

TO: Secretary Riley  
FROM: COO Greg Woods  
OSFA  
RE: Weekly Report  
DATE: August 22, 2000

### **PRINCIPAL OFFICE'S WORK ON PRESIDENTIAL INITIATIVES**

Nothing to report.

#### **OFFICIAL'S ACTIVITIES**

**National Performance Review Panel:** COO Greg Woods is invited to participate in a National Performance Review (NPR) Panel on September 6, 2000, at the White House. The panel will discuss the use of the American Customer Service Index (ACSI) to focus agency initiatives and achieve better outcomes.

**Leadership Forum:** COO Greg Woods is invited to speak at the Leadership Forum on September 18, 2000, at American University in Washington, D.C.

#### **DEPARTMENT'S NEWS**

**Student Loan Repayment Symposium 2000:** The Department of Education will convene a symposium on October 2-4, 2000 to solicit innovative recommendations and strategies for improving the future management of the student loan programs. Intended to bring together the "best and brightest minds" of the Higher Education Community, the Symposium will include invited participants and speakers from schools, lenders, guaranty agencies, servicers, secondary markets and Higher Education Community associations.

**e-Gain Software:** e-Gain mail is an e-mail management package that will give the Direct Loan Servicing Center the ability to route, track, and respond to the high volume of customer e-mails that are generated on the web server. The application will track the e-mail request and send it to the proper group for resolution. An auto-acknowledgement will be sent to the borrower notifying them that their e-mail will be processed. The e-Gain software implementation is scheduled for this month.

**Direct Loan Payments:** A total of 540,745 Direct Loan payments have been received through August 10, 2000, for a value of \$133,558,033.52.

**2001-2002 FAFSA:** Per OMB's terms of clearance, an addendum to 2001-2002 FAFSA Clearance Package was submitted to permit "operational impact" surveys as needed to allow quick resolution of unanticipated issues pertaining to application processing.

#### **CONGRESSIONAL TESTIMONY**

Nothing to report.

#### **LEGISLATIVE ACTIVITY**

Nothing to report.

#### **REPORTS**

Nothing to report.