

FAFSA ISSUES NOTED – NMEAF

Federal Student Aid acknowledges many of these issues listed and is working to address them as soon as possible. Below is a list of issues that users have encountered with the 24-25 FAFSA so far:

- The FSA ID process for parents with no SSN is not working.
- FSA ID Freezing after the third screen. No error message just returns user to the top of screen. Something that can be tried is going back and removing the street address. This is working for some but not all.
- Students who incorrectly select “eligible noncitizen” on the FAFSA are prevented from submitting the form after making the correction.
- Parent(s) who re-enters a saved FAFSA, must add country again to submit form.
- Students or parents who log into a saved FAFSA form that requires a signature from one or more contributors, have signature removed upon return without changing any information.
- The names of some institutions are truncated on the college search page.
- Parent or spouse contributors without a FSA ID account are prevented from creating an account while the SSA match is pending.
- Students without an SSN who exited the FAFSA before the “state of legal residency” question, are unable to continue or start a new form.
- Parent(s) with no SSN are unable to start FAFSA form for student or contribute to an existing form.
- Parent(s) with foreign legal residence are unable to submit FAFSA for the student or contribute to an existing form.
- FAFSA is unable to be submitted if parent contributor has entered a value for “income tax paid” that is greater than their “AGI.”
- Married students or parents who do not provide a spouse’s information before leaving the 2024-25 FAFSA, will not be able to complete and submit the form upon re-entry.

FSA's complete list of open issues and work around can be seen [here](#).

<https://fsapartners.ed.gov/knowledge-center/topics/fafsa-simplification-information/2024-25-fafsa-issue-alerts>

Issues shared by NCAN:

People with no SSN are struggling to get their FSA ID setup. It can be said that, at this time, the FAFSA system does not work for anyone who does not have a SSN. No date has been given on when it will be fixed for people with no SSN.

For people with no SSN, if Transunion can't find anything on the person after the first few pages, they will automatically be sent to the manual process. This would be why the parent was never presented with the Transunion questions and their identity was not verified.

People who type in their demographic information and check the No SSN number box are seeing that there is a SSN associated with their name; it already exists. This could be that someone else used their name with a SSN for work purposes. This could mean someone else's SSN is associated with that name in the Transunion system. There is no fix for this.

There are issues when inviting contributors; the system says the information doesn't match even if the information is matching.

The system is dropping signatures; e.g., a user (parent or student) will complete the section they invite the contributor to, and when the contributor logs in to do their section, the system is dropping the first signature, whoever's signature it was. It does not drop it on everyone. If this happens, the first person needs to log back in and resign.

It has also been reported that the FAFSA is **self-submitting** at any point in the form. E.g., when someone clicks the next or continue button, it is submitting the form. That would be considered an incomplete FAFSA. Federal Student Aid stated this will not be able to be fixed until the system opens up again for them later this month. (January)

Email address: Although Federal Student Aid states the email used for the invitation to the contributor does not need to match the email used on their FSA ID, We are seeing some issues with the email not going through because of the email used. We recommend using the personal email used on the FSA ID for the contributor invitation.

Issues shared with NMEAF by NM High School counselors; *thank you all for sharing your experience with us.*

Issue Noted: My husband was able to complete the entire form this morning, except for the very last step. The signature boxes are not allowing signatures. We are unable to navigate FAFSA's complaint system, so I guess we will check back periodically.

Issue Noted: I ran into a problem this morning with a parent who's FSA ID had not been matched with the Social Security Administration yet, and we couldn't complete the form.

Issue Noted: I just got home and checked Nico's FAFSA form. We are still unable to complete the parent signature box. When we called the 1-800, there was a recording that told us to create our parent FSA ID without an address, and it worked.

Issue Noted: They did their FSA ID last week, but it still hadn't been verified. It let us complete the entire student's application and even let him sign it. When we went to mom's, it let us accept the invitation but gave us a warning that we should wait until it's verified to proceed unless we wanted to type in all the information. We opted to wait. I then went to look at the student's account and realized it was not verified either.

Issue Noted: The parent's FSA ID had matched, but it still made her type in all of her tax information, and it didn't give the W-2 line numbers, so we had to figure out what number to put in.

Issue Noted: I have a student who is trying to complete the FAFSA. However, in the Personal Circumstance section, when they try to "Invite Parent to This FAFSA," it says that their parent information does not match their records. Their mom has an FSA ID and used the same information to complete her sister's FAFSA earlier this week.

Issue Noted: We have been trying to complete the FAFSA for Jamie for a few days now. Jamie and I have completed our portion of the FAFSA. Jamie's dad has tried to complete his portion, but there seems to be a problem. Once he enters some personal information, such as his name, address, and phone number, he hits enter or continue, and the screen automatically scrolls to the top. He cannot continue with his efforts.

Issue Noted: My mom and I were checking to make sure she got the invite for the FSA on her end, and she did not. Both of us have set up our accounts, so I'm unsure if I've missed a step or not so she can get an invite.

Issue Noted: They complete the process and click submit, and an error message reports that the address is the incorrect address. They change the Dr. to Drive or Rd. to Road. Still, the error's out. This has occurred 90% of the time. So they refresh and try again several times, and finally it is accepted.

Issue Noted: FAFSA app: When students are at the place to input their specific colleges, many schools code for one specific university.

Issue Noted: FAFSA app: When students are at the place to input the high school they are attending. It's not accepting their HS.

Issue Noted: A few parents did the FAFSA at the beginning of the month, and it still shows "In Review." I chatted with FSA, and this is what they said: Yes, it is normal. Once all required contributors sign and submit the 24–25 FAFSA form, the form will be considered complete and submitted. Processing of submitted applications will begin in late January. The students can log in to StudentAid.gov and review their My Activity in the Status Center to track their application progress. We'll send the student an email when the FAFSA information has been sent to the selected schools and when the student can access the FAFSA Submission Summary on StudentAid.gov. The FAFSA Submission Summary will provide the official Student Aid Index (SAI) calculation and Federal Pell Grant eligibility.

Things to know:

Until the school(s) and state receive the form, they won't be able to answer questions about the student's aid eligibility or status.

Is paper FAFSA an option? The problem is that we don't know anything about paper FAFSA. FSA announced that any paper FAFSA will not be processed until February.

Users with no SSN should not use their ITIN as a SSN on the FSA ID. When they get to the FAFSA, there will be a question about adding your ITIN. If the IRS has tax information for that ITIN, it may pull their tax information into the FAFSA for them. If it cannot, they will be sent into the manual process.

Some users are able to create an FSA ID and fill out the FAFSA on the same day. This may be because students are not tax filers. If the user creates an FSA ID and uses it on the same day to work on the FAFSA, they will be able to do this but will be sent through the manual path. The path could be really short, especially if the student clicks not going to file; their section is over quickly in that case. They could type everything in manually and be able to submit. Once the FSA ID is verified, the system will override what is entered manually with what is available from the IRS system.

Check knowledge center frequently as they will be adding more issues soon.

<https://fsapartners.ed.gov/knowledge-center/topics/fafsa-simplification-information/2024-25-fafsa-issue-alerts>