**Just in Time Training Direct Loan Reconciliation August 11th 2022**

**People Tools>CTC Custom>Extensions>Upload/Download Files**

**Navigator>Financial Aid>CTC Custom>CTC Reports> SBCTC DL Reconciliation**

Q: from Jon Williams – CPTC -Is there a difference between DSLD and DSDF? Disbursement Level Loan Detail vs Loan Level Loan Detail? We receive DSLD reports instead of DSDF reports.

A: PS works with the fixed length format, the DSDF. PS doesn’t read DSLD, direct loan school account statement – it goes out to Ed Connect as DSLD but from COD to college should be DSDF.

from Chris Kinzell YVC - Yes, that’s how its transported in EdConnect

from Jon Williams – CPTC -Okay, thank you... I believe FAM required DSLD so I'm more familiar with that one.

from Millicent Ollee -I just emailed instructions to 'Financial Aid Directors' (dirfinaid@lists.ctc.edu) on how to request the fixed length

Q: from Corinne - Does PeopleSoft have an option to create a loan extract file that you can load into the federal DL Tools software if we're more comfortable using that reconciliation tool, or do we now have to use the PS loan recon tools? It’s been decades since I’ve done loan recon myself, but…DL tools is something we are used to using -

A: DL Tools software from Feds – The Direct Loan Reconciliation Report was designed to mimic the DL Reconciliation Report colleges used in FAM. Currently, there is not an existing extract file to load to DL Tools Software. If colleges were interested in a loan extract file to use with DL Tools, we would need to look into the specification requirements to create the extract.

Q: from Paula Three-Stars – I’m not finding that navigation? And Chris Kinzell – YVC – also does not have access to this navigation – same answer below

A: Financial Aid > File Management > Import Federal Data Files – still doesn’t have access to this correct navigation – contact your local security to get access

**Tip** from Ronda Reineke - SCC -You also have to remember that the SAS file data is as of the end of the prior month. So anything you've disbursed after the last day of the month will show up on your Recon Report out of balance. Look at the “PS Last Trans Date”, on the DL Recon Discrepancy Report, that will help.

Q: from Deanna Shedley - GHC - Is there a trouble shooting guide for errors? Or, do we have time to look into a rejection message that I am seeing?

A: Not a trouble shooting guide for errors, we do have some tips, but if you are getting a specific rejection message, we’d recommend to save for the Q&A we’re having on Monday – if we have time at the end of today before 11 we’ll take a look or if it can’t wait file a ticket or we’ll see you Monday.

**Financial Aid> Loans>Direct Loan Reconciliation> Validation Errors Report**

**Tip / Info** from Millicent Ollee -I found students missing the mailing address that error.

From Jon Williams- CPTC - I've encountered the last digit just missing from their zip code so a 4 digit zip. It took a while to fix, a lot of different address menus.

From Ronda Reineke - SCC - They might have the address under "home" and it needs to be under "mailing" etc.

From Jon Williams – CPTC - ^ yes, so I had to fix "home" and "mailing" the zip code for each address category. And from Chris Kinzell – YVC – ahhh makes sense Ronda, thanks

Q: -from Chris Kinzell YVC -So any little thing will cause it to reject?

A: Unfortunately yes, a lot of address issues, small things like examples listed above.

Q: from Millicent Ollee - can we request the security access to fix it or is a college level determination as to who can fix? In add update a person?

A: That would be a college level decision, KF had write access to this page and could fix and make changes. Security issue that you’d need to request that access –

Navigation to Academic Plan Table – Review for Errors that reference “Special Program Combo Length Mismatch”. Selective Admission Associate’s Degrees and BA Completion Degree “Special Programs” have specific program length requirements.

**Setup SACR>Foundation Tables> Academic Structure>Academic Plan Table**

[FSA - EnrollmentReportingGuide2021FINAL.pdf](https://fsapartners.ed.gov/sites/default/files/2021-10/EnrollmentReportingGuide2021FINAL.pdf)

**Tip – Info** from Chris Kinzell YVC - This is like the Academic Tab in FAM and usually when loans reject off this info it’s because the CIP code is wrong

from Ronda Reineke - SCC - It also makes a difference if you have them in a 4yr program but your FA Term says they are 1st year under NSLDS year.

from Danielle Lee SFCC - I only ever really see that error with PRE REQ plan stacks, where FA term shows 3rd/4th year, but for it to be reported as PRE REQ, it has to be a 1st year, previously attended for aid year. Then you can override the MDLA page, to ensure it goes out with the next outbound

from Marjorie Facio – FA Support - Thank you both! Yes that's exactly it!

from Jon Williams – CPTC - Thank you so much, as a tech school with a large LPN pre req program, I'll likely encounter this quite a bit.

from Olga Shostak GRC - we also had a student that on Acad Tab there is mix of programs: Summer Fall as PRQ and Winter Spring in BAS

 RE: GRC student – if the student is progressing from one plan to a new one later in the year, that would be a new loan. See Chris Kinzell’s question later in this document.

**Query to leverage here - QCS\_FA\_ACADEMIC\_PLAN\_TABLE**

4.4.9 Special Program Indicator (Program-Level Record) – NSLDS Enrollment Reporting section in the guide re: special admission programs

Q: from Jessica Wilks - LCC -I believe I have a ticket open for this exact reason... RENDTPRQ keeps giving special program/grade level combo mismatch. We are having to update every students FA TERM. If we update Taxonomy Tab it will stop us from having to update all of the FA Terms? [139265](https://servicedesk.sbctc.edu/helpdesk/WebObjects/Helpdesk.woa/wa/TicketActions/view?ticket=139265)

A: from Marjorie Facio - Hi Jessica - the solution for the special program/grade level mismatch must happen manually on FA Term. It can't be fixed at the root level like the Selective Admissions/BA completion programs. They’re borrowing under that so that does have to be done on FA term –

Q: from Jon Williams - CPTC -will this info get added to the loan processing guide "troubleshooting category"?

Q: Chris Kinzell – YVC - if you have a student (trailer) that starts fall and goes into winter and graduates winter and then starts a new program you’d originate for f/w and then s/m starts a new program and re-originate – what’s that going to do?

A: That would need to be a new loan – have to originate a new loan number and different item type number – and from Ronda Reineke – SCC - Your new loan will pull program info from the FA Term. So the new program just needs to be listed in FA Term

Q: From Christine Taylor – Bellevue College: How do I override a reject for citizenship?

A: Review the student’s rejected origination message on View Loan Processing Actions page, then detail into the associated Document ID (will open a new tab that takes you to: Financial Aid> File Management>COD Full Participant>View COD Data)

Financial Aid>Manage Direct Lending Management> View Loan Processing Actions

On the COD Student Data Tab, Look at the Citizenship Value that was sent out and that is Rejected by COD. In this student example, the value is blank. This student example from Bellevue also had a C flag for non-confirmed US citizenship status. Bellevue override this for other federal aid on the Packaging Status Summary Page as they already collected proof of citizenship – but now you will need to also override on the Override loan processing data page.

Acceptable values to send are For PLUS, Student's Citizenship Status Indicator is not "1" for U.S. citizen or "2" for eligible non-citizen. This student has been confirmed to be a U.S. citizen, so override to 1. Save.

Resend origination.