

# A Deep Dive into the CSS Profile™

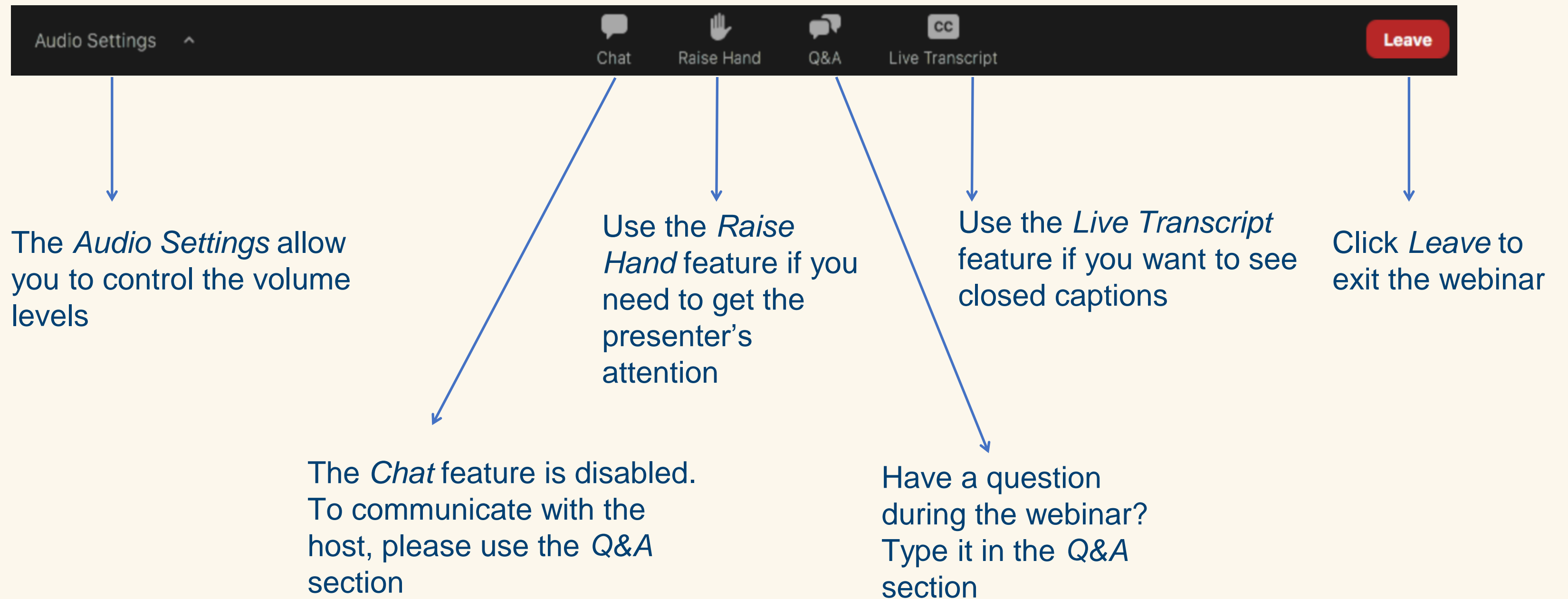
A MEFA Institute Webinar

*mefa*®

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## How to Participate







## About MEFA

Not-for-profit state authority  
created in 1982 helping  
families plan, save, and  
pay for college



## What is the CSS Profile?

- The College Board's online financial aid application
- Required by almost 200 colleges/universities & a handful of scholarship programs
  - Check each college/university's financial aid website
- All colleges also require the FAFSA®
- Used to award non-federal financial aid funds
- Opens October 1st each year
- Available for both domestic and international students





## Why Do Institutions Use the Profile?

- Collects more detailed information than the FAFSA
- Allows schools to ask customized questions
- Permits families to provide special circumstances



Start Here: [cssprofile.org](https://cssprofile.org)

High school seniors should apply for 2023-24

List of colleges that require the Profile

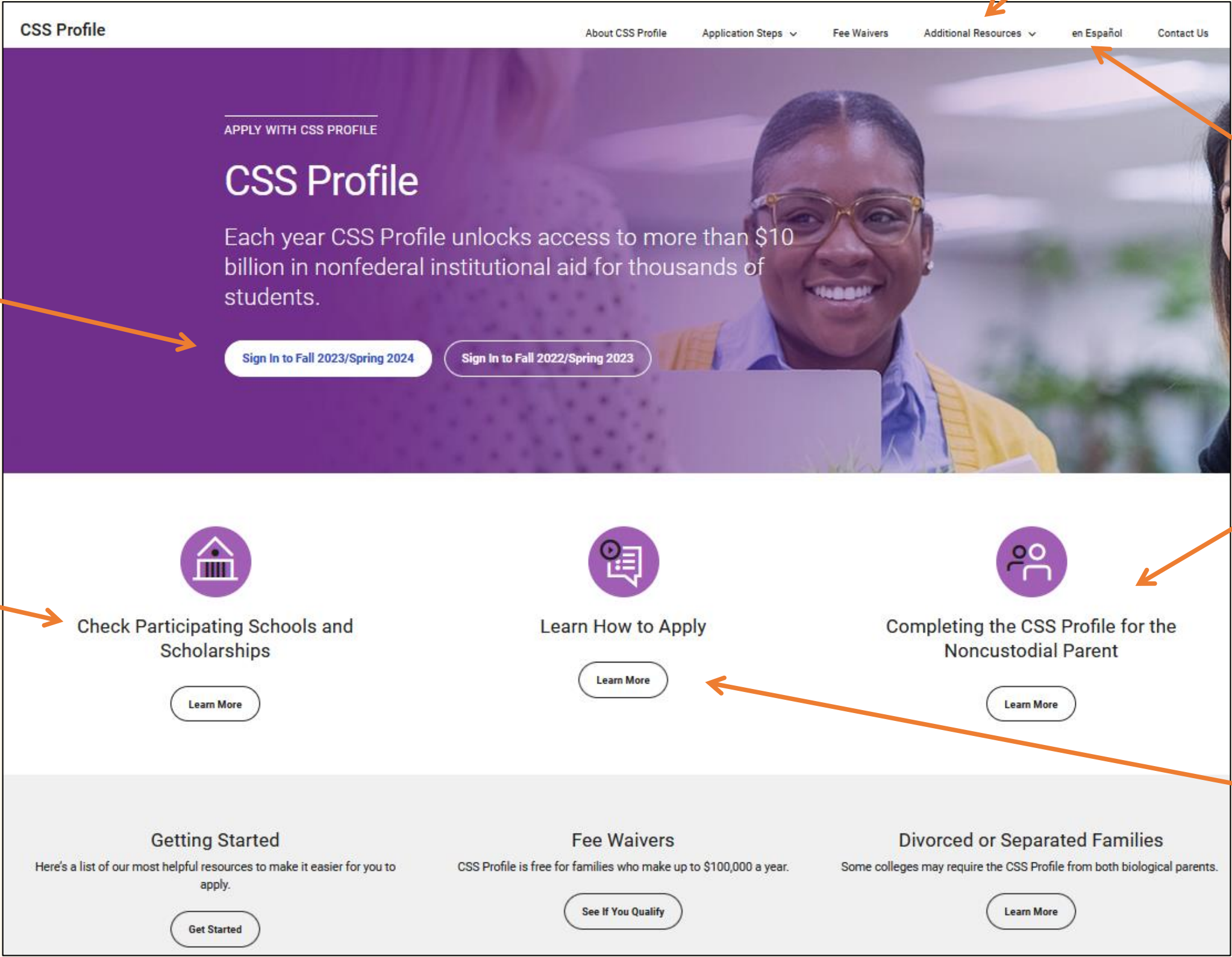
Links to more info

Links to more info

Spanish

Info for noncustodial parents

Overview webinar



Additional Resources on  
Homepage

# Resources

DOWNLOAD

**Creating a CSS Profile  
Account for Parent Use**

Current as of 9/21/2021 | PDF | 69.59 KB



DOWNLOAD

**CSS Profile Waiver Request  
for the Noncustodial Parent**

Current as of 9/21/2021 | PDF | 186.65 KB



DOWNLOAD

**CSS Profile Fee Waivers**

Read our FAQ for more details on submitting  
CSS Profile for free.

Current as of 9/21/2021 | PDF | 135.9 KB



For any parent, including all noncustodial parents, who is not using  
the student's account to complete the CSS Profile

# 2023-24 Participating Institutions and Programs

The following colleges, universities, and scholarship programs use CSS Profile and/or IDOC as part of their financial aid process for some or all of their financial aid applicants in the populations listed below. Please check schools’ websites or contact the institution for more information.

CSS Code	Institution Name	Institution State	CSS Profile – Domestic Students	CSS Profile – International Students	CSS Profile – Noncustodial Parents	IDOC
Show All ▾	Show All ▾	Show All ▾	Show All ▾	Show All ▾	Show All ▾	Show All ▾
1001	Adrian College, MI	MI	No	Yes	No	No
1003	Alabama A&M University	AL	No	No	No	Yes
5007	American University	DC	Yes	No	Yes	No
3003	Amherst College	MA	Yes	Yes	Yes	Yes
0193	Armenian Student Assoc of Amer	RI	Yes	Yes	No	No
3075	Babson College	MA	Yes	Yes	Yes	Yes



## Application Process

- Sign in
  - Use **student's** College Board account from SATs/AP tests
  - OR parents create a new student account using **parent's** information
  - A separate College Board account is needed for each student
- Left-hand sidebar will show different sections
- Sections are added when they become required
- Each section is checked and turns green when it's completed
- User *is* permitted to jump ahead to a different section
- Questions will be indicated if required
- Don't have to do the application all in one sitting
- When logging back in, user will be directed to first incomplete section
- Answers are automatically saved as you go
- Application is mobile-friendly



## Application General Tips

- Click *Save and Continue* to move to the next section
- To exit, click *Save and Continue* and then close the browser
- Use buttons in application, not web browser, to navigate
- Use hints and notes for question guidance
- Some questions will offer expandable hints you can click to read
- Families should answer all questions to which they have answers, such as the SSN
- Can leave an answer blank if it does not apply and is not required



## Parent Information

- Report all parents and step-parents (up to 4) (include deceased)
- Legal guardians should be reported as parents (different from the FAFSA)
- Custodial parent, current spouse, and student provide info
  - Provide list of colleges
- Some schools require noncustodial parent to submit a Profile (check school's website)
- Student supplies email address of noncustodial parent
  - Either after school selection or in dashboard after submission
  - It is student responsibility to follow up with noncustodial parent

**Divorced or Separated Families**  
Some colleges may require the CSS Profile from both biological parents.

[Learn More](#)

Link on  
homepage to  
helpful tips



## If Noncustodial Parent Info Not Available

- If no noncustodial parent is listed, student will receive follow-up questions **\*NEW\***
  - Is noncustodial parent:
    - Deceased
    - Unknown
    - Incarcerated
    - Involved with legal order or documented abuse
  - Is student:
    - A child of a single adoptive parent
    - A child conceived by single parent at time of conception
    - Not in contact with noncustodial parent
- Based on the answers provided, noncustodial parent questions may be removed
- If noncustodial parent info required but not available, contact each financial aid office



## Noncustodial Parent Instructions

- Noncustodial parent will receive an email request to submit the Profile
- Noncustodial parent completes a separate Profile
  - Use same website: [cssprofile.org](https://cssprofile.org)
  - Must create own College Board account
  - Will use student's CBFinAid ID (included in email)
  - Will create a **student** account with **parent** information
  - No student financial info provided, just student demographic info
  - Does not select colleges but sees them listed
  - Cannot submit application until at least one college is listed
  - Can use a fee payment code
  - If completing two CSS Profiles, will need to use two email addresses
- Custodial and noncustodial parents cannot see one another's application

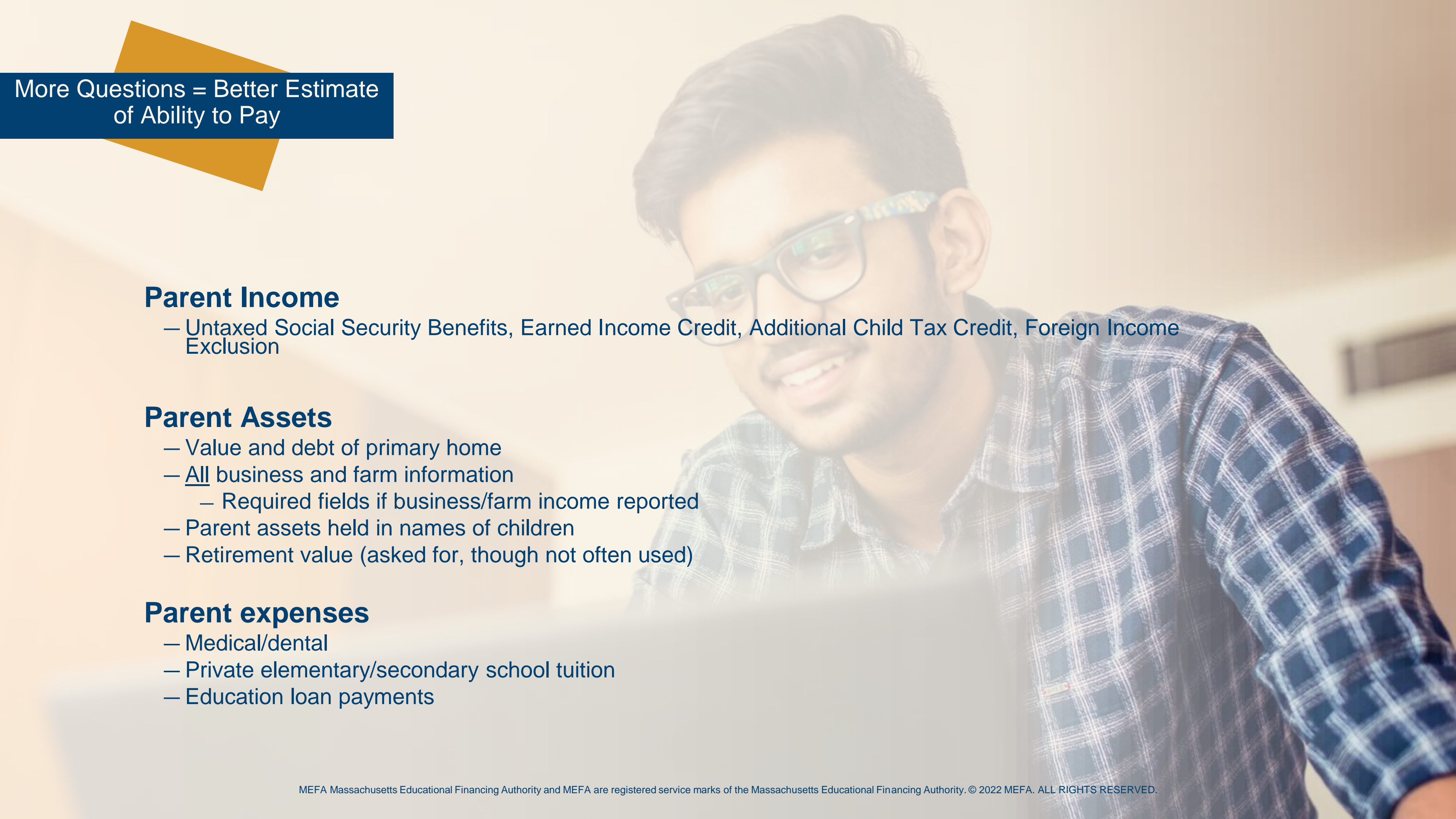


A young woman with dark hair tied back is sitting at a wooden desk in a library, looking at a laptop. Behind her are tall wooden bookshelves filled with books. The scene is brightly lit, likely from natural light coming from the right. A green geometric shape is in the top left corner.

## General Information Requested on Profile

- Colleges where student is applying
- Parent & student 2021 income
  - Will refer to tax return lines
- Parent & student projected income
  - 2022 & 2023
- Parent and student assets (current)
- Household member information
- Number of children in college





More Questions = Better Estimate  
of Ability to Pay

## Parent Income

- Untaxed Social Security Benefits, Earned Income Credit, Additional Child Tax Credit, Foreign Income Exclusion

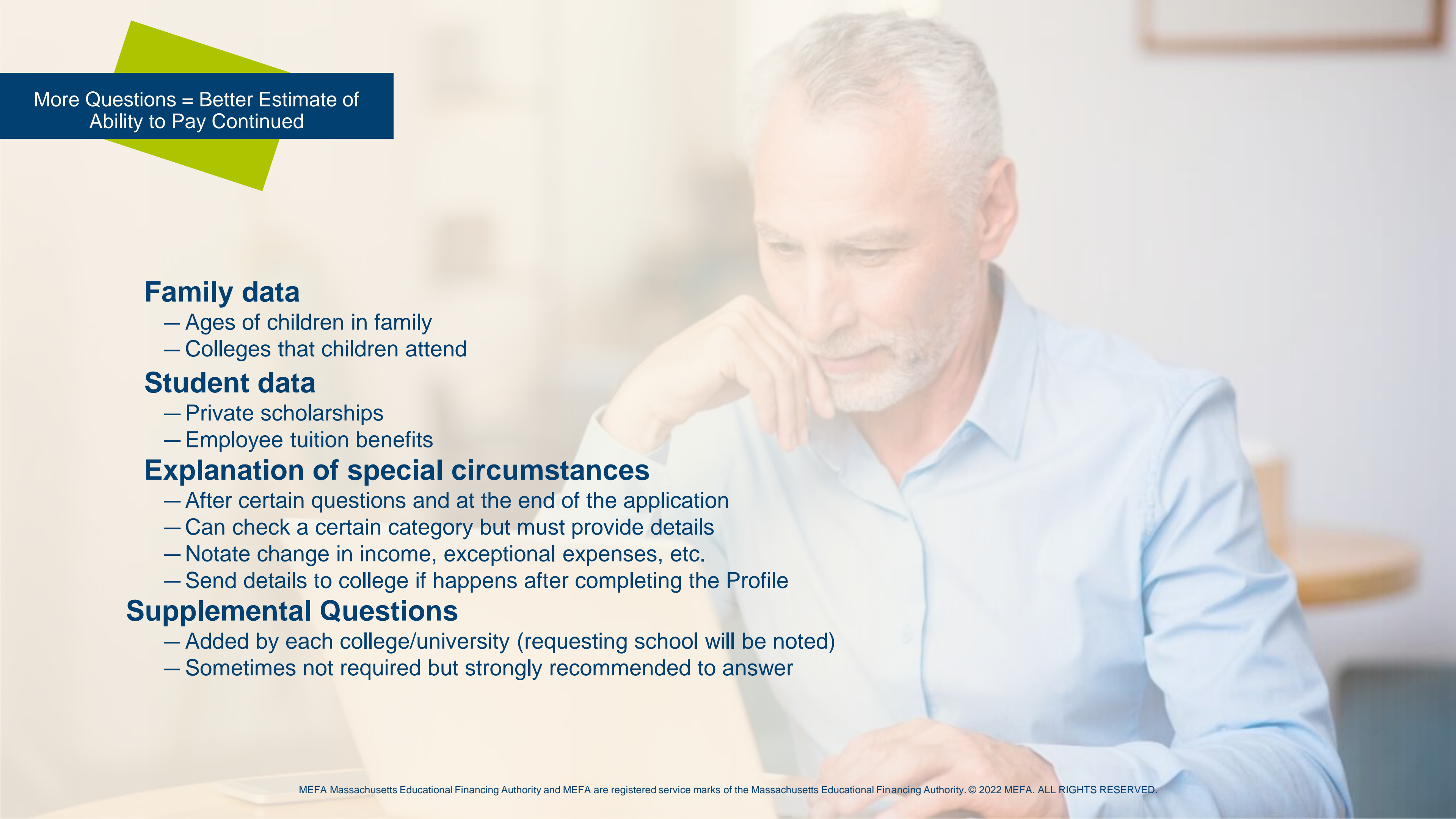
## Parent Assets

- Value and debt of primary home
- All business and farm information
  - Required fields if business/farm income reported
- Parent assets held in names of children
- Retirement value (asked for, though not often used)

## Parent expenses

- Medical/dental
- Private elementary/secondary school tuition
- Education loan payments





More Questions = Better Estimate of  
Ability to Pay Continued

### **Family data**

- Ages of children in family
- Colleges that children attend

### **Student data**

- Private scholarships
- Employee tuition benefits

### **Explanation of special circumstances**

- After certain questions and at the end of the application
- Can check a certain category but must provide details
- Notate change in income, exceptional expenses, etc.
- Send details to college if happens after completing the Profile

### **Supplemental Questions**

- Added by each college/university (requesting school will be noted)
- Sometimes not required but strongly recommended to answer





## Fees

- \$25 for the application and initial school report
- \$16 for each additional school report
- Payment options: Credit card or debit card
- Noncustodial parent's Profile: \$25 one-time
- Expanded fee waiver policy





## Fee Waivers

- Automatically granted if family meets one of the following:
  - Household income (AGI) is \$100,000 or less
  - Student is an orphan or ward of the court and under 24
  - Student received an SAT fee waiver (must use student's College Board account)
- Available to freshman/transfer/returning/independent undergraduate students
- Available to students whose parents live in U.S.
- Not available for international students
- Use for unlimited # of schools
- Noncustodial parents: fee waiver if meet same income guidelines above



A young man with brown hair, wearing a white t-shirt with red sleeves and a backpack, is smiling at the camera. He is standing on a college campus with other students and trees in the background. A blue banner with a green triangle is in the top left corner.

## Fee Payment Codes

- Purchased by colleges/universities/organizations for use by students
- Each code pays for one college submission
- No limit on use of fee payment codes



## Submitting the Profile

- Will be given a chance to review the application
  - Prompts given to review inconsistencies or possible errors
  - Able to print answers if desired
- Will need to check box to certify that application is accurate
- Will be asked to pay – fee waivers show here



## Dashboard

- Can access anytime
- Tab on top right of application
- Includes:
  - Application status
  - Each college's submission date, deadline, and additional documents required
  - Next steps required by each school
  - Payment receipt
  - Option to save or print application
  - Opportunity to add a college or program
  - Link to IDOC
  - Space to add noncustodial parent's email address (can be sent multiple times)
  - The student's CBFinAid ID



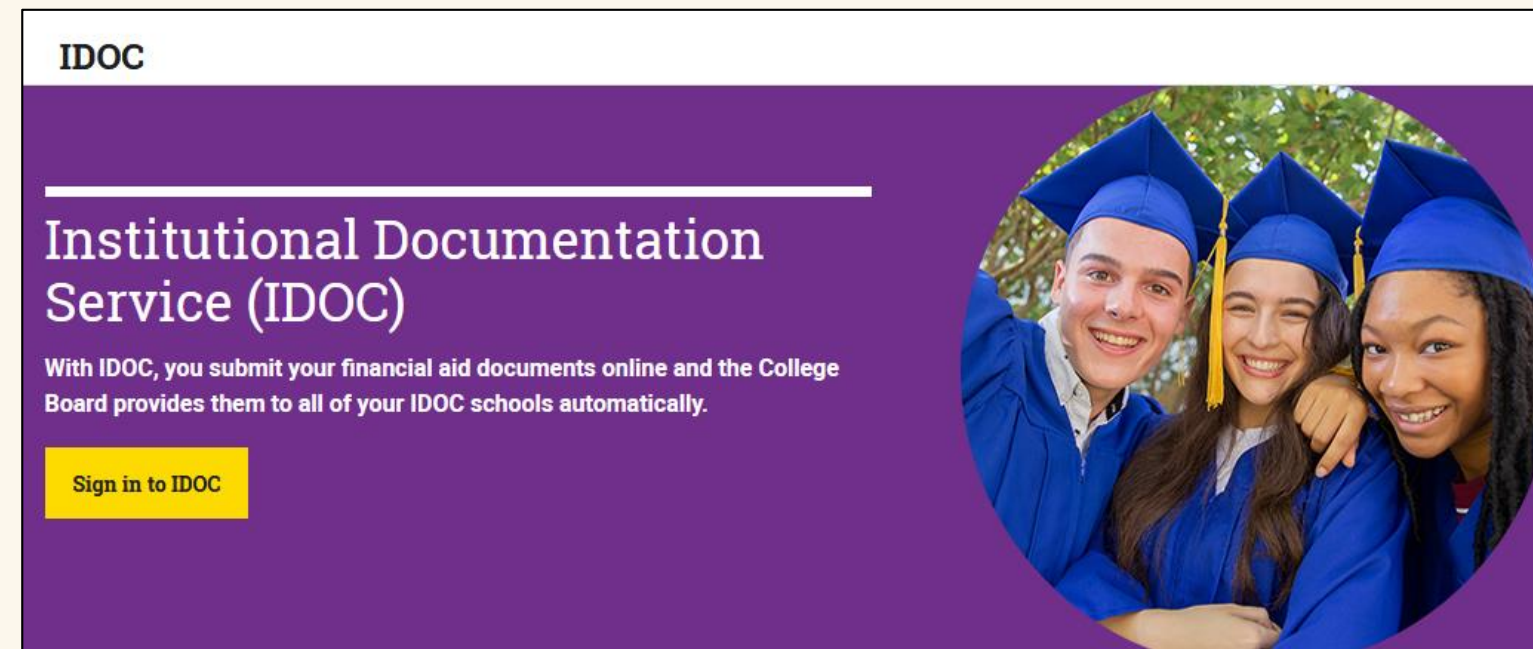
## Corrections

- Students can submit corrections one time per application for certain situations:
  - Student completed the application as an independent but is actually a dependent
  - Student did not include business or farm information
  - Catch-all drop-down box
    - Options include “made a mistake” and “change in employment”
    - Student can provide a written explanation of the change
- Corrections are permitted only after original application has been delivered (~24 hours)
- Cannot complete a correction and *add college request* at the same time
- No charge to submit corrections



## What is IDOC?

- College Board's Institutional Documentation Service
- Collects family documents (such as tax returns) on institution's behalf
- Not all CSS Profile schools use IDOC; check with each college
- IDOC student dashboard tells student of required documents
- Institution-specific forms are under the *Get Forms* link on the IDOC dashboard
- Documents must be in JPEG, TIFF, or PDF format
- Sign any documents on signature lines
- IDOC Customer Service: (866) 897-9881
- [idoc.collegeboard.com](https://idoc.collegeboard.com)





# IDOC Overview

## Institutional Documentation Service (IDOC) Overview

0% Done


### 1. IDOC Introduction

- ☐ About IDOC
- ☐ Log in to IDOC
- ☐ Determining What Documents Are Required
- ☐ Uploading Documents
- ☐ Checking the Status of Documents
- ☐ How to Complete Institutional Forms
- ☐ Tips for a Successful IDOC Submission
- ☐ Helpful Resources
- ☐ Survey


## IDOC Introduction


IDOC is a service that collects family financial documents and distributes them to institutions on behalf of the student.

In this overview, we are going to discuss what IDOC is and guide you through its use. To begin, use the navigation on the left to select the topic you wish to learn more about or view the video in its entirety by clicking play below.



### Institutional Documentation Service (IDOC) Overview





[slides.collegeboard.org/idoc-student-dashboard](https://slides.collegeboard.org/idoc-student-dashboard)



## Profile Customer Support Center

Click on *Contact Us* on the top navigation bar

### Contact Us

**Support Hours:**

- October 1 through February 28: Monday-Friday from 9am-10pm ET
- March 1 through September 30: Monday-Friday from 9am-6pm ET
- Certain holidays may affect these hours.

#### CSS Profile For Students

U.S. and Canada: 844-202-0524

International: 212-299-0096

Email  
[FinaidServices@collegeboard.org](mailto:FinaidServices@collegeboard.org)

#### IDOC For Students

U.S. and Canada: 866-897-9881

International: 212-299-0096

Email  
[FinaidServices@collegeboard.org](mailto:FinaidServices@collegeboard.org)

#### For Financial Aid Administrators

Phone: 866-881-1167

Email  
[FinaidServices@collegeboard.org](mailto:FinaidServices@collegeboard.org)

#### For Counselors

Phone: 800-626-9795

Email  
[FinaidServices@collegeboard.org](mailto:FinaidServices@collegeboard.org)

Live Chat

Family customer support

School counselor customer support

Chat





## Things To Do

- Register for upcoming MEFA Institute webinars and complete lessons to earn PDPs: [mefa.org/mefa-institute](https://mefa.org/mefa-institute)
- Share MEFA resources with families
- Visit [mefa.org/counselors](https://mefa.org/counselors)
- Encourage families to:
  - Register for MEFA webinars at [mefa.org/events](https://mefa.org/events)
  - Research financial aid deadlines and required applications
  - Complete the FAFSA and CSS Profile



Connect with MEFA on Social Media

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 [@mefa\\_ma](https://www.instagram.com/mefa_ma)

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 [linkedin.com/company/mefa](https://linkedin.com/company/mefa)

 [youtube.com/MEFAcounselor](https://youtube.com/MEFAcounselor)

 [mefa.org/mefa-podcast](https://mefa.org/mefa-podcast)





Thank You

QUESTIONS?

Call (800)-449-MEFA (6332)  
or email [collegeplanning@mefa.org](mailto:collegeplanning@mefa.org)

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