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MASFAA Moments is published quarterly with the purpose of providing a forum for communicating with members about issues affecting our profession as well as to inform members of the ongoing activity of MASFAA committees and the Executive Council.

Articles may be submitted by any person, committee, state association or organization. All submissions are subject to final acceptance and review by the editorial board prior to the publication of the newsletter. Submissions may be rejected, edited for content or edited for length. Articles must be intended for the benefit of MASFAA members and not for company marketing or promotional purposes.

Please send articles, photos and comments to:
Mary Jo Smith
Newsletter Committee Chair
maryjo.smith@usbank.com

President's Message:

WELCOME FROM PAULA LUFF



Paula Luff, DePaul University
 MASFAA President

Greetings everyone! For many people in the mid-west, March-madness means the excitement of college basketball. For Financial Aid professionals, it means preparing for the upcoming fall; figuring out how to manage the new Pell limits and sending award notifications for 2012-2013. Along with those fun activities, the members of your MASFAA Executive Council have been hard at work preparing for the Leadership Symposium, Summer Institute and the annual conference, as well as developing a slate of candidates for next year's board.

In case you missed it, for the first time this year, we are holding the Leadership Symposium (LS) and the Summer Institute (SI) simultaneously to minimize cost and maximize the experience for both groups of attendees. For the most part, attendees for each event will have separate agendas and training topics. However, the coordinators of LS and SI have designed some clever opportunities for the groups to mingle and share experiences. We have some incredible presenters lined up for both events, including NASFAA Chair-Elect, Ron Day who will be a faculty member at the Leadership Symposium. Both LS and SI will be held in beautiful Duluth, MN at The Inn on Lake Superior from June 5-8, 2012. If you are interested in attending Summer Institute or sending someone to the event, you can find the application on the MASFAA website. We are also accepting nominations for Leadership Symposium attendees at this time – if you would like to nominate someone for this outstanding training, please let your state president know by March 20, 2012.

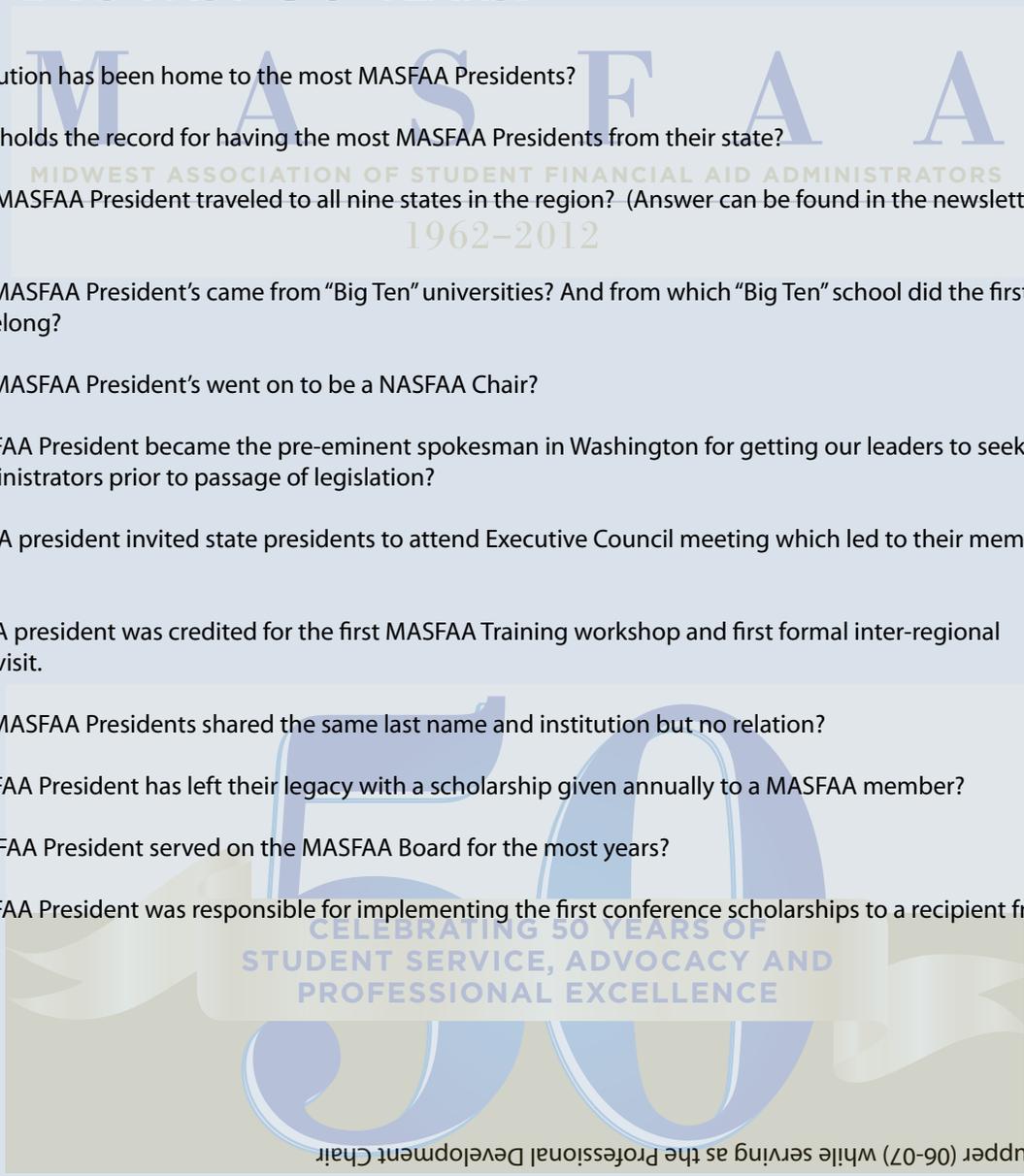
Additionally, in January, the executive board gathered for an in-person meeting at the conference hotel in Milwaukee, WI. I am happy to report, that the hotel is the perfect place for MASFAA to celebrate our 50th Anniversary. Historic and grand, the ballroom is spectacular and the meeting rooms are comfortable and interesting – definitely not just another boring hotel! So mark your calendars for October 14-17, 2012 for an event that is not to be missed.

Finally, the nominations and elections committee has developed an exceptional group of MASFAA professionals to run for office next year. The bios of the candidates can be found under the "What's New" tab on the MASFAA website under "2012 Election Candidate Information Brochure." Please take a moment to review the brochure as elections will be underway shortly. Remember, only current MASFAA members are eligible to vote.

As always, thank you for your participation in MASFAA and your dedication to the students we serve. While we are entering one of the busiest seasons of our profession, remember that you can and do make a difference every day in someone's life. So before it gets too hectic, take a few deep breaths, grab a cup of coffee and peruse the MASFAA newsletter – fall will be here before we know it!

Best to all,
 Paula

PRESIDENTIAL HISTORY/TRIVIA.....FROM MASFAA'S PAST 50 YEARS!



1. Which institution has been home to the most MASFAA Presidents?
2. Which state holds the record for having the most MASFAA Presidents from their state?
3. Which past MASFAA President traveled to all nine states in the region? (Answer can be found in the newsletter in another article)
4. How many MASFAA President's came from "Big Ten" universities? And from which "Big Ten" school did the first MASAA President belong?
5. How many MASFAA President's went on to be a NASFAA Chair?
6. Which MASFAA President became the pre-eminent spokesman in Washington for getting our leaders to seek input from the aid administrators prior to passage of legislation?
7. This MASFAA president invited state presidents to attend Executive Council meeting which led to their membership on the Council.
8. This MASFAA president was credited for the first MASFAA Training workshop and first formal inter-regional association visit.
9. Which two MASFAA Presidents shared the same last name and institution but no relation?
10. Which MASFAA President has left their legacy with a scholarship given annually to a MASFAA member?
11. Which MASFAA President served on the MASFAA Board for the most years?
12. Which MASFAA President was responsible for implementing the first conference scholarships to a recipient from each state?

- Answers:**
1. Three from the University of Wisconsin, Madison Wallace Douma (70-71), Robert Winkler (76-77) and Rhonda Norsetter (82-83)
 2. Actually, it is a three way tie with eight from Ohio, Indiana, and Michigan
 3. Judy Florian (90-91)
 4. Eighteen, and George Risty, U of Minnesota, (62-63)
 5. Two, John Parker (91-92) and Pamela Fowler (94-95)
 6. Allen Purdy (63-64)
 7. Wally Douma (70-71)
 8. Edson Sample (69-70)
 9. George Brooks (78-79) and James Brooks (09-10) University of Missouri
 10. Zina Haywood (02-03)
 11. Richard Battig (83-84), with over 30 years of continuous service to the MASFAA Board.
 12. Vickie Crupper (06-07) while serving as the Professional Development Chair

MASFAA – FIRST IN THE NATION – CELEBRATING 50 YEARS

Tim Kremer, Director, University of Dubuque, MASFAA Archives Chair

Did you know that MASFAA was the first regional financial aid administrators association in the nation? This coming fall MASFAA will be celebrating 50 years as an association. In many ways, MASFAA has set the bar of excellence from the beginning for other regional associations to follow.

The first six years in existence, annual conferences were held at colleges and universities: Purdue, University of Missouri, Wayne State, Ohio State, Marquette, and Indiana University. It was in 1967-1968 that the association held its first conference in a motel/hotel, the Pere Marquette Hotel in Peoria, IL. The annual conference then went to Michigan State University, then beginning the next year was held at the Muehlebach Hotel in Kansas City, MO. It has been held at a hotel/motel ever since.

The conference fee for the first annual conference was not listed; however, each had to pay \$5 to \$10 to cover the meals. The total in attendance was 91.

The MASFAA membership as of last October, 2011 was 828 with the membership dues set at \$65 each. It was in 1979 that dues were the same as current dues and were set at \$65. Membership numbers continued to rise and were at 1576 for the 25th Anniversary in 1976-1977.

There has been an ad-hoc committee formed by the MASFAA Executive Council to help out with the 50th year anniversary celebration this up-coming conference in Milwaukee. Each state has a representative on the committee. So, stayed tuned as the celebration unfolds!

BIG MOVE FOR MASFAA SUMMER INSTITUTE AND LEADERSHIP SYMPOSIUM

Leo Hertling, Assistant Director, Webster University

The Summer Institute and Professional Development Committees have come together to hold a special event. This summer, MASFAA will hold a conjoined Leadership Symposium and Summer Institute – tentatively coined, “Experience for Undergraduates and Graduates” – MASFAA is seeking members interested in developing themselves professionally and stretch the limits of what they can learn in a three day period.

Undergraduates will attend classroom style sessions learning the Core of financial aid fundamentals such as needs analysis, building a cost of attendance, verification, return of title IV funds, student eligibility, etc.

Graduates will be focusing on advanced practices within the financial aid office specifically targeted toward building a person's knowledge base in preparation to becoming a director at an institution.

Being held on the beautiful shores of Lake Superior, MASFAA heads north to Duluth June 5-8, 2012. The nights are kept bright by northern lights and campfires while the days are filled with a full day of learning and networking with colleagues.

Where would you like to go?

TG can help.

To learn more, visit:
www.TG.org/MASFAA.

1 Money Management Resources
2 Integrated Default AssistantSM (IDASM)
3 Industry Events
4 Financial Literacy Training
5 Student Aid Resources
6 Tools and Calculators
7 Default Prevention
8 Research and Reports
9 Training Opportunities
10 Debt Management Resources
11 Policies and Regulations

TGTM

MASFAA STATE EXCHANGE

Jayne Dinse, State and Conference Liaison
Director, South Central College

In cooperation with the state associations, MASFAA instituted a State Exchange Program that was established in 2005, allowing each state president or state representative the opportunity to visit another state association conference or meeting each year.

MASFAA members have been traveling throughout the MASFAA region this past fall and winter with numerous visits planned for the spring.

Cheryl Willard from Baldwin-Wallace College, Ohio took the first visit, attending the IASFAA Fall Conference in Coralville, Iowa, November 2-4. Cheryl provided an interest session on Financial Literacy for Today's Students while at the conference. Cheryl enjoyed meeting members of IASFAA and the opportunity to learn more about Iowa's students, colleges and universities. She felt the Iowa Association did a wonderful job and felt a very warm welcome.

Joanna Dye from Black Hawk College in Illinois traveled to Four Seasons Resort in the Lake of the Ozarks for the semi-annual conference for MASFAA, November 6-8. Joanne says I was introduced at the Newcomers event, given a tour of the facility, and a nice newcomer gift. She says wearing the newcomer's sticker on my name tag, resulted in getting lots of help and assistance throughout the conference. Everyone was so warm and welcoming. Joanna commented that she had a great time! The evening events were fun and well attended.

December 8-9, Daniel Holt from William Jewell College, Missouri traveled to Indianapolis to attend the ISFAA winter conference which was held at the Hyatt in downtown Indianapolis. Dan truly enjoyed meeting the people of Indiana. He says you can sure tell that they have a great passion for helping their students. He was amazed at the amount of their association budget that is assigned to College Goal Sunday and financial aid nights.

More visits are happening this spring as Patricia Chaplin, Michigan representative will be traveling to the Dells of Wisconsin; Donna Dahlvang from Wisconsin will drive to northern Minnesota; Heather Gaumer from Iowa heads east to West Virginia; Kim Donat goes from Indiana to Ohio; Doug Minter from Minnesota is going to Illinois and West Virginia's rep Patricia Harmon will be going to Michigan in June. Watch upcoming MASFAA Moments for highlights from these conference visits.

Annually the MASFAA President would visit all nine states, something that started in 1990-1991 (over 20 years ago) with the then MASFAA President, Judy Florian. Current MASFAA President Paula Luff has decided to share those frequent flyer miles with President Elect Al Hermsen and Past President Vickie Crupper. This past fall MASFAA Paula Luff visited Indiana and Al attended the Ohio conferences. This spring MASFAA President Paula is off to Illinois, Michigan, Minnesota, and West Virginia. President elect Al will be visiting Iowa and Missouri this spring and Vickie Crupper, Past President will check out Iowa.

MASFAA STATE EXCHANGE PARTICIPANT

Cheryl Willard, OASFAA President Elect
Baldwin-Wallace College, Associate Director

As part of the MASFAA State Exchange Program, I was fortunate to participate in the IASFAA Fall 2011 Conference. Visiting Iowa in November and getting to know the IASFAA Conference Committee, the IASFAA Executive Council, and IASFAA members, was extremely enjoyable. The IASFAA Conference was informative on many levels; I discussed recent challenges and successes experienced by schools with colleagues from another mid-western state and also had the opportunity to learn about Iowa's students.

One of the program's general sessions, 'Bringing Soldiers Back', offered a presentation on the issues our soldiers face upon returning to civilian life. Another general session, 'Students Win: Gaining Access to Higher Education', provided insights on the promotion of fair and equitable access to postsecondary education for all students, with an emphasis on low income, underrepresented, and underserved students. This particular session included a panel of local high school and college students; their courageous testimonies were moving, educational, and eye-opening. In addition to attending interest sessions throughout the conference program, I presented a session on financial literacy for today's students, which allowed me to engage in even more conversations with IASFAA members.

I appreciated the opportunity and invitation to attend Iowa's Fall Conference as a participant in the MASFAA Exchange Program. Those involved with planning the IASFAA Conference should take pride in knowing that a colleague is singing their praises in her home state of Ohio, for a job well done. Thanks again for making me feel welcome.

MASFAA AWARDS COMMITTEE

Joan Meyer, Director, La'James College
Awards Committee Chair

It's never too early to start thinking about the awards nominating process for the MASFAA awards that are given out at the annual MASFAA Conference. Now is the time to nominate one or more colleagues for these various awards. We also recognize members for their years of service in MASFAA, and we recognize our colleagues who have chosen to retire during the year.

The specific awards for which we are soliciting nominees are the following:
Student Success Story—must be from 2012 conference host state (Wisconsin)
Outstanding New Professional
Allan Purdy Distinguished Service Award
Meritorious Service
Award of Appreciation
MASFAA Leadership (each state)



In addition, we seek the names of colleagues who meet the following criteria:
Retirement Award
20-Year Service Recognition
25-Year Service Recognition
30-Year Service Recognition
35-Year Service Recognition
40-Year Service Recognition

We would like to hear from you as soon as possible. Please use the link provided to view the past recipients of and the descriptions for the various awards:

<http://www.masfaaweb.org/docs/associnfo/awards.html>

Please use the link below for the online nomination form:

http://www.masfaaweb.org/docs/toc_onlineforms.html

Please forward your nominee names and retirement/service recognition names to:
Joan Meyer, Awards Committee Chair, at meyerj@lajames.net

We look forward to hearing from you and appreciate your taking the time to recommend your fellow financial aid colleagues.

ATTENTION EXHIBITORS

Mark your calendars and plan to exhibit at the 50th Anniversary MASFAA Conference October 14 -17, 2012 in Milwaukee. Don't miss this GOLDEN opportunity to showcase your products and services to current and prospective clients. Watch future newsletters and the MASFAA website for registration and vendor information throughout the spring and summer.

NEW CONTRIBUTOR SHOWCASE:

JoELYN “Jo” OTTO

Amy Gaffney, Associate Director, University of Dubuque

JoElyn or as she likes to be called, “Jo”, took the long way around the block career wise before she landed in financial aid almost three years ago. She was an elementary education major in college, but worked at various other occupations such as a flight attendant, medical assistant, and in hospitality. Eventually she became employed in the higher education industry at Cornell University in Ithaca, New York, in the Business Service Center for the College of Architecture, Art, and Planning. She took a liking to the higher ed environment right away. At St. Olaf she started as the administrative assistant, but in the last year Jo was promoted and is one of the two Assistant Directors of Financial Aid on staff at St. Olaf College located in Northfield, MN. Her main responsibilities include counseling her portion of students, maintaining the department website and is now transitioning from the Student Employment program (which has recently moved to Human Resources) to administering the college’s Endowed scholarships.

Jo has a history of taking on challenges so financial aid should not be much different. One major challenge was a battle with thyroid cancer; however, she is now happy to say she is “three years clean.” When she was diagnosed she was living alone in Ithaca, and realized she wanted to be closer to family in Minnesota for support while she was being treated. A native of Wisconsin, Jo completed high school and college in Minnesota, having attended both Bethany Lutheran and Concordia University.

What is the biggest surprise Jo found working as a financial aid professional? Jo says it is that her degree in elementary education was the best degree for her position. “I am teaching students and families all the time,” says Jo. “It is applicable to everything I do, even collaborating with my colleagues.”

Shortly after Jo started in the St. Olaf financial aid office as an administrative assistant, she was able to attend the MAFAA Leadership Symposium. “This helped me feel more comfortable in putting myself out there. I developed a network of supportive colleagues and experienced great camaraderie.” This encouraged her to help organize the MAFAA booth at the National College Fair for the past two years. “Without the MAFAA leadership experience I would not have had the courage to do that,” Jo admits.

Jo expresses an immense amount of appreciation to her boss, Director of Financial Aid, Sandy Sundstrom. She describes her as “wonderful and supportive” and says when Jo is unsure, her boss “urges and encourages” her to continue. The piece of advice Jo has for new professionals is to “find a mentor who believes in you; to help you keep up with changes. I know I can ask questions and not feel embarrassed because I did not know the answer.”

Jo is a loving aunt of her three beautiful nieces. She is also a HUGE professional bull riding fan and has attended the world finals and several other events. Her interests seem to align with her position in financial aid--- what a thrill seeker!



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Visit www.usafunds.org/borrowerconnect, or call USA Funds at (800) 766-0084.

STATE OF IOWA UPDATE

Amy Gaffney, Associate Director, University of Dubuque

February brings all things related to financial aid awareness alive. Here are a few of the efforts in Iowa:

- On January 26, the Governor of Iowa once again declared February 2012 Financial Aid Awareness Month (FAAM).
- IASFAA's newsletter committee also committed its February issue to Financial Aid Awareness efforts.
- Our state of Iowa was proud to host 31 sites for College Goal Sunday the week of Saturday, Feb. 18 through Sunday, Feb. 26.
- IASFAA's Community Outreach Committee will again have schools nominate their offices for the annual Frieda Award. This is a friendly competition among schools to see who can provide the most fun, unique ways of providing students with financial aid information. The winning school is announced at the Spring IASFAA Conference and receives Frieda the Flamingo (a traveling trophy that is-- yes, you guessed it—a pink flamingo), a gift card and holds the year's FAAM proclamation from the governor.
- IASFAA also hold a "Directors Drive In Workshop" each year and that event was February 17 this year. This is a time where schools across the state—regardless of sector—gather behind closed doors to discuss the hot topics of the season.

Other happenings in IASFAA:

- The Program Planning committee is well under way in planning efforts for the spring conference in Des Moines this April 12 & 13. We look forward to hosting MASFAA President-Elect Al Hermsen. It is also planned to work with NASFAA to coordinate a listening session.
- The IASFAA 2012-13 elections were held in January. IASFAA is once again graced with a slate of candidates who bring a breadth of experience and perspective and I am most confident 2012-13 will be another productive year for our association.
- The 2011-12 Leadership Symposium group held its 2nd meeting in January. This meeting invited outside speakers to address the topics of conflict resolution and personality types. It also was a time where the participants reported on their personal development projects and each had time with the group to reflect or receive encouragement and support. Two of the participants actually were on the 2012-13 ballot! This is what the Leadership Symposium is about—growing and encouraging future leaders in our association and profession.

Happy 2012-13 packaging season launch to all and hopes for REAL spring weather!

STATE OF ILLINOIS UPDATE

Jana Albrecht, Illinois State University

The Illinois Association of Student Financial Aid Administrators (ILASFAA) is currently busy planning the upcoming annual conference. This year's conference will be held in Springfield, Illinois starting on April 11th and ending on the 13th. The theme for the conference is "With a Little Help from Our Friends"; and the Program and Facilities committees have been hard at work to make the conference a success. ILASFAA will also hold its second annual Reality Store event on April 10th for 160 students at Franklin Middle School in Springfield. ILASFAA members feel last year's event was very rewarding, and our Regional Coordinators promise to deliver again this year!

Our Governance Committee, chaired by Michelle Trame, has met several times this year in the hopes of creating a new strategic plan. After a significant amount of discussion with ILASFAA Past-Presidents, a new and improved strategic plan along with objectives was created and approved by the Executive Board. The plan focuses on three main areas: Membership, Finance, and Legislative Issues. Our President-Elect, Joanna Dye, will be using this document to help shape planning for her upcoming term as President.

The Illinois group was well represented at the FSA conference in December. Joanna Dye hosted a dinner during the conference for over 30 ILASFAA members. Additionally, elections were held in January, and the results were posted in early February.

STATE OF MINNESOTA UPDATE

Jeff Aalbers, McNally Smith College of Music, MAFAA President 2011-12

Super Bowl Sunday has come and gone. It was the New York Giants versus the New England Patriots. Yawn. Didn't we just see this a couple of years ago? Yes, maybe we did. While the game is the same, many of the players are different. New rules and regulations have gone into effect. Like the new overtime rules. I'm not sure I know what that is all about. This sounds just like the Financial Aid game: a change in players from a couple of years ago, new regulations, and overtime. We all know what overtime is about. Super Bowl Sunday was a good time to remind ourselves that it takes teamwork to be a champion.

That applies to offices on our campuses too. All members of a financial aid team, from the front-line staff, to loan certifying officials, to managers and directors; we all play a vital role in delivering the service our students need. It is important to recognize the contributions of every member of the team. Everyone is necessary for our students to get to school, receive an education, and become productive members of society. Remember: You play a role in making these student's lives better! So, when you are struggling through those long hours of overtime during the peak season of financial aid, remember who we are playing for: The students. I hope you enjoyed the game, the halftime show, and the commercials, too

Minnesota College Goal 2012

There are some exciting things happening with Minnesota College Goal! We have changed our name to better identify our program. Minnesota College Goal continues to be a program of the Y and College Goal Sunday USA. We have also launched a new website: <http://minnesotacollegegoal.org/>

We are very excited about some of the new functionality of the site and the faster navigation. Minnesota College Goal's steering committee members and site coordinators are hard at work organizing our seventh annual FAFSA workshops. To date, we have 54 sites confirmed, and others that are in the planning stages.

Federal Training in Minnesota

More than 230 financial aid professionals attended the one-day training event led by Jamie Malone, Federal Trainer. In addition to receiving a federal regulatory update, other hot topics addressed were changes to R2T4-Return of Title IV funds, new 2012-13 verification requirements, and SAP (Satisfactory Academic Progress) rules. MAFAA greatly appreciates Jamie's wit and wisdom when sharing federal material.

MASFAA Summer Institute/Leadership comes to MN

The Midwest Financial Aid Association will be hosting the annual Summer Institute in beautiful Duluth, Minnesota at the Inn on Lake Superior, June 6-8, 2012. MASFAA Leadership Symposium will be held in conjunction with Summer Institute in Duluth as well.

MAFAA Spring Conference at Maddens

Our annual conference will be held May 2-5 on the shores of Gull Lake in beautiful Northern Minnesota. Our theme will be "Footloose and Financial Aid".

Our keynote speaker is Reneé Wall Rongen, an international award winning humorist, inspirational speaker, author and business consultant. She has been featured in numerous national publications including Better Homes and Gardens, Fortune, Parenting, Smart Money, Adoption Today, and Entrepreneur Magazine. Reneé is the International Spokesperson for the Pay it Forward Foundation. She was awarded the Woman Entrepreneur of the Year Award by the Women's Business Center and is often a guest on television and radio programs across the country. We will be recognizing our 15th class of leadership symposium participants, as well as the 232 previous graduates. We are also looking forward to hosting MASFAA President Paula Luff, and Donna Dahlvang, as the MASFAA State Exchange participant, representing the state of Wisconsin.



STATE OF MISSOURI UPDATE

Daniel Holt, Assistant Director, William Jewell College

Like many associations, MASFAP has held many conversations about the number of conferences we should hold. Missouri is one of those rare states that have maintained two conferences per year, one in March and one in November. Historically, the fall has been better attended which made us believe that it would be the one conference to stick around in the event we decided to eliminate one. However, over the last few years, the spring conference has slightly grown while the fall has decreased, making attendance relatively similar.

At last month's board meeting, the topic came up of using our two conferences for two different purposes. The fall conference would have the normal conference structure and setting, but would put an emphasis on leadership with our leadership symposium held in the days immediately following the conference. This would allow those leaders to grow as a cohort, becoming the future of our association.

The spring conference would also have a typical structure. However, its emphasis would be on educating our college's administration. Since MASFAP has an institutional membership, we have considered the thought of why we limit our conferences to financial aid staff only. This past fall we invited our colleagues in the bursar office to attend the conference. It was well attended as they do not have a state association and lack professional development opportunities. The conference was very well received, particularly after those attendees realized that they were not limited to bursar related breakout sessions and could attend any financial aid topic.

With more campuses switching to one-stop student servicing centers, it only makes sense that our association should grow along with our institutions. By offering breakout sessions for bursar, registrar, and admission office's, we not only expand our opportunities for professional growth, but also allow our members to be more prepared in dealing with our students' needs. As a financial aid association, our roots will never change, but perhaps it is time for them to grow.

2011 Leadership Summary

Missouri offered leadership training provided by MaryAnn Moore of Moore Consulting, LLC. This three part opportunity offered a summer session titled Leading for Legacy; three sessions throughout the state titled Leading from Any Chair, and concluded with a Leadership Training class at the fall conference. In all, 56 people registered.

REVIEWING THE ACCURACY OF YOUR COHORT DEFAULT RATE REPORTS

Jeffrey Jensen, Great Lakes Educational Loan Services, Inc

Recently, the first draft three-year cohort default rates (CDRs) were sent to schools. The switch from a two-year rate to a three-year rate means that this calculation includes an additional year of defaulted loans. The draft calculation includes the percentage of borrowers who first entered repayment between October 1, 2008, and September 30, 2009, who subsequently defaulted on or before September 30, 2011. With the additional year included, almost every school is seeing a higher three-year CDR.

The draft three-year rates are for informational purposes only and are not challengeable. However, the Department of Education has provided them to give schools a preview of what to expect once the three-year rates become real. While not every school will need to challenge the information used to calculate their three-year rate once they are officially released, every school should want to ensure that its newly-released rate is accurate and become familiar with the challenge/appeal process before next year. Take time to make sure that correct information was used to calculate your school's CDR, so that your official rate, when released, is as accurate as possible.

Know what the cohort default rate package contains.

The cohort default rate package comes to you in an electronic format and arrives via the Student Aid Internet Gateway, and is issued in early February of each year. You will find a cover letter and two types of Loan Record Detail Reports (LRDR), the extract-type and the reader-friendly version. The extract-type file is best used for loading CDR data into a database while the reader-friendly version is best used for schools that wish to simply view the information.

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REVIEWING THE ACCURACY OF YOUR COHORT DEFAULT RATE REPORTS — continued

Know how to read the LRDR.

Many of the challenges that are submitted to the Department every year are unwarranted. Save your school time and effort by ensuring you are reading your school's LRDR correctly.

The LRDR—created for the Department by the National Student Loan Data System (NSLDS) using the information that schools, data managers, and various offices within the Department have submitted to the NSLDS—lists specific information for each loan that was included in your school's CDR.

In addition to demographic information about your school, you will be able to find information about the borrowers included in the CDR calculation, and the date the CDR was calculated.

Be aware of the codes used by the Department on this form, including:

- Loan type codes
- Enrollment status codes
- Usage codes
- Claim reason codes
- Loan status codes
- Academic level codes
- Data manager codes
- Guarantor/Servicer

More information about these codes is available at <http://ifap.ed.gov/DefaultManagement/guide/attachments/Ch2pnt3LRDRpt2.doc>, page 2.3-7 and 8.

Know what actions to take.

Save a copy of all of your school's LRDRs:

- To use in the event of a challenge, adjustment, or appeal
- To compare draft and official rates
- To compare rates from one fiscal year to the next

Also, take the time to review the accuracy of the data used to calculate the draft CDR. Compare the information in the LRDR to your school records to ensure that the students on your system match those listed in the report.

Take action if you find an error.

If any of the information used in the draft rate is inaccurate, your school should file the appropriate challenge. Be aware that a school that fails to challenge the accuracy of its draft CDR may not contest the accuracy of the data in the official CDR. Incorrect data can be resolved by taking these steps:

- Locate the Guarantor/Servicer number on the LRDR, and use it to obtain the name and address of the data manager who is responsible for the loan. You will need to have this information in order to submitting a challenge, adjustment, and/or appeal. Be aware that there could be a cost for review of your information by a servicer.
- There are several categories of errors, and it is important to find the correct category for the error you have found. Note that incorrect data challenges apply to the draft rate, while adjustments and appeals apply to the official rate. More information on these categories can be found at <http://ifap.ed.gov/DefaultManagement/CDRGuideMaster.html>.
- You must use the eCDR Appeals System to submit a draft rate challenge. The eCDR process includes registering for a user account, creating an organizational and individual profile, creating a new case, uploading the applicable LRDR extracts, adding detail, and submitting the case.
- If additional documentation is requested, you will be contacted via email by the data manager or the Department of Education, depending on the type of challenge or appeal.

Analyze your default management plan

Always take the time to look at the borrowers from your school who have defaulted. What do borrowers who have defaulted have in common, and how do they compare to your broader student body? Think about what steps you could take to lower your default rate, so that your school can avoid sanctions and benefit from a lower CDR, and your former students can avoid the consequences of default while building a more solid financial future.