



THE 2024-25 FAFSA

Tips for dealing with some of the more common issues

January 2024

▾ A technical glitch occurred while completing the form.

Both students and parents have reported a variety of technical glitches, which may include buttons that don't work or inability to move forward with the application. Here are some possible solutions:

- Exit the form, clear history, close and restart the browser, and try re-entering the form.
- Try entering the form using a different browser.
- Exit the form and try again later.

▾ The FAFSA application is “In Review” status.

The “In Review” status is normal and indicates that the FAFSA will be processed later in January. The U.S. Department of Education has said submitted FAFSAs won't be processed immediately and students should see a status of “Processed” later this month.

▾ A FAFSA correction needs to be made.

Students and parents will not be able to make any changes or corrections to a submitted FAFSA until after it has been processed and a FAFSA Submission Summary has been received. Once a student receives an email notifying them that the FAFSA Submission Summary is available, either the student or parent should be able to log in to their StudentAid.gov account and make necessary corrections and re-submit the form.

▾ The FAFSA has some confusing questions.

There are new questions on the FAFSA that create some confusion among students and parents. Some of the more challenging are:

- Federal benefits question - Parents are asked if anyone in the family received federal benefits in 2022 or 2023 and several programs are listed. Some students have received the Free or Reduced Price Lunch benefit if their state or school provides it to everyone. However, parents should only answer yes if they meet the income eligibility guidelines for the program.
- Asset questions - Determine the market value of what you own and subtract any debt against that business or farm to determine the net value (Market value - debt = asset amount). If you live at the business or farm and it's your primary residence (family home), you should exclude the value of the residence in the calculation. Keep a record of how you determined the value of the asset for future reference, if needed.

▾ Parent cannot contribute to a student's FAFSA.

In some cases, parents did not receive an invite to contribute to a student's FAFSA. This could be due to a number of reasons:

- A technical glitch (see options above).
- A student did not enter parent email address or other information accurately. In that case, student should try to return to the FAFSA and re-enter the parent information.
- Student selected that they only wanted an unsubsidized loan or had unusual circumstances. If that is inaccurate, they will need to wait until their FAFSA Submission Summary is available to make a correction and then invite the parent(s).

▾ An FSA ID cannot be created.

Some students and parents are reporting problems creating an FSA ID, which is their user name and password for an account at StudentAid.gov. If this occurs, try creating the FSA ID without entering an address. The address can be added later to the account profile and/or FAFSA. In addition, make sure there are not additional blank spaces after the entry in each field of the form. Parents without an Social Security number will need to call 1-800-4-FEDAID for assistance.