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U.S. Department of Education
Office of the Executive Secretariat
FOIA Service Center
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Washington, DC 20202-4536
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UNITED STATES DEPARTMENT OF EDUCATION

OFFICE OF THE SECRETARY

FOIA Service Center

December 1, 2022

RE: FOIA Request No. 22-02805-F

This letter is a final response to your request for information pursuant to the Freedom of Information Act (FOIA), 5 U.S.C. § 552, dated May 22, 2022, and received in the FOIA Service Center (FSC) on May 23, 2022. Your request was assigned to FSC to search for documents that may be responsive to your request.

You requested the following: A copy of each (internal) FOIA Standard Operating Procedure (SOP) at the Education Department FOIA Office. Please apply the foreseeable harm test, and discretionary release of what might otherwise be considered records exempt under b(5), and the presumption of openness.

Attached to this e-mail are 51 pages of documents responsive to your request. The documents provided are:

- SOP – FOIA Daily_Weekly Report
- SOP for Processing FOIA in FOIAXpress – FSC_Intake 10.7

However, certain information has been withheld according to FOIA exemptions (b)(5) and (b)(6), specified below:

- Records or portions of records relating to certain intra-agency information is exempt from disclosure pursuant to 5 U.S.C. § 552(b)(5), which concerns certain inter- and intra-agency communications protected by the deliberative process privilege.
- Records or portions of records relating to personal information is exempt pursuant to 5 U.S.C. §552 (b)(6) of the FOIA. Disclosure of this information would constitute a clearly unwarranted invasion of personal privacy.

Provisions of the FOIA allow us to recover the costs pertaining to your request. The Department has concluded that you fall within the category of Other. However, the Department has provided you with this information at no charge. The Department's release of this information at no cost does not constitute the grant of a fee waiver and does not infer or imply that you will be granted a fee waiver for future requests made under FOIA to the Department. Because we were able to locate and process these documents at minimal costs, they are provided to you at no cost.

You have the right to seek assistance and/or dispute resolution services from the Department's FOIA Public Liaison or the Office of Government Information Services (OGIS). The FOIA Public Liaison is responsible, among other duties, for assisting in the resolution of FOIA disputes. OGIS, which is outside the Department of Education, offers mediation services to resolve disputes between FOIA requesters and Federal agencies as a non-exclusive alternative to appeals or litigation. They can be contacted by:

Mail	FOIA Public Liaison Office of the Secretary U.S. Department of Education 400 Maryland Ave., SW, LBJ 7C132 Washington, DC 20202-4500	Office of Government Information Services National Archives and Records Administration 8601 Adelphi Road Room 2510 College Park, MD 20740-6001
E-mail	robert.wehausen@ed.gov	OGIS@nara.gov
Phone	202-205-0733	301-837-1996; toll free at 1-877-684-6448
Fax	202-401-0920	301-837-0348

You have the right to appeal this decision by writing to the address below, 90 calendar days from the date of this letter. Using the services described above does not affect your right or the deadline to file an appeal. Your appeal must be in writing and must include detailed statement of all legal and factual bases for the appeal; it should be accompanied by this letter, a copy of your initial letter of request, and any documentation that serves as evidence or supports the argument you wish the Department to consider in making an administrative determination on your appeal.

Appeals may be submitted using the on-line form available at www.ed.gov/policy/gen/leg/foia/foia-appeal-form.pdf.

E-mail: EDFOIAappeals@ed.gov
 Fax: 202-401-0920
 Mail: Appeals Office
 Office of the Secretary
 U.S. Department of Education
 400 Maryland Avenue, SW, LBJ 7W106A
 Washington, DC 20202-4536

Sincerely,

Elise Cook

Elise Cook
 Government Information Specialist
 Office of the Secretary



STANDARD OPERATING PROCEDURES FOR PROCESSING FOIAS IN FOIAXPRESS – FOIA SERVICE CENTER

Version 10.7

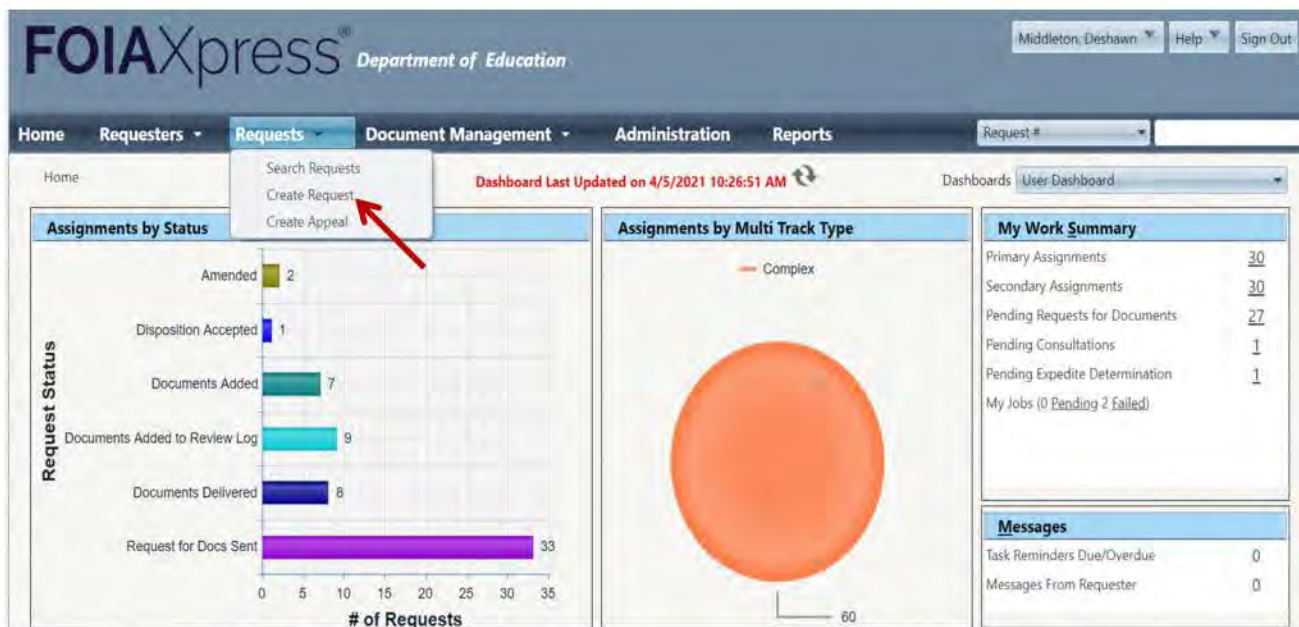
*U.S. Department of Education
Office of the Executive Secretariat
FOIA Service Center*

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1. Creating a Request

From the Home screen, select the **Requests** tabs dropdown menu. Then select **Create Request**.



To search for a requestor or enter a new requestor, select the three dots next to **Requester** in the **Requester Details** section.

The screenshot shows the 'Create Request' form in the FOIA Xpress system. The 'Requester' field is highlighted with a red arrow, indicating where to click to search for or add a new requestor. The form includes fields for 'Requester*', 'Organization', 'Category*', and 'On Behalf Of:'. There are also 'Spell Check', 'Refresh', and 'Save' buttons.

Enter requestor details, address details, request details, request descriptions, fee details and comments (if necessary or required). Use the “+” and “-” signs to expand or contract each section. **Please note that all * fields are mandatory.**

Use the **Drag and Drop Zone** under the **Description** section to scan and attach request files. If an expedite and/or fee waiver are requested, the **Drag and Drop Zone** will be available for scanning and attaching documents once the **Yes** bubble is selected.

After entering all information and documents for the request, select **Save**. Continue to the next step to assign the request.

2. Assigning Primary Users

Once you have created the request and selected **Save** on the previous screen, review your information and then use the green **NEXT** button to perform the next action.

The screenshot shows the FOIAxpress interface for a request with ID 21-00006-TRN. The status is 'Received' and there are 20 remaining days. The 'NEXT' button is highlighted with a red arrow. The page includes sections for Requester Details, Address Details, Request Details, and a Description field. A 'Drag and Drop Zone' for incoming request letters is also visible.

Select **Assign Request** from the **Select Action** dropdown menu then select **Perform Action**.

The screenshot shows the 'Perform Next Action' dialog box for request 21-00006-TRN. The current status is 'Received'. The 'Select Action' dropdown menu is open, and 'Assign Request' is selected. Other options in the menu include 'Send/Receive Correspondence', 'Final Actions', 'Cost Sheet', 'Billing', 'Payments', 'Create an Appeal', 'Change Action Office', and 'Stop the Clock'. The background shows the same request information page as the previous screenshot.

Click on the ellipsis next to the current primary user's name. Select the name of the user you wish to assign the request to and click **Select**.

Home Requesters Requests Document Management Administration Reports Request #

Home >> 21-00006-TRN - Request Note: * fields are mandatory

Training - Request: 21-00006-TRN Remaining Days: 20 Status: Received NEXT

Request Information

Assign Users

Correspondence

Fees/Billing

Final Actions

Stop the Clock

Notes (0)

Task Reminders (0/0)

Extensions (0/0)

Appeals (0)

Primary User

Current Primary User of this Request is **Middleton, Deshawn**

Change the Primary User for the request to*: Middleton, Deshawn Send Email Notification

Secondary Users

Name	Type	Group Name	Office	Email	Send Email	Action
Middleton, Deshawn	User	Exec Sec	Dept. of Education	Deshawn.Middleton@e...	<input type="checkbox"/>	

Assignment Note: (will be included in assignment email notification)

Attach Request Report (PDF) to the Email notification sent to the assignees

FOIAExpress Department of Education

Home Requesters Requests Document Management Administration Reports Request #

Training - Request: 21-00006-TRN Note: * fields are mandatory

Request Information

Assign Users

Correspondence

Fees/Billing

Final Actions

Stop the Clock

Notes (0)

Task Reminders (0/0)

Extensions (0/0)

Appeals (0)

Search User

Search Criteria: Wildcard searches (*) are supported

Personal Information

First Name:

Last Name:

Email:

User Information

Login:

Action Office:

Group:

Advanced

AND	Field	Operator	Value
X AND	Include Group Users	OR	Both Group Users and Users

Add New Filter:

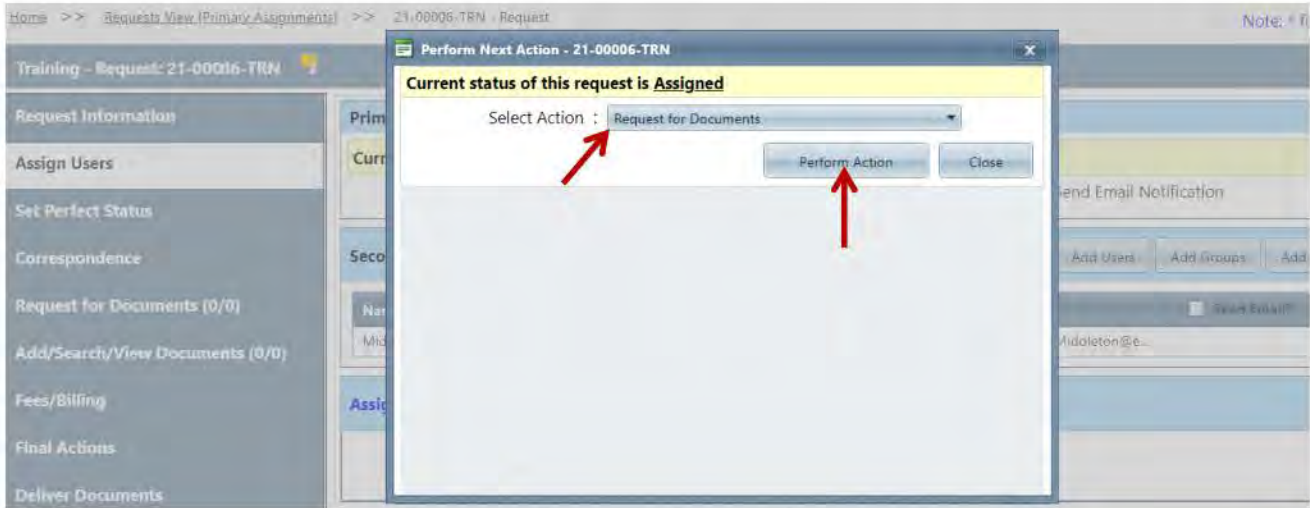
Users

Last Name	First Name	Group Name	Action Office	Active	Login Status	Created Date
Caliphan	Art	Exec Sec	Exec Sec	Yes	Logged In	02/12/2011
Larwin	Stephane	Exec Sec	Exec Sec	Yes	Logged In	08/08/2010
Clark	Erika	Exec Sec	Exec Sec	Yes	Logged In	01/10/2011

After selecting a user select **Assign**. Click **Yes** to save your assignment selection. You should then receive a notification that says “The Request has been successfully assigned”. Then select **OK**.

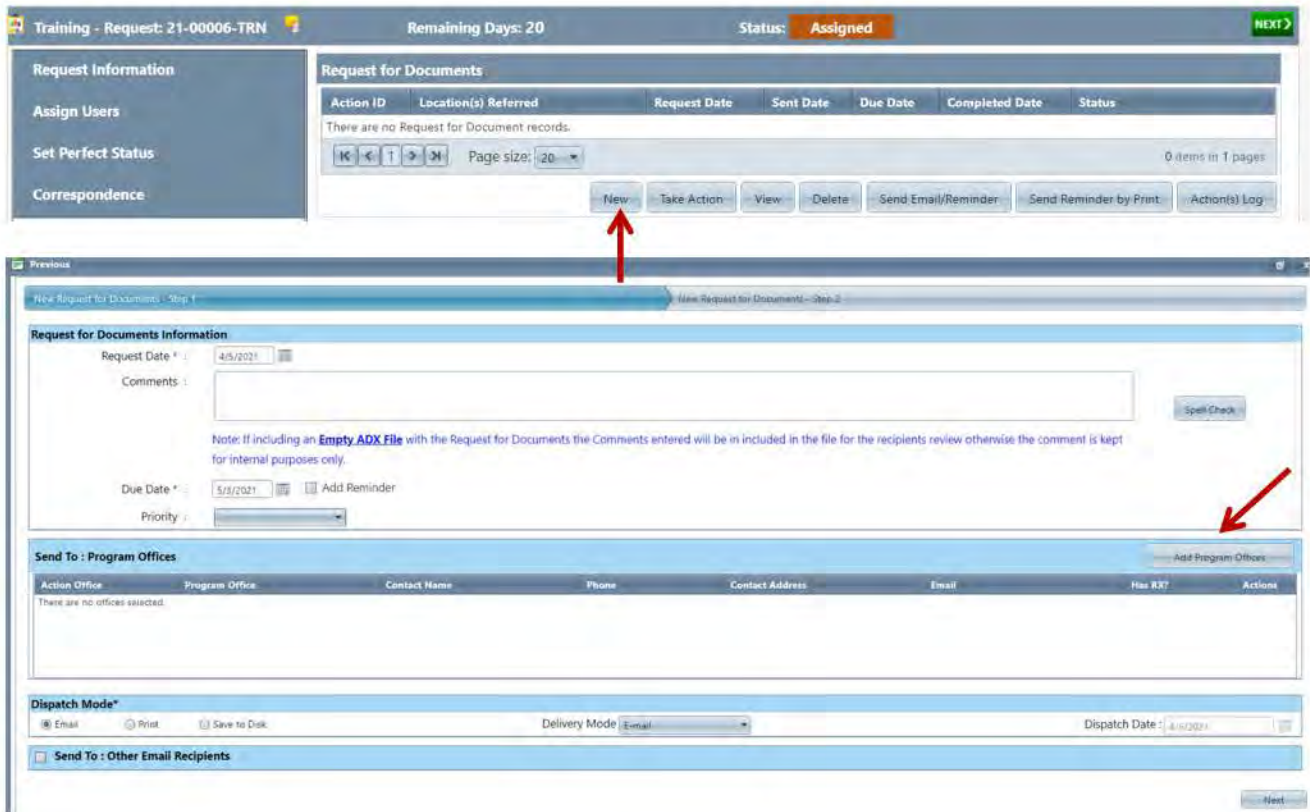
3. Requesting Documents

Now that the request has been assigned, select the green NEXT button. Select **Request for Documents** as your next action and click **Perform Action**.



3.1 New Request for Documents – Step 1

Select **New** and then **Add Program Offices**.



4. Adding Documents to the Review Log

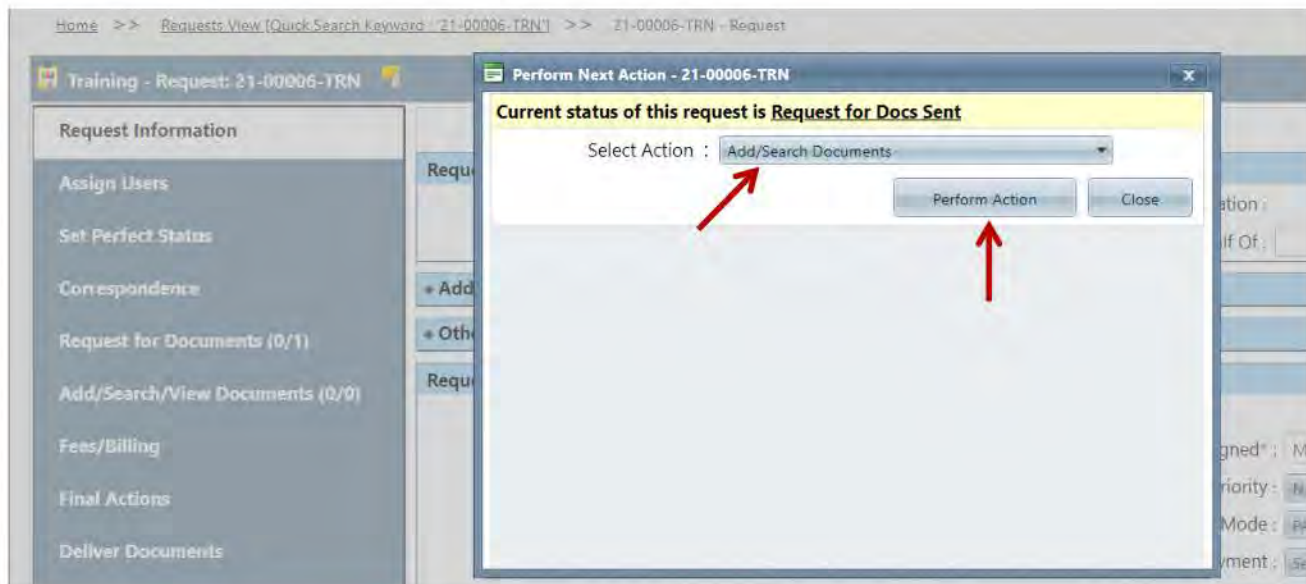
There are three different ways to add documents to the review log. The status of your request should now read “*Request for Docs Sent*”. Select **NEXT** and choose **Add/Search Documents** from the dropdown menu. Then click **Perform Action**.



The screenshot shows the FOIAxpress interface for a request with ID 21-00006-TRN. The status is 'Request for Docs Sent', indicated by a red arrow. A 'NEXT' button is visible in the top right. The main content area displays a table titled 'Request for Documents' with the following data:

Action ID	Location(s) Referred	Request Date	Sent Date	Due Date	Completed Date	Status
72425	Exec Sec (info@managers.gov)	04/18/2011	04/05/2011	05/03/2011		Request for Documents Sent

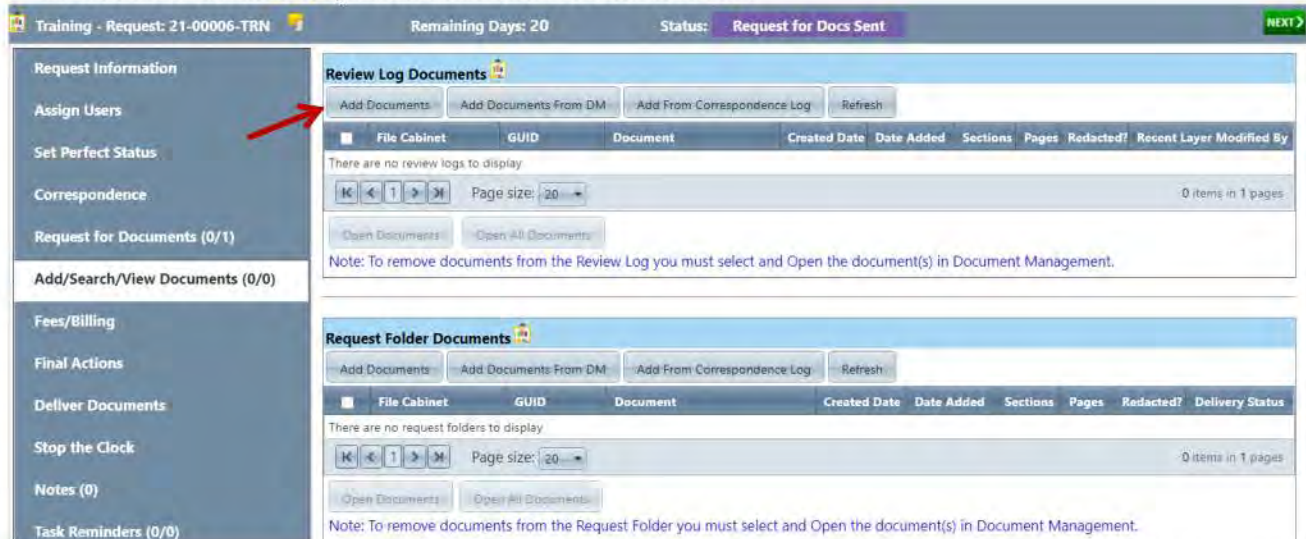
Below the table are navigation controls and buttons: 'New', 'Take Action', 'View', 'Delete', 'Send Email/Reminder', 'Send Reminder by Print', and 'Action(s) Log'.



The screenshot shows a 'Perform Next Action - 21-00006-TRN' dialog box. The current status is 'Request for Docs Sent'. The 'Select Action' dropdown menu is set to 'Add/Search Documents', with a red arrow pointing to it. The 'Perform Action' button is also highlighted with a red arrow. The dialog box includes a 'Close' button.

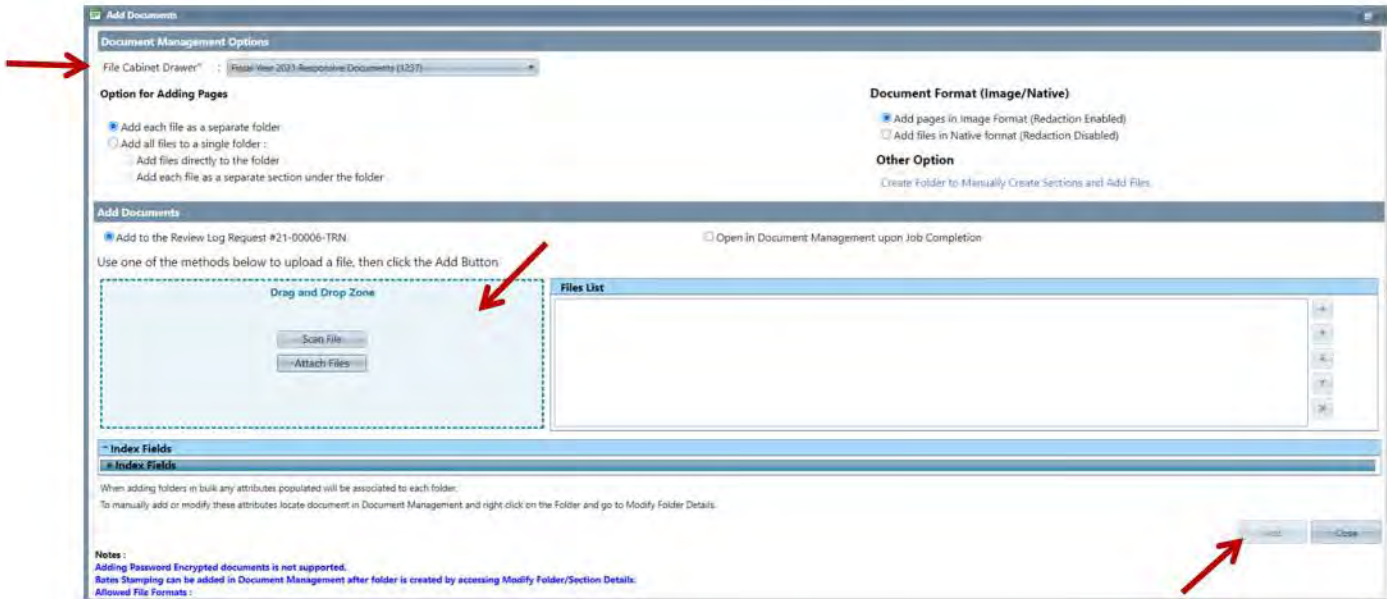
4.1 Add Documents

To add new documents, select the **Add Documents** tab.



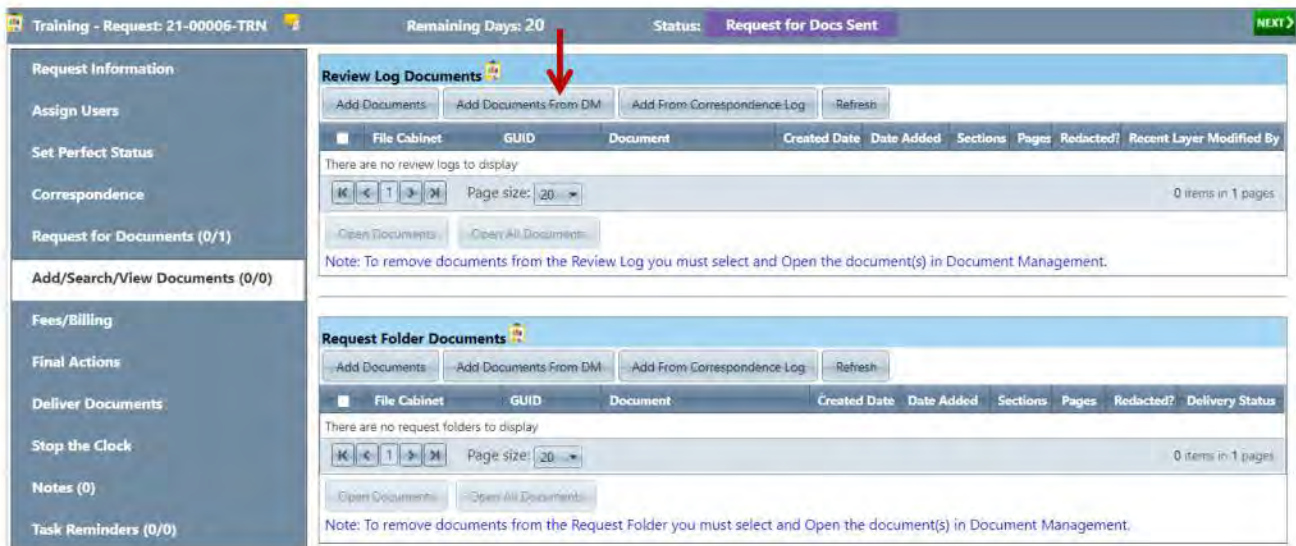
The screenshot shows the 'Review Log Documents' section of the FOIAxpress interface. The 'Add Documents' tab is selected, indicated by a red arrow. The section contains a table with columns: 'File Cabinet', 'GUID', 'Document', 'Created Date', 'Date Added', 'Sections', 'Pages', 'Redacted?', and 'Recent Layer Modified By'. Below the table are navigation controls and buttons: 'Open Documents' and 'Open All Documents'. A note states: 'Note: To remove documents from the Review Log you must select and Open the document(s) in Document Management.'

Select the **File Cabinet Drawer** and use the **Drag and Drop Zone** to scan/attach documents. Then select **Add**.

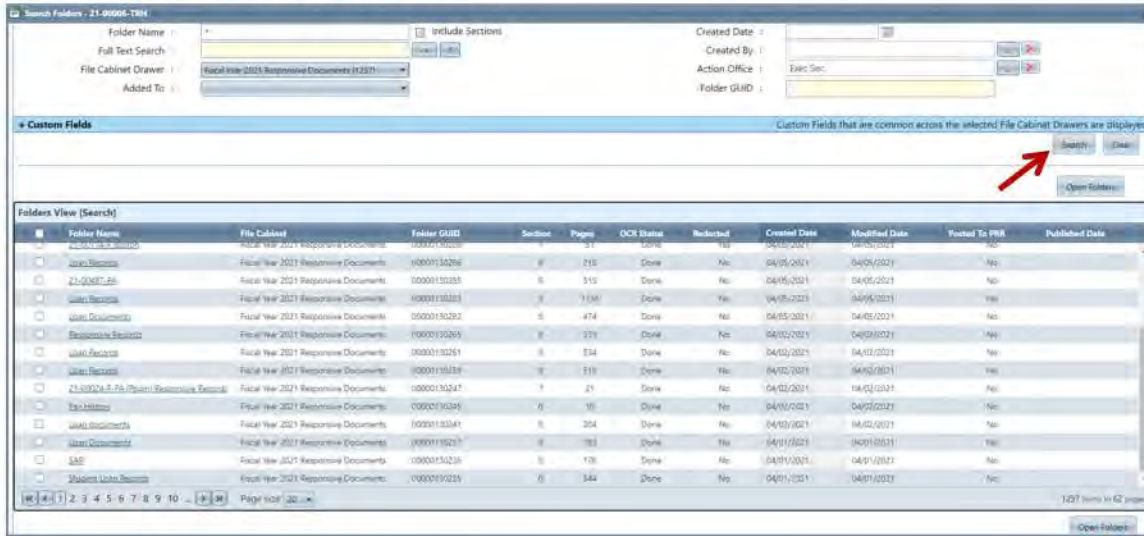


4.2 Add Documents from Document Management (DM)

To add documents from Document Management, select **Add Documents From DM**.

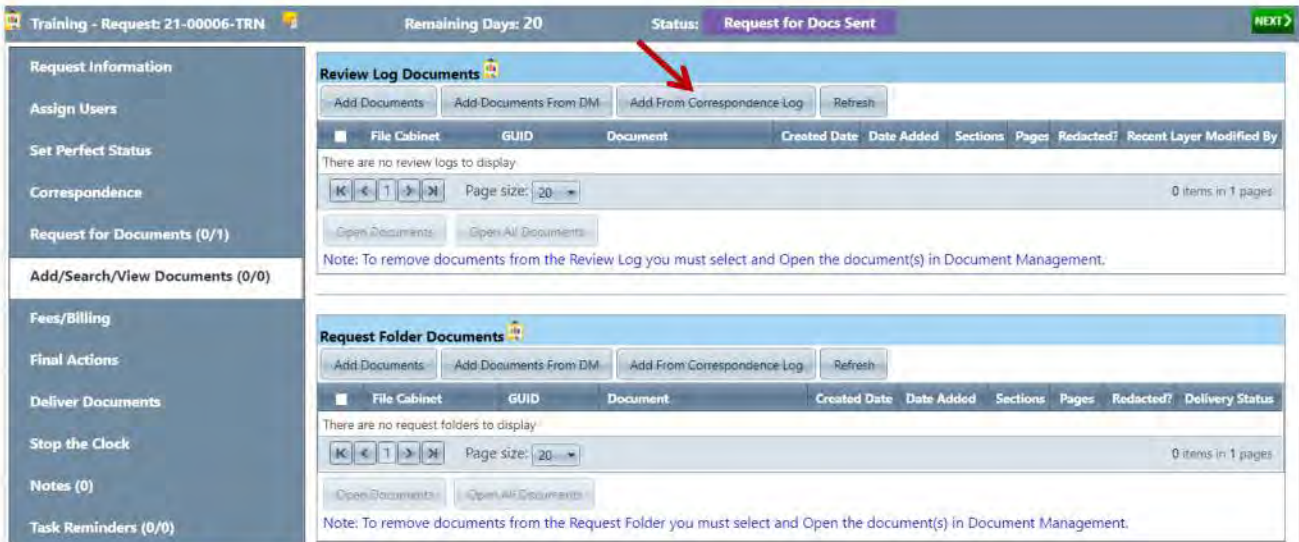


Enter the folder information to search for the documents. Click **Search** and check the box for the folder(s). Then select **Open Folders**.

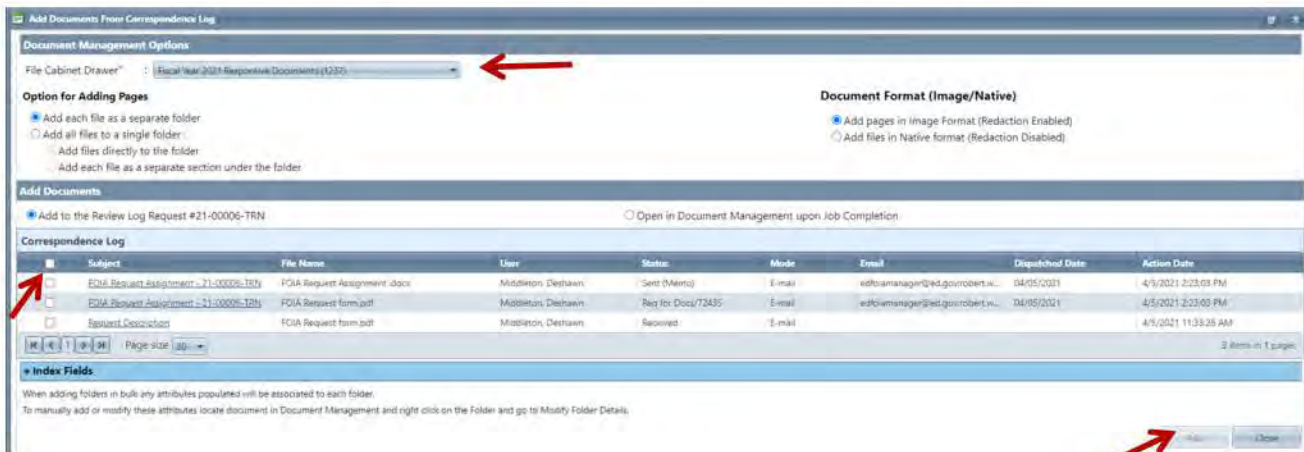


4.3 Add From Correspondence Log

To add documents from the Correspondence Log, select **Add Documents From Correspondence Log**.



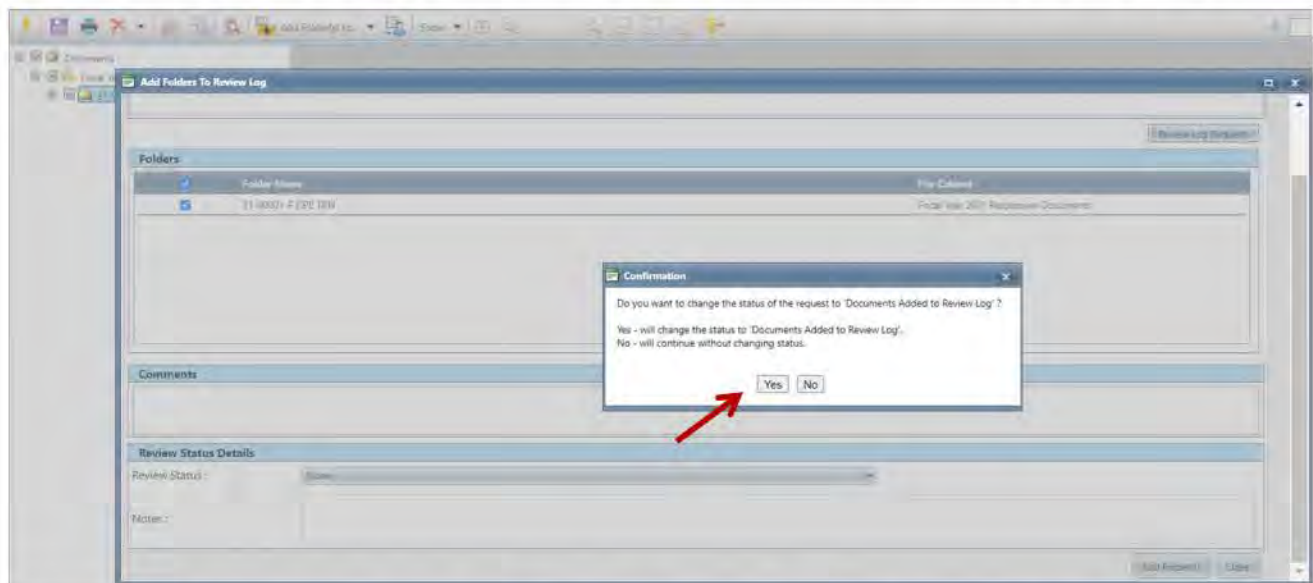
Select the **File Cabinet Drawer** and check the files you wish to add. Then select **Add**.



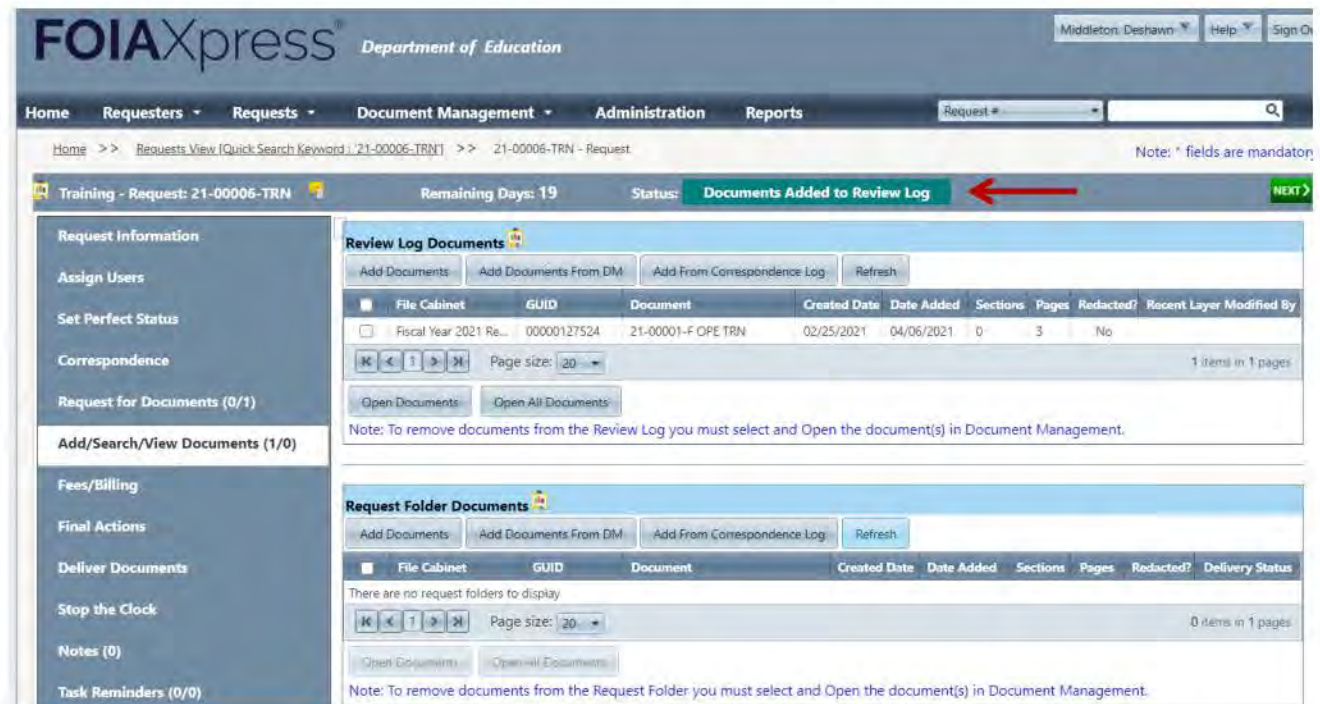
Once you have selected which folder you would like added, then click **Add Folder(s) to...** then select **Add Folder(s) to Review Log**:



A confirmation window will pop up to confirm that status of the request change. You will then select **Yes**:

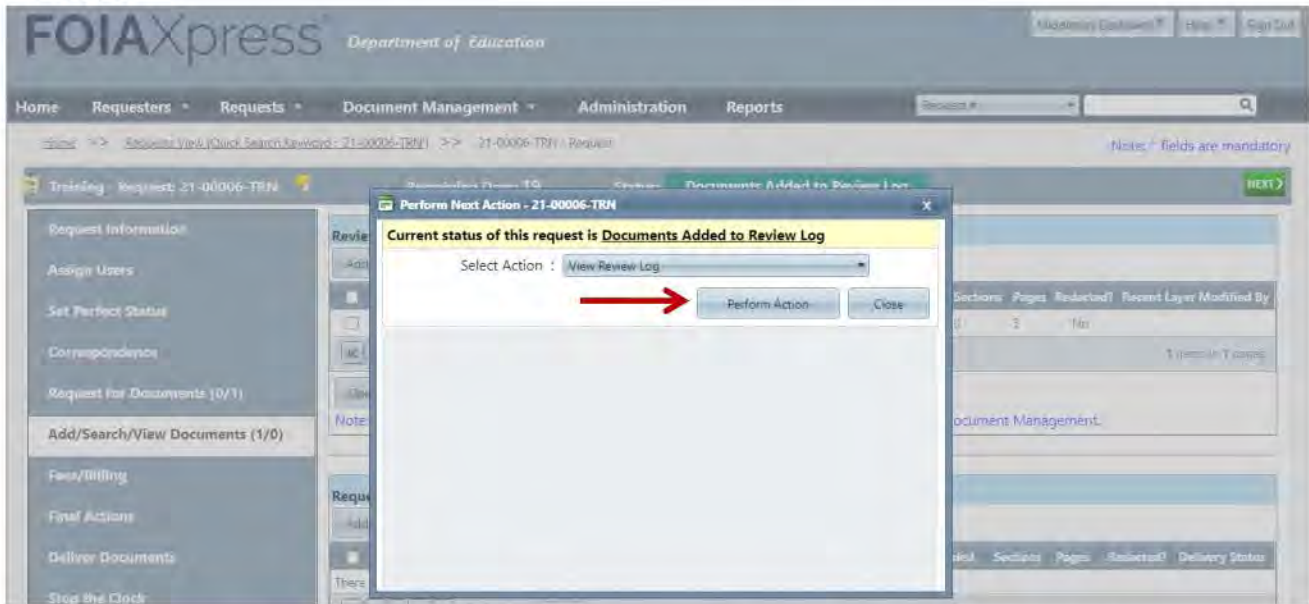


After adding documents, your status should now read *“Documents Added to Review Log.”*

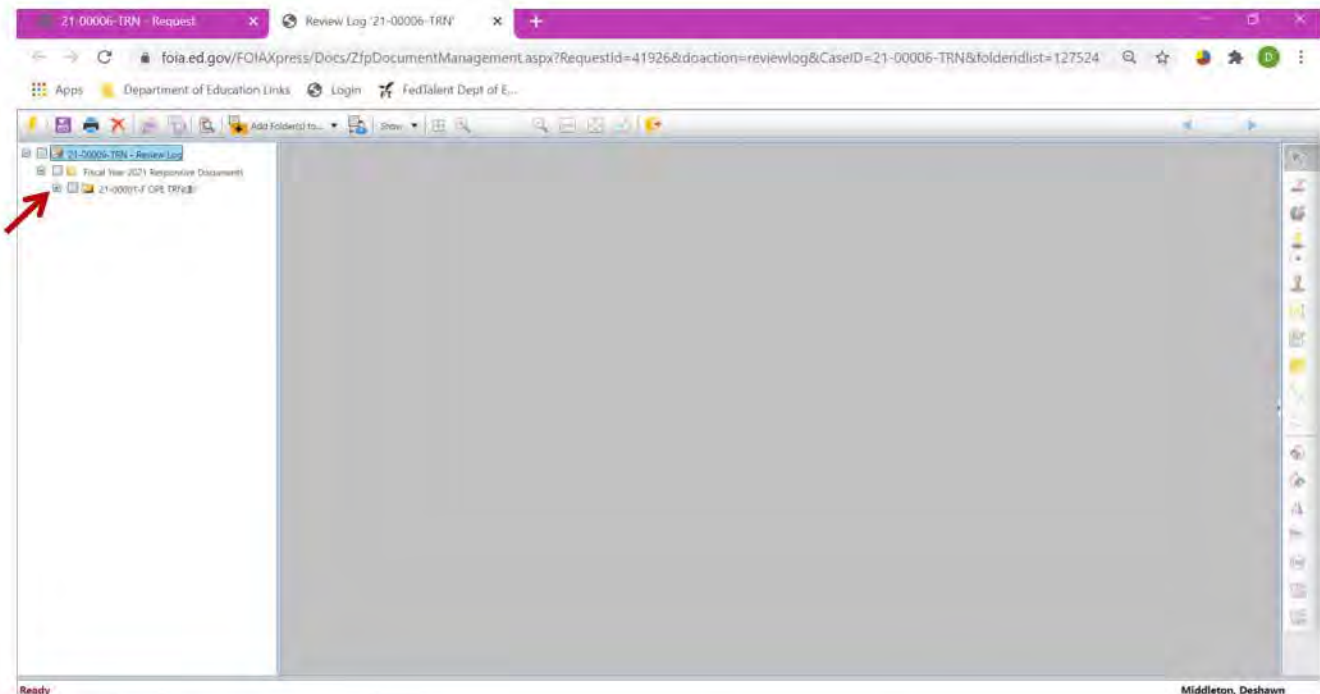


5. Reviewing Documents in Review Log

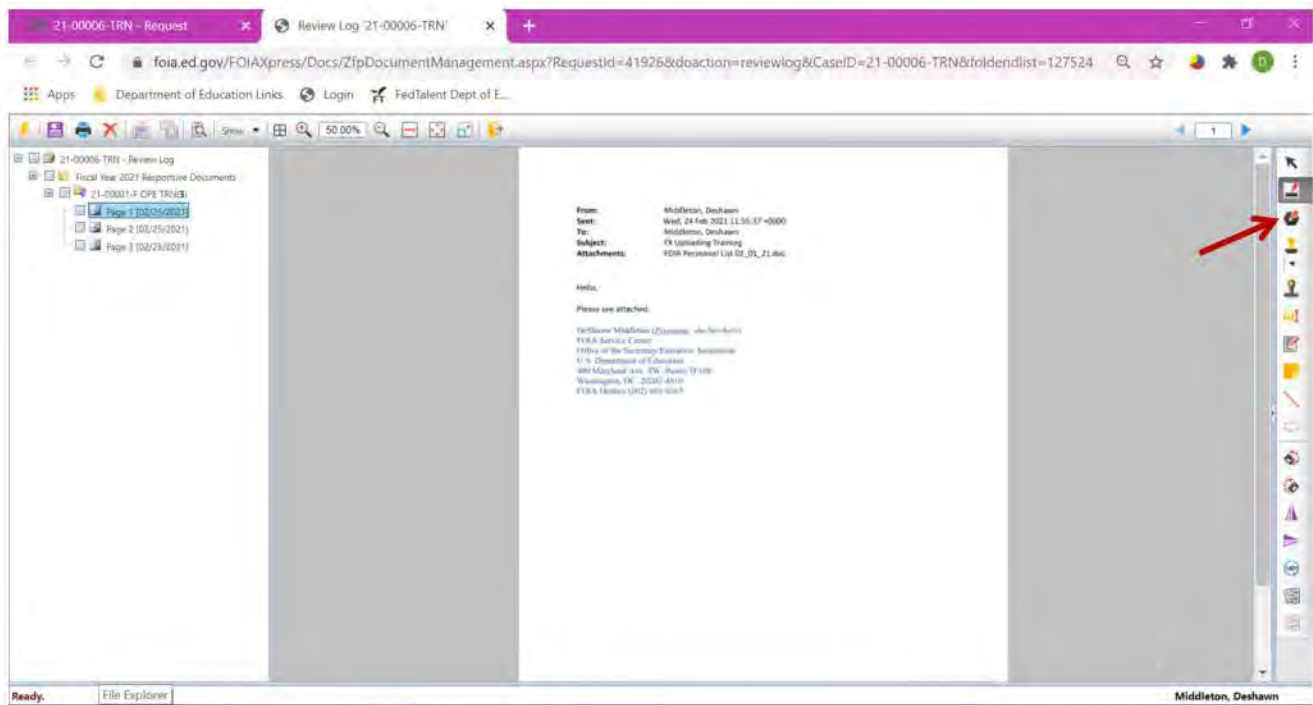
To review documents in the Review Log, select the green **NEXT** button and then click **Perform Action**.



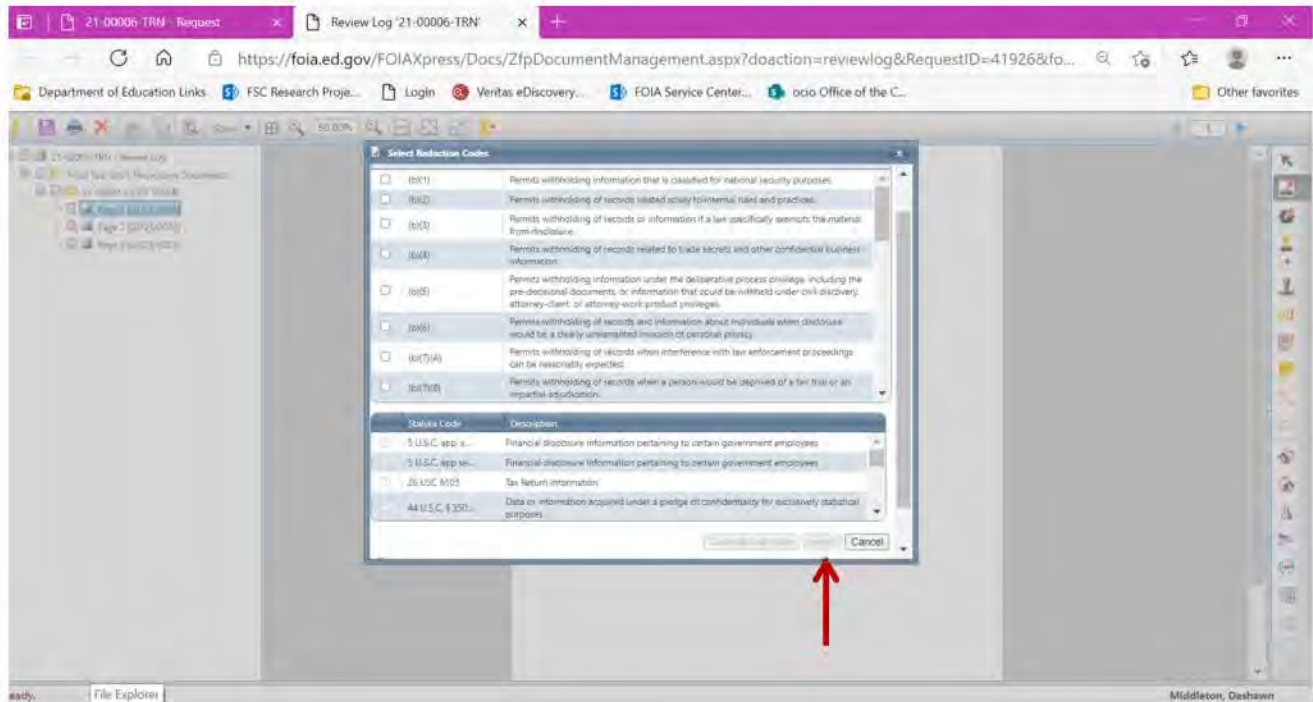
In the Review Log window, select the “+” icon next to the folder that you want to review to display the pages in the folder. Note: If you are reviewing a folder that has been redacted, you will be asked if you would like to load a review layer. If you load a review layer and make changes, create a new review layer when prompted to save. Ensure you save your changes as they are made.



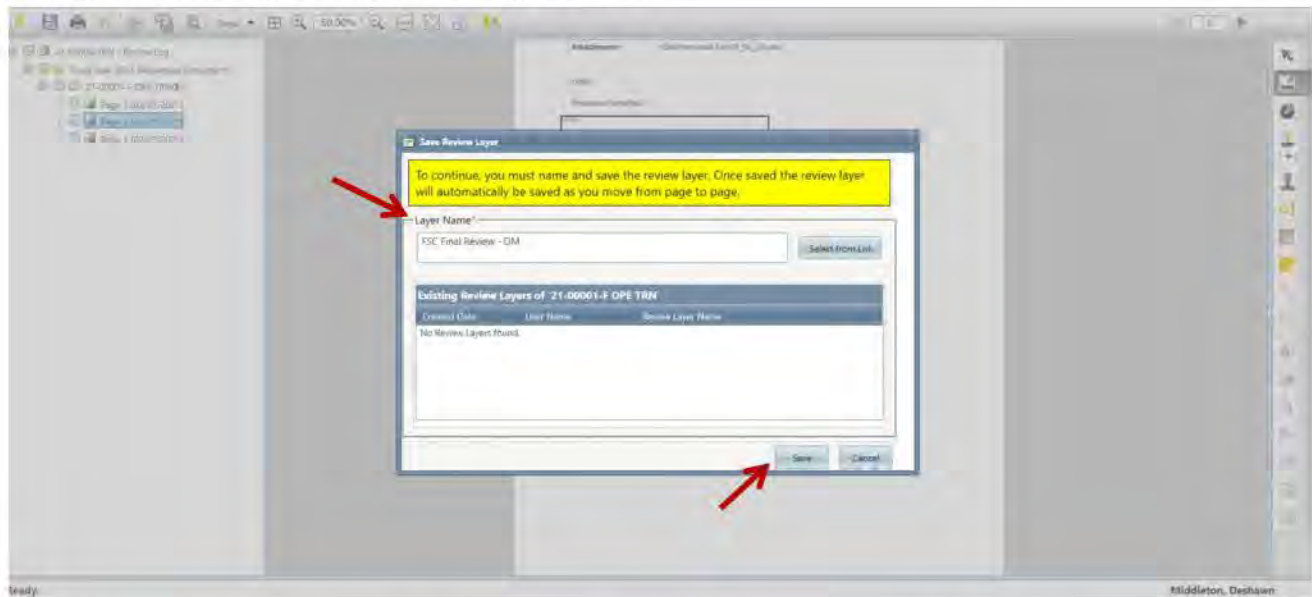
Review each page to determine if redactions are required. If a redaction is required, select the **Redact** icon or **Polygon Redact** icon to highlight your redactions.



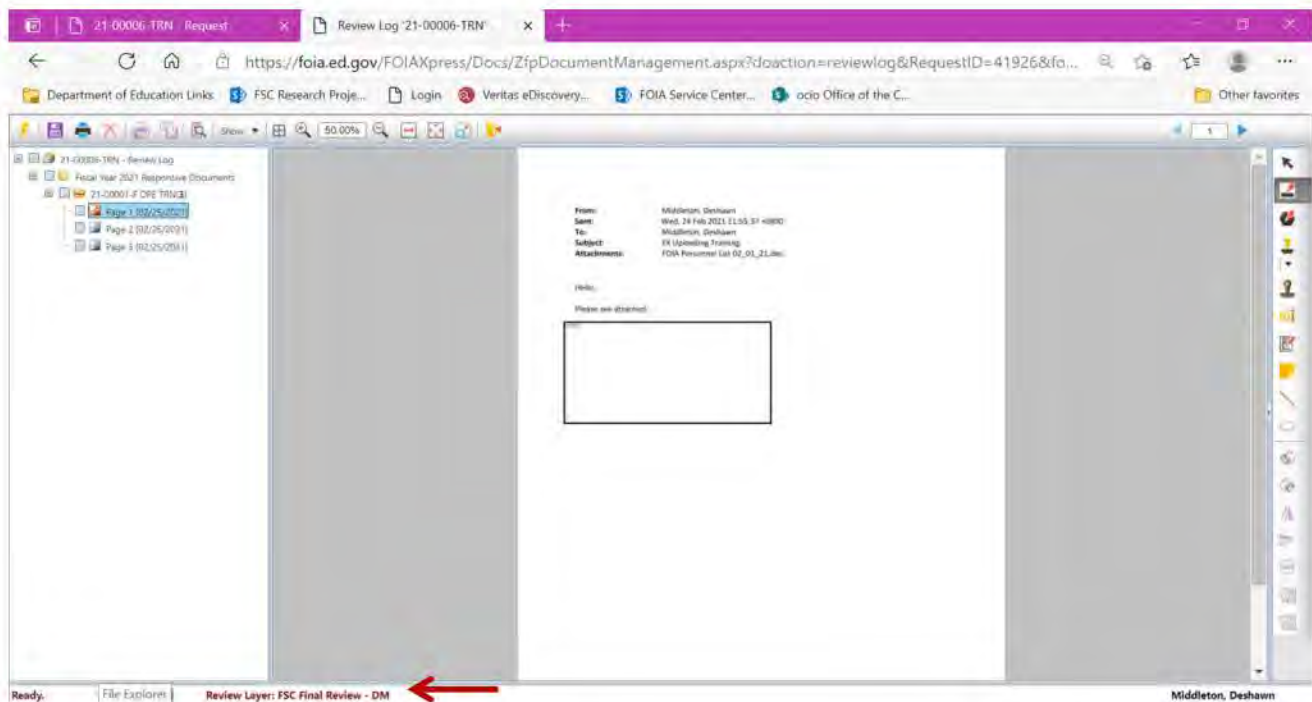
After redacting using the redact tool, select Redaction Code(s) that apply and click **Select**.



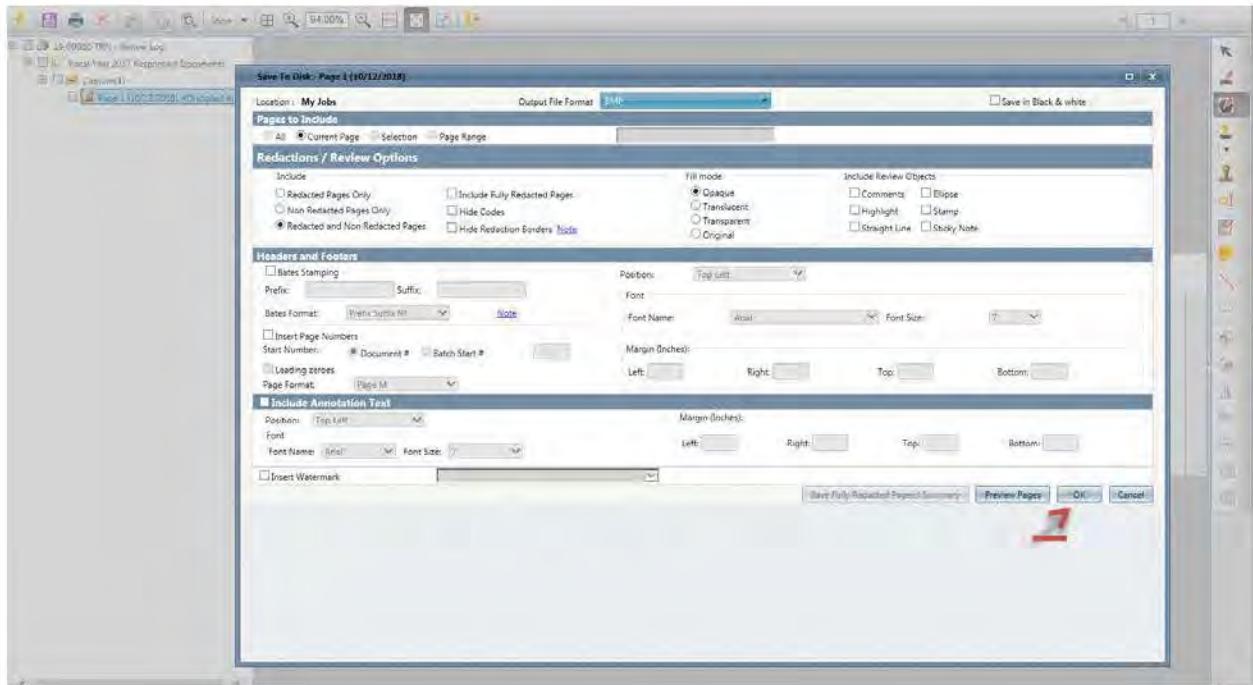
Save your review layer and create a Layer Name.



Once you have created your review layer FX will save the redactions made and the newly created review layer will generate at the bottom of the page.

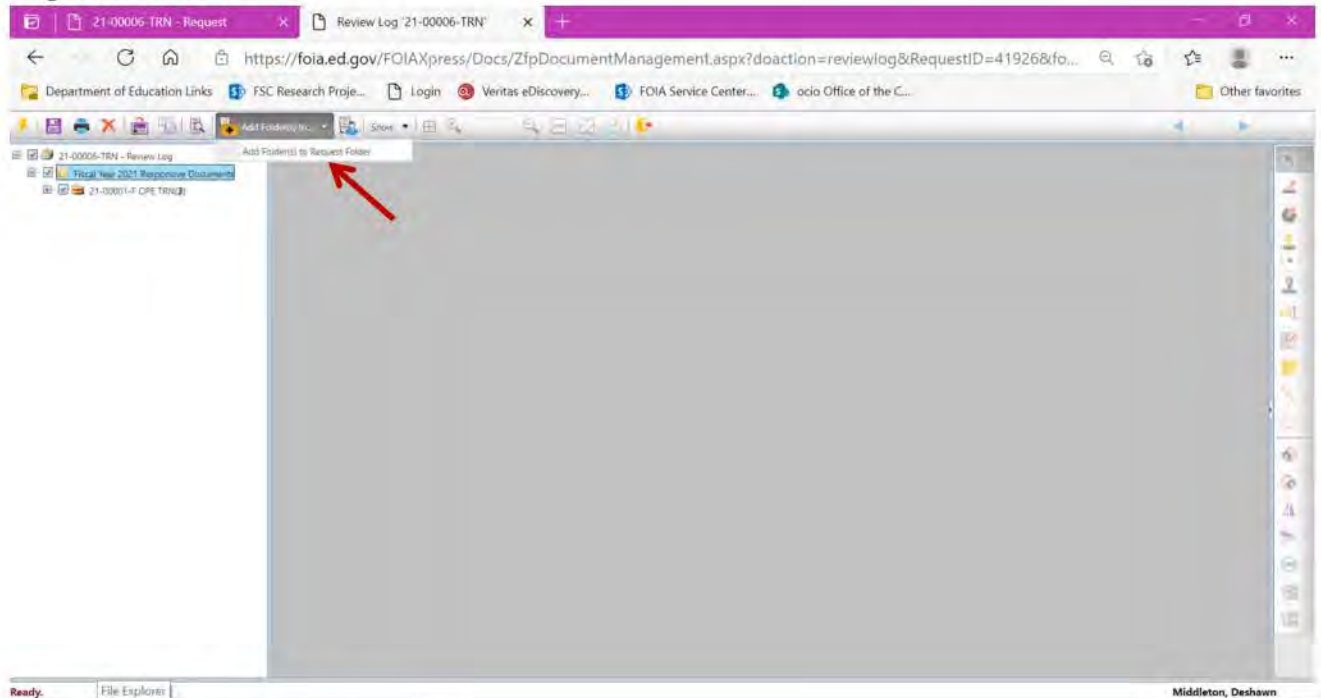


Select the **Save to Disk** icon in the top left hand corner. Enter preferences and select **OK**. Wait until the job status says “*Completed*” and then select Download to download to a zip file or **Close Window**.

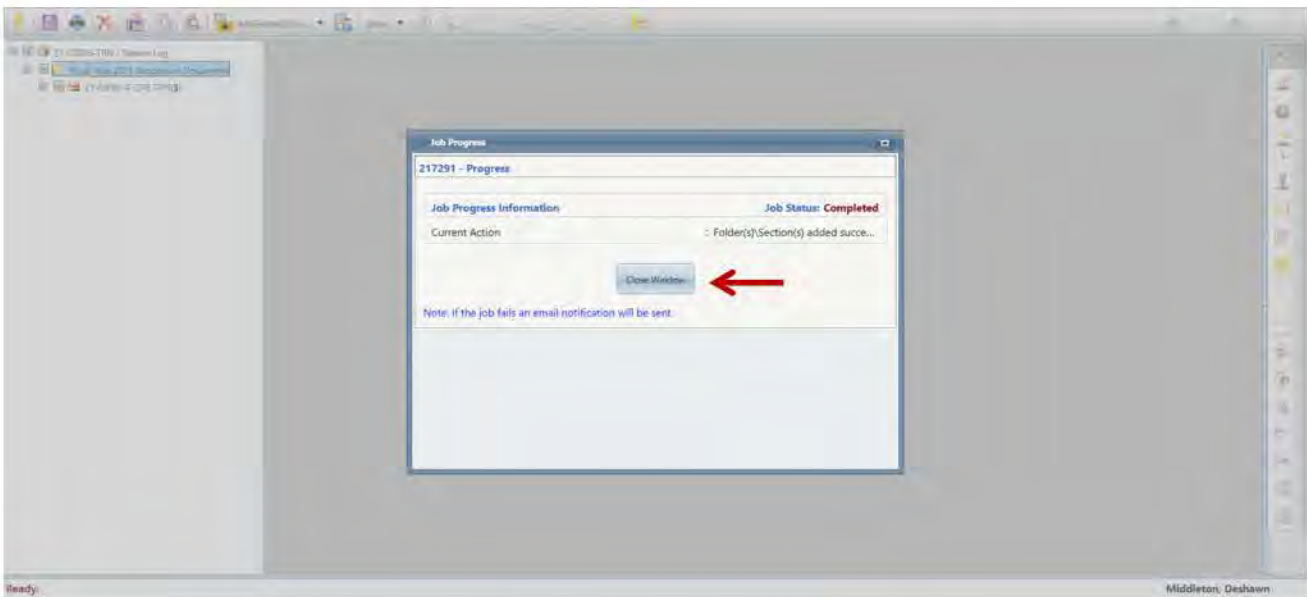
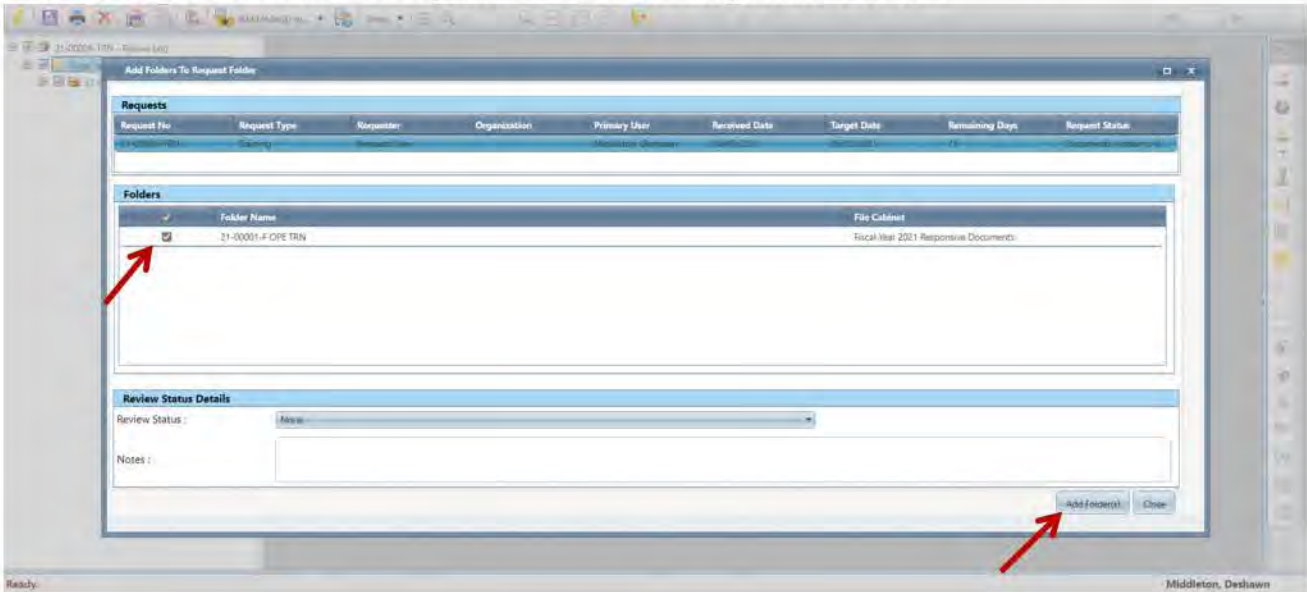


6. Moving Folders from Review Log to Request Folder

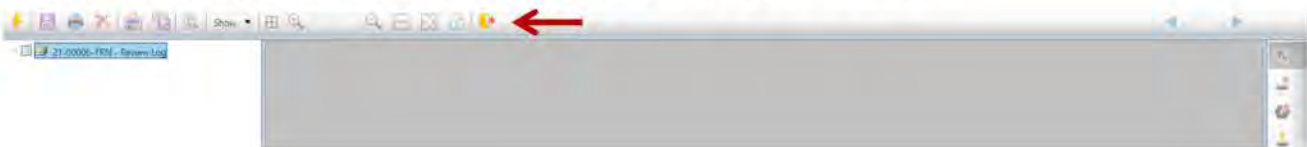
To move folders from the Review Log to the Request Folder, select the **Add Folder(s) to request Folder** tab.



Select the folders by checking the box, select the review status and select **Add Folder(s)**. Wait until the Job Status reads “*Completed*” before selecting **Close Window**.

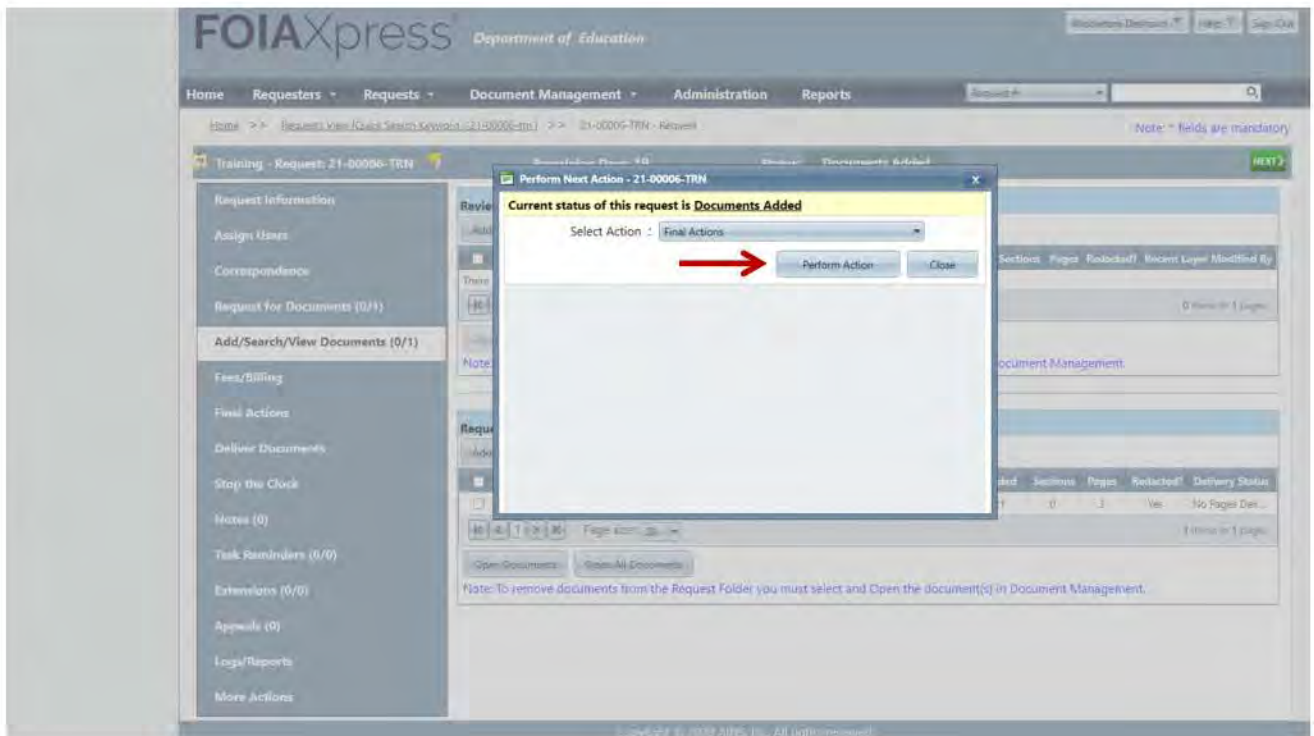
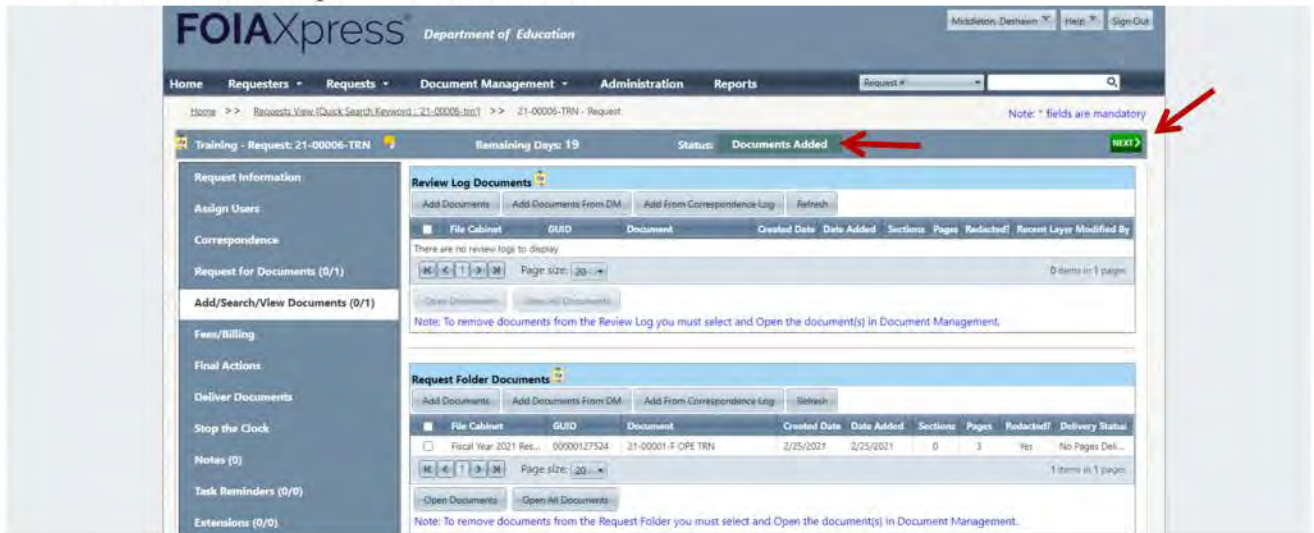


To exit the Review Folder, select the **Close** icon at the top of the page.

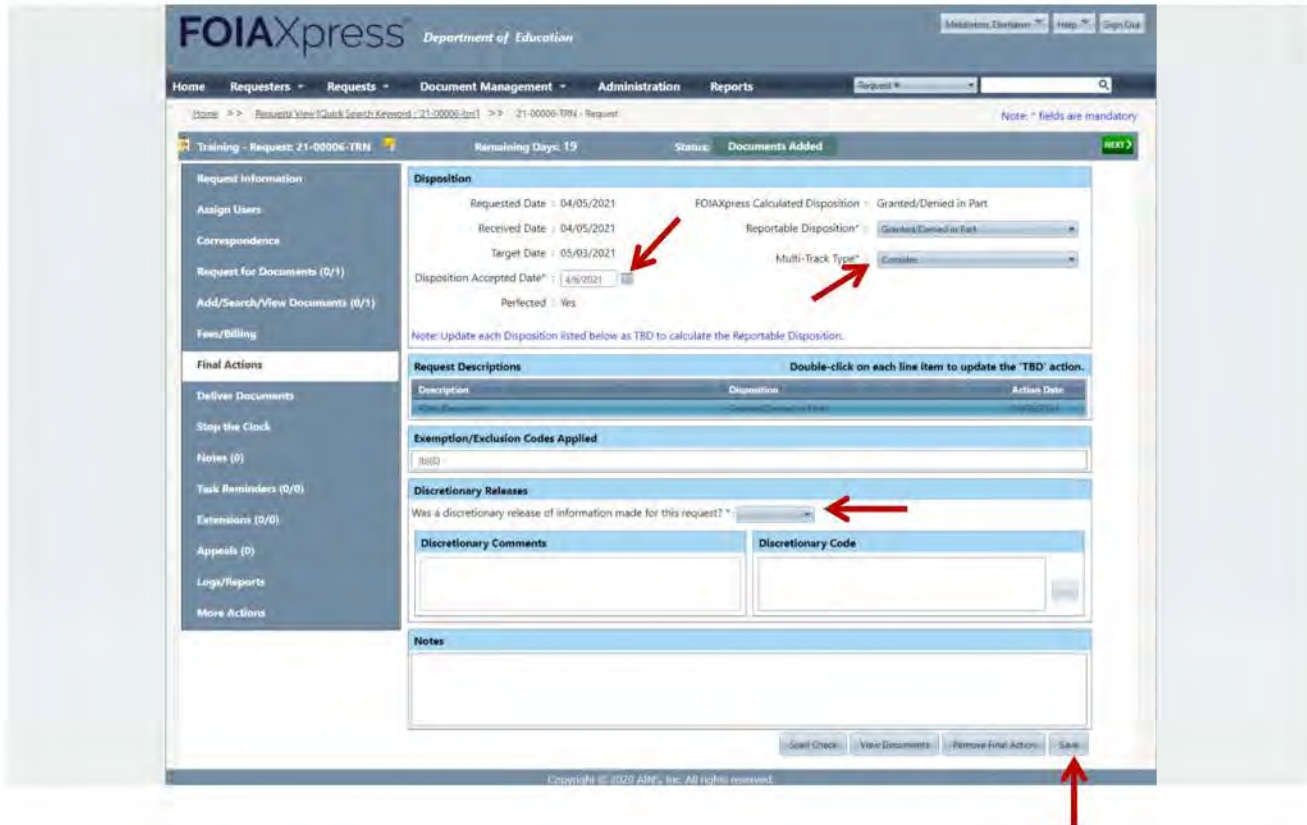


7. Final Actions

The request status should now read *“Documents Added”*. Select the green **NEXT** button and then **Perform Action** to complete the final actions.

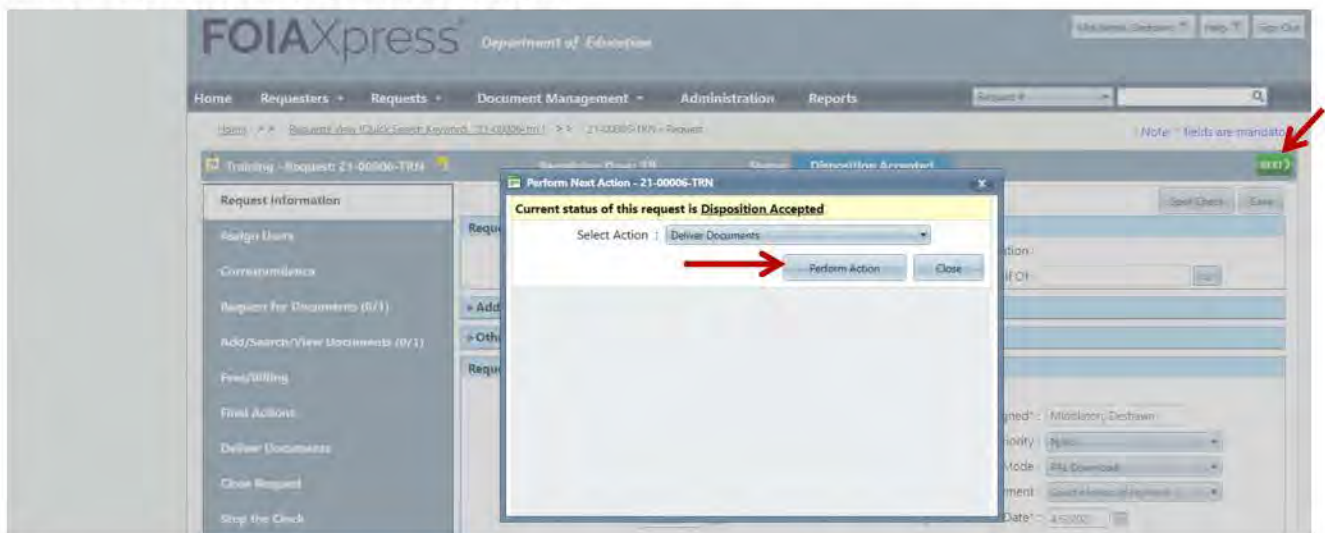


Enter the Disposition Accepted Date, Reportable Disposition, Multi-Track Type, and Discretionary Release option(s) and select **Save**.

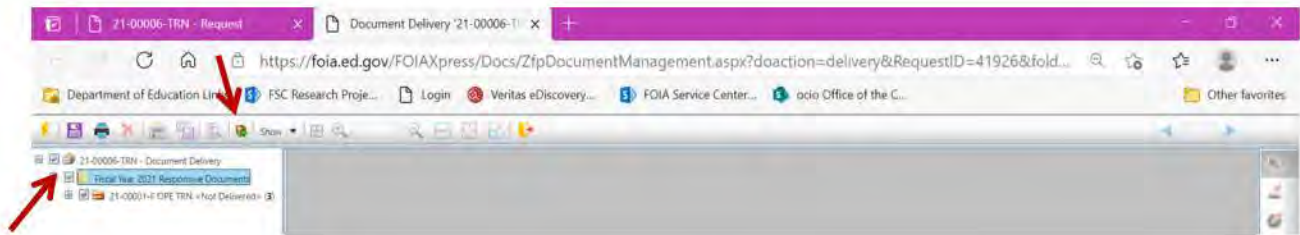


8. Deliver Documents

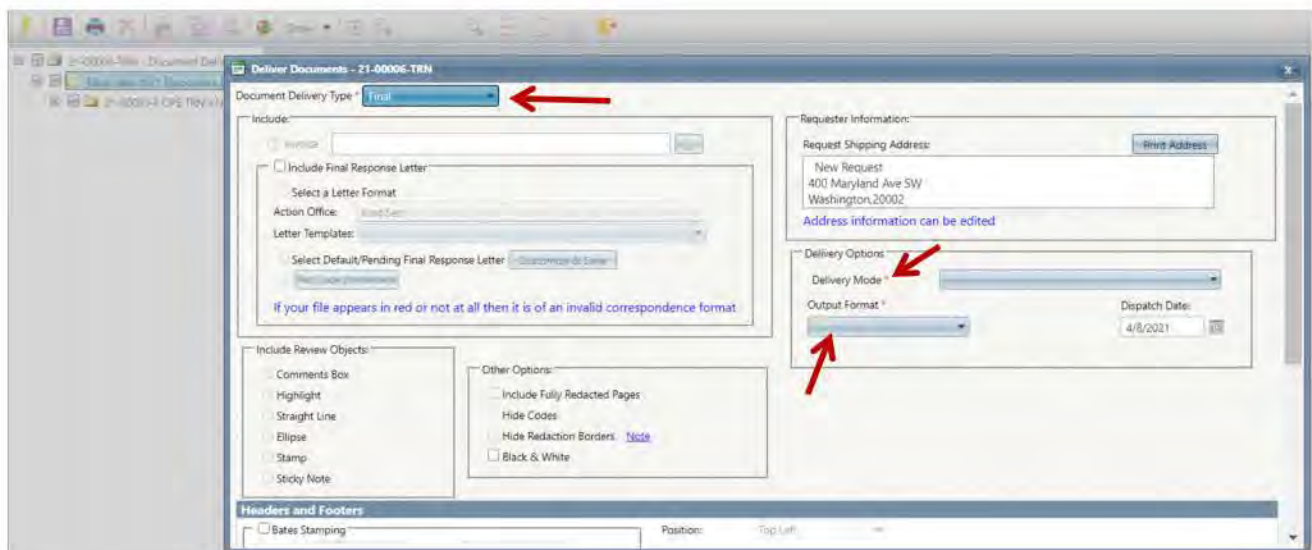
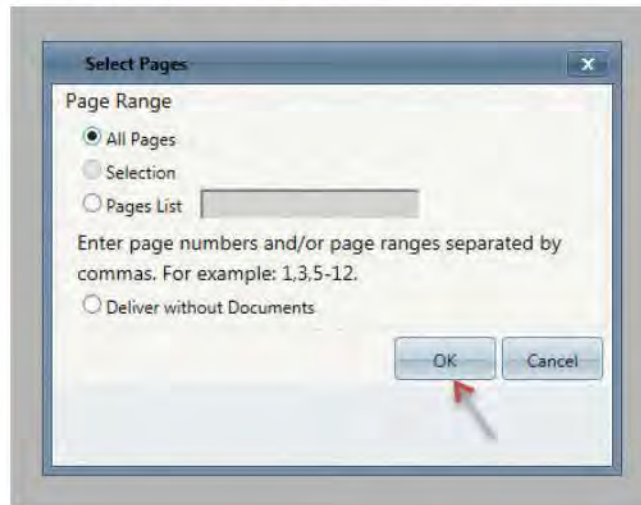
The request status should now read “*Disposition Accepted*”. Select the green **NEXT** button and then **Perform Action** to deliver documents.

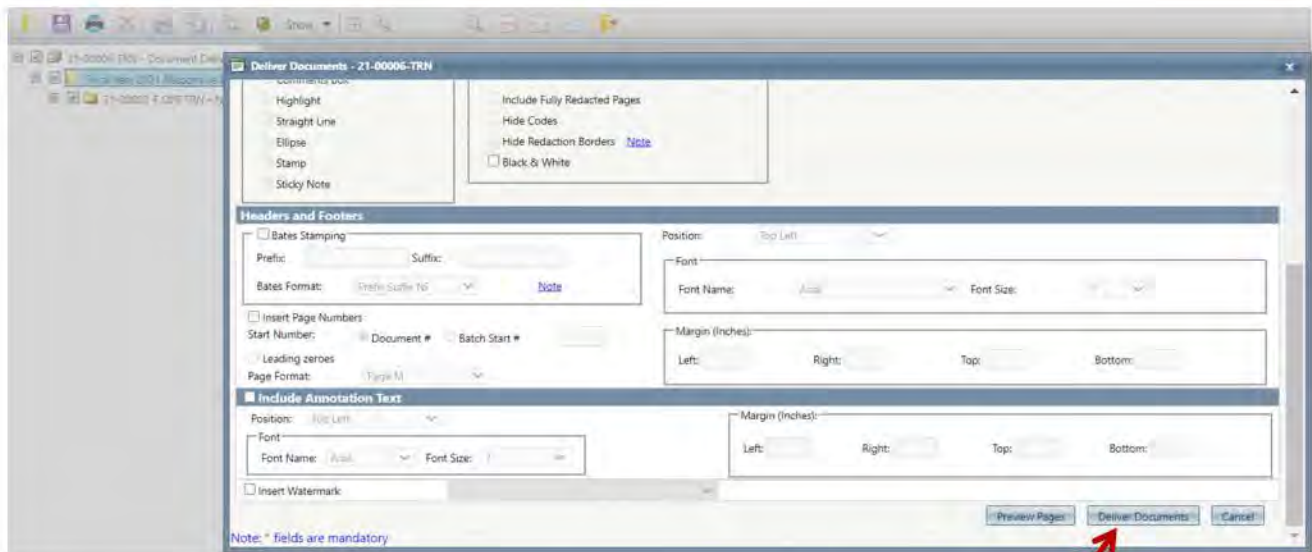


Select the folders and then click the Deliver Documents icon at the top of the page.



Select pages and then select **OK**. Select the Delivery Type, Delivery Mode, Output Format, and other preferences for delivery and then select **Deliver Documents**. If you have a final response letter that isn't a template in FOIAXpress, you will need to upload your letter to the correspondence log by uploading in the "Receive Correspondence" section. After uploading the final response letter, you then go to the "Correspondence Log" section, highlight the letter, then select "Save for Final Response

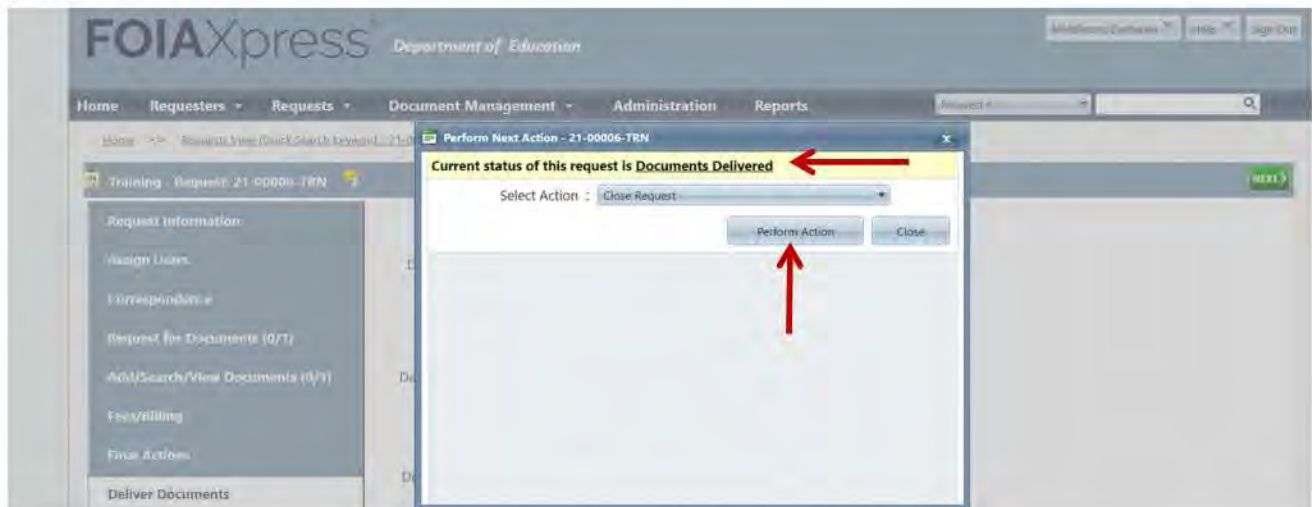




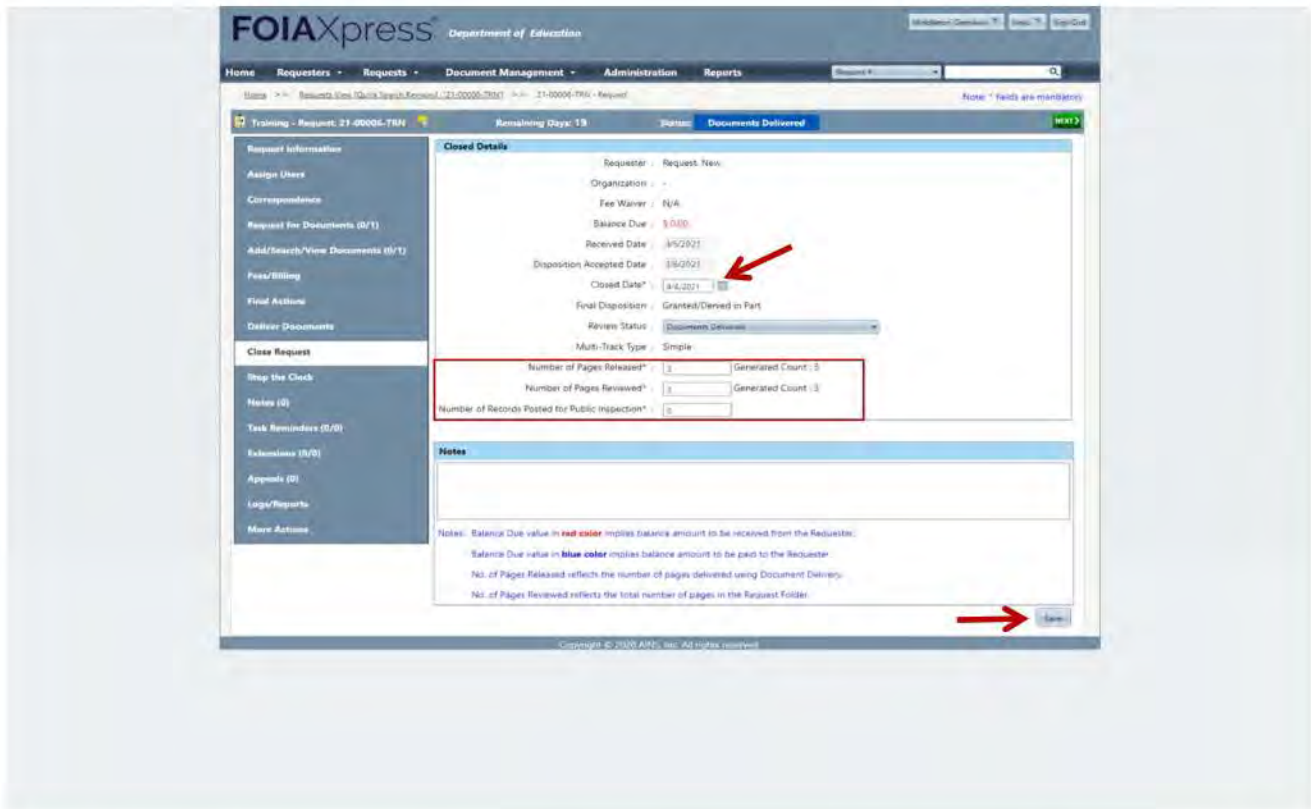
Select **OK** when asked if you want to deliver documents for this request. Wait for the Job Status to say “*Completed*” before clicking **Close Window**. Then use the **Close** icon at the top of the Document Delivery window.

9. Closing a Request

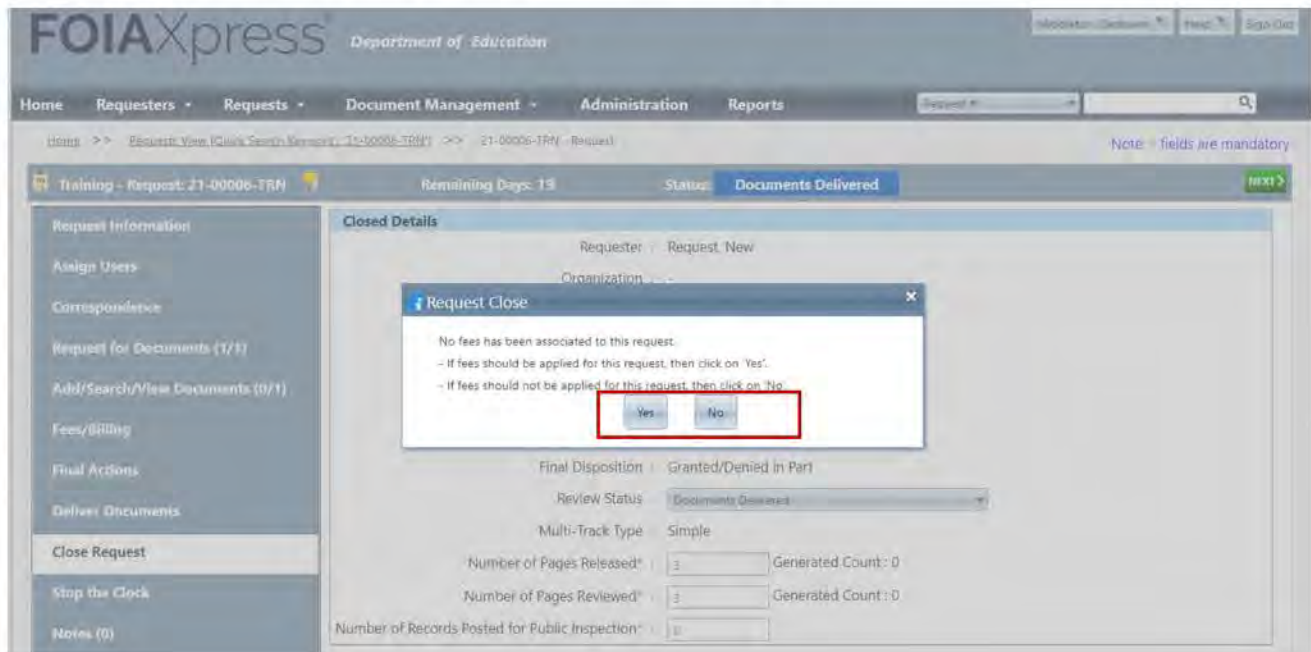
The request status should now read “*Documents Delivered*”. Select the green **NEXT** button and then **Perform Action** to close the request.

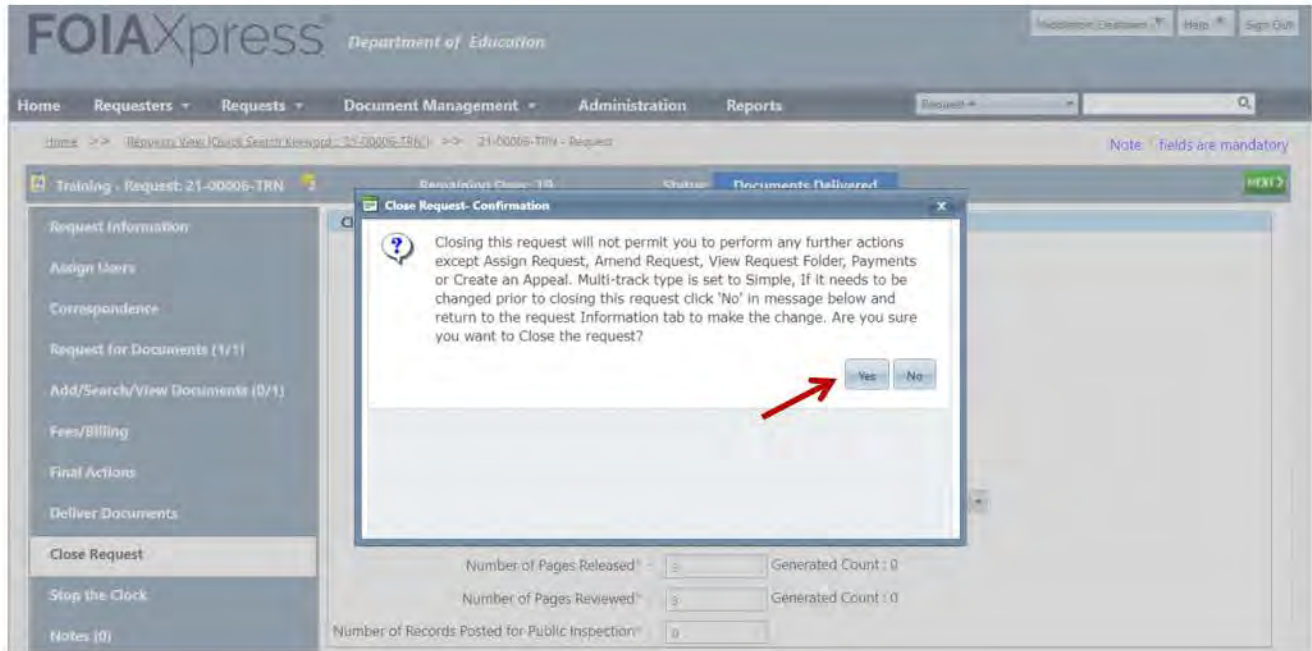


Enter the Closed Date, Number of Pages Released, Number of Pages Reviewed and the Number of Records Posted for Public Inspection. Then select **Save**.



Answer **Yes** or **No** to the prompt regarding fees and select **Yes** to confirm closing the request.





The request status should now read “*Closed*” (and determination status).



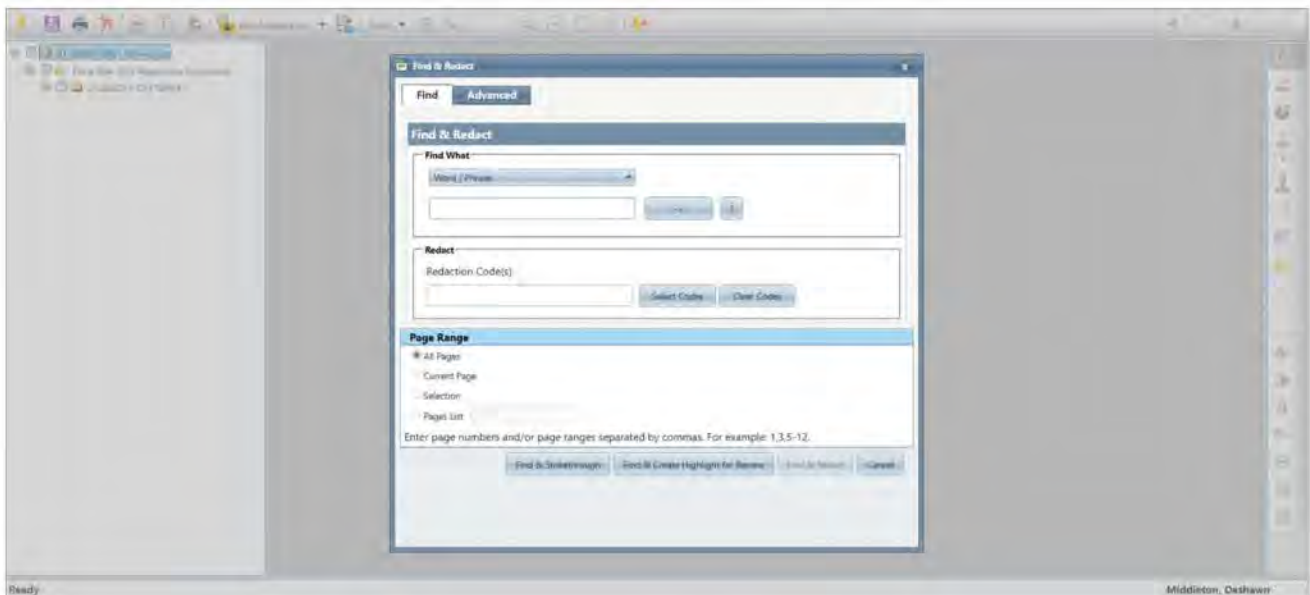
10. Find and Redact Tool

The “Find and Redact” tool can be used to search in a folder/page and redact what is being searched. **** A line by line review will need to be performed to confirm proper redactions have been made. ****

Click **Find and Redact**.





The **Find and Redact** window will be displayed as shown below.





Under the **Find What** section, click the drop-down menu and select the type of text you want to search for. **Word/Phrase** will be selected by default. The selections under this menu are described below:

Selection	Description
Word/Phrase	Any word or phrase, as entered in the provided text field
Credit Card Numbers	Any credit card numbers appearing in the selected documents
Currency	Any currency figures appearing in the selected documents
Email Addresses	Any email addresses that appear in the selected documents
Employer ID Numbers (EIN)	Any Employer ID Numbers that appear in the selected documents
Social Security Number	Any Social Security Number sequences that appear in the selected documents
Telephone Numbers	Any telephone numbers that appear in the selected documents

Enter the text you want to **find** (if applicable) and **redact** in the text box.

 To further refine your **find** and **redact** search using "AND" or "OR" operators, click the  icon, and then select **AND** or **OR**.

 For additional information about search operators and Full Text Search, click the  icon.

In the **Redact** section, click **Select Codes**. The **Select Redaction Codes** window will be displayed as shown below.

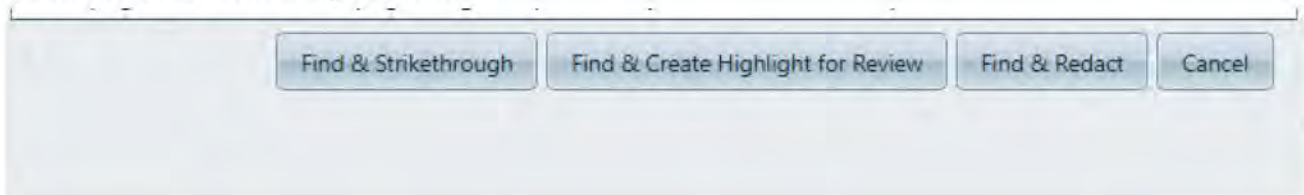


Select the **Redaction Code(s)** you want to apply.



If you select the **b(3)** Redaction Code, you must also select a **Statute Code**.

Click one of the following actions:



Action	Description
Find & Strikethrough	Find items that satisfy the search criteria, and then draw a line through the results.
Find & Create Highlight for Review	Find items that satisfy the search criteria, and then highlight the results for review.
Find and Redact	Find items that satisfy the search criteria, and then redact the results.
Cancel	Exit the Find and Redact window.

11. Cost Sheets

FOIA Requesters may be charged a nominal amount for the processing of their Requests, including search, duplication and review costs (Review costs include only direct costs incurred during the examination of a document for determining if it is a responsive record.) Estimating the effort to fulfill requests prior to completion is known as Cost Estimation. The cost for processing a Request can be estimated while the Request is in any Request Status where the Request is open. These costs are estimated using Cost Sheets.

Open a Request for which you want to estimate the cost. Click **Fees/Billing**. The *Fees/Billing* screen will be displayed as shown below.

The screenshot shows the FOIAExpress Department of Education interface. The navigation menu on the left includes 'Request Information', 'Assign Users', 'Correspondence', 'Request for Documents (1/1)', 'Add/Search/View Documents (0/2)', 'Fees/Billing', 'Final Actions', 'Deliver Documents', 'Close Request', 'Stop the Clock', 'Notes (0)', 'Task Reminders (0/0)', 'Extensions (0/0)', 'Appeals (0)', 'Logs/Reports', and 'More Actions'. The 'Fees/Billing' item is highlighted with a red arrow. The main content area shows a 'Summary' section with financial data, a 'Cost Sheets' section with a table of cost sheets, and 'Invoices' and 'Payments' sections. A red arrow points to the 'New' button in the Cost Sheets section.

From the *Cost Sheets* section, click **New**. The *New Cost Sheet* screen will be displayed as shown below.

New Cost Sheet

Cost Sheet Date: 4/2/2021

Name:

Note: Fee items with * are used to calculate Administrative Costs.

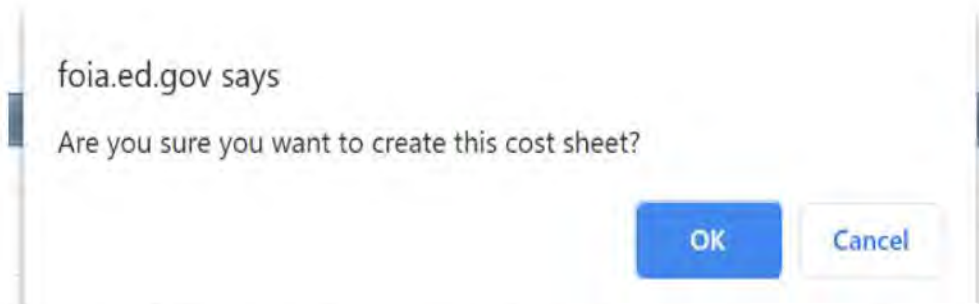
Fee Item	Description	Unit Rate	Quantity	Estimated Value
GS-01				
SEARCH*	Search for Commercial Businesses	10.70 /1 HOUR(S) Variable	0.00	0.00
REVIEW*	Review	10.70 /1 HOUR(S) Variable	0.00	0.00
GS-02				
SEARCH*	Search	12.00 /1 HOUR(S) Variable	0.00	0.00
REVIEW*	Review	12.00 /1 HOUR(S) Variable	0.00	0.00
GS-03				
SEARCH*	Search	13.13 /1 HOUR(S) Variable	0.00	0.00
REVIEW*	Review	13.13 /1 HOUR(S) Variable	0.00	0.00
GS-04				
SEARCH*	Search	14.74 /1 HOUR(S) Variable	0.00	0.00
REVIEW*	Review	14.74 /1 HOUR(S) Variable	0.00	0.00
GS-05				
SEARCH*	Search	16.49 /1 HOUR(S) Variable	0.00	0.00
REVIEW*	Review	16.49 /1 HOUR(S) Variable	0.00	0.00

REVIEW*	Review	30.25 /1 HOUR(S) Variable	0.00	0.00
GS-12				
SEARCH*	Search	36.25 /1 HOUR(S) Variable	0.00	0.00
REVIEW *	Review	38.25 /1 HOUR(S) Variable	0.00	0.00
GS-13				
SEARCH*	Search	43.00 /1 HOUR(S) Variable	0.00	0.00
REVIEW*	Review	43.00 /1 HOUR(S) Variable	0.00	0.00
GS-14				
SEARCH*	Search	50.50 /1 HOUR(S) Variable	0.00	0.00
REVIEW*	Review	50.50 /1 HOUR(S) Variable	0.00	0.00
GS-15				
SEARCH*	Search	55.80 /1 HOUR(S) Variable	0.00	0.00
REVIEW*	Review	55.80 /1 HOUR(S) Variable	0.00	0.00
Copies				
Copies - CDs Billable		3.00 /1 DISQS Variable	0.00	0.00
Copies		0.25 /1 COPIES Variable	0.00	0.00
Administrative Cost :			0.00	
Total :			0.00	

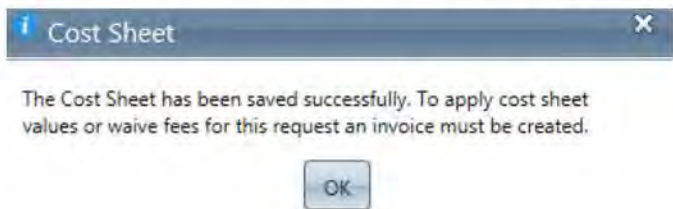
Enter information in the following fields as necessary:

Field	Description
Name	Enter the Name of the New Cost Sheet in the upper right corner. You can enter Request number as Name.
Quantity	Enter a Quantity for each Fee Item. Quantity refers to number of hours, pages, copies, etc. for each Fee Item.


Click **Save**. A verification message will be displayed as shown below.




Click **OK**. A confirmation message will be displayed as shown below.




Click **OK**.

 If the Requester has applied for a fee waiver, information about the fee waiver type will be displayed on the *Cost Estimation* screen.

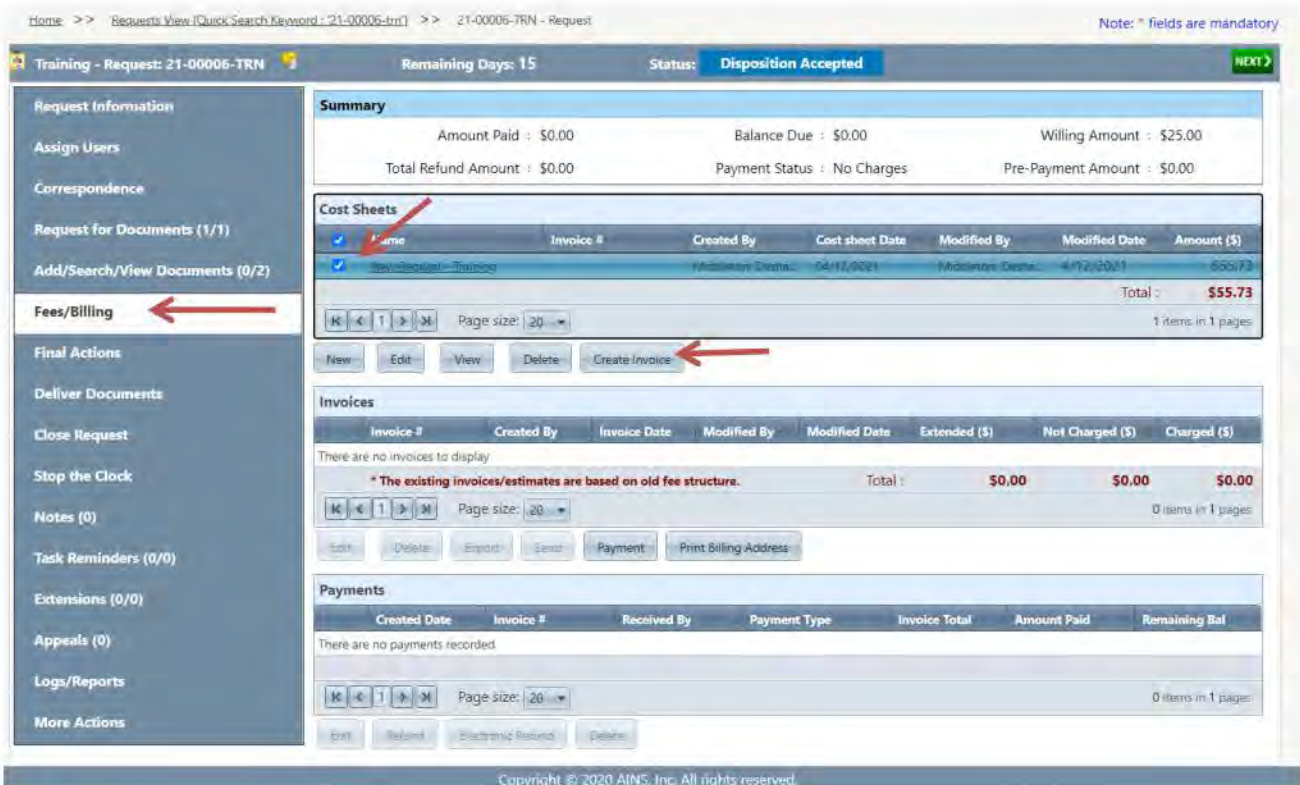
 If there is a change in the fee structure, it will be applied only to new invoices. Existing invoices will always be displayed with their original fee structure.

12. Create an Invoice

You can create one or multiple Invoices for a Request. Each Invoice is generated with a new Invoice number, and you can collect payment for each Invoice. Multiple Invoices can be modified or deleted, however, you cannot delete the most recent Invoice or an Invoice on which a payment has been collected. In addition, you must create a Cost Sheet before an Invoice can be created.

 You can create multiple Invoices with different Invoice amounts, but cannot access the *Estimate Cost* screen once an Invoice is generated.

Open the Request you want to generate an invoice for. Click **Fees/Billing**. Select the Cost Sheet you want to use to create an Invoice, then click either **Create Invoice**. The *Fees/Billing* screen will be displayed as shown below.



Home >> Requests View [Quick Search Keyword: 21-00006-trn] >> 21-00006-TRN - Request Note: * fields are mandatory

Training - Request: 21-00006-TRN Remaining Days: 15 Status: **Disposition Accepted** NEXT >

Request Information

Assign Users

Correspondence

Request for Documents (1/1)

Add/Search/View Documents (0/2)

Fees/Billing ←

Final Actions

Deliver Documents

Close Request

Stop the Clock

Notes (0)

Task Reminders (0/0)

Extensions (0/0)

Appeals (0)

Logs/Reports

More Actions

Summary

Amount Paid : \$0.00 Balance Due : \$0.00 Willing Amount : \$25.00

Total Refund Amount : \$0.00 Payment Status : No Charges Pre-Payment Amount : \$0.00

Cost Sheets

✓	Name	Invoice #	Created By	Cost sheet Date	Modified By	Modified Date	Amount (\$)
✓	New/Revised--Training		Middleton, Debra...	04/17/2021	Middleton, Debra...	4/17/2021	500.73
Total :							\$55.73

Page size: 20 1 items in 1 pages

New Edit View Delete **Create Invoice** ←

Invoices

Invoice #	Created By	Invoice Date	Modified By	Modified Date	Extended (\$)	Not Charged (\$)	Charged (\$)
* The existing invoices/estimates are based on old fee structure.							Total : \$0.00 \$0.00 \$0.00

Page size: 20 0 items in 1 pages

Print Billing Address

Payments

Created Date	Invoice #	Received By	Payment Type	Invoice Total	Amount Paid	Remaining Bal
There are no payments recorded.						

Page size: 20 0 items in 1 pages

Print Billing Address

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The *New Invoice* screen will be displayed as shown below. Make any changes to the Invoice as necessary. Click **Create**.

The screenshot shows a window titled "New Invoice - 21-00006-TRN". It contains a table with columns for item type, description, quantity, unit, and various cost fields. The items listed include SEARCH*, REVIEW*, GS-13, GS-14, GS-15, and Copies. At the bottom right, there are "Create" and "Close" buttons. A red arrow points to the "Create" button.

Item	Description	Quantity	Unit	Rate	Amount	Other	Total
SEARCH*	Search	36.23	/1 HOUR(S) Variable	0.00	0.00	0.00	0.00
REVIEW*	Review	36.23	/1 HOUR(S) Variable	0.00	0.00	0.00	0.00
GS-13							
SEARCH*	Search	43.09	/1 HOUR(S) Variable	0.00	0.00	0.00	0.00
REVIEW*	Review	43.09	/1 HOUR(S) Variable	0.00	0.00	0.00	0.00
GS-14							
SEARCH*	Search	50.92	/1 HOUR(S) Variable	0.00	0.00	0.00	0.00
REVIEW*	Review	50.92	/1 HOUR(S) Variable	0.00	0.00	0.00	0.00
GS-15							
SEARCH*	Search	59.89	/1 HOUR(S) Variable	0.00	0.00	0.00	0.00
REVIEW*	Review	59.89	/1 HOUR(S) Variable	0.00	0.00	0.00	0.00
Copies							
Copies - CDs Billable		3.00	/1 DISK(S) Variable	1.00	3.00	3.00	0.00
Copies		0.20	/1 COPIES Variable	0.00	0.00	0.00	0.00
Administrative Cost :				7.27	0.00	7.27	
Total :				55.73	3.00	52.73	


Invoice Memo : Please mail your payment to the following address.
U.S. Department of Education
Office of the Executive Secretariat

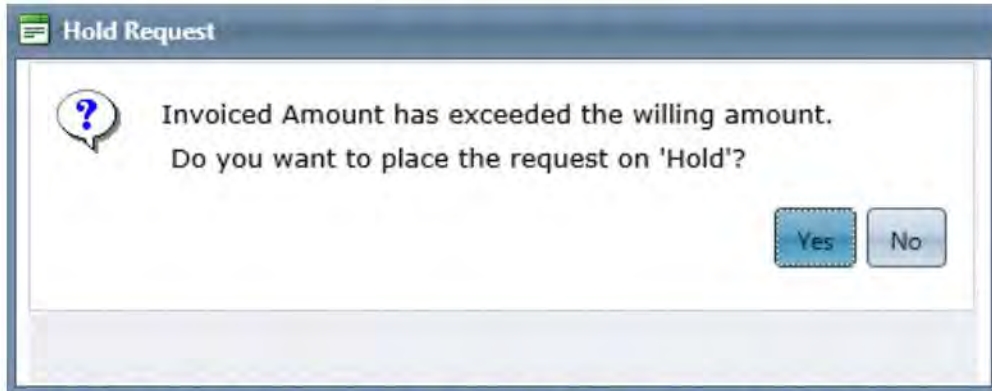
Create **Close**

A verification message will be displayed as shown below.




Click **OK** to save the new Invoice.

 If the Invoiced Amount exceeds the Willing Amount, you will receive a message asking if you want to place the Request on hold, as shown below.



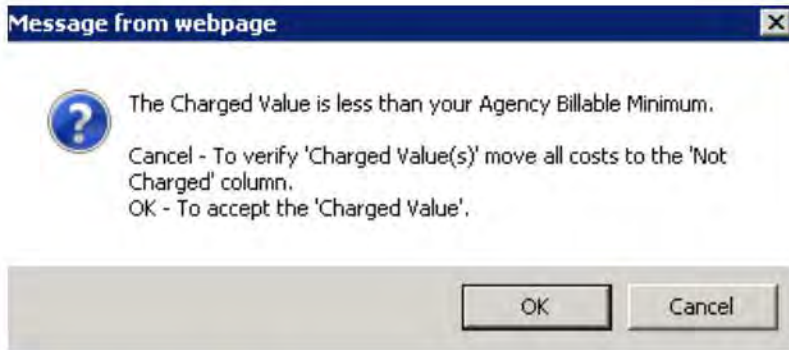
Click **Yes** or place the Request on hold, click **No** to return to the *Fees/Billing* screen. If you clicked **Yes**, you will be taken to the *Stop the Clock* screen.


To place the Request on hold from the *Stop the Clock* screen, follow the "Steps to Stop the Clock" under Start/Stop the clock.


 Your system may be configured to prompt to send correspondence. If so, you will receive a message asking if you want to send correspondence to the Requester. Clicking **Yes** will take you to the *Correspondence* tab.




If the Invoiced Amount is less than \$25, the system will prompt you with a message asking whether you want to accept the charged value or waive it and move all costs to the *Not Charged* column.



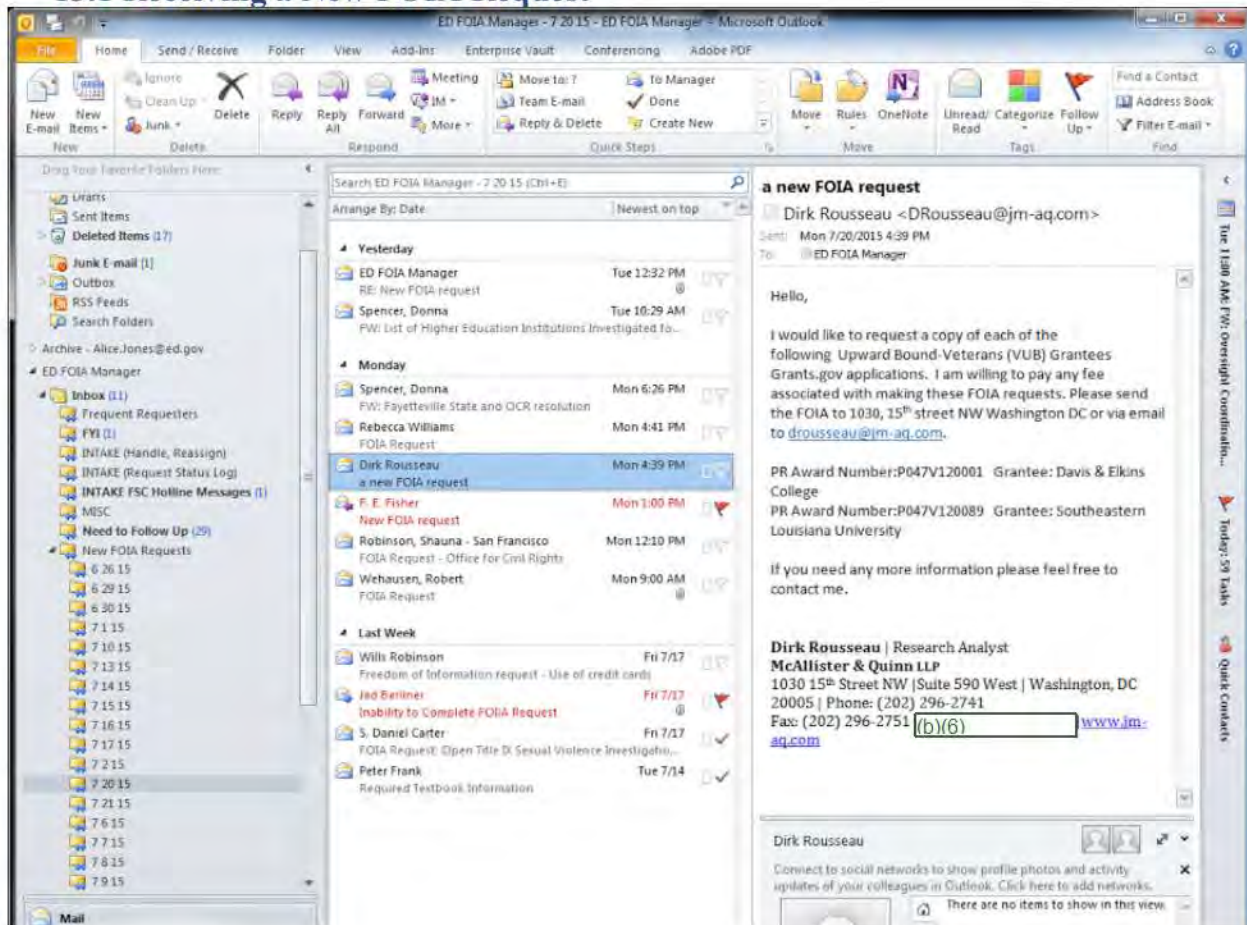
 If you click **OK**, the charged value you have set will be accepted.

 If you click **Cancel**, you will need to move all costs to the *Not Charged* column for the invoice to generate.

 **Fee Waiver, Start Date** and **End Date** will be displayed only if you have selected the **Fee Waiver Requested** checkbox on the *Request* screen. Once you enter the **Start Date** and **End Date** and click **Modify Invoice**, the dates will be displayed on the *Request*

13. Intake

13.1 Receiving a New FOIA Request



1. Select **Inbox** from the **ED FOIA Manager** (EFM) Mailbox.
2. Review email messages, from bottom to top (first in-first out), in the **Inbox** to determine if a new request has been received; (*check the Junk folder as well, move any requests to the **Inbox***)
 - a. **If YES**, Move the request to the **“1. NEW REQUEST”** folder in the EFM Inbox *
 - b. **If NO**, handle accordingly by marking each email with the preassigned color-coded categories, i.e. Action Required, Process and Close, Updates/Voicemails, Reassignments, etc. and move these items to the **“5. Action Required folder.”**
3. From the **1. New Request Folder** save each new request as “Last Name” in the form of a PDF on your desktop for easy access later. Once saved mark with the solid red follow-up flag.
4. Check USPS mail and the fax machine for new requests as well and ensure none are duplicates of prior requests. These requests should be stamped with the current date, scanned to your email address and then saved on your desk top with the others. Be sure to forward a copy of the request to the EFM mailbox to be saved along with the others in the **“1. New Request folder.”**

In addition, when handling requests that were delivered by mail, be sure that the request itself, as well as all attachments, are organized. The request letter should be on top. The envelope that it was delivered in should be last. Date stamp the 1st page of the request letter with the current date. Then, scan each request separately to YOUR inbox. Perform this procedure manually so that the envelope gets scanned with the document to which it belongs.

When you return to your computer, drag and drop the attachments from the emails you received from the scanner onto your desktop screen and rename them (open the request and see who the requester is). Each request should be named with the requester’s last name followed by the word ‘request.’ It should look something like this: **Johnson Request**. Once you have concluded that all scanned requests have been accounted for, you may shred the hard copies.

Lastly, send each scanned request separately via email to the EFM inbox and repeat the step as described in the ‘note’ and in element one above. Once this process has been completed, all other requests that are delivered to the inbox or via mail will be processed in the next batch of intake on the following business day.

5. Create a folder on your desktop for that day’s intake. By doing this, you will be able to keep all intake sheets together in one place. Open the Intake Sheet A. Position it so that you can still see a portion of your desktop. You will need the free space for dragging and dropping items. The Outlook window will be on your other monitor. You need to be able to see both monitors. Starting from the bottom, drag and drop the email on your desktop beside your intake sheet. Rename the email with the requester’s name followed by the word ‘request.’ If there are attachments, drag those and label them for what they are. See examples here:

Johnson request

Johnson COI

Johnson Clarification

Do not make any shortcuts when naming documents. It is important for everyone involved in the FOIA process to be able to see what a document is without having to open it. When handling requests that were scanned, you only need to drag the request to your desktop, not the email that came from the individual who scanned the request, as stated in element four above.

In the paperclip portion of the intake sheet, drag/drop all items there. Open the request, review it and complete the intake sheet. Be sure to determine if the request is a FOIA, PA or FOIA/PA. If the requester is asking for records that you are unsure of, use the **intake cheat sheet** for guidance. If the information is not on this sheet, refer to the ConnectEd intranet site and search for the record there. By doing that, you will most likely be able to find a related document or website link. At this point, you may be able to determine which program office handles that kind of record. If you are not able to find any related information on ConnectEd, then Google it. Just make every effort to locate the information. If you are still unsure, leave a note in the ‘comments section’ for the intake reviewer, followed by your initials. Then, he/she will research it and find the answer. Be sure to complete all sections on the initial intake sheet.

If a requester has sent more than one request that can be handled by the same program office, combine the requests by dragging/dropping them into the intake sheet. The requests should be name something like this:

Johnson request 1

Johnson request 2

If a requester has sent more than one request and they are for different program offices, still name the requests as described in step #6. Then proceed with processing these separately.

After completing all other sections, go to the ‘comments section’ and type the requester’s name followed by a colon. It should look something like this:

Johnson:

Johnson 1&2 Combined:

Johnson 1:

If a requester has sent in a request and it is NOT AN ED RECORD, add this note in the comment’s section followed by your initials.

For requests that are assigned to OS, OUS, OGC, go ahead and add the following note: OGC FYI TO PAT SHAHEEN, followed by your initials.

Now that you have completed the sheet, click on FILE, Save As... Then, name the initial intake sheet with the requester’s last name followed by the word ‘request.’ Save it in the folder that you created for that day’s intake. If there are several requesters with the same last names, name the intake sheet with the requester’s full name. The purpose of this is to minimize errors with attaching incorrect docs. Do not overwrite on your intake sheet. Follow steps 1-10 to complete the intake for the rest of the requests.

Once the initial intake has been completed, check your work to ensure that everything has been done correctly and that the right attachments are with the corresponding intake sheets. **Do not prepare to send intake without checking your work!**

6. Create the electronic FOIA Intake Worksheet for each new FOIA request and attach a copy of the original request to each worksheet. Save on your desktop as “Last Name” request (***For example:*** Johnson request)” for easy transfer to today’s Intake Review folder.
7. Each completed worksheet should be saved on the Share drive to the designated folder for the current day.

8. Send an email to the designated reviewers. Be sure to “Cc” the Windwalker Federal FOIA Team Lead/PM as well as the other Intake staff.
 - I. Put TODAY’S INTAKE as well as the current date in the subject field: (*For example:* “TODAY’S INTAKE MM/DD/YYYY),
 - II. State that INTAKE for that day is ready for review,
 - III. List the last names of each requester.
9. Intake should be completed no later than 9:30 am each day. (If additional time is required, be sure to notify the reviewer(s) and the Federal FOIA Team Lead/PM). Requests received after this time should be processed the following business day.

13.2 Completing the FOIA Intake Worksheet

1. After reviewing the request, determine the following factors:
2. Is the request a FOIA, Privacy Act (PA), FOIA/PA, Consultation or a Not Ed Record (NER)? Then select that option from the drop down box marked “Request Type.”
3. Review the request to determine which service area(s) is likely to hold the records being sought by the requester. Then check the box(es) for the service area(s) accordingly.
4. Select the “Requester Type” from the drop down box provided. (i.e. Other, Commercial, Media, etc.)
5. Select Complex for the “Multi-Track Type” unless it is determined that this request is a NER (Not Ed Record). If so, the multi-track type should be Simple.
6. Unless an amount is specified in the request, the amount the requester is “Willing To Pay” should be listed as \$25.
7. If the requester has asked for a “Fee Waiver” or “Expedited” processing, be sure to indicate this in the spaces marked, otherwise select “No.”
8. You are the “Initial Reviewer.” Select your name from the drop down box provided.
9. If the request is not clear and “Clarification” is required, check the box marked as such and provide any necessary notes in the “Reviewers Comments” area. Any additional information can be listed in the notes section as well.
10. If you determine that the request is a PA or F-PA a Certification of Identity and Consent form is required. If the requester did not provide one, then the box marked for such should be checked.
11. Attach the PDF for this particular request to the Worksheet and save the request as “LAST NAME request” (i.e Johnson request).
12. Once all requests have a completed worksheet, move them to the designated Intake Folder for review and send the notification email (see item 8. above) to the reviewer(s).

13.3 Preparing the email to be sent to the Intake Reviewer

1. Open a new email, highlight the entire intake inventory and drag/drop it into the email. Be sure that the amount of intake in the email matches the amount in the folder. This extra step will help to minimize errors when sending intake. It will help you to be sure that nothing was missed.
2. Insert the following template language:

Good Morning,

Today’s intake is as follows:
3. List the last names of the intake. Be sure to add if there are any “Not ED Records.” That should look something like this:

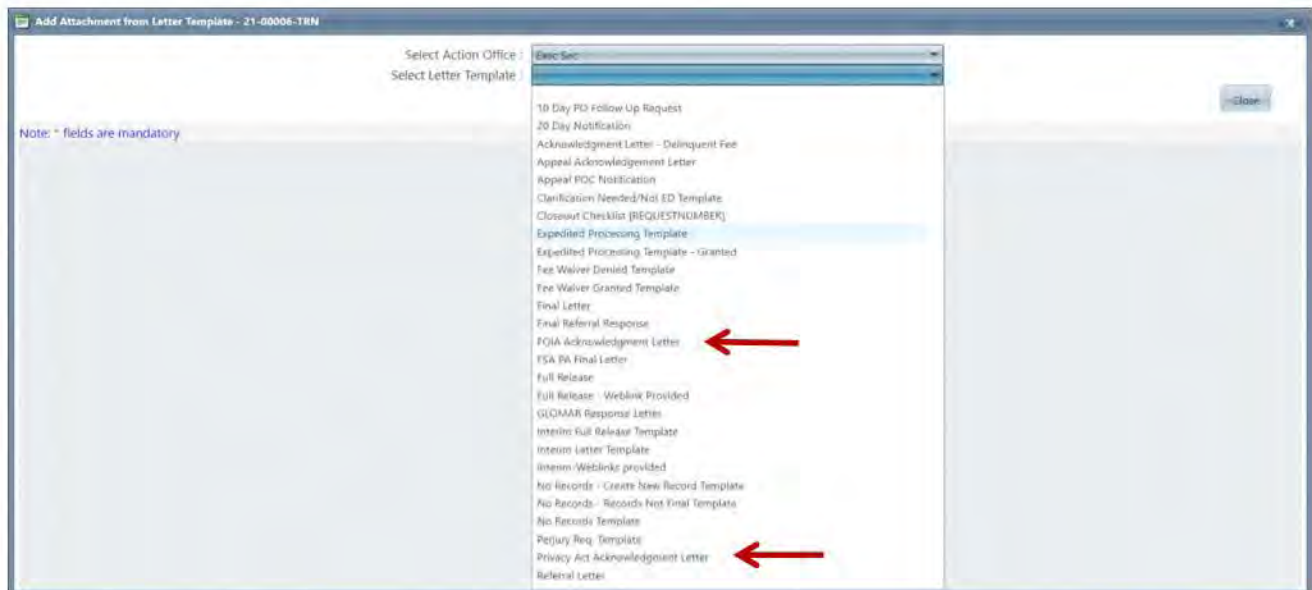
13.4 Placing a request on HOLD in Intake

A request is placed on hold when a response or additional information is required from the requester (for example, an Address, Clarification, Certification of Identity and Consent, etc.). When this information is required the new request should be placed on hold. In this instance, a hold means that the request should be tagged in Outlook as **HOLDING** (yellow category). It should also be tagged for the item that the request is being held for, i.e. **Clarification** (green category) **or Cert ID/Third Party Release** (dark pink category), etc. A standard form letter is constructed to coincide with the requester's information i.e. name, address, etc. (see sample letters). Depending on how the request was received, the time frame for response is 10 days, 15 if by mail. Once the response is received, this information can be used to move forward with the request. You may need to follow-up with the approving reviewer to confirm office/analyst assignment once your response is received.

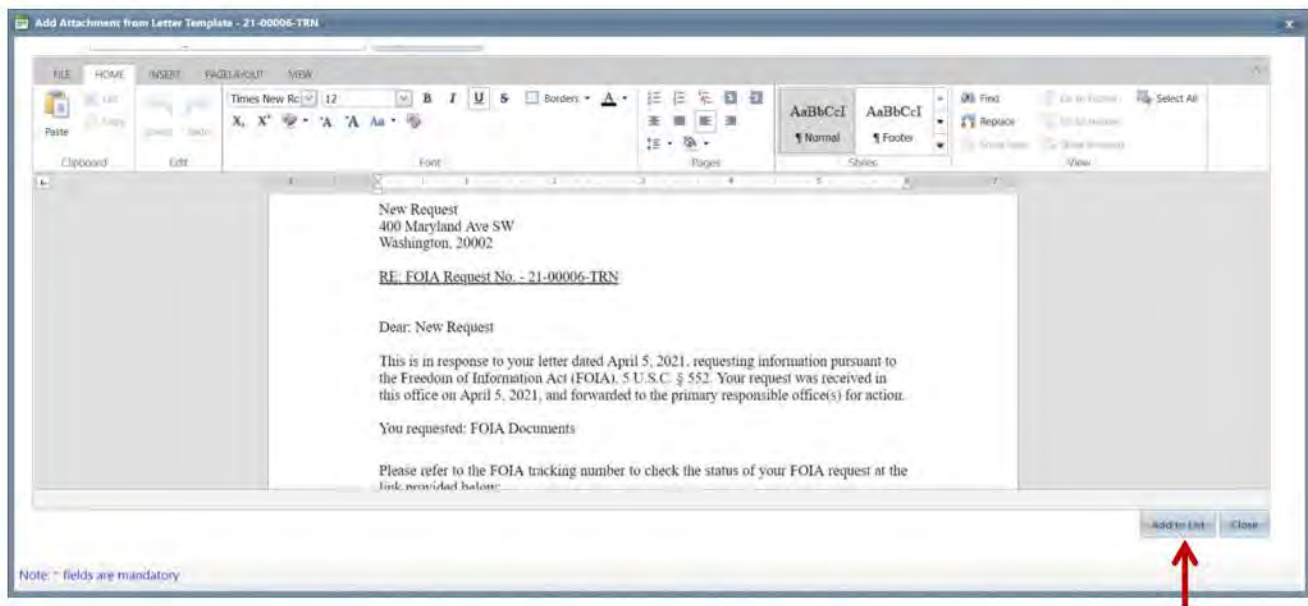
13.5 Generating a FOIA Control Number in FOIAXpress

1. Once the review of today's intake has been completed the reviewer will reply to your original email indicating the requests are ready for entry.
2. Be sure to check for any special notes/instructions regarding each request in the comments section of the approved Worksheet.
3. REFER TO SECTIONS 1-2 TO ENTER A NEW REQUEST.
4. Once you have followed the steps in sections 1&2, you are ready to send an acknowledgment letter. Click Correspondence, then "Letter Template" select FOIA Acknowledgment Letter or Privacy Act Acknowledgment Letter depending on which type of request you've just entered. After choosing the letter type click customize and the letter will populate. The subject line will populate with the required information.

The screenshot displays the FOIAXpress web application interface. At the top, the logo 'FOIAXpress Department of Education' is visible. Below the navigation bar, the main content area shows a request for 'Training - Request: 21-00006-TRM' with a status of 'Amended' and 'Remaining Days: 1'. The 'Correspondence' tab is active, showing a table with columns 'Name', 'Source', 'Size', and 'Delete'. A red arrow points to the 'Correspondence' tab in the left sidebar. Another red arrow points to the 'Add From' dropdown menu on the right, which lists options like 'Letter Template', 'Pending Letter (0)', 'Disk', 'Scanner', 'Correspondence Log', and 'Invoice Log'. The bottom of the page shows 'Dispatch Mode' set to 'Email' and 'Delivery Mode' set to 'E-mail'.



- Review the letter to ensure no errors are present and make any necessary adjustments. Then, click “Add to List.”



- Click “User Action Office Email.”
- Under the drop down box for “Template” select either FOIA Acknowledgment letter or PA Acknowledgement Letter.
- Click “Send Email.”

Training - Request: 21-00006-TRN Remaining Days: 1 Status: Amended

Request Information
Assign Users
Correspondence
Request for Documents (1/1)
Add/Search/View Documents (0/2)
Fees/Billing
Final Actions
Deliver Documents
Close Request
Stop the Clock
Notes (0)
Task Reminders (0/0)
Extensions (0/0)
Appeals (0)
Logs/Reports
More Actions

Send Correspondence Receive Correspondence Correspondence Log

Name	Source	Size	Delete
FOIA Acknowledgment Letter.docx	Template	69.28 KB	X

Dispatch Mode: Email Print Save to Disk Delivery Mode: E-mail Dispatch Date: 04/30/2021

Email Options

From Email Type: User Email User Action Office Email

From: Deshawnr.Middleton@ed.gov

Template: FOIA Acknowledgment Letter

Subject: Department of Education FOIA Acknowledgment Letter - 21-00006-TRN

Read Receipt Delivery Receipt

Requester Other

To: deshawnr.middleton@ed.gov

Cc:

Bcc:

Note: Email addresses should be separated by a semicolon

Dear New Request,

This is the Department's acknowledgment of your request for information pursuant to the Freedom of Information Act (FOIA), 5 U.S.C. § 552. Your request was forwarded to the primary responsible office(s) for action.

Any future correspondence or questions regarding your request, please contact the FOIA Public Liaison at 202-401-8365 or EDFOIAManager@ed.gov

Thank you.

ED FOIA Manager

FOIA Service Center
U.S. Department of Education

Send Email

9. REFER TO SECTION 4 to send a request for documents (RFD).
10. Once the request has been entered completely and is in the Request for Docs status in FOIAXpress, refer back to Outlook's EFM mailbox and click the flag for the corresponding request. The flag will be replaced by a check mark to indicate it's been completed. Then, move the email to the **"3. Request ENTERED"** folder in EFM and you're done!

13.6 Receiving a New PAL FOIA Request

New PAL requests are received directly in FOIAXpress. The program assigns the PAL request a FOIA/PA number and provides the requester an acknowledgement of receipt. When the daily report is submitted suggested office(s) are listed in the comments section along with a request for analyst. An email is then sent with the correct office for assignment and the analyst to assign the case to. Once this email is received then you will need to complete the "Assign Request" and "Request for Documents" actions.

Home **Dashboard Last Updated on 4/10/2021 10:26:46 AM** Dashboards: User Dashboard

Assignments by Status

Request Status	# of Requests
Request for Docs Sent	32
Documents Delivered	9
Documents Added to Review Log	9
Documents Added	7
Disposition Accepted	2
Amended	2

Assignments by Multi Track Type

Track Type	# of Requests
Simple	60
Complex	1

My Work Summary

Primary Assignments	31
Secondary Assignments	30
Pending Requests for Documents	26
Pending Consultations	1
Pending Expedite Determination	1
My Jobs (0 Pending 7 Failed)	

Messages

Task Reminders Due/Overdue	0
Messages From Requester	0

Group Queue Assignments

Exec Set	0
PAL Incoming Requests	10

Assignments by Remaining Days

Days Until Target Date	# of Requests
Overdue	60
31 - 45	0
21 - 30	0
11 - 15	1
6 - 10	0
1 - 5	0

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Home >> Requests View (PAL Incoming Requests)

Requests

Requests View [Search]

Request #	Request Type	Requester	Organization	Primary User	Received Date	Target Date	Remaining Days	Request Status	Action
21-01547-F	FOIA	Sydney Oda	The Capitol Politi...	Queue, PAL Incom...	04/30/2021	05/28/2021	20	Received	NEXT >
21-01520-F	FOIA	Merchant, Mahak		Queue, PAL Incom...	04/30/2021	05/28/2021	20	Received	NEXT >
21-01519-F	FOIA	Edwards, Sylvia		Queue, PAL Incom...	04/30/2021	05/28/2021	20	Received	NEXT >
21-01518-F	FOIA	Cardenas, Eric	Matthews & Associ...	Queue, PAL Incom...	04/30/2021	05/28/2021	20	Received	NEXT >
21-01517-F	FOIA	Cardenas, Eric	Matthews & Associ...	Queue, PAL Incom...	04/30/2021	05/28/2021	20	Received	NEXT >
21-01516-F	FOIA	Cardenas, Eric	Matthews & Associ...	Queue, PAL Incom...	04/30/2021	05/28/2021	20	Received	NEXT >
21-01515-F	FOIA	Cardenas, Eric	Matthews & Associ...	Queue, PAL Incom...	04/30/2021	05/28/2021	20	Received	NEXT >
21-01514-F	FOIA	Adams, Lauren	Women's Liberatio...	Queue, PAL Incom...	04/29/2021	05/27/2021	19	Received	NEXT >
21-01513-F	FOIA	Kaufman, Benjamin	The Student Boro...	Queue, PAL Incom...	04/29/2021	05/27/2021	19	Received	NEXT >
21-01510-F	FOIA	Bissell, Tess		Queue, PAL Incom...	04/29/2021	05/27/2021	19	Received	NEXT >
21-01509-F	FOIA	Chapman, Kathryn		Queue, PAL Incom...	04/29/2021	05/27/2021	19	Received	NEXT >
21-01508-F	FOIA	Smith, Monica	N/A	Queue, PAL Incom...	04/29/2021	05/27/2021	19	Received	NEXT >

Page Size: 20 12 items in 1 pages

Print Print All

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Request Details

Action Office* : Exec Sec

Request Type* : FOIA

Received Mode : PAL

Multi-Track Type : Complex

Requested Date* : 3/30/2022

Received Date* : 3/30/2022

Target Date : 4/27/2022

Estimated Date of Completion : 4/27/2022

Extensions : -

Review Status :

Primary Assigned* : Queue, PAL Incoming Req

Priority : N/A!!

Delivery Mode : PAL Download

Method of Payment : Select Method of Payment

Original Received Date* : 3/30/2022

Original Target Date : 4/27/2022

Perfected : Yes

Enter the Action Office. If the request type is not a FOIA change to the correct request type.

Custom Fields

Virtual Folder :

Multiple Offices :

OCO/OGC FYI :

OGC Review :

WH Review :

WH Memo :

OCR Docket # :

FSA Analyst :

OCR Analyst :

OPE Division :

OS Analyst :

Admin Search :

If there are multiple office, enter then in the Multiple Offices field. If this request should be marked OCO/OGC-FYI and/or WH Review make sure to enter “Y” in the appropriate field.

Comments

Spell Check Save

In the Comments field enter:

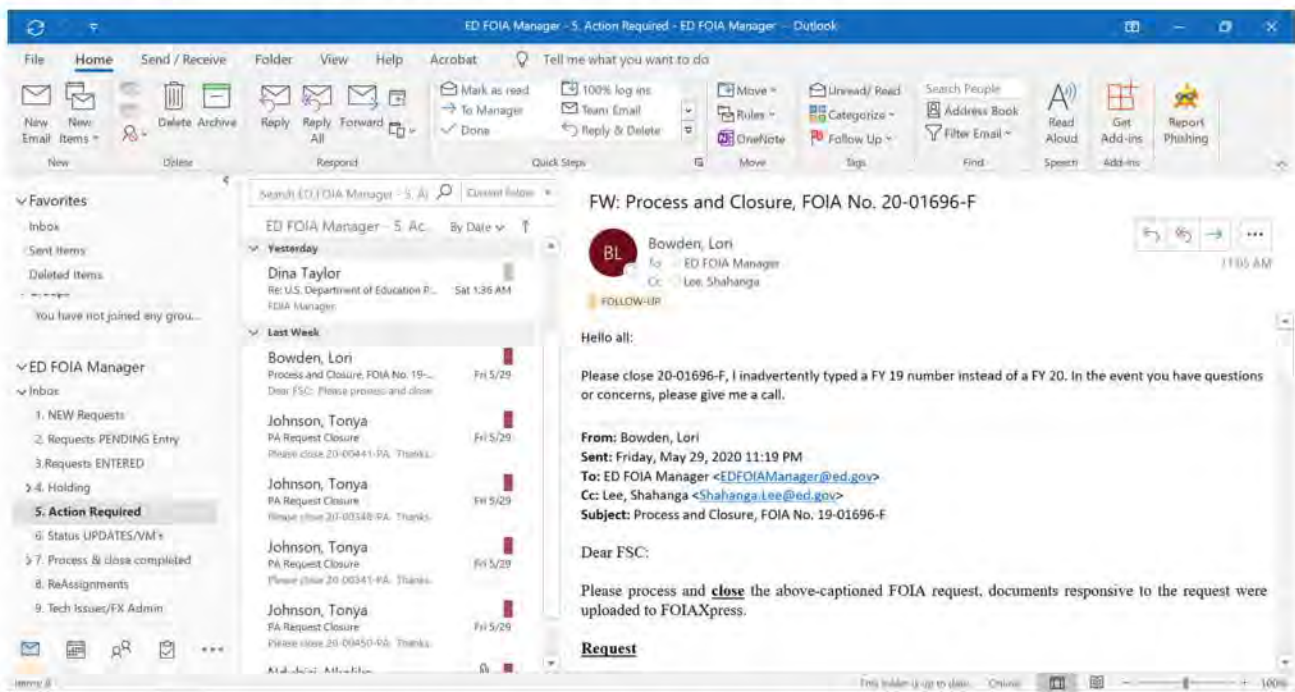
“Date received in PAL”: PAL request description and ack letter uploaded.

“Date assigned in PAL”: (If FOIA number changed add “FOIA # changed to a PA or F-PA or F-IG”). PAL request reassigned to “POC(s)” and “analyst”. RFD sent. Your initials.

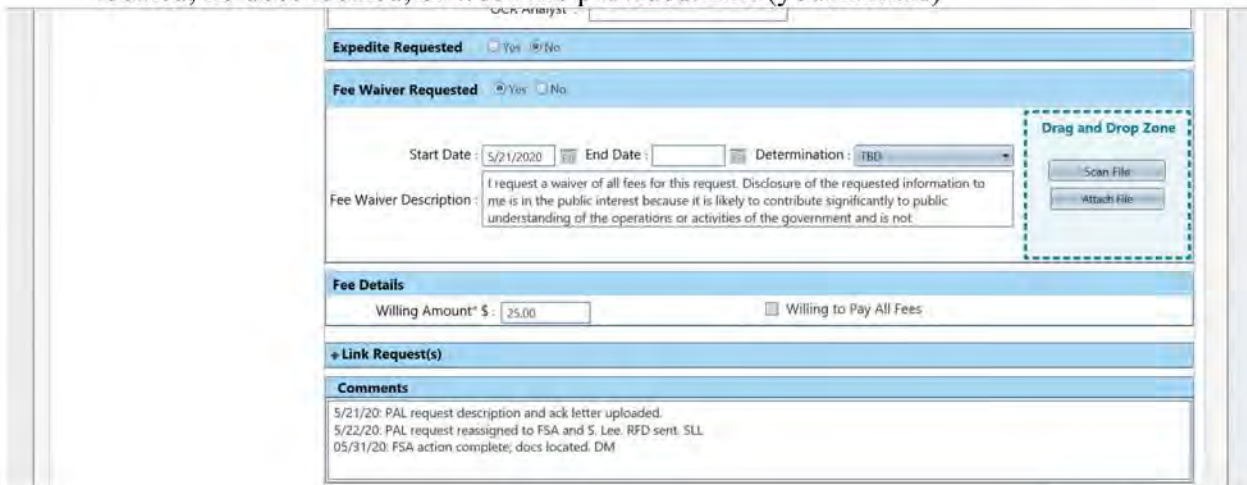
14. Process & Close

14.1 Receiving Process & Close

1. Go to Folder 5 (**Action Required**) of ED FOIA Manager.



2. Working from the bottom up select email categorized as Process & Close/Interim. Read email thoroughly to determine specifics, such as the request number, is it an interim response or final, etc
3. Drag a copy of the email from Folder 5 to your desktop.
4. Check the email as complete in Folder 5 to identify it as the one currently being worked on.
5. Go to FOIAXpress and search request number.
6. In the Comments Section, along with the date and your initials, add the appropriate note:
Examples: 05/31/20: FSA (or whichever the action office is) interim/action complete, docs located, no docs located, or weblinks provided. DM (your initials)



Expedite Requested Yes No

Fee Waiver Requested Yes No

Start Date: 5/21/2020 End Date: [] Determination: TBD

Fee Waiver Description: I request a waiver of all fees for this request. Disclosure of the requested information to me is in the public interest because it is likely to contribute significantly to public understanding of the operations or activities of the government and is not

Fee Details

Willing Amount: \$ 25,00 Willing to Pay All Fees

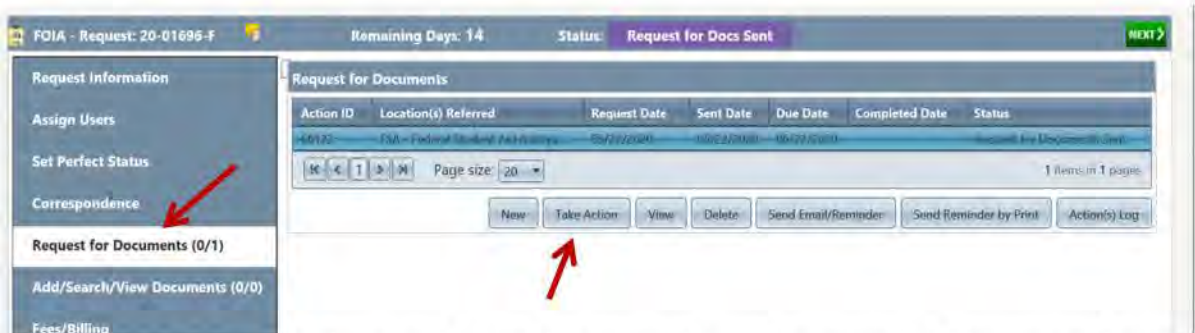
Link Request(s)

Comments

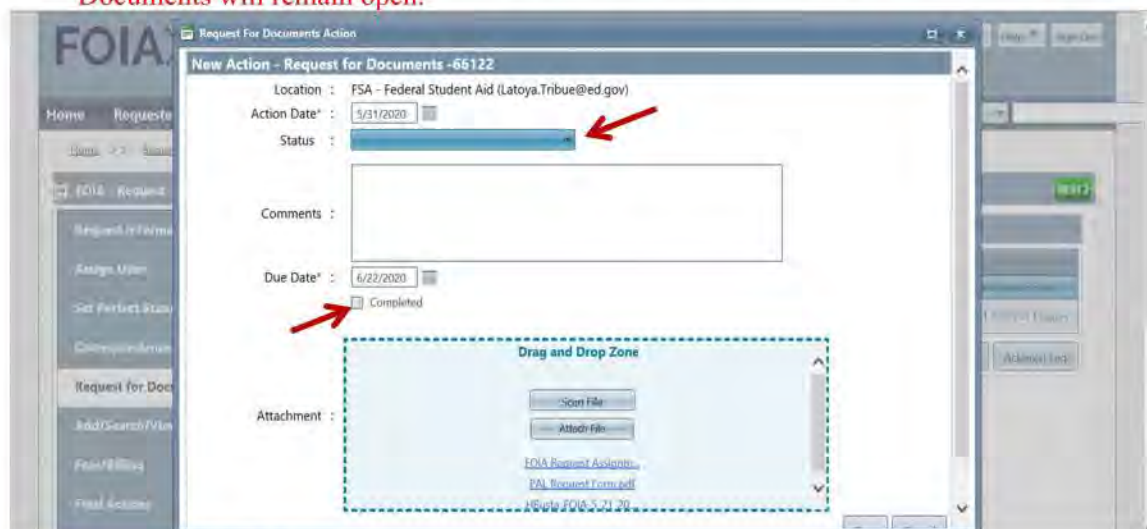
5/21/20: PAL request description and ack letter uploaded.
5/22/20: PAL request reassigned to FSA and S. Lee. RFD sent. SLL
05/31/20: FSA action complete; docs located. DM

14.2 Close Request for Documents (For Final Responses)

1. If the email from the program office is an interim response the request for documents should remain open and **steps 8-10 should be skipped**.
2. Go to **Request for Documents**, highlight the appropriate Program Office and click **Take Action**.



3. Click the **Status** dropdown and select the appropriate status, example: Documents Located, No Documents Located, etc.
4. Check the box by **Completed** and enter the current date in the Completed Date calendar box that appears. Click save. **Please note that if the Completed box is not checked the Request for Documents will remain open.*

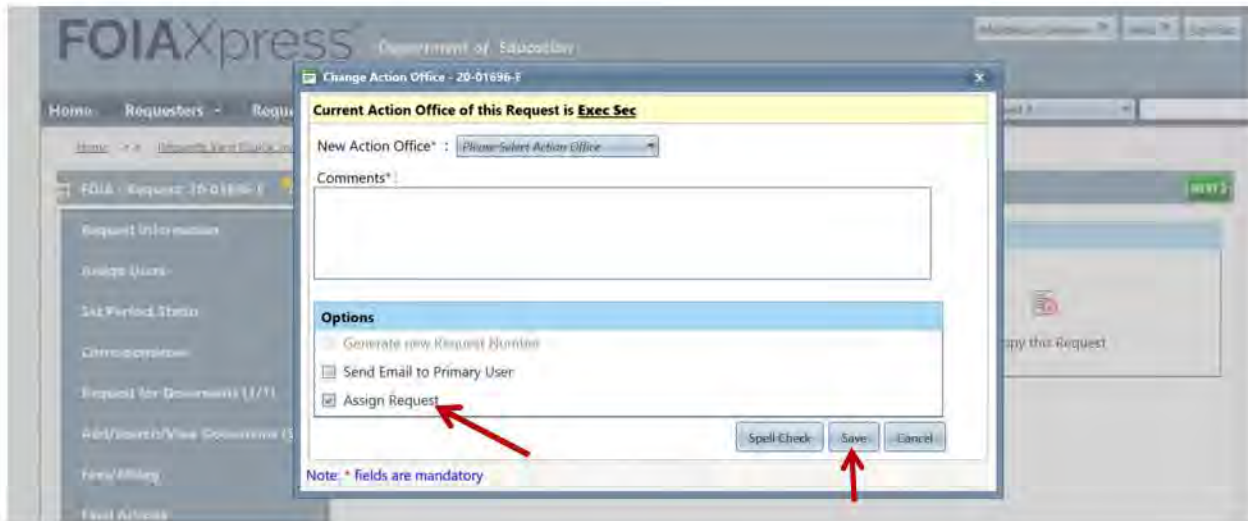


14.3 Change the Action Office

1. If the email from the program office is a final response, and is the only assigned office, the Action Office must be changed to **ExecSec**.
2. Click **More Actions** and select **Change Action Office**. In the **New Action Office** dropdown select **ExecSec**, and in the comments section enter action complete, prefaced by the name of the office the request is being reassigned from, example: **FSA action complete**.



3. Uncheck the assign request box and hit save.



4. Go back to Folder No. 5 of the EFM and select the email checked as complete previously in step 4.
5. Select **Reply All** and cc: the person assigned as the primary to the request in FOIAxpress, if they are not already addressed. Copy and paste the template response language, make the appropriate changes and **Send**, example:

Good Morning,

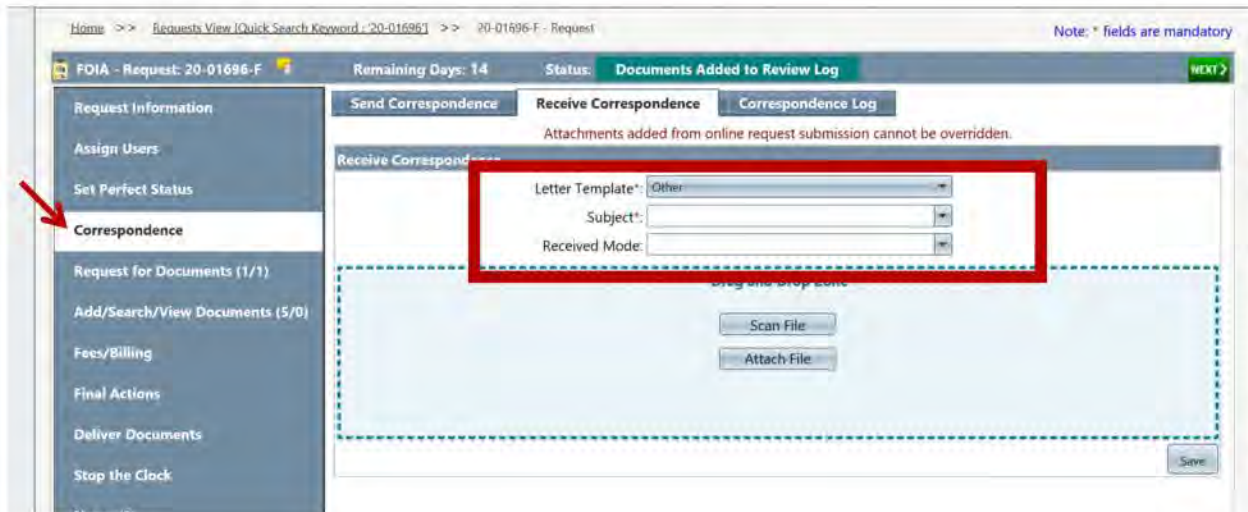
**We have completed interim process and close actions for request 19-01973-F.
FPL Notification: S. Lee, documents located.
The specified folder has been added to the Review Log.**

ED FOIA MANAGER (DeShawn)

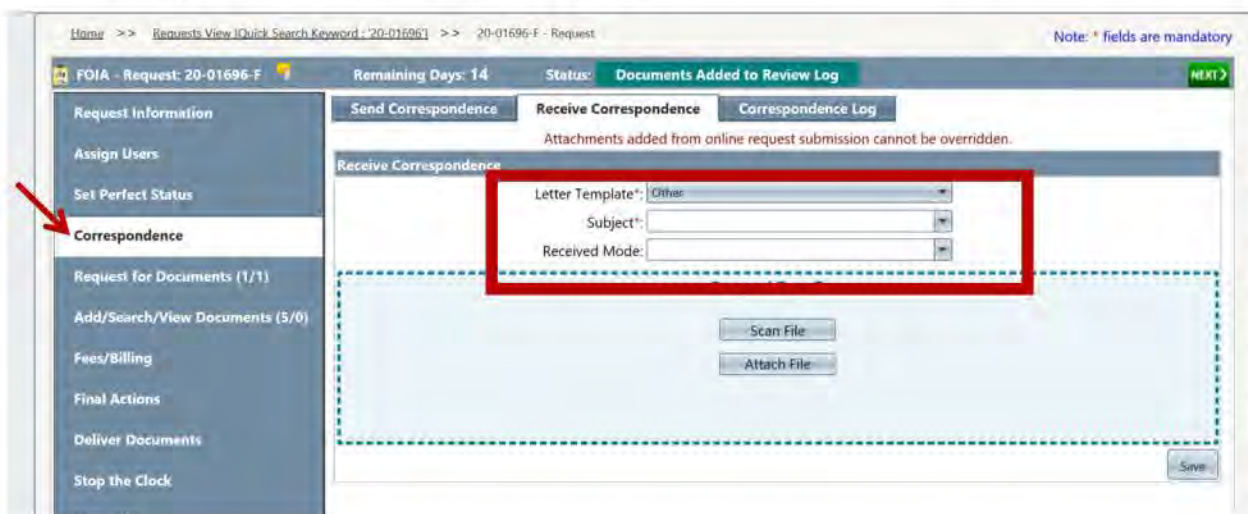
6. Move the checked email from **Folder No. 5** to **Folder No. 7 (Process and Close Completed)**.
7. Go to the **EFM Inbox** for the reply email just sent. Mark the email as **Read**, check as **Complete**, drag a copy to your **Desktop**, and move the email from the inbox to **Folder No. 7**.

14.4 Moving Emails from Desktop to FOIAXpress

1. In FOIAXpress go to **Correspondence** and select **Receive Correspondence**. Leave the **Letter Template** dropdown set to **other**, for the **Subject** dropdown type in either **Request to Close** or **Interim Request to Close**, preceded by the appropriate office, example: **OCR Interim Request to Close**.



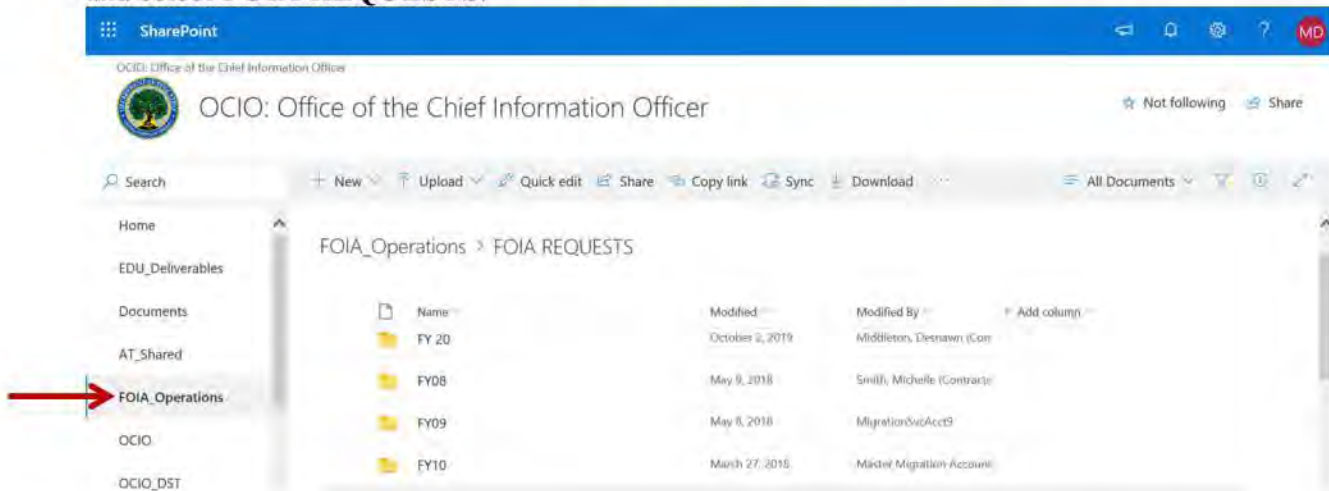
2. In the **Received Mode** dropdown select **Email** and drag the email that was moved to your desktop during step 16 to the Drag and Drop Zone. Hit save and ok.
3. Remain in **Correspondence** and the selected tab of **Receive Correspondence**. Leave the **Letter Template** dropdown set to **Other**, for the **Subject** dropdown type **Action Complete** or **Interim Action Complete**, preceded by the appropriate office, example: **OCR Interim Action Complete**. In the Received Mode dropdown select Email and drag the email that was sent in reply to the program office, and moved to your desktop in step 11, from the desktop to the **Drag and Drop Zone**. Hit save and ok.



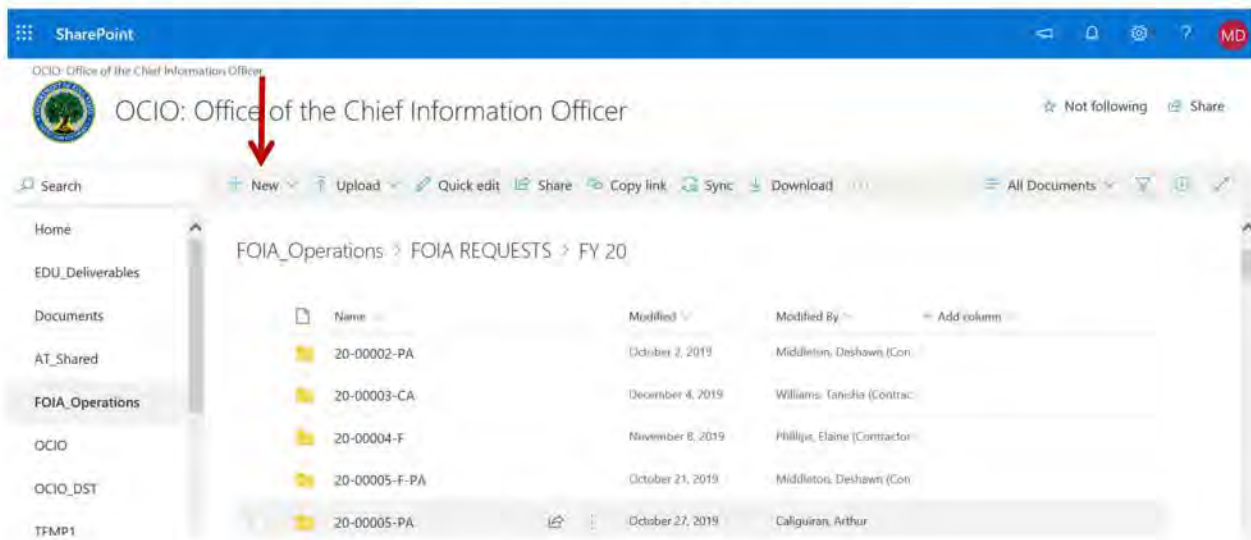
4. In the Received Mode dropdown select Email and drag the email that was sent in reply to the program office, and moved to your desktop in step 7, from the desktop to the **Drag and Drop Zone**. Hit save and ok.

15. Uploading a FOIA Intake Sheet to SharePoint

1. Go to the SharePoint OCIO page, <https://usdedeop.sharepoint.com/teams/OCIO/SitePages/Home.aspx> and select **FOIA_Operations** and select **FOIA REQUESTS**.



2. Click **+New** and select **Folder** in the dropdown to create a new folder. Create the folder name using the case number that was assigned by FOIAXpress, (ex. 20-01273-F).
3. Select the newly created folder and upload the appropriate approved intake sheet.
4. Drag and drop the newly created folder into appropriate fiscal year folder, ex. FY20



Purpose

This document explains the process involved with creating the FOIA Daily and Weekly Report, report through the use of FOIAXpress.

Report Schedule

Daily:

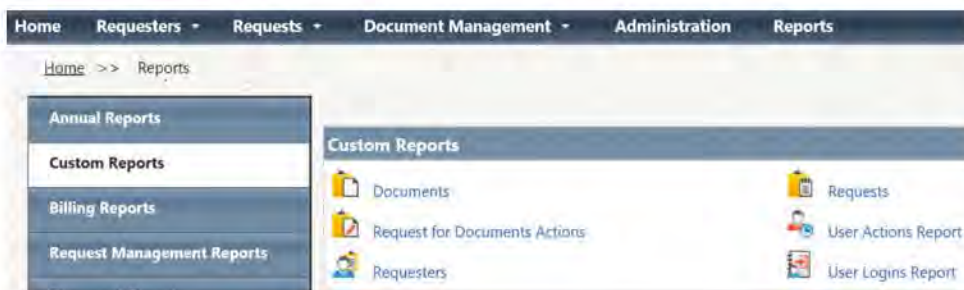
The Daily Report is generated everyday for the previous date. If you are submitting the report on Monday, then you will use the previous Friday's date.

Weekly:

The weekly report is generated on Friday, which is the day after the end of the reporting period, with distribution occurring on Friday morning. For example, with a reporting period of 8/14/20 – 8/20/20, the weekly report will be generated on Friday, 8/21/2020 (Reporting period is the previous Friday thru the following Thursday.) The FOIA Weekly Report is distributed with the daily report every Friday.

Daily Report Step by Step Process

1. Access the software: <http://foiexpress.ed.gov>
2. Sign-in using your FX account.
3. Select the **Reports** tab then **Requests**.



***Prior to selecting the saved report criteria, the criteria must be set and saved as Daily/Weekly Report for FCS) Your template with criteria should look like below:**

FSC FOIA Daily and Weekly Report

Report Header Display Options Include Search Criteria in Generated Report Print

Display on all pages
 Display on 1st page
 Do not display on any pages

Select Options

Group By :
Sort By :
Sort Order : Ascending

Search Criteria

Request # :
Action Office :

Request Type : Commitment, FOIA, FOIA/PA, PA
Request Status : All

Requester :
 Include On Behalf Of

Description :

Requests Assigned To

Action Office (User) : All
User Group : All

Assigned to User : Assigned User
 Primary User
 Include Inactive Users
User :

Request Date Options

Requested between : -

Received between : 4/2/2020 - 4/2/2020

Original Closed between : -

Closed between : -

Request Age : in Days

Remaining : in Days
 As of 10/03/2018
 Default to today's date

Exemption Codes

Disposition :

Show Requests that contain : Any of the selected codes

Codes Applied :

Statute Codes Applied :

Select Fields	Selected Fields
# of Extensions Applied	Assigned Date
# of Records Posted for Public Inspection	Request ID
Amended Date	Received Date
Amount Estimated	Requester Category
Amount Incurred	Requester Name
Amount Paid	Organization
Balance Amount	Request Description
Charged Amount	Primary User
Closed By	Action Office
Closed By User Group	Multiple Offices
Closed Date	

Include Advanced Select Fields **
 Include Total Number of Requests in Report **

The following select fields should be moved to selected fields in this order:

- Assigned Date
- Request ID
- Received Date
- Requester Category
- Requester Name
- Organization
- Request Description
- Primary User
- Action Office
- Multiple Offices
- Comments
- Expedite Requested
- Fee Waiver Requested

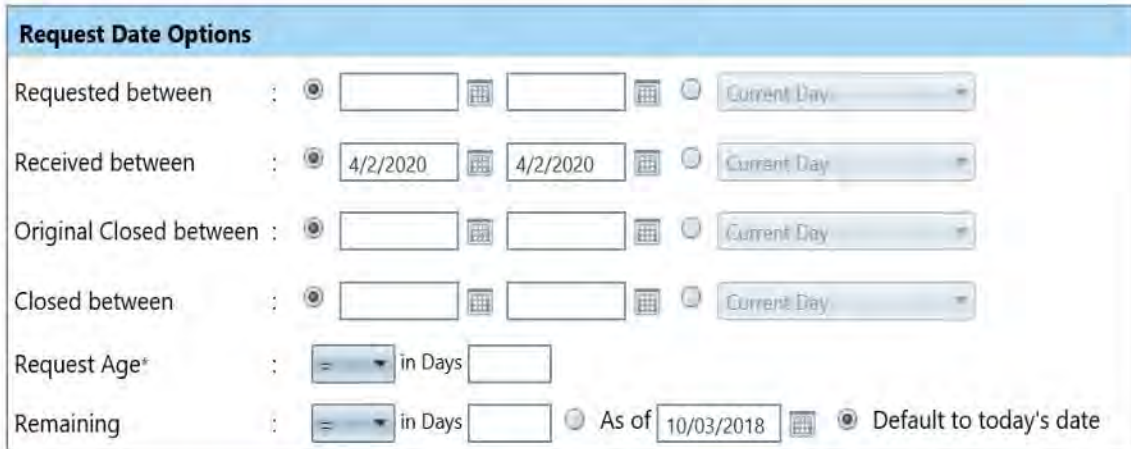
FSC FOIA Daily and Weekly Report

Once all the select fields are moved to the selected fields box, click save report criteria located at the top of the page. You should name it **Daily/Weekly Report for FSC**.

4. Select **Daily/Weekly Report for FCS** > Click **NEXT**



5. Change the **Received Between** dates to the current reporting period.



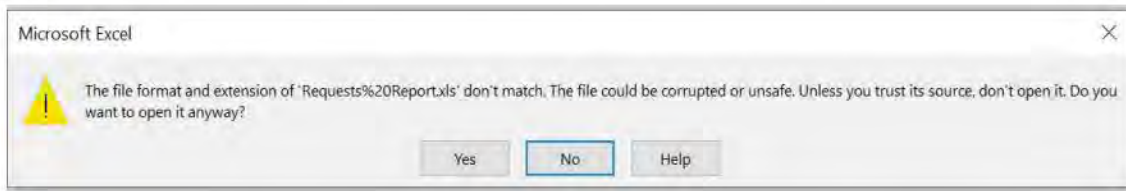
***For the Weekly Report the reporting period is the previous Friday thru the following Thursday**

6. The report criteria is now set > scroll to top of page > select **Generate**




7. Select **Export** > Select **Save As** > Save to Desktop
8. Once saved to your desktop, open the saved report from your desktop > Select **Yes** when the Microsoft Excel popup message appears

FSC FOIA Daily and Weekly Report



9. At this point, the spreadsheet needs to be formatted in preparation for distribution. Previous reports can be used for reference or copied/pasted from for the items listed below:

- Insert Legend that defines “Not ED Records” requests are highlighted in blue, (b)(5)
- Report heading and ED log should be centered.
- Number of “Not ED Records” requests listed under heading.
- Copy and paste information from saved FX report to spreadsheet template.
- Remove Hyperlinks.
- Format for top and left justify. (You will have to select each twice)
- Select all borders.
- Change font to Verdana and 11.

Assigned Date	Request ID	Received Date	Requester Category	Requester Name	Organization	Request Description	Primary User	Action Office	Comments	Expedite Requested
<p>Legend</p> <p>Cases Highlighted in Blue - "Not ED Records"</p> <p>Cases Highlighted in Yellow - OIG-OCO Review</p>  <p>FSC Weekly Report</p> <p>48 Requests received between 07/29/2016 and 08/04/2016</p> <p>Cases That Do Not Include Department of Education Records are Highlighted in Blue (3 Cases)</p>										

10. You will notice the report has PAL requests which are identified by **Queue, PAL Incoming Requests**. These requests need to be assigned to the appropriate office and an analyst. You should place comments of what office you think the office the request should be assigned to and highlight it in red like below. (this step is similar to the Intake process and only pertains to the Daily Report) Remove an requests that were not entered the day the report is being made for.

I applied for IRA and was approved for it. However, Fedlog is showing that I have 34 payments left. Not all have been counted. I would like to have an accurate count	Queue, PAL Incoming Requests	Exec Sec		Should be PR; EOL needed
All Employment Certification Forms submitted to DoE in connection with the Public Service Loan Forgiveness program containing a MedStar entity as the employer (borrower information may be redacted), specifically including: MedStar Medical Group, MedStar Medical Group Anesthesiology, MedStar Medical Group II, MedStar Medical Group Radiology, MedStar Medical Group Southern Maryland, MedStar Physicians Partners, and Georgetown Physicians Group (Date Range for Record Search: From 01/01/2018 To 04/01/2020)	Queue, PAL Incoming Requests	Exec Sec		Would FSA have this info. analyst needed

FSC FOIA Daily and Weekly Report

11. Once you have added all Intake comments, you should send an email to Greg and copy Art, Bobby, Sandy, Tiffany, DeShawn and Elise with the following:

Good Morning,

Please find attached the draft daily report for MM/DD/YYYY. There are (enter number of requests that need to be reassigned here) requests that require reassignment. I have highlighted them in red and left comments in the comments section. Thanks.

12. Once you get a response to the draft daily report email, you will follow Intake procedures to assign the PAL/National Portal requests. After assignments are complete run the daily report again and follow step 9 to format the report for distribution.

13. The report is distributed in two file formats: 1) Excel spreadsheet; and 2) PDF so the Excel spreadsheet should be saved as a PDF file once reviewed and approved for release. Be sure to insert page numbers on the PDF version. A final email with the Excel spreadsheet and PDF version should be sent to Greg and copy Art, Bobby, Deborah, Tiffany, DeShawn, Sandra and Elise.

Please find attached the Daily Report for MM/DD/YYYY.

Weekly Report Step by Step Process

1. Follow steps 1-8 to generate the Weekly Report. ***PLEASE NOTE STEP 5 WILL REQUIRE A DATE CHANGE TO REFLECT THE PREVIOUS FRIDAY TO THE CURRENT THURSDAY***

2. At this point, the spreadsheet needs to be formatted in preparation for distribution. Previous reports can be used for reference or copied/pasted from for the items listed below:


- Insert Legend that defines "Not ED Records" requests are highlighted in blue, (b)(5)
- (b)(5)
- Report heading and ED log should be centered.
- Number of "Not ED Records" requests listed under heading.
- Copy and paste information from saved FX report to spreadsheet template.
- Remove Hyperlinks.
- Format for top and left justify. (You will have to select each twice)
- Select all borders.
- Change font to Verdana and 11.
- Remove any requests that were not entered the week the report is being made for.

FSC FOIA Daily and Weekly Report

***ANY REQUESTS THAT ARE IN QUE, PAL INCOMING REQUESTS (ON HOLD FOR CLARIFICATION/COI REQUESTS) SHOULD BE REMOVED FROM THE FINAL REPORT BEFORE DISTRIBUTION.**

Assigned Date	Request ID	Received Date	Requester Category	Requester Name	Organization	Request Description	Primary User	Action Office	Comments	Expedite Requested
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Legend:
Cases Highlighted in Blue - "Not Ed Records"
Cases Highlighted in Yellow - OIG/OCIO Review



FSC Weekly Report
48 Requests received between 07/29/2016 and 08/04/2016
Cases That Do Not Include Department of Education Records are Highlighted in Blue (3 Cases)

1. Once the spreadsheet is formatted save a copy as a PDF and send both formats via email for Distribution. You will send the Daily and Weekly Report together on Fridays. A final email with the Excel spreadsheet and PDF version should be sent Greg and copy Art, Bobby, Deborah, Tiffany, DeShawn, Sandra and Elise.

Please find attached the Weekly Report for MM/DD/YYYY thru MM/DD/YYYY.