

BREAKOUT SESSION #11

StudentAid.gov Walkthrough and Coming Attractions

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U.S. Department of Education

2024 Virtual FSA Training Conference for Financial Aid Professionals

Agenda

- 01 Overview
- 02 Updates and Enhancements
- 03 TEACH and TPD Updates
- 04 PSLF Updates on StudentAid.gov

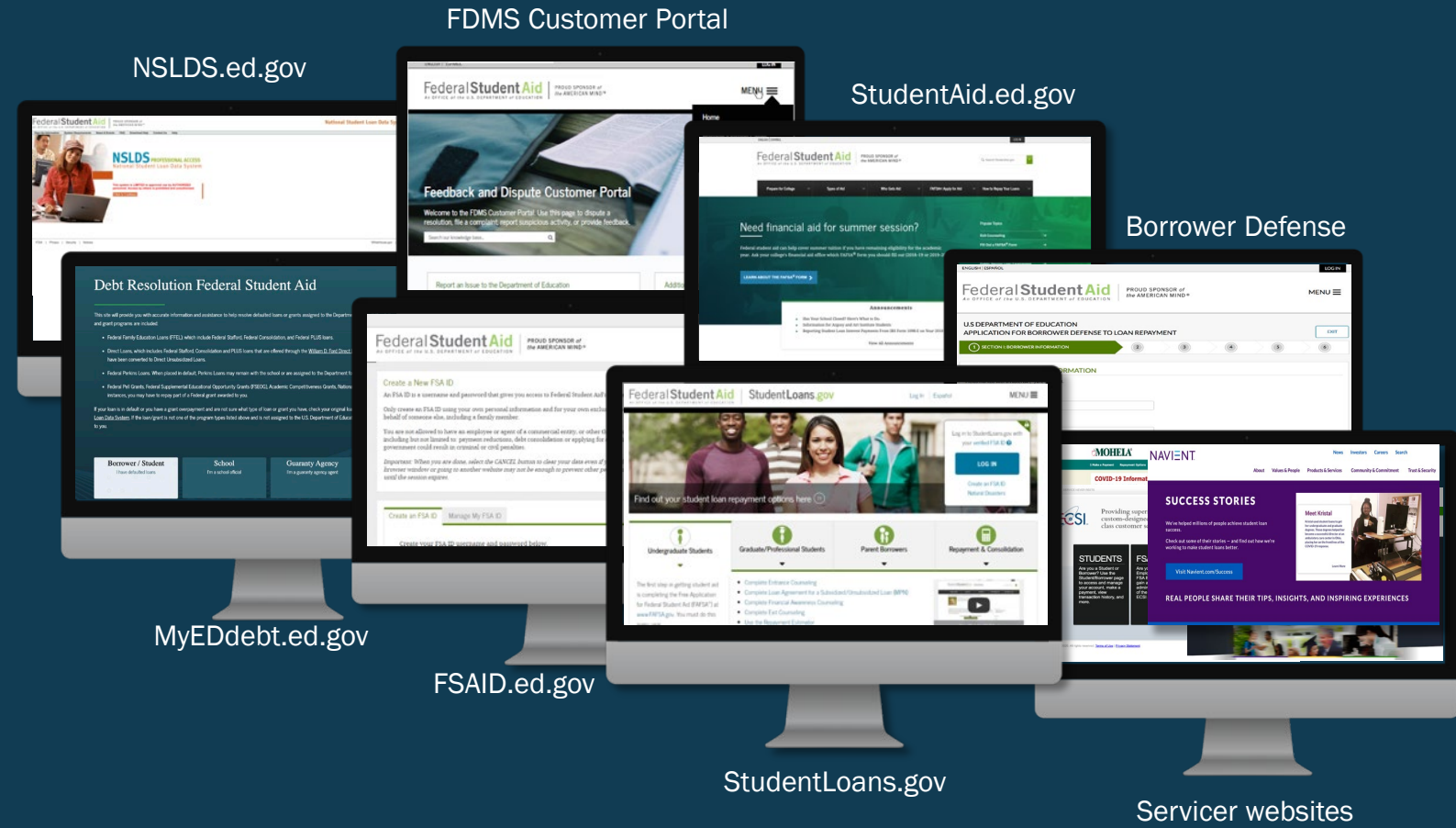


Overview

Before StudentAid.gov

Prior to StudentAid.gov, FSA customers had to visit multiple, disconnected websites requiring multiple logins to get the information they needed.

Inconsistent branding, a disjointed user experience, and information siloes made it difficult and confusing for customers to find a consistent source of truth and to take action.



StudentAid.gov

StudentAid.gov supports customers and guides them to 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

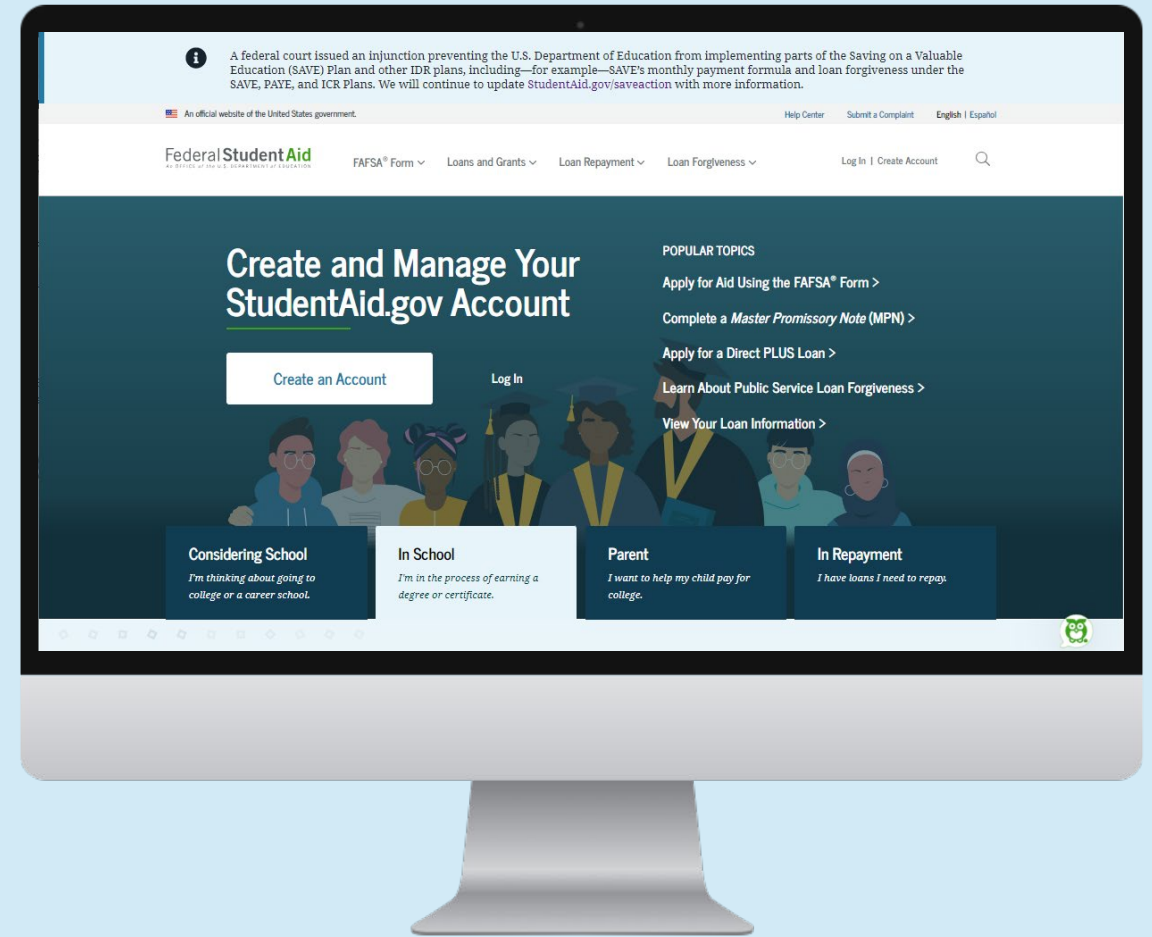


- Loan Simulator
- Loan Exit Counseling
- Income-Driven Repayment plan application
- Loan Consolidation application
- Public Service Loan Forgiveness Help Tool

SELF SERVICE



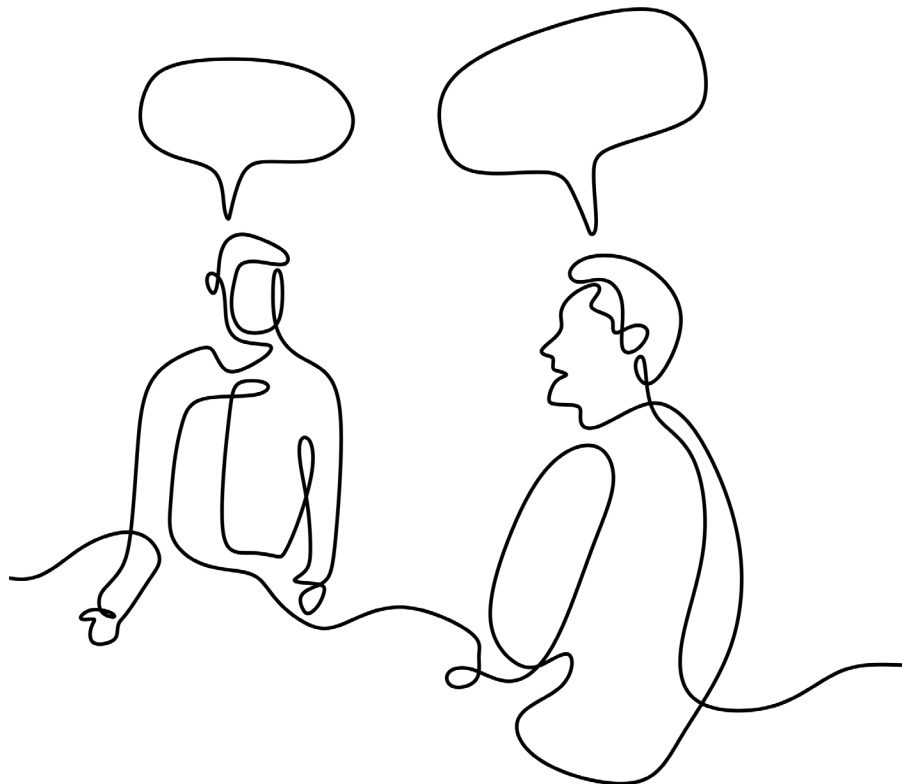
- Dashboard and My Aid
- Notification Center and My Activity
- Aidan® Virtual Assistant



Prioritizing the User Experience

We understand customer needs through user experience (UX) research and usability testing to inform all features and products on StudentAid.gov.

UX research helps track performance and determine customer needs while meeting FSA's strategic goals.



36

Usability tests and UX research studies conducted in FY24

21

Different features and products researched in FY24, including FAFSA form, Create Account/FSA ID, PSLF, and TEACH program

280

Customers interviewed across pre-enrollment, in school, and in repayment during in FY24

50+

Improvements logged for StudentAid.gov features and products in FY24

StudentAid.gov – Results 2024

For Fiscal Year 2024 (10/1/23-9/30/24)

180M

USERS

8.8M

ACCOUNTS CREATED

359M

SESSIONS/VISIT

210M

LOG INS

4.0B

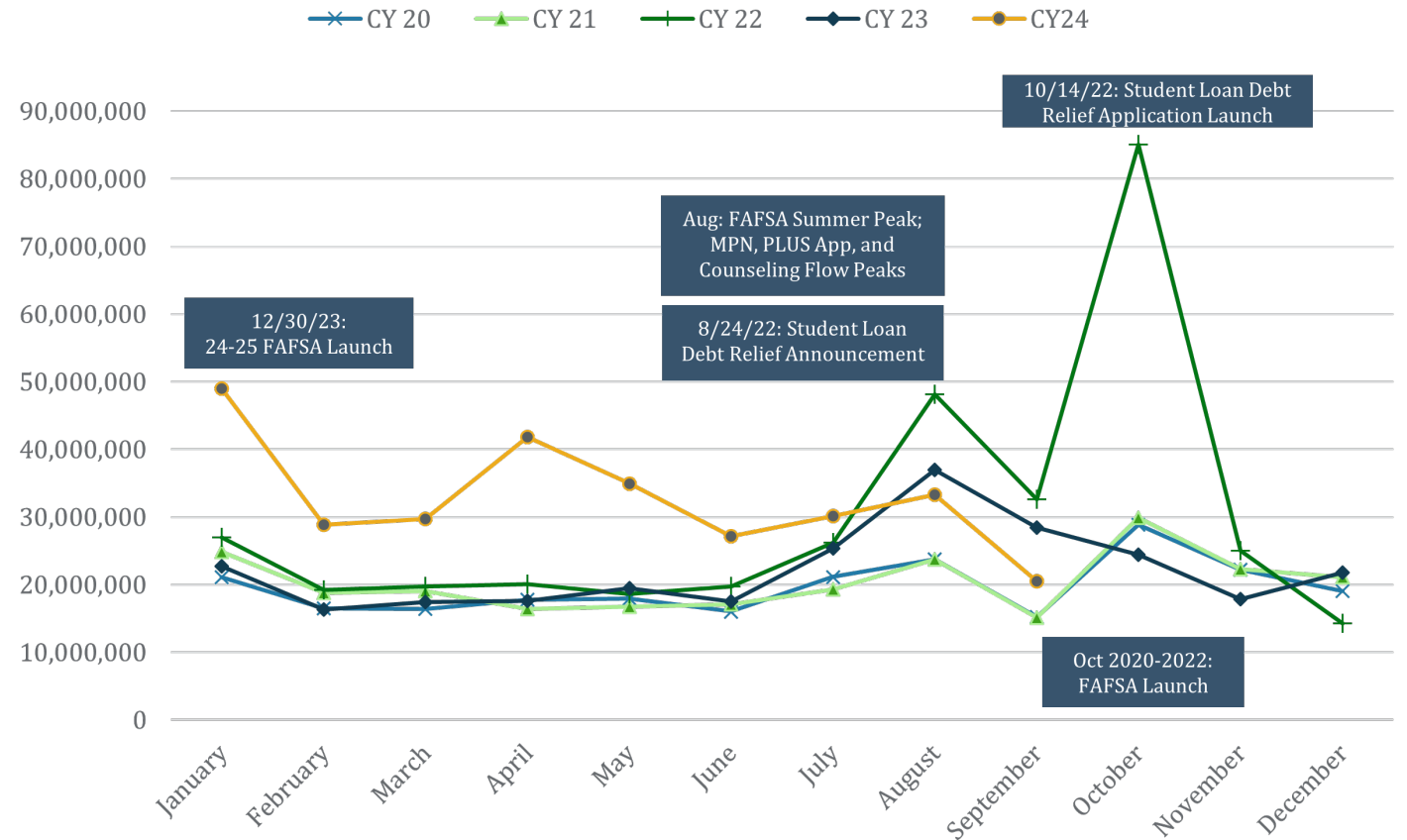
PAGEVIEWS

53.5M

COMPLETED FORMS
AND FLOWS

(excludes accounts created)

StudentAid.gov Sessions/Visits (CY 2020-2024)



Updates and Enhancements

FAFSA Form

- Released redesigned 2024-25 FAFSA form with capability to pull customers' tax data directly from IRS
- Released 2025-26 FAFSA form for customer beta testing of the FAFSA initial application, processing, and corrections prior being made available to all customers by or before December 1
- Introduced Parent Wizard to help applicants determine who is a contributor to their FAFSA forms

The screenshot shows the FAFSA website interface. At the top, there is a navigation bar with the Federal Student Aid logo and links for 'FAFSA Form', 'Loans and Grants', 'Loan Repayment', and 'Loan Forgiveness'. Below the navigation bar, there is a large banner with the text 'Get Money To Help Pay for School' and an illustration of students. The banner includes a call to action to use the 'Free Application for Federal Student Aid (FAFSA)' form. Below the banner, there are two buttons: 'Start New Form' and 'Edit Existing Forms'. A section titled 'Need the 2024-25 FAFSA form?' also has 'Start New Form' and 'Edit Existing Forms' buttons. A dark blue section titled 'Check FAFSA Deadlines for the State You Live In' provides information about state deadlines. The 'Parent Wizard' tool is highlighted, with the title 'Who counts as a parent on the FAFSA form?'. The tool explains that a student may need to ask their parent(s) for dependency status and provides instructions on how to use the tool. The form includes input fields for the first names of Parent 1 and Parent 2, and a checkbox for 'The student has only one legal parent.' A 'Continue' button is at the bottom.

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

FAFSA® Form ▾ Loans and Grants ▾ Loan Repayment ▾ Loan Forgiveness ▾

Get Money To Help Pay for School

Use the *Free Application for Federal Student Aid* (FAFSA®) form to apply for financial aid for college, career school, or graduate school.

Start a 2025-26 FAFSA® Form

Edit a 2025-26 FAFSA® Form or Accept an Invitation

Start New Form Edit Existing Forms

Need the 2024-25 FAFSA form?

Start New Form Edit Existing Forms

Check FAFSA® Deadlines for the State You Live In

Some states and schools use information from the FAFSA® to determine your eligibility for their grants, scholarships, and your state's deadlines here!

Missing a state deadline doesn't impact your eligibility for federal aid, so fill out your FAFSA form even if your state deadline has passed.

Who counts as a parent on the FAFSA® form?

A student may need to ask their parent(s) to provide information on their FAFSA form based on the student's dependency status.

This tool helps determine which parent(s) should participate in a student's FAFSA form.

To begin using the tool, enter the first name of the student's legal parent(s).
This helps us provide clear direction on which parent(s) should participate in the student's FAFSA form.

Who is considered a legal parent?

First Name (Parent 1) First Name (Parent 2)

The student has only one legal parent.

Continue

Loan Forgiveness and Discharge Display

- Customers who receive loan forgiveness or discharge will now be able to see their loan forgiveness or discharge transaction in their My Activity page
- Covers all types of forgiveness and discharge, including PSLF, income-driven repayment, teacher loan forgiveness, and total and permanent disability discharge

Loan Forgiveness and Discharge: PSLF

Completed

Forgiveness Information			
Type of Loan Forgiveness	Total Forgiveness Amount	Amount Applied to Principal	Amount Applied to Interest
Public Service Loan Forgiveness	\$62,000	\$60,000	\$2,000

Status Tracker

Loan Forgiveness Applied Updated on Dec 21, 2023

Your loan servicer has processed \$62,000 in loan forgiveness, and it has been applied to your account. We'll update this page if additional forgiveness is applied. Below, you'll see a timeline of when the loan forgiveness was applied to each of your loans.

Dec 25, 2023	\$15,500 in loan forgiveness has been applied to Loan 14 - DIRECT STAFFORD UNSUBSIDIZED
Dec 25, 2023	\$15,000 in loan forgiveness has been applied to Loan 13 - DIRECT STAFFORD SUBSIDIZED
Dec 25, 2023	\$15,500 in loan forgiveness has been applied to Loan 16 - DIRECT CONSOLIDATED UNSUBSIDIZED
Dec 25, 2023	\$15,500 in loan forgiveness has been applied to Loan 15 - DIRECT PLUS GRADUATE

Next Steps

Review Your Loans

You can view your [My Aid page](#) to check the outstanding balance on your loan(s). If you have any questions, you can contact your loan servicer.

Your Loan Servicer(s)

DEPT OF ED/AIDVANTAGE | aidvantage.studentaid.gov | 800-722-1300

Last Updated
Dec 21, 2023

More Resources

[Learn More About Loan Forgiveness](#)

[View Your Loans](#)

[Update Your Account Information](#)

Support for No SSN Customers

- Customers with no Social Security number (SSN) can now create an account on StudentAid.gov
- Previously, if a customer without a Social Security number failed the identity verification process when creating an account on StudentAid.gov, they had to complete a PDF attestation form. Now, attestation is incorporated into the Create Account flow for no SSN customers as a checkbox, eliminating the need for a separate form.

Create an Account

1 Personal Information
 2 Account Information
 3 Contact Information
 4 Communication Preferences
 5 Challenge Questions
 6 Confirm & Verify
 7 Enable Two-Step Verification

Personal Information

I understand that I'll be required to certify that the information I provide to create an account is true and correct and that I'm the individual I claim to be.

If I'm not the person I claim to be, I understand that I'm not authorized to proceed and that I should exit this form now. If I provide false or misleading information, I understand that I might be subject to a fine, prison time, or both.

First Name

Middle Initial

Last Name

Date of Birth
 Month Day Year

Social Security Number

What if I don't have a Social Security number? ^

If you don't have a Social Security number (SSN) and at least one these two statements describes you, you can check the box below to create an account without an SSN:

- I am a citizen of the Freely Associated States who needs to complete the FAFSA[®] form online.
- I am a parent or spouse of a student who is applying for aid.

I do not have a Social Security number.
 I am a citizen of the Freely Associated States and I do not have a Social Security number (SSN); OR I am a parent or spouse of a student who is applying for aid and I do not have an SSN.

Confirm Your Identity

Understandings and Certification

I certify that I, Bob Tester, am the individual confirming my identity for purposes of creating a StudentAid.gov account to access U.S. Department of Education (ED) systems in order to contribute to the Free Application for Federal Student Aid (FAFSA[®]) form. I acknowledge and understand that this is not an application for federal student aid under Title IV of the Higher Education Act of 1965, as amended (HEA). I further understand and acknowledge that I must abide by ED's code of conduct, terms of service, and rules of behavior when accessing and using ED's systems, as detailed in the [Federal Register Notice dated Sept. 10, 2021](#).

By selecting the checkbox below, I consent and certify under penalty of perjury under the laws of the United States of America, that the foregoing is true and correct. I understand that any falsification of this statement is punishable under the provisions of 18 U.S.C. § 1001 by a fine, imprisonment of not more than five years, or both. I also understand that the knowing and willful request for or acquisition of records pertaining to an individual under false pretenses is a criminal offense under the Privacy Act of 1974, subject to a fine of not more than \$5,000 (5 U.S.C. § 552(a)(1)(3)). By confirming my identity, my request to create a StudentAid.gov account will be logged in Ed's Person Authentication Service (PAS) System of Record (18-11-12).

Privacy Act Statement

Paperwork Reduction Notice

Confirm and Certify Your Identity

I, Bob Tester, certify that all of the information I have provided on this form and in any accompanying documentation is true, complete, and correct to the best of my knowledge and belief.

Automated Account Recovery

- StudentAid.gov now provides users with an automated option for accessing their account if they can't remember their log in information
- This update replaces a manual process where users had to call a help desk and provide proof of identity
- Account recovery can now take 15 minutes versus 1-3 days with the manual process

Recover Your Account | ⌚ 15 Minutes

To recover your account, follow the steps below. Select "Continue" to begin the process.

Steps You'll Need to Complete

- 1 Submit an Account Recovery Request
- 2 Receive Text Message with Document Upload Link
- 3 Upload U.S. Photo ID Using Your Mobile Phone
- 4 Receive Email with Reset Password Link
- 5 Create a New Password and Log In

If you can't complete this process, you can start an account recovery request by calling 1-800-4-FED-AID (1-800-433-3243). Requests initiated by phone can take 7-10 days to complete.

PLUS Counseling Replatforming

- The PLUS Loan Credit Counseling flow on StudentAid.gov was updated to align with the site's overall design system and to incorporate improvements to the user experience

PLUS Loan Credit Counseling


PLUS Loan Credit Counseling (PLUS counseling) can help students and parents understand the obligations associated with a PLUS loan and what to consider when taking on student loan debt.

PLUS counseling can be required (see below) or voluntary. If you voluntarily pursue counseling and the U.S. Department of Education (ED) determines your credit history is adverse within 30 days of completion, your counseling requirement is fulfilled.

PLUS Loan Credit Counseling is required if ED has informed you that you have an adverse credit history and you have:

- 1 Obtained an endorser or
- 2 Documented extenuating circumstances to the satisfaction of ED

I am completing PLUS Loan Credit Counseling to receive Direct Loans as a:



Parent of an Undergraduate Student

If you requested a parent PLUS loan and were denied but wish to pursue the PLUS loan, you are required to complete this credit counseling along with other eligibility requirements.

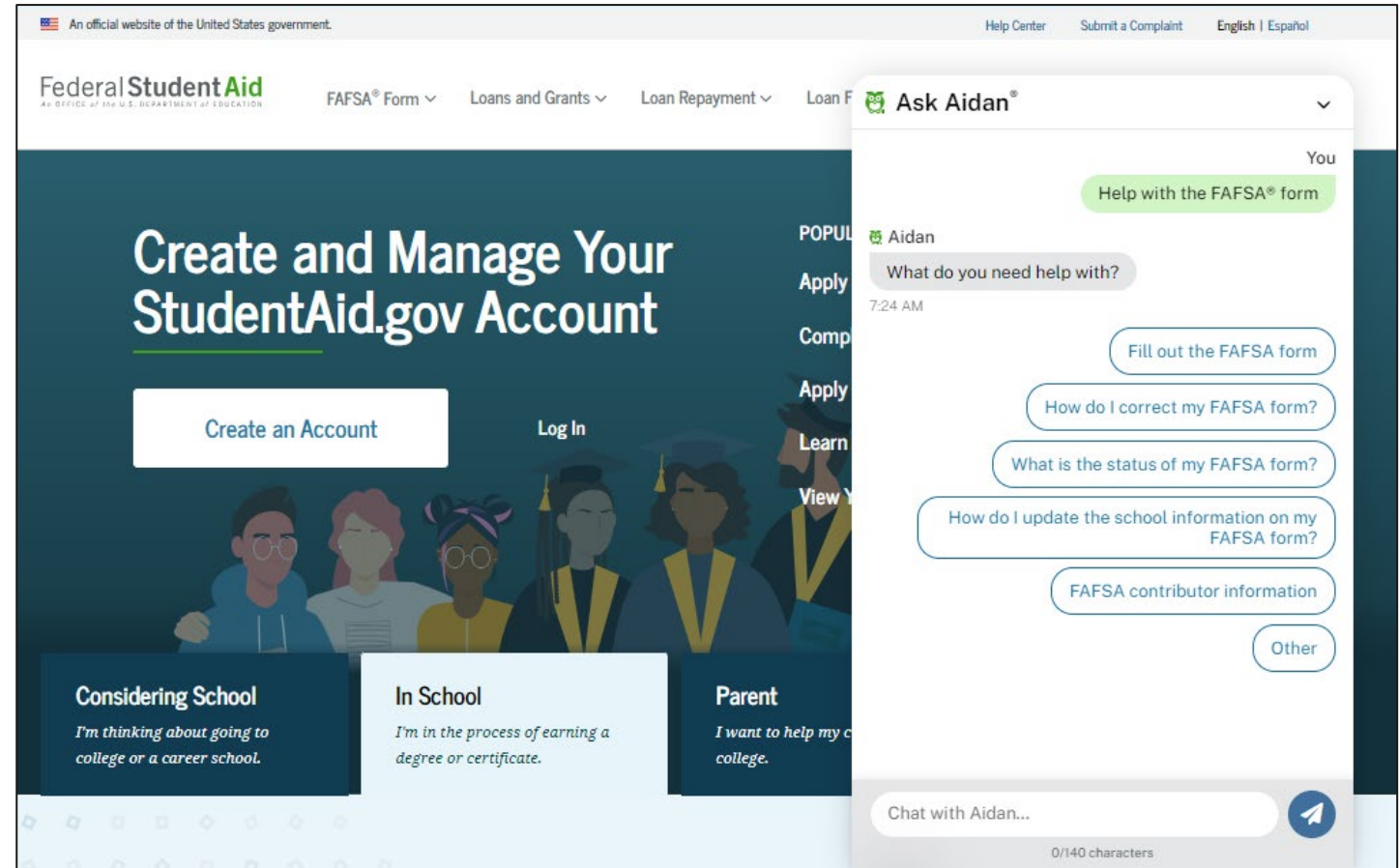
If you are unable to obtain a parent PLUS loan, your dependent undergraduate student may be eligible for additional unsubsidized loans. Your student should contact their school's financial aid office for more information.

Parents must be logged in with their own StudentAid.gov account username and password.

[Log In To Start](#)

Aidan Upgrade

- Aidan is Federal Student Aid's virtual assistant that helps answer customer questions and retrieve account information on Student Aid.gov
- Aidan's platform and AI model was upgraded to improve its ability to understand customer questions and to reduce the effort and timeframe to create new use cases



Future Updates

- 2025-26 FAFSA Form and Corrections – General Availability
- TEACH Grant Certification Form
- Total and Permanent Disability Application
- Single Sign-On With Servicing Websites
- Phishing-Resistant Multifactor Authentication
- My Aid Redesign


Public Service Loan Forgiveness Updates

Public Service Loan Forgiveness

- If you're employed by a government or not-for-profit organization, you might be eligible for the PSLF Program. The PSLF Program forgives the remaining balance on your Direct Loans
 - After you've made the equivalent of 120 qualifying monthly payments under an accepted repayment plan, and
 - While working full-time for an eligible employer
- You can access the PSLF Borrower Help Tool at StudentAid.gov/pslf

Complete the Public Service Loan Forgiveness (PSLF) Form With the PSLF Help Tool

Use the PSLF Help Tool to confirm you're eligible and fill out and submit your PSLF form.



Using the PSLF Help Tool

PSLF is a program for people who work in public service in federal, state, tribal, or local government, or for a non-profit organization.

For the best experience using this tool, we strongly recommend that you read [Become a Public Service Loan Forgiveness \(PSLF\) Help Tool Ninja](#) before getting started.

Use the PSLF Help Tool to search for a qualifying employer, learn what actions you may need to take to become eligible for PSLF or TEPSLF, and generate a PSLF form. You will need to provide an email address for an authorized official who can certify your employment and sign your form.

After you submit your PSLF form, we will process it and you will receive a count of the number of qualifying payments you have made toward both PSLF and TEPSLF. You can see updates by logging into StudentAid.gov and visiting My Activity.

Learn more about [PSLF](#) and [TEPSLF](#).

[Log In To Start](#)

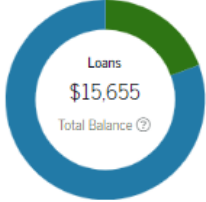
[Search for Qualifying Employers](#)

My Aid

- As part of My Aid, customers can view PSLF/TEPSLF Payment Progress. They can track the number of qualifying payments made for each of their loans.
- Customers can also view their Loan Types and a Loan Breakdown.

Loan Types

1 Subsidized Loans	\$3,030	⌵
1 Unsubsidized Loans	\$12,625	⌵
TOTAL BALANCE	\$15,655	



Loans
\$15,655
Total Balance ⓘ

PSLF/TEPSLF Payment Progress

*Last updated on 04/02/2024 [View Details](#)

Loan 0

30 qualifying payments
Out of 120

Loan Breakdown

LOANS SERVICED BY

DEPT OF ED/OSLA ⓘ

REPAYMENT PLAN: SF

[VIEW LOANS](#) ⌵

TOTAL BALANCE

\$3,030

NEXT PAYMENT ON

N/A

[Pay on Servicer Website](#) ⓘ

LOANS SERVICED BY

DEPT OF ED/NELNET ⓘ

REPAYMENT PLAN: SF

[VIEW LOANS](#) ⌵

TOTAL BALANCE

\$12,625

NEXT PAYMENT ON

N/A

[Pay on Servicer Website](#) ⓘ

PSLF Payment Progress

Loan Details

- Customers can see qualifying PSLF payments for their loans. They can click 'Show Payment Summary' for more detailed information.

The screenshot displays the Federal Student Aid website's PSLF Payment Progress page. At the top, there is a navigation bar with the Federal Student Aid logo, a user profile for 'Alexander', and search functionality. Below the navigation, the page title is 'PSLF Payments'. There are three tabs: 'Loan Details' (selected), 'Payment History', and 'Employment Certification'. To the right of the tabs, there is a 'PAYMENT ELIGIBILITY' section with buttons for 'PSLF & TEPSLF' and 'PSLF Only'. The main content area is titled 'Qualifying Payments' and lists three loans:

- 1 - Direct Consolidation Loan**: Disbursed on 7/12/2012. Expected Forgiveness Eligibility (TEPSLF) Sep. 2025. Progress bar shows 30 out of 120 payments made. 'Show Payment Summary' link.
- 2 - Direct Unsubsidized Loan**: Disbursed on 7/3/2013. Expected Forgiveness Eligibility (TEPSLF) Feb. 2026. Progress bar shows 20 out of 120 payments made. 'Show Payment Summary' link.
- 3 - Direct Subsidized Loan**: Disbursed on 7/22/2014. Expected Forgiveness Eligibility (TEPSLF) Feb. 2026. Progress bar shows 0 out of 120 payments made. 'Show Payment Summary' link.

PSLF Payment Progress

Payment History

- Customers can access previous payment information and filter search results based on loan or time period.

The screenshot shows the 'PSLF Payments' section of the Federal Student Aid website. It includes a navigation bar with 'FAFSA', 'Loans & Grants', 'Repayment', and 'Loan Forgiveness'. The page title is 'PSLF Payments' and it has tabs for 'Loan Details', 'Payment History', and 'Employment Certification'. There are filters for 'PAYMENT ELIGIBILITY' with options for 'PSLF & TEPSLF' and 'PSLF Only'. A 'Filter' button is present above the table. The table shows 10 payments with columns for Loan, Payment Period, Payment Status, and Details. The status is either 'Employment Not Certified', 'Ineligible', or 'Qualifying'. A pagination bar at the bottom shows '1' selected out of 10 items.

Loan	Payment Period	Payment Status	Details
1 - DL Consolidation Subsidized Loan	07/2022	Employment Not Certified	View Details
2 - DL Direct Loan	07/2022	Employment Not Certified	View Details
3 - DL Consolidation Subsidized Loan	07/2022	Employment Not Certified	View Details
6 - DL Consolidation Subsidized Loan	07/2022	Employment Not Certified	View Details
7 - DL Consolidation Subsidized Loan	07/2022	Ineligible	View Details
1 - DL Consolidation Subsidized Loan	06/2022	Ineligible	View Details
2 - DL Direct Loan	06/2022	Ineligible	View Details
3 - DL Consolidation Subsidized Loan	06/2022	Qualifying	View Details
6 - DL Consolidation Subsidized Loan	06/2022	Qualifying	View Details
7 - DL Consolidation Subsidized Loan	06/2022	Qualifying	View Details

PSLF Payment Progress

Employment Certification

- Customers can view their employment certification details based on employer and certification period.

The screenshot shows the 'PSLF Payments' section of the Federal Student Aid portal. The 'Employment Certification' tab is selected, and the 'PAYMENT ELIGIBILITY' section is set to 'PSLF & TEPSLF'. A table displays 1-6 of 6 employment certifications. The first certification is expanded to show details: Federal EIN 994738207, Employer Type GO - Government, Employer Status Full Time, and Hours Per Week 40.







Employer Name	Certification Period ?	Certification Date	Details								
Department of Really Long Organizational Naming	6/15/2022 - 7/22/2022	7/22/2022	Hide Details ^								
<table border="1"> <tr> <td>Federal EIN</td> <td>Employer Type</td> <td>Employer Status</td> <td>Hours Per Week</td> </tr> <tr> <td>994738207</td> <td>GO - Government</td> <td>Full Time</td> <td>40</td> </tr> </table>				Federal EIN	Employer Type	Employer Status	Hours Per Week	994738207	GO - Government	Full Time	40
Federal EIN	Employer Type	Employer Status	Hours Per Week								
994738207	GO - Government	Full Time	40								
Federal Bureau of Control	7/17/2021 - 6/14/2022	7/22/2022	View Details v								
Federal Bureau of Control	6/18/2020 - 7/16/2021	7/16/2021	View Details v								
Federal Bureau of Control	7/11/2019 - 6/17/2020	6/17/2020	View Details v								
Federal Bureau of Control	8/22/2017 - 7/10/2019	7/10/2019	View Details v								
The American Education Association	1/05/2015 - 8/21/2017	7/10/2019	View Details v								


[Previous](#) **1** [Next](#)



My Activity


When customers access their in-progress PSLF application in My Activity, they have the option to upload their signed form (if the customer opted to provide manual signatures) and other relevant documents. They can also review existing uploads.

Status Tracker

-  PSLF Form Initiated
Completed on Aug 15th, 2022 
-  Employer Eligibility Status
Completed on Aug 26th, 2022 
-  **PSLF Form Submission** 

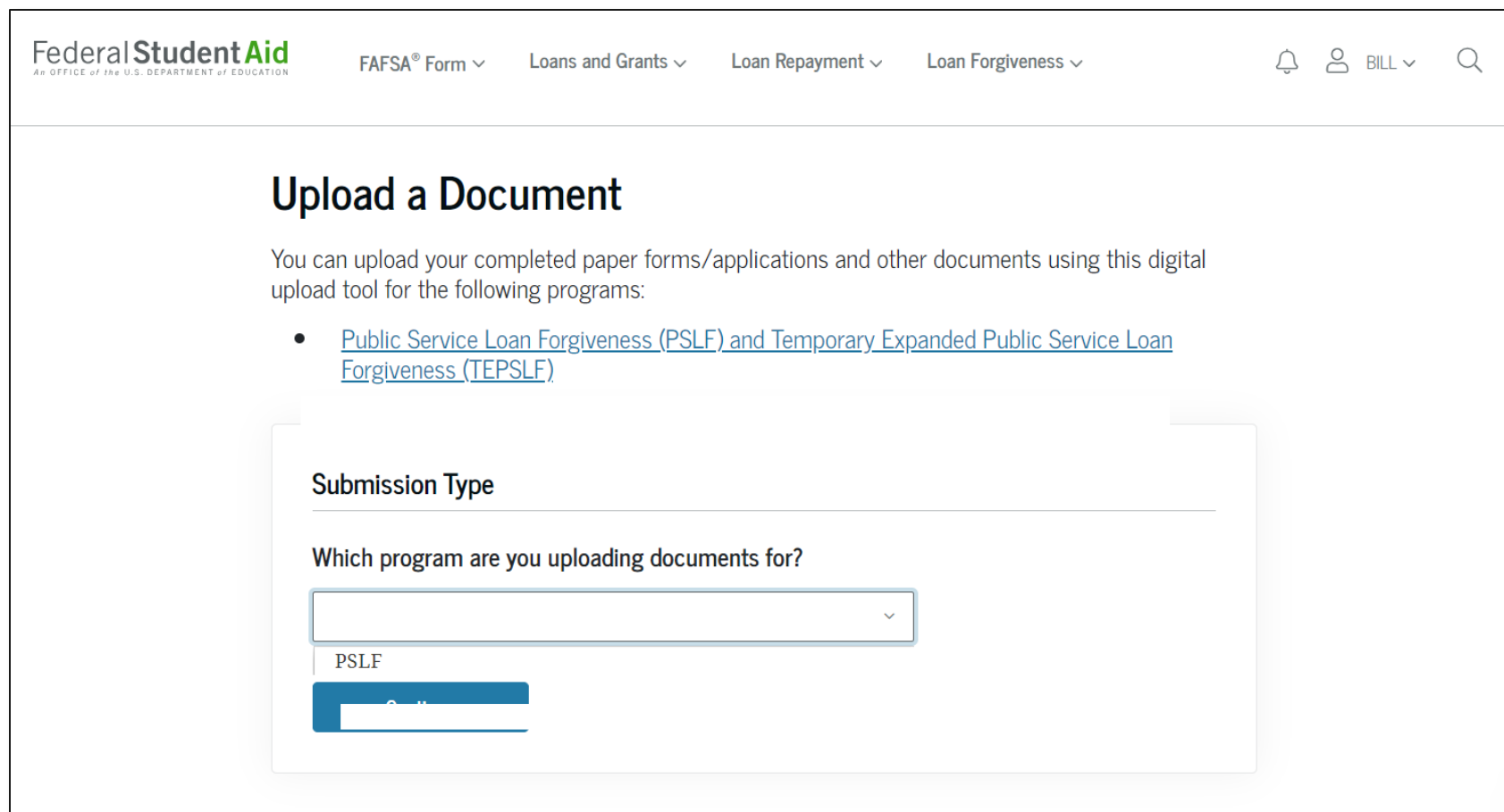
To complete your form, both you and your employer must sign it using an acceptable signature. 

 1. Have your employer sign your form
 -  [Download PSLF Form](#)
 2. Upload your signed form and any supporting documents
 -  [Upload File](#)

[Show other submission options](#) 

General Document Upload Tool

- The General Document Upload tool is **new** to StudentAid.gov.
- Customers can use the General Document Upload tool to upload any PSLF/TEPSLF forms or supporting documentation.
- The tool is accessible via the Forms Library.



The screenshot shows the 'Upload a Document' page on the Federal Student Aid website. The page header includes the Federal Student Aid logo and navigation links for FAFSA Form, Loans and Grants, Loan Repayment, and Loan Forgiveness. A user profile icon and a 'BILL' dropdown menu are also visible in the top right corner. The main heading is 'Upload a Document', followed by a brief explanation of the tool's purpose. A list of eligible programs is provided, including Public Service Loan Forgiveness (PSLF) and Temporary Expanded Public Service Loan Forgiveness (TEPSLF). Below this, a 'Submission Type' section contains a dropdown menu labeled 'Which program are you uploading documents for?' with 'PSLF' selected. A blue button is partially visible at the bottom of the form area.

TEACH and TPD Updates

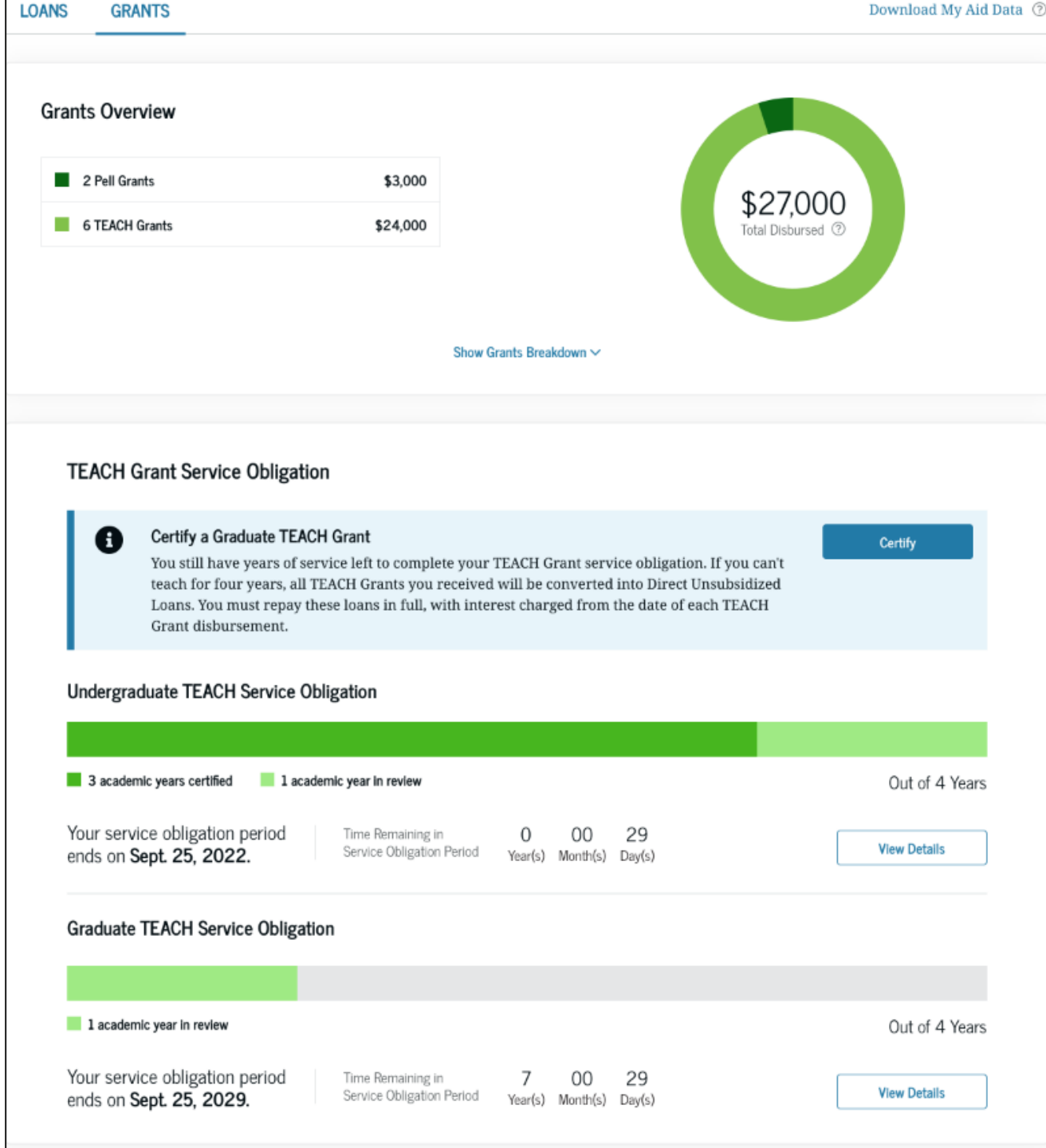
Enhancements to TEACH and TPD

Like PSLF, borrowers will soon be able to completely manage their TEACH Grants and TPD Discharges on StudentAid.gov.

	TPD	TEACH Grants	PSLF/TEPSLF
Use form wizards and e-sign/e-submit most forms	✓	✓	✓
Track eligibility and progress	n/a	✓	✓
Track the status of applications and forms	✓	✓	✓
Get recertification reminders	n/a	✓	✓
Digitally upload forms and supporting information	✓	✓	✓
Apply for reconsideration	✓	n/a	✓
Request forbearances while forms are in process	✓	n/a	✓
Get program information	✓	✓	✓

TEACH Grant Service Obligation Tracking

NEW



TEACH from Wizard

- Launching Winter 2024

An official website of the United States government

Help Center Submit a Complaint English | Español

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


FAFSA ▾ Loans & Grants ▾ Repayment ▾ Loan Forgiveness ▾

Log In | Create Account 🔍

TEACH Grant Certification Form

A Teacher Education Assistance for College and Higher Education (TEACH) Grant requires you to complete a teaching service obligation as a condition for receiving the grant. You can fill out this form for each of the four years of required teaching you need to do to satisfy your TEACH Grant obligation.

TEACH Grant Recipients



Complete Your TEACH Grant Certification Form


You can certify your qualifying teaching service by filling out the TEACH Grant certification form. Select the "Log In To Start" button on the right to start filling out your form.

[View Previous Submissions](#)

[Log In To Start](#)


[View Demo](#)

OMB No. 1845-0158 • Form Approved



Who Should Complete This?


A TEACH Grant recipient who has worked full time as a highly qualified teacher in a high-need field at a low-income elementary school, secondary school, or educational service agency for at least one of the last four school years



15 Minutes

How Long Will it Take?

The application must be completed in a single session. Most people complete the application in 15 minutes or less. Note: This does not include the time it takes to get the signature of your school's chief administrative officer.



What Do I Need?

- A verified FSA ID
- Your personal information ⓘ
- School and high-need field information ⓘ

[Learn More About TEACH Grants](#)

TPD from Wizard

- Launching in Spring 2025

An official website of the United States government. Help Center Submit a Complaint English | Español


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FAFSA ▾ Loans & Grants ▾ Repayment ▾ Loan Forgiveness ▾

Alexander ▾

Total and Permanent Disability (TPD) Discharge

Apply for a TPD Discharge




Are you totally and permanently disabled, unable to work, and make less than the poverty guidelines for a family of two? If so, you may be able to get your federal student loans and/or Teacher Education Assistance for College and Higher Education Grant service obligation forgiven.

[View TPD Requirements and Application Process](#)

[Start Application](#)

Designate or Revoke a Representative








If you're unable to fill out a TPD discharge application yourself, you can designate an individual or organization to do it for you and help you throughout the discharge process. If you already have a representative, you may also revoke them.

[View Applicant Representative Designation Requirements and Application Process](#)

[Manage Representatives](#)

Pause Your Payments Before Applying

If you want to apply for a TPD discharge in the future, you can temporarily stop your collections for 120 days. You can tell us about your intent in one of the following ways:

 Live Chat	 tpdintent@fsa.gov	 Mail Intent to:
 1-800-433-3243	 Fax to 1-800-433-3243	U.S. Department of Education Federal Student Aid Information Center P.O. Box 1854, Monticello, KY 42633

TEACH Grant Certification Form 2021–2022

In Review

Download Unsigned Form

TEACH Grant Certification Form Details

Academic Year Certified
2021–2022





First School
Anacostia High School PCS

Second School
Centennial High School


Show More

My Activity

Status Tracker

-  **TEACH Grant Certification Form Created**
Completed on Aug. 27, 2022 
-  **Submission of Signed Form**
Completed on Sept. 10, 2022 

Your signed form was successfully submitted.

Sept. 10, 2022 You submitted one file for review: [File Name.pdf](#)
- 3** **TEACH Grant Certification Form Review** 

Your form is being reviewed, and you'll get a response in about [X] weeks.

Sept. 10, 2022 We received your signed form to review.
- 4** **Completed**

Created
Aug. 27, 2022



Your service obligation period for undergraduate TEACH Grants ends on Sept. 25, 2025.

[Track TEACH Grant Service Obligation >](#)

More Resources

[Explore TEACH Grant Service Obligation Suspensions](#)

[Submit a TEACH Grant Certification Form](#)

[Learn About the TEACH Grant Service Obligation](#)

[Get Information About TEACH Grants](#)

Associated Documents

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.

FAFSA FORM



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

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.

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.

PLUS APPLICATION



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

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.

ARTICLES/BLOG



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

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.

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.

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.

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.

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.



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.



PUBLIC SERVICE LOAN FORGIVENESS HELP TOOL

Helps borrowers determine if they work for a qualifying employer and walks through the electronic signature and submission process.



BORROWER DEFENSE APPLICATION

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



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.

PRODUCT SNAPSHOT

SELF-SERVICE



DASHBOARD



Serves as customers' personalized home page that summarizes their aid info, highlights upcoming loan payments, provides a status update on certain applications, and provides checklists for upcoming tasks.

MY DOCUMENTS



Serves as customers' repository of their important documents such as their Master Promissory Note or other forms not included in My Activity.

AUTHENTICATION



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

MY AID



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

SETTINGS



Allows customers to update their account information and settings, including contact info and preferences, two-step verification methods, and consent for accessing financial info.

CONTACT US



Provides customers with an easy way to find who to contact for their questions. Customers can also submit an email form and use our live chat.

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



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

SURVEYS



Provides customers the opportunity to give feedback using an always on survey, intercept survey, and post-transaction surveys.

MY ACTIVITY (STATUS CENTER)



Provides status, details, and next steps for customers' FAFSA forms, PSLF forms, IDR applications, Loan Consolidation applications, and Borrower Defense and complaint cases.

VIRTUAL ASSISTANT



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

FORMS LIBRARY



Helps customers find the right form with links to online forms and PDFs. Customers also can upload PDFs related to the PSLF and TEACH programs.