

IC Meeting Minutes
September 3, 2003

1. Redefining the IC Group – Because of the reorganization of the Schools Channel, the IC Group agreed that we need to redefine our role and mission in the new organization. Sharyn talked with Jeannette Zink regarding the existence of the current Schools Channel IC group and whether management even wants us to continue with an IC group to encompass our new organization. Jeannette agreed that the IC group should definitely continue but should be redefined to include other offices within Application, School Eligibility and Delivery Services (ASEDS). The IC group decided that we should start with looking at what we already have as our mission and purpose and revise as needed. Sharyn will send this to all of the current IC's for review and comment. Once we decide on what our purpose should be, we will decide WHO should be involved in the IC group and solicit volunteers.
2. Sharyn will also contact Chris Greene, who is the person responsible for the FSA-wide Internal Communicator's group to see what the status is with trying to re-establish that group.
3. Reorganization – A few of the IC team members raised the issue that some of the regional staff had concerns regarding Detail Notices that they or other Direct Loan Client Account Manager staff in their offices have received. Sharyn was going to try and write up something to management regarding this issue, however, Kay Jacks sent out an email on September 5th explaining the situation. If staff still have questions regarding this issue, they should contact Kay directly.

Next Meeting: Wednesday, October 1, 2003