

APPENDIX:

SOURCES OF INFORMATION

For information on any federal student financial aid programs discussed in this handbook, you or your students may call the FSAIC 8 a.m. to 8 p.m. eastern time Monday through Friday at

**1-800/4-FED-AID (1-800/433-3243)—toll-free or
1-800/730-8913 (TDD only)—toll-free for the hearing impaired**

The toll-free line at the FSAIC provides the following services:

- helping complete the federal student aid application form (the FAFSA),
- explaining the SAR and how to make corrections,
- reviewing an application or correction in the case of a possible FAFSA processor data entry error,
- making a correction in the event of a processor data entry error,
- checking on whether a school participates in federal student aid programs,
- explaining who is eligible for federal student aid,
- explaining how federal student aid is awarded and paid,
- explaining the verification process, and
- mailing requested publications.

The toll line at the FSAIC (1-319/337-5665) provides the following services:

- checking the status of a financial aid application,
- mailing a duplicate SAR,
- changing a student's address, and
- changing the schools a student listed on his or her application.

The FSAIC cannot accept collect calls.

The FSAIC is **not** able to

- make policy,
- expedite the federal student aid application process,
- discuss a student's federal student aid file with an unauthorized person,
- change a student's file without written, signed authorization (unless the CPS made a data entry error), or
- influence an individual school's financial aid policies.

If an FAA or a student has reason to suspect fraud, waste, or abuse involving federal student aid funds, he or she should call the toll-free hotline of the U.S. Department of Education's Inspector General's office at:

1-800/MIS-USED (1-800/647-8733)

A high school student's initial sources of information on federal student aid should be *Funding Your Education* (see the annotated listing that follows), the instructions in the federal aid application booklet, high school counselors, and postsecondary school FAAs.

A student or FAA may also access the Department's website, which currently provides general information about the Department and access to some of the Department's publications. The main site address for information about the Department's financial aid programs is

<http://www.ed.gov/offices/OPE/Students>

Currently, the 1997-98 version of the *Student Guide* is available at

http://www.ed.gov/prog_info/SFA/StudentGuide

Funding Your Education is available at

http://www.ed.gov/prog_info/SFA/FYE

We expect the 1998-99 versions of *Funding Your Education*, the *Student Guide*, and other publications to be available soon.

Funding Your Education—This is a free booklet giving federal student financial aid application information and describing the U.S. Department of Education's major financial aid programs. Individual copies are available from:

Federal Student Aid Information Center
P.O. Box 84
Washington, DC 20044-0084

The EFC Formula Book—A free booklet explaining the need analysis formula enacted by Congress that produces the EFC; it also contains worksheets. It is available from:

Federal Student Aid Information Center
P.O. Box 84
Washington, DC 20044-0084

School Shopping Tips—This is a free guide to choosing a school carefully. It suggests specific things to look for when choosing a school and a career. It is available from:

Federal Student Aid Information Center
P.O. Box 84
Washington, DC 20044-0084

AWARE Early Awareness Software—Free interactive software designed to provide middle school and high school students with early information about postsecondary education opportunities, attendance costs, and the availability of financial aid. This software is being updated; we expect it to be available in spring 1998. New features include a module specifically for parents.

The AWARE software is available on CD-ROM only from:

U.S. Department of Education
Application and Pell Processing Systems Division - AWARE
ROB-3, Room 4621 MS 5454
600 Independence Avenue, S.W.
Washington, DC 20202

Need a Lift?—The 47th edition (1998 issue) of this publication contains a survey of educational opportunities, loans, scholarships, and careers. For credit cards orders only, the number is 1-888/453-4466. (The cost, including shipping, is \$4.95 plus any applicable state tax when paying by credit card). The publication is also available for \$3 by ordering through the following address:

The American Legion
National Emblem Sales
P.O. Box 1050
Indianapolis, IN 46206

www.legion.org/educasst.htm

Make it Happen!—A step-by-step guide to college for students in grades 8 through 10. It is available for \$1 for per copy (multiple copies require an additional charge) from:

The Education Resources Institute (TERI)
Higher Education Information Center
Youth Programs Department
330 Stuart Street, Suite 500
Boston, MA 02116
1-617/426-0681, ext. 4237