
Sources of Assistance for Schools

January 2002

U.S. Department of Education



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Table of Contents

Preface.....	1
Campus-Based Programs	2
Case Management Teams	3
School Cohort Default Rates	4
Common Origination and Disbursement (COD).....	6
CPS/WAN Technical Support	7
Direct Loan Client Account Managers	9
Direct Loan Consolidation.....	10
Direct Loan Operations Staff.....	10
Direct Loan Origination Center	11
Applicant Services Line.....	11
Direct Loan Servicing Center	12
Federal Pell Grant Program	13
Federal Student Aid Information Center (FSAIC).....	14
Grant Administration and Payment System (GAPS).....	15
Information For Financial Aid Professionals (IFAP)	15
National Student Loan Data System (NSLDS).....	16
Quality Assurance Program Staff	17
Experimental Sites Initiative.....	17
Student Aid Internet Gateway (SAIG).....	18
SFAP Customer Service Call Center (CSCC)	18
SFA Schools Portal.....	18
SFA Technical Support.....	19

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):

TECHNICAL REFERENCES:

- DIRECT LOAN
- EDE
- FISAP
- RFMS

DESK REFERENCES:

- APPLICATION PROCESSING
- DIRECT LOAN
- FISAP
- PACKAGING
- PELL
- QA TOOL
- SSCR-32

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 from the U.S. Department of Education's Student Financial Assistance Download (SFAdownload) Web site located at **SFAdownload.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 ☎

 703/506-6776

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

Electronic FISAP Administrator: 8300 Colesville Road
Suite 600
Silver Spring, MD 20910

- FISAP Acknowledgement
- FISAP Edit File
- FISAP on the Web
- FISAP Prior Year File
- FISAP Replacement Year-to-Date File

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

Case Management Teams

- Audit Resolution
- Financial Analysis
- Program Reviews
- School and Program Eligibility/Recertification
- 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)	718/488-3590
<i>Philadelphia Team</i> (DC, DE, MD, PA, VA, WV)	215/656-6442
<i>Atlanta Team</i> (AL, FL, GA, MS, NC, SC)	404/562-6309
<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)	816/880-4053
<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)	415/556-4295
<i>Seattle Team</i> (AK, ID, IN, OR, WA)	206/615-2594
<i>Foreign Schools Team</i>	202/377-3168

School Cohort Default Rates

202/377-4258 ☎
or **202/377-4259**

- ✉ sfa.schools.default.management@ed.gov
- 🌐 www.ed.gov/offices/OSFAP/defaultmanagement
- 📞 202/275-4511

Director: Patricia Trubia, 202/377-3189

Operations Team Leader: Kristie Jordan, 202/377-3191

Appeals Team Leader: Maureen Nixon, 202/377-3190

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

202/377-4258 ☎
or 202/377-4259

✉ sfa.schools.default.management@ed.gov

🌐 www.ed.gov/offices/OSFAP/defaultmanagement

Team	Default Management Adjunct	☎
<i>Atlanta Team</i> (AL, FL, GA, MS, NC, SC)	Janice Wilkins	202/377-3193
<i>Boston Team</i> (CT, ME, MA, NH, RI, VT)	Zachary Vroman	202/377-4256
<i>Chicago Team</i> (IL, MN, OH, WI)	Tammy Taylor	202/377-3197
<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

Common Origination and Disbursement (COD)

Contact SFAP Customer Service Call Center

800/433-7327 ①

✉ sfa.customer.support@ed.gov

☎ 202/275-5532

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

Information for Financial Aid Professionals (IFAP):

🌐 ifap.ed.gov

The School's Portal:


🌐 sfa4schools.sfa.ed.gov

COD Contact: Harriet Downer


303/355-4110 ①


✉ HSDowner@LogicalConnections.org


CPS/WAN Technical Support


800/330-5947 

Telecommunications Device for the Deaf (TDD/TTY)


800/511-5806 

 cpswan@ncs.com


 319/358-4260

 *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:

 sfadownload.ed.gov/docsStudentAidGateway.htm

Software:

 sfadownload.ed.gov/software.htm

Web Demonstration Site:

 fafsademo.test.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/WAN Technical Support

800/330-5947 ①

Telecommunications Device for the Deaf (TDD/TTY)

800/511-5806 ①

- Campus-Based Award Letter
- CPS Batch Status
- CPS Testing System
- Custom/Combo/Mainframe Support for Direct Loans
- EDE Enrollment and Participation
- Electronic Access Conference Information (EAC)
- FAA Access on the Web
- Network Password Changes and Resets
- Rejected EDE Records and Batches
- Renewal FAFSA Processing
- Restore Batches to Customers' Mailboxes
- Software and User Manual Distribution
- Transmission Errors

Software Assistance	
• <i>DL Tools</i>	• <i>FISAP</i>
• <i>EDconnect</i>	• <i>QA Tool</i>
• <i>EDEExpress – App Express, Packaging, Direct Loan, and Pell</i>	• <i>Return of Title IV Funds</i>
• <i>FAFSA Express</i>	• <i>SSCR-32</i>


Technical References	
• <i>Direct Loan Technical Reference</i>	• <i>Packaging Technical Reference</i>
• <i>EDE Technical Reference</i>	• <i>Pell/RFMS Technical Reference</i>
• <i>FISAP Technical Reference</i>	• <i>SSCR Technical Reference</i>


Direct Loan Client Account Managers


- Program and Technical Assistance
- Site Visits
- Training


Region	☎
<i>Region I</i> (CT, MA, ME, NH, RI, VT)	617/565-6911
<i>Region II</i> (NJ, NY, PR, VI)	718/488-3660
<i>Region III</i> (DC, DE, MD, PA, VA, WV)	215/656-5929
<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)	816/880-4090
<i>Region VIII</i> (CO, MN, MT, ND, SD, UT, WY)	303/844-3677 EXT 121
<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

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 Operations Staff

202/377-3150 

 direct.loans@ed.gov


 ed.gov/DirectLoan


 *Hours are 7:30 a.m. - 4:30 p.m. (ET), Monday through Friday*


- Direct Loan Procedures and Operations


Direct Loan Origination Center


Telecommunications Device for the Deaf (TDD/TTY)


800/848-0978 

800/557-7395 


 loan_origination@mail.ed.s.com

 lo-online.ed.gov

 800/557-7396

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


Applicant Services Line

800/557-7394 


- Acknowledgements
- Batch Integrity Errors
- Check Sum Errors
- Closeout
- Custom System Assistance
- Direct Loan Batch Status
- Disbursement Refunds (Return of Title IV Funds)
- Implementation Guide Questions
- Interface Issues
- PLUS Loan Borrower Issues
- Promissory Notes
- Rebuilt Loan Files
- Reconciliation
- Rejected Direct Loan Batches
- Site visits

Direct Loan Servicing Center


Borrower Services

800/848-0979 

Telecommunications Device for the Deaf (TDD/TTY)

800/848-0983 


 dlservicer.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
- Payment Inquiries
- Deferments/Forbearances
- Repayment Options

School Services


888/877-7658 

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


- Booking Dates
- Payments
- Delinquency Issues
- Separation Dates
- Interface Issues


Federal Pell Grant Program

800/4PGRANT 
or 800/474-7268

 pell.systems@ed.gov

 www.pellgrantsonline.ed.gov

 301/548-2378

 *Hours are 8 a.m. – 8 p.m. (ET), AVR available 24 hours a day, Monday through Friday*

Federal Pell Grant Program Customer Service

- Batch Processing Status and Rejected Batches
- Beta Testing Problems
- Current Authorization Level
- General Inquiries Concerning RFMS
- Information and Data Requests Regarding Award Years Prior to 2000-2001
- Pell Grants on the Web Questions

Federal Pell Grant Program Web Page

- Authorization Level for Award Years 1999-2000 and Forward
- Batch Status for Award Years 1999-2000 and Forward
- Links to Pell Grant Resources

Federal Student Aid Information Center (FSAIC)

800/4FED AID 

or **800/433-3243**

Telecommunications Device for the Deaf (TDD/TTY)

800/730-8913 

- Address and School Changes
- Application Status
- NSLDS Borrower Tracking Questions
- Request for Duplicate SARs
- Student Financial Aid Program Questions


FAFSA on the Web (for Student Access):

 fafsaweb@ncs.com

 fafsa.ed.gov


- Application Status
- Correction on the Web Assistance
- FAFSA on the Web Assistance
- General Questions on Electronic Filing
- Help Accessing the Web Site
- Process Corrections
- Renewal Applications on the Web Assistance

PIN Registration Site (for Student Access):


 pin.ed.gov

- Address Changes
- General Questions on Applying for a PIN
- Help accessing the web site
- PIN Requests
- Enabling and disabling PINs


Grant Administration and Payment System (GAPS)

888/336-8930 

Telecommunications Device for the Deaf (TDD/TTY)


800/897-8402 

 gapsweb.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


Information for Financial Aid Professionals (IFAP)

 ifap.ed.gov

National Student Loan Data System (NSLDS)

800/999-8219 


 nsldscoe@raytheon.com

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

FAA Professionals (Restricted System–Authorized Personnel Only):


 nsldsfap.ed.gov

Students:

 nslds.ed.gov

- Cohort Default Loan Record Detail Requests
- Data Conflict Resolution
- ISIR Loan History
- NSLDS Batch Status
- NSLDS Reports
- NSLDS Web Navigation and Password Resets
- Overpayment Reporting
- Perkins Reporting
- Rejected NSLDS Records
- Enrollment Reporting
- Transfer Monitoring

Quality Assurance Program Staff

 qaprogram.air.org

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 in the Performance and Accountability Improvement Staff at ED. For technical support for the QA Tool software, contact CPS/WAN Technical Support.

Contact	Region	Phone	E-mail
Holly Langer-Evans	1, 2, 5	617/223-9603	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, please e-mail Daniel Berry at the Pelavin Research Center at Dberry@air.org.

Experimental Sites Initiative

Listserv:

 x-sites@lists.air-dc.org

Contact: Jacquelyn Bannister

202/377-4376 

 Jackie.Bannister@ed.gov

Student Aid Internet Gateway (SAIG)

 sfadownload.ed.gov


SAIG Enrollment Site:


 sfawebenroll.ed.gov

SFAP Customer Service Call Center (CSCC)

800/4ED-SFAP 
or **800/433-7327**

 sfa.customer.support@ed.gov

 202/275-5532

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

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

SFA Schools Portal:

 sfa4schools.sfa.ed.gov

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

SFA Technical Support

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

SFA Technical Support is a customer service Web site. The Web site contains general descriptions of SFA's systems, as well as frequently asked questions and tips. The Feedback page allows you to submit recommendations for improvements to our systems and software. Contact phone numbers (and e-mail addresses, where available) for all of the systems are listed.

There is also information on how to subscribe to and use the e-mail listserv for technical inquiries.

 ed.gov/offices/OSFAP/sfatech/listserv.html

SFA Technical Support Web site includes links to the following information:

<ul style="list-style-type: none">• Feedback – Click on Feedback to send comments about SFA Technical Support or any other system. You will not receive responses to comments sent through SFA Feedback. To have your questions answered, send them through the SFATECH listserv or contact the CPS/WAN Technical Support.
<ul style="list-style-type: none">• SFATECH – Click on SFATECH for instructions on how to subscribe to and use the e-mail listserv sponsored by the U.S. Department of Education. Its goals are to provide accurate and timely answers to technical questions about the U.S. Department of Education's SFA systems, software, and mainframe products and to create an environment where financial aid professionals can help one another resolve technical issues.
<ul style="list-style-type: none">• Tips – Click on Tips to view tips on using ED software. Tips are listed by the following systems: RFMS, NSLDS, Direct Loan, CPS, WAN, Campus-Based, PEPS, and FFEL.
<ul style="list-style-type: none">• Software – Click on Software to view descriptions of the following ED provided software products: EDEXpress, EDconnect, SSCR-32, FISAP, QA Tool, DL Tools, FAFSA Express, and Perkins Data Provider.
<ul style="list-style-type: none">• FAQs – Click on FAQs to view frequently asked questions regarding the following systems and programs: RFMS, NSLDS, Direct Loan, CPS, WAN, Campus-Based, PEPS, EDCAPS, FFEL, SFAdownload, and SFA to the Internet.
<ul style="list-style-type: none">• Search – Click on Search to search various ED Web sites by Topics and Words.
<ul style="list-style-type: none">• Systems – Click on Systems to view descriptions for the following ED systems: RFMS, NSLDS, Direct Loan, CPS, WAN, CBS, PEPS, EDCAPS, and FFEL.
<ul style="list-style-type: none">• SFA to the Internet – Click on SFA to the Internet to view information on this new project. Information is organized into the following topics: Summary of All Notes, EDconnect – PC Users, Mainframe/Non-PC Users, FISAP Users, and NSLDS Online Users.
<ul style="list-style-type: none">• IFAP – Click on IFAP to go directly to the Information for Financial Aid Professionals Web site.