Summary of Changes for the Application Processing System

2013–2014

U.S. Department of Education

**F E D E R A L
STUDENT AID**

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Introduction

Overview

The *Summary of Changes for the Application Processing System* is designed to meet the reference needs of financial aid administrators (FAAs), programmers, and data processing staff. In this guide, we describe updates and enhancements to the 2013-2014 application processing system and to student and school Web products. We recommend you review the information provided in this guide, as some enhancements may require you to modify your office procedures and system operations.

The following sections are included in this guide:

- **Major Changes** – This section provides information about major changes for the 2013-2014 processing year and covers the following topics:

    - Reduction of Central Processing System (CPS) Rejects by using Internal Revenue Service (IRS) Data

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    - Expanded Electronic Communications

    - Pell Lifetime Eligibility Used (LEU) Changes

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- **2013-2014 Application Processing System Schedule** – This section provides important processing deadlines and anticipated document and software release dates.

- **Summary of Changes to the 2013-2014 Paper Free Application for Federal Student Aid (FAFSA) and FAFSA on the Web** – This section provides descriptions of the FAFSA and FAFSA on the Web Worksheet, including information about requesting and receiving paper forms and downloading electronic forms. Changes to the 2013-2014 paper FAFSA and to the FAFSA on the Web site are also described.

- **Summary of Changes to FAA Access to CPS Online** – This section provides information about the FAA Access to CPS Online enrollment requirement and information about changes to Application Processing (Student Inquiry, Application Entry, and Institutional Student Information Record [ISIR] Request options).

- **Summary of Changes to the 2013-2014 CPS** – This section provides information about changes to the CPS. The following areas are discussed:

  – Database Matches
  – CPS Edits
  – Need Analysis
  – Application Output Sent to Students
  – Student Aid Report (SAR) Comments

- **Getting Help** – This section provides contact information for customer service and lists useful documents and Web sites you can access for additional assistance.

In addition to our annual 2013-2014 system updates that are implemented in January 2013, we plan to intermittently release additional system updates. Scheduling intermittent releases enables us to continuously improve our Web sites and other systems.

We will describe enhancements implemented during the processing cycle in various future communications posted on the Information for Financial Aid Professionals (IFAP) Web site at ifap.ed.gov, including electronic announcements and updated guides and references.

Unless otherwise noted, we will implement the changes we describe in this guide at the start of the 2013-2014 processing cycle, in January 2013.

Major Changes

Description of Major Changes

In this section, we describe major changes to the application processing system and Web products for 2013-2014, including updates and enhancements resulting from annual and legislative changes. Policy and operational guidance can also be found on the IFAP Web site.

Reduction of CPS Rejects by Using IRS Data

We continue to expand the use of data obtained by applicants through the IRS Data Retrieval Tool (DRT) to improve the accuracy of financial information collected from applicants. For 2013-2014, we will use financial data transferred from the IRS, if the applicant has not changed it, to bypass certain CPS edits that are triggered when adjusted gross income and taxes paid appear to be inconsistent. We anticipate this change will reduce the number of rejects FAAs must resolve and simplify the application process for applicants who use the IRS DRT.

The rejects and warning edit that will no longer be set, if the questionable data was transferred from the IRS and was unchanged, are described in the following table.

Reject/Warning	Reason
Reject 3	Student's Taxes Paid is greater than zero and equal to or greater than Student's Adjusted Gross Income (AGI)
Reject 12	Parents' Taxes Paid is greater than zero and equal to or greater than Parent's AGI

Reject/Warning	Reason
Reject C	Student's Taxes Paid (independent student) is greater than zero and greater than or equal to a fixed percentage of the AGI, but not equal to or greater than Student's AGI OR Parents' Taxes Paid (parent of dependent student) is greater than zero and equal to or greater than Parent's AGI
Reject G	Student's Taxes Paid (dependent student) is greater than zero and greater than or equal to a fixed percentage of the AGI, but not equal to or greater than Student's AGI
AGI Warning	Students AGI is greater than zero and equal to the Parents' AGI

For 2013-2014, the IRS DRT will be available on February 3, 2013.

Verification Enhancements

For 2013-2014, we have enhanced verification criteria to include applicants with unusual enrollment history.

As part of this enhancement effort, we added new edits to the National Student Loan Data System (NSLDS) prescreening process to generate a new NSLDS Unusual Enrollment History Flag that will be displayed in the NSLDS section of the ISIR.

The Unusual Enrollment History Flag is passed to the CPS from NSLDS during the prescreening match process and is used to generate SAR comments and the SAR C Flag as appropriate. The NSLDS Unusual Enrollment History Flag is included on the ISIR. Values for the Unusual Enrollment History Flag are described in the following table.

NSLDS Unusual Enrollment History Flag	Description	SAR C Flag?	SAR Comment
1	For Federal Student Aid Use Only	No	N/A
2	Unusual Enrollment History 2 (Possible enrollment pattern problem, school may need to resolve)	Yes	359
3	Unusual Enrollment History 3 (Questionable enrollment pattern, school must resolve)	Yes	360

NSLDS Unusual Enrollment History Flag	Description	SAR C Flag?	SAR Comment
N	Enrollment pattern not unusual (No school action required)	No	N/A
Blank	Record not sent for match	No	N/A

We will provide guidance on the new NSLDS Unusual Enrollment History Flag in a forthcoming electronic announcement posted to the IFAP Web site.

New edits were added to the CPS to set a new NSLDS Postscreening Reason Code, 24, which identifies applicants who have a change in the Unusual Enrollment History Flag value after the initial prescreening took place. A new system-generated transaction is created for these records. In addition to the Postscreening Reason Code, a new value for the Unusual Enrollment History Flag and a new SAR comment or C Flag are displayed, as appropriate.

Additional Items to be Verified

In addition to the verification items in place for the 2012-2013 award year, we added the following verification items for 2013-2014 to ensure only eligible applicants receive Title IV aid:

- **High School Completion Status** – Certain applicants are now required to verify their high school completion status—high school diploma, recognized equivalent of a high school diploma, or homeschool.

- **Identity/Statement of Educational Purpose** – Certain applicants are now required to verify their identities and resubmit a Statement of Educational Purpose, as was originally provided as part of the FAFSA submission.

Verification Groups

To identify records selected for verification in 2013-2014, you need to continue to review the Verification Flag, which is set to **Y** by the CPS on selected records. As we move toward customized verification, we are using new values for the Verification Tracking Flag to place an applicant selected for verification into one of five Verification Tracking Groups. The FAFSA information that must be verified is based on the assigned Verification Tracking Group. The new Verification Tracking Flag values and corresponding Verification Tracking Groups are:

V1 = Standard Verification Group (Record selected because conditions based on statistical analysis error-prone risk model were met)

V2 = Supplemental Nutrition Assistance Program (SNAP) Verification Group (Record selected for receipt of SNAP criteria only)

V3 = Child Support Paid Verification Group (Record selected for Child Support Paid criteria only)

V4 = Custom Verification Group (Record selected for Identity/Statement of Educational Purpose criteria only)

V5 = Aggregate Verification Group (Record selected for Identity criteria/Statement of Educational Purpose and Standard Verification criteria)

The Verification Flag and Verification Tracking Flag are included in the ISIR and displayed on the "FAA Information" page in Student Inquiry, in ISIR Compare, and in the "For Financial Aid Office Use Only" section on the eSAR. The Verification Flag is also printed on the SAR and SAR Acknowledgement.

For further information about 2013-2014 verification, including a chart of the FAFSA information you must verify and acceptable documentation for each Verification Tracking Group, see Dear Colleague Letter GEN-12-11 and the Federal Register Notice published July 12, 2012.

Verification Tool

Due to the transition period required to achieve our long-range goal of a customized verification process, we determined that the effort to design and build an online Verification Tool would be extensive and provide only a partial solution for meeting current verification requirements. For 2013-2014, we are not developing a Verification Tool, and we are removing links and references to the tool from FAA Access to CPS Online. Discussions about the Verification Tool for 2014-2015 and beyond are ongoing.

Expanded Electronic Communications

Sending an e-mail is a faster, more efficient, cost-effective method for communicating with an applicant. By implementing the following enhancements, we expect to increase the number of applicants that we are able to reach by e-mail, thereby reducing the time it takes to communicate processing results:

- **Added FAFSA on the Web and Federal Student Aid PIN Web site Prompts** – For 2012-2013 and 2013-2014, we added messaging that prompts the applicant to provide an e-mail address if he or she attempts to exit the "Student Demographic Information" page in FAFSA on the Web or the Federal Student Aid PIN application without entering an e-mail address; however, it is still an optional field.

- **Emphasize Electronic Signatures** – For a student in an original transaction and for a parent in an initial, renewal, or correction transaction, the default option is now to sign electronically, unless the user has a Social Security number that is all zeros or begins with 666. Although the opportunity to view and select other options (print and return a signature page or submit without signatures) is less discernible, it is still available in these cases. In the case of a student who is submitting a renewal FAFSA or a FAFSA correction in FAFSA on the Web, an electronic signature is still required. Signing electronically often eliminates the need for users to take further action, enabling us to communicate processing results in an e-mail instead of processing a signature page or mailing a paper SAR for a signature reject.

These changes support our decision to discontinue sending the following paper notifications for 2013-2014:

- **Paper Renewal Reminders** – We no longer send renewal reminders to applicants who have not provided a valid e-mail address or when e-mails bounce back. Dynamic messaging on the "My FAFSA" page notifies a renewal-eligible FAFSA on the Web user when information is available to prefill his or her FAFSA.

- **PIN Mailers** – Delivery of a PIN Mailer by postal mail is no longer an option. Federal Student Aid PINs continue to be delivered by e-mail, displayed on the screen, or self-selected.

Pell Lifetime Eligibility Used (LEU) Changes

As explained earlier this year in announcements posted on the IFAP Web site, one of the changes made by the Consolidated Appropriations Act, 2012 is a provision that limits the duration of a student's eligibility to receive a Federal Pell Grant (Pell Grant) to the equivalent of six years. Below we review the changes made for 2012-2013 and describe the changes we are making for 2013-2014.

2012-2013 Changes

The following changes were implemented during 2012. We added Pell Grant LEU information and applicable comments on 2012-2013 ISIRs and SARs to alert schools and applicants who are close to or have exceeded 600% LEU based on prior Pell Grant disbursement history. To avoid making mid-cycle changes to the ISIR record layout, we reported this information using new comment codes and NSLDS postscreening reason codes.

Comment Codes – We added new comment codes 345 to 348, which are set based on new Pell Grant LEU information the CPS receives from the NSLDS. The comment codes indicate if the student's total Pell Grant awards to date are either high (345), close to the LEU limit (346), meet or exceed the LEU limit (347), or are no longer close to or exceeding the LEU limit (348). The SAR C Flag is set when comment code 346 or 347 appears on the student's transaction.

NSLDS Postscreening Reason Codes – On a periodic basis, NSLDS transmits a file to the CPS containing records that have been sent to NSLDS previously for prescreening and subsequently had a status change in the NSLDS database affecting the student's eligibility for financial aid. As part of this postscreening process, NSLDS returns codes to explain the change in information.

For 2012-2013, four new Postscreening Reason Codes (20 to 23) were added to the ISIR to provide similar information as the new comment codes. The values for the postscreening reason codes are as follows:

> 20 = Pell eligible and met or exceeded Pell lifetime limit
>
> 21 = No longer meeting or exceeding Pell lifetime limit
>
> 22 = Pell eligible and close to Pell lifetime limit
>
> 23 = No longer close to Pell lifetime limit

Updated ISIRs and SARs – As part of the usual weekly NSLDS postscreening process, we send updated ISIRs and SARs with Pell Grant LEU data. An NSLDS Pell Lifetime Limit Flag was added to NSLDS prescreening and, although this information is not included in the 2012-2013 ISIR file or printed on the 2012-2013 SAR, it is used to generate SAR comments for 2012-2013 applicants who are close to or have exceeded their lifetime eligibility.

New for 2013-2014

The following changes will be implemented in January 2013. We are revising comment codes, adding new comment codes, adding information to the ISIR record layout, and displaying information on student and FAA output documentation.

Comment Codes – We added nine new comments—349 through 357— to describe the amount of Pell Grant eligibility used and revised the text of comments 345 through 347. See the "SAR Comments" section later in this guide for additional information regarding these comment changes. Comment codes and text are displayed on the SAR, SAR Acknowledgement, eSAR, and in Student Inquiry. The comment codes are displayed in ISIR Compare.

NSLDS Postscreening Reason Codes – We are not making changes to the NSLDS Postscreening Reason Codes; we will continue to use codes 20 to 23.

Updated ISIRs and SARs – The following new fields—NSLDS Pell Lifetime Limit Flag and NSLDS Pell Lifetime Eligibility Used percentage—are included in the ISIR and are displayed after the NSLDS fields in ISIR Compare and on the SAR, SAR Acknowledgement, eSAR, and the "FAA Information" page in Student Inquiry.

- **NSLDS Pell Lifetime Limit Flag** – This flag is included in the ISIR file and will be displayed on the SAR, eSAR, and ISIR. The values are as follows:

  > H = High Pell percentage. The student has received Pell Grants of the equivalent of between four and five school years (greater than or equal to 400% and less than or equal to 500%).

C = Close to Pell limit. The student has received Pell Grants close to the cumulative total. The student's eligibility for additional Pell Grants may be limited (greater than 500% and less than 600%).

E = Met or exceeded Pell limit. The student can no longer receive Pell Grant aid. The student received Pell Grants equal to or exceeding the cumulative total (greater than or equal to 600%).

N = No problem. The student has either not received any Pell Grants, or he or she has received Pell Grants for less than the equivalent of four school years.

Blank = Record not sent for match

- **NSLDS Pell Lifetime Eligibility Used** – The Pell Lifetime Eligibility Used percentage was added to the NSLDS prescreening data and will be included in the ISIR. SAR comments are generated for all Pell-eligible transactions based on the Pell Lifetime Eligibility Used percentage from NSLDS. The amount of eligibility used is converted to the academic year equivalent and included in the comment. For Pell-eligible transactions that do not include a Pell Lifetime Eligibility percentage, a comment provides general information about the Pell lifetime limit.

Important Note: The Common Origination and Disbursement (COD) System has the most current Pell Grant award and disbursement information. The Pell Lifetime Limit Flag and NSLDS Pell Lifetime Eligibility Used percentage from a student's SAR or ISIR reflect the information NSLDS provided to the CPS at the time of processing. By the time you are ready to make your award to the student, the data from the prescreening match may be out of date; therefore, it is important that you access the COD System for the most current information if a student's eligibility is in doubt.

Need Analysis Income Threshold Increase

The income threshold for an automatic zero EFC has been increased from $23,000 to $24,000 for the 2013-2014 Award Year.

Simplified Needs Test Threshold Unchanged

The income threshold for Simplified Needs Test (SNT) will remain at $49,999 for the 2013-2014 Award Year.

Retired Web Sites

In July 2012, we launched a new streamlined Federal Student Aid Web site at StudentAid.gov, which is the first step of a multiphase project to develop a single point of entry for students accessing federal student aid information, applying for federal student aid, repaying student loans, and navigating the college decision-making process.

With the initial release of StudentAid.gov, four Web sites—Student Aid on the Web, the Federal Student Aid Ombudsman Web site, the Federal Student Aid Gateway, and college.gov—were retired.

For 2012-2013 and 2013-2014, we have replaced all FAFSA on the Web and Federal Student Aid PIN Web site links to the retired Web sites with links to StudentAid.gov. If a retired Web site is saved in your browser or referenced in your staff or student documentation, we recommend that you replace it with StudentAid.gov.

2013-2014 Application Processing System Schedule

Schedule for the 2013-2014 Application Processing System

Date	Event
May 29, 2012	The Secretary of Education announces the annual updates to the tables used in the statutory "Federal Need Analysis Methodology" to determine an applicant's EFC for the 2013-2014 Award Year (May 29, 2012 [77 FR 31600])
July 30, 2012	Federal Student Aid announces the availability of the *2013-2014 Electronic Data Exchange (EDE) Technical Reference* draft (including the ISIR Record Layout and ISIR Cross-Reference) on the IFAP and FSAdownload Web sites. The *EDE Technical Reference* provides programmer specifications and information that can assist you in designing or building your own software to communicate electronically with Federal Student Aid.
August 16, 2012	Federal Student Aid announces the availability of the *2013-2014 Application Processing System Specifications for Software Developers* on the IFAP and FSAdownload Web sites. The *Application Processing System Specifications for Software Developers* provides CPS system edits that can assist you in designing and building your own software to communicate with Federal Student Aid.

Schedule for the 2013-2014 Application Processing System (Continued)

Date	Event
August 27, 2012	Federal Student Aid announces the availability of the *EDExpress for Windows Packaging Technical Reference* on the FSAdownload Web site.
	The *Packaging Technical Reference* provides instructions and record layouts for schools and other organizations that need to integrate their software or systems with the EDExpress 2013-2014 Packaging module (available January 2013). Record layouts are included for all imports from external systems, such as Packaging Import External Add, Packaging Import External Change, and Packaging Import Add Funds. Packaging module setup guidance and setup worksheets are also provided.
September 13, 2012	Federal Student Aid announces the availability of the *EFC Formula Guide* on the IFAP Web site, pending final 2012 IRS tax legislation. This guide can be used to calculate an EFC.
October 17, 2012	Federal Student Aid announces the availability of the *2013-2014 Electronic Data Exchange (EDE) Technical Reference* on the IFAP and FSAdownload Web sites.
	The *EDE Technical Reference* provides programmer specifications and information that can assist you in designing or building your own software to communicate electronically with Federal Student Aid. The *EDE Technical Reference* includes information about record layouts, required edits, printing, and reject messages.
October 25, 2012	Federal Student Aid announces the availability of the *2013-2014 CPS Test System User Guide* on the FSAdownload Web site.
	This user guide describes the CPS Test System, a system in which you can test electronic application and correction data transmissions from your system with the CPS (outside of the normal CPS production environment). The test system will be available on December 30, 2012.
October 29, 2012	Federal Student Aid announces the availability of the *2013-2014 ISIR Guide* on the IFAP and FSAdownload Web sites. The *ISIR Guide* assists FAAs in interpreting applicant information from an ISIR.

Schedule for the 2013-2014 Application Processing System (Continued)

Date	Event
October 30, 2012	Federal Student Aid announces the availability of the *2013-2014 SAR Comment Codes and Text* guide on the IFAP and FSAdownload Web sites. The *SAR Comment Codes and Text* guide provides the SAR comment codes, comment text, reject resolutions, and database match information.
November 1, 2012	The *2013-2014 Federal School Code List* is available online on the IFAP Web site and is updated quarterly.
Mid-November 2012	In preparation for the 2013-2014 processing cycle, postsecondary schools, high schools, libraries, and community agencies can begin to place orders for the FAFSA on the Web Worksheet from Federal Student Aid's online bulk publications ordering system (FSAPubs) located at FSAPubs.gov. The worksheet is a tool to assist students and parents who complete their FAFSA on the Web and generally follows the flow and logic of the online application. FSAPubs is your source for real-time information about Federal Student Aid's publications and their availability.
Mid-November 2012	Federal Student Aid posts an electronic announcement asking schools to remind applicants to update their e-mail address in the CPS by January 8, 2013, so that Renewal Reminders can be sent to the correct e-mail address. A similar reminder message is posted on the FAFSA on the Web site during the same timeframe.
December 2012	Federal Student Aid begins shipping orders of the 2013-2014 FAFSA on the Web Worksheet from Federal Student Aid's online bulk publications ordering system located at FSAPubs.
Late December 2012	The PDF version of the FAFSA on the Web Worksheet is available to applicants on the FAFSA on Web site (fafsa.gov) and to schools on the IFAP Web site.
December 30, 2012	The 2013-2014 CPS Web Applications Demo System is available at fafsademo.test.ed.gov. The user name is "eddemo" and the password is "fafsatest."

Schedule for the 2013-2014 Application Processing System (Continued)

Date	Event
December 30, 2012	The CPS Test System is available. You can test electronic application and correction data transmissions from your system with the CPS (outside of the normal CPS production environment).
December 30, 2012	The PDF version of the FAFSA is available for download from the FAFSA on the Web site. Schools can also access the PDF from our Web sites, including FSAPubs.
January 1, 2013	The 2013-2014 FAFSA on the Web site is available to applicants.
January 1, 2013	The 2013-2014 FAA Access to CPS Online Web site (faaaccess.ed.gov) is made available to FAAs.
January 2, 2013	The 2013-2014 CPS begins processing.
January 2, 2013	EDExpress for Windows 2013-2014, Release 1.0, which includes Global, Application Processing, and Packaging functionality for the 2013-2014 processing cycle, is posted to the FSAdownload Web site.
Early January 2013	Students and parents can begin requesting up to three copies of the paper FAFSA from the Federal Student Aid Information Center (FSAIC) by calling **800/4-FED-AID (800/433-3243)**.
January 8, 2013	For applicants to receive a 2013-2014 Renewal Reminder, any needed corrections to 2012-2013 applicant records must be made by January 8, 2013. These corrections can include updating e-mail address or resolving 2013-2014 renewal eligibility issues, such as rejects. For example, if an applicant does not have a 2012–2013 transaction with an EFC because all transactions have reject codes, the rejects must be corrected by January 8, 2013 to create a valid transaction so that the applicant receives a reminder notification for the new award year. You can continue to submit 2012-2013 applications and correction transactions for 2013-2014 renewal eligibility purposes after January 8, 2013, but affected applicants do not receive Renewal Reminders. These applicants have access to their renewal FAFSA data, however.

Schedule for the 2013-2014 Application Processing System (Continued)

Date	Event
January 13, 2013 – February 10, 2013	Renewal Reminders are sent to renewal-eligible applicants with a valid e-mail address who have not yet filed a 2013-2014 FAFSA.
January 2013	If necessary, Federal Student Aid announces the availability of the revised *2013-2014 Application Processing System Specifications for Software Developers* on the IFAP and FSAdownload Web sites.
February 3, 2013	The IRS DRT is available to applicants.
March 27, 2013	EDExpress for Windows 2013-2014, Release 2.0, which includes the William D. Ford Federal Direct Loan (Direct Loan), Federal Pell Grant (Pell Grant) and Teacher Education Assistance for College and Higher Education (TEACH) Grant modules for the 2013-2014 cycle, is posted to the FSAdownload Web site.
June 2013	The 2013-2014 ISIR Analysis Tool is available on the FAA Access to CPS Online Web site. The ISIR Analysis Tool is designed for any school that wants to review and analyze its ISIR data and better understand certain characteristics about its Title IV applicant population and verification process (either federally selected or defined by the school).

At this time, ISIR Analysis Tool options are also added to the CPS Web Applications Demo System, located at fafsademo.test.ed.gov. You must provide your institution's Federal School Code, the user name ("eddemo"), and password ("fafsatest") to access the demo version of the ISIR Analysis Tool. |
| June 19, 2013 | Direct Loan (DL) Tools for Windows, Release 13.0, is posted to the FSAdownload Web site. DL Tools is a supplemental software product for Direct Loan participants and contains Rebuild, Cash Management, and Compare functionalities for the 2011-2012, 2012-2013, and 2013-2014 cycles. |
| Late-June 2013 | The CPS accepts 2012-2013 paper and electronic FAFSAs and renewal FAFSAs until late-June 2013. Watch the IFAP Web site for a Federal Register Notice that finalizes this deadline. Electronic FAFSAs must be transmitted to and received by the CPS by midnight Central Time (CT) to meet the deadline. |

Schedule for the 2013-2014 Application Processing System (Continued)

Date	Event
Mid-September 2013	The CPS accepts 2012-2013 paper and electronic corrections until mid-September 2013. Watch the IFAP Web site for a Federal Register Notice containing more information about this deadline. Electronic corrections must be transmitted to and received by the CPS by midnight CT to meet the deadline.
Late-June 2014	The CPS accepts 2013-2014 paper and electronic FAFSAs until late June. Watch the IFAP Web site for a Federal Register Notice that finalizes this deadline. Electronic FAFSAs must be transmitted to and received by the CPS by midnight CT to meet the deadline.
Mid-September 2014	The CPS accepts 2013-2014 paper and electronic corrections until mid-September 2014. Watch the IFAP Web site for a Federal Register Notice containing more information about this deadline. Electronic corrections must be transmitted to and received by the CPS by midnight CT to meet the deadline.

Summary of Changes to the 2013-2014 Paper Free Application for Federal Student Aid (FAFSA) and FAFSA on the Web

2013-2014 FAFSA and FAFSA on the Web Worksheet Availability

FAFSA

While most applicants use FAFSA on the Web to apply for financial aid, paper application options are still available. The paper FAFSA is a ten-page form (six application pages and four instructional pages) used for applying for Title IV aid. The FAFSA is also available as an electronic PDF document that can be printed and submitted by postal mail.

Paper FAFSA Request

Beginning in early 2013, applicants and families can request up to three copies of the paper FAFSA (in English or Spanish) by calling the Federal Student Aid Information Center (FSAIC) toll-free at **800/4-FED-AID (800/433-3243)**.

PDF FAFSA Availability

The PDF FAFSA is an official FAFSA that can be completed on the computer and printed, or it can be printed and completed by hand. The printed and signed PDF FAFSA is then mailed to Federal Student Aid for processing or, in some instances, can be delivered to a school where the student's application data is entered and submitted using FAA Access to CPS Online or third-party software. The signed FAFSA is stored by the school according to Federal Student Aid's record retention requirements.

English and Spanish 508-compliant PDF versions of the 2013-2014 FAFSA will be available online for download in December 2012 from IFAP. Schools can also access the PDF FAFSA from our Web sites, including FSAPubs (in December 2012) and FAFSA on the Web (on December 30, 2012), by selecting the PDF link from "Other Filing Options" link.

FAFSA on the Web Worksheet

The FAFSA on the Web Worksheet is an effective tool that applicants can use to complete the online application process. Applicants can complete the worksheet in preparation for their electronic application submission. The FAFSA on the Web Worksheet is a paper or electronic PDF document that presents some of the FAFSA questions in the order in which they appear on FAFSA on the Web. This form is available for bulk orders or printed from the Web.

The 2013-2014 FAFSA on the Web Worksheet is available for bulk order by schools. We recommend you continue to remind applicants and their parents that the worksheet is not a FAFSA and is not processed as such if submitted by mail.

FAFSA on the Web Worksheet Paper Request

Orders for the 2013-2014 FAFSA on the Web Worksheet can be placed beginning mid-November, 2012. At that time, postsecondary schools, high schools, libraries, and community agencies can submit orders for copies of the FAFSA on the Web Worksheet on the FSAPubs Web site. Distribution begins in mid-December 2012. Additional worksheets can be ordered from the FSAPubs Web site throughout the processing year.

FAFSA on the Web Worksheet PDF Availability

The FAFSA on the Web Worksheet will also be available in PDF format in late-December 2012 on StudentAid.gov, IFAP, and FAFSA on the Web.

2013-2014 Paper FAFSA Changes

This section describes changes and enhancements to the *paper* 2013-2014 FAFSA, many of which are also implemented on FAFSA on the Web. No new questions were added for 2013-2014, and the question numbering remains the same as 2012-2013.

We implemented the following changes to the paper FAFSA:

- **Colors** – The 2013-2014 FAFSA colors are green for student information and purple for parent information.

  The student color of the FAFSA continues with the four-year color rotation of orange → green → blue → yellow. Purple continues to be the color for parent information.

- **Removed "19" from the Century in Date of Birth Question (Question 9)** – We revised the Student's Date of Birth to remove the "19" from the Century and replace it with "YY," as the CPS now accepts date of birth values for the year 2000.

- **Revised E-mail Address Wording (Question 13)** – We updated the last sentence of the e-mail address description. The text "prefer to be contacted by postal mail or" was replaced with "If you do not have an e-mail address, leave this field blank."

- **Revised references to "Food Stamps" –** We no longer reference Food Stamps on the FAFSA; instead, all references have been changed to the new name for the program, "Supplemental Nutrition Assistance Program (SNAP)." Note the following specific revisions:

  – We updated labels for questions 75 and 96 from "Food Stamps" to "Supplemental Nutrition Assistance Program (SNAP)"

  – We revised introductory text preceding the federal need-based program questions (before questions 74 to 78 and 95 to 99) to remove the explanation that SNAP is the new name for Food Stamps.

- **Updated Certification Statement –** We updated the first sentence of the second paragraph to read "If you are the parent or the student, by signing this application you certify that all of the information you provided is true and complete to the best of your knowledge and you agree, if asked, to provide information that will verify the accuracy of your completed form."

- **Revisions to The Paperwork Reduction Act of 1995 Text** – On page 10, we revised text related to the Paperwork Reduction Act of 1995.

- **Web site Updated** – We updated the "www.StudentAid.ed.gov" references to "www.StudentAid.gov" on pages 1, 3, 5, and 7. On page 10 we changed the reference to StudentAid.gov.

2013-2014 FAFSA on the Web Changes and Enhancements

In addition to the changes described in the "Major Changes" section of this guide, we made the changes and enhancements to FAFSA on the Web described in the following sections.

Applicants with High School Diploma Required to Answer High School Questions

Beginning in 2013-2014, a FAFSA on the Web applicant who answers "High School Diploma" to the High School Completion Status question is required to answer the high school questions (High School Name, City, and State), regardless of his or her grade level. This change supports an ongoing initiative to ensure only eligible applicants receive Title IV aid.

The high school questions are displayed based on an applicant's responses to related questions within the FAFSA. When the questions are displayed in Student Application Entry or Student Correction Entry, the student must respond before he or she can continue completing or correcting the FAFSA.

FAFSA on the Web instructs the student to enter the name, city, and state of the high school where he or she received or will receive a high school diploma. The list of available state codes includes United States territories, Canadian provinces, and FC for foreign countries.

We also encourage the student to enter as much information as possible to receive the most relevant search results, using the full name or commonly accepted abbreviations or aliases for the high school name and city (for example, "Kennedy HS" for Kennedy High School, or "St. Paul" for Saint Paul).

If the student does not find a matching high school in the search results, he or she is instructed to select Next to continue and to check the spelling of the city and/or school name before trying the search again.

For more information and guidance, we recommend you direct your students to the help topic titled *Student's High School Name, City, and State* on FAFSA on the Web.

Communicating Eligibility Criteria Rule Change

Effective July 1, 2012, a legislative change to the Ability to Benefit rule eliminates federal student aid eligibility for students without a certificate of graduation or recognized equivalent. See Dear Colleague Letter GEN 12-01 and Dear Colleague Letter GEN 12-09 for an explanation of these changes and students who may be affected.

To communicate this rule change, we added new text to the FAFSA on the Web "Confirmation" page and Confirmation e-mail to inform applicants that eligibility for federal student aid (Pell Grants and Direct Loans) is dependent on meeting eligibility guidelines.

The new "Confirmation" page text includes a link to the "Am I eligible for student aid?" help topic, which we updated to remove references to passing the Ability to Benefit test.

Encourage Self-Service

To encourage self-service and decrease FAFSA processing time, we identified areas of confusion for FAFSA on the Web users by monitoring the frequency of inquiries received at the Federal Student Aid Information Center (FSAIC). To provide additional guidance in those areas, we made the following changes:

- **Clarify Next Steps** – We updated the "My FAFSA" page, "Confirmation" page, Confirmation e-mail, and student and parent SAR Processing Notifications to improve the messaging for applicants about the next steps after completing the FAFSA.

- **Clarify Income Entry for Estimators** – We now dynamically display instructional text in Student Application Entry and Student Correction Entry for a student or parent when he or she selects "Will file" as the filing status. The new text provides additional instructions on estimating tax and financial information. We also updated help topics to clarify instructions on answering income questions.

- **Improve IRS DRT Instruction** – We revised the 2013-2014 help instructions for using the IRS DRT and redesigned the filtering questions to encourage use of the IRS DRT.

Improve Customer Experience

To improve the customer experience for students and parents who use FAFSA on the Web and who contact the FSAIC for assistance when completing a FAFSA, we made the following modifications to our browser detection logic and to the Live Help system:

- **Supported Browsers** – We updated our browser detection logic so all new browsers are considered to be supported. The unsupported browser message that was previously displayed on the "Login" page has been removed. We are blocking fewer browsers—only those with known problems of compatibility to the FAFSA on the Web system—which makes it easier for applicants to apply.

- **Live Help** – Options for contacting the FSAIC include a secure online chat session using Live Help. Using the findings from an August 2011 FSAIC Live Help system usability study, we identified and implemented the following enhancements to the Live Help system in June 2012:
  - **Chat Display** – We adopted the look of FAFSA on the Web by adding a rounded blue border around the chat window and by standardizing the chat window so it does not change based on the state of the chat session. We also reformatted the hours of operation in the opening paragraph and moved it to the right side of the page so the chat box is larger.

- **Page Buttons** – Typing a message and pressing the Enter key now serves the same function as selecting the Start Live Help button, which also helps assistive technology users. The Print button has also been renamed Preview and Print to make users more aware of the option to preview a chat transcript before it is printed.

- **Agent Feedback Activitiy** – Additional feedback regarding the status of the session is being provided to users while the agent researches the question, including the agent's name (the system previously inserted "Agent").

- **Time Stamp** – We added time stamps to the chat session.

- **Text Display for Users** – We changed the transcript font to Arial to match FAFSA on the Web and implemented two font colors, one associated with the user and the other associated with the Agent and system messages. The background color is no longer determined by the browser, so it is white for improved visibility.

- **Clickable Links** – When a user clicks a link in a transcript, it now opens in a new browser window and does not disconnect the user from the chat session.

- **Copy and Paste Option** – A new Copy and Paste option in the Preview and Print dialog box enables users to copy transcript text and paste it into an e-mail or text document for future reference.

Social Network Sharing Functionality

Students applying online for 2013-2014 federal student aid will have the opportunity to post messages on *Facebook* and *Twitter* after they have completed the FAFSA. For the 2013-2014 award year, we added a *Facebook* "Share" button and a *Twitter* "Tweet" button to the "Confirmation" page in Student Application Entry and Student Correction Entry.

After selecting the *Facebook* or *Twitter* button, a status update is displayed with a prefilled message in the language in which the user is viewing the Web site (English or Spanish). The prefilled message text states that the student completed and submitted a FAFSA. The message can be posted, with or without editing, on the user's *Facebook* page or to the user's *Twitter* account by clicking the "Post" (*Facebook*) or "Tweet" (*Twitter*) button.

We Value Your Comments and Suggestions!

Federal Student Aid continually seeks new and innovative ways to make applying for financial aid easier and more convenient for students and their families. Some of the changes we made to the 2013-2014 paper FAFSA and Web applications were the result of feedback and comments we received from you. As always, we appreciate your contributions to improving our systems and processes and encourage you to continue to share your suggestions with us. We are particularly interested in ways to continue simplifying the paper and online FAFSA by eliminating unnecessary data collection.

We encourage you to watch IFAP in 2013, when we will post a Federal Register Notice requesting public comments on the 2014-2015 FAFSA.

Summary of Changes to FAA Access to CPS Online

Enrollment Requirements

FAA Access to CPS Online

To ensure your school can take full advantage of 2013-2014 enhancements at the beginning of the processing cycle, the Primary Destination Point Administrator (DPA) of the TG Number used to send and receive FAFSA and ISIR correction data should verify your enrollment status.

If your school is enrolled for 2012-2013, your enrollment carries over to 2013-2014.

Annually, your school's Primary DPA is required to actively confirm the FAA Access to CPS Online services and users associated with your school's TG Number. If you do not perform this confirmation when requested by Federal Student Aid, your staff's rights for FAA Access to CPS Online may be revoked, resulting in a "Primary DPA Validation Needed" error message when attempting to access the site. We encourage you to monitor the IFAP Web site regularly for electronic announcements regarding active confirmation requirements.

If your school is not enrolled for CPS Online services, your school's Primary DPA can complete the enrollment for FAA Access to CPS Online services for your school, including access to Return to Title IV (R2T4) on the Web and the ISIR Analysis Tool, through the Student Aid Internet Gateway (SAIG) Enrollment Web site, located at fsawebenroll.ed.gov.

A Federal Student Aid User Statement must be printed by the Primary DPA and signed by new users of FAA Access to CPS Online, R2T4 on the Web, or the ISIR Analysis Tool. While you are not required to mail Federal Student Aid User Statements to FSA's Participation Management system, you must retain signed copies at your school.

To access FAA Access to CPS Online (faaaccess.ed.gov), you must use an FSA User ID and password. Any FAA Access to CPS Online user at your school who does not have an FSA User ID can acquire one by completing the FSA User ID enrollment process. For more information on the FSA User ID creation process, see the April 6, 2009, electronic announcement posted on the IFAP Web site.

Note: In addition to the active confirmation process described on the previous page, we continue to roll out the new security initiative referred to as Two Factor Authentication (TFA), which affects FAA Access to CPS Online users. As part of the TFA initiative, many Primary DPAs have received e-mail notifications related to confirming authorized users for the purposes of receiving TFA tokens. We encourage you to monitor the IFAP Web site for detailed information related to this initiative.

R2T4 on the Web

R2T4 on the Web is a non-year-specific application developed to calculate the earned and unearned portion of Title IV program assistance in accordance with section 484B of the Higher Education Act. At this time, no changes to R2T4 on the Web are anticipated for the 2013-2014 cycle.

R2T4 on the Web is accessible through the FAA Main Menu of FAA Access to CPS Online and from the View menu in EDExpress.

Your staff members must be enrolled for FAA Access to CPS Online and Return of Title IV Funds to access R2T4 on the Web. The Primary or Secondary DPA of the TG Number currently used by your school to send and receive FAFSAs and ISIR corrections automatically has access to FAA Access to CPS Online and can add or modify rights. The Primary or Secondary DPA needs to enroll financial aid staff members for access to FAA Access to CPS Online and R2T4 on the Web.

ISIR Analysis Tool

The ISIR Analysis Tool Web application is designed for any school that wants to review and analyze its ISIR data and better understand certain characteristics about its Title IV applicant population and verification process (either selected by ED or defined by the school).

The ISIR Analysis Tool is accessible through the FAA Main Menu of FAA Access to CPS Online and from the View menu in EDExpress. You must have Microsoft Internet Explorer Version 6.0, Service Pack 2 or higher to use the reporting features available in the ISIR Analysis Tool. The site also supports Versions 3.6 and higher of the Mozilla Firefox browser.

Your staff members must be enrolled for FAA Access to CPS Online and the ISIR Analysis Tool to access the ISIR Analysis Tool. The Primary or Secondary DPA of the TG Number currently used by your school to send and receive FAFSAs and ISIR corrections automatically has access to FAA Access to CPS Online and can add or modify rights. The Primary or Secondary DPA needs to enroll financial aid staff members for access to FAA Access to CPS Online and the ISIR Analysis Tool.

Note: Using the ISIR Analysis Tool does not necessarily mean that your school is in the Quality Assurance (QA) Program or is exempt from federal verification requirements. To have these benefits, you must have a signed QA Amendment to your Title IV Program Participation Agreement (PPA).

Note: ISIR Analysis Tool options will be added to the CPS Web Applications Demo System in June 2013. This demonstration system, which automatically preloads with test ISIRs, enables schools interested in using the ISIR Analysis Tool to examine features such as standard and ad-hoc report generation in a mock-production environment.

EDExpress 2013-2014 FAA Access Interface

To access FAA Access to CPS Online (including R2T4 on the Web and the ISIR Analysis Tool) through the EDExpress 2013-2014 interface, you must follow the same enrollment procedures and use the same FSA User ID and password login credentials as you would to access the sites using your Web browser outside of EDExpress 2013-2014.

You can save your TG Number, school code, and Application Save/Restore Password (used for initial applications only) in EDExpress FAA Access setup (**Tools**, **Setup**, **Global**, **FAA Access**) or enter them each time you connect to FAA Access to CPS Online through the FAFSA and Student Inquiry tabs in EDExpress. When you select these tabs, you are prompted for your FSA User ID and password, which are not stored in the EDExpress database and must be entered separately from your TG Number and school code.

FAA Access to CPS Online Application Processing Changes

Changes to FAA Access to CPS Online Application Processing for 2013-2014 are discussed in detail in the "Major Changes" section earlier in this guide. In this section, we provide information about the following changes as they relate to the FAA using FAA Access to CPS Online:

- Pell Lifetime Eligibility Used,

- NSLDS Unusual Enrollment History Flag,

- High School Questions, and

- Verification Enhancements.

Pell Lifetime Eligibility Used

In the "Pell Lifetime Eligibility Used (LEU) Changes" topic in the "Major Changes" section of this guide, we described changes pertaining to LEU percentages reported by NSLDS during data matching. In FAA Access to CPS Online, take note of the following related changes:

- **NSLDS Pell Lifetime Limit Flag** – The NSLDS Pell Lifetime Limit Flag is now displayed with the other NSLDS flags on the eSAR and in ISIR Compare. Valid values include the following:

    H = High Pell percentage. Student has received Pell Grants for the equivalent of between four and five school years.

    C = Close to Pell limit. Student has received Pell Grants close to the cumulative total. Eligibility for additional Pell Grants may be limited.

    E = Met or exceeded Pell limit. Student received Pell Grants equal to or exceeding the cumulative total.

    N = No problem. Student has either not received Pell Grants, or has received Pell Grants for less than the equivalent of four school years.

    Blank = Record not sent.

- **NSLDS Pell Lifetime Eligibility Used Percentage** – The NSLDS Pell Lifetime Eligibility Used percentage is now displayed after the NSLDS flag on the eSAR and in ISIR Compare.

NSLDS Unusual Enrollment History Flag

In the "NSLDS Unusual Enrollment History Flag" topic in the "Major Changes" section of this guide, we described new NSLDS edits to identify records with an unusual enrollment history. In FAA Access to CPS Online, take note of the following related changes:

- **NSLDS Unusual Enrollment History Flag** – The new NSLDS Unusual Enrollment History Flag is displayed in the "Match Flags" section on the "FAA Information" page in Student Inquiry, in ISIR Compare, and in the "For Financial Aid Office Use Only" section of the eSAR. Valid values for the NSLDS Unusual Enrollment History Flag are as follows:

  1 = Unusual enrollment history 1

  2 = Unusual enrollment history 2

  3 = Unusual enrollment history 3

  N = No problem

  Blank = Record not sent for match

- **Postscreening Reason Code "24"** – The new value of 24 is now displayed on the "FAA Information" page in Student Inquiry, in ISIR Compare, and in the NSLDS Postscreening Reasons field on the eSAR when a record is system-generated to identify a potential unusual enrollment history issue. The value for this reason code is as follows:

  24 = Unusual enrollment history status change

High School Questions

In the "2013-2014 Changes and Enhancements to FAFSA on the Web" section earlier in this guide, we explain that a FAFSA on the Web applicant who answers "High School Diploma" to the High School Completion Status question is now required to answer the high school questions (High School Name, City, and State) regardless of his or her grade level. To ensure the same information is submitted for FAFSAs that are completed using Application Entry in FAA Access to CPS Online, we updated instructional text to the high school questions in FAA Access to CPS Online directing you to provide high school information for students who have a high school diploma.

Verification Enhancements

For a detailed description of the changes made to the Verification process, see the "Verification Enhancements" topic in the "Major Changes" section earlier in this guide. In FAA Access to CPS Online, take note of the following related changes:

- **Verification Tracking Flag** – The Verification Tracking Flag is displayed on the "FAA Information" page in Student Inquiry, in ISIR Compare, and in the "For Financial Aid Office Use Only" section of the eSAR. New Verification Tracking Flag values identify which of the following Verification Tracking Groups was assigned to the record:

V1 = Standard Verification
V2 = SNAP Verification
V3 = Child Support Paid Verification
V4 = Custom Verification
V5 = Aggregate Verification
Blank = Not selected for verification

- **Verification Selection Change Flag** – The Verification Select Flag field label on the "FAA Information" page in Student Inquiry and in the "For Financial Aid Office Use Only" section on the eSAR was changed to Verification Selection Change Flag. The Verification Selection Change Flag is also displayed in ISIR Compare. A value in this field indicates the transaction is now selected for verification, when the transaction that was corrected was not selected.

- **Verification Tool** – Due to the transition period required to achieve our long-range goal of a customized verification process, the Verification Tool remains disabled for the 2013-2014 processing cycle. For 2013-2014, we have removed links and references to the tool from FAA Access to CPS Online.

Summary of Changes to the 2013-2014 CPS

Overview

This section describes changes to the following components of the CPS:

- Database Matches
- CPS Edits
- Need Analysis
- Application Output Sent to Students
- SAR Comments
- Mailing Addresses

Information about changes to the ISIR Record Layout is found in the *2013-2014 Electronic Data Exchange (EDE) Technical Reference*, which is available on the IFAP and FSAdownload Web sites.

Database Matches

For 2013-2014, no changes were made to the edits associated with external match agencies.

See the "New NSLDS Unusual Enrollment History Flag" topic in the Major Changes section earlier in this guide for more information regarding NSLDS match changes. There are no other match changes.

CPS Edits

We incremented the year references in data element field titles and year parameters in our edits by one year, revised edits for requirement changes, and added and modified several CPS edits for 2013-2014.

We also implemented changes to the edits that set certain reject codes when two IRS data elements on the application have conflicting data. See the "Reduce CPS Rejects by using IRS Data" topic in the "Major Changes" section earlier in this guide for more information.

Need Analysis

We updated the need analysis offsets and Income Protection Allowances (IPAs) based on legislative changes and changes to questions on the 2013-2014 FAFSA. The methodology for determining the EFC is found in Part F of Title IV of the Higher Education Act of 1965, as amended.

The income threshold for an automatic zero EFC has increased from $23,000 to $24,000 for the 2013-2014 Award Year.

See the May 29, 2012, Federal Register Notice posted on the IFAP Web site for changes to the 2013-2014 need analysis tables. You can also consult the *2013-2014 EFC Formula Guide*, posted to the IFAP Web site on September 13, 2012, for more information.

Application Output Sent to Students

For each transaction processed at the CPS, an output document is sent to the applicant: a paper SAR, SAR Acknowledgement, or an E-mail Notification of SAR Processing with information to access SAR data on the Web.

- **SAR** – This document is designed to notify the student of application and eligibility status and provide a paper-based means for correcting or confirming application data. Applicants can also request a SAR by calling the Federal Student Aid Information Center at **800/4-FED-AID (800/433-3243)**.

- **SAR Acknowledgement** – This document is designed to notify the student of application and eligibility status; however, if corrections are needed, the applicant uses FAFSA on the Web or contacts the school to submit corrections through FAA Access to CPS Online or a mainframe system.

- **E-mail Notification of SAR Processing** – This e-mail notifies the student of application and eligibility status more quickly than the paper SAR or the SAR Acknowledgement. The applicant can view the SAR online and print the online SAR document as often as needed. The e-mail includes a link to the FAFSA on the Web "Login" page where the applicant, after being authenticated, can view and print the SAR.

For more information on how the CPS determines the type of output document sent to applicants, see Appendix D of the *2013-2014 ISIR Guide*, which can be downloaded from the IFAP and FSAdownload Web sites.

SAR Changes

We made the following changes to the SAR:

- **Date of Birth Century** – We removed the pre-printed "19" from the Date of Birth field on the SAR.

- **NSLDS Unusual Enrollment History Flag** – We added the new NSLDS Unusual Enrollment History Flag to the "FAA Information" section on the SAR.

- **Retired Web Site Address Updates** – Several Web sites were retired, including "StudentAid.ed.gov." We updated the SAR with the new Web site address, "StudentAid.gov."

- **Updated Certification Statement –** We updated the first sentence of the second paragraph to read "If you are the parent or the student, by signing this application you certify that all of the information you provided is true and complete to the best of your knowledge and you agree, if asked, to provide information that will verify the accuracy of your completed form."

SAR Acknowledgement Changes

We made the following changes to the SAR Acknowledgement:

- **NSLDS Unusual Enrollment History Flag** – We added the new NSLDS Unusual Enrollment History Flag to the "FAA Information" section on the SAR Acknowledgement.

- **Retired Web Site Address Updates** – Several Web sites were retired, including "FederalStudentAid.ed.gov." We updated the SAR Acknowledgment with the new Web site address, "StudentAid.gov."

Paper Output Changes

The following change was made to the paper SAR and SAR Acknowledgement:

- **Color** – Paper 2013-2014 SARs and SAR Acknowledgements are printed on green paper to match the color scheme of the 2013-2014 paper FAFSA.

SAR Comments

SAR comments appear on SARs that are mailed to applicants. These comments are also displayed on the eSAR that applicants view on FAFSA on the Web and are printed on the ISIR report from EDExpress.

Each year we make annual rollover changes, such as updating year references, item numbers, and deadline dates. We also revise agency names and update mailing addresses and phone numbers where necessary. Some of the more significant changes to the comment code text are described below.

Note: We added four new comments for 2012-2013 which we have marked with an "*." See the note following this table for additional information. The remaining comments described in the following table are new for 2013-2014.

Comment	Reason Comment(s) Appear on the Record
318	Aspire Resources defaulted loan contact
319	Granite State Management and Resources defaulted loan contact
320	EdManage defaulted loan contact
321	Oklahoma Student Loan Authority defaulted loan contact
323	KSA Servicing defaulted loan contact
326	Vermont Student Assistance Corporation defaulted loan contact
345*	Identifies an applicant who has received Pell Grants for the equivalent of between four and five school years (high amount of Pell).
346*	Identifies an applicant who is close to the Pell limit.
347*	Identifies an applicant who has met or exceeded the Pell limit.
348*	Identifies an applicant who is no longer close to or exceeding the Pell limit based on new information from NSLDS.
349	General comment explaining Pell award amount limited to the equivalent of six school years.
350	Identifies an applicant who has received Pell Grants for the equivalent of up to one-half of a school year.
351	Identifies an applicant who has received Pell Grants for the equivalent of between one-half and one school year.
352	Identifies an applicant who has received Pell Grants for the equivalent of between one and one and one-half school years.

Comment	Reason Comment(s) Appear on the Record
353	Identifies an applicant who has received Pell Grants for the equivalent of between one and one-half and two school years.
354	Identifies an applicant who has received Pell Grants for the equivalent of between two and two and one-half school years.
355	Identifies an applicant who has received Pell Grants for the equivalent of between two and one-half and three school years.
356	Identifies an applicant who has received Pell Grants for the equivalent of between three and three and one-half school years.
357	Identifies an applicant who has received Pell Grants for the equivalent of between three and one-half and four school years.
359	Identifies an applicant who may need to provide additional information to determine eligibility (unusual enrollment history 2)
360	Identifies an applicant who must provide additional information to ensure eligibility (unusual enrollment history 3).

* Note: Comments 345, 346, 347, and 348 were introduced in July 2012 for 2012-2013 to identify student records that were close to or exceeding the new, reduced Pell lifetime eligibility limits. We revised comments 345, 346, and 347 in 2013-2014 to use wording consistent with the nine new comments that were added for 2013-2014.

For a full listing of the 2013-2014 SAR comment code text and a description of changes to comment text, see the *2013-2014 SAR Comment Codes and Text* guide, located on the IFAP and FSAdownload Web sites.

Mailing Addresses

FAFSA Processor

FAFSA (Including Pacific Islanders)	Federal Student Aid Programs P.O. Box 7001 Mt. Vernon, IL 62864-0071
PDF FAFSA	Federal Student Aid Programs P.O. Box 7002 Mt. Vernon, IL 62864-0072
Spanish FAFSA	Federal Student Aid Programs P.O. Box 7003 Mt. Vernon, IL 62864-0073
Spanish PDF FAFSA	Federal Student Aid Programs P.O. Box 7007 Mt. Vernon, IL 62864-0070
SAR	Federal Student Aid Programs P.O. Box 7004 Mt. Vernon, IL 62864-0074
Spanish SAR	Federal Student Aid Programs P.O. Box 7005 Mt. Vernon, IL 62864-0075

Signature Pages

FAFSA on the Web (including corrections)	Federal Student Aid Programs P.O. Box 7006 Mt. Vernon, IL 62864-0076

Getting Help

Customer Service

FSATECH Listserv

FSATECH is an e-mail listserv for technical questions about Federal Student Aid systems, software, and mainframe products.

For information on subscribing, go to ed.gov/offices/OSFAP/services/fsatechsubscribe.html.

CPS/SAIG Technical Support

800/330-5947 (TDD/TTY 800/511-5806) or 319/665-4762

Federal Student Aid maintains this call center to address questions about CPS processing, the FAA Access to CPS Online Web site, the CPS Web Applications Demonstration Web site, PC software such as EDExpress and EDconnect, SAIG enrollment and data transmissions, and to collect system enhancement suggestions.

Representatives are available Monday through Friday, 8 A.M. to 8 P.M. Eastern Time (ET).

E-mail: CPSSAIG@ed.gov

Federal Student Aid Information Center (FSAIC)

800/4-FED-AID (800/433-3243); 319/337-5665; or TDD/TTY 800/730-8913

E-mail: FederalStudentAidCustomerService@ed.gov

The Federal Student Aid Information Center (FSAIC) serves the public with information about the federal student aid application process. FSAIC customer service representative support is provided in English and Spanish and includes a toll-free telephone number, Interactive Voice Response Unit (IVRU) self-service, e-mail, or Live Help. Customers include students, parents, and FAAs seeking general information about federal grant and loan programs and assistance with the FAFSA (paper and FAFSA on the Web versions, including Federal Student Aid PIN assistance) and student aid processing timeframes.

Types of FSAIC assistance also include: FAFSA application status checks, completion of FAFSA and FAFSA corrections, requests to change addresses and Federal School Codes on the FAFSA, duplicate SAR requests, identification of student loan holders (including contact information), and Federal Student Aid publication fulfillment.

Representatives are available to answer Live Help and phone inquiries Monday through Friday and on certain Saturdays and Sundays during peak processing as defined in the table below. FSAIC is closed on federal holidays with the following exceptions:

- New Year's Day, open from 9 A.M. to 6 P.M. (ET)
- Martin Luther King Jr.'s Birthday, open from 8 A.M. to 11 P.M. (ET)
- Washington's Birthday, open from 8 A.M. to 11 P.M. (ET)

FSAIC is also closed the day after Thanksgiving and December 24.

Month	Weekday Hours (ET)	Saturday Hours (ET)	Sunday Hours (ET)
January	8 A.M. to 11 P.M.	8 A.M. to 5 P.M.	12 P.M. to 6 P.M. Second 2 weeks
February	8 A.M. to 11 P.M.	8 A.M. to 5 P.M.	12 P.M. to 6 P.M.
March	8 A.M. to 11 P.M.	8 A.M. to 5 P.M. First 2 weeks	*None*
April	8 A.M. to 10 P.M.	*None*	*None*
May	8 A.M. to 10 P.M.	*None*	*None*
June	8 A.M. to 11 P.M.	8 A.M. to 5 P.M. Second 2 weeks	*None*
July	8 A.M. to 11 P.M.	8 A.M. to 5 P.M.	12 P.M. to 6 P.M.
August	8 A.M. to 11 P.M.	8 A.M. to 5 P.M.	12 P.M. to 6 P.M.
September	8 A.M. to 10 P.M.	8 A.M. to 5 P.M. First 2 weeks	*None*
October	8 A.M. to 10 P.M.	*None*	*None*
November	8 A.M. to 10 P.M.	*None*	*None*
December	8 A.M. to 10 P.M.	*None*	*None*

Federal Student Aid's Research and Customer Care Center (RCCC)

800/433-7327 (phone); 202/275-5532 (fax)

This call center provides information on and assistance with Title IV policy, regulations, application processing questions, and contacting other Federal Student Aid staff.

Representatives are available Monday through Friday, 9 A.M. to 5 P.M. (ET).

E-mail: fsa.customer.support@ed.gov

CPS Web Applications Demonstration System

Demonstration versions of the FAFSA on the Web and FAA Access to CPS Online Web sites are available through the CPS Web Applications Demonstration System, a training tool for students, parents, and your financial aid staff.

This demonstration system offers most of the features of the production Web sites for FAFSA on the Web and FAA Access to CPS Online (including the ISIR Analysis Tool and R2T4 on the Web), and is preloaded with test data for your use.

The demonstration system will be available for use at fafsademo.test.ed.gov with 2013-2014 options on December 30, 2012. ISIR Analysis Tool options will be added to the demonstration system in June 2013, at the same time we release the 2013-2014 production version of the ISIR Analysis Tool.

You can log in to the demo sites, when available, using the following user name and password:

- User Name: eddemo
- Password: fafsatest

Note: The user name and password fields are case-sensitive.

The FAA Login information is:

- Destination Code: TG99999
- Federal School Code: 001002, unless logging into ISIR Analysis Tool, in which case you should use your Federal School Code

Other Helpful Documents

We encourage you to review other documents on the IFAP and FSAdownload Web sites for more information about changes to the 2013-2014 application processing system:

- *2013-2014 Application Processing System Specifications for Software Developers,* August 16, 2012: Provides CPS system edits that can assist you in designing or building your own software to communicate with Federal Student Aid. Available on the IFAP and FSAdownload Web sites. A final version will be posted in January 2013.

- *2013-2014 EFC Formula Guide*, September 13, 2012: Provides worksheets and tables that can be used to calculate an estimated EFC for students. Available on the IFAP Web site.

- *2013-2014 Electronic Data Exchange (EDE) Technical Reference*, October 17, 2012: Describes the 2013-2014 EDE process and provides programmer specifications and information that can assist you in designing or building your own software to complement or take the place of the EDExpress software to exchange data electronically with Federal Student Aid. Available on the IFAP and FSAdownload Web sites.

- *2013-2014 ISIR Guide*, October 29, 2012: Provides in-depth information regarding the 2013-2014 ISIR. Available on the IFAP and FSAdownload Web sites.

- *2013-2014 SAR Comment Codes and Text*, October 30, 2012: Describes changes to the SAR comment codes and associated text for 2013-2014 and database match information. Available on the IFAP and FSAdownload Web sites.

- English and Spanish versions of the FAFSA and FAFSA instructions will be available in December 2012 for download from ifap.ed.gov/ifap/processing/fafsaAndSARMaterialsPR.jsp.

- English and Spanish versions of the Student Aid Eligibility Worksheet, will be available in January 2013 for download from ifap.ed.gov/ifap/byAwardYear.jsp?type=drugworksheets.

- English and Spanish versions of the FAFSA on the Web Worksheet will be available for download in December 2012 from FAFSA on the Web. Select the Help option from the top navigation bar on the FAFSA on the Web home page. A link to the FAFSA on the Web Worksheet is provided in the Getting Started/Before You Apply Help topic.

Federal Student Aid Web Sites

- CPS Web Applications Demonstration System: fafsademo.test.ed.gov
  The user name is "eddemo" and the password is "fafsatest."

- FAA Access to CPS Online (including R2T4 on the Web and the ISIR Analysis Tool): faaaccess.ed.gov

- FAFSA on the Web: fafsa.gov

- Student Aid.gov: StudentAid.gov

- Federal Student Aid Conferences Web site: fsaconferences.ed.gov

- FSAdownload Web site: fsadownload.ed.gov

- Federal Student Aid PIN: pin.ed.gov

- Federal Student Aid Publication Ordering: FSAPubs.gov

- FSATECH e-mail listserv subscription information:
  ed.gov/offices/OSFAP/services/fsatechsubscribe.html

- Information for Financial Aid Professionals (IFAP) Web site: ifap.ed.gov

- Quality Assurance Web site: ifap.ed.gov/qahome/Default.html

- Student Aid Internet Gateway (SAIG) Enrollment: fsawebenroll.ed.gov

- Training Information and Registration Web site for upcoming training opportunities and learning resources: ed.gov/offices/OSFAP/training/index.html

Appendix: Outline of Major Changes

Changes to the Appendix

In recent years, we provided an outline of the major changes to the application processing system. This would enable you to copy and paste the list into a word processing document and customize the text as needed to prepare your staff for the upcoming award year.

After taking into account the nature of the 2013-2014 changes identified in more detail earlier in this guide, we felt an outline would be less helpful than in prior cycles. As a result, we have omitted the outline from this year's guide.

We would appreciate feedback regarding the usefulness of the outline section of this guide. If you have found it to be a helpful tool and would like us to include the outline section in future versions of this guide, we request that you let us know by sending an e-mail message to CPS/SAIG Technical Support at CPSSAIG@ed.gov. Include the following text in the subject line: Summary of Changes for the Application Processing System Outline.