

Meet Aidan®

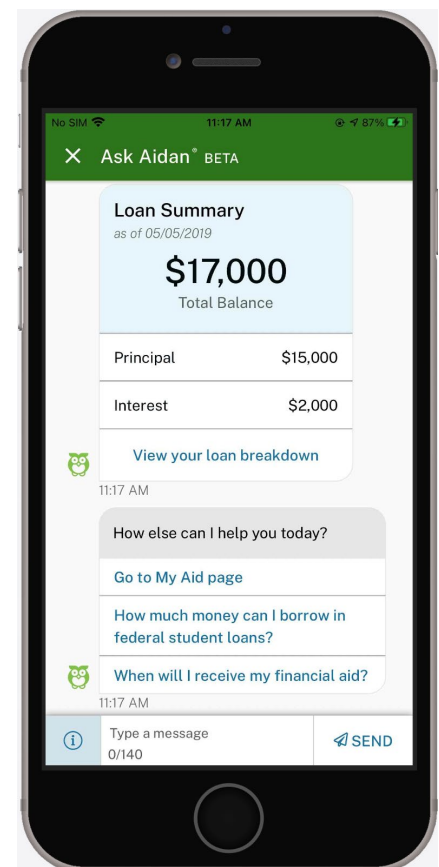
Get help from Federal Student Aid's virtual assistant

Aidan® is a virtual assistant that can answer common questions about federal student aid. Aidan uses advanced technology—artificial intelligence and natural language processing—to evaluate customer requests and guide them to the correct information and resources.

Capabilities

Aidan can help customers answer more than 3,000 variations of frequently asked questions about federal student aid including:

- Answering common financial aid questions
 - Example: *"What kind of grants are available to pay for college?"*
- Quickly finding pages on StudentAid.gov
 - Example: *"Where can I recertify my income driven repayment plan?"*
- Tracking the status of a borrower's Public Service Loan Forgiveness (PSLF) application
 - Example: *"How do I check the status of my PSLF application?"*
- Retrieving loan balance on a borrower's account
 - Example: *"What is my account balance?"*
- Understanding a borrower's repayment plan
 - Example: *"What is my repayment plan?"*
- Finding customer support information
 - Example: *"Find contact info"*
- Finding a borrower's loan servicer(s)
 - Example: *"Who is my servicer?"*



Frequently asked questions

Who can use Aidan? Aidan is available to all visitors to [StudentAid.gov](https://studentaid.gov).

Are conversations with Aidan recorded? Yes, we keep a record of customer conversations with Aidan. These interactions help us improve quality assurance, maintain an accurate log of requests, and identify new skills for Aidan to learn.

Is Aidan secure and private? Yes, Federal Student Aid will handle and store the data from customer interactions with Aidan securely and will never share it with third parties.

Which languages can Aidan speak? At the moment, Aidan only speaks English.