



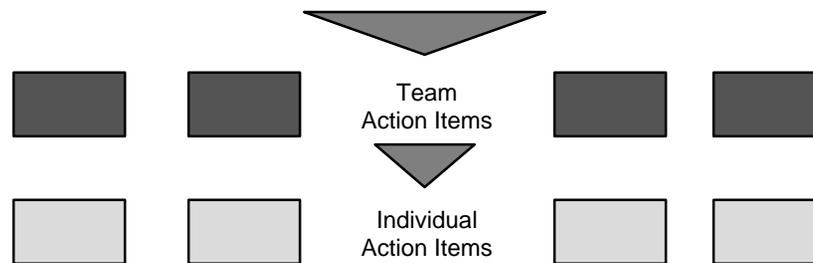
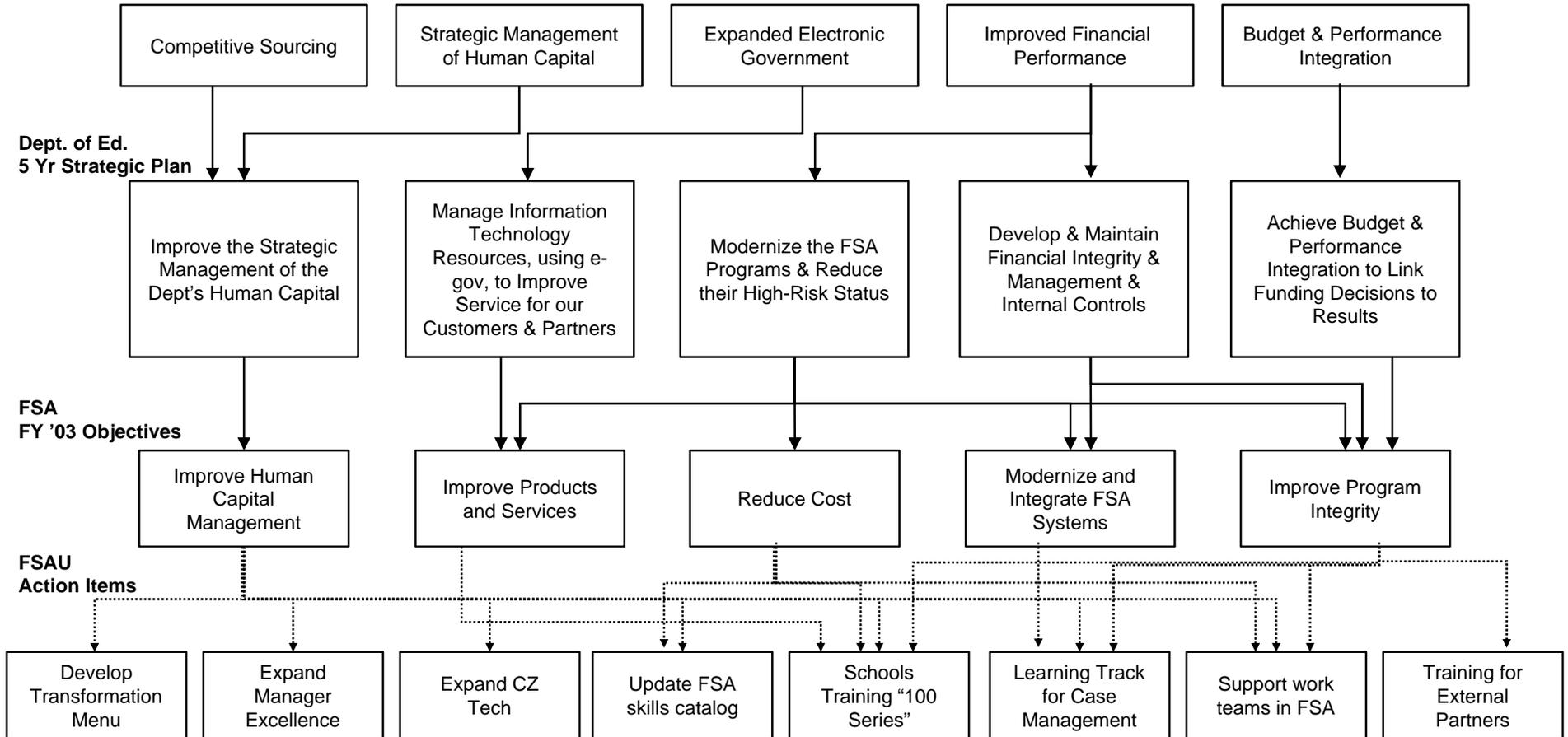
Performance Planning

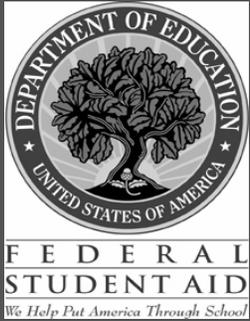
Overall Objectives:

- To identify the specific action items of individual teams within FSA University
- To confirm that all team action items are aligned with FSA's strategic direction as well as the overall direction and priorities of the Administration and the Department
- To demonstrate how individuals contribute to the overall success of FSAU and FSA

Performance Planning

President's Management Agenda





FSAU Action Items

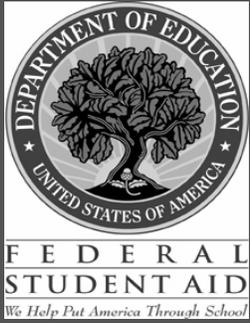
Develop Transformation Menu

Objective:

- Develop “transformation menu” to support organization units in achieving performance plan results and workforce transformation

FY03:

- Create list of support services for managers and teams that focus on results-orientation, employee engagement, manager excellence, improved performance, and learning and innovation
- Secure Management Council commitment to the menu and its alignment with FSA performance plan
- Make support available to organizational units in the forms needed



FSAU Action Items

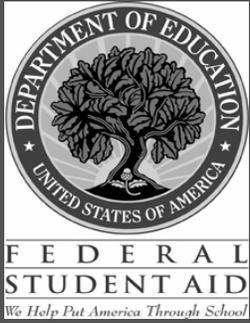
Expand Manager Excellence

Objective:

- Expand Manager Excellence initiative

FY03:

- Offer “Manager Excellence II,” focusing on change management and achieving results through others
- Continue the Manager Excellence performance support offerings (Action Learning groups, coaching, etc.)
- Offer on-line performance support for managers
- Ensure that FSA’s manager excellence program is aligned with ED’s manager excellence goals
- Establish Advisory Group of FSA managers



FSAU Action Items

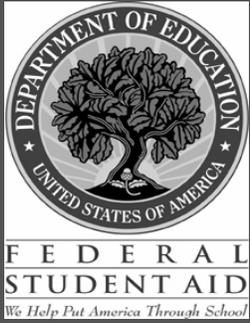
Expand CZ Tech

Objective:

- Expand Career Zone Tech and deliver Title IV courses

FY03:

- Expand CZ Tech to include additional modernization areas
- Build and deliver several two-hour sessions on Title IV basics, including key programs, delivery system, and negotiated rulemaking
- Build and deliver sessions on “Partnering for Performance” to increase collaboration



FSAU Action Items

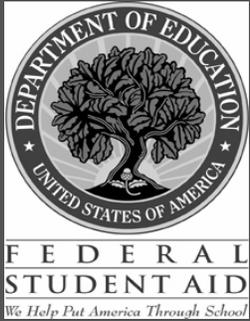
Update FSA Skills Catalog

Objective:

- Review, update and use the FSA skills catalog

FY03:

- Review and update FSA skills catalog (in conjunction with HR) to focus on mission-critical skills
- Conduct gap analyses based on skills catalog (business units TBD)
- Provide learning opportunities to fill skills gap



FSAU Action Items

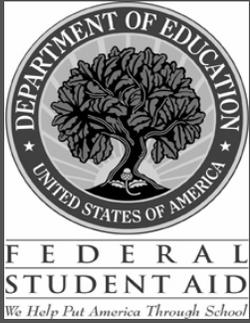
Schools Training “100 Series”

Objective:

- Plan, design, build, deliver, and assess an introductory “100” series of courses on the Title IV programs for our external partners, with the first three phases completed by 9/30/03

FY03:

- Plan the “100” series - audience analysis, defining learning objectives, specify content scope, etc.
- Design the content - create the outline and storyboards, develop the instructional strategy, etc.
- Build the content – create the instructor and participant guides, dry run and pilot tests, subsequent revisions, etc.



FSAU Action Items

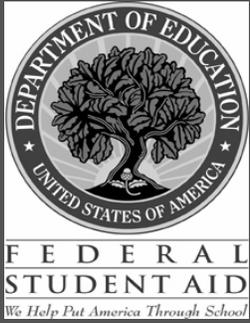
Learning Track for Case Management

Objective:

- Develop learning track(s) for case management teams

FY03:

- Conduct research and analysis of skills needed to perform specific Case Management jobs
- Create the “curriculum” for specific jobs
- Conduct skills assessment
- Provide learning opportunities to fill gaps



FSAU Action Items

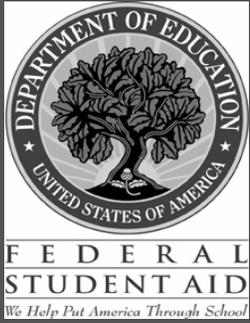
Support work teams in FSA

Objective:

- Support existing work teams in collaborative problem solving and decision making to improve performance

FY03:

- Consult with team leads to assess needs and develop solutions
- Develop materials and provide learning experiences that strengthen teams
- Integrate action learning and operating partner principles into teamwork
- Provide team coaching and facilitation



FSAU Action Items

Training for External Partners

Objective:

- Deliver multi-part Program Integrity Training to External Partners throughout FY03

FY03:

- Title IV videoconference targeted to high school guidance counselors and TRIO counselors
- Videoconference on the '03-'04 Title IV Delivery System
- Title IV Cash Management Life Cycle
- Pre-certification for the new Title IV schools
- EDEExpress training
- COACH on-line Title IV training