PacFAA Annual Conference April 2022

Federal Update

FEDERAL UPDATE



David Bartnicki

U.S. Department of Education PacFAA Annual Conference April 2022



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Federal Student Aid

AGENDA

- Negotiated Rulemaking Updates
- Policy Updates
- Statutory Changes
- Distance Education and Innovation Regulations
- COVID-19 Relief
- Operational Updates and Reminders

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NEGOTIATED RULEMAKING UPDATES

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NEGOTIATED RULEMAKING

The Department convened multiple committees to develop proposed regulations on the affordability of postsecondary education, institutional accountability, and Federal student loans

Affordability and Student Loans Committee

- Negotiations held:
 - Session 1 held October 4-8, 2021
 - Session 2 held November 1-5, 2021
 - Session 3 scheduled December 6-10, 2021
- Topics included:
 - Loan discharges, loan repayment plans, Public Service Loan Forgiveness (PSLF), borrower defense, interest capitalization, and mandatory pre-dispute arbitration and prohibition of class action lawsuits provisions in institutions' enrollment agreements and associated counseling

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NEGOTIATED RULEMAKING

Pell Grants for Prison Education Programs (PEP) Subcommittee

- · Negotiations held:
 - Session 1 held October 18-20, 2021
 - Session 2 held November 8-10, 2021

More information available at OPE's negotiated rulemaking website

<u>Institutional and Programmatic Eligibility Committee</u>

- Negotiations held:
 - Session 1 January 18-21, 2022
 - Session 2 February 14-18, 2022
 - Session 3 March 14-18, 2022
- Topics include:
 - 90/10, Ability-to-Benefit (ATB), change of ownership, certification procedures for *Title IV* participation, financial responsibilities, gainful employment, and administrative capability

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GEN-21-02: PROFESSIONAL JUDGMENT

- HEA Section 479A provides financial aid administrators (FAAs) the authority to use professional judgment (PJ) on a case-by-case basis to adjust the cost of attendance or the values of the data elements used in calculating the expected family contribution (EFC) to reflect a student's special circumstances
- At all times, and especially during the current period of economic hardship, the Department encourages FAAs to consider documentation of unemployment to set to zero the income earned from work for a student and/or parent and to make other appropriate adjustments to AGI
 - Example documentation might include an unemployment verification letter, online unemployment insurance account records from the unemployment agency, or other supporting records

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GEN-21-02: PROFESSIONAL JUDGMENT

- The Departments of Education and Labor are partnering with states to inform Unemployment Insurance recipients of their potential eligibility for Pell Grants and other funding and to encourage them to enroll in postsecondary education
- The Department will continue to monitor and enforce requirements for appropriate use of professional judgment, but expects that appropriate use of professional judgment by a school will likely be elevated
 - The use of PJ will not be considered when selecting institutions for program reviews for the 2021-22 award year

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GEN-21-07: AUDIT SUPPLEMENTAL SCHEDULE

Proprietary, private non-profit, and foreign institutions must include a Financial Responsibility Supplemental Schedule as part of any audited financial statements submitted to the Department on or after July 1, 2020

- Because of changes to regulations and accounting standards, the elements needed to calculate a school's composite score may not be readily available in the school's audited financial statements
- The Supplemental Schedule contains all of the financial elements required for the Department to calculate a school's composite score

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GEN-21-07: AUDIT SUPPLEMENTAL SCHEDULE

- Each institution must ensure that its auditor's work meets regulatory requirements
- At a minimum, the auditor must follow and meet the requirements of AU-C Section 725 to evaluate and report on the Supplemental Schedule
- Financial statements that do not include the Supplemental Schedule and an auditor's in-relation-to opinion will be rejected as incomplete and schools will need to submit a corrected audit

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GEN-21-08: NAME, IMAGE, AND LIKENESS

- In response to a recent Supreme Court decision, the National Collegiate Athletic Association (NCAA) announced an interim policy effective July 1, 2021 that allows student athletes to receive remuneration for the use of their name, image, and likeness (NIL)
- The Department's longstanding policy concerning income and estimated financial assistance (EFA) remains unchanged
- A student athlete who receives compensation from an organization under an NIL contract will generally be issued a Form 1099 for any amount totaling \$600 or more

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GEN-21-08: NAME, IMAGE, AND LIKENESS

- NIL compensation disclosed on a 1099 should be reflected in the student's AGI for the applicable base year (prior-prior year) as normally reported on the Free Application for Federal Student Aid (FAFSA®)
- When a student receives a resource because of postsecondary enrollment, it generally counts as EFA only if it is not considered wages, or is considered wages that come from need-based employment
- Any given resource factors into the determination of either EFC or EFA but not both

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GEN-21-08: NAME, IMAGE, AND LIKENESS

Conflicting information

- Because many student athletes are public figures, institutions may be more generally aware of the existence of NIL compensation than they would be of other more common sources of income
- The Department does not expect institutions to actively search for the existence of NIL contracts that were not reported to the institution, or to use anecdotal evidence and/or hearsay to establish the existence of NIL compensation

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STATUTORY CHANGES

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FAFSA SIMPLIFICATION

- The Fostering Undergraduate Talent and Unlocking Resources for Education (FUTURE) Act was signed into law December 19, 2019
 - Authorizes direct data exchange with the IRS for purposes of the FAFSA, income-driven loan repayment plans, and total and permanent disability (TPD) loan discharges
- The Consolidated Appropriations Act, 2021 was signed into law December 27, 2020
 - Included the FAFSA Simplification Act, which will significantly alter the need analysis formula
 - Full implementation requires a broad redesign and overhaul of the Department's systems, with a planned launch for the 2024-25 award year
 - Consolidated Appropriations Act, 2022 formally extended implementation to the 2024-25 award year

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FAFSA SIMPLIFICATION

- Minimum and maximum Pell Grant awards will be determined as a function of the student's dependency status; marital and tax filing status of the student or student's parent; AGI; family size; state of residence; and the poverty guideline value
- EFC will change to Student Aid Index (SAI), which will be used to calculate eligibility for:
 - Pell Grants between the maximum and minimum amounts
 - Other need-based Title IV assistance
- More information can be found in the June 11, 2021 Electronic Announcement (EA ID: GENERAL-21-39) and in our FSA Training Conference General Session #5: FAFSA Simplification

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REPEAL OF 150% SUBSIDY LIMIT

- The Consolidated Appropriations Act, 2021 also directed the Department to repeal the 150% Direct Subsidized Loan Limit
- The subsidized usage limit will not apply to any borrower that receives a Direct Subsidized Loan first disbursed on or after July 1, 2021, regardless of the award year associated with the loan
- For borrowers with outstanding subsidized loans as of July 1, 2021 that previously lost interest subsidy, the Department will adjust the borrower's account to remove the interest that accrued and reapply the borrower's payments

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SELECTIVE SERVICE AND DRUG CONVICTION

- The FAFSA Simplification Act directed the Department to remove student eligibility requirements related to Selective Service registration and to drug convictions while receiving *Title IV* aid (self-reported via FAFSA® question 23)
- In 2021-22 and 2022-23, the FAFSA® will still include questions related to these requirements, but Comment Code text and help text have been updated to indicate that these criteria no longer impact *Title IV* eligibility

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SELECTIVE SERVICE AND DRUG CONVICTION

- Note: Although the self-reported drug conviction eligibility criterion was vacated, certain judgments under the Anti-Drug Abuse Act of 1988 may still impact student eligibility
- Comment Code 009 (Department of Justice Hold File) must still be resolved
- See <u>Dear Colleague Letter GEN-21-04</u> for additional information

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CONSIDER TEACHERS ACT

- The Consider Teachers Act of 2021 (Public Law 117-49) was signed into law on October 13, 2021
- Establishes a process for a recipient to request reconsideration after a TEACH Grant is converted to a Direct Unsubsidized Loan if the conversion occurred because of:
 - Failure to submit timely certification;
 - Error or processing delay by the Department;
 - Change in the fields of eligible teaching service;
 - Previous request by the recipient to have the TEACH Grant converted to a loan; or
 - · Another valid reason as determined by the Secretary
- 90-day timeframe for the Department to consider the request

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CONSIDER TEACHERS ACT

For approved TEACH Grant conversion reconsideration requests, the Department will:

- Reinstate the TEACH Grant;
- Discharge any accumulated interest or fees;
- Apply any payments made to the recipient's other Direct Loans (if applicable), or reimburse the recipient if no other loans exist;
- Remove any negative credit reporting;
- Recalculate the progress previously made in meeting the service obligation; and
- Extend the time remaining for the recipient to complete the service obligation

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CONSIDER TEACHERS ACT

Amends the CARES Act to:

- Provide up to a three-year extension of teaching service obligation window for recipients whose service obligation begins during or includes the COVID-19 national emergency or a period of recission or economic downturn following the emergency
- Waive full-time service requirement for Perkins Loans
 - An incomplete year of service will fulfill the requirement for a complete year of service if the service was interrupted due to a qualifying emergency

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STOP ACT

- Stop Student Debt Relief Scams Act of 2020
- Effective June 20, 2021
- Imposes criminal sanctions
- Updates exit counseling requirements
- Prevents improper access
- Requires detection and reporting of suspicious activity
- See the Department's <u>September 23, 2021 Electronic</u> <u>Announcement (EA ID: GENERAL-21-59)</u> for more information

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DISTANCE EDUCATION AND INNOVATION REGULATIONS

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DISTANCE EDUCATION AND INNOVATION

- Final Rule published September 2, 2020; effective July 1, 2021 (unless early implemented)
- Topics include:
 - Regulatory timeframe for Department's review of eligibility applications
 - Allowed students at eligible foreign institutions to complete up to 25% of an eligible program at an eligible U.S. institution
 - Additional flexibility in demonstrating a reasonable relationship between length of the program and licensure requirements

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DISTANCE EDUCATION AND INNOVATION

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Modified definitions:

- Clock hour
- Correspondence course
- Credit hour

- Distance education
- Incarcerated student
- Nonprofit institution

New definitions:

- Academic engagement
- Juvenile justice facility

Additional guidance:

Direct Assessment program requirements and approval process

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DISTANCE EDUCATION AND INNOVATION

- Amended the clock-to-credit hour conversion
 - One semester/ trimester hour = 30 clock hours
 - One quarter hour = 20 clock hours
 - Removes consideration of out-of-class or homework hours
- Modified Return of *Title IV* funds (R2T4) requirements to create new withdrawal exemptions and change the process for determining the denominator of R2T4 calculations
- Provided additional satisfactory academic progress (SAP) flexibilities
 - Pace and maximum timeframe for a credit-hour program can be defined using either attempted/completed credits or calendar time
 - Clock-hour and nonterm credit-hour programs no longer required to measure pace

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COVID-19 RELIEF

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LIMITED PSLF WAIVER

- For a limited period of time, borrowers may receive credit for past payments made on loans that would otherwise not qualify for Public Service Loan Forgiveness (PSLF)
- Past payments under ANY repayment plan (not just income-driven repayment plans) will count toward loan forgiveness
- Past ineligible loan payments (due to incorrect repayment plan or ineligible loan) may count toward 120 total payments
- Applies to student loan borrowers:
 - with Direct Loans,
 - who have already consolidated into the Direct Loan Program, and
 - who consolidate into the Direct Loan Program by Oct. 31, 2022

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LIMITED PSLF WAIVER

- GEN-21-09
 - Provides general overview of the Limited PSLF Waiver
 - Steps current FFEL and Perkins Loan borrowers need to take in order to take advantage of the limited waiver
 - Expectations and services the Department expects FFEL and Perkins program participants to provide to borrowers
 - Issues and talking points to consider when discussing consolidation with borrowers
 - Various resources available to borrowers including StudentAid.gov/PSLFWaiver

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RELIEF FOR STUDENT LOAN BORROWERS

Through May 1, 2022, the following are suspended on Departmentheld student loans:

- Loan payments;
- Interest accrual;
- Involuntary collection, including wage garnishment and treasury offset
- Payments that would have occurred during suspension will count toward loan forgiveness and loan rehabilitation
- Borrowers are not required to recertify income for incomedriven repayment purposes until after May 1, 2022
- Interest and collection also suspended on FFEL loans

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RETURN TO REPAYMENT – FOUR-PART PLAN

- Achieve a smooth transition that minimizes errors or borrower impacts due to confusion, lack of awareness, or a change in life circumstances.
- **Provide outreach and support to borrowers** to ensure they have information and resources necessary to help them manage their repayment obligations. The goal is to minimize borrower delinquency and maximize a successful repayment experience.

| I. Communications | |
|---|--|
| Proactive, Continuous & Targeted Messaging | |
| On-going effort combines FSA and loan servicer resources to reach borrowers with right message, at the right time | |
| II. Reducing Delinquency | III. Meet Customer Service Expectations |
| "Do No Harm" Approach | Full Spectrum Approach to Managing Customer Engagement |
| Enterprise approach to reducing delinquency | Continue proactive communications to drive early engagement Establish call center performance levels |
| IV. Monitoring & Oversight | |
| Multiple Layers of monitoring, oversight, and inspection | |
| Enterprise approach to reducing delinquency engagement Establish call center performance levels IV. Monitoring & Oversight | |

For discussion purposes only

Robust reporting requirements along with operational monitoring/analysis and risk analysis



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COVID-19 WAIVERS AND FLEXIBILITIES

Guidance and FAQs for Higher Education Emergency Relief Fund

- CARES Act HEERF
- HEERF Audit Guide

Guidance and FAQs for Title IV Programs

- Higher Education COVID-19 FAQs and Responses
- OPE COVID-19 FAQs

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COVID-19 WAIVERS AND FLEXIBILITIES

- <u>EA ID: OPE Announcements-21-05</u> (1/15/21)
 - Waiver, deadline updates and extensions in <u>December 11, 2020, Federal</u> <u>Register notice</u>
 - COVID-19 relief and flexibilities chart in Attachment to the EA
- <u>EA ID: GENERAL-21-19</u> (3/19/21): Clarification of R2T4 CARES Act relief guidance
- EA ID: COD-21-02 (3/10/21) and EA ID: COD-21-03 (6/11/21)
 - R2T4 Lump Sum Reporting Tool now available in COD
- Deadlines for entering Coronavirus Indicator and reporting funds not returned due to CARES Act relief:
 - 2020-21 withdrawals: September 30, 2021
 - 2021-22 withdrawals: September 30, 2022

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WAIVER OF THE THREE-YEAR CUMULATIVE LIMIT ON PERKINS FORBEARANCES

EA ID: CB-22-03 (January 13, 2022 EA)

- Secretary is waiving the three-year cumulative limit on the length of forbearances that a Federal Perkins Loan borrower may receive
- Assist Federal Perkins Loan borrowers during the COVID-19 national emergency
- Perkins' borrowers placed in a forbearance status will be excluded from the three-year cumulative limit on forbearances during the duration of the COVID-19 national emergency, effective March 13, 2020

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OPERATIONAL UPDATES AND REMINDERS

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TRANSITION TO NEW UNIQUE ENTITY IDENTIFIER (UEI)

EA ID: GENERAL-22-10 (February 28, 2022 EA)

- On April 4, 2022, the General Services Administration (GSA) will begin using the Unique Entity Identifier (UEI) as the authoritative identifier for all entities doing business with the federal government and will discontinue using the Data Universal Numbering System (DUNS) number
- The U.S. Department of Education (the Department) will also implement the UEI across all of its systems on April 4, 2022
 - An institution will automatically receive a UEI if it has an "active" registration status for its DUNS numbers in the GSA's System for Award Management (SAM) website
 - Institutions that do not have a UEI by April 4, 2022, will not be able to process disbursements in the COD System or draw or return funds in G5
- If you still have questions about the SAM website or the DUNS number registration process, contact the Federal Service Desk at 1-866-606-8220.

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COD SYSTEM IMPLEMENTATION FOR 2022–23

EA ID: COD-22-01 (March 18, 2022 EA)

- COD System Changes for 2022–23 implemented on March 27, 2022
- COD XML Schema 5.0a New and Modified Tags and Edits including:
 - Direct Loan Cost of Attendance (NEW)
 - · Payment Period End Date (NEW)
 - Incarcerated Student Indicator (NEW)
- Changes with formal transition from DUNS to Unique Entity Identifier (UEI)
 - After April 4, 2022, if a school submits a Common Record and there is no valid UEI on file for the school, we will reject the record (for all award types) with Reject Edit 996
- Will begin returning information in the tag in Direct PLUS Loan Application (CRSP) responses for the 2022–23 award year and forward (parent PLUS loans only)
 - valid values include P (biological parent), A (adoptive parent), S (spouse of parent), or O (Other)

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MISREPRESENTATIONS WHEN RECRUITING SERVICEMEMBERS AND VETERANS

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EA ID: GENERAL-22-14 (March 16, 2022 EA)

- Department is monitoring complaints and borrower defense to repayment (borrower defense) applications from veterans, servicemembers, or their family members
- If the Department determines that an institution misrepresents cost or financing to military-connected students or has taken out loans in a prospective student's name without that student's knowledge or consent, it will address such violations and seek all appropriate corrective measures.
- Report concerns or violations through the Department's Office of the Inspector General (OIG) Hotline oighotline.ed.gov

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INCOME SHARE AGREEMENTS (ISA)

EA ID: GENERAL-22-12 (March 2, 2022 EA)

- Consumer Financial Protection Bureau (CFPB) concluded that ISAs are private education loans under the Truth in Lending Act (TILA) and its implementing Regulation Z
- ISAs used to finance expenses for postsecondary education are private education loans under 34 C.F.R. 601.2(b)
- Institutions and institution-affiliated organizations are reminded that they must comply with the private education loan requirements in 34 C.F.R. Part 601, including critical disclosure, consumer protection, and reporting requirements

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FY 2019 DRAFT COHORT DEFAULT RATES

EA ID: LOANS-22-04 (February 28, 2022 EA)

- On Feb. 28, 2022, the U.S. Department of Education distributed the FY 2019 draft cohort default rate (CDR) notification packages to all eligible domestic and foreign schools via the Student Aid Internet Gateway (SAIG)
- The time for appealing the FY 2019 draft cohort default rates under 34 C.F.R.
 Part 668, Subpart N begins on Tuesday, March 8, 2022, for all schools
- Questions
 - email fsa.schools.default.management@ed.gov; or
 - call the Cohort Default Rates Group hotline at 202-377-4259

DRAFT 2023-24 FEDERAL STUDENT AID APPLICATION MATERIALS

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EA ID: APP-22-04 (February 24, 2022 EA)

- Draft versions of the proposed 2023–24 Free Application for Federal Student Aid (FAFSA®) form, the Student Aid Report (SAR) and the SAR Acknowledgement are available for public comment
- The community is invited to review the updated draft documents and submit comments on or before April 25, 2022
- The drafts of the 2023-24 FAFSA form, SAR and SAR Acknowledgement can be viewed by clicking this link: https://www.regulations.gov/docket/ED-2022-SCC-0024/document
- Comments submitted in response to this notice can be submitted electronically through the Federal eRulemaking Portal at regulations.gov by searching Docket ID number ED-2022-SCC-0024 or by linking directly to the site here: https://www.regulations.gov/docket/ED-2022-SCC-0024/document

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2022-2023 FEDERAL PELL GRANT PAYMENT AND **DISBURSEMENT SCHEDULES (REVISED)**

GEN-22-04 (**REVISED**) (March 24, 2022 EA)

- Under the Consolidated Appropriations Act, 2022, for the 2022-2023 award year, the maximum Pell Grant award will increase to \$6,895 (\$400 increase) and the corresponding maximum Pell Grant eligible expected family contribution (EFC) will increase to 6206
 - minimum scheduled award amount for the 2022-2023 award year will be \$692
- Students may be eligible to receive Pell Grant funds for up to 150 percent of the student's Pell Grant scheduled award for an award year

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ANNUAL STUDENT LOAN ACKNOWLEDGMENT

EA ID: DL-22-01 (January 21, 2022 EA)

- Borrower completion of the Annual Student Loan Acknowledgment prior to disbursement will <u>NOT</u> be required for the 2022–23 award year and beyond
- Annual Student Loan Acknowledgment process continues to be available on StudentAid.gov
- Questions contact the COD School Relations Center at 1-800-848-0978 or CODSupport@ed.gov

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STOPRANSOMWARE.GOV

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EA ID: General-22-02 (January 11, 2022 EA)

- U.S. Government launched a website to help public and private organizations defend against the rise in ransomware cases StopRansomware.gov
- Interagency resource that provides FSA partners and stakeholders with ransomware protection, detection, and response guidance that they can use on a single website.
- Additional ransomware information from FSA related to the education sector can be found at the following link: <u>Active Ransomware Campaign Targeting Education</u> Institutions
- If you believe your institution has been targeted, report the incident immediately to cpssaig@ed.gov and FSASchoolCyberSafety@ed.gov

UPDATES TO STUDENTAID.GOV & MYSTUDENTAID MOBILE APP

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EA ID: GENERAL-21-7 (November 23, 2021 EA)

- Aidan® Virtual Assistant –added or improved responses related to the Federal Student Aid Estimator, loan servicer transfers, total and permanent disability (TPD) discharge, Public Service Loan Forgiveness (PSLF), and FSA ID
- PSLF Help Tool –updated to provide additional information and guidance about the limited waiver opportunity
- **Loan Simulator** updated to provide users with specific repayment details when a user enters a monthly payment amount that is higher than any payment required and will display an alert if a borrower has a loan in default
- **Customer Surveys** added opportunities for customers to tell us about their experience and give other feedback

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AMERICAN RESCUE PLAN - UNEMPLOYMENT

EA ID: APP-21-18 (September 30, 2021 EA – updated October 15, 2021)

- The American Rescue Plan (ARP) made the first \$10,200 of unemployment benefits non-taxable for each taxpayer with incomes less than \$150,000
- Tax filers who received unemployment benefits in 2020 and filed taxes prior to March 11, 2021, will have a higher AGI on their original tax record compared to those who filed (or amended) after the enactment of the ARP
- FAFSA® filers who meet those conditions and use the IRS Data Retrieval Tool (DRT) for the 2022-23 award year will have a higher AGI

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AMERICAN RESCUE PLAN - UNEMPLOYMENT

EA ID: APP-21-18

- Under the HEROES Act, the Department waives the requirement to report those untaxed unemployment benefits as untaxed income
- When financial aid administrators become aware that an applicant's FAFSA/ISIR includes untaxed unemployment benefits either in the applicant's (or the parents' or spouse's) AGI or in untaxed income, those benefits should be removed.

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IRS DRT – INACCURATE \$1 AGI

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EA ID: APP-21-19 (September 30, 2021 EA – updated January 13, 2022)

- In March 2021, FSA alerted the community to a situation involving possible inaccurate reporting of AGI for some applicants (or parents) who used the IRS Data Retrieval Tool (DRT)
- FAFSA® filers who use the IRS non-filer portal, subsequently file a 2020 tax return, and then use the IRS DRT, will unknowingly report an incorrect AGI of \$1
- Schools are encouraged to identify instances of \$1 AGIs for the 2022-23 FAFSA® cycle and follow up with applicants to resolve
- Encourage taxpayer to contact an IRS customer service representative following established procedures, to request a 1722 letter or an IRS account print out, as their tax return transcript

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DESIGNATED ENTITIES

- The Secretary may designate entities that can use FAFSA data for a specific non-Title IV purpose without the student's explicit written consent
- Designated entities include:
 - US Department of Agriculture for the Supplemental Nutrition Assistance Program (SNAP)
 - Federal Communication Commission for the Emergency Broadband Benefit (EBB) program
 - US Department of Health and Human Services for individuals to purchase health insurance through the Federally Facilitated Marketplace
 - US Department of Labor for the Pandemic Unemployment Assistance (PUA) program
 - US Department of The Treasury for the Child Tax Credit (CTC) and Economic Impact Payments
- Current list of eligible entities/agencies and federal benefits programs can be found in <u>GEN-22-02</u> (January 20, 2022)

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PERKINS LOAN UPDATES

August 27, 2021 EA - Updated Guidance on Mandatory Assignment

- Ensure accurate reporting on Part III of the FISAP for Perkins information
- Distribution of Assets process after the FISAP correction deadline of December 17, 2021
- Schools are expected to assign loans to the Department that have been in default greater than 2 years by June 2022
- Reminder: Report to NSLDS® monthly

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RESOURCES

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WEDNESDAY WEBINAR SERIES

Federal Student Aid

ANN-22-01 (January 14, 2022 EA)

- Series of live, two-hour webinars from 1–3 p.m. Eastern time (ET) between February and May 2022 which will cover a variety of Title IV topics including:
 - Federal Updates, Verification, Professional Judgment, R2T4 Essentials, R2T4 Modules, and Conflicting Information
- For dates, times and registration information please review dear colleague letter - ANN-22-01

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FSA TRAINING CENTER

fsatraining.ed.gov

Check out learning tracks, software training, recorded policy videos here, and register for FSA Fundamentals Training series or FSA Basics for New Staff course.

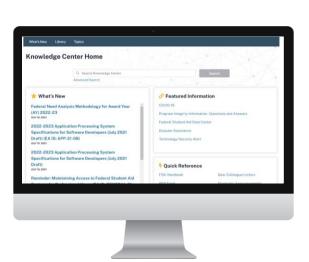


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KNOWLEDGE CENTER

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QUESTIONS?

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Please send any outstanding questions through our Contact Customer Support process in FSA's Help Center https://fsapartners.ed.gov/help-center/contact-customer-support

To submit a question at that website, please enter your name, email address, topic and question. When submitting questions related to today's webinar, please select the topic: "FSA Ask-A-FED/Policy."

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THANK YOU!



