

Information Item

California Student Aid Commission

Executive Director's Report

Enclosed for review is a written report from the Executive Director of the California Student Aid Commission, which includes:

- a. California Student Opportunity and Access Program (Cal-SOAP) Project Director's Report
- b. Education Credit Management Corporation (ECMC) Report

Responsible Person(s): Diana Fuentes-Michel
Executive Director



Executive Director's Report February, 2013

Dear Commissioners,

This February Commission meeting brings us together during our "high season" in helping students meet the March 2nd deadline. The Commission staff is focused on supporting our Cal Grant application cycle, and for the first time, the California Dream Act application. Along with the daily processing of thousands of Free Applications for Federal Student Aid (FAFSAs) to determine Cal Grant eligibility, the Commission is now, for the first time in its history, a grant processor, with the new Dream Act application. This change has required an extraordinary effort which has challenged staff and the limits of our resources.

The demands of responding to this student population has motivated us to think "out-of-the-box" and rethink how we do things as we talk to our colleagues in the field on how best to serve this population. Directly talking to the "Dreamers" and listening to their stories has inspired us.

Our high school and college administrators are also in need of our assistance, particularly in implementing the Dream Act. Our training and outreach activities supported this year by ECMC have been actively supported by the leadership of the California Association of Student Financial Aid Administrators (CASFAA) and the California Community Colleges Student Financial Aid Administrators Association (CCCSFAAA). Commission staff has held countless Webinars and conference calls to inform and learn about how to improve our processes.

Commissioners and staff have been directly involved in supporting our over 700 workshops statewide, along with a number of special events like the recent Los Angeles Chamber of Commerce Financial Aid event, the Steps to College 2013 event in Northern California and the KCRA Cash for College Call-in telethon.

And finally, Commission staff is also preparing for our March 31st move to our new facility on White Rock Road. Preparation to move our data system, call center and equipment, in the middle of application season, will require significant work and coordination in the six weeks ahead.

As Commission staff, we look forward to working with the Commission as it reestablishes its committee process anew and focuses on the State's future. This July, the Commission will have completed its transfer of the former Federal Family Education Loan Program (FFELP) to ECMC. The final transition brings full implementation of the federal Direct Lending Program.

I am grateful to the Commission's senior management team for its smooth and successful transition. While we have yet to "close the books" in dissolving our former auxiliary, EdFund, our energies will now be focused on the future of our grant programs.

The President's new proposals on affordability and ensuring "value" in higher education provide us the opportunity to lead. California has maintained its need-based aid program in this deep recession. The tuition and financial aid policy discussions involving holding down the cost and demonstrating the value of higher education are policy issues that impact the Commission's mission and programs.

COMMISSION PROGRAMS UPDATE

Here below is an update of the Commission's recent activities:

❖ Administration & External Affairs Division Update

- **Commission Move**

We are fast approaching our move scheduled for March 29 – 30, 2013. Staff are busy sorting through documents and supplies to determine what needs to be sent to the State Records Center, sent to off-site storage, sent to the Department of General Services (DGS) as surplus, shredded or moved to the new location.

We expect to have our moving company contract in place beginning February 25, 2013 and will be working closely with the contractor to develop the detailed moving plan.

We have an internal project management plan and are meeting on a regular basis with DGS and the new site's building contractor to stay on track. We still have a lot of work to do to prepare for this move.

- **2013-14 State Budget**

We are preparing for the Legislative Budget Hearings. The Assembly is expected to hold an informational hearing on the Cal Grant Program on March 13, 2013. The Senate's first hearing on the Commission's budget is scheduled for April 25, 2013.

- **Cash For College**

We have 728 registered workshops with 115 remaining through March 2nd. We already received 22,000 online exit surveys as of February 13, 2013. For dates and locations of the remaining workshops, go to www.calgrants.org.

- **Outreach Publications**

To date, we have distributed over 600,000 outreach documents including: Fund Your Future brochures and workbooks, California Dream Act information sheets, and other informational sheets.

- ❖ **Federal Policy & Programs and Communications Division Update**

- On January 25, 2013 the Commission participated in the L.A. Chamber of Commerce's "Helping Los Angeles Students Afford College" convening featuring Gregory M. Darnieder, Special Assistant to the Secretary on College Access, United States Department of Education. Commissioner Siqueiros and Commission Manager Bryan Dickason participated.
- On February 2, 2013, the Commission participated in the 2nd Annual "Steps to College" University Fair. By all measures it was a success with more than 1,800 participants representing high schools throughout Northern California. The emphasis was on students and parents completing and the California Dream Act Application or the FAFSA. Approximately 46 colleges and universities participated and numerous community leaders, elected officials, educators, clergy, and over 350 volunteers.
- Commission staff translated a California Dream Act Press Release, *Fund Your Future 2013-14* brochures and *Top Ten Things* about the California Dream Act flyer into 6 Asian languages: Chinese, Tagalog, Hmong, Punjabi, Vietnamese, and Korean. Electronic version of these publications and template versions of Facebook messages, Twitter posts, and email messages were distributed to 45 community-based organizations. This effort will continue throughout the March 2nd deadline.
- On February 7, 2013, the Commission participated in the KCRA-TV, NBC – Channel 3 Cal Grant: Cash for College Day. Commission members and staff, community volunteers, elected representatives, and legislative staff supported the effort by serving as "operators," fielding over 1,200 telephone calls, 1,395 online viewers, 107 Livewire messages, and 20 e-mails from viewers with questions about financial aid for college. Community volunteers represented: Los Rios Community College District, University of California at Davis, DeVry University, and the Sacramento County Office of Education Cal-SOAP. Assembly Members Roger Dickenson and Mariko Yamada attended. Assembly staff representing Richard Pan included Bryan O'Hara. Senate staff members representing Senator Darrell Steinberg included Brian Greene and Ana Negrón. Here is the Livewire link:
http://livewire.kcra.com/Event/Call_3_-_Cal_Grant_Questions?Page=0
- Staff produced the California Dream Act Public Service Announcement (PSA) and secured over 150 airings of the PSA from Comcast Spotlight cable network. The :30 second PSA will air from February 5th through March 2nd to promote the March 2nd application deadline. The network also provided the Commission with online advertising

on Xfinity.com (in the Sacramento Valley viewing area) that includes 30,000 guaranteed ad impressions to extend the reach of our campaign. Here is the Xfinity.com PSA link: http://www.mixpo.com/videoad/7_-agMIAQp6UGveDxt7ICw/Sac-California-Dream-Act-NC1147989

- The Commission staff facilitated Spanish language media interviews regarding the California Dream Act.
- Staff continues to update and promote Website and Social Media platforms.

❖ **Program Administration and Services Division Update**

2013-14 Cal Grant Award Processing

- The initial 2013-14 Cal Grant selection process for the High School Entitlement (E1) cycle began mid-February.
- This first award cycle offered preliminary awards to graduating high school seniors and one-year-out high school graduates.
- California Dream Applicants were included in the first run of E1 Cal Grant awards.

New Award Amounts for 2013-14

- The 2012-13 Budget Act passed on June 27, 2012 included provisions in the Education Trailer Bill, Assembly Bill 1476 (Senate Bill 1016) for the Cal Grant program that also changed the new award amounts for eligible private non-profit institutions and for-profit institutions.
- New Cal Grant awards for students attending private non-profit institutions have been reduced to \$9,084 in 2013-14.
- New Cal Grant awards for students attending for-profit institutions have been reduced to \$4,000 beginning in 2013-14.
- EXCEPTION to the reduction in new awards for students attending for-profit institutions: Students attending eligible for-profit institutions that are accredited by the Western Association of Schools and Colleges as of July 1, 2012, shall have the same maximum Cal Grant award as students attending private non-profit institutions.
- Ineligible institutions for the 2013-14 year will not have any new Cal Grants students on their WebGrants roster. Applicants that list an ineligible institution as their first choice on their Free Application for Federal Student Aid (FAFSA) will default to the next available institution for Cal Grant consideration.
- Communications are being sent to renewal Cal Grant students at ineligible institutions informing them that they are unable to receive Cal Grant disbursements due to its cohort default rate (CDR) or graduation rate and that the awards may not be used at the institution while the institution remains ineligible.
- Staff will work with ineligible institutions over the next few months on the close out process and 2012-13 Cal Grant reconciliation.

School of Origin Report for High Schools

- A WebGrants School of Origin Report for high schools lists all eligible Cal Grant Entitlement participants based on the high school that certified their Cal Grant Grade

Point Average (GPA). The School of Origin Report not only identifies all eligible Cal Grant participants, but also can help identify students who may have incomplete applications or other issues preventing them from being considered for a Cal Grant award.

Cal Grants and Specialized Programs Training

- To provide training and increase communications with colleges and high schools, over 60 webinar sessions have been scheduled for the 2013 calendar year.
- Additional Dream Act Application training webinars have been scheduled for high school counselors and financial aid administrators.
- Staff has presented at several local outreach middle school and high school events providing Cal Grant and California Dream Act information.

Customer Relations Branch

- On January 14, 2013, the Customer Relations Branch extended the call center hours to full days to make every effort to handle more calls during the application peak period.
- The Customer Relations and Grant Operations Branch hired Spanish language staff to assist students and parents. In addition, a Spanish Dream Act Application has been posted to the Dream Act website.
- The Commission is implementing a new phone system that will allow efficient handling of incoming and outgoing calls. The phone system rollout will occur the second week of March.

❖ Information Technology Services (ITS) Division Update

• Senate Bill (SB) 70 Data Reporting Update

- Staff met with SB 70 Committee Members on February 7th, presented the final Data Import Specification, incorporated their feedback and distributed a final version on February 8th.
- Staff completed the design and coding for the WebGrants system modifications to accommodate an SB 70 data upload capability.
- Testing by PASD and ITS is scheduled for February 19 to March 1, 2013
- The Commission will be ready to accept data uploads from educational institutions on Monday, March 4, 2013.
- Staff is working on the Data Warehousing design and development.
- Staff is working on the Data Reporting requirements.
- Data will be available for the public to view and generate various reports on June 21, 2013.

• Dream Act

Dream Act Phase II went live on January 23, 2013. The application has been deployed and students are diligently filling it out. As of the writing of this report, the following numbers of applications have been submitted:

- 1,884 applications for 2012-13; and

- 5,128 applications for 2013-14.

- **Grant Delivery System (GDS) Printing**

The GDS Printing Process is in place for Award Letters, California Aid Reports (CARs), and invoices including a dot matrix code to ensure proper inserter operation or multiple pages.

- **Shortel Phone System Implementation**

Our new Automated Call Director (ACD) has been implemented in the ITS Helpdesk. ACD deployment to the rest of the Commission along with our new phone instruments and the Integrated Voice Response System (IVR) is scheduled to go live on March 8th.

- **Commission Move**

The move is on schedule. Currently the contractors are building internal walls. The computer room build-out and installment of circuits are on schedule. ITS staff is working on the infrastructure, network, computer and printer move planning.

- **Service Improvement Project**

ITS staff is working on adopting industry best practices for managing projects within the Commission. A draft Project Charter for this effort was created and is under review by ITS management. We are hoping to deploy this new process with the Dream Act Phase III project that we will be starting soon.

The following chart provides an update on the actions taken by the Commission at its January 24, 2013 meeting:

	ACTIONS TAKEN BY THE COMMISSION	STATUS UPDATE
1	<p>Commission Meeting Minutes</p> <ul style="list-style-type: none"> • The Commission approved the September 13-14, 2012 and October 12, 2012 minutes. <i>In Favor:</i> Commissioners Anton, Arzate, Beltran, Conley, Doud, Moore, Shah, Siqueiros and McDowell. Abstained: Commissioner Geiogoue. Absent: Commissioners Garcia Vasquez, Le Grande, and Keene. • The Commission also approved the revised November 15-16, 2012 minutes. <i>In Favor:</i> Commissioners Anton, Arzate, Beltran, Conley, Doud, Geiogoue, Le Grande, Shah, Siqueiros and McDowell. Abstained: Commissioner Moore. Absent: Commissioners Garcia Vasquez and Keene. 	No further action is needed.

	ACTIONS TAKEN BY THE COMMISSION	STATUS UPDATE
2	<p>Commission Meeting Calendar</p> <ul style="list-style-type: none"> The Commission added an in-person strategic planning and business meeting on June 20-21, 2013. <i>In Favor:</i> Commissioners Anton, Arzate, Beltran, Conley, Doud, Geiogoue, Le Grande, Moore, Shah, Siqueiros and McDowell. Absent: Commissioners Garcia Vasquez and Keene. The Commission also changed the date of its September meeting to September 19-20, 2013. <i>In Favor:</i> Commissioners Arzate, Beltran, Doud, Geiogoue, Moore, Shah, Siqueiros and McDowell. Abstained: Commissioner Anton. Absent: Commissioners Conley, Garcia Vasquez, Keene and Le Grande. 	<p>No further action is needed.</p>
3	<p>EdFund Board of Directors</p> <p>The Commission designated Commissioners Geiogoue and Le Grande, and any other subsequently appointed Commissioners, as Director(s) on the EdFund Board of Directors. <i>In Favor:</i> Commissioners Anton, Arzate, Beltran, Conley, Doud, Moore, Shah, Siqueiros and McDowell. Abstained: Commissioner Geiogoue. Absent: Commissioners Garcia Vasquez, Le Grande, and Keene.</p>	<p>No further action is needed.</p>
4	<p>Governor’s Proposed 2013-14 Budget</p> <p>The Commission adopted a Resolution commending Governor Brown for supporting Student Access to Higher Education. <i>In Favor:</i> Commissioners Anton, Arzate, Beltran, Conley, Doud, Geiogoue, Le Grande, Moore, Shah, Siqueiros and McDowell. Absent: Commissioners Garcia Vasquez and Keene.</p>	<p>A joint letter from Chairman John R. McDowell, Jr. and Executive Director Diana Fuentes-Michel, including the Resolution, was sent to Governor Jerry Brown.</p>
5	<p>Commission’s Committee Structure</p> <p>The Commission established four committees, as follows:</p> <ol style="list-style-type: none"> Reconstitute the PEN Committee and direct the committee to revise its charter, subject to Commission approval. The charter should include: <ol style="list-style-type: none"> the responsibility to conduct the annual evaluation of the Executive Director; the responsibility to develop and conduct the annual process for the election of Commission officers. Reconstitute the Audit Committee and direct the committee to revise its charter, subject to Commission approval. Abolish the Governance and Monitoring Committee. Reconstitute the Programs, Planning and Budgeting 	<ul style="list-style-type: none"> The PEN Committee is scheduled to meet on February 22, 2013 and will consider revising its charter.

	ACTIONS TAKEN BY THE COMMISSION	STATUS UPDATE
	<p>Committee, to rename it the Strategic Policy and Planning Committee, and to direct the committee to revise its charter and include federal relations, subject to Commission approval. The committee is to consider including the following responsibilities from the old GM Committee into its charter:</p> <ol style="list-style-type: none"> a. the responsibility to assess annually the overall functioning of the Commission as a body and its agreed-upon policies; b. the responsibility to make recommendations to enhance the effectiveness of the Commission and its policies; c. the responsibility for developing recommendations on state and federal legislation; d. the responsibility for federal relations; e. the responsibility for strategic planning for the Commission. <p>5. Convert the Student Impact Committee into a standing committee with a membership of five Commissioners.</p> <p><i>In Favor:</i> Commissioners Anton, Arzate, Beltran, Conley, Doud, Geioque, Le Grande, Moore, Shah, Siqueiros and McDowell. Absent: Commissioners Garcia Vasquez and Keene.</p>	<ul style="list-style-type: none"> • The Strategic Policy and Planning Committee is scheduled to meet on February 21, 2013 and plans to discuss its charter. • The Student Impact Committee is scheduled to meet on February 20, 2013 and plans to discuss its charter.

In addition, I have included the following reports:

- California Student Opportunity and Access Program (Cal-SOAP) Project Director's Report (oral); and
- Educational Credit Management Corporation (ECMC) Report.

I am looking forward to working with you at this meeting. The Governor's proposed budget for our Cal Grant program is a great start in this new year. See you on the 21st.

Sincerely,

Diana Fuentes-Michel
 1975-1979 Cal Grant B Recipient
 1979 Graduate of Loyola Marymount University

**California Student Aid Commission
California Student Opportunity & Access Program (Cal-SOAP)
Project Directors' Report
February, 2013**

An oral report will be provided at the meeting.

ECMC

ECMC-CSAC

Operating Agreement

October 1, 2011 - December 31, 2012

CSAC Services Status Report - November 1, 2012 - November 30, 2012

Financial Reimbursement for Services

The funds will be placed into the EdFund Auxiliary Account for distribution based on CSAC needs.

Ref #	Details	Status
6	<p>Health and safety support and building security support</p> <p>Two guards 16 hours overnight 365.</p> <p>ECMC is responsible for reimbursement of the guards not for overall security of the facility.</p>	Security Guard invoicing
7	<p>Use of board room/meeting rooms with audio/visual capability and technical support.</p> <p>Will provide space that can accommodate the California Open Meeting Rules. The CSAC Commission meetings 4 times/year.</p>	Invoices processed to date.
8	<p>Records retention, shred services, and property inventory services</p> <p>15 months for:</p> <ul style="list-style-type: none"> • CSAC brought this in-house. Cintas (shred service) • ECMC staff support for oversight and management of services (200 hours) <p>TAB costs included (now known as Iron Mountain)</p>	Record Storage Costs paid to Iron Mountain and Cintas shred services. Hours charged by CA Records staff directly supported these services.
13	CSAC Asset Inventory	All funds used for this project code in November - Project Closed
17	<p>Provide a one-time security risk assessment of the Grant Delivery system to include scanning for security vulnerabilities and review of system logs for intrusion attempts.</p> <p>Contract services for an external provider to perform a security assessment – this does not include remediation of any issues found.</p>	Contract with NetSpi signed in December. Netspi was paid the first 50% of the contract in January. Second half was paid in June as the assessment was completed.

Ref #	Details	Status
19B	<p>Convert printing the Cal Grant Letters from the mainframe to an ASCII solution. To be completed prior to decommissioning the mainframe after the FAPS conversion.</p>	<p>Reallocations made in August - no overage on account. Service Complete.</p>
25	<p>Assist the Commission with obtaining training for more than 3,000 high school counselors and postsecondary educational institutional financial aid officers on the programs administered by the Commission.</p> <ul style="list-style-type: none"> • Produce 10-15 one to two minute video clips and integrate into CSAC systems • Produce 20-25 thirty minute to one hour training videos <p>Video production costs include:</p> <ul style="list-style-type: none"> • Preproduction Services: Script consultation, scriptwriting & production coordination • Field Production Services: Videographer, Field Producer, Broadcast quality digital camera • Post Production & Editing 	<p>Invoicing processed at CSAC's request under this code.</p>
26	<p>Providing the high school training materials. Composition, design, production, shipping and training for 19 locations</p> <p>There are 2 cycles for this publication in this operating agreement.</p> <p>Each cycle costs are reflected (need to plan for 2 cycles) books. This does not include shipping to the 19 locations. Shipping is included in #4.</p>	<p>River City Printers invoice processed in October. & Printing Costs (Fall 2011)</p> <p>*Hours charged by CA Training staff directly supported this service (close out November workshops). Hour costs not counted toward run rate calculation.</p>
28	<p>Support for Cash For College workshops</p>	<p>Completed Project</p>
29A	<p>Provide various collateral publications used to inform students, parents and counselors of state and federal financial aid programs.</p> <p>Publication estimate includes: College is Possible, Power of Education, Cal Grant Inserts.</p> <p>There are 2 cycles for these publications in this operating agreement. Based on the changes that CSAC anticipates they need to estimate a vendor cost.</p> <p>(Outsourced) <i>This cost is for copy and design only</i></p>	<p>No activity reported.</p>

Ref #	Details	Status
29B	<p>Print the tax benefit one page flyer. This would be a two cycle project.</p> <p>(Outsourced) Costs are for each cycle. Need to plan for two cycles.</p> <p>No shipping/postage included because piece was delivered to CSAC last year.</p>	<p>Corp Communication resource worked on first cycle flyer and the PDF was delivered to CSAC on February 8.</p>
30	<p>Fund Your Future: This includes copy, design, Spanish translation and printing of the Fund Your Future publication. Print estimates are based on the following quantities:</p> <p>550,000 English workbooks 132,000 Spanish workbooks 385,000 English brochures 90,000 Spanish brochures</p> <p>ECMC will provide editing on the Federal information; this is included in the 1000 hours.</p> <p>CSAC will retain a vendor to create the publications, translate them and provide all fulfillment. Fulfillment costs are included in # 4.</p> <p>Outsource: Project oversight/ copy/ design/ layout/ stock photos</p>	<p>ECMC ordered an additional 25,000 Spanish and 25,000 English brochures at CSAC's request from last year's cycle - publications received on Jan 5. Charges incurred against this year service.</p> <p>On February 8, Geri met with Louise Schroeder & Janet McDuffie regarding the transition of this publication project from ECMC to CSAC. All information surrounding project was forwarded to them on February 17.</p> <p>In May, reclassified postage and shipping charges were posted to this service at CSAC's request.</p> <p>In July, ECMC agreed to review the current 2012-2013 version and provide edits by 7/27. The review was completed and ECMC provided edits to Cheryl Lenz on July 26. Cheryl acknowledged receipt.</p>
39	<p>High School Program Support originally described as "Conduct one major research project as designated by the Commission"</p> <p>ECMC staff support for high school workshops.</p>	<p>In July, Ruby Nieto attended the CASFAA HSRC Conference call, sites are being confirmed and materials are being reviewed for later in 2012. No hours or costs were committed to this code, for informational purposes.</p>
40	<p>Provide as-needed services to align Commission administered programs with changes in Federal financial aid processes and procedures (such as changes arising from FAFSA form changes that impact Cal Grant processes) API Project</p>	<p>No activity reported.</p>
42	<p>CaliforniaColleges.edu sponsorship for CSAC</p>	<p>Project closed.</p>
43	<p>Pell Grant Table development</p>	<p>No activity reported.</p>
44	<p>Provide check \$1,500 for Arthur Marmaduke High School Counselor Award in Spring 2012</p>	<p>Full disbursement amount of \$1,500 made on June 13. Project Closed.</p>

Ref #	Details	Status
45	EdFund's EDD unemployment insurance invoices for 2011/2012	Insurance charges incurred to date.
47	Financial Aid APP for iPhone A generic questionnaire similar to that referenced above which would just provide questions and potential financial aid options without the ability to apply directly.	Hours charged by ECMC Marketing & I.T. staff directly supported this effort. Project completed in May. Project Closed. *Only ECMC hours have been charged, no other direct costs.
48	CSAC migration from GroupWise/NDS to Exchange/AD GroupWise Support included in this item.	No activity in November.
52	EdFund Board Professional Expenses	Legal Services in support of Board activities to date.
53A	GDS Changes for SB70	Invoices paid to this project code in November at CSAC's request.
53B	APLE Programmer	Invoices paid to this project code in November at CSAC's request; including reallocation of Oracle expenses incorrectly coded previously.
54	Webmaster / CSAC website design services CSAC's website is dated and needs updating to better serve its users.	No activity reported

Services Provided by ECMC Staff

Ref #	Details	Status
1	Print letters, reports, and other program material	General CSAC printing time. Postage and shipping charges totaled \$8,987.78 in last month's report were reallocated to Service # 4 (shipping & postage)

Ref #	Details	Status
2	Receive and deliver mail, large parcels and packages for the Commission	<p>Daily mail, parcel, and package delivery.</p> <ul style="list-style-type: none"> Two Business Services staff pick up mail at the US Post Office and deliver to CSAC offices Two internal mail runs are performed at CSAC offices (11:30am PT, 2:30pm PT) <p>Mail drop-off at the US Post Office at COB</p>
3	<p>Courier services for the Commission to the bank and the downtown area.</p> <p>CSAC to EdFund: 1 per day Downtown: twice daily</p>	<p>Delivery charges incurred to date. General courier services.</p> <p>Service Changes to one daily (AM only) courier runs to pick up and drop off financial documents at the CA State Controller's Office and any other requested Downtown sites.</p> <p>*Bonded Courier service from CSAC to Bank - costs to date.</p>
4	<p>Storage of financial aid workbooks, brochures, fact sheets, guides, manuals, posters and videos</p> <p>Shipping to high schools and colleges (including collateral material, inventory and usage)</p>	<p>Total costs associated with:</p> <ul style="list-style-type: none"> Rent expenses & Outside services Delivery charges & Postage Hours charged by CA Corp Services staff supported this service.
5	Contract management (including, but not limited to: technology, web conferencing, recycle, confidential shred, building security system, storage and cubicle services)	Hours charged by CA Legal staff directly supported these services.

Ref #	Details	Status
10	<p>Access to retrieve documents previously imaged</p> <p>Existing license and system</p> <p>Assumes VisiFlow system will be given back to CSAC upon conversion completion</p> <p>Current contract in place with Western Integrated that runs through 12/31/2013 for software maintenance.</p> <p>Cost additional effort for building a standalone server for VisiFlow imaging.</p> <ol style="list-style-type: none"> 1. Choose one of the existing machines - like VMServ-6 or VMServ-7 (R900) to repurpose as an ESXi server. 2. Order Large Capacity hard drives to house the data. 3. P2V NTStorage once EdFund's old data is removed or build new as a VM. 4. Configure ESXi server 5. Migrate 4 - VM's to the ESXi server. 6. Application Team to clean up any old data. 7. Create local CSAC accounts. 8. Remove the VM's from the corp.edfund.org domain. CSAC can join these servers to their domain. 9. Provide any existing VisiFlow documentation to CSAC. 10. 10. Desktop Support to turn over the imaging stations and any supported documentation. 	<p>ECMC worked with CSAC staff to build Visiflow items on a Virtual machine - item handed over to CSAC IT on Nov 8. Will continue to work with CSAC upon request through this year.</p> <p>*contractor being used for effort in addition to ECMC Full time staff.</p>
11 A	<p>Estimated 800,000 paper applications and other documents to be imaged annually (such as paper GPA verification forms, the G-8 High School Graduation Certification Form, the Transfer Entitlement Certification Form and numerous Specialized Programs forms)</p> <p>CSAC estimates that annual imaging is closer to 200,000 and will decrease as certain items, such as APLE automation are completed during 11/12.</p>	<p>16 boxes returned to CSAC in June.</p> <p>296 total boxes returned to CSAC.</p> <p>All inventory submitted to ECMC on June 30 and imaged. All boxes returned to CSAC on July 2. There is no CSAC imaging inventory on site at ECMC.</p> <p>Project Closed.</p>
11 B	<p>Backlog Imaging</p> <p>CSAC would like 250 of the remaining boxes of backlog imaging to be scanned.</p>	<p>Project Closed.</p>

Ref #	Details	Status
12	Maintain and operate a Storage Area Network (SAN), which is architecture that allows remote computer storage devices to be attached to servers. This provides the server storage for the GDS system.	CA Infrastructure Team charged time to this effort. August activity included training of CSAC staff on SAN.
14	Software purchasing and contracting for imaging software, IVR, Oracle Data Base Management System (DBMS) software, and security software in support of the GDS system	Hours charged directly supported this service, specifically Oracle contract review. **Charges will be reallocated to Service 53B-APPLE Programmer
15	Backup database administration for the GDS to augment current Commission support Additional services include Oracle DBA support for upgrading and advanced tuning, and troubleshooting the production GDS databases.	ECMC Database Administrator charged hours to support this service in May.
16	When requested, provide needed expertise for support, troubleshooting or repair of GDS production networks, appliance, and firewalls – this service should not require more than 50 hours of support in a year.	No activity reported.
18	Provide Linux system administration and support for GDS servers located at OTS – this includes upgrading, patching, auditing, and ensuring optimal performance and security controls are in place.	No activity reported.
19A	Provide mainframe printing services for the Commission which includes changing and creating new overlays and letter formats for GDS letters – the Commission prints over 100 different GDS letter types (approximately 1.5 million letters a year) Hours to modify 50 letters and print all jobs.	No activity in November.
20	Maintain the various ListServe accounts used by the Commission to distribute information to schools Current maintenance, training of CSAC staff on the current process and final transition of the application CSAC is in the process of transitioning this service in-house, these hours can be reduced.	Service transferred to CSAC in September. Project Closed *Costs associated with Contractor expenses.
21	Programming and updating Student Expense and Resources Survey (SEARS) application software Transition support to CSAC	No activity reported

Ref #	Details	Status
22	<p>Provide Tier 1 Help Desk support for 400 postsecondary institutions, over 1800 high schools, over 300,000 student accounts on WebGrants for Students, and Commission staff – these calls are logged in the HEAT ticketing database and dispatched to appropriate Commission personnel for problem resolution</p>	<p>November 2012 statistics</p> <p>Total all CSAC Calls Received: 1,474 Total all CSAC Calls Abandoned: 234</p> <p>Total tickets created by Helpdesk: 551 CSAC tickets resolved by ECMC: 504 CSAC tickets assigned to CSAC: 40</p> <p>Help Desk transitioned to CSAC on December 14 - Project Closed.</p>
23	<p>Provide all telephony services for the Commission, including but not limited to telephone installation, configuration, modification and hardware support for over 150 IVR telephone interfaces, telephone number assignments, voicemail, and toll-free line support</p> <p>CSAC has assigned internal staff to perform these functions, but would like to be able to request assistance in the unlikely event it is needed.</p>	<p>No activity reported</p>
41	<p>Contracts owned by ECMC but are shared with CSAC</p> <p>See contract list, the items stated as ECMC ownership joint use by ECMC and CSAC</p>	<p>Hours charged by Legal staff directly supported these services.</p>
42	<p>Project: CSAC SAN OS Upgrade (SAN Phase II)</p>	<p>Completed Implementation on 12/17/11. Closed Project on 12/31/11.</p>
48	<p>CSAC Services - General</p> <ul style="list-style-type: none"> • Customer Relationship Manager • Executive Support • Finance Support 	<p>Project Management and customer relationship support for CSAC Services.</p> <p>General management and support of CSAC Services.</p>
55	<p>Maintain edfund.org website. Updating of EdFund Board notices. Board Updates: 4 meetings/year + 4 amendments = 8 changes</p>	<p>Work surrounding Edfund.org and hosting services.</p> <p>*Contractor costs</p>
49	<p>Assist with filing IRS Form 990 for FY ending 9/30/2011 and FY ending 9/30/2012.</p> <p>Prepare, review, and file IRS Form 990 and associated state filings.</p>	<p>Hours charged by CA Finance staff directly supported this service.</p>

Ref #	Details	Status
50	<p>Support and review two EdFund audits for FY ending 9/30/2011 and FY ending 9/30/2012, prepare financial statement and audit report. EdFund financial statement required to prepare Form 990.</p> <p>Includes external costs for auditor fees, to be contracted by CSAC:</p>	<p>Hours charged by CA Finance staff directly supported these services. ECMC Finance reported that the 2010-11 Audit is complete. Activities for the 2011-2012 audit will begin in the fall. No additional activities will be reported until the 2011-12 audit begins at that time.</p> <p>Audit fees paid to date</p> <p>*Run rate high but expected considering timeframe of work that was performed occurred mostly during early part of OA.</p>
51	<p>Maintain and manage EdFund Auxiliary Account and other EdFund financial activity.</p>	<p>Hours charged by CA Finance staff directly supported these services.</p>

While not part of any of the services listed above, an update on ECMC's funding of the Cal Grant Program is provided below:

- 2011-2012
- October 5, 2011 = \$20,750,000 – paid
 - January 5, 2012 = \$20,750,000 – paid
 - April 5, 2012 = \$20,750,000 – paid
- Total \$62,250,000

- 2012-2013
- September 4, 2012 = \$28,219,044 - Paid
 - October 1, 2012 = \$28,219,044 - Paid
 - January 2, 2013 = \$28,219,044
- Total \$84,657,132

Total appropriations for 2011-12 have been completed.