



The New FAFSA – What We’ve Learned and Next Steps

February 14, 2024

PRESENTED BY

Nikki Vachon, College Access Counselor

- **Where is the Better FAFSA at?**
- **Known Issues & Resolution**
- **Next Steps**
- **Resources**





January 30, 2024

Dear colleagues,

The U.S. Department of Education today released new data that shows **more than 3.1 million FAFSA forms have been successfully** submitted since the 2024–25 redesigned application went live on Dec. 30. The new data comes a little more than three weeks after the Department announced more than one million FAFSA forms had been submitted and the form's 24/7 accessibility. You can read more in our [press release](#) and [electronic announcement](#).

Additionally, the Department **has updated the supporting tables used in the Student Aid Index (SAI) calculation**—which replaced the Expected Family Contribution formula—that **account for inflation**. The updated SAI tables will allow students to benefit from an additional \$1.8 billion in aid and ensure that all students can access the maximum financial aid they are eligible for.

To further support schools and state agencies, the **Department will begin transmitting batches of FAFSA information**—known as the Institutional Student Information Record or ISIR—**to these partners in the first half of March**. Students will also be able to make corrections to their form starting in the first half of March. We are continuing to test one of our vendor's key systems and we will provide regular progress updates to schools and stakeholders as we move forward.

The Department has been working tirelessly to ensure the 2024–25 FAFSA form successfully improves the user experience for all users, particularly students and their families. The Department remains committed to provide helpful tools and information for students and parents on StudentAid.gov, including notifying previous FAFSA applicants who have not yet submitted a 2024–25 FAFSA form; and provide resources and support for counselors, mentors, college access organizations, postsecondary schools, and state agencies through webinars and updates on FSA [Partner Connect](#) and the [FAFSA Updates page](#).

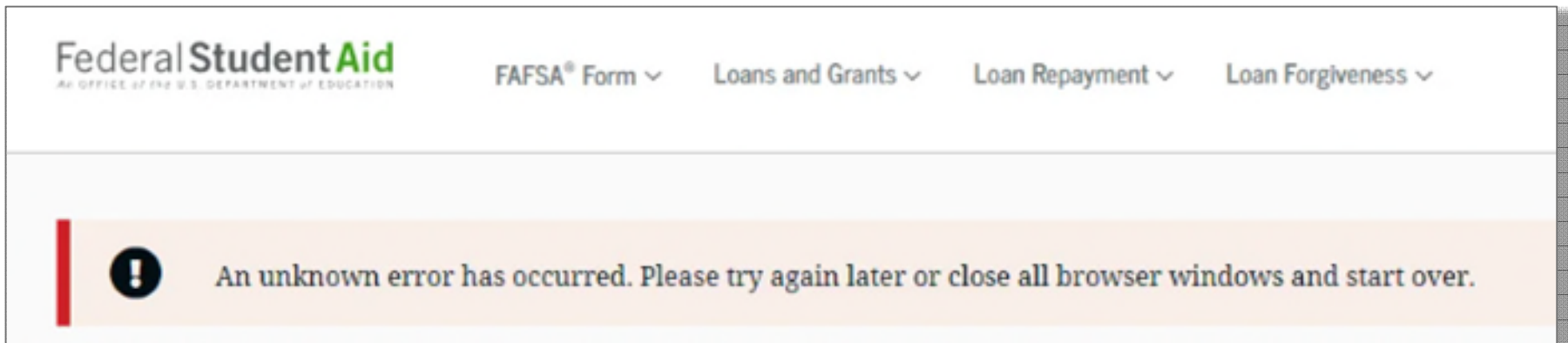
Best,



Kaitlyn Vitez (she/her)
Higher Education Liaison
Office of Communications and Outreach
U.S. Department of Education
(202) 550-7359

- ☐ FAFSAs will process in mid-March
- ☐ Corrections can happen at that time
- ☐ Schools won't receive until then. This means aid offers won't be sent until April or later

FSA ID Issues “Unknown Error”



- ✓ If this happens when setting up FSA ID, the application may have timed out. Try again and don't stop (go at a good clip)
- ✓ Try to push through – hit continue again
- ✓ Try on a different web browser or device

Federal Student Aid
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FAFSA® Form ▾ Loans and Grants ▾ Loan Repayment ▾ Loan Forgiveness ▾

Account Information

Personal Information →

Contact Information

Communication Preferences

Financial Information Access

Two-Step Verification

Personal Information

SSA VERIFICATION STATUS
✓ MATCHED

First Name
Nicole

Middle Initial
R

Last Name
Vachon

Date of Birth
Month Day Year
10 31

Social Security Number
***-**-5555

Cancel Save Changes

Dashboard
My Activity
My Aid
My Documents
My Enrollment
Settings
Log Out

Log in to StudentAid.gov and go to “Settings”

- Does it say “matched”? If so, the FSA ID is working.
- If not matched, change the data associated and save changes.

FSA ID issues – SSN Already in use

Log In ➔ 1

Email, Phone, or FSA ID Username

Password

 [Show Password](#)

Log

[Forgot My Username](#)


[Forgot My Password](#)


[Create an Account](#)


[Help Me Log In to My Account](#)


Retrieve Your Username 2

Select one of the following options:

 Enter a secure code from my authenticator app.

 Text a secure code to my mobile phone.

 Email me a secure code.

 Answer my challenge questions.

NEW ➔

Recover my account with a photo ID

Recover Your Account

🕒 15 Minutes

3

To recover your account, follow the steps below. Select "Continue" to begin the process.

Steps You'll Need to Complete

- 1 Submit an Account Recovery Request
- 2 Receive Text Message with Document Upload Link
- 3 Upload U.S. Photo ID Using Your Mobile Phone
- 4 Receive Email with Reset Password Link
- 5 Create a New Password and Log In

If nothing is working, call 800-4 FED AID early in the morning. Ask for "agent" when prompted to make a choice. If not making headway, ask for a Tier 2 Specialist.

FSA ID for Those With No SSN

PARENT WITH NO SSN UNABLE TO START FAFSA FORM FOR STUDENT OR CONTRIBUTE TO AN EXISTING FORM (Added Jan. 4, 2024) ✓

Status: Open

Description: If a parent with no Social Security number (SSN) starts the 2024-25 FAFSA form for a student, the parent will receive an error message on the “Student Information” page. This incorrect error message states that the user is “unauthorized to act on behalf of the student since they already have a 24-25 FAFSA form” even if the student has not started an application. A parent with no SSN also is not able to contribute to the form, even if the student starts the application and invites the parent to contribute.

Workaround: There is currently no workaround for a parent without an SSN. A student may start the application, but the parent will not be able to contribute the parent information. The student and parent will be able to complete the 2024-25 FAFSA form online once the issue is resolved.

- If the student does not have any type of pressing FAFSA deadline, they may wish to wait for the FSA fixes so the form can be completed online.
- If there is a deadline coming, students may wish to complete a paper form and mail it in. FSA has indicated they will not begin to process paper FAFSAs until March, so they not receive any results for a while.
- Warning: if the student starts the FAFSA and has to wait for the parent to complete their portion, the FAFSA will delete in 45 days if no action.

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Log In

KNOWLEDGE CENTER ▾ TRAINING ▾ FINANCIAL AID DELIVERY ▾ TITLE IV PROGRAM ELIGIBILITY ▾ PARTNER CONNECT SERVICES ▾

What's New Library Topics

[Knowledge Center Home](#) > [Topics](#) > [FAFSA Simplification Information](#) > [2024-25 FAFSA Issue Alerts](#)

2024-25 FAFSA Issue Alerts

We are in the soft launch period of the 2024-25 *Free Application for Federal Student Aid* (FAFSA®) form. During the soft launch period, we will monitor site performance, conduct pauses for maintenance, and make updates to improve the user experience for students and families.

Stakeholders should bookmark this page for regular status updates and resources related to the 2024-25 FAFSA launch.

Print

Go to the [Resolved Issues](#) section of this page.

Open Issues

STUDENT WHO INCORRECTLY SELECTS “ELIGIBLE NONCITIZEN” ON FAFSA FORM PREVENTED FROM COMPLETING AND SUBMITTING FORM AFTER CORRECTION >
(Added Jan. 4, 2024)

Quick Links

- [2024-25 FAFSA Updates](#)
- [2024-25 FAFSA Roadmap](#)
- [FAFSA Dear Colleague Letters and Electronic Announcements](#)
- [FAFSA Simplification Information](#)

<https://fsapartners.ed.gov/knowledge-center/topics/fafsa-simplification-information/2024-25-fafsa-issue-alerts>



How to Create a Federal Student Aid Account (FSA ID) *for those without a Social Security number*

When you set up your Student Aid account, you'll create your FSA ID, a username and password that gives you access to Federal Student Aid's online systems and serves as your legal signature. You can only have one FSA ID. The same FSA ID will be used whether you are a parent completing a FAFSA for your first child, a parent completing a FAFSA for a subsequent child, or student completing a FAFSA for yourself.

Only create an FSA ID using your own information and for your own use. The same FSA ID is used to access and complete the FAFSA, sign federal loan documents, and access student loan information. You'll need your FSA ID for years to come, so use this form to keep track of information associated with it, and store this form in a secure location.

Instructions

1. Go to [StudentAid.gov](https://studentaid.gov) and click on "Create Account".
2. **Enter personal information.**
 - Legal name and date of birth.
 - Click the box to indicate that you don't have a Social Security Number.
 - Create username and password.
 - Provide email address, mailing address, mobile phone number.
3. **Answer the challenge questions.** Select answers that are easy to remember and won't change over time.
4. **Enter a validation code** to confirm your mobile phone number and email address. You can also set up the Authenticator app on your mobile phone.
5. Save your information in the space provided on the back side of this worksheet.
6. **Answer knowledge-based verification questions, if provided.**
 - If answered correctly, use your FSA ID to complete the FAFSA.
 - If not provided or if answered incorrectly, you will be prompted to do the following.
 - Contact FSAIC at 800-433-3243.* The representative will initiate the identity verification process.
 - Complete the Attestation Form available at [StudentAid.gov](https://studentaid.gov).
 - Expect an email with a case number and documents needed to verify your identity. You will have two options:
 - A valid driver's license, state or city ID, or foreign passport
 - Utility bill plus one of the following: municipal ID, community ID, or consular ID
 - Submit the required documents.
 - Expect an email from FSA stating your identity has been verified, then you can use your FSA ID to complete the FAFSA.

*This process can also be initiated by email or live chat. To use one of these options go to:
<https://studentaid.gov/help-center/contact>. Write that you are trying to create an FSA ID and need to verify your identity.

FSA ID Worksheet – No SSN



How to Create a Federal Student Aid Account (FSA ID) *for those without a Social Security number*

Your FSA ID Information

Email Address: _____ Username: _____

Password: _____ Mobile Phone Number: _____

Answers to Challenge Questions (answers are case sensitive)

Challenge Question/Answer 1: _____

Challenge Question/Answer 2: _____

Challenge Question/Answer 3: _____

Challenge Question/Answer 4: _____

Your Back Up Code

When you set up the required two-step verification, you will be assigned a backup code. Your backup code lets you access your account if you can't use any other two-step verification method. A backup code can only be used once.

To generate a new backup code:

1. Log into your account at [StudentAid.gov](https://studentaid.gov).
2. Click on **Settings > Two Factor Verification > Generate a New Back Up Code**.
3. Write your backup code here: _____

<https://www.famemaine.com/wp-content/uploads/2024/02/No-SSN-FSA-ID-Worksheet-2024-25.pdf>

Email When Nothing Has Changed

Important – Your FSA ID Information Was Changed



U.S. Department of Education <donotreply@studentaid.gov>
To: Nikki Vachon

☺️ ↩️ Reply ↩️ Reply All ➡️ Forward 📧 ...

Retention Policy FAME E-Mail Retention (50 years)

Expires 1/23/2074

Mon 2/5/2024 4:25 PM

ⓘ This sender donotreply@studentaid.gov is from outside your organization.

EXTERNAL: CAUTION - Message content below is not from FAME

[Click here to view this email as a web page.](#)

Federal Student Aid

Important – Your FSA ID Information Was Changed

Nicole,

This email is to alert you that your FSA ID information was recently changed.

If you made the changes, or if you requested the changes via customer service, you can ignore this email. If you did not make any changes, you may want to [change your password](#).

If you were using the StudentAid.gov site, [log in to your account to](#)



Who Should Start the FAFSA First?

Student Starts First	Parent Starts First
PRO: If parents are not living together, the student can use Parent Wizard to see which parent should be invited	PRO: Parent may have low/no income resulting in no assets questions for student or parent.
CON: Students may not know the parents DOB, SSN or email address	PRO: Parent will be able to see that no income information is shown and may be more likely to complete the FAFSA if originally reluctant.
FSA is recommending the student starts	PRO: Parent will likely know student SSN & email address
	CON: If multiple FAFSAs needed, it is less confusing if the students starts first and invites parent.

If Student Starts the FAFSA..

Student invites the parent to fill out the parent section.

- List **one parent** (one who has an FSA ID).
- If parents are married, contact info for the other parent will be added later.

FAFSA® FORM 2024-25 Student Ellie Anderson

Save | FAFSA Menu

1 Personal Circumstances 2 Demographics 3 Financials 4 Colleges 5 Signature

Invite Parent(s) to This FAFSA® Form

We Need Information for One of Your Parents Now

Based on your answers in the previous section, you'll need to provide information about both of your parents on your FAFSA form. This does not make them financially responsible for your education. Right now, you should only invite one of your parents.

Enter information about one of your parents identified on the prior page, and we'll send an email on your behalf.

We highly recommend you only complete the "Parent Who Will Fill Out This Form" box.

Only the email address does not need to match.

Parent Who Will Fill Out This Form

First Name ①

Last Name ①

Date of Birth ②

Month Day Year

Parent Spouse or Partner

Do not fill out this section unless otherwise instructed.

First Name ①

Last Name ①

Date of Birth ②

Month Day Year

Invitation didn't work

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FAFSA® Form ▾ Loans and Grants ▾ Loan Repayment ▾ Loan Forgiveness ▾

Dashboard

Plan Ahead

You must complete the *Free Application for Federal Student Aid (FAFSA®)* form each year to receive federal student aid. There are separate application deadlines for federal student aid, state aid, and school aid.

[Start New Form](#) Visit 2024–25 FAFSA Help Center

Quick Links

- FAFSA® Form
- Master Promissory Note (MPN)
- Exit Counseling
- Loan Simulator
- Learn About The Student Aid Report (SAR)
- FAFSA Corrections

My Aid

You currently don't have any federal loans or grants.

My Info

- My Aid
- My Activity
- My Documents
- Settings

If invited and nothing under “My Activity”,
the info on the invite is incorrect

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My Activity

You don't have any cases or applications.

Looking for Your 2023–24 FAFSA Form or Student Aid Report (SAR)?

View your 2023–24 FAFSA form or SAR on the “My FAFSA” page.

[Visit “My FAFSA” Page](#)

Invitation didn't work

The invitation info must match the invitee personal info in FSA ID **100%**.

When nothing in invitee "My Activity", something is mis-matched.

*Remove extra spaces at the end of name in invite

Invitation within the FAFSA

Invitee FSA ID Profile

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Account Information

Personal Information

SSA VERIFICATION STATUS
MATCHED

First Name
Nicole

Middle Initial
R

Last Name
Vachon

Date of Birth
Month: 10 Day: 31 Year:

Social Security Number
***-**-5555

Cancel Save Changes

Dashboard
My Activity
My Aid
My Documents
My Enrollment
Settings
Log Out

Student Information

Enter the student's information below to start a FAFSA® form on their behalf. They will receive an email inviting them to this FAFSA form.

If they already have a StudentAid.gov account username and password (FSA ID), the information entered here must exactly match that account. Only the email address does not need to match.

First Name ①
Nicole

Last Name ①
Vachon

Date of Birth
Month: Day: Year: ②

Social Security Number (SSN) ②

☐ The student doesn't have an SSN.

Email Address ②

Confirm Email Address ②

How to change contributor invitation data (from student perspective)

1

Student Logs in to StudentAid.gov, click on “2024-25 FAFSA Form”
under “My Activity”

The screenshot shows the Federal Student Aid website interface. At the top, the logo reads 'Federal Student Aid' with 'AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION' below it. To the right of the logo are four navigation links: 'FAFSA® Form', 'Loans and Grants', 'Loan Repayment', and 'Loan Forgiveness', each followed by a downward arrow. Below the navigation bar, the heading 'My Activity' is displayed in a large, bold font. Underneath this heading is the word 'Open'. A horizontal line separates this section from a card below. The card contains the text '2024-25 FAFSA® Form' in blue. Below this text is a blue pill-shaped button with a circular arrow icon and the text 'In Progress'. To the right of the button, the text 'Last Updated: 02/06/2024' is displayed.

Invitation didn't work

Federal Student Aid
FAFSA® Form ▾ Loans and Grants ▾ Loan Repayment ▾ Loan Forgiveness ▾

2024–25 Free Application for Federal Student Aid (FAFSA®) Form

In Progress

FAFSA® Information

Student
Samantha

Actions ▾

- Delete FAFSA Form
- Add or Remove Schools
- Edit Contributor Information

Edit Form

Status Tracker

- 1 FAFSA® Form Started
You will complete most of the form yourself, including your personal and financial information. Your contributor(s) will need to fill out their own section(s). If your contributor(s) can't access the site due to scheduled maintenance, they will be able to log in once the site is available again. Your data is still in the system and is secure. Once all required sections are complete, everyone must sign and submit.
- 2 FAFSA® Form Submitted
- 3 FAFSA® Form Processed

Started on
Feb 6, 2024

Expires on
Jun 30, 2025

More Resources

- Understand My Aid
- FAFSA Landing Page
- Information on Federal Student Aid
- Information on Federal Student Aid Program
- How is my eligibility calculated?

Your Contributor(s)

Manage Contributor Information

This FAFSA® form is shared with the individual(s) listed below. View who you invited and the status of their section.

Contributor(s)	Role	Date Added	Status
Tanya	fafsa.role parent	02/06/2024	Accepted Invitation

Click on “Actions,
then “Edit Contributor
Information”

Manage the Contributors

This is the individual you want to provide information on the FAFSA® form.

To edit the contributors' information, select the “Update Information” button. Changing contact information for one of the contributors will reset the contributor sections of the FAFSA form. This may require both of the contributors to reenter their information.

If they already have a StudentAid.gov account username and password (FSA ID), the information entered here must exactly match that account.

Contributor	Role	Update Information
Tanya	Parent	Update Information
Jordan	Parent Spouse or Partner	Update Information

Invitation didn't work

Scenario:

Student starts the FAFSA but doesn't get beyond the parent invitation.

If the parent then starts a new FAFSA and tries to invite student, an error message will appear.

Solution:

- Student enters and completes parent invitation OR
- Student deletes FAFSA; parent can then start a new FAFSA and invite student

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FAFSA® Form ▾ Loans and Grants ▾ Loan Repayment ▾ Loan Forgiveness ▾ Nikki v 🔍

My Activity > FAFSA Form

2024–25 Free Application for Federal Student Aid (FAFSA®) Form

[↻ In Progress](#)

FAFSA® Information

Student
Nikki Vachon

Actions ⋮

- Delete FAFSA Form
- Add or Remove Schools
- Edit Contributor Information

Edit Form

Scenario:

Parent starts the FAFSA for a student who is independent based on age.

Parent will see this error message:



You are not authorized to act on behalf of this student. The student needs to log in with their account username and password (FSA ID) to start the FAFSA® form.

Solution:

Student must log in with their FSA ID and complete their FAFSA. No parent information needed

Make Sure to Answer Correctly!

FAFSA® FORM 2024-25 Student Raya Tran Save FAFSA Menu

1 Personal Circumstances 2 Demographics 3 Financials 4 Colleges 5 Signature

Student Unusual Circumstances

This information will help us evaluate the student's ability to pay for school.

Do unusual circumstances prevent the student from contacting their parents or would contacting their parents pose a risk to the student?

A person experiencing unusual circumstances may have:

- Left home due to an abusive or threatening environment;
- Been abandoned by or estranged from their parents, and have not been adopted;
- Been granted refugee or asylum status and are separated from their parents, or their parents are displaced in a foreign country;
- Been a victim of human trafficking;
- Been incarcerated, or their parents are incarcerated and contact with them would pose a risk to them; or
- Been otherwise unable to contact or locate their parents, and have not been adopted.

If their circumstances resulted in not having a safe, stable place to live, they may be considered a homeless youth and should review the answer to the previous question about being unaccompanied and homeless.

☐ Yes ☒ No

Previous Continue

FAFSA® FORM 2024-25 Student Raya Tran Save FAFSA Menu

1 Personal Circumstances 2 Demographics 3 Financials 4 Colleges 5 Signature

Student Dependency Status

Dependent Student

Based on your answers, you're a dependent student, and since we assume parents of dependent students will help pay for your education if they are able, we need information about their finances and backgrounds. This information is used to determine how much financial aid you're eligible to receive.

Apply for a Direct Unsubsidized Loan Only

Are the student's parents unwilling to provide their information, but the student doesn't have an unusual circumstance that prevents them from contacting or obtaining their parents' information?

Select "Yes" if the student wants a financial aid administrator at their school to determine their eligibility for a Direct Unsubsidized Loan only.

☐ Yes ☒ No

Previous Continue

Answering "Yes" will make the student provisionally independent (no parent info needed). "Yes" is correct only for a small number of students.

Make Sure to Answer Correctly!

- The Student Aid Index (SAI) is impacted by family size.
- Question defaults to “No.”
- Everyone should change answer to “Yes” to review even if no changed since 2022.

The screenshot shows the FAFSA 2024-25 form for 'Parent of Raya Tran'. The form is divided into three sections: Demographics, Financials, and Signature. The 'Family Size' section is currently active, asking 'Is the parent's family size different from the number of individuals claimed on their 2022 tax return?'. The 'Yes' option is selected, and the 'No' option is unselected. The 'Previous' and 'Continue' buttons are visible at the bottom.

FAFSA® FORM 2024-25 Parent of Raya Tran

Save | FAFSA Menu

Demographics Financials Signature

Family Size

Is the parent's family size different from the number of individuals claimed on their 2022 tax return?

☒ Yes ☐ No

Previous Continue

Student 2022 Tax Return Information

Refer to the student's 2022 tax return to answer the following questions.

Convert all currency to U.S. dollars.



Attention

You indicated the student is **not married**, but you also indicated the student's tax return filing status is **married filing jointly**.

If one of your responses is incorrect, update it now. If the information you entered is correct, make sure the tax information you provide below reflects only the student's 2022 income.

[Where to find this information on the tax form](#)

Filing Status

☐ Single

☐ Head of household

☒ Married filing jointly

☐ Married filing separately

☐ Qualifying surviving spouse

Having to manually enter income info

Reasons why this might happen:

- Marital status is different from tax filing status
 - Will need to pull out income from the tax return and manually enter
- User recently created FSA ID – match with SSA hasn't had time to match
 - Exit FAFSA and wait for match to happen
- IRS would not release data – no known reason
 - Manually enter income, be prepared for verification

Scroll to the bottom to
submit

FAFSA® FORM 2024-25 Student: Ellie Anderson Save FAFSA Menu

Take a Moment To Review Before Signing

Expand the sections below to review and edit the information you've entered before you sign your portion of the form.

Student Sections Expand All

- Introduction Personal Identifiers
- Section 1 Personal Circumstances
- Section 2 Demographics
- Section 3 Financials
- Section 4 Colleges
- Section 5 Signature

Contributor Section

This Section is Shared with One Contributor Manage Contributor Information

This FAFSA® form is shared with the individual(s) listed below. View who you invited and the status of their section.

Contributor(s)	Role	Date Added	Status
Rebecca Anderson	Parent	1/7/2024	Invite Sent

Parent Sections Expand All

- Introduction Personal Identifiers
- Section 1 Demographics
- Section 2 Financials
- Section 3 Signature

Previous Continue

- Can double check/change answers here
- Make sure to SCROLL TO THE END to continue to sign & submit

My Activity > FAFSA Form

2024–25 Free Application for Federal Student Aid (FAFSA®) Form

🔗 In Review

FAFSA® Information

Student

👤 Margo

Status Tracker



1 FAFSA® Form Started

Started on Jan 2, 2024

You will complete most of the form yourself, including your personal and financial information. Your contributor(s) will need to fill out their own section(s). If your contributor(s) can't access the site due to scheduled maintenance, they will be able to log in once the site is available again. Your data is still in the system and is secure. Once all required sections are complete, everyone must sign and submit.



2 FAFSA® Form Submitted

Your application was received. We'll share your FAFSA information with your selected schools starting in the first half of March, and you'll begin receiving personalized aid information from the schools you've been accepted to several weeks later.

Jan 3, 2024

FAFSA form received.



3 FAFSA® Form Processed

Started on

Jan 2, 2024

Submitted on

Jan 3, 2024

More Resources

[Understand My Aid](#)

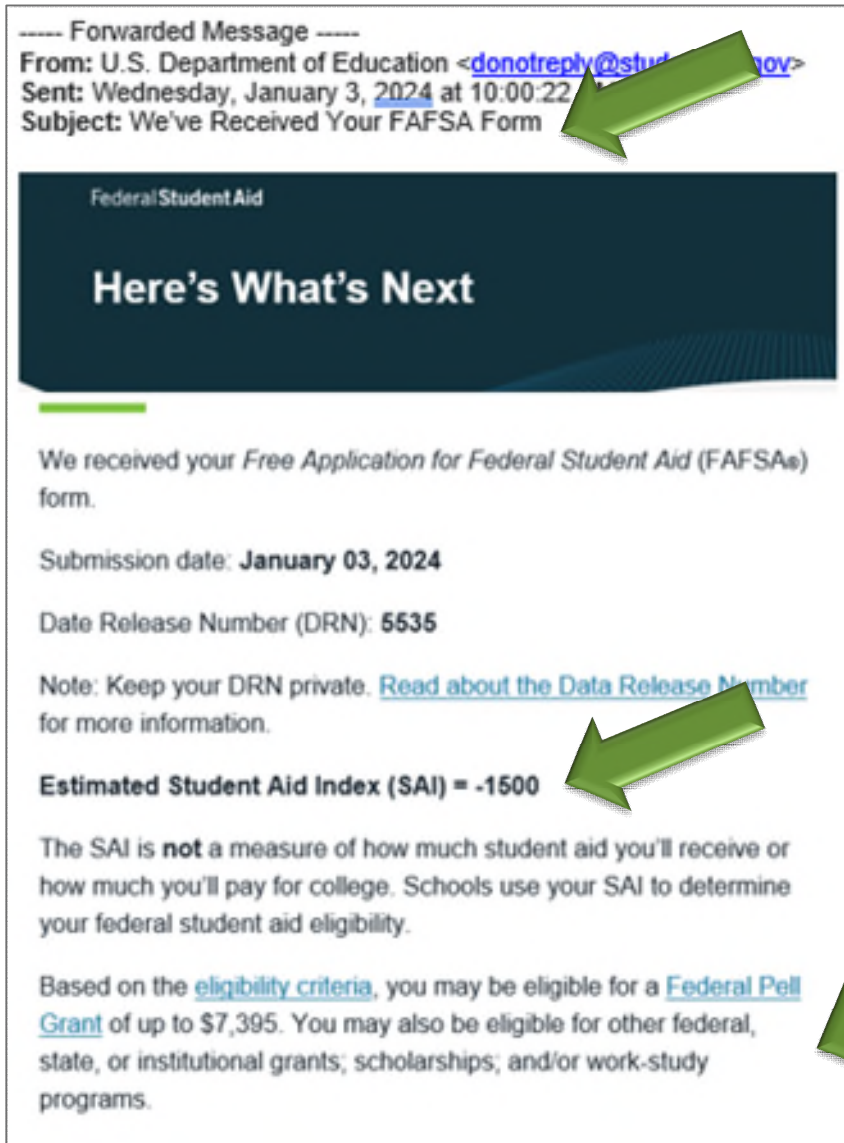
[FAFSA Landing Page](#)

[Information on Federal Pell Grant Program](#)

[Information on Federal Work-Study \(FWS\) Program](#)

[How is my eligibility determined?](#)

FAFSA Results (best we can do for now)



Student will receive an email from US Dept. of Education

- Estimated SAI listed
- Use this as proof the FAFSA was filed for scholarship applications
- Estimate of Federal Pell Grant listed

FAFSA Results Look for issues

Disappearing signature?

----- Forwarded Message -----

From: U.S. Department of Education <donotreply@studentaid.gov>
Sent: Wednesday, January 3, 2024 at 10:00:22 AM EST
Subject: We've Received Your FAFSA Form

Federal Student Aid

Here's What's Next

We received your *Free Application for Federal Student Aid (FAFSA®)* form.

Submission date: **February 02, 2024**

Date Release Number (DRN): **1421**

Note: Keep your DRN private. [Read about the Data Release Number](#) for more information.

Estimated Student Aid Index (SAI) = Cannot Calculate

We can't calculate your SAI. Continue reading for more details.

The SAI is **not** a measure of how much student aid you'll receive or how much you'll pay for college. Schools use your SAI to determine your federal student aid eligibility.

Based on the [eligibility criteria](#), you don't appear to be eligible for a [Federal Pell Grant](#). However, you may be eligible for other federal, state, or institutional grants; scholarships; and/or work study programs.

☐ We can't calculate your SAI

Review the reasons listed here. You can make corrections once your FAFSA® form finishes processing.

We have not calculated your SAI for the following reasons:

Jessica S's signature is required on your application, but it has not been provided yet.

Resolution

They must wait for this form to process and then log in to StudentAid.gov to provide their signature on a new transaction in order for us to calculate your SAI.

Jessica S's consent is required on your application, but it has not been provided yet.

Resolution

They must wait for this form to process and then log in to StudentAid.gov to provide consent on a new transaction in order for us to calculate your SAI.

[Log In](#)



Resources



Get Help

For help getting into your account, contact the Federal Student Aid Information Center (FSAIC).

Note: The contact center can discuss account-related issues only with the account owner.

If you no longer have access to your email, phone, or the backup code that was generated when you set up two-step verification, you may need to provide identity verification in order to get back into your account. If this is the case, the fastest way to recover your account is by clicking Recover Account above.

 1-800-433-3243

 Live Chat

 Email

Hours of Operation ^

Monday–Friday: 8 a.m.–10 p.m. Eastern time (ET)

Saturday: 11 a.m.–5 p.m. ET

Sunday: Closed

Closed on all federal holidays.

- ❖ Call early in the morning
- ❖ Say “agent” if calling when automated message starts
- ❖ Live chat may be faster or helpful more helpful at times

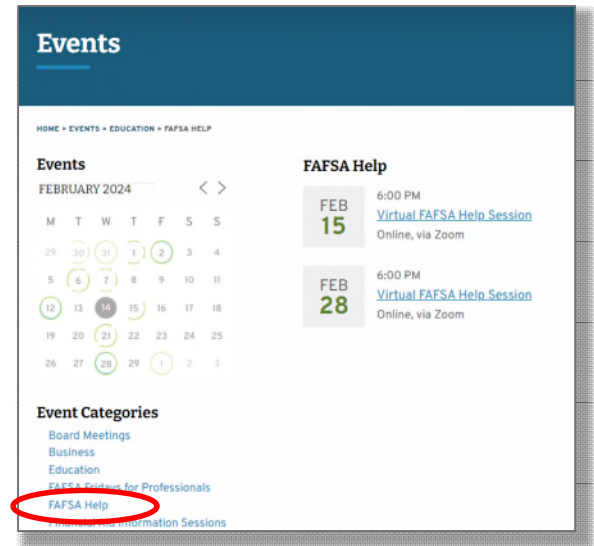
<https://studentaid.gov/help-center/contact>

Contact a FAME FAFSA Expert

- Monday–Friday, 8:00 AM–4:30 PM
- Phone: 1-800-228-3734; TTY 207-626-2717
- Email: Education@FAMEmaine.com

Use FAME's Online Help

- Prepare to file by reviewing FAME's [Get Ready to File the 2024-2025 FAFSA checklist](#).
- Visit the [Filing the 2024-2025 FAFSA](#) section of our website to learn how to get ready, what documentation you'll need to have with you to file, and more!
- Looking for the latest news on FAFSA updates? Have questions? Join our Facebook group, [Paying for College for ME](#).



Reminder: FSA Announces FAFSA Processing Delay



Mila Tappan, College Access and Outreach Manager <mtappan@fame40.org>
To: Nikki Vachon

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Expires: 1/24/2024

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FAFSA Processing Delay and Ramifications

We thought the most helpful way to share this information was to provide you with email text that you can edit as desired and send to students and families.

No doubt that this delay will result in students and families being even more stressed than usual during senior year. As we work with families, we are reassuring them that everyone is facing the same delays, and we are here to support them in any way we can. We are hopeful that colleges will be as flexible as possible while dealing with their own challenges.

Please know that we're here to support you during this unprecedented financial aid cycle. Let us know if you have any questions or concerns that we can address.

Dear Students and Families,

On Tuesday, January 30th, Federal Student Aid announced that FAFSA processing was delayed until the **first half of March**. Previously, FAFSA processing was to begin by the end of January. Our partners at FAME have provided this information to let you know the reason behind and impact of the delay so that you know what to expect in the coming months.

The delay in FAFSA processing is due to an update Federal Student Aid is making to supporting data tables used in the Student Aid Index (SAI) calculation which determine financial aid eligibility. The good news is that these updated tables will account for inflation and result in many students being eligible for more need-based federal aid.

With the good news, though, comes a delay to the:

Resources



2024-25 FAFSA Tips

If you haven't created an account (called the FSA ID) at StudentAid.gov yet:

- ▶ We recommend waiting to file the FAFSA until the FSA ID has been matched with the Social Security Administration (SSA). This will happen automatically but will take three (3) business days. Watch your email for confirmation of the SSA match, then you can start the FAFSA. There may be exceptions when it makes sense to start the FAFSA without a matched FSA ID. If you aren't able to wait until the match occurs, reach out to us to discuss options.
- ▶ If you are unable to create an account because you cannot move beyond the contact information page, back up and remove the mailing address. You will receive a warning message, but most people are able to continue and create their FSA ID. Some people have also had to remove their mobile phone number as well. Contact information can be added after the FSA ID has been created by going to "Settings."

Once your FSA ID has matched with the Social Security Administration:

- ▶ You can start the FAFSA at FAFSA.gov. The FAFSA is roles-based. When the student logs in, they will only see questions that pertain to themselves. If the student is dependent, they will need to invite their parent by providing the parent's email address and the exact legal name, date of birth, and Social Security number the parent used when they created their FSA ID.
- ▶ Either student or parent can start the FAFSA. If both student and parent are in attendance, we recommend the student start the FAFSA.
- ▶ Students and parents will need to provide "consent and approval" to allow the IRS to share their information with Federal Student Aid and their college(s). Consent is provided by clicking the "approve" box at the bottom of the page. If the student or parent clicks "decline," the student will be ineligible for aid. Once approval is given, tax information will transfer automatically into the FAFSA, though it will not be visible.
- ▶ Read the FAFSA questions **carefully**.
 - In some instances, people are incorrectly clicking that they want to apply for a Direct Unsubsidized Loan Only. This would only be for students whose parents refuse to provide information on the FAFSA. To be considered for all types of aid, answer "No."
 - When asked about receiving benefits in 2022 or 2023 from any federal programs, you should only check "Free or Reduced Price School Lunch" if a family member was eligible based on your income. (Federal Student Aid reversed its guidance on this question on Jan. 5, 2024.)



March 13, 2024
1:00 PM
Wednesday Webinar
FAFSA Next Steps



Questions?



Thank you for joining us today!

Find more FREE resources and information at
FAMEmaine.com/education.

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Contact Us: **Education@FAMEmaine.com**

PH: 207-623-3263 or 800-228-3734

TTY: 207-626-2717