

**Enterprise Complaint System Implementation**  
**Text Baseline**  
**12/4/2015**

All table values included. Draft screen shots.

# 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

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®'. The primary navigation includes 'Provide Feedback', 'My Cases', and 'FAQs'. The 'Provide Feedback' section is expanded to show three options: 'File a Complaint', 'Report a Suspicious Activity', and 'Submit a Compliment', each with a description and a corresponding button.

ABOUT US ENGLISH | ESPAÑOL

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Provide Feedback My Cases FAQs

Select Form of Feedback

**File a Complaint**  
Dissatisfied with your experience in the Federal Student Aid process? File a formal complaint on behalf of you or someone else and we will work to resolve it.

**What Complaints do we handle?**  
We handle complaints regarding applying for Federal Aid, receiving Federal Aid while in school, repaying your Federal Aid, and issues experienced during default.

**We do not handle**

- cases involving privately issued loans,
- general inquiries,
- issues challenging the validity of federal law,
- matters that are/have been litigated/arbitrated.

**File Complaint**

**Report a Suspicious Activity**  
Have you or someone you know witnessed a suspicious activity in relation to the Federal Student Aid process? Please let us know. We will investigate your report and act accordingly.

**Report Suspicious Activity**

**Submit a Compliment**  
Has the Department, your school, or servicer positively impacted your Financial Aid experience? Please let us know.


**Submit Compliment**

## 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](#)



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

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How do you want to file your complaint?

#### Log In with FSA ID

We want to *resolve your case*. Logging in with your FSA ID and password is the best way to ensure that it is possible to come to a resolution ensure that our staff has the accurate information needed to address your concerns .

If you provide an FSA ID, you can

- view your case details online, including case status;
- provide supporting documentation and information to the department regarding your case online;
- receive notifications when there are updates to the status of your case;
- express a desired case resolution;
- contact the Department of Education regarding your case using your Case ID number.

**Log In**

Don't have an FSA ID?  
[Create an FSA ID](#)

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 FAQ's](#)

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#### Continue Without FSA ID

Rather not use your FSA ID to file your complaint? Simply provide some contact information to tell us about yourself.

If you choose to file your complaint without an FSA ID, it may make it more difficult for the Department of Education to review your case.

If you do not log in with your FSA ID and password, you will NOT have the ability to make updates to your case online or view your case status and details online.

Providing your contact information will allow the Department of Education to contact you if additional information or documentation is required to resolve your case. You will be given a Case ID number to reference your case when communicating with Department of Education support agents.

However, to ensure the Department has access to the information needed to review your case, we encourage you to log in with or create an FSA ID to file your complaint.

**Continue without FSA ID**

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#### Continue Anonymously

Don't want to identify yourself? File your complaint anonymously.

Please note if you choose to file anonymously, you will not be given a case number nor have the option to hear back from FSA regarding the resolution of your case.

Your case cannot be resolved if it requires further documentation or information. You will also not be able to view your case online, or initiate contact with the Department of Education regarding your case.

If you would like to update and view your case online, be notified of the resolution to your case, or be contacted by the Department of Education if necessary, please log in with or create an FSA ID.

**Continue Anonymously**

## 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

The screenshot shows the Federal Student Aid website's 'Login' page for filing a complaint. The page header includes 'ABOUT US' and 'ENGLISH | ESPAÑOL'. The main header features the 'Federal Student Aid' logo and the text 'PROUD SPONSOR of the AMERICAN MIND®'. Below the header, there is a navigation link: 'Provide FSA Formal Feedback >> File a Complaint'.

The main content area is titled 'How do you want to file your complaint?'. It is divided into two columns. The left column is for 'Log In with FSA ID', and the right column is for 'Continue Without FSA ID'. A 'Common Questions' sidebar is on the far right.

The 'Log In with FSA ID' section includes a 'Log In' button and a link to 'Create an FSA ID'. The 'Continue Without FSA ID' section includes a 'Continue without FSA ID' button.

A pop-up dialog box is centered on the screen, titled 'Are you sure you want to continue Anonymously?'. The dialog contains the following text: 'Please note if you choose to file anonymously, you will not have the option to hear back from the Department of Education regarding the resolution of your case. Rather, your case will be used only for the Department of Education's records.' Below the text are two buttons: 'Go Back' and 'Continue Anonymously'.

The 'Common Questions' sidebar on the right contains several links: '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?', and 'Search for More FAQ's'.

At the bottom of the page, there is a footer with links for 'FOIA', 'Privacy', 'Notices', 'usa.gov', 'ed.gov', and 'whitehouse.gov'.

## 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's complaint filing process. At the top, there are links for 'ABOUT US' and 'ENGLISH | ESPAÑOL'. The main header includes the 'Federal Student Aid' logo and the text 'PROUD SPONSOR of the AMERICAN MIND®'. Below the header, there are links for 'Provide FSA Formal Feedback >>' and 'File a Complaint'.

The main content area is titled 'How do you want to file your complaint?'. It is divided into three sections:

- Log In with FSA ID:** This section explains that logging in with an FSA ID and password is the best way to ensure a resolution. It lists benefits such as viewing case details, providing supporting documentation, receiving notifications, and contacting the Department of Education. A 'Log In' button is present, along with a link to 'Create an FSA ID' for those who don't have one.
- Continue Without FSA ID:** This section offers an alternative for those who do not wish to log in. It notes that users will not be able to manage their case online and that providing contact information is required for resolution. A 'Continue without FSA ID' button is visible.
- Continue Anonymously:** This section is for users who do not want to identify themselves. It states that cases filed anonymously will not have a case number and may not be resolved if further documentation is needed. A 'Continue Anonymously' button is present.

A central pop-up dialog box is overlaid on the page, asking: 'Are you sure you want to proceed without logging in with your FSA ID?'. It includes a warning: 'Please note if you choose to file without your FSA ID, you will not be able to manage your case online. Logging in with your FSA ID is the best way to ensure that we can resolve your case.' The dialog has two buttons: 'Go Back' and 'Continue without FSA ID'.

On the right side of the page, there is a 'Common Questions' section with several links: '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?', and 'What should I do if I'm having trouble making my loan payment?'. At the bottom right, there is a link for 'Search for More FAQ's'.


The footer contains links for 'FOIA', 'Privacy', 'Notices', 'usa.gov', 'ed.gov', and 'whitehouse.gov'.

## 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

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



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[Provide FSA Formal Feedback >>](#) Report a Suspicious Activity

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**How do you want to report the suspicious activity?**

We recognize why you may not want to provide contact information or log in to report suspicious activity. However, identifying yourself may make it easier for the Department to investigate your case. No matter how much information you provide, we will protect your information and will not use it for any purpose other than reviewing your case.

**Log In with FSA ID**

*We want to resolve your case.* Logging in with your FSA ID and password may make it easier for the Department to review your case.

If you provide an FSA ID, you can

- view your case details online, including case status;
- provide supporting documentation and information to FSA online;
- contact FSA regarding your case using your Case ID number.

We recognize why you may not want to log in with your FSA ID to report suspicious activity. However logging in may make it easier for the Department to investigate the suspicious activity.

**Continue Without FSA ID**

Rather not use your FSA ID to report the suspicious activity? You do not have to log in to provide contact information.

The Department of Education may need to contact you if additional information is required to review your case. Providing your contact information also allows you to receive a Case ID number to reference your case when communicating with Department of Education support agents.

**Continue Anonymously**

Don't want to identify yourself? You can report the suspicious activity anonymously. However, the Department of Education will not be able to contact you about your case.

Please consider providing contact information, as it may help the Department investigate the suspicious activity.

**Log In**

Don't have an FSA ID?  
[Create an FSA ID](#)

**Continue 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 FAQ's](#)

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

## 1.6 “Login” Page: Compliment

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 FSA Formal Feedback](#) >> Submit a Compliment

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How do you want to submit your compliment?

<p style="text-align: center;"><b>Log In with FSA ID</b></p> <p>Identify yourself before submitting your compliment by logging in with your FSA ID and password.</p>	<div style="border: 1px solid #ccc; padding: 5px; width: 100%; margin-bottom: 10px;"><b>Log In</b></div> <p>Don't have an FSA ID? <a href="#">Create an FSA ID</a></p>
<hr/> <p style="text-align: center;"><b>Continue Without FSA ID</b></p> <p>Rather not use your FSA ID to submit your compliment? You can provide contact information without logging in.</p>	<div style="border: 1px solid #ccc; padding: 5px; width: 100%;"><b>Continue without FSA ID</b></div>
<hr/> <p style="text-align: center;"><b>Continue Anonymously</b></p> <p>Don't want to identify yourself? Submit your compliment anonymously.</p>	<div style="border: 1px solid #ccc; padding: 5px; width: 100%;"><b>Continue Anonymously</b></div>


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

## 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

[ABOUT US](#) [ENGLISH | ESPAÑOL](#)

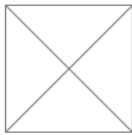


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[Provide FSA Formal Feedback](#)

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

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

If you would still like to provide formal feedback, click the link below to file a case without your FSA ID. You can also choose to file anonymously.

Continue without FSA ID

File 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 FAQ's](#)

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## **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, Preferred Method of Contact, or Preferred Hours 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 LOGOUT

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

Contact Information What Happened? Review and Submit

What is your Contact Information? ⓘ

Please provide your contact information:

First name\*:  Email\*:

Last name\*:  Phone Number\*: (  )  -

Country of Residency\*:  Preferred Method of Contact\*:

State of Residency\*:  Preferred Hours of Contact: From:  To:  (Eastern Time)

Who is the Complainant? ⓘ

I am filing this complaint on behalf of:

Myself

Someone else

Who are you Filing on Behalf of? ⓘ

Please provide the following information:

Your Relationship to Complainant\*:

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

First name\*:  Email\*:

Last name\*:  Phone Number\*: (  )  -

Military Affiliation ⓘ

Check here if the complainant is an active member or veteran of the US Armed Forces or a dependent.

I am\*: (choose one)

Total amount of tuition paid in the last academic year?

Paid out of pocket (choose one)

Paid by any government Benefit (choose one)

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) (CH 30)

Montgomery GI Bill - Selected Reserve (MGIB-SR) (CH 1606)

Tuition Assistance Top-Up

Reserve Educational Assistance Program (REAP) (CH 1607)

Survivors & 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

Military Spouse Career Advancement Accounts (MyCAA)

Federal Financial Aid (e.g., Federal Pell Grants, Federal Stafford Loans, Federal Perkins Loans and PLUS Loans)

Branch\*: (choose one)

Preferred Contact/Rank:

Age\*: (choose one)

Education Center Name and Location\*:

Next

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](#)

## 2.1.2. Hover Help Text

Hover Element	English Text	Spanish Text
<p>What is your Contact Information?</p>	<p><b><u>If you have logged in with your FSA ID, then your First Name, Last Name, Email, and Phone Number are prepopulated.</u></b> You may update your Phone Number. However, First Name, Last Name and Email are not editable. To change this information, please update your account through <a href="http://StudentAid.gov">StudentAid.gov</a>.</p> <p><b><u>If you have not logged in with your FSA ID, then please enter your information according to the instructions below:</u></b></p> <p><b>Please enter your first name and last name</b> 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 ('), dashes (-), or blanks (spaces) for first name or last name. If the first character is not a blank space, then it must be a letter. No other characters are allowed.</p> <p><b>Enter your e-mail address</b> to receive important information about your case. You can receive updates to your case and you can be contacted by the Department of Education in the event that further information is necessary to resolve your case.</p> <ul style="list-style-type: none"> <li>• A valid e-mail address usually looks like this: <a href="mailto:andrew@msn.com">andrew@msn.com</a> or <a href="mailto:john.doe@yahoo.com">john.doe@yahoo.com</a></li> <li>• E-mail addresses can only have one @ symbol. Periods cannot be first, last, or next to another period.</li> </ul> <p><b>Enter your Country and State of Residency</b> of your current mailing address.</p> <p><b>Enter your primary phone number.</b> Provide the area code first. Enter the numbers, without parentheses and dashes. For example, <b>2025551212</b>.</p> <p><b>Enter your Preferred Method of Contact</b>, either Email or Phone, in case we have to reach out to you about your case.</p> <p><b>Enter your Preferred Hours of Contact</b> in Eastern Time. The only options for your preferred hours are the working hours of our contact center.</p>	
<p>Who is the Complainant?</p>	<p><b>The “Complainant” refers to the person (e.g. Applicant/Borrower) the case is about.</b></p> <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 the other person is the complainant.</p> <p><b>You can file on behalf of someone else.</b> However, in order to resolve your case, we need to understand who your case is about. Please indicate here if you are filing on behalf of someone else.</p>	

Hover Element	English Text	Spanish Text
Who are you Filing on Behalf of?	<p><b>In order to resolve your case, we need to understand who your case is about.</b> We may need to contact the complainant.</p> <p><b>Enter your Relationship to Complainant.</b> The complainant is the person you are filing this case on behalf of. Because you indicated that you were filing on behalf of someone else, we need to understand your relationship to this person.</p>	
Military Affiliation	<p><b>If you are filing on behalf of yourself, please indicate if you have Military Affiliation. If you are filing on behalf of someone else, please indicate if that person has a Military Affiliation.</b></p> <p>If you or the person you are filing on behalf of has a Military Affiliation, please enter the type of Military Affiliation, the Education Benefits that apply (past or present), the associated Military Branch, the amount of tuition paid by the government and out of pocket, an age bucket, a preferred contact/rank, and an Education Center and Location.</p>	

### 2.1.3 Table of Preferred Method of Contact

	English Text	Spanish Text
Email		
Phone		

### 2.1.4 Table of Relationship to Complainant Values

	English Text	Spanish Text
Advocate		
Attorney		
Child		
Congressional Representative		
Co-signer/Co-maker		
Financial Aid Officer		
Friend		
Parent/Guardian		
Relative		

English Text	Spanish Text
School Representative	
Servicer	
Sibling	
Significant Other	
Spouse	

### 2.1.5. Table of Active Military/Veteran Values

English Text	Spanish Text
Service Member - Active duty	
Service Member - Reserves	
Service Member - National Guard	
Spouse or Family Member	
Veteran	

### 2.1.6 Table of Tuition Values

English Text	Spanish Text
Less than \$1,000	
\$1,000 - \$4,999	<i>No Spanish translation needed</i>
\$5,000 - \$9,999	<i>No Spanish translation needed</i>
\$10,000 - \$19,999	<i>No Spanish translation needed</i>
\$20,000 - \$29,000	<i>No Spanish translation needed</i>
Greater than \$30,000	<i>No Spanish translation needed</i>
N/A	<i>No Spanish translation needed</i>

### 2.1.7 Table of Military Branch Values

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

### 2.1.8 Table of Military Contacts/Ranks

English Text	Spanish Text
E-1--PVT--Army/Marines	<i>No Spanish translation needed</i>
E-1--AB--Air Force	<i>No Spanish translation needed</i>
E-1--SR-Navy/Coast Guard	<i>No Spanish translation needed</i>
E-2--Amn--Air Force	<i>No Spanish translation needed</i>
E-2--SA--Navy/Coast Guard	<i>No Spanish translation needed</i>
E-3--PFC—Army	<i>No Spanish translation needed</i>
E-3--LCpl—Marines	<i>No Spanish translation needed</i>
E-3--A1C--Air Force	<i>No Spanish translation needed</i>
E-3--SN--Navy/Coast Guard	<i>No Spanish translation needed</i>
E-4--SPC—Army	<i>No Spanish translation needed</i>
E-4--CPL—Army	<i>No Spanish translation needed</i>
E-4--CPL—Marines	<i>No Spanish translation needed</i>
E-4--SrA--Air Force	<i>No Spanish translation needed</i>
E-4--PO3--Navy/Coast Guard	<i>No Spanish translation needed</i>
E-5--SGT—Army	<i>No Spanish translation needed</i>
E-5--Sgt—Marines	<i>No Spanish translation needed</i>
E-5--SSgt--Air Force	<i>No Spanish translation needed</i>
E-5--PO2--Navy/Coast Guard	<i>No Spanish translation needed</i>
E-6--SSG--Army	<i>No Spanish translation needed</i>
E-6--SSgt--Marines	<i>No Spanish translation needed</i>
E-6--TSgt--Air Force	<i>No Spanish translation needed</i>
E-6--PO1--Navy/Coast Guard	<i>No Spanish translation needed</i>
E-7--SFC--Army	<i>No Spanish translation needed</i>
E-7--GySgt--Marines	<i>No Spanish translation needed</i>
E-7--MSgt--Air Force	<i>No Spanish translation needed</i>
E-7--CPO--Navy/Coast Guard	<i>No Spanish translation needed</i>
E-8--MSG--Army	<i>No Spanish translation needed</i>
E-8--1SG-Army	<i>No Spanish translation needed</i>

E-8--MSgt--Marines	<i>No Spanish translation needed</i>
E-8--1stSgt--Marines	<i>No Spanish translation needed</i>
E-8--SMSgt--Air Force	<i>No Spanish translation needed</i>
E-8--SCPO--Navy/Coast Guard	<i>No Spanish translation needed</i>
E-9--SGM--Army	<i>No Spanish translation needed</i>
E-9--CSM--Army	<i>No Spanish translation needed</i>
E-9--SMA--Army	<i>No Spanish translation needed</i>
E-9--MGySgt--Marines	<i>No Spanish translation needed</i>
E-9--SgtMaj--Marines	<i>No Spanish translation needed</i>
E-9--SgtMajMarCor--Marines	<i>No Spanish translation needed</i>
E-9--CMSgt--Air Force	<i>No Spanish translation needed</i>
E-9--CCM--Air Force	<i>No Spanish translation needed</i>
E-9--CMSAF--Air Force	<i>No Spanish translation needed</i>
E-9--MCPO--Navy/Coast guard	<i>No Spanish translation needed</i>
E-9--MCPON--Navy/Coast Guard	<i>No Spanish translation needed</i>
W-1--W01--Army	<i>No Spanish translation needed</i>
W-1--W0--Marines	<i>No Spanish translation needed</i>
W-2--CW2--Army	<i>No Spanish translation needed</i>
W-2--CW02--Marines/Navy/CoastGuard	<i>No Spanish translation needed</i>
W-3--CW3--Army	<i>No Spanish translation needed</i>
W-3--CW03--Marines/Navy/CoastGuard	<i>No Spanish translation needed</i>
W-4--CW4--Army	<i>No Spanish translation needed</i>
W-4--CW04--Marines/Navy/CoastGuard	<i>No Spanish translation needed</i>
W-5--CW5--Army	<i>No Spanish translation needed</i>
W-5--CW05--Marines/Navy/CoastGuard	<i>No Spanish translation needed</i>
O-1--2LT--Army	<i>No Spanish translation needed</i>
O-1--2ndLt--Marines	<i>No Spanish translation needed</i>
O-1--2d Lt--Air Force	<i>No Spanish translation needed</i>
O-1--ENS--Navy/Coast guard	<i>No Spanish translation needed</i>
O-2--1LT--Army	<i>No Spanish translation needed</i>
O-2--1st Lt--Marines	<i>No Spanish translation needed</i>
O-2--1st Lt--Air Force	<i>No Spanish translation needed</i>
O-2--LTJG--Navy/Coast Guard	<i>No Spanish translation needed</i>
O-3--CPT--Army	<i>No Spanish translation needed</i>
O-3--Capt--Marines/Air Force	<i>No Spanish translation needed</i>
O-3--LT--Navy/Coast guard	<i>No Spanish translation needed</i>
O-4--MAJ--Army	<i>No Spanish translation needed</i>
O-4--Maj--Marines/Air Force	<i>No Spanish translation needed</i>
O-4--LCDR--Navy/Coast Guard	<i>No Spanish translation needed</i>
O-5--LTC--Amy	<i>No Spanish translation needed</i>
O-5--LtCol--Marines	<i>No Spanish translation needed</i>
O-5--LtCol--Air Force	<i>No Spanish translation needed</i>
O-5--CDR--Navy/Coast Guard	<i>No Spanish translation needed</i>
O-6--COL--Army	<i>No Spanish translation needed</i>
O-6--Marines/Air Force	<i>No Spanish translation needed</i>

O-6--Navy/Coast guard	<i>No Spanish translation needed</i>
O-7--BG--Army	<i>No Spanish translation needed</i>
O-7--Bgen--Marines	<i>No Spanish translation needed</i>
O-7--Brig Gen--Air Force	<i>No Spanish translation needed</i>
O-7--RDML--Navy/Coast guard	<i>No Spanish translation needed</i>
O-8--MG--Army	<i>No Spanish translation needed</i>
O-8--Maj Gen--Marines	<i>No Spanish translation needed</i>
O-8--Maj Gen- Air Force	<i>No Spanish translation needed</i>
O-8--RADM--Navy/Coast guard	<i>No Spanish translation needed</i>
O-9--LGT--Army	<i>No Spanish translation needed</i>
O-9--LtGen--Marines	<i>No Spanish translation needed</i>
O-9--LtGen--Air Force	<i>No Spanish translation needed</i>
O-9--VADM--Navy/Coast Guard	<i>No Spanish translation needed</i>
O-10--GEN--Army	<i>No Spanish translation needed</i>
O-10--GEN--Marines/Air Force	<i>No Spanish translation needed</i>
O-10--ADM--Navy/Coast guard	<i>No Spanish translation needed</i>

### 2.1.9. Table of Age Values

English Text	Spanish Text
Do not wish to disclose	
Less than 20	
20-29	<i>No Spanish translation needed</i>
30-39	<i>No Spanish translation needed</i>
40-49	<i>No Spanish translation needed</i>
50-59	<i>No Spanish translation needed</i>
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

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Contact Information

What Happened?

Review and Submit

#### Optional Contact Information ?

It's up to you to determine how much personal information you want to provide. However, please note that providing your contact information will allow us to reach you to obtain additional information about your complaint in order to resolve your case.

Please provide your contact information:

First name:	<input type="text"/>	Email:	<input type="text"/>
Last name:	<input type="text"/>	Phone Number:	( <input type="text"/> ) <input type="text"/> - <input type="text"/>

#### Military Affiliation ?

Check here if the complainant is an active member or veteran of the US Armed Forces or a dependent.

#### 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?](#)

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## 2.2.2 Hover Help Text

Hover Element	English Text	Spanish Text
Military Affiliation	<p><b>If you are filing on behalf of yourself, please indicate if you have Military Affiliation. If you are filing on behalf of someone else, please indicate if that person has a Military Affiliation.</b></p> <p>If you or the person you are filing on behalf of has a Military Affiliation, please enter the type of Military Affiliation, the Education Benefits that apply (past or present), and the associated Military Branch.</p>	
Optional Contact Information	<p><b>Because you are filing anonymously, your contact information is for the Department of Education records only.</b> We offer you the option to fill in your information so that we may be able to contact you for additional information in the event where we can resolve your case. However, for complex cases, we recommend that you <a href="#">log in with your FSA ID</a> to ensure we can contact you if necessary.</p> <p><b>If you choose to provide your contact information please provide your primary phone number and email address</b> at which you may be reached.</p> <p><b>Please enter your first name and last name</b> exactly as they appear on your Social Security card. Use your proper name, not a nickname.</p>	

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

 Tell us what happened.

In order to resolve your case and improve our processes, we need to understand your reason for interacting with the Department of Education at the time you decided to file a complaint. Even if you do not think your complaint is related to your relationship with the Department of Education, please complete the following fields to the best of your ability. Once you provide this information, you will have the opportunity to describe your complaint in detail.

Where are you within the Federal Student Aid process?

**Applying for Aid (FAFSA)** - You or your student are in the process of completing or have already completed a FAFSA.

**Receiving Aid** - After receiving an award letter from your school, 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.

Which aspect of the Student Aid process led to your complaint? <sup>?</sup>

What category is associated with your complaint? <sup>?</sup>

What is your complaint about? <sup>?</sup>

What led to your poor experience? <sup>?</sup>

What website is your complaint about? <sup>?</sup>

Who is your complaint about? <sup>?</sup>

Please select your servicer <sup>?</sup>

Please select your collection agency.

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 case:

3200 characters remaining

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

3200 characters remaining

Would you like to hear back from us?

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

No response required - for the Department of Education 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 payments?](#)

[Search for More FAQ's](#)

### 3.1.2. Hover Help Text

Hover Element	English Text	Spanish Text
What best describes the nature of your complaint?	We need to understand your reason for contacting or interacting with the 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 are in the student aid process, we may need this information in order to resolve your case. Please select the category that best explains your reason for interacting or communicating with the Department of Education.	
How would you further categorize your complaint?	We need to understand your reason for contacting or interacting with the 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 are in the student aid process, we may need this information in order to resolve your case. Please select the subcategory that best explains your reason for interacting or communicating with the Department of Education.	
What is your complaint about?	Please select the category that best describes the type of issue that lead to your complaint.	
What led to your poor experience?	Please select the subcategory that best describes the type of issue that lead to your complaint.	
What website is your complaint about?	Please select the website that your complaint is about.	
Who is your complaint about?	Enter the name of the the Department of Education Contact Center that your case is about. We need this information in order to resolve your case.	
What is the name of your servicer?	Please select the Servicer related to this case. We need to know your servicer in order to resolve your case.  If you do not know your servicer, you can find out by visiting <a href="https://www.nsls.ed.gov">NSLDS.ed.gov</a> .	
Please select the collection agency.	Please select the collection agency that has been contacting you.	
What is the name of your school?	Please provide the name of the School that is disbursing the aid. If your case is directly related to your school, we may need to contact your school.  If you are Receiving Aid, we require that you disclose this information although we may not reach out to the school.	

Hover Element	English Text	Spanish Text
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.	
What was the name of the customer service representative with whom you were speaking?	Please provide the name of the customer service representative that you were speaking with at the time of the experience that led to your complaint.	
Please provide any additional details about the case:	<p>Explicitly state what your complaint is, and tell us what happened. Please provide any additional details that would be helpful for the Department of Education to know in order to resolve your case.</p> <p>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.</p>	
What do you think would be a fair resolution to the case?	Please describe your ideal case resolution, and the Department of Education will work to resolve your case. However please be advised that the Department of Education cannot guarantee your ideal resolution. Depending on your case, examples of possible case resolutions may include the following: informing policy makers with your feedback, performing an investigation of your school or servicer, or documenting your case for our records.	
Would you like to hear back from us?	Please indicate if you would like to hear back from us regarding case updates and case resolution.	

### 3.1.3. 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	Spanish Text
Application Process	
Eligibility Process	
School	

English Text	Spanish Text
Federal Loan Receipt Process	
Federal Grant Receipt Process	
Loan Repayment	
Military and Veteran Benefits	
Grant Repayment	
Credit Reporting	
Collection Agency	

### 3.1.4. 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	Spanish Text
Completing the FAFSA	
Application Error	
Verification Issue / Tax Transcript	
Dependency Status	
IRS Data Retrieval Tool (DRT)	
FSA ID	
Log-in Issue	
Expected Family Contribution (EFC)	
Credit Decision/Adverse Credit History	
Dependency Status	
PLUS Eligibility	
Documenting Extenuating Circumstances	
Professional Judgement	

English Text	Spanish Text
School Recruiting and/or Marketing Practices	
School Participation in Federal Financial Aid Programs	
Student Eligibility	
Administrative Capabilities	
Misrepresentation	
Loan Disbursement Process/Data Accuracy	
Loan Documentation/Master Promissory Note	
Loan Counseling (Entrance, FACT, Exit, PLUS)	
Verification-Providing Documentation	
Credit Transfer	
School Owes Me Money (Credit balance, Refund)	
Delays Receiving Aid	
Satisfactory Academic Progress (SAP)	
Professional Judgement-Providing Documentation	
Federal Grant Disbursement Process (Pell, TEACH, IASG)	
TEACH Grant Agreement to Serve	
TEACH Grant Counseling	
Federal Loan Accuracy	
Loan Fees	
School Quality of Education	
School Closure	
Campus Based Aid Program (FSEOG, Work Study, Perkins)	
Ineligible Program of Study	



English Text	Spanish Text
Repayment of Aid due to Withdrawal or Overpayment (R2T4)	
Loan Forbearance / Deferment	
Total and Permanent Disability (TPD) Discharge	
Public Service Loan (PSL) Forgiveness Program	
Loan Payment Amount	
Loan Discharge / Cancellation / Forgiveness	
Loan Consolidation	
Loan Interest Rates	
Loan Capitalized Interest	
Loan Delinquency / Default	
Repayment Plan	
Credit Report Accuracy	
School Career Opportunities / Placement	
Collection Practices	
Collection Fees	
Wage Garnishments	
Tax Refund Offset	

### 3.1.5. Table of Issue Types

English Text	Spanish Text
Customer Service Interaction	
Action, Outcome, or Communication	
Website/Online Experience	
Federal Regulation, Legislation, or Policy	

### 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 about Customer Service Interaction or Website/Online Experience.

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

### 3.1.7. Table of Servicers

English Text	Spanish Text
ED-Cornerstone	<i>No Spanish translation needed</i>
ED-ESA/EdFinancial Services	<i>No Spanish translation needed</i>
ED-PHEAA	<i>No Spanish translation needed</i>
ED-Granite State-GSMR	<i>No Spanish translation needed</i>
ED-Great Lakes	<i>No Spanish translation needed</i>
ED-MOHELA	<i>No Spanish translation needed</i>
ED-Nelnet	<i>No Spanish translation needed</i>
ED-OSLA Servicing	<i>No Spanish translation needed</i>
ED-Navient	<i>No Spanish translation needed</i>
ED-VSAC Federal Loans	<i>No Spanish translation needed</i>
ACS-Xerox	<i>No Spanish translation needed</i>
Bank of North Dakota	<i>No Spanish translation needed</i>
Nelnet Loan Services	<i>No Spanish translation needed</i>
Great Lakes Educational Loan Services	<i>No Spanish translation needed</i>

English Text	Spanish Text
Georgia Student Finance Authority	<i>No Spanish translation needed</i>
Higher Education Serving Corporation	<i>No Spanish translation needed</i>
Kentucky Higher Education	<i>No Spanish translation needed</i>
National Education Servicing	<i>No Spanish translation needed</i>
American Education Services (AES)	<i>No Spanish translation needed</i>
Nelnet Loan Services	<i>No Spanish translation needed</i>
UHEAA	<i>No Spanish translation needed</i>
EdFinancial Services	<i>No Spanish translation needed</i>
OSLA Student Loan Servicing	<i>No Spanish translation needed</i>
MOHELA	<i>No Spanish translation needed</i>
Navient	<i>No Spanish translation needed</i>
Iowa Student Loan - Aspire	<i>No Spanish translation needed</i>
Granite State Management & Resource (GSMR)	<i>No Spanish translation needed</i>
Student Assistance Foundation	<i>No Spanish translation needed</i>

### 3.1.8. Table of Private Collection Agencies

English Text	Spanish Text
Account Control Technology	<i>No Spanish translation needed</i>
Action Financial Services	<i>No Spanish translation needed</i>
Allied Interstate	<i>No Spanish translation needed</i>
CBE Group	<i>No Spanish translation needed</i>
Central Research	<i>No Spanish translation needed</i>
Coast Professional	<i>No Spanish translation needed</i>
Collection Technology	<i>No Spanish translation needed</i>
ConServe	<i>No Spanish translation needed</i>
Credit Adjustments	<i>No Spanish translation needed</i>

English Text	Spanish Text
Delta Management Associates	<i>No Spanish translation needed</i>
Enterprise Recovery Systems	<i>No Spanish translation needed</i>
EOS-CCA	<i>No Spanish translation needed</i>
FAMS	<i>No Spanish translation needed</i>
FMS	<i>No Spanish translation needed</i>
GC Services	<i>No Spanish translation needed</i>
Immediate Credit Recovery	<i>No Spanish translation needed</i>
National Recoveries	<i>No Spanish translation needed</i>
NCO Financial Systems	<i>No Spanish translation needed</i>
Pioneer Credit Recovery	<i>No Spanish translation needed</i>
Performant Corporation	<i>No Spanish translation needed</i>
Premiere Credit of North America	<i>No Spanish translation needed</i>
Progressive Financial Services	<i>No Spanish translation needed</i>
Van Ru Credit Corp	<i>No Spanish translation needed</i>
West Asset Management	<i>No Spanish translation needed</i>
Windham Professionals	<i>No Spanish translation needed</i>

### 3.1.9. Table of Web Browsers

English Text	Spanish Text
Apple Safari	<i>No Spanish translation needed</i>
Google Chrome	<i>No Spanish translation needed</i>
Microsoft Internet Explorer	<i>No Spanish translation needed</i>
Mozilla Firefox	<i>No Spanish translation needed</i>
Other	

## 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

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---

Contact Information

What Happened?

Review and Submit

Tell us what happened.

In order to investigate and resolve your case, please categorize your suspicious activity below. This will help us direct your case to the proper authorities and come to a quicker resolution. Once you provide this information, you will have the opportunity to describe your 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?](#)

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### 3.2.2. Hover Help Text

Hover Element	English Text	Spanish Text
What best describes the suspicious activity you are reporting?	<p><b>Please indicate the category of suspicious activity that best describes your case.</b></p> <p><b>Identity Theft</b> indicates any unlawful activities that use the identity of another person (without permission)</p>	

Hover Element	English Text	Spanish Text
	<p>or of a non-existing person to interact with the Department of Education. Examples of Identity Theft include 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><b>School Fraud</b> refers to the 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. It also includes compensating employees for securing student enrollment.</p> <p><b>Distance Education Fraud</b> 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 the identifiers solicited from other individuals attending schools that offer distance education programs and personally collecting the disbursed aid.</p> <p><b>Student Fraud</b> 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 <b>Other</b>, if you do not believe the suspicious activity that you are reporting falls under one of these categories, and provide additional details in the following question.</p>	
What is the name of your school?	Please provide the name of the School that is related to the suspicious activity that you are reporting. We may need to contact this school in order to conduct our investigation.	
Please describe the suspicious activity:	Explicitly describe the suspicious activity you would like the Department of Education to know about. Please include any details that will help the Department of Education investigate this activity. The more detail you provide, the easier it will be to investigate this claim and come to a fair resolution.	

### 3.2.3. Table of Suspicious Activity Types

English Text	Spanish Text
Identity Theft	

**English Text****Spanish Text**

School Fraud

Distance Education Fraud

Student Fraud

Other

### 3.3. “What Happened?” Page: Compliment

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

#### 3.3.1 Screenshot

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---

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 would you like to submit a compliment about?

What is the name of your servicer?

What is the name of your school?

Is there someone specific you would like to compliment?

Please describe your compliment:

3200 characters remaining

Next

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 FAQ's](#)



### 3.3.2. Hover Help Text

Hover Element	English Text	Spanish Text
Who would you like to submit a compliment about?	Please tell us who your compliment is about. If your compliment is not about your school, your servicer, or the Department of Education, select "Other" and tell us who your compliment is about in the following question.	
What is the name of your servicer?	Please select the servicer that your compliment is about.  If you do not know your servicer, you can find out by visiting <a href="https://www.nsls.ed.gov">NSLDS.ed.gov</a> .	
What is the name of your school?	Please select the school that your compliment is about.	
Please describe your compliment:	Tell us about your compliment. Provide any additional details about your compliment that you would like to communicate to the Department of Education.  If you previously selected "Other," please tell us who your compliment is about.	

### 3.3.3. Table of Compliment Entities

English Text	Spanish Text
My School	
My Servicer	
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. This page requires no error messaging, because the submit button only appears when the checkbox is checked.

## 4.1.1. Screenshot

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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 Residency\*:  
State of Residency\*:  
Email\*:  
Phone Number\*:  
Preferred Method of Contact\*:  
Preferred Hours of Contact:

#### Who is the Complainant?

I am filing this one behalf of:

#### Who are you filing on behalf of?

Please provide the following information:

Your Relationship to Complainant\*:

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

First Name\*:  
Last Name\*:  
Email\*:  
Phone Number\*:

#### Military Affiliation

The complainant is 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 FAQ's](#)

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

Where are you within the Federal Student Aid process?

Which aspect of the 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?

Who is your complaint about?

Please select your servicer.

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 case:

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

Would you like to hear back from us?

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

Submit

## 5 Confirmation

### 5.1 "Confirmation" Page: Authenticated

This Confirmation Page displays for an Authenticated Customer. The Authenticated Customer receives a Case ID 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 resolution procedures and case management functionality.

#### 5.1.1 Screenshot

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Thank you for submitting your complaint. If you opted to hear back from FSA, a member of our support team will contact you within 2 business days.

Your Case ID number is XXXXXXXX. Please save the Case ID number for your records. Refer to this case number whenever you contact us about this request. You can update or check the status of your complaint at any time via [Case Management](#).

[Back to Provide Formal Feedback](#)

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?](#)

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Thank you for submitting your suspicious activity report.

Your Case ID number is XXXXXXXX. Please save the Case ID number for your records. Refer to this case number whenever you contact us about this request. You can update or check the status of your case at any time via [Case Management](#).

[Back to Provide Formal Feedback](#)

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 FAQ's](#)

[Provide FSA Formal Feedback](#) >> Submit a Compliment

Thank you for submitting your compliment.

[Back to Provide Formal Feedback](#)

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 FAQ's](#)

## 5.2 “Confirmation” Page: Unauthenticated Identified

This Confirmation Page displays for an Unauthenticated Identified Customer. The Unauthenticated Identified Customer receives a Case ID 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 resolution procedures and case management functionality

### 5.2.1 Screenshot

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

Thank you for submitting your complaint. If you opted to hear back from the Department of Education, a member of our support team will contact you within 2 business days.

Your Case ID number is XXXXXXXX. Please save the Case ID number for your records.

[Back to Provide Formal Feedback](#)

#### 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 FAQ's](#)

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[Provide FSA Formal Feedback](#) >> Report a Suspicious Activity

Thank you for submitting your suspicious activity report.

Your Case ID number is XXXXXXXX. Please save the Case ID number for your records.

[Back to Provide Formal Feedback](#)

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 FAQ's](#)

[Provide FSA Formal Feedback](#) >> Submit a Compliment

Thank you for submitting your compliment.

[Back to Provide Formal Feedback](#)

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 FAQ's](#)

## 5.3 “Confirmation” Page: Unauthenticated Anonymous

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

### 5.3.1 Screenshot

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

---

Thank you for submitting your complaint.

[Back to Provide Formal Feedback](#)

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 FAQ's](#)



[Provide FSA Formal Feedback](#) >> Report a Suspicious Activity

Thank you for submitting your suspicious activity report.

[Back to Provide Formal Feedback](#)

#### 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 FAQ's](#)

[Provide FSA Formal Feedback](#) >> Submit a Compliment

Thank you for submitting your compliment.

[Back to Provide Formal Feedback](#)

#### 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 FAQ's](#)

## 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'. The main header features the 'Federal Student Aid' logo and the text 'PROUD SPONSOR of the AMERICAN MIND®'. Below this is a navigation menu with three items: 'Provide Feedback' (with a notepad icon), 'My Cases' (with a folder icon and a downward-pointing triangle), and 'FAQs' (with a question mark icon). The 'My Cases' section is active, displaying the heading 'My Cases' and a prompt: 'Log in with your FSA ID and password If you would like to'. A list of actions is provided: 'view your case history', 'view individual case details', 'track your cases', and 'update your cases'. To the right is a 'Log In' button and a link for 'Create an FSA ID'.

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Provide Feedback My Cases FAQs

My Cases

Log in with your FSA ID and password If you would like to

- view your case history,
- view individual case details,
- track your cases,
- update your cases.

Log In

Don't have an FSA ID?  
[Create an FSA ID](#)

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## 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

The screenshot shows the top navigation bar of the Federal Student Aid website. It includes links for 'ABOUT US', 'ENGLISH | ESPAÑOL', and 'LOGOUT'. The Federal Student Aid logo is on the left, with the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION'. To the right of the logo is the text 'PROUD SPONSOR of the AMERICAN MIND®'. Below the navigation bar are three icons: 'Provide Feedback' (a notepad icon), 'My Cases' (a folder icon), and 'FAQs' (a question mark icon).

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>	
<a href="#">00000001</a>	10/12/2015	In Progress	Complaint	Loan Repayment -- Loan Fees	FSA Communication	John Doe	
<a href="#">00000002</a>	10/13/2015	In Progress	Complaint	Credit Reporting -- Credit Reporting Accuracy	Customer Service Support	John Doe	
<a href="#">00000003</a>	10/14/2015	Resolved	Complaint	Collection Agency -- Collection Fees	Website/Online Experience	Jane Doe	

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


## 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

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---

  
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 (SSA). Please note that if you recently created an FSA ID, it may take up to 24 hours for your identity to be confirmed.

#### 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>
You have no cases.						


## 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 LOGOUT

  
Provide Feedback

  
My Cases

  
FAQs

---

[My Cases](#) >> Case Details

**Case Details**

#### Case Information

<b>Case Number</b>	00000002
<b>Date Submitted</b>	10/13/2015
<b>Status</b>	In Progress
<b>Case Type</b>	Complaint
<b>Case Categorization</b>	Credit Reporting -- Credit Reporting Accuracy
<b>Issue Type</b>	Customer Service Support
<b>Additional Description</b>	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.
<b>FSA Response Requested</b>	Yes

#### My Contact Information

<b>First Name</b>	John
<b>Last Name</b>	Doe
<b>Email</b>	johndoe@email.com
<b>Phone Number</b>	(555) 555-5555
<b>Preferred Method of Contact</b>	Email
<b>Preferred Hours of Contact</b>	9am-5pm
<b>Country of Residency</b>	United States
<b>State of Residency</b>	NY
<b>Relationship to Complainant</b>	Spouse

#### Complainant Information

<b>First Name</b>	Jane
<b>Last Name</b>	Doe
<b>Email</b>	janedoe@email.com
<b>Phone Number</b>	(555) 555-5555
<b>Preferred Method of Contact</b>	Email

#### Add Details to your Case

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

Add a comment to your case:

Upload Supporting Documentation:

Browse

Submit

#### Associated Documentation

Date	File Name	Size
10/15/2015	<a href="#">IRS State Tax Form.doc</a>	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 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	Spanish Text
In Progress	
Update Received	
Waiting on Customer	
Resolved	
Referred	

## 6.4.3 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	Spanish 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


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Provide Feedback



My Cases



FAQs

---

Search for FAQs

Search

**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

**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 can the Ombudsman Group help me?](#)

**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?](#)

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## 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

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 Provide Feedback       My Cases       FAQs

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[Search for FAQs](#) >> Search Results

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?

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

- 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?](#)

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## 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




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 Provide Feedback       My Cases       FAQs

---

Search for 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?](#)

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- Status of your FAFSA

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

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

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## 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




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---

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

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 Consolidation Loans that repaid PLUS loans for parents—are eligible for IBR.

Your loan servicer will determine your eligibility for IBR, but check this calculator to see whether you might qualify and what your estimated payment could be.

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

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## 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.

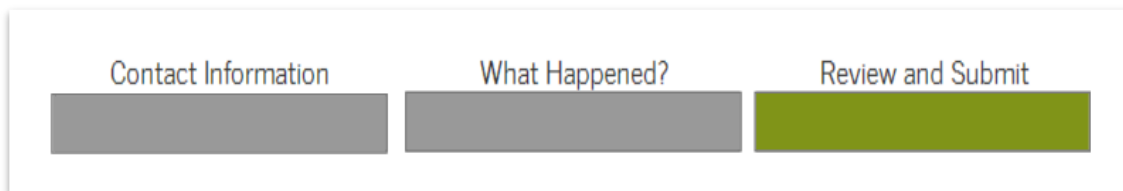
#### 8.1.1 Screenshot



### 8.2 Secondary Menu Navigation

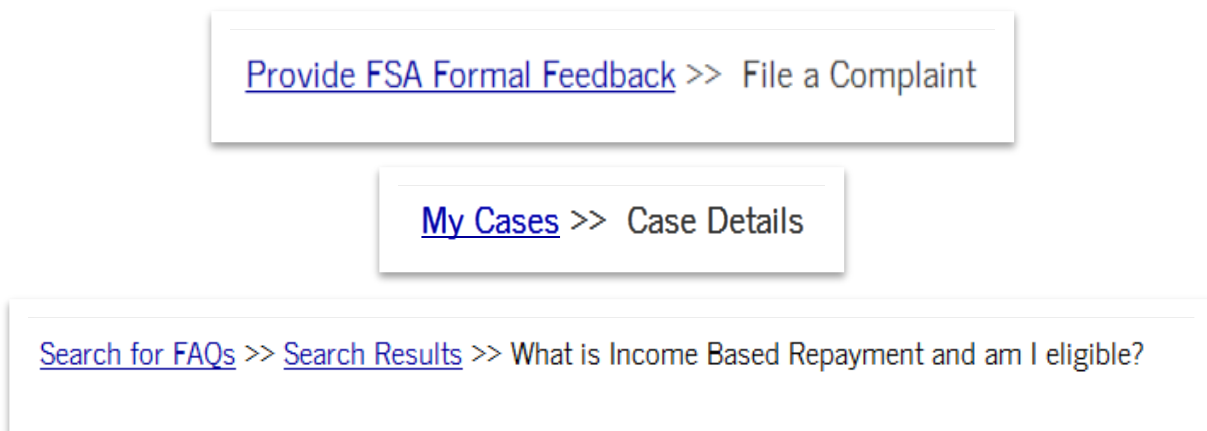
The Secondary Menu Navigation appears during the submission flow for a Complaint, Compliment and Suspicious Activity Report and allows the Customer to navigate to previous pages.

#### 8.2.1 Screenshot



### 8.3 Tertiary Menu Navigation

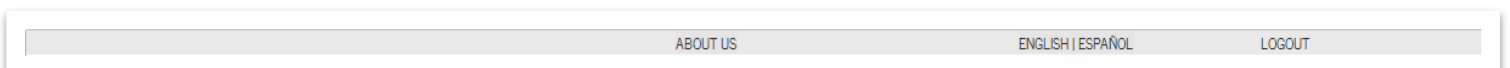
#### 8.3.1 Screenshot



### 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



## 8.5 Footer

This header appears on all ECS pages.

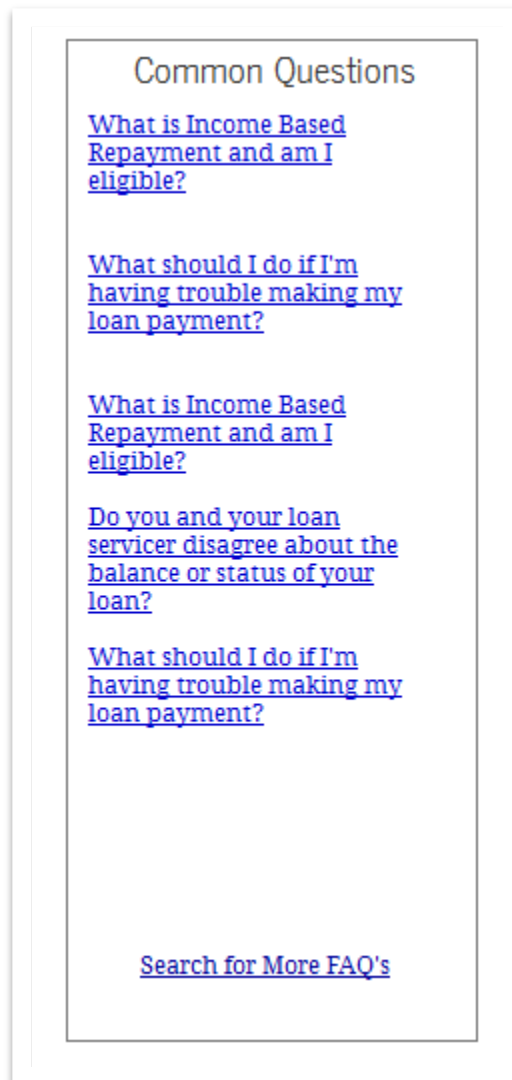
### 8.5.1 Screenshot



## 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



## 8.7 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

