
School Electronic Process Guide

FAA Access to CPS Online
Return of Title IV Funds
ISIR Analysis Tool
EDESuite

2010-2011

U.S. Department of Education



F E D E R A L
S T U D E N T A I D

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Overview

Preface

The *School Electronic Process Guide* is designed to meet the reference needs of financial aid administrators (FAAs), programmers, and data processing staff. In this guide, we describe the following topics and products, including updates and enhancements for the 2010-2011 processing cycle:

- Enrollment for FAA Access to CPS Online
- Schedules
- What's New for FAA Access to CPS Online
 - Return of Title IV Funds (R2T4) on the Web
 - Institutional Student Information Record (ISIR) Analysis Tool
- What's New for EDESuite
 - EDEExpress for Windows, Release 1.0 – Global functionality and Application Processing (App Express) and Packaging modules
 - EDEExpress for Windows, Release 2.0 – Federal Pell Grant (including Academic Competitiveness Grant, or ACG, and National Science and Mathematics Access to Retain Talent Grant, or National SMART Grant), Teacher Education Assistance for College and Higher Education Grant, or TEACH Grant, and William D. Ford Direct Loan (Direct Loan) modules
 - Direct Loan (DL) Tools for Windows, Release 10.0
 - Student Status Confirmation Report (SSCR) for Windows

We recommend you review all of the information provided in this guide related to the products and services you use.

Enrollment for FAA Access to CPS Online

To ensure your school can take full advantage of 2010-2011 enhancements at the beginning of the processing cycle, the Primary Destination Point Administrator (DPA) of the TG number used to send and receive Free Application for Federal Student Aid (FAFSA) and ISIR correction data should verify your enrollment status.

- If your school is enrolled for 2009-2010, your enrollment status rolls over to 2010-2011.
- If your school is not enrolled, your school's Primary DPA can complete the enrollment for FAA Access to CPS Online site services for your school, including access to R2T4 on the Web and the ISIR Analysis Tool, through the Student Aid Internet Gateway (SAIG) Enrollment Web site, located at:

fsawebenroll.ed.gov

- An SAIG-FAA User Statement must be printed by the Primary DPA and signed by new users of the FAA Access to CPS Online, R2T4 on the Web, or ISIR Analysis Tool Web sites. While you are not required to mail SAIG-FAA User Statements to FSA's Participation Management system, you should retain signed copies at your school.

We implemented a new user authentication process for the FAA Access to CPS Online Web site (faaaccess.ed.gov) in May 2009 that eliminated the use of personal identifiers such as Social Security Number (SSN), date of birth (DOB), and name ID as login elements. To access the FAA Access to CPS Online Web site, you must now use an FSA User ID and password.

All Primary DPAs and other FAA Access users at your school can obtain their new FSA User ID (if they have not already done so) by completing the FSA User ID enrollment process. For more detailed information on the FSA User ID creation process, see the [April 6, 2009 Electronic Announcement](#) posted on our Information for Financial Aid Professionals (IFAP) Web site.

Enrollment for R2T4 on the Web

Your staff members must be enrolled for both FAA Access to CPS Online and Return of Title IV Funds to access the R2T4 on the Web site. The Primary or Secondary DPA of the TG number currently used by your school to send and receive FAFSAs and ISIR corrections has access to the FAA Access to CPS Online Web site by default and can add or modify rights. The Primary or Secondary DPA needs to enroll financial aid staff members for access to the FAA Access to CPS Online *and* R2T4 on the Web sites.

Enrollment for the ISIR Analysis Tool

Your staff members must be enrolled for both FAA Access to CPS Online and the ISIR Analysis Tool to access the ISIR Analysis Tool. The Primary or Secondary DPA of the TG number currently used by your school to send and receive FAFSAs and ISIR corrections has access to the FAA Access to CPS Online Web site by default and can add or modify rights. The Primary or Secondary DPA needs to enroll financial aid staff members for access to the FAA Access to CPS Online *and* ISIR Analysis Tool Web sites.

Enrollment for EDEExpress 2010-2011 FAA Access Interface

To access the FAA Access to CPS Online Web site (including R2T4 on the Web and the ISIR Analysis Tool) through the EDEExpress 2010-2011 interface, you must follow the same enrollment procedures and use the same FSA User ID and password login credentials as you would to access the sites using your Web browser outside of EDEExpress 2010-2011.

You can enter your TG Number, school code, and Application Save/Restore Password (used for initial applications only) in EDEExpress FAA Access setup (**Tools, Setup, Global, FAA Access**) or enter them each time you connect to FAA Access to CPS Online through the FAFSA and Student Inquiry tabs in EDEExpress. You will be prompted separately for your FSA User ID and password (which are not stored in the EDEExpress database and must be provided separately).

Note: To keep from having to provide your FSA User ID and password each time you open a student record in EDEExpress when making changes on the FAA Access to CPS Online Web site, open a Web browser, such as Internet Explorer, or start an instant messaging program and leave it running in the background. As long you have at least one Web browser open or an instant messenger program running, the session remains active and you will not be required to reauthenticate. Note, however, that session timeout rules still apply.

Schedules

School Electronic Product Release Schedule

The following schedule provides expected release dates for 2010-2011 FAA Access to CPS Online, the 2010-2011 version of the ISIR Analysis Tool Web application, and the 2010-2011 EDESuite PC software.

Product	Modules/Functionality Included	Expected Release
FAA Access to CPS Online 2010-2011	<ul style="list-style-type: none"> • Student Inquiry <ul style="list-style-type: none"> – ISIR Compare – FAA Standalone Signature • Application/Correction/Verification Tool Entry <ul style="list-style-type: none"> – Save/Restore functionality • ISIR Request • ISIR Analysis Tool (available May 2010) • R2T4 on the Web 	January 1, 2010 Central Processing System (CPS) begins 2010-2011 processing on January 4, 2010.
EDEXpress for Windows 2010-2011, Release 1.0	<ul style="list-style-type: none"> • Global functionality • Application Processing module • Packaging module 	January 2010

School Electronic Product Release Schedule (Continued)

Product	Modules/Functionality Included	Expected Release
EDEXpress for Windows 2010-2011, Release 2.0	<ul style="list-style-type: none"> • Direct Loan module • Pell module (including ACG and National SMART Grant functionality) • TEACH Grant module 	March 2010
ISIR Analysis Tool 2010-2011	<p>The ISIR Analysis Tool is designed for any school that wants to review and analyze its ISIR data and better understand certain characteristics about its Title IV applicant population and verification process—either federally selected or defined by the institution.</p> <p>The ISIR Analysis Tool enables schools to:</p> <ul style="list-style-type: none"> • Upload ISIR data from the ISIR Datamart directly into the tool by creating flat text files of Social Security Numbers (SSNs) • Draw sample aid recipient data easily by using the random sample functionality built directly into the tool • Run predefined analytic reports and create ad hoc reports 	May 2010

School Electronic Product Release Schedule (Continued)

Product	Modules/Functionality Included	Expected Release
Direct Loan (DL) Tools, Release 10.0	<ul style="list-style-type: none"> • Compare the School Account Statement (SAS) report to loans and actual disbursements recorded in EDEExpress or an external file, and/or compare the SAS to the DL Tools Cash database • Print the SAS in a readable format • Track cash receipts (drawdowns) and Refunds of Cash for Direct Loan • Rebuild your Direct Loan origination and disbursement records in EDEExpress using an automated process • Run the Disbursement Measurement Tool Report to help monitor Direct Loan records in your EDEExpress database. 	July 2010

What's New for FAA Access to CPS Online?

Overview

This section describes the following areas of the 2010-2011 FAA Access to CPS Online Web site, including changes and enhancements:

- FAA Access to CPS Online
- R2T4 on the Web
- ISIR Analysis Tool on the Web
- Demonstration Sites

FAA Access to CPS Online

In this section, we describe changes and enhancements to FAA Access to CPS Online.

Data Element Changes

Due to legislative changes and annual enhancements, we made the following changes to the data elements in FAA Access to CPS Online:

- **Added Student/Parent Cooperative Education Program Earnings Fields** – Legislative changes mandate that Cooperative Education Program (co-op) earnings be reported so that the income can be offset during the calculation of the EFC. To account for this new requirement and to collect the new income exclusion, we have added student and parent co-op data elements to FAFSA/Renewal Application Entry, Corrections Entry, and Verification Tool.
- **Removed Veterans Benefits and Type of Veterans Benefits** – As a result of recent legislative changes, beginning with the 2009-2010 award year veterans education benefits are no longer considered to be estimated financial assistance when determining a student's eligibility for Title IV aid. This legislative change occurred after the release of the 2009-2010 FAA Access to CPS Online; therefore, the veterans questions continue to be included on the Web site. They should not be considered when awarding Title IV aid in 2009-2010, however. For 2010-2011, we are removing the “Will Student Receive VA Education Benefits” and “Type of VA Education Benefits” questions from FAFSA/Renewal Application Entry, Corrections Entry, and Student Inquiry.
- **Revised Student Marital Status Responses** – To facilitate the upcoming Internal Revenue Service (IRS) Data Retrieval process, we modified the valid response values for the Student's Marital Status questions for FAFSA/Renewal Application Entry, Corrections Entry, and Student Inquiry. The first response, which previously stated, “Single, Divorced, or Widowed,” is now split into a revised first response, “Single,” and a new fourth response, “Divorced or Widowed.” The second and third responses remain “Married/Remarried” and “Separated,” respectively. As a result, there are now four responses to this question.
- **Marital Status Date Response Now Required** – To facilitate the upcoming IRS Data Retrieval process, we now require a response to the Student's Marital Status Date if the response to Student's Marital Status is other than single. We also require a response to the Parents' Marital Status Date if the response to Parents' Marital Status is other than single.
- **“First Bachelor's Degree By” Response Now Required** – In order to more accurately determine a student's graduate status and Pell eligibility, a response to the “First Bachelor's Degree By July 1, 2010?” question is now required for FAFSA/Renewal Application Entry and Corrections Entry.

Changes to Data Edits

The FAFSA is intended to be a snapshot of the student's situation "as of the date" he or she completed the application. There should never be a reason for an FAA to submit a FAFSA or Renewal Application with a Student Marital Status Date greater than the current date or a Correction with a Student Marital Status Date after the application signed date. FAAs should also not change the Student's Marital Status or Marital Status Date in Corrections Entry unless the data originally submitted was incorrect as of the date the application was submitted. In order to strengthen enforcement of these rules, we have made the following changes to the edits on these fields:

- **Marital Status Date** –We have removed the override edit that allowed FAAs to override Reject 4 for FAFSA/Renewal Application Entry and Corrections Entry. Reject 4 is displayed for FAFSA/Renewal Application Entry if the Student's Marital Status Date is greater than the current system date. The same edit is displayed for Corrections Entry but the Student's Marital Status Date is compared to the date the application was submitted. When this edit is displayed, you must correct the Marital Status Date before you can continue the FAFSA or Correction.
- **Changes to Student's Marital Status or Marital Status Date** – We have added an edit for Corrections Entry that will be displayed if the Student's Marital Status or Marital Status Date is changed. The warning edit reminds you that the Student's Marital Status and Marital Status Date should only be changed if they were reported incorrectly on the day the FAFSA was originally submitted. You must confirm or correct the applicable field before you can continue the correction.

Special Circumstances Flag

In 2010-2011 FAFSA on the Web will continue to offer three paths for an otherwise dependent student to complete and submit an online FAFSA without parental data. Regardless of the path the applicant takes, the record will be rejected and no EFC will be calculated on the resulting SAR/ISIR. The FAA has the sole authority to determine whether special circumstances exist and can then decide whether or not to perform a dependency override or award an unsubsidized loan only (in the case of the third path). For more information about the three paths implemented during the 2009-2010 award year, see the [August 6, 2009 Electronic Announcement](#) posted to the IFAP Web site.

New for 2010-2011, we are enhancing the Special Circumstances Flag information displayed on the Web for Corrections Entry, Student Inquiry, and ISIR Compare to assist FAAs in identifying the specific special circumstances path an applicant may have taken on FAFSA on the Web. This enhanced Special Circumstances Flag will communicate more specific information to the FAA and will aid the FAA in reaching out to the student.

For Student Inquiry and ISIR Compare, the Special Circumstances Flag is displayed in the Application Flags section on the FAA Information page (between the applicant's Dependency Status value and Dependency Override value). The SAR/ISIR Comment codes that are assigned to the transaction are listed at the end of the FAA Information page. You can review the Comment text by selecting the Comments page. In addition, when you retrieve the transaction in Corrections Entry, the Special Circumstances Flag will trigger an alert to inform you that the FAFSA has been completed and submitted without parental data because the applicant reported a special circumstance.

You can use the enhanced Special Circumstances Flag values, comment codes, and Corrections Entry alerts to identify the FAFSA on the Web path that the student followed to submit his or her application without parental data. The three paths are listed below, along with the corresponding Special Circumstances Flag values, comment codes, and Corrections Entry alert text:

- Dependent applicants who cannot answer “yes” to any of the dependency status questions but who believe they are candidates for a dependency override are offered a path to bypass the parental questions and submit the application for processing. The results of applications submitted on this path are:
 - Special Circumstances Flag “1” is displayed as “Dependent record submitted without parental data.” **Note:** This value was first introduced in 2009-2010.
 - Comment code 295 is added to the record and refers the applicant to the financial aid office.
 - When the transaction is selected for Correction Entry, the following alert is displayed: “This FAFSA was completed and submitted without parental information because the applicant reported that a special circumstance exists that may qualify for a dependency override. Refer to the Federal Student Aid handbook for guidance.”
- Dependent applicants who are unaccompanied homeless individuals or at risk of homelessness, but who cannot answer “Yes” to any of the homeless youth questions (56-58), are also offered a path to bypass the parental questions and submit the application for processing. The results of applications submitted on this path are:
 - Special Circumstances Flag value “3” is displayed as “Dependent record submitted without parental data by a homeless unaccompanied individual.”
 - Comment code 299 is added to the record and refers the applicant to the financial aid office.
 - When the transaction is selected for Correction Entry, the following alert is displayed: “This FAFSA was completed and submitted without parental information because the applicant reported that a special circumstance exists (an unaccompanied individual 22 or 23 years old and claiming to be homeless or at-risk of becoming homeless) that may qualify for a dependency override. Refer to the Federal Student Aid handbook for guidance.”

- Applicants whose parents are unwilling to provide financial information (and do not provide financial support to the student) and who are completing the FAFSA with the sole intention of receiving an unsubsidized loan under the Federal Family Education Loan (FFEL) or Direct Loan Program are offered a path to bypass the parental questions and submit the application for processing. The results of applications submitted on this path are:
 - Special Circumstances Flag value “4” is displayed as “Dependent record submitted without parental data for unsubsidized loan only.”
 - Comment code 300 is added to the record and refers the applicant to the financial aid office.
 - When the transaction is selected for Correction Entry, the following alert is displayed: “This FAFSA was completed and submitted without parental information because the applicant reported that a special circumstance exists (parents unwilling to provide their information and student applying solely for an unsubsidized loan). Refer to the Federal Student Aid handbook for guidance.”

If the student’s application has a Special Circumstances Flag of “4,” you will need to collect appropriate documentation and, if warranted, you can award unsubsidized loans. In these situations do *not* set and submit a dependency override flag because doing so would trigger the CPS to treat the dependent student as independent and could lead to misawarding of aid.

As a reminder, the Special Circumstances Flag value “2” is displayed as “Corrections made to parental data” if the applicant previously had a Special Circumstances Flag value of **1, 3, or 4** and has made a correction to his or her record to provide parental information. In these circumstances, comment 296 prints on the record noting the addition of parental data, the record is processed by CPS, and, if no other reject circumstances exist (for example, missing signature or conflicting or missing data), an EFC is calculated.

New Worksheet Functionality

We changed the Previous button label to Cancel on the Household Size, Income Estimator, Additional Financial Information, and Untaxed Income worksheets for FAFSA/Renewal Application Entry and Corrections Entry and on the Additional Financial Information and Untaxed Income end-of-entry worksheets.

Prior to 2010-2011, selecting the Previous button would cause the worksheet total to carry forward to the entry page and be displayed as a correction, even if no changes had been made to the intermediate fields and the worksheet total had not changed.

For 2010-2011, the Cancel button will enable you to review the intermediate values on the worksheet and leave the values unchanged without causing the worksheet total on the entry page to register as a correction. If the intermediate values on the worksheet are incorrect, you can enter the correct values and carry the new worksheet total forward by selecting the Next button.

Department of Defense Match Results

We plan to begin conducting a match with the Department of Defense (DOD) during the 2009-2010 award year. The file from DOD will include individuals whose parent or guardian died as a result of military service in Iraq or Afghanistan after September 11, 2001. These individuals may be eligible for additional Title IV aid under the HEOA. Please see the *2010-2011 Summary of Changes for the Application Processing System* guide, available on the [IFAP](#) and [FSAdownload](#) Web sites, for a description of the manual process we plan to implement during the 2009-2010 award year and the automated process we are developing for the 2010-2011 award year. The [November 6, 2009 electronic announcement](#), posted to the [IFAP](#) Web site, provides additional details about the process and student eligibility.

For 2010-2011, we are adding the following indicators to FAA Access to CPS Online that will assist FAAs in identifying students who may qualify for additional Title IV aid as a result of the DOD match:

- **DOD Match Flag and Date of Death** – All CPS transactions resulting from a FAFSA or a Correction will be matched against the DOD file. If a match is found on the applicant’s SSN and first two characters of the last name, the DOD Match Flag will be set to “Y.” On the FAA Information page in Student Inquiry and in ISIR Compare, the Match Flags for transactions with a positive match will include a DOD Match Flag and the Date of Death provided by the DOD. The DOD Match Flag will be displayed as “Dependent of service veteran who died as a result of service in Iraq or Afghanistan.”
- **Application Source and Application Type** – Each time the DOD provides new data, the CPS will compare the most recent transaction for all non-matched student records with the DOD database. If a student’s record was recently added to the DOD file, the CPS will create a system-generated ISIR transaction with the DOD Match Flag set to “Y.” The following Application/Transaction Source and Type values will assist FAAs in identify these system-generated transactions in FAA Access to CPS Online:
 - On Student Inquiry’s Transaction page, the Transaction Source value will be displayed as “Parent died serving in Iraq/Afghanistan.”
 - On Student Inquiry’s Processing Information page, the Transaction Source and Transaction Type values will be displayed as “CPS” and “DOD File Match,” respectively.
 - On Student Inquiry’s FAA Information page and the ISIR Compare page, the Application Source and Application Type values will be displayed as “CPS” and “DOD File Match,” respectively.
 - The Application Source and Application Type values will be displayed as “CPS” and “DOD File Match,” respectively, on the electronic Student Aid Report (e-SAR).

Return of Title IV Funds (R2T4) on the Web

R2T4 on the Web is a non-year-specific application developed to calculate the earned and unearned portion of Title IV program assistance in accordance with section 484B of the Higher Education Act. At this time, requirements for enhancements to R2T4 on the Web for the 2010-2011 cycle have not yet been finalized. Watch the IFAP Web site for future communications about enhancements we will be making to this Web application for 2010-2011.

R2T4 on the Web is accessible through the FAA Main Menu of the [FAA Access to CPS Online](#) Web site and from the View menu in EDExpress.

Note: For more information regarding Federal Student Aid training on R2T4 on the Web, see [Dear Colleague Letter ANN-09-27](#), posted on September 2, 2009 to the IFAP Web site.

General Functionality

The following functionality is available on R2T4 on the Web:

- **Home Page** – R2T4 on the Web’s home page is designed to provide you with a quick overview of the site’s functionality and capabilities. Help links provide additional detailed information on R2T4 issues.
- **Navigation** – The left navigation bar links enable you to move intuitively through R2T4 on the Web. Links included are: Institutional Charges, School Calendar, Student Record Status, Create New Record, Find Existing Record, User-Specified Fields, Reports, and Data Export.
- **Institutional Charges** – R2T4 on the Web requires that you first establish Institutional Charges and School Calendar Profile codes before creating R2T4 records. Institutional Charges codes are created to track various combinations of tuition and fees, room, board, and other fees by academic program. We recommend that you enter charges that apply to the majority of your students. If necessary, you can modify the charges within an individual student’s record.
- **School Calendar** – Define your school’s calendar by academic program using the School Calendar Profile (SCP) setup page. The SCP is used to calculate the number of days or hours in a program’s payment period or period of enrollment or the total clock hours for a clock-hour program. An Institutional Charges code must be associated with each SCP.
- **Student Record Status** – The Notification Tracking Status page of R2T4 on the Web is designed to give you a method to track student records at various stages in the R2T4 process and enables you to view, monitor, and update those records. Tracking pages available include:

- **Student Notification** – This status page tracks the date you notify each student of a Title IV grant or loan overpayment or the number of days you have left to notify the student.
- **Student Repayment Arrangements—Not Completed** and **Student Repayment Arrangements—Completed** – These two status pages track whether the student has made arrangements to repay a Title IV grant overpayment, the type of repayment arrangement and the date the repayment arrangement is made, or the number of days remaining for the student to respond to your notification that he or she must take positive action to resolve the grant overpayment. In addition, students who owe only a Title IV loan repayment will be listed. Schools must notify the loan holder of the student’s withdrawal.
- **School Portion of Title IV Funds To Be Returned** and **School Portion of Title IV Funds Returned** – These two status pages track whether the school has returned its portion of the unearned funds, the date, or the number of days the school has left to return the funds it is responsible to repay.
- **Students with a Post-Withdrawal Disbursement** – This status page tracks students in your database with post-withdrawal disbursements of loan and/or grant funds at a complete or an incomplete status.
- **Student Records Referred to ED** – This status page tracks the students referred to ED and the date the school referred them to ED.
- **Create New Record** – New student records are easily created in R2T4 on the Web. You must first enter the student’s SSN to create a demographic page for the student—you can also provide the student’s name, address, and other demographic information on this page (although it is not required). You can then add an R2T4 worksheet for the student by providing the student’s withdrawal date, award year, and school calendar profile.

Note: Based on the withdrawal date you enter, the Web site displays the appropriate worksheet and associated entry fields and performs calculations according to the rules and regulations applicable to the specific worksheet.

- **Find Existing Record** – A link on the left navigation bar enables you to locate existing student records easily. You can search for records by SSN or last name.
- **User-Specified Fields** – Five predefined fields (GPA, Major, Repayment Status, Withdrawal Reason, and Leave of Absence Reason) commonly used by schools are provided by default on the Web site. In addition, you can create up to ten user-specified fields to gather and track student data specific to your school. The ten additional user-specified fields can be formatted to collect data in numeric, string (text), date, or Boolean (yes/no) format.
- **Reports** – Six reports are available in R2T4 on the Web:
 - **Student Listing** – This report lists all the R2T4 records in your database by withdrawal date, withdrawal reason, last name, and SSN.

- **Student Notification** – This report lists students in your database who owe Title IV funds. Students appear on this report regardless of their Repayment Arrangement Type.
- **Student Repayment Arrangements** – This report lists students in your database who must repay Title IV grant overpayment amounts. In addition, students who owe only a Title IV loan repayment will be listed. Schools must notify the loan holder of the student’s withdrawal.
- **School Portion of R2T4 Returned** – This report lists students for whom the school has returned or must return an unearned portion of Title IV funds.
- **Students with a Post-Withdrawal Disbursement** – This report lists student records in your database with post-withdrawal disbursements at a complete or an incomplete status.
- **Student Records Referred to ED** – This report lists students in your database whose Repayment Arrangement Type is one of the following:
 - **3** (Make satisfactory repayment arrangements with ED)
 - **4** (No satisfactory arrangement made)
 - **5** (Made arrangements, but did not comply with arrangements)
 - Blank and more than 45 days have elapsed since the school notified the student that a return of Title IV funds is required
- **Data Export and Browse Data** – The Data Export feature enables you to export your R2T4 student data to a comma-delimited text file. You can also display your data on a viewable Web page using the Browse Data option.
- **Student Record Tabs** – Each student record contains six tabs that organize, calculate, and store data:
 - **Overview Tab** – Provides high-level information on the R2T4 records you have created for a particular student, including the last date you modified a particular section of the record. You can print a summary report of the student’s R2T4 records from this tab.
 - **Demographics Tab** – Documents the student’s name, date of birth, address, phone numbers, and other general student information.
 - **R2T4 Tab** – Calculates the student and school repayment obligations automatically using established federal rules and regulations. You can print the R2T4 Worksheet in PDF format from this tab.
 - **Post Withdrawal Tab** – Enables you to view, track, calculate, update, and print post-withdrawal disbursement amounts.
 - **Notes Tab** – Enables you to document information about the student, including withdrawal information or other data you want to track. Updates to Institutional Charges made within student records are also recorded automatically here.

- **User Data Tab** – Enables you to enter data in user-specified fields you have created, or in the five predefined fields (GPA, Major, Repayment Status, Withdrawal Reason, and Leave of Absence Reason) provided by default on the Web site.
- **Help and Federal Student Aid Links** – All pages display a link to the R2T4 on the Web Welcome page, R2T4 on the Web Online Help, and Frequently Asked Questions (FAQs).

ISIR Analysis Tool

The ISIR Analysis Tool Web application is designed for any school that wants to review and analyze its ISIR data and better understand certain characteristics about its Title IV applicant population and verification process (either selected by ED or defined by the school).

The ISIR Analysis Tool is accessible through the FAA Main Menu of the [FAA Access to CPS Online](#) Web site and from the View menu in EExpress. You must have Microsoft Internet Explorer Version 6.0, Service Pack 2, or higher to utilize the reporting features available in the ISIR Analysis Tool. The site also supports Versions 1.5 and 2.0 of the Mozilla Firefox browser.

Note: Using the ISIR Analysis Tool does not necessarily mean that your school is in the Quality Assurance (QA) Program or is exempt from federal verification requirements. To have these benefits, you must have a signed QA Amendment to your Title IV Program Participation Agreement (PPA).

Note: Demonstration functionality for the ISIR Analysis Tool will be added to the FAA Access to CPS Online Web demo site in May 2010. This demo site, which automatically preloads with test ISIR records, enables schools interested in using the ISIR Analysis Tool to examine features such as standard and ad-hoc report generation in a mock-production environment. For more information, see the “Demonstration Sites” section of this guide.

General Functionality

You can use the ISIR Analysis Tool to perform the following functions:

- Request specific or random samples of Initial and Paid-On ISIR transactions from the ISIR Datamart to update your ISIR Analysis Tool database using a basic text flat file of SSNs.
- Define and complete user-specified fields to track data specific to your school.
- Set the School Verification Flag to indicate students meeting your school’s institutional verification criteria.
- Run the Data Validation process to identify and delete student records missing an Initial or Paid-On ISIR transaction and perform other calculations to finalize your overall ISIR sample before generating reports.
- Generate standard reports to conduct in-depth analysis based on discrepancies or trends identified in requested ISIR data. QA Program participants can share standard report templates with other QA participants using the ISIR Analysis Tool.

- Create ad-hoc reports to conduct additional analysis unique to your school’s user data and student demographics.
- Export a flat file listing of all student records in your ISIR Analysis Tool database to your SAIG mailbox.
- For additional information on using the ISIR Analysis Tool, see the “Guidance” section of Federal Student Aid’s QA Program site, located at ifap.ed.gov/qahome/guidance.html.

2010-2011 Enhancements to the ISIR Analysis Tool

The 2010-2011 version of the ISIR Analysis Tool will be available in May 2010 and includes the following enhancements:

- **Year References and Message Classes Updated for 2010-2011** – We updated all ISIR Analysis Tool Web site labels and other text to reference the 2010-2011 cycle. We also updated the message class for export files listing all student records in your ISIR Analysis Tool database to IATX11OP.
- **New ISIR Data Elements Added to the ISIR Analysis Tool Database** – New ISIR fields for 2010-2011 will be added to the ISIR Analysis Tool database as a result of an ISIR data request. For more information on 2010-2011 ISIR changes, see the *2010-2011 ISIR Guide*, posted in November 2009 to the [IFAP](#) and [FSAdownload](#) Web sites.

Demonstration Sites

Demonstration (demo) versions of the FAA Access to CPS Online and FAFSA on the Web sites are available as a training tool for you and your financial aid staff.

These demo sites offer most of the features of the production versions of FAFSA on the Web and FAA Access to CPS Online (including the ISIR Analysis Tool and Return of Title IV Funds) and they are preloaded with test data for your use.

- The FAA Access to CPS Online and FAFSA on the Web demo sites will be available for use at fafsademotest.ed.gov beginning in mid-December 2009. The demo version of the ISIR Analysis Tool will be available beginning in May 2010, shortly after the release of the 2010-2011 production version of the ISIR Analysis Tool.

You can log into the demo sites, when available, using the following user name and password:

- User Name: **eddemo**
- Password: **fafsatest**

The user name and password fields are case-sensitive.

Note: Users of the ISIR Analysis Tool demo site must also provide their Federal School Code during login.

What's New for EDESuite?

Overview

The following sections describe the major 2010-2011 cycle changes in the EDESuite software:

- EDEExpress Release 1.0—Global functionality and the Application Processing and Packaging modules
- EDEExpress Release 2.0—Pell (including ACG and National SMART Grant functionality), TEACH Grant, and Direct Loan modules
- DL Tools
- SSCR

New EDEExpress Users

We recommend that new EDEExpress users review the user documentation posted to the [FSAdownload](#) Web site with each EDEExpress release. User documentation includes the EDEExpress desk references, cover letters, and installation guide. These documents provide important information about each software release and step-by-step guidance on basic and advanced EDEExpress functionality.

You can also use *EDEExpress Basics*, an online interactive tutorial available on the [IFAP](#) Web site. This course provides new EDEExpress users with a detailed simulation of the software's major functionality.

Lastly, new EDEExpress Pell, ACG, National SMART Grant, TEACH Grant, and Direct Loan users can review the *2010-2011 COD Technical Reference*, which will be available on the [FSAdownload](#) Web site in November 2009.

Microsoft Windows Vista Test Results

In 2008, we tested Microsoft Windows Vista as an operating system for our EDESuite PC products. EDEExpress 2010-2011 and DL Tools Release 10.0 include the following enhancements to address specific Vista compatibility issues:

- **Installation Process Modified for Software Databases** – We updated the installation process for EDEExpress 2010-2011 and DL Tools Release 10.0 to load the database for the respective program to a different location than the software executable and program files. The new default installation location (which you can modify during the installation process) for software databases is C:\IAM\DATABASE. This change addresses several Vista issues related to storing the database in the C:\Program Files directory.
- **Updated EDEExpress Help System Format** – We updated the EDEExpress Help system to Compiled HTML (CHM) format to address issues of compatibility with the Microsoft Vista operating system. The Help system retains the same content, “look and feel,” and basic functionality of the prior format.

Note: We updated the DL Tools Help system to CHM format in our 2009-2010 version, Release 9.0.

For further information on our Vista testing results, issues we discovered, and steps schools need to take in order to run EDEExpress on Vista operating systems, see the [September 18, 2008 electronic announcement](#) posted on the IFAP Web site. Note that most of the issues discussed in the September 18, 2008 message are resolved by the 2010-2011 enhancements we are implementing.

Section 508 Compliance

To comply with Section 508 of the Rehabilitation Act, all EDESuite PC products are compatible with screen reader technology used by the visually impaired. Screen reader software cannot interpret color shading in EDESuite software entry fields or directly read the contents of software grid cells. To accommodate these restrictions, EDESuite software includes the following features:

- All software fields that are shaded yellow to indicate they are required also display a “-R” after the software label. The “-R” indicates the field is required.

Note: EDEExpress Direct Loan Origination tab fields highlighted in yellow are required to save the record only. To originate the loan record, you must enter data in additional fields that are not required to save the record and are not highlighted in yellow. For more information, see the “Required for Origination dialog box” topic in the EDEExpress help system.

- All software fields that are shaded blue after a previously saved value has been modified also display a “-C” after the software label. The “-C” text indicates the field has been changed.
- All software grids display “floating” text descriptions of the contents of grid cells when cells are selected. The text appears one cell above (or below, if the first cell is selected) the selected cell. The text lists Row number, Column title, and (if applicable) the current Value.
- For more information on EDEExpress functionality related to Section 508, see the help topic “Enable 508 Grid Functionality?” in EDEExpress 2010-2011.

EExpress – Release 1.0

This section of the *School Electronic Process Guide* describes enhancements to EExpress 2010-2011, Release 1.0. Release 1.0, available January 2010, contains the Application Processing and Packaging modules, as well as Global functionality applicable across all EExpress modules.

Global

The following enhancements have been made to EExpress 2010-2011 Global functionality (applicable to all EExpress releases and modules):

General

- **Updated Cycle References and Message Classes** – We updated software labels, help topics, reports, and other functionality throughout EExpress to reference the 2010-2011 cycle. Message classes with cycle indicators are also updated for 2010-2011 in File Management (**Tools, Setup, Global, File Management**) and in various Import and Export dialog boxes throughout EExpress.

Note: For more information regarding message classes used by the CPS in 2010-2011, see the Processing Codes section of the *2010-2011 EDE Technical Reference*. For more information regarding message classes used by the Common Origination and Disbursement (COD) System in 2010-2011, see Volume III, Section 2 of the *2010-2011 COD Technical Reference*.

- **Updated HERA Overview and TEACH Grant Help Topics** – We updated help topics available in Global, Application Processing, Packaging, and Query EExpress help for 2010-2011 that provide detailed information and guidance on EExpress changes related to the Higher Education Reconciliation Act of 2005 (the HERA), Pub. L. 109-171, and the TEACH Grant. The topics are titled “Academic Competitiveness Grant (ACG),” “National Science and Mathematics Access to Retain Talent (SMART) Grant,” “Graduate and Professional Student PLUS Loan (Grad PLUS),” “Other HERA Changes Overview,” and “Teacher Education Assistance for College and Higher Education Grant (TEACH Grant).” You can access the topics by clicking **Help, Help Topics** from the EExpress menu bar, selecting the **Index** tab, and typing the name of the topic you want to view.

Imports

- **FAA Access Setup Fields Removed from Prior Year Import** – We removed the FAA Social Security Number, FAA Name ID, and FAA Date of Birth fields from the Prior Year import process for FAA Access Setup (**Tools, Setup, Global, FAA Access**). These fields are no longer used to authenticate with the FAA Access to CPS Online Web site and were removed from EDEExpress in 2009-2010.

Note: You can continue to define default values for the TG#, School Code, and Application Save/Restore Password fields in FAA Access Setup.

- **TEACH Grant Setup Field Added to Prior Year Import** – We updated the Prior Year import process for Release 2.0 to pull the value for the TEACH Grant School Setup field “Entrance Interview Required Prior to Disbursement?” from the EDEExpress 2009-2010 database into EDEExpress 2010-2011, reducing user entry time.

Application Processing

The following enhancements have been made to the EDEExpress 2010-2011, Release 1.0 Application Processing module:

ISIR View, Print, File Format, and Query

- **New and Modified ISIR Fields Available** – New and modified data elements on the 2010-2011 ISIR print on the EDEExpress ISIR report, appear on the ISIR Review tab and Apps Browse grid, and are available for selection in App Express File Format and Query setup.

Note: See the *2010-2011 ISIR Guide*, available on the [IFAP](#) and [FSAdownload](#) Web sites, for more detailed information on changes to the ISIR for 2010-2011.

NSLDS View and Print

- **New NSLDS Data Elements Available on ISIR Record** – New NSLDS data elements are included in the 2010-2011 ISIR record. NSLDS data elements included in the ISIR record can be viewed in EDEExpress from a student’s record (**View, NSLDS**) or printed on the NSLDS report (**File, Print, App Express, NSLDS**).

Note: See the *2010-2011 Summary of Changes for the Application Processing System* guide, available on the [IFAP](#) and [FSAdownload](#) Web sites, for detailed information on changes to NSLDS information for 2010-2011.

Packaging

The following enhancement was made to the EDEExpress 2010-2011 Packaging module:

- **Veterans Benefits References Removed from Packaging** – As a result of legislative changes, veterans' education benefits are not collected on the FAFSA and should not be included in the calculation of eligibility for federal student aid. As a result of this change, we updated all Packaging module references to Fund Maintenance Aid Type **V** to remove Chapter 30 VA Benefits. Aid Type **V** should now only be used to track AmeriCorps amounts received by the student.

EDExpress – Release 2.0

This section of the *School Electronic Process Guide* describes enhancements to EDExpress for Windows 2010-2011, Release 2.0. Release 2.0, available March 2010, adds the 2010-2011 Pell Grant, TEACH Grant, and Direct Loan modules. The Pell module includes origination and disbursement functionality for the ACG and the National SMART Grant.

Overall Enhancements

We will implement enhancements affecting Pell Grant, TEACH Grant, ACG, National SMART Grant, and Direct Loan functionality in EDExpress 2010-2011, Release 2.0 in the following areas:

- **Updated Valid Date Ranges** – We updated valid date ranges for the 2010-2011 processing cycle to synchronize EDExpress with the COD System edits and federal policy. These date ranges include:

Field	Range
ACG, National SMART Grant, and Pell Enrollment Date	1/1/2010 to 6/30/2011
ACG, National SMART Grant, and Pell Payment Period Start Date	1/1/2010 to 6/30/2011
ACG, National SMART Grant, and Pell Payment Disbursement Date	1/1/2010 to 9/30/2016*
TEACH Grant Enrollment Date and Disbursement Date	On or after 1/1/2010
DL Date of Birth	1/1/1911 to 12/31/2002
DL Loan Period Begin Date	On or before 6/30/2011
DL Loan Period End Date	On or after 7/1/2010
DL Academic Year Start Date	On or before 6/30/2011
DL Academic Year End Date	On or after 7/1/2010
DL Disbursement Date (all loan types)	6/22/2007 to 12/26/2014

* Although EDExpress accepts any date on or after 1/1/2010, the valid 2010-2011 date range for Pell Grant, ACG, and National SMART Grant disbursement records is the date the 2010-2011 Pell schedules are posted on the [IFAP](#) Web site to 9/30/2016.

- **Updated HERA Overview and TEACH Grant Help Topics** – We updated help topics available in Pell, Direct Loan, and EDEExpress COD help for 2010-2011 that provide detailed information and guidance on EDEExpress changes related to the HERA and the TEACH Grant. The topics are titled “Academic Competitiveness Grant (ACG),” “National Science and Mathematics Access to Retain Talent (SMART) Grant,” “Graduate and Professional Student PLUS Loan (Grad PLUS),” “Other HERA Changes Overview,” and “Teacher Education Assistance for College and Higher Education Grant (TEACH Grant).” You can access the topics by clicking **Help, Help Topics** from the EDEExpress menu bar, selecting the **Index** tab, and typing the name of the topic you want to view.

Pell Grant Enhancements

The following enhancements impact the EDEExpress Pell Grant module only:

Import

- **Lifetime Eligibility Used (LEU) Data Element Added to Pell Grant YTD, MRR, and Reconciliation Import Edit Reports** – The COD System now includes the Lifetime Eligibility Used (LEU) data element with student records sent in the Pell Grant Year-to-Date (YTD), Pell Grant Multiple Reporting Record (MRR), and Pell Grant Reconciliation Report files. The LEU assists schools in tracking the 18-semester limit on Pell Grant awards that was established through legislative changes in 2008. EDEExpress 2010-2011 imports and prints the LEU value on the import edit report for each import type noted, but does not store the data in the EDEExpress database.
- **Post 9/11 Deceased Veteran Eligibility Indicator Added to Pell Grant MRR and Reconciliation File** – The import edit reports for the Pell Grant MRR and Reconciliation Report files now display the Post 9/11 Deceased Veteran Eligibility Indicator value for students, a data element that was originally added to these files (but not used by EDEExpress) in 2009-2010. You can use this indicator value, in combination with the Date of Death field included on the 2010-2011 ISIR, to track individuals whose parent or guardian died as a result of military service in Iraq or Afghanistan after September 11, 2001. These individuals may be eligible for increased amounts of Title IV student financial assistance. For more information, see the [June 24, 2009 Electronic Announcement](#) posted to the IFAP Web site.
- **Non-Cycle-Specific Message Class Implemented for SSN/Name/DOB Change Report** – We updated EDEExpress File Management (**Tools, Setup, Global, File Management**) and the Pell Grant import dialog box to recognize and use the new non-cycle-specific message class PGSNPFOP for the SSN/Name/DOB Change report sent by the COD System.

Note: This message class change applies retroactively to prior cycles, although earlier versions of EDEExpress will not be updated for this change. If you use EDEExpress 2009-2010 or an earlier version of EDEExpress designed to recognize the cycle-specific message class for the SSN/Name/DOB Change report (such as PGSN10OP), you must manually select PGSNPFOP import files from your data directory prior to import.

Direct Loan Enhancements

The following enhancements affect the EDEExpress Direct Loan module only:

Import

- **ISIR Import Updated to Allow Rejected ISIRs With Special Circumstances Flag “4”** – We updated Direct Loan ISIR import (**File, Import, Direct Loan, Loan Data – ISIR**) to add a new field, “Include Special Circumstance Flag 4?”, which enables you to import rejected ISIRs with a Special Circumstances flag of **4** when you select **U** (Direct Unsubsidized) as the Loan Type to Create. The ISIR Special Circumstances Flag of **4** is new for 2010-2011 and indicates a dependent applicant whose parents are unwilling to provide financial information (and do not provide financial support to the student) and who only wants to be considered for an unsubsidized loan award.

Setup

- **Origination Fee Defaults to 1.0% for Subsidized and Unsubsidized Loans** – Provisions of the HERA reduced the origination fee charged to Direct Stafford Loan borrowers to 1.0 percent for loans, provided the earliest actual disbursement (Disbursement Release Indicator = True, or selected) is made on or after July 1, 2010. As a result, the Sub/Unsub Loan Fee Percentage in Direct Loan School setup (**Tools, Setup, COD, School, Direct Loan**) defaults to the reduced origination fee percentage of 1.0 percent for subsidized and unsubsidized loan records created in EDEExpress 2010-2011.

Note: If you are originating loans in EDEExpress 2010-2011 with an earliest disbursement date *before* July 1, 2010, you must change the Sub/Unsub Loan Fee Percentage field to 1.500 in Direct Loan School setup before originating those loans. If you want to subsequently originate loans with an earliest disbursement date *on or after* July 1, 2010, you must change the Sub/Unsub Loan Fee Percentage field back to 1.000 in Direct Loan School setup before originating those loans.

Note: If you import Prior Year User-Defined Queries, Setup, and File Formats from EDEExpress 2009-2010 into EDEExpress 2010-2011 with the COD School (Direct Loan School) checkbox selected, be aware that the default value for the Sub/Unsub Loan Fee Percentage will be set to 1.500. Make sure that you return the Sub/Unsub Loan Fee Percentage value in COD School setup (Direct Loan) to the 2010-2011 default of 1.000 before you originate any subsidized or unsubsidized loans with an earliest disbursement date on or after July 1, 2010.

Note: There is no change to the origination fee percentage for Direct PLUS Loans for 2010-2011; it remains at 4.0 percent.

- **Interest Rebate Percentage Defaults to 0.5% for Subsidized and Unsubsidized Loans** – Changes in federal regulations reduced the interest rebate percentage calculated for Direct Stafford Loan borrowers to 0.5 percent for loans, provided the earliest actual disbursement (Disbursement Release Indicator = True, or selected) is made on or after July 1, 2010. As a result, the Sub/Unsub Interest Rebate Percentage in Direct Loan School setup (**Tools, Setup, COD, School, Direct Loan**) defaults to 0.500 percent for subsidized and unsubsidized loan records created in EDEExpress 2010-2011.

Note: If you are originating loans in EDEExpress 2010-2011 with an earliest disbursement date *before* July 1, 2010, you must change the Sub/Unsub Interest Rebate Percentage field to 1.000 in Direct Loan School setup before originating those loans. If you want to subsequently originate loans with an earliest disbursement date *on or after* July 1, 2010, you must change the Sub/Unsub Interest Rebate Percentage field back to 0.500 in Direct Loan School setup before originating those loans.

Note: If you import Prior Year User-Defined Queries, Setup, and File Formats from EDEExpress 2009-2010 into EDEExpress 2010-2011 with the COD School (Direct Loan School) checkbox selected, be aware that the default value for the Sub/Unsub Interest Rebate Percentage will be set to 1.000. Make sure that you return the Sub/Unsub Interest Rebate Percentage value in COD School setup (Direct Loan) to the 2010-2011 default of 0.500 before you originate any subsidized or unsubsidized loans with an earliest disbursement date on or after July 1, 2010.

Note: There is no change to the interest rebate percentage for Direct PLUS Loans for 2010-2011; it remains at 1.5 percent.

Direct Loan (DL) Tools

DL Tools is a multiyear Windows-based application designed to provide the following functionality related to all Direct Loan schools' software:

- Compare the SAS to loans and actual disbursements recorded in EDEExpress or an external file, and/or compare the SAS to the DL Tools Cash database.
- Print the SAS in a readable format.
- Track Cash Receipts (drawdowns) and Refunds of Cash.
- Rebuild your Direct Loan origination and disbursement records in EDEExpress using an automated process.
- Run the Disbursement Measurement Tool Report to help monitor Direct Loan records in your EDEExpress database.

DL Tools was developed to process data for multiple program years. DL Tools Release 10.0, scheduled for release in July 2010, will contain functionality for the 2008-2009, 2009-2010, and 2010-2011 cycles. All functionality related to the 2007-2008 cycle will be removed.

All Direct Loan schools can use the Compare and Cash Management functionality. The Rebuild function is used by schools to rebuild accepted Direct Loan records in EDEExpress for Windows databases. However, non-EDEExpress users can export data from a rebuilt EDEExpress database to recreate non-EDEExpress loans or databases.

The Disbursement Measurement Tool Report (available in DL Tools if connected to EDEExpress) and certain Direct Loan lists with tolerances (available in EDEExpress) assist schools with monitoring current operations, procedures, and program status, and can also help meet the Quality Assurance requirement in the Direct Loan program. Tolerances can be applied when running these reports. Tolerances are guidelines you set for evaluating the effectiveness of your school's Direct Loan processes and procedures.

Your school decides which reports to use, when to run them, and what action to take as a result. You can use them to review progress as part of a continuous improvement plan.

If you do not use EDEExpress, you can still use DL Tools to assist in reconciling Direct Loans. You can import cash, loan, or disbursement data from your external Direct Loan system into DL Tools and compare your data to the SAS.

SSCR

SSCR (Student Status Confirmation Report) for Windows is a multiyear application designed to help you perform enrollment reporting electronically with the NSLDS. No changes to the SSCR software are planned for the 2010-2011 cycle.

NSLDS regularly sends you an Enrollment Reporting Roster containing the students enrolled at your school for whom NSLDS has loan records. SSCR Release 3.0, currently available on the [FSAdownload](#) Web site, can be used to import, update, and export student records in the Enrollment Reporting Roster to return to NSLDS.

The Enrollment Reporting Roster is sent to you by NSLDS as often as once a week or as seldom as twice a year. You can change your preferences on the U.S. Department of Education's NSLDS Web site, located at nsls.ed.gov/nsls_FAP/secure/logon.jsp.

Getting Help

CPS/SAIG Technical Support

If you have any questions regarding this guide, contact CPS/SAIG Technical Support at 800/330-5947 or by sending an e-mail to CPSSAIG@ed.gov. TDD/TTY services are also available at 800/511-5806. Representatives are available Monday through Friday, 8 a.m. to 8 p.m. (ET).

CPS/SAIG Technical Support can assist you with the following:

Software and Web Assistance

- EDEXpress – Application Processing, Packaging, Direct Loan, Pell Grant (including ACG and National SMART Grant), and TEACH Grant
- DL Tools
- SSCR
- FAA Access to CPS Online
- R2T4 on the Web
- ISIR Analysis Tool
- CPS Test System Support
- Custom/Combo/Mainframe Support for Direct Loans
- EDconnect/TDClient
- SAIG Network Password Changes and Resets, Restoration of Files to Mailboxes, and Transmission Error Resolution
- EDE Enrollment and Participation

Technical References

- *COD Technical Reference Vol. III* (Pell Grant, ACG, National SMART Grant, TEACH Grant, & Direct Loan Combination System Supplement)
- *COD Technical Reference Vol. IV* (Direct Loan Tools)
- *Electronic Data Exchange (EDE) Technical Reference*
- *EDEExpress Packaging Technical Reference*

Other Customer Service Resources

COD School Relations Center

The COD School Relations Center integrates customer service for the Direct Loan, Pell Grant, ACG, National SMART Grant, and TEACH Grant programs for all award years.

If you have any questions, contact the COD School Relations Center at 800/474-7268 for Grants or 800/848-0978 for Direct Loan. The COD School Relations Center telephone system prompts the school for its school code and the call is routed to the proper COD Customer Service Center staff.

E-mail: CODsupport@acs-inc.com

Federal Student Aid Information Center (FSAIC)

800/4-FED-AID (800/433-3243); 319/337-5665; TDD/TTY: 800/730-8913

The Federal Student Aid Information Center (FSAIC) serves the public with information about the federal student aid application process. FSAIC customer service representative (CSR) support is provided in both English and Spanish. Customers include students, parents, and FAAs seeking general information about Federal Student Aid grant and loan programs and specific assistance with the FAFSA (paper and FAFSA on the Web versions, including Federal Student Aid PIN assistance) and student aid processing timeframes.

Specific types of FSAIC CSR assistance also include: FAFSA application status checks, completion of FAFSA and FAFSA corrections, requests to change addresses and Federal School Codes on the FAFSA, duplicate Student Aid Report (SAR) requests, identification of holders of existing student loans (including contact information), and Federal Student Aid publication fulfillment.

FSAIC CSRs are available Monday through Friday from 8 a.m. to 12 a.m. (ET) and on Saturdays from 9 a.m. to 6 p.m. (ET).

Federal Student Aid's Research and Customer Care Center (RCCC)

800/433-7327 (phone); 202/275-5532 (fax)

The Research and Customer Care Center (RCCC) provides assistance with Title IV policy and regulations, including questions regarding application processing systems, and helps clients contact other ED staff.

Representatives are available Monday through Friday, 9 a.m. to 5 p.m. (ET).

E-mail: FSA.Customer.Support@ed.gov

FSATECH

FSATECH is an e-mail listserv for technical questions about Federal Student Aid systems, software, and mainframe products.

For more information on subscribing to FSATECH, go to ed.gov/offices/OSFAP/services/fsatechsubscribe.html.

Documents

The following documents detail 2010-2011 changes to the Central Processing System (CPS), the COD System, Federal Student Aid Web sites for students and financial aid professionals, and the EDEExpress software. All documents listed are located on the Information for Financial Aid Professionals (IFAP) Web site, located at ifap.ed.gov, and on the Federal Student Aid Download Web site, located at fsadownload.ed.gov.

- *2010-2011 EDEExpress Packaging Technical Reference*, posted on September 21, 2009 to the FSAdownload Web site only
- *2010-2011 Electronic Data Exchange (EDE) Technical Reference*, posted on October 28, 2009 to the IFAP Web site and on October 30, 2009 to the FSAdownload Web site
- *2010-2011 Summary of Changes for the Application Processing System Guide*, posted on November 4, 2009 to the IFAP Web site and on November 6, 2009 to the FSAdownload Web site
- *2010-2011 Student Web Application Products Process Guide*, posted on November 4, 2009 to the IFAP Web site and on November 6, 2009 to the FSAdownload Web site
- *The 2010-2011 ISIR Guide*, available November 2009
- *2010-2011 Common Origination and Disbursement (COD) Technical Reference*, available November 2009
- *EDEExpress for Windows 2010-2011, Release 1.0 Desk Reference*, available January 2010 (FSAdownload Web site only)
- *EDEExpress for Windows 2010-2011, Release 2.0 Desk Reference*, available March 2010 (FSAdownload Web site only)

For record layouts and other information on the Enrollment Reporting process, see the *NSLDS Enrollment Reporting Guide*, which is available on the [IFAP](http://ifap.ed.gov) Web site.

Web Sites

You can find out more about the products and services described in this guide, as well as information about other student financial aid tools, on the following Web sites:

- IFAP: ifap.ed.gov
- FSADownload: fsadownload.ed.gov
- Training for Financial Aid Professionals (TFAP): ed.gov/offices/OSFAP/training
- SAIG Enrollment: fsaweberroll.ed.gov
- FAA Access to CPS Online (including R2T4 on the Web and the ISIR Analysis Tool): faaaccess.ed.gov
- Federal Student Aid PIN: pin.ed.gov
- Common Origination and Disbursement (COD) System: cod.ed.gov
- Demonstration Web site: fafsademo.test.ed.gov
- Quality Assurance Web site: ifap.ed.gov/qahome/Default.html
- NSLDS: nsls.ed.gov/nsls_FAP/secure/logon.jsp