

Applicant Data Resolution

Participant Workbook



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FEDERAL STUDENT AID

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Lesson 1 - Identifying Information Sources

Objective

After completing this lesson learners will be able to:

- Identify methods to locate applicant records with data problems
- Identify codes and flags used to locate data issues
- Use FAA Access to CPS Online to identify and review applicant records with data problems

Key Terms

Academic Competitiveness Grant (ACG)

A need-based student grant program created through the Higher Education Reconciliation Act of 2005 (HERA). The program was designed to encourage students to take more challenging courses in high school and pursue college majors in high demand in the global economy. ACG funds are available for eligible first- and second-year college students.

Institutional Student Information Record (ISIR)

An electronic output document generated by the Central Processing System (CPS) that summarizes information provided on a student's application and is sent to schools listed on the application. The ISIR also provides the result of the Expected Family Contribution (EFC) calculation, results of eligibility matches with various databases, reject reasons, comments, National Student Loan Data System (NSLDS) financial aid history, and data assumptions. Financial Aid Administrators (FAAs) review ISIRs before and after financial aid award disbursements to ensure applicant eligibility for Title IV funds.

ISIR Compare

A feature on FAA Access to CPS Online that allows an FAA to compare data from two different ISIR transactions for the same student.

ISIR Datamart

A centralized location that stores ISIR data generated by the CPS. Schools, state agencies, and other authorized users receive ISIR distributions from the ISIR Datamart through the Student Aid Internet Gateway (SAIG) when requests are made through the ISIR Request function in FAA Access to CPS Online.

ISIR Guide

A reference that FAAs use to interpret application information on the ISIR. It also explains codes and flags that appear in the FAA Information section of the ISIR.

Student Aid Report (SAR)

The output document that the CPS sends to the applicant after application data is processed. It summarizes the application information the student submitted, reports the student's calculated EFC, provides explanatory comments to the student as well as information for the FAA, and reports the student's NSLDS financial aid history.

Student Aid Report (SAR) Acknowledgement

An output document that the CPS sends to an applicant that applied electronically but did not provide an e-mail address. The SAR Acknowledgement is similar to a SAR in that it summarizes the application information the student submitted. The SAR Acknowledgement, however, has fewer and less detailed comments than the SAR and cannot be used to submit corrections.

Student Inquiry

A feature on FAA Access to CPS Online used to view the SAR information, including the EFC, NSLDS information, and Comments, etc. of any student who has listed your school on his or her application. View other transactions if you have the student's Data Release Number (DRN), except when a transaction contains an FAA Adjustment from another school.

Sources for Applicant Records

Because several months could elapse after an application is filed and before funds are actually disbursed, it is possible that an applicant's eligibility for Title IV aid may change. The applicant may, during the interim, have defaulted on a Title IV loan or have been determined to owe an overpayment on a grant. Conversely, an applicant whose earlier Social Security Number (SSN) match failed may have subsequently resolved that eligibility issue.

Because of changes or updates like these to application data, schools are required to monitor and review changes in students' ISIR data for possible impact on eligibility. FAAs look for and review things like assumptions, SAR C Flag, various change flags, comment codes and text, edits, changes in Expected Family Contribution (EFC), match flags, changes to financial aid history ([34 CFR 668.19](#)), and rejects.

You can find applicants' data and results of data processing in many places such as:

- Your own school's system
- SARs/SAR Acknowledgements
- ISIRs
- FAA Access to CPS Online, including: Student Inquiry, ISIR Compare, ISIR Request

As you proceed with this lesson, remember that the CPS is continually accepting and processing applicant data. The CPS then generates and sends ISIRs to schools electronically through the Student Aid Internet Gateway (SAIG). The CPS also generates and sends SARs to students/students' parent(s), in either electronic or paper format (selected by the applicant).

School System

If your school has its own database to manage students' application data, then you can navigate the system or use "queries" to filter and find problem data. You can query and print a list of students eligible for Federal Pell Grants, Academic Competitiveness Grant (ACG) self-identification, and other school based aid. You may also want to find records with problems or issues that need to be resolved, such as a search for all applications where the SAR C Flag is set ("Y" for "Yes"), or those failing the SSN match.

SARs

After a student receives a SAR, that student may visit your school's Financial Aid Office to ask for clarification on next steps. If the student did not provide your school's Federal School Code when applying, then your school would not have received the student's associated ISIR. You can use the Data Release Number (DRN) found on the SAR to add your school code to the record using FAA Access to CPS Online.

Note:



Remember, schools are required to obtain and retain ISIRs for all the school's students in electronic format. Schools then use ISIRs (not SARs) to determine student eligibility.

Identifying Information Sources

For student's immediate questions you can review the student's SAR – in particular the section entitled *For Financial Aid Office Use Only* – for:

- Numbered comment codes (highlighted in Figures 1 and 2 with an arrow)
- EFC
- Match flags
- Rejects met
- SAR C Flag

For Financial Aid Office Use Only

This information will be used by your Financial Aid Administrator to determine your eligibility for student aid.

SAR C Flag: Y	Dependency Status: X	Rejects Met: 2 1 N 10 15 9
Application Source: 4A	Dependency Override:	Application Receipt Date: 02/02/2007
Transaction Source: 4A	FAA Adjustment:	Transaction Receipt Date: 02/02/2007
Processed Record Type:	Reprocessing Code:	Verification Flag:
Duplicate SSN Flag:		

MONTHS: 1 2 3 4 5 6 7 8 9 10 11 12

PRIMARY EFC:

SECONDARY EFC:

PC:

SIC:

Auto Zero EFC Flag: SNT Flag: N Pell Eligible Flag:

MATCH FLAGS:

SSN Match Flag: 4	Selective Service Registration Flag:	Selective Service Match: Y
DHS Match Flag:	DHS Verification #:	SSA Citizenship Code: B
DHS Sec. Conf. Flag:	VA Match Flag:	FSSN Match Flag: 8
NSLDS Match Flag: 1	NSLDS Database Results Flag: 1	MSSN Match Flag: 8
	NSLDS Transaction Number: 01	

COMMENTS: 115

Figure 1 - SAR *For Financial Aid Office Use Only* section.

Note that comment text is located on a separate page of the SAR or you can find the text in the award year-specific [SAR Comment Codes & Text](#) document (available from [fsadownload.ed.gov](#)).

Alternatively, the student may have received and brought in a SAR Acknowledgement. The same data you find on the SAR appears on the SAR Acknowledgement, in a slightly different format.

For Financial Aid Office Use Only

Transaction Source	XX	Expected Family Contribution: Primary	00000	Dependency Status:	X
Verification Flag:	X	Secondary	00000	Dependency Override:	X
SAR C Flag:	Y	Automatic Zero EFC Flag:	X	Hold Code:	X
Application Receipt Date:	mm/dd/ccyy	Formula Type:	X	Pell Eligible Flag:	X
Transaction Process Date:	mm/dd/ccyy	Simplified Needs Test Flag:	X	Duplicate SSN Flag:	X
Transaction Receipt Date:	mm/dd/ccyy	FAA Adjustment:	X		

SSN Match Flag:	X	Selective Service Registration Flag:	X	Selective Service Match:	X
DHS Match Flag:	X	DHS Verification #:	9999999999999999	SSA Citizenship Code:	X
DHS Sec. Conf. Flag:	X	VA Match Flag:	X	FSSN Match Flag:	X
NSLDS Match Flag:	X	NSLDS Results Flag:	X	MSSN Match Flag:	X
		NSLDS Transaction Number:	X		

Reject Codes: 01 02 03 04 05 06 07

Comment Codes: 001 002 003 004 005 006 007 008 009 010 011 012 013 014 015 016 017 018 019 020

Figure 2 – SAR Acknowledgement *For Financial Aid Office Use Only* section.

Note:



Remember to use the [Application & Verification Guide of the Federal Student Aid Handbook](#) to help determine what next steps to take when a problem is identified (details in Lesson 3).

ISIRs

Usually before a student approaches your office with a SAR or SAR Acknowledgement, your school receives the student's ISIR because your school's Federal School Code was included on the original or corrected application. ISIRs are then retrieved from the SAIG mailbox and imported into your school's system.

As a quick review, there are three types of ISIRs: Daily, Requested, and Automatically Pushed. These are explained in more detail in the award year-specific [Electronic Data Exchange \(EDE\) Technical Reference](#) (available from fsadownload.ed.gov).

- **Daily** ISIRs are generated in response to incoming applications or corrections. Using the Daily service, schools receive one ISIR for every transaction on which the student lists that school.
- **Requested** ISIRs are generated based on your need for specific ISIRs or groups of ISIRs. The ISIR Request feature in FAA Access enables FAAs to request a single ISIR or a specified group of ISIRs. The resulting ISIR file, containing ISIRs that match the selection criteria in the query you built, are then sent to your school's SAIG mailbox. Remember to retrieve the requested ISIRs within 14 days; otherwise they are deleted and unrecoverable from the SAIG mailbox. You can still receive these ISIRs if you make the same request again.
- **Automatically Pushed** ISIRs are generated by the CPS without school requests in an effort to help schools meet the ISIR review requirement to check for potential impact to all students' aid eligibility. System-generated ISIRs result from CPS reprocessing, automated DHS (Department of Homeland Security) Secondary Confirmation, NSLDS post-screening, and ACG self-identification.

The ISIR has the same information that is available on the SAR or SAR Acknowledgement and additional data that helps focus and expedite the FAA's review for eligibility issues, like:

- [CPS Pushed ISIR Flag](#)
- [EFC Change Flag](#)
- [NSLDS Transaction Number](#)
- [Rejected Status Change Flag](#)
- [Reprocessing Code](#)
- [SAR C Change Flag](#)

Each of these flags or fields on the ISIR helps the FAA quickly identify eligibility issues.

Note:



Remember that schools are required to review relevant ISIR data for their students before and after disbursement of financial aid awards. FAAs can use the award year-specific ISIR Guide (under Publications - Software Technical References on ifap.ed.gov) for interpreting the ISIR's various comments, flags, matches, and rejects.

ISIRs (continued)

				OFFICE INFORMATION			
				Primary EFC Type			2
				Secondary EFC Type			
				Processed Date	04/24/2007		
				Transaction Data Source/Type:	PAPER - CORRECTION		
				Source of Correction	APPLICANT		
				Federal School Code Indicator			
				Reject Override Codes:	A: B: C: G: J: K: N: W: 3: 12:		
				Assumption Override Codes:	1: 2: 3: 4: 5: 6:		

FAA Information				CPS Pushed ISIR Flag			YES
Date ISIR Received	04/24/2007		Rejects Met:				
Verification Flag	N		Verification Tracking Flag			0179	
FAA Adjustment			Dependency Override				
Transaction Receipt Date	04/24/2007		ETI			5	
Reprocessing Code			Correction # Applied To			01	
Processed Record Type	H		Application Receipt Date			01/15/2007	
Pell Elig Flag				Intermediate Values			
Primary EFC	4627	Secondary EFC			TI	2859	PCA
Mon 1 514	Mon 7 3598	Mon 1	Mon 7	ATI	6404	AAI	
Mon 2 1028	Mon 8 4112	Mon 2	Mon 8	STX	86	TSC	
Mon 3 1542	Mon 10 4627	Mon 3	Mon 10	EA	0	TPC	
Mon 4 2056	Mon 11 4627	Mon 4	Mon 11	IPA	6050	PC	
Mon 5 2570	Mon 12 4627	Mon 5	Mon 12	AI	-3545	STI	
Mon 6 3084		Mon 6		CAI	-1773	SATI	
				DNW	32000	SIC	
				NW	32000	SDNW	
				APA	0	SCA	6400
						FTI	2859
Auto Zero EFC Flag	Rejected Status Change Flag		Duplicate SSN Flag				
EFC Change Flag	DECREASE	Verification Selection Flag	Address Only Correction				
SNT Flag	NO		SAR C Change Flag				
Match Flags: SSN 4 SSA A DHS SS NSLDS 1 VA DHS Sec. Conf. Father SSN 8							
DHS Verification # SS Registration Flag Mother SSN 8							
NSLDS Transaction Number 1 NSLDS Database Results Flag 1							
Comments: 112,273,117,118,274,123							

Figure 3 - Excerpt from ISIR imported with EDEpress, Office Information and FAA Information sections.

FAA Access to CPS Online

Finally, you can locate applicant data and identify possible problems by using online tools through FAA Access to CPS Online, specifically *Student Inquiry*, *ISIR Compare*, and *ISIR Request*.

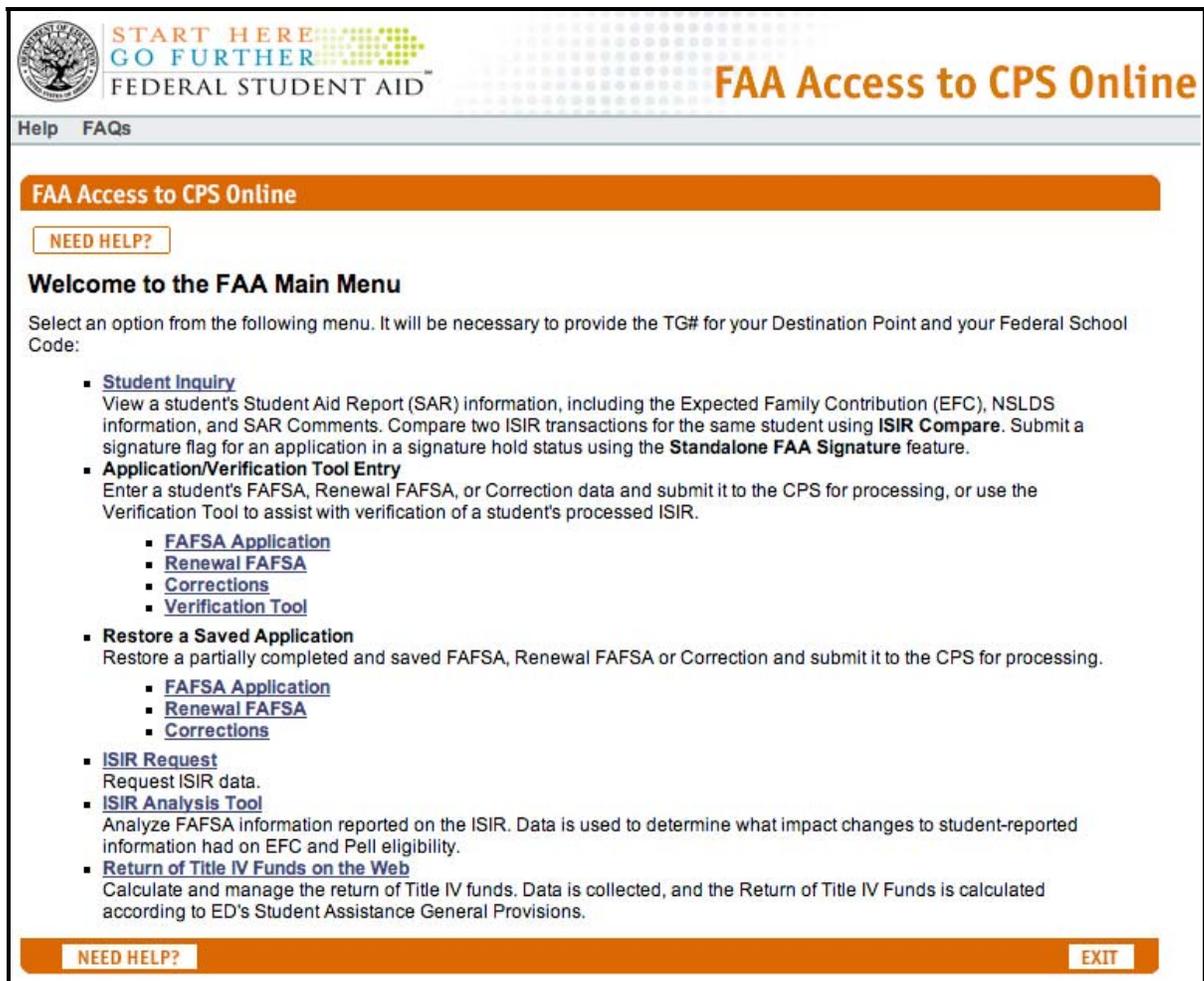


Figure 4 - FAA Access to CPS Online main menu.

- The **Student Inquiry** option of FAA Access offers you access to view a student’s SAR information, including EFC, NSLDS information, and associated comments.
- You can also compare two ISIR transactions for the same student with **ISIR Compare** under Student Inquiry.
- Finally, you can request specific ISIRs or groups of ISIRs using **ISIR Request**. You can set up a “query” to select a group of ISIRs that meet specified values for things like eligibility status, veteran status, grade level, EFC range, and more. You can set up this query to run at a later date to better match your school’s required ISIR review process.

Software Activity – Locating ISIRs with Issues

This exercise has some scenarios to jump-start your thinking about how to identify ISIRs with issues. Work as a group and use the demo site to discuss each scenario. Instructions for logging in to the FAA Access to CPS Online demo Web site are provided if you want to view information on FAA Access.

Step	Action
1	<p>Open a browser to the FAA Access demo site by entering the following address: http://fafsademo.test.ed.gov</p> <p>Click the FAA Access to CPS Online Demo System button at the bottom of the Web page.</p>
2	Click the Next button.
3	Enter the User ID: eddemo and Password: fafsatest
4	<p>You are now on the FAA Access to CPS Online demonstration site home page.</p> <p>Click the Next button. (You may be prompted to enter the User ID and Password, again.)</p>
5	<p>At the Confirming Your Identity dialog box, enter the following:</p> <p>SSN: 999999999</p> <p>First 2 letters of Last Name: XX</p> <p>Date of Birth: 01011900</p> <p>PIN: 9999</p> <p>Click Submit.</p>
6	<p>Click Student Inquiry.</p> <p>Enter the following:</p> <p>TG number: 99999</p> <p>Federal School Code: 001002</p> <p>Select school year: 2007-2008</p> <p>Click Next.</p>

continued on next page

Step	Action
7	Review and discuss the following scenarios.
7a	Scenario 1: You want to identify and retrieve ISIRs for all your schools' students whose applications have been rejected. How could you obtain and review these students' ISIRs? What are some causes of rejected applications?
7b	Scenario 2: Using ISIR Request, what are the limitations for using both Eligibility Status and EFC Range to select ISIRs you want to review?
7c	Scenario 3: You have entered corrections to several students' applications. How can you access the ISIRs generated from the processing of these corrections? What resources can you use to identify and interpret further issues?

Lesson 2 – Analyzing the ISIR

Objectives

After completing this lesson you will be able to:

- Identify the types of rejects
 - Verifiable
 - Non-verifiable
- Understand the use of the SAR C Flag
- Locate and identify match flags
- Locate and identify common comment codes
- Identify highlighted and corrected fields

Key Terms

Non-verifiable Reject

This indicates that the information originally provided must be corrected before an Expected Family Contribution (EFC) can be calculated.

SAR C Flag

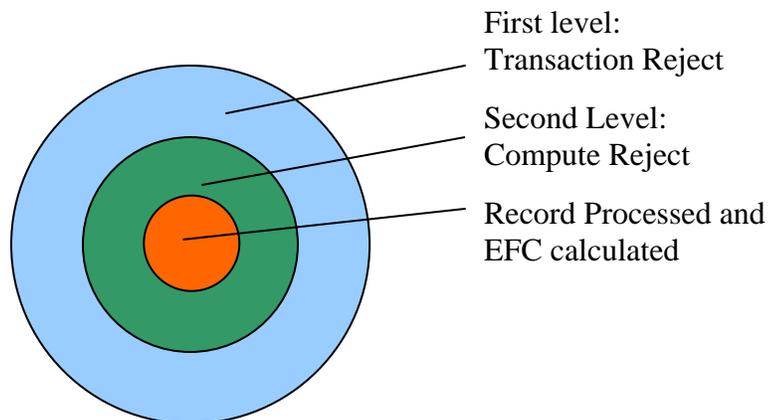
This indicates a data match problem that must be resolved. A "C" appears on the printed ISIR to the right of the calculated EFC. The comment codes provide additional information about the nature of the problem.

Verifiable Reject

This indicates that the information originally provided is questionable but could be correct.

Processing an Application

Before a record can be processed by the Central Processing System (CPS), the data must successfully pass data edits that ensure required data is available to process the record. A record must pass two levels of edits before an EFC can be calculated. The first level ensures that components of the application or correction record are present. The second level ensures that all required data is provided and consistent. If all data components are not present a transaction reject is created. If the record components are present but the data is incomplete or is inconsistent a compute reject is created.



Transaction Reject

A transaction reject prevents the Free Application for Federal Student Aid (FAFSA) record from being processed. If a record is rejected for one or more reasons, no ISIR is generated and an error report is returned to the school in message class EAPR08OP for applications and CORE08OP for corrections. These rejects are also known as record level rejects.

Compute Reject

The CPS contains a series of edits that evaluate data on incoming FAFSA records for consistency and completeness. These edits apply to all data from electronic and paper input. While an ISIR is produced with a compute reject, the CPS does not compute an EFC for a FAFSA or correction rejected for a compute reject reason ISIRs with a compute reject are sent to schools in the same daily ISIR message class types as ISIRs that have an EFC computed by the CPS. A table of the ISIR message classes may be found in the School Electronic Process Guide. Reject codes and comment codes provided on the ISIR indicate the reason for the compute reject.

There are two types of compute rejects: verifiable and non-verifiable rejects.

Note:



A table of the reject codes and responses is provided in section 4 – Processing Codes in the Electronic Data Exchange (EDE) Technical Reference which may be downloaded from the Technical References and Guides section from www.fsadownload.ed.gov.

Verifiable Reject

A verifiable reject occurs when a questionable, but possible, condition exists. The data in question needs to be corrected or verified before an EFC can be computed. For instance, a “W” reject code displays if a very high number of family members is reported. The high number of family members is a possibility, but more than likely an entry error was made that needs to be corrected. Verifiable rejects are identified by an alpha character code.

Non-verifiable Reject

A non-verifiable reject occurs when critical data has not been reported, or data that is reported is inconsistent. For example, when an independent student does not meet the requirements for the simplified needs test and the asset data for the student has been left blank, reject code 1 appears. The data in question needs to be provided or corrected before an EFC can be computed. In this example, the asset fields Student’s Cash, Savings and Checking, Student’s Real Estate/Investment Net Worth, and Student’s Business/Investment Farm Net Worth fields need to be completed. Non-verifiable rejects are identified with a numeric code.

Match Flags

As part of the compute process, the CPS sends applicant information to several agencies to verify identification or provide eligibility information about the applicant. Each of these organizations returns information which is provided on the ISIR. In the event of a non-match or information that limits or restricts the eligibility of the student, match flags are provided which indicate what action needs to be taken to resolve the eligibility issue.

SAR C Flag

The summary indicator for the database matches is the SAR C Flag. This is simply a coded “C” (also known as a “C code”) which appears on the ISIR/SAR that indicates that the financial aid administrator needs to review or provide further information before awarding the student financial aid. The “C” is located next to the EFC on the SAR. In FAA Access to CPS Online - Student Inquiry, the “C” is located next to the EFC on the Processing Information tab.

The screenshot shows the FAA Access to CPS Online interface. On the left is a navigation menu with options like Transactions, Processing Information, Student Information, etc. The main content area is titled "FAA Access to CPS Online — Student Inquiry" and includes a "NEED HELP?" button. Below this is a "Processing Information" section with a table of details. The "EFC" field shows the value "05636 C", with a red arrow pointing to the "C" flag.

Processing Information	
Transaction Number:	03
Transaction Source:	Paper
Transaction Type:	Correction
Date Application Completed:	01/01/2007
Application Receipt Date:	02/01/2007
Processed Date:	02/15/2007
Signed By:	STUDENT
EFC:	05636 C

Database Matches

Match Flag information is provided in FAA Access to CPS Online - Student Inquiry on the FAA Information tab as illustrated below.

Match Flags

SSN Match Flag:	Match conducted, but SSN is invalid.
Father's/Stepfather's SSN Match Flag:	No match conducted.
Mother's/Stepmother's SSN Match Flag:	No match conducted.
DHS Match Flag:	Match conducted. DHS could not confirm noncitizen eligibility status.
DHS Sec. Conf. Flag:	No secondary match has been conducted
NSLDS Match Flag:	Match but no data provided.
NSLDS Post-screening Reasons:	
Selective Service Registration Flag:	Record not sent
DHS Verification #:	
NSLDS Database Results Flag:	Incomplete match, no data sent.
VA Match Flag:	Match conducted. Student is not a qualifying veteran.
Selective Service Match:	Record not sent to Selective Service
SSA Citizenship Code:	Unable to verify citizenship due to failed match on SSN and Name or SSN and Date of Birth.
NSLDS Transaction Number:	01

The table below, continuing through page 2-9, provides a listing of the database matches performed by the CPS. In the event of an unsuccessful match, a SAR C Flag is usually provided to indicate that some action needs to be taken before aid can be processed for the student. This table provides some of the issues and corresponding actions that may be taken to resolve the problem.

Database Match	Issue	Action
Social Security Administration (SSA)		
Provides two matches: One determines validity of the social security numbers (SSN) provided on the application and the other reports citizenship status of the applicant.	No data match	The student should make the necessary corrections to the SSN, name, or date of birth.
	Student's SSN problem resolved but the match still doesn't confirm citizenship	Student must prove status as a citizen or national. School decides what documents are acceptable.
Department of Homeland Security (DHS)		
Match verifies the immigration status of U.S. permanent residents and other eligible noncitizens.	Not enough information An eligible noncitizen provided no A-Number, an illegible number, or an invalid one.	Student provides the school with documentation of eligibility. Compare the document with the SAR/ISIR. If appropriate, the student should correct the A-Number and resubmit it so that the match can be conducted.
	Status not confirmed.	Make sure that the alien registration number and date of birth are correct. Wait for automated secondary confirmation.
	Result of automated secondary confirmation has not been received in 5 to 15 business days.	Use paper secondary confirmation. Student must provide unexpired documentation demonstrating eligible noncitizen status.
National Student Loan Data System (NSLDS):		
A repository for the student's financial aid history.	Partial match	If the student originally reported incorrect identifying information,

Database Match	Issue	Action
<p>Information is provided on the NSLDS tab in FAA Access to CPS Online – Student Inquiry.</p>	<p>The student’s SSN is in the NSLDS database, but the first name and date of birth don’t match what the student reported.</p>	<p>Submit correct information that will be sent through the match again. Or Access NSLDS online and use the reported SSN to determine if the record belongs to the student.</p>
	<p>Student not in database. If a match with NSLDS is completed but there’s no information about the student in the database, then no financial aid history can be provided.</p>	<p>Assume that the student has no financial aid history unless you have conflicting information.</p>
	<p>No relevant history. If a student’s SSN matches a record in the NSLDS database but there is no relevant financial aid history information to report, then no information prints on the output document.</p>	<p>No action required.</p>
	<p>Processing problem. If there was a problem with the match, the SAR and ISIR won’t include financial aid history information.</p>	<p>The student’s financial aid history must be obtained before disbursing aid.</p>
<p>Selective Service</p>		
<p>For male applicants age 18 or older, this database match determines if the student has registered with the Selective Service.</p>	<p>Registration not confirmed.</p>	<p>Student must provide Selective Service Registration Acknowledgement or letter of registration. Or Go to the Selective Service Web site at www.sss.gov and check on the student’s registration status. Or Check the answer to the Are You a</p>

Database Match	Issue	Action
	<p>Unsuccessful registration.</p>	<p>Male? question.</p> <p>The student should submit a correction with the required information - first and last name and date of birth.</p> <p>Check the match results from this correction to see if the student is eligible.</p>
Veterans Affairs (VA)		
<p>A match with the Department of Veterans Affairs (VA) records to confirm the applicants stated veteran status.</p>	<p>Not a veteran (match flag 2)</p> <p>A student receives this flag if the VA database indicates he or she is not a veteran. If the student answered “Yes” to one of the other dependency questions, he or she is independent based on that question and can receive student aid without resolving his veteran status.</p>	<p>If the student answered “No” to all the other dependency questions and believes he is or will be a qualifying veteran, the student should provide the financial aid office at his school a copy of his DD214.</p> <p>If in error the student should contact the VA office.</p>
	<p>Not on database</p>	<p>If the student answered “No” to all the other dependency questions and he believes he is or will be a qualifying veteran, he should provide the financial aid office at his school a copy of his DD214.</p> <p>If in error the student should contact the VA office.</p>
	<p>Active duty (match flag 4)</p> <p>If the student is currently on active duty, he isn’t a veteran yet, but if his active duty status will end by June 30, 2008, he counts as a veteran for dependency status.</p>	<p>Because he might be a veteran later in the year, the CPS assumes that the answer to the veteran question is “Yes,” though before the school can disburse aid, the student must provide documentation, such as a letter from a commanding officer, that he will be released from active duty by June 30, 2008.</p>

Database Match	Issue	Action
		<p>If the student is currently serving on active duty in the U.S. Armed Forces for purposes other than training, change the answer to Item 55 from "Yes" to "No" and answer "Yes" to Item 54. If the student is not and will not be a veteran, change the answer to Item 55 from "Yes" to "No" and provide parental information, including the signature.</p> <p>If he is already independent by one of the other criteria, he doesn't have to resolve this situation.</p>
Drug Conviction		
<p>A hold file maintained by CPS of persons convicted of drug trafficking or possession. Applicants are checked to determine if they are eligible for aid.</p>	<p>Confirmation produces a rejected application.</p>	<p>Do not process aid for student.</p>

This table provides only a summary of the types of matches and actions that may be taken to resolve those issues. For a complete listing of issues and resolutions refer to the SAR Comment Codes and Text guide and Appendix B - 2007-2008 Database Matches and Match Flags of the ISIR Guide. These documents may be found in the Technical References and Guides section of the of the FSA Download Web site at www.fsadownload.ed.gov.

Comment Codes

Comment codes are provided on all processed ISIR records and provide information to you and the student about the transaction. The text provides instruction for resolving issues or requests for providing additional documentation relating to eligibility. The SAR Comment Codes and Text document provides a complete listing of the comments and can be found on the fsadownload.ed.gov Web site.

The comment codes can also be found on FAA Access to CPS Online - Student Inquiry on the FAA Information tab, as this graphic illustrates. The Comments hyperlink on the FAA Information tab takes the user to the Comments tab.

Comment Codes

Codes:

To view the full comments text, scroll up 112, 272, 146, 124, 219,
 and select '[Comments](#)' from the left 220, 221, 222, 115, 273,
 navigation bar. 118, 274, 257, 006

The comment text is also provided on FAA Access to CPS Online - Student Inquiry on the Comments tab (illustrated below).

FAA Access to CPS Online — Student Inquiry

[NEED HELP?](#) 2007-2008
236-04-0001
SUSAN I. DEMOLASTNAME

Comments

The comments listed below are what appear on the Student Aid Report (SAR) and are intended to address the student directly. If there are any issues affecting the student's eligibility for federal student aid, you may refer to the [ISIR Guide](#) online for assistance in resolving them.

Comments About Your Information

Based on the information we have on record for you, your EFC is 16645. You are not eligible for a Federal Pell Grant but you may be eligible for other aid. Your school will use your EFC to determine your financial aid eligibility for other federal grants, loans, and work study, and possible funding from your state and school.

Issues Affecting Your Eligibility

The Social Security Administration did not confirm that you are a U.S. citizen. You must provide your school with documentation of your citizenship status before you can receive federal student aid.

Contact the following agency(ies) regarding your defaulted federal student loan:

Debt Collection Service, 1-800-621-3115 (GA 739)

Common Comment Codes

Some of the most common comment codes affecting eligibility and requiring some action are provided for your reference in the following table.

Code	Text
004	This SAR has been produced due to a change in your financial aid history information in the National Student Loan Data System (NSLDS) that may affect your eligibility for federal student aid.
030	The Selective Service reported that you have not registered with them. If you are female or were born before 1960, registration is not required. Otherwise, if you are not yet registered, are male, and are 18 through 25 years of age, to receive aid you must do one of the following: (1) answer “Yes” to both Items 21 and 22 on this SAR, (2) complete a Selective Service registration form at your local post office, or (3) register online at www.sss.gov . If you believe you have already registered or are exempt, please contact the Selective Service at 847-688-6888.
060	The date of birth you reported on your FAFSA does not match the date of birth in the Social Security Administration’s (SSA) records for your Social Security Number (SSN). Therefore, you must correct your SSN (Item 8) or your date of birth (Item 9). If your date of birth is correct, you must confirm it by re-entering it in Item 9. If you confirm your date of birth, you should also contact the SSA to make sure they correct it in their records. The SSA can be contacted by calling 1-800-772-1213 or by visiting www.socialsecurity.gov .
271	The Financial Aid Administrator at your college will determine if you are eligible for an ACG. All follow-up information about your grant eligibility will come from the financial aid office at your college.

Highlighted Fields

Special highlights or characters indicate fields that need to be reviewed on an ISIR transaction

Highlight

A highlight flag appears to the right of any ISIR information that may be inconsistent, missing, or contradictory with other information reported. Be sure to review any information with a highlight flag. This can include assumed values. The Student Inquiry option of FAA Access provides several tabs with processed applicant data fields. A highlighted field is indicated by an “h” as illustrated in the following graphic:

Student's Citizenship Status:	U.S. CITIZEN 
--------------------------------------	--

Correction

The "#" image appears to the right of any ISIR data element within Student Inquiry and Correction Entry that was corrected on the current transaction.

Student's 2006 Adjusted Gross Income:	\$ 23,999 
--	---

The "@" image appears to the right of any ISIR data element within Student Inquiry and Correction Entry that was corrected on a previous transaction.

Student's Net Worth of Businesses/Investment Farms:	\$ 1,000 
--	--



Activity – Analyze ISIR Data

In this exercise, locate the records identified and determine the resolutions needed for ISIR issues. Review all transactions for each record indicated. Use your copies of the EDE Technical Reference and the ISIR Guide to locate answers.

Step	Action
1	Open a browser to the FAA Access demo site: http://fafsademo.test.ed.gov Click the FAA Access to CPS Online Demo System button at the bottom of the page.
2	Click Next .
3	Enter the User ID: eddemo and Password: fafsatest
4	You are now on the FAA Access to CPS Online demonstration site home page. Click Next . (You may be prompted to enter the User ID and Password again.)
5	At the Confirming Your Identity screen, enter the following: SSN: 999999999 First 2 letters of Last Name: XX Date of Birth: 01011900 PIN: 9999 Click Submit .
Student Inquiry	
6	From the FAA Main Menu, click Student Inquiry .
7	Enter the TG number: 99999 Enter the school code: 001002 Select 2007-2008 for the School Year for which you are logging in. Click Next .
8	Locate the following records and identify any issues that need to be resolved. Review all transactions for each record.

Lesson 3 – Resolving Data Issues

Objectives

After completing this lesson learners will be able to:

- Use the FAA Access Corrections Web application to correct or verify data
- Understand and use the standalone FAA signature feature
- Identify ISIR issues that need to be resolved outside of FAA Access

Key Terms

Corrections on the Web

Online application that enables FAAs, through FAA Access – Corrections, to submit corrected application data on behalf of a student.

Standalone FAA Signature Feature

A part of FAA Access that enables an FAA to submit student and/or parent signatures on behalf of the student.

FAA Access to CPS Online – Corrections on the Web

Through Lessons 1 and 2 of this training, you have seen various tools used to identify potential ISIR data problems, like comment codes, match flags, rejects met, and the SAR C Flag. As you've seen, many of the issues that students and FAAs encounter are easily corrected, aided by the detailed comments referring you to the right place to resolve issues.

FAAs can easily resolve a majority of issues on SARs or ISIRs that have related comments and comment codes through the FAA Access to CPS Online – Corrections on the Web tool.

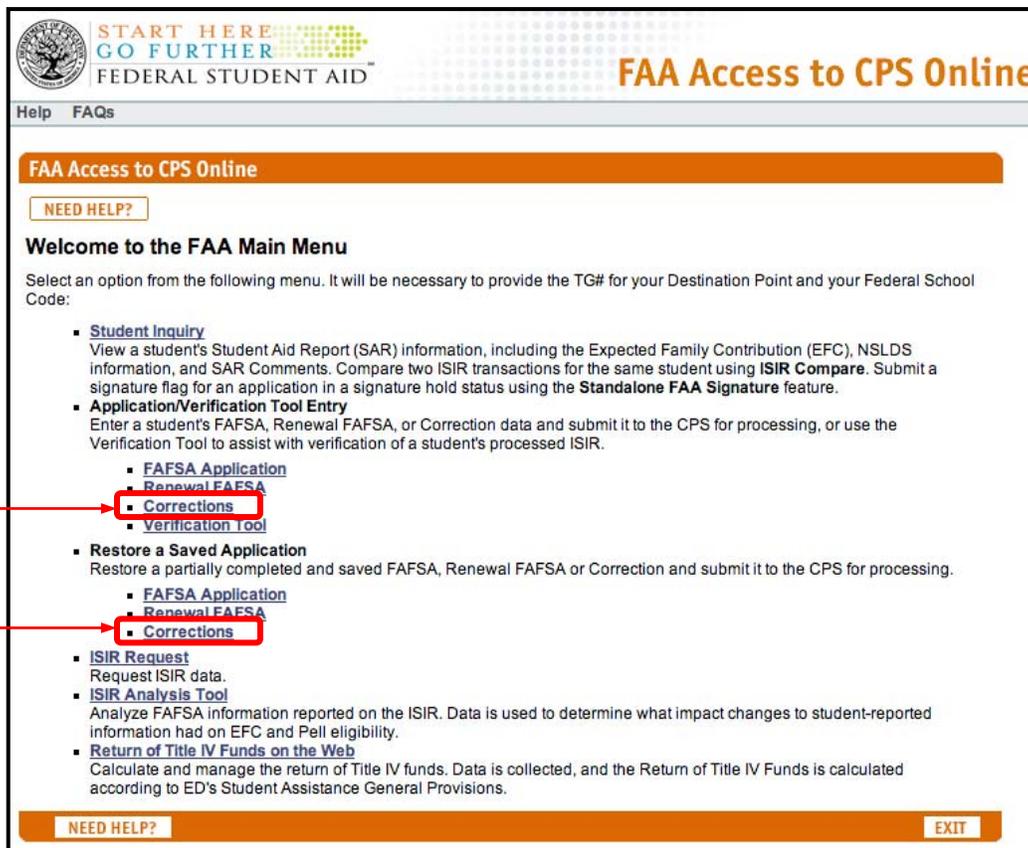


Figure 1 - FAA Access to CPS Online main menu, highlighting links to Corrections on the Web tool for FAAs.

FAAs have two choices for accessing the online Corrections on the Web tool. In either case, you will have to specify for which student's application you will submit corrections by entering the student's social security number (SSN), last name, first name, date of birth, and transaction number (which, if left blank, defaults to the most recent transaction).

First, you can click the **Corrections** link that is located under Application/Verification Tool Entry on the FAA Access main menu.

- Use this link to begin entering corrections or confirming data on a submitted application.
- You can create a password to save partially updated or corrected applications that you need to complete later.

Tip:

Remember, if your browser does not interact with the FAA Access to CPS Online server within 30 minutes of accessing the page, your session expires, and the data you entered is lost. Prevent this loss of data by creating a password and clicking the **Save** button periodically.

Second, you can click the **Corrections** link that is located under **Restore a Saved Application** on the FAA Access main menu. Use this link to retrieve a previously saved application using the password you previously used for the partially completed corrections.

You can resolve ISIR data issues two ways:

- Correct data – Enter new values (including removing values completely with ‘Correct to Blank’) to replace incorrect reported values for application data fields.
- Confirm data – Evaluate reported data flagged as issues that need to be resolved (like rejects met); determine if the reported data is correct, and if it is correct, select ‘Data is Correct’ to confirm data accuracy.

This online Corrections tool enables FAAs to both correct and confirm data at one time (see Figure 2), providing easy-to-use calculators (e.g., income estimator; worksheets A, B, and C; household size; and searches for school codes) that support accurate data corrections. If an ISIR value does not need to be corrected or confirmed, leave the “Enter Correct Value” field blank and do not select any options from the last column for the associated field.

Step Four: Parental Information	Selected ISIR Value (Transaction # 03)	Enter Correct Value	For Selected ISIR: Data is Correct or Correct to Blank
66. Parents' Number of Family Members in 2007-2008:	12	HOUSEHOLD SIZE <input type="text"/>	Select <input type="text"/>
67. Parents' Number in College in 2007-2008	1	<input type="text"/>	Correct to Blank Data is Correct

Figure 2 - Part of FAA Access - Corrections page, showing areas to Enter Correct Value or confirm (Data is Correct).

After you correct or confirm data, you can view and print a List of Changes, calculate student or parent taxes paid (typically used for estimating taxes when taxes haven’t been filed or with professional judgment), print a signature page/application summary, calculate a new Expected Family Contribution (EFC), and submit the corrected and confirmed application.

Finally, after you’ve submitted the corrections, the Corrections tool displays a *Corrections on the Web Submission Confirmation* page showing the confirmation number and student’s calculated EFC. You are encouraged to print the *Confirmation Page* as proof that the corrections were received and processed.

For issues that cannot be resolved inside the online Corrections application, the ISIR Guide (like the one you downloaded prior to attending this course) provides guidance on how to resolve data problems outside of the online Corrections application. These types of issues are discussed later in this lesson.

Standalone FAA Signature Feature

Another data issue that can be resolved within FAA Access is that of missing signatures. FAA Access's standalone FAA signature feature enables you to submit electronic signatures when an application submitted through the Web indicates that the student/parent(s) will mail a signature page or electronically sign the application at a later time. This places the record in a Signature Hold file and, when accessed, alerts the FAA that signatures are required and that the FAA can use the standalone FAA signature feature.

You are alerted that an application requires one or more signatures when you access a student's record through FAA Access Student Inquiry (see Note). If the student record you are retrieving is not processed, the Application Found page is displayed and, if your school code is on the application, contains links for you to Apply Signatures. Note that for this student, Kelly Reddy, the Signature Status field shows both Parent's and Student's Signature Missing.

FAA Access to CPS Online — Student Inquiry

2007-2008
236-04-2010
KELLY REDDY

2007-2008
236-04-2010
KELLY REDDY

Application Status	
Application Type:	FAFSA on the Web 2007-2008
Date Received:	01/01/2007
Current Status:	Processing
Signature Status:	Parent's and Student's Signature Missing

We received the student's application on 01/01/2007.

Our records show that the student either (1) printed a student signature page and/or a parent signature page, or (2) that the student and/or the parents will electronically sign the application using a PIN. Before we can finish processing the application, the student and a parent must sign the application.

The application will be processed by the U.S. Department of Education within three business days after we receive the signature pages or electronic PIN signatures. If the signature pages or electronic PIN signatures are not received within 14 days after the application is received at the U.S. Department of Education, the application will be processed with a signature reject and the student will receive a Student Aid Report (SAR) in the mail to sign and return in order to complete application processing.

If the student submits an electronic PIN signature today, it will take approximately 1-3 days to be matched with the student's application. Once all signatures are received, we will continue processing the student's application.

Select this link if you want to [apply a student and/or parent signature](#) to this record.

For added security, we recommend that you exit your browser completely when you are finished using the FAA Access to CPS Online Web site. Select this link for [further details](#). You may also want to consider [clearing your browser's cache](#) and deleting any temporary files.

PREVIOUS
APPLY SIGNATURES

Figure 3 - Standalone Signature page.

If the initial transaction has already been processed and a subsequent transaction is missing signatures, you are taken to the *Transactions* page and asked if you would like to “view the status.”

Note:



You must have the signed signature page before using this standalone FAA signature feature to indicate that the transaction is signed.

Standalone FAA Signature Feature (continued)

When you follow the link to apply signatures, you can:

- View and print the signature page to collect the student and/or parent signatures and retain for your records
- Select which signatures you are submitting: student only, parent only, or both
- Submit the electronic signature(s) after receiving the signed signature page

The screenshot shows a web interface titled "FAA Access to CPS Online — Student Inquiry". At the top left is a "NEED HELP?" button. The main heading is "Submit Electronic Signatures". On the right side, the following information is displayed: "2007-2008", "236-04-2010", and "KELLY REDDY".

Step 1
Select this link to [view the signature page](#) and collect the student and/or parent signatures.

Step 2
Select the type of electronic signature(s) that you would like to submit for this student and select [Submit](#).

Below the steps is a form with the question: "What type of signature would you like to submit for the student?". To the right of this question is a dropdown menu with the following options: "Select", "Student", "Parent", and "Both". Below the dropdown is a "VIEW SIGNATURE PAGE" button. At the bottom right of the form are two buttons: "PREVIOUS" and "SUBMIT".

Figure 4 - Signature page to select and submit electronic signatures.

After you submit the electronic signatures, an *Electronic Signatures* confirmation page is displayed containing a confirmation number, confirmation on which signatures will be applied, and a recommendation to print the confirmation page for your records.

The application will be processed within three business days after the electronic signature is received.

Note:



For paper and online submissions, if required signatures are not received within 14 days, the record is then processed and a rejected SAR (reject 14, 15, or 16) is mailed to the student to sign ([Electronic Announcement, 02-27-2006](#)).

Issues Needing FAA Resolution Outside FAA Access

Some of the remaining comment codes require FAA action outside of FAA Access to resolve ISIR issues. These can be generally categorized into Citizenship, National Student Loan Data Service (NSLDS), Selective Service or Veteran Status, SSN, and Other. References that guide FAAs in what needs to be completed to resolve various comment codes include:

- [Dear Colleague Letters, Electronic Announcements, Federal Regulations](#)
- [FSA Handbook](#) (particularly Volume 1: Student Eligibility)
- [ISIR Guide](#)
- [SAR Comment Codes and Text](#)

Many of the comments needing resolution outside FAA Access and typical FAA actions for resolving issues are summarized in the following table. Refer to your other resources for more detailed information on issues requiring resolution outside FAA Access.

Group	ISIR Match Flags to Review	Comment Codes	FAA Actions
Citizenship	Department of Homeland Security (DHS) DHS Sec. Conf. Social Security Administration (SSA)	046, 105, 109, 141, 142, 146	Receive requested documentation and begin paper (G845S) Secondary Confirmation, as needed. See the new GEN-06-09 for additional information about eligibility for Title IV aid for Victims of Human Trafficking.
NSLDS	NSLDS Match Flag and NSLDS Results Flag	115, 116, 133, 138, 254, 256, 257, 260	Access online NSLDS database and/or reference FSA Handbook, Volume 1, Chapter 3 – NSLDS Financial Aid History, CFR 668.35(b) , or DCL GEN-96-13 (Q&A #17) .
Selective Service or Veteran Status	SS VA	030, 033, 162, 173, 180	Collect documentation (for example, Selective Service Registration Acknowledgement, letter of registration, Status Information Letter, DD214) and review for impact to aid eligibility and ability to disburse.
SSN	SSN	013	May need to contact the Department of Education's (ED's) Correction Application Coordinator because the student attempted to change SSN on a correction.
Other (for example, ACG)		267, 271	Review Academic Competitiveness Grant (ACG) info for impact on eligibility.

Issues Needing FAA Resolution Outside FAA Access (continued)

Additional things to remember when resolving ISIR issues outside of FAA Access include citizenship and Selective Service issues.

Citizenship

Collectively, the DHS, SSA, and SSN matches are used to verify a student's reported citizenship status. Successful matches are indicated in the FAA Information section of the ISIR.

The SSA match verifies name, date of birth, U.S. citizenship status, and SSN. Successful matches are reflected on the ISIR with no associated comment codes. If, after submitting any necessary corrections, citizenship still cannot be confirmed, the FAA can accept documentation as proof of the student's status as a citizen or national ([34 CFR 668.36](#)).

The DHS match verifies a student's immigration status (for example, U.S. permanent residents and other eligible noncitizens). Successful matches confirm the student's immigration status, thus making the student eligible to receive aid (if other eligibility criteria are met).

Resolving citizenship issues may require requesting documentation from the student as proof of the student's status as a citizen or national. If the requested documentation the student provides includes the Health and Human Services (HHS) Eligibility or Certification Letter and/or the student provides a T-visa, follow the guidance in the new GEN-06-09 (Eligibility for Title IV Program Assistance for Victims of Human Trafficking) instead of starting the paper secondary confirmation.

The FSA Handbook, Volume 1, Chapter 2: Citizenship, provides additional guidance on how to proceed with citizenship issues. See also [34 CFR 668.33](#).

Selective Service

The Selective Service match verifies that students who must be registered are actually registered ([34 CFR 668.37](#)). Successful matches show that a student is registered or exempt, which confirms that student's eligibility for aid. If the Selective Service match does not confirm the student's registration, or the student cannot be registered, the ISIR reflects this status.

In administering Title IV funds, FAAs need to determine if the student did not knowingly and willfully fail to register before his 26th birthday. A student can provide a "general exemption letter" or "DOB before 1960" letter from the Selective Service as proof of exemption from the requirement to register and may receive FSA funds. Any other type of Selective Service letter obligates the FAA to investigate and base an aid eligibility decision on all relevant evidence.

The FSA Handbook, Volume 1, Chapter 3: Selective Service, provides guidance on how you can determine if a student is exempt, qualifies for a waiver, or that non-registration was knowing and willful (leading to the student being denied aid).



Software Activity – Identify Data Issues and Propose Resolutions

In this exercise use the ISIR Guide you downloaded prior to course attendance to identify data issues in scenarios and student applications and propose resolutions for the issues.

Step	Action
1	<p>Open a browser to the FAA Access demo site: http://fafsademo.test.ed.gov</p> <p>Click the FAA Access to CPS Online Demo System button at the bottom of the page.</p>
2	Click Next .
3	Enter the User ID: eddemo and Password: fafsatest
4	<p>You are now on the FAA Access to CPS Online demonstration site home page. Click Next. (You may be prompted to enter the User ID and Password again.)</p>
5	<p>At the Confirming Your Identity dialog box, enter the following: SSN: 999999999 First 2 letters of Last Name: XX Date of Birth: 01011900 PIN: 9999 Click Submit.</p>
6	Click Student Inquiry on the FAA Access to CPS Online main menu.
7	<p>Enter the TG number: 99999 Enter the school code: 001002 Select 2007-2008 for the School Year for which you are logging in. (Select 2008-2009 after December 1, 2007) Click Next.</p>

Appendix A

Glossary

Academic Competitiveness Grant (ACG)

A need-based student grant program created through the Higher Education Reconciliation Act of 2005 (HERA). The program was designed to encourage students to take more challenging courses in high school and pursue college majors in high demand in the global economy. ACG funds are available for eligible first- and second-year college students.

Corrections on the Web

Online application that enables FAAs, through FAA Access – Corrections, to submit corrected application data on behalf of a student.

Institutional Student Information Record (ISIR)

An electronic output document generated by the Central Processing System (CPS) that summarizes information provided on a student's application and is sent to schools listed on the application. The ISIR also provides the result of the Expected Family Contribution (EFC) calculation, results of eligibility matches with various databases, reject reasons, comments, National Student Loan Data System (NSLDS) financial aid history, and data assumptions. Financial Aid Administrators (FAAs) review ISIRs before and after financial aid award disbursements to ensure applicant eligibility for Title IV funds.

ISIR Compare

A feature on FAA Access to CPS Online that allows an FAA to compare data from two different ISIR transactions for the same student.

ISIR Datamart

A centralized location that stores ISIR data generated by the CPS. Schools, state agencies, and other authorized users receive ISIR distributions from the ISIR Datamart through the Student Aid Internet Gateway (SAIG) when requests are made through the ISIR Request function in FAA Access to CPS Online.

ISIR Guide

A reference that FAAs use to interpret application information on the ISIR. It also explains codes and flags that appear in the FAA Information section of the ISIR.

Non-verifiable Reject

This indicates that the information originally provided must be corrected before an Expected Family Contribution (EFC) can be calculated.

SAR C Flag

This indicates a data match problem that must be resolved. A "C" appears on the printed ISIR to the right of the calculated EFC. The comment codes provide additional information about the nature of the problem.

Standalone FAA Signature Feature

A part of FAA Access that enables an FAA to submit student and/or parent signatures on behalf of the student.

Student Aid Report (SAR)

The output document that the CPS sends to the applicant after application data is processed. It summarizes the application information the student submitted, reports the student's calculated EFC, provides explanatory comments to the student as well as information for the FAA, and reports the student's NSLDS financial aid history.

Student Aid Report (SAR) Acknowledgement

An output document that the CPS sends to an applicant that applied electronically but did not provide an e-mail address. The SAR Acknowledgement is similar to a SAR in that it summarizes the application information the student submitted. The SAR Acknowledgement, however, has fewer and less detailed comments than the SAR and cannot be used to submit corrections.

Student Inquiry

A feature on FAA Access to CPS Online used to view the SAR information, including the EFC, NSLDS information, and Comments, etc. of any student who has listed your school on his or her application. View other transactions if you have the student's Data Release Number (DRN), except when a transaction contains an FAA Adjustment from another school.

Verifiable Reject

This indicates that the information originally provided is questionable but could be correct.

Appendix B

Resources

Resources

FSA Download

<http://www.fsadownload.ed.gov>

2007-2008

School Electronic Process Guide

Electronic Data Exchange Technical Reference

ISIR Guide

SAR Comment Codes and Text

Information for Financial Aid Professionals (IFAP)

<http://www.ifap.ed.gov>

34 CFR 668.33

34 CFR 668.36

34 CFR 668.37

2006-2007 Federal Student Aid Handbook

Volume 1 — Student Eligibility

Application and Verification Guide

Electronic Announcements, Bulletins, Letters

Electronic Announcement, 02-27-2006

FAA Access to CPS Online

<http://www.fafsa.ed.gov/FOTWWebApp/faa/faa.jsp>

You must have prior authorization and provide your PIN to access this site. Enroll through the Enroll FAA Users for Online Services section of the Enrollment Web site: <https://www.fsawebenroll.ed.gov/PMEnroll/index.jsp>

FAA Access Demo Site

<http://fafsademo.test.ed.gov>

User ID: eddemo

Password: fafsatest