The Department of Education’s website is extensive and contains a great deal of useful information, although it can be difficult to navigate. The main website is currently at https://studentaid.gov. Borrowers may access information about default and collection relief at https://myeddebt.ed.gov. Borrowers can also call the Federal Student Aid Information Center at 1-800-4-FED-AID (1-800-433-3243) or 1-800-730-8913 (TDD).

There are separate resources for consolidation loans. As of September 2017, the Department directs borrowers with questions about consolidating before applying to contact the Student Loan Support Center at 1-800-557-7394. Information about consolidation is also available on the Department of Education’s website. After consolidating, borrowers should call the selected servicer with questions. The Department also has set up Federal Student Aid customer service centers.

For all of the various repayment plans, borrowers and advocates will find the Department of Education’s online calculators to be a useful resource. These include calculators for the income-driven repayment plans.

The Information for Financial Aid Professionals (IFAP) website (https://ifap.ed.gov/ifap) consolidates guidance, resource, and information related to the administration and processing of the financial assistance programs. For data gathering and research needs, the Department of Education has a useful data information site. The Department of Education also publishes useful guides, including Do You Need Money for College or Career School? Apply for Federal Student Aid (formerly Do you Need Money for College? The Guide to Federal Student Aid, which was formerly Funding Your Education: The Guide to Federal Student Aid), Federal Student Loans: Basics for Students, and Federal Student Loans: Repaying Your Loans. The guides are updated each year and are available online in English and Spanish. As of August 30, 2018, hard copies of these publications may no longer be ordered.

Footnotes

359 [347] See § 1.9 [1], supra (information about using an FSA ID to log into accounts on these websites).


363 [351] The Department’s private collection agency (PCA) website was a primary resource for information about private collection agencies. However, as of the spring of 2010, the Department took the site offline. The most recent version obtained by NCLC is available online as companion material to this treatise.


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