

Electronic Cohort Default Rate Appeals (eCDR Appeals)

What's New

Version 5.1.0

8/30/2019

DOCUMENT VERSION HISTORY

Versio n	Release Date	Summary of Changes	Name
5.0	9/6/2015	Initial release of What's New guide. Publication targeted to coincide with the technology stack upgrade to be placed in production for the Official CDR Cycle in Fall 2015 (Release 5.0).	Federal Student Aid TO-ADG Business Analysis Team
5.1	9/22/2019	Updated information to describe changes to official cycle user guides	Federal Student Aid CIO Application Support Team

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Introduction

Background

Consistent with law, the U.S. Department of Education (the Department) provides Schools the opportunity to file challenges, adjustments and appeals to their published Draft and Official Cohort Default Rates (CDR). The Electronic Cohort Default Rate Appeals (eCDR Appeals) system is a Web-based application that facilitates the exchange of information between parties for four of the challenge/appeal processes:

- Incorrect Data Challenge (IDC)
- Uncorrected Data Adjustments (UDA)
- New Data Adjustments (NDA)
- Loan Servicing Appeals (LSA)

In 2015, the Department completed an upgrade of the technical components of the eCDR Appeals, resulting in usability enhancements and improved screen layouts. At the time, the user guides were not updated. The recent release of eCDRAppeals includes updated user guides for UDA, NDA, and LSA. The purpose of this “What’s New with eCDR Appeals” (What’s New) user guide is to summarize these changes in a single location.

User Guide Changes

Applicability

The changes apply to the Uncorrected Data Adjustments (UDA), New Data Adjustments (NDA), and Loan Servicing Appeals (LSA) user guides.

Intended use and structure

The original guides were structured to reflect the workflow that case processing takes. This was primarily because it was written for a brand-new system. As the system is mature and users have become experienced, the user guides have been rewritten to be used more as a reference book. Something for users to look up in case of doubt or to see a description of an unfamiliar function.

The user guides have four main chapters. One for functions and features that are common to all types of users; one for school users only; one for Data Managers only; and one for FSA users only. Many functions are the same for each type of users but have different outcomes or have noticeable differences in detail, this is the reason they are in the chapters for specific user types and not the chapter for all users.

Navigation

The basic organizing principle of the user guides is from general to the specific. First identify the user type, school, Data Manager, FSA user. Then what kind of record is being looked up, cases, a specific case, actions for a case, contents of a case, sub-records (e.g. adjustment, Isappeal, etc...), sub-sub records.

The easiest way to find something is to start at the table of contents. There are also links within the sections in each chapter that will take the user to more detailed description or to related functions.

Case workflow actions

Case workflow actions typically change the status of appropriate for the case and workflow step. For example, the Certify action is available. When the certify action is "Certified" and the Submit action becomes available. The case workflow actions section is shown in Figure 18.

Link to section explaining how to certify NDA for submission

The possible workflow actions for a school user are listed below:

Certify (see [CERTIFYING THE NDA FOR DATA MANAGER](#))

Submit (see [SUBMITTING THE NDA TO DATA MANAGER](#))

Certify for FSA (see [CERTIFYING THE NDA FOR FSA](#))

Submit to FSA (see [SUBMITTING THE NDA TO FSA](#))

Withdraw (see [WITHDRAWING NDA](#))

Figure 1 Links to other sections

Other Changes

The format of the user guides has been updated to conform to the current FSA look and feel. The descriptions and screen captures have also been updated to reflect the most recent release of eCDRAppeals.