Direct Loan Websites and Publications

PASFAA

October 2010

Barbara Davis
Our Direct Loan Web Tour Schedule

• Studentaid.gov
• Studentloans.gov
• Direct.ed.gov
• IFAP.ed.gov
• NSLDS.ed.gov
• Publications for students
• Publications for schools
• Direct loan school guide
• FSA handbook
• Title IV regulations
Tools & Resources

Wanting to apply for federal student aid? Looking for scholarships? Trying to decide on a career?

The sites below provide the information you are seeking to assist you in your education beyond high school.

Apply for Federal Student Aid

You must complete and submit a Free Application for Federal Student Aid (FAFSA®) to apply for federal student aid and most state and college aid. FAFSA on the Web® is the quickest and easiest method of applying.

PDF FAFSA®

You have the option of applying for federal student aid by completing a PDF form of the FAFSA. The PDF FAFSA is available for you to print and fill out manually or is screen-fillable.

Completing the FAFSA®

If you're not sure how to answer a question on the FAFSA form and/or you're wondering, "Why do they ask that?," or saying, "My family situation is different, now what do I do?", Completing the FAFSA explores the purpose of FAFSA questions and discusses how information should be reported in some unusual cases.

Apply for a PIN

We recommend that students and parents request a personal identification number (PIN) before applying for aid. The PIN can be used to electronically sign your FAFSA application, dramatically decreasing the processing time. You can also use your PIN to make online corrections to your FAFSA, access your Student Aid Report, sign the master promissory note for a federal student loan and access your federal student aid records online including your student loan history information on National Student Loan Data System® (NSLDS®).
Studentloans.gov

- Entrance counseling
  - Session for undergrads
  - Session for Grads

- MPN completion
  - Sub/unsub MPN
  - Parent PLUS MPN
  - Grad PLUS MPN

- PLUS application
  - Credit decision, dollar amount, credit balance
Direct Loans
The William D. Ford Federal Direct Loan Program

Welcome to the homepage of the U.S. Department of Education’s Direct Loan Program. Students and parents can explore the site for information about the Direct Loan Program, including helpful publications and tools to help manage their Direct Loans.

Financial aid professionals at schools can find operational communications and guidance, technical documents, and related information as well as tools for administering the program at their school. There is also a special section for schools interested in joining the program.

Click on the boxes below to find the information you want.

New DL Schools
Find out how to make the transition to the Direct Loan Program.

Students
No matter where you are in the borrowing process, learn about Direct Loans here.

Aid Professionals
Get information and resources for administering the Direct Loan Program.

Parents
Learn about your child’s loans or about PLUS loans, which you can borrow.

Related Sites
Student Aid on the Web
Student Aid on the Web is the U.S. Department of Education’s site for free information on preparing for and funding education beyond high school.

Information for Financial Aid Professionals
The IFAP Web site is the official source for electronic announcements, publications, systems guidance, and other resources relating to participation in the Federal Student Aid programs.
Direct.ed.gov- new DL schools

New Schools

Getting Started
Review information about how to begin processing Direct Loans.

FAQs
Get answers to the most common questions about the Direct Loan Program.

Spreading the News
Communicate with students and parents.

Flowchart
View a graphical representation of the Direct Loan process.

Direct Loan Source
View our monthly Direct Loan newsletter for schools.

Announcements
Check out the new Direct Loan Source newsletter!


See the DL page on IFAP for recent electronic announcements on the Direct Loan program and links to other DL communications.

Phone Numbers
- Direct Loan Servicing 1-888-877-7658
- COD School Relations Center
  - Pell: 1-800-474-7288
  - DL: 1-800-848-0978
- CPS/SAIG Technical Support
  - 1-800-330-5947
- G5
  - 1-888-338-8930

Last updated May 10, 2010
Publications

Direct Loan publications offer up-to-date information on the program for students, parents, and financial aid professionals. These publications are in Portable Document Format (PDF). To view a PDF file, you will need the Adobe Acrobat Reader. If you do not have it, you can download a free copy from Adobe.

The student publications (with exceptions noted below) are available in print to order. You can place an order online at www.fsacubes.gov, or you can call (800) 394-7064 or send an e-mail to orders@FSAPubs.gov.

Publications for Students

Copies of these publications can be ordered by following the instructions above.

- **Direct Loan Basics for Students** PDF [1.6MB]
  This brochure covers Direct Subsidized and Unsubsidized loans for students.

- **Direct Loan Basics for Parents** PDF [1.9MB] Spanish version PDF [due in late August]
  This brochure covers Direct PLUS Loans for parents.

- **Entrance Counseling Guide for Direct Loan Borrowers** PDF [1.5MB]
  Schools can use this guide during on-campus counseling sessions or while working with individual students.

- **Exit Counseling Guide for Direct Loan Borrowers** PDF [1MB]
  Schools can use this guide during on-campus counseling sessions or while working with individual students.

Publications for Financial Aid Professionals

For information on ordering MPNs and related documents, go to the MPN page.

- **Direct Loan School Guide**

- **Quick Reference Guide for Direct Loan Schools**
  This single page contains Web links, phone numbers, and e-mail addresses helpful for FAAs as well as students. It also gives the Direct Loan interest rates and origination fees.
Sample Master Promissory Notes & Communications with Borrowers

NOTE: The samples below of the MPN and other forms are for reference only. If you are a student or parent borrower, please contact the financial aid office at your school (or your child’s school) about signing an MPN.

Master Promissory Notes & Accompanying Disclosures

Direct Subsidized and Unsubsidized loans

- MPN with data labels (rev. 3/2009)
- MPN without data labels* (rev. 3/2009)
- Sample disclosure statement
- Plain language disclosure
- Borrower’s rights and responsibilities

Direct PLUS loans

- MPN with data labels (rev. 3/2009)
- MPN without data labels* (rev. 3/2009)
- Endorser addendum (rev. 3/2009)
- Sample disclosure statement
- Plain language disclosure
- Borrower’s rights and responsibilities

Effective January 1, 2010, schools that use paper MPNs should be using the revised versions of the Direct Subsidized loan and Direct Unsubsidized loan MPN (revision date 3/2009) and the Direct PLUS loan application and MPN (revision date 3/2009). See the electronic announcement posted to IFAP on January 25, 2010.

You can order bulk quantities of these documents (except the sample disclosure statements) by following the same directions as for other Direct Loan publications, i.e., place an order online at www.fspubs.gov, call (800) 394-7084, send an e-mail to orders@fspubs.gov, or send a FAX to (301) 470-1244.

*Order copies without data labels if you intend to preprint the borrower’s information at the top of the form (items 1-5 for the Direct Subsidized/Unsubsidized MPN and items 1-7 for the Direct PLUS MPN).

Borrower Communications

Below is a listing of the current key communications that are sent to Direct Loan borrowers during the origination process and immediately after loan disbursement. These communications are generated by other
Borrower Communications

Below is a listing of the current key communications that are sent to Direct Loan borrowers during the origination process and immediately after loan disbursement. These communications are generated by either the Common Origination and Disbursement (COD) System or the Direct Loan Servicing System. The communications are grouped by category - PLUS Loan Credit Check Letters, MPN Letters, Disclosure Statements, and Disbursement Letters.

For each communication, there is Description, Trigger, Recipient, and Accompanying Forms/Inserts information. To view a sample of each communication, click on the link under the Communication Description or Accompanying Forms/Inserts heading, as appropriate.

<table>
<thead>
<tr>
<th>Communication Description</th>
<th>Communication Trigger(s)</th>
<th>Recipient</th>
<th>Accompanying Forms/Inserts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PLUS Loan Credit Check Letters</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Credit Acceptance Letter</td>
<td>COD System receives an origination record for a PLUS loan where the borrower's initial credit check is approved.</td>
<td>Borrower</td>
<td>Privacy Act</td>
</tr>
<tr>
<td>2. Denial Due to Adverse Credit History Letter</td>
<td>COD System receives an origination record for a PLUS loan where the borrower has an adverse credit history; borrower is given the option to obtain an endorser or provide extenuating circumstances.</td>
<td>Borrower</td>
<td>Endorser Addendum &amp; Specific Extenuating Circumstances for PLUS Applicants with Adverse Credit History</td>
</tr>
<tr>
<td>3. Endorser Credit Acceptance Letter</td>
<td>COD System receives an origination record for a PLUS loan where the endorser's initial credit check is approved.</td>
<td>Borrower</td>
<td>N/A</td>
</tr>
<tr>
<td>4. Denial Due to Endorser's Adverse Credit History Letter</td>
<td>COD System receives an origination record for a PLUS loan where the endorser has an adverse credit history; borrower is given the option to obtain another endorser.</td>
<td>Borrower</td>
<td>Endorser Addendum</td>
</tr>
<tr>
<td>5. Web Notice - Credit Acceptance Letter</td>
<td>COD System receives an origination record for a PLUS loan where an approved credit check was obtained prior to the processing of an award/MPN.</td>
<td>Borrower</td>
<td>N/A</td>
</tr>
</tbody>
</table>
IFAP: Direct Loan resources
Help - Contact Information

Have a question about Title IV federal student aid or one of the services we provide? Contact one of our Customer Service Centers at Federal Student Aid Office.

To access these resources, click on the applicable link below.

If you are not sure which Service Center to call, contact the Research and Customer Care Center at 1-800-433-7327, or e-mail us at fsa.custsen@ed.gov.

Service Centers for Schools
Click here for a listing of service centers helpful to schools in administering Title IV federal student aid programs.

Service Centers for Students
Click here for a listing of service centers helpful to students in applying for and processing Title IV federal student aid.

Federal Student Aid Offices
Click here for a listing of Federal Student Aid offices helpful in administering Title IV federal student aid programs.

Quick Reference to Call Centers
Click here to view the complete list of Customer Service Centers. (PDF)
Contact numbers for Schools

Help - Contact Information

Have a question about Title IV federal student aid or one of the services the Department of Education provides? Contact one of our Customer Service Centers or Federal Student Aid Offices. If you are not sure which Service Center to call, contact the Research and Customer Care Center at 1-800-433-7327, or e-mail us at faa.customer.support@ed.gov.

To jump to another "Contact Information" section, please click Service Center for Students, Federal Student Aid Offices, or Quick Reference to Call Centers (PDF).

For questions about loan repayment or other loan servicing issues, a school can contact the appropriate loan servicing center. – Click here for Loan Servicing Center Information.

Service Centers for Schools

- Campus-Based Call Center
  For questions related to the Campus-Based Programs, the Fiscal Operations Report and Application to Participate (FISAP), and Federal Perkins Loan cohort default rates.
  Phone: 977-900-7768 (no cost per call)

- Closed School Contacts
  Questions about school closure, unpaid refunds, poor quality of education/student services.
  Phone: 1-800-4-FED-AID (1-800-433-3243)

- COO School Relations Center
  For questions related to Common Origination and Disbursement (COD), ACG, National SMART Grant, Pell Grant, TEACH Grant, and Direct Loan processing.
  Grant Programs: 800-471-7266 (no cost per call)
  Direct Loan Program: 800-848-0979 (no cost per call)
  Applicant Servicenter: 800-557-7094 (no cost per call)

- CPS/SAD Technical Support
  For questions related to the Central Processing System (CPS), the Student Aid Internet Gateway (SAIG), Web products such as FAF Access to CPS Online, and assistance with software products such as EdConnect and EdExpress.
  Phone: 800-330-5947 (no cost per call)

- eZ Audit
  Questions about financial statements and compliance audits through the web.
  Phone: 1-877-265-0700

- Federal Student Aid Research and Customer Care Center (RCCC)
  For questions related to the Title IV federal student aid programs.
  Phone: 800-433-7327

- Foreign School Contacts
  For questions related to Direct Loan Setup actions for foreign schools.
  Phone: Click on "More" for detailed contact information

- G6 hotline
  For questions related to G6, the Department of Education’s electronic system for grants management and payments.
  Phone: 800-330-6920 (no cost per call)
IFAP: Help: Servicing for Schools

Help - Contact Information

Have a question about Title IV federal student aid or one of the services the Department of Education provides? Contact one of our Customer Service Centers or Federal Student Aid Offices. If you are not sure which Service Center to call, contact the Research and Customer Care Center at 1-800-433-7327, or e-mail us at ffc.customer.support@ed.gov.

Loan Servicing Centers for Schools

- Direct Loan Servicing Center: School Services
  Phone: 888/877-7585
  Web site: www.dl.ed.gov/schools

- Department of Education Student Loan Servicing Center (ACS)
  Phone: 866/938-4750
  Web site: www.ed-servicing.com

- FedLoan Servicing (PHEAA)
  Phone: 800/888-3613
  Web site: www.myfedloan.org
  E-mail: schoolsupport@myfedloan.org

- Great Lakes Educational Loan Services, Inc.
  Phone: 888/886-6919
  Web site: www.mygreatlakes.org
  E-mail: clientservices@gliinc.org

- Nelnet
  Phone: 855/449-3030
  Web site: www.nelnet.com
  E-mail: asknelnet.net

- Sallie Mae
  Phone: 888/272-4605
  Fax: 800/820-0258
  Web site: www.salliemae.com
  E-mail: collegeservice@salliemae.com

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NSLDS: exit counseling

Welcome to NSLDS Exit Counseling

NSLDS Exit Counseling is a tool you may use to complete your Exit Counseling requirements. To Begin Exit Counseling, click on the Start button below. If you are not ready to begin Exit Counseling or would like to review the Exit Counseling content, click on the Tour button. While in Tour mode, you can review all Exit Counseling content, but you will not be able to enter any data needed during a true Exit Counseling session.

Site Navigation

While using the Exit Counseling tool, you may access other parts of the NSLDS Student Access Web Site by using the menu bar at the top of the page. To return, click on Exit Counseling in the menu bar. If you are touring Exit Counseling, you will be returned to this page. During an Exit Counseling session, Exit Counseling in the menu bar toggles between this page and the Exit Counseling content page you are on.

Progress within Exit Counseling can be tracked using the Your Progress box located on the right side of the content page. An example of it is shown on the right side of this page. The box lists the sections and topics that make up NSLDS Exit Counseling. Section titles are always shown. Moving your cursor over a section title will trigger display of the topics within the section. The current section for the topic you are viewing is always displayed in expanded format. Topics are shown as links or text based on your progress.

During an Exit Counseling session, you must review all topics in order. You may jump back to earlier topics, but you must use the Next button at the bottom of each page to progress to a new topic.

Start

Tour
NSLDS: Exit Counseling: Tour

Warning: Touring Exit Counseling does not fulfill Exit Counseling Requirement.

Intro

Student loans, unlike grants and work-study, are borrowed money that must be repaid, with interest, just like car loans and home mortgages. You cannot have these loans canceled because you didn't like the education you received, didn't get a job in your field of study or because you're having financial difficulty. Loans are legal obligations that you'll have to repay.

Exit Counseling:
• Required before you withdraw, graduate, or drop below half-time attendance (even if you plan to transfer to another school)
• Helps you understand your rights and responsibilities as a student loan borrower
• Provides useful tips and information to help you manage your loans

This counseling session covers the following federal student loan types:

William D. Ford Direct Loan (Direct Loan) Program loans
• Direct Subsidized Loans
• Direct Unsubsidized Loans
• Direct PLUS Loans (for graduate/professional students)

Federal Family Education Loan (FFEL) Program loans
• Subsidized Federal Stafford Loans
• Unsubsidized Federal Stafford Loans
• Federal PLUS Loans (for graduate/professional students)

Your school may instruct you to complete this online exit counseling or choose to provide exit counseling in person. Check with your school's financial aid office to confirm that this online counseling will satisfy your school's exit counseling requirements before completing the session.

Next
• Chapter 1: Borrower Eligibility
• Chapter 2: The Master Promissory Note & eMPN
• Chapter 3: DL Awards & Payments
• Chapter 4: Using COD to Make a Direct Loan
• Chapter 5: Funding & Disbursements
• Chapter 6: Reconciliation & Closeout
• Chapter 7: Borrower Care
• Application and Verification guide
  – ISIR
  – Verification

• Volume 3: Calculating Aid and packaging
  – Academic year, award start and end dates (loan periods)
FSA Handbook and Direct Loans

• Volume 4: Processing Aid and Managing Title IV funds
  – Chapter 2 great for Business office

• Volume 5: Overawards, Overpayments and withdrawal calculations
  – No pennies in Direct Loans
Title IV regulations: CFR 685

- Borrower eligibility
  - Grad plus must have determination of sub and unsub first
  - Credit criteria

- Funding Method – advance funded

- Additional unsub for dependent student - exceptional circumstances
Contact Information

We appreciate your feedback and comments and can be reached at:

Barbara.davis@ed.gov

202-821-3953