Agenda

- ISAC Operational Update
  - 2019-20
  - 2020-21

- Alternative Application for Illinois Financial Aid
  - Operational Guide for Alternative Application Processing
  - MAP Eligibility User Guide

- COVID-19 Guidance

- MIA/POW Scholarship
  - Dan Wellman, Illinois Department of Veteran Affairs (IDVA)
    - MIA/POW Program in GAP Access
    - Review of MIA/POW Online Application

- 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

Click on the Chat button to send us a question or comment. Messages can be sent to everyone, or to an individual participant.
ISAC UPDATE
2019-20 ISAC Programs

- Monetary Award Program
  - ISAC released additional MAP records from suspense in March
    - Initial applications received after June 26, 2019 remain in suspended status
  - June 1, 2020 was MAP claim deadline date for released records, late claims, and 3rd quarter/2nd semester where the second semester begins after February 15th

- Illinois National Guard Grant Program
  - June 15, 2020 was the final date of acceptance for summer term applications for the 2019-20 ING Grant

- Grant Programs for Dependents of Police, Fire or Correctional Officers
  - June 15, 2020 was the final date of acceptance for 2019-20 summer term PFC applications
Other 2019-20 ISAC News

- **AIM HIGH Grant Program**
  - Required reports from participating AIM High Grant schools for 2019-20 are due to ISAC by June 30, 2020

- **Education Loan Information Pilot Program**
  - Reminder: beginning with the 2019-20 academic year, this program requires Illinois public universities and community colleges to provide annual notifications to students, parents, and guardians of the total amount of education loans borrowed to date.
  - Program expires June 1, 2023
Data reconciliation should continue for the following programs:
- Golden Apple Scholars
- Illinois National Guard (ING) Grant
- Illinois Veteran Grant (IVG)
- Monetary Award Program (MAP)
- Minority Teachers of Illinois (MTI) Scholarship Program

As part of the payment offset process for MAP, Golden Apple Scholars and MTI programs, new claims are compared to outstanding amounts owed to ISAC, and payment is made accordingly.
- After ISAC determines that all payment processing is final for these three programs, colleges with an outstanding amount owed to ISAC will receive an e-mail notice indicating the total amount to be returned for each program (in mid-August).
- Until then, *data reconciliation only* should take place and *no funds should be returned to ISAC*.

Information regarding the release of late claims will be provided after July 1.
2019-20 Close-Out

- **July 1**
  - All submissions of 2019-20 *initial* and *supplemental* payment requests (claims) and benefits used data for the following programs must be received by ISAC on or before July 1, 2020:
    - Grant Programs for Dependents of Police, Fire or Correctional Officers
    - Golden Apple Scholars
    - ING Grant
    - IVG
    - MAP
    - MTI Scholarship
August 7

Adjustments to *cancel* or *reduce* previously-submitted claims for the following programs will continue to be accepted through (and including) August 7, 2020:

- Golden Apple Scholars of Illinois
- ING Grant
- IVG
- MAP
- MTI Scholarship
2019-20 Close-Out

August 8

- 2019-20 data in GAP Access will become available for historical view only on August 8, 2020 for the following programs:
  - Golden Apple Scholars of Illinois
  - ING Grant
  - IVG
  - MAP
  - MTI Scholarship
An FY21 budget has been passed by the General Assembly and was signed by the Governor on June 10

FY21 ISAC Program Appropriations
- Monetary Award Program (MAP) – $451,341,900
- Grant Programs for Dependents of Police, Fire or Correctional Officers – $1,273,300
- Golden Apple Scholars of Illinois Program – $6,498,000
- Minority Teachers of Illinois (MTI) Scholarship Program – $1,900,000
- Illinois Teachers Loan Repayment Program – $439,900
- Nurse Educator Loan Repayment Program – $264,000
- Veterans' Home Medical Providers' Loan Repayment Program – $26,400
- Grant Program for Exonerees – $150,000
- AIM HIGH Grant Pilot Program* – $35,000,000

* AIM HIGH Program funds are disbursed in lump sums by ISAC to public universities
2020-21 Monetary Award Program

- **2020-21 MAP Recompute Formula**
  - Approved at the June 18 Commission Meeting
  - Same as the 2020-21 Start-Up Formula
  - Effective maximum annual award amount is $5,340
    - No reduction factor

- **2020-21 MAP Suspense**
  - ISAC has not yet announced a suspense date
Other 2020-21 ISAC Programs

- **MTI Scholarship Program**
  - Application is still available and students should continue to submit even though the priority consideration date was March 1, 2020
  - Complete applications received after this date will be considered as long as funding remains after all timely qualified applicants have been awarded.

- **Illinois National Guard Grant**
  - Online application is available for students to complete and colleges may access eligibility data via the ING Grant system

- **Grant Programs for Dependents of Police, Fire, and Correctional Officers**
  - Application is available at isac.org

- **SETTW Program**
  - ISAC is no longer accepting applications for the year
  - Award notifications have been sent to eligible applicants
    - Letters were also sent to qualified applicants who were not selected
2020-21 Budget Reporting

- The deadline to submit 2020-21 budget data to ISAC for MAP, IVG and ING was **June 1, 2020**
  - If your 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)
Changes effective July 1, 2020

**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.

**IVG 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.
Changes effective July 1, 2020

- MAP Section 2735.40 Institutional Procedures

  h) The institution shall announce MAP eligibility, including the estimated award amount, using ISAC-provided award notification language. The institution shall also provide notification to affected students of any change in award eligibility that may occur during the academic year.

- Golden Apple Scholars of Illinois

  Section 2764.40 Institutional Procedures

  a) The institution shall certify eligibility information for selected recipients in sufficient time for ISAC to make award announcements.
AIM HIGH Grant Pilot Program

Section 2766.15 Definitions

"Baseline Awards" means the total amount of qualifying non-loan financial aid to the public university campus awarded to its Illinois resident undergraduate students in academic year 2017-18, not including the summer term.

Section 2766.20 Institutional Applicant Eligibility

a) A public university applicant is eligible to apply for and receive an allocation of an appropriation of AIM HIGH funds if it:

1) submits a timely and complete application that includes a description of the award to be funded with AIM HIGH funds that meet program eligibility criteria in Section 2766.50(a), (b) and (c) to be used solely for non-loan financial aid at that university or university campus during the academic year, not including the summer term;

2) certifies in good faith that it shall use its own funds, in the academic year for which the AIM HIGH funds are requested, to equally match those AIM HIGH funds allocated to it and award non-loan financial aid to its students who meet at least the qualifications described in Section 2766.50(b);

3) certifies the total amount of its qualifying non-loan financial aid it awarded to its Illinois resident undergraduate students in fiscal-year 2018, which shall serve as a baseline awards for its MOE going-forward;

4) certifies that, during the academic year for which the AIM HIGH funds are requested, it shall, in addition to awards made for the matching requirement, make a good faith effort to award qualifying non-loan financial aid to its Illinois resident undergraduate students, not including AIM HIGH funded awards, in an amount:

A) that is at least equal to its baseline awards the amount of aid awarded to its Illinois resident undergraduate students at that public institution in fiscal-year 2018 or
MAP Advising Data

- All MAP-approved colleges must submit information to ISAC 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**
- The process is completed in GAP Access
  - 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
- For additional information, refer to the June 3 e-message
- Questions may be directed to RPPA at [isac.rppasurveys@illinois.gov](mailto:isac.rppasurveys@illinois.gov)
RISE ACT/
ALTERNATIVE
APPLICATION
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, 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
  - Addresses questions about Selective Service registration requirements

The MAP Eligibility User Guide has also been updated to incorporate information about Alternative Application student records in GAP Access
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 have access to appropriated MAP funds before December 31.

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
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.

**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
ISAC Events & Activities

- 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
  - ISAC will continue to accept survey responses through Wednesday, June 24.

- Next Monthly Webinar for FAAs
  - July 29 at 2 p.m.
    - ISAC Update and An Overview of the Monetary Award Program

- Financial Aid 101 Workshop
  - Sessions will be offered in July and August via Webex
  - More details will be provided in an e-message
Federal & State Guidance on COVID-19
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
    - Was updated on June 16, 2020, extending the timeframe for relief from R2T4 requirements provided under the CARES Act to periods that include March 13, 2020, or begin between March 13 and the later of December 31 or the last date that the national emergency is in effect.
    - Also clarified that an institution cannot automatically apply CARES Act R2T4 relief to all students who withdraw during a payment period or period of enrollment unless a disruption to instruction occurred during that period.
According to MAP administrative rules, MAP awards can only be used for tuition and mandatory fees

- If tuition and/or fees were waived or refunded for a student, then any MAP award amount that exceeded the amount of tuition and mandatory fees that were ultimately 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 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 allows 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 is greater than the last processed request or less than =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.
- See the June 17 e-Message for more information and the Partner Training page at isac.org for additional guidance.
ISAC Guidance – Other Programs

- ISAC will allow for similar relief for assessing usage for other ISAC programs for students impacted by COVID-19 during the Spring 2020 term
  - Additional guidance will be provided soon
  - 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 program
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.

- 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.
Questions/Comments?
ISAC Contact Information

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

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

******************************************************************************************

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

Tania Mendoza, Program Services & Compliance Division
Tania.Mendoza@illinois.gov
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 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
- Questions related to the Alternative Application may be directed to Tania Mendoza at Tania.Mendoza@illinois.gov
- Budget/legislative questions may be directed to Katharine.Gricevich@illinois.gov
Beginning with the 2020-21 award year, the Illinois Department of Veterans’ Affairs’ MIA/POW Scholarship Program will be administered in GAP Access.

Implementation will begin in early July with the launching of an online application for MIA/POW and integration of existing recipients’ data into GAP Access.

As IDVA certifies applicants as eligible, colleges will see a list of eligible applicants in GAP Access (similar to the process used for the Illinois National Guard Grant).

Colleges will access information by selecting the MIA/POW Program tab in GAP Access in the same manner as is done with ISAC programs.

- The college’s primary administrator will have the ability to provide program access to school users.

When payment functionality becomes available later this summer, colleges will submit claims in GAP Access.

ISAC and IDVA will partner on providing support to colleges.

- IDVA will determine eligibility, process claims, and manage the program.
- ISAC will provide support via the GAP Access portal.
Welcome to Dan Wellman, Illinois Department of Veterans’ Affairs

MIA/POW Scholarship Program