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Summary

This Newsletter outlines the rules and responsibilities of schools, and school servicers (herein referred to as servicers), their CEO/President, Primary Destination Point Administrator (PDPA) and individual users under which NSLDS on-line access is granted. **This information should be reviewed by all users of NSLDS.**

The School and School Servicers responsibility for NSLDS Access

NSLDS User IDs belong to the individual for whom they are assigned based on the application submitted via www.fsawebroll.ed.gov and are specific to the school OPEID to which they were granted. NSLDS User IDs do not belong to a school or a servicer and are not to be used by anyone other than the person on record at the Department of Education (ED).

Servicers must request a separate NSLDS User ID for each employee assigned to each school for which the employee has Title IV Aid responsibilities. The CEO/President is responsible for ensuring that sufficient security policies and procedures are in place to safeguard all Federal Student Aid Systems and the student data contained within. The CEO/President is responsible for ensuring that all employees (and contractors) are complying with all policies and procedures.

Each school must assign a PDPA through the Student Aid Internet Gateway (SAIG). The PDPA is responsible for the enrollment of the school's NSLDS users and for deactivating a user who is no longer employed or whose job has changed such that access to NSLDS is no longer required. Using tools made available through NSLDS, the PDPA must monitor users' access for any unauthorized activity. The PDPA must recertify the necessity of NSLDS on-line access for individuals on at least an annual basis using tools made available through SAIG. In order for a servicer to enroll for NSLDS online access, the school authorizing official or as designated through SAIG must sign the application made through www.fsawebroll.ed.gov. The authorizing official should never approve a user for access to NSLDS unless this person is an employee of the school or of the servicer to which the school has contracted to perform NSLDS functions.

Personal Responsibilities for Accessing NSLDS On-line and Protecting Privacy Information

When a User ID is assigned to an individual, the NSLDS Rules of Behavior are included in the email sent to the PDPA which contains the User ID. It is the PDPA's responsibility to forward the email to the user. The Rules of Behavior along with the SAIG User Statement signed through the enrollment process outline the appropriate uses of all Federal Student Aid Systems including NSLDS on-line and the consequences of inappropriate actions.

The sharing of NSLDS User IDs and passwords is a violation of the Rules of Behavior and will result in the individual, and potentially the school and/or servicer, permanently losing access to NSLDS. Only the individual to whom the User ID and password are assigned can use the User ID to access NSLDS on-line. Each individual is responsible for protecting his or her access and the data in NSLDS.

At no time should an individual be asked to provide their NSLDS User ID and/or password to anyone. This includes the employee's supervisor or management. Individuals who are asked to provide their NSLDS User ID and/or password to anyone should contact the NSLDS Customer Service Center immediately.

Data maintained in NSLDS is confidential and protected by the Privacy Act of 1974, as amended. The first time an individual logs on to the NSLDS FAP web site each day, they are presented with the following Privacy Act Reminder. The individual is also confirming that they *personally* are currently an authorized user of NSLDS.

Privacy Act Reminder

This is a Government system, to be used by authorized personnel only. If you use this computer system, you should understand that all activities may be monitored and recorded by automated processes and/or by Government personnel. Anyone using this system expressly consents to such monitoring. Warning: If such monitoring reveals possible evidence of criminal activity, monitoring records may be provided to law enforcement officials.

This system contains personal information protected by the Privacy Act of 1974 (as amended). If you use this computer system, you are explicitly consenting to be bound by the Act's requirements and acknowledge the possible criminal and civil penalties for violation of the Act.

By clicking here, you *personally* confirm that you are currently an authorized user of NSLDS and that you adhere to the Privacy Act.

I Agree

Otherwise, contact NSLDS Customer Service, (800) 999-8219, for assistance and click here.

Cancel and Logout

<p>Establishing Relationships and Acceptable uses of NSLDS</p>	<p>Prior to accessing NSLDS there must be an existing relationship with the student/borrower. The following are guidelines in determining when a relationship between a student and a school exists;</p> <ul style="list-style-type: none"> • Currently enrolled students at the school. • Students who have applied for admission at the school. • The student has applied for financial aid at the school • Previously enrolled students <p><i>It is important to note that a student who is inquiring with general admissions or aid eligibility questions does NOT establish a relationship with the school and accessing NSLDS in such cases would be a violation of NSLDS Access rules.</i></p> <p>NSLDS is to be used to perform Title IV aid eligibility requirements only. Generally these include the following:</p> <ul style="list-style-type: none"> • Determining a student’s Title IV eligibility for aid. • Determining loan eligibility including resolving loan aggregates • Default resolution • Managing loan accounts for Title IV borrowers held by the school (Perkins loan or School as Lender) • Reporting overpayments • Submitting student enrollment information • Transfer student monitoring activities • Ensuring the accuracy of a financial aid or borrower record • Assisting with student loan program default aversion activities • Exit counseling <p>Note: Guaranty Agencies and Lenders/Serviceers are required to have an established relationship prior to accessing any student on NSLDS.</p>
<p>Password Rules</p>	<p>NSLDS has the following Password Rules:</p> <ul style="list-style-type: none"> • Passwords must be eight characters in length • At least one character must be a number; however, the first character must be a letter. • The new password must be different from the user’s last five passwords. • After the password is reset, it cannot be reset again for at least 5 days. • Passwords are valid for 90 days and must be changed before 90 days pass • After three unsuccessful logon attempts, access to NSLDS will be revoked. • Passwords are to be kept out of plain site and are never to be shared

<p>NSLDS Online Users' Loans Must Be In Good Standing</p>	<p>Request for online access to NSLDS will be denied if an individual has a Title IV loan that is in default or was reported as discharged due to death. Additionally, individuals who currently have an NSLDS User ID will have their User ID suspended if a loan is subsequently reported to be in default or discharged due to death.</p> <p>In both instances, NSLDS will inform the individual as to the status of their access to NSLDS. Access cannot be reinstated until the user resolves the defaulted or discharge status with the loan holder and provides documentation of the resolution.</p>
<p>Protecting Data</p>	<p>All NSLDS users are responsible for safeguarding the Personally Identifiable Information (PII) of student records. Schools should also ensure that their policies comply with the Family Educational Rights and Privacy Act (FERPA). For more information, refer to Volume 2 of the 2008-2009 Federal Student Aid Handbook.</p> <p>Any data covered by the Privacy Act that is exchanged via e-mail must be password protected and must include a notification to the recipient that the data is covered by the Privacy Act. ALWAYS send the file password in a separate e-mail.</p> <p>All printed materials are to be marked as "Personally Identifiable Information". All sensitive information existing in hard copy should be stored in a locked container in a limited or exclusion area, an access controlled electronic environment, or be under the physical control of an authorized individual.</p> <p>The penalty for knowingly disclosing information to unauthorized individuals or willfully violating security standards is a misdemeanor with a fine up to \$5,000.</p>
<p>Customer Service Reminder</p>	<p>The NSLDS Customer Service Center at 1-800-999-8219 is available Monday through Friday from 8 a.m. to 9 p.m. ET. You may also contact via email to nslids@ed.gov.</p>