
Sources of Assistance for Schools

May 2004

U.S. Department of Education



F E D E R A L
S T U D E N T A I D

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Preface

Overview

This guide contains all communication references previously found in the following technical references and desk references published by the U.S. Department of Education (ED).

These references include phone numbers, e-mail addresses, Web site addresses, etc., and often have brief explanations of the entry's purpose, which are primarily found as bullets.

Note: All references are subject to change. This document will be updated and reposted as needed. You can download the software and the related user documentation (including the technical and desk references found above) from the U.S. Department of Education's Federal Student Aid Download (FSAdownload) Web site located at FSAdownload.ed.gov.

Legend

This directory includes frequently used communication references such as:

AVR Automated Voice Response

ET Eastern Time

 E-mail addresses

 Fax numbers

 Hours

 Telephone numbers

 Web site addresses

Campus-Based Programs

877/801-7168 

 703/761-0220

 *Hours are 8 a.m. - 8 p.m. (ET), Monday through Friday*

Electronic FISAP Administrator

1953 Gallows Road
Suite 300
Vienna, VA 22182

- Campus-Based Funding
- FISAP Application and Expenditure Report
- FISAP on the Web

Campus-Based Contact Information	
E-mail Address	cbfob@ed.gov
IFAP Web page	ifap.ed.gov
FISAP on the Web	cbfisap.sfa.ed.gov

Case Management Teams

- Audit Resolution
- Financial Analysis
- Program Reviews
- School and Program Eligibility/Recertification
www.eligcert.ed.gov
- Technical Assistance

Team	☎
<i>Boston Team</i> (CT, ME, MA, NH, RI, VT)	617/223-9338
<i>New York Team</i> (NJ, NY, PR, Virgin Islands)	212/264-4022
<i>Philadelphia Team</i> (DC, DE, MD, PA, VA, WV)	215/656-6442
<i>Atlanta Team</i> (AL, FL, GA, MS, NC, SC)	404/562-6315
<i>Chicago Team</i> (IL, MN, OH, WI)	312/886-8767
<i>Dallas Team</i> (AR, LA, NM, OK, TX)	214/880-3044
<i>Kansas City Team</i> (IA, KS, KY, MO, NE, TN)	816/268-0410
<i>Denver Team</i> (CO, MI, MT, ND, SD, UT, WY)	303/844-3677
<i>San Francisco Team</i> (AZ, CA, HI, NV, American Samoa, Guam, Federated States of Micronesia, Palau, Marshall Islands, Northern Mariana Islands, Wake Islands)	415/556-4295
<i>Seattle Team</i> (AK, ID, IN, OR, WA)	206/615-2594
<i>Foreign Schools Team</i>	202/377-3168

Common Origination and Disbursement (COD)

Pell Grant Program

800/4PGRANT ☎
or **800/474-7268**

Direct Loan Program

800/848-0978 ☎

COD School Relations Center

800/474-7268 ☎

Applicant Services Line

800/557-7394 ☎

**Telecommunications Device for the Deaf
(TDD/TTY)**

877/461-7010 ☎

 CODSupport@acs-inc.com

 cod.ed.gov

 877/623-5082

 *Hours are 8 a.m. - 8 p.m. (ET), Monday through Friday*

General COD Inquiries:

- COD General Inquiries
- COD Processing Updates
- COD System Interface Issues
- COD School Testing
- COD Technical Reference questions
- COD Web Questions
- Custom System (Mainframe) Assistance
- Customer Support of Client Account Managers (CAMS)
- Document/Batch Integrity Errors
- Document/Batch Processing Status
- Full Participant Setup
- Rejected Documents/Batches
- Responses/Acknowledgements
- Customer Support of Client Account Managers (CAMS)

Continued...

Common Origination and Disbursement (COD)

Pell Grant Program:

- Current Funding Level
- Data Requests
- Pell Administrative Cost Allowance
- Pell Post-Deadline Processing
- Potential Overaward Process (POP)
- Prior Award Year (RFMS) Processing
- Reconciliation
- Verification Status Code Processing

Direct Loan Program:

- DL Reports (ex. FDL, DL Rebuild, 30-Day Warning)
- PLUS Loan Borrower Issues
- Prior Award Year (LOC) Processing
- Publication Ordering and Fulfillment
- Reconciliation/Closeout for Current and Prior Award Years
- Refunds of Cash (Return of Title IV Funds)
- Sub/Unsub/PLUS Master Promissory Note (MPN)

Applicant Services Line:

- Credit Appeal Overrides
- Endorser Application Questions
- PLUS Loan Borrower Issues

Useful COD Addresses:

Promissory Note Manifests

Common Origination and Disbursement
P.O. Box 5692
Montgomery, AL 36103-5692

Overnight Address:

Common Origination and Disbursement
474 South Court St. Suite 400
Montgomery, AL 36104-4102

Refunds of Cash*

Direct Loan:

U.S. Department of Education
P.O. Box 9001
Niagara Falls, NY 14302

Pell Grant:

U.S. Department of Education
P.O. Box 952023
St. Louis, MO 63195-2023

*Sending refunds through the GAPS web site at e-grants.ed.gov/gapsweb/epWelcome.asp is the preferred method of returning funds to the Department of Education

CPS/SAIG Technical Support

800/330-5947 

Telecommunications Device for the Deaf (TDD/TTY)

800/511-5806 

 cpssaig@pearson.com

 319/665-7662

 *Hours are 8 a.m. - 8 p.m. (ET), Monday through Friday*

FAA Access on the Web:

 fafsa.ed.gov/faa/faa.htm

References and Documentation:

 fsadownload.ed.gov/docsStudentAidGateway.htm

SAIG Enrollment:

 fsawebenroll.ed.gov

Software:

 fsadownload.ed.gov/software.htm

Web Demonstration Site:

 fafsademotest.ed.gov

To access the system use the following:

User Name: **eddemo**

Password: **fafsatest**

- For users to become familiarized with the CPS Web Applications products.
- This site offers all the functionality features of the production site.
- Training on FAFSA on the Web (FOTW).
- Demo system for hands on training.

Continued...

CPS/SAIG Technical Support

- CPS Batch Status
- CPS Test System
- Custom/Combo/Mainframe Support
- EDE Enrollment and Participation
- Electronic Access Conference Information (EAC)
- FAA Access to CPS Online
- Rejected EDE Records and Batches
- FSAdownload.ed.gov
- Renewal FAFSA Processing
- SAIG Support, including Restoring Batches, Password Changes and Resets, and Transmission Errors

Software Assistance

- *DL Tools*
- *EDconnect*
- *EDExpress*
- *ISIR Analysis Tool (formerly QA Tool)*
- *Return of Title IV Funds*
- *SSCR*

Technical References	
• <i>COD Technical Reference- Direct Loan, Pell, and Direct Loan Tools combo school sections</i>	• <i>Packaging Technical Reference</i>
• <i>EDE Technical Reference</i>	• <i>SSCR Technical Reference</i>

Debt Collection Service Information Center (DCSIC) **800/621-3115**

Telecommunications Device for the Deaf (TDD/TTY)

877/825-9923 

 dcshelp@pearson.com

 ed.gov/offices/OSFAP/DCS

 *Hours are 8 a.m. – 10:00 p.m. (ET), Monday through Saturday (excluding Federal holidays)*

The DCSIS provides information on defaulted student aid debt held by the U.S. Department of Education.

- Amount and Date of Last Payment
- Balance Inquiries
- Borrower Account Disputes
- Credit Bureau Reporting Disputes
- Discharge Forms or Financial Statement Requests
- Establish Account Billing
- Establish Electronic Debit Payment Option
- Federal Offsets (Including Tax Offsets)
- General Loan Repayment Information
- Referral to Collection Agency
- Referral to Guarantee Agency

Direct Loan Consolidation

800/557-7392 

 loan_consolidation@mail.eds.com

 loanconsolidation.ed.gov

 *Hours are 8 a.m. – 8 p.m. (ET), Monday through Friday*

- Application Status
- Borrower Counseling
- Certifications
- Consolidation
- Fund Approved Loans
- Lender Identification
- Process Applications
- Processing
- Promissory Notes
- Repayment Information
- Supplemental Information

Direct Loan Servicing Center

Borrower Services

800/848-0979 

Telecommunications Device for the Deaf (TDD/TTY)

800/848-0983 

 dlservicer.ed.gov

 www.dl.ed.gov

 800/848-0984

 *Hours are 8 a.m. – 8:30 p.m. (ET), AVR available 24 hours a day, 7 days a week*

- Borrower Account Inquiries
- Deferments/Forbearances
- Payment Inquiries
- Repayment Options

School Services

800/877-7658 

 www.dl.ed.gov/schools

 *Hours are 8 a.m. – 8:30 p.m. (ET), Monday through Friday*

- Booking Dates
- Delinquency Issues
- Interface Issues
- Entrance and Exit Interview
Counseling Reports
- Payments
- Separation Dates
- NSLDS Conflicts

eMPN Web site

800/848-0978 



CODSupport@acs-inc.com



dlenote.ed.gov

The electronic MPN Web site (dlenote.ed.gov) allows a student borrower to complete and sign an MPN over the Web as an alternative to using a paper MPN. (Note that it is *not* required; the borrower may contact the financial aid officer at the school to complete the MPN using the paper process.)

The student needs to have a PIN (issued from the U.S. Department of Education) to begin the process. If the student does not have a PIN, direct him or her to the PIN Web site at www.pin.ed.gov. The student will also need the appropriate browser and an Acrobat Reader 4.0 or 5.0, all of which are available for no charge on the E-note Web site.

Only the following loans are eligible for this electronic process:

- Direct Subsidized Loans
- Direct Unsubsidized Loans
- Direct Consolidation Loans (application and promissory note)

Experimental Sites Initiative

 ExperimentalSites@ed.gov

Contact: Jacquelyn Bannister

202/377-4376 

 Jackie.Bannister@ed.gov

 ed.gov/offices/OSFAP/expsites

Federal Student Aid Information Center (FSAIC)

800/4-FED-AID 

or **800/433-3243**

Telecommunications Device for the Deaf (TDD/TTY)

800/730-8913 

Overseas Callers*

*For those who are unable to access the toll-free service number.

319/337-5665 

 studentaid.ed.gov

 *Hours are 8 a.m. – Midnight (ET), Monday through Friday and 9 a.m. – 6 p.m. (ET) Saturday (excluding Federal holidays)*

- Address and School Changes
- Assistance Completing the FAFSA and Correcting the SAR
- FAFSA Status
- Providing Student Borrowers with the Name and Phone Number of the Holder of their Loans
- Requests for Duplicate SARs
- Requests for Single Copies of Publications
- Student Financial Aid Program Questions

FAFSA on the Web (for Student Access):

 fafsa.ed.gov

- FAFSA on the Web, Spanish
- FAFSA on the Web, Correction on the Web, Renewal on the Web, and Student Access on the Web Assistance
- General Questions on Electronic Filing
- Technical Assistance for FAFSA on the Web site
- On-line Chat
- Links to: U.S. Department of Education, Federal Student Aid (FSA), and *The Student Guide*

Continued...

Federal Student Aid Information Center (FSAIC)

PIN Registration Site (for Student and Parent Access):

 pin.ed.gov

- Address Change
- Apply for a PIN
- Change, Enable, and Disable a PIN
- Links to: U.S. Department of Education, Federal Student Aid (FSA), and *The Student Guide*
- PIN Request and Information
- Request a Duplicate PIN

Student Aid on the Web

 studentaid.ed.gov

Student Aid on the Web is the U.S. Department of Education's gateway to student-centered, financial-aid-related information and the steps involved in planning for education beyond high school. This Web site offers students and their families a single source of free information on choosing a career, selecting a school, and identifying resources to pay for higher education. The site includes functionality to pre-populate the Free Application for Federal Student Aid (FAFSA).

- **Preparing:** Find out what students need to do to prepare for education beyond high school
- **Choosing:** Get advice on how to find the right school for a student
- **Applying:** Learn how to navigate the school application process
- **Funding:** We can help make a student's education affordable
- **Attending:** Get the facts on financial aid, how to maintain it, and what to do when school's over
- **Repaying:** What you need to know about repaying student loans

FSA Assessments

 ifap.ed.gov/IFAPWebApp/qualityassurance/SFAAssessment.jsp

The FSA Assessments are on-line Tools to prevent and/or identify compliance issues, implement Management Enhancements (Action Plans) for noted problems and share Effective Practices. The FSA Assessments are designed to be used in a variety of ways: schools can use the assessments to resolve issues found in annual audits or program reviews, assist with training new staff in their offices, prepare for audit or program reviews or, use as a means to be proactive and promote continuous improvement.

There are links to the Assessments from the Schools Portal and IFAP. The link from the Schools Portal is listed on the left hand side under Resources and Training, entitled FSA Assessments Tool. The link on IFAP is listed under Tools for Schools, entitled FSA Assessments. Access our website directly at ifap.ed.gov/qualityassurance. Once you arrive at our home page, click "Tools for Schools" on the left hand side. Then, click the FSA Assessments icon.

The assessments can help a school:

- Anticipate and address problems
- Spot-check the systems used to manage information
- Prepare for audits or other reviews
- Maximize the efficiency of staff in handling their duties
- Revise approaches according to campus needs - and do so continually

The four categories of FSA Assessments are Students, Schools, Managing Funds, and Campus Needs. The areas selected represent common sources of problems for schools and the ones that have the potential to result in liabilities.

Over 22 modules include:

- Worksheets and activities to test compliance
- Questions about a school's practices
- Hyperlinks to regulations, law, Handbooks, Dear Partner Letters, and other references/sources

FSA Ombudsman

For Financial Aid Recipients

877/557-2575 

For Schools, Lenders, and other entities

202/377-3800 

Telecommunications Device for the Deaf (TDD/TTY)

202/377-3800 



fsaombudsmanoffice@ed.gov



ombudsman.ed.gov



Hours are 8:30 a.m. – 8:30 p.m. (ET), Monday through Friday (excluding Federal holidays)

The Federal Student Aid Ombudsman is an impartial resource to help resolve student loan concerns when other approaches fail. The Ombudsman helps customers:

- Resolve discrepancies with loan balances and payments
- Resolve issues related to tax refund offsets and bankruptcies
- Understand loan interest and collection costs
- Understand loan discharge and cancellation provisions

When contacting the Ombudsman Office, be ready to:

- Identify the problem and the reasons behind it,
- Define expectations,
- Describe actions already taken to resolve the problem, and
- Supply documentation to support your position.

FSA Customer Service Call Center (CSCC)

800/433-7327 

 fsa.customer.support@ed.gov

 202/275-5532

 *Hours are 9 a.m. - 5 p.m. (ET), Monday through Friday*

- Title IV Policy and Regulation Questions
- Help with Contacting Other Staff in the U.S. Department of Education

FSA Schools Portal

 fsa4schools.ed.gov

- **FSA Links:** all FSA Web-enabled systems
- **FSA Headlines:** categorized as either "FSA News" or "FSA Policy and Rule Changes"
- **FSA Search Tool:** across the "links" and/or within IFAP publications
- **My FSA:** customize the look of Your Portal Home Page
- **FSA Calendar:** deadline dates, training/conferences, events, and NPRM comment due dates

IFAP Information for Financial Aid Professionals

 ifap.ed.gov

- Law and Regulations
- Letters and Bulletins
- On-Line References
- Policy Guidance
- ED Publications (Current and Archived)
- Tools for Schools
- Worksheets, Schedules, and Tables

*E-mail subscription service available at ifap.ed.gov. Click on Member Services in the left column of the IFAP home page.

FSATECH Listserv



ed.gov/offices/OSFAP/services/fsatechsubscribe.html

FSA Tech is a listserv where financial aid professionals can ask and get answers to their technical questions about FSA's software or systems. Listserv subscribers will also automatically get "hot" news flashes about processing and software issues. For more information about FSATECH including how to subscribe, visit the FSA Schools Portal: Listservs & Mailing Lists at the Web site listed above.

Grant Administration and Payment System (GAPS) **888/336-8930**

Telecommunications Device for the Deaf (TDD/TTY)

866/697-2696 

 e-grants.ed.gov

 *Hours are 8 a.m. - 6 p.m. (ET), Monday through Friday*

- Initiate Payment Requests and Refunds
- Check Available Balances
- Print Activity Reports
- View Payment Requests

National Student Loan Data System (NSLDS)

800/999-8219 

 nslds@pearson.com

 *Hours are 8 a.m. - 9 p.m. (ET), Monday through Friday*

FAA Professionals (Restricted System–Authorized Personnel Only):

 nsldsfap.ed.gov

- Cohort Default Rates
- Custom Reports
- Data Provider Schedules
- Enrollment Reporting Schedules
- Loan History/Detail
- Online Enrollment Reporting
- Organizational Contacts
- Organizational Search
- Overpayments
- Pell Grant Information
- Reported Enrollment History
- Transfer Student Monitoring

Students:

 www.nslds.ed.gov

Quality Assurance Program Staff

 ifap.ed.gov/IFAPWebApp/qualityassurance/Default.htm

If you have a question about your participation in the Quality Assurance Program or similar issues, we suggest you call or write to your contact person listed below in the School Relations Branch at the Department of ED. For technical support for the ISIR Analysis Tool software, contact CPS/WAN Technical Support.

Contact	Region	Phone	E-mail
Holly Langer-Evans	1, 2, 5	617/565-6192	Holly.Langer-Evans@ed.gov
Francine Reeves	3, 4, 6, 7	404/562-6289	Francine.Reeves@ed.gov
Michael Cagle	8, 9, 10	206/615-2586	Michael.Cagle@ed.gov

We encourage you to join the QA Listservs.

Two are available to the QA team:

- QA Director
- QA Team

To subscribe to one or both of the Listservs, please e-mail Tsze Chan at the American Institutes for Research at TChan@air.org.

School Cohort Default Rates **202/377-4258** or **202/377-4259**

 fsa.schools.default.management@ed.gov

 ifap.ed.gov/DefaultManagement/DefaultManagement.html

 202/275-4511

Director: Patricia Trubia, 202/377-4258

Acting Operations Team Leader: Patricia Trubia, 202/377-4258

Appeals Team Leader: Donna Bellflower, 202/377-3196

Administrative: Carolyn Bush, 202/377-4257

Default Management:

- Creation and Distribution of the Cohort Default Rate Guide, available electronically at ifap.ed.gov/drmaterials/finalcdrg.html
- Resolution of Cohort Default Rate Challenges/Adjustments/Appeals
- Semi-Annual Calculation and Dissemination of School Cohort Default Rates
- Respond to School Cohort Default Rate Query Requests
- Provide Cohort Default Rate Information via Default Management's Web site at www.ed.gov/offices/OSFAP/defaultmanagement

Continued...

School Cohort Default Rates

Team	Default Management Adjunct	☎
<i>Atlanta Team</i> (AL, FL, GA, MS, NC, SC)	Rosemary Foltis	202/377-3198
<i>Boston Team</i> (CT, ME, MA, NH, RI, VT)	Zachary Vroman	202/377-4256
<i>Chicago Team</i> (IL, MN, OH, WI)	Beverly Stern	202/377-3195
<i>Dallas Team</i> (AR, LA, NM, OK, TX)	Mary McGeorge	202/377-3199
<i>Denver Team</i> (CO, MI, MT, ND, SD, UT, WY)	Beverly Stern	202/377-3195
<i>Kansas City Team</i> (IA, KS, KY, MO, NE, TN)	Zachary Vroman	202/377-4256
<i>New York Team</i> (NJ, NY, PR, Virgin Islands)	Donna Bellflower	202/377-3196
<i>Philadelphia Team</i> (DC, DE, MD, PA, VA, WV)	Linda Young	202/377-4255
<i>San Francisco Team</i> (AZ, CA, HI, NV, American Samoa, Guam, Federated States of Micronesia, Palau, Marshall Islands, Northern Mariana Islands)	Francis Robinson	202/377-3192
<i>Seattle Team</i> (AK, ID, IN, OR, WA)	Rosemary Foltis	202/377-3198

School Relations Division - Account Managers

- Program and Technical Assistance
- Training
- Site Visits

Region	☎
<i>Region I</i> (CT, MA, ME, NH, RI, VT)	617/565-6911
<i>Region II</i> (NJ, NY, PR, VI)	212/264-8012
<i>Region III</i> (DC, DE, MD, PA, VA, WV)	215/656-5998
<i>Region IV</i> (AL, FL, GA, KY, MS, NC, SC, TN)	404/562-6259
<i>Region V</i> (IL, IN, MI, OH, WI)	312/886-8766
<i>Region VI</i> (AR, LA, NM, OK, TX)	214/880-2405
<i>Region VII</i> (IA, KS, MO, NE)	816/268-0444
<i>Region VIII</i> (CO, MN, MT, ND, SD, UT, WY)	303/844-3677
<i>Region IX</i> (AZ, CA, HI, NV, American Samoa, Guam, Federated States of Micronesia, Palau, Marshall Islands, Northern Mariana Islands)	415/556-4201
<i>Region X</i> (AK, ID, OR, WA)	206/615-2231

Training and Conference Information and Registration 202/377-3941 ①

Training for Financial Aid Professionals (TFAP):

 ed.gov/offices/OSFAP/training/index.html

- Formerly FSA University
- Current and Future Training Activities and Learning Recourses Provided by the FSA Programs
- On-line Registration
- Training for New Financial Aid Professionals
- Training for Specific Functions

FSA Conferences:

 edeworkshop.ncspearson.com

- Electronic Access Conference (EAC) Information
- Software Developers Conference Information
- Spring Conference Information
- Future Conference Information