

Eric Hardy:

My name is Eric Hardy. I am an analyst on the National Student Loan Data System, and we are very excited to have you at the NSLDS update session. I will be presenting today with my colleague, Valerie Sherrer, and we are looking forward to sharing about a lot of the exciting changes we've made on NSLDS over the last year, as well as some changes we're looking forward to over the next 12 months.

First off, we're gonna discuss some security changes. We had a minor change to the password rules. This, of course, was a minor change for us, but a major change to every Web user, so we're gonna tell you a little bit about that. We are gonna give you an update on the federal loan servicers and their reporting to the National Student Loan Data System. We're also gonna talk about report and Web changes that impact all of our users. And then, Valerie's gonna take over and talk about some of the gainful employment enhancements we've made over the last year, and then, we'll be talking about the future enhancements for the next 12 months. So it's gonna be an action-packed session. We're excited.

Okay, we start out with security changes. We did make a minor change to the password rules and this will now require you, in addition to using letters and numbers, you're also going to be required to use a special character in your password. So as your password expires and it's time to reset your password, again, you will be required to use the ampersand, pound, or dollar sign in your password, so just be mindful of that. And of course, if you have any questions about resetting your password, you can reach out to our customer service team and they'll be happy to help you get that taken care of. And that was it for the security updates.

[Laughter]

Woo, woo.

So of course, over the last couple months – or excuse me, over the last couple years, I'd say, we have been in a major reengineering effort with how our federal loan servicers report to NSLDS, and I want to share some statistics with you guys. And I have to tell you, I'm very proud of. I meet with the four servicers, Sally May, FEA, Nelnet, and Great Lakes, every other week. And over the course of the last year, they've dropped the average number of days it takes to create a new loan from 10 days down to 7.2 days, so that means new loans are coming on to the system within 7 days of being created or dispersed.

New disbursements are making it onto the system in 7.3 days, so as new loans are created, then, of course, subsequent disbursements come on, and those are making it onto NSLDS within 7.3 days, on average, of course; there's always exceptions. And that's down from 23 days a year ago. So I think that's an amazing improvement.

Transfers, loans that are being transferred amongst the servicers, originally, they were taking about 8.6 days to be reported and we're now down to 7.3 days. So when a loan moves from one servicer to another, we're actually seeing that transfer actually populate onto NSLDS in seven days.

And then, one more statistic to share with you is the outstanding principle balance update. Last September, it was taking about 7.6 days for servicers to update the outstanding principle balance. And I should clarify that. That's the difference between the effective date and the date that balance makes it onto the system. Now we're down to 2.4 days, so hats off to our federal servicers and the great job they're doing. I was real excited about this.

[Applause]

I wasn't originally intending to share that, but when I ran the stats last week, I couldn't resist.

So I kinda wanted to share with you why we think it's important to talk about the federal loan servicers and how they're reporting to NSLDS. When we brought on the four additional servicers, we leveraged that opportunity to basically apply about 20 years of **FFEL** experience and how we could get better data onto NSLDS. So it was a real opportunity for us to kinda look at leveraging some of that experience and getting, (a) more timely data, which you can clearly see in those statistics, but also to get better and more useful data onto the system.

This included pieces of information like address, delinquency date, benefits, things like that that NSLDS has never collected on our traditional commercially held FFEL information. So I just wanted to give you a little bit of perspective as we talk about some of the changes that have been occurring, how that can really help you to do your jobs, hopefully.

First thing we want to talk about is the direct loans servicing system. In March of 2011, the ACS that manages the direct loans

servicing system did convert to our new record layout that includes that more robust information, and I just wanted to mention why this is important. First of all, you'll see the display on the website switch over from 00100 as the code that identifies the servicer, to 583. So we kinda brought that more in-line with how our other servicers are being identified on NSLDS, to make it more consistent. So that's the major change that you'll see out there on the website.

Kinda what that means for you and the information that you're getting from NSLDS, that means now the direct loans servicing system is reflected in the delinquent borrowers report, so that's a major move forward for us. In reporting output now, you'll start seeing that 583 and all of the various NSLDS Web reports that are available to you, so for those that have been receiving files for years, you will have seen that switchover in may be a minor programming change for you on your systems.

Also, wanted to note that when we switched over to 583 in March, we did not switch over the sending of that 583 code to CPS. We maintained the 00100 through the current award year, and we're gonna start the 583 with the 1213 award year, so you will start seeing 583 populated to the ISIR with the beginning of the new award year. So I also wanted to mention that the 583 is effective in the TSM and financial aid history reports, as well.

In addition to direct loans servicing system, we're also in the process of moving the debt management collection system to the same robust reporting methodology. And so, you'll start seeing that reported under Code 556, and that should be happening in the next couple weeks. Along with the direct loans servicing system, we did employ or contact with Nelnet to begin processing our total and permanent disability information, and with that, you'll see loans moving to Code 582. Again, Nelnet will be utilizing the more robust reporting – or, actually, it is utilizing the more robust reporting methodology in getting that information to NSLDS fairly quickly, so we will see loans moving from that 575, which was the CDDTS, to now being reflected at 582, and there was an electronic announcement published a little earlier in the year about that.

I'm sorry I keep taking pauses. I'm making sure I'm checking my notes as we go. So much good stuff to share with you guys
[laughs].

Also, we've been publishing in various electronic announcements, as well we do have several non-for-profit servicers, one that has

already begun taking and servicing loans, and we have several more coming up over the course of the next couple years. Right now, MOHELA is reflected under ED Servicer Code 500. They began reporting to NSLDS about a month ago with an amazing error rate. They're doing very, very well.

Over the course of the next two months, you're gonna begin to see ED Financial begin to report under Code 501, and then Cornerstone will begin reporting under Code 502. We do plan on publishing a newsletter in the next month or two that details those codes. Also, there was an electronic announcement published about a month ago that does detail many of the non-for-profit servicer information and how it'll be reflected on NSLDS over the course of the next year or so.

And just to kinda tell you what to expect, we are looking at about two to three servicers each quarter to begin reporting to NSLDS, so you will start seeing those roll onto the system very regularly over the course of the next year, so look forward to that. As they become available and begin populating onto the system, we'll be publishing newsletters to make sure that you're familiar with all of the codes.

Is everybody familiar with the NSLDS newsletters since I mention it? Any major enhancement to NLDS we do publish a newsletter both on IFAP, as well as on our own website, so if you are not in the habit of checking those out, I would encourage you to do so. There's a lot of great information on the newsletters. Okay, we have had a large number – it's been a very busy year for NSLDS – of Web reports and Web changes, and I have to tell you the school portfolio report is something I'm particularly proud of only because the school portfolio report was born out of requests from financial aid administrators.

It took a few years for us to get here, but the school portfolio report is actually a quite powerful report. And I do want to spend a little bit of time talking about it. We're gonna go into much more detail in the NSLDS toolkit session. It's Session No. 3, but I do want to spend a few minutes telling you about it and how you can utilize the portfolio report. We originally announced the portfolio report in January of 2011. We made a change in May where we added additional data elements, and we just made some exciting changes just two weeks ago that is gonna be pretty great, I hope.

The idea behind the school portfolio report is that NSLDS is providing to you information about your entire loan portfolio as

it's reported to NSLDS. We understand, in the multiple servicer environment, as well as in the direct loan versus FFEL environment, that it's difficult for schools to get their arms around all of the information and where their loans are at. The idea behind the school portfolio report is, without editing or scrubbing the information, we're gonna provide to you an extract, pretty much a data dump, of all the loans that exist within a few certain parameters.

So the idea behind the report is not for NSLDS to tell you the number of days that a loan is delinquent, but for us to give you the information so that you can calculate the number of days that a loan is delinquent. That's just a for example. So instead of calculating those numbers of days, we're gonna give you the first date that the loan is delinquent so that, then, it's calculatable over a course of time.

Kind of what I have been encouraging schools to do is to download this report on a consistent basis, and it becomes a great data warehousing type information that you can then look at trends on the performance of your portfolio, and some of the stuff I'm getting ready to tell you about in the next couple minutes is gonna make that trend analysis even more robust for you.

We do have a couple minor parameters. The major parameter is that it is based on when loans go into repayment, so you set the range for which you would like to retrieve information about your loans. So if you're looking at loans that are going into repayment in a particular fiscal year or time period, you can specify that on the report. If one school has merged into a new school, we will automatically populate this report with that merged school's portfolio.

I know, in the conversion to the direct loan program, many of our schools did undergo some sort of merger to kinda simplify and streamline their COD processing and G5 processing, so we did design it so that the data's automatically included, based upon your access under the new OP ID. And because this report is such a large amount of information, if you really think about it, many of our schools have thousands and thousands of loans listed on NSLDS. We do make this available in an extract-only format. It's a fixed-width format. We don't provide this in a pre-formatted report format. The data's just not useful.

We don't see that in a pre-formatted manner. We provide it in a fixed-width format so that it's uploadable and to access like Excel

or onto your individual school mainframes for slicing and dicing analysis. So I do want to point out that it is an extract-only report.

I have provided a screenshot of the parameters around the school portfolio report, and I do want to take a moment to talk about a handful of them. You'll notice on the school branch ID, we default that to an asterisk. This indicates that when you're requesting the report, that you would like to receive all branches associated with that OP ID, and I do want to just kinda clarify on branch the department has kinda stopped using the term branch, and now we're referring to that as locations, so I guess I probably need to correct my own language that the asterisk will indicate that you want to retrieve information for all locations associated with the six-digit name, or you do have the option of limiting it to just one particular branch if that's your preference. So I think that's an important one to kinda point out.

Then, of course, we do have the repayment begin and end range. We'll take up to three years of a repayment period, so that's an important one to note. If you do indicate that the range is larger than three years, the report's not gonna generate, and we're not gonna tell you that it didn't generate, either. So that's one of those things we're talking about for the future is how we can better look at indicating when things don't happen as we're expecting, but it is important to note that it is up to a three-year range for data _____ repayment

And then, I'll also point that then we do allow filtering by loan status. If you're only interested in particular populations of loans, you are certainly welcome to filter the status here. Instead of individual loan statuses, we do group them into business rules. So for instance, if you're looking for all the loans in default, not only will we include loans in a DF loan status for general default, but we'll also include loans in a DW status for default write-off for when the loans are at DMCS. That's just an example. There's many other loan statuses that go into those groupings, but we do go ahead and group those.

I do want to point out that if you do choose the all-loan status, we will include both open and closed loans. I know often, when you're looking at trend analysis, maybe trying to predict various calculations that occur on NSLDS, we do consider closed loans into those calculations, so we do encourage you as you're using this report – and I'm being coy, purposefully – we do encourage you to use the status of All, so that you can see all loans that have gone into repayment in a particular time period.

I think I'm gonna stop being coy and point out that the denominator of the cohort default rate is made up of loans that go into repayment in a certain time period, and then, we do also provide Assort By. Again, it's an extract format, and you're probably gonna be uploading this into your mainframe, Access, or Excel, so you'll probably want to sort in your proprietary software as opposed to here, but we do require you to choose one of the minimum sort criteria.

So our hope behind this report is that it potentially leads to the elimination of use of other reports. I kinda mentioned the delinquent borrower's report. All of the NSLDS reports are built around specific business functionality, whether it's looking to identify borrowers that need to be exited, or looking to identify borrowers that are delinquent or defaulted, or borrowers that are going into repayment, all of those various reports are built around certain assumptions.

The school portfolio report is not build around any assumption other than this particular loan is associated with your OP ID. So I just kinda wanna point that out. Over the last couple months, we've heard schools ask us to create various criteria on this particular report and add various logic, and we are kinda shying away from that. We do want this to be more of a data dump to you as opposed to a report that's generated around a specific business role.

And just as a quick thing, some of the stuff you can start trending over time with this particular report is the status of the loan, the outstanding principle and interest balance, so you can start seeing is the outstanding principle balance going up or down if you were to run this over several months, as well as you can start looking at the delinquency information.

And I do want to take a moment to point out, as I kinda mentioned with the federal loans servicer update, the federal loan servicers are giving us delinquency data. However, the commercial FFEL community is not reporting delinquency information to NSL. However, it is still available on the report. So for those commercial loans, you'll see zeros populated onto the delinquency date. So if a field's not applicable to a particular subset of loans, we do default the value to whatever the appropriate data type is.

On this slide here, we're just giving you a little snapshot of the record layout behind the school portfolio report. I'm not gonna

talk about this a lot, only because we have another session that talks about this quite in depth, but I do want to point out a couple things. You can see that, for instance, the OPB, OIB are both current amounts. So I do want to reiterate when you run the report, we are giving you the current information, as it exists on NSLDS at the time the report is generated. So our federal loan servicers report to us weekly. Our commercial data providers report to NSLDS between weekly and monthly, so this report is only as accurate or as timely as the data's on NSL, but we do do this in real-time. So it is up to date as of when the report is requested.

So here's the exciting stuff that we have – well, that happened in May, and then some more exciting stuff that just happened last week – or the week before. In May, we did add the current loan servicer code. This is the six-digit loan servicer code that begins with a seven. This is consistent with both how the lender servicers in the commercial side are identified on an NSLDS. To maintain that consistency, we assigned six-digit codes to the federal loan servicers, as well, and we're gonna talk about that in a second. But we did go ahead and add that code to the report.

We also added rehab and repurchase information. We know that as we move into the three-year cohort rate calculation, rehab and repurchase information's gonna become more and more important to you, so we took the opportunity to add that. With the addition of those fields, we did bump the record layout from 319 to 400 bytes, and then we also at the same, took the opportunity to provide some clarification and various definitions of the field. So those were the May changes, and here are the big November changes.

We just added consolidation loans to the report. This is very exciting stuff for us in that this now will provide the delinquency information of the consolidation loans tied to the underlying loans which are associated with your school code. So that was kind of a mouthful. I'm gonna say it one more time. We're populating the consolidation loans to this report as NSLDS links them to the underlying loans associated with your school codes.

One of the more robust pieces of information that the federal loan servicers are giving NSLDS is a direct tieback between the consolidation loans and their underlying loans, which is really, really great. So when we have that direct tieback, we will populate the consolidation loan based upon, well, that tie. If we don't have the tieback, then we will utilize the same logic that's available in the cohort default rate calculation to link those underlying loans to

the consolidation loan for population on the report.

So hopefully, this will allow you to do trend analysis, not only on the performance of your underlying loans but also the consolidation loans associated with those underlying loans. So this is really good stuff. In order to do that, we will provide a consolidation indicator in the record layout, as well as a consolidation ID that is linkable to the award ID populated on the underlying loan. I'm not gonna spend too much time talking about how that's populated. If you have questions, you can corner us afterwards.

At the same time, we also added the PLUS identifiers to this report. We have always included PLUS loans, both grad and parent-PLUS, on the report; however, now we kind of switched the report. Instead of being student-centric, we made it borrower-centric. So in doing so, you'll see that we always include the borrower information and the main identifying fields, and then on parent-PLUS loans, we will basically join the student information, the student SSN, name, and date of birth, at the end of the record. So this means now in the first identifying fields we use to say student SSN, student name, student date of birth. Now you'll see those are borrower SSN, name, and date of birth, and we'll see the student information added to the end of the record on parent-PLUS loans only.

We also took the opportunity to add repayment plan information. We know that this information is becoming more and more important to you and your job responsibilities as you're counseling students and helping them identify and ensuring that they're able to make their payments. In doing so, we are providing the current repayment plan code, the date that that repayment plan became effective, the term, the number of months, basically, that repayment plan is scheduled for, as well as the scheduled payment amount. So we think this will be useful information.

Again, this is the current information, so as a repayment plan change is reported to NSLDS, we will see that change over time. Again, only the federal loan servicers at this time are reporting repayment plan data to NSL, so you wouldn't see these fields populated for commercially-held FFEL loans. And also, in making all of these changes, we did again have to increase the record layout from 400 bytes to 550 bytes, so we just want you to be cognizant of that.

Early in 2011, NSLDS also went ahead and made programming

changes for the three-year cohort default rate calculation. Of course, there was lots of publication about the trial rates early in the year, so we want you to remind you that those are informational only, and I will also take a moment to plug that our default management group does have some specific sessions around the cohort default rate calculations so we're not gonna go into a lot of detail here, but we do want to go ahead and let you know that that is out there on NSLDS. If you haven't had an opportunity to check out your informational three-year rate, please take an opportunity to do that. And the loan record detail reports have been enhanced for the new three-year calculations, as well.

Jeff Baker, in the opening session, talked a little bit about the changes and dates associated with the two-year and the three-year cohort default rate. We thought it might be useful to provide the information in a slide for you so that you can see the actual time calculations of when the various rates are effective. So we'll see in the slide, the CDR fiscal year or cohort year, and then we're also identifying the denominator period as well as the numerator period. And then in the far left corner, we're gonna identify the month and year in which you would expect that particular rate to be issued.

So you can see in Fiscal Year 2009 in the two-year rate, we published that in February and September of 2011. We'll see the fiscal year 2010 rate for the – excuse me – the two-year 2010 rate published in February and September of 2012. But then, we'll also look down at the three-year rate, and now we're gonna see the fiscal year 2009 rate will also be published in February and September 2012. So we want you to be cognizant as you begin receiving that information in February and September, that you will begin to receive information about two separate calculations.

So to facilitate that, we didn't have to increase the record length of the loan record detail report to 375 bytes. The **header** record has been enhanced to identify whether or not that record is for a two-year or a three-year calculation. We also went ahead and took the opportunity to add the award ID, current lender servicer, or federal loan servicer code, as well as the consolidation loan indicator. Since the consolidation loans do tie back in your cohort default rate – I hope you're seeing the trend here – we are also indicating that in your **learner**.

We did also make a handful of other changes that we hope makes the information more useful for you. We are now populating the OPB, the outstanding principle balance, at the time of repayment, and at the time of default if the loan is defaulted, as well as the

interest balance at the time of repayment or default, and then, we did make some enhancements in the trailer records to provide totals based on loan programs associated in the CDR calc.

So take a look at that and you will start to see, hopefully, that total information is a little more useful for you in the trailer records. All the details around these reports are published in NSLDS Newsletter No. 30. I think we're up to 35 right now. We did publish that in January of this past year.

We do have a slide just to illustrate that we are including the three-year official, as well as draft, in the Web display on NLSDS. So you will see those populated there, as well as the trial rates that we did this past January, and then you will have the opportunity, for whatever reason you're unable to use the loan record detail report we delivered with your ECDR, you will have the ability, of course, to re-request that via the website.

Some other changes we made at the same time is now we're also calculating CDR's based on the lender servicer code, as well as the federal loan servicer code. So those will be out there. The official rates will be published and viewable by all of our users. So we just wanted to point that out.

While we were out there enhancing the cohort default rate for a three-year period, we also utilized the opportunity to update the school repayment information rates to include both a two-year and a three-year calculation. So just a reminder while we're looking at this particular slide, that the repayment rates are informational only and are designed to help you do trend analysis. They are based upon a moving numerator and denominator, and are not tied back to the cohort default rates specifically.

I think it's just always kind of important to point that that while we often group these repayment information rates into presentations with the cohort default rates, these are a completely separate calculation, and are not specifically relatable to the cohort default rate calculations. So we do make those available for both the 24 and the 36-month numerator period. So those are out there for you, as well. All sorts of great changes.

Also, over the course of the last year, I did mention direct loan servicing, switched over to our more robust – apparently, that's my favorite word today, “robust” – reporting format. So now, you'll see delinquent borrowers at ACS populated onto the report, the delinquent borrowers report. While we're talking about this, do

want to remind you – I already mentioned – that the delinquent borrower report is based upon days delinquent, which is calculated based on the date of delinquency reported to NSLDS.

So the number of days populated in this report is only as current as the date the report is run. So I just want to take that moment to remind you that. If you run this report and then don't look at it for a month, those loans may be delinquent by another 30 days. So I do just wanna kinda point that out. This is based on days delinquent at the time that the report is generated. So just something to keep in mind.

So some changes we made. Just like with the school portfolio report, we did add consolidation loans to this report. So now, you'll see if a consolidation loan that ties back to the underlying loan associated with your school code is delinquent. It'll be populated to this report so that's a great change we've made. Same thing, we're adding the consolidation indicator as well as the consolidation ID. In a similar manner to the portfolio report, we switched to this being borrower-centric for plus loans. So you will now see the parent listed in the Borrower fields and the student information joined at the end of the record, and this is applicable to not only the extract report, but it's also applicable to the pre-formatted report. So we'll also populate the borrower identifiers – or excuse me – the student identifiers on that report, as well, or I should say that version of the report.

One of the big changes, as I kinda described that we built into the original school portfolio report is the merged school access is now available in the delinquent borrowers report. So this will include your merged school delinquent loans. So if you have received a merged school into your OP ID, those delinquent loans from the merged school will be included now on the report. So that's good news. In order to do that, we are also populating the original OP ID onto the report for those merged loans.

Along the same lines, on the borrower default summary report, same thing. We added consolidation loans which are based on the underlying loans so another great change to the default summary report. Do want to remind you why we're talking about it, the default summary report is based upon the loan status, not the date of default or the claim date. Also, over the course of the last year, we pushed reports available on NSLDS. This was a big change for us. So now we will automatically distribute certain reports to you based upon the schedule that you specify. We're a little bit limited [*laughs*] in the reports that we're doing right now, but we are

looking at expanding this in the future.

As of right now, we do both loan and teach exit counseling, detail and summary reports, as well as we will utilize the delinquent borrowers report as a pushed report, and all these reports are available either daily, weekly, monthly, or quarterly, so those are the frequencies available. And to get to that, if you have not already done so, if you go to the Org tab on the website, and go to your school profile, and scroll all the way down to the bottom, which it's quite a scroll, you'll find the information where you can populate your request for pushed data.

And then, also, at the same screen, if you want to change the frequency or the TG box at which you receive the information, it is updatable. I would just remind you that any user associated with your OP ID has the ability to do this. So we do want to make sure that if one user goes out here and sets it and then another user also associated with your OP ID changes that information, we are going to use whatever's most currently populated. So it is possible for one user to overwrite what another user has specified. So basically, the pushed reports is not user-specific. It's school-specific. So you want to make sure that you just have that in mind in the delivery of the information.

Also, over the course of last year, we released TEACH Grant exit counseling. We leveraged the lessons we learned in loan exit counseling into our TEACH Grant counseling, and so, hopefully, this is a more enhanced product. In fact, we think it's so great that over the course of the next year, we're going to be looking at utilizing those same enhancements in the loan exit counseling information.

So on the student access site is where you'll find the teach grant, as well as the loan exit counseling. We did create a completion summary report that was a direct request made by many schools so we're happy to do that, which is just a more summarized, less detailed information about who has actually exited, completed their exit counseling. Basically, we drop off that employer information, next of kin information, and make that a little shortened data for you. I should do a time check.

Female:

Oh, okay, 4:17.

Eric Hardy:

Thanks. Sorry, I didn't want to keep you guys later than the bell rings. Along with our loan exit counseling, we will display that the TEACH Grant has been exited on the website one by one. So you

do always have the option, if you're not receiving that information, pushed out to you from NSLDS or requested ad hoc. In a report format, you can review an individual borrower's information to see if they've completed the exit process, as well.

So I do want to point out that new TEACH Grant exit counseling reports are available in a slightly different place than what some of you may be used to going to. If you'll see, we're on the Report tab. But instead of being on the Report list, where today you see things like the school portfolio, delinquent borrowers, data entered repayment report, you'll see now we're on the Web report list, and that's because these reports are available immediately in PDF format. So you do have the option of instead of waiting for that report to be delivered to you via SIAG, for the report to be delivered to you right then and there on your screen. So I do want to point out that that's on the Web report list which is new for some users.

Of course, the PDPA users are used to reviewing the Web report list and Valerie has some exciting changes to tell you about for PDPA users in a little while. Along with the more robust reporting – see, that word “robust,” again – we did make several changes to the website on the loan detail page and this is now we're including the delinquency date at the loan detail. So to kinda backtrack, when you go into NSLDS and you view a borrower, we're gonna show you the loan history, which includes an individual listing of each of the borrower's loans. If you then go into any one of those individual loans by clicking on the number – I'm sure all of you are familiar with doing that – at the very top, we have the details for loan and now we will display the delinquency date there.

So we're hoping that's helpful for you, as your counseling individual borrowers are needing to research individual borrowers. And we've also included the date of default for a Coach Drake, so this is a really long field and I think it's worthy of a little bit of explanation. When we calculate the cohort default rates, NSLDS uses the date of default for CDR for our federally serviced loans. So this is the date that populates, or that drives the numerator on the cohort default rate calculation.

If a loan is not held by the department and has defaulted, it is the claim payment date that drives the numerator of the cohort default rate calculation. So for non-federally serviced loans, you'll never see the date of default for CDR populated, even if the loan is eligible to be included in the numerator, because it's the lender-claim payment that drives the numerator of the cohort default rate

calculation. Just wanted to take an opportunity to point that out. I know that there's been a little bit of confusion over the course of the past year on the federally serviced loans, what drives the numerator.

So now, we are providing that for you right on the loan detail page for those loans. So that was our Web and report changes. Also, I wanna just to remind you about a handful of changes we made over 2011-2012 related to student eligibility. We – sorry – don't have any new ACG or smart grants, which – yep, sorry. Took a second there *[laughs]*. So this wasn't a specific change in programming, but we will see, as these grants are no longer being originated through COD, they're no longer be populated on the ISIR or on the NSLDS Web pages.

Sorry about that. And then also, with the Iraq-Afghanistan service grant overpayments, we will see if an overpayment is being collected on. You can report that overpayment to NSLDS. However, you will not see the actual Iraq or Afghanistan grant reported on NSLDS. So just wanted to point that out for you. All right, Miss Sherrer, it's all yours.

Valerie Sherrer:

I get to talk to you about all of the new stuff we're doing or planning to do. But of course, I'm gonna start off with our major product this year on NSLDS, and that was gainful – whoops, wrong away again. Okay. Again, gainful employment was a major product for NSLDS this year. You've seen this slide probably in any gainful employment presentation today. We remind you that the Dear Colleague letter, Gen 11010, describe for you what we would be collecting in NSLDS for gainful employment.

We also have issued several guidance on how to report data to NSLDS for gainful employment. All of it can be found on IFAP, under the gainful employment tab. Particularly for NSLDS, it's the NSLDS user guide. Our template can be found on FSA download, and we have Newsletter No. 34 provide a lot of information on how to overcome some of the difficulties we were finding that schools were having with using our pre-formatted Excel spreadsheet for uploading data.

And you all have done a lot of work in collecting data. We offer it multiple formats for you to report the data, either in a GE submittal template that we design for you to use for – we thought we would be using it for small schools who wanted to report on a spreadsheet at 50 records at a time, but we found that a number of large schools

found it to be the easiest way to submit data. We had a number of schools that used our fixed-width or our CSV for batch, and we had a number of schools who simply just sat down and entered every single GE record on-line. It was a lot of work, and I commend all of you who had to report such detailed information to the department in such a short period of time.

When we look at these numbers, on Day 14, we got a little worried. We only had 626 different schools to report GE data for 625 programs, 800,000 students, and basically, a million GE individual programs, and we're like, "Okay, it's Day 14. What's gonna happen?" As expected by many, it was the last-minute push. Today, we have about 3,700 different schools who have reported to us. They have reported off of 40,000 different GE programs to us for 11 million students. All of this was done, basically, in the last two weeks meeting that November 15th deadline.

If you called our customer service area, you might have even got a busy signal because there was so many calls coming into our customer service line with everybody trying to figure out what was going on with GE, "How do I correct these errors? Why doesn't my files show?" But we did it and I think all of you did a good job, and I liked to commend our customer service for taking the time to help so many of you provide data to NSLDS.

The most common errors were consistent for everybody reporting. We think what we need to do to make the process better over the next year is to see how we can enhance our instructions to you since so many mistakes were very common among them like reporting fields. If you reported a conditional code, like the student had completed or withdrawn, you were required to report additional fields, and sometimes those fields weren't reported, or sometimes those fields were required to have leading zeroes and they didn't. So we feel that we can beef up our instructions to make it a little bit easier for you to report the GE data over the next year.

One of the major things that we're finding schools are struggling with and we're struggling with you is how to correct Social Security number conflicts. What we did was create, under our Aid tab, is an SSN conflict page that allows you to put in the SSN that was conflicting in your GE record so we could tell you which data provider was using that SSN in hopes that you could contact that data provider to see what the error was with the SSN you were providing.

What we learned in our first GE session is that we're finding that data providers aren't sure what to tell you and you're not sure of what questions to ask, and so we both have a lot of work to figure out how we can make the process of correcting SSNs a little bit easier. The best thing that I can tell you to do was that you have to work with the data provider that is reporting the SSN to NSLDS. You can provide them with the data that you have to see if it agrees with their data, and come to a mutual agreement of which provider needs to update their information.

We're going to be working on more communications on exactly how schools can work to resolve this SSN conflicts. It's not too late to correct your GE data. Even after the November 15th deadline, we are accepting the corrections, all of the GE data that you reported, any data errors that you have need to be worked and corrected as soon as you can. We're going to be accepting those corrections. We haven't had a cut-off date for correcting data, because in order to calculate your metrics correctly you have to have the correct data in NSLDS. So when you go back, please work your errors to make sure that the GE data is submitted correctly.

Again, report to our resources on IFAP to get the information you need to report GE data correctly to NSLDS. These are the mailboxes if you have specific questions about how to report GE data. If you know you're not gonna be able to report certain populations of your GE data, there's the GE missing data mailbox, and if you have questions about NSLDS reporting, you can either call our customer service line at 1-800-999-8219, or you can write us at NSLDS at ED.gov.

Now I get to talk about the exciting things. We're going to work on improving GE reporting. We know that we need to offer you better tools for deactivating records online so that you don't have to do each individual record at a time when you need to delete a record. We're going to give you the ability to update mass records on-line, and we know that you want to be able to look at the data you've reported, and we need to offer you some reports that will be useful for your analysis of your GE reporting. Those are the things that we're working on now.

In addition, we're going to be looking at how we can enhance our batch reporting process so that you can use batch processes to either delete data or correct data. We're looking at, and we'll be offering in our next year of GE reporting, the XL format for

reporting data. We're working with **PESC** on standards to make sure that we use community standards to set up XL reporting for GE.

Our most new and exciting project that we're working on – and we will be sending out our Dear Colleague letter to you in January – is our enhancements to enrollment reporting. As you've heard, Jeff and **Dave Bergeron** in this morning's session discussed the value and importance of us knowing about students who are completing programs properly. In order to effectively understand how our title for aid is being used, it is important that we know when students are graduating and completing their programs.

Our approach to our enhancements to enrollment reporting will be student-centric in that we're going to look at the student's total record to make sure we're correcting the enrollment information to you, but more importantly, we're telling our servicers and lenders what information we have about a student. We're simply not gonna tell them that the student is withdrawn from your institution at the same time he's enrolled at another. We're gonna give 'em the complete picture that says, "Yes, this student left this program, but he's also currently enrolled this program," because we're trying to make sure that our students are inadvertently converted to repayment.

We're also gonna give students the opportunity to participate in the enrollment verification process in that we're going to enhance our student's site to allow students to tell us where they're currently enrolled. We feel that this will cut down on deferment processing by you, and it will ensure that students are put on the proper enrollment rosters, and we'll send that information on to the lenders and the servicers who are servicing their loans.

We're going to be doing a lot of work on enhancing reporting at what attending branch the student is attending. We're finding that in the process of data quality that one of the things that we're missing is we're not really sure which of your locations a student is located at, and that's important to us so we're gonna be enhancing the roster so that we can collect the attending campus. We want you to focus on data quality and we intend to give you more tools so that you can look at NSLDS and determine if you have any weaknesses in your enrollment reporting process.

Again, we are gonna be coming out with a Dear Colleague letter in January, and we are going to just point out some of the things that we have found about enrollment reporting and how we want your

help in enhancing and improving, and we will be coming out with new formats. So when we look at the enrollment reporting changes for 2012, again, we're going to start with collecting that information about where a student is actually attending, which of your locations he's attending, and that information will start with COD, and it will flow to our servicers, and then, our servicers will tell us, and that's where we'll be putting those students on your enrollment rosters, at the attending location.

We're also going to be looking at adding Pell grants. Those students who have only Pell will also be added to your enrollment rosters, and that's because we really need to look at all Title IV aid, and determine if that aid is being used to help students complete their education. And so for Pell recipients, Pell-recipient only, we're going to be collecting enrollment information.

We found over the years that we've had a number of Perkins schools say, "We're responsible for giving deferments to our Perkins students, but we don't know if they're in school. Why can't you add Perkins loans to the enrollment process?" So we're gonna do two things. We're going to add those Perkins loans to verifying enrollment at schools, but we're also going to give Perkins schools the opportunity to go on to NSLDS and tell us they want to receive enrollment information about students that they have made Perkins loans, too, so that they will know that those students are eligible for deferments. So if you are a Perkins school, when we make this enhancement, you'll be able to go directly in to our website and say, "Please, start sending us enrollment information about our students."

We're also give lenders and lender servicers the opportunity to receive enrollment information directly from NSLDS. Today in our world, we provide that enrollment information to the guarantee agency, and then that guarantee agency tells the lenders about where a student is attending. But what NSLDS is going to do later on in 2012, is allow lenders and servicers to receive that information. As we receive it from you schools, we'll pass it on to any lender or servicer who wants to participate in receiving data directly from NSLDS.

We want to give you better tools for managing the enrollment roster. Today we're finding that students can be on multiple locations for your campus because if you are a FFEL school that moved into direct loans, then you often did disbursements at different locations when you were FFEL, but then you consolidated under direct loans. And many of those students

appeared on multiple enrollment rosters for your campus. What we're going to do now is provide a way for you to tell us where you want your enrollment roster directed. If you want each of your individual campus locations to your rosters, that's fine. But if you want a centralize your reporting, for example, you have locations two three, and four, that wants the Branch 00 to do their enrollment rosters, you'll be able to tell us exactly where you want your enrollment roasters to go.

Changing from enrollment. Our next enhancement, for a number of years, we gave talking about moving to single sign-in for ED system. Well, it's now NSLDS' turn. We're going to soon be moving behind access and identity management systems, better known as AIMS. Many of you already use AIMS to report to or sign onto eCampus base or ECDR, FFA Access, or FASFA guides – what FSA Web enroll. Wow.

[Laughter]

Okay. But now you'll be able to soon log onto NSLDS by using your AIMS edc. You will no longer eventually have NSLDS IDs.

[Laughs]

Thank you.

[Applause]

This is going to be very interesting. There are – if you are a NSLDS user and you have to do either you're a servicer or you have multiple locations that you do work for, you often find in today's work that you might have multiple NSLDS user IDs. Once we move behind AIMS, we still want to know when you're on NSLDS, who you are doing work for, especially if you're a servicer, because if you're a servicer and you're looking at another school's information, we find that that's a security violation because in order to use NSLDS, you need to have a relationship with the students that you're looking.

So what we're going to do is while you're inside of AIMS, if you're doing work for a different customer or a different location, we're gonna offer you a drop down window, and you're say to us, "I'm doing work for this particular OPE ID." And when you complete that work, you don't have to log out. You simply have to go back to the dropdown window and tell us who you're doing work for. Maintaining security and making sure that you have a

reason to look at a student's records is still very important to NSLDS, so we still have the concept, you need to tell us who you're doing work for. And this only really is pertinent to those today who have multiple NSLDS IDs. So if you don't have that issue, you won't be concerned. But if you do, we're gonna make it a lot simpler for you, because you won't have to have multiple NSLDS IDs, you can simply use your AIMS ID do all of your work.

The next thing I'm going to talk about is – oh, yes. We enhancing an online report for PDPAs, Primary Designation Point Administrators, because this time of year, it's time you or validate and confirm all of your users who have NSLDS IDs today, to make sure they continue to do it. Every year, we ask you to reconcile your users. So we've created a special online report SEC UD1, and this is for the primary destination appointed administrators to manage their users to validate that they should continue to have IDs.

You will go into the Report tab and you pull up this record, Parameters. You can put in specific NSLDS IDs because as a PDPA, your should have a record of all users who have an NSLDS ID, or you can simply put asterisks in the box. And we're going to give you back a report that you'll have the ability to see that report directly online. You'll have the ability to either download it in an Excel spreadsheet directly from NSLDS without using your SA ID mailbox, but it's going to give you a list as a PDPA of all your users so that you can do active confirmation of those users to make sure they should have an NSLDS ID for the upcoming year.

We are now changing subjects. We are looking at working on XML for gainful employment reporting as well as enrollment reporting. You might have already seen a notification from **PESK** that we are looking at the fields that we're going to be adding for enrollment reporting on XML, but we wanted to make sure that we gave schools the ability to use XML to report either gainful reporting or enrollment reporting.

We are currently working with, and would like to have school testers to help us with our XML testing. If you're interested please see our customer service or please see NSLDS up in the PC lab, or PC coordinator and volunteer to help us with XML. We hope to implement XML in the summer of 2012.

Now, this is something last year when we had a lot of suggestions about how to enhance and improve exit counseling. One of the

things that suggestions made by at the conference last year, is that currently you weren't required to know if your answer was correct, as a student when you're taking the quiz. You just have to answer the questions. If you got them all wrong, we gave you the answers and moved on. But now we're going to let the students see what answers they got wrong, and give them the correct answer to help reinforce their responsibility for loans. So based on your suggestions, we've enhanced the tool for quiz taking.

We've also enhanced the reports for you. You said you didn't want to get back the detailed report of all the students, with all of their information, name, address, and all of that. You simply wanted a list of students that had completed entrance counseling. So we now have that report that was available, just made available on November 20th. We're gonna soon have a newsletter that tells you the details about it. But now you can get a summer report. Right now you have to request it online, but eventually, you'll be able to have that report pushed to you on a regular basis, just a summary report of the students that have completed entrance counseling.

We wanted to make sure that you were aware of a new loan status code that we had, and that is the permanent disability loan status code. We've always had the DI or DS, disability loan status code, and during a student's conditional period of disability, because for three years after you're determined eligible or after your date of disability, three years after that date, your loan becomes permanently disabled, but I had been difficult to _____ NSLDS when was that permanently disabled date because if you give a student a loan while he's in that conditional period, or any kind of Title IV aid, then he has to reaffirm all of his debts.

He will no longer have those loans discharged because of disability. If he has not become permanently disabled. But now you will be able to tell those students are permanently disabled with the PD loan status code.

There's also going to be a change or is a change now under the master promissory note when there is an endorser on the loan. The master promissory note will only be good for that current year's loan. Because there is an endorser every year, that endorser would have to sign a new note, so we're putting that _____ out there, so you'll know that when you have a PLUS – and this is for PLUS borrowers, that there was an endorser associated with this loan, and so that means that that master promissory note is only good for this year's loan, or the current year's loan, that the next year that PLUS

borrower intends to borrow again, a new promissory note will be needed.

And this is our contact information. Our toll-free number. If you ever have a to FAX us information, our Web, where you can look at NSLDS, and our e-mail address.

Now, questions.

Eric Hardy: Can I add one housekeeping note that I forgot to mention in the beginning? The presentation that's displayed is pretty different from the presentation that you may have already downloaded from the website, and it will be updated within the week out there. Just wanted to let you know.

Valerie Sherrer: Okay, thank you.

Eric Hardy: All right.

[Applause]