

**Student Financial Assistance** 





#### Session 26

## Application Processing System Update



## Application Processing System Update

Agenda

- 2001-02 Noteworthy News
- 2002-03 Application Processing System



#### Noteworthy News from SFA PIN Application Process Implemented www.pin.ed.gov

- Implemented April 2001
- Allows parents, high school students, former students, and others not already in PIN database to apply for PIN
- PIN applicant's name, SSN, DOB matched with SSA
  - PIN mailer sent to applicant if match successful
  - If match unsuccessful, letter sent instead of PIN mailer



#### PIN Web Site

- From PIN web site --
  - Students, parents, and others can apply for a PIN
  - Those with PINs can --
    - Create own unique PIN
    - Re-request existing PIN
    - Request new system-generated PIN
    - Disable/Re-enable PIN
    - Change street, city, state, zip, and e-mail addresses
- Student's PIN address automatically updated when changed in the CPS







# E-Sign and Student Authentication Network (STAN)

- E-signature feature and STAN implemented July 2001
- STAN provides authentication service for Direct Loan and FFEL borrowers who want to electronically sign promissory notes using their PIN





## Noteworthy News from SFA Consolidated Call Center



(800) 330-5947

cpswan@ncs.com

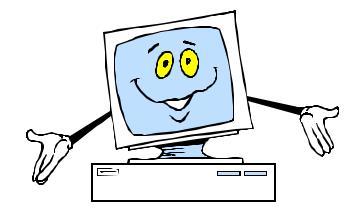
- CPS Customer Service and Title IV WAN Customer Service combined into one call center
- Means fewer transfers and referrals
- Calls are FREE!





Noteworthy News from SFA Online Chat

- Implemented May 2001
- Online Customer Service Chat System
- Allows applicants to
  - Ask questions online
  - Get help online



Available from all application pages



Online

**Chat is** 

here!



### 2002-2003 Application Processing System Update

**Agenda** 

- 2002-2003 Application Processing System
  - Important Dates
  - PINs, Web Applications, FAFSA Express
  - FAFSA and Renewal FAFSA
  - Renewal Application Process
  - SAR, ISIR, Database Matches, and Edits
  - Questions





#### 2002-03 Application **Processing System Update** Important Dates

July V Draft ISIR Layout available on IFAP

Aug <a>Renewal Application Action Letter</a> on IFAP

Nov EDExpress Action Letter on IFAP Nov Revised ISIR layout in 2002-03 **Technical Reference** 

Nov Federal School Code List mailed





Dec Application processing system changes

Action Letter on IFAP

Dec Guide to ISIRs on IFAP

Dec Web/PIN Action Letter on IFAP

Jan 1 FAFSA on the Web/Renewal FAFSA

on the Web/Corrections on the Web

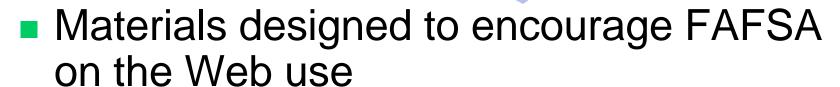
available

Jan 2 2002-03 delivery system starts up



## FAFSA on the Web Promotional Kits

- Promotional kits mailed to:
  - Postsecondary Schools
  - High Schools
  - State Agencies
  - Libraries
  - PTAs
  - TRIO Centers









## Other Application Processing Sessions

- #20: What's New for FAFSA on the Web and What Would You Like to See in the Future?
- #25: Review of ISIR and EDE Technical Reference
- #45: FAA Access to the CPS -- What It Is and What You'd Like It To Be
- #46: SFA PIN and Its Uses





### The PIN

- Serves as electronic signature on ED forms, such as FOTW and p-notes
- Used to gain access to ED systems, including:
  - Renewal FAFSA on the Web and Corrections on the Web
  - Student Access on the Web
  - NSLDS
  - Direct Loan Origination
  - Direct Loan Servicing
  - Loan Consolidation







#### Who Gets PINs?



- Individuals who apply for PIN at pin.ed.gov
- Certain renewal applicants:
  - Graduate students and 5th year U/Gs
  - Students that filed using FAFSA on the Web the previous year (FOTW, RFOTW, COTW)
  - Students whose school requests that PINs be sent instead of a paper Renewal FAFSA
- Aid applicants who match with SSA and have not already received a PIN from SFA





#### How Are PINs Sent?

Applicants who provide email address when applying for PIN from PIN web site will receive an email within 72 hours containing a URL linking them to their PIN on the Web





## Sample Email

From: U.S. Department of Education - CPS [cpspin@cpsemail.sfa.ed.gov]

Sent: Thu 11/15/01 2:45 PM

To: Applicant WEZ5WZMS1TW

Cc:

Subject: Your U.S. Department of Education PIN Request

Dear GREG,

Your U.S. Department of Education PIN has been issued. We are sending this to you because you have filed a Free Application for Federal Student Aid(FAFSA).

In order to obtain your PIN, you must follow the link below (or paste it in the address bar of your browser) to access our secure online delivery system.

https://pin.ed.gov/servlet/PINServlet?state=700&pinkey=

Please Note: Your PIN will be available for online delivery via the above web site until October 10, 2001. After that date, you may use the above web site to find information on how to submit a new PIN request.

If you encounter any problems accessing your PIN, or have any questions about the U.S. Department of Education PIN, please visit the PIN website at http://www.pin.ed.gov

Thank you,

U.S. Department of Education Student Financial Assistance



#### How Are PINs Sent?

 Applicants who apply for a PIN from the PIN web site, and do not provide their email address, will receive a PIN mailer

Here is your U.S. Department of Education PIN

U.S. Department of Education web sites where you can use this PIN:



U.S. Department of Education Student Financial Assistance

- FAFSA, Renewal FAFSA, and FAFSA Corrections on the Web www.fafsa.ed.gov
- National Student Loan Database System www.nslds.ed.gov
- Direct Loan Origination web site www.ed.qov/offices/OSFAP/DirectLoan/index.htm
- Direct Loan Servicing web site www.dlservicer.ed.gov
- Direct Loan Consolidation web site www.loanconsolidation.ed.gov

PIN 1234

You must type your PIN exactly as it appears.





#### How Are PINs Sent?

- PIN mailers sent to 2002-03 renewal applicants
- Students who file a 2002-03 FAFSA:
  - If email provided on electronic application, student sent email with URL to their PIN
  - If no email, PIN mailer sent





## 2002-03 FAFSA on the Web Enhancements



- Available Jan. 1, 2002
- Re-engineered for efficiency
  - Faster processing
  - Quicker for user
- New look and feel
- Improved usability





### 2002-03 Web Applications



- Students can still provide email address on web applications
- If email provided ---
  - Email sent to applicant when application received
  - Second email sent when application processed; email includes personal URL to student's SAR data on the web





## Renewal FAFSA on the Web and Corrections on the W

- 2002-03 version available January 1, 2002
- Student's PIN required to access
- PIN serves as student's signature
- Parents with PINs can electronically sign
- Applicant prompted to carefully review e-mail address





### Corrections on the Web

- Parents need to sign only when parent data is changed
- Pop-up message appears when student tries to correct transaction already corrected by a school
- Improved shopping cart approach where one question served up at a time



#### Student Access on the Web

















#### **Student Inquiry**

Transactions

**Computed Information** 

You the Student

Income/Assets

Parent Information

School Information

NSLDS

SAR Comments

**Print Summary** 

#### **SAR Transactions**

Below is a list of the transactions we have processed for you at the Central Processing System (CPS) as of 06/01/2001. You can select any of the transaction numbers to view the complete details for that transaction.

Note that any applications or corrections that have been submitted recently will not appear here until they have been processed by the CPS.

Transaction Number	Processed Date	Expected Family Contribution (EFC)	Application Source
03	03/01/2001	00000	SAR - Signature Correction
02	02/01/2001	Not Calculated	Paper Correction
01	01/01/2001	Date of Birth Mismatch	Paper FAFSA



#### Student Access on the Web

















#### Student Inquiry

Transactions

Computed Information

You the Student

Income/Assets

Parent Information

School Information

**NSLDS** 

SAR Comments

Print Summary

#### **Computed Information**

#### Computed Information:

Transaction Number: 01

DRN: 1234

Date Application Completed: 01/01/2001

Application Receipt Date: 01/02/2001

Processed Date: 01/05/2001

Signed By: (BLANK)

Paid EFC: 99999

Preparer's Social Security 123-45-6789 Number:

Preparer's EIN: 1234

Preparer's Signature: YES



EXIT



#### FAA Access on the Web

#### PIN sent to FAA to access site













#### Welcome to the FAA Main Menu

Select an option from the following menu:

#### Student Inquiry

View a student's Student Aid Report (SAR) information, including the Expected Family Contribution (EFC), NSLDS information, SAR Comments, etc. (It will be necessary to provide your Institution Code.)

Check the status of batches submitted to the CPS for application or correction processing for a particular award year. You can view these batches sorted by: Institution Code or ISIR Type/Batch Type. (It will be necessary to provide your Destination Code.)

#### PIN Requests

Request how Renewal Application Data (RAD) will be sent to students who listed your institution code in the previous school year. (It will be necessary to provide your Destination Code.)

#### Duplicate Renewal Print

Request to print a duplicate Renewal Application. The student must have already had a Renewal Application printed by the school or by CPS. (It will be necessary to provide your Destination Code and Institution Code.)

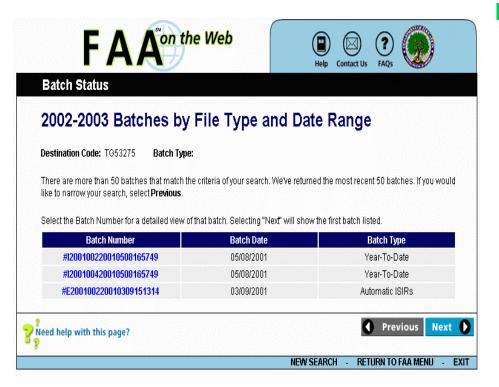


www.fafsa.ed.gov/FAA/faa.htm





#### FAA Access on the Web

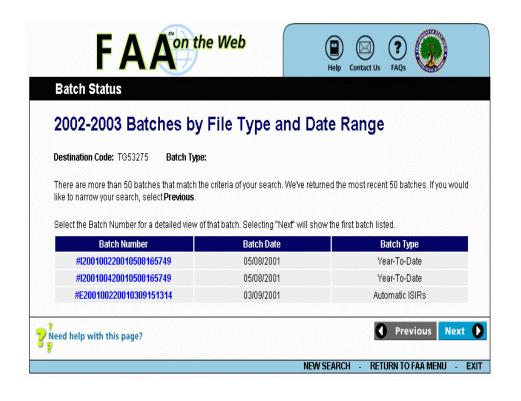


- Until March 2002 ---
  - Check batch status
  - Order duplicate paper Renewal FAFSAs
  - View applicant data for transactions where your school code is listed





#### FAA Access on the Web



- In addition,beginning inMarch 2002 ---
  - May submit original and Renewal applications and corrections





### Web Demo Site

- Demonstration version of 2002-2003 FAFSA on the Web available in December 2001
- Provides a way to show students, parents, and financial aid staff how to use FAFSA on the Web
  - The data is saved for the day you enter it
  - All data cleared from database nightly
- Copies of screens on IFAP for FA Nights





## Web Demo Site, cont'd

- To access site -
  - http://fafsademo.test.ed.gov
  - User name: eddemo
  - Password: fafsatest
- From Demo Site --
  - Complete and "submit" a FAFSA or Renewal FAFSA
  - Using sample cases:
    - Make corrections
    - Check application status
  - Sign applications electronically
  - Search for Federal School Codes



Welcome to the Department of Education's CPS Web Applications Test System

This Web site is brought to you as part of the U.S. Department of Education's efforts to make its processing systems available to the financial aid community in a perconstration environment. This will allow users to become familiarized with the 2001-2002 Web Applications products available to federal financial aid applicants. This site offers all the functionality features of the production site except for the 2000-2001 applications.

However, submitted applications will not be processed and will be deleted daily free the test server. Processes that depend on historical data such as renewal applications, correction applications, SAR duplicate requests, application status check and electronic signature submitted have been assigned an assortment of preloaded test data. These student tips and PINs are given below.

Printed signature pages will include a "test sample" watermark and should NOT be mailed to the processor. The test signature page will NOT be calculated strong test signature page will NOT be calculated strong application is submitted. The EFC value will always be 99939 for any test case on the falsadems site.





## **FAFSA Express**



- Will discontinue at end of 2001-02
- TRIO Centers will have option to use a modified version of EDExpress





## 2002-03 FAFSA



- FAFSA will include insert and postcard
- FAFSA Ordering
  - Order FAFSAs online at edpubs.org/bpos
  - Printing began week of November 5th
  - Distribution began in mid-November





#### 2002-03 FAFSA

u		- June 30, 2003 or Federal Student Aid
		OMS # 1845-0001
Jse	this form to apply for federal and state student gra	nts, work-study, and loans
	ACTIVITIES OF THE SECRETARY OF THE SECRE	
	Apply free with FAFSAOII the Web www.fafau.ad.gov	
	Apply and well   Pull SPAD	
n	If you are filing a 2001 Seleval income tax return, we recommend that you	
1	complete it before filling out this form. However, you do not need to file your income tax setum with the IRS before you admit this form.	
	If you or your family has unusual circumstances not shown on this form	
	(such as loss of employment) that might affect your need for student	
	financial sid, submit this form and then consult with the financial sid office at the college you plan to attend.	
	You may also use this form to apply for aid from other sources, such as	
	your state or college. The deadlines for states (see table to right) or	
	colleges may be as early as January 2002 and may differ. You may be required to complete additional forms. Check with your high school	
	guidance connactor or a financial aid administrator at your college about	
	state and college sources of student aid and deadlines.	
0	Your manuers on this form will be send electronically. Therefore:	
	• use black rik and fill in ovals Correct • Incorrect 55 • 5	
	ompletely print charry in CAPITAL letters	
	and skip a box between words:	
	* report dollar amounts (such as \$ 1 2 , 3 5 6 no ceets	
	Blue is for students and purple is for parents.	
	If you have questions about this application, or for more information on	
	eligibility requirements and the U.S. Department of Education's student sid- programs, look on the Internet at www.ed.gov/etudentaid. You can also	
	call 1-800-4FED-AID (1-800-433-3243) seven days a week from 8:00 a.m. through michight (flastern time). TTV users may call 1-800-730-8913.	
	mrough manager, case as many. 111 token may can 1-400-150-4913.	
8	After you complete this application, make a copy of it for your records.  Then must the original of only pages 3 through 6 in the attached.	
	envelope or send it to: Federal Student And Programs, P.O. Box 4001, Mr.	
	Vertice, II. 62864-8601.	
	You should submit your application as early as possible, but no earlier than Jamury 1, 2002. We must receive your application to later than June 30,	
	2003. Your college must have your consect, complete information by your last day of envolument in the 2002-2003 school year.	
	You should have from us within four weeks. If you do not, please check on-	
	line of worw forms and gov or call 1-800-433-3243.	
o Pro	Now go to page 3 and begin filling out this form.	

Color of FAFSA

**BLUE** for student (Pantone 277 CVU)

**PURPLE** for parent (Pantone 263 CVU)

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#### 2002-03 FAFSA

- No new or deleted questions
- Order of questions same as last year
- Some questions and instructions reworded to be clearer





### 2002-03 FAFSA, Page 2 Notes for questions 47-48, 81-82

 Applicants instructed to include college savings plans as an investment

47. As of today, what is the net worth of your (and spouse's) current investments? See page 2.

Notes for questions 47-48 (page 4) and 81-82 (page 5)

Net worth means current value minus debt. If net worth is one million or more, enter \$999,999. If net worth is negative, enter 0.

Investments include real estate (do not include the home you live in) that founds, more market funds, mutual funds, certificates of deposit, stocks, stock options, bonds, other securities, education IR. s. college savings plans. I istallment and land sale contracts (including mortgages held), commodities, etc. Investment value includes the market value of these investments as of today. Investment debt means only those debts that are related to the investments.

Investments do not include the home you live in, cash, savings, checking accounts, the value of life insurance and retirement plans (pension funds, annuities, noneducation IRAs, Keogh plans, etc.), or the value of prepaid tuition plans.



## 2002-03 FAFSA, Page 3 The Drug Question

- No change to the Drug Question (Question 35)
- Will continue to set SAR 'C' Code when answer to Question 35 is blank, 2, or 3
- Drug Worksheet sent with SAR if response to question is 3 or blank



#### 2002-03 FAFSA, Page 4 Questions 40 and 74

Changed IRS form line references to allow for the new Federal Rate Reduction Credit.

**40.** Enter the total amount of your (and spouse's) income tax for 2001. Income tax amount is on IRS Form 1040–lines 47 + 52; 1040A–lines 30 + 34; 1040EZ–line 11; or Telefile–line K(2).





#### 2002-03 FAFSA, Page 4 Questions 49 and 57

- Question 49 Current balance of cash, savings, and checking should not include student financial aid
- 49. As of today, what is your (and spouse's) total current balance of cash, savings, and checking accounts. Do not include student financial aid.
  - Question 57 reworded to include dependents of the court
- 57. Are you an orphan, or are you or were you (until age 18) a ward/dependent of the court?.





## 2002-03 FAFSA Worksheets

- Still includes Worksheets A, B, and C
- Untaxed portions of IRA distributions and pensions question on Worksheet B --
  - Split into two separate questions for clarity
  - Added instructions to enter "0" if these untaxed portions are negative

	Untaxed portions of IRA distributions from IRS Form 1040–lines (15a minus 15b) or 1040A–lines (11a minus 11b). Exclude rollovers. If negative, enter a zero here.	\$
	Untaxed portions of pensions from IRS From 1940 lines (16a minus 16b) or 1040A-lines (12a minus 12b). Exclude rollovers. If negative, enter a zero here.	\$



#### 2002-03 Renewal FAFSA

- Pages re-ordered so application opens like a book
- Pre-populated with data from 2001-02 FAFSA
- Questions reworded to correspond to FAFSA changes



 Arrows will print in parental information section if student is dependent; no arrows in parental section if student is independent



## 2002-03 Renewal FAFSA Drug Question (Question 35)

Will roll forward responses to Question 35

Response of 1 will roll forward as 1

Response of 2 will roll forward as 1

Response of 3 will roll forward as 3

Blank responses will roll forward as a blank

 Drug Worksheet included with paper Renewal FAFSA when Question 35 is 3 or blank



# Renewal Application Process

- Action Letter on IFAP in August 2001
- PINs automatically sent instead of paper Renewals to:
  - All 2001-02 web filers
  - Applicants who indicated in 2001-02 that they were graduates or 5th year undergraduates
  - Applicants for whom schools requested that PINs be sent instead of paper Renewal FAFSAs
- PIN mailers alert students of Renewal process and encourage them to reapply using RFOTW





## Renewal Application Process

- Due to low usage and complicated process, the following options have been eliminated --
  - Requesting the CPS to print and send Renewal FAFSAs to schools to distribute to students
  - Requesting that CPS send Renewal
     Application Data (RAD) file to school to print,
     distribute, and then enter and transmit

     Renewal FAFSA data



## Renewal Application Process

- Via FAA Access on the Web, schools were able to request PINs instead of paper Renewal FAFSAs
- Schools automatically received a one-time only file indicating whether student received PIN or paper Renewal FAFSA
- Students who apply for aid after end of Renewal Application Process can reapply using Renewal FAFSA on the Web





#### Renewal Application Process Important Dates

- Oct 1- 26: Schools can request that PINs be mailed to students instead of paper Renewal FAFSAs (Extended to Nov. 30)
- Nov 1: CPS began sending PIN mailers to students
- Nov 1 Nov 9: File of students who received paper Renewal FAFSAs or PINs sent to schools
- Nov 15 Jan 9: CPS mails Renewal FAFSAs to students



#### **2002-03 SAR and ISIR**

- 2002-03 SAR will be blue
- SAR and ISIR record layout follow order of questions on FAFSA
- Draft ISIR record layout available on IFAP



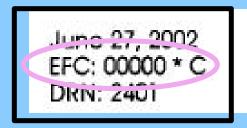


#### 2002-03 ISIR Financial Aid History Information

- NSLDS Postscreening Reason Code increased to 2 characters and additional field values added
- Number of loan records reduced from 12 to 6
- Amount and Date of Last Disbursement fields added for each loan record
- Eliminated FFEL MPN Flag and Lender Code from ISIR



#### Student Aid Report New for 2002-03

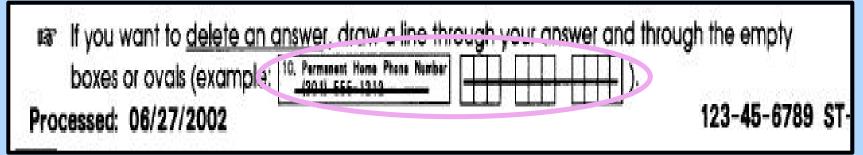


- Verification asterisk (\*) will print near EFC
  - Asterisk refers to Page 1 verification comment text
- SAR 'C' Code will print near EFC
- First comment for student on page 1 will indicate whether SAR was generated as a result of an application or correction

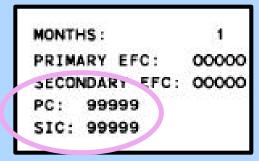
# You (the Student) Here is where you are this year in the process of applying for student financial aid: 1. You applied with a FAFSA<sup>SM</sup>. 2. Now you should check your SAR information. If it is correct, you do not need to return it to us.

#### Student Aid Report New for 2002-03

Graphic example added for deleting answer to question



 Student Contribution (SIC) and Parent Contribution (PC) included in FAA section



- Comment text reorganized and simplified
- Information Acknowledgement improved

Student Aid Report Other Changes

Can no longer do FAA
Adjustments or
Dependency Overrides on
SAR; must be submitted
electronically
(Dependency Overrides
can still be submitted on
paper FAFSA)



#### Additional Changes Edits and Need Analysis

- All rejects will now have associated comments
- Date of Birth edit expanded for applicants
   75 years of age and older







#### Additional Changes Edits and Need Analysis

- AGI assumption modified to exclude non-tax filers
- Changes made to suppress SAR C flag for some Selective Service and INS match situations





#### Additional Changes Edits and Need Analysis

- Increased amounts for low income filers
  - \$1,000 per family member for independents
  - \$2,000 per family member for dependents



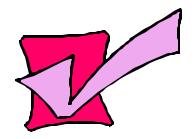
 EFC Offsets and Income Protection Allowances Updated





#### Database Matches

- Automated INS secondary confirmation match implemented
  - Average response turnaround from INS is 72 hours (some cases take longer)
  - Average confirmation rate is 70%

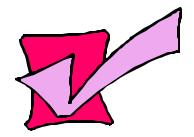






#### Database Matches

- Post-screening prisoner match
  - Implemented for 2001-2002, but turned off due to unexpected results
  - Start up pending for 2002-2003

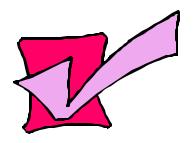






## Other Noteworthy News

- SFA continues to work with Treasury to implement IRS income confirmation match
- Statistical test match conducted with IRS
  - Preliminary results show income discrepancies
  - SFA is taking steps to strengthen verification selection criteria and process



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## Other Noteworthy News

- Federal Student Aid Information Center (1-800-4-FED-AID) will perform assumption overrides for paper filers
- Mainframe Test System available once again
  - Available mid-November
  - Allows testing of application and correction data
  - Participants must have a TG number, but not required to have federal school code
- FAFSA on the Web Customer Service Number Changed to 1-(800)-4-FED-AID



