

March 2007

DLB-07-05

Subject: Online Entrance Counseling Issue Resolution

Dear Partner:

During the period December 12, 2006 through January 19, 2007, we experienced some issues with online Entrance Counseling offered via the [Direct Loan Servicing Web site](#). In some cases, students who attempted online Entrance Counseling during this period were not recorded as having completed the process. Additionally, Entrance Counseling reports through the [Direct Loan School Web site](#) were incorrect and did not include all students who completed online Entrance Counseling during this period.

We resolved the online Entrance Counseling issues on January 19, 2007 and have communicated with schools that contacted us about the issues. At this time, we want to ensure that all schools are aware of the following resolution-related guidance:

December 12, 2006 - January 11, 2007: Any student who attempted online Entrance Counseling during this period has now been recorded in the Direct Loan Servicing System. Any data that were potentially missing on school reports for December 12, 2006 through January 11, 2007 were restored completely and are now *accurately* reflected. Reports can be regenerated through the [Direct Loan School Web site](#) at your convenience.

January 12, 2007 - January 19, 2007: Any student who attempted online Entrance Counseling during this period has not been recorded in the Direct Loan Servicing System *even though the student may have received confirmation that he or she completed a session*. Unfortunately, we cannot identify the students whose sessions were completed but not recorded in the Direct Loan Servicing System.

- ***If a student has printed confirmation of online Entrance Counseling completion during this period,*** your school should accept this documentation.
- ***If a student does not have printed confirmation of online Entrance Counseling completion during this period,*** he or she will need to retake the online Entrance Counseling or meet the entrance counseling requirement in some other way acceptable to your school.

We apologize for any inconvenience the online Entrance Counseling issues have caused schools and students. If you have any questions about these issues or the resolution-related guidance, please contact the Direct Loan School Services group at 888/877-7658.

Thank you for your ongoing partnership in the Direct Loan Program.

Sincerely,

Bill Leith

Acting General Manager, Application, Operations and Delivery Services