

How Your Financial Aid Administrator Can Help You

What does a financial aid administrator do?

A financial aid administrator works at a college or career school and helps students apply for and receive financial aid. This includes help with completing the application to receive aid: the Free Application for Federal Student Aid (FAFSA®). If you received student loans, the financial aid administrator also will make sure you understand your loan obligations and the basics of loan repayment.

When should I first contact the financial aid administrator?

Before you apply for admission to a particular school, you should find out what types of financial aid are available. To do that, go to the school's financial aid website. If you have questions about the aid available at the school and/or the application process for that aid, you may wish to contact the financial aid administrator or another staff member in the financial aid office.

If I have questions, do I need to talk directly with my financial aid administrator?

No, you don't. Typically, the financial aid office at a school has, in addition to a financial aid administrator, a number of other staff members qualified to respond to your financial aid questions. Just let someone in the office know the nature of your question(s), and he or she will direct you to the appropriate staff member.

What types of questions can my financial aid administrator answer?

Your financial aid administrator can respond to questions such as these:

- What financial aid can I apply for through the school and the state education agency?
- What are the financial aid application deadlines at the school?
- How do I answer a particular question on the FAFSA?
- Do I have to include my parents' information on the FAFSA?
- What am I supposed to do with my Student Aid Report?
- I've been selected for a process called verification. What is verification? What documents must I provide and when? And why was I selected for verification in the first place?
- When will I find out how much aid I've been awarded?
- What are all these different kinds of aid the school has offered me?
- What if the financial aid I'm offered isn't enough to pay for all my school-related expenses?

If you have general federal student aid questions, you also can contact the U.S. Department of Education's Federal Student Aid Information Center toll free at 1-800-4-FED-AID (1-800-433-3243). TTY users can call 1-800-730-8913. If you have no access to 800 numbers, you may call 319-337-5665.

Find out more about federal student aid at [StudentAid.gov](https://studentaid.gov).