



ISAC
FAFSA
SYMPOSIUM

From Expert to Novice

Working With Your Financial Aid Office and the
New FAFSA

*Tim Marten
Financial Aid Administrator
St. John's College
ILASFAA Past President*

Agenda

- Major FAFSA Changes
- Anticipating the Impact of the New FAFSA
- Anticipating Student and Family Questions
- Impact on Financial Aid Counselors
- Communication Strategies
- Questions

Major FAFSA Changes

- Fewer Questions (Simplified)
- Expected Family Contribution to Student Aid Index
- Family Size
- Small Business/Farm Income
- Reporting Parent Income

Impact of the New FAFSA

- Time Frame of FAFSA Application Availability
- FAFSA Processing Steps and Verification
- Time Frame of Financial Aid Awards
- Gain/Loss Federal Pell and ISAC MAP Grants

Student and Family Questions

- How did I lose funding from AY 2023 to AY 2024?
- Why did my award notice not come until much later?
- Why is the process taking so long?
- Can the institution “discount” or make up loss of financial aid from previous year?
- Do I have to pay the amount of my SAI?
- What happens if my financial situation has changed?

Impact on Financial Aid Counselors

- Less staff, same workload but less time to process
- Unfamiliarity with the new FAFSA formula
- Working with projections and not firm data
- No precedent to gain information
- Learning a new FAFSA cycle and award methodology

Communication Strategies

- Phone Calls to Financial Aid Offices
- Emails to Financial Aid Offices
- Appointments with Financial Aid Counselors
- Social Media and Online Resources

Questions ???

Tim Marten
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Timothy.marten@sjcs.edu



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Thank you!