

SENIORS

Review of
the
application
process

October 10, 2022

6:00 pm

Paula McKinnon

Retired College Counselor

Tonight's agenda

- Building the List
- CUNY Application, Special Programs and Macaulay Honors Program
- SUNY Application
- Fee Waivers
- Opportunity Programs in NY State
- Private Schools/Out of State Schools
- Deadlines for Scholarships and Special Programs
- Common Application
- Types of Admission
- Reflecting on your list – looking at data
- Letters of Recommendation
- Test Scores
- Demonstrated Interest
- Importance of Essay
- Brief Overview of Financial Aid

Building your list

Students should aim to create a list of colleges that are financial, academic, and social fits.

To ensure financial balance, most lists have CUNYs, SUNYs, private, and/or out of state public colleges to represent a variety of price points.

Furthermore, students should tailor their lists based on eligibility for need versus merit-based aid (more on this later tonight).

Now we'll explore each of the application types.

Applying to CUNY...



The City
University
of
New York

- You can apply for general admission or admission to the Macaulay Honors program.
- Eligible for free/reduced lunch? You can apply for free using a CUNY fee waiver.
- If not, applying for up to 6 colleges will cost \$65 total.
- Use CUNY's Portal for your application process – it will ensure timely receipt of your application materials.
- Make sure to correctly enter your OSIS number, as this is how your transcript will be sent.

CUNY continued...



- Other special programs in the CUNY system include Sophie Davis (CCNY), the BA/MD program at Brooklyn College, the Grove School of Engineering (CCNY), and the Spitzer Architecture Program (CCNY).
- Note – these programs may require additional application materials, including letters of recommendation and/or supplemental essays. They may also have earlier deadlines.
- Ensure you list all CUNY campuses in the “Colleges I’m Applying To” list in Naviance.

CUNY continues

MACAULAY HONORS COLLEGE

Academic benefits

- Each four-year CUNY college has a Macaulay Honors program (e.g. Macaulay at Hunter).
- You will have access to the same majors and minors as students in the general admissions pool at that college.
- Furthermore, you will have access to smaller honors level courses and priority course registration.

Financial benefits

- All Macaulay Honors students are awarded a full tuition scholarship for all four years - this is a merit-based scholarship.
- Macaulay Honors students also receive laptops and have access to special grant funding that can be used for study abroad or other opportunities.
- Some Macaulay programs have other perks, like student housing.

This year's Macaulay Honors application deadline is **November 16th at 6:00PM** – for more information, see <https://macaulay.cuny.edu/>

CUNY continued...

- Make sure to reference the CUNY Admissions Profile when selecting your CUNYs:
- <https://www.cuny.edu/admissions/undergraduate/apply/academic-profiles/#freshmanprofile>
- Also, be sure to use CUNY's major search tool to identify campuses with your intended major(s):
- <https://www.cuny.edu/admissions/undergraduate/explore/programs/>

Freshman Profile 2022

CUNY College Admission Profile: Freshman Fall 2022

Four-Year Colleges	General Admission High School Average ¹	SEEK/College Discovery High School Average ²
Baruch College	93.0	84.7
Brooklyn College	91.1	86.3
The City College of New York	89.3	80.9

Explore Academic Programs

College Name Key

Search:

College

All

Degree Program

All

College	Degree Program	Degree Type
Brooklyn College	Chemistry	BA

- The SUNY system is our in-state public university system.
- Similar to your CUNY search process, utilize SUNY's admissions profile and major search tools to identify appropriate campuses.
- Apply to your SUNYs on the Common App – it will streamline your application process.
- Ensure you list all campuses in the “Colleges I’m Applying To” list in Naviance.
- Eligible for free/reduced price lunch? You can apply to up to 7 SUNY campuses using a fee waiver.
- Otherwise, \$50 app fee per campus.



SUNY continued...

If applying to FIT, ensure you complete your application on the SUNY portal. Your materials will be sent via Naviance.

- Make sure to reference the SUNY Admissions Profile when selecting your SUNYs:
- https://www.suny.edu/media/suny/content-assets/documents/summary-sheets/Admissions_qf_stateop.pdf
- Also, be sure to use SUNY's major search tool to identify campuses with your intended major(s):
- <https://www.suny.edu/attend/find-a-suny-program/undergraduate/>



ADMISSIONS INFORMATION SUMMARY - 2022

For more information call our toll-free number at 800-342-3811 or visit us c

Campus Name (by campus type)	Undergraduate Enrollment	2020 SAT Scores** (combined) <i>Scores reflect middle 50%</i>	2020 ACT Scores (composite) GPA	H.S. GPA	Early Decision (ED) or Early Action (EA)	Early Admission	EOP Program	English Language Options	Jo
University Centers and Doctoral Degree Granting Institutions									
Albany	12,654	1130-1300	23-29	90-96	EA	Yes	Yes	Yes	Yi
Binghamton	14,307	1300-1450	29-33	93-98	EA	Yes	Yes	Yes	Yi
University at Buffalo***+	21,469	1150-1330	24-30	92-97	EA	Yes	Yes	Yes	Yi
Stony Brook***+	17,977	1250-1340	27-33	92-97	No	No	Yes	Yes	Yi
SUNY Polytechnic Institute	2,200	1130-1300	26-32	89-93	EA	No	Yes	No	Yi
NYS Ceramics at Alfred University	423	1000-1160	20-27	83-92	EA	Yes	Yes	No	N
College of Optometry	Graduate and Professional Degrees Only				No	No	No	No	Yi
Cornell University									

FIND YOUR MAJOR

Find Your Major

Select Degree Level ▾ Select Campus ▾

— Biochemistry

Binghamton University

Degree Level: Bachelor's

The College at Brockport

Degree Level: Bachelor's

NY State opportunity programs

EOP Economic Eligibility Guidelines 2022-23

Household Size (including head of household)	Total Annual Income
1	\$23,828
2	\$32,227
3	\$40,626
4	\$49,025
5	\$57,424
6	\$65,823
7	\$74,222
8	\$82,621*

*For families/households with more than 8 persons, add \$8,399 for each additional person.

- You may notice CUNYs and SUNYs list admissions stats for programs called SEEK (CUNY) and EOP (SUNY).
- These are part of the New York State Educational Opportunity Program. Many private colleges in New York State have them, too – abbreviated HEOP.
- Students must qualify financially **and** academically for these programs.
- Provides support to economically disadvantaged students who show promise for succeeding in college but who may not have otherwise been offered admission.
- Talk to your college counselor for more information on these programs!

Private
colleges and
out of state
public colleges

Syracuse University

Private NY State Colleges

Wesleyan University

Private Out of State Colleges

Rutgers University

Out of State Public Colleges

McGill University

International Institutions

Many of these institutions allow you to apply via the Common Application. All colleges must be added to the “Colleges I’m Applying To” list in Naviance.

Private and out of state colleges

- Remember to use net price calculators to estimate financial aid awards.
- Some private colleges provide exclusively need-based aid, while others may offer merit aid.
- Resource for colleges meeting full need:
 - <https://blog.prepscholar.com/colleges-that-offer-complete-financial-aid>
 - <https://www.bths.edu/ourpages/auto/2019/6/20/49504630/Colleges%20and%20Universities%20with%20Loan%20Limit%20Policies.pdf>
- You can also check “Meets 100% Need” in Naviance SuperMatch tool.
- Resource for colleges providing merit aid:
 - https://www.bths.edu/m/pages/index.jsp?uREC_ID=390452&type=d&termREC_ID=&pREC_ID=731638
- More on this later tonight!

Common application

- A universal college application platform – use this for all your schools except CUNY.
- You must start your Common Application now, if you haven't already: commonapp.org.
- Add your colleges here – this will then populate the writing section with the supplements for that school.
- When you submit an application, you will be required to pay the school's application fee.
- If eligible for free/reduced price lunch, you should be able to request a fee waiver.

Fee waiver f.a.q.

Complete your lunch form ASAP at applyforlunch.com.

- If eligible for free or reduced price lunch, you will be able to request a CUNY fee waiver code from your counselor and then redeem it on the CUNY portal.

- In order to use fee waivers for SUNY campuses, apply to your SUNYs using the Common Application (limit of 7 campuses).
- In order to use fee waivers for private/out of state colleges, apply to them using the Common Application as well (remember, your Common App can hold a maximum of 20 colleges).
- If your financial circumstances qualify you for an application fee waiver, you can request it in fee waiver section of the Common Application (under “Profile” tab).
- For more information, see: <https://appsupport.commonapp.org/applicantsupport/s/article/What-do-I-need-to-know-about-the-Common-App-fee-waiver>
- If your school is not on the Common Application and you qualify financially, you can request a NACAC fee waiver or if you took the SAT or the ACT with a fee waiver, you are eligible for those fee waivers.

Fee waiver f.a.q.

CUNY	Common App Schools	Non Common App Schools
1) Request CUNY fee waiver.	1) Ensure you request a fee waiver on Common App.	1) Request NACAC fee waiver from your high school
2) Your high school will cross check your eligibility criteria and will send a unique fee waiver code.	2) Request Common App fee waiver.	2) Your high school will cross check your eligibility criteria and will send a NACAC fee waiver back you via e-mail.
3) Enter this at the end of your application process to redeem your waiver.	3) Your high school will cross check your eligibility criteria and approve your fee waiver request electronically through Naviance eDocs.	3) You can then send this NACAC fee waiver to your institutions that accept it.

Applying to SUNY FIT? Request a SUNY F.I.T. fee waiver from your school
They will cross check your eligibility then send you a SUNY fee waiver. You
can then send this to F.I.T.

Common app f.a.q.

- Adding colleges to your Common App:
- Viewing your College List

Dashboard My Colleges Common App College Search Financial Aid Resources

College Search

Application Requirements

College or City Name

Separate multiple search terms with a comma, e.g.: Washington, Boston

More filters

873 results Sort by: College Name

- Adelphi University
Garden City, NY - USA
- Agnes Scott College
Decatur, GA - USA
- Alaska Pacific University
Anchorage, AK - USA

Dashboard My Colleges Common App College Search Financial Aid Resources

My Colleges

Adelphi University

College Information

Application

Questions

Recommendations and FERPA

Review and Submit - Common App

Frostburg State University

Institute of International Education (IIE)

Ithaca College

Long Island University

New York Institute of Technology (NYIT)

Rensselaer Polytechnic Institute

Rhode Island School of Design

Saint Anselm College

Sierra Nevada University

St. Bonaventure University

Tufts University

University of Massachusetts Boston

Adelphi University

Contact Info

Phone: (516) 877-3050
Email: admissions@adelphi.edu
Address: 1 South Ave
Garden City, NY 11530
USA

Links: [College Website](#) [Virtual Tour](#) [College Navigator](#)

Application Deadlines

Fall 2020	Spring 2020
First Year Early Action - 12/01/2019 Rolling Admission - 03/01/2020	First Year Rolling Admission - 12/15/2019

Other Deadline Information

Please note, the priority deadline for the Medicine (SUNY Upstate) program is December 1. The following Joint degree programs have a February 1 priority application deadline: Dentistry (NYU College of Dentistry), Law (Albany Law School), Law (Drexel), Medicine (Philadelphia College of Osteopathic Medicine), Optometry (SUNY College of Optometry), and Podiatry (New York College of Podiatric Medicine).

If applying for Financial aid, students are strongly encouraged to submit their **FAFSA** by March 1 for Fall/August start term and by November 1 for Spring/January applicants.

Application Information

Application Fees:
First Year Domestic Fee - \$40
First Year International Fee - \$40

Standardized Test Policy:
Always Required
SAT w/o Essay or ACT w/o Essay
[Test Policy information](#)

Courses & Grades:
Not Used

Recommendations:
School Report Required

Instructions and Help

Can a college see the list of colleges on the My Colleges list?
A school cannot view any other schools on your My Colleges list and does not receive any information.
[Read more](#)

Where are the application requirements for a specific school listed?
Please check the requirements for each school on their specific page. Click on the name of [Read more](#)

How can I view a college's Writing Supplement, if they have one?
There are two ways you can access a college's Writing Supplement.
[Read more](#)

What is the min/max word count for the essays on the Questions page or Writing Supplement?
Each school has different requirements/word counts for their essay questions, so be sure to check the [Read more](#)

When is the deadline for my application submission?
To meet an application deadline, you must submit your application materials by 11:59 pm on the [Read more](#)

Common app f.a.q.

- After you've started your Common App account, complete the entire "Education" section.
- Add all colleges you plan to apply to.
- Click on one college.
- Click on "Recommenders and FERPA."
- Read the agreement.
- Select option: "I waive my right to review all recommendations and supporting documents submitted on my behalf."

The screenshot displays the Common App interface. At the top, there are navigation tabs: Dashboard, My Colleges, Common App, and College Search. The 'Common App' tab is active. On the left, a sidebar shows a list of colleges: Cornell University (expanded), Miami University (Ohio), and New York University. Under Cornell University, the 'Application' section is expanded to show 'Recommenders and FERPA'. The main content area shows the 'FERPA Release Authorization' section, which is circled in red. It includes a 'Manage Recommenders' link and a note: 'Note: All dates are Eastern Time'. Below this, there is a 'Counselor' section with instructions regarding Naviance eDocs.

Different Types of Admission

DEFINITIONS OF ADMISSION OPTIONS IN HIGHER EDUCATION



STUDENTS: WHICH COLLEGE ADMISSION PROCESS BEST SUITS YOU?

Non-Restrictive Application Plans

Regular Decision	Rolling Admission	Early Action (EA)
DEFINITION: Students submit an application by a specified date and receive a decision in a clearly stated period of time.	DEFINITION: Institutions review applications as they are submitted and render admission decisions throughout the admission cycle.	DEFINITION: Students apply early and receive a decision well in advance of the institution's regular response date.
COMMITMENT: NON-BINDING	COMMITMENT: NON-BINDING	COMMITMENT: NON-BINDING

Restrictive Application Plans

Early Decision (ED)	Restrictive Early Action (REA)
DEFINITION: Students make a commitment to a first-choice institution where, if admitted they definitely will enroll. The application deadline and decision deadline occur early.	DEFINITION: Students apply to an institution of preference and receive a decision early. They may be restricted from applying ED or EA or REA to other institutions. If offered enrollment, they have until May 1 to confirm.
COMMITMENT: BINDING	COMMITMENT: NON-BINDING

Students are not restricted from applying to other institutions and have until May 1 to consider their options and confirm enrollment.

Students are responsible for determining and following restrictions.

For a copy of this flyer, please visit www.nacacnet.org

Refresh on ea/ed/rd...

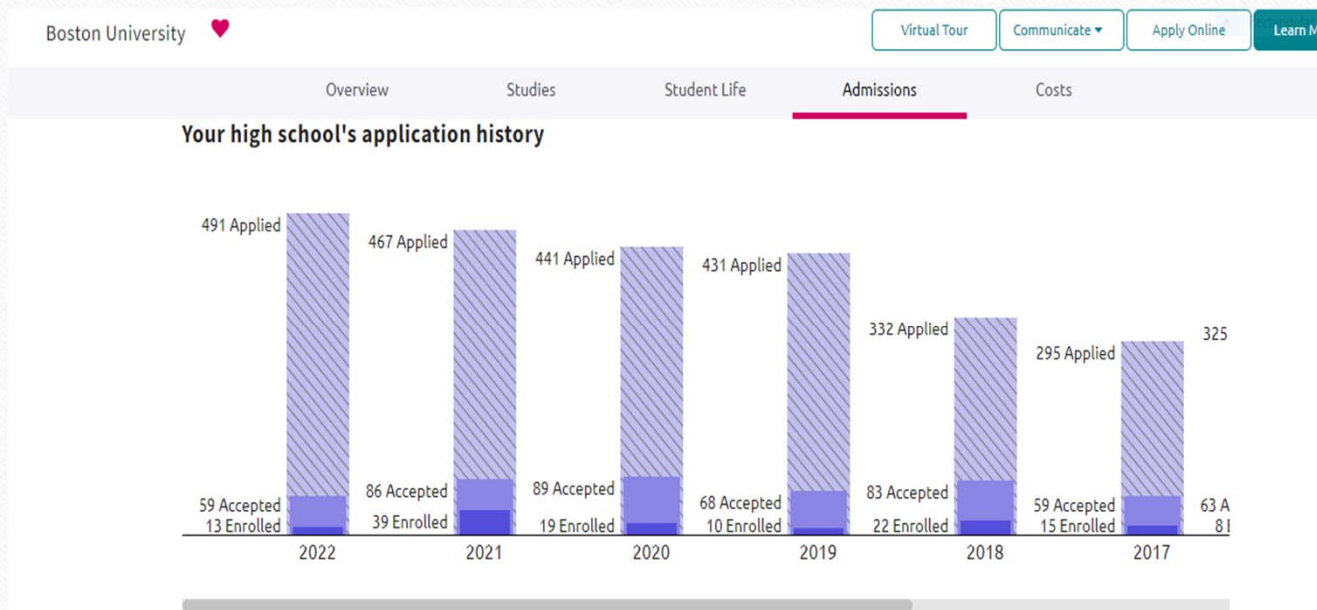
- Remember, EA is non-binding. We recommend you apply to no more than three schools through EA.
- ED is binding, meaning you are committing to that institution if admitted. We advise that you complete a net price calculator and meet with a financial aid counselor from that institution if considering ED.
- REA means you can apply early action to that institution, but you may be restricted from applying EA/ED elsewhere.

- Click on the name of a college to view its profile.
- Click on the “Admissions” subtab.

The screenshot shows the profile page for Boston University. At the top, the university's name and location are listed: "Boston University, Boston, United States, bu.edu". There are buttons for "Virtual Tour", "Communicate", "Apply Online", and "Learn More". Below this is a navigation bar with tabs for "Overview", "Studies", "Student Life", "Admissions", and "Costs". The "Overview" tab is selected. The main content area features a grid of images: an aerial view of the campus, a group of students walking, a classroom scene, a street view, and a student portrait. Below the images are four key statistics: Average Net Price (\$21,015), Graduation Rate (84%), Acceptance Rate (18%), and Next Deadline (November 1). The net price is based on a family income of \$0-\$30k. The graduation rate is for a 4-year program. The acceptance rate is 18%. The next deadline is November 1.

AVERAGE NET PRICE	GRADUATION RATE	ACCEPTANCE RATE	NEXT DEADLINE
\$21,015 Family Income: \$0 - \$30k	84% 4 Year / 6 Year	18%	November 1

- Here you will see a graph representing the number of applicants, admitted students, and number who ultimately enrolled per cohort.
- ## scattergrams



Year	Your School Acceptance Rate
2022	12%
2021	18.3%
2020	20.1%
2019	15.7%

Research Facts and Figures

Private Schools

- Lehigh University – Pennsylvania
- <https://www1.lehigh.edu/admissions/admission-statistics>
- University of Rochester – New York
- <https://www.rochester.edu/newscenter/class-of-2026-shows-increases-among-underrepresented-groups-524222/>
- MIT – Massachusetts
- <https://mitadmissions.org/apply/process/stats/>

Remember,
your list should
be...

Balanced (safety, fit, reach)

Financially balanced (affordable vs. stretch)

Thoroughly researched

Manageable

Meaningful

Letters of recommendation

- At this point, most students in cohort 2023 have already requested letters of recommendation from their instructors.
- Your letters should come from two instructors in traditionally graded courses (i.e. not an instructor for a P/F or C/NC class).
- You must sign your FERPA waiver in order for the teacher to send materials to your institutions.
- Your counselor will also write a letter of recommendation for your application process. You must comply with your guidance counselor's expectations in terms of survey completion, notification of deadlines, required college meetings, etc.

Test scores

- **It is your responsibility to send test scores** (e.g. ACT, SAT, SAT II Subject Tests) **to your colleges** – high schools do not have the right to disclose test scores on your behalf. ~~Do this 2-4 weeks before the college's application deadline, if possible.~~
- Some colleges will allow you to self-report test scores. Check individual policies for each of your colleges.

If you used a fee waiver to register for the SAT or ACT, your score sends should be free. Otherwise, it will cost \$11.25 / \$12 respectively per college.

- How to send SAT scores: https://youtu.be/tB_nWCVsTt0
- How to send ACT scores: https://www.youtube.com/watch?v=Ej_ZgLYaPbE

Test policies

- Many colleges were test optional before the pandemic. More colleges have become test optional for **cohort 2023**.

- Updates to College Testing Policies: <https://www.compassprep.com/college-profiles/>
- www.fairtest.org
- Updates to SAT Subject Test Policies: **no longer administered as of January 2021.**

- Updates to Essay portion of SAT: **no longer administered as of January 2021.**

Test policies

Test Optional

- These colleges allow you to send test scores if you choose to do so. It will be considered in their admissions process.
- For example, if your SAT score is within the higher end of the accepted range, we'd encourage you to submit your score to be considered.
- Colleges who say they 'recommend' or 'consider' SAT subject tests, for instance, will review them if you send them.

Test Blind

- These colleges will not consider your test score, even if you try to submit them.
- Remember, if you do not wish for all of your schools to have access to your test scores, **do not self report on Common App**. Send them individually to intended recipients via College Board and ACT's websites.

Demonstrated interest

- Many colleges want to gauge your interest level in their college.
- In short, they want to know how likely you will be to attend if offered a seat at the college.
- Ensure you open any e-mails from colleges you're interested in.
- Sign up for virtual or in-person information sessions and tours.
- Establish an applicant portal whenever possible and check it often for updates.
- Interact with the college reps who are visiting your school or at college fairs!
- Check your e-mails from your counselors!

recap

- Finish building your college list and review your essay!
 - Start your Common App account.
-
- Match your Common App and Naviance accounts.
 - Inform your counselor if you are applying early
 - Finalize your lists in Common App and Naviance.
 - Complete any Non Electronic Forms if applicable at your school.
 - Ensure your teacher letters of recommendation are requested.
 - Request fee waivers.
 - If submitting test scores, make sure you get them to your colleges on time.

Financial aid 101

agenda

- FAFSA
- TAP
- CSS Profile
- EFC
- Need versus merit-based aid

FINANCIAL AID *Workshop*



<https://startheregetthere.ny.gov>

Sign up for event alerts!

FAFSA

- There are three major applications to complete for financial aid.
- FAFSA – Free Application for Federal Student Aid.

- <https://studentaid.gov/h/apply-for-aid/fafsa>
- Opens October 1st, 2022.
- Both parent and student need FSA IDs to electronically sign their FAFSA.
- You may create an FSA ID at any time – <https://studentaid.gov/fsa-id/create-account/launch>
- To get started, make sure you have your SSN, federal income tax returns/W-2s from 2021, and other financial documentation.

Purpose of FAFSA

- There are multiple reasons to fill out the FAFSA.
- Your college needs it to determine your eligibility for need and / or merit-based aid.
- You can qualify for **grants** and **scholarships** (money you won't have to repay, such as Pell grants (\$6,345) or FSEOG).
- You can qualify for work-study (paid jobs on campus reserved for students).
- You can qualify for student loans.
- Send your FAFSA to every college you apply to.

NYS TAP Application

- After you finish your FAFSA, you can start your TAP application.
- This makes you eligible for New York aid opportunities.
- A TAP grant is \$5,165/year – it is usable at any NY state college or university.
- Other NY state opportunities include the Excelsior Scholarship, Enhanced Tuition Award, and STEM Incentive scholarships. All of these will expect you to have finished a TAP application first.
- TAP will also become available Oct. 1st, 2022.
- <https://www.tap.hesc.ny.gov/totw/>

!

CSS PROFILE

- Many colleges and universities also require the CSS Profile.
- For a list of institutions, check:

 - <https://profile.collegeboard.org/profile/ppi/participatingInstitutions.aspx>
- The CSS Profile goes into much more depth than FAFSA. It will likely take you more than one session to complete.
- You can start the CSS Profile on October 1st, 2022. It would be wise to start it as soon as possible, especially if applying to institutions EA, ED, or through any other early pathway.
- Did you know? Many colleges have filing deadlines as early as **November 15th, 2022.**

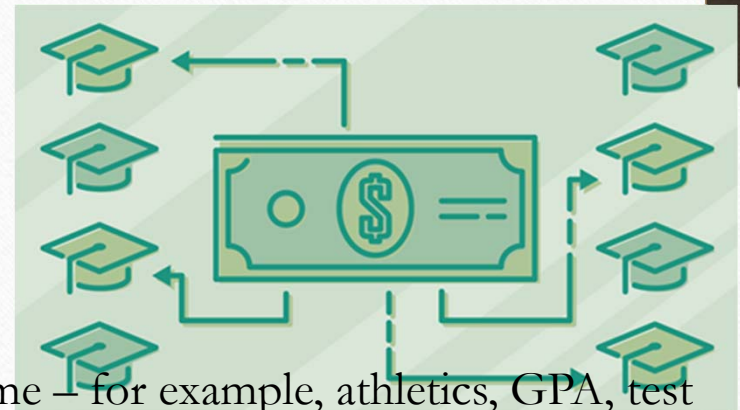
Financial Fit

We want to ensure you get the best deal from your colleges when it comes to financial aid.

This doesn't happen magically – you need to know more information about your family's finances and strategize appropriately.

Need-based aid is related to household income.

Merit-based aid is related to anything other than income – for example, athletics, GPA, test scores, or extracurricular achievements.



Net price calculators

- Completing the FAFSA and CSS Profile will prepare you well for using net price calculators.
- Net price calculators allow students to enter information about themselves to find out how much financial aid they would qualify for.
- We recommend you run net price calculators on all of your schools and do a personalized cost comparison.
- All colleges are mandated to provide net price calculators on their websites.
- **Did you know...** recent nationwide survey data suggests fewer than 1 in 4 seniors ever uses a net price calculator?

Estimate Cost 2019-2020	
Costs and aid estimates listed below are based on awarding rules. The outcome assumes a student Application for Federal Student Aid ↗ .	
Estimated Cost of Attendance	
Tuition and Fees ▾	
Room and Meals ▾	\$11,884
Books and Supplies ▾	\$1,840
Transportation ▾	\$1,566
Miscellaneous ▾	\$3,222
Total Cost	\$49,238
Need Calculation	
Cost of Attendance	\$49,238
Expected Family Contribution (EFC)	\$0
Total Need	\$49,238
Net Cost Summary	
Cost of Attendance	\$49,238

This is the net price calculator for a New York student with an EFC of 0 to attend Penn State.

Is this a good or bad potential financial aid package?

Estimate Cost 2019-2020	
Total Cost	\$49,238
Need Calculation	
Cost of Attendance	\$49,238
Expected Family Contribution (EFC)	\$0
Total Need	\$49,238
Net Cost Summary	
Cost of Attendance	\$49,238
Total Estimated Scholarship and Grant Aid	-\$6,195
Estimated Net Cost	\$43,043
Potential Other Types of Aid	
Total Estimated Student Loan	\$5,500
Potential Parent PLUS Loan ▾	\$37,543

Comp

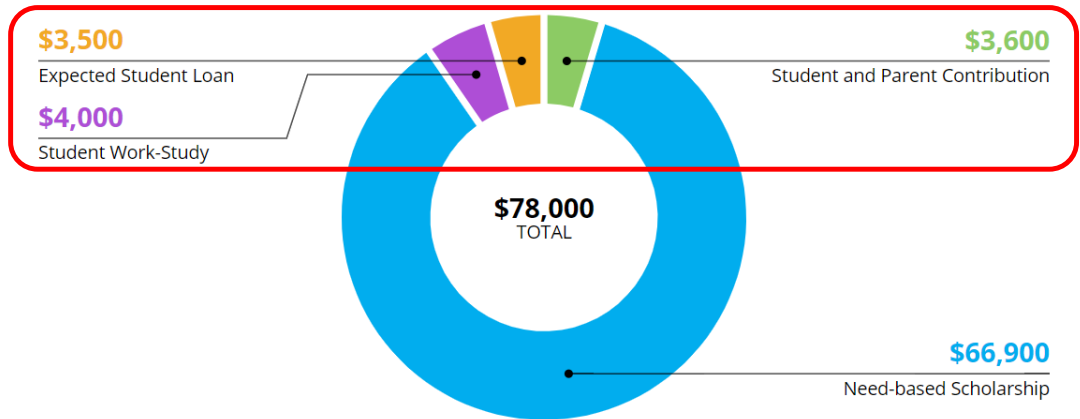
- A student with identical finances could pay as little as \$11,100 (net cost) to attend the University of Rochester.
- We want to ensure you get the best price possible. Make sure to utilize all research tools at your disposal.

Your Estimate: Academic Year - 2022/2023

LOW \$3,600

BEST \$3,600

HIGH \$3,600



University of Rochester

TOTAL ANNUAL COST - \$78,000

How to strategize financially

Do you know whether you are prioritizing need or merit based aid?

Some colleges promise to meet **100% of demonstrated need**. Some may even eliminate student loans from financial aid packages based on household income.

<https://www.bths.edu/ourpages/auto/2019/6/20/49504630/Colleges%20and%20Universities%20with%20Loan%20Limit%20Policies.pdf>

POSSE and Questbridge partners also offer to meet 100% of demonstrated need.

Some colleges offer **merit-based aid**.

Some examples are below:

https://www.bths.edu/apps/pages/index.jsp?uREC_ID=390452&type=d&termREC_ID=&pREC_ID=731638

Always double check whether colleges on your list offer merit-based aid – oftentimes there are separate application deadlines or requirements for merit consideration.

How do I learn more about financial aid?

- Our recommended resource is **NYS HESC**.
- They have a wealth of knowledge and run parent/student workshops.
- Sign up for alerts to register for upcoming workshops at:
<https://startheregetthere.ny.gov>
- You can also utilize free troubleshooting resources – FAFSA, TAP, and CSS all have free web chat functions.

What if I need FAFSA Support?

- Go to <https://studentaid.gov/help-center/contact>
- Open 8AM – 11PM (M-F)
- Open 11AM – 5PM (Sat/Sun)
- You can ask anything from specific questions about tax forms to troubleshooting FSA ID issues.

Federal Student Aid | PROUD SPONSOR of the AMERICAN MIND®
An OFFICE of the U.S. DEPARTMENT of EDUCATION

[Return to Support Home](#)

Chat With Us

Ask a live agent your questions via a web chat.


First Name (Required):


Last Name (Required):

E-mail Address:

Phone Number:

Question:

 **Chat with Us**
Your expected wait is 7 seconds.

 **Call Us**
1-800-4FED-AID
(1-800-433-3243)
International Caller?
Can't make a toll-free call?
1-334-523-2691

You can **E-mail Us** general questions any time. For issues that require us to access your account, please use chat or phone. Thank you.

Hours of Operation

We are currently **Open**.

Monday-Friday
8 a.m.–11 p.m.
Eastern Time

Saturday, Sunday

What if I need CSS Support?

- Go to: <https://cssprofile.collegeboard.org/contact-us#:~:text=CSS%20Profile%20For%20Students%20U.S.%20and%20Canada%3A,844-202-0524%20International%3A%20212-299-0096%20Email%20FinaidServices%40collegeboard.org%20IDOC%20For%20Students>

- Click blue text for students:

CSS Profile

Students: [Phone, email and chat](#)

Counselors: [Phone, email and chat](#)

Financial Aid Administrators: [Phone, email and chat](#)

- Select chat function (9AM-10PM):

CSS PROFILE CUSTOMER SUPPORT

[FAQ](#)

[CONTACT US \(U.S. AND CANADA\)](#)

[CONTACT US \(INTERNATIONAL\)](#)

U.S. and Canada: 844-202-0524

Support Hours:

Phone: 9am-10pm ET Monday-Friday

Chat: 9am-10pm ET Monday-Friday

[CHAT AVAILABLE](#)

Q&A

- THANK YOU VERY MUCH FOR ATTENDING!!!!