



SFA4SCHOOLS: The School Portal Project





The School Portal and New and Improved IFAP Tools for Our Partners



Today's Focus:

- **What is the School Portal?**
- **What does the future hold for the School Portal?**
- **How can I provide feedback on this version of the Portal and future enhancements?**
- **What's New and Improved in IFAP?**
- **The Customer Service Call Center - Where Answers Are Found!**



What is a portal?

- A portal is an aggregation point for content, functions, and features using web-based technology with a unifying theme
- Portals typically have the following functionality:
 - **User-friendly**
 - **Aggregate content into categories**
 - **Provide content: news and other information**
 - **Powerful search features**
 - **Communications applications -- email, chat, discussion forums**
 - **Personalization services**
 - **Integration with other web applications and back-end legacy systems**
 - **Re-usability for future development needs**



What Is The School Portal?

A doorway, an entrance, or a gate, especially one that is large and imposing.

An entrance or a means of entrance: the local library, a portal of knowledge.





[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

Optimized for 4.X Browsers and Above - [Download Here](#)

SFA Links*

Reference Library

- [ED Home Page](#)
- [IFAP Home Page](#)
- [SFA Home Page](#)
- [SFA Publications By Title \(IFAP\)](#)
- [SFA Publications By Topic \(IFAP\)](#)

Student Data

- [Direct Loan Consolidation - School Services](#)
- [Direct Loan Entrance Counseling](#)
- [Direct Loan Home Page](#)
- [Direct Loan: Loan Origination](#)
- [Direct Loan Servicing On-line](#)
- [FAA Access on the Web](#)
- [National Student Loan Data System \(NSLDS\) for FAAs](#)
- [Pell/RFMS](#)
- [SFA PIN Registration](#)

Book Store

- [SFA Publications and How to Order](#)
- [SFA Technical Support \(technical references and assistance\)](#)
- [Student Aid Internet Gateway \(SFA software downloads\)](#)

Participation & Funding

SFA Headlines

[More Headlines](#)

SFA News

- [Federal Job Opportunities for Students - Help Spread the Word!](#)
- [Read All About the Upcoming "SFA to the Internet" Project](#)

SFA Search Tool

SFA Links & IFAP Database



[Advanced Search](#) [About this Search](#)

My SFA- Sign Up Now!

USERNAME:

[Privacy Statement](#)

PASSWORD:



[CUSTOMIZE YOUR LINKS!](#)

SFA Calendar

[Events](#)

[Deadlines](#)

[Training](#)

[NPRMs](#)

< July 2001 >

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

Sunday, July 22

- [2001 NASFAA Conference](#)



Five (5) Portal Areas

- SFA Links - all SFA web-enabled systems
- SFA Headlines - categorized as either “SFA News” or “SFA Policy and Rule Changes”
- SFA Search Tool - across the “links” and/or within IFAP publications
- My SFA - customize the look of Your Portal Home Page
- SFA Calendar - Deadline dates, Training/Conference dates, Events and NPRM comment due dates.



SFA Links*

Reference Library

- [ED Home Page](#)
- [IFAP Home Page](#)
- [SFA Home Page](#)
- [SFA Publications By Title \(IFAP\)](#)
- [SFA Publications By Topic \(IFAP\)](#)

Student Data

- [Direct Loan Consolidation - School Services](#)
- [Direct Loan Entrance Counseling](#)
- [Direct Loan Home Page](#)
- [Direct Loan: Loan Origination](#)
- [Direct Loan Servicing On-line](#)
- [FAA Access on the Web](#)
- [National Student Loan Data System \(NSLDS\) for FAAs](#)
- [Pell/RFMS](#)
- [SFA PIN Registration](#)

Book Store

- [SFA Publications and How to Order](#)
- [SFA Technical Support \(technical references and assistance\)](#)
- [Student Aid Internet Gateway \(SFA software downloads\)](#)

Participation & Funding

- [Application for Approval to Participate in SFA Programs \(E-App and recertification\)](#)
- [Grants Administration and Payment Systems \(GAPS and E-payments\)](#)
- [PEPS - Postsecondary Education Participants System](#)
- [SFA Quality Assurance Program](#)

Training/Conferences

- [SFA Conferences](#)
- [SFA University \(training\)](#)

SFA Links

Reference Library - Links to the ED, SFA and IFAP Home pages and IFAP Publications pages (title and topic)

Student Data - Links to Direct Loan Consolidation School Services, DL Entrance Counseling, DL Home Page, DL Origination, DL Servicing, NSLDS, Pell/RFMS and SFA PIN

Book Store - Order publications, download software and technical pubs, SAIG

Participation & Funding - GAPS, PEPS data, E-App and QAP

Training/Conferences - SFA University, and SFA Conferences (IFAP)



SFA Headlines presented as either:

SFA News (Announcements, Dear Partner Letters, etc.)

- SFA Policy and Rule Changes (Federal Registers, Regulation Compilations, etc.)

- “Old” Headlines are archived

SFA Headlines

[More Headlines](#)

SFA News

- [Federal Job Opportunities for Students - Help Spread the Word!](#)
- [Read All About the Upcoming "SFA to the Internet" Project](#)



Click on “More Headlines” to see the list of archived headlines

Headline Archives

JUNE 28, 2001

- [NSLDS Transfer Monitoring Process Specs](#)
- [Need Pell funds? It's a matter of degree \(Q 34&55\)](#)

JUNE 25, 2001

- [New FAA Training, August 13-17 in Madison, WI](#)

JUNE 20, 2001

- [2002 Direct Loan Conference in Baltimore, MD](#)
- [Federal Job Opportunities for Students - Help Spread the Word!](#)
- [Registration Deadline for National Default Prevention Day is Nearly Here!](#)

JUNE 19, 2001

- [2000-2001 CPS Cycle Submission Deadlines](#)

JUNE 18, 2001

- [Updating the Federal School Code File](#)

JUNE 12, 2001

- [2001-2002 SFA Handbook is available in PDF Format](#)

JUNE 07, 2001

- [Interest Rates for Stafford and PLUS Loans in the DL and FFEL Programs](#)

JUNE 06, 2001

- [Interest Rates for Stafford and PLUS Loans](#)

MAY 07 2001



SFA Search

Powerful natural language queries

- Search across the SFA links **and** within the IFAP publications
- Search only across the SFA Links (up to security pages)
- Search the IFAP publications

SFA Search Tool

SFA Links & IFAP Database ▼

[Advanced Search](#) [About this Search](#)

SFA Search Tool

SFA Links & IFAP Database ▼

SFA Links & IFAP Database

SFA Links

IFAP Database

[Advanced Search](#) [About this Search](#)



With the Advanced Search...Choose Number of Results, and Result Threshold

SFA Advanced Site Search

1) Search the SFA related site by entering the search term(s)

Show short summary

Number of results: 50 ▼

Minimum result threshold: 10% ▼



And...Select Which Sites to Search and/or Use Another Search Tool

2) Check the boxes next to the SFA Site(s) against which you wish to conduct your search :

Student Data

- [NSLDS-National Student Loan Data System](#)
- [Pell-RFMS](#)
- [LO-Direct Loan Origination System](#)
- [DLSS-Direct Loan Servicing System](#)
- [FAFSA](#)
- [Loan Consolidation](#)

Book Store

- [Bulk Publication Ordering System](#)
- [SFA Download Site](#)
- [Technical Publications](#)

Participation & Funding

- [GAPS-Grants Administration and Payment System](#)
- [PEPS-Postsecondary Education Participants System](#)
- [Application to Participate and for Recertification](#)

Training/Conferences

- [SFA Conferences](#)

Search Resources

- [hotbot](#)
- [go](#)
- [google](#)
- [yahoo](#)



Detailed Search Results

SFA Search

Search Results 1 to 10 of 12

[Weight](#) Title

- 96% [**ED'S E-SIGN GOES LIVE, ENABLING PAPERLESS STUDENT LOAN PROCESS**](#) [Suggest?](#)
FOR RELEASE: July 6, 2001 Contact: Jane Glickman (202) 401-1307 Stephanie Babyak (202) 401-2311 ED's E-Sign Goes Live, Enabling Paperless Student Loan Process The U.S. Department of Education has passed a major milestone in efforts to modernize its massive student loan systems.
- 84% [**IFAP - Electronic Announcements**](#) [Suggest?](#)
SFA Information for Financial Aid Professionals U.S. Department of Education Publication Date: July 11, 2001 Author: SFA Communications Office Summary: ED'S E-SIGN GOES LIVE, ENABLING PAPERLESS STUDENT LOAN PROCESS UNITED STATES DEPARTMENT OF EDUCATION NEWS FOR RELEASE July 6, 2001 Contact: Jane Glickman (202) 401-1307 Stephanie Babyak (202) 401-2311 ED'S E-SIGN GOES LIVE, ENABLING PAPERLESS STUDENT LOAN PROCESS The U.S.
- 84% [**IFAP - Federal Registers**](#) [Suggest?](#)
As a consequence of the publication of this notice, and under section 107 (b) of the E-Sign Act, the authority of a program participant to retain a required record in electronic form, in instances where that authority did not previously exist, will become effective on June 1, 2001, rather than on March 1, 2001.
- 84% [**IFAP - Electronic Announcements**](#) [Suggest?](#)
As a consequence of the publication of this notice, and under section 107 (b) of the E-Sign Act, the authority of a program participant to retain a required record in electronic form, in instances where



Customizing My SFA

Click on “Sign Up Now” to obtain an ID and establish your password

My SFA- Sign Up Now!

USERNAME:

PASSWORD:

[Privacy Statement](#)

CUSTOMIZE YOUR LINKS!

go

Sign Up for My SFA

Why sign up for My SFA? With our customizable Portal, you can:

- Customize Your Links:** You can choose which SFA sites appear in your MY SFA Schools Portal.
- Add Personal Links:** You can create and save your own favorite links into the My SFA Schools Portal.

To sign up, please fill out the form below. All fields are required.

Your First Name: (Max 50 characters)

Your Last Name: (Max 50 characters)

Your E-Mail: (Max 100 characters)

Choose a password: (Max 16 characters)

Confirm password: (Max 16 characters)



Customizing My SFA

Enter your Username (ID) and password, then hit the “GO” button to see your choices for customization

USERNAME:	<input type="text" value="CKennedy"/>	Privacy Statement
PASSWORD:	<input type="password" value="*****"/>	CUSTOMIZE YOUR LINKS!
<input type="button" value="go"/>		



Customizing My SFA

Customize My SFA

Click on a button below to
customize Your SFA!

[Change Password](#)

[SFA Links](#)

[My Bookmarks](#)



Choose the SFA Links You Want to Display

Customize your SFA Links

Please select the SFA links you wish to view.

Reference Library

- IFAP Home Page
- SFA Publications By Topic
- SFA Publications By Title

Student Data

- Direct Loan Consolidation - School Services
- Direct Loan Entrance Counseling
- Direct Loan Home Page
- Direct Loan: Loan Origination
- Direct Loan Servicing On-line
- National Student Loan Data System (NSLDS) for FAAs
- Pell/RFMS

Book Store

- Bulk Publication Ordering System
- SFA Technical Support (technical references and assistance)
- Student Aid Internet Gateway (SFA software downloads)

Participation and Funding

- Application for Approval to Participate in SFA Programs (E-App and recertification)
- Grants Administration and Payment Systems (GAPS and E-payments)
- PEPS - Postsecondary Education Participants System



Add Personal Bookmarks to Your Customized SFA Portal Page



Schools Channel

U.S. Department of Education
Student Financial Assistance

Sunday, May 20

"We Help Put America Through School"

[My SFA](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

[Log out and return to Home Site](#)

Optimized for 4.X Browsers and Above - [Download Here](#)

Add New Bookmark

[Help](#)

Title

URL

[Add](#)

[Clear](#)

Edit My Bookmarks

[Help](#)

Title	URL		
SFA Intranet	http://sfanet	Update	Delete
VRE	http://www.vre.org	Update	Delete



An Example of a Customized “MY SFA” Page



Schools Channel

U.S. Department of Education
Student Financial Assistance

Wednesday, July 18

"We Help Put America Through School"

[My SFA](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

[Log out and return to Home Site](#)

Optimized for 4.X Browsers and Above - [Download Here](#)

SFA Links*

Reference Library

- [IFAP Home Page](#)
- [SFA Publications By Topic](#)
- [SFA Publications By Title](#)

Book Store

- [SFA Technical Support \(technical references and assistance\)](#)
- [Student Aid Internet Gateway \(SFA software downloads\)](#)

Participation and Funding

- [PEPS - Postsecondary Education Participants System](#)

Training/Conferences

- [SFA Conferences](#)
- [SFA University \(training\)](#)

Personal Bookmarks

- [VRE](#)
- [SFANet](#)

*To return to the portal from an SFA Link, close the browser window.

SFA Headlines

[More Headlines](#)

SFA News

- [Federal Job Opportunities for Students - Help Spread the Word!](#)
- [Read All About the Upcoming "SFA to the Internet" Project](#)

SFA Search Tool

SFA Links & IFAP Database



[Advanced Search](#) [About this Search](#)

Customize My SFA

Welcome back, Kennedy!

Click on a button below to customize Your SFA!

[Change Password](#)

[SFA Links](#)

SFA Calendar

Events **Deadlines** **Training** **NPRMs**

< **July 2001** >

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

Sunday, July 22

- [2001 NASFAA Conference](#)



What's Happening in SFA?

Check the SFA Calendar!

- Title IV deadlines and due dates
- Training and conference opportunities
- Comment due dates for NPRMs
- SFA publication availability

SFA Calendar						
<u>Events</u>		<u>Deadlines</u>		<u>Training</u>		<u>NPRMs</u>
<		July 2001			>	
Su	Mo	Tu	We	Th	Fr	Sa
<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>
<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>
<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>	<u>20</u>	<u>21</u>
<u>22</u>	<u>23</u>	<u>24</u>	<u>25</u>	<u>26</u>	<u>27</u>	<u>28</u>
Sunday, July 22						
• <u>2001 NASFAA Conference</u>						



Monthly Calendar View

[Log out and return to Home Site](#)

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All Categories

[Events](#)

[Deadlines](#)

[Training](#)

[NPRMs](#)

Sunday, July 1

- [Updating the Federal School Code File](#)

Monday, July 2

- [Updating the Federal School Code File](#)
- [Deadline for Submission of 2000-2001 FAFSA \(paper, on the WEb or FAFSA Express\)](#)

Tuesday, July 3

- [Updating the Federal School Code File](#)

Wednesday, July 4

- [Updating the Federal School Code File](#)

Thursday, July 5

- [Updating the Federal School Code File](#)

Friday, July 6

SFA Calendar						
<	July 2001					>
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4



Monthly Calendar View of "Training"

[Log out and return to Home Site](#)

Optimized for 4.X Browsers and Above - [Download Here](#)

Training

[Events](#)

[Deadlines](#)

[Training](#)

[NPRMs](#)

Monday, July 9

- [2001 Precertification Training](#)

Tuesday, July 10

- [2001 Precertification Training](#)
- [2001 Direct Loan Basic Region 7 Wkshop](#)

Wednesday, July 11

- [2001 Precertification Training](#)
- [2001 Direct Loan Basic Region 9 Workshop](#)
- [2001 Direct Loan Update Region 7 Workshop](#)
- [2001 Direct Loan Update Region 9 Workshop](#)

Thursday, July 12

- [2001 Precertification Training](#)
- [2001 Direct Loan Update Region 5 Workshop](#)
- [2001 Direct Loan Update Region 9 Workshop](#)

SFA Calendar						
<	July 2001					>
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4





Training Event Links to Details

2001 Precertification Training

2001 Precertification Training is a basic, but comprehensive study of the Title IV programs. Participants learn about the roles and responsibilities of student financial aid personnel, along with the significant issues affecting the operations of a student financial aid office. All postsecondary schools that are new to the Title IV programs must send one CEO/President to training 9:00 a.m.- 5:00 p.m. Monday and Tuesday. However, the CEO/President is also welcome to stay for the entire week of training. A financial aid administrator for the school must attend all four and one-half days of training.

If your school is undergoing a change of ownership, please contact the Case Management Team in your region for further guidance on your training requirement. You may access the Case Management Teams by going to the *Schools Channel Website* at:

<http://sfa4schools.sfa.ed.gov> and selecting the "Contacts" button.



Please Note: If you are a new financial aid professional, but your school is already participating in the Title IV programs, then [New Financial Aid Administrator Training](#) is ideal for you!

All 2001 Precertification Training Workshops will be held in the U. S. Department of Education's Regional Training Facilities (RTFs):

- Denver RTF
July 9 - 13
- Chicago RTF
Sept. 10 - 14
- San Francisco RTF
Dec. 3 - 7
- Boston RTF
Dates to be Determined

How to Register:

Please click on the [SFA University On-line Registration Site](#) to officially register for Precertification Training.

Your registration will be confirmed by e-mail. In the event of a workshop cancellation, you will be notified either by e-mail or telephone.

We encourage you to wait until you have received your registration confirmation before making any nonrefundable travel arrangements.

If you experience any difficulty in registering for a



Monthly Calendar View of "NPRMs"



Schools Channel

U.S. Department of Education
Student Financial Assistance

Thursday, May 17

"We Help Put America Through School"

[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

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NPRMs

[Events](#)

[Deadlines](#)

[Training](#)

[NPRMs](#)

Friday, March 16

Electronic Signatures in Global and National Commerce Act (E-Sign Act), public law 106-229

- [Send comments about this NPRM](#)

Regulation Parts Affected:

- None

SFA Calendar

SFA Calendar						
<	March 2001					>
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



NPRM Title Links to Text of NPRM

[Home](#) [What's New](#) [Customer Feedback](#) [Site Map](#)



SFA Information for Financial Aid Professionals
U.S. Department of Education



Posted on February 28, 2001

On February 27, 2001, Secretary of Education Rod Paige signed an Advance Notice of Proposed Rulemaking (ANPRM), which was forwarded to the Federal Register for publication. This advance notice announces that the Secretary will propose regulations to carry out the electronic record retention provisions of the Electronic Signatures in Global and National Commerce Act (E-Sign Act), public law 106-229.

The Regulations will set forth performance standards regarding the accuracy, integrity, and accessibility of electronic records and would apply to lenders, guaranty agencies, schools, and other parties administering any student financial assistance program authorized under Title IV of the Higher Education Act of 1965, as amended.

The notice invites comments, due by March 16, 2001.

The ANPRM, with Secretary Paige's signature, is attached in a pdf file, which can be opened with Adobe Acrobat Reader. The advance notice without signature appears as text below.

4000-O1-U

DEPARTMENT OF EDUCATION

34 CFR Part 50



Regulation Parts Identified and On-line Comment Capability Built In



Schools Channel

U.S. Department of Education
Student Financial Assistance

Thursday, May 17

"We Help Put America Through School"

[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

Optimized for 4.X Browsers and Above - [Download Here](#)

NPRMs

[Events](#)

[Deadlines](#)

[Training](#)

[NPRMs](#)

Friday, March 16

Electronic Signatures in Global and National Commerce Act (E-Sign Act), public law 106-229

- [Send comments about this NPRM](#)

Regulation Parts Affected:

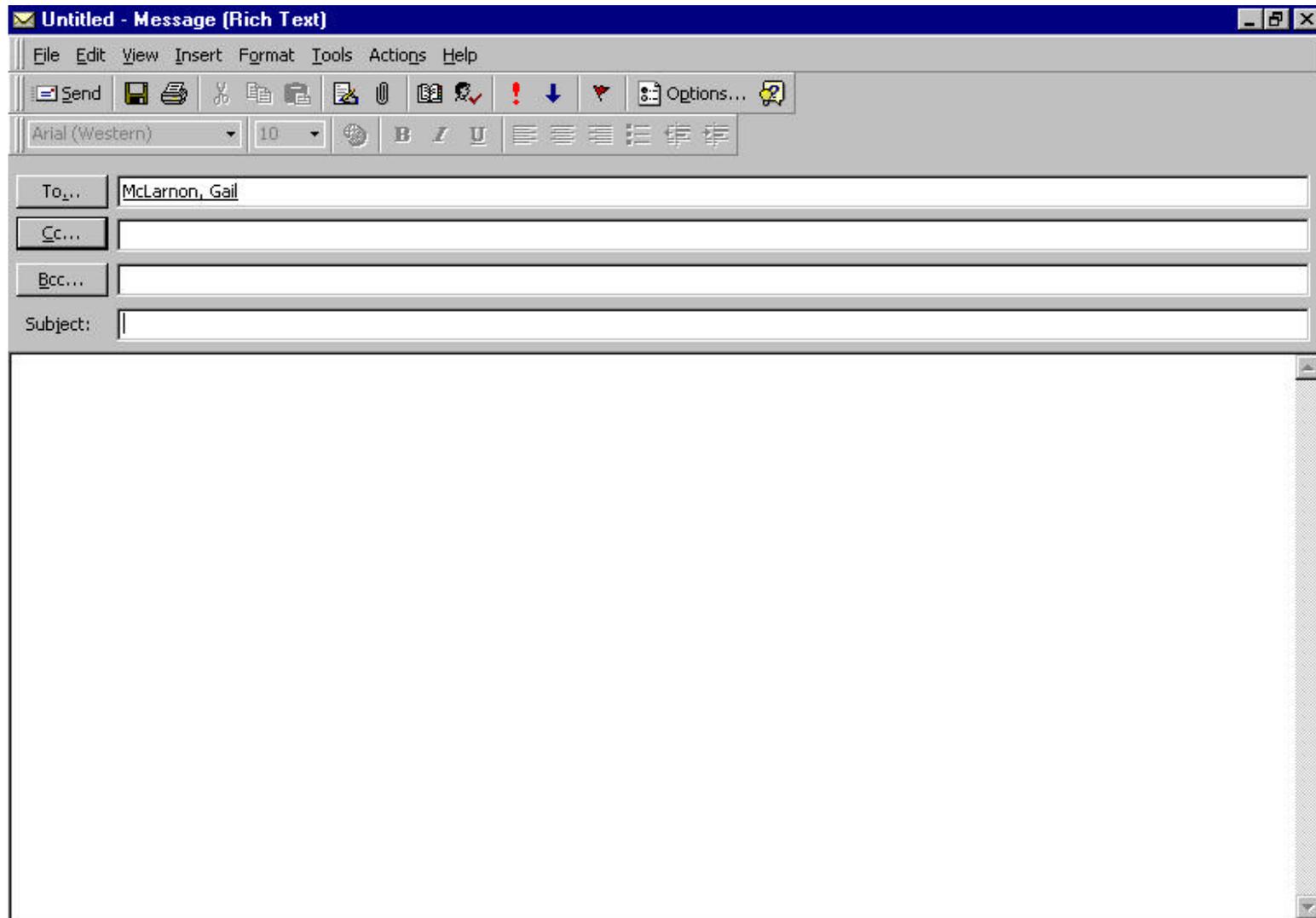
- None

SFA Calendar

SFA Calendar						
<	March 2001					>
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



Send Your Comments on the NPRM Directly From the SFA Calendar





Portal Help available on-line, by phone and/or by email!



Schools Channel

U.S. Department of Education
Student Financial Assistance

Friday, November 11

"We Help Put America Through School"

[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

Optimized for 4.0 Browsers and Above - [Download Here](#)

SFA Schools Portal Help

Welcome to the SFA Schools Portal Help section. This section will guide you in the use of the SFA Schools Portal. You may also contact the SFA Customer Service Call Center at **1-800-433-7327**, or e-mail them at sfa_customer_support@ed.gov.

Please choose a topic below to receive help:

- **The SFA Schools Portal**
 - [Parts of the SFA Schools Portal](#)
- **SFA Schools Portal Calendar**
 - [Using the Calendar](#)
- **SFA Schools Portal Integrated Search**
 - [Searching the SFA Schools Portal sites](#)
 - [Using the Advanced Search interface](#)
- **My SFA**
 - [Logging into My SFA](#)
 - [Changing your Password](#)
 - [Customizing your SFA Links](#)
 - [Adding your own bookmarks](#)



Frequently Asked Questions On-Line



Schools Channel

U.S. Department of Education
Student Financial Assistance

Friday, November 10

"We Help Put America Through School"

[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

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SFA Schools Portal Frequently Asked Questions

Questions

- **General Questions**

- [What is SFA Schools Portal?](#)
- [What is My SFA?](#)
- [What can I customize in the SFA Schools Portal?](#)
- [Can I customize the appearance of the SFA Schools Portal?](#)
- [What browsers does the SFA Schools Portal support?](#)

- **Problems Logging In/User Issues**

- [What do I do if I forgot my username/password?](#)
- [Can I change my user information?](#)
- [I bookmarked my customized My SFA page. Why won't it load when I click on it?](#)

- **Other Issues**

- [Resizing problems with Netscape](#)

General Questions

What is SFA Schools Portal?

SFA Schools Portal is the Department of Education's Student Financial Assistance Portal. It provides a gateway to other SFA sites, along with displaying SFA News headlines and a calendar of events.

What is My SFA?

My SFA is a customizable version of the SFA Schools Portal. By signing up for a My SFA account, you will be able to choose which SFA site links you see, as well as add your own bookmarks to the list of links.

What can I customize in the SFA Schools Portal?

If you create a My SFA account by clicking on the "Sign Up Now" link in the My SFA panel in the SFA Schools Portal, you can quickly and easily customize your SFA Links panel by choosing which links you see, or adding your own bookmarks.

Can I customize the appearance of the SFA Schools Portal?



Contacts Listing with Phone #s, Email Addresses

Customer Service Centers, Helpful Web sites,

Search Pages, Software/Technical Support



Schools Channel

U.S. Department of Education
Student Financial Assistance

Friday, November 11

"We Help Put America Through School"

[Home](#)

[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

Optimized for 4.0 Browsers and Above - [Download Here](#)

Table of Contents

Section A – Customer Service Centers

1. [CPS Customer Service \(CPS\)](#)
2. [Debt Collection Service \(DCS\)](#)
3. [Default Management Service](#)
4. [Direct Loan Information Centers](#)
5. [FAFSA Web Products/FAFSA Express](#)
6. [Federal Student Aid Information Center](#)
7. [Lender or Guaranty Agency Default Rates](#)
8. [National Student Loan Data System \(NSLDS\)](#)
9. [Pell Grant Customer Service](#)
10. [Campus Based Programs Customer Service](#)
11. [SFA Customer Service Call Center](#)
12. [Closed School Branch](#)
13. [Title IV WAN](#)
14. [Office of the Ombudsman SFA](#)
15. [Case Management Teams](#)
16. [Direct Loan Client Account Managers \(CAMS\)](#)

Section B – Helpful Web Sites for Financial Aid Professionals

1. [Information for Financial Aid Professionals \(IFAP\)](#)
2. [SFA Download](#)
3. [Bulk Publications Ordering System](#)
4. [NSLDS Online](#)
5. [RFMS/Pell Grant Online](#)
6. [Direct Loan Information](#)
7. [SFA Tech](#)
8. [Federal Student Aid Programs Online Applications](#)
9. [Quality Assurance Program](#)
10. [SFA Coach](#)
11. [SFA University](#)
12. [SFA Advisory Committee](#)

Section C – Department of Education Search Pages



Link to Service Descriptions from Table of Contents

Optimized for 4.0 Browsers and Above - [Download Here](#)

11. SFA Customer Service Call Center

Phone: 1-800-433-7327

Fax: 202-260-4199

E-mail Address: sfa_customer_support@ed.gov

Contact the SFA Customer Support Call Center for assistance regarding SFA programs and application delivery issues, and the Information for Financial Aid Professionals (IFAP) web page. The SFA Customer Support Call Center serves as your advocate within ED's School Channel Student Financial Aid programs. Can't get the assistance you need? Contact us. We'll make sure that your concerns are addressed within SFA.

12. Closed School Branch

Phone: 1-800-256-7346

Contact the Closed School Branch at this number for information to assist students and student loan borrowers adversely affected by the closure of a school or by the false certification of their eligibility to borrow.

Problems that are addressed through an informative brochure available through this number include:

- Unpaid refunds
- Poor quality of education and/or student services
- School certification
- False certification
- Denial of further financial aid
- Unavailable school records

This information also includes other telephone numbers, at the state licensing agencies, which are also excellent sources of information on the proprietary, cosmetology and degree granting school that the agencies license to operate. The possible availability or relief through tuition recovery funds or bonds established by these agencies is also indicated.

By request through our receptionist at the above number, or by leaving a message, you can also obtain information, assistance



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U.S. Department of Education
Student Financial Assistance

Friday, November 10

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[Portal Help](#)

[FAQs](#)

[Contacts](#)

[Got a Question?](#)

[Portal Feedback](#)

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Please send us any questions or feedback. To better process your request and to speed up the response, please provide your name and telephone number. This information will allow us to better serve your needs.

Thank you,

Customer Service Call Center
1-800-433-7327

[Click here to send a Portal Question e-mail to the SFA Customer Service Call Center](#)



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How can we improve?

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Schools Channel

U.S. Department of Education
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[Home](#)

[Portal Help](#)

[FAQs](#)

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Please send us any questions or feedback. To better process your request and to speed up the response, please provide your name and telephone number. This information will allow us to better serve your needs.

Thank you,

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Current Publications by
Title
Publications by Topic
Archived Publications by
Title

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SFA Library

[Current Publications by Title](#) [Publications by Topic](#) [Archived Publications by Title](#)

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Default Prevention Day - Deadline Extended
Read All About the Upcoming "SFA to the Internet" Project

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- [Action Letters](#)
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- [Electronic Announcements](#)
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[Home](#) [What's New](#) [Customer Feedback](#) [Site Map](#)



SFA Information for Financial Aid Professionals
U.S. Department of Education



Member Services

Current Publications by
Title
Publications by Topic
Archived Publications by
Title

Search Tool

SFA Customer Support



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SFA Library - Current SFA Publications

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

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[Action Letters](#): All Action Letters from the the last 3 award years to the present are available here.

[Audit Guides](#): The January 2000 "Audit Guide for Schools" and much more is available here.

[Blue Books](#): Accounting, recordkeeping and reporting by postsecondary educational institutions for federally funded student financial aid programs.

[Campus-Based Program Materials](#): The FISAP Form and Instructions, the Perkins Cohort Default Rate Booklet, the Notification of Campus-Based Final Funding for Federal Work-Study (FWS), Federal Supplemental Educational Opportunity Grant (FSEOG), and Federal Perkins Loan Programs (FPLP) Default Status Report are available here.

[Conferences and Presentations](#): SFA/ED presentations given at conferences like the "Electronic Access Conferences" and the annual NASFAA conference are available here, in PDF format.

[Counselor's Handbooks](#): The "Counselor's Handbooks for Postsecondary Schools" from the 1998-1999 award year are available here.

[Dear Partner/Colleague Letters](#): All Dear Partner/Colleague Letters (DCLs) produced by SFA since the beginning of 1995. Or, go directly to the "type" of letter you are looking for by clicking on the appropriate link below:

- [Training Announcements \(ANN type\)](#)
- [Campus-based Programs \(CB type\)](#)
- [Disaster Letters Published by SFA](#)
- [Guarantor Letters \("G" type\)](#)
- [General Distribution Letters \(GEN type\)](#)



“C” is for COD

[Campus-Based Program Materials:](#) The FISAP Form and Instructions, the Perkins Cohort Default Rate Booklet, the Notification of Campus-Based Final Funding for Federal Work-Study (FWS), Federal Supplemental Educational Opportunity Grant (FSEOG), and Federal Perkins Loan Programs (FPLP) Default Status Report are available here.

[Common Origination & Disbursement \(COD\):](#) All information that relates to the upcoming change to the Title IV Delivery System is available here.

[Conferences and Presentations:](#) SFA/ED presentations given at conferences like the "Electronic Access Conferences" and the annual NASFAA conference are available here, in PDF format.

[Counselor's Handbooks:](#) The "Counselor's Handbooks for Postsecondary Schools" from the 1998-1999 award year and the "2001-2002 High School Counselor's Handbook" are available here.

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- [Pell Grant Program \("P" type\)](#)
- [State Student Incentive Grants \(not used since 1998\)](#)

[Default Rate Materials:](#) The Draft and Official FFEL/DL Cohort Default Rate Guides, the Federal Perkins Program Default Rates, and the Cohort Default Guide and Rates for Lenders/Guaranty Agencies are available here, by Cohort Year. You can also link to a searchable database of the current school default rates on this page.



Topical Index for Publications

[Home](#) [SFA Portal](#) [What's New](#) [Feedback](#) [Site Map](#)



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U.S. Department of Education



Member Services

[Current Publications by Title](#)
[Publications by Topic](#)
[Archived Publications by Title](#)

[Search Tool](#)

SFA Customer Support



SFA Library - Publications by Topic

Campus-Based Programs (General Provisions)

[Administrative Cost Allowance \(ACA\)](#)
[Allocation Of Funds](#)
[Fiscal Operations Report And Application To Participate \(FISAP\)](#)
[Fiscal Procedures](#)
[Resources](#)
[Transfer Of Funds](#)

Cash Management

[Authorizations \(Student/Parent\)](#)
[Credit Balances](#)
[Crediting Student Accounts](#)
[Disbursement/Payment](#)
[Early Disbursements](#)
[Excess Cash](#)
[Late Disbursements](#)
[Maintaining Funds](#)
[Notification/Disclosure](#)
[Payment Period](#)
[Prior-year Charges](#)
[Requesting Funds](#)

FAFSA Processing/SAR/ISIR

[Application Ordering System \(AOS\)](#)



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[Home](#) [SFA Portal](#) [What's New](#) [Feedback](#) [Site Map](#)



SFA Information for Financial Aid Professionals
U.S. Department of Education



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Member Services

Current Publications by Title
Publications by Topic
Archived Publications by Title

Search Tool

SFA Customer Support



Dear Partner/Colleague Letters

[08/01/2000](#)

Elimination of the Paper Financial Aid Transcript (FAT)

[07/01/1996](#)

This letter announces the availability of the National Student Loan Data System (NSLDS) to meet the regulatory requirements for obtaining financial aid transcript (FAT) information for purposes of determining student eligibility for Federal Title IV student assistance.

[03/01/1995](#)

This letter provides information regarding the National Student Loan Data System (NSLDS) to schools participating in Title IV aid programs

[07/11/2001](#) [07/11/2001](#)

NSLDS Student Transfer Monitoring Process

[02/01/2001](#) [02/01/2001](#) [2001-2002](#)

This letter transmits A Guide to 2001-2002 ISIRs (previously A Guide to SARs and ISIRs).

[03/01/1996](#) [1996-1997](#)

This letter describes the Title IV Wide Area Network (WAN) services, the receipt of Institutional Student Information Records (ISIRs) through the Electronic Data Exchange (EDE) or the Applicant Data Service (but not both), the National Student Loan Data System (NSLDS), and applicable enrollment procedures. This letter is a replacement of Action Letter #4 (GEN-95-53) dated November 1995 for enrollment to the Title IV WAN.

Electronic Announcements

[07/16/2001](#)

Change in Monitoring Period for the NSLDS Student Transfer Monitoring Process

[01/27/2000](#)

2000-2001 Financial Aid Transcript (FAT) Batch Record Layout

[06/23/1999](#)

Revised 1999-2000 Financial Aid Transcript (FAT) Batch Record



“Archived” Publications (older than 3 years)

[Home](#) [What's New](#) [Customer Feedback](#) [Site Map](#)



SFA Information for Financial Aid Professionals
U.S. Department of Education



Member Services

Current Publications by Title
Publications by Topic
Archived Publications by Title

Search Tool

SFA Customer Support



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[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

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[Home](#) [SFA Portal](#) [What's New](#) [Feedback](#) [Site M](#)



SFA Information for Financial Aid Professionals
U.S. Department of Education



Member Services

Current Publications by
Title
Publications by Topic
Archived Publications by
Title

Search Tool

SFA Customer Support



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[Home](#) [SFA Portal](#) [What's New](#) [Feedback](#) [Site Map](#)



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U.S. Department of Education



Member Services

Current Publications by
Title
Publications by Topic
Archived Publications by
Title

Search Tool

SFA Customer Support



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- Accrediting
- Action Letters
- Audit Guides
- Blue Books
- Campus Programs
- Presentations
- Counselor Handbooks
- Colleague Letters
- Default Rate
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Home SFA Portal What's New Feedback Site Map



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U.S. Department of Education



er Services

Publications by
Title

ions by Topic

Publications by
Title

arch Tool

ustomer Support



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Posted on February 28, 2001 On February 27, 2001, Secretary of Education Rod Paige signed an Advance Notice of Proposed Rulemaking (ANPRM), which was forwarded to the Federal Register for publication. This advance notice announces that the Secretary will propose regulations to carry out the electronic record retention provisions of the Electronic Signatures in Global and National Commerce Act (E-Sign Act), public law 106-229. The Regulations will set forth performance standards regardi
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[Home](#) [What's New](#) [Customer Feedback](#) [Site Map](#)



SFA Information for Financial Aid Professionals
U.S. Department of Education



Publication Date: 03/08/2001

FRPart:

Page Numbers:

Summary: Advanced Notice of Proposed Rulemaking for Electronic signatures

Posted on March 9, 2001

Advanced Notice of Proposed Rulemaking

March 8, 2001

The Federal Register recently published an Advance Notice of Proposed Rulemaking (ANPRM) for the Department of Education. [A text copy of the ANPRM follows this brief message.] We want to provide you with some background about the ANPRM and to tell you what it is and, more importantly, what it is not.

The ANPRM simply announces that the Secretary will be proposing regulations, that is he will publish a Notice of Proposed Rulemaking (NPRM), to carry out the electronic record retention provisions of the Electronic Signatures in Global and National Commerce Act (E-Sign Act), Public Law 106-229. The ANPRM is not a proposed rule nor does it suggest, with any specificity, what the proposed rules will be. That detail will be included in the NPRM when it is published.

The ANPRM does provide the public with an opportunity to provide the Secretary with comments on the general issue of performance standards for record retention of electronic records. These



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[Home](#) [SFA Portal](#) [What's New](#) [Feedback](#) [Site Map](#)



SFA Information for Financial Aid Professionals
U.S. Department of Education



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Current Publications by
Title
Publications by Topic
Archived Publications by
Title

Search Tool

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[Home](#) [What's New](#) [Customer Feedback](#) [Site Map](#)



SFA Information for Financial Aid Professionals
U.S. Department of Education



Member Services

Current Publications by
Title
Publications by Topic
Archived Publications by
Title

Search Tool

SFA Customer Support



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Please use the form below to register with IFAP. The requested information will enable us to better service our partners in the financial aid community.

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Last Name*:

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Financial Aid Professional Group*:

If you selected other for Financial Aid Professional Group, please specify your exact group classification.

Would you like to participate in discussion groups with users of similar interests? Yes No

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[Home](#) [What's New](#) [Customer Feedback](#) [Site Map](#)



SFA Information for Financial Aid Professionals
U.S. Department of Education



Member Services

Current Publications by
Title
Publications by Topic
Archived Publications by
Title

Search Tool

SFA Customer Support



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IFAP Member Services Menu

- [SFA Customer Service Organizations](#)
- [Subscription Options](#)
- [Customized Search](#)
- [Change Password](#)
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Member Services

Current Publications by
Title
Publications by Topic
Archived Publications by
Title

Search Tool

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Have a question about Federal Student Financial Aid or one of the SFA services the Department of Education provides? Contact one of our **Customer Service Centers**.

The following list identifies the various SFA Customer Service Centers, the types of service provided by each and how to contact the Customer Service Representative.

Table of Contents

Section A – Customer Service Centers

1. [CPS/WAN Technical Support \(CPS\)](#)
2. [Debt Collection Service \(DCS\)](#)
3. [Default Management Service](#)
4. [Direct Loan Information Centers](#)
5. [FAFSA Web Products/FAFSA Express](#)
6. [Federal Student Aid Information Center](#)
7. [Lender or Guaranty Agency Default Rates](#)
8. [National Student Loan Data System \(NSLDS\)](#)
9. [Pell Grant Customer Service](#)
10. [Campus Based Programs Customer Service](#)
11. [SFA Customer Service Call Center](#)
12. [Closed School Branch](#)
13. [Title IV WAN - CPS/WAN Technical Support](#)
14. [Office of the Ombudsman SFA](#)
15. [Case Management Teams](#)
16. [Direct Loan Client Account Managers \(CAMS\)](#)



11. SFA Customer Service Call Center

Phone: 1-800-433-7327

Fax: 202-260-4199

E-mail Address: sfa_customer_support@ed.gov

Contact the SFA Customer Support Call Center for assistance regarding SFA programs and application delivery issues, and the Information for Financial Aid Professionals (IFAP) web page. The SFA Customer Support Call Center serves as your advocate within ED's School Channel Student Financial Aid programs. Can't get the assistance you need? Contact us. We'll make sure that your concerns are addressed within SFA.

Send us an E-mail. [Click here](#) to compose and send a question, concern or suggestion to us.

12. Closed School Branch

Phone: 1-800-256-7346

Contact the Closed School Branch at this number for information to assist students and student loan borrowers adversely affected by the closure of a school or by the false certification of their eligibility to borrow.

Problems that are addressed through an informative brochure available through this number include:

- Unpaid refunds
- Poor quality of education and/or student services
- School certification
- False certification
- Denial of further financial aid
- Unavailable school records

This information also includes other telephone numbers, at the state licensing agencies, which are also excellent sources of information on the proprietary, cosmetology and degree granting school that the agencies license to operate. The possible availability or relief through tuition recovery funds or bonds established by these agencies is also indicated.



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[Home](#) [What's New](#) [Customer Feedback](#) [Site Map](#)



SFA Information for Financial Aid Professionals
U.S. Department of Education



Member Services

Current Publications by
Title
Publications by Topic
Archived Publications by
Title

Search Tool

SFA Customer Support



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ALL registered IFAP customers will automatically receive an electronic mail message that summarizes the new additions to IFAP for the week. IFAP web site updates average 8-10 documents per week. You must visit the IFAP web site (<http://ifap.ed.gov>) to read, print and/or download the actual document. To accept the default IFAP Subscription press the submit button at the bottom of this form. If you need more timely updates for specific items choose options 2, 3 and/or 4. Click on the options listed below for further details and selection criteria. You can select more than one option. Even if there is overlap in your selection, the system is designed not to send you duplicate notifications of the same document.

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[2\) Frequently Generated IFAP Additions](#)

Choose this option to receive notification of the six most frequently generated IFAP documents approximately 48 hours after new documents are available.

[3\) Additional Publications By Publication Type](#)

Choose this option to receive your selection of IFAP additions by Publication Type approximately 48 hours after new documents are available.

[4\) Additional Publications By Program/Service](#)

Choose this option to receive your selection of IFAP additions by Program/Service approximately 48 hours after new documents are available.

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Dear Partner:

Student Financial Assistance (SFA) is pleased to provide you with this electronic notification of recent additions to the "Information for Financial Aid Professionals" (IFAP) website <http://www.ifap.ed.gov>. This email is being sent to you as a result of the "Subscription Options" you selected.

New additions as of: 07/14/2001

ELECTRONIC ANNOUNCEMENTS

Program/Service: Title IV WAN/Electronic Data Exchange(EDE)| EDEExpress, Title IV WAN/Electronic Data Exchange(EDE)| Field/Record Descriptions

10-Jul-01

Summary: Edit 1060 when saving a PLUS loan record in 2001-2002 EDEExpress
<http://ifap.ed.gov/eannouncements/0710cm3732EditPLUS.html>

ELECTRONIC ANNOUNCEMENTS

Program/Service: Cash Management| Excess Cash, Title IV WAN/Electronic Data Exchange(EDE)| Direct Loan Information (EDE)

09-Jul-01

Summary: Cash Summary Report



Option 2: Frequently Generated Additions

2) FREQUENTLY GENERATED IFAP ADDITIONS

Some of the publications offered on IFAP are very time sensitive. You may not want to wait a week to be notified that these documents are available.

We have identified those publication types that are generated frequently. When you select one (or more) of these publications from the list below, we will send you an electronic mail notice within 48 hours of posting that type of document on IFAP. Please note that the email will not contain the document but will provide you with a summary of the content of the document. You must visit the IFAP website (<http://ifap.ed.gov>) to read, print and/or download the actual document.

- Action Letters
- Dear Partner/Colleague Letters
- Direct Loan Bulletins
- Electronic Announcements
- Policy Bulletins
- Select ALL Frequently Generated Additions

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Option 3: Choose by Publication Type

3) ADDITIONAL PUBLICATIONS BY PUBLICATION TYPE

Depending on your role in financial aid, you may have a need for more immediate notification of the addition of other publications on IFAP. You may also elect to receive the "within 48 hours" email notice for the following publications.

PLEASE KEEP THESE SELECTIONS TO A MINIMUM TO AVOID OVERLOADING OUR RESPECTIVE EMAIL SYSTEMS. Remember that if you selected option 1) Weekly Summary of All New Postings, you will be notified of new postings of the following Publication types via the automatic weekly email summary.

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- Audit Guides
- Blue Books
- DRAFT SFA Publications
- Counselor's Handbooks
- Default Rate Materials
- Direct Loan Fact Sheets
- Direct Loan Newsletters
- Direct Loan Pamphlets
- Direct Loan School Guides
- Direct Loan Technical References
- EDConnect For Windows User's Guide
- EDE Technical References
- EFC Formula
- FAFSAs And Renewal FAFSAs
- Federal Registers
- FFEL Special Allowance Rates
- FFEL Variable Interest Rates
- FWS Resource Guide



Option 4: By Subject/Topic

4) ADDITIONAL PUBLICATIONS BY PROGRAM/SERVICE

All of the publications made available on the IFAP website are indexed according to the program or service to which they relate. If your involvement with financial aid is specific to a program or service, you may wish to receive email notifications of new postings related to a particular program or service.

To receive the "within 48 hours" email notification of new postings related to your field, select the program(s) or service(s) from the list below which most closely relate to your job.

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- Campus-Based Programs (General Provisions)
- Cash Management
- FAFSA Processing/SAR/ISIR
- Federal Family Education Loan (FFEL) Program
- Federal Pell Grant Program
- Federal Perkins Loan Program
- Federal Supplemental Educational Opportunity Grant (FSEOG) Program
- Federal Work-Study (FWS) Program
- Higher Education Programs
- Institutional Eligibility And Participation
- National Student Loan Data System (NSLDS)
- Refunds And Repayments
- State Student Incentive Grant (SSIG) Program
- Student Eligibility
- Title IV WAN/Electronic Data Exchange(EDE)
- Training/Conferences/Meetings
- Verification



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Current Publications by Title
Publications by Topic
Archived Publications by Title

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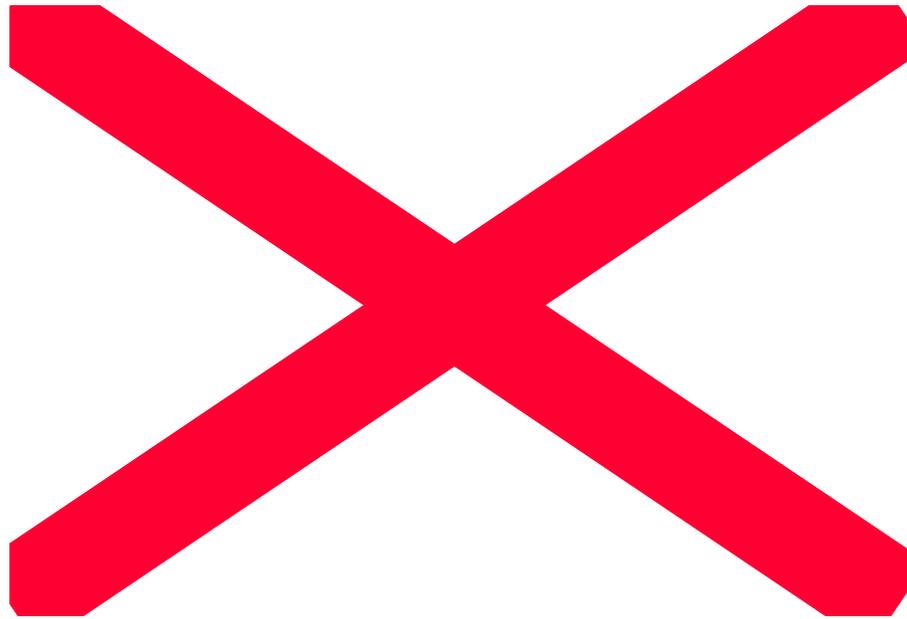
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We're Here to Serve You!

The *Customer Service Call Center* is a group of highly motivated, highly trained, totally committed group of Federal employees who have the following responsibilities:

- “One Call Does It All”
- Enhancing and maintaining IFAP
- Populating and maintaining the Schools Portal web site



Our Mission Statement Says it All

Mission Statement: To foster an improved flow of information and promote customer service ideals in the student financial assistance community





Let Us Assist You!

Customer Service Call Center responsibilities

- Respond to calls, letters, and faxes on any Title IV related issue
- Maintain, update and enhance the IFAP and the School Portal websites





How to Reach the Customer Service Call Center

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