

Frequently Asked Questions

Now Available on the Student Financial Aid Programs Webpage!

November 1, 2018

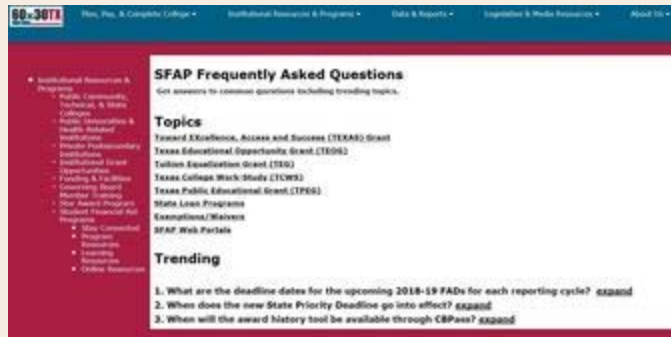


A Little History

From 2011-2015, the Grants and Special Programs team (now called Financial Aid Services) regularly published a compilation of questions and answers to provide guidance to the institutions participating in the state's financial aid programs. The THECB Q&A's, as they were known, were posted on our website in a PDF format.

Over the years, changes to statute, rules, and program administration have made some of the answers within the documents outdated. In March 2018, the documents were removed after the announcement of a complete redesign of the Q&A's.

Feedback from the financial aid community requesting the return of the Q&A's has prompted FAS to move in a new direction, with a more standard structure that is easily accessible and provides a simplified directory online.



Student Financial Aid Programs is excited to announce the launch of a Frequently Asked Questions (FAQ) webpage!

Click [HERE](#) to visit the webpage

New FAQ Structure

The new FAQ webpage was designed to assist institutions with common questions regarding the administration of state financial aid programs. There will be a maximum of 10 topics options posted online with no more than 8 questions per topic which now include expandable answers. There is also a "Trending" section included which will provide institutions with guidance on hot topics.



A New Direction

The new FAQ page is hosted on the Student Financial Aid Programs webpage that was migrated onto the THECB's main website in May 2018.

Institutions should expect to see more enhancements to the FAQ webpage as the THECB continues to make designing improvements to the agency website.

As of now, there are eight main topics and a "Trending" section on the main FAQ page which is intended to target specific subjects or provide short-term answers throughout the year.

Going Forward

FAS will continue to add more to the online topics when new questions are submitted by the FA community that benefit all institutions. As changes are made to statutes, program administrative rules or THECB processes, FAQs will be updated if these changes will affect the accuracy of the online answers.

"Tell me and I forget. Teach me and I remember. Involve me and I learn."

—Benjamin Franklin.

Available Topics

- TEXAS Grant
- State Loans
- TEOG
- TCWS
- TEG
- Exemptions/Waivers
- TPEG
- SFAP Web Portals

Contact FAS

To send a specific question related to a state financial aid program at your institution, please use the [CONTACT US](#) link and select "Financial Aid Question" from the **Contact Reason** drop down list.

NOTE: You can also send a request if there is a need to reference an archived Q&A document that was previously published.

Texas Higher Education Coordinating Board

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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 delinquency, please use the last four digits of your SSN instead.