Process Guide for

Student Web Application Products

FAFSA4caster
FAFSA on the Web Site
PIN Web Site

2008-2009

U.S. Department of Education

FEDERAL
STUDENT AID

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Overview

Preface

The *Student Web Application Products Process Guide* is designed to provide financial aid administrators (FAAs) with detailed information about changes we are making to Federal Student Aid's 2008-2009 Web products for students: FAFSA4caster, FAFSA on the Web, and the PIN Web site.

By using FAFSA4caster, students and parents receive an early estimate of eligibility for federal student aid. This Web site provides users with an opportunity to increase their knowledge of the financial aid process, become familiar with the various types of federal student aid that are available, and investigate other sources of aid, such as grants and scholarships. To access FAFSA4caster, go to federalstudentaid.ed.gov and click the FAFSA4caster link on the upper right-hand corner of the page. A link to FAFSA4caster is also available on the FAFSA on the Web home page.

Using the Free Application for Federal Student Aid (FAFSA) on the Web site at fafsa.ed.gov, students can apply for aid using FAFSA on the Web or Spanish FAFSA on the Web. In addition, students can check the status of their financial aid application and use their Federal Student Aid PIN to view their Student Aid Report (SAR) information, correct their application data, and electronically sign their application. Parents can also use their Federal Student Aid PINs to sign their children's financial aid applications electronically.

From the Federal Student Aid PIN Web site at pin.ed.gov, a user can select from the following options:

- Apply For A PIN

- Check PIN Status

- Request A Duplicate PIN

- Access My PIN E-mail

- Change My PIN

- Update My Personal Information

- Disable My PIN

- Reestablish My PIN

- Activate My PIN

See the following pages for details regarding changes we are making to Federal Student Aid Web products for 2008-2009.

What's New for 2008-2009?

Suggestions from the Financial Aid Community

Federal Student Aid is continually looking for new and innovative ways to make applying for financial aid over the Web easier and more convenient for students and their families. We are making numerous enhancements to our student Web application products for 2008-2009, as detailed in this process guide. You, your colleagues, and student aid applicants suggested many of these changes.

If you have ideas for additional enhancements, let us know by sending an e-mail to FederalStudentAidCustomerService@ed.gov.

Demonstration Site

The FAFSA on the Web demonstration site can be used as a training tool for students, parents, and your financial aid staff. The demonstration Web site is available for use at fafsademo.test.ed.gov and will be updated for 2008-2009 by early December 2007.

User Name: eddemo

Password: fafsatest

Note: The user name and password fields are case-sensitive.

The demonstration Web site offers most of the features of the production Web sites for FAFSA on the Web and FAA Access to CPS Online.

2008-2009 Renewal Application Process

Beginning with the 2008-2009 processing cycle, we are redefining the renewal application process in terms of the language we use with students and the Web options and labels that display. While the concept of a renewal application continues to exist, we are no longer offering a separate Renewal FAFSA on the Web option for 2008-2009. We are also discontinuing the use of the term "renewal" on Federal Student Aid Web sites and other resources geared to a student audience.

Instead, when a renewal-eligible student accesses FAFSA on the Web, we ask him or her if he or she would like us to "pre-fill" his or her application with data from the previous year. If the student agrees, we will present him or her with an application that is automatically filled with certain data from his or her prior-year application. Likewise, a student who submitted a FAFSA4caster prior to January 11, 2008 is also given the option of "pre-filling" his or her 2008-2009 FAFSA on the Web application with the FAFSA4caster data he or she provided.

Students who are not eligible for a renewal application and first-time applicants who have not submitted a FAFSA4caster are presented with an initial FAFSA on the Web application and will be prompted to provide answers to all required questions on the form.

Throughout this guide and other 2008-2009 communications to FAAs, we will continue to use the term "renewal application" rather than "pre-filled application" to refer to FAFSAs with certain information already populated for the student. We urge all FAAs to be aware of the two sources for 2008-2009 renewal applications (prior-year FAFSA data or FAFSA4caster data) and the terms you use to describe those sources as you advise your students for the upcoming processing cycle.

FAFSA4caster

FAFSA4caster is a tool to help students and their families prepare and plan for college before the student's senior year in high school. The tool provides students with an early estimate of their expected family contribution (EFC) and eligibility for federal student aid. Students and families can then use this information to help them make important decisions as they prepare and apply for college in their senior year in high school. Students and their families looking for an early start can access FAFSA4caster by going to federalstudentaid.ed.gov and clicking the FAFSA4caster link on the upper right-hand corner of the page. A link to FAFSA4caster is also available on the FAFSA on the Web home page.

English and Spanish versions of FAFSA4caster were first released in April 2007 and we implemented the enhancements described below in August 2007.

- **Password Field** – We removed case-sensitivity from the FAFSA4caster password field.

- **Submit Button** – We renamed the "Check For Errors" button to "Submit My FAFSA4caster." The function of the "Submit My FAFSA4caster" button is to check for errors and enable submission of FAFSA4caster data from any page.

- **Estimated Federal Student Aid Eligibility** – Users can now select the school type (public or private), program length (4-year or 2-year), and housing plans (on campus or off campus) to determine the cost of attendance and to calculate the estimated federal student aid eligibility. The estimated federal student aid eligibility page displays before the FAFSA4caster confirmation page.

  In November 2007, we will send an Eligibility Estimate Notification to everyone who submitted a FAFSA4caster before September 1, 2007 and encourage them to return to the FAFSA4caster Web site to get an estimate of federal student aid eligibility. The notification is sent by e-mail if the user provided a valid e-mail address and by postal mail if the user did not provide a valid e-mail address or if the e-mail is returned to us as undeliverable.

  You can find a sample of the notification text in the "Eligibility Estimate Notification Sample" section of this guide. Both the letter and e-mail notify students that they can return to the FAFSA4caster Web site to get an estimate of federal student aid eligibility and to find many helpful tips to prepare for college and for the financial aid process. The notification also reminds students to file a FAFSA as soon as possible on or after January 1, 2008.

- **FAFSA on the Web Data** – When a FAFSA4caster filer indicates that he or she wants to fill out a FAFSA, FAFSA4caster takes the user to the FAFSA on the Web login page and transfers predetermined FAFSA4caster data into the FAFSA application. The user can then complete and submit a FAFSA application.

- **New Warning Edit** – If a FAFSA4caster user selects "Neither citizen nor eligible noncitizen" for the citizenship status, FAFSA4caster displays a new warning edit advising the user that an EFC will not be calculated.

- **Added Help for 888 Social Security Numbers (SSNs)** – We added a link above the SSN line on the login page to access information that is important to residents of the freely associated states about using an 888 SSN to enter, restore, or submit a FAFSA4caster record.

- **PIN E-mails and PIN Mailers** – In November 2007, we will send a PIN e-mail with an encrypted link to the PIN to all eligible FAFSA4caster filers so their PIN is readily available to initiate and sign a 2008-2009 renewal FAFSA using the FAFSA4caster data.

  – Paper PIN Mailers are printed and mailed to students who did not provide an e-mail address on FAFSA4caster, students who do not retrieve their PIN within 14 days of the PIN e-mail distribution, and students whose PIN e-mails are returned as undeliverable.

  – We send Spanish PIN Mailers and PIN e-mails to eligible filers who used the Spanish version of FAFSA4caster.

- **Renewal Eligible** –FAFSA4caster filers who are eligible to complete a pre-filled 2008-2009 FAFSA are included in the distribution of Renewal Reminders that we send to remind students that they can apply for 2008-2009 aid on the FAFSA on the Web site using the PIN.

PIN Web Site Changes and Enhancements

For 2008-2009, we made the following enhancements to the PIN Web site:

- **English/Spanish Options and Functionality** – The home page now includes separate and distinct English and Spanish PIN Web options, similar to FAFSA4caster. The Spanish PIN Web site functions identically to the English PIN Web site. From the English PIN Web site, the student can navigate to the Spanish PIN Web site with a simple click on the "Español" link. Likewise, from the Spanish PIN Web site, the student can navigate to the English PIN Web site with a simple click on the "English" link.

- **Text Updates** – We performed a full PIN Web site text review, modifying text and replacing acronyms whenever possible, to make the Web pages and help text more user-friendly.

- **New Option to Display the PIN** – When applying for a new or duplicate PIN or submitting a request to change a PIN, the applicant now has the option to display the PIN instantaneously online.

- **Option to Personalize the PIN** – Applicants can now create their own PIN when they apply for a PIN. The applicant must enter the PIN twice to verify accuracy.

- **Real-time PIN** – When applying for a PIN, requesting a duplicate PIN, or changing a PIN, applicants can receive their PIN in real-time. Whether system-generated or user-selected, if the applicant chooses to display or personalize the PIN or receive the PIN via e-mail, he or she can use the PIN immediately to sign the application.

  - **SSA Match -** The Social Security Number (SSN), name, and date of birth information submitted by the applicant and parent is transmitted for a match with the Social Security Administration (SSA). If the SSN, name, and date of birth are successfully matched, the PIN remains valid and becomes a permanent PIN. 98% of student records and 97% of parent records are successfully matched with the SSA, so this change will positively impact the application process for the vast majority of students and parents.

  - **PIN Status Information** – Using the PIN Web site, the applicant can check the status of a PIN application and learn the results of the data match with the SSA.

  - **Successful SSA Match** – After receiving a successful SSN match from SSA, the PIN can be used to access SAR information on the Web, make corrections using Corrections on the Web, and access personal information on other Federal Student Aid Web sites.

- **Unsuccessful SSA Match** – If the match with the SSA is not successful (does not result in a match flag of "4"), we alert the student. We ask the student to apply for a new PIN using the correct information if the information provided on the PIN Application is not correct, or to contact the SSA if the information is correct. The student is unable to use the PIN until the SSA match is successful.

- **"Access My PIN E-mail" Option** – We added an "Access My PIN E-mail" option to the PIN Web site. If a student applies for a new or duplicate PIN and chooses to have the PIN delivered by e-mail, the student has 14 days to access the PIN by using the link provided in the e-mail or by selecting the "Access My PIN E-mail" option and providing the answer to a challenge question.

FAFSA on the Web Changes and Enhancements

Changes and enhancements to FAFSA on the Web for 2008-2009 are described below.

FAFSA on the Web General Enhancements

General enhancements to the FAFSA on the Web site include:

- **Renewal Eligible** – When FAFSA4caster or FAFSA data from a prior record is found for an applicant during the FAFSA login, we prompt the applicant to use the data from the prior record to file a renewal FAFSA. If the applicant chooses to use the preexisting data, the applicant is required to authenticate his or her identity by supplying a PIN. The "I Forgot/Don't Know My PIN" option displays so the applicant can request a duplicate PIN if he or she has forgotten the PIN. After the applicant's identity is authenticated, we transfer predetermined data into the renewal FAFSA. We ask the applicant to review and update the data if anything has changed and to answer any questions that did not transfer.

- **English/Spanish Options and Functionality** – The FAFSA on the Web home page includes separate and distinct English and Spanish Web site options, similar to FAFSA4caster. The Spanish FAFSA on the Web site functions identically to the English FAFSA on the Web site. From the English FAFSA on the Web site, the student can navigate to the Spanish FAFSA on the Web site with a simple click on the "Español" link. Likewise, from the Spanish FAFSA on the Web site, the student can navigate to the English FAFSA on the Web site with a simple click on the "English" link.

- **Text Updates** – As with the PIN Web site, we performed a full FAFSA on the Web text review, modifying text and replacing acronyms whenever possible, to make the Web pages and help text more user-friendly.

Before Beginning a FAFSA

We made one enhancement to the Before Beginning a FAFSA section:

- **Dependency Status Worksheet** – We have added a Dependency Status Worksheet, accessible from the worksheets page, which enables an applicant to answer the eight dependency questions and receive his or her dependency status before beginning the application. Students who may be uncertain of their dependency status are now able to determine ahead of time whether they must supply parental data and signature.

Filling Out a FAFSA

We made the following enhancements to the Filling Out a FAFSA section:

- **Changed Student Questions** – We relabeled or relocated the following questions to enhance the application process.

    - **Permanent Street Address** – We updated the label for "Permanent Street Address" to "Your permanent mailing address" to match the paper application.

    - **State of Legal Residence** – We moved the "What is your state of legal residence?" question from the first page to before the "Did you become a legal resident of this state before 1/1/2003?" question.

    - **Citizenship Status** – We moved the "Are you a U.S. citizen?" question from the third page to the first page, after the "Your driver's license state" item.

    - **Alien Registration Number** – We moved the "Your Alien Registration Number" item to a new page that displays after the first page, depending on the answer to the "Are you a U.S. citizen?" question.

    - **Male or Female** – We changed the "Is the student male?" question to "Are you male or female?" to match the paper FAFSA. Available responses are "Male" or "Female" instead of "Yes" or "No."

    - **High School Diploma or GED** – We changed the "Will the student have a high school diploma or GED before he/she enrolls?" question to "If you will complete high school or its equivalent before you begin the 2008-2009 school year, select:" and available responses are "High School Diploma," "GED," "Home Schooled," or "Other."

    - **Student's Income Information** – We have updated the system edits so that the student income information questions do not display for dependent students who are eligible for an automatic zero EFC, if the user wants to skip questions about income and assets.

    - **Veterans Education Benefits** – We added a new required question "Did you receive veterans education benefits?" after the "How much did you (or your spouse) earn from working (wages, salaries, tips, combat pay, etc.) in 2007?" question on the "Student's Income" page. The "Student's Veterans Education Benefits" page displays after the "Student's Income" page depending on the student's answer to the "Did you receive veterans education benefits?" question.

    - **Academic Competitiveness Grant (ACG)** – We changed the "Graduated from high school after 1/1/2005?" ACG question to "Year student graduated from High School?" The high schools that display in the "Rigorous high school program" list depend on the year the student graduated from high school.

- **Reordered and Reworded Parental Questions** – Several parental questions have been reordered or reworded to enhance the application process:

    - **Parent's Information** – We changed the "Whose parental information will be provided?" question to "Which parent's information will be provided?" and moved it to follow the "Parents' Marital Status" page. Subsequent parental questions display depending on the answer to the "Parents' Marital Status" question or the "Which parent's information will be provided?" question. For example, if the student indicates his or her parent's marital status is "Single," he or she is asked, "Which parent's information will be provided?" If he or she selects "Father's/Stepfather's," the income questions pertaining to his or her father are presented and the questions for mother/stepmother are suppressed.

    - **Legal Residency Information** – The "Did your parents become legal residents of this state before January 1, 2003?" and "Give the month and year legal residency began for your parent who has lived in the state the longest" questions are split into two separate pages. If the student answers "Yes" to the "Did your parents become legal residents of this state before January 1, 2003?" question, the "Give the month and year legal residency began for your parent who has lived in the state the longest" question does not display on the subsequent page.

    - **Federal Benefits Programs** – We moved the "Parents' Federal Benefit Programs" page to follow the "Parents' Type of Tax Return" page.

- **Preparer's Use Only Page** – We added a new required question "Are you a preparer?" on a "Preparer's Use Only" page after the "School Summary" page. The "Preparer's Information" page displays after the "Preparer's Use Only" page depending on the answer to the "Are you a preparer?" question.

- **School Code Logic** – For 2008-2009, we have made these updates to the school code logic:

    - **School Code Choices and Housing Codes Added** – FAFSA on the Web has been enhanced to allow applicants to enter up to ten Federal School Codes. We added four new school code choices and housing codes. The paper application form continues to contain space for four choices.

    - **School Code Lookup** – When an applicant enters a school code, we eliminated the "School Found by Code" intermediate page. Instead, the "Housing Plans" page displays the results of the school code search: School Name, School Address, School City, and Federal School Code. The applicant selects his or her housing plans on this page.

    - **Column Added to Federal School Code Search Page** – We added a delete feature to the school table on the "Federal School Code Search" page. The feature, labeled "Delete," is located in a new column to the right of the school name column. Selecting "Delete" removes the selected school from the student's application and moves any schools that follow up one line on the application.

- **Renewal Data** – For 2008-2009 renewal applications, we will handle renewal data as described below.

  - **New Rollover Values** – We now carry forward new rollover values for the "Active Duty Military" and the "Are You Male or Female" questions.

  - **Federal Benefits Program** – We do not carry forward data from the federal benefits program questions that were added in 2007-2008.

  - **Exemptions** – Exemptions are not carried forward.

  - **Dependency Override Check** – We perform a dependency override check for all applicants who are eligible for a renewal FAFSA. If the applicant's 2007-2008 application contained a dependency override, his or her date of birth is checked to determine if his or her age now results in an independent status. If not, Step Two is presented to the applicant first. If all the dependency questions are "No," a message to contact the financial aid office for assistance displays before the applicant can continue the renewal process. The financial aid administrator will determine if a dependency override is appropriate for 2008-2009.

- **Enhanced Signature Process** – We moved the embedded PIN application to display as part of the electronic signature process that occurs after all of the FAFSA questions have been answered and the applicant and parents are ready to sign. We added "I Forgot/Don't Know My PIN" and "Apply For A PIN" links to the "Student Electronic Signature" page and the "Parent Electronic Signature" page. When selected, the hyperlink opens the PIN Web site in a separate browser window and pre-fills the appropriate fields. This enables the applicant to easily obtain a PIN, using the PIN Web site functionality described in the "PIN Web Site Changes and Enhancements" section of this guide, and then return to the FAFSA on the Web browser session to sign the application. These are the options available to the applicant or parent who does not have a PIN or who has forgotten his or her PIN when submitting an original FAFSA:

  - **"I Forgot/Don't Know My PIN"** – If the applicant or parent is able to provide the correct answer to a challenge question using the "I Forgot/Don't Know My PIN" option, he or she can have the duplicate PIN displayed on the Web page or sent in real-time by e-mail. Upon receiving the PIN, the user can immediately sign the FAFSA.

  - **"Apply For A PIN"** – The "Apply For A PIN" option enables applicants and parents to create their own user-defined PINs, display a system-generated PIN, or have a real-time PIN system-generated and sent by e-mail. Upon receiving the PIN, the user can immediately sign the FAFSA.

- **Signing Without A PIN** – If the user does not enter a PIN on the "Student Electronic Signature" or "Parent Electronic Signature" page and selects the "Next" button, the user is presented with the option of printing, signing, and returning a signature page or submitting the FAFSA without a signature. The user can submit the FAFSA without a signature if he or she chooses to have the PIN delivered by postal mail and plans to sign electronically after the PIN is delivered.

  Note: The options for providing signatures vary, according to the type of application being completed. The "Apply For A PIN" option is only available to students and parents for an original FAFSA. Students must already have a PIN with a match flag of "4" to access and sign a renewal FAFSA or make a correction to FAFSA data. Parents may sign a renewal FAFSA or correction with an existing PIN with a match flag of "4" or choose to sign without a PIN. The option "I Forgot/Don't Know My PIN" is available for all types of applications, for both students and parents.

- **Save Capability Extended** – A "Save" button now displays on all Step 6 and Step 7 pages of the FAFSA. An applicant who saves from one of these pages and later retrieves his or her application returns to the same page where he or she saved the application.

- **Enhancements to the Confirmation Page** – When an EFC is calculated, the confirmation page now advises the applicant if he or she is Pell-eligible and what to do to research other sources of aid. If the applicant is determined to be Pell-eligible based on his or her EFC, the confirmation page also advises the applicant of the maximum Pell award a student can receive for 2008-2009.

- **American Customer Satisfaction Index (ACSI) Survey** – The ACSI is the only uniform, national, cross-industry measure of satisfaction with the quality of goods and services available in the United States. In 1999, the federal government selected ACSI to be a standard metric for measuring citizen satisfaction. Prior to 2008-2009, we measured FAFSA on the Web filer satisfaction by conducting phone interviews with applicants months after their submission. Beginning with the 2008-2009 processing cycle, we are presenting randomly selected filers with the option to complete the ACSI survey immediately following application submission.

- **Enhanced Edit Logic** – The 2008-2009 Web site edit logic is described below.

  - **New Presentation of Worksheet Data** – When FAFSA on the Web edits are triggered because of conflicting application data entered on Worksheet A, B, or C, the data in question is presented to the user in a page that looks similar to the corresponding worksheet. The edit page includes a "Next" button (which returns the user to the edit page) and a "Check for Errors" button.

- **New Presentation of Certain Cross-field Edits** – If a response to a question is inconsistent with the response to another question, the conflicting questions display on a single page, enabling users to resolve the inconsistency without maneuvering between pages. These cross-field edits include: the "Date of Birth" and "Born before 1/1/1985" questions, the "Marital Status" and "Are You Married" questions, the "Grade Level" and "Working on Master's Degree" questions, and the "Eligible Noncitizen," "Alien Registration Number," and "State of Legal Residence" questions.

- **New Warning Edits –** Warning edits are classified as either "verifiable" edits or "soft" edits. Users can bypass a verifiable edit by confirming the information, and the resulting transaction does not display the corresponding comment code or highlight flags. A "soft" edit enables users to bypass the edit if the information is confirmed as correct, but the resulting transaction displays the associated comment code and highlight flags.

  We added new soft warning edits that are associated with the tax filing status "will file." Often applicants neglect to update the tax filing status question when they correct the data using a completed tax return. If an applicant is correcting the student's or parents' AGI, taxes paid, exemptions, or income earned from work and the tax filing status is "will file," the student is probably making the correction because he or she either has actual data from a completed tax form or is not filing a tax form. These edits are generated when one of the fields mentioned above is corrected and the tax filing status is not corrected from "will file."

- **Warning Edit Changed to Reject Edit –** Reject 20 has been added to identify a student or parent who reports not filing an income tax return but also reports an income amount that appears to be over the minimum amount required for filing a tax return. If the student is using the Web to apply, he or she can submit the non-filing tax status and the income data; however, an EFC will not be calculated for the student until he or she consults with a financial aid administrator. If appropriate, only the financial aid administrator can override the reject on FAA Access to CPS Online by setting the reject override flag (Reject Override Code 20). The only way for the student to correct this reject on his or her own, without the assistance of a financial aid administrator, is to change either the applicable tax filing status or the income.

FAFSA Follow-Up

We made the following enhancements to the FAFSA Follow-Up section:

- **New Status Message** – If a student attempts to access Corrections on the Web for an application that is being processed, a new message displays stating "You already have a transaction that is waiting to be processed, so you will have to wait to submit a correction. Correction records are typically processed within three days."

- **Selecting a Transaction –** If only one transaction is on file, the transaction displays immediately after the "Corrections" login page. If more than one transaction is on file, the user can enter the number of the transaction he or she wishes to correct. If the user does not select a transaction, the most recent transaction displays.

- **New Corrections Entry Pages** – We replaced the shopping cart "Corrections" entry page with a "Corrections" entry page similar to the one used for FAA Access. All questions are on one page, which enables the user to update any question on the page. Other changes include:

  - **"Delete the Answer" Checkbox** – We added a new "Delete the Answer" checkbox to all fields that are correctable to blank.

  - **Modified Federal Benefits Program Questions** – To distinguish the checkbox for a federal means-tested benefits program question from the new "Delete the Answer" checkbox, the student and parent federal benefits program responses now display as a list. If anyone in the household received benefits from the program in 2007, the user should select "Yes" from the list. If the answer is "Yes" and the user wants to change it, the user should select the "Correct to Blank" checkbox.

  - **Data Field Confirmation** – We now limit the data fields that can be confirmed to those that require confirmation to resolve any of the 15 verifiable rejects.

  - **Verifiable Rejects Presented as End-of-entry Edits** – If a transaction has one or more of the following verifiable reject codes: D, E, F, P, S, and T and the user does not confirm or correct the corresponding field, he or she is presented with the corresponding fields at the end of the application or correction and asked to review and confirm or correct the information.

  - **List of Changes** – We added a "List of Changes" page that displays after edits have been resolved. The "List of Changes" page includes the field name, reported value, and corrected value. The page also includes a "Return to Corrections Entry" button, which enables the user to return to the corrections entry page to make additional corrections, and a "Next" button, which initiates the display of the Application Print Report.

- **New Button on Application Print Report** – We added a new "Return to Corrections Entry" button to the Application Print Report.

- **Overriding an Edit** – To override an edit to a field that was not corrected, users are no longer required to enter the value exactly as it appears on the original transaction—the field can now simply be left blank. However, if a user does correct a field and wants to override an edit to the field, the corrected value must be reentered on the edit page.

- **Student Access Change** – We made two changes to the Student Access pages.
    - We added the student's Data Release Number (DRN) as the first field on the "Processing Information" page.
    - We moved the DRN on the "Student Information" page to display as the first field on the page.

Eligibility Estimate Notification Sample

Overview

In this section, we provide a sample of the FAFSA4caster Eligibility Estimate Notification e-mail. Both the letter and e-mail notify the student that they can return to the FAFSA4caster Web site to get an estimate of federal student aid eligibility and find many helpful tips to prepare for college and for the financial aid process. The notification also reminds students to file a FAFSA as soon as possible on or after January 1 of the year they plan to attend college.

Eligibility Estimate Notification E-mail

Subject: FAFSA4caster Updated! Get a Detailed Estimate of Your Federal Student Aid Eligibility!

Dear {FirstName},

You previously visited the FAFSA4caster Web site and received your estimated Expected Family Contribution (EFC). Since your last visit, we have enhanced the site and FAFSA4caster can now provide you with an estimated award amount for each type of federal student aid, such as grants, work-study, and loans, you may be eligible to receive.

We encourage you to come back and get your estimate of federal student aid eligibility.

Also, remember that FAFSA4caster provides many helpful tips to prepare you for college and for the financial aid process. You can click on the "What's Next" section to access a helpful timeline of the things you need to do as you complete the college application and financial aid process.

Click here to return to fafsa4caster.ed.gov. Also, when you are ready to complete the Free Application for Federal Student Aid (FAFSA), remember to visit the FAFSA on the Web site at fafsa.ed.gov and file as soon as you can on or after January 1st of the year you plan to enroll in college.

If you have any questions you can call our Federal Student Aid Information Center at 1-800-4-FED-AID (TTY for the hearing impaired: 1-800-730-8913).

Thank You,
U.S. Department of Education
Federal Student Aid

Getting Help

How Do I Get Help?

If you have any questions regarding the information in this guide, FAFSA4caster, the 2008-2009 FAFSA on the Web site, or the PIN Web site, contact the Federal Student Aid Information Center for assistance by calling 800/4-FED-AID (800/433-3243), TDD/TTY 800/730-8913, or by sending an e-mail to FederalStudentAidCustomerService@ed.gov.