ISAC’s Post-Master of Social Work School Social Work Professional Educator License (SWSP) Scholarship Program

User Guide

June 2023
SWSP Administration Process

Certification

Certification is the first step in the awarding process and requires that colleges complete and submit the certification record for each applicant, regardless of whether the student is eligible or ineligible.

Once students have submitted their complete application/promissory note, schools will see a list of the students in the SWSP system for the current award year.

Colleges will certify a student in ISAC’s Gift Assistance Programs (GAP) Access by certifying each student’s eligibility/anticipated term(s)/eligible amount. Even if you anticipate the student will attend the summer term, certify and enter the eligible amount.

The only way an applicant can be considered for an award and/or receive an SWSP notification letter about their ineligibility is if the applicant’s certification has been completed by the college in GAP Access.

If a college certifies a student as ineligible for an award, a ‘Notice of Ineligibility’ is sent to the applicant. Copies of the ineligible student letters are not sent to the college.

As part of the payment request process, colleges are certifying that the student is enrolled and continues to meet all eligibility criteria of the program.

Each scholarship pays tuition and mandatory fee costs for an academic year (including summer) at Illinois public universities. A total of 250 scholarships may be awarded annually to qualified students, with priority given to minority applicants.

Schools can make updates to the certification data screen until the students get awarded.

Contact School Services for any questions by sending an e-mail to isac.schoolservices@illinois.gov.
Access and Navigation


All users need a valid GAP Access ID and password, along with a 2-factor authentication one-time verification code to access the system.

ISAC relies on a designated Primary Administrator (usually, the Financial Aid Director) at each institution to authorize users and provide them with the appropriate level of access for each ISAC program.

Once a school user has successfully logged in to GAP Access, the SWSP information can be accessed by selecting the SWSP program near the top of the screen.

Please note that the GAP Access system will time out after prolonged inactivity. The following message will appear to allow you to save your data.
Once you have navigated to the SWSP Program in GAP Access, you can view the list of students who have submitted a SWSP application to ISAC and listed your school as the college the applicant plans to attend. The list will initially appear in alphabetical order; however, you may use the Filter, Sort and Columns functionality to customize your view as needed.

In addition to the applicant data, the Student List Eligibility: View screen includes the ethnicity of the applicant, whether the application is complete, timely, untimely, certified eligibility and date, along with icons to indicate eligibility issues.

Applicants with eligibility or conflict issues will be identified by icons in the List view, and more information can be obtained on the applicant’s Student Detail screen by selecting the magnifying icon in the first column of the student record.

A yellow lightbulb is an indicator of student eligibility issues, and a red triangle is an indicator of a conflict issue.

![Student List Eligibility: View Screen](image-url)
SWSP Student List Eligibility: View Screen

Certified applicants will continue to appear on the Student List Eligibility: View screen, and the Certified Eligible field will be populated with a ‘Y’ or ‘N’ depending on how the certification was completed, along with the Certified Date field, for when the student was certified. If Certified Eligible & Date fields are ‘blank’, this indicates the student has not yet been certified. The records that are ‘blank’ in the certified status are outstanding certifications.

Depending on your computer, monitor, and screen settings, you may need to use the horizontal scroll bar at the bottom of the page to navigate farther to the right to see the remaining columns on the Student List Eligibility: View screen.
You may filter student records by selecting specific categories provided on the Student Eligibility List: Filter screen, which can be accessed by selecting the Filter tab.

Once you have selected your criteria from the drop down menus and/or selected the category options on the right side of the screen, select the List tab to generate your customized view.

A Reset tab is also available to clear multiple selections with one click.
The **Student Eligibility List: Sort** screen provides you with several options for sorting the student list. This screen is accessed by selecting the **Sort** tab.

To sort your list, check the box next to the data element(s) you would like to sort by, then select the **Add** arrow to add them to the **Selected** list.

Use the **Move Up** arrow to put the data elements in the order in which to sort.

You can also drag and drop your selection(s) into the **Selected** or **Unselected** column.

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

Once you’ve made all of sorting selections, click on the **List** tab to generate your customized list.

A **Reset** tab is available to clear multiple selections with one click.
SWSP Student List: Columns Screen

The **Student Eligibility List: Columns** screen allows you to select the columns you want to view and customize the order in which they appear. This screen is accessed by selecting the **Columns** tab.

To select a column for your customized list, click on the column heading to highlight it and then the **Add** arrow to add it to the Selected list.

Similarly, to remove a column from the list view, select the column heading in the **Selected** list and then click on the **Remove** arrow to add it to the **Unselected** list.

Use the **Move Up** and **Move Down** arrows to put the columns in the order in which would like them to appear on the List screen.

You can also drag and drop your selection(s) into the **Selected** or **Unselected** column.

Once you’ve made all of selections, click on the **List** tab to generate your customized list.

A **Reset** tab is also available to clear multiple selections with one click.
The Certification List: View screen includes all applicants for whom ISAC has received a complete SWSP application with your college listed on the application. The certification list is defaulted to show the outstanding students that need certified.

Certification is the first step in the awarding process and requires that colleges complete and submit the certification record for each applicant, regardless of whether the student is eligible or ineligible. The only way an applicant can be considered for an award and/or receive an SWSP notification letter about their ineligibility is if the applicant’s certification has been completed by the college in GAP Access.

To complete a certification record for an applicant, navigate to the Certification List: View screen and click on an individual student’s name or SSN to open up a Certification Data screen for the student. Enter the required data and then click on the Save/Submit button to complete the certification process for that student record. The Save/Submit button will not be enabled until data has been provided for ALL required fields. Or, to exit without saving and submitting, click on the Close button.

Once you’ve saved the data, the student’s certification is complete, and the student will no longer appear on the Certification List: View screen. But, you can always view the students by using the Filter functionality at the Certification List: View section that will allow you to select ‘All’ records, no matter if student was eligible or ineligible.

Certified applicants will continue to appear on the Student List Eligibility: View, and the Certified Eligible field will be populated with a ‘Y’ or ‘N’ depending on how the certification was completed, along with the Certified Date.

If something changes with a student’s eligibility prior to the awarding process, schools can make updates to the certification data screen until the students get awarded.

Contact School Services with any questions by sending an e-mail to isac.schoolservices@illinois.gov
Once the **Certification Data** screen has been opened up for an individual student record, the certification process can be completed by entering the appropriate data.

In the first data field, you must indicate if the student is eligible by selecting ‘Yes’ or ‘No’.

The answer to this question will determine the other data elements that must be completed on the screen to complete the Certification process. Required data fields will be outlined in red.

If the answer is ‘No’, the required field you must complete is the **Ineligible Reason** by selecting the most appropriate answer from the drop-down menu.

After providing data elements for the required field(s), click on the **Save/Submit** button to complete the process.

Once you’ve saved the data, the student’s certification is complete, and the student will no longer appear on the **Certification List: View** screen. But, you can always view the students by using the **Filter** functionality at the **Certification List: View** section that will allow you to select ‘All’ records, no matter if student was eligible or ineligible.
If ‘Yes’ is selected for the **Eligible** field, you must provide the following for the academic year:

- **Anticipated Term(s)** - Provide the student’s anticipated term(s) of enrollment
  
  1 = Fall term;
  2 = Spring term;
  3 = Summer term;
  1 & 2 & 3 = All 3 terms;
  2 & 3 = Spring & Summer terms;
  1 & 2 = Fall & Spring terms;
  1 & 3 = Fall & Summer terms.

- **Term 1 Eligible Amount** = Enter the student’s eligible amount for the Fall term
- **Term 2 Eligible Amount** = Enter the student’s eligible amount for the Spring term
- **Term 3 Eligible Amount** = Enter the student’s eligible amount for the Summer term
  - Eligible Amount = Tuition & Mandatory Fee amount the student is eligible for that term
  - Each term may not have the same amount; depends on students Tuition & Fee for each term

After you’ve made your entry selections, click on the **Save/Submit** button at the bottom of the page.

Once you have saved your entries, they are considered submitted and certification is complete.
A **Filter** functionality is available in the **Certification List** section that will allow you to select certain records for certification.

If you would like to see a different group of students, you can select a different certify status to get the record(s) to display.

For example, if you prefer to focus on all **Eligible** and/or **Timely** renewals first, you may select those options on the **Certification List: Filter** screen, and then select **List** to generate a filtered list.

**Certified Status** will allow you to filter the students you want to view.

Select:

All – to view all students regardless of their certification status, not only ‘certified’ students,
Eligible – to view only eligible certified students, or
Not Eligible – to view only ineligible certified students.
The **Student List Eligibility** screen lists all students who have and have not been certified. The certified status will show as ‘blank’ if not yet certified. The records that are ‘blank’ in the certified status are outstanding certifications.

### SWP 2022-2023: Student List Eligibility: View

<table>
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<th>#</th>
<th>Sel</th>
<th>Current SSN</th>
<th>Last Name</th>
<th>First Name</th>
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<th>Ethnicity</th>
<th>School Code</th>
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<tr>
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<td>04/04/2023</td>
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<td>04/04/2023</td>
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</tr>
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</table>
Overview of the SWSP Payment Process

SWSP payment processing is done using the SWSP system available through ISAC’s Gift Assistance Programs (GAP) Access portal.

SWSP eligibility and payment processing can be accessed by selecting SWSP under the Programs tab near the top of the screen once the school user has successfully logged into GAP Access. Program functions are contingent upon each user program privileges. The administrator must access the User Maintenance area and update the program access and level for each user.

- 'None' will grant you zero access to SWSP data.
- 'Update' will grant you the ability to both edit and view SWSP data.
- 'View' will grant you the ability to only view SWSP data (i.e., no editing ability).

After completing the payment request process in GAP Access, payment is made to colleges through an offset process. As part of this process, new payment requests are compared to outstanding amounts owed to ISAC, and payment is made accordingly. This system was developed to accommodate the many changes in student eligibility that can occur during the awarding and disbursement of financial aid (including decreases, increases to awards, initial requests, and full refunds). Therefore, funds should be returned to ISAC only after a final reconciliation has been completed at the end of the regular school year. All schools with an outstanding amount owed to ISAC at the end of the school year will receive a notice indicating the total amount to be returned.

Information about the payment offset process and reconciliation is located on the Refunds and Unpaid Claims page in the Processes area of the FAA section at isa.org.
Overview of the SWSP Payment Process

Processing via the SWSP system has the same look and feel and functionality as the other Gift Assistance Programs administered through GAP Access.

Colleges will be notified each academic year when the system for this program is available.

When an applicant submits a SWSP application to ISAC, a record is added to the college's database in the program's system that can be viewed by selecting the Student tab to display the Student List Eligibility: View screen.

The Student List Eligibility: View screen displays in a format similar to other programs that are processed via the GAP Access portal.

A Certification record is created in the system when a SWSP application is complete.

Students with complete applications will display on the Certification List: View screen.

Only records that need to be certified display on the Certification List: View screen.

Once certified, the applicant status information will be updated on the Student List Eligibility: View screen.

A complete application and a complete and eligible certification record are required for consideration for an award.
SWSP Student Payment List: View Screen

The Student Payment List: View screen gives the user the ability to easily select students to view payment-related items such as payment request amounts, payment result amounts, and payment result codes at a glance. It operates like the Student List Eligibility: View screen, allowing the user to select students who are attending their school and to filter and sort the list according to specific criteria.

The initial loading of this page will result in a default view with the following columns:

- Sel (Select)
- Req Sel (Req Select)
- Term Number
- SSN
- Last Name
- First Name
- Annual Award Amount
- Term Award Amount
- School Code
- Request Code *
- Enrollment Status *
- Ineligible Reason *
- Requested Amount
- Amount Paid
- Adjusted Amount
- Result Code *
- Expanded Result
- Result Date
- Status Code *
- Invoice Number

* All codes can be found at the end of the user guide.

Schools can create a customized Student Payment List: View screen by selecting specific columns to be viewed, as well as use data sorting and filtering.

The Student Payment List: View is accessed by selecting the Payment tab. The following functions are available on the Student Payment List: View screen: List, Filter, Sort, Columns, Payment Request Entry, and Submit Payment Requests.
Check the boxes in the **Req Sel** column to select students for payment. Save your selections by clicking on the **Save Selected** button at the bottom of the page.

Depending on your computer, monitor, and screen settings, you may need to use the horizontal scroll bar at the bottom of the page to navigate farther to the right to see the remaining columns on the **Student Payment List: View** screen.
The **Filter** screen provides many different options for filtering the **Student Payment List: View** screen. Users can change the records to be viewed on the **Student Payment List: View** screen by setting specific criteria for one or more of the options on the **Filter** screen.

Click on the **Reset** button to reset the data to the default values.
**Student Payment Eligibility List: Sort Screen**

This screen allows the user to sort the designated columns on the **Student Payment List: View** screen by something other than the defaulted view of sorting by last name.

For example, the user may select to sort by *Enrollment Status*. To do so, highlight the column title in the **Unselected** list of options and click on the arrow pointing to the right.

This will add it to the **Selected** columns. Then, use the up arrow to move *Enrollment Status* to the top of the **Selected** columns. Click on the **List** tab and you will see a list sorted by *Enrollment Status*. If the checkboxes next to the Selected columns are checked, the list will be sorted in descending order. If the boxes are left unchecked, the list will sort in ascending order.

To remove a column from the **Selected** sort list, highlight the column title and then click on the arrow pointing to the left to move it to the **Unselected** list.

To move all **Unselected** columns to the Selected list, click on

To clear the entire **Selected** list, click on
Student Payment Eligibility List: Columns Screen

This screen allows you to select which columns will be displayed on the **Student Payment List: View** screen, and the order in which they will appear.

To add columns to the **Selected** list, highlight the column title in the **Unselected** list and click the right arrow to send it to the **Selected** list. To remove a column from the **Selected** list, highlight it and click the left arrow to move it to the **Unselected** list.

If you want to re-arrange the columns once they are selected, highlight the desired column and move it by clicking on the up or down arrows until it is in the desired location in the list.

When you click on the **List** tab, the columns will display in the order in which they appear in the **Selected** list.

To move all **Unselected** columns to the **Selected** list, click on

To clear the entire **Selected** list, click on
Student Detail: Payments Screen

Individual Payment Requests

The **Student Detail: Payments** screen is a multi-purpose screen that allows schools to view payment information or to create or make adjustments to payment requests for an individual student record. This screen is accessed by clicking on the dollar sign $ icon that is on the same line as the student’s last name on the **Student Payment List: View** screen and by selecting the **Payment** tab from the **Student List Eligibility: View** screen.

In addition to the **Payment** tab, the **Student Detail: Payments** screen contains the following navigation tabs:

- **List** -- to return to the **Student Payment List: View** screen
- **Eligibility** -- to navigate to the **Student Detail: Eligibility** screen

To navigate to another student, enter the student’s SSN in the **Current SSN** field and click on the **Go** button.
When requesting payment from the **Student Detail: Payments** screen, there are three required fields:

- **Request**
- **Enrollment Status**
- **Requested Amount** (To adjust the system-calculated annual award amount if necessary)
  
  - The current award amount.
  - It is subject to appropriation.
  - If appropriation increases, annual award amount may also increase.

Each of these fields must be completed with the appropriate information for payment requests to be processed properly. If the student is ineligible an **Ineligible Reason** must be selected and a zero ($0) should be entered in the **Requested Amount** field. Click on the **Save Changes** button to save the payment request, or the **Discard Changes** button to discard the payment request.

**Note:** The payment request process is not complete until the next step of submitting the payment requests to ISAC has been completed using the **Submit Payment Requests** screen.

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**Select:**

- Payment-to request a payment
- Cancel-to cancel a previously requested award
- Ineligible-to be completed for students who are ineligible
- Delete-to remove the payment request before submitting
If an **Ineligible** request is submitted, all payment for the term will be canceled, unless it is for the reason ‘Not enrolled in required Social Work courses’ or ‘Enrolled less than 3 credit hours’ in Semester 1 or Quarter 1 or 2.
Payment Request Entry

Batch Payment Request

When creating benefit requests for a large number of students, the best option is to do a batch request, which is done by selecting students from the Student Payment List: View screen and then click Save Selected.

The first step on the Payment Request Entry screen is to select the appropriate academic term using the drop-down box in the Term field (initially blank) for which you will be creating payment requests.

A list of your selected records will not display until you have selected a term.

Once a term has been selected, the list of students you selected on the Student Payment List: View for that term will be provided, and you can then begin to enter payment information.
To complete the payment request for each student, enter the required data into the appropriate fields:

- **Request Type** – Select the appropriate item from the drop-down menu options:
  - 'Payment' to create a payment request
  - 'Delete' to delete a request that has been created but not yet submitted
  - 'Ineligible' to make a student ineligible
  - 'Cancel' to cancel a previously requested award
- **Enrollment Status** – Choose 'Full time,' 'Half time' status or ‘At least 3 credit hrs’
- **Ineligible Reason** - If the student is ineligible an **Ineligible Reason** must be selected and a zero ($0) should be entered in the **Requested Amount** field.
  - Note: If an Ineligible request is submitted, all payment for the term will be canceled, unless it is for the reason ‘Not enrolled in required Social Work courses’ or 'Enrolled less than 3 credit hours’ in Semester 1 or Quarter 1 or 2.
- **Requested Amount**
- Click the **Save** button to save your data before navigating to a new page.
- As a reminder, the payment request process is not complete until the next step of submitting the payment requests to ISAC has been completed using the **Submit Payment Requests** screen.
Submit Payment Requests Process

The **Submit Payment Requests** screen allows the user to submit payment requests to ISAC for processing. The user can specify which payment request records will be submitted based on **Term** selected.

This screen is accessed by selecting the **Submit Payment Requests** tab.

After payment requests have been submitted by clicking on the **Submit** button a message will be displayed indicating how many payment requests were submitted.

To submit payment requests to ISAC for SWSP payment follow these steps:

– Choose the **Term** for which the request is being made from the drop-down menu.
– Click on the **Submit** button to submit the payment request.
– Ensure that a submission message is received and make note of the number of records submitted.
Payment Reports

All payment results can be obtained at various stages in the payment request process through system-generated reports. To create a report, navigate to the Reports tab, and then click on the Create New Report.

The Select Report drop down menu is displayed below. To select a report, highlight the title and click on the Request Report button. Payment Date Range fields are provided to allow you to enter start and end dates for the report. The date fields are optional fields, and if left blank, the report will be cumulative.
After requesting a report, you will be returned to the Reports screen where you will be provided with a list of reports that have been or are being generated for your school.

While the report is processing, the status will indicate In Queue. The Refresh button completes the report. When it is ready, the status will change to Completed. To open the report, click on either the Microsoft Word or the Microsoft Excel icon. Additional information about the report, including the Date, File Size and User Name of the person who requested the report will also be listed.

Reports displaying the pdf icon are ISAC-generated reports and identifiable by the User Name SWSPInvoice in the last column of the report list. Typically, this report is made available on the next business day after your school’s payment request has been processed and will remain available if space allows. It is suggested that you save requested and ISAC-generated reports to your systems for future reference.
A **Payment Results Summary and Invoice Detail Report** is generated by ISAC after your school’s payment request has been processed. It will include a **Payment Results Report** and a **Payment Exceptions Report**, as well as **Invoice Detail** about the payment claim. Typically, the report will be provided in the **Reports Section** on the next business day after the request has been processed by ISAC. This report is needed to match the voucher/invoice number and payment.

The **Payment Results Summary and Invoice Detail** will appear on the report list and can be identified by the **pdf icon** in the first column and the User Name of **SWSPInvoice** in the last column.

Also available is an **Invoice Voucher** in which payment and warrant # information are identified by the **pdf icon** in the first column and the User Name of **ERPinsert** in the last column.

The last page of this report provides invoice information, including amount due to the school and the invoice number. The invoice number will be referenced on the voucher authorizing payment from the State Comptroller. The voucher number is referenced on the check.

**Invoice # E234540387**
Amount Due to School $207,886.00
Sample Reports

ISAC authorizes an Invoice Voucher in the amount of the payment claim and funds are issued from the State Comptroller’s Office to the institution. ISAC provides an Invoice Voucher Number to the college which can be matched with the Warrant Number and funds received from the Comptroller. Schools can use the State Comptroller’s website to track the processing of payments for the ISAC programs. The “Vendor Payments” screen provides a link to the payment processing status and has an online instruction guide. Colleges can match the Invoice Number on the Payment Results/Exceptions report with the Invoice Voucher.

Invoice #
E234540387
Amount Due to School $207,886.00
# SWSP Codes

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<th>Result Code</th>
<th>Pre Edit</th>
<th>Expanded Result Code</th>
<th>Reason</th>
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<td></td>
<td>Full SWSP terms already used</td>
</tr>
<tr>
<td>4</td>
<td>x</td>
<td></td>
<td>Request superceded by another request</td>
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</tr>
<tr>
<td>H</td>
<td></td>
<td></td>
<td>Previously paid to your school for requested term</td>
</tr>
<tr>
<td>U</td>
<td></td>
<td></td>
<td>Cancel requested; no prior payment has been made for this term</td>
</tr>
<tr>
<td>Q</td>
<td>Y</td>
<td></td>
<td>Ineligible reason processed - not eligible for this academic year</td>
</tr>
<tr>
<td>Q</td>
<td>T</td>
<td></td>
<td>Ineligible reason processed - not eligible for this term</td>
</tr>
<tr>
<td>R</td>
<td>T</td>
<td></td>
<td>Payment reduced to maintain SWSP term award amount limit</td>
</tr>
<tr>
<td>T</td>
<td></td>
<td></td>
<td>With this payment student attains the maximum number of terms. Student will no longer be eligible for SWSP payment</td>
</tr>
<tr>
<td>B</td>
<td></td>
<td></td>
<td>Payment increased</td>
</tr>
<tr>
<td>C</td>
<td></td>
<td></td>
<td>Payment decreased</td>
</tr>
<tr>
<td>*</td>
<td></td>
<td></td>
<td>Payment processed - no reported exception</td>
</tr>
</tbody>
</table>

| Y = Annual maximum |
| T = Term maximum |