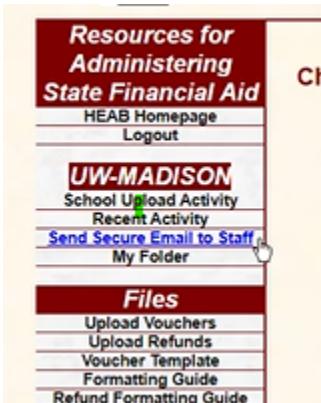## GLASS Q&A   *Wednesday, 12/15/2025*

While the HEAB office will be open during the next few weeks, staffing will be limited. We are closed December 24, 25th and 31st, as well as January 1st. After the holidays, HEAB staff will resume our regular schedules.

Using the GLASS Refunds Due Report: We need the SSNs left on the report for audit trail purposes. Using the old secure site email is the proper procedure.

https://secure.heab.state.wi.us/VoucherRequest/Login.aspx

After logging in, go to the secure email

and select HEABmail as your primary recipient. You may also select a Grant Specialist to cc.

Now, attach your Refund Due Report and send.

GLASS Q&A

When you have a partial refund because they've earned aid, don't use the P or the W Certification Codes because they trigger full refunds. All you have to do is enter the earned amount in the new term award and save it. You should still end up with a certified student with that specific refund due amount.

Q: Is there potential for next year that when certifying for Fall that we could "pre-certify" for Spring if we know they're in an aid period that should include the Spring? I know it was delayed this year, but I wasn't sure if that will always be the case?

A: I believe we will be leaving it open to certify for the full year in the Fall.

Q: How quickly are refunds being processed? If we sent one the week after Thanksgiving, when should we expect it to be cashed?

A: If you have turned in all of the correct information that relates to the refund and student information, it should be processed within a week. If not, it will be delayed as we have to figure out the issues related to the pieces we didn't receive.

E.g. If we don't receive a refund list via email, SSNs are missing from that list, if the list doesn't match the check, if the check mailing is delayed, etc.

Q: Recently I learned that a student can still get the WI Grant if they are in federal student loan default. I ended up coding some of our students with the 'O' (Loan Default) certification code and they were removed from our certification list. I was going to request those funds now for the Fall, will there be any issues with ordering those funds?

A: You can remove the O code, save, add the A code, and save again. Removing the O code should put the awarded status back, depending on what sector you're in.

Q: I know requests have been made in the past, such as I requested that the certification file contain the original full year award, are requests going to be looked at and implemented (potentially) for 26-27? Or what is the outlook for requested changes and how are they going to be reviewed?

A: Depends on the request. Changes to reports are being made this year and will be tested before we can give them to schools.

<u>GLASS Q&A</u>   *Wednesday, 12/15/2025*

Q: Any updates on school reconciling and possible release of more funds for WG-PNP?

    A: We will look at this again after winter term, there is a possibility in spring.

Q: Schools have differing dates for their terms, when you say "after the winter term" can you provide a timeline for this?

    A: Winter term is a trimester term, so we will be reviewing in February.

Q: Is there a way that Used eligibility report could show on the Ineligible students by reason report. So, we don't have to run two reports?

    A: Students who have used all their eligibility are listed on the Ineligible Students by Reason Report: "Student has reached the maximum number of paid terms for this program."