Sample Financial Aid Problem Solving:
Department of Education's Common Origin and Disbursement (COD) Issues [R3.33]

Date	Issue	Actions	Resolution
8/2/21	FA request to activate Pell outbound process ASAP	Alert: This will cause COD response files identifying Pell Errors	Run process in "Validation" to identify errors before sending
8/3/21	Process Pell in "validation"	Successful test in "Validation only" process	Fix Pell errors to prevent rejection, determine major errors and fix problem
8/5/21	Pell reject 210	Peralta appears to be using the correct COD Common Record XML Schema Version 4.0d for aid year 2021 & COD Common Record XML Schema Version 4.0e for aid year 2022	Examine for errors
8/9/21	Loan fees originated before October 1st must be adjusted to 1.057%, down from the 1.059%. Otherwise, loans would be rejected by COD	Loan fees adjusted by dates for students by origination date	Issue Resolved
10/2/21 COD Reconciliation	21/22 COD files rejected due to incorrect CIP Code where the trailing letter was not removed	Richard to work with Roderick to re-originate 21/22 COD files rejected	Identify source of incorrect CIP Code
10/6/21	Unreconciled balance at each college – Colleges must access COD	Each college to identify COD processing specialist to join reconciliation workgroup - Monday 9:30-10:30	Run the Pell Disbursement Validation Rpt – 35 pages listing students with Incorrect CIP, missing and Invalid values
10/8/21	37 students identified with wrong CIP	Each college acts immediately to determine and test steps to correct CIP Codes submitted	All colleges must request extension until problem solved. COD reconciliation elevated to TOP priority
10/12/21 COD Reconciliation – Top Priority	Currently reviewing the GEPL (Gainful employment) missing value as a potential source of the error	Experiment to change CIP code for one student to previous CIP	The missing Credential Level XREF has been identified. Email sent to Amany/Silvia requesting insight on the Credential Level Cross Reference setup – This will fix 26 Pell validation failures
10/13/21 COD Reconciliation	The Merritt students (approx. 25) missing citizenship status	Students were identified and citizenship status corrected	This problem persists in the 2022 aid year and will require ongoing monitoring and a system process enhancement

Date	Issue	Actions	Resolution
– Top Priority			
10/13/21 Reconciliation – Top Priority	Errors resulting from not having Credential Level XREF setup and others. PELLOUT, some students fail validation, and these show on the Pell Disbursement Validation Report with Error Message 994 'Missing Value', 996 'Invalid Value', or 204 'Incorrect Program CIP Code submitted	Created breakdown by school with the number of cells with this error Cause: student's career/program/plan row not being defined on the credential level cross reference table, and/or the academic plan taxonomy setup not being correctly or completely defined.	Can now identify and understand reasons for failed Pell disbursement validations Primary information source is the Message Log (one for each college) from the PELLOUT process. Records that fail validation are not sent to COD
10/21/21 Reconciliation – Top Priority	Focus is now on Pell origination rejects from COD. These are identified using this query: PCCD_FA_PELL_ORIG_REJECT	Additional disbursement runs were required to completely disburse all authorized aid.	Consider running disbursements daily. Review frequency of Pell and Loan processing to match disbursements
10/22/21 Reconciliation – Top Priority	Status of the COD Pell Reconciliation issues has been sent to each member of the COD Reconciliation workgroup.	It is imperative for the colleges to continue to correct the known issues before the end of the extended processing time	Colleges analyze data
10/25/21 Reconciliation – Top Priority	Citizenship issue causing rejects	Do colleges update, for example, citizenship status in COD system and not PSFT? This could have originations/disbursements accepted by COD but show in error in PeopleSoft – Systems out of synch?	BCC Good COA good (still dealing with fraud) Laney in progress Merritt in progress
10/27/21	Reconciliation status in progress	Coordination required between Amanda and colleges as to who/where the failures are fixed. Currently colleges don't know what District analysists did. Visibility will be provided to the colleges	Created and ran specific queries identifying Pell and direct loans processing verification failures and COD rejects requiring immediate attention to achieve acceptance by COD. **Timing – Twice weekly.**
11/1/21	COD reconciliation	**Daily reconciliation working sessions**. Laney identified 157 records being reviewed	Reviewed and corrected for re-submission and COD acceptance

Date	Issue	Actions	Resolution
		Laney and Merritt need another extension	
11/3/21	157 Pell records reconciled	Completed with spreadsheet identifying source of errors and responsible parties for corrections	Items highlighted in yellow, primarily Citizenship, Address, ATB ad CIP Code reasons - corrected by the colleges Items highlighted in orange are currently under review - following the submission of a Service Request to Oracle
4/4/22	Citizenship status	Richard plans to develop process to auto populate citizenship for COD processing for the new aid year	

Takeaways following a productive COD Reconciliation meeting:
1. We can now identify and understand reasons for failed Pell disbursement validations
2. The primary information source is the Message Log (one for each college) from the PELLOUT process. Records that fail validation are not sent to COD
3. No ATB – This is solved. We now assign a checklist that will prevent packaging. For existing failures, colleges can assign the ATB code if warranted
4. No Citizenship – This is solved. It came to light that colleges are manually populating citizenship status in the Pell and Loan records – A big waste of time. Pop updates will be scheduled to batch update citizenship. Existing failures have been corrected
5. Invalid Value, Missing Value, Missing Credential Level XREF setup and Incorrect CIP Code – These failures result from students changed to ineligible majors which explains why there is not a Credential Level setup. However, the funds have been disbursed
6. System enhancements discussed – Have checklist assigned when major changed. Ensure checklists for major mismatch and ineligible major re assigned to all applicable terms

March 15, 2022 Huron Produced a Plan and Training (PeopleSoft Campus Solutions 9.2 Financial Aid Support for Laney College) [R3.24]
Although Laney was able to partially resolve COD issues, the transmission and reconciliation of Pell continued to be an issue requiring manual transmission and review of error reports. Huron was engaged to build and modify queries so that Pell validation, transmission and disbursement errors can be identified and resolved promptly and trained Financial Aid staff to accurately resolve identified errors.