

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. Introduction of CASFAA & CCCSFAAA presidents
- b. California Student Opportunity and Access Program (Cal SOAP) Project Director's Report
- c. ECMC Report on the transition of the federal student loan guaranty program

Recommended Action: For information only. No action required.

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



**Executive Director's Report
February 2011**

Dear Commissioners,

The election of a new Governor and Legislature and the challenge of meeting a continuing fiscal deficit of over \$25 billion have brought renewed activity to solving the State's budget problems. The Governor's proposed 2011-12 budget seeks to keep the Cal Grant program intact but relies on the Legislature's agreeing to shift \$947 million in federal funds from the Temporary Assistance for Needy Families (TANF) program. The Governor's revenue proposals to extend the current car, sales and income taxes through the next five years must be approved as well to avoid an additional \$12 billion in budget reductions beyond the initial January budget proposed by the Governor.

At the time of this report, legislative budget subcommittees have expressed strong support for the Cal Grant program, underlying its importance in maintaining affordability and securing access for low- and middle-income students seeking to enroll in our public and private colleges and universities. However, savings options for tightening Cal Grant eligibility have emerged in recommendations made by the Legislative Analyst and in the Senate subcommittee budget hearing process. Commission staff will be discussing these options and their potential impact on student access at our February 24-25 meeting.

This time of year marks the Cal Grant application cycle for the coming academic year. Last application year, there was an almost 20 percent increase in the number of Free Applications for Federal Student Aid (FAFSA) filed and the number of Cal Grants offered. Over 2.4 million FAFSAs were filed last year and over 335,000 California students received Cal Grants and other specialized financial aid.

This year, the Commission has implemented new reports for California high schools. For the first time, high school counselors and teachers are receiving reports on FAFSA and grade point average (GPA) verification. In short, high schools are being advised of which students have failed to complete the application process before March 2. These reports will help time-strapped counselors and teachers help their students complete the application process. Please see the Program Administration & Services Division (PASD) Update for more information.

We are also pleased that we have completed discussions with the Los Angeles Unified School District and will be able for the first time to upload GPA data from the high schools. This new process will go a long way in ensuring that all qualified applicants complete the FAFSA so that they may qualify for all eligible funding sources; federal, state, institutional and private aid. Please see the PASD Update for more information.

Despite the financial challenges facing the State and the Commission, the work of the Commission continues. The Governor's budget reduces the Commission's budget by \$1.2 million which reflects the amount of the set aside for the loan program transition. The two-year operating agreement delays some of the costs of transition beyond 2011-12. However, a \$267,000 augmentation in the current year will be required to pay for costs related to the purchase and staffing of printing functions previously conducted by EdFund. These costs reflect savings already achieved through the implementation of WebGrants for Students. Presently, students applying for financial aid receive a written correspondence to initiate their Cal Grant offer. After students receive their award letters, the Commission encourages all students to establish WebGrants accounts to communicate with the Commission. However, there are still some students who do not have an email address at the beginning of the application process. Some written correspondence is still required, particularly in individual cases where appeals and corrections are made that pertain to an individual student.

Over the last two months, the information technology and program staffs have implemented the new storage area network system to effectively back-up student data securely so that the Commission's existing and former participants' data can be accessed. The Commission and ECMC have worked together to ensure data security as the former EdFund data system is transitioned to ECMC's master loan services data base. Our financial staff has been working overtime as we oversee the audits of our auxiliary organization, manage the transition of financial loan records and the Commission's 2011-12 budget development.

Planning must begin soon to coordinate our new ECMC partnership in providing high school counselor and college financial aid training. Next fall, we are planning to resume our training sessions throughout California. These sessions are critical to ensuring that new staff is effectively trained in federal and state financial policies and procedures.

This month, I have had the opportunity to individually meet the new leadership of CASFAA and CCCSFAAA. Lynn Fox, president of the California Association of Financial Aid Administrators (CASFAA), and Sherrie Padilla, president of the California Community Colleges Student Financial Aid Administrators Association (CCCSFAAA), have met and will be present at the Commission's February meeting to introduce themselves to the Commission. Our staff will be participating in upcoming legislative visits and Capitol days scheduled for both organizations. We will be advising both organizations of budget and legislative deliberations on issues impacting financial aid. I have asked both representatives to join us at our February meeting so I might introduce them to you. Here is a little information on both presidents.

Lynn Fox is Associate Dean of Enrollment and Director of Financial Aid at the University of the Pacific in Stockton, California. He has been a long-time active member of CASFAA and a well respected member of the financial aid community. Sherrie Padilla is the Director of Financial Aid at Antelope Valley College in Lancaster. She has been CCCSFAAA's State Issues Chair and was elected CCCSFAAA President for 2011.

Our work with our partners at ECMC continues as we transition the loan program portfolio and program to ECMC. We continue to meet weekly to ensure consistency in communications and timely actions on the myriad of tasks that must be completed by the end of the federal fiscal year to ensure an orderly transition. Attached to this report is our most recent activity report of our work with ECMC. It is important to acknowledge the work of the Commission staff who have had to undertake this work with no additional personnel. Priority to the transition and maintaining effective operations have remained our priorities. We continue to work to ensure that there is no disruption in student services. It has been challenging given the funding and

personnel constraints. We are pleased with the level of support we have received from the ECMC management team who has displayed a willing spirit and a transparent working relationship.

During our meeting, I will also update you on the selection of a new ECMC board member and discussions regarding recommended loan program funding levels for Cal Grant awards. We continue to work with our ECMC partners on the latter issue and look forward to briefing you at our meeting. What follows next is an update of Commission activities.

COMMISSION PROGRAMS UPDATE

Administration & External Affairs Division Update

- **Arthur Marmaduke Award Nominations Due March 30, 2011:** The Arthur Marmaduke High School Counselor award honors excellence in student counseling. Named after Arthur Marmaduke, the first California Student Aid Commission Executive Director, the award is made based on nominations from high school principals or their designee. The nomination form is available on the website.
- **Cash For College:** Currently, 400 workshops have taken place across the state at high schools, college campuses and community sites, with a total of 585 offered. As of early February, 205 workshops were offered using the online workshop tool which streamlines data collection, adds new features for Foster Youth and AB 540 students, and allows for student follow-up.

Program Administration and Services Division Update

Program Operations Update

2009-10 Cal Grant Funds Delayed

- As you recall, the Commission was unable to advance 2009-10 Cal Grant summer term payments to participating Cal Grant institutions due to the Department of Finance's decision to withhold funds until all Cal Grant institutions reconciled their 2009-10 Cal Grant funds. All participating institutions have reconciled their Cal Grant payments and the Commission provided the Department of Finance with the final amounts in January.
- On February 14, 2011, the Commission received approval for the remaining 2009-10 Cal Grant funds and began processing the claim schedules for those institutions. The State Controller requested that the Commission only process 2 claims per day which will take up to two weeks to process all of the pending claims. A Special Alert was released to inform all institutions of the good news.

2011-12 Cal Grant Award Processing

- Initial processing of the electronic and paper 2011-12 Cal Grant Grade Point Average (GPA) began in November 2010 and processing of the 2011-12 FAFSA forms began in January. The first processing cycle of the 2011-12 High School Entitlement Cal Grant award offers began last week and will continue on a weekly basis. Electronic California Aid Reports (CAR) are being sent to students with email addresses and paper CARs to

students without an email address. The 2011-12 WebGrants school rosters identifying the preliminary Cal Grant offers made to students are now available.

New Reports for High Schools

- **GPA Summary:** A cumulative report is produced each time GPA records are processed that lists all students with GPAs successfully submitted by a particular school for the current award cycle. Beginning with the 2011-12 academic year, the Commission added the student’s FAFSA application status. This new functionality allows high schools to indentify whether or not their students completed a FAFSA before the March 2 deadline.
- **FAFSA (No GPA) Report:** The Commission created a new WebGrants daily report for high schools to identify students who completed a FAFSA but do not have a GPA on file. This report allows high school counselors to submit GPAs for students they may have missed during the first GPA submission.

Los Angeles Unified School District (LAUSD) GPA Pilot Project

The Commission uses the Social Security Number (SSN) in the GPA data file to match a FAFSA record. However, the LAUSD and other school districts do not collect SSNs and, therefore, cannot use an SSN to match a FAFSA record. Over the last year and a half, the Commission has been working diligently with the LAUSD on a GPA Pilot Project to upload student GPA data without an SSN in an effort to reduce the paper process currently used by their high schools. In partnership with the LAUSD, the Commission developed a matching formula for the LAUSD GPA records using other primary matching criteria from the FAFSA with the GPA for those students. The matched records will be processed through the award cycle to determine eligibility for an Entitlement Cal Grant award. Commission staff will begin to work with the other school districts that do not use SSNs to implement the same electronic process.

Support for Students and Parents

- On February 14, 2011, the Commission’s Customer Relations Branch has extended its call center hours of operation from 8 am to 4:45 pm to assist students and parents during the peak period of March 2 and to assist with other Cal Grant, Specialized Programs and various financial aid questions. The Commission will continue the extended hours through March 4, 2011.

STATUS OF ACTIVITIES RESULTING FROM ACTIONS TAKEN BY THE COMMISSION

Below is a summary of the actions taken by the Commission at its November 18-19, 2010 and December 7, 2010 meetings.

	ACTIONS TAKEN BY THE COMMISSION	STATUS UPDATE
1	California National Guard Education Assistance Award Program (CNG EAAP) At the November meeting, the Commission adopted the proposed regulations and accompanying documents, requested that the effective date of the regulations be the date of	The Office of Administrative Law (OAL) approved the renewal application on January 10, 2011 and the emergency regulations on January 20, 2011.

	ACTIONS TAKEN BY THE COMMISSION	STATUS UPDATE
	filing, and authorized staff to take the necessary steps to complete the regulatory process.	
2	Nominations to the EdFund Board of Directors On December 7, 2010, the Commission voted to establish the Commissioners as the EdFund Board of Directors.	The next meeting of the EdFund Board of Directors is scheduled for February 25, 2011.
3	Nominations to the ECMC Board of Directors On December 7, 2010, the Commission made the following recommendations for the California representative on the ECMC Board of Directors: <ol style="list-style-type: none"> 1. Jack O’Connell, former California State Superintendent of Public Instruction; 2. Richard West, former Vice Chancellor for the California State University and University of California systems; 3. Art Torres, Vice Chair of the Independent Citizens Oversight Committee-the governing Board of the California Institute for Regenerative Medicine, and former Member of the California State Senate and Assembly; 4. Gary Hart, former California State Senator and Assembly Member; and 5. Denise Moreno Ducheny, California State Senator. 	ECMC has taken ten nominations for potential Board members to represent California students’ interest. The vetting process will be completed and an offer will be made before the March 16, 2011 ECMC Board of Directors meeting.
4	Commission Meeting Minutes At its November meeting, the Commission approved the minutes of the September 2, 2010 and September 22, 2010 meetings, as presented.	The approved meeting minutes will be submitted to the Commission Secretary for signature.

Lastly, I have included the following reports:

- Cal-SOAP Project Directors’ Report (oral report); and
- Educational Credit Management Corporation (ECMC) Status Report.

Should you have any questions regarding this report, please contact me directly. I look forward to seeing you on February 24th in downtown Sacramento.

Sincerely,

Diana Fuentes-Michel
 Executive Director
 California Student Aid Commission
 (1975-1979 Cal Grant B Recipient)

Introduction of CASFAA & CCCSFAAA Presidents

Executive Director Diana Fuentes-Michel will be introducing Mr. Lynn Fox, President of CASFAA for 2011, and Ms. Sherrie Padilla, President of CCCSFAAA for 2011.

**California Student Opportunity and Access Program (Cal-SOAP)
Project Directors' Report**

An oral report will be provided at the meeting.

**EDUCATIONAL CREDIT MANAGEMENT CORPORATION (ECMC)
REPORT TO THE CALIFORNIA STUDENT AID COMMISSION**

February 24-25, 2011

HIGH LEVEL CSAC PORTFOLIO TRANSITION STATUS REPORT

CSAC and ECMC Services

1. Program Management
 - CSAC and ECMC team meet weekly to ensure the teams are in sync and communicating.
 - Action items are captured on a weekly basis to ensure that CSAC issues are resolved as quickly as possible.
 - ECMC provides CSAC 43 services. The performance of those 43 service areas are tracked on a monthly basis. Formal reports are provided on a monthly basis.
 - A formal issue escalation process has been created and is followed by both teams.

2. Human Resources
 - 10 Civil Servant employees that were assigned to EdFund were returned to CSAC.
 - 10 Civil Servants were provided training prior to their transition, ensuring that their skill sets met job requirements.
 - 389 EdFund employees transitioned to ECMC in two waves; 94 on November 1 the remainder on December 6.
 - ECMC is still formulating its final staffing plan for the California Office.

3. Legislative Updates
 - Developed the EdFund annual report
 - Coordinated efforts to announce Fund Your Future program for 2011
 - Working together to create a consistent message with the California legislature

4. Outreach to Students
 - ECMC is partnering with CSAC to serve California students, borrowers and other constituencies.
 - Technical and operational support of Cal Grant program, Specialized and Outreach Programs
 - Assistance with Cash for College workshops
 - Provide scholarship funds for Cash for College
 - Assistance with high school counselor workshops
 - Support of collateral publications including Fund Your Future
 - Provide training videos for student assistance

5. Information Technology (IT) Support
 - ECMC and CSAC meet monthly to discuss synergies and services levels.

- Implementing an upgrade to the Storage Area Network (SAN)
6. Overall Services
 - 43 services (detailed performance report is attached)
 7. Legal
 - Successfully executed an operating agreement for ECMC to provide certain support services for CSAC
 - Successfully executed an agreement between ECMC, CSAC and the Department of Education to transfer guarantees and certain amounts of student loan operating funds to ECMC, which allowed CSAC to retain \$100 million for current Cal Grant commitments
 - Formalized as part of the operating agreement the services appendix, which details the 43 services that ECMC is providing for CSAC
 - Participated in lease negotiations with McCuen to find a solution for Building A and Building B
 - ECMC agreed to lease most of Building A to mitigate the damages caused by EdFund's default.
 8. Board Seat
 - ECMC has taken 10 nominations for potential Board members to represent California students' interest.
 - Board vetting will be completed and an offer will be made before the March 16 ECMC Board meeting.
 9. Finance
 - Completed the June 30 EdFund audit
 - Working on the stub year (June through October) audit for EdFund
 - Transfer \$100 million to the State of California as part of the transition
 - Transfer \$25 million to the State of California for the Cal Grant program
 - Are currently negotiating the formula that will be used for future Cal Grant programs contributions
 - Working with the CSAC team to close the EdFund financial books

ECMC Overview of the Federal Family Education Loan Portfolio Transfer

1. Business Process integration
 - Aligned on best practices and have merged key performance indicators (KPI) tracking together
2. Loan Conversion
 - File layouts have been defined
 - Two files defined
 - Test data of over 10,000 records has been generated and loaded
3. Integration of Information Technology (IT) Infrastructure
 - Connected the Wide Area Network (WAN)
 - Reviewing technology and merging tools together

- Evaluating Help Desk functions and will merge the processes together
4. Implementation of Security and Records Controls
- Performed external assessment of EdFund physical and data security
 - Addressed security related issues found by external assessor and all outstanding BSA audit issues
 - Implemented EMC Records Retention Program

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
Mail Room/Warehouse					
1	Print letters, reports, and other program material	Images: 500K Mail Pieces: 125K	499	97.75	<ul style="list-style-type: none"> General CSAC printing. Printed 10,000 Chafee Fact Sheets for Cash for College workshops in January 2011.
2	Receive and deliver mail, large parcels and packages for the Commission	Incoming Mail: 60K FedEx, UPS: 0 To the Commission: 0	1,040	92.25	<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) Mail drop-off at the US Post Office at COB
3	Courier services for the Commission to the bank and the downtown area	CSAC to EdFund: 240 (1 per day) Downtown: 280 ann. (twice daily)	720	116.75	<p>General courier services.</p> <ul style="list-style-type: none"> Two daily courier runs to pick up and drop off financial documents at the CA State Controller's Office and any other requested Downtown sites.
4	Storage of financial aid workbooks, brochures, fact sheets, guides, manuals, posters and videos Shipping to high schools and colleges (including collateral material, inventory and usage)	Bays allocated: 44 Shipping: 8,626 packages, including freight	16,247	0	No activity this period.

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
Other Services					
5	Contract management (including, but not limited to: technology, web conferencing, recycle, confidential shred, building security system, storage and cubicle services)			0	12/30/2010: Provided documentation of eleven EdFund active contracts to CSAC.
6	Health and safety support and building security support	Two guards 16 hours overnight 365/conversion to S2 and associated hardware for \$150,000		\$7,385.45 1.00 hr	Contracted with Allied Barton Security Services to provide security guard service to the CSAC site. <ul style="list-style-type: none"> One officer onsite 7:00 AM - 10:00 PM, Monday-Friday. This officer works inside the building and provides escort services when needed. Overnight and weekends, Allied Barton contracts a local security company (Palidan Security Services) for a mobile patrol to make 3 or 4 passes per night to the site and to do perimeter checks. Escorts are provided if needed. <p>1/14/2011: Received and processed CSAC invoice of \$35.45 for copies of CSAC building blueprints on 12/6/2010 to facilitate a security assessment.</p>
7	Use of board room/meeting rooms with audio/visual capability and technical support	Will be provided at new location or provide other equivalent space that can accommodate the California Open Meeting Rules.		1.50	1/18/2011: ECMC-CA and CSAC met to discuss facility requirements for 2011 California Student Aid Commission meetings. Meeting room must satisfy AB 1436 rules. First meeting is scheduled February 24-25, 2011. <p>ECMC-CA initiated research to obtain a meeting location.</p> <p>1/21/2011: ECMC and CSAC Legal confirmed that CSAC is responsible for coordination and payment of meeting rooms. ECMC will reimburse CSAC when the paid invoice is submitted.</p>

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
8	Records retention and property inventory services	68 boxes (1 hr x 2 emps)		0	<p>1/7/2011: Delivered the first shipment (10 boxes) of EdFund corporate documents to CSAC. Obtained CSAC sign-off for delivery.</p> <ul style="list-style-type: none"> • Litigation • Intellectual Property Files • Bond Files • Removable Media - Legal Dept. • Removable Media - HR Dept. <p>1/18/2011: Delivered second shipment (20 boxes) of EdFund documents to CSAC. Obtained CSAC sign-off for delivery.</p> <ul style="list-style-type: none"> • EdFund's active contracts that were retained by the corporate shell • EdFund Board of Director Agendas (originals) • EdFund Board of Director Transcripts • Board Member Files
9	Ordering office supplies	<p>CSAC uses EdFund provider</p> <p>EdFund provides 1 hour per month administrative work</p>		0	<p>Ordered supplies from Staples for Cost Center 701. This service will be transitioned to CSAC.</p> <p>Paid invoices for monthly rent for CSAC warehouse space (Service West) and cubicle reconfiguration.</p>

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
Imaging					
10	Access to retrieve documents previously imaged	Existing license and system—no additional work is required Assumes system will be given back to CSAC upon conversion completion		0	ECMC-CA is looking into VisiFlow licensing for CSAC.

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
11	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)	VisiFlow will be given back to CSAC on 7/31/11		0	<p>2/1/2011: ECMC and CSAC met to discuss CSAC imaging. CSAC requested ECMC assistance in preparing the 800,000 documents for imaging.</p> <p>Next steps are for ECMC and CSAC executive management to determine who is responsible for document prep.</p> <p>2/8/2011: ECMC and CSAC Legal agreed that CSAC will clearly articulate the documents that are most important to image and work with ECMC-CA to schedule the portfolio of work.</p> <ul style="list-style-type: none"> • Name of document • Where the work will be done • Resources • Who will manage the work • Timeframe to complete the work <p>ECMC will work with CSAC to hire students to prepare the documents for imaging.</p> <p>ECMC-CA will scan the documents after they have been prepared.</p> <p>ECMC will await CSAC Legal to deliver the work prioritization before beginning this effort.</p>
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			0	No activity this period. This line item will not have activity until after the CSAC SAN Implementation project is completed.

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
13	Offsite tape storage	Covered under contracts section		0	1/31/2011: ECMC and CSAC met to discuss offsite back-up tape storage for CSAC. It was agreed that CSAC will contract directly with the Iron Mountain vendor. The contract is not to exceed two years. ECMC will review the business terms of the contract. CSAC will submit the invoice to ECMC for payment to the vendor.
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		96	0	No activity this period.
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		40	0	No activity this period. This is on demand.
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		50	.75	Assisted with GDS Production issue in December 2010.

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
17	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	Contract services for an external provider to perform a security assessment – this does not include remediation of any issues found	0	0	CSAC is not ready to start the security risk assessment. CSAC requested that the CSAC SAN Implementation project be completed before beginning the security risk assessment. The CSAC SAN Implementation schedule slipped. ECMC and CSAC are working to establish a new conversion date.
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		100	0	No activity this month. This is on demand.
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)	Oracle consultant for 3 months to address print jobs Hours to modify 50 letters and print all jobs	500	16.75	12/27/2010: Keri Tippins provided CSAC executive approval to provide services requested by John Bays. 1/10/2011: ECMC-CA has made the required changes for the new academic year. This included overlays, headers, and the new CA governor. 1/14/2011: CSAC confirmed that invoices printed with new CA governor to be mailed today.

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
19B	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.	N/A	(Covered in 19A)	.25	CSAC plans to request a change in scope of this item. A request has been submitted to Keri Tippins.
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	240	0	No activity this period. This will eventually transition to CSAC.
21	Programming and updating Student Expense and Resources Survey (SEARS) application software	Transition support to CSAC	40	0	<i>This is on hold.</i> CSAC will not do the SEARS survey this year. This will be revisited next year.

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
Tier 1 Help Desk/Telephony					
22	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	Service labor hours– continue to use the CSAC HEAT system	2,080	256.25	As of 12/6/2010, one Help Desk FTE supported CSAC calls. In January 2011, the CSAC call volume has doubled. ECMC-CA will add another Help Desk tech to monitor CSAC calls and manage the call volume, beginning February 2011. If a student has issues with creating a new user account, CSAC agreed that the ECMC-CA Help Desk should proceed with assisting the caller since ECMC-CA has access to the student’s data. In the past, these types of calls were forwarded to CSAC for resolution.
23	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	A person onsite at the CSAC office once a week	96	0	No activity this period. This is on demand.
Training/Outreach Services					
24	Provide opportunity for Commission staff to attend soft-skills training, if any, offered by ECMC to its California staff	Coordinate with EdFund training - 2 sessions/year	16 hours	0	1/14/2011: Received and processed CSAC invoices (\$2,864.64 total) for <i>Critical Thinking</i> training on 11/9/2010 and 12/7/2010 for former EdFund civil service employees.

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
25	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	Produce 10-15 one to two minute video clips and integrate into CSAC systems Produce 20-25 thirty minute to one hour training videos	560	0	No activity this period. This is on demand. CSAC executive approval required.
26	Providing the high school training materials	Composition, design, production, shipping and training for 19 locations	312	83.50	ECMC-CA representative to the CASFAA High School training committee provided post-workshop support. Reviewed workshop evaluations and initiated planning for 2011 workshops. Ensured that workshop materials are updated and available to customers via the website.
27	Pay for the costs associated with obtaining conference rooms and audio/visual equipment for training high school counselors and postsecondary educational financial aid officers and/or workshops.	Hotel rental and audio visual rental at 19 different locations Shipping materials will be included	N/A	0	No activity this period. This is on demand. CSAC executive approval required.

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
28	Support for Cash For College workshops	\$1,000 scholarships at 500 events per year Stipends for volunteers	N/A	196.00	Fulfillment of online orders for Cash for College Workshops. Includes packaging orders for shipment.
29	Provide various collateral publications used to inform students, parents and counselors of state and federal financial aid programs	Publications include: College is Possible, Power of Education, Cal Grant Inserts, Tax Benefits Guide and Tax Benefits one-page flyer	200	38.50	Fulfillment of school orders by FAX or phone for Cash for College Workshops and other school requests.

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
30	<p>Fund Your Future: The Commission partnered with EdFund for publishing, production, storage and distribution of approximately 500,000 free financial aid publications that are used to inform and educate students, parents, schools and other interested parties about Cal Grants and other financial aid programs. This includes an annual Free Application for Federal Student Aid (FAFSA) for Students/FAFSA for Parents video production; duplication and warehousing services; <i>Fund Your Future</i> series workbooks, counselors' guides, and brochures; and photo inventory and graphic designing. The Commission's budget does not include funding to continue these critical materials. The <i>Fund Your Future</i> publications series—a student financial aid workbook (English and Spanish), high school counselor's guide and brochure (English and Spanish) – was produced jointly by the Commission and EdFund. Nearly all of the state's high schools rely on the workbook and brochure as a critical resource for students attending their schools and their families. The workbook is to be comprehensive enough so that students, especially those from low-income or disadvantaged families, will not need to purchase a financial aid book.</p>	<p>California brochure in English and Spanish 500,000 annually; California workbook in English and Spanish = 710,000 annually</p> <p>Postcard provided free with print order</p> <p>Production must be completed at the beginning of each academic year to ensure distribution during peak distribution months (December - February)</p>	1,520	90.50	<p>Fulfillment of online orders for workbooks and brochures to schools and other non-profit organizations for Fund Your Future. Also includes Cash for College fulfillment and regular school requests.</p>

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
31	College Cash Box: The College Cash Box contains materials high school counselors need to help students apply for financial aid. Approximately 4,500 College Cash Box kits are printed, assembled and disseminated to all California high schools, colleges, universities, career and technical schools, and community organizations. This box is filled with collateral publications that reach students through school counselors and financial aid administrators throughout the state's diverse population. The materials include information for students pursuing an education through career technical education (vocational schools), as well as through California colleges and universities.	Producing Cash for College box contents	External contract	0	No activity this period. This is on demand. CSAC executive approval required.
Financial Services					
32	Provide accruals for loan program funds		0	0	No activity this period.
33	Submit invoices for loan program activity		0	40.00	Resolved open issues with 2010 invoices. Provided CSAC with detail requested for Loan Program invoices charged to the old and new auxiliary accounts.
34	Prepare monthly and year-end loan program financial statements		0	66.75	Amended and finalized 9/30/2010 and 10/31/2010 EdFund Operating Fund - Federal Fund financial statements in response to finalizing audits.

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
35	View access to Oracle Financials until all books are closed	Existing license and system—no additional work is required		39.50	Ran Oracle financial reports for October 2010, November 2010, and 2010 year-end.
Audit Services					
36	Contract for independent audit of the annual loan program financial statements	Payment of Perry-Smith LLP fees		115.50	Supported for Perry-Smith audit of Operating Fund and Federal Fund, including review of CSAC and EdFund building and copier leases with auditors. Audit report published 12/23/2010. Reviewed, edited, and drafted Management’s Discussion & Analysis, Financial Statements, and Notes to Financial Statements. Worked on the 9-30-2010 EdFund draft audit report. 1/26/2011: Met with CSAC to discuss results of 12/30/2010 audit.
37	Provide information and responses for other audits (such as USED compliance audits, federal single audits of federal programs performed by the Bureau of State Audits)		100	164.50	BSA audit support for audit currently in progress. Worked on the A-133 Single Audit and State/Regulatory filings. 2/9/2011: Provided CSAC with responses from ECMC-CA Security Office to BSA audit findings.

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
Research Services					
38	Provide information required by the Commission to complete the Annual Report on EdFund	1 person full time for a quarter	480	19.50	1/6/2011: ECMC-CA Corporate Communications contacted CSAC to inquire if ECMC-CA assistance is needed. 1/20/2011: ECMC-CA and ECMC-MN Corporate Communications met with CSAC representative to produce a timeline for drafting and producing the Annual Report on EdFund. ECMC draft due to CSAC on 2/8/2011. 2/8/2011: Submitted draft EdFund Annual Report to CSAC. 2/9/2011: Received confirmation from CSAC that draft EdFund Annual Report was received.
39	Conduct one major research project as designated by the Commission	1 person full time for a quarter	480	0	No activity this period. This is on demand. CSAC executive approval required.
Federal Alignment					
40	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)	2 developers not to exceed \$120K	240	0	No activity this period. This is on demand. CSAC executive approval required.

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
Contracts					
41	Contracts owned by ECMC but are shared with CSAC	See contract list, the items stated as ECMC ownership joint use by ECMC and CSAC	40	0	No activity this period.
New Work					
42	Deliver four projectors to CSAC on 12/3/2010	N/A	N/A	N/A	12/3/2010 - <i>This item is completed.</i>
43	Ship 10 t-shirts for CASFAA.	N/A	N/A	N/A	12/9/2010 - <i>This item is completed.</i>
44	Provide check for \$1,500 scholarship award in Spring 2011.	N/A	N/A	N/A	No activity this period.
45	Support and respond to CSAC server needs document of 12/1/2010.	N/A	N/A	N/A	1/12/2011 - Determined that server needs are being addressed as part of the CSAC SAN Implementation project. 1/12/2011- <i>This item is completed.</i>
46	Transfer unused Polycom phones and artwork to CSAC.	N/A	N/A	N/A	12/9/2010 - <i>This item is completed.</i>
47	Provide a directory of ECMC-CA management to CSAC	N/A	N/A	N/A	12/7/2010 - <i>This item is completed.</i>

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
48	Conduct a walk-through of the ECMC-CA west wing, after the space has been vacated.	N/A	N/A	N/A	12/23/2010 - Chris Faulkner escorted CSAC (Janet McDuffie, Leanna Sinibaldi, John Bays, and Rita DeNatly) through ECMC-CA 1st Floor West Wing. 12/23/2010 - <i>This item is completed.</i>
49	Conduct monthly CSAC and ECMC-CA IT synergy meetings to discuss IT items on the list of CSAC Services and open projects.	N/A	N/A	N/A	12/17/2010 - First meeting scheduled 12/21. 12/21/2010 - Held first monthly meeting. Agreed to meet the first Wednesday of the month at 2:00pm. Next meeting will be 1/12/2011. 12/21/2010 - <i>This item is completed.</i>
50	Cash for College: In the past, EdFund's warehouse would ship a portion of the items being ordered and CSAC shipped a portion. CSAC is now requesting that EdFund fulfill the entire order.	N/A	N/A	N/A	12/8 - Met with CSAC staff. Distributed meeting notes on 12/9. Work is being completed under #1, #28, and #29. <i>This item is completed.</i>
51	Cal Grant Funds	N/A	N/A	N/A	1/18/2011: ECMC wired \$25 Million to the CA Treasurer's Office. The \$25 million is the remaining amount due of the \$100 million Dept. of Education agreed to fund from the Operating Fund to support 2010-11 Cal Grant program awards. 1/19/2011: CSAC confirmed that the funds were received. <i>This item is completed.</i>

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

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52	EdFund Board Professional Expenses	\$50,000 ECMC will reimburse CSAC for invoices submitted.			2/9/2011: New item added per Dan Fisher.
Unplanned Services					
S1	CSAC Services - General	N/A	N/A	142.00	Project Management and customer relationship support for CSAC Services. Facilitation and follow-up for monthly CSAC/ECMC IT meetings. Coordinated CSAC services that will be provided on ECMC, not-CA state holidays.

ECMC

CSAC Services Status Report - November 1, 2010 through January 31, 2011

Ref #	Details	Quantity Annually	Est Hrs	Hrs to Date / External Cost	Status
Projects					
P1	CSAC SAN Implementation	N/A		624.00	<p>1/10/2011: Held kick-off call with vendor (FusionStorm and EMC), CSAC, and ECMC.</p> <p>1/11/2011: CSAC and ECMC reviewed project plan and detailed tasks to prepare for installation.</p> <p>1/20/2011: Held design and planning session with FusionStorm vendor on site. Updated and redistributed Technical Design Summary for review and sign-off.</p> <p>1/21/2011: Received final hardware shipment.</p> <p>1/26/2011: Completed building, installation, and configuration of new SAN.</p> <p>1/26/2011: Completed training on new SAN.</p> <p>1/28/2011: Completed first dry run test of data migration.</p> <p>Working with CSAC to establish new production conversion date.</p> <p><i>NOTE: As of this report, Hours to Date include carry-over from 2010.</i></p>