



November 25, 2009

\*\*This edition of the COD Processing Update will remain on the [COD Web site](#) until Monday, November 30, 2009. We will notify schools via a COD Web Message when a new edition has been posted.\*\*

## Grant Programs

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

### COD News

**FYI!**

#### **Quarterly Customer Satisfaction Surveys for FFEL Purchased Loans Begin First Week of December 2009 (11/25/09)**

As explained in earlier announcements on [the Information for Financial Aid Professionals \(IFAP\) Web site](#), Federal Student Aid began assigning FFEL Purchased Loans to four new servicers in early September 2009. Each year, Federal Student Aid will measure the performance of these servicers in the areas of customer satisfaction and default aversion.

An independent vendor plans to begin conducting telephone surveys of borrower and school customers during the first week of December 2009. More information about this year's first quarterly customer satisfaction surveys of borrowers, schools, and federal personnel who interface with the four new servicers is provided in a [November 24, 2009 Electronic Announcement posted on the IFAP Web site](#).

**FYI!**

#### **NSLDS Identification Information and New School Report for FFEL Purchased Loans (11/25/09)**

As explained in earlier announcements on [the Information for Financial Aid Professionals \(IFAP\) Web site](#), Federal Student Aid explained our transition to additional servicer support for loans that the Department of Education (the Department) owns. The announcements also explained that upon assignment of a FFEL Purchased Loan to one of these servicers the borrower receives correspondence that identifies the servicer and provides its contact information. In addition, the servicer's information is available in the National Student Loan Data System (NSLDS) within seven to ten business days after the loan has been assigned to the servicer.

To date, an individual lookup needed to be done via the appropriate NSLDS Web site ([NSLDS Student Access Web site](#) for students or [NSLDS Professional Access Web site](#) for schools). Individual lookups are still an option; however, a new "Status of Loans Purchased by ED Report" (PLPED3) is also now available for school use.

More information about the NSLDS identification information for FFEL Purchased Loans and the new "Status of Loans Purchased by ED Report" (PLPED3) is provided in a [November 24, 2009 Electronic Announcement posted on the IFAP Web site](#).

#### **COD Computer-Based Training Now Available (11/23/09)**

Federal Student Aid is pleased to announce the availability of the [Common Origination and Disbursement \(COD\) 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 June 27, 2009.

If you have questions or comments about the COD CBT, contact the COD School Relations Center. You may also e-mail [CODSupport@acs-inc.com](mailto:CODSupport@acs-inc.com). If you e-mail your question or comment, please include "COD CBT Question/Comment" in the subject line.

### **COD School Testing for the 2010-2011 Award Year (11/23/09)**

The Common Origination and Disbursement (COD) School Relations Center will conduct Common Record Manual Verification and Structured Application Testing for the 2010-2011 Award Year from January 4, 2010 through June 25, 2010. Optional Unstructured Testing will be available June 7, 2010 through October 1, 2010.

The purpose of COD School Testing is to provide schools, third party servicers, and software vendors an opportunity to test Academic Competitiveness Grant (ACG), National Science and Mathematics Access to Retain Talent Grant (National SMART Grant), Federal Pell Grant (Pell Grant), Teacher Education Assistance for College and Higher Education (TEACH Grant), and William D. Ford Federal Direct Loan (Direct Loan) business processes and system software with the COD System prior to the transmission and processing of actual production data using [COD Common Record XML Schema Version 3.0c](#). It also allows schools, third party servicers, and software providers the opportunity to make corrections or enhancements to software applications and processes prior to sending data to the "live" production environment.

All entities that wish to participate in COD School Testing must submit the "COD School Testing 2010-2011 Sign-Up Document" to the COD School Relations Center. Schools, third party servicers, and software vendors can submit the sign-up document beginning Monday, December 7, 2009.

For additional information, refer to [the November 20, 2009 Electronic Announcement posted on the IFAP Web site](#).

### **2009-2010 COD Technical Reference November 2009 Updates Now Available (11/20/09)**

The [2009-2010 COD Technical Reference November 2009 Updates](#) are available on the Information for Financial Aid Professionals (IFAP) Web site. The 2009-2010 COD Technical Reference consists of multiple volumes that contain development information for the 2009-2010 Award Year. For a complete list of updates, refer to the "0910 COD Technical Reference November 2009 Change Tracking Log." If you have any questions about this material, contact the COD School Relations Center.

### **2010-2011 COD Technical Reference Now Available (11/20/09)**

The [2010-2011 COD Technical Reference](#) is now available on the Information for Financial Aid Professionals (IFAP) Web site. The 2010-2011 COD Technical Reference consists of multiple volumes that contain development information for the 2010-2011 Award Year. If you have any questions about this material, contact the COD School Relations Center.



### **COD Holiday Schedule For November 25 and 26, 2009 (11/16/09)**

Thursday, November 26, 2009 is the Thanksgiving Day Federal holiday.

- The COD School Relations Center will close at 3:00 P.M. (ET) on Wednesday, November 25, 2009 and reopen at 8:00 A.M. (ET) on Friday, November 27, 2009.
- The COD System will accept and process data from schools and send back responses/acknowledgments on Thursday, November 26, 2009, but schools will not be able to receive any Federal funds on that day.

Further information regarding Thanksgiving Day processing and customer service hours for COD and other Federal Student Aid/Department call centers will be posted in an Electronic Announcement on the [Information for Financial Aid Professionals \(IFAP\) Web site](#).