

July 30, 2025

HEAB GLASS Question & Answer session

Announcements

- We are aware of all terms showing awards when a student only has 1 term of eligibility remaining. Our partner is working to resolve this issue; we will keep you updated on their progress. In the meantime, schools can use the standard report, Used Eligibility to get that information. You can limit by program and how many points have been used. The listed ranges are ABOVE, not EQUAL TO AND ABOVE, so if you want students with 1 remaining term, you need to select 4.0 points and higher. It's easier to work with if you download the CSV file.
- Reminder: all sectors are included in the 10 points total of eligibility for the Wisconsin Grant.
- If students have accurately answered None of the Above for the HS completion question and have also demonstrated Ability to Benefit, then send us their information so we can override that ineligibility reason. The old secure site is still available to send files with SSNs. A list of these students can also be obtained in the Ineligible by Reason Report.
- Until the certification is open for a given term, you won't see ANY awards - there won't be a file/list at all. If a student is awarded, they will show on the offered and all students' rosters. Once the date certification opens for the term, all awards will be shown on the certification roster.
- We started receiving non-res ISIRs on April 22, 2025. If a non-resident student doesn't have a record on our system because they filed before April 22, the school can make a small change to the address to trigger a new transaction. e.g., Rd to Road or Street to St. The ISIR can also be sent to matches, and that will trigger a new transaction.
 - ➔ A new transaction is the only way to get a non-resident ISIR onto GLASS for non-residents who filed before April 22, 2025. ←
- We are working on a contacts policy and will share when it's complete. It will be the school's responsibility to keep it up to date. All categories for programs [WG, TIP, etc.] and administrative functions [disbursements, monthly memo, etc.] need to be filled out as we will be using them to send notifications from the GLASS system. If a field isn't populated, we will be contacting the main HEAB contact listed, and if there is more than one email needed for a category, separate them with semicolons. **School staff may not use personal email addresses in GLASS.**