

GLASS Q&A***Wednesday, 10/06/2025***

Please talk to everyone in your financial aid office & bursar's office to see if there's anyone who needs access to GLASS for anything like processing disbursement files, etc. This can vary by school. Get anyone who needs to be set up in contact with HEAB as soon as possible.

When sending in questions about a student, be sure to send in the GLASS ID! Not your individual school's ID.

Certification is very important because it doesn't just affect the students at your school, it affects the students across the state.

Please send in returns using the old spreadsheet format or the new CSV file. We cannot work with the PDF version.

Do not use personal email addresses in GLASS! They will be removed immediately.

Q: If we report a student as not enrolled at our school, and then HEAB gets another ISIR transaction that includes our school, does the student go back to awarded/eligible status?

A: They shouldn't, but we haven't tested that. Barb will reach out to Goldbridge to find out an answer to that.

Q: What is the process when a student has an SAI change and what happens with their award?

A: If you have a disbursed award on a student and a new SAI comes in on a new transaction, you must update it manually. Once there's spending, ISIR changes will not be loaded. It must be done manually.

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Q: If student appears on exception report with status of "SAI value doesn't match ISIR" due to a FAFSA Reject and student fixes the rejection. Will GLASS pick up new SAI? Or do we have to manually update it in GLASS?

A: If we receive a new transaction with the corrected SAI, GLASS will load it. Then the certification via upload should work.

Q: If it's a rejected FAFSA and an SAI comes in and changes the FAFSA from rejected?

A: It would update automatically.

Q: If we receive a FAFSA with SAI value that doesn't match if on an exception report from certification, will they get picked back up on for certification, or do we need to send them again?

A: Yes, they should.

Q: When possible, could you summarize how students will be moving off the waitlist? I missed the session last week, and I haven't seen that recording come through.

A: It is a fluid date that's always changing. If students are awarded and in eligible status on April 25, which could be a Monday, for example, the following Monday, the date could be May 1st, because you have other schools certifying and any changes you are making. All of it feeds into the students coming into an awarded status. It is something done automatically by the system as appropriation funds become available.

The application date is on the Student Detail report under column 'F'. Filter by "Wisconsin Grant," filter by "awarded" and "eligible," and then sort it by "application date." You will see students with both "awarded" and "eligible" statuses on a specific date. For all dates prior to that mixed status date, all eligible students are awarded.

Q: I have some TIP students with an ineligible status but have a dollar amount assigned to them. Why would that happen?

A: Please send up some glass ID's and we can look at it.

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Q: Can WEOP or an institution enter an initial award for a student who is ineligible?

A: If they enter an application and the student is ineligible, it will not have an award amount. It could be an SAI issue where they're ineligible but have an award, but even if they have an award, they're still ineligible.

The ineligibility could've come after the application was written. Send Barb GLASS IDs for information on specific students.

Q: Do students move from eligible to awarded in a batch process or does that happen continually throughout the day?

A: Continually throughout the day.

Q: When sending in a refunds due check to HEAB, how is the spreadsheet submitted? Do you want it included in paper form in the envelope, submitted to you via the secure email server in the HEAB site, or both?

A: The spreadsheet should be submitted via email [or the old secure site email]. If possible, include a printout with the check. If using the old refund spreadsheet that has SSNs, send it via the old secure email server.

Q: Is HEAB unable to see my refund report? Are asking me to print a refund report (that has SSNs on it) and email it HEAB? I'm confused by this.

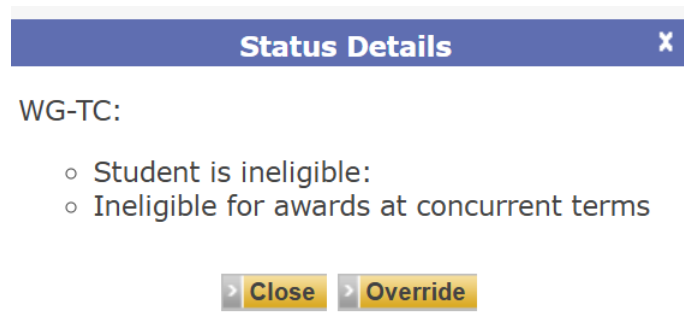
A: Your list must exactly match the check amount. This helps us keep a paper trail for accounting purposes.

You need to delete the SSN column from the GLASS report if you send it by email. If you're using the old secure email, it is okay if there are SSNs on that.

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Q: Is there a specific way to tell that a student is certified at another school?

A: Students will be marked ineligible with the 'x'. The reason that pops up will say that the student is "Ineligible at concurrent terms."



The "Certified at Institution Report" lists all the students at your school who are certified at other schools & what those schools are.

If the student is enrolled with you, until we get the contacts report going, send us a list of the students, and we will act as an intermediary between schools in the meantime.

Q: Regarding recalculations related to new SAI - if we send all students every time (institution-initiated certification file), that should trigger any recalculations needed on the HEAB side, right?

A: We have not tested this, but if students' awards are spent, SAI changes must be entered manually. If you run into an issue, please let us know.

Q: If a student adds a class after census, can we adjust the WI Grant or is it locked at census?

A: Yes, you can update the certification status for the new level of enrollment.

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Q: Regarding the large refund issue being processed, can you give an update as to where it's at?

A: We're closer, it's partially fixed in UAT. And Barb went through and tried to apply the whole refund, and it partly worked. They're going in and looking at what the issue may be. The issue may come from the fact that our partner has never had a refund this big, so this is new for them as well.

Q: When this issue is fixed, will you let us know?

A: Yes, Barb will reach out via email with the disbursement error contact list, letting you know that refund list has been applied.

ETA: The refund was applied in Production on October 8, 2025.