#### Chapter 4. Accuracy Data Trend Analysis

**Overview**

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| In this Chapter | This chapter contains the following topics.   |  |  |  | | --- | --- | --- | | **Topic** | **Topic name** | **See Page** | | 1 | General Information on Accuracy Data Trend Analysis | 4-2 | | 2 | Objective | 4-3 | | 3 | Accuracy Data Trend Analysis | 4-4 | |

#### 1. General Information on Accuracy Data Trend Analysis

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| Change Date | January 25, 2016, Change 1   * This entire section has been updated. |

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| a. Overview | Loan Guaranty Service Central Office (LGYCO) must analyze the results of Loan Guaranty Statistical Accuracy Review (LoanSTAR) to determine trends and identify actionable challenges and opportunities. The accuracy data trend analysis is completed by LoanSTAR by the 10th business day each month and to the field by the 15th business day each month. |

#### 2. Objective

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| Change Date | January 25, 2016, Change 1   * This entire section has been updated. |

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| a. Objective | The main objectives of the accuracy data trend analysis are:   * Determine existing and emerging trends in errors identified by   LoanSTAR.   * Identify challenges such as the need for policy guidance. * Identify opportunities such as training needs. |

#### 3. Accuracy Data Trend Analysis

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| Change Date | January 25, 2016, Change 1   * This entire section has been updated. |

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| a. Complete Monthly Accuracy Data Reporting | Follow steps contained in Chapter 3 to complete the Monthly Accuracy Data Reporting. Check data contained in updated Loan Guaranty Service (LGY) master accuracy data file with the Results Query and the Regional Loan Center (RLC) Finding Report to ensure it was properly validated. |

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| b. Enter Finding and Overturned Finding Data into Master Trend Analysis File | The master trend analysis identifies errors made by LoanSTAR staff and evaluates training needs for the identified areas. More detailed information and instruction can be found in the Standard Operating Procedures (SOP) guide. To populate the master trend analysis file enter all finding data and overturned finding data into master trend analysis file. |

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| c. Assign Impact Statement for Each Finding | Follow the steps below to assign finding impact statements to each finding noted in the master trend analysis file.   * Review each individual finding and select the appropriate impact   statement from the drop down in the master trend analysis file.   * Consult with LGYCO policy and Monitoring Unit/LoanSTAR supervisory staff as   needed to obtain clarity on the accuracy of, and impact of each finding. |

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| d. Assign Reason Statement for Each Overturned Finding | Follow the steps below to assign overturn reason statements to each finding noted in the master trend analysis file.   * Review each individual overturned finding and select the appropriate   reason statement from the drop down in the master trend analysis file.   * Consult with LGYCO policy and LoanSTAR supervisory staff as   needed to obtain clarity on reasons for overturned findings. |

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#### 3. Accuracy Data Trend Analysis, Continued

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| e. Update and Validate Roll-Up Finding and Overturned Finding Data | Follow the steps below to update and validate data in master trend analysis file. All validation is compared to the Accuracy Database for accuracy.   * Update all finding roll-up sections in master trend analysis file. * Update all overturned finding roll-up sections in master trend analysis   file.   * Validate that all finding and overturned finding data was correctly   populated.   * Validate that all formulas in master trend analysis file are calculating   correctly. |

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| f. Identify Three Most Common Errors per Business Section | Follow the steps below to identify three most common errors per business section.   * Determine the three most common errors for each LGY business   section.   * Review the finding details for each of the three most common errors   for each LGY business section to identify actionable trends. |

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| g. Determine Actionable Trends per Business Section | Follow the steps below to identify actionable trends per business section. Each section is reviewed for the top two or three recurring LoanSTAR errors in order to assess trends and conduct training.   * Review details of each individual overturned finding. * Identify actionable trends. |

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| h. Perform Analysis for Three Most Common Errors per Business Section | Follow the steps below to perform an analysis on common errors per business section.   * Review details of individual findings identified as three most common for each section to determine underlying cause of the errors. * Consult with LGYCO policy and LoanSTAR supervisory staff as needed to complete the analysis for most common errors. |

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#### 3. Accuracy Data Trend Analysis, Continued

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| i. Perform Analysis for Overturned Findings per Business Section | Follow the steps below to perform analysis on overturned findings per business section.   * Review details of individual overturned findings to determine underlying cause for the decision to overturn. * Consult with LGYCO policy and LoanSTAR supervisory staff as needed to complete the analysis for rationale to overturn findings. |

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| j. Prepare Monthly Accuracy Data Trend Analysis Report | Follow the steps below to prepare monthly trend analysis report.   * Complete the template for the monthly accuracy data trend analysis   report utilizing conclusions drawn from data contained in the updated  master accuracy data trend analysis file.   * Submit report to Oversight Assistant Director (AD) for comment and concurrence by 10th business day each month. * Provide the report to the field by 15th business day each month |

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| k. Prepare Quarterly Accuracy Data Trend Analysis Report | Follow the steps below to prepare quarterly trend analysis report.   * Complete the template for the quarterly accuracy data trend analysis   report utilizing conclusions drawn from data contained in the monthly  accuracy data trend analysis report.   * Submit the report to the AD of Oversight for comment and   concurrence by the 15th business day following the completion of each  quarter.   * Post the report to the [Monitoring Unit Reporting SharePoint](https://vaww.portal2.va.gov/sites/Loan%20Guaranty%20Service/oversight/quality_assurance/Monitoring_Unit/Monitoring_Unit_Reporting/Forms/AllItems.aspx) site. |