

FOREIGN SCHOOLS SESSION #01

Foreign Schools FAQ: FAFSA[®] Simplification and Electronic Application (E-App)

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2024 FSA Training Conference for Financial Aid Professionals

AGENDA

1. Frequently asked questions about FAFSA[®] Simplification
2. Frequently asked questions about the new Electronic Application (E-App) in FSA Partner Connect
3. Additional resources

FREQUENTLY ASKED QUESTIONS

FAFSA® SIMPLIFICATION



FAFSA SUBMISSION SUMMARY

Q. What is the FAFSA Submission Summary?

A. The FAFSA Submission Summary replaces the Student Aid Report, or SAR. The FAFSA Processing System creates the FAFSA Submission Summary and delivers it to students.

SAI vs. EFC

- Q.** How is the Student Aid Index (SAI) different from the Expected Family Contribution (EFC)?
- A.** The SAI is a different measure of students' and families' ability to pay for higher education. The SAI formula removes the number of family members in college and allows a minimum SAI of up to a negative 1,500. The FAFSA Processing System (FPS) calculates the SAI when students submit a FAFSA[®] form.

PACKAGING LOANS USING THE SAI

Q. Do we treat the SAI the same way we treated the EFC when calculating a student's Direct Loan eligibility?

A. Yes. The packaging formula for calculating Subsidized Direct Loans is still Cost of Attendance (COA) minus SAI minus other financial assistance (OFA) (formerly estimated financial assistance, or EFA).

NEGATIVE SAI AND LOAN ELIGIBILITY

- Q.** What is the impact of a negative SAI on Cost of Attendance when determining a student's loan eligibility?
- A.** Institutions must convert a negative SAI to zero when packaging a student for Direct Loans.

FPS vs. FPP

Q. Are the FAFSA Processing System and the FAFSA Partner Portal the same system?

A. They are two different systems. The FAFSA Processing System (FPS) is the processing system for FAFSA data. The FPS replaced the Central Processing System (CPS). The FAFSA Partner Portal (FPP) replaced FAA Access to CPS Online.

FPP vs. ISIR FOR LOAN ELIGIBILITY

Q. Can we use the FAFSA Partner Portal instead of the ISIR to determine a student's loan eligibility?

A. While institutions could use the FAFSA Partner Portal to determine the student's loan eligibility, there are currently significant limitations in using the FPP instead of the ISIR. ED strongly encourages you to download and review ISIRs using EDExpress or another software.

EDEXPRESS TO ACCESS ISIRs

- Q.** Is EDEXpress the only way to access an ISIR without using a third-party servicer system?
- A.** Currently, EDEXpress is the only ED system that allows schools to access ISIRs.

FTI-SAIG MAILBOX TO RECEIVE ISIRs

Q. Do we need to do anything special to receive 2024–25 ISIRs through EDExpress or any system?

A. Beginning with the 2024–25 award year, all institutions that are enrolled to receive ISIRs must sign an updated Student Aid Internet Gateway (SAIG) enrollment agreement, download the latest SAIG software, and enroll for a new FTI-SAIG mailbox.

[EA GENERAL-24-14](#)

[Software and Other Tools](#)

ISIR CORRECTIONS

Q. How do we make ISIR corrections for the 2024–25 award year?

A. Schools can make individual ISIR corrections through the FAFSA Partner Portal.

[2024-25 FAFSA Specifications Guide: Volume 3 - Electronic Data Exchange and FAFSA Processing](#)

FOREIGN SCHOOLS AND PELL GRANT

Q. The FAFSA Submission Summary (formerly SAR) now includes a section on estimated financial aid, which notifies a student of their potential Pell Grant eligibility. Students attending foreign institutions are not Pell Grant eligible, and this causes confusion.

Will the Department modify the system to only include loan eligibility for students attending foreign schools?

FOREIGN SCHOOLS AND PELL GRANT (continued)

- A. ED does not plan to change current functionality. It is the institution's responsibility to clearly publish on its website and/or any consumer information literature that its U.S. students can only receive Federal Direct Loans.



NEW ELECTRONIC APPLICATION (E-APP)



FSA PARTNER CONNECT AND E-APP ROLES

- Q.** There are so many new roles associated with FSA Partner Connect and the E-App. How can we make sure that the right users have the necessary access?
- A.** The FSA Partner Connect Primary and Secondary Administrators, and the Eligibility & Oversight (E&O) Administrators are dedicated roles for FSA Partner Connect. These administrator roles grant access to FSA Partner Connect and the E-App.

FSA PARTNER CONNECT AND E-APP ROLES (continued)

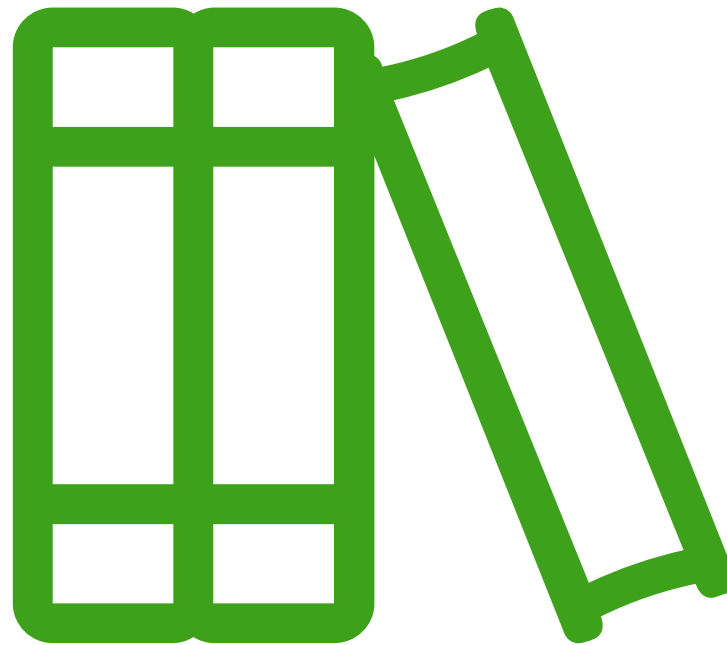
[FSA Partner Connect - Account Access FAQ](#)

[FSA Partner Connect User Roles for Eligibility and Oversight Work](#)

[FSA Partner Connect - Getting Started for Administrators \(FAQ\)](#)

UPDATE APPLICATIONS

Q. What is the process to update information when you are not completing a recertification?



UPDATE APPLICATIONS (continued)

- A. Institutions must complete an update application to add or change information that affects an institution's Title IV eligibility.

Select “Update/Report Information” under “Reason for Submitting” in Step 1 of the E-App. ED will send an email to the institution when it has processed the update. ED does not issue new PPAs for update applications.

[FSA Handbook, Volume 2, Chapter 5 - Update Application Information](#)

UPDATING E-APP FOR THE FIRST TIME

- Q.** I am completing the new E-App for the first time just to update a school official. Why is the system forcing me to review every section of the application?
- A.** The E-App in FSA Partner Connect contains new questions based on enhancements and regulatory updates. Upon first submitting an application in the FSA Partner Connect version of the E-App, institutions must complete all new questions even if they are only submitting an update application.

CORRECTING E-APP AFTER SUBMISSION

- Q.** If we submit an E-App, then realize we made a mistake, how do we access the E-App to correct the error?
- A.** Contact the Foreign School Participation Division and request that they open the application so you can make the correction(s).

FSA.Foreign.Schools.Team@ed.gov

OWNERSHIP – PUBLIC INSTITUTIONS

- Q.** What do institutions that are public in their country select for their “current *Title IV* Participation Designation status” in Question 1 of Section C (Ownership, Control, and Institutional Structure)?
- A.** Select “private nonprofit” as the answer to Question 1 of Section C unless your institution has been designated as public for *Title IV* purposes.

OWNERSHIP – PUBLIC FOR *TITLE IV* PURPOSES

Q. How does an institution that is public in its country become designated as “public” for *Title IV* purposes?

A. Institutions that are public in their country have the option to submit a letter or other acceptable documentation of public status to eZ-Audit.

[34 CFR 668.171\(g\)\(2\)](#)

OWNERSHIP – CHARITY

- Q.** What should a university do if it is a charity regulated for education and doesn't have an owner as such? And how do you describe the voting rights for that entity?
- A.** An institution that is regulated as a charity may be a public institution of higher education. All institutions that are public in their country but designated as private nonprofit for *Title IV* purposes must report ownership information on the E-App. Enter the institution's name as the owner with percentage of ownership and voting rights of 100%.

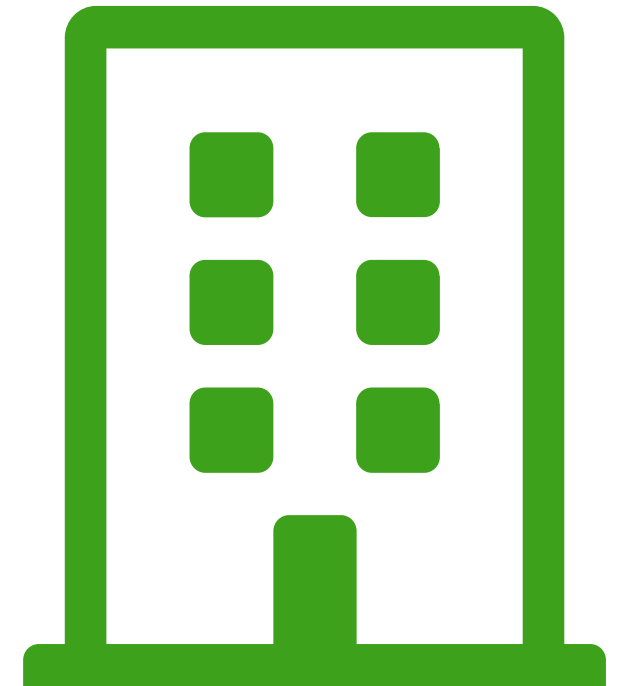
OWNERSHIP TYPE – PUBLIC

Q. We are a public school in our country but private nonprofit for *Title IV*. Which ownership type do we select in question 3a. under entity owner?

A. All institutions that are public in their country should select “Foreign Entity” as their ownership type. If your institution began operating before the earliest date in the calendar under “Date Incorporated/Organized”, then select the earliest date possible and enter the actual date in the Additional Information screen for Section C.

OWNERSHIP TYPE – PRIVATE NONPROFIT

Q. We are a private nonprofit school in our country. What do we choose for ownership type, and who is our owner?



OWNERSHIP TYPE – PRIVATE NONPROFIT (continued)

- A. Institutions that are private nonprofit in their country should select “Foreign Entity”, or another choice that is more appropriate, as their ownership type. These institutions should enter the name of their foundation as their owner if they have one. Otherwise, they should enter the school’s name as the owner.

Enter 100% for percentage of ownership and voting rights. If the system requires your institution to upload a voting agreement, then upload a document indicating the institution is private nonprofit and does not have a voting agreement.

OWNERSHIP DOCUMENTATION – PUBLIC OR PNP

- Q.** What supporting documentation should we submit if we are a public or private nonprofit institution?
- A.** Upload a charter or another supporting document that provides the “Foreign Entity” (ownership) information and date established.

OWNERSHIP – REGISTERED AGENT

- Q.** Must the registered agent work for the university, or can they work for a different entity? If we do not have a registered agent, can we leave that section blank?
- A.** All institutions must answer this question. The registered agent is an individual who is appointed to receive legal documents and other important notifications on behalf of the entity owner. This individual may or may not work for the institution.

ENTITY OWNER OFFICIALS

- Q.** Are the entity owner officials in Section C the same as the school officials?
- A.** The entity owner officials are the President/COO, CEO, and CFO of the entity that owns all or a portion of the school. These individuals may or may not be officials of the institution.

CHANGE IN OWNERSHIP – PROPRIETARY

- Q.** What is the timeframe for reporting owners leaving the school via the E-App?
- A.** Institutions have either 10 calendar days (update application) or 10 business days (change in ownership) to report this action. Please contact the Foreign School Participation Division for guidance about a potential change in ownership.

SCHOOL OFFICIALS

Q. We now must report six different school officials in Section D. What if we do not have all these positions at our school?

A. If the institution does not have these six different positions, it can enter the same person in multiple roles. The institution must comply with the separation of functions requirement.

[34 CFR 668.16\(c\)\(2\)](#)

[FSA Handbook, Volume 2, Chapter 3](#)

PROVIDING PERSONAL CONTACT INFORMATION

- Q.** We are having an issue with collecting personal contact information, such as home address and personal cell phone, from the school officials due to privacy laws in our country. How do you propose we proceed when we are not able to obtain these personal details?
- A.** ED requires that all institutions provide the required personal information fields on the E-App to collect emergency contact information.

BOARD MEMBERS – PUBLIC INSTITUTIONS

Q. Could you please clarify what schools that are public in their country but private nonprofit for *Title IV* purposes must enter for board members?

A. All public institutions must answer “Yes” if they have a board. Schools that are public in their country and private nonprofit for *Title IV* purposes must enter all board members.

BOARD MEMBERS – PUBLIC INSTITUTIONS (continued)

- Q.** Are we required to enter board members if we are public in our country and public for *Title IV* purposes?
- A.** All public institutions must answer “Yes” if they have a board. Schools that are public for *Title IV* purposes must enter information for two board positions: the board’s chair and recording secretary.

BOARD MEMBERS – PERSONAL INFORMATION

- Q.** Must we enter personal contact information for our board members?
- A.** ED does not require personal contact information (home address, personal email, personal phone number) for the institution's board members.

BOARD MEMBERS – OTHER POSITION HELD

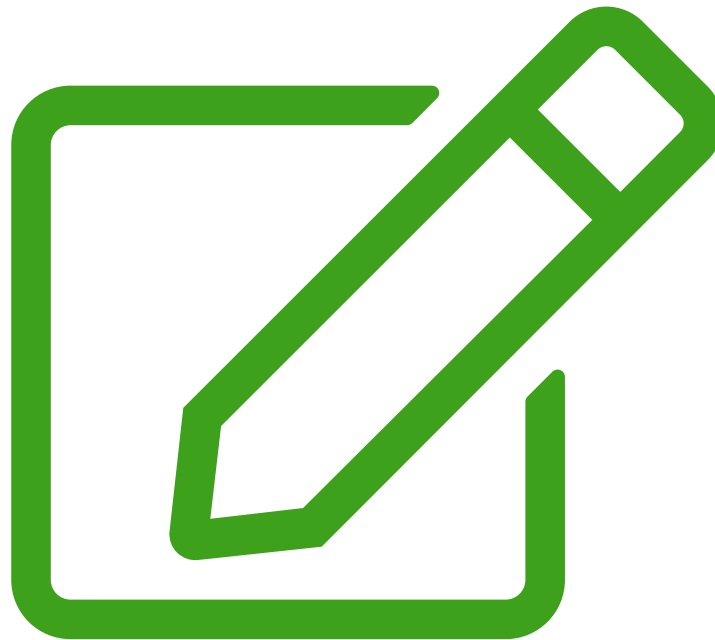
- Q.** One question asks if the board member ever held a position at another school. What is the definition of a “position” at another institution? Is that an administrative position or a teaching position?
- A.** “Position” means any position held at another institution.

ONLINE EDUCATIONAL PROGRAMS

- Q.** Do we have to report online or blended programs even though these are not *Title IV* eligible?
- A.** Institutions must only report educational programs for which they request *Title IV* aid eligibility.

MEDICAL PROGRAMS – ANNUAL REPORTING

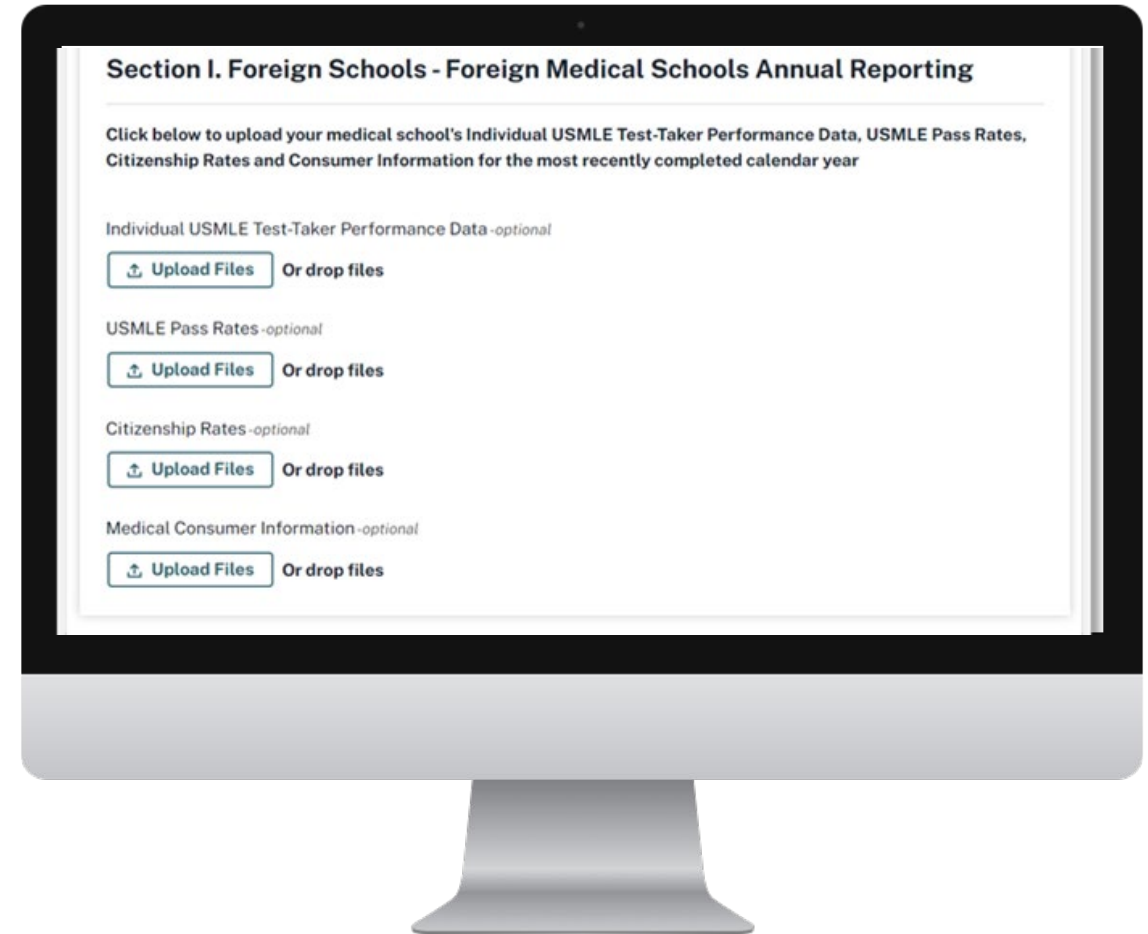
Q. We do not offer a medical program. Why are we getting an E-App error about uploading medical school annual reports?



MEDICAL PROGRAMS – ANNUAL REPORTING

Section I – Annual Reporting Screen

- A.** Non-medical schools may receive a validation error about missing medical annual reporting in Section I. To prevent or correct this error, create a blank PDF document with the file name “No Medical Programmes” and upload it once for each data request.



THIRD-PARTY SERVICERS – CONVERA

Q. Should we report Western Union/Convera as a third-party servicer?



THIRD-PARTY SERVICERS – CONVERA (continued)

- A. Schools should not report Western Union/Convera as a third-party servicer at this time. Institutions should enter an end date if Western Union/Convera is currently listed on the E-App as a third-party servicer.

All institutions using Western Union/Convera should add a comment on the Additional Information screen in Section J (Step 7) of the E-App that explains the services provided by the entity. And they should upload a copy of the contract on the Upload Files screen in Section J.

ADDITIONAL CONTACTS

- Q.** Who should be entered as an additional contact in Section N of the new E-App?
- A.** Include individuals who do not work at the institution in Section N, if your school permits ED to contact them about the application.

E-APP SIGNATURE – PAPER vs. ELECTRONIC

Q. Are we still required to submit a paper signature page for the new E-App?

A. No! ED now uses DocuSign to capture all signatures electronically for all eligibility applications, including submitting the E-App and signing the Program Participation Agreement.

E-APP SIGNATURE – EMAIL NOT RECEIVED

- Q.** What happens if the authorized signature authority does not receive the DocuSign email after we submit the E-App?
- A.** It is extremely important to confirm that the authorized signature authority's business email address is correct on the E-App. If the email from FSA Partner Connect is not in the authorized signature authority's Inbox or Spam folders, then please contact the Foreign School Participation Division for guidance.

E-APP SIGNATURE – DELEGATION OF AUTHORITY

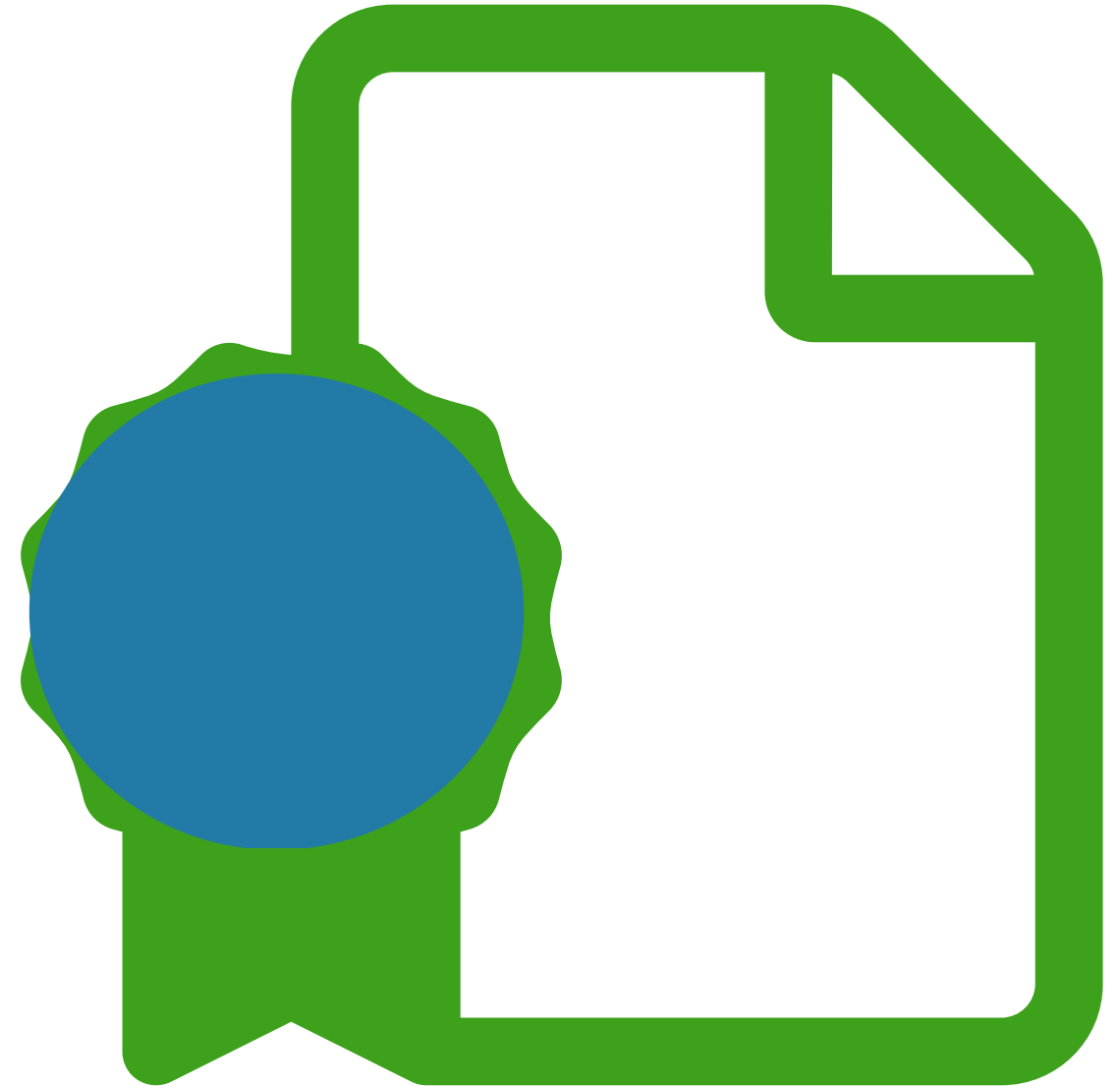
Q. Can any employee be given delegation of authority for signing the E-App and the PPA?

A. The authorized signature authority must be an individual who has the power and authority to act on behalf of the institution in connection with all legal and other matters. Delegation of authority is only for emergency purposes. The delegated authority is acting on behalf of the institution in connection with all legal and other matters in the absence of the authorized signature authority.

HELPFUL TIPS (1 of 3)

Q. Do you have any other tips for completing the new E-App?

A. Yes!



HELPFUL TIPS (2 of 3)

Locations

- Do not abbreviate any part of a location's street address
- Make sure institution's Federal School Code contact is correct in Section F. Locations

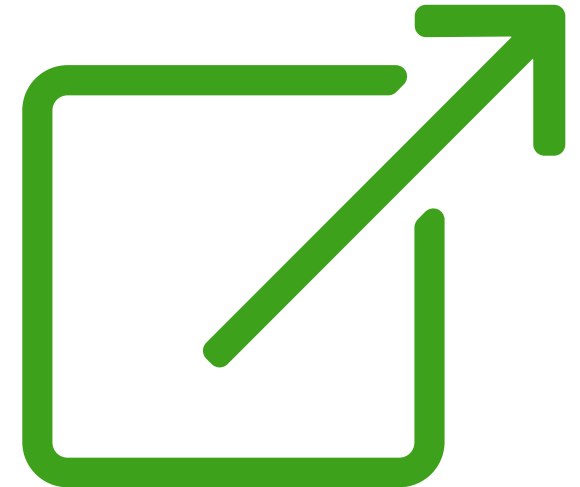
Programs

- Provisionally-certified and proprietary institutions report new degree programs
- All institutions report new non-degree programs

HELPFUL TIPS (3 of 3)

Submitting the application

- Must resolve all validation errors before submitting the application
- Contact customer support if you need assistance



ADDITIONAL RESOURCES



FAFSA SIMPLIFICATION

- [Knowledge Center FAFSA Simplification Information page](#)
- [2024-25 Award Year Deadline Dates Federal Register](#)
- [2024-25 FAFSA Specifications Guide](#)
- [2025-26 FAFSA Specifications Guide](#)

FAFSA/ISIR TECHNICAL ASSISTANCE

For help with technical issues related to the ISIR processing, the FAFSA Partner Portal (FPP), or EDExpress, please contact the FPS Help Desk (formerly CPS/SAIG Technical Support) at 1-800-330-5947 or by email at support@fps.ed.gov.

Escalate student-specific FAFSA form issues through the [Feedback Center on StudentAid.gov](https://www.studentaid.gov/feedback-center) by submitting a complaint.

E-APP RESOURCES

- FSA Partner and School Relations Center
 - 1-800-848-0978
 - [Contact Customer Support](#)
- [E-App and Third-Party Servicer Inquiry Form Updates](#)
- [Electronic Announcement \(GENERAL-23-120\) FSA Partner Connect - E-App and TPS Functionality Implemented; Reminders and Initial Next Steps for Users](#)
- [School Participation Division Contact Information](#)

THIRD-PARTY SERVICER RESOURCES

DEAR COLLEAGUE LETTERS AND ELECTRONIC ANNOUNCEMENT

- [GEN-16-15 Third-Party Servicers Questions and Answers \(Updated May 16, 2023\)](#)
- [GEN-23-08 Update to Third-Party Servicer Guidance in GEN-23-03](#)
- [Updates to Third-Party Servicer Questions and Answers \(Updated May 16, 2023\)](#)

FSA THIRD-PARTY SERVICER OVERSIGHT GROUP

- [FSA Third-Party Servicers site](#)
- FSAPC3rdpartyserviceroversight@ed.gov

OTHER RESOURCES

1

Knowledge Center

[Knowledge Center Homepage](#)

Subscribe for daily or weekly email updates.

2

FSA Training Center

FSAttraining.ed.gov

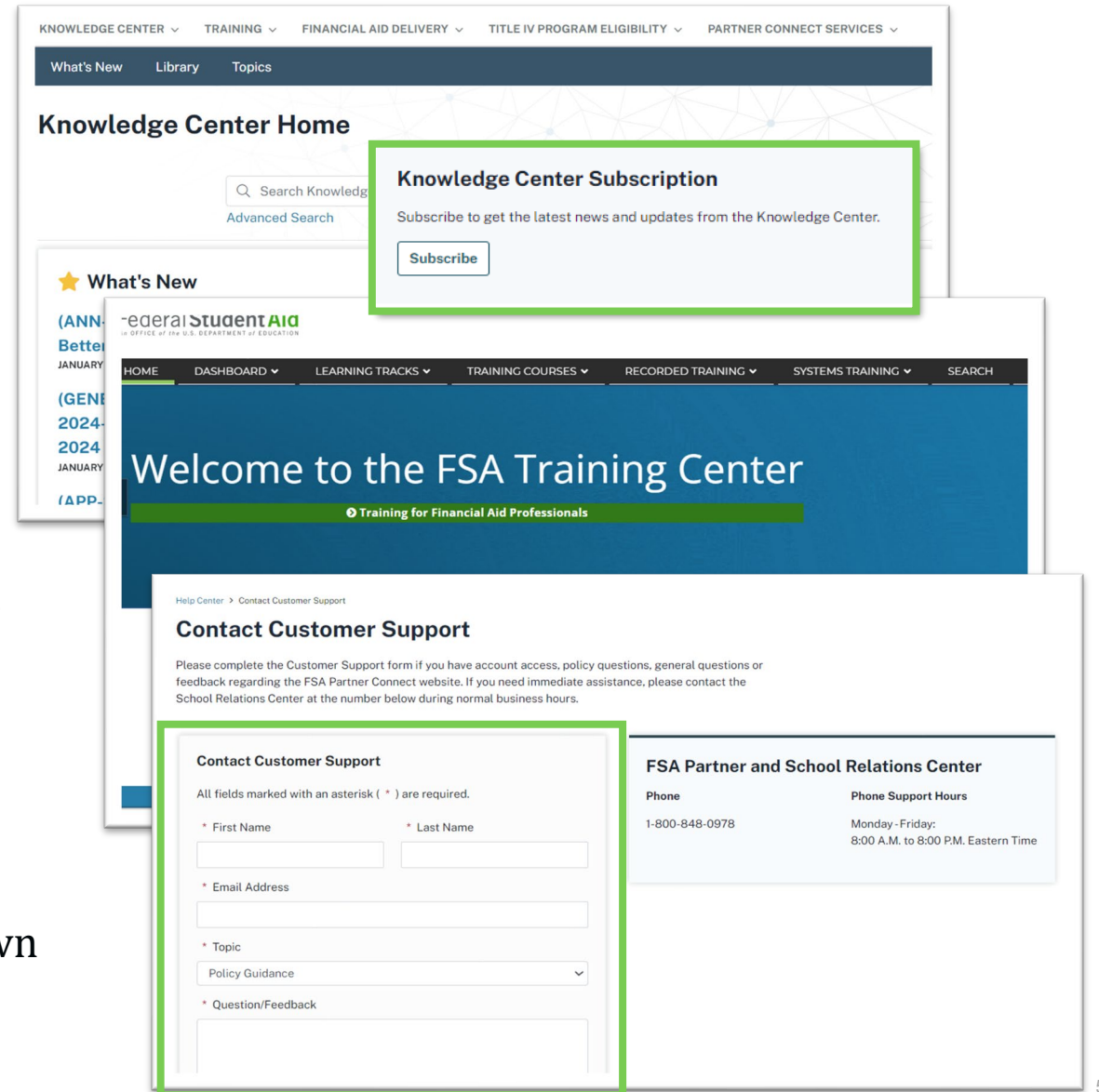
View learning tracks, training courses, videos, and software training.

3

FSA Partner Connect Help Center

[Contact Customer Support](#)

Choose “Policy Guidance” from Topic dropdown list to ask policy questions.



FSA'S SOCIAL MEDIA PLATFORMS



[linkedin.com/company/federalstudentaid](https://www.linkedin.com/company/federalstudentaid)



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