



# Troubleshooting: Why Are Student Submissions of the Free Application for Federal Student Aid (FAFSA) Not Showing in the FAFSA Completion Reports?

## Overview

The Connecticut State Department of Education (CSDE) gets all of its [FAFSA](#) completion data from Connecticut's Office of Higher Education (OHE); CSDE matches these records to current Grade 12 public school student enrollments and provides all available student-level FAFSA completion data to school districts via [EdSight Secure](#) and a summary of FAFSA completions via the public [FAFSA Completion dashboard](#). **Any FAFSA submissions that have data entry errors and/or have not been released by the federal U.S. Department of Education (USED) to OHE will have a status of Not Submitted in CSDE reports.**

## Troubleshooting

If a student reports a FAFSA submission status to their school counselor that differs from what CSDE is reporting for that student, CSDE recommends having the student and their parent(s) review their FAFSA form against the following list of common reasons for FAFSA-related issues:

- Non-Connecticut address
  - If a non-CT address is entered in the FAFSA form, the record is not sent to OHE, so the student's FAFSA Completion Status will appear as Not Submitted in CSDE reports.
- FAFSA held up because of name/Social Security number (SSN) match problem
  - If there is a matching problem related to the student's name and SSN (or possibly the parents' if the IRS Data Retrieval Tool [IRS DRT] was used), the record is not sent to OHE.
- Verified [FSA ID](#) (username and password) information for parent(s) and/or student does not match the information on the FAFSA form
  - Name, SSN, and date of birth (DOB) are the three fields that are most commonly mismatched
- The student's name and DOB on the FAFSA form do not match the student's information in Connecticut's Public School Information System (PSIS)
  - Name and DOB are the keys to the CSDE match, so those are the first fields to check ***in both the FAFSA form and PSIS*** for inconsistencies and/or data entry errors.
- Confusing parent information with student information
  - When the FAFSA form says "you" or "your," it's referring to the student, so make sure to enter the student's information. If the form is asking for parent information, it will specify that in the question.
- Not reporting required information
  - **Parent information** and **Additional financial information** are two areas in which there are often issues with respect to incomplete and/or inconsistent information.
- Not signing the FAFSA form
  - If a student fails to sign the FAFSA form with their FSA ID and submit it, then the application is left incomplete.
- Lacking parent approval
  - If a parent does not sign-off on the FAFSA for a dependent child, the record is not sent to OHE.

This is not an exhaustive list, but it captures the most common reasons for FAFSAs being delayed; USED is the only entity that can provide specific information as to why a FAFSA is not being fully processed. Contact the Federal Student Aid Information Center (FSAIC) at 1-800-433-3243 or by clicking [here](#). Students may also contact their school's financial aid office directly with questions after the FAFSA has been submitted.