



Modernizing Financial Aid Delivery

Steve Hawald
Chief Information Officer
Federal Student Aid
U.S. Department of Education

California Community Colleges
Chief Information Systems Officers Association
Monterey, California - April 15, 2002

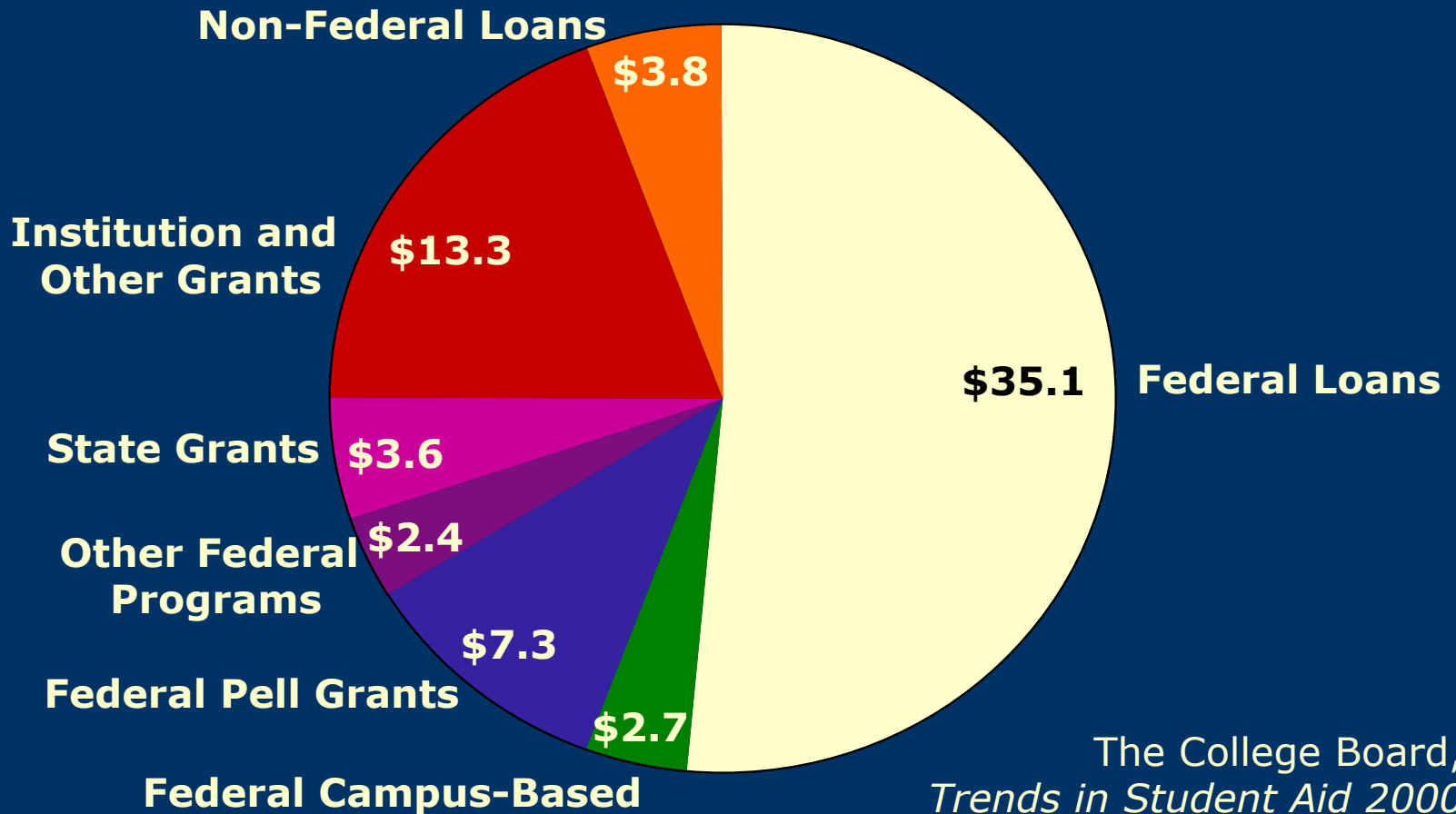
The FSA Context



Postsecondary financial aid

TOTAL AID AWARDED 1999-2000

\$68.4 Billion



The College Board,
Trends in Student Aid 2000



Performance objectives

- “Raise Our Customer Satisfaction Index From a Level Typical of Government to the Range Enjoyed by America’s Best Financial Service Companies.”
- “Reduce Our Unit Cost — the Amount We Spend Administering Per Recipient — by One-fifth”
- “[Raise] Our Employee Satisfaction Rating...From Mediocre to the Level of NASA Workers Who Reach for the Stars.”

Greg Woods, Interim Performance Objectives

Nov 15, 1999



Customer satisfaction

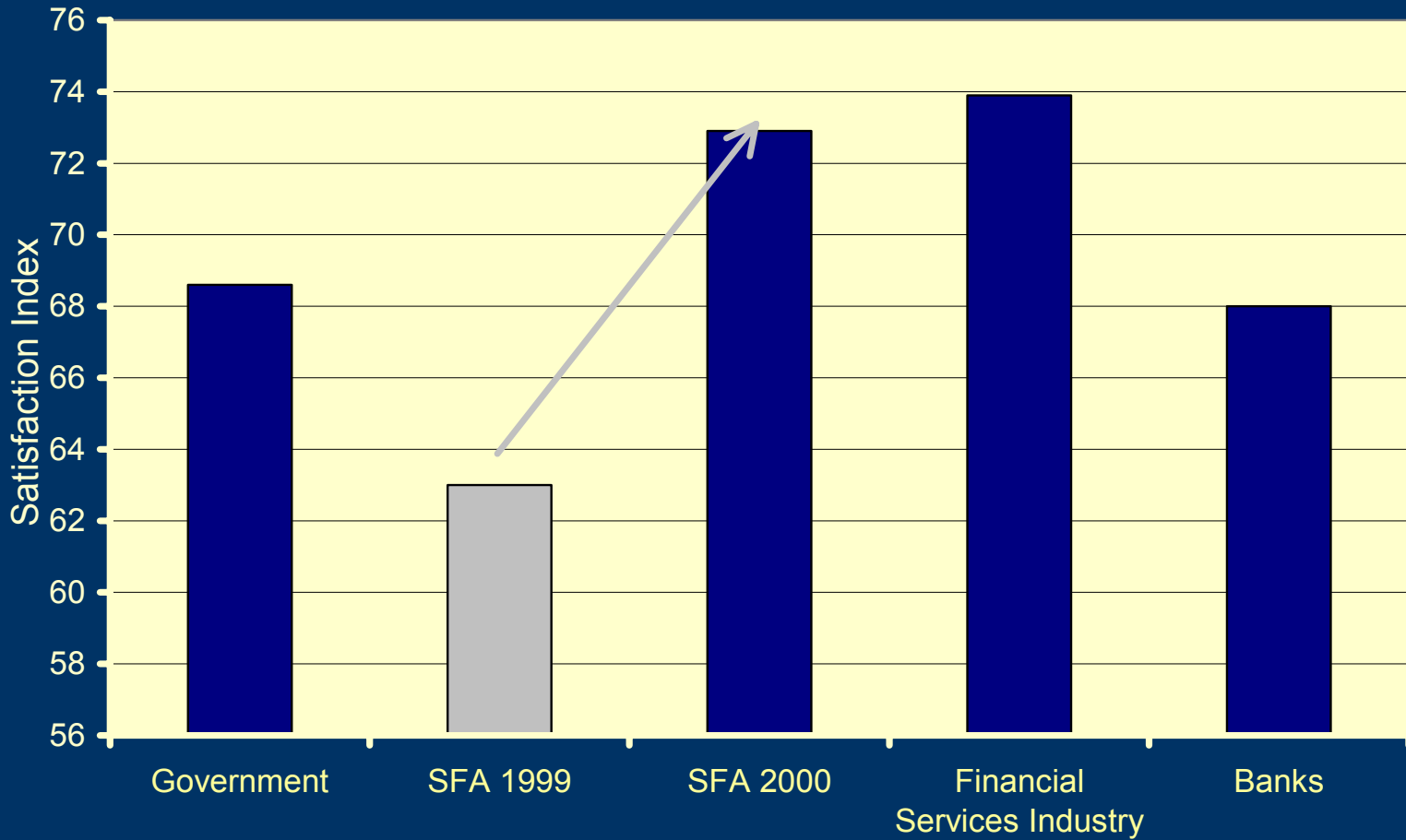
	1999	2000	
Federal Government	68.6	68.6	0
Student Financial Assistance	63	73	+10
Patent & Trademark Office	57	59	+2
Internal Revenue Service (e-filers only)	74	75	+1
Federal Emergency Management Agency	73	73	0
U.S. Mint	86	84	-2

*American Customer Satisfaction Index
University of Michigan Business School*



Customer satisfaction

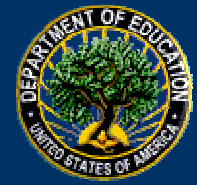
American Customer Satisfaction Index
University of Michigan





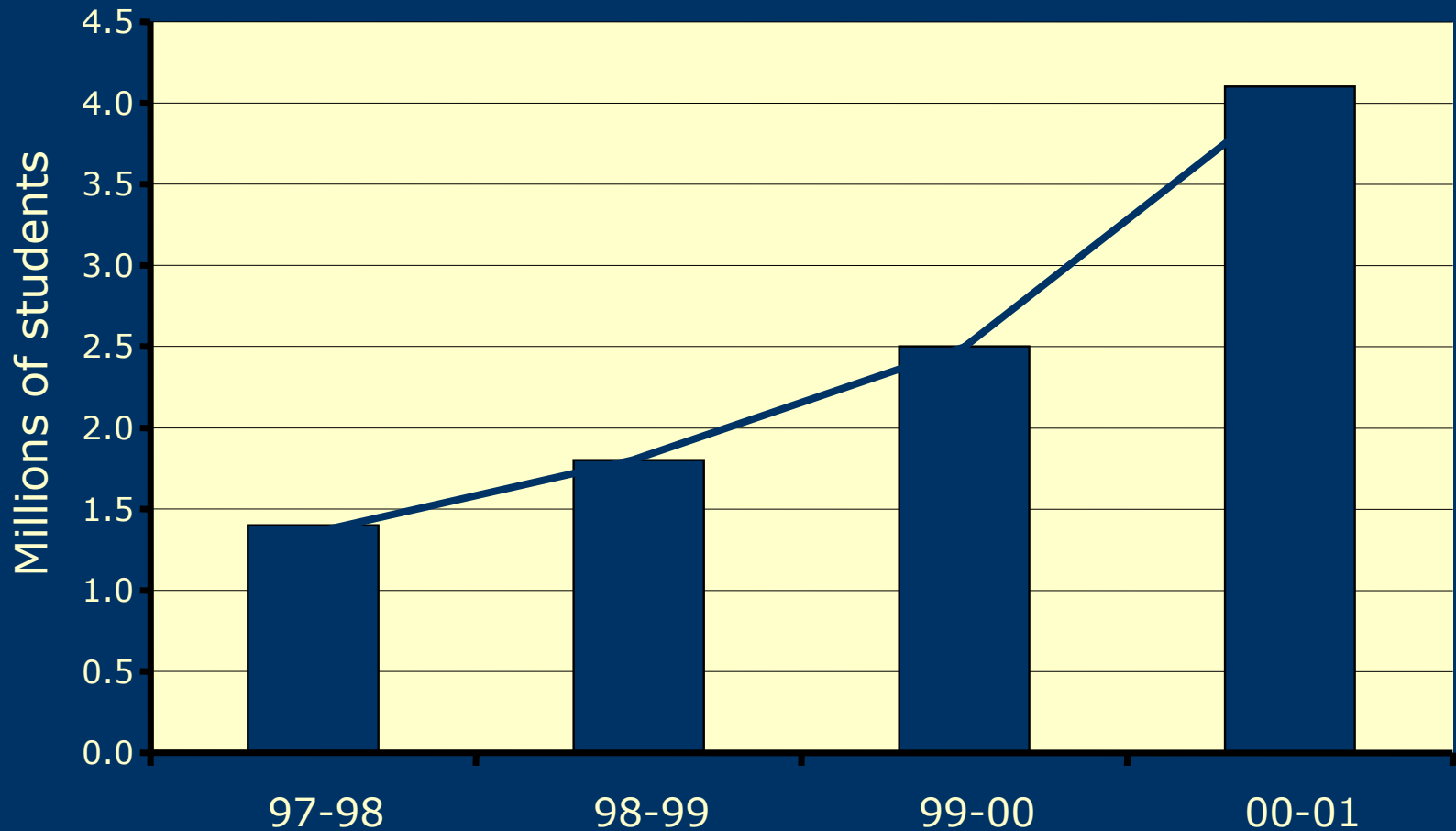
Web-Enabled Applications

- FAFSA on the Web
- Schools Portal Release 2.0 with Single Sign-On
- Financial Partners Portals – FY 2002
- Student On-line Access to Direct Loan Servicing
- API to FSA Systems



FAFSA On The Web

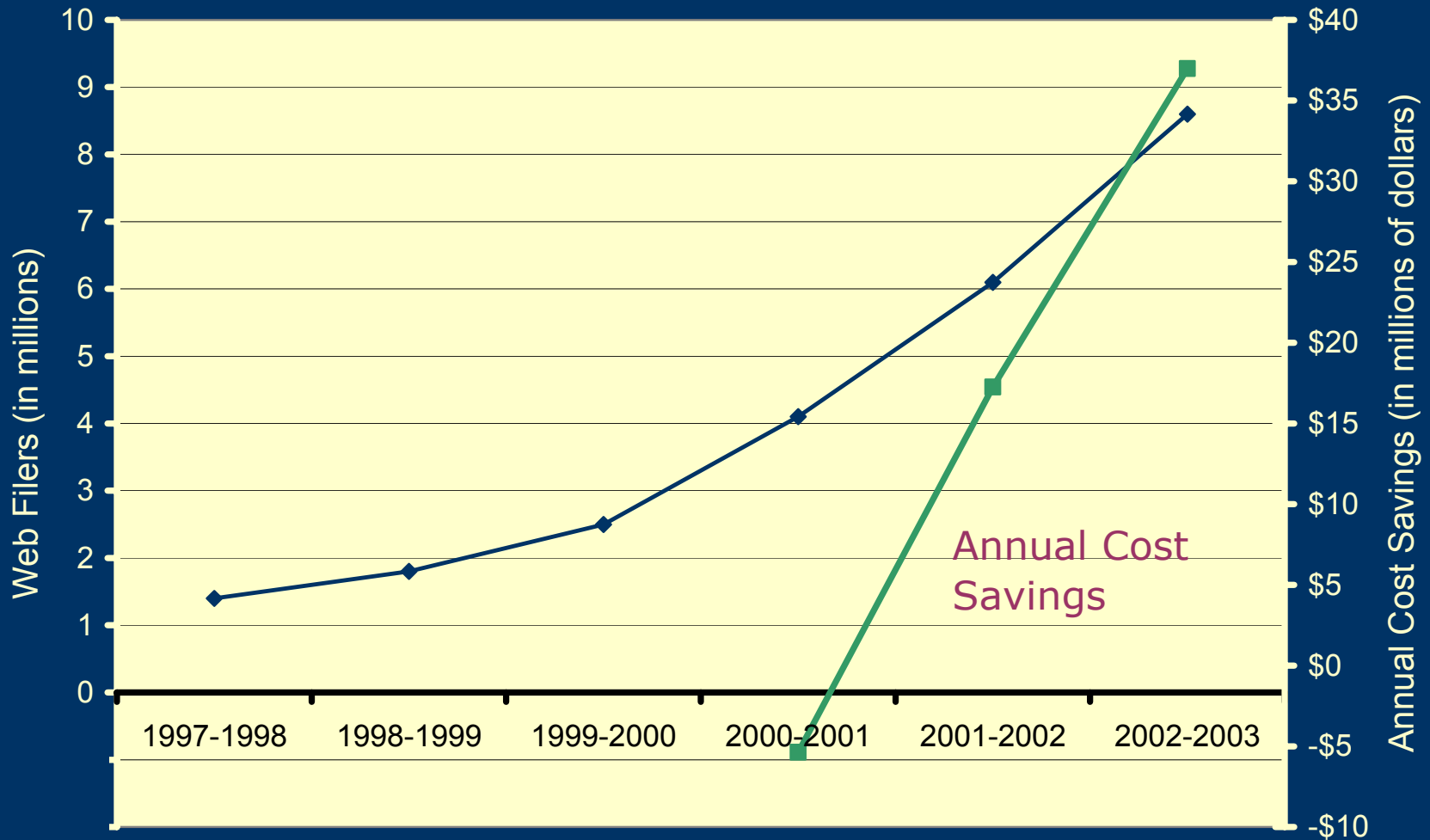
FAFSA e-Filers





Cost savings

FAFSA On the Web



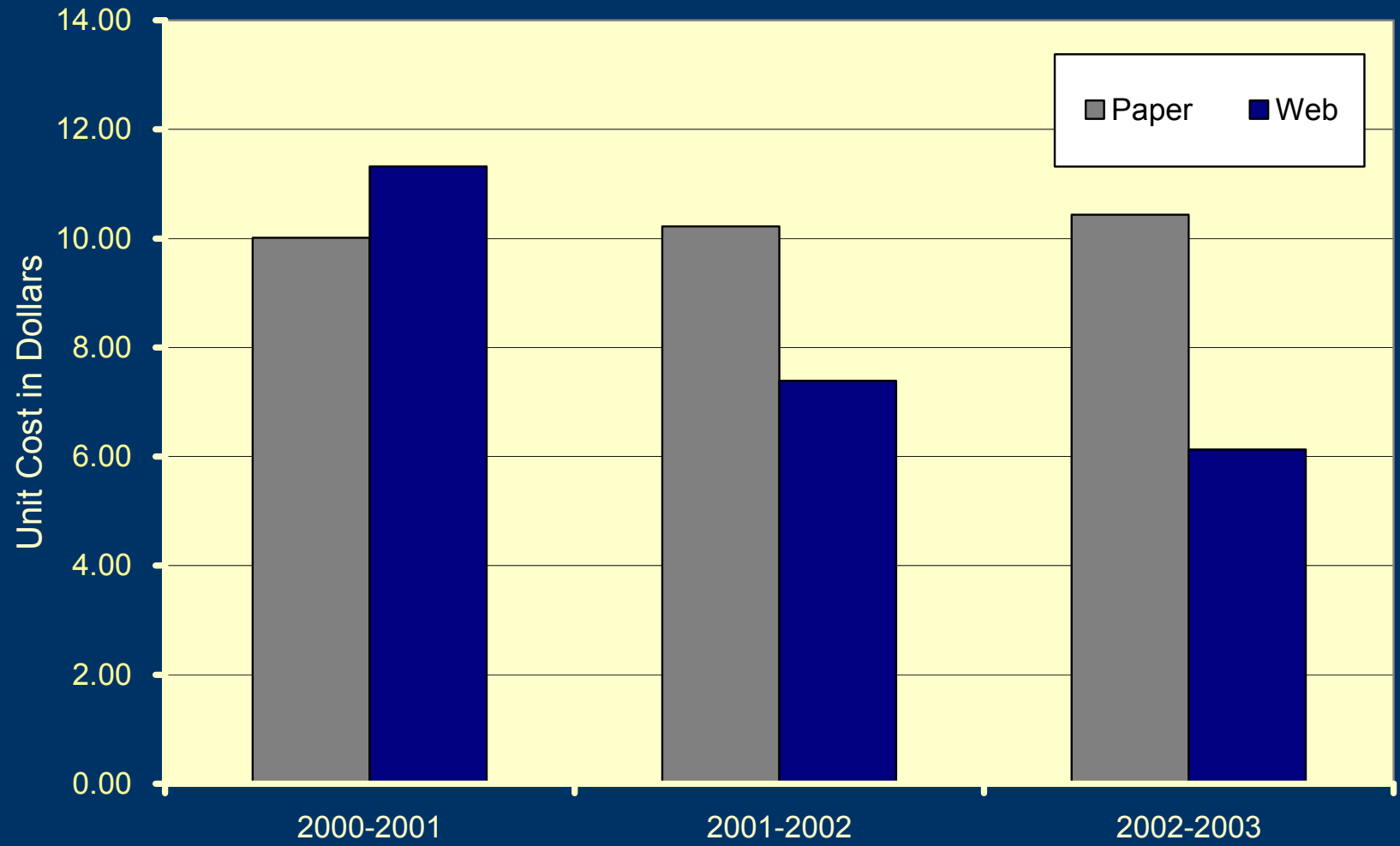
Student Financial Assistance
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Unit costs

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Cost of FAFSA Processing

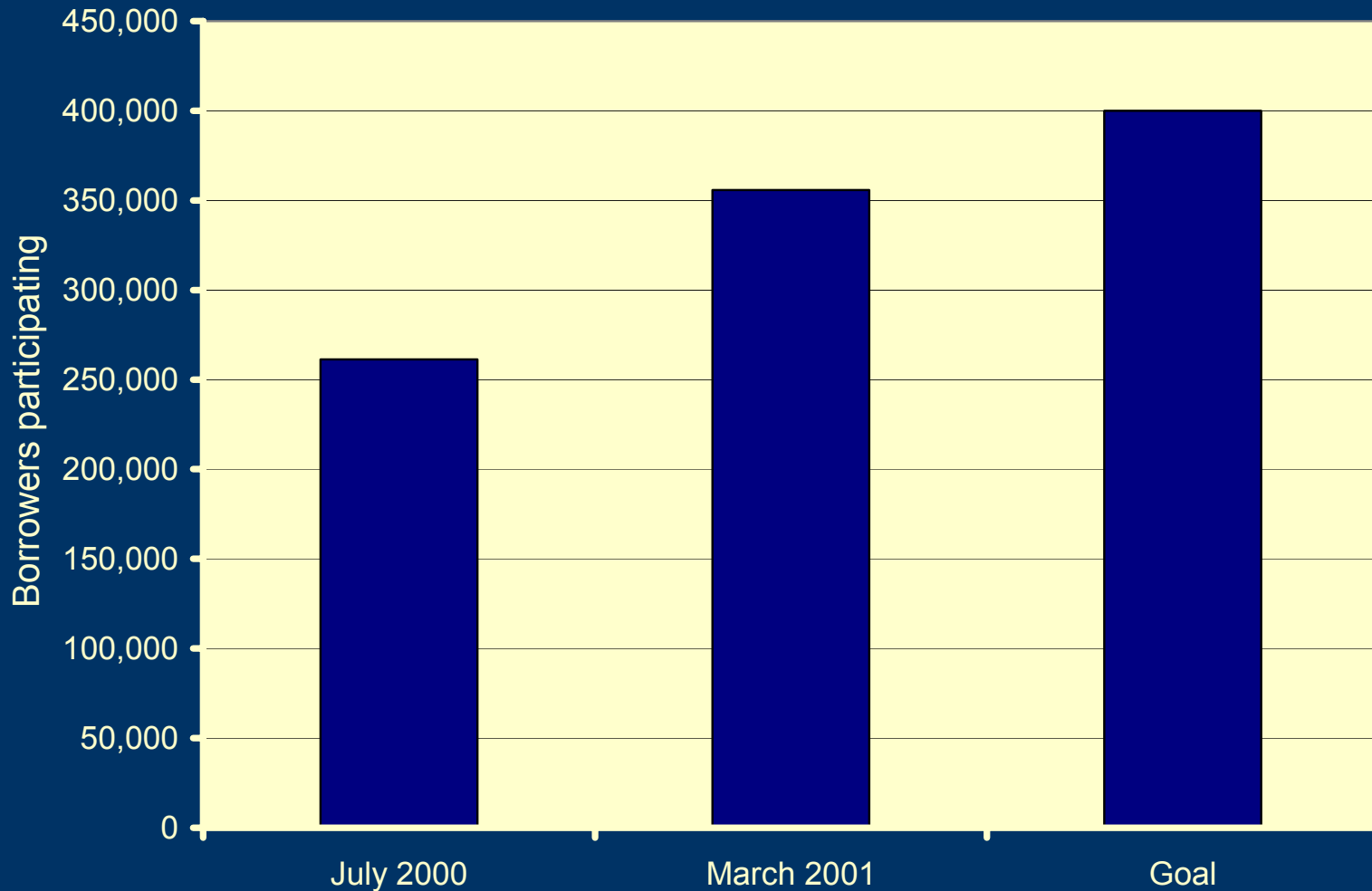




E-commerce initiative

Student Financial Assistance
Office of the Chief Information Officer

Electronic Debiting
Federal Direct Loan Program





Customer Interaction Center

- Consolidating Call Centers
- CRM Standards – Siebel Systems
- Providing On-line Access to All SFA Systems
- Providing Knowledge Tools to Customer Service Representatives
- Supporting Customer Self-service Via IVR, E-mail, Web-access
- Improving the Quality of All Services



External data exchanges

FSA business processes must be integrated with those of:

- Social Security Administration
- Immigration and Naturalization Service
- Selective Service System
- Internal Revenue Services
- Department of Health and Human Services

and

- 9,507 schools, colleges, and universities
- 7,000 lenders, servicers, guarantors, secondary markets, and agencies
- 15,300,000 college students

Data from Digest of Education Statistics 2000 and Projections of Education Statistics to 2011, NCES, 2001

FSA Websites and Portals



FSA Portal Strategy

- Phase 1- Created an Enterprise Portal Vision
 - completed March 2001
- Phase 2 - Developed an enterprise repository of reusable portal components using the existing Schools Portal
 - completed November 2001
 - Utilizes Java J2EE standards and an Open Source Framework

Software Developers Conference, November 8, 2001



Students.gov

April 11, 2002

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student gateway to the U.S. government
delivering government information and services
across your campus & around the world

Search for: Within:

students.gov links database

Search

Select a **Hot** Link for **Fast Answers!**

Apply for Financial Aid

Go!

AMERICA RESPONDS

U.S. Government information and resources
in response to September 11 events

STUDENT LOAN RELIEF

[For Terrorist Attack Victims](#)
[For Military Personnel Called to Active Duty](#)

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plan your education...

It's never too early...or too late...to begin
planning education after high school. Here are
some valuable links to help you get started.

pay for your education...

Here you will find general information about the
major federal student aid programs (who is eligible
and how to apply), tax credits for education
expenses, and other federal, state, and private
sources of information.

quick connections:

Need to apply for financial aid, file your taxes,
or get a job? Connect now to some useful and
popular government services by selecting from
these featured links.

[Prepare for college](#); [College](#);
[Graduate school/young professionals](#);
[Vocational](#); [International students](#);
[Study abroad](#); [Parents guide](#);
[Distance education](#); [School websites](#)

[Scholarships and grants](#); [Student loans](#);
[State financial aid](#); [Work-study](#); [Military
funding](#); [Budget your money](#); [Calculate](#)

www.students.gov



FAFSA On the Web

FAFSA on the Web



Pin Site



Help



Contact Us



FAQs



Site Map



YOUR FREE APPLICATION FOR FEDERAL STUDENT AID

Discover Your Opportunities!

FAFSA opens the door to the federal aid process. Every step you can take gets you closer to achieving your education goals. Find out what you can expect from beginning to end. [Starting here.](#)

U.S. Department of Education, Federal Student Aid

FAFSA ALERTS:

Deadlines:

Submit 2001-2002 FAFSA on the Web Applications by 8 p.m. EST, July 1, 2002.

[More>>](#)

New Features:

[More>>](#)

Scheduled Maintenance:

FAFSA on the Web will be unavailable on every Sunday from 7 a.m. to 9 a.m. (Eastern Standard Time). We apologize for any inconvenience this may cause.

[More>>](#)

Before Beginning a FAFSA

Get organized!

To simplify filling out the application, gather the required documents and other information.

- ▶ Determine my eligibility
- ▶ Gather documents and information
- ▶ Check deadlines
- ▶ Register for a PIN
- ▶ Find my school codes

Filling Out a FAFSA

Fill out the application!

FAFSA has seven steps that ask about you, your school plans, financial information and more.

- ▶ Fill out a FAFSA
- ▶ Llenar una FAFSA en Español
- ▶ Fill out a Renewal FAFSA
- ▶ Continue working on saved FAFSA
- ▶ Provide Electronic Signature

FAFSA Follow-up

Find your FAFSA online!

You can go back to your FAFSA to check status, view a Student Aid Report and get other information.

- ▶ Check status of a submitted FAFSA
- ▶ Print Student Aid Report (SAR)
- ▶ Student Access
- ▶ More Options >>>

sa.ed.gov/index.htm

Internet


www.fafsa.ed.gov

Student Financial Assistance
Office of the Chief Information Officer




Schools portal

Student Financial Assistance
Office of the Chief Information Officer



Schools Portal
U.S. Department of Education
Federal Student Aid

Thursday, April 11
"We Help Put America Through School"



Home
Portal Help
FAQs
Contacts
Got a Question?
Portal Feedback
Calendar Item

Optimized for 4.X Browsers and Above - [Download Here](#)

FSA Links*

Conferences/Training

- [Conferences](#)
- [FSA University \(training\)](#)

Reference Library

- [Common Origination and Disbursement \(COD\)](#)
- [Guidance: Terrorist Attacks](#)
- [IFAP Home Page](#)
- [Publications \(IFAP\) By Title or By Topic](#)

FAA Access to Student Data

- [CPS/Applicant data](#)
- [Direct Loan: Loan Origination or Loan Servicing](#)
- [NSLDS for FAAs](#)
- [Pell/RFMS](#)

Book Store

- [Publications and How to Order](#)
- [SAIG Software Download and Documentation](#)

Participation & Funding

- [Application/Recertification \(E-App\)](#)
- [FISAP on the Web](#)

FSA Headlines [More Headlines](#)

FSA News

- [First Federal Student Aid \(FSA\) Technology Conference](#)
- [New Training: Tools for Ensuring Program Integrity](#)
- [Announcing 2002-2003 EDExpress Training](#)
- [Enhancing the IFAP Subscription Email](#)

FSA Search Tool

FSA Links & IFAP Database

[Advanced Search](#) [About this Search](#)

My FSA- Sign Up Now!

USERNAME: [Privacy Statement](#)

PASSWORD: [CUSTOMIZE YOUR LINKS!](#)

FSA Calendar

Events							Deadlines							Training							NPRMs						
< April 2002 >																											
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6																					
7	8	9	10	11	12	13																					
14	15	16	17	18	19	20																					

Thursday, April 11

- [Comments due April 17, 2002 on experimental sites initiative data collection instrument.](#)

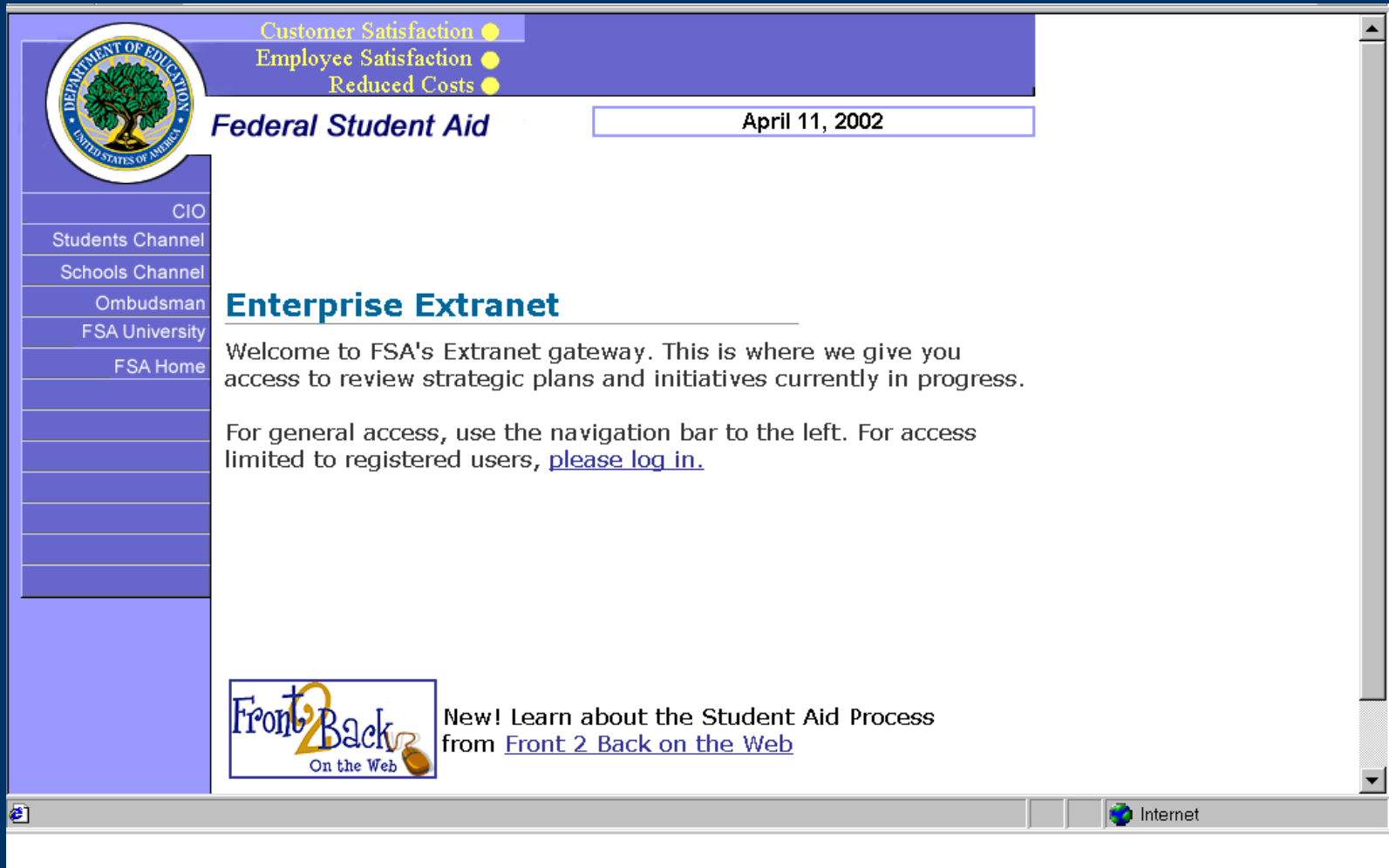
Done
Internet

<http://sfa4schools.sfa.ed.gov/>



FSA Extranet home page

Student Financial Assistance
Office of the Chief Information Officer



The screenshot shows the FSA Extranet home page. At the top left is the Department of Education seal. To its right, a purple banner contains the text: "Customer Satisfaction ●", "Employee Satisfaction ●", and "Reduced Costs ●". Below this banner, the text "Federal Student Aid" is displayed on the left, and "April 11, 2002" is shown in a white box on the right. A vertical navigation menu on the left side includes links for "CIO", "Students Channel", "Schools Channel", "Ombudsman", "FSA University", and "FSA Home". The main content area features the heading "Enterprise Extranet" followed by a welcome message: "Welcome to FSA's Extranet gateway. This is where we give you access to review strategic plans and initiatives currently in progress." Below this, a note states: "For general access, use the navigation bar to the left. For access limited to registered users, [please log in.](#)" At the bottom of the page, there is a "Front 2 Back On the Web" logo and a link to "New! Learn about the Student Aid Process from [Front 2 Back on the Web](#)". The browser's status bar at the bottom indicates "Internet".

<http://www.extranet.sfa.ed.gov/>



FSA Extranet

Student Financial Assistance
Office of the Chief Information Officer

The screenshot shows the FSA Extranet website with a blue header and a purple sidebar. The main content area features a navigation menu, a search bar, and several informational sections.

Navigation Menu (Left Sidebar):

- Employee Services
- Career Zone
- FSA University
- FSA Communications
- Students Channel
- Schools Channel
- Financial Partners
- Ombudsman
- CFO
- CIO
- Analysis
- Human Resources
- Acquisitions
- FSA Home

Header (Top):

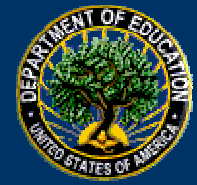
- Customer Satisfaction ●
- Employee Satisfaction ●
- Reduced Costs ●
- Forms | Reference | People | Feedback | What's New | Site Guide | Help
- All FSANet ● This Subsite
- Search **GO**
- Advanced Search | Help

Main Content Area:

- Federal Student Aid** (Section Header)
- We Help Put America Through School** (Slogan)
- Team Scorecards!** (Section Header)
- Travel Quick Reference** (Icon)
- Acronym Finder** (Icon)
- New FSA Graphics** (Icon)
- Apr 11, 2002** (Date)
- FSA Communications** (Link)
- Success Stories** (Link)
- Calendar** (Link)
- FSA Stars Award Program** (Link)
- FSA Standards** (Section Header)
 - Be Worthy of Trust
 - Be Courteous
 - Deliver Great Products and Services
 - Be Efficient
- Union Center Plaza** (Image of a building)
- Everything you need to know* (Text)

Diagram: A circular diagram with four nodes: Financial Partners, CIO, Schools Channel, and CFO. The CIO node is highlighted with a blue circle.

<https://extranet.sfa.ed.gov/>



The future

- 18 FSA Web sites
→ become
- 4 FSA Portals
→ with experience could become
- Single FSA Portal with extensive personalization

FSA Technology



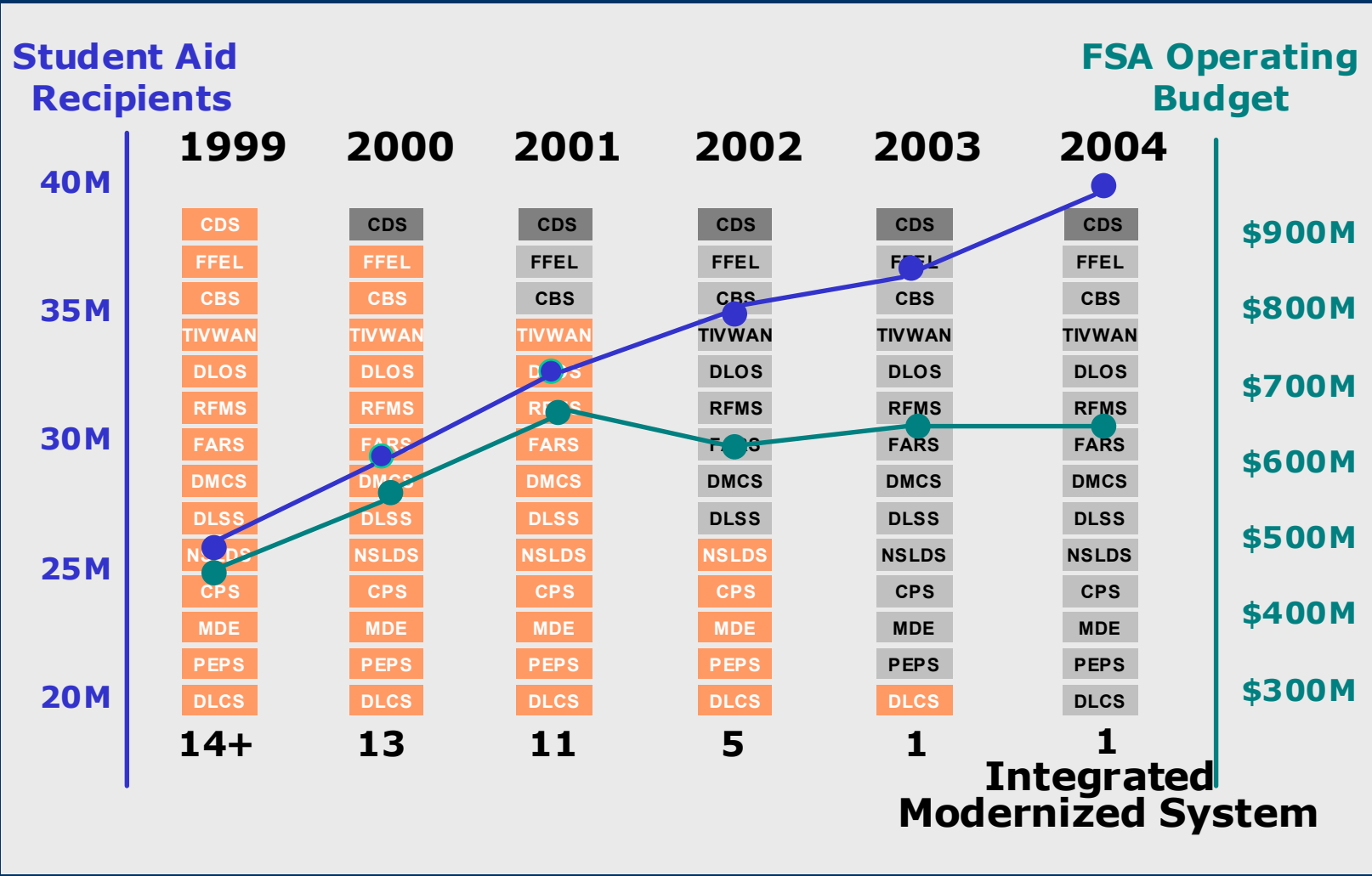
Technology approach

- Re-engineer business processes organizing data by student rather than federal program (Common Record)
- Integrate using an Enterprise Application Integration (EAI) bus (MQ series)
- Use Internet for data exchanges (SAIG, December 21, 2001)
- Use Web, Internet technologies



Re-engineer, Retire, Replace

Student Financial Assistance
Office of the Chief Information Officer





Use of middleware

“In selecting middleware, [FSA] has adopted a viable, industry-accepted means for integrating and utilizing its existing data on student loans and grants.

“... this new technology should help ameliorate some of [FSA’s] longstanding database integration problems—problems that have contributed to slow and inconvenient loan servicing and internal control weaknesses.”

“Student Financial Aid: Use of Middleware for Systems Integration Holds Promise,” Government Accounting Office, GAO-02-7, November 2001, p. 2



FSA Technology choices

Announced February 2000

XML - B2B Standard

- Business messages
- XML Schema
- XSL transformations (XSLT)

Java - Shared components

Announced March 2001

SOAP - business messaging

UDDI - directory services



FSA Technology Policy Guide

Student Financial Assistance
Office of the Chief Information Officer

Forms Reference People Feedback What's New Site Guide Help

All FSAnet This Subsite Search GO

Advanced Search Help

Federal Student Aid April 11, 2002

IT Services Innovations IT Management eCommerce Business Services

FAQ's | Modernization | Handbook | VDC Ops Reports | Downloads | Technology | IPT Processes

Technology Handbook

The [Technology Handbook](#) is a collection of documents that can be used to provide solutions to business problems in a consistent and effective manner.

The Technology Handbook is administered by the Technology Handbook IPT.

The mission of the [SFA Technology Handbook IPT](#) is to assign responsibility, authority, and direction, for the creation of a web-resident knowledge base containing all SFA IT authorized policies, standards, processes, procedures, contacts, services and information that is user friendly, personalized, interlinked with relevant content, searchable and easily navigated.

The Technology Handbook provides information about standards, policies, and other requirements to promote

CIO

- ▶ [IT Services Report](#)
- ▶ [Vision/Mission](#)
- ▶ [IT Security](#)
- ▶ [People](#)
- ▶ [Library](#)
- ▶ [IRB Activities](#)
- ▶ [IPT Activities](#)
Soon!
- ▶ [Career Planning](#)
- ▶ [Giga Group](#)
- ▶ [CIO At A Glance](#)
- ▶ [Brown Bag](#)

https://extranet.sfa.ed.gov/feedback/ Internet

https://extranet.sfa.ed.gov/cio/technology_handbook/



Postsecondary Electronic Standards Council (PESC)

PESC and FSA have agreed to:

- Support and use formal standards
- Where appropriate, use federal electronic standards (such as FIPS)
- Use relevant industry standards
- "PESC commits to serve in the standards-setting role."

Letter Agreement, February 26, 2002

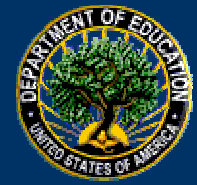


XML Forum Recommendations

- ebXML Business Messaging and Registry
- Core Components Data Dictionary
 - Financial Aid (including Common Record)
 - Student Records

Implied:

- XML data exchanges
- Internet Engineering Task Force (IETF) and World Wide Web (W3C) standards



Common Origination and Disbursement (COD)

- XML-based Common Record
- Process "student-based" submissions
- Near-real time processing with capability to support real-time transactions
- On-line reports
- For contingency, backward compatible using MQ translation

Expected April 29, 2002



FY 2002 PBO Victory Initiatives

- Turbo FAFSA
- Common Origination & Disbursement
- Financial Management System with E-Business Center
- NSLDS Mad Dog Changes
- Portal with Single Logon
- E-Sign & P-Note
- Consistent Answers for Customers (Contact Centers, CRM, Customer Data)
- Human Resources Support Systems
- Product Support Analysis (FAFSA, DL Participation, DL e-Servicing)



A possible future

- FSA supports “real” wireless applications
- FSA portlets become available for use on college and university portals
- Real-time integration with school business systems - the “Florida State University” model

All increase direct access to FSA on-line services

Focus on Privacy and Security



Strengthening privacy and security

- Encrypting data exchanges
- Using approved electronic signatures for electronic documents
- Confirming student identification using records of other government agencies
- Restricting internal access to authorized staff
- Increased physical security, continuity options



“Transitive trust” pilot

- Institutional identification using
 - Digital certificates or other organizational electronic credentials
 - Real-time validation
- Trust and honor partner’s
 - Individual’s electronic credential
or
 - SAML assertions
 - Encryption using TLS (SSL)



Future practices

- Real-time business messages
 - Strong encrypted transmission (IETF TLS)
 - Identification of both parties (IETF digital certificates, OCSP real-time validation)
 - SAML authentication and authorization assertions (in the SOAP message)
- Electronic documents
 - Electronic signatures (W3C, IETF)
 - Electronic promissory notes

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Questions and Answers

Thank you

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