

TENNESSEE STUDENT ASSISTANCE CORPORATION

Thursday, September 17, 2009

DISCUSSION ITEM H: NGS Update

Staff Recommendation For discussion only.

Background

TSAC staff traveled to NGS offices in Jacksonville, Florida the week of August 24 to meet with NGS staff. As noted in a finding in the 2008 Performance Audit conducted by the Comptroller of the Treasury, TSAC did not adequately monitor the NGS contract. The purpose of the trip was for TSAC staff to meet with NGS staff in all areas to gain an understanding of their processes, discuss questions regarding operations, outline follow-up items for both NGS and TSAC, and discuss the closing of the Jacksonville office and the transition to Denver. Another site visit will be made by various staff within the next few months.