

**U.S. Department of Education
Digital Government Strategy Report**
<http://www.ed.gov/digitalstrategy>
Last updated: February 11, 2013

2.1. Engage with customers to identify at least two existing major customer-facing services that contain high-value data or content as first-move candidates to make compliant with new open data, content, and web API policy.

Overall Status: completed

2.1.1. Customer engagement approach

The Department of Education (ED) Office of Educational Technology, the White House, and the George Washington School of Business hosted a Data Jam in July 2012. The event brought together educational technology experts and entrepreneurs to brainstorm and commit to developing new products, services, and product features that utilize open data to improve student performance. This customer input will inform how ED prioritizes making online systems and data more accessible through web APIs. The purpose of the Data Jam was to prepare for a larger "Datapalooza" event which was held in October 2012 at the White House. Datapalooza provided an opportunity to highlight open educational data sets (education.data.gov), individual electronic student data (MyData), and data about learning content (LearningRegistry)--as well as tools and services that use these data to improve student choices around learning. Datapalooza was streamed live (and posted online afterwards) for anyone who wanted to attend. ED engaged with the broader education community and other interested developers and entrepreneurs through social media outlets and the ED official Homeroom Blog. For more than two weeks, blog visitors had the opportunity to comment on the blog post and provide feedback about services and data to open through web APIs. The blog post was promoted via ED's flagship Twitter and Facebook accounts and the latest news links on the ED.gov (<http://www.ed.gov>) homepage. Representatives from ED's Office of the Chief Information Officer, the Office of Communications and Outreach, and other key offices collected, analyzed, and synthesized the feedback from the blog and social media comments and incorporated public support for data more accessible through web APIs as a factor in how they prioritized the systems.

2.1.2. Prioritized list of systems (datasets)

System Name: College Navigator

System Description: Web-based tool for searching all colleges and universities in the United States. College Navigator consists primarily of the latest data from the Integrated Postsecondary Education Data System (IPEDS), the core postsecondary education data collection program for the National Center for Education Statistics. <http://nces.ed.gov/collegenavigator/>

System Scope: external

Main Customer: General Public
Unique Investment Identifier: 018-000002590--IES Web Support

System Name: State Education Data Profiles
System Description: Web-based search tool for statewide information in elementary/secondary education, postsecondary education and selected demographics for all states in the U.S. using a variety of NCES data sources including NAEP, IPEDS, and CCD data. <http://nces.ed.gov/programs/stateprofiles/>
System Scope: external
Main Customer: General Public
Unique Investment Identifier: 018-000002590--IES Web Support

System Name: Student Aid Data
System Description: Federal financial assistance is provided to students and families through various loan and grant programs authorized under Title IV of the Higher Education Act of 1965, as amended. These reports include information about Title IV aid applicants, recipients, and disbursements. <http://studentaid.ed.gov/about/data-center/student>
System Scope: external
Main Customer: General Public
Unique Investment Identifier: 018-XXXXXXXXXX--New Investment for FY 2014 Budget

System Name: School Data (Federal Student Aid)
System Description: Approximately 6,000 postsecondary institutions participate in the Title IV programs. The reports include information about these schools. <http://studentaid.ed.gov/about/data-center/school>
System Scope: external
Main Customer: General Public
Unique Investment Identifier: 018-XXXXXXXXXX--New Investment for FY 2014 Budget

System Name: Federal Family Education Loan (FFEL) Program Lender and Guaranty Agency Reports
System Description: Under the Federal Family Education Loan (FFEL) Program, private lenders made federal student loans to students, and guaranty agencies insured these funds, which were, in turn, reinsured by the federal government. As a result of the Health Care and Education Reconciliation Act of 2010, no new FFEL Program loans will be made, beginning July 1, 2010. The data provides information about FFEL Program lenders and guaranty agencies. <http://studentaid.ed.gov/about/data-center/lender-guaranty>
System Scope: external
Main Customer: General Public
Unique Investment Identifier: 018-XXXXXXXXXX--New Investment for FY 2014 Budget

System Name: Program Information Publication System (Part of Program Information on the Web)
System Description: One of EDs core purposes is to inform the public about funding opportunities (programs). Currently program information is available on the Web in HTML web pages. ED is developing a central database repository (Program Information Publication System or PIPS) with a web API. ED.gov will call on the PIPS web API to publish program information on the website and provide an online search tool. Customers will be able to find more consistent, up-to-date program information quickly and easily. Information for this initiative is limited to programs authorized and funded under federal law as well as other related efforts, and encompasses several ED offices. <http://www2.ed.gov/programs/landing.jhtml>
System Scope: external
Main Customer: Education Constituents
Unique Investment Identifier: 018-000001018--ED Web

System Name: EDFacts
System Description: The purpose of EDFacts is to collect and report K-12 education performance data for use by policymakers and Department of Education program offices. A recent study shows failure to graduate from high school costs \$337 billion in lost wages for just the 2010 class. With relevant, actionable data supplied by EDFacts, decision-makers can identify which programs are working, have insight into education progress at the state and district levels, identify gaps and best practices, and make sound education policy and budgetary decisions to improve education outcomes.

<http://www2.ed.gov/about/inits/ed/edfacts/index.html>

System Scope: internal

Main Customer: Internal Customers

Unique Investment Identifier: 018-000001010--EDFacts

7.1. Engage with customers to identify at least two existing priority customer-facing services to optimize for mobile use.

Overall Status: completed

7.1.1. Customer engagement approach

The Department of Education (ED) used ED's official Homeroom Blog and social media outlets to engage with customers and seek their feedback on the online services they would like to see optimized for mobile use. Regular readers of the Homeroom Blog include educators, the education community, researchers, students, and journalists. For more than two weeks, blog visitors had the opportunity to comment on the blog post and provide feedback about sites and services to optimize for mobile. The blog post was promoted via ED's flagship Twitter and Facebook accounts, the latest news links on the ED.gov (<http://www.ed.gov>) homepage, and a feature in the ED.gov (<http://www.ed.gov>) homepage slideshow. Representatives from ED's Office of the Chief Information Officer, the Office of Communications and Outreach, and other key offices collected, analyzed, and synthesized the feedback from the blog and social media comments and incorporated public support for mobile optimizing as a factor in how they prioritized the systems. The office of Federal Student Aid (FSA) Customer Experience Group recently implemented the Department's first responsive design site at StudentAid.gov. The group has been engaging with customers in focus groups throughout the process of designing the new website. The feedback from the students in the focus groups indicated that websites, applications, and systems developed by FSA needed to be accessible and easy to navigate on a variety of mobile devices. StudentAid.gov is among several federal websites using responsive design by using technologies that the new Digital Government Strategy directs federal agencies to use in order to deliver digital services to any device, anytime, anywhere.

7.1.2. Prioritized list of systems (datasets)

System Name: G5 Grants Management System

System Description: The G5 investment supports the Agency's grant making business process and is a full lifecycle end-to-end grants management system (from intake of applications, peer review, award, payment, performance monitoring and final closeout of the grant award. G5 also controls payments for the Department's programs, including payments for grants, direct loans and other program-related obligations and is fully integrated with the Financial Management Support System (FMSS), which serves as a subsidiary to the general ledger for program-related obligations, payments, and expenditures. G5 interfaces with FMSS at the summary level for funds control and general ledger postings.

System Scope: both

Main Customer: Federal Grants Administrators

Unique Investment Identifier: 018-999991341--G5 - Grants Management Re-Design

System Name: College Navigator

System Description: Web-based tool for searching all colleges and universities in the United States. College Navigator consists primarily of the latest data from the Integrated Postsecondary Education Data System (IPEDS), the core postsecondary education data collection program for the National Center for

Education Statistics. <http://nces.ed.gov/collegenavigator/>

System Scope: external

Main Customer: General Public

Unique Investment Identifier: 018-000002590--IES Web Support

System Name: ED.gov

System Description: ED.gov is the Department's primary Internet portal and website. As such, it performs the following functions to ensure efficient and expanded public access and communication between the government and citizens: convey the Department's brand and key messages, provide relevant and timely information, hosts sites for ED offices and programs, and provide a unified entry point to other ED resources. <http://www.ed.gov/>

System Scope: both

Main Customer: Education Constituents; Dept. of Education Employees

Unique Investment Identifier: 018-000001018--ED Web

System Name: StudentAid.gov

System Description: StudentAid.gov is the first step in a multi-phase project to provide consumers with a one-stop website where they can access federal student aid information, apply for federal aid, repay student loans and navigate the college decision-making process. Whether you're a student, a parent, a borrower in repayment, an educator or a professional engaged in influencing and informing students and borrowers, StudentAid.gov has useful information for you. The site, available in English and Spanish, combines content and interactive tools from several U.S. Department of Education websites and makes it easy for you to find the information you need. It also features videos and infographics to help answer the most frequently asked questions about financial aid accessible via smartphones and tablets.

<http://www.studentaid.gov>

System Scope: external

Main Customer: Education Constituents

Unique Investment Identifier: 018-XXXXXXXXXX--New Investment for FY 2014 Budget

System Name: State Education Data Profiles (SEDP)

System Description: Web-based search tool for statewide information in elementary/secondary education, postsecondary education and selected demographics for all states in the U.S. using a variety of NCES data sources including NAEP, IPEDS, and CCD data. <http://nces.ed.gov/programs/stateprofiles/>

System Scope: external

Main Customer: General Public

Unique Investment Identifier: 018-000002590--IES Web Support

4.2. Establish an agency-wide governance structure for developing and delivering digital services

Overall Status: in-progress

Guiding principles for the Department of Education's initiative to reinforce a governance structure for developing and delivering digital services and managing data are: (1) Better serving the Department's customers, (2) Sharing ideas, solutions, and best practices across the Department, (3) Offering more cohesive processes for the delivery of digital services, (4) Ensuring cost effective delivery of services, (5) Ensuring digital services provide value and (6) Reducing redundancies across the Department. As a first phase, the scope of authority includes Department websites (particularly subdomain websites, contracted websites, and technical assistance websites), mobile applications, and data publishing.

URL to Governance Document: <http://www.ed.gov/digitalstrategy/governance>

5.2. Develop an enterprise-wide inventory of mobile devices and wireless service contracts

Overall Status: completed

5.2.1. Develop wireless and mobile inventory

Bureau/Component: Office of Elementary and Secondary Education
Inventory Status: completed

Bureau/Component: Office of Innovation and Improvement
Inventory Status: completed

Bureau/Component: Office of English Language Acquisition
Inventory Status: completed

Bureau/Component: Office of Special Education and Rehabilitative Services
Inventory Status: completed

Bureau/Component: Office of Vocational and Adult Education
Inventory Status: completed

Bureau/Component: Office of Postsecondary Education
Inventory Status: completed

Bureau/Component: Office of Federal Student Aid
Inventory Status: completed

Bureau/Component: Institute of Education Sciences
Inventory Status: completed

Bureau/Component: Departmental Management
Inventory Status: completed

8.2. Implement performance and customer satisfaction measuring tools on all .gov websites

Overall Status: in-progress

8.2.1. Implement performance measurement tool

Implemented Digital Analytics Program: yes

If Not, Describe Implementation:

Percent of websites covered: 13%. The Department of Education (ED) has implemented DAP on www.ed.gov, www2.ed.gov, free.ed.gov, direct.ed.gov, ies.ed.gov and nces.ed.gov. ED plans to implement DAP on its other major, most frequently visited websites – major sites hosted by Federal Student Aid – before May 23, 2013. ED will work with the managers of the Department's smaller, template-based, public-facing websites to implement DAP before the end of FY 2014.

URL of performance data: The Department of Education plans to share this performance measurement data in the coming months and will provide the URL when it is available.

8.2.2. Implement customer satisfaction tool

Describe Implementation: The Department of Education (ED) implemented the ForeSee survey tool, which is based on the American Customer Satisfaction Index, on www.ed.gov, www2.ed.gov, free.ed.gov on January 22, 2013. Some Federal Student Aid, Institute of Education Sciences and other Departmental websites use other customer satisfaction surveys. The ED Web Team will work with website managers to consolidate online survey tools in use in FY2013.

URL of performance data: The Department of Education plans to share this customer satisfaction data in the coming months and will provide the URL when it is available.

1.2. Ensure all new IT systems follow the open data, content, and web API policy and operationalize agency.gov/developer pages

Overall Status: in-progress

2.2. Make high-value data and content in at least two existing, major customer-facing systems available through web APIs, apply metadata tagging and publish a plan to transition additional high-value systems

Overall Status: in-progress

5.3. Evaluate the government-wide contract vehicles in the alternatives analysis for all new mobile-related procurements

Overall Status: not-started

6.3. Ensure all new digital services follow digital services and customer experience improvement guidelines

Overall Status: in-progress

7.2. Optimize at least two existing priority customer-facing services for mobile use and publish a plan for improving additional existing services

Overall Status: in-progress