

Session #33

Resources for Students: A Comprehensive Review

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START HERE
GO FURTHER
FEDERAL STUDENT AID

Agenda

- Resources for students
- Resources for counselors
- The inside scoop
- Summary
- Questions, feedback, and discussion

Walking students through Federal Student
Aid information

SCENARIOS

Why this Walkthrough?

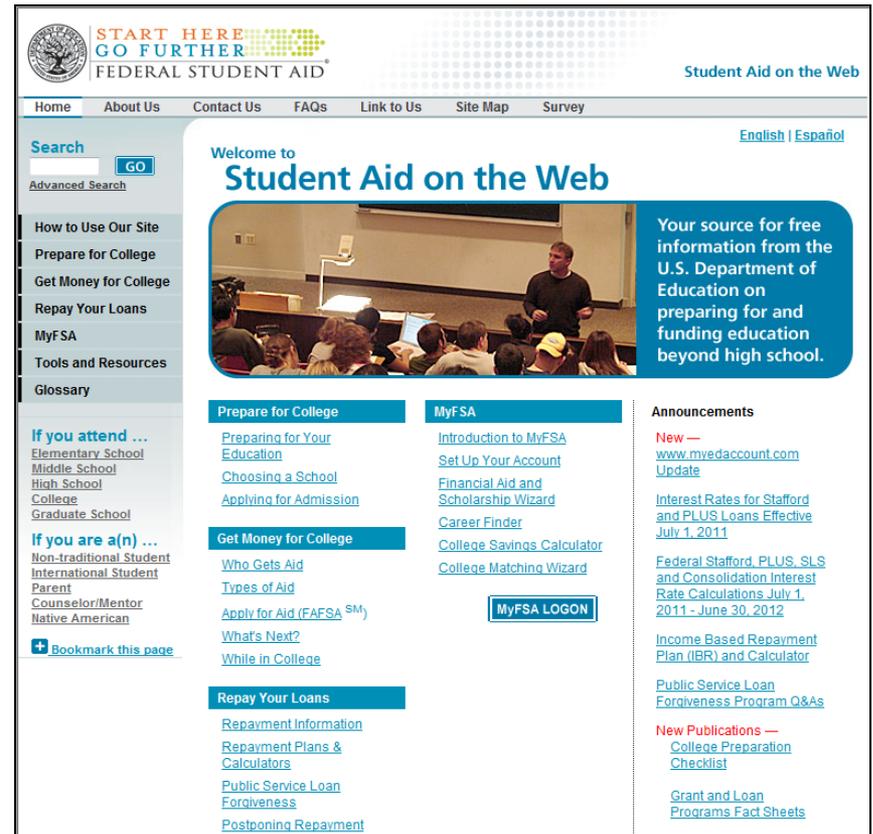
- Research shows students are not sure what steps to take
- Provide students, parents, and borrowers with access to information and resources
 - Become informed consumers
 - More comfortable with the process
 - Make the most of the tools available
 - Borrow and manage aid responsibly
- Relationship with financial aid process begins before school years and can continue long after

Scenario 1: High school senior/parent

Step 1: Start with FSA's Student Website

www.studentaid.ed.gov

- Up-to-date, comprehensive information
- Content mirrors student financial aid lifecycle
- 19 million visits in CY 2010



The screenshot shows the homepage of the Federal Student Aid website. At the top, there is a navigation bar with links for Home, About Us, Contact Us, FAQs, Link to Us, Site Map, and Survey. A search bar is located on the left side. The main content area features a large banner with the text "Welcome to Student Aid on the Web" and a photo of a classroom. Below the banner, there are several sections: "Prepare for College" with links for preparing for education, choosing a school, and applying for admission; "Get Money for College" with links for who gets aid, types of aid, and applying for aid; "Repay Your Loans" with links for repayment information, plans and calculators, public service loan forgiveness, and postponing repayment; "MyFSA" with links for introduction, account setup, financial aid wizard, career finder, and calculators; and "Announcements" with links for new updates, interest rates, Stafford PLUS SLs, and income-based repayment plans. A "MyFSA LOGON" button is also visible.

Scenario 1: High school senior/parent

Step 1: Start with FSA's Student Website

Most relevant sections:

- Get Money for College
 - eligibility, type of aid, FAFSA
- Repay Your Loans
 - repayment plans, managing debt
- MyFSA Account
 - scholarship and college searches

The screenshot shows the homepage of the Federal Student Aid website. The header includes the logo "START HERE GO FURTHER FEDERAL STUDENT AID" and the tagline "Student Aid on the Web". Navigation links include Home, About Us, Contact Us, FAQs, Link to Us, Site Map, and Survey. A search bar is located on the left. The main content area features a "Welcome to Student Aid on the Web" banner with a photo of a classroom. Below the banner, there are two columns of links. The "Get Money for College" link in the left column and the "MyFSA" link in the right column are circled in red. Other links include "Repay Your Loans", "Introduction to MyFSA", "Set Up Your Account", "Financial Aid and Scholarship Wizard", "Career Finder", "College Savings Calculator", "College Matching Wizard", "MyFSA LOGON", "Announcements", "New — www.mvedaccount.com Update", "Interest Rates for Stafford and PLUS Loans Effective July 1, 2011", "Federal Stafford, PLUS, SLs and Consolidation Interest Rate Calculations July 1, 2011 - June 30, 2012", "Income Based Repayment Plan (IBR) and Calculator", "Public Service Loan Forgiveness Program Q&As", "New Publications — College Preparation Checklist", and "Grant and Loan Programs Fact Sheets".

Scenario 1: High school senior/parent

Step 1: Start with FSA's Student Website

For FAAs to get to *Student Aid on the Web* from IFAP:

- Student & Parent Links – Application
- *Student Aid on the Web*

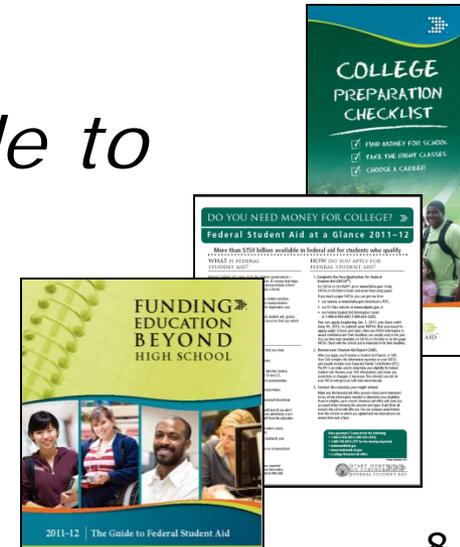
The screenshot displays the IFAP Home Page with a left-hand navigation menu and a main content area. In the navigation menu, two items are circled in red: "Student & Parent Links - Application" and "Student Aid on the Web". The main content area includes a "What's New" section with an RSS icon, a "Tools for Schools" box, a "Publications" box, a "Worksheets, Schedules, & Tables" box, and a "Processing Resources" box. On the right side, there are four informational boxes: "Gainful Employment", "Default Prevention", "Direct Loan Information", and "Foreign Schools", each with a small icon and a link to an information page.

IFAP Home Page

Scenario 1: High school senior/parent

Step 2: Review Relevant Publications

- *College Preparation Checklist* (booklet)
 - Timeline and to-do lists for all ages
- *Do You Need Money for College?* (2-pager)
 - Brief overview of federal student aid and the application process
- *Funding Your Education: The Guide to Federal Student Aid* (publication)
 - More detailed review



Scenario 1: High school senior/parent

Step 3: Complete the FAFSA

www.fafsa.gov

- Online is easier than ever
 - Customized experience
 - Only answer questions relevant to your situation
 - Average 23 minutes to complete
- Free help (live, online, and help text) always available



The screenshot shows the FAFSA Home Page. At the top, it features the logo "START HERE GO FURTHER FEDERAL STUDENT AID" and the text "Free Application for Federal Student Aid FAFSA". Below the logo is a navigation bar with icons for Home, About Us, Student Aid on the Web, PIN Site, Contact Us, and Browse Help. A search bar is located on the right side of the navigation bar. The main content area has a large banner with the text "Get help paying for college" and "Submit a Free Application for Federal Student Aid (FAFSA)". Below the banner is a "Start Here" button and a list of links: "Start or continue your FAFSA", "Correct your FAFSA", and "Check the status of your FAFSA, and more...". The page is divided into several sections: "Deadlines" (Information about your deadlines.), "School Code Search" (Find your college's school code. Also find detailed information about your college.), "FAFSA Filing Options" (Learn about the other options for filing your FAFSA.), "Announcements" (Alert! If you have recently been issued a Social Security Number, you may encounter an error when you try to start your FAFSA. If this occurs, contact the Federal Student Aid Information Center at 1-800-433-3243 for additional instructions on how to complete your FAFSA.), and "Thinking About College?" (Use FAFSA4caster to see how federal student aid can help you pay for college!).

FAFSA Home Page

Scenario 2: Current college student

Step 1: Know Who Services Your Loan Keep Track of Your Debt

- Understand student loan obligations and the role of the loan servicer
- Federal student aid terms can be found at
 - www.studentaid.ed.gov/glossary
- Access Title IV loan and grant info at National Student Loan Data System (NSLDS)
 - www.nslds.ed.gov

Scenario 2: Current college student

Step 2: Visit FSA's Student Website

www.studentaid.ed.gov

Most relevant sections:

- Get Money for College
 - apply, what's next, while in college
- Repay Your Loans
 - repayment plans, managing debt
- Glossary

START HERE
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FEDERAL STUDENT AID

Student Aid on the Web

Home About Us Contact Us FAQs Link to Us Site Map Survey

English | Español

Search

Advanced Search

How to Use Our Site

Prepare for College

Get Money for College

Repay Your Loans

MyFSA

Tools and Resources

Glossary

If you attend ...

Elementary School

Middle School

High School

College

Graduate School

If you are a(n) ...

Non-traditional Student

International Student

Parent

Counselor/Mentor

Native American

Bookmark this page

Welcome to
Student Aid on the Web

Your source for free information from the U.S. Department of Education on preparing for and funding education beyond high school.

Prepare for College

Preparing for Your Education

Choosing a School

Applying for Admission

Get Money for College

Who Gets Aid

Types of Aid

Apply for Aid (FAFSASM)

What's Next?

While in College

Repay Your Loans

Repayment Information

Repayment Plans & Calculators

Public Service Loan Forgiveness

Postponing Repayment

MyFSA

Introduction to MyFSA

Set Up Your Account

Financial Aid and Scholarship Wizard

Career Finder

College Savings Calculator

College Matching Wizard

MyFSA LOGON

Announcements

New —

www.mvedaccount.com Update

Interest Rates for Stafford and PLUS Loans Effective July 1, 2011

Federal Stafford, PLUS, SL&S and Consolidation Interest Rate Calculations July 1, 2011 - June 30, 2012

Income Based Repayment Plan (IBR) and Calculator

Public Service Loan Forgiveness Program Q&As

New Publications —

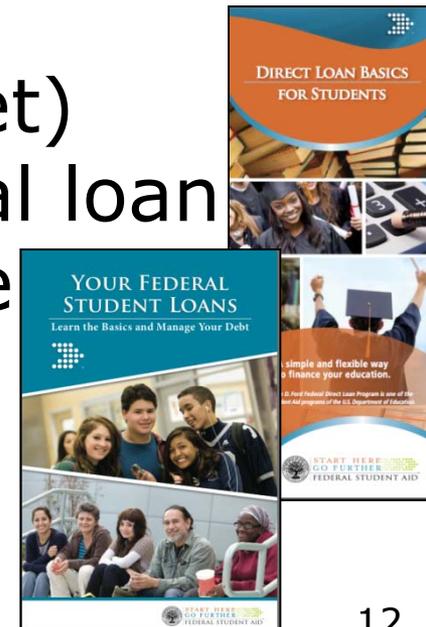
College Preparation Checklist

Grant and Loan Programs Fact Sheets

Scenario 2: Current college student

Step 3: Review Additional Publications

- *Direct Loan Basics for Students* (brochure)
 - Provides basic information and answers frequently asked questions about the loan program
- *Your Federal Student Loans* (booklet)
 - More detailed overview of federal loan programs, repayment, and more



Scenario 2: Current college student

Step 4: Consider What Comes Next

- FAFSA Renewal
 - Must apply for aid every year
 - Renewal notices
- Learn about repayment
 - Repayment plans
 - Forgiveness
 - www.studentaid.ed.gov/repaying
- Thinking about graduate school?
 - Go to www.studentaid.ed.gov/grad



Scenario 3: Adult Student

- *New* fact sheet for adult students, Jan. 2012
 - Address common questions and myths
 - Overview of financial aid process
 - Highlight additional resources
- Other web and publication resources are same as for high school students

There is no age limit to receiving federal student aid.

Scenario 4: Counselors

Step 1: Visit FSA's Online Resources

- FSA's Counselor website
www.fsa4counselors.ed.gov
 - Tools for helping students (PPT, FAQs)
 - Tools for professional development (training and networking)
- FAFSA Demo Site
www.fafsademo.test.ed.gov
 - User name: eddemo
 - Password: fafsatest



START HERE
GO FURTHER
FEDERAL STUDENT AID

START HERE
GO FURTHER
FEDERAL STUDENT AID

Federal Student Aid Information for Counselors

Home About Us Survey FAQs Site Map Contact Us Help

Search GO
Advanced Search

Federal Student Aid Information for Counselors

Welcome to your online source of federal student aid information to help students and parents plan and prepare for college, career and trade school.

Answering Students' Questions
FAFSA Information
Getting the Word Out
Counselor Resources
Federal Financial Aid Programs
State Agencies
Scholarships
Related Links
Bookmark this page

Answering Students' Questions
FAFSA Information
Getting the Word Out
Counselor Resources

Application Deadlines
MORE

National Training for Counselors and Mentors
Academic Year 2012-13

What's New
Scan Alert
Net Price Calculator Requirement
2012-13 FAFSA
Custom Update Sept. 2011

Calendar of Events

START HERE
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Welcome to Federal Student Aid's CPS Web Applications Demo System

This Web site is a demonstration version of Federal Student Aid's 2011-2012 FAFSA on the Web, Corrections on the Web, Student Inquiry, and FAFSA Access to CPS Online sites, including SGR Analysis Tool and Return to Title IV on the Web (R2T4). The site provides a way for financial aid administrators to show students and parents, as well as financial aid office staff, how to use FAFSA on the Web and FAFSA Access to CPS Online. It offers most of the features of the production versions of the FAFSA on the Web and FAFSA Access to CPS Online Web sites, except that no data is processed.

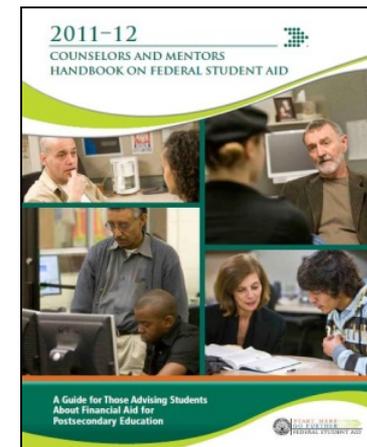
Note: The following information applies to this Web site:

- We authenticate users when they log into FAFSA Access to CPS Online. We ask users to provide a Federal Student Aid User ID (FSA User ID) and Password to access federal student aid information through the internet. Since this is a demonstration Web site and user authentication is not required to access test data, the authentication step is skipped.
- Saved data and submitted data are cleared from the database each evening.
- Actual personal identifying information should never be used on this Demo site.
- Unlike the production site, an estimated EPC is not calculated after an application is submitted. The EPC value is always 99999 for any test case on the Demo site.

Scenario 4: Counselors

Step 2: Review Publications

- Publications for counselors: *Counselors and Mentors Handbook*
 - Available online only beginning 2012-13
 - Overview of federal student aid programs and FAFSA
 - Fact sheets for handout
- Publications for students:
 - www.studentaid.ed.gov/pubs (publications online)
 - www.fsapubs.gov (order publications)



Scenario 4: Counselors

Step 3: National Training is Available

- National Training for Counselors and Mentors provides **free** training and resources/tools for federal, state, and local financial aid programs
- States participating this year
 - Arkansas
 - California
 - DC
 - Florida
 - Illinois
 - Iowa
 - Maine
 - Massachusetts
 - Missouri
 - Montana
 - New Jersey
 - New York
 - North Carolina
 - Ohio
 - Oklahoma
 - South Carolina
 - South Dakota
 - Tennessee
 - Texas
 - West Virginia
 - Wisconsin
- Go to: www.fsa4counselors.ed.gov/nt4cm



Getting the Word Out

- Link to our websites and other online resources
 - Web banners available at www.studentaid.ed.gov/link2us
- Adapt or use FSA's information to suit your needs
- Handouts include list of FSA resources
 - Web resources and shortcut URLs
 - Publications and ordering information

Getting the Word Out

Student needs to talk to someone?

- Federal Student Aid Information Center
 - General info about federal student aid
 - FAFSA, PIN, and SAR assistance
 - 1-800-4-FED-AID (1-800-433-3243)
- FSA Ombudsman
 - Helps resolve financial aid concerns
 - Last resort when student has exhausted all other options for resolving issues
 - www.ombudsman.ed.gov



Top Questions at FSA's Call Center

- Is my application on file?
- I would like my loan information.
- I forgot my PIN.
- How much financial aid will I receive?
- My school has not received my FAFSA. What do I do?
- How can I add a school to my FAFSA?

What's coming next! Be in the know.

THE INSIDE SCOOP

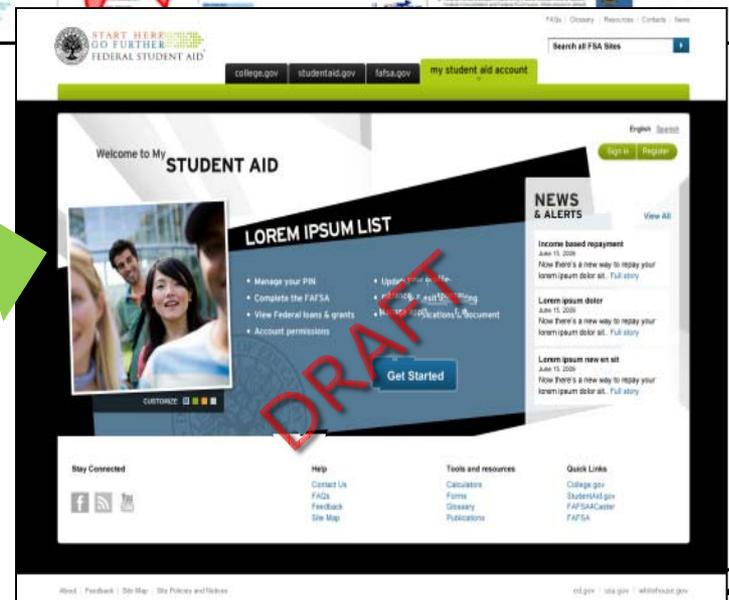


The Inside Scoop

- Fewer websites, better experience
- Expanded social media
- New professionals toolkit
- FAFSA updates
- Updated publications

Fewer Websites, Better Experience

- One URL and customer experience
- Plain language
- Segmented by top user questions
- Consolidates:
 - Students.gov,
 - StudentAid.ed.gov,
 - College.gov,
 - and more!



Students.gov was retired on October 2, 2011

Expanded Social Media

- Facebook, Twitter, YouTube presence
- We are listening to what students are saying
- We need your help!



Professionals Toolkit

- Free digital toolkit
- Targeted to counselors and other professionals who help students and families prepare for a postsecondary education
- Toolkit can also be used by FAAs
- Component examples:
 - Financial aid night presentation and materials
 - Short, simple fact sheets and brochures
 - Adaptable calendar and ready to use e-blasts
 - Videos

FAFSA Update

- User-focused improvements for 2012-13
 - Improving school search
 - Redesigning IRS data retrieval pages to reduce confusion
- 2011 IRS data retrieval - Feb. 1, 2012
- Session #31 “2012-13 FAFSA and Verification Changes”

FAFSA Completion Pilot

- Began in 2010 with goal to encourage FAFSA submissions by providing FAFSA completion data to educational entities
 - Supports state and local efforts for college access
- 20 sites (primarily school districts) enrolled
- Looking to expand to additional 100 sites

Publications Update

- Shorter and targeted publications to serve varied customer base
 - Example: *Your Federal Student Loans* becoming several shorter pubs targeted to points in borrower lifecycle
 - Feedback or suggestions welcome
- Shifting some publications to online only
 - More info online with downloadable PDFs
 - Counselors and Mentors Handbook available at www.fsa4counselors.ed.gov
 - Fact sheets: www.studentaid.ed.gov/pubs



RESOURCES SUMMARY



Web Resources Snapshot

Website	Middle and High School	Adult Students	Parents	Borrowers	Spanish
Student Aid on the Web studentaid.ed.gov	X	X	X	X	X
FAFSA fafsa.gov	HS Seniors	X	X		X
FAFSA4caster fafsa.gov	X		X	X	X
National Student Loan Data System nslds.ed.gov				X	X

*List of URL shortcuts to FSA's student-facing websites are available in handout.

Publication Snapshot

Document Name	Audience(s)							
	Elementary School Student & Parent	Middle School Student	Middle School Parent	High School Student (9-11)	High School Senior	High School Parent	College Student	Adult Student
College Prep Checklist	X	X	X	X	X	X		X
My Future My Way		X						
Bookmark				X	X	X	X	X
Do You Need Money for College: Federal Student Aid at a Glance (2-pager)				X	X	X	X	X
Funding Your Education				X	X	X	X	X
Paper FAFSA (also in PDF at www.fafsa.gov)					X	X	X	X
FAFSA on the Web Worksheet					X	X	X	X
Your Federal Student Loans				11 th	X	X	X	X
Direct Loan Basics for Students: Direct Subsidized and Unsubsidized Loans				X	X	X	X	X
Direct Loan Basics for Parents: Direct PLUS Loans						X		

QUESTIONS, FEEDBACK, AND DISCUSSION



Contact Information

We appreciate your feedback & comments.

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