

**IDOC Student FAQs
2007-2008 Processing Year**

Q: What is the College Board and why am I sending financial information to them? I would rather send this information directly to my school.

A: The College Board is a not-for-profit membership association whose mission is to connect students to college success and opportunity. IDOC is one of the many programs sponsored by the College Board. The college(s) or scholarship program(s) to which you are applying have contracted with the College Board to collect and process your financial information. Sending this information to the College Board as requested will help your colleges process your financial aid application more quickly and efficiently.

Q: How will you keep my information confidential?

A: The confidentiality of your information is very important to the College Board and to the colleges and programs participating in this service. Every effort is made to guarantee the integrity and privacy of data submitted by students and parents. To ensure the highest level of security, the College Board has implemented systems that include multiple firewalls with unique security zones, data encryption, intrusion detection systems, data and system backups, and data integrity checks. Your information will be stored in a secure environment, and will be communicated only to the financial aid office(s) at IDOC-participating college(s) and program(s) to which you are applying. The paper copies of your documents will be destroyed after the conclusion of the processing year.

The lock icon at the bottom of the page means the website is using an encryption technology known as Secure Sockets Layer, or SSL. The URL of websites using SSL will begin with "https:" instead of "http:" indicating the secure connection. SSL software authenticates that the College Board is the owner of this site. Double click on the lock to obtain more information.

Q: My IDOC information packet was returned to me with a letter stating that I need to reprint my IDOC Cover Sheet. Why?

A: Your IDOC Cover Sheet is necessary to guarantee that your material will be processed correctly. The Cover Sheet must be a legible **one side of one-page** document that is not damaged in any way that would prevent it from going through the document scanning process. Please print a legible one-page copy of your IDOC Cover Sheet from this website to return with your material as soon as possible.

Q: My IDOC Cover Sheet isn't printing as a one-page document. What can I do?

A: We suggest that you adjust the print margins on your computer.

If you are using Internet Explorer (IE), the recommended browser for viewing IDOC online, you can adjust your margins by clicking on File > Page Setup in the top left corner of your screen (IE's toolbar). In the bottom right corner of the Page Setup box, change all margins to .25. This will affect everything you view and print via IE.

Q: How do I ensure prompt processing of my information?

- A:
1. Print your Cover Sheet on one side of a single sheet of paper. We cannot process your packet without a Cover Sheet or if you send in a two page Cover Sheet.
 2. Complete and mail the IDOC Cover Sheet with one legible copy of each of the required documents. On the Cover Sheet provide the Social Security Number for each parent submitting documents, and for the student's spouse, if applicable.
 3. Copy each document page on a separate 8.5" X 11" sheet of white paper (full sized - no reduction or enlargement). Copy both sides of each tax form and be sure that the copy is legible and complete. Copies must be 1-sided. Do not copy more than one W-2 form on a single sheet of paper.
 4. Mail all requested documents with the Cover Sheet to the College Board at the address on the Cover Sheet. Do not send the requested information to the College Board in multiple mailings. Do not send duplicate packets. Only information from the noncustodial parent, if requested, may be submitted separately with a separate Cover Sheet.
 5. Material received without a Cover Sheet will be returned unprocessed to the return address on the envelope, or, if not available, the address on the tax returns. If neither address is available, the packet will be returned to the student's address of record.

Q: How do I get my IDOC Cover Sheet?

A: Go to the IDOC Sign In Page. Enter two of the following: your IDOC ID, your Social Security Number, or your Date of Birth; then click the "Sign-In" button. On the next page click on "IDOC Cover Sheet." Your IDOC Cover Sheet must be legible and printed as a one-side of one page document.

Q: How do I learn what documents I need to send to the College Board?

A: Go to the IDOC Sign In Page. Enter two of the following: your IDOC ID, your Social Security Number, or your Date of Birth; then click the "Sign-In" button. On the next page click on "IDOC Requirements." Keep the IDOC Cover Letter for your records. Do not return it to the College Board.

Q: How do I verify that the College Board has received my IDOC packet and has forwarded it to the college or program that requested it?

A: Go to the IDOC Sign In Page. Enter two of the following: your IDOC ID, your Social Security Number, or your Date of Birth; then click the "Sign-In" button. On the next page click on "Check Status." The IDOC Status page will display the date we notified you of your IDOC requirements, the date we received your IDOC materials, and the date we sent your IDOC information to your college(s) or program(s). The notification and receipt dates are reported to your college(s)/program(s).

Q: Where should I send my IDOC information?

A: Please use the following address:

College Board IDOC
PO Box 4017
Mt. Vernon, IL 62864

Q: How can I expedite mailing my information to the College Board?

A: If you would like to expedite the shipment of your required IDOC information you may send your information via priority mail through the U.S. Postal Service. Make certain that you return your information to the address on the IDOC Cover Sheet: College Board IDOC, P.O. Box 4017, Mt. Vernon, IL 62864. This is a two day service from most postal locations.

Q: If I applied to two (or more) colleges or programs that are IDOC participants, do I send two copies of my forms? If I send only one copy of my forms will the College Board make my information available to both colleges or programs?

A: The College Board requires only one copy of your forms. The information that you provide will be made available to all of your colleges and programs that use IDOC.

Q: We cannot meet the deadline for filing our information with IDOC. What do we do?

A: Return the documents requested to the College Board as soon as possible. Contact the college that requested the information and explain your circumstances.

Q: Can we send a partial mailing of the required IDOC materials now and return the rest of the information at a later date?

A: No. It's important that you return the requested information to IDOC as a complete package and not in separate mailings. Only information from the noncustodial parent, if requested, may be submitted separately with a duplicate IDOC Cover Sheet.

Q: What are the consequences of returning the information required by my college or program after the deadline indicated on my IDOC letter?

A: You must contact your college financial aid office to determine the consequences of returning documents after your college's deadline.

Q: Is the deadline given in my IDOC letter the date that my information must be postmarked or the date that you must receive our documents?

A: The College Board must receive your documents no later than the deadline listed on your IDOC letter. Make certain that you return your information to the address on the IDOC Cover Sheet: College Board IDOC, P.O. Box 4017, Mt. Vernon, IL 62864

Q: How long does it take to process my information once the College Board receives it?

A: It takes approximately five business days to process the information once we receive it.

Q: I completed my IDOC packet a while ago but have not received a financial aid award from the school. I thought the turnaround was 5 business days. When will I receive my financial aid award?

A: Your college or program will communicate directly with you about your financial aid award. IDOC information is only one component of many evaluated by your financial aid office when reviewing your information. Please consult the material that your financial aid office has available (information directly mailed to you, your college's or program's website, etc.) to help determine when your award eligibility will be determined. Please contact your college or program if you have additional questions.

Q: What happens to the paper copies of my tax information once the College Board has completed processing?

A: After the end of the processing year, the College Board destroys all of the paper copies sent to us.

Q: If you are sending my tax information to one college, why don't you send my tax information to the other colleges that I listed to receive my PROFILE information?

A: Not all colleges participate in IDOC. The College Board sends IDOC documents only to colleges and programs that use the IDOC Service. Follow directions from your other college(s) or program(s) about where and when to submit your tax forms.

Q: My brother will be attending the same college where I am currently enrolled. Why did I receive an IDOC notification and he did not?

A: Colleges select students to participate in IDOC based on year in school and other variables. Therefore, it is possible that your college selected you and not your sibling to participate in IDOC.

Q: My college told me that I would receive information on IDOC from the College Board, but I have not received anything. When I go to IDOC Online to check my status it says that I was not notified by the College Board to use IDOC. Am I supposed to send IDOC materials to someone?

A: No. Please note that IDOC notification does not begin until the first week of February. If your school has told you that you will receive an IDOC notification and you have not yet received one as of the second week of February, it may be that your college has not yet provided the College Board with your information. You will be notified when your college instructs the College Board to do so. If you are required to submit a 2007-2008 CSS PROFILE Application and you have not, please do so as soon as possible. Not submitting your PROFILE Application can delay your IDOC notification. Contact your college if you have questions about when you need to send your tax forms to the College Board.

Q: Can I use last year's 2006-2007 IDOC Cover Sheet to send my 2007-2008 IDOC information?

A: No. You must use the current 2007-2008 Cover Sheet.

Q: Can I use my sister's IDOC Cover Sheet to send my IDOC information if we attend the same college?

A: No. The Cover Sheet is only valid for the student whose Social Security Number, name, and IDOC ID appear on the Cover Sheet.

Q: I am a noncustodial parent and am sending in IDOC information for my child. What will happen to my tax information if there is anything wrong with the packet? I don't want the information returned to my child's custodial parent.

A: Material received at the College Board without a Cover Sheet or that is missing required information will be returned, unprocessed, to the return address on the envelope, or, if not available, to the address on the tax forms. Only if neither address is available, will the packet be returned to the student's address of record.

Q: Where can I obtain a copy of the verification worksheet requested by my school?

A: Go to the IDOC Sign In Page. Choose the "Verification Worksheets" link. Click the appropriate verification worksheet based on your dependency status. The document is in PDF format. You must have Adobe Acrobat Reader to download and print the worksheets. Verification Worksheets are also available in Help.

Q: I am receiving e-mails reminding me to return my IDOC packet but I will not be sending in any tax information. Can you stop sending me these reminders?

A: Yes, there is a link at the bottom of the e-mails that will register your request to opt out of receiving further e-mail reminders. You may also send an e-mail to help@cssprofile.org.

Q: I lost my IDOC ID. How do I find out what it is?

A: Your IDOC ID is located on your IDOC Cover Sheet. If you do not have the Cover Sheet, go to the IDOC Sign-In Page. Enter your Social Security Number and your Date of Birth, then click the "Sign-In" button. On the next page click on "IDOC Cover Sheet." If you still need assistance, contact the College Board by calling (305) 829-9793 or e-mailing us at help@cssprofile.org.

Q: My parents and I are not U.S. citizens and will not file U.S. income tax returns. I received a letter from the College Board directing me to submit my tax documents through its IDOC service. What should I send to the College Board?

A: You should submit whatever tax documents you and your parents are required to file. If you or your parents are not filing a U.S., Canadian, or Puerto Rican income tax return, indicate that on the IDOC Cover Sheet by filling in the "Other Signed 2006 Non-U.S. Tax return." ovals. Sign the Cover Sheet and return it to the College Board at the address on the Cover Sheet. Contact your school to determine if you need to take any further steps to complete your financial aid application.