ISAC Update and a Review of Hot Topics from the 2018 Federal Student Aid (FSA) Conference

February 6, 2019
Agenda

- ISAC Update
  - 2018-19
  - 2019-20

- Federal Update
  - Highlights from FSA Conference

- Questions/Comments
2018-19 AWARD YEAR (FY19)
Limited Release of 2018-19 MAP Awards from Suspense Status

- ISAC has released some MAP grants from suspense status, impacting eligible students whose 2018-19 FAFSA® receipt dates were February 28, 2018 through (and including) April 4, 2018
  - These records are eligible for a full-year MAP award
  - All MAP grants for students with initial FAFSA receipt dates on or after April 5, 2018 remain in a suspense status

Submit First- and Second-Term Claims by March 8

- Second-term payment requests, as well as remaining first-term claims, including late claims, are currently being accepted via GAP Access and FTP
- All first- and second-term claims – including those for students released from suspense -- must be submitted no later than 7 p.m. on Friday, March 8, 2019 to be considered timely
  - Any initial claims made after the deadline date will be considered late and will only be paid if funding is available after paying timely claims

Review the Payment Results/Exceptions Report in the MAP system after submitting claims to confirm they processed as expected
Identifying Released Student Records

- There is not an indicator in the MAP system that identifies which student records were released from suspense; rather, the suspense flag ("S") is simply removed.
- To identify student records released from suspense (as well as those that remain in suspense), the MAP system provides a Filter functionality that can be used to generate a report based on specific data elements, such as the application receipt date.
- To filter for released records, select the relevant date range (e.g. February 28, 2018 through April 4, 2018) on the Filter screen and then select the List tab to generate a customized view of student records.
  - Similarly, the filter functionality allows users to create a report of records that remain in suspense status.
On the Filter Screen, select start and end Application Receipt Dates to identify released records, then select the List tab to view the filtered list.

The Application Receipt Date can be added to the List view from the Columns screen.
2018-19 Minority Teachers of Illinois Scholarship Program

- Continue Submitting Certifications and Payment Requests in My Zone
- Awarding for all qualified (timely and untimely) applicants has taken place and notifications have been mailed to eligible students
  - Eligible award information, including funded and unfunded status, is available in My Zone
  - Now that MTI awards have been made on multiple dates, the sort and filter functionalities or the pre-defined report that sorts by "Status Date" may be used to help identify students who may have recently been found eligible for an award
    - The Status Date matches the date on the student's award letter
- In preparation for the eventual transition of MTI Scholarship and Golden Apple processing into GAP Access, precautions are being taken to protect applicants' personal information, including Social Security Numbers (SSNs)
  - As of January 11, 2019 all payment authorization reports that were generated in My Zone for the fall term have been removed from the My Zone portal
  - Reports generated in My Zone from this point forward will not include SSNs
  - If you need a copy of a report that has been removed, contact ISAC’s School Services Department at 866.247.2172 or isac.schoolservices@illinois.gov
2018-19 Golden Apple Scholars Programs

- Continue Submitting Certifications and Payment Requests in My Zone
  - As of 1/22/2019, ISAC will postpone the processing of GAS 2018-19 payment request authorizations until the Foundation completes their reconciliation of eligible scholars for the program
    - Payment authorization is the step in the process when ISAC authorizes a voucher in the amount of the payment claim and submits it to the State Comptroller's Office for payment to the institution.
  - If the Foundation determines a student no longer meets the criteria to be an eligible scholar for the program and a payment request was submitted, a data correction will be processed
  - The school will see the adjustment in My Zone showing the Foundation disqualify code when ISAC reopens payment authorization processing
2018-19 Illinois Veteran Grant

- Benefit request processing for the spring term is available in GAP Access
  - Although, ISAC will not be able to reimburse institutions for 2018-19 IVG awards, reporting of enrollment hours must still take place so benefit usage can be accurately assessed to students’ accounts
  - Spring term is the last term of the award year for the IVG program
  - Students have until the last day of classes to notify the school that they would like to use their IVG benefits for the term
    - From IVG Rules, Section 2733.30 Program Procedures
      - b) To receive an Illinois Veteran Grant, a qualified applicant must notify the institution of his or her eligibility no later than the last scheduled day of classes for the term for which a grant is requested.
  - Colleges will be notified once a specific deadline date has been established for submitting spring term benefit request data

- An enhancement was recently made to the IVG system to provide a student’s history of IVG benefit usage at all colleges that have reported this data to ISAC
  - This information is accessible via the “Units Used” tab on the Student Eligibility: Detail screen.
2018-19 Illinois National Guard Grant

- Remaining application deadline dates
  - March 1 for the spring and summer terms
  - June 1 for the summer term only

- Benefits usage data for the spring term is now being accepted online via the ING system in GAP Access for
  - It is recommended that the college check GAP Access at least once a week for new student data that may have been posted for the 2018-19 academic year.
  - While spring term data is typically due in April, colleges will be notified once a specific deadline date has been established.
    - Schools are encouraged to submit benefit use data as soon as possible
2018-19 Grant Programs for Dependents of Police, Fire, or Correctional Officers

- Remaining application deadline dates
  - March 1 for the spring and summer terms
  - June 1 for the summer term only
- Announcements of eligibility are made to students as applications are received and processed
  - Effective with the 2018-19 academic year, children of disabled police, fire or correctional officers need not have been born, legally adopted or in the legal custody of the officer before the disability occurred in order to receive a grant.
    - Adopted rule amendments that expand the eligibility criteria for the Grant Programs for Dependents of Police, Fire or Correctional Officers have been posted to isac.org
      - Part 2731 – Correctional Officers
      - Part 2732 – Police/Fire Officers
- Payment rosters for the spring term will be emailed to financial aid directors after the March 1 application deadline date has passed.
Loan Repayment Programs

- John R. Justice Student Loan Repayment Program
  - ISAC is currently accepting 2018-19 academic year applications
  - Application is due on or before February 28, 2019
  - Borrowers may download and print the application via the Applications page at isac.org

- Nurse Educator Loan Repayment Program
  - Application is still available on the Applications page at isac.org for the 2019 fiscal year (July 1, 2018 – June 30, 2019)

- Veterans' Home Medical Providers' Loan Repayment Program
  - ISAC is no longer accepting Veterans' Home Medical Providers' Loan Repayment Program applications for the 2019 fiscal year.

- Illinois Teachers Loan Repayment Program
  - Although all appropriated funds for this program have been awarded for the 2019 fiscal year, applications continue to be accepted.
2019-20 AWARD YEAR (FY20)
2019-20 Monetary Award Program

- Award announcement processing continues
  - A suspense date for 2019-20 has not yet been determined
  - Application volume is being monitored to determine the point at which a suspense date will be established
- Based on the 2019-20 start-up formula, the maximum annual award amount being announced is $4,869
  - Includes a 2% reduction factor
2019-20 MTI Program

- The 2019-20 application is available to print from the Applications page at isac.org
  - The online application process is not currently available
- The application priority consideration date is March 1, 2019
  - Complete applications received by ISAC with a postmark on or before March 1 will receive priority consideration – on a first-come, first-served basis – for as long as funding remains
2019-20 Illinois Special Education Teacher Tuition Waiver

- March 1 is the application deadline date
- This program is not subject to appropriation
- 250 waivers are awarded each year
- Remind students to apply before the deadline date
Aspirational Institutional Match Helping Illinois Grow Higher Education (AIM HIGH) Grant Pilot Program begins in the 2019-20 academic year at participating public universities in Illinois

- The intent of the program is to increase enrollment of Illinois residents at Illinois public universities, increase overall retention of Illinois college students in Illinois and encourage Illinois residents to attain a college degree
- State appropriated funds are to be used to establish a merit-based, means-tested award program and each eligible public university must match those funds with non-loan financial aid for eligible students and maintain or exceed levels of financial aid to Illinois residents from fiscal year 2018.
- ISAC is responsible for administering the distribution of AIM HIGH grant funds to the public universities

Final program rules for the program have been adopted and went into effect on February 1

- These rules do not include provisions that were recently passed by the General Assembly and are waiting for the signature of the Governor

Visit isac.org for more information

- AIM High link on the home page
- Administrative Rules page within the About ISAC section
AIM HIGH Grant Pilot Program

The number of grants made through this program, as well as the individual dollar amount awarded, are subject to sufficient annual appropriations by the Illinois General Assembly and the Governor, and may vary by institution.

Program Description

Eligibility

How to Apply

How Funds Are Disbursed

Participating Public Four-Year Illinois Institutions

Program Description

If you are attending one of Illinois’ 12 public four-year institutions for the first time, you may be eligible for the Aspirational Institutional Match Helping Illinois Grow Higher Education (AIM HIGH) Grant Pilot Program. Beginning in the 2019-20 academic year, funding will be made available to universities for AIM HIGH awards for students who meet the eligibility requirements.

This grant provides assistance toward a full-time undergraduate student’s cost of attendance at the university. The AIM HIGH grant is renewable and if you receive it once and continue to meet the eligibility requirements, you will be eligible to receive a renewal grant in subsequent years. The renewal award will be an amount no less than the award in your first year of attendance, unless your cost of attendance is reduced (if, for instance, you reduce your number of credit hours, or switch to a major with a lower tuition rate).

Additionally, all AIM HIGH-participating universities will provide matching funding for institutional awards for students who meet eligibility requirements established by the university. This funding may or may not be available to the same students who receive the AIM HIGH grant, depending on how the matching program is designed by the university.
ISAC Administrative Rules

This section contains the current version of ISAC's Administrative Rules for the 2018-19 academic year, as well as archived versions from previous years. The Illinois Student Assistance Commission promulgates rules in accordance with the Illinois Administrative Procedure Act [5 ILCS 100].

The Rulemaking Process

(ISAC Rules, Section 5375.100)

ISAC staff develop proposed rules and submit them for public comment to the Illinois Register. All written public comments submitted on proposed ISAC rules are presented to the Commission for consideration. After receiving the Executive Director's recommendation and written comments from the public, the Commission approves, rejects, or modifies the proposed rules and amendments. After disposition by the Commission, the approved rules and amendments are submitted to the Joint Committee on Administrative规则

When the ICAR review period has ended, ISAC will file the rules and amend

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 Proposed/Emergency Rules - AIM HIGH Grant Pilot Program

2018-19 ISAC Rules
2017-18 ISAC Rules
2016-17 ISAC Rules
2015-16 ISAC Rules

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ILLINOIS REGISTER

ILLINOIS STUDENT ASSISTANCE COMMISSION

NOTICE OF EMERGENCY RULES

TITLE 23: EDUCATION AND CULTURAL RESOURCES
SUBTITLE A: EDUCATION
CHAPTER XIX: ILLINOIS STUDENT ASSISTANCE COMMISSION

PART 2766
AIM HIGH GRANT PILOT PROGRAM

Section
2766.10 Summary and Purpose
EMERGENCY
2766.15 Definitions
EMERGENCY
2766.20 Institutional Applicant Eligibility
EMERGENCY
2766.30 Program Procedures
EMERGENCY
2766.40 Institutional Procedures
EMERGENCY
2766.50 Student Applicant and Recipient Eligibility
EMERGENCY

AUTHORITY: Implementing and authorized by Section 65.100 of the Higher Education Student Assistance Act [110 ILCS 947/65.100].

SOURCE: Repealed at 31 Ill. Reg. 9523, effective July 1, 2007; adopted by Emergency rulemaking at 42 Ill. Reg. _____, effective ________, for a maximum of 150 days; amended at 42 Ill. Reg. _______, effective ________.

Section 2766.10 Summary and Purpose
EMERGENCY
Education Loan Information Pilot Program

- Public Act 100-0926, which became effective January 1, 2019, created a three-year pilot program in Illinois aimed at increasing awareness of student debt levels.

- The Education Loan Information Pilot Program requires Illinois public universities and public community colleges to provide students enrolled at their institution, or the students’ parents or guardians, with information about outstanding education loans each year.
  - The legislation specifies that the notification requirements begin with the 2019-20 academic year, and notifications must continue each year until the pilot program expires on June 1, 2023, unless it is extended.

- ISAC’s role in implementing the program is:
  - To provide general guidance to assist institutions in putting the program in place
    - Will include the development of a FAQ document and a template for institutions’ use (both expected to be available later this spring)
  - Develop administrative rules
  - Provide oversight to ensure compliance

- See the January 25, 2019 e-message for more information
ISAC Proposed Rule Changes for 2019-20

- ISAC’s proposed omnibus rules and amendments are expected to be published in the *Illinois Register* on February 8, 2019
  - Public comment period will follow
- Will include changes to these Sections for the 2019-20 academic year:
  - General Provisions
    - Adds requirements regarding the Education Loan Information Pilot Program
    - Adds a clarification regarding acceptable documentation for residency verification
  - Monetary Award Program
    - Updates made regarding priority processing for MAP
    - In response to Public Act 100-0823
      - Provides priority access for MAP-eligible returning students, beginning with the 2020-21 award year
  - Community Based Health Care Loan Repayment
    - Creates rules for this program
  - Nurse Educator Loan Repayment
    - Adds clarification regarding the time periods in which an applicant establishes eligibility
ISAC Training Opportunities

- Monthly Webinars (last Wednesday of the month)
  - February 27, 2 p.m.
    - An Overview of the Monetary Award Program
  - March 27, 2 p.m.
    - An Overview of ISAC’s Military Programs
Other Important ISAC Dates to Note …

- ISAC offices will be closed on:
  - Tuesday, February 12 (Lincoln’s Birthday)
  - Monday, February 18 (Presidents’ Day)

- 2019 Commission Meeting Schedule
  - All meetings will be held in Chicago on the following dates:
    - April 4
    - June 13
    - September 12
    - December 5
Hats Off to ILASFAA: Celebrating 50 Years!

- 2019 ILASFAA Annual Conference is **March 18-20, 2019** in Springfield
  - At the President Abraham Lincoln Hotel in the historic downtown area

- Conference agenda will feature:
  - State, federal and NASFAA Updates
  - General session presentation by financial aid expert Mark Kantrowitz
  - Several NASFAA credential sessions
  - Legislative advocacy track
  - Interest session topics for all experience levels

- Celebration activities will include:
  - An anniversary reception at the Abraham Lincoln Presidential Library
    - Snacks, cash bar, and full access to the museum
  - Anniversary dinner honoring ILASFAA and its Past Presidents
  - An Evening at the Casino event
  - A few special guests and photo opportunities
  - Basket raffles
Hats Off to ILASFAA
Celebrating 50 Years!

Honoring the Past, Embracing the Present, and Building for the Future

50th Annual Conference
March 18-20, 2019
Springfield, Illinois

ilasfaa.org/docs/conferences/2019/index
QUESTIONS/COMMENTS?

- To reduce burden on students and families having difficulty obtaining documentation needed to verify their FAFSA information, this guidance provides flexibilities that may be used as part of verification procedures.
- These flexibilities are effective beginning with the date of publication of this Electronic Announcement, and apply to both the 2018-2019 and 2019-2020 FAFSA processing and verification cycles.
- The announcement supersedes all guidance that limits the use of an income tax return as acceptable documentation to verify tax and income information for tax filers and supplements the guidance regarding the requirement to obtain verification of nonfiling.
Verification Guidance

- **Income Tax Return**
  - Institutions may accept as acceptable documentation a signed copy of the 2016 or 2017 income tax return, as applicable, that the tax filer submitted to the IRS or other tax authorities to verify FAFSA/ISIR income and tax return information.
  - Institutions are reminded that tax account information obtained from the IRS through the Internal Revenue Service Data Retrieval Tool (IRS DRT) that has not been changed and a transcript from the IRS or other tax authorities continues to be acceptable documentation.
Verification Guidance

Verification of Nonfiling

- Individuals are still required to obtain verification of nonfiling (VNF) from the IRS or other tax authorities.

- However, if the individual is unable to obtain VNF from the IRS or other tax authorities and, based upon the institution’s determination, it has no reason to question the student’s or family’s good-faith effort to obtain the required documentation the institution may accept:
  - A signed statement certifying that the individual—
    - Attempted to obtain the VNF from the IRS or other tax authorities and was unable to obtain the required documentation; and
    - Has not filed and is not required to file a 2016 or 2017 income tax return, and a listing of the sources of any 2016 or 2017 income earned by the individual from work and the amount of income from each source; and
  - A copy of IRS Form W–2, or an equivalent document, for each source of 2016 or 2017 employment income received by the individual.
An Electronic Announcement was posted on January 16, 2019

In response to user feedback, ED developed a revised format

- Changed the name of the template from Financial Aid Shopping Sheet to College Financing Plan
  - More accurately reflects that loans may be a significant part of the student’s investment
  - Emphasizes to students that they are making a financial transaction when enrolling in an institution.

- The College Financing Plan template is being introduced this year as part of a beta testing protocol

- While institutions are not required to use the updated template, ED is hoping that schools will use it and provide suggestions for future improvements
In July 2012, the U.S. Department of Education (ED) released the Financial Aid Shopping Sheet (now the College Financing Plan) format and asked institutions to voluntarily commit to supplying financial aid information to students in a way that could be better understood.

Attachments/Enclosures:

2019-2020 College Financing Plan FAQ, PDF Format, 437KB, 5 Pages

Data

Institutional Metrics Data, Excel Format, 491KB

2019-2020 Data File Schema, Excel Format, 11KB

College Financing Plan

2019-2020 Annotated College Financing Plan, PDF Format, 1MB, 1 Page

2019-2020 College Financing Plan HTML Specification, ZIP Format, 64KB

2019-2020 College Financing Plan XML, XML Format, 1KB


2019-2020 College Financing Plan Template, PDF Format, 3.8MB, 2 Pages

Responsive Preview

2019-2020 Annotated College Financing Plan Responsive Preview, PDF Format, 1.1MB, 1 Page

2019-2020 College Financing Plan Responsive Preview HTML Specification, ZIP Format, 14KB

2019-2020 College Financing Plan Responsive Preview XML (Coming Soon)


2019-2020 College Financing Plan Responsive Preview Template, PDF Format, 131KB, 2
Login Requirement for CPS Demo System Removed

- Electronic Announcement posted on January 17, 2019
- On January 20, 2019, FSA removed the login requirement for access to the CPS Web Applications Demonstration (Web Demo) System
- A user ID and password is no longer required to access the site
- Demo system is preloaded with test data
- Can be used to demonstrate electronic applications to parents and students and as an aid in training financial aid administrators
- FAAs can also use the website to become familiar with FAA Access to CPS Online functionality and train their staff to use the system.
  - Most production-version features of the 2018–19 and 2019–20 [fafsa.gov](http://fafsa.gov) and [FAA Access to CPS Online](http://faaaccess.cps.ed.gov) (including Return of Title IV Funds) websites are available on the Web Demo system
  - Quick link from ifap.ed.gov
2019-2020 Pell Grant Payment and Disbursement Schedules Available

- Dear Colleague Letter: GEN-19-01
  - Published on January 23, 2019

- Provides PDF and Excel versions of the Payment and Disbursement Schedules for determining Pell Grant awards for the 2019-2020 award year
  - Maximum award amount is $6,195
    - Maximum eligible EFC is 5576
  - Minimum award amount is $650

Attachments/Enclosures:

GEN-19-01: 2019-2020 Federal Pell Grant Payment and Disbursement Schedules in PDF Format, 661KB, 3 Pages

2019-2020 Federal Pell Grant Payment and Disbursement Schedules in PDF Format, 328KB, 4 Pages

2019-2020 Federal Pell Grant Payment and Disbursement Schedules in Excel Format, 190KB
CPS Has Resumed Selective Service System Match

- Electronic Announcement posted on January 31, 2019
- CPS resumed its daily match with the Selective Service System for both 2018-19 and 2019-20 on January 31
  - Have also begun reprocessing 2018–19 and 2019–20 application and correction records impacted by SSS match bypass that occurred during the recent federal government shutdown.
- It’s estimated that up to 600,000 student transactions were affected
  - Includes initial applications and corrections submitted between December 26, 2018 and January 30, 2019 for both processing cycles
CPS Has Resumed Selective Service System Match

- Due to the number of 2019–20 transactions, the CPS will stagger the reprocessing effort across multiple days
- It’s anticipated that all impacted records for both award cycles will be reprocessed by mid-February 2019
- Reprocessed ISIRs will be sent under the IGSG19OP (for 2018–19) and IGSG20OP (for 2019–20) message classes
- SARs and ISIRs will include SAR comment code 172
- ISIRs produced as a result of the reprocessing will include a value of “50” for the Reprocessed Reason Code (ISIR field #248 for both cycles)
- See the EA for additional details
HIGHLIGHTS FROM THE FEDERAL STUDENT AID (FSA) CONFERENCE
Click here to view [2018 FSA Training Conference session recordings](#) (as available).

Click here to download this year's [conference presentations](#).
Please note, videos with closed captioning will be available in January, 2019

GS1. Welcome and Keynote Address

GS2. Federal Update


GS4. Next Gen FSA Update

GS5. The Next Generation of FAFSA®
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General Session 2

Federal Update

Jeff Appel and Lynn Mahaffie
U.S. Department of Education
2018 FSA Training Conference for Financial Aid Professionals

November 2018
Gainful Employment

- A negotiated rulemaking committee was formed to consider the Gainful Employment rules.
  
  - The committee met:
    - Dec. 4-7, 2017,
    - Feb. 5-8, 2018, and
  
  - Negotiations concluded without consensus being reached.
Gainful Employment

• A Notice of Proposed Rulemaking (NPRM) was published Aug. 14, 2018.
  • The comment period ended on Sept. 13, 2018.
  • The Department received nearly 14,000 comments.
• A final regulation is under development.
June 18, 2018 GE EA #116: Deadline to comply with requirements of 668.412 (d) and (e) delayed until July 1, 2019. Supersedes GE EA #106. Specifically these regulations require schools to:

- Include the disclosure template, or a link thereto, in their GE program promotional materials; and,
- Directly distribute the disclosure template to prospective students.

Consistent with previous announcements, schools must comply with 668.412(a), (b), and (c) to post disclosures on their GE program webpages using the approved disclosure template provided by ED. The deadline for these actions was April 6, 2018.
• GE Reporting for the 2017-2018 award year was due Oct. 1, 2018 in the same format as last year.

• For assistance with reporting, contact the NSLDS Customer Support Center at 1-800-999-8219 or nslds@ed.gov.
Gainful Employment

- Learn more about the Gainful Employment Rule and the 2019 Disclosure Template in Session 20 Gainful Employment – Overview of 2019 and Beyond
Deferment for Cancer Treatment

- Direct Loan, FFELP, and Perkins Loan borrowers will become eligible for an interest-subsidized deferment for the period of time for which they are receiving treatment for cancer and for the 6-month period following the cessation of such treatment. The term “cancer treatment” is undefined.

- This provision is only available for loans that are disbursed on or after the date of enactment, Sept. 28, 2018, or loans in repayment on the date of enactment.

- Loans disbursed prior to Sept. 28, 2018 that have not yet entered repayment are not eligible for this benefit.
• The appropriations law sets aside an additional $2.3 million from the Student Aid Administrational account (same as in FY 2018) for FSA to perform outreach to all Direct Loan borrowers with respect to PSLF, particularly those who are not in qualifying repayment plans for PSLF.

• The law also permits FSA to spend these funds on enhancements to PSLF operations, such as the PSLF Help Tool.
As of June 2018:

- 28,021 borrowers have applied for PSLF
- 96 borrowers have been approved to receive $5.52 million in loan forgiveness
- The remainder have been not been approved or are pending approval, primarily for not meeting program requirements (e.g. having a Direct Loan or making 120 qualifying payments)
- A significant minority were not approved because of incomplete applications (e.g. the Employer Identification Number was missing)
  - Attempts to get complete applications were unsuccessful
  - Borrower can resubmit, but still may not meet program requirements

Source: FSA Data Center, as of June 2018
The appropriations law provides a supplemental $350 million for the temporary expansion of PSLF for Direct Loan borrowers that was created in FY 2018, bringing the total appropriation to $700 million.

This expansion is available to those who do not otherwise qualify for PSLF solely because some or all of their payments were made on a non-qualifying repayment plan (such as the Extended Repayment Plan).

To qualify for the temporary expansion, a borrower must demonstrate that the payment they made 12 months prior to applying for the temporary expansion of PSLF and the payment they made immediately prior to applying for the expansion are at least as much as they would have paid under an income-driven repayment plan.
ED will reconsider borrower eligibility for Public Service Loan Forgiveness (PSLF) using an expanded list of qualifying repayment plans and some payments that don’t count toward PSLF may count toward forgiveness under TEPSLF.

Additional qualifying repayment plans include:
- Graduated Repayment Plan
- Extended Repayment Plan Consolidation Standard Repayment Plan
- Consolidation Graduated Repayment Plan

Refer to May 23, 2018 Electronic Announcement
PSLF and TEPSLF

- Learn more about TEPSLF in Session 22 Public Service Loan Forgiveness (PSLF) and Temporary Expanded PSLF (TEPSLF)
FSA’s Next Generation Services Environment
Federal Student Aid (FSA) has defined the *Next Generation* Financial Services Environment with four primary goals.

1. World-class customer experience, grounded in a mobile-first, mobile-complete, and mobile-continuous environment, to improve customer outcomes
2. Greater operational flexibility to allow FSA to more rapidly integrate new capabilities and features
3. Reduce complexity, improve the stability and resiliency of our systems, and provide more cost-efficient solutions
4. Improve repayment outcomes and overall portfolio performance
The FAFSA is Now Mobile!

- Federal Student Aid is pleased to announce that students and parents now have two ways to complete the *Free Application for Federal Student Aid* (FAFSA®) form; a redesigned fafsa.gov website and a mobile app.

- These two improvements make it easier for students and parents to access and complete the FAFSA form on the device that works best for them, with a particular focus on improving the experience on mobile devices such as smartphones and tablets.
General Session 3

Verification (2018–19 and 2019–20)

Craig Munier and Aaron Washington
U.S. Department of Education
2018 FSA Training Conference for Financial Aid Professionals
Verification Hot Topics
The IRS recently announced changes to tax transcripts and third-party servicers

• Effective September 23, 2018, the current format of the individual tax return transcript(s) was replaced with an updated version that redacts sensitive personal identifying information of the tax filer
Changes to IRS Tax Transcript

- The September 23, 2018 redactions apply to transcripts requested via:
  - 4506-T forms and the Income Verification Express Services [IVES] systems
- Redaction of transcripts acquired through Get Transcript Online and Get Transcript By Mail is scheduled to go into effect by January 2019
Changes to IRS Tax Transcript

The IRS has announced that the following information will now display:

- Last 4 digits of any SSN listed on the transcript (e.g. XXX-XX-1234)
- Last 4 digits of any EIN listed on the transcript (e.g. XX-XXX1234)
- Last 4 digits of any account or telephone number
- First 4 characters of the last name of any individual
- First 4 characters of a business name
- First 6 characters of the street address, including spaces
- All money amounts, including balance due, interest and penalties
Changes to IRS Tax Transcript

• Institutions should still be able to identify and match the tax payer information on the tax transcript with the FAFSA information on file either by use of the limited redacted information provided on the tax transcript or by use of the new “Customer File Number” available on the new transcript.

• As a result the IRS tax transcript is still acceptable documentation for verification purposes.

• October 4, 2018 Electronic Announcement
Changes to IRS Forms 4506-T and 4506T-EZ

Customer File Number

• Forms 4506-T and 4506T-EZ now provide an opportunity for the tax filer to provide a Customer File Number which is optional and available for the filer to use when using the form to request a transcript.

• Starting early next calendar year tax payers may also assign a Customer File Number to their tax transcript that they obtain through Get Transcript Online and Get Transcript by Mail (online). Up to 10 numeric characters, such as a student identification number, can be included to better assist institutions in matching the tax transcript to the appropriate student.
Customer File Number

- Customer File Numbers will reject if the Customer File Number provided matches an SSN associated with the tax transcript
At the end of the current calendar year, the transcript will be mailed to the taxpayer’s address of record

- In the spring of 2019 the IRS plans to remove the option for requesting third-party receipt of tax information from Form 4506-T and 4506T-EZ. Instead, transcripts will be mailed only to the taxpayer’s address of record.
- Institutions still interested in receiving tax transcripts directly from the IRS may request to become participants in the IRS’ Income Verification Express Services [IVES] program by registering for e-Services on IRS.gov.
- An IRS Tax Return Transcript received by a school from a Third Party IVES participant still meets the acceptable documentation standards for verification.
2019-20 Verification

Resources

• Federal Register Notice of Information to be Verified for the 2019-2020 Award Year
• Dear Colleague Letter GEN 18-03
  • [https://ifap.ed.gov/dpcletters/GEN1803.html](https://ifap.ed.gov/dpcletters/GEN1803.html), March 29, 2018
• 2019-2020 FAFSA Verification Suggested Text
• 2019-2020 ISIR Guide
  • [https://ifap.ed.gov/eannouncements/090618ISIRGuide20192020.html](https://ifap.ed.gov/eannouncements/090618ISIRGuide20192020.html), September 6, 2018
• IRS Announced Updated Tax Transcripts Redacting Sensitive Information
General Session 4

Next Gen FSA

Dr. A. Wayne Johnson
U.S. Department of Education
2018 FSA Training Conference for Financial Aid Professionals

November 2018
Components of Next Gen FSA

Next Gen FSA

Common Technology Infrastructure

Next Gen Financial Services

Students, Parents & Borrowers

Next Gen PPO

Institutions & Other Aid Delivery Organizations
Unified and Consistent Brand

Launched 2019-20 FAFSA

Released myStudentAid

Integrated FAFSA into Studentaid.gov

fafsa.gov

myStudentAid Mobile App

StudentAid.gov

Rebranded All Customer-Facing Elements
2019-20 Processing Cycle and Beyond

Oct. 1st, 2018: 2019-20 FAFSA form and myStudentAid mobile app launched

Potential upcoming enhancements
Phase 2 of fafsa.gov redesign

More sections of fafsa.gov becoming mobile-friendly

- Standalone signature process
- Standalone Federal School Code search
- View Student Aid Report (SAR)
In December 2017, Congress passed and the President signed the Tax Cuts and Jobs Act of 2017. The Act changes the 2018 tax forms provided by the Internal Revenue Service (IRS). Changes to fafsa.gov and myStudentAid for 2020-21 will be required as a result.
Improve FAFSA corrections

- Redesign fafsa.gov correction process
- Limited correction capability (myFAFSA)
Other potential enhancements

• Ability to view Student Aid Report (SAR) on myFAFSA
• Masking of SSN on Login view (both fafsa.gov & myFAFSA)
Other potential enhancements

• Begin to align fafsa.gov and myFAFSA
• Schools will know how application was submitted (fafsa.gov or myFAFSA)
Continuous improvements

• Improving the user experience
  • Using feedback from usability testing, surveys, and other sources helps identify areas in which we can make simple changes
Session #25

Program Review Essentials and the Top 10 Compliance Findings

Jim Wyant and Michael Rhodes
U.S. Department of Education
2018 FSA Training Conference for Financial Aid Professionals

November 2018
Top Audit Findings

1. NSLDS Roster Reporting – Inaccurate/Untimely Reporting
2. Repeat Finding-Failure to Take Corrective Action
3. Return of Title IV (R2T4) Calculation Errors
4. Return of Title IV (R2T4) Funds Made Late
5. Verification Violations
6. Student Credit Balance Deficiencies
7. Qualified Auditor’s Opinion Cited in Audit
8. Pell Grants – Overpayment/Underpayment
9. Entrance/Exit Counseling Deficiencies
10. G5 Expenditures Untimely/Incorrectly Reported
Top Program Review Findings

1. NSLDS Roster Reporting – Inaccurate/Untimely Reporting
2. Crime Awareness Requirements Not Met
3. Return of Title IV (R2T4) Calculation Errors
4. Drug Abuse Prevention Requirements Not Met
5. Student Credit Balance Deficiencies
6. Consumer Information Requirements Not Met
7. Verification Violations
8. Entrance/Exit Counseling Deficiencies
9. Inaccurate Recordkeeping
10. Satisfactory Academic Progress Policy Not Adequately Developed/Monitored
ISAC Contact Information

School Services
866-247-2172
isac.schoolservices@illinois.gov

ISAC Call Center – Student Services
800-899-4722
isac.studentservices@illinois.gov

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Tania Mendoza, Student Services
Tania.Mendoza@illinois.gov

Kim Eck, Partner Services
Kimberly.Eck@illinois.gov
217-785-7139
QUESTIONS/COMMENTS?

Thank you for joining us today!