

VDC Customer Satisfaction Dashboard						
3-day Status from 09/09/02 to 09/12/02						
Channel	Delivery Against Contract	Recent Customer Satisfaction	VDC Confidence Level & Trend		CSC Issues & Status	Initiatives / Milestones (next 30-days)
Students	Green	Green	Yellow	↑	No Issues	* Portals release 2 is planned for September 30th. The FFEL OS/390 V2.10 upgrade will go in as scheduled on time and in budget this coming weekend of September 14th.
Schools	Green	Green	Yellow	↑	No Issues	None
Financial Partners	Green	Green	Red	↑	No Issues	* Portals release 2 is planned for September 30th.
CFO	Green	Green	Yellow	↔	No Issues	None
COO	Green	Green	green	↔	No Issues	* Ombudsman Internet Redesign - tentative go live date is September 30, 2002.
CIO	Green	Green	Yellow	↔	No Issues	None