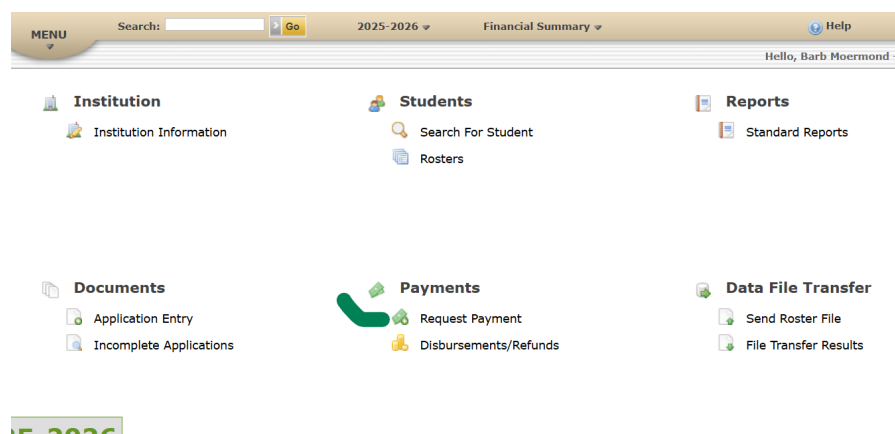


GLASS Q&A

Monday, 09/08/2025

Certification doesn't request payment: "Certifying" and "requesting" are two separate steps. When certifying, you are marking that student as one who is attending your school and enrolled. When you are ready to request those funds for that enrolled student, that is a separate action under Payments: Request Payment.



Can't do multiple steps at one time on Edit Student. If you are doing anything manual on the "edit student" screen, you cannot do multiple actions at once. You must **"save"** in-between actions.

(Ex. Change enrollment level, save, then certify, save again.)

Awarded amounts change daily depending on what other schools are doing! Keep an eye on it!

Academic Excellence: only full-time enrollment is eligible for certification.

Q: Known bug in GLASS when making specific changes at student level for certification?

A: Known bug, an error being received, this has been fixed in UAT. We are working to get into production.

GLASS Q&A***Monday, 09/08/2025***

Q: For the WI Veteran's Grant, are students expected to be responsible for submitting an application each semester? Or each FAFSA Award Year, perhaps? We've had students pushing back on this and want to be sure we are communicating correct information?

A: The veteran application is still on the website as a guide, if need be. However, the process is all done through the school. How you want to do it is up to each school individually.

Q: What is the timeline for awards changing from qualified to awarded (and therefore paid)? Is this what you said could change daily?

A: Yes, awarding changes daily. There is no timeline; it is dependent on other schools certifying their students. Some schools have certified already, and that is freeing up money.

Processing is Tuesdays and Fridays. Tuesday processes are deposited on Friday. If processed on Fridays, deposits are made on Wednesdays. You will see a disbursement roster day-of or day after. This doesn't mean you have received the money yet, but you know you will be receiving those funds.

Q: TES also requires full time enrollment, correct?

A: TES requires 6 credits minimum. When you certify in GLASS for TES you want to certify the accurate number of credits/enrollment level. If the student is under half time/6 credits due to, e.g., an apprenticeship, you will need to contact Cassie for a waiver so she can override the ineligibility reason.

Q: If a student is in a session 3 class that starts in late October and are registered for 9 credits, do you want us to pull all 9 credits right away? And if they don't show up, send the money back? As if they were only half time?

A: If you have enrollment information, i.e. credit load, for students in later sessions within the term, certify at the beginning of the term. If a change in enrollment level needs to be made when the session starts, it can be done at that time, whether adding/dropping credits or not being enrolled.

GLASS Q&A***Monday, 09/08/2025***

Q: How does Wisconsin Grant point usage work for students who receive less than their eligible amount? For example, a student is full-time and eligible for \$1,750, but can only receive \$400 due to other aid received (less than the LHT amount)? Would their point usage still be for a full-time semester?

A: In this situation, certify their correct credit load, and change term amount to the amount for which the student is eligible.

B: Yes, it would count as a full semester.

Q: If they contradict, would we just leave the credits enrolled off, instead of putting them as full time for TES?

A: You cannot leave it blank; you want to certify at actual credit load. If the student's circumstances require a waiver, reach out to Cassie Weisensel.

Q: For students who are on our roster but aren't attending our school, can you confirm that they won't "fall off" our roster, instead will just go to "ineligible" status once we report them as enrollment status = 'N'?

A: They will go to ineligible status because they were marked as not enrolled. All ineligible students will remain visible to you on various reports/rosters as they entered your school on their FAFSA.

Q: The HEAB website indicates full-time enrollment is a requirement for this scholarship. Cassie, you are saying students can be enrolled with a minimum of 6 credits in a term and still receive TES?

A: TES requires 6 credits or above for a full award. When you certify in GLASS for TES you want to certify the accurate number of credits/enrollment level. Students can ask for and receive a waiver if they are in an apprenticeship program. Most of those students are only taking 2 credits and can be awarded up to the cost of tuition and fees. Reach out to Cassie Weisensel for special scenarios like these.

GLASS Q&A***Monday, 09/08/2025***

Q: What would be the best resource for learning how to fully certify/request payment for our students?

A: If you're brand-new to your position, schedule something with HEAB to walk through the process and answer any questions.

Contact Barb Moermond or your main program coordinator to request a one-on-one.

barbara.moermond@wisconsin.gov

joy.dyer@wisconsin.gov

jody.gennrich1@wisconsin.gov

cassie.weisensel@wisconsin.gov

Q: Is the \$500 minimum award still a thing?

A: Functionally, there is no minimum. The proration statute says: "the student shall be awarded."

Q: Can there be a school contact listed in GLASS, so we can direct "enrolled at another school" to a specific person?

A: This in works. We do have a ticket about this with our partner, but it is not ready. Direct to HEAB staff and we will take care of them in the meantime.

Q: Do we have to request payment for Initial TIP nominations? I submitted a good handful of students' applications for Initial TIP but I'm not quite sure what to do next.

A: With requesting funds, the initial TIP application must go through selection & awarding. Then they need to be certified to be able to request funds.

Q: Is there going to be a notification when the TIP applications are approved?

A: You just need to keep an eye on it; there are no notifications being sent out. It should take a few days from the time you submit the applications.

GLASS Q&A***Monday, 09/08/2025***

Q: Could we start certifying students that are "not enrolled" for future terms/semesters earlier so that more funds free up sooner?

A: No, everything is done by term, and the dates for each term are set in the system.

Q: I have a student on my AES paid roster whose status is "refund due". How does this happen??

A: Send Barb the student's GLASS ID and she will look into it.

Q: Do we have an ETA on refund training?

A: No training has been in the works as of now, HEAB hasn't been walked through it yet.

Q: For TIP, why are some students showing 1800 annual awards? It seems they have the "Terms To Disburse" pre-populated with "AT"

A: You may see 1800 and it's a WEOP nomination. Having the Terms To Disburse populated for TIP is a bug that has been reported; you can ignore it.

Q: How do we know between TIP renewals and TIP from WEOP? It doesn't show a difference on the roster.

A: For this year, WEOP nom is 1800, continuing TIP 1700. You can also look at the student detail report, and the last column it'll tell you what TIP type the award is.

In GLASS, go to reports, standard reports, student detail report, 2025-2026, Program Category: TIP. Then view report, export to PDF, or export to CSV. When the report is shown, go all the way to the last column on the right, it will say Award Type and that is what kind of TIP it is.

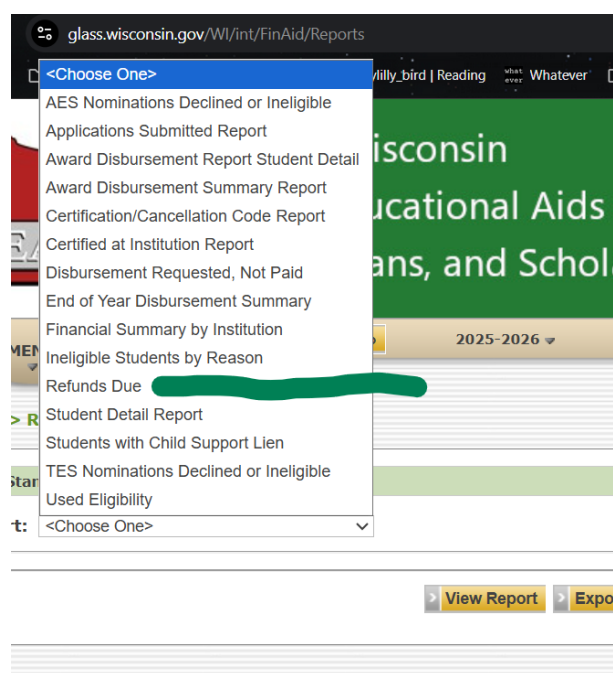
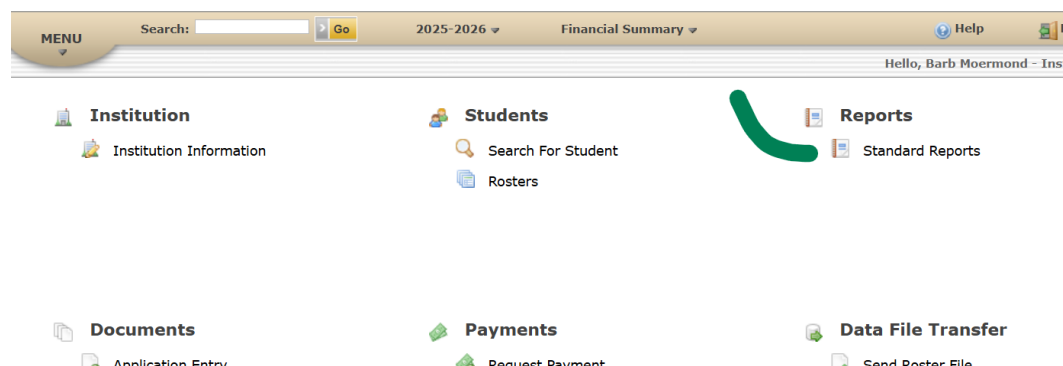
GLASS Q&A

Monday, 09/08/2025

Q: Do we not return funds then until we get training?

A: Yes, this is the best thing to do for now if it's a 25/26 return, wait until HEAB comes out with something regarding returns.

Update: use the Refunds Due Report found under Standard Reports as your starting point for 2526 refunds. Please include a printout with the check as well as using the secure email on our old secure site to send a copy to HEABmailbox@wisconsin.gov.



GLASS Q&A***Monday, 09/08/2025***

Q: Can you go over what you would expect schools to do and by when since some of us have gone past our school's add/drop period? In the past we had to send in File Maintenance after our schools add/drop period?

A: There is no file maintenance anymore in GLASS, but you can submit certification for students Not Enrolled and they will move to your ineligible reports.

Q: When putting that "A" code in after students were awarded to certify them, an error comes up. How are we supposed to update students?

A: Try doing it as a download/upload manually, that should bypass it. If it's the known error, the next production update will fix it.