

April 2017



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IRS Data Retrieval Tool Outage

Due to security concerns, federal officials recently [announced](#) the IRS Data Retrieval Tool will be unavailable for “several weeks.” This recent development raises concerns regarding students completing the Free Application for Federal Student Aid (FAFSA) and student loan income-driven repayment applications. Financial Aid Administrators are also concerned this may increase the number of 399 comment codes, which college access staff are concerned that this may deter students from completing the FAFSA completely.

Until this issue is resolved, students may enter their IRS data manually, but may want to contact the IRS and request a copy of their official tax return transcript.

Training Opportunities

2016-17 FASFAA Training

Florida Association of Student Financial Aid Administrators (FASFAA)

⇒ FASFAA @ 50 Annual Conference May 30—June 2 (Orlando, FL)

For more info, visit www.fasfaa.org.

2016-17 NASFAA Training

National Association of Student Financial Aid Administrators (NASFAA)

⇒ NASFAA Annual Conference June 26—29 (San Diego, CA)

For more info, visit www.nasfaa.org.

2017 FSA Training Conference for Financial Aid Professionals

Federal Student Aid (FSA)

⇒ FSA Annual Conference November 28—December 1 (Lake Buena Vista, FL)

For more info, visit <http://fsaconferences.ed.gov>.

April 2017 Webinars

Mapping Your Future (MYF)

⇒ [April 18](#)—Creating and using your FSAID for students and parents

⇒ [April 20](#)—Creating and using your FSA ID for high school and college professionals

For more info, visit www.mappingyourfuture.org.

Mapping Your Future also offers a series of on-demand webinars that are available online at:

<https://mappingyourfuture.org/>



A variety of financial aid and financial literacy resources are available for FREE online at: www.navigatingyourfuture.org.

Topics include:

- Career Planning
- Financial Aid Overview
- Financial Literacy
- Managing Your Budget
- Managing Your Credit
- Mapping Your Future: FAFSA
- Money Management ID Theft
- **NEW!** National Training for Counselors and Mentors
- Repayment of Your Student Loan Debt:
 - * Chapter 1
 - * Chapter 2
 - * Chapter 3
- Searching for Scholarships
- Show Me the Money! Financial Planning for College
- Stay, Stop or Drop?



Mapping Your Future offers a variety of default prevention tools

The Department of Education recently released the FY2014 3-year draft cohort default rates.

Mapping Your Future offers several default prevention tools that schools can integrate into their default prevention plan to assist their students. Since Mapping Your Future's inception in 1996, default prevention has been an important focus. Mapping Your Future provides important default prevention services, including:

- ⇒ [EX\\$EL](#), an online financial education and default prevention tool for schools and students
- ⇒ 22 [Online Counseling sessions](#), which go beyond regulatory requirements
- ⇒ Resources and content, such as guidance for the [undergraduate](#) and [graduate students](#), or [student loan borrowers](#), and covering such topics as [managing your student loan](#), [managing your money](#), and [student loan servicers](#)
- ⇒ [Calculators](#), which many financial aid offices use when conducting one-on-one counseling with their students
- ⇒ [Webinars on-demand](#) that provide professional development and new ideas for financial aid offices to enhance their default prevention efforts

Toll-free number helps students, schools

In today's world, telephone bills don't depend as much on whether you make a toll call or a toll-free call, but it's still nice to have the toll-free option. This is especially true if that means the caller has the opportunity to get the staff member who is next in line for a call. The Mapping Your Future toll-free number provides another communication vehicle for students, as well as financial aid professionals, to get answers to a variety of questions.

Most college students need help understanding all the issues related to paying for college and often just need someone they can talk to about it. Other times they have a question about completing Online Counseling or uploading a document through MappingXpress. Many students have said they appreciate being able to speak with someone directly about their issue or question. Financial aid professionals also get assistance ranging from resetting passwords to questions about Online Counseling content or MappingXpress.

The toll-free number is (800) 374-4072 and is operational from 8 a.m. to 4 p.m. Central time. The number is displayed in the Online Counseling sessions, in MappingXpress, on the [Financial Aid Professionals](#) tab, and on the [Contact Us](#) page. Callers may leave a voice mail message if they initially do not reach a staff member, and will receive a returned call. Staff members' direct numbers are still operational and may continue to be used.

It is a priority of our team to have quick, accurate, courteous responses to all customers. We don't always have the complete answer, but having been a part of the financial aid industry, we can help the school or student find the answer they need.

For more information about Mapping Your Future products and services, please contact MYF at 800-374-4072 or feedback@mappingyourfuture.org.

Announcement

Best Wishes...

Lori Auxier, Director of Outreach Services for the Office of Student Financial Assistance (OSFA), will be stepping down from OSFA on March 31 and moving on to another chapter in her professional life. She has worked for 13 years at OSFA and worn many hats throughout the years. Lori will be remembered for the positive impact she has had on students and families in Florida by helping them to gain access to higher education through financial aid awareness.



Lori will be greatly missed and we wish her well on her new journey!

Calendar

March/April

- ⇒ Term 2 quarter refunds of Bright Futures dropped/withdrawn course funds are due within 30 days of the institution's last day of each term.
- ⇒ Term 3 DER's are due 30 days after the last day of drop/add.

April 1

- ⇒ FSAG uncommitted funds due to OSFA for reallocation.
- ⇒ Application deadlines for Scholarships for Children/Spouses of Deceased or Disabled Veterans (CSDDV), Jose Marti Scholarship (JM), and Rosewood Family Scholarship (RDS) for next year funding.



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THE OSFA PHILOSOPHY



The Office of Student Financial Assistance (OSFA) has the ability to offer its partners and customers something few public agencies can, the ability to shape OSFA programs and services based on their specific needs and concerns. OSFA provides financial aid workshops, publications, prompt services for participants, and helps fund scholarship and grant programs. If a participant has a problem or suggestion, the OSFA management team listens and makes every effort to implement a solution that meets their needs. Public dollars deserve the kind of accountability OSFA provides in financing education.

The News to Know is now available on the [Policy, Regulations, and Guidance](#) page of our website. Previous editions may be viewed on our [Archives](#) page.

Contact OSFA

Tallahassee, FL

Customer Service: 1-888-827-2004

Email: OSFA@fldoe.org

Federal Loans: 1-800-366-3475

Locally: 1-850-410-5200

Email: OSFAStudentLoans@fldoe.org

Visit our website at

www.FloridaStudentFinancialAid.org

**[Click here](#) to contact
an OSFA Outreach
Representative about
your institution's needs.**