



Common Origination and Disbursement and Pell Processing Update

NASFAA 2004

**July 18-21, 2004
Minneapolis, MN**





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- July 2004 Release
- 2005-2006 Processing Changes
- Customer Service
- Issues



Operations Update





Pell Processing Statistics

YTD Totals – as of July 9, 2004

| Totals | 2003-2004 | 2004-2005 |
|----------------------------------|-----------------------|-----------------------|
| Originations (#) | 5.7 million | 329,496 |
| Originations (\$) | \$17.1 billion | \$1.0 billion |
| Actual Disbursements (#) | 11.6 million | 71,220 |
| Actual Disbursements (\$) | \$12.6 billion | \$78.9 million |
| % Substantiated | 99.9% | N/A |
| Recipients | 5.0 million | 71,220 |



FSA Systems and Operations

Pell Grant – Key Improvements

Pell Operations continues to work with COD Customer Service and Systems to improve the POP process.

Potential Overaward Process (POP)

- Customer Service initiated improved email notification to school before funds are de-obligated
- FSA Pell Ops created escalation process to intervene when schools cannot resolve conflicts

**Note – 03/04 Currently in peak POP season*

| | 01/02 | 02/03 | 03/04* |
|--|--------|--------|--------|
| Number of Schools In POP at One Time | 88,890 | 22,993 | 20,174 |
| Number of POP Situations Resolved | 48,020 | 22,968 | 18,027 |
| Number of POP Situations Still in Conflict | 25,645 | 25 | 2,147 |
| Number of POP Referrals to Pell Ops | n/a | 9 | 3 |



FSA Systems and Operations

Pell Grant – Key Improvements

Pell Operations continues to work with COD Customer Service and Systems to improve funding and payment processes.

Verification W

- COD improved processes through earlier identification of potential de-obligations allowing for verification corrections to be processed before the close of CPS
- The number of affected schools and funds de-obligated were reduced significantly
- Final de-obligations for 03/04 will be run during August

| | 01/02 | 02/03 |
|--------------------------|---------|--------|
| Schools Impacted | 1,203 | 168 |
| Total De-obligated Funds | \$11.1m | \$2.3m |

Administrative Cost Allowance

- 2003-2004 Administrative Cost Allowance payments were sent to schools the week of 6/28
- \$26,152,095 paid on behalf of 5.2 million Pell recipients

Initial Authorization

- Initial Authorization for 2004-2005 funding levels was processed on May 15, 2004 – 2 weeks ahead of schedule
- Total funding level of \$5,523,027,699 established for 4,674 schools



Operations Update

Edit 115

- Edit 115 was changed from a reject edit to a warning edit:
 - Message reads: Student referred to DCS, satisfactory arrangements must be established with DCS, prior to making further Pell disbursements to this student for this award year.
- This edit will be returned to schools under the following conditions:
 - A new actual disbursement is submitted for a student who has been referred to DCS; or
 - An increase to an existing disbursement is submitted for a student who has been referred to DCS.
- Schools may now resubmit records which were erroneously rejected for Edit 115.



Operations Update

Pell Overpayment Referrals 2003-2004

| | |
|------------------------|--------|
| Referred to CSB/DCS | 27,707 |
| # of Payments Received | 8,397 |
| Edit 115 Hits | 10,138 |

Instructions for Referral are in the FSA Handbook



July 2004 Release





July 2004 Release

Pell POP Report

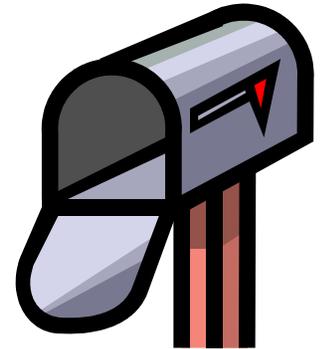
- The Pell POP report will list those students for whom COD has accepted an actual disbursement and who are:
 - In a POP situation
 - No longer in a POP situation
- The report will list other Attended Schools that have reported disbursements for the student for the award year.
- The report will be pushed to Reporting Schools weekly in the following formats:
 - SAIG Mailbox
 - Preformatted Text file (Message class PGPR05OP)
 - COD web site Newsbox in the following formats:
 - Comma Delimited
 - PDF



July 2004 Release

Pell Funded Disbursement Listing

- The Pell Funded Disbursement Listing will be generated daily and will display all funded disbursements posted on the report date.
- The report will be pushed to Reporting Schools daily in the following formats:
 - SAIG Mailbox
 - Preformatted Text file (Message class PGDP05OP)
 - Pipe and Comma Delimited (Message class PGDF05OP)
 - COD web site Newsbox in the following formats:
 - Comma Delimited
 - PDF
- The report will only be available for Pushed Cash (Just-In-Time) Schools.
- Advance Funded, Reimbursement and Heightened Cash Monitoring Schools should use the Cash Year to Date or Reconciliation File.





July 2004 Release

SSN/Name/DOB Change Report

- The report will list all identifier changes (SSN, Name or DOB) for a person on the COD system.
- The report will be sent to all Reporting Schools that have an award for a person on file for the three most current award years.
- The report will be sent to Reporting Schools via their:
 - SAIG mailbox in the following formats:
 - Pre-formatted (Message class PGSN05OP)
 - COD web site Newsbox in the following formats:
 - Comma Delimited
 - PDF



2005-2006 Processing Changes





COD Focus Group

April 15-16, 2004

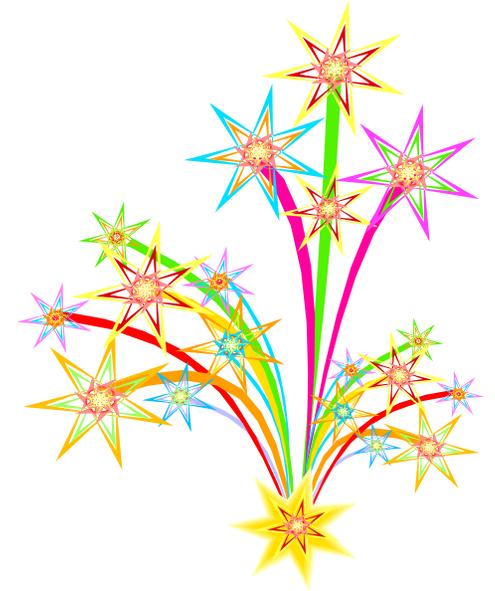
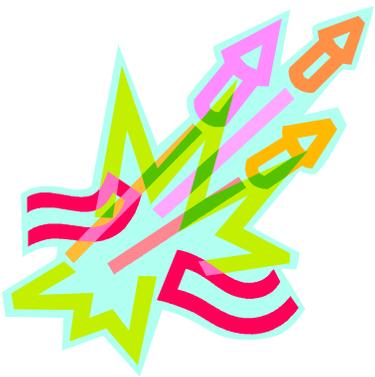
- Over the course of two days, 24 schools and 4 vendors generated ideas on the following topics:
 - Reports
 - Direct Loan Processing
 - COD Web Site
 - Pell Processing
 - Edits
 - Customer Service
- We have incorporated some of these ideas into changes for the 2005-2006 award year.
- Thank you for participating in the 2005-2006 Requirements gathering process.
- If you would like to participate in future focus groups, please give a COD team member your business card.



2005-2006 Processing Changes

Full Participant Status for 2005-2006

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

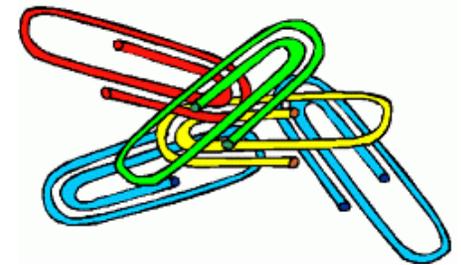




2005-2006 Processing Changes

Complete Address Edits

- The COD System will return a warning edit when a complete student address does not exist on the incoming record, the COD database, or the CPS Abbreviated Applicant File (AAF).
- A complete address is defined as:
 - If Foreign Indicator = False, at least one occurrence of each of the following must be present:
 - Addressline
 - AddressCity
 - AddressStateProvinceCode
 - AddressPostalCode
 - If Foreign Indicator = True, at least one occurrence of each of the following must be present:
 - Addressline
 - AddressCity
 - AddressCountryCode
- Edit will apply to all award years.





2005-2006 Processing Changes

Secondary EFC Indicator

- The Secondary Expected Family Contribution (EFC) will no longer be used to calculate a Pell award beginning in the 2005-2006 award year.
- The COD System will ignore the Secondary EFC Indicator tag if submitted on an incoming record for the 2005-2006 award year and will instead calculate the award amount using the Primary EFC.
- The COD System will not return the Secondary EFC Indicator tag in the response record if submitted on the incoming record.



2005-2006 Processing Changes

ACA ESOA Generation

- The Electronic Statement of Account (ESOA) will be generated and sent to schools when they receive an Administrative Cost Allowance (ACA) payment for their students.





2005-2006 Processing Changes

Applicant Detail

- The Dependency Override Indicator (Professional Judgment) field will be added to the Applicant Detail web page on the COD web site.





- ▶ **Person Search**

- ▶ **Pnote Search**

- ▶ **Credit Check Search**

- ▶ **Archived Prog Year**

- ▼ **Applicant Search**

Return to: [Applicant List](#)

Applicant Detail

HELP

QUINCY I ADAMS
999923373
 04/15/1985

CPS Detail

| | |
|--|--|
| Original SSN | 999923373 |
| CPS Transaction Number | 01 |
| NSLDS Match Flag | None Available |
| Processed Record Type | Initial Application Record |
| Transaction Data Type | Application |
| Application Data Type | Application |
| Transaction Data Source | Web FAA |
| Application Data Source | Electronic |
| Duplicate SSN Flag | No such record exists |
| Zero EFC Flag | EFC set to Zero based on Income Criteria |
| SSA Citizenship Flag | |
| Dependency Status | Independent with Primary EFC |
| Dependency Override (Professional Judgment) Indicator | None Requested |
| SAR "C" Flag | No C flag set |
| Process Date | 01/25/2002 |



2005-2006 Processing Changes

COD Timeline

■ 2005 – 2006 Development Schedule:

- | | |
|-------------------------|----------------|
| • Requirements Complete | June 2004 |
| • Design Complete | September 2004 |
| • Development Complete | December 2004 |
| • Testing Complete | March 2005 |
| • System Start Up | March 2005 |



2005-2006 Processing Changes

XML Schema Processing

- The XML Schema version is reflected in the value of the “Namespace” attribute of the Common Record document.
- Example: `<CommonRecord xmlns=http://www.ed.gov/FSA/COD/2004/v2.0d>`
- The COD System will return in Common Record response documents the value that was submitted to COD in the “Namespace” attribute, essentially “echo-ing” back the “Namespace.”
- For system-generated responses, the COD System will return in the “Namespace” the latest version of the XML Schema released for each award year.
 - Example: 2003-2004 2.0c
 - 2004-2005 2.0d



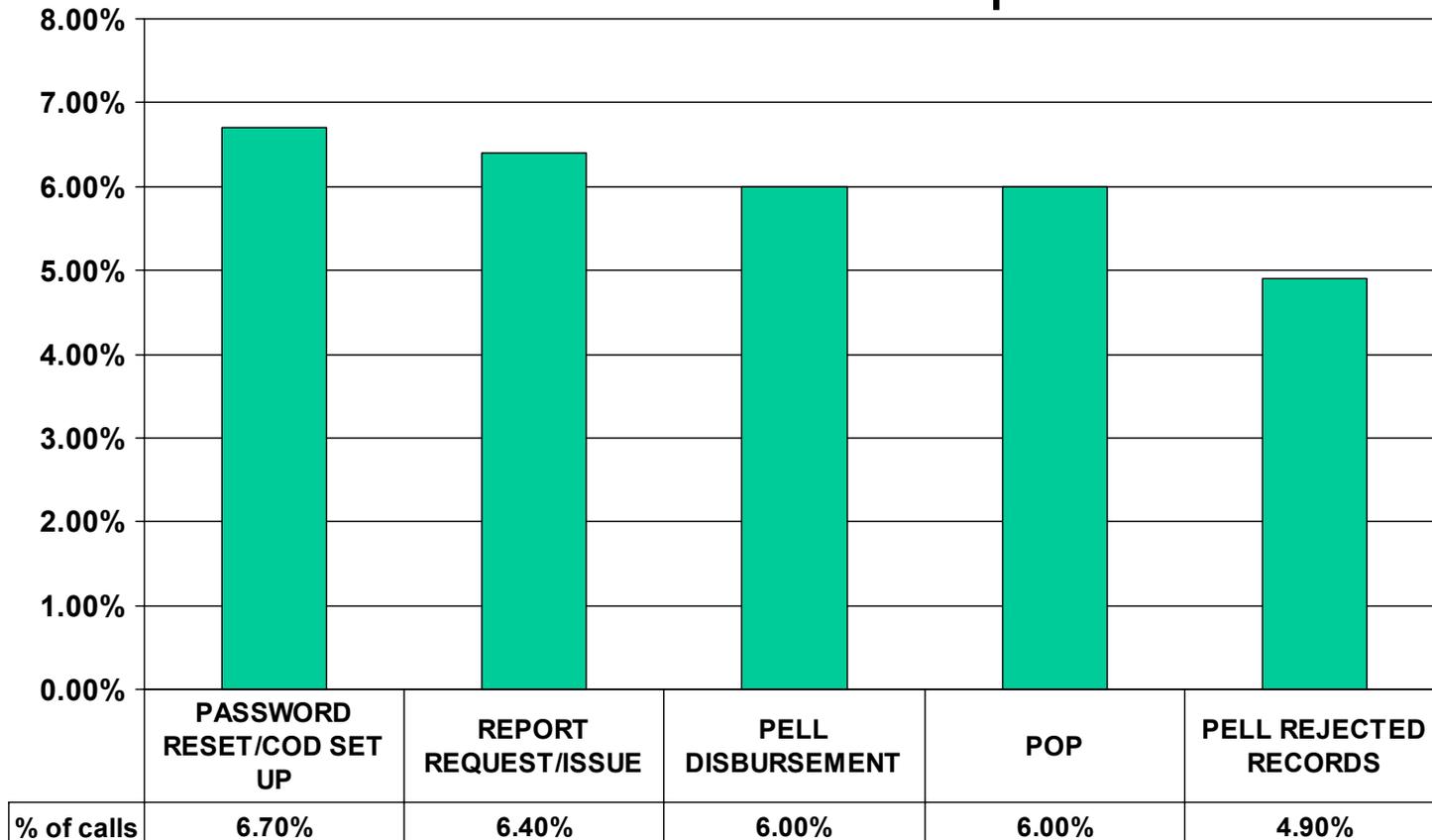
Customer Service





Production Customer Service Information

COD School Relations Top 5 Call Reasons



May 2004



COD Customer Service Outreach

- The COD School Relations Center performs outreach via phone and e-mail to schools:
 - *Automated* e-mail is sent to Financial Aid Administrators.
 - COD encourages schools to review their contact information in COD to ensure it is current.
- COD Customer Service has increased their outreach efforts by creating an automated “School Monitoring Outreach” e-mail. A single e-mail that covers:
 - Pell Grant Unsubstantiated Cash
 - Pell Grant Potential Over award Situations (POP)



COD Customer Service Outreach

- Each morning COD reviews the previous day's batch processing to determine in what areas outreach is necessary. Based on our findings, some common outreach concerns are:
 - Schools with processing abnormalities or with unusually high reject numbers
 - Invalid fixed-length or XML format batches that fail to process in COD
 - Status updates to schools that have been identified in COD cleanup projects and/or have resolved COD system issues.



COD Customer Service Outreach

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



COD Customer Service Experts Available

- COD Customer Service Representatives are your connection to the experts:
 - Reconciliation
 - Available to assist or determine funding issues. Ask your CSR to conference you in with a Reconciliation Specialist. They are able to help with monthly and annual reconciliation.
 - Issue concerns
 - Ask your CSR to conference in a Subject Matter Expert if you feel you need further clarification regarding a current issue or recent clean-up.
 - Escalation
 - Request to speak to a Supervisor or Manager if your issue needs escalation, or holding up funding.



Issues





Current Issues

Missing Acknowledgements

Description:

- A subset of schools did not receive acknowledgements from June 6th through June 15th, 2004.
- The root cause of this issue was a software and hardware upgrade which caused issues delivering COD produced acknowledgements to schools' SAIG mailboxes.

Status:

- COD Operations is manually sending out acknowledgements as schools are reporting them as missing. The Operations team has sent out an average of 75 acknowledgements a day since the problem was first identified.
- Additionally, COD Operations is working on proactively identifying all acknowledgements that were affected by this issue in order to confirm that all acknowledgements are correctly delivered to schools' mailboxes.



Current Issues

Warning Edit 116 Not Working Correctly

Description:

- Warning Edit Code 116 (SSN, DOB and/or Last Name have not been updated in the COD System) is not working correctly.

Status:

- COD is working to complete design for this issue and anticipates resolution by August 2004.



Current Issues

Disbursement Sequence Number Issue (Edit 56)

Description:

- Occasionally, disbursements/adjustments are not being fully processed in COD and are thus not appearing on the Disbursement List web page.
- In some cases, disbursement sequence numbers are not appearing on the History screen for the same reason.

Status:

- Disbursement/adjustment data was not populating correctly in the COD database after processing, which resulted in the display issue on the COD web site.
- COD has implemented a code fix for this issue and continues to monitor the system for any new instances of this issue.
- While COD is cleaning up the affected records, schools should not resubmit disbursements/adjustments for processing as these transactions have already been processed by COD.



Current Issues

Users Experiencing Slow Response Time on Web

Description:

- Web searches (specifically, Batch and P Note Searches) have been experiencing performance issues
- Mainly occurs during the time period of 11am through 2pm Eastern Standard Time.

Status:

- COD plans to implement a performance enhancement solution during the month of August 2004.



You're Invited!

- 2004 Software Developers Conference
 - Aug 19-20 Arlington, VA
- 2004 Electronic Access Conference (EAC)
 - Nov 1-4 Orlando, FL
 - Nov 30 – Dec 3 Las Vegas, NV



Questions?

