



## Technical Update LLS-2011-04

November 21, 2011

### New Lender/Lender Servicer Loan Exit Counseling Summary Report

*This information is intended for the person in your organization who is responsible for working with the National Student Loan Data System (NSLDS). Please ensure the appropriate person receives this update.*

#### Introduction

On March 28, 2010, we enhanced the [NSLDS Student Access](#) Web site to offer a new exit counseling tool for federal student loan borrowers in both the William D. Ford Federal Direct Loan (Direct Loan) and Federal Family Education Loan (FFEL) programs. This new tool provides a single exit counseling session for Direct Loan borrowers, for FFEL-only borrowers, and for borrowers who have received a combination of loans from both programs. In addition, we enhanced the [NSLDS Professional Access](#) Web site to offer lenders and lender servicers a new Loan Exit Counseling Completion report to identify borrowers who have completed the Loan Exit Counseling session. This technical update provides information on a new Loan Exit Counseling Summary Report for lenders and servicers.

**Note:** In order to request this report, lenders and lender servicers must complete the existing verification process for NSLDS user access and agree to adhere to the Privacy Act and NSLDS Rules of Behavior. If a relationship between the borrower and the organization does not exist in NSLDS, the lender or lender servicer must acknowledge that they have a substantially established business relationship with the borrower.

#### Exit Counseling Summary Report

Lenders and lender servicers have access to a new summary-level report of student borrowers whose loans they hold or service. This report provides data to determine students' completion of a loan exit counseling session, but not the contact information details provided during the session. To request the report, log on to [NSLDS Professional Access](#) Web site. The report is available from the Report List page accessed from the Report Tab. Similar to the Loan Exit Counseling Completion Results report, it can be obtained on request (ad-hoc). The report can be requested either by Date or SSN, depending on the need of the lender and/or lender servicer.

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www.FederalStudentAid.ed.gov  
1-800-4-FED-AID

START HERE  
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FEDERAL STUDENT AID

National Student Loan Data System (NSLDS)

Menu Aid Enroll Org Report

Report List | Web Report List

Logged on as: LSTST3 LENDER SERV from AMERICAN EDUCATION SERVICES

Report List

Search Report ID:  Submit

	Report ID	Names	Log Page
1	DRC050	SERVICER CDR HIST RPT	
2	EXTCD2	LOAN EXIT COUNSEL. SUMMARY BY DATE	
3	EXTCS2	LOAN EXIT COUNSEL. SUMMARY BY SSN	
4	EXTC02	EXIT COUNSELING COMPLETION RESULTS	

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Both summary reports (By Date or By SSN) are available in either standard fixed width or pre-formatted report. The extract or pre-formatted report is sent to the Student Aid Internet Gateway (SAIG) mailbox associated with the User ID requesting this report. The message class used is based on request parameters.

- EXSMFFOP – Summary extract with ‘Extract’ as the report Type
  - Report ID\*: EXTCD2 (by Date), EXTCS2 (by SSN)
- EXSMFMOP – Summary pre-formatted report with ‘Report’ as the report Type
  - Report ID\*: EXTCD2 (by Date), EXTCS2 (by SSN)

**\*Note:** Report IDs are identified as part of the header record of all ‘Standard’ (Fixed Width) extracts and on the upper left-hand side of pre-formatted reports.

### Loan Exit Counseling Summary By Date

The Date option provides the requested Loan Exit Counseling summary results by date range, either by selecting a "Beginning Date" and an "Ending Date" or by selecting a set number of days in the past, for the “Completed in Past” option.

As shown below, complete the parameters for the output Type of Extract or Report. The user can specify a particular school OPEID and branch ID, leave the asterisks (\*) for all schools and school branches, or enter a six-digit school OPEID and leave the asterisk (\*) in the School Branch ID field to receive loan exit counseling summary records at the six-digit OPEID level. The user can also designate a date range or leave the default dates to receive all cumulative records, or select a Completed In Past (10, 30, 60, 90 and 120 days) option. The user may also choose a sort order of SSN or Last Name/First Name.

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FEDERAL STUDENT AID

National Student Loan Data System (NSLDS)

Menu Aid Enroll Org Report

Report List | Web Report List

Logged on as: LSTST3 LENDER SERV from AMERICAN EDUCATION SERVICES

ID: EXTC02 Type: --Select--  
Name: LOAN EXIT COUNSEL. SUMMARY BY DATE

Return to Report List Go to Report Log

**Report Parameters**

SCHOOL ID: \*  Org Search

SCHOOL BRANCH ID: \* 99

LENDER/LENDER SERVICER ID: 700100

COMPLETED IN PAST: USE BEG/END DT  
--Select--

BEGINNING DATE: USE BEG/END DT /CCYY  
10 DAYS  
30 DAYS  
60 DAYS  
90 DAYS  
120 DAYS

ENDING DATE: /CCYY

Sort By:

Output Medium: SAIG

Submit

A sample of the pre-formatted Summary report sent through the SAIG is outlined below:

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REPORT ID: EXTC02  
PAGE # : 1

U.S. DEPARTMENT OF EDUCATION  
NATIONAL STUDENT LOAN DATA SYSTEM (NSLDS)  
LOAN EXIT COUNSELING SUMMARY

DATE: MM/DD/CCYY  
TIME: HH:MM:SS

REPORT PARAMETERS: SCHOOL CD : \*  
BRANCH CD : \*  
LEN/LEN SVR ID: 700100  
COMPLETED : XX DAYS  
BEGIN DATE : MM/DD/CCYY  
END DATE : MM/DD/CCYY

SSN	NAME	OPEID	EXIT COMPLETION DATE
999-99-9999	XXXXXXXXXXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXX XXXXXX	XXXXXXXXXX	MM/DD/CCYY HH:MM:SS PM
999-99-9999	XXXXXXXXXXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXX XXXXXX	XXXXXXXXXX	MM/DD/CCYY HH:MM:SS AM
999-99-9999	XXXXXXXXXXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXX XXXXXX	XXXXXXXXXX	MM/DD/CCYY HH:MM:SS PM
999-99-9999	XXXXXXXXXXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXX XXXXXX	XXXXXXXXXX	MM/DD/CCYY HH:MM:SS AM
999-99-9999	XXXXXXXXXXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXX XXXXXX	XXXXXXXXXX	MM/DD/CCYY HH:MM:SS PM

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### Loan Exit Counseling Summary By SSN

The SSN option provides the requested Loan Exit Counseling summary results by borrower SSN. Up to 19 separate SSNs can be requested at a time.

As shown below, complete the parameters for the output Type of Extract or Report. The user can specify a particular school OPEID and branch ID, leave the asterisks (\*) for all schools and school branches, or enter a six-digit school OPEID and leave the asterisk (\*) in the School Branch ID field to receive loan exit counseling summary records at the six-digit OPEID level. The user can enter up to 19 student SSNs. At least one SSN must be entered.

START HERE  
GO FURTHER  
FEDERAL STUDENT AID

National Student Loan Data System (NSLDS)

Menu Aid Enroll Org Report

Report List | Web Report List

Logged on as: LSTST3 LENDER SERV from AMERICAN EDUCATION SERVICES

ID: EXTCS2 Type: --Select--  
Name: LOAN EXIT COUNSEL. SUMMARY BY SSN

Return to Report List Go to Report Log

### Report Parameters

SCHOOL ID: \*  Org Search

SCHOOL BRANCH ID: \*  99

LENDER/LENDER SERVICER ID: 700100

SSN 01:

SSN 02: ?

SSN 03: ?

SSN 10: ?

SSN 17: ?

SSN 18: ?

SSN 19: ?

Sort By: 1 SSN

Output Medium: SAIG

Submit

A sample of the pre-formatted Summary report sent through the SAIG is outlined below:

PRIVACY ACT OF 1974 (AS AMENDED)

REPORT ID: EXTCS2  
PAGE # : 1

U.S. DEPARTMENT OF EDUCATION  
NATIONAL STUDENT LOAN DATA SYSTEM (NSLDS)  
LOAN EXIT COUNSELING SUMMARY

DATE: MM/DD/CCYY  
TIME: HH:MM:SS

REPORT PARAMETERS: SCHOOL CD : \*  
BRANCH CD : \*  
LEN/LEN SVR ID: 700100  
SSN : 999-99-9999, 999-99-9999, 999-99-9999, 999-99-9999, 999-99-9999,  
999-99-9999, 999-99-9999, 999-99-9999, 999-99-9999, 999-99-9999,  
999-99-9999, 999-99-9999, 999-99-9999, 999-99-9999, 999-99-9999,  
999-99-9999, 999-99-9999, 999-99-9999, 999-99-9999

SSN	NAME	OPEID	EXIT COMPLETION DATE
999-99-9999	XXXXXXXXXXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXXXX, XXXXX	XXXXXXXXXX	MM/DD/CCYY HH:MM:SS PM
999-99-9999	XXXXXXXXXXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXXXX, XXXXX	XXXXXXXXXX	MM/DD/CCYY HH:MM:SS PM
999-99-9999	XXXXXXXXXXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXXXX, XXXXX	XXXXXXXXXX	MM/DD/CCYY HH:MM:SS PM
999-99-9999	XXXXXXXXXXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXXXX, XXXXX	XXXXXXXXXX	MM/DD/CCYY HH:MM:SS PM
999-99-9999	XXXXXXXXXXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXXXX, XXXXX	XXXXXXXXXX	MM/DD/CCYY HH:MM:SS PM

PRIVACY ACT OF 1974 (AS AMENDED)

Both Summary reports (By Date and By SSN) generate the same layout for the results.

The extract record layouts are available on the [NSLDS Record Layouts page of the Information for Financial Aid Professionals \(IFAP\) Web site](#).

**Reminder:** Lenders and lender servicers receiving reports via the SAIG that contain students' personally identifiable information (PII) must take all necessary precautions to ensure the sensitive data is not inappropriately exposed or shared.

*If you have any questions, please contact the NSLDS Customer Support Center at 800/999-8219 or by e-mail at [NSLDS@ed.gov](mailto:NSLDS@ed.gov).*