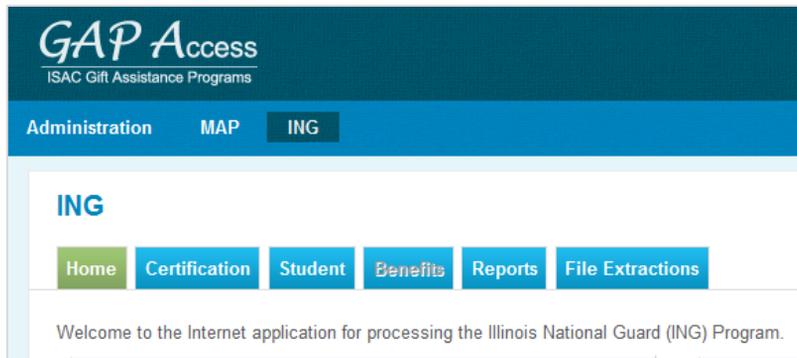


Illinois National Guard (ING) Grant Program & GAP Access



**Illinois Student Assistance Commission
July 2015**

Illinois National Guard (ING) Grant Program

- Entitlement program
 - Awarded to all eligible applicants regardless of funding level
- Available at all four-year public universities and public community colleges
- To be eligible, a Guard member must:
 - Have served at least one year with the Illinois National Guard
 - Be in active status
 - Maintain an acceptable grade point average
 - As determined by the institution

ING Grant Benefits

- Pays “tuition and certain fees”
- No minimum enrollment requirement
- Award year begins with the fall term
- Qualified applicants who have completed less than 10 years of active duty ING service may receive 120 units of eligibility
 - Equivalent to four academic years of full-time enrollment
- Qualified applicants who have completed 10 years or more of active duty ING service may receive up to 180 eligibility units
 - Equivalent to six academic years of full-time enrollment
- Units are based on the enrolled hours for a term

# of Hours	Semester School	Quarter School
12 or more	12 units	8 units
9 – 11.99	9 units	6 units
6 – 8.99	6 units	4 units
3 – 5.99	3 units	2 units
0 – 2.99	1 unit	1 unit

Applying for ING Grant

- Interactive online application is accessible at isac.org
- Students must reapply each year
- Deadlines dates:
 - October 1 — full year consideration
 - March 1 — only second semester, second and/or third quarter consideration
 - June 15 — only summer term consideration
- Students will receive a confirmation page upon completing the application



College &
Scholarship Search

Money
Management

Financial Aid Planning
& Applying

Career & Job
Search

Illinois National Guard (ING) Grant Program Application Certification Statement

Certification Statement

I certify, under the penalties of perjury as provided by law, that all information that I will be submitting on this application is true and correct and that I meet the eligibility requirements itemized within the Eligibility Requirements section of this application. I certify that I do not owe a refund on a federal or state grant. I certify that I am not in default on any educational loan or, if in default, have reinstated my eligibility for ISAC administered programs in accordance with ISAC Rules. I certify that I am in compliance with federal Selective Service registration requirements. I will read all sections of this application before submitting it. Further, I give my consent to the Department of Military Affairs Illinois (DMAIL), federal Selective Service and the college I attend to release information to ISAC concerning my eligibility for the Illinois National Guard (ING) Grant Program. I understand that, if I fail to complete my service obligation, I may be required to repay to the Department of Military Affairs Illinois (DMAIL) some or all of the funds that I have received through the Illinois National Guard (ING) Grant Program.

You must select the "I Agree" checkbox below in order to activate the "Launch Application" button and access the application.

Do you agree to the Certification Statement? I Agree

Launch Application

Illinois National Guard (ING) Grant Program Application

Applicant Information

Apply Date

* Indicates required field

Your Social Security Number is needed for identification, verification and processing purposes in furtherance of any request for financial aid from ISAC.

* Social Security Number

* Confirm Social Security Number

* Date of Birth (MM/DD/YYYY)

* Last Name

* First Name

Middle Initial

* Permanent Address

* City

* State

* ZIP Code

E-mail

Confirm E-mail

Telephone Number (999)-999-9999

School Information

2015-2016 includes fall 2015; spring, summer 2016
(see deadline date for each term)

Choose Academic Year

Same College for Entire Academic Year

College/University applicant will attend

Different Colleges for Different Terms

Fall Term College

Spring Term College

Summer Term College

Service Information

Branch of Service Illinois Army National Guard

Illinois Air National Guard

For Illinois Air National Guard only please
Indicate your Base

Submit

ING Grant System in GAP Access

- Effective with the 2015-16 academic year, ING Grant processing will take place in ISAC's Gift Assistance Program (GAP) Access portal
 - Processing was previously done in My Zone
- When a student submits an ING Grant application to ISAC, a record is added to the school's database in the ING system that can be viewed by the school on the ING Student List Eligibility View Screen.
- Data will be added whenever there is a new or updated eligible record for the school
- It is recommended that schools check GAP Access at least once a week for new data that may have been posted for the 2015-16 academic year
- At this time, only student eligibility data is available in the ING Grant system
 - Access to payment data will be added later this year

Accessing the ING Grant System

- A secure authentication process is required to access the ING Grant system
- Each school 's GAP Access Primary Administrator will need to update privileges in GAP Access in order for the appropriate staff to be able to access the ING Grant system
 - The school's financial aid director is the Primary GAP Access Administrator and responsible for authorizing GAP Access users
 - The Primary Administrator may select other staff members to serve as GAP Access Administrators who can also authorize users at the school
 - Refer to the GAP Access User Guide for general questions, user name and password maintenance, and technical information about GAP Access

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ISAC Gift Assistance Program (GAP) Access

Home > ISAC Gift Assistance Program (GAP) Access

ISAC Gift Assistance Programs (GAP) Access

- [Assigning an Administrator](#)
- [GAP Access User Guide](#)
- [GAP Access Login](#)
- [Programs Available via GAP Access](#)

ISAC Gift Assistance Programs Access (or GAP Access) is the portal through which online interactions for the purpose of data inquiries, eligibility announcements and payment requests for ISAC-administered programs are conducted. Due to the confidential nature of the student-specific data involved, a secure authentication process is required before access can be granted.

Assigning an Administrator

The links to each chapter of the GAP Access User Guide below provide step-by-step instructions for activating accounts for administrators and users of the GAP Access portal. ISAC will rely on an administrator (contact person) at each institution to authorize users. The GAP Access Administrator will ultimately be responsible for monitoring passwords, staff access, and security for a variety of ISAC programs. The initial request for institutional access should be made by the Financial Aid Director or High School Principal.

Ultimately, one entry point, user name and password will be used to gain access to all programs to which a user has been granted access by their school's administrator. As additional ISAC gift assistance programs are added to the GAP Access portal, the administrator must access the User Maintenance area and update the program access and level for each user.

GAP Access User Guide

General questions, user name and password maintenance, and technical information about GAP Access can be answered in the User Guide.

- [Activating Your GAP Access Primary Administrator Account](#)
- [Activating Other GAP Access Administrators](#)
- [Activating GAP Access User Accounts](#)

If you have a question about information that is not addressed in the Guide, contact a School

GAP Access Login

- [Activating Your GAP Access Primary Administrator Account](#)
- [Activating Other GAP Access Administrators](#)
- [Activating GAP Access User Accounts](#)
- [GAP Access 2-Step Authentication Instructions](#)



Accessing the ING Grant System

- To access the ING Grant system:
 - Log in to the GAP Access system and select the ING tab at the top of the screen
 - The GAP Access system is accessible at <https://isacportal.isac.org/>
 - Select the academic year
- The ING Grant system is available each day between 7 a.m. and 10 p.m. (CT)
- To access functions within the ING Grant system:
 - Select the appropriate tab based on sorting and viewing needs and preferences



User Guide:

Illinois National Guard (ING) Grant

- Access and Navigation
- Student Eligibility**
- Payment Processing



Introduction to ING Processing

The Illinois National Guard (ING) Program is administered by schools using the ING system, which is available through ISAC's Gift Assistance Programs (GAP) Access portal at <https://isacportal.isac.org>. ING information is accessed by selecting the ING tab near the top of the screen once the school user has successfully logged into GAP Access. Student eligibility information is accessed via the Student tab, and payment processing, when it becomes available for an award year, is accessed via the Payment tab.

The screenshot shows the GAP Access portal interface. At the top, the logo reads "GAP Access ISAC Gift Assistance Programs" and "Pat Quinn, Governor, State of Illinois". A navigation bar contains "Home", "Administration", "MAP", and "ING". A message box states "Login is Successful". Below the navigation bar, the "ING" section is active, with a sub-navigation bar containing "Home", "Certification", "Student", "Benefit", "Reports", and "File Extractions". The "Student" tab is highlighted with a red box. Below this, the "Academic Year" section shows a dropdown menu set to "2015-2016". The "Student Lookup" section includes a "View Student List" link and a search box with "SSN" and a "Go" button. Red arrows point from the "ING" tab in the top navigation to the "Student" tab in the sub-navigation.

Quick links to ISAC contact information, the FAA section of ISAC's website and ING program information can be found at the bottom of all ING system screens, as seen below:

The screenshot shows the footer navigation bar with four quick links: "Contact ISAC", "FAAs", "MAP Program Information", and "ING Program Information". These links are enclosed in a red rounded rectangle.

Please note that the system will time out after prolonged inactivity. The following message will appear to allow you to save your data:

Warning! Due to inactivity, your session has expired. Please save any data you may have entered before refreshing the page.

Student List Eligibility: View Screen

The Student List Eligibility: View screen is accessed from the Student tab (See prior page). On the Student List Eligibility: View screen, schools are able to view students who have listed their school as one of the school choices on the *ING Grant Application*.

This provides the entry point to other ING functions such as: viewing detailed student information, viewing student information history, creating reports, and associating ING codes with selected students.

ING 2015-2016: Student List Eligibility: View

Home Student Benefit Reports File Extractions

View Filter Sort Columns

Show 20 entries

#	Benefits	Sel	Current SSN	Last Name	First Name	Date of Birth	ISAC Dflt	IING Units Used	Application Receipt Date	Certified Date	Certified Eligible
---	----------	-----	-------------	-----------	------------	---------------	-----------	-----------------	--------------------------	----------------	--------------------

The initial loading of the Student List Eligibility: View page will result in a default view with the following columns:

- Benefits
- Sel (Select)
- Current SSN (last four digits display)
- Last Name
- First Name
- Date of Birth
- ISAC Default
- Application Receipt Date
- Certified Date
- Certified Eligible

Student List Eligibility: View Screen

The screen shots below illustrate the type of data that is provided on the Student List Eligibility: View screen.

The  icon provides a link to more detailed information about the student, and the \$ icon provides a link to the Benefits Usage (Payment) information for the student (Available Fall 2015). In the column next to the \$ icon, a light bulb icon -  - will be displayed if any flags are on that could cause the student to be ineligible for an award. Keep in mind that not all flags make a student totally ineligible for an award. It is up to the school to determine the meaning of the flag and to what extent it affects the student's potential award.

ING 2015-2016: Student List Eligibility: View

Select School and ING Code

Go

Home Certification Student **Benefit** Reports File Extractions

View Filter Sort Columns

#		Benefits		Sel	Current SSN	Last Name	First Name	Date of Birth	ISAC Dfif	ING Units Used	Application Receipt Date	Certified Date	Certified Eligible
1		\$		<input type="checkbox"/>	xxx-xx		MIRANDA	11/19/1994	N	12	06/26/2015	07/07/2015	Y
2		\$		<input type="checkbox"/>	xxx-x		BEN	11/18/1989	N	30	06/24/2015		
3		\$		<input type="checkbox"/>	xxx-xx		MICHAEL	08/27/1978	N	9	06/23/2015	07/07/2015	N
4		\$		<input type="checkbox"/>	xxx-x		ANGELISE	06/30/1995	N	0	06/29/2015		
5		\$		<input type="checkbox"/>	xxx-xx-		TIMOTHY	11/24/1989	N	18	07/02/2015		
6		\$		<input type="checkbox"/>	xxx-x		STEPHEN	04/27/1987	N	66	06/30/2015		

Showing 1 to 6 of 6 entries

Save Selected

View Report

Student List Eligibility: View Instructions

The Student List Eligibility: View screen displays a maximum of one hundred student records. To view more records, click on the Previous Page, Pages 1-10, or Last Page tabs. To view additional columns, scroll to the right. Other suggestions for viewing the eligibility screen are listed below.

- To select students enrolled in or attending your institution, select them by clicking on the box in the “Sel” column.
- To view the student’s ING eligibility data on the Student Detail: Eligibility screen, click on the magnifying glass icon that is on the same line as the student’s last name.
- To view the Benefits Usage (Payment) page, click on the dollar sign icon.
- To filter your view, displaying only those student records that you want to see, click on the Filter Tab. The Student List Eligibility: Filter screen will be displayed with the various filter options.
- To sort the student records, click on the Sort tab. The Student List Eligibility: Sort screen will be displayed.
- To view a report of a Student List Eligibility: View screen, click on the “View Report” button located at the bottom of the screen. A copy of the report can be created in .PDF format by clicking on the “View Report” tab.

Showing 1 to 28 of 28 entries

Save Selected

View Report

Student List Eligibility: Filter Screen

The Student List Eligibility: Filter screen allows you to designate student records that you want to view on the Student List Eligibility: View screen by selecting parameters for the records that you want to see. After selecting your filtering criteria, click on the View tab to see your customized list.

For example, if you want to view only those students with a last name of Love, go to the Last Name field, select the “=” sign from the drop down menu and enter Love in the text box next to the “=” sign. When you return to the Student List View by clicking on the View tab, you will see only those students with a last name of Love.

The Filter screen allows you to filter on more than one option, and it can also be used in conjunction with the options available through the Sort and Columns tabs.

ING 2015-2016 :Student List Eligibility: Filter

Home Student Benefit Reports File Extractions

View **Filter** Sort Columns

Term - All -

ING Code = 010

SSN =

Last Name = love

Certification Start Date End Date

Application Receipt Date Start Date End Date

Certified Eligible - All -

Selected Students Only
 Eligible Students Only
 10 Year

Ineligible

ING Units Used
 ISAC Default
 Applied Late

Reset

Check boxes on the right side of the screen allow you to filter your lists even further. For example, to view just your eligible students, check the “Eligible Students Only” box. In addition, the eligibility status of records can be viewed by selecting the ineligible conditions.

In addition to viewing the customized list in the ING system, you can also view and save the report as a .PDF file by clicking on the View Report tab located at the bottom of the Student List Eligibility: View screen.

Student List Eligibility: Sort Screen

The Student List Eligibility: Sort screen allows the user to designate the order in which the records will appear on the Student List: View screen. The default view of the Student List View is Last Name, First Name. By using the Sort function, you can change the order in which records are sorted, which can be helpful when trying to compare records to your institutional reports that may be sorted in a different order. The Sort screen can be accessed from the Student List Eligibility: View screen by clicking on the Sort tab.

ING 2014-2015: Student List Eligibility: Sort

BLACK HAWK COLLEGE 001638 103

Home Certification Student Benefit Reports File Extractions

View Filter Sort Columns

Unselected

Date of Birth
ISAC Dfit
ING Units Used
Application Receipt Date
Certified Date
Certified Eligible



Selected

Last Name
First Name

Selected checkboxes will be sorted descending. Unchecked checkboxes will be sorted ascending.



To select Sort categories: highlight the item in the Unselected list and click on the arrow icon to move it to the Selected list. To select more than one item at a time, hold down the Ctrl key while highlighting the items, then click on the arrow icon.

To remove an item from the Selected list: highlight the item in the Selected column and click on the arrow icon to move it to the Unselected list. To select more than one item at a time, hold down the Ctrl key while highlighting the items, then click on arrow icon.

-  Moves the highlighted item from the Unselected list to the Selected list.
-  Moves all of the items in the Unselected list to the Selected list.
-  Moves the highlighted item from the Selected list to the Unselected list.
-  Moves all of the items in the Selected list to the Unselected list.

To rearrange the items once they are selected, highlight the column title by clicking on it, then click on the  Move Column Up or the  Move Column Down button until the items are positioned in the order in which you want them to sort.

To sort in descending order, select the appropriate checkboxes. Unchecked checkboxes will be sorted in ascending order.

Student List Eligibility: Columns Screen

The Student List Eligibility: Columns Screen allows the user to select columns to display on the Student List Eligibility: View screen. Clicking on the Columns tab on the Student List Eligibility: View screen will access the Student List Eligibility: Columns screen.

ING 2015-2016: Student List Eligibility: Columns

CHICAGO STATE UNIVERSITY 001694 010

Home Student **Benefit** Reports File Extractions

View Filter Sort **Columns**

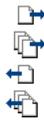
Reset

Unselected

ING Code
Term
Late
Restrict Until
Restrict After
10 Year
Branch
Base

Selected

Current SSN
Last Name
First Name
Date of Birth
ISAC Dflt
ING Units Used
Application Receipt Date
Certified Date
Certified Eligible



To add a Column: highlight the item in the Unselected list and click on the arrow icon to move it to the Selected list. To select more than one item at a time, hold down the Ctrl key while highlighting the items, then click on the arrow icon.

To remove a Column: highlight the item in the Selected list and click on the arrow icon to move it to the Unselected list. To select more than one item at a time, hold down the Ctrl key while highlighting the items, then click on arrow icon.



Moves the highlighted item from the Unselected list to the Selected list.

Moves all of the items in the Unselected list to the Selected list.

Moves the highlighted item from the Selected list to the Unselected list.

Moves all of the items in the Selected list to the Unselected list.

If you want to rearrange the columns once they are selected, select the column you want to change by clicking on it. When the column is highlighted, click on the  Move Column Up button, or click on the  Move Column Down button until the column is in the correct place.

Student Detail: Eligibility Screen

The Student Detail: Eligibility screen displays information from the student's ING application as well as certification and eligibility information for ING. The purpose of this screen is to allow authorized users the ability to view the ING eligibility details of an individual student record. The Student Detail: Eligibility screen is accessed by clicking on the magnifying glass icon -  - on the Student List Eligibility: View screen.

To select another student's Detail screen, enter a new Social Security Number in the Current SSN field and click on the Go button.

ING 2015-2016 :Student Detail: Eligibility

Home Certification Student Benefit Reports File Extractions

View Eligibility Benefits School Changes Student Update

LASTNAME, FIRSTNAME

Person Details

Current SSN

XXX-XX-XXXX

Go

Term	ING Code	Past Deadline	Term Benefits	Benefits	Request Mode
1	103				
2	066				
3	066				

Term 1 is Fall
Term 2 is Spring
Term 3 is Summer

History

Details

Branch Army
Base
Certified Eligible
Restrict Until
Restrict On or After
10 Year

ING Units Used 12
ISAC Default N
Eligibility As Of Date 06/26/2015

Address 603 2ND
.VIS, IL 612

Date of Birth 11/19/19
Appl Receipt Date 06/26/2015
Certification Date

Save Changes

Discard Changes

Student Detail: Eligibility Screen

Here is a closer look at the Student Detail: Eligibility screen, including the student information section, the Details section, and the School Certification Data section.

Details

Branch **Army**
 Base
 Certified Eligible
 Restrict Until
 Restrict On or After
 10 Year

Value	Description of Eligibility Codes
Y	Eligible
N	Not Eligible
Blank	Not Yet Certified

Value	Description of 10-Year Member Codes
Y	10-Year Member
Blank	Less Than 10-Year Member

Code	Definition of Default Code
Y	Student is currently in default on an ISAC student loan.
N	Student is not currently in default on an ISAC student loan.

ING Units Used **12**
 ISAC Default **N**
 Eligibility As Of Date **06/26/2015**

ING Eligibility Report: Create New Report

The ING Eligibility Report displays students that may be eligible for the Illinois National Guard (ING) grant. The Reports screen is accessed from the Reports tab. To generate a report, first click the Create New Report button in the upper right-hand corner of the screen. Then, select the report type from the Select Report drop-down menu and click on the Request Report button.

GAP Access
ISAC Gift Assistance Programs

Bruce Rauner, Governor,
State of Illinois
UATTEST3 UATUPDT3 (Logout)

School Administration MAP **ING**

ING 2015-2016 : Reports: Eligibility Reports

CHICAGO STATE UNIVERSITY 001694 010

Home Student Benefit **Reports** File Extractions

Show 10 entries Refresh Filter:

Status	Report Type	Date	File Size(kb)	User Name
Showing 1 to 1 of 1 entries				

GAP Access
ISAC Gift Assistance Programs

Bruce Rauner, Governor,
State of Illinois
UATTEST3 UATUPDT3 (Logout)

School Administration MAP **ING**

ING 2015-2016: Reports: Eligibility Reports: Create New Report

Home Student Benefit **Reports** File Extractions

Select Report: ING Eligibility Report

Payment Start Date Range:

Payment End Date Range:

Request Report

ING File Extractions

The ING File Extraction lists students that may be eligible for the Illinois National Guard (ING) grant in an electronic format. The Reports screen is accessed from the File Extractions tab. To generate an extraction, first click the Create New File Extraction button in the upper right-hand corner of the screen. Then, select ING Eligibility Status File from the Select Report drop down menu and click on the Request Report button.

GAP Access
ISAC Gift Assistance Programs

Bruce Rauner, Governor,
State of Illinois

UATTEST3 UATUPDT3 (Logout)

School Administration MAP **ING**

ING 2015-2016 : File Extractions: Eligibility Status Files

CHICAGO STATE UNIVERSITY 001694 010

Home Student Benefit Reports **File Extractions**

Create New File Extraction

Show 10 entries Refresh Filter:

Status	Report Type	Start Date	End Date	Date Extracted	File Size(kb)	User Name
Showing 1 to 1 of 1 entries						

GAP Access
ISAC Gift Assistance Programs

Bruce Rauner, Governor,
State of Illinois

UATTEST3 UATUPDT3 (Logout)

School Administration MAP **ING**

ING 2015-2016: File Extractions: Eligibility Status Files: Create New

Home Student Benefit Reports **File Extractions**

Select Report: **ING Eligibility Status File**

Start Date Range: ?

End Date Range: ?

Request Report

2015-16 ING Grant Program News

- 2015-16 application is available at isac.org
 - Beginning with the 2015-16 application, students have the option to select one college of attendance for the entire academic year or indicate a different college by term
- Certification process with Camp Lincoln has started
- Students can expect to receive a Notice of Eligibility letter in early August 2015
- Student eligibility information is now available to schools in the GAP Access portal
- Rule changes regarding usage with Post-9/11 GI Bill benefits go into effect for the Fall 2015 term

2015-16 ING Grant Program News

- Effective **July 1, 2015** for the 2015-16 academic year
 - For veterans who are eligible for Post-9/11 GI Bill benefits at less than 100% and use those benefits with IVG or ING Grant programs in the same term, the Post-9/11 GI Bill benefits should be applied first (VA will be first payer), and any remaining eligible tuition and fee charges would be covered by the IVG and/or ING Grant
 - The amount of IVG and ING Grant benefits used will be prorated based on the percentage of the charges that are covered by the ISAC programs
- For IVG, the changes are in effect for the Summer 2015 term
 - For classes that cross over or begin after July 1, 2015
- For ING Grant, the changes will be in effect beginning with the Fall 2015 term
- Online tools are being developed to help calculate usage
 - In My Zone for IVG
 - In GAP Access for ING Grant
 - Calculator for students
 - Expected to be available in mid-August

2015-16 ING Grant Program News

- In situations when the IVG or ING Grant is used with the Post-9/11 GI Bill and the IVG or ING Grant can be considered “last payer,” the percentage of charges to be covered by the IVG or ING Grant would be multiplied by the number of credit hours the student is taking and the result would be converted to eligibility units using the standard units chart found in the program rules
- For example, in a situation where a student is enrolled for 12 credit hours for a semester and tuition & fees are \$10,000:
 - $\$10,000 \times .60 = \$6,000$ paid by Post-9/11 GI Bill
 - \$4,000 (40%) covered by ING Grant
 - $.40 \times 12$ credit hours = 4.8%
 - 4.8 converts to 3 units
 - Student would use 3 ING Grant units and 4 months of Post-9/11 GI Bill benefits

# of Hours	Semester School	Quarter School
12 or more	12 units	8 units
9 – 11.99	9 units	6 units
6 – 8.99	6 units	4 units
3 – 5.99	3 units	2 units
0 – 2.99	1 unit	1 unit

ING Grant Electronic Processing

- Overview
- Access ING System
- Hours of Operation
- ING User Guide
- ING File Specifications
- Helpful Hints

Overview

Effective with the 2015-16 academic year, Illinois National Guard (ING) Grant processing will take place through ISAC's Gift Assistance Program (GAP) Access portal, replacing the processing that had previously been done via the My Zone system. ING Grant processing is the latest ISAC Gift Assistance program to be added to GAP Access portal, the Internet application that allows schools to electronically process and manage information for the ING Grant.

When a student submits an ING Grant Application to ISAC, a record is added to the school's database in the ING system that can be viewed by the school on the ING Student List Eligibility: View which displays in the same format as is used in the MAP program.

Access ING Grant System

Due to the confidential nature of the student-specific data involved, a secure authentication process is required before access to the ING Grant system can be granted. ISAC will rely on a contact person, or Administrator, at each institution to authorize users at his/her school. Refer to the [GAP Access User Guide](#) for general questions, user name and password maintenance, and technical information about GAP Access. Contact a [School Services Representative](#) with questions that are not addressed in the Guide.

The financial aid director is the primary GAP Access Administrator, however, the director may select others to act as GAP Access Administrators. GAP Access Administrators are responsible for monitoring passwords, security and staff access to the ING Grant system. The financial aid director should select the administrators based on the confidential nature of, and the access to student data.

To access ING Grant records:

- sign on to the [GAP Access](#) system and select "ING" from the blue ribbon across the top of the screen;
- select the academic year;
- select one of the tabs at the top of the ING screen to access any of the functions; i.e., select the "Student" Tab to access the Student List Eligibility: View.

Hours of Operation

The ING Grant system is available each day between 7 a.m. and 10 p.m. (CT).

ING User Guide

The ING User Guide is formatted in a PowerPoint presentation by function, which can be viewed online, printed or saved to your computer for future reference. The User Guide provides detailed information about ING functions and processing routines. Currently, only the Student Eligibility chapter of the ING user guide is available until the Payment component is added to the GAP Access portal in the Fall of 2015.

[Student Eligibility](#)



ING Grant File Specifications

File specifications pertinent to schools utilizing the file extraction features of the ING system, or sending ING payment requests to ISAC via File Transfer Protocol (FTP) will be made available before the Payment component of the ING system is available in Fall 2015.

Helpful Hints

- MAP Electronic Processing
- ING Grant Electronic Processing
- Gift Assistance Budget Instructions
- External Compliance Program Review
- State Comptroller's Website
- Refunds And Unpaid Claims
- Loan Counseling
- Verification Of Enrollment
- Loan Repayment
- Reinstatement Of Title IV Eligibility
- Loan Rehabilitation
- Record Retention

ISAC Contact Information

- School Services Communication Center
 - **For school inquiries**
 - Phone: 866.247.2172
 - Fax: 847.831.8549
 - E-mail: isac.schoolservices@isac.illinois.gov
- Kim Eck, Training Services
 - Phone: 217-785-7139
 - E-mail: Kimberly.Eck@isac.illinois.gov

Thank you for participating today!