



UNITED STATES DEPARTMENT OF EDUCATION
OFFICE OF THE UNDER SECRETARY

April 29, 2025

The Honorable Elizabeth Warren
United States Senate
Washington, DC 20510

Dear Senator Warren:

Thank you for your March 19, 2025, letter to Secretary McMahon regarding Federal Student Aid (FSA). Your letter was forwarded to me, and I am pleased to respond. I am sending an identical response to the co-signers of your letter.

Ensuring a timely and smooth Free Application for Federal Student Aid (FAFSA®) process is a top priority for the Trump Administration. The FAFSA technical team has been hard at work to improve the FAFSA form for all students and their families. The Department of Education (Department) is on track to launch the 2026–27 FAFSA by October 1, 2025, as mandated by the FAFSA Deadline Act. On April 17, 2025, the Department announced that 10 million 2025–26 FAFSA forms had been successfully submitted and processed. Roughly 2.7 million more forms have been submitted this cycle compared to last year (39 percent growth), as well as 400,000 additional applications (4.3 percent growth) over the 2023–24 cycle, last time the form launched on October 1. We are pleased to share that 92 percent of users report satisfaction with the FAFSA experience. These are major milestones following the Biden Administration’s mismanagement of the 2024–25 FAFSA rollout. The Department also announced improvements to the FAFSA form to upgrade the user experience for students, parents, colleges, and universities while cracking down on fraudulent activity and planning for the successful release of the 2026–27 FAFSA form.

The Department’s actions to reduce bureaucracy, excess management, and duplicative functions are improving students’ and families’ customer service experience with the FAFSA. Indeed, the Trump Administration will continue to correct the failures of the previous Administration to ensure students and families can easily access the FAFSA form in a timely manner thereby avoiding a massive backlog of complaints. Filers may also find additional support at our [Troubleshooting](#) and [Additional Resources](#) pages.

Continuity of operations for FSA is a critical function, and FSA continues to staff necessary functions regarding the FAFSA and student loan servicing. No employees working on the core functions of FAFSA or student loan servicing were subject to the Reduction in Force (RIF). Although some employees in the Office of the Ombudsman were subject to the RIF, remaining employees will still be responding to complaints submitted through the online portal on StudentAid.gov. In addition, I can confirm that the button to submit a complaint has been moved from the top of the webpage to the footer and renamed “submit feedback,” reverting to the previous terminology in place prior to 2 years ago.

We invite you to review recent press releases and statements from the Department on matters relevant to your letter at our [Newsroom](#) and a recent letter sent March 14, 2025, to [higher education stakeholders](#). As with all the Department's work, we undertake initiatives consistent with federal law and statutory obligations, regulatory requirements, and the U.S. Constitution. Given ongoing litigation regarding activities referenced in your letter, we cannot offer additional information related to these actions at this time.

The Secretary is committed to working with Congress to improve education in this country and is available to meet with any Members of Congress to discuss. If you have further questions, your staff may contact our Office of Legislation and Congressional Affairs at (202) 401-0020.

Sincerely,

A handwritten signature in black ink, appearing to read 'J P Bergeron', with a long horizontal flourish extending to the right.

James P. Bergeron
Acting Under Secretary