

GLASS Q&A

Monday, 09/29/2025

If you have something you want covered in the QnA that you want HEAB to get a head start on, please reach out!

All awarding happens in FAFSA receipt date order. In order to find the receipt date, head to “Student Detail Report” and under Column F.

When you want to see where your school’s awarding date is and what the dates are:

- Filter on Wisconsin Grant, as it is the only one with awarding
- Then filter by “awarded” and “eligible”
- Then sort by application date

The Awarded Through date is the day prior to the date where there are both Awarded and Eligible. In the example below, the Awarded Through date would be July 24, 2025. Awarding is limited by available funds, so it’s common to have Awarded and Eligible with the same FAFSA receipt date.

E.g for PNP:

September 23, 2025, the Awarded Through date was April 28, 2025

September 25, 2025, the Awarded Through date was April 30, 2025

September 26, 2025, the Awarded Through date was May 1, 2025

- Starting Wednesday, October 1st, 2025 we will have the Awarded Through date on the GLASS resources page on our site under General Information. **We will be updating this information on Tuesdays, Wednesdays & Fridays.**

GLASS Q&A***Monday, 09/29/2025***

Q: Can you give an example if someone's Awarded Through date is different than July 24, 2025?

A: This happens when someone whose ineligible becomes eligible, they would get thrown into the list by their date.

Q: Is the application date based on the initial ISIR received date or is it the latest correction date?

A: Application received date, the initial filing date.

Q: Does this mean schools have to come into the portal and certify the enrollment for "eligible students"?

A: Until a student is awarded, they can't be certified. The system requires the student to be in an Awarded status before you can certify.

Q: Was there at some time a Qualified status?

A: On some reports it shows qualified. Qualified and eligible are the same status.

Q: To clarify, Qualified = Eligible?

A: Correct.

Q: Does the initial ISIR received date include an ISIR if it is suspended or rejected?

A: We are not sure. We will get back to you on that.

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Q: Have all schools certified the bulk of their students for fall per last week's deadline of September 23?

A: Most have. There are a few that have staff or programming issues and we are working with those schools to get that done. We have about 5 schools that we are working on this with.

Q: How does the waitlist work with allocations?

A: Allocations do not have a "waitlist". Schools control how much is spent.

Q: If a student enrolling in fall is certified but they do not have completed verification requirements and they do not end up enrolled for the following semester. Do we need to update the code and how soon?

A: Update them as soon as you know. But you have to wait to update the following semester until that window to do so opens. But if the student has not been paid yet, you can just change the enrollment level immediately to whatever you think will fit the situation best to zero-out the award.

Q: Does this mean schools have to come into the portal and certify the enrollment for "eligible students"?

A: Qualified = eligible. Meaning they can be awarded as soon as those funds become available for them.

Q: There isn't some in-between, additional status between they don't have an award, and they might get an award?

A: No, there is not.

Q: We as schools should prioritize marking anyone who isn't coming as ineligible?

A: Yes. Please do this as soon as you find out to help free up money for your school and other schools.

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Q: After a student is paid, a subsequent ISIR isn't going to trigger an update to the paid amount?

A: Correct, you can adjust the SAI or enrollment level after things have been spent.

Q: If a student during that time moves from qualified to awarded it won't automatically add that student to your payment request - you must certify them, correct?

A: Correct, you shouldn't need to submit a request again, though.

Q: What's the difference between awarded and certified?

A: Awarded means that they have an award. Certified means that they're attending your school and you can request funds for that student.

Q: If the waitlists do not affect the allocations for the state grant, and mark students as not enrolled. This won't affect allocations for our UW school or other UW schools, right?

A: Yes, it will make it easier to see in the lists who you have to pay versus who you don't have to pay. It should help you stay within your allocation budget.

Note: UW Schools are the only schools to have allocations!

Q: Now that the semester has started and students are becoming 'eligible' later on, are we certifying the current enrollment status in case they have dropped a class, correct?

A: Yes, this would keep things more accurate and reduce refunds.

Q: If a student has 6 UW schools listed then has a tech school, if they don't certify them as not enrolled, would they be counted multiple times?

A: Each sector's money is handled separately, so it won't affect every sector the same way. But please mark a student as not enrolled if you know they aren't coming to your school to make the process easier and cleaner.

GLASS Q&A***Monday, 09/29/2025***

Q: This morning, I had to change enrollment status on 2 students which generated a refund due. Now under roster selections I can see them under the "refund due" list and their amounts. Is there information somewhere I missed about what the next steps with this now? Or are we not to that point yet?

A: Yes, it's covered in the Q&A last week (September 24, 2025), there is a video and also a transcript on the HEAB website. You will want to use the refund due report generated from GLASS and then generate a report from your own system. Compare the 2 lists. Students who are on the internal list but not GLASS should be updated (and vise versa). Once you have the lists matching, you can send in a check.

Q: What does "free up money" mean?

A: It will zero out an award and allow those funds to become available to another student.

Q: For TIP, I found there were students with \$3400 and \$2550 amounts. Did I do something wrong or is this a system issue?

A: It's a GLASS issue. We are working on resolving this issue.

Q: Is there a guide as to which codes would keep a student at 0?

A: Barb will write something up for that.