



Technical Update LLS-2010-01

March 29, 2010

Lender/Lender Servicer NSLDS Exit Counseling Tools

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

On March 28, 2010, NSLDS enhanced the [NSLDS Student Access Web site](#) to offer a new exit counseling tool for federal student loan borrowers in both the William D. Ford Federal Direct Loan (Direct Loan) and Federal Family Education Loan (FFEL) programs. This new tool provides a single exit counseling session for Direct Loan borrowers, for FFEL-only borrowers, and for borrowers who have received a combination of loans from both programs.

In addition, we enhanced the [NSLDS Professional Access Web site](#) to offer expanded reporting tools and the ability for schools to upload exit counseling data to NSLDS for exit counseling that was conducted using other methods. These enhancements to NSLDS offer students, schools, lenders, and servicers a comprehensive online exit counseling tool. This technical update provides information on the new exit counseling functionality for lenders and servicers.

Exit Counseling History Page

A new **Exit Counseling History** page has been added to the [NSLDS Professional Access Web site](#) to allow users the ability to view a student's exit counseling completion history. The name of the school for which the counseling session was completed, completion date, source, and media type (paper or electronic) is displayed.

To assist with identifying the source of the borrower's exit counseling, the source field is populated with one of the following: NSLDS (exit counseling conducted using the new NSLDS tool) or school (exit counseling conducted by the school).

830 First St. N.E., Washington, DC 20202
www.FederalStudentAid.ed.gov
1-800-4-FED-AID

A student's exit counseling history resides on the AID menu tab, under the Exit Counseling History link. Enter the three student identifiers to retrieve the student you wish to view.

The screenshot shows the NSLDS Student Access Interface. At the top, there is a header with the NSLDS logo and the text "National Student Loan Data System (NSLDS)". Below the header, there is a navigation menu with tabs for "Menu", "Aid", "Enroll", "Org", "Report", and "Tran". The "Report" tab is selected. Below the menu, there is a search bar with fields for "SSN:", "First Name:", and "DOB:". The "DOB:" field has a "(MMDDCCYY)" label. A "Retrieve" button is next to the "DOB:" field. Below the search bar, there is a message: "Logged on as: SCTST2 ONLINE SCHOOL TESTING from FAA UNIVERSITY". Below this, there is a box containing the student's name "TOM X JONES", a masked SSN "***-**-0002 +", and the date of birth "DOB: 01/05/1983". Below the box, there is a section titled "Exit Counseling History" with a table showing the following data:

School	Completion Date	Source	Media Type
ALABAMA AGRICULTURAL & MECHANICAL UNIVER +	03/24/2010	NSLDS	ELECTRONIC
FAA UNIVERSITY - 00258100	03/23/2010	SCHOOL	PAPER

At the bottom of the page, there is a footer with the text "PRIVACY ACT OF 1974 (AS AMENDED)" and links for "FOIA | Privacy | Security | Notices" and "WhiteHouse.gov | USA.gov | ED.gov".

Exit Counseling Completion Results Report

Lenders and lender servicers also have access to a new report for student borrowers whose loans they hold or service. This report, available in a preformatted report or in fixed-length extract, provides detailed information gathered from the student during the exit counseling session or from a school upload of data. To request the report, log on to [NSLDS Professional Access Web site](#), select the Report Tab and click on the Exit Counseling Completion Results Report.

Note: In order to request this report, lenders and lender servicers must complete the existing verification process for NSLDS user access and agree to adhere to the Privacy Act and NSLDS Rules of Behavior. If a relationship between the borrower and the organization does not exist in NSLDS, the lender or lender servicer must acknowledge that they have a substantially established business relationship with the borrower.

The screenshot shows the NSLDS Report List interface. At the top, there is a header with the NSLDS logo and the text "National Student Loan Data System (NSLDS)". Below the header, there is a navigation menu with tabs for "Menu", "Aid", "Enroll", "Org", and "Report". The "Report" tab is selected. Below the menu, there is a message: "Logged on as: LSTST2 LENDER SERV ID FOR TESTING from LENDER SERVICING ASSN". Below this, there is a section titled "Report List" with a search bar containing the text "Search Report ID:" and a "Submit" button. Below the search bar, there is a table showing the following data:

Report ID	Names	Log Page
1 EXT002	EXIT COUNSELING COMPLETION RESULTS	

At the bottom of the page, there is a footer with the text "PRIVACY ACT OF 1974 (AS AMENDED)" and links for "FOIA | Privacy | Security | Notices" and "WhiteHouse.gov | USA.gov | ED.gov".

As shown below, complete the parameters for the output Type of Report or Extract. Enter the school OPEID or leave the * to pull information from any school for which the student has completed Exit Counseling. Provide the date range and the student's Social Security Number (SSN).

The screenshot shows the NSLDS web interface. At the top, there is a header with the NSLDS logo and the slogan "START HERE GO FURTHER FEDERAL STUDENT AID". To the right, it says "National Student Loan Data System (NSLDS)". Below the header is a navigation menu with "Menu", "Aid", "Enroll", "Org", and "Report" buttons. The "Report" button is highlighted. Below the menu, it says "Report List | Web Report List". The user is logged on as "LSTST2 LENDER SERV ID FOR TESTING from LENDER SERVICING ASSN".

The main content area shows the "Report Parameters" form. The form has the following fields:

- ID:** EXTC02
- Type:** Report
- Name:** EXIT COUNSELING COMPLETION RESULTS
- OPEID:** 00258100 (with an "Org Search" button)
- BEGIN DATE:** 05/01/2010 (MM/DD/CCYY)
- END DATE:** 06/15/2010 (MM/DD/CCYY)
- SSN:** 999999999
- Sort By:** 1 SSN
- Output Medium:** SAIG

Below the form is a "Submit" button. At the bottom of the form area, there is a "REPORT DESCRIPTION" box containing the following text:

REPORT DESCRIPTION: The Exit Counseling Completion Report (EXTC02) for lenders provides data from exit counseling for a borrower with a loan linked to the lender code associated with the User ID. Output results contain the student's demographic data including reported addresses for employer, references, and next of kin, as well as the media type, source, and completion date and time of the exit counseling. The User will choose an output Type as Report or Extract and enter an OPEID or leave the asterisk (*) for all schools, designate a date range or leave the default dates, and enter the student's SSN. The processed data is sent to the SAIG mailbox associated with the NSLDS User ID requesting this report. Additional hints for printing the report in Microsoft Word format are available in the Report List Help page. Extract file layouts are available at <http://www.ifap.ed.gov>.

At the bottom of the page, there is a footer with the text "PRIVACY ACT OF 1974 (AS AMENDED)" and links for "FOIA | Privacy | Security | Notices" and "WhiteHouse.gov | USA.gov | ED.gov".

The results will be delivered through the Student Aid Internet Gateway (SAIG) to the TG mailbox of the NSLDS user that submitted the request. Extract file output from NSLDS is sent with message class AHSLDEOP. Formatted report output is sent with message class AHSLDSOP.

The extract files layouts are available on the [NSLDS Record Layouts page of the Information for Financial Aid Professionals \(IFAP\) Web site](#). The preformatted report will be delivered in the format below.

This preformatted report will display the information the student provided during the exit counseling session:

PRIVACY ACT OF 1974 (AS AMENDED)		
REPORT ID: EXTC02	U.S. DEPARTMENT OF EDUCATION	DATE: MM/DD/CCYY
PAGE # : NN	NATIONAL STUDENT LOAN DATA SYSTEM (NSLDS)	TIME: HH:MM:SS
EXIT COUNSELING COMPLETION RESULTS		
REPORT PARAMETERS:	OPEID : NNNNNN	
	BEGIN DATE: MM/DD/CCYY	
	END DATE : MM/DD/CCYY	
	SSN : 999-99-9999	
BORROWER		CURRENT ADDRESS
-----		-----
SSN : 999-99-9999		XX
DOB : MM/DD/CCYY		XX
FIRST NAME : XX		XXXXXXXXXXXXXXXXXXXXXXXXXX, XX 99999-9999 XX
MIDDLE NAME : XX	99999999999999	
LAST NAME : XX		
SCHOOL NAME : XX		EMPLOYER
OPEID : 99999999		-----
COMPLETION DATE: MM/DD/CCYY		XX
COMPLETION TIME: HH:SS		XX
MEDIA : XXXXXXXXXXXXX		XX
SOURCE : XXXXXXXXXXXXX		XXXXXXXXXXXXXXXXXXXXXXXXXX, XX 99999-9999 XX
DL NUMBER : XX	99999999999999	
DL STATE : XX		
E-MAIL : XX		
REFERENCES		NEXT OF KIN
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XXXXXXXXXXXXXXXXXX XX		XXXXXXXXXXXXXXXXXX XX
XX		XX
XX		XX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX, XX 99999-9999		XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX, XX 99999-9999
999-999-9999		999-999-9999
XXXXXXXXXXXXXXXXXX XX		
XX		
XX		
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX, XX 99999-9999		
999-999-9999		

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