2024-2025 FAFSA Issues as of 11/7/24

Open Issues

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1. **SOME SCHOOL NAMES ARE TRUNCATED ON COLLEGE SEARCH PAGE** *(Added Jan. 4, 2024; Workaround)*

Status: Open

Description: When searching for a school from the 2024-25 FAFSA form, the full name of a school may not be displayed on the screen. In the case of a school with multiple programs or locations, this makes it difficult for a user to know which entry to select.

Workaround: The user can search by Federal School Code instead of by School Name to identify the correct school entry. School codes can be located via Internet search.

2. **GRADUATE STUDENTS WITH PELL-ELIGIBLE SAI PRESENTED INCORRECT PELL GRANT ELIGIBILITY INFORMATION ON FAFSA SUBMISSION CONFIRMATION EMAILS AND PAGES** *(Added Jan. 11, 2024; Workaround)*

Status: Open

Description: Graduate students who are notified of having a Pell-eligible Estimated Student Aid Index (SAI) after submitting a 2024-25 FAFSA are shown an incorrect message stating they may be eligible for a specific Federal Pell Grant amount. Although a graduate student could have an SAI that is Pell-eligible, the graduate student is ineligible to receive a Federal Pell Grant and should not receive the incorrect message.

Workaround: A graduate student who receives the incorrect message should be advised to disregard the message as graduate students are ineligible to receive Federal Pell Grants.

Workaround: Applicants can complete a paper FAFSA form.

7. USERS WITH NO SSN WHO HAVE ITIN MUST MANUALLY ENTER FINANCIAL INFORMATION IN FORM *(Added March 20, 2024)*

Status: Open

Description: All users without a Social Security number (SSN), including those with an Individual Taxpayer Identification Number (ITIN), must manually enter their financial information in the 2024-25 FAFSA form due to an issue that prevents financial information for those users from being pulled into the FAFSA form. We still encourage all impacted users to enter an ITIN, if they have one.

Workaround: There is currently no workaround to this issue. Once a permanent fix is identified and implemented, the Department will attempt to retrieve federal tax information (FTI) for an

Workaround: Contributors who are unable to accept the FAFSA invitation should wait until their information has been verified by the SSA before re-attempting to access the form.

10. STUDENTS WHO ARE INVITED TO THE FAFSA FORM BY A PARENT ARE NOT SEEING THE INVITATION IN MY ACTIVITY *(Added July 12, 2024; Workaround)*

Status: Open

Description: Students who have been invited by a parent to the FAFSA form are not seeing the FAFSA form invitation in the "My Activity" section of the Dashboard. Instead, they see a FAFSA form in "Draft" status when they have not accepted the invitation to the application.

Workaround: Students do not need to accept the invitation to access the FAFSA form. They can log in to their StudentAid.gov account and select the draft form from the "My Activity" section of the Dashboard.

11. USERS WITH A MILITARY ADDRESS ARE UNABLE TO SUBMIT A FAFSA FORM *(Added September 13, 2024; Workaround)*

Status: Open

Description: Users who have a military APO or FPO address are encountering issues with submitting their FAFSA form. When a user with a military address attempts to continue past the

15. ASSETS ARE INCORRECTLY REMOVED WHEN COMPLETING A CORRECTION *(Updated April 19, 2024; Workaround)*

Status: Open

17. MARRIED PARENTS ARE UNABLE TO MODIFY PARENT SPOUSE INFORMATION RESULTING IN THEM BEING UNABLE TO NAVIGATE PAST THE PARENT FINANCIALS SECTION *(Added April 25, 2024; Workaround)*

Status: Open

Description: An issue sometimes occurs when Parent and/or Parent Spouse contributors are invited to participate in the student's 2024-25 FAFSA form after an initial application was already processed. The Parent is able to accept the student's invitation to participate and fill out the Parent section of the form, but they are unable to add, change, or delete the personally identifiable information (PII) for the Parent Spouse. However, the PII that the user sees for the Parent Spouse is often missing or incorrect because the "My spouse does not have an SSN" checkbox is (incorrectly) pre-filled. If the user changes the PII for the Parent Spouse and tries to continue, they will see an error message that they are unable to complete the action and should exit the FAFSA form.

Workaround:

For parent: Select 'Exit Form' in the error message and navigate back to the My Activity FAFSA Form Details page. If the form status displays to the parent as "Action Required" due to a missing signature, the parent should make a correction to provide the signature, navigate to the end of the form, and submit the correction. If the form status displays to the parent as "In