



Session 25

COD Customer Service

THE
U.S. Department of
EDUCATION





Customer Service

- Agenda
 - Customer Service Overview
 - Statistics
 - Current Initiatives
 - COD Issues



Customer Service Overview

- Calls routed by your school or vendor code to assigned teams
- Teams are currently structured by process
 - Direct Loan and Pell schools
 - Pell only schools
 - Full Participants (includes vendors coding FP version)
 - Pell only schools with 3rd party servicer
 - Pell/Direct Loan schools with 3rd party servicer



Behind the Scenes

- Calls are tracked on the COD system.
- Issues are opened if school representative can not resolve the issue during the phone call.
- Other resources are engaged to resolve the issue:
 - Support Specialists
 - Business Analysts
 - Technical Support Specialists
- Customer Service will provide updates on a regular basis.



Communication Methods

- COD Web Site Postings
- COD Daily Processing Updates
- P-Messages (for Pell related issues)
- Direct Loan Bulletins
- E-mail via CODSupport@afsa.com
- Outreach campaigns (when necessary)

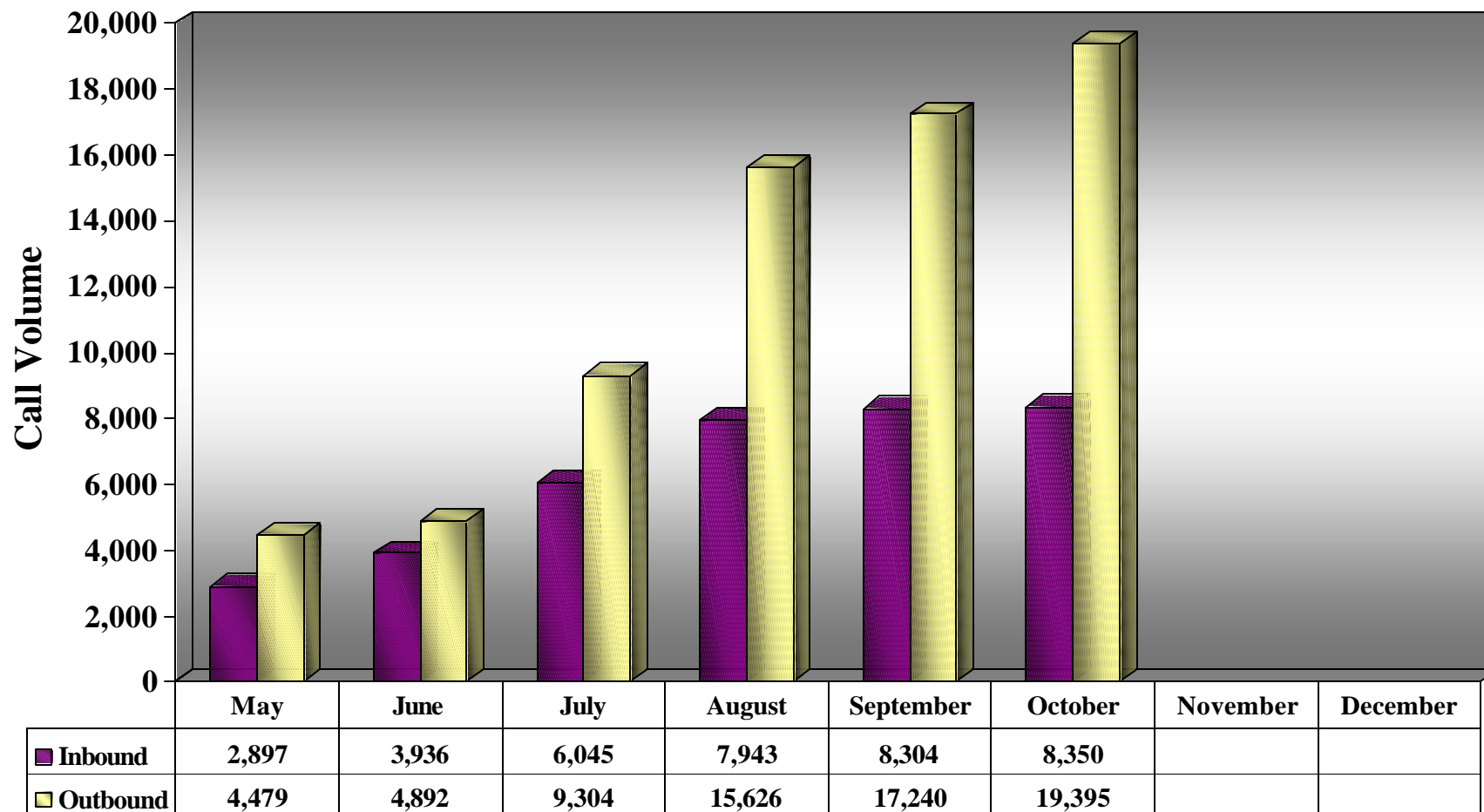


COD Customer Service Statistics



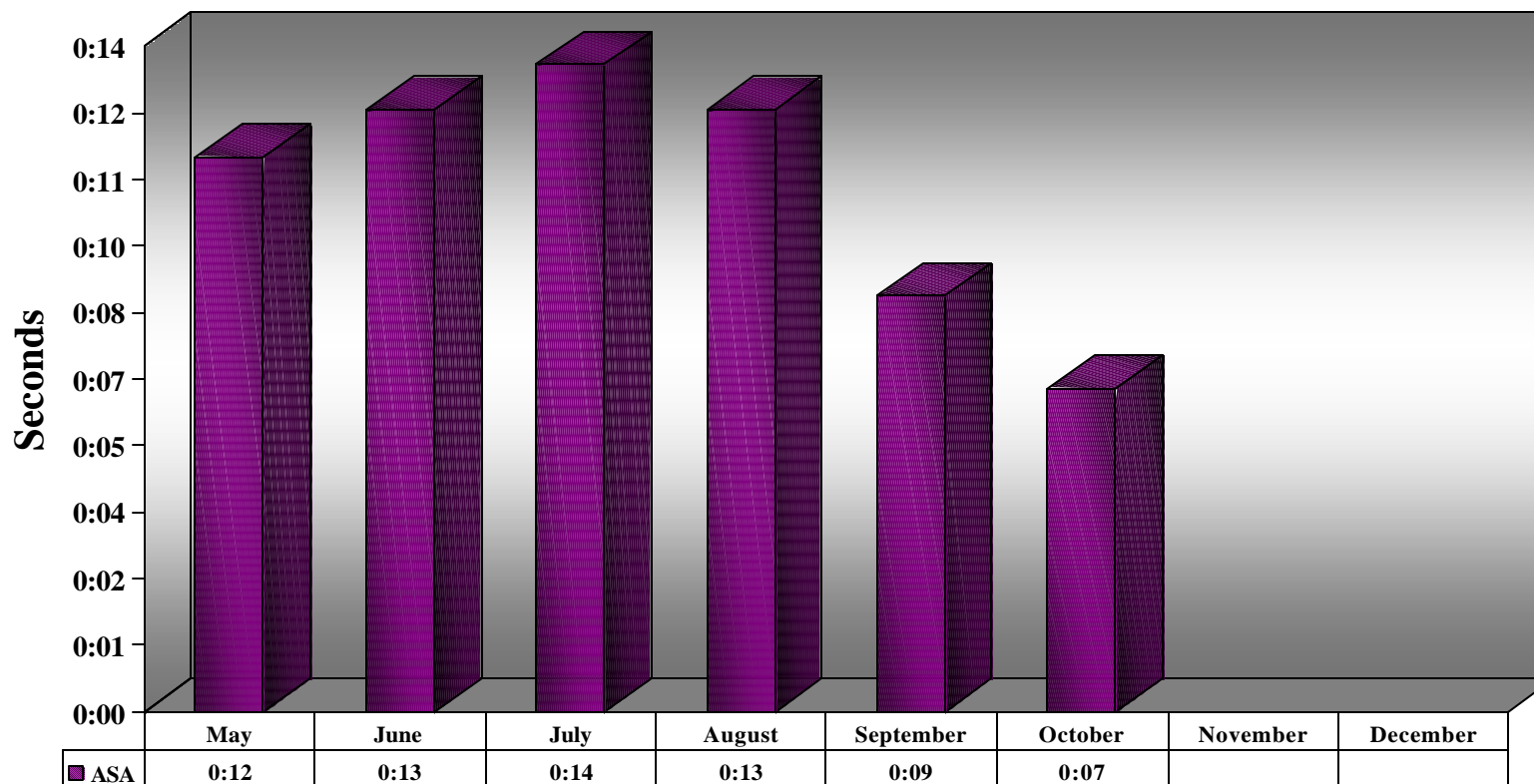


COD Inbound/Outbound Calls



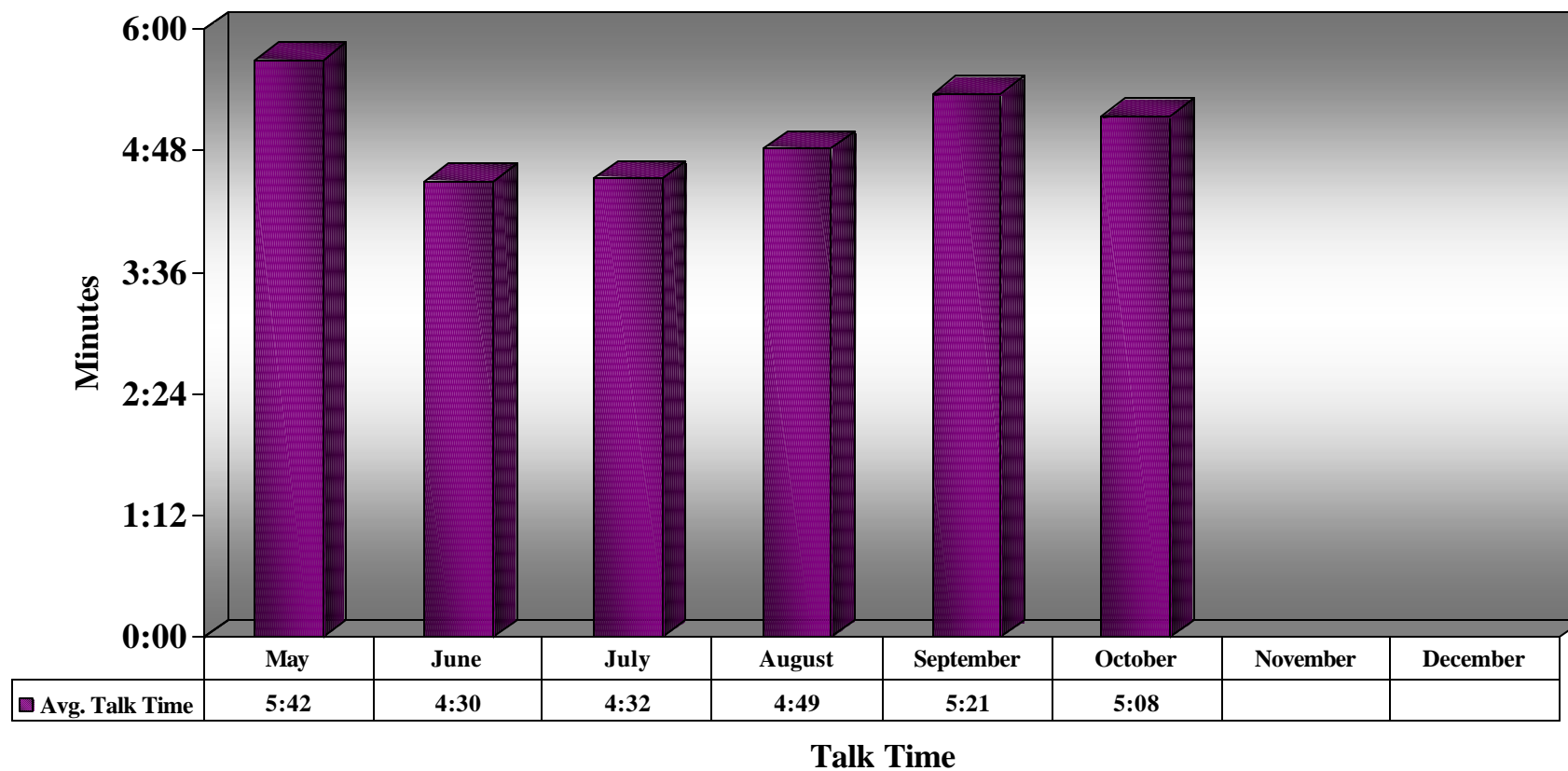
THE U.S. Department of
EDUCATION

Average Speed of Answer (ASA)

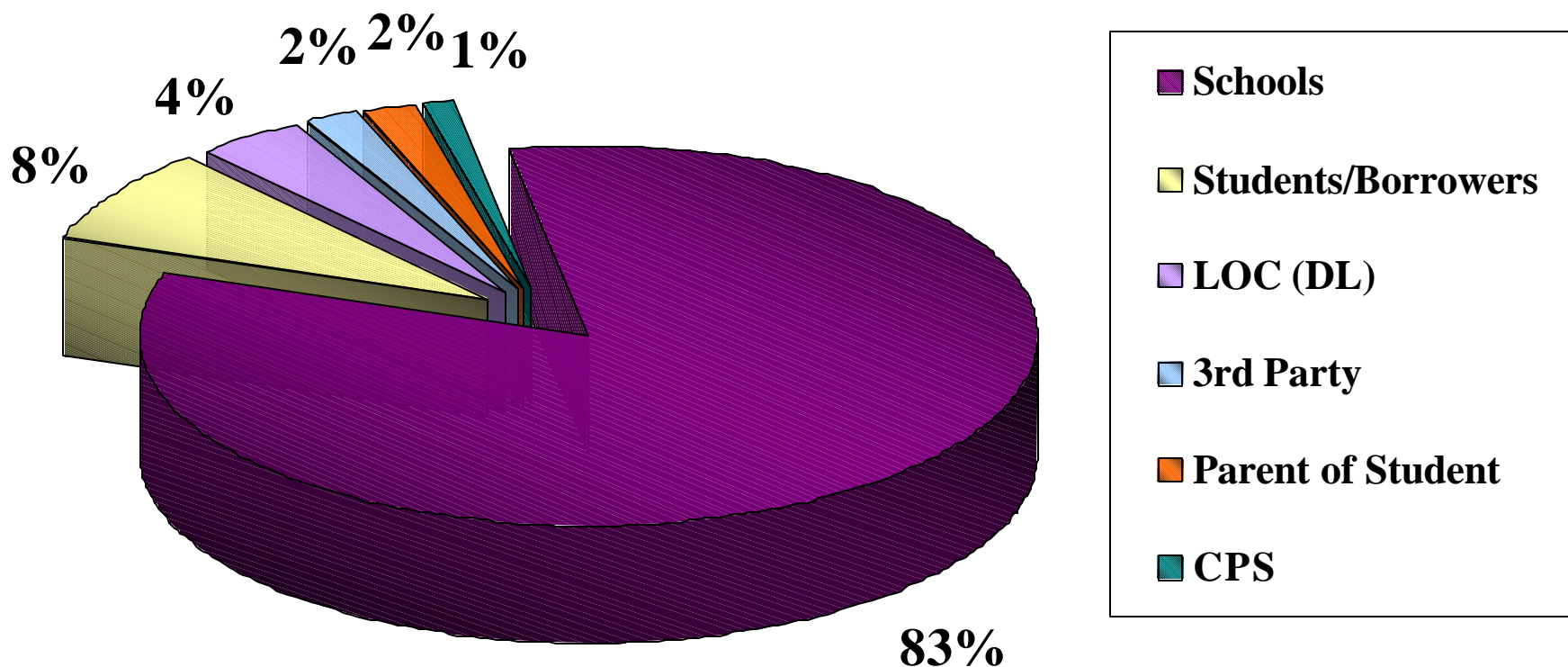


Average Speed of Answer (ASA)

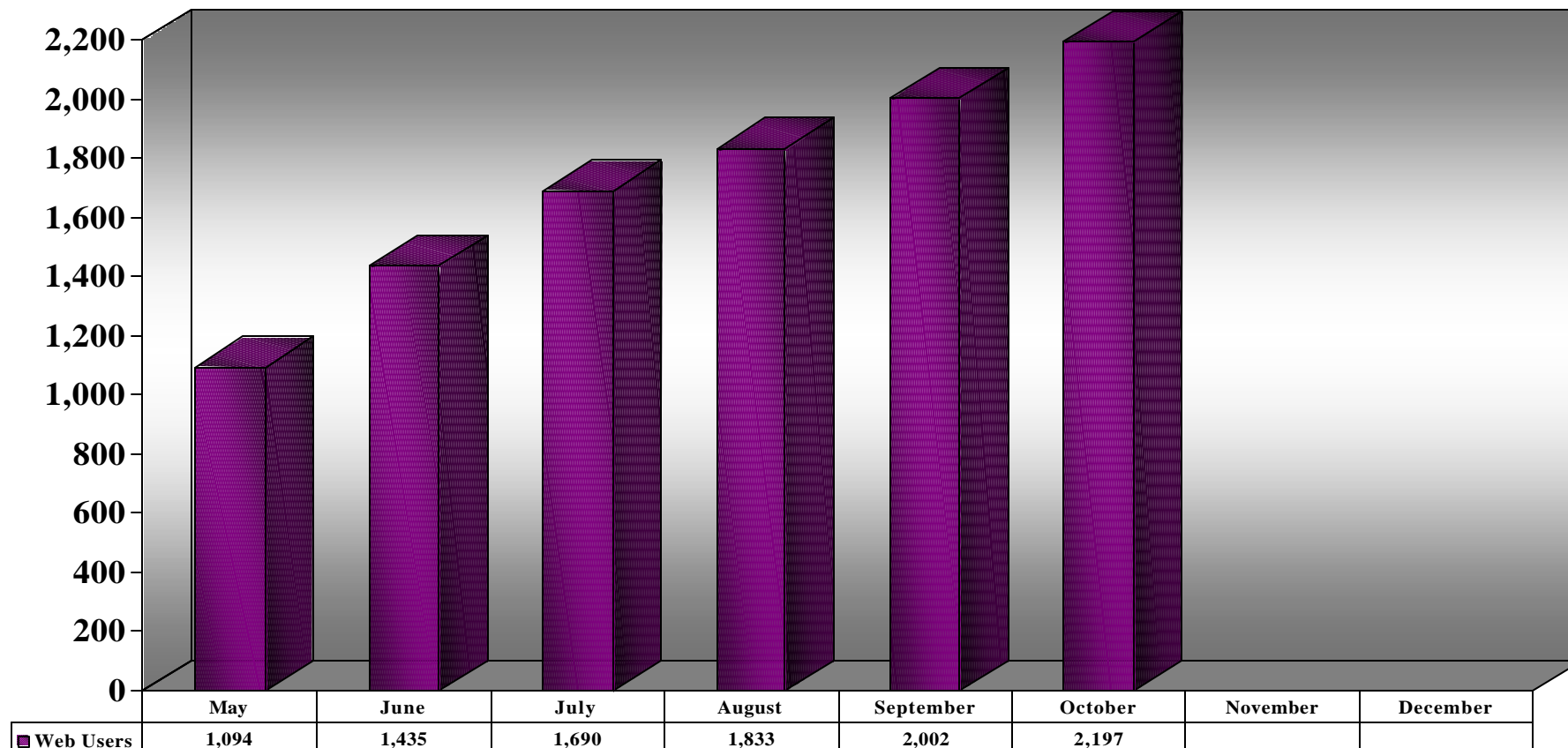
Average Talk Times



Source of Calls



Web User Requests



- There are currently 21 Third Party Users •



Current Initiatives

- More direct access to Primary Rep
- Reduce need to transfer to LOC regarding Promissory Note issues
- Recurrent training developed for CSRs
- Training of Support Specialist Team



Current Initiatives

School Testing:

- **Common Record Manual Verification – February 2003**
- **Structured Application Testing – Mar. 2003 – Sept. 2003**
- **School Testing Guides available on IFAP beginning in January 2003 and sign up sheet**
- **Software Vendors supporting Common Record are encouraged to test**
- **Full Participant Schools that use their own software product are encouraged to test with COD**
- **Schools are encouraged to talk to their vendor about test plans and testing results**



Current Initiatives

COD Support:

- Buddy system to share lessons learned
- Revamp current FAQ process to ensure more dynamic information bringing attention to NEW postings
- Evaluate List Serves/Bulletin Boards to introduce a virtual COD Community for schools and vendors to post questions, concerns and feedback on COD 2003/2004
- Have an onsite team to provide technical support for XML, COD processing and School Testing.
- Utilization of Area Code Routing to get you to your representative eliminating the need to input school I.D. in the Voice Response Unit.



Top Issues

- Pell Year to Date
- Promissory Notes
- System Edits
 - 024
 - 039
 - 994/996
 - 074
 - 824/827
- Funding



How do I become a COD Full Participant?

- Schools must register with COD to become a Full Participant in Award Year 2003-2004
- To register, contact COD School Relations
 - Email CODSupport@afsa.com
 - Indicate “2003-2004 Full Participant” in Subject Line
 - Call COD School Relations
 - Select Award Year 2002-2003 and express interest to COD CSR
- All EDEExpress Users must register as Full Participants for 2003-2004



How do I obtain access to the COD Web Site?

- Submit a Security Administrator Request Letter on school or corporate letterhead
 - Security Administrator is responsible for setting up additional users at your institution
 - Reporting/Attending school relationships in COD will automatically allow access to other school codes
- Refer to announcements on IFAP for detailed instructions and mailing address
 - 6/3/02 - Updated: COD Website Access for Schools
 - 6/3/02 - COD Website Access for Vendors/3rd Party Servicers



How do I contact COD Customer Service?

- Email CODSupport@afsa.com
- Call COD School Relations Center
 - 1-800-4-P-GRANT for Pell Grants
 - 1-800-848-0978 for Direct Loans
 - Enter Award Year 2002-2003
- COD Web Site (www.cod.ed.gov)



Where can I get more information?

- IFAP Web Site (www.IFAP.ed.gov)
 - Common Origination and Disbursement page
 - Announcements and FAQs
 - COD Technical Reference
- COD Web Site (www.cod.ed.gov)
 - Daily Processing Updates
 - School Funding and Processing Information
- Contact COD Customer Service



Other COD Sessions

- Session 21 – What's New for Direct Loan Processing in 2003-2004?
- Session 22 – What's New for Pell Grant Processing in 2003-2004?
- Session 23 – COD and Pell Grants: Updates to Edits and Record Layouts for 2003- 2004
- Session 24 – COD and Direct Loan: Updates to Edits and Record Layouts for 2003- 2004



Other COD Sessions

- Session 25 – Meet the COD Customer Service Team
and Get Answers to Your COD Questions
- Session 26 – COD: Using the New Web Site
- Session 27 – COD Full Participants for 2003-2004
- Session 28 – COD and Direct Loans: Balancing the Books
- Session 29 – COD, Pell, and Direct Loans:
Funding for Schools



questions