

State Financial Aid Monthly Webcast

June 28, 2022

Topics of Discussion



FY 2023
Program
Guidelines
Updates

Work-Study
Student
Mentorship
Reporting Updates

TXWORKS
Promotional
Activities

Online TASFA
Updates

Deadlines and
Reminders

Questions

FY 2023 Program Guidelines

Updates

FY 2023 Program Guidelines

Published:

- 2022-23 grant program guidelines published 5/23/22
 - [FY 2023 Texas Grant, TEOG, TEG Program Guidelines Memo](#)
- 2022-23 remaining state program guidelines published 6/9/22
 - [FY 2023 CAL, TASSP, TCWS, WSMP, EAE, and Bilingual Ed Program Guidelines Memo](#)

Coming Soon:

- 2022-23 (FY 2023) State Financial Aid Programs Comprehensive Guidelines

Annual Updates



Program Years



Program Details



Deadline Dates



TEC and TAC

2022-23

**Program Guidelines
College Access Loan
(CAL)**

2022-23

**Program Guidelines
Toward EXcellence,
Access, & Success
Grant (TEXAS Grant)**

**Texas Higher
Education**
COORDINATING BOARD

Annual Updates



Program Years



Program Details



Deadline Dates



TEC and TAC

ELIGIBILITY

ELIGIBILITY REQUIREMENTS (TAC, Title 19, Section 22.130)

TO RECEIVE A TCWS AWARD, A STUDENT MUST:

- ✓ be classified by the institution as a Texas resident;
- ✓ be registered with Selective Service, or be exempt (see [Selective Service Statement](#));
- ✓ have financial need;
- ✓ be enrolled at least half-time in a plan leading to a degree or certification;
- ✓ not be a recipient of an athletic scholarship (i.e., the student is obliged to play an intercollegiate sport as a condition of receiving the scholarship) during any semester TCWS is awarded; and
- ✓ not be enrolled in a seminary or other program leading to ordination or licensure to preach for a religious sect or to be a member of a religious order.

ELIGIBLE EMPLOYERS (TAC, Title 19, Section 22.129 and 22.131)

Participating institutions may enter into agreements with off-campus employers to participate in the TCWS Program or provide on-campus employment. To be eligible to participate, an employer or the institution must:

- provide part-time employment to an eligible student in nonpartisan and nonsectarian activities;
- provide employment that is related to the student's academic interests, when possible;
- use TCWS Program positions only to supplement and not to supplant positions normally filled by persons not eligible to participate in the program; and
- provide certain wage and employee benefits (See [Required Matching](#)).

ALERT: Child Support Arrearages

Per [Texas Family Code, Title 5, Section 231.006](#), a student who is obligated to pay child support and is more than 30 days delinquent is not eligible to receive a state-funded grant or loan.

Institutions determine how to best comply with this state requirement and should work with their legal counsel on questions related to this statutory mandate.

ADDITIONAL INFORMATION

NON-TEXAS RESIDENT STUDENTS

Non-Texas resident students are not eligible to receive TCWS, even if they are eligible to pay resident tuition.

NON-CITIZEN STUDENTS

A Texas affidavit (non-citizen) student who can provide the appropriate documentation proving eligibility to be employed in the United States may secure employment through the TCWS Program. This includes Deferred Action for Childhood Arrivals recipients.

HOURS OF EMPLOYMENT

TCWS Program participants can only work **part-time**. Hours worked may vary according to a student's TCWS award amount and the employer's definition of a part-time employee (TEC, Title 3, Section 56.076(a)(1)).

Annual Updates



Program Years



Program Details



Deadline Dates



TEC and TAC

REQUESTING AND RETURNING PROGRAM FUNDS

Institutions can begin submitting requests for funding on **August 2, 2022**. The THECB will begin processing funds after **September 1, 2022**. Institutions have *until* the close of business on **August 1, 2023**, to request program funds.

- When requesting funds, eligible institutions must submit a [Funds Request Form \(FRF\)](#).
- A [Return of Funds Form \(RFF\)](#) must be submitted before any funds are returned to the THECB.

REPORTING

Participating institutions are required to submit a report (using a template provided by the THECB) detailing annual information on the following performance measures:

- Bilingual Education Program student graduation rates
- Passage rates for the Texas Examination of Education Standards Bilingual Education Supplemental exam **or** the English as a Second Language Supplemental exam
- Graduate employment data at Texas public school districts
 - Number of Bilingual Education Program students employed after graduation in a Texas public school district
 - Names of Texas school districts employing Bilingual Education Program graduates

REPORTING TIMELINE



STOP: Graduate Employment Data

Institutions **must** establish a process to collect the required public school reporting data on Bilingual Education Program students post-graduation.

The THECB is required to collect Bilingual Education Program data for the 2022-23 biennium, which includes the 2021-22 (Fiscal Year 2022) and 2022-23 (Fiscal Year 2023) award years. **Report templates and due dates will be sent** to participating institutions for both the required biennium and end-of-year reports.

Annual Updates



Program Years



Program Details



Deadline Dates



TEC and TAC

CONTACT FINANCIAL AID SERVICES	
By phone: (844) 792-2640	
Contact us by completing an online inquiry form and select "Financial Aid Question" as the Contact Reason.	
PROGRAM RULES AND STATUTES	
Texas Program Statutes	Texas Education Code TEC, Chapter 54, Subchapter D [PDF]
Texas Program Rules	Texas Administrative Code TAC, Title 19, Chapter 21, Subchapter A [PDF] TAC, Title 19, Chapter 21, Subchapter II [PDF]
WEBSITES, PORTALS AND GUIDES	
Texas Education Agency Critical Shortage Areas and Education Aide definition	2022-23 Critical Shortage Areas Educational Aide I, II, III
General program information for institutions	Student Financial Aid Programs Information Webpage
General college enrollment and financial aid information for students	College for All Texans
FORMS AND INSTRUCTIONS	
Form for adding, updating, or removing a user's access for state financial aid web portals	User Access Form [PDF]
Form for requesting program funds	Funds Request Form (FRF) [PDF]
Form for returning program funds	Special Programs Online Return of Funds Form
Instructions for returning funds electronically	Electronic Funds Transfer Information [PDF]
EAE 2022-23 Application	EAE 2022-23 Application [PDF]

Selective Service Statement

ELIGIBILITY									
<p>UPDATED</p> <p>SELECTIVE SERVICE STATEMENT (TAC, Title 19, Section 22.3)</p> <p>Under TEG, Title 3, Section 51.9095, an individual must file a statement of their selective service status with the institution confirming registration or exemption.</p> <p>This statute applies to all state-funded financial aid, as well as “federal funds or gifts and grants accepted by this state.” The statement is required from students receiving federal aid or private donations that pass through the state Treasury or Governor’s office (i.e., Governor’s Emergency Education Relief (GEER)), state-appropriated funds, or institutional funding, which includes programs funded by tuition set-asides, exemptions, and waivers.</p> <p>⚠️ ALERT: Proof of Selective Service Status No Longer Required</p> <p>Institutions are no longer required to collect “proof” of registration or exemption from students or to verify the accuracy of the statement against external databases or other resources if conflicting information does not exist (see Updated Guidance on Statutory Requirements that Impact Financial Aid Memo).</p> <p>Note: The THECB approved an amendment to TAC, Title 19, Section 22.3 during their quarterly meeting held on April 28, 2022.</p>	<p>ADDITIONAL INFORMATION</p> <p>COLLECTION METHOD</p> <p>The institution has flexibility to create an online, paper, or alternate method to collect the statement as long as it uses the content developed and required by the THECB.</p> <p>FREQUENCY COLLECTING THE STATEMENT</p> <p>If the student’s status will NOT change, the statement collected can be used for subsequent semesters at the same institution.</p> <p>If the student is NOT registered for selective service, a statement must be collected each time they apply for financial aid or a student loan until the statement indicates registered or exempt.</p> <p>MALES AGE 26 OR OLDER</p> <p>Individuals older than the maximum age at which an individual is required to be registered with the Selective Service System under federal law are not required to complete this status statement.</p> <p>RETENTION SCHEDULE</p> <p>The status statement must be retained in the student’s record based on the retention schedule outlined in the institution’s Program Participation Agreement (PPA).</p>								
<p>Any of the following can be used to meet the statutory statement requirement:</p> <ul style="list-style-type: none">• THECB Selective Service Statement of Registration Status (English Statement or Spanish Statement)• Printout from SSS.gov website• Institutional Student Information Record (ISIR) if status is available• THECB Selective Service Statement of Registration Status imbedded in the Texas Application for State Financial Aid (TASFA)									
<div><p>SELECTIVE SERVICE STATEMENT OF REGISTRATION STATUS</p><p>In accordance with Texas Education Code, Section 51.9095, male students must file a Selective Service Statement of Registration Status with their institution or other entity granting financial assistance. For more information about the Selective Service System, visit ss.gov.</p><p>Please mark one option below:</p><table border="1"><tr><td><input type="checkbox"/> was born female and not required to register.</td><td><input type="checkbox"/> was born male and am EXEMPT from registration because: (please briefly explain why you are exempt in the box below.)</td></tr><tr><td><input type="checkbox"/> was born male and am under the age of 18 and not currently required to register.</td><td></td></tr><tr><td><input type="checkbox"/> was born male and am REGISTERED with the Selective Service.</td><td></td></tr><tr><td><input type="checkbox"/> was born male and am over the age of 18. I am not registered with Selective Service and am not exempt from registration with Selective Service.</td><td></td></tr></table><p>I, _____, hereby certify that the Selective Service status statement provided above is true and accurate.</p><p>Student ID: _____ Signature: _____ Date: _____</p><p><small>Complete and return to the Financial Aid Office at your institution of higher education.</small></p><p><small>Selective Service Statement of Registration Status As of 05/26/2022</small></p></div>		<input type="checkbox"/> was born female and not required to register.	<input type="checkbox"/> was born male and am EXEMPT from registration because: (please briefly explain why you are exempt in the box below.)	<input type="checkbox"/> was born male and am under the age of 18 and not currently required to register.		<input type="checkbox"/> was born male and am REGISTERED with the Selective Service.		<input type="checkbox"/> was born male and am over the age of 18. I am not registered with Selective Service and am not exempt from registration with Selective Service.	
<input type="checkbox"/> was born female and not required to register.	<input type="checkbox"/> was born male and am EXEMPT from registration because: (please briefly explain why you are exempt in the box below.)								
<input type="checkbox"/> was born male and am under the age of 18 and not currently required to register.									
<input type="checkbox"/> was born male and am REGISTERED with the Selective Service.									
<input type="checkbox"/> was born male and am over the age of 18. I am not registered with Selective Service and am not exempt from registration with Selective Service.									

TEG As of 05/23/2022 Guidelines 2022 23 4

- Selective Service section updated in [Texas Administrative Code \(TAC\), Title 19, Section 22.3](#) on May 19, 2022.
- Selective Service Statement section has been added to all state program guidelines.

Child Support Arrearages

- Child Support Arrearages alert box has been added to all state program guidelines.
- Institutions determine how to best comply with this state requirement and should work with their legal counsel on questions related to this mandate and its impact on state financial aid programs.



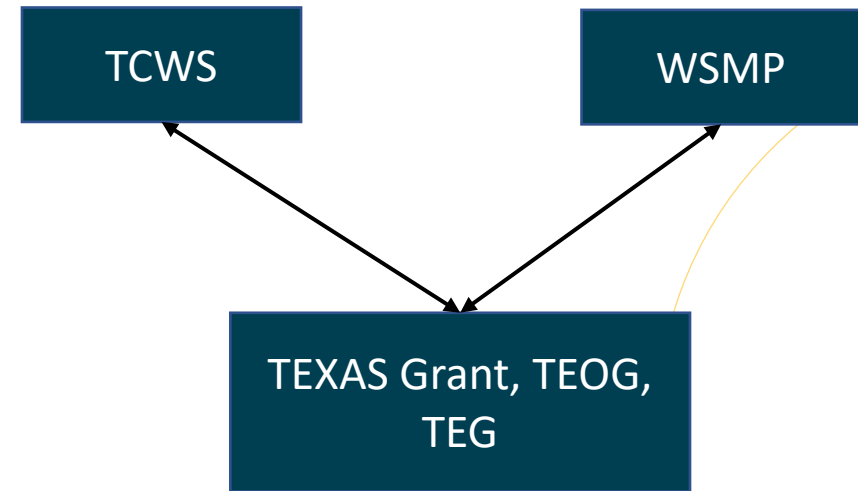
ALERT: Child Support Arrearages

Per [Texas Family Code, Title 5, Section 231.006](#), a student who is obligated to pay child support and is more than 30 days delinquent is not eligible to receive a state-funded grant or loan.

Institutions determine how to best comply with this state requirement and should work with their legal counsel on questions related to this statutory mandate.

Authority to Transfer

- [TAC, Title 19, Section 22.11](#) was updated May 19, 2022.
- The allowable amounts for the Authority to Transfer Funds process have changed from 10% to **25%** and from \$20,000 to **\$60,000**.
- Institutions must submit an online [FY 2022 Authority to Transfer Request](#) by **July 1, 2022**.



CAL Guidelines Highlights

- Reminders:
 - [Helmnet Change Transactions Instruction Guide](#)
 - [HelmNet Online Reporting Tool](#)
- For reinstatements, use the [Institution Loan Verification of Enrollment form](#)

REQUESTING LOAN CHANGES

A CAL can never exceed the amount certified by the institution. After certification, a CAL can be increased up to the original **certified** amount when:

- the student cancels all or part of the loan but later ends up needing the money during the loan period;
- the student becomes ineligible before the disbursement from the THECB and the institution cancels the loan, but the student later becomes eligible during the loan period; or
- the institution has already returned funds to the THECB during the loan period but needs all or part of the funds reissued.

The institution can make certain predisbursement changes (see [HelmNet Change Transactions Instruction Guide](#)) through the HelmNet Portal or request changes, such as reinstatement, in writing through the THECB's online contact form link, [CONTACT US](#). Loans can be increased or reinstated up to the original certification amount. Institutions must confirm that the loan does not exceed the difference between the student's COA and other forms of financial assistance for which the student is eligible.

A CAL **cannot** be increased in the following situation:

- The institution certifies LESS than what the student was preapproved to borrow.

For example: The student is preapproved for a certain amount, but the institution certifies a smaller amount. The student then ends up needing more money after certification and wants to increase their current loan amount. The loan amount CANNOT be increased beyond the certified amount by the institution, even though the student was preapproved for more than what was certified.



STOP: REINSTATING CANCELED LOANS

Institutions can send a request in writing through the [CONTACT US](#) link to reinstate a canceled loan or disbursement. Requests will be reviewed on a case-by-case basis. An [Institution Loan Verification of Enrollment \(VOE\)](#) form may be needed to process a reinstatement.

Common reasons why loans are canceled by the THECB:

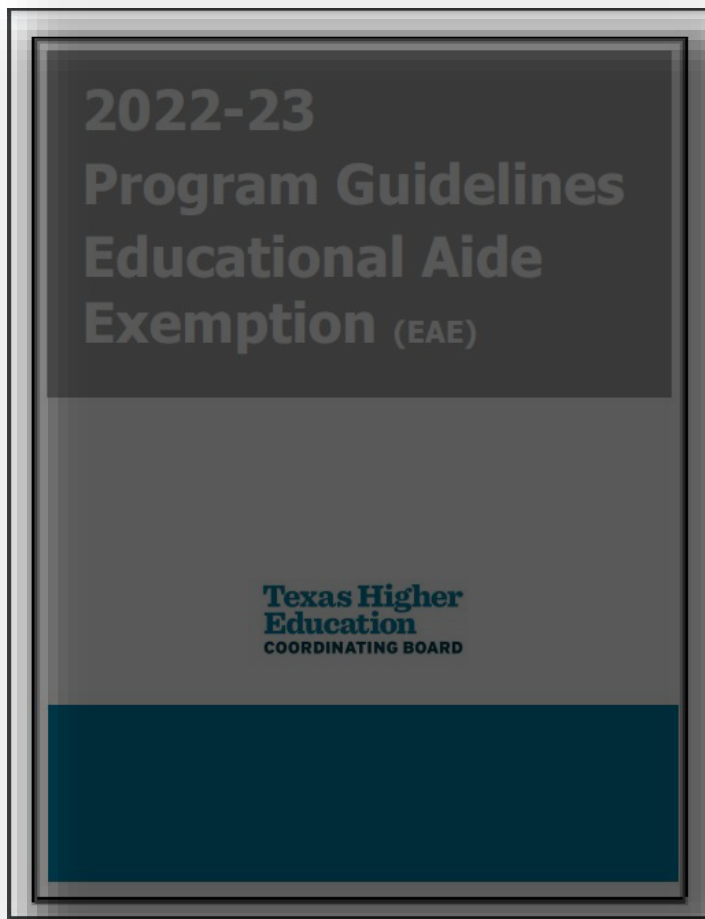
- Student did not approve the Loan Acceptance Disclosure (LAD) within 45 days of loan certification.
- Student was reported by the National Student Clearinghouse (NSC) database as enrolled less than half-time.
- Student contacted the THECB and canceled the loan without informing the institution.

TASSP Guidelines Highlights

- TASSP Nomination Process
 - Updated to align with HHLoans.com
- Certification Process
 - Administrator creates the student application in HelmNet

ELIGIBILITY	ADDITIONAL INFORMATION
<p>ELIGIBILITY REQUIREMENTS (TAC, Title 19, Section 22.166 & 22.167)</p> <p>The governor and the lieutenant governor may each appoint two students and two alternates. Each state senator and state representative may appoint one student and one alternate.</p>	<p>TASSP NOMINATION PROCESS</p> <ul style="list-style-type: none"> • The student is responsible for seeking an appointment for TASSP by a Texas senator, representative, the lieutenant governor, or governor. • Visit hhloans.com for the steps on how a student can apply. • Each legislator may have a different application process. • If selected, the student will receive a Notice of Selection email.
<p>TO RECEIVE AN APPOINTMENT, A STUDENT MUST MEET TWO OF THESE FOUR CRITERIA:</p> <ol style="list-style-type: none"> 1. Be on track to graduate or have graduated high school with the Distinguished Achievement Program (DAP), the distinguished level of achievement under the Foundation High School program, or the International Baccalaureate (IB) Program 2. Have a high school grade point average (GPA) of 3.0 or higher on a 4.0 scale 3. Have achieved a college readiness score on the SAT (1070) or ACT (23) 4. Be ranked in the top one-third of the prospective high school graduating class 	<p>CERTIFICATION PROCESS</p> <ol style="list-style-type: none"> 1. The student must submit their Notice of Selection to the financial aid office at the college they plan to attend. 2. The student must contact their college's financial aid office and complete any required school TASSP acknowledgement forms. 3. The financial aid office will certify the student's program eligibility with the THECB. 4. Once the THECB receives the institution's eligibility certification, the student will complete the TASSP application online at hhloans.com.
<p>TO RECEIVE A SCHOLARSHIP, AN APPOINTED STUDENT MUST:</p> <ul style="list-style-type: none"> ✓ be registered with Selective Service, or be exempt (see Selective Service Statement); ✓ be enrolled and in good standing in a Reserve Officers' Training Corps (ROTC) program or another undergraduate officer commissioning program as certified by the institution; ✓ maintain satisfactory academic progress (SAP) as indicated by the financial aid office at the recipient's institution of higher education; and ✓ enter into a written agreement with the THECB. 	
<p>⚠ ALERT: Child Support Arrearages</p> <p>Per Texas Family Code, Title 5, Section 231.006, a student who is obligated to pay child support and is more than 30 days delinquent is not eligible to receive a state-funded grant or loan.</p> <p>Institutions determine how to best comply with this state requirement and should work with their legal counsel on questions related to this statutory mandate.</p>	
<p>DISCONTINUATION OF ELIGIBILITY (TAC, Title 19, Section 22.165)</p>	

EAE Guidelines Highlights



Teacher Shortage Areas

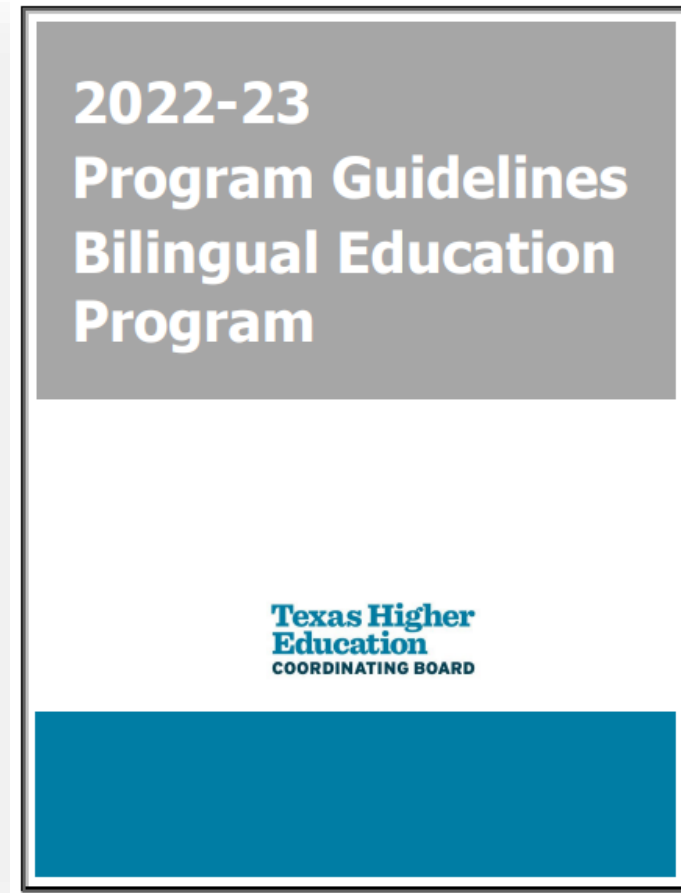
The 2022-2023 teacher shortage areas have been approved by the US Department of Education. The approved shortage areas for 2022-2023 are as follows:

- Bilingual/English as a Second Language – Elementary and Secondary Levels
- Special Education – Elementary and Secondary Levels
- Career and Technical Education - Secondary Level
- Technology Applications and Computer Science – Elementary and Secondary Levels
- English Language Arts and Reading – Elementary and Secondary Levels
- Mathematics - Secondary Level
- Science – Secondary Level

Note: Participating list of schools, EAE application, and FAQs will be released once final allocations are available.

Bilingual Education Highlights

- No significant changes made for Bilingual Education Program Guidelines.
- Overarching updates such as selective service statement, child support arrearages, and annual updates were included.



TCWS Guidelines Highlights


- The alert box in the TCWS program guidelines provides institutions permission from the THECB to use funds for summer awarding for FY 2023.


 **ALERT:** Institutions that do not disburse their original state work-study allocation during the nine-month academic year are permitted by the THECB to use funds for **summer awards**. All funds must be expended by **August 31** of the current fiscal year (see [TAC, Title 19, Section 22.133](#)).

WSMP Guidelines Highlights

- New reporting templates available.
- Reminder about [AskADVi](#) tool.

Annual WSMP Program Summary Report Template Due every September 5 Program Period: September - August		
Instructions: This report template may be utilized to draft report data to submit reporting requirements through the WSMP online report portal.		
Reminder: The WSMP requires MOUs to be in place with WSMP partnering school districts or nonprofit organizations. MOUs must be provided to the Coordinating Board, should clearly state the agreement period, and state with whom the agreement is with. An MOU sample template is provided within the WSMP Guidelines. MOUs are to be submitted through the WSMP Online Report Portal (upload tab).		
WSMP Program Overview		
INSTITUTION NAME:		
Place an X by the program structure which best describes your program		
On-Campus Program (Serving high school students)		
Off-Campus Program (Serving high school students)		
On-Campus Program (Serving college students)		
Off-Campus Program (Serving college or high school students within a nonprofit organization setting)		
Complete the following data items		
Provide the TOTAL number of students employed as mentors/advisors/tutors		
Provide the TOTAL number of students who received mentoring/advising/tutoring		
Mentor/Advisor/Tutor Job Training Completed - enter (Yes or No)		
Type of Position Employed - enter (Mentor, Advisor, Tutor, or All)		
Briefly describe your institutions WSMP program this year. Include day-to-day employed student responsibility overview.		

Home About FAQ Students Counselors Contact



ABOUT US

About ADVi

ADVi – which is short for “advisor” – is a chatbot powered by Mainstay. ADVi uses artificial intelligence to provide on-demand support to students looking to attend or return to higher education, reaching students with critical college access information.

ADVi uses text messages to provide student-friendly, accurate, and engaging information about key college access milestones, common questions, and action steps. If a student’s inquiry is unable to be answered by ADVi or they need personalized support, the Virtual Advising Project’s trained advisors step in to provide support.

Right now, any student in Texas may access ADVi by texting COLLEGE to 512-829-3687 or by starting a freshman application in ApplyTexas and opting to receive messaging.

Work-Study Student Mentorship (WSMP) Program and TXWORKS

Updates

Work-Study Student Mentorship Program

The purpose of WSMP is to provide employment to eligible students with financial need to mentor, tutor, or advise students at participating institutions of higher education or high school students within local school districts and nonprofit organizations.

The primary goal of the program is to improve and increase student access, success, education and to provide employed WSMP students with an opportunity to gain and strengthen career readiness skills.



Note: Student mentor, tutor, and advising positions are funded by a combination of state appropriations provided by the Texas College Work-Study (TCWS) Program and matching funds from participating institutions.

WSMP Program Update

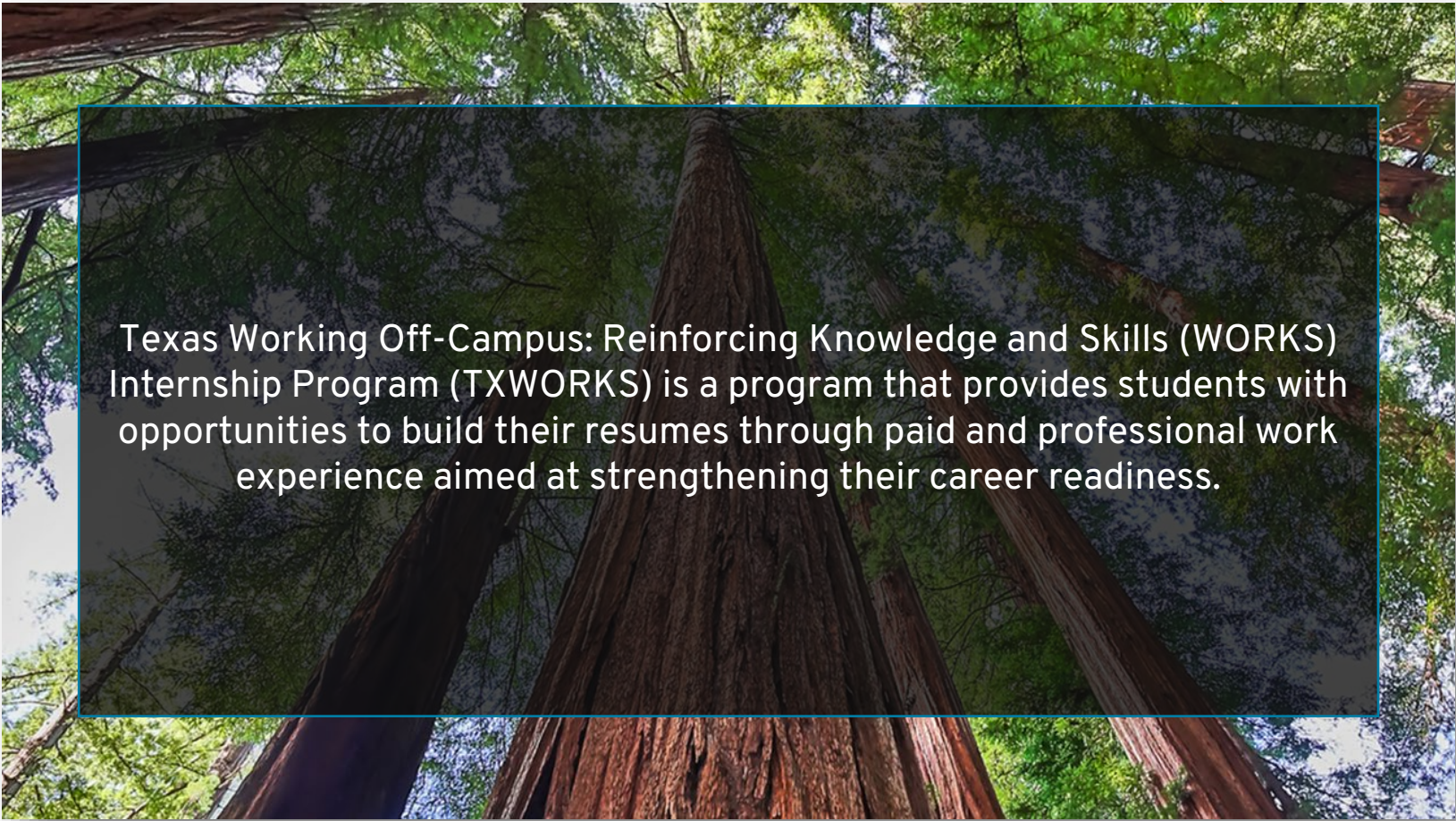
Reporting includes each of the following:

- Number of students employed as mentors, tutors, or advisors in the preceding year
- Number of college students from the participating institution receiving mentoring, tutoring, or advising in the preceding year
- Number of high school students receiving mentoring, tutoring, or advising from students of the participating institution in the preceding year
- Information relating to the costs of the program
- Program overview
- Type of activities implemented

ALERT: Persistence of students served is no longer a reporting requirement.



TXWORKS Program Details



Texas Working Off-Campus: Reinforcing Knowledge and Skills (WORKS) Internship Program (TXWORKS) is a program that provides students with opportunities to build their resumes through paid and professional work experience aimed at strengthening their career readiness.

TXWORKS Employer Internship Requirements

- **Opportunities** for meaningful, challenging, real-world work experiences.
- **Work** a minimum **8** weeks and a minimum of **96** hours.
- **Earn** a minimum of **\$20** per hour.
- **Exploration** of career paths with professional development and certification opportunities as applicable.
- Internship activities that are not political or sectarian in nature and with **no more than 25%** administrative work.
- Internships that can be offered **face-to-face, virtually or hybrid**.
- **No more than 50%** of the eligible employer's workforce may be interns.



SAVE THE DATE



National Intern Day with a Texas Twist Conference

Thursday, July 28, 2022

Follow the [Texas Interns Unite! LinkedIn Page](#)
for details coming soon on this **in-person** event.



TXWORKS
TEXAS INTERNSHIP CHALLENGE
Supported by THECB

**Texas Higher
Education**
COORDINATING BOARD

2023-24 TASF

Updates

Online TASFA Updates

Refinement

- Test files are being created for institutions which will be loaded into MOVEit in a TASFA_Output folder.
- Editing application content for user clarity.

Outreach

- Presentation delivered to Tx College Access Network (TxCAN) on June 13, 2022.
- Collaborating with Texas OnCourse to develop training and resource information to help with the launch.

Testing

- Internal user acceptance testing (UAT) is in progress for Dependent Student cases.
- External UAT is in progress for the first iteration of testing for Independent Student cases.
 - Testers are composed of TASFA Committee members.
- THECB will notify institutions once TASFA files are available to test the data transmission process through MOVEit.

Tentative Testing Timeline

- **Iteration 1** = Independent student (student information and signature)
- **Iteration 2** = Dependent student (student/parent information and signatures)
- **Iteration 3** = Email verifications and adding additional schools
- **Iteration 4** = Accessing and completing the application from A-Z

June '22						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

July '22						
M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

August '22						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Deadlines and Reminders

Deadlines and Reminders

Deadlines

- Deadline for Authority to Transfer – **July 1, 2022**
- Deadline to request 2021-22 (FY 2022) funds for TEXAS Grant, TEOG, TEG, EAE, and Bilingual Education Program – **Aug 1, 2022**

General Reminders

- Financial Aid Database (FAD) - Cycle Two – First day to submit files – **June 15, 2022**
- Summer Institutional Calendar posted on SFAP webpage → Stay Connected
- First day to submit 2022-23 (FY 2023) funds request for TEXAS Grant, TEOG, TEG, EAE, and Bilingual Education Program – **Aug 1, 2022**

Coming Soon

- Exemption and Waiver updates
- Comprehensive Guidelines

Contact Student Financial Aid Programs

The following phone lines are available for borrower and the public:

Borrower Services

- Student Borrowers (Cosigners): (800) 242-3062

Texas Financial Aid Information Center

- Public Line: (888) 311-8881

Contact Financial Aid Services in one of the following ways:

FAS Institutional Phone Line

- Institutions Only: (844) 792-2640

Submit inquiries online through the [CONTACT US](#) web form.



Phone lines –
Hours of Operation:
Mon-Fri
8 a.m. to 5 p.m.
(Closed 12-1 daily)

Submit a CONTACT US

- To ensure inquiries are routed correctly, complete these steps:
- Select “**Institution**” in Received From box
- Enter the institution’s full name
- Always select “**Financial Aid Question**” as the Contact Reason
- Provide the best **direct phone number**

Texas Higher Education Coordinating Board

Contact Us

*An asterisk * by the field indicates a required field!*

Received From*

Institution

Contact Reason*

Description*

Please do NOT include your full Social Security Number inside the issue description. If you have a question about the status of a new loan application, accounts in repayment, or deferments, please use the last four digits of your SSN instead.

Is this a complaint No ☒ Yes ☐

Contact Preference E-MAIL ☒ LETTER ☐ PHONE ☐

Salutation*

First Name*

Last Name*

E-mail*

Phone (10-digit) Phone Ext

Mail Address

Mail Address2

Mail Address3

City

State Zip Code (5-digit)

| [Help](#)



Texas Higher Education

COORDINATING BOARD

Questions?