

## Request for Records Disposition Authority

Records Schedule Number      DAA-0330-2013-0017  
Schedule Status                Approved  
  
Agency or Establishment        Office of the Secretary of Defense  
Record Group / Scheduling Group   Records of the Office of the Secretary of Defense  
Records Schedule applies to    Department-wide  
Schedule Subject                DoD Postsecondary Education Complaint System (PECS) Master file  
Internal agency concurrences will be provided      No

### Background Information

The DoD Postsecondary Education Complaint System (PECS) provides Uniformed Service Members, spouses, and family members receiving federal financial aid for postsecondary education, the opportunity to file formal complaints when educational institutions fail to follow the principals in Executive Order 13607, "Establishing Principles of Excellence for Educational Institutions Serving Service Members, Veterans, Spouses, and Other Family Members." PECS serves as a collaborative environment that permits DoD personnel the ability to track, manage, and process submitted complaints to meet the requirements of the executive order. Closed or escalated compliant cases are deposited in the Federal Trade Commission's (FTC) Consumer Sentinel System, which serves as a records repository for viewing by authorized users from the Departments of Justice, Education, Veterans Affairs, and DoD.

### INPUTS:

Consists of electronic submissions entered by the student or their representative via the DoD Postsecondary Education Complaint Intake Form. Case managers will review and enter data and can upload information related to the complaint and its status.

### OUTPUTS:

Case managers can run ad hoc reports maintained in accordance with GRS 20 , Item 16 (N1-GRS-07-4, item 3.2). System generated e-mail notifications are sent to appropriate Department points of contact regarding the status of the case. Status notifications are transitory and maintained in accordance with GRS 23, Item 7 (N1-GRS-04-5, item 1). A copy of the closed complaint cases is transferred to the FTC's Consumer Sentinel System to facilitate viewing of information by authorized users.

**SYSTEM INTERFACES:**

DoD PECS records will be sent to the Federal Trade Commission's Consumer Sentinel System, which serves as a records repository for viewing by authorized users from the Departments of Justice, Education, Veterans Affairs, and Defense, and Consumer Financial Protection Bureau.

**SYSTEM DOCUMENTATION:**

System documentation is maintained in accordance with GRS 20 Item 11.a (1) (N1-GRS-07-4, Item 11a1).

Item Count

Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items
1	0	1	0

GAO Approval

## Outline of Records Schedule Items for DAA-0330-2013-0017

Sequence Number	
1	DoD Postsecondary Education Complaint System (PECS) Master file Disposition Authority Number: DAA-0330-2013-0017-0001

## Records Schedule Items

Sequence Number	
1	<p data-bbox="365 394 1498 428"><b>DoD Postsecondary Education Complaint System (PECS) Master file</b></p> <p data-bbox="365 447 1498 480">Disposition Authority Number      <b>DAA-0330-2013-0017-0001</b></p> <p data-bbox="365 499 1498 793"><b>Information system containing complaint records regarding postsecondary educational institutions. The complaint information will consist of name, rank (if applicable), street address, country, phone number, age range, email address, service branch/affiliation, type of Federal education benefits used, school name and mailing address, level of study, dollar amounts (i.e., out-of-pocket tuition and/or government tuition credit paid), military education center name and address, complaint description, case resolution notes, name and contact information of person submitting complaint on behalf of a covered individual (if applicable).</b></p> <p data-bbox="365 812 1498 846">Final Disposition                      <b>Temporary</b></p> <p data-bbox="365 865 1498 898">Item Status                                <b>Active</b></p> <p data-bbox="365 917 1498 951">Is this item media neutral?            <b>Yes</b></p> <p data-bbox="365 970 1498 1094">Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?        <b>Yes</b></p> <p data-bbox="365 1113 1498 1194">Do any of the records covered by this item exist as structured electronic data?                          <b>Yes</b></p> <p data-bbox="365 1234 1498 1268"><b>Disposition Instruction</b></p> <p data-bbox="365 1287 1498 1320">Cutoff Instruction                        <b>Cut off upon resolution of the case.</b></p> <p data-bbox="365 1339 1498 1421">Transfer to Inactive Storage            <b>Transfer a copy of closed cases to the FTC's Consumer Sentinel System.</b></p> <p data-bbox="365 1440 1498 1474">Retention Period                         <b>Destroy 3 year(s) after cut off</b></p> <p data-bbox="365 1493 1498 1526"><b>Additional Information</b></p> <p data-bbox="365 1545 1498 1579">GAO Approval                              <b>Not Required</b></p>

## Agency Certification

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal in this schedule are not now needed for the business of the agency or will not be needed after the retention periods specified.

## Signatory Information

Date	Action	By	Title	Organization
06/03/2013	Certify	Luz Ortiz	OSD Records Manager	Department of Defense - Office of the Secretary of Defense
03/13/2014	Submit for Concurrence	Sebastian Welch	Appraiser	National Archives and Records Administration - Records Management Services
03/13/2014	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - Records Management Services
03/13/2014	Concur	Laurence Brewer	Director, National Records Management Program	National Archives and Records Administration - National Records Management Program
03/18/2014	Approve	David Ferriero	Archivist of the United States	Office of the Archivist - Office of the Archivist