

11/15/2018

Landing Page – Entry to FSA Feedback System for Authenticated Customer


The screenshot shows a web browser window displaying the FSA Feedback System landing page. At the top, there is a "System Notification" box with a warning icon and the text: "If you need help completing your FAFSA form, contact the Federal Student Aid Information Center at 1-800-433-3243 or online." Below this is a large banner image featuring a smartphone, a pen, and an open book. The banner text reads: "FSA Feedback System" followed by "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." At the bottom of the banner is a search bar with the placeholder text "Search Frequently Asked Questions..." and a magnifying glass icon.

Landing page for all options

The screenshot shows a web browser window displaying the FSA Feedback System landing page for all options. The page is divided into several sections:

- Submit Feedback, Send a Suggestion, or Report an Issue:** This section contains a paragraph explaining the purpose of the page and a blue "BEGIN" button. Below the button is a question: "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)." with a small icon.
- Submit Positive Feedback:** This section contains a paragraph asking if the user's financial aid experience was positively impacted and a blue "SUBMIT" button.
- Additional Information:** This section includes a "Resources" sub-section with links for "Reset your FSA ID", "Get help completing your FAFSA® form", "View information regarding school closures", "Complain about a privately issued loan", and "View common questions regarding federal student aid". It also includes a "Frequently Asked Questions" sub-section with links for "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?", "Where can I find information for current and former students about ITT's closure?", and "See More..."
- Manage My Cases:** This section contains a paragraph: "Log in with your verified FSA ID to view your case history or case details, track your cases, or update your cases."
- Contact Us:** This section contains a paragraph: "Speak with an agent to submit feedback, report a..."

Submit Feedback, Send a Suggestion, or Report an Issue



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MENU

Log In

Log in with Your FSA ID

If you log in using your verified FSA ID, we'll use information stored on your FSA ID to review your federal student aid history, do the research we need, reach a resolution, determine next steps as quickly as possible, and follow-up with you.

If you do not have an FSA ID, you can create an FSA ID.

[LOG IN](#)

Proceed Without an FSA ID

You may submit feedback without logging in; however, most cases require ED to review your federal student aid history and it may take longer for us to research your case. We recommend logging in with your FSA ID so that we can review your federal student aid history and determine next steps as quickly as possible. If you do not want to log in with your FSA ID, you may still choose to submit feedback and share your contact information with us so we can communicate with you. If you choose not to share any of your information, you will not hear back from ED, we will not be able to communicate with you to gather more information, and your case will be used for our records.

Do you want to share your contact information with us and be contacted about your case?


Yes

No

[PROCEED WITHOUT AN FSA ID](#)

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Submit Positive Feedback

ENGLISH | ESPAÑOL

LOG IN

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Log In

Log in with Your FSA ID ●

Log in with your verified FSA ID to identify yourself before submitting your positive feedback.

If you do not have an FSA ID, you can [create an FSA ID](#).

LOG IN

Proceed Without an FSA ID

You may submit positive feedback without logging in. If you do not want to log in, you may still choose to share your information with ED.

Do you want to share your contact information with us?

Yes

No

LOG IN

Manage my cases

ENGLISH | ESPAÑOL

LOG IN

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Log in




Log in with Your FSA ID ●

Log in with your verified FSA ID to view your case history or case details, track your cases, or update your cases. If you do not have one, you can [create an FSA ID](#).

LOG IN

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Log In with an FSA ID

English | Español | Help

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Log In

Enter your username and password and select LOG IN if you already have an FSA ID. If you do not have an FSA ID, select the Create An FSA ID tab.

Log in to ECS | Create an FSA ID | Manage My FSA ID

Please enter your:

Username (or Verified E-mail Address) ? [Forgot My Username](#)

Password ? [Forgot My Password](#)

LOG IN TO ECS

RETURN TO ECS

This is a U.S. Federal Government owned computer system, for the use by authorized users only. Unauthorized access includes, but is not limited to: any access by an employee or agent of a commercial entity, or other third party, who is not the individual authorized user, for purposes of commercial advantage or private financial gain (regardless of whether that commercial entity or third party is providing a service to an authorized user of the system); and any access in furtherance of any criminal or tortious act in violation of the Constitution or laws of the United States or of any State. Unauthorized access violates Title 18, U.S. Code Section 1030 and other applicable statutes. Violations are punishable by civil and criminal penalties. Use of this system implies consent to have all activities on this system monitored and recorded, which can be provided as evidence to law enforcement officials.

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Warning page

English | Español Help **CANCEL**

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Warning

You are accessing a U.S. Federal Government computer system intended to be solely accessed by individual users expressly authorized to access the system by the U.S. Department of Education. Usage may be monitored, recorded, and/or subject to audit. For security purposes and in order to ensure that the system remains available to all expressly authorized users, the U.S. Department of Education monitors the system to identify unauthorized users. Anyone using this system expressly consents to such monitoring and recording. Unauthorized use of this information system is prohibited and subject to criminal and civil penalties. Except as expressly authorized by the U.S. Department of Education, unauthorized attempts to access, obtain, upload, modify, change, and/or delete information on this system are strictly prohibited and are subject to criminal prosecution under 18 U.S.C § 1030, and other applicable statutes, which may result in fines and imprisonment. For purposes of this system, unauthorized access includes, but is not limited to:

Any access by an employee or agent of a commercial entity, or other third party, who is not the individual user, for purposes of commercial advantage or private financial gain (regardless of whether the commercial entity or third party is providing a service to an authorized user of the system); and

Any access in furtherance of any criminal or tortious act in violation of the Constitution or laws of the United States or any State.

Warning page (continued)

You are accessing a U.S. Federal Government computer system intended to be solely accessed by individual users expressly authorized to access the system by the U.S. Department of Education. Usage may be monitored, recorded, and/or subject to audit. For security purposes and in order to ensure that the system remains available to all expressly authorized users, the U.S. Department of Education monitors the system to identify unauthorized users. Anyone using this system expressly consents to such monitoring and recording. Unauthorized use of this information system is prohibited and subject to criminal and civil penalties. Except as expressly authorized by the U.S. Department of Education, unauthorized attempts to access, obtain, upload, modify, change, and/or delete information on this system are strictly prohibited and are subject to criminal prosecution under 18 U.S.C § 1030, and other applicable statutes, which may result in fines and imprisonment. For purposes of this system, unauthorized access includes, but is not limited to:

Any access by an employee or agent of a commercial entity, or other third party, who is not the individual user, for purposes of commercial advantage or private financial gain (regardless of whether the commercial entity or third party is providing a service to an authorized user of the system); and

Any access in furtherance of any criminal or tortious act in violation of the Constitution or laws of the United States or any State.

If system monitoring reveals information indicating possible criminal activity, such evidence may be provided to law enforcement personnel.

DECLINE **ACCEPT**

RETURN TO ECS

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Contact Information Page

The screenshot shows a web browser window displaying the 'Contact Information' page of the Federal Student Aid portal. The page features a dark header with 'ENGLISH | ESPAÑOL' on the left and 'LOG OUT' on the right. The main header includes the 'Federal Student Aid' logo, the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION', and the slogan 'PROUD SPONSOR of the AMERICAN MIND®'. A 'MENU' icon is located in the top right corner. The main content area is titled 'Contact Information' and contains a form with the following elements:

- A heading: **Complainant** with a dropdown arrow.
- A question: 'On whose behalf are you submitting this feedback?'
- Two radio button options: 'MYSELF' and 'SOMEONE ELSE'.
- Navigation buttons: 'GO BACK' and 'CONTINUE'.
- A 'Contact Us' link with a speech bubble icon in the bottom right corner.

Help Text: Your Contact Information

Contact Information

Please complete the following contact information.

Complainant

I am submitting this case on behalf of someone else. [Change](#)

Because you logged in using your FSA ID, your first and last name, email address, and phone number have been filled in for you. To change this information, please update your FSA ID account.

Your Contact Information

* First Name	<input type="text"/>	Primary Phone Number ¹	<input type="text"/>	ext.
Middle Name	<input type="text"/>	Additional Phone Number	<input type="text"/>	ext.
* Last Name	<input type="text"/>	Street Address	<input type="text"/>	
* Preferred Method of Contact	<input type="text"/>			

Help Text: Who is the Complainant

ENGLISH | ESPAÑOL

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MENU

Contact Information

Please complete the following contact information.

Complainant

The complainant is the person on whose behalf you are filing a case. If you are filing on behalf of yourself, then you are the complainant. If you are filing on behalf of someone else, then that person is the complainant.

On whose behalf are you submitting this feedback?

MYSELF | SOMEONE ELSE

GO BACK | CONTINUE

Contact Us

Help Text: Complainant Military Information

Washington

Social Security Number (SSN)

Please indicate whether the complainant is affiliated with the military. 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.

Complainant Military Information

*Is the complainant 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

GO BACK CONTINUE

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SSN Not entered

Washington

Social Security Number (SSN) Show SSN

Complainant Military Information

*Is the complainant 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

SSN Not Entered

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

GO BACK CONTINUE WITHOUT SSN

GO BACK CONTINUE

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Your Case

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Your Case

Get help with one of the following topics:

Applying for Aid (FAFSA® Form) or My FSA ID

This would include feedback about your experience using the FAFSA® form or creating or using the FSA ID.

[SELECT >](#)

Receiving My Aid

This would include feedback about aid eligibility (including military and veteran benefits), receiving your federal aid at the school where you are enrolled (including issues getting your money due to delays, incorrect information, or a school closure), or concerns relating to the quality of education.

Your Case (continued)

Receiving My Aid

This would include feedback about aid eligibility (including military and veteran benefits), receiving your federal aid at the school where you are enrolled (including issues getting your money due to delays, incorrect information, or a school closure), or concerns relating to the quality of education.

[SELECT >](#)

Repaying My Aid

This would include feedback about your experience repaying federal aid (including loan consolidation or making repayment arrangements), and details about your loans or grants that are with a servicer or private collection agency. This topic also includes loan forgiveness, cancellation, and discharge.

[SELECT >](#)

[GO BACK](#) [CONTINUE](#)

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Repaying my aid


Receiving My Aid

This would include feedback about aid eligibility (including military and veteran benefits), receiving your federal aid at the school where you are enrolled (including issues getting your money due to delays, incorrect information, or a school closure), or concerns relating to the quality of education.


[SELECT >](#)

Repaying My Aid

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[GO BACK](#) [CONTINUE](#)

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Your Case

Select one of the following topics that best describes your feedback.

[< Repaying My Aid](#)

Dealing with My Collection Agency

Dealing with My Collection Agency includes feedback or issues about abusive, unfair, or deceptive practices performed on behalf of your collection agency.

[SELECT >](#)

Dealing with My Servicer

Dealing with My Servicer includes feedback or issues about the communication or support you are receiving or attempting to receive from your loan servicer.

[SELECT >](#)

Details About My Loan or Grant Account

Discharging, Cancelling, or Forgiving My Loans



SELECT >

SELECT >

Details About My Loan or Grant Account

Details About My Loan or Grant Account includes feedback about the accuracy or legitimacy of the information associated with your loan or grant account.

SELECT >

Discharging, Cancelling, or Forgiving My Loans

Discharging, Canceling, or Forgiving My Loans includes feedback or issues regarding the discharge, cancellation, or forgiveness of your obligation to repay all or a portion of the remaining principal and interest owed on a federal student loan.

SELECT >

My Military and Veterans Benefits

My Military and Veterans Benefits include feedback about how your military or veterans benefits (e.g., repayment plans, Servicemembers Civil Relief Act interest rate limitations, etc.) are being administered by your loan servicer.

SELECT >

Trouble Repaying My Loans or Grants

Trouble Repaying My Loans or Grants includes feedback about aspects of the loan or grant repayment process that make it difficult for you to make your payments (e.g., loan consolidation, income-driven repayment plans, etc.).

SELECT >

Website or Online Experience

Website or Online Experience includes feedback about confusing navigation of a Federal Student Aid website or unexpected errors received while browsing or

None of These Topics Apply to Me

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



My Military and Veterans Benefits

My Military and Veterans Benefits include feedback about how your military or veterans benefits (e.g., repayment plans, Servicemembers Civil Relief Act interest rate limitations, etc.) are being administered by your loan servicer.

SELECT >

Trouble Repaying My Loans or Grants

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SELECT >

Website or Online Experience

Website or Online Experience includes feedback about confusing navigation of a Federal Student Aid website or unexpected errors received while browsing or completing a form.

SELECT >

None of These Topics Apply to Me

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

SELECT >

GO BACK

CONTINUE

Contact Us



Dealing with my servicer

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Your Case

Select one of the following topics that best describes your feedback.

[← Repaying My Aid](#)


Dealing with My Collection Agency

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[SELECT >](#)

Dealing with My Servicer

Dealing with My Servicer includes feedback or issues about the communication or support you are receiving or attempting to receive from your loan servicer.



Details About My Loan or Grant Account

Discharging, Cancelling, or Forgiving My Loans

[Details About My Loan or Grant Account](#)

Details About My Loan or Grant Account includes feedback about the accuracy or legitimacy of the information associated with your loan or grant account.

[SELECT >](#)

[Discharging, Cancelling, or Forgiving My Loans](#)

Discharging, Cancelling, or Forgiving My Loans includes feedback or issues regarding the discharge, cancellation, or forgiveness of your obligation to repay all or a portion of the remaining principal and interest owed on a federal student loan.

[SELECT >](#)

[My Military and Veterans Benefits](#)

My Military and Veterans Benefits include feedback about how your military or veterans benefits (e.g., repayment plans, Servicemembers Civil Relief Act interest rate limitations, etc.) are being administered by your loan servicer.

[SELECT >](#)

[Trouble Repaying My Loans or Grants](#)

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[SELECT >](#)

[Website or Online Experience](#)

Website or Online Experience includes feedback about confusing navigation of a Federal Student Aid website or unexpected errors received while browsing or completing a form.

[SELECT >](#)

[None of These Topics Apply to Me](#)

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

[SELECT >](#)

1 Related Frequently Asked Questions

The following articles are related to your selection:

[What is a Customer Contact Center and how do I know which one I should contact?](#)

Customer Contact Centers, also known as Customer Service Centers, are resources that students and schools can reach out to with questions regarding any of the services the U.S. Department of Education (ED) supports, which includes applying for and receiving fed...

[When should I categorize my feedback, suggestion, or issue as Repaying my Aid?](#)

You should select the Repaying My Aid topic when your feedback, suggestion, or issue relates to loan payment arrangements, loan consolidation, or details about your loans or grants that are with a servicer, guaranty agency, or private collection agency.

...

[What is Federal Aid Repayment?](#)

Federal Aid Repayment is the amount of money that the borrower will payback, periodically, to the loan distributor. There are several factors involved that will affect the amount that the borrower will pay back in increments including the type of loan, amount o...

[How can I enroll in a rehabilitation program to get my loans out of default?](#)

To enroll in loan rehabilitation you must first contact your loan holder and ensure you are eligible to do so. Within 15 days of the determination of your reasonable and affordable payment amount, you will receive a written rehabilitation agreement. If you choo...

[Can I change my servicer?](#)

[When should I categorize my feedback, suggestion, or issue as Repaying my Aid?](#)

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...

[What is Federal Aid Repayment?](#)

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[How can I enroll in a rehabilitation program to get my loans out of default?](#)

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[Can I change my servicer?](#)

The only way for borrowers to change their servicer through the Loan Consolidation process, if that option is available. However, if you feel that your current loan servicer has done something especially egregious, you may submit a complaint to the Department of Educat...

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Your case: Details

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Your Case

[← Repaying My Aid - Dealing with My Servicer](#)

My Details

* Please describe the issue you have repaying your loans or grants.

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

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

Additional Information

* What is the name of your servicer?

* Have you contacted your servicer regarding this issue?

Yes
 No

* Have you reached out to the U.S. Department of Education or your guaranty agency regarding this issue?

Yes
 No

* Have you worked with another entity, such as a student loan debt relief company (also known as a third-party debt relief company), regarding this issue?

Yes
 No

*** Have you reached out to the U.S. Department of Education or your guaranty agency regarding this issue?**

Yes

No

*** Have you worked with another entity, such as a student loan debt relief company (also known as a third-party debt relief company), regarding this issue?**

Yes

No

Upload Documents 🗕

Attach a document related to your case.

Upload Files
Or drop files

* = required field

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Your Case: Edit Contact Information

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Your Case

Your Contact Information [Edit](#)

First Name:

Last Name:

Email:

Phone Number:

[Complainant's Contact Information](#) [Edit](#)



Complainant's Contact Information [Edit](#)

First Name:

Last Name:

Email:

Phone Number:

Military Affiliation (Yes/No): No

Your Case Topics [Edit](#)

Case Category: Repaying My Aid

Case Subcategory: Dealing with My Servicer

Your Case Details [Edit](#)

Please describe the issue you have repaying your loans or grants.

I am currently not working

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



Submit case

What do you think would be a fair outcome to your issue?
Would like to defer my payments

Have you contacted your servicer regarding this issue?
Yes

Have you reached out to the U.S. Department of Education or your guaranty agency regarding this issue?
No

Have you worked with another entity, such as a student loan debt relief company (also known as a third-party debt relief company), regarding this issue?
No

What is the name of your servicer?
Navient

Uploaded Document(s):

I certify that the above information is true to the best of my knowledge.

[GO BACK](#) [SUBMIT](#)

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Case has been submitted – Received Case

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Your Case

Your case has been submitted! Your case number is [REDACTED]

Thank you for submitting your feedback. We will respond and acknowledge receipt of your feedback within the next 15 days.

Save the case number for your records. You can update or check the status of your case at any time via [Manage My Cases](#).

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