

## **PROJECT EASI/ED BARD VERSION 2.0 REQUIREMENTS CHANGE SUMMARY**

### **Added Requirements**

- 1282: The system shall provide a single point of interface for accessing student aid data other than Title IV aid.
- 1446: The system shall notify schools and participants when two or more disbursement records are received from different schools for the same academic period and the same participant.
- 1447: The system shall allow schools to select for which programs they will receive duplicate origination or disbursement notification, except for duplicate Pell disbursement notification, which is mandatory.
- 2422: The system shall accept rejection of automatic deferment from participants related to automatic in-school deferments.
- 2552.08: The system shall record the wait time and duration for each call.
- 2552.09: The system shall record dropped call information.
- 2552.10: The system shall track the number of busy signals received by customers.
- 2552.11: The system shall track the number of calls and correspondence received.
- 2552.12: The system shall track the response times to correspondence and calls.
- 2552.13: The system shall provide information and materials to external parties.
- 2552.14: The system shall categorize calls and correspondence to determine general inquiry types.
- 2552.15: The system shall generate statistics by category, by caller type, and by process/problem source, about inquires addressed and inquires unanswered.
- 2552.16: The system shall implement a callback and survey system to monitor customer service satisfaction.
- 2552.17: The system shall maintain customer satisfaction and customer service performance information.
- 2552.18: The system shall provide multilingual customer service.
- 2552.19: The system shall monitor calls and inform callers that the call may be monitored.
- 2552.20: The system shall capture the date, time, customer service representative, and customer for each call and correspondence received.
- 2552.21: The system shall capture free form text of customer comment, inquiry, and response associated with each call and correspondence.
- 2552.22: The system shall maintain a priority for each call and correspondence.

- 2552.23: The system shall provide the ability to assign a priority to each call and correspondence.
- 2552.24: The system shall maintain contact center and customer service representative profile information.
- 2552.25: The system shall provide proactive communication to management and users on known/potential problems and provide data and analytic strategies to support the development of recommended solutions.
- 2552.26: The system shall maintain customer profile information.
- 2552.27: The system shall provide context specific assistance to customers to guide them through inquiries and help solve problems.
- 2552.28: The system shall provide proactive communication to alert appropriate parties of predictable change related to aid status of participants.
- 3572: The system shall provide cohort default rates and corresponding back up data to the appropriate parties.
- 5210: The system shall apply transactions across multiple award years at the student level.
- 5220: The system shall reconcile budgetary account balances with program level budget information on a real-time basis.
- 5230: The system shall receive and post returned funds.
- 5240: The system shall send returned fund information to ED/CFO.
- 5250: The system shall aggregate student transaction information to the school and program award year level.
- 5260: The system shall adjust school awards and authorizations if necessary.
- 5270: The system shall receive transaction and balance information from ED/CFO.
- 5280: The system shall track Perkins loan portfolio balances and FCC disbursed amounts per school per award year.
- 5290: The system shall automatically reconcile transactions with the appropriate program level detail or general ledger at the appropriate level of detail for the respective program.
- 5300: The system shall allow expenditures to move between award years and programs.
- 5310: The system shall process prior year award adjustments when necessary.
- 5320: The system shall track debits and credits on the GA and Lender level for FFELP.
- 5322: The system shall track debits and credits on the student level for Direct Loans, loans assigned to ED for debt collection, and for Pell Grants.

- 5324: The system shall track debits and credits on the school level for Campus Based programs and for Direct Loans.
- 5330: The system shall accept third party Quality Control Review flagging, audit acceptance or rejection, audit rejection reason information, and auditors debarment information.
- 6010: The system shall receive Hope Scholarship and Lifetime Learning Credit information from schools.
- 6020: The system shall report Hope Scholarship and Lifetime Learning Credit information to Treasury on behalf of schools.
- 6030: The system shall report Hope Scholarship and Lifetime Learning Credit information to participants on behalf of schools.
- 6040: The system shall automatically reevaluate participant eligibility when participant record changes occur and notify appropriate parties of the eligibility determination.
- 6050: The system shall perform incarcerated applicant matches with the Social Security Administration upon aid application.
- 6060: The system shall generate, disseminate, and manage PIN numbers or interface with external authentication sources.
- 6070: The system shall use the PIN number for confidentiality, authentication, integrity, and non-repudiation where required.
- 6080: The system shall notify an applicant of the proper point of contact when the applicant's eligibility is denied.
- 6090: The system shall charge a fee to students whose loans owned by ED are assigned to collection agencies.
- 6100: The system shall perform netting out of underpayments and overpayments for loan holders in Loan Consolidation.
- 6110: The system shall accept SSIG applications from states.

#### **Changed Requirements**

- 1280: The system shall provide a single point of interface for maintaining student aid data for Title IV aid.

*Previous wording: The system shall provide a single point of interface for receiving student aid data and payment history for Federal loans.*

- 1310: The system shall maintain records of financial aid receivables and balances due from schools to ED by program, by year, by school, and by student.

*Previous wording: The system shall maintain records of financial aid receivables due from schools to ED.*

- 1350: The system shall maintain an audit trail of all student aid origination records, disbursement records, adjustments and cancellations by program by student by fund source, and by school.

*Previous wording: The system shall maintain an audit trail of all student aid origination and payment records by program by student.*

- 1445: The system shall notify schools and participants when two or more origination records are received from different schools for the same academic period and the same participant.

*Previous wording: The system shall notify schools and participants when two or more Pell Grant origination records are received from different schools for the same academic period and the same participant.*

- 1456: The system shall calculate Pell Grant Administrative Cost Allowance (ACA) due to schools and generate payment requests.

*Previous wording: The system shall calculate Pell Grant Administrative Expense Allowance (AEA) due to schools and generate payment requests.*

- 1510: The system shall provide disbursement records, adjustment, and cancellations to ED satellite offices, currently ED Regional Offices, for schools that have been placed on ED's reimbursement program or who are involved in the cash monitoring method.

*Previous wording: The system shall provide disbursement records, adjustment, and cancellations to ED Regional Offices for schools that have been placed on ED's reimbursement program.*

- 1520: The system shall receive accepted/rejected origination records, disbursement records, adjustments, and cancellations from ED satellite offices, currently ED Regional Offices.

*Previous wording: The system shall receive accepted/rejected disbursement records, adjustments, and cancellations from ED Regional Offices.*

- 1650: The system shall receive reinsurance claim information from guaranty agencies.

*Previous wording: The system shall receive reinsurance fee information from guaranty agencies.*

- 1652: The system shall confirm reinsurance claim data received from guaranty agencies, generate payment requests, and send the payment request to ED/CFO for payment.

*Previous wording: The system shall confirm reinsurance fee data received from guaranty agencies, generate payment requests, and send them to ED/CFO for payment.*

- 1654: The system shall maintain reinsurance claim information received from guaranty agencies.

*Previous wording: The system shall maintain reinsurance fee information received from guaranty agencies.*

- 1656: The system shall send approvals/rejections of AEA and reinsurance claim information to guaranty agencies.

*Previous wording: The system shall send approvals/rejections of AEA and reinsurance fee information to guaranty agencies.*

- 1770: The system shall determine the eligibility of participants for Federal financial aid, including verification of student default status, grant overpayment status, and award threshold amount for the aid program and the calculation of a participant's Expected Family Contribution (EFC).

*Previous wording: The system shall determine the eligibility of participants for Federal financial aid, including the calculations of a participant's Expected Family Contribution (EFC).*

- 2420: The system shall initiate an automatic in-school deferment for eligible participants and notify participants of their in-school deferment status.

*Previous wording: The system shall notify participants if they are eligible for in-school deferment when they enter repayment status.*

- 2552.01: The system shall accept and respond to calls.

*Previous wording: The system shall accept and respond to phone calls.*

- 3210: The system shall receive school fiscal operations data and application for Campus Based funds from schools.

*Previous wording: The system shall receive FISAP data from schools.*

- 3220: The system shall provide school fiscal operations data and application for Campus Based funds to IFMD.

*Previous wording: The system shall provide FISAP data to IFMD.*

- 3230: The system shall provide school start/stop payment orders to ED/CFO.

*Previous wording: The system shall provide school start/stop payment orders to ED/CFO when they are issued by ED/OPE/IPOS.*

- 3570: The system shall provide authorized users the ability to request calculation of a school cohort default rate.

*Previous wording: The system shall calculate and provide school cohort default rates to guaranty agencies.*

- 5070.01: The system shall calculate the costs charged to schools, lenders, guaranty agencies, and other entities (including state agencies and private agencies) for system services usage.

*Previous wording: The system shall calculate the costs incurred by schools, lenders, and guaranty agencies for system services usage.*

### **Deleted Requirements**

- 3020: The system shall maintain school FISAP data.

- 3550: The system shall calculate and provide school cohort default rates to IPOS.
- 3560: The system shall calculate and provide school cohort default rates to schools.