Common Origination and Disbursement:
How May My School Become a Full Participant in 2003-04?

New Orleans
July 20, 2002

Presenters

- ❑ **Rosemary Beavers** – COD Director, Title IV Delivery, FSA
- ❑ **Renee Wade** – COD web guru, FSA
- ❑ **Linda Sigh** – Assistant Director, Office of Financial Aid, Michigan State University
- ❑ **George Lipper** – Processing Department, CUNY/City University of New York
- ❑ **Christine McGuire** – Director of Financial Assistance, Boston University
- ❑ **Sharon Barfield** – COD Requirements Lead, Modernization Partner
- ❑ **Ginger Klock** – EDExpress Director, Application Processing, FSA
- ❑ **Wood Mason** – Client Account Manager, Atlanta, FSA
- ❑ **Ethan Huber** – School Relations Manager, COD Customer Service, Modernization Partner

Session Objectives

❑ Walk-through of your online access to COD

❑ Early school partners share their preparations

❑ Notes on '03-'04 COD system development

❑ Why EDExpress users will be full participants

❑ Outreach and training up to this point

❑ Customer care now / initial thoughts on full
participant support in '03-'04

COD Participation

❑ **A school's "participant" status is determined by the method used to transmit student data to COD:**

➢ Full Participants

- Schools that submit data using the COD Common Record Layout in XML format

➢ Phase-In Participants

- Schools that submit data using Pell Grant/Direct Loan Record Layouts in fixed-length, flat file format

What is XML?

❑ XML: e**X**tensible **M**arkup **L**anguage

❑ XML is the standard language of e-business and the internet

❑ XML is technology-neutral allowing trading partners to use different technologies in their own applications

❑ XML data files are mchine and human readable

❑ XML is extensible – additional student financial resource data (FFEL, ISIR, State Grant, etc.) can be added easily

Benefits of COD – Full Participants

❑ Student-centric Common Record provides potential for fewer transmissions and scheduling problems

❑ Flexible record format allows you to send required data only

❑ Same process for reporting changes for Pell Grants and Direct Loans

❑ *Optional* reporting of data elements (required today) that already exist in CPS

❑ *Optional* campus-based reporting to pre-populate portions of the FISAP

Benefits of COD – All Schools

- ❑ Integrated Customer Service
- ❑ Fully Web-enabled system available 24/7
- ❑ Faster processing whether submitted via batch or on-line update
- ❑ Reduced turnaround time for exception processing, due to stream-lined edits & fewer rejects
- ❑ Enhanced reconciliation and cash management tools
- ❑ Integrated funding information for Pell Grants and Direct Loans
- ❑ Schools/FSA Staff and CSRs view the same information via the COD website

How do I Obtain Access to the COD Website?

❑ Identify a Security Administrator for your school
- Responsible for establishing other users within your school
- Reporting/Funding school relationships will automatically allow access to other school codes

❑ Submit Security Administrator Request Letter on university or corporate letterhead

❑ Refer to the COD Website Access Announcement on IFAP for detailed instructions
- Updated: COD Website Access for Schools – June 3, 2002
- COD Website Access for Vendors/ 3rd Party Servicers – June 3, 2003

http://cod.ed.gov

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COMMON ORIGINATION & DISBURSEMENT

FSA FEDERAL STUDENT AID

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

Person Search

▼ **Person Info**
　Detail
　All Awards
　Direct Loan
　Pell
　Promissory Notes
　Events
　Correspondence

▶ **Pnote Search**

▶ **Credit Check Search**

Person Detail Information

?HELP

CHARLES KANE
765431320
10/28/1985

Permanent Information			
Address	123 MAIN STREET WASHINGTON, DC 20024 USA		
Email	CHARLES.KANE@EMAIL.COM	**Citizenship**	US Citizen
Telephone	(202) 888-7777	**Previous SSN**	

Local Information
No Local Address

UPDATE PERSON　　CREATE NEW AWARD

Done　　Internet

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Address http://cod.crt.tsysecom.com/cod/PersonDirectViewPage

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FEDERAL STUDENT AID

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

► **Person Search**

▼ **Person Info**
  Detail
  All Awards
  Direct Loan
  Pell
  Promissory Notes
  Events
  Correspondence

► **Pnote Search**

► **Credit Check Search**

Person Direct Loan Information

?HELP

CHARLES KANE
765431320
10/28/1985

Loan Summary

Person Type	Award ID	Amount	Type	Year	School
Student	765431320S03G21174101	$2,000.00	SUBSIDIZED	'02-'03	BECK AREA CAREER CENTER ⓘ
Student	765431320P03G21174201	$500.00	PLUS	'02-'03	BECK AREA CAREER CENTER ⓘ
Student	765431320U03G22026010	$500.00	UNSUBSIDIZED	'02-'03	CANNELLA SCHOOL OF HAIR DESIGN ⓘ

CREATE NEW AWARD

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Done   Internet

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▼ Award Information
   Detail
   Disbursements
   Promissory Notes

Award Detail Information   ?HELP

CHARLES KANE   BECK AREA CAREER CENTER ⓘ
765431320   765431320S03G21174101
10/28/1985   '02-'03

Award Information	
Award ID	765431320S03G21174101
Award Amount Approved	$2,000.00
Award Amount Disbursed	$1,000.00
Award Start Date	08/26/2002
Award End Date	05/26/2003
Grade Level	2nd year undergraduate/sophomore
School Use Only	
Disclosure Print Indicator	COD Prints (Sends to Borrower)
Pnote Print Indicator	
Booked Date	12/28/2003
Dependency Status	Dependent
Loan Fee Percentage	3.0%
Academic Start Date	08/26/2002
Academic End Date	05/26/2003
Interest Rebate Percentage	1.5%
Less than Full-time Flag	
Loan Default / Grant Overpay	Z

UPDATE AWARD

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COMMON ORIGINATION & DISBURSEMENT

FSA FEDERAL STUDENT AID

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

▶ **Award Search**
▼ **Award Information**
   Detail
   Disbursements
   Promissory Notes

Return to: Award List

Award Disbursements Information

?HELP

CHARLES KANE
765431320
10/28/1985

BECK AREA CAREER CENTER
765431320S03G21174101
'02-'03

Totals for Actual Disbursements
Gross: $500.00   Origination Fee: $15.00   Rebate: $8.00   Net Award: $493.00

Totals for Pending Disbursements
Gross: $1,000.00   Origination Fee: $30.00   Rebate: $15.00   Net Award: $985.00

Disbursements

Select	No.	Disb. Date	Gross	Orig. Fee	Rebate	Net Award	Status
	1	09/10/2002	$500.00	$15.00	$8.00	$493.00	Disbursed
☐	2	01/15/2003	$1,000.00	$30.00	$15.00	$985.00	Pending

Select All   Clear

CREATE NEW   **PROCESS SELECTED DISBURSEMENTS**

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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
  Returned Funds
  Drawdowns
  Events
  Message List
  Yearly Totals

School Options Information

? HELP

BECK AREA CAREER CENTER ⓘ

Program	PELL ▾

Program Relations Information

Number of Future Days to Display Disbursements:	014
COD Automatically Generates Drawdown Option:	N
Error Processing Options:	Corrected
Web Activity Response Option:	N

Main Campus Information

Administrative Cost Allowance – SFA Option:	Y

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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
  Returned Funds
  Drawdowns
  Events
  Message List
  Yearly Totals

School Options Information

?HELP

BECK AREA CAREER CENTER ⓘ

Program	DIRECT ▼

Program Relations Information

Number of Future Days to Display Disbursements:	014
COD Automatically Generates Drawdown Option:	N
Promissory Notes Type Option:	Single Year
Web Activity Response Option:	N

Main Campus Information

Promissory Note Print Option:	N
Promissory Notes From SFA Option:	Y
Disclosure Print Option:	Y

UPDATE

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Address http://cod.crt.tsysecom.com/cod/SchoolSummaryFinancialInfoViewPage?type=DIRECT&Year=2003   Go

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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
   Returned Funds
   Drawdowns
   Events
   Message List
   Yearly Totals

School Summary Financial Information

？HELP

BECK AREA CAREER CENTER ⓘ

Summary Financial Information

Program [DIRECT ▼]   **Award Year** ['02-'03 ▼]

Entity Id	38833872
Beginning Cash Balance	$0.00
Cash Receipts	$55,000.00
Disbursement Amount	$0.00
Disbursement Adjustments Amount	$0.00
Returned Funds	$0.00
Ending Cash Balance	$55,000.00
Disbursement Amount for Disbursements with Missing PNote Status	$0.00
Number of Disbursements with Missing PNote Status	0

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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
Returned Funds
Drawdowns
Events
Message List
Yearly Totals

School Yearly Totals

❓HELP

BECK AREA CAREER CENTER ⓘ

Award Year: '02-'03 ▾

	Total Awarded	Total Disbursed	Recipients
Total Pell Awards	$22,400.00	$825.77	5
Total Direct Loan Awards	–	–	–
Total Subsidized	$31,120.00	$11,787.00	10
Total Unsubsidized	$63,500.00	$2,500.00	5
Total PLUS	$9,500.00	$4,705.00	3
Total Campus Based Awards	–	–	–
Total FSEOG	–	–	–
Total FWS	–	–	–
Total Perkins	–	–	–

Done   Internet

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Back   Forward   Stop   Refresh   Home   Search   Favorites   History   Mail   Print   Edit   Discuss   Real.com   Links

Address http://cod.crt.tsysecom.com/cod/BatchViewPage

Google   Search Web   Search Site   Page Info   Up   Highlight

▶ **Action Queue**

School	Entity ID	Batch Date Processed
BECK AREA CAREER CENTER	38833872	05/31/2002

Program: All

Batch ID	Status	Total Students
2002-10-31T11:56:25.587	Accepted	1

Total Award Amount School Reported	Total Award Amount By COD
$0.00	$0.00

Total Accepted	Total Dollar Amount Accepted
1	$0.00

Total Award Accepted with Corrections	Total Disbursement Dollar Amount Accepted with Corrections
0	$0.00

Total Award Records Rejected	Total Disbursement Dollar Amount Rejected
0	$0.00

Enter filter criteria here to narrow down your search.

SSN: [ ]   Status: All   Apply Filter   Reset Filter

Award Year	Name	SSN	Award No	Disb No
2003	.FORMULA 2	555211062 - Accepted	101 - Accepted	

Done   Internet

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COMMON ORIGINATION & DISBURSEMENT

FSA
FEDERAL STUDENT AID

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

▶ **Batch Search**
▼ **Action Queue**

Action Queue

?HELP

Use this screen to search the Action Queue.

Entity ID	COD - 38833872 - BECK AREA CAREER CENTER ▾
Start Date	December ▾ 2 ▾ 2001 ▾
End Date	December ▾ 2 ▾ 2003 ▾
Disbursement Status	All ▾

SEARCH

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File   Edit   View   Favorites   Tools   Help

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Address   http://cod.crt.tsysecom.com/cod/PendedSearch

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FEDERAL
STUDENT AID

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

▶ **Batch Search**
▼ **Action Queue**

Action Queue List

?HELP

School			Start Date	End Date
BECK AREA CAREER CENTER ⓘ			12/02/2001	12/02/2003

Filter by Status [All ▼]   **Filter by Program Type** [▼]

Filter by SSN [   ]   **FILTER**   **RESET**

Records 1 to 1 of 1

Select	Name	SSN	Prog.	Year	Num.	Amt.	Date	Status
☐	CHARLES KANE	765431320	DLSUB	'02-'03	2	$1,000.00	01/15/2003	Pending

Select All   Clear

Records 1 to 1 of 1

PROCESS SELECTED DISBURSEMENTS

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Internet
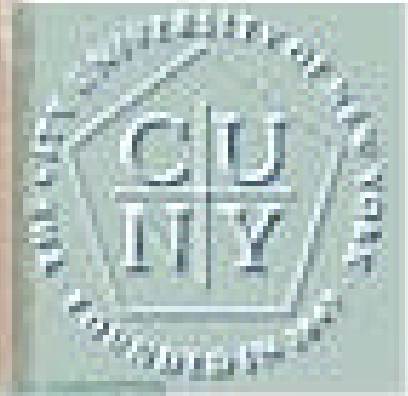
What's Planned for 2003-2004?

❑ **Common Record Layout**
  ➢ Modified Tag Names
    • Eliminating abbreviations from tag names (FFEL community, PESC request)
  ➢ New Tags
    • Endorser Amount
    • OPE ID

❑ **EDExpress**
  ➢ Full Participant in 2003-2004
    • Software Modified to support XML Common Record

What's Planned for 2003-2004?

❑ Direct Loan Changes
  ➢ Entrance Counseling
    • Moved to Direct Loan Servicing Website
  ➢ Promissory Notes
    • PLUS Loan MPN
    • PLUS Loan eMPN
  ➢ Pennies
    • Schools have the option to report pennies for Direct Loans

❑ Pell Grant Changes
  ➢ New Pell Verification Status Codes
    • "Blank" will be separated into two values: Not Selected and Selected, but Not Verified

COD Timeline

❑ **2003 – 2004 Development Schedule:**

  ➢ Requirements Complete   July 2002
  ➢ Design Complete   September 2002
  ➢ Development Complete   November 2002
  ➢ School/Vendor Testing: February 2003
  ➢ **System Start Up:**   **March 2003**

EDExpress for 2003-04

❑ EDExpress is a PC-based software product

❑ EDExpress Suite includes:

- Global
- Application Processing
- Packaging
- Direct Loan
- Pell

❑ Additional products:

- Return to Title IV
- QA Tools
- DL Tools
- SSCR

EDExpress for 2003-04

❑ **Important Release Dates:**

➢ Global/App Processing   December 2002

➢ Packaging Module   December 2002

➢ **Pell/Direct Loan modules**   **March 2003**

➢ Quality Analysis tool   May 2003

➢ Direct Loan tools   June 2003

Changes to Accommodate COD in 2003-04

❑ Setup
  • School Identifiers
  • Disbursement Profiles
  • Funding method

❑ Origination—some names change
  • Batches called Documents
  • Acknowledgements called Responses

❑ Disbursements
  • Disbursement Activity Type
  • Pell and Direct Loan functionality will become more similar

Direct Loan/Pell Changes for 2003-04

❑ EDExpress will be a full participant for Direct Loan/Pell Payment in 2003-2004

- send/receive Origination and Disbursement data to/from COD using the Common Record XML format.

❑ **Important:** External Add/Change Import

- will be kept in a Flat File format
- schools will NOT have to change their current technology in order to participate if using these functions.

Direct Loan/Pell Changes for 2003-04

- ❑ EDExpress will have only three Export types (all the same message class)
  - Pell only records
  - Direct Loan only records
  - All records (DL & Pell) "ready" to be batched

- ❑ EDExpress will have only one Import Type for Origination/Disbursement
  - All origination ("edit only") records, all disbursement records and all change records come back in one message class

How can I be involved in future projects?
(please pick up contact handout as you exit)

- ❑ Focus Groups
- ❑ Usability Tester
- ❑ Beta Tester
  - Software
- ❑ Beta Reviewer
  - Documentation

Outreach and Training

Eleventh Annual Salish Kootenai College
Tribal College Workshop
"The Beginning of a New Decade"
August 13, 2001

software *development*

Software Developers Conference

March 10, 2001
Houston, TX

MASFAA Leadership Conference

May 18, 2000

Kay Jacks
General Manager, Schools Channel

Tools For Ensuring
PROGRAM INTEGRITY
Common Origination & Disbursement
FSA
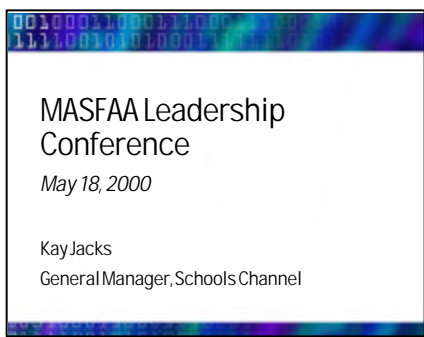
➢ State & Regional Association briefings

➢ Focus groups

➢ Software Developers' conferences

➢ Electronic Access Conference sessions

➢ User Group presentations

➢ Spring Conference

➢ Tools for Ensuring Program Integrity (day 2)
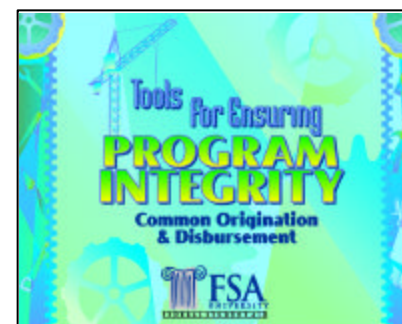
Customer Service

COD School Relations Center opened on April 29, 2002

First two months' activity:

- ❑ Total Inbound Calls   6,832
- ❑ Average Speed of Answer   13 sec
- ❑ Total Outreach Calls   9,371
- ❑ Total number of Web user IDs requested   1,435

Customer Service

❑ **What are you calling about?**

1. Pending Credit Checks

2. Promissory Note Issues

3. Batch Rejects/Missing Batch

❑ **What are you emailing about?**

1. Credit Checks – pending status

2. Requesting passwords reset

3. Promissory Note Issues

4. How to get access to COD

❑ Total of 86 staff at the center to support Customer Service efforts

Transition Processing Reminders

❑ All 2001-2002 and prior award year data will be directed to the Loan Origination System or RFMS system.

❑ All 2002-2003 and following award year data regardless of common record adoption will be directed to the COD system for processing.

❑ The Loan Origination and Pell Grant Customer Service Centers remain open to support prior award year processing.

School Support Representatives Assignments

❑ 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

❑ Moving Forward

- Now assigning representatives to specific schools within a team
- Continue to monitor call volumes and support needs and rebalance assignments as necessary.

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.

❑ Random quality control checks occur to ensure you received a resolution.

❑ Management reports of issues and aging are produced daily to track responsiveness.

Communication & Support

All Customers:

❑ COD Web Site Postings

❑ P-Messages (for Pell related problems)

❑ Direct Loan Bulletins

❑ Call Campaigns when necessary

❑ E-Mail (being explored as an option)

For those coding the XML Common Record in 2002-2003, in addition:

❑ Biweekly Conference Calls

❑ E-mailed call minutes and technical answers

❑ Tailored communication with FSA testing team

Contact Information

<table>
<tr>
<td>

For future involvement in EDExpress projects

Email: CPS@ncs.com

Subject:

- Beta Test
- Focus Group
- Usability Test

Note: In the message, list the modules or applications in which you are interested. If you've indicated Beta Test, please tell us what type of system setup you have.

</td>
<td>

**To talk to
COD Customer Service**

**Email: codsupport@afsa.com
Subject: 03-04 Full Participant
OR
Call: 1-800-4-P-GRANT
Call: 1-800-848-0978**

Enter award year 2002-2003 (too soon for voice response unit to recognize 03-04)

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