Partner Participation and Oversight (Proposed)



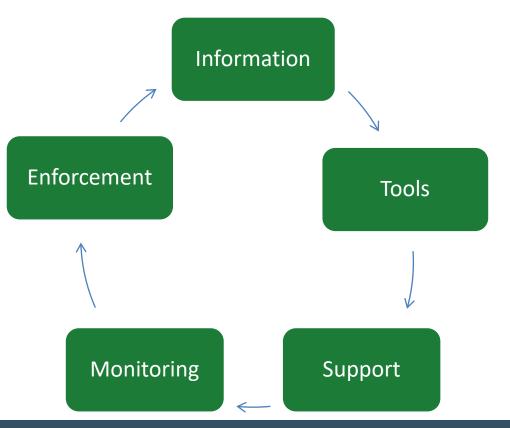
Robin Minor U.S. Department of Education FSA 2019 Presidential Leadership Summit

Federal Student Aid

PROUD SPONSOR of the AMERICAN MIND®

December 2019

The Proposed PPO Supports the Partner Life Cycle





PROUD SPONSOR of the AMERICAN MIND®

PPO Proposed Structure

Ms. Robin Minor Partner Participation and Oversight

New capability

Partner Outreach and Partner Management Communications and Support Services Policy Implementation and Oversight

Partner Eligibility and Oversight Services Partner Enforcement and Consumer Protection

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

