

# Archived Information

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## Changes from FY 1999 Plan to FY 2001 Plan

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This appendix summarizes the reasons for any indicator changes, by objective, over the last two years. The pages that follow summarize changes in indicators:

- From FY 2000 to FY 2001 (from last year to this year)
- From FY 1999 to FY 2000 (from two years ago to last year)

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## Changes From FY 2000 to FY 2001

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### End Outcomes for Goals 1 and 2

- The Indicator 0.1.f data on event dropout rates were revised to use a three-year moving average for income groups and racial groups because the annual data for these groups are subject to substantial fluctuations because of small sample sizes. The goals for this indicator were revised from specific figures to “continuous decrease” because there is not a reasonable basis for setting precise targets.
- The goals for Indicator 0.1.g were revised from specific figures to “continuous increase” because there is not a reasonable basis for setting precise targets. This change also makes this indicator consistent with Objective 3.1, which has a goal of “continuous increase.”
- The date in Indicator 3 (0.1.c) was revised from 2000 to 1998 to match the data collection year.
- The date in Indicator 5 (0.1.e) was revised from 2000 to 1998 to match the data collection year.

### Objective 1.1

- Indicator 10 (1.1.c) changed from a focus on parents’ awareness of changing academic standards for the children to a focus on teacher preparedness in regard to high academic standards.

### Objective 1.2

- This year’s Objective 1.2 was changed slightly from last year to focus more directly on the Department’s expectations for schools in helping all students prepare for college and careers. Adjustments were made in several of the indicators that are now reported. Last year’s Indicator 12 was replaced by this year’s Indicator 1.2.b to reflect new graduation standards that states have set for students in meeting core content standards in all subject areas, not just math and science as previously reported.
- FY 2000 Indicator 15 was dropped because it was a system output measure rather than a student outcome measure.
- Indicator 1.2.e was added to highlight the Department’s efforts to promote and recognize high schools that have adopted education reform strategies that combine career and academic education – often in smaller learning environments – to prepare all students for college and careers.

### Objective 1.3

- Indicators 20, 21, and 22 were dropped from the plan and have been retained for internal management purposes.
- A new Indicator 1.3.d was created that monitors decreasing levels of disorder in schools.

### Objective 1.4

- New indicators 1.4.g, 1.4.h, and 1.4.i were added to the FY 2001 plan.

### **Objective 1.5**

- Indicator 29 (1.5.a) was broadened to include all students, not just those in elementary school.

### **Objective 1.6**

- The target in Indicator 33 (1.6.a) was changed to reflect grades K-12 instead of only 3-12 to be more inclusive.
- The target date in Indicator 34 (1.6.b) was changed from 2001 to 2000 to correct a printing mistake.
- The targets in the figure for Indicator 1.6.c were modified from last year's goals to more accurately reflect state and local trends.

### **Objective 1.7**

- Indicators 40 and 42 were dropped from the FY 2001 plan.
- Indicator 39 (1.7.b) was modified to reflect the 2000 target of 100%.
- Indicator 1.7.e is new to the FY 2001 plan.
- Indicator 41 was split into two indicators (1.7.c and 1.7.d), one concerning poverty and one concerning students with disabilities. The reference to assistive technology was deleted as accommodations for students with disabilities are mandated by law.

### **Objective 2.1**

- No changes to the FY 2001 plan from the FY 2000 plan.

### **Objective 2.2**

- The focus of Indicator 47 (2.2.b) was modified from tutors being employed by colleges and universities to the number of students employed as tutors to better identify how students are helped by this program.
- Indicator 48 (2.2.c) was modified to include students from kindergarten through third grade.

### **Objective 2.3**

- The targets in Indicator 50 (2.3.a) were modified from "... at least 60% will score at the international average by 2002" in FY 2000 to "At least 50% will score at the international average by 1999" in the FY 2001 plan.
- The targets in Indicator 52 (2.3.c) were modified to expand the pool of students from a span of kindergarten to eighth grade to a span that included all students in kindergarten to twelfth grade.
- Indicator 53 (2.3.d) was modified to extend to all mathematics teachers, not just those in the 5<sup>th</sup> through 8<sup>th</sup> grades.
- Indicator 54 (2.3.e) was modified to extend to information covering math content as well as instruction.

### **Objective 2.4**

- Indicator 2.4.b is new to the FY 2001 plan.
- Indicator 56 (2.4.c) was expanded to include all students.
- Indicator 59 (2.4.f) was expanded to include children who are emotionally disadvantaged, homeless, or neglected or delinquent.
- Indicator 60 was dropped from the FY 2001 plan.

### **Objective 3.1**

- Indicators 62 (3.1.b) and 63 (3.1.c) were modified to include decreasing differences between low- and high-income families and to better reflect the way information was collected in the new data source used for these indicators.
- Indicator 64 was dropped from the FY 2001 plan because of the inability to collect data for students on an ongoing basis.

### **Objective 3.2**

- The focus of Indicator 66 (3.2.b) changed from student loan repayments exceeding 10% of borrowers' income remaining stable or declining over time to only the first year of repayment being less than 10% of borrower's annual earnings.
- A comparison of low- and high-income students was dropped from Indicator 67 (3.2.c) because the data source now being used for this indicator, which is available on an annual basis rather than every eight years as was the prior data source, does not contain information on income.
- Indicator 3.2.d is new in the FY 2001 plan.

### **Objective 3.3**

- Indicator 3.3.a has been expanded to include a measure of increase for customer satisfaction.
- Indicator 3.3.b has been expanded to include a measure of reduction for the costs of delivering student aid.
- Indicator 3.3.c has been changed to measure employee satisfaction rather than whether the office of Student Financial Assistance is performance-based.

### **Objective 3.4**

- The target in Indicator 69 (3.4.a) was increased because it was met.
- The target in Indicator 70 (3.4.b) was increased from 45%-50% to 50% of the total national enrollment because the 1998 data achieved a 49% level.
- The target year in Indicator 72 (3.4.d) was moved up to 2000 from 2002 because it is now realistic to believe that we will meet our goal in the year 2000 instead of 2002.

### **Objective 4.1**

- Indicator 73 (4.1.a) was changed to more accurately reflect the data that are collected across the Department's major call centers. While calls received by call centers are a significant factor in measuring "access" to Department information; in addition, the call centers respond to numerous customer inquiries via e-mail and online requests, as well as in-person inquires. Indicator 4.1.a now measures access by accounting for the various ways that customers access Department information. Indicator 4.1.a now also includes the volume of inquires received by the Department's publications ordering center (ED-Pubs) and its technical support centers, which serve postsecondary institutions administering Federal student aid.
- Indicator 74 (4.1.b) was changed to reflect data that the Department currently collects and uses to determine customer satisfaction with its products, services, and information. The indicator now focuses on overall customer satisfaction rather than on separate categories of quality, timeliness, and accessibility. Data in addition to that reported in prior years also are included in this year's report. Customer satisfaction data for the Department's ED-Pubs publication ordering call center are included.
- Indicator 75 (4.1.c) was changed to focus more narrowly on the promptness of service delivery at the Department's major frontline call centers. The change was made to better align the indicator with the overall objective of "fast" and seamless service. Call wait time data for ED-Pubs and the Department's technical support centers for postsecondary institutions administering federal student aid were added.
- Indicator 76 was deleted in its entirety. The indicator was adopted prior to the creation of the ED-Pubs publication ordering call center. Now that the center is in operation, ED-Pubs data are incorporated into the

other three performance indicators for this objective to show departmental progress in customer access, customer satisfaction, and service delivery.

- Indicator 77 (4.1.d) was moved to Objective 4.1 from Objective 4.2.

#### **Objective 4.2**

- Indicator 4.2.b is new to the FY 2001 plan.
- Indicator 79 (4.2.c) was reworded to shift the focus from grants being awarded on a timely basis to the ability of those grants to give greater support and flexibility to the grant projects.
- Indicators 80 and 81 were combined into one Indicator (4.2.d) and revised. The indicator was revised to more accurately reflect effort and progress by measuring the number of projects instead of the states, as many states are involved in more than one project.

#### **Objective 4.3**

- Indicators 82 and 84 were combined into Indicator 4.3.b to reflect the criteria of usefulness and relevance.

#### **Objective 4.4**

- Indicators in section 4.4 were reordered.
- The target of “at least 90% of all employees” in Indicator 86 (4.4.b) was dropped from the FY 2001 plan.

#### **Objective 4.5**

- In Indicator 89 (4.5.a), the focus and targets were changed from 75% of Department managers to 70% of survey respondents.
- Indicators 93 (4.6.b) and 94 (4.6.a) were reordered.

#### **Objective 4.6**

- Indicator 92 was dropped.

#### **Objective 4.7**

- Indicator 95 was dropped because, beginning in 1999, the achievement of indicators is now reported separately for each of the objectives.

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## **Changes from FY 1999 Plan to FY 2000 Plan**

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### **End Outcomes for Goals 1 and 2**

- This was a new section for FY 2000.
- Indicators 2-7 were new.

### **Objective 1.1**

- The first indicator of this objective in the FY 1999 plan became FY 2000 End Outcomes Indicator 1.
- Indicator 9 was new to the FY 2000 plan.

### **Objective 1.2**

- Indicators 12-15 were new to the FY 2000 plan.
- The second indicator of FY 1999 Objective 1.2 (FY 2000 #16) was modified from measuring the number of employers engaging in School-to-Work activities to measuring the number of employers offering School-to-Work work-based learning opportunities.

### **Objective 1.3**

- Indicators 18, 21, and 22 were new to the FY 2000 plan.

### **Objective 1.4**

- The second indicator of FY 1999's Objective 1.4 was dropped from the FY 2000 plan.
- Indicators 23, 24, 26, 27, and 28 were new in the FY 2000 plan.

### **Objective 1.5**

- The target of achieving 90% of parents by 2002 in the second indicator of FY 1999 Objective 1.5 was dropped.
- Indicators 29 and 31 were new to the FY 2000 plan.

### **Objective 1.6**

- The target date in the first indicator of FY 1999 Objective 1.6 was extended from 2002 to 2003 in the FY 2000 plan.
- The target date in the second indicator of FY 1999 Objective 1.6 was moved up from 2002 to 2000 in the FY 2000 plan.
- Indicators 34 and 36 were new to the FY 2000 plan.

### **Objective 1.7**

- The targets in the second indicator of FY 1999 Objective 1.7 were increased in order to keep up to date.
- Indicators 37, 40, 41, and 42 were new to the FY 2000 plan.

### **Objective 2.1**

- Indicator 43 was new to the FY 2000 plan.

### **Objective 2.2**

- The second indicator of FY 1999 Objective 2.2 was dropped from the FY 2000 plan.
- Indicators 47, 48, and 49 were new to the FY 2000 plan.

**Objective 2.3**

- The target in the first indicator of FY 1999 Objective 2.3 was changed from 60% in 2002 in the FY 1999 report to 50% in 1999 for the FY2001 plan.
- Indicators 51, 52, and 54 were new to the FY 2000 plan.

**Objective 2.4**

- Indicators 56, 57, 58, and 59 were new to the FY 2000 plan.

**Objective 3.1**

- Indicators 62 and 63 were new to the FY 2000 plan.

**Objective 3.2**

- Indicators 65 and 68 were new to the FY 2000 plan.

**Objective 3.3**

- Neither indicator was used in the FY 2000 plan.

**Objective 3.4**

- In the first indicator of FY 1999 Objective 3.4, the goal was achieved and the target in the indicator was changed to reflect this success.
- Indicators 71 and 72 were new to the FY 2000 plan.

**Objective 4.1**

- Indicators 73 and 76 were new to the FY 2000 plan.

**Objective 4.2**

- In the first indicator of FY 99 Objective 4.2, the target was changed from "...from 10 to 25" to "...to meet the needs of our partners" in order to be more flexible to changing needs of the states.
- Indicators 79 and 80 were new to the FY 2000 plan.

**Objective 4.3**

- The only indicator in the FY 1999 plan Objective 4.3 was dropped.
- Indicators 82, 83, and 84 were new to the FY 2000 plan.

**Objective 4.4**

- Indicators 86 and 87 were new to the FY 2000 plan.

**Objective 4.5**

- Indicator 90 was new to the FY 2000 plan.

**Objective 4.6**

- No changes from the FY 1999 to the FY 2000 plan.

**Objective 4.7**

- Indicators 95, 96, and 98 were new to the FY 2000 plan.