ApplyTX Counselor Suite FAFSA data FAQs

Why aren't some students showing up on my FAFSA application list?
For students to be listed in the ApplyTX Counselor Suite:
1. Allow 1 ½-2 weeks processing time
2. The correct high school name must be entered on the FAFSA form
3. They must use the correct FAFSA form type (new applicant vs returning applicant)
4. Use the school name listed in the search and select feature when entering in the high school name. If school name changed within in the last year, student must select the high school listed on the search and select feature of the FAFSA form
5. Student and parent should use FSA ID to sign the FAFSA form

Please follow the instructions listed at this Federal Student Aid website to make corrections:
https://studentaid.gov/apply-for-aid/fafsa/review-and-correct

If you are unable to find a student in the ApplyTX Counselor Suite FAFSA data, please see the following questions.

1. **When did the student complete their FAFSA form?**
   When a student submits their FAFSA form, there is up to a 1 ½-2 week processing time before a student will be listed in the ApplyTX Counselor Suite FAFSA data. The FAFSA data in the Counselor Suite is not real-time data. This data is provided by the Texas Higher Education Coordinating Board, through an agreement with the US Department of Education (ED), to the ApplyTX System every night Monday through Friday and updated at that time. Please note, the ED data is information the student provided in their FAFSA form. It is a separate data source than the ApplyTX application data provided in the ApplyTX Counselor Suite. The data in the ApplyTX Counselor Suite is only matched by high school name, not by individual student.

2. **Did the student SEARCH and SELECT the correct high school in the FAFSA form?**
   Please ensure that the student used the SEARCH and SELECT feature in the FAFSA form to ensure they provided the correct high school name. The students are matched in the ApplyTX Counselor Suite by high school, not by individual student. If the student manually types in the high school name, there is a risk of misspelling or missed spaces, etc., and the student may not be matched appropriately. To ensure the student is included, they must search from the dropdown options and select the appropriate high school.

3. If you determine the student entered in the school name incorrectly (misspelled, transposed letters, spacing, etc.), each student will have to make the appropriate correction to their FAFSA form for the student to be listed in the ApplyTX Counselor Suite. Please follow the instructions listed at this Federal Student Aid website to make corrections: https://studentaid.gov/apply-for-aid/fafsa/review-and-correct . You will also need to allow time for the student to show up in the Counselor Suite FAFSA file. It has

been shared that corrections show up in the ApplyTX Counselor Suite quicker than normal processing times.

4. **Has the high school name changed within in the last year?**
The student is matched by high school using NCES code (federal code). The FAFSA database should contain every high school in the nation, unless the school was opened, merged, or otherwise changed its name within the past year or two. If you fit into one of these categories, your school may not be listed within the current FAFSA form but will be listed on future FAFSA forms. It takes a year or more for the ED to update the high school name. Students should search the school listed by city and state in the FAFSA form and select the high school listed. Any manual entry will create multiple sets of data and will not match the student with their high school in the ApplyTX Counselor Suite.

5. **Did the student use the correct FAFSA form type?**
Please ensure the student chose the correct FAFSA form. The FAFSA website has two options for students, New and Returning. If a student selects Returning, this will create a renewal FAFSA form. Renewal FAFSA forms are filtered out of the data that is provided in the ApplyTX Counselor Suite.

6. **Did the parent/student use the FSA ID to sign the FAFSA form?**
If a parent/student does not use a FSA ID to electronically sign the FAFSA form, but opts to send a signed print out, the data continues to reflect the **student submitted but not completed** the FAFSA form. A Student Aid Report (SAR) can be generated prior to receiving signatures by mail.

7. Submitted applications reflect all FAFSA forms submitted by students at the high school. These applications, however, can be subsequently rejected by the Central Processing System if they are missing key pieces of information. The applications that are not rejected are referred to as completed applications. If a FAFSA form is submitted but not complete, the student will receive an email from the Department of Education asking him or her to correct the FAFSA form.