



2005 Kane St.  
Dubuque, IA 52001  
(563) 582-5456  
Fax: (563) 583-3885

January 3, 2018

Dear parents,

- In order to be considered for **any** tuition assistance, you will need to complete the FACTS application, available online in both English and Spanish at [www.online.factsmgmt.com/aid](http://www.online.factsmgmt.com/aid), by March 29, 2018. 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 [866-441-4637](tel:866-441-4637) on Monday-Friday from 7:30 a.m. to 9:00 p.m. You can use the chat feature with a support specialist Monday-Friday from 8:00 a.m. to 5:00 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 Thursday, Feb. 8, from 4:00-5:30 p.m., and Tuesday, Feb. 20, from 6:00-7:30 p.m. (a Spanish-speaking volunteer will be available) in the Holy Family Central Office at [2005 Kane St., Dubuque](#). No appointment is necessary on these two nights.

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

Sincerely,

A handwritten signature in cursive script that reads "Carol Trueg".

Carol Trueg, Chief Administrator

#### Summary Timeline

<b>January 1</b>	Applications available on-line at <a href="http://online.factsmgmt.com/aid">online.factsmgmt.com/aid</a> .
<b>March 29</b>	Completed applications must be filed electronically with all required tax materials. Applications with missing information cannot be processed.
<b>May 11</b>	Award notification letters sent to all families who applied.

*\*Note applications that are incomplete on March 29 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.*