GLASS Training FAQ

NEW USER SECTION

TESTING

1. Do schools have access to the test environment now?
   Yes, schools have read-only access as HEAB is testing heavily in UAT. Schools will have full access to 2526 when the beta system is up at the end of March.

2. Within the to-do, HEAB mentioned accessing GLASS - are the schools to upload certification files?
   Yes, once the beta site is up at the end of March, schools can upload certification files and test all functionality. When we do the final cutover in summer, the system will be reloaded from scratch without any of the changes made during testing.

3. When you request access, you're getting set up for all these screens?
   Yes.
   a. or do you need to request report access separately?
      No.

4. What is the first thing school users need to do when the beta GLASS site goes up at the end of March?
   Users will need to obtain a production My Wisconsin ID if they don't already have one.

5. How long will it take to get access to GLASS after a My Wisconsin ID is created?
   The first attempt to log in will give you an unauthorized user message. When that happens, the user should contact HEAB so staff can approve the ID.

CERTIFICATION ROSTERS

6. If the certification roster is all students eligible and awarded at a given school - will students without awards be on the certification roster or not?
   The certification roster only has eligible and awarded students. Ineligible students are available on either the "Ineligible Roster" or the "Ineligible by Reason" report. The "All Students" roster will give a school all students who have listed said school on their FAFSA regardless of eligibility, similar to the current notification file.

7. Can schools download the certification roster by program?
   Yes. Schools can specify program and term when creating their certification rosters.

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8. Are schools supposed to see any students for Spring term for Certification for 2024-25?
   As 2425 is in process in the old system, all testing should be done in 25-26 once the beta site is up at the end of March.

9. Would schools beta test 24-25 or 25-26 only?
   25-26 only.

10. How can schools determine which students need initial certification?
   Schools would certify the students on the download/upload certification roster from GLASS who are enrolled at their school; or create an institution-initiated certification roster with students who are enrolled.
   a. When would HEAB expect an updated certification for students?
      When the enrollment status or award amount changes for the student.

11. For the bulk Certifications - will schools get notification when that update is completed? or are schools required to check back daily until they see changes?
   There is a link "file import/upload history" that gives the results of the processing. The speed of the processing depends on the number of students being certified, but it happens in real-time and should be done on the same day.

12. When a school downloads the roster, are they 'locked in' to edit it and return it? Could they choose (in the middle of the week) to choose (for example) a school-created roster? Can they switch between them every week/month?
   is complete flexibility as to which method schools want to use for certification. Whichever method works best for their current needs is fine: 1. download/upload GLASS certification file. 2. institution initiated certification file. 3. certifying individual students on the Edit Student screen.

13. What is the difference between institution-initiated upload versus just upload?
   The institution-initiated file doesn't contain several GLASS specific fields that are in the download/upload file. Those fields allow instant matching to the records upon upload. The institution-initiated file goes through the same matching process as incoming ISIRs do.

14. Is there a way schools can submit a test of their institution-initiated roster using fake data to verify file formatting?
   No. Once the beta site is up at the end of March, schools can use real data to test in 2526. Schools can make any changes needed for testing as when HEAB cuts over in the summer, 2526 will be rebuilt from scratch and won't retain any of the changes or updates made during beta testing.

15. When should the New Term Amount field be used?
    Primarily, you would fill out The New Term Amount field when the student's eligibility is less than the full amount calculated. This field can only be used when using certification code A.

16. Is it OK if the Certified SAI field is a negative number?
    Yes.

17. What are the Program Short Names the schools need to use?
    a. Wisconsin Grant - UW (WG-UW)
    b. Wisconsin Grant - TC (WG-TC)
    c. Wisconsin Grant - TR (WG-TR)
    d. Wisconsin Grant - PNP (WG-PNP)
    e. Talent Incentive Program Grant (TIP)
    f. Indian Student Assistance Grant (WIG)
    g. Minority Undergraduate Retention Grant for Private Colleges – (MURG-PNP)
    h. Minority Undergraduate Retention Grant for Technical Colleges – (MURG-TC)
    i. Hearing/Visually Impaired Student Grant (IMPAIRED)
    j. Wisconsin Veteran's Grant for Private Non-Profit Schools (VG-PNP)
    k. Academic Excellence Scholarship (AES)
    l. Technical Excellence Scholarship (TES)
    m. Nursing Student Loan (NSL)
    n. Nurse Educators Program (NEP)
    o. Teacher Visually Impaired (TVI)
    p. Minority Teacher Loan (MTL)
    q. Teacher Loan Program (TLP)
    r. Dental Scholarship Program (DSP)

OTHER ROSTERS

18. Under the "certification rosters – action required" section, what programs is the "Credits and GPA" used for?
    This roster is only used for VG-PNP, AES, and TES.

PAYMENT REQUESTS

19. Is it possible to certify and request payment on the same day?
    Yes, but it would depend on how large the certification batch is as that will determine processing time.

20. If a student isn't meeting SAP, will that prevent an award being calculated?
    Yes, not meeting SAP makes a student ineligible and will prevent an award being calculated and therefore prevent a school from being able to request payment for them.

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21. Schools don't have to voucher by individual students, do they?
No, payment requests can be done in bulk, and they will be able to request payment on an individual student basis, if necessary.
    a. Is there a voucher file?
    No, schools do not have to create and upload a file of payment requests.

22. In this payment view, is there anywhere that shows schools the list of students included in the 'batch'? Or would schools need to run the 'certified and unpaid' roster?
The 'details' link will trigger a pop-up screen showing the students and programs/amounts that have been requested, and HEAB has asked for a report of "requested but not paid" that can be downloaded.

23. Can schools download a list of the students who are included in the payment?
There is a .csv file that can be downloaded. There is also a report that you can run by specified date ranges.

24. So, is the disbursement file not changing?
There will be a .csv file instead of a flat file.

ELIGIBILITY

25. If a student gets a scholarship after initial WG disbursement, how does the school handle the refund that is now due to HEAB because of reduced eligibility?
The school would manually lower the award on the Edit Student screen to what the student is now eligible for and that will then show as a refund due. Alternatively, the school could re-certify the award at a lower level using one of the file upload processes.

26. Will TIP include the institutional amount and the WEOP amount combined?
If we're talking about individual student awards, they can only have an Institutional award *or* a WEOP award. If we're talking about initial TIP allocations, then it will only be the institutional allocation. Initial TIP has two allocations that are separate: Institutional and WEOP.

FAFSA FILING REQUIREMENTS

27. TES/AES are not currently required to have a FAFSA - will they now be required to get them in the system?
No, it is in statute that filing a FAFSA isn't required for these programs.

MISCELLANEOUS

28. Will there be a secure communication set-up between schools and agency within GLASS?
Not directly. Notes can be left on Tasks in the Task Pad once that is implemented.