

FACTS Frequently Asked Questions

- **How FACTS Grant & Aid Assessment Works**

FACTS Grant & Aid Assessment uses key personal and financial information to evaluate your need for financial aid. By completing an application, you will provide the necessary information to help your school administrators make an informed decision about awarding tuition aid. The first step of the process is to complete the online application as accurately as possible. You will then need to submit your Federal income tax return, W-2 forms, and supporting documentation for non-taxable income to our office.

- **Who is FACTS Grant & Aid Assessment?**

FACTS Grant & Aid Assessment is an independent, third party company that conducts financial analysis to determine your family's financial need. Your educational institution receives a confidential report outlining your financial situation based on the information obtained in your application and supporting tax documents.

- **Who decides how much financial aid a family will receive?**

The educational institution granting aid is solely responsible for determining the final grant or aid award. The analysis completed by FACTS Grant & Aid Assessment serves as a recommendation only.

- **I probably don't qualify for aid. Should I apply for aid anyway?**

FACTS Grant & Aid Assessment does not set any income guidelines or have restrictions on who may apply for financial aid. If you feel your family should receive financial aid, it is to your benefit to apply.

- **What is the deadline to apply for financial aid?**

All deadlines are determined by the educational institution awarding the scholarships. You will want to contact your institution to see what their deadline is.

- **Is it too late to apply for financial aid?**

Since all deadlines for submitting applications are set by the individual educational institutions, you will need to contact your educational institution to see if they are still accepting and reviewing financial aid applications.

- **Why do I have to provide all of this personal and confidential information?**

In order to provide your educational institution with an accurate assessment, FACTS Grant & Aid Assessment must verify your expenses and household income. By providing us with all of your information, we can assist your institution in making an informed decision about the amount of financial aid needed for each family.

- **What happens if I do not provide all of this information?**

Failure to provide all of the necessary information needed to complete the application process may result in your family not receiving financial aid or limit the amount given by the organization providing the award.

- **If I do not have all of the necessary information to complete the application online, will I have to start over?**

No. As you complete the online application, there will be a "Save and Continue" button at the end of each section. If you are unable to complete the entire application, you can select the "Finish Later" button and continue your application at a later time.

- **What if I need to make changes to my application?**

If you are applying online and have not submitted your application as complete, you may log back on to the FACTS Grant & Aid Assessment website and make your changes. Once an online application has been submitted, you will need to contact the FACTS Grant & Aid Assessment office at 866-441-4637 or by e-mail at info@factstuitionaid.com to make changes. Some restrictions may apply to making changes to an application. A FACTS Grant & Aid Assessment team member will notify you if a change cannot be made.

- **How can I check the status of my application?**

Once you have completed the online application, you will be able to log on to the FACTS Grant & Aid Assessment website with a username and password to check the status of your application. The username and password will be created by you the first time that you log on. For questions regarding the status of your application, or if you have misplaced your username and password, you will need to contact a FACTS Grant & Aid Assessment team member at 866-441-4637 or e-mail us at info@factstuitionaid.com.

- **Will FACTS Grant & Aid Assessment send me a copy of my assessment?**

No. The assessment of your application will be sent only to the educational institution or organization providing the award. Information sent to FACTS Grant & Aid Assessment to complete your assessment, such as your 1040 tax form or W-2, will not be returned to you.

- **What happens to the tax forms and W-2 information that is submitted to FACTS Grant & Aid Assessment?**

All documentation received from an applicant is imaged upon receipt and then destroyed for security purposes.