

# Resource Center

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The FSA Training Conference Resource Center is where attendees can go to get one-on-one help with issues specifically related to their school. Often, breakout sessions do not have the time to cover very specific issues and/or address unique school questions. The Resource Center is the place to go to get these issues addressed and your questions answered.

## Resource Center Hours

Reno-Sparks Convention Center, Hall 2

Monday, Dec. 2	Closed
Tuesday, Dec. 3	Noon–5 p.m.
Wednesday, Dec. 4	11:30 a.m.–5 p.m.
Thursday, Dec. 5	8 a.m.–5 p.m.
Friday, Dec. 6	Closed

### Ask-a-Fed

If you would like to discuss *Title IV*-related questions, such as policy guidance, administrative procedures, and operational requirements, stop by the Ask-a-Fed table to talk with one of our experienced Department staff members. If an answer cannot be determined immediately, every effort will be made to provide an answer via email, during or shortly after the conference.

### Ask-a-Fed for Foreign Schools

Staff members will be available to respond to questions from foreign schools regarding general *Title IV* topics.

### Clery Act

*Clery* Crime Specialist/Enforcement staff will be available to answer questions about your policies and procedures. The Department wants to help your institution refine and strengthen the tools you have in place.

### Cohort Default Rate Operations Team

FSA staff will be available to offer guidance about how to accurately compile and submit cohort default rate appeals, challenges, adjustments for draft and official rates. Specifically, staff will provide information regarding the types of data and documentation required for all applicable appeals, challenges, and adjustments, including key deadlines.

### Common Origination and Disbursement (COD) System

Conference attendees will receive individual attention from COD staff members, who will address questions regarding federal loan and grant processing, the Campus-Based Programs, and FISAP submissions, as well as reconciliation questions and concerns.

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## **Consumer Financial Protection Bureau (CFPB)**

The CFPB is making new interactive web tools to support students in planning to pay for college. Come use the beta versions and give feedback.

## **Default Prevention**

FSA staff will be available to answer questions about creating or revising an effective default prevention plan and how to use the NSLDS® School Portfolio and Delinquent Borrower reports to optimize the development of various approaches for borrowers.

## **ECSI–Federal Perkins Loan Servicer**

If you have any questions about ECSI’s servicing Federal Perkins Loans or the steps and process for assigning your institution’s Federal Perkins Loans to the Department, ECSI is available to discuss your options.

## **ED OIG Audit Team**

Program staff and the OIG Non-Federal Audit Team will invite schools and auditors to discuss issues related to annual audits of institutions receiving *Title IV* funds, including current challenges and suggestions for future revisions to audit guidance.

## **Electronic Application for Approval (E-App) to Participate in the Federal Student Financial Aid Programs and School Eligibility**

Institutions use the Electronic Application for Approval (E-App) to participate in the federal student financial aid programs; apply for initial participation and recertification; get approval after a change in ownership or expand institutional eligibility; and report any updates to the institution’s current information. Expansions include adding new programs or new locations. Updates include changes to the name, address, or officials of the institution. The E-App is also the place to report your institution’s emergency contact information. Stop by, let us confirm that your school information is current, and, if needed, assist in preparing your application. Staff members will be available to assist with any questions you have regarding the E-App.

## **Experimental Sites Initiative**

Federal Student Aid staff will be available to answer questions about the Experimental Sites Initiative.

### **Limited Hours:**

Tuesday, Dec. 3 from 10 a.m.–Noon and 1:30–3:30 p.m.

Wednesday, Dec. 4 10 a.m.–Noon and 1:30–3:30 p.m.

## **Federal Loan Servicers**

Bring your servicing-related questions to the Resource Center, where representatives from the federal loan servicing team will be available to assist you.

## **FLEC (Financial Literacy and Education Commission)**

The federal Financial Literacy and Education Commission (FLEC) needs your insights about student financial education. What are some of your school’s best practices for teaching financial literacy skills and providing useful information to assist students when making financial decisions, especially those related to student borrowing? Please stop by to chat with FLEC representatives on Tuesday and Wednesday.

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## **FSA E-Training Website**

FSA staff will be available to demonstrate the new website features that include developing learning plans for your staff members, tracking their training successes, objectives, and establishing competencies. You can learn how to create your own learning plan as well. A short online feedback survey will be available along with any additional training you may need. Stop by and give us your ideas on training!

## **National Student Loan Data System (NSLDS®)**

Department staff will show you how to use the NSLDS website to access valuable student financial aid information and make your daily work easier. NSLDS experts will be available to offer you one-on-one assistance with any question about NSLDS including the latest enhancements to enrollment reporting and 150% loan eligibility data.

## **Next Gen Exploration Corner**

Federal Student Aid is in the process of creating a digital single-front door to provide a better experience for all of our communities – especially students, families, and financial aid administrators. This effort includes consolidating StudentLoans.gov, NSLDS®, and FSAID into StudentAid.gov, and creating a one-stop shop for FAAs to manage the breadth of work you do on a daily basis. Stop by the Next Gen Exploration Corner in the Resource Center to learn about new features that will be rolled out and provide your ideas and feedback on how we can improve the user experience. Federal Student Aid staff will also be available to demonstrate and answer questions about the 2020-21 fafsa.gov website and myStudentAid mobile app.

## **OIG–Fraud Awareness**

Office of Inspector General (OIG) special agents will be available to assist with questions concerning fraud. If you have questions, discover what you can do to address and respond to any identified instances of fraud.

## **SAIG Enrollment, EDE Express, PM, and FAA Access to CPS Online**

Student Aid Internet Gateway (CPS/SAIG Technical Support) enrollment specialists will be available to assist with questions concerning your SAIG Enrollment. If you have questions about your current enrollment status, how to modify or add new services, or perform yearly active confirmation, please visit us. We also will feature the EDESuite of software products—a free package of financial aid data management software provided by FSA—as well as a demonstration of our Central Processing System (CPS) web products.