



Alaska Commission on Postsecondary Education

P.O. Box 110505
Juneau, Alaska 99811-0505

Customer Service Center
Toll Free: (800) 441-2962
In Juneau: (907) 465-2962
TDD: (907) 465-3143
Fax: (907) 465-5316
acpe.alaska.gov

MEMORANDUM

To: Members, Alaska Commission on Postsecondary Education
Thru: Diane Barrans, Executive Director
From: Kenneth Dodson, Director of Information Support Services (ISS)
Date: July 11, 2014
Subject: ISS Report

ANSWERS

ISS Business Analysts, Programmers and Management continue to support the ANSWERS project. Technical design, proto-type review, test plan development and system testing have been the focus this quarter. General support and management of the GeoNorth ANSWERS development contract is also on-going. Internal ACPE ANSWERS projects are underway to create data system extracts for loading into the ANSWERS system.

Loan Servicing Support

The annual New Program Year Loan project was completed allowing staff to begin originating and servicing 2014-15 academic year loans. This project required changes to letters, control records, parameters and programs to update HELMS and the ACPE website with new interest rates and origination fees.

The 2012-2014 Interest Rate Adjustment project was completed this quarter. This was a result of action taken by the Alaska Student Loan Corporation at its May meeting. Chief Finance Officer Charlene Morrison had identified an oversight in the method used to calculate the lowest possible interest rate that could have been set for the previous two loan years. As a result of her recalculation, management recommended and the ASLC Board approved an adjustment to the rates for each of those two years. As a result, effective July 1 of this year that adjustment was implemented, including retroactive adjustment to the beginning of each of the 2012-13 and 2013-14 lending periods. This was a project in which the ISS team identified the population of loans that met the criteria, adjusted the loans for past accruals and updated the loan account terms so future accruals would be correct. This was completed on July 2, 2014 and a letter was generated to the borrowers of those loans in the population.

The 2014 Write-off Project was implemented in May. This is an annual project to write-off non-performing loans.

The State of Alaska IRIS (Integrated Resources Information Systems) project is on-going. This is the transition from the state's current accounting system (AKSAS) to a new system. ACPE has three interfaces which are being converted for the new system. ISS is working with the ACPE Finance department to analyze, design, code and test the new interfaces. This project is not scheduled to go live until June of 2015.

The annual 2014 PFD Garnishment project starts this month. Past due loans are identified and a garnishment request is submitted to the Department of Revenue's PFD division. The projected first garnishment will occur sometime in October of this year.

The conversion from the mainframe HELMS to Server HELMS.Net is on-going. The main focus at this point is to convert batch reporting/update jobs to a format that runs on the server. Also, a comprehensive analysis/review of the new user interface/administration portal is on-going. This project will impact every system and process ACPE performs.

Network Support

Network Support continues in the activities related to keeping the infrastructure up and running and responding to staff issues. Primary activities revolve around working with ETS as new security tools are implemented at the state level and updating servers and switches as required. The update of all operating systems from Windows XP to Windows 7 has been complete.