Federal Student Aid
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Electronic Cohort Default Rate Appeals (eCDR Appeals)

New Data Adjustment (NDA) User Guide

Version 3.4.0

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DOCUMENT VERSION HISTORY

Version	Release Date	Summary of Changes	Name
2.0	9/7/2008	Initial release of User Guide.	Federal Student Aid CIO Application Support Team
2.0.1	9/16/2008	Minor updates to wording throughout.	Federal Student Aid CIO Application Support Team
2.2.0	9/10/2009	Updated throughout to reflect eCDRA 2.2.0.	Federal Student Aid CIO Application Support Team
3.1.0	9/1/2010	Updated throughout to reflect eCDRA 3.1.0.	Federal Student Aid CIO Application Support Team
3.1.2	10/24/2010	Rename Portfolio Performance Division (PPD) to Operations Performance Division (OPD).	Federal Student Aid CIO Application Support Team
3.4.0	9/23/2012	Updated to reflect eCDRA Release 3.4.0 - Highlighted that case submission is separate step from case certification (Table 1-1 and Sections 7.5 & 14.3) - Edited Section 1.2 to explain status codes - Modified Section 2.1 to address two factor authentication at login - Added Section 23.1 – OPD Reports - Minor edits to Section 4.3 – OPD managing LRDR Extracts - Replaced some screenshots throughout	Federal Student Aid TO-ADG Business Analysis Team

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1. INTRODUCTION

1.1 Overview

Cohort Default Rates

The U.S. Department of Education (the Department) calculates “cohort default rates” for schools that participate in the Federal Family Education Loan (FFEL) Program and the William D. Ford Federal Direct Loan (Direct Loan) Program. This cohort default rate forms an important basis for a school’s eligibility to continue participating in the federal student aid programs.

The Department releases cohort default rates twice each year: draft cohort default rates in February and official cohort default rates in September. After receiving their cohort default rates from the Department, schools have an opportunity to challenge their draft cohort default rates and/or appeal their official cohort default rates, based on a number of circumstances.

There are ten types of challenge/appeal processes. Each of these processes involves the exchange of information between the Department and the school that invokes its right to challenge/appeal. Additionally, data managers must in some cases respond to the school’s request and/or provide supporting evidence for or against the school’s challenge/appeal.

Purpose of the eCDR Appeals Application

The Electronic Cohort Default Rate Appeals (eCDR Appeals) system is a Web-based application that facilitates the exchange of information between parties for three of the challenge/appeal processes:

- Incorrect Data Challenge (IDC)
- Uncorrected Data Adjustments (UDA)
- New Data Adjustments (NDA)

The eCDR Appeals application allows schools to submit these challenges and appeals during the cohort default rate appeal cycle. The application tracks the entire life cycle of each challenge/appeal case from submission to final decision.

Using eCDR Appeals helps cut down on paperwork and speeds up the appeal or challenge process. It also allows for greater protection of personally identifiable information.

Who Uses eCDR Appeals

Three types of organizations use the eCDR Appeals system:

- **Schools**: Institutions that participate in the FFEL and/or Direct Loan programs
- **Data Managers**: Any one of these organizations: the Direct Loan Servicer, guaranty agency, or Federal Student Aid Operations Performance Division
- **OPD:** Operations Performance Division (OPD), an office within Federal Student Aid

Throughout this guide, we will use these three terms when referring to organizations.

1.2 User Guide Structure

Please read this introductory section before you decide whether you want to:

- Browse this guide online whenever you have questions
- Download it in whole or in part to consult on your local computer
- Print certain key chapters or sections

Purpose and Scope of the NDA User Guide

The *eCDR Appeals NDA User Guide* is designed to guide you (whether you are a school user, data manager, or OPD personnel) through the online, paper-less NDA process used in the eCDR Appeals system. It assumes a basic knowledge of cohort default rates and associated processes. From a technical perspective, this guide also assumes you are familiar with using a computer and web browser to view and interact with web sites.

The *eCDR Appeals NDA User Guide* complements the *Cohort Default Rate Guide*. In the event of any discrepancy between this user guide and the *Cohort Default Rate Guide*, the *Cohort Default Rate Guide* is the authoritative source for regulatory considerations and constraints.

The *Cohort Default Rate Guide* is available online at:
http://www.ifap.ed.gov/DefaultManagement/finalcdrg.html

NDA Workflow

Processing a NDA from beginning to end takes multiple steps. At each step, a different individual or organization must take one or more actions. We will refer to this logical progression of steps and actions as the "NDA Workflow." As we will see later, the School, the Data Managers and OPD go back and forth throughout the NDA Workflow to carry out their respective parts of the process.

To mark each phase of the NDA Workflow, the system displays a NDA Workflow "Case Status" and/or Adjustment "Status." As each user logs in to work on the case, the status displayed helps the user know exactly what organization has completed what steps in the NDA Workflow.

- "Awaiting LRDR", "FSA Review" and "Closed" are examples of case-level status codes that will appear on the listing of cases on the View Current Cases and View Past Cases pages, as well as on the Case Information section of the Case Details page. "Case Status" codes provide information about the case as a whole.
- "Additional Data Requested from School," "Clarification Requested" and "Clarification Provided" are examples of adjustment-level status codes that will appear on the Case Details page, in the section that lists the individual adjustments in the case. Adjustment "Status" codes provide information about individual adjustment requests.

A description of all case status codes and adjustment status codes applicable to the eCDR Appeals Workflows is available at Appendix B.

This NDA User Guide is structured in direct correlation to the NDA Workflow. As a result, considered in its entirety, the NDA User Guide addresses *all* functionality eCDR Appeals has to offer *all* system users, *in the order* in which activities are most likely to occur based on the NDA Workflow.

Since each type of user will effectively need to carry out only a limited number of activities throughout the NDA Workflow, we have modularized the NDA User Guide in such a way that you can easily download or consult only those sections that pertain to you, based on your user type.

Beyond Chapters 1 and 2, we recommend you focus directly on those chapters and sections of the NDA User Guide that discuss the actions *you* must take in the system. The rest of the NDA User Guide should remain a reference for you to understand the entire electronic NDA process.

Miscellaneous Functions

The NDA User Guide also includes chapters and sections that pertain to obtaining eCDR Appeals access credentials (i.e., a user account), the printing of reports, maintenance of organizational profile and contact information, and other miscellaneous functions not directly related to the NDA Workflow.

Must-Read Information

Please refer to those *Must-Read* sections of this chapter that pertain to you for further details. The *Must-Read* sections provide useful and vital information.

1.3 NDA Workflow Phases

Table 1-1 outlines the phases necessary to participate in eCDR Appeals and complete the NDA Workflow. The organizational actors (School, Data Manager, and OPD) involved in each step are listed.

MAJOR ACTIVITY or NDA WORKFLOW PHASE	ORGANIZATION RESPONSIBLE	NDA USER GUIDE
Destination Point Administrators (DPAs) for Schools and Data Managers get eCDR Appeals access credentials through Security Architecture (SA).	**Data Manager and School**	Refer to the *eCDR Appeals Registration and User Account Guide*
Non-DPA users for Schools and Data Managers obtain eCDR Appeals access credentials through Security Architecture.	**Data Manager and School**	Refer to the *eCDR Appeals Registration and User Account Guide*
Federal Student Aid OPD establishes the organization profile and basic contact information.	**OPD**	Chapter 3 – “OPD: Create or Verify Profile”
OPD loads the Loan Record Detail Report (LRDR) if needed (the necessary LRDR files may already have been loaded).	**OPD**	Chapter 4 – “OPD: Generate Requests and Load LRDR”

MAJOR ACTIVITY or NDA WORKFLOW PHASE	ORGANIZATION RESPONSIBLE	NDA USER GUIDE
At the beginning of each CDR cycle, at least one user within each Data Manager organization must access eCDR Appeals to establish organization profile and basic contact information.	**Data Manager**	Chapter 5 – "Data Manager: Create or Verify Profile"
A School that decides to submit an NDA enters the system to initiate the NDA process by establishing the School's profile and contact information, and creating the NDA case file.	**School**	Chapter 6 – "School: Create or Verify Profile"
The School prepares the details of its NDA case, certifies its case then submits it for Data Manager review.	**School**	Chapter 7 – "School: Prepare and Submit NDA"
Data Managers conduct their review of the school's allegations that pertain to them.	**Data Manager**	Chapter 8 – "Data Manager: Review NDA"
Data Manager may want more information on a given adjustment requested. This is an optional step that may be repeated. If so:	**Data Manager**	Chapter 9 – "Data Manager: Request More Information"
Data Manager uses the system to notify School that more information is required.	**Data Manager**	Chapter 9 – "Data Manager: Request More Information"
School is notified and has an opportunity to respond and use eCDR Appeals to submit additional information to the Data Manager to support the requested adjustment.	**School**	Chapter 10 – "School: Provide More Information"
Data Manager has completed its review and submits its NDA response for School and OPD review. The system notifies the School and OPD when the Data Managers have submitted their response.	**Data Manager**	Chapter 11 – "Data Manager: Submit NDA Response"
The School has an opportunity to ask (one or more) Data Managers to clarify the reason for their NDA response. This is an optional step. If so:	**School**	Chapter 12 – "School: Request Clarification"
School uses the system to notify Data Manager that a clarification is requested.	**School**	Chapter 12 – "School: Request Clarification"

MAJOR ACTIVITY or NDA WORKFLOW PHASE	ORGANIZATION RESPONSIBLE	NDA USER GUIDE
Data Manager is notified of the clarification request and uses eCDR Appeals to submit a clarification to the School.	**Data Manager**	Chapter 13 – "Data Manager: Provide Clarification"
Based on Data Manager responses, School chooses to submit a Perfected NDA or withdraw their NDA. To submit a Perfected NDA case, School removes those adjustments Data Managers disagreed with, certifies the case then submits it to OPD.	**School**	Chapter 14 – "School: Submit NDA to OPD"
OPD Case Worker reviews the school's NDA case or NDA withdrawal and the Data Managers' responses.	**OPD**	Chapter 15 – "OPD: Review NDA"
If the School withdraws their NDA, OPD acknowledges the withdrawal. Otherwise, OPD reviews the Perfected NDA.	**OPD**	Chapter 15 – "OPD: Review NDA"
OPD Case Worker may require more information from one or more Data Managers. If so:	**OPD**	Chapter 16 – "OPD: Request More Information"
OPD uses the system to notify Data Manager to provide more information.	**OPD**	Chapter 16 – "OPD: Request More Information"
Data Manager is notified and uses the system to submit its response to OPD.	**Data Manager**	Chapter 17 – "Data Manager: Provide More Information"
OPD takes steps to finalize the NDA. The system notifies the School and the Data Managers that OPD has made a final decision on the NDA.	**OPD**	Chapter 18 – "OPD: Finalize NDA"
OPD Case Worker completes review and forwards to Case Manager.	**OPD**	Chapter 18 – "OPD: Finalize NDA"

MAJOR ACTIVITY or NDA WORKFLOW PHASE	ORGANIZATION RESPONSIBLE	NDA USER GUIDE
Case Manager performs QC review. If case needs more information, Case Manager returns case to Case Worker. Otherwise, Case Manager successfully completes QC review and routes case to Case Worker for rate recalculation and decision letter creation.	**OPD**	Chapter 18 – "OPD: Finalize NDA"
OPD Case Worker enters updated numerator and denominator into NSLDS and obtains adjusted default rate data. If the changes require a CDR re-calculation, OPD inputs updated data from NSLDS into eCDR Appeals.	**OPD**	Chapter 18 – "OPD: Finalize NDA"
Case Worker generates decision letter and edits as necessary.	**OPD**	Chapter 18 – "OPD: Finalize NDA"
Case Worker forwards NDA to Case Manager.	**OPD**	Chapter 18 – "OPD: Finalize NDA"
Case Manager performs QC review on adjusted default rate and decision letter. If decision letter needs more work, Case Manager routes case back to Case Worker. Otherwise, OPD Case Manager finalizes decision letter and closes NDA.	**OPD**	Chapter 18 – "OPD: Finalize NDA"
Data Manager is notified that OPD has finalized the case, and logs in to see the details of the OPD decision and identifies all changes they must make to other systems and records in order to comply with the OPD decision.	**Data Manager**	Chapter 19 – "Data Manager: Review OPD Decision"
School logs in to see the details of the OPD decision.	**School**	Chapter 20 – "School: Review OPD Decision"

Table 1-1: NDA Workflow phases and corresponding NDA User Guide chapters

1.4 Must-Read Information

All users who use the eCDR Appeals system, regardless of organization or role, should read this section. In addition to the "Must-Read Information for All Users" section, which applies to everyone, please be sure to read the following organization-specific section that contains information pertinent to your particular organization.

Must-Read Information for All Users

Registration and User Account

In order to access eCDR Appeals, you must obtain a Security Architecture (SA) user ID. Please refer to the *Electronic Cohort Default Rate Appeals Registration and User Account Guide,* which explains how to register and obtain access to eCDR Appeals.

Destination Point Administrators

Some users are designated as a Destination Point Administrator (DPA). The DPA for an organization such as a school or guaranty agency serves as a Federal Student Aid point of contact within their organization. DPAs are responsible for approving user ID requests from their organization's members to access the eCDR Appeals system. As such, DPAs should familiarize themselves with the appropriate sections of the *Electronic Cohort Default Rate Appeals Registration and User Account Guide,* which outlines the process of registering and approving a new account on eCDR Appeals.

Email Notifications

The eCDR Appeals application is designed to send out automatic email notifications to affected parties whenever updates to NDA cases occur. These email notifications inform the appropriate individuals and organizations that their attention is needed and that they may be required to take an action in the eCDR Appeals system. Email notifications are provided only for your convenience; they should not be relied upon to know when an action is required on your part. Due to the unreliable nature of computer networks (including the Internet), delivery of these email notifications is not guaranteed. It is your responsibility to log in to the eCDR Appeals system on a regular basis throughout the cohort cycle to check the status of your cases, and to ensure that the contact information in your profile is up-to-date.

It is possible that a junk mail filter running on your e-mail program may catch e-mails sent from eCDR Appeals. Check your junk mail folder for messages from Federal Student Aid. To avoid problems, please ensure that any spam filters/programs used by your organization will accept email from the ed.gov domain name.

File Attachments

During the NDA Workflow process, you may be required to attach supporting documentation to the case. The eCDR Appeals system allows you to attach any type of file; however, we recommend choosing a common file format to ensure that others will be able to open and view the file.

Note: Microsoft Office 2007 uses a new format that is incompatible with previous versions of Office. However, it still has the ability to save documents in the older format. If you use Office 2007, we recommend choosing the option to save your document in the Office 97-2003 format.

Common file types include:

- Portable Document Format (PDF)
- MS Excel (XLS)
- MS Word (DOC)
- Rich Text Format (RTF)

- Plain text (TXT)
- Pictures (JPG/PNG/GIF)

You are by no means required to use one of the specific file types listed here. This list only suggests some of the most commonly used file formats. Thus, if you use the above file types, other users in the eCDR Appeals system are more likely to have the appropriate software to view your files.

Deadlines and Calculation of Days

The countdown toward the deadline to submit a NDA begins at 12:01 AM North American Central Time (CT) on the starting day of the cohort cycle. This applies for the 15-day deadline to submit the NDA to data managers, and the 30-day deadline to submit the perfected NDA to Federal Student Aid OPD.

For the purpose of calculating days within the eCDR Appeals system, the day rolls over at 10:00 PM CT. For instance, if a school's deadline to submit a NDA were October 26th, then they would need to submit it by 10:00 PM CT on October 26th.

Must-Read Information for Schools

School Reference

When referring to this user guide, school users only need to peruse the chapters that have titles prefixed with "School". These chapters consist of instructions specifically for school users. Other chapters (those prefixed with "Data Manager" or "OPD") do not necessarily apply to school users. You, however, may elect to refer to those other chapters to get an overall understanding of the actions performed by data managers and Federal Student Aid.

The chapters pertinent to schools are:

- Chapter 1 – "Introduction"
- Chapter 2 – "All Users: Navigation"
- Chapter 6 – "School: Create or Verify Profile"
- Chapter 7 – "School: Prepare and Submit NDA"
- Chapter 10 – "School: Provide More Information"
- Chapter 12 – "School: Request Clarification"
- Chapter 14 – "School: Submit NDA to OPD"
- Chapter 20 – "School: Review OPD Decision"
- Chapter 21 – "All Users: Miscellaneous Functions"

School Roles

Your account will be assigned one of two possible eCDR Appeals roles:

- **Case Preparer**: May initiate and prepare a new case.
- **Case Manager**: Has the same abilities as a Case Preparer, plus the ability to submit a case.

Must-Read Information for Data Managers

Data Manager Reference

When referring to this user guide, data managers only need to peruse the chapters that have titles prefixed with "Data Manager". These chapters consist of instructions specifically for data managers. Other chapters (those prefixed with "School" or "OPD") do not necessarily apply to data managers. You, however, may elect to refer to those other chapters to get an overall understanding of the actions performed by schools and Federal Student Aid.

The chapters pertinent to data managers are:

- Chapter 1 – "Introduction"
- Chapter 2 – "All Users: Navigation"
- Chapter 5 – "Data Manager: Create or Verify Profile"
- Chapter 8 – "Data Manager: Review NDA"
- Chapter 9 – "Data Manager: Request More Information"
- Chapter 11 – "Data Manager: Submit NDA Response"
- Chapter 13 – "Data Manager: Provide Clarification"
- Chapter 17 – "Data Manager: Provide More Information"
- Chapter 19 – "Data Manager: Review OPD Decision"
- Chapter 21 – "All Users: Miscellaneous Functions"

Data Manager Roles

Your account will be assigned one of two possible eCDR Appeals roles:

- **Response Preparer**: May prepare a response to an adjustment.
- **Response Manager**: Has the same abilities as a Data Manager Response Preparer, plus the ability to submit a response.

Updating Borrower and Loan Data in NSLDS and Other Systems of Records

It is important to note that the eCDR Appeals system has no data interface with the National Student Loan Data System (NSLDS). Any change to borrower information or loan records in this application is solely for the purpose of documenting agreed-to changes. The borrower information and loan records in NSLDS will *not* automatically be updated to reflect any changes you may make in eCDR Appeals. If you modify any borrowers or loans in eCDR Appeals, you still need to perform any necessary changes to the actual records in NSLDS.

In addition to NSLDS, any other systems of records you maintain should be updated.

Must-Read Information for OPD Users

OPD Reference

When referring to this user guide, OPD users only need to peruse the chapters that have titles prefixed with "OPD". These chapters consist of instructions specifically for Federal Student Aid OPD users. Other chapters (those prefixed with "School" or "Data Manager") do not necessarily apply to OPD. You, however, may elect to refer to those other chapters to get an overall understanding of the actions performed by schools and data managers.

The chapters pertinent to OPD are:

- Chapter 1 – "Introduction"
- Chapter 2 – "All Users: Navigation"
- Chapter 3 – "OPD: Create or Verify Profile"
- Chapter 4 – "OPD: Generate Requests and Load LRDR"
- Chapter 15 – "OPD: Review NDA"
- Chapter 16 – "OPD: Request More Information"
- Chapter 18 – "OPD: Finalize NDA"
- Chapter 21 – "All Users: Miscellaneous Functions"
- Chapter 22 – "OPD: Miscellaneous Functions"

OPD Roles

Your account will be assigned one of three possible eCDR Appeals roles:

- **Case Worker**: May self-assign oneself to a LRDR request, load LRDRs, self-assign oneself to a case, review cases, request more information from data managers, and prepare a final decision.
- **Case Manager**: Has the same abilities as a Case Worker, plus the ability to assign other OPD personnel to a case and submit a final decision.
- **Administrator**: Has the same abilities as a Case Manager, plus the ability to manage cycles.

2. ALL USERS: NAVIGATION

2.1 Login

Federal Student Aid's Access and Identify Management System (AIMS) is utilized to control access to the eCDR Appeals application. In order to log in to eCDR Appeals, you will need an AIMS FSAID account. Please refer to the *Electronic Cohort Default Rate Appeals Registration and User Account Guide* for information on obtaining an AIMS account for use with eCDR Appeals.

To log in to the eCDR Appeals system after you have obtained an account, follow these steps:

1. Open the eCDR Appeals URL (https://ecdrappeals.ed.gov/) in a web browser. Introductory information will be displayed, along with a "Login" link.
2. Select the "Login" link. The AIMS login page will be displayed.
3. Enter your AIMS user ID and password.
4. Select "Login".
5. If prompted for two factor authentication, generate and enter the six-digit security code from your token. Select "Validate".
6. If you entered the correct login information and you have the proper authorization, then you will now be in the eCDR Appeals application.

2.2 Menus

Once you are logged in to the eCDR Appeals system, you will be able to navigate to the various sections of the website using the navigation menus. There are two rows of menus provided; the top row is the main menu and the bottom row is the submenu. The options available in the submenu depend on which main menu item is selected. The current selections will be highlighted. See Figure 2-1 for an example of menus (in this example, a School user is viewing their current cases).

Figure 2-1: Navigational menus as seen by a School user

Your navigation menu options will vary depending on what type of access you have. For instance, in addition to the School main menu options shown in Figure 2-1, a OPD user will have the "System Administration" option.

Main Menu Item	Purpose
Perspective	Allows you to select which Perspective to use (see Section 2.3 for

Main Menu Item	Purpose
	more information on Perspectives)
Case	Access information on current and past challenges and appeals
Reports	Generate reports
System Administration	Manage the cohort cycle and load Loan Record Detail Report (LRDR) information *(OPD users only)*
Profile	Maintain your organization and individual contact information
Help	Access the on-line documentation
Logout	Sign out of the eCDR Appeals application

Table 2-1: Menu item descriptions

2.3 Perspectives

If you are affiliated with multiple organizations that use eCDR Appeals, your account may have access to different Perspectives in eCDR Appeals. A *Perspective* is a way of accessing the eCDR Appeals system through the point of view of a specific organization.

If, for instance, a school user participates in cases for two different schools, then they have access to two different Perspectives (one for each school).

If your account has multiple Perspectives, then you will see the Perspective selection page upon login (see Figure 2-2). You must choose a Perspective to use the eCDR Appeals system, and you may only be in one Perspective at a time. However, you may switch to another Perspective at any time by accessing the “Perspective” menu item at the top of the page.

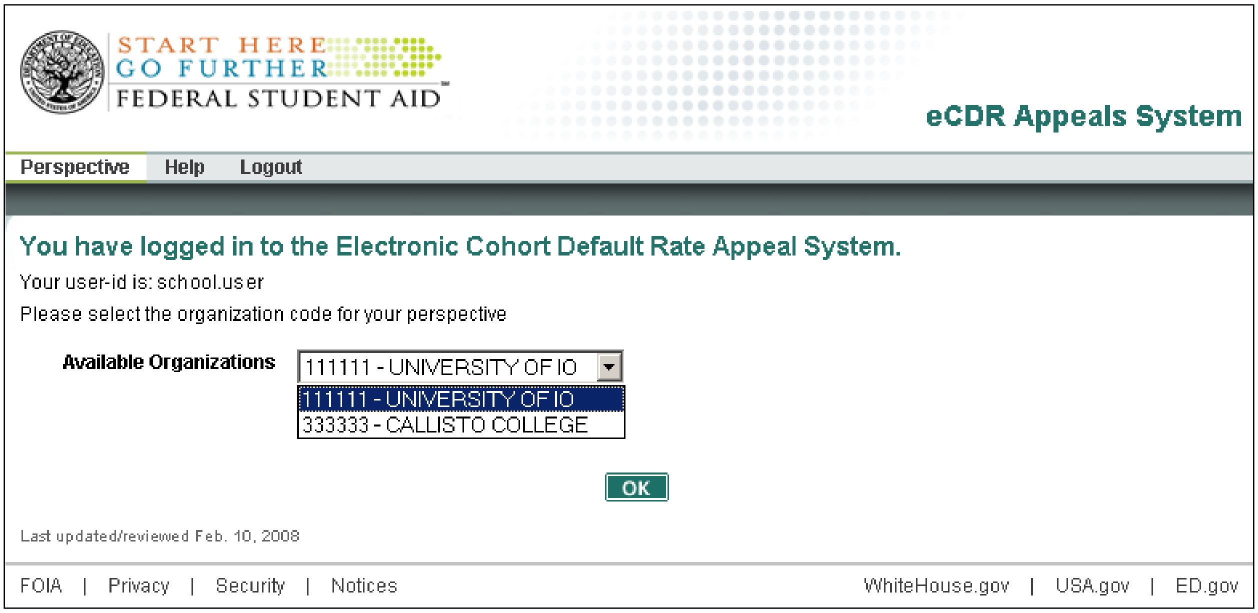


Figure 2-2: Perspective selection screen

3. OPD: CREATE OR VERIFY PROFILE

3.1 Creating a Profile

The first time you log in to eCDR Appeals, you will need to complete your organizational and individual profiles, which consist of contact information. Figure 3-1 shows an example Edit Profile page as seen by Federal Student Aid OPD users. The top section consists of contact information for the organization, while the bottom section consists of your individual contact information. Ensure that all the information is provided and is up-to-date, then select the “Save” button.

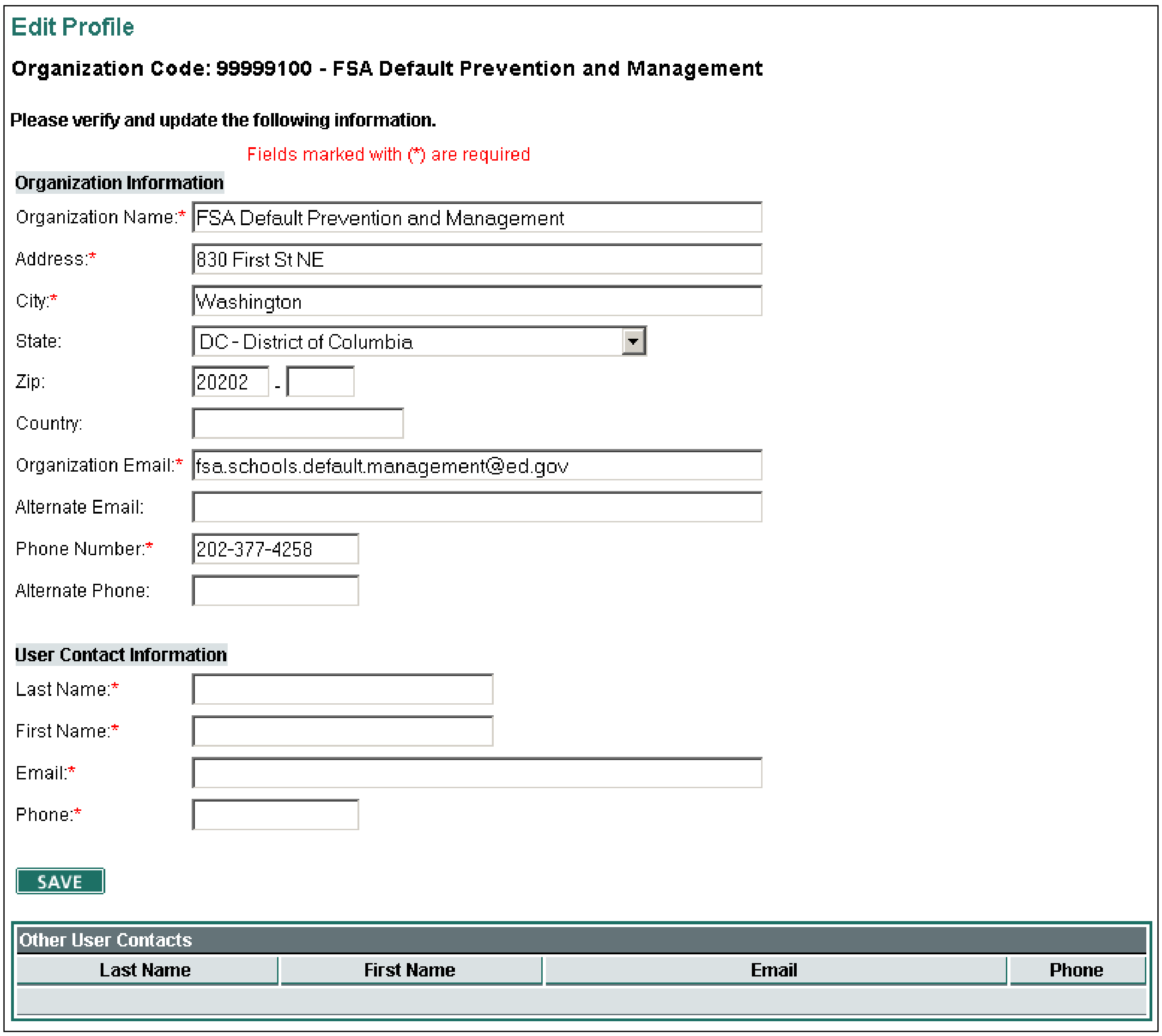


Figure 3-1: OPD Edit Profile page

You will also be able to see other OPD personnel who have registered their profile at the bottom of the Edit Profile page, in the Other User Contacts table.

You may return to the Edit Profile page at any time by accessing the “Profile” navigation menu option.

3.2 Verifying Your Profile

If you have already created a profile in the past, it is still imperative to ensure that your profile information is up-to-date. You can verify that your organization and personal contact information is complete and accurate by selecting the “Profile” link on the main menu. This will load the Edit Profile page, where you can review your contact information and make any necessary changes. If you made any changes, click “Save” to store the changes.

4. OPD: GENERATE REQUESTS AND LOAD LRDR

4.1 Generating Official Cycle LRDR Requests

Before the official phase of the cohort year, Federal Student Aid OPD must ensure that all necessary LRDRs have been loaded in preparation for the official cycle. In particular, those schools that submitted an Incorrect Data Challenge (IDC) should have all necessary LRDRs loaded.

The eCDR Appeals system has an automated mechanism that generates a list of necessary LRDR requests for the official cycle based on submitted draft cycle IDCs. OPD users may access this function by logging in to eCDR Appeals, then selecting "System Administration" from the main menu and "Manage LRDR Extracts" from the submenu. This will load the LRDR Request List page (Figure 4-1).

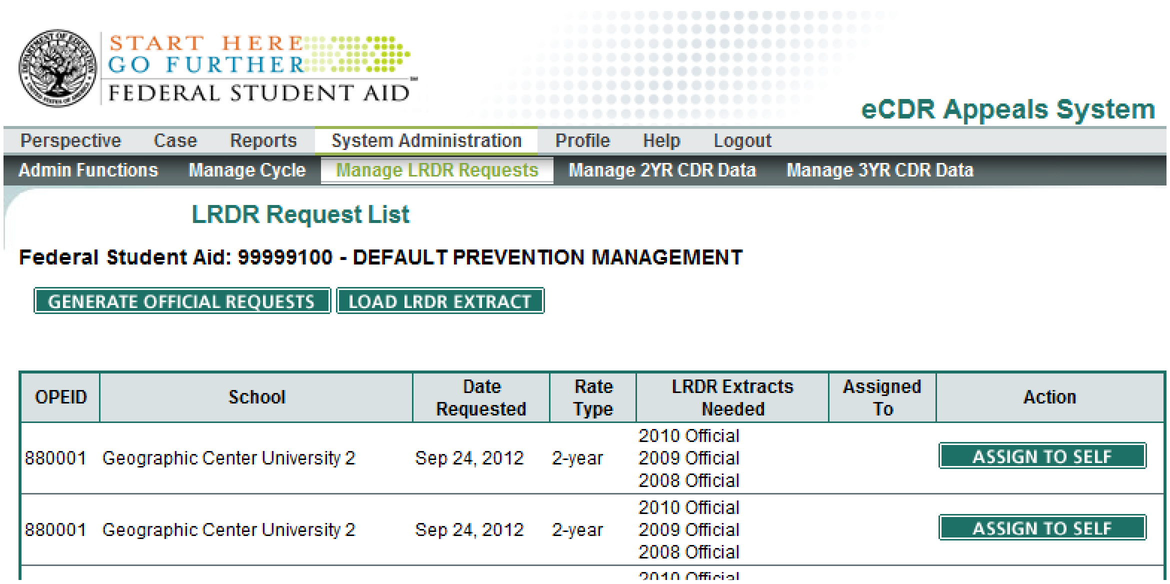


Figure 4-1: LRDR Request List

On the LRDR Request List page, click the "Generate Official Requests" button. This will update the LRDR Request List page with all LRDRs that are necessary for the official cycle.

4.2 Managing LRDR Extracts

This section describes how to load LRDR extracts into the eCDR Appeals system. This task is performed at the beginning of the official cycle after official cycle requests have been generated. It is also performed at any point during the cycle when a school initiates a case and eCDR Appeals recognizes that the school's LRDR has not yet been loaded.

In the situation where a school initiates a case but their LRDR extracts have not been loaded, eCDR Appeals will send an automatic email notification to OPD stating that a LRDR needs to be loaded.

Viewing the LRDR Request List

On the LRDR Request List page, a list of outstanding LRDR requests is displayed. The list of requests is categorized by OPEID, and is further broken down into a list of cohort years and cycles that are needed for each OPEID.

Assigning a LRDR Request

You may assign a particular LRDR request to yourself by selecting the "Assign to Self" button to the right of the request. Your user ID will then appear in the "Assigned To" column for the request. This will indicate to other OPD personnel that you are in the process of obtaining and uploading the LRDR extracts for that particular OPEID.

Uploading a LRDR Extract

Once you have assigned a request to yourself, a "Load LRDR Extract" button will appear to the right of the request (as seen in Figure 4-1). Select this button to display the Upload LRDR Extract page (Figure 4-2).

Figure 4-2: Uploading a LRDR extract

On this page, you can choose a file on your computer that contains the LRDR extract. The file should contain an original LRDR extract that was obtained directly from NSLDS. Once you have chosen the appropriate file, select the "Upload" button to begin loading the LRDR extract into the eCDR Appeals system. Depending on the size of the LRDR extract, the upload may take some time to complete. Upon a successful upload, a confirmation page will be displayed.

If there was a problem with the LRDR file, an error page will be displayed. Possible causes include a modified LRDR file (if the LRDR extract has been manipulated, it will likely cause an error) or a corrupt LRDR file (it may have to be retrieved from NSLDS again).

When an uploaded LRDR satisfies a request on the LRDR Request List page, the status of the LRDR in the "LRDR Extracts Needed" column will change from "Needed; please load LRDR extract" to "Not needed".

If a LRDR Extract is Not Available

In certain situations, not all LRDRs for a school will be available from NSLDS. To tell the eCDR Appeals system that a LRDR does not exist and cannot be loaded, the Upload LRDR Extract page allows a LRDR request to be marked as "not available".

To mark a LRDR request as "not available", click the "Not Available" button next to a LRDR request on the Upload LRDR Extract page.

Note: To mark a LRDR request as "not available", you must access a school's unique Upload LRDR Extract page by using the corresponding "Load LRDR Extract" button associated with that school on the LRDR Request List. Using the general-purpose "Load LRDR Extract" button at the top of the LRDR Request List will not allow for marking as "not available".

Marking a Request as Complete

Note: It is important to mark a LRDR request as complete once all necessary LRDRs have been uploaded. If the request is not marked as complete, the school will be unable to work on their case.

Once all the LRDRs for a particular institution have been loaded into a system (i.e., all its LRDRs are marked as "Not needed"), then a new "Mark as Complete" button will appear to the right of that institution's request. Selecting the "Mark as Complete" button will close the LRDR request and set the case to "LRDR Loaded" status. The LRDR request will be removed from the list and the school will be allowed to prepare their case. If the school's countdown to the case submission deadline was suspended while awaiting the LRDR, the countdown will automatically resume. The school will receive an automatic email notification informing them that their LRDRs have been loaded.

5. DATA MANAGER: CREATE OR VERIFY PROFILE

5.1 Creating a Profile

The first time you log in, you will need to complete your organizational and individual profiles, which consist of contact information. Figure 5-1 shows an example Edit Profile page for a Data Manager. The top section consists of contact information for the organization, while the bottom section consists of your individual contact information. Ensure that all the information is provided and is up-to-date, then select the “Save” button.

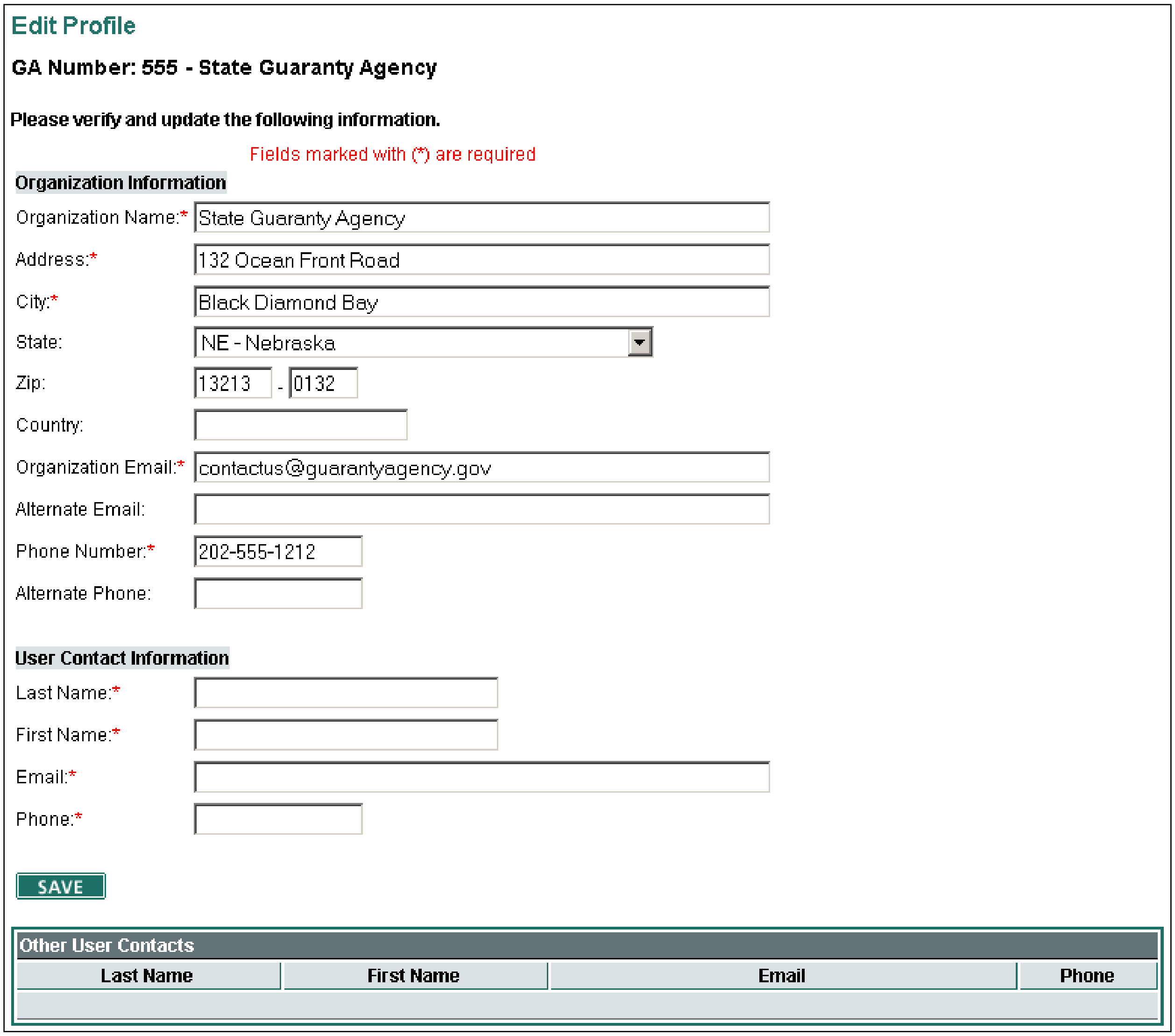


Figure 5-1: Data Manager Edit Profile page

You will also be able to see other contacts that are members of your organization at the bottom of the Edit Profile page, in the Other User Contacts table.

You may return to the Edit Profile page at any time by accessing the “Profile” navigation menu option.

5.2 Verifying Your Profile

If you have already created a profile in the past, it is still imperative to ensure that your profile information is up-to-date. You can verify that your organization and personal contact information is complete and accurate by selecting the “Profile” link on the main menu. This will load the Edit Profile page, where you can review your contact information and make any necessary changes. If you made any changes, click “Save” to store the changes.

6. SCHOOL: CREATE OR VERIFY PROFILE

6.1 Creating a Profile

The first time you log in, you will need to complete your organizational and individual profiles, which consist of contact information. Figure 6-1 shows the Edit Profile page for a School user. The top section consists of contact information for the organization, while the bottom section consists of your individual contact information. Ensure that all the information is provided and is up-to-date, then select the "Save" button.

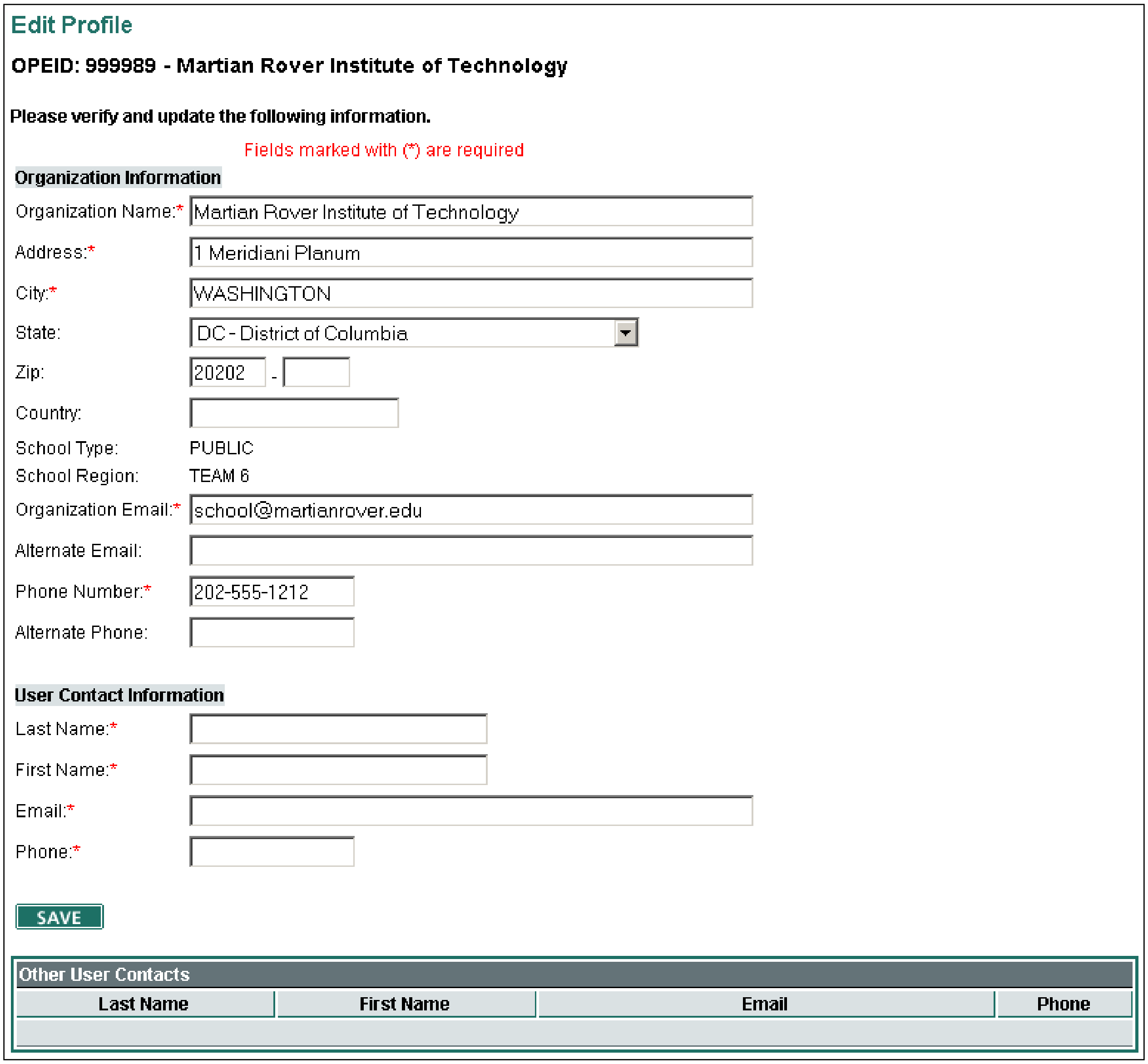


Figure 6-1: School Edit Profile page

You will also be able to see other contacts that are members of your organization at the bottom of the Edit Profile page, in the Other User Contacts table.

You may return to the Edit Profile page at any time by accessing the “Profile” navigation menu option.

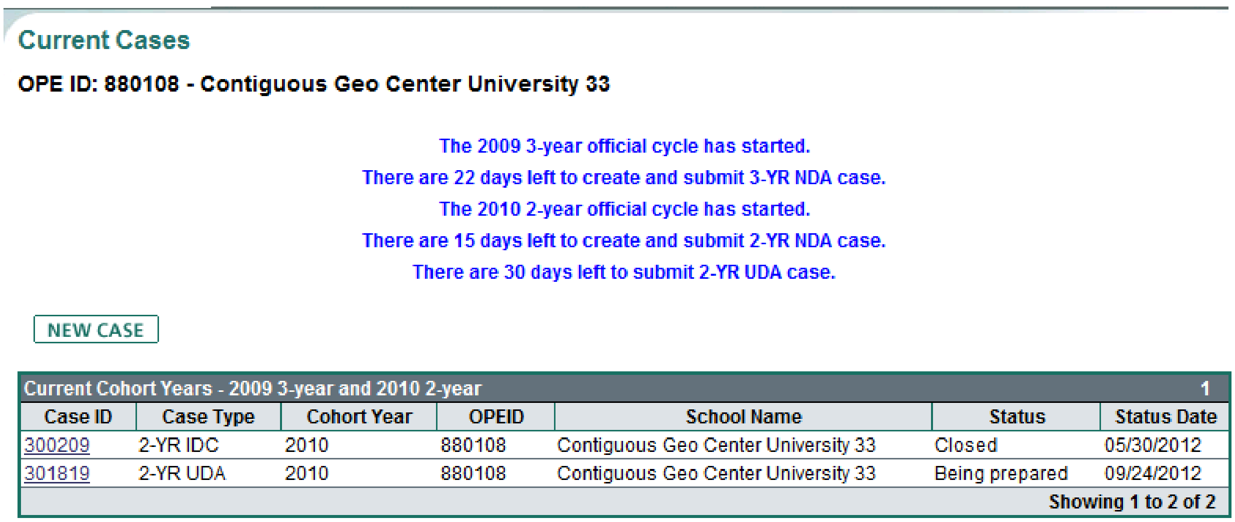
6.2 Verifying Your Profile

If you have already created a profile in the past, it is still imperative to ensure that your profile information is up-to-date. You can verify that your organization and personal contact information is complete and accurate by selecting the “Profile” link on the main menu. This will load the Edit Profile page, where you can review your contact information and make any necessary changes. If you made any changes, click “Save” to store the changes.

7. SCHOOL: PREPARE AND SUBMIT NDA

7.1 Current Cases Page Overview

Log in to the eCDR Appeals system (refer to Chapter 2, “All Users: Navigation” for information on how to access the system and select a Perspective if needed). Select “Case” from the main menu and “View Current Cases” from the submenu. This will present you with the Current Cases page (Figure 7-1).


Current Cases

OPE ID: 880108 - Contiguous Geo Center University 33

The 2009 3-year official cycle has started.
There are 22 days left to create and submit 3-YR NDA case.
The 2010 2-year official cycle has started.
There are 15 days left to create and submit 2-YR NDA case.
There are 30 days left to submit 2-YR UDA case.

NEW CASE

Current Cohort Years - 2009 3-year and 2010 2-year 1

Case ID	Case Type	Cohort Year	OPEID	School Name	Status	Status Date
300209	2-YR IDC	2010	880108	Contiguous Geo Center University 33	Closed	05/30/2012
301819	2-YR UDA	2010	880108	Contiguous Geo Center University 33	Being prepared	09/24/2012

Showing 1 to 2 of 2

Figure 7-1: Current Cases

The Current Cases page lists all current cases that you have access to, along with their status information. The Current Cases page is also the page on which you will initiate a new case.

7.2 Initiating a New NDA

A new NDA case can be opened from the Current Cases page. The current cohort cycle and the number of days remaining to submit a case are displayed. To open a new NDA case, select the “New Case” button.

The Case Details page will load (Figure 7-2). Your institution’s OPEID and the current cohort year will automatically be filled in for you. On this page, choose NDA from the Case Type dropdown menu. You may also enter an optional comment. When you have completed this, select the “Save” button to initiate the NDA case. If you do not use the “Save” button, the case will not be created.

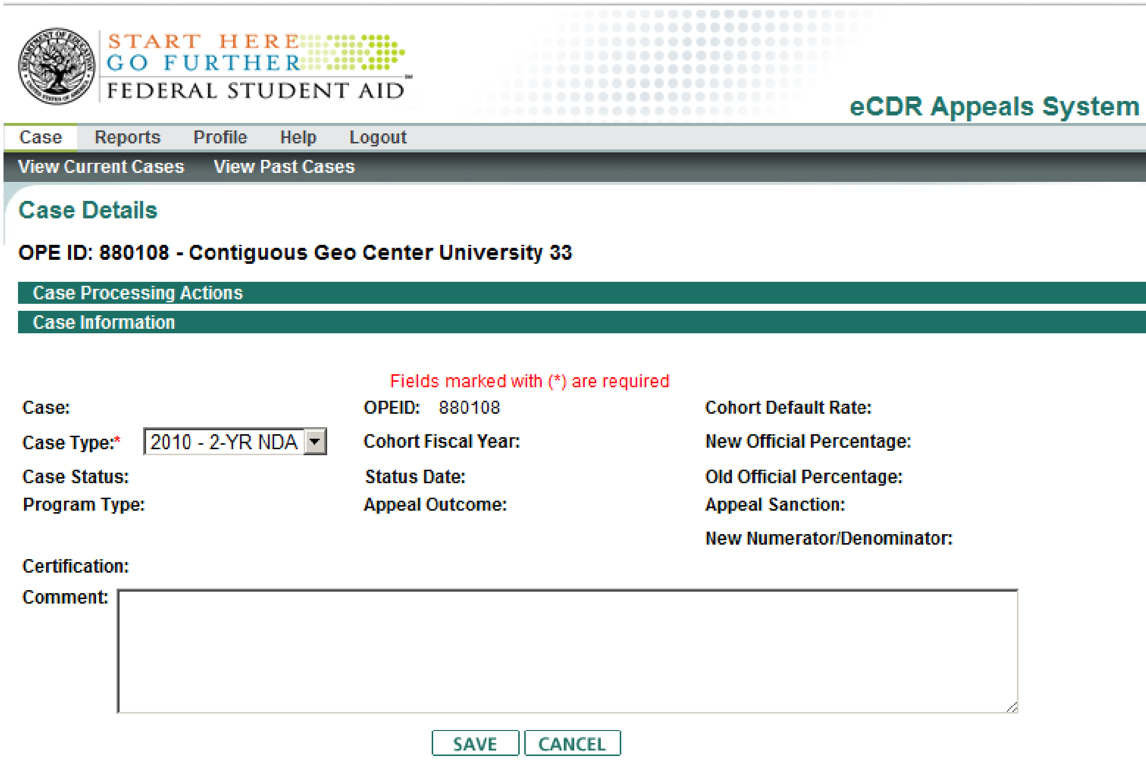


Figure 7-2: Case Details page when creating a new NDA

Upon selecting “Save”, a new case will be created, and the Case Details page will now display some basic information associated with your case.

If Federal Student Aid has not yet loaded the prerequisite Loan Record Detail Report (LRDR) extracts for your institution, your case will begin in “Awaiting LRDR” status. The time your NDA remains in “Awaiting LRDR” status does not count against the 15-day deadline to submit the NDA to data managers, or the 30-day deadline to submit the perfected NDA to Federal Student Aid. Once Federal Student Aid has loaded the LRDRs, the countdown to the deadline will resume.

If applicable, after Federal Student Aid completes loading the LRDR extracts for your institution, an automatic email notification will be sent to the organization and individual email addresses you specified in your profile. Once the LRDRs have been loaded into the system, you may proceed with preparing the case.

Note: If the necessary LRDR extracts have already been loaded at the time you created the new case, then the case’s status will read “Being Prepared”. In this situation, you may immediately continue working on your case since you do not have to wait for a LRDR extract to be loaded.

7.3 Case Details Page Overview

Before we discuss the process involved in preparing a New Data Adjustment (NDA), we will provide an overview of the Case Details page (Figure 7-3). The Case Details page is the focal point of the NDA preparation process. From this page, you can add adjustments and eventually submit your case.

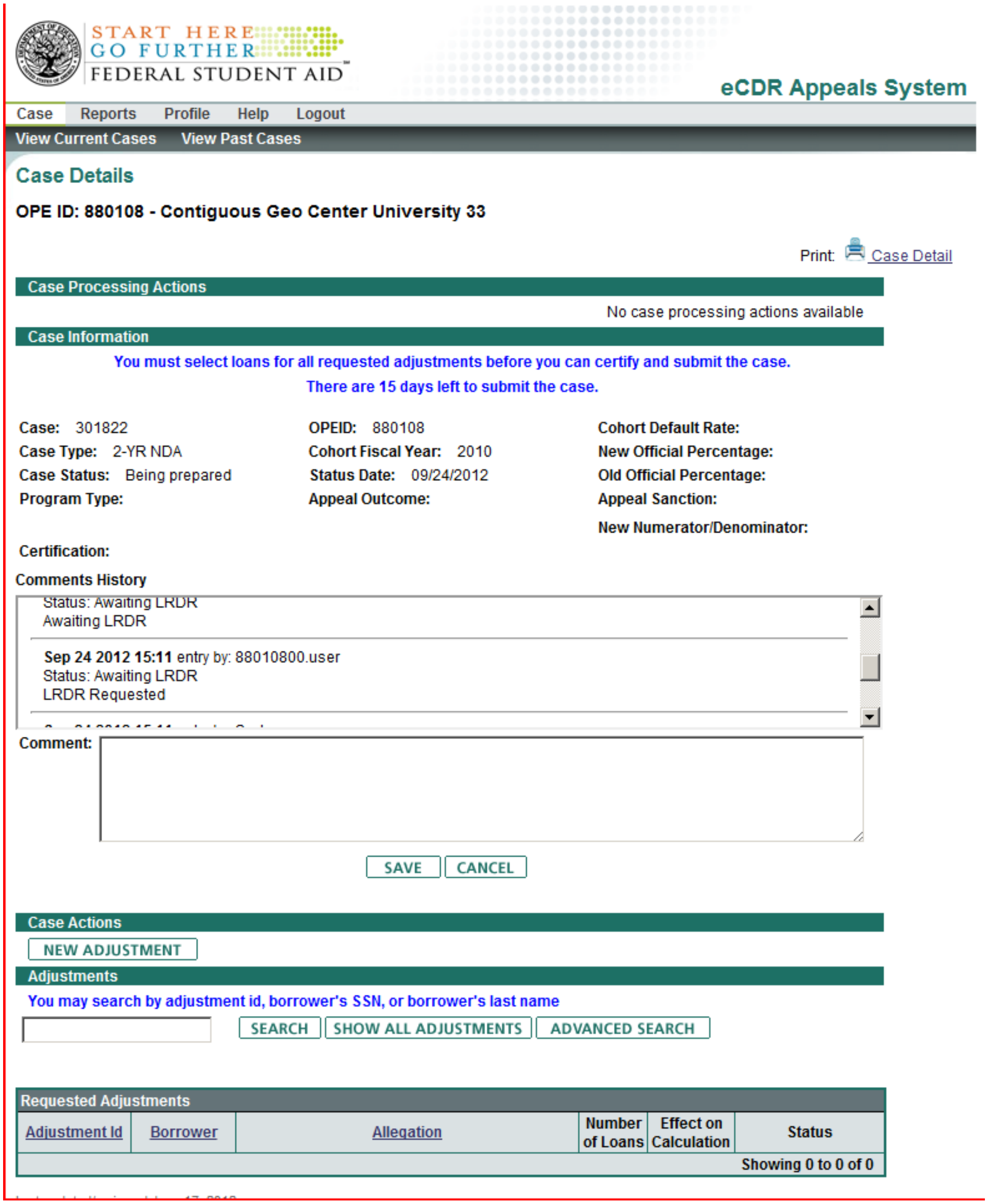


Figure 7-3: Case Details page

Institutional Information

At the top of the Case Details page, your institution's OPEID and name are displayed. If you have access to multiple Perspectives, this information will assist in verifying that you are in the correct Perspective. See Section 2.3 of this User Guide for information on Perspectives.

Case Processing Actions

If any actions are available to you at the time, they will appear in the Case Processing Actions area under your institution's OPEID and name. These actions move your case to the next step of the workflow.

Case Information

The current case status information is populated by the system and includes:

- **Case**: The case ID number, automatically assigned by the eCDR Appeals system.
- **Case Type**: The type of challenge or appeal (e.g., 3-YR NDA, 2-YR UDA).
- **Case Status**: Indicates which phase the case is currently in. See Section 1.3, "NDA Workflow Phases" for more information on NDA phases. Refer to Chapter Appendix B, "Status Codes" for a definition of case status codes.
- **Program Type**: Indicates the type of program the school is taking part in: FFEL, DL, or FFEL/DL.
- **Certification**: After the case is submitted, the document certifying the school's case will be listed here.
- **OPEID**: The OPEID of the institution filing the case.
- **Cohort Fiscal Year**: The cohort year for which the case is being filed.
- **Status Date**: Indicates the date of the most recent case status update.
- **Appeal Outcome**: This is used only in the official process, and will be blank for the draft process.
- **Cohort Default Rate**: Indicates the institution's cohort default rate.
- **Appeal Sanction**: This is used only in the official process, and will be blank for the draft process.

Comments

A Comments History box displays the full case history, including comments. The history is arranged in reverse chronological order, with the most recent status change or comment at the top. When available, you may add optional comments to your case by typing in the comment field and selecting "Save". Anyone who has access to a case can see all the comments associated with that case. Once saved, comments cannot be removed. Adding a comment is optional.

Case Actions

Case-related actions that you are currently allowed to perform will be displayed here. In the example case (Figure 7-3), you may add a new Adjustment.

Adjustments

The Requested Adjustments table displays a list of adjustments that have been added to the case. When you create a new case, this table will be empty until you add adjustments. The columns in the Requested Adjustment table are:

- **Adjustment ID**: The adjustment ID number, automatically assigned by the eCDR Appeals system.
- **Borrower**: The social security number (SSN) of the borrower for which the adjustment has been created.
- **Allegation**: The reason for the adjustment.
- **Number of Loans**: Indicates how many loans associated with the specified borrower have been included in this adjustment.
- **Effect on Calculation**: Indicates what effect(s) the adjustment would have on the cohort default rate calculation. Each effect consists of three parts: an add (+) or subtract (-) sign indicating whether one (1) should be added or subtracted; a letter (N, D, or B) indicating

whether the addition/subtraction should affect the numerator (N), denominator (D), or both (B); and the cohort year in which the effect is to take place.

- **Status**: The current status of the adjustment. Refer to Chapter Appendix B, "Status Codes" for a definition of adjustment status codes.
- **Status Date**: Indicates the date of the most recent adjustment status update.

The Requested Adjustments list will display up to 10 adjustments at a time. If there are more than 10 adjustments in a case, a list of page numbers will be displayed at the top right corner of the Requested Adjustments list. To view more adjustments, select the desired page number.

The list of adjustments may be sorted according to Adjustment ID, Borrower SSN, or Allegation. To sort the Requested Adjustments list, select the desired column header at the top of the Requested Adjustments table. By default, the list is sorted by Adjustment ID.

You may also search for adjustments using the provided search options.

7.4 Preparing the NDA

Now that you have created a new NDA case and Federal Student Aid has loaded the necessary LRDR extracts, the case status has become "Being prepared". At this point, you can begin adding adjustments and comments, and then eventually submit your NDA.

Adding a New Adjustment

The first step in preparing your case is to add the necessary adjustments. To add an adjustment to your NDA, select the "New Adjustment" button from the Case Details page.

Selecting a Borrower

Selecting the "New Adjustment" button will load the Borrower Selection page (Figure 7-4). You will be asked to specify the borrower for which you will be making an adjustment. Enter the borrower's social security number. Do not use dashes or spaces when entering the SSN. After you enter the SSN, select the "Create Adjustment" button.

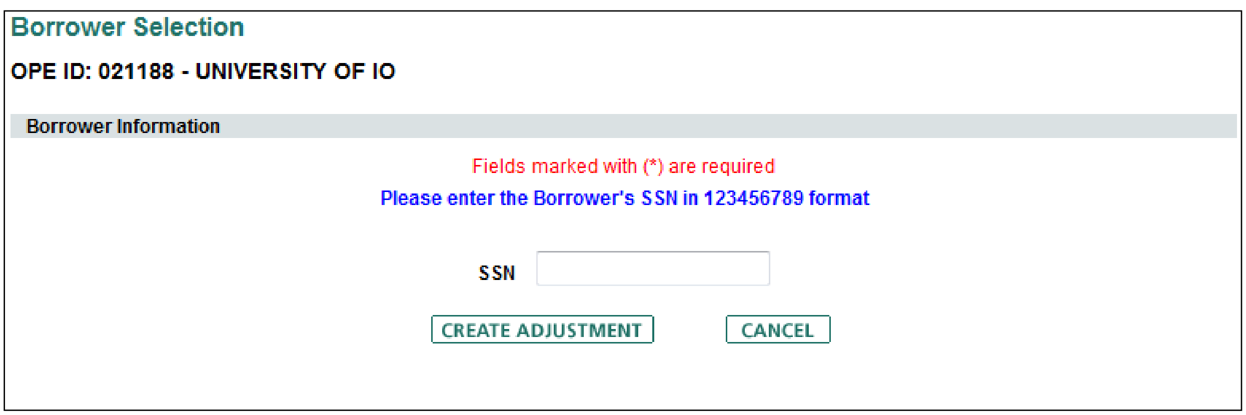


Figure 7-4: Borrower Selection page

The eCDR Appeals system will search for the specified borrower in your institution's LRDR. If the system was able to find the borrower's information, you will be taken directly to the Adjustment Details screen with the borrower's SSN and name already filled in.

If the eCDR Appeals system could not find the borrower's SSN in your institution's LRDR, you will be given the option to either re-enter the SSN or manually add the loan details (Figure 7-5). If you entered the SSN incorrectly, you should re-enter the correct SSN and select "Create Adjustment". If, however, you intended to add a borrower that is not in the LRDR but should be included for the purpose of calculating your cohort default rate, enter the borrower's SSN and name.

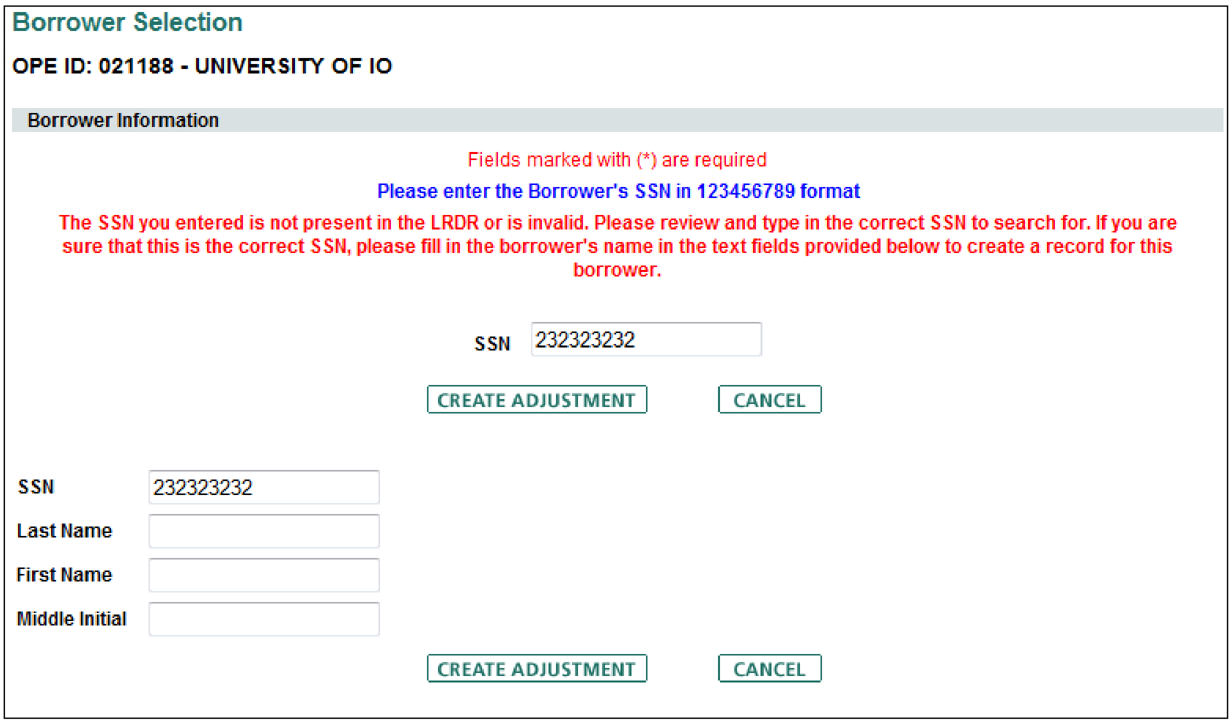


Figure 7-5: A message indicating that the borrower's record was not found

Entering Adjustment Details

After selecting a borrower, the Adjustment Details page will be displayed (Figure 7-6). The borrower's information will be filled in for you.

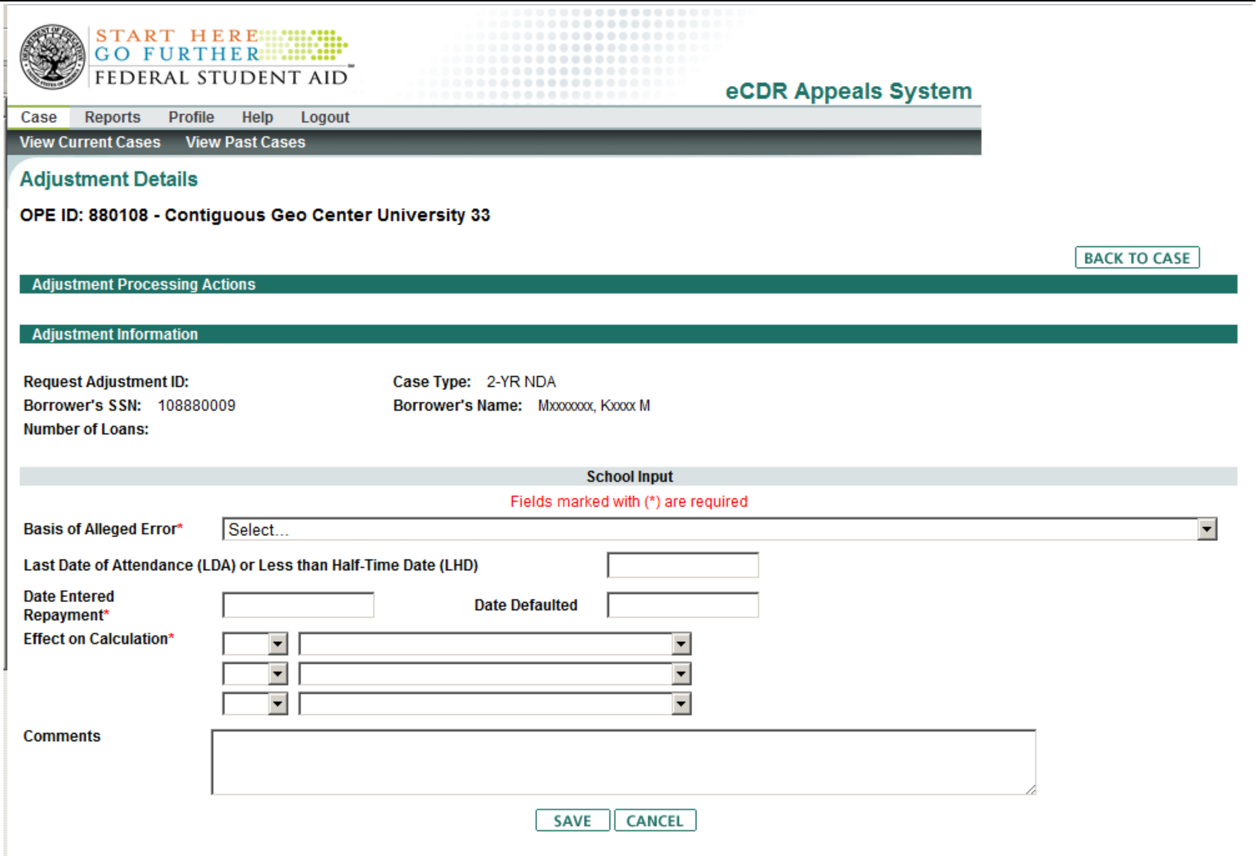


Figure 7-6: Adjustment Details page for a newly created adjustment

The Adjustment Details form allows you to enter the borrower's information and specify the requested adjustment. When you are done entering the information, select the "Save" button. The Adjustment Details page will refresh, giving you additional options (Figure 7-7). These options are:

- **Attach File**: Allows you to include supporting documentation.
- **Select/Deselect Loan**: Allows you to choose which of this borrower's loans to include in the adjustment.
- **Change Data Manager**: Allows you to specify a different data manager to which a loan belongs if the displayed data manager is incorrect.
- **New Adjustment**: Allows you to create your next Adjustment without having to first return to the Case Details page.
- **Remove Adjustment**: Removes this adjustment from your NDA.

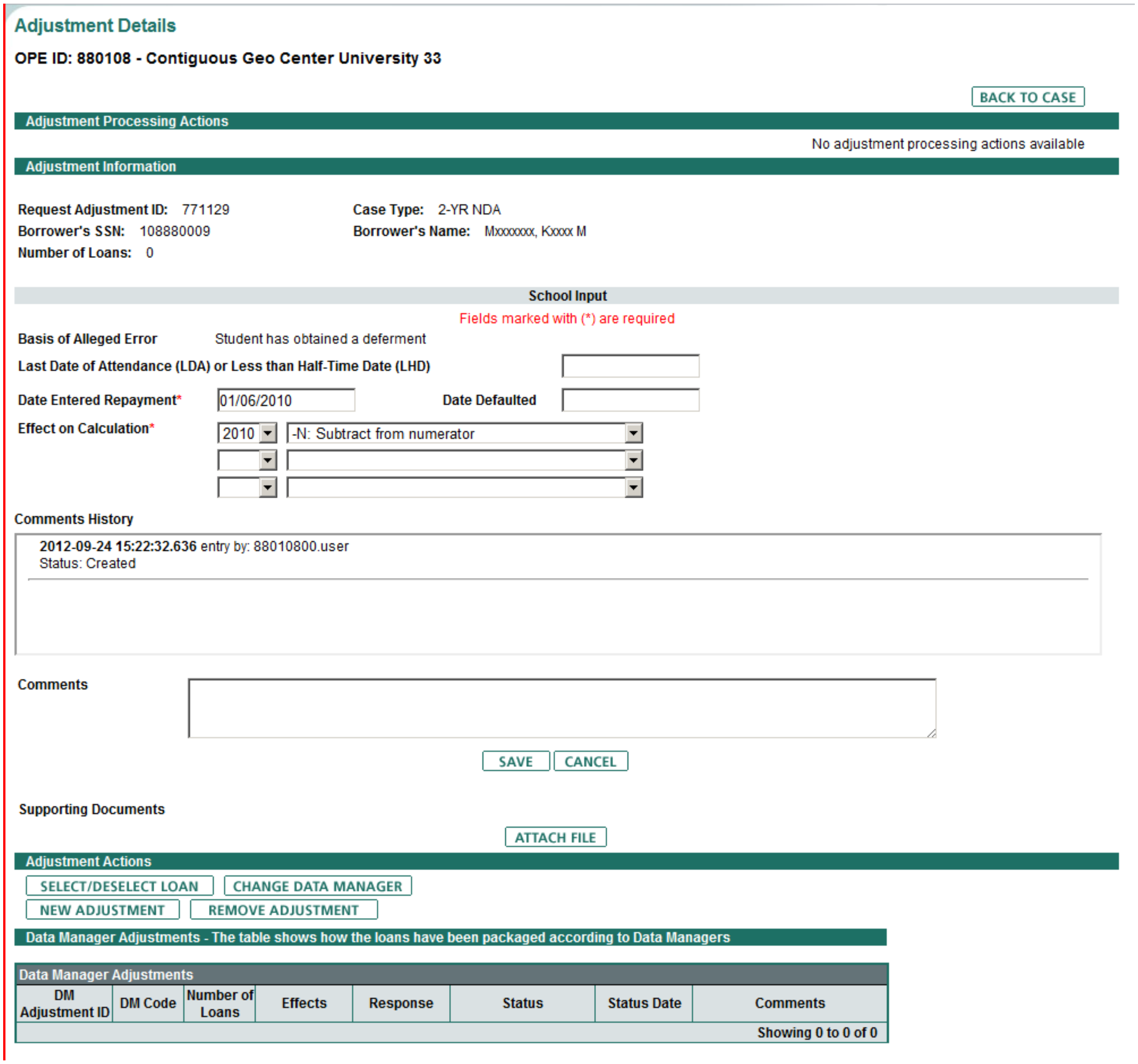


Figure 7-7: An adjustment in progress

Attaching a Supporting Document

In order to attach documentation to support an adjustment, select the "Attach File" button from the Adjustment Details page. The Attachments page will load, prompting you to choose a file and enter a description (Figure 7-8). Please consider the recommendations regarding file attachments outlined in Section 1.4 when attaching a file.

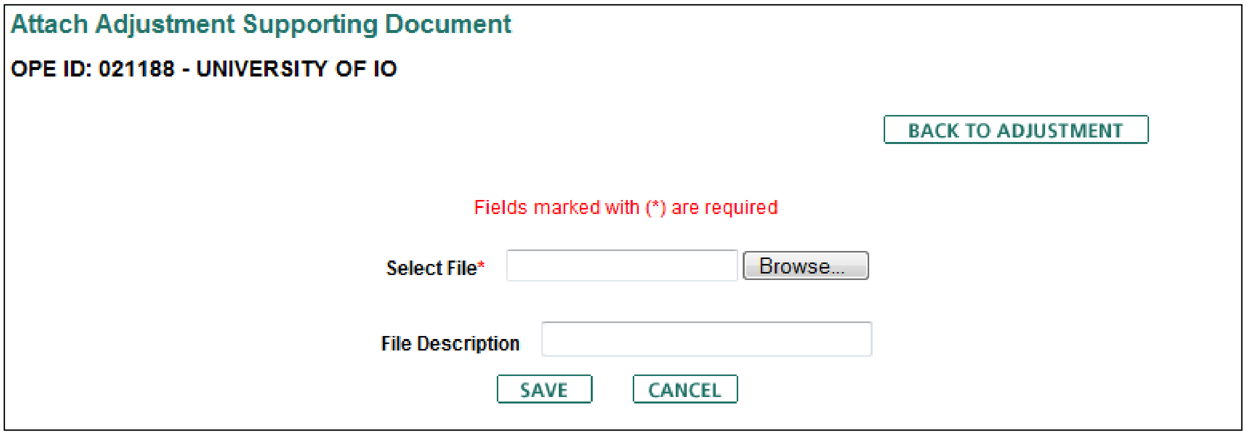


Figure 7-8: Attaching a supporting document

Once you choose the correct document, enter a basic description of the document in the “File Description” field, then select the “Save” button to add it to the adjustment. This will return you to the Adjustment Details page, where your newly attached file and its description will be displayed under the “Supporting Documents” list. Alternatively, if you decide not to attach a file at this time, select the “Cancel” button to return to the Adjustment Details page without attaching a file.

You may attach as many pieces of documentation as you need.

Removing a Supporting Document

To remove a supporting document, select the “Remove” button to the right of the document on the Adjustment Details page. The specified document will be removed from the adjustment.

Selecting and Deselecting Loans

To specify which loans should or should not be included in the adjustment, select the “Select/Deselect Loan” button on the Adjustment Details form. This will bring up the Select/Deselect Loans page (Figure 7-9).

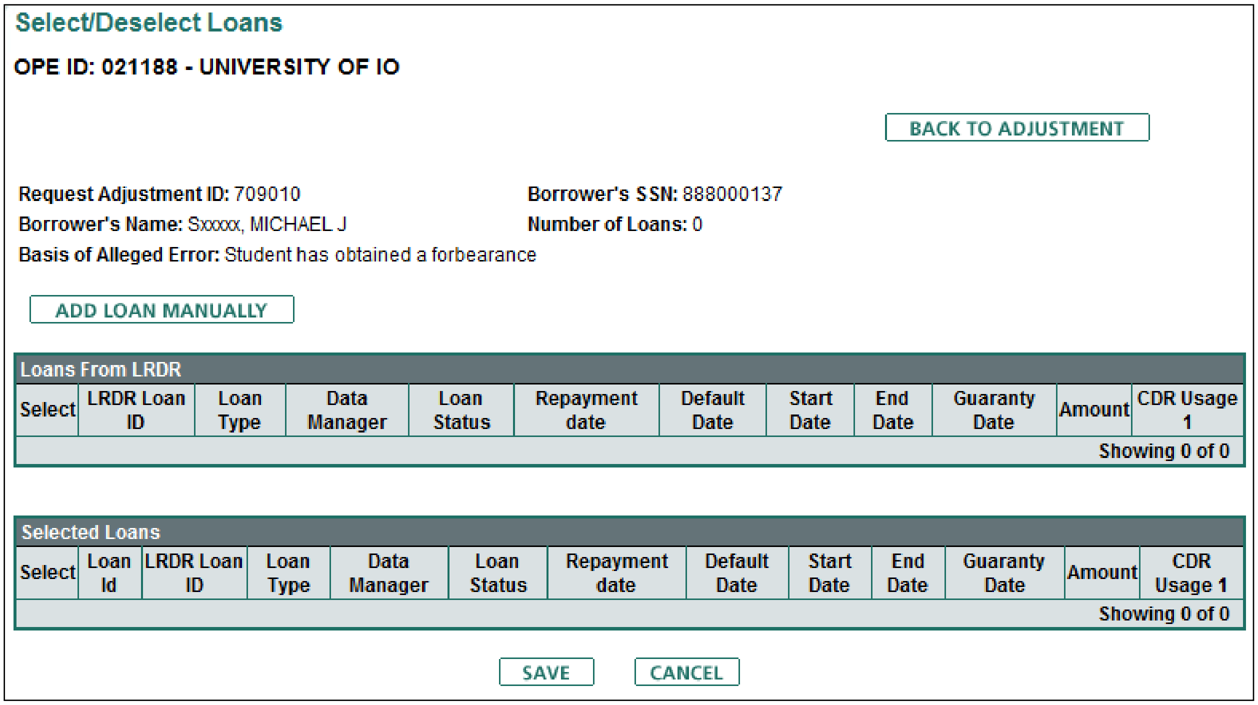


Figure 7-9: Selecting loans for inclusion in the adjustment

On this page, the borrower's loans are automatically retrieved from your institution's LRDR and are listed in the table named "Loans from LRDR". After you select a loan to include in the adjustment, it will be added to the "Selected Loans" table. If the borrower has a loan that is not listed from the LRDR, you may manually add the loan.

Manually Adding a Loan

If the borrower has a loan that is not listed in the "Loans from LRDR" table, then you can manually add the loan details.

Note: You must attach relevant supporting documentation on the Adjustment Details page before the eCDR Appeals system will allow you to manually add a loan. This ensures that there is information to support the loan.

To manually enter a loan that is not in the LRDR, select the "Add Loan Manually" button on the Select/Deselect Loans page. This will bring up the Manual Loan page, allowing you to enter the loan details (Figure 7-10).

Note: When manually entering a loan, the information entered should come from NSLDS. Do not enter the adjustment information that was entered on the Adjustment Details page. The Manual Loan information should include the loan details as currently reflected in NSLDS to help determine which loan is being adjusted.

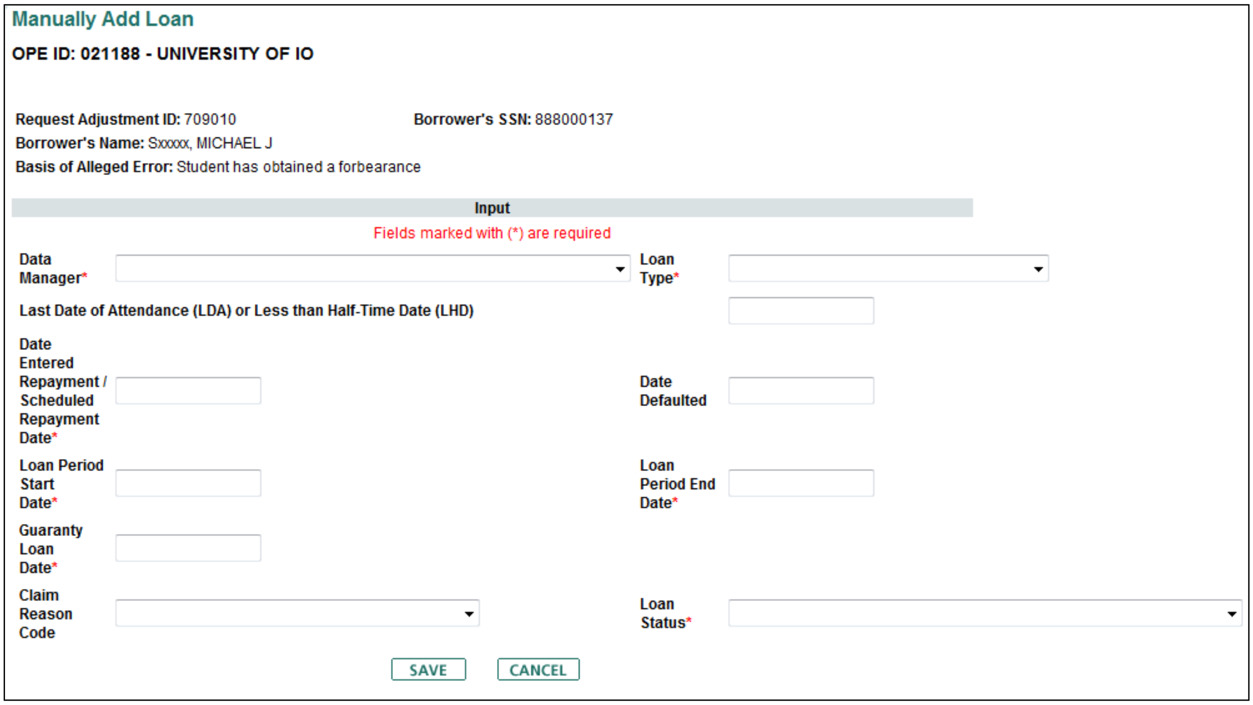


Figure 7-10: Manually adding a loan

Once you have entered the loan information, select the “Save” button. You will be returned to the Select/Deselect Loans page, and the manually added loan will appear in the “Selected Loans” list.

Selecting Loans from the LRDR

If the loans you wish to add to the adjustment have automatically been retrieved from the LRDR and are displayed in the “Loans from LRDR” list on the Select/Deselect Loans page, then mark the appropriate checkboxes next to the loans you wish to select.

When you are done selecting the desired loans and manually adding loans, select the “Save” button. This will return you to the Adjustment Details page. The data managers associated with the loans you just selected will appear in the “Data Manager Adjustments” table.

Reviewing Your Changes so Far

Figure 7-11 shows a portion of the Adjustment Details page after a loan was added and two supporting documents were attached to an adjustment. In the Supporting Documents list, new entries consisting of the document description, a link to download the files and a "Remove" button have been added. In the Data Manager Adjustments table, the Data Manager associated with the selected loan has been added.

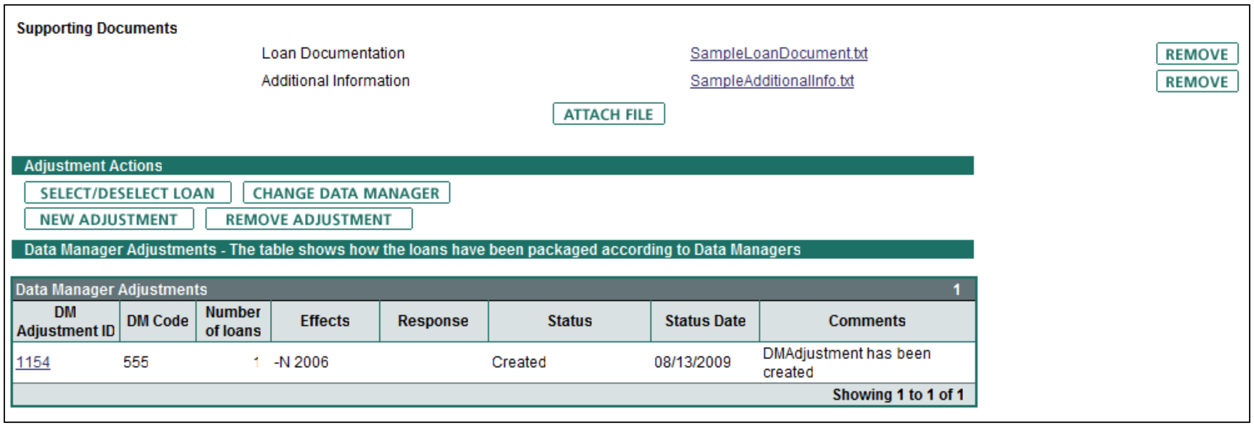


Figure 7-11: An adjustment with supporting documentation and a loan

Changing the Data Manager

If you find that a loan is associated with an incorrect data manager, you have the option to change the data manager for specific loans. To change a data manager, select the "Change Data Manager" button on the Adjustment Details page. The Change Data Manager page (Figure 7-12) will be displayed. All the loans associated with the adjustment will be listed in the Loans table. Select the checkboxes for the loans that have the incorrect data manager. Select the correct data manager from the dropdown menu above the Loans table. Select the "Save" button to apply the data manager changes. The Change Data Manager page will reload with the updated data manager information in the Loans table. Once you have verified that the changes are correct, you may return to the Adjustment Details screen by selecting the "Back to Adjustment" button.

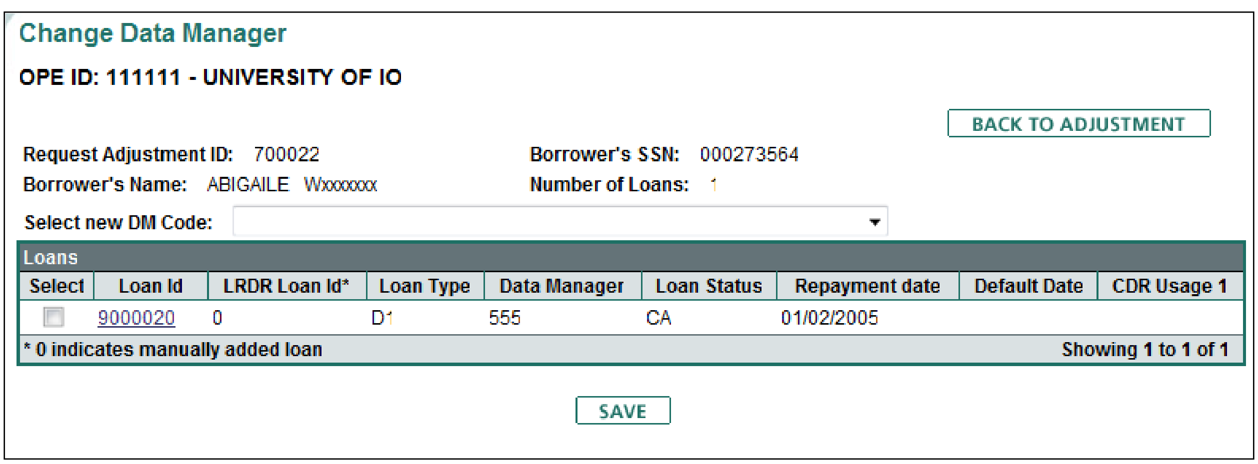


Figure 7-12: Changing the data manager for a loan

Removing an Adjustment

To remove an adjustment from your case, select the "Remove Adjustment" button on the Adjustment Details page of the adjustment you wish to remove. A confirmation page will load, prompting you to verify the removal of the adjustment. To remove the adjustment from your case, select "OK". To keep the adjustment, select "Cancel" to return to the Adjustment Details page. If you select "OK", the adjustment will be removed from the case and you will be returned to the Case Details page.

Adding Comments to an Adjustment

To add a comment to a particular adjustment, use the Comments field on the Adjustment Details page. Comments added to the Adjustment Details page will only be visible to those who have access to the adjustment (i.e., Data Managers that are associated with a loan in the adjustment, and Federal Student Aid OPD). Adding a comment is optional.

After an Adjustment is Complete

When you are done adding the borrower, supporting documentation, and loans for an adjustment, select the "Back to Case" button on the Adjustment Details page. This will return you to the Case Details page, where the new adjustment will appear in the Requested Adjustments list (Figure 7-13). You can always return to the Adjustment Details page to view or change an adjustment by selecting the adjustment record number in the Requested Adjustments list on the Case Details page.

To add more adjustments to the NDA, select the "New Adjustment" button from the Case Details page and repeat the process for adding a new adjustment.

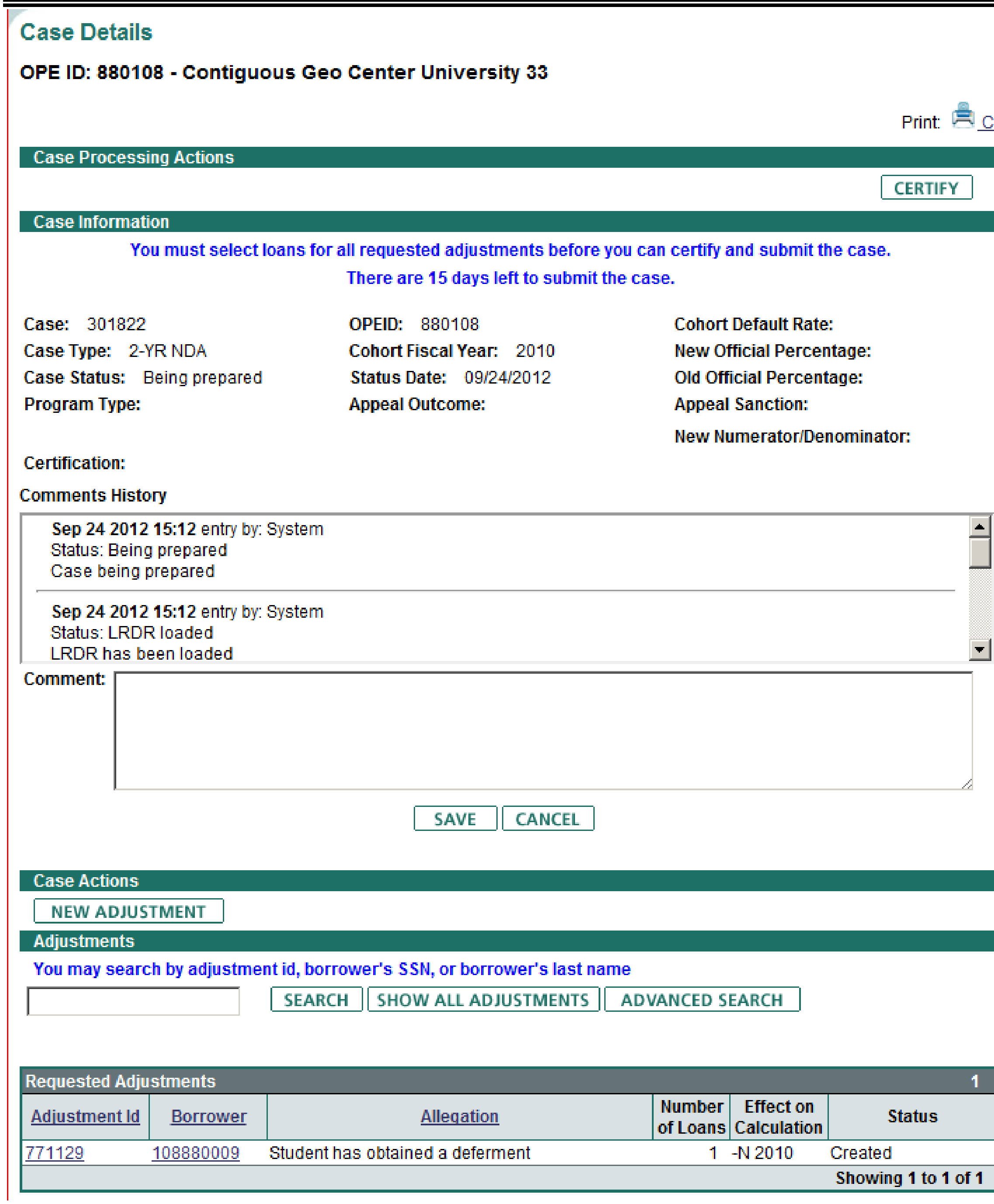


Figure 7-13: Case Details page with one adjustment

7.5 Certifying and Submitting the NDA

Certifying and submitting the NDA case are separate steps that must both be completed.

Certifying

Once you have verified that all comments and documentation are ready and you are prepared to upload the certification, select the “Certify” button at the top right of the Case Details page. This will load an Attachments page where you can choose the file that contains the President/CEO’s certification (Figure 7-14). Section 1.4 outlines recommendations to consider when attaching a file. The certification must be a signed letter from the CEO, President, or owner of your school stating that all the data in the NDA is correct under penalty of perjury.

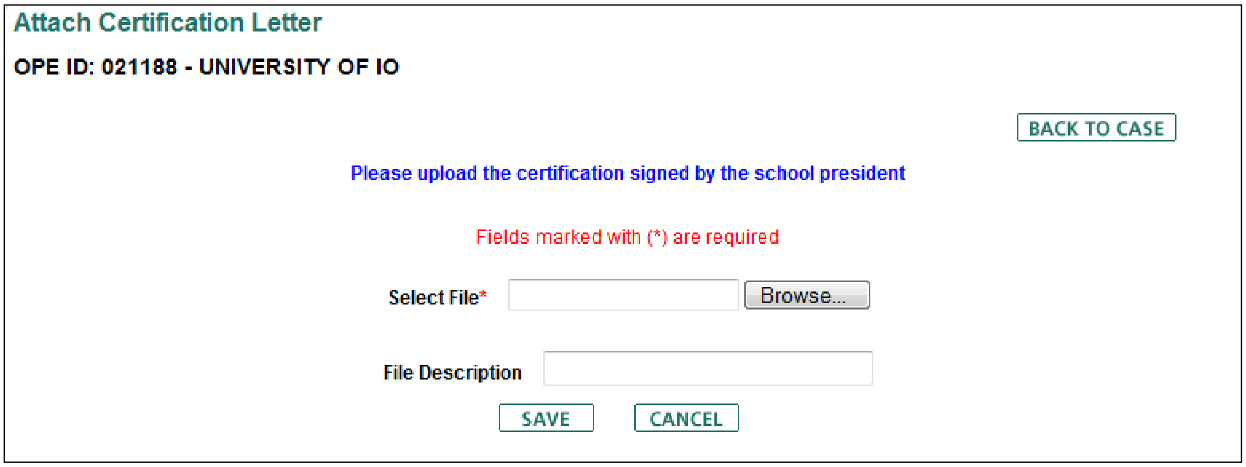


Figure 7-14: Attaching the certification

In the File Description field, simply enter “Certification”. When you are done, select “Save”. This will certify the case and return you to the Case Details page. While the case is certified, you cannot make any modifications to it. You will now see two options at the top of the page for processing the case: Decertify and Submit (Figure 7-15).

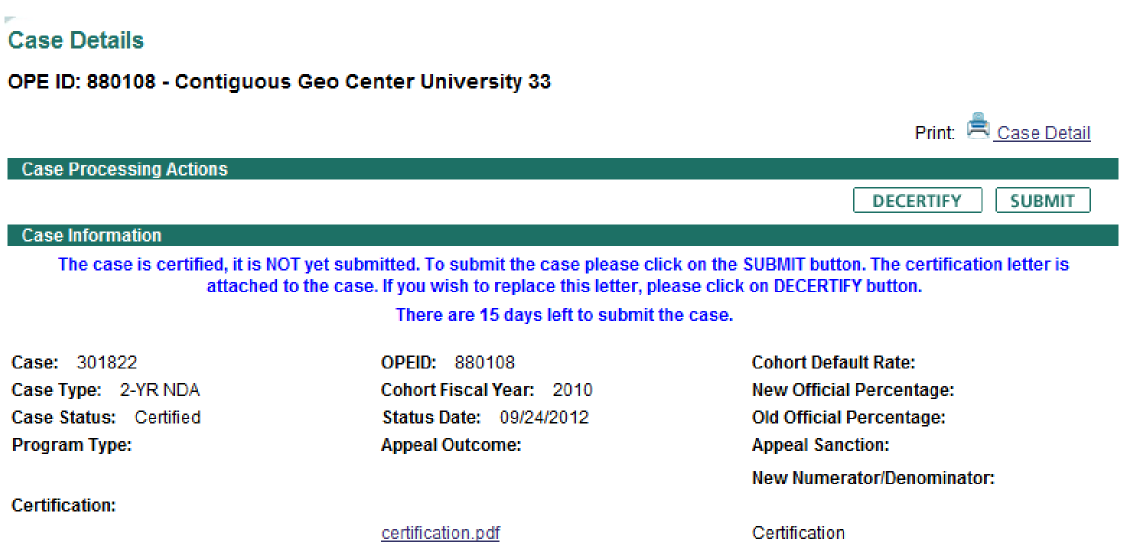


Figure 7-15: A case ready for submission or decertification

Decertifying

If you wish to make modifications to the case or replace the certification letter before you submit the case, click Decertify. The case will revert to "being prepared" status, allowing you to make changes. The certification letter will also be removed from the case.

Submitting

Once you are prepared to submit the case to the appropriate Data Managers, click "Submit" at the top of the Case Details page. This will display a confirmation page (Figure 7-16).

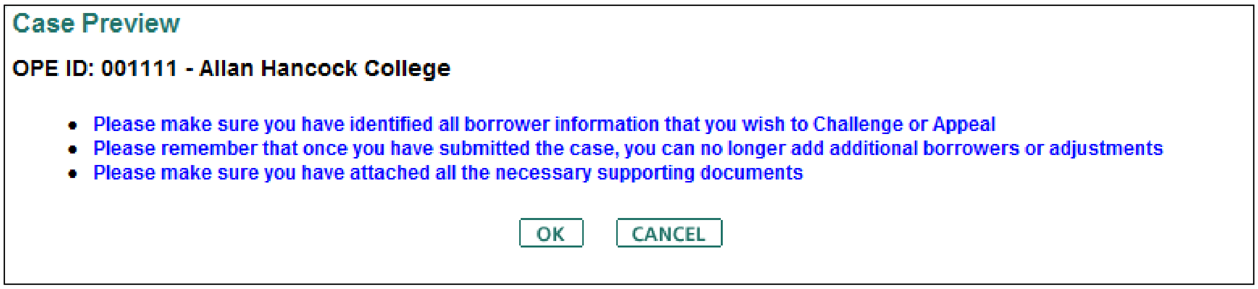


Figure 7-16: Case Preview confirmation page

This page offers a reminder to make sure all necessary documentation is attached when submitting the case. If you wish to make any further changes before submission, select "Cancel" to return to the Case Details page, where you can decertify the case and make changes. Otherwise, if no changes are needed, select "OK" to submit the case to the Data Managers.

If the timeframe for submitting an NDA case has passed, then the system will display a message indicating that the case has been rejected due to submission outside of the timeframe.

Once the case is submitted, you will be returned to the Current Cases list. You will no longer be able to modify the NDA case. The appropriate Data Managers will automatically be notified of the submitted NDA. Additionally, the status of the case in your Current Cases list will indicate that it is in "Data Manager Review" status.

When the Data Managers complete their review of your NDA and submit their responses, you will be notified via email. The email will be sent to the email address you specified in your profile.

8. DATA MANAGER: REVIEW NDA

8.1 Current Cases Page Overview

Log in to the eCDR Appeals system (refer to Chapter 2, "All Users: Navigation" for information on how to access the system and select a Perspective if needed). Select "Case" from the main menu and "View Current Cases" from the submenu. This will present you with the Current Cases page (Figure 8-1).

Current Cases

Data Manager Code: 785 - RAVENLAW RELIEF

The 2009 3-year official cycle has started.
The 2010 2-year official cycle has started.

You may search by case ID, OPEID, or case status.

SEARCH SHOW ALL

Current Cohort Years - 2009 3-year and 2010 2-year 1 2 3

Case ID	Case Type	Cohort Year	OPEID	School Name	Status	Status Date	Response Due Date
300208	2-YR IDC	2010	880107	Contiguous Geo Center University 32	Available for case manager review	05/30/2012	
300209	2-YR IDC	2010	880108	Contiguous Geo Center University 33	Closed	05/30/2012	
301822	2-YR NDA	2010	880108	Contiguous Geo Center University 33	Submitted	09/24/2012	
300210	2-YR IDC	2010	880109	Contiguous Geo Center University 34	Perfected/Available for FSA Review	04/30/2012	
301525	3-YR IDC	2009	880109	Contiguous Geo Center University 34	Closed	05/30/2012	
300211	2-YR IDC	2010	880110	Contiguous Geo Center University 35	Closed	05/30/2012	
300212	2-YR IDC	2010	880111	Contiguous Geo Center University 36	Closed	05/30/2012	
300213	2-YR IDC	2010	880112	Contiguous Geo Center University 37	Closed	05/30/2012	
300214	2-YR IDC	2010	880113	Contiguous Geo Center University 38	Closed	05/30/2012	
301519	3-YR IDC	2009	880123	Contiguous Geo Center University 48	Closed	05/30/2012	

Showing 11 to 20 of 27

Figure 8-1: Current Cases page

The Current Cases page lists all current cases that you have access to, along with their status information. When a school submits a NDA for your review, it will appear on this page. If a case is in "Data Manager Review" status, you have access to review the school's case, request more information on an adjustment, and indicate your agreement or disagreement with each adjustment.

To choose a particular NDA to review, select the case ID number of the desired case. This will load the Case Details page.

8.2 Case Details Page Overview

Before we discuss the process involved in preparing a New Data Adjustment (NDA), we will provide an overview of the Case Details page (Figure 8-2). The Case Details page is the focal point of the NDA review process. From this page, you can view adjustments and eventually respond to the school.

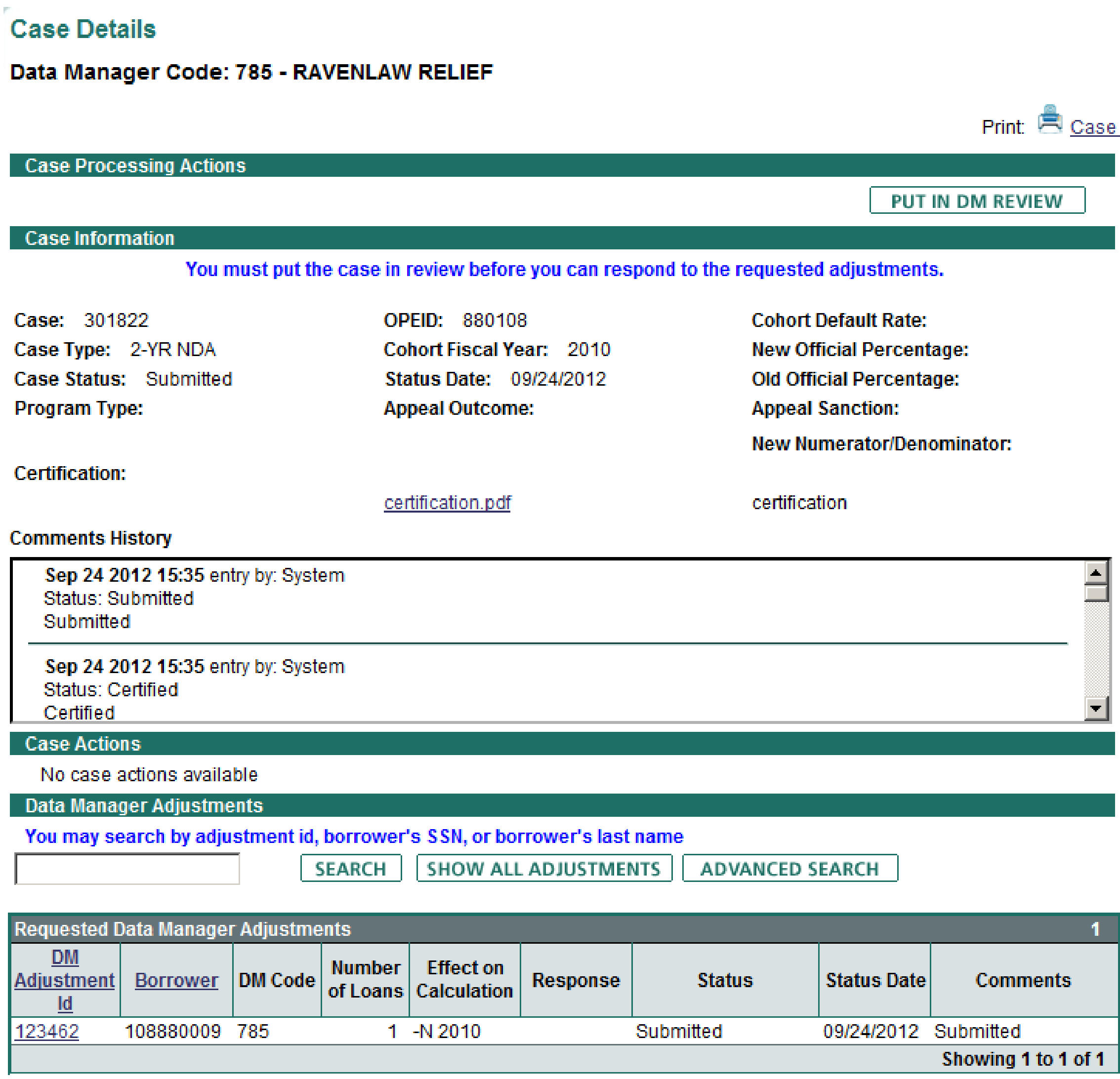


Figure 8-2: Case Details page

Agency Information

At the top of the Case Details page, your agency's code and name are displayed. If you have access to multiple Perspectives, this information will assist in verifying that you are in the correct Perspective. See Section 2.3 of this User Guide for information on Perspectives.

Case Processing Actions

If any actions are available to you at the time, they will appear in the Case Processing Actions area under your agency's code and name. These actions move your case to the next step of the workflow.

Case Information

The current case status information is populated by the system and includes:

- **Case**: The case ID number, automatically assigned by the eCDR Appeals system.
- **Case Type**: The type of challenge or appeal (e.g., 2-YR IDC, 3-YR NDA, 2-YR UDA).
- **Case Status**: Indicates which phase the case is currently in. See Section 1.3, "NDA Workflow Phases" for more information on NDA phases. Refer to Chapter Appendix B, "Status Codes" for a definition of case status codes.
- **Program Type**: Indicates the type of program the school is taking part in: FFEL, DL, or FFEL/DL.
- **Certification**: After the case is submitted, the document certifying the school's case will be listed here.
- **OPEID**: The OPEID of the institution filing the case.
- **Cohort Fiscal Year**: The cohort year for which the case is being filed.
- **Status Date**: Indicates the date of the most recent case status update.
- **Appeal Outcome**: This is used only in the official process, and will be blank for the draft process.
- **Cohort Default Rate**: Indicates the institution's cohort default rate.
- **Appeal Sanction**: This is used only in the official process, and will be blank for the draft process.

Comments

A Comments History box displays the full case history, including comments. The history is arranged in reverse chronological order, with the most recent status change or comment at the top. When available, you may add optional comments to your case by typing in the comment field and selecting "Save". Anyone who has access to a case can see all the comments associated with that case. Once saved, comments cannot be removed. Adding a comment is optional.

Case Actions

Case-related actions that you are currently allowed to perform will be displayed here. In the example case (Figure 8-2), the available case action is to put the case into DM review by selecting the "PUT IN DM REVIEW" button. This action should only be necessary if you are opening the case on the same date that the school submitted the case.

Adjustments

The Requested Adjustments table displays a list of adjustments that have been added to the case. The columns in the Requested Adjustment table are:

- **Adjustment ID**: The adjustment ID number, automatically assigned by the eCDR Appeals system.
- **Borrower**: The social security number (SSN) of the borrower for which the adjustment has been created.
- **Allegation**: The reason for the adjustment.
- **Number of Loans**: Indicates how many loans associated with the specified borrower have been included in this adjustment.
- **Effect on Calculation**: Indicates what effect(s) the adjustment would have on the cohort default rate calculation. Each effect consists of three parts: an add (+) or subtract (-) sign

indicating whether one (1) should be added or subtracted; a letter (N, D, or B) indicating whether the addition/subtraction should affect the numerator (N), denominator (D), or both (B); and the cohort year in which the effect is to take place.

- **Status**: The current status of the adjustment. Refer to Chapter Appendix B, "Status Codes" for a definition of adjustment status codes.
- **Status Date**: Indicates the date of the most recent adjustment status update.

The Requested Adjustments list will display up to 10 adjustments at a time. If there are more than 10 adjustments in a case, a list of page numbers will be displayed at the top right corner of the Requested Adjustments list. To view more adjustments, select the desired page number.

The list of adjustments may be sorted according to Adjustment ID, Borrower SSN, or Allegation. To sort the Requested Adjustments list, select the desired column header at the top of the Requested Adjustments table. By default, the list is sorted by Adjustment ID.

You may also search for adjustments using the provided search options.

8.3 Reviewing a NDA

When a school submits a NDA containing adjustments that affect you as a data manager, then you will automatically be notified via email about the new NDA. The email will be sent to the email address specified in your eCDR Appeals profile (see Chapter 5, "Data Manager: Create or Verify Profile" for information on setting up your profile).

To review a NDA, first open it from the Current Cases page. On the Case Details page, the Requested Data Manager Adjustments table will list the adjustments requested by the institution.

Viewing Adjustment Information

To review an adjustment, select the adjustment ID for the adjustment you want to review. This will load the Data Manager Adjustment Details page (Figure 8-3).

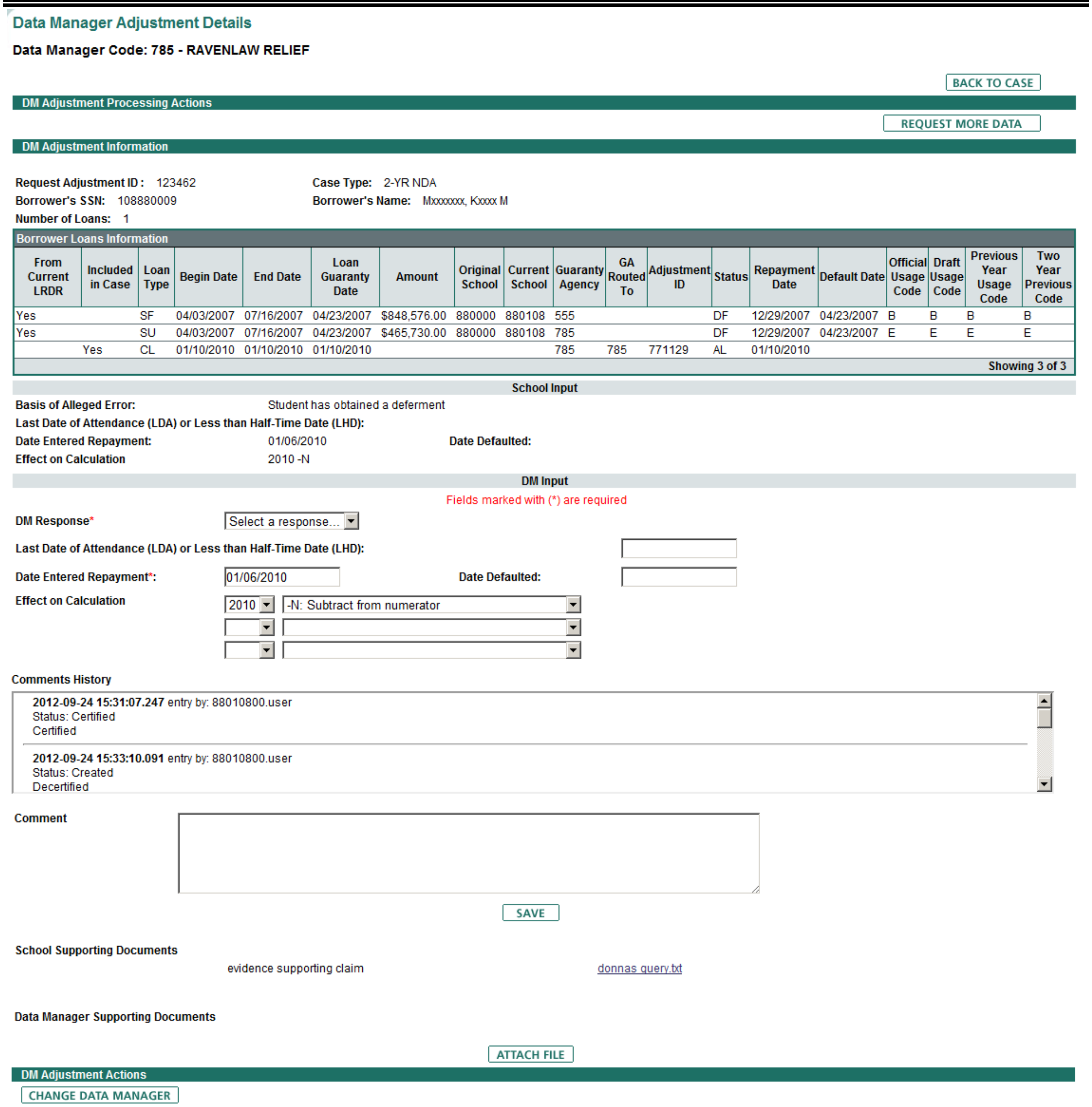


Figure 8-3: Adjustment Details page

The Data Manager Adjustment Details page displays information on a specific borrower adjustment requested by an institution. The fields under the “School Input” heading outline the basic adjustment requested by the institution, along with any supporting documentation.

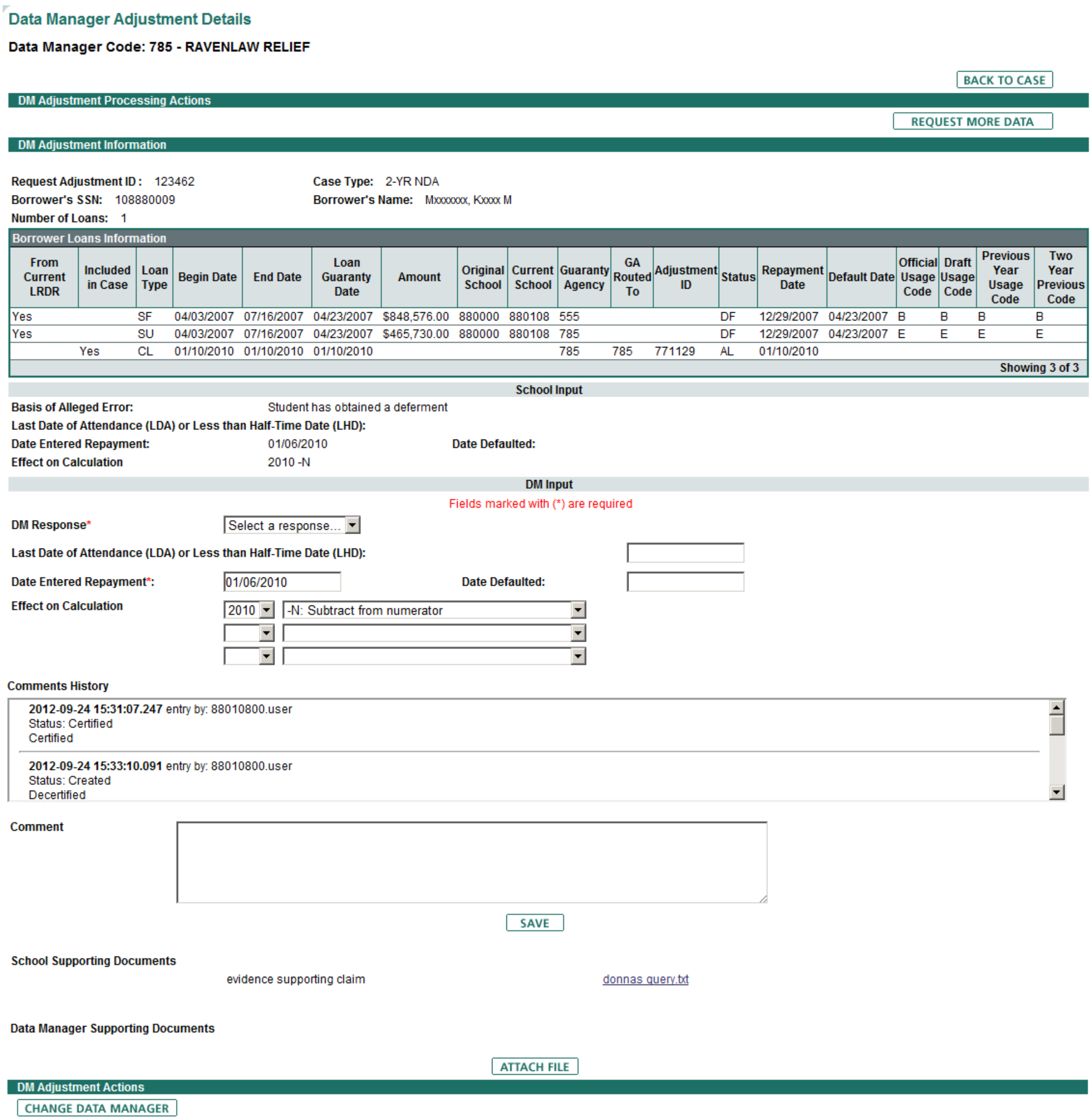
Changing the Data Manager

If the adjustment should be handled by another Data Manager, this can be corrected by pressing the “Change Data Manager” button. The Change Data Manager page will load, allowing you to select a new Data Manager for the loan in question.

9. DATA MANAGER: REQUEST MORE INFORMATION

9.1 Requesting More Information from the School

Once you have examined the institution's requested adjustments, you may find it necessary to request more information from the institution. On the Adjustment Details page, select an adjustment from the Data Manager Adjustments table. This will load the Data Manager Adjustment Details page (Figure 9-1).



Data Manager Adjustment Details

Data Manager Code: 785 - RAVENLAW RELIEF

BACK TO CASE

DM Adjustment Processing Actions

REQUEST MORE DATA

DM Adjustment Information

Request Adjustment ID : 123462
Case Type: 2-YR NDA
Borrower's SSN: 108880009
Borrower's Name: Mxxxxxxx, Kxxxx M
Number of Loans: 1

Borrower Loans Information

From Current LRDR	Included in Case	Loan Type	Begin Date	End Date	Loan Guaranty Date	Amount	Original School	Current School	Guaranty Agency	GA Routed To	Adjustment ID	Status	Repayment Date	Default Date	Official Usage Code	Draft Usage Code	Previous Year Usage Code	Two Year Previous Code
Yes		SF	04/03/2007	07/16/2007	04/23/2007	$848,576.00	880000	880108	555			DF	12/29/2007	04/23/2007	B	B	B	B
Yes		SU	04/03/2007	07/16/2007	04/23/2007	$465,730.00	880000	880108	785			DF	12/29/2007	04/23/2007	E	E	E	E
	Yes	CL	01/10/2010	01/10/2010	01/10/2010				785	785	771129	AL	01/10/2010					

Showing 3 of 3

School Input

Basis of Alleged Error: Student has obtained a deferment
Last Date of Attendance (LDA) or Less than Half-Time Date (LHD):
Date Entered Repayment: 01/06/2010
Date Defaulted:
Effect on Calculation 2010 -N

DM Input

Fields marked with (*) are required

DM Response* Select a response...
Last Date of Attendance (LDA) or Less than Half-Time Date (LHD):
Date Entered Repayment*: 01/06/2010
Date Defaulted:
Effect on Calculation 2010 -N: Subtract from numerator

Comments History

2012-09-24 15:31:07.247 entry by: 88010800.user
Status: Certified
Certified

2012-09-24 15:33:10.091 entry by: 88010800.user
Status: Created
Decertified

Comment

SAVE

School Supporting Documents
evidence supporting claim donnas query.txt

Data Manager Supporting Documents

ATTACH FILE

DM Adjustment Actions

CHANGE DATA MANAGER

Figure 9-1: Data Manager Adjustment Details page

The Data Manager Adjustment Details page allows you to request more data from the institution. Select the "Request More Data" button at the top right of the screen to request more information from the school. You will be provided with a Correspondence page to specify what information you are requesting from the institution (Figure 9-2).

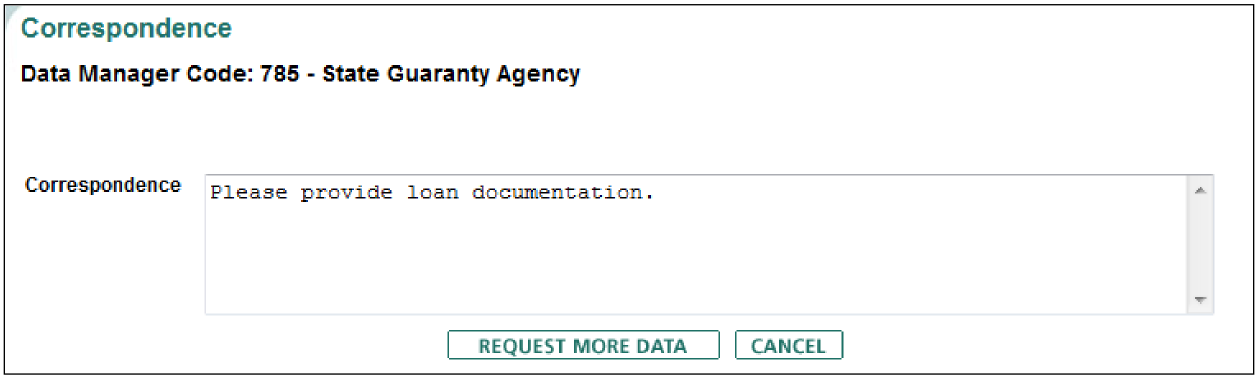


Figure 9-2: Requesting more information from a school

After entering your correspondence with the school, select the "Request More Data" button to send the request to the school. You will be returned to the Data Manager Adjustment Details page. The status of the adjustment will be updated to indicate that more data has been requested from the school (Figure 9-3).

Requested Data Manager Adjustments — 1

DM Adjustment Id	Borrower	DM Code	Number of Loans	Effect on Calculation	Response	Status	Status Date	Comments
86171	888005348	555	5	-N 2008		Addl data requested from school	08/18/2010	Need loan documentation.

Showing 1 to 1 of 1

Figure 9-3: DM Adjustments table with an entry indicating that additional data was requested

An automatic notification will be sent to the school via email to inform them that you have requested more information. After the school responds to your request, you will also be notified via email.

Note: After the school has responded to your request, you may repeat this information request process as often as needed.

10. SCHOOL: PROVIDE MORE INFORMATION

10.1 When a Data Manager Requests Information

If a data manager determines that more information is necessary before they can produce a response to one or more of your requested adjustments, they may opt to request more information through the eCDR Appeals system if there is still time remaining on the school's 15-day timeframe. If they elect to take this step, you will receive an email notification indicating that a data manager has requested information on an adjustment.

Implications for the 15-Day Timeframe

It is important to note that the time period in which the data manager may request additional supporting documentation does count against the 15-day timeframe for your NDA submission to the data manager. As an example, if you submit your NDA to the data manager with 10 days left before the 15-day deadline expires, and the data manager reviews your case for 5 days then requests more information, that means you have 5 days left in which to respond to the information request. At the end of the 15-day timeframe, any data manager adjustments with unanswered information requests will automatically be routed back to the data manager to be processed as-is.

Please ensure that you submit your NDA to the data manager as early as possible to avoid complications in providing more information at the last minute.

Responding to the Request

To respond to the data manager's request for more information, log in to the eCDR Appeals system. Visit the Current Cases list and select the NDA in question. This will display the Case Details page. In the Requested Adjustments table, select the adjustment for which the data manager has requested more information. The Adjustment Details page will load, and the Data Manager Adjustments table will indicate which data manager has asked for additional data (Figure 10-1).

Data Manager Adjustments 1

DM Adjustment ID	DM Code	Number of Loans	Effects	Response	Status	Status Date	Comments
86171	555	5	-N 2008		Addl data requested from school		Need loan documentation.

Showing 1 to 1 of 1

Figure 10-1: DM Adjustments table indicating a request for more data

Select the desired DM Adjustment ID to view the Data Manager Adjustment Details page (Figure 10-2).

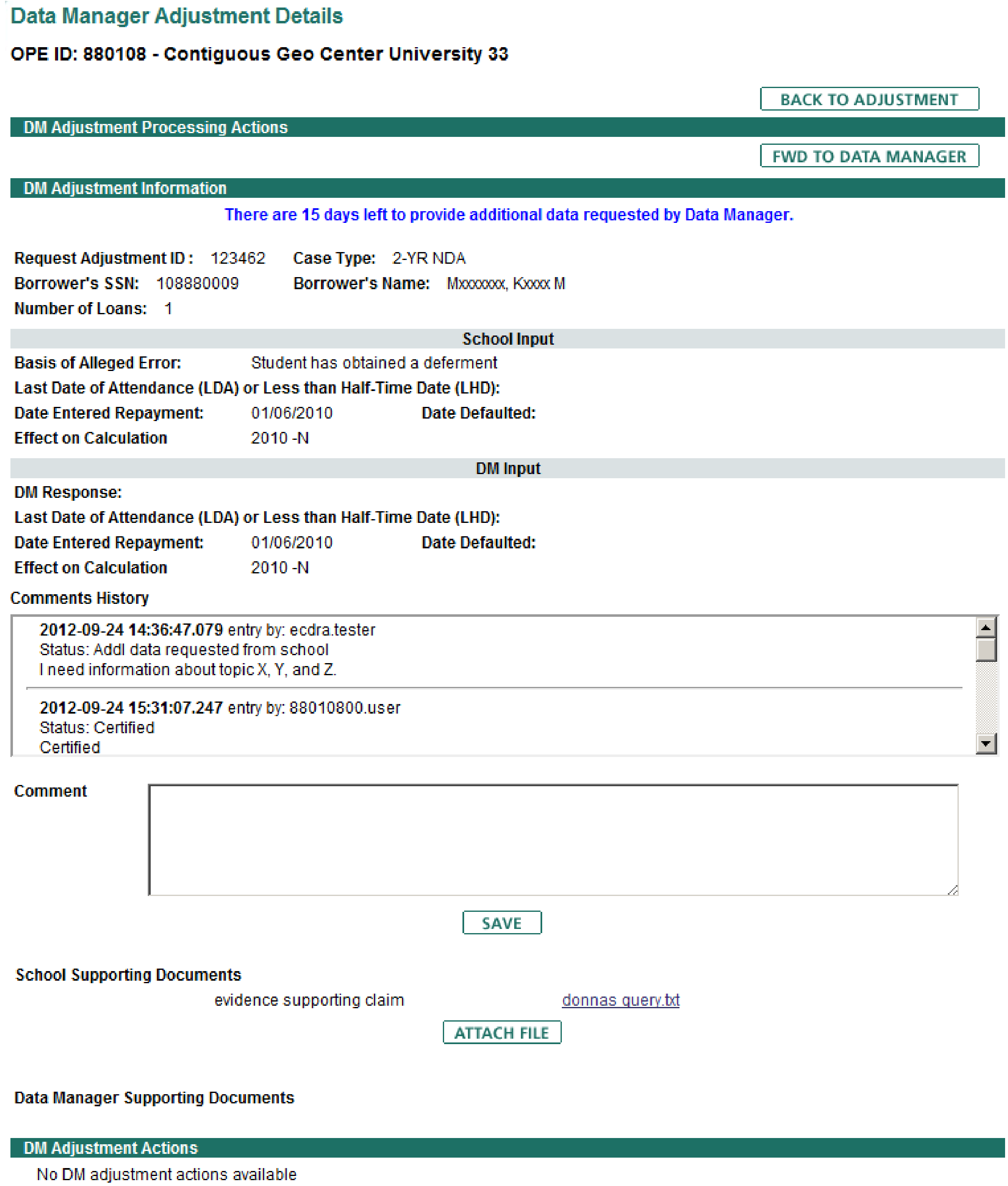


Figure 10-2: Data Manager Adjustment Details page after a data manager requests more information

At the top of the Comments History, where the Status reads "DM review", you will find correspondence comments from the data manager that describe what information is being requested. If you choose to respond to this request by attaching a document, select the "Attach File" button. A page will load, prompting you to choose a file to attach and enter its description (Figure 10-3).

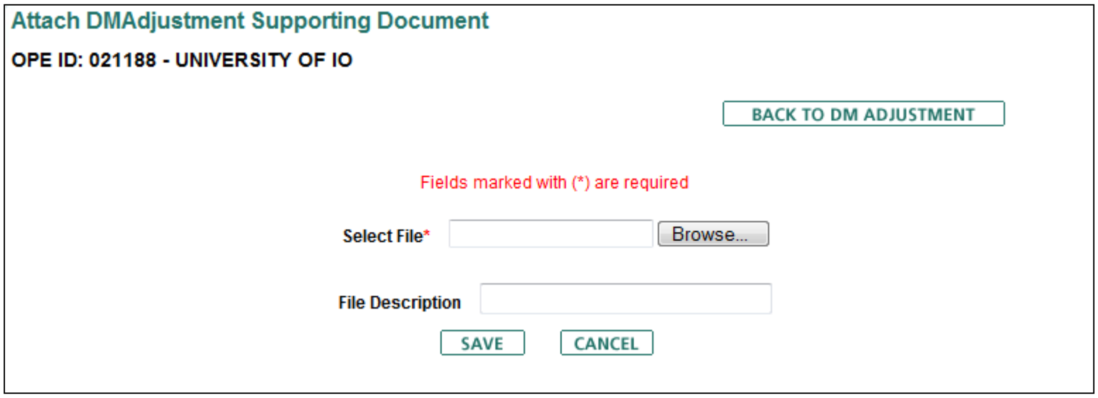


Figure 10-3: Attaching supporting documentation

Please consider the recommendations regarding file attachments in Section 1.4 when attaching a file. Once you are done attaching a file, you will be returned to the Data Manager Adjustment Details page.

When you have completed your response to the data manager's request, select the "Fwd to Data Manager" button at the top right of the page. A Correspondence page will load, allowing you to enter further information that will be visible to the data manager (Figure 10-4).

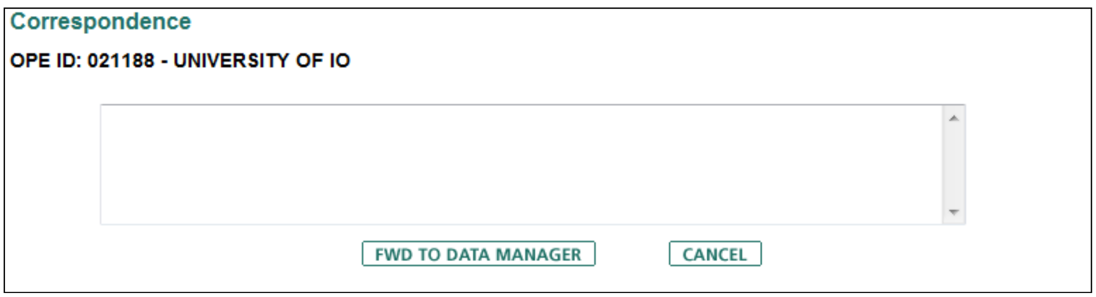
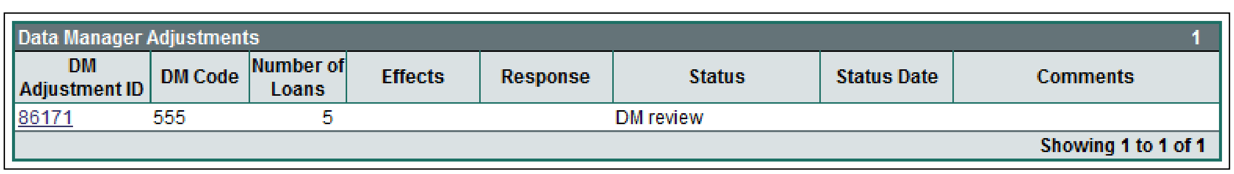


Figure 10-4: Responding to a data manager

After you have entered your correspondence, select the "Fwd to Data Manager" button. This will send your response to the data manager. The Adjustment Details page will load, and the Data Manager Adjustments table will indicate that the Data Manager Adjustment is now back in DM Review status (Figure 10-5).



Data Manager Adjustments 1

DM Adjustment ID	DM Code	Number of Loans	Effects	Response	Status	Status Date	Comments
86171	555	5			DM review		

Showing 1 to 1 of 1

Figure 10-5: Status indicating that a response has been sent to the data manager

The eCDR Appeals system will automatically send an email to the data manager, notifying them that you have responded to their request.

Note: Data managers have the ability to request more information as often as needed. After responding to a request, it is possible that you may receive more requests for information.

11. DATA MANAGER: SUBMIT NDA RESPONSE

This chapter describes how to review and modify a NDA after the school has responded to all outstanding information requests. In addition, it describes how to submit the final NDA response to the school.

11.1 Viewing Responses to Your Information Requests

If you have requested additional information from the school (as described in Chapter 9) and the school has responded, you will have received an automatic email notification of their response. The response and any attached files will appear in the Data Manager Adjustment Details page for the adjustment in question.

11.2 Modifying an Adjustment

The Data Manager Adjustment Details page details the institution's requested adjustment. Figure 11-1 shows the DM Input portion of this page, where you can enter your information into the adjustment. It provides a form in which you can enter an "Agree" or "Disagree" response, along with your input toward the CDR calculation. You may also edit the adjustment's loans, choose a new data manager for this adjustment, attach your supporting documentation, or add a comment.

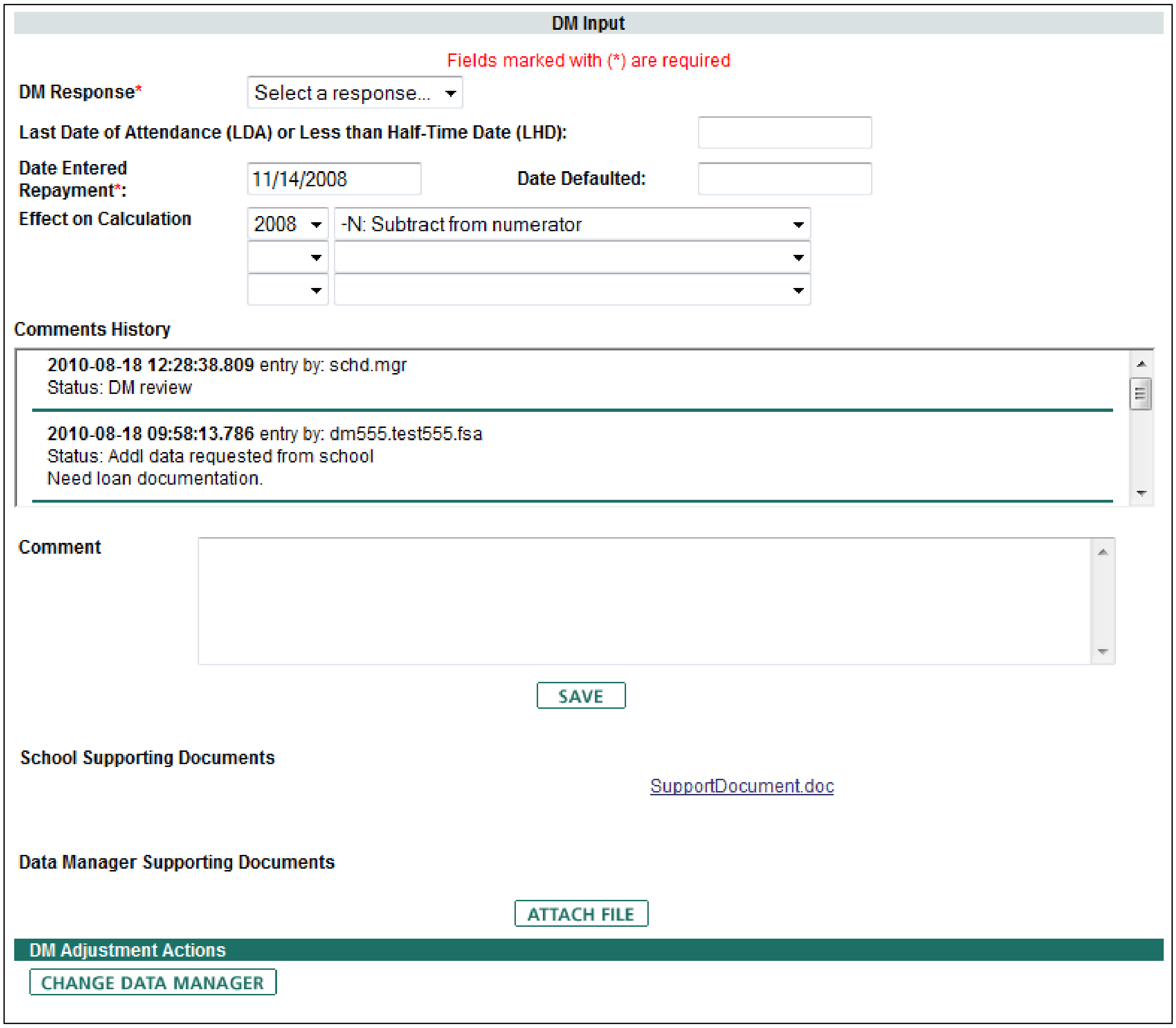
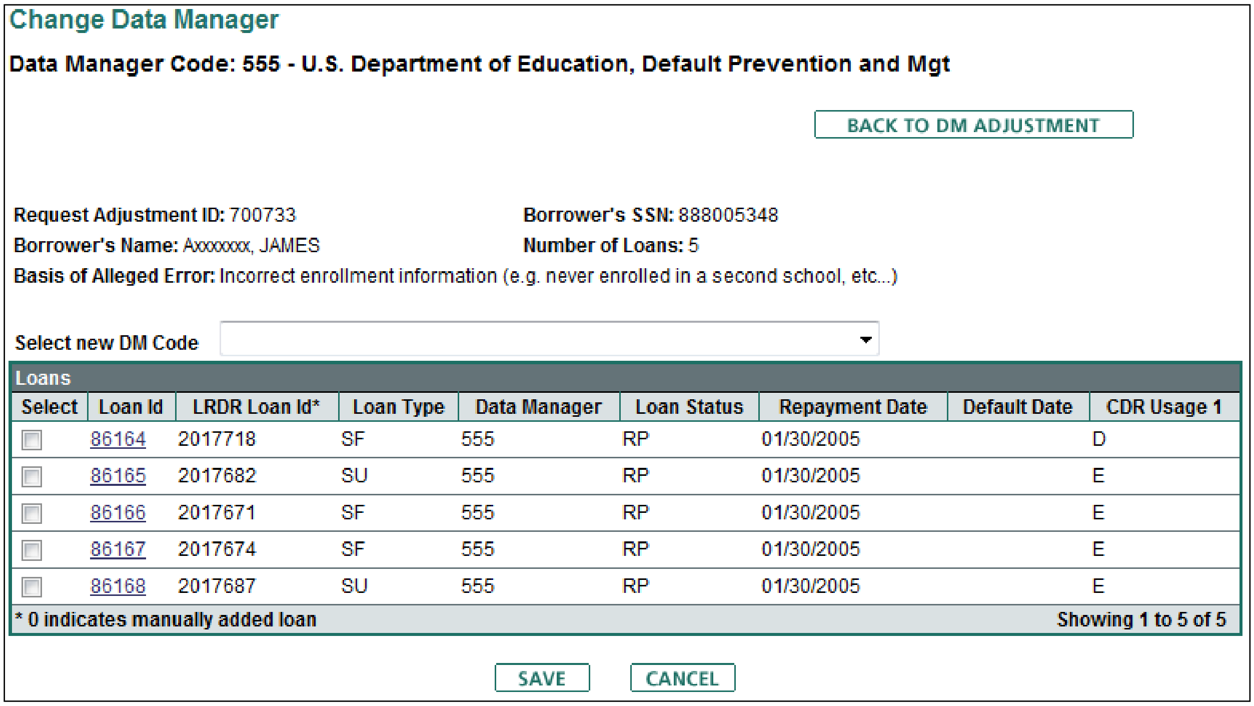


Figure 11-1: DM Input section of the Data Manager Adjustment Details page

After you make a change, click the "Save" button to store the changes. You may still modify your input later before responding to the school.

Changing the Data Manager

If a particular loan is incorrectly identified as belonging to you, select the "Change Data Manager" button on the Data Manager Adjustment Details page. The Change Data Manager page will load (Figure 11-2).



Change Data Manager

Data Manager Code: 555 - U.S. Department of Education, Default Prevention and Mgt

BACK TO DM ADJUSTMENT

Request Adjustment ID: 700733
Borrower's SSN: 888005348
Borrower's Name: Axxxxxxx, JAMES
Number of Loans: 5
Basis of Alleged Error: Incorrect enrollment information (e.g. never enrolled in a second school, etc...)

Select new DM Code

Loans

Select	Loan Id	LRDR Loan Id*	Loan Type	Data Manager	Loan Status	Repayment Date	Default Date	CDR Usage 1
☐	86164	2017718	SF	555	RP	01/30/2005		D
☐	86165	2017682	SU	555	RP	01/30/2005		E
☐	86166	2017671	SF	555	RP	01/30/2005		E
☐	86167	2017674	SF	555	RP	01/30/2005		E
☐	86168	2017687	SU	555	RP	01/30/2005		E

* 0 indicates manually added loan
Showing 1 to 5 of 5

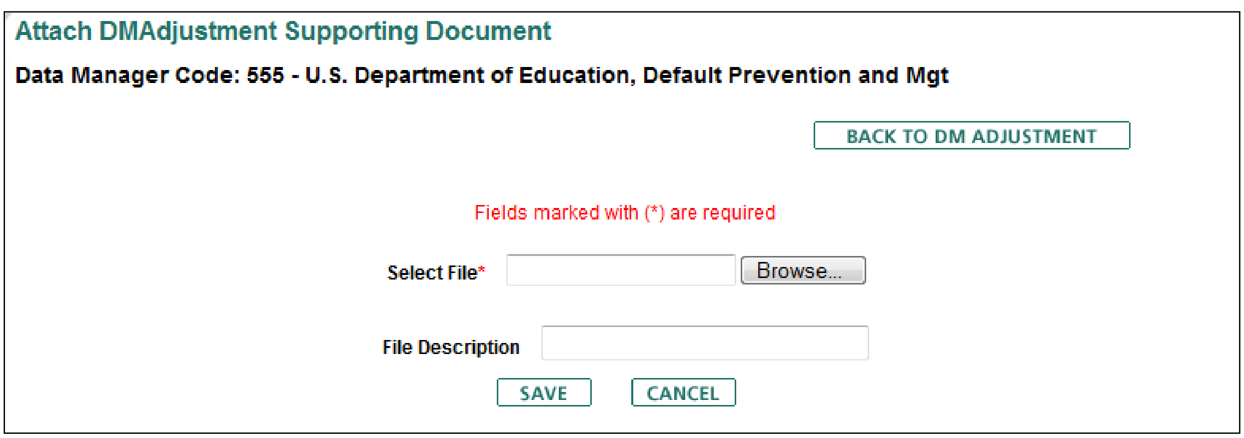
SAVE CANCEL

Figure 11-2: Changing the data manager associated with loans

The Change Data Manager page allows you to select the specific loans that need to be assigned to a different data manager. Choose the correct data manager from the "Select new DM Code" dropdown menu. Mark the checkboxes next to the loans that need to be transferred to the selected data manager. When you are done choosing a data manager and marking loans, select the "Save" button to make the change. A message will appear, indicating that the change was successful. You can return to the adjustment by selecting the "Back to Adjustment" button.

Attaching Supporting Documentation

You may optionally attach supporting documentation to an adjustment. To attach a document, select "Attach File" on the Data Manager Adjustment Details page. The Attachments page will load (Figure 11-3). Browse to the file you wish to attach to the adjustment, optionally enter a description, and select "Save".



Attach DMAdjustment Supporting Document

Data Manager Code: 555 - U.S. Department of Education, Default Prevention and Mgt

BACK TO DM ADJUSTMENT

Fields marked with (*) are required

Select File* Browse...

File Description

SAVE CANCEL

Figure 11-3: Attaching a document

11.3 Submitting Your Response

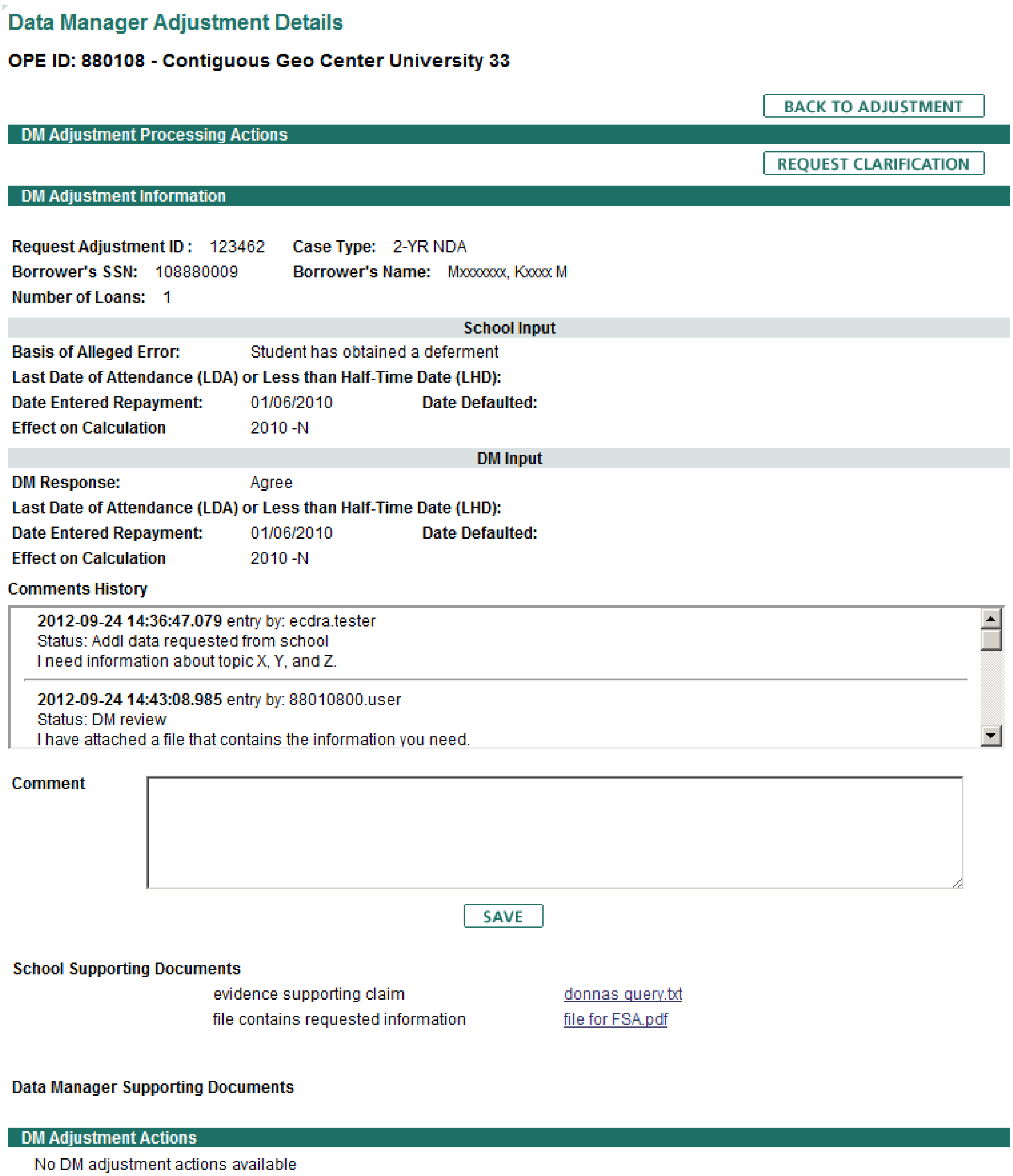
Once all reviews and modifications to an adjustment are complete, a Data Manager Response Manager may send a response to the school. For each Data Manager Adjustment, fill in any necessary input under the “DM Input” section. Indicate whether you agree or disagree to the adjustment by selecting the appropriate option from the “DM Response” dropdown menu. Use the “Save” button to save your changes.

Once all reviews and modifications to all Adjustments in a case are complete, a “Respond” button will appear on the Case Details page. Press the “Respond” button to return all your responses to the school.

12. SCHOOL: REQUEST CLARIFICATION

12.1 Reviewing Data Manager Responses

Once all data managers have responded to all your requested adjustments, you will receive an email notification.



Data Manager Adjustment Details

OPE ID: 880108 - Contiguous Geo Center University 33

BACK TO ADJUSTMENT

DM Adjustment Processing Actions

REQUEST CLARIFICATION

DM Adjustment Information

Request Adjustment ID : 123462 Case Type: 2-YR NDA
Borrower's SSN: 108880009 Borrower's Name: Mxxxxxxx, Kxxxx M
Number of Loans: 1

School Input

Basis of Alleged Error: Student has obtained a deferment
Last Date of Attendance (LDA) or Less than Half-Time Date (LHD):
Date Entered Repayment: 01/06/2010 Date Defaulted:
Effect on Calculation 2010 -N

DM Input

DM Response: Agree
Last Date of Attendance (LDA) or Less than Half-Time Date (LHD):
Date Entered Repayment: 01/06/2010 Date Defaulted:
Effect on Calculation 2010 -N

Comments History

2012-09-24 14:36:47.079 entry by: ecdra.tester
Status: Addl data requested from school
I need information about topic X, Y, and Z.

2012-09-24 14:43:08.985 entry by: 88010800.user
Status: DM review
I have attached a file that contains the information you need.

Comment

SAVE

School Supporting Documents
evidence supporting claim donnas query.txt
file contains requested information file for FSA.pdf

Data Manager Supporting Documents

DM Adjustment Actions
No DM adjustment actions available

Figure 12-1: An adjustment after a data manager has responded

Viewing a Response

Log in to eCDR Appeals to see the final responses from the data managers. Select your NDA from the Current Cases list. Select the appropriate adjustment to bring up the Adjustment Details page. Select the desired DM Adjustment from the Data Manager Adjustments list on the Adjustment Details page to view that particular data manager's response to the adjustment.

Figure 12-1 shows an example of a Data Manager Adjustment Details page after the data manager has issued their final response to an adjustment. The "School Input" section outlines your requested adjustments. The "DM Input" section outlines the data manager's response. All supporting documentation related to the adjustment will be listed on this page.

Requesting Clarification

If a data manager has disagreed with one of your adjustments and you require clarification from the data manager regarding their response, select the "Request Clarification" button at the top right of the page.

A Correspondence page will load (Figure 12-2). Enter your clarification request in the field and select "Request Clarification".

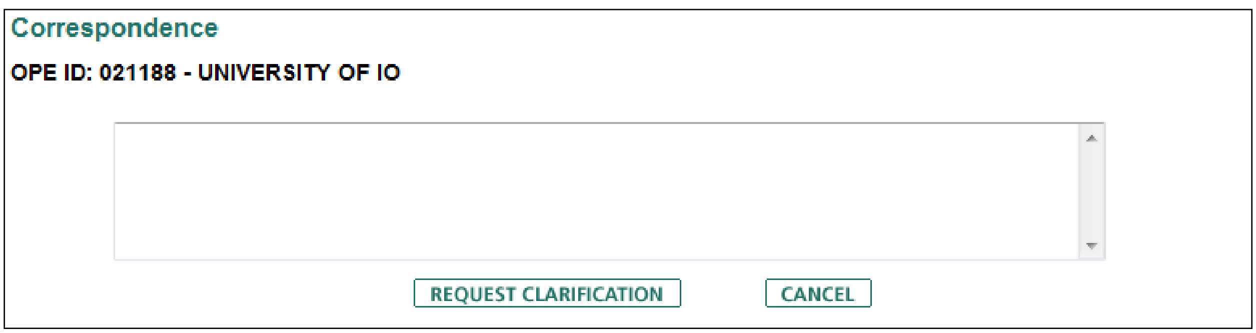


Figure 12-2: Requesting clarification from a data manager

Your clarification request will be forwarded to the data manager, and they will receive an email notification informing them of your request. When they respond, you will also receive a notification via email that the response is ready for viewing in eCDR Appeals.

13. DATA MANAGER: PROVIDE CLARIFICATION

13.1 Clarification Requests

Once a school receives responses from data managers to its NDA, it may opt to request clarification from some data managers regarding their responses. If a school requests clarification from you, then you will be notified via email.

Viewing a Clarification Request

If you receive a clarification request, log in to eCDR Appeals. Select the case in question from the Current Cases list. On the Case Details page, in the Data Manager Adjustments table (Figure 13-1), the status will indicate that the school has requested clarification.

Requested Data Manager Adjustments								1
DM Adjustment Id	Borrower	DM Code	Number of Loans	Effect on Calculation	Response	Status	Status Date	Comments
86171	888005348	555	5	-N 2008	Disagree	Clarification req from school	08/18/2010	Clarification requested
								Showing 1 to 1 of 1

Figure 13-1: Adjustment with a clarification request from a school

Select the desired DM Adjustment to view the clarification request. The Data Manager Adjustment Details page will load (Figure 13-2).

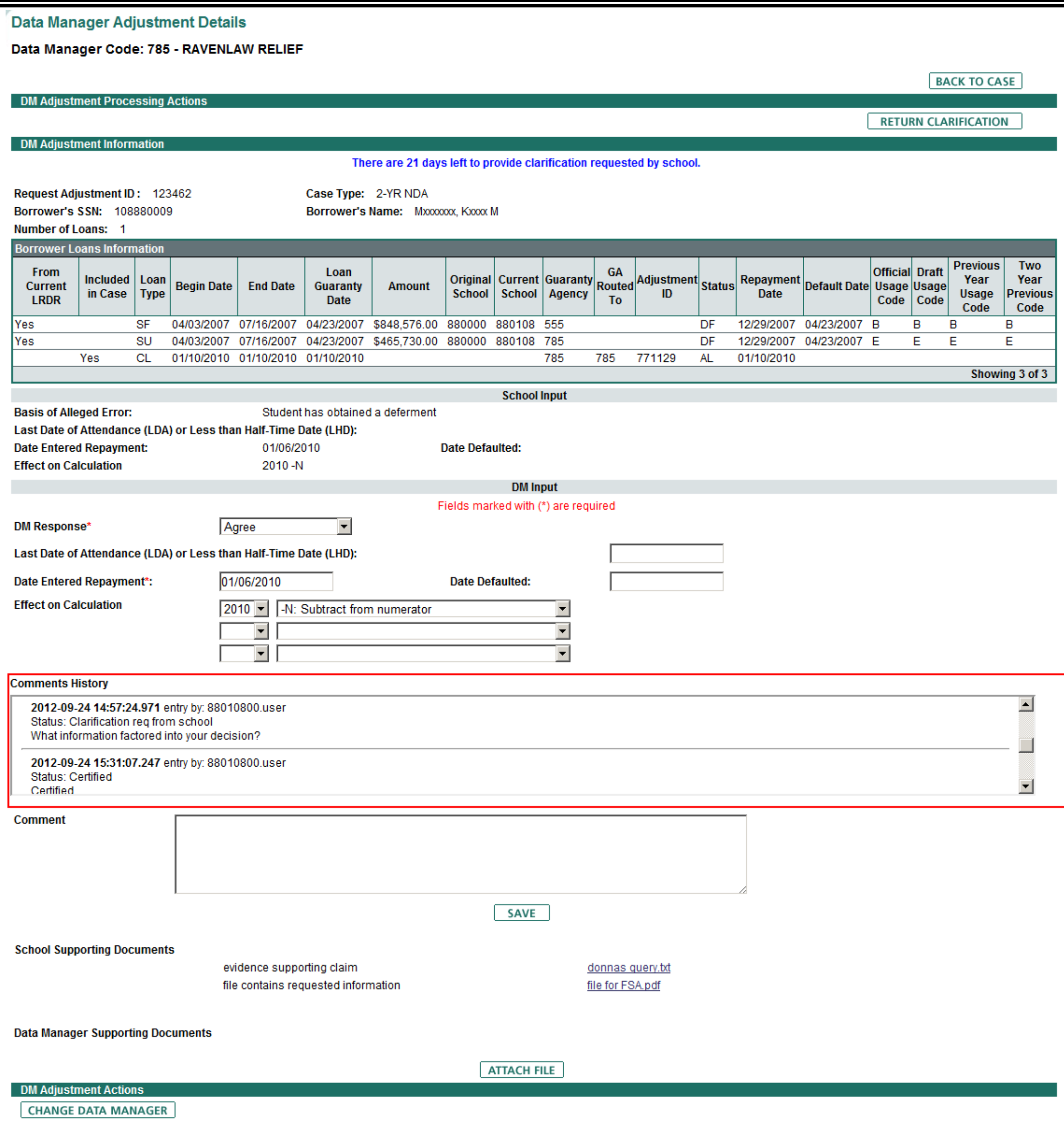


Figure 13-2: Viewing a Data Manager Adjustment with a clarification request

The school's correspondence regarding the clarification request will be at the top of the Comments History table. You may attach more supporting documents at this point. Select the "Return Clarification" button at the top right of the page to respond to this request.

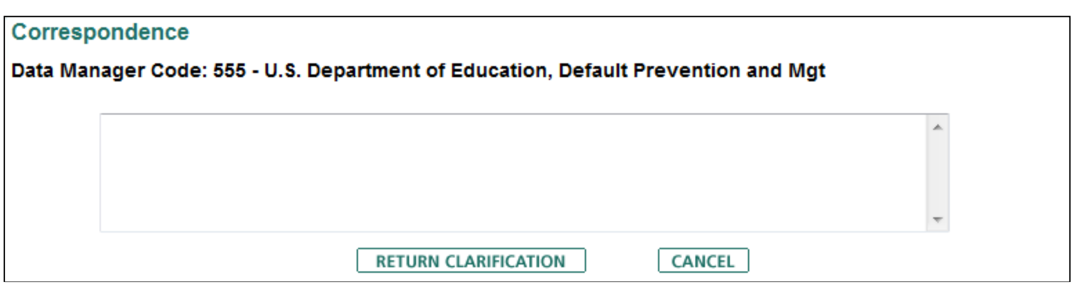


Figure 13-3: Responding to a clarification request

A Correspondence page will load (Figure 13-3). Enter your response to the school in the Correspondence field, and select “Return Clarification”. Your response will be sent to the school, and the school will receive an automatic email notification informing them that you have replied.

14. SCHOOL: SUBMIT NDA TO OPD

This chapter describes how to end the clarification request phase between the Data Manager and the School. The process of either submitting the NDA to Federal Student Aid OPD or withdrawing the NDA is also explained.

14.1 Ending Clarification Requests

Once all clarification requests, if any, have been satisfied by replies from data managers, you may specify that no further data manager clarification is required. To do so, open the Case Details page and select the “No Clarification Needed” button, shown at top right in Figure 14-1.

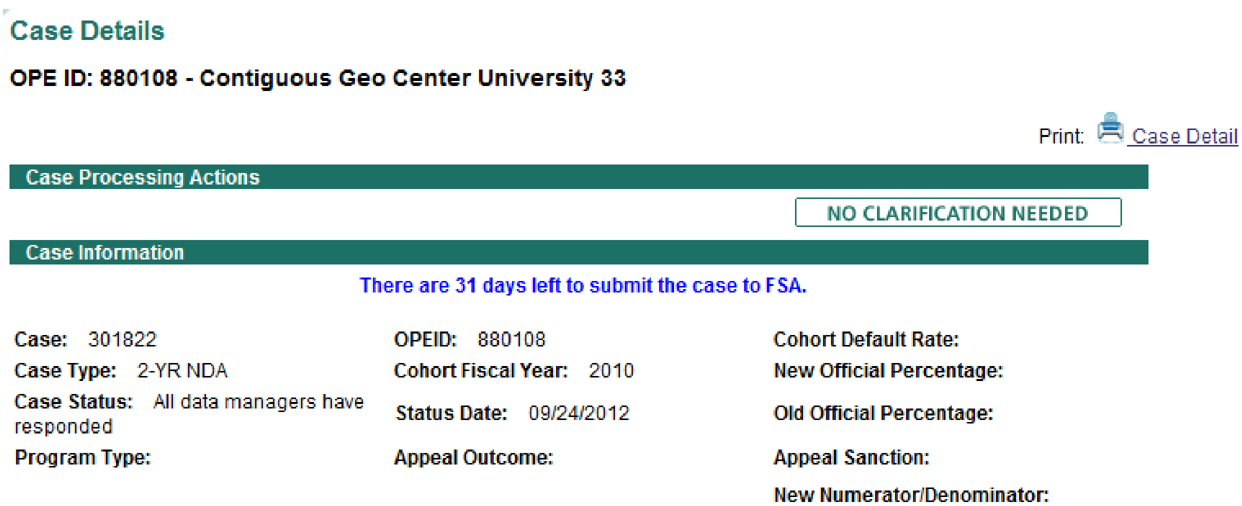


Figure 14-1: Case Details page with No Clarification Needed button

A confirmation page will load (Figure 14-2), verifying whether you are certain no further clarification from data managers will be required for this case.

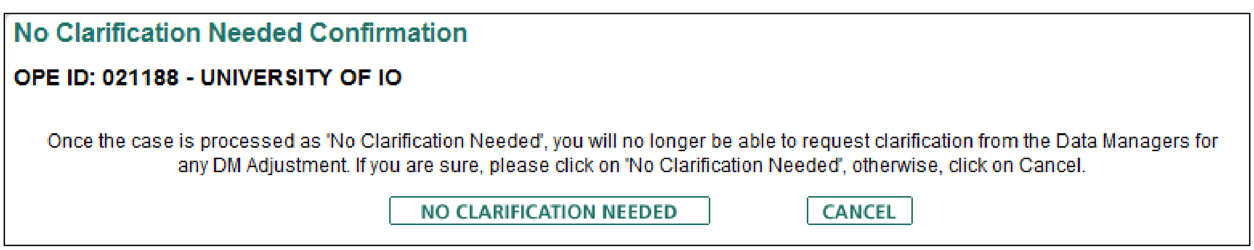
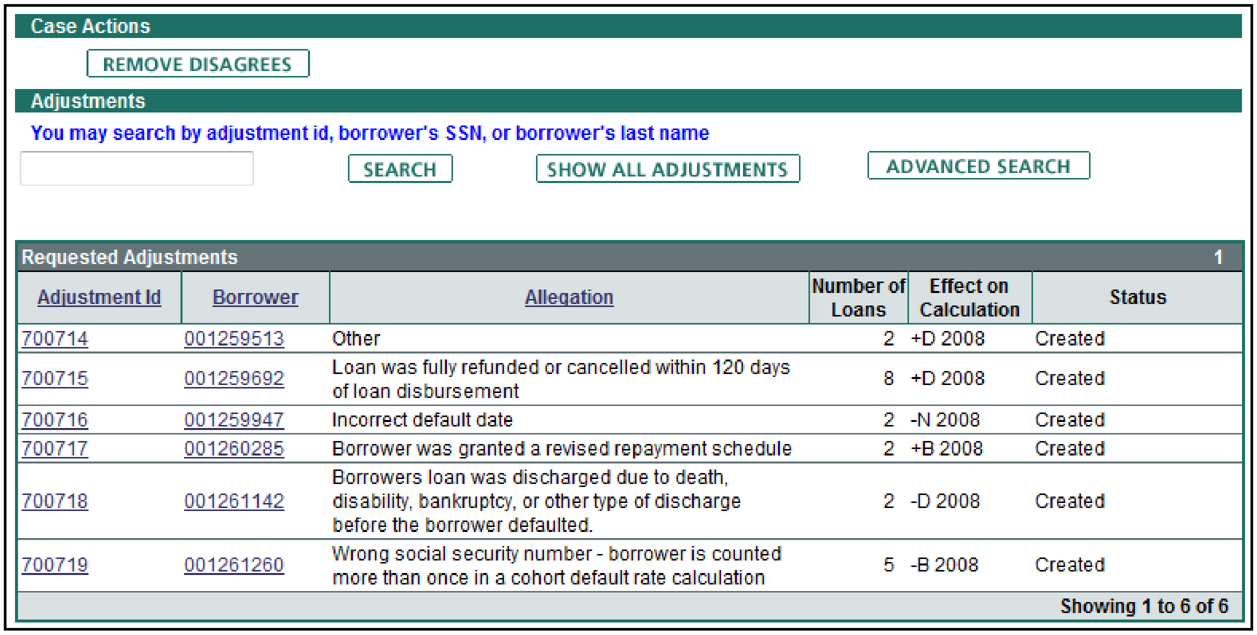


Figure 14-2: Verifying that no further clarification will be needed

Once you confirm that no further clarification will be needed in the future by selecting “No Clarification Needed”, the NDA will be put in “Case in Rework” status. At this point, you may remove adjustments that data managers disagreed to, certify the case, and then submit the perfected NDA to Federal Student Aid OPD or withdraw your NDA from consideration.

14.2 Removing Disagrees

If any data managers disagreed with your adjustments, these adjustments must be removed before submitting the case to Federal Student Aid. A "Remove Disagrees" button will be displayed under your available Case Actions in the Case Details page (Figure 14-3).



Adjustment Id	Borrower	Allegation	Number of Loans	Effect on Calculation	Status
700714	001259513	Other	2	+D 2008	Created
700715	001259692	Loan was fully refunded or cancelled within 120 days of loan disbursement	8	+D 2008	Created
700716	001259947	Incorrect default date	2	-N 2008	Created
700717	001260285	Borrower was granted a revised repayment schedule	2	+B 2008	Created
700718	001261142	Borrowers loan was discharged due to death, disability, bankruptcy, or other type of discharge before the borrower defaulted.	2	-D 2008	Created
700719	001261260	Wrong social security number - borrower is counted more than once in a cohort default rate calculation	5	-B 2008	Created

Showing 1 to 6 of 6

Figure 14-3: Removing disagrees

Clicking on the "Remove Disagrees" button will bring up a confirmation page. The confirmation page will list all the adjustments that will be removed due to the data manager disagreeing. If you are ready to remove these adjustments, click "Remove Disagrees" on the confirmation page.

14.3 Certifying and Submitting a Perfected NDA

Certifying and submitting the Perfected NDA case are separate steps that must both be completed.

Certifying

Once you have verified that all comments and documentation are ready and you are prepared to upload the certification, select the "Certify" button at the top right of the Case Details page. This will load an Attachments page where you can choose the file that contains the President/CEO's certification (Figure 14-4). Section 1.4 outlines recommendations to consider when attaching a file. The certification must be a signed letter from the CEO, President, or owner of your school stating that all the data in the NDA is correct under penalty of perjury.

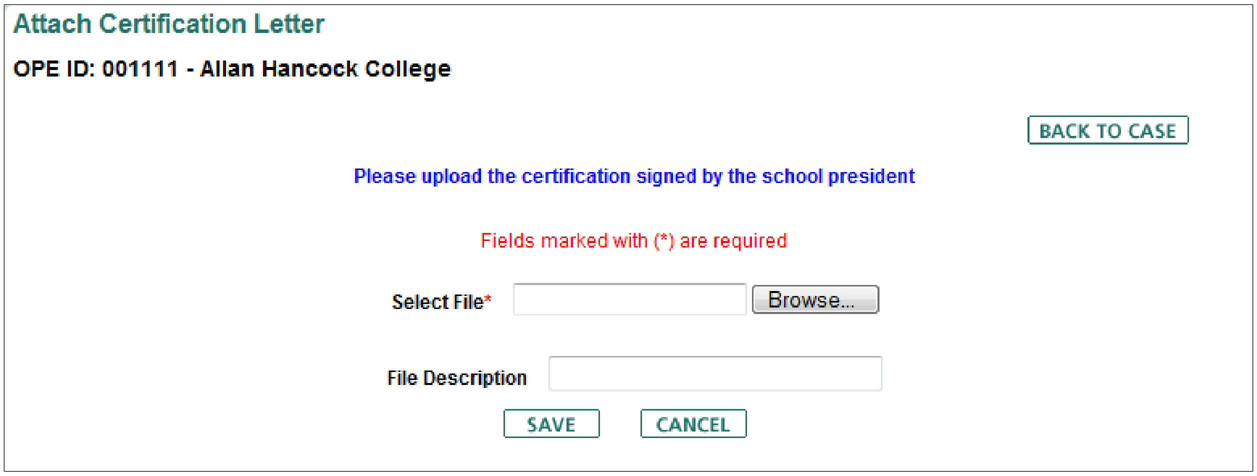


Figure 14-4: Attaching a certification letter

In the File Description field, simply enter "Certification". When you are done, select "Save". This will certify the case and return you to the Case Details page. While the case is certified, you cannot make any modifications to it. You will now see two options at the top of the page for processing the case: Decertify and Submit (Figure 14-5).

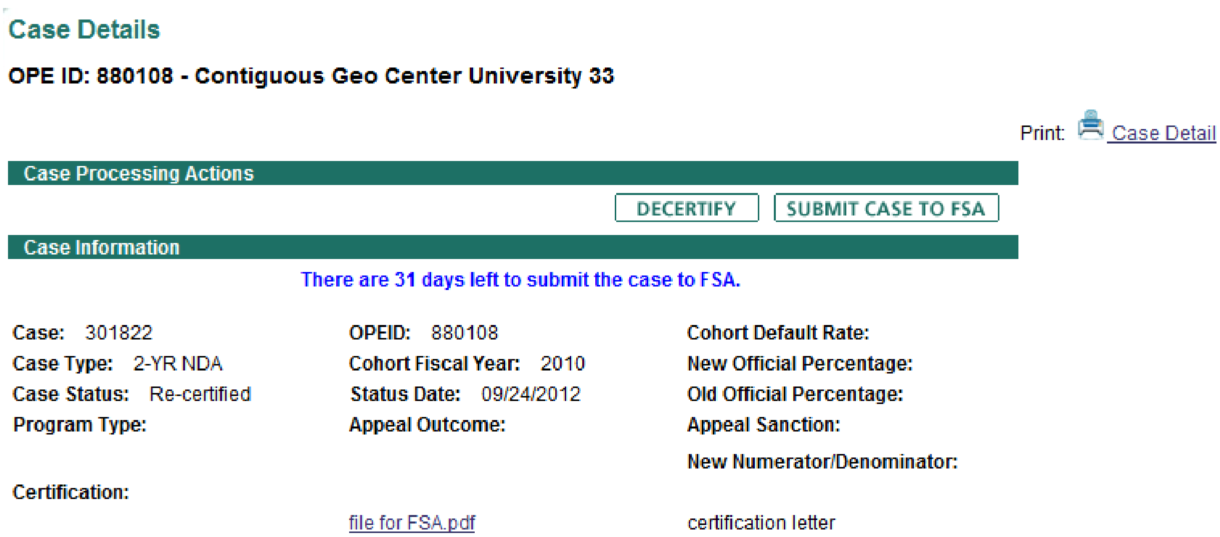


Figure 14-5: A case ready for submission or decertification

Decertifying

If you wish to make modifications to the case or replace the certification letter before you submit the case, click Decertify. The case will revert to "being prepared" status, allowing you to make changes. The certification letter will also be removed from the case.

Submitting

Once you are prepared to submit the case to Federal Student Aid, click "Submit" at the top of the Case Details page. This will display a confirmation page (Figure 14-6).

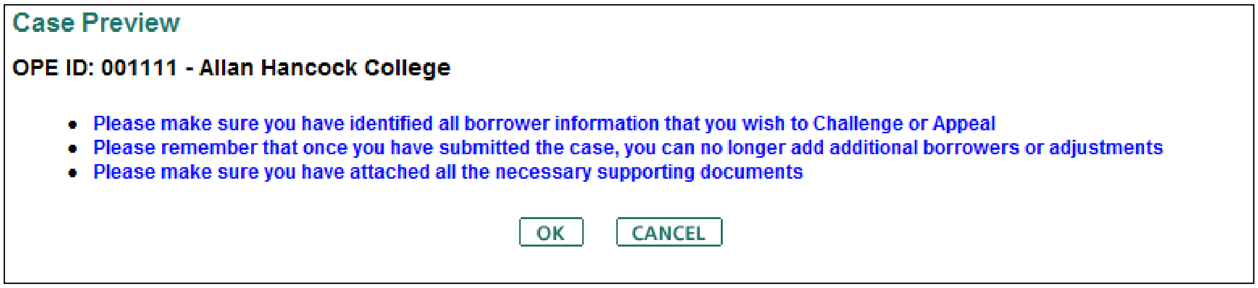


Figure 14-6: Case Preview confirmation page

This page offers a reminder to make sure all necessary documentation is attached when submitting the case. If you wish to make any further changes before submission, select “Cancel” to return to the Case Details page, where you can decertify the case and make changes. Otherwise, if no changes are needed, select “OK” to submit the case to Federal Student Aid.

If the timeframe for submitting an NDA case has passed, then the system will display a message indicating that the case has been rejected due to submission outside of the timeframe.

Once the case is submitted, you will be returned to the Current Cases list. You will no longer be able to modify the NDA case. OPD and the appropriate Data Managers will automatically be notified of the submitted NDA. Additionally, the status of the case in your Current Cases list will indicate that it is “Perfected/Available for FSA Review”, signifying that the case is now available for OPD to review.

When OPD completes their review of your NDA and submits their response, you will be notified via email. The email will be sent to the email address you specified in your profile.

14.4 Withdrawing a NDA

If the NDA is in rework and is re-certified, but you elect to withdraw your NDA without submitting it, select the “Withdraw Case” button on the Case Details screen. A confirmation page will load, prompting you to verify the withdrawal of the case (Figure 14-7).

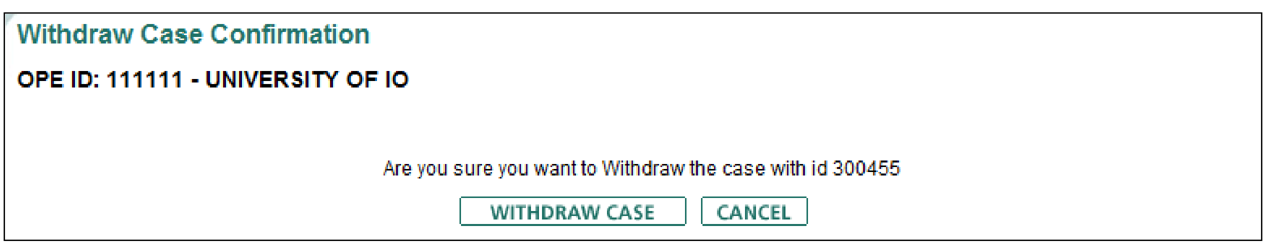


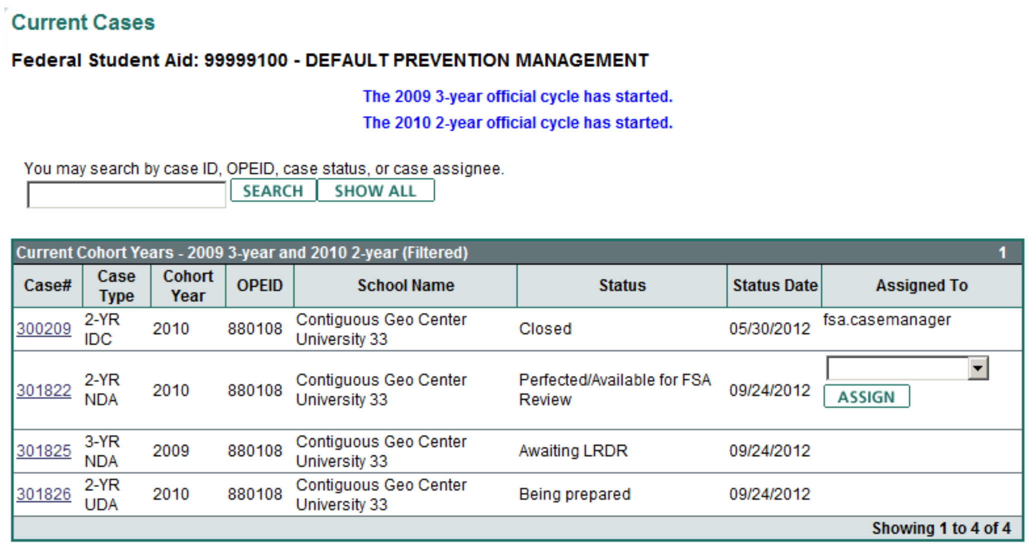
Figure 14-7: Withdrawing a NDA

If you wish to withdraw the case, select the “Withdraw Case” button. To return to the Case Details page without withdrawing your case, select the “Cancel” button. Once you withdraw your case, you will be unable to submit it.

15. OPD: REVIEW NDA

15.1 Current Cases Page Overview

Log in to the eCDR Appeals system (refer to Chapter 2, “All Users: Navigation” for information on how to access the system and select a Perspective if needed). Select “Case” from the main menu and “View Current Cases” from the submenu. This will present you with the Current Cases page (Figure 15-1). OPD Case Managers and Case Workers will have a slightly different view of the list.



Current Cases

Federal Student Aid: 99999100 - DEFAULT PREVENTION MANAGEMENT

The 2009 3-year official cycle has started.
The 2010 2-year official cycle has started.

You may search by case ID, OPEID, case status, or case assignee.
SEARCH SHOW ALL

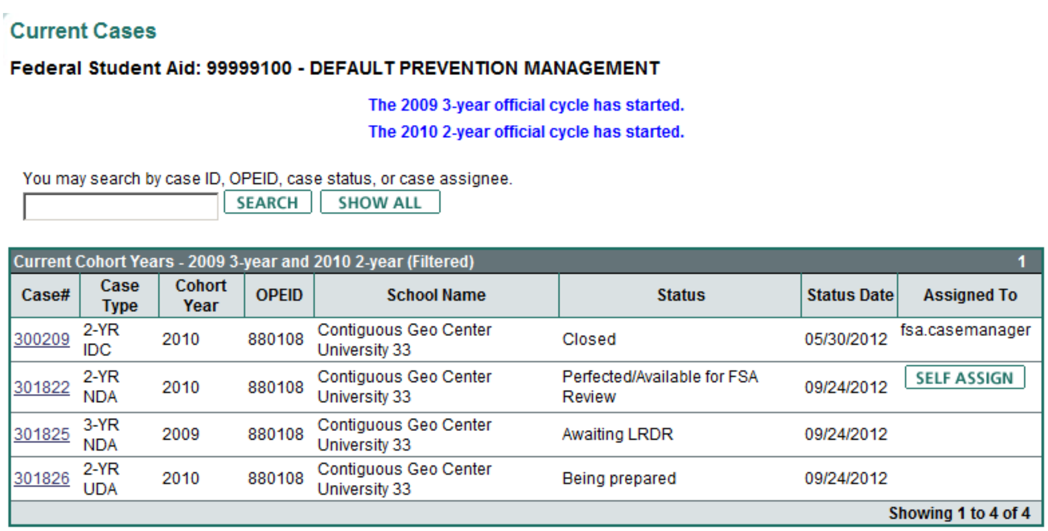
Current Cohort Years - 2009 3-year and 2010 2-year (Filtered) 1

Case#	Case Type	Cohort Year	OPEID	School Name	Status	Status Date	Assigned To
300209	2-YR IDC	2010	880108	Contiguous Geo Center University 33	Closed	05/30/2012	fsa.casemanager
301822	2-YR NDA	2010	880108	Contiguous Geo Center University 33	Perfected/Available for FSA Review	09/24/2012	ASSIGN
301825	3-YR NDA	2009	880108	Contiguous Geo Center University 33	Awaiting LRDR	09/24/2012	
301826	2-YR UDA	2010	880108	Contiguous Geo Center University 33	Being prepared	09/24/2012	

Showing 1 to 4 of 4

Figure 15-1: Current Cases page as seen by a Case Manager or Administrator

Figure 15-1 illustrates an example Current Cases page as seen by a OPD Case Manager or Administrator. In the “Assigned To” column of the case list, the Case Manager has the ability to assign the case to a particular Case Worker. If the case is already assigned, the name of the assignee will also be displayed here.



Current Cases

Federal Student Aid: 99999100 - DEFAULT PREVENTION MANAGEMENT

The 2009 3-year official cycle has started.
The 2010 2-year official cycle has started.

You may search by case ID, OPEID, case status, or case assignee.
SEARCH SHOW ALL

Current Cohort Years - 2009 3-year and 2010 2-year (Filtered) 1

Case#	Case Type	Cohort Year	OPEID	School Name	Status	Status Date	Assigned To
300209	2-YR IDC	2010	880108	Contiguous Geo Center University 33	Closed	05/30/2012	fsa.casemanager
301822	2-YR NDA	2010	880108	Contiguous Geo Center University 33	Perfected/Available for FSA Review	09/24/2012	SELF ASSIGN
301825	3-YR NDA	2009	880108	Contiguous Geo Center University 33	Awaiting LRDR	09/24/2012	
301826	2-YR UDA	2010	880108	Contiguous Geo Center University 33	Being prepared	09/24/2012	

Showing 1 to 4 of 4

Figure 15-2: Current Cases page as seen by a Case Worker

Figure 15-2 shows the Current Cases page from a Case Worker's perspective. The difference lies in the "Assigned To" column: the Case Worker may only assign themselves to a case, and cannot assign another Case Worker to it.

The Current Cases page lists all current cases that you have access to, along with their status information. To choose a particular NDA to review, select the case ID number of the desired case. This will load the Case Details page.

15.2 Case Details Page Overview

The Case Details page (Figure 15-3) is the focal point of the NDA review process. From this page, you can view the overall status of a case, along with its individual adjustments, data manager input, borrowers, loans, status history and comments.

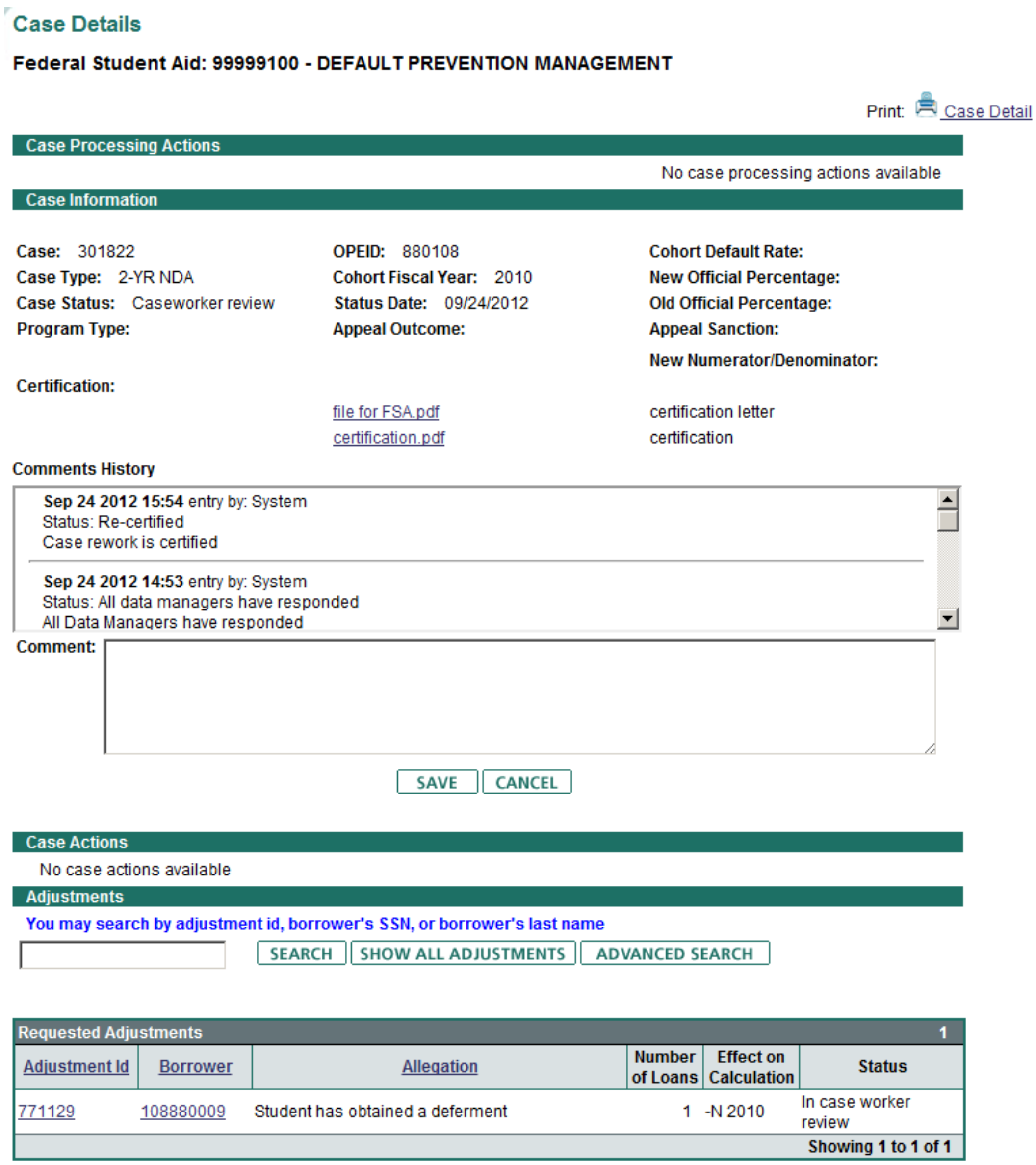


Figure 15-3: Case Details page

Organization Information

At the top of the Case Details page, the OPD organization code and name are displayed. If you have access to multiple Perspectives, this information will assist in verifying that you are in the correct Perspective.

Case Processing Actions

If any actions are available to you at the time, they will appear in the Case Processing Actions area under the Federal Student Aid OPD code and name. These actions move your case to the next step of the workflow.

Case Information

The current case status information is populated by the system and includes:

- **Case**: The case ID number, automatically assigned by the eCDR Appeals system.
- **Case Type**: The type of challenge or appeal (e.g., 3-YR IDC, 2-YR NDA, 3-YR UDA).
- **Case Status**: Indicates which phase the case is currently in. See Section 1.3, "NDA Workflow Phases" for more information on NDA phases. Refer to Chapter Appendix B, "Status Codes" for a definition of case status codes.
- **Program Type**: Indicates the type of program the school is taking part in: FFEL, DL, or FFEL/DL.
- **Certification**: After the case is submitted, the document certifying the school's case will be listed here.
- **OPEID**: The OPEID of the institution filing the case.
- **Cohort Fiscal Year**: The cohort year for which the case is being filed.
- **Status Date**: Indicates the date of the most recent case status update.
- **Appeal Outcome**: This is used only in the official process, and will be blank for the draft process.
- **Cohort Default Rate**: Indicates the institution's cohort default rate.
- **Appeal Sanction**: This is used only in the official process, and will be blank for the draft process.

Comments

A Comments History box displays the full case history, including comments. The history is arranged in reverse chronological order, with the most recent status change or comment at the top. When available, you may add optional comments to your case by typing in the comment field and selecting "Save". Anyone who has access to a case can see all the comments associated with that case. Once saved, comments cannot be removed. Adding a comment is optional.

Case Actions

Case-related actions that you are currently allowed to perform will be displayed here. In the example case (Figure 15-3), there are no case actions available.

Adjustments

The Requested Adjustments table displays a list of adjustments that have been added to the case. The columns in the Requested Adjustment table are:

- **Adjustment ID**: The adjustment ID number, automatically assigned by the eCDR Appeals system.
- **Borrower**: The social security number (SSN) of the borrower for which the adjustment has been created.
- **Allegation**: The reason for the adjustment.
- **Number of Loans**: Indicates how many loans associated with the specified borrower have been included in this adjustment.
- **Effect on Calculation**: Indicates what effect(s) the adjustment would have on the cohort default rate calculation. Each effect consists of three parts: an add (+) or subtract (-) sign indicating whether one (1) should be added or subtracted; a letter (N, D, or B) indicating whether the addition/subtraction should affect the numerator (N), denominator (D), or both (B); and the cohort year in which the effect is to take place.
- **Status**: The current status of the adjustment. Refer to Chapter Appendix B, "Status Codes" for a definition of adjustment status codes.

The Requested Adjustments list will display up to 10 adjustments at a time. If there are more than 10 adjustments in a case, a list of page numbers will be displayed at the top right corner of the Requested Adjustments list. To view more adjustments, select the desired page number.

The list of adjustments may be sorted according to Adjustment ID, Borrower SSN, or Allegation. To sort the Requested Adjustments list, select the desired column header at the top of the Requested Adjustments table. By default, the list is sorted by Adjustment ID.

You may also search for adjustments using the provided search options.

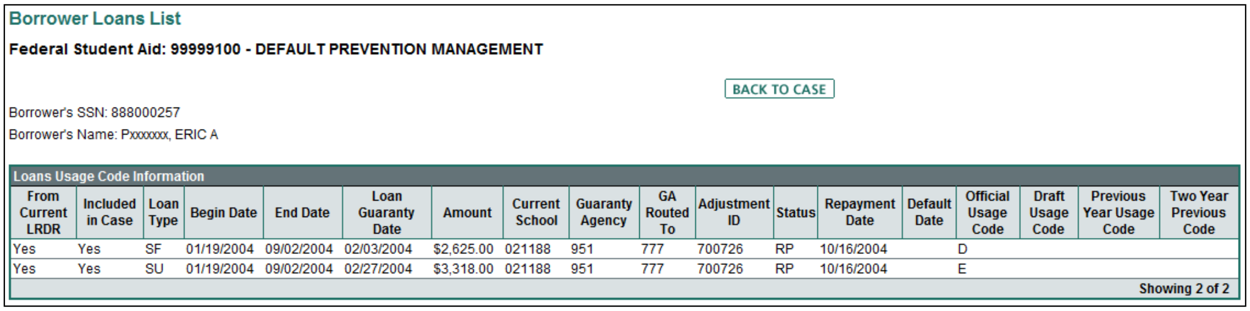
15.3 Reviewing a NDA

After a school submits a perfected NDA, Federal Student Aid OPD will automatically be notified via email that the NDA is ready for review. The email will be sent to the email address specified in the Federal Student Aid OPD eCDR Appeals profile.

To review a NDA, first open it from the Current Cases page. To do this, select the desired case number from the Current Cases list. The Case Details page for the selected NDA will load. On the Case Details page, the Requested Adjustments table will list the adjustments requested by the institution.

Viewing Borrower Information

To examine the loan information for a borrower in an adjustment, select the borrower's SSN from the Requested Adjustments table. The Borrower Loans List page will load, displaying a table that lists the loans associated with that borrower (Figure 15-4).



Borrower Loans List

Federal Student Aid: 99999100 - DEFAULT PREVENTION MANAGEMENT

BACK TO CASE

Borrower's SSN: 888000257
Borrower's Name: Pxxxxxx, ERIC A

Loans Usage Code Information

From Current LRDR	Included in Case	Loan Type	Begin Date	End Date	Loan Guaranty Date	Amount	Current School	Guaranty Agency	GA Routed To	Adjustment ID	Status	Repayment Date	Default Date	Official Usage Code	Draft Usage Code	Previous Year Usage Code	Two Year Previous Code
Yes	Yes	SF	01/19/2004	09/02/2004	02/03/2004	$2,625.00	021188	951	777	700726	RP	10/16/2004		D			
Yes	Yes	SU	01/19/2004	09/02/2004	02/27/2004	$3,318.00	021188	951	777	700726	RP	10/16/2004		E			

Showing 2 of 2

Figure 15-4: Viewing a borrower's loans

The “From Current Year” column identifies loans that are either in the current year's LRDR or were manually added. If there is no “Yes” indicator in that column, the loan record is from one of the previous years’ LRDR. You can see the usage code for the loans, whether current usage code or from previous years, on the right hand side of the table. You may have to scroll to the right of the page to see the columns.

Please note that the Repayment Date and Default Date columns are populated for current year loans only. Also, duplicated loans (loans that are counted in the current cohort year and one or both of the previous cohort years) are easily identifiable as they appear on one of line of the “Borrower Loans List” table with usage codes from previous years showing in the appropriate columns (“Previous Year Usage Code” and “Two Year Previous Code”).

Viewing Adjustment Information

To review an adjustment, go to the Case Details page and select the adjustment ID for the adjustment you want to review. This will load the Adjustment Details page (Figure 15-5).

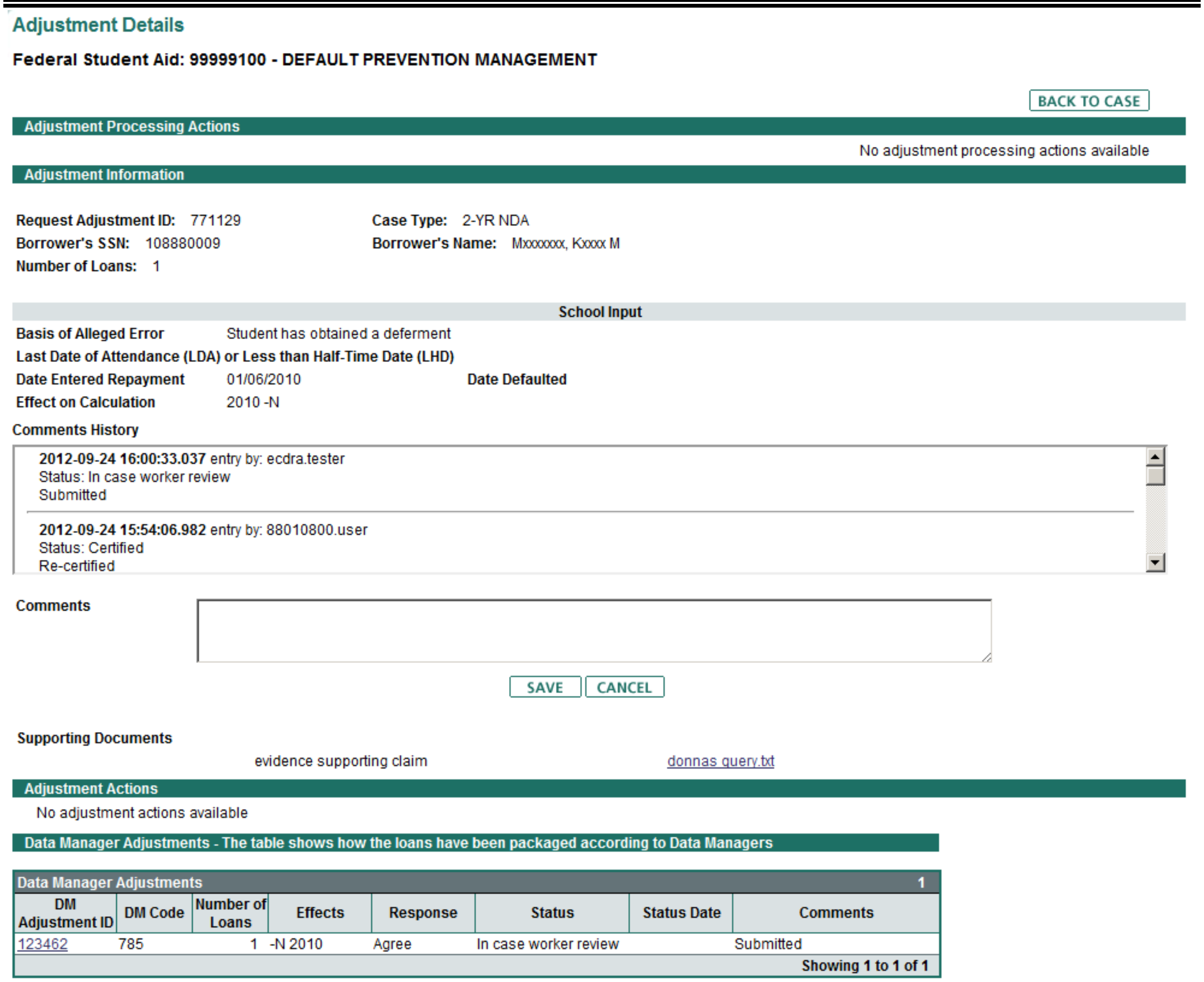


Figure 15-5: Adjustment Details page

The Adjustment Details page displays information on a borrower adjustment requested by an institution. The borrower's personal information and number of loans in the adjustment are displayed at the top of the page.

The fields under the "School Input" heading outline the basic adjustment requested by the institution. These fields are described in more detail in the next section.

The Comments History table outlines the history of the adjustment and displays any comments that were previously added by the school and data managers. The most recent comment is listed at the top.

Supporting documents provided by the school are listed under the "Supporting Documents" section of the Adjustment Details page.

The Data Manager Adjustments table provides links to each data manager's response to the adjustment. Selecting one of these links will load the Data Manager Adjustment Details page, showing the data manager's detailed response to an adjustment.

15.4 Withdrawn NDAs

If a school initiated a NDA and submitted it to the data managers, but later decided to withdraw their NDA, the withdrawn case will still be visible to OPD in the Current Cases list. You may open and review the withdrawn NDA, but you will not be able to perform any functions on it. The school will not be allowed to submit the withdrawn NDA.

16. OPD: REQUEST MORE INFORMATION

16.1 Requesting More Information from a Data Manager

Once you have examined the NDA and the data managers' responses to the school, you may find it necessary to request further information from a data manager. To request more information, go to the Adjustment Details page and select a DM adjustment ID from the Data Manager Adjustments list. This will load the Data Manager Adjustment Details page (Figure 16-1).

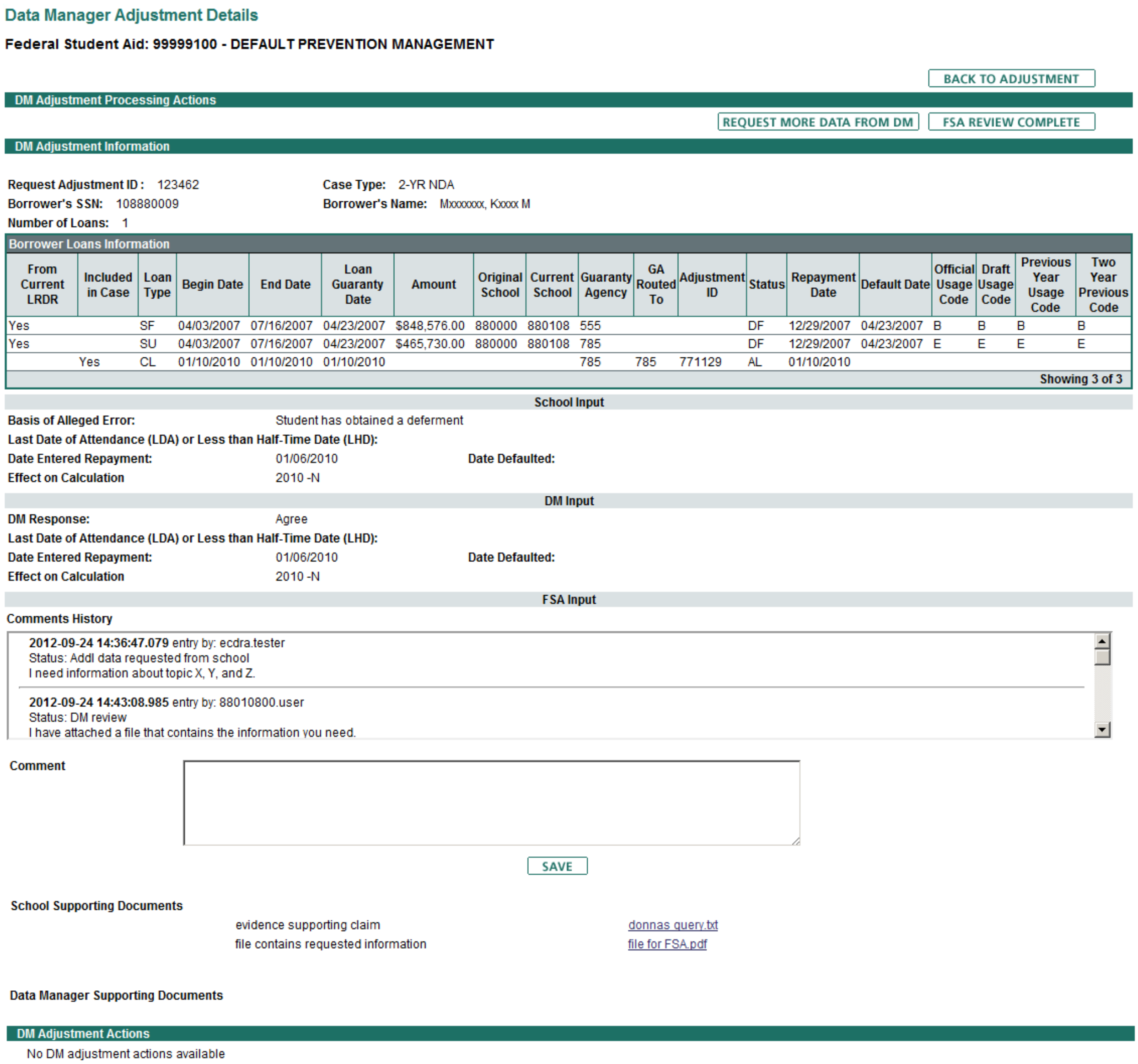


Figure 16-1: Data Manager Adjustment Details page

The Data Manager Adjustment Details page allows you to request more information from the data manager. Select the "Request More Data from DM" button at the top right of the screen to request more information from the data manager. You will be provided with a Correspondence page to specify what information you are requesting from the data manager (Figure 16-2).

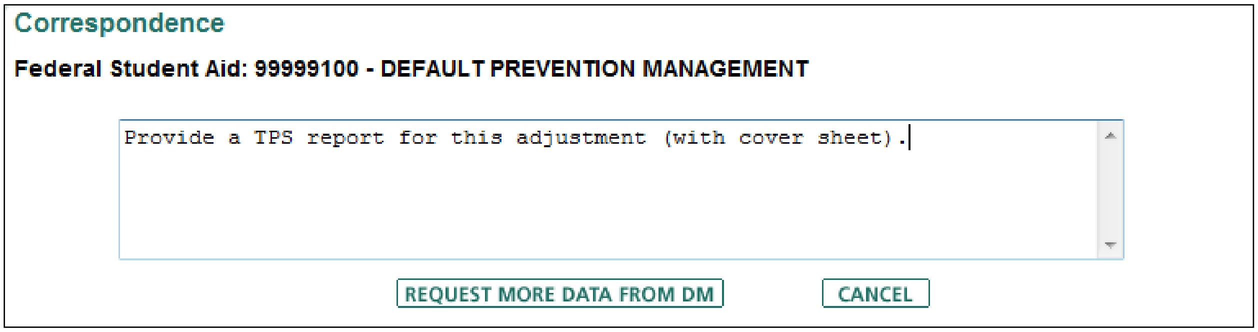
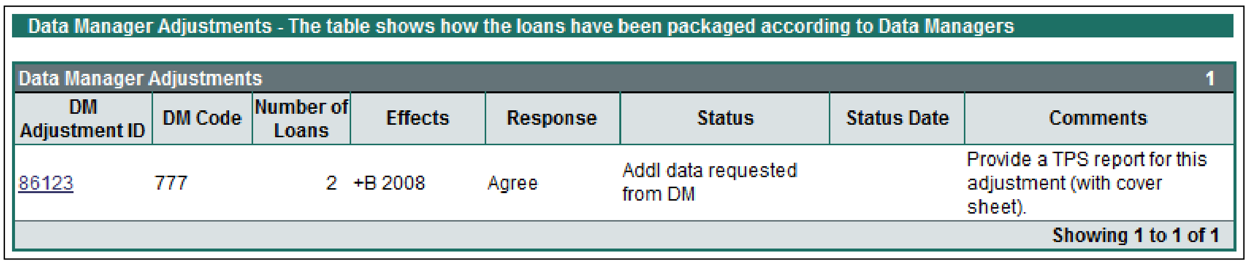


Figure 16-2: Requesting more information from a Data Manager

After entering your correspondence with the data manager, select the "Request More Data from DM" button to send the request to the data manager. You will be returned to the Adjustment Details page. In the Data Manager Adjustments table, the status of the adjustment will indicate that more data has been requested from the data manager (Figure 16-3).


Data Manager Adjustments - The table shows how the loans have been packaged according to Data Managers

Data Manager Adjustments 1

DM Adjustment ID	DM Code	Number of Loans	Effects	Response	Status	Status Date	Comments
86123	777	2	+B 2008	Agree	Addl data requested from DM		Provide a TPS report for this adjustment (with cover sheet).

Showing 1 to 1 of 1

Figure 16-3: DM Adjustments list indicating that more data has been requested

An automatic notification will be sent to the data manager via email to inform them that you have requested more information. After the data manager responds to your request, you will also be notified via email.

Note: You may repeat this information request process as often as needed after the data manager has responded to your most recent request.

17. DATA MANAGER: PROVIDE MORE INFORMATION

17.1 When OPD Requests Information

If Federal Student Aid Operations Performance Division determines that more information is necessary before they can finalize a NDA, they may opt to request more information through the eCDR Appeals system. If they elect to take this step, you will receive an email notification indicating that OPD has requested more information on an adjustment.

Responding to the Request

To respond to OPD's request for more information, log in to the eCDR Appeals system. Visit the Current Cases list and select the NDA in question. This will display the Case Details page. The Requested Data Manager Adjustments table will indicate that OPD has asked for additional data (Figure 17-1).

Requested Data Manager Adjustments								1
DM Adjustment Id	Borrower	DM Code	Number of Loans	Effect on Calculation	Response	Status	Status Date	Comments
86123	888000257	777	2	+B 2008	Agree	Addl data requested from DM	08/18/2010	Provide a TPS report for this adjustment (with cover sheet).
86132	888000379	777	3	+D 2008	Agree	In case worker review	08/21/2010	Submitted
86139	888000402	777	1	+N 2008	Agree	In case worker review	08/21/2010	Submitted
86148	888000786	777	3	-B 2008	Agree	In case worker review	08/21/2010	Submitted
86156	888000936	777	2	-D 2008	Agree	In case worker review	08/21/2010	Submitted
								Showing 1 to 5 of 5

Figure 17-1: DM Adjustments list indicating that more data has been requested

Select the desired DM Adjustment ID to view the Data Manager Adjustment Details page. The History table will show comments from OPD, if any, regarding the request for more information.

Updating your Response

You may modify your response to the adjustment if necessary. In addition, you may post comments and attach files. Make your changes under the "DM Input" section of the Data Manager Adjustment Details page, and select "Save" when you are done.

Submitting your Response

At the top of the Data Manager Adjustment Details page, there will be an "Fwd to FSA" button.

When you have finished modifying your response and are ready to send your response to OPD, select the "Fwd to FSA" button. A Correspondence page will load, allowing you to enter a response to OPD (Figure 17-2).

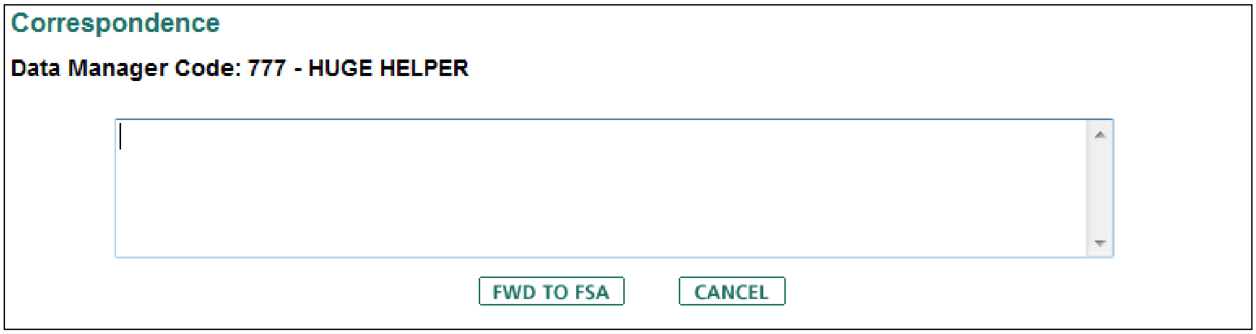


Figure 17-2: Responding to Federal Student Aid OPD

After you have entered your correspondence, select the "Fwd to FSA" button. This will send your response to OPD. OPD will be notified via email that you have responded. The Adjustment Details page will load, and the Data Manager Adjustments table will indicate that your response has been sent (Figure 17-3).

Requested Data Manager Adjustments 1

DM Adjustment Id	Borrower	DM Code	Number of Loans	Effect on Calculation	Response	Status	Status Date	Comments
90278	888111111	785	1	+D 2008		In case worker review	08/18/2010	The information you requested has been attached.
90287	888004394	785	1	+B 2008		In case worker review	08/18/2010	In case worker review
90293	888040695	785	1	-D 2008; +D 2007		In case worker review	08/18/2010	In case worker review

Showing 1 to 3 of 3

Figure 17-3: Status indicating that a response has been sent to OPD

Note: OPD has the ability to request more information as often as needed. After responding to a request, it is possible that you may receive more requests for information.

18. OPD: FINALIZE NDA

This chapter explains the processes followed by Federal Student Aid OPD to perform final reviews, cohort default rate calculation, decision letter creation, and case closure.

18.1 Reviewing the NDA (Case Worker)

Chapter 15 describes the methods involved in reviewing a NDA, including making loan level edits. Chapters 16 and 17 explain the process in which OPD may request more information on an adjustment from a data manager. This section explains how to view data manager responses, mark adjustments as complete, and forward the case to a Case Manager.

Viewing Responses to Your Information Requests

If you requested additional information from the data manager and they responded, you will have received an automatic email notification of their response. The email indicates which data manager has responded and to which adjustment it pertains. To view the response, log in to eCDR Appeals and open the Data Manager Adjustment Details page for the adjustment in question.

Completing Review of a Data Manager Adjustment

Once it is determined that a data manager adjustment is acceptable, open the Data Manager Adjustment Details page for that adjustment (Figure 18-1).

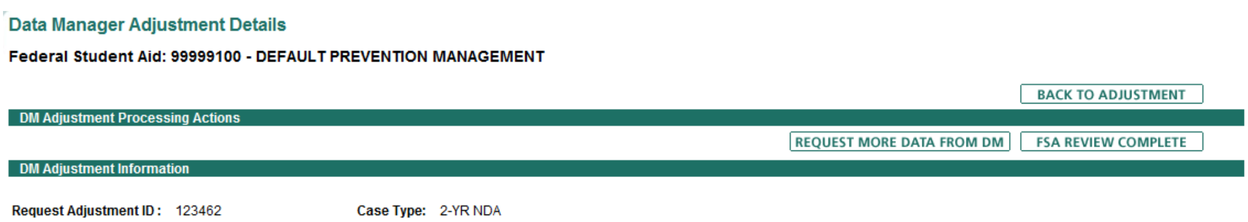


Figure 18-1: Top portion of the DM Adjustment Details page

Select the “FSA Review Complete” button at the top of the page. You will be returned to the Adjustment Details page, and the completed data manager adjustment in the Data Manager Adjustments table will be marked as “Case worker review complete” (Figure 18-2).

Data Manager Adjustments - The table shows how the loans have been packaged according to Data Managers

Data Manager Adjustments 1

DM Adjustment ID	DM Code	Number of Loans	Effects	Response	Status	Status Date	Comments
86123	777	2	+B 2008	Agree	Case worker review complete		

Showing 1 to 1 of 1

Figure 18-2: DM Adjustments table indicating that the review is complete

Forwarding to a Case Manager

Once all adjustments in a case have been reviewed and the case is ready for Case Manager QC review, go to the Case Details page. Select the “FSA Review Complete” button at the top right of the Case Details page. This will place the case in “Available for Case Manager Review” status, at which point a Case Manager may self-assign the case for QC review.

If there are any Data Manager Adjustments that were not marked as complete, the case will not be forwarded and an error message will be displayed.

18.2 Reviewing the NDA (Case Manager)

Self-Assigning a Case

When a case is available for QC review, it will appear in the list on the Current Cases page with a status of “Available for Case Manager Review”. Additionally, an “Assign” button will appear next to the case. See Figure 18-3 for an example.

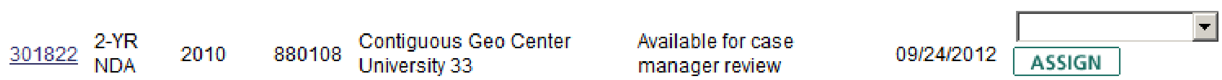


Figure 18-3: NDA available for a Case Manager QC review

To assign the case to yourself, select your username from the dropdown box and click the “Assign” button. The Current Cases page will reload, and the status of the case will now read “Case Manager Review”. At this point, you may access the case for review by clicking on the case ID number.

Reviewing the Case

See Chapter 15 for an overview of the eCDR Appeals interface used to review a case. As you review each Data Manager Adjustment, the Data Manager Adjustment Details page (Figure 18-4) will offer two options regarding Case Worker review:

- Case Worker Review Required
- Case Worker Review Done

If the adjustment is in need of further review by the Case Worker, select the “Case Worker Review Required” option and click the “Save” button.

Data Manager Adjustment Details

Federal Student Aid: 99999100 - DEFAULT PREVENTION MANAGEMENT

BACK TO ADJUSTMENT

DM Adjustment Processing Actions

No DM adjustment processing actions available

DM Adjustment Information

Request Adjustment ID : 123462 **Case Type:** 2-YR NDA
Borrower's SSN: 108880009 **Borrower's Name:** Mxxxxxxx, Kxxxx M
Number of Loans: 1

Borrower Loans Information

From Current LRDR	Included in Case	Loan Type	Begin Date	End Date	Loan Guaranty Date	Amount	Original School	Current School	Guaranty Agency	GA Routed To	Adjustment ID	Status	Repayment Date	Default Date	Official Usage Code	Draft Usage Code	Previous Year Usage Code	Two Year Previous Code
Yes		SF	04/03/2007	07/16/2007	04/23/2007	$848,576.00	880000	880108	555			DF	12/29/2007	04/23/2007	B	B	B	B
Yes		SU	04/03/2007	07/16/2007	04/23/2007	$465,730.00	880000	880108	785			DF	12/29/2007	04/23/2007	E	E	E	E
	Yes	CL	01/10/2010	01/10/2010	01/10/2010				785	785	771129	AL	01/10/2010					

Showing 3 of 3

School Input

Basis of Alleged Error: Student has obtained a deferment
Last Date of Attendance (LDA) or Less than Half-Time Date (LHD):
Date Entered Repayment: 01/06/2010 **Date Defaulted:**
Effect on Calculation 2010 -N

DM Input

DM Response: Agree
Last Date of Attendance (LDA) or Less than Half-Time Date (LHD):
Date Entered Repayment: 01/06/2010 **Date Defaulted:**
Effect on Calculation 2010 -N

FSA Input

- Case Worker Review Required
- Case Worker Review Done

Comments History

2012-09-24 14:36:47.079 entry by: ecdra.tester
Status: Addl data requested from school

Figure 18-4: A portion of the Data Manager Adjustment Details page during QC review

Returning the Case for Additional Work

If you chose the “Case Worker Review Required” option on any Data Manager Adjustment Detail page, a “Back to Case Worker” button will appear on the Case Details page. Clicking this button will return the case to the Case Worker for further review.

Routing to a Case Worker

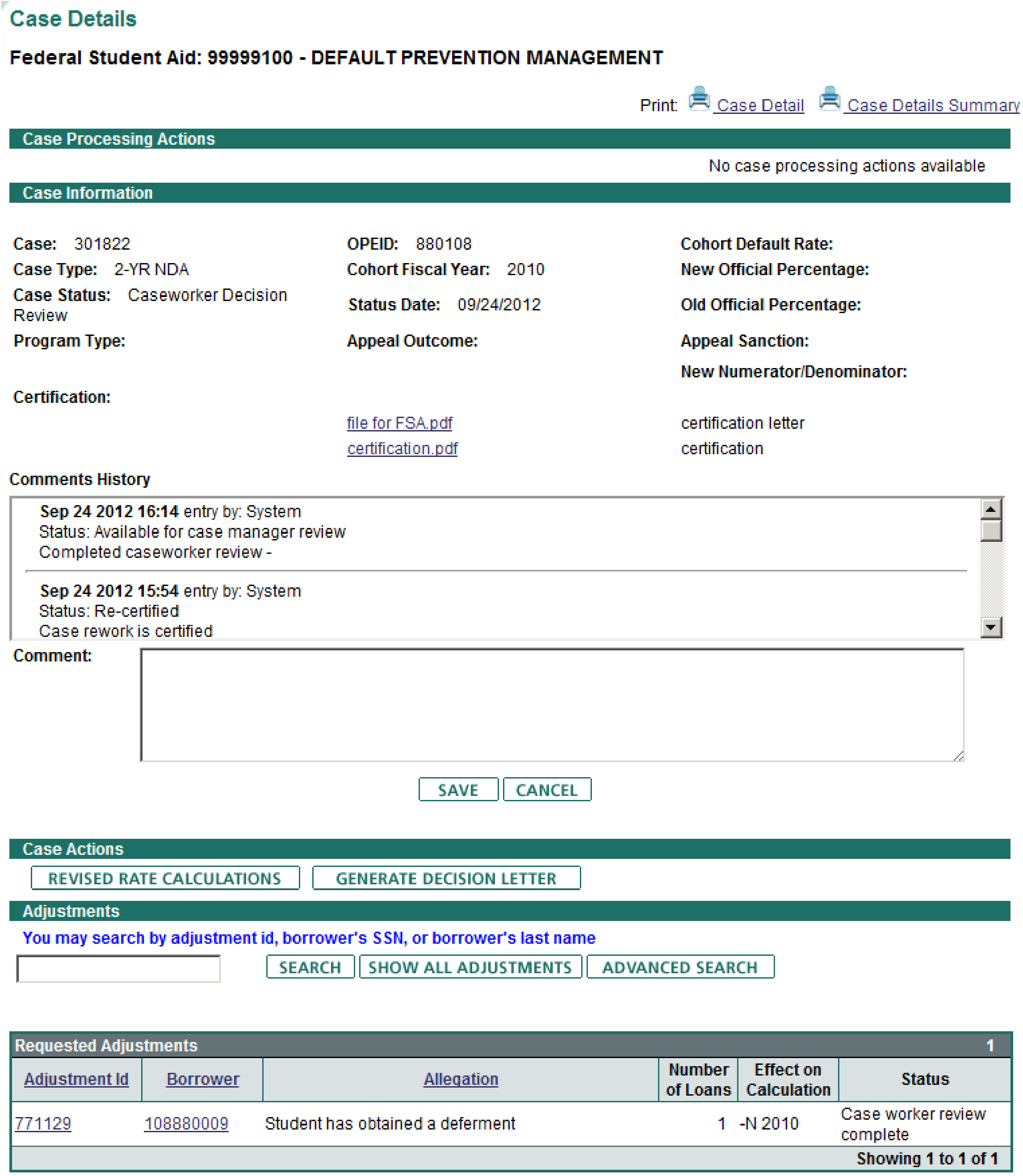
If the case has passed your QC review and is ready for cohort default rate calculation and decision letter creation, you may route the case back to the Case Worker so that it may be finalized. To route the case back after a successful QC review, load the Case Details page. Click the “FSA Review Complete” button located at the top right of the page.

The case will be placed in “Caseworker Decision Review” status, enabling the Case Worker to enter revised CDR calculations and generate a decision letter.

18.3 Finalizing the NDA (Case Worker)

When a NDA has successfully completed QC review, it is ready to be updated with recalculated cohort default rate data from NSLDS (if applicable) and a decision letter can be generated for the case.

To continue with these tasks, locate the NDA on the Current Cases page and click on the case ID number to open the Case Details page (Figure 18-5).



Case Details

Federal Student Aid: 99999100 - DEFAULT PREVENTION MANAGEMENT

Print: Case Detail Case Details Summary

Case Processing Actions

No case processing actions available

Case Information

Case: 301822
Case Type: 2-YR NDA
Case Status: Caseworker Decision Review
Program Type:
Certification:

OPEID: 880108
Cohort Fiscal Year: 2010
Status Date: 09/24/2012
Appeal Outcome:

Cohort Default Rate:
New Official Percentage:
Old Official Percentage:
Appeal Sanction:
New Numerator/Denominator:

file for FSA.pdf — certification letter
certification.pdf — certification

Comments History

Sep 24 2012 16:14 entry by: System
Status: Available for case manager review
Completed caseworker review -

Sep 24 2012 15:54 entry by: System
Status: Re-certified
Case rework is certified

Comment:

SAVE CANCEL

Case Actions

REVISED RATE CALCULATIONS GENERATE DECISION LETTER

Adjustments

You may search by adjustment id, borrower's SSN, or borrower's last name

SEARCH SHOW ALL ADJUSTMENTS ADVANCED SEARCH

Requested Adjustments 1

Adjustment Id	Borrower	Allegation	Number of Loans	Effect on Calculation	Status
771129	108880009	Student has obtained a deferment	1	-N 2010	Case worker review complete

Showing 1 to 1 of 1

Figure 18-5: Case Details page for a case that has successfully completed a Case Manager QC review

The “Revised Rate Calculations” and “Generate Decision Letter” buttons are now available. In addition, an option to print the Case Details Summary sheet has become available in the top right.

Revised Rate Calculation

The case’s numerator and denominator should be input into NSLDS. If applicable, the adjusted default rate data should be obtained from NSLDS. If the numerator and denominator changes call for a CDR re-calculation, then the updated CDR data needs to be manually input into eCDR Appeals. The eCDR Appeals system will not automatically obtain the updated CDR data from NSLDS.

To input the updated CDR data into this case, click on the "Revised Rate Calculations" button. This will load the Revised Rate Calculation page (Figure 18-6).

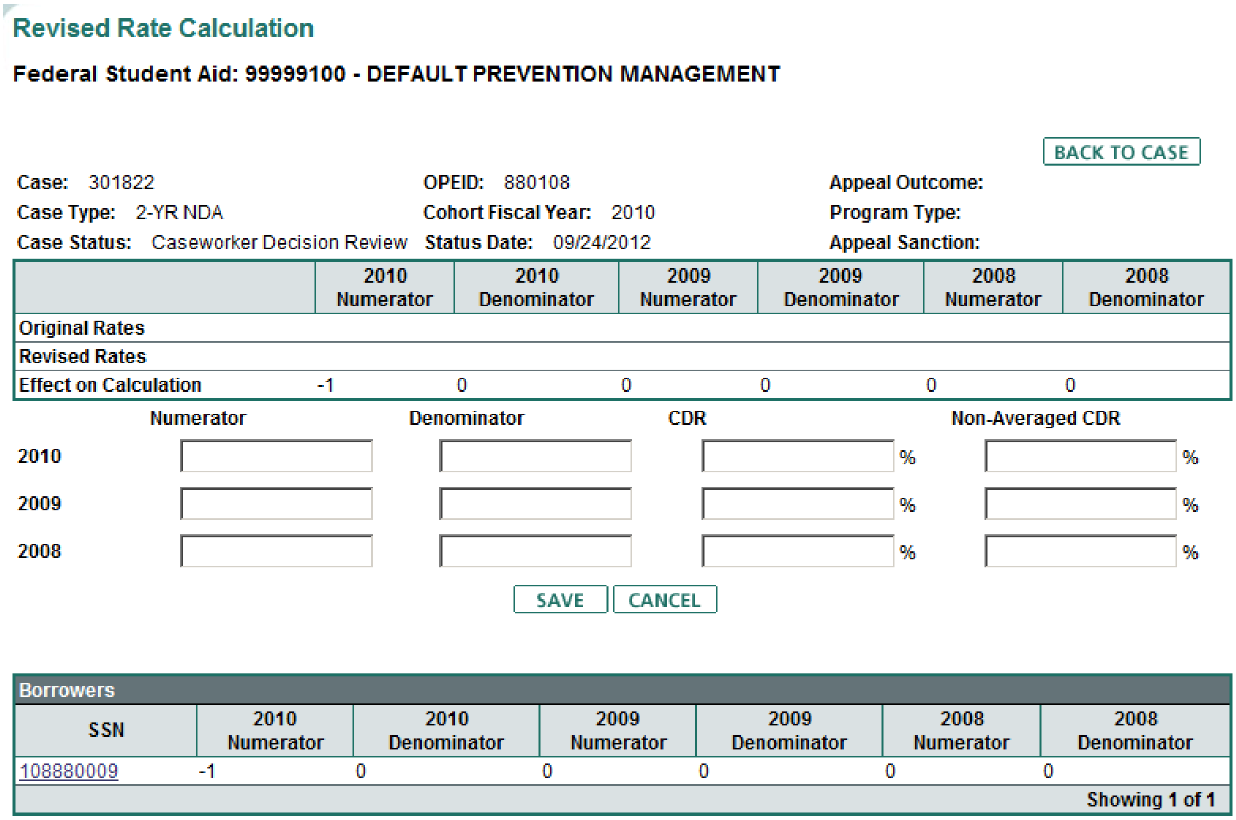


Figure 18-6: Revised Rate Calculation page

The Revised Rate Calculation page provides a table of input boxes, allowing you to enter the updated numerator, denominator, CDR and non-averaged CDR for the current and previous two cohort years. After entering the updated information, click the "Save" button. This will update the NDA case file with the new CDR data. To return to the Case Details page without saving any updates, click the "Back to Case" button.

Note: No information is automatically transmitted between eCDR Appeals and NSLDS. Any updates in NSLDS must be manually entered into eCDR Appeals. Likewise, any updates to a case in eCDR Appeals will not carry over to NSLDS. Information entered in eCDR Appeals is used only for case recordkeeping, not for official NSLDS data entry.

Decision Letter

Creating a Decision Letter

The eCDR Appeals system can assist with automatically generating a decision letter in PDF format. To generate a decision letter, click on the "Generate Decision Letter" button on the Case Details page. This will load a page with several questions (Figure 18-7).

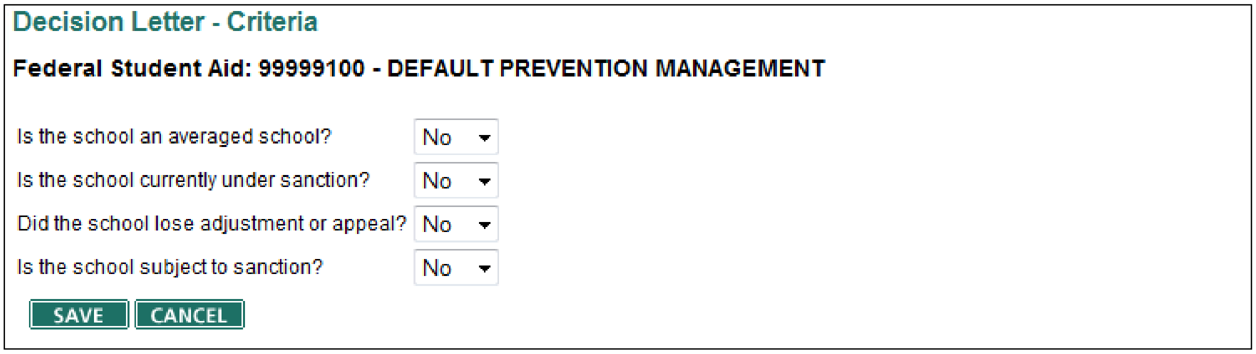


Figure 18-7: Decision Letter questions

Enter the appropriate answers to the questions and click "Save". Your answers will be used to create a template of the letter for you to complete. The basic decision letter template that was generated based on your answers will be displayed on the next page (Figure 18-8).

Figure 18-8: A portion of the Decision Letter page

The decision letter is divided into various sections, which can be edited independently of each other.

Editing a Decision Letter Section

To modify a section of the letter, click on the "Edit" button under that section. This will load a Section Update page (Figure 18-9) in which you may make any necessary changes.

Figure 18-9: Decision Letter Section Update page

After you are done updating the section, click “Save” to return to the Decision Letter page. If you wish to return without saving your changes, click “Cancel”.

Resetting a Decision Letter Section

If you wish to reset a section to the default text, click on the “Reset” button under that section. You will lose any changes you made to the section, and the content will be restored to the standard template text.

Previewing the Letter

To see how the letter will look as a PDF, click the “Generate Decision Letter” button at the bottom of the Decision Letter page. A new window will open, loading the PDF decision letter. Note that the date and signature will not appear until the letter is finalized.

Revising Answers to Initial Questions

When you first started the decision letter, you answered four questions that provided the basis for the standard decision letter text. If you find it necessary to go back and change your answers to these questions, use the “Edit Initial Questions” button at the bottom of the Decision Letter page.

Note: Revising your answers to the initial questions may reset the decision letter language to the standard text.

Forwarding the NDA to a Case Manager

When all changes to the CDR data have been input and the decision letter has been prepared, the case may be submitted to a Case Manager for final review and closure. On the Case Details page, click the “Fwd to Case Manager” button. This will place the case in “Available for Case Manager Decision Review” status.

18.4 Finalizing the NDA (Case Manager)

The Case Manager decision review is the final stage in the NDA process before the case is closed. In this stage, the Case Manager does a final QC review of the cohort default rate calculation data and the decision letter before closing the case.

After the Case Worker forwards the case to the Case Manager, the case will become available for assignment on the Current Cases list.

Reviewing the CDR Calculation

To review the CDR calculation, open the Case Details page for the NDA. Click on the “Revised Rate Calculations” button. This will load the Revised Rate Calculation page, which displays a table containing updated CDR data for the institution. You may make any necessary changes to the CDR data. After updating the CDR data, click on “Save” to store your changes. To return to the Case Details page without making any changes, click the “Back to Case” button.

Reviewing the Decision Letter

To perform a final review of the decision letter, click on the “Edit Decision Letter” button on the Case Details page. This will bring up the Decision Letter page. You may make any necessary changes to the decision letter. Refer to section 18.3 of this chapter for instructions on how to edit the decision letter. You may preview the PDF of the letter by clicking “Generate Decision Letter”. The date and signature will not be added until the letter is finalized. If the letter is ready to be finalized, click the “Finalize Decision Letter” button on the Decision Letter page.

Note: Once the letter is finalized, it can no longer be modified. Ensure that all the sections are correct before finalizing.

After the letter is finalized, it may be viewed, downloaded or printed by clicking the “Generate Decision Letter” button. Since the letter was finalized, it will now display a date and signature.

Returning the Case for Additional Work

If the NDA needs further attention from the Case Worker, it may be returned to the Case Worker by clicking on the “Back to Case Worker” button on the Case Details page.

Closing the Case

If your QC review of the revised CDR calculations and decision letter is successful, the case can be closed. To close the case, click the “Close Case” button at the top of the Case Details page. A confirmation page will load, prompting you to verify whether the case should be closed. To verify, click “Close Case”. To leave the case open, click “Cancel”.

Once the case is closed, an automatic notification will be emailed to the institution and all affected data managers, informing them that a decision has been made. They will have the ability to log in to eCDR Appeals to view the closed case and print the decision letter and case summary.

19. DATA MANAGER: REVIEW OPD DECISION

19.1 Viewing the Finalized Case

After Federal Student Aid OPD has reviewed and finalized a case, you will receive an email notification. The case may still be viewed by visiting the Current Cases page, then selecting the case from the list. At this point, the case can no longer be modified, but you will continue to have access to view and print the case.

You will be able to open and print three PDF documents: the Case Detail report, the Federal Student Aid OPD decision letter, and the Case Details Summary (Figure 19-1).

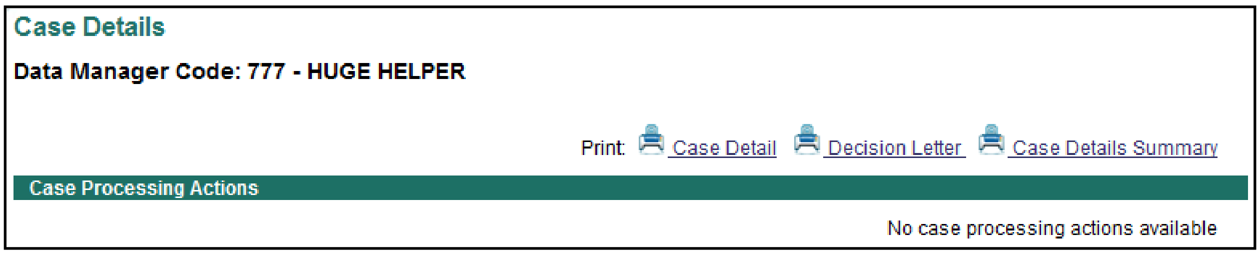


Figure 19-1: Printing options

Note: Any changes that were agreed to in the course of the NDA Workflow must also be manually implemented in NSLDS and/or any other systems of records you may maintain. Changes and updates to borrower data and loan data within eCDR Appeals will not affect the original records.

20. SCHOOL: REVIEW OPD DECISION

20.1 Viewing the Finalized Case

After Federal Student Aid OPD has reviewed and finalized a case, you will receive an email notification. The case may still be viewed by visiting the Current Cases page, then selecting the case from the list. At this point, the case can no longer be modified, but you will continue to have access to view and print the case.

You will be able to open and print three PDF documents: the Case Detail report, the Federal Student Aid OPD decision letter, and the Case Details Summary (Figure 20-1).

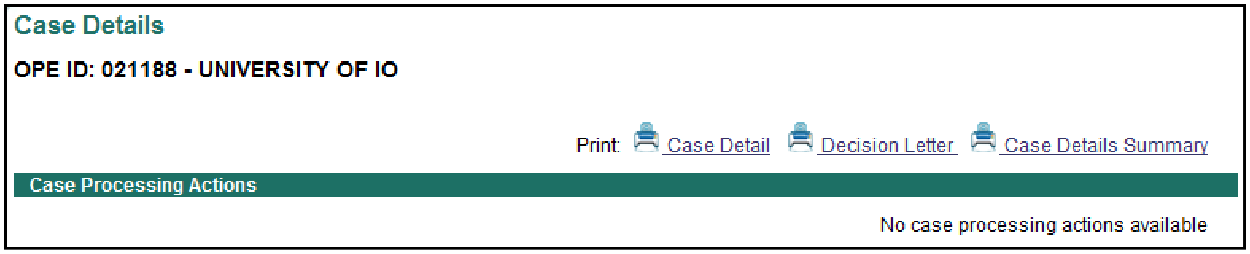


Figure 20-1: Printing options

Note: Any changes that were agreed to in the course of the NDA Workflow must also be manually implemented in NSLDS and/or any other systems of records you may maintain. Changes and updates to borrower data and loan data within eCDR Appeals will not affect the original records.

21. ALL USERS: MISCELLANEOUS FUNCTIONS

This chapter covers functionality in eCDR Appeals that is available to all users, but is not directly involved in the NDA Workflow.

21.1 Maintaining Your Profile

The eCDR Appeals system maintains two sets of contact information for your organization in your Profile: the organizational contact information, and your individual contact information. Both can be viewed and updated by selecting the “Profile” item from the main menu.

Please ensure that your Profile is up-to-date, especially at the beginning of a cohort cycle.

21.2 Printing Case Information

Case Detail

If you need a printed report on one of your cases, open the desired case from the Current Cases page. At the top right of the Case Details page, there will be a “Case Detail” print link for printing the case. The detail report provides comprehensive information on the case, all in one easy to print document.

When you select the “Case Detail” link, a Portable Document Format (PDF) document will load in a new window. In order to view this document, you will need the free Adobe Reader software or a similar application. Once the document loads, you may print it by selecting the print option in your web browser.

Decision Letter and Case Summary

After Federal Student Aid OPD finalizes and closes a case, two additional print links will become available at the top right of the Case Details page: a Decision Letter link and a Case Details Summary link. These links will also open a PDF document in a new window.

Important Note*: Since printable reports from eCDR Appeals contain personally identifiable information, including borrower names, social security numbers and financial information, take precautions to safeguard any reports you save to your computer or print out. Securely store all printed reports. Securely dispose of printed reports after they are no longer needed.*

22. DATA MANAGER: MISCELLANEOUS FUNCTIONS

This chapter covers functionality in eCDR Appeals that is available to Data Managers, but is not directly involved in the NDA Workflow.

22.1 Reports

To view a report, select “Reports” from the main menu. This will display the Current Status Reports page. Two other types of reports are also available from the Reports sub-menu: Draft Cycle and Official Cycle.

Current Status Report

The Current Status Report lists all DM Adjustments in the current cycle that require you to submit a response, a clarification or more data.

Official Cycle Reports

The Official Cycle Reports page is accessed by selecting the “Official Cycle” item from the sub-menu. To view a report for a particular cohort year, choose a year for the report then press “Submit”. A list of changes to loan records for the requested cohort year will be displayed.

Draft Cycle Reports

Please refer to the “Data Manager: Miscellaneous Functions” chapter of the *eCDR Appeals Incorrect Data Challenge User Guide* for more information on draft cycle reports.

23. OPD: MISCELLANEOUS FUNCTIONS

This chapter covers functionality in eCDR Appeals that is available to Federal Student Aid OPD, but is not directly involved in the NDA Workflow.

23.1 Reports

The eCDR Appeals system can produce a comprehensive report on NDA statistics for a given cohort year. To view a report, select "Reports" from the main menu. This will immediately display the current status reports page. To view other reports, select the desired report from the sub-menu.

23.2 Cycle Management

Before each cohort cycle, the planned beginning and ending dates of the cycle must be manually entered into the eCDR Appeals application. Additionally, when a cohort cycle is complete, it can be closed. Users who have the eCDR Appeals role of Federal Student Aid OPD Administrator can perform these cycle management tasks.

To access the cycle management functions, select "System Administration" from the main menu and "Manage Cycle" from the submenu. This will load the Manage Cycle page, presenting you with two options: start a new cohort cycle or close an existing cohort cycle.

Starting a new Cohort Cycle

To begin a new cohort cycle, select "New Cohort Cycle" from the Manage Cycle page. The New Cohort Cycle page will load (Figure 23-1).

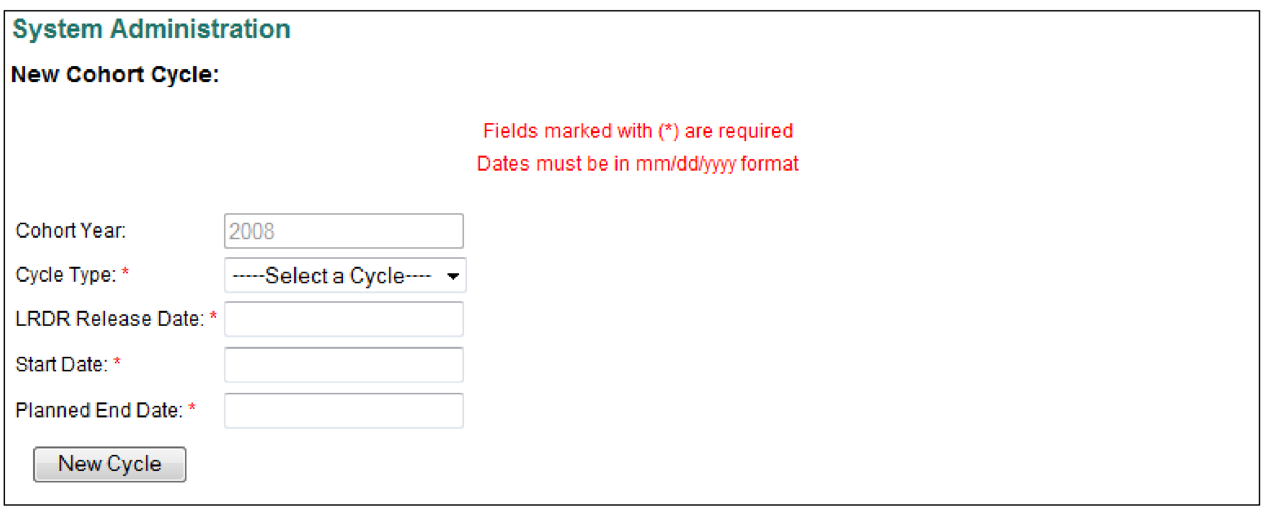


Figure 23-1: Starting a new cohort cycle

Choose whether the new cycle will be a draft or official cycle. Enter the start date and planned end date in the provided fields. Enter the LRDR Released Date, which is the date on which LRDRs were released to schools for this cycle. After you have entered all required information, press "New Cycle" to create a new cycle. Only one cycle may be created at a time. If there is an existing cycle in place already, then an error page will load with a message indicating that a new cycle could not be created.

Closing a Cohort Cycle

If a cycle needs to be closed on a date other than its original planned end date, select the cycle from the dropdown box on the Manage Cycle page. A new page will load, displaying information associated with the cycle, prompting you to enter the end date of the cycle (Figure 23-2).

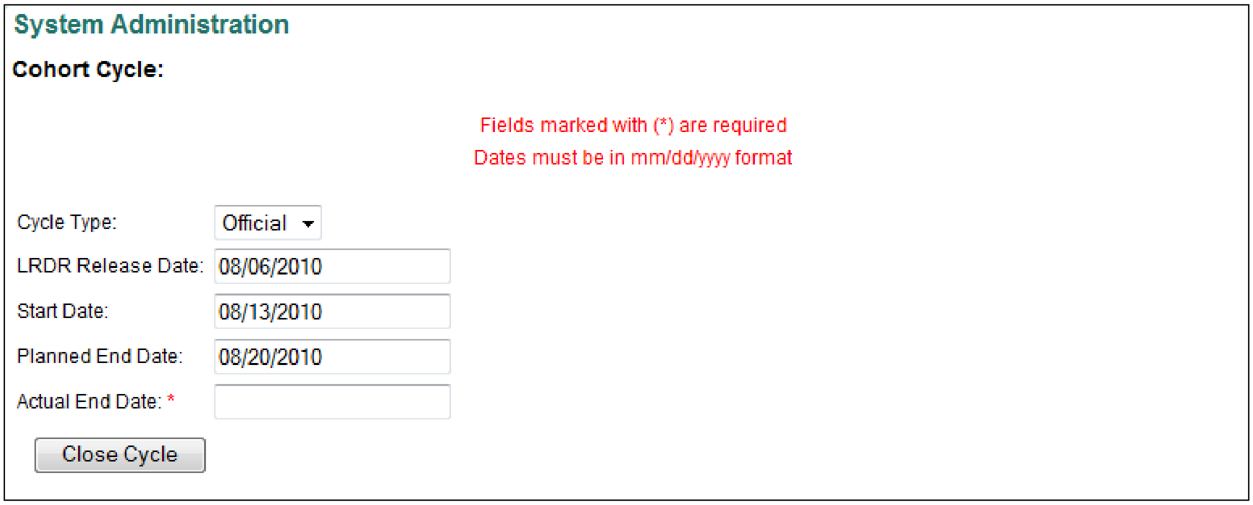


Figure 23-2: Closing a cycle

In the "Actual End Date" field, enter the date on which the cohort cycle should be closed, then press the "Close Cycle" button. The system will set the new end date to the one you specified.

APPENDIX A. GLOSSARY AND ACRONYMS

Term	Definition
DD	Default date.
DER	Date Entered Repayment. The date on which a borrower begins repayment on a loan.
DM	Data Manager. A DM may be the Direct Loan Servicer, a guaranty agency, or Federal Student Aid Operations Performance Division.
DM Code	A unique identifier for data managers. Also called the Guarantor/Servicer Code.
OPD	Operations Performance Division. The division of Federal Student Aid that deals with cohort default rates and works with data managers.
eCDR Appeals	Electronic Cohort Default Rate Appeals. The eCDR Appeals system permits online filing of cohort default rate appeals cases.
FSA	Federal Student Aid.
IDC	Incorrect Data Challenge.
LDA	Last Date of Attendance. The date on which a student leaves school (either by graduation or withdrawal).
LHD	Less Than Half Time Date. The date on which a student’s enrollment drops below half-time.
LRDR	Loan Record Detail Report. A LRDR details loans and borrowers for a given OPEID and cohort cycle. It contains information on loans that were used to calculate a school’s cohort default rate.
NDA	New Data Adjustment.
NSLDS	National Student Loan Data System. The database used to store federal student loan information.
OPEID	Office of Postsecondary Education Identifier. Each institution (school) has its own unique OPEID.
UDA	Uncorrected Data Adjustment.

APPENDIX B. STATUS CODES

B.1 Case Status Codes

Table B-1 lists status codes that a case may have. These status codes apply to the case as a whole. Adjustments within a case have their own status codes (see Section B2, “Adjustment Status Codes).

Status Code	Description
`AWAITING_LRDR`	A school has initiated a new case, but Federal Student Aid has not yet loaded the LRDR information into the eCDR Appeals system. While a case is in `AWAITING_LRDR` status, the countdown to the case submission deadline is suspended.
`BEING_PREPARED`	A school is in the process of preparing their case.
`DATA_MANAGER_REVIEW`	The school has submitted the case, and data managers affected by the case are now reviewing their adjustments within the case. The case remains in this status until all data managers respond.
`ALL_DM_S_RESPONDED`	All data managers affected by the case have responded to their adjustments.
`FSA_REVIEW`	The case is available for review by Federal Student Aid, but it has not yet been assigned to a Case Worker.
`CASE_WORKER_REVIEW`	A Federal Student Aid Case Worker has been assigned to review the case.
`AVAILABLE_FOR_CASE_MANAGER_REVIEW`	The Federal Student Aid Case Worker has completed review of the case and has forwarded the case to a Federal Student Aid Case Manager.
`CASE_MANAGER_REVIEW`	A Federal Student Aid Case Manager is reviewing the case.
`CLOSED`	The Federal Student Aid Case Manager has finalized the case.
`REJECTED`	The case was submitted past the deadline, and thus was rejected.

Table B-1: Case status codes

B.2 Adjustment Status Codes

Table B-2 lists status codes that an adjustment may have.

Status Code	Description
CREATED	A school has created an adjustment within their case.
SUBMITTED	The case that contains this adjustment has been submitted for data manager review.
DM_REVIEW	The data manager affected by this adjustment is currently reviewing the case.
ADDTIONAL_DATA_REQUESTED_FROM_SCHOOL	The data manager affected by this adjustment has requested more information from the school.
ADDTIONAL_DATA_RETURNED_FROM_SCHOOL	The school has responded to the data manager’s information request.
DM_RESPONDED	The data manager affected by this adjustment has responded to the adjustment.
CLARIFICATION_REQUESTED	The school has requested clarification from the data manager affected by this adjustment regarding their response.
CLARIFICATION_PROVIDED	The data manager has responded to the school’s clarification request.
AVAILABLE_FOR_CASE_WORKER_REVIEW	All data managers have responded to the case, and the case (along with its adjustments) are now available for Federal Student Aid review.
IN_CASE_WORKER_REVIEW	Federal Student Aid is reviewing the case, including its adjustments.
ADDTIONAL_DATA_REQUESTED_FROM_DM	Federal Student Aid has requested more information from the data manager affected by this adjustment.
ADDTIONAL_DATA_RETURNED_FROM_DM	The data manager has responded to Federal Student Aid’s information request.
CASE_WORKER_REVIEW_COMPLETE	Federal Student Aid has completed their review of this adjustment.
CLOSED	The case (along with its adjustments) has been finalized.

Status Code	Description
REJECTED	The case was submitted past the deadline, and thus was rejected.

Table B-2: Adjustment status codes