



# **FSAIC – Consistent Answers Detailed Process Flows -DRAFT-**

April 2002



# Summary and Objectives

## Deliverable Objective:

The following document depicts the detailed business process flows for the FSAIC. These flows illustrate the processes and resources used to research and resolve customer inquiries. The process flows will provide a starting point for the creation and documentation of functional and application requirements for Consistent Answers Release 2.0, the Pre-Attending/Attending and FSA CSCC Desktop Solution. *The Process Flows included here will be revised and further validated by the Operating Partners and FSA prior to final delivery on May 15, 2002.*

## FSAIC's Business Overview:

The Federal Student Aid Information Center (FSAIC) processes applicant inquiries and questions related to filing the Free Application for Federal Student Aid (FAFSA) both on paper and on the worldwide web. Additionally, the center processes requests related to the Student Aid Report (SAR) and the Personal Identification Number (PIN); both of which have paper and web-enabled components.

### FSAIC (NCS Pearson)

#### Customer Contact Points:

(1-800-4-FED-AID)

[fafsaweb@ncs.com](mailto:fafsaweb@ncs.com)

[4\\_FEDAID\\_FORUM@ed.gov](mailto:4_FEDAID_FORUM@ed.gov)

#### Four Locations:

Iowa City, Iowa

Lawrence, Kansas

Phoenix, Arizona

Cedar Rapids, Iowa (SAR Duplication Printing and Publications Fulfillment Center)

**Total CIC Seats:**

**454**

**Total CIC Related Employees:**

**414**

### CSR system log-ins:

NSLDS

CPS/CICS (up to three simultaneous sessions)

CICS

CPS/TSO

TSO

IBM Imaging Plus (for imaging PCs only)

Service Center

### Reference Materials (Paper and Desktop):

Sample FAFSA form

Valid Field Content Binder

FSA Handbook

FSA Student Guide

Federal School Code Book

Non-Technical FAQ HTML File

Technical FAQ HTML File

FAFSA on the Web Technical Training Binder

PIN website ([www.pin.ed.gov](http://www.pin.ed.gov))

FOTW website ([www.fafsa.ed.gov](http://www.fafsa.ed.gov))

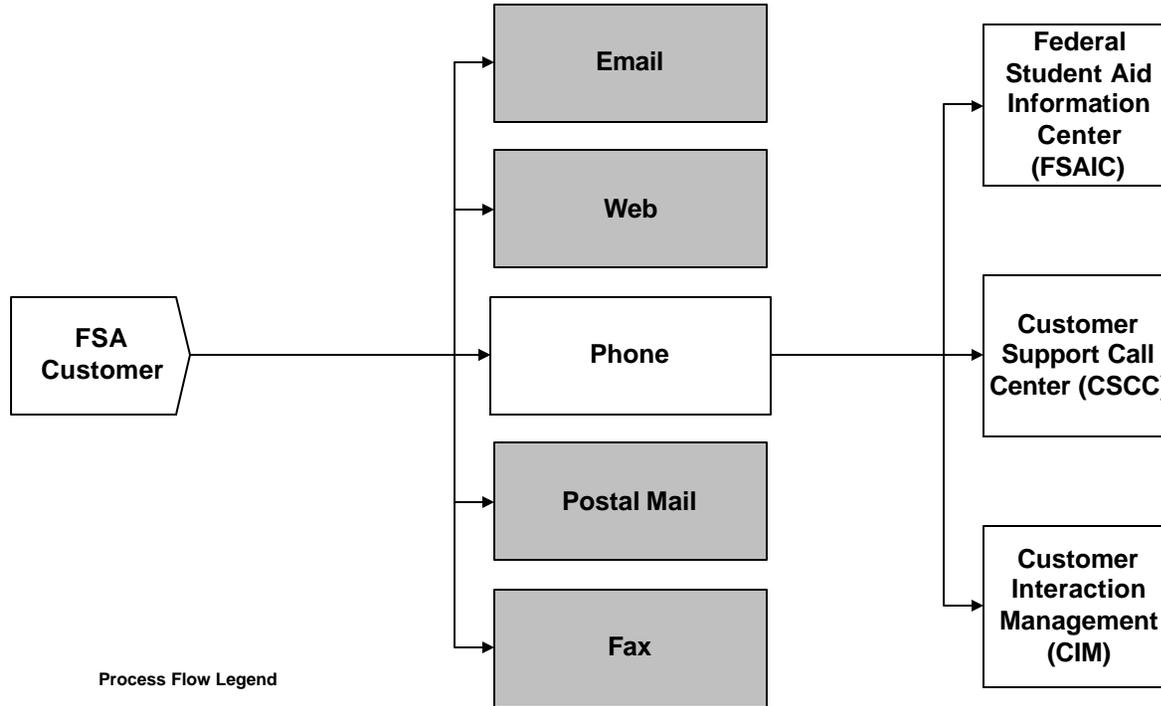
IFAP website ([www.ifap.ed.gov](http://www.ifap.ed.gov))

Special Handling Book

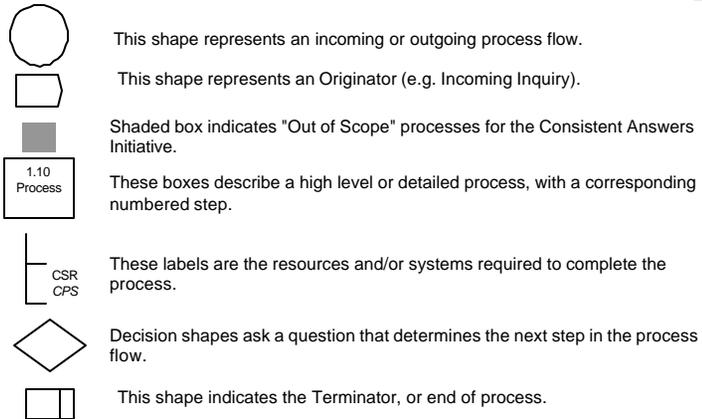
Tax Forms (English and Spanish)

Sample SAR form

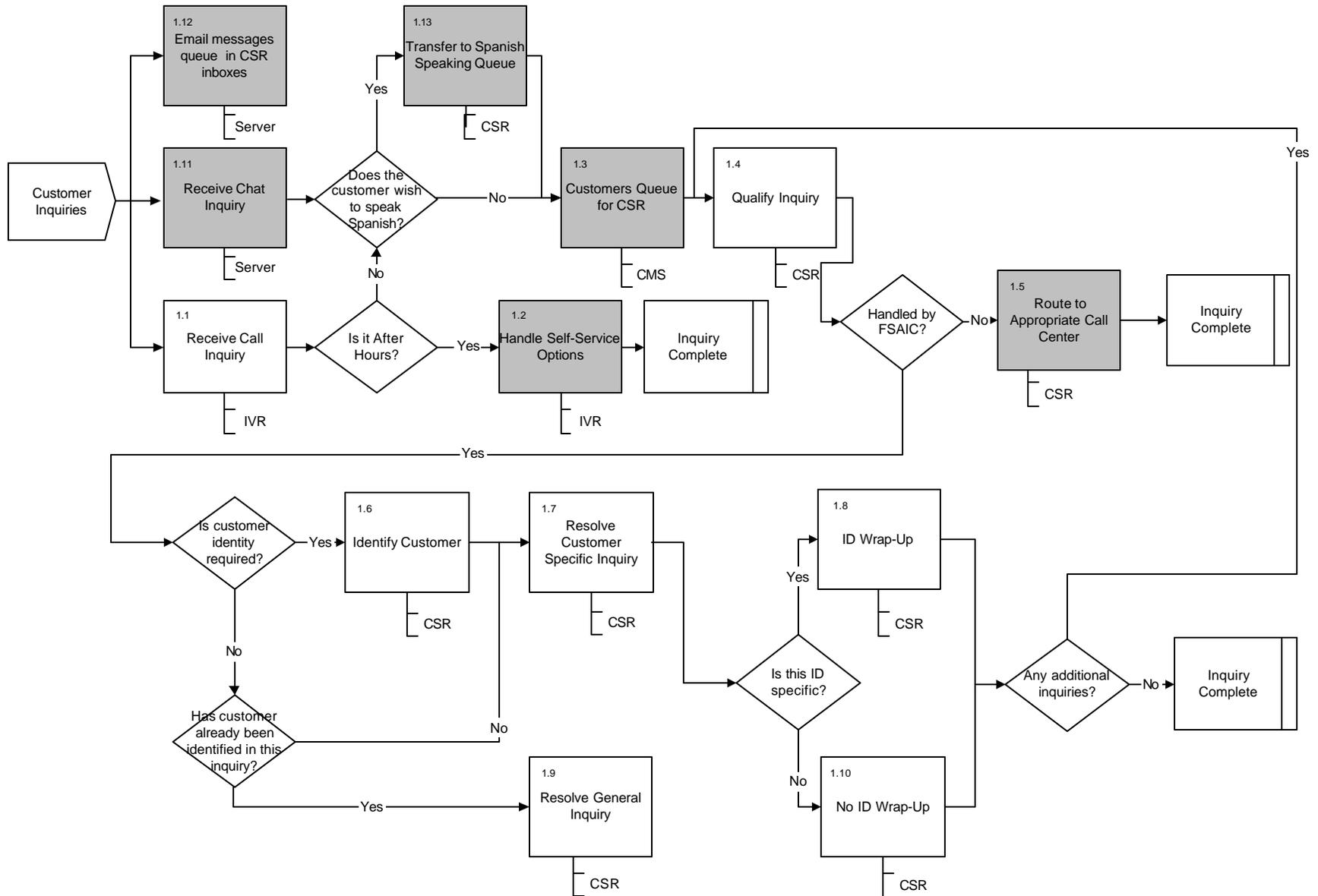
## Release 2: Scope



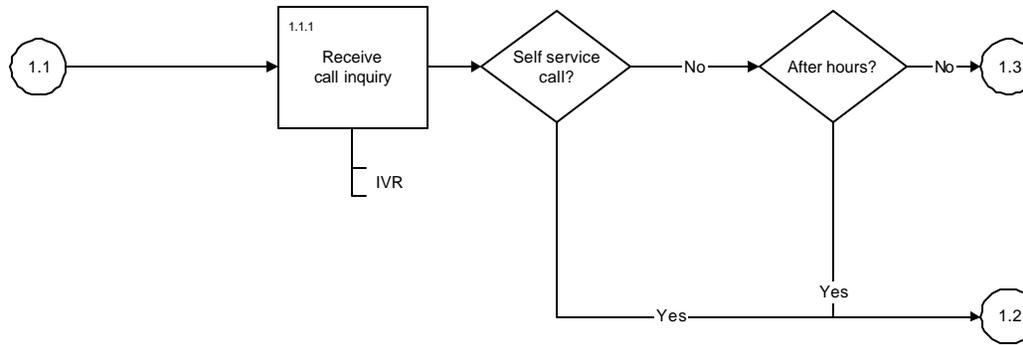
Process Flow Legend



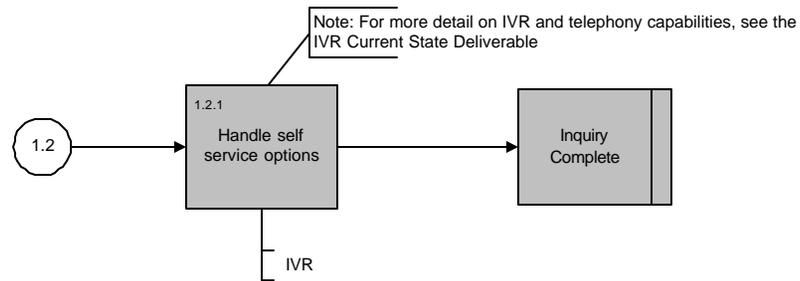
# 1.0 FSAIC



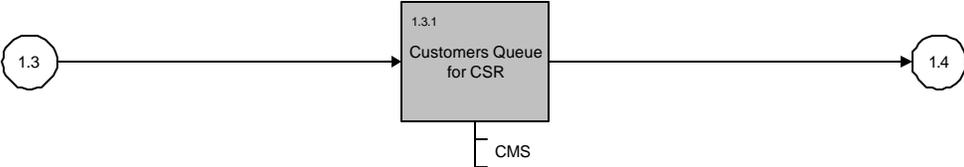
# 1.1 Receive Call Inquiry



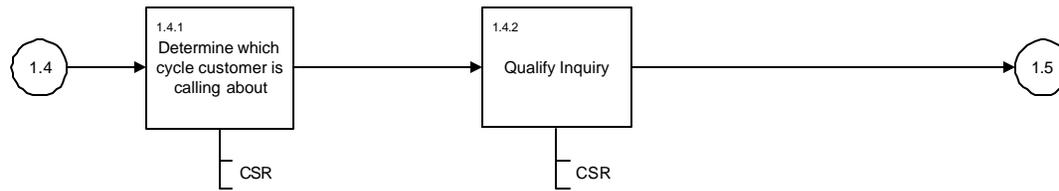
## 1.2 Handle Self-Service Options



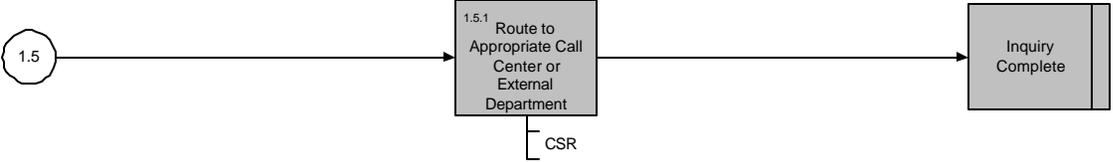
### 1.3 Customers Queue for CSR



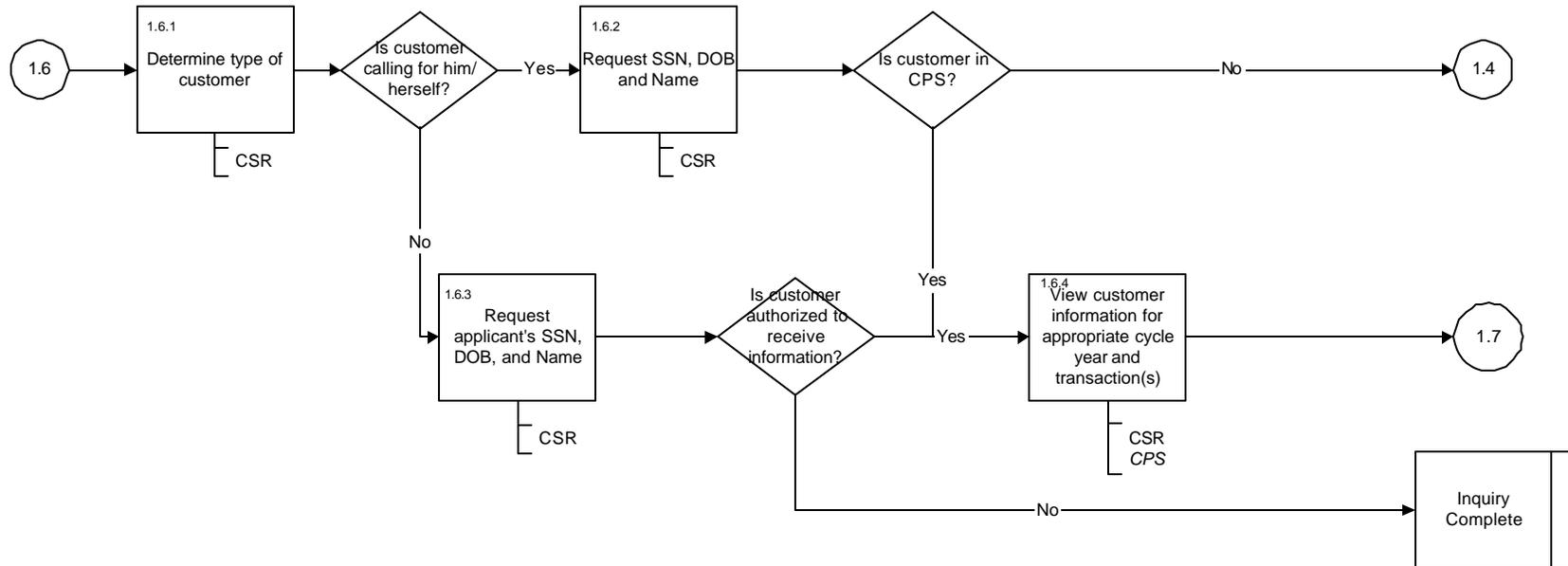
## 1.4 Qualify Inquiry



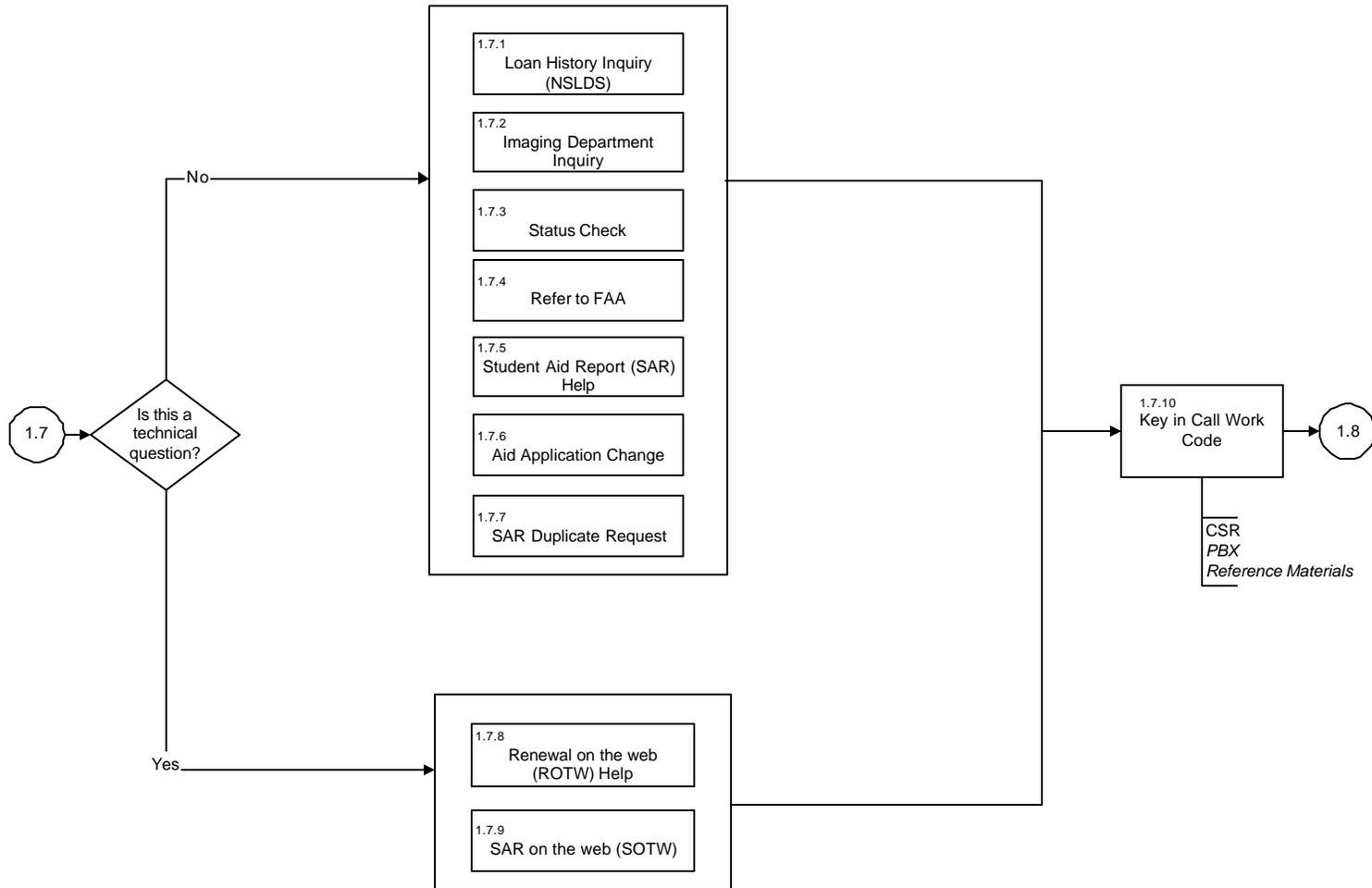
# 1.5 Route to Appropriate Call Center



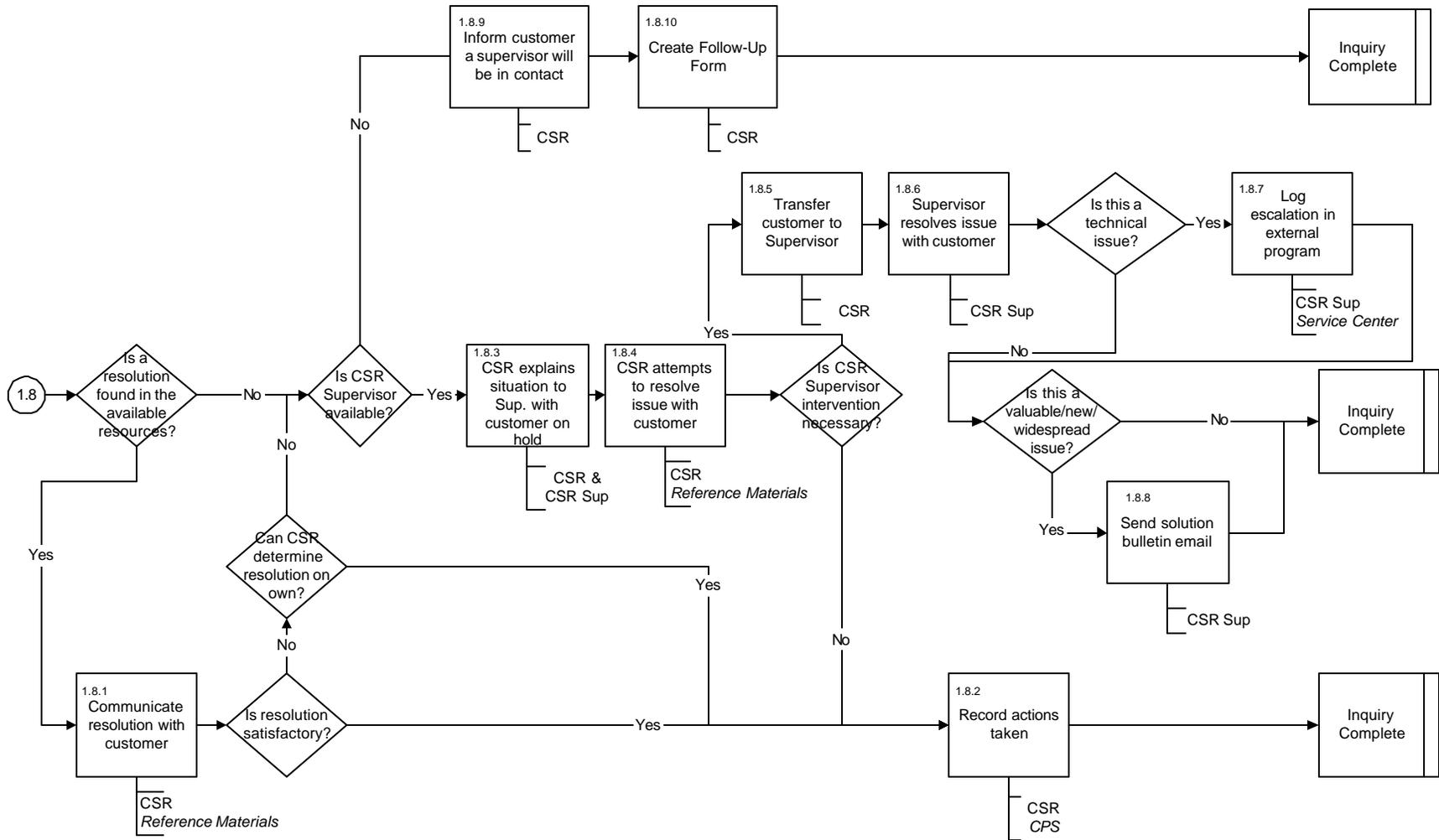
## 1.6 Identify Customer



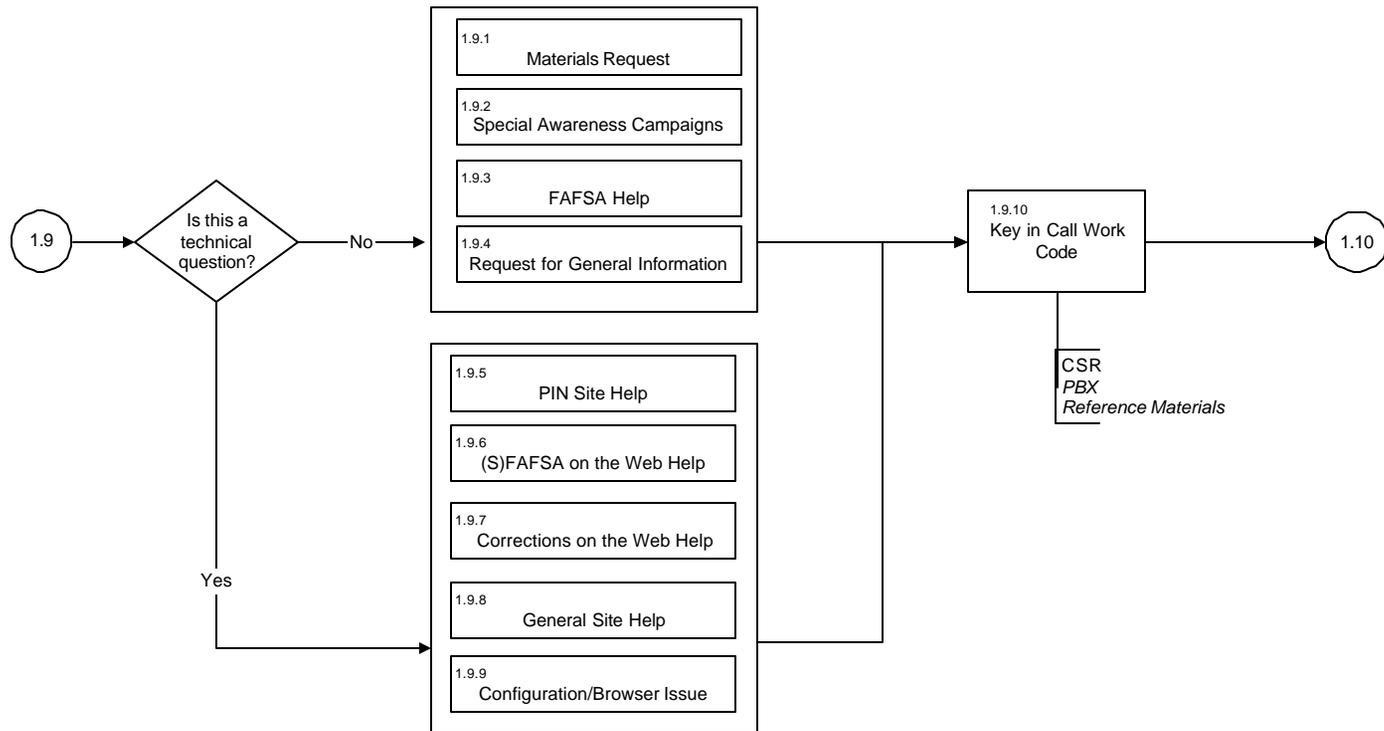
## 1.7 Resolve Customer Specific Inquiry



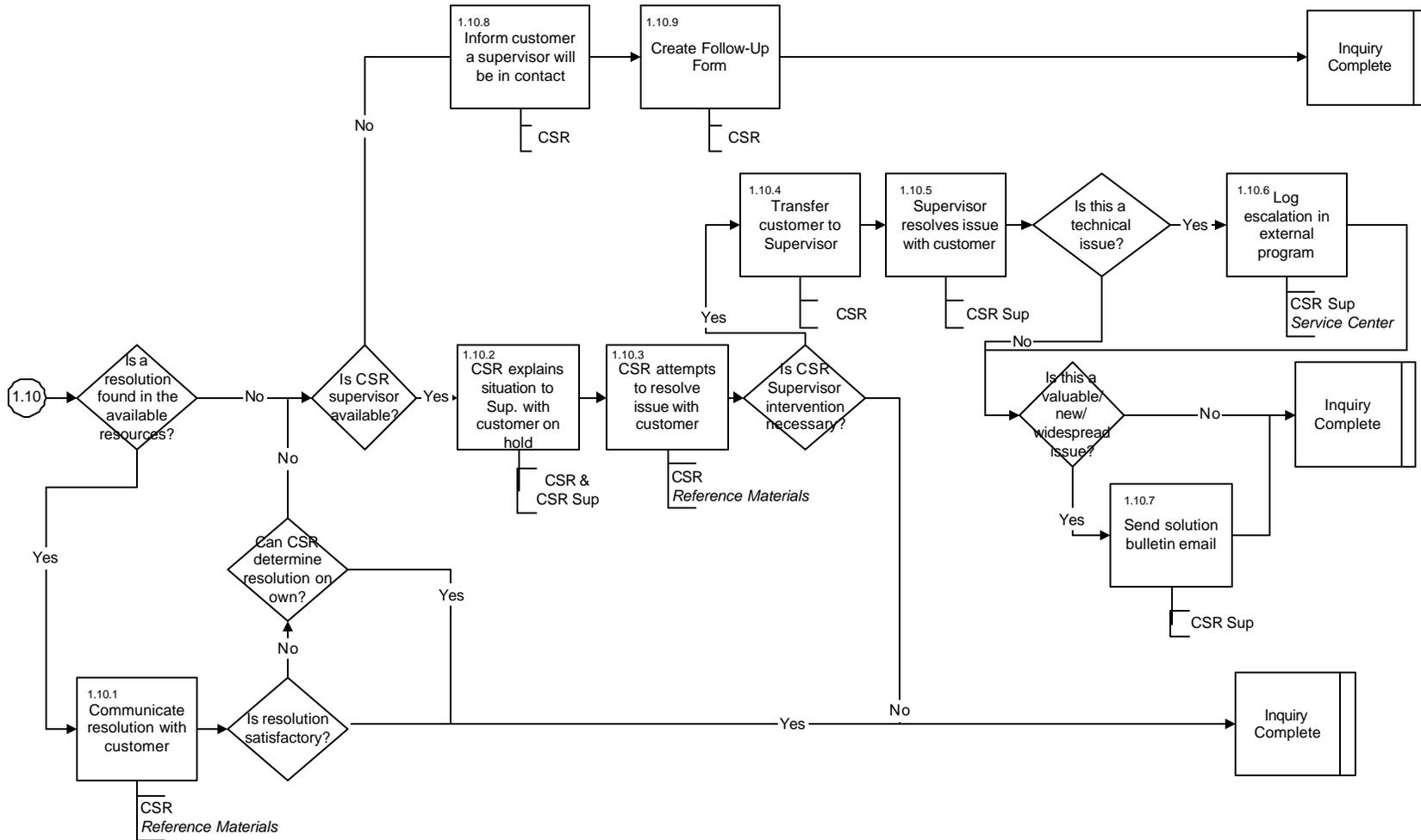
# 1.8 ID Wrap-Up



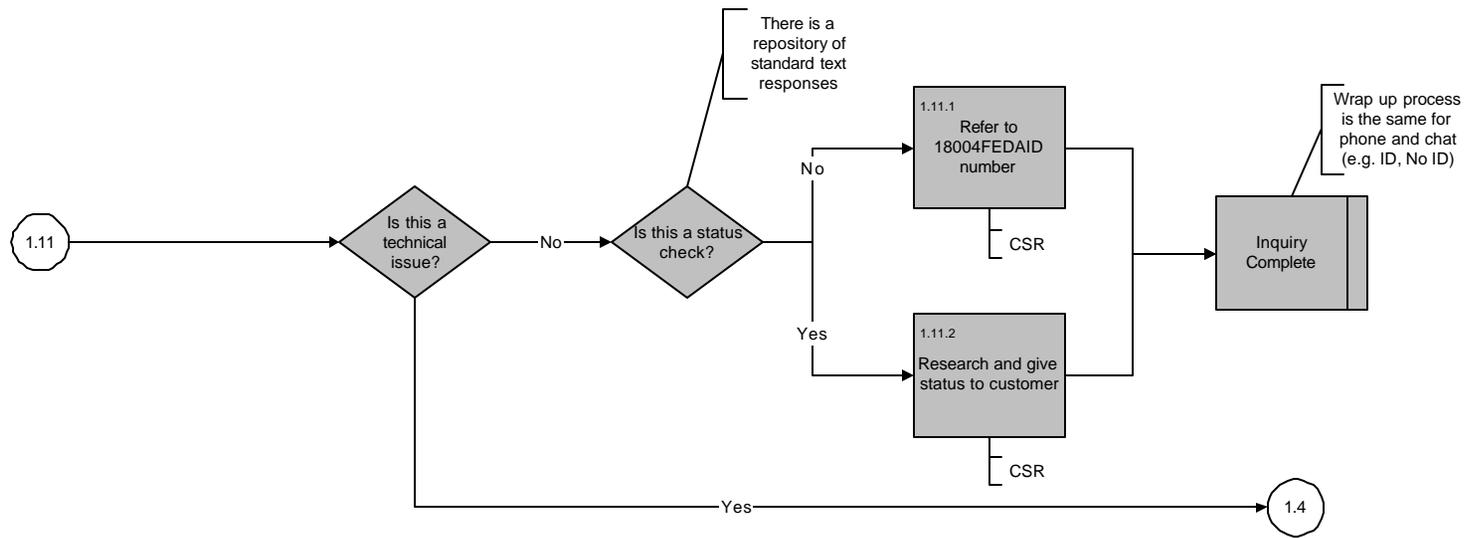
## 1.9 Resolve Generic Inquiry



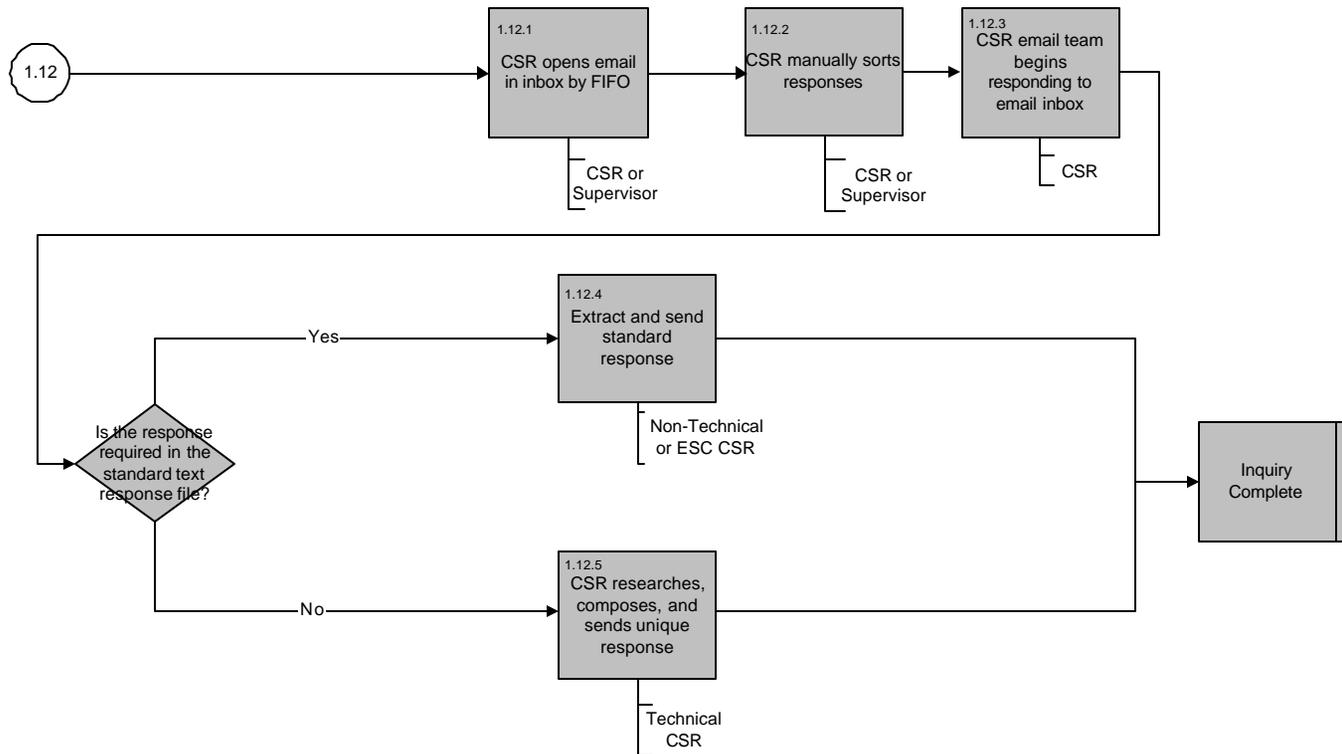
## 1.10 No ID Wrap-Up



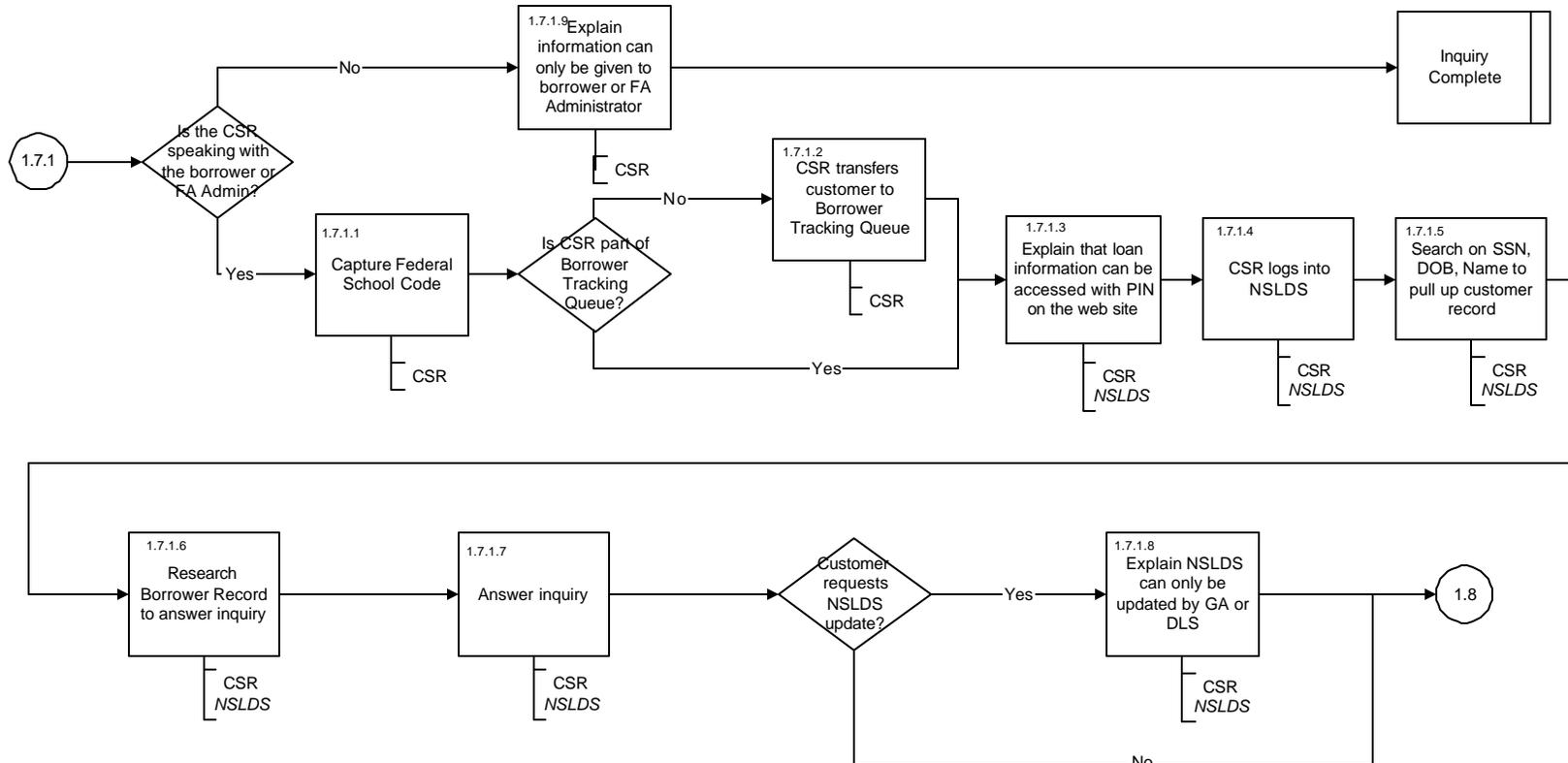
## 1.11 Receive/Process Chat Inquiry



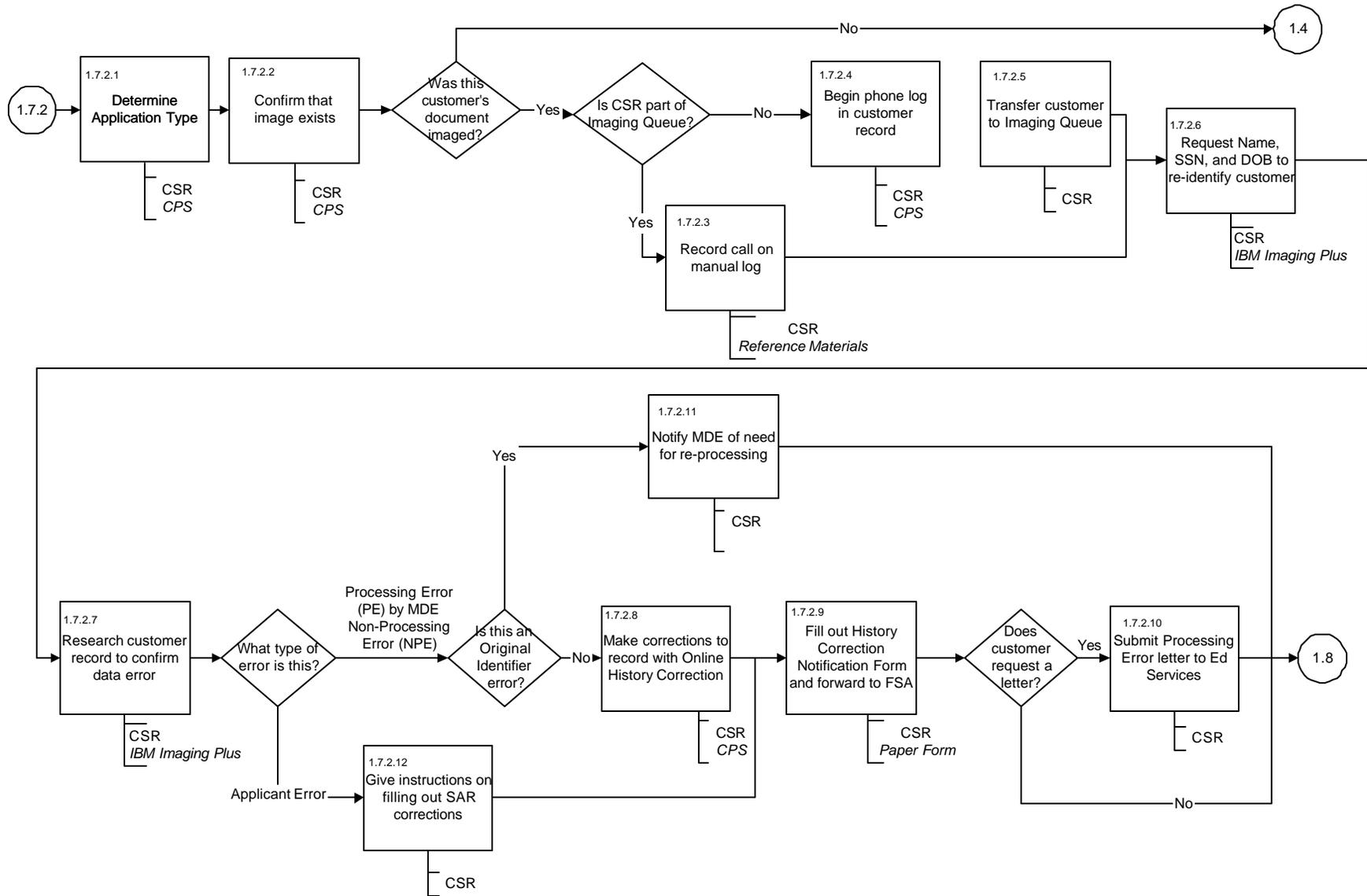
## 1.12 Email Messages Queue in CSR Inboxes



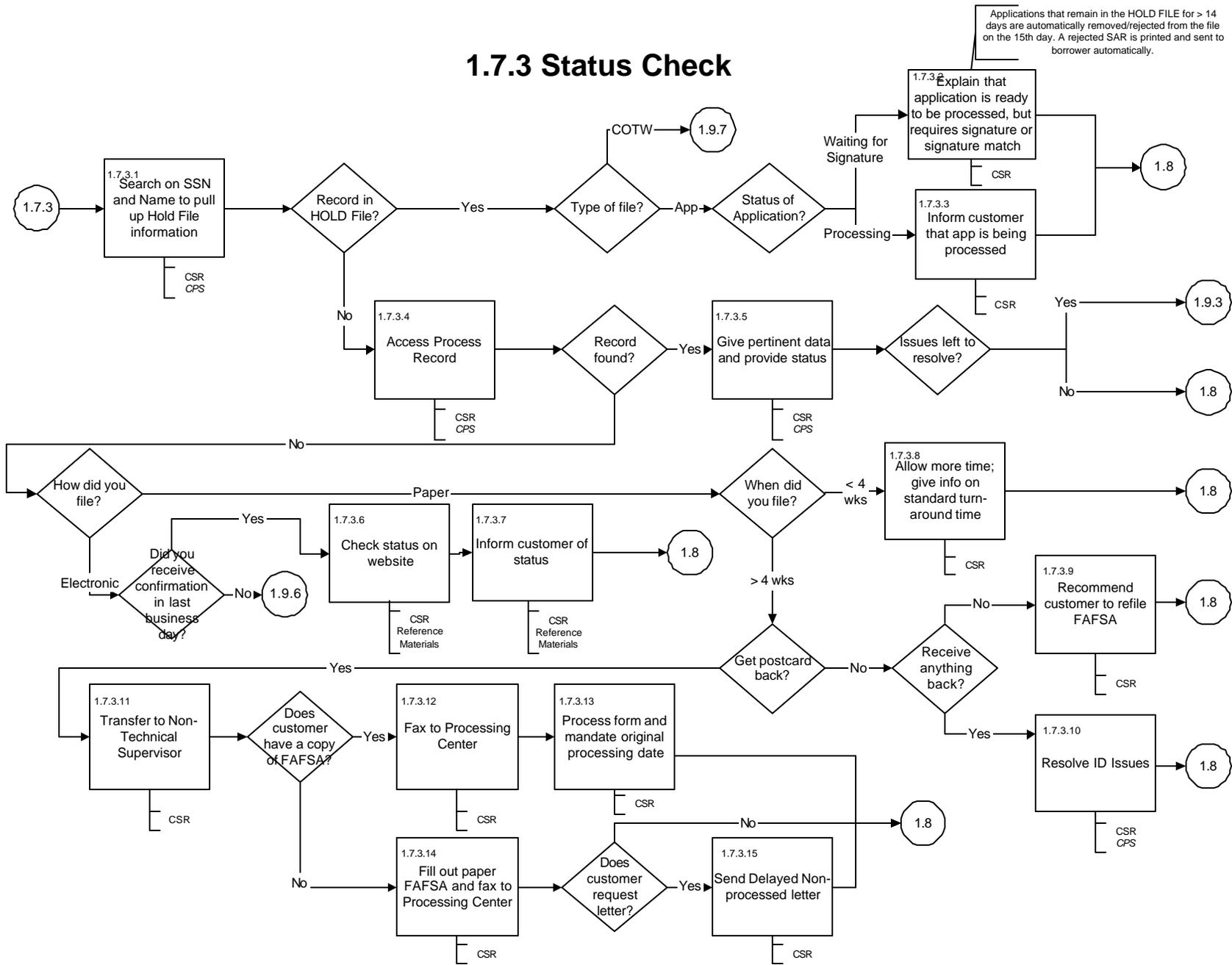
## 1.7.1 Loan History Inquiry (NSLDS)



## 1.7.2 Imaging Department Inquiry

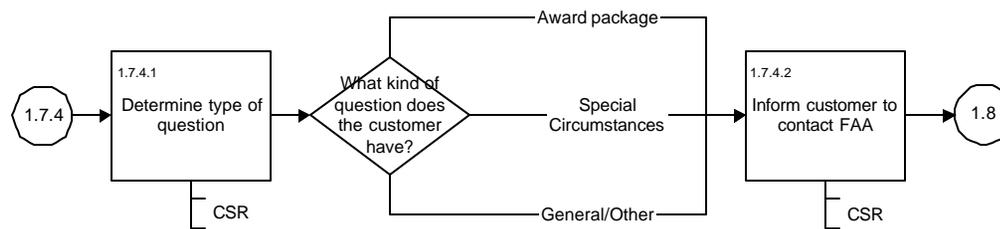


# 1.7.3 Status Check

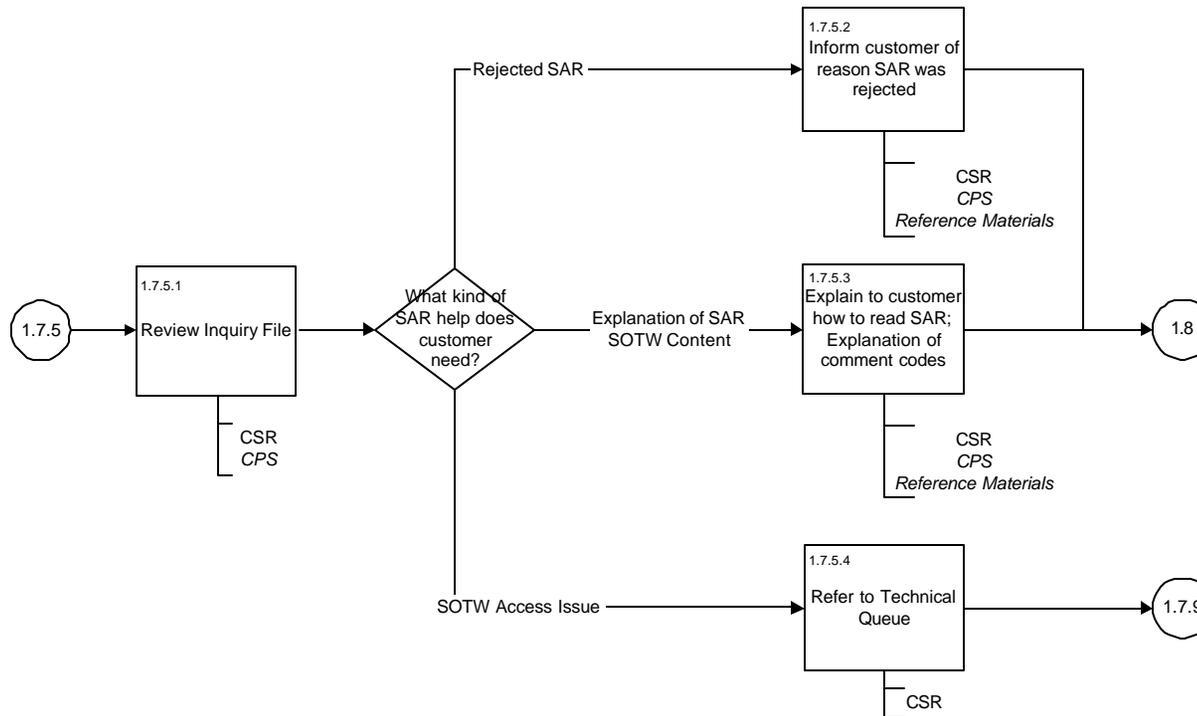


Applications that remain in the HOLD FILE for > 14 days are automatically removed/rejected from the file on the 15th day. A rejected SAR is printed and sent to borrower automatically.

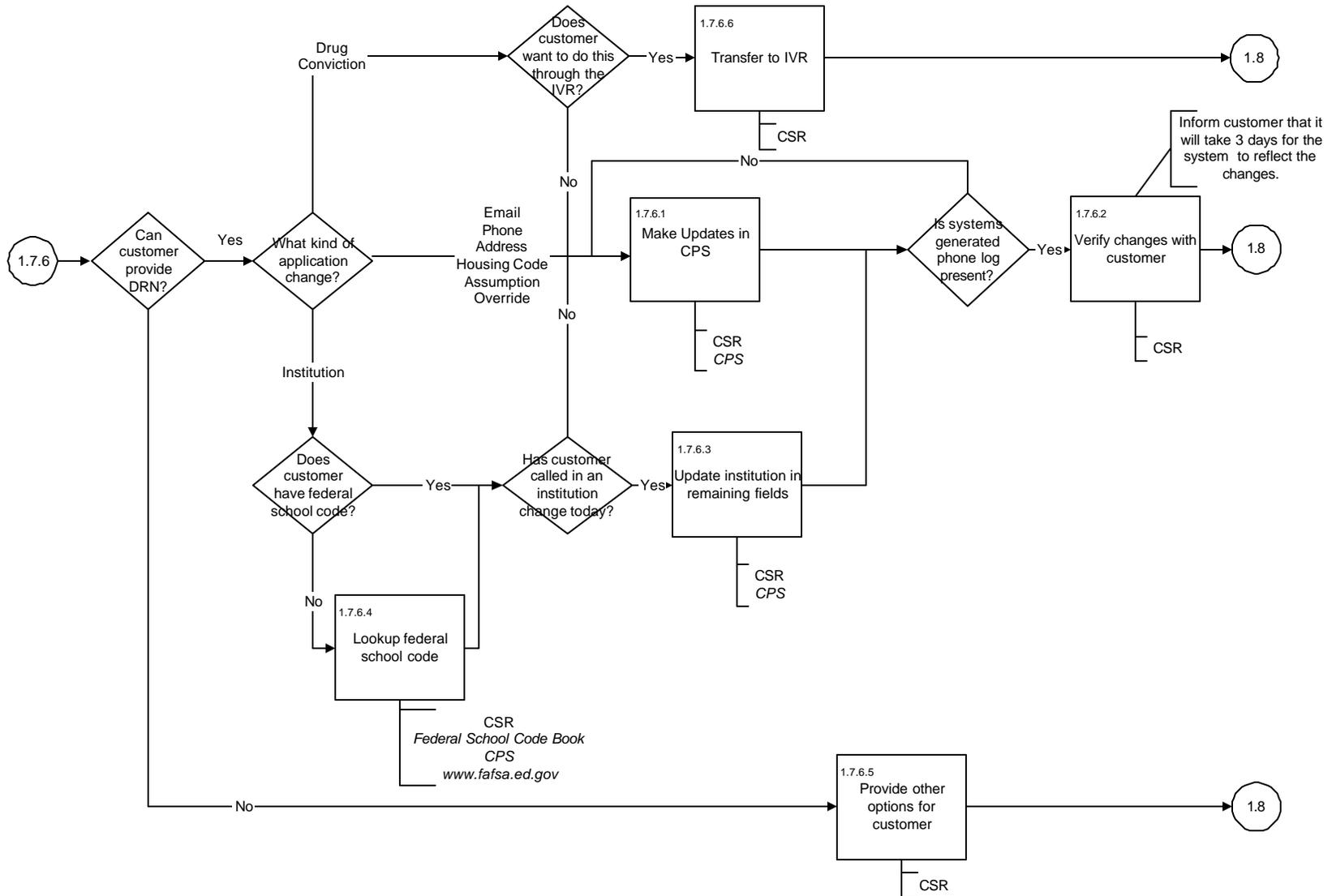
## 1.7.4 Refer to Financial Aid Administrator (FAA)



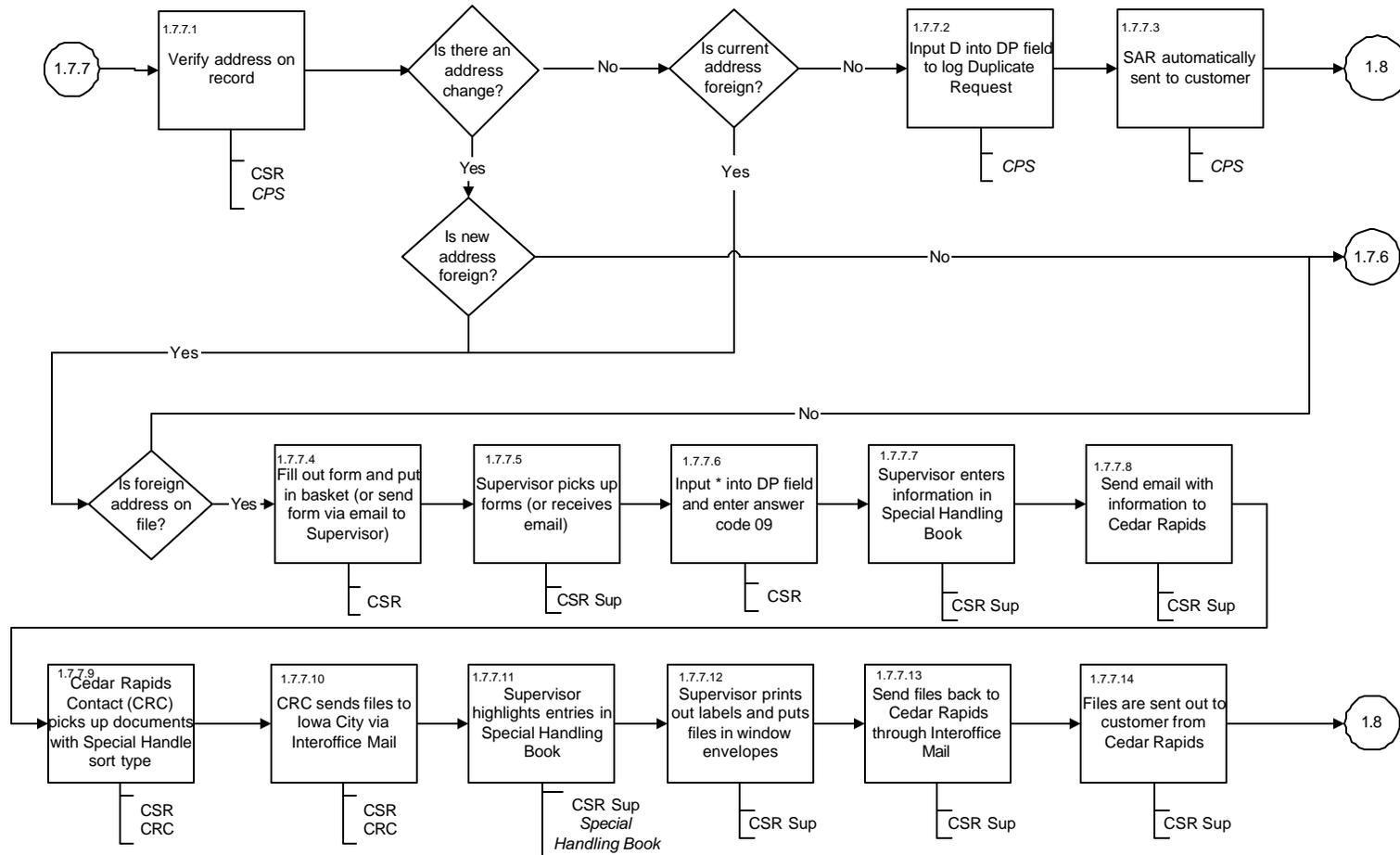
## 1.7.5 Student Aid Report (SAR) Help



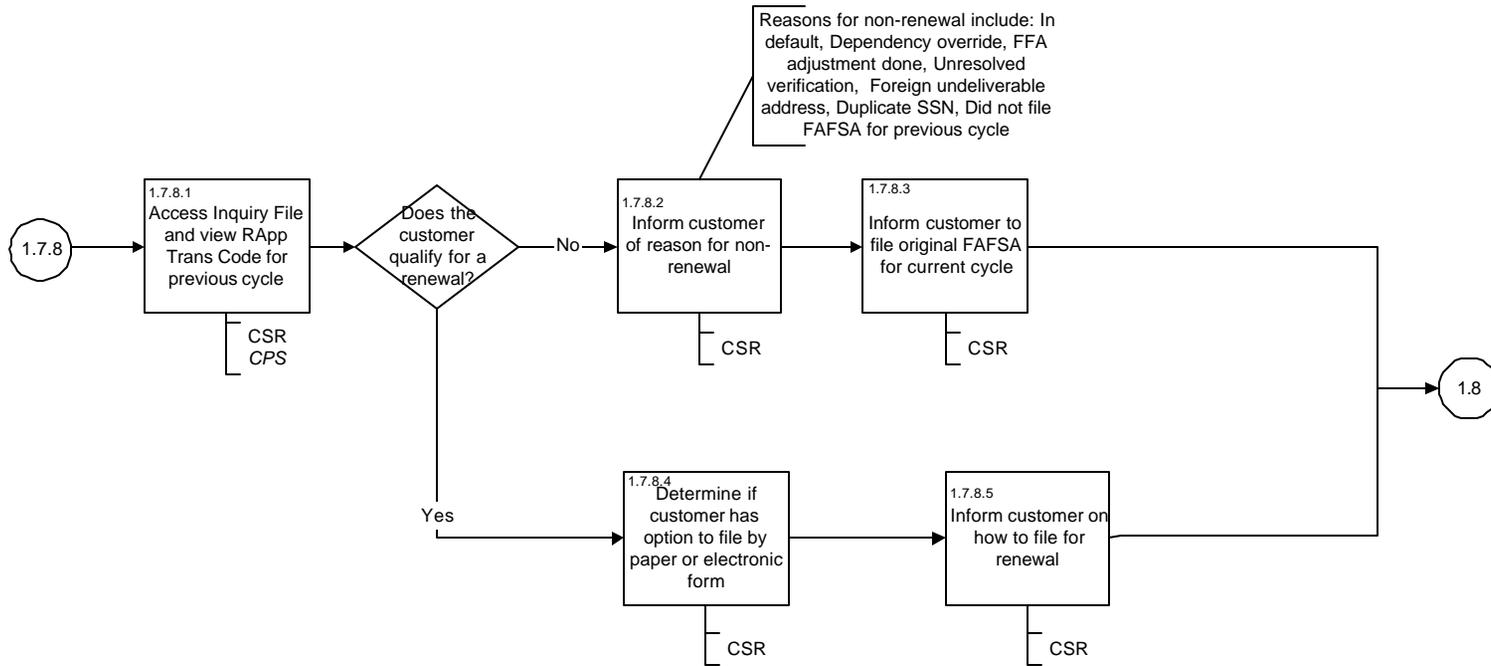
## 1.7.6 Aid Application Change



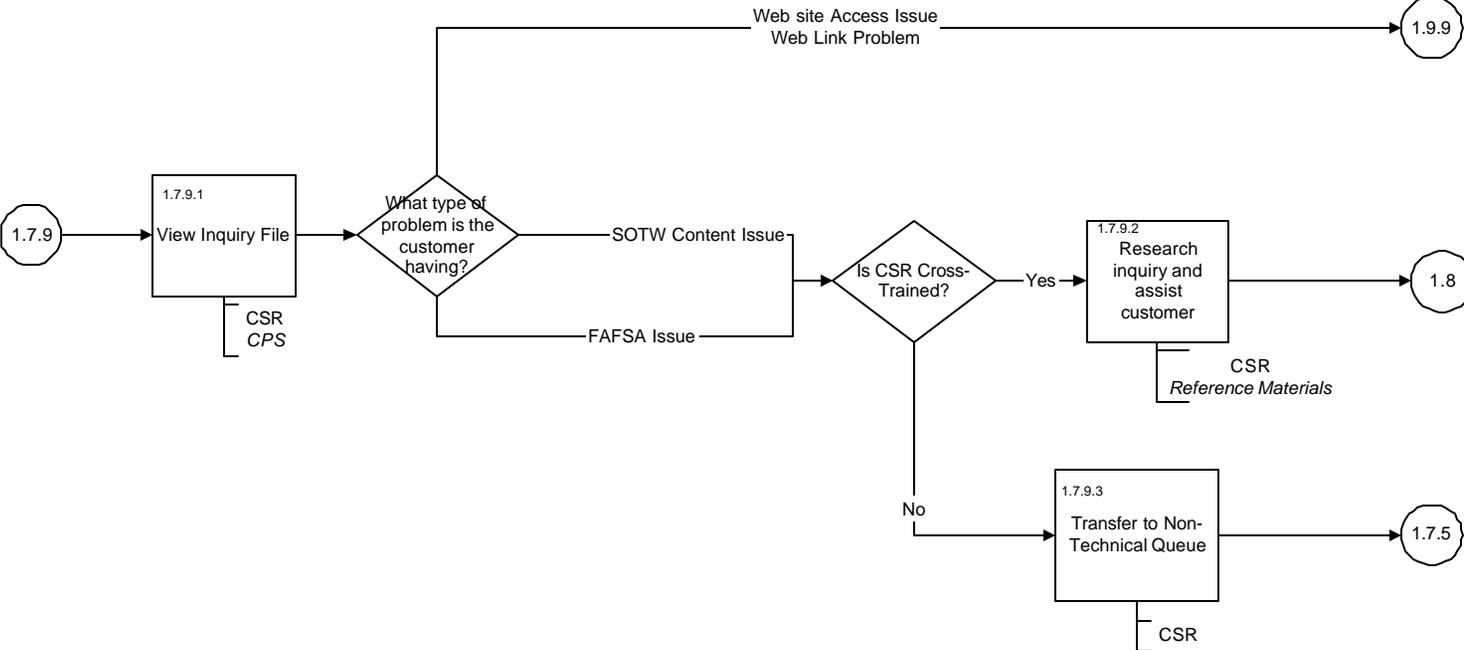
## 1.7.7 SAR Duplicate Request



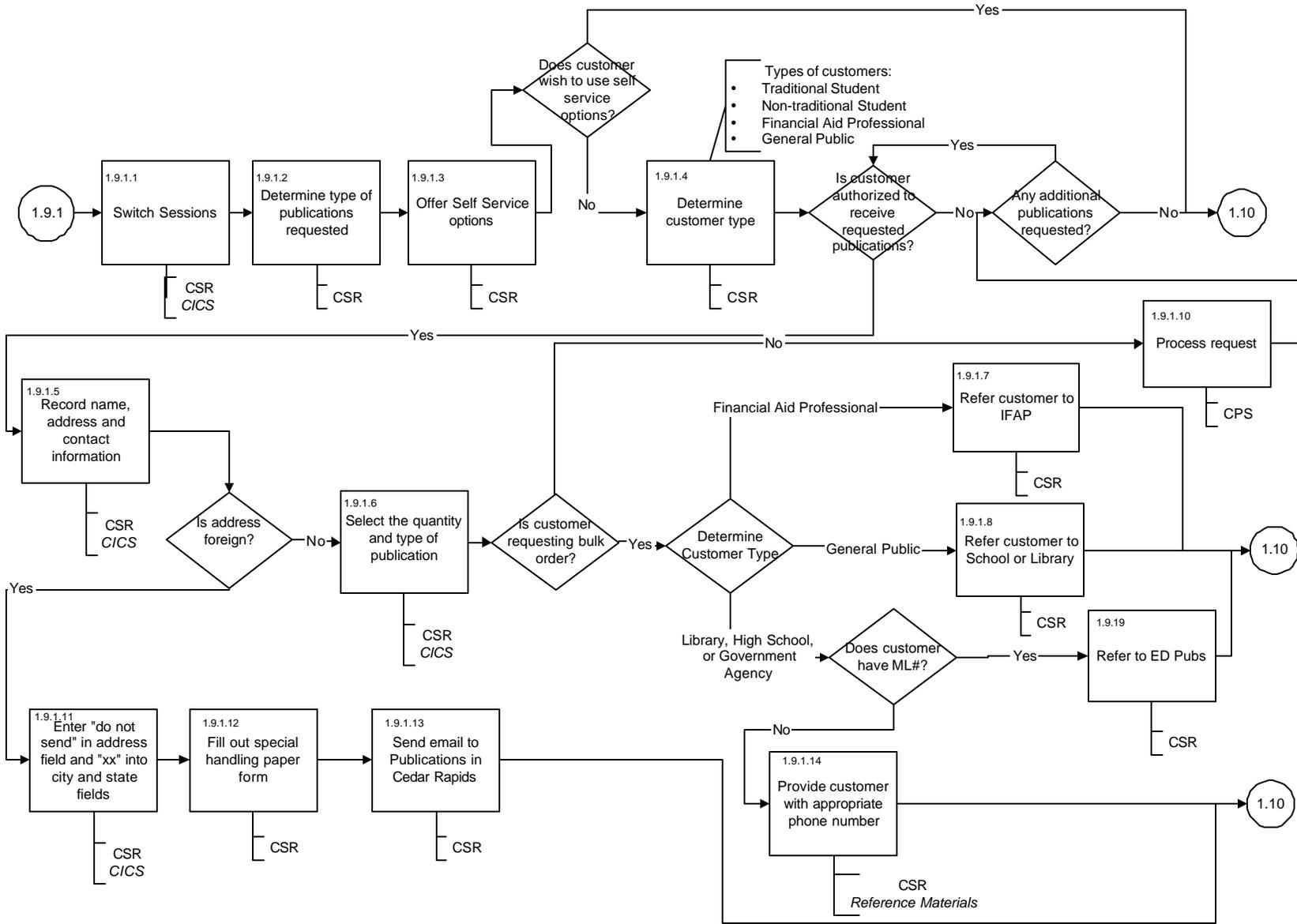
# 1.7.8 Renewal on the Web (ROTW) Help



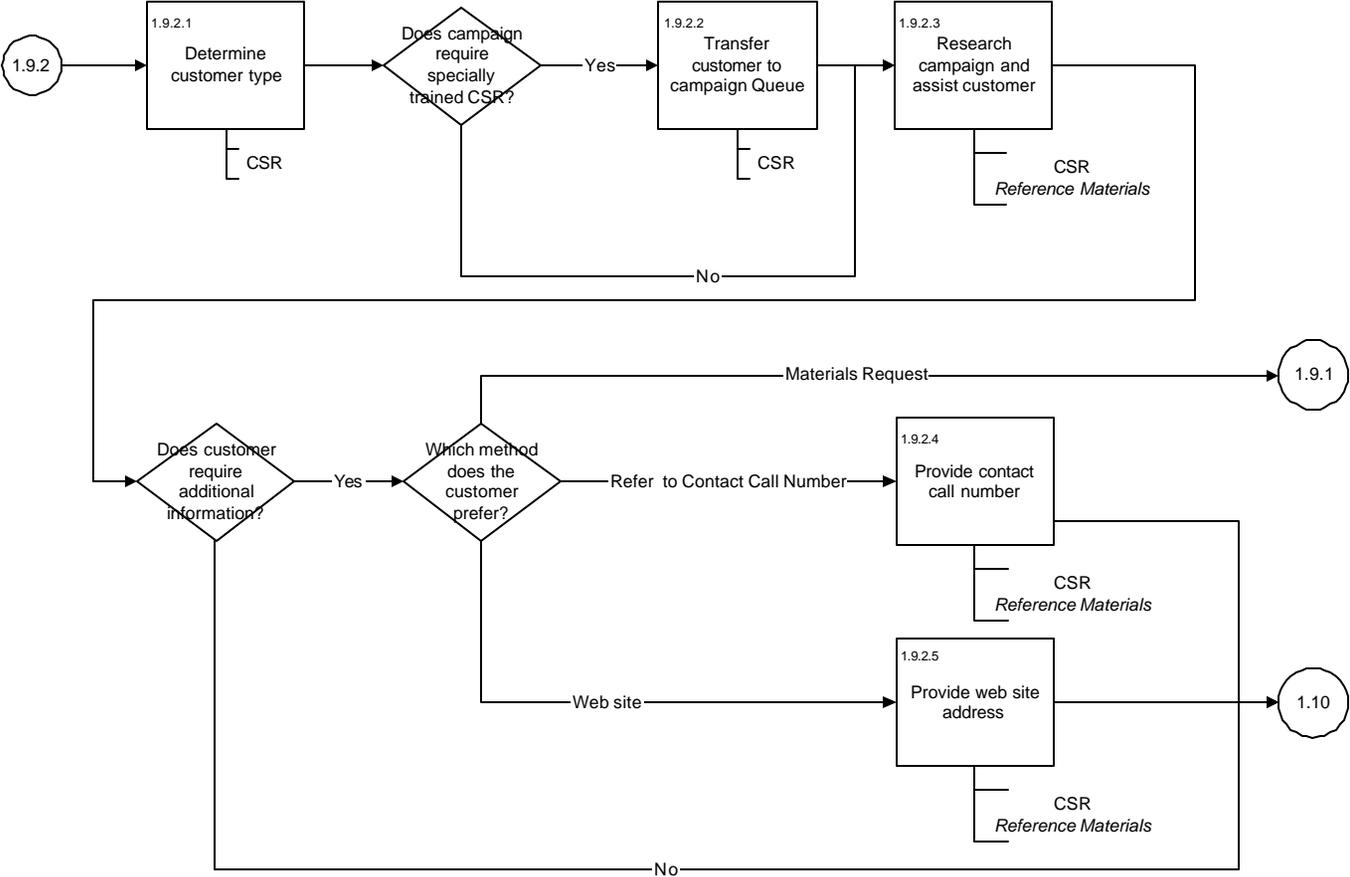
# 1.7.9 SAR on the Web (SOTW)



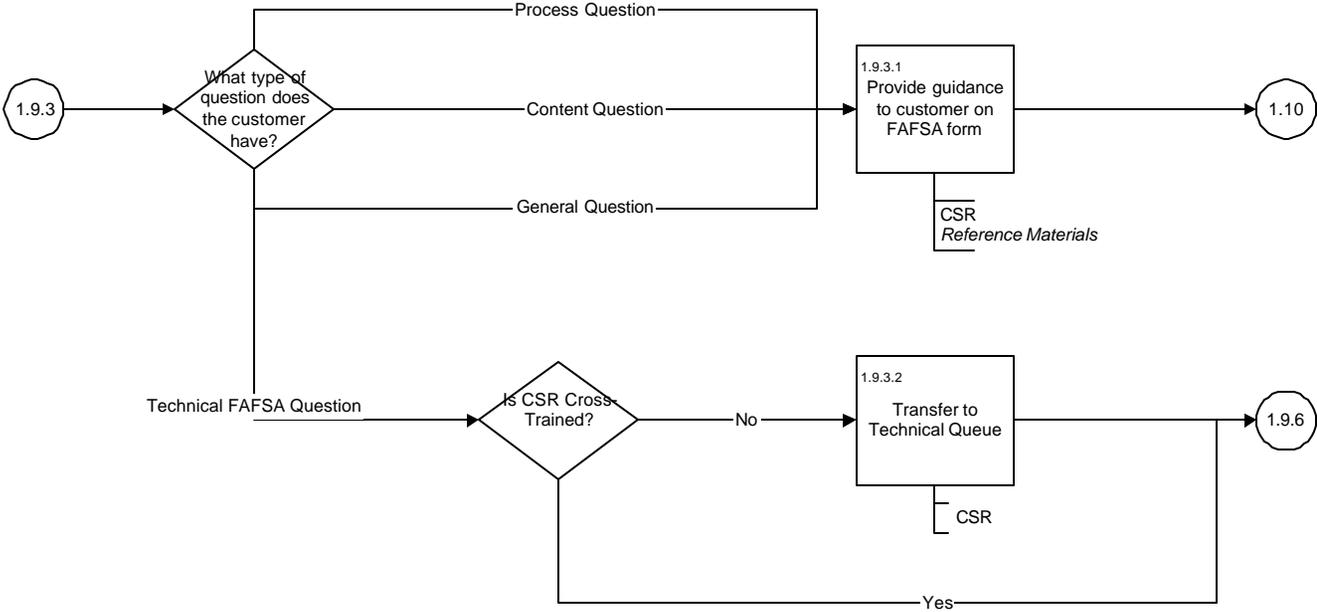
# 1.9.1 Materials Request



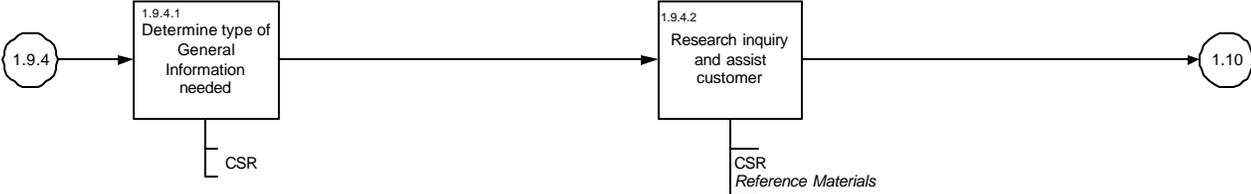
# 1.9.2 Special Awareness Campaigns



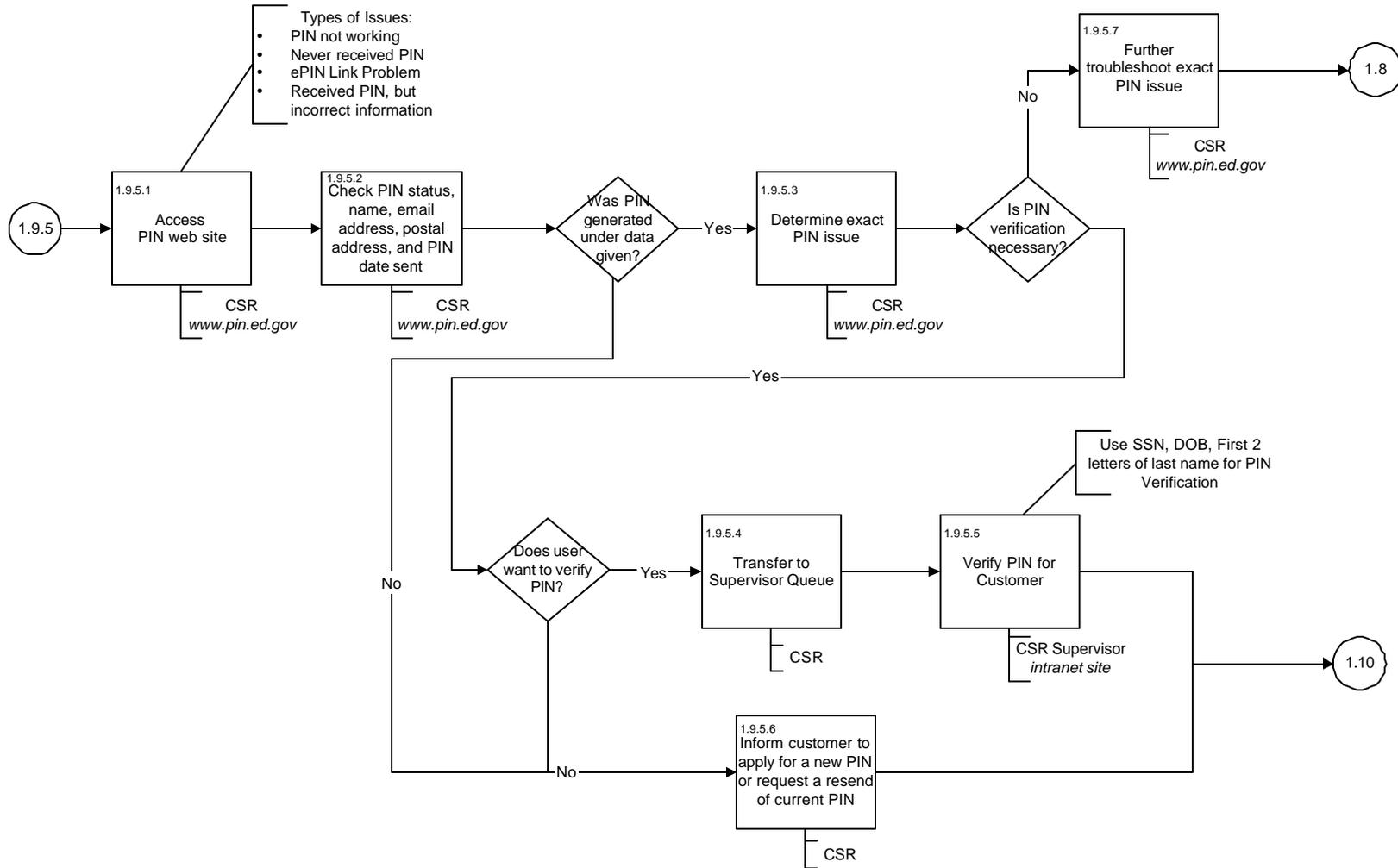
# 1.9.3 FAFSA Help



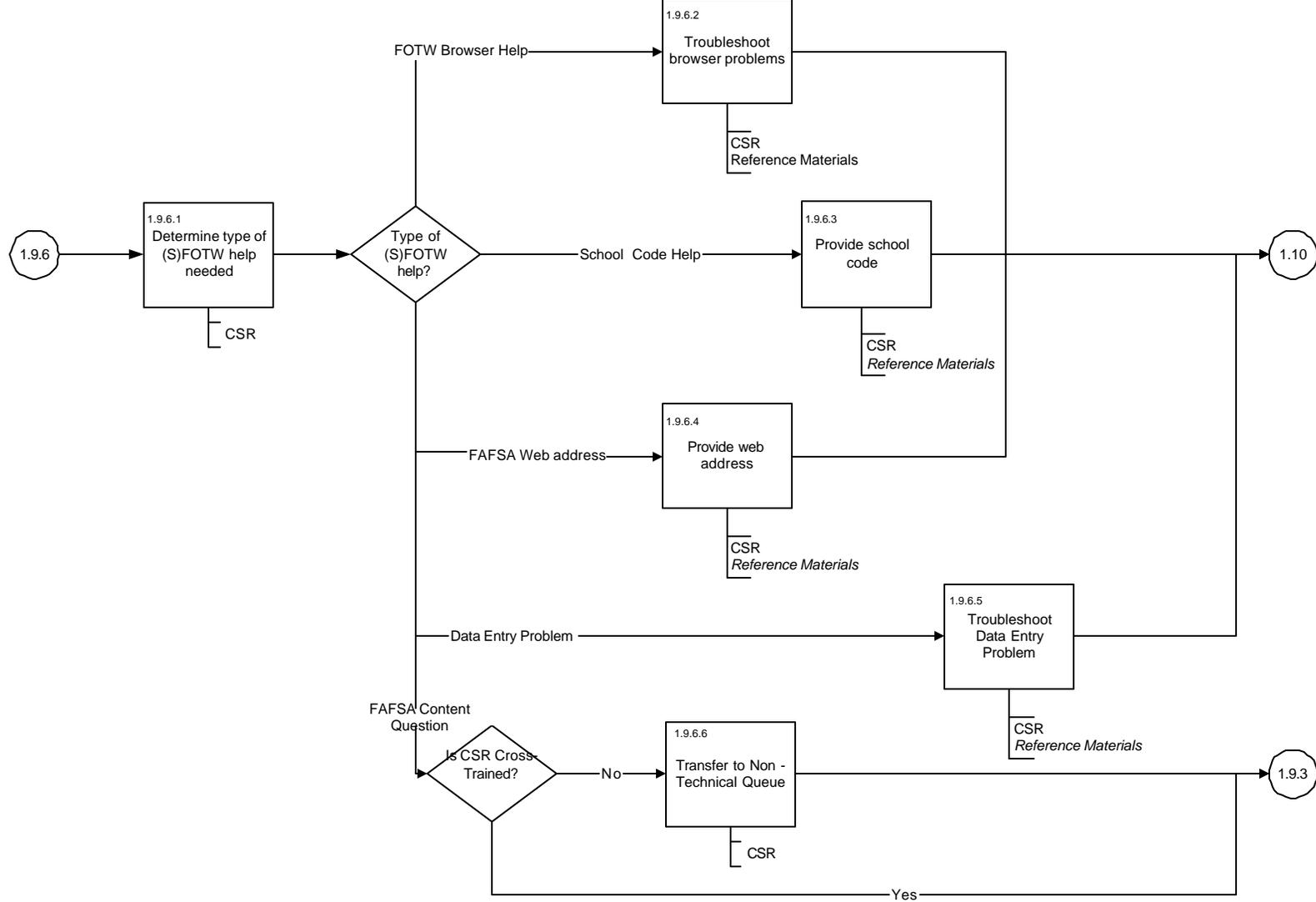
# 1.9.4 Request for General Information



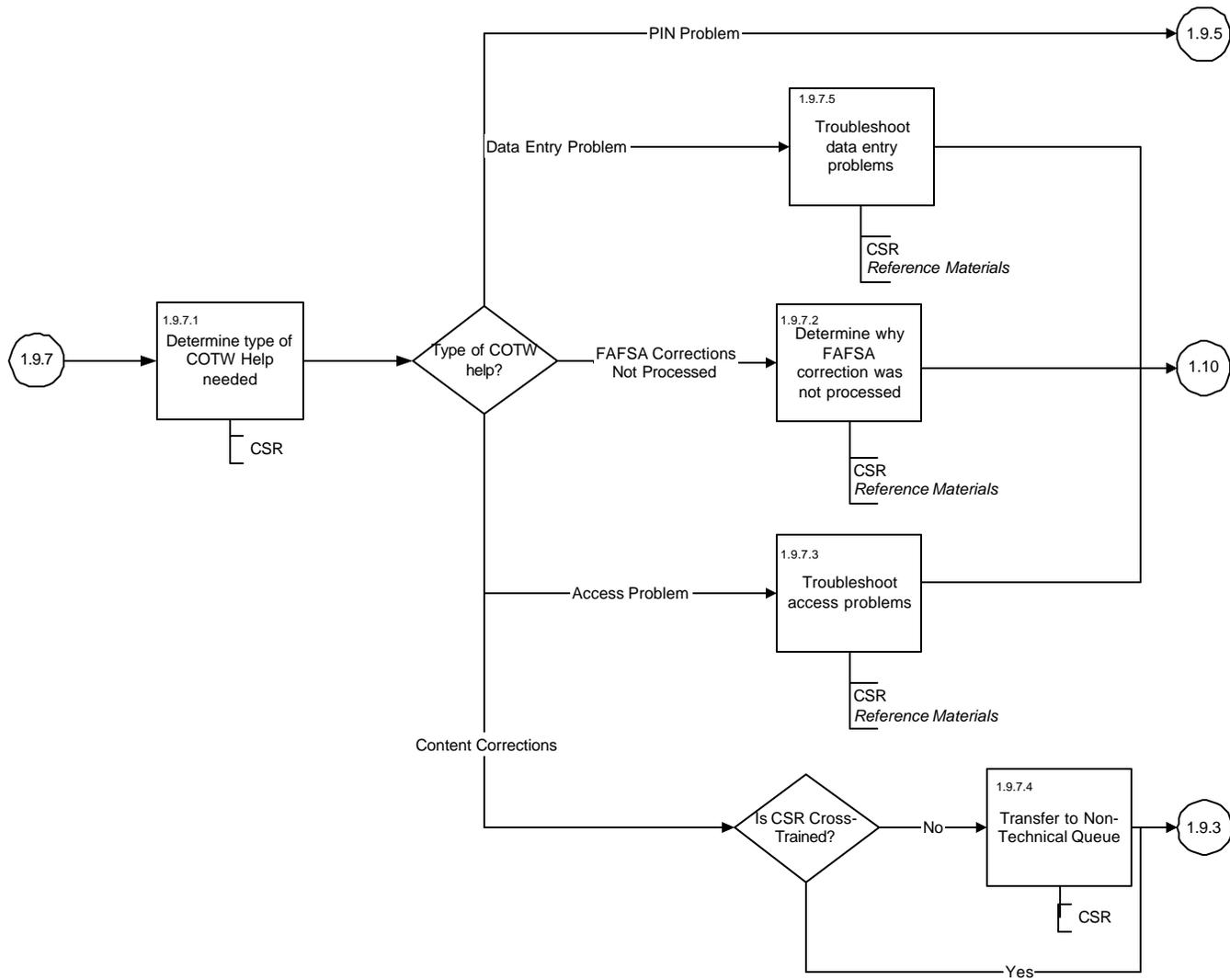
## 1.9.5 PIN Site Help



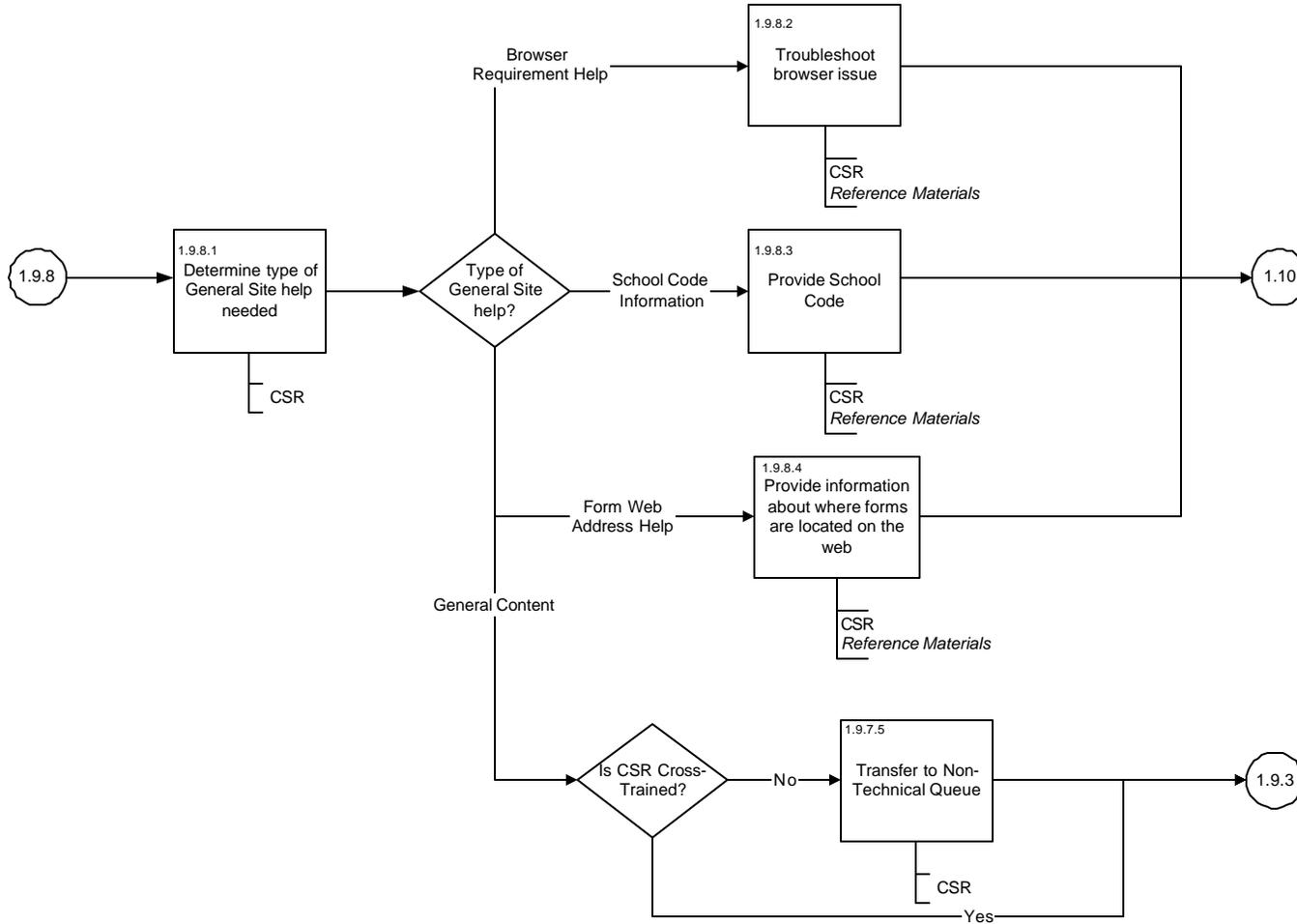
## 1.9.6 FAFSA On the Web (FOTW) Help (English and Spanish)



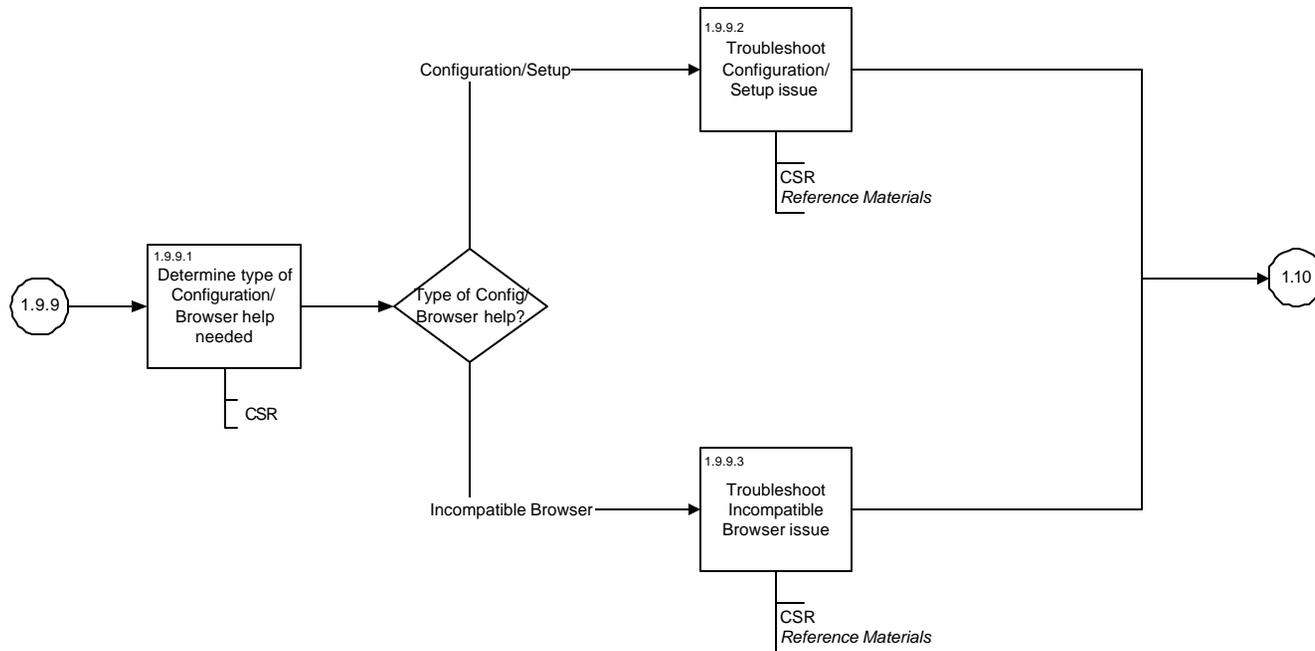
## 1.9.7 Corrections on the Web (COTW)



## 1.9.8 General Site Help



## 1.9.9 Configuration/Browser Issue



# Outbound Calls

