

BREAKOUT SESSION #25

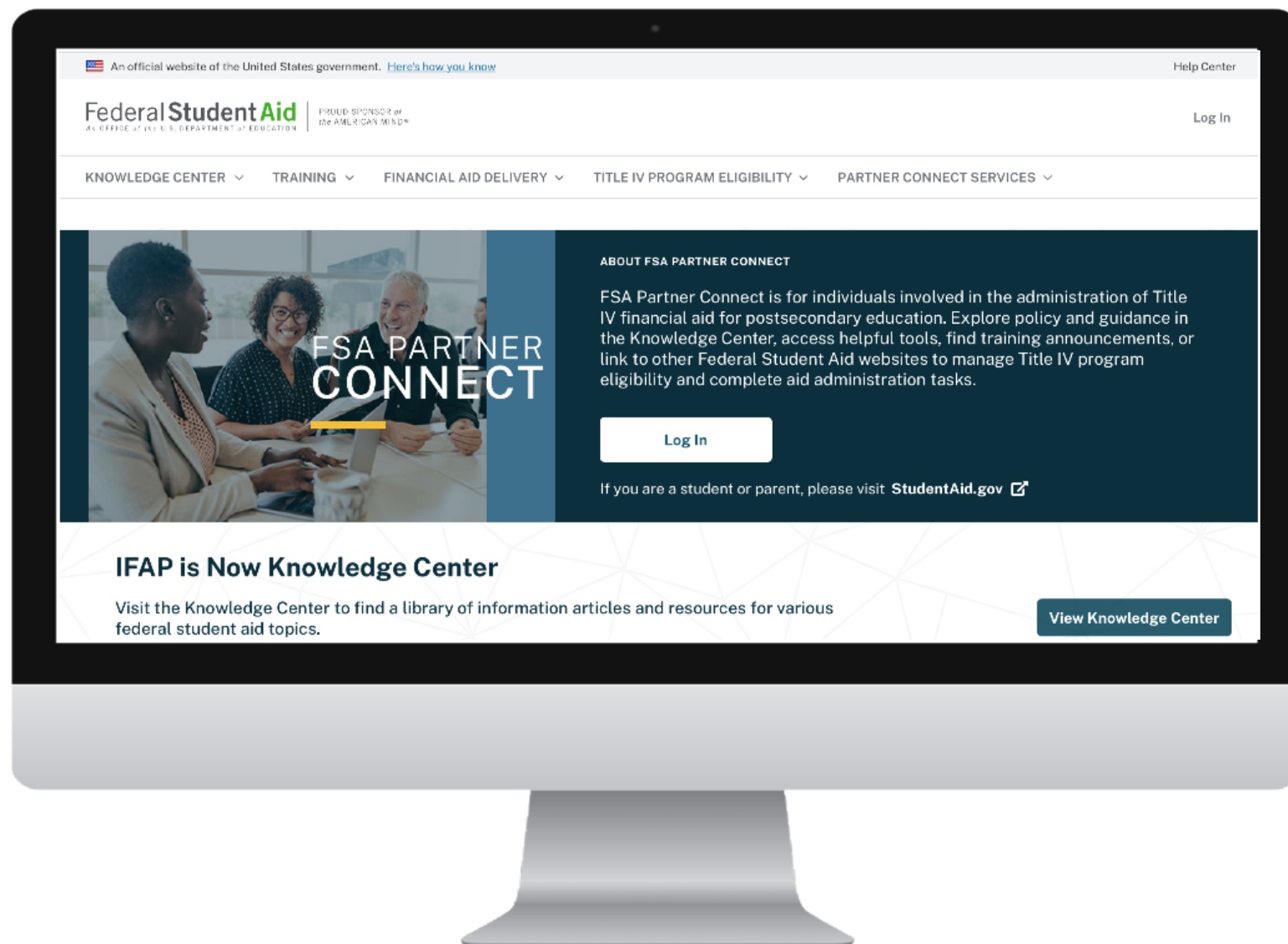
FSA Partner Connect Preview

Shamarli Kollock, Kwaku Appiah and Eric Hardy

U.S. Department of Education

2020 Virtual FSA Training Conference for Financial Aid Professionals

INTRODUCING FSA PARTNER CONNECT



NEW DIGITAL SITE FOR PARTNERS

*Launching in March 2021 at
fsapartners.ed.gov*

FSA Partner Connect features:

- A **new homepage** with links to FSA sites such as E-App, COD, and NSLDS, etc.
- A new **Knowledge Center** (previously IFAP) and a redesigned **FSA Handbook**
- Customized **partner dashboards**
- **School profiles**
- **Student, parent, borrower accounts**
- **StudentAid.gov student view**

Artificial website of the United States government. [Here's how you know](#) Help Center Log In

Federal Student Aid PROVIDED BY U.S. DEPARTMENT OF EDUCATION PROVIDED BY U.S. DEPARTMENT OF EDUCATION

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

FSA PARTNER CONNECT

ABOUT FSA PARTNER CONNECT

FSA Partner Connect is for individuals involved in the administration of Title IV financial aid for postsecondary education. Explore policy and guidance in the Knowledge Center, access helpful tools, find training announcements, or link to other Federal Student Aid websites to manage Title IV program eligibility and complete aid administration tasks.

Log In

If you are a student or parent, please visit [StudentAid.gov](#)

IFAP is Now Knowledge Center

Visit the Knowledge Center to find a library of information articles and resources for various federal student aid topics. [View Knowledge Center](#)

Title IV Information

Title IV regulations require schools to apply for approval to participate in federal student financial aid programs. Applications are submitted for various reasons including, but not limited to, initial certification, participation status changes, and general information updates. [Click to see more.](#) [Title IV Application](#)

Quick Links

- [COD Online](#)
- [e-App](#)
- [FAA Access](#)
- [G5](#)
- [NSLDS](#)
- [SAIG Portal](#)

Important Dates

- APRIL 10 Deadline for 2018-19 Underuse Penalty Waiver is 9/10/2018
- APRIL 10 Live Internet Webinar: Correctly Reported Gainful Employment...
- APRIL 10 Deadline for 2018-19 Underuse Penalty Waiver is 9/10/2018
- APRIL 10 Live Internet Webinar: Correctly Reported Gainful Employment...
- APRIL 10 Deadline for 2018-19 Underuse Penalty Waiver is 9/10/2018

What's New

Dear Colleague Letter Posted on 02/11/2020 [Webinar Recordings - New Accreditation...](#)

Dear Colleague Letter Posted on 02/11/2020 [Webinar Recordings - New Accreditation...](#)

Dear Colleague Letter Posted on 02/11/2020 [Webinar Recordings - New Accreditation...](#)

Dear Colleague Letter Posted on 02/11/2020 [Webinar Recordings - New Accreditation...](#)

Dear Colleague Letter Posted on 02/11/2020 [Webinar Recordings - New Accreditation...](#)

Dear Colleague Letter Posted on 02/11/2020 [Webinar Recordings - New Accreditation...](#)

FSA Twitter

Federal Student Aid @FAFSA · 4h If you can afford it, continue to make payments toward your student loans. Here's why: [bit.ly/3NUTCK](#)

TAKE ADVANTAGE OF THE 0% INTEREST RATE PERIOD

- Once interest accrued prior to March 31, 2020, is paid, the full amount of your payments will be applied to the principal balance.
- You can pay off your loan faster.
- You'll lower the total cost of your loan over time.

Federal Student Aid @FAFSA · 4h If you can afford it, continue to make payments toward your student loans. Here's why: [bit.ly/3NUTCK](#)

TAKE ADVANTAGE OF THE 0% INTEREST RATE PERIOD

- Once interest accrued prior to March 31, 2020, is paid, the full amount of your payments will be applied to the principal balance.
- You can pay off your loan faster.
- You'll lower the total cost of your loan over time.



NAVIGATING FSA PARTNER CONNECT

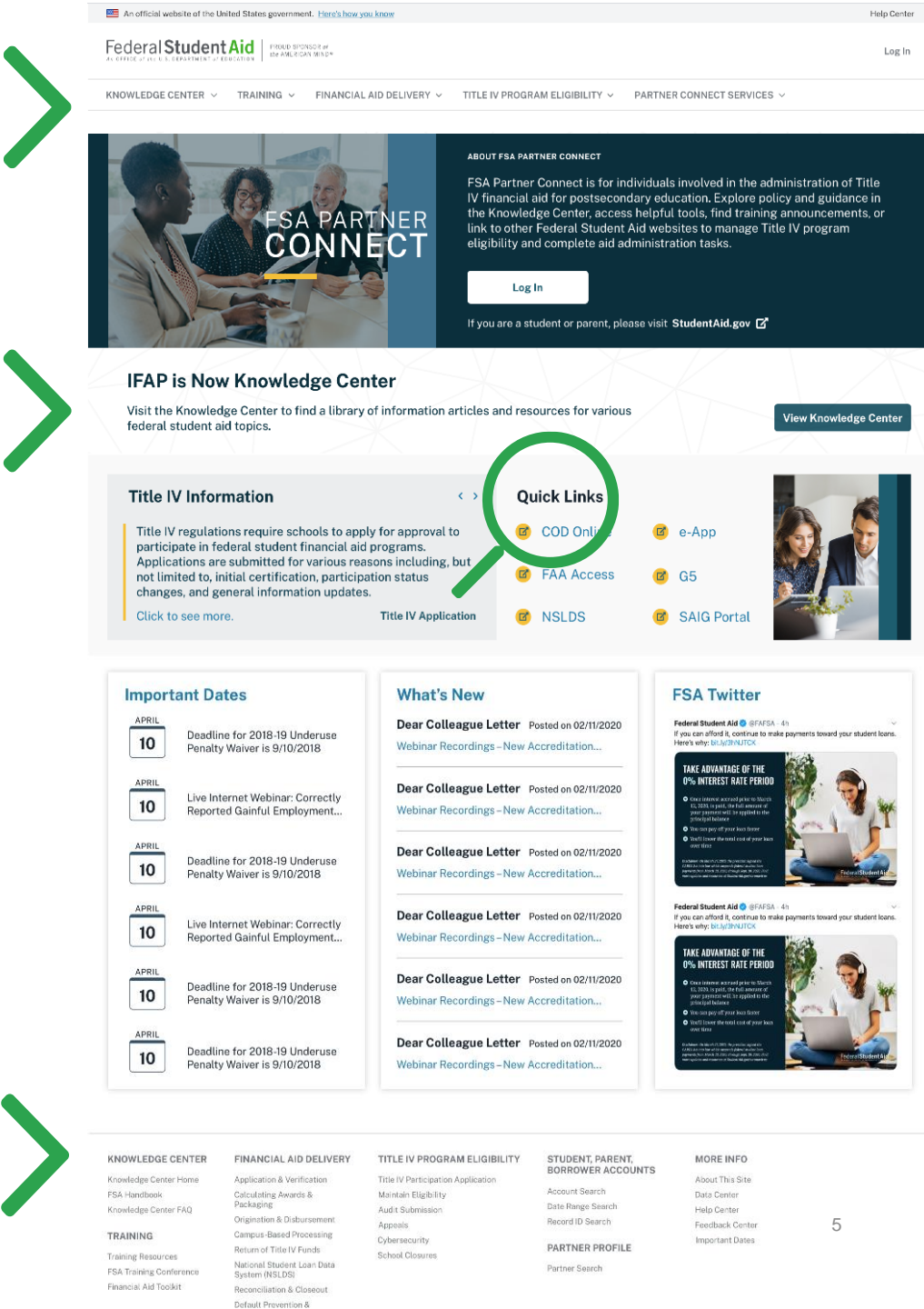


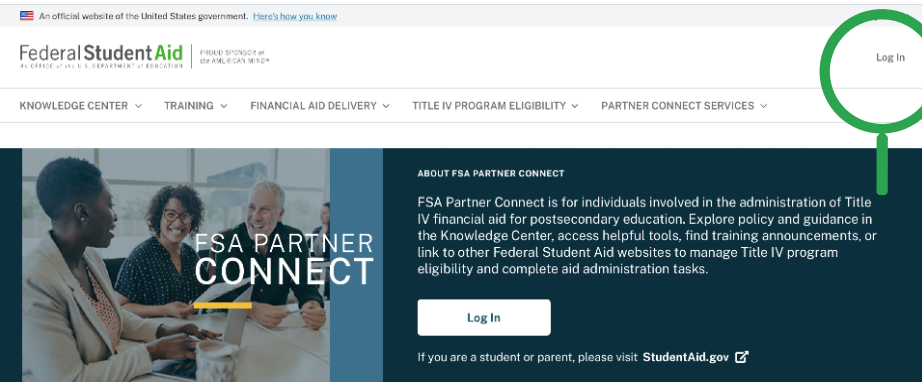
Header and Footer for navigation and access to other FSA sites

Knowledge Center, formerly IFAP, is featured prominently on the homepage for the public searching for Title IV guidance or policy

Quick Links provides easy access to FSA's most frequently used sites by partners

Header and Footer for navigation and access to other FSA sites





● *Log In, provides access to functionality requiring authentication*



Title IV Information

Title IV regulations require schools to apply for approval to participate in federal student financial aid programs. Applications are submitted for various reasons including, but not limited to, initial certification, participation status changes, and general information updates.

[Click to see more.](#)

Title IV Application

Quick Links

- [COD Online](#)
- [e-App](#)
- [FAA Access](#)
- [G5](#)
- [NSLDS](#)
- [SAIG Portal](#)

Important Dates

- APRIL 10** Deadline for 2018-19 Underuse Penalty Waiver is 9/10/2018
- APRIL 10** Live Internet Webinar: Correctly Reported Gainful Employment...
- APRIL 10** Deadline for 2018-19 Underuse Penalty Waiver is 9/10/2018
- APRIL 10** Live Internet Webinar: Correctly Reported Gainful Employment...
- APRIL 10** Deadline for 2018-19 Underuse Penalty Waiver is 9/10/2018
- APRIL 10** Deadline for 2018-19 Underuse Penalty Waiver is 9/10/2018

What's New

Dear Colleague Letter Posted on 02/11/2020
[Webinar Recordings - New Accreditation...](#)

Dear Colleague Letter Posted on 02/11/2020
[Webinar Recordings - New Accreditation...](#)

Dear Colleague Letter Posted on 02/11/2020
[Webinar Recordings - New Accreditation...](#)

Dear Colleague Letter Posted on 02/11/2020
[Webinar Recordings - New Accreditation...](#)

Dear Colleague Letter Posted on 02/11/2020
[Webinar Recordings - New Accreditation...](#)

FSA Twitter

Federal Student Aid @FAFSA · 4h
If you can afford it, continue to make payments toward your student loans. Here's why: [10/10/2020](#)

TAKE ADVANTAGE OF THE 0% INTEREST RATE PERIOD

- Once interest accrued prior to March 15, 2020, is paid, the full amount of your payments will be applied to the principal balance.
- We can pay off your loan faster.
- We'll lower the total cost of your loan and save.

Federal Student Aid @FAFSA · 4h
If you can afford it, continue to make payments toward your student loans. Here's why: [10/10/2020](#)

TAKE ADVANTAGE OF THE 0% INTEREST RATE PERIOD

- Once interest accrued prior to March 15, 2020, is paid, the full amount of your payments will be applied to the principal balance.
- We can pay off your loan faster.
- We'll lower the total cost of your loan and save.

● *Important Dates, highlights upcoming relevant dates for partners*






● *What's New, highlights the most recent Dear Colleague Letters*

● *FSA Twitter, a consolidated list of Tweets from FSA's Twitter accounts - @fafsa, @FSACOO, and @FSAConf*

● *Help Center, provides assistance, FAQs, and customer service*

PARTNER CONNECT – NAVIGATION LINKS

Easy access to 15+ existing FSA websites used by partners today

Knowledge Center 	Training 	Financial Aid Delivery 	Title IV Program Eligibility 	Partner Connect Services 
Knowledge Center Home ifap.ed.gov	Training Resources fsatraining.ed.gov	Application and Verification faaaccess.ed.gov	Title IV Participation Application eligcert.ed.gov	Student, Parent, Borrower Accounts
FSA Handbook	FSA Training Conference fsaconferences.ed.gov	Calculating Awards & Packaging (EDESuite)	Maintain Eligibility (PEPS)	Partner Profile
Knowledge Center FAQs	Financial Aid Toolkit financialaidtoolkit.ed.gov	<ul style="list-style-type: none"> • Origination & Disbursement • Campus-Based Processing • Return of Title IV Funds cod.ed.gov	Audit Submission ezaudit.ed.gov	<i>The following FSA websites are also accessible from Partner Connect</i> <ul style="list-style-type: none"> • SAIG Enrollment fsawebenroll.ed.gov • SAIG Mailbox saigportal.ed.gov • Experimental Sites experimentalsites.ed.gov • Loan Servicing for Schools
		National Student Loan Data System nslsdfap.ed.gov/fap	Appeals ecdrappeals.ed.gov	
		Reconciliation & Closeout www.g5.gov	Cybersecurity	
		Default Prevention and Management dmcseddebt.ed.gov	School Closures	

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex.



Lorem ipsum dolor sit amet, consectetur adipiscing elit,
 sed do eiusmod tempor



Lorem ipsum dolor sit amet, consectetur adipiscing
 elit, sed do eiusmod tempor incididunt ut labore et
 dolore magna aliqua.



Lorem ipsum dolor sit amet, consectetur adipiscing elit,
sed do eiusmod tempor incididunt ut labore et dolore
magna aliqua. Ut enim ad minim veniam, quis nostrud



Lorem ipsum dolor sit amet, consectetur adipiscing elit,
 sed do eiusmod tempor



Lorem ipsum dolor sit amet, consectetur adipiscing elit,
 sed do eiusmod tempor



KNOWLEDGE CENTER

*Formerly Information
for Financial Aid
Professionals Website*



KNOWLEDGE CENTER

Replaces the IFAP website

- Updated design and simplified layout
- Streamlines the organization of resources and information articles
- Improved search capabilities for more relevant search results

An official website of the United States government. [Here's how you know](#) Help Center Log In

Federal Student Aid PROUD SPONSOR of the AMERICAN MIND®
AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION

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

What's New Library Topics

Knowledge Center Home

Search Knowledge Center Search

[Advanced Search](#)

What's New

Subject Title – Example with an Extra Long Title That Wraps to Two Lines Because It Is Long
AUGUST 10, 2021

Subject Title – Example with an Extra Long Title That Wraps to Two Lines Because It Is Long
AUGUST 3, 2021

Subject Title – Example with Short Title
JULY 10, 2021

Subject Title – Example with Short Title
JULY 1, 2021

Subject Title – Example with an Extra Long Title That Wraps to Two Lines Because It Is Long
JUNE 23, 2021

[View All Recent Posts](#)

Featured Information

[COVID-19](#)

[2020 Virtual FSA Training Conference](#)

[Program Integrity Information - Questions and Answers](#)

[Federal Student Aid Data Center](#)

[Disaster Assistance](#)

Quick Reference

FSA Handbook	Dear Colleague Letters
Knowledge Center FAQ's	Electronic Announcements
RSS Feed	Foreign Schools Updates

Library

This is sample description text for the Knowledge Center Library. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Resource Type

This is sample description text for the Knowledge Center Program Library. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Functional Area

This is sample description text for the Knowledge Center Program Library. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit

Program

This is sample description text for the Knowledge Center Program Library. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

System

This is sample description text for the Knowledge Center Program Library. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

KNOWLEDGE CENTER

Key sections include:

- What's New
- Featured Information
- Quick Reference
- Library
- Topics
- Laws and Regulations
- Knowledge Center Subscriptions

[What's New](#)[Library](#)[Topics](#)

Knowledge Center Home

[Search](#)

[Advanced Search](#)

★ What's New

Subject Title – Example with an Extra Long Title That Wraps to Two Lines Because It Is Long
AUGUST 10, 2021

Subject Title – Example with an Extra Long Title That Wraps to Two Lines Because It Is Long
AUGUST 3, 2021

Subject Title – Example with Short Title
JULY 10, 2021

Subject Title – Example with Short Title
JULY 1, 2021

Subject Title – Example with an Extra Long Title That Wraps to Two Lines Because It Is Long
JUNE 23, 2021

[View All Recent Posts](#)

🔗 Featured Information

[COVID-19](#)

[2020 Virtual FSA Training Conference](#)

[Program Integrity Information - Questions and Answers](#)

[Federal Student Aid Data Center](#)

[Disaster Assistance](#)

⚡ Quick Reference

FSA Handbook	Dear Colleague Letters
Knowledge Center FAQ's	Electronic Announcements
RSS Feed	Foreign Schools Updates

📖 Library

This is sample description text for the Knowledge Center Library. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

★ Resource Type

This is sample description text for the Knowledge Center Program Library. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Functional Area

This is sample description text for the Knowledge Center Program Library. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit.

[View Library](#)

Program

This is sample description text for the Knowledge Center Program Library. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

System

This is sample description text for the Knowledge Center Program Library. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

💡 Topics

This is sample description text for the Knowledge Center Program Topics. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

[View Topics](#)

Laws and Regulations

[Code of Federal Regulations – 34 CFR Part 600 to Part 679](#)

[Code of Federal Regulations - 34 CFR Part 680 to 699](#)

[Federal Registers](#)

[US Code \(GPO Compilation\)](#)

Knowledge Center Subscription

Subscribe to get the latest news and updates from the Knowledge Center.

[Subscribe](#)

KNOWLEDGE CENTER – SEARCH

Search and Advanced Search capabilities have been updated to provide better results.

Search now includes “Type-Ahead” and “Popular Topics” search capabilities as well as search tips.

[Knowledge Center Home](#) > [Knowledge Center Search](#)

Knowledge Center Search

Last Modified: 8/13/2021



FSA HANDBOOK

FSA HANDBOOK

- Available through the Knowledge Center
- Handbook volume and chapters presented in an interactive HTML design
- Enhanced search capabilities
- Handbook content now includes an “Originally Published” date and “Last Modified” date

An official website of the United States government. [Here's how you know](#) Help Center Log In

FederalStudentAid PROUD SPONSOR of the AMERICAN MIND®
An OFFICE of the U.S. DEPARTMENT of EDUCATION

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

2020–2021 Federal Student Aid Handbook

Search Entire Handbook Search

VOLUME 1
Student Eligibility

INTRODUCTION

CHAPTER 1
School Determined Requirements >

CHAPTER 2
US Citizenship & Eligible Noncitizens >

CHAPTER 3
NSLDS Financial Aid History >

CHAPTER 4
Social Security Number >

CHAPTER 5
NSLDS Financial Aid History >

VOLUME 1
Student Eligibility

Introduction

This volume of the Federal Student Aid (FSA) Handbook discusses the eligibility requirements for students and parent borrowers and your responsibilities to ensure that recipients qualify for their aid awards.

Sources of Information

There are many factors you must consider when reviewing an application for aid from the FSA programs, such as whether the student is a U.S. citizen or permanent resident, whether the applicant is making satisfactory academic progress, and whether he or she has a defaulted FSA loan. To answer these questions you receive information about the student from different sources, including the Department of Education's Central Processing System (CPS) for financial aid applications and the National Student Loan Data System (NSLDS).

Throughout the year, the Department of Education (The Department) provides updates to schools in the form of Dear Colleague Letters (DCLs). These and other releases, such as Federal Register notices and electronic announcements containing system updates and technical guidance, are available on the Information for Financial Aid Professionals (IFAP) website (ifap.ed.gov).

The FSA Handbook does not cover the operation of software. For schools using software from the Department, there are technical references on IFAP that explain how the software operates. Schools using third-party software should consult the vendor's reference materials for technical guidance.

FSA HANDBOOK

- Prior versions of the Handbook as well as Foreign Schools Handbook are in one central place
- Prior versions of the handbook available in PDF

An official website of the United States government. [Here's how you know](#) Help Center

Federal Student Aid | PROUD SPONSOR of the AMERICAN MIND® Log In

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

Federal Student Aid Handbook

★ Active Award Years

Digital Handbook (Web format) 2021-2022 Posted June 6, 2021 2019-2020	PDF Handbook 2020-2021 2019-2020 2018-2019
---	--

Previous Handbook Years

Maintained for Historical Purposes

2017-2018	2011-2012	2005-2006	1999-2000
2016-2017	2010-2011	2004-2005	1998-1999
2015-2016	2009-2010	2003-2004	1997-1998
2014-2015	2008-2009	2002-2003	1996-1997
2013-2014	2007-2008	2001-2002	1995-1996
2012-2013	2006-2007	2000-2001	

Additional Resources

[Federal Student Aid Handbook Glossary](#)

[Foreign Schools Handbook](#)

FSA HANDBOOK

- The complete Handbook can be downloaded into PDF
- Volumes and chapters can also be downloaded into PDF

 An official website of the United States government. [Here's how you know](#)

[Help Center](#)

FederalStudentAid
An OFFICE of the U.S. DEPARTMENT of EDUCATION

PROUD SPONSOR of
the AMERICAN MIND®

[Log In](#)

[KNOWLEDGE CENTER](#) ▾ [TRAINING](#) ▾ [FINANCIAL AID DELIVERY](#) ▾ [TITLE IV PROGRAM ELIGIBILITY](#) ▾ [PARTNER CONNECT SERVICES](#) ▾

[All FSA Handbook Years](#) > [2020–2021 FSA Handbook in PDF Format](#)

2020–2021 Federal Student Aid Handbook















Application Verification Guide ▾

Posted Date May 22, 2020

Volume Application and Verification Guide [2020–2021 Federal Student Aid Handbook]

The Application and Verification Guide is presented below as a master PDF file, comprised of a table of contents and chapters, followed by separate PDF files for each chapter of the volume. Scroll down the page to see all the hyperlinked titles for each chapter (listed as attachments). Opening the PDF files requires version 4.0 or greater of the free Adobe Acrobat Reader software.

Attachments

-  [Application Verification Guide Master File](#)  106 pages
-  [Introduction](#)  2 pages
-  [Chapter 1: The Application Process: FAFSA to ISIR](#)  24 pages
-  [Chapter 2: Filling Out the FAFSA](#)  28 pages
-  [Chapter 3: Expected Family Contribution \(EFC\)](#)  12 pages
-  [Chapter 4: Verification, Corrections, and Updates](#)  40 pages
-  [Chapter 5: Special Cases](#)  12 pages

KNOWLEDGE CENTER

[Knowledge Center Home](#)
[FSA Handbook](#)
[Knowledge Center FAQ](#)

TRAINING

[Training Resources](#)
[FSA Training Conference](#)
[Financial Aid Toolkit](#)

FINANCIAL AID DELIVERY

[Application & Verification](#)
[Calculating Awards & Packaging](#)
[Origination & Disbursement](#)
[Campus-Based Processing](#)
[Return of Title IV Funds](#)
[National Student Loan Data System \(NSLDS\)](#)
[Reconciliation & Closeout](#)

TITLE IV PROGRAM ELIGIBILITY

[Title IV Participation Application](#)
[Maintain Eligibility](#)
[Audit Submission](#)
[Appeals](#)
[Cybersecurity](#)
[School Closures](#)

STUDENT, PARENT, BORROWER ACCOUNTS

[Account Search](#)
[Date Range Search](#)
[Record ID Search](#)

PARTNER PROFILE

[My Partner List](#)
[Partner Search](#)

MORE INFO

[About This Site](#)
[Data Center](#)
[Help Center](#)
[Feedback Center](#)
[Important Dates](#)

FSA HANDBOOK

- Updates and changes to the Handbook are documented in the Errata and Updates section

An official website of the United States government. [Here's how you know](#)

Help Center

Log In

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

2020–2021 Federal Student Aid Handbook

Search Entire Handbook

Search

Welcome

Application and Verification Guide

VOLUME 1
Student Eligibility

VOLUME 2
Student Eligibility and Operations

VOLUME 3
Calculating Awards and Packaging

VOLUME 4
Processing Aid and Managing FSA Funds

VOLUME 5
Withdrawals and the Return of Title IV Funds

VOLUME 6
The Campus-Based Programs

Errata and Updates

Appendices

Index

Errata and Updates

The errata and updates below are items that were amended after the initial PDF files were posted to the Web. For questions about the Handbook contents, you can contact the Schools Publications staff at: fsaschoolspubs@ed.gov.

Application and Verification Guide

Date	Description	Location
Updated Files Posted October 5, 2020	We modified and added text to the margin note about verification and professional judgment.	Chapter 4, Section 2
Updated Files Posted October 5, 2020	We updated the guidance pertaining to filers of amended tax returns to show that a copy of the original return is no longer needed for verification.	Chapter 4, Section 3
Updated Files Posted October 5, 2020	We modified and added text to the margin note about verification and professional judgment.	Chapter 1, Section 5
Updated Files Posted October 5, 2020	We updated the guidance pertaining to filers of amended tax returns to show that a copy of the original return is no longer needed for verification.	Chapter 2, Section 6
Updated Files Posted October 5, 2020	We modified and added text to the margin note about verification and professional judgment.	Chapter 2, Section 7

Volume 1

Date	Description	Location
Updated Files Posted June 29, 2020	We updated the guidance pertaining to filers of amended tax returns to show that a copy of the original return is no longer needed for verification.	Chapter 2, Section 1



PARTNER DASHBOARDS

Partner Connect Feature

PARTNER DASHBOARD

Dashboard View with Notifications

- When applicable, notifications will be displayed on the Dashboard with specific details



An official website of the United States government. [Here's how you know](#) Help Center

FederalStudentAid PROUD SPONSOR OF THE AMERICAN MIND® An Office of the U.S. Department of Education

Marisol School User Northwestern University

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

Welcome, Marisol
Northwestern University – 12345600
Financial Aid Administrator 6 Years in Financial Aid

Last Log In: 06/06/2020

Edit

[COD Online](#) [E-App](#)

[FAA Access](#) [G5](#)

[NSLDS](#) [SAIG Portal](#)

School Notifications

Rejected COD Records from the Previous Processing Day	Students Currently in Potential Overaward Process (POP)	32,750 Rejected COD Records from the Previous Processing Day <table border="1"> <tr> <td>Document Level</td> <td>20,000</td> </tr> <tr> <td>School Level</td> <td>10,000</td> </tr> <tr> <td>Person Level</td> <td>50</td> </tr> <tr> <td>Award Level</td> <td>927</td> </tr> <tr> <td>Disbursement Level</td> <td>1,225</td> </tr> </table>	Document Level	20,000	School Level	10,000	Person Level	50	Award Level	927	Disbursement Level	1,225
Document Level	20,000											
School Level	10,000											
Person Level	50											
Award Level	927											
Disbursement Level	1,225											
Unsubstantiated Cash Balances Older than 30 Days	Unresolved Cash Balances Greater than \$25 for Closed Program/Award Year											
Late Reported Disbursements Accepted in the Last 7 Days	Program/Award Year Authorized for Extended Processing											
Balance Confirmations Needed for Closed Program/Award Year	Balance Confirmations Completed in the Last 7 Days											
Outstanding Document Requests in COD Document Center in the Last 7 Days	New Correspondence in the Last 7 Days											

Scheduled System Outages

CURRENT	UPCOMING
NSLDS Start 01/01/2020 at 8:50 AM End 01/02/2020 at 8:50 AM	FAA Access Start 01/01/2020 at 8:50 AM End 01/02/2020 at 8:50 AM

School Financials and Operations

Select Award Year: ☒ 2020 – 2021 ☐ 2021 – 2022

☒ Direct Loan
 ☐ Pell
 ☐ IASG
 ☐ TEACH

<p>100,000,000 Awards Originated</p>	<p>90,000,000 Funded Disbursements</p>	<p>1,000,600,000 Unduplicated Beneficiaries</p>
--	--	---

Important Dates

APRIL 10 Deadline for 2018-19 Underuse Penalty Waiver is 9/10/2018
MAY 26 Live Internet Webinar: Correctly Reported Gainful Employment...
JUNE 3 Deadline for 2018-19 Underuse Penalty Waiver is 9/10/2018
JULY 14 Deadline for 2018-19 Underuse Penalty Waiver is 9/10/2018

[View School Profile](#)



PARTNER PROFILES: SCHOOLS

Partner Connect Feature



PARTNER PROFILE: SCHOOL PROFILE

- User-friendly view of all school information
- Consolidates school profile information that exists in the School File with additional data from COD
- Public school profile information is viewable by all users. Users with an association to a school have access to additional school information
- Users can open each accordion individually or “Expand All”

The screenshot shows the 'School Profile' page for Northwestern University. The header includes the Federal Student Aid logo, the text 'PROUD SPONSOR of the AMERICAN MIND', and user information: Elizabeth | School User | Northwestern University. A navigation bar contains links: KNOWLEDGE CENTER, TRAINING, FINANCIAL AID DELIVERY, TITLE IV PROGRAM ELIGIBILITY, and PARTNER CONNECT SERVICES. The main content area is titled 'School Profile' and features a card for Northwestern University with contact details and a 'View More Contact Details' link. To the right of the card are three expandable sections: 'School Background', 'School Financial Information', and 'Relationships'. Below the card is an accordion menu with four items: 'School General Information', 'Main Campus Information', 'Program Eligibility', and 'Experiment Eligibility'. A '+ Expand All' link is located at the bottom right of the accordion.

FederalStudentAid | PROUD SPONSOR of the AMERICAN MIND®
An OFFICE of the U.S. DEPARTMENT of EDUCATION

Elizabeth | School User | Northwestern University

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

School Profile

Northwestern University [View More Contact Details](#)

OPEID	CITY, STATE
12345600	Evanston, IL

FINANCIAL AID ADMINISTRATOR	DIRECT LOAN FINANCIAL AID OFFICER	PELL FINANCIAL AID OFFICER
John Hampton 1 (123) 555-1234 email@northwestern.edu	Leslie Taylor 1 (123) 555-1234 email@northwestern.edu	Eric Lam 1 (123) 555-1234 mylongemailhere@northwestern.e...

- School Background
- School Financial Information
- Relationships

[+ Expand All](#)

- School General Information
- Main Campus Information
- Program Eligibility
- Experiment Eligibility



Conclusions

12345600 Evanston, IL

School Search

Partner ID Type ★Partner ID

Enter Partner ID

School Name

State - *Optional*

City - Optional

Northwestern University

Select State

Enter City

State [★]

City - Optional

Select State

Enter City

Clear


Search

10945614 Northwestern University Branch 10 Evanston Illinois

SCHOOL PROFILE DETAILS

- School Profile includes School Background, School Financial Information, and Relationships sections.
- The School Profile page also has school general information and main campus information.

School Profile

 **Northwestern University**

OPEID

12345600

CITY, STATE

Evanston, IL

FINANCIAL AID ADMINISTRATOR

John Hampton

1 (123) 555-1234

email@northwestern.edu

DIRECT LOAN FINANCIAL AID OFFICER

Leslie Taylor

1 (123) 555-1234

email@northwestern.edu

PELL FINANCIAL AID OFFICER

Eric Lam

1 (123) 555-1234

mylongemailhere@northwestern.edu

[View More Contact Details](#)

School Background


School Financial Information

Relationships

School General Information

INSTITUTION TYPE	PROGRAM LENGTH	ADDRESS	
01 – Main Campus	08 - Master's Degree or Doctorate Degree	123 South West College Street P.O. Box 400132 Evanston, IL 60201	
ACADEMIC CALENDAR	SCHOOL REGION	TEAM CODE	CMO GRANTEE DUNS NUMBER
06 – Credit Hours – Without Term	02 – Midwest	00123456	00123456
TITLE IV ELIGIBILITY STATUS	TITLE IV ELIGIBILITY STATUS CHANGE RECEIVED	TITLE IV APPROVAL	TITLE IV APPROVAL DATE
Yes	01/01/2020	Yes	01/01/2020
TITLE IV DISAPPROVAL REASON	TITLE IV DISAPPROVAL DATE	TITLE IV CERTIFICATION TYPE	
Program Not Approved by State/ Accrediting Agency	12/12/2019	C	
CLOSE DATE	CLOSE DATE RECEIVED	CLOSED SCHOOL	REINSTATE DATE
01/01/2020	01/01/2020	Yes	01/01/2020
G5 AWARD SEQUENCE NUMBER	SYSTEM FUNDED OFFICE	MANUAL REVIEW	
123456	Yes	IG – Review Status	

Main Campus Information

MAIN CAMPUS SCHOOL NAME	MAIN CAMPUS OPEID	MAIN CAMPUS ADDRESS
Northwestern University-Chicago Campus-Kellogg School of Business Home	 12345600	123 South West College Street XXXXXXXXXX XXXXXXXXXXXX XXXXXXXX Evanston, IL 60201
FINANCIAL CONTROL TYPE	ETHNIC CODE	
02 – Privately Funded	05 – Ethnicity Not Reported	
ELIGIBILITY ACTION CODE	ELIGIBILITY REASON CODE	ELIGIBILITY ACTION DATE
15 – Loss of FFEL Plus	31 – Financial Review	03/14/2020

25

SCHOOL PROFILE DETAILS – CONTINUED

- The School Profile page also contains program eligibility details and experiment eligibility, if applicable.

Northwestern University-Chicago
Campus-Kellogg School of Business
Home

12345600
123 South West College Street
XXXXXXXXXX XXXXXXXXXXXX XXXXXXXX
Evanston, IL 60201

FINANCIAL CONTROL TYPE
02 – Privately Funded

ETHNIC CODE
05 – Ethnicity Not Reported

ELIGIBILITY ACTION CODE
15 – Loss of FFEL Plus

ELIGIBILITY REASON CODE
31 – Financial Review

ELIGIBILITY ACTION DATE
03/14/2020

PROGRAM PARTICIPATION AGREEMENT EXECUTION DATE
01/01/2020

PROGRAM PARTICIPATION AGREEMENT EXPIRATION DATE
01/01/2020

PROGRAM PARTICIPATION AGREEMENT SENT DATE
01/01/2020

SCHOOL TYPE
Private

TAX IDENTIFICATION NUMBER
00123456

PREVIOUS TAX IDENTIFICATION NUMBER
00123456

ACCREDITING AGENCY
ABSFE

DESIGNATION
Primary

ACCREDITATION ACTIVE INDICATOR
Active

NON-PERFORMANCE TRACKING EFFECTIVE DATE
12/12/2019

NON-PERFORMANCE TRACKING END DATE
01/01/2020


NON-PERFORMANCE TRACKING REASON

ELIGIBILITY FOR SINGLE DISBURSEMENT
Yes

ELIGIBILITY INFORMATION
ELIGIBILITY OVERRIDE

Program Eligibility ⓘ					
	Program Eligibility Approval	Program Eligibility Effective Date	Program Eligibility Expiration Date	Foreign School Processing Extension Begin	Foreign School Processing Extension End
Pell	Yes	01/01/2020	12/31/2020	02/17/2020	07/14/2020
TEACH	Yes	01/01/2020	12/31/2020	02/17/2020	12/01/2020
DL Plus	Yes	01/01/2020	12/31/2020	04/13/2020	12/17/2020
DL Sub/Unsub	Yes	01/01/2020	12/31/2020	09/03/2020	12/07/2020
FWS	Yes	01/01/2020	12/31/2020	02/12/2020	12/25/2020
FSEOG	Yes	01/01/2020	12/31/2020	01/30/2020	10/17/2020
Perkins	Yes	01/01/2020	12/31/2020	03/29/2020	06/09/2020

Experiment Eligibility ⓘ		
Experiment Type Code/Description	Begin Date	End Date
06–Eligibility of Dually Enrolled Students with Intellectual Disabilities	01/01/2020	12/31/2020
06–Eligibility of Dually Enrolled Students with Intellectual Disabilities	01/01/2020	12/31/2020



STUDENT, PARENT AND BORROWER ACCOUNTS

Partner Connect Feature

STUDENT, PARENT, BORROWER ACCOUNTS

- A comprehensive view of *FSA customer accounts* within FSA Partner Connect

- Demographic Information
- StudentAid.gov Preferences
- Award Summary
- Summary ISIR Information
- Lifetime Eligibility Information
- SULA Information
- Counseling Record History
- MPN and ATS Information
- PLUS Loan Applications
- Endorser Addendums
- Credit Check
- Default Status

Student, Parent or Borrower Profile

StudentAid.gov Student View [↗](#)



Alexander Hamilton

SOCIAL SECURITY NUMBER

***-**-6789 [🔗](#)

DATE OF BIRTH

12/29/1997

CONTACT INFORMATION

Day: (123) 555-1234

Evening: (123) 555-1234

Mobile: (123) 555-1234

Alexander.Hamilton1755@AmericanRevolution.edu

Alexander.Hamilton@ColumbiaCollege.com

MAILING ADDRESS

123 College Street

Suite 502

Evanston, IL 60201

United States of America

Student, Parent or Borrower Information [📄](#)

[🔗 View Person History](#)

CITIZENSHIP

U.S. Citizen

ALIEN REGISTRATION NUMBER

N/A

DRIVER'S LICENSE STATE

New York

DRIVER'S LICENSE NUMBER

4566453

POST 9/11 DECEASED VETERAN

DEPENDENT

No

SUBSIDIZED USAGE LIMIT APPLIES

(SULA) DATE

MM/DD/YYYY

DL ENTRANCE COUNSELING

Not on File

DL ENTRANCE COUNSELING WITH PLUS

Completed

SCHOOL ASSIGNED ID

12343278

PREVIOUS SSN

***-**-6780 [🔗](#)

PREVIOUS DATE OF BIRTH

12/28/1997

StudentAid.gov Preferences [📄](#)

LANGUAGE PREFERENCE

English

STUDENTAID.GOV EMAIL

Alexander.Hamilton@ColumbiaCollege.com

E-CORRESPONDENCE PREFERENCE

Opted In

EMAIL NOTIFICATIONS

Opted Out

TEXT MESSAGE NOTIFICATIONS

Opted In

Award Summary

Summary ISIR Information

Lifetime Eligibility Used (LEU) Information

Subsidized Usage Limit Applies (SULA) Information

Counseling Record History

Annual Student Loan Acknowledgements (ASLA)

Master Promissory Notes (MPN) and Agreements To Serve (ATS)

PLUS Loan Applications

Endorser Addendums

Credit Check

Default Status

Award Summary [📄](#)

Select Award Year: 2020 – 2021 ▾

	OPEID	Award ID	Servicer Name	Amount Awarded	Amount Disbursed
Direct Loan Total	—	—	—	\$10,100	\$10,100
DL Subsidized Total	—	—	—	\$3,100	\$3,100
Award Detail	🏛️ 1234329	123456789S09123456001	Nelnet	\$3,100	\$3,100
DL Unsubsidized Total	—	—	—	\$7,000	\$7,000
Award Detail	🏛️ 1234328	123456789U09123456002	Maximus Federal Services, Inc.	\$7,000	\$7,000
DL PLUS Total	—	—	—	—	—
Pell Total	—	—	—	\$4,000	\$4,000
Award Detail	🏛️ 12343278	N/A	Great Lakes	\$4,000	\$4,000
IAS Grant Total	—	—	—	—	—
TEACH Total	—	—	—	—	—
Grand Total	—	—	—	\$14,100	\$14,100

STUDENT, PARENT, BORROWER ACCOUNTS

Search for accounts by:

- Social Security Number; partners are required to enter a 9-digit number for an SSN search

OR

- Date of Birth and Name; partners must enter at least a first or last name



Look for the Eye Icon to mask or unmask SSN


FederalStudentAid | PROUD SPONSOR of the AMERICAN MINDSM
An OFFICE of the U.S. DEPARTMENT of EDUCATION

Alexander | School User | Northwestern University


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

Account Search


Use one of the following options to search. Results will only display if all criteria entered is an exact match.

SSN *
***-**-6789 

OR

Date of Birth *
MM/DD/YYYY 

First Name *
Enter Full First Name

Last Name *
Enter Full Last Name 

☐ No First Name ☐ No Last Name

Clear Search

STUDENT, PARENT, BORROWER ACCOUNTS

- Search Results include:
 - Social Security Number
 - Full Name
 - Date of Birth
 - Email
 - City
 - State

Search Results

SSN		Full Name	Date of Birth	Email	City	State
***-**-6000	👁	Alexander Hamilton	12/29/1997	sample-email@u.university.org	New York City	New York
123-45-6789	🔗	Alexander Hamilton	12/29/1997	sample-email@u.university.org	New York City	New York
***-**-5555	👁	Alexander Hamilton	12/29/1997	sample-email@u.university.org	New York City	New York
***-**-1111	👁	Alexander Hamilton	12/29/1997	sample-email@u.university.org	New York City	New York
***-**-2222	👁	Alexander Hamilton	12/29/1997	sample-email@u.university.org	New York City	New York
***-**-3333	👁	Alexander Hamilton	12/29/1997	sample-email@u.university.org	New York City	New York
***-**-4444	👁	Alexander Hamilton	12/29/1997	sample-email@u.university.org	New York City	New York
***-**-6666	👁	Alexander Hamilton	12/29/1997	sample-email@u.university.org	New York City	New York
***-**-7777	👁	Alexander Hamilton	12/29/1997	sample-email@u.university.org	New York City	New York
***-**-8888	👁	Alexander Hamilton	12/29/1997	sample-email@u.university.org	New York City	New York
***-**-9999	👁	Alexander Hamilton	12/29/1997	sample-email@u.university.org	New York City	New York
***-**-1000	👁	Alexander Hamilton	12/29/1997	sample-email@u.university.org	New York City	New York
***-**-2000	👁	Alexander Hamilton	12/29/1997	sample-email@u.university.org	New York City	New York
***-**-3000	👁	Alexander Hamilton	12/29/1997	sample-email@u.university.org	New York City	New York
***-**-4000	👁	Alexander Hamilton	12/29/1997	sample-email@u.university.org	New York City	New York
***-**-5000	👁	Alexander Hamilton	12/29/1997	sample-email@u.university.org	New York City	New York

STUDENT, PARENT, BORROWER ACCOUNTS

- Date Range Search is available for the following:
 - Counseling Records
 - Master Promissory Notes (MPNs)
 - Agreement to Serve (ATS) Documents
 - PLUS Loan Applications

An official website of the United States government. [Here's how you know](#) Help Center

FederalStudentAid PROUD SPONSOR of the AMERICAN MIND® Alexander | School User | Northwestern University

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

Date Range Search

Counseling Record History **Master Promissory Notes (MPN)** **Agreement to Serve (ATS) Documents** **PLUS Loan Applications**

You must select an OPEID – School Name and enter Begin Date & End Dates to search. Counseling Type will default to "All Counseling Types".

OPEID – School Name *

12345600 – Northwestern University

Begin Date * End Date *

07/13/2020 to 07/13/2020

Counseling Type * Award Year *

All Counseling Types 2020 – 2021

[Reset](#) [Search](#)



STUDENTAID.GOV STUDENT VIEW

Partner Connect Feature

STUDENTAID.GOV STUDENT VIEW

- Allows schools to view what FSA customers are seeing on StudentAid.gov
- From the Student, Parent, Borrower Account, navigate to a read-only view of StudentAid.gov.

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

Student, Parent or Borrower Profile

Alexander Hamilton

SOCIAL SECURITY NUMBER

***-**-6789

DATE OF BIRTH

12/29/1997

CONTACT INFORMATION

Day: (123) 555-1234

Evening: (123) 555-1234

Mobile: (123) 555-1234

Alexander.Hamilton1755@AmericanRevolution.edu

Alexander.Hamilton@ColumbiaCollege.com

MAILING ADDRESS

123 College Street

Suite 502

Evanston, IL 60201

United States of America

StudentAid.gov Student View

Award Summary

Summary ISIR Information

Lifetime Eligibility Index (LEI) Information

Subsidized Usage Limit Applies (SULA) Information

Counseling Record History

Annual Student Loan Acknowledgements (ASLA)

Student, Parent or Borrower Information

CITIZENSHIP

U.S. Citizen

ALIEN REGISTRATION NUMBER

N/A

DRIVER'S LICENSE STATE

New York

DRIVER'S LICENSE NUMBER

POST 9/11 DECEASED VETERAN DEPENDENT

SUBSIDIZED USAGE LIMIT APPLIES (SULA) DATE

View Person History

STUDENT VIEW OPTIONS | Aid Summary | Enrollment | JOHN TRAVOLTA'S VIEW

Read-Only View

Aid Summary

LOANS | GRANTS

Download My Aid Data

8 Loans [View Breakdown](#)

3 Servicers | Total Original Amount

\$10,000

Total Balance

\$42

Interest

Information as of 05/01/2019

REPAYMENT PROGRESS

\$30,000 Paid off (75%)

Out of \$40,000

Information as of 05/05/2019. Remember, your total outstanding balance changes daily due to accrued interest.

Student Aid Tip

Not all of your loans are Direct Loans. If you're interested in the Public Service Loan Forgiveness Program and/or the best income-driven repayment options, consider [consolidating your loans to qualify](#).

Loan Types

3 SUBSIDIZED LOANS

\$3,000

4 UNSUBSIDIZED LOANS

\$6,000

1 PERKINS

\$1,000

TOTAL BALANCE

\$10,000

[View Subsidized Usage](#)

Loan Breakdown

\$10,000

Total Balance

LOANS SERVICED BY

Great Lakes Higher Education

TOTAL BALANCE

\$3,000

NEXT PAYMENT ON

06/01/2019

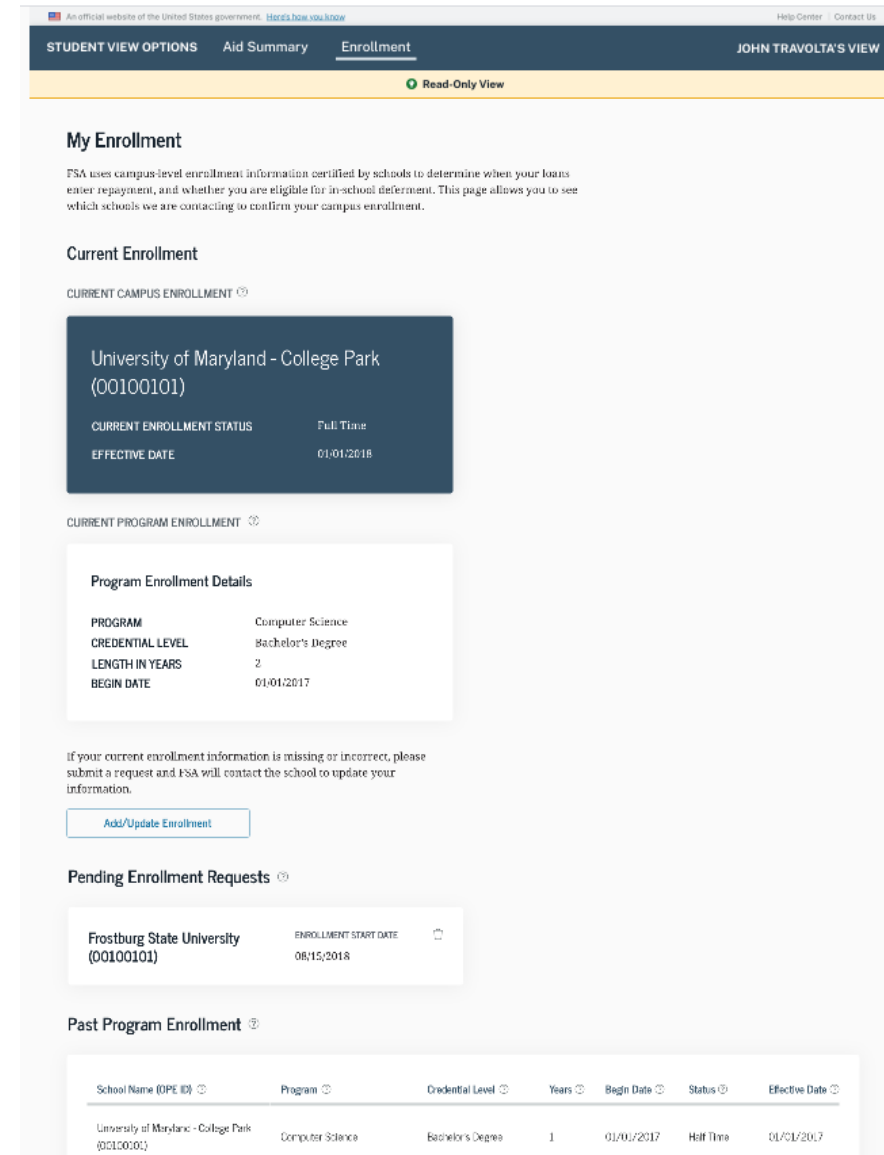
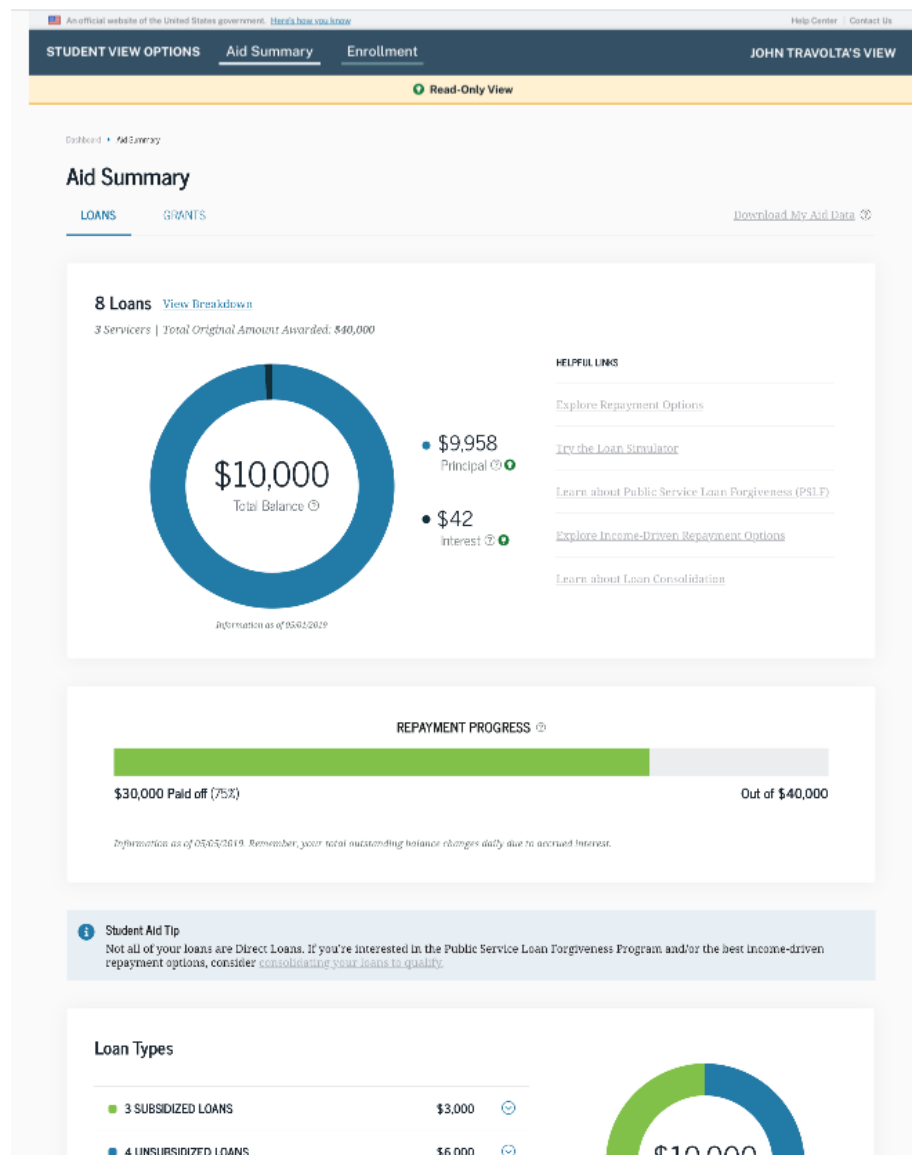
Make a Payment

REPAYMENT PLAN: INCOME-DRIVEN REPAYMENT

[VIEW DETAILS ▾](#)

33

STUDENTAID.GOV STUDENT VIEW





ACCOUNT ACCESS MANAGEMENT CENTER

Partner Connect Feature



ACCOUNT ACCESS MANAGEMENT CENTER

All users with a Partner Connect Account can view their account access details and request additional access

The screenshot displays the Federal Student Aid Account Access Management Center interface. At the top, it identifies the user as Marisol, a School User at Northwestern University, with a notification badge showing 20 alerts. The main navigation menu includes Dashboard, Account Access Management Center (highlighted with a green box), Settings, and Log Out. Below the navigation, a welcome message for Marisol is shown, along with her role as Financial Aid Administrator and 6 years of experience. The interface is divided into several sections: School Notifications, Scheduled System Outages (showing current and upcoming outages for NSLDS and FAA Access), School Financials and Operations (with a 'View School Profile' button), and Important Dates (listing deadlines for 2018-19 Underuse Penalty Waiver and Live Internet Webinars). The bottom section, 'What's New', features a 'Dear Colleague Letter' and links to Webinar Recordings and Accreditation Regulations. The interface also includes a 'Help Center' link in the top right corner.

Account Access Management Center

Scheduled System Outages

Category	Start	End
NSLDS	01/01/2020 at 8:50 AM	01/02/2020 at 8:50 AM
FAA Access	01/01/2020 at 8:50 AM	01/02/2020 at 8:50 AM

School Financials and Operations

Category	Value
Awards Originated	100,000,000
Funded Disbursements	90,000,000
Unduplicated Recipients	1,000,600,000

Important Dates

Month	Day	Event
APRIL	10	Deadline for 2018-19 Underuse Penalty Waiver is 9/10/2018
MAY	26	Live Internet Webinar: Correctly Reported Gainful Employment...
JUNE	3	Deadline for 2018-19 Underuse Penalty Waiver is 9/10/2018
JULY	14	Deadline for 2018-19 Underuse Penalty Waiver is 9/10/2018

What's New

Dear Colleague Letter
Posted on 02/11/2020
[Webinar Recordings - New Accreditation Regulations](#)

ACCOUNT ACCESS MANAGEMENT CENTER

- Provides user account details
- Users can view access for all affiliated organizations
- Primary and Secondary Administrators email addresses are included for easy reference
- Users can also view their specific access and permissions as well as request additional access

FederalStudentAid

AS OFFICE OF THE U.S. DEPARTMENT OF EDUCATION

PROUD SPONSOR OF
THE AMERICAN MIND™

Elizabeth | School User | Northwestern University

KNOWLEDGE CENTER

TRAINING

FINANCIAL AID DELIVERY

TITLE IV PROGRAM ELIGIBILITY

PARTNER CONNECT SERVICES

My Account

Current Organization
OPEID 12345678

Potentially Affiliated
Organizations

My Information

Elizabeth Bennet

Active

User Type

School User

FSA User ID

elizabeth.bennet

Business Email Address

elizabeth.bennet@example.edu

Organization Information

Organization Type

School

OPEID

12345678

Organization Name

Northwestern University

Organization City and State

Evanston, IL

School Administrators

Primary Administrator

James Madison

Business Email Address

james.madison@example.edu

Secondary Administrator

Abigail Adams

Business Email Address

abigail.adams@example.edu

My FSA Partner Connect Access

The access below is specific to FSA Partner Connect and will not affect your access to other FSA Systems.

Access	Description
<div>Basic Access</div> <div><div>Includes the following permissions</div><div><div>Access Type 1</div><div>Access Type 2</div><div>Access Type 3</div><div>Access Type 4</div><div>Access Type 5</div></div></div>	<div>This is a description of an access type. It is an optional slightly more detailed description based on the subtypes available as part of default access. It opens up after you click on the caret.</div>
<div>Additional Access</div> <div><div>Additional Access Type</div><div>Additional Access Type</div></div>	<div>This is a description of an access type. It is an overview in 1-2 lines of what the access type includes.</div> <div>This is a description of an access type. It is an overview in 1-2 lines of what the access type includes.</div>

Request New Access

37

FSA PARTNER CONNECT

MARCH 2021

WHAT'S COMING NEXT?



FSA PARTNER CONNECT TRAINING

*Training opportunities will be available
before and after FSA Partner Connect launch*

With the launch of FSA Partner Connect we're rolling out more comprehensive training and communications!

Partners will be informed and equipped with the tools for success through a series of **live webinars, recorded videos, and job aids and tutorials.**

Stayed tuned for training communications!



PARTNER EXPERIENCE COUNCIL

Ensuring Next Gen is designed with our partners in mind

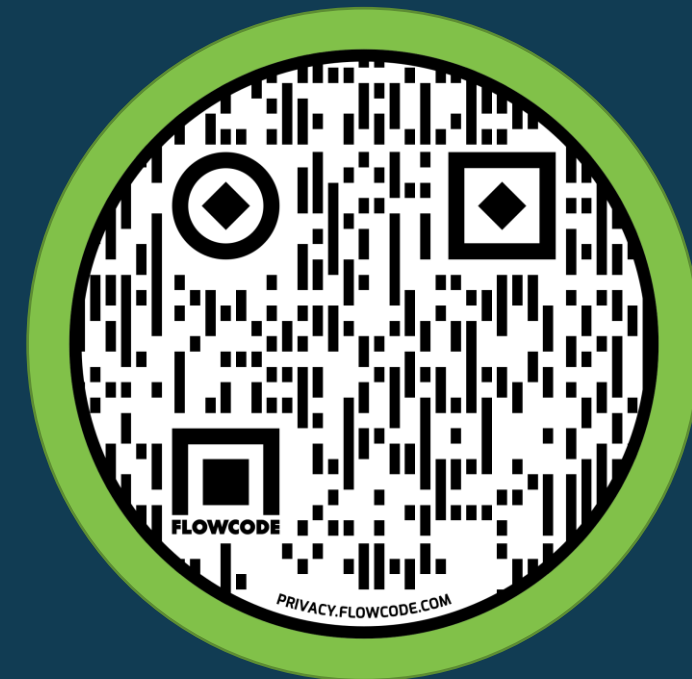
FSA has been engaging the **Partner Experience Council**, a group of partners who have volunteered to share knowledge and experience through surveys, interviews, usability sessions, and focus groups.

The Council members have provided valuable feedback about new features of the partner portal.



JOIN THE PARTNER EXPERIENCE COUNCIL

Submit your interest in joining the Council by scanning the QR code or navigating to the link below!



Link: <https://bit.ly/2FMTmMs>

Instructions for QR Code:

1. Open the Camera on your smartphone device
2. Hold your device so that the **QR code** appears in the viewfinder in the Camera app.
Your device will recognize the **QR code** and show a notification
3. Tap the notification to open the survey link associated with the **QR code**

Q & A

SHARE YOUR THOUGHTS

Please take a minute to share your initial thoughts on FSA Partner Connect by scanning the QR code!



Instructions for QR Code:

1. Open the Camera on your smartphone device
2. Hold your device so that the **QR code** appears in the viewfinder in the Camera app.
Your device will recognize the **QR code** and show a notification
3. Tap the notification to open the survey link associated with the **QR code**

Menti Code: 20 30 27 1



PRESENTER CONTACT INFORMATION

KWAKU APPIAH

Kwaku.Appiah@ed.gov

SHAMARLI KOLLOCK

Shamarli.Kollock@ed.gov

ERIC HARDY

Eric.Hardy@ed.gov
