**BO26. STUDENTAID.GOV AND MOBILE APP WALKTHROUGH AND COMING ATTRACTIONS (Q&A)  
  
Question:**Is there a document that outlines features NOT available on the mobile app and only through a desktop version?  
**Response:**  
SME-Chamberlain. Under the myStudentAid mobile app menu, below Notices there is a link titled ''Using This App'' which lists out the major items available on the app versus the website.  
  
**Question:**  
Can an FAA utilize the StudentAid.gov mobile app to check a students progress with their FAFSA?

**Response:**SME-Farooq Thanks for your question. The FAFSA is only available to the parent, student, or preparer roles on the StudentAid.gov mobile app. Currently, FSA does not have any mechanism for an FAA to check on a student’s FAFSA progress. FAAs would need to utilize FAA Access to make any changes to the FAFSA on behalf of the student.  
  
**Question:**  
How hard is it to push acknowledgement of completion of the ASLA to schools that are on record with ED so that we don't have to wait for the loan to be originated to get that acknowledgement. We don't report originations to COD until the loan is ready to disburse (all requirements present) for reasons of efficiency (We don't have a big enough team to do the back end cleanup on reported loans that will never disburse - the time cost of this task outweighs the benefit of early reporting). At this point - to facilitate our current process - it is my understanding that we will have to manually generate a report on COD to see if the ASLA has been completed. This is my primary objection to making this an annual requirement. Automate it for me - and you have a fan.  
**Response:**SME-Celedon. Thank you for the feedback. We will take your response back.

**Question:**  
Could you update wording on Change Incorrect Information on Previous Submitted FAFSA link? Perhaps give a short definition of what is incorrect information vs just changed information. Students are regularly updating information that is not incorrect. It is just changed since they did FAFSA (like a phone # or address change or they change balance in a savings account). It often causes student to be selected for verification when they previously were not.   
**Response:**  
SME - Wells: Thank you for the feedback. We are always looking for ways to improve the FAFSA process and will take this feedback back to the FAFSA team. I encourage you to also provide this feedback when we go through the public comment period for the upcoming 2023-24 FAFSA cycle.  
  
**Question:**  
If you don't want users to miss the scroll ability, stop hiding the scroll bar!!!!!

**Response:**SME-Dvorscak. We'd be happy to look into the issue further. If you can send additional details to DigitalPlatform@ed.gov, our technical team will take a look.  
  
**Question:**  
Is the ASLA required prior to disbursement of loans for the 2022-23 academic year? If so, what is the borrower time-frame to complete the requirement?  
**Response:**  
SME-Celedon. The Annual Student Loan Acknowledgment is not a planned requirement for the 2022-23 school year. The Acknowledgment will continue to be optional, at this time.  
  
**Question:**Are there e-signature options being considered for parents that cannot create an FSAID? I would think that the gov would continue to allow the wet signature, but add an option for e-signature somehow?  
**Response:**SME - Wells: Thanks for the feedback. We're always looking for ways to improve the financial aid process and will take this under advisement for the future.  
  
**Question:**  
I would like to see how you will help a parent understand that the Annual Student Loan Acknowledgement applies to them.  
**Response:**SME-Celedon. Parents can now access the Annual Student Loan Acknowledgment through the parent option that provides the parent information on their Federal Aid, as well as language specific to them.  
  
**Question:**  
When student needs to make a correction and the student is a dependent student and the parents don't have a social security number. The student is having trouble submitting the corrections because the parents can't sign the FAFSA electronically. How can we help the student in this situation?

**Response:**SME - Wells: Hi Elsa. Thanks for your question. This is a known issue that will be resolved in mid-December. The current workaround is to have the FAA make the corrections for the student. We appreciate your patience as we continue to resolve issues as they arise.  
  
**Question:**When will this change to Entrance Counseling be available?

**Response:**SME Dvorscak - The web functionality we demoed in the presentation is currently available.

**Question:**When completing the MPN the site seems to run slower and time out prior to the student being able to sign it. What work around do you recommend other than clearing the cookies or cache?  
**Response:**  
SME Dvorscak - We recommend making sure the student doesn't have multiple StudentAid.gov pages or tabs open. It's possible that the student may be timing out on a different page/tab and that is resulting in them timing out in the form.  
**Question:**I am the one usually walking the student thorough the MPN to make sure they understand the document at the school. Only one browser is open and I continually have this issue. We usually utilize Chrome as the preferred browser as other ones run a lot slower.  
**Response:**  
SME-Dvorscak. We'd be happy to look into the issue further. If you can send additional details to [DigitalPlatform@ed.gov](mailto:DigitalPlatform@ed.gov), our technical team will take a look.  
  
**Question:**  
Where is the annual student acknowledgement that now has to be completed?

**Response:**SME Dvorscak - The Annual Student Loan Acknowledgement is not required. You can access the flow at <https://studentaid.gov/asla/>.  
**Question:**  
Will this be required at some point?

**Response:**SME-Celedon. The Annual Student Loan Acknowledgment is not a planned requirement for the 2022-23 school year and is not a requirement for prior years. The Acknowledgment will continue to be optional, at this time.  
  
**Question:**  
When you added a school it looked like you did not need to sign it, but only submit. Has this been streamlined so that a dependent student does not need student and parent signatures in order to submit a new transaction when adding a school?  
**Response:**  
SME-Farooq. Thanks for the question. Both the student and the parent do not need to sign and re-submit a FAFSA, if adding a school is all they need to do in the corrections transaction.  
  
**Question:**If you are ONLY applying for Pell and will not be getting a loan, do you have to complete the entrance counseling?  
**Response:**  
SME-Chamberlain: Thank you for your question. Entrance counseling is not required to receive a Pell grant.  
  
**Question:**  
Once a student completed the MPN, will students have the option to add a school in the Master Promissory Note like the Entrance Counseling Page? If the student decides not to attend school previously selected.

**Response:**SME-Chamberlain. Hi Bouavone. MPNs must be submitted per school. Once an MPN is submitted, additional schools cannot be added/notified.  
  
**Question:**  
Which browser do you recommend for the site to run faster? I have not been able to have the website run that fast for my students  
**Response:**SME Dvorscak - We recommend using Google Chrome for the best experience. You can see the full list of supported browsers on the “Site Requirements” page at <https://studentaid.gov/notices/site-requirements>.

**Question:**  
Just a note: The section for household size is a bit confusing, particularly for 0 siblings.

**Response:**  
This is so true.  
**Question:**  
How much can a parent do without the student logging in?

**Response:**SME-Farooq. Thank you for the question. The parent is able to fill out the form in its entirety for the student, with the exception of transferring the student’s data from the IRS DRT. (1/2)  
SME-Farooq. If the student would need to transfer their financial data, they would have to log in using their FSA ID to complete this portion of the FAFSA form. The student and the parent would each need to sign for themselves. (2/2)

**Question:**  
Will students be able to use the mobile to make FAFSA corrections in the future? Or is that an option that will not be able to be added to the mobile app?  
**Response:**  
SME - Wells: Thank you for your question. We are always looking for ways to enhance the FAFSA experience for users. At this time, we do not plan to add corrections to the FAFSA feature of the mobile app for the 2023-24 cycle.  
  
**Question:**  
Does the rollover functionality now available on the correction app online work? I've had it work for one person but two other students it allows the change but doesn't show up on the ''changes made'' section when they go to sign and submit.  
**Response:**  
SME - Wells: Thanks for the question. I believe you submitted this question to FSA yesterday and we anticipate providing a response to that emailed question sometime today. Thanks for your patience.  
  
**Question:**  
Is there going to be a Dear Colleague Letter or Electronic Announcement with this information? I think there is a lot of confusion that this will be a requirement for 22-23.

**Response:**SME-Celedon. Thank you for the feedback. We will take your response back.