



## 2017-2018 Missing Information Guidelines

You received a letter/email indicating there are missing forms or additional information needed to complete your financial aid application. The information on this page will assist you in finding the needed forms, and link you to other websites that are required to complete the processing of your aid.

### Steps you need to take:

1. Review the email or letter that you received to find the items that are still missing and that are needed to complete your file.
2. Scroll down to match the items needed with the information outlined below and follow the directions and/or links to complete each item, as instructed.
3. All requested forms (aside from any federal forms, applications or documents) may be accessed and printed by following this link: [www.dbu.edu/financialaid/](http://www.dbu.edu/financialaid/) then clicking on the '**Financial Aid Forms**' link at the top of the web page.
4. Print and complete **only** the forms that the Office of Financial Aid has requested from you. If you are unable to print a form, or unsure about what is needed, contact the Office of Financial Aid for assistance.

A red rectangular button with the text "Financial Aid Forms" in white, sans-serif font.

The forms highlighted in [red] are downloadable PDF files found on the Financial Aid Forms page that may be opened using Adobe Acrobat Reader.

- ✓ **Be careful to choose the form you need from the correct academic year.**
- ✓ These forms are not live forms. You will need to print the form, complete it, and then **submit the form directly to the Office of Financial Aid via mail, fax, hand delivery, or email a scanned copy.** Address, fax, and email information is listed below.
- ✓ Any picture ID's or items with pictures must be photo quality so they can be imaged electronically into the student file.

**Return your completed Financial Aid form(s) via one of the following methods as soon as possible to avoid processing delays:**

**Email:** Scan and return as a PDF file to [finaid@dbu.edu](mailto:finaid@dbu.edu)

**Fax:** (214) 333-5586

**In Person:** At the Office of Financial Aid, lower level of the John G. Mahler Student Center  
M-T / 8 am - 6 pm  
W-F / 8 am - 5 pm

**Conventional Mail:** **OFFICE OF FINANCIAL AID**  
c/o Dallas Baptist University  
3000 Mountain Creek Pkwy  
Dallas, TX 75211

## Applications for Financial Aid

- **(FAFSA) Free Application for Federal Student Aid** – We have not received a report from the *Free Application for Federal Student Aid* (FAFSA) as provided by the federal processor. You must complete the FAFSA at [www.fafsa.ed.gov](http://www.fafsa.ed.gov) to be reviewed for federal loans and grants. Please allow 2-3 days for it to be processed. Results will be sent to our office electronically. For assistance completing this federal application, please call 1-800-4-FED-AID (800-433-3243).
- **Correction of Rejected (FAFSA) Free Application for Federal Student Aid** – Your FAFSA has been rejected due to incomplete or incorrect information entered on the application. You must review your Student Aid Report (SAR), which you received either by email or by mail, and make corrections to your FAFSA online at [www.fafsa.ed.gov](http://www.fafsa.ed.gov), as you were directed. You may contact FAFSA by phone at 1-800-4-FED-AID (800-433-3243) for additional assistance on making this correction.
- **DBU Supplemental Application for Financial Aid** – We are missing an institutional supplemental application for aid. This is your ONLINE application for financial aid and assists us in processing your financial aid. The link for this application is [www.dbu.edu/financialaid/](http://www.dbu.edu/financialaid/). Once completed, you will receive an email confirmation and this application will be submitted electronically to our office. There are a number of important pages of information. We suggest that you print these pages, as well as your Supplemental Application for reference. If you have completed the form and received a reply email confirming its completion, please contact our office to be sure we have received it. Processing the form takes 2-3 days once it is completed and submitted.

## Verification Process Dependent and Independent Student – Forms Requested

- **Income Verification Worksheet for Independent Student** – This form is needed to verify the income information provided on your FAFSA. Print and complete all pages of the worksheet. Please read carefully, provide the items as indicated (do NOT provide copies of your income TAX RETURNS). Be sure all necessary information is provided, that all appropriate signatures and requested paperwork are included, and that you return the form to the Office of Financial Aid.
- **Income Verification Worksheet for Dependent Student** – This form is needed to verify the income information provided on your FAFSA. Print and complete all pages of the worksheet. Please read carefully, and provide the items as indicated (do NOT provide copies of your income TAX RETURNS). Be sure all necessary information is provided, that all appropriate signatures and requested paperwork are included, and return the form to the Office of Financial Aid.
- **Student IRS Tax Transcript for 2015** – You may correct your 2017-18 FAFSA using the IRS Data Retrieval Tool for **your 2015** federal income tax return (for instructions, read your Income Verification Worksheet). Or, you may instead submit a copy of the student's **2015 IRS Tax Transcript**. We no longer accept income tax return forms. If you have not filed a 2015 tax return, please contact the Office of Financial Aid for further steps that are required.
- **Parent(s) IRS Tax Transcript for 2015** – You or your parents may correct your 2017-18 FAFSA using the IRS Data Retrieval Tool for **your parent's 2015** federal income tax return(s) (for instructions read your Income Verification Worksheet). Or, you may instead submit a copy of your parent(s) **2015 IRS Tax Transcript(s)**. We no longer accept income tax return forms. **Include the student's name and Social Security Number at the top of the first page of the parent's copy.** If a tax return has not been filed for 2015, please contact the Office of Financial Aid for further steps required.

- **Spouse IRS Transcript and W-2's for 2015 (if married filing taxes separately)** – You indicated you and your spouse are filing taxes separately for the 2015 U.S. income tax year, and this document is needed to verify the income information provided on your FAFSA. We need for you to submit a copy of your **spouse's 2015 IRS Tax Transcript**. We no longer accept income tax return forms and all W-2's. **Include the student's name and Social Security Number at the top of the first page of the spouse's copy.** If you have not yet filed for 2015, please contact the Office of Financial Aid for further steps required.
- **Budget and Low Income Information form - Independent Student** – For 2015, you reported that you received no income or a very low income on your FAFSA. Our office is required to determine how you were able to meet normal living expenses and the source of taxable or untaxable income to meet those costs. To complete the verification process this form **MUST** be completed. Failure to complete all three sections of the form, and provide reasonable explanations, **WILL** delay or prevent the processing of your request for federal/state financial aid.
- **Budget and Low Income Information form - Parent of Dependent Student** – For 2015 your parents reported no or very low income on your FAFSA. Our office is required to determine how your family was able to meet normal living expenses, as well as determine the source of taxable or untaxable income to meet those costs. To complete the verification process this form **MUST** be completed. Failure to complete all three sections of the form and provide reasonable explanations **WILL** delay, or prevent the processing of your request for federal/state financial aid.
- **Dependency Status Verification Form** – Documentation is needed to verify your dependency status. Please contact our office to obtain information on the **appropriate** documentation needed.
- **SNAP Benefits/Child Support Verification Form** – Complete all sections of the worksheet. Please provide all signatures, provide requested documentation, and return to the Office of Financial Aid. verification documents. This is needed to verify the income information provided on your FAFSA.

#### Other Requested Items (Listed in Alphabetical Order)

- **Birth Certificate** –The DOE (Department of Education) cannot match your date of birth with the Social Security Administration's records. (SAR C 063 reject code). We need you to submit **a copy** of your birth certificate to the Office of Financial Aid.
- **Clarification of Incarceration** - Our records indicate that you are incarcerated in a federal, state, or local prison facility, and are therefore not eligible to receive federal student aid. If this is incorrect, contact the Social Security Administration and our office to resolve this discrepancy.
- **DD-214 Form** – The Department of Veteran's Affairs could not verify your Veteran Status. Please submit a copy of your DD-214 to the Office of Financial Aid.
- **DOE Compliance Monitoring Documentation** – You indicated on the FAFSA that you received a drug conviction while receiving Federal Financial Aid. Please submit documentation from the Department of Education's Drug Enforcement and Compliance Monitoring Office that shows what aid you may be eligible to receive.
- **Educational Purpose Statement** –Please complete **all sections** of the form with the appropriate signatures, witnesses, and/or notarizations, and return the signed paper document to the Office of Financial Aid. **Note:** this form requires a notarized signature; or you may come in person to the Office of Financial Aid to sign the form in the presence of an Office of Financial Aid staff member.

- **FAFSA Question 23 Missing Answer** – You left Question #23 blank. Your failure to provide an answer to this question makes you ineligible to receive federal student aid. You may correct this by returning to the FAFSA site and **making corrections on your current application**. On the application, you will indicate that you have not been convicted of possessing or selling illegal drugs for an offense that occurred while you were receiving Federal Financial Aid (such as grants, loans and work - study). You may also choose to correct this on your SAR (Student Aid Report) by answering Item 23, or you may correct this item by calling 1-800-4-FED-AID (1-800-433-3243). Please understand that a drug conviction does not necessarily disqualify you from receiving student aid.
- **No Aid from Another Institution** – You indicated that you would be attending another institution during this school year. We need a completed “No Aid From Other School/Cancellation of Aid” form. Please print the form, complete the top portion, have a financial aid officer **from the other school** complete the bottom portion and have them return it to our office.
- **Overpayment of Federal Student Aid Funds** – Department of Education records indicate that you received at least one overpayment of federal student aid funds. You are required by law to repay any excess funds received from the federal aid programs to which you were not entitled. Until your overpayment has been resolved, you are ineligible to receive any federal student assistance. Please visit [www.nsls.gov](http://www.nsls.gov) for additional information on this overpayment.
- **Permanent Resident Alien Card** – Submit a **copy** of your Permanent Resident Alien Card. The U.S. Citizenship and Immigration Svc and the Department of Homeland Security cannot verify your residency status. [SAR C codes 141, 142, 144]
- **Proof of Citizenship** – The Social Security Administration cannot confirm your citizenship status. [SAR C code 146] Please submit documentation that validates your citizenship, or eligible non-citizen status, to the Office of Financial Aid. **Examples of documentation** accepted include a passport, birth certificate or certificate of naturalization.  
  
**Note:** If you are a naturalized citizen, you must submit a copy of your certificate of citizenship [N-560 or N-561]. Please submit documentation (such as a passport or birth certificate) that demonstrates your citizenship or your eligible non-citizen status as the Social Security Administration cannot confirm your citizenship status. [NSLDS match flag 7 or 8]
- **Satisfactory Repayment Letter (to clear a previous loan default)** – Records found at the National Student Loan Database System ([www.nsls.gov](http://www.nsls.gov)) indicate that you are in default on a federal student loan. Until the default has been resolved, you are not eligible to receive any Federal Financial Aid. Once you have repaid the loan, or made satisfactory arrangements to repay it, please submit documentation to our office **from your lender** (typically a letter) documenting that you are now in satisfactory repayment. Until we receive that letter, we cannot review your application for financial aid.
- **Selective Service Registration** – According to Selective Service records, you are not registered. You must submit proof of Selective Service registration to the Office of Financial Aid. You may access the website at [www.sss.gov](http://www.sss.gov) or return to the FAFSA and file through the application.
- **Social Security Card** – The DOE (Department of Education) cannot match your FAFSA information with Social Security Administration records. [SAR C 060-DOB Mismatch; SAR C 061-Name Mismatch reject code]. We need you to submit **a copy** of your Social Security Card to the Office of Financial Aid. The **name** and **number** **must match** what you reported on your *Free Application for Federal Student Aid (FAFSA)*.