

**LOUISIANA STUDENT FINANCIAL ASSISTANCE COMMISSION  
OFFICE OF STUDENT FINANCIAL ASSISTANCE**

***Taylor Opportunity Program for Students (TOPS)  
Bulletin***

TOPS BULLETIN NUMBER:	T2018-2
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DISTRIBUTION:	High School Counselors, High School Principals, Parish Superintendents, College and University Financial Aid Offices and Registrars, LAICU Financial Aid Offices and Registrars, Louisiana Community and Technical College System Personnel
TOPICS:	Why isn't student information showing up on the FAFSA Completion Report even though the student has provided confirmation of completion?

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**Application Date** – When students complete a FAFSA and submit it to the federal processor, it is considered complete. FAFSA applications are usually processed within 2-3 working days after submission. FAFSA data is updated weekly October through June, then biweekly July – September. Data covers processed applications from the Friday before the data release. For example, if a data release is March 9, the data covers processed applications from March 2. As a result, if a student submitted a FAFSA on March 1, it would not have been processed by March 2, and therefore would not be on a report from LOSFA dated March 9. That student's FAFSA should appear on the next report that is requested.

**High Schools could be listed under different names** – When providing FAFSA data to schools, LOSFA performs a query of its database by high school. Our database uses the name of the school that appears in the drop-down box on the FAFSA. For instance, if the drop-down box lists the school as "John Doe High School," but the student typed in "Doe High School," then the student's name would not appear on the FAFSA Completion list provided by LOSFA. To avoid this problem, you can have your students use the drop-down box for high school name when completing the FAFSA.

**Student's Age at the time of FAFSA Completion** – Data provided by LOSFA is limited to students who are 19 or younger. We have limited the data in this way to prevent sending you information on prior year seniors.

If your school primarily caters to students age 20 or older (for example, some alternative schools), then the majority of your students will not appear on the list provided by LOSFA. The best option for you is to have the student bring you confirmation of filing the FAFSA. You may also specifically

request that LOSFA run a query for students who are 22 or younger, for example. You should be aware that this type of query will result in many prior year graduates appearing on your list.

**Students Reporting Information Incorrectly** - If a student reports receiving anything other than a high school diploma, then they will not appear on your FAFSA Completion report.

If a high school senior reports that he will be anything but an incoming first-year undergraduate, then he will be excluded from your school's report because we will presume that the student is entering their second (or higher) year of college. Similarly, if a student has filed a FAFSA in a previous cycle (regardless of whether they actually attended college), then he too will be excluded from your school's total.

Questions? Please e-mail [custserv@la.gov](mailto:custserv@la.gov).