

FSA Program Metric - October 2003

This Report will display the number of Help Desk calls, emails, and voicemails per FSA program that come into FMS for the month.

FSA / ED Program	Total Issues Opened for October	Total Issues Closed for October	Issues Remaining Open
CBS	0	0	0
CMDM	0	0	0
COD	0	0	0
DLC	0	0	0
DLO	0	0	0
DLS	0	0	0
ED Budget	0	0	0
ED CFO	0	0	0
FFEL DCS	0	0	0
FFEL GA/VFA	6	6	0
FMS	99	95	4
Forms 2000	1	1	0
FP Datamart	0	0	0
FSA CFO	0	0	0
FSA Rep/Bdgt	0	0	0
FSA/ED Treas	0	0	0
LaRS/LAP	74	73	1
LEAP/SLEAP	2	2	0
Other	0	0	0
PELL	0	0	0
TOTAL	182	177	5