

FSA
FEDERAL
STUDENT AID

We Help Put America Through School

A Vision for Real-Time Financial Aid Application and Award

Stephen Hawald – Chief Information Officer/FSA

October 3, 2002

Atlanta, GA



Where we are Today...

Performance Based Channels Strengthen Customer Relationships



Customer Aligned Organization
Students, Schools, Financial Partners Channels

Federal Student Aid Programs



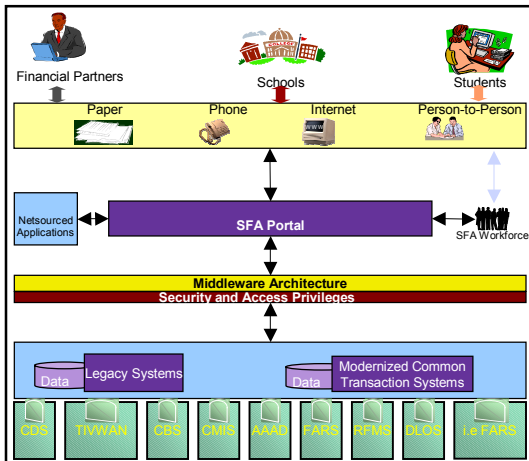
Federal Student Aid
\$50B+ in Loan Portfolio
6000+ Participating Schools
31.3M+ Aid Recipients

Survey results either “beat” or nearly match private sector

	Today	
	Customer Satisfaction	Employee Satisfaction
SFA	74.2	74.8
Private Sector	74.4	72.0

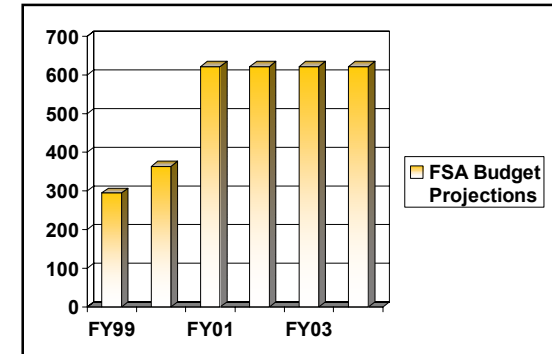
Positive Survey Results
Gallup/ACSI

Seamless Interaction with Architecture



Simplified Integrated
Technical Architecture

SFA Operations Budget Growth



Level Budget, Reducing
Costs/ Lowering Unit Costs



Pillars of Modernization

- Paper to Electrons
- Program Integrity (Fraud, Waste, and Abuse)
- Customer-centric
- Integrated Enterprise Architecture using Middleware
- Innovation in Contracting using a Modernization Partner

Key Pillars Drive Modernization of FSA Systems and Processes



Customer Interaction and Participation

- Integration Data
- Improve Service and Customer Access
 - Web portals and integrated call centers
- Reduce Costs for FSA, Colleges, and Universities
 - Lower cost of business processing
 - Self-service for customers reduces FSA service delivery costs
 - Real-time services





U.S. Department of Education Schools Portal



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FSA Links & IFAP Database

RESOURCES & TRAINING

- ☐ [Conference](#)
- ☐ [Training](#)
- ☐ [IFAP Library by Title or Topic](#)
- ☐ [Listservs/Mailing Lists](#)
- ☐ [Publications and How to Order](#)
- ☐ [School/Lender/Program Data](#)
- ☐ [Software and Manuals](#)

FAA Access to Student Data

- ☐ [COD](#)
- ☐ [Application/Recertification \(E-App\)](#)
- ☐ [eCampus-Based/FISAP](#)

FSA Calendar

September 2002						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

- Friday, September 6**
- You Have a New Schools Portal
 - Campus Crime Data Due by October 14, 2002
 - FISAP Submission Deadline - October 1, 2002
 - Using Play-Based Curricula to Enhance Literacy Experiences for All Young Children

FSA Headlines

- FSA Policy and Rule Changes**
- **NPRM - Title IV Program Issues: Comments due October 7, 2002**
 - **NPRM - Title IV Loans Issues: Comments due October 7, 2002**
- FSA News**
- **National Default Prevention Day session handouts are available**
 - 2003-2004 Latest Draft of the FAFSA Dated 08-21-02 Now Available.
 - Federal Student Aid CIO Technology Update
 - Comments on Federal Student Aid Report
 - Campus Crime Data Due by October 14, 2002
 - 26 Days Left to Submit Your FISAP on the Web
 - Register now for FSA's Apps Processing Videoconference
 - You Have a New Portal



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FSA Links & IFAP Database

My Student's Data - Award Year 2002-2003

Matt Kain Student ID 123123123 KA
1231 STREET ADDRESS, AK 12345

Student Aid Report			Pell Originated			Pell Disbursed		
Date Processed	EFC		Date Processed	EFC		Date Processed	EFC	
Transaction 1 01/01/2002	123	View Detail	Transaction 1 01/01/2002	123	View Detail	Transaction 1 01/01/2002	123	View Detail
Transaction 2 01/01/2002	123		Transaction 2 01/01/2002	123		Transaction 2 01/01/2002	123	
Transaction 3 01/01/2002	123		Transaction 3 01/01/2002	123		Transaction 3 01/01/2002	123	
Loan Originated			Loan Disbursed			Repayment		
Date Processed	EFC		Date Processed	EFC		Date Processed	EFC	
Transaction 1 01/01/2002	123	View Detail	Transaction 1 01/01/2002	123	View Detail	Transaction 1 01/01/2002	123	View Detail
Transaction 2 01/01/2002	123		Transaction 2 01/01/2002	123		Transaction 2 01/01/2002	123	
Transaction 3 01/01/2002	123		Transaction 3 01/01/2002	123		Transaction 3 01/01/2002	123	



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FSA Links & IFAP Database

FAA Correction Entry - Student ID 123123123 KA Transaction 01

2003-2004 Application Correction

[Step 1/](#) [Step 2/](#) [Step 3/](#) [Step 4/](#) [Step 5/](#) [Step 6/](#) [Bottom](#)

Step 1. (Q1 - Q35)

1. Last Name	#	<input type="text" value="KAIN"/>	Select <input type="button" value="v"/>
2-3. First Name, Middle Initial	#	<input type="text" value="MATT"/> <input type="text" value="P"/>	Select <input type="button" value="v"/>
4. Permanent Street Address		<input type="text" value="1231 STREET ADDRESS"/>	Select <input type="button" value="v"/>
5. City		<input type="text" value="CORALVILLE"/>	Select <input type="button" value="v"/>
6-7. State Abbreviation, Zip Code		<input type="text" value="Alaska"/> <input type="text" value="12345"/>	Select <input type="button" value="v"/>
8. Social Security Number		<input type="text" value="123123123"/>	Select <input type="button" value="v"/>
9. Date of Birth		<input type="text" value="11111980"/>	Select <input type="button" value="v"/>
10. Permanent Home Phone Number		<input type="text" value="123456789"/>	Select <input type="button" value="v"/>
11. Driver's license Number		<input type="text" value="123123123"/>	Select <input type="button" value="v"/>
12. Driver's License State Abbreviation		<input type="text" value="Alabama"/>	Select <input type="button" value="v"/>
13. Citizenship Status		<input type="text" value="Yes, I am a U.S. Citizen"/>	Select <input type="button" value="v"/>
14. Alien Registration Number		<input type="text"/>	Select <input type="button" value="v"/>



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FSA Links & IFAP Database

My Student's Data – Award Year 2002-2003

Matt Kain Student ID 123123123 KA
1231 STREET ADDRESS, AK 12345

Transaction 04 EFC 456 COA \$10,000.00

[View Application](#)

Program	Total Award	Total Disbursement	Correction
Pell	\$1,000.00	\$1,000.00	\$500.00
Direct Loan	\$3,000.00	\$500.00	
<i>Subsidized</i>	\$2,000.00	\$2,000.00	
<i>Unsubsidized</i>	\$500.00	\$500.00	
<i>Plus</i>	\$0.00	\$500.00	
Campus Based	\$0.00	\$0.00	
Federal Work Study	\$0.00	\$0.00	\$500.00
Perkins	\$0.00	\$0.00	
FSEOG	\$0.00	\$0.00	
Totals	\$4,000.00	\$1,500.00	



Barriers



- Speed of Adoption From Agencies and Schools
- Acceptance From Direct Lenders and FFEL Community
- Obtain PESC Standards
 - Higher education data standards
- Identification, Authentication and Authorization
- Cooperation With Other Federal and State Agencies (i.e., e-Gov Initiatives)



Next Steps

- Continue to Work Jointly With EDUCAUSE
- Expand FSA's Customer-centric Approach
- Develop Outreach Program for Our Partners
- Jointly Work With PESC to Develop Standards

