GENERAL SESSION #7

StudentAid.gov and Mobile App Walkthrough and Coming Attractions

Tait Chamberlain and Nick Dvorscak
U.S. Department of Education
2020 Virtual FSA Training Conference for Financial Aid Professionals
WHAT IT IS: NEXT GEN FSA

The Next Gen Digital and Customer Care Program has launched the foundation for significant improvements to the customer experience, including a consolidated digital platform, a standardized customer care platform, and a personalized marketing and communications platform.
NEXT GEN’S VALUE TO THE CUSTOMER

PERSONALIZED
• Uses data about customers and the aid they receive to personalize their web experience and recommend next best actions

CONNECTED
• Provides a seamless experience so users can do everything they need, from getting info to applying for aid all in a single place
• Coordinated messaging across phone, chat, virtual assistant, email, text, and social media to give the user the info they need, when they need it

ANTICIPATORY
• Triggers personalized alerts and messaging, offering tips and recommendations based on where an individual is in their student aid journey
A SINGLE FRONT DOOR: THE DIGITAL PLATFORM
DIGITAL PLATFORM COMPLETED RELEASES

- Aid Summary
- Loan Simulator
- Blog “Articles”
- Make a Payment pilot

DEC. 2019
- Consolidation of multiple websites onto a single digital platform on StudentAid.gov
- Dashboard
- New Virtual Assistant “Aidan®”

FEB. 2020
- Annual Student Loan Acknowledgment
- Master Promissory Note (MPN)
- Feedback System & Status Center

APRIL 2020
- Public Service Loan Forgiveness Help Tool
- Employer Database

JUNE 2020
- PSLF Help Tool Enhancements
- Borrower Defense
- myStudentAid app

WINTER 20-21*

## DIGITAL PLATFORM: FEATURE HIGHLIGHTS

<table>
<thead>
<tr>
<th>FEATURE</th>
<th>OVERVIEW</th>
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<tbody>
<tr>
<td>ENHANCED ACCOUNT CREATION AND LOG IN</td>
<td>Single sign on using FSA ID to access the consolidated website functionality</td>
</tr>
<tr>
<td>CUSTOMER DASHBOARD</td>
<td>Centralized hub for customer account information</td>
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<tr>
<td>AID SUMMARY</td>
<td>Provides detailed loan and grant information</td>
</tr>
<tr>
<td>LOAN SIMULATOR</td>
<td>Allows customers to simulate repayment strategies based on their personal goals</td>
</tr>
<tr>
<td>ANNUAL STUDENT LOAN ACKNOWLEDGMENT</td>
<td>Presents financial literacy content and an overview of current debt and aid eligibility</td>
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<tr>
<td>PSLF HELP TOOL</td>
<td>Look up information about employer eligibility through an FSA-managed employer database</td>
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<tr>
<td>FEEDBACK CENTER</td>
<td>Submit a complaint, report an issue, and provide positive feedback within the StudentAid.gov website</td>
</tr>
<tr>
<td>MAKE A PAYMENT PILOT</td>
<td>Pilot program allowing borrowers with loans serviced by Great Lakes or Nelnet to make a standard monthly payment online</td>
</tr>
<tr>
<td>VIRTUAL ASSISTANT (Aidan®)</td>
<td>Provides customer with self-service options and answers to FAQs</td>
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</tbody>
</table>
STUDENTAID.GOV
CREATE ACCOUNT / LOG IN
DASHBOARD
MY AID

4 Loans

4 Loans

Total original amount awarded: $40,972

4 Loans

Total original amount awarded: $40,972

HELPFUL LINKS

Explore Repayment Options

Try the Loan Simulator

Learn About Public Service Loan Forgiveness (PSLF)

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LOAN SIMULATOR

Try Loan Simulator

Loan Simulator is a new tool to help you make decisions about your student loans. Use it to find a repayment plan that meets your needs and goals or to decide whether to consolidate.

Please note: If you have a federal loan owned by ED, the interest rate for your loans is currently 0% as a result of the CARES Act. As a result, repayment plans displayed in the Loan Simulator may provide estimates that are lower than they will be once the 0% interest rate ends. If you would like to use different interest rates for your loans, make sure you’re not logged in and then use Loan Simulator by entering your loans manually. Not sure of your interest rates? Find interest rates by year at CollegeAlly.gov/interest.

Let's get started.

We will guide you through a series of questions based on your selection below.
REFRESHED FEATURES

DIRECT PLUS LOAN APPLICATION

You're currently not logged in.
You must log in to complete and submit federal student loan processes.

LOG IN

William D. Ford Federal Direct Loan Program
Federal Direct PLUS Loan Request for Supplemental Information

This is a request for supplemental information in connection with your application for a Federal Direct PLUS Loan (Direct PLUS Loan) through the William D. Ford Federal Direct Loan (Direct Loan) Program. Some schools may have a different process for obtaining the additional information needed to process your Direct PLUS Loan application.

The information that you provide will be sent to the school that you select. The school you select will use the information collected to determine your eligibility for a Direct PLUS Loan and process your application.

Before you can receive a Direct PLUS Loan, you must complete a Direct PLUS Loan Master Promissory Note (Direct PLUS Loan MPN), which explains all of the terms and conditions of Direct PLUS Loans, and constitutes your legally binding agreement to repay all Direct PLUS Loans that you receive under the Direct PLUS Loan MPN. You will have an opportunity to complete the Direct PLUS Loan MPN after you complete the Direct PLUS Loan Request.

The Direct PLUS Loan Request allows you to authorize the school to use your loan funds to satisfy other educational related charges after tuition and fees, room and board, and direct on-campus students have been paid. You are not required to provide this authorization.

If you are a parent borrower, the Direct PLUS Loan Request also allows you to:

- Designate whether the school pays any credit balance to the student or to you.
- Request a deferment while the student is in school.
- Request an additional deferment for 6 months after the student ceases to be enrolled at least half time.

BEFORE YOU CONTINUE: If you have placed a security freeze on your credit file, you must lift or remove the freeze at each credit bureau before you continue. Your application will not be processed if you have a security freeze.

PLUS Loan Application

Some schools may have a different process for obtaining the additional information needed to process your Direct PLUS Loan application. You may verify that your school participates in this program after you select a loan type below or by contacting the school’s financial aid office.

Select the type of application you want to complete

I am a Parent of a Student
Direct PLUS Loan Application for Parents

The Direct PLUS Loan application allows you to authorize the school to use your loan funds to satisfy other educational related charges after tuition and fees, room and board (for on-campus students) have been paid. You are not required to provide this authorization. It also allows you to:

- Designate whether the school pays any credit balance to the student or to you.
- Request a deferment while the student is in school.
- Request an additional deferment for 6 months after the student ceases to be enrolled at least half time.

I am a Graduate or Professional Student
Direct PLUS Loan Application for Graduate/Professional Students

The Direct PLUS Loan application allows you to authorize the school to use your loan funds to satisfy other educational related charges after tuition and fees, room and board (for on-campus students) have been paid. You are not required to provide this authorization.
WEBSITE DEMO

Insert Video HERE
MOBILE APP APPROACH

FSA took a fresh look at the myStudentAid app with a focus on delivering customer value and building on lessons learned from StudentAid.gov

SCOPE
- Prioritized features for the mobile app based on:
  - Key customer tasks/activities (based on analytics)
  - Customer desire to complete on mobile devices
  - Delivery of the core account functions

DESIGN AND USER EXPERIENCE
- Leveraged the design system for brand and design consistency
- Leveraged current website with adjustments for a mobile app experience
- Completed usability testing to inform app design and navigation
MOBILE APP FEATURES

INITIAL RELEASE (Coming soon!)

• Authentication and Log In
• Create an Account (New to App)
• Dashboard (New to App)
• Aid Summary (New to App)
• FAFSA® and SAR 2020-21 and 2021-22
• User Settings (New to App)
• Notification Center (New to App)
• Push Notifications (New to App)
• Payment Vehicle Account Pilot

FUTURE RELEASES

• Annual Student Loan Acknowledgement
• Master Promissory Note (MPN)
• Status Center
• My Documents
• Contact Us
• FAFSA Corrections
• PLUS Application
• Virtual Assistant
ENHANCED MOBILE APP
MOBILE APP DEMO

Insert Video HERE
PSLF HELP TOOL

Public Service Loan Forgiveness (PSLF) Help Tool

The PSLF Help Tool will help determine whether or not you are eligible to participate in the PSLF or TEPSLF programs, suggest actions you can take to become eligible, and guide you through the submission process.

Using the PSLF Help Tool

Borrowers Interested in PSLF: To ensure you’re on the right path to having your loans forgiven, you should use this tool once a year or whenever you change employers.

Borrowers Interested in TEPSLF: You should use this tool if your PSLF application was denied because none or all of your payments were not made on a qualifying repayment plan for PSLF.

Learn more about PSLF and TEPSLF.

Who Should Complete This?

This tool is for all borrowers who are interested in participating in the PSLF or TEPSLF Program.

How Long Will It Take?

Most people complete the acknowledgement in less than 10 minutes.

What Do You Need?

Your most recent W-2 form your employer(s) or Your employer’s Federal Employer Identification Number (FEIN)

Learn More About Public Service Loan Forgiveness

Please read the following question and answer (Q & A) section carefully to help determine whether Public Service Loan Forgiveness is right for you.

Which loans can be forgiven?

Eligibility for federal student loan forgiveness is limited to federal student loans taken out for payment to the school relating to your borrower defense application. If you would like to apply for borrower defense against multiple schools that you attended and for which you took out federal student loans, you must submit separate applications for each school of attendance.

Are loan amounts forgiven under PSLF considered taxable by the IRS?
BORROWER DEFENSE
Complete Your Entrance Counseling Requirement

Entrance Counseling ensures you understand the terms and conditions of your loan and your rights and responsibilities. You’ll learn what loan is, how interest works, your options for repayment, and how to avoid delinquency and default.

When you’re finished, a record of your completion will be sent to the school you selected, and you can then receive your loan money.

Select Your Student Status to Begin

Your school may have different entrance counseling requirements. Check with your school’s financial aid office to be sure that the counseling on this Web site satisfies your school’s entrance counseling requirements.

If your school requires you to complete and return a written Entrance Counseling disclosure, please download the Entrance Counseling FAFSA.

I am an Undergraduate Student

I am going into college for the first time. Entrance Counseling for undergraduate students is required if you have not previously received a Direct Subsidized Loan or a Direct Unsubsidized Loan.

I am a Graduate or Professional Student

If you are entering a graduate or professional degree, Entrance Counseling for graduate or professional students is required if you have not previously received a Direct Subsidized Loan or Direct Unsubsidized Loan.

Who Should Complete This?

Students receiving the following types of loans for the first time:
- Direct Subsidized Loan
- Direct Unsubsidized Loan
- Direct PLUS Loan for graduate/professional students

How Long Will It Take?

Entrance Counseling takes about 30 minutes to complete.

What Do I Need?

- School Name(s)
- Financial Aid Office
- A Resolution of Your School’s Tuition and Fees

View All Counseling Types
Complete Required Exit Counseling

You must complete Exit Counseling before before you leave school or drop below half-time enrollment. The purpose of Exit Counseling is to ensure you understand your student loan obligations and are prepared for repayment. You will learn:

- what you owe
- how to prevent interest accrual and capitalization
- your repayment plan options, and
- how to avoid delinquency and default.

Select the Exit Counseling you would like to preview or complete

Your school may have alternate exit counseling requirements. Check with your school's financial aid office to be sure that the counseling available on this Web site satisfies its requirements for exit counseling.

If your school prefers to use the PDF document to complete Exit Counseling, please download Exit Counseling PDF.

I am an Undergraduate Student
Exit Counseling fulfills departure requirements for Direct Subsidized and Unsubsidized Loans.

I am a Graduate Student
Exit Counseling fulfills departure requirements for Direct Unsubsidized Loans and Direct PLUS Loans.

Who should complete this?
Students accepting the following types of loans for the first time:
- Direct Subsidized Loans
- Direct Unsubsidized Loans
- Direct PLUS Loans for graduate

How long will it take?
Exit Counseling takes about 30 minutes to complete.

What do I need?
- You'll need your Federal Student Aid (FSA) account
- Your school's name
- Your financial aid award letter
- A breakdown of your school's tuition and fees
QUESTIONS?

VISIT OUR VIRTUAL TABLE
We will be available during the times listed to answer your questions and provide live demonstrations.

12/XX from X:00 PM to X:00 PM
12/XX from X:00 AM to X:00 AM