



# What We've Learned About the New Better FAFSA

March 22, 2024

PRESENTED BY

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# FAFSA Completion and Processing Update



# FAFSA Completion Update

- **FAFSA was “soft-launched” on December 30<sup>th</sup>**
  - The first 10 days were rough!
- What have been **some common FAFSA completion issues?**
  - FAFSAs have been submitted without required signatures
  - Parent information not provided
    - These issues result in an **SAI is not being calculated and follow up will be required.**
- Increased **FSA ID issues** since the launch
  - Many more people having to call to get assistance to resolution



# FAFSA Completion Update

## The good news....

- **Many students** are successfully filing the FAFSA and reporting that it is much easier than anticipated.
- Independent students - often filing in less than 15 minutes
- Dependent students - student and parent sections typically take less than 20 minutes each



# FAFSA Processing Update

## FAFSA processing has begun!!

- Initially FAFSAs were to be processed in late January
- Processing delayed announced on January 30
- Delay due to updating of tables used to calculate the SAI
- Income protection tables were updated by 18% to reflect inflation
- Update will result in **lower SAIs** (and more Pell Grant eligibility) for many students



# FAFSA Processing Update

## Here's what we know about FAFSA processing:

- **Processing began last week** and larger batches have been sent this week. Most schools should have received at least one record.
- FAFSAs are being processed “first in, first out.”
- FAFSA processing is continuing to “ramp up.”
- Once fully “ramped up” FSA is estimating it will take **two weeks** to clear the backlog.
- **New applications** submitted while backlog is being processed will be **added to the end of the queue.**

## What does this mean for students and parents?

Once processed, individual students will see that their FAFSA status has been updated by logging into StudentAid.gov.

The screenshot shows the Federal Student Aid dashboard. At the top, the navigation bar includes 'Federal Student Aid', 'FAFSA Form', 'Loans and Grants', 'Loan Repayment', and 'Loan Forgiveness'. The user's name 'Mila' is visible in the top right. A red circle highlights the user profile dropdown menu, which contains options: Dashboard, My Activity, My Aid, My Documents, My Enrollment, Settings, and Log Out. Another red circle highlights the 'Dashboard' link in the top left. The main content area features a 'My Aid' card with a green checkmark icon and the text 'Your loan balance is \$0.' Below this, it says 'Loan information as of 04/30/2000. Learn how to download your aid data.' There is a 'View Details' button. To the right is a 'Quick Links' section with links for 'Info on Making Loan Payments', 'Loan Simulator', 'Enroll In An Income-Driven Repayment (IDR) Plan', 'Loan Consolidation', 'PSLF Help Tool', and 'Lower My Payments'. Below the 'My Aid' card is a 'My Activity' section with a 'View All Activity >' link. It lists two entries: '2024-25 FAFSA Form: Parent Contributor' and '2024-25 FAFSA Form', both with a green checkmark and 'Submitted: 03/15/2024'. A blue arrow points to the bottom left of the dashboard. A user profile icon for 'Noah Smith' is also visible next to the first activity entry.

## Dashboard

### My Aid

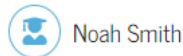


Your loan balance is  
\$0.

*Loan information as of 04/30/2000. Learn how to download your aid data.*

### My Activity [View All Activity >](#)

2024–25 FAFSA® Form: Parent Contributor



Noah Smith

Processed Submitted: 03/15/2024

2024–25 FAFSA® Form

Processed Submitted: 03/15/2024

## My Activity

### Open

2024–25 FAFSA® Form

Processed

Submitted: 01/03/2024

2024–25 FAFSA® Form: Parent Contributor

Processed

Submitted: 01/02/2024





# FAFSA Processing Update

## What to Expect:

- Once a FAFSA has been processed, the **FAFSA Submission Summary (FSS)** will be available.
- Student will be able to view the answers provided on the FAFSA (except FTI information will not be visible).
- Estimated SAIs will be recalculated using updated tables.
- Emails will be sent in the coming weeks to let them know their FAFSA has been processed.
- **No corrections can be made** until the backlog of FAFSAs has been processed.

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

Processed



### Check Back for Corrections

We expect that online corrections will be available in the coming weeks. In the meantime, check your FAFSA Submission Summary to review your responses and see your eligibility information.

### FAFSA® Information

Student	Data Release Number (DRN)	Submission Number	Submission Type
Mila Tappan	1407	01	Initial

### Status Tracker



#### FAFSA® Form Started

*Started on Jan 3, 2024*

The student should complete most of the form themselves, including their personal and financial information. You must fill out the section assigned to you. If you can't access the site due to scheduled maintenance, you will be able to log in once the site is available again. The student's data is still in the system and is secure. Once all required sections are complete, everyone must sign and submit.



#### FAFSA® Form Submitted

*Submitted on Jan 3, 2024*

#### FAFSA form processed.

Jan 3, 2024      FAFSA form received.

Mar 15, 2024      FAFSA form processed.



#### FAFSA® Form Processed

*Processed on Mar 15, 2024*

Started on  
Jan 3, 2024

Processed on  
Mar 15, 2024

### More Resources

Mar 15, 2024      FAFSA form processed.



#### FAFSA® Form Processed

*Processed on Mar 15, 2024*

Congratulations! Your FAFSA® form has been processed successfully! We recommend downloading a copy of your completed application to keep for your records.

### Your FAFSA Submission Summary is ready!

Your FAFSA Submission Summary gives you information about your eligibility for federal student aid and lists your answers to the questions.



[FAFSA Submission Summary](#)

# FAFSA Processing Update

## Tabs:

- Eligibility Overview
- FAFSA Form Answers
- School Information
- Next Steps



**FAFSA** FORM 2024-25 FAFSA Submission Summary

**Check Back for Corrections**  
We expect that online corrections will be available in the coming weeks. In the meantime, you can review your responses and see your eligibility information.

Student **Mila Tappan** Application Received Jan. 3, 2024 Application Processed March 15, 2024 Data Release Number 1407 Viewing: Submission 1

Eligibility Overview FAFSA Form Answers School Information **Next Steps**

### Estimated Federal Student Aid

**Federal Direct Loans**  
A federal direct loan is money lent by the government to you that you must repay with interest. Up to **\$20,500**

**Federal Work-Study**  
Federal Work-Study is a way for students to earn money to pay for school through part-time jobs on or off campus. **You May Be Eligible**

Amounts shown here are only estimates of federal student aid based on full-time enrollment and the average cost of attendance. Your school will determine how much student aid to offer you, which may include additional aid from your school or state.

Learn more about financial aid

**Keep in mind, this is only an estimate**  
Always refer to your school's financial aid offer for a final determination of financial aid available.

**Your Student Aid Index (SAI)**  
Your SAI is a number used by your school to determine your federal student aid eligibility and to build your financial aid offer. Your SAI may change due to verification or if you update or correct your FAFSA information.

What does this mean?

**SAI**

**View All of Your Federal Student Aid in One Place**  
View detailed information about your federal loan and grant aid, including your enrollment history, payment history, and subsidized usage.  
[Visit My Aid](#)

**Find the Right College or Career School**  
Use the College Scorecard to compare schools by size, location, graduation rate, and more.  
[Visit College Scorecard](#)



# FAFSA Corrections

## What to Expect:

- **Once the backlog has been cleared**, corrections will be able to be made including:
  - adding missing signatures
  - correction answers to questions
  - adding additional schools
- Stay tuned for additional information on the FAFSA correction process!



# FAFSA Processing Update

## What to Expect from Colleges:

- **Once FAFSAs have been processed, schools will receive FAFSA records** (referred to as ISIRs).
- Schools will need to **load and test records** and finalize award parameters.
- Schools will then be able to:
  - request additional information
  - make corrections
  - generate financial aid offers
- Official financial aid offers will **be delayed until sometime in April** (or even later).

## Mixed-Status Families Update:

- Previously, mixed-status families were unable to file a FAFSA.
- Technical fixes have **resolved this issue** (for the most part!)
- However, fixes have revealed two additional issues:
  - IRS match for anyone without SSN is not working.
    - No timeline on fix; **contributors will need to manually enter tax return related data.**
  - If the student enters slightly incorrect information when inviting contributor, system is having trouble finding the contributor so can't send an invitation.
    - Resolution is in the works and should come in the coming days.
- **New handout** (in the FA 101 New Mainer session materials – session I)
- **Good news** related to FSA ID creation: an email will automatically be generated if the individual's identity can't be verified.

# Best Source for Issue Resolution and Updates?

[2024–25 FAFSA Updates | Knowledge Center - fsapartners.ed.gov/knowledge-center/topics/fafsa-simplification-information/2024-25-fafsa-updates](https://fsapartners.ed.gov/knowledge-center/topics/fafsa-simplification-information/2024-25-fafsa-updates)

The screenshot shows the Federal Student Aid Knowledge Center website. At the top left is the Federal Student Aid logo with the text "An OFFICE of the U.S. DEPARTMENT of EDUCATION". To its right is the text "PROUD SPONSOR of the AMERICAN MIND®". In the top right corner is a "Log In" link. Below the logo is a navigation bar with dropdown menus for "KNOWLEDGE CENTER", "TRAINING", "FINANCIAL AID DELIVERY", "TITLE IV PROGRAM ELIGIBILITY", and "PARTNER CONNECT SERVICES". Below this is a secondary navigation bar with "What's New", "Library", and "Topics" (which is underlined). To the right of "Topics" is a search bar with the text "Search Knowledge Center" and a "Search" button. The main content area has a breadcrumb trail: "Knowledge Center Home > Topics > FAFSA Simplification Information > 2024–25 FAFSA Issue Alerts". The main heading is "2024–25 FAFSA Issue Alerts". Below the heading is a paragraph: "Stakeholders should bookmark this page to follow issues related to the 2024-25 FAFSA form that we identify and resolve." To the left of the main content is a "Print" button. To the right is a "Quick Links" section with a list of links: "2024-25 FAFSA Updates", "2024-25 FAFSA Roadmap", "FAFSA Dear Colleague Letters and Electronic Announcements", and "FAFSA Simplification Information". At the bottom left, there is a section titled "Open Issues" with a warning icon. It contains a link to a resolved issue: "STUDENT WHO INCORRECTLY SELECTS 'ELIGIBLE NONCITIZEN' ON FAFSA FORM PREVENTED FROM COMPLETING AND SUBMITTING FORM AFTER CORRECTION (Added Jan. 4, 2024; Workaround)".

Federal Student Aid  
An OFFICE of the U.S. DEPARTMENT of EDUCATION

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Log In

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

What's New Library Topics  Search

Knowledge Center Home > Topics > FAFSA Simplification Information > 2024–25 FAFSA Issue Alerts

## 2024–25 FAFSA Issue Alerts

Stakeholders should bookmark this page to follow issues related to the 2024-25 FAFSA form that we identify and resolve.

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; Workaround)*

#### Quick Links

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



# Students Should Follow Up with Schools, if Needed

## Things for Students and Families to Keep in Mind:

- Contact the school's financial aid office if still unable to file a FAFSA or missed a deadline due to challenges.
- Special Circumstance review can be requested.
  - Parent SAI is no longer divided by the number in college, but families should reach out if **financially impacted** by the number in college.
  - Families should contact school if there has been a **change in income** or other circumstances not reflect on the FAFSA.
- **Admission acceptance/deposit deadline**
  - Has deadline changed?
  - Does the family need an extension?





# FAFSA Filing

## FAFSA Filing Update

- FAFSA filing is **down by about 25%** for high school seniors.
- Please encourage students who haven't filed a FAFSA to file now!
- **FAME FAFSA Portal** won't be available until after the backlog of FAFSA have been processed.
- Stay tuned for updates!



# FAFSA Filing and Corrections Tips



# Steps Prior to Filing a FAFSA

## Federal Student Aid Account (FSA ID)

- Accounts are created at [StudentAid.gov](https://StudentAid.gov).
- When an account is created, individuals set up a **username and password (referred to as an FSA ID)**.
- An FSA ID is required to access the FAFSA and all Federal Student Aid processes and serves as legal signature.
- All students and contributors must have their own FSA ID.
- Create FSA IDs **at least three days prior** to filing a FAFSA.

USA An official website of the United States government. Help Center Submit a Complaint English | Español

Federal Student Aid AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION FAFSA® Form ▾ Loans and Grants ▾ Loan Repayment ▾ Loan Forgiveness ▾ Log In | Create Account 🔍

## Ready for Student Loan Payments

Starting Payments Making Payments for the First Time

POPULAR TOPICS

- Apply for Aid Using the FAFSA® Form >
- Learn About Public Service Loan Forgiveness >
- Update on Student Loan Debt Relief >
- Complete a *Master Promissory Note (MPN)* >
- Complete Loan Entrance Counseling >

**In School**  
*I'm in the process of earning a degree or certificate.*

**Parent**  
*I want to help my child pay for college.*

**In Repayment**  
*I have loans I need to repay.*

Apply for Aid Using the FAFSA Form

Apply Now

Learn About Applying for Aid

POPULAR TOPICS

- Learn About Public Service Loan Forgiveness >
- Learn About Student Loan Debt Relief >
- Prepare for Loan Payments To Restart >


studentaid.gov



Log In

**Either** the Student or the Parent can start the FAFSA!

Go to [StudentAid.gov](https://StudentAid.gov) to log in.

Log In 

Email, Phone, or FSA ID Username

Password

 [Show Password](#)

Log In

[Forgot My Username](#)

[Forgot My Password](#)

[Create an Account](#)


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


Click on the role of the person who logged in with their FSA ID.

FAFSA<sup>®</sup> FORM 2024-25

Welcome, Mila,  
to the FAFSA<sup>®</sup> Form

I am starting the FAFSA form as a

Student 

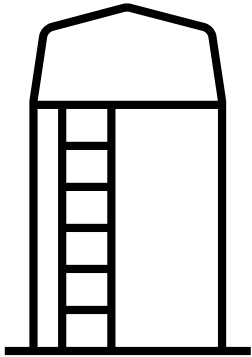
Parent 

Previous Continue

# Decide Who Will Start the FAFSA

2024-25 FAFSA is a *Roles-Based* form

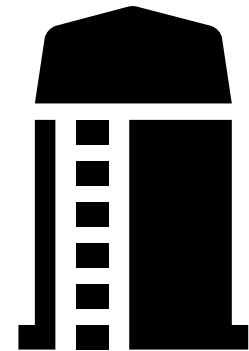
Student Section



**Either** student or parent can start the FAFSA and they will “invite” the other to complete the FAFSA.

The invite is what connects the student and parent sections of the FAFSA.

Parent Section





# Whoever Start the FAFSA....

Regardless of who starts the FAFSA, the other party will receive email with link or can go directly to [StudentAid.gov](https://StudentAid.gov).

The image shows two overlapping screenshots of the Federal Student Aid website. The left screenshot shows a "My Activity" page with a notification titled "Ellie Anderson Wants Your Help on a FAFSA® Form". The notification text states that Ellie Anderson has identified the user as a parent on their FAFSA form and provides instructions for parents. It includes a "Visit the 2024-25 FAFSA Help Center" link and two buttons: "Accept Invitation" and "Decline Invitation". At the bottom, there is a disclaimer: "By accepting this invitation, you agree to share your personal and contact information from your StudentAid.gov account on the student's FAFSA form. Once you accept, your information will be linked to this form." The right screenshot shows a "Dashboard" page with a notification titled "Pending Invitation(s)". The text says "You have one or more invitations. Go to 'My Activity' to view invitations." and includes a "View My Activity" button. Both screenshots show the top navigation bar with "Federal Student Aid" and various menu items like "FAFSA® Form", "Loans and Grants", "Loan Repayment", and "Loan Forgiveness".



# Things to Keep in Mind

## Consent and Approval

- Contributors **must** provide consent and click on approval. If an individual doesn't not "Approve," the student will be ineligible for federal student aid.
- If consent is provided, federal tax information will be transferred automatically!

### Provide Consent and Approval or Be Ineligible for Federal Student Aid ⓘ

#### Summary

Your consent and approval is needed to retrieve and disclose federal tax information. With your consent and approval, we can obtain tax return information automatically from the IRS to help you complete the FAFSA® form. If you don't provide consent and approval, you will not be eligible for federal student aid, including grants and loans. You must provide consent and approval even if you didn't file a U.S. federal tax return or any tax return at all.

- Get your 2022 tax return information for the 2024-25 FAFSA form.
- Federal tax information is used to determine your eligibility for federal student aid.
- Tax return information is required to complete the FAFSA form.

### Frequently Asked Questions

Who should provide consent and approval? ⓘ

If I'm married and didn't file a joint tax return with my current spouse, do my spouse have to provide consent and approval for you to access their tax information? ⓘ

What happens after I provide consent and approval?

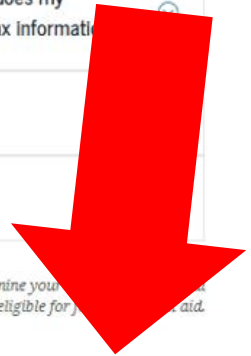
What happens if I decline consent and approval?

Select "Approve" to consent and approve to using your federal tax information to determine your eligibility for federal student aid. If you select "Decline," you will not be eligible for federal student aid.

Previous

Decline

Approve



# Things to Keep in Mind

For dependent students to be considered for all types of aid, parents must be willing to provide information so answer **“No”** to this question.

FAFSA<sup>®</sup> FORM 2024-25 Parent of Margo Whittier Save FAFSA Menu

1 Personal Circumstances 2 Demographics 3 Financials 4 Colleges 5 Signature

### Student Dependency Status

**Dependent Student**  
The student is a dependent student. This means information about the student's parent(s) must be provided on the FAFSA<sup>®</sup> form. This information helps determine how much federal student aid the student is 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? ⓘ

*If you select "Yes," a financial aid administrator at the student's school will determine their eligibility for a Direct Unsubsidized Loan only.*

Yes  No

Previous Continue

## New wording!

### Your Dependency Status

**Dependent Student**  
Based on your answers, you are a dependent student. This means you must provide parent information on your FAFSA<sup>®</sup> form. This information helps determine how much federal student aid you're eligible to receive.

### 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 "No" if the student wants a financial aid administrator at their school to determine eligibility for ALL types of financial aid, including grants, loans, and work-study funds. The student's parent(s) will be required to provide their information on the FAFSA form.*

Yes  No

Previous Continue

On the Family Size page (in Parent Financials) check **“Yes”** to double check answer to make sure it is correct.

The screenshot shows the FAFSA 2024-25 interface for a parent of Margo Whittier. The progress bar indicates that the 'Demographics' section is complete, and the 'Financials' section is currently active. The 'Family Size' question is displayed, asking if the parent's family size is different from the number of individuals claimed on their 2022 tax return. A detailed definition of family size is provided, including the parent, spouse, and dependent children. Two radio button options, 'Yes' and 'No', are available for selection. At the bottom of the page, there are 'Previous' and 'Continue' buttons.

FAFSA<sup>®</sup> FORM 2024-25 Parent of Margo Whittier Save FAFSA Menu

1 Demographics 2 Financials 3 Signature

### Family Size

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

*Family size includes: The parent (and their spouse), The student, other people, if they live with the parent and the parent will provide more than half of their support between July 1, 2024, and June 30, 2025. This includes dependent children who meet these criteria, even if they live apart because of college enrollment.*

Yes  No

Previous Continue

# Things to Keep in Mind

- Expand all to review all responses or expand each section individually.
- Click on question hyperlink to be taken to that page.
- **Signature** is on the next page after clicking on **“Continue.”**

The screenshot shows the FAFSA 2024-25 interface for Student Elle Anderson. The main view displays a list of sections under 'Student Sections' with an 'Expand All' button. The sections listed are: Introduction Personal Identifiers, Section 1 Personal Circumstances, Section 2 Demographics, Section 3 Financials, Section 4 Colleges, and Section 5 Signature. A 'Take a Moment To Review Before Signing' banner is at the top.

The 'Contributor Section' is expanded, showing a table of contributors. The table has columns for Contributor(s), Role, Date Added, and Status. One contributor is listed: Rebecca Anderson, Parent, 1/7/2024, with an 'Invite Sent' button.

Below the contributor table are 'Parent Sections' with expandable options for Introduction Personal Identifiers, Section 1 Demographics, Section 2 Financials, and Section 3 Signature. 'Previous' and 'Continue' buttons are at the bottom.

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

# Things to Keep in Mind

- When parent submits the FAFSA, they will see a congratulations page with limited information.
- **Student** will see a congratulations page and receive an email confirmation with estimated SAI.

The screenshot shows the FAFSA completion confirmation page for Ellie Anderson. The page features a celebratory banner with hot air balloons and the text "Congratulations, The FAFSA Form Is Complete!". Below the banner, the student's name "Ellie Anderson" and the completion date "01/09/2024" are displayed. The main section is titled "What Happens Next" and contains three items:

- Email Sent**: Confirm that the student received an email version of this page.
- The Student Can Track the Status of Their Form**: The student can check the status of their form beginning in late January by logging into their StudentAid.gov account and selecting their FAFSA submission from the My Activity section of their account Dashboard. They should look for an email at the end of January to learn when their FAFSA information has been sent to their selected schools.
- The Student Will Receive School Communications**: We use the information collected on the student's FAFSA form to calculate their Student Aid Index (SAI). The SAI lets schools determine the aid the student is eligible to receive. The schools the student selected on the form will receive their FAFSA information starting in late January, and the student will begin receiving personalized aid information from the schools they've been accepted to several weeks later. Once received, the student can contact their financial aid offices directly to ask questions about their student aid packages.

At the bottom, there is a section titled "Track and Manage the Student's FAFSA Form" with a "View Status" button and the text: "You can check the status of the student's application in the 'My Activity' section of your StudentAid.gov account. We will let you know if we need anything more from you."



# Things to Keep in Mind

- Student (only) receives an email when FAFSA has been submitted.
- Email is from the **U.S. Department of Education** with a subject line of ***“We Received Your FAFSA Form”***

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

Submission date: **January 09, 2024**

Date Release Number (DRN): **9525**

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

**Estimated Student Aid Index (SAI) = 13108**

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



Questions?



Thank you for joining us today!

Find more FREE resources and information at  
[FAMEmaine.com/education](https://FAMEmaine.com/education).

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