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January 4, 2017

Dear parents,

We recently sent an email announcing that FACTS will replace PSAS as the processor of our tuition assistance applications. We are writing today to provide you with more information about the process of applying for tuition assistance using FACTS.

- In order to be considered for tuition assistance, you will need to complete the FACTS application, available online in both English and Spanish at www.online.factsmgt.com/aid, by March 31, 2017. You will need to include a copy of current wage and tax information and pay the \$26 non-refundable processing fee to complete your application.
 - In the case of divorced parents who share responsibility for paying the tuition bill, each parent will need to complete the application.
- FACTS has a call center to assist you with completing the application. Call 866-315-9264 on Monday-Friday from 7:30 a.m. to 9 p.m. You can use the chat feature with a support specialist Monday-Friday from 8 a.m. to 5 p.m.
- Much information about completing the application, including an instructional video, has been posted on the Holy Family website at <http://www.holyfamilydbq.org/admissions/apply-for-tuition-assistance>.
- If you need assistance in paying the cost of the processing fee, please contact your parish.
- We have scheduled two help nights to assist you with the application. These will take place on Tuesday, February 21 (a Spanish-speaking volunteer will be available), and Thursday, March 2, from 6-7:30 p.m. in the Holy Family Central Office.

If you have specific questions about tuition assistance, please contact Tuition Coordinator Katie Tracy at 563-582-5456 ext. 283 or ktracy@holyfamilydbq.org. You can also reach the FACTS call center at 866-411-4637 with specific application questions.

Sincerely,

Carol Trueg, Chief Administrator

Summary Timeline

January 1	Applications available on-line at online.factsmgt.com/aid .
March 31	Completed applications must be post-marked or filed electronically with all required tax materials. Applications with missing information cannot be processed.
May 15	Award notification letters sent to all families who applied.

**Note applications that are incomplete on March 31st or new applications after that date will be considered for later STO rounds, pending available funding. Amounts of any available later awards are generally considerably smaller.*