

Financial Aid Highlights

Financial Aid Highlights is a periodic electronic news update provided by the Office of Financial Aid & Scholarships for the benefit of prospective and continuing CSUB students and parents, high school and community college counselors, faculty, and staff. The electronic publication will contain informational items pertaining to financial aid and scholarships of relevance to the CSUB community. Past issues are archived on the Financial Aid & Scholarships homepage at <http://www.csub.edu/finaid>. Additional information regarding any given topic may be obtained by calling the office at (661) 664-3016.

FAFSA on the Web Service Issue - FAH (Vol. 7, No. 53)

Students are advised that the U.S. Department of Education (Federal Student Aid) has alerted us to an issue that affected FAFSA on the Web users during the evening of February 28, 2006. While processing surpassed all previous single-day records (over 204,490 applications were successfully submitted online), apparently a significant degradation of service was also experienced between 8:40 p.m. and 11:40 p.m. Eastern Time, which unfortunately caused many FAFSA on the Web sessions to time-out during the application process.

As a result of last night's service degradation, and as high volumes of applications continue to be received during the 2006-07 peak application period, the Department has indicated that they have invoked all available processing contingencies. While they do not anticipate further problems, they will continue to closely monitor system performance and alert the community if they experience any further issues.

We are advised that students, whose sessions timed-out before they were able to submit their applications, did not lose data and can retrieve and continue working on their FAFSAs. Students can select "Continue Working on a Saved FAFSA" under the "Filling Out a FAFSA" section on the FAFSA on the Web home page at www.fafsa.ed.gov.

Students who might have further questions about this issue are advised that the Federal Student Aid Information Center (FSAIC) is available for assistance at 800/4-FED-AID.

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