

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2024 HISP CX Action Plan

Federal Student Aid

As a High Impact Service Provider (HISP), FSA focuses on improving customer experience and delivery for the following services:

- 1) Applying for Federal student aid:** The Free Application for Federal Student Aid (FAFSA®) form is an application that students and families need to complete to apply for federal student aid, such as federal grants, work-study funds, and loans.
- 2) Applying for Public Service Loan Forgiveness (PSLF):** The PSLF Program encourages and rewards public service by providing debt relief to borrowers in full-time public service.
- 3) Applying for Income Driven Repayment plans:** Income Driven Repayment (IDR) plans base a monthly student loan payment amount on the borrower's income and family size.

What we will deliver in 2025:

● **Continue to improve the FAFSA® experience for applicants**

Federal Student Aid (FSA) introduced a new and simpler Free Application for Federal Student Aid (FAFSA®) form and process in 2024-25 but encountered significant implementation issues, staggered delivery dates, and substantial delays that negatively impacted the customer experience. For 2025-26, FSA will roll out FAFSA® functionality earlier in the process, with most functionality available in the initial release. By implementing these changes, FSA expects to increase the number of applicants who complete an application and qualify for student aid.

● **Continue to enhance the experience for borrowers participating in PSLF**

FSA will continue to manage Public Service Loan Forgiveness (PSLF) through StudentAid.gov and will continue to enhance customer experience with the program through the intake and monitoring of customer feedback and implementing process improvements. Borrowers are currently able to submit a PSLF form to certify periods of employment and apply for loan forgiveness, monitor the status of this form, retrieve correspondence related to the form, and view how many qualifying payments they have made, all on Studentaid.gov, whereas in previous years, borrowers needed to use multiple websites to complete these functions. As a result of these changes, FSA expects the more than 2 million borrowers working towards PSLF will continue to have a more efficient, transparent experience with the program.