

FSA UPDATES

ISAIAH ELLIS
OUTREACH SPECIALIST
FEDERAL STUDENT AID

AGENDA

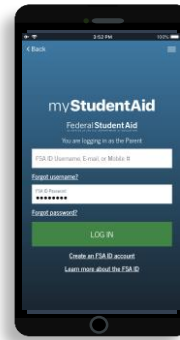
- **NEXT GEN UPDATE**
- **FAFSA[®] UPDATES**
- **FAFSA ENHANCEMENTS**
- **FAFSA OVERVIEW**
- **FSA ID**
- **TOOLS & RESOURCES**
- **STUDENTAID.GOV**
- **QUESTIONS AND ANSWERS**

NEXT GEN UPDATE



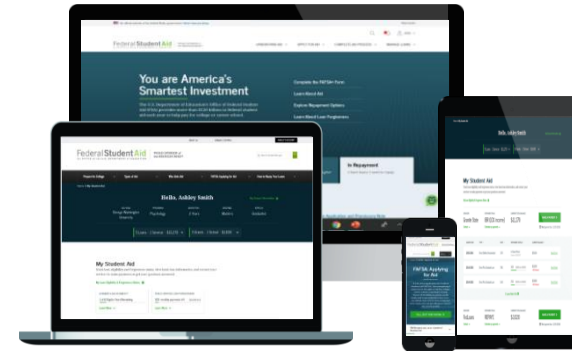
FAFSA.GOV

**LAUNCHED MOBILE
RESPONSIVE SITE**



MYSTUDENTAID

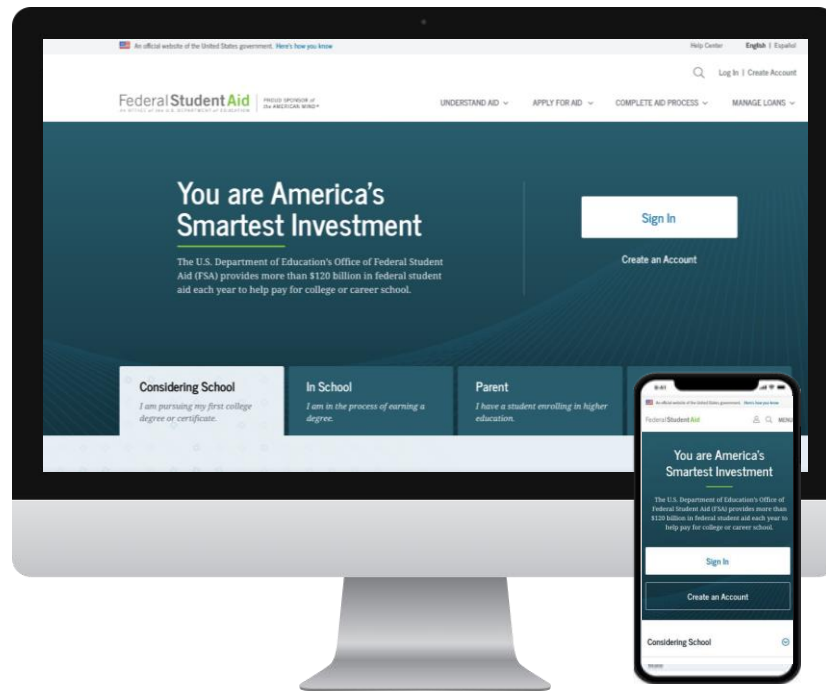
**RELEASED
MYSTUDENTAID MOBILE
APP**



STUDENTAID.GOV

**INTEGRATED FAFSA FORM
INTO STUDENTAID.GOV**

NEXT GEN UPDATE



STUDENTAID.GOV

**THE NEW CONSOLIDATED WEBSITE
PROVIDING ONE FRONT END
PLATFORM**

NEXT GEN UPDATE



PERSONALIZED

- USES DATA ABOUT CUSTOMERS AND THE SCHOOLS/PROGRAMS THEY ARE ATTENDING TO PERSONALIZE THEIR WEB EXPERIENCE AND RECOMMEND NEXT BEST ACTIONS



CONNECTED

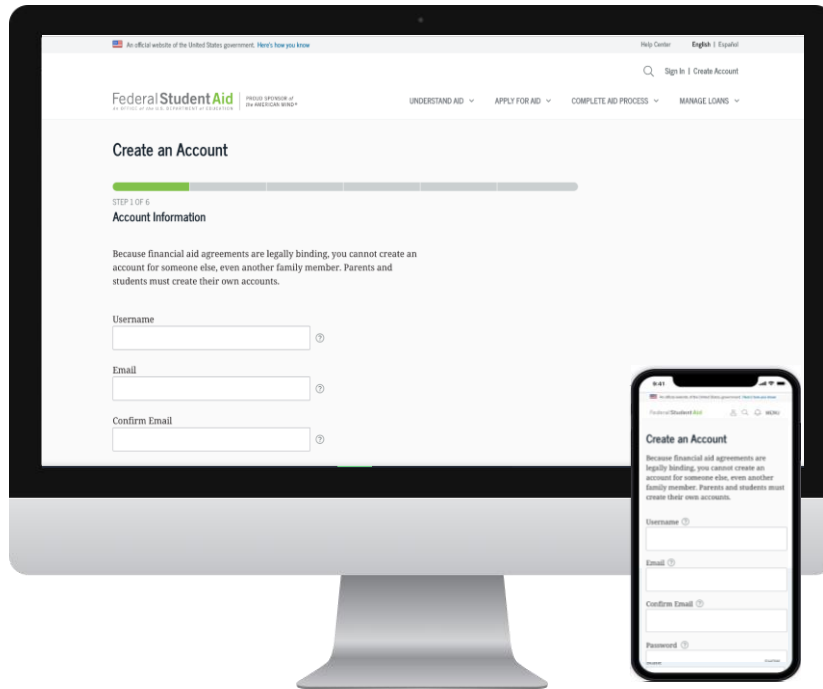
- PROVIDES A SEAMLESS EXPERIENCE WITH ONE LOCATION FOR A USER TO ACCESS ALL STUDENT LOAN RELATED INFORMATION AND RECEIVE SUPPORT
- CONSOLIDATES MESSAGING ACROSS PHONE, CHAT, VIRTUAL ASSISTANT, EMAIL, TEXT, AND SOCIAL MEDIA TO GIVE THE USER THE INFO THEY NEED, WHEN THEY NEED IT



ANTICIPATORY

- TRIGGERS PERSONALIZED ALERTS AND MESSAGING OFFERING TIPS AND RECOMMENDATIONS BASED ON WHERE AN INDIVIDUAL IS IN THEIR STUDENT AID JOURNEY

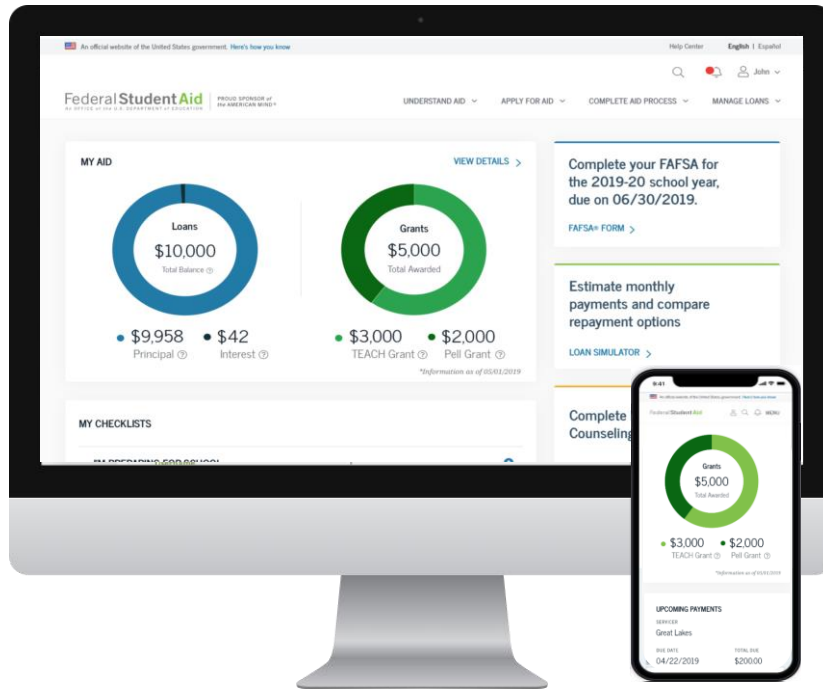
NEXT GEN UPDATE



CREATE AN ACCOUNT

THE CREATE AN ACCOUNT (FSA ID) PAGE ALLOWS USERS TO MAKE THEIR STUDENT AID ACCOUNT THAT THEY CAN USE FOR FAFSA AND ALL STUDENT RELATED ITEMS

NEXT GEN UPDATE



**PERSONALIZED
DASHBOARD**

**CENTRALIZED HUB FOR CUSTOMER
ACCOUNT INFORMATION**

FAFSA[®] ENHANCEMENTS



UPDATED FEATURES

- MYCHECKLIST PROVIDES USERS WITH GUIDANCE REGARDING STUDENT AID NEXT STEPS
- MYFAFSA CHECKLIST VIEWS NOW SHOW WHAT ROLE THE USER IS LOGGED IN AS
- PUSH NOTIFICATIONS NOW ENABLED

FILLING OUT THE FAFSA ON A MOBILE DEVICE

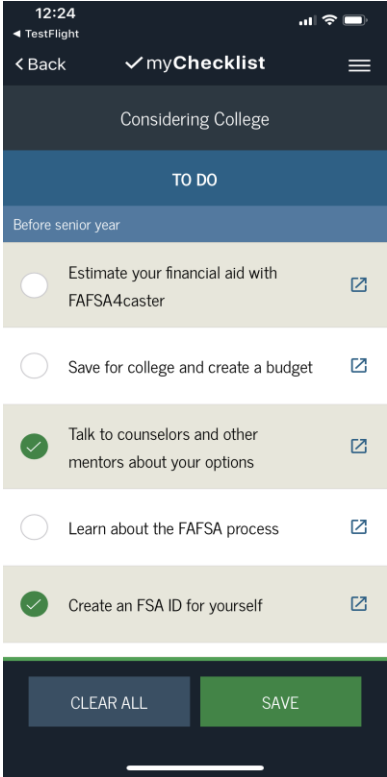
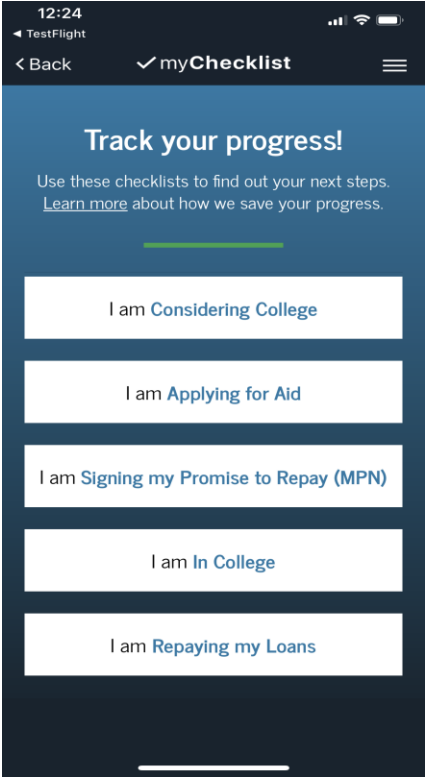
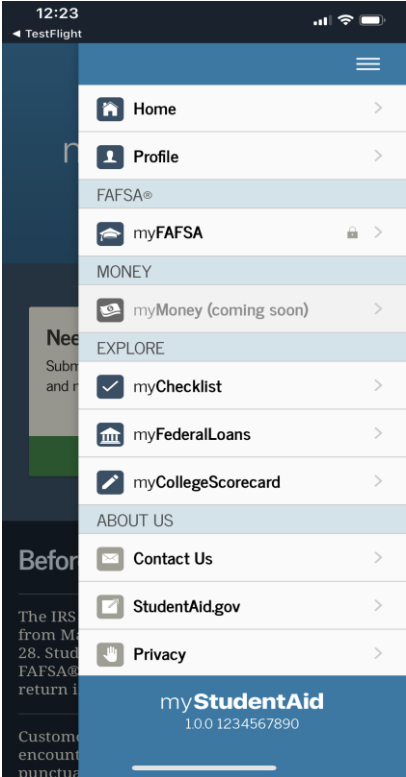
Checklist

What You'll Need to Fill Out the FAFSA® Form on your Mobile Device

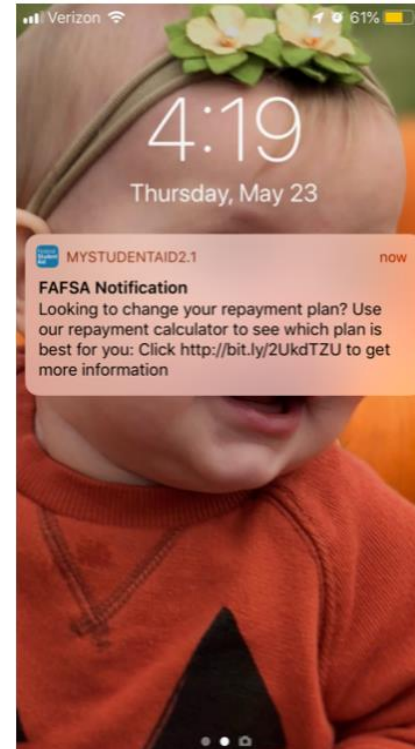
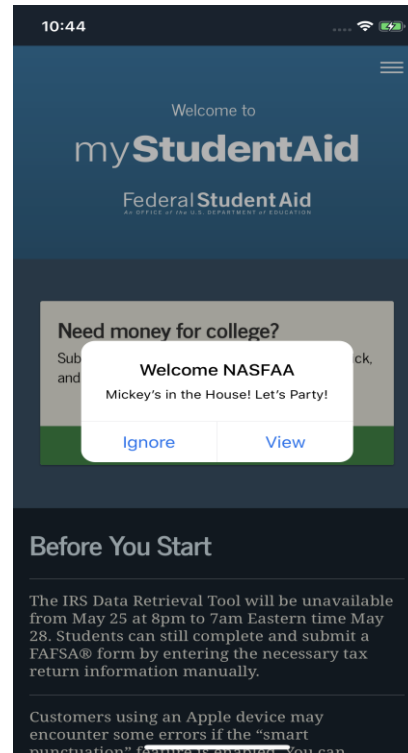
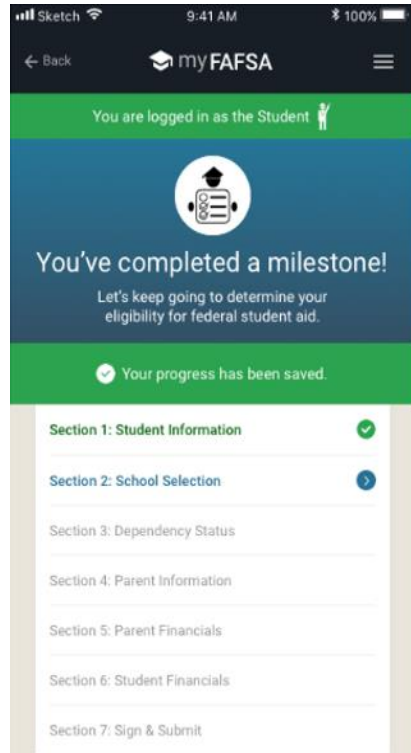
- ✓ Download or update the myStudentAid app in the Apple Store (iOS) or Google Play Store (Android)
- ✓ Your username and password (FSA ID)
- ✓ Access to the IRS Data Retrieval Tool (to automatically import financial info) or your federal income tax returns, W-2s, and other records of money earned
- ✓ Records of untaxed income (if applicable)

Note: If you are a dependent student, then you will also need most of the above information for your parent(s).

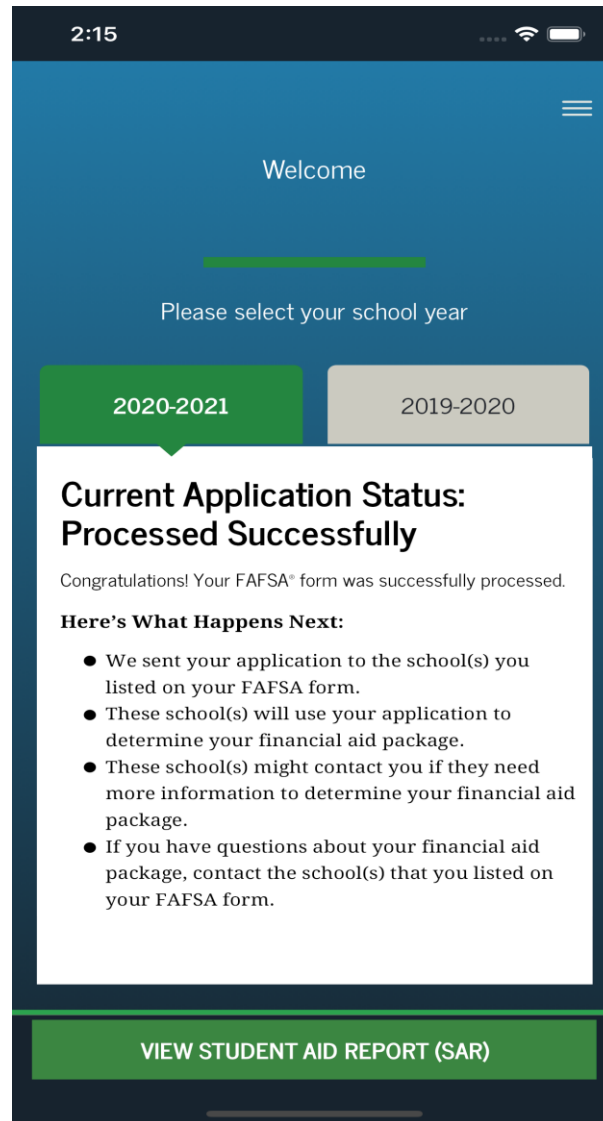
MYSTUDENTAID MOBILE APP



MYSTUDENTAID MOBILE APP



MYSTUDENTAID MOBILE APP



FAFSA[®] OVERVIEW



**COMPLETE
YOUR FAFSA®
EVERY
YEAR**



TYPES OF FEDERAL STUDENT AID

#1

GRANTS: (FREE MONEY)

GRANTS ARE FREE MONEY FOR SCHOOL AND ARE OFTEN BASED ON FINANCIAL NEED.

#2

FEDERAL WORK-STUDY: (EARNED MONEY)

FEDERAL WORK-STUDY PROVIDES YOU WITH A PART-TIME JOB WHILE YOU'RE ENROLLED IN SCHOOL.

#3

LOANS: (BORROWED MONEY)

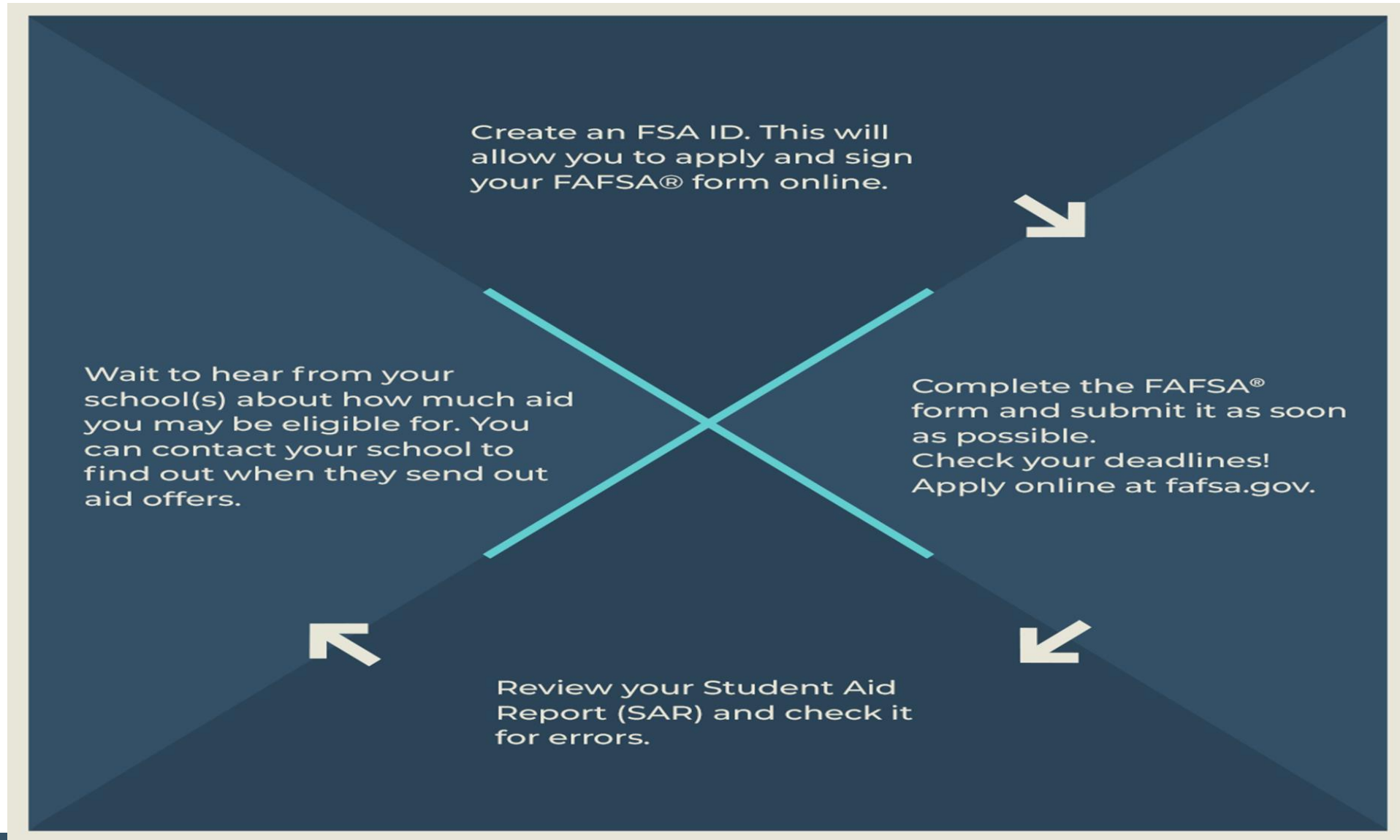
WITH FEDERAL LOANS, YOU BORROW THE MONEY YOU NEED AND PAY IT BACK AT A LOW, FIXED INTEREST RATE. WE PROVIDE LOANS TO STUDENTS AND PARENTS.

#4

SCHOLARSHIPS: (EARNED MONEY)

WHILE WE DON'T OFFER SCHOLARSHIPS, MANY STATES, SCHOOLS, OR OTHER ORGANIZATIONS DO.

FAFSA® PROCESS



FAFSA® COMPLETION TIPS

- PROVIDE INFORMATION **AS OF THE DAY** YOU FILL OUT THE FAFSA
- STUDENTS CAN LIST UP TO **10 SCHOOLS** ON THE FAFSA
- STUDENTS CAN LOG BACK INTO **FAFSA.GOV** TO CHECK THEIR APPLICATION STATUS, MAKE ANY UPDATES, AND/OR ADD EXTRA SCHOOLS
- STUDENTS SHOULD CALL **1-800-4-FEDAID** WITH QUESTIONS REGARDING COMPLETING THE FAFSA
- STUDENTS SHOULD CALL THE SCHOOL'S **FINANCIAL AID OFFICE** WITH QUESTIONS REGARDING THE AMOUNT OF AID THEY WILL RECEIVE AND DISBURSEMENT



HOW YOUR FINANCIAL AID IS CALCULATED:

$$\begin{array}{ccc} \text{COST OF} & & \text{EXPECTED FAMILY} \\ \text{ATTENDANCE} & \text{—} & \text{CONTRIBUTION} \\ \text{(COA)} & & \text{(EFC)} \\ & & \text{=} \\ & & \text{FINANCIAL} \\ & & \text{NEED} \end{array}$$

Who's my parent when I fill out

THE FAFSA FORM?

- Dependent students are required to report parent information.
- On your FAFSA form, "PARENT" means your legal (biological or adoptive) parent or stepparent, or a person that the state has determined to be your legal parent.

Federal Student Aid
AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION



WHICH PARENT DO YOU LIST ON YOUR FAFSA FORM?

If your parents are divorced or separated:

Who you report on the FAFSA depends on whether your parents live together or not.

If you have a stepparent:

If that person is legally married to the parent you're reporting on the FAFSA form, you must report their info as well.

FAFSA® FORM

Parents' Marital Status:	Provide Information for:
Married	Both of your parents
Remarried (after being widowed or divorced)	Parent and Stepparent
Unmarried and both legal parents living together	Both of your legal parents
Never Married	The parent that you lived with most during the last 12 months. If you did not live with one parent more than the other, provide information about the parent who provided more financial support during the last 12 months, or during the most recent year that you actually received support from a parent.
Divorced or Separated	The parent that you lived with most during the last 12 months. If you did not live with one parent more than the other, provide information about the parent who provided more financial support during the last 12 months, or during the most recent year that you actually received support from a parent.
Widowed	Your parent

HELPFUL HINTS

**THERE IS A FAFSA
DEADLINE FOR:**

-  1. FEDERAL FINANCIAL AID
-  2. STATE FINANCIAL AID
-  3. COLLEGE OR CAREER SCHOOL AID
-  4. OTHER FINANCIAL AID,
LIKE SCHOLARSHIPS

COMPLETE YOUR FAFSA BY THE EARLIEST OF THESE DEADLINES!

TO MAXIMIZE YOUR FINANCIAL AID, APPLY BY THE EARLIEST DEADLINE

SCHOOL	STATE	FEDERAL
FEBRUARY 15	MARCH 1	JUNE 30

*Note: Sample dates used

fafsa.gov

FSA ID



FSA ID

The FSA ID is a username and password combination.
You use it to log into to our websites
and to electronically sign our forms.

Username

NAME 123

Password

••••••••

HOW TO CREATE AN FSA ID:

1. Enter your email address
2. Create a username
3. Create a password
4. Enter your name, date of birth, and Social Security number
5. Enter your mobile phone number
6. Set up 4 challenge questions
7. Read and accept the terms
8. Verify your mobile phone number
9. Verify your email address

Create an FSA ID:
StudentAid.gov/fsaid

FEDERAL STUDENT AID TOOLS & RESOURCES



Prepare for College ▾ Types of Aid ▾ Who Gets Aid ▾ FAFSA®: Apply for Aid ▾ How to Repay Your Loans ▾

Get Financial Aid for School

We make it easier to get money for college or career school. To get started, fill out the *Free Application for Federal Student Aid* (FAFSA®) form. Then your college will tell you the types and amounts of aid you can get. And we'll help you along the way.

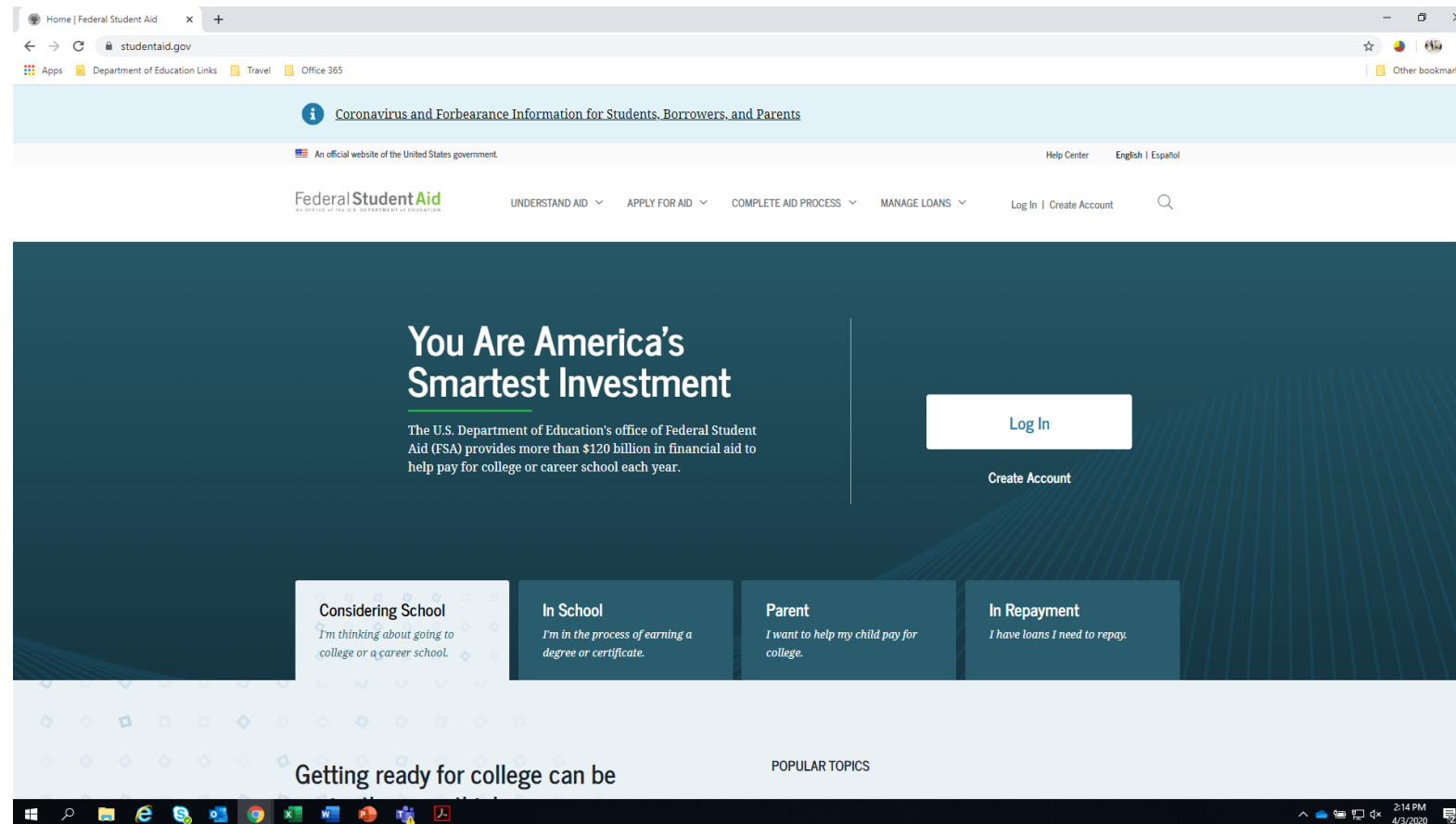
[FILL OUT FAFSA® FORM](#) >

Popular Topics

- [Creating Your Account \(FSA ID\)](#) →
- [Tips for Filling Out the FAFSA® Form](#) →
- [Fill Out a FAFSA® Form](#) →
- [After Submitting the FAFSA® Form](#) →

STUDENTAID.GOV

STUDENTAID.GOV IS A SITE SPECIFICALLY DESIGNED FOR STUDENTS AND FAMILIES. THE WEBSITE PROVIDES INFORMATION FOR STUDENTS THAT ARE CONSIDERING SCHOOL, CURRENTLY IN SCHOOL, PARENTS OR STUDENTS THAT ARE IN REPAYMENT FOR THEIR STUDENT LOANS.



STUDENTAID.GOV – CONSIDERING SCHOOL

Considering School

I'm thinking about going to college or a career school.

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.

Getting ready for college can be easier than you think.

It's never too early—or too late—to explore your options for college or career school. This site discusses key steps in preparing for college and provides resources that can help you along the way.

POPULAR TOPICS

[Get Checklists for Academic and Financial Preparation](#)

[Choose a School](#)

[Learn About Grants, Work-Study, Loans, and Scholarships](#)

[Estimate Your Aid](#)

[Apply for Aid Using the FAFSA® Form](#)

[Compare School Aid Offers](#)

PROVIDES INFORMATION FOR STUDENTS THINKING ABOUT GOING TO A COLLEGE, UNIVERSITY OR CAREER SCHOOL.

TOOLS & RESOURCES

- CHECKLIST FOR ACADEMIC AND FINANCIAL AID PREPARATION
- COLLEGE SCORECARD
- FINANCIAL AID INFORMATION
- AID ESTIMATION
- FAFSA LINK
- NET PRICE CALCULATOR

STUDENTAID.GOV – IN SCHOOL

Considering School

I'm thinking about going to college or a career school.

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.

We're here to help you access and manage your financial aid.

If you filled out the FAFSA® form, you may have been offered grants, work-study, and loans. Before you receive a loan or TEACH Grant, you must complete counseling and carefully review and sign your agreement.

POPULAR TOPICS

[Renew Your FAFSA® Form](#)

[Apply for a PLUS Loan for Graduate School](#)

[Complete a Loan Agreement \(*Master Promissory Note*\)](#)

[Complete Loan Entrance Counseling](#)

[Use *Loan Simulator*](#)

[Complete TEACH Grant Counseling and *Agreement to Serve*](#)

PROVIDES INFORMATION FOR STUDENTS IN THE PROCESS OF EARNING OF DEGREE OR CERTIFICATE

TOOLS & RESOURCES

- [LINK TO THE FAFSA](#)
- [LINK TO APPLY FOR THE PLUS LOAN \(GRADUATE SCHOOL\)](#)
- [SIGN THE MASTER PROMISSORY NOTE](#)
- [COMPLETE LOAN ENTRANCE COUNSELING](#)
- [ESTIMATE LOAN REPAYMENT](#)
- [SIGN TEACH GRANT COUNSELING](#)

STUDENTAID.GOV - PARENT

Considering School

I'm thinking about going to college or a career school.

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.

We'll share useful info and walk you through the PLUS loan process.

We have resources for parents looking to save for college and learn about financial aid. We also make loans to eligible parents to help pay for their child's undergraduate education expenses.

POPULAR TOPICS

[Apply for a Parent PLUS Loan](#)

[Complete a *Master Promissory Note* for a Parent PLUS Loan](#)

[Complete PLUS Credit Counseling](#)

[Appeal a Credit Decision](#)

[Use *Loan Simulator*](#)

[Find Resources for Parents](#)

PROVIDES INFORMATION FOR STUDENTS THINKING ABOUT GOING TO A COLLEGE, UNIVERSITY OR CAREER SCHOOL.

TOOLS & RESOURCES

- APPLY FOR THE PARENT PLUS LOAN
- SIGN THE MPN FOR THE PARENT PLUS LOAN
- COMPLETE THE PLUS CREDIT COUNSELING
- APPEALS
- ESTIMATE LOAN REPAYMENTS
- ADDITIONAL RESOURCES

STUDENTAID.GOV – IN REPAYMENT

Considering School

I'm thinking about going to college or a career school.

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.

We'll help you manage the repayment process.

Federal student loans offer flexible repayment plans, loan consolidation, forgiveness programs, and more. We can help you manage repayment and answer any questions you have along the way.

POPULAR TOPICS

[Find Out How to Make a Payment](#)

[Use *Loan Simulator*](#)

[Complete Consolidation Loan Application and Promissory Note](#)

[Apply/Recertify/Change Income-Driven Repayment Plan](#)

[Use the *Public Service Loan Forgiveness \(PSLF\) Help Tool*](#)

[Understand Student Loan Delinquency and Default](#)

PROVIDES INFORMATION FOR STUDENTS AND PARENTS IN REPAYMENT

TOOLS & RESOURCES

- PAYMENT INFORMATION
- ESTIMATE LOAN REPAYMENT
- COMPLETE MPN
- APPLY FOR SPECIFIC REPAYMENT OPTIONS
- INFORMATION ON PUBLIC SERVICE LOAN FORGIVENESS
- INFORMATION ON STUDENT LOAN DELINQUENCY AND DEFAULT

PROVIDES ADDITIONAL INFORMATION ON SPECIFIC TOPICS.



You Are America's
Smartest Investment

FINANCIAL AID TOOLKIT

THE FINANCIAL AID TOOLKIT, AT FINANCIALAIDTOOLKIT.ED.GOV, IS A SITE SPECIFICALLY DESIGNED FOR YOU, THE SCHOOL COUNSELOR OR COLLEGE ACCESS MENTOR. THE TOOLKIT CONSOLIDATES FSA RESOURCES INTO A SEARCHABLE ONLINE DATABASE INTENDED FOR USE BY ORGANIZATIONS AND INDIVIDUALS WHO INTERACT WITH, SUPPORT, OR COUNSEL STUDENTS AND FAMILIES ON MAKING FINANCIAL PREPARATIONS FOR POSTSECONDARY EDUCATION.

The screenshot shows the homepage of the Financial Aid Toolkit. At the top, there is a navigation bar with 'ABOUT US' and 'STUDENTAID.GOV' on the left, a search bar in the center, and a green arrow on the right. Below this is the main header with the 'Federal Student Aid' logo (An OFFICE of the U.S. DEPARTMENT of EDUCATION) on the left, 'PROUD SPONSOR of the AMERICAN MIND®' in the center, and 'Financial Aid Toolkit' on the right. A dark navigation bar contains four menu items: 'Learn About Financial Aid', 'Conduct Outreach', 'Get Training', and 'Search Financial Aid Tools and Resources'. Below the navigation bar is a green banner with the text 'Help students and parents prepare for college and career school.' and a sub-headline: 'The online source of federal student aid information and outreach tools for counselors, college access professionals, nonprofit mentors, and others.' The main content area features four columns, each with a photo and a description: 1. 'LEARN ABOUT FINANCIAL AID' with a photo of a man and a woman looking at a laptop; 2. 'CONDUCT OUTREACH' with a photo of a woman speaking at a podium; 3. 'GET TRAINING' with a photo of a man and a woman in a training session; 4. 'SEARCH TOOLS AND RESOURCES' with a photo of a woman looking at a laptop. At the bottom, there is a green bar with 'ANNOUNCEMENTS' and 'LEARN ABOUT FINANCIAL AID' links. The footer contains links for FOIA, Privacy, Notices, usa.gov, ed.gov, whitehouse.gov, Contact Us, and Leave Us Feedback, along with social media icons for Facebook, Twitter, and YouTube.

FAFSA® DEMONSTRATION SITE

LOGIN INTO [FAFSADEMO.TEST.ED.GOV](https://fafsademmo.test.ed.gov)



Welcome to Federal Student Aid's *CPS Web Applications Demo System*

This Web site is a demonstration version of Federal Student Aid's 2020-2021 and 2019-2020 *FAFSA on the Web* and *FAA Access to CPS Online* sites. The site provides a way for financial aid administrators to show students and parents, as well as financial aid office staff, how to use *FAFSA on the Web* and *FAA Access to CPS Online*. It offers most of the features of the production versions of the *FAFSA on the Web* and *FAA Access to CPS Online* Web sites, except that no data is processed.

Note: The following information applies to this Web site:

- We authenticate users when they log into *FAA Access to CPS Online*. We ask users to provide a Federal Student Aid User ID (FSA User ID) and Password to access federal student aid information through the Internet. Since this is a demonstration Web site and user authentication is not required to access test data, the authentication step is skipped.
- Saved data and submitted data **are cleared** from the database each evening.
- Actual personal identifying information should **never** be used on this Demo site.
- Unlike the production site, an estimated EFC is **not** calculated after an application is submitted. The EFC value is always all 9s for any test case on the Demo site.
- Printed signature pages include a 'test sample' watermark and should not be mailed to the processor. The demo signature page will **not** be accepted or processed.
- If another user saves a renewal or correction application in *FAFSA on the Web*, other users will not know the save key and will have to start a new transaction.
- Unlike the production site, the "CPS Web Applications Demo System" page is considered the FAFSA "Home" page. When a user selects "Exit" or "Home" from the Demo site, they will be directed to the "CPS Web Applications Demo System" page.
- The Demo site includes all *FAFSA on the Web* application, renewal, and correction entry pages beginning with the "Login" page.

Pre-loaded test data is provided for applications that depend on historical data such as renewal applications, corrections, print SAR, application status check, student inquiry, and electronic signatures. Multiple transactions exist for test cases where the highest transaction number is greater than 01. FAA login information is also provided for *FAA Access to CPS Online* applications on the Demo site.

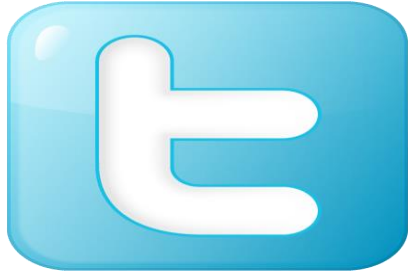
The student IDs and FSA IDs to access the test data for each available cycle are given below.

[2020-2021](#)

[2019-2020](#)

CONNECT WITH US!!!

SOCIAL MEDIA



STUDENTAID.GOV

The screenshot shows the Federal Student Aid website. At the top, it says "Federal Student Aid" with the tagline "PROUD SPONSOR of the AMERICAN MIND®" and "An OFFICE of the U.S. DEPARTMENT of EDUCATION". There is a search bar on the right. Below the header is a navigation menu with options: "Prepare for College", "Types of Aid", "Who Gets Aid", "FAFSA® Apply for Aid", and "How to Repay Your Loans". The main content area has a green background with the heading "Get Financial Aid for School". Below this is a paragraph: "We make it easier to get money for college or career school. To get started, fill out the Free Application for Federal Student Aid (FAFSA®) form. Then your college will tell you the types and amounts of aid you can get. And we'll help you along the way." At the bottom left is a blue button that says "FILL OUT FAFSA® FORM". On the right side, there is a "Popular Topics" section with links: "Creating Your Account (FSA ID)", "Tips for Filling Out the FAFSA® Form", "Fill Out a FAFSA® Form", and "After Submitting the FAFSA® Form".

1-800-4FED-AID

- E-mail Us**
You can email us anytime.
- Chat with Us**
Ask a live agent your questions via a web chat.
- Call Us**
1-800-4FED-AID
(1-800-433-3243)
International Caller? Can't make a toll-free call?
1-334-523-2691

Hours of Operation

Monday–Friday
8 a.m.–11 p.m. Eastern time (ET)

Saturday–Sunday
11 a.m.–5 p.m. Eastern time (ET)

We are closed on federal holidays, the day after Thanksgiving and on December 24th.

We are open on New Year's Day, Martin Luther King Jr.'s Birthday, and Washington's Birthday from 11 a.m.–5 p.m. ET.

Hearing Impaired?
TTY calls only.
1-800-730-8913

SIGN UP FOR OUR "PARTNER EMAILS"

THE EMAILS WE SEND ARE INTENDED TO KEEP OUR PARTNERS UP TO DATE!

[HTTPS://FSAPARTNERS.ED.GOV/S/](https://fsapartners.ed.gov/s/)

WE PROVIDE UPDATES ABOUT OUR PRODUCTS AND SERVICES, REMINDERS ABOUT UPCOMING PROFESSIONAL DEVELOPMENT OPPORTUNITIES, TIPS FOR OUTREACH TO STUDENTS, AND MORE.

Federal Student Aid
@FederalStudentAid

Home

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Videos
Community
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Create a Page

Federal Student Aid
July 1 at 11:30 AM · 🌐

Last-minute tips to help you track down some extra money:
<http://bit.ly/2Nd2okZ>

22 1 Comment 53 Shares

WHY GO TO COLLEGE OR CAREER SCHOOL?
A college degree or career school credential can improve your earning potential. This graph shows the average 2017 earnings for people age 25+ with different levels of education. In addition to higher earnings, unemployment rates tend to be lower for people with more education. (U.S., it's easier to find a job.) <https://www.ed.gov/about/foia/2017/2017-federal-student-aid>

Education Level	Average 2017 Earnings
Less than a high school diploma	\$23,000
High school graduate (no college)	\$40,200
Occupational program (career school)	\$51,100
Some college (no degree)	\$53,200
Associate's degree (two-year college)	\$53,000
Bachelor's degree	\$62,100
Master's degree	\$81,400
Doctoral degree	\$111,000

ABOUT FEDERAL STUDENT AID

Our Story
Federal Student Aid, a part of the U.S. Department of Education, is the largest provider of student ...
[See More](#)



SEARCH
"FEDERAL STUDENT AID"

CURRENTLY, FSA HAS 447K LIKES ON FACEBOOK.




**“FOLLOW”
@FAFSA TO SEE
OUR TWEETS.**

**CURRENTLY, FSA
HAS 146K
FOLLOWERS ON
TWITTER.**



PROUD SPONSOR OF THE AMERICAN MIND®

Federal Student Aid
20,381 subscribers

SUBSCRIBE 20K

HOME VIDEOS PLAYLISTS CHANNELS DISCUSSION ABOUT

Overview of the Financial Aid Process
125,486 views • 1 year ago

Are you ready to attend college or career school, but need financial aid to help fund your education? Check out this video to learn how the office of Federal Student Aid provides more than \$150 billion in grants, loans and work-study funds. Visit <http://StudentAid.gov> to learn more.

FEATURED CHANNELS

- U.S. Department of Ed...
SUBSCRIBE

RELATED CHANNELS

- ESPN
SUBSCRIBE

FSA ID (Username & Password) PLAY ALL

3:18 1:01 1:07

SUBSCRIBE TO OUR YOUTUBE CHANNEL



Connect with us



Home

Comments Policy

The Five "Qs" of Public Service Loan Forgiveness



The Five "Qs" of
Public Service
Loan Forgiveness

1. Work in "Qualifying Employment"
2. "Qualifying Employment Status"
3. Have a "Qualifying Loan"
4. Have a "Qualifying Repayment Plan"
5. Make 120 "Qualifying Payments"

#StudentLoanForgiveness. It's a hashtag now, so you'll all pay attention, right? Everyone wants their student loans forgiven. The perception is that very few qualify for any forgiveness programs. But did you know that there is one broad, employment-based forgiveness program for federal student loans? Most people don't, or misunderstand how it works. Let me break down some key points of the [Public Service Loan Forgiveness Program](#) to help you figure out if you could qualify.



Email Updates

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#AskArne

Federal Student Aid

College Completion

Early Learning

ConnectED

ESEA Reauthorization

VIEW OUR BLOGS BY
VISITING
WWW.ED.GOV/BLOG

IN THE SIDEBAR, CLICK
ON "FEDERAL STUDENT
AID."



GOT A QUESTION? THE [FEDERAL STUDENT AID INFORMATION CENTER](#) CAN HELP. SEARCH OUR SITE OR REVIEW OUR FREQUENTLY ASKED QUESTIONS. YOU CAN ALSO CONTACT US BY EMAIL, CHAT, OR PHONE.

Search for Answers

Frequently Asked Questions

- [How to Repay Your Loans - Understanding Repayment - Loan Servicers](#)
- [FAFSA - Applying for Aid - Next Steps - Correcting or Updating Your FAFSA](#)
- [What if my FSA ID is locked or disabled?](#)
- [How do I sign my FAFSA?](#)
- [FAFSA - FAFSA: Applying for Aid » Filling Out the FAFSA® Form](#)
- [How to Repay Your Loans - Understanding Default - Collections](#)
- [Will I need to fill out the FAFSA each year?](#)
- [FAFSA - Applying for Aid - Filling Out the FAFSA - The FSA ID](#)
- [FAFSA - Applying for Aid - Next Steps](#)
- [How to Repay Your Loans - Understanding Default - Getting out of Default](#)
- [More...](#)

E-mail Us

You can email us anytime.

Chat with Us

Ask a live agent your questions via a web chat.

Call Us

1-800-4FED-AID
(1-800-433-3243)
International Caller? Can't make a toll-free call?
1-334-523-2691

Hours of Operation

Monday–Friday
8 a.m.–11 p.m. Eastern time (ET)

Saturday–Sunday
11 a.m.–5 p.m. Eastern time (ET)

We are closed on federal holidays, the day after Thanksgiving and on December 24th.

We are open on New Year's Day, Martin Luther King Jr.'s Birthday, and Washington's Birthday from 11 a.m.–5 p.m. ET.

Hearing Impaired?
TTY calls only.
1-800-730-8913

FEEDBACK

WE WOULD LOVE TO HEAR FROM YOU!

[HTTPS://WWW.SURVEYMONKEY.COM/R/DTM](https://www.surveymonkey.com/r/dtm)

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QUESTIONS & ANSWERS

