



Next Steps in the FAFSA Process

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PRESENTED BY

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FAFSA Completion and Processing Update



FAFSA Completion Update

- **FAFSA was “soft-launched” on December 30th**
 - 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

Up to now, all submitted FAFSAs have been showing as “**In-Review.**”


My Activity [View All Activity >](#)

2024–25 FAFSA® Form

In Review *Last Updated on 01/03/2024*

2024–25 FAFSA® Form: Parent Contributor

In Review *Last Updated on 01/14/2024*

 **Noah Smith**



FAFSA Processing Update

Here's what we know about FAFSA processing:

- Two small batches of FAFSA records have been processed (processing “first in, first out)!)
- FAFSA records (ISIRs) for those individuals have been sent to the applicable schools and state agencies.
- FAFSA processing will “ramp up” in the coming days.
- 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 their FAFSA is processed, individual students will see that their FAFSA has been processed by logging into StudentAid.gov and checking their dashboard.

The screenshot displays the Federal Student Aid dashboard. The top navigation bar includes 'Federal Student Aid', 'FAFSA® Form', 'Loans and Grants', 'Loan Repayment', and 'Loan Forgiveness'. A user profile dropdown menu is open, showing options like 'Dashboard', 'My Activity', 'My Aid', 'My Documents', 'My Enrollment', 'Settings', and 'Log Out'. The main content area features a 'My Aid' section with a green checkmark and the text 'Your loan balance is \$0.' Below this is a 'My Activity' section with a blue arrow pointing to the '2024-25 FAFSA® Form' status, which is 'In Review' and 'Last Updated: 01/03/2024'. A 'Quick Links' sidebar on the right lists various resources like 'Info on Making Loan Payments', 'Loan Simulator', and 'Enroll In An Income-Driven Repayment (IDR) Plan'.



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.



FAFSA Processing Update

Identified Issues:

- Applicants who are not eligible for a Pell Grant don't see messaging on their FSS that they are not eligible.
 - They do see the messaging that they're not eligible on their confirmation page so this could cause confusion.
- Pell Grant eligibility is not displaying for **provisionally independent students** on their FSS.
- If a student has missing family size information, their SAI is not calculated. Currently, the **FSS doesn't say why** the SAI has not been calculated in this scenario.
- No firm timeline for resolution of these issues.

Identified Issues:

- On certain internet browsers, the “My Activity” section of the website does not load when a FAFSA already exists.
 - Use one of the **recommended browsers**: Mozilla Firefox, Apple Safari, and Google Chrome
- **Every time** someone logs into StudentAid.gov they receive this email.





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).



Fix for Parent without an SSN

Mixed-Status Families Update:

- Previously, mixed-status families were unable to successfully file a FAFSA.
- Technical fixes have **resolved this issue!** Yay!!
- 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.
- **Good news** related to FSA ID creation: an email will automatically be generated if the individual's identity can't be verified.

The following issues have been resolved:

- Students Unable to Save or Submit A FAFSA Form When Entering an Alien Registration Number That Ends in Zero
- Some Students with A Date of Birth of 2000 Are Looped to Unusual Circumstances Page
- Customers who Change Their Citizenship Status from Eligible Non-Citizen Are Unable to Submit an Application
- Updates can be found here:
 - [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)



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 20%** 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.
- 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.



Steps Prior to Filing a FAFSA

Determining Parent Contributors

- If parents are **married and filed a 2022 joint tax return**, information for both parents will be required but only **one parent** will need an FSA ID.
- If parents are **married and filed 2022 taxes separately**, or if parents live together but aren't married, information for both parents will be required and **both parents** will need their own FSA ID.

Determining Parent Contributors

- If parents are **divorced, separated, or never married** and don't live in the same household, the parent who provides the **most financial support** will be required to provide information on the FAFSA and will need an FSA ID.
- If that **parent is remarried** on the day the FAFSA is filed, information for their spouse will also be required and their **spouse will need their own FSA ID unless** they filed a 2022 joint tax return.

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

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- Complete a *Master Promissory Note (MPN)* >
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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.

An official website of the United States government.

Federal Student Aid

MENU

Apply for Aid Using the FAFSA Form

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studentaid.gov



Log In

Either the Student or the Parent can start the FAFSA!

Go to 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[®] FORM 2024-25

Welcome, Mila,
to the FAFSA[®] Form

I am starting the FAFSA form as a

Student 

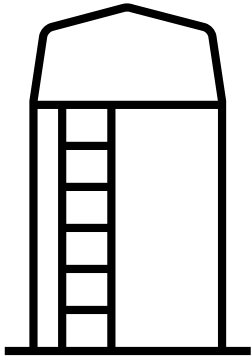
Parent 

Previous Continue

Decide Who Will Start the FAFSA

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

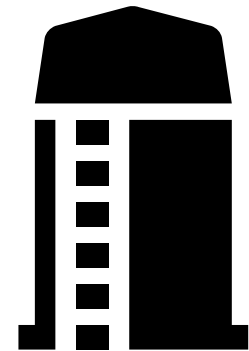
Student Section



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.

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: "Ellie Anderson has identified you as a parent on their Free Application for Federal Student Aid (FAFSA®) form. Parents are required to provide their financial and demographic information on the student's FAFSA form. This does not make you financially responsible for Ellie's educational costs or any federal student loans they decide to accept." Below the text are two buttons: "Accept Invitation" and "Decline Invitation". At the bottom of the notification, it says: "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 notification text says: "You have one or more invitations. Go to 'My Activity' to view invitations." There is a "View My Activity" button to the right of the notification. 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".

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!

Things to Keep in Mind

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?

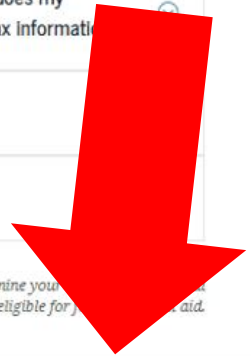
What happens if I decline consent and approval?

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




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[®] 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[®] 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

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	Parent Spouse or Partner
<p style="text-align: center;"></p> <p style="text-align: center;">Parent Who Will Fill Out This Form</p> <p>First Name ⓘ <input type="text"/></p> <p>Last Name ⓘ <input type="text"/></p> <p>Date of Birth ⓘ</p> <p>Month <input type="text"/> Day <input type="text"/> Year <input type="text"/></p>	<p style="text-align: center;"></p> <p style="text-align: center;">Parent Spouse or Partner</p> <p><small>Do not fill out this section unless otherwise instructed</small></p> <p>First Name ⓘ <input type="text"/></p> <p>Last Name ⓘ <input type="text"/></p> <p>Date of Birth ⓘ</p> <p>Month <input type="text"/> Day <input type="text"/> Year <input type="text"/></p>

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[®] 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 page 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
- Section 5 Signature

A pop-up window titled 'Contributor Section' is overlaid on the right. It contains the following information:

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

Below the table, there is a section for 'Parent Sections' with an 'Expand All' button. The sections listed are:

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

At the bottom of the pop-up, there are 'Previous' and 'Continue' buttons.

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 a note: "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!

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