

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

Open Issues

FAFSA Form

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.

3. 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.

4. PARENT UNABLE TO ACCESS FAFSA DESPITE STARTING APPLICATION ON BEHALF OF STUDENT (Added Feb. 2, 2024; Workaround)

Status: Open

Description: In some cases, a parent who has started a 2024-25 FAFSA form on behalf of a student is unable to continue past the Student Information page and receives an error message stating that there is already an application on file for the student. This happens very rarely when the system creates a FAFSA but fails to generate and attach the student's record to the application. If there is no student record attached to a FAFSA, then a parent will not be able to access the application beyond the Student Information page.

Workaround: A parent who encounters this issue will need the student to access or restart the 2024-25 FAFSA form. If the student logs in to StudentAid.gov and does not see the application under My Activity, the student will need to navigate to the FAFSA landing page, start a new form as a student, and invite the parent to the application. This action will nullify the previous FAFSA form initiated by the parent.

5. STUDENTS ARE UNABLE TO INVITE PARENTS WITH NO SSN THAT HAVE A FOREIGN COUNTRY ADDRESS (*Updated May 10, 2024; Workaround*)

Status: Open

Description: When a student attempts to invite a parent to contribute to the 2024-25 FAFSA form, and the parent has a foreign address but also does not have a Social Security number (SSN), the student encounters an error message at the top of the page that reads “Unable to Complete This Action”. This error prevents the student from inviting the parent contributor to the form.

Workaround: If the contributor does not yet have a StudentAid.gov account, they should complete the create account process for individuals without an SSN, and enter their foreign mailing address. Once the contributor has created an account, or if they already have one, they should navigate to their account Settings and update their mailing address to a U.S. address on the Contact Information page. When the student invites the contributor to participate in their FAFSA form, the student should enter the U.S. address that the contributor temporarily entered in their account Settings (not the contributor’s actual foreign address). The address information must match precisely (for example, if the street address input ends in "Dr." instead of "Drive," the student must input "Dr."). After the student has invited the contributor to the FAFSA form, the contributor can update their address in their account Settings to their foreign address. When the contributor enters the FAFSA form, it should display their updated foreign address.

Note: Due to another known issue, users will need to confirm their settings the first time they log in each day. If a user changes their address back to their foreign address, they will need to follow this workaround the next time they log in (if on another day).

6. STUDENT WITH NO SSN THAT EXITED FAFSA FORM BEFORE “STATE OF LEGAL RESIDENCY” QUESTION UNABLE TO CONTINUE FORM OR START NEW FORM (*Updated October 18, 2024; Workaround*) Updated

Status: Open

Description: If a student with no Social Security number (SSN) starts the 2024-25 FAFSA form but saves and exits before answering the “State of Legal Residency” question, the student will be unable to continue the application later. The student will no longer see the FAFSA draft in “[My Activity](#)” and will be unable to start a new FAFSA, as the student will see a message that a FAFSA is already on file.

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 affected user via the 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.

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

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.

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

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.

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 Colleges section of the form, they are continuously looped back to the Student Identity Information page without indication of an apparent error.

Workaround: Impacted users should provide an address without a military state (i.e. Military-Americas, Military-Europe, Military-Pacific) listed in the state field. This should allow users to successfully submit their FAFSA form.

12. STUDENT OR PARENT WHO RETURNS TO SAVED FAFSA FORM REQUIRING CONTRIBUTORS HAS SIGNATURE REMOVED UPON RETURN WITHOUT CHANGING ANY INFORMATION *(Updated September 19, 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.

13.USERS ARE RECEIVING CONFIRM SETTINGS EMAIL AND POP-UP PAGE TOO FREQUENTLY (*Reopened October 18, 2024; Workaround*) Updated

Status: Open

Description: There are several reports from customers stating they are consistently being shown the Confirm Settings page when logging into StudentAid.gov, even when they have not changed any information since they previously logged in. This also triggers the "Your FSA ID Information Was Changed" email to be sent to users even if their information was unchanged, causing a confusing user experience.

Workaround: When a customer experiences the issue, they will need to complete the confirm settings flow when they log in. This will trigger them to receive an email saying their information was changed even if they did not make any updates.

FAFSA Submission Summary

14. SAI NOT CALCULATED DUE TO MISSING FAMILY SIZE (*Updated October 18, 2024; Workaround*) Updated

Status: Open

Description: If a student has missing family size information on the 2024-25 FAFSA form, the form may be submitted but the student's SAI is not calculated. Currently, the FAFSA Submission Summary does not show why the SAI has not been calculated (i.e., due to missing family size information).

Workaround: In this case, the 2024-25 FAFSA form did not properly collect the parent household size. The parent should initiate a correction to input their family size information manually. The parent should navigate to the financial section and select YES to the question "Has your family size changed since you last filed your taxes?" and then manually enter their family size number. Once the parent has made this change, the parent can submit the correction and the student's SAI will be calculated.

FAFSA Corrections

15. 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 must also take action to correct their section of the form, the parent should also log in to re-enter the values in the parent assets fields.

The parent (or the student, if the parent starts the correction) may not see messaging in the form telling them what needs to be fixed. After the user logs in to StudentAid.gov, they should select the 2024-25 FAFSA form correction that is in 'Draft' status. On the Section Summary view, they should select "Enter Section" next to the Financials section, navigate to the Assets page to provide asset information, and then continue on to sign, and submit the correction.

16. STUDENTS CANNOT ACCESS THEIR FAFSA SUBMISSION SUMMARY WHEN THEY HAVE A CORRECTION IN 'DRAFT' STATUS (*Added April 19, 2024; Workaround*)

Status: Open

Description: When a student has a FAFSA correction that is in 'Draft' status they are unable to view their FAFSA Submission Summary, including those for past transactions, under the My Activity section of their dashboard. The FAFSA Submission Summary is only accessible from the FAFSA Form Details page. However, users with a correction in 'Draft' status are prevented from accessing their FAFSA Submission Summary.

Workaround: Users who are experiencing this issue should either submit or delete the current FAFSA form correction that is in 'Draft' status. They can then view their FAFSA Submission Summary.

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 Progress", the student should log in to make the correction (see below).

For student: Log in to StudentAid.gov and select the 2024-25 FAFSA form. From the top navigation menu, select the "FAFSA Menu" button and then select "Review Answers". At the bottom of the summary view, they should select "Provide Contributor Information" to enter the Parent Financial section. Navigate to the "Invite Parent Spouse or Partner" page by selecting "Continue". The student should then make updates to the Parent Spouse PII, as needed, and submit the correction.

18. USERS ARE ABLE TO ADD INACTIVE SCHOOLS TO THEIR CORRECTION (*Added April 25, 2024; Workaround*)

Status: Open

Description: When users attempt to add a school to their 2024-25 FAFSA form using the Search School by Code interface, it is possible for them to enter a Federal School Code (FSC) that is invalid. The user will also not be given any messaging indicating that the school code they are using is no longer valid. If the user enters an invalid school code, an inactive school will appear in the search results, allowing the user to add the inactive school to their FAFSA form. Consequently, this causes an issue with processing the record, resulting in the user's form not being sent to their intended school.

Workaround: Users should use the Search by School Name interface to search and find a valid school to add to their application.

19. STUDENTS CANNOT NAVIGATE TO THE HIGH SCHOOL COMPLETION PAGE WHEN MAKING A CORRECTION (*Added May 10, 2024; Workaround*)

Status: Open

Description: When a user starts a 2024-25 FAFSA correction and chooses to edit or change their answers in the form, they are unable to directly navigate to the “High School Status Completion” page.

- If the user originally indicated a high school diploma and entered a high school name, after they complete the “Parent Killed in Line of Duty” page, they are skipped past the “Student High School Completion” page and instead taken to the “Confirm Your High School” page.
- If the user did not indicate a high school diploma on their original application, after they complete the “Parent Killed in Line of Duty” page, they are skipped past the “Student High School Completion” page and instead taken to the “Student Financials” page.

Workaround: The user should select the “Previous” button from either the “Confirm Your High School” page or the “Student Financials” page to navigate to the “Student High School Completion Status” page and make any necessary changes.

20. STUDENTS ARE ABLE TO ADD ADDITIONAL SCHOOLS TO CORRECTIONS SUBMITTED VIA THE FAFSA PARTNER PORTAL (*Added July 12, 2024*)

Status: Open

Description: Students can add additional schools to a processed FAFSA correction, even if the correction transaction was initiated by an FAA via the FAFSA Partner Portal (FPP) and contains a professional judgment flag. Transactions that have been generated by corrections made via the FPP should not be available to students to add additional schools.

Workaround: There is currently no workaround for this issue. Students can remove the added schools from the correction.

21. NON-STUDENT CONTRIBUTORS ARE UNABLE TO SUBMIT A CORRECTION (*Added September 13, 2024*)

Status: Open

Description: When a FAFSA correction is initiated by a contributor other than the student, the contributor is unable to submit the correction. When contributors navigate to the Sign and Submit page, they will not be presented with the “Sign and Submit” button, and instead will only see the option to sign the form. After they sign the form, they will create a draft FAFSA correction that is saved.

Workaround: Impacted contributors should have the student log in to StudentAid.gov, select the draft FAFSA correction, navigate to the College section, and click through the form until they get to the “Submit” button. Then the student can submit the FAFSA correction. This issue is scheduled to be fixed on 09/29/2024.