

*Larry Parker:*

Welcome to the NSLDS Toolkit for Reports & Data session. My name is Larry Parker. I'm from Department of Education NSLDS. Today, I have with me – or should I say today I am with Eric Hardy, also NSLDS Ed. And what we will do today is show you the tools and reports that you can use to help do your job from NSLDS. The agenda will be – all right. Our agenda today will be an overview for how to request NSLDS reports, how to use those reports for various schools' functions, such as determining eligibility, reviewing enrollment reporting activity, working \_\_\_\_\_ prevention, and also, a quick review if we have time of the web security reports.

And we would definitely like to allow enough time for questions at the end, or we may structure it so we entertain questions as we go along. We'll try and judge it by – yeah. How to request reports from NSLDS. Of course, in order to request a report for NSLDS, you must have access to NSLDS. So currently, in order to do that, you will need a user ID, and I say currently. You will need a user ID and password to do this. Once you have your user ID and password and you log into NSLDS, you will be taken to the main menu page after you go through all the security reports and so forth. Once you get to the main menu page, we're going to ask that you click on the reports tab, and we have a sample of the screen right above.

And as you can see, we have a menu tab, aid tab, enrollment, org, and so forth. In order to get the report section again, you would just click on report tab. When you do that, you will be taken to a report list for schools. What you see before you is a listing of the reports that you can request, which may include – oh, okay. Get a little closer. They told me to stand back, initially. Which will include a delinquency report, an FAH report, and so forth and so on. That is a complete listing of the type of reports you can request as a school. Also, in order to request that particular report, if you keep in mind of the screen just viewed, there were some buttons to the left, and what you would need to do to request a particular report is to click on the blue button.

Each report will have their own set of parameters that you will need to complete in order to request a report. It depends on the report as far as the parameters required. At the same time, you will need to let us know whether you want an extract, which is pretty much just the raw data, or a report – or a report itself. Some of the reports do not have an extract or report option, so the report itself will tell you whether you can request an extract or a report. If you request an extract, you may – that would be the raw data. The raw

data, what you may want to do is to import the data into your system. So in order to do that, you will need to view the record layouts for that particular report.

And you can obtain those layouts by going to IFAP, looking at NSLDS reps' material, and also, the NSLDS record layouts. Any reports that you request will be delivered to the SAIG mailbox. Also, when you click on the report tab, there is a second sub-tab on that particular functionality. There is a real well report list. The well report list is where you could actually request those reports to be provided to you online, and also through SAIG. Some of those reports that are available would be a Teach Exit Counsel report, Teach Exit Counsel summary by date report, Teach Exit Counsel summary by SSN, and a Status for Loan Purchase by ED report.

In addition to that, if you are a PDPDA – A PDPA. I always put that extra D in there. If you are PDPA, which is primary destination point administrator, you will have access to some additional reports in addition to the four that I mentioned earlier. You will also have access to some security reports, which will pretty much allow you to monitor the user's activity at your institution, and in some cases, allow you to also look at any security – potential security verifications, allow you to follow up on it.

And requesting report, the well reports, you pretty much request it in the same fashion, meaning that you would click on the blue number, and again, you would complete the parameters for the report. And then, but this case, you will have an option of selecting the output medium. You can select the PDF, XL file, or again, asking the report to be sent to your SAIG mailbox. Some of our reports allow you to schedule the frequency as to how it is actually pushed to. In other words, we do have push reports. That frequency can be set by you. It can be weekly, monthly, quarterly, and you can select either of those options. I think the first one that we have an example of some of the reports you can request would be the delinquency borrow report, an exit counsel history for loan and teach grant, an exit counsel summary for loan and teach grant reports.

Those can request it on a frequency basis. NSLDS will process your request and send to your school TG mailbox that particular report. Using NSLDS reports for school activities, one of the main activities that I firstly work with is working with financial aid history. One of the reports that you can request would be an FAH, and it's called FAT 001. That report is actually structured in a

manner where you are used to seeing your information, meaning that it is structured so you will see the loan summary information, you will see the aggregate information, you will see Pell Grants. And the only difference is you will get to see all the information. As you know on an ISIR, you are only limited to a certain amount of data.

Second bullet pretty much states that if you use a transfer student monitoring system, you can also use that financial aid history to help you with looking at any students that may have received an **alert funded** transfer student monitoring process, which pretty much means that if you participate in the transfer monitoring process, which is where we actually ask that you give us students that have transferred to your institution, if information changes, you will get an alert from NSLDS, and what we ask you to do is to look at the financial aid history to look at what may have changed for that particular student.

So use of the financial aid history report will allow you to pull in a complete financial aid history so you can do that comparison. Here is just a sample of the financial aid history if you request it in report format. And as you can see, as I stated, it pretty much gives you the same layout of the information that you're used to seeing, only get more of it. The FAH, if you request it online, will only allow you to request 19 students at a time. If you have more students and need to request more, we ask that you go and use the financial aid history that you can request through the transfer student monitoring financial aid history process.

This is where you would actually use the batch file layouts to create a file to request unlimited number of students' financial aid history. We just recently posted that particular layout probably about two weeks ago. The only changes that we had to was to add a valid value for another field, so those layouts are out there, and again, you can access those layouts by going to IFAP. Another report that will be useful for you will be the enrollment report and tracking report. This report itself will allow you to check on how your school is – your enrollment report has been tracked, then report it to NSLDS. It is a useful tool, especially if you're using a servicer.

We also found that in many cases, auditors request that they see this particular report just to show or to see how your enrollment reporting is being done. This is just an example of the enrollment reporting report, and as you can see, it gives you the activity that may have occurred, whether a late note has regenerated, the

distribution of it, whether a late e-mail was actually also generated, whether there has been any updates or corrections. Using reports for default and delinquency prevention. At this time, I'm going to turn it over to Eric. He is going to give you a robust explanation of the additional reports that we have for you, and at the same time, if we have any additional time, we're going to probably look at the security reports, but Eric has a lot of information, so we're not sure if we're going to make it to the security reports.

If we do not, we ask that you check the – go to NSLDS, and at the same time, if you're here, stop by the PC lab, and we can give you more information on the security reports. It's about four or five of them, and again, they're used for monitoring security activity for the user at your institution and are mainly for the PDPAs.

*Eric Hardy:* So I don't have the same radio voice that Mr. Parker had. Larry was a radio announcer in college, so I hope I can keep attention with my –

*Larry Parker:* You will.

*Eric Hardy:* Larry kind of highlighted a few things, and I actually kind of wanted to go back and just point out a few things about the FAH report to kind of give us some perspective as we begin to talk about the school portfolio report. The FAH report was designed to give you the same eligibility data that we, NSLDS, are passing to CPS. So the FAH report is going to give you the aggregate information as well as grant information. So it is a little specialized in providing that information. When we kind of – most of the reports we're going to talk about later as we move through this session are going to be more loan oriented and kind of tracking and monitoring the performance of your loan portfolio, which definitely the FAH report is not designed, really, to do that. We're also going to kind of focus in more on the logic and some tips and tricks that we've learned over the last couple years on how to best use these reports.

That's why we kind of talked about the basics on getting the report, how to request it, the report parameters in the beginning of the session so that we can really kind of focus in on doing some of those things. Larry also mentioned we're also going to kind of restructure maybe just a little bit on how we've been doing some other sessions. We're going to talk about a report or two, and then we're going to take questions about that report or two. I don't know about you guys, but I'm an experiential learner, and so I find that interaction, especially amongst schools, is probably going to

be helpful in this session, and it'll give you guys an opportunity not only to not have to save all those questions up to the end, but we can hopefully address things as we're going and provide some comparative analysis on why one report may be more beneficial for your specific purpose than another.

So if you guys will just bear in mind that we want to hear your questions, we want to hear your suggestions, we want to hear your criticism, believe it or not, and it'll be good. So we're going to talk about the exit counseling reports, but before doing so, we want to make sure that everyone is familiar with the exit-counseling tool that's available on the system. Sorry, I just want to save that note so I can come to it.

So we did over the course about a year and a half ago as we were moving to the multi-servicer environment, we did create an exit counseling product on NSLDS. Basically, before we were in the multiple servicer environment, the direct loan servicing system did offer exit counseling. However, we were not requiring all of our new servicers to provide that same tool, so the department opted to move that into NSLDS and provide that as a service for you and your students. It's not required that you participate in it. We know that many of you have your own tools that you prefer to use, and we know that we don't want to hinder your processes. We just want to be able to supplement those that want to use our products.

It is available on the student access site, and we do use the actual loan level data that's available on NSLDS from our various data providers. And you know, the purpose of exit counseling is just to educate the borrowers about their rights and responsibilities. We do provide very specific data to the borrower for the loan servicers that provide things like scheduled payment amount. We do opt to try to calculate what monthly payments will be and things like that in order to provide as robust a tool as possible. We don't – NSLDS and some of its excellent informational reports that we provide, we don't give you all of the data that you would need to do some more of the robust information we provide on the website if you were to try to use our data to do exit counseling in your own format with our data.

However, I do understand that a lot of that information is available from the multiple servicers, so that is available out there, but what we provide is not necessarily as fresh as the data that's been – fresh is not the right word. It's not as up to date as some of the current data elements we're receiving. And I'll explain this a little bit further once we start talking about the school portfolio report.

However, we do have exit counseling completion reports. We want to fulfill the regulatory obligation to report to both the schools and to the servicers as well as the guarantee agencies that exit counseling has been completed. So we do provide a number of reports available to both the schools and – well, not just both. To the schools, lenders, guarantee agencies, and servicers, and lender servicers.

We just recently released – sorry. We just recently released some summary reports. We heard from the schools last year at the conference that we were giving you actually too much data about the exit counseling completion, and so just this past week, we did release an abbreviated exit counseling summary report, which basically gives you the borrowers, identifiers to let you know that that borrower has completed, and we went ahead and removed off next of kin addresses, employment addresses. Things like that, so that you – for those of you that are just interested in tracking in your system whether or not exit counseling has been completed, don't need another 1,000 bytes of information.

Hopefully, that's going to be more helpful for you that need that abbreviated data. We're also working over the course of the next month to make that available on demand in an XL format as opposed to just downloadable through SAIG. So you can look for – and I think I said the next month. It'll be in the next couple months. That is something you can look forward to that we were gonna kind of mimic some of the work that we've done in the teach exit counseling to make that a more user-friendly tool.

You can also see whether or not the exit counseling has been completed on the exit-counseling link under the enrollment tab. So if you're just looking up a borrower, onesy, twosy instead of needing to know about a batch of borrowers, you're certainly welcome to utilize this functionality as well. Just wanted to point out a few of those things. So as I mentioned, it does contain the borrower's demographic, address, employee area, references, next of kin. That is the information that is provided to NSLDS by the borrower.

So I know – well, we all know when the borrowers graduate, their addresses tend to change quite a bit, and so this is the information that's passed to NSLDS from the borrower at the time of exit completion. Valerie in our NSLDS update session was talking about some of the changes that we're making to the enrollment reporting process as well as I'm going to talk about some of the changes that we're making in our – or that we have made in our Ed

servicer reporting process, and hopefully, we are going to look at some additional reports that we can do to give you ongoing address information. So we've heard you loud and clear that you want that information.

And here is just a sample of the exit counseling report. It's just kind of more of a visual – to kind of drive home that employer, next of kin and contact info. School portfolio report. For those of you that have already been to the update session or that you're coming later, I apologize. You're going to get a little bit of repeat, and you're going to hear some of my antics a second or third time, so apologies to you all. But the school portfolio report is kind of my baby.

I'm particularly proud of this because this particular report was born out of many suggestions that we receive from schools at this conference. I myself a couple years ago talked to several schools, and every year, we came back with the same suggestion. Basically, schools need more data from NSL is what it all kind of came down to. So the actual original request started with schools asking NSLDS to create their cohort default rates multiple times throughout the year. We consulted with our policy folk, and that is not allowable by the regulations, but there was nothing that prevented us from providing to you all of the information that you may possibly need to determine what your cohort default rate may be.

So that was kind of the basis of where we started here. That was also before we knew that we were going to have a multi-servicer environment, and so it was just – well, I won't say pure luck, but it was providence, I guess, that we had this report in the works as we were moving into the multiple servicer environment. We started identifying more uses that this product would be useful for. So the idea here is that NSLDS is going to provide to you a dump of data for all the loans and borrowers associated with your OPID. Most of the NSLDS reports are driven around business rules. So we have a delinquent borrowers report, we have an exit counseling report, we have a date entered repayment report.

And all of those reports are specific to a business need. The data repayment report specific to identifying borrowers that need to be exited. Delinquent borrowers report, specific to delinquency information. The school portfolio report, we don't want to limit the information we're giving you based on any business rules. So we're – our goal here is to give you as much information so that

you can slice and dice the information and pull out what you need in order to fulfill your job goals.

So our hope is that you are taking this data dump that we're providing to you, loading it up into your own proprietary software or into access or Excel, sorting the data, looking for what you need for whatever purposes that you need it for and are able to utilize it in a good way. We've talked to several schools over the last couple months about how they're using it. Some schools are using it for data warehousing. Basically, they're downloading it once a month, once a week, once a quarter, and tracking the changes that occur in the report to make predictive analysis on the performance of their loan portfolio. It's not solely accomplished with just the data NSLDS.

They often are combining that with data from other systems or directly from the servicers or off their own system, but it is a useful tool, and the collective amount of information that you are receiving from not only the department, but also from your own internal systems. So hopefully, we can share some of those experiences that we've learned about from those schools and provide some suggestions around that. So that was my introduction to the school portfolio report.

So now, some of the details behind it. We do have – we did have to limit the amount of information that an individual run of the report can pull. I did want to share – I'm a data guy, and I like data. I'm not the biggest data nerd I know, but I'm looking at Kim. Not that Kim is a nerd, but her husband is. *[Laughs]* NSLDS, as of October 2011, so just last month, we had 77 million students, individual students, reported on the system. One hundred and two million grants, and 334 million loans. So that is a ton of information on the system. So when we are running individual reports for your individual schools, we have to add someone that's – if we were to try to scan all 334 million loan records for individual pieces of information, we wouldn't be able to produce data for you.

NSLDS wasn't built necessarily as a data warehouse, so we have kind of walked the fine line between providing operational data and as much warehousing as we can, but we're not always tweaked exactly to one purpose or another. So in order to accomplish that, we did restrict the school portfolio report based on the date-entered repayment. Now the date entered repayment I'll also mention drives the denominator of the cohort default rate calculation. So one would maybe presume that if you were to use the same time

period, you would maybe retrieve all of the loans that would potentially impact your cohort default rate, if you're following me. So it is restricted on date entered repayment range, and we'll take up to a three-year range.

So you have up to three years, and you can request it one time. There's no thing that prevents you from submitting multiple requests, though. So if you need ten years worth of data, you may have to submit that several times, but that is possible to do that all in a single day. We also do want to point out that it does include merged school history data. So we know that when we moved to 100 percent direct loans, many schools had change of affiliations and merged existing school codes into new school codes. There's a lot of movement out there, so we did go ahead and build the school portfolio report to include that merged school data, so just something to bare in mind that that does include that information.

And as I mentioned, since it's a large data dump, it is available on extract only. And it's not available on demand. We don't produce this in PDF right in front of you. It's too much data for us to do that. So it is available via extract and downloadable via the SAIG process. So hopefully, what we've done is we've given you all of the important information on NSLDS about your portfolio. Now important is relative to the purpose you're using it for, and that's really why one of the things we want to hear from you is what you need from us. I certainly can't promise if you were to tell me you needed something today that we would have it to you next week or any time soon, but I can – I can promise that I will take down the suggestion and take a look at it.

Our ultimate goal here is not only to provide you with all the information, but hopefully, to eliminate the need for other reports. So as I kind of mentioned, we have business driven reports across NSLDS, while here, hopefully, if you're requesting the school portfolio report, it has the delinquency data in it, so maybe you don't need to request the delinquent borrower report.

So we're hoping that there also may be some elimination of duplication of data being requested, so we can talk a little bit about that, too, as we go. And as I mentioned, you can request up to three years of data at a time. I did want to kind of talk a little bit about the record layout. As Larry mentioned, all of the record layouts are available on IFAP, and I took a small portion of the school portfolio report's layout so we could kind of just talk about it briefly. I did mention it's in a fixed width extract format, so you

can see in the first two columns, we have the to and from positions for the individual fields.

Then we're gonna have the data element as well as the description. And back in May, we did provide some clarification around some of the descriptions, so hopefully, as you're out here looking at the school portfolio report, you'll find that the descriptions are more intuitive fully to what you're looking for, and we have learned some lessons since then, and I am going to share some of those with you in some coming slides. I do want to also point out that the school portfolio report is based on current information.

You can see in the first couple fields, we have the current outstanding principle balance, the current outstanding interest balance. So this information is as current as the information reported to NSLDS. We don't provide very many historical fields in this particular report. So one of the reasons why I mentioned that is this kind of becomes useful in that downloading the report on a consistent basis to begin to track what's happening on your portfolio. So since we're always providing current information, it is possible for you to build a history of the loan data in your sandboxes back in your shops.

So that's just something I did want to mention. It's always current information. As you can look at it over time, hopefully, you can begin to do your trend analysis. Specifically, I do like to point out outstanding principle balance. You can watch the outstanding principle balance go up or down over time. Loan status, you can see those loan statuses changing. I did want to point out down at the bottom, for instance, we also have this is one of the historical codes we do have is the original GA or ED servicer, so we do always list whoever the first holder of the loan was as well as who the current holder of the loan is, and I think it's in a field a little further down in the record layout.

But we do know that some of the concerns schools have had is you don't know who the heck is holding and servicing your loan, but you do know who possibly first had your loan. Especially on those loans that the departments purchased over the last couple years. You know that, for instance, **USAF** guaranteed your loan. So you would see the – so you'd potentially see the USAF guarantee agency code in this field for those loans, and then in an alternate field a little further down, you would see who the current servicer of those loans are. So hopefully, that's providing a little bit of clarity.

If once we get to the end of the portfolio report, I'm definitely going to take questions before we move on. And I'm also going to talk a little bit about more what those codes are in the next couple slides. So in May, we did make a change to the report we initially released in January. We added the current loan servicer code. This is the – and we specifically said loan servicer code to be applicable to multiple programs. If this is a commercial held FFEL loan, this would be the lender servicer associated with the loan.

At the department, this would be the sixth digit code that begins with a seven associated with the servicer. When we created the FFEL purchase program, we wanted to maintain as much consistency on loans that were being purchased from outside of the department to the business rules associated with those loans. One would potentially expect that if a loan had a lender servicer, a FFEL loan had a lender servicer within house, so I'll have a lender servicer when purchased by the department, so we created fake lender servicer codes, and I use the word fake in quotes to identify the current federal services on a loan.

And we're going to talk a little more about what those codes indicate in a couple seconds. But then we also recently, or in May, also recently added the rehab and repurchase information. I think this is probably going to become more and more important when you're trying to trend out how your loans are performing when you're starting to look at the impact of the three-year cohort default rate on your portfolio's performance for that. Loans that are rehabbed are – if they were – excuse me. If there eligible to be included in the numerator and then rehabbed, they're then excluded from the numerator.

So we thought it was important to go ahead and add that to this report, especially now that we have a three-year window in the CDR and there's more opportunity for the borrower to rehab prior to the **calc**. So that was kind of some of our thinking around that. And then at the same time, we did expand the record layout from 319 to 400 bytes. But that's not the end of the story because just two weeks ago, we made some pretty amazing changes to the report that I think kind of makes it now a fully picture.

We added consolidation loans to the report. So we heard a million times over, I think, that the school – that this report was helpful and good in tracking your Stafford loans, but as soon as the loan consolidated, you ceased to have any insight. And of course, you were still responsible for working the delinquency on that

consolidation loan as well as the consolidation loan if it defaulted, counseling your cohort default rate.

So we opted to utilize the same logic in identifying underlying loans and their consolidation loans in this report. One of the advantages that we have in our multiple servicer environment is that our federal servicers do report the link between an underlying loan and a consolidation loan if they are the holders – of one of our servicers, it could be any one of our servicer, is the holder of both the underlying loan and the consolidation loan. So that's something that we've never had in the FFEL world is that definitive link between the underlying loan and the consolidation loan.

And if you have any questions about that, I can probably talk to you afterwards, but that is an exciting change for us to have that exact linkage now reported to NSL. So that said, now we're populating this report based on either that linkage, if it exists, or on our old – not old. Very applicable linking logic. So very exciting then we've been able to add consolidation loans to the report to give you a more complete picture of what's happening there. We also recognized that we had not included the plus borrower identifiers on the report, and that we were surprised that schools were interested in knowing about the performance of their plus loans. And surprised in a good way. We're ecstatic that you want to see what's happening on those borrowers.

Often, you know, the servicing is the last piece of contact that the parents may have, so we're excited that schools were interested in getting this information. So in order to accomplish that, we had to make the report borrower centric instead of student centric. So at the beginning of the report where we list the students' information, now we're listing the borrowers' information. If it's a plus loan, a parent plus loan, I should say, we're then listing the students' information associated with that plus loan now at the end of the record. So any time you're looking at the borrower's information, if it's a Stafford loan, you're still going to see the student. You're looking at a parent plus loan, now you're going to see the parent borrower populated in those fields. So that is a little bit of a change, and we just wanted to kind of point that out. We think it's a positive change. We also added repayment plan information.

We understand, and you know, especially in the general session, we talked a lot about IBR as well as some of the pushes that are occurring out there in the industry, and we know that schools want to know about the repayment plan associated with the loan, so we

did add the current repayment plan data, and that includes the appropriate code, the date the borrower started that repayment plan, the number of months for that as the term that we're expecting the loan to be in that particular repayment plan, and then here is a big one is the scheduled payment amount. So this may be helpful if you're counseling borrowers as to how much is going to be expected to be paid on that loan.

These changes required us to increase the record length to 550 bytes. So that's the boring stuff. There was like 15 sighs in the back of the room. I heard that. So hopefully, here's some suggestions that we're making that you can do. Now you can track consolidation activity. You can see what's really happening out there. Are borrower's consolidating their loans? Are they maintaining their loans? Can you assist in suggestions of maybe they should consolidate? Well, now you have some more information at your fingertips, and you can start seeing what's happening. Status.

We're talking a little bit about loans moving through multiple statuses. In school, in grace, and repayment, and to default. You know, so kind of hopefully that status information is going to be a major driver for you to see the activity is occurring on the loan. Also, I kind of already mentioned the current principle and interest balances, so that's out there for you, as well as the current holders of the loan.

So I did mention a little bit about we heard that schools are not having problems understanding or finding out who is holding their loans without looking up each borrower on NSLDS or on COD. Well, we can provide this information to you in batch. We also have a separate report that we're not going to talk about today that does the same functionality, but if you're already running the school portfolio report because you're conducting trends analysis on something else, now you don't need the loans purchased by ED report.

I already mentioned current repayment plan. Here is a key one. Delinquency day. All of our federal servicers do report the first day that a loan has gone delinquent to NSLDS. I am going to mention that this is only on federally serviced loans, not on loans that are commercially serviced, so the guarantee agencies do not report delinquency data to NSL, but for federally serviced loans, you will see the first date that the loan became delinquent that originally is the day after the borrower missed a payment.

And then rolling delinquency if the borrower makes partial catch-ups on their delinquency. You would see that date potentially move forward or the borrower delinquency eliminated altogether. But potentially, the idea here is now you have the first day of delinquency, not the number of days the borrower has been delinquent. So you can calculate how delinquent the borrower is based on that date.

So hopefully that's going to be a helpful piece of information for you, and then – oh, we have current repayment plans twice. So here is some things we've heard from schools. They want to know why borrowers are coming in and out of their report. Often, what we're finding is that the date-entered repayment is changing on the loan. But the date-entered repayment is based upon anticipated separation from the school plus six months for grace plus one day. If you – in the enrollment reporting process, if you change the anticipated completion date, often, it changes the date-entered repayment.

Nine times out of ten, all the question – well, actually, ten times out of ten, every question I had about missing borrowers had to do with the date entered repayment had changed. So that may be a key one that you want to look at. If you see the borrowers drop off your report, well, more than likely they're now included in another time segment of the report. So just something to keep an eye out. Also want to point out there is some limited selection criteria based on loan status and program – and programs, so if you make a slip up and request just the direct loan program one month and not both, you would probably see those FFEL loans not included in the data. So just something to keep in mind.

We've also had some questions on balance reporting and when are balances updated. The federal loan servicers report to NSLDS weekly, and they give us all principle balances updated in that weekly feed. The federal loan servicers are only required to report interest balances once a month. So I am very pleased to tell you that I ran some stats before last week. Balances – principle balance updates are two days old is what we're seeing on average that basically the servicers are telling us the balances as of October 1st, and we have that data on our system by October 3rd, which is pretty darn good.

In our guaranteed agency world, they don't necessarily – the GAs don't report quite as frequently. Some do report weekly. Most report bi-weekly or monthly, and of course – so that data is a little bit older than the federal loan servicer's data. So that is one of the

things that you can look for. We do also have a field for outstanding fee balance. Currently, when we built the report, we were prepared in case the department decided to charge fees on federally serviced loans, the department opted not to do that, and so we do not charge fees, so that number is always a zero.

Guarantee agencies do not report the fees that lenders charge on loans to NSL, so if there is a fee associated on a given loan, NSLDS doesn't know about that. So this field should always be zero. And also, we do often receive questions about why is the balance going up, so we just remind you that interest can capitalize on a loan, and so one may see the interest balance dropping, but the outstanding principle balance going up. This is one of those things we've been asked about, so I wanted to point it out.

Delinquency date. I kind of mentioned this before. The servicers do report to NSLDS the first day after a loan has – the borrower has missed a payment, so hopefully, that's getting reported to NSLDS within seven days of the missed payment. However, that can change. We all know – I know I've missed a bill or two in my time and made a late payment, so the delinquency then got caught up. So it is possible that you can see this change. It's also possible that you may see this happen after seven days. If you think about it, checks do bounce.

The servicers generally apply a payment as soon as received, and it may take a couple days for the check to bounce. That may delay the reporting of the delinquency until after the check has bounced, so you may see sometimes-larger growths in time periods here than would necessarily be expected in a perfect delinquency world. And then of course, also, partial payments can be made. If I am delinquent on my loan and I make a partial payment, that may not cure my delinquency all together, but it may bring me more current, so it is possible to also see this date moving more current, but the delinquency not being resolved all together.

So just one of those other kind of things to keep in mind. I also was talking about this report about three weeks ago to a group of schools. And they pointed out that they're seeing the last payment date updated, and they were expecting to see the delinquency date move forward because the last payment date was being changed. And I think from what I was seeing, that was based kind of on a same situation where the borrower was making a payment. It was a partial payment. It wasn't curing the delinquency altogether. So they were seeing a more recent payment, but the loan was still

delinquent. So just one of those things to keep in mind on why the data may be looking the way it is.

I do want to talk a little bit. We do include claim information for commercially held FFEL loans, and I – while we're talking about claim information, I'm going to talk about default and what that means. On the commercial side versus on the federally serviced side. Basically, here is how it works. When loans are held by – are serviced by the department, the loan goes into a DF, defaulted loan status, on day 270 of delinquency. The borrower does not default for cohort default rate purposes until day 360. So that's a little – that's how it works on the federal on servicing side.

In order to facilitate that, we collect the DF loan status on day 270, and then on day 360, the servicers report to NSLDS a separate CDR data default, which is also included in this particular report. On the FFEL commercial side, loans are not reported in a DF loan status until the claim is paid on the defaulted loan. So once the lender requests the insurance from the guarantee agency, that claim is reported and the loan is reported into a DF loan status at the same time. It's the claim paid date that changes – that impacts the cohort default rate on commercially held FFEL loans.

So that DF loan status indicate – or I'm sorry, the defaulted claim indicates to NSLDS that this borrower should be included in the CDR. So does anyone need me to repeat that? Raise your hand. It's important, and I definitely don't mind spending a little time talking about it. On day 270 of delinquency, federally serviced loans go into a DF loan status. This stops the borrower from getting additional aid. On day 360, the federal loan servicers report the CDR date of default, which drives the numerator of the cohort default rate calculation.

So on commercially serviced loans, so these are loans that are not held by the department, the defaulted status, the DF status and the insurance claim payment requested by the lender to the guarantee agency are generally reported on the same day. And it is the claim that drives the numerator of the cohort default rate for FFEL loans not serviced by the department.

So if you have more questions about that, you can corner me afterwards. Also, I did kind of mention a little bit that repurchase and rehabilitation of loans does come into play in the CDR, and so we are including that in this particular report to give you that information at the loan level. So that is something that if you were trying to guess what your CDR may be, you might want to

consider how that's coming into play. And then I also kind of told you that we would talk about what the servicer and lender codes mean, so let's do that now. So and this is – and of course, I didn't write it down. This was published in an NSLDS newsletter, I believe, in early 2010.

But basically, what NSLDS did was for loans that had been purchased by the department, we created lender codes that signified to the department under what purchase plan that loan was made. So if one was to look at a purchased loan and looked at the lender code on this particular report, they would see that loans that are held by 899.577 indicate that the FFEL – it was under the FFEL purchase program in 2008, 2009.

Then so on, so forth. 898.577, and then we continue to move into the other programs. So that's kind of what the key to that lender code is. We've had lots of questions about that. So this is – and I'm sorry I didn't write down the newsletter. I looked it up this morning before I came, didn't write it down. This was published in a newsletter in early 2010. And then, I kind of mentioned if you look at the far right, I kind of mentioned the lender servicer codes and how we were trying to maintain that consistency and reporting it on the FFEL side to the federally serviced side. I did – these are the codes that are associated with the various federal loan services that one would see population on a purchased loan.

And the same vein, you'd see the three-digit ED servicer code. This is equitable to the guarantee agency code reported to NSLDS. So each FFEL loan has a guaranteed agency associated with it. For those purchased loans, we are indicating the federal loan servicer code and the guarantee agency code field. And that's where we're trying to maintain consistency with the programs. All right, so that's the school portfolio report. So we are going to pause for five minutes of questions, and then we're going to talk about \_\_\_\_\_. Unless no one has any questions, and I'll keep rambling. Oh, if you could reach the mic so the whole room could hear you, that'd be great. Yes, sir?

*Audience:* So you may have said this, but I didn't pick up on that, but is that portfolio report available to be scheduled?

*Eric Hardy:* At the moment, the school portfolio report is not available to be scheduled. It is on the list of potential enhancements.

*Audience:* And when would that be –

*Eric Hardy:* Can't commit to that right now. Sorry.

*Audience:* And then just follow up on that portfolio report. Is there some – what type of data can we query or – when we're downloading, is it all based upon individual cohort periods from 10/1 to 9/30, or –

*Eric Hardy:* If I think I understood the question, it's what data is queryable in the report.

*Audience:* Well, basically, if we can't query individual cohort periods, I don't see it being much good to us.

*Eric Hardy:* What I would suggest that you do is run the report for the same repayment period as the cohort period, and that identifies your denominator, the loans that impact your denominator. So then, in that individual data set, you have all the loans in a particular cohort period.

*Audience:* So we could query that report by your payment date.

*Eric Hardy:* That would be my suggestion. There is no requirement that you do that.

*Audience:* Thank you.

*Eric Hardy:* Sure. Yes, ma'am.

*Audience:* So I understood you to say that report is only available as an extract.

*Eric Hardy:* Yes, it is.

*Audience:* So I work for a very small school, and I don't have anybody to write code for me. Will that be available at some point in the future like as an Excel spreadsheet or something like that?

*Eric Hardy:* There is no plans to do that at the moment. It's something we're extremely willing to consider. If you want to talk to me afterwards, I can give you some suggestions on how to easily load it into Excel. There's variations dependent on the version of Excel you're using, but I'd be happy to give you some of my tips and tricks I used when I was importing reports like this.

*Audience:* Okay, great. Thank you.

*Eric Hardy:* Yes, ma'am, we'll do one more question. Then we'll move on to delinquent borrowers.

*Audience:* I download this report for the last five years. It's a great report. It gives a lot of information, but I'm wondering, are you looking to do like on the loan statuses, like you'll say that they're in deferment, but if I'm looking to use it also for repayment information, are you going to be able to ever change that where it says like it's an in school deferment or it's a military deferment or what kind of deferment it is?

*Eric Hardy:* That's a great question. So today, when loans are reported to NSLDS, the status only indicates that the loan is in forbearance or deferment. We don't have information about the individual forbearances or deferments. So – well, we don't have that from the commercial FFEL side. We do have that from our federal loan servicers. I do not believe that it is included in the layout as of right now. I'm looking. No, it's not. But it is one of the elements that's on the list to indicate the actual deferment and forbearance types associated with each loan.

*Audience:* All right, thank you.

*Eric Hardy:* Yes, ma'am. Okay. So we have about 20 more minutes of the session. It's five 'til noon. So I'm going to keep plowing forward. We knew we would probably start bumping up to the end of the time period, so that's why I wanted to take questions kind of as we were going. So I do want to talk about the delinquent borrowers report. And basically, we designed this report to help look at delinquency across the multiple servicer environment. I think I mentioned several times that delinquency is only reported to NSLDS by the federal loan servicers, so only the federal loan servicers are included in this report.

So that's one of those things you want to keep in mind. We have been talking to the FFEL community about giving us delinquency data, but at this point, I'm not sure that they're in a position to do that. We do also provide a version of the delinquent borrowers report online for use if you're a small school and just want to look at it online as opposed to in a report format. In the November release has the same with the school portfolio report. We did add delinquent consolidation loan. Yay. That's big news for us. Again, this is tied back to the underlying loans associated with your OPID. We will include those closed underlying loans in the report so you have the linkage back to the actual underlying loan,

even though the underlying loan is no longer delinquent because it's paid in full through the consolidation loan.

So for any of those consolidation loans, you would – we were able to create the linkage. You would expect to see one or more closed, underlying loans. Same with the plus borrower information. We went ahead and made this report borrower centric as opposed to student centric. So we're including the parents' information for plus loans in the borrower fields and adding the student information at the end.

Yay, we also finally added merged school access to this. Again, with 100 percent direct loan, we know that many schools needed access to their borrowers under the previous OPID. So now, hopefully all those change of affiliations are now included in this report. To help identify if a loan is associated with a previous school, we did go ahead and add the original school code to the report so you can see if the loan was originally made by you or by your previous code. So hopefully, that will be helpful for you.

Here is a quick visual of the pre-formatted report. You can tell it is chalk full of information and really easy to read. That was facetious. NSLDS is on a mainframe, so you know, it's a mainframe-generated report at this point. We're looking at technology to make our reports prettier, but we're not there quite yet. So this report is also available in extract as well as – extract as in its fixed length, or in CSV, comma, separated value format as well. So that is out there and available for you. If you were to want to utilize the web to view the list of delinquent borrowers, you would go to the A tab, and you'll notice the delinquent borrowers link underneath the A tab has been – is in yellow. That means we clicked on it, and that's what's being displayed.

This is the retrieve, the delinquent borrowers retrieve page, and it allows you to set the same report parameters for display on the web as it does in what's going to be delivered to you via SAIG. However, I will caution you that if there are a lot of borrowers that qualify for a retrieval, it will take a little bit of time to populate. Remember, I mentioned that 334 million loans. This scans quite a large number of records in order to identify those particular loans, so if it's not a small number, this could take some time to retrieve. But then, you can see this is just as pretty as the mainframe report. Again, I'm being facetious.

We will display the borrower contact information, and hopefully enough loan information to – if you're trying to work with a subset

of delinquent borrowers. However, we also – if you look to the left, we do provide the little blue button, which if you press that button or click on that button, it'll take you to the loan history page for that borrower. And then that hopefully will allow you to dig in a little bit deeper. What I really see this useful for is if you need to identify your borrowers that are in your more delinquent categories down there at the bottom. Those are probably the borrowers that you're most interested in working with because they're really delinquent.

This may be useful if you identify those quickly and work with those borrowers ASAP. Again, this doesn't include GA held loans. It's only federally serviced loans, and this is one of the reports that we do have address, phone number, and e-mail as it's been reported to NSLDS by the federal loan servicer. So we – the department has been looking into what kind of address information is permissible to share with the school community. We know that you guys want to know where that borrower is, but of course, there's all sorts of privacy concerns over the release of address data, good or bad. It is what it is.

So we were able to add address information to this report because we know there's a very specific purpose to contacting delinquent borrowers. We have recently been given the go-ahead with adding other address elements to other reports or to new reports, so you can look forward to hearing about that in the near future. That's about all I can share at this point. It's still a little ways off. But we are going to look at how NSLDS can distribute to schools the address information that's been reported to NSLDS. So that's kind of a cool thing.

Delinquent borrowers report is generated on the number of days delinquent. So I do want to remind you that if you run the delinquent borrowers report but you don't plan on using it until next week or the next month, you may want to wait until a little closer to time when you're going to use it because delinquency changes pretty frequently. I'm getting ready to kick off a little initiative with the federal loan servicers to ensure their delinquency data is being reported in a timely manner.

We've heard from schools mixed reviews on whether or not it is, so I am going to sit down with them and meet with the servicers bi-weekly to talk about all their data, integrity related issues, and this is the next big thing we're going to talk about. There's federal – a couple servicers in the room who can ask me questions later.

So also, you know, the days delinquent can be calculated based on the school portfolio report as well, so if you're running the school portfolio report, you may not need the delinquent borrower report also, except for the school portfolio report does not have address data in it. So that is a little bit different, but that is what it is right now. The date entered repayment report. Okay, it's five after, so we're going to do one more report. I do want to talk about this because we've had tons and tons and tons of questions about the date entered repayment report that I think we have – we're definitely going to add some clarification around this in our next NSLDS newsletter. The date entered repayment report is a tiny bit misleading.

This report is generated based on the date that a loan is scheduled to go into repayment, but there's other criteria behind the report that specifies that we only return borrowers who are scheduled to go to repayment in a particular timeframe and are also currently enrolled. So if we have withdraw or a separation or any non-currently enrolled enrollment status reported to NSLDS, those borrowers will not be populated to this report. So we heard from schools that they were utilizing this report to start to identify the denominator or their cohort default rate. This will not work for that unless the borrower is still enrolled. So I would not suggest utilizing this report for that functionality.

So please, please, please take that into consideration as you're out there utilizing the NSLDS reports. The original idea behind this report is that it would help schools identify who is ready to be exit counseled – or to have exit counseling. That's why – that's how this report was designed about ten years ago. I think maybe a little bit of that purpose has not been conveyed as we've moved – well, it was so many years ago. I think we kind of just lost sight, so we're going to provide some clarification in a publication next month.

Here is an example of the report again. It's very user friendly and easy to read. So again, this is one of those reports that I suggest utilizing the extract version if you are going to use to slice and dice, upload it into your systems and your shops instead of using this pretty, pre-formatted report. We do also have the school repayment information reports. These are reports that are out there underneath the org tab that are a moving numerator and denominator that kind of are designed to help you trend a little bit about the cohort default rate information. However, it is not your cohort default rate information.

In fact, on NSLDS, it's not even the same programs that calculate your cohort default rates. It's separate programming. So the numerator and denominator move based upon the current date. We calculate these rates each month, and the idea – and we call it repayment information rates on purpose, not cohort default rates. So we're looking at based on a given month of loans entering repayment, how many of those loans defaulted. I should say on a given month, we're looking at a given time period, a yearly time period. So we did go ahead and update the report to include both 24 and 36 months worth of information since we are now doing 24 and 36-month cohort default rates.

So I know it's really confusing. We keep saying this isn't related to cohort default rates, but then we make similar changes, but it's mainly the purpose here is to use for trend analysis. Here is a visual of what it looks like on the website. We always only make the current month available for download. Usually, it calculates on the first or second day of the month for the previous month, so if you are looking to download this information, you probably want to look at doing that after each monthly calculation occurs.

And again, this one is available in extract only. In this particular example, I did go ahead and kind of separate them out into columns a little bit, but just bare in mind, it is an extract only report. And we didn't think we'd really make it to the security report, so we're not going to talk about them. Again, Larry is right. If you want to talk to us about the security reports, we're here to help. Our customer service center is happy to help, as well as the folks up in the PC lab. Those are the same guys that you're talking to on the phone, so they're pretty knowledgeable folk, and they can be able to help you quite a bit. So that said, Larry and I are going to stick around a little while to answer questions up here, and feel free to come talk to us.

We also have a panel of experts down here that can help us assist if we get mobbed. Thanks, guys. Have a great conference.

*[End of Audio]*