
Appendix A: Getting Help

Once your school has begun participating in the FSA programs, we offer continuing assistance in a number of ways, including online tools, toll-free help centers that are designated for specific areas of FSA administration, and assistance from School Participation Teams.

School Participation Teams

You've already worked with the School Participation Team for your state during the application and certification process. You may also contact your school's SPT with questions related to the FSA programs, including when to update your school's information on the E-App Web site, how to get authorization from different FSA systems, and interpretation of federal regulations. In addition to specialists on the teams, each location has at least one Institutional Improvement Specialist (IIS) who will be your primary resource after your school is initially certified and during the first few years of participation.

Current contact information for the School Participation Teams is posted at:
www.ed.gov/offices/OSFAP/services/casemanagement.html

Call centers

CPS/SAIG Technical Support

Phone: 800-330-5947 (no cost per call)

For questions related to the Central Processing System (CPS), the Student Aid Internet Gateway (SAIG), Web products such as FAA Access to CPS Online, and assistance with software products such as EDconnect and EDExpress.

COD School Relations Center

Grant Programs: 800-474-7268 (no cost per call)
Direct Loan Program: 800-848-0978 (no cost per call)
Applicant Services Line: 800-557-7394 (no cost per call)

For questions related to Common Origination and Disbursement (COD), ACG, National SMART Grant, Pell Grant, TEACH Grant, and Direct Loan processing.

Campus-Based Call Center

Phone: 877-801-7168 (no cost per call)

For questions related to the Campus-Based Programs, Fiscal Operations Report and Application to Participate (FISAP), and Federal Perkins Loan cohort default rates.

eZ Audit

Phone: 1-877-263-0780

Questions about financial statements and compliance audits through the web.

FSA Research and Customer Care Center

Phone: 1-800-433-7327

Contact the FSA Research and Customer Care Center (RCCC) for assistance regarding the FSA programs and the Information for Financial Aid Professionals (IFAP) Web site.

G5 Hotline

Phone: 888-336-8930 (no cost per call)

For questions related to G5, the Department of Education's electronic system for grants management and payments.

National Student Loan Data System (NSLDS)

Phone: 1-800-999-8219

Contact the NSLDS Customer Service Center for assistance regarding eligibility questions, overpayments, details on loan history and other NSLDS functions.

 **Resources on the Web****Information for Financial Aid Professionals (IFAP)**

ifap.ed.gov

IFAP is your link to official guidance on FSA program requirements, including the annual FSA Handbook and ongoing updates in the form of Dear Colleague Letters and Electronic Announcements.

FSA Download

www.fsadownload.ed.gov/index.htm

FSA Download is your source for all ED-developed software (i.e. EDEXpress, SSCR, Direct Loan Tools), along with User Guides and Technical References for FSA systems and required file formats.

FSA Pubs

www.fsapubs.org

You can use the FSA Pubs Web site to order technical publications, such as the Federal Student Aid Handbook; or bulk publications for your students, such as Funding Education Beyond High School and the Direct Loan Basics brochures.

Training for Financial Aid Professionals

www.ed.gov/FSA/training

Use this Web site to identify ongoing training opportunities and register for instructor-led courses. You can also take on-line training in many subject areas, including Webinars, downloadable software training, Web-based system demos, and a general overview of the FSA programs (FSA Coach).

FSA Conferences

fsaconferences.ed.gov

The FSA fall conference is an important venue for learning about changes to FSA program requirements, as well as updates on systems, software, and the FAFSA process.

FSA Technical Support

www.ed.gov/FSA/services/fsatechsubscribe.html

Subscribe to the FSATech email listserv to ask technical questions about FSA systems, software, and mainframe products, and receive answers from other financial aid professionals.

FSA Assessments

ifap.ed.gov/qahome/fsaassessment.html

The FSA Assessments can be used to anticipate and address problems, spot-check the systems you are using to manage information, prepare for your audit or other review, maximize the efficiency of your staff and acquaint new staff with how FSA works.