

GLASS Q&A

Monday, 11/03/2025

The refund document will be sent out soon.

The icon on the left of each award line under ‘Edit Student’ is the status. Under Rosters in the Informational section, you’ll see those icons again and you can get a list of all the students under each of those statuses. If you wish to work with the ineligible students, you need to go to the Standard Reports and use the ‘Ineligible by Reason’ report. The Ineligible Student Roster doesn’t tell you why they’re ineligible.

If you have any changes to contact information, you’ll want to go to ‘Institution Information’ and then to ‘Contact Information’ and you can make changes from there. There are several categories under this tab, so if you have any questions, reach out to anyone at HEAB. Be sure to save your progress!

Q: We have a student who has dropped a later-term course that hasn’t quite started yet. This changes them from full time to $\frac{3}{4}$ time. The guidance indicates for pro-ration we treat it like Pell; in the case of a Pell, we would be revising the student’s Pell grant to their new enrollment status. Is there any better guidance or clarification on what to do in this situation?

A: Correct, treat it exactly like Pell. If there are any changes that affect the Pell grant, you want to make those same changes to the Wisconsin Grant.

Q: Is there any way we can get something similar to Pell POP or MRR when GLASS is certified at another institution potentially with the institution's person(s) to contact for certification instances?

A: There is a Standard Report that currently shows the school the student is certified at [Certified at Institution], and we are working on being able to show who the contact person is. For now, send the student(s) information to us, and we will contact the other institution and CC you on the email.

Q: Is there a date that you are processing ISIRs?

A: We process ISIRs every day and we are currently up to date. They import overnight.

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Q: I was wondering if there have been any updates for students with non-resident ISIRs that are eligible for residency for tuition purposes?

A: Residency overrides are still done manually. We are receiving non-resident ISIRs, so you should be able to see that student's record on GLASS. The system will evaluate them as non-resident because they are. You will be determining if they are a resident for tuition purposes. **For any FAFSAs filed prior to April 22, 2025, with no changes afterwards, you would need to submit the student for matching so HEAB can get their record and load it into GLASS.**

Let Joy or Jody know if you have issues with a specific student, and they can do the residency override with the correct supporting documentation.

Q: If a student is eligible for WI Grant, but has not been placed in the awarded status, what does the school need to do to get them certified?

A: This is a funding issue. We are continually updating students' awarded statuses. More awards will be released very soon.

Q: Can all GLASS reports/rosters that show SSN be consistent with how the SSN is displayed? Ideally without the dashes.

A: We will submit a request for this to our partner.

Q: Is there a final deadline by which you would say if a Fall award is not funded, then it is unlikely to be funded? If we think the student is eligible and should be awarded but the only reason why they aren't is because of allocation or something along those lines?

A: We should have an answer within the next week or so. We want to be sure all the schools have requested funds for Fall term.

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Q: Could the GLASS ID be included in the File Transfer Result files (Eligible, Ineligible, All Processed, Exceptions)? Currently, the only ID number in those files is the SSN.

A: We will request that change with our partner.

Q: I have two students who have completed FAFSA, however, I get an error message on the WI Indian Grant Application stating that there is not an ISIR for the school. We, however, do have the students ISIR. Do you know why we would be given that error message?

A: No, we don't. Can you please email those students' information including application date to Jody and she will follow up.

Q: I saw that we could start to certify for Spring term. If we do that, are there separate Fall and Spring request fund amounts?

A: Yes, they are separate request amounts. Spring is open for certification but not for requesting payment. You will not be able to request Spring funds until January.

When you go and look at your request payment section, there is a line for each program, and a line for each term for that program.

Q: Date of birth and last update date in the 'all students roster' are still in different format, e.g. one says 03/03/2025 and one says 3/3/2025 - this is an open case with the vendor?

A: This is an open case with the vendor.

Q: Does it seem likely that the WG-PNP and WG-TC will achieve date parity with awarding?

A: We will know more after we look at the numbers this week.

Q: How long is "too long" to wait for a Veteran's status to be verified for WI Vet Grant?

A: If you entered the application and it still says incomplete, contact Jody.

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Q: Is there a timeline when the 'Used Eligibility' report will be updated? Currently it is showing "Paid This Year (2024-25)". Also, will it be dynamic?

A: Used Eligibility is dynamic and updates with current spending and refunds. The report is based on the current and next academic years. You can see in GLASS Production that it displays "Paid this Year" and "Applied This Year" as 2024-2025 and "Applied Next Year" as 2025-2026. Once 26-27 is brought up, the report will display "Paid this Year" and "Applied this Year" as 2025-2026 and "Applied Next Year" as 2026-2027. UAT has 26-27 active and displays the updated years.

The screenshot shows the 'HOME > Reports' section of the GLASS system. Under 'Standard Reports', the 'Report' dropdown is set to 'Used Eligibility'. The 'Selection Criteria' section includes a 'Program Group' dropdown set to 'All', a 'Points Above' dropdown set to '0 Points - 0 FT Semesters', and a 'Show students who [were:]' section with three radio buttons: 'Paid This Year (2025-2026)' (selected), 'Applied This Year (2025-2026)', and 'Applied Next Year (2026-2027)'. At the bottom, there are three buttons: 'View Report', 'Export to PDF', and 'Export to CSV'.

Q: Does the 'Used Eligibility' report contain SSNs?

A: It contains SSNs, campus IDs and GLASS IDs.

Q: Will you send out an email when more funding is released for additional students?

A: Yes.

Q: I nominated TIP students the minimum amount, but when I try to certify, it is giving me an error "New Term Amount Must be less than or equal to the Term Award", how can I get those students certified?

A: If you clear out the New Term Amount before hitting Save, the certification will be successful.