

**ApplyTexas Lunch and Learn**  
**March 6, 2025**  
**FAQ's**

- 1. If you are a school district that signed an MOU after the pause, when will new or corrected MOUs be able to be processed?**

Please contact the ApplyTexas MOU inbox at [applytexasmou@highered.texas.gov](mailto:applytexasmou@highered.texas.gov) to receive information about the Public MOU for access to the ApplyTexas Counselor Suite.

- 2. Will there be a plan to launch an ApplyTexas set site like we had in the old implementation?**

Thank you for your feedback. We will take this back to our technical team for consideration.

- 3. We are currently seeing that every applicant shows that they need a Residency Affidavit. Is this something that ApplyTexas is aware of and is it going to be corrected?**

Thank you for your feedback. We recognize this concern and are actively working on updates to the Texas Residency section.

- 4. We are still have residency issues as a result of incorrect high schools being chosen. This is due to the fact that a state location of the school is not provided on the drop down. What is the status of the fix?**

Thank you for your feedback. We're actively working on updating the drop-down for the high school list and plan to implement this update in an upcoming deployment.

- 5. If a student has a newer addresses that hasn't been updated with USPS yet and they are unable to validate their address, how would they bypass or confirm their address is correct?**

ApplyTexas utilizes google to verify United States addresses. Our technical team is actively working on updates to the address validation.

- 6. Have date fields been fixed to prevent the behavior where you can save any year between 0000 and 3000?**

Thank you for your feedback. The technical team is aware of this issue and plans to implement a validation fix in an upcoming deployment.

- 7. We are currently seeing that students who enter parent information and then move onto Emergency Contact and select "YES" to the question whether the information is the same as a previously saved contact (in the parent screen), that they receive an error and must select "no" an re-enter parent contact information. What is the status of this fix?**

We will take this back to our technical team for discovery.

- 8. What happened to the social security question. The question seems to have been removed with one of the recent updates. Social security numbers are required for financial aid purposes. Thanks for the update.**

The ApplyTexas technical team has implemented a recent fix for the social security question.

- 9. Our service area has several towns with residence addresses that do not validate. They are required to have PO Box for mailing. What happens when their address does not validate? Can they still submit and can the message suggest they provide a valid mailing address as well?**

ApplyTexas utilizes google to verify United States addresses. Our technical team is actively working on updates to the address validation.

- 10. When will the sprints focus on EDI improvements?**

Issues have been reported numerous times over the last cycle and continue to be a problem. Staff must manually review the EDI each day before the data can be loaded to our SIS. Please be assured that our technical team is aware of the EDI concerns and is actively working on updating and enhancing the system.

- 11. Who do we contact if data is still missing?**

Please contact the Help Desk through our form found on the [applytexas.org/contact/](https://applytexas.org/contact/) page of the ApplyTexas website.

- 12. When updating dates/fees/essays, I was not able to save my changes because dates were required for "optional enforced deadline 3" and "optional display deadline 3". If they're optional, why are they being required? I have submitted a ticket.**

Thank you for bringing this to our attention. Our technical team is aware of the issue and is actively working on a solution. The Help Desk will provide an update to your ticket.

- 13. We have been receiving a high volume of fake applications.**

Thank you so much for bringing this matter to our attention. We truly appreciate your commitment to maintaining security, and we want to assure you that ApplyTexas is actively working on strengthening its security protocols. A more robust system will be introduced for the 25-26 application cycle. As best practice in cybersecurity, we kindly recommend reviewing your email distribution policies to ensure that '.edu' email addresses are only issued to students who have been formally accepted to your institution.

- 14. On the school search page do the start semester start with fall, spring then summer?**

The team is currently evaluating the optimal user experience for students. More details to come.

- 15. Can you talk more about the payment info page? Where will that send the students-to the University/college payment pages?**

The upcoming updates to the payment page will focus on clarifying that payments will not be processed through ApplyTexas. Instead, students will be provided with clear guidance on alternative payment methods and instructions on where to pay their fees.

- 16. Will you be adding the date range feature back to the application search when you are searching by semester, status and date range for saved not submitted apps?  
Currently it pulls applications for all dates.**

Thank you for your feedback. We will take this back to our technical team for discovery.

- 17. What is ApplyTexas doing to help stop fraudulent applications?**

See question 12 for response.