

Resolving Eligibility Issues from Database Matches

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October 14, 2007

Content Provided by US Dept. of Education



HESAA
Higher Education Student Assistance Authority

The Authority on Financial Aid

Session Agenda

- **What are database matches and why do we them?**
- **What are Match Flags?**
- **What are Rejects and how can they be**
- **What is a 'C' Code?**
- **What are Comments and Comment Codes?**
- **Review of Each Database Match**

Matches – Where Did the Idea Come From?

- **In 1972 steps were taken by the CPS in preparation of the 1973 population Survey**
- **The Sample:**
 - **100,000 person pool, containing extensive personal information**
- **The Data: CPS, IRS, Social Security Administration**
- **Results: Successful Matches between resulting in enhanced reporting. Leading financial aid**

ISIR – Institutional Student Record

CPS generates and sends an ISIR to each school listed on the student's FAFSA in response to the following input:

- **Initial FAFSAs or Corrections from your school**
- **Applications or Corrections submitted by the any other school**
- **Updates for ACG**
- **Post-screening transactions from NSLDS or Dept. of Homeland Sec.**
- **System generated transactions**
- **Student initiated corrections via phone to the Student Aid Info Center**

Record Level Rejected Records

Type 1 Reject

- **Software vendors not following specifications provided by the Electronic Data Exchange**
- **Cause: Invalid Values Entered**
- **ISIRs are not generated**
- **Message classes received by the school: CORE08OP (Electronic Corrections), (Electronic Application Errors), SIGA08OP (Signature Record Errors)**

CPS Database Matches

What are they and why do we have them?

The CPS database matches are:

- **Social Security Administration (SSA) to the SSN of the applicant and parent(s)**
- **Social Security Administration (SSA) to applicant's claim of U.S. Citizenship**
- **Department of Veterans Affairs (VA) to claim of veteran status for dependency purposes**

CPS Database Matches - continued

- **Selective Service System (SSS)** to verify that student is registered with SS, if required
- **Department of Homeland Security (DHS)** to verify claim of eligible non-citizen status
- **National Student Loan Data System (NSLDS)** monitor defaults, overpayments, loan Pell Grant awards, etc.
- **Department of Justice (DOJ)** to identify applicants who are debarred from Title IV because of drug conviction

What are Match Flags?

Match Flags are alpha or numeric codes that the results of each match between the CPS another database

What are Rejects?

Rejects are triggered when applicant data is or seriously questionable or when the results are unacceptable. In all reject Expected Family Contribution (EFC) is not calculated, and no Title IV aid may be paid on a rejected CPS record.

What are Rejects? - continued

Reject reason codes are provided on the and ISIR and are alpha for “verifiable” where the questionable data can be being correct by reentering the same value a corrected value

Numeric reject codes are for “non-rejects, where the questioned data must changed or provided

What Are 'C' Codes?

The 'C' Code is an indicator that, even though an EFC was calculated, institutional resolution is required on the results of one or more of the database matches

'C' Codes must be resolved either by a correction being made or by the school collecting adequate documentation

'C' prints on the SAR next to the EFC

What are Comments and Comment

Comments and comment codes provide information to the student and to the FAA about the results of the processed FAFSA. Comments are included on the student's SAR and on the EDExpress printed ISIR. ISIR comment codes are three digits.

ACG Self Identification

- **Comment codes will be provided on SAR for student, and ISIR for schools**
- **SAR Code 270-Set of Courses Similar to the Scholars Initiative**
- **SAR Code 269-Advanced Baccalaureate**
- **SAR Code 268-Advanced or Honors Diploma**
- **SAR Code 268-State Scholars Initiative Requirements**
- **SAR Code 268-State Recognized Plan**

ACG Applicant Self-Identification

- **Comment codes can be found in ISIR positions 1677 to 1736**
- **Multiple comment codes - one for each rigorous criteria selected by student**

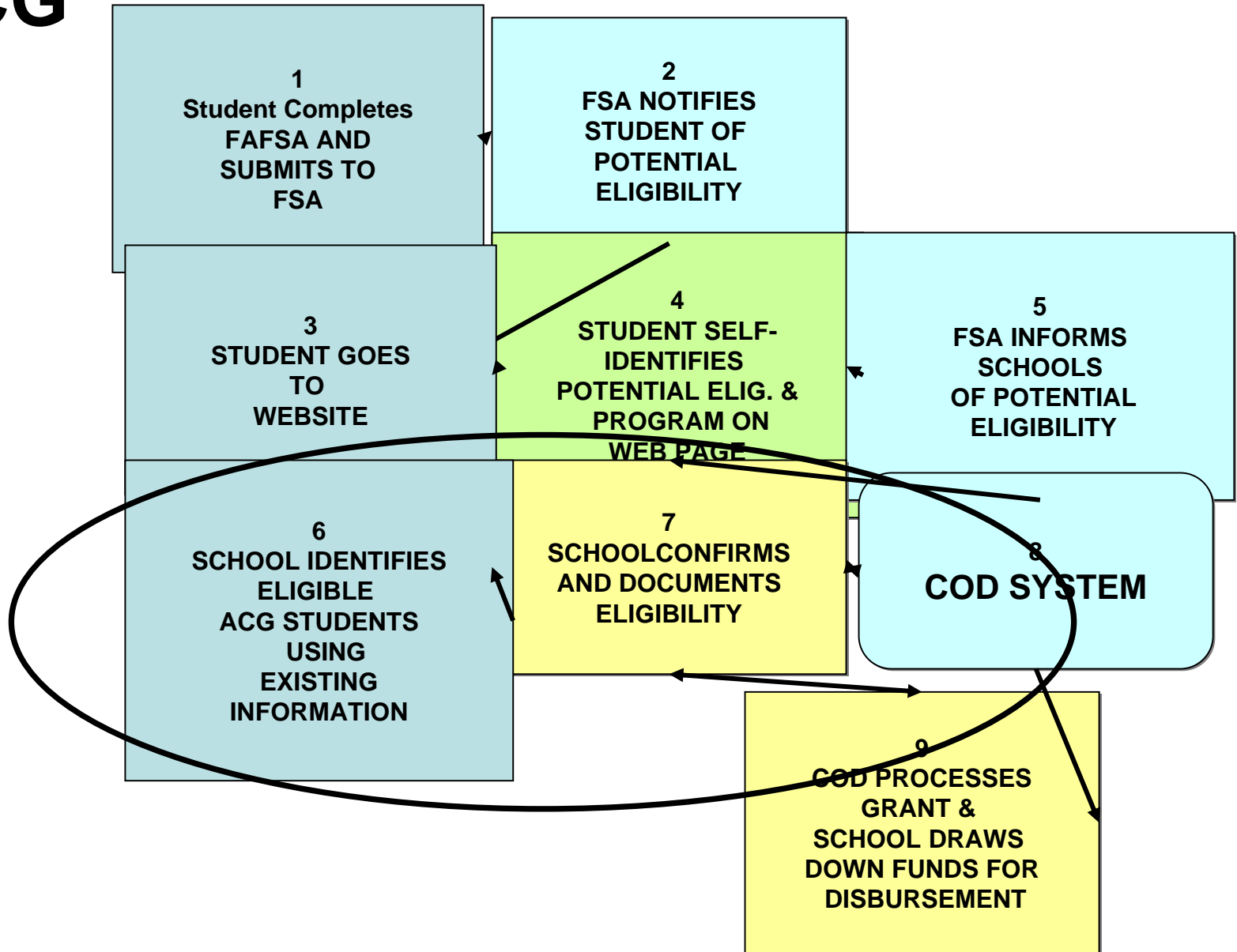
SAR and ISIR Comments

- **Comment Code #267: SAR comment explaining potential ACG eligibility**
- **Comment Code #268: SAR comment for students who selected a rigorous high program or state scholars program**
- **Comment Code #269: SAR comment for students who reported completion of AP/IB courses and tests**

SAR and ISIR Comments

- **Comment Code #270: SAR comment for students who selected coursework**
- **Comment code #271 advises student that Financial Aid Administrator will determine eligibility**

ACG



Social Security Administration

Applicant SSN Match

- **Why - Section 484(p) of HEA and section of the regulations require a match with the Social Security Administration (SSA) to the social security number of the applicant (and the parent(s) of a dependent applicant)**
- **Who – All applicants and the parent(s) of all dependent applicants**
- **How – The SSN, Name, and Date of Birth of the applicant (and parent(s)) are forwarded SSA for matching**

Social Security Administration

Applicant SSN Match

Result – No match on SSN at the SSA

- Match Flag = '1'
- No 'C' Code
- Comment Code #024
- **Reject - 18 (non-verifiable)**

Resolution

- Correct SSN with CPS, or
- Correct records with SSA, then re-enter and submit to CPS

Social Security Administration

Applicant SSN Match

Result – SSA did not match DOB

- Match Flag = '2'
- No 'C' Code
- Comment Code #060
- **Reject – R** (verifiable)

Resolution

- If incorrect DOB, make CPS correction
- If correct DOB, resubmit same value

Note: Student should contact SSA

Social Security Administration

Applicant SSN Match

Result – SSA still did not match DOB after re-affirmation

- **Match Flag = '2'**
- **'C' Code**
- **Comment Code #063**
- **Reject R suppressed**

Resolution

- **Student must provide proof of DOB to**
- **Student should contact SSA**

Social Security Administration

Applicant SSN Match

Result – SSA did not match Name

- Match Flag = '3'
- No 'C' Code
- Comment Code #061
- **Reject – D (verifiable)**

Resolution

- If incorrect Name, make CPS correction
- If correct Name, resubmit same value

Note: Student should contact SSA

Social Security Administration

Applicant SSN Match

Result – SSA still did not match Name after re-affirmation

- **Match Flag = '3'**
- **'C' Code**
- **Comment Code #064**
- **Reject D suppressed**

Resolution

- **Student must provide proof of Identity**

Note: Student should contact SSA

Social Security Administration

Applicant SSN Match

Result – SSN belongs to a deceased person

- **Match Flag = '5'**
- **No 'C' Code**
- **Comment Code #076, #140, or #145**
- **Reject – 8 (non-verifiable)**

Resolution

- **Correct SSN with CPS, or**
- **Correct records with SSA, and resubmit CPS record (must re-affirm one or more of SSN, Name and DOB)**

Social Security Administration

Applicant SSN Match

Result – Match not conducted because of missing Name, DOB, and/or signature missing

- **Match Flag = '8'**
- **No 'C' Code**
- **Comment Code #059**
- **Reject – N, 5, 13, 14, and/or 16**

Resolution

- **Correct missing information**

Social Security Administration

Applicant SSN Match

Result – Match not conducted because of missing data. SSN not in valid SSN range

- **Match Flag = '8'**
- **No 'C' Code**
- **Comment Code #023**
- **Reject – P and N, 5, 13, 14, or 16**

Resolution

- **If incorrect SSN, correct SSN**
- **Correct missing information**
- **If correct SSN, contact SSA**

Social Security Administration

Parent SSN Match

Result – No match on Father's SSN and no full match for mother

- **Match Flag = Father '1' and Mother ≠ '4'**
- **No 'C' Code**
- **Comment Code #011**
- **Reject – 6**

Resolution

- **Correct Father's SSN**

Note: One parent must have a full match (Match Flag = '4')

Social Security Administration

Parent SSN Match

Result – No Match on Mother’s SSN and no full match for father

- **Match Flag = Mother ‘1’ and Father ≠ ‘4’**
- **No ‘C’ Code**
- **Comment Code #012**
- **Reject – 7**

Resolution

- **Correct Mother’s SSN**

Note: One parent must have a full match (Match Flag = ‘4’)

Social Security Administration

Parent SSN Match

Result – No match on Father’s DOB and no full match for mother

- **Match Flag = Father ‘2’ and Mother ≠ ‘4’**
- **No ‘C’ Code**
- **Comment Code #016**
- **Reject – S**

Resolution

- **Correct or affirm Father’s DOB**

Note: One parent must have a full match (Match Flag = ‘4’)

Social Security Administration

Parent SSN Match

Result – No match on Mother’s DOB and no full match for father

- **Match Flag = Mother ‘2’ and Father ≠ ‘4’**
- **No ‘C’ Code**
- **Comment Code #017**
- **Reject – T**

Resolution

- **Correct or affirm Mother’s DOB**

Note: One parent must have a full match (Match Flag = ‘4’)

Social Security Administration

Parent SSN Match

Result – No match on Father's Name and no full match for mother

- **Match Flag = Father '3' and Father ≠ '4'**
- **No 'C' Code**
- **Comment Code #040**
- **Reject – E**

Resolution

- **Correct or affirm Father's Name**

Note: One parent must have a full match (Match Flag = '4')

Social Security Administration

Parent SSN Match

Result – No match on Mother’s Name and no full match for father

- **Match Flag = Mother ‘3’ and Father ≠ ‘4’**
- **No ‘C’ Code**
- **Comment Code #051**
- **Reject – F**

Resolution

- **Correct or affirm Mother’s Name**

Note: One parent must have a full match (Match Flag = ‘4’)

Social Security Administration

Parent SSN Match

**Result – SSA Match not conducted –
SSN, DOB, or Name missing for both parents**

- **Match Flag = blank**
- **No 'C' Code**
- **Comment Code #049**
- **Reject – 9**

Resolution

- **Correct missing data**

Note: If a parent does not have an SSN, enter all zeros.

Social Security Administration

Citizenship Verification

- **Why - Section 484(g) of HEA and 668.33 of the regulations require a match with the Social Security Administration (SSA) to confirm an applicant's claim of U.S. citizenship**
- **Who – All applicants, regardless of their to the FAFSA citizenship question**
- **How – The SSN, Name, and Date of Birth of the applicant are forwarded to SSA for matching**

Social Security Administration

Citizenship Verification

Result – SSA unable to verify citizenship because there was no match on SSN, name or DOB

- **Match Flag = 'N'**
- **'C' Code (see SSN Match Code)**
- **Comment Code #062**
- **No Reject for this reason alone**

Resolution

- **Correction to identifiers to resend to SSA.**
- **Documentation of identity and of citizenship**

Social Security Administration

Citizenship Verification

Result – SSA did not confirm as a U.S. Citizen

- **Match Flag = 'B', 'C', 'D', 'E', 'F', or '*'**
*'
- **'C' Code**
- **Comment Code #146**
- **No Reject**

Resolution

- **If citizen, student provides documentation**
- **If not citizen, correct CPS record to non-
and include ARN**

Department of Veterans Affairs

Veteran Status Match

- **Why - Sections 480(c) and 480(d) of the provides that if an applicant is a veteran of U.S. Armed Forces, he or she is considered be independent**
- **Who – Any applicant who responds ‘Yes’ to being a veteran of the armed forces**
- **How – SSN, Name, and Date of Birth (DOB) are forwarded to the VA for matching**

Department of Veterans Affairs

Veteran Status Match

Result – If not independent for another reason and record found at VA, but not a Veteran

- **Match Flag = '2'**
- **'C' Code**
- **Comment Code #162**
- **No Reject**

Resolution

- **School can collect documentation.**
- **If VA results are correct, correct VA status and provide parental information**

Department of Veterans Affairs

Veteran Status Match

Result – If not independent for another reason and record not found at VA

- **Match Flag = '3'**
- **'C' Code**
- **Comment Code #173**
- **No Reject**

Resolution

- **School can collect documentation**
- **If VA results are correct, correct VA status provide parental information**

Department of Veterans Affairs

Veteran Status Match

Result – If not independent for another reason and record found at VA but applicant is on active duty

- **Match Flag = '4'**
- **'C' Code**
- **Comment Code #180**
- **No Reject**

Resolution

- **School can collect documentation of or upcoming discharge**

Selective Service System

- **Why - Section 484(n) of the HEA and 668.37 the regulations requires a match with the Selective Service System (SSS) to ensure that applicants who are required to be registered Selective Service are registered**
- **Who – Males between the ages of 18 and 25**
- **How – SSN, Name, and DOB are forwarded to SSS for matching**
- **Note: Selective Service allows applicants to register based upon FAFSA data**

Selective Service System

Match

Result - Selective Service did not confirm as registered

- **Match Flag = N**
- **'C' Code**
- **Comment Code #030**
- **No Reject**

Resolution

- **Student presents school with Selective Registration Acknowledgement, or**
- **Waiver or Exemption**

Selective Service System Registration

Result - Registration not conducted – applicant too old or missing data elements

- **Match Flag = blank**
- **'C' Code**
- **Comment Code #033**
- **No Reject**

Resolution

- **Age 18 to 25, submit correction to missing CPS data elements**
- **If student is 26 or over, request Selective document of registration or waiver**

Selective Service System Registration

**Result - Registration not conducted –
“Are you male?” not reported**

- **Match Flag = blank**
- **‘C’ Code**
- **Comment Code #057**
- **No Reject**

Resolution

- **Correction to “Are you male?”**
- **Student can register at Post Office or online**
www.sss.gov

Department of Homeland Security

- **Why - Sections 484(g) of HEA and 668.33 of regulations provide that an applicant must be either a citizen or eligible non-citizen. Subpart of the regulations prescribe the DHS process.**
- **Who – Any applicant who responds ‘Yes’ to eligible non-citizen question and provides an Alien Registration Number**
- **How – SSN, Name, Date of Birth (DOB), and are forwarded to DHS for matching**

Department of Homeland Security

Primary Verification

Result – Match not conducted - No response to citizenship and ARN

- **Match Flag = blank**
- **'C' Code**
- **Comment Code #068**
- **No Reject if SSA confirmed citizenship**
- **Reject 17 if SSA did not confirm citizenship**

Resolution

- **If reject, correct citizenship (and ARN)**

Department of Homeland Security

Primary Verification

**Result – Match not conducted –
Responded as Eligible Non-Citizen but
blank or invalid ARN.**

- **Match Flag = blank**
- **'C' Code**
- **Comment Code #142**

Resolution

- **Correct to provide or correct the ARN**

Department of Homeland Security

Primary Verification

Result – DHS did not confirm as eligible non-citizen

- **Match Flag = 'N'**
- **'C' Code**
- **Comment Code #144**
- **No Reject**

Resolution

- **Automatic Secondary Confirmation Initiated**

Department of Homeland Security

Primary Verification

Result – Applicant changed ARN after DHS confirmed as eligible non-citizen

Match re-conducted

- **Match Flag = depends on results of match new ARN**
- **'C' Code**
- **Comment Code #141**
- **No Reject**

Resolution

- **See results of Match Flag.**
- **Determine why student made change**

Department of Homeland Security

Secondary Confirmation

Result – Automated Secondary Confirmation in Progress

- Match Flag = 'P'
- No 'C' Code
- No Comment Code
- No Reject

Resolution

- Wait at least five days for results
- After 15 days, begin paper G-845S process

Department of Homeland Security

Secondary Confirmation

Result – Automated Secondary Confirmation in continuance

- Match Flag = 'C'
- 'C' Code
- Comment Code #105
- No Reject

Resolution

- After 15 days, begin paper G-845S process

Department of Homeland Security

Secondary Confirmation

Result – Automated Secondary Confirmation did not confirm as eligible non-citizen

- **Match Flag = 'N'**
- **'C' Code**
- **Comment Code #046**
- **No Reject**

Resolution

- **Begin paper G-845S process**

Department of Homeland Security

Secondary Confirmation

Result – Additional information required by DHS

- **Match Flag = 'X'**
- **'C' Code**
- **Comment Code #109**
- **No Reject**

Resolution

- **Begin paper G-845S process**

National Student Loan Data System (NSLDS)

- **Why - Sections 484(a)(3) of HEA and of the regulations provide that a must not be in default or owe an overpayment on Title IV aid**
- **Who – All applicants**
- **How – SSN, Name, and Date of Birth are forwarded to NSLDS for matching**

National Student Loan Data System (NSLDS)

Result – SSN does not match DOB and Name

- **Match Flag = '7'**
- **'C' Code**
- **Comment Code #138**
- **No Reject**

Resolution

- **Access NSLDS online to determine if this is correct student**
 - **If record belongs to student, use NSLDS**
 - **If not, continue award proces**

National Student Loan Data System (NSLDS)

Result – At least one loan in default

- **Match Flag = '2'**
- **'C' Code**
- **Comment Code #132**
- **No Reject**

Resolution

- **Default(s) must be cleared or student must satisfactory repayment arrangements**
- **Obtain documentation from the loan holder, or**
- **Wait for NSLDS Update (Postscreening)**

National Student Loan Data System (NSLDS)

Result – At least one grant in overpayment

- **Match Flag = '3'**
- **'C' Code**
- **Comment Code #133**
- **No Reject**

Resolution

- **Overpayment(s) must be cleared or student make satisfactory repayment arrangements**
- **Obtain documentation from the holder of the overpayment, or**
- **Wait for NSLDS Update (Postscreening)**

National Student Loan Data System (NSLDS)

Result – At least one loan in default and at least one grant overpayment

- **Match Flag = '4'**
- **'C' Code**
- **Comment Code #134**
- **No Reject**

Resolution

- **Default(s) and Overpayment(s) must be cleared or student must make satisfactory repayment arrangements**
- **Obtain documentation from the holder of the debt,**
- **Wait for NSLDS Update (Postscreening)**

National Student Loan Data System (NSLDS)

Result – Applicant has at least one loan discharged due to disability

- **Match Flag = blank**
- **'C' Code**
- **Comment Code #115**
- **No Reject**

Resolution

- **FAA must review NSLDS to get status of**

National Student Loan Data System (NSLDS)

Result – Applicant has at least one loan due to bankruptcy

- **Match Flag = blank**
- **'C' Code**
- **Comment Code #116**
- **No Reject**

Resolution

- **FAA must review NSLDS to get more regarding dates**
- **Discharge must be resolved**

National Student Loan Data System (NSLDS)

Result – Applicant has exceeded aggregate loan limit

- **Match Flag = blank**
- **'C' Code**
- **Comment Code –**
 - #254 for Subsidized**
 - #256 for Independent Total**
 - #260 for Dependent Total**
- **No Reject**

Resolution

- **Ineligible for additional Title IV aid, unless excess debt is re-affirmed**
- **No more loans in that type**

Department of Justice

- **Why - Section 5301 of the Anti-Drug Abuse of 1988 prescribes that a court may decide to debar an individual convicted of a drug offense to not be eligible to receive federal benefits until the time the period of expires**

NOTE: This is not about the applicant's response to the Drug Conviction Question 31 on the FAFSA.

Department of Justice - continued

- **Who – All applicants**
- **How – DOJ provides a file of court debarred individuals to CPS. CPS looks in the file for SSN, Name, and Date of Birth (DOB) of each applicant with each transaction processed**

Department of Justice Drug Debarment

Result – Applicant is found on the DOJ Debarment File at CPS

- **No Match Flag**
- **No 'C' Code**
- **Comment Code #009**
- **Reject 19**

Resolution

- **Must contact the Dept. of Education to additional information. ED works in with Department of Justice**

Central Processing System (CPS) and ISIR Changes

- **Warning Edits**
- **Rejects**
- **Database Matches**

CPS Changes

Warning Edits in Software

➤ Parameters changed for cross-year edits

- Edits check for significant changes in Number of Family Members, Total Income, and Taxes Paid compared to AGI
- Based on positive results, parameters have been to alert more applicants to inconsistencies

➤ New warning edits

- When student or parent enters same amount in asset net fields
- Parent's or independent student's tax return is "Will not file" and sum of earned income is within required range to a return as determined by IRS
- Parent or student reports receiving Temporary Assistance Needy Families (TANF) or Supplemental Security Income benefits but does not report a value for Workshop A and not meet the Automatic Zero EFC Calculation

CPS Changes

Warning Edits in Software - continued

- **Double Reporting Warning Edits – they are comparing three areas of income areas to warn students, parents of double reporting of income**
- **Student's AGI equals Income from Worksheet
Look for Comment 93**
- **Parent's AGI equals the student's AGI. Look
Comment 94**
- **Parent's income from Worksheet A equals the
student's income from Worksheet A. Look for
Comment 163**

CPS Changes

Rejects

- **Rejects for name not matching SSA's (D, E & F)**
 - **Verifiable rejects**
 - **If name is correct, student or parent must –**
 - ❖ **On paper SAR, re-enter *both* first and last**
 - ❖ **On Web, select “Data is Correct” for *both* first last names**
 - **Changed comment text (Web and SAR) to clarify that both names must be re-entered override rejects**



CPS Changes

Rejects

- **Rejects 3 and 12**
(taxes paid is equal to or greater than AGI)
 - **Will continue to allow students to verify data on the Web and receive a rejected**
 - **FAA will continue to have override in FAA Access to CPS Online**
 - **May want to follow up with students when this reject condition is met**



CPS Changes Reject Edit - continued

➤ **Date of Birth**

- **Anyone over 75 years old and younger than will get a “Reject”**
- **Reject A – Date of birth in range 1900 to 1932**
- **Reject B – Independent student and date of equals 9/01/91 or greater**

ACG Criteria Added

- **ACG eligible for self-Identification?**
 - **CPS will look at the following to see if eligible for the self-identification process.**
 - **Grade Level in College, and**
 - **Student Date of Birth**

When applying on the web the student will have the of answering the ACG questions, as long as they meet other requirements; a US Citizen, Eligible for a Federal Grant, a 1st or 2nd year undergraduate student, and 21 years of age or younger

CPS Changes

Database Matches



- **Selective Service match**
 - **If Selective Service indicates applicant is “temporarily exempt” (Flag=T), and applicant then requests registration by correcting #22 to “Yes”, record is resent to Selective Service for registration**

- **NSLDS Pre-screening match**
 - **Added new fields to pre-screening records NSLDS to set loan limit flags**
 - ❖ **Dependency status change**
 - ❖ **Graduate status change**
 - ❖ **Grade level change**
 - ❖ **Fraud Conviction added**
 - ❖ **Fraud Conviction resolved**

Getting Help

CPS /SAIG Technical Support

800-330-5947

E-Mail – CPSSAIG@ed.gov



questions

