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## Opportunities To Improve the Department of State Student Loan Repayment Program

OIG conducted a survey of the Student Loan Repayment Program (SLRP), which the Department identifies as an effective recruitment and retention tool and a “human capital success.” Strategic management of human capital is part of the President’s Management Agenda. The Department has vigorously promoted SLRP since its inception, and the Office of Personnel Management (OPM) has called the Department one of the largest providers of student loan repayment benefits in the federal government.

OIG found that the Bureau of Human Resources (HR) did not have all of the necessary management controls to administer the program, as stipulated by Chapter 2 of the Foreign Affairs Manual (FAM). For example, OIG found that HR managers could not automatically identify the SLRP participants who had not complied with their service agreements, nor could they automatically determine whether the Department had received the reimbursements owed.

HR did not have performance measures needed to demonstrate the SLRP’s impact on recruitment and retention, as required by the Government Performance and Results Act of 1993 (GPRA). HR managers were unable to demonstrate SLRP’s impact on recruitment and retention levels, although the program was deemed a human capital success.

In discussions with OIG, HR managers said that they would benefit from having improved management controls and that having identifiable performance measures would help document the impact of SLRP on workforce recruitment and retention.

OIG recommended that HR review management controls for SLRP in accordance with the FAM and develop performance measures in accordance with GPRA to ensure more effective operations of the Department’s SLRP.

### Office of Inspector General