

# Session 37A



## IFAP and The FSA Schools Portal: What They Are and Why You Need Them.

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**Vicki Adkins**  
**Presenter**

# Objectives

## **Online Resource tools**

- **FSA Schools Portal**
- **Information for Financial Aid Professionals - IFAP**

## **Listserv**

- **FSA Tech**

## **Customer Service Center**

- **Customer Service Call Center**

# Online Resource Tools

## **Access to FSA Schools Portal and IFAP Required**

- **Federal Register/Vol. 62 No.182 (9/14/1997  
Notice)**

## **Usage of FSA Schools Portal and IFAP**

- **FSA Schools Portal - over 6,000 visitors per  
week**
- **IFAP – Over 60,000 visitors per week**
- **IFAP – 10 Years of Publications**

## **Online Resource tools**

- ▶ **FSA Schools Portal**
- ▶ **Information for Financial Aid Professionals - IFAP**

## **Listserv**

- ▶ **FSA Tech**

## **Customer Service Center**

- ▶ **Customer Service Call Center**

# FSA Schools Portal

## <http://fsa4schools.ed.gov>

The screenshot shows the FSA Schools Portal website. At the top, it features the U.S. Department of Education logo and the text 'FSA Schools Portal'. Below this is a navigation bar with links for HOME, Search, MY FSA, Other Links, Help Center, Feedback, Privacy, and IFAP. A search box is also present with the text 'FSA Links & IFAP Database' and a 'Go' button.

The main content area is divided into three columns:

- Resources & Training:** A list of links including IFAP Home Page, Conferences, Default Management, FSA Self-Assessments Tool, ISIR Analysis Tool, Listserves/Mailing Lists, Publications and How to Order, School/Lender/Program Data, Software and Manuals: SAIG, Training (TFAP), Videoconferences, and Contacts.
- FSA Calendar:** A calendar for October 2004. The calendar shows dates from 3 to 31. Below the calendar are buttons for Events, Deadlines, Training, and NPRMs. Two events are listed:
  - Tuesday, October 26 - Thursday, November 4:** William D. Ford Federal Direct Loan Program Repayment Plan.
  - Tuesday, October 26 - Thursday, November 4:** Federal Direct Loan Program and Federal Family Education Loan Program Teacher Loan Forgiveness Forms.
- FSA Headlines:** A section titled 'FSA News' with two news items:
  - Beta Testers Needed for EDEXpress for Windows 2005-2006, Release 1.0.
  - Second Phase of the ISIR Analysis Tool Web Application Now Available.

➤ **Masthead**

➤ **List of Links**

➤ **FSA Calendar**

➤ **FSA Headlines**

# FSA Schools Portal -- Masthead

Electronic Access Conference

Orlando, Florida  
Las Vegas, Nevada  
2004



**The Masthead contains the following links:**

- **Search**
- **My FSA**
- **Other Links**
- **Help Center**
- **Feedback**
- **Privacy**
- **IFAP**

# FSA Schools Portal – List of FSA Links

## Resources and Training:

- Reference materials and training opportunities

## FAA Access to Student Data:

- Student Application and Disbursement Information

## Participation and Funding:

- School Application and Disbursement Information

### Resources & Training

- ☐ [IFAP Home Page](#)
- ☐ [Conferences](#)
- ☐ [FSA Self-Assessments Tool](#)
- ☐ [ISIR Analysis Tool](#)
- ☐ [Listserve/Mailing Lists](#)
- ☐ [Publications and How to Order](#)
- ☐ [SAIG Software Download](#)
- ☐ [School/Lender/Program Data](#)
- ☐ [Software and Manuals](#)
- ☐ [Training \(TFAP\)](#)

### FAA Access to Student Data

- ☐ [CPS \(FAFSA/ISIR Processing\)](#)
- ☐ [COD \(Pell & DL Processing\)](#)
- ☐ [DL Servicing for FAAs](#)
- ☐ [NSLDS for FAAs](#)

### Participation & Funding

- ☐ [Application/Recertification \(E-App\)](#)
- ☐ [Audits and Program Reviews](#)
- ☐ [COD on IFAP](#)
- ☐ [eCampus-Based/FISAP](#)
- ☐ [Experimental Sites](#)
- ☐ [GAPS & E-payments](#)
- ☐ [PEPS](#)
- ☐ [Quality Assurance Program](#)
- ☐ [SAIG Enrollment](#)
- ☐ [SAIG Mailbox](#)

# FSA Schools Portal – FSA Calendar

## The Purpose of the FSA Calendar is to Record:

- ❖ **FSA Events**
- ❖ **Deadlines**
- ❖ **Training**
- ❖ **NPRMs**

**FSA Calendar**

<< November 2004 >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	<a href="#">1</a>	<a href="#">2</a>	<a href="#">3</a>	<a href="#">4</a>	<a href="#">5</a>	<a href="#">6</a>
<a href="#">7</a>	<a href="#">8</a>	<a href="#">9</a>	<a href="#">10</a>	<a href="#">11</a>	<a href="#">12</a>	<a href="#">13</a>
<a href="#">14</a>	<a href="#">15</a>	<a href="#">16</a>	<a href="#">17</a>	<a href="#">18</a>	<a href="#">19</a>	<a href="#">20</a>
<a href="#">21</a>	<a href="#">22</a>	<a href="#">23</a>	<a href="#">24</a>	<a href="#">25</a>	<a href="#">26</a>	<a href="#">27</a>
<a href="#">28</a>	<a href="#">29</a>	<a href="#">30</a>				

Events
Deadlines
Training
NPRMs

**Monday, November 1**

- 2004 Electronic Access Conference - Orlando, FL

**Tuesday, November 2**

- 2004 Electronic Access Conference - Orlando, FL

**Wednesday, November 3**

- 2004 Electronic Access Conference - Orlando, FL

# FSA Schools Portal – FSA Calendar

**View all Categories  
within a given month.**

**FSA Calendar**

<< November 2004 >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	<a href="#">1</a>	<a href="#">2</a>	<a href="#">3</a>	<a href="#">4</a>	<a href="#">5</a>	<a href="#">6</a>
<a href="#">7</a>	<a href="#">8</a>	<a href="#">9</a>	<a href="#">10</a>	<a href="#">11</a>	<a href="#">12</a>	<a href="#">13</a>
<a href="#">14</a>	<a href="#">15</a>	<a href="#">16</a>	<a href="#">17</a>	<a href="#">18</a>	<a href="#">19</a>	<a href="#">20</a>
<a href="#">21</a>	<a href="#">22</a>	<a href="#">23</a>	<a href="#">24</a>	<a href="#">25</a>	<a href="#">26</a>	<a href="#">27</a>
<a href="#">28</a>	<a href="#">29</a>	<a href="#">30</a>				

**Monday, November 1**

- 2004 Electronic Access Conference - Orlando, FL

**Tuesday, November 2**

- 2004 Electronic Access Conference - Orlando, FL

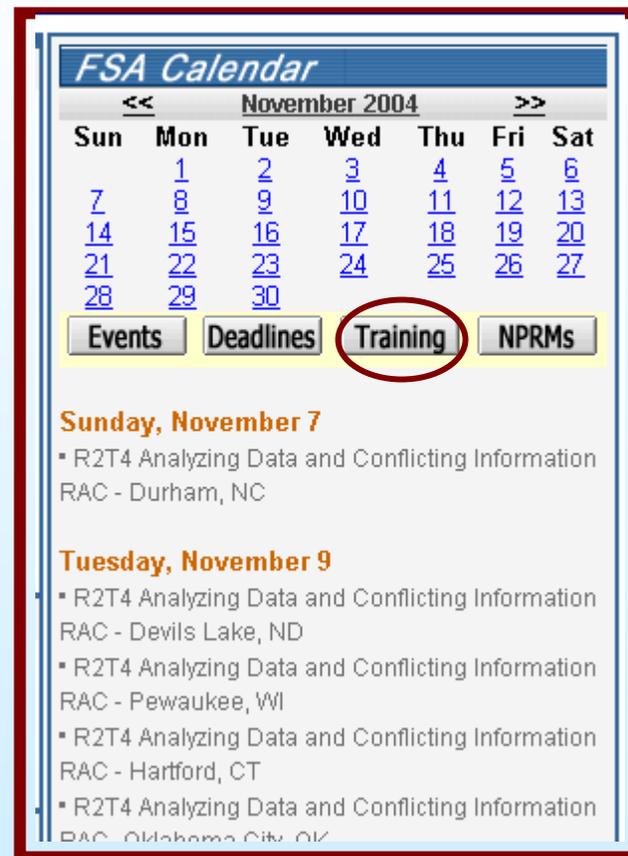
**Wednesday, November 3**

- 2004 Electronic Access Conference - Orlando, FL

**Thursday, November 4**

# FSA Schools Portal – FSA Calendar

**View just one category  
within a given month**



**FSA Calendar**

<< November 2004 >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	<a href="#">1</a>	<a href="#">2</a>	<a href="#">3</a>	<a href="#">4</a>	<a href="#">5</a>	<a href="#">6</a>
<a href="#">7</a>	<a href="#">8</a>	<a href="#">9</a>	<a href="#">10</a>	<a href="#">11</a>	<a href="#">12</a>	<a href="#">13</a>
<a href="#">14</a>	<a href="#">15</a>	<a href="#">16</a>	<a href="#">17</a>	<a href="#">18</a>	<a href="#">19</a>	<a href="#">20</a>
<a href="#">21</a>	<a href="#">22</a>	<a href="#">23</a>	<a href="#">24</a>	<a href="#">25</a>	<a href="#">26</a>	<a href="#">27</a>
<a href="#">28</a>	<a href="#">29</a>	<a href="#">30</a>				

Events   Deadlines   **Training**   NPRMs

**Sunday, November 7**

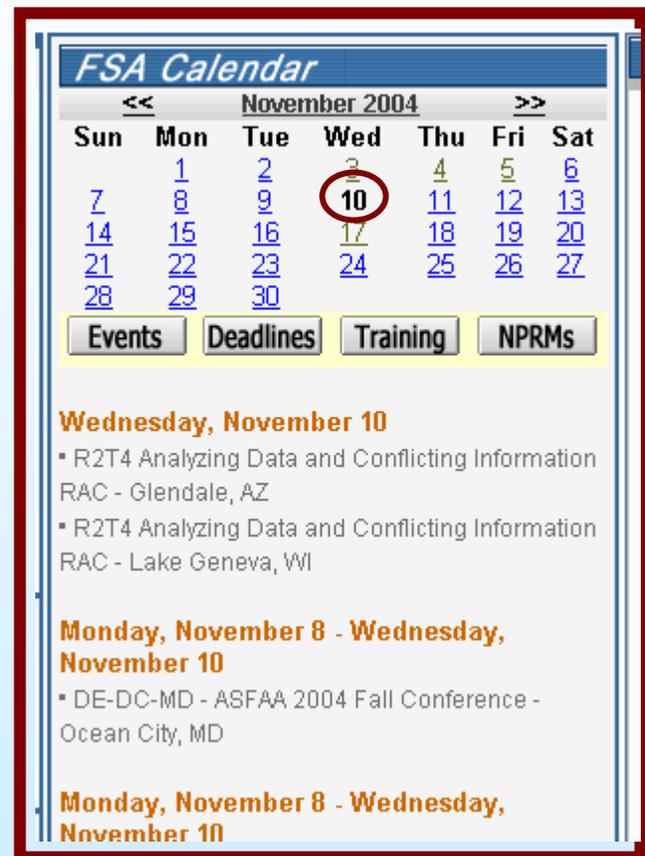
- R2T4 Analyzing Data and Conflicting Information  
RAC - Durham, NC

**Tuesday, November 9**

- R2T4 Analyzing Data and Conflicting Information  
RAC - Devils Lake, ND
- R2T4 Analyzing Data and Conflicting Information  
RAC - Pewaukee, WI
- R2T4 Analyzing Data and Conflicting Information  
RAC - Hartford, CT
- R2T4 Analyzing Data and Conflicting Information  
RAC - Oklahoma City, OK

# FSA Schools Portal – FSA Calendar

**View all categories  
within a given day.**



**FSA Calendar**

<< November 2004 >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	<a href="#">1</a>	<a href="#">2</a>	<a href="#">3</a>	<a href="#">4</a>	<a href="#">5</a>	<a href="#">6</a>
<a href="#">7</a>	<a href="#">8</a>	<a href="#">9</a>	<b>10</b>	<a href="#">11</a>	<a href="#">12</a>	<a href="#">13</a>
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<a href="#">21</a>	<a href="#">22</a>	<a href="#">23</a>	<a href="#">24</a>	<a href="#">25</a>	<a href="#">26</a>	<a href="#">27</a>
<a href="#">28</a>	<a href="#">29</a>	<a href="#">30</a>				

Events Deadlines Training NPRMs

**Wednesday, November 10**

- R2T4 Analyzing Data and Conflicting Information  
RAC - Glendale, AZ
- R2T4 Analyzing Data and Conflicting Information  
RAC - Lake Geneva, WI

**Monday, November 8 - Wednesday, November 10**

- DE-DC-MD - ASFAA 2004 Fall Conference -  
Ocean City, MD

**Monday, November 8 - Wednesday, November 10**

# FSA Schools Portal – FSA Calendar

**View one category  
within a given day.**

**FSA Calendar**

<< November 2004 >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	<a href="#">1</a>	<a href="#">2</a>	<a href="#">3</a>	<a href="#">4</a>	<a href="#">5</a>	<a href="#">6</a>
<a href="#">7</a>	<a href="#">8</a>	<a href="#">9</a>	<a href="#">10</a>	<a href="#">11</a>	<a href="#">12</a>	<a href="#">13</a>
<a href="#">14</a>	<a href="#">15</a>	<a href="#">16</a>	<a href="#">17</a>	<a href="#">18</a>	<a href="#">19</a>	<a href="#">20</a>
<a href="#">21</a>	<a href="#">22</a>	<a href="#">23</a>	<a href="#">24</a>	<a href="#">25</a>	<a href="#">26</a>	<a href="#">27</a>
<a href="#">28</a>	<a href="#">29</a>	<a href="#">30</a>				

Events
Deadlines
Training
NPRMs

**Sunday, November 7**

- R2T4 Analyzing Data and Conflicting Information  
RAC - Durham, NC

**Tuesday, November 9**

- R2T4 Analyzing Data and Conflicting Information  
RAC - Devils Lake, ND
- R2T4 Analyzing Data and Conflicting Information  
RAC - Pewaukee, WI
- R2T4 Analyzing Data and Conflicting Information  
RAC - Hartford, CT
- R2T4 Analyzing Data and Conflicting Information  
RAC - Oklahoma City, OK



# FSA Schools Portal – FSA Calendar Case Study

**Nicki, a FAA from the University of Miami, is coordinating a training session for the Florida Association of Student Financial Aid Administrators. She was instructed that the training should not conflict with the Department of Education training in Region 4 or in the State of Florida.**

**How can she confirm whether 12/10/2004 is a good date to have the training?**

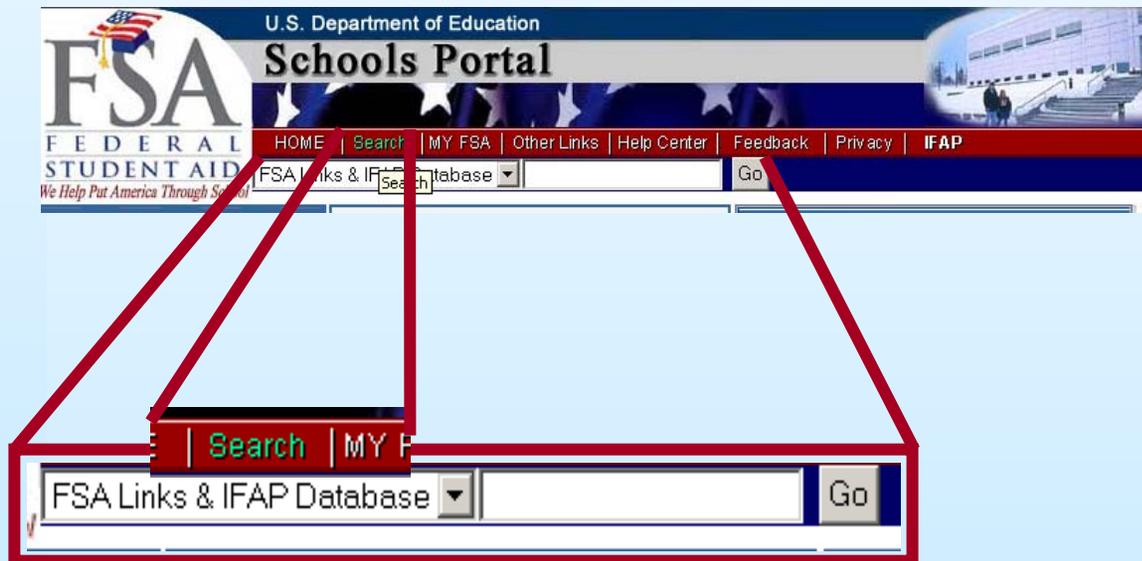
# FSA Schools Portal – Search

## Basic Search

- Type Phrase or Key Word

## Advanced Search

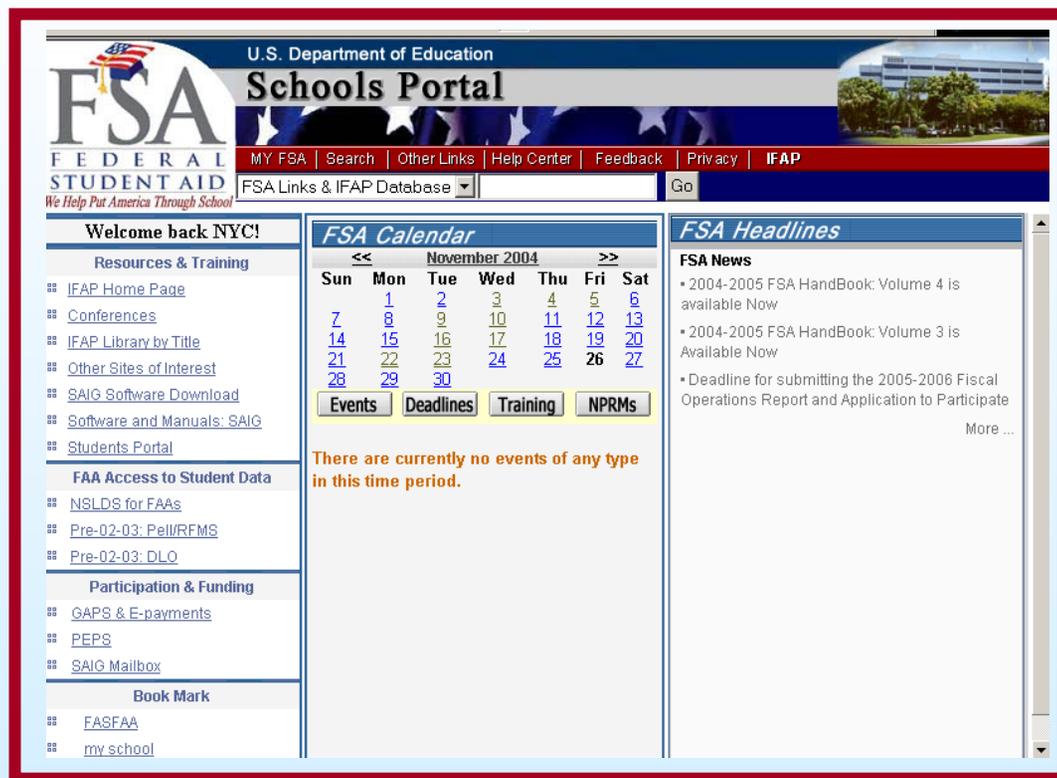
- Select more than one search criteria



# FSA Schools Portal – My FSA

## My FSA

- My FSA Links
- MyBookmarks
- Change Password
- Logout

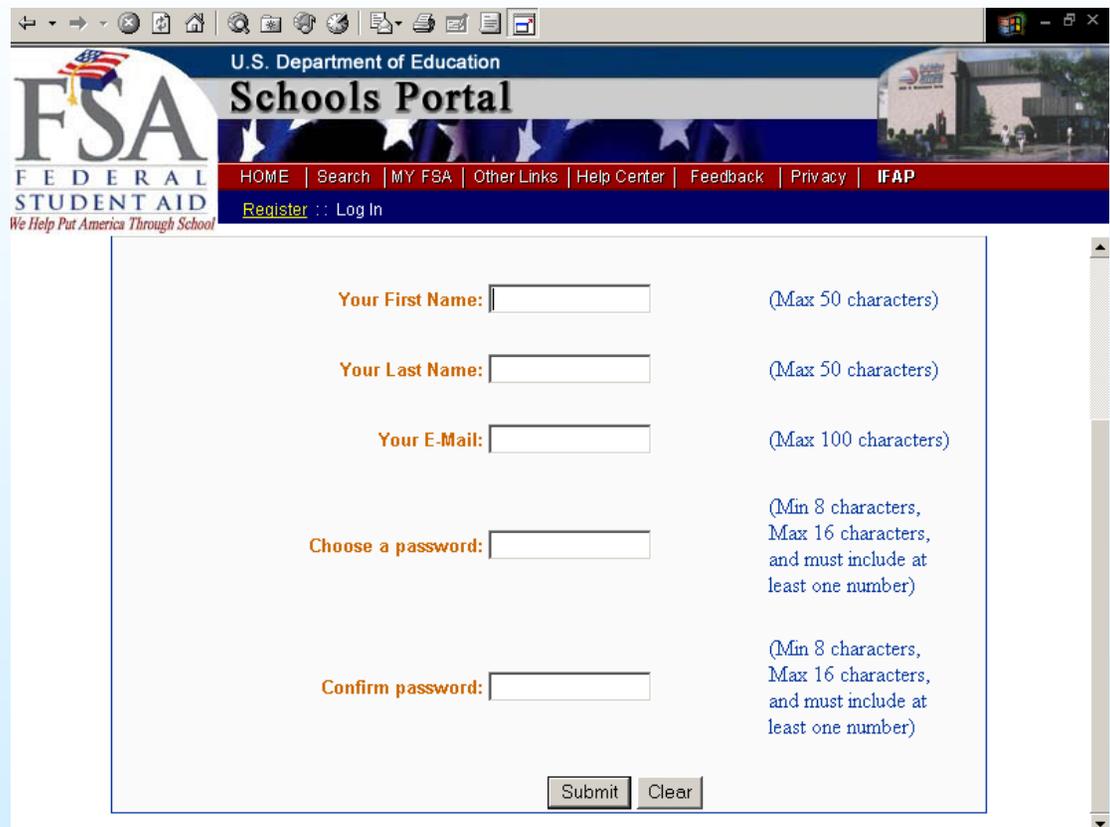


The screenshot shows the FSA Schools Portal website. At the top, it says "U.S. Department of Education" and "FSA Schools Portal". Below that, there are navigation links: "MY FSA", "Search", "Other Links", "Help Center", "Feedback", "Privacy", and "IFAP". A search bar contains "FSA Links & IFAP Database" and a "Go" button. The main content area is divided into three columns:

- Left Column:** "Welcome back NYC!" followed by "Resources & Training" with links like "IFAP Home Page", "Conferences", "IFAP Library by Title", "Other Sites of Interest", "SAIG Software Download", "Software and Manuals: SAIG", "Students Portal", "FAA Access to Student Data", "NSLDS for FAAs", "Pre-02-03: Pell/RFMS", "Pre-02-03: DLO", "Participation & Funding", "GAPS & E-payments", "PEPS", "SAIG Mailbox", "Book Mark", "FASFSA", and "my school".
- Middle Column:** "FSA Calendar" for November 2004. A table shows dates from Sun to Sat. Below the table are buttons for "Events", "Deadlines", "Training", and "NPRMs". A message states: "There are currently no events of any type in this time period."
- Right Column:** "FSA Headlines" with "FSA News" including "2004-2005 FSA Handbook: Volume 4 is available Now", "2004-2005 FSA Handbook: Volume 3 is Available Now", and "Deadline for submitting the 2005-2006 Fiscal Operations Report and Application to Participate".

# FSA Schools Portal – My FSA

**Register to  
Customize the  
FSA School Portal**



The screenshot shows a web browser window displaying the FSA Schools Portal registration page. The browser's address bar is empty, and the page title is "U.S. Department of Education Schools Portal". The page features the FSA logo (Federal Student Aid) and the tagline "We Help Put America Through School". A navigation bar includes links for HOME, Search, MY FSA, Other Links, Help Center, Feedback, Privacy, and IFAP. Below the navigation bar, there are links for Register and Log In. The registration form itself is enclosed in a blue border and contains five input fields with corresponding labels and instructions:

- Your First Name:**  (Max 50 characters)
- Your Last Name:**  (Max 50 characters)
- Your E-Mail:**  (Max 100 characters)
- Choose a password:**  (Min 8 characters, Max 16 characters, and must include at least one number)
- Confirm password:**  (Min 8 characters, Max 16 characters, and must include at least one number)

At the bottom of the form, there are two buttons: **Submit** and **Clear**.

# FSA Schools Portal – My FSA Case Study



**Nicki would like to be able to personalize the FSA Schools Portal.**

**How would she begin?**

# FSA Schools Portal – FSA Headlines

- **“FSA News”**
- **“FSA Policy and Rule Change”**



*FSA Headlines*

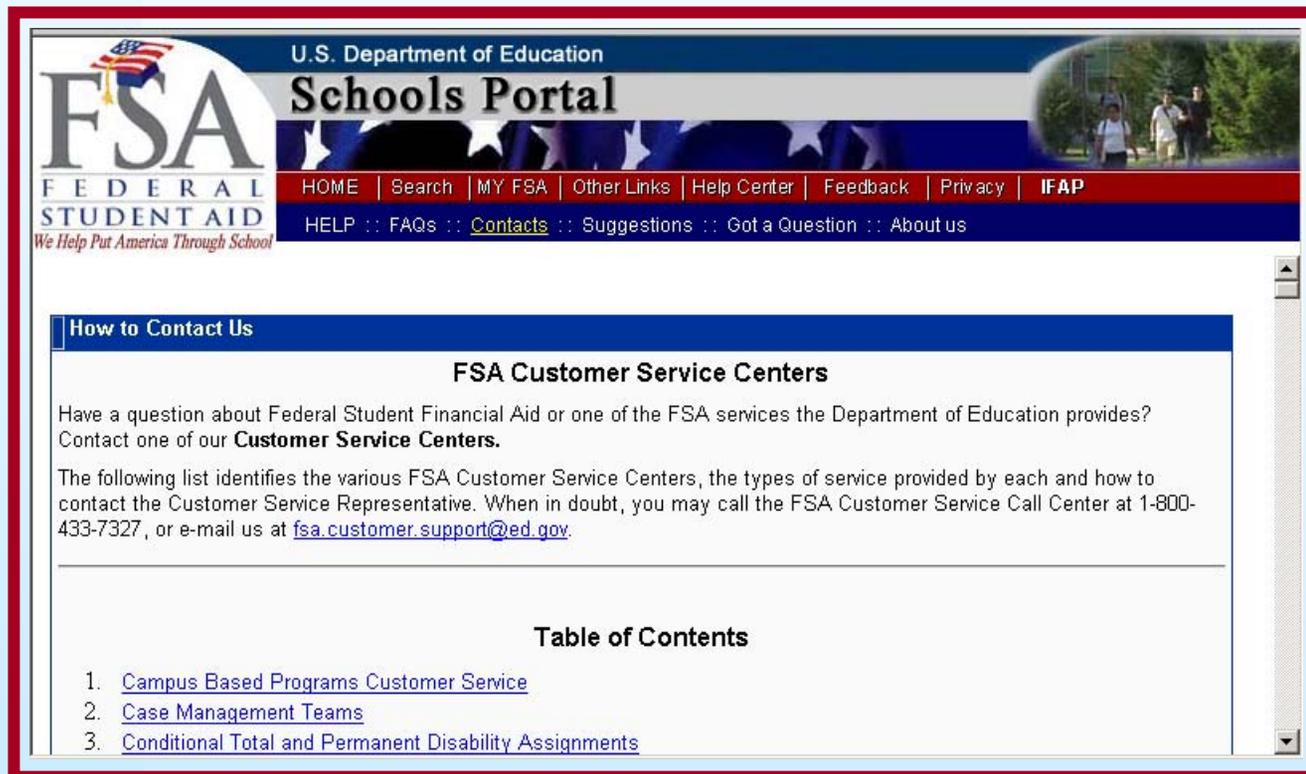
**FSA News**

- 2004-2005 FSA Handbook: Volume 4 is available Now
- 2004-2005 FSA Handbook: Volume 3 is Available Now
- Deadline for submitting the 2005-2006 Fiscal Operations Report and Application to Participate

More ...

# FSA Schools Portal – FSA Contact

**The FSA Contact List is a service directory for the FSA community.**



The screenshot shows the FSA Schools Portal website. At the top left is the FSA logo with the text "FEDERAL STUDENT AID" and the tagline "We Help Put America Through School". To the right of the logo is the text "U.S. Department of Education Schools Portal". Below this is a navigation bar with links: HOME, Search, MY FSA, Other Links, Help Center, Feedback, Privacy, and IFAP. Below the navigation bar is a secondary navigation bar with links: HELP :: FAQs :: Contacts :: Suggestions :: Got a Question :: About us. The main content area has a blue header "How to Contact Us" and a sub-header "FSA Customer Service Centers". The text below reads: "Have a question about Federal Student Financial Aid or one of the FSA services the Department of Education provides? Contact one of our **Customer Service Centers**." It then states: "The following list identifies the various FSA Customer Service Centers, the types of service provided by each and how to contact the Customer Service Representative. When in doubt, you may call the FSA Customer Service Call Center at 1-800-433-7327, or e-mail us at [fsa.customer.support@ed.gov](mailto:fsa.customer.support@ed.gov)." Below this is a "Table of Contents" section with a list of three items: 1. [Campus Based Programs Customer Service](#), 2. [Case Management Teams](#), and 3. [Conditional Total and Permanent Disability Assignments](#).

# FSA Schools Portal – FSA Contact Case Study



**Max from the University of Baltimore received a corrupt batch file, but he doesn't know where to find help.**

**Where should Max go to find who to contact?**

## **Online Resource tools**

- ▶ **FSA Schools Portal**
- ▶ **Information for Financial Aid Professionals - IFAP**

## **Listserv**

- ▶ **FSA Tech**

## **Customer Service Center**

- ▶ **Customer Service Call Center**

# Information for Financial Aid Professionals

## – IFAP <http://ifap.ed.gov>

Skip Nav



U.S. Department of Education  
Information for Financial Aid Professionals (IFAP) Library



Help Center | What's New | Schools Portal | Other Links | Feedback | Privacy

*The IFAP online library contains technical publications, regulations, and policy guidance on the administration of the Federal Student Aid programs.*

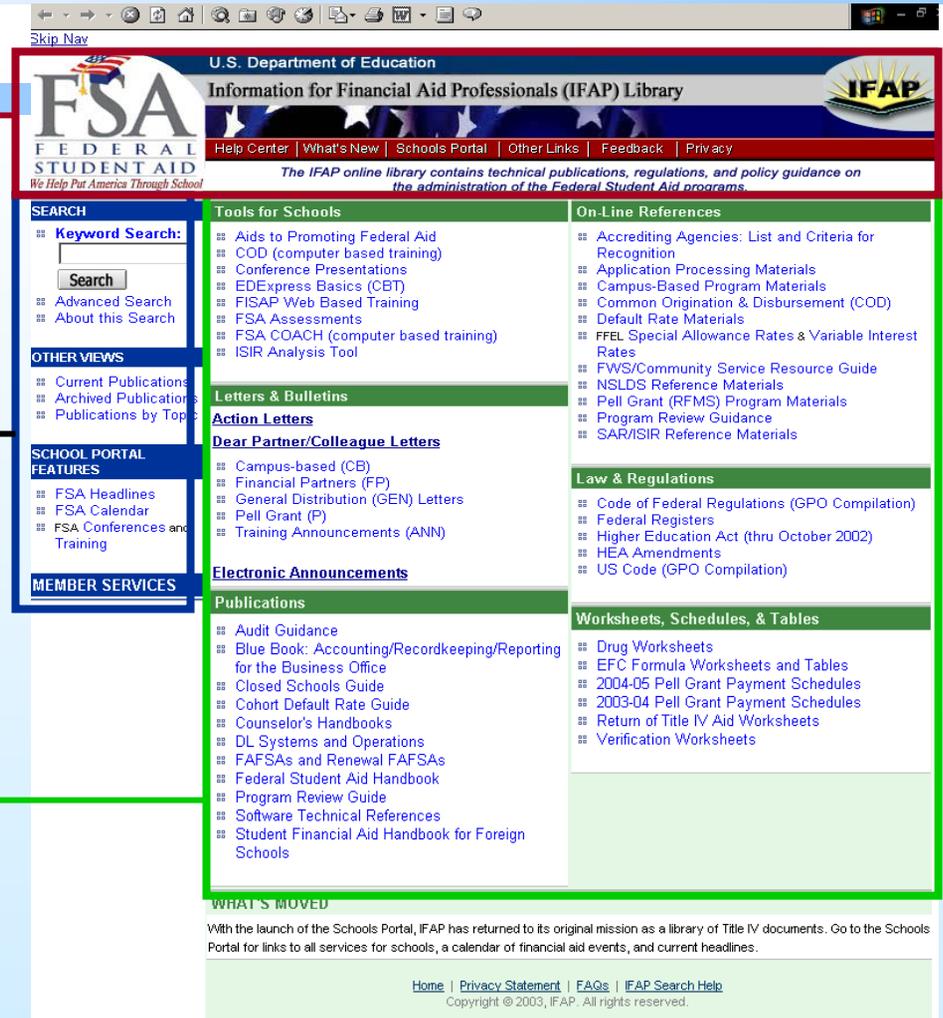
<p><b>SEARCH</b></p> <p>⌘ <b>Keyword Search:</b></p> <input type="text"/> <input type="button" value="Search"/> <p>⌘ <a href="#">Advanced Search</a>  ⌘ <a href="#">About this Search</a></p>	<p><b>Tools for Schools</b></p> <ul style="list-style-type: none"> <li>⌘ <a href="#">Aids to Promoting Federal Aid</a></li> <li>⌘ <a href="#">COD (computer based training)</a></li> <li>⌘ <a href="#">Conference Presentations</a></li> <li>⌘ <a href="#">EDEXpress Basics (CBT)</a></li> <li>⌘ <a href="#">FISAP Web Based Training</a></li> <li>⌘ <a href="#">FSA Assessments</a></li> <li>⌘ <a href="#">FSA COACH (computer based training)</a></li> <li>⌘ <a href="#">ISIR Analysis Tool</a></li> </ul>	<p><b>On-Line References</b></p> <ul style="list-style-type: none"> <li>⌘ <a href="#">Accrediting Agencies: List and Criteria for Recognition</a></li> <li>⌘ <a href="#">Application Processing Materials</a></li> <li>⌘ <a href="#">Campus-Based Program Materials</a></li> <li>⌘ <a href="#">Common Origination &amp; Disbursement (COD)</a></li> <li>⌘ <a href="#">Default Rate Materials</a></li> <li>⌘ <a href="#">FFEL Special Allowance Rates &amp; Variable Interest Rates</a></li> <li>⌘ <a href="#">FWS/Community Service Resource Guide</a></li> <li>⌘ <a href="#">NSLDS Reference Materials</a></li> <li>⌘ <a href="#">Pell Grant (RFMS) Program Materials</a></li> <li>⌘ <a href="#">Program Review Guidance</a></li> <li>⌘ <a href="#">SAR/ISIR Reference Materials</a></li> </ul>
<p><b>OTHER VIEWS</b></p> <ul style="list-style-type: none"> <li>⌘ <a href="#">Current Publications</a></li> <li>⌘ <a href="#">Archived Publications</a></li> <li>⌘ <a href="#">Publications by Topic</a></li> </ul>	<p><b>Letters &amp; Bulletins</b></p> <p><b>Action Letters</b></p> <p><b>Dear Partner/Colleague Letters</b></p> <ul style="list-style-type: none"> <li>⌘ <a href="#">Campus-based (CB)</a></li> <li>⌘ <a href="#">Financial Partners (FP)</a></li> <li>⌘ <a href="#">General Distribution (GEN) Letters</a></li> <li>⌘ <a href="#">Pell Grant (P)</a></li> <li>⌘ <a href="#">Training Announcements (ANN)</a></li> </ul>	<p><b>Law &amp; Regulations</b></p> <ul style="list-style-type: none"> <li>⌘ <a href="#">Code of Federal Regulations (GPO Compilation)</a></li> <li>⌘ <a href="#">Federal Registers</a></li> <li>⌘ <a href="#">Higher Education Act (thru October 2002)</a></li> <li>⌘ <a href="#">HEA Amendments</a></li> <li>⌘ <a href="#">US Code (GPO Compilation)</a></li> </ul>
<p><b>SCHOOL PORTAL FEATURES</b></p> <ul style="list-style-type: none"> <li>⌘ <a href="#">FSA Headlines</a></li> <li>⌘ <a href="#">FSA Calendar</a></li> <li>⌘ <a href="#">FSA Conferences and Training</a></li> </ul>	<p><b>Electronic Announcements</b></p>	
<p><b>MEMBER SERVICES</b></p>		

# IFAP – Three Areas

- Masthead**

- Web Pages and Functions**

- Categorize Popular Publications And Web pages**



The screenshot shows the IFAP website interface. At the top is the U.S. Department of Education logo and the title "Information for Financial Aid Professionals (IFAP) Library". Below this is a navigation bar with links for "Help Center", "What's New", "Schools Portal", "Other Links", "Feedback", and "Privacy". A tagline reads: "The IFAP online library contains technical publications, regulations, and policy guidance on the administration of the Federal Student Aid programs."

The main content area is organized into several columns:

- SEARCH:** Includes a "Keyword Search" box with a "Search" button, and links for "Advanced Search" and "About this Search".
- OTHER VIEWS:** Links for "Current Publications", "Archived Publications", and "Publications by Topic".
- SCHOOL PORTAL FEATURES:** Links for "FSA Headlines", "FSA Calendar", and "FSA Conferences and Training".
- MEMBER SERVICES:** A section for user services.
- Tools for Schools:** A list of resources including "Aids to Promoting Federal Aid", "COD (computer based training)", "Conference Presentations", "EDEXpress Basics (CBT)", "FISAP Web Based Training", "FSA Assessments", "FSA COACH (computer based training)", and "ISIR Analysis Tool".
- Letters & Bulletins:** Includes "Action Letters" and "Dear Partner/Colleague Letters".
- Electronic Announcements:** A section for updates.
- Publications:** A list of documents such as "Audit Guidance", "Blue Book: Accounting/Recordkeeping/Reporting for the Business Office", "Closed Schools Guide", "Cohort Default Rate Guide", "Counselor's Handbooks", "DL Systems and Operations", "FAFSAs and Renewal FAFSAs", "Federal Student Aid Handbook", "Program Review Guide", "Software Technical References", and "Student Financial Aid Handbook for Foreign Schools".
- On-Line References:** A list of reference materials including "Accrediting Agencies: List and Criteria for Recognition", "Application Processing Materials", "Campus-Based Program Materials", "Common Origination & Disbursement (COD)", "Default Rate Materials", "FFEL Special Allowance Rates & Variable Interest Rates", "FWS/Community Service Resource Guide", "NSLDS Reference Materials", "Pell Grant (RFMS) Program Materials", "Program Review Guidance", and "SAR/ISIR Reference Materials".
- Law & Regulations:** Links to "Code of Federal Regulations (GPO Compilation)", "Federal Registers", "Higher Education Act (thru October 2002)", "HEA Amendments", and "US Code (GPO Compilation)".
- Worksheets, Schedules, & Tables:** Includes "Drug Worksheets", "EFC Formula Worksheets and Tables", "2004-05 Pell Grant Payment Schedules", "2003-04 Pell Grant Payment Schedules", "Return of Title IV Aid Worksheets", and "Verification Worksheets".

At the bottom, there is a "WHAT'S MOVED" section with a notice: "With the launch of the Schools Portal, IFAP has returned to its original mission as a library of Title IV documents. Go to the Schools Portal for links to all services for schools, a calendar of financial aid events, and current headlines." Below this is a footer with links for "Home", "Privacy Statement", "FAQs", and "IFAP Search Help", along with the copyright notice: "Copyright © 2003, IFAP. All rights reserved."

# IFAP – Masthead

[Skip Nav](#)



The screenshot shows the masthead of the IFAP website. On the left is the FSA logo with the text 'FEDERAL STUDENT AID' and the tagline 'We Help Put America Through School'. To the right of the logo is a blue banner with the text 'U.S. Department of Education' and 'Information for Financial Aid Professionals (IFAP) Library'. Below this banner is a red navigation bar with links: 'Help Center | What's New | Schools Portal | Other Links | Feedback | Privacy'. To the right of the navigation bar is the IFAP logo, which features the letters 'IFAP' in a stylized font with a sunburst effect. Below the navigation bar is a green banner with the text: 'The IFAP online library contains technical publications, regulations, and policy guidance on the administration of the Federal Student Aid programs.'

- [Help Center](#)
- [What's New](#)
- [Schools Portal](#)
- [Other links](#)
- [Feedback](#)
- [Privacy](#)

# IFAP – Help Center (FAQ)

## FSA Library - Help Center

HELP CENTER - If you are looking for help about a certain issue, please [click here](#) to see a list of FSA's call centers and a description of how they each may help you. For additional assistance, contact the FSA Customer Service Call Center toll-free on 1-800-433-7327 if the items below do not answer your question.

Hours of Operation are weekdays **9:00 am - 5:00 pm** Eastern Time, weekdays except for federal holidays.

[FAQs](#)

[Search Hints](#)

[Search Information](#)

### FAQs

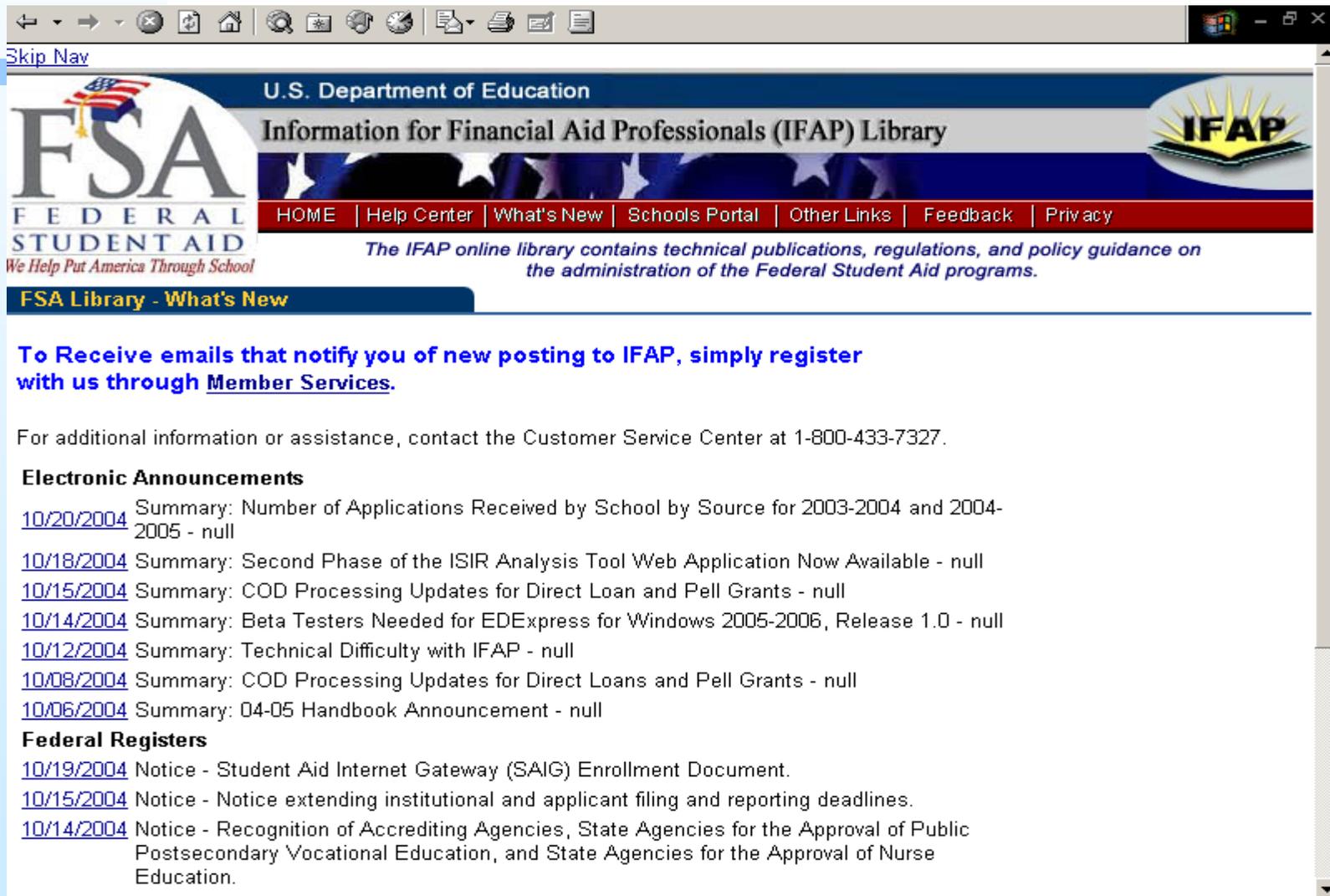
#### Questions

- General Questions
  - [What is IFAP?](#)
  - [What is "Current Publications by Title"?](#)
  - [What is "Archived Publications by Title"?](#)
  - [What is "Publications by Topic"?](#)
  - [Where can I find attachments in Publications?](#)
  - [Does IFAP have a Secure Part?](#)
  - [What browsers does IFAP support?](#)
  - [How do I print from IFAP?](#)
  - [What can I do to refresh graphic images on a page?](#)
  - [What should I do if a document link does not work?](#)
  - [Other issues](#)
- Membership
  - [What do I do if I forgot my username/password?](#)
  - [Can I change my user information?](#)
  - [Can I change my subscription information?](#)

### General Questions

[What is IFAP?](#)

# IFAP – What's New



Skip Nav

U.S. Department of Education  
Information for Financial Aid Professionals (IFAP) Library

**FSA**  
FEDERAL  
STUDENT AID  
*We Help Put America Through School*

**IFAP**

HOME | Help Center | What's New | Schools Portal | Other Links | Feedback | Privacy

*The IFAP online library contains technical publications, regulations, and policy guidance on the administration of the Federal Student Aid programs.*

**FSA Library - What's New**

**To Receive emails that notify you of new posting to IFAP, simply register with us through [Member Services](#).**

For additional information or assistance, contact the Customer Service Center at 1-800-433-7327.

**Electronic Announcements**

- [10/20/2004](#) Summary: Number of Applications Received by School by Source for 2003-2004 and 2004-2005 - null
- [10/18/2004](#) Summary: Second Phase of the ISIR Analysis Tool Web Application Now Available - null
- [10/15/2004](#) Summary: COD Processing Updates for Direct Loan and Pell Grants - null
- [10/14/2004](#) Summary: Beta Testers Needed for EDEXpress for Windows 2005-2006, Release 1.0 - null
- [10/12/2004](#) Summary: Technical Difficulty with IFAP - null
- [10/08/2004](#) Summary: COD Processing Updates for Direct Loans and Pell Grants - null
- [10/06/2004](#) Summary: 04-05 Handbook Announcement - null

**Federal Registers**

- [10/19/2004](#) Notice - Student Aid Internet Gateway (SAIG) Enrollment Document.
- [10/15/2004](#) Notice - Notice extending institutional and applicant filing and reporting deadlines.
- [10/14/2004](#) Notice - Recognition of Accrediting Agencies, State Agencies for the Approval of Public Postsecondary Vocational Education, and State Agencies for the Approval of Nurse Education.

## IFAP – What's New



**Nicki heard from one of her colleagues that the U.S. Department of Education recently released some statistics as to how many FAFSA applications had been received from each school and through which means of processing. She wants to verify her school's information.**

**Where would Nicki go to find new this new information?**

# IFAP – Web Pages and Functions

**Search – Simple and Advanced Search**

**Other Views – Current, Archived and By Topic view of Publications.**

**School Portal Features – Links to FSA School Portal**

**Member Services – Setting Email Notification and More**

## SEARCH

☐ **Keyword Search:**

**Search**

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

## OTHER VIEWS

- ☐ [Current Publications](#)
- ☐ [Archived Publications](#)
- ☐ [Publications by Topic](#)

## SCHOOL PORTAL FEATURES

- ☐ [FSA Headlines](#)
- ☐ [FSA Calendar](#)
- ☐ [FSA Conferences and Training](#)

## MEMBER SERVICES

# IFAP – Categorize Popular Publications And Web Pages

**Short cut  
to the  
Most Popular  
Publications**

## Tools for Schools

- ⌘ Aids to Promoting Federal Aid
- ⌘ COD (computer based training)
- ⌘ Conference Presentations
- ⌘ EDEXpress Basics (CBT)
- ⌘ eZ-Audit
- ⌘ FISAP Web Based Training
- ⌘ FSA Assessments
- ⌘ FSA COACH (computer based training)
- ⌘ ISIR Analysis Tool
- ⌘ Listserves/Mailing Lists
- ⌘ Videoconferences

## Letters & Bulletins

### Dear Partner/Colleague Letters

- ⌘ Campus-based (CB)
- ⌘ Financial Partners (FP)
- ⌘ General Distribution (GEN) Letters
- ⌘ Pell Grant (P)
- ⌘ Training Announcements (ANN)

### Electronic Announcements

## Publications

- ⌘ Audit Guidance
- ⌘ Blue Book: Accounting/Recordkeeping/Reporting for the Business Office
- ⌘ Closed Schools Guide
- ⌘ Cohort Default Rate Guide

## On-Line References

- ⌘ Accrediting Agencies: List and Criteria for Recognition
- ⌘ Application Processing Materials
- ⌘ Campus-Based Program Materials
- ⌘ Common Origination & Disbursement (COD)
- ⌘ Default Rate Materials
- ⌘ FFEL Special Allowance Rates & Variable Interest Rates
- ⌘ FWS/Community Service Resource Guide
- ⌘ NSLDS Reference Materials
- ⌘ Pell Grant (RFMS) Program Materials
- ⌘ Program Review Guidance
- ⌘ SAR/ISIR Reference Materials

## Law & Regulations

- ⌘ Code of Federal Regulations (GPO Compilation)
- ⌘ Federal Registers
- ⌘ Higher Education Act (thru October 2002)
- ⌘ HEA Amendments
- ⌘ US Code (GPO Compilation)

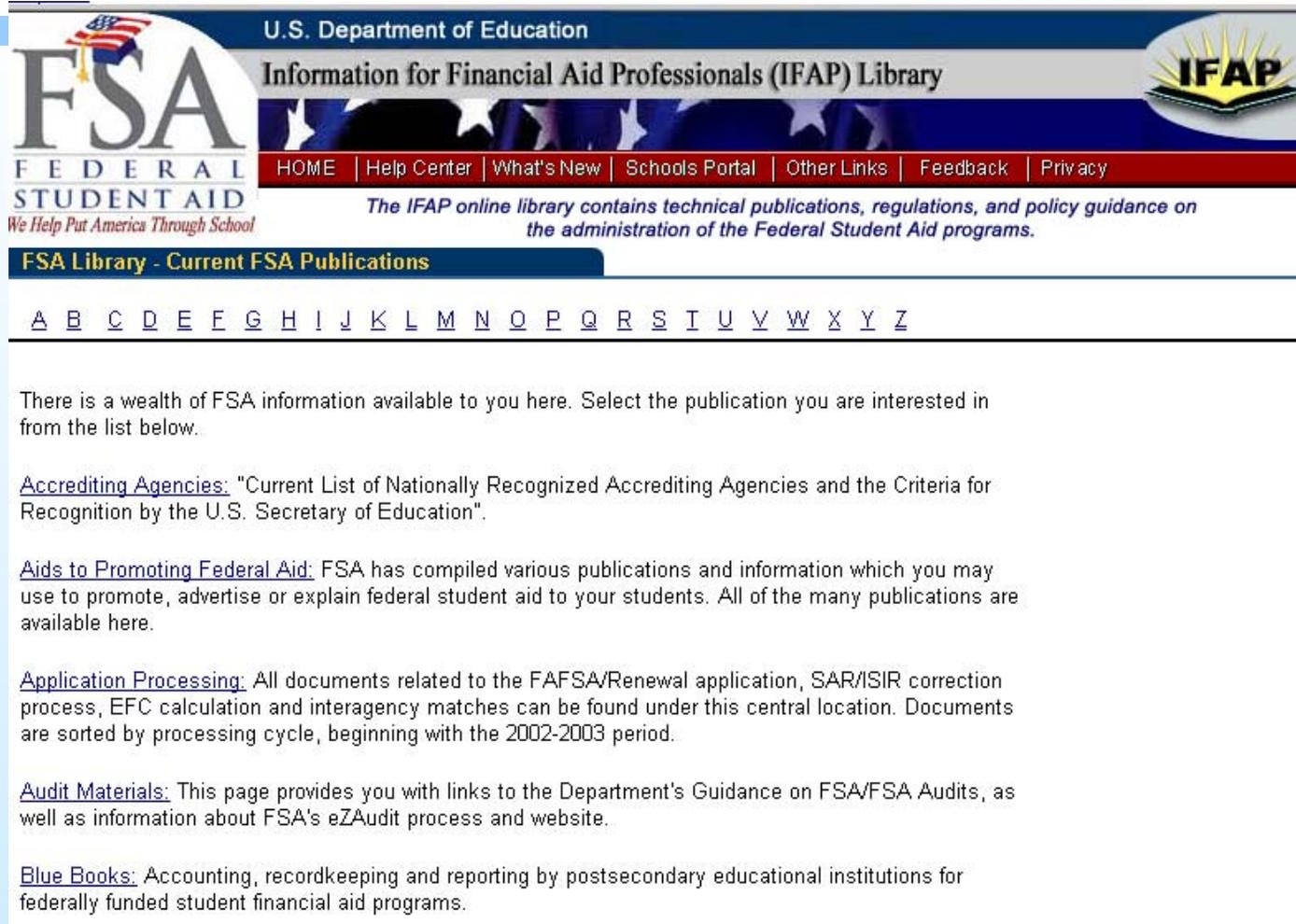
## Worksheets, Schedules, & Tables

- ⌘ Drug Worksheets
- ⌘ EFC Formula Worksheets and Tables
- ⌘ 2004-05 Pell Grant Payment Schedules
- ⌘ 2003-04 Pell Grant Payment Schedules
- ⌘ Return of Title IV Aid Worksheets
- ⌘ Verification Worksheets

# IFAP – Current FSA Publication

Last three  
years of  
Publications

Archive View  
for Older  
Publications



The screenshot shows the IFAP Library website. At the top, it says "U.S. Department of Education" and "Information for Financial Aid Professionals (IFAP) Library". There is a navigation menu with links for HOME, Help Center, What's New, Schools Portal, Other Links, Feedback, and Privacy. Below the navigation menu, there is a section titled "FSA Library - Current FSA Publications" with a list of letters from A to Z. The main content area contains several paragraphs of text, each starting with a blue underlined link followed by a description of the publication.

U.S. Department of Education  
Information for Financial Aid Professionals (IFAP) Library

HOME | Help Center | What's New | Schools Portal | Other Links | Feedback | Privacy

The IFAP online library contains technical publications, regulations, and policy guidance on the administration of the Federal Student Aid programs.

FSA Library - Current FSA Publications

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

There is a wealth of FSA information available to you here. Select the publication you are interested in from the list below.

[Accrediting Agencies:](#) "Current List of Nationally Recognized Accrediting Agencies and the Criteria for Recognition by the U.S. Secretary of Education".

[Aids to Promoting Federal Aid:](#) FSA has compiled various publications and information which you may use to promote, advertise or explain federal student aid to your students. All of the many publications are available here.

[Application Processing:](#) All documents related to the FAFSA/Renewal application, SAR/ISIR correction process, EFC calculation and interagency matches can be found under this central location. Documents are sorted by processing cycle, beginning with the 2002-2003 period.

[Audit Materials:](#) This page provides you with links to the Department's Guidance on FSA/FSA Audits, as well as information about FSA's eZAudit process and website.

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

# IFAP – Publications by Topic

## FSA Library - Publications by Topic

### All FSA Programs

[General](#)

### Campus-Based Programs (General Provisions)

[Administrative Cost Allowance \(ACA\)](#)

[Allocation Of Funds](#)

[Cancellation/Discharge](#)

[Common Origination and Disbursement](#)

[Fiscal Operations Report And Application To Participate \(FISAP\)](#)

[Fiscal Procedures](#)

[Resources](#)

[Transfer Of Funds](#)

### Cash Management

[Authorizations \(Student/Parent\)](#)

[Common Origination and Disbursement](#)

[Credit Balances](#)

[Crediting Student Accounts](#)

[Disbursement/Payment](#)

[Early Disbursements](#)

[Excess Cash](#)

**View IFAP's  
content  
through an  
index.**



*The IFAP online library contains technical publications, regulations, and policy guidance on the administration of the Federal Student Aid programs.*

**FSA Library - Current FSA Publications - Current Publications by Topic**

**Common Origination and Disbursement**

- [10/29/2004 2005-2006](#) 2005-2006 COD Technical Reference
- [08/18/2004 2004-2005](#) 2004-2005 Common Origination and Disbursement (COD) Technical Reference August 2004 Updates now available
- [08/13/2003 2004-2005](#) Award Year 2004-2005 COD Common Record XML Schema Version 2.0d
- [03/29/2004 2003-2004](#) 2003-2004 COD Technical Reference 2004 February Updates now available
- [11/22/2002 2003-2004](#) Summary: XML Schema Version 2.0b for the Common Record
- [10/29/2002 2003-2004](#) Summary: Sign Up to Be a Full Participant in COD for the 2003-2004 Award Year
- [08/12/2002 2003-2004](#) Summary: Draft XML Schema Version 2.0a for the Common Record
- [08/08/2002 2003-2004](#) 2003-2004 Draft COD Technical Reference v1.0 now available
- [01/31/2003 2002-2003](#) Electronic Statement of Account (ESOA) Suspended
- [01/13/2003 2002-2003](#) Incorrect Pell Origination ID/Award ID in COD
- [12/20/2002 2002-2003](#) Pell Grant Award Amount Cents/Rounding Software Fix
- [07/16/2002 2002-2003](#) Summary: 2002-2003 Disbursement Record Rejects
- [07/02/2002 2002-2003](#) Common Origination and Disbursement (COD) Origination, CPS and Disbursement Issues
- [07/01/2002 2002-2003](#) Summary: The Common Origination and Disbursement (COD) System Pell Processing Update of Monday, June 24, 2002
- [06/07/2002 2002-2003](#) Summary: COD Technical Reference v3.4 now available
- [06/07/2002 2002-2003](#) Summary: The Common Origination and Disbursement (COD) system is temporarily not processing new records
- [06/04/2002 2002-2003](#) Summary: COD Release 1.1 - June 3, 2002
- [04/26/2002 2002-2003](#) Summary: Common Origination and Disbursement (COD) Release 1.0 - April 29, 2002
- [04/23/2002 2002-2003](#) Summary: XML Schema Version 1.0g for the Common Record
- [04/15/2002 2002-2003](#) Common Origination and Disbursement (COD) Schools Testing for Full Participants and Phase-In Participants - April 2002
- [03/29/2002 2002-2003](#) Revised Common Origination and Disbursement(COD)Implementation Date
- [03/06/2002 2002-2003](#) Summary: XML Schema Version 1.0f for the Common Record
- [02/28/2002 2002-2003](#) XML Schema Version 1.0e for the Common Record
- [02/27/2002 2002-2003](#) Common Origination and Disbursement (COD) User ID Setup for Website
- [02/21/2002 2002-2003](#) Common Origination and Disbursement (COD) Update - February 2002
- [11/16/2001 2002-2003](#) Common Origination and Disbursement Draft Technical Reference Version 3.1
- [10/05/2001 2002-2003](#) The COD Technical Reference Version 3.0 is now available.
- [09/28/2001 2002-2003](#) Common Origination and Disbursement is Coming!
- [08/31/2001 2002-2003](#) XML Schema for the Common Record
- [08/24/2001 2002-2003](#) Version 2.1 of the Draft Common Origination and Disbursement Technical

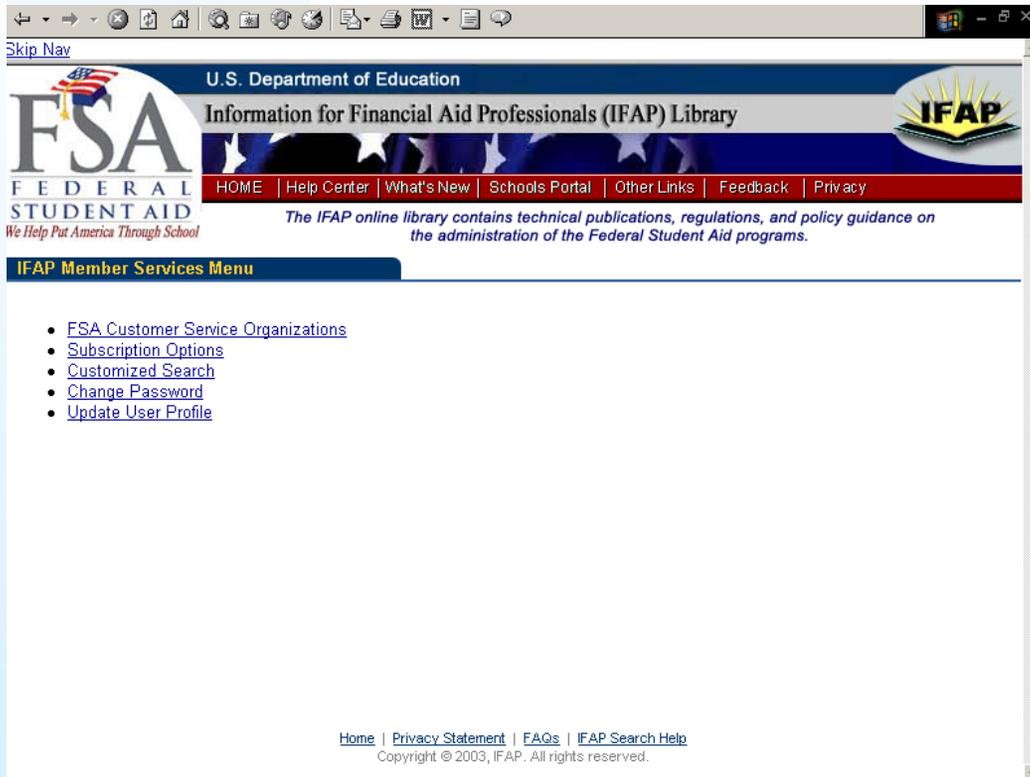
# IFAP– View Case Study



**Max from the University of Baltimore is looking for the newest Pell schedule.**

**Where would Max find the information?**

# IFAP – Member Service



The screenshot shows a web browser window displaying the IFAP Member Services Menu. The browser's address bar shows "Skip Nav". The page header includes the U.S. Department of Education logo, the text "Information for Financial Aid Professionals (IFAP) Library", and the IFAP logo. A navigation bar contains links for HOME, Help Center, What's New, Schools Portal, Other Links, Feedback, and Privacy. Below the navigation bar, a blue box highlights the "IFAP Member Services Menu" with a list of links: FSA Customer Service Organizations, Subscription Options, Customized Search, Change Password, and Update User Profile. At the bottom of the page, there are links for Home, Privacy Statement, FAQs, and IFAP Search Help, along with a copyright notice for 2003.

➤ **Notification of new content.**

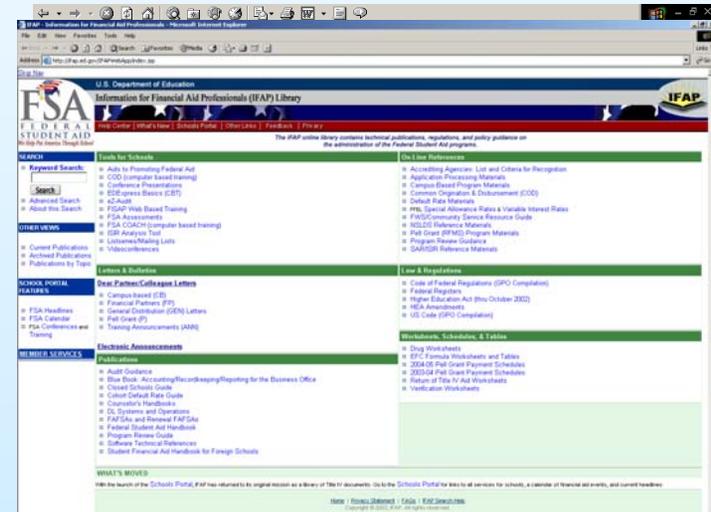
➤ **Update Member Service Profile.**

➤ **Register to access.**

➤ **Different from MyFSA**

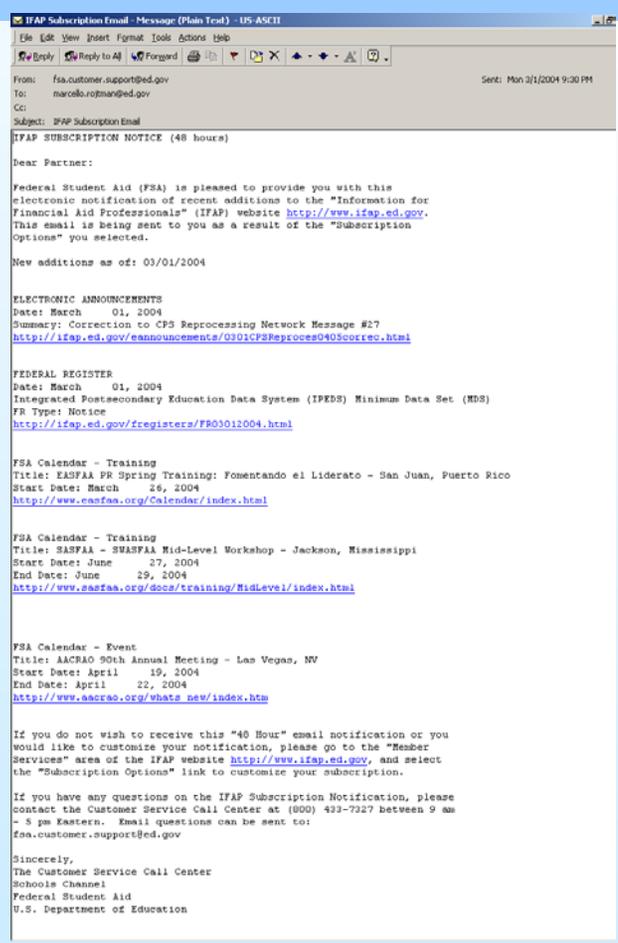
# IFAP – Member Service -- Registration

1. Select Member Services
2. Select Click Here to Register.
3. Complete the IFAP User Registration form and select the Submit Registration Button



# IFAP – Member Service Subscription Service

48 Hour



Weekly

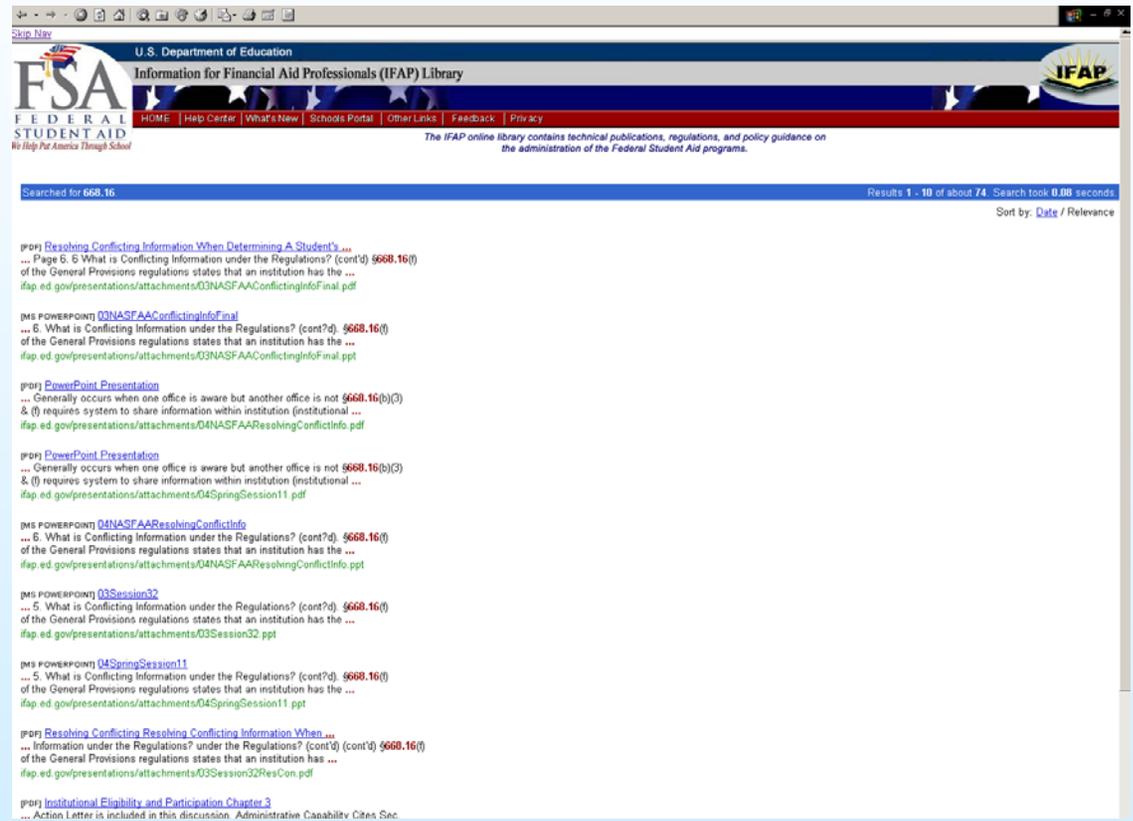


# IFAP – Search Engine – Powered by Google

✓ **More Relevant Results**

✓ **Sort By Date or Relevance**

✓ **Blue Status Bar**



## **Online Resource tools**

- ▶ **FSA Schools Portal**
- ▶ **Information for Financial Aid Professionals - IFAP**

## **Listserv**

- ▶ **FSA Tech**

## **Customer Service Center**

- ▶ **Customer Service Call Center**

## Listserv - FSA TECH

- **For technical questions about FSA systems, software, and mainframe products. Answers are researched by FSA systems developers and sent to everyone on the listserv.**

- **To Sign up for FSA Tech or Change FSATECH Digest Options:**

**<http://www.ed.gov/offices/OSFAP/services/fsatechs/subscribe.html>**

- **For Assistance E-mail at**

**[fsa.customer.support@ed.gov](mailto:fsa.customer.support@ed.gov) or call**

**1.800.433.7327 if you have any questions**

## **Online Resource tools**

- ▶ **FSA Schools Portal**
- ▶ **Information for Financial Aid Professionals - IFAP**

## **Listserv**

- ▶ **FSA Tech**

## **Customer Service Center**

- ▶ **Customer Service Call Center**

# Customer Service Center – Customer Service Call Center (CSCC)

- **Policy and operational questions regarding FSA Programs.**
- **Hours: 9 AM to 5 PM Eastern Time.**
- **Voice Mail is available during off hours.**
- **Toll Free Telephone Number: [1-800-433-7327](tel:1-800-433-7327)**
- **Fax number: [1-202-275-5532](tel:1-202-275-5532)**
- **E-Mail: [fsa.customer.support@ed.gov](mailto:fsa.customer.support@ed.gov)**

# FSA Schools Portal & IFAP



**Nicki doesn't remember her IFAP Member Service user name and password nor can she remember her My FSA user name and password .**

**Who is she going to call for help?**

**Both the Schools Portal  
and IFAP web sites  
provide timely  
information to the  
Financial Aid Community  
regardless of location or  
time of day.**

# Summary

## Online Resource tools

- ▶ **FSA Schools Portal**
- ▶ **Information for Financial Aid Professionals - IFAP**

## Listserv

- ▶ **FSA Tech**

## Customer Service Center

- ▶ **Customer Service Call Center**

# IFAP and Schools Portal: What they are and why you need them.

## Questions and Comments



# IFAP and Schools Portal: What they are and why you need them.

---

**Please join us in the PC Lab for  
further discussion, questions,  
or demonstrations.**

*Your wish has been granted as you now have two tools to find the answers to every question you may have about Federal Student Aid. Use your newly gained knowledge wisely!*





Delivering Service  
Providing Value  
Achieving Results



U.S. Department of Education  
**Schools Portal**



HOME | Search | MY FSA | Other Links | Help Center | Feedback | Privacy | **IFAP**  
 Register :: [Log In](#)

- Resources & Training**
- IFAP Home Page
  - Conferences
  - Default Management
  - FSA Self-Assessments Tool
  - ISIR Analysis Tool
  - Listserve/Mailing Lists
  - Publications and How to Order
  - School/Lender/Program Data
  - Software and Manuals: SAIG
  - Training (TFAP)
  - Videoconferences
  - Contacts

- FAA Access to Student Data**
- CPS (FAFSA/ISIR Processing)
  - COD (Pell & DL Processing)
  - DL Servicing for FAAs
  - NSLDS for FAAs

- Participation & Funding**
- Application/Recertification (E-App)

**FSA Calendar**

<< October 2004 >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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<a href="#">3</a>	<a href="#">4</a>	<a href="#">5</a>	<a href="#">6</a>	<a href="#">7</a>	<a href="#">8</a>	<a href="#">9</a>
<a href="#">10</a>	<a href="#">11</a>	<a href="#">12</a>	<a href="#">13</a>	<a href="#">14</a>	<a href="#">15</a>	<a href="#">16</a>
<a href="#">17</a>	<a href="#">18</a>	<a href="#">19</a>	<b>20</b>	<a href="#">21</a>	<a href="#">22</a>	<a href="#">23</a>
<a href="#">24</a>	<a href="#">25</a>	<a href="#">26</a>	<a href="#">27</a>	<a href="#">28</a>	<a href="#">29</a>	<a href="#">30</a>
<a href="#">31</a>						

[Events](#) | [Deadlines](#) | [Training](#) | [NPRMs](#)

**Wednesday, October 20**

- R2T4 Analyzing Data and Conflicting Information RAC - Bayamon, PR

**Sunday, October 17 - Wednesday, October 20**

- PASFAA 36th Annual Conference - PA

**Sunday, October 17 - Wednesday, October 20**

- Rocky Mountain - RMAFSA 2004 Annual Conference - Omaha, NE

**FSA Headlines**

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- Beta Testers Needed for EDEXpress for Windows 2005-2006, Release 1.0
  - Second Phase of the ISIR Analysis Tool Web Application Now Available
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- [More ...](#)



# U.S. Department of Education Schools Portal



[HOME](#) | [Search](#) | [MY FSA](#) | [Other Links](#) | [Help Center](#) | [Feedback](#) | [Privacy](#) | **IFAP**

[Register](#) :: [Log In](#)

### Log In My FSA

Username

Password

[Privacy Statement](#)



U.S. Department of Education  
**Schools Portal**



[MY FSA](#) | [Search](#) | [Other Links](#) | [Help Center](#) | [Feedback](#) | [Privacy](#) | [IFAP](#)  
[Customize](#) :: [My FSA Links](#) :: [My Bookmarks](#) :: [Change Password](#) :: [Log Out](#)

**Welcome back NYC!**

**Resources & Training**

- ▣ [IFAP Home Page](#)
- ▣ [Conferences](#)
- ▣ [IFAP Library by Title](#)
- ▣ [Other Sites of Interest](#)

**FAA Access to Student Data**

- ▣ [NSLDS for FAAs](#)
- ▣ [Pre-02-03: Pell/RFMS](#)

**Participation & Funding**

- ▣ [GAPS & E-payments](#)

**FSA Calendar**

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<a href="#">10</a>	<a href="#">11</a>	<a href="#">12</a>	<a href="#">13</a>	<a href="#">14</a>	<a href="#">15</a>	<a href="#">16</a>
<a href="#">17</a>	<a href="#">18</a>	<a href="#">19</a>	<b>20</b>	<a href="#">21</a>	<a href="#">22</a>	<a href="#">23</a>
<a href="#">24</a>	<a href="#">25</a>	<a href="#">26</a>	<a href="#">27</a>	<a href="#">28</a>	<a href="#">29</a>	<a href="#">30</a>
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**There are currently no events of any type in this time period.**

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[More ...](#)



# U.S. Department of Education Schools Portal



[MY FSA](#) | [Search](#) | [Other Links](#) | [Help Center](#) | [Feedback](#) | [Privacy](#) | **IFAP**  
[Customize](#) :: [My FSA Links](#) :: [My Bookmarks](#) :: [Change Password](#) :: [Log Out](#)

**Updated successfully**

**Add New Bookmark** [Help](#)

Title	URL		
<input type="text" value="The Weather Channel"/>	<input type="text" value="http://www.weather.com"/>	<input type="button" value="Submit"/>	<input type="button" value="Clear"/>

**Edit My Bookmarks** [Help](#)

Title	URL		
<input type="text" value="Disney World"/>	<input type="text" value="http://disneyworld.disne"/>	<input type="button" value="Update"/>	<input type="button" value="Delete"/>
<input type="text" value="The Miami Herald"/>	<input type="text" value="http://www.miami.com"/>	<input type="button" value="Update"/>	<input type="button" value="Delete"/>



# U.S. Department of Education Schools Portal



[MY FSA](#) | [Search](#) | [Other Links](#) | [Help Center](#) | [Feedback](#) | [Privacy](#) | [IFAP](#)

FSA Links & IFAP Database

**Welcome back NYC!**

**Resources & Training**

- [IFAP Home Page](#)
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**Participation & Funding**

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**Book Mark**

- [Disney World](#)
- [The Miami Herald](#)
- [The Weather Channel](#)

**FSA Calendar**

<< October 2004 >>

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U.S. Department of Education  
**Schools Portal**



HOME | Search | MY FSA | Other Links | Help Center | Feedback | Privacy | IFAP

HELP :: FAQs :: [Contacts](#) :: Suggestions :: Got a Question :: About us

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- [More ...](#)



## FSA Customer Service Centers

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

The following list identifies the various FSA Customer Service Centers, the types of service provided by each and how to contact the Customer Service Representative. When in doubt, you may call the FSA Customer Service Call Center at 1-800-433-7327, or e-mail us at [fsa.customer.support@ed.gov](mailto:fsa.customer.support@ed.gov).

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### Table of Contents

1. [Campus Based Programs Customer Service](#)
2. [Case Management Teams](#)
3. [Conditional Total and Permanent Disability Assignments](#)
4. [Conferences](#)
5. [Closed School Branch](#)
6. [Common Origination and Disbursement \(COD\)](#)
7. [Central Processing System/Wide Area Network \(CPS/WAN\) Technical Support](#)
8. [Debt Collection Service \(DCS\)](#)
9. [Default Management](#)
10. [Direct Loan Client Account Managers \(CAMS\)](#)



U.S. Department of Education  
**Schools Portal**



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## 7. Central Processing System/Student Aid Internet Gateway/Technical Support (CPS)

**Phone:** 1-800-330-5947 (No Cost per call)

**TDD/TTY:** 1-800-511-5806

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

**Fax:** 319-358-4260 Working hours are 7 a.m. - 7 p.m. (CT) Monday through Friday:

- FAFSA Renewal Application Processing
- SAR/ISIR Corrections
- FAA access to CPS online
- Pell Payment Software for Windows
- EDE Technical Reference
- Custom/Combo/Mainframe Support for Direct Loans
- CPS Batch Status
- Direct Loan Technical Reference
- FISAP Technical Reference
- FISAP Software
- Packaging Technical Reference
- QA Tool
- SSCR-32 Software
- SSCR Technical Reference
- ED Express Software, App Express, Packaging, Direct Loan, Pell, and R2T4
- Rejected EDE Records and Batches



The IFAP online library contains technical publications, regulations, and policy guidance on administration of the Federal Student Aid programs.

### SEARCH

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Information for Financial Aid Professionals (IFAP) Library



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*The IFAP online library contains technical publications, regulations, and policy guidance on the administration of the Federal Student Aid programs.*

**FSA Library - What's New**

**To Receive emails that notify you of new posting to IFAP, simply register with us through [Member Services](#).**

For additional information or assistance, contact the Customer Service Center at 1-800-433-7327.

**Electronic Announcements**

- [10/20/2004](#) Summary: Number of Applications Received by School by Source for 2003-2004 and 2004-2005 - null
- [10/18/2004](#) Summary: Second Phase of the ISIR Analysis Tool Web Application Now Available - null
- [10/15/2004](#) Summary: COD Processing Updates for Direct Loan and Pell Grants - null
- [10/14/2004](#) Summary: Beta Testers Needed for EDEXpress for Windows 2005-2006, Release 1.0 - null
- [10/12/2004](#) Summary: Technical Difficulty with IFAP - null
- [10/08/2004](#) Summary: COD Processing Updates for Direct Loans and Pell Grants - null

**Federal Registers**

- [10/19/2004](#) Notice - Student Aid Internet Gateway (SAIG) Enrollment Document.
- [10/15/2004](#) Notice - Notice extending institutional and applicant filing and reporting deadlines.
- [10/14/2004](#) Notice - Recognition of Accrediting Agencies, State Agencies for the Approval of Public Postsecondary Vocational Education, and State Agencies for the Approval of Nurse Education.
- [10/05/2004](#) Notice - Federal Direct Loan Program and Federal Family Education Loan Program Teacher



*The IFAP online library contains technical publications, regulations, and policy guidance on the administration of the Federal Student Aid programs.*

Publication Date: October 20, 2004

Author: General Manager, FSA Application, School Eligibility and Delivery Services

Summary: Number of Applications Received by School by Source for 2003-2004 and 2004-2005

Posted on 10-20-2004

**TO:** Financial Aid Administrators  
**FROM:** William Leith, General Manager  
Program Operations Channel, FSA  
**SUBJECT:** Number of Applications Received by School by Source for 2003-2004 and 2004-2005

The attached reports provide counts of FAFSAs received by the Central Processing System (CPS) for the 2003-2004 and 2004-2005 processing cycles. The data for 2003-2004 is for the entire cycle. The report for 2004-2005 is after 42 weeks of processing, as of October 17, 2004. The reports provide the number of applications received, by school. They are further broken down by the source of those applications, i.e., paper, electronic, or web. The reports are sorted by Federal School Code and they are posted in PDF format.

If you have questions, please contact the Customer Service Call Center at (800) 433-7327 between 9 am - 5 pm Eastern. Email questions can be sent to: [fsa.customer.support@ed.gov](mailto:fsa.customer.support@ed.gov).

Attachments/Enclosures:



*The IFAP online library contains technical publications, regulations, and policy guidance on the administration of the Federal Student Aid programs.*

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- [US Code \(GPO Compilation\)](#)

### Worksheets, Schedules, & Tables



*The IFAP online library contains technical publications, regulations, and policy guidance on the administration of the Federal Student Aid programs.*

## FSA Library - Current FSA Publications - Pell Grant Program Materials

**Pell Grant Program Materials:** All Federal Pell Grant related materials are available here.

You may select a descending chronological list of ALL publications... OR, you may view these publications, sorted by publication type (Electronic Announcements, DCLs, About RFMS, Record Layouts, Technical References, etc).

We have also included a hyperlink to the Pell related Dear Partner (Colleague) Letters, also known as DCLs.

AND, last but not least, we provide hyperlinks directly to the Pell Payment and Disbursement Schedules.

- [Federal Pell Grant Publications by Date](#)
- [Federal Pell Grant Publications by Document Type](#)
- [Federal Pell Grant \(P\) Dear Partner/Colleague Letters](#)

**Pell Grant Payment Schedules:** The Pell Grant Payment Schedules are distributed under cover of a Dear Colleague/Partner letter. Click on the entries below to access the appropriate award year schedule.

- [2004-2005 Pell Grant Payment and Disbursement Schedules](#)
- [2003-2004 Pell Grant Payment and Disbursement Schedules](#)
- [2002-2003 Pell Grant Payment and Disbursement Schedules](#)

Full Time

**Federal Pell Grant Program**  
**Regular Payment Schedule for Determining**  
**Full-Time Scheduled Awards in the 2004-2005 Award Period**  
**January 2004**

**\$4,050 Maximum**

Cost of Attendance	Expected Family Contribution																																																								
	0 To 0	1 To 100	101 To 200	201 To 300	301 To 400	401 To 500	501 To 600	601 To 700	701 To 800	801 To 900	901 To 1000	1001 To 1100	1101 To 1200	1201 To 1300	1301 To 1400	1401 To 1500	1501 To 1600	1601 To 1700	1701 To 1800	1801 To 1900	1901 To 2000	2001 To 2100	2101 To 2200	2201 To 2300	2301 To 2400	2401 To 2500	2501 To 2600	2601 To 2700	2701 To 2800	2801 To 2900	2901 To 3000	3001 To 3100	3101 To 3200	3201 To 3300	3301 To 3400	3401 To 3500	3501 To 3600	3601 To 3700	3701 To 3800	3801 To 3850	3851 To 9999																
0 - 199	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0											
200 - 299	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
300 - 399	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
400 - 499	450	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
500 - 599	550	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
600 - 699	650	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
700 - 799	750	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
800 - 899	850	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
900 - 999	950	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
1000 - 1099	1050	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
1100 - 1199	1150	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
1200 - 1299	1250	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
1300 - 1399	1350	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
1400 - 1499	1450	1400	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
1500 - 1599	1550	1500	1400	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
1600 - 1699	1650	1600	1500	1400	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
1700 - 1799	1750	1700	1600	1500	1400	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
1800 - 1899	1850	1800	1700	1600	1500	1400	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1900 - 1999	1950	1900	1800	1700	1600	1500	1400	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2000 - 2099	2050	2000	1900	1800	1700	1600	1500	1400	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
2100 - 2199	2150	2100	2000	1900	1800	1700	1600	1500	1400	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2200 - 2299	2250	2200	2100	2000	1900	1800	1700	1600	1500	1400	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2300 - 2399	2350	2300	2200	2100	2000	1900	1800	1700	1600	1500	1400	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2400 - 2499	2450	2400	2300	2200	2100	2000	1900	1800	1700	1600	1500	1400	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2500 - 2599	2550	2500	2400	2300	2200	2100	2000	1900	1800	1700	1600	1500	1400	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2600 - 2699	2650	2600	2500	2400	2300	2200	2100	2000	1900	1800	1700	1600	1500	1400	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2700 - 2799	2750	2700	2600	2500	2400	2300	2200	2100	2000	1900	1800	1700	1600	1500	1400	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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2900 - 2999	2950	2900	2800	2700	2600	2500	2400	2300	2200	2100	2000	1900	1800	1700	1600	1500	1400	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3000 - 3099	3050	3000	2900	2800	2700	2600	2500	2400	2300	2200	2100	2000	1900	1800	1700	1600	1500	1400	1300	1200	1100	1000	900	800	700	600	500	400	400	400	0	0	0																								

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### FSA Calendar

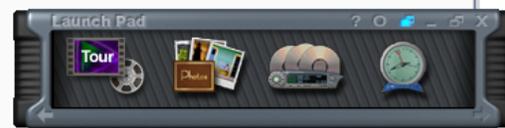
November 2004

Sun	Mon	Tue	Wed	Thu	Fri	Sat
7	1	2	3	4	5	6
14	8	9	10	11	12	13
21	15	16	17	18	19	20
28	22	23	24	25	26	27
	29	30				

Events    Deadlines    Training    NPRMs

There are no events of any type for today's date. Click on the MONTH to view all events for the current month.

- ### FSA Headlines
- FSA News**
- 2005-2006 Renewal FAFSA Form and Instructions now available
  - FSA Announces Videoconference - The Application and Delivery System: What's New for 2005-2006
  - 2005-2006 Spanish FAFSA and Insert now available
  - 2005-2006 Paper Renewal FAFSA Request Deadline Reminder and Correction to 05-06 Renewal Application
  - 2005-2006 COD Technical Reference Now Available
- [More ...](#)





## How to Contact Us

### FSA Customer Service Centers

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

The following list identifies the various FSA Customer Service Centers, the types of service provided by each and how to contact the Customer Service Representative. When in doubt, you may call the FSA Customer Service Call Center at 1-800-433-7327, or e-mail us at [fsa\\_customer\\_support@ed.gov](mailto:fsa_customer_support@ed.gov).

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21. [Lender or Guaranty Agency Default Rates](#)
22. [National Student Loan Data System \(NSLDS\)](#)
23. [Office of the Ombudsman FSA](#)
24. [Pell Grant Customer Service](#)
25. [PEPS Hotline](#)
26. [Quality Assurance Program](#)
27. [Teacher Shortage Area List Contact](#)

### 1. Campus Based Programs Customer Service (Perkins Default Rates and FISAP Information)

Toll Free: 1-877-801-7168; Fax: 703-761-0220

eCampus-Based Program web site: <http://www.chfsap.ed.gov/CRSWebApp/welcome.jsp>



Worksheets and activities to test compliance  
Questions about a school's practices  
Hyperlinks to regulations, law, handbooks, Dear Partner Letters, and other reference/sources.

### 18. FSA Customer Service Call Center (FSA CSCC)

Contact the FSA Customer Support Call Center (CSCC) for assistance regarding FSA programs and the Information for Financial Aid Professionals (IFAP) web page. The FSA Customer Service Call Center serves as your advocate within ED's Schools Channel. Can't get the assistance you need? Contact us. We'll make sure that your concerns are addressed within FSA. CSCC maintains the Information for Financial Aid Professionals (IFAP) and the FSA4Schools web sites. CSCC is made up of U.S. Department of Education, Federal Student Aid employees, located in Washington, DC. CSCC welcomes any inquiry from financial aid professionals relative to the Title IV Federal Financial Aid Programs, and any inquiry pertaining to the IFAP and Schools Portal websites. (Inquiries from students or parents should call the Federal Student Air Information Center on (800) 4FED-AID.)

**Phone:** 1-800-433-7327  
**Fax:** 202-275-5532  
**E-mail Address:** [fsa\\_customer\\_support@ed.gov](mailto:fsa_customer_support@ed.gov)  
**Hours of Operations:** 9 AM to 5 PM Eastern Time  
**Web Sites:**  
**Information for Financial Aid Professionals (IFAP):** <http://ifap.ed.gov/>

#### For Information on or Relating To:

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- Letters and Bulletins
- On Line References
- Policy Guidance
- ED Publications (Current & Archived)
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**FSA Schools Portal:** <http://fsa4schools.ed.gov/>

**FSA Links:** All FSA Web-enables systems  
**FSA Headlines:** Categorized as either "FSA News" or "FSA Policy and Rule Changes"  
**FSA Search Tool:** Across the "linds" and/or within "IFAP" publications  
**FSA Calendar:** Deadline dates, training/conferences, events and NPRM comment due dates  
**My FSA:** Customize the look of **Your Portal Home Page**

**E-mail Subscription Service** available at [ifap.ed.gov](http://ifap.ed.gov). Click on **Member Services** in the left column of the IFAP Home Page.

Send us your questions via e-mail at [fsa\\_customer\\_support@ed.gov](mailto:fsa_customer_support@ed.gov).

### 19. FSATECH Listserv

**Web Site:** [www.ed.gov/offices/OSFAP/services/fsatechsubscribe.html](http://www.ed.gov/offices/OSFAP/services/fsatechsubscribe.html)

FSA Tech is a Listserv where financial aid professional can ask and get answers to their technical questions about FSA's software or systems. Listserv subscribers will also get news and software issues. For more information about FSATECH including how to subscribe, visit the FSA Schools Portal: Listservs & Mailing Lists.





Resources & Training

- IFAP Home Page
- Conferences
- Default Management
- FSA Self-Assessments Tool
- ISIR Analysis Tool
- Listserve/Mailing Lists
- Publications and How to Order
- School/Lender/Program Data
- Software and Manuals: SAIG
- Training (TFAP)
- Videoconferences
- Contacts

FAA Access to Student Data

- CPS (FAFSA/ISIR Processing)
- COD (Pell & DL Processing)
- DL Servicing for FAAs
- NSLDS for FAAs

Participation & Funding

- Application/Recertification (E-App)
- Audits and Program Reviews
- COD on IFAP
- eCampus-Based/FISAP
- Experimental Sites
- eZ-Audit
- GAPS & E-payments
- PEPS
- Quality Assurance Program
- SAIG Enrollment
- SAIG Mailbox

FSA Calendar

November 2004						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	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				

Events      Deadlines      Training      NPRMs

Tuesday, October 26 - Thursday, November 4

- William D. Ford Federal Direct Loan Program Repayment Plan

Tuesday, October 26 - Thursday, November 4

- Federal Direct Loan Program and Federal Family Education Loan Program Teacher Loan Forgiveness Forms

Monday, November 1 - Thursday, November 4

- 2004 Electronic Access Conference - Orlando, FL

FSA Headlines

FSA News

- 2005-2006 Renewal FAFSA Form and Instructions now available
- FSA Announces Videoconference - The Application and Delivery System: What's New for 2005-2006
- 2005-2006 Spanish FAFSA and Insert now available
- 2005-2006 Paper Renewal FAFSA Request Deadline Reminder and Correction to 05-06 Renewal Application
- 2005-2006 COD Technical Reference Now Available

More ...





- Resources & Training**
- IFAP Home Page
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- School/Lender/Program Data
- Software and Manuals: SAIG
- Training (TFAP)
- Videoconferences
- Contacts
- FAA Access to Student Data**
- CPS (FAFSA/ISIR Processing)
- COD (Pell & DL Processing)
- DL Servicing for FAAs
- NSLDS for FAAs
- Participation & Funding**
- Application/Recertification (E-App)
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	29	30				
Events		Deadlines		Training		NPRMs

- Wednesday, November 10**
- R2T4 Analyzing Data and Conflicting Information RAC - Glendale, AZ
  - EASFAA - NASFAA Fall Training Modules Workshop - Hanover, NH
  - R2T4 Analyzing Data and Conflicting Information RAC - Lake Geneva, WI
- Monday, November 8 - Wednesday, November 10**
- DE-DC-MD - ASFAA 2004 Fall Conference - Ocean City, MD
- Monday, November 8 - Wednesday, November 10**
- North Carolina Association NCASFAA Fall Conference - Wilmington, NC
- Monday, November 8 - Monday, November 15**
- Comments on Accrediting Agencies, State Agencies for Approval of Public Postsecondary Education
- Tuesday, November 9 - Thursday, November 11**
- New Jersey Conference - Atlantic City, New Jersey
- Tuesday, November 9 - Wednesday, November 10**
- R2T4 Analyzing Data and Conflicting Information RAC - Pewaukee, WI

- ### FSA Headlines
- #### FSA News
- 2005-2006 Renewal FAFSA Form and Instructions now available
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- [More ...](#)

