

General Information Tools

Chapter 2.6

Instructions for Requesting Cohort Default Rates from the National Student Loan Data System (NSLDS)	<i>2.6-1</i>
General Information About the Electronic Loan Record Detail Report	<i>2.6-1b</i>
Instructions for Requesting an Electronic Loan Record Detail Report	<i>2.6-2</i>
Electronic Loan Record Detail Extract File Layout and Detailed Repayment Information Extract File Layout	<i>2.6-4</i>
Alphabetical Data Manager Contacts	<i>2.6-10</i>
Numerical Data Manager Contacts	<i>2.6-11</i>

General Information Tools

Instructions for Requesting Cohort Default Rates from the National Student Loan Data System (NSLDS)

Cohort default rates are available from the Cohort Default Rate List on the U.S. Department of Education's (the Department's) National Student Loan Data System (NSLDS) website at

<https://www.nslsdfap.ed.gov>

The NSLDS website can also be accessed through

<http://sfa4schools.sfa.ed.gov>

The Cohort Default Rate List (also known as the Cohort Default Rate History List) shows cohort default rates for schools, data managers, and lenders participating in the Federal Family Education Loan (FFEL) and William D. Ford Federal Direct Loan (Direct Loan) programs. NSLDS updates entity-specific cohort default rate information twice a year.

To access the Cohort Default Rate List, an individual must have an NSLDS User ID. This is a restricted data system, and each school has been assigned an individual User ID and password. To obtain an NSLDS User ID, contact CPS/WAN Technical Support at 1-800-330-5947. Contact NSLDS Customer Service at 1-800-999-8219 for NSLDS password assistance.

The following provides a step-by-step description of how to access and use the Cohort Default Rate List.

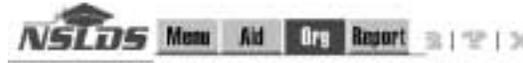
Step 1: Log on to the NSLDS website by entering the NSLDS User ID and password and clicking "Logon."



- Step 2: Read the Privacy Act statement and confirm that you are an authorized user of NSLDS and that you will adhere to the Privacy Act by clicking "I Agree."



- Step 3: Once logged on to NSLDS, select the "Org" tab from the main menu bar at the top of the screen.



- Step 4: Under the "Org" tab, select "Cohort Default Rate History List." The draft and official cohort default rates for the school associated with the NSLDS User ID will appear under the title "Cohort Default Rate History List." Cohort default rates from cohort fiscal year 1993 through the current cohort fiscal year will appear, if the school had cohort default rates for those years. At this point, the user can select the "Request Loan Details" tab to request a loan record detail report.

The user can also choose to view official cohort default rates for other entities. By entering either the appropriate code for the other entity (OPE ID number for a school, guarantor/servicer code for a data manager, or current or originating lender/servicer code for a lender) or the other entity's name and then selecting "Retrieve," an entity can obtain the official cohort default rate for another entity. However, one entity cannot view another entity's draft cohort default rate, nor can one entity obtain another entity's loan record detail reports. (The "Request Loan Details" tab will not appear when one entity is viewing another entity's official cohort default rates.)

General Information About the Electronic Loan Record Detail Report

An electronic loan record detail report is an electronic version of the hardcopy loan record detail report. See Chapter 2.3, “Loan Record Detail Report,” for information on reading a loan record detail report. This electronic loan record detail report contains the same information as, and eventually will replace, the hardcopy loan record detail report. Electronic loan record detail reports are available to all schools that receive a draft or official cohort default rate.

The electronic loan record detail report is available as a preformatted report (report) or as a data file extract (extract). The report is representative of the hardcopy loan record detail report and can be accessed using standard word processing software. The extract allows a school to query the cohort default rate data based on the school’s needs.

An electronic loan record detail report provides schools with a more efficient way to review, sort, and analyze their cohort default rate data. Schools are strongly encouraged to use electronic loan record detail reports and may request one at any time. However, if a school did not receive a hardcopy loan record detail report and intends to submit a cohort default rate adjustment and/or appeal, the school must request the loan record detail report within 15 calendar days of receiving its official cohort default rate notification letter.

Any school that requests an electronic loan record detail report and has an average rate for the requested cohort fiscal year will automatically receive data for the prior two cohort fiscal years along with the data for the requested cohort fiscal year. All non-average rate schools will receive data only for the requested cohort fiscal year.

An electronic loan record detail report provides schools with a more efficient way to review, sort, and analyze their cohort default rate data. Schools are strongly encouraged to use electronic loan record detail reports and may request one at any time. However, if a school did not receive a hardcopy loan record detail report and intends to submit a cohort default rate adjustment and/or appeal, the school must request the loan record detail report within 15 calendar days of receiving its official cohort default rate notification letter.

Any school that requests an electronic loan record detail report and has an average rate for the requested cohort fiscal year will automatically receive data for the prior two cohort fiscal years along with the data for the requested cohort fiscal year. All non-average rate schools will receive data only for the requested cohort fiscal year.

Instructions for Requesting an Electronic Loan Record Detail Report

Electronic loan record detail reports are available from the Department's NSLDS website at

<https://www.nslidsfap.ed.gov>

The NSLDS website can also be accessed through

<http://sfa4schools.sfa.ed.gov>

A school or data manager may request a loan record detail report only for their entity. A school or data manager may not request a loan record detail report for another school or data manager.

A U.S. school can request an electronic loan record detail report using the NSLDS website. Once the request has been made, the loan record detail report is delivered to the Student Aid Internet Gateway (SAIG, which replaces the Title IV Wide Area Network) mailbox associated with the NSLDS User ID that made the request.

There are two types of NSLDS User IDs: an online services User ID and an online services and batch User ID. Because both User IDs have SAIG mailboxes, both can be used to request an electronic loan record detail report. However, if the online services User ID is used, the loan record detail report will be placed in the mailbox associated with that User ID and not in the mailbox associated with the online services and batch User ID. To obtain an NSLDS User ID, contact CPS/WAN Technical Support at 1-800-330-5947. Contact NSLDS Customer Service at 1-800-999-8219 for NSLDS password assistance.

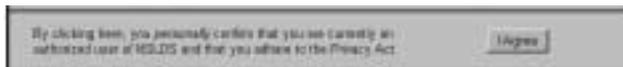
Because some foreign schools do not have access to the NSLDS online system, a foreign school that wants an electronic copy of its loan record detail report must request the electronic copy from Default Management.

The following provides a step-by-step description of how to request electronic loan record detail reports.

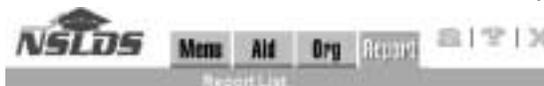
Step 1: Log on to the NSLDS website by entering the NSLDS User ID and password and clicking "Logon."



- Step 2:** Read the Privacy Act statement and confirm that you are an authorized user of NSLDS and that you will adhere to the Privacy Act by clicking "I Agree."



- Step 3:** Once logged on to NSLDS, select the "Report" tab from the main menu at the top of the screen. The OPE ID that is associated with the NSLDS user ID will appear.



- Step 4:** Under the "Report" tab, click on the blue box under the Report ID column that reads, "DRCO 35, School Cohort Default Rate Hist Rpt."
- Step 5:** Select either "Extract" or "Report" under the "Type" option. This will determine the format of the file that is provided. An extract allows a school to query the cohort default rate data based on the school's needs. A report is representative of the hardcopy loan record detail report and can be accessed using standard word processing software.
- Step 6:** Select the "Sort By" option. This option will determine the order of the borrowers if the school elects to receive a report file. However, an option must be entered even if the school has requested an extract file.

- ❖ The selection "SSN" will sort the borrowers in Social Security Number (SSN) order.
- ❖ The selection "CLAIM CODE, SSN" will sort the borrowers by claim reason code and then by SSN.
- ❖ The selection "LOAN STATUS, SSN" will sort the borrowers by loan status code and then by SSN.

- Step 7:** Place checkmarks in the "Select" column beside the cohort fiscal year and cohort default rate type (draft or official) for each of the reports or extracts requested.

A user can select multiple cohort fiscal years and cohort default rate types. However, if the user wants to request both extracts and reports, the user must first complete one type of request before the second type of request can be made.

If one of the following codes appears in the “Select” column, the loan record detail report request will not be made.

- ❖ “NA.” This code indicates that the loan record detail report cannot be requested through the website. These loan record detail reports must be requested through Default Management. If this code appears, a link to Default Management’s email address will also appear.
- ❖ “UC.” This code indicates that the requesting school (the school with the OPE ID associated with the NSLDS User ID) is involved in a change of status and its cohort default rates are combined with some other school’s cohort default rates. The requesting school cannot obtain the loan record detail reports for the other school’s cohort default rates through the website. These loan record detail reports must be requested through Default Management. If this code appears, a link to Default Management’s email address will also appear.
- ❖ “UR.” This code indicates that another NSLDS user has already requested this same loan record detail report. Only one request may exist at a time. A request exists until the loan record detail report is delivered. Once the loan record detail report is delivered, a new request can be made.

Step 8: Click “Submit” to enter the request.

Step 9: Verify that the information is correct and click “Confirm.”

Step 10: A message will appear indicating the request was successfully submitted.

If the loan record detail report is requested before 10 a.m. EST, the file should be available by the end of that business day. If the loan record detail report is requested after 10 a.m. EST, the file should be available by the next business day.

If the user selects a cohort default rate that has been calculated as an average rate, the user will automatically receive the loan record detail reports for the three cohort fiscal years that were used to calculate the cohort default rate.

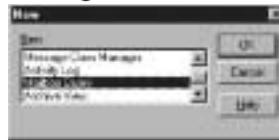
After completing these steps, a school can return to Step 5 and select the other option if the school so wishes. That is, a school that selects “Extract” at Step 5 can return to that step and then select “Report.”

The following are steps to access EDconnect after making a request for an electronic loan record detail report.

Step 1: Before downloading the electronic loan record detail report from the SAIG mailbox, ensure the ID you used when logging on to the NSLDS website is set up in the EDconnect software. If this has not been done, contact CPS/WAN Technical Support at 1-800-330-5947.



Step 2: Log onto the EDconnect software using the User ID associated with the NSLDS User ID that made the request for the electronic loan record detail report.



Step 3: Select “Now” from the Transmission menu.

Step 4: Once EDconnect has finished processing the Transmission Now request, select “Mailbox Query” from the New option on the File menu.

Step 5: EDconnect will provide a list of those files that are available for download. From the list of files available to be downloaded, identify the electronic loan record detail report that was requested.



The electronic loan record detail reports will be listed using SAIG message classes. The message classes for the electronic loan record detail reports consist of eight characters:

- ❖ SHCDREOP for extract files
- ❖ SHCDRROP for report files

Step 6: Place a check mark in the Move to TQ column, next to the message class associated with the requested electronic loan record detail report.

Move to TQ	Message Class	Item Number	Description	
<input type="checkbox"/>	CONFIRM	201306200011102	EMPT SE B TO EXTRACT	T2000
<input checked="" type="checkbox"/>	CONFIRM	201306200011102	EMPT SE B TO REPORT	T2000

Step 7: Select "Now" from the Transmission menu. EDconnect will download the file to the designated directory. At this point, a school can rename the file prior to saving it. A school may wish to name a file for the date the file was downloaded.

Step 8: Access the file.

For questions about the SAIG mailbox or downloading files, contact CPS/WAN Technical Support at 1-800-330-5947.

Requests for an average rate will have three cohort fiscal years of data in the message class.

Electronic Loan Record Detail Extract File Layout and Detailed Repayment Information Extract File Layout

The extract file layout contains:

- ❖ positions,
- ❖ field lengths,
- ❖ field formats,
- ❖ field names, and
- ❖ field descriptions.