Technical Resources and Assistance

APPENDIX B

While nongovernmental organizations and their publications often provide useful information, the guidance they offer provides no defense in the case of audit and program review findings. For authoritative guidance on the Federal Student Aid program requirements, schools should refer first to Department of Education publications, and then to broader U.S. Government publications.

ELECTRONIC ASSISTANCE

Information for Financial Aid Professionals (IFAP)

The Information for Financial Aid Professionals (IFAP) Website consolidates guidance, resources, and information related to the administration and processing of Title IV federal student aid into one online site for use by the entire financial aid community. Please note: we have omitted references to certain sections and items we felt were not relevant to business offices, so viewing IFAP online may look slightly different for certain sections and information on the IFAP website. IFAP will encompass more information than presented in this Appendix. You can find IFAP at –

http://ifap.ed.gov/ifap/

Depending on the nature of your information search on IFAP, you may find multiple paths to it. Here, we identify the areas on IFAP we believe will be the most helpful to the business. You will find the main headings within tool bars at the top and left side of IFAP and within the boxes in the middle of the home page.

- ***Getting Started*** - Provides an introduction to the IFAP Website for new users and others who want assistance in using IFAP. Federal Student Aid hopes that it will be particularly helpful to those new to financial aid by showing what information is available and where it can be found. It highlights what you need to know about accessing the many electronic systems that institutions must use to participate in the Federal Student Aid programs and provides information about obtaining guidance and training in the administration of the programs.

- ***My IFAP*** – Allows you to receive weekly updates to the Information for Financial Aid Professionals (IFAP) Website). Tags within my IFAP include –
    - Login
    - New User Registration
    - Help with My IFAP
- ***Calendar*** - The Federal Student Aid Calendar is a helpful tool to view the current conferences, trainings, deadlines or other events occurring within the financial aid community.
- ***What's New*** - The What's New area on IFAP lists all of the latest postings to the IFAP Website within the past 14 days. You may click on each link to access the file directly.
- ***iLibrary*** - Below you will find a categorization of the documents published to the IFAP Website by various programs and/or functions.
- ***Training*** - Federal Student Aid is pleased to provide you with a variety of ways to obtain training on many topics. You can click on one of the 4 catalog boxes to find training by topic, by medium (e-Learning or Instructor-Led), and by past presentations. You can also click on Training Registration to go directly to the registration system. And, you can check out the Training Announcements and Training Calendar below.
- ***Help*** - The following options are some helpful tools to help you navigate through the IFAP Website. If you need further assistance, you may contact the Web Communications Team via e-mail by either using the Feedback page or sending an e-mail directly to ifap@ed.gov.
- ***Feedback*** - Individuals can send questions to either Web Communications or the Research and Customer Care Center using this tool.

Major headings on the IFAP home page include:

- Tools and Resources,
- Publications, and
- Processing Resources

Tools and Resources

Tools for Schools (Federal Student Aid offers online and computer-based training resources to assist in working with Title IV federal student aid programs, software and systems.)

http://www.ifap.ed.gov/ifap/toolsforschools.jsp

The tools include:

- Common Origination and Disbursement (COD) System Computer-Based Training
- Conference Presentations
- Campus Based Computer-Based Training - (eCampus-Based System Training)
- FSA Assessments - (FSA Assessments helps schools with compliance. improvement activities and contains links to applicable laws and regulations)
- FSA COACH (WBT) - (A comprehensive, introductory course on school requirements for administering the Federal Student Aid programs. The 37 lessons can be completed individually, allowing you to tailor the training to your specific needs.)
- Net Price Calculator - (In accordance with the Higher Education Opportunity Act of 2008 (HEOA), by October 29, 2011, each postsecondary institution that participates in Title IV federal student aid programs must post a net price calculator on its website that uses institutional data to provide estimated net price information to current and prospective students and their families based on a student's individual circumstances.)

Publications

Publications developed by FSA to assist in the administration of the Title IV federal student aid programs

http://ifap.ed.gov/ifap/publications.jsp

- Blue Book Accounting/Recordkeeping/Reporting for the Business Office
- Audit Guidance
- Campus-Based Awards
- Cohort Default Rate Guide
- Gainful Employment Operations Manual
- Direct Loan School Guide
- Federal Student Aid Handbook
- FISAP Form and Instructions
- FISAP Technical Reference
- School Electronic Process Guide

Processing Resources

Federal Student Aid maintains compilations of resource information to assist in processing Title IV federal student aid.

http://ifap.ed.gov/ifap/ref.jsp

- Campus-Based Processing Information
- Grant and Direct Loan (COD) Processing Information
- NSLDS Reference Materials

FSA Downloads for Software and Manuals

You can download many of Federal Student Aid's most helpful publications and products such as software and related user documentation from the U.S. Department of Education's Federal Student Aid Download (FSAdownload) Website, located at

http://fsadownload.ed.gov/

The following are some of the materials available through the FSAdownload Website that might be useful in the Business Office.

Software and Associated Documents

- ***Direct Loan Tools Release 11.0*** – Direct Loan (DL) Tools for Windows, Release 11.0, is a multi-year Windows-based application designed to provide functionality related to all Direct Loan schools' software. EDExpress for Windows 2012-2013 Release 2.0: The EDExpress software is a PC application that processes, packages, and manages Title IV student financial aid records. The U.S. Department of Education (ED) provides EDExpress to post-secondary educational institutions that participate in its Electronic Data Exchange (EDE) process.
- ***NSLDS Gainful Employment Submittal*** – One of the methods that schools can use to report required gainful employment data to the U.S. Department of Education (the Department) is using the NSLDS Professional Access Website. The NSLDS Gainful Employment Submittal Template is available to assist with this online reporting process.
- ***NSLDS Exit Counseling Submittal*** – School users have the ability to report exit counseling data to the NSLDS Professional Access Website, for exit counseling that was completed by means other than through NSLDS. This allows schools to maintain all exit counseling data in one central location and offers comprehensive information to schools, lenders, and servicers when using NSLDS reporting functionality.
- ***Perkins DataPrep Version 3.1*** – National Student Loan Data System (NSLDS) Federal Perkins DataPrep (Perkins DataPrep), Version 3.1, is software designed for Windows 2000 and Windows XP Professional operating systems to assist schools and third party servicers in reporting Federal Perkins loans on NSLDS. Schools participating in the Federal Perkins Loan Program are required to report detailed loan information to NSLDS on a monthly basis.

TIP

FSA Download

In addition to directly entering the URL provided, you can also get there through IFAP. From the home page of ifap.ed.gov, go to the left side vertical gray tool bar and select System & Processing Links – Application. Within the drop down menu FSA Download is the fourth tag.

TIP

FSATech Listserv

In addition to directly entering the URL provided, you can also get there through IFAP. From the home page of ifap.ed.gov, go to the left side vertical gray tool bar and select System & Processing Links – Application. Within the drop down menu FSATech Listserv is the fifth tag.

TIP

Audit & Program Reviews

In addition to directly entering the URL provided, you can also get there through IFAP. From the home page of ifap.ed.gov, go to the left side vertical gray tool bar and select Participation Links - Audits. Within the drop down menu Audits & Program Reviews is the first tag.

TIP

FSAPubs

In addition to directly entering the URL provided, you can also get there through IFAP. From the home page of ifap.ed.gov, go to the left side vertical gray tool bar and select Resource Links. Within the drop down menu FSAPubs.gov Publication Ordering is the fourth tag.

Technical References and Guides

Perkins TEF File – The Perkins Threshold, Error Code, and Field Code (TEF) file, contains the software parameters for load error processing, error field names, and messages for processing of the Load Error file for schools or servicers that submit Perkins Loan data. Schools and/or servicers must ensure that they "refresh" the TEF file on a quarterly basis. If you need any assistance importing the updated TEF file into the Perkins DataPrep software contact NSLDS customer service at 1-800-999-8219 or by email at nslds@ed.gov.

FSATech Listserv

By subscribing to this listserv financial aid professionals can get answers to their technical questions about FSA's software or systems. They will also automatically get news flashes about processing and software issues)

http://www2.ed.gov/offices/OSFAP/services/fsatechsubscribe.html

Audit & Program Reviews

On the Audits & Program Reviews website you will find information on eligibility and certification, recertification, program reviews and audits. You can also identify which regional School Participation Team serves your region and find out their contact information.

http://www2.ed.gov/offices/OSFAP/services/casemanagement.html

eCampus-Based (eCB)

This site contains the "Fiscal Operations Report and Application to Participate (FISAP)" for the three Campus-Based programs: Federal Perkins Loan, Federal Supplemental Educational Opportunity Grant (FSEOG), and Federal Work-Study (FWS). In addition, this site allows users to access Campus-Based account data and view reports) - https://cbfisap.ed.gov/ecb/CBSWebApp/welcome.jsp

FSAPubs

The FSAPubs website allows schools to order paper publications and find electronic publications that can be saved and/or printed. You can login to the site by using their OPE ID for functions such as viewing their order history, managing their account and viewing their shopping cart.

http://www.fsapubs.gov/

SCHOOL CONTACT CENTERS FOR SERVICE

The U.S. Department of Education provides multiple service centers that can help you manage the Federal Student Aid. The service centers listed in this section each cover business office-related functions. We have provided the necessary contact information for these centers as well as a description to help you identify the contact center that will serve your needs.

Common Origination and Disbursement (COD) School Relations Center

For questions related to Common Origination and Disbursement (COD), Iraq and Afghanistan Service Grant, Pell Grant, TEACH Grant, and Direct Loan processing

https://cod.ed.gov/cod/LoginPage

Hours are Monday through Friday 8:00 a.m. to 8 p.m., EST

Foreign Schools	571-392-3737 (cost per call)
Phone (Loans)	800-848-0978
Phone (Grants)	800-474-7268
Fax	877-623-5082
Phone (Students)	800-557-7394
Email	CODSupport@acs-inc.com

Loan Servicing Centers for Schools

For answers to questions about loan repayment and other loan servicing issues, a school can contact the appropriate loan servicing center. contact information for the loan servicers is available on IFAP under the "Help" menu ("Contact Information" / "Service Centers for Schools," / "Loan Service Centers for Schools."

TIP

School Contact Centers for Service

From the home page of ifap.ed.gov, go to the top horizontal gray tool bar and select Help. Within the Help menu select Contact Information. Within Contact Information select Service Centers for Schools.

Coming Change to COD email

By summer 2013, the email address for COD Support will change to **COD Support@ed.gov**

Nelnet Total and Permanent Disability Discharge Servicer

The Nelnet Total and Permanent Disability Discharge Servicer is your source for answers to questions on general total and permanent disability discharges and veteran's disability discharges.

http://www.disabilitydischarge.com/Pages/General.aspx

Hours are Monday through Friday 8:00 A.M. to 8:00 P.M., EST

Phone	888-303-7818
Email	disabilityinformation@nelnet.net

Campus-Based Call Center

The Campus-Based Call Center provides assistance with the Fiscal Operations Report, the Application to Participate, Federal Perkins Loan cohort default rates and can help you manage your Campus-Based Programs.

https://cbfisap.ed.gov/ecb/CBSWebApp/

Hours are Monday through Friday from 8:00 am to 8:00 pm, EST

Phone	877-801-7168
Fax	866-441-2175
Email	cbfob@ed.gov

CPS/SAIG Technical Support

The Central Processing System/Student Aid Internet Gateway (CPS/SAIG) contact center provides technical support for FSA web products. Among the products they support are- FAA ACCESS to CPS Online, EDConnect, and EDExpress. They also provide assistance for software products such as EDConnect, EDExpress, Direct Loan (DL) Tools and the Student Status Confirmation Report (SSCR). Hours are Monday through Friday 8:00 a.m. 8:00 p.m., EST

Phone	800-330-5947
TDD/TTY	800-511-5806
Fax	319-665-7662
Email	CPSSAIG@ed.gov

Default Resolution Group (ED Collections)

The Default Resolution Group (ED Collections) provides assistance with questions related to a borrower's individual loan status, loans in repayment that have defaulted and loans owed to the U.S. Department of Education. Borrowers needing assistance with default resolution may visit the site or contact the Default Resolution Group to speak to a representative.

For Monday through Friday, all year round, the hours are 8 a.m. - 10 p.m. (ET). For Saturdays, January 1 to April 30, the hours are 8 a.m. - 10 p.m. (ET). For Saturdays, May 1 until December 31, the hours are 8 a.m. - 7 p.m. (ET).

Phone	800-621-3115
TDD/TTY	877-825-9923
Email	drghelp@ed.gov
Mail	U.S. Department of Education Default Resolution Group P.O. Box 5609 Greenville, TX 75403-5609
Borrower Payments	National Payment Center P.O. Box 105028 Atlanta, GA 30348-5028

TIP

School Contact Centers for Students

From the home page of ifap.ed.gov, go to the top horizontal gray tool bar and select Help. Within the Help menu select Contact Information. Within Contact Information select Service Centers for Students. The Default Resolution Group is the first contact center listed.

Office of the Ombudsman Federal Student Aid (FSA)

The Ombudsman Office is a final resource after individuals look for help through other customer service avenues. Before contacting the Ombudsman, borrowers concerned about student loans should contact their loan holder or visit our Website for further information. Current students should contact their financial aid office first.

www.ombudsman.ed.gov

Phone	877-557-2575 (case initiation)
Phone (FAA)	202-377-3800
TDD	202-377-3800
Email	fsaombudsmanoffice@ed.gov
Mail	Office of the Ombudsman US Department of Education Fourth Floor (UCP-3/MS 5144 830 First Street NE Washington, DC 20202-5144

Default Prevention and Management

The Operations Performance Division (OPD) calculates draft and official cohort default rates, disseminates the rates to schools electronically and allows schools the ability to challenge/appeal the rates since both benefits and sanctions apply to particular cohort default rate thresholds. Guaranty agency and lender cohort default rates are also calculated and disseminated by OPD

http://ifap.ed.gov/DefaultManagement/DefaultManagement.html

http://ifap.ed.gov/DefaultPreventionResourceInfo/

Direct Line	202-377-4259
Cohort Default Rate	fsa.schools.default.management@ed.gov
Default Prevention	defaultpreventionassistance@ed.gov

Default Prevention and Management TIP

In addition to directly entering the URL provided, you can also get there through IFAP. From the home page of ifap.ed.gov, go to the left side vertical gray tool bar and select Participation Links - Programs. Within the drop down menu Default Prevention and Management is the first tag.

Research and Customer Care Center

The Federal Student Aid Research and Customer Care Center (RCCC) serves as your advocate within FSA's Applications, Operations and Delivery Services and ensures that your concerns are addressed within Federal Student Aid. RCCC is made up of Department of Education, Federal Student Aid employees, located in Washington, DC, and welcomes inquiries from financial aid professionals about the Federal Financial Aid Programs.

Hours are Monday through Friday 9:00 A.M. - 5:00 P.M., EST

Phone	800-433-7327
E-mail	fsa.customer.support@ed.gov

Grants Management System (G5)

G5, is the Department of Education's new grants management system designed to achieve the following objectives:

- Enhance and increase program performance monitoring
- Improve communications with system users
- Fast-track grant award processing
- Link dollars to results Testing for Production
- Promote technical and financial stewardship

https://www.g5.gov

Hours are Monday through Friday from8:00 A.M. to 6:00 P.M., EST

Phone	888-336-8930
TTY	855-333-2807
Local	202-245-6002
Email	edcaps.user@ed.gov

G5

TIP

In addition to directly entering the URL provided, you can also get there through IFAP. From the home page of ifap.ed.gov, go to the top horizontal gray tool bar and select Help. Within the Help menu select Contact Information. Within Contact Information select Service Centers for Schools.

Quality Assurance Program

The Quality Assurance (QA) Program helps schools attain, sustain, and advance exceptional student aid delivery and service excellence. You can find information about the QA Program at

http://www.ifap.ed.gov/qahome/Default.html

TIP

Quality Assurance Program

In addition to directly entering the URL provided, you can also get there through IFAP. From the home page of ifap.ed.gov, go to the left side vertical gray tool bar and select Participation Links - Programs. Within the drop down menu Quality Assurance Program is the third tag.

TIP

School Participation Team

In addition to directly entering the URL provided, you can also get there through IFAP. From the home page of ifap.ed.gov, go to the top horizontal gray tool bar and select Help. Within the Help menu select Contact Information. Within Contact Information select Federal Student Aid Offices. The School Participation Teams is the last office listed.

School Participation Teams

Contact your School Participation team for information and guidance on audit resolution, financial analysis, program reviews, technical assistance, and school and program eligibility/recertification and closed schools. The website for School and Program Eligibility and Recertification is:

http://www.eligcert.ed.gov

Foreign schools can get help by:

http://www.ifap.ed.gov/ifap/byYear.jsp?type=ForeignSchoolUpdate

Phone 202-377-3168

TIP

NSLDS

In addition to directly entering the URL provided, you can also get there through IFAP. From the home page of ifap.ed.gov, go to the top horizontal gray tool bar and select Help. Within the Help menu select Contact Information. Within Contact Information select Service Centers for Schools.

National Student Loan Data System (NSLDS)

The National Student Loan Data System (NSLDS) located at:

https://www.nsldsfap.ed.gov/nslds_FAP/default.jsp

is the national database of information about loans and grants awarded to students under Title IV of the Higher Education Act (HEA) of 1965, as amended. NSLDS provides a centralized, integrated view of Title IV loans and grants during their complete life cycle, from aid approval through disbursement, repayment, deferment, delinquency, default, and closure. The NSLDS system on-line functions include:

- Cohort Default Rates
- Data Provider Schedules
- Enrollment Reporting Schedules
- Financial Aid History
- Grant History
- Loan History/Detail
- Online Enrollment Reporting
- Organizational Contacts
- Organizational Search
- Overpayments
- Reported Enrollment History
- Transfer Student Monitoring

Hours are Monday through Friday 8:00 A.M. to 9:00 P.M., EST

Phone	800-999-8219
Foreign Schools	800-999-8219 or 785-838-2141(non-toll free number)
Email	nslds@ed.gov

eZ Audit

EZ Audit provides schools with a paperless single point of submission for financial statements and compliance audits through the web.

https://ezaudit.ed.gov/EZWebApp/common/login.jsp

Phone 877-263-0780

Email fsaezaudit@ed.gov

Postsecondary Education Participants (PEPS) System Help Desk

PEPS is the Office of Federal Student Aid (FSA) management information system of all organizations that have a role in administering student financial aid and other Higher Education Act programs. PEPS maintains eligibility, certification, demographic, financial, review, audit and default rate data about schools, lenders, and guarantors participating in the Title IV programs.

Call the PEPS Help desk for connectivity interruptions or other PEPS application problems.

http://www.ed.gov/offices/OSFAP/PEPS/index.html

Hours are Monday through Friday 7:30 A.M. - 7:00 P.M., EST

Phone 877-366-3338

Email FSA_PEPS@ed.gov

PEPS TIP

In addition to directly entering the URL provided, you can also get there through IFAP. From the home page of ifap.ed.gov, go to the top horizontal gray tool bar and select Help. Within the Help menu select Contact Information. Within Contact Information select Service Centers for Schools.