



# Program Analysis

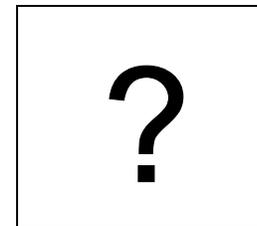
## A Panoramic View of FSA





# Analysis Overview

- Performance Measures
- Program Development
- Program Analysis





# PAD Mission

- Provide FSA Channels and Partners with analyses to proactively:
  - Modify processes
  - Make strategic decisions

That will:

- Improve customer satisfaction
- Improve employee satisfaction
- Reduce unit costs
- Ensure program integrity



# Enterprise Support

- FSA-wide program statistics and reports
- Statistical analyses, data mining, and trending without disrupting service delivery
- Impact analyses and projections
- Single resource for research projects & studies



# Program Analysis Division



## Program & Operational Analyses

- Project the impact of proposed program and process changes
- Conduct analyses that identify changes in the student aid environment
- Lead teams that quickly analyze problems and recommend immediate actions
- Quantify the individual and interactive effect of strategic initiatives on multiple FSA customers and processes
- Help to position FSA to benefit from innovative tools

7/8/02

## Quantitative Analyses

- Quantitative Analyses of Enterprise-wide program data:
- Aggregate and analyze data across Channel and Enterprise unit boundaries
  - Conduct statistical analyses, queries, data mining, and trending without disrupting customer services
  - Support Enterprise-wide usage of consistent and timely program data
  - Benchmark analytical processes and services with best-in-business and best-in-government
  - Review/synthesize internal reports

## Research

- Develop and implement research initiatives that provide customer, program and service information needed to proactively modify processes and services
- Identify and summarize research and best practices data from public resources
- Collaborate with other FSA offices to promote research information in FSA program delivery and services
- Interface with OPE, NCES, PES and other offices to promote understanding of program data and the strategic initiatives of the Department

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# Program and Operational Analyses

- Unit Costs for the FSA Programs



- Ability To Benefit (ATB)



- Pell Payment Project





# Pell Payment Project

What we are doing:

- Conducting quantitative analyses of data match with IRS 
- Identifying better statistical tools and analytical approaches 
- Collecting Best Practices 
- Developing multi-year FSA-wide plan   

Results:

- Ability to better estimate award error
- Improved detection of application error



# Quantitative Projects

- Dashboard     
  - Integrates program data across channels
- NSLDS/AD HOC
  - Query NSLDS for analyses of program data
- PAD Intranet Website 



# PAD Intranet Website

## What we are doing:

- Developing an Intranet site with
  - Research Summaries
  - PAD Reports
  - The PAD Newsletter (ongoing projects)
- Official release September 30, 2002

## Results:

- FSA-wide access to latest
  - Program information
  - Research and studies



# Research Projects

- Evaluation of Child Care Demonstration Project with report to Congress  
- Summarize Student Aid Research   
- Analysis of unpaid refunds to students with report to Congress  
- Student Aid eligibility over time  



# Student Aid Eligibility Over Time

## What we are doing:

- Develop a data base of Pell and student loan eligibility and award information over time
- Compare original FAFSA data to subsequent years
- Identify patterns of relative stability over time
  - Most significant changes in EFC occur in second year
  - 23% of applicants who applied for two consecutive years had the same EFC

## Results:

- Improve program integrity by better focusing verification efforts
- Reduce payment error



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with analyses to proactively:

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## Questions?