

July 17, 2001

TO: Dottie Kingsley
FROM: Howard W. Bell, Jr.
RE: Some thoughts on PAD

Division Mission

The **Program Analysis Division** provides its internal customers--the SFA Chief Operating Officer, the Financial Partners, Schools, and Students Channels, and the Enterprise Offices--with analyzes they can use individually and collectively to proactively modify processes for improving customer and employee satisfaction and reducing unit costs. Analyzes done by the Program Analysis Division also ensure program integrity by evaluating: 1) whether programs are achieving their intended purpose; 2) how well the programs are being delivered; and 3) if the programs are meeting customer needs -- doing "the right thing".

How Mission Accomplished

The Program Analysis Division collects, integrates, and analyzes information from a number of sources that include: 1) front-line, real time feedback measurement systems at the interface points with SFA's student, financial institution, and school customers; 2) the survey and other data generated by the Performance Measures Division; 3) customer profile information; and 4) data collected from private sector and other government sources. The Program Analysis Division performs its analyzes by working with internal and external experts, teaming with and coordinating the efforts of other SFA analysts.

Potential Analysis Projects

The number and type of analyses that the Program Analysis Division can pursue will be dictated by the needs of its internal customers. An example of analyses it can perform in the areas of ensuring program integrity and reducing unit costs while maintaining and/or improving customer and employee satisfaction are:

1. **Ensure program integrity** by quantifying the level of fraudulent reporting of Pell grant applicant income levels and the receptivity of students, schools, and financial partners to alternative approaches to reducing fraudulent reporting.
2. **Reduce unit costs** while maintaining and/or improving customer and employee satisfaction by analyzing the receptivity of students, schools, and financial partners to alternative approaches for handling a "single-point-of-contact service" that ensures easy access to information on the terms, conditions, and outstanding balances of all outstanding obligations for each student account.