



Default Management Case Management Schools Channel

Default Management is responsible for implementing and coordinating all activities required for the calculation and dissemination of the cohort default rates for the Federal Family Education Loan (FFEL) and William D. Ford Federal Direct Loan (Direct Loan) Programs. Default Management also resolves schools' cohort default rate appeals, publishes the Cohort Default Rate Guide and responds to customer inquiries.

Default Management changed its publication process with its August 2001 "Cohort Default Rate Guide" (Guide) publication. Default Management no longer sends a Guide to schools with their cohort default rates. The August 2001 Guide, received by schools with their FY 1999 official cohort default rates in September 2001, combined the former draft and official guides into a single resource. It is considered the permanent release. You can download a copy of the Guide (or parts thereof) at <http://ifap.ed.gov/drmaterials/FinalCDRG.html>. You can also contact EDPUBS to request a hardcopy version of the Guide at 1-877-4EDPUBS or www.ed.gov/pubs. Updates to this publication will be reflected ONLY at <http://ifap.ed.gov/drmaterials/changelog.html>. Therefore, periodic review of the site is recommended for maintaining an up-to-date version of the Guide.

This document provides the answers to the questions that are most frequently asked of Default Management. If you have a question, or if you need assistance with interpreting the data (loan record detail report) that accompanies your school's cohort default rate, please contact Default Management at 202-377-4258 or FSA.schools.default.management@ed.gov.

Question	Answer	"Cohort Default Rate Guide" Reference
Is Default Management responsible for guarantor and lender cohort default rates?	No. Financial Partners is responsible for guarantor and lender cohort default rates. You can view official cohort default rates through the Org tab of NSLDS at https://nslsdfap.ed.gov . If you have questions regarding a guaranty agency or lender cohort default rate, contact Financial Partners at 202-377-3053.	Change Page 2.6-1 – 2.6-1A
Is Default Management responsible for Perkins cohort default rates?	No. Campus-Based is responsible for Perkins cohort default rates. If you have questions regarding a Perkins cohort default rate, you can contact the Campus Based Call Center at 1-877-801-7168, cbfob@ed.gov or perkins_elc_letters@ed.gov .	Changes to page 2.5-7
Where can I view my school's current and historical cohort default rates?	You can view the cohort default rates through the Org tab of NSLDS at https://nslsdfap.ed.gov or the three most recent years at Default Management's website at http://www.ed.gov/offices/OSFAP/defaultmanagement/cdr.html .	Change Page 2.6-1 – 2.6-1A
How do I obtain an electronic copy of my school's loan record detail report?	You can request an electronic copy of your school's loan record detail report from the reports tab in NSLDS at	Change Pages 2.6-1B

Question	Answer	“Cohort Default Rate Guide” Reference
	https://nslidsfap.ed.gov . The extract or report will be sent to you through your school’s SAIG mailbox.	– 2.6-4
Why are my school’s draft and official cohort default rates different?	NSLDS, which contains the data used to calculate cohort default rates, is updated regularly. As a result, a school’s draft cohort default rate data may differ from its official cohort default rate data even if the school does not challenge the draft cohort default rate data.	Page 2.2-1
How do I determine if there is inaccurate data in the cohort default rate?	Compare your school’s records with the information contained in the loan record detail report.	Page 3.1-13, Chapters 2.3, and 4.11
Why is a borrower listed more than once in my cohort default rate?	If a borrower has more than one loan, the borrower may be listed more than once on the loan record detail report. However, the borrower is only counted once in the cohort default rate calculation. If a borrower has more than one loan, subsequent loans will be marked with a usage code of “E”. The only exception to this is if two (or more) schools merge, and the borrower has attended two (or more) schools.	Pages 2.1-7 and 2.3-13 Chapter 2.4-2
What should I do if I find errors in the data used to calculate the draft cohort default rate?	If you believe that the data used to calculate the draft cohort default rate is incorrect, submit an incorrect data challenge to the data manager(s).	Chapter 4.1
The data was correct in the draft cohort default rate but is now incorrect in the official cohort default rate. What should I do?	If you believe that the data used to calculate the draft cohort default rate is correct and that same data is incorrect in the official cohort default rate, submit a new data adjustment to the data manager. If the data manager agree(s) that a change to the data is warranted, submit a new data adjustment to Default Management.	Chapter 4.4
The changes that the data manager agreed to make in its incorrect data challenge response are not reflected in the official cohort default rate. What should I do?	If you believe that the data used to calculate the official cohort default rate includes data that the data manager agreed to change in its incorrect data challenge response but the change is not reflected in the official cohort default rate, submit an uncorrected data adjustment to Default Management.	Chapter 4.3
Is there one resource where I can find all of the time frames associated with cohort default rate challenges, adjustments, and appeals?	Yes. All of the time frames used in the draft and official cohort default rate challenge, adjustment, and appeal processes are listed in a chart on a single page in the “Cohort Default Rate Guide”.	Page 3.1-16
Can I get an extension on my challenge, adjustment, and/or appeal timeframe?	No exceptions are made.	Page 3.1-12
Who can I call if I have questions about the cohort default rates or the challenge, adjustment, or appeal processes?	If you have questions regarding cohort default rates or questions regarding associated processes, you can contact Default Management at 202-377-4258 or via fsa.schools.default.management@ed.gov .	Changes to page 2.5-2
Where can I find information on the national cohort default rate and cohort default rate statistics?	You can find this information at http://www.ed.gov/offices/OSFAP/defaultmanagement/cdr.html .	
Where are the cohort default rate regulations?	The cohort default rate regulations are under 34 CFR Section 668, Subpart M and can be found at http://www.ifap.ed.gov/registers/fr1101200007.html .	Appendix A
Where can I view “other schools”	You can view the cohort default rates through the Org tab of	Change Page

Question	Answer	“Cohort Default Rate Guide” Reference
current and historical cohort default rates?	NSLDS at https://nsldsfa.ed.gov or the three most recent years at Default Management's website at http://www.ed.gov/offices/OSFAP/defaultmanagement/cdr.html .	2.6-1 – 2.6-1A