



CASFA FAQ's

Application Process

1. What is the purpose of CASFA?

The purpose of the CASFA is to determine need for financial aid awarding purposes to students historically excluded from receiving state and federal financial aid. CASFA positively supports families and is a logical next step in efforts to erase equity gaps and put college in reach for the families who benefit most from a postsecondary education. CASFA also supports the department's efforts to make college more affordable by reducing the cost of obtaining a credential and maximizing a student's higher education investment.

2. How will my information be used?

CASFA is a safe, confidential, easy way to apply for state financial aid. The information provided will only be used to determine financial aid at participating institutions.

3. When can I submit my CASFA application?

The CASFA opens on October 1 of each year prior to the aid year.

4. What is the benefit of applying for state aid?

State aid, including grants and work-study funds, help open the door to higher education for students who have attended high school in Colorado but who are not eligible for federal financial aid.

5. What is the difference between state aid and institutional aid?

State aid is financial aid that is funded by the state of Colorado. Institutional aid is financial aid that comes from the institution of higher education where the student is enrolled.

6. I have a question about the CASFA application, who do I contact?

Please contact the financial aid office at the institution you plan to attend if you have specific questions about your application. Should you have technical difficulties with your account, please contact CASFA@dhe.state.co.us.

Eligibility

1. Who can apply for CASFA?

Students classified as ASSET who graduated from a Colorado high school or were physically present in Colorado for at least one year immediately preceding the date you successfully completed a high school equivalency examination in Colorado; and have been physically present in Colorado for at least 12 consecutive months prior to enrolling in an institution. Non-U.S. citizens and those that are not permanent residents of the U.S. can use the CASFA to apply for institutional aid.

2. What if I do not qualify as an ASSET student? Can I still apply?

Yes. Non-U.S. citizen resident and non-resident students, who do not meet the qualifications listed above, can complete the CASFA to apply for institutional aid.

Student FAQ's

1. I forgot my password, how do I reset my password?

Please click on "Reset Password". An email correspondence with instructions to reset your password will be distributed to the email used to create your account.

2. Can I change the email associated with my account?

No. The email you use to create your account becomes your CASFA account ID and cannot be changed without creating a new account. For this reason, do not use your school email. It is strongly recommended to use a personal email that you will have long term access to. **Please do not create multiple accounts.**

3. Why is my school not listed in the school list?

Currently, only Colorado's public institutions of higher education participate in the CASFA. If you are attending a non-public institution, your financial aid office should have information if they have an alternative needs assessment tool for students unable to file the FAFSA.

4. I made a mistake on my application; how can I fix it?

To make changes to your application, please log into your account, select "Review and Update" on the appropriate aid year; select "Start, Edit, or Complete a Form". Locate the appropriate

section to revise from the left column and make the necessary updates. Once changes have been successfully completed, please proceed forward with the electronic signature process for both student and parent if applicable. Applications will remain in an incomplete status until signature requests have been completed by both student and parent, if applicable.

5. I have already signed the CASFA and want to add another school to receive my application. How do I add a new school?

To add or remove schools, please log into your account, select "Review and Update" on the appropriate aid year; select "Start, Edit, or Complete a Form". Locate the "School List" section in the left column and make the necessary updates. Once changes have been successfully completed, please proceed forward with the electronic signature process for both student and parent if applicable.

6. What if I tried to apply online, but I am having trouble submitting my application?

If you encounter the following issues, please email CASFA@dhe.state.co.us for assistance.

- Invalid User Error Message
- Email Unavailable (when using the email address you used to create your account).
- The web page freezes up/I got stuck on a page

Parents

1. My parent invitation to sign the CASFA has expired. How do I get a new one?

Parent signature invitations expire after 72 hours. You can resend the invitation by logging into the student portal and clicking the "Request Parent Signature" icon.

2. When I try to create my parent account I see an error – what should I do?

The information you input in the parent account creation page must match exactly the information your student submitted in the "parent information" section of the application. Make sure that your SSN/ITIN/DACA number and date of birth are an exact match to what your student submitted. Please enter zeros for the last four digits of your SSN/ITIN/DACA number (ex. 0000) if you do not have a SSN/ITIN/DACA number.

3. Why do I have to review my student's full application prior to signing?

Please take the time to fully review the data in the application to make sure it is correct prior to signing. This will avoid multiple corrections to the CASFA application. Each time a correction is made, new signature requests must be made for each party signing the CASFA.

Determining Aid

1. How much aid am I eligible for?

The CASFA itself does not award aid. State aid will be determined by your institution. To learn more about your financial aid eligibility please contact your financial aid office.

2. How do I view my EFC after completing the CASFA?

Unlike the FAFSA, you will not receive your EFC via email. To view your EFC, log into the student portal, select "Review and Update" on the appropriate aid year. Click on the down arrow to download the PDF file of your completed application. Your calculated EFC is visible at the bottom of the application, just above the signature section.

3. I have completed the CASFA what are my next steps?

Please continue to check your student portal at your designated institution for communications from the Financial Aid Office. Additional documentation may be requested to complete your application for state financial aid. Should you have any questions, please contact the Financial Aid Office at your designated institution.