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(De)Glossing Financial Aid: Do Colleges and Universities Actually Use Financial Student Aid Jargon?

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Cover Page Footnote

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(De)Glossing Financial Aid: Do Colleges and Universities Actually Use Financial Student Aid Jargon?

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Decades of research has suggested that completing the Free Application for Federal Student Aid (FAFSA) can be a complex, difficult process for postsecondary students and their support networks. However, no extant research has informed federal student aid practitioners and researchers as to what federal student aid jargon terms institutions of higher education actually use in their application instructions to complete the FAFSA. To fill this gap in the research, this study adopts a distributional linguistic approach to analyze a random sample of federal student aid application instructions published on institutional websites (.edu) over three years (2017, 2018, and 2019) to learn how prevalent Federal Student Aid (FSA) Glossary terms are and what terms are used most frequently. Results suggest few of the 152 FSA Glossary terms have been regularly used by institutions of higher education from 2017 to 2019, with the most frequent terms being FAFSA, loan, federal student aid, FSA ID, and scholarship. In addition, many institutions only used one or two FSA Glossary terms over three years, bringing into question the accuracy and relevance of the FSA Glossary. Implications for research, financial aid administration, and financial aid policy are addressed.

Keywords: *financial aid, federal student aid, college, university, jargon*

After successfully completing a postsecondary admissions application, arguably the next most important step on a student's postsecondary journey is successfully applying for and receiving financial aid. A plethora of research has investigated how important receiving financial aid has been for student access to and persistence in higher education (Castleman & Page, 2016; Chen & Hossler, 2017; Denning, 2018; Feeney & Heroff, 2013; Kofoed, 2017; Levine & Nidiffer, 1996; Novak & McKinney, 2011; Ziskin et al., 2014). However, these researchers and others have continued to criticize the federal student aid application process, and the Free Application for Federal Student Aid (FAFSA) for being too long, too complex, and too difficult for students and their support networks to complete (Bettinger et al., 2012; Castleman & Page 2015, 2016; Dynarski & Clayton, 2008; Kantrowitz, 2011; McKinney & Novak, 2015; Taylor, 2019). Illustrating this difficulty, 2017-2018 federal financial aid data revealed that over \$2.5 billion in Pell Grant funding went unclaimed as a result of high school graduates failing to complete the FAFSA (Helhoski, 2018).

Both educational researchers and the United States (U.S.) Government has made numerous attempts to simplify the federal student aid application process. These attempts have included removing FAFSA questions (Asher, 2007), shortening the FAFSA application (Dynarski & Clayton, 2008), linking prior year financial information to the current year's application (The White House, 2015), and integrating the Internal Revenue Service's data retrieval tool (IRS DRT) into the application to streamline the process (Internal Revenue Service, 2018). However, before prospective students attempt to complete the FAFSA, researchers have noticed how difficult and confusing institutional financial aid communication can be (Ardoin, 2013; Ardoin & Martinez, 2019; Burd et al., 2018; Goldrick-Rab, 2015; Rosinger, 2019; Taylor, 2019; Taylor & Bicak, 2019). This institutional communication includes overly complex financial aid application instructions (Taylor, 2019), the use of context-specific jargon terms such as master promissory note and 4506-T (Taylor & Bicak, 2019), lengthy and confusing award letters (Burd et al., 2018), and a lack of institutional education to increase applicants' knowledge of financial aid information (Rosinger, 2017).

Financial aid, however, is far from the only field with a niche lexicon, complex information, and issues with communication consistency. Decades of research tangential to financial aid communication has insisted that many industries communicate with stakeholders in overly complex, confusing, inconsistent terminology. Beyond higher education, the medical field has been consistently criticized for both doctors and medical institutions communicating with patients in confusing ways, complicating the healthcare system in both the United States and abroad (Castro et al., 2007). Similarly, both the legal and insurance industries often communicate with clients in difficult language, partially owed to the contractual nature of legal relationships and insurance policies (Garner, 2013; Politi et al., 2014). Yet, researchers have argued that both legal and insurance industries could simplify the way they communicate with their clients to ensure fiscal transparency and increase client knowledge of their own legal protections and insurances (Garner, 2013; Politi et al., 2014). In these industries and others, communication clarity and consistency are often elusive, leading to organizational inefficiencies and lower quality service for patients (Castro et al., 2007), clients (Garner, 2013; Politi et al., 2014), or in the case of financial aid, postsecondary students.

Recognizing the linguistic difficulty of applying for federal financial aid, the U.S. Department of Education has published a Federal Student Aid Glossary (U.S. Department of Education, 2019; referred to henceforth as the “Glossary”), featuring 152 unique federal student aid jargon terms. Many of these terms have been found to be unfamiliar or confusing to prospective students, including master promissory note, entrance counseling, and federal student aid identification, or FSA ID (Taylor & Bick, 2019). However, it is unclear how the U.S. Department of Education created the Glossary, whether the jargon terms were collected from institutional feedback, student feedback, or some form of language audit across different forms of federal student aid communication (e.g., the FAFSA, award letters, collection notices). As a result, it is important to learn whether Title IV (federal student aid program participating) institutions of higher education actually use the jargon forwarded by the U.S. Department of Education’s Glossary, further illuminating how the federal student aid application process may be too complicated for many students and support networks to understand.

Ultimately, this study employs a distributional linguistic approach and uses a three-year dataset (2017, 2018, and 2019) of federal student aid application instructions published by over 300 different Title IV-participating institutions of higher education to answer the following research questions:

R1: Do Title IV institutions of higher education use federal student aid jargon included in the Federal Student Aid Glossary?

R2: If jargon is used, what Glossary terms are most prevalent in institutional communication of federal student aid application processes?

R3: If jargon is used, has use of Glossary jargon changed over time, and if so, what Glossary terms have become more or less prevalent?

By answering these questions, both researchers and financial aid practitioners will better understand how to align institutional communication with federal communication, simplifying the federal student aid application process for students and their support networks. Moreover, this study will inform the U.S. Department of Education and other federal stakeholders how to possibly simplify or consolidate its Glossary. This study will also provide guidance as to what Glossary terms are most important in the federal aid application process, informing how secondary schools, college counselors, and colleges and universities themselves can educate students and support networks regarding the most important financial aid terminology and processes.

Literature Review

Researchers have studied the federal financial aid application process for decades, with much work focused on how completing the FAFSA and other aid applications can support student access to, persistence in, and graduation from institutions of higher education (Denning, 2018; Goldrick-Rab, 2016; Levine & Nidiffer, 1996; Novak & McKinney, 2011). A comprehensive review of this literature is

unnecessary for the purposes of this study, which focuses specifically on the language that institutions of higher education use to articulate federal financial aid processes. As a result, this concentrated literature review will summarize how practitioners have communicated federal financial aid processes and what steps researchers have suggested to simplify the language of federal financial aid.

To scaffold students' and their support networks' knowledge of the federal financial aid application process, several scholars and research teams have investigated the roles of financial advisors (Bettinger et al., 2012), financial literacy and aid informational interventions (Boatman & Evans, 2017; Rosinger, 2017), text message nudges and reminders (Castleman & Page, 2015, 2016), and simplified financial aid offers (Rosinger, 2019). However, several scholars have found that the language used by institutions of higher education and the U.S. Department of Education—specifically within the FAFSA—has been too complex for many students and their support networks to understand (Ardoin, 2013; Feeney & Heroff, 2013; Kantrowitz, 2011; Taylor, 2019; Taylor & Bicak, 2019; Taylor & Hartman, 2019).

Asher's (2007) suggestions for simplifying the FAFSA recommended specific stakeholder coaching on key federal financial aid terms, including adjusted gross income, automatic zero estimated family contribution (EFC), dependent student, estimated family contribution (EFC), FAFSA, and independent student. By specifically targeting these terms in pre-college enrollment programs and financial aid information sessions, Asher (2007) reasoned that the FAFSA would be less "burdensome and unpopular from start to finish" (p. 5). Kantrowitz (2011) echoed some of Asher's (2007) work, stating that the top reasons why students and their support networks do not complete the FAFSA was that stakeholders felt the "application forms were too much work or too time consuming" and stakeholders "did not have enough information about how to apply for financial aid" (p. 4). These findings possibly alluded to the lack of institutional education of federal financial aid terminology, forwarded by Asher (2007), leading to the FAFSA process being too complicated and too long for many low-income and first-generation college students (Kantrowitz, 2011).

Extending the work of Asher (2007) and Kantrowitz (2011), Ardoin (2013) defined university jargon as "words and acronyms used in academic discourse, which is one aspect of college knowledge," (p. 13), with some examples including private institution, degree audit, and associate degree. Within the financial aid jargon, Ardoin (2013) argued that terms such as FAFSA, subsidized loan, tuition, and fees could be considered financial aid jargon and are rarely used outside of a postsecondary context. Ardoin's (2013) work also found that rural students and first-generation college students may be less likely to have extensive knowledge of university jargon, placing additional hurdles before these students and their support networks when they attempt to apply for federal financial aid. When rural students and first-generation college students did apply for federal financial aid, Ardoin (2013) additionally learned these students had unrealistic expectations about the financial aid they were to receive and did not know how to find additional information about their financial aid award or package.

Extending Ardoin's (2013) study, Burd et al. (2018) recently performed a textual analysis of institutional award letters, finding that many institutions used overly complex terminology to explain how a student could afford to attend the institution. Of their critical findings, Burd et al. (2018) discovered that nearly all 455 colleges and universities in their study used confusing jargon and terminology, with these institutions using 136 unique terms to refer to an unsubsidized student loan, a term appearing on the U.S. Department of Education's Glossary (U.S. Department of Education, 2019). In addition, Burd et al. (2018) explained that many institutions did not fully articulate the overall cost of attendance, did not differentiate between different types of aid, loans, and grants, and failed to provide students with clear steps on how to proceed with their award letter. Rosinger (2019) built upon Burd et al.'s (2018) study and investigated how information from the U.S. Department of Education's Financial Aid Shopping Sheet (now referred to as the College Financing Plan) could be simplified to inform student decision making. Ultimately, Rosinger (2019) learned that some information on the Financial Aid Shopping Sheet did change student decision making, arguing that institutions and the U.S. Government could provide further informational interventions to improve the financial aid application and award process for students and their support networks.

Recently, and specifically focused on institutional language of the federal financial aid application process, Taylor (2019) discovered that the average institutional application instructions for how to complete the FAFSA were written at nearly the 14th-grade English reading comprehension level. Moreover, Taylor (2019) learned that many institutions used thousands of words to articulate the FAFSA completion process, while other institutions used fewer than fifty words. At the sentence and lexical level, Taylor and Bicak (2019) surveyed over 700 prospective college students who were in the process of completing the FAFSA and found that many prospective students found many financial aid jargon terms unfamiliar or confusing. Echoing Ardoin's (2013) work, Taylor and Bicak (2019) explained that many students were confused by the terms unsubsidized loan, FAFSA, and tuition. In addition, Taylor and Bicak (2019) learned that many returning adult students were not familiar with the financial aid jargon terms master promissory note (MPN), FSA ID, 4506-T, IRS DRT, entrance counseling, and tax return transcript. After controlling for individual-level characteristics, Taylor and Bicak (2019) asserted that students from gender nonbinary conforming backgrounds reported more unfamiliar or confusing jargon terms, specifically addressing how this student population may be further minoritized by the federal financial aid application process and pre-college information interventions aimed at increasing students' knowledge of the FAFSA completion process.

Ultimately, these studies have found that many institutions of higher education convey the federal financial aid application process in unfamiliar or confusing ways, possibly necessitating the U.S. Department of Education's Glossary of federal financial aid jargon terms (U.S. Department of Education, 2019). However, this study aims to fill the gap in the literature and explore whether institutions actually use the jargon in the Glossary, and if so, what jargon terms are most prevalent, therefore informing how institutions can educate students and their support networks about the possibly confusing process of completing the FAFSA.

Methods

Population and Sample

According to the Integrated Postsecondary Education Data System (IPEDS), there were over 6,000 institutions of higher education in the United States and Puerto Rico who participated in Title IV federal student loan programs in the academic years of 2017, 2018, and 2019 (National Center for Education Statistics, 2019). To identify a sample from this population, the research team employed *GPower* to calculate a large enough sample size for generalizability, while also allowing the research team to complete the study in a timely, feasible manner. Given the total population of Title IV-participating institutions in the 2016 academic year (6,890 institutions), the team used a 95% confidence level with a confidence interval of 5 to randomly assign 325 institutions to this study, oversampling to a random assignment of 341 institutions to ensure a robust sample size.

Over the course of the data collection period, several institutions either closed, merged, or ceased participation in Title IV programs. In the 2018 academic year, Broadview University closed, and in the 2019 academic year, The Art Institute of Cincinnati-AIC College of Design, Midstate College, International Academy of Design and Technology-Sacramento, Argosy University-Denver (all private, for-profit institutions) and Southern Vermont College (private, non-profit) closed. Also, in the 2019 academic year, the University of the Rockies acquired by Ashford University, and therefore, the research team used Ashford University's federal financial aid application instructions to replace the University of the Rockies. As of the 2020 academic year, the University of Arizona acquired all Ashford campuses and subsequently merged to form University of Arizona Global. In addition, in the 2019 academic year, Northwestern Polytechnic University and the University of St Augustine for Health Sciences (both private, for-profit institutions) ceased participation in Title IV programs. As a result, this study's sample size changed from the academic years of 2017 to 2019, however, at least 333 institutions of higher education were included in each

year of the study, strong enough for statistical analysis and generalizability. A description of this sample across 2017, 2018, and 2019 academic years can be found in Table 1 below:

Table 1

Description of sample of institutions of higher education in the study, 2017-2019

<u>Institution type</u>	2017	
	<u>n</u>	<u>% of sample</u>
Private, for-profit	48	14.1%
Private, non-profit	179	52.5%
Public	114	33.4%
Total	341	100%
	2018	
Private, for-profit	47	13.8%
Private, non-profit	179	52.6%
Public	114	33.6%
Total	340	100%
	2019	
Private, for-profit	42	12.6%
Private, non-profit	177	53.2%
Public	114	34.2%
Total	333	100%

Data Collection

For each year, the research team navigated to each institution’s financial aid website (.edu) and located each institution’s instructions for completing a federal financial aid application, akin to earlier work in higher education linguistics (Taylor, 2018a, 2018b, 2018c). The research team inputted “apply for federal financial aid” in each institutional website’s search tool, locating each set of federal financial aid application instructions (i.e., instructions meant to help students complete the FAFSA). This text was copied and entered into plain text files for analysis. The research team can provide a database of these texts upon request.

Data Analysis

Advances in machine-assisted text analysis now allow educational researchers to perform large scale analyses of text in a short period of time. To answer this study’s first research question, the research team extracted all FSA Glossary terms that from the FSA Glossary of federal student aid jargon terms (see Appendix A). Then, the research team used a *Python* script to identify instances of each term in the institutional financial aid application texts.

For each term that included an acronym, the script searched for the full term, just the acronym, and the term without the acronym. For example, for the term “General Educational Development (GED) Certificate,” both “GED” and “General Educational Development Certificate” were included in the search in addition to the full term but not double counted. However, if a single term was included in its entirety in another term, the smaller term was counted twice. For example, “Loan” was counted whenever “Loan” appeared, including in “Direct Loan.” The completed searches were not case sensitive.

Delimitations

The research team delimited this study in several ways, necessitating further research in the areas of institutional communication in higher education and the application process for receiving federal financial aid.

First, over the course of data collection from 2017 to 2019, several institutions closed as detailed in the Population and Sample section of this study. As IPEDS has indicated, there are over 6,000 Title IV-participating institutions of higher education in the United States and Puerto Rico. However, the research team needed to collect and analyze data from a feasible sample size, as the data collection process was time consuming and rigorous. As a result, future studies could employ a larger research team or different text scraping tools to analyze a larger sample of institutions and provide more insight into the federal financial aid application process.

Second, this study strictly analyzes federal financial aid application instructions published on institutional websites. Ardoin's (2013) important work was qualitative in nature, exploring how students and their support networks came to understand university jargon and complex processes of access to higher education, such as completing the FAFSA. As a result, this study is delimited to online data only, and therefore, future studies could elaborate upon Ardoin's (2013) work and interview students, parents, college counselors, institutional professionals, and other educational stakeholders to learn more about financial aid jargon. This work could include how to mitigate the use of this jargon and how to educate prospective students and their support networks about important or federally-mandated jargon these stakeholders will encounter during the federal financial aid application process, such as Asher's (2007) recommendations to learn terms such as adjusted gross income, estimated family contribution, and dependent/independent student.

Finally, because of the reliance on online information and the nature of the data analysis procedures employed in this study, this study's results render it difficult to discern what specific terms students and their support networks may struggle to understand during the federal financial aid application process. Asher (2007), Ardoin (2013), and Taylor and Bicak (2019) suggested that terms such as adjusted gross income, unsubsidized loan, and master promissory note may be difficult for students and their support networks to understand. However, terms such as loan, aid, and scholarship have also been found to be problematic for students (Ardoin, 2013; Taylor & Bicak, 2019), yet many financial aid professionals may not consider these terms jargon at all. Additionally, students and their support networks may encounter federal financial aid jargon at different stages of the federal financial aid process, such as terms like scholarship during the aid exploration process (Ardoin, 2013), master promissory note during the application stage (Taylor & Bicak, 2019), and Parent PLUS Loan during the reception stage (Burd et al., 2018). Ultimately, this study only analyzes institutional communication of the federal financial aid application process, comparing the linguistics of that process to the FSA Glossary of jargon terms forwarded by the U.S. Department of Education.

However, many of this study's delimitations are assuaged by the longitudinal nature of this study's data sources, its inventive and analytic linguistic approach, and the unique contributions to the literature and to the process of learning how to apply for federal financial aid and access the higher education system in the United States.

Results

Instances of FSA Glossary jargon terms across all institutions in the sample can be found in Table 2 below:

Table 2

Instances of Federal Student Aid Glossary jargon terms within institutional federal financial aid application instructions, 2017-2019

2017		2018		2019	
Glossary Terms	Instances (n=341 texts)	Glossary Terms	Instances (n=340 texts)	Glossary Terms	Instances (n=333 texts)
Free Application for Federal Student Aid (FAFSA) form	1,825	Free Application for Federal Student Aid (FAFSA) form	2,437	Free Application for Federal Student Aid (FAFSA) form	1,906
Loan	705	Loan	1,557	Loan	622
Federal Student Aid	456	Scholarship	1,021	Federal Student Aid	445
Scholarship	324	Federal Student Aid	590	FSA ID	361
FSA ID	306	FSA ID	394	Scholarship	289
Student Aid Report (SAR)	226	Verification	363	Student Aid Report (SAR)	244
Verification	182	Financial Aid Office	359	Verification	182
Financial Aid Office	180	Student Aid Report (SAR)	322	Financial Aid Office	148
Award Letter	119	Interest	258	Dependent Student	95
Need-based	102	Financial Need	240	Academic Year	94
Academic Year	97	Direct Loan	177	Award Letter	92
Promissory Note	94	William D. Ford Federal Direct Loan (Direct Loan) Program	177	Interest	90
Interest	89	Academic Year	168	Need-based	80
Direct Loan	88	Promissory Note	159	Expected Family Contribution (EFC)	76
William D. Ford Federal Direct Loan (Direct Loan) Program	88	Need-based	158	Promissory Note	73
Dependent Student	86	Award Letter	145	Direct Loan	70

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Master Promissory Note	84	Expected Family Contribution (EFC)	140	William D. Ford Federal Direct Loan (Direct Loan) Program	70
Expected Family Contribution (EFC)	79	Dependent Student	137	Financial Need	65
Financial Need	79	Work-Study	130	Master Promissory Note	65
Entrance Counseling	66	General Educational Development (GED) Certificate	124	General Educational Development (GED) Certificate	61
Financial Aid Package	65	Master Promissory Note	120	Entrance Counseling	56
Work-Study	56	Subsidized Loan	115	Work-Study	54
General Educational Development (GED) Certificate	56	Entrance Counseling	107	Subsidized Loan & Federal School Code	50

To render the Results as readable as possible, only the 23 most frequent FSA Glossary terms across all years of text were included in Table 2. The Appendices of this study include the comprehensive list and their instances (Appendix B) and frequencies (Appendix C).

In 2017, the most frequently used FSA Glossary terms across all texts were “Free Application for Federal Student Aid (FAFSA) form” (1,825 instances) and “loan” (705 instances), occurring much more frequently than any other terms in the FSA Glossary. This result echoes prior research by Taylor and Bicak (2019) who found that many prospective adult students were unfamiliar or confused by the terms “FAFSA” and “loan” (p. 12-13), in addition to Ardoin’s (2013) work which found many rural and first generation college students may be unfamiliar with the term “loan” (p. 128). This result is possibly explained by Title IV-participating institutions needing to include a reference to the FAFSA form in order to educate students on which application to complete in order to receive federal aid (Taylor & Bicak, 2019; Taylor, 2019). Other FSA Glossary terms frequently appearing across all texts in 2017 were “Federal Student Aid” (456 instances), “Scholarship” (324 instances), and “FSA ID” (306 instances) with a large drop-off between the latter term and terms appearing fewer than 300 times, such as “Student Aid Report (SAR)” (226 instances), “Verification” (182 instances), and “Financial Aid Office” (180 instances).

FSA Glossary terms appearing in 2018 texts were largely unchanged from 2017 texts, as “Free Application for Federal Student Aid (FAFSA) form” (2,437 instances) and “loan” (1,557 instances) were the most common terms. However, “scholarship” (1,021 instances) was the fourth most common term in 2017 but rose to the third most common in 2018. Additionally, 2018 texts were markedly longer than 2017 texts, suggesting that institutional communication of federal financial aid application processes does change from year to year, even though the FAFSA has remained largely the same since President Obama’s interventions in 2015 (The White House, 2015). Taylor and Hartman (2019) found that financial aid application instructions were longer and more complex than admissions instructions on institutional websites, yet their work did not analyze admissions or financial aid communication over time. Results in this study suggest that financial aid communication does change over time, an implication for future research that we will elaborate upon in the discussion section of this study.

Additionally, among 2018 texts, institutions mentioned certain FSA Glossary terms much more frequently than in 2017, such as “interest” (258 instances in 2018, 89 instances in 2017), “financial need” (240 instances in 2018, 79 instances in 2017), and “scholarship” (1,021 instances in 2018, 324 in 2017). It is difficult to discern why institutions increased their communication emphasis on certain terms, but this study does reveal that institutional financial aid communication does change from year to year and that specific FSA Glossary terms may be emphasized more or less from year to year.

In 2019, the data in this study suggest that institutions may have reverted back to federal financial aid communication practices in 2017, as many of the most common FSA Glossary terms in 2017 appear in the same order of instances in 2019. This finding may be due to several institutions closing in 2019 and being removed from this study’s sample, yet the only FSA Glossary term not appearing in the top ten in 2017 that appears in the top ten in 2019 was “Dependent Student” (95 instances in 2019, 86 instances in 2017). As a result, this study’s data reveals that the most frequently used FSA Glossary terms may change from year to year, but this change may be small.

In addition, this study finds that many of the FSA Glossary terms appearing in institutional federal financial aid application instructions may not be directly related to the process of applying for aid. Rather, institutional communication of the *application* process often includes FSA Glossary terms related to the *reception* and *interpretation* of financial aid awards. For instance, the terms “Verification” and “Award Letter” appeared frequently across all years of text. Verification is the process a student must complete to confirm that the data on their FAFSA is accurate, requiring the student to complete the FAFSA before—possibly—being selected for verification. Similarly, an award letter is the communication sent by institutions of higher education to students to inform the student of the type and amount of financial aid they have been awarded. However, within the federal financial aid application process itself, students will not be selected for verification or have an award letter delivered to them without first completing the FAFSA. Here, many institutions of higher education in this study’s sample chose to include FSA Glossary terms related to the

process of completing the FAFSA and the many processes associated with *receiving* and *interpreting* financial aid awards.

Finally, data in Table 2 and Appendix B suggests that many institutions of higher education have not used many of the FSA Glossary terms from 2017 to 2019. Some of these terms include those unrelated to the process of completing the FAFSA, including “Retention Rate,” “Standardized Test,” and “Loan Rehabilitation.” As a result, it was unsurprising to learn that many FSA Glossary terms were not used in institutional communication of the federal financial aid application process, as many of the FSA Glossary terms are unrelated to the actual process of applying for federal aid. However, FSA Glossary terms related to loan types such as “Direct Consolidation Loan,” “Guaranteed Student Loans,” and “Federal Family Education Loan (FFEL) Program” did not appear in any texts across all years (n=1,014). As a result, this study reveals that many FSA Glossary terms did not appear in any text in all years, but many of these terms may be unrelated to the process of completing the FAFSA, and therefore, would not be communicated by institutions of higher education in their federal financial aid application instructions.

Frequencies of FSA Glossary jargon terms appearing at least once across all institutions in the sample can be found in Table 3 below:

Table 3

Frequencies of Federal Student Aid Glossary jargon terms appearing at least once within institutional federal financial aid application instructions, 2017-2019

2017		2018		2019	
Glossary Terms	Frequencies (% in 341 texts)	Glossary Terms	Frequencies (% in 340 texts)	Glossary Terms	Frequencies (% in 333 texts)
Free Application for Federal Student Aid (FAFSA) form	92.67%	Free Application for Federal Student Aid (FAFSA) form	94.13%	Free Application for Federal Student Aid (FAFSA) form	90.91%
Federal Student Aid	77.42%	Federal Student Aid	79.77%	Federal Student Aid	73.90%
Loan	54.25%	Loan	68.04%	Loan	48.68%
Scholarship	44.57%	Scholarship	57.77%	Scholarship	39.30%
FSA ID	32.26%	FSA ID	36.66%	FSA ID	35.48%
Financial Aid Office	27.86%	Financial Aid Office	36.07%	Student Aid Report (SAR)	26.39%
Student Aid Report (SAR)	26.69%	Student Aid Report (SAR)	34.31%	Financial Aid Office	22.29%
Verification	21.99%	Verification	33.72%	Verification	21.99%
Academic Year	19.35%	Academic Year	26.98%	Academic Year	18.77%
Award Letter	19.35%	Financial Need	24.63%	Need-based	15.54%
Need-based	19.06%	Interest	24.34%	Dependent Student	15.25%
Promissory Note	17.01%	Promissory Note	24.05%	Award Letter	14.96%
Master Promissory Note	15.54%	Need-based	23.75%	Interest	14.08%

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Interest	14.66%	General Educational Development (GED) Certificate	22.58%	General Educational Development (GED) Certificate	13.49%
Dependent Student	13.78%	Award Letter	21.99%	Promissory Note	12.90%
Work-Study	13.78%	Master Promissory Note	21.99%	Federal School Code	12.61%
Direct Loan	13.20%	Work-Study	21.41%	Expected Family Contribution (EFC)	12.32%
General Educational Development (GED) Certificate	13.20%	Dependent Student	21.11%	Master Promissory Note	12.02%
William D. Ford Federal Direct Loan (Direct Loan) Program	13.20%	Direct Loan	21.11%	Work-Study	12.02%
Financial Aid Package	12.90%	William D. Ford Federal Direct Loan (Direct Loan) Program	21.11%	Financial Need	11.44%
Expected Family Contribution (EFC)	12.32%	Expected Family Contribution (EFC)	18.18%	Direct Loan	10.85%
Federal School Code	12.32%	Entrance Counseling	17.01%	William D. Ford Federal Direct Loan (Direct Loan) Program	10.85%
Financial Need	12.02%	Satisfactory Academic Progress	15.54%		
Entrance Counseling	11.44%	Financial Aid Package	15.25%		
		Subsidized Loan	14.66%		
		Treasury Offset Program (TOP)	14.37%		
		Federal School Code	12.90%		
		Unsubsidized Loan	12.90%		
		Cost of Attendance (COA)	12.32%		
		Federal Pell Grant	12.32%		
		Net Price	12.02%		
		Net Price Calculator	11.73%		
		Federal Student Loan	10.56%		
		State Aid	10.56%		

Akin to data in Table 2, results in Table 3 indicate that several FSA Glossary terms appear much more frequently in all texts across all years of institutional communication of the federal financial aid

application process. The most frequent terms included “Free Application for Federal Student Aid (FAFSA) form” (appeared in 92.67% of all texts in 2017, 94.13% in 2018, 90.91% in 2019) and “Federal Student Aid” (77.42% of all texts in 2017, 79.77% in 2018, 73.90% in 2019). However, these results reveal that nearly 10% of institutions in this study’s sample did not include the term “FAFSA” or a mention of “Free Application for Federal Student Aid” in their federal financial aid application instructions, even though the name of the application may be critical information for students and their support networks to know and be able to locate.

Moreover, many institutions of higher education did not include the term “loan” in their communication (appeared in 54.25% of all texts in 2017, 68.04% in 2018, 48.68% in 2019), even though students and their support networks complete the FAFSA in order to be awarded loans, a critical piece of information for these educational stakeholders. Similarly, the term “Scholarship” and “Federal Pell Grant” did not appear in many texts across all years, suggesting that institutions did not mention these sources of financial aid in their federal financial aid application instructions, even though these forms of aid do not need to be repaid by the student.

Other concepts that are critical to the FAFSA completion process but that were commonly omitted by institutions in their federal financial aid application instructions included “FSA ID” (appeared in between 32.26% and 36.66% of all texts from 2017 to 2019), “Master Promissory Note” (appeared in between 12.02% and 21.99% of all texts from 2017 to 2019), and “Federal School Code” (appeared in between 12.32% and 12.90% of all texts from 2017 to 2019). Given these findings, data suggests that institutions may not be providing students or their support networks with an adequate description of the critical processes necessary for applying for federal student aid, including the creation of an FSA ID, the signing of one’s master promissory note, and the inclusion of various federal school codes into the FAFSA to ensure that federal student aid is dispersed to one’s institutions of choice.

Also similar to the results in Table 2, results in Table 3 also suggest that many institutions included FSA Glossary terms related to the federal financial aid *application* process in addition to the *reception* and *interpretation* of one’s federal student aid. Terms unrelated to the process of applying for federal student aid but appearing across many texts across all years include “Interest,” “General Education Development (GED) Certificate,” and “Academic Year.” Although these FSA Glossary terms are important for students and their support networks to understand during their postsecondary access process, terms such as these are not directly related to the process of completing the FAFSA and receiving federal financial aid. As a result, this study suggests that many institutions of higher education omitted important federal financial aid application terms in their federal financial aid application instructions such as “Master Promissory Note,” but also included potentially unnecessary terms in these instructions, such as “Interest” and “Academic Year” that may not be critical to the application process.

Partially displayed in Table 3, data in Appendix C suggests that many FSA Glossary terms did not appear once across many institutional texts across all years. Several of these terms include “Collection Charges,” “Estimated Bill,” and “Proprietary School.” It was not surprising to learn that many FSA Glossary terms unrelated to the process of completing the FAFSA were omitted in institutional communication of the federal financial aid application process. However, at least 50 FSA Glossary terms across all years of this study were not used by a single institution of higher education, bringing into question how well the FSA Glossary aligns with institutional communication and how relevant the FSA Glossary is related to successful completion of the FAFSA.

Discussion and Implications

Data in this study answered its main research questions. First, this study suggests that Title IV institutions of higher education have used FSA Glossary jargon, but this use of jargon has been limited and concentrated across a select few critical terms. Evidenced by results in Tables 2 and 3, terms such as “Free Application for Federal Student Aid (FAFSA) form” and “Loan” were frequently used by institutions and

commonly used across many institutions in this study. However, Tables 2 and 3 also suggested that not all institutions use these critical FSA Glossary terms, nor were many FSA Glossary terms used by any institutions in their application instructions for completing the FAFSA from 2017 to 2019.

Prior research suggested that prospective postsecondary students from a variety of backgrounds may struggle to understand terms such as FAFSA, loan (Ardoin, 2013; Asher, 2007; Taylor & Bicak, 2019), master promissory note (Asher, 2007; Taylor & Bicak, 2019), and FSA ID (Taylor & Bicak, 2019). Even though these terms were frequent in their usage by instance, many institutions omitted these critical FSA Glossary terms from their instructions for how to complete the FAFSA from 2017 to 2019. For instance, a student must sign their master promissory note in order to complete the federal aid application process and receive their federal loans, yet nearly 80% of institutions in this study's sample did not include this term in their applications to apply for federal aid. Similarly, nearly 65% of all institutions in this study's sample failed to include FSA ID in their federal aid application instructions, yet a student must create an FSA ID in order to complete the FAFSA and receive federal aid. These findings are problematic, as recent research has found that adult students aged 25 and over—with possibly more experience in the U.S. financial system—were unfamiliar with or confused by the term “master promissory note” and “FSA ID” (Taylor & Bicak, 2019, p. 12). Here, prospective students may be confused or unfamiliar with these terms because institutions of higher education are not including these terms—or explaining what they are and why they are important—in their communication to students, resulting in confusion and possible reluctance when exploring how to apply for federal aid.

These findings suggest that institutions ought to review and revise their institutional communication for student and support network audiences to ensure that critical FSA Glossary terms are apparent in their FAFSA instructions, including FAFSA, loan, FSA ID, and master promissory note. If prior work has found some or all of these terms to be confusing for students (Ardoin, 2013; Taylor & Bicak, 2019), institutions should include these terms in student communication and ensure that these terms are being clearly explained. In addition, institutions should consider standardizing their federal student aid application instructions, as the FAFSA has largely remained unchanged since 2015 (The White House, 2015). It may be confusing for a student to explore how to apply for federal aid as a junior or underclass student in secondary school, and then revisit that same institution's FAFSA instructions one year later, only to learn that the instructions have changed. By embracing simplified and consistent student communication, institutions of higher education may be better able to facilitate the FAFSA completion process, increasing student access to higher education in the United States.

Akin to providing clearer and more critical information to students regarding the application process for federal student aid, the U.S. Department of Education's Office of Federal Student Aid should consider working with institutions, students, and their support networks to consolidate and reorganize their FSA Glossary. If the Department of Education desires to continue using terms such as master promissory note and FSA ID during a student's federal application process, these terms should be organized in the FSA Glossary to reflect when and in what circumstances a student will encounter these terms. Perhaps the FSA Glossary could be organized by process, meaning that certain terms in the Glossary would appear underneath an application process section, while others may be organized to appear in a section related to the reception and interpretation of federal aid. This method of organization—jargon terms by process of appearance—may help both students and institutions better understand the federal financial aid application process and how to interpret the various processes associated with applying for, interpreting, and receiving one's federal financial aid.

Beyond the application process, Burd et al. (2018) suggested institutions often use many different terms to communicate a student's financial aid award letter(s). Perhaps the Office of Federal Student Aid could better organize and consolidate their FSA Glossary to provide Title IV institutions with guidance as to what common terms all institutions can use to simplify the award letter and improve a student's comprehension of their award letter. For instance, many different loan types included in the FSA Glossary did not appear in any institutions' instructions for how to complete the FAFSA. This is logical, seeing as knowledge of specific loan types may not be vital until institutions deliver their award letters to their

prospective students. As a result, the FSA Glossary could be updated and reorganized to reflect when certain loan types (e.g., Direct Loans, Parent PLUS Loans) should be explained to students: either during the application process or during the process of interpreting one's award. If the Office of Federal Student Aid can work with institutions to standardize communication of the FAFSA application process and agree to move the discussion of loan types until the award letter and aid interpretation period, perhaps institutional FAFSA instructions could be simplified.

Such a reorganization of communication could be beneficial for both students and institutions. For students, they may feel less burdened to understand what an award letter is and the many different loan types during the application process (Burd et al., 2018), instead distributing some of the stress and cognitive demand to the later interpretation process. By removing detailed articulation of award letters and loan types during the application process, students and their support networks can focus on the *process* completing the FAFSA, not the *receiving* of aid or the *interpreting* of aid. For institutions, they may be better able to manage and anticipate specific student queries about the FAFSA application process. Early in the federal aid application season (October 1st through the fall semester), students may ask institutions about how to complete the FAFSA or where to locate their federal school code: Institutional financial aid offices could then be prepared to answer specific questions about creating an FSA ID, understanding the IRS DRT, and signing the master promissory note during this period.

Following the application period, students typically receive award letters shortly after institutions make admission decisions (Burd et al., 2018). Award letter and loan type information and FSA Glossary jargon could be moved from FAFSA application instructions to separate institutional communication specifically addressing how to interpret one's award letter. This information could be in the award letter itself, or on a separate institutional webpage. By adopting this approach, institutional financial aid offices could better prepare to answer aid interpretation questions later in the season (March and later). As a result, students would only be exposed to FSA Glossary jargon during the specific process they are completing, whether it be applying for aid or interpreting their aid.

If the U.S. Department of Education selects a student for verification, institutions could intervene when necessary, explaining the process of verification only if a student is selected, rather than attempting to explain the verification process within the application instructions. Here, the evidence in Table 2 and 3 suggests institutional communication of the federal student aid application process may be too aspirational, meaning these institutions may be trying to articulate too many processes, some of which students may never encounter, such as verification. If the Office of Federal Student Aid can reorganize FSA Glossary terms into specific processes (*application*, *reception*, and *interpretation*) and institutions can use specific terms during specific processes without attempting to articulate multiple processes at once, the institutional instructions for how to complete the FAFSA and how to interpret one's aid could be shortened and simplified.

Finally, this study's data suggested that institutions have changed how they articulate the federal student aid application process, yet the process for completing the FAFSA and the FAFSA itself has largely remained unchanged since 2015 (The White House, 2015). Researchers and policymakers have offered steps to simplify the FAFSA and the aid award process, such as removing questions from the FAFSA (The White House, 2015), consolidating application information (Asher, 2007; Kantrowitz, 2011), integrating tax information into the application (Internal Revenue Service, 2018), simplifying institutional communication (Taylor, 2019; Taylor & Bicak, 2019; Taylor & Hartman, 2019), and clarifying award letters (Burd et al., 2018; Rosinger, 2019). If students must complete a largely standardized federal application, and if institutions must articulate federal loan types to students in award letters, perhaps the Office of Federal Student Aid could provide standardized communication templates for all Title IV institutions to use. If FAFSA instructions could be standardized, students would not encounter different institutional communication to complete a single federal application (the FAFSA). If award letters could be standardized, students would be provided a much more transparent process for interpreting their aid, akin to Burd et al.'s (2018) research which found that hundreds of different institutions articulated the same federal loan types in different ways.

To date, the Office of Federal Student Aid has not provided institutional guidance for how institutions should explain the federal student aid application process to students and how award letters may be written. However, the data in this study suggest that the FSA Glossary could be reorganized, and institutional communication could be simplified and standardized, rendering the federal student aid process a much simpler one for students and their support networks to navigate.

Conclusion

Tackabery (2005) argued that organizations publish glossaries to help non-organizational stakeholders understand complex processes. Simply put, “Glossaries are lists of specialized word definitions contained in technical documentation that can assist the nontechnical user to comprehend fully the technical topic at hand” (p. 427). Given this definition, by publishing the FSA Glossary, the Office of Federal Student Aid has admitted that the process for applying for, receiving, and interpreting federal student aid is complex. Following the Office of Federal Student Aid’s lead, many Title IV institutions have admitted that the federal student aid process is complex, publishing their own glossaries and dictionaries of financial aid jargon terms (Dallas Baptist University, 2019; Loyola Marymount University, 2019; Western Illinois University, 2019). The complexity of this process may be contributing to billions of dollars of unclaimed Pell Grants on a yearly basis (Helhoski, 2018), seeing as these organizations view financial aid as so complex to necessitate a glossary for non-expert audiences. This must change.

From here, both the U.S. Department of Education should work alongside Title IV institutions to simplify the FSA Glossary, reorganize its content to reflect a process-based understanding of financial aid jargon, and standardize federal and institutional communication related to applying for, receiving, and interpreting federal student aid. If the federal student aid process is so complex to necessitate a glossary, the aforementioned educational institutions ought to make a collective effort to de-gloss this glossary, simplifying the aid process and opening the doors to higher education for countless postsecondary students.

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Appendix A:
Glossary of Federal Student Aid Jargon Terms (U.S. Department of Education, 2019)

Academic Year	This is the amount of the academic work measured in either credit or clock hours you must complete each year, and the time period in which you are expected to complete it, as defined by your school. For example, your school’s academic year may be made up of a fall and spring semester, during which a full-time undergraduate student is expected to complete at least 24 semester hours (usually called credits or credit hours) over the course of 30 weeks of instructional time. Academic years change from school to school and even from educational program to educational program at the same school. For purposes of the Teacher Loan Forgiveness Program, an academic year is defined as one complete school year at the same school, or two complete and consecutive half years at different schools, or two complete and consecutive half years from different school years (at either the same school or different schools). Half years exclude summer sessions and generally fall within a 12-month period. For schools that have a year-round program of instruction, nine months is considered an academic year.
Accreditation	Confirms that the college or career school meets certain minimum academic standards, as defined by an accrediting body recognized by the U.S. Department of Education. Schools must be accredited to be eligible to participate in federal student aid programs.
Additional Eligibility	From the 2017–18 award year and forward, eligible students could receive up to one and one-half Federal Pell Grants within a single award year. The Additional Eligibility field on the “Grant Detail” page in a student’s “My Federal Student Aid” account indicates whether a student was eligible for one and one-half Pell Grants in a single award year.
Adjusted Gross Income (AGI)	Your or your family's wages, salaries, interest, dividends, etc., minus certain deductions from income as reported on a federal income tax return. Commonly referred to as AGI.
Administrative Wage Garnishment (AWG)	A tool that allows the federal government or a guaranty agency to have your employer withhold a portion of your earnings to collect unpaid non-tax debts that you owe to the federal government. If you have a federal student loan in default, up to 15% of your disposable pay could be taken by the federal government or a guaranty agency to repay your debt.
Adverse Credit History	To qualify for a Direct PLUS Loan, you cannot have an adverse credit history. A credit check is conducted on all Direct PLUS Loan applicants. Your credit history is considered adverse if your credit report shows that you are experiencing any of the following credit conditions: Accounts with a total outstanding balance greater than \$2,085 that are 90 or more days delinquent as of the date of the credit report, or that have been placed in collection or charged off during the two years preceding the date of the credit report; Default determination during the five years preceding the date of the credit report; Bankruptcy discharge during the five years preceding the date of the credit report; Repossession during the five years preceding the date of the credit report; Foreclosure during the five years preceding the date of the credit report; Charge-off/write-off of a federal student aid debt during the five years preceding the date of the credit report; Wage garnishment during

	the five years preceding the date of the credit report; Tax lien during the five years preceding the date of the credit report.
Agreement to Serve (ATS)	The binding agreement you must sign to receive a TEACH Grant. By signing the ATS, you agree to teach (1) full-time, (2) in a high-need field, (3) at an elementary school, secondary school, or educational service agency that serves low-income students, and (4) for at least four complete academic years within eight years after you complete (or cease to be enrolled in) the course of study for which you received the grant. If you do not complete your teaching service agreement, the amounts of the TEACH Grants you received will be converted to a Direct Unsubsidized Loan that you must repay with interest charges from the date of each TEACH Grant disbursement.
Approved Drug Rehabilitation Program	A drug rehabilitation program that is: (1) qualified to receive funds from a federal, state or local government or from a federally or state-licensed insurance company; or (2) administered or recognized by a federal, state or local government agency or court, or a federally or state-licensed hospital, health clinic or medical doctor.
Associate Degree	An undergraduate academic degree granted after completion of two years of study. Community colleges and career colleges generally award associate degrees.
Attending School	This field in a student's "My Federal Student Aid" account lists the school where the student attended and received federal student aid funds.
Award Amount	Amount of aid a school expects to pay a student based on the student's current grant and loan eligibility, enrollment, Expected Family Contribution (EFC), and the school's cost of attendance.
Award Letter	This is a term sometimes used for an offer from a college or career school that states the type and amount of financial aid the school is willing to provide if you accept admission and register to take classes at that school.
Award Year	School year for which financial aid is used to fund a student's education. Generally, this is the 12-month period that begins on July 1 of one year and ends on June 30 of the following year.
Bachelor's Degree	An undergraduate academic degree awarded for a course of study that generally lasts four years. Colleges or universities generally award bachelor's degrees.
Budget	A financial plan that helps you track your money, make informed spending decisions, and plan for your financial goals.
Cancellation	<p>Forgiveness, cancellation, and discharge all refer to the cancellation of a borrower's obligation to repay all or a portion of the remaining principal and interest owed on a student loan, but are generally used in different contexts.</p> <p>"Loan cancellation" and "loan forgiveness" generally refer to the cancellation of a borrower's obligation to repay some or all of the remaining amount owed on a loan if the borrower works full-time for a specified period of time in certain occupations or for certain types of employers. "Loan cancellation" is usually used in reference to the various Perkins Loan Program cancellation benefits. "Loan forgiveness" is usually used in reference to the Direct Loan and FFEL Teacher Loan Forgiveness Program or the Direct Loan Public</p>

	<p>Service Loan Forgiveness Program. Borrowers are not required to pay income tax on loan amounts that are canceled or forgiven based on qualifying employment.</p> <p>"Loan discharge" generally refers to the cancellation of a borrower's obligation to repay some or all of the remaining amount owed on a loan due to circumstances such as school closure, a school's false certification of a borrower's eligibility to receive a loan, a school's failure to pay a required loan refund, or the borrower's death, total and permanent disability, or bankruptcy. In some cases, a discharge may also entitle a borrower to receive a refund of payments previously made on a loan. Depending on the type of discharge, the amount of a loan that is discharged may be treated as taxable income.</p>
Capitalization	The addition of unpaid interest to the principal balance of a loan. When the interest is not paid as it accrues during the grace period or periods of in-school status, deferment, or forbearance, your lender may capitalize the interest. This increases the outstanding principal amount due on the loan and may cause your monthly payment amount to increase. Interest is then charged on that higher principal balance, increasing the overall cost of the loan.
Collection Agency	An entity that recovers unpaid debt from borrowers who have defaulted on their loans.
Collection Charges	See collection costs.
Collection Costs	Expenses charged on defaulted federal student loans that are added to the outstanding principal balance of the loan.
College Aid	Financial aid from your college or career school.
Common-law Marriage	A marriage relationship made by agreement and by living together without a marriage license. Not all states allow common-law marriages and the elements required for a common-law marriage change from state to state.
Consolidation	The process of combining one or more loans into a single new loan.
Cost of Attendance (COA)	The total estimated cost for one academic year of college or career school before financial aid is applied. The COA is determined by each individual school based on the unique expenses associated with that school. Tuition and fees, housing, food, transportation, books/supplies, and other additional educational-related expenses (both direct and indirect) are included and may vary based on personal choices. The COA includes more than your direct billed charges that you might see on a billing statement from the school.
Credit Bureau	An organization that tracks and reports your credit, including your history of paying bills and calculates your ability to repay future loans. For example, if you default on a student loan, it is reported to a credit bureau, and other lenders may be less likely to extend credit to you in the future.
Data Release Number (DRN)	The four-digit number assigned to your FAFSA form that allows you to release your FAFSA data to schools you did not list on your original FAFSA form. You need this number if you contact the Federal Student Aid Information Center to make corrections to your mailing address or the schools you listed on your FAFSA form. You find this number below the

	confirmation number on your FAFSA submission confirmation page or in the top right-hand corner of your Student Aid Report (SAR).
Default	Failure to repay a loan according to the terms agreed to in the promissory note. For most federal student loans, you will default if you have not made a payment in more than 270 days. If you default on a federal student loan, you lose eligibility to receive federal student aid and you may experience serious legal consequences.
Default Rate	The percentage of borrowers who fail to repay their loans according to the terms of their promissory notes.
Deferment	A temporary postponement of payment on a loan that is allowed under certain conditions and during which interest generally does not accrue on Direct Subsidized Loans, the subsidized portion of Direct Consolidation Loans, Subsidized Federal Stafford Loans, the subsidized portion of FFEL Consolidation Loans, and Federal Perkins Loans. All other federal student loans that are deferred will continue to accrue interest. Any unpaid interest that accrued during the deferment period may be added to the principal balance (capitalized) of the loan(s).
Delinquent	A loan is delinquent when loan payments are not received by the due dates. A loan remains delinquent until you make up the missed payment(s) or receive a deferment or forbearance that covers the period when you were delinquent. If you are having trouble making your monthly loan payments, you should contact your loan servicer to discuss options to keep the loan in good standing.
Dependency Status	The determination of a Free Application for Federal Student Aid (FAFSA) applicant as dependent or independent.
Dependent Student	A student who does not meet any of the criteria for an independent student. An independent student is one of the following: at least 24 years old, married, a graduate or professional student, a veteran, a member of the armed forces, an orphan, a ward of the court, someone with legal dependents other than a spouse, an emancipated minor or someone who is homeless or at risk of becoming homeless.
Diploma Mill	An unaccredited school (or a business claiming to be a school) that awards a degree or other credential for a fee while requiring little or no classwork meeting college-level standards.
Direct Consolidation Loan	A federal loan made by the U.S. Department of Education that allows you to combine one or more federal student loans into one new loan. As a result of consolidation, you will have to make only one payment each month on your federal loans, and the amount of time you have to repay your loan may be extended.
Direct Cost	An expense that is billed to your student account and paid directly to the school. Direct costs include tuition, fees, and on-campus housing/meal plan (if you live on campus).
Direct Loan	An expense that is billed to your student account and paid directly to the school. Direct costs include tuition, fees, and on-campus housing/meal plan (if you live on campus).

Direct PLUS Loan for Graduate or Professional Students	A loan made by the U.S. Department of Education to graduate or professional students. The borrower is fully responsible for paying the interest regardless of the loan status.
Direct PLUS Loan for Parents	A loan made by the U.S. Department of Education to parents of dependent undergraduate students to help their children pay for college or career school. A credit check is performed during the application process. Your parent could be eligible to borrow the amount of the remaining costs (i.e., the cost of attendance minus other aid).
Direct PLUS Loan for Graduate or Professional Students	A loan available to graduate students and parents of dependent undergraduate students for which the borrower is fully responsible for paying the interest regardless of the loan status.
Disbursement	Payment of federal student aid funds to the student by the school. Students generally receive their federal student aid in two or more disbursements.
Disbursement Date	Date federal student aid funds were credited to a student's account at a school or paid to the student or borrower directly, as reported by the school.
Discharge	<p>Forgiveness, cancellation, and discharge all refer to the cancellation of a borrower's obligation to repay all or a portion of the remaining principal and interest owed on a student loan, but are generally used in different contexts. "Loan cancellation" and "loan forgiveness" generally refer to the cancellation of a borrower's obligation to repay some or all of the remaining amount owed on a loan if the borrower works full-time for a specified period of time in certain occupations or for certain types of employers. "Loan cancellation" is usually used in reference to the various Perkins Loan Program cancellation benefits. "Loan forgiveness" is usually used in reference to the Direct Loan and FFEL Teacher Loan Forgiveness Program or the Direct Loan Public Service Loan Forgiveness Program. Borrowers are not required to pay income tax on loan amounts that are canceled or forgiven based on qualifying employment.</p> <p>"Loan discharge" generally refers to the cancellation of a borrower's obligation to repay some or all of the remaining amount owed on a loan due to circumstances such as school closure, a school's false certification of a borrower's eligibility to receive a loan, a school's failure to pay a required loan refund, or the borrower's death, total and permanent disability, or bankruptcy. In some cases, a discharge may also entitle a borrower to receive a refund of payments previously made on a loan. Depending on the type of discharge, the amount of a loan that is discharged may be treated as taxable income.</p>
Discretionary Income	<p>For Income-Based Repayment, Pay As You Earn, and loan rehabilitation, discretionary income is the difference between your annual income and 150 percent of the poverty guideline for your family size and state of residence.</p> <p>For Income-Contingent Repayment, discretionary income is the difference between your annual income and 100 percent of the poverty guideline for your family size and state of residence.</p> <p>The poverty guidelines are maintained by the U.S. Department of Health and Human Services and are available at aspe.hhs.gov/poverty-guidelines.</p>
Disposable Pay	The amount that remains from an employee's pay after deductions.

Early Action	A college admission policy that allows applicants to apply and receive notice of their admission early. Applicants accepted under early action are not under a binding agreement to attend that school and may submit applications to other schools.
Early Decision	A college admission policy that allows applicants, who commit to attend that school, to apply and receive notice of their admission early. If the applicant is accepted, he or she agrees to attend that school and must withdraw all other applications.
Educational Service Agency	An educational service agency is a regional public multiservice agency (not a private organization) that is authorized by state law to develop, manage, and provide services or programs to local education agencies, such as public school districts.
Electronic Debit	A service that allows your lender or servicer to electronically deduct your monthly loan payments from your checking or savings account.
Elementary School or Secondary School	For the purposes of the Teacher Loan Forgiveness Program, an elementary or secondary school is defined as a public school or nonprofit private school that provides elementary education or secondary education as determined by state law (or by the U.S. Department of Education if the school is not in a state).
Eligible Noncitizen	A U.S. national (includes natives of American Samoa or Swains Island), U.S. permanent resident (who has an I-151, I-551 or I-551C [Permanent Resident Card]), or an individual who has an Arrival-Departure Record (I-94) from U.S. Citizenship and Immigration Services (USCIS) showing one of the following designations: "Refugee" "Asylum Granted" "Cuban-Haitian Entrant (Status Pending)" "Conditional Entrant" (valid only if issued before April 1, 1980) Victims of human trafficking, T-visa (T-2, T-3, or T-4, etc.) holder "Parolee" (You must be paroled into the United States for at least one year and you must be able to provide evidence from the USCIS that you are in the United States for other than a temporary purpose and that you intend to become a U.S. citizen or permanent resident.) If you meet the noncitizen criteria above, you are eligible to receive federal student aid. If you are unsure of your eligibility, please check with your school's financial aid office for more information.
Eligible Program	A program of organized instruction or study of a certain length that leads to an academic, professional, or vocational degree or certificate, or other recognized education credential.
Emancipated Minor	An individual (under the age of 18) who has legally been determined to be an adult by a court in his or her state of legal residence.
Endorser	An endorser is someone who does not have an adverse credit history and who agrees to repay a Direct PLUS Loan if the borrower does not repay it.
Enrollment Status	Reported by the school the student attended, indicates whether the student is (or was) full-time, three-quarter time, half-time, less than half-time, withdrawn, graduated, etc.

Entrance Counseling	A mandatory information session that takes place before you receive your first federal student loan that explains your responsibilities and rights as a student borrower.
Estimated Bill	The expected amount to be paid by a student when he or she attends the school. It's the direct costs minus grants, scholarships, and loans (in most cases, it occurs in that order). Indirect costs are not included in this amount.
Exit Counseling	A mandatory information session that takes place before you graduate or drop below half-time enrollment that explains your loan repayment responsibilities and when repayment begins.
Expected Family Contribution (EFC)	This is the number that's used to determine your eligibility for federal student financial aid. This number results from the financial information you provide in your FAFSA® form, the application for federal student aid. Your EFC is reported to you on your Student Aid Report (SAR).
FAFSA form	The free application for federal student aid.
FAFSA4caster	An online tool that provides an early estimate of your federal student aid eligibility to help you financially plan for college.
Federal Family Education Loan (FFEL) Program	Under this program, private lenders made education loans that were guaranteed by the federal government. These loans included Subsidized Federal Stafford Loans, Unsubsidized Federal Stafford Loans, FFEL PLUS Loans, and FFEL Consolidation Loans. No new loans under the FFEL Program have been made since June 30, 2010.
Federal Pell Grant	A federal grant for undergraduate students with financial need.
Federal Perkins Loan	A federal student loan, made by the recipient's school, for undergraduate and graduate students who demonstrate financial need. This program expired on Sept. 30, 2017, and loans are no longer being awarded.
Federal School Code	An identifier that the U.S. Department of Education assigns to each college or career school that participates in the federal student aid programs. In order to send your FAFSA information to a school, you must list the school's Federal School Code on your application. A list of Federal School Codes is available at fafsa.gov .
Federal Student Aid	Financial aid from the federal government to help you pay for education expenses at an eligible college or career school. Grants, loans and work-study are types of federal student aid. You must complete the FAFSA form to apply for this aid.
Federal Student Aid PIN	Note: The Federal Student Aid PIN was phased out on May 10, 2015. The PIN was an electronic personal identification number that served as a student's or parent's identifier to allow access to personal information in various U.S. Department of Education systems and acted as a digital signature on some online forms.
Federal Student Aid Programs	The programs authorized under Title IV of the Higher Education Act of 1965 that provide grants, loans and work-study funds from the federal government to eligible students enrolled in college or career school.
Federal Student Loan	A loan funded by the federal government to help pay for your education. A federal student loan is borrowed money you must repay with interest.
Federal Work-Study	A federal student aid program that provides part-time employment while the student is enrolled in school to help pay his or her education expenses. The

	<p>student must seek out and apply for work-study jobs at his or her school. The student will be paid directly for the hours he or she works and the amount he or she earns cannot exceed the total amount awarded by the school for the award year. The availability of work-study jobs varies by school.</p>
FFEL Program	Federal Family Education Loan Program
Financial Aid Offer	The total amount of financial aid (federal and nonfederal) a student is offered by a college or career school. The school's financial aid staff combines various forms of aid into a “package” to help meet a student’s education costs.
Financial Aid Office	The office at a college or career school that is responsible for preparing and communicating information on financial aid. This office helps students apply for and receive student loans, grants, scholarships and other types of financial aid.
Financial Aid Package	The total amount of financial aid (federal and nonfederal) a student is offered by a college or career school. The school's financial aid staff combines various forms of aid into a “package” to help meet a student’s education costs.
Financial Need	The difference between the cost of attendance (COA) at a school and your Expected Family Contribution (EFC). While COA varies from school to school, your EFC does not change based on the school you attend.
Forbearance	A period during which your monthly loan payments are temporarily suspended or reduced. Your lender may grant you a forbearance if you are willing but unable to make loan payments due to certain types of financial hardships. During forbearance, principal payments are postponed but interest continues to accrue. Unpaid interest that accrues during the forbearance will be added to the principal balance (capitalized) of your loan(s), increasing the total amount you owe.
Forgiveness	<p>Forgiveness, cancellation, and discharge all refer to the cancellation of a borrower's obligation to repay all or a portion of the remaining principal and interest owed on a student loan, but are generally used in different contexts.</p> <p>"Loan cancellation" and "loan forgiveness" generally refer to the cancellation of a borrower's obligation to repay some or all of the remaining amount owed on a loan if the borrower works full-time for a specified period of time in certain occupations or for certain types of employers. "Loan cancellation" is usually used in reference to the various Perkins Loan Program cancellation benefits. "Loan forgiveness" is usually used in reference to the Direct Loan and FFEL Teacher Loan Forgiveness Program or the Direct Loan Public Service Loan Forgiveness Program. Borrowers are not required to pay income tax on loan amounts that are canceled or forgiven based on qualifying employment.</p> <p>"Loan discharge" generally refers to the cancellation of a borrower's obligation to repay some or all of the remaining amount owed on a loan due to circumstances such as school closure, a school's false certification of a borrower's eligibility to receive a loan, a school's failure to pay a required loan</p>

	refund, or the borrower's death, total and permanent disability, or bankruptcy. In some cases, a discharge may also entitle a borrower to receive a refund of payments previously made on a loan. Depending on the type of discharge, the amount of a loan that is discharged may be treated as taxable income.
Foster Care	A temporary living arrangement for dependent children when their parent(s) or another relative cannot take care of them.
Free Application for Federal Student Aid (FAFSA) form	Located at fafsa.gov , the FAFSA form is the FREE application used to apply for federal student aid, such as federal grants, loans, and work-study.
FSA ID	The FSA ID is a username and password combination that serves as a student's or parent's identifier to allow access to personal information in various U.S. Department of Education systems and acts as a digital signature on some online forms.
Full-time Employment as a Teacher	For the purposes of the Teacher Loan Forgiveness Program, full-time employment as a teacher is determined by the state's standard. For a borrower teaching in more than one school, the determination of full-time is based on the combination of all qualifying employment.
General Educational Development (GED) Certificate	A certificate that students receive if they've passed a specific, approved high school equivalency test. Students with a GED certificate are eligible to receive federal student aid.
Grace Period	For certain types of federal student loans, a period of time after you graduate, leave school, or drop below half-time enrollment when you are not required to make payments. You are responsible for paying the interest that accrues on unsubsidized loans during the grace period. If the interest is unpaid, it will be added to the principal balance of the loan (capitalized) when the repayment period begins.
Graduation Rate	Measures the progress of students who began their studies as full-time, first-time degree- or certificate-seeking students by showing the percentage of these students who complete their degree or certificate within a 150% of "normal time" for completing the program in which they are enrolled.
Grants and Scholarships	Financial aid that doesn't need to be repaid. Grants are often need-based, while scholarships are usually merit or performance-based. Grants and scholarships are normally directly applied to your student account and may have certain conditions in order to maintain your eligibility.
Guaranteed Student Loans	The name for Federal Family Education Loan (FFEL) Program loans that were made prior to 1992.
Guaranty Agency	A state agency or a private, nonprofit organization that administers Federal Family Education Loan (FFEL) Program loans.
Homeless	An individual is considered homeless if he or she lacks fixed, regular and adequate housing. You may be homeless if you are living in a shelter, park, motel or car, or temporarily living with other people because you have nowhere else to go. Also, if you are living in any of these situations and fleeing an abusive parent you may be considered homeless when completing your FAFSA form even if your parent would provide support and a place to live.
Homeschool	A school in which children are educated at home either by parents, legal guardians, or tutors, rather than traditional public or private school.

Income Tax Refund Offsets	A debt collection tool that allows the government to seize income tax refunds from individuals who owe the federal government to help repay the outstanding debt. This tool may be used for federal student loans borrowers who are in default.
Independent Student	An independent student is one of the following: at least 24 years old, married, a graduate or professional student, a veteran, a member of the armed forces, an orphan, a ward of the court, or someone with legal dependents other than a spouse, an emancipated minor or someone who is homeless or at risk of becoming homeless. Get additional information to determine your dependency status.
Indirect Cost	An estimate of personal and educational expenses that is not directly billed by the school. Indirect costs include books, transportation, and other living expenses (e.g., rent and food). Although financial aid may cover some of these indirect costs, you're responsible for paying them.
Interest	A loan expense charged for the use of borrowed money. Interest is paid by a borrower to a lender. The expense is calculated as a percentage of the unpaid principal amount of the loan.
Interest Rate	The percentage at which interest is calculated on your loan(s).
Job Placement Rate	The percentage of graduating students who obtained employment either in the recognized occupation for which they were trained or in a related comparable recognized occupation within a determined timeframe after receiving their degree or certificate.
Judgment Lien	Gives a creditor the legal right to keep a home or property when the owner fails to pay a debt. A judgment lien can only be granted by a court when a creditor takes a debtor to court for failing to pay a debt and the debtor loses. A student (or parent in the case of a parent borrower) will not qualify for federal student aid if he or she owns property that is subject to a judgment lien for a debt owed to the United States.
Legal Guardianship	A relationship created by court order, through which the court appoints an individual other than a minor's parent to take care of the minor. A legal guardian is not considered a parent on the student's FAFSA form. In fact, a student in legal guardianship does not need to report parent information on the FAFSA form because he or she is considered an independent student.
Lender	The organization that made the loan initially; the lender could be the borrower's school; a bank, credit union, or other lending institution; or the U.S. Department of Education.
Lifetime Eligibility Used (LEU)	The amount of all Federal Pell Grant aid (in percentage) awarded to you, divided by the amount of Pell Grant aid you would have been eligible to receive based on full-time enrollment. The amount of Federal Pell Grant funds a student may receive over his or her lifetime is limited by federal law to be the equivalent of six years of Pell Grant funding.
Litigation	The act or process of bringing or contesting a legal action in court.
Loan	Borrowed money that must be repaid with interest. Students and/or parents are required to sign a promissory note when accepting an educational loan.
Loan Date	For Direct Loans and Perkins Loans, the loan date (as listed in a student's "My Federal Student Aid" record) is the date of the first disbursement. For

	Federal Family Education Loan (FFEL) Program loans, the loan date is usually the date the loan was guaranteed, or backed, by a guaranty agency.
Loan Holder	The entity that holds the loan promissory note and has the right to collect from the borrower.
Loan Period Begin Date	Date classes are (or were) scheduled to begin for the period covered by a federal student loan.
Loan Period End Date	Date classes are (or were) scheduled to end for the period covered by a federal student loan.
Loan Rehabilitation	The process of bringing a loan out of default and removing the default notation from a borrower's credit report. To rehabilitate a Direct Loan or a FFEL Program loan, the borrower must make nine voluntary, reasonable, and affordable monthly payments within 20 days of the due date over a consecutive 10-month period. To rehabilitate a Perkins Loan, a borrower must make a full monthly payment (of an amount determined by the school) within 20 days of the due date, for nine consecutive months.
Loan Servicer	A company that collects payments, responds to customer service inquiries, and performs other administrative tasks associated with maintaining a federal student loan on behalf of a lender. If you're unsure of who your federal student loan servicer is, you can look it up in "My Federal Student Aid."
Master Promissory Note	A binding legal document that you must sign when you get a federal student loan. The MPN can be used to make one or more loans for one or more academic years (up to 10 years). It lists the terms and conditions under which you agree to repay the loan and explains your rights and responsibilities as a borrower. It's important to read and save your MPN because you'll need to refer to it later when you begin repaying your loan or at other times when you need information about provisions of the loan, such as deferments or forbearances.
Merit-based	Based on a student's skill or ability. Example: A merit-based scholarship might be awarded based on a student's high grades.
My Federal Student Aid	This feature, available at StudentAid.gov/login , provides access to information on federal grants and loans as stored in the National Student Loan Data System (NSLDS®) database. "My Federal Student Aid" contains information on how much aid you've received, your enrollment status, and your loan servicer(s). You can access "My Federal Student Aid" using your FSA ID.
MyStudentData Download	Tool that allows an individual to download his or her federal loan, grant, and aid overpayment history as provided on this website.
Need-based	Based on a student's financial need. Example: A need-based grant might be awarded based on a student's low income.
Net Price	An estimate of the actual cost that a student and his family need to pay in a given year to cover education expenses for the student to attend a particular school. Net price is determined by taking the institution's cost of attendance and subtracting any grants and scholarships for which the student may be eligible.
Net Price Calculator	A tool that allows current and prospective students, families, and other consumers to estimate the net price of attending a particular college or career school.

New Borrower	Someone who has no outstanding balance on a Direct Loan or Federal Family Education Loan (FFEL) Program loan when he or she receives a Direct Loan or FFEL Program loan on or after a specific date.
Nolo Contendere	A plea of no contest, meaning the defendant neither admits nor disputes a charge, serving as an alternative to a pleading of guilty or not guilty.
Out-of-state Student	A student who is attending a college or career school outside of his or her state of legal residence.
Outstanding Interest	Interest is a loan expense charged for the use of borrowed money. Interest is paid by a borrower to a lender. (Generally, a loan servicer collects payment for the lender.) The expense is calculated as a percentage of the unpaid principal amount of the loan. Outstanding interest is the dollar value of the accrued interest balance on a loan.
Outstanding Principal	The remaining portion of the original loan amount, plus any interest that has been capitalized, that is still owed. Interest accrues on the outstanding principal balance.
Overpayment	The disbursement of more federal student aid funds to a student than he or she is eligible to receive. A student's overpayment alert in "My Federal Student Aid" will let him or her know whom to contact to resolve the aid overpayment.
Partial Financial Hardship	<p>An eligibility requirement for the Income-Based Repayment (IBR) and Pay As You Earn plans.</p> <p>For IBR, a circumstance in which the annual amount due on your eligible loans, as calculated under a 10-year Standard Repayment Plan, exceeds 15 percent of the difference between your adjusted gross income (AGI) and 150 percent of the poverty line for your family size in the state where you live.</p> <p>For Pay As You Earn, a circumstance in which the annual amount due on your eligible loans, as calculated under a 10-year Standard Repayment Plan, exceeds 10 percent of the difference between your adjusted gross income (AGI) and 150 percent of the poverty line for your family size in the state where you live.</p> <p>For both plans, the amount that would be due under a 10-year Standard Repayment Plan is calculated based on the greater of the amount owed on your eligible loans when you originally entered repayment, or the amount owed at the time you selected the IBR or Pay As You Earn plan.</p>
Postbaccalaureate Teacher Certification Program	A program for students who have already earned a bachelor's degree that (1) does not lead to a graduate degree, (2) is treated as an undergraduate program, and (3) consists of courses required by a state in order for the student to receive a certification or license to teach in an elementary or secondary school in that state.
Principal	The total sum of money borrowed plus any interest that has been capitalized.
Private Loan	A nonfederal loan made by a lender such as a bank, credit union, state agency, or school.
Promissory Note	The binding legal document that you must sign when you get a federal student loan. It lists the terms and conditions under which you agree to repay

	<p>the loan and explains your rights and responsibilities as a borrower. It's important to read and save this document because you'll need to refer to it later when you begin repaying your loan or at other times when you need information about provisions of the loan, such as deferments or forbearances.</p>
Proprietary School	<p>A private for-profit school that provides education and training.</p>
Qualifying Public Services	<p>For the purposes of the Public Service Loan Forgiveness Program, not-for-profit organizations that are not tax-exempt under Section 501(c)(3) of the Internal Revenue Code are considered qualifying employers if, as their primary purpose, they provide at least one of the following public services:</p> <ul style="list-style-type: none"> Emergency management Military service Public safety Law enforcement Public interest law services Early childhood education Public service for individuals with disabilities Public service for the elderly Public health Public education Public library services Other school-based services <p>Early childhood education includes licensed or regulated child care, Head Start, and state funded pre-kindergarten.</p> <p>Law enforcement includes organizations that are publicly funded and whose principal purposes include crime prevention, control or reduction of crime, or the enforcement of criminal law.</p> <p>Public education includes services that provide educational enrichment or support directly to students or their families in a school or a school-like setting.</p> <p>Public health includes organizations that employ nurses, nurse practitioners, nurses in a clinical setting, and full-time professionals engaged in health care practitioner occupations and health support occupations, as such terms are defined by the Bureau of Labor Statistics.</p> <p>Public interest law refers to legal services provided by an organization that is funded in whole or in part by a local, state, federal, or tribal government.</p>
Reaffirmation	<p>If you inadvertently received federal student loan funds under the Direct Loan Program or the Federal Family Education Loan (FFEL) Program in excess of your borrowing limit, you're ineligible for additional federal student aid unless you repay the excess loan amount in full, or agree to repay the excess loan amount in accordance with the terms of the promissory note that you signed. Agreeing to repay the excess loan amount in accordance with the terms of the promissory note is called "reaffirmation." You can reaffirm an</p>

	excess loan amount by signing a reaffirmation agreement with your loan servicer.
Regular Student	A student who is enrolled or accepted for enrollment at an institution for the purpose of obtaining a degree, certificate, or other recognized education credential offered by that institution. To be eligible for federal student aid, you must generally be a regular student.
Remaining Amount	The portion of a grant that a school expects to disburse to a student for the remainder of the year.
Repayment Date	Date an overpayment is fully paid back.
Retention Rate	Measures the percentage of first-time students who are seeking bachelor's degrees who return to the institution to continue their studies the following fall.
Room and Board	An allowance for the cost of housing and food while attending college or career school.
Satisfactory Academic Progress	The process a school uses to determine if a student is meeting all of their educational requirements and is on target to graduate on time with a degree or certificate.
Satisfactory Repayment Arrangement	<p>If you are in default on a federal student loan, you may regain eligibility to receive federal student aid, or may become eligible to consolidate the defaulted loan, if you make a satisfactory repayment arrangement with the loan holder.</p> <p>For the purpose of regaining eligibility to receive federal student aid, a satisfactory repayment arrangement requires you to make six consecutive, voluntary, on-time, full monthly payments on the defaulted loan. You can regain eligibility to receive federal student aid by making a satisfactory repayment arrangement on a defaulted loan only one time.</p> <p>For the purpose of consolidating a defaulted loan into a Direct Consolidation Loan, a satisfactory repayment arrangement requires you to either make three consecutive, voluntary, on-time, full monthly payments on the defaulted loan before you consolidate it; or agree to repay the Direct Consolidation Loan under the Pay As You Earn Repayment Plan, the Revised Pay As You Earn Repayment Plan, the Income-Contingent Repayment Plan, or the Income-Based Repayment Plan.</p>
Scheduled Amount	Maximum grant amount a student is eligible to receive if enrolled full-time for the full award year. This amount is calculated from the information provided on the Free Application for Federal Student Aid (FAFSA®) form.
Scheduled Award	The maximum grant amount you are eligible to receive for the award year if you are enrolled full-time for the full school year. This amount is calculated from the information you (and your family) provided when you filed your FAFSA form.
Scholarship	Money awarded to students based on academic or other achievements to help pay for education expenses. Scholarships generally do not have to be repaid.

Service Obligation	The teaching service requirement set out in the Agreement to Serve (ATS) that you must sign to receive a TEACH Grant. By signing the ATS, you agree to teach (1) full-time, (2) in a high-need field, (3) at an elementary school, secondary school, or educational service agency that serves low-income students, and (4) for at least four complete academic years within eight years after you complete (or cease to be enrolled in) the course of study for which you received the grant. If you do not complete your teaching service agreement, the amounts of the TEACH Grants you received will be converted to a Direct Unsubsidized Loan that you must repay with interest charges from the date of each TEACH Grant disbursement.
Standardized Test	A test that is designed to assess individuals against a common standard.
State Aid	Financial aid from a student's state of legal residence.
Status Effective Date	The date a current loan status became effective.
Student Aid Report (SAR)	A summary of the information you submitted on your Free Application for Federal Student Aid (FAFSA) form. You receive this report (often called the SAR) via email a few days after your FAFSA form has been processed or by mail within 7-10 days if you did not provide an email address. If there are no corrections or additional information you must provide, the SAR will contain your EFC, which is the number that's used to determine your eligibility for federal student aid.
Subsidized Loan	A loan based on financial need for which the federal government generally pays the interest that accrues while the borrower is in an in-school, grace, or deferment status, and during certain periods of repayment under certain income-driven repayment plans.
Teach-out plan	A written agreement between schools that provides for the equitable treatment of students and a reasonable opportunity for students to complete their program of study if a school ceases to operate before all students have completed their program of study.
Teacher Education Assistance for College and Higher Education (TEACH) Grant	A federal grant that provides up to \$4,000 per year to students who agree to teach for four years at an elementary school, secondary school, or educational service agency that serves students from low-income families and to meet other requirements. If the service obligation is not met, the grant is converted to a Direct Unsubsidized Loan.
Total Borrowed	The total amount of a loan that was disbursed (paid out) to a borrower.
Transfer Rate	The percentage of the full-time, first-time students who transferred to another institution.
Treasury Offset Program (TOP)	A debt collection tool that allows the government to seize income tax refunds and certain government benefits (for example, Social Security benefits) from individuals who owe debts to the federal government. This tool may be used to collect amounts owed on federal student loans by borrowers who are in default.
TRIO	Program outreach and student services programs designed to identify and provide services for individuals from disadvantaged backgrounds. TRIO includes eight programs targeted to serve and assist low-income individuals, first-generation college students, and individuals with disabilities in

	progressing through the academic pipeline from middle school to postgraduate programs.
Unsubsidized Loan	A loan for which the borrower is fully responsible for paying the interest regardless of the loan status. Interest on unsubsidized loans accrues from the date of disbursement and continues throughout the life of the loan.
Verification	The process your school uses to confirm that the data reported on your FAFSA form is accurate. Your school has the authority to contact you for documentation that supports income and other information that you reported.
William D. Ford Federal Direct Loan (Direct Loan) Program	The federal student loan program under which eligible students and parents borrow directly from the U.S. Department of Education at participating schools. Direct Subsidized Loans, Direct Unsubsidized Loans, Direct PLUS Loans, and Direct Consolidation Loans are types of Direct Loans.
Work-Study	A federal student aid program that provides part-time employment while you are enrolled in school to help pay your education expenses.

Appendix B:

Complete instances of Federal Student Aid Glossary jargon use across all texts, 2017-2019

2017		2018		2019	
Terms	Instances	Terms	Instances	Terms	Instances
Free Application for Federal Student Aid (FAFSA) form	1825	Free Application for Federal Student Aid (FAFSA) form	2437	Free Application for Federal Student Aid (FAFSA) form	1906
Loan	705	Loan	1557	Loan	622
Federal Student Aid	456	Scholarship	1021	Federal Student Aid	445
Scholarship	324	Federal Student Aid	590	FSA ID	361
FSA ID	306	FSA ID	394	Scholarship	289
Student Aid Report (SAR)	226	Verification	363	Student Aid Report (SAR)	244
Verification	182	Financial Aid Office	359	Verification	182

Taylor and Manor: (De)Glossing Financial Aid

Financial Aid Office	180	Student Aid Report (SAR)	322	Financial Aid Office	148
Award Letter	119	Interest	258	Dependent Student	95
Need-based	102	Financial Need	240	Academic Year	94
Academic Year	97	Direct Loan	177	Award Letter	92
Promissory Note	94	William D. Ford Federal Direct Loan (Direct Loan) Program	177	Interest	90
Interest	89	Academic Year	168	Need-based	80
Direct Loan	88	Promissory Note	159	Expected Family Contribution (EFC)	76
William D. Ford Federal Direct Loan (Direct Loan) Program	88	Need-based	158	Promissory Note	73
Dependent Student	86	Award Letter	145	Direct Loan	70
Master Promissory Note	84	Expected Family Contribution (EFC)	140	William D. Ford Federal Direct Loan (Direct Loan) Program	70
Expected Family Contribution (EFC)	79	Dependent Student	137	Financial Need	65
Financial Need	79	Work-Study	130	Master Promissory Note	65
Entrance Counseling	66	General Educational Development (GED) Certificate	124	General Educational Development (GED) Certificate	61
Financial Aid Package	65	Master Promissory Note	120	Entrance Counseling	56
Work-Study	56	Subsidized Loan	115	Work-Study	54
General Educational Development (GED) Certificate	56	Entrance Counseling	107	Subsidized Loan	50
Federal School Code	48	Financial Aid Package	89	Federal School Code	50
Subsidized Loan	47	Treasury Offset Program (TOP)	88	Financial Aid Package	47
Satisfactory Academic Progress	37	Cost of Attendance (COA)	85	Satisfactory Academic Progress	40
Unsubsidized Loan	35	Disbursement	85	FAFSA form	37
Cost of Attendance (COA)	33	Unsubsidized Loan	79	Unsubsidized Loan	36
FAFSA form	30	Satisfactory Academic Progress	73	State Aid	33
Disbursement	30	Federal Pell Grant	70	Disbursement	32

Taylor and Manor: (De)Glossing Financial Aid

Treasury Offset Program (TOP)	30	Lender	70	Federal Student Loan	28
Federal Student Loan	29	Budget	70	Cost of Attendance (COA)	26
Federal Pell Grant	29	Federal Student Loan	60	Private Loan	25
Lender	28	Net Price	58	Federal Pell Grant	24
State Aid	26	Net Price Calculator	55	Lender	24
Net Price	23	Interest Rate	54	Early Decision	18
Net Price Calculator	20	Federal School Code	52	Federal Work-Study	18
Default	18	Award Amount	47	Net Price	17
Interest Rate	17	State Aid	44	Net Price Calculator	17
Early Decision	17	Early Decision	44	Treasury Offset Program (TOP)	16
Federal Work-Study	16	Federal Work-Study	43	Independent Student	16
Independent Student	15	FAFSA form	41	Financial Aid Offer	16
Early Action	14	Default	38	Grants and Scholarships	16
Eligible Noncitizen	14	Independent Student	37	Default	15
Private Loan	13	Deferment	37	Dependency Status	14
Federal Student Aid PIN	12	Award Year	31	Interest Rate	12
Federal Perkins Loan	12	Early Action	28	Award Year	12
Dependency Status	12	Private Loan	28	Early Action	12
Grants and Scholarships	11	Enrollment Status	28	Enrollment Status	11
Adjusted Gross Income (AGI)	11	Financial Aid Offer	24	Federal Student Aid Programs	11
Financial Aid Offer	10	Dependency Status	22	Federal Student Aid PIN	11
Federal Student Aid Programs	10	Principal	22	Exit Counseling	9
Award Year	9	Grace Period	21	Eligible Noncitizen	9
Budget	9	Merit-based	20	Eligible Program	9
Exit Counseling	8	Grants and Scholarships	19	Budget	8
Eligible Program	7	Exit Counseling	19	Adjusted Gross Income (AGI)	8
Deferment	7	Room and Board	19	Merit-based	7
Bachelor's Degree	7	Eligible Noncitizen	17	Room and Board	7
Merit-based	6	Federal Student Aid Programs	16	Federal Perkins Loan	6

Taylor and Manor: (De)Glossing Financial Aid

Room and Board	6	Teacher Education Assistance for College and Higher Education (TEACH) Grant	16	Attending School	6
Attending School	6	Federal Perkins Loan	15	Legal Guardianship	6
Enrollment Status	6	Federal Student Aid PIN	14	Deferment	5
Grace Period	6	Adjusted Gross Income (AGI)	14	Homeless	5
Overpayment	5	Bachelor's Degree	14	Foster Care	5
Legal Guardianship	4	Eligible Program	13	Emancipated Minor	5
Homeless	4	Direct Cost	12	Grace Period	4
Foster Care	3	Attending School	10	Disbursement Date	4
Regular Student	3	Homeless	10	Regular Student	4
FAFSA4caster	3	Disbursement Date	9	Bachelor's Degree	3
Teacher Education Assistance for College and Higher Education (TEACH) Grant	3	Indirect Cost	8	Direct Cost	3
Disbursement Date	3	Agreement to Serve (ATS)	7	Agreement to Serve (ATS)	3
Agreement to Serve (ATS)	3	Overpayment	6	Overpayment	3
Loan Servicer	3	Legal Guardianship	6	FAFSA4caster	3
Emancipated Minor	2	Foster Care	6	Data Release Number (DRN)	3
Award Amount	2	Regular Student	6	Award Amount	2
Delinquent	2	Cancellation	6	Teacher Education Assistance for College and Higher Education (TEACH) Grant	2
Endorser	2	Associate Degree	6	Indirect Cost	2
Principal	2	Default Rate	6	Default Rate	2
Lifetime Eligibility Used (LEU)	2	Loan Servicer	5	Lifetime Eligibility Used (LEU)	2
Direct Cost	1	Emancipated Minor	5	Cancellation	1
Data Release Number (DRN)	1	Consolidation	5	Loan Servicer	1
Indirect Cost	1	FAFSA4caster	4	Delinquent	1
Cancellation	1	Capitalization	4	Endorser	1
College Aid	1	Delinquent	3	College Aid	1

Taylor and Manor: (De)Glossing Financial Aid

Discharge	1	Endorser	3	Discharge	1
Forgiveness	1	Collection Agency	3	Forgiveness	1
Common-law Marriage	1	Forbearance	3	TRIO	1
Associate Degree	1	New Borrower	3	Common-law Marriage	1
Consolidation	1	Adverse Credit History	3	Principal	0
Collection Agency	1	Credit Bureau	3	Associate Degree	0
Forbearance	1	Out-of-state Student	3	Consolidation	0
New Borrower	1	Lifetime Eligibility Used (LEU)	2	Capitalization	0
Job Placement Rate	1	Data Release Number (DRN)	2	Collection Agency	0
Default Rate	0	College Aid	2	Forbearance	0
TRIO	0	Discharge	2	New Borrower	0
Capitalization	0	Forgiveness	2	Adverse Credit History	0
Adverse Credit History	0	TRIO	2	Credit Bureau	0
Credit Bureau	0	Graduation Rate	2	Out-of-state Student	0
Out-of-state Student	0	Service Obligation	2	Graduation Rate	0
Graduation Rate	0	Common-law Marriage	1	Service Obligation	0
Service Obligation	0	Job Placement Rate	1	Job Placement Rate	0
Additional Eligibility	0	Additional Eligibility	1	Additional Eligibility	0
Federal Family Education Loan (FFEL) Program	0	Federal Family Education Loan (FFEL) Program	1	Federal Family Education Loan (FFEL) Program	0
Litigation	0	Litigation	1	Litigation	0
Remaining Amount	0	Remaining Amount	1	Remaining Amount	0
Accreditation	0	Accreditation	0	Accreditation	0
Administrative Wage Garnishment (AWG)	0	Administrative Wage Garnishment (AWG)	0	Administrative Wage Garnishment (AWG)	0
Approved Drug Rehabilitation Program	0	Approved Drug Rehabilitation Program	0	Approved Drug Rehabilitation Program	0
Collection Charges	0	Collection Charges	0	Collection Charges	0
Collection Costs	0	Collection Costs	0	Collection Costs	0
Diploma Mill	0	Diploma Mill	0	Diploma Mill	0
Direct Consolidation Loan	0	Direct Consolidation Loan	0	Direct Consolidation Loan	0
Direct PLUS Loan for Graduate or Professional Students	0	Direct PLUS Loan for Graduate or Professional Students	0	Direct PLUS Loan for Graduate or Professional Students	0

Taylor and Manor: (De)Glossing Financial Aid

Direct PLUS Loan for Parents	0	Direct PLUS Loan for Parents	0	Direct PLUS Loan for Parents	0
Discretionary Income	0	Discretionary Income	0	Discretionary Income	0
Disposable Pay	0	Disposable Pay	0	Disposable Pay	0
Educational Service Agency	0	Educational Service Agency	0	Educational Service Agency	0
Electronic Debit	0	Electronic Debit	0	Electronic Debit	0
Elementary School or Secondary School	0	Elementary School or Secondary School	0	Elementary School or Secondary School	0
Estimated Bill	0	Estimated Bill	0	Estimated Bill	0
FFEL Program	0	FFEL Program	0	FFEL Program	0
Full-time Employment as a Teacher	0	Full-time Employment as a Teacher	0	Full-time Employment as a Teacher	0
Guaranteed Student Loans	0	Guaranteed Student Loans	0	Guaranteed Student Loans	0
Guaranty Agency	0	Guaranty Agency	0	Guaranty Agency	0
Homeschool	0	Homeschool	0	Homeschool	0
Income Tax Refund Offsets	0	Income Tax Refund Offsets	0	Income Tax Refund Offsets	0
Judgment Lien	0	Judgment Lien	0	Judgment Lien	0
Loan Date	0	Loan Date	0	Loan Date	0
Loan Holder	0	Loan Holder	0	Loan Holder	0
Loan Period Begin Date	0	Loan Period Begin Date	0	Loan Period Begin Date	0
Loan Period End Date	0	Loan Period End Date	0	Loan Period End Date	0
Loan Rehabilitation	0	Loan Rehabilitation	0	Loan Rehabilitation	0
My Federal Student Aid	0	My Federal Student Aid	0	My Federal Student Aid	0
MyStudentData Download	0	MyStudentData Download	0	MyStudentData Download	0
Nolo Contendere	0	Nolo Contendere	0	Nolo Contendere	0
Outstanding Interest	0	Outstanding Interest	0	Outstanding Interest	0
Outstanding Principal	0	Outstanding Principal	0	Outstanding Principal	0
Partial Financial Hardship	0	Partial Financial Hardship	0	Partial Financial Hardship	0
Postbaccalaureate Teacher Certification Program	0	Postbaccalaureate Teacher Certification Program	0	Postbaccalaureate Teacher Certification Program	0
Proprietary School	0	Proprietary School	0	Proprietary School	0

Taylor and Manor: (De)Glossing Financial Aid

Qualifying Public Services	0	Qualifying Public Services	0	Qualifying Public Services	0
Reaffirmation	0	Reaffirmation	0	Reaffirmation	0
Repayment Date	0	Repayment Date	0	Repayment Date	0
Retention Rate	0	Retention Rate	0	Retention Rate	0
Satisfactory Repayment Arrangement	0	Satisfactory Repayment Arrangement	0	Satisfactory Repayment Arrangement	0
Scheduled Amount	0	Scheduled Amount	0	Scheduled Amount	0
Scheduled Award	0	Scheduled Award	0	Scheduled Award	0
Standardized Test	0	Standardized Test	0	Standardized Test	0
Status Effective Date	0	Status Effective Date	0	Status Effective Date	0
Teach-out plan	0	Teach-out plan	0	Teach-out plan	0
Total Borrowed	0	Total Borrowed	0	Total Borrowed	0
Transfer Rate	0	Transfer Rate	0	Transfer Rate	0

Appendix C:

Complete frequencies of Federal Student Aid Glossary jargon use across all texts, 2017-2019

2017		2018		2019	
Terms	Frequencies	Terms	Frequencies	Terms	Frequencies
Free Application for Federal Student Aid (FAFSA) form	92.67%	Free Application for Federal Student Aid (FAFSA) form	94.13%	Free Application for Federal Student Aid (FAFSA) form	90.91%
Federal Student Aid	77.42%	Federal Student Aid	79.77%	Federal Student Aid	73.90%
Loan	54.25%	Loan	68.04%	Loan	48.68%
Scholarship	44.57%	Scholarship	57.77%	Scholarship	39.30%
FSA ID	32.26%	FSA ID	36.66%	FSA ID	35.48%
Financial Aid Office	27.86%	Financial Aid Office	36.07%	Student Aid Report (SAR)	26.39%
Student Aid Report (SAR)	26.69%	Student Aid Report (SAR)	34.31%	Financial Aid Office	22.29%
Verification	21.99%	Verification	33.72%	Verification	21.99%
Academic Year	19.35%	Academic Year	26.98%	Academic Year	18.77%
Award Letter	19.35%	Financial Need	24.63%	Need-based	15.54%

Taylor and Manor: (De)Glossing Financial Aid

Need-based	19.06%	Interest	24.34%	Dependent Student	15.25%
Promissory Note	17.01%	Promissory Note	24.05%	Award Letter	14.96%
Master Promissory Note	15.54%	Need-based	23.75%	Interest	14.08%
Interest	14.66%	General Educational Development (GED) Certificate	22.58%	General Educational Development (GED) Certificate	13.49%
Dependent Student	13.78%	Award Letter	21.99%	Promissory Note	12.90%
Work-Study	13.78%	Master Promissory Note	21.99%	Federal School Code	12.61%
General Educational Development (GED) Certificate	13.20%	Work-Study	21.41%	Expected Family Contribution (EFC)	12.32%
Direct Loan	13.20%	Dependent Student	21.11%	Master Promissory Note	12.02%
William D. Ford Federal Direct Loan (Direct Loan) Program	13.20%	Direct Loan	21.11%	Work-Study	12.02%
Financial Aid Package	12.90%	William D. Ford Federal Direct Loan (Direct Loan) Program	21.11%	Financial Need	11.44%
Federal School Code	12.32%	Expected Family Contribution (EFC)	18.18%	Direct Loan	10.85%
Expected Family Contribution (EFC)	12.32%	Entrance Counseling	17.01%	William D. Ford Federal Direct Loan (Direct Loan) Program	10.85%
Financial Need	12.02%	Satisfactory Academic Progress	15.54%	Financial Aid Package	9.38%
Entrance Counseling	11.44%	Financial Aid Package	15.25%	Subsidized Loan	9.38%
Satisfactory Academic Progress	9.38%	Subsidized Loan	14.66%	Satisfactory Academic Progress	9.09%
Subsidized Loan	8.50%	Treasury Offset Program (TOP)	14.37%	State Aid	8.80%
Unsubsidized Loan	7.92%	Federal School Code	12.90%	Entrance Counseling	8.21%
FAFSA form	7.33%	Unsubsidized Loan	12.90%	FAFSA form	8.21%
Federal Student Loan	7.33%	Cost of Attendance (COA)	12.32%	Unsubsidized Loan	7.62%
State Aid	6.74%	Federal Pell Grant	12.32%	Federal Student Loan	7.04%
Cost of Attendance (COA)	6.45%	Net Price	12.02%	Federal Pell Grant	6.74%
Disbursement	6.16%	Net Price Calculator	11.73%	Disbursement	5.87%

Taylor and Manor: (De)Glossing Financial Aid

Federal Pell Grant	5.87%	Federal Student Loan	10.56%	Cost of Attendance (COA)	5.28%
Federal Work-Study	4.69%	State Aid	10.56%	Federal Work-Study	4.99%
Treasury Offset Program (TOP)	4.69%	Disbursement	9.68%	Treasury Offset Program (TOP)	4.69%
Default	4.69%	Federal Work-Study	9.09%	Default	4.11%
Net Price	4.69%	Budget	8.21%	Grants and Scholarships	4.11%
Lender	4.69%	FAFSA form	7.92%	Early Decision	3.81%
Net Price Calculator	4.40%	Default	7.92%	Financial Aid Offer	3.81%
Interest Rate	3.81%	Lender	7.33%	Net Price	3.52%
Early Decision	3.52%	Early Decision	7.04%	Net Price Calculator	3.52%
Grants and Scholarships	3.23%	Independent Student	6.74%	Lender	2.93%
Adjusted Gross Income (AGI)	3.23%	Interest Rate	6.16%	Dependency Status	2.93%
Financial Aid Offer	2.93%	Grants and Scholarships	5.28%	Independent Student	2.64%
Independent Student	2.93%	Financial Aid Offer	5.28%	Federal Student Aid Programs	2.64%
Federal Student Aid PIN	2.93%	Award Year	5.28%	Federal Student Aid PIN	2.64%
Early Action	2.93%	Private Loan	5.28%	Budget	2.35%
Eligible Noncitizen	2.93%	Merit-based	5.28%	Award Year	2.35%
Federal Perkins Loan	2.93%	Deferment	5.28%	Private Loan	2.35%
Dependency Status	2.64%	Early Action	4.99%	Early Action	2.35%
Federal Student Aid Programs	2.35%	Dependency Status	4.99%	Adjusted Gross Income (AGI)	2.35%
Budget	2.35%	Room and Board	4.69%	Interest Rate	2.05%
Award Year	2.35%	Award Amount	4.69%	Merit-based	2.05%
Private Loan	2.35%	Enrollment Status	4.40%	Eligible Noncitizen	2.05%
Merit-based	1.76%	Adjusted Gross Income (AGI)	4.11%	Eligible Program	2.05%
Eligible Program	1.76%	Grace Period	4.11%	Enrollment Status	1.76%
Attending School	1.76%	Principal	4.11%	Federal Perkins Loan	1.76%
Room and Board	1.76%	Eligible Noncitizen	3.81%	Exit Counseling	1.76%
Enrollment Status	1.47%	Federal Student Aid Programs	3.81%	Attending School	1.76%

Taylor and Manor: (De)Glossing Financial Aid

Deferment	1.47%	Federal Student Aid PIN	3.52%	Room and Board	1.47%
Grace Period	1.47%	Teacher Education Assistance for College and Higher Education (TEACH) Grant	3.52%	Regular Student	1.17%
Exit Counseling	1.17%	Federal Perkins Loan	3.23%	Legal Guardianship	1.17%
Legal Guardianship	1.17%	Exit Counseling	2.93%	Deferment	0.88%
Bachelor's Degree	1.17%	Attending School	2.64%	Grace Period	0.88%
Overpayment	1.17%	Bachelor's Degree	2.64%	Bachelor's Degree	0.88%
Regular Student	0.88%	Eligible Program	2.35%	Direct Cost	0.88%
Homeless	0.88%	Direct Cost	2.05%	Overpayment	0.88%
FAFSA4caster	0.88%	Overpayment	1.76%	Homeless	0.88%
Foster Care	0.88%	Regular Student	1.76%	Disbursement Date	0.88%
Teacher Education Assistance for College and Higher Education (TEACH) Grant	0.88%	Homeless	1.47%	FAFSA4caster	0.88%
Disbursement Date	0.59%	Disbursement Date	1.47%	Foster Care	0.88%
Emancipated Minor	0.59%	Indirect Cost	1.47%	Emancipated Minor	0.88%
Award Amount	0.59%	Legal Guardianship	1.17%	Data Release Number (DRN)	0.88%
Delinquent	0.59%	FAFSA4caster	1.17%	Award Amount	0.59%
Endorser	0.59%	Foster Care	1.17%	Teacher Education Assistance for College and Higher Education (TEACH) Grant	0.59%
Principal	0.59%	Agreement to Serve (ATS)	1.17%	Indirect Cost	0.59%
Direct Cost	0.29%	Cancellation	1.17%	Agreement to Serve (ATS)	0.29%
Data Release Number (DRN)	0.29%	Emancipated Minor	0.88%	Cancellation	0.29%
Indirect Cost	0.29%	Delinquent	0.88%	Delinquent	0.29%
Agreement to Serve (ATS)	0.29%	Endorser	0.88%	Endorser	0.29%
Cancellation	0.29%	Loan Servicer	0.88%	Loan Servicer	0.29%
Loan Servicer	0.29%	Associate Degree	0.88%	Default Rate	0.29%
College Aid	0.29%	Collection Agency	0.88%	College Aid	0.29%
Discharge	0.29%	New Borrower	0.88%	Discharge	0.29%

Taylor and Manor: (De)Glossing Financial Aid

Forgiveness	0.29%	Default Rate	0.88%	Forgiveness	0.29%
Common-law Marriage	0.29%	Adverse Credit History	0.88%	Common-law Marriage	0.29%
Lifetime Eligibility Used (LEU)	0.29%	Data Release Number (DRN)	0.59%	Lifetime Eligibility Used (LEU)	0.29%
Associate Degree	0.29%	College Aid	0.59%	TRIO	0.29%
Collection Agency	0.29%	Discharge	0.59%	Principal	0.00%
New Borrower	0.29%	Forgiveness	0.59%	Associate Degree	0.00%
Consolidation	0.29%	Consolidation	0.59%	Collection Agency	0.00%
Forbearance	0.29%	Forbearance	0.59%	New Borrower	0.00%
Job Placement Rate	0.29%	Credit Bureau	0.59%	Adverse Credit History	0.00%
Default Rate	0.00%	Graduation Rate	0.59%	Consolidation	0.00%
TRIO	0.00%	Common-law Marriage	0.29%	Forbearance	0.00%
Adverse Credit History	0.00%	Lifetime Eligibility Used (LEU)	0.29%	Credit Bureau	0.00%
Credit Bureau	0.00%	Job Placement Rate	0.29%	Graduation Rate	0.00%
Graduation Rate	0.00%	TRIO	0.29%	Job Placement Rate	0.00%
Additional Eligibility	0.00%	Additional Eligibility	0.29%	Additional Eligibility	0.00%
Capitalization	0.00%	Capitalization	0.29%	Capitalization	0.00%
Federal Family Education Loan (FFEL) Program	0.00%	Federal Family Education Loan (FFEL) Program	0.29%	Federal Family Education Loan (FFEL) Program	0.00%
Litigation	0.00%	Litigation	0.29%	Litigation	0.00%
Out-of-state Student	0.00%	Out-of-state Student	0.29%	Out-of-state Student	0.00%
Remaining Amount	0.00%	Remaining Amount	0.29%	Remaining Amount	0.00%
Service Obligation	0.00%	Service Obligation	0.29%	Service Obligation	0.00%
Accreditation	0.00%	Accreditation	0.00%	Accreditation	0.00%
Administrative Wage Garnishment (AWG)	0.00%	Administrative Wage Garnishment (AWG)	0.00%	Administrative Wage Garnishment (AWG)	0.00%
Approved Drug Rehabilitation Program	0.00%	Approved Drug Rehabilitation Program	0.00%	Approved Drug Rehabilitation Program	0.00%
Collection Charges	0.00%	Collection Charges	0.00%	Collection Charges	0.00%
Collection Costs	0.00%	Collection Costs	0.00%	Collection Costs	0.00%
Diploma Mill	0.00%	Diploma Mill	0.00%	Diploma Mill	0.00%
Direct Consolidation Loan	0.00%	Direct Consolidation Loan	0.00%	Direct Consolidation Loan	0.00%

Taylor and Manor: (De)Glossing Financial Aid

Direct PLUS Loan for Graduate or Professional Students	0.00%	Direct PLUS Loan for Graduate or Professional Students	0.00%	Direct PLUS Loan for Graduate or Professional Students	0.00%
Direct PLUS Loan for Parents	0.00%	Direct PLUS Loan for Parents	0.00%	Direct PLUS Loan for Parents	0.00%
Discretionary Income	0.00%	Discretionary Income	0.00%	Discretionary Income	0.00%
Disposable Pay	0.00%	Disposable Pay	0.00%	Disposable Pay	0.00%
Educational Service Agency	0.00%	Educational Service Agency	0.00%	Educational Service Agency	0.00%
Electronic Debit	0.00%	Electronic Debit	0.00%	Electronic Debit	0.00%
Elementary School or Secondary School	0.00%	Elementary School or Secondary School	0.00%	Elementary School or Secondary School	0.00%
Estimated Bill	0.00%	Estimated Bill	0.00%	Estimated Bill	0.00%
FFEL Program	0.00%	FFEL Program	0.00%	FFEL Program	0.00%
Full-time Employment as a Teacher	0.00%	Full-time Employment as a Teacher	0.00%	Full-time Employment as a Teacher	0.00%
Guaranteed Student Loans	0.00%	Guaranteed Student Loans	0.00%	Guaranteed Student Loans	0.00%
Guaranty Agency	0.00%	Guaranty Agency	0.00%	Guaranty Agency	0.00%
Homeschool	0.00%	Homeschool	0.00%	Homeschool	0.00%
Income Tax Refund Offsets	0.00%	Income Tax Refund Offsets	0.00%	Income Tax Refund Offsets	0.00%
Judgment Lien	0.00%	Judgment Lien	0.00%	Judgment Lien	0.00%
Loan Date	0.00%	Loan Date	0.00%	Loan Date	0.00%
Loan Holder	0.00%	Loan Holder	0.00%	Loan Holder	0.00%
Loan Period Begin Date	0.00%	Loan Period Begin Date	0.00%	Loan Period Begin Date	0.00%
Loan Period End Date	0.00%	Loan Period End Date	0.00%	Loan Period End Date	0.00%
Loan Rehabilitation	0.00%	Loan Rehabilitation	0.00%	Loan Rehabilitation	0.00%
My Federal Student Aid	0.00%	My Federal Student Aid	0.00%	My Federal Student Aid	0.00%
MyStudentData Download	0.00%	MyStudentData Download	0.00%	MyStudentData Download	0.00%
Nolo Contendere	0.00%	Nolo Contendere	0.00%	Nolo Contendere	0.00%
Outstanding Interest	0.00%	Outstanding Interest	0.00%	Outstanding Interest	0.00%
Outstanding Principal	0.00%	Outstanding Principal	0.00%	Outstanding Principal	0.00%
Partial Financial Hardship	0.00%	Partial Financial Hardship	0.00%	Partial Financial Hardship	0.00%

Taylor and Manor: (De)Glossing Financial Aid

Postbaccalaureate Teacher Certification Program	0.00%	Postbaccalaureate Teacher Certification Program	0.00%	Postbaccalaureate Teacher Certification Program	0.00%
Proprietary School	0.00%	Proprietary School	0.00%	Proprietary School	0.00%
Qualifying Public Services	0.00%	Qualifying Public Services	0.00%	Qualifying Public Services	0.00%
Reaffirmation	0.00%	Reaffirmation	0.00%	Reaffirmation	0.00%
Repayment Date	0.00%	Repayment Date	0.00%	Repayment Date	0.00%
Retention Rate	0.00%	Retention Rate	0.00%	Retention Rate	0.00%
Satisfactory Repayment Arrangement	0.00%	Satisfactory Repayment Arrangement	0.00%	Satisfactory Repayment Arrangement	0.00%
Scheduled Amount	0.00%	Scheduled Amount	0.00%	Scheduled Amount	0.00%
Scheduled Award	0.00%	Scheduled Award	0.00%	Scheduled Award	0.00%
Standardized Test	0.00%	Standardized Test	0.00%	Standardized Test	0.00%
Status Effective Date	0.00%	Status Effective Date	0.00%	Status Effective Date	0.00%
Teach-out plan	0.00%	Teach-out plan	0.00%	Teach-out plan	0.00%
Total Borrowed	0.00%	Total Borrowed	0.00%	Total Borrowed	0.00%
Transfer Rate	0.00%	Transfer Rate	0.00%	Transfer Rate	0.00%