



Student Financial Assistance

Consistent Answers for Students



Stage 1- Interim Improvements

Interim Improvements

Customer Service Delivery Modernization

SFA and Modernization Partner (Accenture, others) jointly desire to modernize the delivery of service to SFA customers. The approach is to implement the changes in the following stages:

Stage 1: Contract Improvement and Alignment

Improve existing customer service outsourcing contracts to align costs to service levels, simplify governance, and create the foundation for future customer service delivery. Contract improvements pursued following the Call Center IPT project have begun to produce savings for SFA.

Stage 2: One Channel, One Number

Reduce the number of contact points between SFA and its customers and partners through the implementation of enterprise telephony capabilities.

Stage 3: Consistent Knowledge Delivery

Enable fundamental customer/partner relationship management, and coordinated knowledge development and access with the next release of the enterprise CRM solution (Siebel).

Stage 4: “Help Yourself” Self Service

Extend customer/partner relationship management to external self service channels (IVR, Web).

Stage 5: Customer Service Excellence

Integrate and enhance customer service delivery across the extended enterprise.

Interim Improvements

Savings – Contract Consolidations and Renegotiation

Stage 1b - Additional Savings Targets

Elimination of FSAIC Incentive (Amount paid for total calls answered in excess of 95%, assumes center is eligible for 6 months out of the year)	\$	662,346
Elimination of DCSIC Incentive (Amount paid for total calls answered in excess of 95%, assumes center is eligible for 6 months out of the year)		153,270
Transferred Call Reduction (75% reduction in transfers between FOTW and FSAIC)*	\$	1,171,334
One Price for FAFSA Status Check (Difference between FSAIC and FOTW charges of \$.76 applied to 859,088 calls)**		652,906

Potential Annual Savings	\$	2,639,856

Note: This is the first evaluation of contract consolidation and renegotiation. Additional opportunities will be identified and presented as a result of the Consistent Answers Team initiative.

*This number could be more significant by incorporating transfers at LS, LO, and LC, further interpretation of the contracts is required

**This is the number of calls received by FSAIC applied to the difference in the pricing structure at the 2 call centers (FSAIC \$1.78 to \$3.56 - FOTW IVR \$1.11)

Interim Improvements

Recommendations

- ◆ Immediate renegotiation/modification of the existing NCS PIC and One Call contracts to incorporate more appropriate metrics and reduce the silo effect of the current contract structure

- ◆ Defer the Interim IVR solution to implement “One Number for Students” until Stage 2
 - ◆ *Savings to be gained from this solution can also be realized through contract consolidations without incurring additional cost*
 - ◆ *The interim research and design can be used as the foundation to create the final long term IVR solution which is recommended to be implemented during Stage 2*

Interim Improvements

Current Contracting Picture

One Call Contract (NCS)

FAFSA on the Web	CPS	TIV WAN
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New Cost used as Baseline for Consistent Answers: \$14.78-\$15.49/call – Routine; \$37.03-\$38.82/call – Complex; \$5.18-\$5.43/call – FOTW; \$1.11-\$1.16/call – AVRU.

Public Inquiry Contract (NCS)

FSAIC	DCSIC
Ombudsman	

(NCS)

Editorial Services

DLS Contract (ACS / AFSA)
eServicing

Direct Loan Servicing

Only 4 of the 200+ DL Servicing deliverables are effected by eServicing. This will be included in the Consistent Answers Baseline.

Common Origination and Disbursement (AFSA)
COD

Pell Grant Hotline	Direct Loan Origination
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New Cost Baseline of \$57.8 million over 8 years to be used as Baseline for Consistent Answers. Old Customer Service Baseline was \$93.4 million

Loan Consolidation Contract
(EDS)

Direct Loan Consolidation

Under current contract, quantifiable savings from Consistent Answers is doubtful. Need to discuss with project management.

SFA

Default Management Division	Customer Support Service Center	SFA Regulatory Offices and Headquarters
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NSLDS Contract (Raytheon)

NSLDS

Still need both volume and cost information for NSLDS. COTR is reviewing contract mods to aggregate cost information

Interim Improvements

Proposed Contracting Picture – Step I



Interim Improvements

Cost – Performance Plan Goal “One Call Does It All”

MCI Costs

One Time Cost (MCI Pricing Contract)	\$	(1128)
Yearly Cost (MCI Pricing Contract based upon monthly rates)		(4568)
Per Usage (17.5 million calls @ \$.08 discounted rate to hit ECR / IVR)		(1,407,000)
Per Minute Cost (Additional cost for 18-24 sec of extra toll time)		(163,494)

Operating Partner Costs

IVR Changes / Warm Handoffs		(31,5000)
(Based upon contract line items)		-----

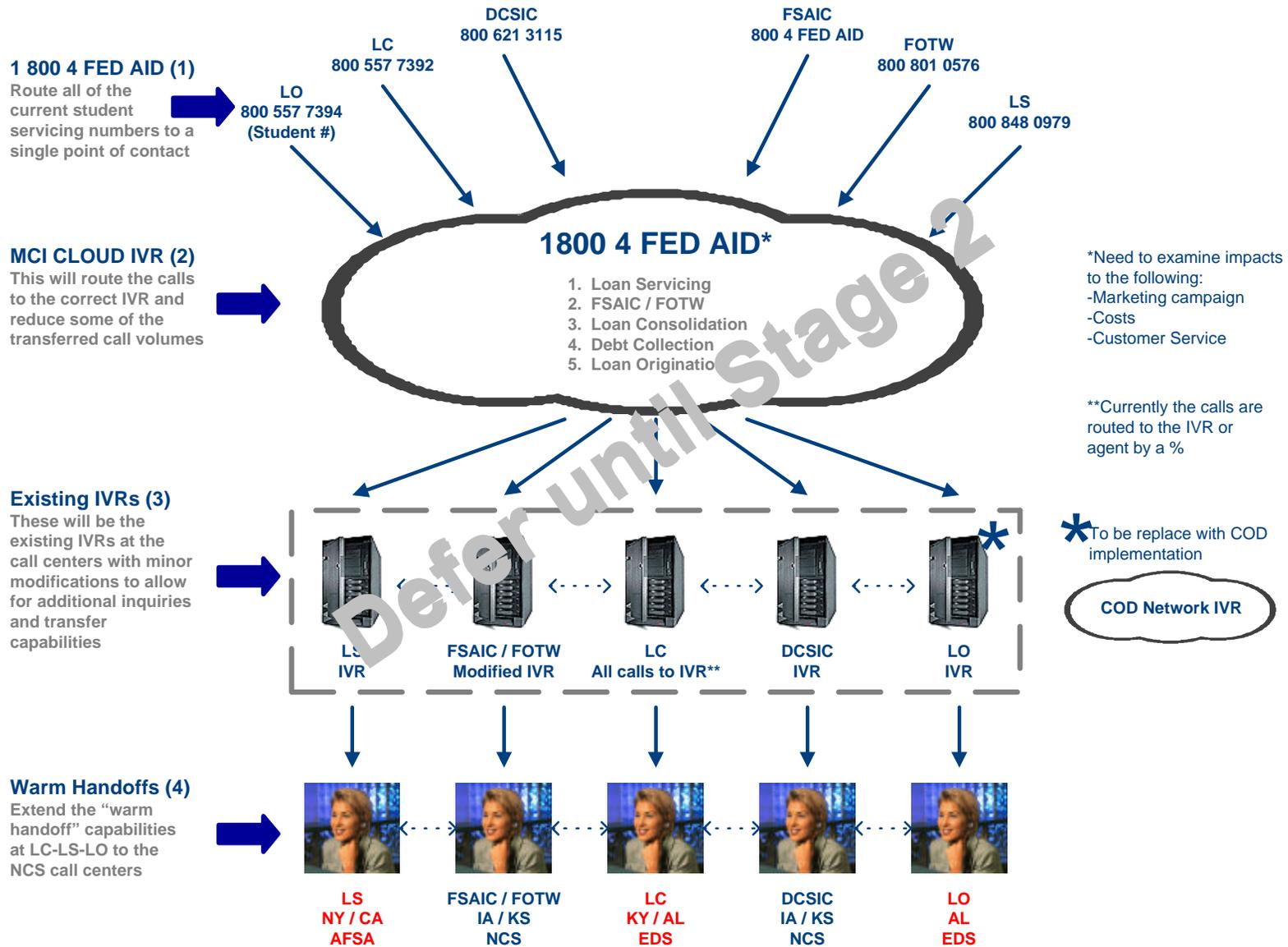
Total Cost

	\$	(1,607,692)
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Defer until Stage 2

Interim Improvements

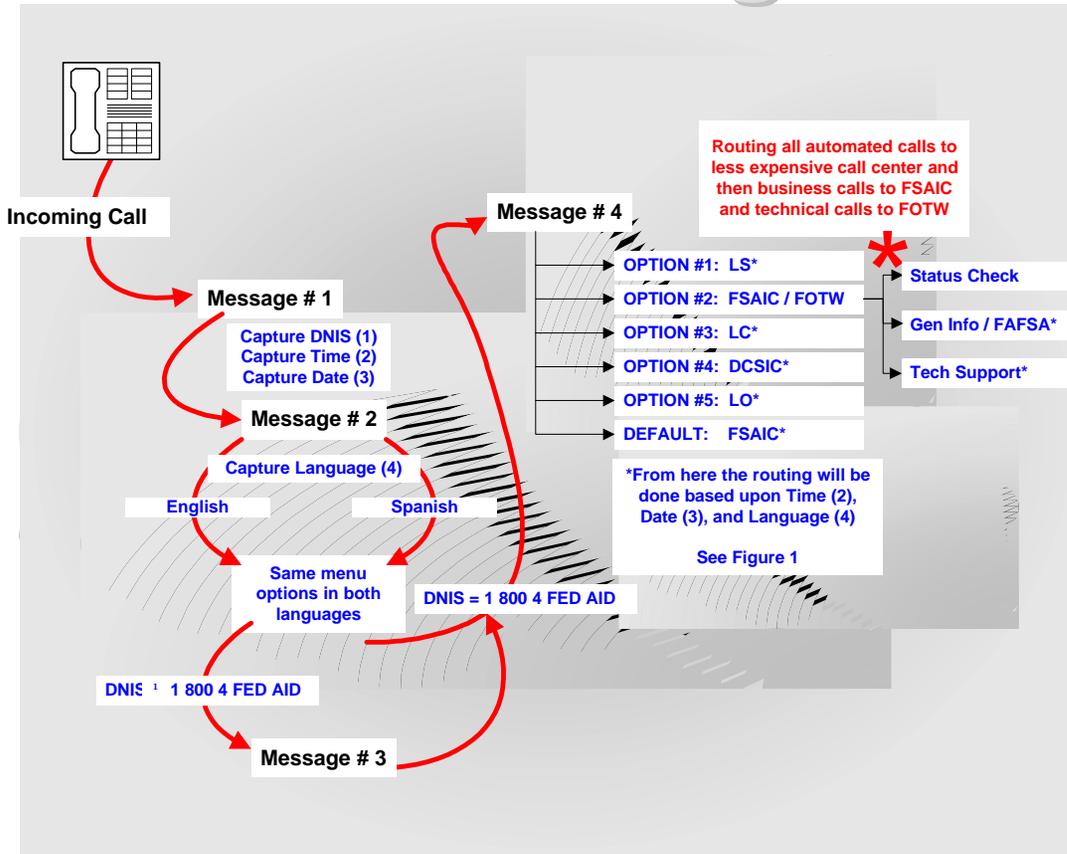
One Contact Number for Students



Interim Improvements

(2) MCI IVR Cloud - Flow

Defer until Stage 2



Note: With the DNIS captured, SFA can process the number of calls that would have been transferred to the wrong call center. If the incoming DNIS is compared with the Option Selected and they do not match, then that call would have needed to be transferred to the correct call center under the current architecture.

Network Requirements for MCI IVR

- ◆ DNIS
- ◆ Simple Voice Recognition
- ◆ Spanish Language
- ◆ Time Evaluation
- ◆ Date Evaluation

Message List

Message # 1:

"Thank you for calling the SFA Call Centers..."

Message # 2:

1. "If you would like to continue in English, please press 1 or stay on the line."
2. "Para continuar en Espanol, oprima el 2."

Message # 3:

"The number you called (DNIS #) will be discontinued in the next couple of months. Please use 1 800 4 FED AID to reach the (Call Center) in the future."

	DNIS #	Call Center
A	800 557 7394	Direct Loan Origination
B	800 557 7392	Direct Loan Consolidation
C	800 621 3115	Debt Collection Service Information Center
D	800 801 0576	FAFSA on the Web
E	800 848 0979	Direct Loan Servicing

Message # 4:

1. "To service your current loans through the Direct Loan Servicing Center, please press or say 1."
2. "To discuss general aid information or the FAFSA application through the Federal Student Aid Information Center, please press or say 2."
3. "To consolidate your loans through the Direct Loan Consolidation Center, please press or say 3."
4. "To speak with the Debt Collections Service Information Center, please press or say 4."
5. "To discuss the status of your loan origination with the Direct Loan Origination Center, please press or say 5."
6. "To repeat this menu, please press or say 9."