Resources - Appendix C

Introduction

Financial aid administrators must make sure that federal student aid programs are managed properly. This task can be made easier by:

- maintaining an up-to-date student aid reference library that includes the U.S. Department of Education's (ED's) major publications and useful non-ED publications;
- staying up to date on program information, policies, regulations, and the law, as well as being aware of changes and sharing information with all offices in the school that might be affected; and
- checking on any questionable or unclear information and asking questions before acting, which can save time and prevent liabilities.

ED Resource Materials

The following is a list of ED resource publications. They are available from the Federal Student Aid Information Center by calling **1-800-4-FED-AID (1-800-433-3243). (The TDD toll-free number is 1-800-730-8913.)**

- *The Student Guide.* A general guide to Title IV programs, written for students and parents.
- *Funding Your Education.* Generally for the high school student audience, this publication focuses on how Title IV programs can help pay for the cost of education and provides tips on how to apply for these aid programs.
- *What's New? Direct Loans!* A general guide to Direct Loans, written for students and parents.
- *The Federal Student Financial Aid Handbook.* A financial aid administrator's reference guide to managing Title IV programs.
- *The Counselor's Handbook for Postsecondary Schools.* A financial aid administrator's reference guide for advising students about financial aid for postsecondary education.
- *The EFC Formula Book.* A guide to assist in understanding how the formula is used to determine the Expected Family Contribution (EFC) for Title IV recipients.
- *Compilation of Student Aid Regulations.* A compilation of all the current regulations governing Title IV programs.
- *The Verification Guide.* A guide to verifying student aid application information, confirming correct data, and identifying incorrect or misreported data.
- *The Blue Book—Accounting, Recordkeeping, and Reporting by Postsecondary Educational Institutions for Federally Funded Student Financial Aid Programs.* A guide to proper fiscal operations procedures related to administering Title IV programs. This publication is a "must have" for all fiscal officers, and it is exceedingly helpful for financial aid administrators.
- *The Audit Guide.* A guide to preparing for and completing required audits of federal student aid operations.

- *The Recipient's Guide to the Payment Management System*. A guide that prescribes procedures for expediting payments, completing the ED/PMS 272 Report, and managing and controlling federal cash.

  The Recipient's Guide (and only this publication) can be obtained from:

  U.S. Department of Education
  Office of Postsecondary Education
  Financial Services
  Washington, DC 20202-4331

ED also sends each participating Title IV school "Dear Colleague" letters and *Federal Register* reprints that pertain to Title IV aid. You should stay current in your reading of these documents and keep them as accessible references.

A good student-aid reference library includes all the ED publications described here. Many are published annually. ED sends these publications to each participating Title IV school each time the publications are updated.

Extra copies can be ordered from the Federal Student Aid Information Center (see telephone number on previous page) at no charge. The quantities that can be sent usually are limited, but a school can make photocopies if necessary.

Your student-aid reference library should be kept up to date with the latest editions of publications readily available for reference.

However, it is also important to maintain (or archive) older versions of the publications in case it is necessary to respond to an audit finding concerning an issue or law that might have changed.

Electronic Services

Each part of the student aid delivery process can be done electronically, from filing a financial aid application to reporting a Federal Pell Grant payment.

- The electronic FISAP (Fiscal Operations Report and Application to Participate) is used to request and report expenditures in campus-based programs. It increases productivity and efficiency for financial aid administrators and ED by providing automatic calculation and edit features for users.

- The Recipient Data Exchange (RDE) allows schools to report large volumes of Pell recipient data using magnetic tapes or cartridges. The Floppy Disk Data Exchange (FDDE) allows schools with minimal automated data processing resources to report Pell disbursement data to ED.

- The services offered by ED through its Electronic Data Exchange (EDE) can significantly speed up the application, corrections, and reporting processes. EDE services are provided as a part of the Title IV Wide Area Network (TIV WAN). EDE is the service that allows schools to electronically process Title IV financial aid data. EDExpress is a fully integrated software package developed and distributed by ED for managing those processes. There are currently four EDExpress modules: application processing, packaging, Direct Loans, and Pell payment. The EDExpress software is provided without charge to schools.

- ED's Default Reduction Assistance Program (DRAP) provides supplemental debt collection assistance to institutions participating in the Federal Perkins Loan program that are experiencing difficulty in collecting delinquent loans.

NOTE: Institutions that have a default rate greater than 7 percent are encouraged to enroll for the free DRAP service described above.

- The student financial assistance Bulletin Board System (SFA BBS) is a free, interactive, online service the ED operates to assist the student financial aid community in accessing important SFA information. Included on the BBS are SFA announcements, *Federal Register* notices, the *Compilation of Federal Student Aid Regulations*, "Dear Colleague" letters, the *Federal Student Financial Aid Handbook*, and other important resources. BBS software is available by calling the Customer Support Branch at 1-800-433-7327.

- SFAP information on the Office of Postsecondary Education (OPE) Home Page can also be accessed at the following Internet address:

  www.ed.gov/offices/OPE

U.S. DEPARTMENT OF EDUCATION
PELL GRANT BRANCH

RECIPIENT DATA EXCHANGE (RDE)

FEATURES:

- Allows institutions to submit Payment Data and receive Processed Payment Data using magnetic tapes/cartridges
- Provides an efficient method for exchanging high volume, institutional mainframe data with ED
- Reduces paper storage and handling
- Increases accuracy of Payment Data (fewer keying errors)
- Provides the option to receive Student Payment Summary data on magnetic tape/cartridge

Whom to contact for more information:

Pell Grant User Support Hotline: 202-708-9141

U.S. DEPARTMENT OF EDUCATION
PELL GRANT BRANCH
FACT SHEET

FLOPPY DISKETTE DATA EXCHANGE PROGRAM (FDDE)

BENEFITS:

- Is inexpensive
- Reduces repetitive entry of duplicative data by using default values
- Reduces processing errors
- Automatically tracks 30-day reporting requirement on each recipient
- Facilitates use of external databases
- Has good Pell Grant processing turn-around time
- Increases office productivity
- Increases control over Payment Data via reports and queries

SOFTWARE FEATURES:

- Menu driven—easy to use and easy to learn
- Online context-sensitive help—including tutorial and glossary
- Quick and simple data entry screen
- Gateway to existing external data—massload function
- Sophisticated queries, detail, exception, and summary reports
- Data backup, archive, and restore functions
- Multi-level security access capabilities

EQUIPMENT REQUIREMENTS:

- IBM PC or compatible microcomputer
- 5.25-inch or 3.5-inch disk drive
- Hard disk with at least 3.0 megabytes of available disk space
- 640K RAM (random access memory)
- PC/MS DOS version 3.1 or higher
- Printer

Whom to contact for more information:

Pell Grant User Support Hotline: 202-708-9141

Customer Service

- **Customer Support Branch**: Answers policy and operational questions from *financial aid administrators*. Customer Support also maintains the SFA Bulletin Board System. Customer Support staff can be reached Monday through Friday between 8 a.m. and 5 p.m. (Eastern time) at 1-800-433-7327 (toll free), or by fax at 1-202-260-4199, or at the following email address:

  csb@ed.gov

- **Federal Student Information Center**: student inquiries, requests for financial aid materials and student or financial aid administrator questions about aid application or processing. Call toll free at 1-800-4-FEDAID (1-800-433-3243), Monday through Friday between 9 a.m. and 8 p.m. (Eastern time). TDD 1-800-730-8913.

- **Application Ordering System (AOS)**: To order copies of the FAFSA and *Student Guide* in bulk, call 1-800-284-2788. Please have your Title IV school code number ready.

- Customer support "hot lines" are available for various ED systems and operations. Toll-free numbers and addresses follow, beginning below.

Customer Service: Numbers

Central Processing System/Direct Loan (CPS/DL) Customer Service:

1-800-330-5947

Email address: CPS@NCS.COM

Provides support for:

- EDExpress software—apps/DL/packaging/SSCR
- Pell Payment for Windows software
- EDE technical reference
- Data submitted to CPS
- Institution/agency applicant tapes
- RAD/YTD requests

Free Application for Federal Student Aid (FAFSA) Express Customer Support

1-800-801-0576

Email address: CPS@NCS.COM

Provides support for:

- FAFSA Express diskette version
- FAFSA Express Web version: http://www.ed.gov/offices/OPE/express.html
  http://www.ed.gov/money.html

Direct Loan (DL) Custom/Combination School Technical Support:

1-800-756-4220

Email address: DLTS@NCS.COM

Provides support for:

- Interpreting the Direct Loan Technical Reference
- Dealing with errors received while interfacing external system with EDExpress
- Developing import from external add/change files
- Providing on-site support to Direct Loan schools with custom/combo systems

Direct Loan Servicing Center:

Borrower Services: 1-800-848-0979

Provides support for:

- School relations
- Borrower services
- Payment center
- Collections

Loan Origination Center
1-800-557-7394

Title IV Wide Area Network (TIV WAN) Customer Service:

1-800-615-1189

Email address: T4WAN@NCS.COM

Provides support for:

- EDconnect, NET*CONNECT, and OPEnet software (both DOS and Windows)
- Transmission errors
- Network password changes and resets
- Enrollment and participation
- Billing and invoices
- Software and user manual distribution

National Student Loan Data Service (NSLDS) Customer Service:

1-800-999-8219

Provides support for:

- Small school template
- DataPrep software
- CBT (computer-based training) tutorial
- Default rate calculations
- Student Status Confirmation Reports (SSCRs)
- Data providers' monthly submission
- NSLDS online functions

Pell Grant User Support Hotline:

1-202-708-9141

Provides support for:

- Pell payment software DOS version
- Floppy Disk Data Exchange enrollment
- Pell Payment data batch inquiries

Organization of the Office of the Deputy Assistant Secretary for Student Financial Assistance Programs (SFAP)

Within ED's Office of Postsecondary Education (OPE), the Deputy Assistant Secretary for Student Financial Assistance Programs (SFAP) is responsible for administering student financial aid (SFA) programs and developing policies and procedures to meet the objectives of those programs. Chapter 1 of *The Federal Student Financial Aid Handbook* contains detailed information on SFAP's organization, including offices and telephone numbers.

- The Policy Development Division (PDD) is responsible for developing and issuing program policies and regulations. The division's main telephone number is **202-708-8242.**

- The Program Systems Service (PSS) is responsible for delivering and controlling federal funds and services authorized for SFA programs. The division's main telephone number is **202-708-7701**.

- The Training and Program Information Division (TPID) is responsible for coordinating training activities for the financial aid community and disseminating information on SFA programs to schools, the general public, and other interested groups. The division's main telephone number is **202-708-8134.**

NOTE: Free SFAP training is offered at various times throughout the year. Watch for special "Dear Colleague" letters (DCLs) identified as "Training Announcements."

- The Institutional Participation and Oversight Service (IPOS) is responsible for approving schools for initial participation in the Title IV programs, recertifying eligible schools for continued participation, and monitoring schools to ensure compliance with federal rules and regulations. IPOS conducts its oversight using a case management approach that provides a unified and consistent approach to monitoring. For information about initial participation, the telephone number is 202-260-3270. A listing of regional case management team telephone numbers is in Session 3.

- Incidents of Title IV fraud or suspected fraud should be reported to the Inspector General's hotline at **1-800-MIS-USED (1-800-647-8733)** or to local law enforcement officials.

NOTE: You also may report suspected fraud by writing to:

Office of Inspector General
U. S. Department of Education
600 Independence Avenue, SW
Washington, DC 20202-1510

- A list of ED/SFAP regional offices is on pages C-10 and C-11. The map on page C-12 shows the ten ED regions and locations of regional offices.

Professional Associations' Technical Assistance and Training

Technical financial aid assistance is usually available to members of financial-aid-related professional associations. Some associations might also research technical and historical questions, locate helpful materials, and refer problems/questions to experienced members.

Training is usually offered to both members and non-members, the latter paying a higher registration fee. Workshop topics are selected to meet current needs and address issues within the financial aid community.

Workshops are offered on four different levels: local, state, regional, and national. Many of the national workshops are listed in ED's Training Calendar, which is published three times a year—in May, September, and January—and mailed to schools participating in Title IV programs.

In addition to training, many associations hold annual or semi-annual conferences that provide valuable opportunities to exchange information, network, and express opinions on aid-related issues.

There are several association publications that might be useful financial aid resources. These publications are usually available, for a fee, from professional associations and national, state, and local agencies and associations. Membership in the association is sometimes required. The publications include:

- financial aid encyclopedias,
- job aids,
- self-evaluation guides, and
- newsletters or research journals.

Some major national associations related to student financial aid are listed below.

- Career College Association (CCA)
  750 First Street, NE, Suite 900
  Washington, DC 20002
  202-336-6700

- The National Association of College and University Business Officers (NACUBO)
  1 Dupont Circle, NW, Suite 500
  Washington, DC 20036
  202-861-2500

- National Association of Student Financial Aid Administrators (NASFAA)
  1920 L Street, NW, Suite 200
  Washington, DC 20036
  202-785-0453

Networking

Networking is another important source of technical assistance and training. Through meeting and talking together, financial aid administrators can exchange:

- technical information,
- suggested management approaches,
- guidance for problem-solving, and
- assistance for new or inexperienced staff.

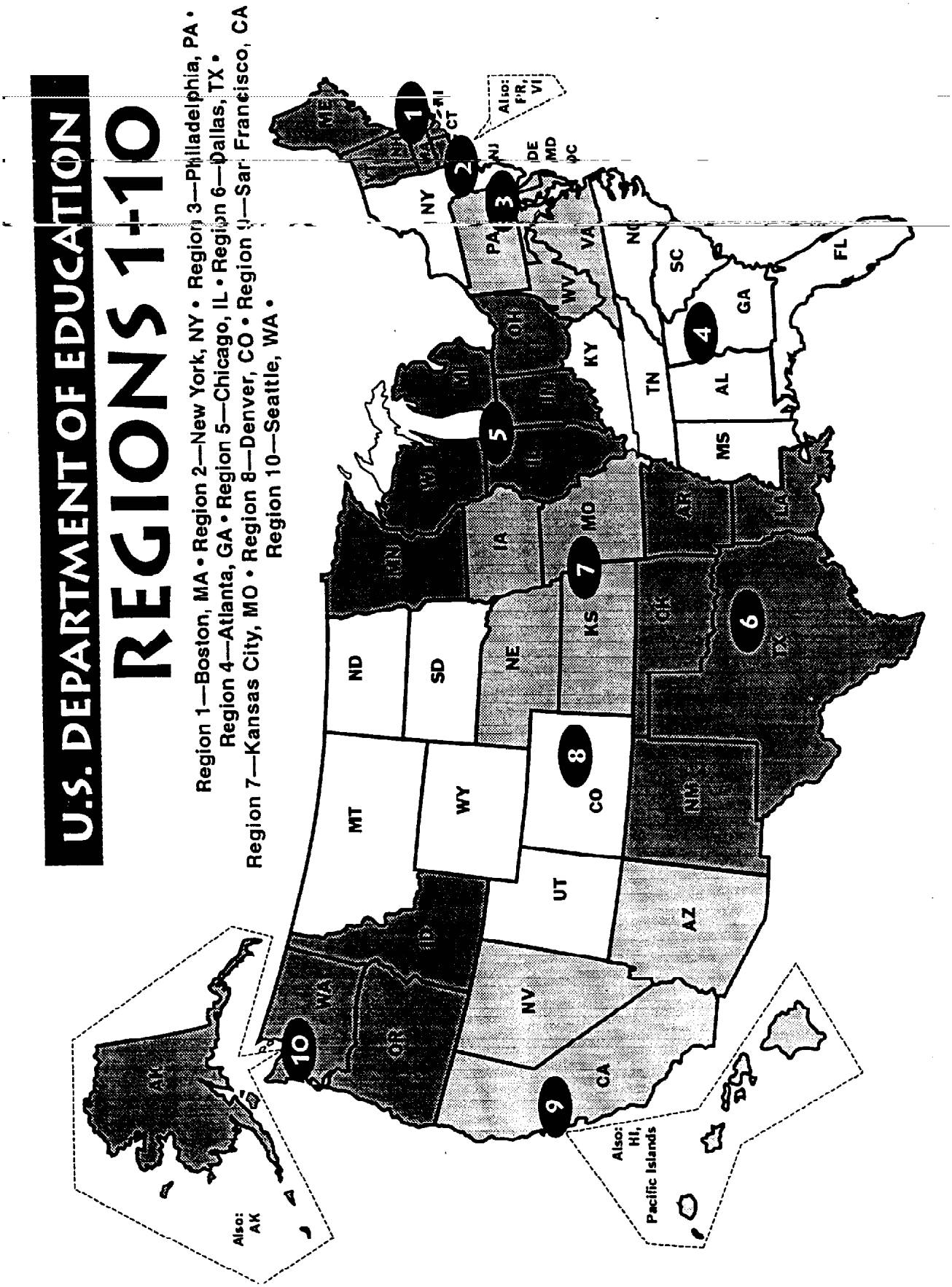
Networking opportunities are available through:

- association memberships,
- school partnerships, and
- personal and professional affiliations.

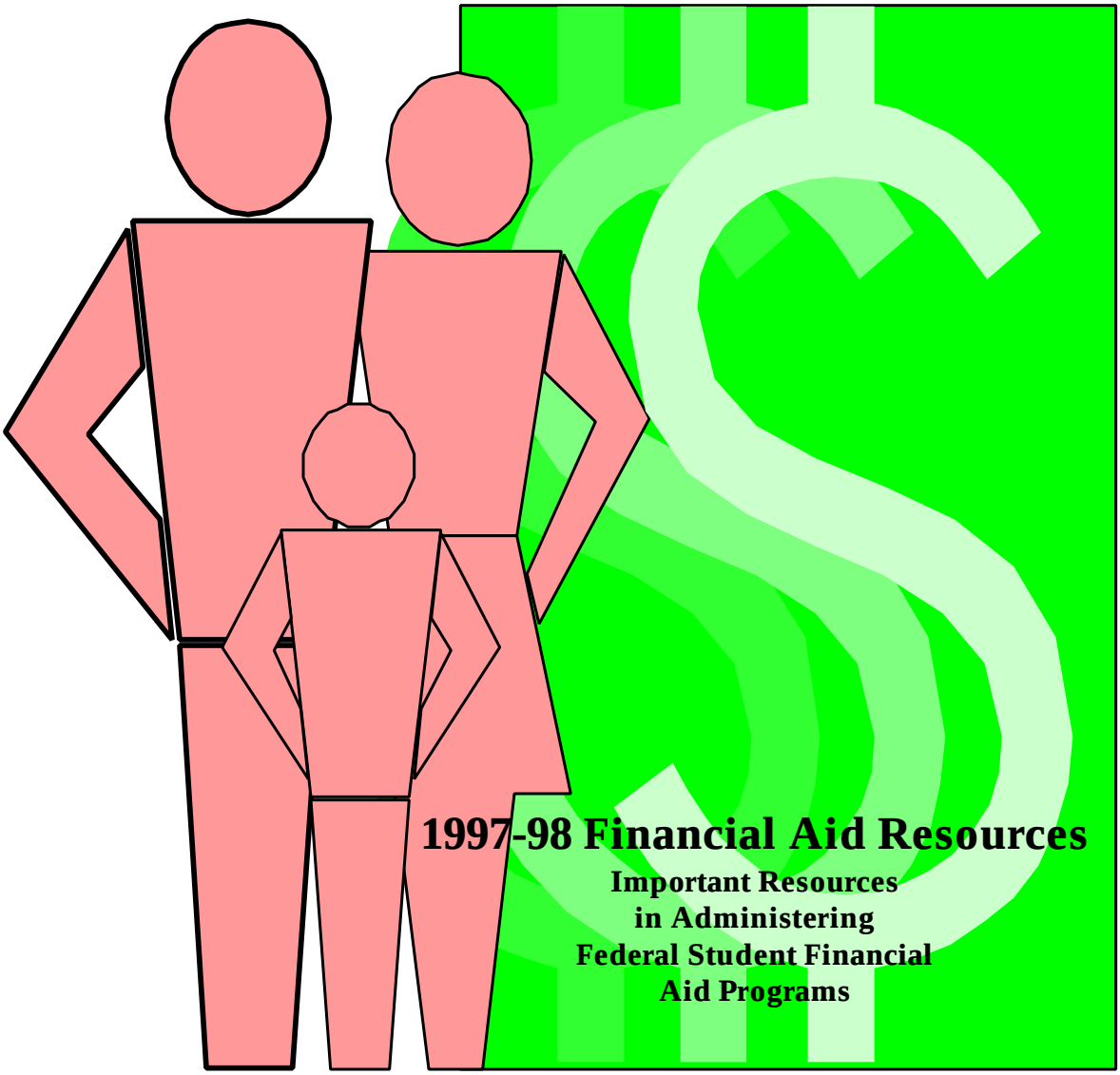
ED/SFAP Regional Offices

Region		States Served
I	U.S. Department of Education J.W. McCormack Post Office and Courthouse Bldg. Room 502, MS-01-0070 Boston, MA 02109 Telephone: 617-223-9328 FAX: 617-223-4305	Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont
II	U.S. Department of Education 75 Park Place, 12th Floor New York, NY 10007 Telephone: 212-264-4022 FAX: 212-264-5025	Canal Zone, New Jersey, New York, Puerto Rico, and the U.S. Virgin Islands
III	U.S. Department of Education 3535 Market Street, Room 16200, MS-03-2080 Philadelphia, PA 19104 Telephone: 215-596-1018 FAX: 215-596-5074	Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia
IV	U.S. Department of Education 61 Forsyth St., SW, Room 18T20 Atlanta, GA 30303-3104 Telephone: 404-562-6318 FAX: 404-562-6321	Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee
V	U.S. Department of Education 111 North Canal Street Chicago, IL 60606 Telephone: 312-886-8767 FAX: 312-353-2836	Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin
VI	U.S. Department of Education 1200 Main Tower, Room 2150, MS-06-5080 Dallas, TX 75202 Telephone: 214-767-3811 FAX: 214-767-0336	Arkansas, Louisiana, New Mexico, Oklahoma, and Texas
VII	U.S. Department of Education 7505 Tiffany Springs Parkway Kansas City, MO 64153 Telephone: 816-880-4053 FAX: 816-891-0983	Iowa, Kansas, Missouri, and Nebraska

VIII	U.S. Department of Education 1391 North Speer Blvd., Suite 800 Denver, CO 80204-2512 Telephone: 303-844-3677 FAX: 303-855-5756	Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming
IX	U.S. Department of Education 50 United Nations Plaza, Room 268, MS–09–8080 San Francisco, CA 94102 Telephone: 415-437-8276 FAX: 415-437-8206	Arizona, California, Hawaii, Nevada, American Samoa, Guam, Federated States of Micronesia, the Marianas, Republic of Palau, and Republic of the Marshall Islands
X	U.S. Department of Education 1000 Second Avenue, Suite 1200 Seattle, WA 98104 Telephone: 206-287-9078 FAX: 206-553-0799	Alaska, Idaho, Oregon, and Washington


U.S. DEPARTMENT OF EDUCATION
REGIONS 1-10
Region 1—Boston, MA • Region 2—New York, NY • Region 3—Philadelphia, PA •
Region 4—Atlanta, GA • Region 5—Chicago, IL • Region 6—Dallas, TX •
Region 7—Kansas City, MO • Region 8—Denver, CO • Region 9—San Francisco, CA
Region 10—Seattle, WA •
Also: AK
Also: HI, Pacific Islands
Also: PR, VI
ME
NH
VT
MA
RI
CT
NY
NJ
DE
MD
DC
PA
VA
WV
NC
SC
GA
FL
AL
MS
TN
KY
OH
MI
IN
IL
WI
MN
IA
MO
AR
LA
OK
TX
KS
NE
SD
ND
MT
WY
CO
NM
UT
AZ
NV
CA
OR
WA
ID
AK
HI
1
2
3
4
5
6
7
8
9
10

Financial Aid Resources



Appendix C

Training and Program Information Division
Student Financial Assistance Programs
Office of Postsecondary Education
U. S. Department of Education