ISAC Update

April 2020
Agenda

- ISAC Update
  - 2019-20 MAP
  - 2019-20 Other ISAC Programs
  - 2020-21 MAP
  - 2020-21 Other ISAC Programs
  - GAP Access News
- RISE Act & the Alternative Application for Illinois Financial Aid
  - Correction Process
  - Dependency Override
- Coronavirus Disease 2019 (COVID-19) Guidance and Resources
- Questions/Comments
ISAC UPDATE
2019-20 Monetary Award Program

- Analysis after the second term claim deadline date supported the release of additional MAP award announcements
  - Students whose initial FAFSA receipt dates were **May 27, 2019 through and including June 26, 2019** have been released from suspended status
    - These records are available for viewing in the MAP system
    - Colleges are to submit claims for these records (for all terms)
    - To identify released records, use date ranges and the filter, sort and report functionality in GAP Access (See the March 24 e-message for more information)

- First and second term late claims have been released for payment
  - Results are available in the MAP system

- The claim deadline date for third quarter/second semester that starts after Feb. 15 is **June 1, 2020**

- The 75-hour limit on MAP Paid Credit Hours was lifted on January 1, 2020
  - Students who were not eligible in the Fall 2019 term due to this limit may now be eligible for the Spring 2020 term
2019-20 ISAC Military Programs

- Illinois National Guard Grant and Illinois Veteran Grant
  - Benefit reporting function for the Spring 2020 term is available in GAP Access
  - To provide flexibility to schools, ISAC has extended the spring term priority claim date for both programs to **Friday, May 29, 2020**

- Although ISAC did not receive an appropriation to reimburse institutions for 2019-20 ING Grant or IVG awards, benefit reporting must still take place so that benefit usage can be accurately assessed to students' account
  - For each term of usage, schools should report enrollment hours and benefit dollar amounts
Other 2019-20 ISAC Programs

- The Grant Programs for Dependents of Police/Fire/Correctional Officers (PFC)
  - Certification of Enrollment for Payment winter/spring term was e-mailed to institutions on March 9, 2020 and were due back on April 10, 2020

- Special Education Teacher Tuition Waiver (SETTW)
  - Verification Roster and Certification Form was e-mailed to financial aid directors on February 11, 2020. The deadline to submit was February 28, 2020.

- Minority Teachers of Illinois Scholarship and Golden Apple Scholars Program
  - Complete spring term/third quarter payment claim processing as soon as possible
2019-20 Program Payments

- ISAC continues to process payment claims as they are received
- A recent statement from the Comptroller’s office announced that there may be longer than usual delays in payments
- For more information about, visit the Comptroller’s web site at: illinoiscomptroller.gov
  - A link to the message can be found on the FAA Message Board, where we will also post any future updates
2020-21 Monetary Award Program

- 2020-21 MAP Start-Up Formula
  - Effective maximum start-up annual award amount is $5,340
    - No reduction factor

- 2020-21 MAP Recompute Formula
  - Will be announced after an FY21 budget has been approved by the General Assembly and the Governor

- 2020-21 MAP Suspense
  - ISAC has not yet announced a suspense date
2020-21 Budget Reporting

- The functionality to allow for the reporting of 2020-21 budget data for the MAP, IVG and ING programs is currently available in GAP Access.
- The deadline to submit budget data is **June 1, 2020**
- A few system enhancements were made for the 2020-21 process:
  - New functionality requires institutions to upload their tuition refund policy via the "School: Budget" area of the ISAC Gift Assistance Programs (GAP) Access portal, rather than submitting it via mail or e-mail.
    - The financial aid director cannot certify 2020-21 budget data until the institution's tuition refund policy document has been uploaded and saved.
  - Reporting guidelines have been clarified on the data entry screens for IVG and ING in relation to in-district vs. out-of-district charges, as well as hourly vs. flat-rate calculations.
  - The calculated difference between the base in-district and base out-of-district field was added to the IVG Tuition & Fee Report.
  - The IVG tuition & fee amount reported for the summer term is clarified.
    - If an institution's revised tuition and fee rates do not go into effect until the Fall 2020 term, report 2019-20 rates for Summer 2020.
    - Fall and spring terms must reflect the increased rates.
Other 2020-21 ISAC Programs

- ISAC is no longer accepting applications for the 2020-21 SETTW Program
  - The priority application consideration was March 1, 2020.
  - A Notice of Eligibility is anticipated to be sent by mid-May to each qualified applicant who is selected to receive a tuition waiver.

- The 2020-21 MTI Scholarship Program application is still available online via the ISAC Programs area of the ISAC Student Portal
  - The priority application consideration date was March 1, 2020. Complete applications received after this date will continue to be considered for the MTI Scholarship Program for as long as funding remains after all timely qualified applicants have been awarded.
  - The date through which 2020-21 applications will be accepted is dependent upon application volume and available funding.
  - Applicants who have not already done so are encouraged to submit their applications as soon as possible.

- Other 2020-21 ISAC Programs will be available in late spring/early summer
RISE ACT/
ALTERNATIVE
APPLICATION
## Alternative Application Data

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Alternative Application Correction Process

- The first phase of Alternative Application enhancements allows students to make corrections to an application that has been submitted to ISAC.
- Applicants do not need to go through the pre-screening questions to make corrections.
  - They should log in to their student account as a Returning Applicant and will then be taken directly to the first screen in Section 1 of the application.
- Any application data can be corrected/changed, except the assigned ISAC ID number.
- Applicant changes may result in dependency status changing.
Alternative Application Correction Process

- When a change is made to any application data, the student’s signature status will revert to “Unsigned” and the student will be required to re-sign before the corrected application can be submitted.
  - The student should use the same PIN provided when the student initially completed the application.
  - A new PIN will only be assigned if/when the student’s e-mail address is changed.

- If changes are made to parent data then the parent’s signature status will revert to “Unsigned” and the parent will be required to re-sign before the corrected application can be submitted.
  - If no parent data is changed the original parent signature status stays signed.
  - The parent should use the same PIN provided when the student initially completed the application.
  - A new PIN will only be assigned if/when the parent’s e-mail address is changed.
Technical Tips When Making Corrections

Here are a few things to look for if students are having problems when returning to their application to finish completing it or to make corrections:

• Make sure that they are not using a mobile device. The application is not mobile-friendly
• Try closing the browser and clearing the cache
• Make sure they are logging in from the Returning Applicant section on the Alternative Application Home screen (not from the Student Portal)
• Once they are logged in and select Continue, they should be on Step 1.
• Encourage applicants to always start on Step 1 and use the Next button to continue through each screen
• Applicants should avoid navigating to the Review screen to make updates or corrections, and instead should go through the each screen of the application using the Next button (starting with Step 1, screen 1)
• Applicants should review and confirm that all responses are correct on the Review screen before submitting the application
• The Submit button is only on the Certification/Affidavit screen and is only enabled after signed (by both student and parent, if applicable).
  • It is best to navigate to this screen using the Next button
• Try to use Google Chrome if they’re having problems in other browsers, and we’ve found that Incognito in Chrome works well.
Google Chrome Incognito

- When using Google Chrome, we’ve found that Incognito in Chrome works well.
  - The main difference between Incognito and Regular mode is that Incognito browser does not use the user’s local browser caching.
  - Usually if the browser caches the resources there is a life for that cache to be cleared. Generally it is 30 days, and it also depends on user settings inside the browser.
Dependency Override Process for Alternative Application Students

- ISAC has made an additional enhancement to the Alternative Application that allows dependent students to submit the application to ISAC without providing parent information.
  - An EFC will not be calculated for a dependent student if parent data is not provided and the student will be prompted to contact the financial aid office.
  - The student will need to follow the typical process at the school they plan to attend to request a dependency override.
Text on the pop up window displayed for dependent students has been modified to use language similar to what is used by the FAFSA:

Based on your answers to the dependency status questions, **you are considered a dependent student. This means you must provide parental information.**

Select "I will provide information about my parent(s)" and click **Next** to continue completing your application.

If you have a special circumstance and are unable to provide parental information, under very limited circumstances you may be able to complete the application process for Illinois financial aid without providing parent information, however, you must discuss your circumstances with the financial aid office at the school you will be attending.

If you choose to continue your application without parental information, select “I am unable to provide parental information” below.

Please note that these situations on their own are **not** considered special circumstances:
- You do not live with your parents.
- Your parents do not provide you with financial support.
- Your parents refuse to contribute to your college expenses.
- Your parents do not claim you as a dependent on their income tax return.
- Your parents do not want to provide their information on your Alternative Application.

- I will provide information about my parent(s).
- I am unable to provide information about my parent(s).
Application Process

- If a student selects “I will provide information about my parent(s).”:
  - Section 4 will be presented to provide parent information

- If a student selects “I am unable to provide information about my parent(s).”:
  - Dependency status will be set to X instead of D
  - Special Circumstances Flag field on the Alternative Application Student Record will be set to 1
  - Section 4 is skipped; application will continue to Section 5 and Section 6 (required)
  - Only the student signature will be applicable in Section 7

- Once submitted, the application will be processed and loaded into the MAP system the same as any other application, but no award amount will be calculated

- The dependency status will display as X with no award amount on the Student Eligibility Detail screen

- Once the initial transaction is in MAP, a Dependency Override can be done
  - This can only be done on Alternative Application Student Records
  - The override will only apply for changes from Dependent to Independent
When an FAA decides that a dependency override is appropriate, the college will need to submit an e-mail to ISAC’s School Services Department to request the override:

- Schools do not need to provide student documentation to ISAC.
- Sample templates are available to schools in the FAA section of isac.org.

- ISAC will update the Student Record and generate a new transaction:
  - The subsequent transaction will include a flag indicating that a dependency override has been done and the student’s status will be changed to independent.
Sample Student Dependency Override Request

2020-21 Dependency Override Request

This form allows you to request special consideration of your dependency status for financial aid purposes for the 2020-21 award year. Although you may not meet the requirements to be considered independent according to the Free Application for Federal Student Aid (FAFSA) or the Alternative Application for Illinois Financial Aid, you may submit this form if you believe your particular circumstance warrants further evaluation.

Student Information (Please print clearly)

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>M.I.</th>
<th>Email</th>
</tr>
</thead>
</table>

Street Address | City | State | Zip Code |

A dependency override is granted when a financial aid administrator exercises professional judgment and overrides the criteria for a dependent student to provide parent information on the FAFSA or Alternative Application for Illinois Financial Aid. An override allows the student to be considered an independent student for financial aid purposes. You may qualify for a dependency override if you have special circumstances including, but not limited to: parental abandonment or estrangement, parent incarceration, an abusive family environment that threatens your health or safety, or other unusual circumstances beyond your control.

Please note that the following circumstances are not approved reasons for a dependency override:
- You do not reside with your parents;
- Your parents are unwilling to provide their information;
- Your parents refuse, or are financially unable, to pay for your college education;
- Your parents do not claim you as a dependent on their taxes;
- Your parents live in another state or country;
- You have the ability to support yourself.

The Financial Aid Office requires supporting documentation before a decision can be made. Please see the documentation requirements on the reverse side of this form for more information. While the Financial Aid Office has the authority to change your status if your circumstances and documentation justify doing so, it is not required to grant your request. The decision of the Financial Aid Office is final, and neither the U.S. Department of Education nor the Illinois Student Assistance Commission will consider appeals to change dependency status.

Reason for Your Appeal

Please select the reason(s) listed below that apply to your unique situation:
- Incarcerated parent(s)
- Physical abuse
- Unsafe home environment
- Parental abandonment (no communication with parents)
- Estrangement from parents
- Mental and emotional abuse
- Custodial parent deceased
- Other. Please describe: ____________________________

If you feel you qualify for this appeal but are not sure how to describe your situation, please make an appointment to meet with a Financial Aid Counselor.

Required Documents

Documentation is required to support your appeal and must be submitted with this form.

1. You must submit a detailed, signed and dated personal statement that clearly explains your unique and/or special family circumstance. The statement must describe your relationship with your biological or adoptive parents, even if it is non-existent, and provide as much detail as possible describing your separation from your parents. To avoid delays in considering your situation, address both parents.

2. In addition to your personal statement, you must provide additional supporting documentation. Review the following options, indicate which method(s) you are using, and attach the documentation.
- Legal documentation -- Examples include police reports, court reports, documentation from a social services agency, or a copy of a death certificate.
- Statements from at least two third-party adult professionals -- Examples include: social workers, mental or medical health professionals, church or religious members, school guidance counselors, coaches, or teachers. Letters should be on official letterhead and should explain the situation in detail regarding your relationship with both your (biological or adoptive) parents. Each letter must include the individual’s name, title/position, address, phone number, e-mail address, signature and date.
- Statements from at least two objective parties -- Examples include: an adult relative or neighbor, parent of a friend, an employer, or a supervisor. The letters should be from people who have firsthand knowledge of your situation and are able to confirm the circumstances you described in your statement regarding your relationship with both your (biological or adoptive) parents. If you were raised by a family member or another person who is not your parent, a statement may be provided from that person. Each letter must include the individual’s name, title/position, address, phone number, e-mail address, signature and date.
- No supporting documents available -- None of the above is available, however, I believe my situation warrants review.

Certification and Signature

I certify the information provided on this form and any attached statements or documents are true, complete, and accurate. I understand that purposely providing false information could result in a reduction or repayment of aid, and/or denial of future appeals. If I cannot provide the appropriate required documentation to support an independent status, I understand that I will be evaluated as a “dependent” student and required to provide parental income and asset information when completing the Free Application for Federal Student Aid (FAFSA) or Alternative Application for Illinois Financial Aid.

Student Signature: ____________________________ Date: ____________________________

Student Identification Number (if one has been assigned to you by the school): ____________________________

Return this form and any attachments to the Financial Aid Office. Please ensure that all documents are labeled with your name and Student ID Number (if you have one).

Include School Mailing/Contact Information here.

If appropriate, provide information about other options for submitting documentation.
School Request for Dependency Override Request

Instructions for Schools Requesting a Dependency Override for Students Who Have Completed the Alternative Application for Illinois Financial Aid

Copy and paste the text below into an e-mail message, provide the required data (items in bold), and submit to ISAC’s School Services e-mail address from the Financial Aid Director at your institution. Please include “Dependency Override Request” and the student’s last name in the subject line of the e-mail. A separate e-mail request should be submitted for each student. Do not include any other documentation you may have collected to make your dependency override determination; those records should be retained in the student’s file. ISAC’s School Services Department e-mail address is: isac.schoolservices@illinois.gov.

To: ISAC School Services Department

From: (Name and Title)
School Name:
Federal Code:
MAP Code:

This is to request that ISAC adjust the Alternative Application Student Record for the following student to provide a dependency override for the 2020-21 award year.

Student First and Last Name:
Date of Birth:
ISAC ID Number:
Transaction Number:
Award Year:
Date School Approved the Override:

The submission of this e-mail to ISAC’s School Services Department serves as the certification that our institution has collected and analyzed sufficient documentation from this student to make a professional judgment decision in accordance with the policies and procedures of our institution, and, as a result, we have decided to adjust the student’s dependency status for the 2020-21 award year. Furthermore, we certify that we have obtained the student’s signature on our institution’s required documentation and the documents are being retained in the student’s file.

Sincerely,

Please provide:
• Financial Aid Director Name
• Financial Aid Director Contact Information
• Date
Dependency Override Transaction

- The Dependency Override process will create a new transaction using the requested transaction as the starting point to be processed
  - All existing transactions will not be changed
  - The new transaction will go to all schools listed on the original requested transaction
  - Transaction data source & type will be set to 1C
  - Transaction Receipt & Processed Date will be set to the current date.
  - Correction Against Transaction will be set to the requested transaction the override was processed under
  - Source of correction will be set to S (school)
  - Dependency Override field will be set to 1 (Dependent to Independent)
    - Once this flag is set it remains on all subsequent transactions.
  - Federal School Code will be set to the code of the requesting school
    - On the school’s Alternative Application Student Record, this value will only display for the requesting school and will be blank on the Student Record for any of the other schools that were listed on the transaction
  - Previously provided parent data will remain on the Student Record (but will not be used)
  - Does not require re-signing; signature status will remain unchanged

- If the EFC amount changes, then the EFC Change Flag will be set as follows:
  - 1 = EFC increase
  - 2 = EFC decrease
Planning for 2021-22 …

- Alternative Application for Illinois Financial Aid
  - 2021-22 application will be available on October 1, 2020
    - Will survey financial aid directors in April to collect feedback on implementation and future enhancements and functionality
    - Enhancements for consideration
      - Mobile-ready application
      - Verification process
      - School corrections

- MAP Award Notification Language for 2021-22 award year
  - Will include a reference to SNAP benefits and the Illinois Hunger Coalition Hunger Hotline
    - Public Act 101-0560

- FAFSA Mandate
  - Illinois requirement for high school seniors to complete the FAFSA® (or the Alternative Application for Illinois Financial Aid) will go into effect
Federal & State Guidance on COVID-19
Coronavirus Disease 2019 (COVID-19) 
ED and NASFAA Guidance

US Department of Education
• IFAP - ifap.ed.gov - My IFAP option allows you to set up an account and sign up for regular messaging
• IFAP's home page has a "What's New" section and has added a COVID-19 link under Hot Topics
• ED has also set up a general coronavirus page for schools: www.ed.gov/coronavirus?src=feature

National Association of Student Financial Aid Administrators
• Today’s News: www.nasfaa.org/todays-news
• NASFAA's COVID info page: www.nasfaa.org/covid19
CARES Act: Higher Education Emergency Relief Fund

Please refer to the posted instructions below on navigating the grants.gov website and uploading Certificates of Agreement, and please refer to the Secretary's letter below for guidance regarding distribution and usage of these funds.

Higher Education Emergency Relief Fund - Student Aid

The funding opportunity number is ED-GRANTS-041020-003. If you have questions concerning this program, please submit them via e-mail to HEERF@ed.gov, or by phone, at 202-377-3711.

Guidance on How to Apply for Funding-HEERF- Student Aid

- Grants.gov Submission Procedures and Tips for Applicants: PDF (169K)
- A Guide for how to apply for funding in GRANTS.gov: PDF (170K)
  - Visual aid: PDF (1.2M)
  - How to upload a Workspace PDF (101K)

Letter from the Secretary

CARES Act grant funding cover letter: PDF (138K)

A Certificate of Agreement

CARES HEERF Certification and Agreement: PDF (828K)

Formula allocations

Allocations for Section 18004(a)(1) of CARES Act: PDF (1.28M)
Methodology for Calculating Allocations: PDF (138K)
Coronavirus Disease 2019 (COVID-19)
State of Illinois Guidance

- Illinois COVID-19 info page:  [www2.illinois.gov/sites/coronavirus/](http://www2.illinois.gov/sites/coronavirus/)
- ISAC's COVID info page:  [www.isac.org/home/covid-19](http://www.isac.org/home/covid-19)
  - Sign up for ISAC's e-messaging services:  [www.isac.org/emessaging/](http://www.isac.org/emessaging/)
College-Going and Financial Aid Resources and Services During the Coronavirus Outbreak

Updated March 31, 2020

As we take steps to slow the spread of COVID-19 and protect ourselves and each other, we want students, families, our partners and other constituents to know that ISAC continues to be here to work with them and to support all Illinoisans with college planning and financial aid.

We’ve created these pages to provide updates to all our constituents about our services, as well as additional resources to assist them as we work together to help slow transmission of the virus.

You’ll find the following information in these pages:

- Resources for students and families during the Coronavirus Outbreak: college planning, financial aid, and more
- Financial Aid Tips for Students Affected by the Coronavirus Outbreak
- Student Loan Repayment during the Coronavirus Outbreak
- Professional Development Opportunities During the Coronavirus Outbreak
- COVID-19 Updates from Higher Education Institutions
- Community College Board Coronavirus Resources
- U.S. Department of Education Updates & Guidance for Schools

In addition to regular updates to these pages, visit ISAC on social media for updates, information and live events to assist with college planning and financial aid.

Visit Coronavirus.illinois.gov for centralized state information including breaking updates from state government, prevention and preparation tips, frequently asked questions and resources from public health experts.
Coronavirus Updates for Approved Institutions

The Illinois Board of Higher Education provides clarification and requests information from institutions on potential operational changes as a result of concerns about Coronavirus (COVID-19).

FOR PBVS INSTITUTIONS

For private business and vocational schools (PBVS) approved by the IBHE, all PBVS entities must obtain authorization prior to changing the mode of delivery for approved programs/courses as outlined in the Private Business and Vocational Schools Act of 2012...

FOR DEGREE-GRANTING INSTITUTIONS

For degree-granting institutions approved by the Illinois Board of Higher Education, all academic programs are authorized regardless of modality, and the relevant Illinois Administrative Codes...
Coronavirus (COVID-19) Updates and Resources

Guidance
- Guidance Regarding IAI Courses with Online Labs and Speeches for Spring & Summer 2020 Terms COVID-19 – April 9, 2020
- ICCB & IBHE IAI Pass-Fail Guidance – April 9, 2020
- Financial/Expenditure and Performance Reporting Extension for ICCB Grantees due to COVID-19 Pandemic – April 2, 2020
- Joint Dual Credit Guidance During the Suspension of In-Person Instruction – March 27, 2020
- Temporary Closure of Illinois High School Equivalency Testing Centers – March 27, 2020
- ICCB Guidance on Governor Pritzker's Stay At Home Executive Order – March 20, 2020
- ICCB Guidance to Community Colleges on COVID 19 – March 17, 2020
- ICCB Guidance to Community Colleges on COVID 19 – March 13, 2020

Coronavirus Aid, Relief, and Economic Security (CARES) Act
- Illinois Community College System CARES Act Allocations
- USDOE CARES Act Information

Adult Education
- AEFL Changes & Opportunities
- Generation Suspension Acceptance Form
- Request for Federal Funds
- Suggested Technology Remote Options
- Adult Education Instruction Update – March 25, 2020
- ICCB Temporary Statewide Adult Education and Literacy Program Closure
Department of Education (ED) Guidance

- Electronic Announcement published on April 3, 2020
- Effective Date
  - Previous guidance from ED applied to students enrolled in payment periods that began on or after March 5, 2020 and begin on or before June 1, 2020
  - Guidance now effective through June 30, 2020 or the end of a crossover payment period assigned to the 2019-20 award year
Updated ED Guidance — Verification

- Identity/Statement of Educational Purpose in V4/V5 tracking groups
  - In-person submission suspended
  - Notary requirement suspended
  - Documents still required but may be submitted in person or electronically, via secure email, through uploading photos, or through school’s portal
  - Schools may accept expired forms of identification if ID expired after March 1, 2020

- Unable to obtain parent signatures, waived for household size and number in college only

- Cancelled April occurrence of Pell Grant warning and “deobligation” process
Updated ED Guidance — Need Analysis

- Federal or state emergency aid received for purposes of providing financial relief will not be counted as income in calculation of expected family contribution (EFC) or as estimated financial assistance (EFA)
- Applies to any funds student will receive from stimulus check and/or CARES Act Higher Education Emergency Relief Fund (HEERF)
- Does not apply to institutional emergency aid (including state schools)
Updated ED Guidance —
R2T4 and SAP

- **Return of Title IV funds (R2T4)**
  - R2T4 calculation still required but neither school nor student has to return unearned aid
  - Includes all Direct Loans, even parent PLUS
  - Reporting guidance is forthcoming

- **Satisfactory Academic Progress (SAP)**
  - May exclude any attempted credits that were not completed as result of qualifying emergency from the quantitative component without requiring a SAP appeal
  - No waiver of qualitative (grades)
  - Implementation guidance is forthcoming
Updated ED Guidance — General Provisions

- Institutions adjusting the length of their academic years to below 30 weeks should send a request to CaseTeams@ed.gov
- Institutions making the decision to temporarily close because of COVID-19 related disruptions will not lose institutional eligibility
- Institutions unable to comply with cash management requirements should document:
  - Requirements they are unable to complete
  - Reasons why they are unable to comply
ED Reminder

- ED recommends that institutions document in their records, as contemporaneously as possible, any actions taken as a result of COVID-19 including those actions described in the Electronic Announcement.
ISAC Guidance - MAP

- According to MAP administrative rules, MAP awards can only be used for tuition and mandatory fees.
- If tuition and/or fees are waived or refunded for a student, then any MAP award amount that exceeds the amount of tuition and mandatory fees ultimately being charged to the student for the term would need to be returned to ISAC.
- MAP cannot be refunded to the student.
- In many cases, a MAP award does not cover full tuition and mandatory fee charges, so in those cases, it may be that the student would still be entitled to their full MAP award amount for the term.
- The need to return MAP to ISAC would only occur if the MAP award amount that was claimed for the term is greater than the tuition and mandatory fee charges incurred by the student for the term.
- Schools are encouraged to adjust other aid, if possible, to avoid the need to reduce MAP awards.
ISAC Guidance - MAP Adjustments

- MAP processing for changes to enrollment is still "business as usual" and you would make adjustments as you typically do.
  - For example, if a student dropped a class on March 13, and went from 15 to 12 credit hours after the add/drop period ended, MAP would not need to be adjusted because the student had incurred 100% of their tuition and fee charges at that point.
    - The student’s file/account should reflect that there was a dropped class and that charges were incurred for 15 credit hours.
ISAC Guidance - MAP Adjustments

- ISAC is planning to allow for adjustments to MAP Paid Credit Hours (MPCHs) when changes in enrollment and/or tuition and mandatory fee charges are made due to COVID-19.
- Future guidance will provide flexibility similar to what’s been announced for Pell usage, while also staying consistent with MAP rules.
- ISAC plans to rely on ED guidance in terms of identifying students for whom relief may be provided.
- Once we receive additional guidance from ED, ISAC will proceed with finalizing our operational policies and procedures for adjusting MPCHs.
  - Necessary system adjustments will be made in GAP Access, but will not be implemented until after the third term claim processing deadline date.
  - MPCH adjustments will be part of the year-end reconciliation process in July.
ISAC Guidance – MAP Payment Processing

- Schools should continue processing MAP payment requests as you normally would
  - Including records released from suspense and late claims
- Be sure to report the actual number of hours in which the student is enrolled
  - If a student is enrolled in 18 credit hours, that’s what should be reported in the payment claim, even though the maximum MAP award amount is based on a max of 15 credit hours
    - For schools that have the same tuition and fee charges for a range of hours (e.g. 12-18 or 15-18), the hours reported for MAP claims should reflect the true number of hours in which the student is enrolled
ISAC Guidance – Other Programs

- ISAC plans to provide similar relief for assessing usage for other ISAC programs for the Spring 2020 term
  - For students receiving program benefits such as PFC, MTI, and SETTW, be sure to document COVID-related enrollment adjustments/changes in their files
  - Keep in mind that not all of these students will be FAFSA filers or Pell-recipients

- IVG and ING
  - Schools can continue to make adjustments to spring term claims until May 29 to accommodate any changes that may have occurred in enrollment or due to combined usage with other financial aid programs

- State Scholars Program
  - The pandemic has caused the postponement of Spring 2020 college admission exams (ACT and SAT), which are used in the selection process
  - This may have an impact on the announcement of 2021-22 State Scholars
Other Guidance Related to ISAC Programs

- Consistent with federal guidance, if you are trying to confirm/verify Illinois residency, you may rely on documentation that expired after March 1, 2020 so that 2019-20 claims can be submitted in a timely manner.
  - ISAC will continue to remain in line with this federal guidance as much as possible during the period of time that we are impacted by the COVID-19 pandemic.

- A pass/fail grading system for the Spring 2020 term will not impact student eligibility for ISAC programs for this or subsequent terms.

- Schools should clearly document any policies and procedures developed and implemented in response to COVID-19.
Due to COVID-19, ISAC Call Centers are operating with limited staff.

If you call our office and receive voicemail, please leave a message and we will respond to your inquiry within 1 - 2 business days.

E-mail correspondence is also being monitored and responded to within 2 - 3 business days. If, however, your request requires additional research, our response time may be delayed.

In addition, you may contact these individuals directly with questions on specific topics:

- Two-factor authentication questions/issues for GAP Access may be directed to Mary Lewis at Mary.Lewis@Illinois.gov
- COVID-19 questions related to ISAC Programs may be directed to Kim Eck at Kimberly.Eck@illinois.gov
- Dependency override questions related to the Alternative Application may be directed to Tania Mendoza at Tania.Mendoza@illinois.gov
- Legislative questions/issues may be directed to Katharine.Gricevich@illinois.gov
Thank you for attending today!

ISAC Contact Information

School Services
866-247-2172
isac.schoolservices@illinois.gov

ISAC Call Center – Student Services
800-899-4722
isac.studentservices@illinois.gov

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Kim Eck, Program Services & Compliance Division
217-785-7139
Kimberly.Eck@illinois.gov

Tania Mendoza, Program Services & Compliance Division
Tania.Mendoza@illinois.gov
Questions/Comments?