

1 Landing/Login Page

1.1 “Landing” Page

The ECS Landing Page describes the three types of cases the Department of Education will handle and directs Customers to the Log in page after they select a type of feedback. This page also allows Customers to toggle between the provide feedback page, the knowledgebase page, and the manage cases page through the primary navigation.

1.1.1 Screenshot

ABOUT US ENGLISH | ESPAÑOL

Federal Student Aid
An OFFICE of the U.S. DEPARTMENT of EDUCATION

PROUD SPONSOR of
the AMERICAN MIND®

Provide Feedback Manage Cases FAQs

Want to provide formal feedback to the office of Federal Student Aid?
File a complaint, report a suspicious activity or provide positive feedback with the Enterprise Complaint System.

File a Complaint
Dissatisfied with your experience in the federal student aid process? File a formal complaint on behalf of yourself or someone else.

We do not handle

- cases involving privately issued loans (visit the [Consumer Financial Protection Bureau](#) to file a complaint about private loans) or
- general inquiries (visit [StudentAid.gov](#) for frequently asked questions and other general information) or
- complaints about your education that are unrelated to the federal student aid process

File Complaint

Report Suspicious Activity
Do you have information about a school or person that you think has violated federal laws regarding federal student aid? Please let us know. We will protect your identity in accordance with the [Department of Labor's Whistleblower Protection Program](#), investigate your claim, and take action accordingly.

Report Suspicious Activity

Submit Positive Feedback
Has the U.S. Department of Education, your school, or your federal loan servicer positively impacted your financial aid experience? Please let us know.

Submit Positive Feedback

Common Questions

- › [What is Expected Family Contribution \(EFC\)?](#)
- › [What if I can't find the website/contact center I am complaining about?](#)
- › [What are Loan Interest Rates?](#)
- › [What does Complainant mean?](#)
- › [What kind of Complaints does the Department of Education handle?](#)

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1.1.2 Page Content

English Text

Want to provide formal feedback to the office of Federal Student Aid?

File a complaint, report a suspicious activity, or provide positive feedback with the Enterprise Complaint System.

English Text

File a Complaint

Dissatisfied with your experience in the federal student aid process? File a formal complaint on behalf of yourself or someone else.

We do not handle

- cases involving privately issued loans (visit the [Consumer Financial Protection Bureau](#) to file a complaint about private loans) or
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[File Complaint]

Report Suspicious Activity

Do you have information about a school or person that you think has violated federal laws regarding federal student aid? Please let us know. We will protect your identity in accordance with the [Department of Labor's Whistleblower Protection Program](#), investigate your claim, and take action accordingly.

[Report Suspicious Activity]

Submit Positive Feedback

Has the U.S. Department of Education, your school, or your federal loan servicer positively impacted your financial aid experience? Please let us know.

[Submit Positive Feedback]

1.1.3 Hover Help Text

N/A

1.1.4 Error Messaging

N/A

1.2 “Login” Page: Complaint

The File a Complaint page will present the customer with 3 options – provide an FSA ID via logging in or creating an FSA ID, provide contact information without logging in, or file a complaint anonymously. This page outlines the advantages and disadvantages of the three ways to file a complaint.

1.2.1 Screenshot

ABOUT US ENGLISH | ESPAÑOL

Federal Student Aid
An OFFICE of the U.S. DEPARTMENT of EDUCATION

PROUD SPONSOR of
the AMERICAN MIND®

 Provide Feedback  Manage Cases  FAQs

[Provide Feedback](#) » [File a Complaint](#)

How do you want to file your complaint? Choose how much information you want to share.
With your FSA ID you can communicate with the U.S. Department of Education and view your complaint online.

Do you want to log in with your FSA ID?

If you provide an FSA ID, you can

- view your case details online, including the case’s status;
- provide supporting documentation and information to the U.S. Department of Education (ED) about your case online;
- receive notifications when there are updates to your case’s status;
- express how you want the case resolved;
- contact ED about your case using your case number.

[Log In with FSA ID](#)
[Create an FSA ID](#)

Do you want to continue without your FSA ID?

Providing your information will allow the U.S. Department of Education (ED) to contact you if more information or documentation is needed to respond to your case. You will receive a case number to reference your case when you communicate with ED representatives.

[Continue without FSA ID](#)

If you would like to update and view your case online, please log in with or create an FSA ID.

Filing your complaint anonymously allows you to choose how much, if any, contact information you provide. Anonymous cases will not receive a case number or have the option to hear back from the U.S. Department of Education (ED).

[Continue Anonymously](#)

If you would like to update and view your case online or stay in touch with ED if necessary, please log in with or create an FSA ID.

Common Questions

- › [What is Expected Family Contribution \(EFC\)?](#)
- › [What if I can't find the website/contact center I am complaining about?](#)
- › [What are Loan Interest Rates?](#)
- › [What does Complainant mean?](#)
- › [What kind of Complaints does the Department of Education handle?](#)

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1.2.2 Page Content

English Text

How do you want to file your complaint? Choose how much information you want to share.

With your FSA ID you can communicate with the U.S. Department of Education and view your complaint online.

Do you want to log in with your FSA ID?

If you provide an FSA ID, you can

- view your case details online, including the case's status;
- provide supporting documentation and information to the U.S. Department of Education (ED) about your case online;
- receive notifications when there are updates to your case's status;
- express how you want the case resolved;
- contact ED about your case using your case number.

[Log In with FSA ID]

[Create an FSA ID](#)

Do you want to continue without your FSA ID?

Providing your contact information will allow the U.S. Department of Education (ED) to contact you if more information or documentation is needed to respond to your case. You will receive a case number to reference your case when you communicate with ED representatives.

[Continue without FSA ID]

If you would like to update and view your case online, please log in with or create an FSA ID.

Filing your complaint anonymously allows you to choose how much, if any, contact information you provide. Anonymous cases will not receive a case number or have the option to hear back from the U.S. Department of Education (ED).

[Continue Anonymously]

If you would like to update and view your case online or stay in touch with ED if necessary, please log in with or create an FSA ID.

1.2.3 Hover Help Text

N/A

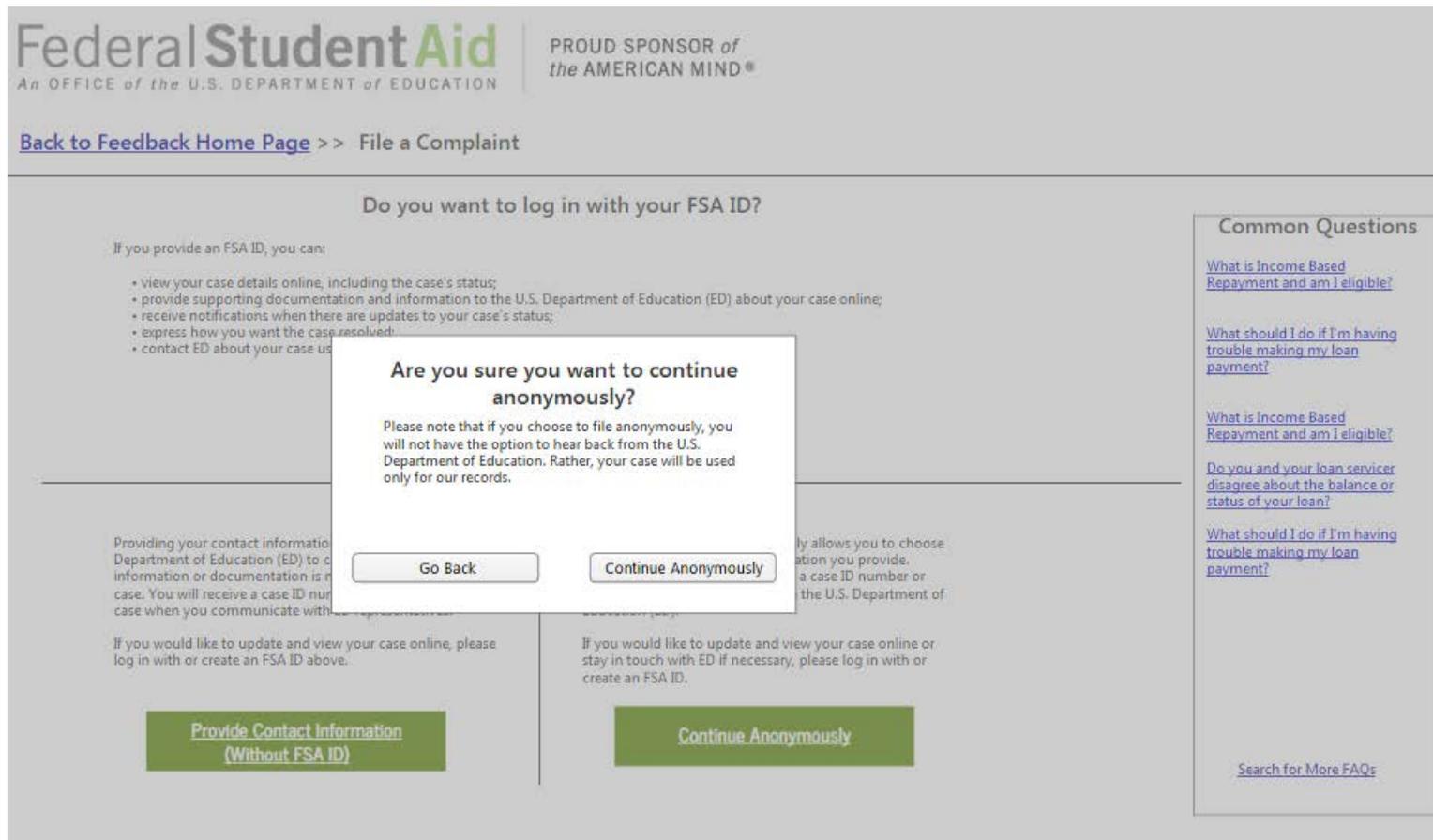
1.2.4 Error Messaging

N/A

1.3 “Login” Page: Complaint—Pop up: Anonymous

This version of the “Login” Page appears when a Customer selects that they would like to file a Complaint Anonymously.

1.3.1 Screenshot



1.3.2 Page Content

English Text

Are you sure you want to continue anonymously?

Please note that if you choose to file anonymously, you will not have the option to hear back from the U.S. Department of Education. Rather, your case will be used only for our records.

[Go Back]

[Continue Anonymously]

1.3.3 Hover Help Text

N/A

1.3.4 Error Messaging

N/A

1.4 “Login” Page: Complaint—Pop up: Unauthenticated Identified

This version of the “Login” Page appears when a Customer selects that they would like to proceed with the complaint submission process without logging in.

1.4.1 Screenshot

The screenshot shows the Federal Student Aid website interface. At the top, it says 'Federal Student Aid' and 'PROUD SPONSOR of the AMERICAN MIND'. Below that, there's a navigation bar with 'Back to Feedback Home Page >> File a Complaint'. The main heading is 'Do you want to log in with your FSA ID?'. A central pop-up window asks 'Are you sure you want to continue without logging in with your FSA ID?' and provides a warning: 'Please note that if you choose to file without your FSA ID, you won't be able to manage your case online. Logging in with your FSA ID is the best way to ensure that ED can effectively handle your case.' The pop-up has two buttons: 'Go Back' and 'Provide Contact Information (Without FSA ID)'. The background page has several sections: 'If you provide an FSA ID, you can:' with a list of benefits; 'Providing your contact information...' with a 'Provide Contact Information (Without FSA ID)' button; and 'If you would like to update and view your case online...' with a 'Continue Anonymously' button. On the right, there's a 'Common Questions' sidebar with links to FAQs.

1.4.2 Page Content

English Text

Are you sure you want to continue without logging in with your FSA ID?

Please note that if you choose to file without your FSA ID, you won't be able to manage your case online. Logging in with your FSA ID is the best way to ensure that ED can effectively handle your case.

[Go Back]

[Provide Contact Information (without FSA ID)]

1.4.3 Hover Help Text

N/A

1.4.4 Error Messaging

N/A

1.5 “Login” Page: Suspicious Activity

The Login page will present the customer with 3 options – provide an FSA ID via logging in or creating an FSA ID, provide contact information without logging in, or file anonymously. This page outlines the advantages/disadvantages of the three ways to file a Suspicious Activity Report.

1.5.1 Screenshot

The screenshot shows the top navigation bar with links for 'ABOUT US', 'ENGLISH', and 'ESPAÑOL'. The main header features the 'Federal Student Aid' logo, 'An OFFICE of the U.S. DEPARTMENT of EDUCATION', and the text 'PROUD SPONSOR of the AMERICAN MIND®'. Below the header are three icons: 'Provide Feedback', 'Manage Cases', and 'FAQs'. A breadcrumb trail reads 'Provide Feedback » Report Suspicious Activity'. The main content area is titled 'How do you want to report your suspicious activity? Choose how much information you want to share. With your FSA ID you can communicate with the U.S. Department of Education and view your suspicious activity report online.' It is divided into two columns. The left column asks 'Do you want to log in with your FSA ID?' and lists benefits: viewing case details, providing supporting documentation, and contacting ED. It includes a 'Log In with FSA ID' button and a 'Create an FSA ID' link. The right column asks 'Do you want to continue without your FSA ID?' and describes two options: 'Continue without FSA ID' (receiving a case number) and 'Continue Anonymously' (no case number). A 'Common Questions' sidebar on the right lists links for EFC, website/contact center, loan interest rates, complainant meaning, and complaint handling. The footer contains FOIA, Privacy, Notices, usagov, ed.gov, whitehouse.gov, and social media icons for Facebook, Twitter, and YouTube.

1.5.2 Page Content

English Text

How do you want to report the suspicious activity? Choose how much information you want to share

With your FSA ID you can communicate with the U.S. Department of Education and view your suspicious activity report online.

Do you want to log in with your FSA ID?

English Text

If you provide an FSA ID, you can

- view your case details online, including the case's status;
- provide supporting documentation and information to the U.S. Department of Education (ED) about your case online;
- contact ED about your case using your case number.

[Log In with FSA ID]

[Create an FSA ID](#)

Do you want to continue without your FSA ID?

Providing your contact information will allow the U.S. Department of Education (ED) to contact you if more information or documentation is needed to review your case. You will receive a case number to reference your case when you communicate with ED representatives.

[Continue Without FSA ID]

If you would like to update and view your case online, please log in with or create an FSA ID.

Reporting the suspicious activity anonymously allows you to choose how much, if any, contact information you provide. Anonymous suspicious activity reports will not receive a case number. Please consider providing contact information, since it may help ED investigate the suspicious activity.

[Continue Anonymously]

If you would like to update and view your case online or stay in touch with ED if necessary, please log in with or create an FSA ID.

1.5.3 Hover Help Text

N/A

1.5.4 Error Messaging

N/A

1.6 “Login” Page: Positive Feedback

The Login page will present the customer with 3 options – provide an FSA ID via logging in or creating an FSA ID, provide contact information without logging in, or file anonymously. This page outlines the advantages/disadvantages of the three ways to file a Compliment.

1.6.1 Screenshot

ABOUT US ENGLISH | ESPAÑOL

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Provide Feedback Manage Cases FAQs

[Provide Feedback](#) » Submit Positive Feedback

How do you want to submit your positive feedback? Choose how much information you want to share.
Log in with your FSA ID or continue without logging in to share your positive feedback with the U.S. Department of Education.

Do you want to log in with your FSA ID?
Log in with your FSA ID to identify yourself before submitting your compliment.
[Log In with FSA ID](#)
[Create an FSA ID](#)

Do you want to continue without your FSA ID?
Don't want to use an FSA ID to submit your positive feedback? You can provide contact information without logging in.
[Continue without FSA ID](#)
Don't want to identify yourself? Submit your positive feedback anonymously.
[Continue Anonymously](#)

Common Questions
› [What is Expected Family Contribution \(EFC\)?](#)
› [What if I can't find the website/contact center I am complaining about?](#)
› [What are Loan Interest Rates?](#)
› [What does Complainant mean?](#)
› [What kind of Complaints does the Department of Education handle?](#)

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1.6.2 Page Content

English Text
How do you want to submit your positive feedback? Choose how much information you want to share <i>Log in with you FSA ID or continue without logging in to share your positive feedback with the U.S. Department of Education.</i>
Do you want to log in with your FSA ID?
Log in with your FSA ID to identify yourself before submitting your compliment. [Log In with FSA ID] Create an FSA ID
Do you want to continue without your FSA ID?

English Text

Don't want to use an FSA ID to submit your positive feedback? You can provide contact information without logging in.

[Continue Without FSA ID]

Don't want to identify yourself? Submit your positive feedback anonymously.

[Continue Anonymously]

1.6.3 Hover Help Text

N/A

1.6.4 Error Messaging

N/A

1.7 “Login” Page: Unauthorized Account

A Customer with an account that is not “Full Match” or “Pending”, if a true contact match was not found (i.e., match on First Name, Last Name, and Email but no match on FSA ID), or if a duplicate exists in the system, the Customer will be directed to the “Login” Page for an invalid account. They will be told to file as either Unauthenticated-Identified or Unauthenticated-Anonymous.

1.7.1 Screenshot



[Back to Feedback Home Page](#)



The Social Security Administration (SSA) was unable to confirm your identity. The information in your FSA ID does not match the information the SSA has on file.

For assistance:

- 1) Call 1-800-433-3243 and speak to an agent.
- 2) Ask to be transferred to the FSA ID Help Desk.

If you still want to Back to Feedback Home Page, you can file a case without your FSA ID. You can also choose to file anonymously.

Provide Contact Information
(Without FSA ID)

Continue Anonymously

Common Questions

[What is Income Based Repayment and am I eligible?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[What is Income Based Repayment and am I eligible?](#)

[Do you and your loan servicer disagree about the balance or status of your loan?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[Search for More FAQs](#)

1.7.2 Page Content

English Text

The Social Security Administration (SSA) was unable to confirm your identity. The information in your FSA ID does not match the information the SSA has on file. For assistance:

1. Call 1-800-433-3243 and speak to an agent.
2. Ask to be transferred to the FSA ID Help Desk.

If you still want to provide formal feedback, you can file a case without your FSA ID. You can also choose to file anonymously.

[Provide Contact Information (Without FSA ID)]

[Continue Anonymously]

1.7.3 Hover Help Text

N/A

1.7.4 Error Messaging

N/A

2 Contact Information Page

2.1 “Contact Information” Page: Authenticated and Unauthenticated Identified

The Contact Information page will allow the Authenticated and Unauthenticated Identified Customers to provide contact information for both themselves and if applicable, for someone else. This page is identical for Complaint and Suspicious Activity submission, but Customers filing Compliments are not asked to provide State of Residency, or Preferred Method of Contact. Customers filing Compliment cases will also not see the “Who is the Complainant” or “Who are you Filing on behalf of?” sections, as Customers can not file Compliments on behalf of someone else. Further, Customers filing Compliments who identified a Military Affiliation will not be given the option to choose their military type, total amount of tuition paid in the last academic year, education benefits used, their branch, preferred contact/rank, age, or education center name and location.

2.1.1 Screenshot

ABOUT US ENGLISH | ESPAÑOL LOG OUT

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[Back to Feedback Home Page](#) >> **File a Complaint**

Contact Information What Happened? Review and Submit

Contact Information

Contact Information

What is your contact information? [?](#)

First Name*: <input type="text"/>	Email*: <input type="text"/>
Last Name*: <input type="text"/>	Phone Number*: <input type="text"/>
Country of Residence*: <input type="text"/>	Preferred Method of Contact*: <input type="text"/>
State of Residence*: <input type="text"/>	

I am filing this complaint on behalf of: [?](#)

Myself

Someone else

What is your relationship to that person? [?](#)

I am a(n)*:

What is that person's contact information? [?](#)

First Name*: <input type="text"/>	Email*: <input type="text"/>
Last Name*: <input type="text"/>	Phone Number*: <input type="text"/>

Military Affiliation [?](#)

Is the complainant

- an active member of the U.S. military,
- a veteran of the U.S. military, or
- a dependent of an active member or veteran of the U.S. military.

Yes

No

I am*: <input type="text"/>	
Total Amount of Tuition Paid in the Last Academic Year:	Paid Out of Pocket: <input type="text"/>
	Paid by Any Government Benefit: <input type="text"/>
Education Benefits Used*: (Check all that apply.)	<input type="checkbox"/> None <input type="checkbox"/> Post-9/11 GI Bill (Ch. 33) <input type="checkbox"/> Montgomery GI Bill Active Duty (MGIB-AD) (Ch. 30) <input type="checkbox"/> Montgomery GI Bill Selected Reserve (MGIB-SR) (Ch. 1606) <input type="checkbox"/> Tuition Assistance Top-Up <input type="checkbox"/> Reserve Educational Assistance Program (REAP) (Ch. 1607) <input type="checkbox"/> Survivors and Dependents Assistance (DEA) (Ch. 35) <input type="checkbox"/> Vocational Rehabilitation and Employment (VR&E) (Ch. 31) <input type="checkbox"/> Veterans Retraining Assistance Program (VRAP) <input type="checkbox"/> Federal Tuition Assistance (TA) <input type="checkbox"/> State-funded Tuition Assistance (TA) for service members performing Active Guard and Reserve (AGR) duties <input type="checkbox"/> Military Spouse Career Advancement Accounts (MyCAA) <input type="checkbox"/> Federal student aid (e.g., Federal Pell Grants, Direct Subsidized or Unsubsidized Loans, Federal Stafford Loans, Federal Perkins Loans and PLUS loans)
Branch*: <input type="text"/>	
Preferred Contact/Rank: <input type="text"/>	
Age*: <input type="text"/>	
Education Center Name and Location*: <input type="text"/>	

Common Questions

[What is Income Based Repayment and am I eligible?](#)

[What should I do if I'm having trouble making my loan payments?](#)

[What is Income Based Repayment and am I eligible?](#)

[Do you and your loan servicer disagree about the balance or status of your loan?](#)

[What should I do if I'm having trouble making my loan payments?](#)

[Search for More FAQs](#)

2.1.2 Page Content

English Text

What is your contact information?

First Name*:

Last Name*:

Country of Residence*:

State of Residence*:

E-mail*:

Phone Number*:

Preferred Method of Contact*:

I am filing this complaint on behalf of:

- Myself
- Someone else

What is your relationship to that person?

I am a(n)*:

What is that person's contact information?

First Name*:

Last Name*:

E-mail*:

Phone Number*:

Military Affiliation

Is the complainant

- an active member of the U.S. military,
 - a veteran of the U.S. military, or
 - a dependent of an active member or veteran of the U.S. military
- Yes
- No

I am*:

Total Amount of Tuition Paid in the Last Academic Year:

Paid Out of Pocket

Paid by Any Government Benefit

Education Benefits Used*: (Check all that apply.)

- None
- Post-9/11 GI Bill (Ch. 33)
- Montgomery GI Bill Active Duty (MGIB-AD) (Ch. 30)
- Montgomery GI Bill Selected Reserve (MGIB-SR) (Ch. 1606)
- Tuition Assistance Top-Up
- Reserve Educational Assistance Program (REAP) (Ch. 1607)
- Survivors and Dependents Assistance (DEA) (Ch. 35)
- Vocational Rehabilitation and Employment (VR&E) (Ch. 31)
- Veterans Retraining Assistance Program (VRAP)
- Federal Tuition Assistance (TA)
- State-funded Tuition Assistance (TA) for service members performing Active Guard and Reserve (AGR) duties
- Military Spouse Career Advancement Accounts (MyCAA)
- Federal student aid (e.g., Federal Pell Grants, Direct Subsidized or Unsubsidized Loans, Federal Stafford Loans, Federal Perkins Loans, and PLUS loans)

Branch*:

Rank:

Age*:

Education Center Name and Location*:

[Next]

2.1.3 Hover Help Text

Hover Element	English Text
What is your contact information?	<p>If you logged in with your FSA ID, then your first name, last name, e-mail address, and phone number have been filled in for you. You may update your phone number. However, first name, last name, and e-mail address can't be changed here. To change that information, update your account through StudentAid.gov/login.</p> <p>If you have not logged in with your FSA ID, please enter your information according to the instructions below:</p> <p>Enter your first name and last name exactly as it appears on your Social Security card. Use your proper name, not a nickname. Your entry must contain only letters (A–Z, a–z) apostrophes ('), hyphens (-), or blanks (spaces) for first name and last name. If the first character is not a blank space, then it must be a letter. No other characters are allowed.</p> <p>Enter the country and state of residence for your current mailing address.</p> <p>Enter your preferred method of contact, either e-mail or phone, in case the U.S. Department of Education needs to contact you about your case. We will do our best to contact you via your preferred method.</p>
E-mail	<p>Enter your e-mail address to receive important information about your case. That way, you can receive updates to your case, and the U.S. Department of Education can contact you if it needs more information to handle your case.</p> <ul style="list-style-type: none"> • A valid e-mail address usually looks like this: andrew@msn.com or john.doe@yahoo.com • E-mail addresses can have only one "@" symbol. Periods cannot appear first, last, or next to another period.
Phone Number	<p>Enter your primary phone number. Provide the area code first. Enter the numbers without parentheses or dashes, for example, 2025551212.</p>
I am filing this complaint on behalf of:	<p>If you are filing on behalf of yourself, then you are the complainant.</p> <p>If you are filing on behalf of someone else, then that person is the complainant.</p>
What is your relationship to the Complainant?	<p>The complainant is the person on whose behalf you are filing a case.</p> <p>Enter your relationship to the complainant. Because you indicated that you are filing on behalf of someone else, the U.S. Department of Education needs to know your relationship to that person.</p>
What is the Complainant's Contact Information?	<p>In order to adequately handle your case, the U.S. Department of Education needs to understand whom your case is about. We may need to contact the complainant.</p>
Military Affiliation	<p>If you are filing on your own behalf, please indicate whether you are affiliated with the military. If you are filing on someone else's behalf, please indicate whether that person is affiliated with the military.</p> <p>If the complainant is affiliated with the military, please enter the type of affiliation, the education benefits that apply (past or present), the affiliated military branch, the amount of tuition paid by the government and out of pocket, an age bracket, a rank, and an education center and its location.</p>

2.1.4 Error Messaging

Error messaging will display below the particular field for which the error was thrown.

Validation Element	English Text
First Name	Please provide your legal first name, containing only letters (A–Z, a–z), apostrophes ('), hyphens (-), or blanks (spaces).
Last Name	Please provide your legal last name, containing only letters (A–Z, a–z), apostrophes ('), hyphens (-), or blanks (spaces).
State of Residence	Please indicate your state of residence.
Country of Residence	Please indicate your country of residence.
E-mail Address	Please provide your e-mail address. The address can contain only one "@" symbol, and periods cannot appear first, last, or next to another period.
Phone Number	Please provide your phone number without parentheses or hyphens, starting with the area code.
Preferred Method of Contact	Please indicate your preferred method of contact.
Who is the complainant?	Please indicate whether you are filing this complaint on your own behalf or on someone else's behalf.
Relationship to Complainant	Please indicate your relationship to the complainant.
Military Type	Please indicate a military type.
Education Benefits Used	Please indicate the military education benefits used.
Branch	Please indicate a military branch.
Age	Please indicate an age bracket.
Education Center and Location	Please provide an education center and location.
First Name	Please provide the complainant's first name, containing only letters (A–Z, a–z), apostrophes ('), hyphens (-), or blanks (spaces).
Last Name	Please provide the complainant's legal last name, containing only letters (A–Z, a–z), apostrophes ('), hyphens (-), or blanks (spaces).
E-mail Address	Please provide the complainant's e-mail address. The address can contain only one "@" symbol, and periods cannot appear first, last, or next to another period.
Phone Number	Please provide the complainant's phone number without parentheses or hyphens, starting with the area code.

2.1.5 Table of Preferred Method of Contact

English Text
E-mail
Phone

2.1.6 Table of Relationship to Complainant Values

English Text
Advocate
Attorney
Child
Congressional Representative
Cosigner/Comaker
Financial Aid Officer
Friend
Parent/Guardian
Relative
School Representative
Servicer
Sibling
Significant Other
Spouse

2.1.7 Table of Active Military/Veteran Values

English Text
Service Member (Active Duty)
Service Member (Reserves)
Service Member (National Guard)

English Text
Spouse or Family Member
Veteran

2.1.8 Table of Tuition Values

English Text
Less than \$1,000
\$1,000–\$4,999
\$5,000–\$9,999
\$10,000–\$19,999
\$20,000–\$29,999
More than \$30,000
N/A

2.1.9 Table of Military Branch Values

English Text
Air Force
Army
Coast Guard
Marines
Navy
NOAA (National Oceanic and Atmospheric Administration)/PHS (Public Health Service)

2.1.10 Table of Military Contacts/Ranks

English Text
E-1--PVT--Army/Marines
E-1--AB--Air Force
E-1--SR-Navy/Coast Guard
E-2--Amn--Air Force

E-2--SA--Navy/Coast Guard
E-3--PFC—Army
E-3--LCpl—Marines
E-3--A1C--Air Force
E-3--SN--Navy/Coast Guard
E-4--SPC—Army
E-4--CPL—Army
E-4--CPL—Marines
E-4--SrA--Air Force
E-4--PO3--Navy/Coast Guard
E-5--SGT—Army
E-5--Sgt—Marines
E-5--SSgt--Air Force
E-5--PO2--Navy/Coast Guard
E-6--SSG--Army
E-6--SSgt--Marines
E-6--TSgt--Air Force
E-6--PO1--Navy/Coast Guard
E-7--SFC--Army
E-7--GySgt--Marines
E-7--MSgt--Air Force
E-7--CPO--Navy/Coast Guard
E-8--MSG--Army
E-8--1SG-Army
E-8--MSgt--Marines
E-8--1stSgt--Marines
E-8--SMSgt-Air Force
E-8--SCPO--Navy/Coast Guard
E-9--SGM--Army
E-9--CSM--Army
E-9--SMA--Army
E-9--MGySgt--Marines
E-9--SgtMaj--Marines
E-9--SgtMajMarCor--Marines
E-9--CMSgt--Air Force
E-9--CCM--Air Force
E-9--CMSAF--Air Force
E-9--MCPO--Navy/Coast guard
E-9--MCPON--Navy/Coast Guard
W-1--W01--Army
W-1--W0--Marines
W-2--CW2--Army
W-2--CW02--Marines/Navy/Coast Guard
W-3--CW3--Army
W-3--CW03--Marines/Navy/Coast Guard

W-4--CW4--Army
W-4--CW04--Marines/Navy/Coast Guard
W-5--CW5--Army
W-5--CW05--Marines/Navy/Coast Guard
O-1--2LT--Army
O-1--2ndLt--Marines
O-1--2d Lt--Air Force
O-1--ENS--Navy/Coast Guard
O-2--1LT--Army
O-2--1st Lt--Marines
O-2--1st Lt--Air Force
O-2--LTJG--Navy/Coast Guard
O-3--CPT--Army
O-3--Capt--Marines/Air Force
O-3--LT--Navy/Coast Guard
O-4--MAJ--Army
O-4--Maj--Marines/Air Force
O-4--LCDR--Navy/Coast Guard
O-5--LTC--Army
O-5--LtCol--Marines
O-5--LtCol--Air Force
O-5--CDR--Navy/Coast Guard
O-6--COL--Army
O-6--Marines/Air Force
O-6--Navy/Coast Guard
O-7--BG--Army
O-7--Bgen--Marines
O-7--Brig Gen--Air Force
O-7--RDML--Navy/Coast guard
O-8--MG--Army
O-8--Maj Gen--Marines
O-8--Maj Gen- Air Force
O-8--RADM--Navy/Coast guard
O-9--LGT--Army
O-9--LtGen--Marines
O-9--LtGen--Air Force
O-9--VADM--Navy/Coast Guard
O-10--GEN--Army
O-10--GEN--Marines/Air Force
O-10--ADM--Navy/Coast Guard

2.1.11 Table of Age Values

English Text
Do not wish to disclose
Under 20
20–29
30–39
40–49
50–59
60 and over

2.2 “Contact Information” Page: Anonymous

The Contact Information page will allow the Unauthenticated Anonymous Customers to identify military affiliation and provide optional contact information. This page is identical for Complaint, Suspicious Activity, and Compliment submission.

2.2.1 Screenshot

[Back to Feedback Home Page](#) >> [File a Complaint](#)

Contact Information	What Happened?	Review and Submit
	<input type="text"/>	<input type="text"/>

Optional Contact Information

It's up to you to determine how much personal information you provide. Please note that providing your contact information allows the U.S. Department of Education to reach you for more information about your complaint.

First Name:	<input type="text"/>	E-mail:	<input type="text"/>
Last Name:	<input type="text"/>	Phone Number:	<input type="text"/>

Military Affiliation

Is the complainant

- an active member of the U.S. military,
- a veteran of the U.S. military, or
- a dependent of an active member or veteran of the U.S. military.

- Yes
 No

Common Questions

[What is Income Based Repayment and am I eligible?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[What is Income Based Repayment and am I eligible?](#)

[Do you and your loan servicer disagree about the balance or status of your loan?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[Search for More FAQs](#)

Next

2.2.2 Page Content

English Text

Contact Information

Optional Contact Information

It's up to you to determine how much personal information you provide. Please note that providing your contact information allows the U.S. Department of Education to reach you for more information about your complaint. *(Displays for Complaints and Suspicious Activity case types only. Does not display for Compliments)*

First Name:

Last Name:

E-mail Address:

Phone Number:

Military Affiliation (?)

Is the complainant

- an active member of the U.S. military,
 - a veteran of the U.S. military, or
 - a dependent of an active member or veteran of the U.S. military
- Yes
- No

I am*:

Total Amount of Tuition Paid in the Last Academic Year:

Paid Out of Pocket

Paid by Any Government Benefit

Education Benefits Used*: (Check all that apply.)

None

VA Education Programs (e.g., GI Bill)

- Post-9/11 GI Bill (Ch. 33)
- Montgomery GI Bill Active Duty (MGIB-AD) (Ch. 30)
- Montgomery GI Bill Selected Reserve (MGIB-SR) (Ch. 1606)
- Tuition Assistance Top-Up
- Reserve Educational Assistance Program (REAP) (Ch. 1607)
- Survivors and Dependents Assistance (DEA) (Ch. 35)
- Vocational Rehabilitation and Employment (VR&E) (Ch. 31)
- Veterans Retraining Assistance Program (VRAP)

Military Tuition Assistance (Title 10)

- Federal Tuition Assistance (TA)
- State-funded Tuition Assistance (TA) for service members performing Active Guard and Reserve (AGR) duties

English Text

- Military Spouse Career Advancement Accounts (MyCAA)
- Federal student aid (e.g., Federal Pell Grants, Direct Subsidized or Unsubsidized Loans, Federal Stafford Loans, Federal Perkins Loans, and PLUS loans)

Branch*:

Rank:

Age*:

Education Center Name and Location*:

[Next]

2.2.3 Hover Help Text

Hover Element	English Text
Military Affiliation	<p>If you are filing on your own behalf, please indicate whether you are affiliated with the military. If you are filing on someone else’s behalf, please indicate whether that person is affiliated with the military.</p> <p>If the complainant is affiliated with the military, please enter the type of affiliation, the education benefits that apply (past or present), and the affiliated military branch.</p>
Optional Contact Information	<p>Because you are filing anonymously, your contact information is for U.S. Department of Education (ED) records only. ED offers you the option to fill in your information so that it can contact you for more information. For complex cases, ED recommends that you log in with your FSA ID to ensure that ED can contact you if necessary.</p> <p>If you choose to provide your contact information, please provide your primary phone number and e-mail address.</p> <p>Please enter your first name and last name exactly as they appear on your Social Security card. Use your proper name, not a nickname.</p>

2.2.4 Error Messaging

Error messaging will display below the particular field for which the error was thrown.

Validation Element	English Text
Military Type	Please indicate a military type.
Education Benefits Used	Please indicate the military education benefits used.
Military Branch	Please indicate a military branch.

Age	Please indicate an age bracket.
Education Center and Location	Please provide an education center and its location.

3 What Happened?

3.1 “What Happened?” Page: Complaint

This section depicts the “What Happened?” Page for a Complaint submission. This page allows Customers to answer questions about their complaint case. However, Anonymous Customers will not have the option to hear back from the Department of Education or provide details about their desired resolution. The questions on this page will dynamically appear based on a Customer’s previous answers and will never all appear on the page at the same time as shown in the screenshot in section 3.1.1.

3.1.1 Screenshot

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[Back to Feedback Home Page](#) >> [File a Complaint](#)

Contact Information **What Happened?** Review and Submit

Tell us what happened.

Please describe your complaint [?]

3200 characters remaining

What do you think would be a fair outcome to your issue? [?]

3200 characters remaining

What is your complaint? [?]

▼

What led to your poor experience? [?]

▼

What website is your complaint about? [?]

▼

What browser were you using when you encountered your issue? [?]

▼

Which contact center is your complaint about? [?]

▼

What is the name of the customer service representative with whom you were speaking? [?]

▼

Please categorize your complaint to the best of your ability to help us appropriately handle your case.

When did you experience your complaint? [?]

- Applying for Aid (FAFSA)** - You are in the process of learning about financial aid, completing a FAFSA, or have already completed a FAFSA.
- Receiving Aid** - You are currently enrolled in school and receiving financial aid or you are completing the necessary loan documentation and activities needed to receive your grant, student loan, work-study or parent loan to pursue your education.
- Repaying Aid** - You are either in your grace period, actively trying to make payments to your servicer, or in deferment or forbearance.
- In Default** - You have failed to make payments on your student loan for 270 days or more.

How would you categorize your complaint?

▼

More specifically?

▼

What is the name of your federal student loan servicer?

▼

Which collection agency has been contacting you?

▼

What is the name of your school?

▼

Would you like to hear back from us?

Yes, I would like the U.S. Department of Education to respond to me with additional information regarding my case.

No, I do not require a response—this is for the Department of Education's information only.

Common Questions

[What is Income Based Repayment and am I eligible?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[What is Income Based Repayment and am I eligible?](#)

[Do you and your loan servicer disagree about the balance or status of your loan?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[Search for More FAQs](#)

3.1.2 Page Content

English Text

Tell us what happened.

Please describe your complaint.

3200 characters remaining

What do you think would be a fair outcome to your issue?

3200 characters remaining

What is your complaint?

What led to your poor experience?

What website is your complaint about?

What browser were you using when you encountered your issue?

Which contact center is your complaint about?

What is the name of the customer service representative with whom you were speaking?

Please categorize your complaint to the best of your ability to help us appropriately handle your case.

When did you experience the situation that led to your complaint?

- **Applying for Aid (FAFSA)** - You were in the process of learning about financial aid, completing a FAFSA, or had already completed a FAFSA.
- **Receiving Aid** - You were enrolled in school and receiving financial aid or you were completing the necessary loan documentation and activities needed to receive your grant, student loan, work-study, or parent loan to pursue your education.
- **Repaying Aid** - You were either in your grace period, actively trying to make payments to your servicer, or in deferment or forbearance.
- **In Default** – You had failed to make payments on your student loan for 270 days or more.

How would you categorize your complaint?

More specifically?

What is the name of your federal student loan servicer?

Which collection agency has been contacting you?

What is the name of your school?

Would you like to hear back from us?

- Yes, I would like the U.S. Department of Education to respond to me with additional information regarding my case.
- No, I do not require a response—this is for the U.S. Department of Education's information only.

[Next]

3.1.3 Hover Help Text

Hover Element	English Text
What is your complaint?	Please select the category that best describes the type of issue that led to your complaint.
What led to your poor experience?	Please select the subcategory that best describes the type of issue that led to your complaint.
What website is your complaint about?	Please select the website that your complaint is about.
What browser were you using when you encountered your issue?	Please select the name of the Web browser that you were using when you encountered the issue that led to your complaint.
Which contact center is your complaint about?	Enter the name of the U.S. Department of Education contact center that your case is about.
What was the name of the customer service representative with whom you were speaking?	Please provide the name of the customer service representative about whom you wish to complain.
What is the name of your federal student loan servicer?	Please select the loan servicer related to this case. The name of your servicer will help us when reviewing your case. If you do not know your servicer, you can find out by visiting StudentAid.gov/login .
Which collection agency has been contacting you?	Please select the collection agency that has been contacting you.
Please provide any additional details about your complaint.	Explicitly state what your complaint is, and tell us what happened. Please provide any additional details that would be helpful for the U.S. Department of Education to know so that we can adequately address your case. For example, if you are having a website issue, please provide your operating system and the version of the browser you were using when you experienced the website issue. If you are having an issue with customer support, please provide the time and date of your conversation with the customer service representative when you encountered your issue.
What do you think would be a fair outcome to your issue?	Please describe your ideal outcome. However, please be advised that the U.S. Department of Education cannot guarantee your ideal resolution. Depending on your issue, examples of possible outcomes may include the following: informing policymakers of your feedback, performing an investigation of your school or loan servicer, or documenting your issue for our records.
When did you experience the situation that led to your complaint?	We need to understand your reason for contacting the U.S. Department of Education at the time you decided to file a complaint. Even if you do not believe your case is related to where you were in the student aid process at that time, we may need this information in order to effectively handle your complaint. Please select the option that best describes when you experienced your complaint.
How would you categorize your complaint?	We need a little more detail about what aspect of the federal student aid process you're complaining about.

Hover Element	English Text
More specifically?	We need to understand what specifically you were trying to do or learn about when you experienced the situation that led to your complaint.
What is the name of your school?	Please provide the name of the school that is disbursing (paying out) your aid. If your case is directly related to your school, we may need to contact the school. Although we may not contact your school, we require that you disclose this information if you are receiving aid.
Would you like to hear back from us?	Please indicate if you would like to hear back from us regarding case updates and potential case resolution.

3.1.4 Error Messaging

Error messaging will display below the particular field for which the error was thrown.

Validation Element	English Text
Please provide any additional details about the complaint.	Please provide additional details.
Would you like to hear back from us?	Please select an option.

3.1.5 Table of Issue Types

English Text
Negative Experience with Customer Support
Decision or Process Concerning Federal Student Aid
Website or Online Experience
Laws or Rules About Federal Student Aid

3.1.6 Table of Issue Subtypes

The Issue Subtypes are the drop down values that will show if a Customer selects that their complaint is “Negative Experience with Customer Support” or “Website or Online Experience”

English Text
Incorrect or Incomplete Information
Dissatisfied With Level of Support
Unprofessional Behavior
Website Outage
Confusing Web Navigation
Site Error Message
Unclear or Insufficient Directions

3.1.7 Table of Website Names

English Text
StudentAid.gov
StudentLoans.gov
TEACH-ATS.ed.gov
NSLDS.ed.gov
myeddebt.ed.gov
ECSI Federal Perkins Loan Servicer Website
fsaid.ed.gov
FAFSA.gov
disabilitydischarge.com
Federal Loan Servicer Website

3.1.8 Table of Web Browsers

English Text
Apple Safari
Google Chrome
Microsoft Internet Explorer
Mozilla Firefox
Other

3.1.9 Table of Contact Centers

English Text
Federal Student Aid Information Center 1-800-4-FED-AID
Student Loan Support Center 1-800-557-7394
Default Resolution Group Service Center 1-800-621-3115
FSA ID Help 1-800-557-7394
Ombudsman 1-877-557-2575
Federal Loan Servicer Customer Service Center
ECSI Federal Perkins Loan Servicer Customer Service Center
FFEL Loan Holder/Servicer Customer Service Center
Collection Agency Customer Service Center

3.1.10 Table of Servicers

English Text
ED – Cornerstone
ED – HESC/EdFinancial
ED – PHEAA
ED – Granite State-GSMR
ED – Great Lakes
ED – MOHELA
ED – Nelnet
ED – OSLA Servicing

English Text

ED – Navient

ED – VSAC Federal Loans

ECSI Federal Perkins Loan Servicer

ACS-Xerox

Bank of North Dakota

Nelnet Loan Services

Great Lakes Educational Loan Services

Georgia Student Finance Authority

Higher Education Servicing Corporation

Kentucky Higher Education

National Education Servicing

American Education Services (AES)

UHEAA

EdFinancial Services

OSLA Student Loan Servicing

MOHELA

Navient

Iowa Student Loan – Aspire

Granite State Management & Resource (GSMR)

Student Assistance Foundation

3.1.11 Table of Private Collection Agencies

English Text

Account Control Technology

Action Financial Services

Allied Interstate

CBE Group

Central Research

English Text

Coast Professional

Collection Technology

ConServe

Credit Adjustments

Delta Management Associates

Enterprise Recovery Systems

EOS-CCA

FAMS

FMS

GC Services

Immediate Credit Recovery

National Recoveries

NCO Financial Systems

Pioneer Credit Recovery

Performant Corporation

Premiere Credit of North America

Progressive Financial Services

Van Ru Credit Corp

West Asset Management

Windham Professionals

3.1.12 Table of Complaint Categories

The Complaint Category Values are the possible drop down values for the first question that asks the Customer to categorize their complaint, after selecting a Student Aid Lifecycle Phase. Only the drop down values relevant to the Student Aid Lifecycle Phase indicated by the Customer will show (e.g. "Collection Agency" does not show if the Customer has indicated that they are in the Applying for Aid process).

English Text
Application or Eligibility
School
Federal Aid Receipt Process
Federal Aid Repayment
Military and Veteran Benefits
Credit Reporting
Collection Agency

3.1.13 Table of Complaint Subcategories

The Complaint Subcategory Values are the possible drop down values for the question that asks the Customer to further categorize their complaint. Only the drop down values relevant to the Case Type Level 1 selected by the Customer will display (e.g. "School Closure" does not show if the Customer has indicated their complaint is regarding credit reporting).

English Text
Completing the FAFSA
FAFSA Verification
Dependency Status
IRS Data Retrieval Tool (DRT)
FSA ID
Log-in Issue
Expected Family Contribution (EFC)
Adverse Credit and/or Documenting Extenuating Circumstances (PLUS)
PLUS Eligibility
Professional Judgment
School Recruiting and/or Marketing Practices
School Participation in Federal Student Aid Programs
Student Eligibility

English Text

Misrepresentation

Third-Party FAFSA Submission Charge

Loan Disbursement (Payout) Process

Master Promissory Note (MPN) or Other Loan Documentation

Loan Counseling (Entrance, FACT, Exit, PLUS)

Transfer Credits to New School

School Owes Me Money (Credit Balance, Refund)

Delays Receiving Aid

Satisfactory Academic Progress (SAP)

Grant Disbursement (Payout) Process (Pell, TEACH, Iraq and Afghanistan Service Grant)

TEACH Grant Agreement to Serve

TEACH Grant Counseling

Loan Accuracy

Loan Fees

School Quality of Education

School Closure

FSEOG, Work-Study, and/or Perkins

Ineligible Program of Study

Loan Repayment Due to Withdrawal or Overpayment

Grant Repayment Due to Withdrawal or Overpayment

Loan Forbearance or Deferment

Total and Permanent Disability (TPD) Discharge

Public Service Loan Forgiveness (PSLF) Program

English Text

Loan Payment Amount

Loan Discharge, Cancellation, or Forgiveness

Loan Consolidation

Loan Interest Rates

Loan Capitalized Interest

Loan Delinquency or Default

Loan Repayment Plan

Credit Reporting

Postgraduate Job Opportunities

Collection Practices

Collection Fees

Wage Garnishment

Tax Refund Offset

Disbursements

Third-Party Debt Relief

3.2 “What Happened?” Page: Suspicious Activity

This “What Happened?” Page displays for a Customer who is filing a Suspicious Activity Report. For security purposes, these Customers are not given the option to hear back from FSA.

3.2.1 Screenshot



[Back to Feedback Home Page](#) >> [Report Suspicious Activity](#)

Contact Information **What Happened?** Review and Submit

Tell us what happened.

In order to investigate your case, please categorize your suspicious activity below. This will help us direct your case to the proper authorities and handle your case more quickly. Once you provide this information, you will have the opportunity to describe the suspicious activity in detail.

What best describes the suspicious activity you are reporting?

What is the name of your school?

Please describe the suspicious activity.

3200 characters remaining

Common Questions

[What is Income Based Repayment and am I eligible?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[What is Income Based Repayment and am I eligible?](#)

[Do you and your loan servicer disagree about the balance or status of your loan?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[Search for More FAQs](#)

Next

3.2.2 Page Content

English Text

Tell us what happened.

In order to investigate your case, please categorize your suspicious activity below. This will help us direct your case to the proper authorities and handle your case more quickly. Once you provide this information, you will have the opportunity to describe the suspicious activity in detail.

What best describes the suspicious activity you are reporting?

English Text

What is the name of your school?

Please describe the suspicious activity.

3200 characters remaining

[Next]

3.2.3 Hover Help Text

Hover Element	English Text
<p>What best describes the suspicious activity you are reporting?</p>	<p>Please indicate the category of suspicious activity that best describes your case.</p> <p>Identity Theft indicates any unlawful activities that use the identity of another person (without permission) or of a nonexistent person to interact with the U.S. Department of Education. An example of identity theft is when personal information is stolen from a victim and used to create accounts (such as an FSA ID) and apply for or receive federal loans under the victim's name. This is also known as unlawful identity change.</p> <p>School Fraud refers to fraud, waste, or abuse involving federal student aid (Federal Pell Grants, Direct Loans, etc.) by a school, or a school's misrepresentation of any aspect of the educational program, its cost, or its outcome. Examples of school fraud include false reporting of student loan default rates, student enrollment, and graduation and job placement data. School fraud also includes compensating employees for securing student enrollment.</p> <p>Distance Education Fraud is fraud related to distance learning, which is a method of learning where students participate in classes and other correspondence over the Internet. An example of distance education fraud includes completing financial aid applications using identifiers solicited from individuals attending schools that offer distance education programs and personally collecting the disbursed aid.</p> <p>Student Fraud indicates situations where students, who may otherwise be ineligible for student aid, falsify information in order to qualify for student aid. Examples of student fraud include falsifying information on the FAFSA, or obtaining an invalid high school diploma.</p> <p>Please select Other if you do not believe the suspicious activity that you are reporting falls under any of these categories, then provide additional details in the following question.</p>
<p>What is the name of your school?</p>	<p>Please provide the name of the school that is related to the suspicious activity you are reporting. We may need to contact this school in order to conduct our investigation.</p>
<p>Please describe the suspicious activity.</p>	<p>Explicitly describe the suspicious activity you would like the U.S. Department of Education to know about. Please include any details that will help with the investigation of this activity. The more detail you provide, the easier it will be to investigate this claim.</p>

3.2.4 Error Messaging

Error messaging will display below the particular field for which the error was thrown.

Validation Element	English Text
What best describes the suspicious activity you are reporting?	Please select an option.
What is the name of your school?	Please provide your school.
Please describe the suspicious activity.	Please provide details about the suspicious activity.

3.2.5 Table of Suspicious Activity Types

English Text
Identity Theft
School Fraud
Distance Education Fraud
Student Fraud
Third-Party Debt Relief Fraud
Other

3.3 “What Happened?” Page: Positive Feedback

This “What Happened?” Page will display when a Customer is submitting Positive Feedback. Customers will not have the option to hear back from the Department of Education or provide details about their desired resolution when they are submitting Positive Feedback.

3.3.1 Screenshot

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[Back to Feedback Home Page](#) >> Submit Positive Feedback

Contact Information What Happened? Review and Submit



Tell us what happened.

Please tell us who you are complimenting. This will allow us to identify what we do well within the student aid process and what we can do better.

Who is your positive feedback about? 

What is the name of your federal student loan servicer? 

What is the name of your school? 

Is there someone specific you would like to compliment? 

Please enter your positive feedback below. 

3200 characters remaining

Common Questions

[What is Income Based Repayment and am I eligible?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[What is Income Based Repayment and am I eligible?](#)

[Do you and your loan servicer disagree about the balance or status of your loan?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[Search for More FAQs](#)

3.3.2 Page Content

English Text
Tell us what happened.
Please tell us who you are complimenting. This will allow us to identify what we do well within the student aid process and what we can do better.
Who is your positive feedback about?
What is the name of your federal student loan servicer?
What is the name of your school?
Is there someone specific you would like to compliment?
Please enter your positive feedback below. 3200 characters remaining
[Next]

3.3.3 Hover Help Text

Hover Element	English Text
Who is your positive feedback about?	Please tell us who your compliment is about. If your compliment is not about your school, your servicer, or the U.S. Department of Education, select "Other" and tell us who your compliment is about in the following question.
What is the name of your federal student loan servicer?	Please select the servicer that your compliment is about. If you do not know your servicer, you can find out by visiting StudentAid.gov/login .
What is the name of your school?	Please select the school that your compliment is about.
Is there someone specific you would like to compliment?	Please enter the name of the person who positively impacted your experience.
Please enter your positive feedback below.	Tell us about the experience(s) that led you to want to submit a compliment. If you previously selected "Other," please tell us who your compliment is about.

3.3.4 Error Messaging

Error messaging will display below the particular field for which the error was thrown.

Validation Element	English Text
Who is your positive feedback about?	Please select an option.
What is the name of your federal student loan servicer?	Please select an option.
What is the name of your school?	Please select your school.
Please enter your positive feedback below.	Please provide additional details about the experience(s) that led you to want to submit a compliment.

3.3.5 Table of Compliment Entities

English Text
My School
My Federal Student Loan Servicer
U.S. Department of Education
Other

4 Review and Submit

4.1 “Review and Submit” Page

The Review and Submit page allows the Customer to review and edit all previous answers before submitting the complaint, compliment, or suspicious activity. This page displays the questions and answers of the Customer, which vary depending on the Case Type and subsequent question answers. The text unique to this page include the Edit buttons, the disclaimer at the bottom of the page, and the Submit button. An error message will be thrown if a Customer clicks “Submit” without checking the checkbox.

4.1.1 Screenshot

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[Provide Formal Feedback](#) >> [File a Complaint](#)

Contact Information

What Happened?

Review and Submit

Contact Information [\[EDIT\]](#)

What is your contact information?

Please provide your contact information.

First Name*:
Last Name*:
Country of Residence*:
State of Residence*:
E-mail Address*:
Phone Number*:
Preferred Method of Contact*:
Preferred Hours of Contact:

Who is the complainant?

I am filing this complaint on behalf of:

On whose behalf are you filing?

Please provide the following information:

Relationship to Complainant*:

Please provide the following information for the person on whose behalf you are submitting:

First Name*:
Last Name*:
E-mail Address*:
Phone Number*:

Military Affiliation

Is the complainant a servicemember?

I am*:
Total Amount of Tuition Paid in the Last Academic Year:
Paid Out of Pocket:
Paid by Any Government Benefit:
Education Benefits Used*:
Branch*:
Preferred Contact/Rank:
Age*:
Education Center Name and Location*:

Common Questions

[What is Income Based Repayment and am I eligible?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[What is Income Based Repayment and am I eligible?](#)

[Do you and your loan servicer disagree about the balance or status of your loan?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[Search for More FAQs](#)

What Happened? [\[EDIT\]](#)

Where are you within the federal student aid process?

Which aspect of the federal student aid process led to your complaint?

What category is associated with your complaint?

What is your complaint about?

What led to your poor experience?

What website is your complaint about?

Which contact center is your complaint about?

What is the name of your federal student loan servicer?
Which collection agency has been contacting you?

What is the name of your school?

What browser were you using when you encountered your issue?

What is the name of the customer service representative with whom you were speaking?

Please provide any additional details about your complaint.

What do you think would be a fair outcome to your issue?

Would you like to hear back from us?

The information above is true to the best of my knowledge.

Submit

4.1.2 Page Content

English Text
[EDIT] link
The complainant is a service member.
The information above is true to the best of my knowledge.
[Submit]

4.1.3 Hover Help Text

N/A

4.1.4 Error Messaging

Validation Element	English Text
The information above is true to the best of my knowledge.	Please check to confirm the above information is true.

5 Confirmation

5.1 “Confirmation” Page: Authenticated

This Confirmation Page displays for an Authenticated Customer. The Authenticated Customer receives a case number and messaging about hearing back from the Department of Education in 2 business days upon submission. The messaging varies depending on the case type, as case types have different response procedures and case management functionality.

5.1.1 Screenshot



[Back to Feedback Home Page](#) >> [File a Complaint](#)

Thank you for submitting your complaint. If you opted to hear back from the U.S. Department of Education, we will do our best to respond within the next 15 days.

Your case number is XXXXXXXX. Please save the case number for your records. You can update or check the status of your complaint at any time via Case Management.

[Back to Feedback Home Page](#)

Common Questions

[What is Income Based Repayment and am I eligible?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[What is Income Based Repayment and am I eligible?](#)

[Do you and your loan servicer disagree about the balance or status of your loan?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[Search for More FAQs](#)

[Back to Feedback Home Page](#) >> Report Suspicious Activity

Thank you for submitting your suspicious activity report.

Your case number is XXXXXXX. Please save the case number for your records. You can update or check the status of your case at any time via Case Management.

[Back to Feedback Home Page](#)

[FOIA](#) | [Privacy](#) | [Notices](#) | [usa.gov](#) | [ed.gov](#) | [whitehouse.gov](#)

[Back to Feedback Home Page](#) >> Submit Positive Feedback

Thank you for submitting your positive feedback.

[Back to Feedback Home Page](#)

[FOIA](#) | [Privacy](#) | [Notices](#) | [usa.gov](#) | [ed.gov](#) | [whitehouse.gov](#)

Common Questions

[What is Income Based Repayment and am I eligible?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[What is Income Based Repayment and am I eligible?](#)

[Do you and your loan servicer disagree about the balance or status of your loan?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[Search for More FAQs](#)

Common Questions

[What is Income Based Repayment and am I eligible?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[What is Income Based Repayment and am I eligible?](#)

[Do you and your loan servicer disagree about the balance or status of your loan?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[Search for More FAQs](#)

5.1.2 Page Content

English Text

Thank you for submitting your complaint. If you opted to hear back from the U.S. Department of Education, we will do our best to respond within the next 15 days.

Your case number is XXXXXXXX. Please save the case number for your records. You can update or check the status of your complaint at any time via [Case Management](#).

Thank you for submitting your suspicious activity report.

Your case number is XXXXXXXX. Please save the case number for your records. You can update or check the status of your case at any time via [Case Management](#).

Thank you for submitting your positive feedback.

[Back to Provide Formal Feedback]

5.1.3 Hover Help Text

N/A

5.1.4 Error Messaging

N/A

5.2 “Confirmation” Page: Unauthenticated Identified

This Confirmation Page displays for an Unauthenticated Identified Customer. The Unauthenticated Identified Customer receives a case number and messaging about hearing back from FSA in 2 business days upon submission, but they are given no information about online case management. The messaging varies depending on the case type, as case types have different response procedures and case management functionality

5.2.1 Screenshot

[Back to Feedback Home Page](#) >> [File a Complaint](#)

Thank you for submitting your complaint. If you opted to hear back from the U.S. Department of Education, we will do our best to respond within the next 15 days.

Your case number is XXXXXXX. Please save the case number for your records.

[Back to Feedback Home Page](#)

[FOIA](#) | [Privacy](#) | [Notices](#) | [usa.gov](#) | [ed.gov](#) | [whitehouse.gov](#)

[Back to Feedback Home Page](#) >> [Report Suspicious Activity](#)

Thank you for submitting your suspicious activity report.

Your case number is XXXXXXX. Please save the case number for your records.

[Back to Provide Formal Feedback](#)

[FOIA](#) | [Privacy](#) | [Notices](#) | [usa.gov](#) | [ed.gov](#) | [whitehouse.gov](#)

Common Questions

[What is Income Based Repayment and am I eligible?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[What is Income Based Repayment and am I eligible?](#)

[Do you and your loan servicer disagree about the balance or status of your loan?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[Search for More FAQs](#)

Common Questions

[What is Income Based Repayment and am I eligible?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[What is Income Based Repayment and am I eligible?](#)

[Do you and your loan servicer disagree about the balance or status of your loan?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[Search for More FAQs](#)

[Back to Feedback Home Page](#) >> Submit Positive Feedback

Thank you for submitting your positive feedback.

[Back to Feedback Home Page](#)

[FOIA](#) | [Privacy](#) | [Notices](#) | [usa.gov](#) | [ed.gov](#) | [whitehouse.gov](#)

Common Questions

[What is Income Based Repayment and am I eligible?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[What is Income Based Repayment and am I eligible?](#)

[Do you and your loan servicer disagree about the balance or status of your loan?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[Search for More FAQs](#)

5.2.2 Page Content

English Text

Thank you for submitting your complaint. If you opted to hear back from the U.S. Department of Education, we will do our best to respond within the next 15 days.

Your case number is XXXXXXXX. Please save the case number for your records.

Thank you for submitting your suspicious activity report.

Your case number is XXXXXXXX. Please save the case number for your records.

Thank you for submitting your compliment.

[\[Back to Provide Formal Feedback\]](#)

5.2.3 Hover Help Text

N/A

5.2.4 Error Messaging

N/A

5.3 “Confirmation” Page: Unauthenticated Anonymous

This Confirmation Page displays for an Unauthenticated Anonymous Customer. The Unauthenticated Anonymous Customer does not receive a case number or messaging about hearing back from the Department of Education. The messaging varies depending on the case type, as case types have different response procedures and case management functionality

5.3.1 Screenshot



[Back to Feedback Home Page](#) >> [File a Complaint](#)

Thank you for submitting your complaint.

[Back to Feedback Home Page](#)

Common Questions

[What is Income Based Repayment and am I eligible?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[What is Income Based Repayment and am I eligible?](#)

[Do you and your loan servicer disagree about the balance or status of your loan?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[Search for More FAQs](#)

[Back to Feedback Home Page](#) >> Report Suspicious Activity

Thank you for submitting your suspicious activity report.

[Back to Feedback Home Page](#)

[FOIA](#) | [Privacy](#) | [Notices](#) | [usa.gov](#) | [ed.gov](#) | [whitehouse.gov](#)

[Back to Feedback Home Page](#) >> Submit Positive Feedback

Thank you for submitting your positive feedback.

[Back to Feedback Home Page](#)

[FOIA](#) | [Privacy](#) | [Notices](#) | [usa.gov](#) | [ed.gov](#) | [whitehouse.gov](#)

Common Questions

[What is Income Based Repayment and am I eligible?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[What is Income Based Repayment and am I eligible?](#)

[Do you and your loan servicer disagree about the balance or status of your loan?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[Search for More FAQs](#)

Common Questions

[What is Income Based Repayment and am I eligible?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[What is Income Based Repayment and am I eligible?](#)

[Do you and your loan servicer disagree about the balance or status of your loan?](#)

[What should I do if I'm having trouble making my loan payment?](#)

[Search for More FAQs](#)

5.3.2 Page Content

English Text
Thank you for submitting your complaint.
Thank you for submitting your suspicious activity report.
Thank you for submitting your compliment.
[Back to Provide Formal Feedback]

5.3.3 Hover Help Text

N/A

5.3.4 Error Messaging

N/A

6 My Cases

6.1 “My Cases” Page: Unauthenticated

This “My Cases” Page displays when an Unauthenticated Customer (Identified or Anonymous) goes to the “My Cases” page from the primary menu navigation. The Customer is prompted to log in in order to update or manage cases.

6.1.1 Screenshot

The screenshot shows the top navigation bar with 'ABOUT US' and 'ENGLISH | ESPAÑOL'. Below is the 'Federal Student Aid' logo and 'PROUD SPONSOR of the AMERICAN MIND®'. A primary menu contains 'Provide Feedback', 'My Cases', and 'FAQs'. The 'My Cases' section is active, displaying a 'Log In' button and a list of actions: 'view your case history', 'view case details', 'track your cases, or', and 'update your cases.' A link to 'Create an FSA ID' is provided for users without an FSA ID. The footer includes 'FOIA | Privacy | Notices | usa.gov | ed.gov | whitehouse.gov'.

6.1.2 Page Content

English Text
My Cases
Log in with your FSA ID if you would like to <ul style="list-style-type: none">• view your case history,• view case details,• track your cases, or• update your cases.
[Log In] Don't have an FSA ID? Create an FSA ID

6.1.3 Hover Help Text

N/A

6.1.4 Error Messaging

N/A

6.2 “My Cases” Page: Authenticated

An Authenticated Customer can see the Case History page which includes a table of previously submitted cases. A customer can access the details of a case by clicking on a Case Number listed in the table. Customers also are able to sort cases by each attribute in the table.

6.2.1 Screenshot

ABOUT US ENGLISH | ESPAÑOL LOG OUT



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Provide Feedback



My Cases



FAQs

My Cases

Case History							
Case Number <small>A Z</small>	Date Submitted <small>A Z</small>	Status <small>A Z</small>	Case Type <small>A Z</small>	Case Categorization <small>A Z</small>	Issue Type <small>A Z</small>	Complainant Name <small>A Z</small>	
00000001	10/12/2015	In Progress	Complaint	Loan Repayment -- Loan Fees	FSA Communication	John Doe	
00000002	10/13/2015	In Progress	Complaint	Credit Reporting -- Credit Reporting Accuracy	Customer Service Support	John Doe	
00000003	10/14/2015	Resolved	Complaint	Collection Agency -- Collection Fees	Website/Online Experience	Jane Doe	

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6.2.2 Page Content

English Text
My Cases
Case History
Case Number
Date Submitted
Status
Case Type
Case Categorization
Issue Type
Complainant Name

*For Possible Values of Case Types and Status refer to the Tables in Section 6.3

6.2.3 Hover Help Text

N/A

6.2.4 Error Messaging

N/A

6.3 “My Cases” Page: Pending Status

The “My Cases” Page for Pending Status will display when a Customer logs in with an FSA ID, but the status of their account is “Pending”.

6.3.1 Screenshot

[ABOUT US](#) [ENGLISH | ESPAÑOL](#) [LOG OUT](#)


Provide Feedback


My Cases


FAQs

My Cases

Your case history is not available because your identity is not yet confirmed by the Social Security Administration. Please note that if you recently created an FSA ID, it may take up to 3 days for your identity to be confirmed.

Case History

Case Number <small>A Z</small> <small>↓</small>	Date Submitted <small>A Z</small> <small>↓</small>	Status <small>A Z</small> <small>↓</small>	Case Type <small>A Z</small> <small>↓</small>	Case Categorization <small>A Z</small> <small>↓</small>	Issue Type <small>A Z</small> <small>↓</small>	Complainant Name <small>A Z</small> <small>↓</small>
You have no cases.						

6.3.2 Page Content

English Text
My Cases
Your case history is not available because your identity is not yet confirmed by the Social Security Administration. Please note that if you recently created an FSA ID, it may take up to 3 days for your identity to be confirmed.
Case History
Case Number, Date Submitted, Status, Case Type, Case Categorization, Issue Type, Complainant Name.
You have no cases.

6.3.3 Hover Help Text

N/A

6.3.4 Error Messaging

N/A

6.4 “Case Details” Page

An Authenticated Customer can see the details of a case and can provide an update to a case with an open status.

6.4.1 Screenshot

ABOUT US
ENGLISH | ESPAÑOL
LOG OUT



Provide Feedback



My Cases



FAQs

[My Cases](#) >> Case Details

Case Details

Case Information

Case Number	0000002
Date Submitted	10/13/2015
Status	In Progress
Case Type	Complaint
Case Categorization	Credit Reporting -- Credit Reporting Accuracy
Issue Type	Customer Service Support
Additional Description	My Servicer's Website is really hard to navigate, I need to contact them, but I can't find any contact information on their website.
Response Requested	Yes

My Contact Information

First Name	John
Last Name	Doe
E-mail	john.doe@email.com
Phone Number	(555) 555-5555
Preferred Method of Contact	Email
Preferred Hours of Contact	9am-5pm
Country of Residence	United States
State of Residence	NY
Relationship to Complainant	Spouse

Add Details to Your Case

Please note that you should add comments and supporting documentation to your case only when requested by a U.S. Department of Education service team member who is handling your case.

Add a comment to your case:

Upload supporting documentation:

Complainant Information

First Name	Jane
Last Name	Doe
E-mail	janedoe@email.com
Phone Number	(555) 555-5555
Preferred Method of Contact	Email

Associated Documentation

Date	File Name	Size
10/15/2015	IRS State Tax Form.doc	5MB

My Case Comments

Date	Content
10/15/2015	I am uploading my State Tax Form.
10/14/2015	Where can I go if I forgot my FSA password?
10/12/2015	How can I upload documentation?

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6.4.2 Page Content

English Text

Case Details

Case Information

Case Number
Date Submitted
Status
Case Type
Case Categorization
Issue Type
Additional Description
Response Requested

My Contact Information

First Name
Last Name
E-mail
Phone Number
Preferred Method of Contact
Country of Residence
State of Residence
Relationship to Complainant

Complainant Information

First Name
Last Name
E-mail
Phone Number
Preferred Method of Contact

Add Details to Your Case

Please note that you should add comments and supporting documentation to your case only when requested by a U.S. Department of Education service team member who is handling your case.

Add a comment to your case:

Upload supporting documentation: [Browse]

[Submit]

English Text
Associated Documentation You have not provided any additional information. <u>OR</u> Date, File Name, Size
My Case Comments Date, Content

6.4.3 Hover Help Text

N/A

6.4.4 Error Messaging

N/A

6.4.5 Table of Status Values

Please note this table only shows the Customer Facing Values that represent a case's status. For example, "In Progress" represents multiple case status values that will only be seen by the intake specialist.

English Text
In Progress
Update Received
Waiting for Customer
Resolved
Referred

6.4.6 Table of Case Type Values

Please note that Compliments do not show up in the Case History Table, as Case Management functionality does not support Compliments.

English Text
Complaint
Suspicious Activity

7 FAQs

7.1 “FAQs” Page

All Customers are able to perform a keyword search for FAQs on this page and see the most popular questions. However, only Authenticated Customers will have the ability to see “My Recently Viewed Answers”.

7.1.1 Screenshot

ABOUT US ENGLISH | ESPAÑOL LOG OUT

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Provide Feedback My Cases **FAQs**

Search FAQs

Search

Need Help?

Use the following resources for more general help regarding federal student aid:

Visit StudentAid.gov/FSAID for additional information regarding the FSA ID.

Contact the Federal Student Aid Information Center at 1-800-4-FED-AID for more information about the following:

- Completing the FAFSA
- Status of your FAFSA

See more [FAQs](#) regarding Federal Student Loans at StudentLoans.gov.

Contact your school's financial aid office directly for information about the following:

- Loan status
- Loan cancellation
- Loan disbursement amount and dates

FOIA | Privacy | Notices | usa.gov | ed.gov | whitehouse.gov

7.1.2 Page Content

English Text
Search for FAQs
[Search]
Popular Questions
My Recently Viewed Articles

7.1.3 Hover Help Text

N/A

7.1.4 Error Messaging

N/A

7.2 “Search Results” Page

All Customers are able to see the results of a keyword search on this page and see the most popular questions. However, only Authenticated Customers will have the ability to see “My Recently Viewed Answers”.

7.2.1 Screenshot

ABOUT US ENGLISH | ESPAÑOL LOG OUT

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the AMERICAN MIND®

Provide Feedback My Cases FAQs

[Search FAQs](#) >> Search Results

Repayment Search

Search Results

[What is Income Based Repayment and am I eligible?](#)
If your student loan debt is high relative to your income, you may qualify for the Income-Based Repayment Plan (IBR). Most major types of federal student loans—except for PLUS loans for parents and...

[What should I do if I'm having trouble making my loan payment?](#)
Contact your loan servicer as soon as possible. You may be able to change your repayment plan to one that will allow you to have a longer repayment period or to one that is based on your...

[Do you and your loan servicer disagree about the balance or status of your loan?](#)
Below are some steps you can take to resolve your loan dispute. You should first identify your loan problem, and then contact your loan servicer. Identify Your Loan Problem: Use the following list of...

[Loan Dispute - Identify your loan problem.](#)
Use the following list of common problems to help you identify exactly what type of problem you are having with your loan and what you should do to prepare to solve it. IF: You believe you've made...

[What is Income Based Repayment and am I eligible?](#)
If your student loan debt is high relative to your income, you may qualify for the Income-Based Repayment Plan (IBR). Most major types of federal student loans—except for PLUS loans for parents and...

[What should I do if I'm having trouble making my loan payment?](#)
Contact your loan servicer as soon as possible. You may be able to change your repayment plan to one that will allow you to have a longer repayment period or to one that is based on your...

[Do you and your loan servicer disagree about the balance or status of your loan?](#)
Below are some steps you can take to resolve your loan dispute. You should first identify your loan problem, and then contact your loan servicer. Identify Your Loan Problem: Use the following list of...

[Loan Dispute - Identify your loan problem.](#)
Use the following list of common problems to help you identify exactly what type of problem you are having with your loan and what you should do to prepare to solve it. IF: You believe you've made...

[What is Income Based Repayment and am I eligible?](#)
If your student loan debt is high relative to your income, you may qualify for the Income-Based Repayment Plan (IBR). Most major types of federal student loans—except for PLUS loans for parents and...

[What should I do if I'm having trouble making my loan payment?](#)
Contact your loan servicer as soon as possible. You may be able to change your repayment plan to one that will allow you to have a longer repayment period or to one that is based on your...

Need Help?

Use the following resources for more general help regarding federal student aid:

Visit StudentAid.gov/FSAID for additional information regarding the FSA ID.

Contact the Federal Student Aid Information Center at 1-800-4-FED-AID for more information about the following:

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- Status of your FAFSA

See more [FAQs](#) regarding Federal Student Loans at StudentLoans.gov.

Contact your school's financial aid office directly for information about the following:

- Loan status
- Loan cancellation
- Loan disbursement amount and dates

Page 1 Next >>

Popular Questions

- [What if I want to give permission for somebody else to act on my behalf?](#)
- [How can the Ombudsman Group help me?](#)
- [How do I get prepared before contacting FSA's Ombudsman Group?](#)
- [How do I contact the Ombudsman Group?](#)
- [How do I contact the Ombudsman Group?](#)

My Recently Viewed Articles

- [How do I contact the Ombudsman Group?](#)
- [What can I expect after I request assistance from the Ombudsman Group?](#)
- [Where can I get additional information?](#)
- [Where can I get additional information?](#)
- [Where can I get additional information?](#)

7.2.2 Page Content

English Text
[Search]
Search Results Page 1 [Next>>]
Popular Questions
My Recently Viewed Articles

7.2.3 Hover Help Text

N/A

7.2.4 Error Messaging

N/A

7.3 “Search Results” Page: No Results Found

All Customers are able to search for FAQs and see the most popular questions. However, only Authenticated Customers will have the ability to see “My Recently Viewed Answers”. This page shows the text that displays when the keyword search does not return any results.

7.3.1 Screenshot

ABOUT US ENGLISH | ESPAÑOL LOG OUT

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 Provide Feedback  My Cases  FAQs

Search FAQs

No results found.

Suggestions:

- Make sure all words are spelled correctly.
- Use different words that mean the same thing.

Popular Questions

- [What if I want to give permission for somebody else to act on my behalf?](#)
- [How can the Ombudsman Group help me?](#)
- [How do I get prepared before contacting FSA's Ombudsman Group?](#)
- [How do I contact the Ombudsman Group?](#)
- [How do I contact the Ombudsman Group?](#)

My Recently Viewed Articles

- [How do I contact the Ombudsman Group?](#)
- [What can I expect after I request assistance from Ombudsman?](#)
- [Where can I get additional information?](#)
- [Where can I get additional information?](#)
- [Where can I get additional information?](#)

Need Help?

Use the following resources for more general help regarding Federal Student Aid:

Contact the Federal Student Aid Information Center at 1-800-4-FED-AID for more information about:

- The FSA ID
- Status of your FAFSA

See more [FAQs](#) regarding Federal Student Loans at [StudentLoans.gov](#).

Contact your school's financial aid office directly for information about:

- Loan Status
- Loan Cancellation
- Loan Disbursement Amount and Dates

FOIA | Privacy | Notices | usa.gov | ed.gov | whitehouse.gov

7.3.2 Page Content

English Text
[Search]
No results found. Suggestions: <ul style="list-style-type: none">• Make sure all words are spelled correctly.• Use different words that mean the same thing.
Popular Questions
My Recently Viewed Articles

7.3.3 Hover Help Text

N/A

7.3.4 Error Messaging

N/A

7.4 “Article Details” Page

A drilldown on the title of any article in the knowledgebase leads the Customer to the “Article Details” Page. This page includes a tertiary menu navigation to the previous pages with the title of the article in the menu navigation.

7.4.1 Screenshot

The screenshot shows the top navigation bar with 'ABOUT US', 'ENGLISH | ESPAÑOL', and 'LOG OUT'. The main header features the 'Federal Student Aid' logo and the text 'PROUD SPONSOR of the AMERICAN MIND®'. Below the header is a tertiary menu with three items: 'Provide Feedback' (with a feedback icon), 'My Cases' (with a folder icon), and 'FAQs' (with a question mark icon and a downward arrow). The main content area displays the breadcrumb 'Search FAQs >> Search Results >> What is Income Based Repayment and am I eligible?' followed by the article title. The article text explains that if a student's loan debt is high relative to their income, they may qualify for the Income-Based Repayment Plan (IBR). It also notes that the loan servicer will determine eligibility for IBR. A 'Need Help?' sidebar on the right provides additional resources, including links to StudentAid.gov/FSAID, the Federal Student Aid Information Center (1-800-4-FED-AID), and instructions on how to contact a school's financial aid office. The footer contains links for FOIA, Privacy, Notices, usa.gov, ed.gov, and whitehouse.gov.

7.4.2 Page Content

English Text
{ Knowledge Article Title} { Knowledge Article Content}

7.4.3 Hover Help Text

N/A

7.4.4 Error Messaging

N/A

8 Master Items

8.1 Primary Menu Navigation

The Primary Menu Navigation is shown on the Provide Feedback Page, the Case Management Pages and the FAQ Pages. This allows the Customer to toggle between these pages.

8.1.1 Screenshot



8.1.2 Content

English Text
Provide Feedback
My Cases
FAQs

8.2 Secondary Menu Navigation

The Secondary Menu Navigation appears during the submission flow for a Complaint, Compliment and Suspicious Activity Report and allows the Customer to navigate to previous pages.

8.2.1 Screenshot



8.2.2 Content

English Text
Contact Information
What Happened?
Review and Submit

8.3 Tertiary Menu Navigation

8.3.1 Screenshot

[Provide Formal Feedback](#) >> File a Complaint

[My Cases](#) >> Case Details

[Search FAQs](#) >> [Search Results](#) >> What is Income Based Repayment and am I eligible?

8.3.2 Content

English Text
Back to Feedback Home Page
File a Complaint
Report Suspicious Activity
Submit a Compliment
My Cases
Case Details
Search FAQs
Search Results

8.4 Header

This header appears on all ECS pages. If the Customer is logged in, the “LOGOUT” link will appear in the header.

8.4.1 Screenshot



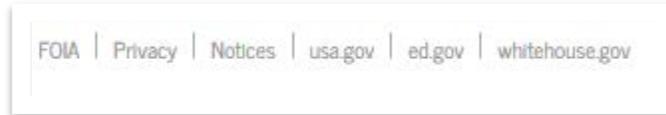
8.4.2 Content

English Text
ABOUT US
ENGLISH
ESPAÑOL
LOG OUT

8.5 Footer

This footer appears on all ECS pages.

8.5.1 Screenshot



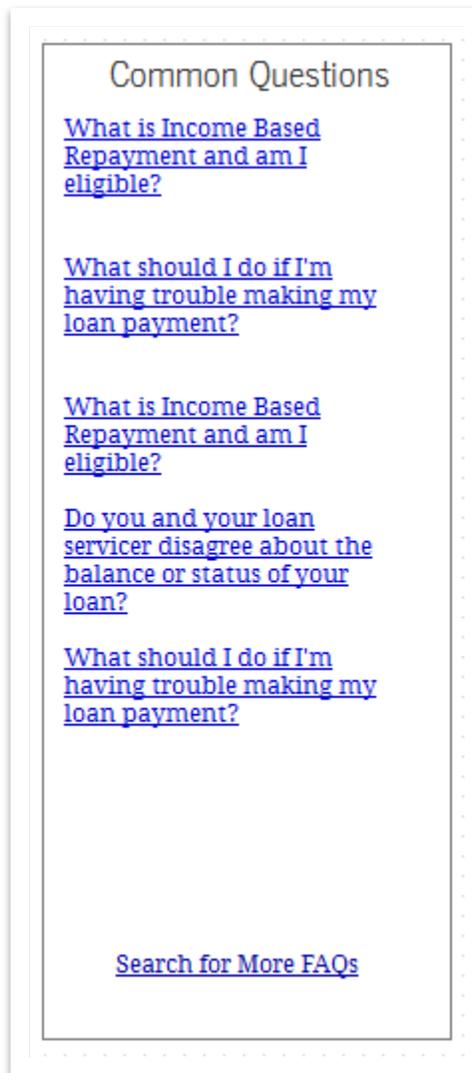
8.5.2 Content

English Text
FOIA
Privacy
Notices
usa.gov
ed.gov
whitehouse.gov

8.6 Common Questions Side Pane

The Common Questions Side Pane appears during the submission process for a Complaint, Suspicious Activity Report or Compliment. The articles listed are dynamically based on a Customer's answers to questions throughout the flow.

8.6.1 Screenshot



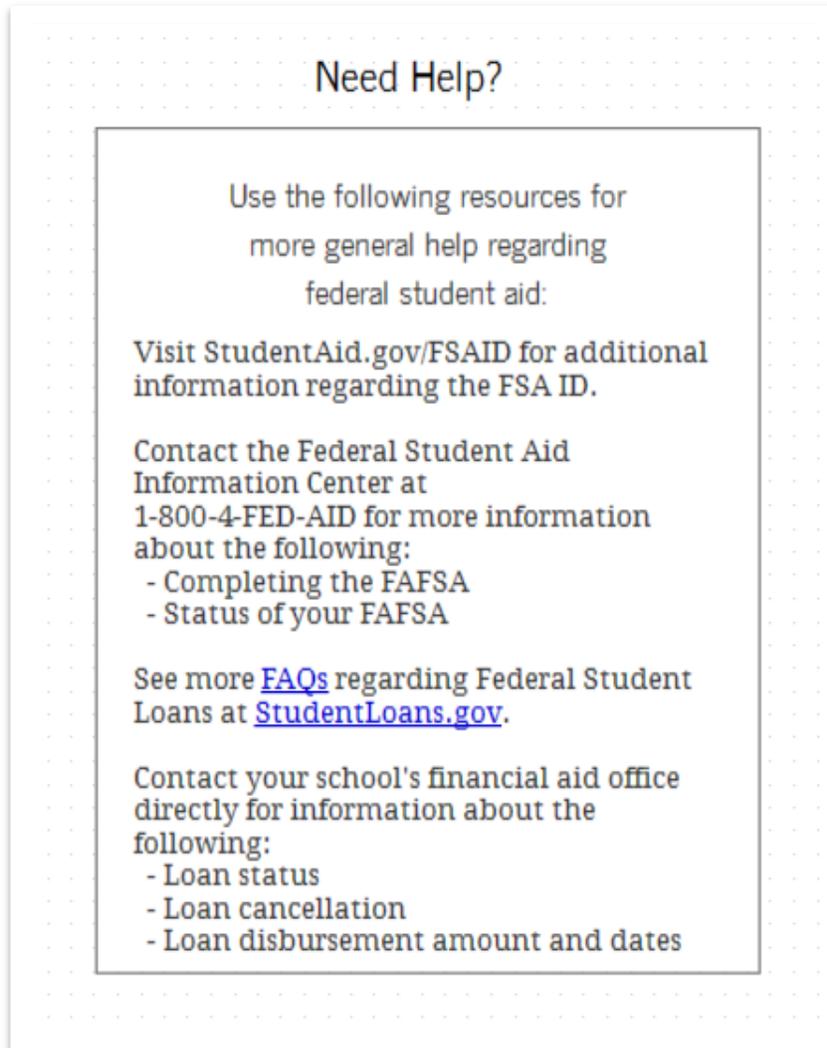
8.6.2 Content

English Text
Common Questions
Search for More FAQs

8.7 FAQ Need Help Side Pane

The FAQ Need Help side pane appears on the "FAQs" Page, "Search Results" Page, and "Article Details" Page.

8.7.1 Screenshot



Need Help?

Use the following resources for more general help regarding federal student aid:

Visit [StudentAid.gov/FSAID](https://studentaid.gov/FSAID) for additional information regarding the FSA ID.

Contact the Federal Student Aid Information Center at 1-800-4-FED-AID for more information about the following:

- Completing the FAFSA
- Status of your FAFSA

See more [FAQs](#) regarding Federal Student Loans at [StudentLoans.gov](https://studentloans.gov).

Contact your school's financial aid office directly for information about the following:

- Loan status
- Loan cancellation
- Loan disbursement amount and dates

8.7.2 Content

English Text

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