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And again, this is session 15. The hands on session that will show how to use the electronic cohort default rate appeal system which we call ECDR appeals. Currently, the ECDR appeal system processes the incorrect data challenge, uncorrected data adjustment and new data adjustment processes.

Since we have limited time in today's session and the draft season is upcoming in a couple of months, in today's session, we're going to focus on preparing and submitting an incorrect data challenge using the ECDR appeal system.

The incorrect data challenge and the new data adjustment processes. So, by showing you the IDC process, it's very similar to what you'll do in the NDA process and the official process if you need to do a new data adjustment. The uncorrected data adjustment process is a very basic process because ECDR appeals will actually prepopulate that for you. I'm going to explain that a little bit later.

So all that user needs to do is go and submit the certification letter and then hit a submit button. So it's a very easy process.

Before we begin the hands on session, I just have a few slides I wanted to go over to give you a brief overview of the system, and those of you who have attended session 18 on the cohort default rates have seen these slides. They were pulled directly from that session.

This slide shows the two challenge types that are available during the draft cycle. At this time, the participation rate index challenge is still submitted via paper. So we won't be discussing that process in this session. We're going to focus on the IDC process.

An incorrect data challenge is used to challenge any incorrect data that is included in a school's cohort default rate – draft code default rate. It's shown the slide. As school can submit an incorrect data challenge if they review their loan record detail report and find any borrower whose DER, **data repayment**, is incorrect and that borrower should not be in that cohort year or should be added to that cohort year or if the borrower's default date is incorrect, and it should not be counted as a defaulted borrower in this school's cohort default rate.

An incorrect data challenge is submitted to the data manager who holds the loan, and I use the term data manager to refer to the guaranty agency or the servicer for the direct loan and \_\_\_ loans that are put to the department.

So it's submitted to the data manager who holds the loan, and if they agree with the school's allegations, they will correct the data in NSLDS so that, when the official rates are calculated, the data will be correct and the official rates will be correctly reflected.

It's just important to know that schools still need to go through the process of downloading their loan record detail report that they receive in their **SAIG** mailboxes and reviewing it for errors prior to beginning to prepare their incorrect data challenge.

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The ECDR appeals process is used to process a school's incorrect data challenge, uncorrected data adjustment and new data adjustment electronically. It's been around for a couple of years since February of 2008 when we released the FY2006 draft rates, and a link to this system is shown here on this slide.

Beginning next year, with the release of the FY2009 draft rates, all schools will be required to use ECDR appeals to prepare and submit their incorrect data challenge in the draft process as well as their uncorrected data adjustment and new data adjustment in the official process. The department will no longer be accepting paper submissions. We will be releasing an electronic announcement on IFAP as the FY09 draft rate release date nears. So you should be looking for that probably around late January as the FY09 draft rate is scheduled to be released to the schools in February of 2011.

This slide shows some of the benefits of using ECDR appeals. It is an easy – we feel it's an easy to interface. Those of you who have done challenges via paper process know that you used to submit a spreadsheet. You'd fill out the spreadsheet, and you would need to attach the supporting documentation and the pages from the loan record detail report for each borrower.

And the system, instead of filling out a spreadsheet, you're just filling out the same information but you're doing it on a screen – an individual screen for each borrower. You'll still need to attach your supporting documents. You'll need to have them available in an electronic format, and you'll be able to attach them via the system. You no longer need to worry about attaching your loan record detail report as the system – it will be prepopulated into the system. So you won't need to worry about attaching the loan record detail reports.

The system also protects the Privacy Act data. As you know, when you're submitting an IDC, you're submitting borrower's Social Security numbers, and now you can submit them on the system. It's a secure system. So there's no chance of the Privacy Act data getting out.

It automatically packages the allegations by data manager. For those of you who have submitted paper in the past, if you deal with more than one data manager, you know that if you were challenge borrowers, say, for three different guarantors, you had prepare three different packages and send them out. Using this system, you'll just enter all of your borrower information, and when you hit Submit, it will automatically be sent to all the data managers.

And the last one I wanted to mention is it compares the draft and the official loan record detail report and automatically populates the school's uncorrected data adjustment. So what the system does is, when the official rate comes out, if you did an IDC via the draft process, via ECDR appeals, it'll look at your draft loan record detail report and your official loan record detail report, and it will look the incorrect data challenge responses. And all of the responses that are agrees mean that the data manager agreed to make that change.

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If those changes are not reflected in your official loan record detail report, they would be submitted as part of your UDA. The system will automatically populate it for you. So you no longer need to do that manual comparison.

And this slide just shows a screen print of the ECDR appeals homepage. Just wanted to point out we were going to see this in a little bit, but I wanted to just point out that it has some useful links here. There's a link to the cohort default rate guide which is shown here, and then in the middle part, there's a link to the user guides for each process – the incorrect data challenge, UDA and the NDA. And there's a link to the registration and user account guide.

You do need to register for ECDR appeals before you can use the system. So this guide will show you how to complete the registration process. Just wanted to mention that, before any other school user can register for ECDR appeals, your destination point administrator for ECDR notification, this is the individual who receives the cohort default rate notification packages in their SAIG mailbox. They will need to register first, and the reason is because – excuse me – that individual will be the one, once they register in the system, you can register. And they will be the ones that will approve you – approve your account access. So they need to register first. Once they've registered, all other school users can register.

This is just – the link – the page was too long to fit on one slide. So this is a continuation of the page, and these links here, underneath the user guide links, are links to some recorded videotape sessions that we did for each of the processes. So, in addition to the user guide, you've got a recording that shows you how to register, how to prepare the incorrect data challenge, new data adjustment and the uncorrected data adjustment. So you can view those on your own time. And finally, there's a link at the bottom to frequently asked questions for ECDR appeals.

If you have any further question on ECDR appeals that cannot be answered in today's session – if we run out of time – we do have a PC lab where, under the default management in the PC lab, you can visit us there with any questions. You can view the ECDR appeals demonstration. We can give you assistance with registration, and we can provide an overview of our default prevention and management website which was recently revamped, I think, of last year.

This is some resources that are available to you. There's a link to the IFAP website, a link to our default prevention and management website, and again, a link to the ECDR appeals website. And this is our contact information. So if, after the conference, you come up with any questions that you need to ask, you have a phone number, an email address and our fax number.

So that's – that concludes the little slide session that I wanted to show you. Now we're ready to go ahead and begin the hands on portion. I need to remove my glasses now because I cannot see the screen. Okay.

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Now on every – everyone on their desk should have received a user data sheet. It's two pages long. It includes the information that you're going to need for today's session. The user data sheet is broken down. You'll see broken down into five different sections.

In section one, we're going to be explaining how you would create an incorrect data challenge case. So you have the user name and password you'll need for that. In section two, we're going to talk about how to prepare the case details. So you have the information you'll need for that. In section three, we're going to talk about when a data manager has responded to your incorrect data challenge, you'll need to go in and review the response, and if you need clarification on any of their responses, we're going to go over how you would do that in section three.

In section four, we're going to show you a closed case and what you would do once the incorrect data challenge is closed, some reports that you can view, and in section five, we're going to talk about sometimes a data manager might request additional information from a school while reviewing the incorrect data challenge. They can do that through the system, and if they do that, we're going to show you how you would respond to that request.

So to begin, everyone on your screen – and I'm going to be doing this along with you. So if any – if at any time you get lost, if you get behind, you can always just stop and view what I'm doing. It will be on the screen.

To begin, you see the ECDR appeals icon. It's located there on your screen. If you could double click on that and that brings you to the ECDR appeals homepage. And there – again, the links are available here that I mentioned earlier. What you would need to do is hit the log in button that we see here, and that brings up the log in page.

Before we enter in our user ID and password, I just wanted to briefly go over the links that are on the left hand menu. You have the link if you forgot your password. It will allow you to reset or if you need to change your password or if you forget your user ID. And here's the registration link. When first time users who need to register, you'll need to get to this page. You'll hit the registration link here and go through the process to register.

The link under that only DPA – people who are DPAs for ECDR notification will have this link available to them. This is the ECDR DPA admin functions link, and this is where those – the DPA will go into approve users who are requesting access to the system. And finally, the last link is the edit my account link.

So, now, on your user data sheet, you have a user name and a password to enter in. I do want to mention, also, that the accounts will be locked out after three attempts. So if you make a type when you enter in your user ID and password, after two times, please just raise your hands and **Felix** or **Mary** will come and help you because, after the third time, you'll get locked out.

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So, at this time, if we could all just go in and enter in the user name and the password under number one on your user data sheet, and I'm going to enter in what I have here, but you should be entering what's on your user data sheet. And once everyone has entered that information, it will take you to the current cases screen. Excuse me.

The current cases screen is where you will find all of your cases for that cohort year. So, for 2009, if a school does an incorrect data challenge in the draft process and then in the official process, a school does an uncorrected adjustment and a new data adjustment, all those cases will show here under your current cases page.

Before we go on, I did just want to go over at the top, next to the case, I just wanted to mention what the menu is here. The case button will always take you back to this current cases screen. So, if you ever need to get back to your current cases screen, you'll just hit the case button. The reports button – you can go ahead and click on it – will take you to the any available reports, and I'll explain this report later in the session.

The profile button takes you to the edit profile page. First time users, first time users, the first time that they log into the system will automatically be taken to this page, and this is an important page because you need to enter in your profile information here. This top part of the profile screen shows you the organization information, and it will be prepopulated with the information that you provided during the registration process.

If you scroll down to the user contact information, this is where you will enter your user contact information. I'm going to just enter in some sample information here, and you need to enter in your email address, phone number. The most important thing to remember is that email address must always be kept updated, and the reason is because ECDR appeals uses the email's notifications whenever there's any kind of a change or – in the status of your case, it's going to send you email notifications. It's going to send it to the email that you enter here in your user contact information. So you always want to make sure that your email address is kept current.

So, once you've entered that data, you'll hit the Save button, and it will save it, and it will take you right back to the current cases page. After the profile button, you see the help button. If you click on that, it takes you to the help information which will take you to the links to the user guides and the cohort default rate guide. I'm going to X out of this, and the last button is the log out button which is self explanatory.

Now, next to the view current cases and the submenu, you see a view past cases. So, if you've done an electronic challenge or adjustment in the past and you need to go back to view it for any reason, you can just hit the View Past Cases button, and you'll be able to get to your cases from previous cohort years.

So now we're going to go ahead and initiate our incorrect data challenge, and to do that, you'll hit the new case button, and that will bring you to the case detail screen. And in the case detail screen, this is where you'll find all of the information – the overall information on your case. Under the case type, you'll select IDC for the challenge

process. The only type available to you is IDC. So it's going to be automatically selected.

And in the comments section, you can enter in any overall case comments here. I'm just going to enter in a comment, and you'll hit the save button. And now the case has been initiated when you – it takes you back to your current cases page, and you see now that you've been assigned a case ID number. And we see that the status is showing as awaiting loan record detail report. We'll go ahead and click – if you click on the case ID number, it takes you back to your case details page.

And now you'll see this message under the case information in blue. It says that, before you can prepare the details of your case, FSA must load your loan record detail report into the system. No action is necessary on your part. You will be notified once that data has been loaded, and it always tell you how many days you have left to submit your case.

Incorrect data challenges have – you have 45 days to submit incorrect data challenges during the draft process. During the period of time that it takes FSA to load that loan record detail report into the system, the system will temporarily halt that timeline so that it will not count towards your 45 days. And you will receive email notification once the loan record detail report has been loaded into your system, and the email notification will tell you that the loan record detail report has been loaded and that your case submission timelines have resumed.

So, at this point, I'll scroll down just to show you what the screen looks like, but there aren't any other options to you at this time, and there's nothing else for the school to do until they receive that email notification. So, at this point, you would just log out of the system, and I'm asking everybody to close their browser because we'll have to reopen it each time between each segment because we're going to be logging in under different user IDs and passwords.

But I wanted to show you what that email notification is going to look like that you're going to get, and this is a copy of the email notification that you'll get from the system. It tells you the loan record detail report extracts for your school have been loaded, and it tells you, in all caps, that your incorrect data challenge timeline has resumed. So, at this time, you will want to go into ECDR appeals to begin to prepare the details on your case.

There's a link here that takes you to the case, but we do recommend – it is a recommendation that you not ever just click on a link directly from an email. It's best to go in and actually log into the system rather than to click on it – at any time to click on any kind of a link that comes in an email. It's just a good security practice not to click on links that come with emails.

Okay. So that – we created our case. That's the end of segment one. Now we're going to go into segment two. We're going to prepare our case. So we're going to go back into ECDR appeals and open it again. Hit the log in button and you're going to enter in the user name and the password that you have under number two on your user data sheet \_\_\_\_

for preparing case. So I'm going to enter what I have here, but you should be entering what you have on your sheet.

And you'll hit submit, and it will take us to our current cases page. And now you see that the status has changed from awaiting loan record detail report to being prepared. And if you don't – when you get that email notification – I just wanted to mention – you could also just check in every day to see if the status is updated because sometimes emails, as we all know, could go to your junk file, and so it's a good idea just to check – log in every day and just be sure that the status hasn't updated. Don't rely on getting that email notification. You should get it, but it could go to your junk email. So you want to be checking your junk email too.

Yes. The time frame for loading the loan record detail report? In the past, it has taken us longer up to a week, but this – for FY09, we have a new way of loading it which we are anticipating it should not take any more than 24 hours. That's not a promise, but that's what we're anticipating. So.

Okay. So, at this time, we're going to go ahead and click on your case ID which will open up the case details screen. And now, under the – we see that we don't have any options available to us under the case processing actions. Later on, we will have – I'll – we'll get into this once we have an action available, and I'll explain that to you.

Under the case information, you have a message saying you must select loans for all requested adjustments before you can certify and submit the case, and it again tells you how many days you have left to submit your case. The case data shows as being prepared, and there's a status date.

In the comments history, if you entered any case level comments, they will be reflected here, and you have a comments field if you need to enter any comments here. And under the case actions, we have a new adjustment button available to us. This is where we'll hit the new adjustment button, and that will take us to the adjustment details screen. So we're going to go ahead and do that now.

First, we have to enter in the borrower SSN for the borrower that we are challenging. So, if you could enter in the adjust – the SSN – the sample SSN on your used data sheet for borrower one not borrower two but enter it in for the first borrower, borrower one. I'm entering what I have on my sheet and then hit create adjustment, and this will take you to the adjustment detail screen.

And we see that the borrower's SSN and the borrower's name show up here. It got – the system got that information from the loan record detail report. And if you scroll down under the school input section, this is where you're going to enter your allegation. So, under the basis of alleged – every field that is required as a red asterisk mark next to it. So the basis of alleged error is a required field. It's a dropdown menu. So, if you click on this side, you have a number of choices available to you, and if none of these choices

fit your particular allegation, you can always select the other button, and then you would just need to explain it in your comments field at the bottom here.

For purposes of this demonstration, we're going to select the incorrect **data repayment** as our basis of alleged error. Incorrect data repayment. It's right above – it's right – you can see it on the screen.

And then for the last date of attendance, we will enter – it's not on your sheet. I'm sorry. For borrower one but just enter 04052008, and then for the data repayment enter 10062008. That's six months and one day. We're going to leave the default date blank because this school was alleging that this borrower – you know what? I'm sorry.

I gave you the wrong allegation for this borrower. Let's change the basis of alleged – leave the information I just gave you, but under the basis of alleged error, instead of selected incorrect data and repayment, let's select the loan was repurchased. So what the school is saying here is the loan was repurchased. The lender submitted the loan in error, and the lender did repurchase the loan within six months of the default date. So, therefore, the school wants this loan taken out of their numerator and left in the dominator.

So, therefore, we're going to leave the default date blank because the school was the saying the loan should no longer be counted as a defaulted loan. It's important to remember, when you're entering your allegation, that you're entering in what you're saying the correct information is not how the borrower is current counted in your loan record detail report. You're entering what you're saying is correct for this borrower.

So now we have the LDA and the DER, and we're going to leave the default date blank. And now the effect on calculation – there's a dropdown for each year in case this – in case your allegation affects previous years, but in this particular example, we're only going to affect the FY09 rate. So you'll select 2009 and then it's a dropdown. You'll have to select how it affects the rate. In this example, we're saying this borrower was in both the numerator and denominator, and we want him taken out of the numerator only.

So the selection you would be is minus N. Subtract from numerator. So once you've selected your affect on calculation, there's a comments field. If you have any comments that you want to enter about this allegation, you can enter them under the comments field and then you'll hit the Save button. And what happens then is that the adjustment details page refreshes, and now, if you scroll down on the screen, you see some additional buttons that become available to you.

Under the adjustment actions, we have a select and deselect loan button. So let's go ahead and select deselect loan button, and this is where you'll select all of the loans for this borrower that this allegation is referring to. In this case, the borrower has two loans that were counted on their cohort default rate loan record detail report, and you have two tables here. The top table says, "Loans from loan record detail report," and the bottom table has the selected loans.



And the system defaults to automatically select all loans. So that's why we have these two loans automatically selected. If that is incorrect and if your allegation refers to only one of the loans, let's say one of these loans was not a defaulted loan. So you didn't want to include it in the allegation because it's not counted in the numerator, you would just have to click on the checkmark and then hit Save and then it will refresh and, under the loans from loan record detail report, the loan will show up there as a nonselected loan.

So you'll still have the one loan, but the other loan will not be selected. You'll get a message at the top here that says, "There are some loans that were not selected." It's just a warning, and it's telling you are you sure that you meant to deselect this loan. And if you are sure, then you would just hit the back to adjustment, but in this case, let's go ahead and reselect this loan under the loans from \_\_\_\_ and hit the save button.

And now, it comes back under the selected loans tables. So both of the loans for this borrower are selected. That means that the school is saying that both of these loans are defaulted, and they want these loans taken out of the numerator.

So now you would hit the back to adjustments screen. We've selected our loans for the borrower. We've entered our allegation. There's one other button here that I wanted to mention. There's the new adjustment button. That's what you'll select when you're ready to add a new borrower. There's a couple of ways to do that.

And then there's remove adjustment button if you want to remove this allegation, and there's a change data manager button. You may not need to use this, but I just wanted to show you how to use it just in case. If, at the time that the cohort default rate was calculated, the loans belonged to a guarantor and you know that that data manager no longer holds that loan, that it was sold to another – sent to another servicer, then you could hit the change data manager button and that brings up the change data manager screen. And it will allow you to select who the data manager is for the loan.

So in this case, I'm going to just select any one of these. I'll select 611 and then you'll – it gives you the two loans, and you need to select which loan or both loans if it's both of them. I'm just going to select the top loan. I'm going to say that loan is now held by 611, and then you'll hit the Save button and then you'll hit the Back to Adjustment button. And now, when you scroll down to the data manager adjustments table, we have two different data managers showing.

So we have – we still have two loans. One is with data manager code 555, and one is with data manager code 611. So this allegation will go to both of these data managers. You probably won't need to use this button that often, but data managers also can use this button. So if they receive an allegation that they no longer hold that loan, they can change it and send it to the correct data manager. So I just wanted to show you how that button worked.

Okay. So you've entered in your allegation. You've selected your loans. The last thing that you need to do for this borrower is attach your supporting documents, and the

supporting documents section in the middle of the screen here, you see a button that says, "Attach file." You'll select that, and that will take you to the attach adjustment support documents screen and then you'll need to have your supporting documentation on your computer in an electronic format so that you'll be able to upload it here.

And remember, supporting documents can be in any – in many different types – it supports many different types of documents – PowerPoint, Word. It supports PDF. You can use a screen print showing that the school timely reported the LDA. You can take a screen print and save it into a PDF file. You can take a – if it's a canceled check and you want to scan it in, you can scan it in and save it as a PDF. You just have to have it electronically available on your computer so you can attach it.

And the way we would attach it is we would hit the Browse button, and you would need to browse to wherever the file is located. The file that we want to select is on our desktop. So desktop is already selected, and we will scroll down to session 15 documents which is at the bottom. I just go all the way down to get there.

You double click on that. It will bring up some sample documents that we preloaded into the computer. You can select any one of these. I'm going to select this one. Just select any one of them and then hit the Open button, and then it will show here the path of the file will show here. And you can enter in a file description if you would like describing what the attachment is and then you'll just hit the Save button.

And then once you hit the Save button, it will take you back to the adjustment details screen for this borrower, and if you scroll down, under the supporting documents, we see that the document is showing here. And you could click on it and make sure it's the correct document, and if it's not correct, you could hit the remove button and it would remove it, and you would just need to go through that same process to attach the correct file.

So that's it for this borrower. We've entered all the information. We've got the allegation. We've got our supporting docs. We selected our loan, and the two loans are showing here. They're going to the correct data manager. So now you could – as I mentioned earlier, you could, under the adjustment actions, just hit new adjustment, but I want to show you – let's go ahead with the Back to Case button, and this will take us back to our case details screen.

And now we have a Certify button available to us. Don't hit that yet. Once you've submitted all of your borrower information, that's when you'll be ready for that step, but we're going to go ahead and add one more borrower. If you scroll down to the bottom, under the requested adjustment table, now we have the one borrower that we added.

The system has created an adjustment ID number. You can always get into the adjustment detail screen by selecting that adjustment ID number. And under borrower, this is the borrower's SSN, and if you clicked on that, it would take you to the

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information from the loan record detail report for that borrower, and then to get back, you just hit back to case and that takes you back to the case details screen.

So, as I mentioned, we're going to go ahead, and I want to show you how to add information for a borrower who's not included in the loan record detail report if you're saying that this borrower needs to be added.

So under the case actions, you'll hit the New Adjustment button which, again, will take you to the borrower's selection screen, and if you could enter in the SSN information for borrower number two under number two account for preparing case, you'll need the borrower number two. And I'm going to enter in what I have here.

So when you enter it and you hit the create adjustment, you'll get this message in red. It says that, "The Social Security number you entered is not present in the loan record detail report or is invalid. Please review and type in the correct SSN to search for. If you are sure this is the correct SSN, please fill in the borrower's name in the text fields below to create a record for this borrower.

So if you made a typo and you know that the borrower should be in there, you could just hit cancel and go back and do the process again. But in this case, we know the borrower is not in the \_\_\_\_ because we're asking them to be added. So you'll need to enter in the last name, first name and middle initial for the borrower which is on your user data sheet under borrower two. It's just – I think it's John Doe for everybody.

So I'm going to enter in the information here and then hit Create Adjustment. Excuse me. And so now it takes you back to the adjustment detail screen, and this is where you enter your allegation for the borrower. So, again, under the basis of alleged error. This is the case where we're going to select incorrect data in repayment. So scroll to where you seen incorrect data and repayment and select that.

And then the adjustment information – we'll enter the information that's in the adjustment information not the loan information. We'll get to that in a little bit, but the adjustment information, the actual allegation, what the school was saying is the correct data for this borrower. It's – we have the sample information for you on your user data sheet.

I'm going to select what I have here. So just enter in your LDA, you date under repayment, your default date – although, in this case, we're saying this borrower did not default. So we're going to leave that blank and your effect on calculation. And in this case, we're saying this borrower needs to be added to 2009. So we're going to select 2009, and the action is plus D. We want them added to our denominator.

And then you can enter a comment if you wish at this time regarding this allegation, and you hit the Save button. And again, the adjustment details screen will refresh, and you'll have those additional buttons available to you. You'll note that the data manager adjustments table is blank. That's because the system – this borrower is not on the loan

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record detail report. The system has no information on this loan. So we're going to need to enter that.

To do that, you'll go under your adjustment actions, and you'll hit select, deselect loan again, and you see that no information shows. So we need to manually add the loan details. So you'll hit the Add Loan Manually button. You'll get a message that says, "You must first attach supporting documentation before you can add a loan manually," and that is true.

So we do need to go back. So we'll hit cancel, and we'll hit back to adjustment. And in cases where the borrower is being added, we need to add our supporting documentation before we select the loan.

So you'll go to the supporting documents and do just what we did for the previous borrower. We'll hit attach file and then you'll need to hit the Browse button, and you'll browse to wherever – yes, I have a question. Oh, you're waiting for Felix. Sorry.

You'll browse to wherever the file is located on your computer. We're going to – I'm just going to select one of these as my supporting document and hit open. And then it should – the path for the system shows here and then you can enter a file description here and hit save. And now we scroll down to the supporting documents, and we see that the document is showing here.

So we've attached our supporting documentation. Now we're ready to enter our loan details. So, again, you'll select deselect loan, and you'll hit add loan manually. And now, it will take you to the manually add loan screen. Now these are the – you're going to need to enter the loan details for this loan as currently reflected in NSLDS. So you'll need to go into NSLDS to the loan details section to get the details for this loan. That's the only way we can identify which loan you're talking about and which data manager the loan – this allegation will need to go to.

So you'll go into NSLDS, and you'll gather this information. And all of the information that is required, again, as a red asterisk next to it. So you'll enter under data manager. For purposes of this allegation, I'm going to enter what I have here under loan information on the user data sheet. You can enter what you have on your user data sheet under number two loan information.

I'm going to select 555 as my data manager code and then the loan type. I'm going to select SF for Stafford loan. Last date of attendance, you can enter that although you won't find that on the loan detail section. That's actually under the enrollment screen, and it's not a required field. So you can leave it blank, and I'm going to leave it blank and go right to the date and repayment scheduled repayment date, and this is required.

You will find the scheduled repayment date under the loan details. The field is called – I believe it is called scheduled repayment date. That's the date that NSLDS currently shows as the DER for this loan. I'm going to enter what I have on my sheet which is

10012001 and then the date defaulted. If the loan has a default date, you would enter that here. I'm going to leave it blank, and you need to enter in the loan period start date, and I'm going to enter what I have on my sheet and the loan period end date and the loan guarantee date.

The claim reason code, you only need to enter that if there is a default date. In this case, the loan didn't default. So we don't have a claim reason code, and then the last thing that you'll need to enter is the loan status. And I'm going to enter the ID. You – again, you'll get this information from the NSLDS loan detail screen.

So once you've entered all of the manual information for the loan, you'll hit the Save button, and it takes you back to the select/deselect loans screen. And now we see that the loan details that we entered are showing under the selected loans table. You'll do this again if the borrower has more than one loan and if the – if you're challenging more than one loan for the borrower, but in this case, we're just going to enter the details for the one loan. And then you'll hit back to adjustment, and this will take you back to the adjustment details screen, and now if we scroll down, we can see, under the data manager adjustments, that it is filled out now. It's going to go – the allegation is going to go to DM code 555 and the effects – this is what the school entered in their school entry section.

So we're done with this borrower. We've entered the allegation. We've added our supporting docs. We've selected our loans, and we're done with this borrower. So now we're going to hit the back to case, and that takes us back to the case details screen. And now we have under our requested adjustments table, we show two different borrowers with our allegations here.

You'll continue to do this for all the borrowers that you found errors in your draft code default rate. All the borrower that you want included in your incorrect data challenge. So we're going to say, for purposes of this demonstration, that we're done. We've entered the two loans. So now, under the case processing actions, you have a Certify button. It is a regulatory requirement, when you're doing an incorrect data challenge, that you attach a CEO or president letter certifying that all the information included in this case is correct to the best of their knowledge.

So you'll need to have that letter available electronically. Sample language for that letter is available in the cohort default rate guide in chapter 4.1, the IDC section. There's a sample letter there, and you can use that letter. You'll need to tweak it a little bit because it was done based on the written – the mail process. So you'll just want to tweak it to say – rather than see the attached spreadsheet, you'll want to say, "See the information in the electronic case."

So, once you've prepared your letter, you got your president to sign it. You'll need to scan it in. You'll need to have it available to you, and once it's available to you, then you'll hit the Certify button. And again, it will bring up the attachment screen and same process as when you're attaching your supporting docs. You'll browse to where you have

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your certification letter, and you'll select it. Hit open and it will show – the path will show up here and then you can enter a description here if you like and then hit save.

And then you'll see that the certification letter is showing up on the screen here. You can actually open it, make sure that it's the correct documentation. If it's not, you can X out, and you can always decertify the case if you selected the incorrect letter. You can hit decertify. It'll take you back to the current cases screen. You can just open the case up again, hit certify, browse to the correct letter and then hit save and make sure that you've got the correct letter attached.

So, once you've attached your certification letter, you're ready to submit your case. You have a submit button, and all you need to do is hit submit, and you'll get this message – case preview message. It tells you to, "Please make sure that you've identified all the borrowers that you wish to include in your challenge or appeal."

And it tells you that, once you have submitted, your case, you can no longer add any additional borrowers. So you want to make sure you've included all the borrowers that you're going to challenge because, once you've hit the submit button, you can't add anybody else to your case. And then finally, it tells you to make sure you have attached all of your necessary supporting docs.

So we're going to hit okay. So now we've submitted our case. It takes you back to the current cases page, and the status is showing as submitted. That means the case has been submitted to all the data managers. They have it now, and they're going to go ahead and reply.

So now we're going to move onto the third section of the hands on section today where we're going to show you, once a data manager has responded, how you can request clarification from them if necessary. So you'll need to log out and close your browser and then open ECDR appeals again.

And again, hit the log in button, and now we're on segment three. So, on your user data sheet, you have an account for case that DMs have responded to and school can request clarification from. Enter the user name and the password under number three.

And once you've done that, it takes you to the current cases page, and we're going to click on this case ID that is showing. We can see the status here. It shows that all the data managers have responded. So, if you click on the case ID, it'll open up the case details page. In this case, there are a number of adjustments in this case, and that's because we wanted to have one adjustment for all the computers. So that you all would be able to open up one adjustment. This case has 75. The cases will always show you at the bottom showing one through ten of 75, and if you want to get to 11 through 19, you would have to hit page two and so on. The pages are up here at the top of the table.

Now everybody should have, on your user data sheet under number three, you should have an adjustment ID number at the bottom of the page. If you go under your

adjustments, here's a search button here. If you click into the field next to it and enter in the adjustment ID that you have, I have 70070, but everybody should have a different number. In the table next to the search button, this table here, that's where you'll enter it and then hit the search button.

And it will bring up that adjustment ID only. If you selected other as you basis, yeah, you'll if you selected other, you need to explain in the comments field what the allegation was. So, now, you've got your adjustment ID. So, if you click on that, that will take you to the adjustment details page, and you recognize that this is where you entered your allegation.

If you scroll all the way down to the data manager adjustment table, you'll see what the data manager responded here. You can see they disagreed, and the comment shows up here. But to actually get into the case to get the details of what they said, you can click on the DM adjustment ID. That's a link to the data manager adjustment details screen. This is the screen that data managers see, and it's the screen that they actually respond on

And if we scroll down, we see here's the school input section. That's where you – that's the school information that they entered, and here's the DM info section. That's where the data manager entered their response. We see that they have disagreed, and we see the LDA and DER here. And under the comments history, you see that the – you can see the data manager comment. It says that they, "Disagree with allegation. See data manager supporting documentation."

And school – the data manager's can attach supporting documentation, and if – it would be here under the data manager supporting documents section. We see that it's blank. There's no attachment here. So, in this case, we're going to ask the data manager to – we're going to ask them to upload the supporting documentation.

So, at the top of the data manager adjustment detail screen, under DM adjustment processing actions, you see a request clarification button. You'll select that, and this brings up a correspondence screen. And this is where you'll type in whatever it is that you're requested clarification on. You'll type it into the correspondence screen. I'm going to just type in, "Please attach supporting documentation."

And once you've typed in the correspondence in the correspondence field here, you'll hit request clarification. It'll take you back to the adjustment details screen, and if you scroll down now, the status for the data manager adjustment table has updated to clarification requested from school, and the comments field says – the comment that you entered shows here. And at this point, your request for clarification has gone to the data manager, and they will get an email notification telling them that you're requesting clarification. They need to log into the system and respond to your clarification request.

So we're done with this – with section three. So you can hit back to case to take you back to the case details and hit the log out button to log out and then close the browser.

And when they respond, as I mentioned, you'll get an email notification. You can go in and see their updated response or whatever it was you asked for.

Now, after the data manager responds, the school's requested all the clarification and the – actually, schools have 20 days to request that clarification. Once that 20 day clarification period is finished, FSA will go in, and we'll do our part which is just to review the data manager responses to make sure there were no typos or anything because we want to make sure everything's correct so the system can properly do the comparison for the official process.

And once we've completed that process, we'll close the case. Schools will receive an email notification when the case has been closed. I'll show you what that looks like. Oh, this was an email notification just showing you what it looks like when a data manager has responded to your case, and you'll get this email notification tell you that the data manager has responded.

This email is the email that tells you – oh, so I didn't show you these. This email tells you that a data manager's requesting additional information. Okay. That's under – that's segment five, actually, which we'll get to if we have time. Oh, I'm sorry. I guess I don't have a sample email that shows you a closed case, but you'll get an email when the case is closed telling you that the case has been closed.

So, once the case is closed, I want to show you what you can do. There are different reports that are available to you. So, if everybody can open up – again, open up ECDR appeals and under – on page two under section four, you have a user name and password. If you can go ahead and enter that, and I'm going to enter – I think we all have the same user name and password.

And this takes us to the current cases page. We see the IDC case here. We see the status is showing as closed. So you could actually just open the case by hitting on the case ID, and that brings up the case details page. We see the case status is closed. At the top of the screen, you see a link to the case – it says, "Case detail." That's the case detail report. If you click on that, it will bring up the case detail report.

And this report tells you all the details of our case. You can actually scroll down. The first section of the case details report gives you the comments history. These are all of the case comments that were entered and all of the different changes in status. So you can get the dates for the changes in status from the case history comments.

If we scroll down past the comments, we get to the borrower adjustment detail section, and this is where we can get all of the information on each borrower. This is the first borrower that was entered. It tells you the allegation and the effect that the school entered and all the comments that – the allegation level comments, the adjustment level comments will show here.



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And then there's section that says, "DM input," this is what the data manager responded. It gives you the data manager's three digit code and the name of the data manager. It tells you the response and what the effect was on the calculation, and then any comments that the data manager entered will show up here.

So that will happen for every borrower. So you can scroll all the way down and see the school and the data manager response. To close this, you will just hit the X button, and you can print this. There's a print icon next to it. So you can print this report.

There is one other reports that's available to you. Under the reports tab, there's a CDR change report, and this report will show you what the effect of all the agreed up allegations will make on your school's numerator and denominator. So it will list all of the borrowers that were challenged that the data manager agreed to change, and it will tell you what the effect was. If the borrower – if they agreed to remove it from the numerator, it will show up under the numerator section, and if they agreed to move or add to the denominator, that will show here and then it will do the totals for you at the bottom. So you'll know what the total effect was on your draft numerator and denominator. It won't tell you the rate, but it will tell you the effect on the numerator and denominator.

So you could actually do that math yourself to figure out how that's going to figure out your draft cohort default rate or how that should affect your official cohort default rate.

So those are the reports that are available for you. So, now, we're going to go on to the last section, section five. So let's go ahead and log out and close your browser and then we're going to reopen ECDR appeals, and under section five, you have a user name and a password that you can enter.

And in this section, we're going to show you when data manager receives a school's incorrect data challenge electronically and if they need additional information from the school, they will submit a request via the system, and you will get email notification stating that that data manager is requesting additional information, and you need to go in and provide it.

So we're going to go ahead and log into the system using the user name and password under number five. And in this case, I just wanted to show you in case this is for any of you that have – that dealt with more than one **OPEID**. If you deal with more than one OPEID, if you're doing challenges for a number of schools, you're going to have a number of different – we call them perspectives.

So, in this case, this person, who has this user ID and password, does challenges for three different schools. So you just need to – there's a dropdown button, and all of your schools will be listed here, and you'll select the correct perspective. In this case, we're going to select the 111111 and then you'll hit okay, and then that will take you to the current cases page for the OPEID.

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And we see that the status is in data manager review. The data manager still has the case, but they have asked you for additional information because you got the email notification. So now you'll click on case ID, and that will bring up the case details screen. And we'll –everybody has a different adjustment ID. If you can enter in the adjustment ID in the box next to the search that you have on your user data sheet for number five, the very last thing there. I have 700780, but everybody should have a different number and then hit search and then it will bring up that adjustment ID.

And you'll know the adjustment ID because it will be in the email notification that you receive. So then, if we click on that adjustment ID, it brings up the adjustment details page, and you'll scroll down to the data manager adjustment table. Okay. And we'll actually have to click on the DM adjustment ID. And in the comments history, you can see the comment from the data manager. It says, "Please provide documentation for last day of attendance."

So, in this case, they're asking us for some additional supporting documentation. So the school would respond just by hitting the – you'd have to go ahead and get that supporting documentation. You'd have to have it available in an electronic format and then you would go ahead and attach it to the system in the same way that you have done in the past for all supporting docs and for the CEO certification.

You'll scroll to where that documentation is located, and you'll select it. You can enter a file description if you like. Hit save and then the data manager adjustment details screen will refresh, and you can scroll down. And now, under the school supporting documents, we see what we just attached here. If you attach the wrong file or if you need to attach something else, you could hit the attach file again. If you need to remove this, hit the Remove button, and it would remove that and then you'd be able to attach the correct file.

So, once you've attached it, you're not done yet. To send it to the data manager, you need to scroll up, and under the DM adjustment processing actions, it says, "Forward to data manager." So you'll hit the Forward to Data Manager button. It will bring up a correspondence screen, and you can enter in anything here. Just – you can say, "This is in response to your request," and then hit forward to data manager. And it's actually forwarded back to the data manager. We see that the comment has disappeared, and it's in DM review. So then they can go ahead and complete their review.

So I'm just going to hit the back to case, and now we can log out of the system.

And that concludes everything that I wanted to show in today's session, and if anyone has any questions, we are being recorded. So if you do have any questions, I think we need to come up to the microphones to ask, or you can see me if you want to just ask me after the session. We only have about five minutes anyway until the session ends.

So, thank you everybody. Thank you for joining us.

*[End of Audio]*