

DATE: February 22, 2019

RESPONSE – Document ID: ED-2018-ICCD-0138-0007

This response is provided to clarify what messaging submission capabilities exist via the Feedback application. Federal Student Aid engaged in a project task to “combine” two contact engagement work-streams into one schema. The project was completed in February 2018; the resultant system capability being referred to as the Feedback and Dispute Management System (FDMS) or “Feedback” for short titling. The combined systems specific design still permits anonymous submissions of complaints, positive feedback or allegations of suspicious activity.

The Office of Inspector General (ED-OIG) is the appropriate Department entity to which whistleblower complaints should be made. In the update implemented in February 2018, at the request of the ED-OIG, FSA added to the online home page for the Feedback system a link to the ED-OIG’s online complaint submission page. Users can elect to submit a report through the Feedback system or to the ED-OIG. There is nothing to prohibit an individual from making a report through both online transmission methods.

In light of the comment, FSA will examine improvements it can make to the online Feedback pages to clarify the existing process for anonymous submissions.