

What do I do if I'm told I've been selected for verification?

You might see a note on your SAR saying you've been selected for verification; or your school might contact you to inform you that you've been selected. Verification is the process your school uses to confirm that the data reported on your FAFSA form is accurate. If you're selected for verification, your school will request additional documentation that supports the information you reported.

Don't assume you're being accused of doing anything wrong. Some people are selected for verification at random; and some schools verify all students' FAFSA forms. **All you need to do is provide the documentation your school asks for—and be sure to do so by the school's deadline, or you won't be able to get financial aid. OneGoal is here to help!**

1. Have you been flagged for verification by the college?

- a. **YES** → Look on your student account online or call the college's financial aid office to determine each of the additional pieces of paperwork you need to submit and send each item to the college ASAP. The faster you get this paperwork in, the faster you'll receive a package, so scanning and sending these through email is ideal if possible. Once this step is complete, *move to question 2.*

- b. **NO** → **Is your financial aid package posted on your student account online?**
 - i. **YES** → Great! You can use this online version moving forward. You are ready to compare your award letter to others you have received.

 - ii. **NO** → It is possible that the college is still processing financial aid packages. If it is after March 15th, you should call the college's financial aid office to determine when you can expect to receive your package. If you don't receive your package by the date they give you, call back again. Continue calling and asking questions until you receive your financial aid package.

 - iii. **I DON'T KNOW** → Do you have access to your student account online?
 1. **YES** → Try looking under headers such as 'Student Account', 'Aid Award', or 'Account Holds'. If you are unable to find your financial aid package, or information about what paperwork you may be missing, **you may need to call the financial aid office to get more information.**

 2. **NO** → It is very important that you have access to this account in order to determine your financial aid status. If you are missing your account username or password, check your admissions letter for more information, or try Googling 'Missing username for American University student account' (but with your college name) and see if you can find out more information about how to access your username and password. If you are unable to find additional information, call your college and ask for help accessing your student account online. You must continue searching for answers until you are able to log into your student account. Once you have

access, try looking under headers such as 'Student Account', 'Aid Award', or 'Account Holds'. If you are unable to find your financial aid package, or information about what paperwork you may be missing, ***you may need to call the financial aid office to get more information.***

2. Have you submitted ALL the paperwork the college requested through verification?*

- a. **YES** → Have you called the college to confirm that they have received all of your paperwork?
 - i. **YES** → Great! The college is likely now processing your financial aid package. If you haven't received something online or in the mail in the next two weeks, you should call again to find out when you can expect to receive your financial aid award letter. Continue calling the college and asking questions until you receive your financial aid package.
 - ii. **NO** → Unfortunately, you can't be 100% sure that the college has received your paperwork unless you call to confirm. If it has been at least one week since you sent your paperwork in the mail, or 2 days since you submitted electronically, you should call the financial aid office to confirm that they have this paperwork on file. If they are still missing something, be prepared to send another form (maybe this time try through email if possible) again. Then be sure to call a week from now to make sure they received your paperwork.
- b. **NO** → The college will not send you a financial aid package until you clear your verification hold, and the only way to do this is to send each piece of paperwork the college is requesting. If you've forgotten what it is you need to send, revisit your student account online or call the college's financial aid office to find out. You should then submit all the necessary paperwork ASAP. From there, you should ***move to question 2a.***

***Although every college will request different information for each student in the verification process, below are some commonly requested forms to have on your radar:**

1. **Verification worksheet:** Some colleges have their own verification worksheet form that outlines any additional information they need. If the college says this is what you need to clear your verification, try Googling 'American University verification worksheet' (but with your college's name to find the appropriate form).
2. **Number in household form:** Each college will have their own form for this process. Try Googling 'American University number in household form' (but with your college's name) to find the appropriate form.
3. **Students' or Parents' tax transcripts:** You can print tax transcripts by going to <http://www.irs.gov/Individuals/Get-Transcript>.