



Technical Update GA-2011-05

October 4, 2011

Gainful Employment SSN Conflicts

This information is intended for the person in your organization who is responsible for working with the National Student Loan Data System (NSLDS). Please ensure the appropriate person receives this update.

Introduction:

Final regulations published in the Federal Register on October 29, 2010, require schools to report certain information about students who are enrolled in Title IV eligible educational programs that lead to gainful employment in a recognized occupation (GE Programs). On September 26, 2011, the National Student Loan Data System (NSLDS) began accepting GE Program data from schools for award years 2006-2007 through 2010-2011. The identifying information for a student is the same as is used for all records in NSLDS - Social Security Number (SSN), name, and date of birth.

There is, of course, the possibility that a school may attempt to submit GE Program information for a student whose SSN matches a record that already exists in NSLDS, but either the name or the date of birth do not match. When that happens, NSLDS will not accept the GE Record and will return the record to the institution for resolution. Our instructions to schools in these cases are first to determine if, consistent with their institutional records, the student identifiers they attempted to submit are correct. If they are not, the school will need to resubmit the record with the correct identifiers. If the school believes that the identifiers submitted are correct, it must work with the data providers that submitted the NSLDS existing records to attempt to resolve the conflict.

We are providing institutions with an SSN Conflict page to help them identify the data providers that submitted the existing NSLDS records. This technical update explains this tool and how the use of it by schools will affect NSLDS data providers.

We ask that, as a guaranty agency, you assist schools in understanding why the student identifiers do not match the identifiers previously submitted to NSLDS by your agency and determine if the conflict can be resolved. In some instances resolution will also need the

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1-800-4-FED-AID

cooperation of the Federal Family Education Loan (FFEL) lender or lender servicer that provided the original identifiers to the guaranty agency.

We appreciate your assistance in helping schools resolve issues that prevent them from loading the required GE Program data.

SSN Conflict Page

The SSN Conflict page allows users to identify those data providers that have previously reported on an SSN that conflicts with records the school may be trying to submit to NSLDS. Data providers may receive calls from schools requesting assistance in understanding the issue with the SSN they are trying to report. The data provider will need to assist the school in understanding that an SSN conflict can occur due to another student using the same SSN, a name conflict, and/or a differing date of birth.

The SSN Conflict page is located under the Aid tab on the [NSLDS Professional Access](#) Web site.

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Logged on as: POLLYANNA SMITH from NORTH SOUTH UNIVERSITY

SSN Conflict

SSN:

Submit

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The SSN Conflict page displays a list of the data provider organizations that have records in NSLDS for that SSN. Any or all of the organizations listed may need to be contacted by the school for assistance in resolving the SSN mismatch problem.

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Logged on as: POLLYANNA SMYTH from [NORTH SOUTH UNIVERSITY](#)

SSN Conflict

SSN: 111111111

Submit

The following organizations have reported information that includes the SSN you entered. Please contact them to resolve any SSN conflicts that prevent information you have submitted from being loaded into NSLDS.

	Organization	Type	Code	Used As
1	DEPT OF ED/ FEDLOAN SERVICING(PHEAA)	ED Servicer	579	Student
2	DEPT OF ED/GREAT LAKES	ED Servicer	581	Student
3	ECMC-CA	Guaranty Agency	706	Student

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By clicking on the number next to the Organization name, the school will be directed to the Org Contact List of the organization where contact information will be displayed.

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Type: --- Select ---

Code:

Name:

Retrieve

Logged on as: POLLYANNA SMYTH from [NORTH SOUTH UNIVERSITY](#)

Name: DEPT OF ED/ FEDLOAN SERVICING(PHEAA)

Code: 579

Type: Guaranty Agency

Status: OPEN

Address: P.O. BOX 69184

HARRISBURG, PA 171069184

Organization Contact List

	Function	First Name / Last Name	Phone / Ext.	Email
1	PRIMARY CONTACT	SCHOOL CATZONAC	(366)100-5345	
2	COHORT DEFLT RATE ISSUES	LISA NYTYRYPPE	(242)286-8436	
3	CUSTOMER SVC(BORROWERS)	BORROWER CATZONAC	(366)177-8763	

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If you have any questions, please contact the NSLDS Customer Support Center at 800/999-8219 or by e-mail at NSLDS@ed.gov.