

Summary Overview of Title IV Operations and Systems

Title IV Operations and Systems include Federal Pell Grant Operations and Systems, Direct Loan Operations and Systems, and Campus Based Operations and Systems. Federal Pell Grant Operations provides leadership to the financial aid community concerning Pell Grant financial operations, while Federal Pell Grant Systems is responsible for the design, implementation, and operation of computer systems to support the originations, disbursement, and reconciliation of Pell Grants at eligible institutions. Direct Loan Operations provides leadership to the financial aid community concerning Direct Loan financial operations, while Direct Loan Systems is responsible for the design, implementation, and operations of computer systems to support the origination, disbursement, and reconciliation of Direct Loans at eligible institutions. Campus Based Operations provides leadership to the financial aid community concerning Campus Based operations, while Campus Based Systems is responsible for the design, implementation, and operations of computer systems to support the origination, disbursement, and reconciliation of Campus-Based programs at eligible institutions.

Primary Customers: Schools

Services Offered:

Federal Pell Grant Operations

- Manages Just in Time Pilot funding
- Makes end of year audit adjustments when program reviews determine that a school is due or eligible for additional funding
- Conducts the approve and pay process where Ops manually approves each school's accepted disbursement record and releases a batch file to GAPS
- Conducts post-deadline processing which involves sending schools written approval of requests for administrative relief and setting the necessary flags in GAPS
- Monitors how the school is managing their allotted funds
- Ensures that schools can support their drawdowns with adequate records
- Conducts trend analyses
- Converts schools with advanced pay to reimbursement
- Sets funding level for grants which, when initially authorized, must be 85% of the total funds to be given (the funds are divided based on prior history of the school). Pell Ops then enters these amounts into GAPS.
- Prepares reports and forecasts for the ED budgeting office
- Develops presentations for conferences regarding Pell
- Customer service out reach to schools
- Answers help desk calls that have been escalated by the contractor help desk
- Works with the Case Team on training for Pell program
- Assists Pell Systems in writing/developing technical reference procedures for schools; Pell Ops is describing Pell business rules that will help schools to create their own business processes

Federal Pell Grant Systems

- Conducts system testing - coordinates and manages the testing activities of the contractor, coordinates the involvement of Ops staff and Reimbursement Analysts in testing, coordinates the involvement of schools in the testing of the annual release
- Requirements gathering - for systems and interface enhancements
- Coordinates requirements gathering from schools, third-party servicers, and internal SFA users
- Provides edits to the CPS (Central Processing System) for FAFSA
- Configuration Management - the contractor is responsible for requirements gathering and tracking, but a member of Pell Systems is responsible for prioritizing the requirements of the contractor's configuration management system, and one member who monitors the contractor's efforts
- Managing system interfaces - monitoring RFMS interfaces with PEPS and GAPS, monitoring EDEXpress interface to RFMS, school file monitoring from PEPS to RFMS - there is no manual intervention with these interfaces unless they do not occur or have errors
- Security Administration - Responsible for the Security Plan, Disaster Recovery, and associated testing and access rights
- MIS - takes requests for reports and passes to contractor
- Analysis - Pell system staff monitor the production environment and do trend analysis on performance
- Develops presentations for conferences regarding RFMS, particularly the EAC
- Occasional technical assistance to schools
- Develop technical documentation in conjunction with the contractor

Direct Loan Operations

- Monitors GAPS: (funding levels, the holding file, place or review manual flags that stops schools ability to drawdown funds). Schools may call the Case Team's reimbursement analysts for funds; if a flag is in place the analyst calls DLOps. DLOps verifies that the funds can be released and then authorizes the release.
- Reconciliation: Schools find corrections during the reconciliation process, and DLOps staff make the corrections in GAPS
- Authorize funds drawdown: DLOps sets the funding levels in the LOS and GAPS, can change the funding level
- Closeout: reconcile schools data with GAPS and LO for a program year
- Provides reports to schools: done at the LOC by EDS staff (monthly and annual)
- Performs accounting transactions that occur as a result of a program review (Ops can recommend that Case Management review a school)
- Provides requirements needed in GAPS to GAPS systems staff
- Provides requirements for the DL module in PEPS to PEPS system staff
- Participates in requirements gathering for CPS, TIVWAN, EDEXpress, NSLDS
- Researches and tracks problems in the DL Servicing System
- Monitors PEPS feeds and checks it against LOS, GAPS, and a homegrown access database
- System Interface Management: DL data to GAPS, DLOS to PEPS, PEPS to GAPS, School File

- Establishes new schools in the program: Case Management determines eligibility, sends information to the Ops group. The Ops group coordinates establishing the schools in the LOS, CPS, TIVWAN, GAPS, EDEExpress, and DLSS by contacting the owners of the various systems.
- Configuration Management: provides two staff members to a CM committee
- Provides assistance to schools on reconciliation
- Creates and delivers presentations at conferences
- Holds focus groups with schools to determine improvements to the DL Program
- Provides input to and review DL bulletins and publications that are published for both schools and students
- Provides input to the training materials that the CAMs use

Direct Loan Systems

- Requirements gathering for systems enhancements through regularly scheduled focus groups that include other areas of SFA, other areas of ED, and Schools
- Gathers accounting requirements from DL Ops
- Testing (contractor does unit testing, DL Systems participates in system integration testing, acceptance testing, and system testing)
- Analysis
- Security Administration
- Configuration Management
- Contractor maintains call center (includes handling calls from third party servicers, setting up focus groups for web maintenance, and organizing walkthroughs)

Campus Based Operations

- Determine funding level: (done in the campus based system, but reviewed by Campus Based staff)
- Accounting transactions: schools send adjustments to Campus Based Ops, they make entries into the CBS, the contractor creates a file and sends it to Campus Based staff who send it to GAPS
- Reconciliation: using a macro built by a Campus Based staff member, the accounting data in GAPS is reconciled to the data in the Campus Based System and FMSS (an ED budgeting system)
- Closeout: the closeout process is automated
- Manage Excess Cash: monitoring the schools balances and sending letters asking schools to send in cash that has not been disbursed, schools send cash back to the department
- Develops and delivers presentations
- Training
- Waivers Administration: schools must send in waivers (called underuse waivers) if they have not used all their funds and don't want to lose their level of funding. There is also a title III waiver for HBCUs, but this is being eliminated.
- Exit processing: exit a school from the Perkins loan program
- Teacher Cancellation Low Income program reimbursements to schools: for people with student loans who teach in a low-income school, they can have some of their loan cancelled. ED then reimburses the schools some or the entire amount cancelled.

- Teacher Cancellation Low Income program directory administration: a staff member solicits and reviews information on low income schools from states, creates a directory of the schools and posts it to the web
- Default reduction Assistance program administration: Staff performs skip tracing for students who are not paying Perkins Loans. Produce letters to the student on ED letterhead to try to convince the student to pay. 30% of the letters are returned for bad addresses and management was thinking of discontinuing the function.
- Skip Tracing: Function not currently performed. Done on Perkins Loans with bad addresses. Raytheon E-systems sends a communication to the IRS to get correct addresses using the social security number. The agreement between the IRS and ED has not been signed, so it is not being done.
- Administer the work college program: Program of seven schools where all students are required to work while attending school. The schools send in an application and receive awards of funds.

Campus Based Systems

- Requirements gathering
- System test
- FISAP requirements gathering - Campus Based staff organize Focus Groups with Policy, OMB, and OGC to determine changes for FISAP for the following year. CB staff creates the paperwork required by OMB to get approval of the form changes. CB staff converts the form changes into software requirements and then works with the contractor to get the software developed. Staff participates in testing.
- System interface monitoring - ensures data transfers from Campus Based to the contractor
- Operations monitoring and management
- Security Administration
- Legally direct the contractor - COTR function
- Track and review deliverables

Operating Partner:

Federal Pell Grant Program: ACS

Direct Loan Program: EDS

Campus Based Program: Indus

Title IV Operations and Systems Contact Name:

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Federal Pell Grant Systems

- Karen Sefton

Direct Loan Operations

- Sarah Utz

Direct Loan Systems

- Rosemary Beavers

Campus Based Operations and Systems

- Lois Moore

Title IV Operations and Systems Contact Phone:

Federal Pell Grant Operations

- (202) 260 – 7745

Federal Pell Grant Systems

- (202) 205 – 3502

Direct Loan Operations

- (202) 260 – 5032

Direct Loan Systems

- (202) 260 – 0094

Campus Based Operations and Systems

- (202) 708 – 7741

Location: Washington, DC

Hours of Operation:

Federal Pell Grant Operations

-

Federal Pell Grant Systems

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Direct Loan Operations

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Direct Loan Systems

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Campus Based Operations and Systems

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Phone Numbers:

Federal Pell Grant Operations

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Federal Pell Grant Systems

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Direct Loan Operations

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Direct Loan Systems

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Campus Based Operations and Systems

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Fax:

Federal Pell Grant Operations

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Campus Based Operations and Systems

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Campus Based Operations and Systems

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Web site:

Federal Pell Grant Operations and Systems

- <https://www.pellgrantsonline.ed.gov/>

Direct Loan Operations and Systems

- <http://www.ed.gov/DirectLoan/>

Campus Based Operations and Systems

- N/A

Call Volumes

Annual Call Volume:

Average Monthly Call Volume:

Peak Month/# of Calls:

Employee Information

Total Number of Title IV Operations and Systems related employees (Includes all administrative and support employees):

Federal Pell Grant Operations -
Federal Pell Grant Systems -
Direct Loan Operations -
Direct Loan Systems -
Campus Based Operations and Systems -

Total number of seats in the center: N/A

Percentage of day spent on clients other than SFA:

Customer Service Representative Segmentation: