

11/15/2018

Landing Page for Unauthenticated Customer

ENGLISH | ESPAÑOL

LOG IN


Federal Student Aid

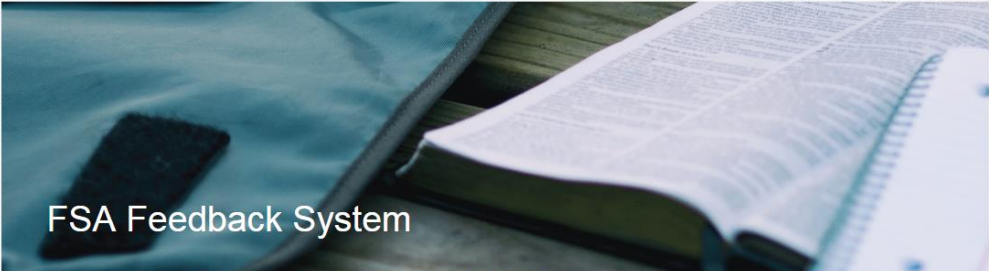
An OFFICE of the U.S. DEPARTMENT of EDUCATION

PROUD SPONSOR of
the AMERICAN MIND®

MENU

System Notification

 If you need help completing your FAFSA form, contact the Federal Student Aid Information Center at 1-800-433-3243 or online.



FSA Feedback System

FSA Feedback System

Welcome to the FSA Feedback System. Use this page to submit feedback, report an issue or complaint, send us a suggestion, provide us information about a suspicious activity or an alleged scam, dispute a resolution, or give us positive feedback about your federal financial aid experience.

Search Frequently Asked Questions...

Submit Feedback, Send a Suggestion, or Report an Issue

If you are dissatisfied with your experience in the federal student aid process, you can submit a complaint, send us a suggestion, or report a suspicious activity or an alleged scam on behalf of yourself or someone else. If you believe the resolution of a prior complaint was in error or you disagree, you can ask to file a dispute with the Federal Student Aid Ombudsman Group.

BEGIN

Do you have information about a school or person you think violated federal laws regarding federal student aid? Please let us know by submitting feedback. If you are a whistleblower®, please visit the Department of Education Office of the Inspector General (OIG).

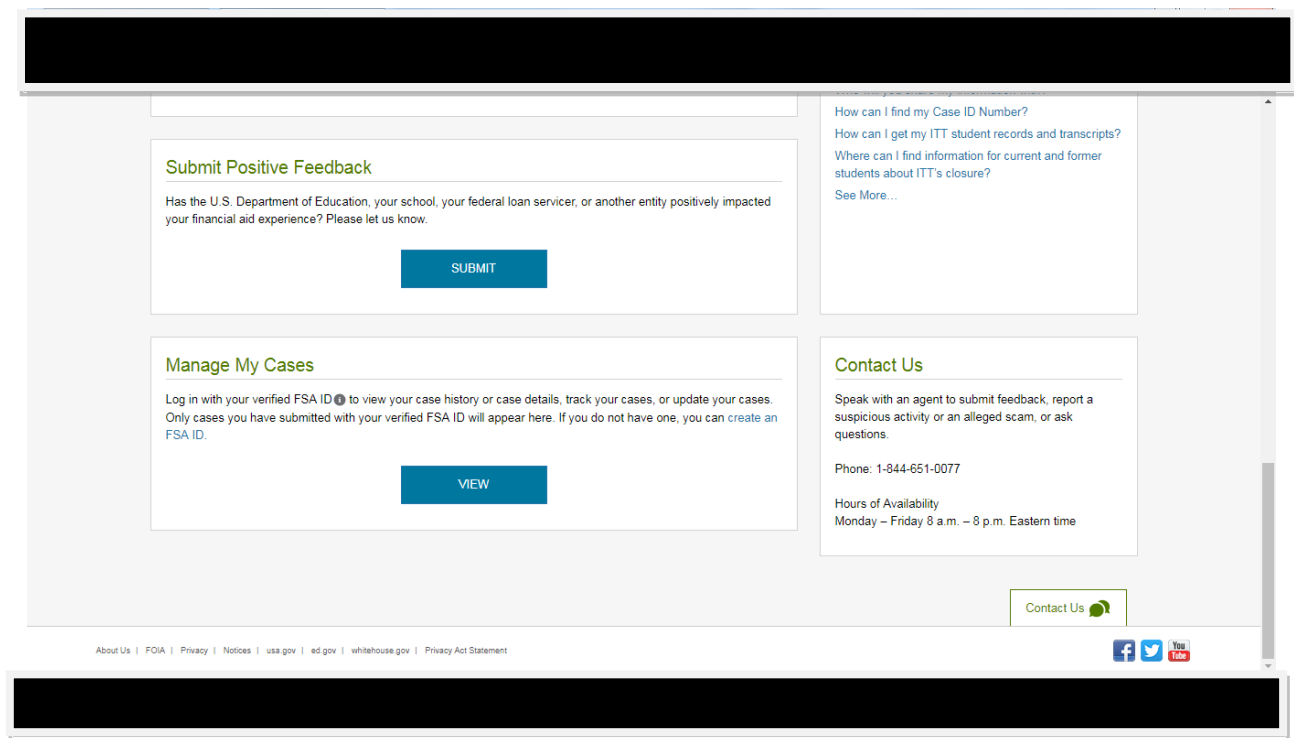
Additional Information

Resources

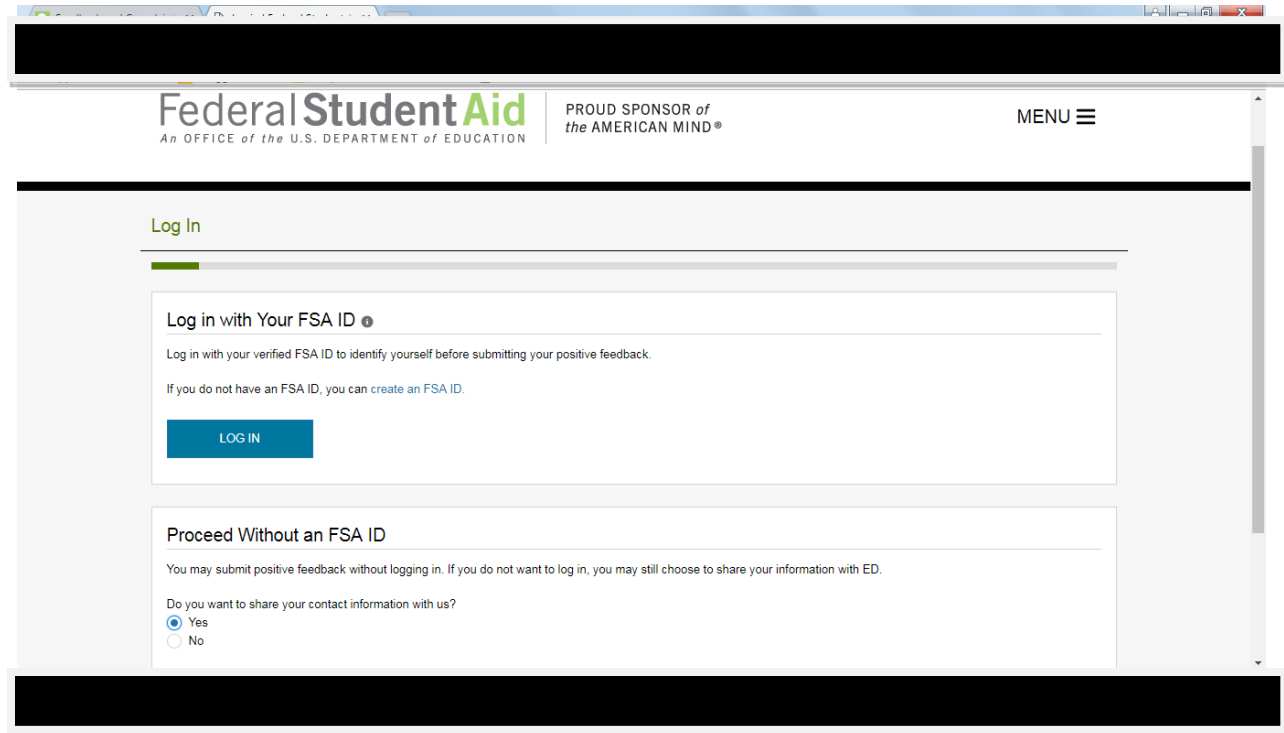
[Reset your FSA ID](#)
[Get help completing your FAFSA® form](#)
[View information regarding school closures](#)
[Complain about a privately issued loan](#)
[View common questions regarding federal student aid](#)

Frequently Asked Questions

[Who will you share my information with?](#)
[How can I find my Case ID Number?](#)
[How can I get my ITT student records and transcripts?](#)



Log in without an FSA ID



Select

State/Province of Residence

Select

* = required field

Military Information

*Are you ANY of the following:

- An active member of the U.S. military
- A veteran of the U.S. military
- A dependent of an active member or veteran of the U.S. military

☐ Yes

☐ No

* = required field

GO BACK

CONTINUE

Contact Us

About Us | FOIA | Privacy | Notices | usa.gov | ed.gov | whitehouse.gov | Privacy Act Statement

f

t

Y

mrsiowashington@gmail.com

United States

* State/Province of Residence

District of Columbia

* = required field

Military Information

*Are you ANY of the following:

- An active member of the U.S. military
- A veteran of the U.S. military
- A dependent of an active member or veteran of the U.S. military

☐ Yes

☒ No

* = required field

GO BACK

CONTINUE

Contact Us

About Us | FOIA | Privacy | Notices | usa.gov | ed.gov | whitehouse.gov | Privacy Act Statement

f

t

Y

SSN Not Entered

We encourage you to provide your Social Security number (SSN) before proceeding. We need this information to research your case in a timely manner. If we do not receive your SSN at this time, we may request it in the future. You may go back to add your SSN in the "Your Contact Information" section or continue without entering your SSN.

GO BACK

CONTINUE WITHOUT SSN

Your Case

ENGLISH | ESPAÑOL

LOG IN

Federal Student Aid

An OFFICE of the U.S. DEPARTMENT of EDUCATION

PROUD SPONSOR of
the AMERICAN MIND®

MENU ≡

Your Case

Select one of the following topics relating to your positive feedback.

My Collection Agency

Has your collection agency or a specific person at your collection agency positively impacted your federal student aid experience?

SELECT >

My Customer Service Experience

Have you had a positive experience with a customer service representative?

SELECT >

My School

Has your school or a specific person at your school positively impacted your federal student aid experience?

SELECT >

My Servicer

Has your loan servicer or a specific person at your servicer positively impacted your federal student aid experience?

SELECT >

My School

Has your school or a specific person at your school positively impacted your federal student aid experience?

SELECT >

My Servicer

Has your loan servicer or a specific person at your servicer positively impacted your federal student aid experience?

SELECT >

U.S. Department of Education Website, Application, or Service

Have you had a positive experience while using a U.S. Department of Education website, application, or service (e.g., the FAFSA® form, financial calculators on StudentLoans.gov, etc.)?

SELECT >

None of These Topics Apply to Me

Do none of the topics presented relate to your positive feedback? Select this option and provide additional details on the next page.

SELECT >

GO BACK

CONTINUE

Contact Us

f

t

Y

Facebook

Twitter

YouTube

About Us | FOIA | Privacy | Notices | usa.gov | ed.gov | whitehouse.gov | Privacy Act Statement

My Customer Experience

Select one of the following topics relating to your positive feedback.


My Collection Agency

Has your collection agency or a specific person at your collection agency positively impacted your federal student aid experience?

SELECT >

My Customer Service Experience

Have you had a positive experience with a customer service representative?



My School

Has your school or a specific person at your school positively impacted your federal student aid experience?

SELECT >

My Servicer

Has your loan servicer or a specific person at your servicer positively impacted your federal student aid experience?

SELECT >

U.S. Department of Education Website, Application, or Service

Have you had a positive experience while using a U.S. Department of Education

None of These Topics Apply to Me

Do none of the topics presented relate to your positive feedback? Select this option and provide additional details on the next page.

My Details

ENGLISH | ESPAÑOL

LOG IN

FederalStudentAid

An OFFICE of the U.S. DEPARTMENT of EDUCATION

PROUD SPONSOR of

the AMERICAN MIND®

MENU

Your Case

< My Customer Service Experience

My Details

* Please describe the positive feedback you have for the contact center below.

Enter your response...

Additional Information

Apps | Bookmarks | Suggested Sites | Imported From IE | OCTS | nslds

Additional Information

*What is the name of the customer contact center you would like to compliment?

Select

Upload Documents

Attach a document related to your case.

Upload Files

Or drop files

GO BACK

CONTINUE

Contact Us

f

t

Y

About Us | FOIA | Privacy | Notices | usa.gov | ed.gov | whitehouse.gov | Privacy Act Statement

ENGLISH | ESPAÑOL

LOG IN

Federal Student Aid

PROUD SPONSOR of
the AMERICAN MIND®

MENU

Your Case

Your Contact Information

First Name:

Last Name:

Email:

Phone Number:

Military Affiliation (Yes/No):

No

The screenshot shows the Federal Student Aid website. At the top, there is a navigation bar with links for "Apps", "Bookmarks", "Suggested Sites", "Imported From IE", "OCTS", and "nslds". Below this is a language selector for "ENGLISH | ESPAÑOL" and a "LOG IN" button. The main header features the "Federal Student Aid" logo, the text "An OFFICE of the U.S. DEPARTMENT of EDUCATION", and the tagline "PROUD SPONSOR of the AMERICAN MIND®". A "MENU" button with a hamburger icon is also present.

The main content area is titled "Your Case" and contains a confirmation message: "Your case has been submitted!" followed by "Thank you for submitting your positive feedback." Below this message is a blue button labeled "HOME".

At the bottom right, there is a "Contact Us" button with a speech bubble icon. The footer contains a row of links: "About Us", "FOIA", "Privacy", "Notices", "usa.gov", "ed.gov", "whitehouse.gov", and "Privacy Act Statement". Social media icons for Facebook, Twitter, and YouTube are also visible in the bottom right corner.