



UNITED STATES DEPARTMENT OF EDUCATION

Office of Federal Student Aid Programs
Office of the Chief Operating Officer

TO: Secretary Rod Paige
U.S. Secretary of Education

FROM: Theresa S. Shaw
Chief Operating Officer

RE: FSA Weekly Report

DATE: March 31, 2003

THE WEEK AHEAD

Senior Management Retreat: Terri Shaw is scheduled to meet off site with her direct reports as part of a two-day strategic planning session.

KEY NEWS

Regional Office Visit: Terri Shaw began the first of her visits to all of the regional offices last week when she visited FSA's Atlanta regional office to meet Atlanta personnel and share her near-term strategy for the organization and her long-term goals for FSA.

Application Activities For Week Ending March 14, 2003: The Central Processing System ("CPS") has processed 11,807,775 FAFSA applications for the 2002-2003 cycle, a 7.2% increase over the 2001-2002 cycle and 3,843,119 for the 2003-2004 cycle, a 4.8% increase over the 2002-2003 cycle.

Total FSA Default Recoveries: Total FSA Default Recoveries for the fiscal year reached \$721.5 million, up 15% year to date. Total non-consolidation recoveries reached \$577.4 million, up 34% year to date. Combined Recoveries from our private collection agency efforts reached \$452.9 million, up 25% year to date.

FAFSA on the Web Volume: FAFSA on the Web volume for 2003-2004 is up 49.76% year to date. Electronic filing results in fewer errors, faster turn around, and reduced costs to ED.

FSA/OIG Collaboration

FSA and OIG are in the final stages of completing an investigative report on the "Identity Theft Project." This report will provide details regarding the 2000 students who falsified their FAFSA's by using stolen social security numbers to obtain money from FSA programs.

FAFSA 2004-2005: The comment period for the draft 2004-2005 FAFSA will remain open until May 5 with final approval expected by July 22 as compared to October 7 last year.



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News Related to Federal Student Aid Information Center (FSAIC) Activities: The FSAIC Customer Satisfaction Survey for the week rated 86.2 percent of responses as a 4 or higher on the 5-point scale.

Release of Dear Colleague Letter: The Dear Colleague letter providing guidance on administrative relief for students and borrowers affected by military mobilizations was released on Tuesday, March 25. We are working with the student aid community to ensure a seamless implementation.

GovBenefits: FSA CIO working with the Department of Labor completed adding programs to the GovBenefits website. The project's goal was to add all Federal programs to the website by April 29, its one year anniversary.

Data Center Consolidation: FSA CIO and ED OCIO are working to examine the feasibility of consolidating services into either the Atlanta data center or the FSA Virtual Data Center in Connecticut. This will negate the need to build/lease a third data center location in the Virginia Dulles corridor. A statement of work was prepared to assist with this analysis.

Accounting

- The FSA Accounting Division developed a methodology to reconcile the unapplied receivable account maintained by the Debt Collection Management Service ("DCMS"), which provides improved internal controls for cash and student payment allocation transactions.
- FSA and the Department met to develop a clear and complete audit trail for transactions posted from the Grant Administration and Payment System ("GAPS") to the Financial Management System ("FMS") and the Financial Management System Software ("FMSS"). Currently, the reconciliation process is hampered because there is no common field which links files transmitted to FMS and FMSS from GAPS.

Student Aid Awareness: FSA staff presented at four college fairs in New Jersey, New York and Connecticut serving over 3,400 students. Next week, FSA is scheduled to present at college fairs in Philadelphia and Chicago.

ON THE HORIZON

Regional Office Visits: On April 15, Terri Shaw is scheduled to visit FSA's Boston regional office. Shaw is scheduled to visit the New York office on April 16.

Federal CIO Council – Components Subcommittee: On March 18, FSA was asked to lead an interagency team tasked with conducting a comparative analysis of component-based enterprise



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architecture systems in an effort to identify a model for Federal agencies. A white paper summarizing results of the analysis will be drafted and presented to the full Components Subcommittee for approval prior to submission to OMB for distribution.

Department-wide Architecture Working Group: The Architecture Working Group is reviewing Computer Aided Software Engineering (“CASE”) tools for implementation across the Department. This effort incorporates a wide range of business process needs including Data Architecture and Enterprise Architecture requirements. A CASE tool decision is expected by March 31.

CONTACT INFORMATION

Please contact Chris Greene at 377-4003 with any questions.