

BREAKOUT SESSION #17

StudentAid.gov Walkthrough and Coming Attractions

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U.S. Department of Education

2022 Virtual FSA Training Conference for Financial Aid Professionals

AGENDA

1. Overview
2. New Products and Enhancements
3. StudentAid.gov Demo
4. Future Enhancements

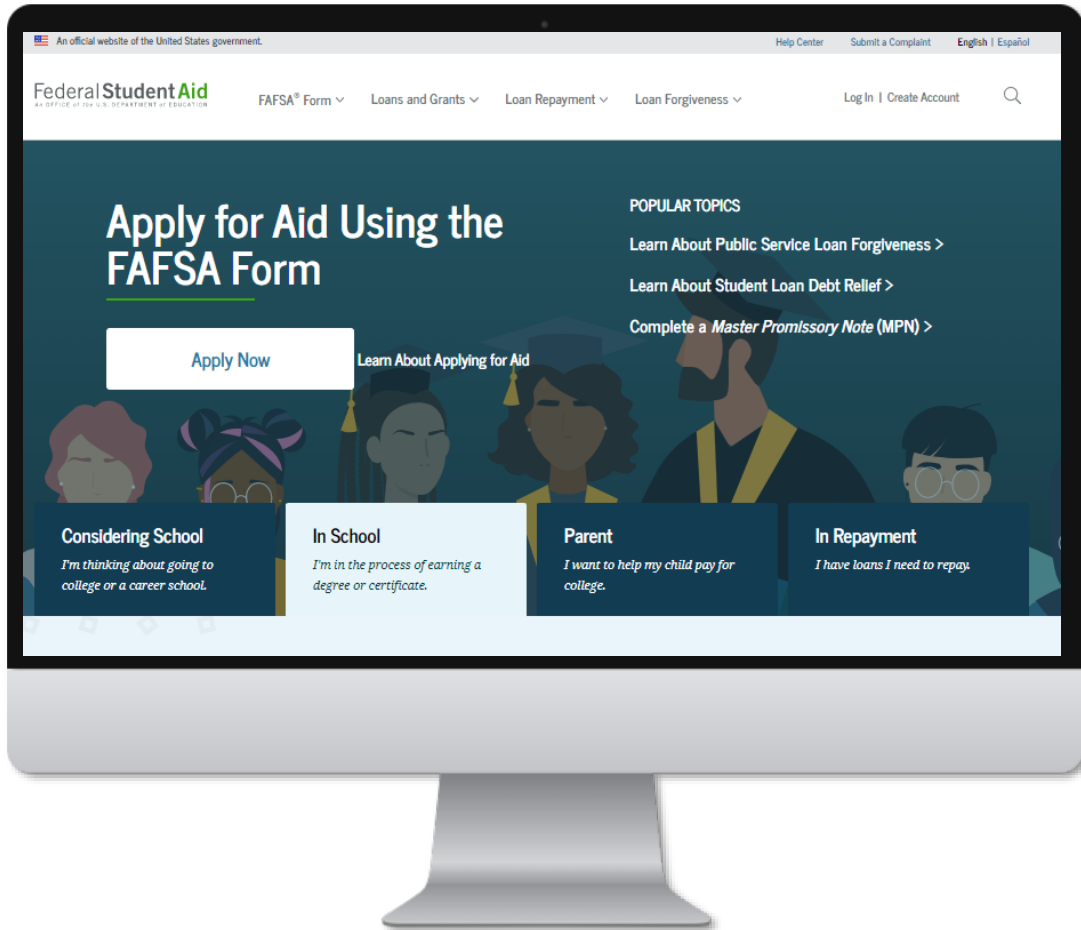
OVERVIEW

BEFORE THE DIGITAL PLATFORM

Prior to the Digital Platform, FSA customers had to visit multiple, disconnected websites requiring multiple logins to get the info and flows they needed.



STUDENTAID.GOV



StudentAid.gov supports customers and lets them take action throughout the student aid lifecycle

PREPARE

- Content on financial aid and eligibility
- Checklists for academic and financial prep
- Account creation and management

APPLY

- FAFSA form and content
- PLUS Application for grad students and parents
- Content on comparing aid offers

RECEIVE

- Master Promissory Note
- Annual Student Loan Acknowledgment
- Loan Entrance Counseling
- TEACH Grant Agreement and Counseling

REPAY

- Loan Simulator
- Loan Exit Counseling
- Income-Driven Repayment plan application
- Loan Consolidation application

SELF SERVICE

- Dashboard and Aid Summary
- Notification Center and Status Center
- Aidan® Virtual Assistant

A full list of Digital Platform products is provided in the Appendix

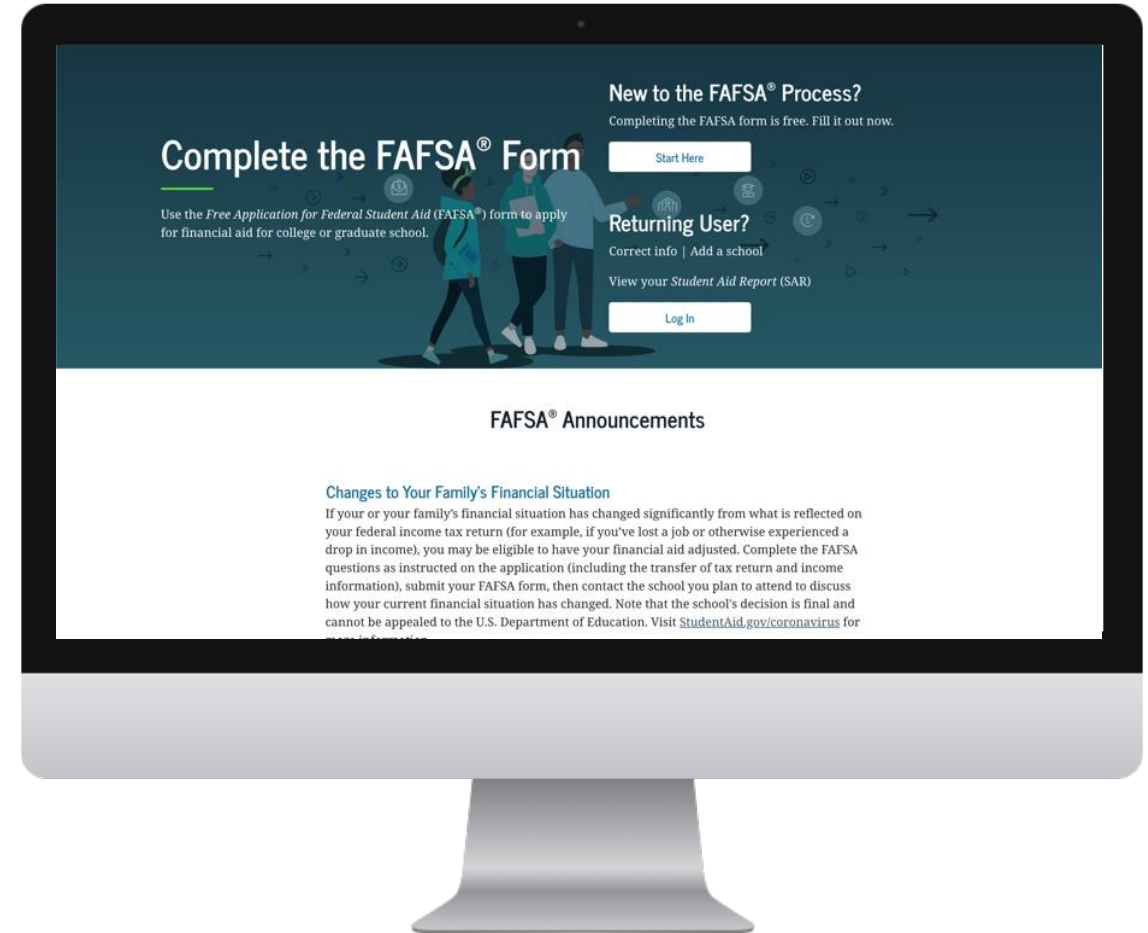
DIGITAL PLATFORM 2022 RELEASE TIMELINE

	New Products	Updates
March	<ul style="list-style-type: none"> PSLF Reconsideration flow Transition of Customer Service Rep and Interactive Voice Response functionality from fsaid.ed.gov to StudentAid.gov 	<ul style="list-style-type: none"> PLUS Application enhancements Loan Consolidation Form updates
June	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Mobile app retirement
July	<ul style="list-style-type: none"> Two-step Verification for new accounts PSLF standalone employer search Google Search Implementation 	<ul style="list-style-type: none"> IDR landing page redesign Teacher Cancellation Low Income Directory updates Total and Permanent Disability Form updates
September	<ul style="list-style-type: none"> 2023-24 FAFSA and corrections simplifications 2023-24 FAFSA Demo Site Sex/Gender and Race/Ethnicity survey for FAFSA 	<ul style="list-style-type: none"> Redesigned create account page Restructured site navigation Updated home page hero
November	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Pell Lifetime Eligibility Used enhancements for Aid Summary and the Annual Student Loan Acknowledgment

NEW PRODUCTS AND ENHANCEMENTS

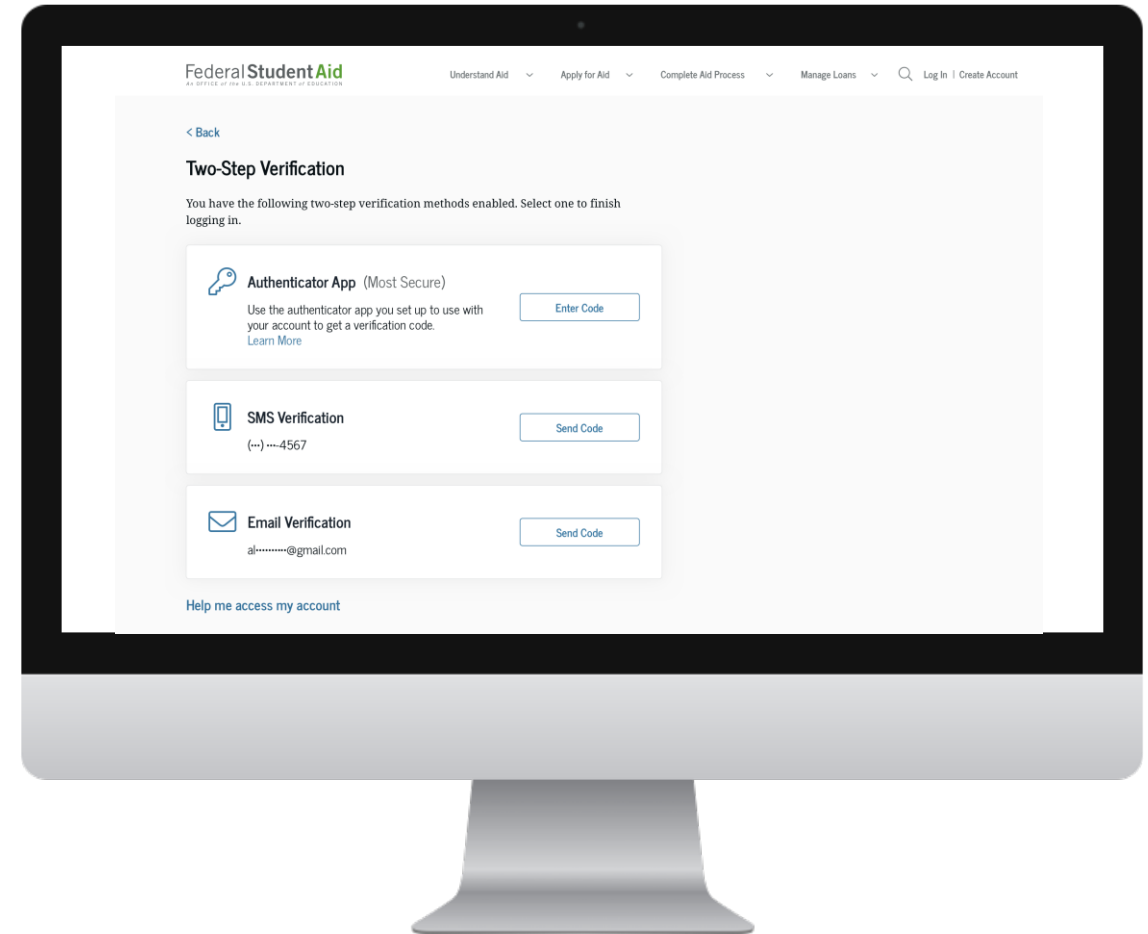
FAFSA FORM UPDATES

- Removed the gender, Selective Service, and drug eligibility questions
- Homelessness questions now prepopulated with data from previous cycle
- Added demographic survey questions on sex/gender and race/ethnicity



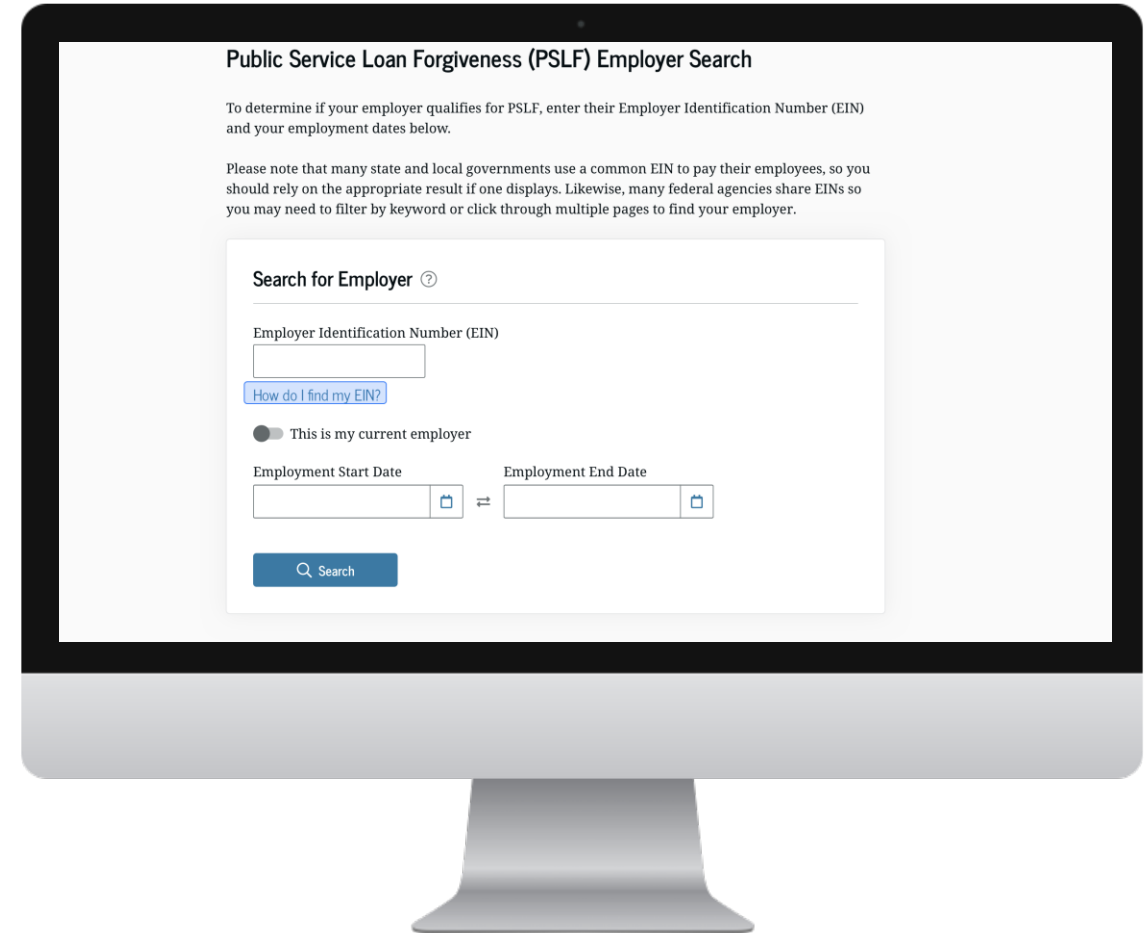
ENHANCED SECURITY

- Helps to secure nearly 80 million accounts by creating additional barriers to unauthorized access
- Verification methods include
 - SMS sent to a verified mobile phone
 - Email sent to a verified email address
 - Time-Based One Time Password (TOTP) generated from an authenticator app



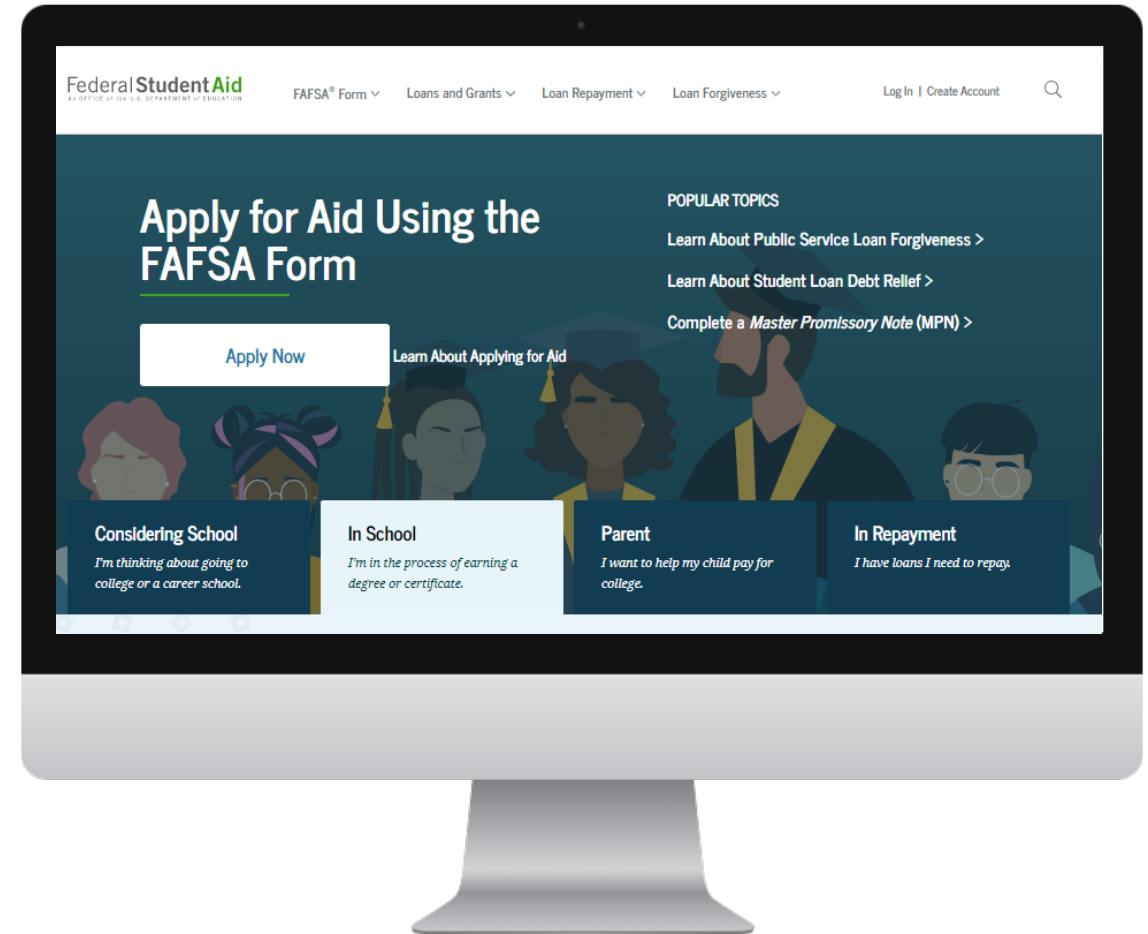
PSLF ON STUDENTAID.GOV

- Help Tool
 - Enhanced Employer Identification Number database
- Standalone Search
 - Users can now search for an employer without having to log in or complete the PSLF Help tool flow

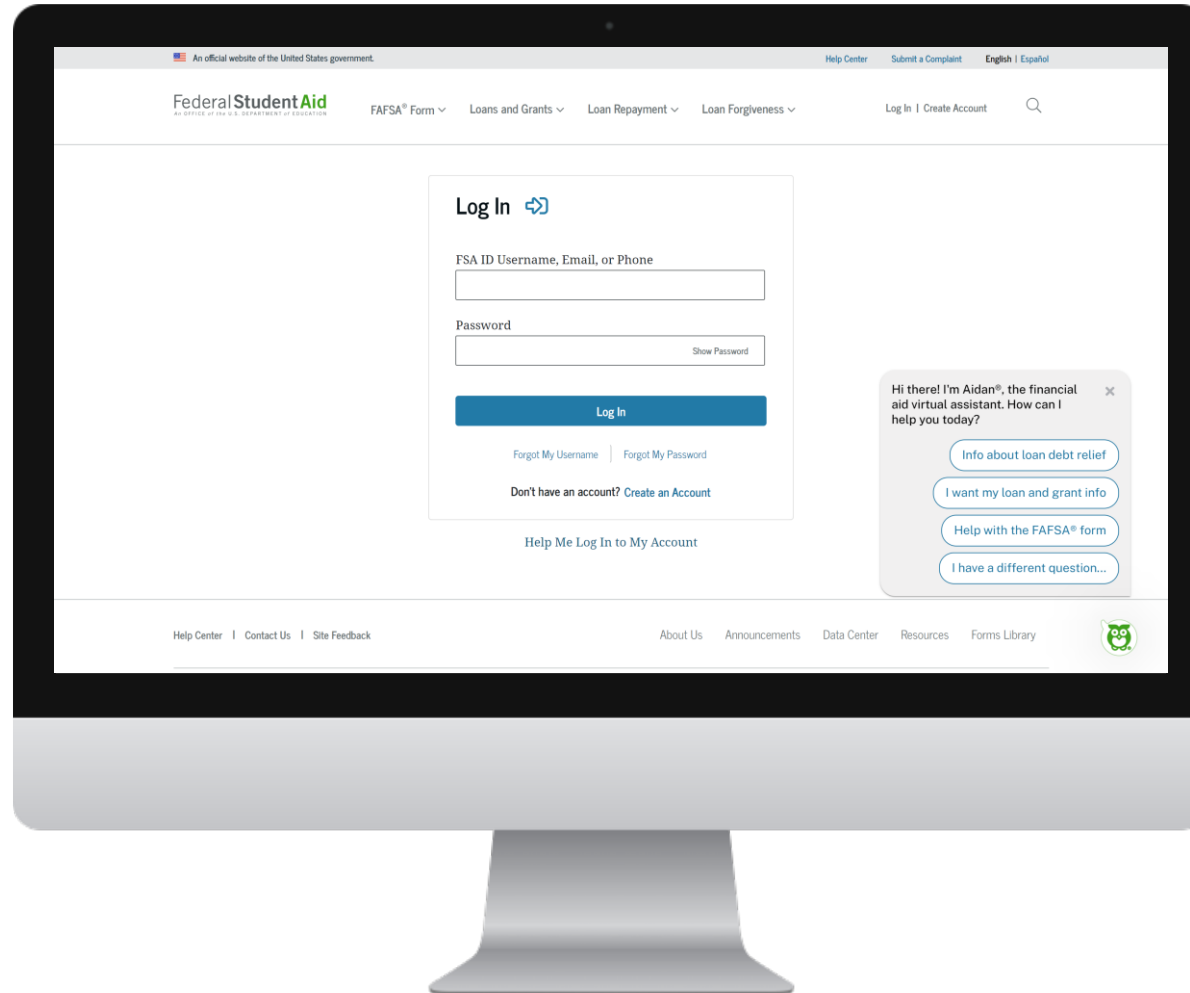


PAYMENT PAUSE AND THE RETURN TO REPAYMENT

- Updates will continue to be provided on StudentAid.gov, including the home page banner message
- For additional details:
[StudentAid.gov/coronavirus](https://studentaid.gov/coronavirus)



AIDAN



ADDITIONAL ENHANCEMENTS

- Google Search implementation
- Updated illustrations on select high-traffic pages
- Pell Grant Lifetime Eligibility Used (LEU) Simplification in Aid Summary and the Annual Student Loan Acknowledgement
- Menu and header/footer updates
- Create Account page updates

STUDENTAID.GOV DEMO

INSERT DEMO VIDEO HERE



FUTURE ENHANCEMENTS

DIGITAL PLATFORM TIMELINE – UPCOMING WORK

- PSLF Help Tool Electronic Signature Solution
- PSLF Servicer Integration
- FAFSA Simplification efforts
- SABER – Loan Consolidation and Income-driven Repayment



QUESTIONS?

DigitalPlatform@ed.gov

APPENDIX



PRODUCT SNAPSHOTS

PREPARE



APPLY



RECEIVE



CREATE ACCOUNT

Allows customers to create an account (FSA ID) in order to log in to the website.



HELP CENTER

Provides customers with a single access point to search for and view helpful topics and answers to common questions that span the student aid lifecycle and form/flow completion.



ARTICLES/BLOG

Delivers blog style content for customers on relevant topics, such as financial aid, FAFSA tips, loan repayment, and tips for success.



CAREER SEARCH

Helps customers understand their career goals and options (and their earning potential) to help them find a college or career school that meets their needs.



FAFSA FORM

Allows customers to apply for financial aid for college or graduate school on StudentAid.gov.



PLUS APPLICATION

Graduate students and parents of undergraduate students can complete the Direct PLUS Loan Application for additional loan funds to meet help cover the costs of education.



PLUS ENDORSER ADDENDUM; PLUS CREDIT APPEAL

Provides customers the option of securing an endorser for their loan and submitting an appeal for an adverse credit decision.



PLUS COUNSELING

Helps students and parents understand the obligations associated with borrowing a PLUS loan and assists them in making careful decisions about taking on student loan debt.



MASTER PROMISSORY NOTE

Legal document that borrowers complete in order to promise to repay the loan and ensure they understand the terms and conditions of their loan.



ANNUAL STUDENT LOAN ACKNOWLEDGMENT

Optional tool that borrowers are encouraged to complete each year they get a loan to make sure they understand loan basics and the impact of borrowing on their financial future.



ENTRANCE COUNSELING

Guides customers through a modularized and personalized experience so they understand their responsibilities as federal student loan borrowers and the requirements for repayment.



TEACH GRANT AGREEMENT AND COUNSELING

Guides TEACH Grant recipients through the agreement and counseling so they understand the terms and conditions of the grant, their service obligations, and the impacts if their grant is converted to a loan.

PRODUCT SNAPSHOTS

REPAY



LOAN SIMULATOR

Takes customers through scenarios to help them evaluate their loan repayment options and determine the best approach for their situation and goals.



INCOME-DRIVEN REPAYMENT APPLICATION

Enables borrowers to apply and recertify for various IDR plans in order to make their student loan debt more manageable by lowering their monthly payment.



BORROWER DEFENSE APPLICATION

Allows borrowers to apply for student loan forgiveness if they believe their school has misled them or engaged in other misconduct.



EXIT COUNSELING

Guides customers through a modularized and personalized experience so they understand their responsibilities for student loan repayment, the role of their servicer, and their options for repayment.



DIRECT LOAN CONSOLIDATION APPLICATION

Guides customers through the loan consolidation process and allows customers to consolidate multiple federal education loans.



FORMS LIBRARY

Helps customers find the right form with links to online forms and PDFs.



MAKE A PAYMENT PILOT

Pilot program that enables customers to make a standard student loan payment directly on StudentAid.gov; currently available for customers serviced by Great Lakes or Nelnet.



PUBLIC SERVICE LOAN FORGIVENESS HELP TOOL

Helps borrowers determine if they work for a qualifying employer, suggests actions they can take to become eligible for forgiveness, and walks through the submission process.

PRODUCT SNAPSHOT

SELF-SERVICE



DASHBOARD



Serves as customers' personalized home page that summarizes their aid info, highlights upcoming loan payments, and provides checklists for upcoming tasks.

MY DOCUMENTS



Serves as customers repository of their important documents such as their Master Promissory Note or any loan consolidation or IDR requests.

AUTHENTICATION



Allows customers to log in to access their account and complete certain forms and flows. Supports account recovery functions, such as forgot password and retrieve username.

AID SUMMARY



Provides summary and detailed aid information to customers along with remaining aid eligibility, servicer contact information, and much more.

SETTINGS



Allow customers to update their account information and settings, including contact preferences.

CONTACT US



Provides customers with an easy way to find who to contact for their questions and all of the various contact channels.

NOTIFICATION CENTER



Delivers important notifications and account updates, such as upcoming payments, correspondence for review, and reminders to recertify an income-driven repayment plan.

SUBMIT A COMPLAINT (FEEDBACK CENTER)



Improves customers' ability to submit complaints, report issues, provide positive feedback, and manage their submitted cases.

STATUS CENTER



Provides the details of customers' current Borrower Defense and Feedback cases. Customers also can upload documentation and add messages to certain cases.

VIRTUAL ASSISTANT



A customer-centric virtual assistant that intelligently assists customers by answering common questions and displaying key information such as loan balance.