**TN FAFSA Frenzy One Month of the New FAFSA & TN FAFSA Challenge 2024**

**Participant Q&A**

**Mixed status families**

Q: I was helping a student and parent with creating a FSA ID. The parent does not have a SSN and while the student has completed the FAFSA the past two years, the parent does not have a FSA ID. They have always chosen the manual option and printed the signature page. When they went to create their FSA ID the system did not progress to the Knowledge-based questions generated by TransUnion, but instead took them back to the opening page and asked them for an SSN again and the option to check "my parent does not have SSN..." was grayed out. I was wondering if anyone has experienced this what should I have the student and parent do at this point. Call the hotline?  
A: Beginning with the 2024-25 FAFSA, the signature page is no more. Any user completing a FAFSA online must have a FSA ID login including parents without SSNs. The loop described in your question is a known FAFSA issue for some parents without SSNs creating their accounts. Unfortunately, even for those who have been able to create their FSA ID, mixed status families are still unable to submit the FAFSA online. We are waiting for FAFSA to let us know when all system issues have been resolved for such families.

Q: We have had so many issues with our families of mixed-citizenship statuses...I've had students call, but sometimes there are no agents available. We've had some luck with getting in touch with someone via the chat feature, but their advice for any technical glitch was to wait and try again or clear history (cache and cookies)  
A: Unfortunately, mixed status families are still unable to submit the FAFSA online at this time and many are experiencing a myriad of errors when attempting. We are waiting for FAFSA to let us know when all system issues have been resolved for such families.

Q: Jason, I'm sorry I didn't pay attention to the actual steps, but yes, the student provide the initial answers on the first page and progressed on to the Additional Information page, hit continue and then it went back to the opening page and asked for the SSN again, when the student had already indicated their parent did not have a SSN.  
A: Unfortunately, mixed status families are still unable to submit the FAFSA online at this time and many are experiencing a myriad of errors when attempting. We are waiting for FAFSA to let us know when all system issues have been resolved for such families.

Q: This is not relevant right now, but I want to make sure I don't forget to ask -- based on recommendations from the JumpStart webinar I attended there is a chance that we may be submitted paper-based FAFSAs this year for our families of mixed-citizenship households if their identities cannot be verified.   
A: Correct!!! The [paper FAFSA](https://studentaid.gov/sites/default/files/2024-25-fafsa.pdf) may ultimately be the answer for some mixed status families. That said, FAFSA has encouraged practitioners to hold off from submitting a [paper FAFSA](https://studentaid.gov/sites/default/files/2024-25-fafsa.pdf) as it attempts to resolve system issues for such families.

Q: Any resources/support with paper-based FAFSA completion would be greatly appreciated since this is new for us!  
A: The [paper FAFSA](https://studentaid.gov/sites/default/files/2024-25-fafsa.pdf) provides instruction for every question, so the resource/support is already embedded within the [2024-25 FAFSA PDF](https://studentaid.gov/sites/default/files/2024-25-fafsa.pdf).

Q: i have a student who is a US citizen but whose parents are not and they don’t live in the United States. I have no idea what to tell her other than she needs to file independently?  
A: Does someone have legal guardianship of the student per a court or has the student been deemed unaccompanied and homeless/at risk of being homeless by the school/district/etc.? If either personal circumstance applies, then the student will mark the one which applies and be deemed independent per FAFSA. However, if neither apply (nor any of the remaining personal circumstances), then the student should submit their FAFSA indicating they have an unusual circumstance. Thereafter, the student will work with their prospective college to see if a dependency override may be granted, again, which would make the student independent.

Q: I have a student whose parent's identity was unable to be verified b/c they don't have an SSN, and she said they've been calling and emailing but haven't been able to get ahold of anyone at FAFSA. What should she do?  
A: Keep trying for parents without SSNs who are asked to call FAFSA upon creating their FSA ID must do so to be assigned a case number to start the identity confirmation process. The FAFSA call center is currently experiencing historic call volumes.  My advice is to call on Saturdays between 10:00 a.m. – 4:00 p.m. (CT) when, perhaps, less folks are thinking about FAFSA.

Q: What if they don't have any of the proofing documents or only a couple?  
A: Parents navigating the identify confirmation process only need one of the acceptable documents to proceed. However, if a parent has none, the [paper FAFSA](https://studentaid.gov/sites/default/files/2024-25-fafsa.pdf) may ultimately be the answer for some of our mixed status families. We are still waiting on specific guidance from FAFSA for such families with no acceptable documentation.

Q: Would a paper FAFSA be easier for some of undocumented families currently to meet the TN deadlines?  
A: FAFSA has encouraged practitioners to hold off from submitting a [paper FAFSA](https://studentaid.gov/sites/default/files/2024-25-fafsa.pdf) as it attempts to resolve the online application for mixed status families.

Q: Are there Spanish language options if they call to confirm ID?  
A: Per FAFSA, callers can ask for language translation when calling 800-433-3243.

**Parents**

Q: I did have a situation where both parents had to create an FSA ID because they did not file due to not meeting the threshold. The second parent had to go in to confirm the submitted information.  
A: Correct!!! I focus on the married filing separate population when illustrating when each parent must create/possess FSA IDs and complete separate FAFSA sections. However, the married but neither filed taxes is another “separate” example where each parent must create/possess FSA IDs and complete separate FAFSA sections.

Q: What if neither parent will complete the FAFSA for their 18 y/o student?  
A: The student will not qualify for financial aid beyond an unsubsidized loan assuming the parent-child relationship is amicable beyond the parents’ refusal to provide their information. If parental neglect/abuse is a concern, then the student may qualify for an unusual circumstance and should submit their FAFSA indicating they have an unusual circumstance, again, if neglect/abuse is a concern. Thereafter, the student will work with their prospective college to see if an unusual circumstance may be granted.

Q: What if a parent already has a FSA log on from an older child, do they need to do anything different for the current student to confirm the parents FSA ID?  
A: No, the parent will use their FSA ID to login at studentaid.gov and accept the parent contributor invite once the student section has been submitted.

Q: Also, when the students approve consent for their parents to have direct data exchange from the IRS, some parents are not seeing their tax information pulled over into the FAFSA. Please advise.  
A: As reflected in our parent walkthrough videos, the IRS transfer is behind the scenes. Thus, most parents will encounter very few screens/questions to navigate prior to submitting their section.

Q: If we have a Reconnector (mom/dad) who also will be completing a FAFSA for their senior. Is there an order they should submit them? Example: Should mom submits her senior's FAFSA as a parent then her own (as a student).  
A: The order does not matter. A parent may submit their FAFSA first, then tackle the student’s FAFSA where the student does their part and then the parent logs in and accepts the invitation to complete the parent section. Or, a parent may tackle the student’s FAFSA + parent section first followed by the parent completing their FAFSA.

**General**

Q: Have you experienced better success by using the mobile app vs computer?  
A: The FAFSA mobile app was retired with the 2022-23 FAFSA. I have not experienced more success with one device over the other. If an user encounters multiple issues on a laptop even after switching browsers, then I’d have them try their mobile device. Just keep in mind, some of these FAFSA errors are system related not device related; thus, for those, we’re waiting for FAFSA to provide resolution.

Q: I may be remembering incorrectly, but I thought we were told that the student and parent would need to create the FAFSA ID and then they would be emailed a "pin number" or something to log in and complete the FAFSA. Many parents have stated that they have not received an email. Should they be expecting an email or just log in after 3 days and start completing the FAFSA??  
A: The PIN was retired in 2015 when replaced by the FSA ID username/password. Thus, when you read/hear “create your FSA ID” or “create your FAFSA account,” this is referring to the seven-step process where an user creates their username/password for studentaid.gov/fafsa.gov login purposes. Whatever username/password the user creates during the seven-step process is what they will then use to login at studentaid.gov/fafsa.gov.

Q: I am a newbie...can you explain the difference between Subsidized and Unsubsidized? Hey Amy!   
A: Subsidized loans do not accrue interest while a student is enrolled whereas unsubsidized loans accrue interest from day one of disbursement.

**Corrections/Processing**

Q: Will the FAFSA status say "in review" until it actually processes in early Feb?  
A: Correct!!! Some users are seeing “in review” after submitting their FAFSA which is the new “your FAFSA is processing” messaging.

Q: Some students' SAI's are not being calculated which then informs the student that they are ineligible for the Federal Pell Grant (without giving a reason).  
A: The *SAI has not been calculated* messaging is being seen by many FAFSA filers. Once applications begin processing, at the earliest, in early February, SAIs should then be calculated, and Pell eligibility will be determined and reflected on the FAFSA Submission Summary (e.g. the “new” Student Aid Report).

Q: Will there be a correction tool opening up?  
A: Once applications begin processing, at the earliest, in early February, students will then be able to make corrections to their applications.