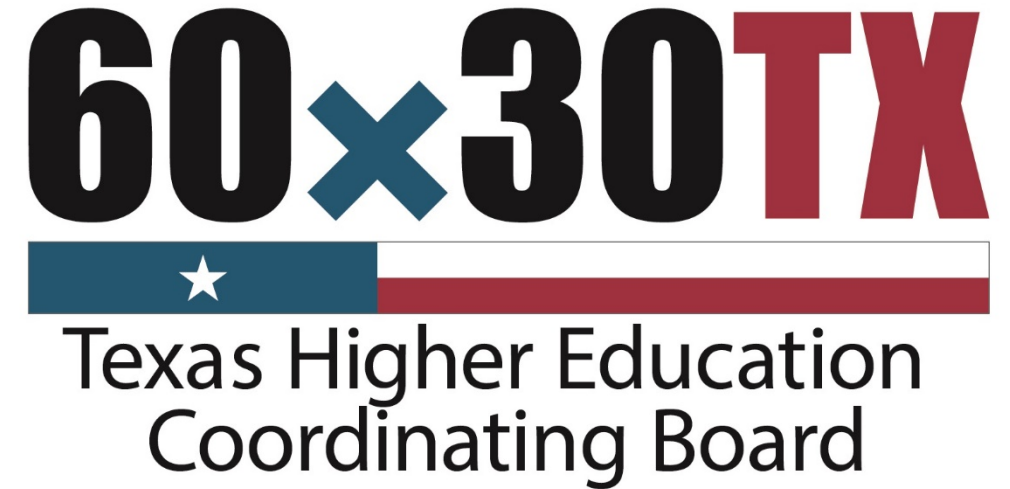


State Financial Aid Webcast

Leah Smalley
Student Financial Aid Programs
June 11, 2019



Agenda Topics

- 2019-20 Program Guidelines
- ABC's of Financial Aid Database (FAD)
 - Open and Deadline Dates
 - FAD Manual Overview and Updates
 - File Processing
 - Reporting
 - Reconciliation Demo
 - Contact Us
- Upcoming Events and Deadlines



2019-20 Program Guidelines Update

Released as of 6/11/19

- Educational Aide Exemption (EAE)
- Texas College Work-Study (TCWS)
- Toward EXcellence, Access and Success (TEXAS) Grant
- Texas Educational Opportunity Grant (TEOG)
- Tuition Equalization Grant (TEG)

Pending Release

- College Access Loan (CAL)
- B-On-Time (BOT)
- Texas Armed Services Scholarship Program (TASSP)
- Work-Study Mentorship Program (WSMP)

2019-20 Program Guidelines Update

TEXAS Grant & TEOG

1. EFC Priority
2. Controlled Substance
3. Selective Service Statement
4. Award Chart
5. Authority to Transfer
 - TCWS → Grant Deadline **June 28 (REVISED)**

TEG

1. Selective Service Statement
2. Awarding Section
 - Annual amount did NOT change
3. Tuition Differential Rates
4. Authority to Transfer
 - TCWS → Grant Deadline **June 28 (REVISED)**

ABC's of Financial Aid Database (FAD)

FAD Reporting Deadline Dates

2018-19 (FY 2019) Deadlines

Cycle	First Day	Deadline	Submission Requirements
Second	June 10, 2019	Aug. 19, 2019	Reconcile state program totals and validate data
Third	Sep. 30, 2019	Dec.16, 2019	Reconcile state program totals and certify data



Texas Higher Education Coordinating Board

FY 2019

Financial Aid Database (FAD) Report Manual 2018-19

Financial Aid Services
Texas Higher Education
Coordinating Board

Contact:
FADB@thecb.state.tx.us
Toll Free: (844) 792 2640

Revised 6/10/19

FILE LAYOUT

FY 2019 (2018-19) FAD

LEMENT INSTRUCTIONS

/ 2019 (2018-19) FAD

GENERATED REPORTS & NOTIFICATIONS

FY 2019 (2018-19) FAD

APPENDICES

2019 (2018-19) FAD

FAD Manual Reminders

There are 5 Sections in the FAD Report Manual:

1. Overview
2. File Layout
3. Instructions
4. Generated Reports and Notifications
5. Appendices

Before you begin submitting a file:

- File is “all-inclusive”.
- Confirm you are able to receive report notifications
 - FADmail@School.edu
 - FAD-mail@School.edu
- Check the “As of” date at the bottom of the manual.
- Review any modified items.

Modified Data Elements: Cycle 2

Data Element #68 - TEXAS Grant Award Amount

- Max Now: \$14,022
- Max Previously: \$9,348

Data Element #69 - TEOG Award Amount

- Colleges
- Max Now: \$8,793
 - Max Previously: \$5,862

- Community Colleges
- Max Now: \$4,725
 - Max Previously: \$3,150

- Technical Institutes
- Max Now: \$8,385
 - Max Previously: \$5,590

No Change will be made
to Data Element #54
TEG Award Amount

Modified Data Elements: Cycle 2

57) MODIFIED Semester of Initial/First Award for State Grant Aid (e.g., TEXAS Grant, TEOG, or TEG)

POSITION 213

Numeric
X

1 character, right justified
Range 0 – 3

- 0 = Not applicable
- 1 = Initial/first award issued in the fall semester
- 2 = Initial/first award issued in the spring semester
- 3 = Initial/first award issued in the summer semester

Enter "0" for renewal/subsequent students

112) MODIFIED Tuition Equalization Grant (TEG) Satisfactory Academic Progress (SAP)

POSITION 440

Numeric
X

1 character, right justified
Range 0 – 4

- 0 = Not a TEG recipient
- 1 = Yes
- 2 = No
- 3 = Reporting Cycle 1
- 4 = Not a TEG recipient but meeting SAP requirements

File Process Flow

Step 1: Upload FAD Report file using MOVEit DMZ.

- Once the file is submitted, an email receipt confirmation is sent automatically, and the file is processed for Errors or Warnings.
- Move to **Step 2**.



Step 2: Download FAD Edit Reports from MOVEit DMZ.

- If errors or discrepancies are found on any report, correct the file and repeat **Step 1**.
- If no errors or discrepancies are found, move to **Step 3**.



Step 3: Complete file process through CBPass portal.

- **First Reporting Cycle:** Institution confirms report totals and completes an online **Validation** statement.
- **Second Reporting Cycle:** Institution confirms report totals and completes an online **Validation** statement.
- **Third Reporting Cycle:** Institution confirms report totals and completes an online **Certification** statement.

Generated Reports

Generated Reports in MOVEit

- Program Comparison
- FAD001 Edit Report
 - Edit Summary
 - Error Report
 - Warning/Questionable
- Reconciliation Report

NOTE: Unmatched SSN Report
(Cycle 3 only)

The screenshot displays the MOVEit file browser interface. At the top, the breadcrumb path is "/ Home/ fas / FADS Output/". Below this is a search bar labeled "Find File/Folder:" with an empty text input field and a "Find File" button. Under the search bar, there is a table with two columns: "Name" and "Parent Folder". The "Name" column has a dropdown arrow next to it. The table lists three files:

<input type="checkbox"/>	Name	Parent Folder
<input type="checkbox"/>	ProgramComparison_____2019_Exec6737_Cycle1_20190325191745.pdf	
<input type="checkbox"/>	FAD001_Cycle1_2019_I_____I_20190325191745.txt	
<input type="checkbox"/>	Reconciliation_____2019_Exec6737_Cycle1_20190325191757.pdf	

Program Comparison Report

- This report compares data from cycle year to cycle year.
- For example, totals listed in 2019 cycle 2 will be compared to totals in 2018 cycle 2 for each line item.

Program Level (Data Element #22)

	2019	2018	% Diff	
Non-Degree Seeking	386	0	100.00%	**Review
Continuing Education	0	0	0.00%	
Associate Degree	0	0	0.00%	
Undergraduate Certificate	0	0	0.00%	
Bachelor's Degree	0	0	0.00%	
Master's Degree	0	0	0.00%	
Doctorate Level/Professional Practice	0	0	0.00%	
Teacher Certification	0	0	0.00%	
Graduate Level Certificate	0	0	0.00%	
Total	386	0	100.00%	

Need Analysis (Data Element #23)

	2019	2018	% Diff	
Completed either a FAFSA or TASFA	214	3,621	-94.09%	**Review
None used to receive aid	172	874	-80.32%	**Review
Total	386	4,495	-91.41%	

FAD001: Edit Summary

TEXAS HIGHER EDUCATION COORDINATING BOARD

Page 1

FADS-FAD001 EDIT

RunDate: XX/XX/XXXX Time:

11:11:11

Institution Name

XXXX

FICE_Code Fall 2018

EDIT SUMMARY

		Normal Range	Warning Values	Error Values
Item001	Report Code	###	###	###
Item002	Fice	###	###	###

The number of questionable values and errors found in each individual Data Element is listed in this section of the FAD001 Edit Summary

Item112	TEG SAP	###	###	###
Item113	Top 10% SAP	###	###	###

Total Reported Records	###
Number Of Non-Unique/Duplicated Id's	###
Number Of Duplicate Records	###
Total Error Records	###
Total 'Other' Errors	###
Total Unreconciled Programs	###
Total Warning Records	###
SSN With Alpha Characters	###
Number of students with Zero Family Contribution	###

FAD001: Error Report

This section provides a student-by-student listing of all Data Records with **errors**. The listing includes the following information for each error:

- Item #
- Data Element Name
- Edit Message
- File Value
- Total Number of Errors Found

```

                                TEXAS HIGHER EDUCATION COORDINATING BOARD
FADS-FAD001 EDIT                                Page 1
INSTITUTION NAME                                RunDate: 04/11/2018 Time: 14:05:52
                                                999999          Fall      2018

                                ERROR REPORT

DATA RECORD: 1
STUDENT SSN/ID : 111111111          Student Name : STUDENT NAME          Student ID : 000000000

W/E  ITEM#  DATA ELEMENT          EDIT MESSAGE          FILE VALUE
ERROR 095  Institution Student Number  Cannot = 00000000      000000000
ERROR 097  Selective Service           = 0 or 2 and needs analysis (# 23) = 1 and TCWS Mentorship (#78) > 0  0
          023  Need Analysis Used                                     1
          078  Texas Work-Study Mentorship Pg                       00228

COUNT OF ERRORS IN THIS RECORD: 2
-----
```


Exception Codes

The FAD Report currently lists a total of **17 Exception Codes** that can be used during all reporting cycles to explain discrepancies or editing errors which could occur on valid data.

All records with Exception Code **11** will be corrected through the override process after **all** other errors are corrected and program total are reconciled.

Exceptions (Formerly Unmatched Reason). Enter "00" for all students. If an error is generated on the edit report, enter the exception code (01-17) that identifies why the student is eligible for financial assistance during the 2018-19 academic year.

00 = No exception needed

These codes are used to explain the recipient's eligibility for reporting purposes:

- 01 = Student dropped all classes before/after census date in all terms in which he/she enrolled
- 02 = Student enrolled after the census date in all terms in which he/she enrolled
- 03 = Student enrolled 100% in continuing education or audit courses
- 04 = Student enrolled 100% in distance education
- 05 = Student enrolled only in winter or mini session or CO-OP
- 06 = Student's SSN/ID or residency does not align with the CBM001 (Only Fall and Spring; Summer is not matched) and a change will/has been made through the CBM00N or a future CBM001
- 07 = Student reported as Affidavit Non-Citizen with a student ID on the CBM001, and is reported with an SSN on the FAD
- 08 = Student deceased
- 09 = Student attended this campus, but enrollment was reported by another one of our campuses
- 10 = Student/classes are not reported for state funding
- 11 = Reason not listed and an override request must be submitted to THECB to only identify errors (See instructions for override process)
- 12 = Student completed FAFSA/TASFA but did not attend any terms (no hours and tuition/fees reported)
- 13 = Student enrolled and received 100% tuition and fees refunded
- 14 = Student enrolled and was not charged tuition/fees by your institution
- 15 = Program Level (#22) or Classification (#33) changed during the academic year
- 16 = Student enrolled only in summer session
- 17 = Student enrolled and has a completed FAFSA/TASFA and no COA was calculated but tuition and fees were reported

FAD001: Warning/Questionable

This section provides a student-by-student listing of all Data Records with **Warning/Questionable** values found. The listing includes the following information for each warning:

- Item #
- Data Element Name
- Edit Message
- File Value
- Total Number of Errors Found

```
TEXAS HIGHER EDUCATION COORDINATING BOARD           Page 1
FADS-FAD001 EDIT                                     RunDate: 04/11/2018 Time: 14:05:52
INSTITUTION NAME                                     999999          Fall      2018
```

WARNING\QUESTIONABLE ONLY

DATA RECORD: 819

STUDENT ID : 11111111

Student Name : STUDENT NAME

Student ID : 000000000

ITEM#	DATA ELEMENT
035	Date of Birth

WARNING MESSAGE
age < 16 or > 75

FILE VALUE

COUNT OF WARNING IN THIS RECORD: 1

Reconciliation Process

Step 1: Review Edit Summary

Verify if any reconciliation issues have been identified in the Edit Summary on the FAD001.

- Under the Edit summary, the total number of unreconciled programs can be found.
- If the number listed is greater than 0, proceed to step 2.

TEXAS HIGHER EDUCATION COORDINATING BOARD

Page 1

FADS-FAD001 EDIT

RunDate: XX/XX/XXXX Time:

11:11:11

Institution Name

XXXX

FICE_Code Fall 2018

EDIT SUMMARY

	Normal Range	Warning Values	Error Values
Item001 Report Code	###	###	###
Item002 Fice	###	###	###

The number of questionable values and errors found in each individual Data Element is listed in this section of the FAD001 Edit Summary

Item112 TEG SAP	###	###	###
Item113 Top 10% SAP	###	###	###
Total Reported Records	###		
Number Of Non-Unique/Duplicated Id's	###		
Number Of Duplicate Records	###		
Total Error Records	###		
Total 'Other' Errors	###		
Total Unreconciled Programs	###		
Total Warning Records	###		
SSN With Alpha Characters	###		
Number of students with Zero Family Contribution	###		

Step 2: Review the Reconciliation Report

Verify which program has a reconciliation error in the generated file named Reconciliation Report.

- State financial aid program totals reported in the file that do not reconcile with THECB totals will list ***Reconcile** in the last column of the report.
- If the institution amount reported is incorrect, update and resubmit the FAD file.
- If the THECB amount reported is incorrect, then proceed to step 3.

TEXAS HIGHER EDUCATION COORDINATING BOARD

Reconciliation Report -- Reporting Cycle #, YEAR

Insitution Name (00###-Fice Code)

Item Number	Program Name	THECB Count of Students	THECB Amount Reported	Institution Count of Students	Institution Amount Reported	
68	TEXAS Grant Program					
	Initial Year	0	0	0	0	
	Renewal Year	0	0	0	0	
69	TEOG					
	Initial Year	0	0	0	0	
	Renewal Year	0	0	0	0	
73	Federal Work-Study	N/A	N/A	406	587,017	
74	Texas College Work-Study	7	15,577	7	15,577	
75	Need-Based Inst WS	N/A	N/A	0	0	
76	Americorps	N/A	N/A	0	0	
77	HB3015 WS	N/A	N/A	0	0	
78	Texas College Work-Study Mentorship Program	0	0	0	0	
79	Texas Armed Services Scholarship Program	0	0	0	0	
81	Perkins Loan	N/A	N/A	74	317,000	
83	CAL	479	7,809,084	483	7,820,884	*Reconcile
85	Federal Direct PLUS Loans	N/A	N/A	468	7,757,509	
86	Federal Direct Subsidized Loans	N/A	N/A	1,587	6,703,508	

Reconciling State Aid Programs

THECB program totals are derived from:

Funds disbursed as of June 3 from Funds Request Forms

- Tuition Equalization Grant (TEG)
- Texas Educational Opportunity Grant (TEOG)
- Toward EXcellence, Access, and Success (TEXAS) Grant
- Educational Aide Exemption (EAE)
- Bilingual Education Scholarship

Note: When reporting EAE funds, exclude the institutional match.

Funds disbursed as of June 3

- B-On-Time (BOT)
- College Access Loan (CAL)
- Texas Armed Services Scholarship (TASSP)

Allocation disbursed minus refunds as of June 3

- Texas College Work-Study (TCWS)


Note: Work-Study Mentorship Program (WSMP) totals are from the June 5 Financial Report.

Step 3: Reconciliation Form

Submit a **FAD Reconciliation Form** for each program flagged ***Reconcile** on the Reconciliation Report.

- Enter the correct student count and/or disbursed amount.
- Provide an explanation for the reason(s) data is being changed.
- If a refund is required, submit a Return of Funds Form, then proceed to step 4.

FAD Reconciliation Updates will be processed after funds are received.



Texas Higher Education Coordinating Board

2018-19 (FY 2019)
Financial Aid Database Reconciliation form

For each program listed on the institution's FAD Reconciliation Report that is flagged "Reconciliation", use the applicable section(s) below to enter adjustments that need to be made by the Texas Higher Education Coordinating Board (THECB). Enter the student count and/or disbursed amount that needs to be increased or decreased and use the "Explanation" field to indicate the reason(s) data is being updated.

If an institution must refund money to reconcile a program, in addition to this form a Return of Funds Form ([Grants and Special Programs RFF](#) or [Loans RFF](#)) must be submitted. Once all forms and funds are received, program totals will be updated and the FAD file can be resubmitted.

Section One: Contact Information				
Institution Name:			FICE Code:	
Section Two: Grant Programs				
FAD file totals are compared to program totals derived from funds disbursed as of June 3, 2019 for all Grant programs. Discrepancies for Initial or Renewal must be reported individually. Enter the student count and/or disbursed amount that needs to be increased or decreased and use the "Explanation" field to indicate the reason(s) data is being updated.				
Grant Program Update				
Program:	TEG <input type="checkbox"/> TEOG <input type="checkbox"/> TEXAS Grant <input type="checkbox"/>			
	Student Count	Action	Amount	Action
Initial Year (IY) Data:		Increase <input type="checkbox"/> Decrease <input type="checkbox"/>		Increase <input type="checkbox"/> Decrease <input type="checkbox"/>
Renewal Year (RY) Data:		Increase <input type="checkbox"/> Decrease <input type="checkbox"/>		Increase <input type="checkbox"/> Decrease <input type="checkbox"/>
Explanation:				

2018 19 FAD Reconciliation Form
As of 06/10/2019
1

Example #1 - Grant Reconciliation Error

FAD Reconciliation Report

Item Number	Program Name		THECB Count of Students	THECB Amount Reported	Institution Count Of Students	Institution Amount Reported	
68	TEXAS Grant Program						
	Initial Year		1500	7,500,000	1750 (+ 250)	7,500,000	*Reconcile
	Renewal Year		2500	125,000,000	2250 (- 250)	125,000,000	*Reconcile

- Enter **250** in the Student Count column for **Initial** and select **INCREASE** as the **Action**.
- Enter **250** in the Student Count column for **Renewal** and select **DECREASE** as the **Action**.

Completed Reconciliation Form

Grant Program Update					
Program:	TEG <input type="checkbox"/> TEOG <input type="checkbox"/> TEXAS Grant <input checked="" type="checkbox"/>				
	Student Count	Action		Amount	Action
Initial Year (IY) Data:	250	Increase <input checked="" type="checkbox"/> Decrease <input type="checkbox"/>		\$ 0	Increase <input type="checkbox"/> Decrease <input type="checkbox"/>
Renewal Year (RY) Data:	250	Increase <input type="checkbox"/> Decrease <input checked="" type="checkbox"/>		\$ 0	Increase <input type="checkbox"/> Decrease <input type="checkbox"/>
Explanation:	Miscoded students between IY and RY on last funds request form.				

Loan Reconciliation Process

FOR THECB USE ONLY								INSTITUTION RESPONSE		
SSN	Loan Type	Gross Amount	FICE	SchoolName	FirstName	LastName	BirthDate	Institution Reported Amount Cycle 3	Institution Refund Amount to be returned to THECB	Institution Explanation of Reported Amount for Cycle 3/ Returned Amount for Cycle 3
100000000	CL	\$ 9,175.00	123456	THECB UNIVERSITY	Sue	Smith	1/1/1992	\$ 8,175.00	\$ 1,000.00	Student didn't receive \$1000 of disbursed funds due to other aid received.
100000001	CL	\$ 1,750.00	123456	THECB UNIVERSITY	Bob	Builder	1/1/1994			
100000002	CL	\$ 3,921.00	123456	THECB UNIVERSITY	Joe	Shmo	1/2/1998			
100000003	CL	\$ 7,486.00	123456	THECB UNIVERSITY	Charlie	Bucket	1/1/1999			
100000004	CL	\$ 4,700.00	123456	THECB UNIVERSITY	Amy	Adams	1/1/1994			
100000005	CL	\$ 2,990.00	123456	THECB UNIVERSITY	Doug	Johnson	1/1/1986			
100000006	CL	\$ 6,000.00	123456	THECB UNIVERSITY	Stephanie	Sunday	1/2/1995			
100000007	CL	\$ 1,100.00	123456	THECB UNIVERSITY	John	Johnnie	1/2/1999			
100000008	CL	\$ 7,500.00	123456	THECB UNIVERSITY	Helen	Hanns	1/1/1998			
100000009	CL	\$ 4,997.00	123456	THECB UNIVERSITY	James	Brown	1/1/1989			
100000010	CL	\$ 5,735.00	123456	THECB UNIVERSITY	Denise	Donovan	1/1/1996			
		\$ 55,354.00								
ADDITIONAL STUDENT INFORMATION - CL								INSTITUTION RESPONSE		
SSN	Loan Type	Gross Amount	FICE	SchoolName	FirstName	LastName	BirthDate	Institution Reported Amount Cycle 3	Institution Refund Amount to be returned to THECB	Institution Explanation of Reported Amount for Cycle 3/ Returned Amount for Cycle 3
638468686	CL		364600	THECB UNIVERSITY	Apples	Oranges	1/1/1995	\$ 2,500.00		This student and amount need to be included on the current 2019 FAD Report as we are a header institution, and this loan was received in the Summer 2018 term, which is a part of our 2018-2019 award year.

Loan Reconciliation Process

Loan Program Update				
Loan Program:	BOT <input type="checkbox"/>	CAL <input checked="" type="checkbox"/>	TASSP <input type="checkbox"/>	
	Student Count	Action	Amount	Action
Data:	1	Increase <input checked="" type="checkbox"/> Decrease <input type="checkbox"/>	\$ 1,500	Increase <input checked="" type="checkbox"/> Decrease <input type="checkbox"/>
Loan Program:	BOT <input type="checkbox"/>	CAL <input type="checkbox"/>	TASSP <input type="checkbox"/>	
	Student Count	Action	Amount	Action
Data:		Increase <input type="checkbox"/> Decrease <input type="checkbox"/>		Increase <input type="checkbox"/> Decrease <input type="checkbox"/>
<p>An explanation for loan program discrepancies is not required on this form. Institutions must provide a student-by student explanation on the Student Loan Detail Report found in the MOVEit DMZ FAD_Output folder .</p>				

Step 4: Resubmit FAD file

Resubmit the FAD report when a **Reconciliation Update** notification is received.

- Once the FAD file is resubmitted, the errors showing on the Edit Report will be removed.
- An error-free notification will be sent to validate/certify the FAD report.

Remember, you must resubmit your file in order for the errors to be removed from your edit report.

From: Mailbot
To: fad-mail@Institution.edu
Cc: FADB <FADB@THECB.state.tx.us>
Subject: ***** 00#### Reconciliation Updated for Financial Aid Database Report

This is a notification that your institution's state financial aid program totals have been updated and your programs are now fully reconciled for the reporting cycle and year indicated below.

Please resubmit your entire FAD file in order to have the program totals updated on your reconciliation report. Once your file is processed and there are no errors, you will receive an email to validate through CBPass.

If you have any questions, please contact FADB@thecb.state.tx.us.

Reporting Cycle: #

Reporting Year: XXXX

**THIS IS AN AUTOMATED MESSAGE. PLEASE DO NOT REPLY TO THIS EMAIL ADDRESS. **

Overriding FAD Edit Report Errors

Override request are approved on a case-by-case basis for errors that cannot be cleared by an exception code, justification, or hardship.

Override requests must be submitted via email to FADB@theccb.state.tx.us.

Overrides will not be processed until all other errors are resolved.

For auditing purposes, all override requests must be submitted in the following format:

Send email to: FADB@theccb.state.tx.us

Subject: XXXXX (FICE Code) FAD's Override Request XX-XX-XXXX (Enter Date)

Example: 000001 FAD's Override Request 06-31-2018

Body of the email: List the last 4 digits of the student SSN or ID, the ERROR message and the Justification for the override.

Validation Process

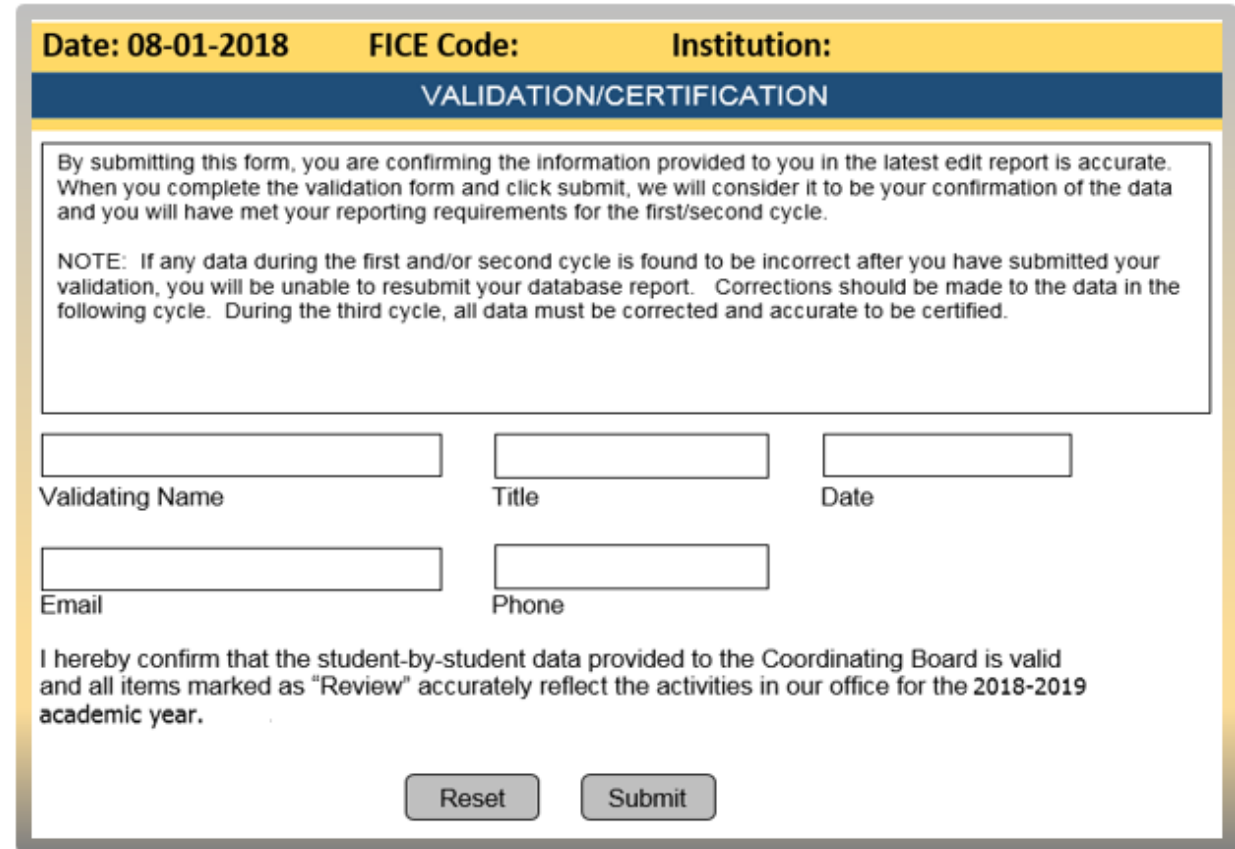
A **Validation/Certification Notification** is automatically sent to the institution's designated email address after a FAD report file is processed and no errors are found. This notification includes a link to CBPASS, where the institution's designated official can login and Validate/Certify the reporting cycle data.



Return to the main menu

FADS Validation/Certification

- ☐ **FADS Validation**
- ☐ **FADS Certification**



Date: 08-01-2018 FICE Code: Institution:

VALIDATION/CERTIFICATION

By submitting this form, you are confirming the information provided to you in the latest edit report is accurate. When you complete the validation form and click submit, we will consider it to be your confirmation of the data and you will have met your reporting requirements for the first/second cycle.

NOTE: If any data during the first and/or second cycle is found to be incorrect after you have submitted your validation, you will be unable to resubmit your database report. Corrections should be made to the data in the following cycle. During the third cycle, all data must be corrected and accurate to be certified.

Validating Name

Title

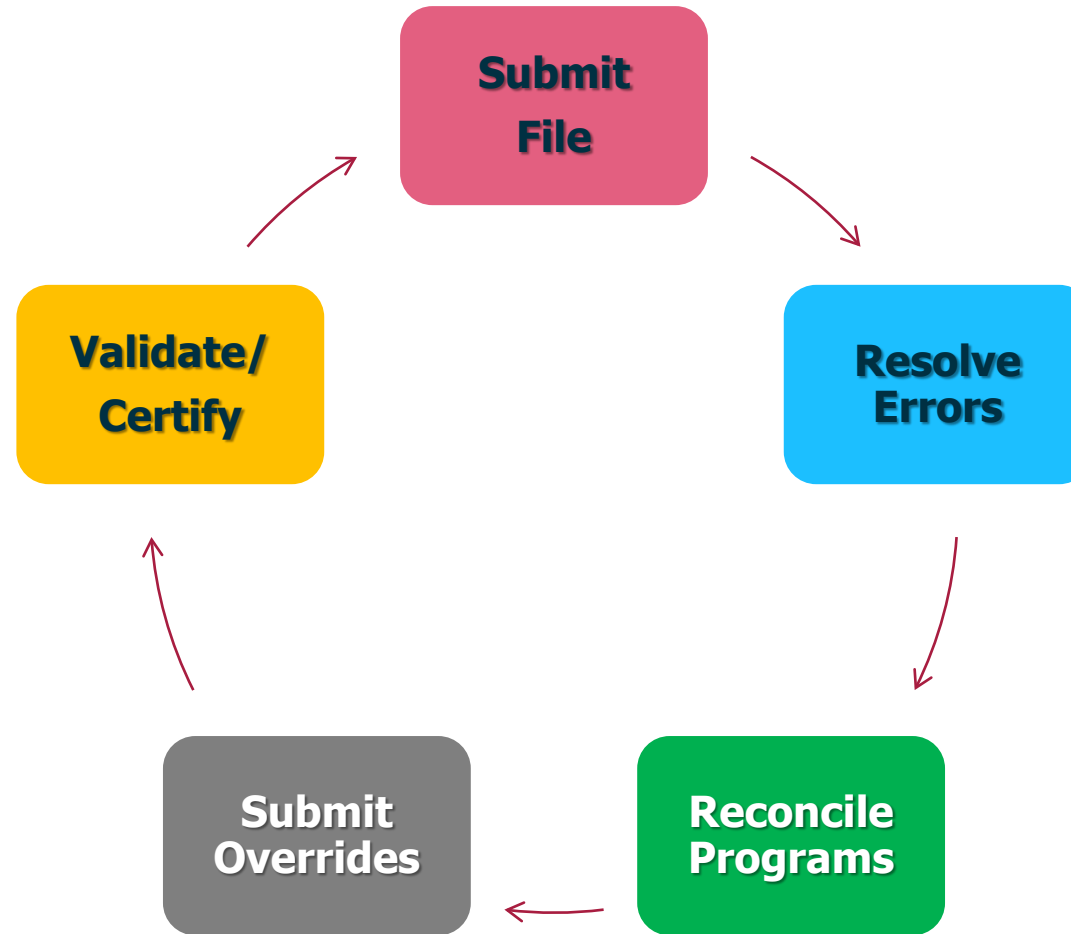
Date

Email

Phone

I hereby confirm that the student-by-student data provided to the Coordinating Board is valid and all items marked as "Review" accurately reflect the activities in our office for the 2018-2019 academic year.

FAD Process Summary



- General FAD and Reconciliation Questions

FADB@thecb.state.tx.us

- MOVEit Access Issues

UserAccess@thecb.state.tx.us



ANY
QUESTIONS
?

Upcoming Events & Important Dates

Updates

- Loan Program Guidelines Coming Soon
- Educational Aide Exemption 2019-20
- Allocations Coming June 17-19
- Auto Grants Process FY 2020
- Net Price Calculator (NPC) Update



Important Dates

- 2018-19 FAD Cycle Two Opened – June 10, 2019
- Authority to Transfer = TCWS → Grants

REVISED June 28, 2019

- NPC Deadline – June 28, 2019
- FAS Webcast – July 9, 2019

Financial Aid Services

Institutional Toll-Free Number

**For questions call:
(844) 792-2640**



Institutional toll-free number is available M-F 8:00 a.m. – 5:00 p.m.

Contact Information and Feedback

Email: leah.smalley@thecb.state.tx.us

Webcast Survey: <https://www.surveymonkey.com/r/58YRM92>

**Financial Aid Services Phone Line
(Schools):** 844-792-2640

**Texas Financial Aid Information Center Line
(Students):** 888-311-8881