

Hello and Welcome!

My name is Alexis Osemwegie and I'm with my colleague Trey Harrison.

We are Training Officers with the US Department of Education, Federal Student Aid, Training Division.

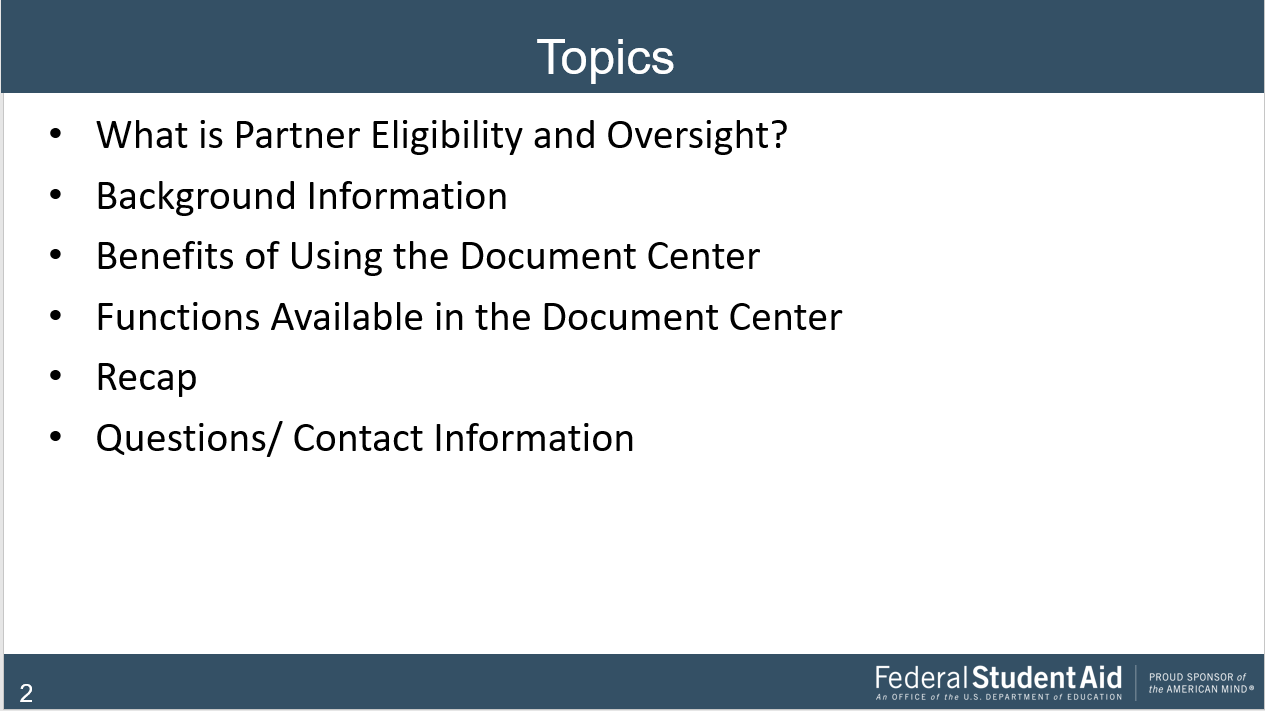
This webinar is being offered today to provide schools with information regarding the US Department of Education's new Document Center feature.

Today, we will review the Document Center and review how it works.

The incorporation of the document center is to promote an improved way of securing your school’s submitted documents to FSA and to offer schools and official repository in which to store all Federal Student Aid related documents to be reviewed by the Partner Eligibility and Oversight Services group.

**Disclaimer:** All data used in this training is from the Document Center test environment and does not reflect true and accurate data from any of our Title IV partners.

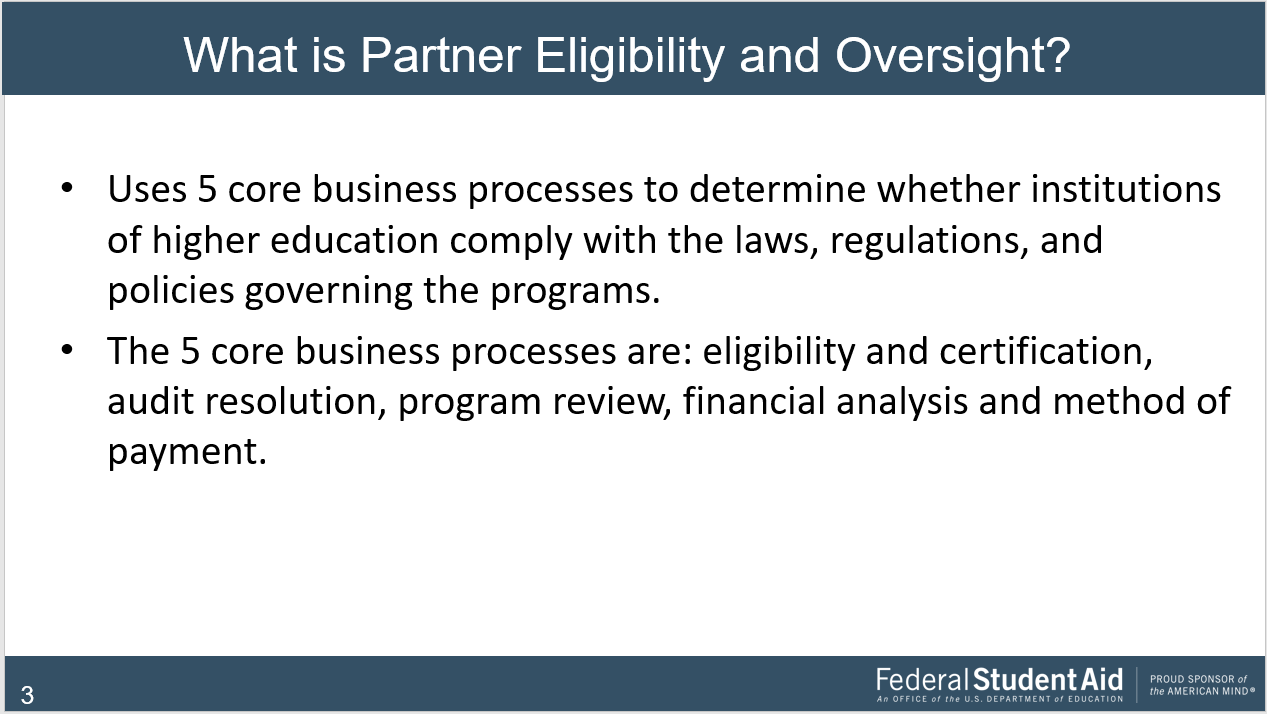
We appreciate you joining us for this webinar today and hope you find the information provided to be helpful!

**Topics**

Today, we will discuss the new Document Center tool, its integral part of the Partner Eligibility and Oversight document management process (which is formerly known as program compliance), and the benefits of the new tool.

The topics included in this training presentation are:

* **What is Partner Eligibility and Oversight?**
* **Background Information (which includes ED’s current and new document management processes)**
* **Benefits of Using the Document Center**
* **Functions available in the Document Center such as:**
  + How to Login to the Document Center
  + School or Third-Party Servicer Dashboard
  + How to Upload Documents; and
  + How to Search for Documents
* **We will also give you a recap of today’s training** and provide contact information just in case you have business or system questions

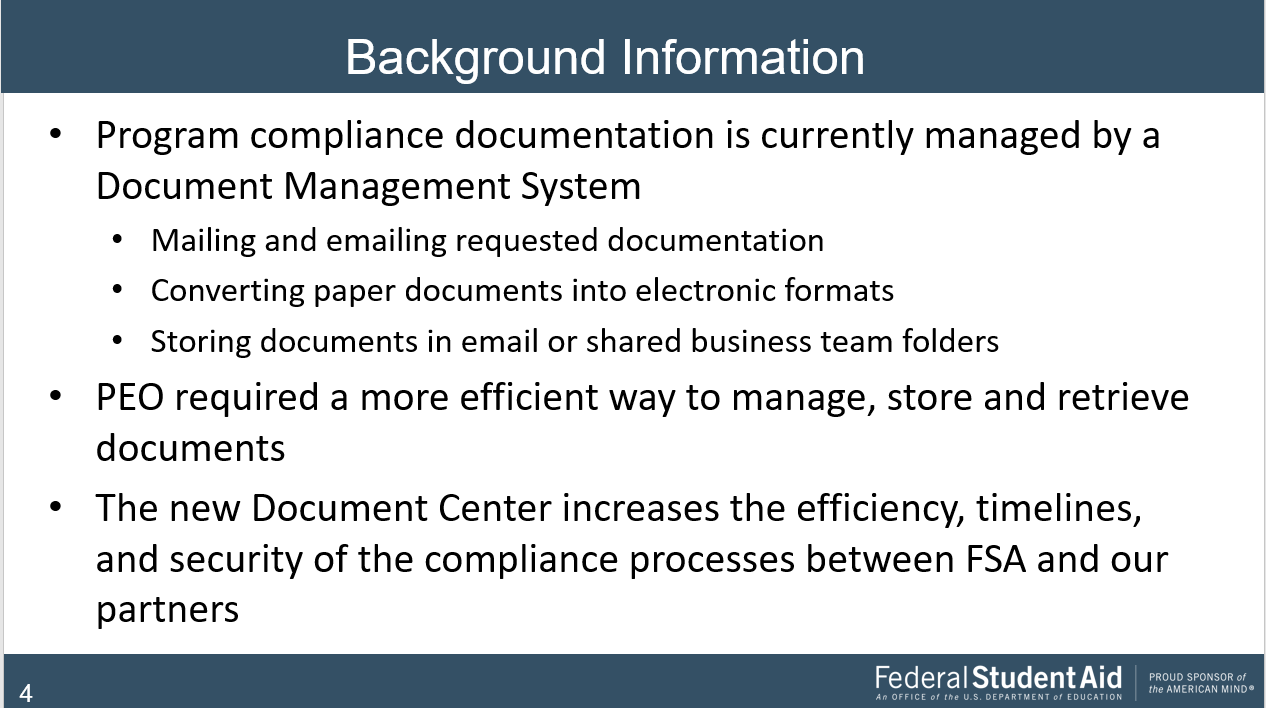
**What is Partner Eligibility and Oversight?**

The U.S. Department of Education, Federal Student Aid (FSA) is comprised of many business units and divisions. One of which is the Partner Eligibility and Oversight Services (PEO) office.

The PEO office is responsible for program compliance activities that provide integrated, oversight of postsecondary schools and financial institutions participating in the Title IV, HEA Federal Student Aid programs.

PEO monitors school groups to determine whether their associated entities comply with the laws, regulations, and policies governing the FSA programs.

To accomplish this mission, PEO uses 5 core business processes: eligibility and certification, audit resolution, program review, financial analysis, and method of payment to monitor the administrative capability and financial responsibility for institutions of higher education to administer the Title IV programs for domestic and foreign school participants, as well as recommending enforcement actions.



**Background Information**

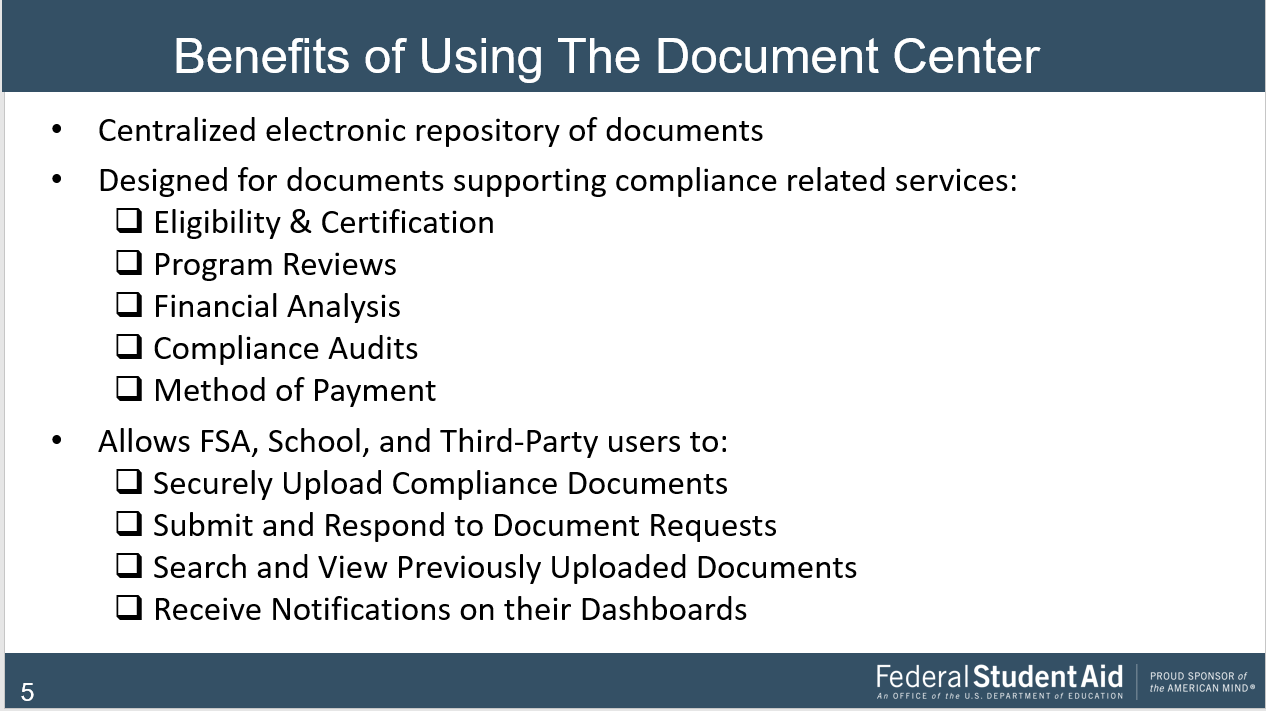
Currently, all PEO documentation is managed by a Document Management System that supports ED’s records management process. This process involves requesting and exchanging documents via mail and email, converting paper documents into electronic formats, and storing documents in email folders or shared team folders. Because PEO required a more efficient and secure way to manage, store and retrieve documents exchanged for Title IV, HEA program compliance, the new Document Center was formed.

The new Document Center increases the efficiency, timeliness, and security of the program compliance processes by significantly reducing the need for paper documents, using a dashboard to notify users about FSA requests, and storing uploaded documents in a central location that can be retrieved by varied search criteria.

**So, you might be asking yourself “Is it required that my school/Third-Party Servicer use the Document Center to submit all required documentation to FSA PEO?”**

**Well, the answer to that question is “YES”.**

Schools and Third-Party Servicers must comply with the rules and regulations set by the U.S. Department of Education. The U.S. Department of Education can request additional documentation from schools through the new Document Center on the Common Origination and Disbursement website or COD.

**Benefits of Using the Document Center**

The Document Center is a centralized and secure electronic repository for program compliance documents. The new feature is designed to aid users in supporting compliance related services such as:

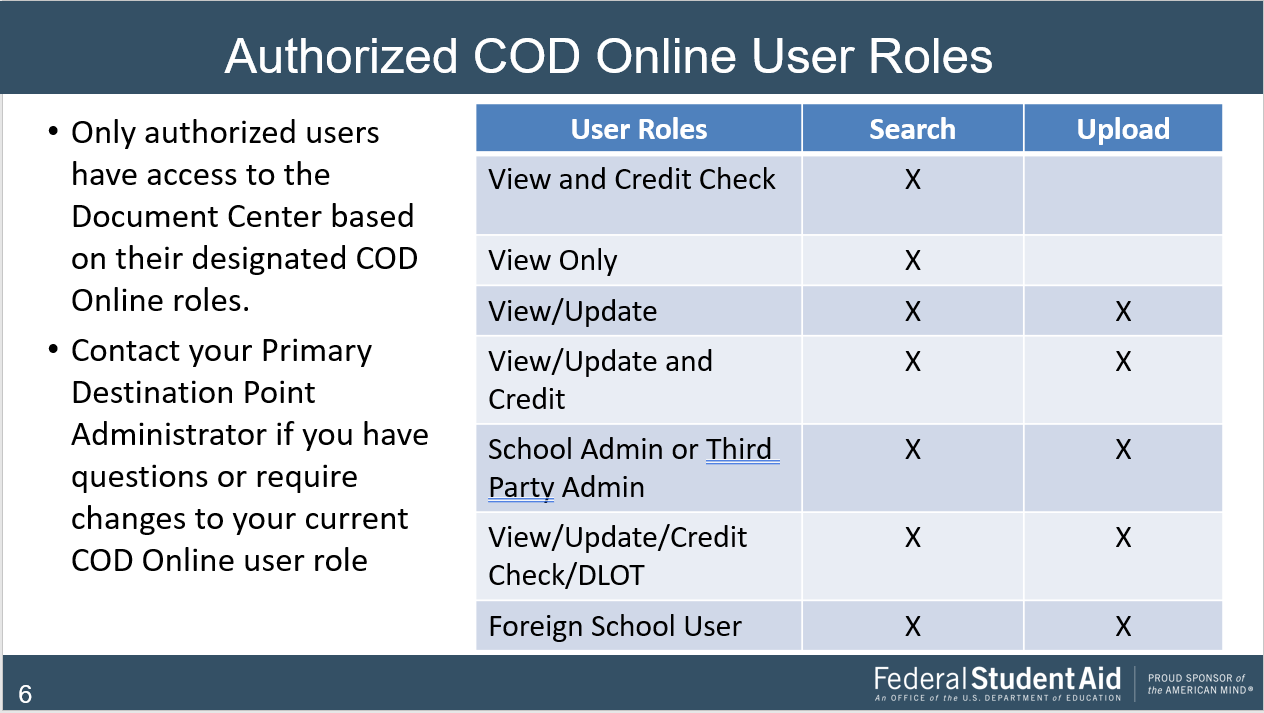
* Eligibility and Certification
* Program Reviews
* Financial Analysis
* Compliance Audits
* Method of Payment

The Benefits of using the Document Center include:

* Reducing paperwork
* Improving the efficiency of the Department’s compliance document management process.
* Providing immediate notifications when documents are requested or uploaded FSA, School (both domestic and foreign), and the third-party servicers can access the Document Center.

The Document Center allows users to electronically:

* Upload Documents
* Submit and Respond to Document Requests
* Search and View Previously Uploaded Documents
* and Receive Notification Alerts when Documents are Uploaded

**Authorized COD Online User Roles**

Only authorized users have access to the Document Center based on their designated Common Origination and Disbursement (COD) Online roles.

As a school or Third-Party Servicer user, you are authorized to use the Document Center based on your COD Online user role.

All school and Third-Party servicer user roles can search and view documents. However, to upload a document you must have one of the Update or Administrative user roles. Please be sure to contact your Primary Destination Point Administrator if you have questions or require changes to your current COD Online user role

**Login to Document Center- Common Origination & Disbursement (COD)**

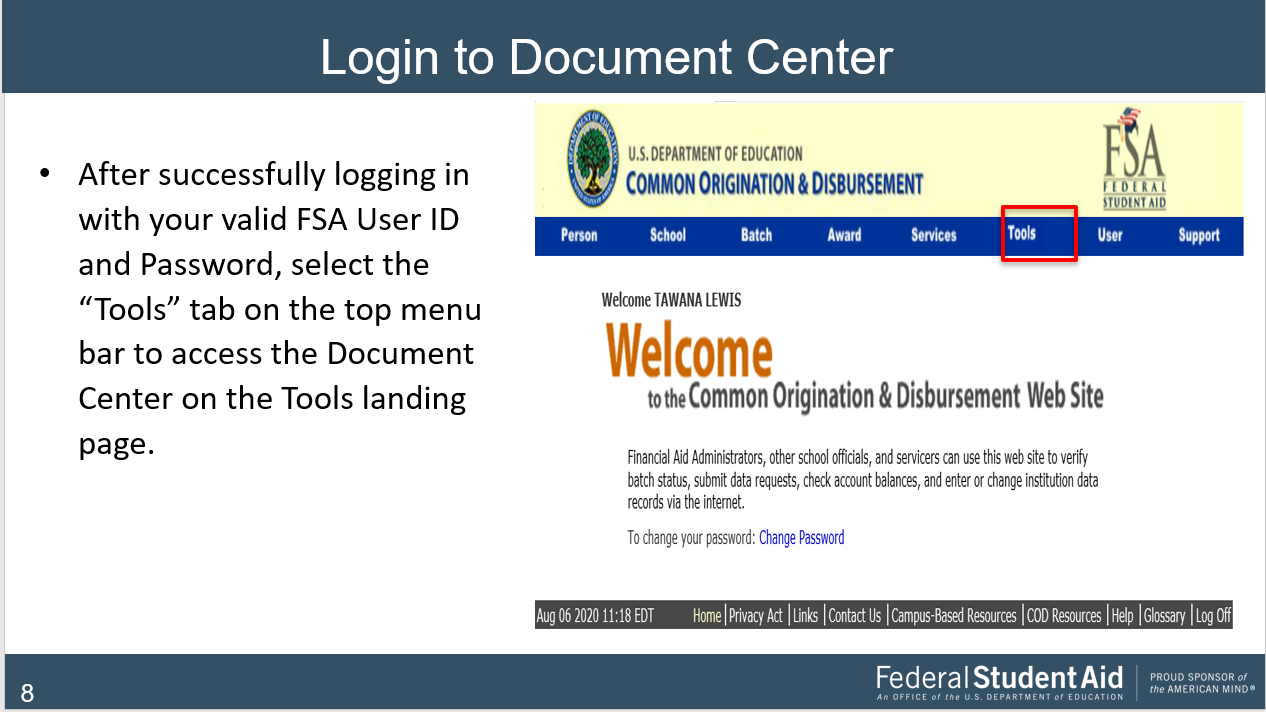
Before we introduce you to the new Document Center features, you must first **login** to the Document Center.

The Document Center is accessed from the Common Origination & Disbursementweb site shown on the screen.

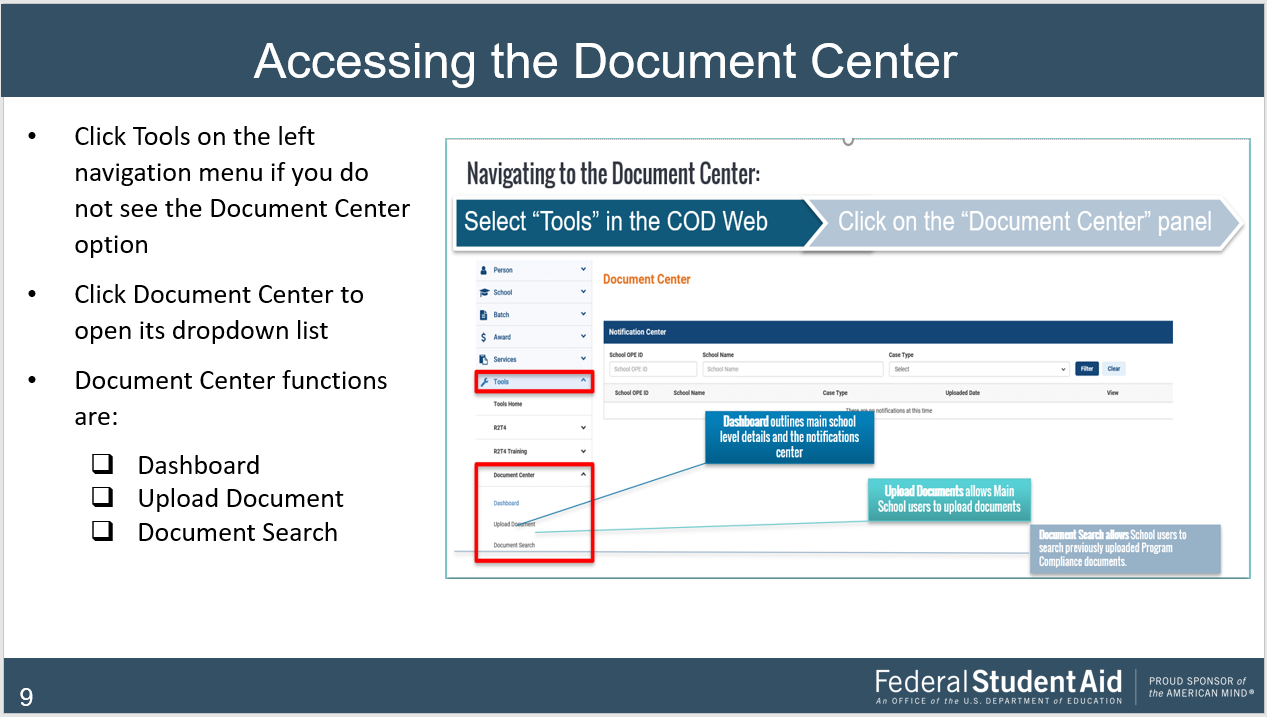
On the **COD** website landing page, click the LOGIN button to log into COD.

All School and Third-Party Servicer users with a COD Online role can access the Document Center:

* + Users with an **Update** role can use all Document Center functions such as Upload, Search and View.
  + Users with a **View-only** role can Search and View but cannot upload documents in the Document Center.

**Login to Document Center**

After successfully logging into COD with your valid FSA User ID and Password, select the “Tools” tab on the top menu bar to access the Document Center on the Tools landing page.

**Accessing the Document Center**

Once logged in, users can access the Document Center in COD by:

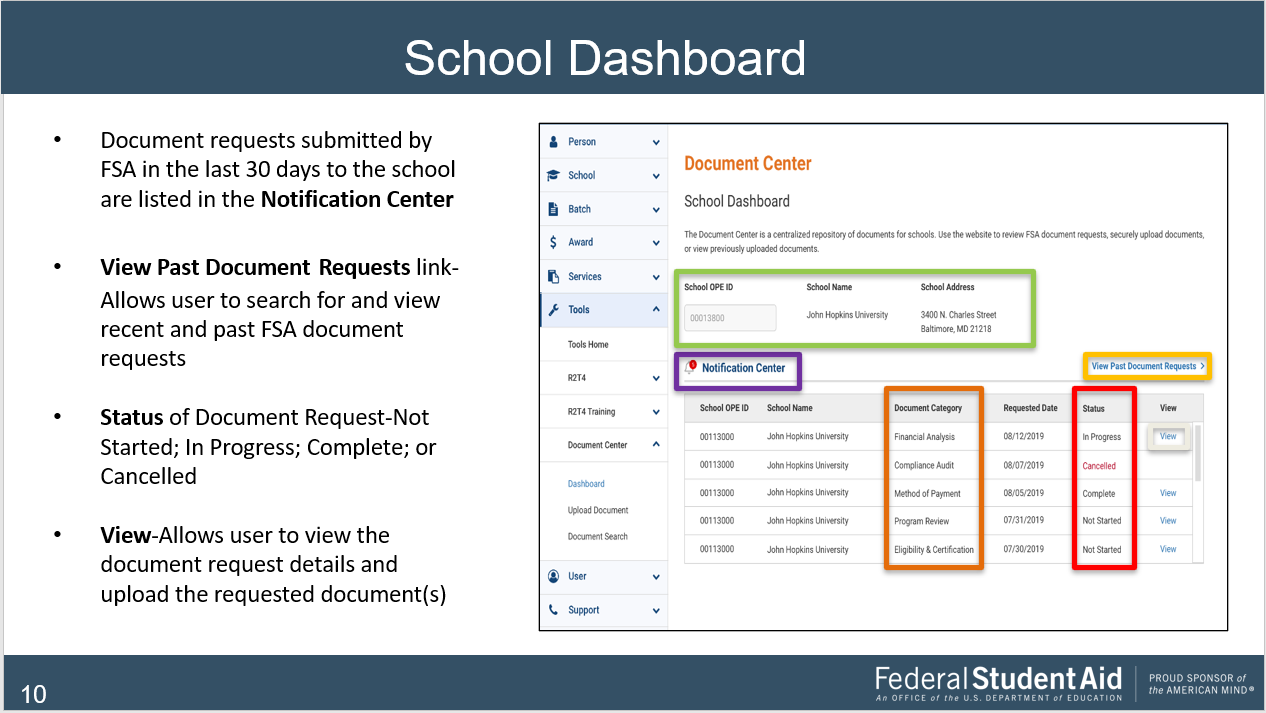
* Clicking the Tools tab on the left navigation menu (if you do not see the Document Center option) and
* Clicking the Document Center tab to open its dropdown list as shown in the visual aid displayed on the screen.

The three Document Center functions available for school and Third-Party Servicer users include: dashboard, upload document, and document search.

* The **Dashboard** function lists the document requests made by FSA for the school in the Notification Center.
* The **Upload Document** function allows School and Third-Party Servicer users to upload documents in response to FSA’s document requests.
* The **Document Search** function allows School and Third-Party Servicer users to search previously uploaded compliance documents.

It is important to note that all Document Center functions – Dashboard, Upload Document and Document Search – are *only* available at the main school OPEID level.

Branch or additional locations are not found separate or apart from the main school OPEID in the Document Center.



**School Dashboard**

You may be asking, **“How do I know when my school receives a document request from FSA?”**

Well, users can find this out by:

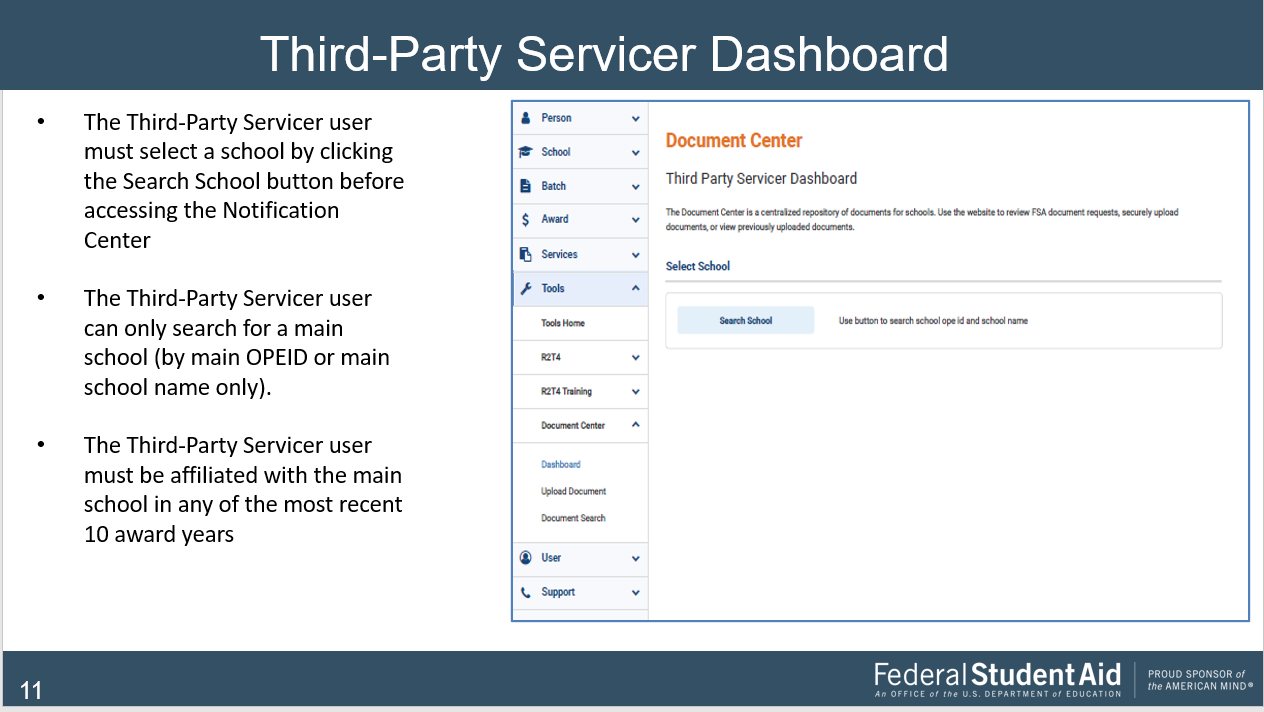
* receiving an email from FSA with notification that a document request has been posted.
* users can periodically check the school’s dashboard at their own leisure.

Any school user with Document Center access can view the school’s Dashboard.

The School Dashboard lists document requests from FSA for the identified school. However, if there are no FSA Document Requests made within the past 30 days, a message stating “no notifications at this time” will be displayed.

Upon accessing the School Dashboard, users will see the following options displayed on the dashboard:

* **School Information** (displayed in the green box and shows OPE ID, Name and Address) at the top of the page is pre-filled and based on the school user’s login ID.
* **Notification Center (displayed in the purple box)** – Lists any document request made by FSA for the school within the past 30 days. Also, it displays the total number of requests listed in the Notification Center.
* **View Past Document Requests (displayed in the yellow box) –** is used to search for and view any FSA document requests, including those greater than 30 days old. Users will click the View Past Document Requests link to access the Document Request History page.
* **Document Category (displayed in the orange box) –** lists compliance business areas/categories like Eligibility & Certification, Program Review, Financial Analysis, Compliance Audit, and Method of Payment.
* **Status (displayed in red box)–** provides users the current status of the document request. There are four statuses that could be displayed in this section.
* **Not Started**- which means documentation has not yet been uploaded for the document request. It is important to note that only a document request in a “Not Started” status can be cancelled.
* **In Progress**- means at least one document has been uploaded for the document request.
* **Complete**-means all requested documents have been uploaded.
* **Cancelled**- means FSA has cancelled the document request. Only FSA users can cancel a document request.
* **The View section** **(displayed in gray)-** Takes the user to the Upload Requested Documentation page to view the details of the document request and upload the requested document. The **View** link is not available for a canceled document request.

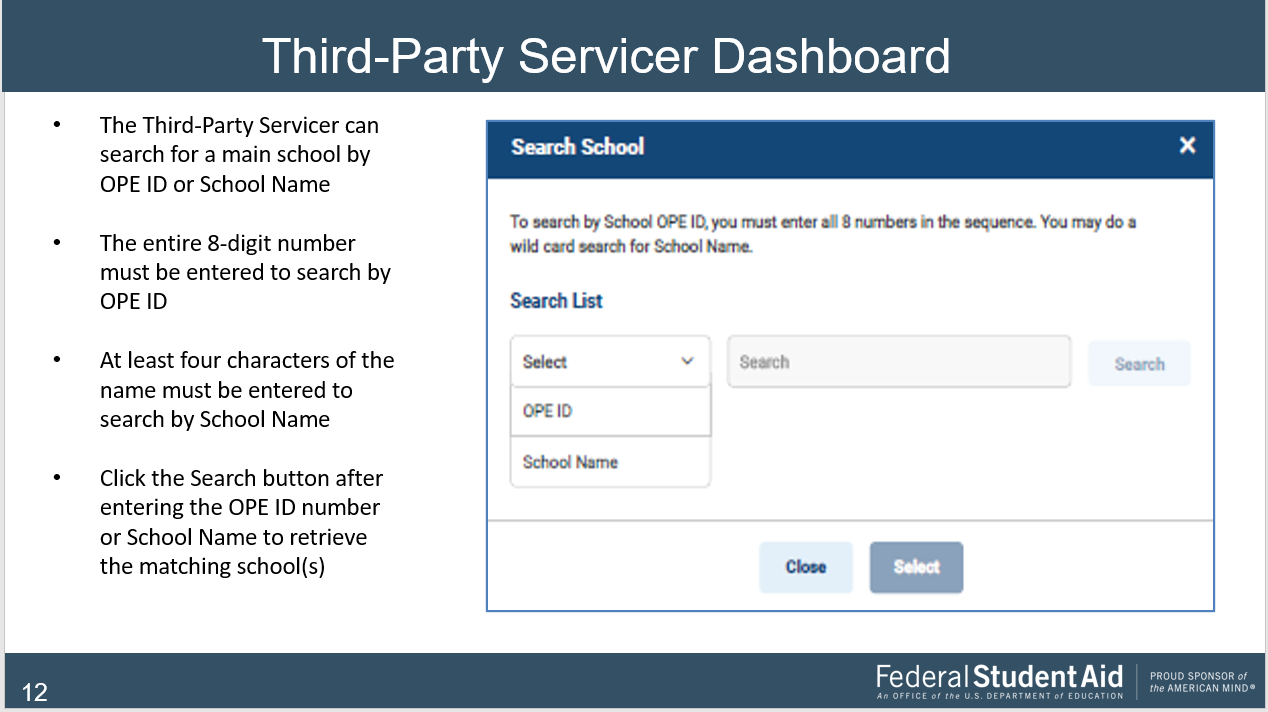
 **Third-Party Servicer Dashboard**

Now, if you can recall from the previous slide, a school user’s school information is automatically pre-filled based on the user’s login. This takes the school user directly to the Notification Center. However, Third-Party Servicer users must first select a main school before they can access the Notification Center.

You will see in a few slides that School users and Third-Party Servicer users have the same Dashboard layout.

A Third-Party Servicer user can search for a main school in which it is affiliated with within any of the most recent 10 award years

If a Third-Party Servicer user is only associated with an additional school and not the main school, the Third-Party Servicer user will not be able to select the main school.

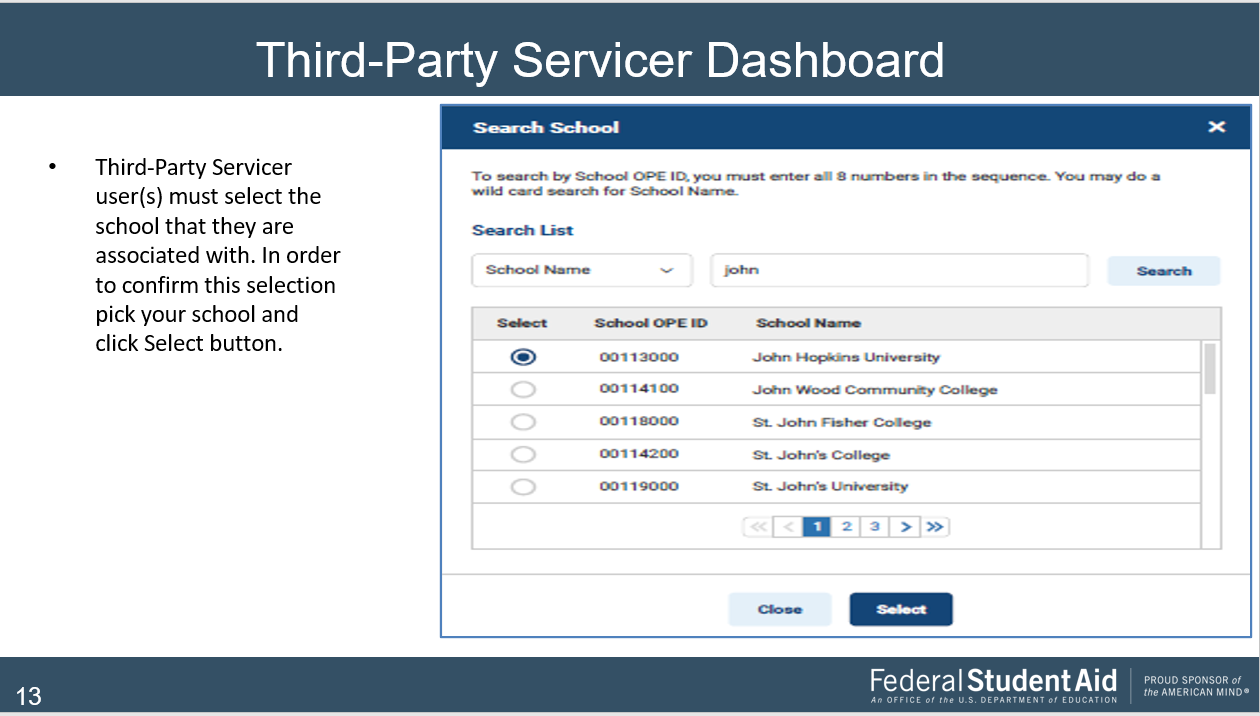
 **Third-Party Servicer Dashboard**

As a third-party servicer, you have the option to search for the main school by OPEID or by the School name.

If utilizing the OPEID option, please be sure to use the entire 8-digit main OPEID number.

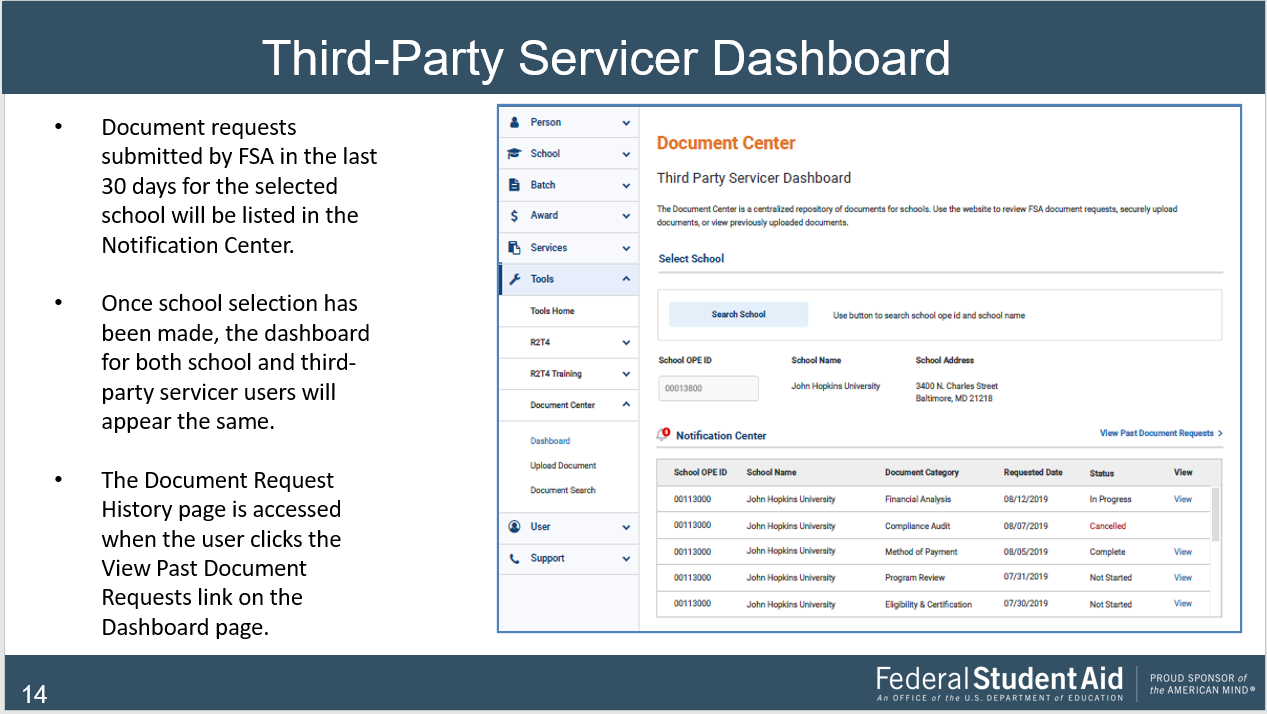
If using the school name option, at least four characters of the school name must be entered.

Once the information is entered, click **Search** to execute the search criteria.



**Third-Party Servicer Dashboard**

Third-Party Servicer user(s) must select the school in which they are associated. In order to confirm this selection, pick your school and click the **Select** button.

 **Third-Party Servicer Dashboard**

Third-Party Servicer user(s) must select the school in which they are associated. In order to confirm this selection, pick your school and click the **Select** button.

Document requests submitted by FSA within the last 30 days for the selected school will be listed in the Notification Center.

Once the school selection has been made, the dashboard for both school and Third-Party servicer users will appear the same.

The Document Request History page is accessed when the user clicks the **View Past Document Requests** link on the Dashboard page.



**Document Request History- Search Requests**

The Document Request History page is accessed when the user clicks the **View Past Document Requests** link on the Dashboard page.

The Document Request History page allows the School and/or Third-Party Servicer user to search for document requests made by FSA by select criteria.

The school’s document request search criteria are:

* **Document** **Category**- which refers to the compliance business area/category
* **Document** **Sub-Category**- which refers to the values in the dropdown list which varies and is based on the selected Document Category
* The **Requested Date** Range- which refers to the Start and End Dates and cannot exceed 1 year.
* **Status** (of the Document Request)- refers to the progress for instance: Not Started, In Progress, Completed, or Cancelled
* The **Reset** button allows users to reset the page and clear out the search values

Once users finish entering the search criteria, they will select the **Search** button to find all the FSA document requests for their school that matches the search criteria entered.



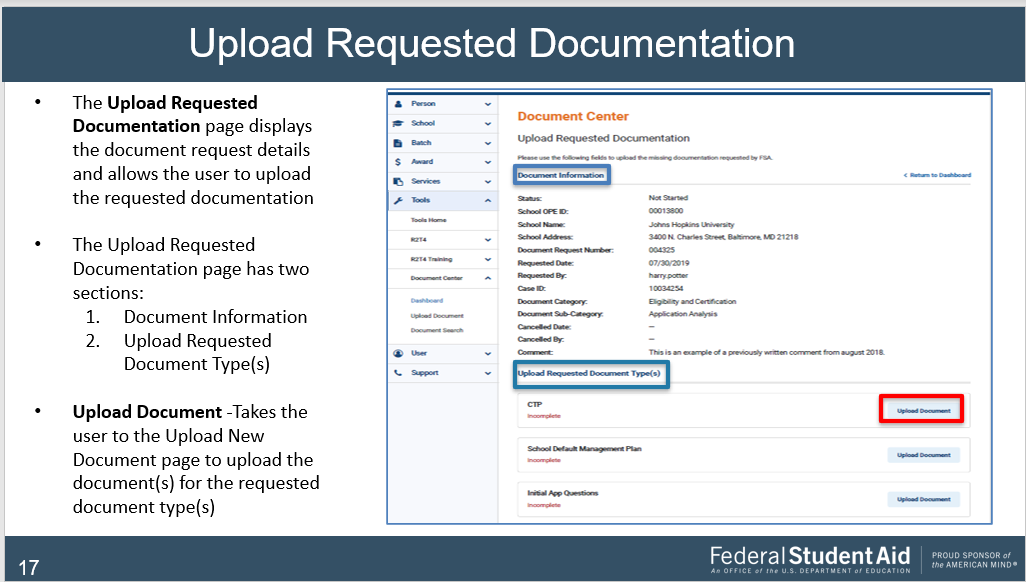
**Document Request History- Search Requests**

All document requests matching the search criteria are listed on the Search Results section of the Document Request History page. If there are no document requests matching the search criteria, a message will be displayed.

The **Search Results** can be filtered by Document Category, Document Sub-Category or Status. Search Results can be sorted by any of the table headers such as Requested Date, School OPE ID, School Name, Document Category, Document Sub-Category, or Status.

The **Export Search Results link** (displayed in purple) will allow the user to export the document request Search Results to an Excel spreadsheet.

The user can click the **View** link (displayed in red) next to a document request to go to the Upload Requested Documentation page to see the details of the FSA request as well as upload the requested documentation. We will walkthrough this on the next slide.



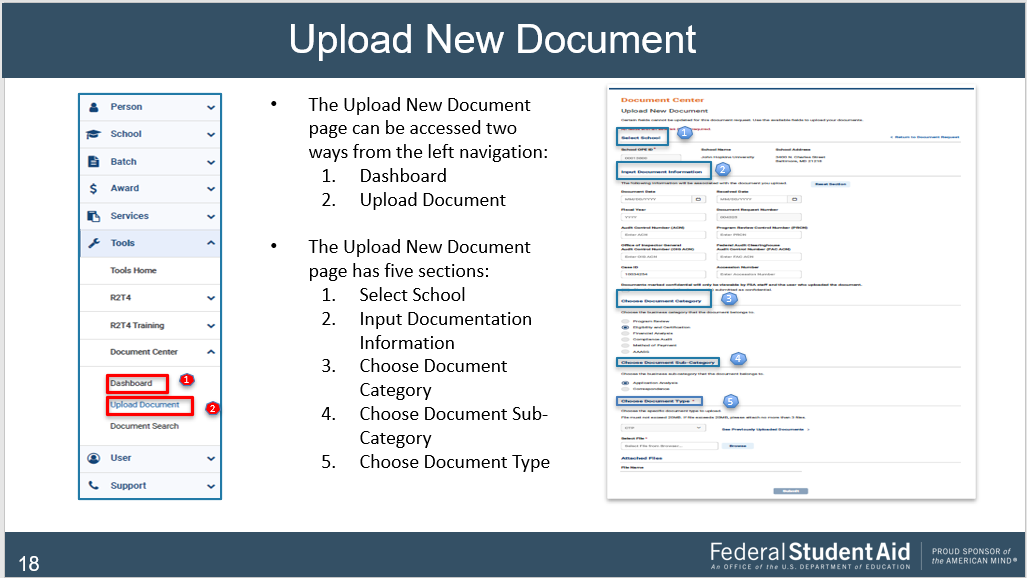
**Upload Requested Documentation**

The Upload Requested Documentationpage displays the document request details and allows the user to upload the requested documentation.

The Upload Requested Documentation page has two sections:

* The **Document Information** section displays the document details, entered by FSA, for the requested document(s)
* The **Upload Requested Document Type(s)** section lists the document type(s) requested by FSA.

The user can click the **Upload Document** button next to the requested document type to access the Upload New Document page. The Upload New Document page allows the user to upload the documentation file(s) for the requested document type.



**Upload New Document**

The **Upload New Document** page can be accessed two ways in the Document Center tool by selecting the Dashboard or the Upload Document option from the left navigation menu (in red).

If a user decides to use the **Dashboard** option **(displayed in #1 red)**, the user will be able to access the Upload New Document page by clicking the **Upload Document** button from the Upload Requested Documentation page (see previous slide). The advantage of the Dashboard selection is that the information provided by and requested by FSA users (School's OPE ID, Name and Address; document information; document category; document sub-category; and document type) is automatically pre-filled throughout the process for the document request.

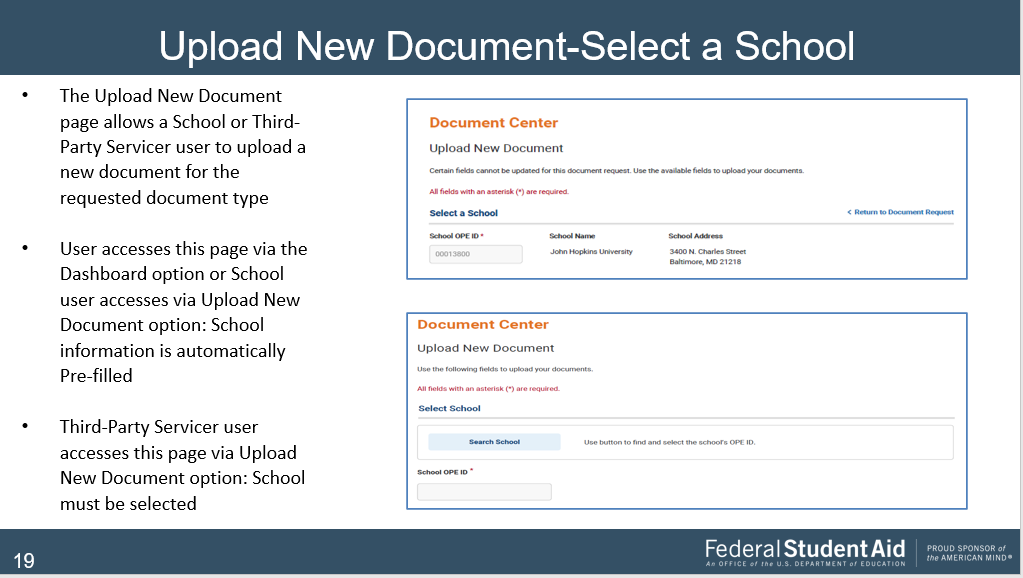
School and Third-Party Servicer users are encouraged to upload documents starting from the Dashboard to ensure accuracy.

If a user decides to use the **Upload Document option (displayed in #2 red),** the user will be able to access the Upload New Document page. Only the School's OPE ID, Name, and Address will be pre-filled for a School User. The Third-Party Servicer user must first search and select the school. The user will be required to enter all the other document information, including document category, sub-category, and type.

The Upload New Document page has five sections which will be discussed in detail over the next few slides:

* 1. **Select School**-Displays the main school information.
  2. **Input Documentation Information**-Contains the metadata for the document. Prefilled with Document Request Number and Case ID, if provided by FSA. Also, user can enter additional data, such as document date and received date, for the document file being uploaded.
  3. Choose **Document Category**-Identifies the compliance business category selected by FSA.
  4. Choose **Document Sub-Category**-Identifies the document sub-category selected by FSA.
  5. Choose **Document Type**-Identifies the document type selected by FSA. Also, this section is where the user uploads the document file.

The Document Center will only associate uploaded documents with main schools. If a School user for an additional school location uploads a document, the file will be associated with the main school only.

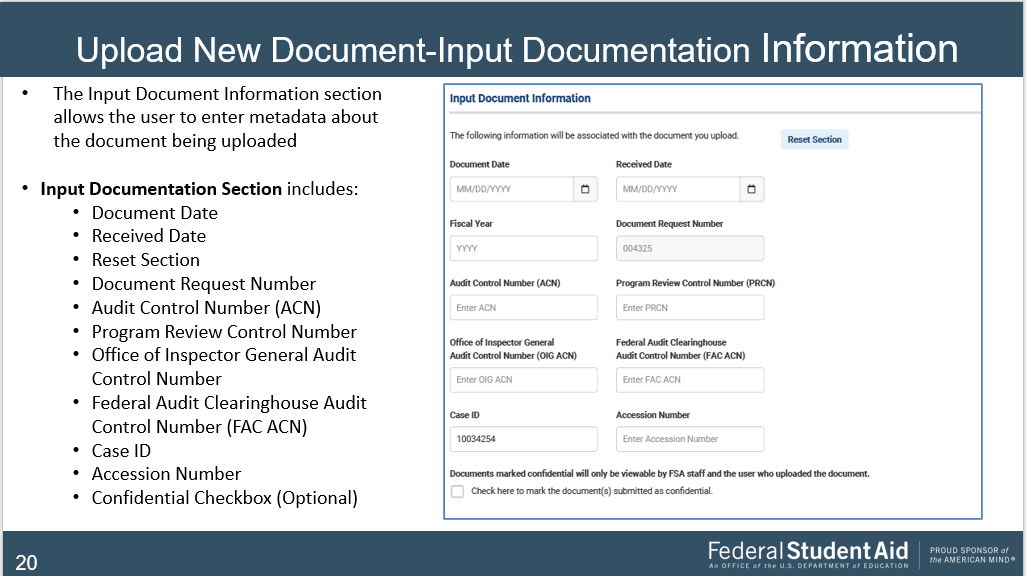


**Upload New Document-Select a School**

The **Upload New Document** page allows a School or Third-Party Servicer user to upload a new document for the requested document type.

When a School or Third-Party Servicer user accesses this page via the Dashboard option, school information is automatically pre-filled (top box). This also happens when a School user accesses this page via the Upload New Document option.

However, when a Third-Party Servicer user accesses this page via the Upload New Document option, the user must select the school before uploading the new document file.

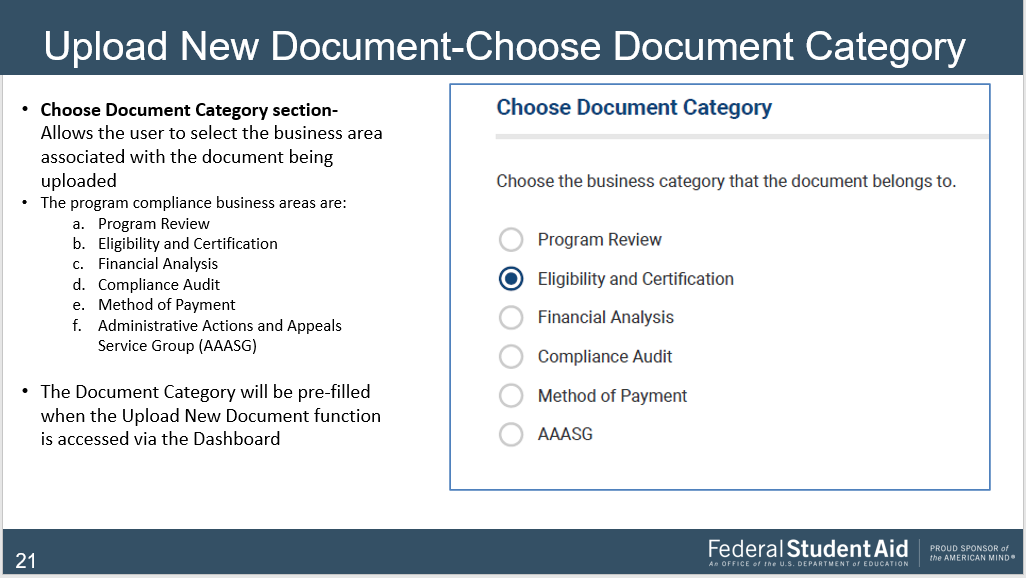


**Upload New Documents – Input Documentation Information**

The Input Document Information section allows the user to enter metadata about the document being uploaded. The metadata is used to search for documents.

While reviewing the **Input Documentation Information** Section – Users can complete the fields below for the document being uploaded. Any non-prefilled field is optional:

* **Document Date:** The date on the document
* **Received Date:** The date that FSA will receive the document
* **Reset Section:** Click this button to clear out all document information that had been entered
* **Document Request Number:** A unique document request number automatically generated when an FSA user creates the document request for the school. When pre-filled, the DRN is not modifiable. If the DRN is blank, do not enter anything in this field unless FSA provides you with the Document Request Number for this document upload.
* **Audit Control Number:** Audit Control Number (ACN)
* **Program Review Control Number:** Program Review Control Number (PRCN)
* **Office of Inspector General Audit Control Number:** Office of Inspector General Audit Control Number (OIG ACN)
* **Federal Audit Clearinghouse Audit Control Number (FAC ACN)**
* **Case ID:** Identifier used by FSA users to sort received documentation into specific cases being worked. If the Case ID is blank, do not enter anything in this field unless FSA provides you with the Case ID for this document upload.
* **Accession Number:** Accession Number is not applicable for School and Third-Party Servicer users. Please do not enter any values for this field.
* **Confidential Checkbox (Optional):** When selected, the uploaded document is viewable only by the specific School or Third-Party Servicer user who uploads the document and FSA users.



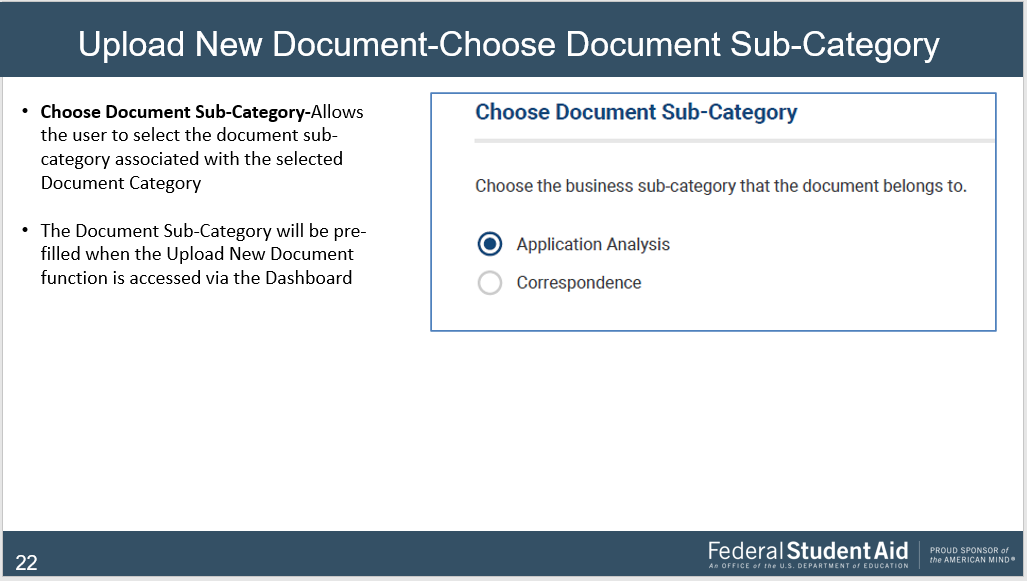
**Upload New Document-Choose Document Category**

Choose **Document Category –** TheChoose Document Category section specifies the program compliance business area for the document being uploaded.

The program compliance business areas are:

* **Program Review**
* **Eligibility and Certification**
* **Financial Analysis**
* **Compliance Audit**
* **Method of Payment**
* **Administrative Actions and Appeals Service Group (AAASG)**

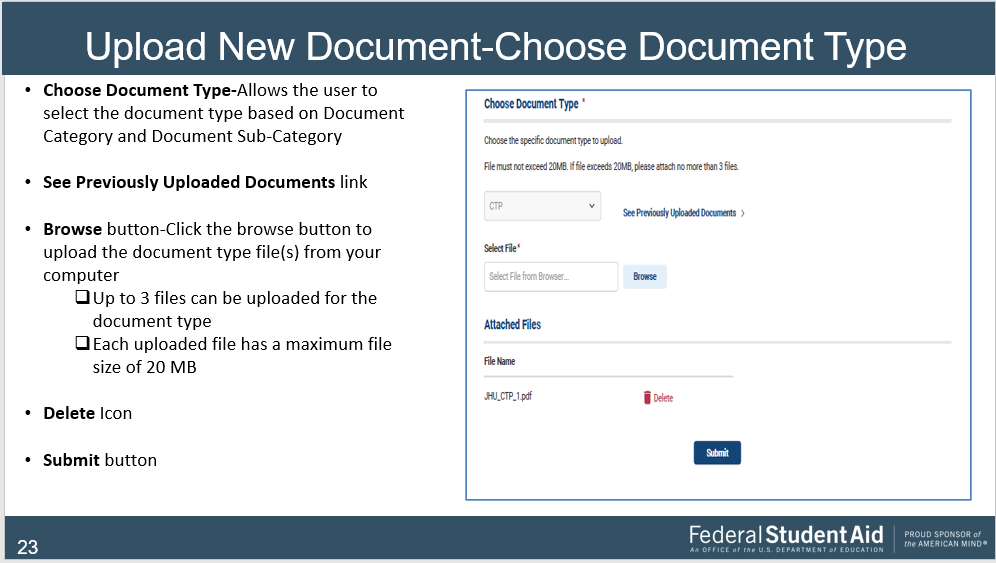
The **Document Category** will be pre-filled when the Upload New Document function is accessed via the Dashboard



**Upload New Document-Choose Document Sub-Category**

Next users will need to Choose the appropriate **Document Sub-Category -** which allows the user to select the document sub-category associated with the selected Document Category. The sub-categories listed in this section are dynamic and are based on the Document Category selected previously.

The Document Sub-Category will be pre-filled when the Upload New Document function is accessed via the Dashboard



**Upload New Documents-Choose Document Type**

Next, users willChoose the **Document Type -** The document types listed in this section are dynamic based on the Document Category and Document Sub-Category selected above.

The Document Type will be pre-filled when the Upload New Document function is accessed via the Dashboard

**“Other”** Document Type – If other is selected as the document type, a textbox is presented where a user can enter a short description (up to 70 characters) explaining the document that they are uploading.

**See Previously Uploaded Documents link -** Displaysthe Previously Uploaded Documents popup which lists documents that have been previously uploaded and match the entered document information. We will cover this on the next slide

**Browse** Click the Browsebutton to choose the document file on your computer and upload it to the document center.

A user may upload as many as three (3) files for the same document type upload. However, each file has a maximum file size of 20MB.

If a single file is larger than 20MB, the user can split the file up into a maximum of 3 files; however, each of the individual files has a file size limit of 20MB.

The Document Center allows many **file extensions**, including the more popular ones like: bak, bmp, csv, doc, docx, gif, gz, htm, html, jpeg, jpg, log, msg, pct, pdf, pict, png, pps, ppt, pptx, rtf, svg, tar, tar.gz, tif, tmp, txt, vcf, wpd, wps, xhtml, xlr, xls, xlsm, xlsx, xml, zip, zipx

**Delete** If the incorrect file is uploaded, there is an option to delete or remove the file from the Attached File section and upload the correct file.

This is the only place within the Document Center where a file can be deleted.

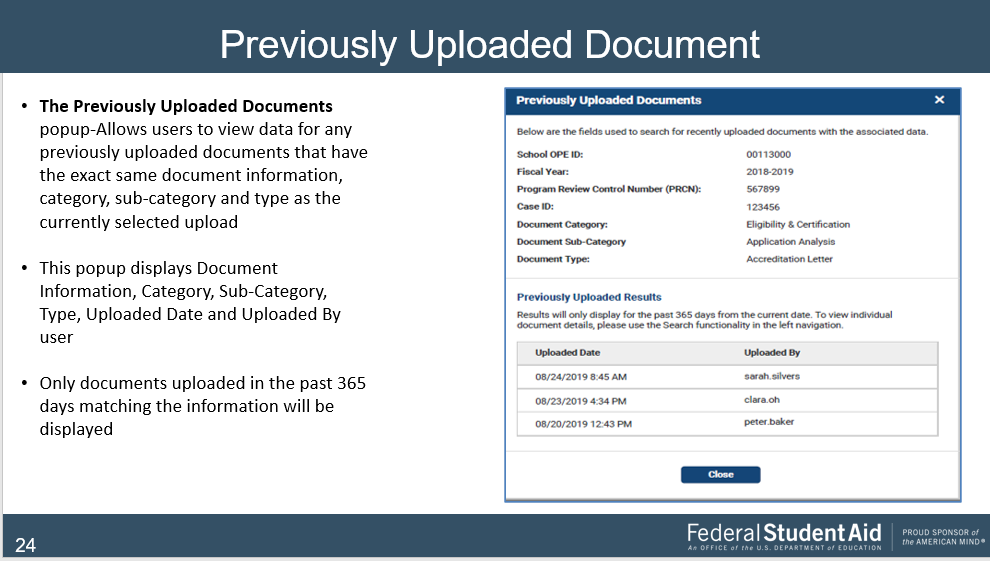
The Delete icon must be selected prior to clicking the Submit button. School and Third-Party Servicer users **will not** be able to delete documents after they have been submitted into the Document Center*.*

**Submit Button** Click the Submit button to perform the file and field validation checks for all entered and selected data on the Upload New Document page.

* + 1. Examples of Field edits include dates are formatted correctly, DRN of the document is not cancelled and if the document exists in the Document Center.
    2. Examples of File edits include large file size, virus scanning, and invalid file extensions.

The Submit button also completes the upload document process if all validation checks are passed.

* + 1. After School users successfully submit a document, they will not be able to delete the document or edit any of their document information.
    2. If School users recognize a mistake in their document upload after it is completed, they must upload a new document using the Upload Document option on the left navigation menu.

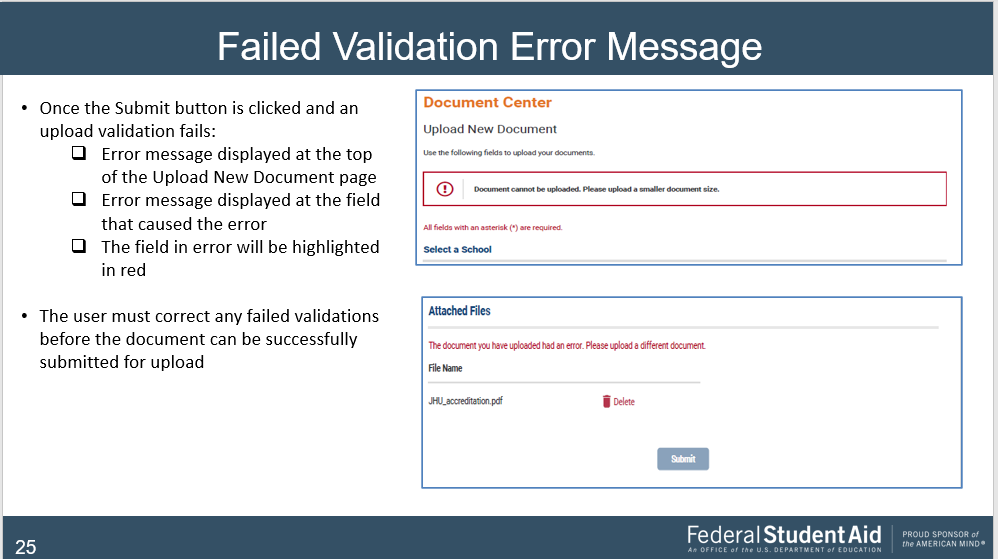


**Previously Uploaded Document**

The **Previously Uploaded Documents** Popup-Allows users to view data for any previously uploaded documents that have the exact same document information, category, sub-category and type as the currently selected upload

This popup displays Document Information, Category, Sub-Category, Type, Uploaded Date and Uploaded By user

Only documents uploaded in the past 365 days matching the information will be displayed



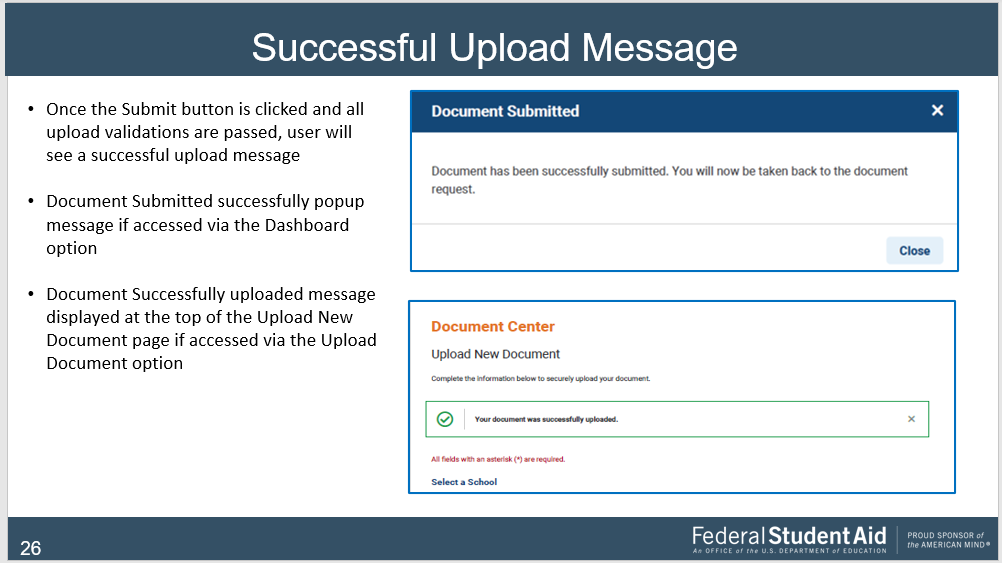
**Failed Validation Error Message**

Once the **Submit button** is clicked and an upload validation fails a few things will appear on the user’s screen such as:

* Error message displayed at the top of the Upload New Document page (top box).
* Error message displayed at the field that caused the error (bottom box).
* The field in error will be highlighted in red.

The user must correct any failed validations before the document can be successfully submitted for uploads.

The top box displays the error message at the top of the Upload New Document page. The bottom box is an example of the error message displayed at the field level.



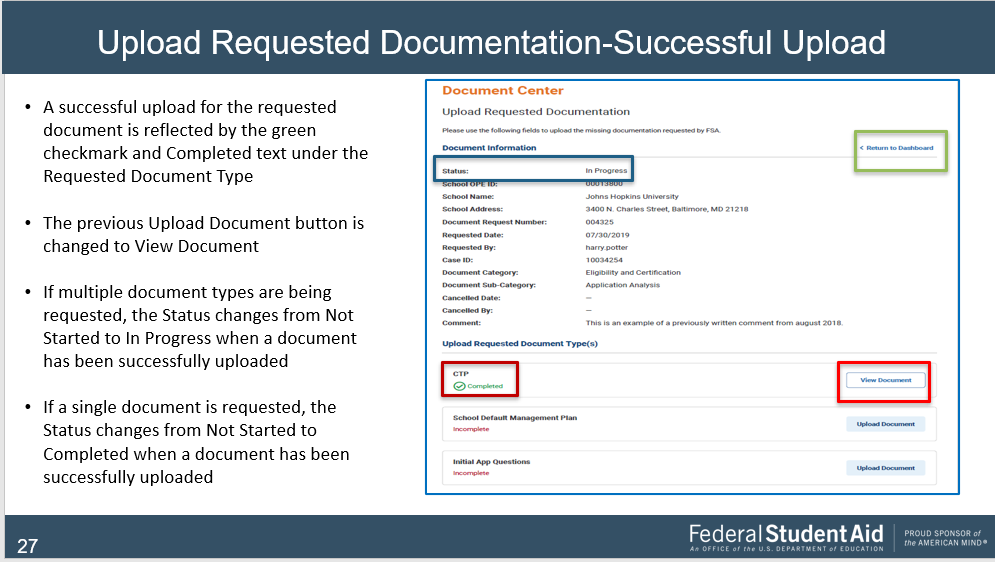
**Successful Upload Message**

Once the Submit button is clicked and all upload validations are passed, user will see a successful upload message

“Document successfully Submitted” popup message if accessed via the Dashboard option (top box)

“Your Document was Successfully uploaded” message displayed at the top of the Upload New Document page if accessed via the Upload Document option (bottom box)

The top box is what the user will see when the document upload is accessed via the Dashboard option on the left navigation menu. The bottom box is what the user will see when the document upload



**Upload Requested Documentation-Successful Upload**

A successful upload for the requested document is reflected by the green checkmark and Completed text under the Requested Document Type

The previous Upload Document button is changed to **View Document (in red)**

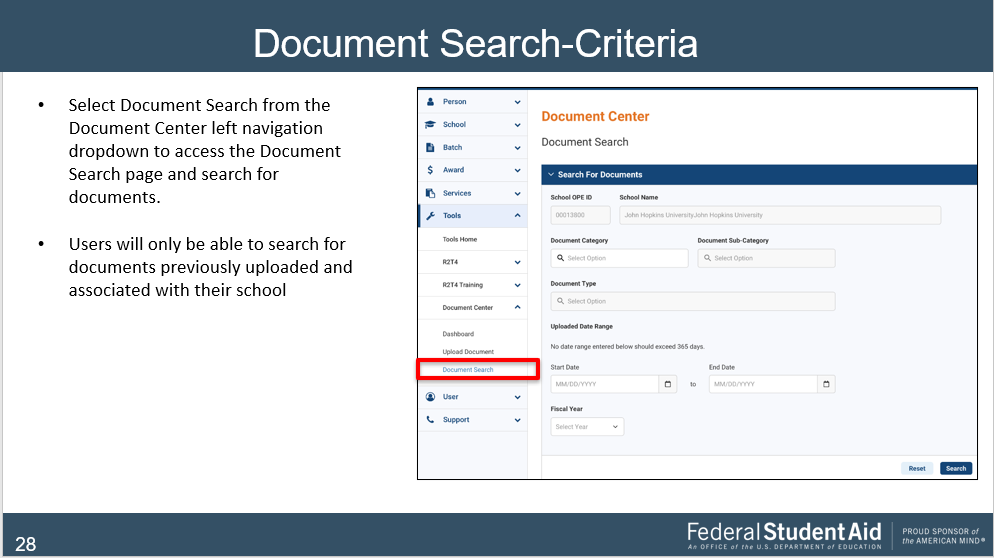
If multiple document types are being requested, the **Status (in the blue box)** changes from Not Started to In Progress when a document has been successfully uploaded

If a single document is requested, the **Status (in blue)** changes from Not Started to Completed when a document has been successfully uploaded

If multiple document types are being requested, you can click the next **Upload Document** button to upload file(s) for the remaining requested document type(s)

Click the **Return to Dashboard (in green box)** link to return to the School or Third-Party Servicer user Dashboard page

After a document is uploaded by a school user, any FSA user with a notification alert for the school will receive a notification on their dashboard, similar to the school’s dashboard, that a document has been uploaded, along with the updated status.



**Document Search- Criteria**

Select **Document Search** from the Document Center dropdown in the left navigation menu.

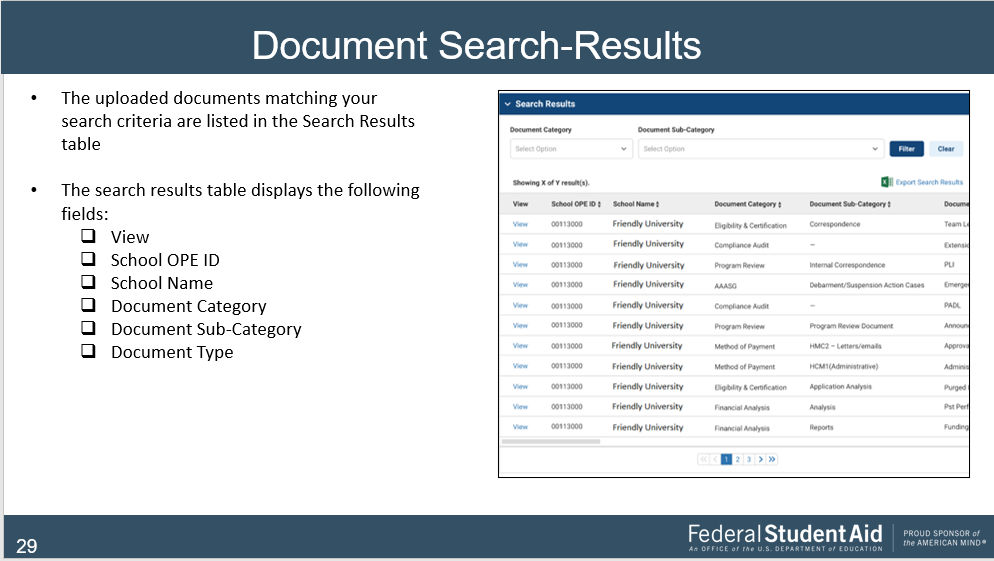
School users gain immediate access to the Document Search page.

Third Party Servicer users must first search and select the school before getting to the Document Search page.

The search criteria fields are:

* **School OPE ID-**Automatically populates with the OPE ID of the user’s main school – cannot be edited
* **School Name-**Automatically populates with the School Name of the user’s main school – cannot be edited
* **Document Category-**Includes all Document Categories that can be viewed by a School user
* **Document Sub-Category-**Presented with values based on the selected Document Category; only the Document Sub-Categories which can be viewed by a School user will be included
* **Document Type-**Presented with Document Type values that can vary based on the selected Document Category and Document Sub-Category – only the Document Types which can be viewed by a School user will be included
* **Uploaded Date Range Start/End Dates-**The date range specified cannot exceed one year (between the start and end dates).
* **Fiscal Year-**User can use a drop-down list to choose between the last 10 fiscal years.

Click the **Search** button, after entering your search criteria, to search and view uploaded documents matching the criteria.



**Document Search- Results**

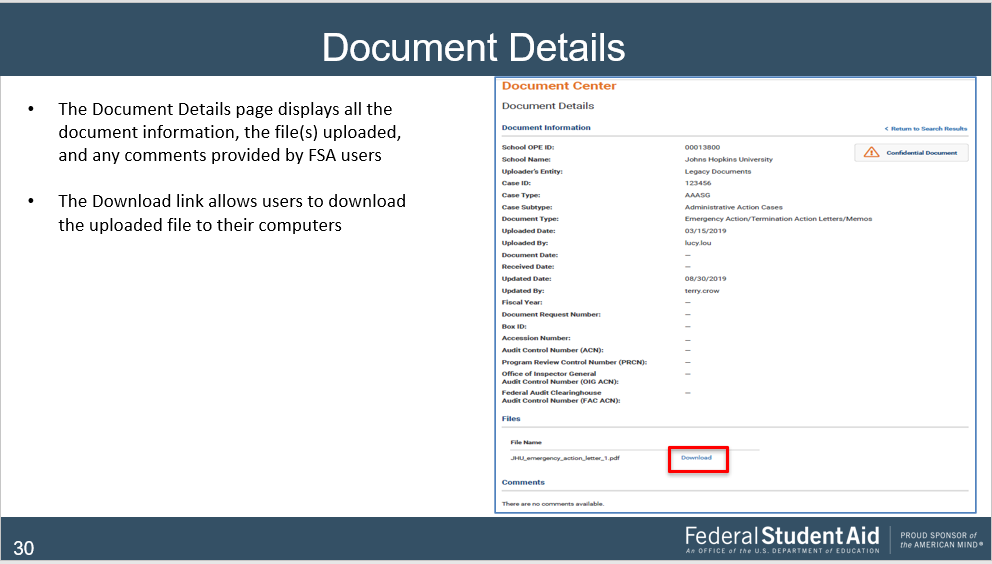
The **Search Results** table displays the following fields:

* **View**
* **School OPE ID**
* **School Name**
* **Document Category**
* **Document Sub-Category**
* **Document Type**

The Search Results table can be filtered or grouped by Document Category or Document Sub-Category.

Similar to the document request search results table, **the Export Search Results link** allowsthe user to export the upload document Search Results to an Excel spreadsheet.

Similar to the document request search results table, the **View link** takes the user to the Document Details page to view the details of the uploaded document, including the uploaded file.

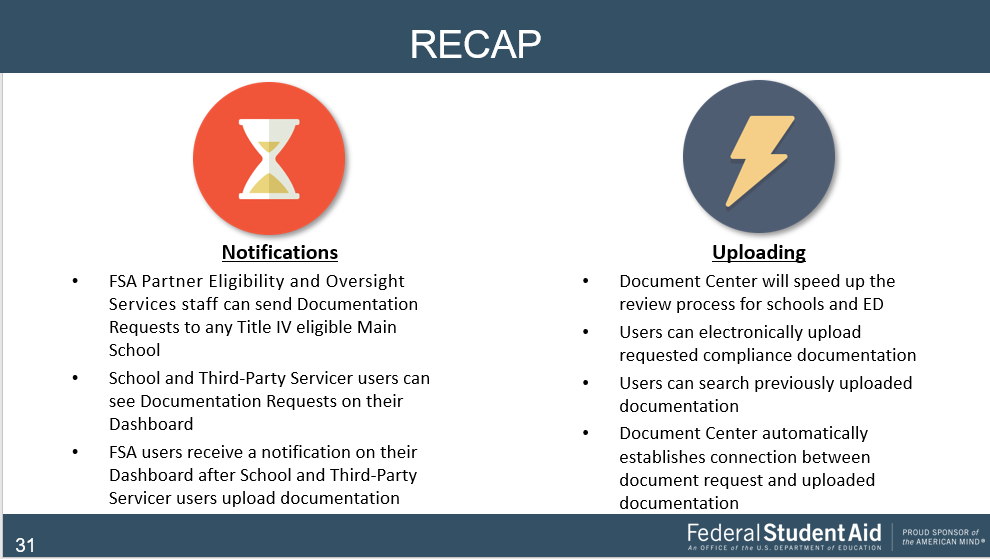


**Document Details**

The **Document Details** page displays all the document information, the file(s) uploaded, and any comments provided by FSA users.

The Download link allows users to download the uploaded file to their computers.

If the uploaded document was marked as Confidential, you will see the Confidential Document indicator in the top right corner of the Document Details page. A Confidential Document is viewable only by the specific School or Third-Party Servicer user who uploads the document and FSA users.

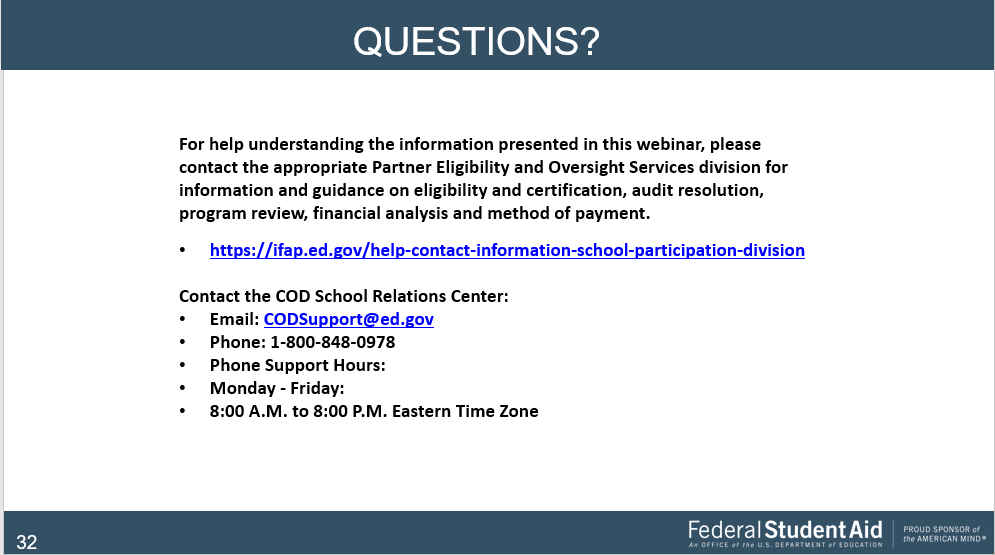


**Recap**

The new Document Center was developed to streamline the exchange of program compliance documents between FSA and School and/or Third-Party partners. FSA and partner users can securely upload, request, modify, and view electronic document files in this centralized repository.

Additionally, the Document Center provides a dashboard to notify partners of specific types of document requests made by FSA and the immediate ability of the institution to fulfill the request.

The Document Center is an electronic record of all documents uploaded by FSA, requested by FSA, and submitted by our school and Third-Party partners. This new process will help eliminate impediments that may cause delays in the review process of the five program compliance business areas.



**Contact Information**

Should you have questions regarding the content presented today, please contact the appropriate Partner Eligibility and Oversight Services Division for information and guidance on audit resolution, financial analysis, method of payment, program reviews, technical assistance, and school and program eligibility/recertification.

If you are not sure which division your school is assigned you may refer to the weblink below:

<https://ifap.ed.gov/help-contact-information-school-participation-division>

For issues with COD access, please contact the COD School Relations Center:

Email: [CODSupport@ed.gov](mailto:CODSupport@ed.gov)

Phone: 1-800-848-0978

Phone Support Hours:

Monday - Friday:

8:00 A.M. to 8:00 P.M. Eastern Time Zone

**Disclaimer:**  All metadata used in this training is from the Document Center test environment and does not reflect true and accurate data from any of our Title IV partners.