



Educational Assistance Program (EAP) Application User Guide





Notes



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Introduction

PHEAA and the Pennsylvania Department of Military and Veterans Affairs (DMVA) administer the Education Assistance Program to provide assistance for students who enter into a service commitment with the Pennsylvania National Guard for a period of six years. The PA National Guard Educational Assistance Program (EAP) application is an on-line application available through the student or consumer portal, which may be accessed through www.pheaa.org.

This user guide describes how to access and complete the on-line EAP application.

Access from the PHEAA Website

1. Enter the following URL in a Web browser: www.pheaa.org.

The PHEAA home page displays.

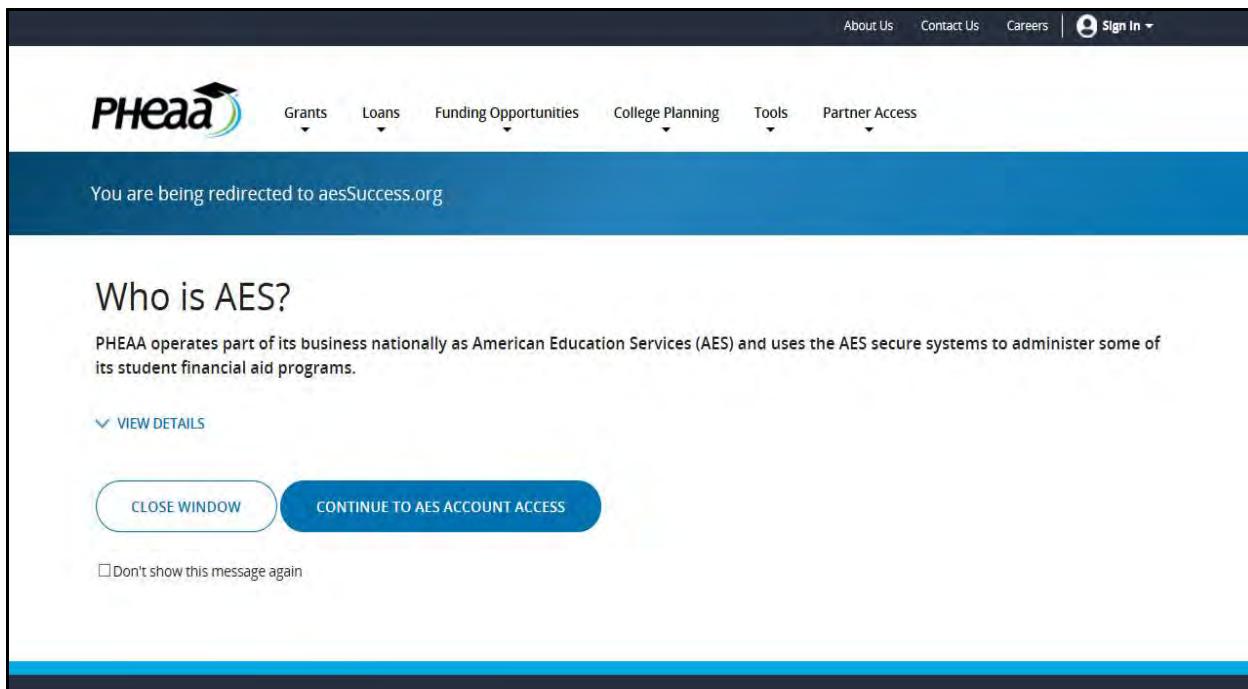


2. Click **Sign In** and then **Borrowers/Students** at the top corner of the screen.



Education Assistance Program (EAP) Application

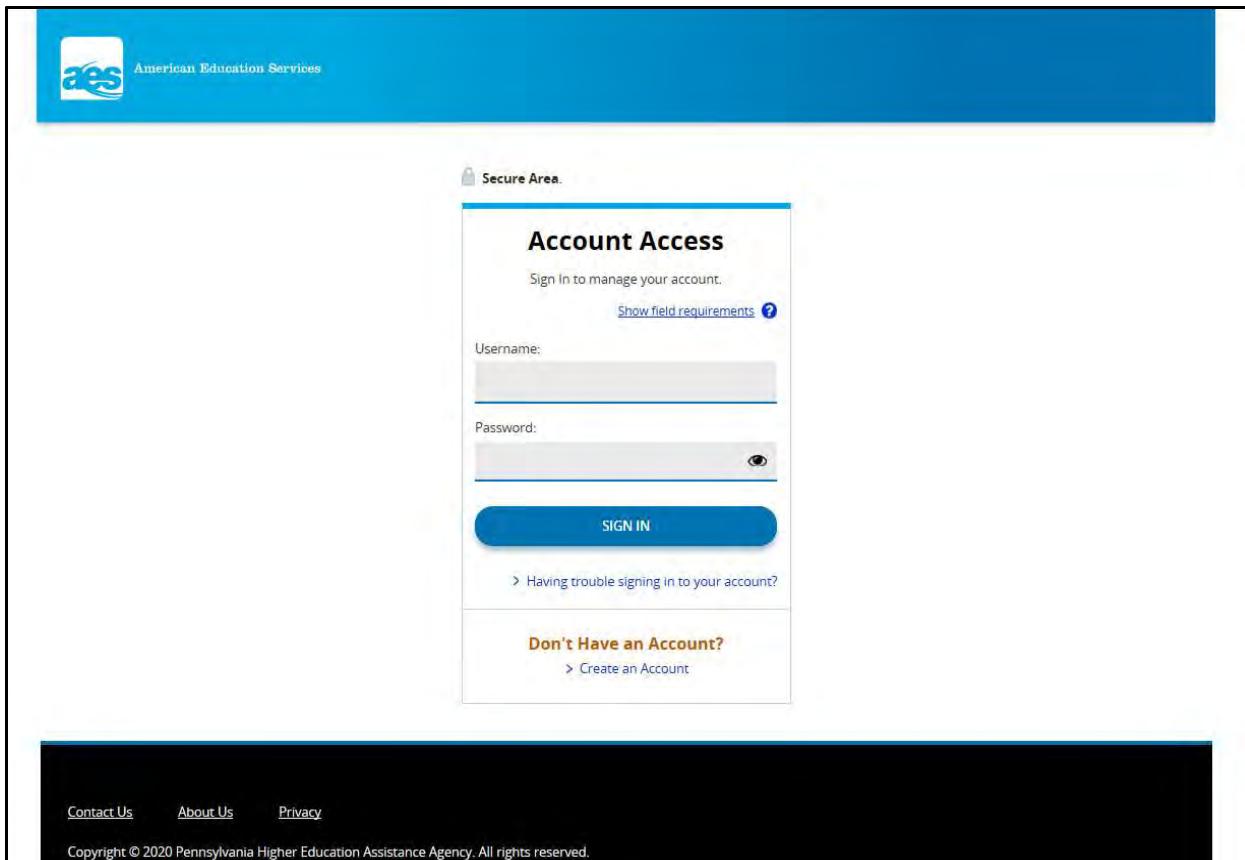
The **Who is AES?** page displays.

A screenshot of a web page titled "Who is AES?". The page is part of the PHEAA website, as indicated by the logo in the top left. The top navigation bar includes links for "About Us", "Contact Us", "Careers", and a "Sign In" button. Below the navigation, there are links for "Grants", "Loans", "Funding Opportunities", "College Planning", "Tools", and "Partner Access". A blue banner at the top of the main content area states "You are being redirected to aesSuccess.org". The main content area features a heading "Who is AES?" and a paragraph explaining that PHEAA operates part of its business nationally as American Education Services (AES) and uses the AES secure systems to administer some of its student financial aid programs. Below this text is a "VIEW DETAILS" link. At the bottom of the page are two buttons: "CLOSE WINDOW" and "CONTINUE TO AES ACCOUNT ACCESS". There is also a checkbox labeled "□ Don't show this message again".

This page explains that the consumer will be redirected to the AES Account Access website.

3. Click the **Continue to AES Account Access** button to view the **Account Access Sign In** page.

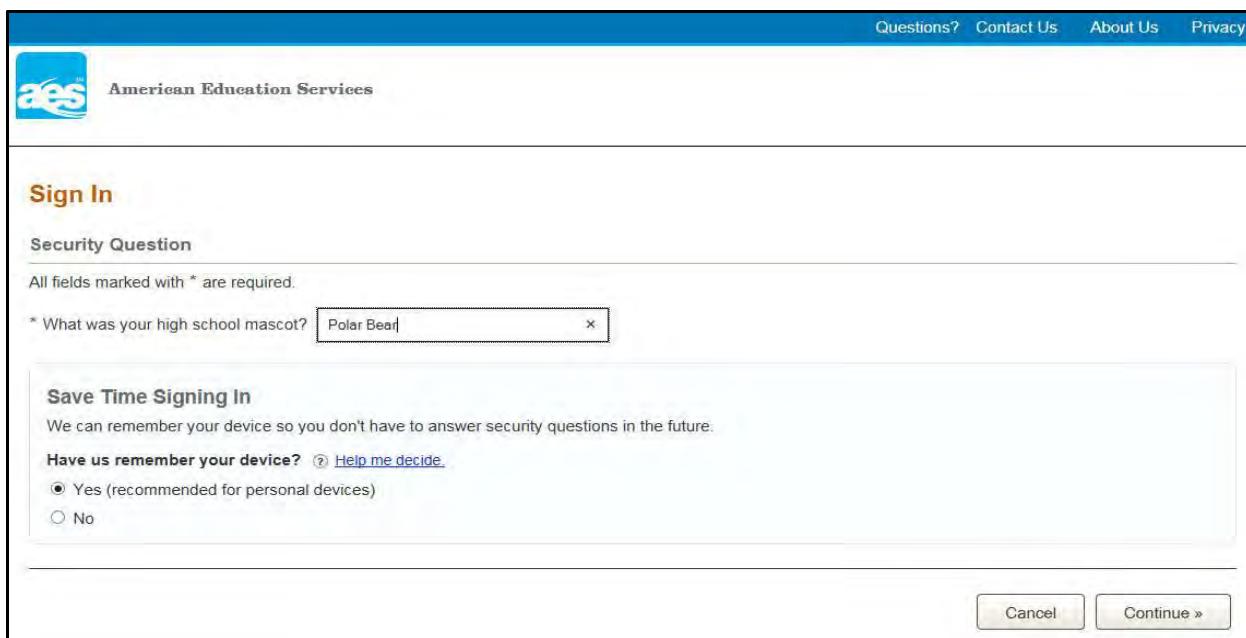
The **Account Access Sign In** page displays.



The screenshot shows the 'Account Access' sign-in page. At the top, there's a blue header with the 'AES' logo and the text 'American Education Services'. Below the header, a 'Secure Area' indicator is shown. The main form is titled 'Account Access' and includes fields for 'Username' and 'Password', a 'SIGN IN' button, and links for trouble signing in and creating an account. The footer contains links for 'Contact Us', 'About Us', and 'Privacy', and a copyright notice for 2020.

4. In the **Username** field, enter the consumer's name.
5. In the **Password** field, enter the consumer's password.
6. Click the **SIGN IN** button.

The **Account Access** page displays with a security question.



The screenshot shows the 'Sign In' page of the PHEAA EAP Application. At the top, there is a navigation bar with links for 'Questions?', 'Contact Us', 'About Us', and 'Privacy'. Below the navigation bar, the 'American Education Services' logo is displayed. The main content area is titled 'Sign In' and contains a 'Security Question' section. It asks 'What was your high school mascot?' with the response 'Polar Bear' entered into the field. Below this, there is a 'Save Time Signing In' section with the sub-instruction 'We can remember your device so you don't have to answer security questions in the future.' It includes a 'Help me decide' link and two radio button options: 'Yes (recommended for personal devices)' (selected) and 'No'. At the bottom right of the page are 'Cancel' and 'Continue >' buttons.

Use this page to answer the security question and determine whether to opt out of the security question in the future.

NOTE: This page displays if the consumer has not opted to have the computer remembered.

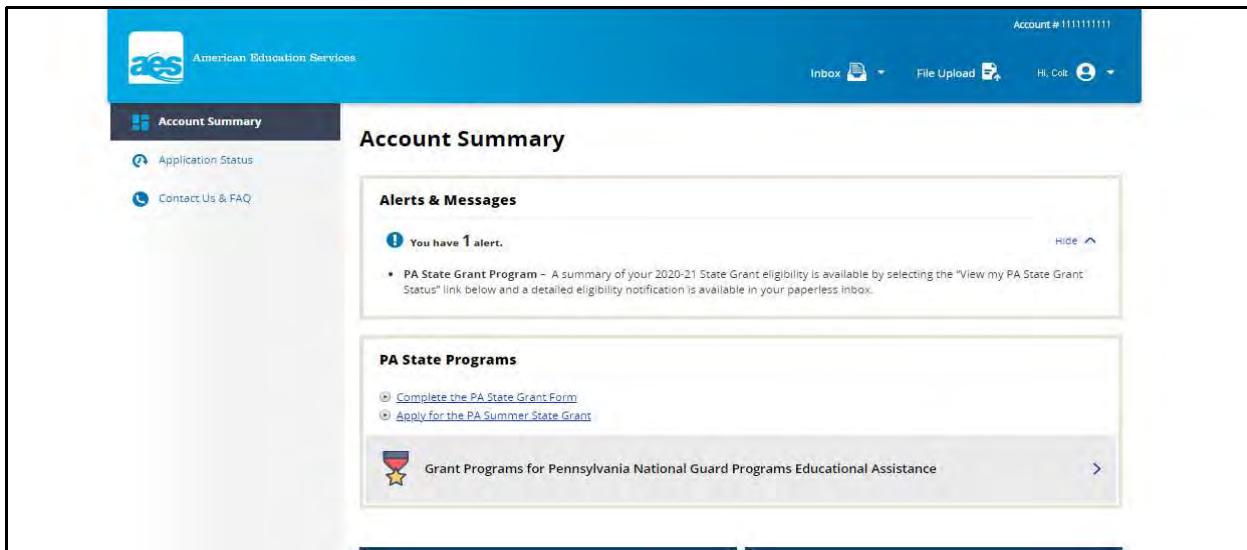
7. Enter the response to the security question. This field is required.
8. Click **Yes (recommended for home computers)** to remember the computer to avoid answering security questions for each login or **No** to not remember this computer. This field is required.

NOTE: Security questions are required when the user forgets the password and it needs to be reset.

9. Click the **Continue** button.

Education Assistance Program (EAP) Application

The **Account Summary** page displays for the consumer.



The screenshot shows the 'Account Summary' page of the PHEAA EAP application. At the top, there is a navigation bar with the PHEAA logo, the text 'American Education Services', and account information ('Account # 1111111111'). Below the navigation bar, there are links for 'Application Status' and 'Contact Us & FAQ'. The main content area is titled 'Account Summary' and contains two sections: 'Alerts & Messages' and 'PA State Programs'. The 'Alerts & Messages' section has a message about the PA State Grant Program. The 'PA State Programs' section has links to 'Complete the PA State Grant Form' and 'Apply for the PA Summer State Grant'. At the bottom of this section, there is a link to 'Grant Programs for Pennsylvania National Guard Programs Educational Assistance' with a small icon of a star and a ribbon.

10. Click the **Grant Programs for Pennsylvania National Guard Programs Educational Assistance** link.

Education Assistance Program (EAP) Application

The **PA National Guard Programs** page displays.



11. If the consumer is unsure which program to apply for, click the **HELP ME DECIDE** link. Refer to the National Guard Quiz section for more details.
12. Click the **APPLY NOW** button under the Educational Assistance Program (EAP) section to apply for the Educational Assistance Program.

NOTE: Refer to the user guide for the Military Family Education Program (MFEP) to review more information about applying for the Military Family Education Program.



Education Assistance Program (EAP) Application

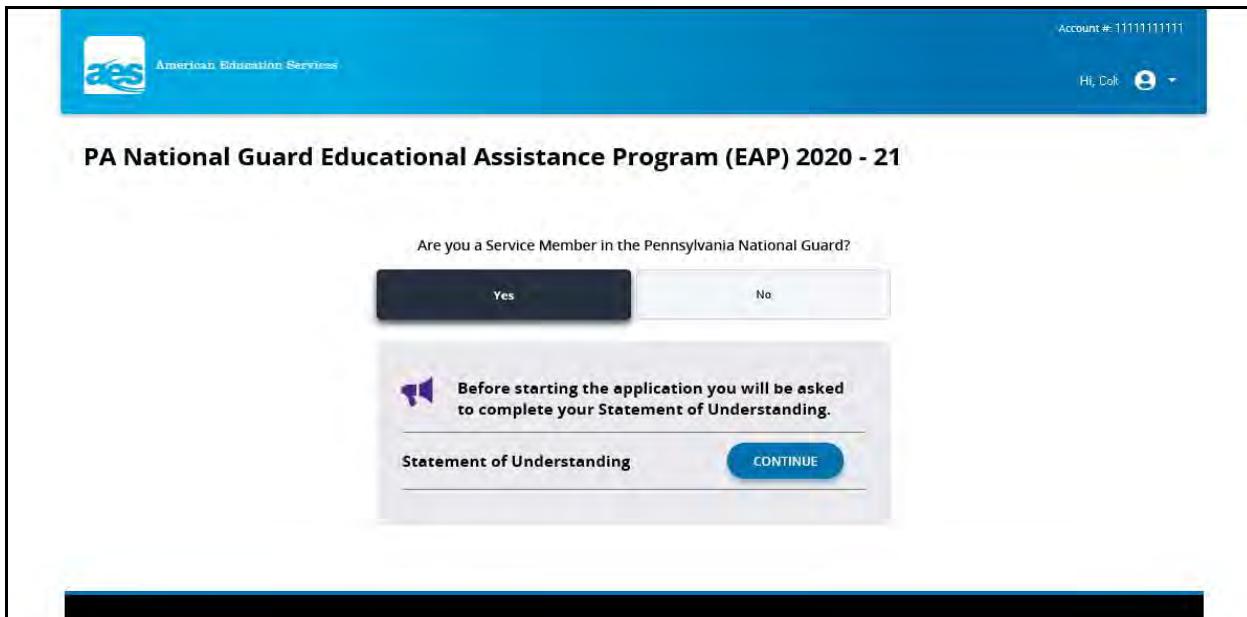
The **PA National Guard Education Assistance Program (EAP)** page displays.

A screenshot of a web application page for the PA National Guard Education Assistance Program (EAP) 2020-21. The page has a blue header with the PHEAA logo, account number 1111111111, and a user greeting "Hi, Colton". The main content area has a white background. At the top, it asks "Are you a Service Member in the Pennsylvania National Guard?" with "Yes" and "No" buttons. Below this, there is a black footer bar containing links to "Privacy Policy", "Online Services Terms of Use", "Right to Know", and "Contact Us". The footer also includes copyright information: "Copyright © 2020 Pennsylvania Higher Education Assistance Agency. All rights reserved. PHEAA conducts its student loan servicing operations commercially as American Education Services (AES)".

13. Click **Yes** or **No** to answer the following question: **Are you a Service Member in the Pennsylvania National Guard?**

Education Assistance Program (EAP) Application

The **Statement of Understanding** message displays.



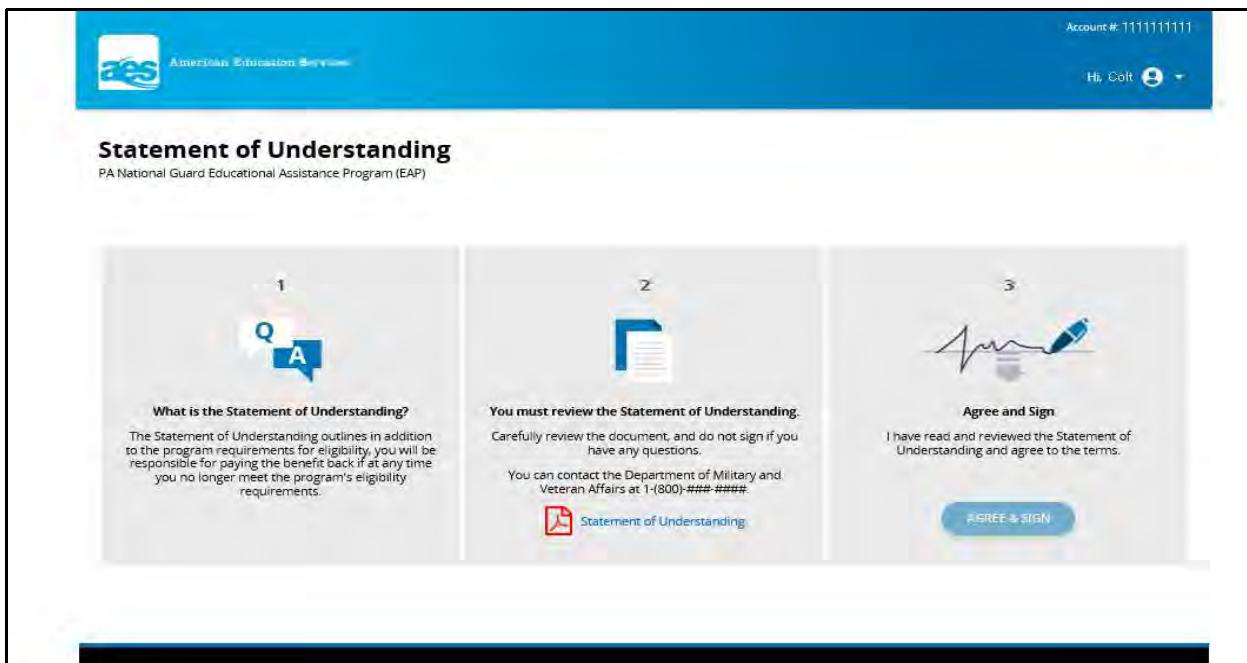
Before starting the application, the consumer must complete and read the Statement of Understanding.

NOTE: Only first-time applicants are required to complete the Statement of Understanding before completing the application.

14. Click the **CONTINUE** button.

Statement of Understanding

The **Statement of Understanding** page displays.



This screen describes the Statement of Understanding.

1. Click the PDF icon for the **Statement of Understanding** to open it.

**Education Assistance Program (EAP) Application**

The Statement of Understanding PDF opens.

NAME: _____ SSN: _____

**PENNSYLVANIA NATIONAL GUARD – EDUCATIONAL ASSISTANCE PROGRAM (EAP)
STATEMENT OF UNDERSTANDING**

For use of this form, see applicable guidance in below authorities

DATA REQUIRED BY THE PRIVACY ACT OF 1974

AUTHORITY: 51 PA Consolidated Statute, Chapter 32; Pennsylvania Military Regulation 621-5

PRINCIPAL PURPOSE: To apply for tuition assistance benefit as provided by the Educational Assistance Program

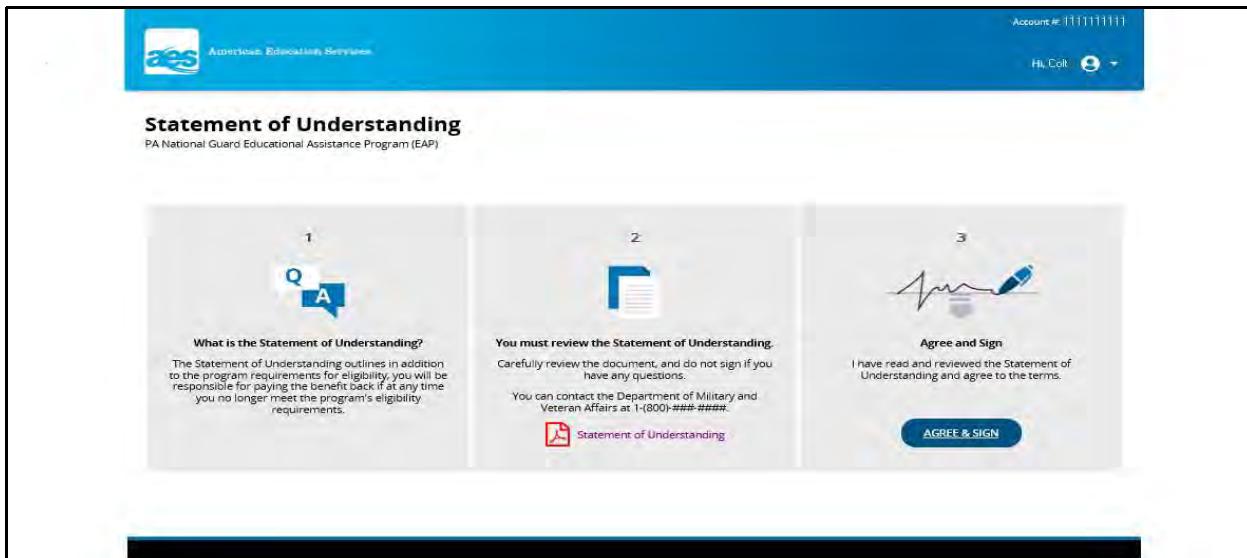
ROUTINE USED: Confirmation of obligation, participation, requirements and benefit under the Educational Assistance Program and as a basis for recoupment if member fails to fulfill service obligation

DISCLOSURE: Disclosure is voluntary; however, if not provided, you will not be eligible for

2. Scroll down to read each page.
3. Close the PDF.

Education Assistance Program (EAP) Application

The **Statement of Understanding** page redisplays.



Statement of Understanding
PA National Guard Educational Assistance Program (EAP)

1

What is the Statement of Understanding?
The Statement of Understanding outlines in addition to the program requirements for eligibility, you will be responsible for paying the benefit back if at any time you no longer meet the program's eligibility requirements.

2

You must review the Statement of Understanding.
Carefully review the document, and do not sign if you have any questions.
You can contact the Department of Military and Veteran Affairs at 1-(800)-###-###-###.

 [Statement of Understanding](#)

3

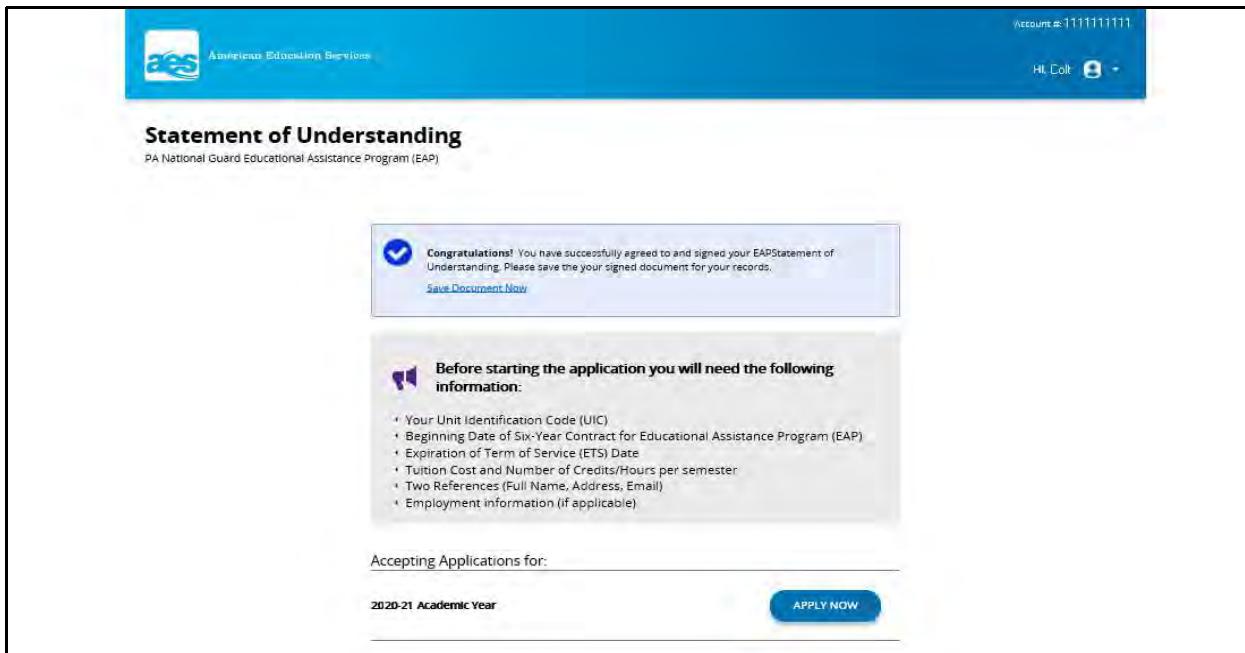
Agree and Sign
I have read and reviewed the Statement of Understanding and agree to the terms.

AGREE & SIGN

4. Click the **AGREE & SIGN** button.

Education Assistance Program (EAP) Application

The **Statement of Understanding** page redisplays with the Congratulations message.



The screenshot shows the 'Statement of Understanding' page for the PA National Guard Educational Assistance Program (EAP). At the top, the PHEAA logo is visible. The page title is 'Statement of Understanding' with the subtitle 'PA National Guard Educational Assistance Program (EAP)'. A 'Congratulations!' message box is displayed, stating: 'Congratulations! You have successfully agreed to and signed your EAP Statement of Understanding. Please save the your signed document for your records.' Below this is a 'Save Document Now' link. A grey box contains a speaker icon and the text: 'Before starting the application you will need the following information:'. A bulleted list follows: 'Your Unit Identification Code (UIC)', 'Beginning Date of Six-Year Contract for Educational Assistance Program (EAP)', 'Expiration of Term of Service (ETS) Date', 'Tuition Cost and Number of Credits/Hours per semester', 'Two References (Full Name, Address, Email)', and 'Employment information (if applicable)'. At the bottom, there is a text input field for 'Accepting Applications for:', a '2020-21 Academic Year' dropdown, and a prominent blue 'APPLY NOW' button.

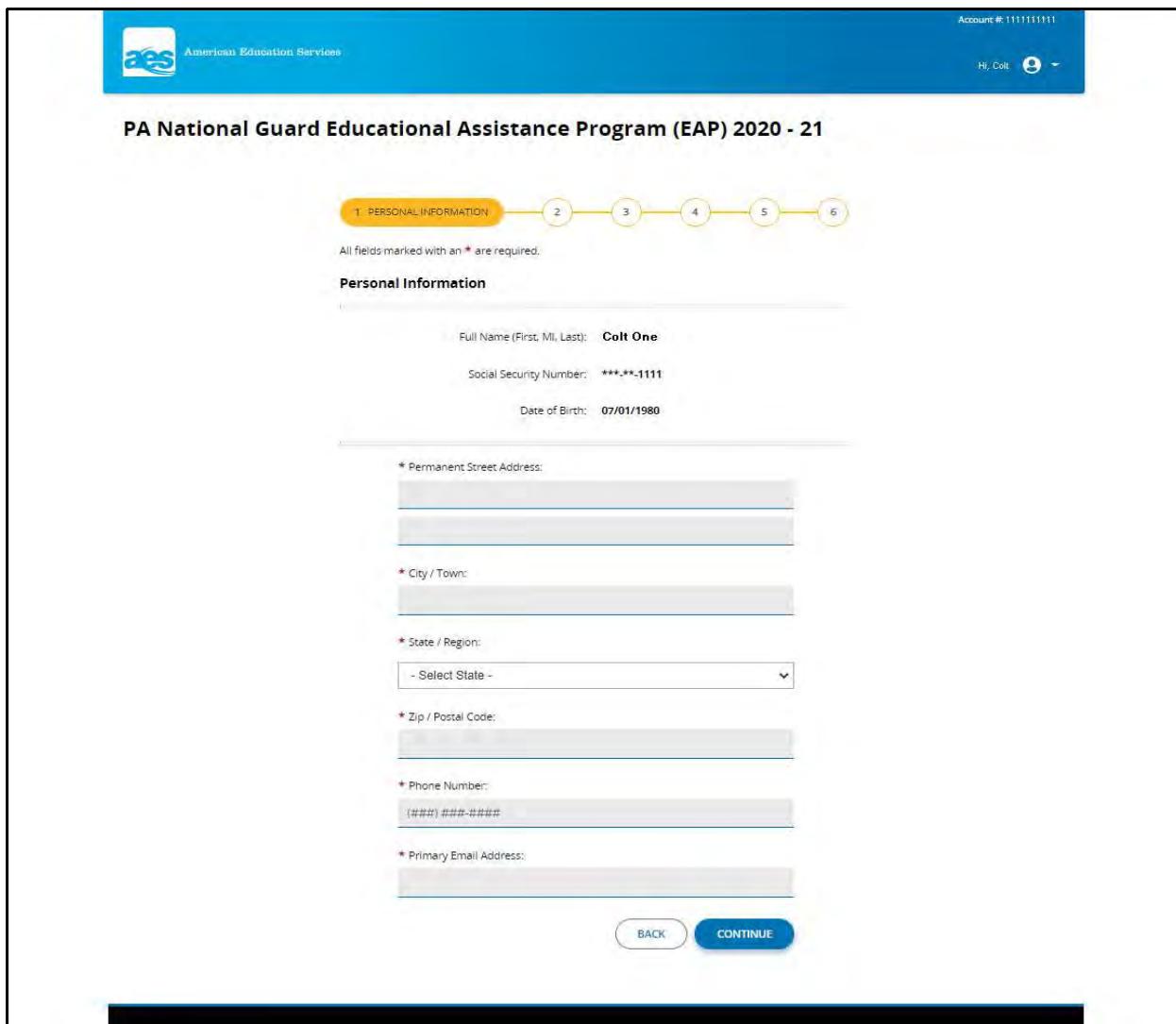
NOTE: Click the **Save Document Now** link under the Congratulations message to save the Statement of Understanding.

This page displays the list of additional information that is required in order to complete the EAP application.

5. If the consumer has their information available to apply, click the **APPLY NOW** button.

Personal Information

The **Personal Information** page displays.



PA National Guard Educational Assistance Program (EAP) 2020 - 21

1 PERSONAL INFORMATION 2 3 4 5 6

All fields marked with an * are required.

Personal Information

Full Name (First, Mi, Last): **Colt One**

Social Security Number: *****-**-1111**

Date of Birth: **07/01/1980**

* Permanent Street Address:

* City / Town:

* State / Region:

- Select State -

* Zip / Postal Code:

* Phone Number:

(###) ###-####

* Primary Email Address:

BACK CONTINUE

The top of the page displays the service member's full name, Social Security number and Date of Birth.

1. In the **Permanent Street Address** fields, enter one or two lines for the service member's street address. This field is required.
2. In the **City/Town** field, enter the name of the service member's city of residence. This field is required.

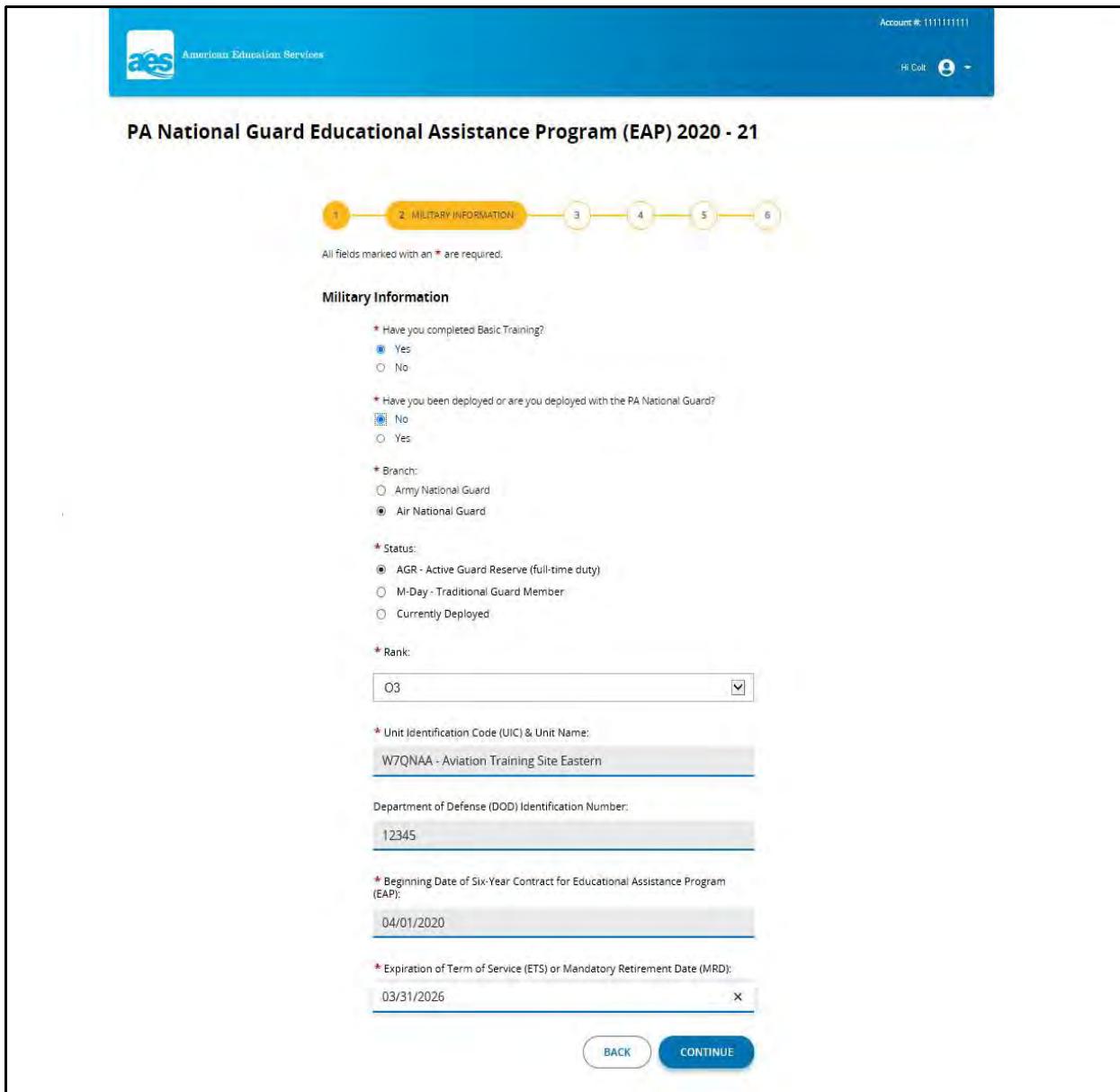


Education Assistance Program (EAP) Application

3. In the **State/Region** field, click the drop-down arrow to select the state or region of the service member's residence. This field is required.
4. In the **Zip/Postal Code** field, enter the ZIP or postal code. This field is required.
5. In the **Phone Number** field, enter the service member's phone number. This field is required.
6. In the **Primary Email Address** field, enter the service member's primary email address. This field is required.
7. Click the **CONTINUE** button.

Military Information

The **Military Information** page displays.



The screenshot shows the 'PA National Guard Educational Assistance Program (EAP) 2020 - 21' application. The 'MILITARY INFORMATION' section is highlighted. A progress bar at the top indicates steps 2 through 6. A note says 'All fields marked with an * are required.' The 'Military Information' section contains the following fields:

- * Have you completed Basic Training?
 Yes
 No
- * Have you been deployed or are you deployed with the PA National Guard?
 No
 Yes
- * Branch:
 Army National Guard
 Air National Guard
- * Status:
 AGR - Active Guard Reserve (full-time duty)
 M-Day - Traditional Guard Member
 Currently Deployed
- * Rank:
O3
- * Unit Identification Code (UIC) & Unit Name:
W7QNAA - Aviation Training Site Eastern
- Department of Defense (DOD) Identification Number:
12345
- * Beginning Date of Six-Year Contract for Educational Assistance Program (EAP):
04/01/2020
- * Expiration of Term of Service (ETS) or Mandatory Retirement Date (MRD):
03/31/2026

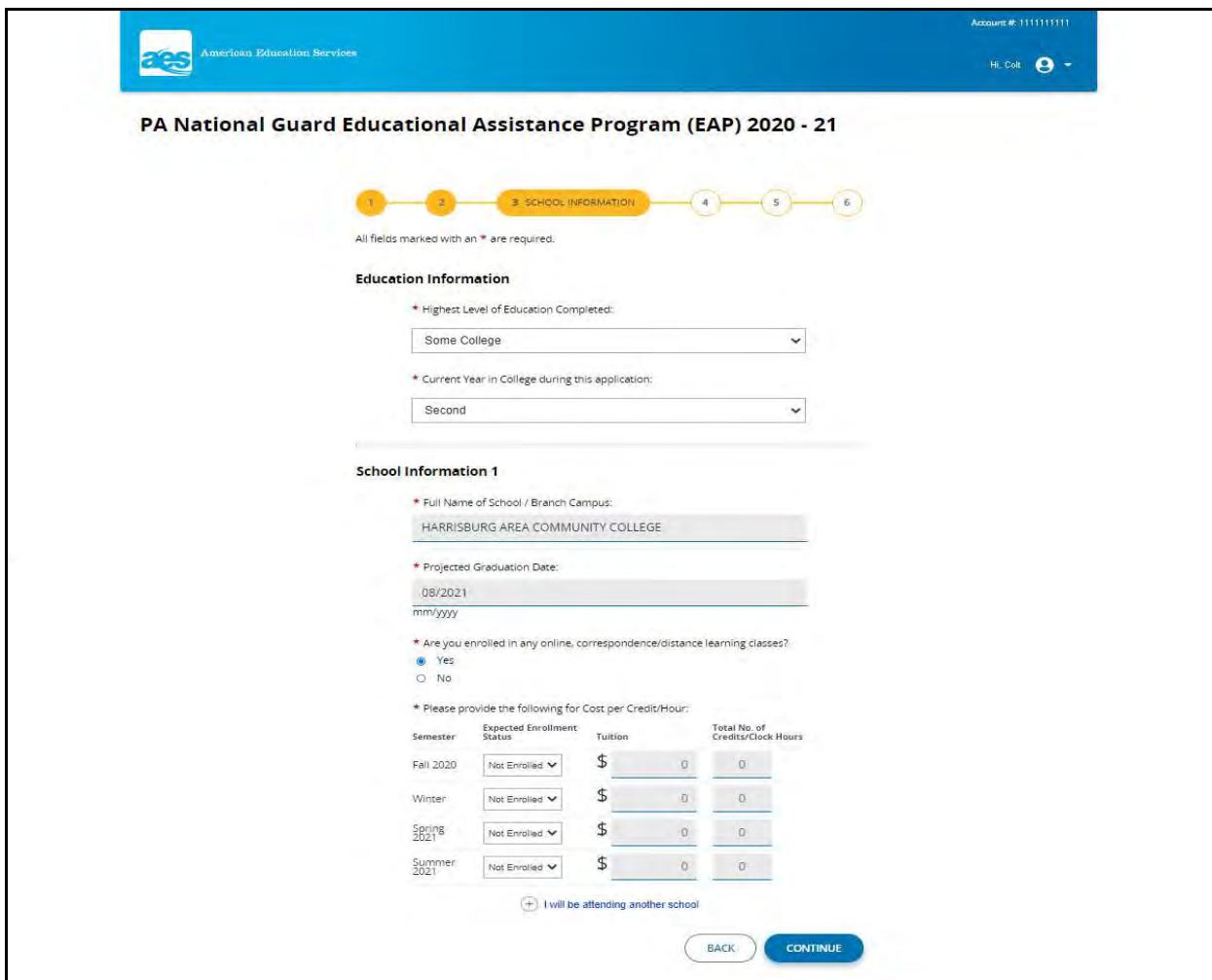
At the bottom are 'BACK' and 'CONTINUE' buttons.

1. Select **Yes** or **No** to the following question: **Have you completed Basic Training?** This field is required.
2. Select **Yes** or **No** to the following question: **Have you been deployed or are you deployed with the PA National Guard?** This field is required.

3. In the **Branch** section, select **Army National Guard** or **Air National Guard**. This field is required.
4. In the **Status** field, select the appropriate National Guard status. This field is required.
5. In the **Rank** field, click the drop-down arrow to select the military rank of the service member. This field is required.
6. In the **Unit Identification Code (UIC) & Unit Name** field, click on the field and select the Unit Identification Code and Name from the list. This field is required.
7. In the **Department of Defense (DOD) Identification Number** field, enter the DOD identification number.
8. In the **Beginning Date of Six-Year Contract for Education Assistance Program (EAP)** field, enter the beginning date of the contract for EAP in MM/DD/YYYY format. This field is required.
9. In the **Expiration of Term of Service (ETS) or Mandatory Retirement Date (MRD)** field, enter the term of service ending date or the mandatory retirement date in MM/DD/YYYY format. This field is required.
10. Click the **CONTINUE** button.

School Information

The **School Information** page displays.



PA National Guard Educational Assistance Program (EAP) 2020 - 21

1 2 3. SCHOOL INFORMATION 4 5 6

All fields marked with an * are required.

Education Information

* Highest Level of Education Completed:
Some College

* Current Year in College during this application:
Second

School Information 1

* Full Name of School / Branch Campus:
HARRISBURG AREA COMMUNITY COLLEGE

* Projected Graduation Date:
08/2021
mm/yyyy

* Are you enrolled in any online, correspondence/distance learning classes?
 Yes
 No

* Please provide the following for Cost per Credit/Hour:

Semester	Expected Enrollment Status	Tuition	Total No. of Credits/Clock Hours
Fall 2020	Not Enrolled	\$ 0	0
Winter	Not Enrolled	\$ 0	0
Spring 2021	Not Enrolled	\$ 0	0
Summer 2021	Not Enrolled	\$ 0	0

I will be attending another school

BACK CONTINUE

1. In the **Highest Level of Education Completed** field, click the drop-down arrow to select the highest level of education. This field is required.
2. In the **Current Year of College during this Application** field, select the year in college. This field is required.
3. In the **Full Name of School/Branch Campus** field, enter the full name of the school or select from the list. This field is required.
4. In the **Projected Graduation Date** field, enter the projected graduation date in MM/DD/YYYY format. This field is required.

5. Select **Yes** or **No** to the following question: **Are you enrolled in any online, correspondence/distance learning classes?** This field is required.

In the tuition section, complete the following fields as needed for each semester or quarter. At least one row of enrollment and tuition information is required.

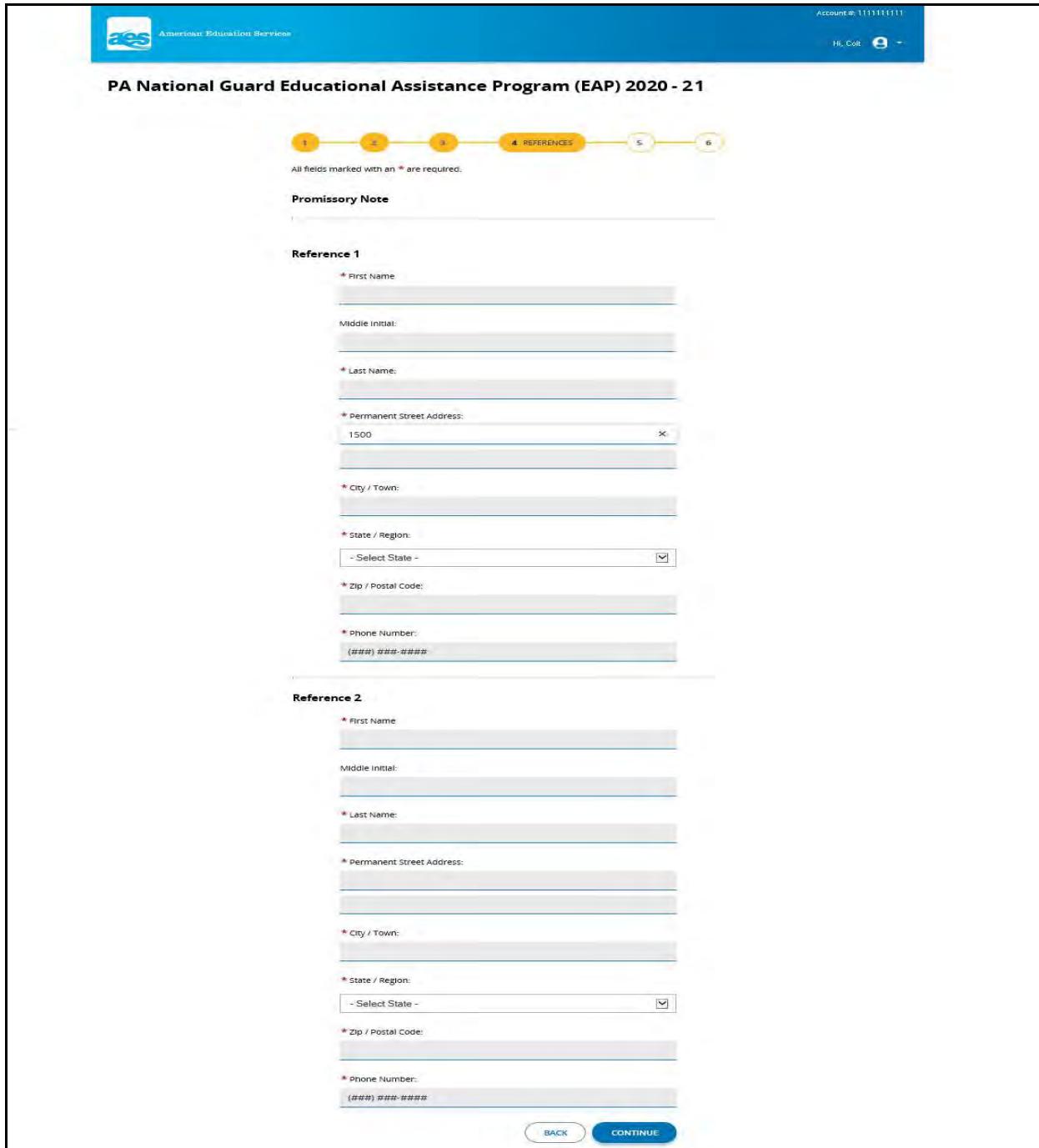
6. In the **Expected Enrollment Status** field, click the drop-down arrow to select the expected enrollment status for the term.
7. In the **Tuition** field, enter the total amount of tuition for the term.
8. In the **Total No. of Credits/Clock Hours** field, enter the total number of credits or clock hours expected to be completed for the term.
9. Repeat steps 6 through 8 for each term as needed.
10. Click the link **I will be attending another school** to add information about another school.

NOTE: The service member can only enter one school per term.

11. Click the **CONTINUE** button.

References

The **References** page displays.



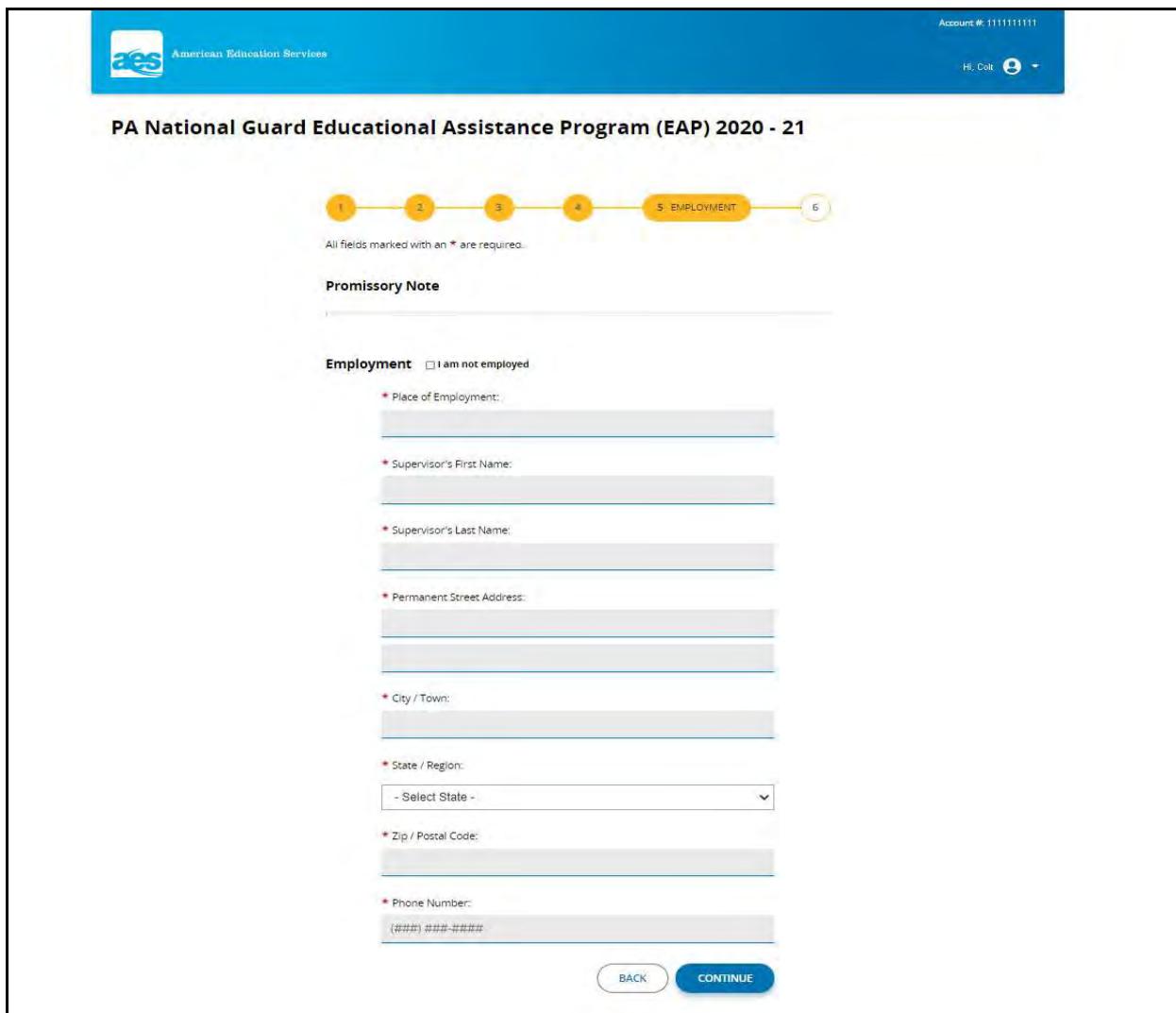
The screenshot shows the 'PA National Guard Educational Assistance Program (EAP) 2020 - 21' application page. The top navigation bar includes the PHEAA logo, account information (Account # 1111111111), and a greeting (Hi, Colt). The page title is 'PA National Guard Educational Assistance Program (EAP) 2020 - 21'. A progress bar at the top indicates the user is on step 4 of 6, labeled 'REFERENCES'. A note states 'All fields marked with an * are required.' The 'Promissory Note' section is partially visible. The 'Reference 1' section contains fields for First Name, Middle Initial, Last Name, Permanent Street Address (1500), City / Town, State / Region (dropdown menu), Zip / Postal Code, and Phone Number. The 'Reference 2' section is identical and empty. At the bottom are 'BACK' and 'CONTINUE' buttons.

Two references are required for the application.

1. In the **Reference 1** section, enter the **First Name** of the first reference. This field is required.
2. In the **Middle Initial** field, enter the middle initial of the first reference.
3. In the **Last Name** field, enter the last name of the first reference. This field is required.
4. In the **Permanent Street Address** fields, enter one or two lines for the first reference's street address. This field is required.
5. In the **City/Town** field, enter the name of the first reference's city of residence. This field is required.
6. In the **State/Region** field, click the drop-down arrow to select the state or region of the first reference's residence. This field is required.
7. In the **Zip/Postal Code** field, enter the ZIP or postal code. This field is required.
8. In the **Phone Number** field, enter the first reference's phone number. This field is required.
9. In the **Reference 2** section, enter the **First Name** of the second reference. This field is required.
10. In the **Middle Initial** field, enter the middle initial of the second reference.
11. In the **Last Name** field, enter the last name of the second reference. This field is required.
12. In the **Permanent Street Address** fields, enter one or two lines for the second reference's street address. This field is required.
13. In the **City/Town** field, enter the name of the second reference's city of residence. This field is required.
14. In the **State/Region** field, click the drop-down arrow to select the state or region of the second reference's residence. This field is required.
15. In the **Zip/Postal Code** field, enter the ZIP or postal code. This field is required.
16. In the **Phone Number** field, enter the second reference's phone number. This field is required.
17. Click the **CONTINUE** button.

Employment

The **Employment** page displays.



PA National Guard Educational Assistance Program (EAP) 2020 - 21

1 2 3 4 5 **EMPLOYMENT** 6

All fields marked with an * are required.

Promissory Note

Employment I am not employed

* Place of Employment:

* Supervisor's First Name:

* Supervisor's Last Name:

* Permanent Street Address:

* City / Town:

* State / Region:

* Zip / Postal Code:

* Phone Number:

(###) #### ####

BACK **CONTINUE**

1. Check **I am not employed** if not employed while attending college or serving in the PA National Guard. If not employed, click the **Continue** button to access the next page.

If employed, all other fields are required.

2. In the **Place of Employment** field, enter the name of the employer. This field is required.
3. In the **Supervisor's First Name** field, enter the supervisor's first name. This field is required.

4. In the **Supervisor's Last Name** field, enter the supervisor's last name. This field is required.
5. In the **Permanent Street Address** field, enter up to two lines for the permanent street address of the employer. This field is required.
6. In the **City/Town** field, enter the name of the city or town of the employer. This field is required.
7. In the **State/Region** field, click the drop-down arrow to select the state or region. This field is required.
8. In the **Zip/Postal Code** field, enter the ZIP or postal code of the employer. This field is required.
9. In the **Phone Number** field, enter the phone number of the employer. This field is required.
10. Click the **CONTINUE** button.



Education Assistance Program (EAP) Application

Verify & Sign

The **Verify & Sign** page displays.

PA National Guard Educational Assistance Program (EAP) 2020 - 21

1 2 3 4 5 6 VERIFY & SIGN

Personal Information

Full Name (First, Mi, Last): **Colt One**
Social Security Number: *****-**-1111**
Date of Birth: **07/01/1980**
Address: **1200 N State Street
Harrisburg, PA 17112**
Phone Number: **717720000**
Primary Email Address: **someone@pheaa.org**

Military Information

Have you completed Basic Training? **Yes**
Have you been deployed or are you deployed with the PA National Guard? **No**
Branch: **Army National Guard**
Status: **AGR - Active Guard Reserve (full-time duty)**
Rank: **E2**
Unit Identification Code (UIC) and Unit Name: **W88WWF - Pennsylvania Army National Guard**
Department of Defense (DOD) Identification Number: **1234567890**
Beginning Date of Six-Year Contract for Educational Assistance Program (EAP): **06/02/2020**
Expiration of Term of Service (ETS) Date or Mandatory Retirement Date (MRD): **10/01/2030**

School Information

Highest Level of Education Completed: **Some College**
Current Year in College during this Application: **Second**

Full Name of School/Branch Campus 1: **HARRISBURG AREA COMMUNITY COLLEGE
00327300 - HARRISBURG, PA**
Projected Graduation Date: **08/2021**
Are you enrolled in any online, correspondence distance learning classes? **No**
Fall Cost and Credits/Hours: **Not Enrolled**
Spring Cost and Credits/Hours: **Not Enrolled**
Summer Cost and Credits/Hours: **\$3000 Tuition / 12 Credits**

References

Reference 1 Full Name (First, Last): **John Person**
Address: **100 N Seventh Street
Harrisburg, PA 17112**
Phone Number: **(717) 720-0000**

Reference 2 Full Name (First, Last): **Sally Someone**
Address: **1200 N Seventh Street
Harrisburg, PA 17112**
Phone Number: **(717) 555-1234**

Employment Information

Place of Employment: **PA National Guard**
Supervisor's Full Name (First, Last): **Joe Gee**
Employer Address: **100 Place Street
Lebanon, PA 17064**
Phone Number: **(717) 720-4321**

Before you can continue, you must review and accept the Terms & Conditions.
You will be signing both your EAP application and Master Promissory Note.

SIGN & SUBMIT



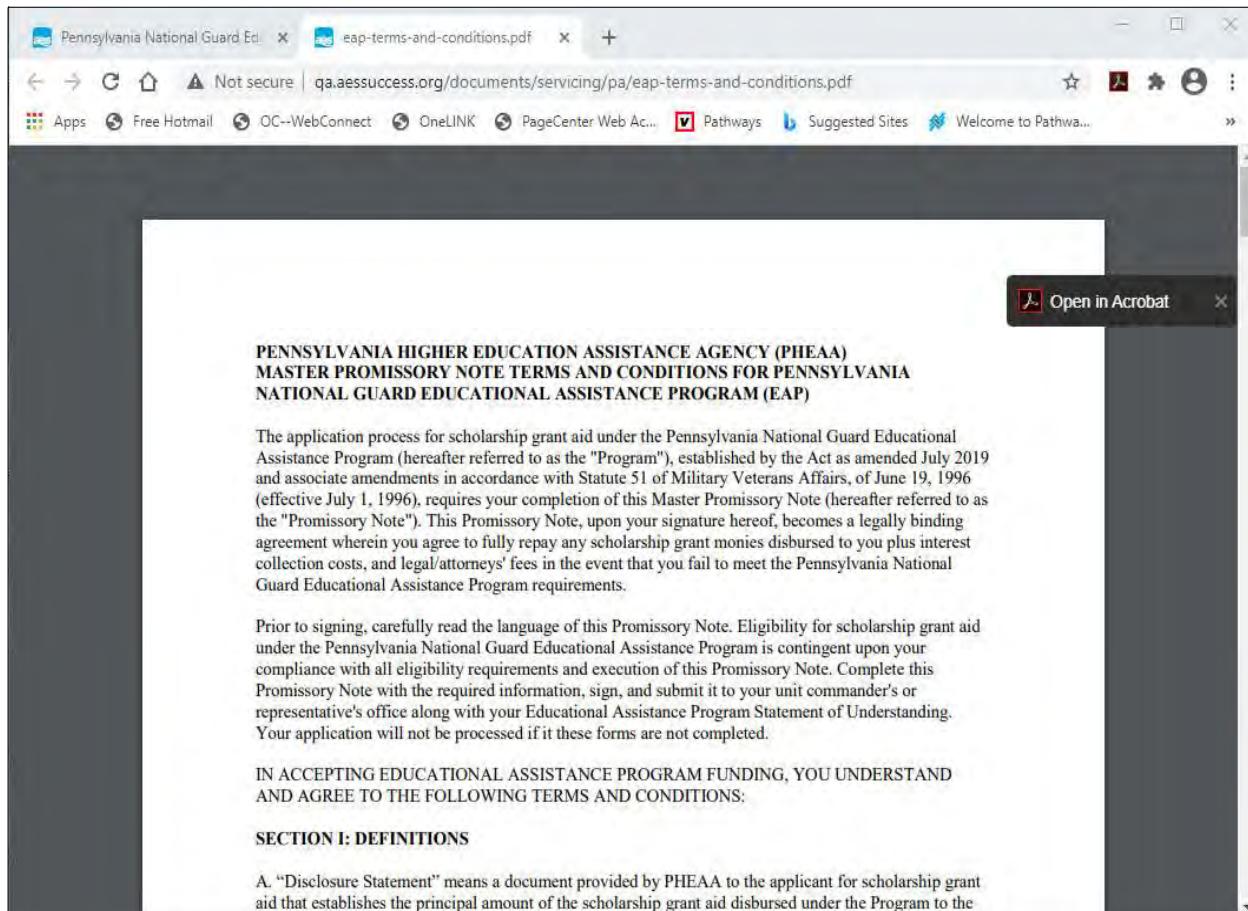
Education Assistance Program (EAP) Application

This page is used to verify the information entered and review and accept the terms and conditions.

1. If any information is incorrect, click the **Edit** link next to that section to return to that information page to make corrections.
2. Click the **review and accept the Terms & Conditions** link at the bottom of the page.

Education Assistance Program (EAP) Application

The Terms and Conditions PDF displays.



3. Review the terms and conditions and click the X in the upper right-hand corner of the PDF to close it.



Education Assistance Program (EAP) Application

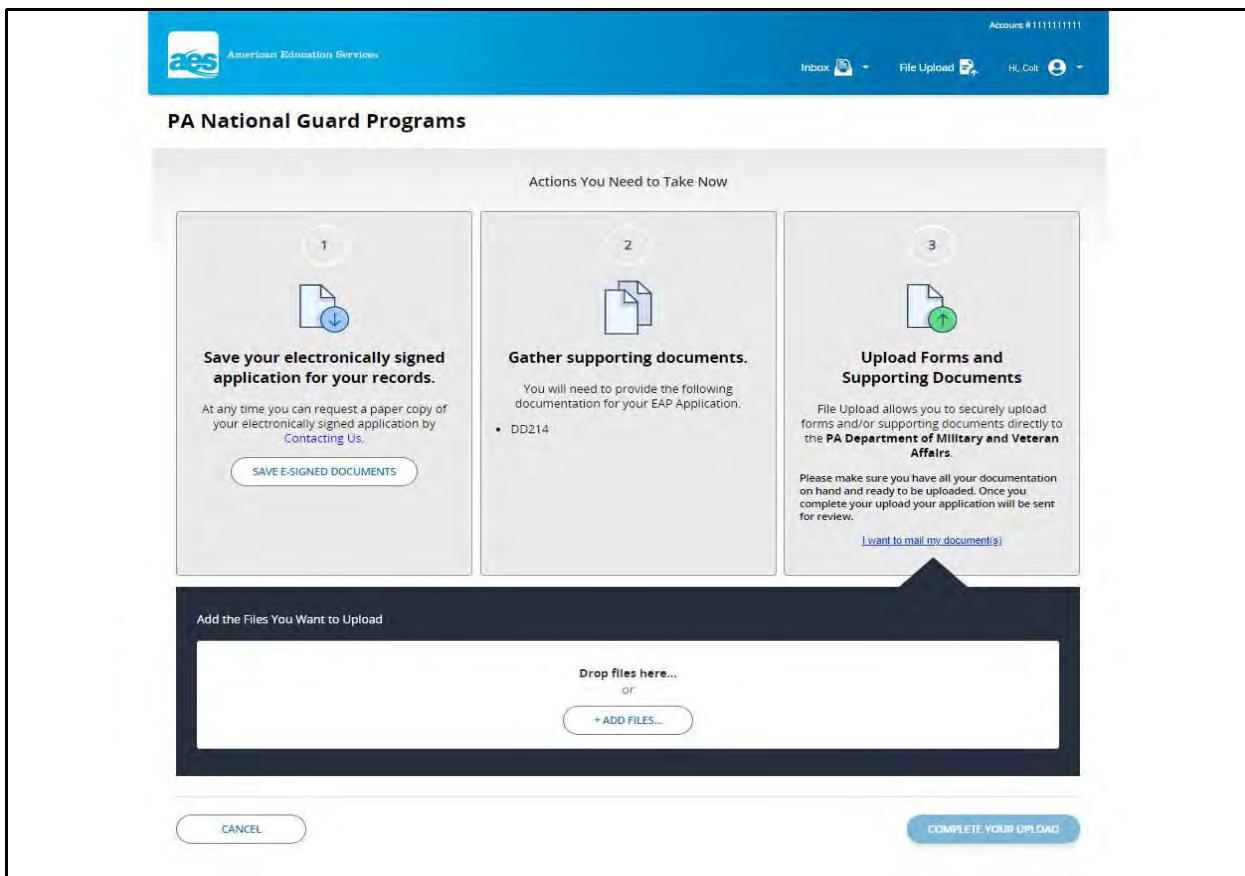
The **Verify & Sign** page redisplays with the **Sign & Submit** button available.

A screenshot of a web page titled "Education Assistance Program (EAP) Application". The page contains a message box with the following text: "Before you can continue, you must [review and accept the Terms & Conditions](#). You will be signing both your EAP application and Master Promissory Note." Below the message box is a blue button with the text "SIGN & SUBMIT".

4. Click the **SIGN & SUBMIT** button.

Gather and Mail Application

The **Gather and Mail Application** page displays.



Actions You Need to Take Now

- 1 
Save your electronically signed application for your records.
At any time you can request a paper copy of your electronically signed application by [Contacting Us](#).
[SAVE E-SIGNED DOCUMENTS](#)
- 2 
Gather supporting documents.
You will need to provide the following documentation for your EAP Application.
 - DD214
- 3 
Upload Forms and Supporting Documents
File Upload allows you to securely upload forms and/or supporting documents directly to the **PA Department of Military and Veteran Affairs**.
Please make sure you have all your documentation on hand and ready to be uploaded. Once you complete your upload your application will be sent for review.
[I want to mail my document\(s\)](#)

Add the Files You Want to Upload

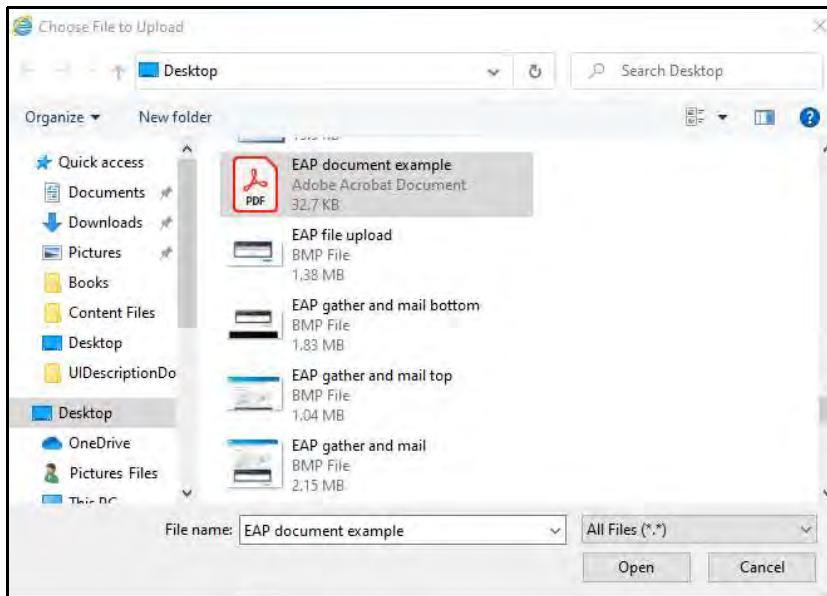
Drop files here...
or
+ ADD FILES...

CANCEL COMPLETE YOUR UPLOAD

This page displays **Actions You Need to Take Now** information to save the application, gather supporting documents and mail supporting documents. Consumers also have the option to upload supporting documents.

1. Click the **SAVE SIGNED DOCUMENTS** button to open a PDF version of the application, not shown, and save it or print it.
2. If the service member has supporting documentation available to be uploaded instead of being mailed to the Pennsylvania Higher Education Assistance Agency, drag the files to the **Add the Files You Want to Upload** section or click the **+ADD FILES** button.

The **Choose File to Upload** box displays.

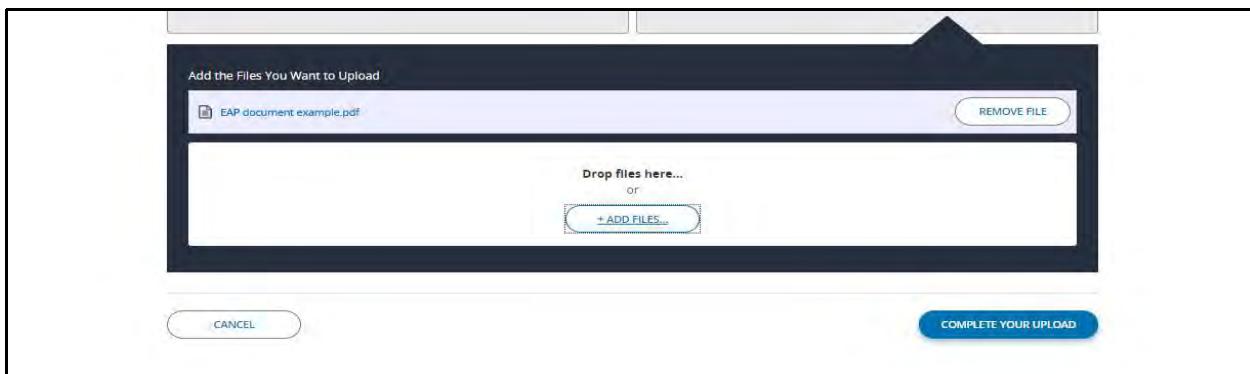


NOTE: Only certain types of files, such as PDF and JPEG, may be uploaded.

3. Select the document to be uploaded so that the name appears in the **File name** box.
4. Click the **Open** button.

Education Assistance Program (EAP) Application

The **Gather and Mail Application** page redisplays with the document file in the **Add the Files You Want to Upload** section.



Add the Files You Want to Upload

EAP document: example.pdf [REMOVE FILE](#)

Drop files here...
or
+ ADD FILES...

CANCEL [COMPLETE YOUR UPLOAD](#)

5. Continue adding files as needed.
6. Click the **COMPLETE YOUR UPLOAD** button when all files are added.



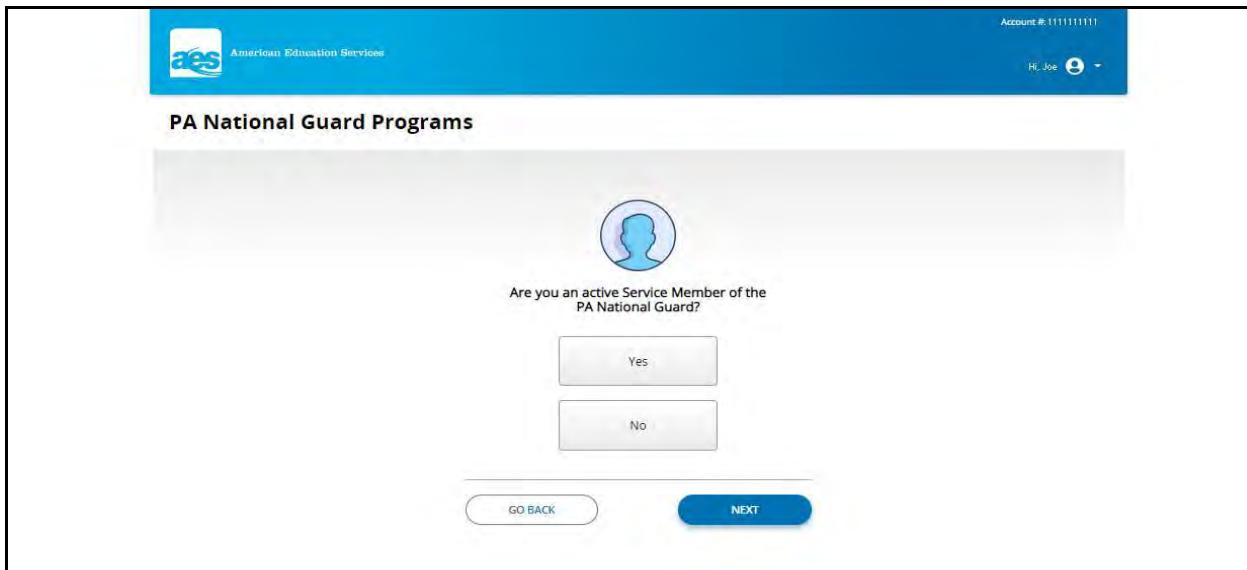
Education Assistance Program (EAP) Application

The **Congratulations! You have successfully submitted your required documentation** message displays after the upload is completed.

A screenshot of a web application interface. At the top, there is a blue header bar with the "aes" logo and "American Education Services" text, an "Account #1111111111" link, and navigation icons for "Inbox", "Hi, Coll", and a user profile. The main content area has a white background. At the top of this area, the text "PA National Guard Educational Assistance Program (EAP) 2020-21" is displayed. Below this, a message box contains a blue checkmark icon and the text "Congratulations! You have successfully submitted your required documentation." Underneath the message box, there is a section titled "What to Expect" with the subtext "You will receive an email within the next few days, with additional information about processing times." A blue "RETURN TO MY ACCOUNT" button is located below this section. At the bottom of the page, a black footer bar contains links to "Contact Us", "About Us", "Privacy Policy", "Office of Consumer Advocacy", and "Site Map". Below these links, a copyright notice reads "Copyright © 2020 Pennsylvania Higher Education Assistance Agency. All rights reserved."

Help Me Decide

If the **Help Me Decide** button was clicked on the **PA National Guard Programs** page, the active service member question displays.

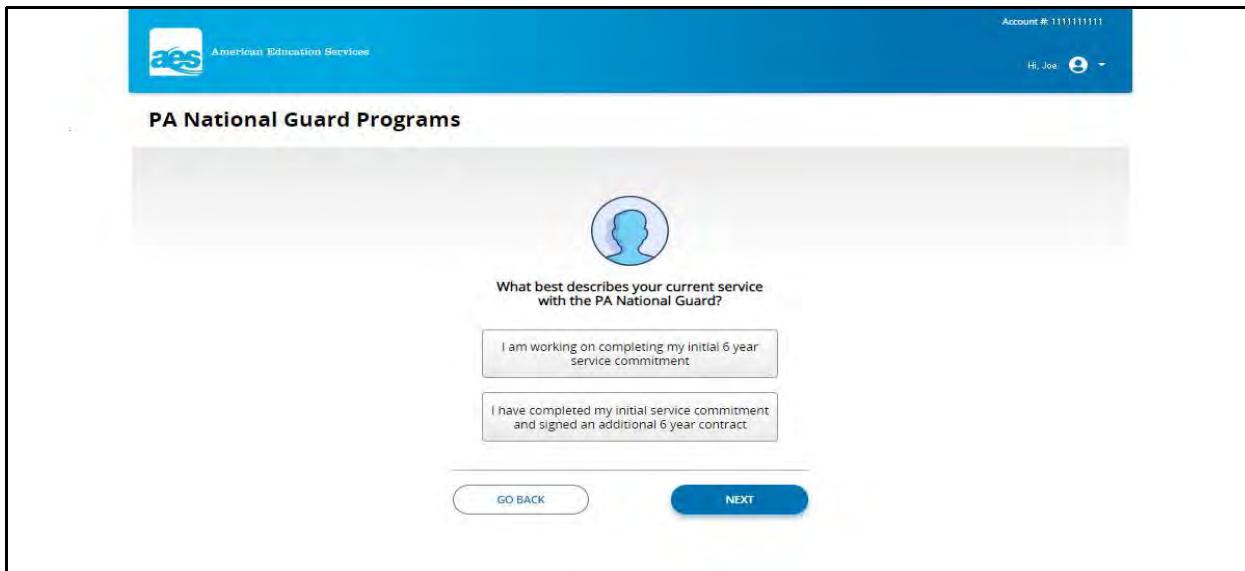


The screenshot shows a web page titled "PA National Guard Programs". At the top, there is a navigation bar with the "aes American Education Services" logo, an account number "Account #: 1111111111", and a greeting "Hi, Joe". Below the title, there is a question: "Are you an active Service Member of the PA National Guard?". Two buttons are present: "Yes" and "No". At the bottom of the page, there are "GO BACK" and "NEXT" buttons.

1. Click the **Yes** or the **No** button to the question: **Are you an active Service Member of the PA National Guard?**
2. Click the **NEXT** button.

Education Assistance Program (EAP) Application

The **PA National Guard Programs** page displays the next question.



AES American Education Services Account #: 1111111111 Hi, Joe

PA National Guard Programs

What best describes your current service with the PA National Guard?

I am working on completing my initial 6 year service commitment

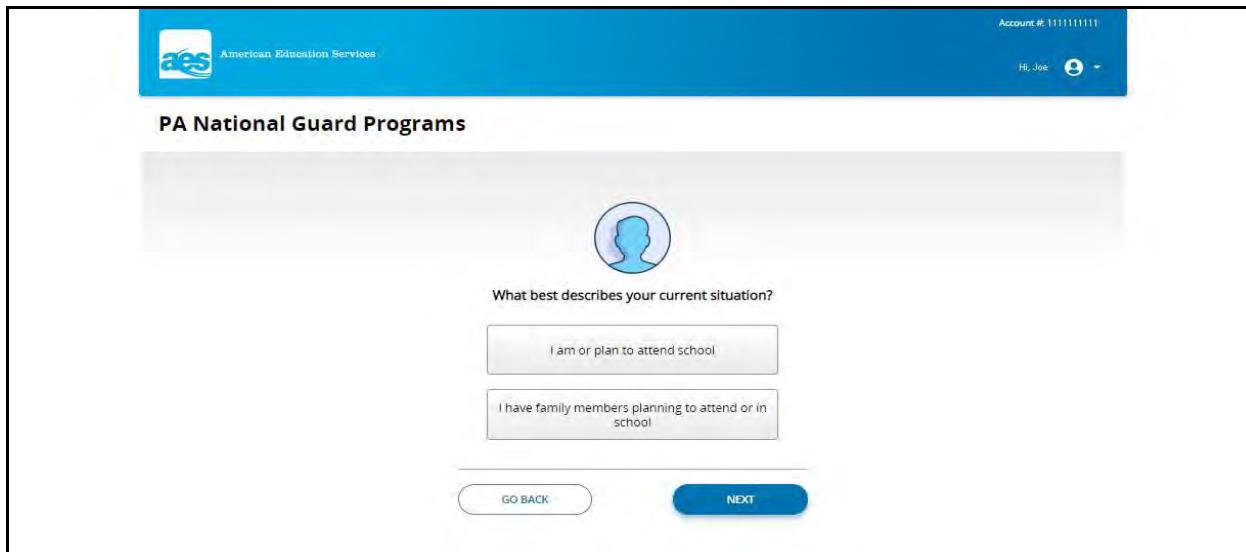
I have completed my initial service commitment and signed an additional 6 year contract

GO BACK **NEXT**

3. Click one of the following options to the question: **Which best describes your current service with the PA National Guard?**
 - I am working on completing my initial 6 year service commitment
 - I have completed my initial service commitment and signed an additional 6 year contract
4. Click the **NEXT** button.

Education Assistance Program (EAP) Application

The **PA National Guard Programs** page displays the next question if the service member signed an additional six-year service contract.



PA National Guard Programs

What best describes your current situation?

I am or plan to attend school

I have family members planning to attend or in school

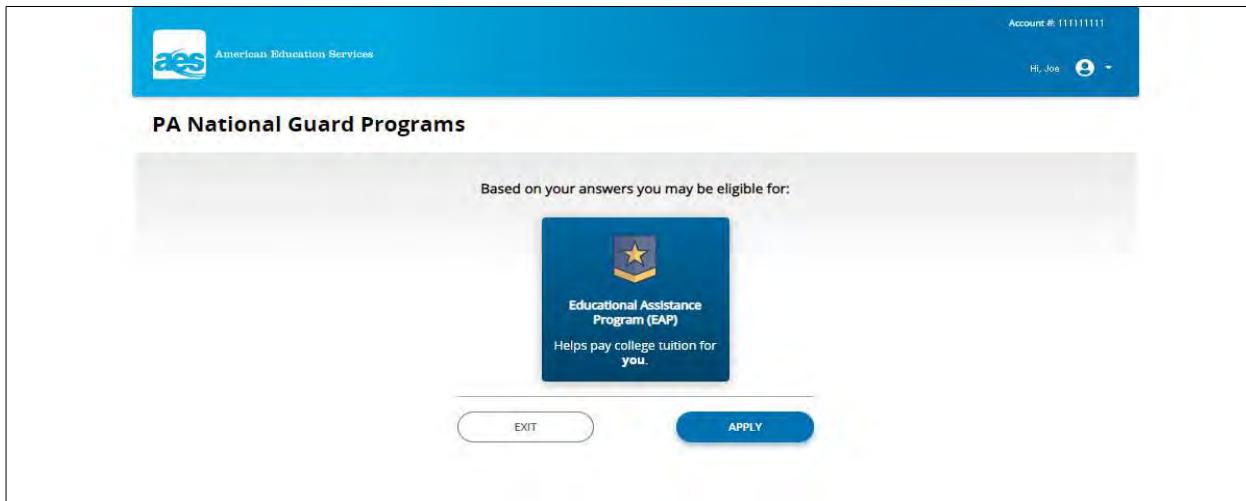
GO BACK NEXT

5. Click one of the following options to the question: **Which best describes your current situation?**
 - I am or plan to attend school
 - I have family members planning to attend or in school
6. Click the **NEXT** button.

NOTE: Customers must select **I am or plan to attend school** to be eligible for the Educational Assistance Program (EAP).

Education Assistance Program (EAP) Application

The message displays **Based on your answers you are eligible for: Educational Assistance Program (EAP)**.



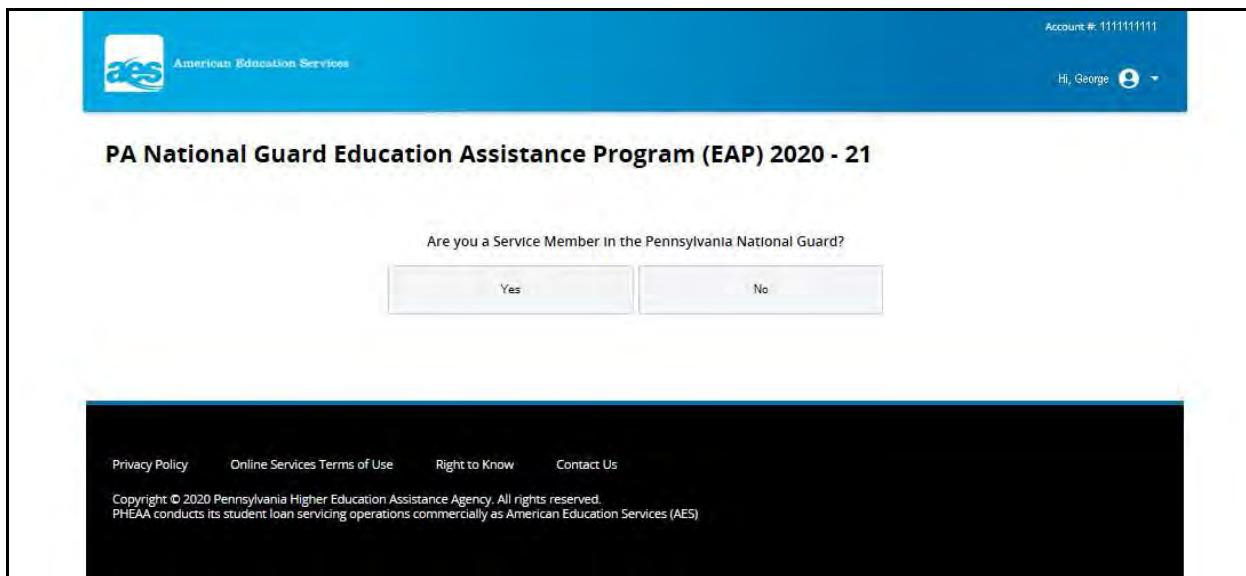
7. Click the **APPLY** button to continue processing.

NOTE: Refer to the [Statement of Understanding](#) section to add information for the EAP application. For instructions about submitting an application for the Military Family Education Program (MFEP), refer to the user guide for the Military Family Education Program (MFEP) Application.

Renewal Applications

If the service member was previously provided with an EAP award, they may renew an EAP application for a subsequent award year.

After logging into the consumer portal and verifying contact information, the **PA National Guard Education Assistance Program (EAP)** page displays.



PA National Guard Education Assistance Program (EAP) 2020 - 21

Are you a Service Member in the Pennsylvania National Guard?

Yes No

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PHEAA conducts its student loan servicing operations commercially as American Education Services (AES)

1. Click **Yes** or **No** to answer the following question: **Are you a Service Member in the Pennsylvania National Guard?**

**Education Assistance Program (EAP) Application**

The page redisplays with a list of information required to complete the application.

PA National Guard Education Assistance Program (EAP) 2020 - 21

Are you a Service Member in the Pennsylvania National Guard?

Yes No

Before starting the application you will need the following information:

- Your Unit Identification Code (UIC)
- Beginning Date of Six-Year Contract for Education Assistance Program (EAP)
- Expiration of Term of Service (ETS) Date
- Tuition Cost and Number of Credits/Hours per semester

Accepting applications for:

2019-20 Academic Year **APPLY NOW**

Privacy Policy Online Services Terms of Use Right to Know Contact Us

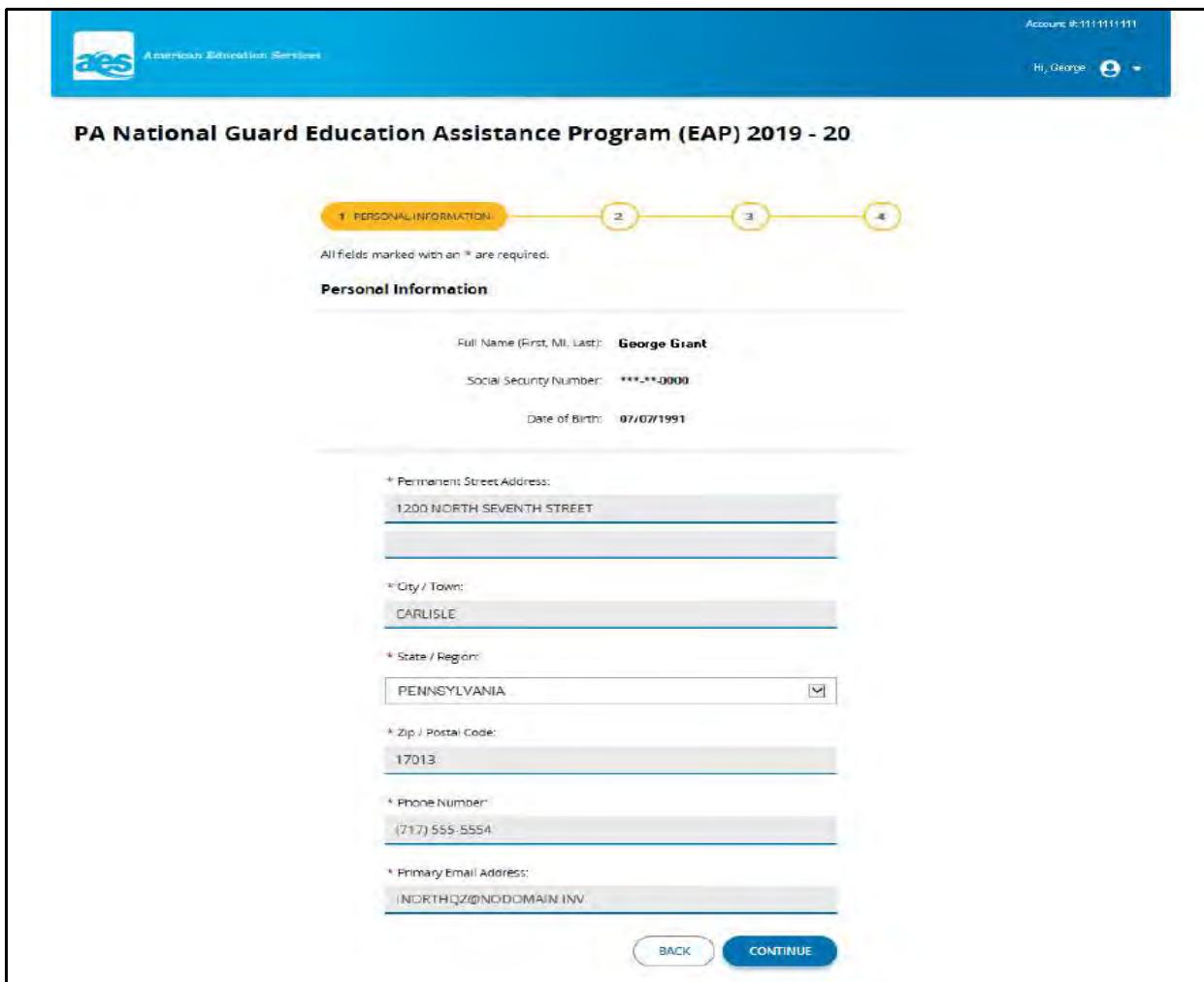
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PHEAA conducts its student loan servicing operations commercially as American Education Services (AES)

NOTE: A renewal application requires updated military information and school information; however, the references are not required for the renewal application.

2. Click the **APPLY NOW** button.

Education Assistance Program (EAP) Application

The **Personal Information** page displays.



PA National Guard Education Assistance Program (EAP) 2019 - 20

1 PERSONAL INFORMATION 2 3 4

All fields marked with an * are required.

Personal Information

Full Name (First, Mi, Last): **George Grant**

Social Security Number: *****-**-0000**

Date of Birth: **07/07/1991**

* Permanent Street Address:
1200 NORTH SEVENTH STREET

* City / Town:
CARLISLE

* State / Region:
PENNSYLVANIA

* Zip / Postal Code:
17013

* Phone Number:
(717) 555-5554

* Primary Email Address:
INORTHQZ@NODOMAIN.INV

BACK **CONTINUE**

The top of the page displays the service member's full name, Social Security number and Date of Birth.

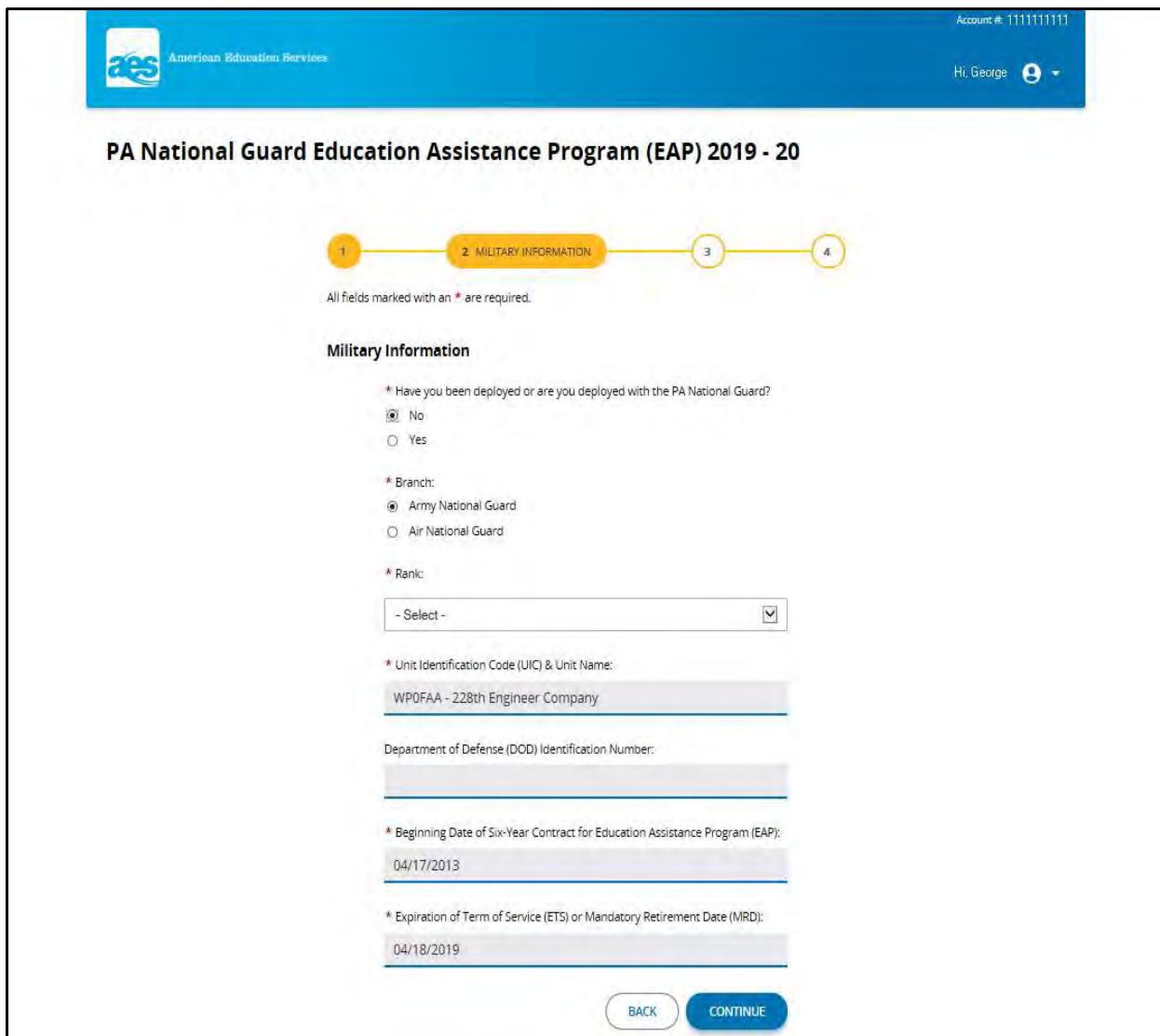
3. In the **Permanent Street Address** fields, enter one or two lines for the service member's street address. This field is required.
4. In the **City/Town** field, enter the name of the service member's city of residence. This field is required.
5. In the **State/Region** field, click the drop-down arrow to select the state or region of the service member's residence. This field is required.
6. In the **Zip/Postal Code** field, enter the ZIP or postal code. This field is required.



7. In the **Phone Number** field, enter the service member's phone number. This field is required.
8. In the **Primary Email Address** field, enter the service member's primary email address. This field is required.
9. Click the **CONTINUE** button.

Education Assistance Program (EAP) Application

The **Military Information** page displays.



The screenshot shows the 'PA National Guard Education Assistance Program (EAP) 2019 - 20' application page. At the top, there is a navigation bar with the AES logo, account number '1111111111', and a greeting 'Hi, George'. Below the navigation bar, the page title is displayed. A progress bar at the top indicates the user is on step 2 of 4. A note states 'All fields marked with an * are required.' The 'Military Information' section contains the following fields:

- * Have you been deployed or are you deployed with the PA National Guard?
 No
 Yes
- * Branch:
 Army National Guard
 Air National Guard
- * Rank:
- Select -
- * Unit Identification Code (UIC) & Unit Name:
WP0FAA - 228th Engineer Company
- Department of Defense (DOD) Identification Number:
[Redacted]
- * Beginning Date of Six-Year Contract for Education Assistance Program (EAP):
04/17/2013
- * Expiration of Term of Service (ETS) or Mandatory Retirement Date (MRD):
04/18/2019

At the bottom of the form are 'BACK' and 'CONTINUE' buttons.

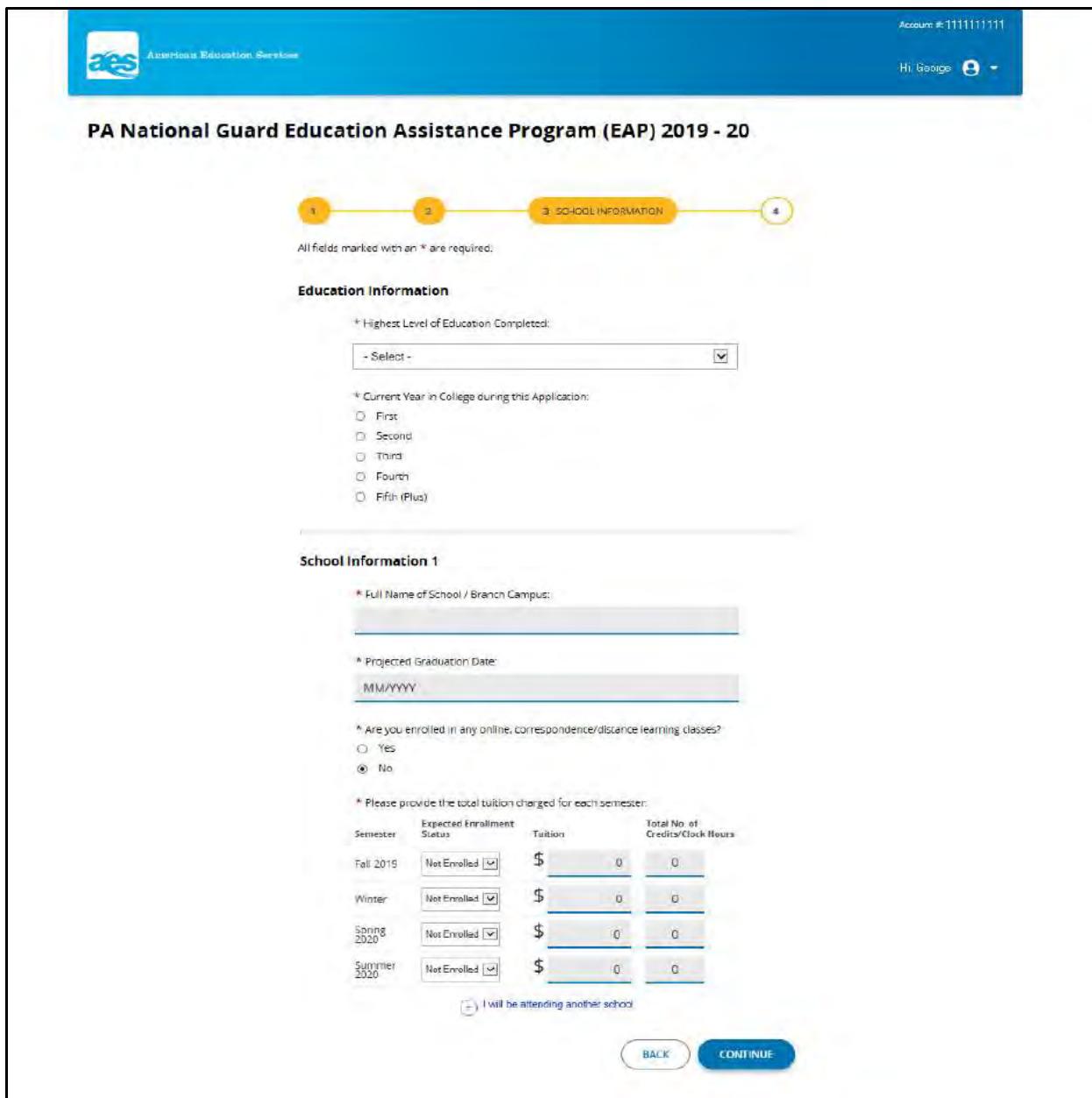
10. Select **Yes** or **No** to the following question: **Have you completed Basic Training?** This field is required.
11. Select **Yes** or **No** to the following question: **Have you been deployed or are you deployed with the PA National Guard?** This field is required.
12. In the **Branch** section, select **Army National Guard** or **Air National Guard**. This field is required.

Education Assistance Program (EAP) Application

13. In the **Rank** field, click the drop-down arrow to select the military rank of the student. This field is required.
14. In the **Department of Defense (DOD) Identification Number** field, enter the DOD identification number.
15. In the **Beginning Date of Six-Year Contract for Education Assistance Program (EAP)** field, enter the beginning date of the contract for EAP in MM/DD/YYYY format. This field is required.
16. In the **Expiration of Term of Service (ETS) or Mandatory Retirement Date (MRD)** field, enter the term of service ending date or the mandatory retirement date in MM/DD/YYYY format. This field is required.
17. Click the **CONTINUE** button.

Education Assistance Program (EAP) Application

The **School Information** page displays.



The screenshot shows the 'PA National Guard Education Assistance Program (EAP) 2019 - 20' application page. At the top, there is a navigation bar with the PHEAA logo, account number 'Account #: 1111111111', and a greeting 'Hi, George'. Below the navigation bar, the page title is 'PA National Guard Education Assistance Program (EAP) 2019 - 20'. A progress bar at the top indicates the user is on step 3, 'SCHOOL INFORMATION'. A note below the progress bar states: 'All fields marked with an * are required.' The 'Education Information' section contains fields for 'Highest Level of Education Completed' (a dropdown menu with an arrow icon) and 'Current Year in College during this Application' (radio buttons for First, Second, Third, Fourth, and Fifth (Plus)). The 'School Information 1' section contains fields for 'Full Name of School / Branch Campus' (text input field) and 'Projected Graduation Date' (text input field with 'MM/YYYY' placeholder). It also includes a question 'Are you enrolled in any online, correspondence/distance learning classes?' with radio buttons for 'Yes' and 'No' (the 'No' option is selected). Below this is a table for 'Total tuition charged for each semester' with four rows for Fall 2019, Winter, Spring 2020, and Summer 2020. Each row has columns for Semester, Expected Enrollment Status (checkboxes for Not Enrolled, Enrolled, and Pending), Tuition (text input field with '\$' and '0' placeholder), and Total No. of Credits/Clock Hours (text input field with '0' placeholder). At the bottom of the table is a checkbox for 'I will be attending another school'. Below the table are 'BACK' and 'CONTINUE' buttons.

18. In the **Highest Level of Education Completed** field, click the drop-down arrow to select the highest level of education. This field is required.
19. In the **Current Year of College during this Application** field, select the year in college. This field is required.

20. In the **Full Name of School/Branch Campus** field, enter the full name of the school or select from the list. This field is required.
21. In the **Projected Graduation Date** field, enter the projected graduation date in MM/DD/YYYY format. This field is required.
22. Select **Yes** or **No** to the following question: **Are you enrolled in any online, correspondence/distance learning classes?** This field is required.

In the tuition section, complete the following fields as needed for each semester or quarter. At least one row of enrollment and tuition information is required.

23. In the **Expected Enrollment Status** field, click the drop-down arrow to select the expected enrollment status for the term.
24. In the **Tuition** field, enter the total amount of tuition for the term.
25. In the **Total No. of Credits/Clock Hours** field, enter the total number of credits or clock hours expected to be completed for the term.
26. Repeat steps 23 through 25 for each term as needed.
27. Click the link **I will be attending another school** to add information about another school and repeat the steps above.
28. Click the **Continue** button.



Education Assistance Program (EAP) Application

The **Verify & Sign** page displays.

PA National Guard Education Assistance Program (EAP) 2019 - 20

1 2 3 4 VERIFY & SIGN

Personal Information Edit

Full Name (First, M.I. Last): **George Grant**
Social Security Number: *****-**-0000**
Date of Birth: **07/07/1991**
Address: **1200 NORTH SEVENTH STREET
Carlisle, PA 17013**
Phone Number: **(717) 555-1234**
Primary Email Address: **GEORGE0Z@NODOMAIN.INV**

Military Information Edit

Have you been deployed or are you deployed with the PA National Guard? **No**
Branch: **Army National Guard**
Rank: **O2**
Unit Identification Code (UIC) and Unit Name: **WP0FAA - 228th Engineer Company**
Department of Defense (DCID) Identification Number:
Beginning Date of Six-Year Contract for Education Assistance Program (EAP): **04/17/2013**
Expiration of Term of Service (ETS) Date or Mandatory Retirement Date (MRC): **04/18/2020**

School Information Edit

Highest Level of Education Completed: **Some College**
Current Year in College during this Application: **Fourth**

Full Name of School/Branch Campus #: **DELPHI UNIVERSITY
00000000 - PHILADELPHIA, PA**
Projected Graduation Date: **08/2020**
Are you enrolled in any online, correspondence distance learning classes? **No**
Fall Cost and Credits/Hours: **\$0 Tuition / 0 Credits**
Winter Cost and Credits/Hours: **\$0 Tuition / 0 Credits**
Spring Cost and Credits/Hours: **\$1000 Tuition / 6 Credits**
Summer Cost and Credits/Hours: **\$1000 Tuition / 6 Credits**

Before you can continue, you must review and accept the Terms & Conditions. You are signing your EAP application.

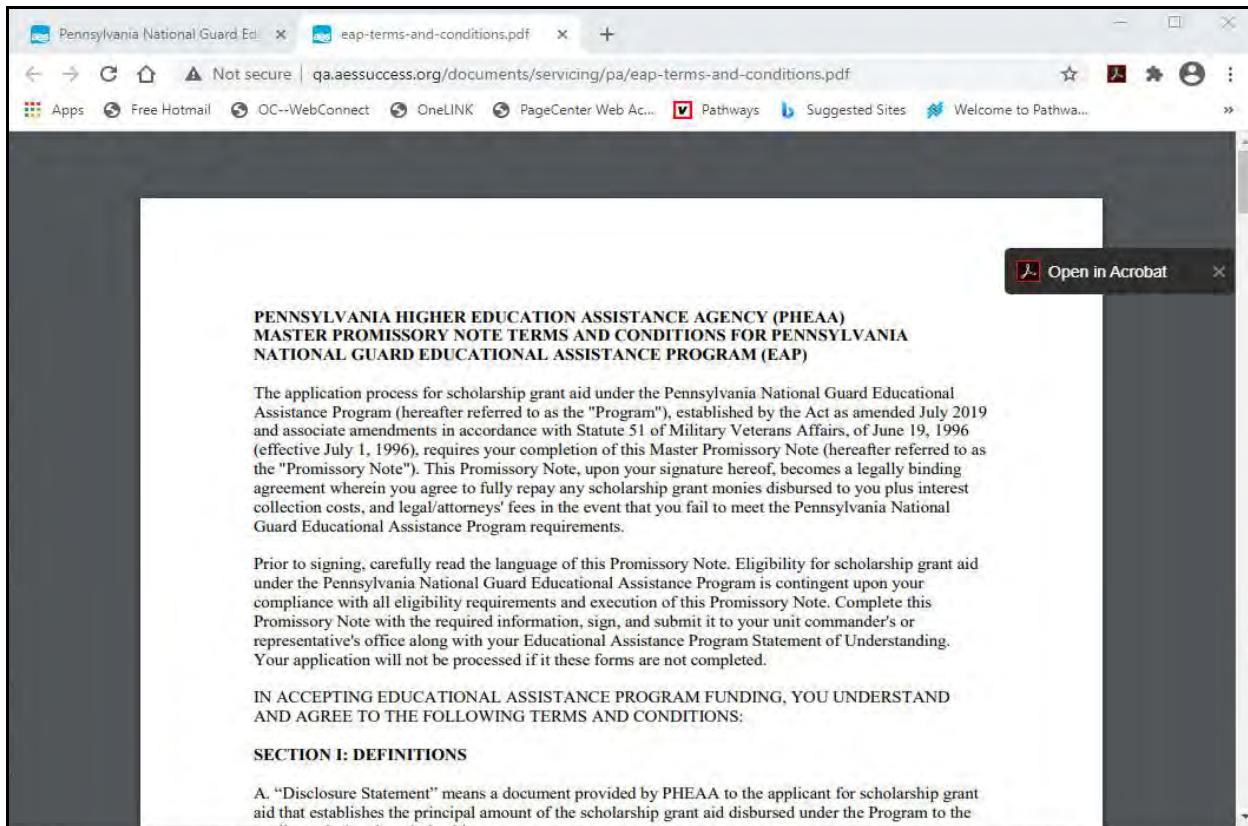
SIGN & SUBMIT

This page is used to verify the information entered and review and accept the terms and conditions.

29. If any information is incorrect, click the **Edit** link next to that section to return to that information page to make corrections.
30. Click the **review and accept the Terms & Conditions** link at the bottom of the page.

Education Assistance Program (EAP) Application

The Terms and Conditions PDF displays.



31. Review the terms and conditions and click the **X** in the upper right-hand corner of the PDF to close it.



Education Assistance Program (EAP) Application

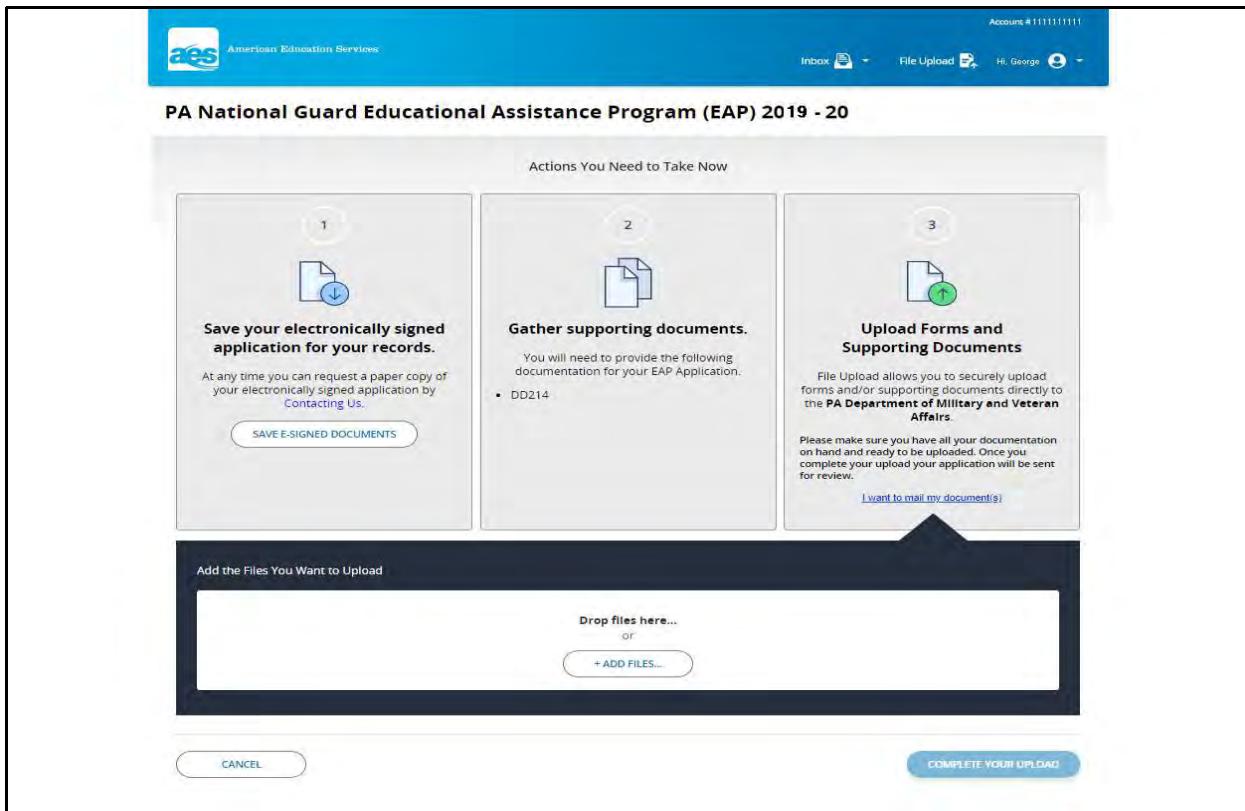
The **Verify & Sign** page redisplays with the **Sign & Submit** button available.

A screenshot of a web page titled "Education Assistance Program (EAP) Application". The page contains a message box with the following text: "Before you can continue, you must [review and accept the Terms & Conditions](#). You will be signing both your EAP application and Master Promissory Note." Below the message box is a blue button with the text "SIGN & SUBMIT".

32. Click the **SIGN & SUBMIT** button.

Education Assistance Program (EAP) Application

The **Gather and Mail Application** page displays.



The screenshot shows the 'PA National Guard Educational Assistance Program (EAP) 2019 - 20' application page. At the top, there are navigation links for 'Inbox', 'File Upload', and 'Hi, George'. The main content area is titled 'Actions You Need to Take Now' and contains three numbered steps:

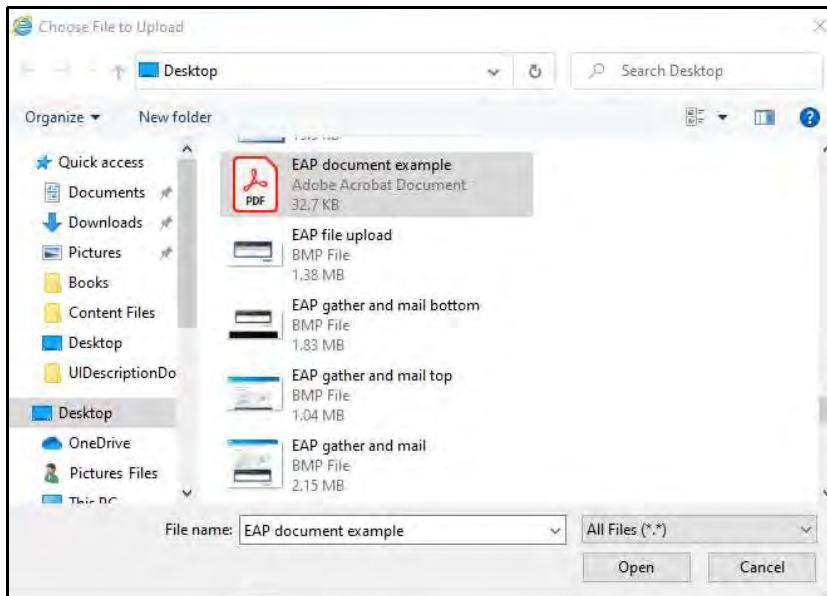
- 1. Save your electronically signed application for your records.** This step includes a link to 'SAVE E-SIGNED DOCUMENTS'.
- 2. Gather supporting documents.** This step includes a link to 'I want to mail my document(s)'.
- 3. Upload Forms and Supporting Documents.** This step includes a link to 'File Upload'.

Below these steps is a section titled 'Add the Files You Want to Upload' with a 'Drop files here...' field and a '+ ADD FILES...' button. At the bottom of the page are 'CANCEL' and 'COMPLETE YOUR UPLOAD' buttons.

This page displays **Actions You Need to Take Now** information to save the application, gather supporting documents and mail supporting documents. Service members also have the option to upload supporting documents.

33. Click the **SAVE SIGNED DOCUMENTS** button to open a PDF version of the application, not shown, and save it or print it.
34. If the service member has supporting documentation available to be uploaded instead of being mailed to American Education Services, drag the files to the **Add the Files You Want to Upload** section or click the **+ADD FILES** button.

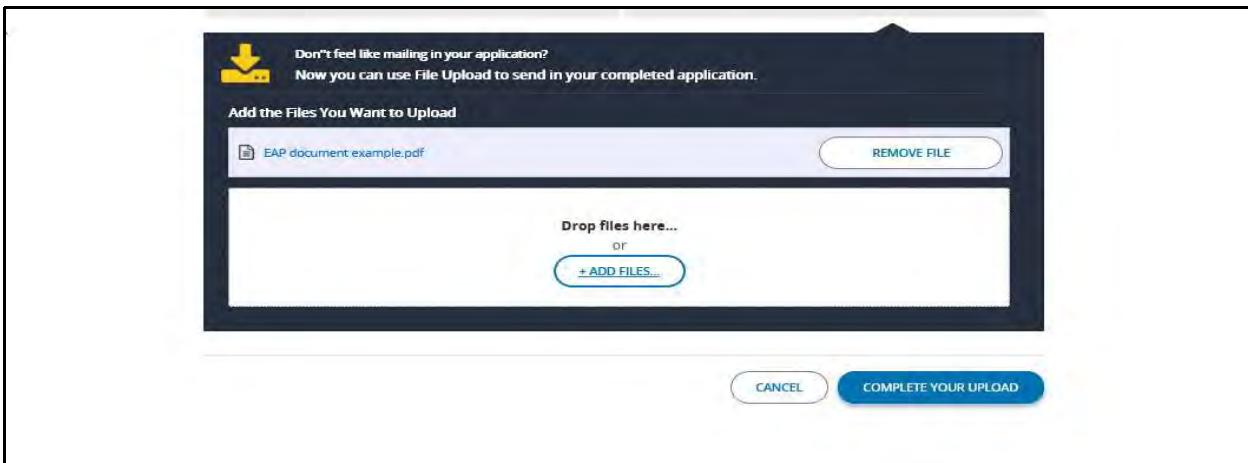
The **Choose File to Upload** box displays.



35. Select the document to be uploaded so that the name appears in the **File name** box.
36. Click the **Open** button.

Education Assistance Program (EAP) Application

The **Gather and Mail Application** page redisplays with the document file in the **Add the Files You Want to Upload** section.



37. Continue adding files as needed.
38. Click the **COMPLETE YOUR UPLOAD** button when all files are added.



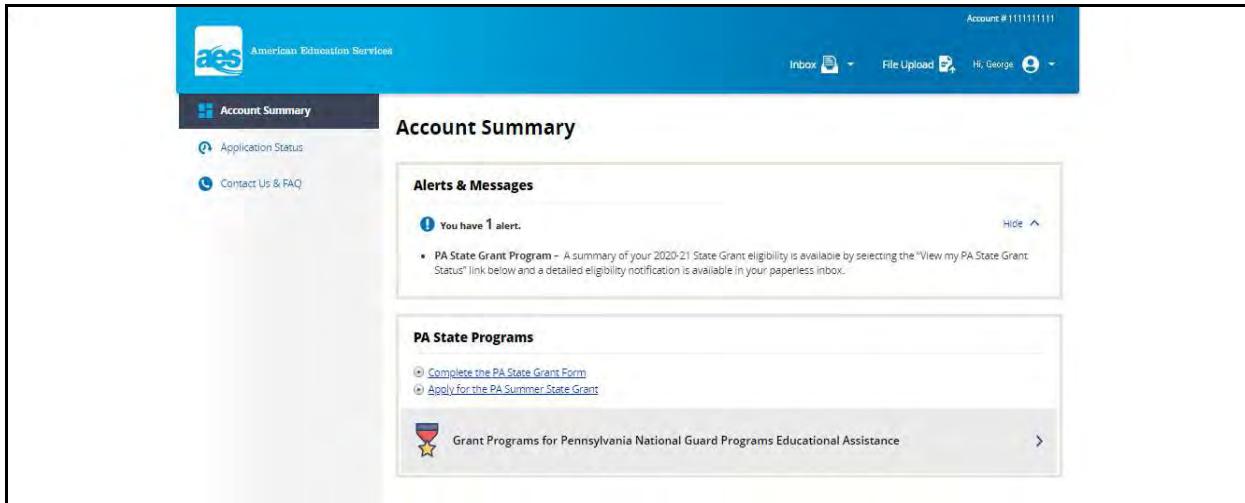
Education Assistance Program (EAP) Application

The **Congratulations! You have successfully submitted your required documentation** message displays after the upload is completed.

A screenshot of a web application interface. At the top, there is a header with the PHEAA logo, the text "American Education Services", and account information "Account #1111111111", "Inbox", and "Hi, George". Below the header, the title "PA National Guard Educational Assistance Program (EAP) 2019-20" is displayed. A central message box contains a blue checkmark icon and the text "Congratulations! You have successfully submitted your required documentation." Below this message, there is a section titled "What to Expect" with the subtext "You will receive an email within the next few days, with additional information about processing times." A blue "RETURN TO MY ACCOUNT" button is located below this section. At the bottom of the page, a black footer bar contains links to "Contact Us", "About Us", "Privacy Policy", "Office of Consumer Advocacy", and "Site Map". The footer also includes a copyright notice: "Copyright © 2020 Pennsylvania Higher Education Assistance Agency. All rights reserved."

Application Status

After an EAP application has been submitted, the service member may return to the consumer portal to review the application status and any awards that were approved.



The screenshot shows the PHEAA consumer portal's Account Summary page. At the top, there is a navigation bar with the AES logo, account number (111111111), and links for Inbox, File Upload, and Hi, George. The main content area is titled "Account Summary". On the left, a sidebar has links for Application Status and Contact Us & FAQ. The main content area has two sections: "Alerts & Messages" and "PA State Programs". The "Alerts & Messages" section shows 1 alert about PA State Grant Program eligibility. The "PA State Programs" section links to "Complete the PA State Grant Form" and "Apply for the PA Summer State Grant". At the bottom, there is a link to "Grant Programs for Pennsylvania National Guard Programs Educational Assistance".

1. Click **Application Status** in the left navigation section on the **Account Summary** page.



Education Assistance Program (EAP) Application

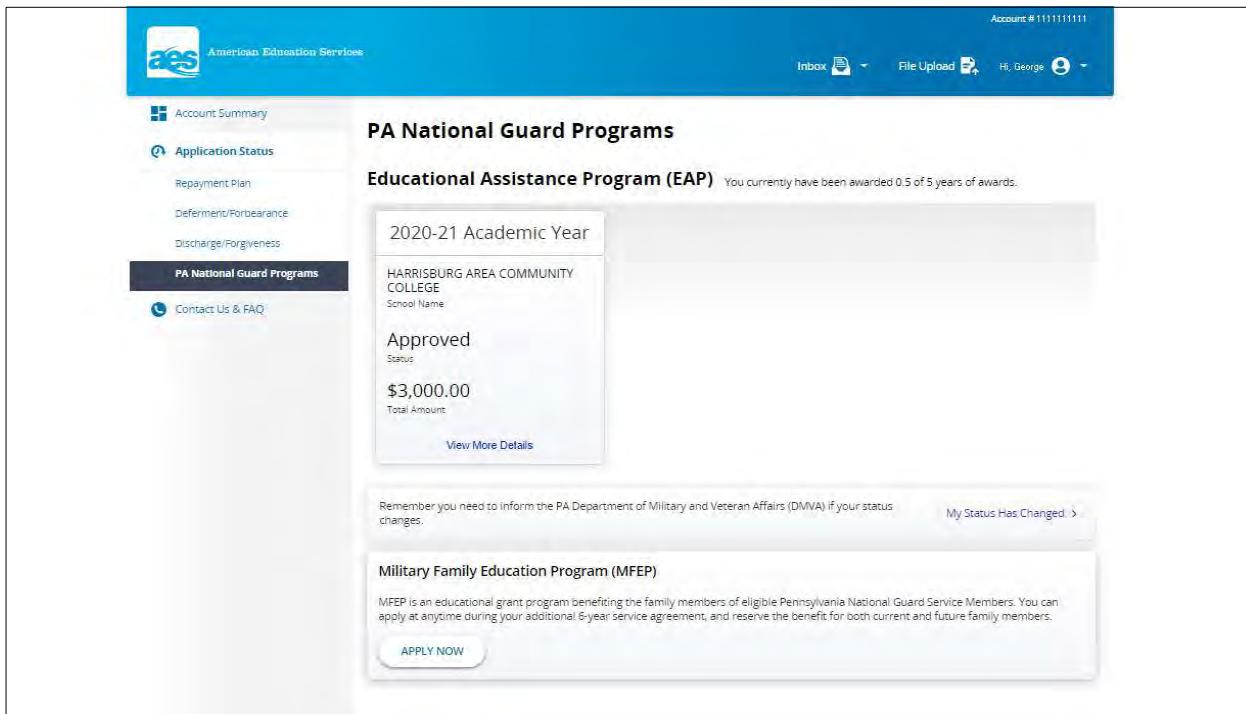
The **Application Status** page displays.

A screenshot of the PHEAA EAP Application Status page. The top navigation bar includes the PHEAA logo, a search bar, and links for "Account Summary", "Application Status" (which is highlighted in blue), "Repayment Plan", "Deferment/Forbearance", "Discharge/Forgiveness", "PA National Guard Programs", and "Contact Us & FAQ". The "Application Status" section has a heading "Application Status" and a sub-heading "Which of these would you like to explore?". It contains four buttons: "View the status of your Repayment Plan Requests", "View the status of your Deferment/Forbearance Requests", "View the status of your Discharge/Forgiveness Requests", and "View the status of your PA National Guard Programs". The "PA National Guard Programs" button is the one being pointed to in the second step of the instructions.

2. Click **View the status of your PA National Guard Programs**.

Education Assistance Program (EAP) Application

The **PA National Guard Programs** application status page displays.



The screenshot shows the PA National Guard Programs application status page. The main content area displays the following information:

- Educational Assistance Program (EAP)**: You currently have been awarded 0.5 of 5 years of awards.
- 2020-21 Academic Year**
- HARRISBURG AREA COMMUNITY COLLEGE**
School Name
- Approved**
Status
- \$3,000.00**
Total Amount
- [View More Details](#)
- Remember you need to inform the PA Department of Military and Veteran Affairs (DMVA) if your status changes. [My Status Has Changed.](#)
- Military Family Education Program (MFEP)**
MFEP is an educational grant program benefiting the family members of eligible Pennsylvania National Guard Service Members. You can apply at anytime during your additional 6-year service agreement, and reserve the benefit for both current and future family members.
- [APPLY NOW](#)

This screen displays the list of awards for which the service member has applied.

The total number of awards awarded displays next to the **Educational Assistance Program (EAP)** heading.

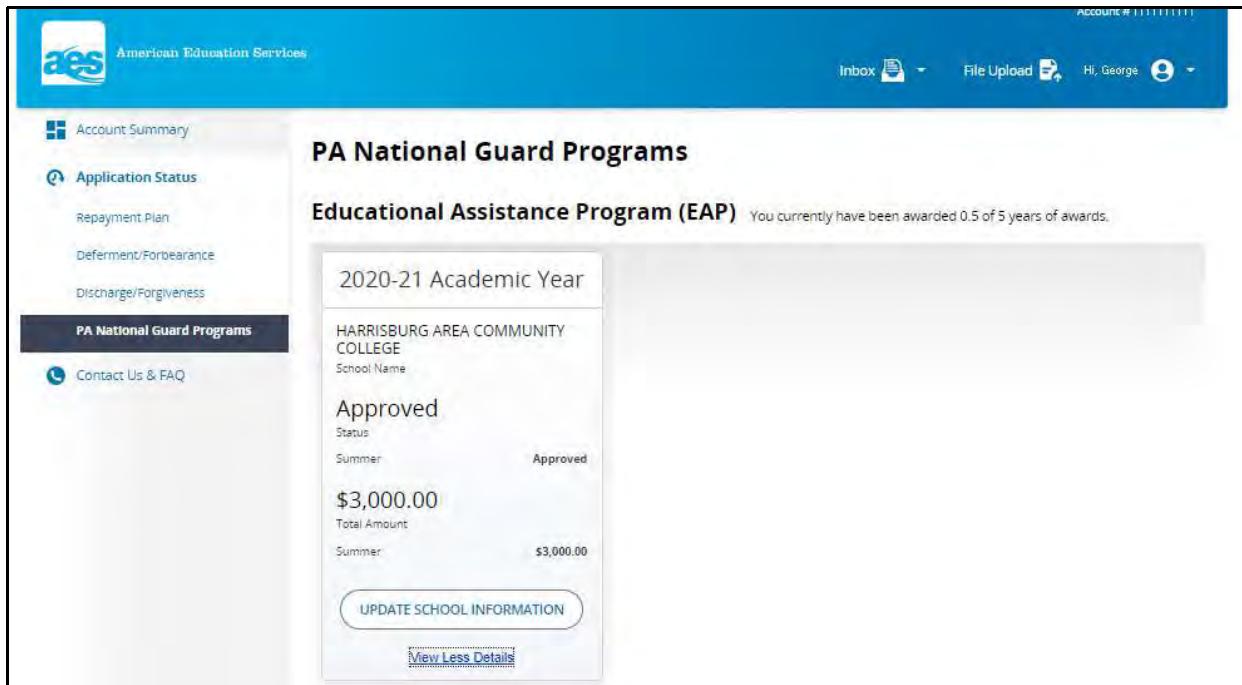
Each year includes the Academic Year dates, School Name, Status of the application and the Total Amount awarded, if applicable.

3. Click the **View More Details** link for a specific term to view more details of the award for that term.

NOTE: If the consumer needs to upload their application or other documentation, a document upload message displays. Refer to the [Document Upload](#) section of this document for more information.

Education Assistance Program (EAP) Application

The term and term award amount for the selected award expands with more details.



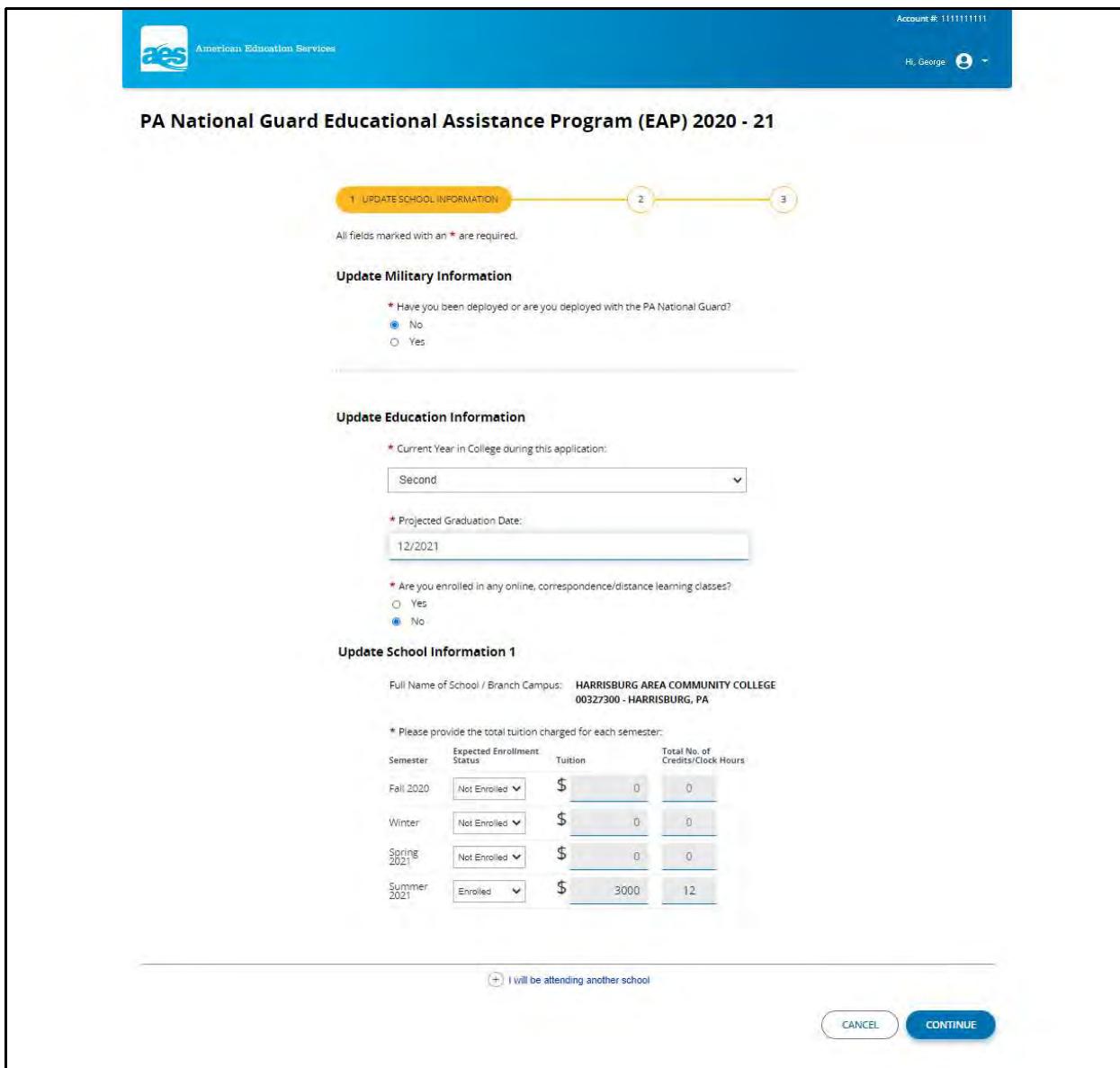
The screenshot shows the AES website interface. The top navigation bar includes the AES logo, account summary, application status, repayment plan, deferment/forbearance, discharge/forgiveness, and contact us & FAQ links. The main content area is titled "PA National Guard Programs" and "Educational Assistance Program (EAP)". It displays the "2020-21 Academic Year" information for "HARRISBURG AREA COMMUNITY COLLEGE". The status is listed as "Approved" with a "Status" column showing "Approved" and a "Summer" column showing "\$3,000.00". Below this, a "Total Amount" section shows "Summer" and "\$3,000.00". At the bottom of the expanded view, there are "UPDATE SCHOOL INFORMATION" and "View Less Details" buttons.

The award amount for each term is listed individually, if applicable.

4. If the school information needs to be updated, click the **UPDATE SCHOOL INFORMATION** button.

Update School Information

The **Update School Information** page displays.



PA National Guard Educational Assistance Program (EAP) 2020 - 21

1 UPDATE SCHOOL INFORMATION 2 3

All fields marked with an * are required.

Update Military Information

* Have you been deployed or are you deployed with the PA National Guard?

No
 Yes

Update Education Information

* Current Year in College during this application:

Second

* Projected Graduation Date:

12/2021

* Are you enrolled in any online, correspondence/distance learning classes?

Yes
 No

Update School Information 1

Full Name of School / Branch Campus: HARRISBURG AREA COMMUNITY COLLEGE
00327300 - HARRISBURG, PA

* Please provide the total tuition charged for each semester:

Semester	Expected Enrollment Status	Tuition	Total No. of Credits/Clock Hours
Fall 2020	Not Enrolled	\$ 0	0
Winter	Not Enrolled	\$ 0	0
Spring 2021	Not Enrolled	\$ 0	0
Summer 2021	Enrolled	\$ 3000	12

I will be attending another school

CANCEL **CONTINUE**

1. Select **Yes** or **No** to the following question: **Have you been deployed or are you deployed with the PA National Guard?** This field is required.
2. In the **Current Year of College during this Application** field, select the year in college. This field is required.

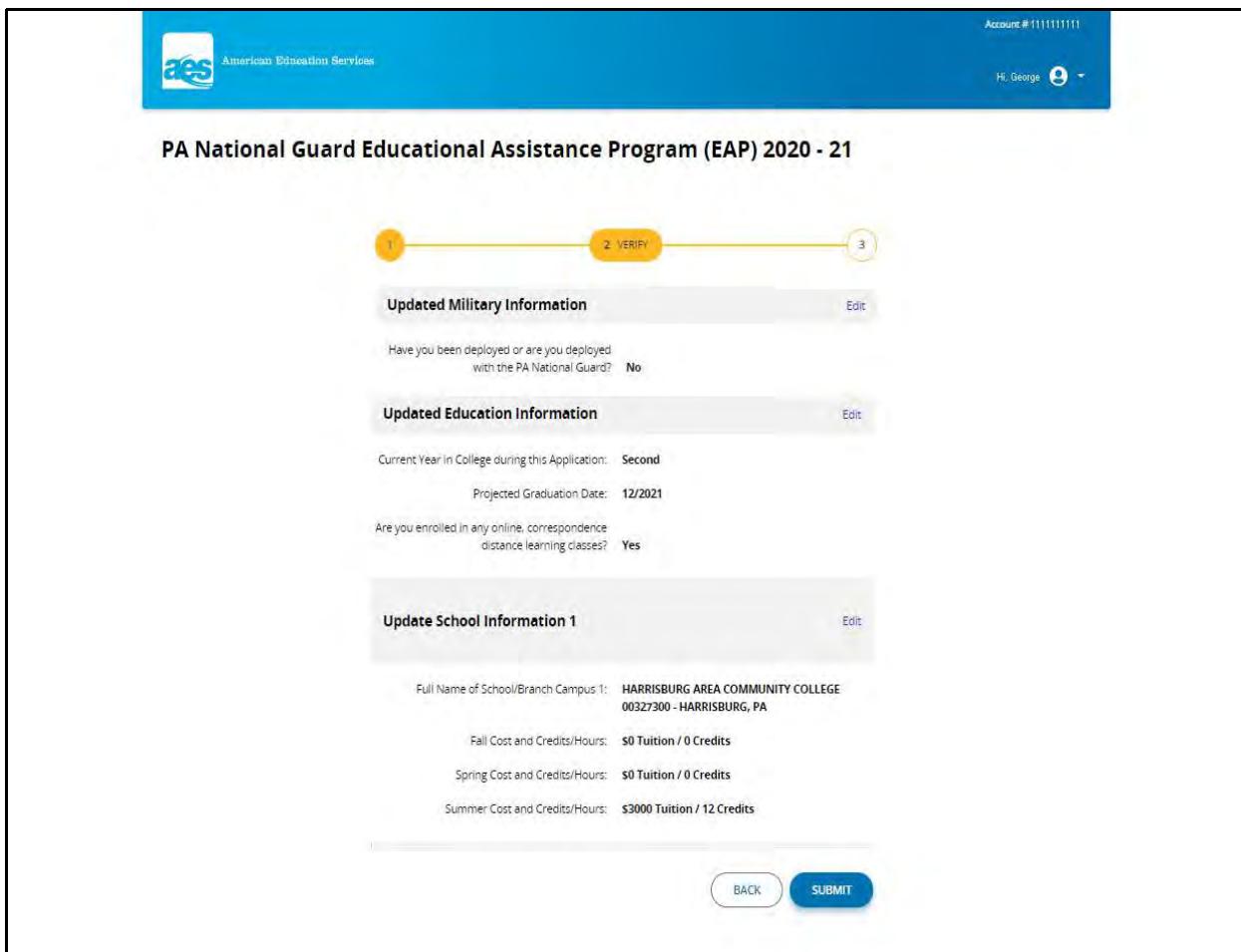
3. In the **Projected Graduation Date** field, enter the projected graduation date in MM/DD/YYYY format. This field is required.
4. Select **Yes** or **No** to the following question: **Are you enrolled in any online, correspondence/distance learning classes?** This field is required.

In the tuition section, complete the following fields as needed for each semester or quarter. At least one row of enrollment and tuition information is required.

5. In the **Expected Enrollment Status** field, click the drop-down arrow to select the expected enrollment status for the term.
6. In the **Tuition** field, enter the total amount of tuition for the term.
7. In the **Total No. of Credits/Clock Hours** field, enter the total number of credits or clock hours expected to be completed for the term.
8. Repeat steps 5 through 7 for each term as needed.
9. Click the link **I will be attending another school** to add information about another school and repeat the steps above.
10. Click the **CONTINUE** button.

Education Assistance Program (EAP) Application

The **Verify** page displays.



PA National Guard Educational Assistance Program (EAP) 2020 - 21

1 2 **VERIFY** 3

Updated Military Information [Edit](#)

Have you been deployed or are you deployed with the PA National Guard? **No**

Updated Education Information [Edit](#)

Current Year in College during this Application: **Second**

Projected Graduation Date: **12/2021**

Are you enrolled in any online, correspondence distance learning classes? **Yes**

Update School Information 1 [Edit](#)

Full Name of School/Branch Campus 1: **HARRISBURG AREA COMMUNITY COLLEGE 00327300 - HARRISBURG, PA**

Fall Cost and Credits/Hours: **\$0 Tuition / 0 Credits**

Spring Cost and Credits/Hours: **\$0 Tuition / 0 Credits**

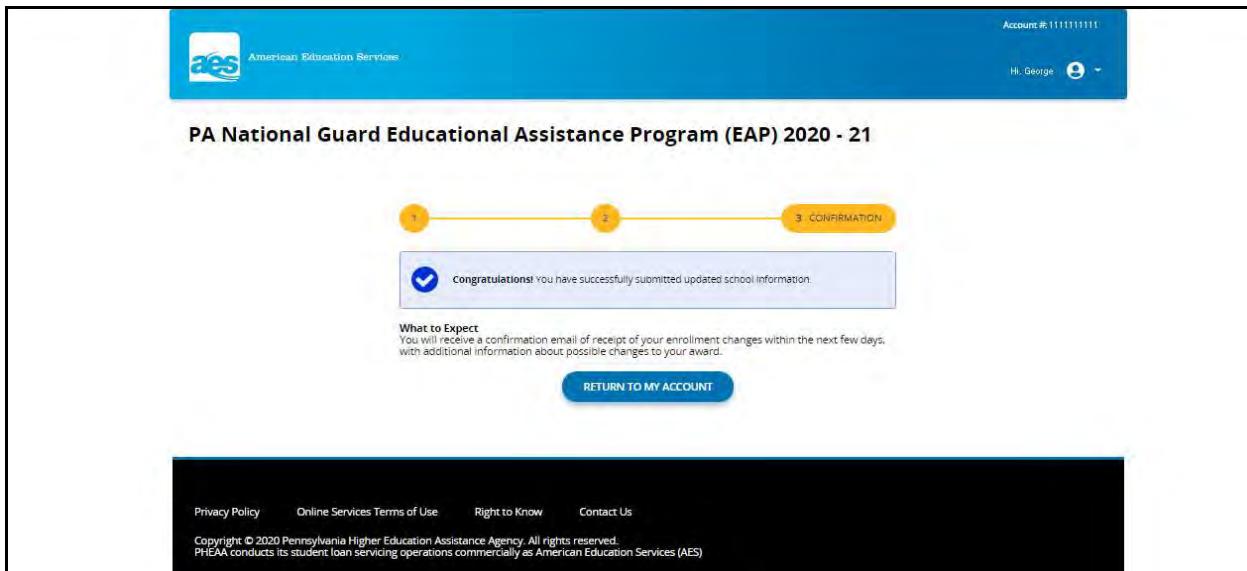
Summer Cost and Credits/Hours: **\$3000 Tuition / 12 Credits**

[BACK](#) [SUBMIT](#)

11. Verify the information in each section and click the **Edit** link to update any of the information if needed.
12. Click the **SUBMIT** button to submit the changes.

**Education Assistance Program (EAP) Application**

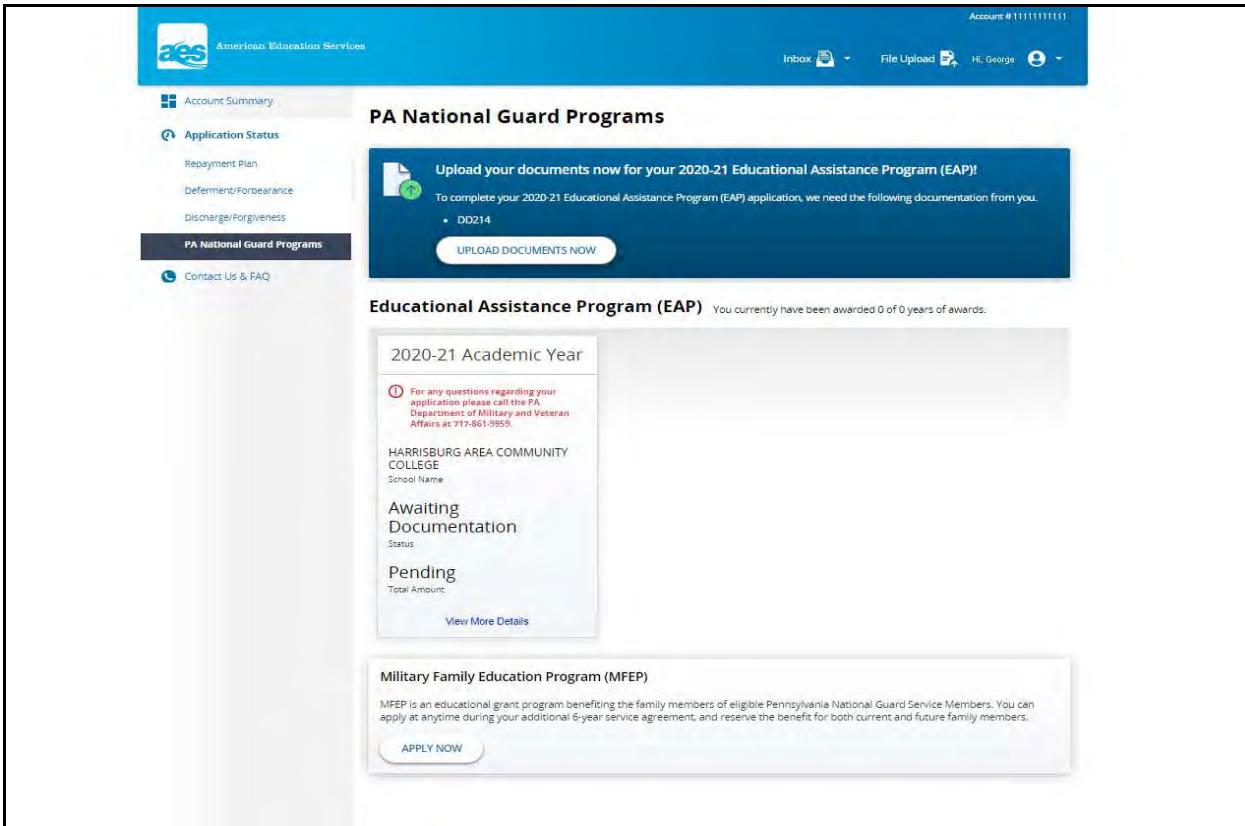
The **Confirmation** page displays the message: **Congratulations! You have successfully submitted updated school information.**



Education Assistance Program (EAP) Application

Document Upload

The **PA National Guard Programs** application status page displays for uploading documents if the service member did not return their application or supporting documents.

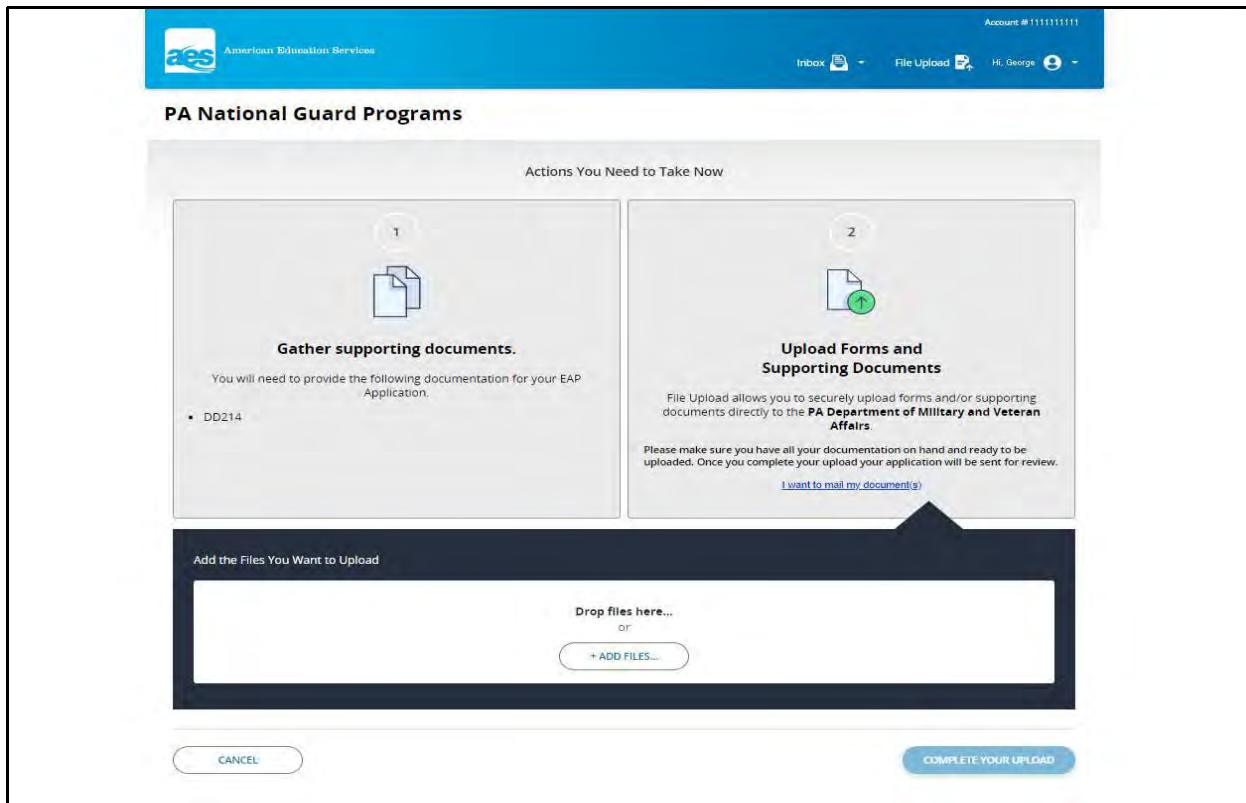


The screenshot shows the PA National Guard Programs application status page. At the top, there is a navigation bar with links for Account Summary, Application Status, Repayment Plan, Deferment/Forbearance, Discharge/Forgiveness, PA National Guard Programs, and Contact Us & FAQ. The user's account number is 111111111111. The main content area is titled "PA National Guard Programs" and features a callout box for "Upload your documents now for your 2020-21 Educational Assistance Program (EAP)". It lists required documentation: DD214 and "Upload Documents Now". Below this, the "Educational Assistance Program (EAP)" section shows the "2020-21 Academic Year". It includes a note for questions, the school name "HARRISBURG AREA COMMUNITY COLLEGE", and the status "Awaiting Documentation". The status is "Pending" with a "Total Amount" of \$0. A "View More Details" link is available. At the bottom, there is information about the "Military Family Education Program (MFEP)" and an "APPLY NOW" button.

1. Click the **Upload Documents Now** button.

Education Assistance Program (EAP) Application

The **Actions You Need to Take Now** page displays.



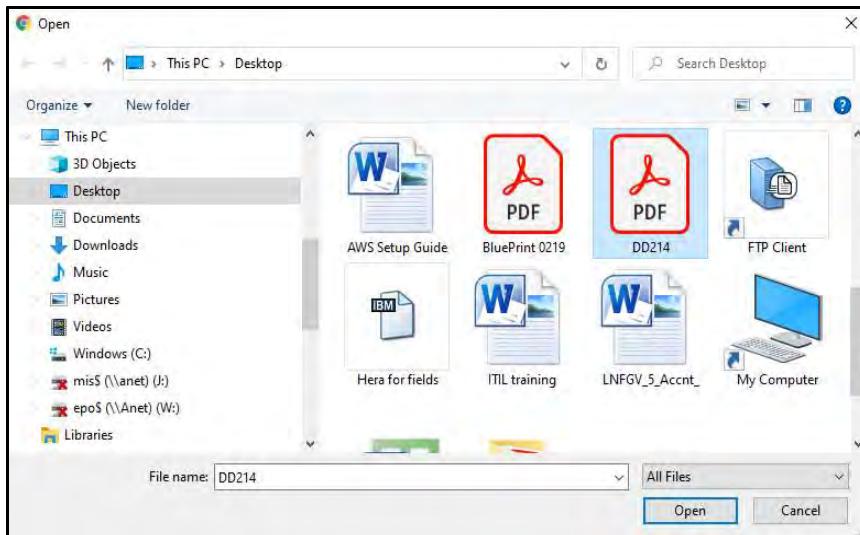
The screenshot shows the 'Actions You Need to Take Now' section of the EAP application. It is divided into two main sections: 'Gather supporting documents' and 'Upload Forms and Supporting Documents'. The 'Gather supporting documents' section lists the required documentation, including DD214. The 'Upload Forms and Supporting Documents' section provides instructions for file upload to the PA Department of Military and Veteran Affairs. A note at the bottom of this section links to mailing instructions. Below these sections is a large 'Add the Files You Want to Upload' area with a file drop zone and an '+ ADD FILES...' button. At the bottom of the page are 'CANCEL' and 'COMPLETE YOUR UPLOAD' buttons.

This screen displays a list of the documentation that is required to complete the application. The service member can mail the supporting documents or upload the files to the website.

2. To upload the files, drag and drop files to the **Add the Files You Want to Upload** section or click the **+Add Files** button.

NOTE: If the service member wishes to mail the supporting documentation, click the **I want to mail my documents** link to view the address and instructions for mailing documentation.

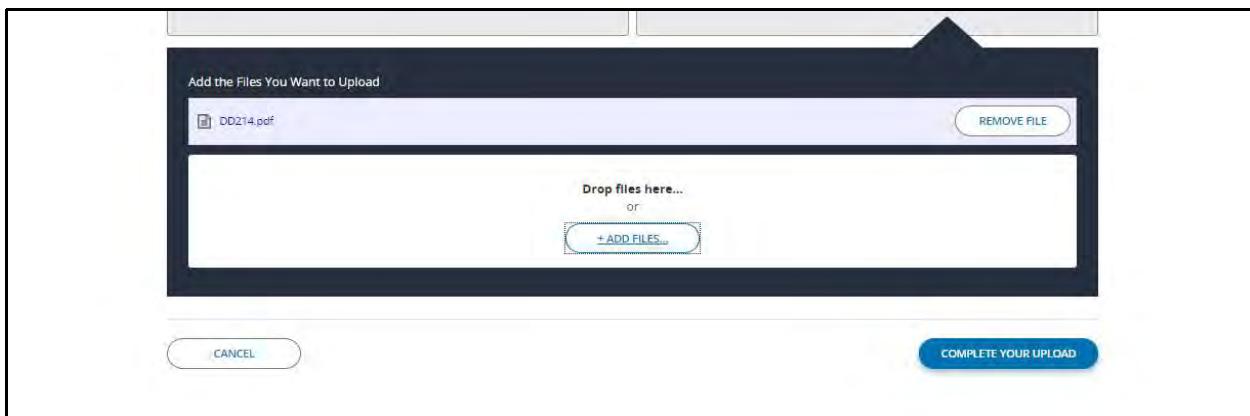
The **Open** dialog box displays.



3. Select the document to be uploaded so that the name appears in the **File name** box.
4. Click the **Open** button.

Education Assistance Program (EAP) Application

The **Actions You Need to Take Now** page redisplays with the document file in the **Add the Files You Want to Upload** section.

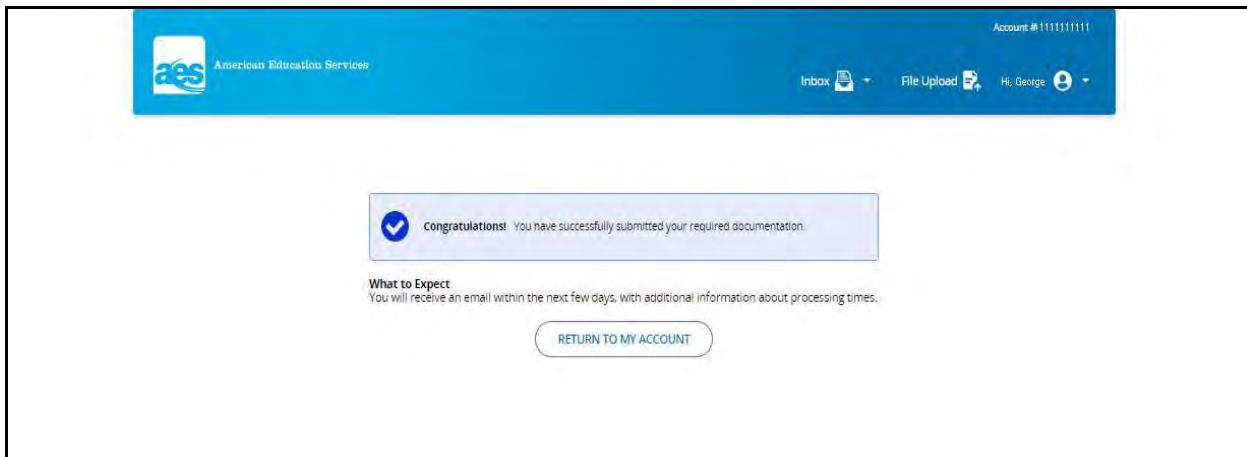


5. Continue adding files as needed.
6. Click the **COMPLETE YOUR UPLOAD** button when all files have been added.



Education Assistance Program (EAP) Application

The **Congratulations! You have successfully submitted your required documentation** message displays after the upload is completed.



Created in 1963 by the Pennsylvania General Assembly, the Pennsylvania Higher Education Assistance Agency (PHEAA) has evolved into one of the nation's leading student aid organizations. Today PHEAA is a national provider of student financial services, serving millions of students and thousands of schools through its loan guaranty, loan servicing, financial aid processing, outreach, and other student aid programs.

PHEAA's earnings are used to support its public service mission and to pay its operating costs, including administration of the Pennsylvania State Grant and other state-funded student aid programs. As the only major federal loan servicer with a nonprofit public service mission, PHEAA devotes its energy and resources to help ease the financial burden of higher education for its primary stakeholders – Pennsylvania students and families.

PHEAA conducts its student loan servicing operations nationally as FedLoan Servicing and American Education Services (AES). PHEAA operates its digital technology division as Avereo. For more information, visit PHEAA.org.

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These materials have been developed and paid for by the Pennsylvania Higher Education Assistance Agency (PHEAA). The information contained in this document is believed to be accurate at the time of printing.

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