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# Technical Resources and Assistance



*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 US Government publications.*

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## 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

**[ifap.ed.gov/ifap/](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*
- ◆ *Training*
- ◆ *Help*
- ◆ *Feedback*

*Major headings on the IFAP home page include:*

- ◆ Tools for Schools,
- ◆ Publications,
- ◆ Worksheets, Schedules and Tables, and
- ◆ Processing Resources.

### **Tools for Schools**

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://ifap.ed.gov/ifap/toolsforschools.jsp>

Examples of tools include:

- ◆ Common Origination and Disbursement (COD) System Computer-Based Training
- ◆ Conference Presentations
- ◆ EExpress Training
- ◆ Campus Based Computer-Based Training - eCampus-Based System Training
- ◆ FSA Assessments - FSA Assessments helps schools with compliance and 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 - Each postsecondary institution that participates in Title IV federal student aid programs must post a net price calculator on its website 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 are located at

[ifap.ed.gov/ifap/publications.jsp](http://ifap.ed.gov/ifap/publications.jsp)

There are two types of publications - General Publications and Processing Publications. General program-related publications are found under General Publications. Processing-related publications are under Processing Publications.

Examples of general publications include:

- ◆ Audit Guidance
- ◆ Cohort Default Rate Guide
- ◆ Federal School Code List
- ◆ Federal Student Aid Handbook
- ◆ FSA New School Guide
- ◆ Gainful Employment Operations Manual
- ◆ Program Review Guide.

Examples of processing publications include:

- ◆ Application Processing System Specifications for Software Developers
- ◆ COD Technical Reference
- ◆ EDE Technical Reference
- ◆ EFC Formula Guide
- ◆ FISAP Form and Instructions
- ◆ FISAP Technical Reference
- ◆ ISIR Guide
- ◆ SAR Comment Codes and Text
- ◆ School Electronic Process Guide.

### **Worksheets, Schedules and Tables**

This section includes Federal Student Aid developed worksheets, schedules, and tables to assist in the administration of the Title IV federal student aid programs, including:

- ◆ Pell Grant Payment and Disbursement Schedules;
- ◆ Verification, Student Eligibility, EFC Formula, and Return of Aid worksheets; and
- ◆ a suggested format for use when referring overpayments to Borrower Services.

### **Processing Resources**

Application processing refers to the process through which the Free Application for Federal Student Aid (FAFSA) is evaluated and results are returned to students and institutions. Operational communications and guidance, technical documents, and related information specific to Application Processing are categorized under four areas:

- ◆ Application Processing Electronic Announcements,
- ◆ EDESuite (EDEXpress, DL Tools, and SSCR),
- ◆ FAFSA and SAR Materials, and
- ◆ CPS Quarterly Statistics.

## FSA DOWNLOADS FOR SOFTWARE AND MANUALS

If you need You can download any of Federal Student Aid’s software and associated documents or technical references and guides, you can do so at the U.S. Department of Education’s Federal Student Aid Download (FSAdownload) Website, located at

[fsadownload.ed.gov/](http://fsadownload.ed.gov/)

Examples of references include:

- ◆ COD Technical Reference
- ◆ CPS Test System
- ◆ Direct Loan Technical Reference
- ◆ EDExpress Packaging Technical Reference
- ◆ Electronic Data Exchange Technical Reference
- ◆ Guaranty Agency TEF File
- ◆ ISIR Guide
- ◆ Perkins TEF File
- ◆ Renewal FAFSA Process Guide
- ◆ SAR/ISIR Comment Codes and Text
- ◆ Summary of Changes to the Application Processing System.

Examples of Software Include:

- ◆ Direct Loan Tools
- ◆ EDExpress
- ◆ EDconnect Message Class Table
- ◆ GA DataPrep
- ◆ GA Loan Discharge Submittal
- ◆ NSLDS Enrollment Submittal
- ◆ NSLDS Exit Counseling Submittal
- ◆ NSLDS Gainful Employment Submittal
- ◆ NSLDA Teacher Loan Forgiveness Submittal
- ◆ FISAP
- ◆ ISIR Analysis Tools
- ◆ Perkins DataPrep
- ◆ SAIG Mailbox Software & Manuals:
- ◆ SUN Java Runtime Environment.



### 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 Division

Call the appropriate School Participation Division for information and guidance on audit resolution, financial analysis, program reviews, technical assistance, and school and program eligibility/recertification.

You can find contact information for the regional offices of the School Participation Division at

**[ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?contactname=School%20Participation%20Division](http://ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?contactname=School%20Participation%20Division)**

### The Electronic Version of the Application for Approval to Participate in the Federal Student Financial Aid Programs

Postsecondary institutions use the E-App to apply for designation as an eligible institution, initial participation, recertification, reinstatement, change in ownership, or to update a current approval. Updates include changes such as, but not limited to, name or address change, new location or program, increased level of offering, change of officials, or mailing address for publications.

<http://www.eligcert.ed.gov/>

### Training Officers & Institutional Improvement Specialists

#### Training Officers

Training officers provide local, regional, and national training on a wide variety of Title IV topics. Training venues include financial aid associations, state organizations, Department of Education national conferences, Department of Education online training, and fundamental workshops for new schools and financial aid staff. In addition, training officers provide direct assistance to schools by answering questions, conducting research, and distributing information.

Though training officers train on a national scope, each training officer resides in a particular region made up of specific states. Due to state and school system differences, concentration of certain types of institutions and general workload issues, we encourage schools to contact those training officers located within their region for assistance.

#### Institutional Improvement Specialists

Institutional Improvement Specialists (IIS) are part of the regional School Participation Teams (SPTs). SPTs work with institutional eligibility, resolve institutional independent audits, review school financial statements, conduct TIV program reviews, and provide technical assistance.

IIS assist schools within their regions that are beginning their participation in the federal student aid programs. They conduct technical assistance visits (on-site and off-site), provide one-on-one training, and answer general questions. In addition, an IIS might work closely with schools to resolve eligibility, audit, and/or financial concerns.

### ***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>**

### ***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/>**

### ***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.

**<http://www2.ed.gov/offices/OSFAP/PEPS/index.html>**

#### **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.

#### **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.

#### **PEPS**



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.

## CENTERS FOR SERVICE

The U.S. Department of Education provides multiple service centers that can help you manage the Federal Student Aid. We have provided the necessary contact information for these centers as well as a brief description to help you identify the contact center that will serve your needs.

Where to Find Information about Federal Student Aid Resources		
Service Center	Description	Contact Info Page URL
Default Resolution Group	This service center provides assistance to borrowers with defaulted federal education loan debt and federal student aid grant recipients who owe overpayments.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Default Resolution Group">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Default Resolution Group</a>
Federal Student Aid Information Center (FSAIC)	The FSAIC provides parents and students with information and assistance (in English and Spanish) about the FAFSA application process and ED's grant and loan programs.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Federal Student Aid Information Center (FSAIC)">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Federal Student Aid Information Center (FSAIC)</a>
Health Education Assistance Loan (HEAL) Program for Borrowers	Provides information and assistance to borrowers who received HEAL Program loans between 1978 and 1998.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Health Education Assistance Loan (HEAL) Program for Borrowers">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Health Education Assistance Loan (HEAL) Program for Borrowers</a>
Loan Consolidation Information Center	Borrowers who are interested in consolidating their federal student loans should contact this center for information and technical assistance.	<a href="http://ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?contactname=Loan Consolidation for Applicants">http://ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?contactname=Loan Consolidation for Applicants</a>
Office of the Ombudsman FSA	Individuals who have exhausted all other customer service avenues can often get help from the Ombudsman.	<a href="http://ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?contactname=Office of the Ombudsman FSA">http://ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?contactname=Office of the Ombudsman FSA</a>
Total and Permanent Disability Discharge and Veterans Disability Discharge	The Nelnet Total and Permanent Disability Servicer is the Department's contact point for borrowers seeking assistance and information about total and permanent disability (TPD) discharge.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Total and Permanent Disability Discharge and Veterans Disability Discharge">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Total and Permanent Disability Discharge and Veterans Disability Discharge</a>
Loan Servicing Centers for Students	For questions about loan repayment or other loan servicing issues, a borrower should contact his or her loan servicing center.	<a href="http://ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?lsc=2">http://ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?lsc=2</a>
For complete information, visit <a href="http://ifap.ed.gov/ifap/helpContactInformationList.jsp?group=2">http://ifap.ed.gov/ifap/helpContactInformationList.jsp?group=2</a> .		



<b>Where to Find Information about Services for Schools</b>		
<b>Service Center</b>	<b>Description</b>	<b>Contact Info Page URL</b>
Campus-Based Call Center	Visit this center if you have questions about the Campus-Based Programs, the FISOP/FISAP or Federal Perkins Loan cohort default rates.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Campus-Based Call Center">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Campus-Based Call Center</a>
Closed School Contacts	This website can help answer your questions about school closures, unpaid refunds, and poor quality of education/student services.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Closed School Contacts">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Closed School Contacts</a>
COD School Relations Center	They provide assistance with processing Pell/Iraq and Afghanistan Service Grants, TEACH Grants, and Direct Loans.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=COD School Relations Center">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=COD School Relations Center</a>
CPS/SAIG Technical Support and the Two Factor Authentication (TFA) Support Center	Answers your questions about the Central Processing System (CPS), the Student Aid Internet Gateway (SAIG), Web products such as FAA Access to CPS Online, help with software products such as EDconnect and EDEXpress, and TFA.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=CPS/SAIG Technical Support and the TFA Support Center">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=CPS/SAIG Technical Support and the TFA Support Center</a>
eZ-Audit	For help submitting financial statements and compliance audits online.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=eZ Audit">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=eZ Audit</a>
Federal Student Aid Research and Customer Care Center (RCCC)	Contact the RCCC with your questions about the Title IV federal student aid programs, policies, and regulations.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Federal Student Aid Research and Customer Care Center (RCCC)">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Federal Student Aid Research and Customer Care Center (RCCC)</a>
Foreign School Contacts	Foreign schools that need help with institutional eligibility, Direct Loan setup and processing, SAIG, publications and school Assessments can get that help here.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Foreign School Contacts">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Foreign School Contacts</a>
G5 Hotline	Get help with G5, the Department of Education's electronic system for grants management and payments.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=G5 Hotline">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=G5 Hotline</a>
Health Education Assistance Loan (HEAL) Program for Lenders and Lender Servicers	Contact for information and assistance related to the Health Education Assistance Loan (HEAL) Program.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Health Education Assistance Loan (HEAL) Program for Lenders and Lender Servicers">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Health Education Assistance Loan (HEAL) Program for Lenders and Lender Servicers</a>
Direct Loan Consolidation for Loan Holders and Servicers	For answers to questions related to the Direct Consolidation Loan application process visit this page	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Loan Consolidation for Loan Holders and Servicers">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Loan Consolidation for Loan Holders and Servicers</a>
National Student Loan Data System (NSLDS)	The NSLDS Customer Support Center provides assistance with NSLDS functions including: enrollment reporting, exit counseling completion, loan history/detail online enrollment reporting, overpayments, transfer student monitoring, and school website access.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=National Student Loan Data System (NSLDS)">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=National Student Loan Data System (NSLDS)</a>
Total and Permanent Disability Discharge and Veterans Disability Discharge	Contact for information and assistance with the disability discharge process.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Total and Permanent Disability Discharge and Veterans Disability Discharge">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Total and Permanent Disability Discharge and Veterans Disability Discharge</a>
Loan Servicing Centers for Schools	For questions about loan repayment or other loan servicing issues, a school should contact the appropriate loan servicing center.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?lsc=1">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?lsc=1</a>
For complete information, visit <a href="http://ifap.ed.gov/ifap/helpContactInformationList.jsp?group=1">http://ifap.ed.gov/ifap/helpContactInformationList.jsp?group=1</a> .		

<b>Where to Find Information About Services for Students and Borrowers</b>		
<b>Service Center</b>	<b>Description</b>	<b>Contact Info Page URL</b>
Default Resolution Group	This service center provides assistance to borrowers with defaulted federal education loan debt and federal student aid grant recipients who owe overpayments.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Default Resolution Group">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Default Resolution Group</a>
Federal Student Aid Information Center (FSAIC)	FSAIC provides parents and students with information and assistance (in English and Spanish) about the FAFSA application process and ED's grant and loan programs.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Federal Student Aid Information Center (FSAIC)">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Federal Student Aid Information Center (FSAIC)</a>
Health Education Assistance Loan (HEAL) Program for Borrowers	Provides information and assistance to borrowers who received HEAL Program loans between 1978 and 1998.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Health Education Assistance Loan (HEAL) Program for Borrowers">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Health Education Assistance Loan (HEAL) Program for Borrowers</a>
Loan Consolidation Information Center	Borrowers who are interested in consolidating their federal student loans should contact this center for information and technical assistance.	<a href="http://ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?contactname=Loan Consolidation for Applicants">http://ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?contactname=Loan Consolidation for Applicants</a>
Office of the Ombudsman FSA	Individuals who have exhausted all other customer service avenues can often get help from the Ombudsman.	<a href="http://ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?contactname=Office of the Ombudsman FSA">http://ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?contactname=Office of the Ombudsman FSA</a>
Total and Permanent Disability Discharge and Veterans Disability Discharge	ED has one contact point, the Nelnet Total and Permanent Disability Servicer, for borrowers seeking assistance with all total and permanent disability (TPD) discharge questions.	<a href="http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Total and Permanent Disability Discharge and Veterans Disability Discharge">http://ifap.ed.gov/ifap/helpContactInformation-DetailedList.jsp?contactname=Total and Permanent Disability Discharge and Veterans Disability Discharge</a>
Loan Servicing Centers for Students	For questions about loan repayment or other loan servicing issues, a borrower should contact his or her loan servicing center.	<a href="http://ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?lsc=2">http://ifap.ed.gov/ifap/helpContactInformationDetailedList.jsp?lsc=2</a>
For complete information, visit <a href="http://ifap.ed.gov/ifap/helpContactInformationList.jsp?group=2">http://ifap.ed.gov/ifap/helpContactInformationList.jsp?group=2</a> .		