Federal Student Aid FY 2026–30 Strategic Plan

DRAFT FOR STAKEHOLDER COMMENT

This document presents draft goals and objectives for the Federal Student Aid (FSA) Fiscal Years 2026–30 Strategic Plan. These goals and objectives are preliminary and are being shared to solicit input from FSA's stakeholders.

FSA is committed to engaging students, parents, borrowers, and higher education partners across the student aid community to ensure the strategic plan reflects shared priorities and supports effective aid delivery, repayment success, operational excellence, and improved outcomes for students and borrowers. We invite comments about the clarity, feasibility, and potential impact of the proposed strategic priorities.

Overview

The FSA strategic plan has four overarching goals, staying true to its designation as a performance-based organization, leveraging modern technology infrastructure to deliver aid, removing barriers for borrowers to repay their loans, and continuously strengthening a high-performing workforce.

Strategic Goals Overview:

1. Ensure aid delivery for every eligible student
2. Increase student loan repayment
3. Modernize technology infrastructure
4. Empower employees and promote enterprise business acumen

> The office of Federal Student Aid plays an essential role in the nation's postsecondary education system, ensuring that all eligible Americans can benefit from federal financial assistance for education or training beyond high school. Charged with the implementation and oversight of *Title IV of the Higher Education Act of 1965*, Federal Student Aid helps make postsecondary education possible for millions of students and families each year, building and maintaining the skills of America's workforce. Our mission is student-focused, providing reliable and high-quality financial aid services.

Strategic Goal 1: **Ensure aid delivery for every eligible student**

Federal Student Aid will improve access, timeliness, accuracy, accountability, and efficiency in the distribution of student aid to eligible recipients across the nation.

- Strategic Objective 1.1: Improve the *Free Application for Federal Student Aid* (FAFSA®) experience
- Strategic Objective 1.2: Improve Federal Student Aid products and services for financial aid administrators to enhance access to education resources for students and borrowers
- Strategic Objective 1.3: Improve outcomes for students, borrowers, and taxpayers by holding institutions of higher education accountable for higher education delivery that is compliant with the *Higher Education Act, Title IV* requirements

Strategic Goal 2: Increase student loan repayment

Federal Student Aid will enhance the borrower experience and outcomes by providing comprehensive, accessible, user-friendly repayment tools, and other services.

- Strategic Objective 2.1: Drive Federal Student Aid toward a healthy student loan servicing portfolio
- Strategic Objective 2.2: Strengthen institution of higher education knowledge and capacity to support borrowers throughout the student aid lifecycle
- Strategic Objective 2.3: Strengthen loan operations through centralized servicing

Strategic Goal 3: Modernize technology infrastructure

Federal Student Aid will transform legacy systems and invest in secure, scalable, and interoperable technologies that support mission-critical services.

- Strategic Objective 3.1: Modernize core systems
- Strategic Objective 3.2: Increase innovation and efficiencies through strategic acquisitions
- Strategic Objective 3.3: Develop an integrated data infrastructure strategy to improve operational efficiency and leverage analytics for making decisions
- Strategic Objective 3.4: Strengthen cybersecurity and data privacy

Strategic Goal 4: Empower employees and promote enterprise business acumen

Federal Student Aid will empower employees and promote enterprise business acumen, fostering a culture of excellence, continuous learning, and cross-functional collaboration by developing talent and promoting leadership at all levels.

- Strategic Objective 4.1: Invest in workforce development aligned with mission-critical functions
- Strategic Objective 4.2: Enhance cross-functional collaboration, knowledge sharing, and partnership with Federal entities
- Strategic Objective 4.3: Modernize tools and workflows to maximize employee efficiency and capabilities
- Strategic Objective 4.4: Recognize, retain, and recruit top talent

Feedback Process and Stakeholder Engagement

FSA is committed to a collaborative and transparent process to inform the development of its FY2026–30 strategic plan. FSA will gather feedback and review stakeholder feedback from multiple channels and incorporate it—as appropriate—to inform final strategic priorities.

Written Feedback

Stakeholders are invited to submit written comments to **FSAstrategicplan@ed.gov** to provide input on the draft strategic goals and objectives by 11:59 p.m. Eastern time on Wednesday, September 23, 2026.

Engagement

FSA will invite representative stakeholder groups to submit comments including,

- postsecondary institutions, financial aid administrators, and stakeholder groups that advocate on their behalf;
- college counselors, mentors, and access and student success organizations;
- federal student loan servicers and other financial partners; and
- federal, state, and local financial aid stakeholders.