NASFAA 2003: Reconnecting With Students!

NASFAA 2003
SALT PALACE CONVENTION CENTER
SALT LAKE CITY, UT ★ JULY 9-12
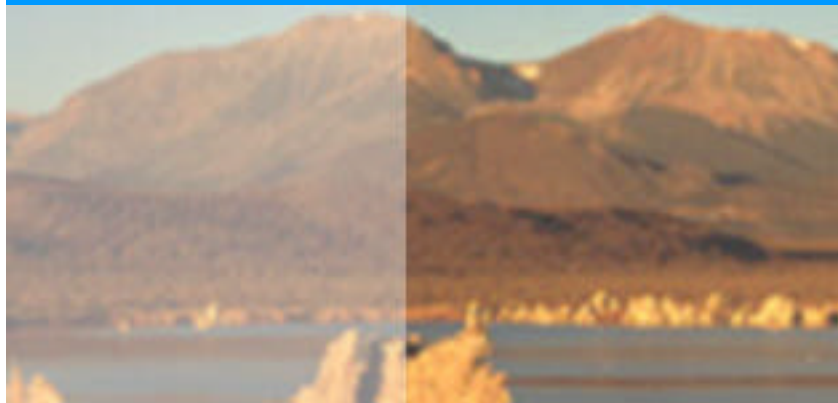
COD and Direct Loan Processing

Objectives

- What's New for COD and Direct Loan?

- COD and Direct Loan Processing Updates

- COD Customer Service Updates

What's New?

Direct Loan Changes for 2003-2004

- New MPN for Subsidized/Unsubsidized Loans

  - MPN used for Subsidized/Unsubsidized Loans in 2002-2003 expired August 31, 2002

  - New MPN for Subsidized/Unsubsidized with October 31,2005 expiration date is available on the Direct Loan website, on IFAP, or through the COD School Relations Center

  - Due to delays in delivering new version of MPN, FSA has issued DLB 03-21 on June 27, 2003: Modification to guidance provided in DLB 03-20 (MPN for Sub/Unsub Loans for 2003-2004)

Direct Loan Changes for 2003-2004

- **For 2003-2004 loans:**

  - ➢ Schools must begin using the new Sub/Unsub MPN with the October 2005 expiration date immediately for ALL new loans

  - ➢ COD will continue to accept MPNs with the August 2002 expiration date that are signed before October 1, 2003 provided that:

    - • Variable data on the notes is legible and has not printed over other text

    - • MPNID printed on the note is appropriate for a 2003-2004 loan

  - ➢ COD will NOT accept MPNs with the August 2002 expiration date that are signed on or after October 1, 2003

Direct Loan Changes for 2003-2004

- For 2002–2003 loans:

  ➢ COD will continue to accept MPNs with the August 2002 expiration date regardless of the date the MPN was signed

  ➢ COD will also accept MPNs with the October 2005 expiration date

Direct Loan Changes for 2003-2004

- **New PLUS MPN**
  - ➢ Starting with award year 2003-2004 and forward, PLUS loans use a PLUS Master Promissory Note
    - Parents borrowing for more than one student must complete a separate MPN for each student
    - Student signature is NOT required for a PLUS MPN
    - If a borrower requires an endorser, the PLUS MPN becomes a "single-loan" MPN and cannot be linked to other loans
  - ➢ New PLUS Borrower's Rights and Responsibilities
  - ➢ PLUS Disclosure Statements or Plain Language Disclosure Statements are required

Direct Loan Changes for 2003-2004

- **PLUS eMPN**

  - The URL is the same for both the PLUS and Sub/Unsub versions

  - The PLUS MPN process follows the Subsidized/Unsubsidized steps

  - There is a link for borrowers to determine if they need to complete a PLUS or Sub/Unsub note

  - The parent borrower needs a PIN to complete an eMPN

  - Credit decision does not have to be made before a PLUS eMPN is completed

Timeline for DLOS Archive and Shutdown

- DLOS award years 99-00, 00-01, 01-02 will be archived by the end of August

JULY

- July 1   **Web message** on the DLOS web site alerted schools that DLOS award year data will be archived
- July 15   **Last day the DLOS system will receive records**

Timeline for DLOS Archive and Shutdown

AUGUST

- August 29   **Data Archived**

SEPTEMBER

- September 15   Last day DLOS web site will be available for inquiry with the exception of eMPN inquiries

- September 30   Complete DLOS web site shutdown

COD Focus Group
May 15-16, 2003

- Over the course of two days, 24 schools and 5 vendors generated hundreds of ideas on the following topics:

  - ➢ Reports
  - ➢ COD Web Site
  - ➢ Common Record/Schema
  - ➢ Customer Service

  - ➢ Direct Loan Processing
  - ➢ Pell Processing
  - ➢ Edits

- We have incorporated some of these ideas into changes for the 2004-2005 Award Year

- Thank you for participating in the 2004-2005 Requirements gathering process.

- If you would like to participate in future focus groups, please give a COD team member your business card

Participant Status for 2004-2005

- COD will accept Phase-In Participant records in 2004-2005

- All schools must be Full Participants using the XML Common Record in 2005-2006

- Reminder: EDExpress users are Full Participants beginning in 2003-2004

Campus Based Changes for 2004-2005

- COD will accept and process all Campus Based award and disbursement data from Full Participant schools for the 03-04 and 04-05 award years and forward

- Campus Based award and disbursement data will be viewable on the COD web site

Direct Loan Changes for 2004-2005

- Anticipated Disbursement information is required to establish all Direct Loan awards.

  - The sum of the disbursement information (anticipated and actuals) must be equal to the award amount

  - COD web site will be modified to allow more than one disbursement to be created when creating an award

Direct Loan Changes for 2004-2005

- If a school submits a decrease to an award amount without adjusting the anticipated disbursements, <u>and</u> only anticipated disbursements exist on the award, COD will recalculate anticipated disbursements for the school

  - ➢ COD will begin recalculation with the highest disbursement number

➢ If actual disbursements exist, new award amount can not be less than the sum of the actual disbursements (edit 41). Anticipated disbursements will not be recalculated

Direct Loan Changes for 2004-2005

- **The Direct Loan Program will not process pennies**

    - The Common Record allows Full Participants to report pennies in the Award Amount tag

    - If a school submits pennies in the Direct Loan Award Amount, the COD system will truncate the cents to the right of the decimal

Message Class Changes for 2004-2005

- Full Participants will have the option of using message classes that are specific by

  - Program
  - Award Year
  - Program and Award Year
  - General (e.g. COMRECIN, COMRECOP)
  - Receipts

- The 04-05 COD Technical Reference draft published in August will contain specific message class names

SAIG Transmission Header Changes for 2004-2005

- SAIG has increased the variable field on the SAIG Transmission Header from 26 characters to 50 characters

- The SAIG Transmission Header will be populated with the entire Document ID for Full Participants and the Batch ID for Phase-In Participants

- If a school uses the variable space for other data on the incoming record, COD will not overwrite this data with the Document ID or the Batch ID

COD Web Site Changes for 2004-2005

- "Batch ID" will be changed to "Document ID"

- Batch Search Results List
  - Batch Search screens will contain Award Type and Doc Type fields and permit filtering by these fields
  - Date Received and Date Response field will be separated into two individual fields. Date Received will indicate the date the batch was received by COD and Date Response will indicate the date COD sent a response to the school

- Batch Record Detail
  - Batch Record Detail will be split into two portions. The upper portion will contain the batch information sent by the school and the lower portion will contain the data sent out by COD in the batch response and in system generated responses

Batch Search Results

File   Edit   View   Favorites   Tools   Help

Back   Forward

Address   https://cod.

Google   ▼ | Search Web   Search Site   News   Page Info ▼   Up ▼   Highlight

▼ **Batch Search**
▶ **Action Queue**
▶ **Pell Data Requests**

Search Results

? HELP

Click on a Batch ID from the list below to view detailed information about the Batch.

Entity ID	School Name	Begin Date	End Date
71740076	BATON ROUGE COLLEGE ⓘ	06/02/2003	07/31/2003

Batch Type		Award Year
	▼	All ▼

SAMPLE UNIVERSITY

Records 1 to 25 of 25

Batch ID	Date Received / Date Response Sent	Status	Students	Accepted	Rejected
2003-06-25T10:43:43.0000000001	06/25/2003	Accepted	2	2	0
2003-06-25T10:43:42.0000000001	06/25/2003	Accepted	1	1	0
2004-09-01T13:09:39.6571740076	06/13/2003	Accepted	1	1	0
2004-09-01T13:09:39.656	06/13/2003	Accepted	1	1	0
2004-08-31T09:42:56.524	06/13/2003		1	1	0
2004-08-31T09:39:51.3071740076	06/13/2003	Accepted	1	1	0
2004-08-31T09:39:51.304	06/13/2003	Accepted	1	0	1
2004-08-31T09:26:51.585	06/13/2003		1	1	0
2003-06-05T14:41:25.0000000001	06/05/2003	Accepted	1	1	0
2004-07-25T11:42:06.6271740076	06/05/2003	Accepted	1	1	0
2004-07-25T11:42:06.629	06/05/2003	Accepted	1	1	0
2004-07-25T11:39:29.0971740076	06/05/2003	Accepted	1	1	0
2004-07-25T11:39:29.094	06/05/2003	Accepted	1	1	0
2003-06-05T11:40:40.0000000001	06/05/2003	Accepted	1	1	0
2004-07-24T10:31:38.2471740076	06/05/2003	Accepted	1	1	0

Done   Internet

Batch Award Detail

COD Online - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Back   Forward

Address https://cod.u

Google

Search Web   Search Site   News   Page Info   Up   Highlight

View Award Information

?HELP

SAMPLE UNIVERSITY

03-04

Common Record Information

Batch ID	2004-09-01T13:09:39.6571740076
Attending Entity ID	71740076

Student

Student Name	MONROE
SSN	999919100
Date of Birth	04/15/1985
Loan Default / Grant Overpay	Z

Award Information

Award ID	999919100U04G26171001
Award Year	'03-'04
Award Number	1
Award Amount	$1,000.00
Award Start Date	05/01/2004
Award End Date	09/01/2004
College Year	0
CPS Trans Number	1
School Use Only	
Disclosure Print Indicator	S

COD Web Site Changes for 2004-2005

- An Award Year drop down box will be added to the Person Direct Loan Information page enabling user to filter by Award Year

- Award Amount Disbursed and Award Amount Approved will be added to Person Direct Loan Information page

- COD Customer Service email address will be added to the Contact Us web page

Contact Us

File   Edit   View   Favorites   Tools   Help

Back   Forward

Address   https://cod.   Go

Google

U.S. DEPARTMENT OF EDUCATION
COMMON ORIGINATION & DISBURSEMENT

FSA
FEDERAL
STUDENT AID

Contact Us

? HELP

Please use this screen to enter feedback (i.e., problems, enhancements, comments, etc.) about the Common Origination and Disbursement Site. Please include your email address.

Return E-Mail Address:

Type your message here:

SUBMIT   CANCEL

To contact Customer Service by phone, please call the numbers below:

Pell   1-800-474-7268

Direct Loan   1-800-848-0978

Done   Internet

COD Web Site Changes for 2004-2005

- **Search for Promissory Notes by Name, SSN, or MPN ID**

- **New web page will display student data from CPS applicant system**

  - ➢ User will have the ability to search applicant data by SSN, or SSN and award year

COD Web Site Changes for 2004-2005

- **School Report Options can be set on the COD web site**

  - ➢ Schools will be able to define sort options, delivery options, and format options via the web site

  - ➢ Specific options will vary based on report

  - ➢ More information on the options for each report will be available in the Technical Reference Appendices published in November 2003

COD Web Site Changes for 2004-2005

- School Summary Financial Information Screen on the COD web site will reflect information provided in the Direct Loan School Account Statement.

- The COD website will **remove** the following fields on the School Summary Financial Information Screen:

  - ➢ Disbursement Amount
  - ➢ Disbursement Adjustment Amount
  - ➢ Disbursement Amount for Disbursements with Missing P-Note Status
  - ➢ Number of Disbursements with Missing P-Note Status

COD Web Site Changes for 2004-2005

- The COD web site will **<u>add</u>** the following fields to the School Summary Financial Information for Direct Loan:

  - ➤ Net Drawdowns / Payments
  - ➤ Booked Disbursements
  - ➤ Booked Adjustments
  - ➤ Total Net Booked Disbursements
  - ➤ Unbooked Disbursements
  - ➤ Unbooked Adjustments
  - ➤ Total Net Unbooked Disbursements
  - ➤ Cash > Accepted and Posted Disbursements

School Summary Financial Information

U.S. DEPARTMENT OF EDUCATION
COMMON ORIGINATION & DISBURSEMENT

FSA
FEDERAL
STUDENT AID

| Person | School | Batch | Award | Reports | User |

School Search

▼ **School Information**
School Summary
Financial Aid Contact
Eligibility
General
Options
Funding Info
Summary Financial Info
Refunds of Cash
Cash Activity
Events
Message List
Yearly Totals
Relationships
Balance Confirmation
Request Post Deadline
Processing
Correspondence
Report Selection

Return to: School List

School Summary Financial Information

? HELP

SAMPLE UNIVERSITY

Summary Financial Information

| **Program** | DIRECT LOAN ▼ | **Award Year** | '03-'04 ▼ |

Entity ID	71740076
Beginning Cash Balance	$0.00
Cash Receipts	$45,000.00
Disbursement Amount	$6,160.00
Disbursement Adjustments Amount	$0.00
Refunds of Cash	$0.00
Ending Cash Balance	$38,840.00
Disbursement Amount for Disbursements with Missing PNote Status	$0.00
Number of Disbursements with Missing PNote Status	0

COD Web Site Changes for 2004-2005

- GAPS Debit Date will be added to the Cash Activity screen on the COD web site

- The GAPS Debit Date will indicate the date that the funds are expected to post to the school's account

- Calculations on the Cash Activity screen will be corrected

Cash Activity

Cash Activity

?HELP

SAMPLE UNIVERSITY

School Search

▼ School Information
- School Summary
- Financial Aid Contact
- Eligibility
- General
- Options
- Funding Info
- Summary Financial Info
- Refunds of Cash
- Cash Activity
- Events
- Message List
- Yearly Totals
- Relationships
- Balance Confirmation
- Request Post Deadline
- Processing
- Correspondence
- Report Selection

Program/Year Selection

Program	DIRECT LOAN	Award Year	'03-'04	Printer Friendly

Cash Activity Summary

Net Draws — $45,000.00

Cash > Accepted & Posted Disbursements & older than 30 days — $38,840.00

	Totals		
Date of Transaction		04/28/2003	03/28/20
Time		11:01:51 PM	10:28:25 A
Drawdowns/Payments	$45,000.00	$20,000.00	$15,000.00
Drawdown Adjustments	$0.00		
Refunds of Cash	$0.00		
Returns of Cash	$0.00		
Drawdown Offsets	$0.00		
Days Since Net Draws Increase		564	595
Days Left For On-time Reporting		000	000
Payment Control Number		2000000000000	150000000
Accepted & Posted Disbursements Applied	$6,160.00	$0.00	$0.00
% of Accepted & Posted Disb. Applied to Net Draws	13.7%		
Cash > Accepted & Posted Disbursements	$38,840.00		
% of Cash > Accepted & Posted Disbursements	86.31111%		
Source System		GAPS	GAPS

Amounts in parentheses decrease net draws

Processing Updates

Direct Loan Processing
YTD – as of July 1, 2003

TOTALS

	2002-2003	2003-2004
Originations (#)	3.3 million	450,341
Originations ($)	$12 billion	$2.1 billion
Actual Disbursements (#)	5.6 million	25,327
Actual Disbursements ($)	$11 billion	$60.2 million
% Substantiated	98.72%	95.37%

Direct Loan Processing Update

- **Direct Loan Report Issues**

  - ➢ The Direct Loan Rebuild report is not available

  - ➢ School Account Statement (SAS) is accurate for most schools, but for some schools it may contain:
    - inaccurate booked dates
    - missing or incorrect financial information in the cash detail section
    - discrepancies between the beginning cash balance of one month and the ending cash balance of the previous month

Direct Loan Processing Update

- **Promissory Note Issues**

  - ➤ MPN expiration dates of ten years are not displaying correctly on the COD web site. Instead, these notes appear as if they have a one year expiration date. COD has implemented code fixes and is cleaning up affected P-notes

  - ➤ Electronic Promissory Note web site is timing out when borrowers are completing eMPN's. Schools are encouraged to submit paper promissory notes for students affected by this situation

Direct Loan Processing Update

- PLUS Loan Endorser and Credit Check Issues

  ➢ PLUS endorsers were not being processed and were not viewable on the COD web site

  ➢ COD was not generating Credit Check Acknowledgements. Code fix has been implemented and COD is currently cleaning up data on affected awards

Direct Loan Processing Update

- Actual Disbursements Not Displaying Correctly in COD

  - ➢ 2002-03 Phase-In actual disbursement batches (#H) are accepted but the Disbursement Release Indicator was displaying "False" on the COD web site instead of "True". In some instances, this issue was prohibiting schools from receiving proper funding and was producing inaccurate Funding Disbursement List (FDL) reports

Direct Loan Processing Update

- Data Corrections

  ➤ Major financial code fixes were implemented in April 2003. Issues were localized to 2002- 2003 award year. However, some schools are receiving incorrect payment amounts due to ongoing data clean up

  ➤ The COD Summary Financial Information screen is displaying incorrect figures in the Disbursement Amount, Disbursement Adjustment Amount, and Ending Cash Balance fields due to ongoing data clean up

COD Timeline

- **2004 – 2005 Development Schedule:**

  ➤ Requirements Complete   June 2003

  ➤ Design Complete   August 2003

  ➤ Development Complete   November 2003

  ➤ Testing Complete   February 2004

  ➤ School/Vendor Testing   February 2004

  ➤ System Start Up   March 2004

COD Customer Service Statistics

As of July 1, 2003

The COD School Relations Center opened on April 29, 2002. What has happened since?

- Total Inbound Calls to COD School Relations   102,810

- Total Inbound Calls to Applicant Services   20,073
  (since March 1, 2003)

- Total Outreach Calls   206,466

- Total Inbound Emails   35,938

- Total Number of COD Website Users   3,830

COD Customer Service Statistics
As of July 1, 2003

Full Participant Schools Processing in COD

- In the 2002-2003 Award Year, **22** schools processed as Full Participants

- In the 2003-2004 Award Year, **2532** schools are set up to process as Full Participants

- As of June 23rd, **445** schools are actively processing as Full Participants for the 2003-2004 award year

ALL schools must become Full Participants for the 2005-2006 Award Year

COD Customer Service Statistics

As of July 1, 2003

2003-2004 School Testing

- School Testing provides an opportunity to test business processes and software with COD, prior to transmitting and processing production data

- For the 2003-2004 award year:
  - 42 Total Participants
    - 28 Schools
    - 14 Vendors

- School Testing window closes July 2003

COD Customer Service: Behind the Scenes

- Total of 92 staff at the COD School Relations Center to support Customer Service efforts

- Reference tickets are opened if a CSR can't provide a resolution during the phone call
  - CSRs now have a "Reminder" queue to track all call backs to schools with an open reference ticket

- Calls are tracked on the COD system
  - A memo is recorded for all schools or students who call
  - CSRs also code each contact for trending and tracking

- Communication Techniques
  - COD Processing Updates and web site postings
  - Frequently Asked Questions
  - IFAP Communications, DL Bulletins
  - Customer Service Outreach Campaigns

COD Customer Service: Behind the Scenes

- New IVR and CSR Team Structure
  - Calls distributed by area code
    - Schools will be in more direct contact with their Primary CSR
  - Teams broken down by regions
    - Northeast
    - Southeast
    - Central
    - Mountain/Pacific
    - International (Puerto Rico)
  - Primary CSR's work the same hours as their schools
  - Support Specialists to handle third party software vendors and mainframe schools

How do I contact COD School Relations?

- Email CODSupport@acs-inc.com

- Call the COD School Relations Center
  - 1-800-4-P-GRANT for Pell Grants
  - 1-800-848-0978 for Direct Loans
  - Enter option of the desired award year

- COD Web Site (www.cod.ed.gov)

How Do I Obtain Access to the COD Website?

- **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

Where Can I Get More Information?

- IFAP web site (www.IFAP.ed.gov)
  - Common Origination and Disbursement page
  - Announcements, FAQs, COD Technical Reference

- COD web site (www.cod.ed.gov)
  - Daily Processing Updates
  - School Funding and Processing Information

- Contact COD School Relations

Where Can I Get More Information?

- **Software Developer's Conference**
  - Arlington, VA – August 14-15, 2003
    (http://edeworkshop.ncspearson.com/swdAugust03.htm)

- **Electronic Access Conferences**
  - San Diego – November 2-5, 2003
    (http://edeworkshop.ncspearson.com/SanDiego.htm)
  - New Orleans – December 2-5, 2003
    (http://edeworkshop.ncspearson.com/NewOrleans.htm)

Other COD Sessions

- COD and Pell Processing

- COD: The Common Record: An Update on COD and XML