

National Association of Student
Financial Aid Administrators Presents...

Resolving Eligibility Issues from Database Matches

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Session Agenda

- What are database matches and why do we have them?
- What are Match Flags?
- What are Rejects and how can they be resolved?
- What is a 'C' Code?
- What are Comments and Comment Codes?
- Review of Each Database Match.



CPS Database Matches

Matching CPS data with other databases can confirm or raise a question about an applicant's eligibility for Title IV student aid. The CPS database matches are:

- Social Security Administration (SSA) to verify the SSN of the applicant and parent(s).
- Social Security Administration (SSA) to verify applicant's claim of U.S. Citizenship.
- Department of Veterans Affairs (VA) to verify claim of veteran status for dependency purposes.



CPS Database Matches - continued

- Selective Service System (SSS) to verify that student is registered with SS, if required.
- Department of Homeland Security (DHS) to verify claim of eligible non-citizen status.
- National Student Loan Data System (NSLDS) to monitor defaults, overpayments, loan maximums, Pell Grant awards, etc.
- Department of Justice (DOJ) to identify applicants who are debarred from Title IV funds because of drug conviction.



What are Match Flags?

Match Flags are alpha or numeric codes that show the results of each match between the CPS and another database.

What are Rejects?

Rejects are triggered when applicant data is missing or seriously questionable or when the processing results are unacceptable. In all reject situations, an Expected Family Contribution (EFC) is not calculated, and no Title IV aid may be paid based on a rejected CPS record.



What are Rejects? - continued

Reject reason codes are provided on the SAR and ISIR and are alpha for “verifiable” rejects where the questionable data can be verified as being correct by reentering the same value or a corrected value.

Numeric reject codes are for “non-verifiable” rejects, where the questioned data must be changed or provided.

Reject Reason Codes are in field #155 of the 2005-06 ISIR.



What Are 'C' Codes?

The 'C' Code is an indicator that, even though an EFC was calculated, institutional resolution is required on the results of one or more of the database matches.

'C' Codes must be resolved either by a correction being made or by the school collecting adequate documentation.

'C' prints on the SAR next to the EFC.

'C' is Field #157 on the 2005-06 ISIR.



What are Comments and Comment Codes?

Comments and comment codes provide information to the student and to the FAA about the results of the processed FAFSA. Comments are included on the student's SAR and on the EDExpress printed ISIR. ISIR comment codes are three digits and are found at Field # 275 of the 2005-06 ISIR.



Social Security Administration

Applicant SSN Match

- Why - Section 484(p) of HEA and section 668.36 of the regulations require a match with the Social Security Administration (SSA) to confirm the social security number of the applicant (and the parent(s) of a dependent applicant).
- Who – All applicants and the parent(s) of all dependent applicants.
- How – The SSN, Name, and Date of Birth (DOB) of the applicant (and parent(s)) are forwarded to SSA for matching.



Social Security Administration

Applicant SSN Match

Result – No match on SSN at the SSA

- Match Flag = '1'
- No 'C' Code
- Comment Code #024
- **Reject - 18** (non-verifiable)

Resolution

- Correct SSN with CPS, or
- Correct records with SSA, then re-enter SSN and submit to CPS.



Social Security Administration

Applicant SSN Match

Result – SSA did not match DOB

- Match Flag = '2'
- No 'C' Code
- Comment Code #060
- **Reject – R** (verifiable)

Resolution

- If incorrect DOB, make CPS correction.
- If correct DOB, resubmit same value.
- Note: Student should contact SSA.



Social Security Administration

Applicant SSN Match

Result – SSA still did not match DOB after re-affirmation

- Match Flag = '2'
- 'C' Code
- Comment Code #063
- **Reject R suppressed**

Resolution

- Student must provide proof of DOB to school.
- Student should contact SSA.



Social Security Administration

Applicant SSN Match

Result – SSA did not match Name

- Match Flag = '3'
- No 'C' Code
- Comment Code #061
- **Reject – D** (verifiable)

Resolution

- If incorrect Name, make CPS correction.
- If correct Name, resubmit same value.
- Note: Student should contact SSA.



Social Security Administration

Applicant SSN Match

Result – SSA still did not match Name after re-affirmation

- Match Flag = '3'
- 'C' Code
- Comment Code #064
- **Reject D suppressed**

Resolution

- Student must provide proof of Identity.
- Note: Student should contact SSA.



Social Security Administration

Applicant SSN Match

Result – SSN belongs to a deceased person

- Match Flag = '5'
- No 'C' Code
- Comment Code #076, #140, or #145
- **Reject – 8** (non-verifiable)

Resolution

- Correct SSN with CPS, or
- Correct records with SSA, and resubmit CPS record (must re-affirm one or more of SSN, Name and DOB).



Social Security Administration

Applicant SSN Match

Result – Match not conducted because of missing Name, DOB, and/or signature missing

- Match Flag = '8'
- No 'C' Code
- Comment Code #059
- Reject – N, 5, 13, 14, and/or 16

Resolution

- Correct missing information.



Social Security Administration

Applicant SSN Match

Result – Match not conducted because of missing data. SSN not in valid SSN range.

- Match Flag = '8'
- No 'C' Code
- Comment Code #023
- **Reject – P** and N, 5, 13, 14, or 16

Resolution

- If incorrect SSN, correct SSN.
- Correct missing information.
- If correct SSN, contact SSA.



Social Security Administration

Parent SSN Match

Result – No match on Father's SSN and no full match for mother

- Match Flag = Father '1' and Mother ≠ '4'
- No 'C' Code
- Comment Code #011
- **Reject – 6**

Resolution

- Correct Father's SSN.
- Note: One parent must have a full match (Match Flag = '4').



Social Security Administration

Parent SSN Match

Result – No Match on Mother's SSN and no full match for father

- Match Flag = Mother '1' and Father ≠ '4'
- No 'C' Code
- Comment Code #012
- **Reject – 7**

Resolution

- Correct Mother's SSN.
- Note: One parent must have a full match (Match Flag = '4').



Social Security Administration

Parent SSN Match

Result – No match on Father's DOB and no full match for mother

- Match Flag = Father '2' and Mother ≠ '4'
- No 'C' Code
- Comment Code #016
- **Reject – S**

Resolution

- Correct or affirm Father's DOB.
- Note: One parent must have a full match (Match Flag = '4').



Social Security Administration

Parent SSN Match

Result – No match on Mother's DOB and no full match for father

- Match Flag = Mother '2' and Father ≠ '4'
- No 'C' Code
- Comment Code #017
- **Reject – T**

Resolution

- Correct or affirm Mother's DOB.
- Note: One parent must have a full match (Match Flag = '4').



Social Security Administration

Parent SSN Match

Result – No match on Father's Name and no full match for mother

- Match Flag = Father '3' and Father \neq '4'
- No 'C' Code
- Comment Code #040
- **Reject – E**

Resolution

- Correct or affirm Father's Name.
- Note: One parent must have a full match (Match Flag = '4').



Social Security Administration

Parent SSN Match

Result – No match on Mother's Name and no full match for father

- Match Flag = Mother '3' and Father ≠ '4'
- No 'C' Code
- Comment Code #051
- **Reject – F**

Resolution

- Correct or affirm Mother's Name.
- Note: One parent must have a full match (Match Flag = '4').



Social Security Administration

Parent SSN Match

Result – SSA Match not conducted –
SSN, DOB, or Name missing for both parents

- Match Flag = blank
- No 'C' Code
- Comment Code #049
- **Reject – 9**

Resolution

- Correct missing data.
- Note: If a parent does not have an SSN, enter all zeros.



Social Security Administration

Citizenship Verification

- Why - Section 484(g) of HEA and 668.33 of the regulations require a match with the Social Security Administration (SSA) to confirm an applicant's claim of U.S. citizenship.
- Who – All applicants, regardless of their response to the FAFSA citizenship question.
- How – The SSN, Name, and Date of Birth (DOB) of the applicant are forwarded to SSA for matching.



Social Security Administration Citizenship Verification

Result – SSA unable to verify citizenship because there was no match on SSN, name or DOB

- Match Flag = 'N'
- 'C' Code (see SSN Match Code)
- Comment Code #062
- No Reject for this reason alone

Resolution

- Correction to identifiers to resend to SSA.
- Documentation of identity and of citizenship.



Social Security Administration Citizenship Verification

Result – SSA did not confirm as a U.S. Citizen

- Match Flag = 'B', 'C', 'D', 'E', 'F', or '*'
- 'C' Code
- Comment Code #146
- No Reject

Resolution

- If citizen, student provides documentation.
- If not citizen, correct CPS record to non-citizen and include ARN.



Department of Veterans Affairs

Veteran Status Match

- Why - Sections 480(c) and 480(d) of the HEA provides that if an applicant is a veteran of the U.S. Armed Forces, he or she is considered to be independent.
- Who – Any applicant who responds ‘Yes’ to being a veteran of the armed forces.
- How – SSN, Name, and Date of Birth (DOB) are forwarded to the VA for matching.



Department of Veterans Affairs

Veteran Status Match

Result – If not independent for another reason and record found at VA, but not a veteran

- Match Flag = '2'
- 'C' Code
- Comment Code #162
- No Reject

Resolution

- School can collect documentation.
- If VA results are correct, correct VA status and provide parental information.



Department of Veterans Affairs

Veteran Status Match

Result – If not independent for another reason and record not found at VA

- Match Flag = '3'
- 'C' Code
- Comment Code #173
- No Reject

Resolution

- School can collect documentation.
- If VA results are correct, correct VA status and provide parental information.



Department of Veterans Affairs

Veteran Status Match

Result – If not independent for another reason and record found at VA but applicant is on active duty

- Match Flag = '4'
- 'C' Code
- Comment Code #180
- No Reject

Resolution

- School can collect documentation of discharge or upcoming discharge.



Selective Service System

- Why - Section 484(n) of the HEA and 668.37 of the regulations requires a match with the Selective Service System (SSS) to ensure that applicants who are required to be registered with Selective Service are registered.
- Who – Males between the ages of 18 and 25.
- How – SSN, Name, and DOB are forwarded to SSS for matching.
- Note: Selective Service allows applicants to register based upon FAFSA data.



Selective Service System Match

Result - Selective Service did not confirm as registered.

- Match Flag = N
- 'C' Code
- Comment Code #030
- No Reject

Resolution

- Student presents school with Selective Service Registration Acknowledgement, or
- Waiver or Exemption.



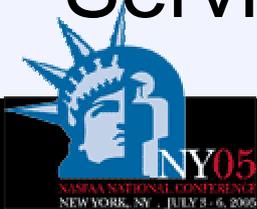
Selective Service System Registration

Result - Registration not conducted –
applicant too old or missing data elements

- Match Flag = blank
- 'C' Code
- Comment Code #033
- No Reject

Resolution

- Age 18 to 25, submit correction to missing CPS data elements.
- If student is 26 or over, request Selective Service document of registration or waiver.



Selective Service System Registration

Result - Registration not conducted –
“Are you male?” not reported

- Match Flag = blank
- ‘C’ Code
- Comment Code #057
- No Reject

Resolution

- Correction to “Are you male?”
- Student can register at Post Office or online at www.sss.gov



Department of Homeland Security

- Why - Sections 484(g) of HEA and 668.33 of the regulations provide that an applicant must be either a citizen or eligible non-citizen. Subpart I of the regulations prescribe the DHS matching process.
- Who – Any applicant who responds ‘Yes’ to the eligible non-citizen question and provides an Alien Registration Number.
- How – SSN, Name, Date of Birth (DOB), and ARN are forwarded to DHS for matching.



Department of Homeland Security

Primary Verification

Result – Match not conducted - No response to citizenship and ARN

- Match Flag = blank
- 'C' Code
- Comment Code #068
- No Reject if SSA confirmed citizenship
- **Reject 17** if SSA did not confirm citizenship

Resolution

- If reject, correct citizenship (and ARN).



Department of Homeland Security Primary Verification

Result – Match not conducted –
Responded as Eligible Non-Citizen but
blank or invalid ARN.

- Match Flag = blank
- 'C' Code
- Comment Code #142

Resolution

- Correct to provide or correct the ARN.



Department of Homeland Security Primary Verification

Result – DHS did not confirm as eligible non-citizen.

- Match Flag = 'N'
- 'C' Code
- Comment Code #144
- No Reject

Resolution

- Automatic Secondary Confirmation Initiated .



Department of Homeland Security

Primary Verification

Result – Applicant changed ARN after DHS confirmed as eligible non-citizen.
Match re-conducted

- Match Flag = depends on results of match with new ARN
- 'C' Code
- Comment Code #141
- No Reject

Resolution

- See results of Match Flag.
- Determine why student made change.



Department of Homeland Security Secondary Confirmation

Result – Automated Secondary Confirmation in Progress

- Match Flag = 'P'
- No 'C' Code
- No Comment Code
- No Reject

Resolution

- Wait at least five days for results.
- After 15 days, begin paper G-845S process.



Department of Homeland Security

Secondary Confirmation

Result – Automated Secondary Confirmation in continuance

- Match Flag = 'C'
- 'C' Code
- Comment Code #105
- No Reject

Resolution

- After 15 days, begin paper G-845S process.



Department of Homeland Security Secondary Confirmation

Result – Automated Secondary Confirmation did not confirm as eligible non-citizen.

- Match Flag = 'N'
- 'C' Code
- Comment Code #046
- No Reject

Resolution

- Begin paper G-845S process.



Department of Homeland Security

Secondary Confirmation

Result – Additional information required by DHS

- Match Flag = 'X'
- 'C' Code
- Comment Code #109
- No Reject

Resolution

- Begin paper G-845S process .



National Student Loan Data System (NSLDS)

- Why - Sections 484(a)(3) of HEA and 668.35 of the regulations provide that a recipient must not be in default or owe an overpayment on Title IV aid.
- Who – All applicants
- How – SSN, Name, and Date of Birth (DOB) are forwarded to NSLDS for matching.



National Student Loan Data System (NSLDS)

Result – SSN does not match DOB and Name

- Match Flag = '7'
- 'C' Code
- Comment Code #138
- No Reject

Resolution

- Access NSLDS online to determine if this is the correct student.
 - If record belongs to student, use NSLDS information.
 - If not, continue award process.



National Student Loan Data System (NSLDS)

Result – At least one loan in default

- Match Flag = '2'
- 'C' Code
- Comment Code #132
- No Reject

Resolution

- Default(s) must be cleared or student must make satisfactory repayment arrangements
- Obtain documentation from the loan holder, or
- Wait for NSLDS Update (Postscreening)

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National Student Loan Data System (NSLDS)

Result – At least one grant in overpayment

- Match Flag = '3'
- 'C' Code
- Comment Code #133
- No Reject

Resolution

- Overpayment(s) must be cleared or student must make satisfactory repayment arrangements.
- Obtain documentation from the holder of the overpayment, or
- Wait for NSLDS Update (Postscreening)

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National Student Loan Data System (NSLDS)

Result – At least one loan in default and at least one grant overpayment

- Match Flag = '4'
- 'C' Code
- Comment Code #134
- No Reject

Resolution

- Default(s) and Overpayment(s) must be cleared or student must make satisfactory repayment arrangements.
- Obtain documentation from the holder of the debt, or
- Wait for NSLDS Update (Postscreening).

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National Student Loan Data System (NSLDS)

Result – Applicant has at least one loan discharged due to disability

- Match Flag = blank
- 'C' Code
- Comment Code #115
- No Reject

Resolution

- FAA must review NSLDS to get status of discharge.



National Student Loan Data System (NSLDS)

Result – Applicant has at least one loan discharged due to bankruptcy

- Match Flag = blank
- 'C' Code
- Comment Code #116
- No Reject

Resolution

- FAA must review NSLDS to get more information regarding dates.
- Discharge must be resolved.



National Student Loan Data System (NSLDS)

Result – Applicant has exceeded aggregate loan limit

- Match Flag = blank
- 'C' Code
- Comment Code –
 - #254 for Subsidized
 - #256 for Independent Total
 - #260 for Dependent Total
- No Reject

Resolution

- Ineligible for additional Title IV aid, unless excess debt is re-affirmed.
- No more loans in that type



Department of Justice

- Why - Section 5301 of the Anti-Drug Abuse Act of 1988 prescribes that a court may decide to debar an individual convicted of a drug related offense to not be eligible to receive federal benefits until the time the period of debarment expires.
- NOTE: This is not about the applicant's response to the Drug Conviction Question 31 on the FAFSA.



Department of Justice - continued

- Who – All applicants.
- How – DOJ provides a file of court debarred individuals to CPS. CPS looks in the file for the SSN, Name, and Date of Birth (DOB) of each applicant with each transaction processed.

Department of Justice Drug Debarment

Result – Applicant is found on the DOJ
Debarment File at CPS

- No Match Flag
- No 'C' Code
- Comment Code #009
- **Reject 19**

Resolution

- Must contact the Dept. of Education to request additional information. ED works in cooperation with Department of Justice.



Questions



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For More Information

Appendix B of the 2005-06 ISIR Guide

**Student Eligibility Section of the
2005-2006 FSA Handbook**

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