Session 20

Common Origination and Disbursement (COD) Update

In this session…

- Overview

- Processing Changes for 2004-2005

- Customer Service Update

- Processing Updates

What's going on with COD?

- On March 15th, COD went live with Release 3.0 for the 2004-2005 award year.

- Operational performance continues to improve – number of issues decreasing!

- COD received a clean audit for the 2nd year in a row!

- COD has extended the Full Participant deadline to the 2005-2006 award year.

- 2004-2005 Technical Reference published in November, and the most recent set of change pages were published in March

- Upcoming Focus Group in Reston, VA – April 15th – 16th, 2004

COD Processing
YTD Totals – as of March 23, 2004

Totals

Pell & Direct Loan Totals

	2002-2003	2003-2004
Originations (#)	8.8 million	8.4 million
Originations ($)	$27.9 billion	$29 billion
Actual Disbursements (#)	17.8 million	14.4 million
Actual Disbursements ($)	$23 billion	$21.2 billion
% Substantiated	99.77%	99.81%

Processing Changes for 2004-2005

Summary of 2004-2005 Processing Changes

Pell Grant and Direct Loan Changes

- Enhanced Message Class Options for Full Participants

- Increased variable field length on the SAIG Transmission Header.

Summary of 2004-2005 Processing Changes

Pell Grant Changes

- Verification Initiatives
  - CPS Verification Indicator tag added to Common Record Response
  - Highest CPS Transaction Number tag added to Common Record Response
  - Pell Verification Status Report

- Pell POP Report *(Future Release)*

Summary of 2004-2005 Processing Changes

Pell Grant Changes cont.

- Data elements no longer required for Pell Grant processing:
    - Academic Calendar Code
    - Payment Methodology Code
    - Weeks of instructional time used to calculate payment
    - Weeks of instructional time in program's definition of award year
    - Credit/Clock hours used to calculate payment
    - Credit/Clock hours in this student's program of study's academic year

Summary of 2004-2005 Processing Changes

Direct Loan Changes

- Anticipated disbursement information required when establishing Direct Loan awards.

- Automatic recalculation of anticipated disbursements when Award Amount is decreased.

- Automatic reduction of anticipated disbursements to allow loan inactivation.

- Pennies will not be processed in the Direct Loan Program.

Summary of 2004-2005 Processing Changes

COD Web Site Changes

- Enhanced CPS applicant data search functionality.

- Person Information pages allow filtering by award year.

- Award Amount Disbursed and Award Amount Approved added to Person Information pages.

- Batch Search screens allow filtering by Award Type and Doc Type.

- Batch Detail Information page split to display information submitted to COD and information returned by COD.

Summary of 2004-2005 Processing Changes

COD Web Site Changes

- Promissory note search by SSN, MPN ID, or First Name and Date of Birth.

- School Summary Financial Information screen reflects information contained in the Direct Loan School Account Statement.

- Enhanced disbursement functionality to allow creation of multiple anticipated disbursements when originating an award.

- Ability to select Award Year and Program for web navigation.

- GAPS Debit Date added to Cash Activity Screen.

Extended Full Participant Deadline 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: If you would like to be a Full Participant for the 2004-2005 award year and were not a Full Participant for a prior award year, you **must** register with COD School Relations prior to submitting records.*

2004-2005 Processing Changes Update

- COD will no longer be instituting the following functionality for the 2004-2005 award year:
    - Campus-Based processing
    - School Report Options via the COD web site

- Campus-Based
    - Due to feedback on the proposed Campus-Based functionality for the 2004-2005 award year, enhancements to Campus-Based functionality are now being explored. The implementation of Campus-Based processing has been postponed pending further discussion of Campus-Based design requirements.

- School Report Options
    - COD will not be providing enhanced School Report Options. Current COD processing will continue to allow for the selection of limited report delivery, sort, and format options via the web and by contacting Customer Service.

Pell Reports

- The following reports can be requested via the Pell Data Request link on the COD web site and will be delivered in fixed-length file format via the school's SAIG mailbox:
    - ESOA
    - MRR
    - Pell Reconciliation
    - YTD

- The following reports can be viewed on the COD web site in PDF or comma-delimited format by clicking on the Services tab:
    - Pending Disbursement List Report
    - Funded Disbursement List Report

Current School Report Options

Direct Loan Reports

- The following reports can be displayed on the COD web site by clicking on the Services tab. These reports are automatically sent to the schools SAIG mailbox:
  - 30 Day Warning Report
  - Pending Disbursement List Report
  - Funded Disbursement List Report
  - Duplicate Student Borrower
  - SSN/DOB/Name Change Report

- Format and delivery options for the above reports can be modified by accessing the Report Selection link on the School Summary Information Screen.

- Format and delivery modifications for the SSN/DOB/Name Change Report must be made by contacting Customer Service.

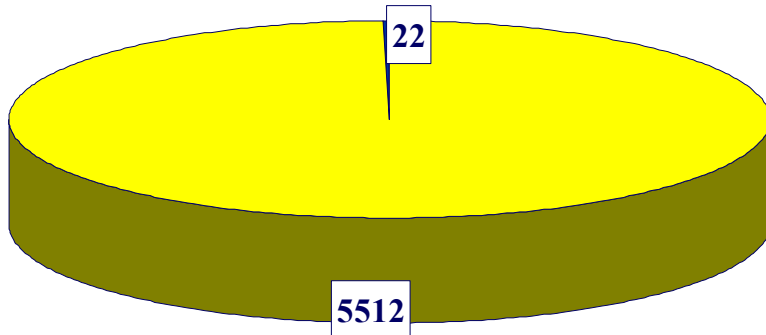# XML Schema Processing 2004-2005 Update

- COD originally intended to return Common Record documents in the latest release of the XML Schema.

- Due to feedback received from vendors, COD has modified its approach to Schema processing and has instead instituted a temporary workaround.

- While investigating possible long term solutions, COD will temporarily return the highest Schema version for the award year contained in the Common Record document.

- For more information, please refer to the COD Technical Reference, March Release or access the following IFAP message:
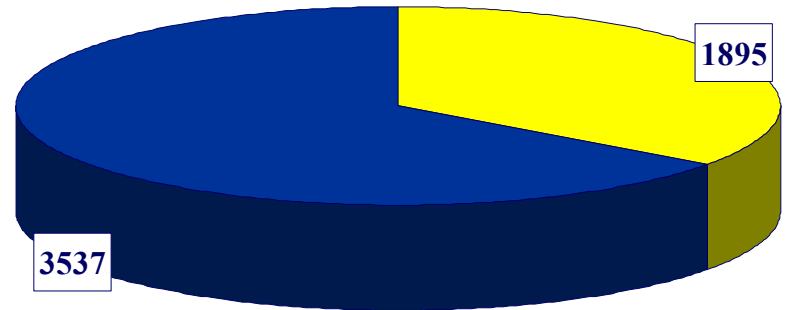 - http://www.ifap.ed.gov/eannouncements/0310CODSchemaChange0405.html

Customer Service Update

COD Full Participants

As of March 1, 2004

22

5512

2002-2003

1895

3537

2003-2004

1490

3840
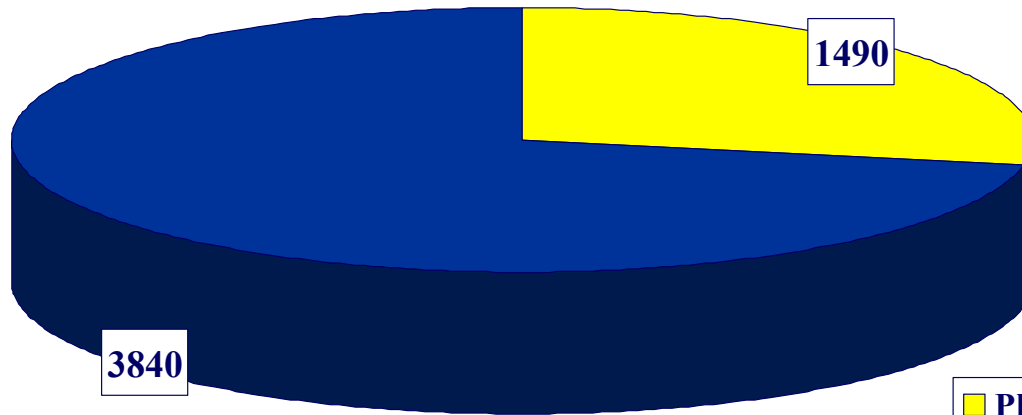
2004-2005 *(Projected)*

All schools must be Full Participant for the 2005-2006 Award Year.

Phase-In Participants
Full Participants

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COD Outreach Efforts

- The COD School Relations Center performs outreach via phone and e-mail to schools.
    - E-mail is sent to Financial Aid Administrators.
    - COD encourages schools to review their contact information in COD to ensure it is current.

- Customer Service has increased their outreach efforts in order to help schools meet regulatory and reporting requirements.

- In January 2004 COD requested feedback on Customer Service and Outreach Efforts.

- THANK YOU to all schools that participated.

Role of COD Customer Service Representative

- COD CSR teams are arranged by region and area code. Each school has a primary CSR assigned to it. Your primary CSR is available to:
    – Answer COD processing questions about the COD System, Pell Grant and Direct Loan Programs
    – Assist in obtaining COD web site access assist in web navigation
    – Assist in Full Participant registration for 2004-2005 Award Year
    – Provide updates on your current issues
    – Perform outreach to their schools

COD Customer Service Outreach

- Each morning COD reviews the previous day's batch processing to determine in what areas outreach is necessary. Based on our findings, common outreach concerns:
  - Schools with processing abnormalities or with unusually high reject numbers
  - Invalid fixed-length or XML format batches that fail to process in COD
  - Helping schools substantiate their funds at intervals of 20, 30, 45, 60 and 75 days..
  - Status updates to schools that have been identified in COD cleanup projects and/or have resolved COD System issues.
  - Software Vendors and Third Party Servicers in early issue identification and resolution.

COD Customer Service Outreach

- Pell Grant specific outreach includes:
  - Schools that have students in a POP situation that have not submitted an adjustment within 30 days.
  - Unprocessed Deobligations
  - Verification "W" updates

- Direct Loan specific outreach includes:
  - Schools with Direct Loan PLUS records that have a pended credit check in COD are contacted to obtain additional information in order to proceed with the credit check.
  - Direct Loan Award Year closeout.
  - Direct Loan Bulletin distribution.

COD Communications

- COD utilizes various methods to communicate to the Financial Aid Community. These methods include:
  - COD Processing Updates
  - IFAP Electronic Announcements
  - PMessage to SAIG mailbox
  - Direct Loan Bulletins
  - COD Web Site Messages
  - COD Technical Reference
  - COD Frequently Asked Questions (FAQs)
 - COD & CPS/WAN-Quick Reference Guide

COD Substantiation Process

- COD proactively contacts schools that have drawn down funds from GAPS and have not yet submitted the minimum amount of disbursement records to substantiate the funds.

- School's Financial Aid Administrators are contacted at various increments to alert them of the need to justify drawn down funds.
  - Email contact at 20, 30, 45 and 75 days.
  - Phone contact at 60 days.

COD Substantiation Process Methods of Contact

Email Contact:

- Each week an automated warning email is sent to the Financial Aid Administrator when a drawdown has not been substantiated.
    - Emails sent at 20, 30, 45, and 75 days.

- Schools that have current issues affecting their ability to substantiate drawdowns will not receive the email.
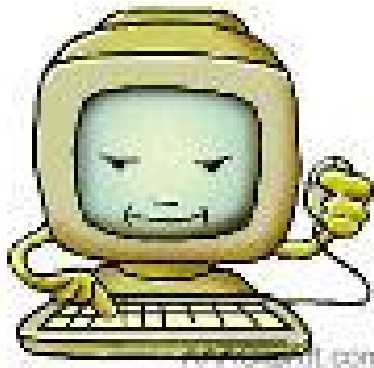
COD Substantiation Process Methods of Contact

Phone Contact:

- CSR makes phone contact with school when a drawdown is not substantiated within 60 days.
    - Research is conducted prior to the call to verify the unsubstantiated cash and to check recent disbursement activity.
    - COD will attempt to contact schools 3 times, leaving a detailed message on the 3rd attempt.

- CSRs help schools review their cash balances online and determine the next steps to substantiation.

Funds Control Methods

- **Global Reduction of Current Funding Level (CFL)**
  - Every Spring the Department decreases the schools' CFL to the total amount of the disbursements schools have reported and COD has accepted, for their students.
    - Warning message sent to schools before reduction takes place.
    - Decrease is sent to GAPS.
    - Schools receive ESOA that reflects the adjustment.

- **Prior Award Year Negative Balance Reduction**
  - Letter sent to schools that have a negative balance for 2001-2002 Award Year.
    - Applies to both Pell Grant and Campus-Based programs.

COD School Relations Center Contact Information

- E-mail CODSupport@acs-inc.com

- Call the COD School Relations Center
  - 1-800-4-PGRANT for Pell Grants
  - 1-800-848-0978 for Direct Loans

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

Processing Updates

Please refer to the COD Processing Updates handout!!

Other COD Sessions

- **Session 18**: COD 101: The Basics

- **Session 19**: COD Open Forum

COD School Relations Staff is available in the PC Lab!!

Questions?