

Teacher Cancellation Low Income Directory

Teacher Cancellation Low Income Directory User Guide

July 2015



Teacher Cancellation Low Income Directory

Contents

Background Information	1
The TCLI Directory	1
Contact Information	1
How to Register a New State/Territory Liaison User	2
Logging in to the TLCI Web Site for the First Time	5
Updating the State Contact Info	8
Updating the TCLI Directory	9
Updating or Deleting Existing Individual School Data Entries	10
Adding New School or Educational Service Agency Data Entries	12
Downloading, Updating and Uploading the Entire State Directory	13
How the Public Uses the TCLI Directory	19

July 2015 i

Background Information

This guide provides an orientation for new users and a review for experienced users who are the State and Territory Teacher Cancellation Low Income Directory (TCLI) Contacts.

Each July, the Department of Education (the Department) Federal Student Aid (FSA) Liaison sends an e-mail message to the State and Territory Liaisons to remind them to update the TCLI Directory for the new school year.

The TCLI Directory

Eligibility requirements for teachers to receive loan cancellation or forgiveness under the Federal Perkins Loan (Perkins Loan) Program, the Federal Family Education Loan (FFEL) Program, and the William D. Ford Federal Direct Loan (Direct Loan) Program is that they must teach at a school or educational service agency serving low-income families that is listed in the TCLI Directory. In addition, teaching at a low-income school or educational service agency listed in the TCLI Directory is one of the requirements for satisfying the service obligation under the Teacher Education Assistance for College and Higher Education (TEACH) Grant Program. If a State or Territory does not update its list of low-income schools and educational service agencies, Perkins Loan, FFEL, and Direct Loan borrowers and TEACH Grant recipients who teach in the state may not receive federal program benefits to which they may be entitled.

The Department of Education provides authorized state officials the ability to electronically update the list of schools and educational service agencies that serve low-income families at any time. Although authorized state officials are the only ones who can use the "Login" button to update the information, the TCLI Directory may be searched by anyone (including post-secondary schools, loan holders and the public) by using the "Search" button on the home page.

Instructions explaining how state and territory officials update the TCLI Directory as well as examples of how the public uses the TCLI Directory are included in this guide.

We appreciate your efforts to keep the TCLI Directory current so that students can receive these important benefits.

Contact Information

We hope this information is helpful to you. If you have additional questions about the TCLI Directory requirements or procedures, contact the Campus-Based Call Center at 877/801-7168. Customer service representatives are available Monday through Friday from 8:00 A.M. until 8:00 P.M. (ET). You may also e-mail CBFOB@ed.gov.

Grants & Campus-Based Division Federal Student Aid

How to Register a New State/Territory Liaison User

- Access the TCLI Web site at www.TCLI.ed.gov.
- 2. Scroll down the page and click the **Login** button.



Teacher Cancellation Low Income Directory

This site has been found to be compliant by the U.S. Department of Education in support of its obligations under Sections 504 and 508 of the Rehabilitation Act of 1973, 29 U.S.C. 794 and 794d, for the current School Year (2015-16) application.

For assistance, contact the Campus-Based Call Center toll free at 1-877-801-7168. Representatives are available Monday through Friday from 8:00 a.m. to 8:00 p.m. You may also e-mail the Call Center at cbfob@ed.gov.

Welcome to the Teacher Cancellation Low Income Directory Web site for Federal Student Aid.

Privacy Policy | State Contact Information | Contact Us

Warning: This is a United States Department of Education computer system, which may be accessed and used only for official Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, chill and/or administrative action.

This Web site only lists eligible Title I low-income schools and educational service agencies by state—It does not provide any loan cancellation (forgleness) forms. To locate the appropriate cancellation form for a Federal Family Education Loan (FFEL) or a William D. Ford Federal Direct Loan (Direct Loan), please go to www.ifap.ed.gov and enter "Loan Forglveness" in the search box. For a Federal Perkins Loan cancellation form, you must contact the school that made your loan. For further loan cancellation assistance, contact the lender or school that made your loan.

Paperwork Burden Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is 1845–0977. The time required to complete this information collection is estimated to average 120 hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Education, Washington, D.C. 20202-4537. If you have comments or concerns regarding the status of your individual submission of this form, write directly to: Grants & Campus-Based Division, Federal Student Ald, Union Center Plaza, 830 First Street, NE, Washington, D.C. 20202-450.

This site contains the TCLI program, developed by the U.S. Department of Education, enabling state and territorial education agencies to report to the Department low-income elementary and secondary schools and educational service agencies that qualify teachers for cancellation under the Federal Perkins/National Direct Student Loan, Federal Family Education Loan (FFEL), and William D. Ford Federal Direct Loan (DL) programs.



COMMON QUESTIONS

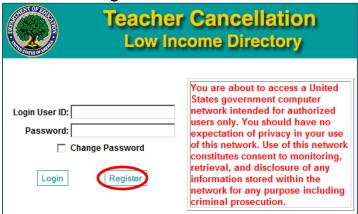
How do I access the information in the TCLI Directory?

If you are a member of the public (such as a student, teacher, or a college) searching to see that an elementary or secondary school or an educational service agency is listed in the Directory to qualify a teacher for loan cancellations or TEACH Grant service obligations, just click the Search button above and narrow your search by state or school name.

How do I know if my loan can be forgiven or cancelled?

For information on how to find out if your loan can be forgiven or cancelled, and how to apply to Teacher Loan Forgiveness or Teacher Loan Cancellation, please review the Forgiveness, Cancellation, and Discharge link on the Federal Student Aid Web site.

Click on the Register button.



4. The New User Registration Form becomes available. (Complete the form as described below – see screenshot on next page.)

Complete all fields.

The Reset Phrase is particularly important.

- Choose a question from the drop down list.
- Provide a response that you will remember. The response to this question is required in order to complete your registration.
- A User ID and a temporary password will be provided to you by the Federal Student Aid TCLI Liaison when the registration process is complete.
- If you forget your Reset Phrase or cannot provide it verbally to the Federal Student Aid TCLI Liaison exactly as you typed it, you will be asked to re-register and start the process over.
- 5. After completing the fields, click on the **Register** button.



Teacher Cancellation Low Income Directory

New User Registration

If you only need to search the Teacher Cancellation Low Income Directory, $\underline{\text{click}}$ here.

Who needs to register?

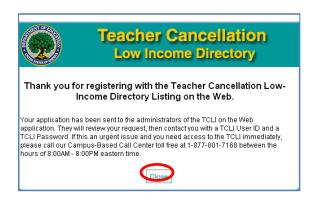
Only those representatives designated by their state to update the Teacher Cancellation Low Income directory are permitted access to maintain state data.

Other than registering, what else needs to be done before I can be granted access? Each state education agency must send a letter to the Security Officer for TCLI on the Web. This letter, on agency letterhead, must include the name and contact information for the person or persons at the agency who will access TCLI on the Web on the agency's behalf. Once this letter has been received, you will be contacted and asked to provide the correct Reset Phrase Response. You will then be granted a user id and temporary password. The agency must send this letter to:

Teacher Cancellation Low Income Directory Grants and Campus-Based Division U.S. Department of Education Union Center Plaza, Room 64F2 830 First Street, NE Washington, DC 20202-5433

* First Name:		
* Last Name:		
Reset Phrase:	What was the name of your elementary school?	•
* Response:		
* Confirm Response:		
	(Used only for unlocking accounts)	
* State Representing:	AT.ACDA	
Job Title:		
* Agency Address:		
Agency Address #2:		
* City:		
* State:	ALASKA	
* ZIP Code:		
* Phone:		
* E-mail:		
* Confirm E-mail:		
	Register Cancel	

6. You will receive a confirmation message. Then close the screen by clicking on the **Close** button.



7. After completing the online registration, you must send a letter on your agency letterhead to the Grants & Campus-Based Division. The letter must include the name and contact information for the person or persons at the agency who will access the TCLI Web site on the agency's behalf. This letter should be sent to:

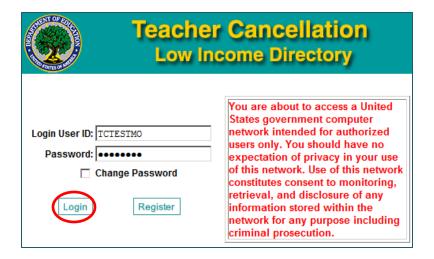
Teacher Cancellation Low Income Directory Grants and Campus Based Division U.S. Department of Education Union Center Plaza, Room 64F2 830 First Street, NE Washington, DC 20202-5453

You will then be contacted by the FSA TCLI Liaison who will confirm your Reset Phrase response and provide your user ID and temporary password.

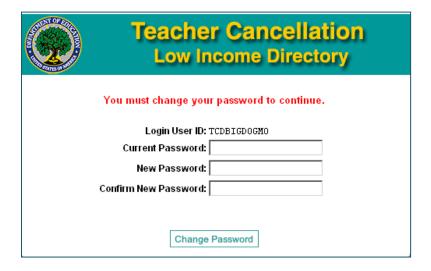
Note: Please specify in the letter if the new user will replace a prior state user, and/or whether the new user's access should be in addition to any existing state users.

Logging in to the TLCI Web Site for the First Time

- 1. Access the TCLI Web site at www.TCLI.ed.gov.
- 2. Scroll down the page and click on the **Login** button on the home page.
- 3. Enter your user ID and temporary password, then click on the **Login** button.



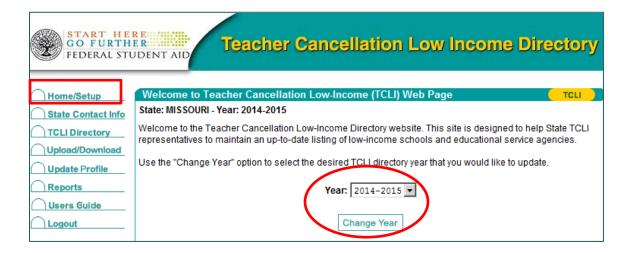
4. You will be prompted to change your password.



- 5. Enter you current (temporary) password
 - a. Enter your new password and confirm it by typing it again in the "Confirm New Password" box.
 - Note: The password must contain at least two alphabetic characters, one numeric character or one special character and be at least eight (8) characters long.
 - b. Click on the "Change Password" box.

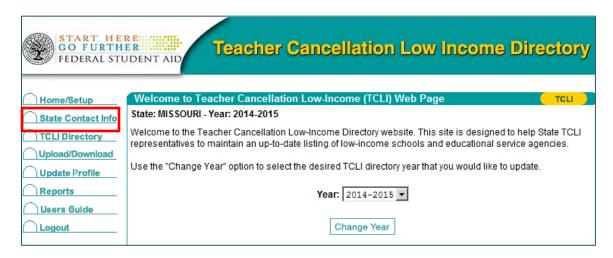
6. After completing the change to a permanent password, the Home/Setup page of the TCLI Web site is displayed. You will have access only to your state.

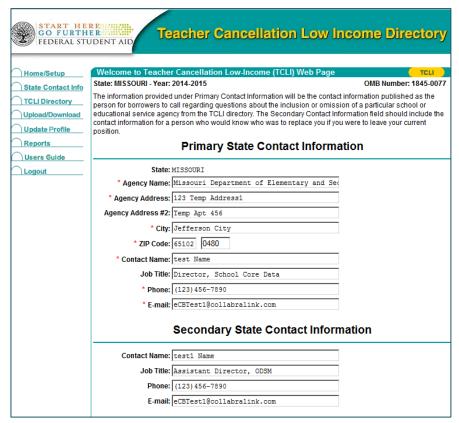
The Year display will default to the current year. To work with a different year, use the drop down box to select the year you want, then click on the **Change Year** button.



Updating the State Contact Info

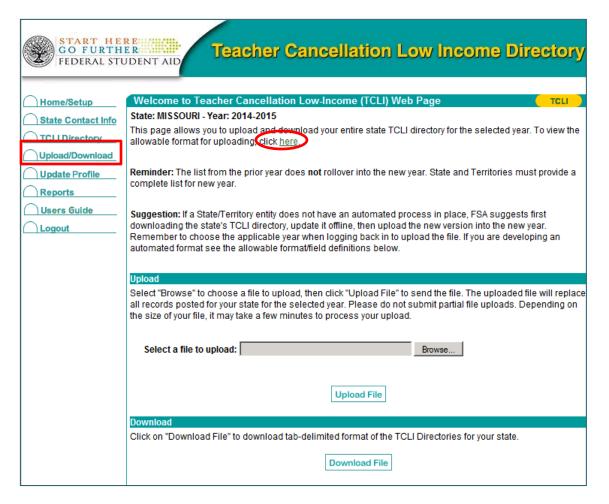
The State Contact Info selection allows you to update the primary and secondary State/Territory contact responsible for updating the TCLI Directory. The primary contact is the person the Department will contact with new and updated information concerning the TCLI Directory. When that duty changes in the State/Territory office, the information must be updated in the TCLI Directory.





Updating the TCLI Directory

Your state's TCLI Directory must be updated each year with all low income schools and educational service agencies for that year. You can add/delete/and update specific schools and educational service agencies individually for any of the years (see page 11). Please note that the prior year list does not roll over into the new year. We recommend that if you do not have an automated system within your procedures, that you download the prior year list, update it, and then upload it into the new year (see page 13). If you are developing automated procedures, the allowable format is available online through a link on the Upload/Download page:



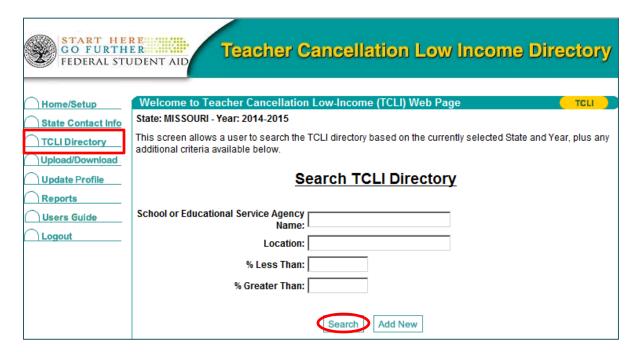
You can update your state's TCLI Directory by:

- Updating or deleting a school or educational service agency in the Directory one at a time,
- Adding a new school or educational service agency one at a time, or
- Downloading your state's list, updating it, then uploading it back to the TCLI Directory (Recommended).

Updating or Deleting Existing Individual School Data Entries

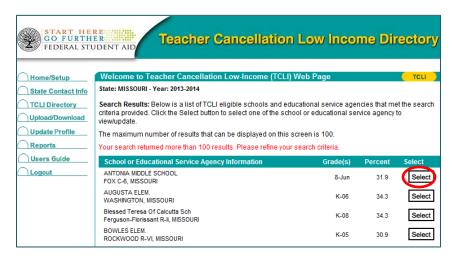
Click on the TCLI Directory link on the Menu located on the left side of the page.
 To update or delete just one or a few schools and educational service agencies, you can narrow your search by entering data in the search fields.

To see your state's entire current list, click the **Search** button.

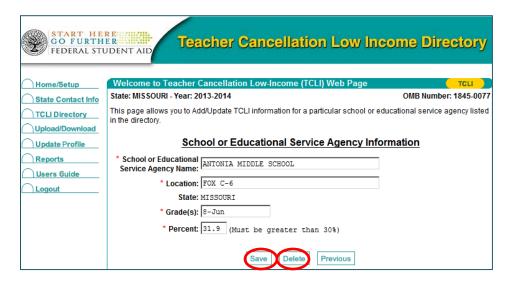


2. Your state's entire list of schools and educational service agencies currently in the TCLI Directory will be displayed.

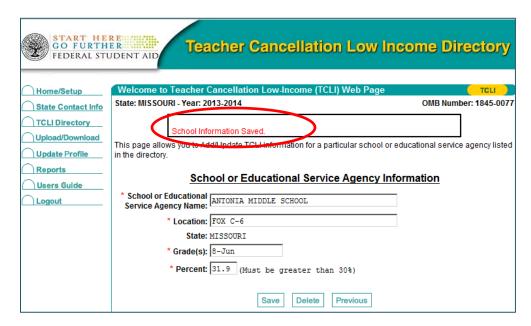
Click on the **Select** button to the right of the school you want to update or delete. The data fields for that school or educational service agency will be displayed.



3. Update them as needed, then click the **Save** button. If you want to delete the selected school or educational service agency, click the **Delete** button.

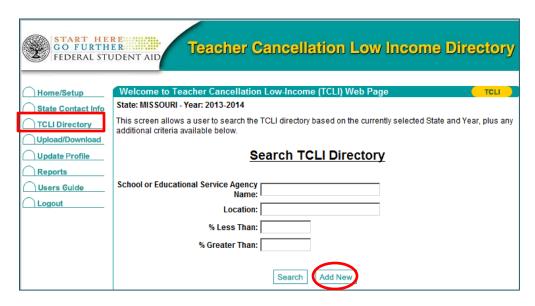


4. A confirmation message will be displayed.

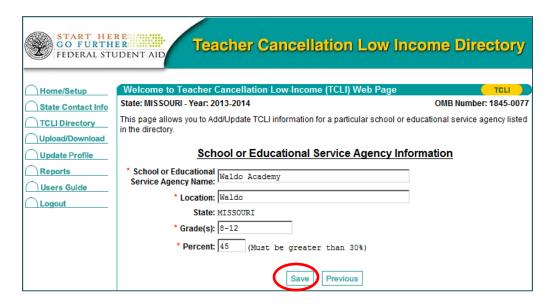


Adding New School or Educational Service Agency Data Entries

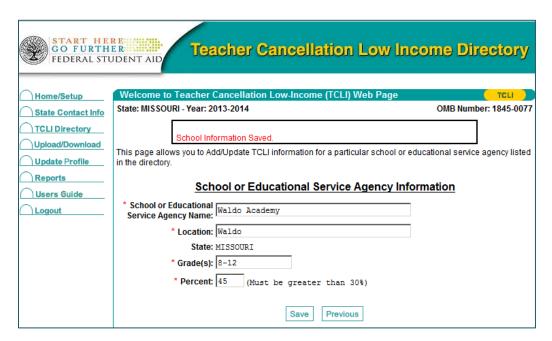
Click on the TCLI Directory link on the Menu located on the left side of the page.
 The Search TCLI Directory screen is displayed. Click the Add New button.



2. A blank School or Educational Service Agency Information screen will be displayed. Complete the information and click the **Save** button.



3. A confirmation message is displayed.



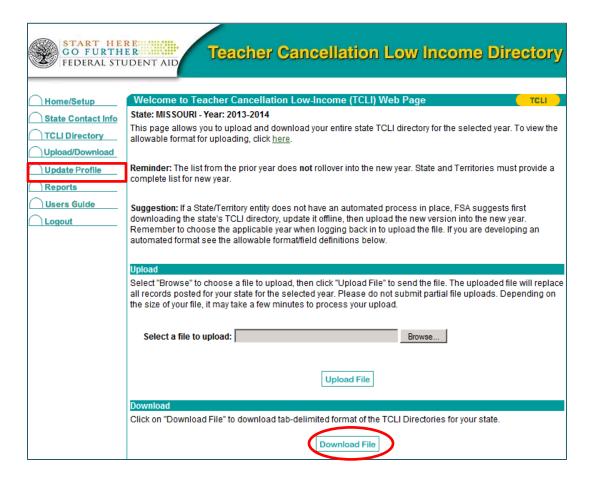
Downloading, Updating and Uploading the Entire State Directory

An efficient way to review your state's list of schools and educational service agencies data is to:

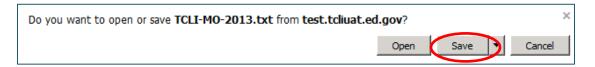
- download the file,
- convert it to an Microsoft Excel spreadsheet,
- review, update, and add information,
- convert the updated spreadsheet to a tab-delimited text file, and
- upload the file back to the TCLI Directory.

Step-by-step instructions are provided below:

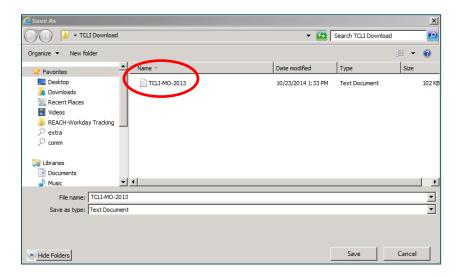
- 1.
- a. Click on the Upload/Download link on the Menu located on the left side of the page. The Upload/Download screen is displayed.
- b. Click on the **Download File** button.



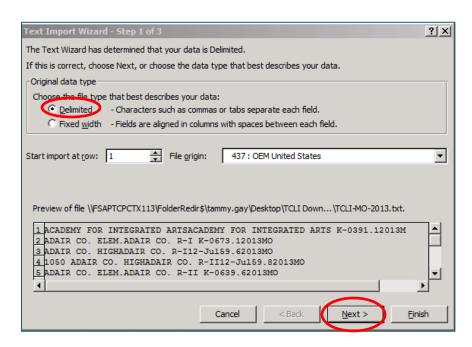
2. Save the file to a place on your hard drive where you can find it.



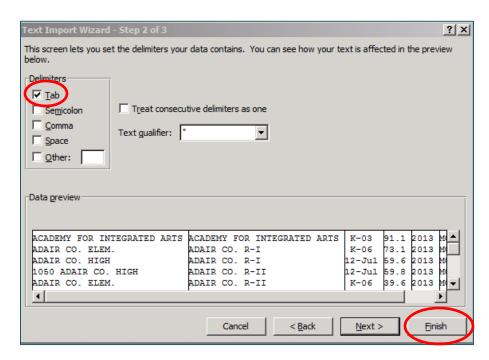
3. Note the naming convention. The file downloaded in this example is the Missouri 2013 TCLI file in text format (TCLI-MO-2013.txt).



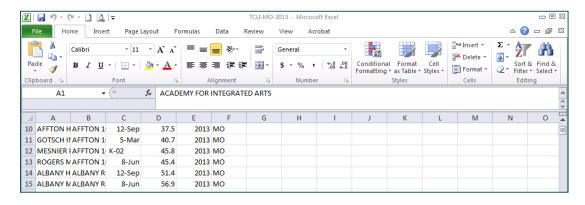
- 4. Convert the downloaded text file to a Microsoft Excel file.
 - a. Using Microsoft Excel, open the downloaded file.
 - b. If you don't see your file, ensure that "All Files" is selected.
 - c. Microsoft Excel will recognize that the file is not an Excel spreadsheet and will require some selections to be made.
 - d. Select **Delimited**. Then click on **Next**.



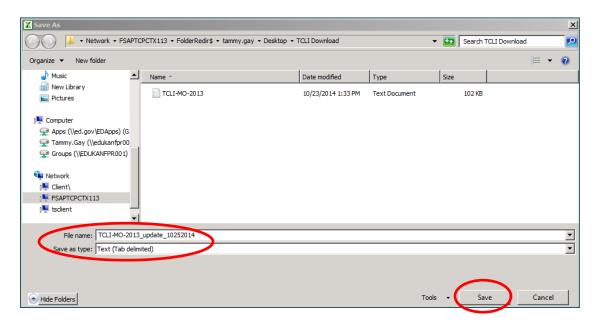
e. At the next screen, check the box for **Tab** Delimiters. Then click on **Finish**.



f. Your current list of schools and educational service agencies in the TCLI Directory is now in a Microsoft Excel spreadsheet.

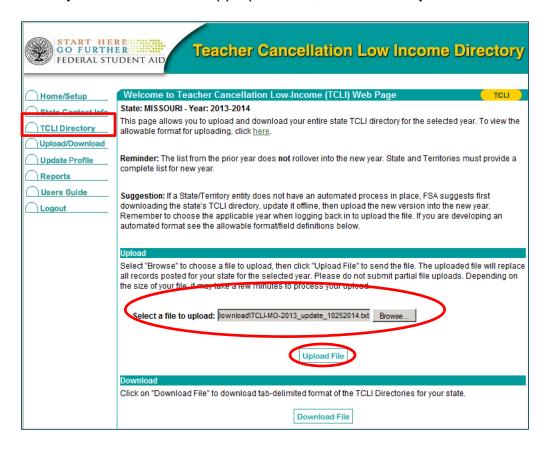


- 5. Update, add, and delete data as needed. Save the file as a Microsoft Excel spreadsheet as a backup until you have completed the upload.
- 6. With the updated spreadsheet open, save the file as a Tab-Delimited.txt file. Name the file appropriately so you know what it is.

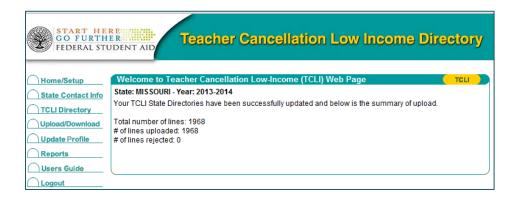


You may receive a warning that the file may contain features incompatible with text. Click 'yes' to keep it in the selected Text (Tab delimited) format.

- 7. Upload the file to the TCLI Directory.
 - a. Click the Upload/Download link on the menu located on the left side of the page. The Upload/Download page is displayed.
 - b. From the Upload/Download main screen click on the **Browse** button to select the file you have updated and now want to upload.
 - c. When you've selected the appropriate file, click on the **Upload File** button.



d. When the file is finished uploading, a message indicating a successful upload will be displayed.

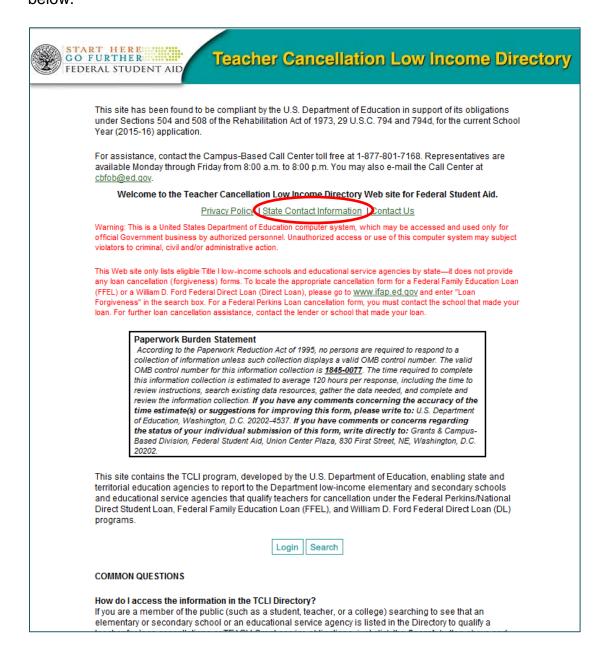


How the Public Uses the TCLI Directory

The TCLI home page (<u>www.tcli.ed.gov</u>) is available to everyone. The public cannot update school and educational service agency data for a state, but can use the Web site to research state and school and educational service agency information.

State Contact Information

By clicking on the **State Contact Information** link on the home page, the public can view the listing of all of the State/Territory contacts for the TCLI Directory as shown below.





Teacher Cancellation Low Income Directory

State Contact Information

State	Agency Name	Address	Primary Contact		Phone	Email
ALABAMA	Alabama State Department of Education	123 Temp Address1, Montgomery, AL 36104	test Name	Federal Programs Administrator	(123) 456- 7890	eCBTest1@collabralink.com
ALASKA	Alaska Department of Education & Early Development	123 Temp Address1, Juneau, AK 99811-0500	test Name	School Finance Specialist II	(123) 456- 7890	eCBTest1@collabralink.com
AMERICAN SAMOA	American Samoa Department of Eductaion	123 Temp Address1, Pago Pago, AS 96799	test Name	Not provided	(123) 456- 7890	eCBTest1@collabralink.com
ARIZONA	State of Arizona Department of Education	123 Temp Address1, Phoenix, AZ 85012	test Name	Program Specialist	(123) 456- 7890	eCBTest1@collabralink.com
		123 Temp				

Search the TCLI Directory

By clicking on the **Search** button on the home page, the public can search for schools and educational service agencies listed in the TCLI Directory.



Teacher Cancellation Low Income Directory

This site has been found to be compliant by the U.S. Department of Education in support of its obligations under Sections 504 and 508 of the Rehabilitation Act of 1973, 29 U.S.C. 794 and 794d, for the current School Year (2015-16) application.

For assistance, contact the Campus-Based Call Center toll free at 1-877-801-7168. Representatives are available Monday through Friday from 8:00 a.m. to 8:00 p.m. You may also e-mail the Call Center at cbfob@ed.qov.

Welcome to the Teacher Cancellation Low Income Directory Web site for Federal Student Aid.

Privacy Policy | State Contact Information | Contact Us

Warning: This is a United States Department of Education computer system, which may be accessed and used only for official Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action.

This Web site only lists eligible Title I low-income schools and educational service agencies by state—it does not provide any loan cancellation (forgiveness) forms. To locate the appropriate cancellation form for a Federal Family Education Loan (FFEL) or a William D. Ford Federal Direct Loan (Direct Loan), please go to Www.ifap.ed.gov and enter "Loan Forgiveness" in the search box. For a Federal Perkins Loan cancellation form, you must contact the school that made your loan. For further loan cancellation assistance, contact the lender or school that made your loan.

Paperwork Burden Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is <u>1845-0077</u>. The time required to complete this information collection is estimated to average 120 hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Education, Washington, D.C. 20202-4537. If you have comments or concerns regarding the status of your individual submission of this form, write directly to: Grants & Campus-Based Division, Federal Student Aid, Union Center Plaza, 830 First Street, NE, Washington, D.C. 20202-20202.

This site contains the TCLI program, developed by the U.S. Department of Education, enabling state and territorial education agencies to report to the Department low-income elementary and secondary schools and educational service agencies that qualify teachers for cancellation under the Federal Perkins/National Direct Student Loan, Federal Family Education Loan (FFEL), and William D. Ford Federal Direct Loan (DL) programs.



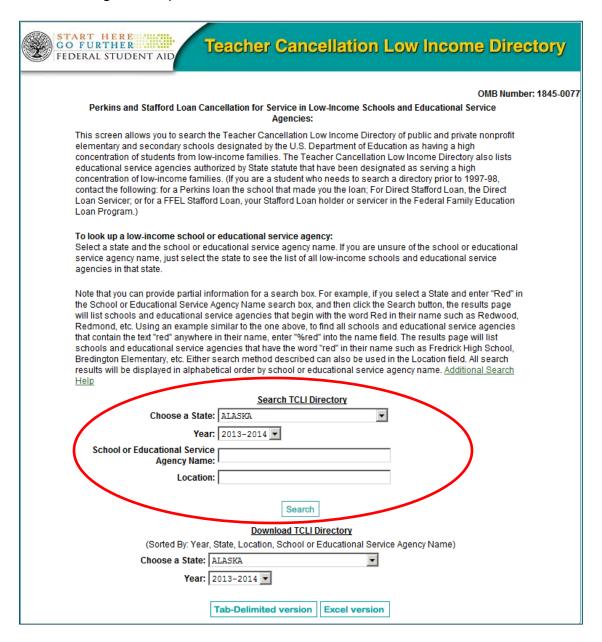
COMMON QUESTIONS

How do I access the information in the TCLI Directory?

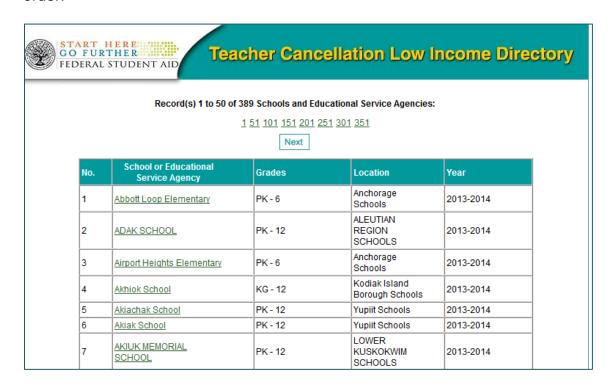
If you are a member of the public (such as a student, teacher, or a college) searching to see that an elementary or secondary school or an educational service agency is listed in the Directory to qualify a

Example: On line search results for Alaska 2013-2014

Users must select a state and the year and then have the option to also narrow their search to a specific school or Educational Service Agency or a specific location. Help is provided on the screen. There is a link for additional search help that provides details for narrowing search parameters.

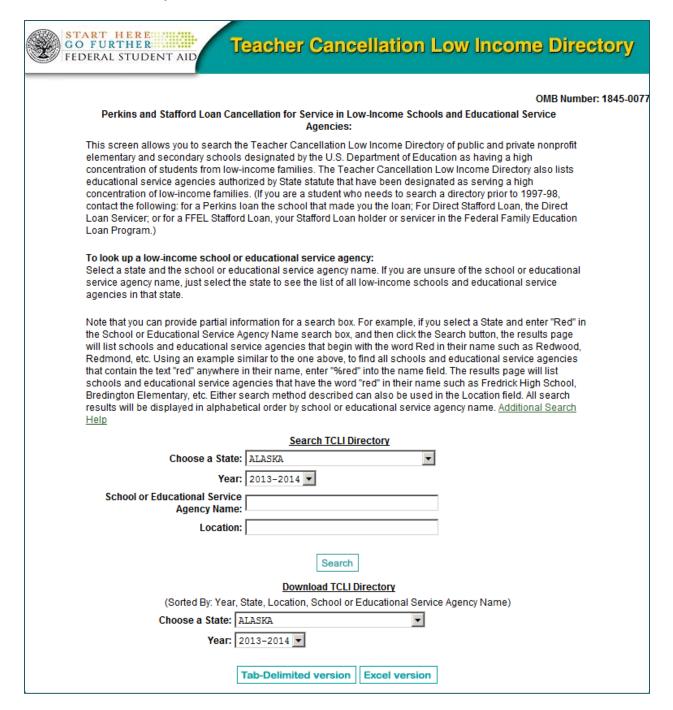


As shown below, the results of this search for all schools in Alaska for 2013-2014 results in a list of 351 schools and Educational Service Agencies listed in alphabetical order.



Download Reports

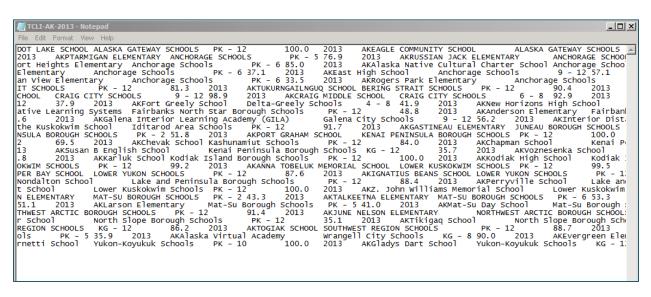
Public users can choose to search the TCLI Directory online or download a report based on state and year in either a Tab-Delimited or Microsoft Excel version.



Example: Download Tab-Delimited file



A Tab-Delimited file is normally saved to a hard drive and then imported into a software application that reads and formats the data.



Example: Download Microsoft Excel file

A Microsoft Excel download captures the data within a Microsoft Excel Worksheet where it is ready to be formatted by the user.

