



Program Operations Report: March 2014 – June 2014

NARRATIVE SUMMARY

This Program Operations report to the Commission is provided in a new presentation format, developed by Cindee Brown-Mills, Assistant Director of Financial Aid, and Lauren Potts, Quality Assurance Specialist. The new presentation format includes additional information in several areas, which I hope you will find of interest. Please do not hesitate to let me know if you would like more detail in any particular area(s). The Program Operations team will continue work to update the statistical reporting following an agency-wide review of key performance indicators and after the implementation of the servicing system upgrade this fall.

In addition to these statistics, I am planning to periodically include more project details and program updates. This quarter, I am pleased to highlight the very successful inter-unit referrals analysis and associated project, which has resulted in existing software being deployed differently to automate referrals and implement a referral tracking system. The result has been significantly increased efficiency and improved controls, without new cost to the agency.

Following up on Alaska's status information presented last quarter, I am also pleased to report ACPE's application to participate in the WICHE State Authorization Reciprocity Agreement (W-SARA) as Alaska's portal agency was approved. Institutional applications are expected from each of the University of Alaska MAUs, from Charter College, and from APU. SARA is a voluntary agreement among member states and U.S. territories that establishes comparable national standards for interstate offering of postsecondary distance-education courses and programs. It is intended to make it easier for students to take online courses offered by institutions in another state, and for institutions in Alaska to offer distance education programs to students in other states, while also ensuring adequate education consumer protection for all those students.

In the past quarter, and continuing into the upcoming quarter, the Program Operations team is focusing on implementation of the loan and grant changes in SB195. Initial focus was on program analysis and design, transitioning to development of regulations for approval and comment, and an RFP for a grant and scholarship management system that will better meet multiple needs of students, schools and this agency. During the upcoming quarter, the team is planning a series of statewide workshops about program changes and to solicit input from Alaska institutions and students. Other areas of focus continuing into early fall include preparation for loan servicing system upgrades, transitioning to an upgraded system of borrower correspondence tracking and delivery, and ongoing credit reporting analysis.

I continue to devote considerable time to the ANSWERS project, currently spending about 40% of my time as in-kind contribution to the project. Alaska's assigned National Center for Education Statistics program officer and analyst, accompanied by a member of the federal grantee support team, made a two-day site visit to Juneau last month, interviewing ANSWERS project staff, participating agencies' staffs, executive leadership, and stakeholders such as school district superintendents. The site visitors were very positive about Alaska's approach, progress and partnerships, and a full report is expected later this month.

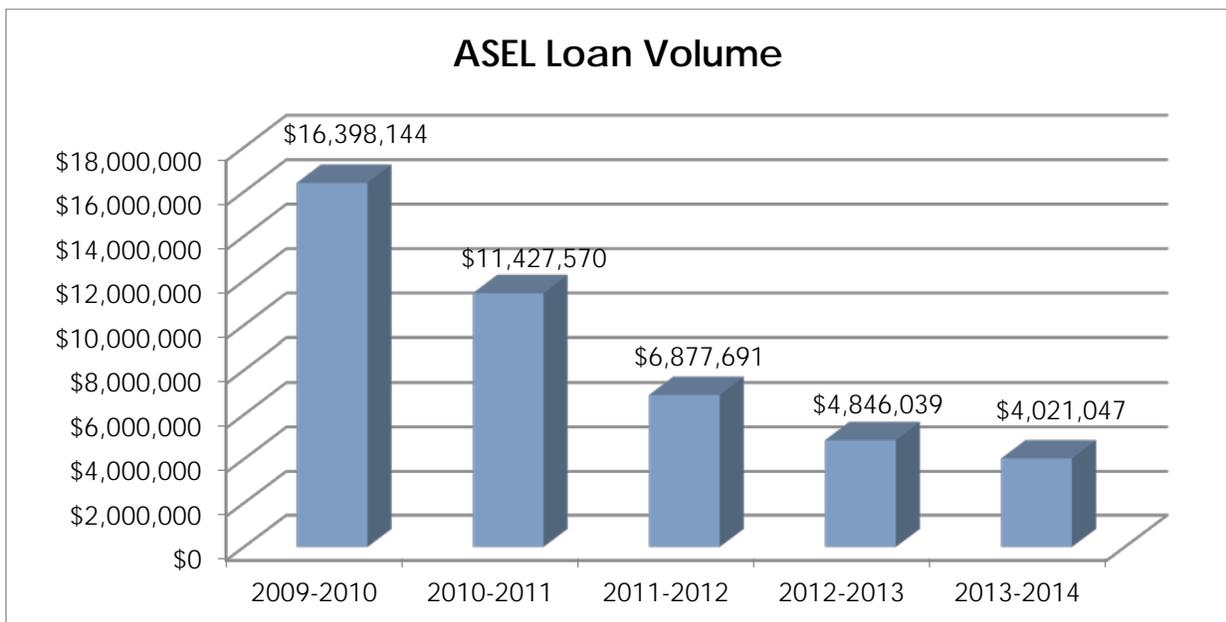
LOAN ORIGINATION

Number of Loans Awarded – Program Year 13/14 through June 30, 2014

Loan Type	2013-2014	2012-2013	Difference
Family Education Loans	46	46	0.00%
Teacher Education Loans	67	73	-8.22%
AK Supplemental Loans	551	683	-19.33%
Total	664	802	-17.21

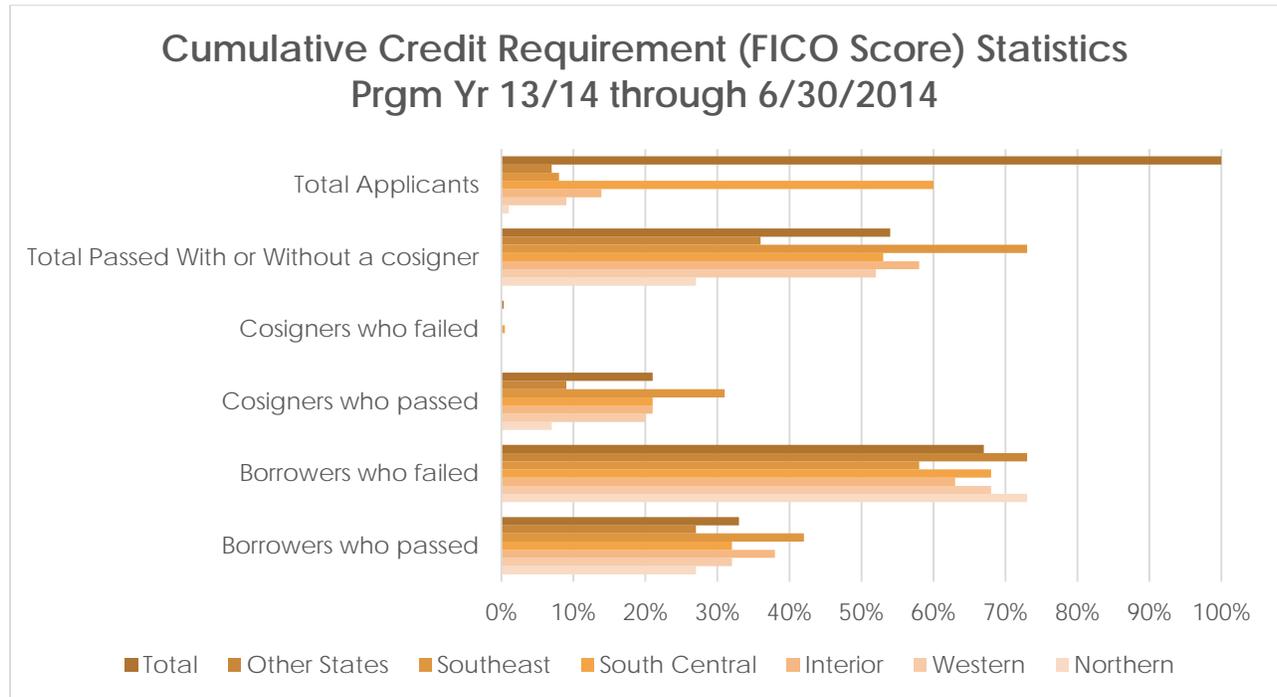
Loan Amount Awarded – Program Year 13/14 through June 30, 2014

Loan Type	2013-2014	2012-2013	Difference
Family Education Loans	\$340,434	\$341,544	-0.32%
Teacher Education Loans	\$473,234	\$532,048	-11.05%
AK Supplemental Loans	\$4,021,047	\$4,846,039	-17.02%
Total	\$4,834,715	\$5,719,631	-15.47%



Alt Consolidation – Program Year 13/14 through June 30, 2014

Cumulative Consolidation Totals			
Applications Awarded	94	Dollars Awarded	\$3,079,999
Applications Denied	44	Average Loan Balance	\$32,766



SPECIAL PROGRAMS

Special Programs – Program Year 13/14 through June 30, 2014

Program Type	2013-2014	2012-2013	% Change
Winn Brindle Education Loan	\$296,360	\$199,897	48.26%
WWAMI Medical Edu Loan	\$1,163,050	\$1,196,875	-2.83%
WICHE PSEP Loan	\$233,906	\$193,934	20.61%
GEAR UP Scholarship*	\$12,261	\$70,000	-82.48%
Total	\$1,705,577	\$1,660,706	2.70%

*Note that GEAR UP is vestigial funding of a defunded federal program ACPE managed on behalf of EED.

APS/AEG Awards by Institution – Program Year 13/14 through June 30, 2014

School Name	AEG Program		APS Program	
	Total # of Awards	Total Award Amount	Total # of Awards	Total Award Amount
AK Bible College*	0	\$0	5	\$11,761
AK Christian College	10	\$13,000	1	\$3,566
AK Technical Center*	0	\$0	0	\$0
Amundsen Edu. Center*	0	\$0	0	\$0
APU	29	\$28,500	10	\$36,263
AVTEC	19	\$31,000	16	\$47,705
Alaska Career College	108	\$200,000	4	\$7,728
Charter College	139	\$92,348	2	\$2,774
Galena City School District*	0	\$0	0	\$0
Ilisagvik College	5	\$7,500	0	\$0
Northern Industrial Training*	0	\$0	1	\$2,378
Trendsetters*	0	\$0	1	\$4,756
UAA	1,647	\$2,282,000	1,355	\$4,365,372
UAF	381	\$991,500	834	2,964,205
UAS	183	\$221,986	119	\$377,549
Wayland Baptist	22	\$22,336	0	\$0
Totals	2,543	\$3,890,170	2,348	\$7,824,057

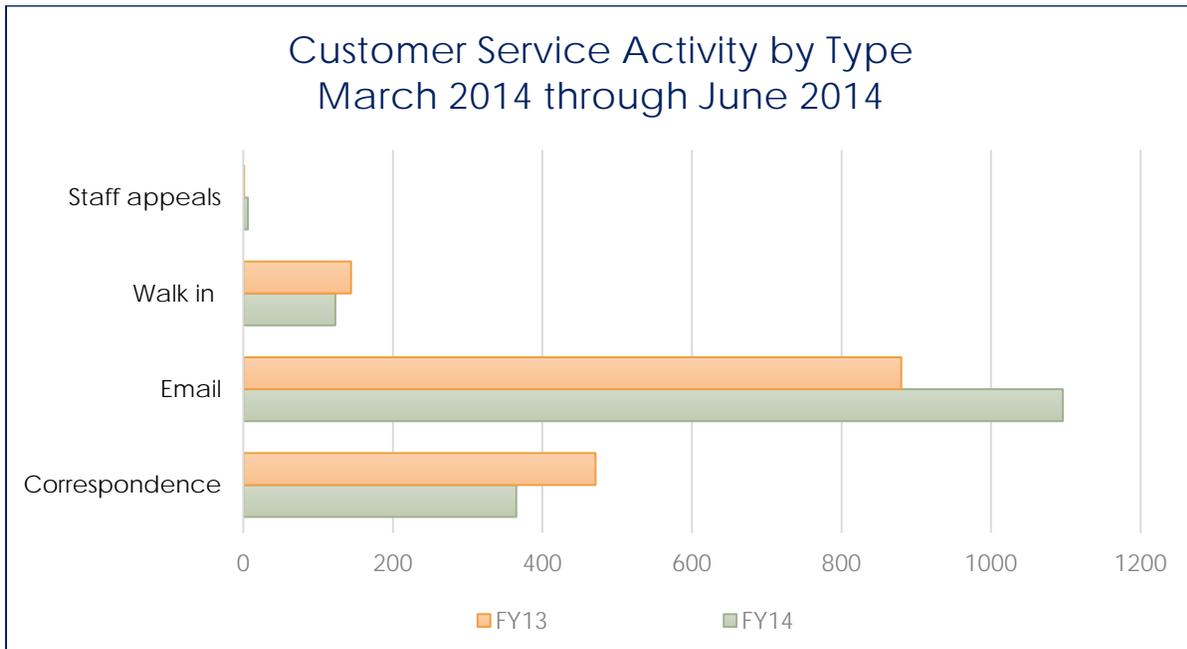
* Participation in the APS program only.

CUSTOMER SERVICE

Call Center Activity – March 2014 through June 2014

	FY14	FY13	% Change
Calls Received in IVR	0*	14,177	N/A
Calls Received in CS Queue	11,565	13,064	-11.47%
Calls Answered by CS	11,121	13,038	-14.70%
Hold Time in CS Queue	67 sec	35 sec	91.37%
Calls Placed	28,610	21,868	30.83%

*IVR statistics are temporarily unavailable.



PAYMENT INFORMATION

Method	# of Borrowers	Amount Received	% of Total Dollars
WebPay/IVR	51,898	\$15,019,398	41.93%
Agent TelPay	4,330	\$9,243,803	25.81%
Claim Payments	495	\$143,958	0.40%
Coupon Checks	388	\$70,688	0.20%
PCNA Payments (Net)	6,254	\$1,797,689	5.02%
Federal Consolidation	1,651	\$1,067,783	2.98%
BillPay	4,046	\$1,465,357	4.09%
AWG	6,897	\$1,417,766	3.96%
Local Payments – US Bank	155	\$1,608,179	4.49%
Cosigner Telpay	611	\$2,507,295	7.00%
Direct Pay	4,845	\$1,473,507	4.11%
PFD Garnishments	51,898	\$1,782	0.00%
Total	133,468	\$35,817,205	

ACPE WEB ACTIVITY

Viewer Information	Total Unique Visitors	105,186
	Total Page Views	564,688
	Average # of Pages/Views	4.25
	Length of time on site (avg.)	5 min 43 sec
Returning vs. New Visitors	Returning	56.33%
	New	43.67%
Visits by Device Type	Desktop	113,713
	Mobile	22,225
Traffic Sources	Google	47,168
	Direct (acpe.alaska.gov)	42,665
	Akcis.org	26,610
	Bing	6,039
	ACPEOnline	2,820
Top Content (Page views)	Home	88,266
	AKCIS	76,994
	Login	66,678
	My Accounts	52,871
	Online payments	38,814

QUALITY ASSURANCE

Compliance Activity – March 2014 through June 2014

Type of Compliance Referral	Number
Compliance Question/Topic	3
Document Review	2
Industry Resource Update	14
Potential Breach Investigation	0
Total	19

Compliance Activity Details – March 2014 through June 2014

Compliance Topic	Type
IBR Forgiveness Scenario	Compliance Question/Topic
SCRA Benefit for National Guard Reserve Title 32 – State Service	Compliance Question/Topic
WebPay Transactions: Third Party Authorizations	Compliance Question/Topic
CAM Claim: Discrepancies in ECPBRA01 and ECPBRA08 Reports	Document Review
CAM Claim: Error Code List for ECPBRA 08 Report	Document Review
Common Manual Policy Change: Proof of Income Requirements Federal Repayment Options	Industry Resource Update
Direct Consolidation Webinar 3/25/14	Industry Resource Update
FFEL Special Allowance Rates for Quarter Ending 3/14/14	USDOE Resource Update
Multiple IFAP Announcements	USDOE Resource Update

Alternative Loans Default Rate Calculations

The Commission calculates default rates annually, based on Alaska state education loans entering repayment between January 1st and December 31st of the cohort year. Alaska education loans greater than six months past due at the end of the first 12 months of repayment are included in the annual default rate calculations.

The Commission publishes two different default rate calculations for the state loan programs:

1. Institutional Rate: Rate of default on Alaska Supplemental, Alaska Student and Teacher Education Loans at institutions administering education loan programs on behalf of Alaska students.
2. Program Rate: Rate of default by specified loan program.

Institutional Cohort Default Rate (CDR)

Institution Location	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002
Alaska	8.15%	9.15%	8.13%	6.88%	5.34%	5.29%	5.30%	5.60%	6.30%	6.10%	5.10%
Out-of-State	3.32%	4.87%	6.96%	4.90%	3.45%	3.93%	3.50%	4.00%	4.10%	3.40%	2.50%
Combined Rate	6.14%	6.61%	7.69%	6.08%	4.56%	4.68%	4.50%	4.70%	4.90%	4.60%	3.60%

Program Cohort Default Rate

Program	2012	2011	2010	2009
Alaska Supplemental Education Loan	6.00%	7.40%	7.67%	6.04%
Alaska Student Loan	10.41%	9.94%	13.57%	8.48%
Family Education Loan	2.11%	0.00%	2.09%	0.00%
Teacher Education Loan	9.40%	4.35%	4.56%	3.01%
Winn Brindle Education Loan	1.62%	3.21%	4.54%	15.33%
Alternative Loan Consolidation	0.00%	0.00%	0.00%	0.00%

The ACPE Referral Center

Background:

A review of agency referrals (internal requests submitted from one unit to another) conducted in early 2013 identified over 70 unique referral processes, with more than 1,000 individual referrals processed each month. These referrals include processes such as applying a repayment or financial adjustment to a borrower account, requesting Customer Service contact a borrower, or seeking approval to process a medical cancellation of debt. Based on the review, a project team was deployed in June 2013 and developed a referral tracking system utilizing existing SharePoint and InfoPath resources to build the system. Under the leadership of Quality Assurance Officer Ben Shier and Assistant Director of Operations Cindee Brown-Mills, the ACPE Referral Center went live on April 1, 2014.

Impacts:

The Referral Center has significantly improved and standardized the way information is communicated between units, including a significant reduction the number of paper-based processes. The key benefits include:

- Reduced processing times and streamlined approval gathering
- Improved tracking and statistics gathering
- Standardized processing and built in controls leading to less staff training
- Increased accountability
- Enhanced protection of customer information

Statistics:

- Used for over 50 unique processes and by seven different units
- ~2,900 referrals processed between April and June
- Average 40 referrals processed each day

Features:

A central dashboard where staff can manage their requests, access referrals assigned to them, and view processing times for each unit:

The screenshot shows the ACPE Referral Center dashboard. Red callout boxes highlight the following features:

- Access blank referral forms and submit electronically:** Points to the 'New Request' section in the left sidebar.
- Monitor current processing times within each unit:** Points to the 'On Time Status (Less than 20% Past Due)' table.
- View open and closed referrals by unit:** Points to the 'Manage Requests' section, which includes sub-sections for 'Open', 'Closed', 'My Referrals', and 'Managers'.
- Manage referrals directly from the dashboard:** Points to the 'Assigned To Me' table.

The dashboard also includes a navigation menu on the left, a search bar, and a user profile in the top right corner.

Performance metrics for each unit, based on established processing times for individual referral types, help staff anticipate delays:

On Time Status (Less than 20% Past Due)				
Indicator	Goal	Value	Status	
Servicing	20%	10%	✓	
Customer Service	20%	0%	✓	
Finance	20%	0%	✓	
Admin Services	20%	0%	✓	

Separate views within SharePoint allow each unit to track and manage their pending referrals. Special indicators help staff identify rush requests, new requests, and past-due requests:

The screenshot shows a SharePoint library interface with a table of referrals. The table has columns for Rush, Name, Referral Subject, Referring Unit, Referral Status, Created, Due Date, and Assigned To. The table is grouped by topic. A red box highlights a row with a 'Yes' in the Rush column, labeled 'Rush requests indicated in red'. A green box highlights a row with a 'NEW' icon in the Name column, labeled 'New requests indicated in green'.

Rush	Name	Referral Subject	Referring Unit	Referral Status	Created	Due Date	Assigned To
Topic : Compliance Review (1)							
No	GR-2475	Borrow	Operations	Waiting on Approval	6/17/2014 2:18 PM	7/1/2014	Jackie F. Hall; Lauren M. Potts
Topic : Other (2)							
Yes	GR-2053	Electronic receipt for walk in payments	Customer Service	Waiting on Information	6/2/2014 3:48 PM	6/27/2014	Kelli M. Bergthold
No	GR-524	Electronic signatures	Operations	In Progress	4/8/2014 11:43 AM	7/4/2014	Kelli M. Bergthold
Topic : SharePoint Assistance (5)							
No	GR-2572	Build New Outreach Events 2014-2015 Site	Quality Assurance	New Request	6/20/2014 9:26 AM	6/27/2014	Kelli M. Bergthold
No	GR-2563	Referral email for new reviews	Servicing	In Progress	6/19/2014 4:35 PM	7/19/2014	Benjamin P. Shier
No	GR-2419	Assist Outreach in setting up lookups across sub sites	Quality Assurance	New Request	6/16/2014 9:00 AM	6/27/2014	Kelli M. Bergthold
No	GR-1821	Exception processing requiring approval	Servicing	New Request	5/23/2014 1:19 PM	7/2/2014	Lauren M. Potts
No	GR-1285	Refresh SharePoint Referral Center development environment	Quality Assurance	In Progress	5/6/2014 8:47 AM	7/2/2014	Lauren M. Potts
Topic : TBI Update (2)							
No	GR-2696 NEW	TBI Update Request	Outreach	New Request	6/25/2014 2:40 PM	7/2/2014	
No	GR-2695 NEW	TBI Update Request	Outreach	New Request	6/25/2014 2:38 PM	7/2/2014	

Dynamic referral forms created in InfoPath accommodate multiple referral types within a single form:

The screenshot displays the 'ACPE General Referral' form. At the top left is a logo with a blue graduation cap above a large blue letter 'A'. The title 'ACPE General Referral' is centered at the top. Below the title, there is a 'Rush' checkbox, a timestamp '6/25/2014 3:09 PM', and a 'Status' dropdown menu set to 'New Request'. A blue header bar contains the text 'Routing Information'. The form fields include 'Referring To' (Servicing), 'Topic' (with a dropdown menu open), 'Customer', 'Subject', and 'Details'. The dropdown menu lists: 'Select...', 'Administrative Wage Garnishment', 'Claims for Federal Loans' (highlighted), 'Collections', 'Death/Bankruptcy', 'Fraud Forgery and ID Theft', 'Grants and Scholarships', 'Loans', 'Repayment Options', 'Special Programs', and 'Other'. A tooltip 'Topic of This Request' is visible over the dropdown. At the bottom, there is a link 'Click here to add attachments' and a 'Submit' button.

Special approval workflows let staff assign approval tasks to managers directly in the form:

Finance Adjustment Request

Adjustment Information

Rush 6/25/2014 3:12 PM Status: New Request

Customer **Account #**

Comments

Subject Credit Balance/Refund

REVERSAL (Credit Balance)

Guar Seq Loan #	Amount	Effective Date
<input type="text" value="WS001"/>	<input type="text" value="\$1,400.00"/>	<input type="text" value="6/25/2014"/>
Total:	<input type="text" value="\$1,400.00"/>	Trans Code: 4061

Insert item

APPLY (Credit Balance)

Guar Seq Loan #	Amount	Effective Date
<input type="text"/>	<input type="text"/>	<input type="text" value="6/25/2014"/>
Total:	<input type="text" value="\$0.00"/>	Trans Code: 4030

Insert item

REFUND

Guar Seq Loan #	Amount	Effective Date
<input type="text"/>	<input type="text"/>	<input type="text" value="6/25/2014"/>
Total:	<input type="text" value="\$0.00"/>	Trans Code: 4060

Insert item

Approval

Specify who should approve this request.

Unit (\$0 - \$500)

Senior Manager (\$501 - \$5000)

Executive Dir. (>\$5000)

[Click here to add attachments](#)

[Click here to record notes](#)

[Start new from info](#)

Staff can also make notes and attach documents within the referral form:



ACPE General Referral

Rush  6/25/2014 2:40 PM GR-2696 Status: New Request

Routing Information

Referring To Quality Assurance

Topic * TBI Update

TBI Request Details

Does this document already exist in the TBI?
Yes, an older version of this document exists in the TBI.

Document Title * FEL Brochure 2014-15

Master Topics * loans, publications

Details * updated FEL Brochure for 2014-15

Insert item

Requestor Info

Request By	Gretchen M. Weiss	Unit	Outreach
Date Created	6/25/2014 2:40:26 PM	Due Date	7/2/2014

Attachments

 FELBrochure2014.pdf
Adobe Acrobat Document
3.39 MB

Insert item

[Click here to Record Notes](#)

Save and Close



Alaska Commission on Postsecondary Education

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Juneau, Alaska 99811-0505

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acpe.alaska.gov

MEMORANDUM

TO: Members, Alaska Commission on Postsecondary Education
THROUGH: Diane Barrans, Executive Director
FROM: Brian Rae, Principal Researcher, Research & Analysis
DATE: July 3, 2014
SUBJECT: Research unit activities

Work in the research unit continues on ANSWERS-related projects. Partnering agencies are coordinating the design and required data sharing, including refining a Memorandum of Understanding to allow for the interagency sharing of data, for the second annual School District Feedback Report. The report is slated for release to the districts in mid-fall, and this year will contain information from the Department of Labor and Workforce Development on the industries and occupations in which recent graduates are finding employment. It will also provide data on where graduates are earning their wages, whether solely within the economic region in which they graduated, outside of their region, a combination of both, or not appearing on the unemployment insurance wage records.

Other ANSWERS data-related efforts involved the export of data from existing databases, and its import into ANSWERS. We continued to work with Nelnet, the company which created our current grant and scholarship management program, to obtain the information needed to populate ANSWERS. We have also moved forward with obtaining additional data from the National Student Clearinghouse, a repository for postsecondary enrollment, attendance and degree completion data, in order to more fully understand the postsecondary educational experiences of the ANSWERS population of students.

During the quarter we also began scoping requirements for a new grant and scholarship management system to replace GrantPro. I have been mostly involved in discussions on data collection, storing and reporting from the new system.

I again attended the Association of Institutional Researchers annual meeting, May 27th – 30th. While there I also participated in a pre-conference workshop on presenting data through information dashboards. I also made a brief presentation to the UA-ACPE College Access & Success Planning Meeting in mid-June, providing information on the types of data we have been collecting on APS-eligible and recipient students, the types of questions such data could be used to answer, and gaps in the available data.