# GLASS Q&A   *Wednesday, 08/27/2025*

When finding ineligible students: When working with an individual student on their "edit student" screen and they're ineligible with the red 'x', click on that 'x' and it will give you a dialogue box with the reasons a student is ineligible.

If not working on a student individually, you can use either the "*All Students*" or "*Ineligible*" rosters for a list and cross-reference it with the "*Ineligible by Reason*" report.
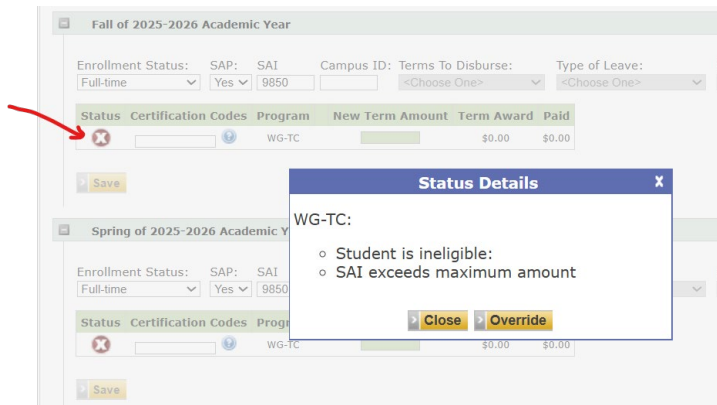
Eligibility remaining: If you wish to find out how much eligibility is left for a student, check the payment history to verify how many points were used.

Updating a student who's been withdrawn after earning aid: If you have a student who was paid but withdrawn after earning partial aid, you cannot do it through an upload. In order to report the partial aid, you have to manually enter the amount of partial aid into the new term amount field in the "*edit student*" screen and save.

1.

2.

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Annual Award Summary:

Program	Annual Award	Certified to Date	Paid to Date
WG-PNP	$2,843.00	$418.00	$2,425.00

Fall of 2025-2026 Academic Year

Enrollment Status:	SAP:	SAI	Campus ID:	Terms To Disburse:	Type of Leave:	Nursi
Full-time	Yes	3116	594963	<Choose One>	<Choose One>	<Cho

Status	Certification Codes	Program	New Term Amount	Term Award	Paid
	A,	WG-PNP	$418.00	$418.00	$2,425.00

Save

3.

Student withdrawn before requested funds: If you've requested funds for a student & HEAB hasn't processed it yet and the student's situation has changed and the money is no longer needed, you can remove the certification code from the student. The status will go back to "*awarded*" and the request will be removed from the pending payment processing request automatically.

Depending on the situation change with the student, you can either use a blank certification code field, a blank in the certification field with an enrollment level of N (not enrolled), or certification codes D (pending) or W (withdrawn).

Ability to benefit: It's new this year in GLASS. The mainframe didn't evaluate the high school completion question. If the answer is a 4 (none of the above) and the student meets the ability to benefit, send the information- name and GLASS ID- and we will override it.

If the question wasn't answered, they must go back and answer, otherwise there is no option for HEAB to override.

Referencing the last mainframe notification list: This is outdated and is not the information we're using to award and pay students.

Loan processing: It is possible that deposits will show up in a different ACH account because we're processing these differently than before since they aren't in the new system yet. They're being deposited into an account that the school has as a supplier or vendor with the state (DOA), not necessarily the account you gave HEAB. If you do not have a code, fill out a W9 form.

> **If you do not have one set up, you will not receive loan disbursements!!**

> **Verify you have a supplier or vendor account set up with the state.**

You will receive a notification e-mail saying funds were processed and putting a file in your secure file and who is getting funded.

GLASS Q&A

Issues w/ GLASS programming: If you're running into various programming issues with GLASS, reach out to other schools using the same software system.

Q: For the WI Vet Grant - is there a way to find a list of eligible students within GLASS for our institution? Is there a system to notify us when new applications are received so we know to submit the school applications for the student, or do we need to check back regularly?

   A: Check back regularly. There is nothing setup that will show list of students since last run.

Q: Should we continue to send applications for WI Veteran Grant PNP to Jody?

   A: Please reach out to Jody Gennrich directly.

Q: Is the certification file that we upload under Data File Transfer\Send Roster File different than the Certification file that can be downloaded from Students\Rosters? Meaning, we run the process from "*All Student*" roster, upload the certification file with say 470 records, but the Students\Rosters\Certification download has like 900+ records. Just wondering the difference?

   A: "All Students" roster has all possible status. Certification is all the students in awarded status at your school.

Q: The only AES roster notification I have received was for July 24, however I noticed the GLASS seems to have an updated roster. Can I assume this is OK to use or do I need to wait until a notification goes out?

   A: Use the updated list on GLASS about once a week (usually Wednesday), no notification files will be sent out for AES/TES. Reach out to Cassie Weisensel for any questions regarding AES/TES.

Q: I've been looking at the sample certification rosters in the GLASS manual, but it is still unclear what I should be putting for each field. The project that was delivered by HEAB to our IT folks suggest that I should have 'A' in the certification code for each student, but the manual says the certification code is optional (page 97 of the manual). I'm also interested to see the Certification/Cancellation Codes so that I know what each code, etc., stands for, but it is not in the manual.

   A: The codes are in the manual in a few places. Barb will put as graphic on the GLASS resources page. For filling out, the certification code is optional depending on what you are trying to do. If trying to certify that student enrolled, it isn't optional, and you need to put 'A'. If they're not enrolled, then nothing

is necessary in the certification field. What you're trying to do determines whether or not you need a certification code.

If you are receiving a long error containing, "*No student record filed for this entity ID…*", Double check and be sure you're using the right layout, download/upload versus institution initiated. Institution doesn't have any of the GLASS information, it's a shorter file.

Q: It appears that all students are defaulted as full-time in GLASS. This is causing an integration issue with students who are not enrolled at our school. Would it be possible to default students to not enrolled as to prevent issues with dealing with non-students who are showing enrolled full-time?

   A: We have talked about it. Will talk about with vendor. This will cause problems with other schools. Suggest talking to another school using your same software to see how they are handling it.

Q: When you pull down an "All Students" roster, do you get date of birth as 3/10/2003 or 03/10/2023? We're seeing date of birth come through as mm/dd/yyyy vs last change date coming through as mm/dd/yyyy?

   A: If you are seeing these birth dates formatted differently, we are working on fixing this issue, as this is a bug.

Q: For TIP, do we need to certify enrollment level? If so, does that impact TIP award amount?

   A: When you certify the enrollment level, that's for that term and all programs that the student is eligible for during that term. It will not affect the TIP award unless it goes below half-time and then that student will lose that award. Students are eligible for TIP at 6 credits or more.

Q: The old program codes: 10=WI Grant, 20=TIP etc are obsolete now, right?

   A: Yes. Those are no longer in GLASS. They will all be under program short names. (*ex. WG-UW or WG-TC*)

Q: Are you still processing disbursements in UAT? I see the one I had processed is now gone. I sent another request last week as a different batch?

   A: Yes, Barb ran a test voucher.

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Q: Was there an update since last week?

> **A:** Yes, there was an update. Submit another request and we will run another voucher.

Q: We have students in GLASS that have a status of "Awarded" so we award those students at our institution. A week later, those students' status changed to "Qualified". From the previous trainings, I understood that statuses can change and I had the impression that the status changes would be to "Ineligible" or "Awarded", I never got the impression that a student who was indicated as "Awarded" would change to "Qualified". How can a student be "Awarded", then have their eligibility change to "Qualified" without any changes to their FAFSA, enrollment, SAP status, or anything that would affect eligibility?

> **A:** We are aware of this issue and working on it with our partner and we will share what we can when we have an answer.

Q: Is there a layout that we need to follow when returning funds to HEAB like we have now? The old layout used to reference the award code, 10 , 20, etc.?

> **A:** Use the "*Refund due*" roster and send us a copy.

Q: For WI Grant, if a student's program points = 4.5, should the Spring Award show as "Awarded"? Wouldn't the spring be "Ineligible"?

> **A:** It should be ineligible. We are working on refining the definitions.

Q: No information has been sent out/published yet about how to send money back to HEAB for students in "refund due" status, correct?

> **A:** Correct.

Q: For WI Indian Grant, if a student does not have need, should we still certify them in GLASS?

> **A:** Yes. Code "E" is what you would use for "need fully funded".

GLASS Q&A

Q: Can you process MURG nominations in UAT?

> **A:** Yes. You can put the application in right away and Joy goes and does selection and awarding after it is entered. Reach out to Joy Dyer with any more questions.

Q: We have students failing certification because their SSN starts in zero?

> **A:** You can format that column before uploading to "special" and then "general" and then enter nine 0's (000000000).

Q: Will the user guide be updated soon? I know the Enrollment Status options are still incorrect and it appears the guide was last updated June 2nd?

> **A:** Yes. We are aware. Our vendor updates it, and we will get in contact with vendor.

Q: This is for Jody. Can you please explain the process for a student that only has 1 semester/.5 point remaining eligibility and Fall term is prorated due to being enrolled 3/4 time? Would they be eligible for anything available for Spring 2026?

> **A:** There is not any different processing; by Spring 2026 they would have 1/4 quarter of term of eligibility remaining.

Q: When you update the user guide could you make sure to include blank as a valid option for certification code on page 25 and when should blank be used?

> **A:** Yes.