



**Q. Where can I go to get assistance if I have questions while I am completing the FAFSA?**

**A.** Go to [fafsa.gov](https://fafsa.gov) and select the “Help” icon at the top of any page of the application. The “Help” page lists all of the available options for getting additional assistance, including a live help option that is available through a secure online chat session with one of our customer service representatives. You can call us at [1-800-4-FED-AID \(1-800-433-3243\)](tel:1-800-4-FED-AID). Users can call [1-800-730-8913](tel:1-800-730-8913). Lastly, you also can e-mail us with any technical issues you may have while you are completing the application. The address is [FederalStudentAidCustomerService@ed.gov](mailto:FederalStudentAidCustomerService@ed.gov).

**Q. What should I (the student) do if my family has unusual circumstances not mentioned in the application?**

**A.** If you or your family has unusual circumstances (such as a loss of employment, loss of benefits, death, or divorce), complete the FAFSA to the extent that you can and submit it as instructed. Then talk to the financial aid administrator (FAA) at the school you plan to attend. If your family’s circumstances have changed from the tax year 2018, the FAA may decide on a case-by-case basis to adjust data elements used to calculate your Estimated Family Contribution (EFC). Any adjustment the FAA makes must relate only to your individual circumstances at the school you are currently attending and not to any conditions that exist for a whole class of students. Students can’t carry over circumstances from school to school. The FAA’s decision is final and cannot be appealed to ED.

**Q. What should I do if I have a special circumstance and cannot get my parent’s data to report on the FAFSA?**

**A.** If you are considered a dependent student, have no contact with your parents, and are unable to provide your parents’ data on the FAFSA, you may have a special circumstance. If you are completing the FAFSA online, select the box that says “not able to provide parent data” and complete the remaining student questions. Sign and submit the form for processing. Your application will be incomplete, however, the financial aid offices at the schools listed on your FAFSA will still receive your data. Contact those schools listed on your FAFSA for further assistance to complete your application and inform them of your special circumstances. (Examples of special circumstances are: your parent or parents are incarcerated or you had to leave home because of an abusive situation). The financial aid office will need to make the final decision using professional judgment to either make the student independent or only award them a certain type of financial aid.

**Tip:** Not living with your parents because you are self-supporting or the fact that your parents do not want to provide their information on your FAFSA, are not considered special circumstances. If you are in either situation, you should still submit the incomplete FAFSA and contact the financial aid office at the schools listed on your FAFSA for information about applying for unsubsidized loans. You do not have to demonstrate financial need to borrow an unsubsidized loan, but you will be responsible for paying interest on the loan during all in-school, grace, deferment, and forbearance periods.

**Q. If I live with an aunt, uncle, or grandparent, should I include that relative's income on my FAFSA?**

**A.** No. You can only report your birth parents' or adoptive parents' income on your FAFSA. Only if a relative has adopted you and is now your adoptive parent can you report that person's information on your FAFSA. However, you must report for questions 45(j) any cash support given by relative except food and housing.

**Q. I'm not sure if I am interested in work-study during the school year. What should I enter for the question asking if I am interested in work-study?**

**A.** Some schools use the answer about work-study on the FAFSA to construct a financial aid package for you. Answering "Yes" to this question does not obligate you to accept a work-study position. It usually just means that the school will consider offering you a work-study job as part of your financial aid package. If you do indicate on the application that you are interested in work-study, you can change your mind and not accept the work-study job later. Keep in mind that if you answer "No" to the work-study question when you apply — and subsequently change your mind—a work-study job may not be available if the school awarded all of the work-study funds to other students.

**Q. I am now a U.S. citizen, but have an Alien Registration Number (A-Number). How do I indicate this on the application?**

**A.** Indicate that you are a U.S. citizen; do not provide your A-Number.

**Q. If I'm an emancipated minor, am I now independent?**

**A.** If you can provide a copy of a court's decision that you are or were an emancipated minor as determined by a court in your state of legal residence, you may meet the definition of an independent student. You would answer "Yes" to question 54 if you are currently an emancipated minor. You would also answer "Yes" if you were an emancipated minor immediately before you reached the age of being an adult in your state. The court must be located in your state of legal residence at the time of the court's decision. You may be asked to provide a copy of the court's decision.

**Q. What if I am in legal guardianship, am I now independent?**

**A.** If you can provide a copy of a court's decision that you are or were in a legal guardianship as determined by a court in your state of legal residence, you may meet the definition of an independent student. You would answer "Yes" to question 55 if you are currently in legal guardianship. You would also answer "Yes" if you were in legal guardianship immediately before you reached the age of being an adult in your state. The court must be located in your state of legal residence at the time of the court's decision. You may be asked to provide a copy of the court's decision.

**Tip:** The definition of legal guardianship does not include your parents, even if a court appointed them as your guardian. You are also not considered a legal guardian of yourself.

**Q. If my parents are divorced, whose information do I need?**

**A.** Report the information of the parent with whom you lived the most during the 12 months preceding the date you completed the FAFSA. It does not make a difference which parent claims you as a dependent for tax purposes. If you did not live with either parent or lived equally with each parent, provide the parental information for the parent from whom you received the most financial support during the preceding 12 months or the parent from whom you received the most support the last time support was given. If your legal parents are divorced but living together, select “Unmarried and both parents living together.”

**Q. I am entering financial information for my mother and stepfather on the FAFSA. Should I give my father’s Social Security number (SSN) and last name, or my stepfather’s?**

**A.** You should provide the SSN and last name of the same person or people for whom you are reporting financial information. In this case, provide the SSNs and names of your mother and stepfather.

**Q. What should I do if my parent with whom I live has remarried and my stepparent refuses to supply information?**

**A.** If you are a dependent student and your parent has remarried, the stepparent’s information must be included or you will not be considered for federal student aid. If you believe that your situation is unique or unusual other than the stepparent’s refusal to provide the requested information, you should discuss the matter further with your financial aid administrator.

**Q. How do you know who should be counted in the household size?**

**A.** If you are a dependent student, your household will include you, your parents, your siblings (in many cases), and other persons who live with and are supported by your parents. For cases where a dependent student’s parents are separated, not living together, or where stepparents are involved, the FAFSA instructions will help guide you in determining who your parent is.

**Q. My parents separated four months ago. I live with my mother. My parents filed a joint tax return and claimed me as an exemption. Do I report income for both parents, or for just my mother?**

**A.** Report only your mother’s income and asset information because you lived with her the most during the past 12 months. Use a W-2 Form or other record(s) to determine her share of the income reported and taxes paid on the tax return. If your legal parents are separated, but living together, select “Married or remarried,” not “Divorced or separated” as their marital status.

**Q. Should I list my school codes in a specific order on the application?**

**A.** For purposes of federal student aid, it does not matter in what order you list the schools. However, to be considered for state aid, some states require your schools in a specified order. Click on the name of your state at <https://studentaid.ed.gov/sa/fafsa/filling-out/school-list> to find your state’s guidance for listing schools on your FAFSA.

**Q. When does my school have to receive the results from my application?**

**A.** Your school must have your information by your last day of enrollment in 2019-20, or by mid-September, 2020, whichever comes first. If your school has not received your application information electronically, you must submit your paper Student Aid Report (SAR) to the school by the deadline. However, do not wait until the deadline date so you have plenty of time to submit your information and make any necessary corrections. Either the electronic record, the Institutional Student Information Record (ISIR), or the paper SAR that has been processed by ED must have an official EFC. If you make corrections electronically, you will be prompted to save those corrections and to sign and submit them so they can be processed. Once the school receives your information, it will use your EFC to determine your eligibility for federal student aid. The FAA will send you a financial aid award letter explaining the aid the school is offering.

**Q. What if I don't get a Student Aid Report (SAR) or SAR Acknowledgement, or I need another copy of that form?**

**A.** If you do not receive an e-mail with a link to your SAR (if you provided an e-mail address on your FAFSA), or your paper SAR or SAR Acknowledgement in the mail within two-to-three weeks after submitting your application, call the Federal Student Aid Information Center at [1-800-4-FED-AID \(1-800-433-3243\)](tel:1-800-4-FED-AID). If you have a touch-tone phone, you can use the automated system to find out whether your application has been processed or to request a duplicate copy of your SAR. You will need to provide your Social Security number and the first two letters of your last name. You can also check the status of your FAFSA and print a copy of your SAR at [fafsa.gov](http://fafsa.gov).

If you apply online, you will receive a confirmation page with a confirmation number after you select "Submit My FAFSA Now." This confirmation guarantees that ED has received your application, and the Federal Student Aid Information Center can use your confirmation number to track your application if necessary. For more information on the SAR and SAR Acknowledgement, see <http://studentaid.ed.gov/sa/help/sar>.

**Any other questions, please see your high school counselor.**

**Best of Luck- now go complete that FAFSA!**

