ISAC
Update
June 3, 2020
Agenda

- ISAC Update
  - 2019-20 MAP
  - 2019-20 Other ISAC Programs
  - 2020-21 MAP
  - 2020-21 Other ISAC Programs
  - Other 2020-21 News
- RISE Act & the Alternative Application for Illinois Financial Aid
  - Correction Process
  - Dependency Override
- COVID-19 Guidance and Resources
- Questions/Comments
Webex Webinar Tips

Click on the Chat button to send us a question or comment. Messages can be sent to everyone, or to an individual participant.

- Show/not show my video
- Participants
- Chat
- Mute/Unmute
- Share Content
- More Options
- Exit Webinar
ISAC UPDATE
ISAC released additional MAP records from suspense in March
   - Students whose initial FAFSA receipt dates were May 27, 2019 through and including June 26, 2019 were released from suspended status
     - To identify released records in the MAP system, use date ranges and the filter, sort and report functionality in GAP Access

Monday, June 1, 2020 was the claim deadline date for released records, late claims, and 3rd quarter/2nd semester for institutions where the second semester begins after February 15th is
   - Claims submitted on or before 7 p.m. on June 1 were considered timely

Reminder: 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 be eligible for the Spring 2020 term
2019-20 ISAC Military Programs

- Illinois National Guard Grant and Illinois Veteran Grant
  - ISAC 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

- June 15, 2020 is the final date of acceptance for summer term applications for the 2019-20 ING Grant
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 due to ISAC on April 10
  - June 15, 2020 is the final date of acceptance for summer term applications for 2019-20

- 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/reconcile spring term/third quarter payment claim processing as soon as possible
2019-20 Program Payments

- The Comptroller’s office issued spring term MAP payments to colleges on April 27.
- Visit the Comptroller’s web site at illinoiscomptroller.gov to check the status of MAP and other program payments.
- The “Vendor Payments” screen provides a link to the payment processing status and has an online instruction guide.
2019-20 Reconciliation & Close Out

- Colleges are encouraged to complete the process of reconciling all 2019-20 program data and prepare for close-out of the award year.
- All submissions of 2019-20 payment requests, including initial claims and supplemental claims, for ISAC-administered gift assistance programs must be received on or before July 1, 2020.
  - Adjustments to cancel or reduce awards will be accepted after this date for MAP and the MTI Scholarship, Golden Apple, ING Grant and IVG programs.
  - As part of the payment offset process for MAP, timely processing of cancellations and decreases will affect your institution’s 2019-20 MAP "Due to ISAC" amount that will be sent to colleges later this summer.
- Friday, June 5 is the last day that 2019-20 ISIRS will be received at ISAC and accepted for MAP.
- More details regarding close-out will be provided in an e-message as we move closer to July 1.
  - In the meantime, continue to visit the Program News sections and the FAA Message Board for program status updates and operational details.
Budget Update for Fiscal Year 2021

- An FY21 budget has been passed by the General Assembly and is awaiting the Governor’s signature.

- ISAC expects to be able to provide a more comprehensive update on the budget at its next Commission Meeting, scheduled for June 18, 2020.
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 an agenda item at the June 18 Commission Meeting

• 2020-21 MAP Suspense
  • ISAC has not yet announced a suspense date
  • Application volume remains low
  • Projections are based on level funding assumptions
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
  - Award Notifications and Rights and Responsibilities forms were sent to 250 eligible applicants on April 28, 2020
  - Letters were sent to all other qualified applicants who were not selected

- 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 as long as funding remains after all timely qualified applicants have been awarded.

- The **2020-21 Illinois National Guard (ING) Grant** interactive application is now available for students to complete, and colleges may access eligibility data via the ING Grant system

- The application for the **2020-21 Grant Programs for Dependents of Police, Fire, and Correctional Officers (PFC)** is available at isac.org
2020-21 Budget Reporting

- The deadline to submit 2020-21 budget data to ISAC for MAP, IVG and ING was **June 1, 2020**
  - If a school's annual budget was not final by June 1, please submit budget data with estimated figures along with an e-mail from the financial aid director to ISAC's School Services Department providing an approximate date when a final budget will be submitted (must be on or before August 1, 2020)

- A few system enhancements were made in GAP Access for the 2020-21 process
  - Institutions are required to upload their tuition refund policy in the School: Budget area of GAP Access (rather than submitting it via mail or e-mail)
    - Budget data cannot be certified until the 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 IVG tuition & fee amount reported for the summer term is clarified
Proposed Changes to 2020-21 ISAC Administrative Rules

- Proposed Rules that will become effective 7/1/2020 for both IVG and ING

- ING Section 2730.40 Institutional Procedures
  
  b) If a student is eligible for, and has indicated to the institution the intent that he/she has elected to receive, educational assistance through the Post-9/11 GI Bill (38 USC, Chapter 33), and that assistance is an amount described at 38 USC 3313(c)(2), (c)(3), (c)(4), (c)(5), (c)(6) or (c)(7) (net cost of tuition and fees), the institution must first apply Post-9/11 GI Bill benefits to the student's financial aid award. ING Grant benefits can then be used to cover the remaining ING Grant eligible tuition and fees.

- Section 2733.40 Institutional Procedures
  
  b) If a student is eligible for, and has indicated to the institution the intent that he/she has elected to receive educational assistance through, the Post-9/11 GI Bill (38 USC, Chapter 33), and that assistance is an amount described at 38 USC 3313(c)(2), (c)(3), (c)(4), (c)(5), (c)(6) or (c)(7) (net cost of tuition and fees), the institution must first apply Post-9/11 GI Bill benefits to the student's financial aid award. IVG benefits can then be used to cover the remaining IVG eligible tuition and mandatory fees.
The 2020 collection of MAP Advising data is scheduled to begin this week.

Through GAP Access, all MAP-approved colleges must submit information about:

- Available advising and support programs (for the 2019-20 academic year)
- Course completion data (for the 2018-19 academic year)

The 2020 reporting of MAP Advising data is due by **August 7, 2020**

There have been no changes made to the submission process for this year.

Guidance to assist in reporting the data is available in the MAP Advising Data Collection User Guide.

Watch for an e-message soon announcing more details.

Questions may be directed to RPPA at isac.rppasurveys@illinois.gov
RISE ACT/ALTERNATIVE APPLICATION
Alternative Application Data

First month of statistics for the application:

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</tr>
</tbody>
</table>
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)
• 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
• 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
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
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.
Application Process

Text on the pop up window displayed for dependent students has been modified to use language similar to what is used by the FAFSA:

- 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
Dependency Override Process for Alternative Application for FAAs

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
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
ISAC is not selecting 2020-21 Alternative Application records for verification, however, colleges are expected to confirm that students meet all MAP eligibility criteria and to resolve any conflicting information they become aware of during the MAP awarding and disbursement process.

To assist colleges with this process, the 2020-21 Operational Guide has been posted to the MAP, Applying page in the FAA area of isac.org and on the Partner Training page in the E-Library.

- Provides guidance for FAAs on confirming MAP eligibility for students who meet the RISE Act criteria and includes references to related rules and regulations.

The MAP Eligibility User Guide has also been updated to incorporate information about Alternative Application student records in GAP Access.

- The updated version will be posted later this week.
Application Procedures for MAP

(ISAC Rules, Section 2735.30)

Free Application for Federal Student Aid (FAFSA®)

The Free Application for Federal Student Aid (FAFSA) serves as the application for the MAP Grant. Each student who reports Illinois as his/her state of legal residence automatically applies for MAP when completing the FAFSA annually. The FAFSA should be completed as soon as possible after October 1 prior to the academic year that starts on or after July 1. Beginning with the 2020-21 academic year—returning MAP recipients (i.e., students who received MAP funds during the prior academic year and continue to meet all eligibility requirements) who submit their FAFSAs by that academic year's deadline—will automatically receive access to appropriated MAP funds before December 21.

Partner Training

Find training calendars within this section, as well as the PowerPoint presentations from recent training sessions.

Partners' Training Calendar

2020-21 Operational Guide for Alternative Application Processing

Frequently Asked Questions - Education Loan Information Pilot Program

Frequently Asked Questions - Illinois Residency and Verification
# 2020-21 Operational Guide for Alternative Application Processing

<table>
<thead>
<tr>
<th>Issue</th>
<th>Guidance</th>
<th>Regulatory/Rule Reference</th>
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</thead>
<tbody>
<tr>
<td><strong>RISE Act Eligibility</strong></td>
<td></td>
<td><strong>Illinois Public Act 101-0021</strong></td>
</tr>
</tbody>
</table>

**If a student completed a FAFSA but did not pass the database match checks, can they complete an Alternative Application?**

The Alternative Application is not intended to be an alternate option for students who do not pass the database match checks on the FAFSA. It is intended for students who meet the specific eligibility criteria in the RISE Act legislation.

If the student completed a FAFSA in error and meets all of the criteria specified by the RISE Act, the student may complete the Alternative Application.

**For students who have filed both a FAFSA and an Alternative Application, is the school responsible to compare and resolve conflicting data?**

An FAQ document providing additional guidance about confirming Illinois residency can be found on the Partner Training page in the E-Library at isac.org.

**Certifying MAP Eligibility – Selective Service Registration**

**What are the Selective Service registration requirements?**

With very few exceptions, all male U.S. citizens and male immigrants whether documented or undocumented, who are 18 through 25, are required to register with the Selective Service System (SSS) within 30 days of either their 18th birthday or their arrival in the U.S., whichever is applicable. Males over the age of 25 who did not register when they were required to are likely also out of compliance with Selective Service (unless they are undocumented and can prove they were not in the U.S. at those ages) and should be referred to the SSS website to determine how to become compliant.

**Professional Judgment**

When Alternative Applications from dependent students are submitted without parent data, an EFC will not be calculated and MAP eligibility cannot be determined. After a dependency override is processed, an EFC will be calculated and a new transaction will be generated in the MAP system. Eligibility for a MAP award will then be determined based on the student’s independent status.

**What is the process for making a professional judgment adjustment to an EFC for Alternative Application applicants?**

Because the 2020-21 Alternative Application process does not allow for financial aid administrators to make adjustments to application data, FAA’s will need to work closely with the student and provide guidance on how to update the Alternative Application data to adjust the EFC.

Colleges should retain signed, detailed documentation in the student’s file on both the reason(s) for the professional judgment and the changes/updates that were made.
ISAC Gift Assistance Programs (GAP) Access

Assigning an Administrator
GAP Access User Guides
GAP Access Login
Functionality 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 and submissions, 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 can be granted.

GAP Access User Guides

User Guides for all GAP Access functionality are below. General questions, user name and password maintenance, and technical information about GAP Access are answered in the Activating and Authentication User Guides.

- Activating GAP Access User Accounts
- Activating Other GAP Access Administrators
- Activating Your GAP Access Primary Administrator Account
- FAFSA Completion Initiative – Access and Agreement
- GAP Access 2-Step Authentication Instructions
- GAP Access Two-Factor Authentication User Guide
- GAP Access User Verification
- Golden Apple Scholarship User Guide
- ING Benefits Usage Processing
- ING Eligibility User Guide
- IVG Program User Guide
- MAP Advising Data Collection User Guide
- MAP Eligibility User Guide
- MAP Payment User Guide
Updated MAP Eligibility User Guide

Suggestions for Using Filter, Sort and Columns Functions

To Identify Alternative Application Student Records
Sort on the Social Security Number (SSN) Match Flag field:
- Alternative Application Student Records will have a blank SSN Match Flag.
- FAFSA applicants will have a value in the SSN Match Flag field.

On the Columns screen, add the SSN Match Flag field to the Selected list so that it will appear as a column on your student list view, then move it to the top of the Selected list.

Suggestions for Using Filter, Sort and Columns Functions

To Identify Graduate Students
- If students are not appearing on your student list as you think they should, it may be because they have indicated on the FAFSA or Alternative Application they are a graduate student.
- In the default view in the MAP system, schools will not see graduate students (disqualify code 4) on the student list, nor can they access graduate students by using the SSN search.
- To see these students, you must use the Filter function and choose the option to filter graduate students.
- If you determine that a student is not a graduate student and has answered a FAFSA or Alternative Application question incorrectly, the student will need to make a correction to the application so that they can be considered for MAP.

To filter students by Graduate Academic Level
- Go to the Filter tab
- Click on Graduates Only
- Click on the List Tab to view your list of students
Survey on the Alternative Application for Illinois Financial Aid
- Sent to financial aid directors on June 2 from ISAC’s Research Dept.
  - isac.rppasurveys@illinois.gov is the e-mail address it was sent from
- Seeking input on the process and future enhancements
- Responses are requested on or before June 12

Monthly Webinar for FAAs
- June 24 at 2 p.m.
  - ISAC Update and Review of MIA/POW Scholarship Program in GAP Access

Commission Meeting
- June 18, 2020, 1 p.m.
  - Via Webex
    - Visit www.isac.org/about-isac/commissioners/commission-meeting-schedule.html for more information

Executive Briefing (on the Commission Meeting)
- June 23, 2020, 2 p.m.
  - Meeting information will be provided in an e-message
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
- Next webinar: June 12, 2020
College-Going and Financial Aid Resources and Services During the Coronavirus Outbreak

Updated May 4, 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

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.
IBHE, ICCB, AND ISAC HAVE RAISED $700,000 TO DATE FROM PRIVATE FUNDERS TO SUPPORT GRANTS TO MEET EMERGENCY NEEDS OF LOW-INCOME STUDENTS AT THE STATE’S PUBLIC COLLEGES AND UNIVERSITIES.

More Information  Press Release

IBHE Request for Proposals:
Early Childhood Credential Completion Cohorts (EC4) Grant

View up to date information on how Illinois is handling the Coronavirus Disease 2019 (COVID-19) from the State of Illinois Coronavirus Response Site.

IBHE Names COVID-19 Campus Reopening Committee

SPRINGFIELD - Following the release of Governor JB Pritzker’s Restore Illinois plan...
isbe.net
isbe.net/Pages/covid19

SCHOOL WELLNESS
CORONAVIRUS

CORONAVIRUS (COVID-19) UPDATES AND RESOURCES

ISBE is working in partnership with the Illinois Department of Public Health (IDPH) to ensure we are providing the most current resources and guidance to support Illinois education communities regarding the coronavirus disease 2019 (COVID-19) outbreak. Please know that this is a rapidly evolving situation and we will continue to share up-to-date information as it becomes available.

LATEST UPDATES - May 22, 2020

- GENERAL GUIDANCE
  - Licensure Requirement Changes
  - FAQ - May 22, 2020

- FAMILY RESOURCES
  - Where to Get Help Flyer (P-20 FACE Committee)
  - Spanish

The Illinois Education Association, Illinois Federation of Teachers, Illinois Principals Association, Illinois Association of School Administrators, and the Illinois State Board of Education would like your feedback to better understand your needs as educators and employees during remote learning and the anticipated transition back to in-person school. We would like your perspectives on what students need now and in the fall to be best set up for success. We know you have a lot on your plate. If you have a few minutes, please share your lessons learned with us and tell us how we can support you and your students – from technology, to PPE, to PD.

Please use this link to access the survey: Illinois Educator Survey

Responses are requested by May 31.
ED Guidance

- ED recommends that institutions document in their records, as contemporaneously as possible, any actions taken as a result of COVID-19

- Electronic Announcement, Posted May 15, 2020 provides additional guidance for interruptions of study related to COVID-19
  - Expands upon March 5 and April 3, 2020 guidance
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
  - Schools are encouraged to adjust other aid, if possible, to avoid the need to reduce MAP awards
- MAP cannot be refunded to the student
Reductions to MAP Paid Credit Hours (MPCHs) due to COVID-19

- ISAC has implemented a MAP system change that will allow for adjustments to MPCHs when changes in a student’s enrollment were made due to COVID-19
  - Processing changes will be for 2019-20 only
- A “COVID-19” option has been added as a payment request type on the Payment Detail screen in GAP Access
  - Selecting this option will allow an adjustment to be made to an existing payment request to change the enrollment hours, but not make a change to the award amount
  - In addition, the Request Amount Override box must be checked
Reductions to MPCHs due to COVID-19

- Schools will first need to submit and process initial, regular requests and can then make adjustments using the new COVID-19 request type.
- The COVID-19 payment request must be made on the transaction on which payment was requested during the term.
- A reduction to enrollment hours will NOT make an automatic change to the requested amount or current eligible amount for the term.
  - Enrollment hours can be between 0 and the enrollment hours of the previous paid request.
  - The Requested Amount can be manually changed if it needs to be lowered.
  - The new request type will allow the requested amount to exceed the eligible amount based on provided hours, however, it can not exceed the amount previously paid.
- MPCHs will be applied based on the adjusted enrollment hours.
Reductions to MPCHs due to COVID-19

- COVID-19 payment requests will show a U status code
- On the Payment List, the Request Type COVID-19 will be listed as V
- FTP Processing
  - Payment Request type field will show V as the value
  - If Payment Request type is V:
    - If Enrollment Hours is greater than the last processed request, the request will receive a result code of 1 and an expanded result code of 1E
    - If Requested award amount > the last processed request or <=0, the request will receive a result code of 1 and an expanded result code of 1U
Reductions to MPCHs due to COVID-19

- ISAC will allow adjustments for any students who received MAP in the Spring 2020 term, including both second semester and third quarter MAP recipients
- Adjustments to MPCHs can be made for partial or complete withdrawals
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 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.
ISAC Call Centers

- Due to COVID-19, ISAC Call Centers continue to operate 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?