

COMMUNICATIONS MANAGEMENT SERVICES

Communications Management Services seeks to build and sustain FSA image and ensure consistency in communications. Communications Management Services has the primary responsibility for providing the best in business communication service to the public and the FSA organization. To accomplish this mission, Communications Management Services performs the following functions:

- Internal Relations
- External Relations
- Freedom of Information Act and Privacy Act

Internal Relations: Internal Relations is focused on communications within FSA. It is responsible for employee communications and for providing communications support. Through a strategic partnership with FSA Services, Internal Relations manages all activities related to communications with FSA and ED staff including the management of Intranet content and development, management and implementation of internal communications strategies and plans.

External Relations : In coordination with the Department's Office of Public Affairs, External Relations is focused on the dissemination of information to the public. External Relations is responsible for using media tools to deliver information and messages. This area is the liaison between FSA and the Office of Public Affairs on media inquiries and manages responses to controlled correspondence. External Relations is also responsible for managing all local and national conferences held with the student financial assistance industry.

Freedom of Information Act and Privacy Act: In coordination with the ED Freedom of Information Act (FOIA) and Privacy Act Officer this team is responsible for coordinating the fulfillment of requests under FOIA and requests for information protected by the Privacy Act.