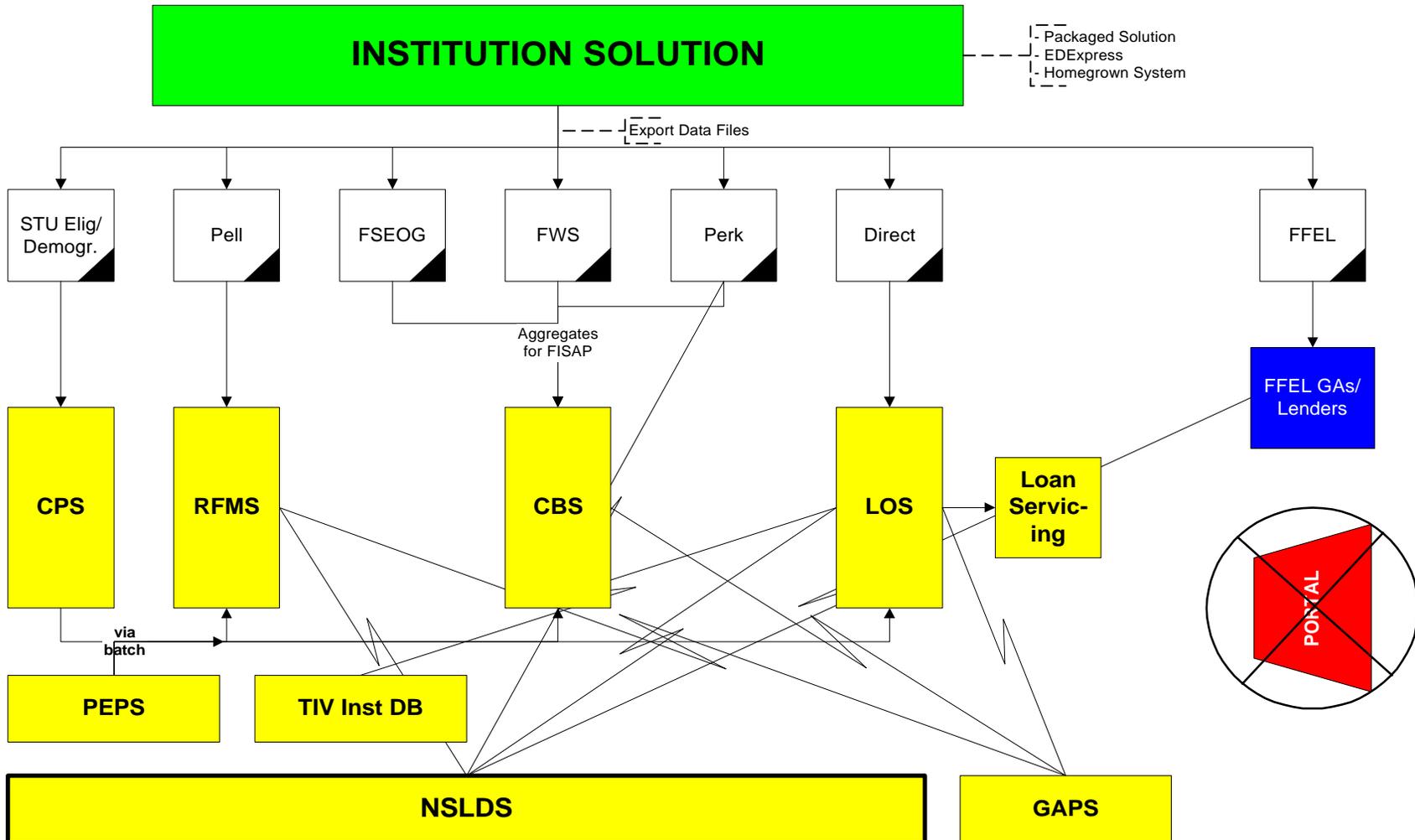
Create Common Payment Request Record

- The institution creates a single Title IV Common Payment Request Record for each eligible student
- This record contains a student identifier and data needed to request payment for Title IV programs.

Student Identifier	Last Name	First Name	Middle Initial	Street Address	Pell	DL	Campus Based	...
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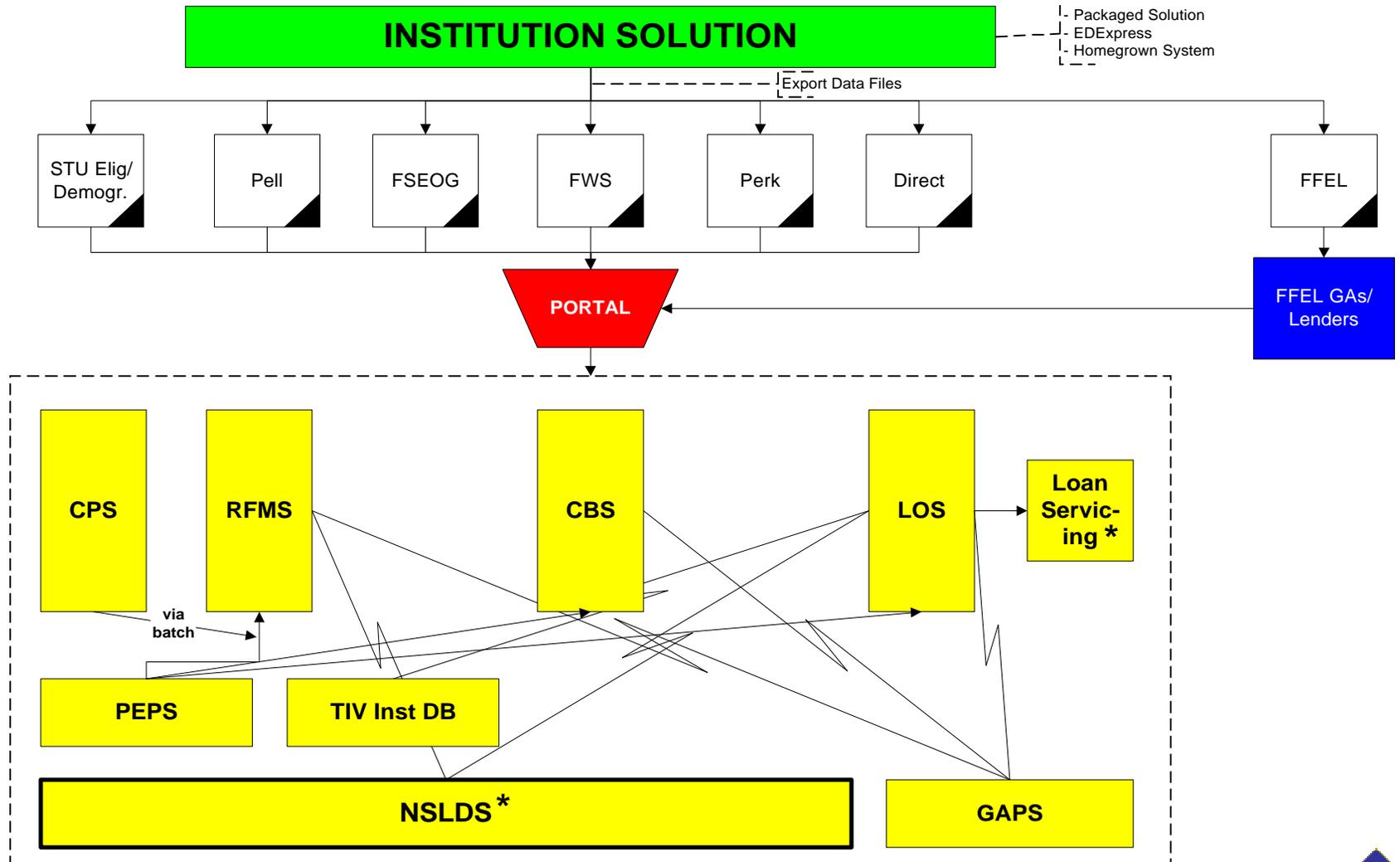


Current Systems without Middleware



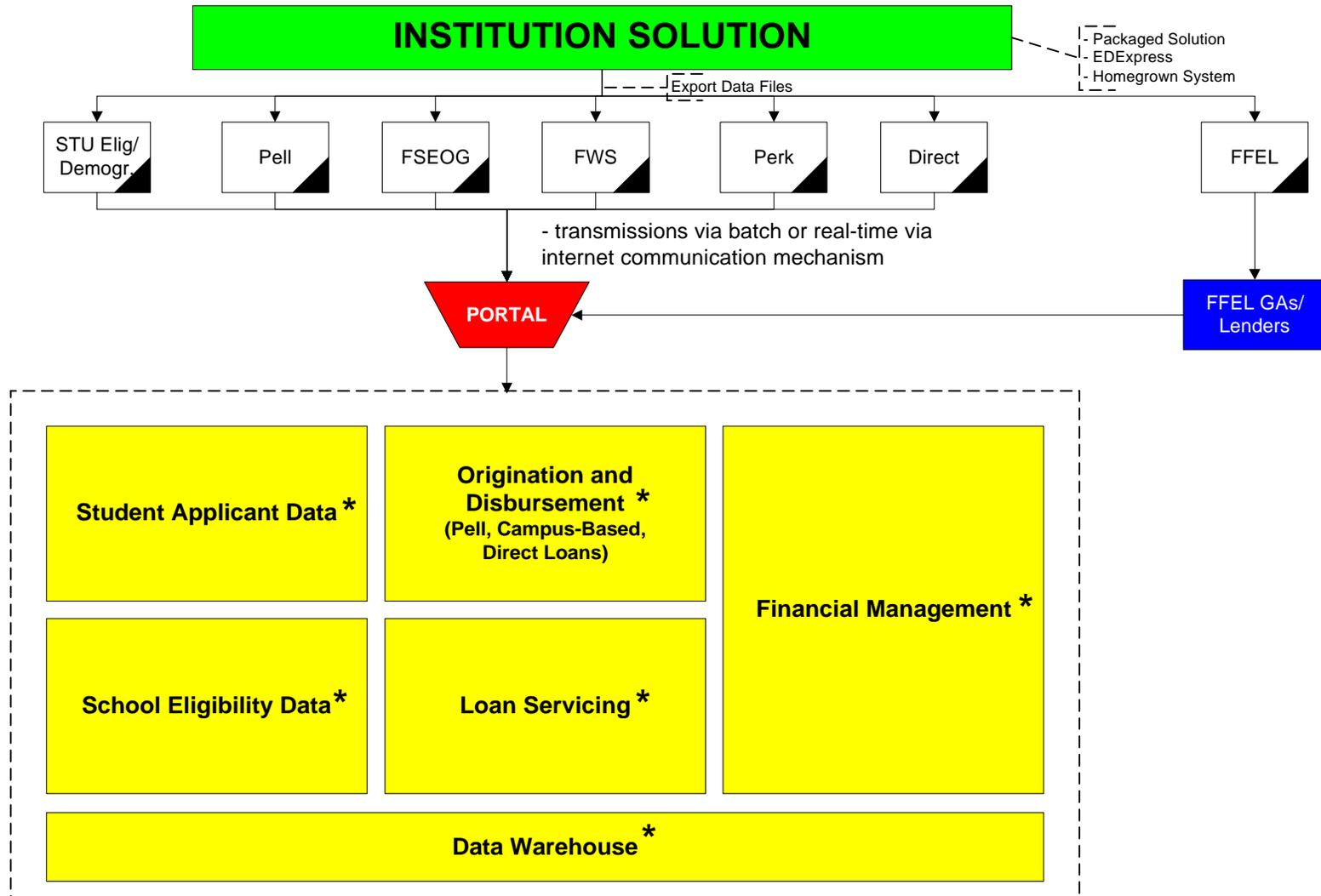


Current Systems with Middleware





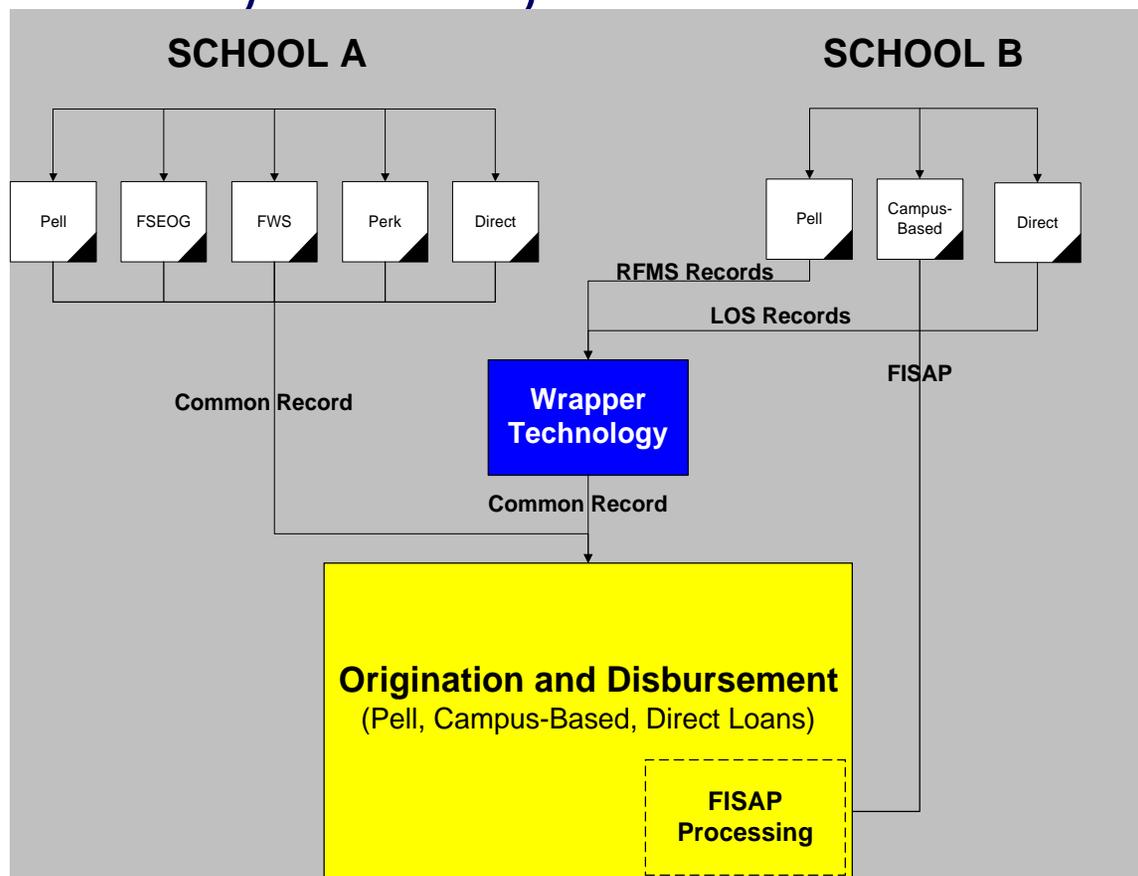
Reengineered Systems with Middleware





Flexibility

- SFA will develop middleware to accept current record layouts, allowing schools to migrate to common record as they are ready





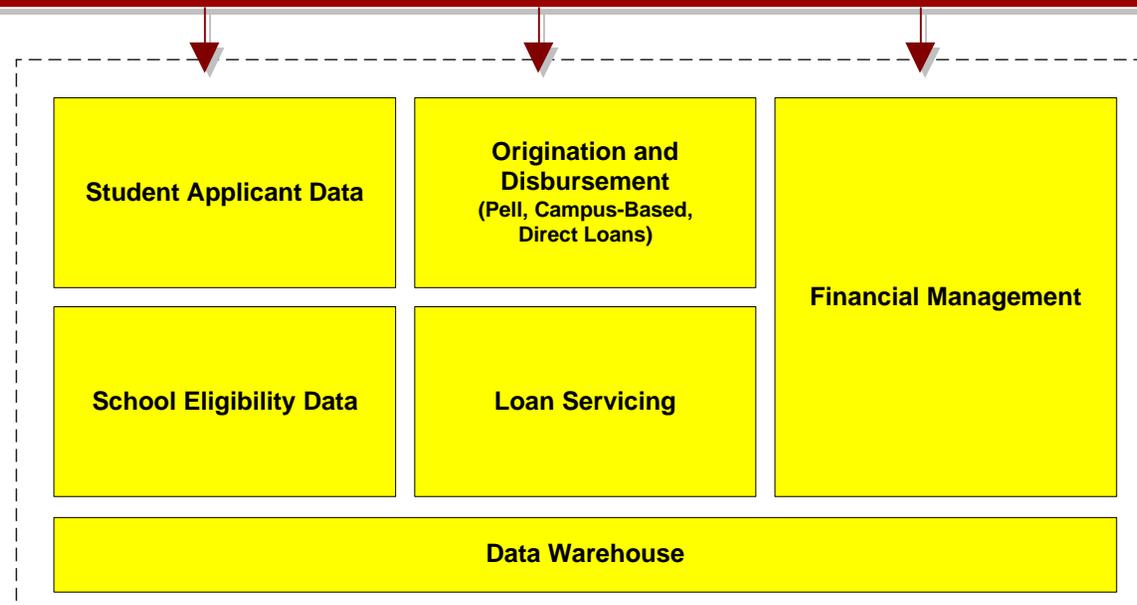
New Horizons

- Year-end student detail reporting for Campus Based programs
- Funding Method Options for Pell & Direct Loan



Portal -- Desired Outcome

- ✓ Customization by single user
- ✓ Direct interface with operating systems
- ✓ Access to query, download from operating systems and data warehouse
- ✓ Ability to create data marts for analysis





Virtual SFA

