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# Summary of Changes for the Application Processing System

2010–2011

U.S. Department of Education



F E D E R A L  
S T U D E N T A I D

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# Introduction

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## Overview

The *Summary of Changes for the Application Processing System* guide is designed to meet the reference needs of financial aid administrators (FAAs), programmers, and data processing staff. We describe updates and enhancements to the 2010-2011 application processing system in the following sections of this guide:

- **Major Changes** – This section provides information about major changes for the 2010-2011 processing year and covers the following topics:
  - Major FAFSA Changes
  - New Special Circumstances Flag Values
  - Department of Defense (DOD) Match Enhancements
  - Internal Revenue Service (IRS) Data Retrieval Process
  - Two Pell Grants in One Award Year
  - Expected Family Contribution (EFC) Calculation
- **Schedule for the 2010-2011 Application Processing System** – This section provides important processing deadlines and anticipated document and software release dates.
- **Summary of Changes to the 2010-2011 Free Application for Federal Student Aid (FAFSA)** – This section provides descriptions of the FAFSA and FAFSA on the Web Worksheet, including information about requesting and receiving paper forms and downloading electronic forms. Changes to the 2010-2011 FAFSA are described.

- **Summary of Changes to the 2010-2011 Central Processing System (CPS)** – This section provides information about changes to the CPS. The following areas are discussed:
  - Database Matches
  - CPS Edits
  - Need Analysis
  - Application Output Sent to Students
  - Institutional Student Information Record (ISIR)
  - Other Noteworthy Information
- **Getting Help** – This section provides contact information for customer service and lists useful documents and Web sites you can access for additional assistance.

We recommend you review the information provided in this guide and in the 2010-2011 versions of the *School Electronic Process Guide* and the *Student Web Application Products Process Guide*, as some enhancements may require you to modify your office procedures and system operations. These guides can be downloaded in November 2009 from Federal Student Aid's Information for Financial Aid Professionals (IFAP) ([ifap.ed.gov](http://ifap.ed.gov)) and Federal Student Aid Download (FSAdownload) ([fsadownload.ed.gov](http://fsadownload.ed.gov)) Web sites.

# Major Changes

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## Description of Major Changes

In this section we describe major changes to the application processing system for 2010–2011, including updates and enhancements resulting from annual and legislative changes. We will describe additional system changes in the *2010-2011 School Electronic Process Guide* and *2010-2011 Student Web Application Products Process Guide*, which will be posted in November 2009 to the [IFAP](#) and [FSAdownload](#) Web sites.

We continue to enhance Federal Student Aid systems based on legislative changes including provisions in the Higher Education Opportunity Act (HEOA), P.L. 110-315 and College Cost Reduction and Access Act (CCRAA) P.L. 110-84. Policy and operational guidance can also be found on the [IFAP](#) Web site.

## Major FAFSA Changes

While the overall design and layout of the *paper* FAFSA form have not changed for 2010-2011, we have made significant redesign changes to the FAFSA on the Web site to provide enhanced navigation and other features that simplify the application process. The new FAFSA on the Web design uses additional skip logic to reduce the number of questions many students and parents must answer, to decrease the number of entry pages presented to applicants, and to shorten the overall length of the application.

Additional details regarding FAFSA on the Web changes are provided in the *2010-2011 Student Web Application Products Process Guide*, which will be posted in November 2009 to the [IFAP](#) and [FSAdownload](#) Web sites.

The following updates to the paper FAFSA represent the significant changes to the form for 2010-2011.

- **Revised Student’s Marital Status Responses** – In preparation for the IRS Data Retrieval process for 2010-2011, we revised the Student’s Marital Status question. We changed the first response, which previously stated “I am single, divorced or widowed,” to “I am single,” and created a new fourth response for “I am divorced or widowed.”
- **Removed Veteran Questions “Will you receive Benefits” and “Type of Benefits”** – As a result of recent legislative changes, beginning with the 2009-2010 award year veterans education benefits are no longer considered to be estimated financial assistance when determining a student’s eligibility for Title IV aid. The legislative change occurred after the release of the 2009-2010 paper and online FAFSA; therefore, the veteran questions continue to be asked on those applications. They should not be considered when awarding Title IV aid in 2009-2010, however. For 2010-2011 we are removing the “Will you receive veterans education benefits” and “What type of veterans education benefits will you receive” questions from the paper form and FAFSA on the Web.
- **Added New Income Exclusion for Cooperative Education Program Benefits** – As a result of legislative changes, we added a new question “Earnings from work under a cooperative education program offered by a college” to the student and parent Additional Financial Information sections of the FAFSA (44.f. and 92.f., respectively). The legislation mandates that co-op earnings be reported so that the income can be offset during the calculation of the EFC.
- **Added Guidance Regarding Military Housing Allowance** – As a result of legislative changes, we added text to item “g” in the Untaxed Income questions (45.g. and 93.g.). The question now includes the statement “Don’t include the value of on-base military housing or the value of a basic military allowance for housing.”

Additional details about paper FAFSA changes are provided later in this document in the “Summary of Changes to the 2010-2011 FAFSA” section.

## **New Special Circumstances Flag Values**

Beginning with the 2009-2010 award year, we revised our systems to provide a mechanism for dependent students who have special circumstances to submit a FAFSA on the Web application without parental income and asset information. An EFC is not calculated until the financial aid administrator determines that valid special circumstances exist and performs a dependency override. If valid conditions do not exist, the student must provide parental data in order to receive a calculated EFC.

During the 2009-2010 award year, we implemented additional FAFSA on the Web changes to streamline the dependency status questions for all applicants. We added a screening process for the homeless youth dependency status questions and a special circumstances option for dependent students who are completing the FAFSA with the sole intention of receiving an unsubsidized loan under the Federal Family Education Loan (FFEL) Program or the Direct Loan Program. For more information, see the [August 6, 2009 Electronic Announcement](#) posted to the IFAP Web site for information regarding these enhancements.

In 2010-2011, FAFSA on the Web will continue to offer three paths for an otherwise dependent student to complete and submit the Web application without parental data. New for 2010-2011, we added additional Special Circumstances Flag values on the Student Aid Report (SAR) and ISIR to assist FAAs in identifying the specific special circumstances path an applicant may have taken on FAFSA on the Web. The new flag values communicate specific information to the FAA and aid the FAA in reaching out to the student.

You can use the Special Circumstances Flag values, comment codes, and reject reason codes to identify the FAFSA on the Web path that the student followed to submit his or her application without parental data. The special circumstances paths are listed below with the corresponding processing results:

- Dependent applicants who cannot answer “yes” to any of the dependency status questions but believe they are candidates for a dependency override are offered a path to bypass the parental questions and submit the application for processing. The results of applications submitted on this path are:
  - Special Circumstances Flag value on SAR and ISIR equals “1,” dependent record submitted without parental data.

**Note:** This value was first introduced in 2009-2010.

  - Comment code 295 is added to the record and refers the applicant to the financial aid office.
  - Record is processed by the CPS with rejects 2, 9, 10, and 15, a dependency status code X (rejected dependent student), and no EFC is calculated.
- Applicants who are unaccompanied homeless individuals or at risk of homelessness, but who cannot answer “Yes” to any of the homeless youth questions (56 to 58), are also offered a path to bypass the parental questions and submit the application for processing. The results of applications submitted on this path are:
  - Special Circumstances Flag value equals “3,” unaccompanied homeless individual.
  - Comment code 299 is added to the record and refers the applicant to the financial aid office.
  - Record is processed by the CPS with rejects 2, 9, 10, and 15, a dependency status code X (rejected dependent student), and no EFC is calculated.



- Applicants whose parents are unwilling to provide financial information (and do not provide financial support to the student) who want to receive only unsubsidized loans are also offered a path to bypass the parental questions and submit the application for processing. The results of applications submitted on this path are:
  - Special Circumstances Flag value equals “4,” dependent record unsubsidized loans only.
  - Comment code 300 is added to the record and refers the applicant to the financial aid office.
  - Record is processed by the CPS with rejects 2, 9, 10, and 15, a dependency status code X (rejected dependent student), and no EFC is calculated.

If the student’s application has a Special Circumstances Flag of “4,” you will need to collect appropriate documentation and, if warranted, you can award unsubsidized loans. In these situations do *not* set and submit a dependency override flag because doing so would trigger the CPS to treat the dependent student as independent and could lead to misawarding of aid.

As a reminder, if the Special Circumstances Flag value equals “2”, the applicant previously had a Special Circumstances Flag value of “1,” “3,” or “4” and has made a correction to his or her record to provide parental information. In these circumstances, comment 296 prints on the record noting the addition of parental data, the record is processed by CPS, and, if no other reject circumstances exist (for example, missing signature or conflicting or missing data), an EFC is calculated.

We will provide additional information in the 2010-2011 versions of the *School Electronic Process Guide* and the *Student Web Application Products Process Guide*, which can be downloaded in November 2009 from the [IFAP](#) and [FSAdownload](#) Web sites.

## Department of Defense Match

Consistent with new provisions added by the HEOA to the Higher Education Act of 1965, as amended (the HEA), under certain conditions an otherwise eligible student whose parent or guardian died as a result of U.S. military service in Iraq or Afghanistan after September 11, 2001, may receive increased amounts of Title IV student financial assistance. Students are eligible for increased aid under these provisions if the student was 23 years of age or younger when the parent or guardian died or, if the student was over age 23, he or she was enrolled at an institution of higher education at the time of the parent or guardian’s death.

We plan to begin conducting a match with the Department of Defense (DOD) during the 2009-2010 award year to identify students who may be eligible for increased aid under these new provisions. A file provided to us by the DOD will include individuals whose parent or guardian died as a result of military service in Iraq or Afghanistan after September 11, 2001. We will manually identify financial aid applicants who are in the DOD file and send them a personal letter explaining the potential increase in funding. We will also contact schools to notify them of their students in the file.

In 2010-2011, we will implement an automated matching process to identify financial aid applicants who are in DOD's file and will notify all schools by adding DOD match results information to the ISIR. A new DOD match flag will print with the other match flag information in the FAA Information section of the ISIR and can be used, along with a comment code, to identify impacted students.

As in 2009-2010, we will also send a personal letter to each student for whom a match is made that informs the student of his or her possible increase in eligibility for Title IV aid. The letter advises the student to contact his or her financial aid administrator for more information.

Additional DOD match details for 2010-2011 are provided later in this document in the "Summary of Changes to the 2010-2011 Central Processing System" section.

For more information on a student's eligibility under the new provisions and the implementation of the DOD match for 2009-2010 and 2010-2011, watch for a forthcoming Electronic Announcement that will be posted in November 2009 to the [IFAP](#) Web site.

## **New IRS Data Retrieval Process**

Watch the [IFAP](#) Web site for upcoming announcements describing the 2009-2010 IRS Data Retrieval process. Also watch for forthcoming information describing enhancements for the 2010-2011 process, which we plan to implement in the summer of 2010.

## **Two Pell Grants in One Award Year**

The HEOA legislation authorized schools to disburse up to two Pell Grants in a single award year to Pell-eligible students. We also refer to this provision as allowing up to 200 percent of a student's Pell Grant scheduled award in a single award year or allowing up to two times a student's Pell Grant scheduled award in a single award year. This change was implemented during the 2009-2010 award year.

For 2010-2011, we have added a new field to the NSLDS section of the SAR and ISIR labeled "Additional Eligibility Indicator." This field, when set to 'Y,' helps you identify and track students who have received funds from their second scheduled award under the new "two Pell Grants in an award year" HEOA provision.

See the [June 24, 2009](#) electronic announcement posted on the IFAP Web site for more details regarding the COD System changes related to this HEOA provision. The *EDEExpress 2009-2010, Release 4 Cover Letter* on the FSADownload Web site ([fsadownload.ed.gov/softexpress0910.htm](http://fsadownload.ed.gov/softexpress0910.htm)) also includes details regarding EDEExpress software changes related to this HEOA provision.

## **Expected Family Contribution (EFC) Calculation**

The 2010-2011 EFC calculation has been modified based on changes in the CCRAA. The legislation mandates that co-op earnings be reported so that the income can be offset during the calculation of the EFC. Other annual changes to the EFC calculation are described later in this guide.

See the [June 2, 2009](#) Federal Register Notice posted on the IFAP Web site for changes to the 2010-2011 need analysis tables. You can also consult the *2010-2011 EFC Formula Guide*, available on the [IFAP](#) Web site later in 2009, for more information.

# 2010-2011 Application Processing System Schedule

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## Schedule for the 2010-2011 Application Processing System

Date	Event
June 2, 2009	The Secretary of Education announces the annual updates to the tables used in the statutory “Federal Need Analysis Methodology” to determine a student’s EFC for award year 2010-2011 (June 2, 2009 [74 FR 26379]). <a href="http://ifap.ed.gov/fregisters/FR060209.html">ifap.ed.gov/fregisters/FR060209.html</a>
August 4, 2009	Federal Student Aid announces the availability of the <i>2010-2011 Electronic Data Exchange (EDE) Technical Reference</i> draft (including the ISIR Record Layout and ISIR Cross-Reference) on the IFAP and FSAdownload Web sites. <a href="http://ifap.ed.gov/edetechref/080409EDETechRef1011.html">ifap.ed.gov/edetechref/080409EDETechRef1011.html</a>  The <i>EDE Technical Reference</i> provides programmer specifications and information that can assist you in designing or building your own software to communicate electronically with Federal Student Aid.

## Schedule for the 2010-2011 Application Processing System (Continued)

Date	Event
August 14, 2009	<p>Federal Student Aid announces the availability of the <i>2010-2011 Application Processing System Specifications for Software Developers</i> on the IFAP and FSAdownload Web sites. On September 23, 2009 Federal Student Aid published revised specifications.</p> <p><a href="http://ifap.ed.gov/eannouncements/092309SWDSpecs1011.html">ifap.ed.gov/eannouncements/092309SWDSpecs1011.html</a></p> <p>The <i>Application Processing System Specifications for Software Developers</i> provides CPS system edits that can assist you in designing and building your own software to communicate with Federal Student Aid.</p>
October 20, 2009	<p>Federal Student Aide announces the availability of the 2009-2010 <i>CPS Test System User Guide</i> on the FSAdownload Web site.</p> <p><a href="http://ifap.ed.gov/eannouncements/102009CPSTestSystemUserGuide1011.html">ifap.ed.gov/eannouncements/102009CPSTestSystemUserGuide1011.html</a></p> <p>This user guide describes the CPS Test System, which enables you to test electronic application and correction data transmissions from your system with the CPS (outside of the normal CPS production environment). The test system will be available on November 23, 2009.</p>
October 28, 2010	<p>Federal Student Aid announces the availability of the <i>2010-2011 Electronic Data Exchange (EDE) Technical Reference</i> on the IFAP and FSAdownload Web sites.</p> <p><a href="http://ifap.ed.gov/edetechref/1011EDETechRefFinal102809.html">ifap.ed.gov/edetechref/1011EDETechRefFinal102809.html</a></p> <p>The <i>EDE Technical Reference</i> provides programmer specifications and information that can assist you in designing or building your own software to communicate electronically with Federal Student Aid. The <i>EDE Technical Reference</i> includes information about record layouts, required edits, printing, and reject messages.</p>

## Schedule for the 2010-2011 Application Processing System (Continued)

Date	Event
November 1, 2009	<p>In preparation for the 2010-2011 cycle, postsecondary schools, high schools, libraries, and community agencies can begin to place orders for the FAFSA on the Web Worksheet from Federal Student Aid's online bulk publications ordering system located at <a href="http://FSAPubs.org">FSAPubs.org</a>. The worksheet is a tool to assist students and parents who complete their FAFSA on the Web and generally follows the flow and logic of the online application. Also available is the <i>Do You Need Money for College? Complete the Free Application for Federal Student Aid (FAFSA)</i> brochure, which explains the options for obtaining and completing the FAFSA. Also included are tips for completing the application. This brochure is available for order year-round.</p> <p><a href="http://FSAPubs.org">FSAPubs</a> is your source for real-time information about Federal Student Aid's publications and their availability.</p>
Early November 2009	<p>The 2010-2011 Federal School Code List is available online on the <a href="http://IFAP.org">IFAP</a> Web site.</p>
Mid-November 2009	<p>Federal Student Aid posts an electronic announcement asking schools to remind students to update their mailing and e-mail addresses in the CPS by January 11, 2010 so that Renewal Reminders can be sent to the correct address.</p> <p>A similar reminder message is posted on the FAFSA on the Web site during the same timeframe.</p>
November 2009	<p>The <i>2010-2011 ISIR Guide</i> is posted to the <a href="http://IFAP.org">IFAP</a> and <a href="http://FSAdownload.org">FSAdownload</a> Web sites. The <i>ISIR Guide</i> assists FAAs in interpreting student information from an ISIR.</p>
November 2009	<p>The <i>2010-2011 SAR Comment Codes and Text</i> guide is posted to the <a href="http://IFAP.org">IFAP</a> and <a href="http://FSAdownload.org">FSAdownload</a> Web sites. See this document for information on SAR comment codes and text.</p>
November 2009	<p>The <i>2010-2011 School Electronic Process Guide</i>, which describes 2010-2011 changes to Web products such as FAA Access to CPS Online and EDESuite PC products such as EDEExpress, is posted to the <a href="http://IFAP.org">IFAP</a> and <a href="http://FSAdownload.org">FSAdownload</a> Web sites.</p>

## Schedule for the 2010-2011 Application Processing System (Continued)

Date	Event
November 2009	The <i>2010-2011 Student Web Application Products Process Guide</i> , which describes 2010-2011 changes to student Web products such as FAFSA on the Web and the Federal Student Aid PIN Web site, is posted to the <a href="#">IFAP</a> and <a href="#">FSAdownload</a> Web sites.
November 2009	The <i>2010-2011 EFC Formula Guide</i> is posted to the <a href="#">IFAP</a> Web site, pending final 2009 IRS tax legislation. This guide can be used to calculate an EFC.
November 23, 2009	The CPS Test System is made available. The CPS Test System enables you to test electronic application and correction data transmissions from your system with the CPS (outside of the normal CPS production environment).
Mid-December 2009	The 2010-2011 FAFSA on the Web and FAA Access to CPS Online Demonstration sites are available at <a href="http://fafsademotest.ed.gov">fafsademotest.ed.gov</a> .  The user name is “eddemo” and the password is “fafsatest.”
Late December 2009	The PDF version of the FAFSA is available for download from various Federal Student Aid Web sites, such as <a href="http://FederalStudentAid.ed.gov">FederalStudentAid.ed.gov</a> . Schools can also access the PDF from our Web sites, including <a href="http://FSAPubs.org">FSAPubs.org</a> .
December 2009	The PDF version of the FAFSA on the Web Worksheet is available to students on the Student Aid on the Web site ( <a href="http://studentaid.ed.gov">studentaid.ed.gov</a> ) and the FAFSA on Web site ( <a href="http://fafsa.gov">fafsa.gov</a> ) and to schools on the <a href="#">IFAP</a> Web site.
Late December 2009	Students and parents can begin requesting up to three copies of the paper FAFSA from the Federal Student Aid Information Center (FSAIC) by calling <b>800/4-FED-AID (800/433-3243)</b> .
December 2009	Federal Student Aid begins shipping orders of the 2010-2011 FAFSA on the Web Worksheet from Federal Student Aid’s online bulk publications ordering system located at <a href="http://FSAPubs.org">FSAPubs.org</a> .

## Schedule for the 2010-2011 Application Processing System (Continued)

Date	Event
January 1, 2010	<p>The 2010-2011 FAA Access to CPS Online Web site (<a href="http://faaaccess.ed.gov">faaaccess.ed.gov</a>) is made available to FAAs. You can use this Web site to:</p> <ul style="list-style-type: none"> <li>• Enter FAFSA and correction data</li> <li>• View a student’s SAR information</li> <li>• Compare two ISIR transactions for the same student</li> <li>• Submit a signature flag for an application in a signature hold status</li> <li>• Save FAFSA or correction data for later updates</li> <li>• Review verification data with the Verification Tool</li> <li>• Request ISIR data</li> <li>• Analyze ISIR data as a basis for improving your verification process</li> <li>• Calculate and manage the return of Title IV funds</li> </ul>
January 1, 2010	The 2010-2011 FAFSA on the Web and Corrections on the Web sites are available to students.
January 4, 2010	The 2010-2011 CPS begins processing.
January 11, 2010	<p>For students to receive a 2010-2011 Renewal Reminder, any needed corrections to 2009-2010 student records must be made by January 11, 2010. These corrections may include updating e-mail or mailing addresses or resolving 2010-2011 renewal eligibility issues such as rejects. For example, if a student does not have a 2009–2010 transaction with an EFC because all transactions have reject codes, the rejects must be corrected by January 11, 2010 to create a valid transaction so that the student will receive a reminder notification for the new award year.</p> <p>You can continue to submit 2009-2010 applications and correction transactions for 2010-2011 renewal eligibility purposes after January 11, 2010, but affected students will not receive Renewal Reminders. These students will have access to their renewal FAFSA data, however.</p>
January 15, 2010 – February 15, 2010	Renewal Reminders are sent to renewal-eligible students who have not yet filed a 2010-2011 FAFSA.



## Schedule for the 2010-2011 Application Processing System (Continued)

Date	Event
January 2010	If necessary, Federal Student Aid announces the availability of the revised <i>2010-2011 Application Processing System Specifications for Software Developers</i> on the <a href="#">IFAP</a> and <a href="#">FSAdownload</a> Web sites.
January 2010	EDEXpress for Windows 2010-2011, Release 1.0, which includes Global, Application Processing, and Packaging functionality for the 2010-2011 cycle, is posted to the <a href="#">FSAdownload</a> Web site.
March 2010	EDEXpress for Windows 2010-2011, Release 2.0, which includes the William D. Ford Federal Direct Loan (Direct Loan), Federal Pell Grant (Pell Grant) [including Academic Competitiveness Grant (ACG) and National Science and Mathematics Access to Retain Talent Grant (National SMART Grant)], and Teacher Education Assistance for College and Higher Education (TEACH) Grant modules for the 2010-2011 cycle, is posted to the <a href="#">FSAdownload</a> Web site.
May 2010	<p>The 2010-2011 ISIR Analysis Tool is made available on the FAA Access to CPS Online Web site. The ISIR Analysis Tool is designed for any school that wants to review and analyze its ISIR data and better understand certain characteristics about its Title IV applicant population and verification process (either federally selected or defined by the school).</p> <p>A demonstration (demo) version of the ISIR Analysis Tool is also available at this time as part of the FAA Access to CPS Online demo site, located at <a href="http://fafsademo.test.ed.gov">fafsademo.test.ed.gov</a>. You must provide your Federal School Code, the user name (“eddemo”), and password (“fafsatest”) to access the demo version of the ISIR Analysis Tool.</p>
June 30, 2010	The CPS accepts 2009-2010 paper and electronic FAFSAs and renewal FAFSAs until June 30, 2010. Electronic FAFSAs must be transmitted to and received by the CPS by midnight Central Time (CT). Watch the <a href="#">IFAP</a> Web site for a Federal Register Notice that finalizes this deadline.

## Schedule for the 2010-2011 Application Processing System (Continued)

Date	Event
July 2010	Direct Loan (DL) Tools for Windows, Release 10.0, is posted to the <a href="#">FSAdownload</a> Web site. DL Tools is a supplemental software product for Direct Loan participants and contains Rebuild, Cash Management, and Compare functionalities for the 2008-2009, 2009-2010, and 2010-2011 cycles.
September 17, 2010	The CPS accepts 2009-2010 paper and electronic corrections until September 17, 2010. Electronic corrections must be transmitted to and received by the CPS by midnight CT. Watch the <a href="#">IFAP</a> Web site for a Federal Register Notice that finalizes this deadline.
June 30, 2011	The CPS accepts 2010-2011 paper and electronic FAFSAs until June 30, 2011. Electronic FAFSAs must be transmitted to and received by the CPS by midnight CT. Watch the <a href="#">IFAP</a> Web site for a Federal Register Notice that finalizes this deadline.
September 16, 2011	The CPS accepts 2010-2011 paper and electronic corrections until September 16, 2011. Electronic corrections must be transmitted to and received by the CPS by midnight CT. Watch the <a href="#">IFAP</a> Web site for a Federal Register Notice containing more information about this deadline.

# Summary of Changes to the 2010-2011 FAFSA

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## 2010-2011 FAFSA and FAFSA on the Web Worksheet Availability

### FAFSA

While most students use FAFSA on the Web to apply for financial aid, paper application options are still available. The paper FAFSA is a 10 page form (six application pages and four instructional pages) used for applying for Title IV aid. The FAFSA is also available as an electronic PDF document that can be printed and submitted by postal mail.

#### *Paper FAFSA Request*

Due to the increased usage of FAFSA on the Web and the decreased usage of paper FAFSAs, we eliminated bulk distributions of the paper FAFSA in 2008–2009. However, the English and Spanish versions of the paper FAFSA are still available. Beginning in late December 2009, students and families can request up to three copies of the paper FAFSA (in English or Spanish) by calling the Federal Student Aid Information Center (FSAIC) toll-free at **800/4-FED-AID (800/433-3243)**.

#### *PDF FAFSA Availability*

The PDF FAFSA is an official FAFSA that can be completed on the computer and printed, or it can be printed and completed by hand. The printed and signed PDF FAFSA is then mailed to Federal Student Aid for processing or, in some instances, can be delivered to a school that will enter and submit the student's application data using FAA Access to CPS Online or a third-party software and then store the signed FAFSA according to ED's record retention requirements.

English and Spanish 508-compliant PDF versions of the 2010-2011 FAFSA will be available online for download in late December 2009 from various Federal Student Aid Web sites, such as [FederalStudentAid.ed.gov](http://FederalStudentAid.ed.gov). Schools can also access the PDF FAFSA from our Web sites, including [FSAPubs](http://FSAPubs), in December.

## **FAFSA on the Web Worksheet**

The FAFSA on the Web Worksheet is the most effective tool applicants can use to facilitate the online application process. Applicants can complete the worksheet in preparation for their electronic application submission. The FAFSA on the Web Worksheet is a paper or electronic PDF document that presents the FAFSA questions in the order in which they appear on FAFSA on the Web. This form is available for bulk orders or can be printed from the Web.

As a result of the FAFSA on the Web simplification initiatives, the 2010-2011 FAFSA on the Web Worksheet has undergone a significant redesign. The worksheet contains fewer questions and is now only four pages long.

The 2010-2011 FAFSA on the Web Worksheet is available for bulk order by schools. We recommend you continue to remind students and their parents that the worksheet is not a FAFSA and will not be processed as such if submitted by mail.

### ***FAFSA on the Web Worksheet Paper Request***

Orders for the 2010-2011 FAFSA on the Web Worksheet can be placed beginning November 1, 2009. At that time, postsecondary schools, high schools, libraries, and community agencies can submit orders for copies of the FAFSA on the Web Worksheet from Federal Student Aid's online bulk publications ordering system located at [FSAPubs.org](http://FSAPubs.org). Distribution begins in December 2009. Additional worksheets can be ordered from the FSAPubs Web site throughout the processing year.

Students and families can request single copies of the worksheet by contacting FSAIC at **800/4-FED-AID (800/433-3243)**.

### ***FAFSA on the Web Worksheet PDF Availability***

The FAFSA on the Web Worksheet will also be available in PDF format in December 2009 on [Student Aid on the Web](#), [IFAP](#), and [FAFSA on the Web](#).

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## 2010-2011 FAFSA

The following section describes the changes and enhancements made to the paper 2010-2011 FAFSA, many of which are also implemented on FAFSA on the Web. For more information about the extensive enhancements made to simplify the application process online, refer to the *Student Web Application Products Process Guide*, which can be downloaded in November 2009 from the [IFAP](#) and [FSAdownload](#) Web sites.

### Changes to the Paper 2010-2011 FAFSA

In addition to the changes described in the “Major FAFSA Changes” earlier in this guide, we have made the following changes:

- **Colors** – The 2010-2011 FAFSA colors are blue for student information and purple for parent information. The blue used for printing the paper FAFSA is PANTONE 633 CVU and the purple is PANTONE 263 CVU.

The student color of the FAFSA continues with the four-year color rotation of yellow → orange → green → blue. Purple continues to be the color for parent information.

- **Year References** – All year references have been incremented by one year.
- **State Aid Deadlines** – We updated all state deadlines for 2010-2011.
- **IRS Tax Line Numbers** – We updated tax line references where applicable.
- **FAFSA Web Address Updated** – We updated the “www.fafsa.ed.gov” address to [www.fafsa.gov](http://www.fafsa.gov).
- **Income and Asset Fields** – To facilitate filling out the form, we added commas to separate the thousands place in the income and assets fields.

Additional FAFSA on the Web change details are provided in the *2010-2011 Student Web Application Products Process Guide*, which will be posted in November 2009 to the [IFAP](#) and [FSAdownload](#) Web sites.

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## **We Value Your Comments and Suggestions!**

Some of the changes we made to the 2010-2011 FAFSA were the result of feedback and comments we received from you. As always, we appreciate your contributions to improving the FAFSA and encourage you to continue to share your suggestions with us. We are particularly interested in ways to simplify the form by eliminating unnecessary data collection.

We encourage you to watch [IFAP](#) in 2010, when we will post a Federal Register Notice requesting public comments on the 2011-2012 FAFSA.

# Summary of Changes to the 2010-2011 Central Processing System

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## Database Matches

### Department of Defense (DOD)

Below we describe how the DOD match will work, where you can view the DOD match results for the 2010-2011 cycle, and explain what an FAA needs to do for a student who is identified as having a parent or guardian who died as a result of military service in Iraq or Afghanistan after September 11, 2001. Additional information is provided earlier in this document in the Major Changes section.

#### How does the match work in 2010-2011?

When an applicant submits a FAFSA or makes corrections to his or her FAFSA data, the resulting CPS transaction is matched against the DOD file. If no match is found on the applicant's SSN and first two characters of the last name, the DOD Match Flag on the ISIR is set to blank. If a match is found:

- The applicant's ISIR will include a DOD Match Flag set to "Y" and a date in the Date of Parent's Death field.
- The applicant will be sent a SAR. For sensitivity reasons we will not print DOD Match Flag results or Parent's Date of Death on the SAR.
- We will send a personalized letter to the student explaining the potential increase in funding.

- We will **not** recalculate the student's EFC. FAAs must assess each student with a positive DOD match for additional eligibility and adjust the student's aid package as necessary.

In addition, each time the DOD updates its database, the CPS will compare the most recent transaction for all non-matched student records with the DOD database. If a student's record was recently added to the DOD file, we will:

- Send a system-generated ISIR transaction to the school that includes comment code 298, a DOD Match Flag of "Y," Date of Parent's Death, and the Data Source/Type Code of "5X."
- Send a system-generated SAR to the student that includes comment code 298 stating, "This SAR has been produced due to a possible change in your eligibility for federal student aid. Please contact your financial aid office for more information."
- Send a personalized letter to the student explaining the potential increase in funding.

### **Where can I find the DOD Match Flag Results and Parent's Date of Death?**

We will include the DOD Match Flag results and Parent's Date of Death in the ISIR file.

For sensitivity reasons we will limit the way this information is printed:

- The Parent's Date of Death will not print on the ISIR, if the ISIR is printed using the EDEExpress software.
- As stated above, the DOD Match Flag results and the Parent's Date of Death will never print on the SAR.
- The DOD Match Flag and Parent's Date of Death will print on the FAA version of the e-SAR (both PDF and html versions).

FAAs need the Parent's Date of Death to confirm that applicants who were over age 23 at the time of their parent or guardian's death were enrolled in college at the time the parent or guardian died. The FAA can view this data in:

- the ISIR file;
- FAA Access to CPS Online; or
- the FAA Information View dialog box in the 2010-2011 EDEExpress software.



### **What does the FAA need to do for applicants identified on the DOD Match?**

Students with a positive DOD match may be eligible for additional Title IV aid, including a maximum Pell Grant award or an Iraq and Afghanistan Service Grant for the award year. As stated earlier, FAAs must assess each student with a positive DOD match for this additional eligibility and adjust the student's aid package as necessary.

**Note:** When submitting awards to the Common Origination and Disbursement (COD) System, you must pay on an ISIR transaction with the DOD Match Flag set to "Y" in order for the award to be accepted.

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## CPS Edits

We incremented the year references in data element field titles and year parameters in our edits by one year and revised edits for requirement changes. We also added and modified several CPS edits for 2010-2011. The significant edit changes are described below.

- **Will You Have Your First Bachelor's Degree Before July 1, 2010** – In order to more accurately determine a student's graduate status and Pell eligibility, a response to the First Bachelor's degree question will now be required on Web applications. If the response is left blank on a paper application, comment 301 will be set on the record to alert the applicant to provide an answer to this question.
- **Dependency Questions for Homelessness** – FAFSA questions 56, 57, and 58 are used to determine an applicant's dependency status by identifying if he or she is an unaccompanied youth who is homeless or at risk of homelessness. A "youth" is defined as someone who is 21 years of age or younger.

We have added edits for paper filers that assume the answer is "No" for these three FAFSA questions when the student:

- is age 21 or older as of the date of the application (and therefore does not meet the definition of a "homeless youth"), but answered "Yes" to FAFSA question 56, 57, or 58; and
  - all other dependency status questions (46 to 55) were answered "No." If a student answered "Yes" to one or more of dependency questions 46 to 55, we will not perform this edit because the student is independent for another reason.
- **Student's Marital Status** – The FAFSA is intended to be a snapshot of the student's situation "as of the date" he or she completed the application. Students should not change their answers to the marital status and marital status date questions unless the data originally submitted was incorrect as of the date the application was submitted. In order to strengthen enforcement of this rule, we have made the following changes to the edits on these fields:
    - We have removed the override edit that allowed financial aid administrators to override Reject 4, which is triggered if the student's reported marital status date is after the application signed date. There should never be a situation where a marital status date is later than the date the application is signed.
    - We have added an edit on Corrections on the Web that will present a message when the marital status or marital status date is changed from an acceptable value to a new acceptable value to indicate these fields should not be updated. If the applicant continues and submits the corrected data, comment 302 will be set on the record to alert the FAA that this change has been made.

- **Parents' Marital Status** – The parents' marital status should also be reported as of the date the application was completed. Similar to the new edit for student's marital status, we have added an edit on Corrections on the Web that will present a message advising the applicant that the parents' marital status or marital status date should only be changed if they were reported incorrectly on the date the FAFSA was originally submitted, or if a financial aid administrator has instructed the applicant to update the information. If the applicant continues and submits the corrected data, comment 308 will be set on the record to alert the FAA that this change has been made.
- **Student/Parent Co-op Earnings** – As a result of legislative changes, "Earnings from work under a cooperative education program offered by a college" was added to the student and parent Additional Financial Information FAFSA questions. The legislation mandates that co-op earnings be reported so that the income can be offset during the calculation of the EFC. We have revised the edits that calculate the amount of total income that will be excluded in the EFC calculation to include co-op earnings. We have also revised the edits that compare the total amount of excluded income reported against the amount reported in the Adjusted Gross Income (AGI) to include co-op earnings.
- **Student's/Parents' AGI and Taxes Paid** – Reject edits C and G indicate that the applicant's or parents' taxes paid amount is greater than zero and greater than or equal to a fixed percentage of the AGI, but not equal to or greater than AGI. In prior years, only the taxes paid amount had to be confirmed to override the rejects. Because these rejects are based on the value in both the AGI and taxes paid fields, we revised the edits that allow confirmation of the reported data (to override the rejects) to require confirmation of both the AGI and taxes paid amounts. To override the rejects, applicants or parents must now reenter the amount of their AGI and taxes paid.
- **Student's/Parents' Asset Fields** – Currently, reject 1 indicates that the student's record did not meet the criteria for the simplified needs test and all three of Cash, Savings, and Checking, Real Estate/Investment Net Worth, and Business/Farm Net Worth fields are blank. For 2010-2011, we are revising our edits to assign a reject 1 to any record that has a blank in any one of these asset fields.

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## Need Analysis

We updated the need analysis offsets, Income Protection Allowances (IPAs), and the total income calculation based on the CCRAA and changes to questions on the 2010-2011 FAFSA. The methodology for determining the EFC is found in Part F of Title IV of the Higher Education Act of 1965, as amended.

See the [June 2, 2009](#) Federal Register Notice posted on the IFAP Web site for changes to the 2010-2011 need analysis tables. You can also consult the *2010-2011 EFC Formula Guide*, which will be available on the [IFAP](#) Web site later in 2009, for more information.

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## Application Output Sent to Students

For each transaction processed at the CPS, an output document is sent to the applicant: a paper Student Aid Report (SAR), SAR Acknowledgement, or an E-mail Notification of SAR Processing with information to access SAR data on the Web.

- **SAR** – This document is designed to notify the student of application and eligibility status and provide a paper-based means for correcting or confirming application data. Students may also request a SAR by calling the Federal Student Aid Information Center at **800/4-FED-AID (800/433-3243)**.
- **SAR Acknowledgement** – This document is designed to notify the student of application and eligibility status; however, if corrections are needed, the student uses Corrections on the Web or contacts the school to submit corrections through FAA Access to CPS Online or a mainframe system.
- **E-mail Notification of SAR Processing** – This e-mail notifies the student of application and eligibility status more quickly than the paper SAR or the SAR Acknowledgement. It enables the student to view the SAR online and to print the online SAR document as often as needed. The e-mail links the student to Corrections on the Web for correcting the applicant data, if necessary.

For more information on how the CPS determines which type of output document is sent to students, see Appendix D of The *2010-2011 ISIR Guide*, which can be downloaded from the [IFAP](#) Web site in November 2009.

Mockups of the 2010-2011 paper SAR and SAR Acknowledgement can also be downloaded from the [IFAP](#) Web site.

## SAR Changes

The following changes impact the paper and electronic SAR:

- **Cycle Year Updates** – Each year we make cycle year updates to the application output that is sent to students. These cycle year updates include updating all dates in field names and other content to match the changes to the FAFSA.
- **FAFSA Web Address Updated** – We updated the “www.fafsa.ed.gov” address to “www.fafsa.gov.”
- **Tax Line Item Numbers Updated** – We updated tax line item numbers to match the respective IRS tax return line numbers.

- **Enhanced Wording for “As of the date you completed your application” Questions** – The FAFSA is intended to be a snapshot of the student and parents’ financial situation “as of the date” they submitted their FAFSA. To make it clearer to students and parents that they should not update FAFSA information unless the data originally submitted was incorrect as of the date the application was submitted, we added the wording “As of the date you completed your application,” to the beginning of the following questions on the paper SAR and Web correction questions:
  - Student’s and Parents’ Marital Status (questions 16 and 59)
  - Student and Parent Cash, Savings, and Checking Account Balance (questions 41 and 89)
  - Student and Parent Net Worth of Investments (questions 42 and 90)
  - Student and Parent Net Worth of Businesses and Investment Farms (questions 43 and 91)
  - Are You Married (question 47)
  - Student and Parent Dislocated Worker Status (questions 101 and 83)

## Paper Output Changes

The following changes were made to the paper SAR:

- **Color** – Paper 2010-2011 SARs and SAR Acknowledgements are printed on blue paper to match the color scheme of the 2010-2011 paper FAFSA.
- **P.O. Box Number Updated** – On the paper SAR we updated the post office box number in the mailing address for the 2010-2011 processing year.
- **Replacing SSN in the Barcode** – To enhance the security of an applicant’s personal data, we are replacing the SSN embedded in the bar code of the paper SAR with a cross-cycle identifier for the student stored on the CPS system. This identifier provides the CPS an alternate way to identify a student without printing his or her SSN on the form.

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# Institutional Student Information Record (ISIR)

The ISIR contains all information reported on the FAFSA, key processing results, and NSLDS financial aid history information. As in recent cycles, the 2010-2011 ISIR record layout follows the order of the paper FAFSA questions.

## ISIR Record Layout

When assessing changes to record layouts, we are always conscious of the impact to our partners' system programming. On July 16, 2009, we posted an [electronic announcement](#) to the IFAP Web site notifying you of changes to the structure of the ISIR Record Description/Data Dictionary and FAFSA Application Export Record Layouts for 2010-2011. We anticipate these changes will reduce the impact of data element changes to the CPS and the systems that utilize the EDE record layouts.

In 2009-2010 and prior cycles, the record layouts in the *EDE Technical Reference* were organized by “like” data elements. When record layout revisions were required due to legislative changes or other enhancements, we implemented those revisions to the applicable section of the record layout or, in the case of new fields, appended them to the end of layout. In either case, the start and end positions were affected for fields subsequent to the revisions and the overall record length increased, significantly impacting schools, servicers, and third-party-system developers who code systems based upon our EDE record layouts.

To minimize impacts to the layouts for the 2010-2011 cycle and forward, we added filler spaces after existing “data blocks,” such as student demographic information, financial information, dependency determination questions, and parental information. When late annual development changes are needed to particular data elements, we will use these filler field positions to add, remove, or revise those data elements. As a result, the impact of the change will only affect the existing filler blocks and not the entire record layout.

Other changes have been made to the 2010-2011 ISIR based on data element changes on the FAFSA, at the CPS, and at the NSLDS. We posted a draft 2010-2011 ISIR record layout and 2010-2011 ISIR Cross-Reference Table describing the changes on the [IFAP](#) and [FSAdownload](#) Web sites in early August 2009. An updated version of the ISIR record layout and cross-reference table was posted in the Record Layouts and Processing Codes sections, respectively, of the *2010-2011 Electronic Data Exchange (EDE) Technical Reference*, which was posted in October 2009 on the [IFAP](#) Web site and the [FSAdownload](#) Web site.

Along with annual rollover changes that include adding, removing, renaming, and updating the fields and valid content based on changes to the FAFSA, some of the major changes to the ISIR are summarized below:

- **Record Length Increased** – The ISIR record layout increased by 450 bytes from 3700 bytes to 4150 bytes. This increase is attributed largely to the addition of the filler blocks.
- **New and Modified Valid Content** – We added new values or modified values in the following fields because of FAFSA, FAFSA on the Web, or processing changes:
  - **Student’s Marital Status** – We revised the value of “1” and added a new value of “4.” Values 1 and 4 now represent the following:
    - 1 = Single
    - 4 = Divorced or separated
  - **Data Source and Type Codes** – We revised the transaction source/type codes. We added one type code of “X” for the DOD Match. The new data source/type code is “5X” for CPS Match with DOD.
  - **Special Circumstances Flag** – We added two new values for the Special Circumstances Flag, which are set on a Web application based on a student’s responses and help you identify what type of special circumstance the applicant has so you can respond accordingly:
    - 3 = Dependent student who is 22 or 23 years of age (or 21 years of age or younger but answered No to all three homelessness dependency status questions) and indicated he or she is unaccompanied and homeless or at risk of homelessness
    - 4 = Dependent student who only wants to be considered for an unsubsidized loanIf a student’s application has a Special Circumstances Flag of “1” or “3,” you will need to collect appropriate documentation and, if the applicant qualifies, perform a dependency override.

**Note:** FAAs who submit an original application on behalf of a student, meeting one of the criteria described above, would collect the necessary supporting documentation, set the Dependency Override Flag in FAA Access to CPS Online, EDE record, or on a paper FAFSA, and submit the application to the CPS.

If the student’s application has a Special Circumstances Flag of “4,” you will need to collect appropriate documentation and, if warranted, you can award unsubsidized loans. In these situations do *not* set and submit a dependency override flag because doing so would trigger the CPS to treat the dependent student as independent and could lead to misawarding of aid).
- **Additional Financial Income** – We added an additional line item data field (f. Earnings from work under a cooperative education program offered by a college) to the Additional Financial Income questions (44 and 92) on the ISIR for the student and parents.



- **New Assumption Fields** – During the data editing process the CPS compares the data submitted by the applicant and his or her parents and, in some cases, makes an assumption that results in a value that is different from the value reported by the applicant. The assumed value is used throughout the subsequent edits and in the EFC calculation. As a result of new edits described in the “CPS Edits” section earlier in this guide, we added the following assumption fields, which enable you to identify the new fields that may have assumed values:
  - Assumed Homeless Youth – School Determined (FAFSA question 56)
  - Assumed Homeless Youth – HUD Determined (FAFSA question 57)
  - Assumed at Risk of Homelessness (FAFSA question 58)

The assumption fields contain a “2” if the student answered “Yes” but the CPS assumed “No” because the student was age 21 or older and the other dependency status questions were “No.” If one or more of the other dependency questions were answered “Yes,” the system would not edit these fields because the student is independent for a reason other than an unaccompanied youth or a youth at risk of homelessness. If these assumption fields are blank, no assumptions were applied to the data provided by the applicant.

**Note:** Again, these assumed fields will only be filled if the applicant filed on paper because the FAFSA on the Web system does not present questions 56 to 58 to a student who is 21 or older.

- **DOD Match Fields** – As a result of the DOD match, we are adding two new fields to the ISIR. These fields and their valid content are:
  - **DOD Match Flag**
    - Y = Applicant’s SSN found in the DOD file
    - Blank = Applicant’s SSN not found in the DOD file
  - **DOD Parent Date of Death**
    - If the applicant is found in the DOD file, the parent’s date of death is formatted as CCYYMMDD; 20010911 to 20111231
    - If the applicant is not found in the DOD file, this field is Blank

- **Added NSLDS Additional Eligibility Indicator Fields** – NSLDS is adding the Pell Additional Eligibility Indicator to the ISIR to alert FAAs to students who received up to two Pell Grants in a single award year as a result of provisions in the HEOA. The valid content for these fields are:
  - Y = Student received additional Pell award funds (in excess of a single year’s award)
  - N = Student received a single Pell award.

## Printed ISIR

While you are not required to print an ISIR, a list of changes to the printed ISIR is provided below. You can find additional information on the printed ISIR in the Printing section of the *2010-2011 Electronic Data Exchange (EDE) Technical Reference*. This document was posted in October 2009 on the [IFAP](#) Web site and the [FSAdownload](#) Web site.

Changes have been made to the 2010-2011 ISIR printed from the EDEExpress software based on data element changes on the FAFSA, at the CPS, and at the NSLDS. Along with annual rollover changes, the major changes to the printed ISIR are summarized below:

- **Added Additional Financial Information Co-op Fields** – The ISIR prints the values for the new Student and Parent Co-op Education Earnings (questions 44.f. and 92.f.).
- **Assumed Values Print for the New Assumption Fields Questions** – If the CPS applies an assumption to the data submitted for the following three dependency status questions, the assumed value prints on the ISIR:
  - Homeless Youth – School Determined (question 56)
  - Homeless Youth – HUD Determined (question 57)
  - At Risk of Homelessness (question 58)
- **Added DOD Match Flag** – The DOD Match Flag results print with the other match flag information in the FAA Information section of the ISIR. We do not print the Parent Date of Death date on the ISIR.
- **Added Pell Additional Eligibility Indicator Field to NSLDS Report** – We added the new Pell Additional Eligibility Indicator to the NSLDS Report.

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## Other Noteworthy Information

### SAR Comments

SAR comments appear on SARs that are mailed to students. They also display on the SAR students can view from FAFSA on the Web (eSAR) and they are printed on an ISIR from EDEXpress.

Some of the more significant changes to the comment code text include:

- We updated the year references and item numbers.
- We updated the “www.fafsa.ed.gov” link to “www.fafsa.gov” in comment codes 006, 053, and 104.
- We updated the correction deadline date from “September 24” to “September 28” in comment codes 125 and 127.
- We updated the mailing address in comment code 139.
- We revised the comment text in comment codes 146 and 295 to make the text more informative and clear.
- We deleted comment code 147 because the agency no longer services loans.
- We updated the agency name in comment codes 191 and 209.
- We deleted the second phone number in comment code 231.
- We updated the second phone number in comment code 232.
- We added 12 new comments, 297-308, which are described in the table below.

The comment codes in the following table are new for 2010-2011. The table provides a brief description of the reasons why the new comments would be included in a student’s record. For more information, including the 2010-2011 SAR comment code text, see the *2010-2011 SAR Comment Codes and Text* guide, which will be posted in November 2009 to the [IFAP](#) and [FSAdownload](#) Web sites.

## New Comments

Comment	Reason this Comment Appears on the Record
297	<p>The applicant answered “Yes” to paper FAFSA questions 56, 57, or 58 (unaccompanied homeless youth questions), answered “No” to all other dependency questions, and the applicant is over the age of 21. Because the applicant does not meet the definition of “homeless youth” (age 21 or younger) the CPS assumed the answers to questions 56, 57, or 58 to be “No.”</p> <p>We added this comment to notify the applicant that we assumed he or she was not an unaccompanied homeless youth because he or she is over the age of 21 and to contact the financial aid administrator at the school.</p>
298	<p>The Student’s SSN was on the DOD match file.</p> <p>We added this comment to notify the applicant that there is a possible change in his or her student aid eligibility and to contact the financial aid administrator at the school.</p>
299	<p>The dependent applicant indicated that he or she is an unaccompanied homeless individual and did not provide parental data. The Special Circumstance flag on the SAR and ISIR is set to “3.”</p> <p>We added this comment to notify the applicant that he or she is required to contact the financial aid administrator before eligibility for federal student aid can be determined.</p>
300	<p>The dependent applicant indicated that he or she did not provide parental data and is only interested in unsubsidized loans. The Special Circumstance flag on the SAR and ISIR is set to “4.”</p> <p>We added this comment to notify the applicant that he or she is required to contact the financial aid administrator before eligibility for federal student aid can be determined.</p>
301	<p>The applicant did not answer question 27, “Will you have your first bachelor’s degree before July 1, 2010?”</p> <p>We added this comment to notify the applicant that he or she needs to provide an answer for this question.</p>
302	<p>Applicant corrected question 16, student’s marital status, or question 17, marital status date.</p> <p>We added this comment to remind the student that the answers to these questions should reflect his or her marital information as of the date he or she filed the application, and to emphasize that the questions should only be corrected if the original marital information provided on the FAFSA was inaccurate.</p>

## New Comments

Comment	Reason this Comment Appears on the Record
303	This comment identifies a new guarantee agency code used by NSLDS. We added this comment to identify guarantee agency 577, Department of Education/ACS, contact number 1-800-508-1378.
304	This comment identifies a new guarantee agency code used by NSLDS. We added this comment to identify guarantee agency 578, Department of Education/SALLIE MAE, contact number 1-800-722-1300
305	This comment identifies a new guarantee agency code used by NSLDS. We added this comment to identify guarantee agency 579, Department of Education/FEDLOAN (PHEAA), contact number 1-800-699-2908
306	This comment identifies a new guarantee agency code used by NSLDS. We added this comment to identify guarantee agency 580, Department of Education/NELNET, contact number 1-888-486-4722
307	This comment identifies a new guarantee agency code used by NSLDS. We added this comment to identify guarantee agency 581, Department of Education/GREAT LAKES, contact number 1-800-236-4300
308	Applicant corrected question 59, parents' marital status, or question 60, parents' marital status date.  We added this comment to remind the student that the answers to these questions should reflect his or her parents' marital information as of the date he or she filed the application, and to emphasize that the questions should only be corrected if the original marital information provided on the FAFSA was inaccurate.

**Reminder!** The text for comment codes 047, 050, 112, 149, 158, 159, 170, and 171 are provided as variable text in the appropriate section on the first page of the SAR. Comment text for these comments displays only on the Web and does not display in EExpress or print on the ISIR from EExpress. Note, however, that the comment code numbers are included in the ISIR file and appear in the FAA Information section of the printed ISIR. Schools using EExpress still have the ability to query their database using these comment code numbers.

## Mailing Addresses

### FAFSA Processor

FAFSA (Including Pacific Islanders)	Federal Student Aid Programs P.O. Box 4691 Mt. Vernon, IL 62864-0059
PDF FAFSA	Federal Student Aid Programs P.O. Box 4692 Mt. Vernon, IL 62864-4692
Spanish FAFSA	Federal Student Aid Programs P.O. Box 4693 Mt. Vernon, IL 62864-0063
Spanish PDF FAFSA	Federal Student Aid Programs P.O. Box 4697 Mt. Vernon, IL 62864-4697
SAR	Federal Student Aid Programs P.O. Box 4694 Mt. Vernon, IL 62864-0064
Spanish SAR	Federal Student Aid Programs P.O. Box 4695 Mt. Vernon, IL 62864-0065

### Signature Pages

FAFSA on the Web Corrections on the Web	Federal Student Aid Programs P.O. Box 4696 Mt. Vernon, IL 62864-0066
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# Getting Help

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## Customer Service

### FSATECH Listserv

FSATECH is an e-mail listserv for technical questions about Federal Student Aid systems, software, and mainframe products.

For information on subscribing, go to [ed.gov/offices/OSFAP/services/fsatechsubscribe.html](http://ed.gov/offices/OSFAP/services/fsatechsubscribe.html).

### CPS/SAIG Technical Support

**800/330-5947 (TDD/TTY 800/511-5806) or 319/665-4762**

Federal Student Aid maintains this call center to address questions about CPS processing, EDExpress and EDconnect software, SAIG enrollment, and data transmissions, and to collect system enhancement suggestions.

Representatives are available Monday through Friday, 8 a.m. to 8 p.m. Eastern Time (ET).

E-mail: [CPSSAIG@ed.gov](mailto:CPSSAIG@ed.gov)

## **Federal Student Aid Information Center (FSAIC)**

**800/4-FED-AID (800/433-3243); 319/337-5665; or TDD/TTY 800/730-8913**

The Federal Student Aid Information Center (FSAIC) serves the public with information about the federal student aid application process. FSAIC customer service representative support is provided in English and Spanish. Customers include students, parents, and FAAs seeking general information about federal grant and loan programs and assistance with the FAFSA (paper and FAFSA on the Web versions, including Federal Student Aid PIN assistance) and student aid processing timeframes.

Types of FSAIC assistance also include: FAFSA application status checks, completion of FAFSA and FAFSA corrections, requests to change addresses and Federal School Codes on the FAFSA, duplicate Student Aid Report (SAR) requests, identification of holders of existing student loans (including contact information), and Federal Student Aid publication fulfillment.

Representatives are available Monday through Friday, 8 a.m. to 12 a.m. ET, and on Saturdays 9 a.m. to 6 p.m. ET (excluding federal holidays).

## **Federal Student Aid's Research and Customer Care Center (RCCC)**

**800/433-7327 (phone); 202/275-5532 (fax)**

This call center provides information on and assistance with Title IV policy, regulations, application processing questions, and contacting other Federal Student Aid staff.

Representatives are available Monday through Friday, 9 a.m. to 5 p.m. ET.

E-mail address: [fsa.customer.support@ed.gov](mailto:fsa.customer.support@ed.gov)



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## Other Helpful Documents

We encourage you to review other documents on the [IFAP](#) and [FSAdownload](#) Web sites for more information about changes to the 2010-2011 application processing system:

- *2010-2011 Application Processing System Specifications for Software Developers*, August 14, 2009, updated September 23, 2009: Provides CPS system edits that can assist you in designing or building your own software to communicate with Federal Student Aid. Available on the IFAP ([ifap.ed.gov/eannouncements/092309SWDSpecs1011.html](http://ifap.ed.gov/eannouncements/092309SWDSpecs1011.html)) and [FSAdownload](#) Web sites. A final draft will be posted in January 2010.
- *2010-2011 Electronic Data Exchange (EDE) Technical Reference*, October 28, 2009: Describes the 2010-2011 EDE process and provides programmer specifications and information that can assist you in designing or building your own software to complement or take the place of the EDEExpress software to exchange data electronically with Federal Student Aid. Available on the IFAP ([ifap.ed.gov/eannouncements/102809EDETechRefEA1011.html](http://ifap.ed.gov/eannouncements/102809EDETechRefEA1011.html)) and [FSAdownload](#) Web sites.
- *2010-2011 School Electronic Process Guide*, November 2009: Describes changes and enhancements for the 2010-2011 versions of FAA Access to CPS Online and EDESuite PC products such as EDEExpress and other general information, such as product release schedules, and descriptions of non-cyclical school products such as Return of Title IV Funds (R2T4) on the Web and SSCR.
- *2010-2011 Student Web Application Products Process Guide*, November 2009: Describes changes and enhancements to student Web application products (FAFSA4caster, FAFSA on the Web, and the Federal Student Aid PIN Web site) for 2010-2011.
- *2010-2011 ISIR Guide*, November 2009: Provides in-depth information regarding the 2010-2011 Institutional Student Information Record (ISIR).
- *2010-2011 SAR Comment Codes and Text*, November 2009: Describes changes to SAR comment codes and associated text for 2010-2011.
- *2010-2011 EFC Formula Guide*, November 2009: Provides worksheets and tables that can be used to calculate an estimated EFC for students.
- English and Spanish versions of the FAFSA and FAFSA instructions, available for download from [ifap.ed.gov/ifap/processing/fafsaAndSARMaterialsPR.jsp](http://ifap.ed.gov/ifap/processing/fafsaAndSARMaterialsPR.jsp).
- English and Spanish versions of the draft SAR and SAR Acknowledgement, available for download from [ifap.ed.gov/ifap/processing/fafsaAndSARMaterialsPR.jsp](http://ifap.ed.gov/ifap/processing/fafsaAndSARMaterialsPR.jsp).

- English and Spanish versions of the Student Eligibility Worksheet, available for download from [ifap.ed.gov/ifap/byAwardYear.jsp?type=drugworksheets](http://ifap.ed.gov/ifap/byAwardYear.jsp?type=drugworksheets).
- English and Spanish versions of the FAFSA on the Web Worksheet will be available in December 2009 from [FAFSA on the Web](#) under the “Before Beginning a FAFSA” section.

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## Federal Student Aid Web Sites

- CPS Web Applications Demonstration Web site: [fafsademo.test.ed.gov](http://fafsademo.test.ed.gov)
- FAA Access to CPS Online: [faaaccess.ed.gov](http://faaaccess.ed.gov)
- FAFSA on the Web: [fafsa.gov](http://fafsa.gov)
- Federal Student Aid Conferences Web site: [fsaconferences.ed.gov](http://fsaconferences.ed.gov)
- FSAdownload Web site: [fsadownload.ed.gov](http://fsadownload.ed.gov)
- Federal Student Aid Publication Ordering: [FSAPubs.org](http://FSAPubs.org)
- FSATECH e-mail listserv subscription information:  
[ed.gov/offices/OSFAP/services/fsatechsubscribe.html](http://ed.gov/offices/OSFAP/services/fsatechsubscribe.html)
- Information for Financial Aid Professionals (IFAP) Web site: [ifap.ed.gov](http://ifap.ed.gov)
- Training Information and Registration Web site for upcoming training opportunities and learning resources: [ed.gov/offices/OSFAP/training/index.html](http://ed.gov/offices/OSFAP/training/index.html)