

Summary Overview of Application Processing

The Students Channel is divided into four main areas: (1) Customer Service and Support Call Centers, (2) Student Aid Awareness, (3) Application Processing, and (4) Student Credit Management. The Students Channel is responsible for providing aid awareness and service to potential and current borrowers and their families.

Primary Customers:

Application Processing

- Primary Customer: Potential and Current Borrowers, Families
- Internal Partners: FOTW Contact Center, CSCC, CIO, Policy, OIG, Schools (EAC), Closed School Unit, PEPS, Pell, Aid Awareness, FSAIC, Ombudsman, FISAP, NSLDS, Title IV Funds
- External Partners: Schools, Congress, Public Affairs, SSA, INS, VA, OMB, OGC, OPE, Lenders, Guaranty Agencies, 3rd Party Software Providers and Servicers, State Aid

Services Offered:

Application Processing

- FAFSA Processing:
 - Electronic Original
 - Electronic Renewal
 - FAFSA Express
 - FAFSA Web
 - Renewal Web
 - Paper Original
 - Paper Renewal
- Pre-populate FAFSA on the web
- Image paper FAFSAs and perform data entry in Multiple Data Entry System
- Transfer FAFSAs and images to Central Processing System (CPS)
- Retrieve applications and corrections electronically on a daily basis into the CPS
- Receive, scan, and key in signatures for electronic applications, corrections
- Verify participant eligibility using the CPS by matching applicant data with Federal Databases (NSLDS, Selective Service System, VA, Social Security Immigration and Naturalization Services, and Department of Justice)
- Calculate Expected Family Contribution
- Verify eligibility of applicant for the academic year and notify applicant and school
- Report eligibility to borrowers through Student Aid Report (SAR)
- Generate and electronically send (via Title IV WAN) the Institution Student Information Report (ISIR) to no more than six schools of student's choice (at one time)
- Receive SAR corrections from students and processing changes.
- Receive corrections on letters
- Generate (via the CPS) the renewal application (with pre-populated data) and send to each eligible aid recipient from previous year
- Utilize SFA Tech List Serve – 5 to 10 postings a week

- Utilize Serviceware database and web surveys to develop FAQs and post to List Serve to spread information about potential bugs, misunderstandings, and workarounds
- Meet with CSCC monthly to discuss List Serve postings monthly
- STAN – student authentication network
- Generate and validate PINs
- Retrieval and archiving of processed data and imaging
- Receive some direct borrower calls (approximately 100 annually)
 - SSN problems and disputes
 - Application Processing phone number is published on SAR
 - DOJ Hold File
 - Contact Center may transfer if difficult question
 - Drug question

Operating Partner: NCS

Contact Name: Jeanne Saunders

Contact Phone: (202) 708-9874

Location: Washington, DC

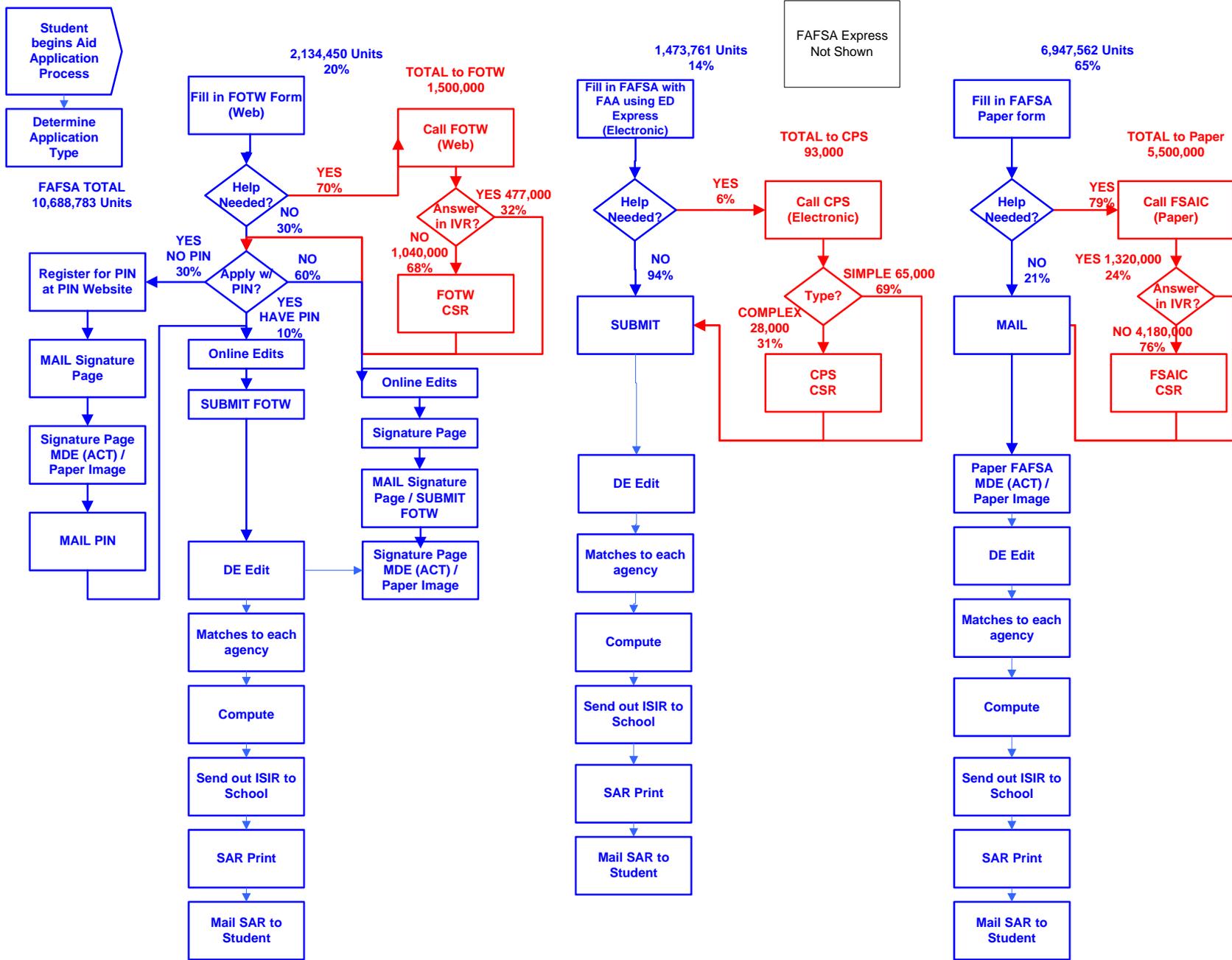
Web site: www.fafsa.ed.gov

For more information on the individual information centers, hours of operation, phone numbers, fax, email, web sites, call volumes, and detailed process flows, please reference the CIC Operating Model.

Application Processing Process Flow Narrative:

Application Processing is responsible for collecting and managing aid application information, verifying this information, and creating aid reports and packages for schools and students. The potential borrower can choose application type – web, paper, EDExpress through Financial Aid Office. All applications undergo edit checks and are matched against data from Selective Service, NSLDS, INS, Social Security, and VA. The ISIR is sent to each school on the FAFSA and the SAR is mailed to the potential borrower.

FAFSA on the web performs edits on all inputs before electronic submission. FAFSA on the web calculates the projected expected family contribution and shows user.



Information Sources:

Common Data Used

- Pell Universe File
- PEPS
- PIN Site

Common Data Sources

- CPS
- MDE
- SSA
- VA
- INS
- DOJ

Data Analysis Tools

- FOTW
- Serviceware
- Information is reviewed to proactively push out FAQs to the web, etc.

Volumes

Comparison of Electronic vs. Paper Applications Processed

Application Source	1998-1999 (Actual)	1999-2000 (Actual)	2000-2001 (Projected)	2001-2002 (Projected)
Electronic	2,405,629	3,241,153	4,220,000	5,375,000
Percentage	24%	32%	40%	50%
Elec Original	1,680,602	1,755,844	1,816,780*	850,660**
Elec Renewal	138,121	131,964	122,314*	112,219**
FAFSA Express	214,178	164,089	133,564*	70,510**
FAFSA Web	287,558	867,298	1,583,613*	1,350,594**
Renewal Web	85,170	321,958	590,412*	1,193,775**
Paper	7,528,150	6,968,489	6,330,000	5,375,000
Percentage	76%	68%	60%	50%
Original	4,276,489	4,150,157	3,823,232*	2,660,883**
Renewal	3,251,661	2,818,332	2,475,051*	2,132,747**
Total	9,933,779	10,209,642	10,550,000*	10,750,000**

* based on 84 weeks

** based on 33 weeks

Comparison of Electronic vs. Paper Corrections Processed

Correction Source	1989-1999	1999-2000	2000-2001	2001-2002
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	(Actual)	(Actual)	(84/86 weeks)	(33/86 weeks)
Electronic	3,116,584	3,343,467	3,449,497	1,679,648
Percentage	47%	50%	48%	41%
Web	N/A	9,088	193,551	271,168
Percentage	N/A	.14%	2.68%	7%
Paper	3,536,054	3,287,843	3,584,438	2,130,273
Percentage	53%	50%	50%	52%
Total	6,652,638	6,640,398	7,227,486	4,081,089

PIN and Hold File Statistics

Number of PINs Mailed	
During week of August 13	146,895
Total Number since Nov 1998	21,377,061
Number of Apps in Hold File 2001-2002	
FAFSA on the web	123,128
FAFSA Express	4,534
COTW	7,816

- Peak Month: February, March, April, August
- Peak is shifting earlier

Key Performance Indicators/Measurements:

- Application Volume Turnaround Time
 - Contract Standard 10 Days
 - Performance Objective 7 Days
 - Goal is to process all paper and electronic FAFSA's with an average turnaround time of seven days or less
 - For the 2001-02 processing cycle year to date, currently processing applications in an average of 4.3 days
- % of FAFSAs Filed Electronically
 - Measure % paper, electronic application – non web, electronic application – web
- Measure responses to the drug question (i.e., blank, changed)
- IRS matches
- Structured feedback form on FOTW to identify problems and roll into the next development

Current Issues and GAPS

- Cumbersome to notify all groups regarding updates, problems, workarounds. Too many information sources.

Future Goals and Objectives:

- Analyze the results of the IRS Phase II statistical study of electronic matching of income data, and decide how to use the findings to improve the income verification sample
- Upgrade the Student Aid Report (SAR) for the 2002/2003 school year with a plain language letter that clearly explains to applicants next steps, details the information they provided, and explains how to correct any FAFSA errors
- Analyze survey results for question 35 (drug) for proactive outreach

- Going more and more electronic
- Committed to increase customer satisfaction and reduce unit cost
- Move EDEExpress to the web
- Integration of all systems under Application Processing (i.e., PIN and CPS)
- Utilize and leverage Aid Awareness
- Communicate with NSLDS through middleware
- Move to real time processing
- Give schools PIN access to SAR information

Employee Information:

- FTE 22

Other:

- SFA used to have a message board to support updates, hints, etc. for all systems. Not currently used
- Suggested one unit that handles all participation management for the schools

Related Projects:

- Compare Pell Payment data to IRS data to see if the comparison changes the results of the Phase II findings – due October 2001
- Participation Management
- SFA Download
- SFA to the Internet
- Document Archival and Retrieval

Sources Utilized:

- Aid Application Process Black Belt
- Contact Center Discovery Sessions
- DLSR IPT Current Environment Document
- Request for Organizational Approval Document
- SFA Management Interviews
- Students Channel Draft Staffing Pattern (as of 11/20/00)