# A New Digital Front Door for Customers

StudentAid.gov now features a modern interface and multiple tools to help students, parents, and borrowers navigate the federal student aid programs

In December 2019, Federal Student Aid (FSA) launched the improved **StudentAid.gov**, delivering on the promise of providing customers with a single digital front door to learn about and apply for federal student aid and to manage federal student loan repayment. The enhanced StudentAid.gov integrated functionality from FSA's mostvisited sites—StudentLoans.gov, FSAID.ed.gov, and NSLDS.ed.gov—while also providing new tools and resources for customers.

FSAID.ed.gov

NSLDS.ed.gov

StudentLoans.gov

StudentAid.ed.gov

The new StudentAid.gov
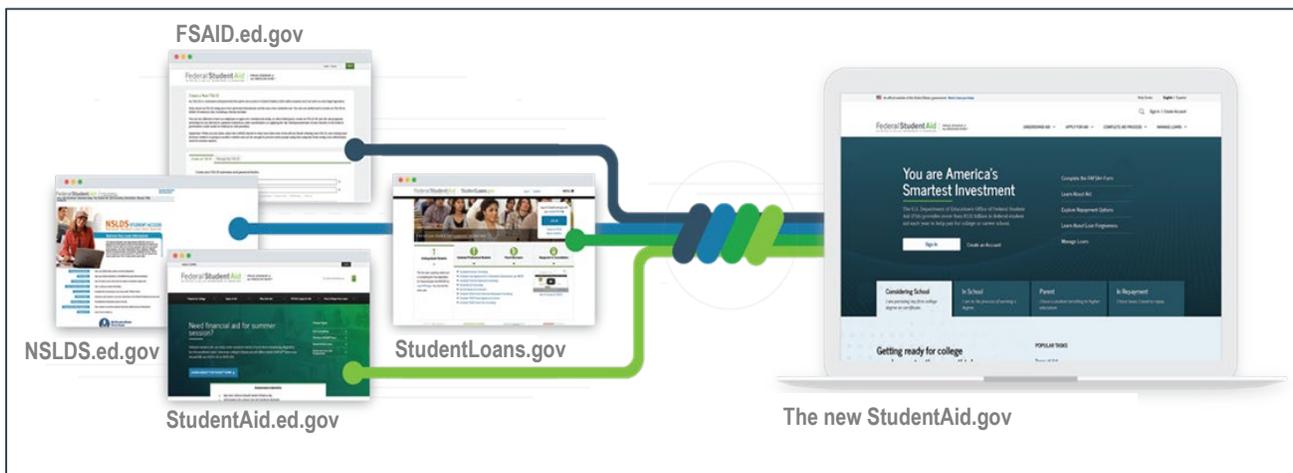
New features to improve the customer experience

StudentAid.gov has been redesigned and modernized to improve the user experience and ensure customers receive straightforward information and resources about the federal student aid programs.

The improved website provides customers with a personalized dashboard that summarizes their aid information, highlights upcoming loan payments, and provides relevant content and checklists. From the dashboard, customers can access the new Aid Summary feature where customers can view summary and detailed loan and grant information. Aid Summary includes loan servicer information along with other details, such as remaining Direct Loan and Pell Grant eligibility, their qualifying payment count toward Public Service Loan Forgiveness (PSLF), and much more.

MY AID   VIEW DETAILS >

Loans
$10,000
Total Balance ⓘ

Grants
$5,000
Total Disbursed ⓘ

● $9,958   ● $42
Principal ⓘ   Interest ⓘ

● $3,000   ● $2,000
TEACH Grant ⓘ   Pell Grant ⓘ

Information as of 01/01/2020

FSA has also revamped old tools and released several new ones on StudentAid.gov to help customers better understand the aid programs, including their loans and repayment options, and to get help when they need it.

- Customers can now access all of FSA's contact centers through one phone number: 1-800-4-FED-AID (**1-800-433-3243**). The number includes interactive voice response functionality to direct customers to the appropriate place so they can get help fast.
- **Loan Simulator** features three modules that can help borrowers find a repayment strategy that meets their goals, figure out how to manage their loans when they are struggling to make payments, and plan a repayment strategy if they decide to borrow more.
- First launched in December 2018, the **PSLF Help Tool** has been updated with an employer database to help borrowers determine if their employer meets the employment criteria for the Public Service Loan Forgiveness (PSLF) Program.
- The new **Borrower Defense to Repayment** application guides borrowers through the process of filing a claim, allows them to track the status of their claim, and submit supporting documentation.
- New **entrance and exit counseling** tools provide clear information to borrowers on college costs, repayment responsibilities, and options available to them as they navigate repayment.
- The **Annual Student Loan Acknowledgment** is a new tool designed to provide new and current federal student loan borrowers with information to help then understand their obligations and their debt balance before borrowing more. Current borrowers will see their loan and grant information and new borrowers will be able to see school and program data from the *College Scorecard*. The tool will also provide borrowing tips and terms.
- The **Feedback Center** provides customers with an improved way to submit a complaint, report an issue, provide positive feedback, and manage their cases.
- Borrowers with outstanding loans managed by Great Lakes or Nelnet can make a student loan payment using the **Make a Payment pilot feature** on StudentAid.gov.
- The Notification Center provides important notifications and account updates, such as upcoming payments, correspondence for review, and reminders to recertify an income-driven repayment plan.
- FSA's new virtual assistant, **Aidan**SM, can answer more than 3,000 iterations of common questions about federal financial aid.

The myStudentAid mobile app

In 2018, FSA launched the myStudentAid mobile app to make the content on StudentAid.gov accessible to customers on the go. The primary feature on the app is the *Free Application for Federal Student Aid* (FAFSA®) form.

In late 2020, FSA plans to revamp the myStudentAid mobile app with a modernized look and feel and navigation along with new tools and features, including the account dashboard, Aid Summary, Notification Center, and more.