

ACHE's FAFSA Completion Portal FAQ



What is the portal and how does it work?

The portal is a web tool designed by the Alabama Commission on Higher Education. You can access the portal at fafsa.ache.edu. High school educators can use the portal to monitor student progress with FAFSA completion by accessing a regularly updated list of their students and their FAFSA completion statuses. The portal generates this list by matching student information in PowerSchool to student information provided to Federal Student Aid (FSA) when the student fills out their FAFSA.

How can I facilitate matching between systems?

Federal Student Aid requires students to submit their information in a very specific manner and will prompt students to correct any information that is not submitted correctly. Educators must check that a student's PowerSchool information is accurate and will match their Federal Student Aid information. Use the Checklist on page 3 for detailed instructions on how to facilitate the matching process.

How do I access student-level data?

Each school district must sign a [Use Agreement](#) to access student-level FAFSA data. A designated Local Access Manager (LAM) can create accounts for other educators in the district. Each account can be given access to students across the entire district or students within a single high school. To create accounts, the LAM should log in, click the *Administration* tab, select *Manage Users*, and click *Create New User*. If you do not know the LAM for your school, you can contact fafsa@ache.edu. Schools that do not have enrollment data provided to the State Department of Education (e.g., private schools) must submit [encrypted](#) student data to the Alabama Commission on Higher Education in order to match FAFSA completion data to student records. Email fafsa@ache.edu for detailed instructions on sending an encrypted data.

What if my login isn't working?

If you leave the portal up and running, it might time out. Close the tab of your web browser and revisit fafsa.ache.edu to login. If you are unable to login for other reasons (e.g., your email address has changed), you can contact fafsa@ache.edu to update or reset your account.

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How do I view a complete list of all of my seniors?

To view your entire cohort of seniors:

In Student Detail, type the name of your district/school without selecting a specific status from the FAFSA Status dropdown. This will generate a list of students with various FAFSA statuses (Complete, No Student Signature, etc.) You can view this list in the portal or export it to an Excel or CSV file. After reviewing the list, if there are any students whose names do not appear, see the next questions below for further instruction.

What if a student is missing from the Portal?

If a student is not showing in the ACHE Portal at all (remember: generate a list with no particular FAFSA status indicated), use the Checklist to ensure the student is properly enrolled and listed in PowerSchool. If the info is correct in PowerSchool but the student is still missing, email the student's Full Name, School, and District to fafsa@ache.edu. Unfortunately, students who reside outside of the state of Alabama will not show up in the ACHE Portal, since ACHE only receives FAFSA completion data for students who are Alabama residents.

What if a student's status is incorrect in the Portal?

A student who does not show as Complete in the portal might receive an email from ACHE notifying them that their FAFSA is incomplete. However, that same student might share with you an email notification from FSA or screenshot of their application that seems to imply completion. It is important to confirm that the student has not just submitted but actually completed their FAFSA.

For Dependent students, ensure that the Student sections and the Parent sections have been filled out and that both the Student and the Parent have signed the FAFSA (signing electronically with an FSA ID is the fastest option). Check the Student Aid Report to see if there are any items that need to be resolved. If you have checked those items and believe the student's application is complete, you can email their Full Name, School, and District to fafsa@ache.edu.

Portal Checklist



When the academic year starts...

staff in charge of enrollment should request the following:

Full name

-  Include First, Middle (if applicable), and Last Name
 - For students who have a social security card, the name should be listed exactly as it appears on the card
 - Nicknames and initials should not be used
-  We encourage high schools to include a separate field for Preferred Name for students who do not go by their legal name

Date of birth

-  Ensure the date is in MM/DD/YYYY format

Home address

-  To the best of their ability, a student should provide the most stable home address for that school year
-  If a student stays in multiple homes, list the address of the parent they live with most throughout the year, when applicable



When a student transfers...

staff in charge of updating enrollment should check the following:

Transfer Complete

-  Ensure a transfer student is no longer enrolled in their old school but instead is enrolled in their new school

No Withdraw Date Listed

-  Check that a transfer student who is still enrolled does not have a withdraw date
 - Sometimes there is a withdraw date that lists the date the student left their previous school or mistakenly includes the student's expected graduation date in this field

Portal Glossary



Glossary of terms

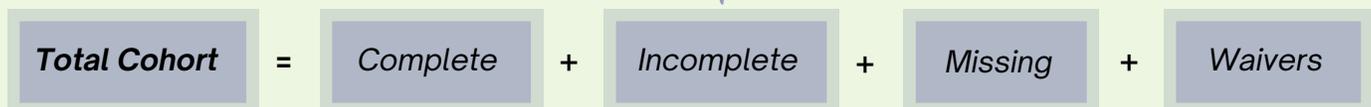
FAFSA Statuses in Student Detail tab

- **Complete**
 - The FAFSA has been submitted and there is enough information for institutions to begin processing the application without further action. A student with a Complete FAFSA could still be selected for verification, a process used to confirm that the data reported on the FAFSA form is accurate.
- **Missing**
 - This status can indicate one of two things. Either 1) a student has not yet submitted a FAFSA or a waiver, or 2) a student's information cannot be matched from PowerSchool to Federal Student Aid. See the Checklist for detailed instructions on facilitating matching.
- **No Parent Signature**
 - The parent signature is missing from the FAFSA. At least one parent whose information was reported on the FAFSA must sign. If the parent has an FSA ID, they can sign the form electronically which is the fastest option.
- **No Student Signature**
 - The student signature is missing from the paper FAFSA.
- **No Student Signature (Web)**
 - The student signature is missing from the online application. The student can sign their FAFSA electronically by using their FSA ID. This is the fastest option.
- **Not Complete**
 - This status is for any reject code that is not related to missing signatures. Check the student's Student Aid Report to find relevant reject codes to see what steps need to be taken to complete the application.
- **Parent Waiver / District Waiver**
 - An opt-out waiver has been submitted by or on behalf of the student and has been correctly documented in the student's PowerSchool record.

FAFSA Statuses in Data tab



Incomplete includes any status in the Student Detail tab that involves reject codes (i.e., Not Complete and No Student/Parent Signature)



Local Access Manager

- Each school district that has signed a Use Agreement will designate one or more Local Access Managers (LAMs) who can manage user accounts. Educators who need an account should reach out to their designated Local Access Manager.