



October 29, 2010

**This edition of the COD Processing Update will remain on the [COD Web site](#) until a new edition is posted. We will notify schools via a COD Web Message when a new edition has been posted. **

Direct Loan Program

COD News



UPDATED!

RESOLVED - Master Promissory Note, Entrance Counseling, and PLUS Search Issues [(4/22/10) Updated 10/29/10]

Earlier this year, Federal Student Aid had identified several issues when schools searched for Direct Loan Master Promissory Notes (MPNs), Direct Loan Entrance Counseling results, or Direct PLUS Loan Requests via the [COD Web site](#). On July 25, 2010 and July 27, 2010, Federal Student Aid implemented the necessary system updates to resolve most of the identified search issues.

On October 25, 2010, Federal Student Aid implemented additional system updates to resolve the final search-related issue: MPN Search by SSN-The search results do not return all MPNs associated with the student. The search results should now include any MPNs from any school associated with a student.

Federal Student Aid apologizes for any inconvenience the search issues may have caused and appreciates your patience as it worked to resolve the search issue. If you have questions, contact the COD School Relations Center.

COD Holiday Schedule For November 11, 2010 (10/27/10)

Thursday, November 11, 2010 is the Veterans Day Federal holiday.

- The COD School Relations Center will be open.
- The COD System will accept and process data from schools and send back responses/acknowledgments on Thursday, November 11, 2010, but schools will not be able to receive any Federal funds on that day. Requests for changes in funding levels and for funds will not be processed until Friday, November 12, 2010.

Further information regarding Veterans Day processing and customer service hours for COD and other Federal Student Aid/Department call centers is posted in an Electronic Announcement on the [IFAP Web site](#).

Direct PLUS Loan Credit Check Processing Issue Resolved October 26, 2010 (10/26/10)

Earlier this morning, Federal Student Aid determined that there was an issue with Direct PLUS Loan credit check processing. At that time, schools were not able to complete credit checks via the COD Web site. Borrowers received an error message when completing a PLUS application on the StudentLoans.gov Web site.



Federal Student Aid has corrected the issue and normal operations have been restored.

Federal Student Aid apologizes for the inconvenience this issue may have caused.

SAIG Mailbox Functions Unavailable October 30-31, 2010 (10/25/10)

During the period October 30-31, 2010, Federal Student Aid needs to execute an extended maintenance activity that will impact all functions of the Student Aid Internet Gateway (SAIG) mailbox servers.

Note: Routine Web site maintenance that occurs each weekend will also be completed as scheduled and announced through other communication methods.

From Saturday, October 30, 2010 from 6:00 P.M. (ET) until Sunday, October 31, 2010 at 11:00 A.M. (ET) all SAIG mailbox functions will be unavailable in order to implement system updates. Schools will receive an error message informing them that the SAIG is unavailable.

Federal Student Aid appreciates your patience and understanding as it completes the required activities.

Weekly Reminders



COD Computer-Based Training (10/29/10)

Federal Student Aid takes this opportunity to remind the community of the availability of the COD Computer-Based Training (CBT). The COD CBT includes enhancements that have been made to the COD System, the [COD Web site](#), and associated Web sites and software products through March 27, 2010.

The COD CBT consists of component simulations and CBTs. Each COD CBT component is explained below. The electronic files associated with each component, as well as information about downloading and navigating the COD CBT, are available on the Information for Financial Aid Professionals (IFAP) Web site. Under the “Tools for Schools” section on the home page, click on [COD Computer-Based Training](#).

Note: This posting includes 18 component simulations and CBTs. Ten additional components are expected to be updated in November 2010 and marked as “to be updated 11/2010.”

The components of the COD CBT are as follows:

COD System Simulations – These simulations explain the [COD Web site](#) screens and functionality available to a school administrator. There are 14 lessons with text to guide a user through each area of the [COD Web site](#). By entering fictitious data, the user can explore basic navigation and functions of the [COD Web site](#) and practice locating and creating information in a safe environment that includes tips for assistance.



Direct Loan Reports CBT – This CBT includes several sections that explain the COD reports a school can use to assist with the administration of and reconciliation process for William D. Ford Federal Direct Loan (Direct Loan) awards.

Grant Reports CBTs – These four separate CBTs explain the COD reports a school can use to assist with the administration of and reconciliation process for Academic Competitiveness Grant (ACG), Federal Pell Grant (Pell Grant), National Science and Mathematics Access to Retain Talent Grant (National SMART Grant), and Teacher Education Assistance for College and Higher Education (TEACH) Grant awards.

Direct Loan (DL) Tools Simulation – This simulation demonstrates how to use the DL Tools software to assist with the reconciliation process for Direct Loan awards. Although the simulation can be used both by schools that use the EDEExpress for Windows software and schools that do not use this software, the simulation is especially useful for schools that do not use the EDEExpress software on a regular basis but are interested in a Direct Loan reconciliation resource.

StudentLoans.gov Web Site Simulations – These five separate simulations offer a step-by-step walk through of the various functions available on the StudentLoans.gov Web site. Three simulations demonstrate electronically completing a Direct Loan Master Promissory Note (MPN), based on loan type, and entrance counseling. The other two simulations demonstrate completing a credit check or credit appeal online and completing an Endorser Addendum online.

TEACH Grant Web Site Simulation – This simulation guides the user through the [TEACH Grant Web site](#) and includes a step-by-step walk through of the process for completing TEACH Grant counseling and completing a TEACH Grant Agreement to Serve (ATS).

Foreign School Processing Simulations – These two simulations guide the user through the Direct Loan Origination Tool and Direct Loan Wizard.

If you have questions or comments about the COD CBT, contact the COD School Relations Center at 800/474-7268 for Grants or 800/848-0978 for Direct Loans. You may also e-mail CODSupport@acs-inc.com. If you e-mail your question or comment, please include “COD CBT Question/Comment” in the subject line.



Grant Programs

ACG, National SMART Grant, Pell Grant, and TEACH Grant

COD News

TEACH Grant Funding Delays (10/27/10)

On Monday, October 25, 2010, Federal Student Aid determined that funding requests for the TEACH Grant Program were not being processed as expected due to an internal system error between the COD System and G5.

Federal Student Aid has identified a solution for the issue and expects to implement it today. All TEACH Grant funding requests from Monday, October 25, 2010 and forward should begin to process by Thursday, October 28, 2010.

We apologize for the inconvenience this funding delay has caused. If you have questions, contact the COD School Relations Center.

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