



**PIP Procedures
Memorandum
97-03**

January 9, 1997

TO: Case Management Division Directors
Area Case Directors
Co-Team Leaders
PIP Staff

THRU: Howard E. Fenton, Director
Performance Improvement and Procedures Division

FROM: Patricia Hopson, Chief
Procedures Branch
Performance Improvement and Procedures Division

SUBJECT: Notification of Program Review Activity to Guaranty Agencies

Guaranty agencies perform reviews at institutions that participate in the Federal Family Educational Loan (FFEL) Program. To assist guaranty agencies in scheduling their reviews, and to foster open communication between the guaranty agencies and the Department, the following procedures will be effective immediately:

1. For announced reviews, the responsible guaranty agency must be copied (cc:) on the Notice of Visit letter sent to an institution.
2. For unannounced reviews, the responsible guaranty agency must be notified of the review no later than the date the review starts. Case teams have discretion on informing a responsible guaranty agency of an unannounced review earlier than the scheduled review start date.

Although this memorandum only establishes a one-way sharing of information, from the Department to the guaranty agencies, we hope to eventually work with GLOS to establish requirements for guaranty agencies to share their review schedules with the appropriate Case Management Teams.

However, in the interim, to encourage the sharing of information, Case Management Teams are strongly encouraged to designate at least one team member to be a liaison with the guaranty agencies in their respective regions. A liaison could help obtain information on guaranty agency review schedules as well as be the contact person for questions concerning regulations and for referrals from the guaranty agencies. In addition, liaisons could screen guaranty agency reports and inform the Case Team managers of significant findings identified by the guaranty agencies.

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The Case Team liaison can make the initial contact with the guaranty agencies informing them of your procedures.

If you have any questions, please contact Jesus Moya at (202) 260-6168.

cc: Marianne Phelps, IPOS
Larry Oxendine, GLOS
Linda Hall, GLOS