

# Corrections, Updates, and Adjustments

*There are situations where the original application information may need to be changed: when errors need to be corrected; when dependency status, household size, or number in college must be updated; and when an aid administrator makes an adjustment based on professional judgment. This chapter discusses how to make these changes to application information.*

Students and schools can *correct* items that were incorrectly reported on the original FAFSA submission, but because the FAFSA is considered to be a “snapshot” of the family’s financial situation as of the date the application was submitted, only a few answers from the FAFSA can be *updated* to reflect changes after the FAFSA was signed. Also, as an aid administrator you have the discretion to use your professional judgment to *adjust* the student’s reported information to account for special circumstances.

## CORRECTING ERRORS

Errors can occur if the student submits the wrong information or if the information she provided was not scanned or entered correctly. In general, your school must have correct data before it can pay the student, which in some cases means that you or the student must submit corrections for reprocessing. However, there are other cases where you can pay the student without waiting for corrections to be reprocessed—for instance, if the aid amount doesn’t change or, for the Campus-based and Stafford/PLUS programs, if you base the award on your recalculation of the EFC. For students selected for verification, there are additional situations where corrections aren’t required (see *Chapter 4* of this publication).

Even if the EFC or award amount doesn’t appear to change, corrections must be submitted to the CPS (or the discrepancy otherwise resolved) if the Social Security number is wrong or there are problems with other application questions (such as those on citizenship) that are subject to data matches.

### ***Options if error doesn’t affect eligibility***

If there would be no change to the Pell, AC, or National SMART Grant, the student doesn’t have to submit corrections for reprocessing unless something such as a data match item must be changed. When submitting payment information in such a case, you must use the verified transaction. The rule is similar for the Campus-based and Stafford loan programs—you can award aid based on the original data if your recalculation of the EFC shows the correction would not change the student’s award amount. Of course, for any program you can require corrections to be submitted for reprocessing.

## TYPES OF CHANGES

### **Corrections**

→ Application errors

### **Updates**

→ Changes to dependency status, household size, or number in college under certain conditions

### **Professional judgment<sup>1</sup>**

→ Override dependency status  
→ Adjust data elements

<sup>1</sup> Aid administrators only

## Regulations on corrections and updating

Corrections for Pell Grants

34 CFR 690.14

Verification and updating, interim disbursements, options for payment, etc.  
668.55, 668.58-.61

### **Correction if misreported as graduate**

Any student who reports on the FAFSA that she is a graduate student can't receive Pell funds. Therefore, a student who incorrectly reported that she is a graduate student must correct that information, even if there are no errors that affect the EFC.

### **Examples—errors not affecting EFC**

Stanislaw reported \$1,000 for cash, savings, and checking accounts, and also reported \$1,000 for the net worth of investments. He reported no other assets. He actually should have reported \$2,500 for the net worth of investments. However, because his asset protection allowance is \$4,700, making the correction won't change his EFC at all. Therefore, he can receive aid from any of the programs without submitting a correction, based on the data he originally reported.

Eric reported an AGI of \$20,000 but forgot to report untaxed income of \$120. Eric's EFC was 846. The FAA at Frisson College determines that making the correction would change Eric's EFC to 874. For an EFC of 846, the scheduled award is \$2,900, as it is for an EFC of 874, so the college can pay Eric's Pell without requiring him to make a correction. When Frisson submits the origination record for Eric, it uses the original EFC of 846. (The college will need to either use its recalculated EFC or submit a correction for aid from the Campus-based or Direct Loan programs; see "Options if correction decreases eligibility.")

### **Correction increases eligibility, Pell grants**

34 CFR 668.59(b)(2)(ii)(A)

### **Verification completed within 120-day period for Pell**

34 CFR 668.60(c)(1)

### ***Options if correction increases eligibility***

For Pell, AC, and National SMART Grants, if the scheduled award would increase and if the student completes verification and submits no corrections, you may use the original EFC and grant amount. Otherwise, you must pay the student the increased amount by submitting the corrections to the CPS for reprocessing. If the student was selected for verification, you can make a first payment based on the original EFC and adjust the second payment upon receipt of the reprocessed ISIR/SAR, or you can wait until you receive the new EFC before you pay the student. If the student wasn't selected for verification, you must wait until you receive the reprocessed EFC before making a payment.

There's an important limitation when a student completes verification while no longer enrolled but within the subsequent 120-day period allowed for verification. In such cases you must always use the higher EFC, even if it was the original and incorrect EFC (refer to the regulation cited in the margin).

For the Campus-based and Stafford loan programs, if your recalculation shows that the student's eligibility will increase, you can either pay the student based on your recalculation or you or the student can submit a correction and use the new EFC from the CPS. Remember that your school will be liable for any overpayment if your recalculation is incorrect.

### ***Options if correction decreases eligibility***

If the student would be eligible for less aid based on the correct information, you can't use the incorrect EFC to award FSA aid.

For Pell, AC, and National SMART Grants, if the scheduled award would decrease, the data must be corrected and submitted to the CPS. You can't make any grant payments to the student until you receive the new output document.

For the Campus-based and Stafford loan programs, when your recalculation of the EFC shows that the corrections would decrease the student's aid, you can either pay the student based on your recalculation or require the student to submit a correction and use the new EFC from the CPS.

## **UPDATING**

Generally, a student cannot update information, such as income or assets, that was correct as of the date the application was signed. For example, if the student's family sold some stock after she signed the FAFSA and spent the money on a non-reported asset such as a car, she can't update her information to show a change in the family's assets. However, three items—household size, number in college, and dependency status—must be updated in certain circumstances.

### ***Dependency status***

A student must update his dependency status any time during the award year unless it changed because his marital status changed. This update is required whether or not he was selected for verification. For the Pell Grant Program, the updated information must be submitted to the CPS for repro-

cessing. For the Campus-based and Stafford/PLUS loan programs, you can recalculate the student's EFC based on the updated dependency status and use that recalculated EFC. Remember that your school will be liable for any overpayment due to recalculation errors.

Once you've originated a Stafford loan, the origination record can't be changed to reflect a change in dependency status. However, you can use the updated status and recalculated EFC to originate or certify additional loans if the student qualifies.

### ***Household size and number in college***

Unlike dependency status, household size or number in college cannot be updated unless the student is selected for verification. If he is selected, these items must be updated to be correct at the time of verification unless they changed due to a change in the student's marital status, in which case updating is not permitted.

For Pell Grants, the student doesn't have to submit updated information for reprocessing if the scheduled award will increase or remain the same; you can disburse Pell funds using the original EFC. But in order for the student to get the increased grant amount, the updated information must be submitted to the processor. You can make a first payment based on the original EFC, adjusting the second payment upon receipt of the reprocessed output document, or you can wait until you receive the new EFC before paying the student. If the award will decrease, the updated information must be submitted to the processor. You can't make any payments until you have the new output document with the updated information.

For the Campus-based and Stafford/PLUS programs, you can require the student to submit the updated information for the CPS to recalculate the EFC, or you can recalculate the student's EFC yourself. Remember that your school will be liable for any overpayment due to recalculation errors.

### ***Effect on previous disbursements***

If you paid a student based on information that is updated later, you must use the revised EFC to determine the correct award and adjust future disbursements or require a repayment by the student if necessary.

## **HOW TO SUBMIT CORRECTIONS AND UPDATES**

Corrections and updates can be submitted by the student on the SAR or the Web or by the school using FAA Access to CPS Online.

### ***Using FAFSA on the Web (FOTW)***

Any student who has a PIN—regardless of how he originally applied—may correct any of his own data, except SSN, by using FAFSA on the Web at [www.fafsa.gov](http://www.fafsa.gov). If dependent students need to change parental data, a parent must either sign electronically with her own PIN or print out and sign a signature page.

### ***Submitting changes via FAA Access to CPS Online***

Your school can submit corrections and updates electronically through FAA Access to CPS Online even if the original application wasn't submit-

### **Example: correction increases eligibility**

Chris's EFC is 616. He correctly reported his household size of three but incorrectly reported the number in college as one. The FAA at Benoit Institute determines that correcting the number in college to two would change Chris's EFC to 534. This would increase his Pell award by \$100. Benoit can disburse Pell to Chris on the lower scheduled award but not on the higher award unless he sends in a correction and receives a new output document. Benoit could use the recalculated EFC for awarding under the Campus-based or Direct Loan programs without any corrections being submitted.

### **Example: correction decreases eligibility**

On the application, Chavo reported his \$6,000 in income as taxes paid instead of income earned from work. Making the correction will increase Chavo's EFC, so his eligibility will be reduced. Because Chavo will still qualify for a Pell, the FAA at Sarven Technical Institute sends the correction to the CPS for recalculation. Chavo can't receive any Pell payments until Sarven receives the corrected ISIR. However, Sarven could recalculate his EFC and disburse Campus-based aid or Direct Loans to Chavo before it receives the corrected data from the CPS.

### **Parent remarriage after applying**

While the applicant does not update household size or number in college because of a change in his marital status, if he is a dependent student and his parent remarries between application and verification, he must update household size to include the new stepparent. However, the student would not count the new stepparent's income and assets. The school could use professional judgment to include the stepparent's income or to otherwise account for the change.

HEA Sec. 475(f)(3)

34 CFR 668.55(b)

## Making corrections and updates

**FAFSA on the Web**  
[www.fafsa.gov](http://www.fafsa.gov)

**FAA Access to CPS Online**  
<http://faaaccess.ed.gov/>  
 by the school aid office

**Student aid report**  
 paper corrections sent by mail

**By phone**  
 Change schools listed or student  
 address (DRN required)  
 Federal Student Aid Information  
 Center (FSAIC)  
 1-800-4-FED-AID (1-800-433-3243)

ted with that method. If your school isn't listed on the transaction you want to correct, the student will have to give you the DRN printed on the SAR or SAR Acknowledgement so that you can add your school in the next available institution field and then get electronic access to the resulting corrected transaction. If all the fields are filled, the student will have to tell you which school to replace with yours.

If you send a correction or update for a student using FAA Access, you must first have signed documentation from the student and parent. This can be signatures on Part 2 of the SAR, a signed copy of the correction or update, or a signed verification document. Unlike those for the original application, these do not have to be wet signatures. See *Chapter 2* for more on signature requirements.

The CPS will process the change, send an ISIR to the school, and send the student a one-page SAR acknowledgement or, if the CPS has her e-mail address, an e-mail with a link to her SAR information on the Web.

### ***Using the Student Aid Report (SAR) to make corrections***

Students who received a paper SAR may make corrections or updates on it, then sign and return it to the FAFSA processor at the address given at the end of the SAR (of course, students with PINs can instead use FOTW). One parent must also sign if the student is dependent, unless the only corrections are to the institution or housing codes, the address, or telephone number.

If the student applied electronically through a school or received an e-mail link to SAR information on the Web but would like to make corrections with a paper SAR, she can have one mailed to her by calling the FSAIC at 1-800-433-3243 and providing her name, SSN, and date of birth.

### ***Adding schools and changing a student's address***

As with other changes, a student can add schools or change her address, e-mail address, or telephone number on the Web or on a paper SAR. But she can also update these items over the phone by calling 1-800-4-FED-AID and providing her DRN. You can submit those changes for her through FAA Access, though, as noted before, if your school was not listed on the student's application, you will need her DRN to add your school.

The FAFSA has limited space for a student to list schools that will receive the application data: four schools can appear on the paper application, ten with either FAFSA on the Web or FAA Access. If the student wants information sent to more schools, he can use any of the methods listed above to replace some or all of the original schools, though the replaced schools will not receive an ISIR. For example, if the student originally listed ten schools on the application and then used FOTW to replace two schools with two new ones, those that were replaced would not receive an ISIR from this correction or any subsequent correction on which they did not appear.

## **PROFESSIONAL JUDGMENT**

An aid administrator may use professional judgment (PJ), on a case-by-case basis only, to alter the data used to calculate the EFC. This alteration is valid only at the school making it. You submit a PJ change electronically, via



FAA Access to CPS Online or third-party software, and you may do it without a signature from the student or parent. In FAA Access, you select “EFC adjustment requested” for the professional judgment field. The next ISIR will indicate “Professional judgment processed.”

The reason for the adjustment must be documented in the student’s file, and it must relate to the special circumstances that differentiate him—not to conditions that exist for a whole class of students. You can also use professional judgment to adjust the student’s cost of attendance. You must resolve any inconsistent or conflicting information shown on the output document *before* making any adjustments. An aid administrator’s decision regarding adjustments is final and cannot be appealed to the Department.

The statute states that nothing within it shall be construed as limiting the authority of aid administrators to make data adjustments for some situations. However, the law gives some examples of special circumstances, such as elementary or secondary school tuition, medical or dental or nursing home expenses not covered by insurance, unusually high child care costs, being homeless or a dislocated worker, recent unemployment of a family member, or other changes in the family’s income or assets. Use of professional judgment is neither limited to nor required for the situations mentioned.

Another situation where you might want to use professional judgment involves Roth IRAs. When someone converts a regular IRA into a Roth IRA by transferring funds, the amount converted has to be reported as taxable income on the tax return. So the income reported on the FAFSA will be higher than without the Roth conversion, even though the family doesn’t actually have additional income or assets available. You can use professional judgment to reduce the income and taxes paid to the amount that would have been reported if there was no Roth conversion if you think the adjustment is warranted for a student. As with the specific special circumstances listed in the law, you’re not required to make an adjustment in this situation.

The law doesn’t allow you to modify either the formula or the tables used in the EFC calculation; you can only change the cost of attendance or the values of specific data elements used in the EFC calculation. In addition, you can’t adjust data elements or the cost of attendance solely because you believe the tables and formula are not adequate or appropriate. The data elements that are adjusted must relate to the student’s special circumstances. For example, if a family member is ill, you might modify the AGI to allow for lower earnings in the coming year or might adjust assets to indicate that family savings will be spent on medical expenses.

Professional judgment can’t be used to waive general student eligibility requirements or to circumvent the intent of the law or regulations. For instance, you cannot use professional judgment to change FSEOG selection criteria. Nor can you include post-enrollment activity expenses in the student’s COA. For example, professional licensing costs to be incurred after the enrollment period would not be includable (though one-time licensing costs incurred during the enrollment period may be—see *Cost of Attendance* in *Volume 3*).

### **Corrections by phone limited to processor errors**

As we’ve discussed, a student with a DRN can change his address and school listings by calling the Federal Student Aid Information Center.

Most other corrections can’t be made over the phone—they have to be done on the SAR or through FOTW or FAA Access. There is only one exception, and that’s when the information the student submitted on a paper FAFSA or SAR was not scanned or input correctly.

If a student contacts the FSAIC and an operator can verify by viewing the image file of the document that an answer to an item was not correctly recorded by the FAFSA processor, the operator can correct that error.

The correction will be transmitted to the CPS, a corrected ISIR will be available to the student’s schools within 72 hours, and he will receive a corrected SAR in the mail within 10 days. The student doesn’t have to sign for this correction because he has already signed the original paper document that has the correct information.

### **Refusing or reducing a loan**

Remember that the discretion of FAAs extends to refusing or reducing DL funds as long as the reason is documented and given in written form to the student and is not due to discrimination against the student on the basis of race, national origin, religion, sex, marital status, age, or disability. HEA Sec. 479A(c)

## Professional judgment

HEA Sec. 479A(a) IN GENERAL—Nothing in this part shall be interpreted as limiting the authority of the financial aid administrator, on the basis of adequate documentation, to make adjustments on a case-by-case basis to the cost of attendance or the values of the data items required to calculate the expected student or parent contribution (or both) to allow for treatment of an individual eligible applicant with special circumstances. However, this authority shall not be construed to permit aid administrators to deviate from the contributions expected in the absence of special circumstances. Special circumstances may include tuition expenses at an elementary or secondary school, medical, dental, or nursing home expenses not covered by insurance, unusually high child care or dependent care costs, recent unemployment of a family member or an independent student, a student or family member who is a dislocated worker (as defined in section 101 of the Workforce Investment Act of 1998), the number of parents enrolled at least half time in a degree, certificate, or other program leading to a recognized educational credential at an institution with a program participation agreement under section 487, a change in housing status that results in an individual being homeless (as defined in section 103 of the McKinney-Vento Homeless Assistance Act), or other changes in a family's income, a family's assets or a student's status. Special circumstances shall be conditions that differentiate an individual student from a class of students rather than conditions that exist across a class of students. Adequate documentation for such adjustments shall substantiate such special circumstances of individual students. In addition, nothing in this title shall be interpreted as limiting the authority of the student financial aid administrator in such cases (1) to request and use supplementary information about the financial status or personal circumstances of eligible applicants in selecting recipients and determining the amount of awards under this title, or (2) to offer a dependent student financial assistance under section 428H or a Federal Direct Unsubsidized Stafford Loan without requiring the parents of such student to file the financial aid form prescribed under section 483 if the student financial aid administrator verifies that the parent or parents of such student have ended financial support of such student and refuse to file such form. No student or parent shall be charged a fee for collecting, processing, or delivering such supplementary information.

Occasionally aid administrators have made decisions contrary to the professional judgment provision's intent. These "unreasonable" judgments have included, for example, the reduction of EFCs based on recurring costs such as vacation expenses, tithing expenses, and standard living expenses (related to utilities, credit card expenses, childrens' allowances, and the like). Aid administrators must make "reasonable" decisions that support the intent of the provision. Your school is held accountable for all professional judgment decisions and for fully documenting each decision.

An FAA should keep in mind that an income protection allowance (IPA) is included in the EFC calculation to account for modest living expenses. Before adjusting for an unusual expense, consider whether it is already covered by the IPA. It is reasonable to assume that approximately 30% of the IPA is for food, 22% for housing, 9% for transportation expenses, 16% for clothing and personal care, 11% for medical care, and 12% for other family consumption. The income protection allowance is one of the intermediate values in the FAA Information section of the output document (labeled as "IPA"). See *Chapter 3* for the IPA values.

If you use professional judgment to adjust a data element, you must use the resulting EFC consistently for all FSA funds awarded to that student. For example, if for awarding the student's Pell grant you adjust a data element that affects the EFC, that new EFC must also be used to determine the student's eligibility for aid from the Campus-based and Stafford loan programs.

## CONFLICTING INFORMATION

In addition to reviewing application and data match information from the CPS, a school must have an adequate internal system to identify conflicting information—regardless of the source and regardless of whether the student is selected for verification—that would affect a student's eligibility, such as information from the admissions office as to whether the student has a high school diploma or information from other offices regarding academic progress and enrollment status. The school must resolve all such conflicting information, except when the student dies during the award year.

If your school has conflicting information concerning a student's eligibility or you have any reason to believe a student's application information is incorrect, you must resolve the discrepancies before disbursing FSA funds. If you discover discrepancies *after* disbursing FSA funds, you must still reconcile the conflicting information and take appropriate action under the specific program requirements.

### Subsequent ISIRs

You are required to review all subsequent transactions for a student for the entire processing year, even if you have already verified an earlier transaction. First determine if the EFC or the "C" flag has changed or if there are new comments or NSLDS information that impacts eligibility for aid. Also check any updates or corrections. If the EFC has not changed and there are no changes in the "C" flag or NSLDS information, generally no action is required. If the EFC does change but it either doesn't affect the amount and type of aid received or the data elements that changed were already verified, no action is required. But if the EFC changes and the pertinent data elements

were not verified, then you must investigate. Of course, any time the “C” flag changes or NSLDS data have been modified, you must resolve any conflicts.

### **Discrepant tax data**

We have already stated that financial aid administrators do not need to be tax experts, yet there are some issues that even a layperson with basic tax law information can evaluate. Because conflicting data often involve such information, FAAs must have a fundamental understanding of relevant tax issues that can considerably affect the need analysis. You are obligated to know: (1) whether a person was required to file a tax return, (2) what the correct filing status for a person should be, and (3) that an individual cannot be claimed as an exemption by more than one person.

Publication 17 of the IRS, *Your Federal Income Tax*, is a useful resource for aid administrators. You can view it on the Web at [www.irs.gov](http://www.irs.gov) or you can call the IRS at 1-800-829-3676 to order a copy. It addresses pertinent tax issues on these pages: the filing requirements—i.e., who is required to file a return—are on pages 5–8; the instructions on which form a person should file are on pages 8–9; and the filing status requirements are on pages 20–25.

For example, an FAA noticing that a dependent student’s married parents have each filed as “head of household” (which offers a greater tax deduction than filing as single or married) must question whether that is the correct filing status. Publication 17 explains on pages 22–24 the criteria a person must meet to file as head of household. Resolution of the conflict may be a reasonable explanation of why there appears to be a conflict but is none, or the parents may refile and submit a copy of the amended return.

### **Resolution of conflicting information**

You may not disburse aid until you have resolved conflicting information, which you must do for any student as long as he is at your school. Even if the conflict concerns a previous award year, you must still investigate it. You have resolved the matter when you have determined which data are correct; this might simply be confirming that an earlier determination was the right one. Of course, you must document your findings in the student’s file and explain why, not simply assert that, your decision is justified.

## **REFERRAL OF FRAUD CASES**

If you suspect that a student, employee, or other individual has misreported information or altered documentation to fraudulently obtain federal funds, you should report your suspicions and provide any evidence to the Office of Inspector General. See also *Volume 2*.

### **Adjustment example**

Kitty’s mother had income earned from work of \$25,000 in 2008 but is no longer employed. After receiving documentation confirming this, the FAA at Krieger College decides to adjust the AGI reported for Kitty’s parents to take into account their reduced income. The FAA also reduces the income earned from work for Kitty’s mother to zero.

### **IPA percentage example**

In 2008 Allen had \$2,250 in medical expenses that weren’t covered by insurance. He’s married and has two children, and he’s the only member of his household in college, so his IPA is \$23,560. Because Allen’s expenses are less than the amount for medical expenses already included in the IPA (11% of \$23,560 is \$2,592), the aid administrator at Sarven Technical Institute does not make an adjustment to Allen’s FAFSA information.

### **Online review of PJ practices**

<http://ifap.ed.gov/qadocs/FSAVeriModule/activity5verif.doc>

### **Requirement to identify and resolve discrepant information**

34 CFR 668.16(f)

### **Requirement to verify questionable data**

34 CFR 668.54(a)(3)

“If an institution has reason to believe that any information on an application used to calculate an EFC is inaccurate, it shall require the applicant to verify the information that it has reason to believe is inaccurate.”

**IRS Publication 17**

The IRS's Publication 17 is a large document, but so that you won't be daunted by its size, we have included the page numbers you might need to refer to.

**Online review of conflicting information policies**  
<http://ifap.ed.gov/qadocs/FSAVeriModule/activity4verif.doc>

**OIG Address and Phone Numbers**

| <i>Regional Offices</i> | <i>Telephone No.</i> | <i>National Hotline</i>   |
|-------------------------|----------------------|---|
| Boston, MA              | (617) 289-0174       | Inspector General's Hotline<br>Office of Inspector General<br>U.S. Department of Education<br>400 Maryland Avenue, SW<br>Washington, DC 20202-1500<br><br>1-800-MIS-USED<br>Email: <a href="mailto:oig.hotline@ed.gov">oig.hotline@ed.gov</a><br>Web: <a href="http://www.ed.gov/about/offices/list/oig/hotline.html">http://www.ed.gov/about/offices/list/oig/hotline.html</a> |
| New York, NY            | (646) 428-3861       |   |
| Philadelphia, PA        | (215) 656-6900       |   |
| Atlanta, GA             | (404) 974-9430       |   |
| Chicago, IL             | (312) 730-1620       |   |
| Dallas, TX              | (214) 661-9530       |   |
| Denver, CO              | (303) 844-0058       |   |
| Kansas City, MO         | (816) 268-0530       |   |
| Long Beach, CA          | (562) 980-4141       |   |
| San Juan, PR            | (787) 766-6278       |   |
| Washington, DC          | (202) 245-6911       |   |

**OIG referrals**

34 CFR 668.16(g)