

INFORMATION
April 17, 2026

HIGHER EDUCATIONAL AIDS BOARD

BOARD REPORT #26-15

WASFAA Response Letter



State of Wisconsin
Higher Educational Aids Board

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Tony Evers
Governor

Tammie DeVooght Blaney
Executive Secretary

April 8, 2026

Dear Mr. Bode,

I am writing to provide an update regarding the ongoing work HEAB is undertaking in response to concerns shared with us from WASFAA.

Over the past two months, our main strategy has been to connect as much as possible with financial aid officers to understand ongoing or new issues so we can make changes as quickly as possible.

We have focused on a few strategies as we work to address concerns:

Collecting Data

HEAB created a detailed survey to capture information from FAOs. This was sent on March 11th. Information received is still being evaluated by the HEAB team. In addition, we have shared issues / challenges and suggestions from the surveys with GBPI. One of the most important initial findings was learning that users rated our internal GLASS resources much higher than the User manual provided by GBPI. We are taking this knowledge and building a separate GLASS page on our website that will have the internal resources we've created on it, a FAQ area, and a Status Tracker. The Status Tracker is being tested now and will be up on the website soon per FAOs request. This will allow FAOs to see quickly if an issue they are having or have reported is fixed or in the process of being fixed.

Connecting FAOs with Gold Bridge Partners Inc and Facilitating a Conversation about the GLASS System

There was a concern that we did not allow financial aid staff to talk with Gold Bridge Partners Inc, the contractor who is building the GLASS system. In addition, some technical questions would be best answered by them directly. We planned two meetings for FAOs to meet with GBPI on March 4th and March 30th. On March 4th, 84 attended and on March 30th, 76 attended. Any questions unanswered in the first meeting were answered when we had the follow-up meeting. This opportunity to meet directly with GBPI was well-received and helped clear up confusion about processes and capabilities of the new system.

Improving Communication

While I remain proud of the HEAB team for their communication efforts, there is always room for improvement. Asking for feedback in the survey mentioned above and continuing to offer monthly informational sessions are tools we used in the last few months. We have renamed our Q and A sessions to “*HEAB and GLASS Updates with Open Q&A Session*,” to more accurately reflect what will happen in those meetings. In addition, I attended WASFAA along with four of our team members. While there, I gave an agency update to attendees in a general session and all members of the team attended sector meetings and gave updates and answered questions. At WASFAA, we all had the opportunity to talk with several of our financial aid colleagues, meeting new professionals and reconnecting with existing contacts.

Financial Management Progress

Allocation model. HEAB believes the best way to solve the majority of concerns from FAOs would be to move to an allocation model. Steps taken to work on this:

1. Met with leaders at both WTCS and WAICU to discuss possibility of moving to an allocation model of financial aid awarding.
2. Attended Private, non-profit sector meeting at WASFAA where the allocation option was discussed.

HEAB and these sectors have not agreed to a change yet. I anticipate we will know by August if these sectors would like us to implement this change.

Electronic refund processing. To address concerns related to the refund process, HEAB engaged our liaison Montgomery Cordell at the Department of Administration to assist us in looking at options. The first meeting to discuss the possibilities took place on April 2nd. Preliminary information was given and the next meeting to discuss options will take place on April 16th.

My team and I will continue to work through all the suggestions and concerns we received from WASFAA and look forward to sharing our progress going forward.

Respectfully,



Tammie DeVooght Blaney
Executive Secretary