



## FAFSA Challenge Dashboard FAQ

### Why should students fill out the FAFSA?

- Every year, the Florida high school graduating class misses out on over [\\$300 million](#) in Pell Grants because they do not complete the FAFSA. Students who complete the FAFSA are more likely to enroll in college and complete their degrees. National data shows 90% of students who complete the FAFSA enroll in college directly from high school, compared to just 55% of [non-completers](#).

### Why don't I see my school on the dashboard?

- The Florida FAFSA Challenge Data Dashboard exists to allow users to track progress of schools as well as make accurate and reasonable comparisons using FAFSA completion data collected over the past two years. With this in mind, the following schools are omitted from the Florida FAFSA Challenge Data Dashboard:
  - Schools with fewer than five completed applications
  - Virtual schools
  - Private schools
  - Public schools with fewer than 20 12th graders
  - Public schools with no enrollment data
  - Schools identified as primarily serving adult students
  - Schools listed on U.S. Department of Education FAFSA reports whose names were determined too ambiguous to assign a match (example: USDOE school name "First Coast" in Jacksonville could not be matched with another school because there are three schools in Jacksonville with 12th graders enrolled that share the words "First Coast" in their name).

### Why are my numbers different than the numbers on the dashboard?

- Sometimes, the federal data is slightly different than state school-level data. This may be because the federal data:
  - only reflects first-time filers no older than 19 who indicate they will be incoming first-year undergraduates in the fall.
  - is self-reported, and sometimes students report different/incorrect/ambiguous school names.
  - requires a social security number to complete the form. For more information, see the FCAN [data addendum](#).



**I know my student submitted their FAFSA. Why are they showing as submitted, rather than complete?**

- Applications can be rejected by the Central Processing System (and not marked as “completed”) if they are missing key pieces of information. According to the Florida Office of Student Financial Assistance (OSFA), often the issue is a lack of a signature from either the student or parent.

**Is there a way I can access student-level data?**

- The Florida Department of Education OSFA offers a data-sharing agreement as a key resource in driving FAFSA completion. Through this agreement, schools can gain access to student-level FAFSA completion information, giving school counselors the ability to provide targeted outreach to students who need extra support. FCAN encourages districts without this agreement to contact [Pedro Hernandez](#), OSFA Director of Outreach Services, for an application.

**Why is your enrollment data different than ours?**

- The Florida FAFSA Challenge Data Dashboard uses Florida Department of Education 12th grade enrollment from Survey 2, administered in the fall. The Dashboard may not reflect changes in enrollment taking place over time due to student migration, attrition, or other causes. Because FAFSA completion counts do reflect counts recorded over time, FAFSA completion rates may not be accurate.

**What is the source of data?**

- School-level FAFSA numbers are pulled from data from the U.S. Department of Education [Federal Student Aid](#) (FSA) office. Typically, FCAN updates the data dashboard Monday mornings.

**Can I download dashboard data?**

- Click the green “Download FAFSA Data” tile on the bottom right side of the dashboard, or visit [this link](#), updated weekly.

**My question isn’t here. Who can I contact?**

- If you have any further questions about the dashboard or your school/district’s data, please contact Kristen Hengtgen, Senior Researcher, at [khengtgen@floridacollegeaccess.org](mailto:khengtgen@floridacollegeaccess.org). If you have any questions about the Florida FAFSA Challenge, please see [this page](#) or contact Adriana Pavicic, FCAN's Community Engagement Coordinator, at [apavicic@floridacollegeaccess.org](mailto:apavicic@floridacollegeaccess.org).