

## Frequently Asked Questions

### **Why was my student selected for verification?**

The verification process is a quality control method used to ensure that federal aid is disbursed accurately. Therefore, the Department of Education uses various models to determine which FAFSAs are selected and then the school is required to verify. The goal of the process is not to deny students aid, the goal is to ensure that all students are getting all of the aid for which they qualify.

### **How can I recover my FSA ID & Passwords?**

FSA ID and passwords are under the domain of the Department of Education. While the university does not have any access to reset or recover this information for you, the Department of Education can help you. In fact if you access [www.fafsa.gov](http://www.fafsa.gov) click on Help, one of the trending questions is “How do I unlock my FSA ID?” It gives step by step instructions.

### **How do I get a copy of a tax transcript?**

Tax transcripts must be requested directly from the IRS. Unfortunately, this is not a document that your tax preparer has. The easiest way to get a copy of the tax transcript is to visit [www.irs.gov/individuals/get-transcript](http://www.irs.gov/individuals/get-transcript). Once you have navigated to the site the Get Transcript by Mail process is easier. Please note that the Get Transcript Online process is more difficult. In most cases, your student may also use the Data Retrieval Tool on their FAFSA to download the information from the IRS.

### **How do I accept my award offer?**

Once you have received your award notification, you must accept or decline your financial aid package. All unaccepted aid will be canceled within 14 days of the offer of the award. Instructions for accepting your award can be found here: [How to Accept Your Award](#)

### **When can we expect an award offer?**

Before a student can be offered any financial aid, they must be fully admitted into a degree program, have not outstanding documents to submit to our office, and we must have a FAFSA on file. Once a student has met these items, they will be automatically packaged with the most comprehensive offer we have available.

- Awarding Financial Aid to new incoming freshman students occurs first, usually in mid spring.
- Awarding Financial Aid to returning students occurs after grades have posted for the spring semester and students are checked for Satisfactory Academic Progress (SAP).