



Session 21

Knowledge is Power: the FSA Schools Portal and IFAP

Marcello Rojtman





Objectives

FSA Schools Portal / Financial Aid Professionals - FAP

- My FSA
- Security Enhancement

Information for Financial Aid Professionals – IFAP

- Member Services

Search

Enhancements

Listserv - FSA Tech

Customer Service Call Center





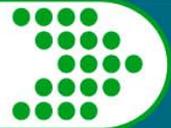
Federal Student Aid Schools Portal/ Financial Aid Professionals Portal -FAP

<http://fsa4schools.ed.gov>

Gateway to Financial Aid
Professionals Information.

- Headlines
- Calendar
- Links





FSA Schools Portal / Financial Aid Professionals - FAP

The look of yesterday

U.S. Department of Education
FSA Schools Portal
FEDERAL STUDENT AID
We Help Put America Through School

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

FSA Links & IFAP Database Go

Resources & Training

- IFAP Home Page
- Conferences
- CPS Web Applications Demo
- Default Management
- FSA Self-Assessments Tool
- ISIR Analysis Tool
- Listserve/Mailing Lists
- Publications and How to Order
- School/Lender/Program Data

FSA Calendar

<< September 2005 >>

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	

Friday, August 26 - Friday, September 30

- September 30, 2005 Deadline for Submitting FISAP

Wednesday, September 14 - Thursday, September 22

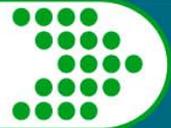
- Notice of deadline dates for receipt of

FSA Headlines

FSA News

- September 30, 2005 Deadline for Submitting FISAP
- Federal Register Notice Extending Institutional and Applicant Deadlines
- FY 2003 Official Cohort Default Rates Distributed September 12, 2005
- San Diego Electronic Access Conference Hotel
- Briefing on National Default Rates Now Available
- Cancellation of 2006 FSA Spring Conference
- Availability of the Child Care Provider Loan Forgiveness/Forbearance Application
- Hurricane Katrina Information - Electronic





FSA Schools Portal / Financial Aid Professionals - FAP

New Name and New Look

The screenshot shows the Financial Aid Professionals (FAP) website. At the top, there is a navigation bar with the FSA logo and the slogan "START HERE GO FURTHER FEDERAL STUDENT AID". Below this is a search bar and a navigation menu with links for HOME, MY FSA, Other Links, Help Center, Feedback, Privacy, and IFAP. The main content area is divided into three columns:

- Left Column (Resources & Training):** A list of links including IFAP Home Page, Conferences, CPS Web Applications Demo, 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.
- Middle Column (FAP Calendar):** A calendar for November 2005. The calendar shows dates from Sunday, October 30 to Saturday, November 26. Below the calendar are buttons for Events, Deadlines, Training, and NPRMs. Key events are listed:
 - Sunday, October 30 - Wednesday, November 2:** 2005 Electronic Access Conference - San Diego, CA
 - Tuesday, November 1 - Thursday, December 1:** Secretary extends FISAP Deadline date to December 1, 2005
 - Wednesday, November 2 - Friday, November 4:** MASFAA Fall Conference - Danvers, MA
- Right Column (FAP Headlines):** A section titled "FSA News" with two bullet points:
 - Why the new look at Federal Student Aid's Web sites?
 - October 2005 Version of NSLDS Enrollment Reporting Guide Now Available

At the bottom left, there are two more sections: "FAA Access to Student Data" with links for CPS (FAFSA/ISIR Processing), COD (Pell & DL Processing), DL Servicing for FAAs, and NSLDS for FAAs; and "Participation & Funding" with links for Application/Recertification (E-App), Audits and Program Reviews, COD on IFAP, eCampus-Based/FISAP, Experimental Sites, and eZ-Audit.





Financial Aid Professionals - FAP

Masthead

START HERE
GO FURTHER
FEDERAL STUDENT AID

Financial Aid Professionals

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

FSA Links & IFAP Database

List of Links

Resources & Training

- IFAP Home Page
- Conferences
- CPS Web Applications Demo
- Default Management
- FSA Self-Assessments Tool
- SIR 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/SIR 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

FAP Calendar

<< November 2005 >>

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

Events | Deadlines | Training | NPRMs

Sunday, October 30 - Wednesday, November 2

- 2005 Electronic Access Conference - San Diego, CA

Tuesday, November 1 - Thursday, December 1

- Secretary extends FISAP Deadline date to December 1, 2005

Wednesday, November 2 - Friday, November 4

- MASFAA Fall Conference - Danvers, MA

FSA Calendar

FSA Headlines

FAP Headlines

FSA News

- Why the new look at Federal Student Aid's Web sites?
- October 2005 Version of NSLDS Enrollment Reporting Guide Now Available

More ...



FAP Masthead



Financial Aid Professionals Sub Menu:

- My FSA
- Other Links
- Help Center

Online Form

- Feedback

Sub Page

- Privacy





FSA Schools Portal / Financial Aid Professionals - FAP

➤ **My FSA**

➤ Ensuring Security

Information for Financial Aid Professionals – IFAP

➤ Member Services

Search

Enhancements

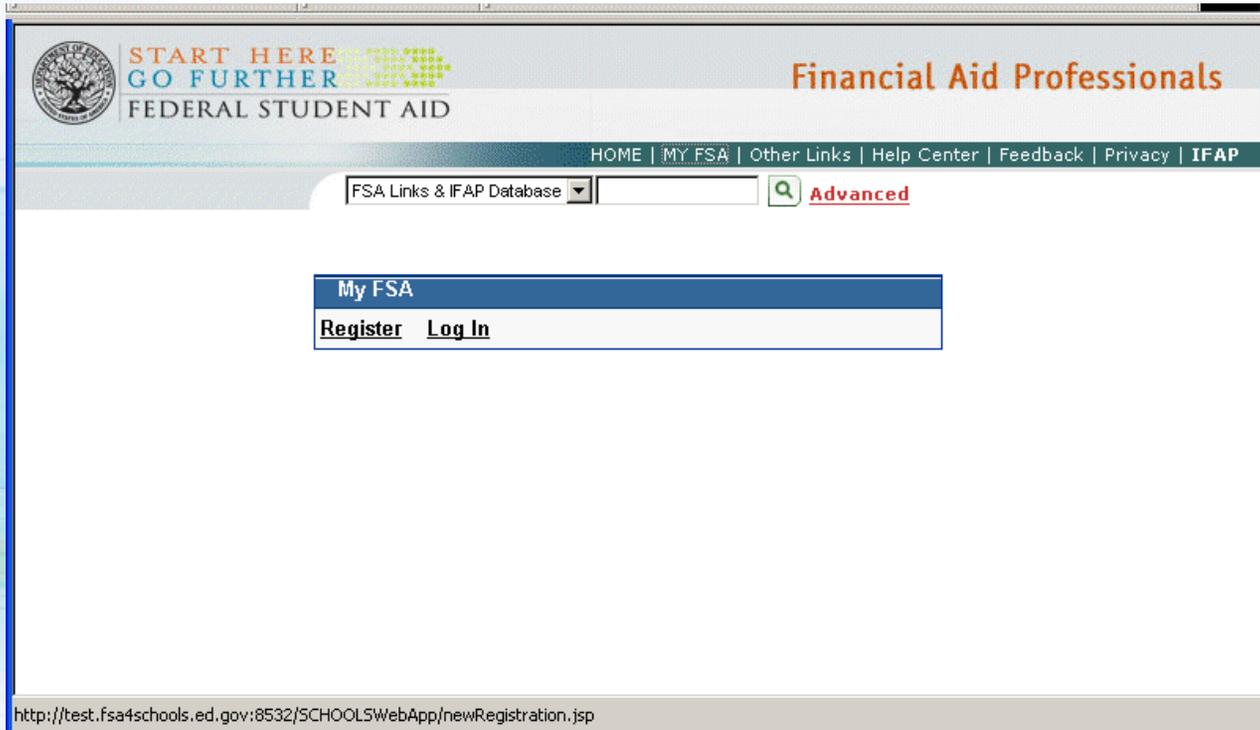
Listserv - FSA Tech

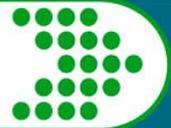
Customer Service Call Center





Register to Customize the Financial Aid Professionals Portal





My FSA - Customization Menu

The screenshot displays the My FSA website interface. At the top left is the Department of Education logo with the text "START HERE GO FURTHER FEDERAL STUDENT AID". To the right, it says "Financial Aid Professionals". A navigation bar contains links for "HOME | MY FSA | Other Links | Help Center | Feedback | Privacy | IFAP". Below this is a search bar with "FSA Links & IFAP Database" and an "Advanced" search button. The main content area features a "Customize My FSA" menu with the following options:

- My FSA Links
- My Bookmarks
- Change Password
- Log Out

The browser's taskbar at the bottom shows "Done Done" and "Internet Internet".





FSA Schools Portal / Financial Aid Professionals - FAP

- My FSA

- **Security Enhancement**

Information for Financial Aid Professionals – IFAP

- Member Services

Search

Enhancements

Listserv - FSA Tech

Customer Service Call Center





Security Enhancement on My FSA

Guidance on new security controls is as follows:

- Electronic Announcement published on June 23, 2005 titled: *“Summary: This announcement briefly describes the Schools Portal's My FSA customization feature, and then explains the security enhancements that will be added to My FSA beginning Monday, June 27”*
- <http://ifap.ed.gov/eannouncements/0623MyFSAPassword.html>





Password must:

- Be unique from the last five previously used passwords;
- Be eight characters long with a mix of alpha and numeric characters;
- Use upper and lowercase letters (Note: Passwords are case sensitive);
- Contain at least one special character (Note: special characters consist of !@#\$%^*()_-=+{[]|:;.,~.)





Security Enhancement Controls Include

- Limit to three login attempts before account is locked.
- Password expires after 90 days so immediately upon initial login, the user will be forced to change their password.





Security Enhancement Controls Include

“Change password” message on My FSA homepage will appear 5 days before the password expires.

The screenshot shows the My FSA homepage with the following elements:

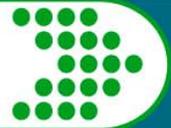
- Header: **START HERE GO FURTHER FEDERAL STUDENT AID**
- Navigation: **FSA Links & IFAP Databases**
- Message Box:

Welcome back MChen6!
Your password is about to be expired.
Please [click here to change password.](#)
- Resources & Training: **Resources & Training**
- FSA Calendar:

FSA Calendar
June 2005

Sun	Mon	Tue	Wed
5	6	7	10





FSA Schools Portal / Financial Aid Professionals - FAP

- My FSA
- Security Enhancement

Information for Financial Aid Professionals – IFAP

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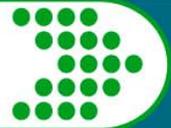


Information for Financial Aid Professionals – IFAP <http://ifap.ed.gov>

- Online library for Financial Aid Professionals.
- Most up to date guidance on administering Title 4 Federal Student Aid Programs.
- Special Link to guidance for Schools, Students, Financial Partners, and Borrowers affected by the hurricanes

The screenshot shows the IFAP Library website. At the top, it features the Department of Education logo and the text "START HERE GO FURTHER FEDERAL STUDENT AID" and "Information for Financial Aid Professionals (IFAP) Library". Below this is a navigation bar with links for "Help Center", "What's New", "Other Links", "Feedback", "Privacy", and "FAP". A sub-header states: "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 divided into three columns: "SEARCH", "Tools for Schools", and "On-Line References". The "SEARCH" column includes a "Keyword Search:" field with a "Search" button, and links for "Advanced Search" and "About this Search". The "Tools for Schools" column lists various resources such as "Aids to Promoting Federal Aid", "COD (Computer Based Training)", "Conference Presentations", "EDEXpress Basics (WBT)", "eZ-Audit", "FISAP Web Based Training", "FSA Assessments", "FSA COACH (Web Based Training)", "ISIR Analysis Tool", "Listseves/Mailing Lists", and "Videoconferences". The "On-Line References" column features a prominent "Hurricane Information" link and other resources like "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", and "Program Review Guidance".





IFAP Special Guidance

Special guidance is placed in one area for easy retrieval.

The screenshot shows the IFAP Library website. At the top left is the Department of Education logo with the text "START HERE GO FURTHER FEDERAL STUDENT AID". To the right is the title "Information for Financial Aid Professionals (IFAP) Library". Below this is a navigation bar with links: "Help Center | What's New | Other Links | Feedback | Privacy | FAP". A subtitle reads: "The IFAP online library contains technical publications, regulations, and policy guidance on the administration of the Federal Student Aid programs." Below the navigation bar, it says "Updated on November 1, 2005". The main heading is "FEDERAL STUDENT AID HURRICANE INFORMATION" followed by "HELP IS AVAILABLE FOR STUDENTS, BORROWERS, AND SCHOOLS". There are two buttons: "Hurricane Katrina Information" and "Hurricane Rita Information". A large red box contains the following text: "The Department provided general guidance (Dear Colleague Letter GEN-04-04) for students, parents, borrowers, institutions, loan holders, and guaranty agencies affected by a disaster. This guidance applies to those impacted by Hurricane Wilma who, at the time of a disaster, were residing in, employed in, or attending an institution located in a county designated as a Federally-declared disaster area. As of October 25, FEMA designated ten counties in Florida eligible for Federal assistance as a result of Hurricane Wilma. The Department is monitoring the effects of Hurricane Wilma and will provide additional guidance as more information becomes available. Note, at this time, the guidance we have issued related to Hurricanes Katrina and Rita does not apply to Hurricane Wilma. Only the provisions of GEN-04-04 and any specific Hurricane Wilma information we post are applicable. Please check this page regularly for updated guidance for those affected by Hurricane Wilma. We will post information as soon as it





• Masthead

• Web Pages and Functions

• Categorize Popular Publications and Web pages

The screenshot shows the IFAP Library website with several sections highlighted in green boxes:

- Masthead:** The top header area containing the logo, the slogan "START HERE GO FURTHER FEDERAL STUDENT AID", and the title "Information for Financial Aid Professionals (IFAP) Library".
- Navigation:** A horizontal bar with links for "Help Center", "What's New", "Other Links", "Feedback", "Privacy", and "FAP Information for Financial Aid Professionals".
- Search:** A section with a "Keyword Search:" input field, a "Search" button, and links for "Advanced Search" and "About this Search".
- OTHER VIEWS:** A section with links for "Current Publications", "Archived Publications", and "Publications by Topic".
- SCHOOL PORTAL FEATURES:** A section with links for "FSA Headlines", "FSA Calendar", and "FSA Conferences and Training".
- MEMBER SERVICES:** A section with a link for "MEMBER SERVICES".
- Publications:** A large list of publication titles including "Aids to Promoting Federal Aid", "COD (Computer Based Training)", "Conference Presentations", "EDEXpress Basics (WBT)", "eZ-Audit", "FISAP Web Based Training", "FSA Assessments", "FSA COACH (Web Based Training)", "ISIR Analysis Tool", "Listserve/Mailing Lists", "Videoconferences", "Dear Partner/Colleague Letters", "Campus-based (CB)", "Financial Partners (FP)", "General Distribution (GEN) Letters", "Pell Grant (P)", and "Training Announcements (ANN)".
- Electronic Announcements:** A section with a link for "Electronic Announcements".
- Publications (continued):** A list of publication titles including "Audit Guidance", "Blue Book: Accounting/Recordkeeping/Reporting for the Business Office", "Closed Schools Guide", "Cohort Default Rate Guide", "Counselor's Handbooks", and "DL Systems and Operations".
- Hurricane Information:** A section with a red header and a list of links related to hurricane information, such as "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:** A section with links for "Code of Federal Regulations (GPO Compilation)", "Federal Registers", "Higher Education Act (thru October 2002)", "HEA Amendments", and "US Code (GPO Compilation)".
- Worksheets, Schedules, & Tables:** A section with links for "Drug Worksheets", "EFC Formula Worksheets and Tables", "2005-06 Pell Grant Payment Schedules", "2004-05 Pell Grant Payment Schedules", "Return of Title IV Aid Worksheets", and "Verification Worksheets".





IFAP – Current FSA Publications

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 F 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".

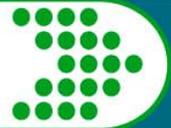
Aids to Promoting Federal Aid: FSA has compiled various publications and information which you may use to promote, advertise or explain federal student aid to your students. All of the many publications are available here.

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.





FSA Schools Portal / Financial Aid Professionals - FAP

- My FSA
- Security Enhancement

Information for Financial Aid Professionals – IFAP

- **Member Services**

Search

Enhancements

Listserv - FSA Tech

Customer Service Call Center





IFAP – Member Services



➤ Notification of new content

➤ Member Services Profile

➤ Register

➤ Different from My FSA



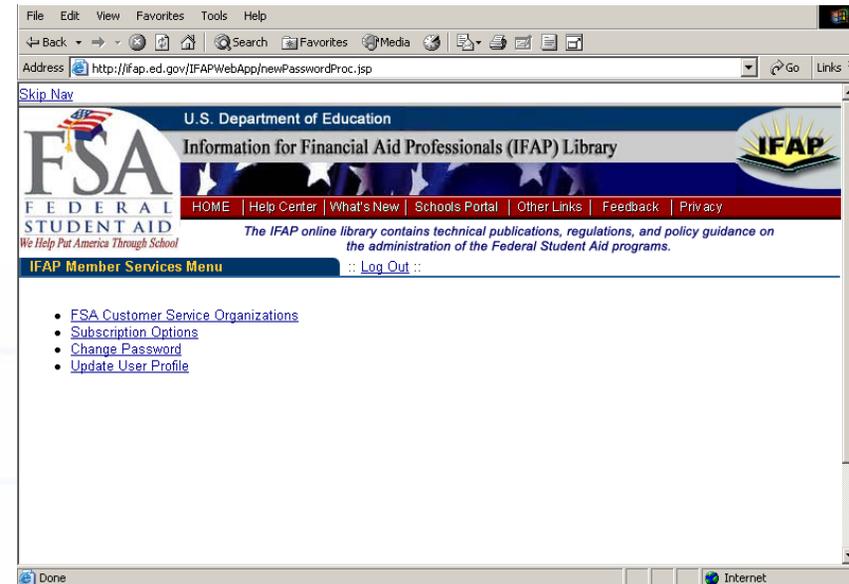


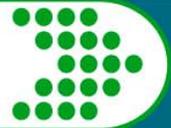
IFAP – Member Services -- Registration

1. Select Member Services

2. Select Click Here to Register.

3. Complete the IFAP User Registration form and select the Submit Registration Button

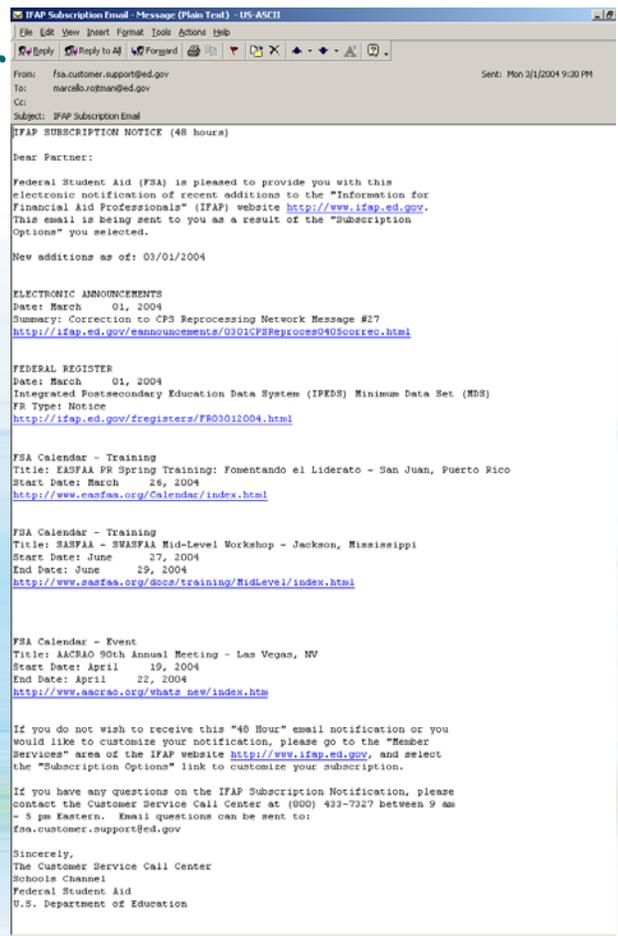


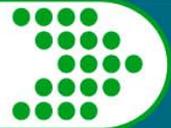


IFAP- Member Services Subscription Service

48 Hour

Weekly





IFAP—Member Services Case Study



Thomas has a new job with new different responsibilities. He would like to make sure his Member Services profile is updated with his new information.

How does Thomas update the IFAP Member Services profile?





FSA Schools Portal / Financial Aid Professionals - FAP

- My FSA
- Security Enhancement

Information for Financial Aid Professionals – IFAP

- Member Services

Search

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Search Engine – Powered by Google

✓ More Relevant Results

✓ Sort By Date or Relevance

✓ Blue Status Bar

Skip Nav

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.

Searched for **668.16**. Results **1 - 25** of about **56**. Search took **0.1** seconds.
Sort by: [Date](#) / Relevance

[IFAP - Regulations Compilations](#)
... or approved by the Secretary: (A) The individual designated by the institution under Sec. **668.16**(b)(1). (B)(1) In the case of a for-profit institution, the ...
[ifap.ed.gov/regcomps/doc2364_bodyofext.htm](#) - 15k

[IFAP - Dear Colleague Letter](#)
... Funds (668.167(b)(1)). Institutional Eligibility, Financial Responsibility, and Administrative Capability (600.40(a)(1)(iii), 668.15, **668.16**, and 668.171). ...
[ifap.ed.gov/dpcletters/GEN0404.html](#) - 47k

[IFAP - Regulations Compilations](#)
... Citations: (R)**668.16** AsOfDate: 12/31/98 Sec. **668.16** Standards of administrative capability. To begin and to continue to participate in any Title IV, HEA program ...
[ifap.ed.gov/regcomps/doc3029_bodyofext.htm](#) - 20k

[IFAP - Regulations Compilations](#)
... Citations: (R)**668.16** AsOfDate: 12/31/99 Sec. **668.16** Standards of administrative capability. To begin and to continue to participate in any Title IV, HEA program ...



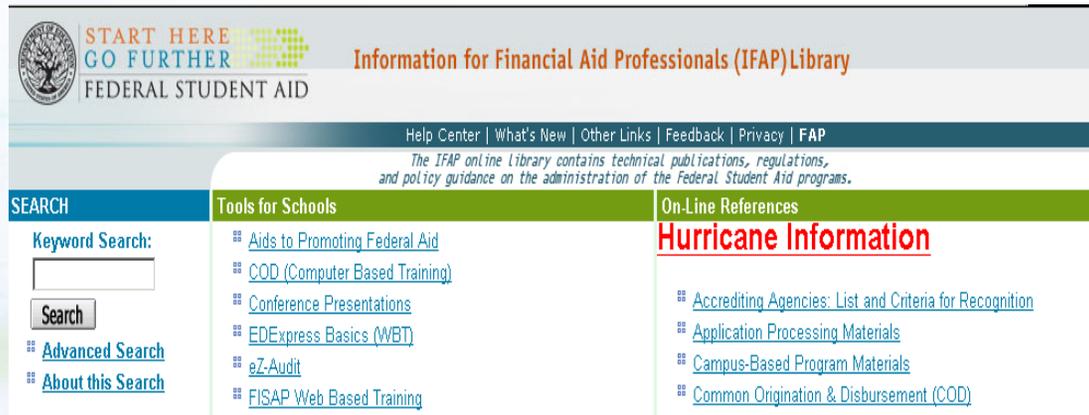


Google is on both FAP and IFAP

- Use the FAP search to search all FSA web sites.



- Use IFAP to search IFAP content.





Search Features

File Edit View Favorites Tools Help

Address <http://test.fsa4schools.ed.gov:8532/SCHOOLSWebApp/index.jsp>

**START HERE
GO FURTHER**
FEDERAL STUDENT AID

Financial Aid Professionals

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

IFAP Database | laon | **Advanced**

Searched for 'laon' Results 1 - 1 of about 1. Search took 0.04 seconds.
[by Date](#) / Relevance

Did you mean: [loan](#)

[PDF] [Microsoft PowerPoint - sess14.ppt](#)
... an electronic file of the payments to CDS which applies them to the **Laon** Servicing system. Contractor: EDA is provided by the Federal Reserve in Kansas. ...
www.ifap.ed.gov/presentations/attachments/dlarchit.pdf - 1998-08-03

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Automatically checks spelling and makes suggestions





Search – with Google Operators

Search
Phrases by
using Quotes

Search with
the “OR”
Operator

The screenshot shows the Federal Student Aid website search interface. At the top left is the Department of Education logo with the text "START HERE GO FURTHER FEDERAL STUDENT AID". To the right is the text "Financial Aid Professionals". Below this is a navigation bar with links: "HOME | MY FSA | Other Links | Help Center | Feedback | Privacy | IFA". The search bar contains the text "FSA Links & IFAP Database" and "Satisfactory Academic Progress" with a search icon and the word "Advanced" in red. Below the search bar, a blue banner indicates the search results: "Searched for 'Satisfactory Academic Progress' OR 'SAP'" and "Results 1 - 10 of about 1690. Search took 0.19 seconds". A link "by Date / Relevance" is visible. The first three search results are listed below:

- [FSA Assessments/Satisfactory Academic Progress Page](#)
... Introduction: Do you have a **Satisfactory Academic Progress (SAP)** Policy that meets the minimum regulatory requirements as outlined in 34 CFR 668.16 (e)? Do you ...
ifap.ed.gov/qamodule/SAPModule/SAPModuleIntro.html - 17k
- [FSA Assessments/Satisfactory Academic Progress Page](#)
... Introduction: Do you have a **Satisfactory Academic Progress (SAP)** Policy that meets the minimum regulatory requirements as outlined in 34 CFR 668.16 (e)? Do you ...
www.ifap.ed.gov/qamodule/SAPModule/SAPModuleIntro.html - 17k
- [FSA COACH 2004-2005 - Lesson 5-04: Satisfactory Academic Progress ...](#)
This lesson will review the features that must be included in **Satisfactory Academic Progress (SAP)** policies. You will see examples ...
www.ed.gov/offices/OSFAP/fsacoach/lesson5_4/5_4_1.html - 6k





Search – with Google Operators

IFAP Publications Advanced Search Tool

Search: Please type your search in the box below.

Student Aid -Loan

Skip Nav

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.

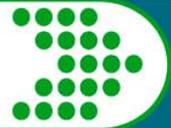
Searched for **Student Aid -Loan**. Results **1 - 25** of about **6330**. Search took **0.17** seconds.

Sort by: [Date](#) / Relevance

- [US Dept. of Education FSA Videoconference Series](#)
... December 12, 2003 Broadcast "Federal **Student Aid** for Counselors and Mentors" (Running time: 120 minutes). ...
[www.edvideo.walcoff.com/archives.html](#) - 10k
- [FSA COACH 2004-2005 - Lesson 3-02: Applying for Federal ...](#)
This is a script to ... Applying for Federal **Student Aid**. This lesson explains which **aid** ...
[www.ed.gov/offices/OSFAP/fsacoach/lesson3_2/3_2_1.html](#) - 6k
- [FSA COACH 2004-2005: Module 1 - Introduction to Federal ...](#)
... Introduction to Federal **Student Aid**. Select a menu item to enter a lesson, Select a square to view a description of each lesson. ...
[www.ed.gov/offices/OSFAP/fsacoach/module_1.html](#) - 10k
- [Glossary Item: Free Application for Federal **Student Aid** \(...\)](#)
Free Application for Federal **Student Aid** (FAFSA). The ED form that must be completed in order to receive federal **student aid**. The FAFSA gathers data needed to ...

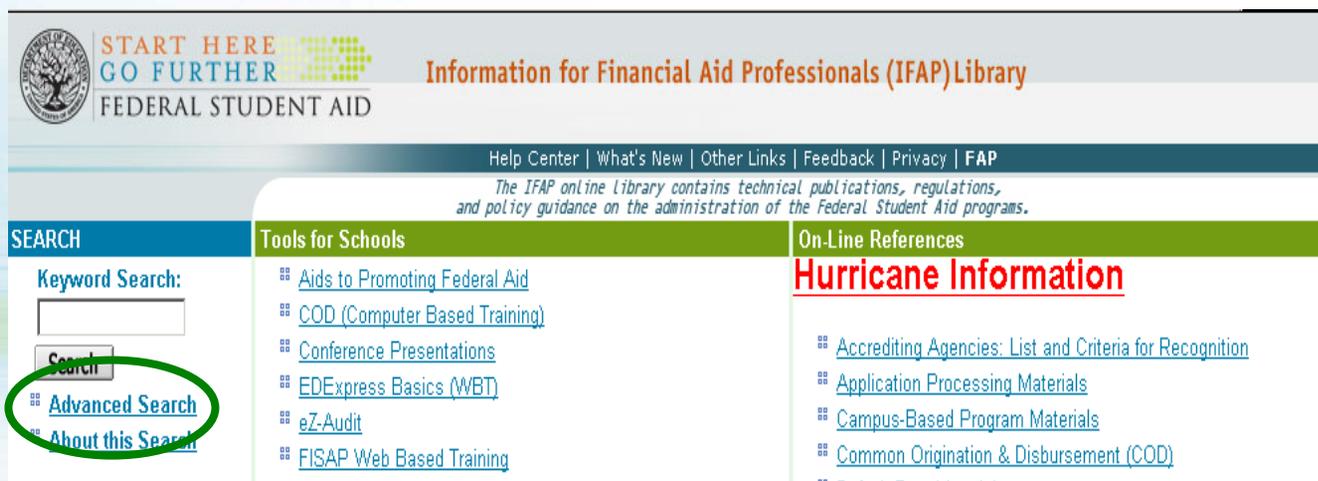
“-” Operator is used to exclude an item.

See Googles web page for more information about Google Operators at http://www.google.com/help/refine_search.html



Advanced Search Option

The advance search option is available on both FAP and IFAP





Advanced Search Option on FAP

- Filter for Date
- Filter for FSA web sites
- Select the amount of results that appear on a web page.

The screenshot displays the Financial Aid Professionals (FAP) website interface. At the top, the logo for the U.S. Department of Education Federal Student Aid is visible, along with the slogan "START HERE GO FURTHER" and the text "Financial Aid Professionals". Navigation links include "HOME | MY FSA | Other Links | Help Center | Feedback | Privacy | IFAP". A search bar contains the text "FSA Links & IFAP Database" and a magnifying glass icon next to the word "Advanced".

The main content area is titled "Schools Portal Advanced Search Tool". It features a search input field with the prompt "Search: Please type your search in the box below." Below this are two sets of filters:

- Year of Posted Date:** A dropdown menu set to "-No Filter-" and an input field for "Or Exact Posted Date (yyyy-mm-dd)".
- Year of Publication Date:** A dropdown menu set to "-No Filter-" and an input field for "Or Exact Publication Date (yyyy-mm-dd)".

A section for "Publication Type Selection" includes a note: "To select more than one publication type to search, click on the publication types from the menu below, while holding down the 'Ctrl'". Below this is a scrollable list of publication types:

- All
- Application/Recertification (E-App)
- Common Origination and Disbursement (COD)
- Conferences
- Direct Loan: Loan Origination
- Direct Loan: Loan Servicing
- FAA Access on the Web
- FSA University (training)
- Guidance: Terrorist Attacks
- GAPS & E-payments

At the bottom of the search tool, there is a "Number of Results per Page:" dropdown menu set to "25" and a "Search Now" button.



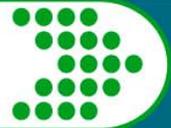


Advanced Search Option on IFAP

- Filter for Date
- Filter for Publications
- Select the amount of results that appear on a web page.

The screenshot shows the IFAP Publications Advanced Search Tool interface. At the top, it features the U.S. Department of Education logo and the IFAP logo. The main header reads "Information for Financial Aid Professionals (IFAP) Library". Below this, there is a navigation bar with links for HOME, Help Center, What's New, Schools Portal, Other Links, Feedback, and Privacy. A tagline states: "The IFAP online library contains technical publications, regulations, and policy guidance on the administration of the Federal Student Aid programs." The search tool itself includes a search box with the prompt "Search: Please type your search in the box below." Below the search box are two sets of filters for dates. The first set is for "Year of Posted Date" with a dropdown menu set to "-No Filter-" and an input field for "Or Exact Posted Date (yyyy-mm-dd)". The second set is for "Year of Publication Date" with a similar dropdown and input field. A "Publication Type Selection" section follows, with a note: "To select more than one publication type to search, click on the publication types from the menu below, while holding down the 'Ctrl'". A list of publication types is shown in a scrollable menu, including All, Accrediting, Action Letters, Aids to Promoting Federal Aid, Application Processing, Audit Guide, Blue Books, Campus-based Programs, COD, and Combined Federal Regulations. At the bottom, there is a "Number of Results per Page" dropdown menu set to "25".





FSA Schools Portal / Financial Aid Professionals - FAP

- My FSA
- Security Enhancement

Information for Financial Aid Professionals – IFAP

- Member Services

Search

Enhancements

Listserv - FSA Tech

Customer Service Call Center





Enhancements for FAP and IFAP

- FAP included in the “*ADvance*” initiative
 - Customize calendar
 - More functionality
- IFAP Redesign
 - Implementing the latest web technology
 - Design for ease of use





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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/fsatechsubscribe.html>

For Assistance E-mail at fsa.customer.support@ed.gov or call 1.800.433.7327 if you have any questions





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Customer Service Center – Customer Service

- Program 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**
- Fax number: **1-202-275-5532**
- E-Mail: **fsa.customer.support@ed.gov**





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





Customer Service Case Study



Nicki and Thomas attended Marcello's EAC presentation on the FAP Portal and IFAP and would like an electronic copy of the presentation to use to brief their colleagues at "home."

What should they do?





Summary

FSA Schools Portal / Financial Aid Professionals - FAP

- **My FSA**
- **Security Enhancement**

Information for Financial Aid Professionals – IFAP

- **Member Services**

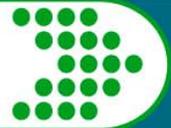
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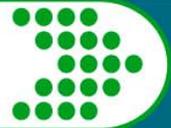




Knowledge is Power: the FAP Portal and IFAP

Questions and Comments





Knowledge is Power: the FAP Portal and IFAP

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

