

GLASS Q&A

Wednesday, 10/22/2025

Timing of certification: you should be using your census date.

PLEASE mark students as not enrolled (N).

We are thinking about putting the maximum annual award on the edit student screen; it will be static and not adjusted by proration the way the current field does.

We are considering adding “not admitted” as a certification code, please feel free to give feedback!

Q: What is the logic behind having the static maximum annual award?

A: So that FAOs can see what the max possible is, it won't be an adjustable field, and the current one will stay there.

Q: Is there any way to get the student ID #'s on the disbursement rosters?

A: Yes, this has been requested.

Q: When a student drops a late-start course after census but before starting the course, we need to reduce Pell Grant to reflect that change in enrollment. Do we need to do the same with WI Grant, or can they keep the award that was based on their enrollment at census?

A: You would need to treat WI Grant the same as Pell and change both accordingly.

Q: For students who have attended but haven't earned a 'W'. Does HEAB have a policy for keeping part or all of the Wisconsin Grant?

A: If they have earned partial aid, you **cannot use the withdrawn code [W] or mark them as not enrolled** because the system assumes a full refund. Instead, enter in the “earned aid” amount in the new term amount field and save, and the system will set up the refund due.

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Q: When you say ISIR match are you asking how to do the resend record to matches to get a new pushed ISIR?

A: Yes.

Q: Could you show us how to run a batch and put in not enrolled for students not registered?

A: Download your All Students roster and match against your enrollment records and keep the ones not enrolled. Then change those students' Enrollment Status codes to 'N'. It is the same upload steps for certifying students but marking them not-enrolled instead.

Q: Don't you want to download the full roster and not just certification? Otherwise, wouldn't those in qualified/eligible (not awarded) eventually come up on certification?

A: Yes, you do want to use the "all students" roster as it shows the various statuses of all the students who have listed your school on their FAFSAs.

Q: What happens when a student is awarded but at time of certification, they are not enrolled and then end up enrolling for a later start class? Can they still receive their award?

A: Yes, but that will depend on funding. If students are enrolled in the second session, you should certify them as soon as possible.

Q: We do not want to be certifying students for the next semester, correct?

A: No, you may certify for the rest of 25-26, just be sure to update any students who have changes. You should not be certifying a student as "enrolled" if they are not at your school, but as "not enrolled"!

Q: So, does changing the enrollment status of the Qualified/Eligible (not those Action Required Certifications) on the "All Students" roster reflect in the student allocations potentially freeing up funds?

A: Yes.

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Q: But once they are in that ineligibility status, how do you change that if they become enrolled if they are considered not awarded anymore?

A: You would change their enrollment status. The student would be awarded depending on funding.

Q: If another school certified a student, we aren't able to change that same student, correct?

A: Correct.

Q: If they're not in an awarded status, does it matter what their enrollment status says?

A: Possibly. If they change into an awarded status, it will need to be correct so they will be awarded correctly for proration purposes.

Q: Please correct me if I'm wrong, but once they're in a certified status they show as ready for us to request payment for. There is no way for us to select who we want to request funds for, and I would not want to request funds for students we have not yet disbursed aid to, so how would we be able to request funds only for specific individuals and not the ones that are certifying for spring term?

A: We opened up the dates for certifying but the system won't allow payments to be requested more than 8 days before the start of spring term. If you are requesting fall term when the spring term is able to be paid, you will see a separate line for each term and you will be able to select which term(s) to request payment for. If you want to process students in batches, for later batches use certification code D [Review Pending], because it will leave the award intact. You would then change the certification code to an A when you are ready to request funds.

Q: What's certification code D?

A: Review pending, it is the only code that doesn't mark the student as ineligible or remove their award.

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Q: How long does after the check is received will it take for HEAB to update the “refunds due” report?

A: It somewhat depends, right now it’s a week or two. But this is new for us as well, so it may take a little longer. Processing time should be reduced as the year goes on and we all become more comfortable with the new process.

Be sure your list total and check total match to make things easier!

Be sure to send a physical [paper] and digital [spreadsheet] version of the list [spreadsheet, not PDF], if possible, but the excel spreadsheet is more important!

Processing on our end can’t begin until we have the digital version of the refund list.

Q: Would it be possible to set up an additional document upload system through GLASS and upload the excel sheet [for refunds] through there?

A: Not at this time.

Q: Is it possible to add another status for refunds? So, there is “refund pending” vs “refund due”?

A: We will look into this.

Q: Will there be more documentation for this return process?

A: Yes, Barb is working on it.

Q: Will the HEAB secure site continue to be available to send the excel spreadsheet with the SSN on it?

A: Yes. If you have the GLASS ID, we don't need the SSN on it.

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Q: Are we to include the TIP that was double disbursed as part of a technical flaw a few weeks ago?

A: Yes, that has to be returned. After those funds are returned and processed, the students' records should show the accurate fall amount spent.

Q: After a refund is processed, does a student then go back to an awarded or qualified status?

A: Depends on the situation. If they are not enrolled, they will not have an award. If they are enrolled, they can go back into an awarded status.

Q: Once the refund is received and processed, will they then move under the Disbursements/Refunds section?

A: Yes.