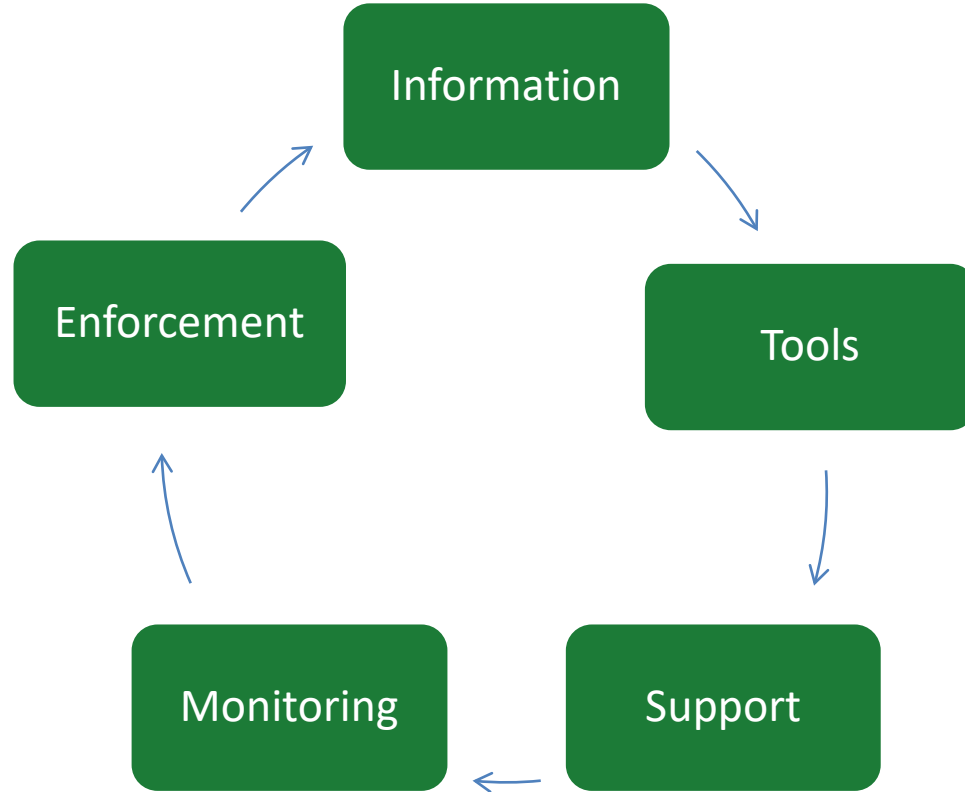


Partner Participation and Oversight (Proposed)

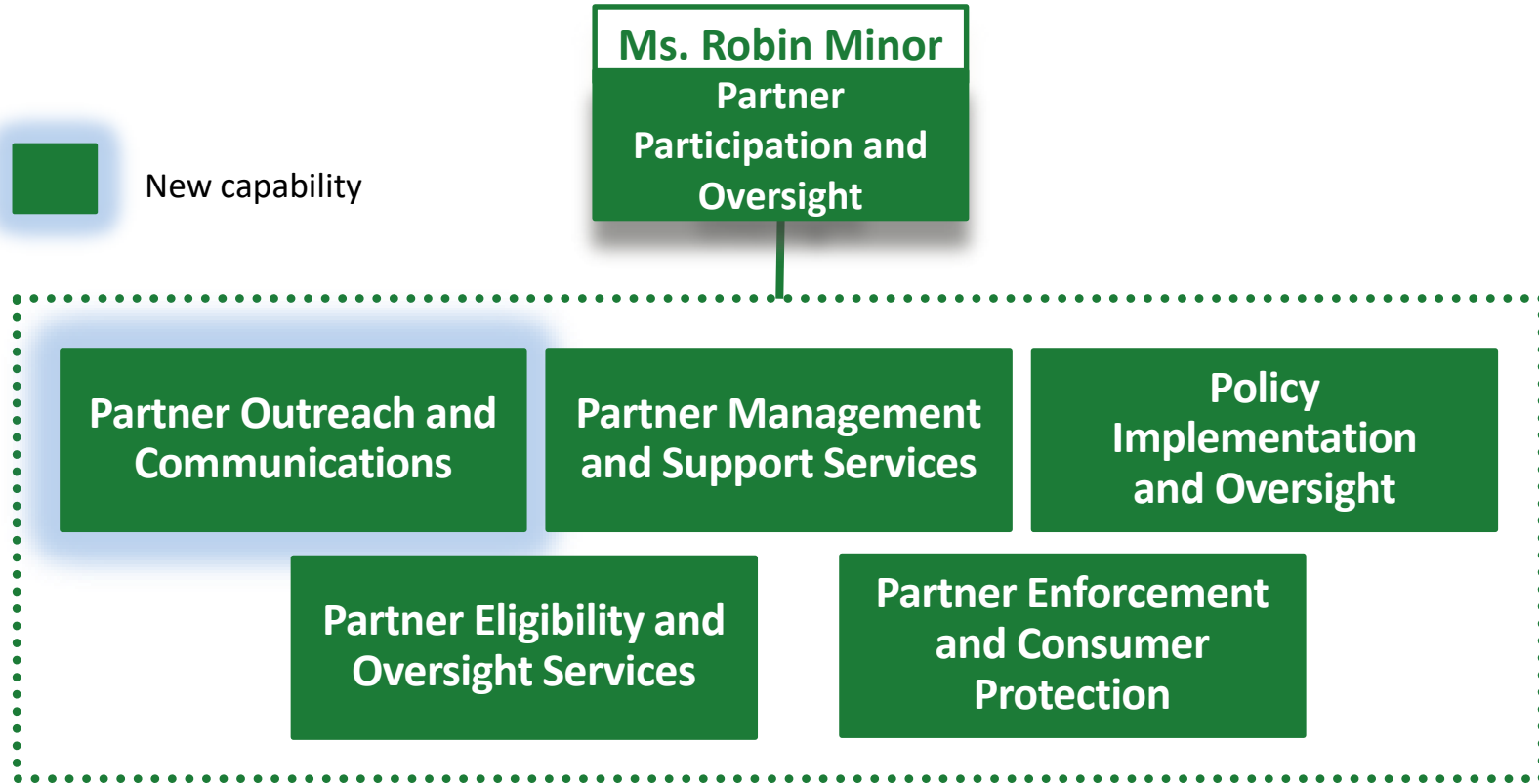


Robin Minor
U.S. Department of Education
FSA 2019 Presidential Leadership Summit

The Proposed PPO Supports the Partner Life Cycle



PPO Proposed Structure



Technology Modernization



PPO Enterprise Platform

- Single Point of Digital Interaction for All Partners
- Supported by CRM platforms, workflows, communications, document management
- Simplifies information architecture
- Searchable and consolidated knowledge bases



Simplified Customer Service for Partners

- Consolidate contact platforms
- Leverage technology using AI, Bots etc.

Benefits to FSA's Partners

- Single sign-on: Log on one time and gain access to what's needed to do the job (COD, NSLDS, etc.)
- Single point of entry to view upcoming events, training, “ask a fed”
- Improved access to information allows better preparation for compliance reviews
 - Able to upload information
 - Given alerts and prompts

Questions and Answers