

## **Questions and Answers About SSCR**

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## Questions and Answers About SSCR

The following questions and answers (Q & As) are derived from an SSCR video conference in which ED, NSLDS, and postsecondary institutions participated. Please keep this and future Q & As and updates at the back of your *SSCR User's Guide* for easy reference and problem resolution.

### 9.1 Using Servicers

**Q. How will the National Student Loan Clearinghouse work in conjunction with the SSCR process?**

- A. Although there is no formal agreement between ED and the Clearinghouse, ED understands that many schools use the Clearinghouse to process and provide SSCR data. As a result, ED will work with the Clearinghouse and all other servicers to make the SSCR process a success.

When a school designates the Clearinghouse as a servicer, NSLDS sends the SSCR Roster File directly to the Clearinghouse. The Clearinghouse updates the Roster File on the school's behalf and returns it to NSLDS. NSLDS also sends the SSCR Error Notification File to the Clearinghouse for processing. Schools should work directly with the Clearinghouse to schedule SSCR cycle dates.

**Q. Can schools use different servicers for different loan programs?**

- A. Yes. For example, FFELP loans may be serviced with one agency, Perkins with another, and Direct Loans with the DL servicer.

**Q. If a school uses a third-party servicer for the SSCR process, will the Error Notification File be sent to the servicer or to the school?**

- A. If a school chooses a servicer, all files will be sent to the servicer. The school will not receive any SSCR files.

### 9.2 EDEExpress

**Q. Will ED provide software like EDEExpress to process SSCR files, or will the school have to provide the software?**

A. EDEExpress is PC-based software that reads imported files. ED will modify EDEExpress to work with the SSCR files. From EDEExpress, you will be able to retrieve individual student records for update. In addition, you will be able to format your registration data as an input file to EDEExpress, which in turn will match your records to the SSCR records and update the SSCR file in a batch process.

**Q. We run EDEExpress in the Financial Aid Office for Direct Lending, Pell, and other loan programs. Can we run EDEExpress on a standalone system in the Registrar's Office to process SSCR files, apart from EDEExpress in Financial Aid, or must EDEExpress users all be on the same network?**

A. The Registrar's Office may establish its own EDEExpress site. The Registrar will receive the EDEExpress software when it signs up for Title IV WAN.

**Q. Because the Financial Aid Office has EDEExpress, will the Registrar's Office require additional software and training, or can the two offices be networked?**

A. If your school is networked, you can use EDEExpress at more than one site. However, to access NSLDS online, you may want to set up a separate Title IV WAN destination point in the Registrar's Office.

### 9.3 Scheduling SSCR Cycles

**Q. How does the summer term fit into the required minimum reporting for term schools? For example, we're a semester school with two regular terms (fall and winter) and an optional summer term. Do we have two or three required SSCR cycles each year?**

A. NSLDS highly recommends schools set up five SSCR cycles during the academic year. Summer terms are not considered part of the academic year.

**Q. How should schools with a number of courses beginning in one term (for example, fall) and ending in another term (for example, spring) schedule their SSCR cycles?**

A. The span of the term does not matter, because schools must submit changes in enrollment status within 30 days of a change, unless an SSCR cycle is scheduled within 60 days. Semester schools must report twice a year, whereas quarter-based schools must report three times a year (any summer term is excluded). You can reduce the number of required ad hoc reports for enrollment status changes by scheduling a regular SSCR cycle every 60 days during the academic year.

**Q. What should we do if there are enrollment status changes more than once within a semester and we have chosen to schedule two SSCR cycles a year?**

A. If the next SSCR cycle is not scheduled within 60 days, then you must submit an ad hoc report for all students with enrollment status changes, or you must update the student records online. If an SSCR cycle is scheduled within 60 days, you can report the enrollment status changes as part of the regular SSCR Roster File update.

**Q. If we elect to report less often than every 60 days during the academic year, how are we notified that an ad hoc report is due?**

A. Ad hoc reports are due only when the enrollment status of one or more student borrowers changes and an SSCR cycle is not scheduled within 60 days. Therefore, your school is responsible for determining whether it must submit an ad hoc report. You will not receive any notification from NSLDS. You can eliminate ad hoc reporting by scheduling SSCR cycles more frequently.

#### **9.4 SSCR Processing**

**Q. How will schools that have paper records in the Registrar's Office report the SSCR data?**

A. All schools must match their records with NSLDS records, and they can still match the records manually. For example, the Registrar's Office can view the Roster File records on a PC using EDEXpress, compare the records displayed on the screen to its paper records, and update the Roster File on the PC. Or, the administrative computing department can print the Roster File, the Registrar's Office can mark changes on the printout, and the computing department can update the file.

The SSCR files must always be received, updated, and sent electronically, however. If your school cannot receive, update, and send data files, you must contract with a servicer.

**Q. Will schools that have some records on paper have to convert the data to electronic form? If so, how many years back will schools need to go?**

A. Schools are not required to convert any paper records to electronic form. See the answer to the previous question for alternative ways to match records manually.

Some schools may need to modify their recordkeeping. The SSCR process requires that schools confirm the date that the current enrollment status became effective, and you should be sure your records system meets this requirement.

**Q. Who will be responsible for processing the SSCR files and submitting them, Financial Aid or the Registrar?**

A. ED does not determine which office at your school processes the SSCR files. Your school is responsible for reporting enrollment status and can assign the SSCR processing as best suits your structure.

**Q. Will the Error Notification File be electronic or paper?**

A. All SSCR files are electronic.

**Q. Will ED grant any time extensions to resolve errors when 10 days is not enough time?**

A. Extensions are not normally granted beyond the 10-day period for returning the Error Notification File as the Error Correction File. If your school has very special circumstances, call Customer Service and speak with a representative.

**Q. Can you clarify the role of consortium schools in the SSCR process?**

A. Responsibility for reporting enrollment status changes for consortium students has not changed. Refer to the consortium agreement to determine which school is the “home” or “visiting” institution for SSCR reporting purposes.

## **9.5 Updating SSCR Roster Files**

**Q. If a student included in the Roster File has graduated and is still attending our college, do we report the student as graduated or do we use one of the other enrollment status codes?**

A. Always report the student with the appropriate in-school status (F, H, L, G, or A). It is important to report students who graduate with a “G” status to ensure proper processing of their student loan repayment schedules.

The new SSCR process does not change any of the policies that determine enrollment status.

**Q. Our school has new students enrolled who have loans from schools previously attended, but no loans from our school. Do we add new Detail Records for these students?**

A. If your school is aware of a currently enrolled student who has loans outstanding from any school, you can add that student to your SSCR Roster File with a new Detail Record.

**Q. Will the effective enrollment status date be reported, so schools can use it to help match student records?**

A. The last effective enrollment status date that the school reported will be returned in the Roster File in each SSCR cycle.

**Q. If a student was admitted, never registered, and no loan was certified or awarded, can a "Z" code (no record found) be used instead of an "X" code (never attended), because the computer will be searching the Registrar's file (not the Admissions and Financial Aid file) for this information?**

A. A "Z" code may be used.

## **9.6 GAs and SSCR**

**Q. Currently, schools are required to send GAs data collected at the exit interview. Will we now send this data to NSLDS?**

A. Continue to send the exit information to the GAs. NSLDS is maintaining only the data required for SSCR. You must still meet any other requirements imposed by the GAs just as you did before.

**Q. When will GAs stop sending Student Status Confirmation Reports?**

A. GAs will stop sending SSCRs to a school after that school returns an SSCR with at least 90 percent of the records passing NSLDS edits.

