

2024-2025 FAFSA Issues as of 7/29/24

Open Issues

HCHUC'Hqto

STUDENT OR PARENT WHO RETURNS TO SAVED FAFSA FORM REQUIRING CONTRIBUTORS HAS SIGNATURE REMOVED UPON RETURN WITHOUT CHANGING ANY INFORMATION (*Added Jan. 4, 2024; Workaround*)

Status: Open

Description: If a student or parent signs the student's or parent's respective section of a 2024-25 FAFSA form that includes other contributors and returns to the form before the other contributors have signed and submitted the form and selects "Save" from the FAFSA menu without making any changes, the signature of that student or parent is removed from the application.

Workaround: The student or parent should re-sign the FAFSA form upon returning to the application, even if the student or parent is not making any changes to the form.

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.

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 a Federal Pell Grant.

SPOUSE CONTRIBUTOR INVITATION PAGE DOES NOT APPEAR AFTER USER CHANGES MARITAL STATUS FROM MARRIED FILING JOINTLY TO MARRIED FILING SEPARATELY (Added Feb. 2, 2024; Workaround)

Status: Open

Description: In the case of a user who is married and has filed jointly (Married Filing Jointly), the user must enter the spouse's personally identifiable information but does not need to invite the spouse to contribute to the 2024-25 FAFSA form. If the user changes the marital status response to Married Filing Separately after the spouse information has already been entered, the user is not shown the page to invite the spouse even though an invitation is now required to capture the spouse's financial information.

Workaround: Impacted customers should log in to StudentAid.gov, navigate to My Activity, and select "Edit Contributor Information" and then "Update Information". Re-entering the spouse's information will effectively remove and re-add the contributor, allowing an invitation to be sent.

STUDENT UNABLE TO PROCEED PAST STUDENT IDENTITY AND INFORMATION PAGE WHEN MAILING ADDRESS SECTION IS BLANK (Added Feb. 2, 2024; Workaround)

Status: Open

Description: If the mailing address section on the Student Identity and Information page is blank on a student's 2024-25 FAFSA form, it means the student does not have an address stored in the FSA ID system.

Workaround: Impacted customers should go to Account Settings, navigate to the Contact Information page, select the terms and conditions checkbox, and click save. These actions associate the student's address that appears under Settings with the FSA ID. Once the student navigates back to the FAFSA form, the mailing address will populate on the Student Identity and Information page.

PARENT UNABLE TO ACCESS FAFSA DESPITE STARTING APPLICATION ON

FAFSA APPLICATION STATUS IS “IN PROGRESS” EVEN WHEN USER IS READY TO SUBMIT FAFSA (Added Feb. 2, 2024; Workaround)

Status: Open

Description: If a 2024-25 FAFSA form has all required information and the only remaining actions are for signature/submission, the status of the FAFSA form in My Activity will display as “In Progress” for any users/contributors that do not have those remaining actions. For example, if a dependent student completes the student section but does not submit and the student’s parent completes the parent section, the FAFSA form status displays as In Progress to the parent because the student still needs to submit. As a result of the In Progress status, the parent may not realize what action is required to finalize the form.

Workaround: Student can enter the application and navigate through the end of the application to finalize and submit the application.

MARRIED STUDENT OR PARENT WHO DOES NOT PROVIDE SPOUSE’S INFORMATION BEFORE LEAVING 2024-25 FAFSA FORM WILL NOT BE ABLE TO COMPLETE AND SUBMIT FORM UPON RE-ENTRY (Updated, Feb. 23, 2024; Workaround)

Status: Open

Description: If a married student or parent starts to enter a spouse’s information on the “Invite your spouse to the FAFSA Form” page but then exits the 2024-25 FAFSA form from *that* page without completing the information, the student or parent will not be able to add this information when the student or parent re-enters the form and will be prevented from submitting the form.

Workaround: The married student or parent in this situation can re-enter the 2024-25 FAFSA form, manually navigate back to the start of the “Financials” section, move through the form to the “Invite your spouse to the FAFSA Form” page, complete the information on that page in full, and then select “Continue” to complete and submit the 2024-25 FAFSA form online.

DASHBOARD “MY ACTIVITY” CARD COMPONENT NOT LOADING ON SAFARI AND EDGE BROWSERS WHEN FORM EXISTS FOR USER (Added March 20, 2024; Workaround)

Status: Open

Description: On certain internet browsers, the “My Activity” section of the StudentAid.gov Dashboard does not load when a 2024-25 FAFSA form already exists for a user.

Workaround: Applicants should use one of the recommended internet browsers to complete the 2024-25

STUDENTS ARE UNABLE TO INVITE PARENTS WITH NO SSN THAT HAVE A FOREIGN COUNTRY ADDRESS

direct data exchange with the IRS and will reprocess the FAFSA, as necessary, to reflect any changes. There is currently no estimated timeline for resolution of this issue.

CONTRIBUTORS WITH A PENDING SSA PENDING MATCH STATUS ARE UNABLE TO ACCESS A FAFSA INVITATION *(Added July 12, 2024; Workaround) New*

Status: Open

Description: Individuals who (a) have a StudentAid.gov account with a pending Social Security Administration (SSA) match status and (b) are invited to participate in a FAFSA form as a contributor are unable to access the FAFSA invitation from their StudentAid.gov Dashboard. The user is also unable to access the FAFSA invitation from the “My Activity” section.

Note: This issue does not prevent users with a pending SSA match status from starting a new FAFSA form.

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 FAFSA invitation.

CONTRIBUTORS WITH A PENDING SSA MATCH STATUS ARE UNABLE TO ACCEPT A FAFSA INVITATION *(Added July 12, 2024; Workaround) New*

Status: Open

Description: When a FAFSA contributor who has a pending Social Security Administration (SSA) match status attempts to enter the FAFSA form via an invitation, they are blocked and are shown messaging stating they are unable to enter the form while they still have a pending SSA match status.

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.

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

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:

SAVED BUT NOT SUBMITTED FAA CORRECTIONS ARE INCORRECTLY APPEARING TO STUDENTS AND CONTRIBUTORS (*Added July 12, 2024; Workaround*)

New

Status: Open

Description: If a financial aid administrator (FAA) starts a FAFSA form correction but does not submit it, the FAFSA record changes to show a correction in progress on the StudentAid.gov dashboard. Students will see their FAFSA form correction in a “Draft” status. Parent contributors will see a FAFSA form correction was started. The student and their contributors should not see this draft and instead should only see an updated status when the FAA submits the correction.

Workaround: The student can follow up with the school that started the FAFSA correction to submit the changes. If the correction was started in error, the student also can delete the draft correction transaction. To delete the correction transaction, the student should open the 2024 FAFSA form that is in “Draft” status. From

HCHUC'Eqttgewkqu

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

Status: Open

Description: In some cases, when an applicant is completing a correction, the values previously entered into the assets fields (e.g., total of cash, savings, and checking accounts) are removed from the correction and the user is asked to provide them again. If the student is dependent, the parent(s) may also be prompted to make a correction to their section of the form and provide asset information. Similarly, if the parent starts a correction to their section of the form, they may be asked to provide their asset information again. It may also trigger a required action for the student to provide assets again in their section.

Workaround:

The user (whether student or parent) should re-enter the values in the assets fields, sign, and submit. If the student is dependent and on the Section Complete page they see messaging displayed that indicates their parent

**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

error message explaining this situation and is prevented from proceeding past Step 3 of the Create an Account page on StudentAid.gov.

Previous Workaround: The parent or spouse contributor can delete the Mailing Address entered on the Create an Account page and then proceed. The contributor's address can be added to the account via Settings after the account has been created.

Resolution: A parent or spouse contributor to a 2024-25 FAFSA form who does not have an FSA ID account and who attempts to create an account before the contributor's SSA Match changes from Pending to Full Match, can now fully do so. A parent or spouse contributor who was previously prevented from creating an account can return to the Create an Account page on StudentAid.gov and complete the action.

UNABLE TO ADD SPOUSE OR OTHER PARENT AS NON-REQUIRED CONTRIBUTOR IF SPOUSE OR OTHER PARENT DOES NOT HAVE SSN (*Resolved Feb. 12, 2024*)

Status: Resolved

Previous Description: If a student or parent is married and filed jointly with the current spouse, the student or parent must enter the spouse's personally identifiable information but does not need to invite the spouse to contribute to the 2024-25 FAFSA form. If the spouse does not have a Social Security number (SSN), the student or parent will be unable to complete and submit the FAFSA form.

Previous Workaround: There is currently no workaround to this issue. The student or parent will be able to complete and submit the 2024-25 FAFSA form online once the issue is resolved.

Resolution: A student or parent who is married and filed jointly with the current spouse can now enter a spouse who does not have a Social Security number (SSN) in the 2024-25 FAFSA form. A student or parent who was previously prevented from adding the spouse's information can now complete and submit the FAFSA form.

CONTRIBUTORS ARE UNABLE TO ENTER AN INVITED FORM FROM ROLES PAGE (*Resolved Feb. 12, 2024*)

Status: Resolved

Previous Description: Contributors invited to an existing 2024-25 FAFSA form cannot enter the application from the Roles page. If a parent attempts to enter an invited form by selecting the Parent Role and entering the student's information, the parent receives an error message stating the parent is "unauthorized to act on behalf of the student since they already have a 24-25 FAFSA form".

Previous Workaround: FAFSA contributors may log in to StudentAid.gov to access the form via Dashboard or in My Activity. Once logged in to StudentAid.gov, the contributor also has the option to click on the link in the invitation email to be taken to the right place.

Resolution: A parent who attempts to enter an existing 2024-25 FAFSA form by selecting the Parent Role and entering the student's information will now receive updated messaging that indicates a form already exists for the student and directs the parent to the "My Activity" section to access the form.

STUDENT WHO INCORRECTLY SELECTS “ELIGIBLE NONCITIZEN” ON FAFSA FORM PREVENTED FROM COMPLETING AND SUBMITTING FORM AFTER CORRECTION (*Resolved March 8, 2024*)

Status:

FEDERAL SCHOOL CODES FOR INACTIVE SCHOOLS OR LOCATIONS PRESENTED TO STUDENTS ON FAFSA FORM PRIOR TO JAN. 6, 2024 (*Resolved March 8, 2024*)

Status: Resolved

Previous Description: From the start of the soft launch period through Jan. 5, 2024, some students who searched from the 2024-25 FAFSA form for a school to enter on the FAFSA were presented with a Federal School Code associated with that school that had previously been deactivated. There was no way for the student to know that a deactivated Federal School Code had been selected, and the student submitted the 2024-25 FAFSA with the deactivated Federal School Code. On Jan. 6, 2024, we implemented a fix to prevent deactivated Federal School Codes from being presented to students on the 2024-25 FAFSA from that date forward.

Previous Workaround: There is no workaround for a student who submitted a 2024-25 FAFSA prior to Jan. 6, 2024 and included one or more deactivated Federal School Codes; however, the issue will be resolved with transmission of the student's 2024-25 FAFSA results to schools and re-notification to the student.

In many cases, a deactivated Federal School Code will cross-reference to the correct Federal School Code within the system and will be sent automatically in the Institutional Student Information Record (ISIR) to a

information previously entered will be saved. The student can complete and sign the student's section of the form.

Interim Resolution: Federal Student Aid (FSA) implemented an interim fix that stops this issue from occurring for affected parents until such time as FSA implements a permanent fix. A parent contributor who was previously prevented from completing the 2024-25 FAFSA form online page can return to the form and pick up where the parent left off.

Full Resolution:

PARENT WITH NO SSN UNABLE TO START FAFSA FORM FOR STUDENT OR CONTRIBUTE TO AN EXISTING FORM (*Resolved March 8, 2024*)

Status: Resolved

Previous Description: If a parent with no Social Security number (SSN) starts the 2024-25 FAFSA form for a student, the parent will receive an error message on the “Student Information” page. This incorrect error message states that the user is “unauthorized to act on behalf of the student since they already have a 24-25 FAFSA form” even if the student has not started an application. A parent with no SSN also is not able to contribute to the form, even if the student starts the application and invites the parent to contribute.

Previous Workaround: There is currently no workaround for a parent without an SSN. A student may start the application, but the parent will not be able to contribute the parent information. The student and parent will be able to complete the 2024-25 FAFSA form online once the issue is resolved.

Resolution: A parent with no SSN is now able to access the student’s 2024-25 FAFSA form after being invited.

There is no longer a need for students to use the tips FSA previously published in [How To Submit the 2024–25 FAFSA® Form if Your Contributor Doesn’t Have an SSN](#) as a workaround. **As a reminder, these instructions will result in an incomplete FAFSA submission that must be corrected at a later date.**

Note: A related issue previously resulted in a contributor with no SSN and no existing FSA ID being unable to see the FAFSA form to which the contributor was invited on the Dashboard/My Activity page. This resulted in the contributor being unable to access that form. That issue also is resolved.

FEDERAL SCHOOL CODES FOR INACTIVE SCHOOLS OR LOCATIONS PRESENTED TO STUDENTS ON FAFSA FORM PRIOR TO JAN. 6, 2024 (*Resolved March 8, 2024*)

Status: Resolved

Previous Description: From the start of the soft launch period through Jan. 5, 2024, some students who searched from the 2024-25 FAFSA form for a school to enter on the FAFSA were presented with a Federal School Code associated with that school that had previously been deactivated. There was no way for the student to know that a deactivated Federal School Code had been selected, and the student submitted the 2024-25 FAFSA with the deactivated Federal School Code. On Jan. 6, 2024, we implemented a fix to prevent deactivated Federal School Codes from being presented to students on the 2024-25 FAFSA from that date forward.

Previous Workaround: There is no workaround for a student who submitted a 2024-25 FAFSA prior to Jan. 6, 2024 and included one or more deactivated Federal School Codes; however, the issue will be resolved with transmission of the student’s 2024-25 FAFSA results to schools and re-notification to the student.

In many cases, a deactivated Federal School Code will cross-reference to the correct Federal School Code

- In many cases, transmission of the student’s 2024-25 FAFSA results to schools and re-notification to the student result in a deactivated Federal School Code cross-referencing to the correct Federal School Code within the system and being sent automatically in the Institutional Student Information Record (ISIR) to a school’s active Student Aid Internet Gateway (SAIG) mailbox.
- If there is no cross-reference to the correct Federal School Code within the system, the Federal School Code will be set to all zeroes and the student will be instructed in the subsequent FAFSA Submission Summary to update the student’s 2024-25 FAFSA via the FAFSA Corrections process.

PARENT WITH FOREIGN LEGAL RESIDENCE UNABLE TO SUBMIT FAFSA FORM WHEN PARENT HAS NOT FILED TAXES DUE TO EARNING NO INCOME (*Interim Resolution/No Longer Occurring for Parents Feb. 9, 2024; Full Resolution March 8, 2024*)

Status: Resolved

Previous Description: On the “Parent Tax Filing Status” page of the 2024-25 FAFSA form, a parent selects the parent’s tax filing status. If a parent who has a foreign legal residence (Foreign Country, Canada, Mexico, Republic of the Marshall Islands, the Federated States of Micronesia, or Republic of Palau) selects that the parent did not or will not file taxes due to earning no income, the parent is prevented from proceeding past the Financials Section. Instead of allowing the parent to navigate to the review page, the parent will be continuously redirected back to the “Parent 2022 Tax Return Information” page without receiving an error message.

Previous Workaround: There is currently no workaround to this issue. The parent will be able to pick up where the parent left off and complete the 2024-25 FAFSA form online once the issue is resolved. The parent’s information previously entered will be saved. The student can complete and sign the student’s section of the form.

Interim Resolution: Federal Student Aid (FSA) implemented an interim fix that stops this issue from occurring for affected parents until such time as FSA implements a permanent fix. A parent contributor who was previously prevented from completing the 2024-25 FAFSA form online page can return to the form and pick up where the parent left off.

Full Resolution: FSA has implemented a permanent fix to this issue.

STUDENTS UNABLE TO SAVE OR SUBMIT FAFSA FORM WHEN ENTERING AN A-NUMBER THAT ENDS IN ZERO (*Resolved March 8, 2024*)

Status: Resolved

Previous Description: If a student selects the Eligible Noncitizen status on the 2024-25 FAFSA form and proceeds to enter an A-Number that ends in zero, the student receives an error message stating that the application failed to save. This message displays to the student on each subsequent page, regardless of the data the student enters in the form. As a result of the application not saving, the student is unable to proceed beyond the “Selected Colleges and Career Schools” page to the “Review” page.

Previous Workaround: There is currently no work around to this issue. The student will be able to complete and submit the 2024-25 FAFSA form online once the issue is resolved.

Resolution: A student who selects the Eligible Noncitizen status on the 2024-25 FAFSA form and proceeds to enter an A-Number that ends in zero is no longer prevented from completing and submitting the form.

SOME STUDENTS WITH BIRTH YEAR OF 2000 ARE CONTINUOUSLY LOOPED TO STUDENT UNUSUAL CIRCUMSTANCES PAGE (*Resolved March 8, 2024*)

Status: Resolved

Previous Description: Some students who have a birth year of 2000 are unable to review and submit a 2024-25

- If the contributor does not have a StudentAid.gov account, the user should request that the contributor create a StudentAid.gov account. The contributor should note the exact last name, date of birth, and address used to create the account. Once the account is created, the user should re-invite the contributor to their FAFSA form typing in exactly the last name, date of birth, and address the contributor used in creating their account. The user should invite the contributor only one time.

The error message that users see includes a link to guidance on what to do if they have trouble inviting a contributor without an SSN. As noted above, the guidance was updated to include information on waiting to try again the next day along with step-by-step instructions for students who were previously blocked from inviting their contributor(s).

Resolution (Long-Term): The Department is working on an update to the backend system to enable prioritization of multiple, duplicate accounts. This should eliminate the need for the nightly data clean up, as well as the error that users experience when they inadvertently create multiple accounts when inviting contributors.

CONFIRM ACCOUNT SETTINGS DOES NOT CONTINUE PAST FIRST PAGE FOR USER WITH FOREIGN ADDRESS AND NO ERROR MESSAGE SHOWN (*Resolved July 12, 2024*) *New*

USERS ARE RECEIVING CONFIRM SETTINGS EMAIL AND POP-UP PAGE TOO FREQUENTLY (*Resolved July 12, 2024*) *New*

Resolution: The issue was resolved, and the applicant will no longer see incorrect messaging that their submitted application expires.

HCHUC'Eqt t gevqpu

SOME CONTRIBUTORS CANNOT ADD ASSETS NOR SUBMIT A CORRECTION *(Resolved April 14, 2024)*

Status: Resolved

Previous Description: In some cases, a contributor corrects or needs to reenter the values in their asset fields, but the FAFSA form does not save them. If the assets are required, contributors are not able to proceed.

Previous Workaround: There is currently no workaround to this issue. The contributor will be able to make corrections to the 2024-25 FAFSA form online once the issue is resolved.

Resolution: The issue was resolved, and a contributor who was previously affected can now make corrections to the 2024-25 FAFSA form online.

APPLICANT ENCOUNTERS AN ERROR WHEN STARTING A CORRECTION AND CANNOT VIEW THE FAFSA FORM *(Resolved April 25, 2024)*

Status: Resolved

Previous Description: After starting a correction to the 2024-25 FAFSA form, some students, as well as FAFSA contributors, are unable to view or access the form on StudentAid.gov. Users experiencing this issue see error messaging when attempting to make a correction. When the user exits the form and restarts the correction, they are no longer able to view their initial FAFSA form or their FAFSA Submission Summary in the My Activity section of their dashboard. The user also will not be able to see the correction they started.

Previous Workaround: There is currently no workaround to this issue. The student will be able to make corrections to the 2024-25 FAFSA form online once the issue is resolved.

Resolution: The issue was resolved, and the applicant will no longer see the error preventing them from submitting their FAFSA correction.

USERS WHO MANUALLY ENTERED TAX INFORMATION CANNOT SUBMIT A CORRECTION *(Resolved April 25, 2024)*

Status: Resolved

Previous Description: In a small number of cases, if a user manually entered their tax information in their initial 2024-25 FAFSA application but their tax information is later transferred from the FA-DDX, the user may not be able to successfully submit a correction.

Note: This issue does not impact non-SSN contributors who must manually provide their information on the FAFSA form since the ability to pull federal tax information from the IRS is not currently enabled for these individuals.

Previous Workaround: There is currently no workaround to this issue. The contributor will be able to make corrections to the 2024-25 FAFSA form online once the issue is resolved.

Resolution: The issue was resolved, and users who were previously affected can now make corrections to the 2024-25 FAFSA form online.

GRAY SIGNATURE BOX ON REVIEW FORM PAGE IS CAUSING CONFUSION TO SOME USERS WHO ARE UNCERTAIN ON HOW TO APPLY THEIR SIGNATURE
(Added as Resolved May 10, 2024)

Status: Resolved

Description: When users finish filling out their section of the form, they are taken to the Review Form page. All of their form sections are shown here, in accordion sections. If there are contributors on the form, the contributor's form sections may be shown as well. Some individuals may mistakenly think that the "Signature" accordion section, which expands to show a gray signature box, is where they must apply their signature. Since this panel is not interactive and simply an indicator that the signature has not been applied yet, these users may report that the signature option is "grayed out" for them.

Resolution: Users are not expected to sign by clicking on the gray box. Instead, they should scroll to the bottom of the page and select "Continue" to move to the signature page where they can sign.

Note: The page title was updated to select "Continue to Sign Your Form" and other text updates were made to try to reduce confusion.