

State Financial Aid Monthly Webcast

July 26, 2022

Topics of Discussion



Funds Processing
Overview

CAL Interest Rate

TASFA Updates

THECB Moves
Downtown

Reminders,
Updates, and
Deadlines

Questions

Funds Processing Overview

How are funds processed?

CBPass Grant Payment Portal

- ▶ TEXAS Grant
- ▶ TEOG
- ▶ TEG

HelmNet or Commonline File

- ▶ CAL
- ▶ TASSP

Funds Request Form

- ▶ Bilingual Education Program
- ▶ EAE

No request needed

- ▶ TCWS
- ▶ WSMP

CBPass: Grants

Create
Account

Request
Access to
GPP

Request
Funds

CBPass: Create Account

Applicable programs:

- TEXAS Grant
- TEOG
- TEG

1.

CBPass Login
Sign in with your CBPass Account

*Username:

*Password:

[Forgot your Username or Password?](#)

don't have an account [create one now!](#)

2.

Account Information

*First Name [required]:

Middle Initial:

*Last Name [required]:

*Begin typing to enter/modify your affiliation or type "Other" [required]:

Affiliated with an elected official? Begin typing the title ("Senator," "Representative," "Governor," "Lieutenant"), then select from the drop-down.

CBPass: Request Access

1. ACTION ITEMS MY ACCESS APPLICATION PERMISSIONS

Search for and view your current applications or request access to additional applications.

[Click to Request Access to another application](#)

Filters

App ID: App Name: All

App Status: All Access Status: All

Record Count 2. Search for and view your current applications or request access to additional applications.

App ID	App Name	App Status	Access Status	Delegate(s)
140	Data Us			ed.texas.gov, ered.texas.gov
139	Financi			d.texas.gov, d.texas.gov, ted.texas.gov, ted.texas.gov
130	Good N			ed.texas.gov, d.texas.gov, ted.texas.gov, ted.texas.gov

Request Access

Select Application: Grant Payment

Request Access Cancel

Laura.DeGrush@higner.texas.gov

decox@actx.edu,
agoudeau@txchiro.ec

CBPass: Requesting Funds

- Select Request Funds on the menu located on the top banner.
 - Enter the **Amount** of funds being requested (do not include special characters).
 - Enter the **Student Count** (this includes both initial and renewal students).
 - Hit **Submit Request**.
- A pop-up message will confirm a successful submission.

60x30TX Grant Payment Process - Institution Home Transaction Details **Request Funds** Return Funds Awards History Log off

FICE: Awards History - TEXAS Grant | Awards History - TEOG | Awards History - TEG
FICE Name:

Request Funds

Total Allocation: \$15,232,922.00 Total Allocation Amount Remaining: \$3,269,140.00

Appropriation Year: 2022
Program Type: TEXAS Grant
* Request Amount:
* Request Amount: Do not include special characters.
* Student Count:

Back to Home Submit Request

*** Student Count:**

- If requesting funds for new students via the current request: Update the "request amount" field. The "student count" field must include the distinct number of student awards being funded via the current request.
- If requesting funds with no change to the total student count: Update the "request amount" field and the "student count" field must reflect zero (0).
- If no funds are being requested and the total student count requires increasing: Update the "request amount" field to reflect zero (0). The "student count" field must be used to update only the total number of students to increase.

Please note: if decreasing the student count, use the "Return Funds" on the menu bar.

Return of Funds: Grants

1. Complete the Return of Funds Form in GPP

GPP Return of Funds Form

2. Send the funds to the THECB via EFT or ACH

ACH Transfer Information		State Financial Aid Program Funds	
Field Name	Field Entry	PCA	Program Name
Name:	Bank of America	06532	B-On-Time (BOT) Private Institutions
Address:	515 Congress Avenue Austin, TX 78701	06532	B-On-Time (BOT) Public Institutions
Contact:	(512) 397-2885 Marcie Enriquez	36009	Bilingual Education Program
Routing Number:	111000025	06532	College Access Loan (CAL)
Account Number to credit:	00604007607	36010	Educational Aide Exemption (EAE)
Account Name:	Comptroller of Public Accounts Treasury Operations	13067	Minority Health Research/Education
Customer Name:	THECB - PCA	34010	Public Community/Jr Colleges Monthly Allocation Refund
ID Number:	Institution's Tax ID Number	13199	Teach for Texas
Address Record:	Institution's or Remitter's Name	13599	Teach for Texas Loan Repayment
		06532	Texas Armed Services Scholarship Program (TASSP)
		22339	Texas College Work-Study (TCWS)
		22349	Work-Study Student Mentorship Program (WSMP)
Wire Transfer Information		Governor's Emergency Education Relief (GEER) Funds	
Field Name	Field Entry	PCA	Program Name
Name:	TX Treasury Safekeeping Trust Company	32501	TEXAS Grant
Short Name:	TX COMP AUSTIN	32502	TEOG 2-Year Community Colleges
Address:	208 E 10th St. Austin, TX 78701	32503	TEOG State and Technical
Contact:	(512) 463-4390	32504	TEC
Routing Number:	314900164	32505	Emergency Aid - New and Continuing Students
Account Number to credit:	463600001	32506	Emergency Aid - Upskilling and Reskilling
Account Name:	Comptroller of Public Accounts Treasury Operations	32507	Improve Online Learning - Open Educational Resources (OER)
Reference:	(i.e. - Remitter's name)	32509	GEER Interest
Attention:	THECB (PCA)		
Paper Check Information		Texas Public Educational Grant (TPEG) Funds	
Field Name	Field Entry	PCA	Program Name
Name:	Texas Higher Education Coordinating Board	13099	TPEG - Refunds of Excess Funds
Short Name:	THECB	13099	TPEG - Revenue
Address:	PO Box 12788 Austin, TX 78711-2788		

EFT Instructions

Requesting B.1.10 Strategy Funds

[Memo](#) was sent March 1, 2022 to communicate:

- Institutions can request B.1.10 Strategy Funds using the online [2021-22 \(FY 2022\) B.1.10 Strategy - Funds Request Form](#).
- Institutions **must** utilize their original allocation in GPP prior to requesting any B.1.10 Strategy funds.

THECB Texas Higher Education COORDINATING BOARD

2021-22 (FY22)
B.1.10 Strategy Funds Request Form

Institutions are required to submit this B.1.10 Strategy Funds Request Form. Please be advised that these additional grant funds will not be added to the Grant Payment Portal (GPP) through CBPass.

Please note that institutions must utilize their original allocation in GPP prior to requesting any B.1.10 Strategy funds.

Institution Name *
Do not use acronyms/abbreviations.

Institution Type (Grant Program) *
Select or enter value

Institution FICE (6 digits) *

Request Amount *
Do not include special characters. No commas or dollar signs.

Note: To make any modifications to the **total student count** for the 2021-22 award year, institutions will need to [log into GPP](#).

To increase the Student Count:

- Enter the number of students being added (the difference) under the Request Funds tab.
- Enter \$0 for funds being requested.

To decrease the Student Count:

- Enter the number of students being reduced (the difference) under the Return Funds tab.
- Enter \$0 for funds being returned and a comment to clarify changes to the Student Count.

Requestor Contact Information

Name *

Title *

Return of Funds: B.1.10 Grants

1. Complete the Return of Funds Form

2. Send the funds to the THECB via EFT or ACH

60x30TX
Texas Higher Education Coordinating Board

Return of Funds Form (RFF)
Grants and Special Programs

The amount of the RFF must correspond with the individual refunds submitted. For example, if funds for TEXAS Grant, TCWS and EAE are all being returned, three separate RFFs will need to be submitted and three refunds should be processed.

NOTE: Any refunds for TEXAS Grant, TEOG and TEG from FY 2019 and prior should be sent using this online RFF. Anything FY 2020 and forward is processed through the Grant Payment Portal system through CBPass.

Date: 07-25-2022 FICE Code: Institution:

Contact Information

Position	Name	Email	Phone
Financial Aid Director			
Reporting Official			
Business Office Contact			

Award Year: --- Select Award Year ---
Program: --- Select A Program Type ---

Grant programs require a breakdown in type of funds.

Grant Program	Amount*	Number of student awards being returned	Detailed Refund Explanation Required
Initial			
Renewal			
Total			

Special Program

Amount*	Number student awards being refunded**

Summary

Award Year: --- Select Award Year ---
Program/PCA: --- Select A Program Type ---
Amount:
Total Student Count:
Reset Submit

Online Return of Funds Form

Electronic Funds Transfer (EFT) Information

Institutions must return funds to the Texas Higher Education Coordinating Board (THECB) using the appropriate method which include: Automated Clearing House (ACH), wire transfer, paper check or Uniform Statewide Accounting System (USAS).

All returns must include the Program Code Account (PCA) Number to identify the corresponding state program and must reference "THECB" so that funds are routed correctly.

For clarification on how to return funds using Recurring Transfer Index (RTI) through USAS, please see page 2 for more information.

ACH Transfer Information

Field Name	Field Entry
Name:	Bank of America
Address:	515 Congress Avenue Austin, TX 78701
Contact:	(512) 397-2885 Marcie Enriquez
Routing Number:	111000025
Account Number to credit:	006040070607
Account Name:	Comptroller of Public Accounts Treasury Operations
Customer Name:	THECB - PCA
ID Number:	Institution's Tax ID Number
Addenda Record:	Institution's or Remitter's Name

Wire Transfer Information

Field Name	Field Entry
Name:	TX Treasury Safekeeping Trust Company
Short Name:	TX COMP AUSTIN
Address:	208 E 10th St, Austin, TX 78701
Contact:	(512) 463-4300
Routing Number:	114900164
Account Number to credit:	463600001
Account Name:	Comptroller of Public Accounts Treasury Operations
Reference:	(i.e. - Remitter's name)
Attention:	THECB (PCA)

Paper Check Information

Field Name	Field Entry
Name:	Texas Higher Education Coordinating Board
Short Name:	THECB
Address:	Attn: Cash Receipts - PCA 8888 PO Box 12788 Austin, TX 78711-2788

State Financial Aid Program Funds

PCA	Program Name
06032	B-On-Time (BOT) Private Institutions
06532	B-On-Time (BOT) Public Institutions
36009	Bilingual Education Program
06532	College Access Loan (CAL)
36010	Educational Aide Exemption (EAE)
13067	Minority Health Research/Education
34010	Public Community/In Colleges Monthly Allocation Refund
13199	Teach for Texas
13599	Teach for Texas Loan Repayment
06532	Texas Armed Services Scholarship Program (TASSP)
22339	Texas College Work-Study (TCWS)
22349	Work-Study Student Mentorship Program (WSMP)
13099	Toward Excellence, Access, and Success (TEXAS) Grant
06105	Tuition Equalization Grant (TEG)
36002	Texas Educational Opportunity Grant (TEOG) 2-Year Community Colleges
36003	Texas Educational Opportunity Grant (TEOG) State/Technical Institutes

Governor's Emergency Education Relief (GEER) Funds

PCA	Program Name
32501	TEXAS Grant
32502	TEOG 2-Year Community Colleges
32503	TEOG State and Technical
32504	TEG
32505	Emergency Aid - New and Continuing Students
32506	Emergency Aid - Upskilling and Reskilling
32507	Improve Online Learning - Open Educational Resources (OER)
32509	GEER Interest

Texas Public Educational Grant (TPEG) Funds

PCA	Program Name
13099	TPEG - Refunds of Excess Funds
13099	TPEG - Revenue

Electronic Funds Transfer (EFT) Information As of 11/18/2021

EFT Instructions

New Funds Request Form

Applicable Programs:

- Bilingual Education
- Educational Aide Exemption

Texas Higher Education Coordinating Board

2021-22 (FY 2022)
Bilingual Education Program
Funds Request Form

Date:	FICE Code:	Institution:		
Contact Information				
Position	Name	Email	Phone	
Financial Aid Director				
Reporting Financial Aid Officer				
Business Office Contact				

Current Request		
Bilingual Education Program	Current amount being requested.	Number of unique student awards being funded via current request. *

By submitting this form, I certify that the amounts reported on this request form are accurate as of today's date. I further understand the importance of the accuracy of this information, as it may be reported to the Texas Legislature and is subject to review during a program audit.

Certifying Name and Title _____

Signature _____ Date _____

I confirm that this is an original (not a duplicate) submission.

I confirm that this is a revised request; below is the date of the original submission and the reason for the revision.

Date of Original Submission: _____

Enter the explanation for the revised form here.

Year-to-Date Totals		
Total Bilingual Education Allocation	Year-to-date amount requested including current request. **	Number of year-to-date distinct student awards funded including current request. ***

* The count of recipients receiving program funds for the first time this award year via this current request.
 ** The cumulative total amount of funds requested this fiscal year, including this request.
 *** The total number of distinct students who have received funds this fiscal year, including those who will receive funds from this request.
 For further clarification on how to complete this form, refer to the Fund Request Form Instructions.

To send the completed form:

- Click the **SUBMIT** button.
 - An email with this form attached will open in a new window.
- Enter the six-digit FICE code and file name in the subject line.
 - Example: 012345_Bilingual Education Funds Request Form FY 2022
- Click the **SEND** button to email the form.

Forms that cannot be sent using the SUBMIT button should be manually completed, scanned, and emailed to FASOoperations@highered.texas.gov

Submit



THEECB Texas Higher Education COORDINATING BOARD

2022-
Bilingual
Funds R

THEECB Texas Higher Education COORDINATING BOARD

2022-23 (FY23)
Educational Aide Exemption (EAE)
Funds Request Form

Institution Name *
Do not use acronyms/abbreviations.

Institution Type (Grant Program) *
Select or enter value

Institution FICE (6 digits) *

Request Amount *
Do not include special characters. No co

Requestor Contact Information

Name *

Institution Name *
Do not use acronyms/abbreviations.

Institution Type (Grant Program) *
Select or enter value

Institution FICE (6 digits) *

Request Amount *
Do not include special characters. No commas or dollar signs.

Requestor Contact Information

Name *

Return of Funds: EAE & Bilingual Ed

1. Complete the Return of Funds Form

2. Send the funds to the THECB via EFT or ACH

60x30TX
Texas Higher Education Coordinating Board

Return of Funds Form (RFF)
Grants and Special Programs

Make Grants: TEXAS Grant, TEOG, TEG and TPEG
State Work-Study Programs, TCWS and WSGMP
Exemption Programs: Educational Aide Exemption
Scholarships: Top 10%, Bilingual Education Program and SDB

The amount of the RFF must correspond with the individual refunds submitted. For example, if funds for TEXAS Grant, TCWS and EAE are all being returned, three separate RFFs will need to be submitted and three refunds should be processed.

NOTE: Any refunds for TEXAS Grant, TEOG and TEG from FY 2019 and prior should be sent using this online RFF. Anything FY 2020 and forward is processed through the Grant Payment Portal system through CBPass.

Date: 07-25-2022 FICE Code: Institution:

Contact Information

Position	Name	Email	Phone
Financial Aid Director			
Reporting Official			
Business Office Contact			

Award Year: --- Select Award Year ---
Program: --- Select A Program Type ---

Grant programs require a breakdown in type of funds.

Grant Program	Amount*	Number of student awards being returned	Detailed Refund Explanation Required
Initial			
Renewal			
Total			

Special Program

Amount*	Number student awards being refunded**	Certifying Name/Title	Date

Summary

Award Year	Program/PCA	Amount	Total Student Count
--- Select Award Year ---	--- Select A Program Type ---		

* Enter whole dollar amounts only.
** Do not enter a student count for a partial refund.

Reset Submit

Online Return of Funds Form

Electronic Funds Transfer (EFT) Information

Texas Higher Education Coordinating Board

Institutions must return funds to the Texas Higher Education Coordinating Board (THECB) using the appropriate method which include: Automated Clearing House (ACH), wire transfer, paper check or Uniform Statewide Accounting System (USAS).

All returns must include the Program Code Account (PCA) Number to identify the corresponding state program and must reference "THECB" so that funds are routed correctly.

For clarification on how to return funds using Recurring Transfer Index (RTI) through USAS, please see page 2 for more information.

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Field Name	Field Entry	PCA	Program Name
Name:	Bank of America	06532	B-On-Time (BOT) Private Institutions
Address:	515 Congress Avenue Austin, TX 78701	06532	B-On-Time (BOT) Public Institutions
Contact:	(512) 397-2885 Marcie Enriquez	36009	Bilingual Education Program
Routing Number:	111000025	06532	College Access Loan (CAL)
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Customer Name:	THECB - PCA	34010	Public Community/Colleges Monthly Allocation Refund
ID Number:	Institution's Tax ID Number	13199	Teach for Texas
Addenda Record:	Institution's or Remitter's Name	13599	Teach for Texas Loan Repayment
		06532	Texas Armed Services Scholarship Program (TASSP)
		22339	Texas College Work-Study (TCWS)
		22349	Work-Study Student Mentorship Program (WSMP)
		13099	Toward Excellence, Access, and Success (TEXAS) Grant
		06105	Tuition Equalization Grant (TEG)
		36002	Texas Educational Opportunity Grant (TEOG) 2-Year Community Colleges
		36003	Texas Educational Opportunity Grant (TEOG) State/Technical Institutes

Wire Transfer Information		Governor's Emergency Education Relief (GEER) Funds	
Field Name	Field Entry	PCA	Program Name
Name:	TX Treasury Safekeeping Trust Company	32501	TEXAS Grant
Short Name:	TX COMP AUSTIN	32502	TEOG 2-Year Community Colleges
Address:	208 E 10th St Austin, TX 78701	32503	TEOG State and Technical
Contact:	(512) 463-4300	32504	TEG
Routing Number:	114900164	32505	Emergency Aid - New and Continuing Students
Account Number to credit:	463600001	32506	Emergency Aid - Upskilling and Reskilling
Account Name:	Comptroller of Public Accounts Treasury Operations	32507	Improve Online Learning - Open Educational Resources (OER)
Reference:	(i.e. - Remitter's name)	32509	GEER Interest
Attention:	THECB (PCA)		

Paper Check Information		Texas Public Educational Grant (TPEG) Funds	
Field Name	Field Entry	PCA	Program Name
Name:	Texas Higher Education Coordinating Board	13099	TPEG - Refunds of Excess Funds
Short Name:	THECB	13099	TPEG - Revenue
Address:	Attn: Cash Receipts - PCA 0888 PO Box 12788 Austin, TX 78711-2788		

Electronic Funds Transfer (EFT) Information As of 11/18/2021 1

EFT Instructions

August 1

Deadline to Request Funds

Applicable Programs:

- TEXAS Grant
- TEOG
- TEG
- B.1.10 Grants
- Bilingual Education
- Educational Aide Exemption



Grant Funds Carry-Forward

Funds not expended in FY 2022 will automatically be carried-forward for institutions by the THECB to FY 2023.



CAL and TASSP Processing

Commonline file via
MOVEit for CAL

Username

Password

Manual certification via
HelmNet for CAL & TASSP

OR

School Certification

Loan Information

Application Type: COLLEGE ACCESS LOAN
CommonLine Unique ID: 8120890003W00H00A
Application ID: CL0001
School Code: 77777700
School Information: THECB UNIVERSITY
777 UNIVERSITY AVE
AUSTIN, TX 77777

Borrower Information

First Name: ACCOUNT
Middle Initial:
Last Name: TWO
Date of Birth: 06/15/1991
SSN: ***-**-2026
Street Address 1: 36 APPROVED AVE
Street Address 2:
City: AUSTIN
State: Texas
ZIP: 78781

Enrollment Information

Grade Level: Select a Grade Level
Enrollment Status: Select an Enrollment Status
Academic loan period: 06/24/2016 to 05/17/2017
Anticipated Graduation Date: / / x

Comptroller Closure

2022



State Financial Aid Program Impact:

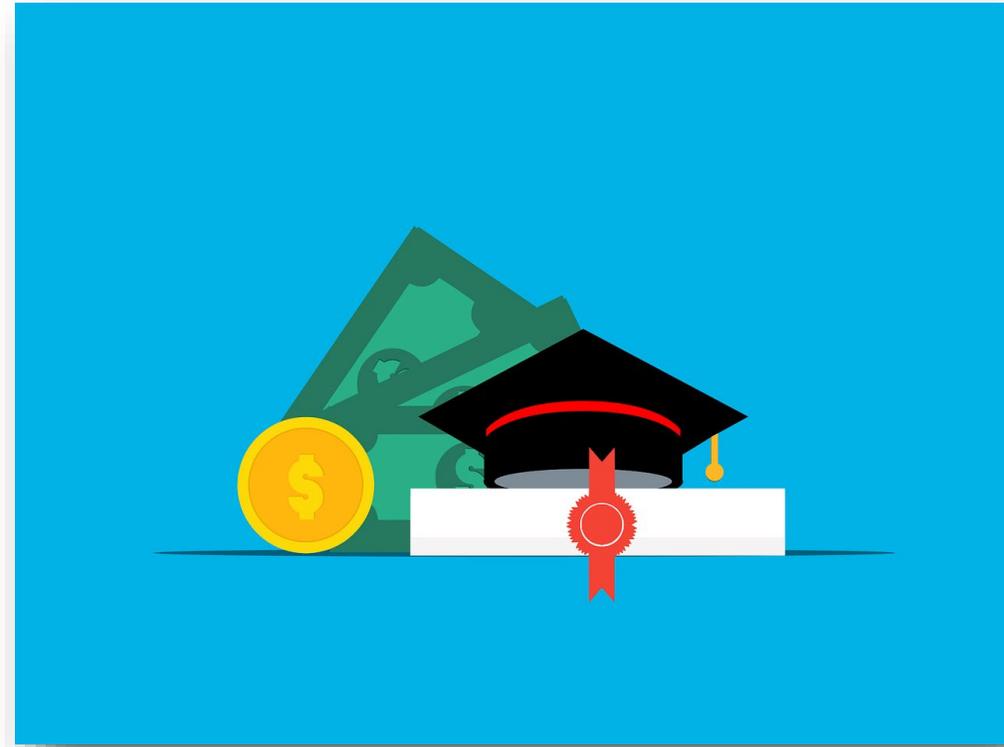
- Closure from **7 p.m. Aug. 31 through 7 a.m. Sept. 1, 2022.**
- Payments for grants and special programs from the THECB will begin after the **Sept. 6, 2022**, Labor Day holiday.
- Encourage students to complete their Loan Acceptance Disclosures (LAD) as soon as possible to avoid disbursement delays during the closure.

CAJ Interest Rate

Updates

Interest Rate Change

- The College Access Loan (CAL) will carry a fixed interest rate of **5.35%** for borrowers who begin their application process **on or after Aug. 1, 2022**.
- An updated Solicitation Disclosure will be provided to institutions that include the THECB on their preferred lender list.
- Find the rates and updated information on [hhloans.com](https://www.hhloans.com).

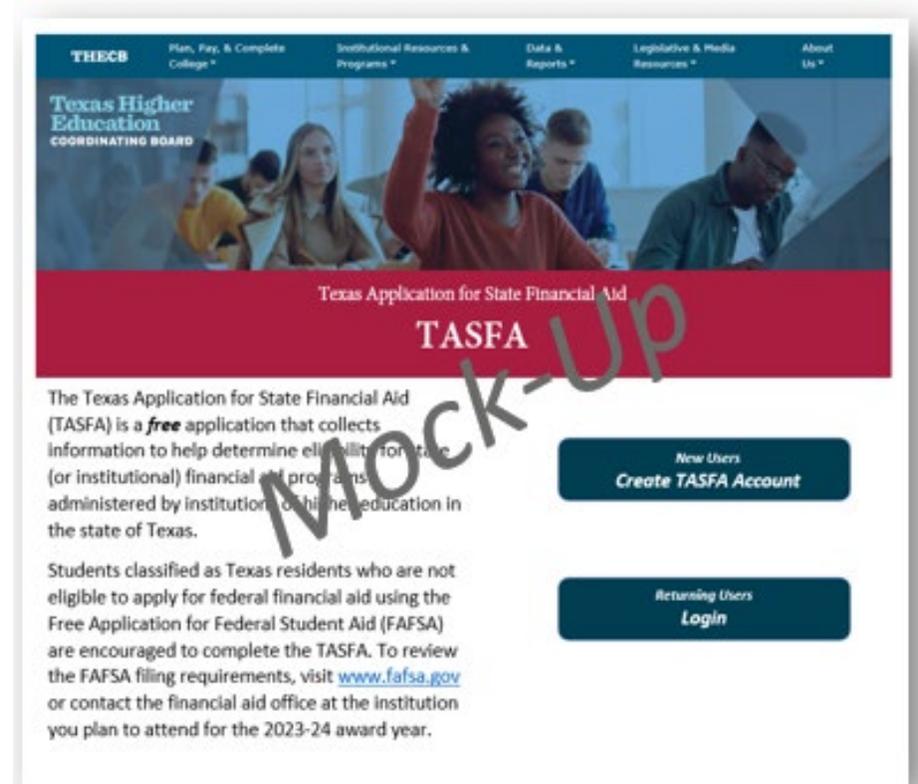


2023-24 TASF A

Updates

Online TASFA

- Internal and external user acceptance testing (UAT) is in progress:
 - **Iteration 1** (complete) tested independent student process
 - **Iteration 2** (complete) tested dependent student process
 - **Iteration 3** (pending) will test submission to additional colleges and emails sent to users
 - **Iteration 4** (upcoming) will test full application process from A-Z
- Institutional test files are still being programmed
 - Additional testing is necessary before test files are released.



Paper TASFA Alignment

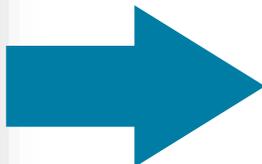
- Paper TASFA 2023-24 will closely align with the online TASFA
 - There will be separate student and parent sections

2022-23 Paper TASFA

For questions, 71-82, if the answer is zero or the question does not apply to you, enter "0." DO NOT LEAVE ANY BLANKS. Report whole dollar yearly amounts with no cents.

	STUDENT	SPOUSE (if applicable)	PARENT 1	PARENT 2 (if applicable)
PART B. 2020 UNTAXED INCOME (See Notes for questions 71-76)				
71. Child support received for any of your children.				
72. Housing, food, and other living allowances paid to members of the military, clergy, and others. (See Notes page 8.)				
73. Other untaxed income not reported. (Such as worker's compensation, disability, veterans noneducation benefits, etc.)				
74. Cash earnings. (Income not already reported on taxes. Do NOT include W-2 earnings.)				
75. Money received, or paid on your behalf (e.g., bills), not reported elsewhere on this form.			N/A	N/A
76. TOTAL UNTAXED INCOME (Automatically calculates if completed electronically.)		\$ 0.00		\$ 0.00

2023-24 Paper TASFA



Instructions	✓
Student	✓
Dependency	✓
Parent	✓

Paper TASFA Question Changes

The following questions were **removed** from the 2023-24 TASFA

- Date of graduation (HS or GED)
- College grade level
- Conviction restrictions
 - *The state's requirement still applies*
- How many credits/hours enrolled
- Associate degree for transfer students
- Previously received state aid
- Work authorization and work-study

Moved →

21. Where do you plan to live during the 2022-23 school year?

On-campus Off-campus With parent or relative

Removed →

19. What will your college grade level be when you begin the 2022-23 school year?	20. What degree or certificate will you be working on when you begin the 2022-23 school year?
Never attended college <input type="checkbox"/>	1st bachelor's degree <input type="checkbox"/>
1st year undergraduate <input type="checkbox"/>	2nd bachelor's degree <input type="checkbox"/>
2nd year undergraduate/sophomore <input type="checkbox"/>	Associate degree <input type="checkbox"/>
3rd year undergraduate/junior <input type="checkbox"/>	Certificate or diploma <input type="checkbox"/>
4th year undergraduate/senior <input type="checkbox"/>	Teaching credential (nondegree program) <input type="checkbox"/>
5th year/other undergraduate <input type="checkbox"/>	Graduate or professional degree <input type="checkbox"/>
1st year graduate/professional <input type="checkbox"/>	Other/undecided <input type="checkbox"/>
Continuing graduate/professional or beyond <input type="checkbox"/>	

21. Where do you plan to live during the 2022-23 school year?

On-campus Off-campus With parent or relative

22. At the start of the 2022-23 school year, how many credits/hours will you be enrolled in?

Full-time (12 hours or more) Three-quarter time (9-11 hours)
 Half-time (6-8 hours) Less than half-time (5 hours or less)
 Not sure

23. If you are transferring schools, have you earned an Associate Degree?

Yes
 (Enter date you earned an Associate Degree: ___/___/___)
 No

25. Have you been convicted of a felony, or crime involving a controlled substance?

Yes No

26. Have you previously received Student Financial Aid from Texas?

Yes No

27. (A) Do you have authorization to work in the United States?

Yes No Don't know N/A

(B) If yes, are you interested in applying for a work-study program?

Yes No Don't know

THECB is Moving!

THECB is moving!

- FAS staff will be working remotely in August through mid-September as the agency transitions downtown.
- The new office will be located in the Capital Complex in the state Bush building.
- Update your records with the agency's new address, once we move:

**1801 N. Congress Ave.
Suite 12.200
Austin, Texas 78701**



Reminders, Updates, and Deadlines

Reminders, Updates, and Deadlines

General Reminders

- Summer Institutional Calendar posted on SFAP webpage → Stay Connected
- User accounts for CBPass and HelmNet will be removed if inactive for 12+ months

Updates

- Exemption and waiver guidelines updates (Coming soon)
- Paper copy TASFA 23-24 (Coming soon)
- THECB office move (September)

Deadlines

- Deadline to request 2021-22 (FY 2022) funds for TEXAS Grant, TEOG, TEG, B.1.10 Grants, EAE, and Bilingual Education Program – **Aug. 1, 2022**
- Deadline to validate Financial Aid Database (FAD) - Cycle Two – **Aug. 22, 2022**

Contact Student Financial Aid Programs

The following phone lines are available for borrower and the public:

Borrower Services

- Student Borrowers (Cosigners): (800) 242-3062

Texas Financial Aid Information Center

- Public Line: (888) 311-8881

Contact Financial Aid Services in one of the following ways:

FAS Institutional Phone Line

- Institutions Only: (844) 792-2640

Submit inquiries online through the [CONTACT US](#) web form.



Phone lines –
Hours of Operation:
Mon-Fri
8 a.m. to 5 p.m.
(Closed 12-1 daily)

Submit a CONTACT US

- To ensure inquiries are routed correctly, complete these steps:
- Select “**Institution**” in Received From box
- Enter the institution’s full name
- Always select “**Financial Aid Question**” as the Contact Reason
- Provide the best **direct phone number**

Texas Higher Education Coordinating Board

Contact Us

*An asterisk * by the field indicates a required field!*

Received From*

Institution

Contact Reason*

Description* 4000 characters max

Please do NOT include your full Social Security Number inside the issue description. If you have a question about the status of a new loan application, accounts in repayment, or deferments, please use the last four digits of your SSN instead.

Is this a complaint No Yes

Contact Preference E-MAIL LETTER PHONE

Salutation*

First Name*

Last Name*

E-mail*

Phone (10-digit) Phone Ext

Mail Address

Mail Address2

Mail Address3

City

State Zip Code (5-digit)

| [Help](#)

A woman in a white lab coat is looking at a laptop screen in a laboratory setting. The image is overlaid with a dark teal background and a thin yellow circular line on the left and right sides.

Texas Higher Education

COORDINATING BOARD

Questions?