

GLASS Q&A

Wednesday, 09/24/2025

Wisconsin Grant Minimum Award: Functionally, there is no minimum award anymore due to the legislation for the proration working that says: “the student shall receive an award.”

Marking students who aren’t enrolled is highly encouraged! This cleans up your active student list and helps other schools as well by zeroing out those awards. This is done by making the enrollment status on the certification roster N for those students. No certification code is needed.

Statuses for students are always changing, and money is always moving, there is no set ‘W’ code date. As funds are freed up from schools certifying, the students who are Eligible are awarded in FAFSA received date order.

E.g. for WG-PNP

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

Thursday September 25, 2025, it was April 30, 2025.

Friday September 26, 2025, it was May 1, 2025.

A reminder to keep contact information up to date within the “Institution Information” tab!

Refund process:

1. Produce “Refund Due” report on GLASS
2. Produce your own system’s internal report
3. Compare them.
4. For any students who AREN’T on your list but are on the GLASS list, adjust your internal records.
5. For any students on GLASS who ARE on your list but not on the GLASS Refund Due report, adjust the student(s)’ GLASS record(s).
6. When finished editing students on the respective lists, re-run both lists/reports and they should match each other.
7. When your lists match, you can send a check.

Send in a print-out of the refund report with the check if it’s feasible and use the secure email on the old website to send a copy of the finalized GLASS Refund Due report [or the old refund template] as well.

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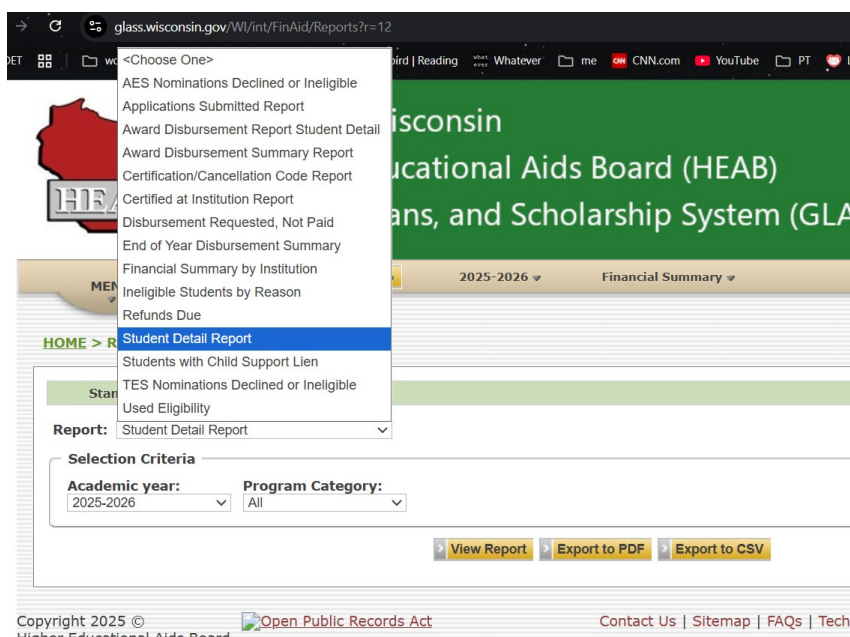
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If you are someone who doesn't see the check and does not mail it out, the list subtotal must equal the check exactly. **If this is the case, it is not necessary to send in a physical copy but still send in the lists via email!**

Q: Is there a way HEAB could have those ISIR dates for each sector documented in GLASS somewhere, or on the HEAB website under GLASS resources? It would be beneficial for that information to be easily accessible rather than having to call/email for new updates.

A: You do not need to call/email for updates. The information is available on the "student detail" report, sort by application date and filter for awarded/eligible. With it changing so frequently, it'll be very difficult to keep it updated as our web person is part-time. This might be updated a couple times a week once deployed, but we don't have a timeline for this. We are working to deploy something called "task pad" where we can post announcements, and questions. This will be released after the Loan Programs are integrated into GLASS.

Application date for students is on "student detail report" in **column F**.



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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	AcademicYear	Stude	SS	L	F	ApplicationDate	In	S	Pr	Status	AwardAmount	D	D	Stu	Pa	S	AwardType	
262	2025-2026	####	39	b	A	3/31/2025	C	T	W	Ineligible	0	#	D	e	W	I	C	#
263	2025-2026	####	39	B	K	3/18/2025	C	T	W	Paid	1533	#	I	n	W	I	C	#
264	2025-2026	####	39	B	K	3/25/2025	C	T	W	Paid	1533	#	I	n	W	I	C	#
265	2025-2026	####	39	B	J	11/26/2024	C	T	W	Paid	1119	#	D	e	W	I	N	#
266	2025-2026	####	39	B	A	12/15/2024	C	T	W	Awarded	248	#	I	n	W	I	C	#
267	2025-2026	####	39	B	A	5/1/2025	C	T	W	Paid	1752	#	D	e	W	I	C	#
268	2025-2026	####	39	B	C	12/9/2024	C	T	W	Ineligible	0	#	I	n	W	I	C	#
269	2025-2026	####	38	B	G	8/1/2025	C	T	W	Ineligible	0	#	D	e	W	I	C	#
270	2025-2026	####	39	B	L	9/2/2025	C	T	W	Eligible	331	#	I	n	W	I	C	#
271	2025-2026	####	47	B	T	7/25/2025	C	T	W	Awarded	1752	#	I	n	W	I	C	#
272	2025-2026	####	49	B	Z	12/29/2024	C	T	W	Awarded	876	#	I	n	W	I	N	#

Q: Are students who are getting partial WG awards, will they be getting partial points as well? Is it tied to their enrollment or tied to their award amount?

A: Yes, they get partial points if they're half time. Regarding whether it's tied to enrollment or award, Barb will inquire and follow up.

Barb here: For the records I've checked, the points are assigned based on enrollment level, not the amount of money disbursed. There was one exception that I found and asked our partner to check where the student was marked at Less Than Half Time but had received the full-time term award.

Q: We are to use the 'old' method of returning funds and use the previous spreadsheet layout to submit with the check?

A: You may, but you don't have to; you may use the "refund due" report from GLASS once it matches your internal sheet and then send it through the secured site alongside mailing them in with the check if feasible.

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Q: For students who have been awarded at multiple schools, what is the process for a school to update GLASS that a student is not enrolled at their institution?

A: If you have a student whom you know is not enrolled, the quickest way to do it is via the “edit student” screen where you can change the enrollment level to “not enrolled” and save it. This will make the student ineligible at your school and zero out the award.

If you have multiple students, you can use the “certification upload” [using whichever layout you typically use, download/upload or institution initiated] the only thing you need to edit is the enrollment level to ‘N’ [no certification code] and the system will do the rest.

As far as marking spring students not enrolled, we have presented the request to our partner, and they are working on possible solutions. We’ll keep you posted.

Item: For the HS Completion question:

- If the student accurately answered with 4-none of the above, and the student shows Ability to Benefit, send in the name and GLASS ID and we will override the ineligibility.
- If the student left the question unanswered, they need to file a FAFSA correction answering it.

Q: For the minority grant we have students who get their year in college incorrect and need a correction, are we able to send you the list of students?

A: No, they need to file a FAFSA correction, as HEAB cannot override that.

Q: Not sure how it happened, but we had a TIP student be certified and paid for fall. Then when doing another batch process was subsequently paid an additional amount. (\$1,700 total for fall). Shouldn't there be mechanisms in place to prevent this? We've changed our logic for this now, but I assumed GLASS would have stopped this, but maybe because it was still within the yearly threshold?

A: That was a glitch, those 40-ish students have been corrected in UAT and will shortly be corrected in Production. There is a list of all the affected students, but Barb only has the GLASS IDs.

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Q: Is there any differentiation between TIP and WEOP nominations?

A: If the student has an award of \$1,800, that is a WEOP nomination. “Student detail” report has the TIP type (continuing, institution, WEOP, etc) in the last column. For 2526, the Institution Nominations have the same award amount as the Continuing students, which is \$1700.

Q: Are schools able to run the Ineligible by Reason report by specific program type?

A: Not at the moment, but a program filter has been requested.

Q: Will there be an ability to batch update during the fall for spring enrollments?

A: Not at this time; you cannot do anything with Spring until 20 days before Spring opens. (January 1, 2026, is the earliest you can certify for spring.)

Q: Would it open up allocation funding so you can take students off of the waitlist?

A: No, it’s all set up by Operational Schedule dates within GLASS. You cannot do anything with spring until that window is open. Freeing up the money early would not be good for spending and being sure we are on top of everything.

Certify students as soon as possible for the term you are in to allow students to access their money as soon as possible. Also be sure to mark students as “not enrolled” to help out other schools, even if you never certified them to begin with.

Q: We went to pull the refund due report and saw students who didn’t we didn’t initiate a refund for. We did receive payment for them and upon pulling the certified institution report, they were for a different school. Is this a bug?

A: This is a bug they’re working to fix currently.

Q: For the “all students” file, does this include all students regardless of FAFSA date?

A: Yes, “All Students” has everyone regardless of eligibility status or filing date.

GLASS Q&A**Wednesday, 09/24/2025**

Q: If we mark a student who just withdrew as not enrolled or withdrew, and that allows another school they're going to, to certify them. Does that allow them to request funds right away? How long does this return process take?

A: It's hard to say as we are just getting refunds now. But if a student was spent at a school they aren't attending, that disbursement needs to be fully refunded before the school they are attending can/should award/certify/request \$. Having all of the other schools that the student listed on their FAFSA mark the student Not-Enrolled will zero out those awards and help other students get awarded.

Q: Where can we check for number of terms that a student has received the Indian Grant before we fill out an application?

A: You can check the number of terms on the student's record under the Payment History. You can see their full point usage at the bottom of that screen, but it will be moved to the top of that section in the future.

Q: We received funds for a student who was enrolled full time. After receiving the funds, the student's enrollment status changed to half time. When I went to update the enrollment status in GLASS from full time to half time, instead of requesting half of the WI Grant back, it is requesting the full amount back. Why would this be? There is a message indicating a refund is due and a message that pops up: *"Ineligible for awards at concurrent terms"*. What causes this message to occur if we already received the funds and are trying to return some of them?

A: This is part of a known issue that we're working on, and we will keep you posted.

Q: If the student withdrew before we certify the student, should we certify them as withdrawn? Or will they still have earned a partial WI Grant award?

A: That would depend on your school's internal policy. If they can earn aid prior to census date, then it could be a partial return. But if you mark them as withdrawn or not enrolled, there will be a full refund. If a student has earned aid, then you would need to manually enter the aid earned in the New Term Amount, and the system will create a refund due for the difference.

Q: So, we need to mark "not enrolled" even if we never certified them in the first place?

A: Correct, if you have a student on your list that isn't at your school, mark them as "not enrolled". Remove any certification codes and change the enrollment level to "N". That will zero out those awards for your school.

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Q: If funding eligibility is based solely on FAFSA filing date, does a student who doesn't enroll in fall but returns in spring, still come before a student who files FAFSA later but is enrolled for both fall and spring?

A: Yes, the system is looking at the filing date only.

Q: How long are returns from schools taking to be processed?

A: We cannot give an exact answer with the new system, as it has just begun on our end.

Q: What is the “legacy points” section for?

A: That shows the legacy points used prior to 2007-2008. There are a lot of students who are returning to school and have used aid prior to those years. For 2007-2008 forward, you can see the individual disbursements for everything they have been paid by HEAB.

Q: If I'm understanding it correctly, if a student lists 10 WI schools on their FAFSA and is WI Grant eligible. Until they are certified somewhere, there are allocations pending for all 10 schools then, correct?

A: Yes. This is why schools need to certify their students as soon as possible as well as mark non-attending students as Not Enrolled.

Q: Is there a way for the anticipated allocation amounts to include the student in each sector only once for their award amount? For example, if they listed 5 private schools instead of holding up \$24250 ($\4850×5) they would only hold up \$4850 for the PNP allocation.

A: No, with the way the system writes awards, there's no way to make a limit like that.

Q: What if a student ends up going to an out-of-state school?

A: If they're going to an out-of-state school, all Wisconsin schools need to be sure to mark the student as “not enrolled” as soon as possible.

Q: I've been stuck on this student for VA Grant for a while. It shows "*ineligible- student's eligibility is less than minimum annual award amount*"- it's already been confirmed she does qualify for the VA Grant so I'm unsure how to correct it.

A: We are looking into this issue currently with our partner.

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Q: Payments requests are processed Tues/Fri but is there a specific time? The 19th they were done prior to 2pm but yesterday was after business hours. So just wondering for our institution's process scheduling whether Tuesday will reliably work or not.

A: They will always be processed after 12pm. But if there is something you really want to have processed on a Tuesday, email Barb and she will wait until she sees your request.

Q: We have been seeing an ever increase in fraud (student isn't a real student, someone is trying to steal identity), is there potential for certification code for this? Thereby also potentially letting other schools aware?

A: This will be looked into, for now, at least let someone at HEAB know so it can be notified.

We have presented the issue to our partner, and they are working on a solution so all schools the so-called student listed will be able to see that the record is flagged for fraud.

Q: Is there a way to loosen the date edit to allow spring enrollment-only updates?

A: This is being investigated by our vendor.

Q: Schools with allocations, will we be limited by semester to spending only 50% each term?

A: That is something we can implement, but currently, the full allocation is available at the start of the academic year.