Summary of Changes for the Application Processing System

2018–2019

U.S. Department of Education

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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 2018-2019 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.

Note: At the time this document was posted, the 2018-2019 paper *Free Application for Federal Student Aid* (FAFSA®) was still in the final Office of Management and Budget (OMB) clearance process. As a result, additional changes to the form may be implemented that are not identified or described in this guide.

The following sections are included in this guide:

- **Major Changes** – This section provides information about major changes for the 2018-2019 processing cycle and covers the following topics:
  - Secure Connections across Federal Web sites and Web services
  - Internal Revenue Service (IRS) Data Retrieval Tool (IRS DRT) changes
    - Data transferred from the IRS DRT masked
    - IRS Data Retrieval Tool availability for users who filed an amended tax return
    - Identifying IRS data fields that changed
  - Improve Parents' Marital Status question and instructions
  - Reinterpretation of the definition of a homeless youth
  - FAFSA on the Web redesign
- **2018-2019 Application Processing System Schedule** – This section provides important processing deadlines and anticipated document and software release dates.
- **Summary of Changes to the 2018-2019 Paper 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. It also describes changes to the 2018-2019 paper FAFSA and to FAFSA on the Web.

- **Summary of Changes to FAA Access to CPS Online** – This section provides information about FAA Access to CPS Online (FAA Access) enrollment requirements and changes to FAA Access.

- **Summary of Changes to the 2018-2019 Central Processing System** – This section provides information about changes to the U.S. Department of Education's Central Processing System (CPS). The following areas are described:

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

- **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 the annual 2018-2019 system updates we will implement in October 2017, we plan to release additional system updates intermittently. 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 are implementing the changes described in this guide in October 2017, at the start of the 2018-2019 processing cycle.

Major Changes

Description of Major Changes

In this section, we describe major changes to the application processing system and Web products for 2018-2019, including updates and enhancements resulting from annual and legislative changes. You can find policy and operational guidance on the IFAP Web site.

Secure Connections Across Federal Web Sites and Web Services

URLs in all of our products have been updated to remove "www." Compliance with an Office of Management and Budget (OMB) federal memorandum (OMB Memorandum M-15-13) requires that all publicly accessible federal Web sites provide service only through a secure Internet connection. In addition, "https://" has been added to all federal Web site URLs. If you use bookmarks for federal Web sites, you will want to ensure that you update the links. Redirects from non-compliant links will eventually be discontinued.

Internal Revenue Service (IRS) Data Retrieval Tool (DRT) Changes

The IRS DRT provides tax data that automatically fills in information for part of the FAFSA on the Web form. The IRS turned off the DRT following concerns that data from the tool could be used by identity thieves to file fraudulent tax returns. Changes have been made to the IRS and Federal Student Aid's systems. The IRS DRT will be reactivated on October 1, 2017 when the 2018-2019 FAFSA on the Web site launches. Users will continue to authenticate as they have in the past to access their tax return information. Note that the IRS DRT will *not* return for the 2017-2018 FAFSA forms.

See the August 7, 2017 electronic announcement on the IFAP Web site describing additional information on the changes to the IRS DRT.

Data Transferred from the IRS DRT Masked

In partnership with the IRS, we will make changes to the IRS DRT to enhance the privacy of applicant and parent IRS tax return information by limiting the information that displays to applicants and parents. Students and parents will proceed through an authentication process on the IRS site. Once completed, users will not be able to view their tax return information on the IRS DRT Web page. If they agree to transfer their data back into the FAFSA, they will also not be able to view the transferred income and tax information on the FAFSA Web pages. Instead of entry fields, students and parents will see the words "Transferred from the IRS" in place of the transferred information throughout the online FAFSA form. The affected outputs include the following:

- eSAR
- Paper SAR
- SAR Acknowledgement
- Application Summary Report
- "List of Changes" page

Fields transferred from the IRS into the FAFSA form that are blank or have assumed values will also be masked.

Tax information imported from the IRS will still be visible to FAAs in the ISIR files sent to schools and state agencies, as well as in FAA Access to CPS Online.

The masking of IRS data in FAFSA on the Web applies to both the Student Application/Renewal Entry area and the Student Correction Entry area. Fields transferred from the IRS are not correctable by the applicant in subsequent transactions, either; for example, if IRS data is transferred into an original FAFSA, the data is masked and the applicant will not be able to see the IRS data values. Because of this, students and parents who transfer information via the IRS DRT will be informed that they will need to contact their school or FAA if changes need to be made to any IRS-related fields, as the fields are not correctable in FAFSA on the Web.

There will be no changes to the application or correction process for applicants and parents who do not transfer data from the IRS.

IRS Data Retrieval Tool Availability for Users Who Filed an Amended Tax Return

We expanded the capacity of the IRS DRT to allow more applicants and parents to use it to import income data in FAFSA on the Web applications. We removed questions related to students and parents filing an amended tax return that previously would have prevented such users from accessing the IRS DRT. At the same time, the IRS will provide confirmation that a user has filed an amended tax return, and that information will be reported to FAAs and state grant agencies on the ISIR. When a user who has filed an amended tax return transfers tax information into the FAFSA form, the tax information transferred from the IRS will be the original tax return information. See the August 7, 2017 electronic announcement on the IFAP Web site describing an FAA's responsibilities when this situation occurs. Students and parents will be unable to make changes to the IRS data in FAFSA on the Web and will need to contact their FAA to make the corrections.

Identifying IRS Data Fields that Changed

IRS data field flags are included in the ISIR file and eSAR for FAA Access and printed on the ISIR. These fields assist schools and state agencies in more easily identifying student and parental financial information that was transferred to the FAFSA from the IRS Web site. The values for these fields indicate whether student or parent financial data was transferred from the IRS, as well as whether the data was subsequently modified.

While not new this year, four data field flags that were previously included in the ISIR file, but were not included on the eSAR or printed on the ISIR, will print on the eSAR and ISIR. These fields are now included in the eSAR for FAA Access and printed on the ISIR:

- Student IRS Adjusted Gross Income (AGI) Data Field Flag

- Student IRS Federal Income Tax (FIT) Data Field Flag

- Parent IRS Adjusted Gross Income (AGI) Data Field Flag

- Parent IRS Federal Income Tax (FIT) Data Field Flag

The new IRS Data Field Flags included in the ISIR file and eSAR for FAA Access and printed on the ISIR are as follows:

- Student IRS IRA Distributions Data Field Flag

- Student IRS Interest Income Data Field Flag

- Student IRS IRA Payments Field Flag

- Student IRS Untaxed Pensions Data Field Flag

- Student IRS Type of Tax Return Data Field Flag

- Student IRS Tax Return Filing Status Data Field Flag

- Student IRS Exemptions Data Field Flag

- Student IRS Education Credits Data Field Flag

- Parent IRS IRA Distributions Data Field Flag

- Parent IRS Interest Income Data Field Flag

- Parent IRS IRA Payments Field Flag

- Parent IRS Untaxed Pensions Data Field Flag

- Parent IRS Type of Tax Return Data Field Flag

- Parent IRS Tax Return Filing Status Data Field Flag

- Parent IRS Exemptions Data Field Flag

- Parent IRS Education Credits Data Field Flag

The existing and new data field flags are included in the ISIR file and eSAR for FAA Access and printed on the ISIR. The values for these data field flags are shown below:

0 = IRS data not transferred (default value)

1 = IRS data was transferred and not changed by user

2 = IRS data was transferred and changed by user to a different value

3 = IRS Request flag is equal to 02, 03, 04, or 07, and field has been corrected on this transaction

4 = IRS Request flag is equal to 02, 03, 04, or 07, and field has been corrected on a previous transaction

Blank = IRS DRT not used

The existing and new data field flags values that display in FAA Access to CPS Online are different. They were modified for consistency with other text that displays in FAA Access. The FAA Access values are:

0 = Student/Parent IRS data not transferred from the IRS

1 = Student/Parent IRS data transferred from the IRS - Field not changed by the user

2 = Student/Parent IRS data transferred from the IRS - Field changed by the user prior to submission of the application

3 = Student/Parent IRS data transferred from the IRS - Field corrected by the user on this transaction

4 = Student/Parent IRS data transferred from the IRS - Field corrected by the user on a previous transaction

Changes to FAFSA on the Web Applications and Corrections

There will be no changes to the application or correction process for applicants and parents who do not transfer data from the IRS.

Applicants and parents who transfer data from the IRS using the IRS DRT will not be able to verify or correct values transferred into FAFSA on the Web application or make corrections to that data. If they feel a change is required, they will need to change it on their SAR—although they will not be able to see the data on the SAR—or consult the FAA to make the change for them.

We are suppressing some online FAFSA form edits that would have prompted students and parents to verify or correct certain field values because they cannot view the values transferred from the IRS. To help FAAs identify records that may have conflicting values, comment 400 for the parents' information and comment 401 for the student's information will be applied to the record. See the August 7, 2017 electronic announcement on the IFAP Web site for additional guidance for these comments.

Improve Parents' Marital Status Question and Instructions

We have heard from the community that parents are having trouble answering the Parents' Marital Status question (question 59). In an effort to address this confusion, we are rewording the question and one of the responses on the paper FAFSA and in FAFSA on the Web.

On the paper FAFSA, question 59 was updated to remove the word "legal" to read, "As of today, what is the marital status of your parents?" The word "legal" was added to the unmarried response so it reads, "Unmarried and both legal parents living together." We made these same changes to the corresponding question in FAFSA on the Web.

We also updated the online help in FAA Access to CPS Online.

Reinterpretation of the Definition of a Homeless Youth

We are making changes to the definition of "youth," as it pertains to homelessness. Students who are older than 21 but not yet 24, and who are unaccompanied and homeless or self-supporting and at risk of being homeless, qualify as independent students. Previously, applicants who were 22 or 23 could not self-identify on the FAFSA that they are homeless, at risk of being homeless, or in a homeless circumstance. We are revising the FAFSA, FAFSA on the Web, and system edits so that applicants who are 22 or 23 can also answer questions 56, 57, and 58 on the FAFSA. Those who answer "Yes" will be able to complete the FAFSA as independent students, eliminating the need for FAAs to perform a dependency override. We no longer make assumptions that an applicant is not homeless or at risk of homelessness because they are over 21. We also deleted comment 297, which notified FAAs and applicants that we assumed the applicant was a homeless youth or at risk of being homeless.

For more detailed information on homeless youth determinations and dependency overrides, consult the [Application and Verification Guide](#) on the IFAP Web site.

FAFSA on the Web Redesign

We will be updating the design of the FAFSA on the Web site, [fafsa.gov](#), to improve the user experience. We expect this update to take effect in the middle of the processing cycle. These changes are intended to implement principles of Responsive Web Design, which, among other things, will allow students and parents to use our system more efficiently from all types of devices.

Students and parents can expect a new look and feel to the site, fluid application movement, and immediate results for some actions—for example, receiving a notification that there is an error with data entered as soon as the user moves off of a given field, rather than having to wait until reaching the end of the page to find out.

We encourage you to watch the IFAP Web site for an electronic announcement including additional redesign details and the implementation date.

2018-2019 Application Processing System Schedule

Schedule for the 2018-2019 Application Processing System

Date	Event
May 1, 2017	The Secretary of Education announced the annual updates to the tables used in the statutory "Federal Need Analysis Methodology" to determine an applicant's Expected Family Contribution (EFC) for the 2018-2019 processing cycle (May 1, 2017 [82 FR 20322]).
June 14, 2017	Federal Student Aid announced the availability of the *2018-2019 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.
June 20, 2017	Federal Student Aid announced the availability of the *FAFSA MyStudentData Download guide* on the IFAP Web site. This guide includes the record layout for the FAFSA MyStudentData download file. The file includes a subset of a student's processed results in a machine-readable, plain text file.

Date	Event
June 30, 2017	Federal Student Aid announced the availability of the *2018-2019 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.
July 10, 2017	Federal Student Aid announced the availability of the *EFC Formula Guide* on the IFAP Web site, pending final 2018-2019 Need Analysis legislative updates. This guide can be used to calculate an EFC.
July 10, 2017	Federal Student Aid announced the availability of the *2018-2019 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.
July 12, 2017	Federal Student Aid announced the availability of the *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 September 24, 2017.
July 25, 2017	Federal Student Aid announced the availability of the *2018-2019 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.
August 1, 2017	Federal Student Aid announced the availability of the *2018-2019 ISIR Guide* on the IFAP and FSAdownload Web sites. The *ISIR Guide* assists FAAs in interpreting applicant information from an ISIR.

Date	Event
August 2, 2017	Federal Student Aid announced 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 2018-2019 Packaging module (available October 2018). 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.
August 2017	In preparation for the 2018-2019 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 publications ordering system (FSAPubs) located at FSAPubs.gov. The worksheet is a tool to assist applicants and parents who complete their FAFSAs 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.
September 2017	Federal Student Aid announces the availability of the *2018-2019 FAFSA on the Web Preview Presentation* on the IFAP Web site. This Microsoft PowerPoint presentation contains information and screen shots pertaining to the 2018-2019 FAFSA on the Web site that can be used as a reference tool for internal staff training or high school night presentations.
September 24, 2017	The 2018-2019 *CPS Web Applications Demo System* is available at fafsademo.test.ed.gov. The user name is "eddemo," and the password is "fafsatest."
September 24, 2017	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).
September 25, 2017	EDExpress for Windows 2018-2019, Release 1.0, which includes Global, Application Processing, and Packaging functionality for the 2018-2019 processing cycle, is posted to the FSAdownload Web site.
Late September 2017	The PDF version of the FAFSA is available for download from FAFSA on the Web. Schools can also access the PDF from our Web sites, including FSAPubs.

Date	Event
Late September 2017	The PDF version of the FAFSA on the Web Worksheet is available to applicants on FAFSA on the Web (fafsa.gov) and to schools on the IFAP Web site.
Late September 2017	Federal Student Aid begins shipping orders of the 2018-2019 FAFSA on the Web Worksheet from Federal Student Aid's online publications ordering system located at FSAPubs.
October 1, 2017	The 2018-2019 FAA Access to CPS Online Web site (faaaccess.ed.gov) is available to FAAs.
October 1, 2017	The 2018-2019 FAFSA on the Web site is available to applicants.
October 1, 2017	The IRS DRT is available to 2018-2019 applicants.
October 2, 2017	The 2018-2019 CPS begins processing.
October 2017	Applicants and parents can begin requesting up to three copies of the paper FAFSA from the Federal Student Aid Information Center.
October 2017	Federal Student Aid announces the availability of the final *2018-2019 Application Processing System Specifications for Software Developers* on the IFAP and FSAdownload Web sites.
October 2017	Federal Student Aid posts an electronic announcement asking schools to remind applicants to update their e-mail addresses in the CPS by a specified date so that Renewal Reminders can be sent to the correct e-mail address.
November 2017	The *2018-2019 Federal School Code List* is available online on the IFAP Web site and is updated quarterly.
January 2018	For an applicant to receive a 2018-2019 Renewal Reminder, any needed corrections to the applicant's 2017-2018 record must be made before the reminder distribution. These corrections can include updating an e-mail address or resolving 2018-2019 renewal eligibility issues, such as rejects. For example, if an applicant does not have a 2017–2018 transaction with an EFC because all transactions have reject codes, the rejects must be corrected to create a valid transaction so that the applicant receives a reminder notification for the new processing cycle.
	You can continue to submit 2017-2018 applications and correction transactions for 2018-2019 renewal eligibility purposes after the cutoff for reminder eligibility, but affected applicants do not receive Renewal Reminders. These applicants have access to their renewal FAFSA data, however.

Date	Event
January 2018	Renewal Reminders are sent to renewal-eligible applicants with a valid e-mail address who have not yet filed a 2018-2019 FAFSA.
March 2018	EDExpress for Windows 2018-2019, 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 2018-2019 cycle, is posted to the FSAdownload Web site.
June 2018	Direct Loan (DL) Tools for Windows, Release 17.0, 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 2016-2017, 2017-2018, and 2018-2019 cycles.
Late June 2018	The CPS accepts 2017-2018 paper and electronic FAFSAs and renewal FAFSAs until late June 2018. Watch the IFAP Web site for a Federal Register Notice with the final deadline. Electronic FAFSAs must be transmitted to and received by the CPS by midnight Central Time (CT) to meet the deadline.
Mid-September 2018	The CPS accepts 2017-2018 paper and electronic corrections until mid-September 2018. 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 2019	The CPS accepts 2018-2019 paper and electronic FAFSAs until late June 2019. Watch the IFAP Web site for a Federal Register Notice with the final deadline. Electronic FAFSAs must be transmitted to and received by the CPS by midnight CT to meet the deadline.
Mid-September 2019	The CPS accepts 2018-2019 paper and electronic corrections until mid-September 2019. 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 2018-2019 Paper Free Application for Federal Student Aid (FAFSA®) and FAFSA on the Web

2018-2019 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 to apply for Title IV aid. The FAFSA is also available as a screen-fillable PDF document that can be printed and submitted by postal mail.

Paper FAFSA Request

Beginning in late September 2017, applicants and parents can request up to three copies of the paper FAFSA (in English or Spanish) by calling the Federal Student Aid Information Center (FSAIC).

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 manually. The printed and signed PDF FAFSA is 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 or third-party software. The signed FAFSA is stored by the school according to Title IV regulatory record retention requirements.

English and Spanish 508-compliant PDF versions of the 2018-2019 FAFSA will be available online for download in late September 2017 from the IFAP Web site. Schools can also access the PDF FAFSA from our Web sites, including FSAPubs (in late September 2017) and FAFSA on the Web, by selecting the PDF link from the "Other Filing Options" link.

FAFSA on the Web Worksheet

The FAFSA on the Web Worksheet, available in English or Spanish, is a tool that applicants can use to prepare for completing the online application process. 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 order by schools, libraries, and community agencies, or it can be printed from the Web.

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.

FAFSA on the Web Worksheet Paper Request

Orders for the 2018-2019 FAFSA on the Web Worksheet can be placed beginning in late September 2017. At that time, postsecondary schools, high schools, libraries, and community agencies can order copies of the FAFSA on the Web Worksheet on the FSAPubs Web site. Distribution begins in late September 2017. Additional worksheets can be ordered from the FSAPubs Web site throughout the processing cycle.

FAFSA on the Web Worksheet PDF Availability

The FAFSA on the Web Worksheet will also be available in PDF in late September 2017 on StudentAid.gov, on the IFAP Web site, and on FAFSA on the Web.

2018-2019 Paper FAFSA® Changes

This section describes changes and enhancements to the 2018-2019 FAFSA. At the time this document was posted, the 2018-2019 paper FAFSA was still in the final clearance process. As a result, additional changes to the form may be implemented that are not identified or described in this guide.

We implemented the following changes to the paper FAFSA:

- **Colors** – The 2018-2019 FAFSA colors are blue (Pantone Matching System [PMS] 633) for student information and purple (PMS 263) for parent information.

  The student color of the FAFSA continues with the four-year color rotation of green (PMS 390) → blue (PMS 633) → yellow (PMS 108) → orange (PMS 156). Purple (PMS 263) continues to be the color for parent information.

Page 1

- **Using Your Tax Return** – We removed "view and" from the first paragraph, last sentence so it reads, "In a few simple steps….can transfer their tax return…"
- **Mailing Addresses –** We updated the FAFSA mailing address for the 2018-2019 processing cycle.
- **Deadlines** – We updated the state deadlines.
- **Filling out the FAFSA** – We updated the examples of unusual circumstances to include tuition expenses at an elementary or secondary school.

Page 5

- **Revised Question 44d** – To make the question more clear, we revised the text to "Taxable college grant and scholarship aid **reported to the IRS as income**." We replaced "reported to the IRS in your adjusted gross income" with "**reported to the IRS as income**."

Page 6

- **Revised Question 59** – To help applicants and parents answer this question, we made the following changes to the parents' marital status question:
  - We removed "legal" from the question so it now reads, "As of today, what is the marital status of your parents?"
  - We added "legal" to the second response so it now reads, "Unmarried and both legal parents living together."

Page 7

- **Revised Question 93d** – To make the question more clear, we revised the text to "Your parents' taxable college grant and scholarship aid **reported to the IRS as income**." We replaced "reported to the IRS in your adjusted gross income" with "**reported to the IRS as income**."

Page 8

- **Revised Step Six Instructions** – We revised the instructions to read:

  "Enter the six-digit federal school code and your housing plans for each college or school you want to receive your FAFSA information. You can find the school codes at **fafsa.gov** or by calling 1-800-433-3243. If you cannot obtain a code, write in the complete name, address, city and state of the college. If you want more schools to receive your FAFSA information, read *What is the FAFSA?* on page 2. All of the information you included on your FAFSA, *with the exception of the list of colleges*, will be sent to each of the colleges you listed. In addition, all of your FAFSA information, *including the list of colleges*, will be sent to your state grant agency. For federal student aid purposes, it does not matter in what order you list your selected schools. However, the order in which you list schools may affect your eligibility for state aid. Consult your state agency or **StudentAid.gov/order** for details."

- **Revised Step Seven Certification Statement** – We updated the second paragraph of the certification statement to remove references to the "PIN." The new sentence reads:

  "If you electronically sign any document related to the federal student aid programs using an FSA ID (username and password) and/or any other credential, you certify that you are the person identified by that username and password and/or other credential, and have not disclosed that username and password and/or other credential to anyone else."

Page 9

- **Updated Notes for questions 21 and 22** – We updated the notes for the "Are you male or female?" and Selective Service registration questions.

  – We updated the second sentence to read, "The Selective Service System and the registration requirement applies to any person assigned the sex of male at birth (see **www.sss.gov/Registration-Info/Who-Registration**)."
  – We removed the examples of the U.S. Armed Forces in the third sentence, "(Army, Navy, Air Force, Marines, or Coast Guard)."

- **Updated Notes for question 38 (page 4) and 87 (page7)** – We updated the exemption amount from $4,000 to $4,050.

Page 10

- **Updated Notes for questions 56-58 (page 5)** – We made the following changes to the notes:

  – We removed the "Youth" definition bullet.
  – We deleted "under 24 years of age and are" in the second sentence of the second paragraph so it now reads, "However, even if you answer '**No**' to each of questions 56, 57, and 58, you should contact the financial aid administrator at the college you plan to attend if you are either (1) homeless and unaccompanied or (2) at risk of being homeless, unaccompanied, and providing for your own living expenses - as your college financial aid office can determine that you are 'homeless' and are not required to provide parental information."

- **Updated Notes for Step Four, questions 59-94 (pages 6 and 7)** – We updated the second and third bullets to add "legal" to the "Unmarried and both legal parents living together" responses.

2018-2019 FAFSA on the Web Changes and Enhancements

In this section, we describe the 2018-2019 changes to FAFSA on the Web. These topics include:

- Clarified Parent Marital Status Question
- Clarified Taxable College Grant and Scholarship Aid Questions
- IRS DRT Changes
- Redefined Age Range for Homeless Youth
- Added a New Unusual Circumstance
- Removed "PIN" References from Certification Text
- User Interface Enhancements

Clarified Parent Marital Status Question

To address confusion surrounding the question regarding parent marital status, we reworded the question and one of the responses.

- We removed "legal" from the question so it now reads, "As of today, what is the marital status of your parents?"
- We added "legal" to the second response so it now reads, "Unmarried and both legal parents living together."

Clarified Taxable College Grant and Scholarship Aid Questions

To address confusion surrounding the questions assessing taxable college grant and scholarship aid, we reworded the questions for both students and parents.

- Question 44d now reads, "Student college grant and scholarship aid reported to the IRS in your income."
- Question 93d now reads, "Student college grant and scholarship aid reported to the IRS in your parents' income."

IRS DRT Changes

The IRS DRT provides tax data that automatically fills in information for part of the FAFSA form. The IRS turned off the DRT following concerns that data from the tool could be used by identity thieves to file fraudulent tax returns. Changes have been made to encrypt or mask the sensitive data, and the IRS DRT will be reactivated on October 1, 2017 when the 2018-2019 FAFSA on the Web site launches. The IRS DRT will *not* return for the 2017-2018 FAFSA forms.

Data Transferred from the IRS DRT Masked

In order to enhance the security and privacy of sensitive personal data transferred to the FAFSA from the IRS, we will limit the information that displays to applicants and parents. Students and parents will proceed through an authentication process on the IRS site. Once completed, users will not be able to view their tax return information on the IRS DRT Web page. If they agree to transfer their data back into the FAFSA, they will also not be able to view the transferred income and tax information on the FAFSA Web pages. Instead of entry fields, students and parents will see the words "Transferred from the IRS" in place of the transferred information throughout the online FAFSA form. The affected outputs include the following:

- eSAR
- Application Summary Report
- "List of Changes" page

Fields transferred from the IRS into the FAFSA form that are blank or have assumed values will also be masked.

The masking of IRS data applies to both the Student Application/Renewal Entry area and the Student Correction Entry area. Because of this, students and parents who transfer information via the IRS DRT will be informed that they will need to contact their school or FAA if changes need to be made to any IRS-related fields.

The main exception to this involves the Income Earned from Work, Untaxed IRA, and Untaxed Pension questions. Applicants who are single will still see the Schedule K-1 box (applicants who are married will not), and we have added new fields for the Untaxed IRA and Pension questions in which applicants can enter the rollover amount that should be subtracted from their total.

We updated the online help to reflect these changes and better assist students and parents. See the August 7, 2017 electronic announcement on the IFAP Web site describing additional information on the changes to the IRS DRT.

IRS Data Retrieval Tool Availability for Users Who Filed an Amended Tax Return

We expanded the capacity of the IRS DRT to allow more applicants and parents to use it to import income data in FAFSA on the Web applications. We removed questions related to students and parents filing an amended tax return that previously would have prevented such users from accessing the IRS DRT. At the same time, the IRS will provide confirmation that a user has filed an amended tax return, and that information will be reported to FAAs and state grant agencies on the ISIR. When a user who has filed an amended tax return transfers tax information into the FAFSA form, the tax information transferred from the IRS will be the original tax return information. See the August 7, 2017 electronic announcement on the IFAP Web site describing an FAA's responsibilities when this situation occurs.

Redefined Age Range for Homeless Youth

We made changes to allow students who are 22 and 23 years old to answer the questions in FAFSA on the Web used to identify that they have received a determination that they are unaccompanied and homeless or at risk of being homeless. This change allows FAFSA applicants who are 23 years old and younger to qualify as "independent" due to homeless circumstances without requiring intervention from an FAA. We also revised instructional text to reflect this age-based change in the definition.

Added a New Unusual Circumstance

We added "tuition expenses at an elementary or secondary school" as an example of an unusual circumstance under the following help topics:

- "What can I do if my family has unusual circumstances? How do I report this on the application?"

- "How will I receive my financial aid?"

Removed "PIN" References from Certification Text

Since the PIN is no longer our online signature system, we removed all references to it and replaced it with "FSA ID" in the following places:

- "Sign and Submit" page

- "Sign with an FSA ID" page

- "Certification Statement" help topic

User Interface Enhancements

Updated Look and Feel

We will be updating the look and feel for the FAFSA on the Web site to improve the user experience. These changes are intended to implement principles of Responsive Web Design, which, among other things, will allow students and parents to use our system more efficiently from all types of devices.

Students and parents can expect a new look and feel to the site, fluid application movement, and immediate results for some actions—for example, receiving a notification that there is an error with data entered as soon as the user moves off of a given field, rather than having to wait until reaching the end of the page to be notified.

We expect this update to take effect in the middle of the processing cycle.

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 applicants and their parents. Some of the changes we made to the 2018-2019 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 the IFAP Web site in late 2017 or early 2018, when we will post a Federal Register Notice requesting public comments on the 2019-2020 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 2018-2019 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 FAA Access enrollment status.

If your school enrolled for 2017-2018, your enrollment carries over to 2018-2019.

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 could be revoked, resulting in a "Primary DPA Validation Needed" error message when staff members attempt 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 of Title IV (R2T4) on the Web through the Student Aid Internet Gateway (SAIG) Enrollment Web site, located at fsawebenroll.ed.gov.

The Primary DPA must print a Federal Student Aid User of Electronic Services Statement to be signed by new users of FAA Access or R2T4 on the Web. While you are not required to mail Federal Student Aid User of Electronic Services Statements to Federal Student Aid's Participation Management system, you must retain signed copies at your school in accordance with Title IV retention requirements.

To access FAA Access (faaaccess.ed.gov), you must use an FSA User ID and password. Any FAA Access user at your school who does not have an FSA User ID can acquire one by completing the following steps:

> **Step 1:** Go to the SAIG Enrollment site and click the "FSA User ID Registration" link on the left side of the home page.

Step 2: Enter the identifying information requested and click "Submit."

Step 3: Follow the remaining steps, which include establishing a password and setting up challenge questions.

During the FSA User ID registration process, the user must verify the e-mail address on the SAIG Enrollment Web site. We will use this e-mail address to send the FSA User ID.

Note: As first explained in a January 13, 2012 Electronic Announcement on the IFAP Web site, we implemented a technology security initiative in 2012 called two-factor authentication (TFA). Through TFA, when logging in to certain Federal Student Aid systems, including the FAA Access to CPS Online Web site, an authorized user is required to use a traditional user ID and password, as well as provide a one-time password (OTP). A registered token device in the physical possession of the user generates the OTP. We completed our phased distribution of tokens and token registration/usage information to schools and most school users have successfully begun using TFA tokens to access FAA Access to CPS Online. If you have questions about TFA, send an e-mail to TFA_Communications@ed.gov.

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, we anticipate no changes to R2T4 on the Web for 2018-2019.

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

Your staff members must enroll for FAA Access 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 and can add or modify rights. The Primary or Secondary DPA needs to enroll financial aid staff members for access to FAA Access and R2T4 on the Web.

Note: R2T4 on the Web cannot be used for a student who has received an Iraq and Afghanistan Service Grant. For these students, we provide a paper Return of Title IV Aid Worksheet that is available from the IFAP Web site (ifap.ed.gov/ifap/titleiv.jsp).

EDExpress 2018-2019 FAA Access Interface

To access FAA Access (including R2T4 on the Web) through the EDExpress 2018-2019 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 2018-2019.

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 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 Application Processing Changes

In this section, we describe 2018-2019 changes in FAA Access. These topics include:

- Informing FAAs When Certain IRS Fields Are Changed

- IRS Data Retrieval Tool Availability for Users Who Filed an Amended Tax Return

- Redefined Age Range for Homeless Youth

- Clarified Taxable College Grant and Scholarship Aid Questions

- Removed "PIN" References from Certification Text

Informing FAAs When Certain IRS Fields Are Changed

On the FAA Information page, all new and existing flags regarding IRS information are now grouped together in a new section titled "IRS Flags." As part of this section, IRS Data Field flags are now used to capture if a user transferred IRS data and, if so, whether or not the IRS data was changed for the following fields:

- Student Type of Tax Return Used
- Student Tax Return Filing Status
- Student Adjusted Gross Income
- Student Taxes Paid
- Student Exemptions
- Student Education Credits
- Student IRA Deductions
- Student Tax-Exempt Interest Income
- Student Untaxed Portions of IRA Distributions
- Student Untaxed Portions of Pensions

- Parent Type of Tax Return Used
- Parent Tax Return Filing Status
- Parent Adjusted Gross Income
- Parent Taxes Paid
- Parent Exemptions
- Parent Education Credits
- Parent IRA Deductions
- Parent Tax-Exempt Interest Income
- Parent Untaxed Portions of IRA Distributions
- Parent Untaxed Portions of Pensions

The existing and new data field flags values that display in FAA Access to CPS Online are different than the values printed on the SAR and ISIR. They were modified for consistency with other text that displays in FAA Access. The FAA Access values are:

0 = Student/Parent IRS data not transferred from the IRS - This also applies if the value is left blank

1 = Student/Parent IRS data transferred from the IRS - Field not changed by the user

2 = Student/Parent IRS data transferred from the IRS - Field changed by the user prior to submission of the application

3 = Student/Parent IRS data transferred from the IRS - Field corrected by the user on this transaction

4 = Student/Parent IRS data transferred from the IRS - Field corrected by the user on a previous transaction

In addition to being gathered under the new "IRS Flags" section of the FAA Information page, the results will be made available on the ISIR Compare and the eSAR.

We also reordered the existing IRS Flags in FAA Access to CPS Online. All of the Student flags will display, then all of the Parent flags will display. This will allow FAAs to easily review the data.

The Student and Parent IRS Flags are grouped together in the following order:

- IRS Display Flags

- IRS Request Flags

- IRS Data Field Flags

IRS Data Retrieval Tool Availability for Users Who Filed an Amended Tax Return

As mentioned in the Major Changes section, applicants who reported that they filed an amended tax return are now able to use the IRS DRT to import income data from the original return they filed to FAFSA on the Web applications, resulting in the following changes for FAAs.

- A new Student IRS Request Flag was added, stating: "IRS data for the student was transferred from the IRS, but the IRS indicated that the student filed an amended tax return." This flag will display:

  – On the eSAR

  – In Student Inquiry

  – In ISIR Compare

- A new Parent IRS Request Flag was also added, stating: "IRS data for the parent was transferred from the IRS, but the IRS indicated that the parent filed an amended tax return." Like the new student flag, this flag will display:

  – On the eSAR

  – In Student Inquiry

  – In ISIR Compare

- This new IRS flag information will be gathered under the new "IRS Flags" section on the FAA Information page along with the other IRS flags mentioned above.

- We removed the Student IRS Display Flag value (H) that indicated "Amended Tax Return – IRS DRT Not Displayed."

- We removed the Parent IRS Display Flag value (H) that indicated "Amended Tax Return – IRS DRT Not Displayed."

- We made the following changes to the online help:
    - We removed references to the Student IRS Display Flag value (H) that indicated: "Student amended his/her tax return – IRS DRT was not displayed."
    - We removed references to the Parent IRS Display Flag value (H) that indicated: "Parent amended his/her tax return – IRS DRT was not displayed."
    - The online help now references the Student or Parent IRS Request Flag value that indicates the student or parent transferred tax information from the IRS and an amended tax return is on file with the IRS.
- In FAA Correction Entry, the student or parent tax information populated by the IRS DRT will not indicate that it was transferred from the IRS if the IRS indicates that the student or parent filed an amended tax return.

Redefined Age Range for Homeless Youth

Students who are 22 and 23 years old are now able to identify themselves as having been determined unaccompanied and homeless or at risk of being homeless. This change allows FAFSA applicants who are 23 years old and younger to qualify as "independent" due to homeless circumstances without FAA intervention.

Prior to 2018-2019, if a student was 22 or 23 and answered a homelessness question with "Yes," FAA Access automatically changed the answer to "No" because the student did not meet the program definition of a homeless youth. Starting in 2018-2019, students who are 22 or 23 will no longer have their answers automatically changed if they answer "Yes" to any of the three following questions:

- 56. Is Student an Unaccompanied Homeless Youth as Determined by High School/Homeless Liaison?

- 57. Is Student an Unaccompanied Homeless Youth as Determined by HUD?

- 58. Is Student an Unaccompanied Homeless Youth as Determined by Director of Homeless Youth Center?

Answering "Yes" to any of these three questions will enable a student who is 22 or 23 years old to qualify as Independent.

In FAA Correction Entry, we revised the text for the special circumstance message sent to FAAs when parental information is not provided and the student answered "Yes" to one or more of the three questions listed above (flag 3). The revised text will read, "This FAFSA was completed and submitted without parental information because the applicant reported that a special circumstance exists (an unaccompanied individual claiming to be homeless or at-risk of becoming homeless) that may qualify for a dependency override. Refer to the Federal Student Aid Handbook for guidance." The FAA will then have the option to select a homeless youth determination in the Dependency Override.

Clarified Taxable College Grant and Scholarship Aid Questions

To address confusion surrounding the FAFSA questions assessing taxable college grant and scholarship aid, we reworded the questions for both students and parents. This change required updates to the labels for these questions in FAA Access:

- The label for question 44d now displays as, "Student's College Grant and Scholarship Aid Reported to IRS as Income."

- The label for question 93d now displays as, "Parents' College Grant and Scholarship Aid Reported to IRS as Income."

Removed "PIN" References from Certification Text

Since PIN is no longer our online signature system, we updated the certification statement displayed on the "Student and Parent Signature" page by replacing the first occurrence of the word "PIN" with "FSA ID" and removing remaining references to PIN.

Summary of Changes to the 2018-2019 CPS

Overview

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

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

Database Matches – For 2018-2019, no changes were made to the edits associated with the current external match agencies.

Information about changes to the ISIR Record Layout is found in the *2018-2019 Electronic Data Exchange (EDE) Technical Reference*, which is available on the IFAP and FSAdownload Web sites.

CPS Edits

We changed the year references in data element field titles, changed year parameters in our edits by one year, and revised edits for requirement changes. We updated data element field numbers to reflect data element changes including new field values and also added and modified several CPS edits for 2018-2019. The significant edit changes are described below.

- **Cross Year Edits Added in 2017-2018** – Cross-year edits address conflicting reported data between two cycles. Our cross-year edits compare financial information of the current cycle tax/calendar year to the previous cycle tax/calendar year. In 2017-2018, our pre-existing edits were insufficient to detect errors in reported data between the 2016-2017 and 2017-2018 cycles, as the same 2015 tax data was used for both cycles. Therefore, we added new edits that applied only for the 2017-2018 cycle and would be removed for the 2018-2019 cycle. For 2018-2019, we no longer need the new edits because we will edit against the 2015 and 2016 tax data. Two cross-year edits were reverted to what they were in 2016-2017.

- **Dependency Status Edits** – We revised our dependency status edits for homeless youth. We have revised the homeless youth and at risk of homelessness FAFSA questions so that any applicant who is under 24 years old can self-identify rather than needing the financial aid administrator to submit a dependency override. As a result, we have revised and deleted some edits on the FAFSA questions.

- **IRS Data Suppression Edits** – We are turning off some FAFSA on the Web edits for financial fields that are transferred from the IRS. The edits were triggered when the student or parent was presented with the option to verify or correct a financial field. Because we are not displaying the data transferred from the IRS, the student or parent cannot verify or correct the field value. To identify these records, comments 400 for the parents' information and 401 for the student's information will be applied to the record. See the "Changes to FAFSA on the Web Applications and Corrections" section in Major changes under "Internal Revenue Service (IRS) Data Retrieval Tool (DRT) Changes."

Need Analysis

We updated the need analysis offsets and Income Protection Allowances (IPAs) based on legislative changes. 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 remains at $25,000 for the 2018-2019 Award Year.

See the May 1, 2017 Federal Register Notice posted on the IFAP Web site for changes to the 2018-2019 need analysis tables. You can also consult the *2018-2019 EFC Formula Guide*, posted to the IFAP Web site on July 10, 2017 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 notifies the student of application and eligibility status and provides a paper-based means for correcting or confirming application data. Applicants can also request a SAR by calling FSAIC.

- **SAR Acknowledgement** – This document notifies the student of application and eligibility status; however, if corrections are needed, the applicant uses FAFSA on the Web or may request that the school submit corrections through FAA Access 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 his or her identity is 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 *2018-2019 ISIR Guide*, which can be downloaded from the IFAP and FSAdownload Web sites.

Each year, we make annual rollover changes, such as updating the cycle year references, deadline dates, question/item numbers, question text, and answer changes on the FAFSA, tax lines, and P.O. Box numbers.

As mentioned in the "Major Changes" section of this guide, we have made the following changes to all application outputs sent to students.

- **Data Transferred from IRS DRT Masked** – We no longer print values that are transferred from the IRS Data Retrieval Tool on output sent to applicants, including the SAR and SAR Acknowledgement. Instead, we will print all "Xs" in place of the values. If the applicant did not use the IRS Data Retrieval Tool and manually provided values for these fields, we will print what was submitted.

- **Updated URLs** – All federal Web site URLs have been updated to remove "www." and add "https://" to comply with an OMB federal memorandum that requires all publicly accessible federal Web sites to provide service only through a secure Internet connection.

SAR Changes

- **IRS Request Flags Added** – A new flag on the SAR indicates that the student or parent has amended tax information on file at the IRS. These flags display on SAR page 2 under the "Only for Use by Financial Aid Office" section:

  IRS Request Flag: Student: 99 Parent: 99

  "99" displays the transaction number where the flag was originally set.

- **Assumed Homeless Youth Values** – We no longer print assumed values for the following homeless youth fields:
  - Homeless Youth Determined by School
  - Homeless Youth Determined by HUD
  - At Risk of Homelessness
- **New College Scorecard link** – The College Navigator link has been replaced with a link to College Scorecard.
- **Certification Text Updates** – The certification text has been updated on the SAR to remove references to "PIN."

SAR Acknowledgement Changes

- **IRS Request Flags Added** – A new flag on the SAR indicates that the student or parent has amended tax information on file at the IRS. These flags are displayed on SAR Acknowledgement page 3 under the "For Financial Aid Office Use Only" section:

  IRS Request Flag: Student: 99 Parent: 99

  "99" displays the transaction number where the flag was originally set.

- **Assumed Homeless Youth Values** – We no longer print assumed values for the following homeless youth fields:
  - Homeless Youth Determined by School
  - Homeless Youth Determined by HUD
  - At Risk of Homelessness

Paper SAR and SAR Acknowledgement Changes

- **Color** – Paper 2018-2019 SARs and SAR Acknowledgements are printed on blue paper to match the color scheme of the 2018-2019 paper FAFSA.

SAR Comments

SAR comments appear on SARs that we mail to applicants and on eSARs that applicants view on FAFSA on the Web. The comment codes 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 text are described below.

- **Hyperlinks –** URLs in comment text have been updated to replace "www." with "https://" to comply with an OMB federal memorandum (OMB Memorandum M-15-13) that requires all publicly accessible federal Web sites to provide service only through a secure Internet connection.

- **Deleted Homeless Youth Assumption Comment 297** – This comment informed the FAA that the CPS assumed the applicant was a homeless youth based on his or her responses to other questions.

- **Deleted Cross-Year Edit Comments 395 to 399** – These cross-year edit comments were added for 2017-2018 only and will be removed in September 2017.

- **Added Comments 400 and 401** – These comments identify records that may have potential conflicts in data transferred by the student or parent from the IRS DRT.

For a full listing of the 2018-2019 SAR comment code text and a description of changes to comment text, see the *2018-2019 SAR Comment Codes and Text* guide, located on the IFAP and FSAdownload Web sites.

Mailing Addresses

English *and* Spanish versions of the FAFSA will be sent to the same mailing address. In addition, the English *and* Spanish versions of the SAR will be sent to the same mailing address.

Document	Mailing Address
FAFSA English and Spanish (including Pacific Islanders)	Federal Student Aid Programs P.O. Box 7650 London, KY 40742-7650
Student Aid Report (SAR) English and Spanish	Federal Student Aid Programs P.O. Box 7651 London, KY 40742-7651
FAFSA on the Web Signature Pages English and Spanish (including corrections)	Federal Student Aid Programs P.O. Box 7652 London, KY 40742-7652

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); 334/523-2691; or TDD/TTY 800/730-8913

E-mail: FederalStudentAidCustomerService@ed.gov

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, and 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 FSA ID 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.

For specific hours of operation, including weekend and holiday hours, visit the StudentAid.gov Web site at studentaid.ed.gov/contact.

Reach FSA

855/FSA-4-FAA (855/372-4322)

This phone number provides a simplified way for the financial aid community to access these ten Federal Student Aid (FSA) School Contact Centers:

- Campus-Based Call Center
- COD School Relations Center
- CPS/SAIG Technical Support
- eZ-Audit Help Desk
- Federal Student Aid Research and Customer Care Center (RCCC)
- Foreign Schools Participation Division
- G5 Hotline
- NSLDS Customer Support Center
- Nelnet Total and Permanent Disability Servicer
- School Eligibility Service Group

Note: You can continue to use the specific phone number for each contact center.

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 (for example, completing and submitting FAFSAs) and FAA Access (for example, requesting ISIRs 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 2018-2019 options on September 24, 2017.

Users can access the current and prior cycle's versions of our Web sites in the demonstration system. For the FAFSA on the Web feature, we display a tab for the previous cycle on the "My FAFSA" page. Preloaded demonstration data will be available for both cycles.

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 for specific functions within the FAA Access to CPS Online demo site is:

- Destination Code: TG99999
- Federal School Code: 001002

Other Helpful Documents

We encourage you to review other documents on the IFAP and FSAdownload Web sites for more information about changes to the 2018-2019 application processing system:

- *2018-2019 Application Processing System Specifications for Software Developers,* June 30, 2017: 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 October 2018.

- *2018-2019 CPS Test System User Guide*, June 12, 2017: Describes Federal Student Aid's CPS Test System and the testing process and provides testing instructions for the mainframe test environment, as well as instructions for using the CPS Web Applications Demonstration (Web Demo) System. Available on the FSAdownload Web site.

- *2018-2019 FAFSA MyStudentData Download* guide, June 20, 2017: Describes the FAFSA MyStudentData Download file structure, including record layout and valid values.

- *2018-2019 EFC Formula Guide*, July 10, 2017: Provides worksheets and tables that can be used to calculate an estimated EFC for students. Available on the IFAP Web site.

- *2018-2019 Electronic Data Exchange (EDE) Technical Reference*, July 10, 2017: Describes the 2018-2019 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.

- *2018-2019 SAR Comment Codes and Text*, July 25, 2017: Describes changes to the SAR comment codes and associated text for 2018-2019 and database match information. Available on the IFAP and FSAdownload Web sites.

- *2018-2019 ISIR Guide*, August 1, 2017: Provides in-depth information regarding the 2018-2019 ISIR. Available on the IFAP and FSAdownload Web sites.

- *2018-2019 FAFSA on the Web Preview Presentation*, September 2017: Microsoft PowerPoint presentation containing information and screen shots pertaining to the 2018-2019 FAFSA on the Web site.

- English and Spanish versions of the FAFSA and FAFSA instructions will be available in September 2017 for download from ifap.ed.gov/ifap/processing/fafsaAndSARMaterialsPR.jsp.

- English and Spanish versions of the draft SAR and SAR Acknowledgement will be available in November 2017 for download from ifap.ed.gov/ifap/processing/fafsaAndSARMaterialsPR.jsp.

- English and Spanish versions of the 2018-2019 Student Aid Eligibility Worksheet, September 2017.

- English and Spanish versions of the FAFSA on the Web Worksheet will be available for download in Late September 2017 from [FAFSA on the Web](#). To access the worksheet, use the Search feature at the top of the FAFSA on the Web pages and search for "FAFSA on the Web Worksheet."

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): faaaccess.ed.gov

- FAFSA on the Web: fafsa.gov

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

- Federal Student Aid Publication Ordering: FSAPubs.gov

- FSAdownload Web site: fsadownload.ed.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

- National Student Loan Data System (NSLDS) Professional Access Web site:
  nsldsfap.ed.gov

- Student Aid.gov: StudentAid.gov

  – FSA ID: StudentAid.ed.gov/fsaid

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

- Student Loans: StudentLoans.gov

- Training information and registration Web site for upcoming Fundamentals of Federal
  Student Aid Administration training opportunities and learning resources: fsatraining.info