

FSA Program Metric - September 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 September	Total Issues Closed for September	Issues Remaining Open
CBS	2	2	0
CMDM	0	0	0
COD	0	0	0
DLC	0	0	0
DLO	0	0	0
DLS	1	1	0
ED Budget	0	0	0
ED CFO	1	1	0
FFEL DCS	0	0	0
FFEL GA/VFA	1	1	0
FMS	70	67	3
Forms 2000	0	0	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	64	62	2
LEAP/SLEAP	1	1	0
Other	11	10	1
PELL	1	1	0
TOTAL	152	146	6