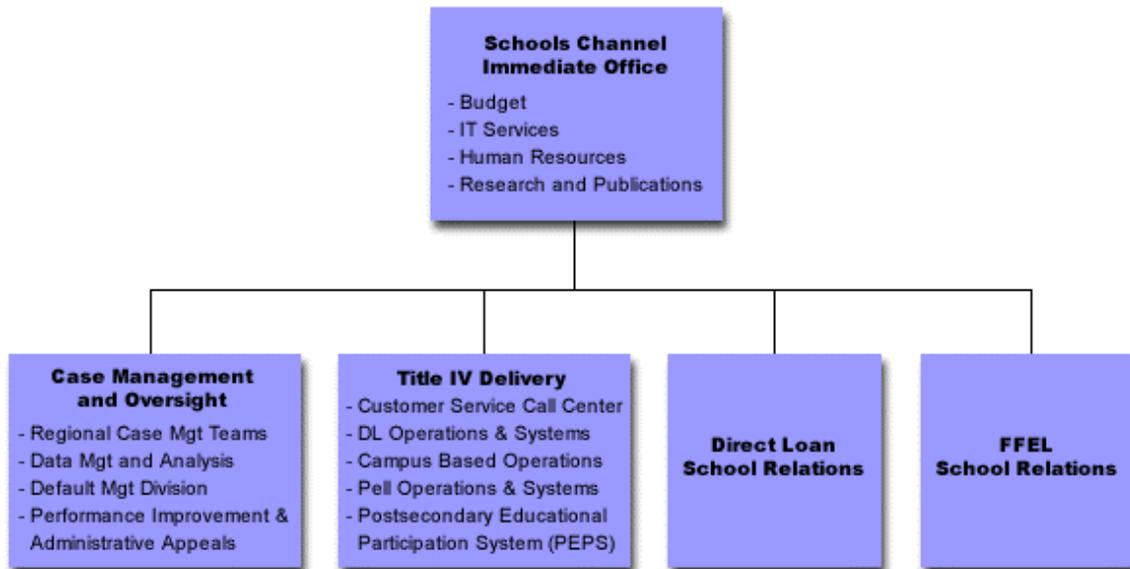


Office Functions



Part I: Description of Office Functions

*Staff Names and Phone Numbers are listed on the FSAnet/Schools Channel Web Page: <http://sfanet/schools/> (See **Office Functions**)*

TITLE IV DELIVERY **Jane Holman Acting**

Common Origination Disbursement (COD) — The COD system for Pell Grants, Direct Loans, and (optional) Campus-Based programs began operation in Spring 2002, supported by a customer-service center. All schools can use the COD Web site to view 02-03 Pell Grant and Direct Loan payment information. Mainframe schools that are full COD participants use a student-centric record (XML format) to exchange origination and payment information for Pell and Direct Loans. The COD initiative is managed from the Immediate Office of the Director of Title IV Delivery.

Web site: cod.ed.gov

Campus-based Programs — To participate in the Campus-Based Programs, a school must submit a FISAP (fiscal operations report for the previous award year and application for funds for the coming award year) by October 1 each year. Unlike Pell and Stafford/PLUS loans, each school is awarded a set amount, based on a statutory formula using FISAP data, for its Perkins Loan, Federal Work Study, and Supplemental Educational Opportunity Grant programs. The school selects the individual recipients based on financial need. During the month of August, the Campus-Based Operations Office reallocates returned funds to other that have met the community service requirement and have requested additional funds. Funds that are reallocated can ONLY be used to pay students who are employed in community service. The FISAP is now submitted on-line and customer service is provided through an independent call center.

Web site: cbfisap.sfa.ed.gov

The Systems and Operations offices in the Union Center Plaza building (DC) --

- *Allocate, deliver, and manage CB funds*
- *Update FISAP, obtain OMB approval*
- *Oversee testing and development of FISAP software & technical reference, and processing of FISAP data.*
- *Publish Teacher Cancellation Low Income Directory and issues cancellation payments to schools*
- *Coordinate the Default Reduction Assistance Program (DRAP) with schools*
- *Place tentative and final Campus Awards funds in GAPS, and close out awards in GAPS*
- *Engage in Skip Tracing for Perkins loans (but not other loans)*
- *Approve Campus Based Waivers such as under-use, community service matching, and Title III.*
- *Assist schools with Work College issues, Perkins Portfolio Liquidation, and Excess Liquid Capital issues*

Direct Loans — Schools currently send borrower data to FSA's Direct Loan system, which is supported by the Loan Origination Center. This data is used to support and adjust the school's authorization to draw down aid funds from the Department's GAPS payment system. Beginning with loans for the 02-03 award year, this recipient data will be handled by the

COD system. The separate Direct Loan system, call center, and Web site will be retired after the closeout of 01-02 award year activities.

The Systems and Operations offices in the Union Center Plaza building (DC) is responsible for program management, oversight, and coordination through the following activities:

- *Manage Program Year Closeout*
- *Establish new school accounts in Grant Administration and Payment System (GAPS)*
- *Provide assistance and guidance to schools for effective cash management in Direct Loans*
- *Ensure that participating schools' status is accurate in the various systems supporting Direct Loans*
- *Monitors Loan Origination and other contracts associated with the Direct Loan Program (with the exception of the Servicing contract, managed by Students Channel)*
- *Develops and implements Grant Administration and Payment System (GAPS) software*
- *Provides data to Client Account Managers in Direct Loan School Relations Office*

Pell Grants — Schools currently send Pell Grant data to the Recipient Financial Management System, which is supported by the Pell customer service center. This data is used to support and adjust the school's authorization to draw down aid funds from the Department's GAPS payment system. Beginning with loans for the 02-03 award year, this recipient data will be handled by the COD system. The separate Pell/RFMS system, call center, and Web site will be retired after the closeout of 01-02 award year activities.

The Systems and Operations offices in the Union Center Plaza building (DC):

- *Work with schools on Pell Grant funding amount issues*
- *Are responsible for design and development of the Recipient Financial Management System (RFMS)*
- *Administer PGRFMS Document retirement archiving*
- *Maintain Contracting Officer Technical Representative (COTR) contact with contractors*
- *Approve contractor invoices*

Postsecondary Educational Participation System (PEPS) — PEPS is a database containing official location information and other information required of eligible schools. When required to recertify their eligibility or update information, schools submit data to PEPS through a Web site (E-App for Schools). PEPS provides data for Congress, ED/FSA management, federal oversight agencies, and other researchers.

Web site: eligcert.ed.gov

The PEPS office in the Union Center Plaza building (DC):

- *Coordinates FSA information management of organizations administering FSA & other Higher Education Act programs*
- *Designs, tests, and implements PEPS/Electronic Application for schools*
- *Maintains Institutional Eligibility and Certification, demographic, financial, review, audit and default rate data and program participation data on schools, lenders, and guarantors participating in Title IV programs*
- *Provides a data extract of selected school data on a weekly basis (created in text format utilizing multiple record types, see www.ed.gov/offices/OFSAP/PEPS/docs/schfile.doc)*

Customer Service Call Center — This call center is operated with ED staff in the Union Center Plaza building (DC) and provides technical assistance to schools on statutory and regulatory program requirements. The CSCC group also manages the IFAP Web site (Information for Financial Aid Professionals) and the Schools Portal.

FAAs can call between 9-5 Eastern time on 1-800-4ED-FSAP

Web sites: ifap.ed.gov and sfa4schools.fsa.ed.gov

CASE MANAGEMENT AND OVERSIGHT **Victoria Edwards, Acting**

Case Management Teams — The case management teams are grouped by region, with staff in the DC office and each regional office working collaboratively on financial analysis of participating schools, eligibility issues, program reviews, and audit reviews.

- *Perform on-site reviews and analysis of reports on schools and their agents*
- *Review and approve institutional applications for initial or renewal FSA certification*
- *Process and maintain schools Program Participation Agreements and eligibility notices*
- *Recommend reimbursement method of funding*
- *Maintain institutional and student data in Schools Channel databases (PEPS) ie: address changes*
- *Review institutional compliance audits and financial statements*
- *Work with both domestic and foreign institutions*

Closed School Unit— Works with guaranty, state and accrediting agencies when a school ceases providing instruction or loses accreditation.

The Closed School Unit in the Union Center Plaza building (DC):

- *Assists in developing closed school procedures and disseminates a fact sheet*
- *Produce closed school weekly, monthly, and cumulative reports*
- *Participate in enhancements to closed school database in PEPS*
- *Assist with Department's review of teach-out plans submitted by closing school*

Default Management — Calculates cohort default rates for schools that participate in the FSA programs, manages the appeals process, and releases the annual rates.

The Default Management office in the Union Center Plaza building (DC):

- *Provides training and publications on cohort default rate calculation and appeal process to the financial aid community*
- *Coordinates Schools Channel performance measure reporting*

- *Publishes the Draft and Official Cohort Default Rate Guide annually disseminates information about the processes for submitting default rate challenges, appeals, and adjustments.*
- *Supplies the Loan Record Detail Report (LRDR) which is a comprehensive listing of the borrowers used in a school's cohort default rate calculation*

Data Management and Analysis — Oversees the operation of the Case Management data systems, enters financial data into CAIRO and PEPS, and analyzes data for quality control.

The Data Management and Analysis office in the Union Center Plaza building (DC):

- *Provides a risk analysis system of postsecondary schools.*
- *Provides analytical support services to FSA on monitoring of postsecondary institutions.*
- *Is a Direct Document Receipt and Control Center; receives and checks financial statements.*
- *electronic recertification, forwards this material to case teams*
- *Receives and coordinates compliance audits from schools.*

Performance Improvement & Procedures — Provides expert advice and assistance to the Case Management teams and develops guidance, training materials, and proposals based on its findings. PIP is also responsible for the screening/selection of Direct Loan schools and the administration of the Quality Assurance Program and Experimental Sites Initiative, which give participating schools the regulatory flexibility to test and refine alternative ways to improve management and delivery of the FSA Programs.

- *Advises and assists case teams with unusual and complex issues identified in the course of financial analysis, program review, audit resolution, and recertification.*
- *Prepares, tests, and delivers QA Program and Experimental Sites materials, software, training, presentations, and technical assistance.*
- *Incorporates QA Tools throughout FSA, making them available to help all Title IV schools improve compliance.*

Administrative Actions and Appeals - Develops legal documentation to initiate and impose sanctions, including:

- *Emergency, termination, and/or fine actions against schools (and, less frequently, suspension or limitation).*
- *Debarments and suspensions against individuals, schools, and corporations.*

Also, coordinates and negotiates schools' appeals of final audit and program review determinations through formal hearings and informal resolution proceedings.

DIRECT LOANS SCHOOL RELATIONS
Clarence Hicks, Acting

Staff in the DC and Regional offices provide customer service for DL operations by.

- *Developing and disseminating information to schools; providing training and technical assistance to schools*
- *Assisting in requirements definition and development;*
- *Reviewing software documentation and technical references, conducting hands-on testing*
- *Assisting with program year close out.*
- *Monitoring schools' program participation*
- *Providing feedback and evaluation of customer satisfaction with the direct loan program*
- *Making conference appearances and extending outreach to school and lending communities*
- *Responding to inquiries from historically black and tribally controlled colleges*