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TO: Directors of Financial Aid
Texas Public and Private Institutions of Higher Education

FROM: DeChà Reid
Director, Financial Aid Services

DATE: August 17, 2017

RE: FY2018 Welcome and Updates

As we begin the new fiscal year, the Office of Student Financial Aid Programs (SFAP) would like to provide institutions with a few updates and resources that can be used throughout the upcoming year.

2017 Resource Documents

Program Guidelines

The 2017-18 annual Program Guidelines were released as individual documents for each of the state-funded programs and are now available on the [SFAP Information Website](#) under Program Specific Information. The comprehensive document with all programs will be available by **August 25, 2017** under the Resources section.

This year, the guidelines include **Additional Information** banners on the right-hand side and alert boxes throughout each document that provide examples to assist administrators with common questions or program specific scenarios. As with last year's guidelines, hyperlinks directly to the Texas Education Code (TEC) and the Texas Administrative Code (TAC) are included. Using these links will ensure that institutions can easily access the program statute and rules that are required when administering state financial aid programs.

TEG Engagement Guide

The annual TEG Audit Guide has been changed to the TEG Engagement Guide to align with the "Agreed Upon Procedures" approach that many of the institutions auditors are currently using. While there are some minor changes to the document language and procedures, the overall intent of the guide has not changed and a results letter sample will be provided to assist institutions. The new guide will be sent out in a memo and also available on the SFAP website prior to September 1, 2017.

Institutional Calendar

The 2017-18 institutional calendar has been updated with deadlines and target dates for the year and is now available on the [SFAP Information Website](#) under the **General Information** section.

Requesting Program Funds

Alert! Comptroller Closure Notification: The Texas Comptroller's Office will be closed August 31 – September 4, 2017 in order to process end of year closeouts. Funds will not be paid until September 4 or later.

File and Funds Request

Institutions participating in the Toward EXcellence, Access, and Success (TEXAS Grant), Texas Educational Opportunity Grant (TEOG), and Tuition Equalization Grant (TEG) programs are highly encouraged to begin submitting a Funds Request Form (FRF) and Top Ten Percent (Top 10%) Scholarship Funds Request Files (FRF) now in order to begin processing payments once the 2017 fiscal year begins on September 1, 2017. Instructions for each of the funds request processes can be found by visiting the [SFAP Information Website](#).

2017 Processing Changes

Customer Relationship & Feedback Tracking System (CRAFT) – Beginning **September 1, 2017**, the SFAP department will require online inquiries to be submitted using Texas Higher Education Coordinating Board's CRAFT system through the [Contact Us](#) link. The CRAFT system allow the agency to track and monitor inquiries in more timely and efficiently and will help with compliance.

The traditional program email boxes that institutions and students used previously (i.e. TEXAS Grant, TEOG, TEG, TCWS, Grantinfo, etc.) will no longer be available. The email boxes will be disabled in the coming weeks so please make sure to communicate this change to those that could be impacted.

Contact us by completing an online inquiry form and use one of the following contact reasons below:	
Contact Reason – Work - Study Programs <ul style="list-style-type: none">• TCWS• TCWS Mentorship	Contact Reason – State and Federal Grants and Scholarships <ul style="list-style-type: none">• TEXAS Grant• TEOG• TEG• Top 10% scholarship• Bilingual Education Scholarship Program
Contact Reason – Student Loan - School Info Request <ul style="list-style-type: none">• CAL• BOT• TASSP	Contact Reason – Exemptions/Waiver Programs <ul style="list-style-type: none">• All state exemption and waiver programs including EAE

Texas Application for State Financial Aid (TASFA)

Financial Aid Services (FAS) is requesting feedback from institutions for the 2018-19 TASFA. Your input and suggestions on TASFA is very important as it will allow FAS to make changes that will be beneficial to students as well as assist institutions with processing. Please forward suggestions by **August 18, 2017** using the [Contact Us](#) link and select "State and Federal Grants and Scholarships" in the drop down menu so that we may take your feedback into consideration for updates and enhancements on the 2018-19 TASFA. The 2018-19 TASFA will be available on **Monday, October 2, 2017**.

