Oracle Fusion Cloud Student Aid Eligibility

Using Student Aid Eligibility

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1 Getting Started

Overview of Student Aid Eligibility

Student Aid Eligibility automates the process of applying for U.S. Department of Education (ED) student financial aid.

Oracle Student Aid Eligibility (SAE) automates the processes of applying for student financial aid funds in accordance with ED guidelines. You can configure automated communications, tasks, and data exchange with ED, third-party systems, and students for minimal staff hands-on processing. A Baseline Configuration is delivered and updated with every release to cover the processing needs for most schools.

Here's what you can do with SAE:

- Configure real-time dynamic checklists and alerts in Student Self-Service to guide students through applying for student financial aid.

- Configure and automate Institutional Student Information Record (ISIR) processing. Document requests, electronic document submission with e-signatures, application verification, and ISIR corrections to determine a student's individual Expected Family Contribution (EFC) can be automated.

- Exercise Professional Judgement overrides.

Note: SAE is one of two Student Financial Aid (SFA) products from Oracle Higher Education. The other product, Student Financial Planning (SFP), includes all the features of SAE plus automated cost of attendance calculation, awarding and packaging funds, fund disbursing, and Return to Title IV funds processing. SAE includes both administrative (Financial Aid System; also known as FAS) and Student Self-Service features. When you see "SFA" referenced in Oracle Help topics, it means the topic is applicable to both SFP and SAE. In some shared topics, you may see "SFP only" or similar language if part of a topic in only applicable to SFP.

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2 Understanding Status Definitions

Status Definitions

Here are definitions of statuses used across Student Financial Aid (SFA) features. Status Definitions that are only applicable to the Student Financial Planning (SFP) product and not to the Student Aid Eligibility (SAE) product are indicated with the Note: "These statuses are used in SFP only."

Academic Statuses

The academic status is defined by the institution's Student Information System (SIS).

> **Note:** These statuses are used in SFP only.

Status	Description
RG	Regular
AP	Academic Probation
DA	Disqualified for Admission
AD	Academic Disqualification
SD	Scholastic Disqualification
SS	Scholastic Suspension
EX	Expulsion

Admission Statuses

The admission status is defined by the institution's Student Information System (SIS).

> **Note:** These statuses are used in SFP only.

Status	Description
AM	Admitted
CD	Conditional
DC	Denied for Cause
DE	Admission Deadline Exceeded
DF	Deferred
DN	Denied

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ND	Non-Degree
OP	Orientation Pending
PV	Provisional
RE	Re-entry Required
RI	Registered International Credits
RG	Regular
RR	Registered

Batch Job Execution Report

Status	Description	Suggested Customer Actions
ABANDONED	No activity has been detected from the job for 1 hour so the job is marked as ABANDONED. This is an abnormal terminal job execution status.	Clients can trigger the job using the procedure described in KM article 2782213.1 or wait for the job to run using the system's batch jobs schedule. If subsequent runs of the job finish in an ABANDONED status, clients should open an SR.
COMPLETED	The job successfully completed processing as many records as possible.	Clients should review existing reporting to reconcile for potential errors that might have occurred during job processing.
FAILED	The job failed due to an internal error.	Clients can trigger the job using the procedure described in KM article 2782213.1 or wait for the job to run using the system's batch jobs schedule. If subsequent runs of the job finish in a FAILED status, clients should open an SR.
STARTED	The job is running and processing data.	None.
STARTING	The job was triggered to start but has not started processing data.	If a job remains in this status for an extended period of time, this can indicate the job is awaiting system resources to proceed. If a job does not move from STARTING status, clients should open an SR.
STOPPED	The job was forced to stop by an internal process.	Clients can trigger the job using the procedure described in KM article 2782213.1 or wait for the job to run using the system's batch jobs schedule. If subsequent runs of the job finish in a STOPPED status, clients should open an SR.
UNKNOWN	The job finished with an unanticipated status. No additional completion information is available.	Clients can trigger the job using the procedure described in KM article 2782213.1 or wait for the job to run using the system's batch jobs schedule. If subsequent runs of the job finish in an UNKNOWN status, clients should open an SR.

Disbursement Acceptance Statuses

A disbursement may require acceptance (that is, Late Disbursements and PWDs) and will follow certain state transitions throughout it's life-cycle.

Note: These statuses are used in SFP only.

Status	Description
Disbursement Acceptance Pending	For Title IV loans, Disbursement Acceptance outbound message is sent to student/parent and requires accepted value
Disbursement Acceptance Not Required	For Title IV grants, eligible PWD or Late Disbursement is automatically disbursed and does not require acceptance
Disbursement Accepted	For Title IV loans, the PWD or Late Disbursement has an accepted value from student/parent
Disbursement Not Accepted	For Title IV loans, the PWD or Late Disbursement was not an accepted from student/parent
Disbursement Not Accepted by Due Date	For Title IV loans, the PWD or Late Disbursement was not an accepted from student/parent by configured due date

Disbursement Criteria Statuses

Note: These statuses are used in SFP only.

Status	Description
Not Met	Requirements for the disbursement criteria have not been fulfilled
Met	Requirements for the disbursement criteria have been fulfilled

Disbursement Statuses and Triggers

Note: These statuses are used in SFP only.

Status	Description	Trigger
Projected	Disbursement Amount and Anticipated Disbursement Date has been determined, but the fund has not yet been awarded or if awarded requires acceptance	The student has been packaged and the disbursement amount and anticipated disbursement date is set, however, the fund status is Projected or Estimated
Disbursement Scheduled	Anticipated Disbursement Date and Disbursement Amount is determined but the Disbursement has not met the Origination Criteria (if applicable)	Fund has been Awarded and Accepted and Origination Criteria (that is, acceptable enrollment/admissions status)
Pending COD Origination Start Date	For non-campus based Title IV funds (excluding IASG), fund is pending COD origination start date	Fund has met configurable Origination Criteria, but COD is not open for the award year Origination Criteria is evaluated in the Origination Batch Job

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Origination Ready to be Sent to COD	For non-campus based Title IV funds (excluding IASG), fund is ready to be originated/re-originated	Fund has met configurable Origination Criteria Origination Criteria is evaluated in the Origination Batch Job
Origination Sent to COD	For non-campus based Title IV funds (excluding IASG), Origination/Re-origination file sent for the disbursement	An origination request has been sent to COD
Origination Rejected	For non-campus based Title IV funds, COD has rejected the origination for the disbursement	COD returned a response of Rejected to the origination request
Origination Accepted	For non-campus based Title IV funds, COD has accepted the origination for the disbursement	COD returned a response of Approved to the origination request
Disbursement On Hold	For NFR Funds where the funds are not yet ready to be disbursed	A user has manually placed a disbursement On Hold
Disbursement Canceled	Disbursement has not been disbursed and is being canceled	Disbursement has not disbursed and is being canceled (See Cancellation Reasons)
Disbursement Ready to be Sent to COD	For non-campus based Title IV funds (excluding IASG), disbursement is ready to be sent to COD	All Disbursement Criteria for the disbursement has been Met Disbursement Criteria is evaluated in a Disbursement Criteria batch job
Disbursement Sent to COD	For non-campus based Title IV funds (excluding IASG), disbursement file sent to COD	The disbursement request has been sent to COD
Disbursement Rejected	For non-campus based Title IV funds, COD has rejected the disbursement	COD returned a response of Rejected to the disbursement request
Disbursement Ready for Review	School can configure a Non-Federal Fund to require user review after disbursement criteria is evaluated and met	A Non-Title IV disbursement meets all Disbursement Criteria but requires user review
Disbursed	For non-campus based Title IV funds, COD has accepted the fund For all other funds, the fund has met the disbursement criteria	COD returned a response of Approved to the disbursement request OR A Non-Title IV disbursement that required review, has been reviewed and approved by a user
Disbursement Returned	Disbursement has been disbursed and a part of all of the disbursement is being returned	Disbursement requires to be returned eligibility amount changed (reduced) student requested to return a portion of the funds a credit balance check was returned return to Title IV calculation resulted in a return
Held for QC Review	Disbursement is On Hold due to a QC Hold	Disbursement is subject to a disbursement related QC Hold

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QC Reviewed	Disbursement is no longer On Hold and will subsequently be disbursed, canceled, or returned	A disbursement related QC Hold has been released
Pending Re-opened Award Year	System has created a negative disbursement for an Award Year that has been closed-out	There is a return or a disbursement required for an Award Year that has been closed out
Pending Previous Financial Award ID Cancellation	This status is used when a student is converted with more than one Financial Award ID for a single loan period. Student Financial Aid holds all originating and disbursing for the latest financial award ID until all non-disbursed disbursements are canceled. In order to ensure that the newly created Financial Award ID is used moving forward, Student Financial Aid displays this status until the old (converted) IDs are fully canceled.	Student is converted and has more than one Financial Award ID for a single loan period
Pending COD Acceptance of Stafford Loan	When the award amount changes for Subsidized and Unsubsidized funds in the same academic year, Student Financial Aid prevents re-originating the fund with the increased amount until the decreased amount has been fully accepted by COD.	One Stafford Loan has been increased while the other has a decreased amount and communication with COD is pending
Pending Loan Fees Update	When the loan fee and rebate amount associated to a fund changes, the existing award needs to be canceled with COD prior to originating the new amounts. This status will be used on the newly created disbursements while waiting for the prior amount to be canceled.	Loan Fee Percentage Period has changed
Pending Previous Award Year Cancellation	When a disbursement is associated with multiple award years, Student Financial Aid waits until the award year being canceled is fully canceled prior to originating the current year disbursement. The current year disbursement remains in a Pending Previous Award Year Cancellation status until the award year being canceled is fully canceled.	Disbursement for a previous award year is being canceled

Document Information

Document Type	Definition
Document	An official paper or computer file that provides information or proof about a student/spouse/parent borrower
Metadata	Data that provides information about other data (e.g. First Name, Date of Birth, Social Security Number etc.)
Document Sub-Type	A document that requires multiple documents under one document name because each version contains different information or proof about a student/spouse/parent borrower (e.g. W2s, Tax Returns, Student Statement)

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Document Statuses

Status	Description
Requested	Document request has been sent to the student or appropriate party/system
	Document continues to be displayed in the Pending Requests screen unless the Document Request is canceled by a user
Received	Document message has been received from the institution's Document Management System and has not been accepted or rejected by Student Financial Aid
	Manual Review Required (either based on configuration or due to failing metadata acceptance logic)
	Document Remains in a required state and will only be updated to No Longer Required if the Manual Review results in the document being Approved or Canceled
	Document continues to be displayed in the Pending Requests screen until Manual Review is complete and removed only if the Manual Review results in the document being Approved by a user or the document request is Cancelled by a user
Acceptable	Document has been received and has passed validation and all acceptance criteria
	Document does not require manual review (manual review may have been required, but has been completed and document was approved)
	Document is updated to No Longer Required
	Document is no longer displayed in the Pending Requests screen
Unacceptable	Document Management System determined the document was Unacceptable upon receipt or the document has been manually rejected by a user
	Document is still required
	Document continues to be displayed in the Pending Requests screen unless the document request is Canceled by a user
Inactive	Document has passed its expiration period (e.g. only active for their associated award year).
	Example: If a FAFSA for a closed award year is received after the configured Award Year ISIR Deadline Date, the document status is updated to Inactive

Eligibility Statuses

> **Note:** These statuses are used in SFP only.

Status	Description
Eligible	Student meets eligibility requirements for the type of Title IV funding
Ineligible	Student does not meet eligibility requirements for the type of Title IV funding

Enrollment Statuses (Hours)

| Note: These statuses are used in SFP only.

Status	Description
Full Time	12+ semester hours per semester/trimester or 12+ quarter hours per quarter
Three Quarter Time	9 - 11 semester hours per semester/trimester or 9 - 11 quarter hours per quarter
Half Time	6 - 8 semester hours per semester/trimester or 6 - 8 quarter hours per quarter
Less Than Half Time	less than 6 semester hours per semester/trimester or less than 6 quarter hours per quarter

Enrollment Statuses (Student)

| Note: These statuses are used in SFP only.

Status	Code	Description
Admitted/Not Started	AM	The student has not yet started any coursework but has been admitted to the institution
Full-time	F	Student is enrolled full-time and is actively attending class
Half-time or more, but less than full-time	H	Student is enrolled at least half-time, but less than full-time Does not apply to non-term schools
Less than half-time	L	Student is enrolled less than half-time Does not apply to non-term schools
Approved Leave of Absence	A	Student is currently enrolled at this institution but is on an approved leave of absence
Never Attended	X	Individual on whose behalf a loan was certified or awarded, who was admitted, may have enrolled (registered), but never attended classes at this institution (Institution does have a record of the individual)
Cancel	C	Student has canceled their prospective enrollment
Graduated	G	Student has completed the course of study and is not currently admitted to, nor enrolled in, a different course of study at this institution
Deceased	D	Student is deceased

Withdrawn (voluntary or involuntary)	W	Student has officially withdrawn from all courses at this institution, stopped attending all classes at this institution but did not officially withdraw, or for any reason did not re-enroll at this institution for the next regular (non-summer) term without completing the course of study

Enrollment Statuses (Sub Type)

> **Note:** These statuses are used in SFP only.

Status	Code	Description
Deceased	D	Student is deceased
Official Withdraw	OW	Student has officially withdrawn from all courses at this institution
Unofficial Withdraw	UW	Student stopped attending all classes at this institution but did not officially withdraw Student did not re-enroll at this institution for the next regular (non-summer) term without completing the course of study
Administrative Withdraw	AW	Student has been withdrawn due to a failure to pay tuition and fees

Enrollment Types

Enrollment types are followed by the Enrollment Start Date (i.e. Original Enrollment - Enrollment Start Date).

> **Note:** These statuses are used in SFP only.

Type	Description
Original Enrollment	The Enrollment Type is being set for the first time and student is not an External Transfer OR Student does have a prior enrollment, but the Enrollment Type is not any of the following: Advancing Degree Re-Entry within 180 Days Re-Entry after 180 Days Change of Program - Same Payment Period Change of Program - New Academic Year
External Transfer	Student does not have any prior enrollment within the system AND

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	Student has an overlapping loan period from a different school
Advancing Degree	Student has a prior enrollment (internally) that overlaps their current enrollment and the status of the prior enrollment is Graduated
Changing Programs - Same Payment Period	Student Changed Programs and Met all conditions required to remain in the same payment period
Change of Program - New Academic Year	Student Changed Programs and did not Meet all conditions required to remain in the same payment period and is not re-entering the same program within 180 days
Re-Entry within 180 days	Student is not an External Transfer and is re-entering into the same program equal to or less than 180 days from the latest Official Last Date of Attendance (OLDA)
Re-Entry after 180 days	Student is not an External Transfer and is re-entering into the same program greater than 180 days from the latest Official Last Date of Attendance (OLDA)

Fund Acceptance Statuses

> **Note:** These statuses are used in SFP only.

Status	Description
Pending Acceptance	Fund has met configured award criteria but requires fund acceptance
Accepted	Fund has been accepted
Fund Not Accepted	Fund not accepted by the student
Fund Not Accepted by Due Date	Fund acceptance not received by configured due date for fund type
Fund Limited by Previous Acceptance	Fund Acceptance is Pending Additional Acceptance and additional fund acceptance not received by configured due date.
Pending Additional Acceptance	Fund Acceptance has been received and award amount has increased.

Fund Statuses

The Fund status is found in the Fund Information Table on the Packaging Screen.

> **Note:** These statuses are used in SFP only.

Status	Description
Projected	Required input data is *not* Actual. The requirements for inputs to be Actual are: • There is an ISIR selected to be used in packaging. • NSLDS record received within the last 30 days. • The fund code Effective_Date within the FAS_FUND_CONFIG configuration workbook has not been set or hit for the fund award year. • COA configuration for the fund award year has not been set.

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Status	Description
Estimated	Required input data is Actual
	ISIR and NSLDS are acceptable to progress to Estimated status
	Award criteria batch job has run and fund type has *Not Met* all configured award criteria
	Award Criteria is visible ...
	For Non-Federal Funds (NFF) the status should be manually set during the awarding process
Awarded	Award Criteria batch job has run and fund type has *Met* all configured award criteria or the fund type does not have to satisfy any award criteria
	For NFF Funds the status should be manually set during the awarding process
	For Other Resource Funds, Student Financial Aid sets the status to *Awarded*

G5 Statuses

Note: These statuses are used in SFP only.

Status	Description
G5 Ready	Disbursement satisfies all set G5 ready criteria
G5 Ready - Refund	Disbursements to be refunded to ED
G5 Confirmed	Disbursement has been drawn down from G5
G5 Confirmed - Refund	Disbursement has been refunded from successful G5 draw down transaction

Grant Overpayment Statuses

Note: These statuses are used in SFP only.

Status	Description
Not Reported	Grant Overpayment exists on the student record, but the overpayment has not been reported to NSLDS or referred to DRS
Reported	Grant Overpayment exists on the student record and the overpayment has been reported to NSLDS or referred to DRS
Resolved	Grant Overpayment on the student record has been resolved and set to zero

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ISIR Code/Discrepancy Statuses

Status	Description
Auto Cleared	Any configured statements for automatic resolution have been evaluated
Clearance Not Required	The code/discrepancy has been configured to not require clearance (e.g. comment code) and is strictly informative
Manually Cleared	Any configured statements for automatic resolution have been evaluated, but could not automatically clear the code/discrepancy The code/discrepancy has been cleared from the manual review task
Processing	The code/discrepancy is not clear, but is processing based on configured rules or within the manual review task
Student Follow Up	The code/discrepancy has been configured to require a follow-up student action to resolve the issue The code/discrepancy is pending an update to be made via FAFSA on the Web

ISIR Statuses

Status	Description
Inactive	ISIR is not the active ISIR for the student. Either a subsequent ISIR has replaced the current one, or it was received before/ after the end of the ISIR Review - corrections period.
Pending	ISIR is selected as the active ISIR and is pending the ISIR Review and/or ISIR Verification process.
Unverified	ISIR has been cleared of any required resolution for ISIR Review but has not been verified due to being received outside of the ISIR Verification period. Also could be set if a user cancels the ISIR Verification process (Future At Will Action).
Invalid	User has elected to cancel ISIR Review (Future At Will Action). The ISIR has been manually updated to an invalid status by an authorized user (At Will Action).
Corrected	ISIR has been corrected based on ISIR Review and/or ISIR Verification.
Valid	ISIR has been cleared of any required resolution for ISIR Review, has been verified if required, and can be used to award all Title IV funding for the student.

MPN Statuses

> **Note:** These statuses are used in SFP only.

Status	Description
A	Accepted

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R	Rejected or not on file with Common Origination and Disbursements (COD)
P	Pending
C	Closed
I	Inactive

Packaging Statuses

The packaging status is found on the Packaging screen under the Packaging Summary.

Note: These statuses are used in SFP only.

Status	Description
Estimated	All funds in the Academic Year are Estimated or Projected
Partially Awarded	At least one fund in the Academic Year is Awarded and at least one other fund in the Academic Year is not Awarded
Awarded	All fund statuses in the Academic Year are Awarded
Pending Repackage	If the package has been or needs to be manually repackaged

QC Hold Statuses

Note: These statuses are used in SFP only.

Status	Description
On Hold	Status when a QC Hold for a FAS process is in progress
Released	Status when a QC Hold has been either released by a user or auto-released by the FAS (in the instance the QC Hold is replaced via a repackage)
Replaced by Updated Hold	Status when hold has been replaced by an updated amount for that particular hold level for that FAS process
Hold No Longer Valid	Status when a hold has become outdated, but the replacement hold has not yet been created due to sequence of the FAS processing

R2T4 Process Statuses

Note: These statuses are used in SFP only.

Status	Description
Not Required	The R2T4 calculation is not required

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Not Started	The R2T4 calculation has not started
Scheduled	The R2T4 calculation has been scheduled
Paused	The R2T4 calculation has been paused
Held for QC Review	The R2T4 calculation is on hold due to a QC Hold
Canceled	The R2T4 calculation has been canceled
Completed	The R2T4 calculation has been completed

R2T4 Process Pending Reasons

Note: These statuses are used in SFP only.

Status	Description
Pending Configured Delay	The school can configure the R2T4 to trigger immediately or after a specific number of days based on the type of withdrawal. For example, if a student has a withdrawal type of *Official Withdrawal*, and the configured delay is 0 days, the R2T4 calculation may be triggered once the enrollment status is received. However, if a student has a withdrawal type of *Unofficial Withdrawal*, and R2T4 calculation has a configured delay of 14 days the R2T4 calculation will be triggered on the 15th day from the student's Date of Determination (DOD). Withdrawal Types Official Withdrawal Unofficial Withdrawal Administrative Withdrawal Deceased **Note:** The default trigger time frame for all withdrawal types will be 0 days if no configuration is defined. Any changes that effect the trigger time frame that are received before the R2T4 calculation is triggered, do not change the scheduled calculation. For example, if the student's DOD is changed within the time period that an R2T4 calculation is scheduled, the calculation will still be triggered on the day it was originally intended.
Pending R2T4 SAFI	The R2T4 calculation is ready to be calculated and Student Financial Aid has requested an R2T4 SAFI (i.e. the ReturnToTitleIvSafiIndicator is true). Student Financial Aid will wait until the new SAFI is received, and will allow any repackaging prior to doing the R2T4 calculation
Pending Valid ISIR Process	If the status of an active award year ISIR (associated to the payment period) is *Pending*, Student Financial Aid will wait for the open Valid ISIR process to be completed before triggering the R2T4
Pending Packaging Process	If the Academic Year Packaging status for the payment period being assessed is Pending Repackage, Student Financial Aid waits until the packaging or repackaging process is completed before doing the R2T4
Pending Ledger Date Reconciliation	If the *Ledger Posting Date* in the *Student Resource Element* of the latest SAFI does not equal the disbursement date for the matching payment ID or have all the payment IDs, Student Financial Aid waits until a new SAFI is received and completes the reconciliation prior to doing the R2T4

Pending Change of Program Task Queue	The R2T4 calculation is pending the completion of an Evaluate Student Change of Program task. Student Financial Aid waits because if the student remains in the same payment period the R2T4 calculation will be canceled.
Pending Override Completion	If there is an R2T4 override that is still processing, the calculation will wait for it to be completed before doing the R2T4 calculation.

Note: Student Financial Aid triggers the R2T4 calculation 30 days from the Date of Determination, to ensure that the calculation is run within the required time frame set by the Department of Education (i.e. 45 days to process return of funds to the Department of Education and 30 days to request authorization to make a post-withdrawal disbursement of Title IV loan funds). Student Financial Aid does consider the current state of the active ISIR, package and disbursements at this time. If the active ISIR(s) for the associated award years of the payment period being assessed for R2T4 are not in a status of *Valid* or *Unverified*, the system triggers a cancellation of all future disbursements that rely upon the active ISIR(s). The R2T4 calculation persists based on the current state of anticipated disbursements that have been canceled (and/or have a cancellation reason set).

Reconciliation Discrepancy Statuses

Note: These statuses are used in SFP only.

Status	Description
Pending	Discrepancy has not yet been reviewed for resolution but has been triggered from the Reconciliation process
Resolved in FAS	User has resolved discrepancy based on their review and other updates persisted in the FAS
Resolved in COD	User has resolved discrepancy based on their review and other updates persisted outside of the system in COD
Unresolved	User cannot resolve the discrepancy and will be carried forward into future reports

Reconciliation Statuses

Note: These statuses are used in SFP only.

Status	Description
Pending	Reconciliation record has not yet been reviewed or approved
Reconciled	User has approved reconciliation record summary
Unreconciled	User has not approved reconciliation record summary

Repackaging Triggers

Note: These statuses are used in SFP only.

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Trigger Source	Trigger Description (i.e. Repackaging Reason)
SAFI Message	Student Academic and Financial Information Message was received
ISIR	ISIR status has been updated
	Subsequent ISIR was not validated prior to Valid ISIR Deadline being reached
Student Demographic Information Message	Student Demographic Message was received
Fund Acceptance	Fund Acceptance Message was received
	Fund Acceptance was not received by due date
SAP Status Updated	SAP Status was updated
LOA	LOA/Breaks Message was received
LOA	Student has begun LOA
COD Message Classes	PLUS Loan Application Message was received
	Credit Status Response Message was received
	Credit Decision Override Message was received
	TEACH Grant Counseling Acknowledgement Message was received
	ATS Note Acknowledgement Message was received
Disbursement Criteria	Disbursement Criteria not met by due date
Disbursements	Canceled Disbursement were re-evaluated
Aid Year Close Out	Award Year is closed and pending disbursement exists
Award Management	At least one fund has become Awarded
NFR	NFR Fund was added or modified
NSLDS	NSLDS/FAH Message was received
Package Detail Override	Package details were manually overridden
Package Detail Override	COA details were manually overridden
Academic Year / Payment Period Instructional Weeks and Credits have been met	Student's Academic Year / Payment Period Credits and Instructional Weeks have been met
External Transfer	Overlapping Loans for External Transfers Evaluated
Change of Program	Student Changed Programs
Re-Entry within 180 Days	Student re-entered within 180 days
Re-Entry after 180 Days	Student re-entered after 180 days
Student Record Hold	Student Record Hold was released
Sequester Reduction Required	Sequester Reduction was Required

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Payment Period Disbursement Amount or Payment Period Max Disbursement Amount is Updated	Disbursements are updated, affecting projections for future loans.
Fund Allocation	Fund allocation has been reached and amount needs to be adjusted
At will repackaging	Student was repackaged at will
COA Adjustment	An adjustment was made to the student's COA
Academic Year Overrides	Academic year info overridden
Default Overpay Code Overridden	Borrower Default Overpay Code Manually Overridden
Student Record Manually Overridden	Student Record Details were manually overridden
Awarding Close Out	Awarding has closed and funds not Awarded
Student Ended PP After Credits and Weeks Met	Student Ended PP After Credits and Weeks Met

SAP Statuses

> **Note:** These statuses are used in SFP only.

Status	Code	Description
Regular	RG	Student has met all minimum criteria to pass their SAP or is a new student Student is eligible to receive Title IV aid
Financial Aid Warning	FW	Student has not met either the minimum qualitative (GPA) measure or the quantitative (pace of completion) for the period Student is eligible to receive Title IV aid
Financial Aid Disqualification	FD	Disqualified from receiving any financial aid until SAP can be met Student is not eligible to receive Title IV aid
Financial Aid Probation	FP	Appeal granted for one payment period Student is eligible to receive Title IV aid

SAP Statuses (Appeal)

> **Note:** These statuses are used in SFP only.

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Status	Description
Approved	Student has appealed, and the decision has been approved
Denied	Student has appealed, and the decision has been denied

SAP Statuses (Component)

Note: These statuses are used in SFP only.

Status	Description
Pass	The SAP component evaluation passed configured criteria Components: Pace of Completion, Maximum Program Time Frame, and GPA
Fail	The SAP component evaluation failed configured criteria Components: Pace of Completion, Maximum Program Time Frame, and GPA

Scheduling Statuses

Note: These statuses are used in SFP only.

Status	Description
Passed	Student completed the course and earned a passing grade.
Scheduled	Student is scheduled to take the course at a future date.
Projected	Student is projected to take the course at a projected future date.
Enrolled	Student is currently enrolled in the course.
Failed	Student completed the course and earned a non-passing grade.
Incomplete	Course has ended, but students in the process of completing the course work.
Withdrawn	Student withdrew from the course.

Student Notification Categories

Category	Description
Informational Only	A notification intend to provide information to the student. No action required.
Submit Document/Information	A notification for the student to submit a document or additional information to the Institution that can be consumed by the FAS. Action required.

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FA to Collect Student Info	A notification for the student to provide the Financial Aid Office with additional information. However, the student will not need to submit a document or additional information that can be consumed by the FAS. (e.g. Verbal clarification about available information on the Student Record). Action required.

Student Notification Statuses

Status	Description
Open	Student Notification is Open and requires the student/borrower action.
Closed	Student Notification is Closed and does not require any additional action from the student/borrower.

Task Statuses

Status	Description
Assigned	Assigned to an individual user The user has not started the task
In Progress	Assigned to an individual user The user started the task and can resume working on the task
Unassigned	Task is not currently assigned to a user. If a task was in an Assigned or In Progress status and a supervisor manually un-assigns the task, it will be updated to an unassigned status.

Verification Status Codes

Status	Description
V	The student has been verified. This includes students selected by FPS/CPS and those chosen to be verified by the institution based on its own criteria.
W	The student was selected for Verification by FPS/CPS or the institution, and the institution chose to pay the first disbursement of Pell without documentation. This code must be updated once Verification is complete, or COD will reduce the Pell grant to zero.
S	FPS/CPS selected the student for verification, but the institution did not verify the student because the student satisfied one of the exclusions or because the institution participates in the Quality Assurance Program and the student's application did not meet the institution's verification criteria.
BLANK	A blank value is repaired when an institution does not perform verification because FPS/CPS nor the institution selected the student to be verified.

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3 Using the Dashboard

Dashboards

This chapter describes the Student Financial Aid dashboard.

Overview

When you login, the page that opens is your Dashboard. The 2 types of dashboards are:

- Task Overview.

- Supervisor View.

The dashboards and information available to you are determined by your role and placement in the organizational hierarchy. Dashboards provide pertinent summary information to assist you in making decisions to meet your business goals.

Product Demos

> **Note:** To view videos on how to use some features documented in this guide, see Oracle Fusion Cloud Student Financial Aid: Legacy User Guide Demos (Doc ID 2629905.1) on My Oracle Support at *https://support.oracle.com*.

Task Overview Dashboard

Based on role permissions, you can do the following:

- **Claim additional unassigned tasks.**

  If there are unassigned tasks associated to the student record, Student Financial Aid displays those tasks in a pop-out dialog box. Upon claiming the first task, you are able to claim additional unassigned tasks at this time (based on permissions). You can always visit the student record to claim additional unassigned tasks (based on permissions) later. See *Claim A Task*.

- **Start a task.**

  You can start a task from the task queue that is assigned to you. Once you click Start, you can review the task instructions, task details, and add comments (if applicable). If you need to review alternate screens, save updates prior to navigating away from the task screen (that is, update fields, save corrections for later, and so on).

- **Resume a task.**

  If you did not have all the information necessary to complete a task, you can resume working the task from the point you last saved the task before navigating to an alternate screen.

- **Request documents.**

  Some tasks may be configured to allow you to request additional documents from within the task.

- **Complete a task.**

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If you have all the information needed to complete a task, make all necessary updates (that is, approve/reject, updates data fields, enter free form text, and so on) click the complete task button to complete the task. There may be times when you complete a task without resolution, (for example, you are unable to successfully match a student to an ISIR, Complete ISIR Review task without clearing all codes).

Supervisor Dashboard

Based on role permissions, Supervisors can do the following:

- **View task queue metrics.**

  You can view all the task queues, how many tasks are assigned to a queue, and how many are in an assigned status.

- **View specific task queue details.**

  You can drill down to a specific task queue and view additional details about a specific queue.

- **Assign tasks.**

  You can assign one or multiple tasks to a user.

- **Re-assign tasks.**

  You can re-assign one or multiple tasks to a different user

- **Un-assign tasks.**

  You can un-assign tasks that have been previously claimed by a user so they can be claimed by new users

- **Re-prioritize tasks.**

  You can update the priority. Priority is based on configuration. If priority is not configured, the system assigns the oldest unassigned task first (that is, first in, first out).

User Interface Path to Main Screen

Log In > **Dashboard**.

- Use the **Dashboard** dropdown to toggle between **Task Overview** and **Supervisor View**, depending upon your role permissions.

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Tasks

These are the tasks used in Financial Aid processing.

Each of the task topics describes:

- The task.
- How the task is created.
- How to complete the task.

- The completed task result.

Complete ISIR Review

This task is for students that have ISIR C-Codes that need to be reviewed and cleared.

This task is created when:

- An ISIR fails Automated Code Clearing Criteria.
- An ISIR code or discrepancy is flagged for manual review based on system configuration.

Here's how you complete this task:

1. Review ISIR C-Codes.
2. Review related Documents.
3. Clear C-Codes by selecting appropriate values.
4. Click **Complete Task** or **Complete Task with Open Codes**.

The expected task results are:

- When C-Codes are cleared and the task is completed, the ISIR becomes valid.
- If the task is completed with open C-Codes, the ISIR remains pending. At-will documents attached to the open ISIR process can re-trigger the task once the documents are received and accepted.

Complete ISIR Verification

This task is for students that have been selected for ISIR Verification.

This task is created when an ISIR fails Automated Code Clearing Criteria.

Here's how you complete this task:

1. Review ISIR C-Codes.
2. Review related Documents.
3. Clear Verification by selecting appropriate values.
4. Select **Complete Task** or **Complete Task without Completing Verification**.

The expected task results are:

- When completed with all Verification items verified, the ISIR becomes valid.
- When the task is completed without all Verification items verified, the ISIR remains pending. At-will documents attached to the open ISIR process can re-trigger task queue once the documents are received and accepted.

Review Documents for Approval

You can manually review documents is flagged for manual review due to configuration or that fail automated acceptance criteria.

This task is created when:

- A document is configured for manual review.

- A document fails automated acceptance criteria.

- An unsolicited document is received with the config flag for review.

To resolve this task:

1. Review the document.
2. Select a Document Owner.
3. Select an Approval Status.
4. Update Metadata Fields as needed.
5. Select **Complete Task**.

Expected task results are:

- The document Approval Status is saved and is recognized in future processing.

  Once all requested documents requested using the ISIR Code clearing rules are received and accepted, ISIR Code clearing conditions are evaluated.

Review Professional Judgment

You can review Professional Judgment decisions.

This task is created when Professional Judgment is received.

Here's how you complete the task:

1. Review the received document.
2. Select the appropriate Approval option.
3. Request additional documents, if needed.
4. Update configured ISIR fields.
5. Click **Complete Task**.

Expected task result is:

- An ISIR correction file is created if corrections were made.

Task Overview

The **Task Overview Dashboard** enables you to manage your individual workflow by starting/resuming, working and completing tasks.

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Overview

Student Financial Aid defaults to the **Task Overview Dashboard** upon login. From the Task Overview screen you can view a snapshot of the number of tasks that have been assigned to you from specific task queues and in which task queues you can claim available, unassigned tasks.

> **Note:** You can only see task queues that your assigned roles have been assigned the general permissions to view. Task queue permissions are assigned to you based on your primary responsibilities.

What Student Financial Aid Does Automatically

Student Financial Aid (SFA) automatically does the following things:

Displays task queues

SFA shows only the task queues the user has permission to view. However, there may be other permissions that have been restricted so the user can view the task queue, but not complete any associated tasks.

Informs the user there are tasks available tasks to be claimed

When tasks are available and are unassigned, SFA displays a download icon in the left sidebar of the associated task queue.

Informs the user how many tasks are assigned to the user

When tasks are assigned to a user, SFA sums the total number of assigned tasks and displays the number in the left sidebar of the associated task queue.

Displays each task assigned to you in each task queue

You can view tasks that you have either claimed or that have been assigned to you by your supervisor. Within the task queue, you can easily determine which tasks are new (start button) versus the tasks already in progress (resume button).

Displays Non-Completed Tasks

When you claim a task SFA will display a pop-out dialog box if there are any other non-completed tasks associated to the student record. This allows you to see if there are tasks associated to the Student Record, claim unassigned tasks (with applicable permissions), see if tasks are assigned to other users and the status of those tasks.

The pop-out dialogue box allows the user to gain additional details related to open/pending tasks and to continue working a student record if multiple tasks are open for the student.

The user is not required to claim non-completed tasks; however, if the task is "Unassigned" and the user has the associated permission to work the task, the user can claim a single task, multiple tasks, or all tasks associated to the student. If the user does not have the associated permissions to work the task, the user is still able to see that non-completed tasks exist. If a task is "Assigned" and the user has permissions to work that task, the user will not be able to claim the task, but the user will be able to see who the task is "Assigned" too.

View Student Tasks - Header

1. Total Tasks for this Student
   - Total number of non-completed tasks you do and do not have permission to claim
2. Total Tasks You have Permission to See
   - Total number of non-completed tasks you have permission to claim
3. Total Unassigned Tasks
   - Total number of non-completed tasks that are "Unassigned"
4. Student Name/IRN

View Student Tasks - Columns

- Check Box (check to claim task)
- Type
- Task Owner
- Priority
- Created Date
- Status

Note: This pop-out dialog box is also visible on the Student Record, by clicking on the View Student Tasks link in the header.

Prioritizes tasks

SFA assigns or prioritizes tasks based on configuration (that is, First in First Out, Program End Date, Program Start Date, and so on).

Configurable Attributes

Default screen after a task is claimed

The school can configure SFA to determine which screen will be displayed when a task is claimed. The user may remain on the Dashboard and see the newly claimed task in the queue or be taken to the task workflow upon claiming a task.

To View the Task Overview screen

Student Financial Aid User Interface > **Dashboard** > **Task Overview** (default view).

Related Topics
- Claim A Task

Claim a Task

You can claim a task that is unassigned by clicking the claim task button that is presented when there are unassigned task in the task queue.

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Overview

The new task is assigned to you based on configuration (that is, date received, task priority, and so on).

Required Role Permissions

The user must have a role with these General Permissions through Roles Management to complete these manual processing steps:

- Dashboard
- Task
- Document Review Task

The user must have a role with the View Document and Doc Review Task, Document Permissions through Roles Management to complete these manual processing steps:

- Drivers License
- Birth Certificate
- Independent Verification

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Claim Tasks from the Dashboard

Log into the Student Financial Aid User Interface (UI).

1. Navigate to **Dashboard** > **Task Overview** (default screen upon login).
2. Click the Review Document for Approval task queue.
    - Confirm there is a download icon in the sidebar and a **Claim A Task** button displayed.
3. Click **Claim A Task**.

    If there are other unassigned tasks for the student, you can claim them too:
    - Select additional tasks.
    - Click the **Claim # of #** button.

4. The task(s) will remain in your queue until they are completed or reassigned.

Claim Tasks From the Student Record

1. Enter the student's external student ID number in the search field located in the upper right-hand corner.
    - Navigate to **Student Record** > **Student Summary** (default screen)
2. Click the **View Student Tasks** link in the header - OR -
3. Click the **View Student Tasks** link in the right sidebar in the Pending Actions, Tasks section.

Supervisor View

The **Supervisor View Dashboard** enables you to manage tasks within each task queue.

Overview

Through the Supervisor View Dashboard you can assign or un-assign tasks. For example if an employee has tasks assigned to themselves and will be out for an extended period of time, you can un-assign those tasks and assign them to other users or leave them unassigned so other users can claim them from their dashboard.

This dashboard also provides administrators a view of each task queue and its specific details to assist you in managing task workflows.

What Student Financial Aid Does Automatically

Student Financial Aid automatically does the following things:

Displays supervisor dashboard

From this screen, you can see how many total tasks are in each queue and how many have been claimed/assigned to users.

Displays specific details for each task queue

When a Task Queue is selected by a user, the FAS will display details about the task queue. Each task queue will display different attributes that are specific to the tasks and available information. Some examples would include but are not limited to, the Task Owner, Priority Status, Creation Date, Student Name, (Task) Status, External Student ID, Award Year, and others.

Task Queue Content

Commonly Used Columns						Examples of Other Columns						
Task Owner	Priority	Created Date	Status	Student Name	External Student ID	Award Year	Process Status	Fund Types	Document Type	Due Dates	Approval Status	Other

Configurable Attributes

- **Queue Content**
    - The information returned in a task queue can be configured to meet the schools business needs.

- **Task Priority**
    - Unless configured, tasks are assigned first-in-first-out (FIFO).

To View the Supervisor Dashboard

Student Financial Aid User Interface > **Dashboard** > **Supervisor View**

Required Role Permissions

The user must have a role with the following General Permissions through Roles Management in order to complete the manual processing steps listed below.

- Administration
- Dashboard Supervisor

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- Dashboard

See *Set General Permissions Matrix* for additional information.

View the Supervisor Dashboard

1. Task Queue: Click to drill down to view additional details.
2. Total Tasks: Total number of tasks in the specific queue.
3. Claimed Tasks: Total number of tasks in an Assigned status.

Un-assign, Un-assign and Update Task Priority

1. Common Task Queue Details
2. Specific Task Queue Details
3. Assign tasks to users
4. Un-assign tasks to users
5. Update the priority of the task (priority is based on configuration)

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4 Using Administration

Administration Overview

Administration

Through Administration, you can manage regulatory compliance, the G5 process, security and the system.

Checklist for New Award Year Processing

These are actions required on an annual basis to ensure accurate processing of Institutional Student Information Records (ISIRs) from the U.S. Department of Education (ED).

Annual award year changes to ISIR record layouts require that you update your system setup so that incoming ISIR records are processed correctly. Here is a checklist for what you need to do:

1. Review and update your Configuration Workbooks as needed.
2. Enable ED Award Year-based file formats.
3. Ensure that TD Client is enabled and healthy.

Review and Update Configuration Workbooks

You must review and update your configuration for ISIR processing for every new award year.

Review and update the following Configuration Workbooks for ISIR Processing for each new Award Year. Workbooks related to Student Financial Planning (SFP) only are noted:

- %_DOCUMENTS.csv - Add Award Year-specific documents.
- %_DOCMETADATA.csv - Add Award Year-specific document meta data.
- %_ISIR_C_CODES.csv - Add Code_numbers. Update Documents_Required, Auto_Code_Clearing_Logic, and Additional_Notification_Message columns for each code.
- %_ISIR_REJECT_CODES.csv
- %_ISIR_DISCREP.csv
- %_ISIR_ASSUMPT.csv
  (applicable to the 2023-2024 and prior Aid Years only)
- %_ISIR_HIGHLIGHT.csv
- %_ISIR_MGMT.csv
- %_PJ.csv
- %_ISIR_C_CODES_TO_FIELDS.csv
- %_ISIR_VERIFICATION_CODES.csv - Add ISIR Verification Code_numbers and Verification_Tracking_Groups;. Update Documents_Required, Auto_Code_Clearing_Logic, and Additional_Notification_Message columns for each code -

- %_ISIR_REJECT_TO_C_CODES.csv

- %_ISIR_REJECT_CODES_TO_FIELDS.csv

- %_FAS_FUND_CONFIG.csv**(SFP only)**

- %_NFR_ATTRIB.csv **(SFP only)**

- %_COA.csv **(SFP only)**

- %_T4_CRIT.csv **(SFP only)**

- %_REGULATORY_DEADLINE.csv - Update FAFSA, ISIR Correction, and ISIR Verification dates.

Oracle's delivered Baseline Configuration updates can be used as a guide for the necessary Award Year configuration changes. Once all required Configuration Workbooks are updated for the new Award Year, upload them using the FAS UI > Administration > System Management > Configuration Administration page. See full details at *Configuration Administration*.

Enable ED Award Year-Based File Formats

For each new Award Year, you must enable the Award Year-specific U.S. Department of Education (ED) file formats that you want to process. This includes Central Processing System (CPS) formats for ISIR and Common Origination and Disbursement (COD).

The application doesn't process files received from CPS and COD (for SFP only) in an un-enabled Award Year-specific file format, but they remain in a system queue. When you enable a file format, the application automatically processes any files in the queue.

1. Navigate to: Administration > FAS Management > DOE File Management. (DOE is synonymous with ED.)
2. Select an award year.
3. Select the file names.
4. Click **Edit Selected**.
5. Enter the file processing start date and time in a mm/dd/yyyy hh:min AM/PM format.
6. Click **Apply**.

For more details, see *DOE File Management*.

Manage TD Client

TD Client is the mechanism used to transfer files back and forth between a school and the United States Department of Education Student Internet Gateway (SAIG).

Enable and Disable TD Client

You can use this feature to universally control the transmission of files with the Central Processing System (CPS)/FAFSA Processing System (FPS) or Common Origination and Disbursement (COD) using the SAIG. This feature applies to both Award Year-based and Non-Award Year based file formats.

You can also evaluate the status of the TD Client connection in this feature. A status of **Passed** or **Not Passed** displays based on the health check outcome.

Note: There are two TD Clients:
- **FTI TD Client** for transmission of ISIRs that contain sensitive Federal Tax Information (FTI) data received from FPS.

- **TD Client** for all other ED data.

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Required Role Permissions

The user must have a role with the following General Permission through Roles Management in order to complete the manual processing steps listed below:

TD Client Management.

See: *Set General Permissions Matrix*

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI).

Enable and Disable FTI TD Client or TD Client
1. Navigate to: **Administration** > **System Management** > **TD Client Management**.
2. Select the **FTI TD Client Selection Indicator** to toggle between **Active** (enabled) and **Suspended** (disabled).
3. Select the **TD Client Selection Indicator** to toggle between **Active** (enabled) and **Suspended** (disabled).

Check FTI TD Client or TD Client Health
1. Navigate to: **Administration** > **System Management** > **TD Client Management**.
2. Click the **Check TD Client Health** button for the **FTI TD Client** or the **TD Client**.

    A status of **Passed** or **Not Passed** displays.
3. If **Not Passed**, select the **TD Client Selection Indicator** to **Suspended** (disabled).
4. Click **Save**.
5. Wait at least 90 minutes.
6. Log into the Department of Education's site to reset customer password.
7. Confirm the password works using EdConnect or some other tool.
8. Navigate to **Administration** > **System Management** > **SAIG Administration**
9. Enter **TG Number**.

    > **Note:** Make sure you include the entire TG Number including the TG prefix, just as you would when using ED's EDConnect software.

10. Enter **Password**.
11. Click **Test Password**.
12. Click **Save** upon confirmation of a successful test.
13. Navigate to: **Administration** > **System Management** > **TD Client Management**.
14. Select the **TD Client Selection Indicator** to **Active** (enabled).
15. Click **Save**.
16. Click the **Check TD Client Health** button. A status of **Passed** or **Not Passed** displays. If **Not Passed**, repeat this task starting with Step 3.

Using FAS Management

FAS Management

Through FAS Management an authorized user can manage fund allocations, quality control holds, and FAFSA completion periods. Explore the following features within associated child pages.

Fund Allocation Management

> **Note:** Fund Allocation is only applicable to Student Financial Planning (SFP).

Complete the following tasks:

- View a Fund Allocation Schedule
- Adjust a Fund Allocation Schedule

QC Holds Management

> **Note:** QC Holds Management is only applicable to Student Financial Planning (SFP).

Complete the following tasks:

- Enable QC Holds
- Disable QC Holds
- Configure QC Hold Reasons
- Remove QC Hold Reasons

Regulatory Management

> **Note:** Regulatory Management is applicable to both Student Aid Eligibility (SAE) and Student Financial Planning (SFP).

Complete the following tasks:

- Add an Award Year
- Set FAFSA Completion Period Dates
- Edit FAFSA Completion Period Dates

Regulatory Management

You can set the Regulatory FAFSA Completion Start and End Date for a given award year.

What Student Financial Aid Does Automatically

Student Financial Aid (SFA) automatically does the following things:

Sends the request for the FAFSA

Once the FAFSA Completion Start Date is met, if the student requires an award year ISIR, SFA will request the award year FAFSA from the student. SFA will close the notification once the FAFSA is received and becomes payable.

Closes/Cancels requests for the FAFSA

If the FAFSA has not been received or become payable by the FAFSA Completion End Date, SFA automatically closes any open request for the award year FAFSA.

Configurable Attributes

Regulatory Deadline Management

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SFA is configured to meet the regulation deadlines set by the U.S. Department of Education. However, the institution can configure more stringent Regulatory Deadlines.

- FAFSA Completion Period Start/End Dates
- ISIR Corrections Start/End Dates
- ISIR Verification Start/End Dates
- Award Year Start/End Dates
- Origination and Disbursement Start Dates

Note: Only FAFSA Completion Period Start/End Dates can be set in the FAS UI. The other deadline dates must be configured in the Regulatory Deadlines Configuration Workbook. For more information, see *Regulatory Deadlines Guide*.

Navigation to the Student Financial Aid User Interface Functionality

To View the Regulatory Management Screen

SFA User Interface > **Administration** > **FAS Management** > **Regulatory Management** .

Add a FAFSA Completion Period

If Student Financial Aid (SFA) hasn't automatically generated the Free Application for Federal Student Aid (FAFSA) Completion Period for a future award year, the institution can add a FAFSA Completion Period.

Overview

If the institution doesn't add a FAFSA completion period at the appropriate time, Student Financial Planning adds the completion period per the U.S. Department of Education (ED) published guidelines for the award year.

All FAFSA messaging is based upon the configured FAFSA completion period for the award year, per the student's enrollment period.

SFA uses a 4-digit format to represent the Award Year; for example, 2022 represents the 2021-2022 Award Year.

Required Role Permissions

The user must have a role with this General Permission through Roles Management to complete these manual processing steps.

- Administration

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the SFA User Interface (UI)

1. Navigate to **Administration** > **FAS Management** > **Regulatory Management**
2. Click **New**.
3. Enter 4 Digit **Award Year** (for example, 2017).
4. Enter the **FAFSA Completion Start Date**: MM/DD/CCYY (for example, 01/01/2016).
5. Enter the **FAFSA Completion End Date**: MM/DD/CCYY (for example, 06/30/2017).
6. Click **Save**.

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Update the FAFSA Completion Period

The Free Application for Federal Student Aid (FAFSA) Completion Period dates define when the FAFSA must be completed and sent to the Central Processing System.

Overview

The U.S. Department of Education (ED) application cycle lasts 18 months for every award year (for example, 01/01/2022 through 06/30/2023 for the 2022-23 award year). You can update the FAFSA Completion Period to be less than the ED 18-month cycle. However, if you don't configure the FAFSA completion period, Student Financial Aid (SFA) uses the completion period per ED published guidelines for the award year.

All FAFSA messaging is based upon the configured FAFSA completion period for the award year, by the student's enrollment period.

SFA uses a 4-digit format to represent the Award Year; for example, 2022 represents the 2021-2022 Award Year.

Required Role Permissions

The user must have a role with this General Permission through Roles Management to complete the manual processing steps:

- Administration

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the SFA User Interface (UI).

1. Navigate to **Administration** > **FAS Management** > **Regulatory Management**.
2. Select **Award Year**.
3. Enter 4- Digit Award Year (for example, 2022).
4. Enter the **FAFSA Completion Start Date**: MM/DD/CCYY (for example, 01/01/2016).
5. Enter the **FAFSA Completion End Date**: MM/DD/CCYY (for example, 06/30/2017).
6. Click **Save**.

DOE File Management

You can enable or disable the receipt of Award Year-based Institutional Student Information Record (ISIR) or Common Origination and Disbursement (COD) file formats from the United States Department of Education (ED, formerly referred to as DOE).

Enable and Disable ED File Formats

For every Award Year, the application requires you to enable each ED file format that you want Student Financial Planning (SFP) to process from the Central Processing System (CPS, for ISIRs) and COD (SFP-only).

The application doesn't process files for un-enabled formats, and they remain in the queue. Once the respective file format is enabled, the application automatically processes any files in the queue.

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Required Role Permissions

The user must have a role with this General Permission through Roles Management in order to complete the manual processing steps:

- DOE File Management.

See: *Set General Permissions Matrix*

Manual Processing Steps

Log into the Student Financial Planning User Interface (UI).

Enable DOE File Formats
1. Navigate to: **Administration** > **FAS Management** > **DOE File Management**.
2. Select an award year.
3. Select the file names.
4. Click **Edit Selected**.
5. Enter the File Processing Start Date and Time in a mm/dd/yyyy hh:min AM/PM format.

    > **Note:** Ensure the File Processing Start Date and Time is not in the future.

6. Click **Apply**.

Disable DOE File Formats
1. Navigate to: **Administration** > **FAS Management** > **DOE File Management**.
2. Select an award year.
3. Select the file names.
4. Click **Edit Selected**.
5. Ensure the **File Processing Start Date and Time** field is blank.
6. Click **Apply**.

Using Security Management

Security Management

Use Security Management to manage password policy, roles, and users.

Password Policy

Complete the following tasks through Password Policy:

- Update the Default Policy.

Roles Management

Complete the following tasks through Roles Management:

- Create Roles.
- Edit Roles.

User Management

Complete the following tasks through User Management:

- Add Users.

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- Edit Users.

- Disable Users.

- Assign Users Roles.

For information about SAML/SSO integration, see *Integration of SAML 2.0 and SSO*.

Password Policy

An authorized user can Set or Update the Password Policy that all users are subject to use to access the Student Financial Aid user interface.

Overview

By default, there are 8 different parameters that are set to as the minimum policy. An authorized user can make changes to the default settings to increase security.

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to complete the manual processing steps listed below.

- Administrator

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI)

1. Navigate to **Menu Bar** > **Administration** > **Security Management** > **Password Policy**
2. Add/Update parameters
    - Password History (times): The number of times a new password must be entered before using a previous password
    - Expiration Period: The number of days before Student Financial Aid requires the user to update his password
    - Minimum Length: The minimum number of total characters the password must be
    - Minimum Lower Case Characters: The minimum number of characters that must be lower case
    - Minimum Upper Case Characters: The minimum number of characters that must be upper case
    - Minimum Numbers: The minimum number of characters that must be a number
    - Minimum Special Characters: The minimum number of characters that must be a special character
    - Special Characters: The actual special characters that the user can use
3. Click Save

Click Reset to refresh and rest the password policy to the default parameters.

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Roles Management

Through **Roles Management** the institution can create specific Roles and manage which General Permission and Document Permissions are enabled for each role.

Create a New Role

Set Roles and Role Permissions:

- Create a Role Code/Role Name.
- Set General Permissions.
- Set Document Permissions.

General Permissions

Provides users access or visibility to:

- Screens.
- Links.
- Buttons.
- Task Queues.
- Manual Override (At-Will Actions).

Document Permissions

Provides users access or visibility to:

- View specific documents.
- Approve/Reject documents through the *Review Document for Approval* task.
- Process Non-Federal Forms (NFF) via *Process an NFF Document* task.

> **Note:** For information about sending Role information using Security Assertion Markup Language (SAML), see *Integration of SAML 2.0 and SSO*.

Create A New Role

Roles Management enables you to customize roles and assign users to those **New Roles** within Student Financial Aid.

Overview

You can view, create, and update roles, role permissions, and assign specific users, specific roles. This feature allows you to control the access permitted to each role and staff member.

You can create a new role and assign specific permissions to the role. Some of the access you can assign permissions to include:

General Permissions

- Task Queues

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- Manual At-Will Actions

- Information displayed on the User Interface

- Editing functions

- Reports

- Workflows

Document Permissions

- Visibility to a document(s)

- Document Review Tasks

- Non-Federal Funds Forms Task

Once a role has been created, you are able to add or remove permissions to that role.

Student Financial Aid manages permissions based on the institution's configuration, established roles, and role permissions. All users assigned to a role have access to all permissions granted to that role and any updates made to a role, impact all users assigned to that role.

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to complete the manual processing steps listed below.

- Administration

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI)

1. Navigate to **Administration** > **Security Management** > **Roles Management**
2. Click the New button
3. Enter Role Code
    - Must follow format constraints (i.e. alpha-numeric characters only)
4. Enter Role Name
5. Enable General Permissions
    - Check the boxes you want the user to have access/visibility to
6. Enable Document Permissions
    - Check the boxes you want the user to have access/visibility to
7. Click Save.

Set Document Permissions

Student Financial Aid provides the school administrator complete flexibility in creating divisions of labor through Roles Management.

Overview

Administrators can create, view, and update all roles based on permission mapping. In addition, the administrator can enable **Document Permissions** based on the user's area of expertise.

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There are three areas you can enable/disable document permissions:

View Document	NFF Forms Task	Doc Review Task
Visibility to specific documents	Approve/Reject Non-Federal Forms (NFF) through the *Process an NFF Document* task queue	Approve/Reject documents through the *Review Document for Approval* task queue

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to complete the manual processing steps listed below.

- Administration

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI)

1. Navigate to **Administration** > **Security Management** > **Roles Management**
2. Select the Role you want to enable or update permissions
3. Click the Document Permissions tab
4. Check the box to enable the Document Permission
5. Uncheck the box to disable the Document Permission
6. Click Save

Note:
- Click the Check-Box in the header row to enable/disable all documents for that column (on that page).

- Make sure to enable/disable Document Permissions on each available page.

- If an Award Year is not listed, the document is considered a Lifetime Document.

Set General Permissions

Student Financial Aid provides you flexibility in creating divisions of labor through **Roles Management**.

Overview

Administrators can create, view, and update all roles based on permission mapping. In addition, the administrator can assign **General Permissions** based on a specific production process and further assign users to roles based on their area of expertise.

Note: Each **General Permission** other than **Dashboard**, **Task**, **Student**, and **Administration** has a Permission dependency. The Permission dependency is the highest level navigation in the General Permissions Matrix table in this topic. For example, the Permission dependency for the **Match Unmatched ISIRs** Permission is the **Administration** Permission. See *Set General Permissions Matrix* to learn more.

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Required Role Permissions

The user must have a role with this General Permission through Roles Management in order to complete the manual processing steps listed below:

- Administration.

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

1. Sign into the Student Financial Aid FAS User Interface (UI).
2. Navigate to **Administration** > **Security Management** > **Roles Management**.
3. Select the **Role** for which you want to enable or update permissions.
4. Enable or disable General Permissions:
    - Check the box to enable the **General Permission**.
    - Uncheck the box to disable the **General Permission**.
5. Click the **General Read-Only Permission** toggle switch to enable or disable that permission. The **General Read-Only Permission** can't be assigned to the System Administrator **Role**.
6. Click **Save**.

Note: Make sure to enable or disable General Permissions on each available page.

Related Topics
- Set General Permissions Matrix

Set General Permissions Matrix

Student Financial Aid provides you flexibility in creating divisions of labor through **Roles Management**.

Overview

Administrators can create, view, and update all **Roles** based on permission mapping. In addition, the administrator can assign **General Permissions** based on a specific production process and further assign users to **Roles** based on their areas of expertise.

Note: Each **General Permission** other than **Dashboard**, **Task**, **Student**, and **Administration** has a Permission dependency. The Permission dependency is the highest level navigation in the General Permissions Matrix table in this topic. For example, the Permission dependency for the **Match Unmatched ISIRs** Permission is the **Administration** Permission.

Note: Permissions that are only applicable to Student Financial Planning (SFP) and not Student Aid Eligibility are noted.

General Permissions Matrix

General Permission	Gives the User Permission to:	Navigation
Administration	Access all Administrative functions including:	Administration

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	• FAS Management. • G5 Management. **SFP only**. • Security Management. • System Management.	
Administrative Relief	**SFP only**. Override a close -out date for a Non-Federal Fund.	**Administration** > **System Management** > **Administrative Relief** > **Override** button in the **Override Fund Closeout Date** column.
At Will Repackage	**SFP only** Repackage the Student based on current inputs.	**Student** > **Financial Information** > **Packaging** > **Repackage** button
At Will SAP Status Update	**SFP only**. Change the Current SAP Status or Override SAP Calculation.	**Student** > **Student Record** > **SAP Information** > **Change** link associated with the **Current SAP Status** field and the **Override SAP Calculation** button
COA Adjustment	**SFP only**. Add a Positive or Negative Adjustment to the COA.	**Student** > **Financial Information** > **Packaging** > > **View Details** icon (eye icon) associated with **Package Status**, **Adjustment** button.
Configuration Administration	View the Configuration Administration page. Load Configuration through the SFP user interface. View Configuration Load History. Download Current Configuration. Review the Configuration File Guide, hierarchy, naming standards, and so on.	**Administration** > **System Management** > **Configuration Administration**
Configure QC Hold	**SFP only**. Globally enable configured QC holds.	**Administration** > **FAS Management** > **QC Holds Management**
Create R2T4	**SFP only**. Create and Replace an R2T4 record. Trigger R2T4 Calculation.	**Student** > **Financial Information** > **R2T4 Information** > **Create R2T4** **Student** > **Financial Information** > **R2T4 Information** > **Replace R2T4** button **Student** > **Financial Information** > **R2T4 Information** > **Trigger R2T4 Calculation** button
Credit Balance Creator	**SFP only**. Create a credit balance on a student record.	**Student** > **Financial Information** > **Credit Balance** > **Create Credit Balance** page and button
Credit Balance Modifier	**SFP only**. Modify the credit balance amount, recipient, and date at any point.	**Student** > **Financial Information** > **Credit Balance** > **Resulting Credit Balance Information**

Credit Balance Not Sent Modifier	**SFP only**. Modify the credit balance amount, recipient, and date only if the credit balance event outbound message has not been sent.	**Student** > **Financial Information** > **Credit Balance** > **Resulting Credit Balance Information**
Dashboard	View the Dashboard page. The user only sees **Task Queues** and **Tasks** they have permissions to.	**Dashboard**
Dashboard Supervisor	View the Supervisor View Dashboard: • Assign Tasks. • Un-assign Tasks. • Update Priority of Tasks.	**Dashboard** > **Supervisor View**
Disbursement Administrator	**SFP only** View Disbursement Administration page and ability to update: • Disbursement Numbers. • Sequence Numbers. • Disbursement Status. • Cancellation Reason. • Cancellation Date. • Total Amount. • Incremental Amount. • Increment Net Amount. • Payment ID. • Return ID. • Delete Disbursement Record. • Save Disbursement Records (doesn't send anything to COD). • Re-Originate by Fund Type. • Send Originations to COD for all Fund Types.	**Administration** > **System Management** > **Disbursement Administration**
Disbursement Override	**SFP only**. Override the Payment Period Disbursement Amount.	**Student** > **Financial Information** > **Disbursing** > **Edit Disb Amt** button
Document Request Canceller	Cancel a document request.	**Student** > **Documents** > **Pending Requests** > **Cancel** button
Document Requestor	Request documents.	**Student** > **Documents** > **Received Documents/Pending Requests** > **Request Document(s)** button

Document Review Task	View Review Document for Approval Task Queue.	**> Dashboard > Task Overview > Review Document for Approval**
DOE File Management	Enable or disable receipt of Award Year based file formats.	**Administration > FAS Management > DOE File Management > Choose Award Year**, select or deselect **File Name**
Edit COA	**SFP only**. Update from Total COA to Actual COA and vice-versa.	**Student > Financial Information > Packaging > COA** button
Edit Comments	Update comments entered by self.	**Student > Student History / Comments > Comments**
Enrollment Overrides	**SFP only**. Override the Enrollment Information. : • Update Current Status. • Update Active Enrollment. • Choose to Hide/Display the Enrollment.	**Student > Student Record > Enrollment Information**
FA History Request	**SFP only**. Request the NSLDS Financial Aid History.	**Student > USDE > NSLDS > Request NSLDS File > New Request** button
FTI Viewer	View Federal Tax Information (FTI) from the ISIR anywhere FTI data is displayed.	**Student > USDE > ISIR**
Fund Allocation Management	**SFP only**. Add new and edit existing fund allocations for awards that require an allocation schedule.	**Administration > FAS Management > Fund Allocation Management**
Fund Eligibility Viewer	**SFP only**. View the Fund Eligibility page.	**Student > Financial Information > Packaging > Fund Eligibility** icon; the eye icon associated with the Fund Information link.
G5 Drawdown	**SFP only**. View Available Drawdowns: • Complete a New G5 Transaction. • Complete a New G5 Transaction for Selected. • View Disbursements within an Available Drawdown. View G5 Transaction History: • Add New Control Entry. • View Disbursements. • Edit Drawdown Control Number and/or Amount.	**Administration > G5 Management**

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General Read-Only	Supersedes all Role permissions and prevents the user from being able to complete any manual overrides. • This permission isn't listed with other General Permissions. Rather, it's activated using the **General Read-Only Permission** toggle switch on the **Roles Management** page. • The **General Read-Only Permission** can't be assigned to the System Administrator **Role**.	**Administration** > **Roles Management**
Grant Overpayment Resolution Task Review	**SFP only**. View the "Report Grant Overpayment Resolution to NSLDS and DRS" Task Queue.	**Dashboard** > **Task Overview** > **Report Grant Overpayment Resolution to NSLDS and DRS**
Grant Overpayment Task Review	**SFP only**. View the "Review Grant Overpayment and Notify NSLDS and DRS" Task Queue.	**Dashboard** > **Task Overview** > **Review Grant Overpayment and Notify NSLDS and DRS**
Grant Overpayment Create	**SFP only**. Create a new Grant Overpayment on the student record. The button appears in the following cases: • There is packaging data available. • At least one Title IV Grant fund is disbursed and doesn't already Grant Overpayment created. • If an R2T4 has occurred for that student Program Enrollment Status = W. • For the current academic year. The button **doesn't** appear in the following cases: • No Packaging data available. • None of the current Title IV Grant funds are disbursed. • All available disbursed Title IV Grant funds already have Grant Overpayments created for full amounts; either through a task or manual intervention. • If an R2T4 has not occurred for that student.	**Student** > **Financial Information** > **Grant Overpayment** > **Create Grant Overpayment** button
Hide R2T4	**SFP only**. Hide an R2T4 Record.	**Student** > **Financial Information** > **R2T4 Information** > **Hide R2T4** button
ISIR Review Task	View "Complete ISIR Review" Task Queue.	**Dashboard** > **Task Overview** > **Complete ISIR Review**
ISIR Status Override	Update the status of the Active ISIR.	**Student** > **USDE** > **ISIR**, pencil icon associated with **Status** field

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ISIR Verification Task	View "Complete ISIR Verification" Task Queue.	**Dashboard** > **Task Overview** > **Complete ISIR Verification**
ISIR Corrector	Make and Submit ISIR Corrections to the "Valid" and "Active" ISIR.	**Student** > **Financial Information** > **ISIR** > **Make Corrections** button
Load ISIRs	Load ISIR files.	**Administration** > **System Management** > **Load ISIRs**
Load Message File	View the Load Message File page and load XML files to the MPG.	**Administration** > **System Management** > **Load Message File**
Manage Summer Term	**SFP only**. Add or remove Summer Terms from an Academic Year.	**Student** > **Financial Information** > **Packaging** > **Manage Summer Term** button
Match Unmatched ISIRs	Select IDs to which Unmatched ISIRs can be matched.	**Administration** > **FAS Management** > **Unmatched ISIRs**
NFF Eval Review Task	**SFP only**. View the "Re-Evaluate NFF Fund" Task Queue.	**Dashboard** > **Re-Evaluate NFF Fund**
NFF Forms Task Review	**SFP only**. View the "Process an NFF Document" Task Queue.	**Dashboard** > **Task Overview** > **Process an NFF Document**
NFF Workflow	**SFP only**. Add or edit Non-Federal Funds on a Student Record.	**Student** > **Financial Information** > **Non-Federal Funds** > **Select Fund Type** button
Origination File Update Review	**SFP only**. View the "Origination File Update" Task Queue.	**Dashboard** > **Task Overview** > **Origination File Update**
Over Award Review Task	**SFP only**. View the "Evaluate Over Award Packages" Task Queue.	**Dashboard** > **Task Overview** > **Evaluate Overaward Packages**
Override Academic Years	**SFP only**. Override Academic Year and Payment Period start and end dates.	**Student** > **Financial Information** > **Packaging** > **Override Academic Years** button
Override Anticipated Disbursement Date	**SFP only**. Override the Anticipated Disbursement Date by Fund Type.	**Student** > **Financial Information** > **Disbursing** > **Payment Period** > **Anticipated Disbursement Date** column, pencil icon
Override Disbursement Date	**SFP only**. Override the Disbursement Date by Fund Type.	**Student** > **Financial Information** > **Disbursing** > **Payment Period** > **Date** column, pencil icon

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Override Disbursing Criteria	**SFP only**. Override Disbursement Criteria between **Not Met** and **Met** by Fund Type: • Override individual criterion. • Override all criteria.	**Student** > **Financial Information** > **Disbursing** > **Payment Period** > **Sequence #** > **Override** > button and **Override All** button
Override G5 Disbursement	**SFP only**. Edit G5 information from the Disbursement page.	**Student** > **Disbursing** > **G5 Details** > **Override**
Override Plus Application Default Overpay Code	**SFP only**. Override the Default Overpay Code in the borrower details section of the application.	**Student** > **USDE** > **Plus Application** > **Parent/ Grad PLUS Applications** > **Borrower Details** > **Override Default Overpay Code** button
Package Fund Edit	**SFP only**. Add/Edit/Remove Fund Types.	**Student** > **Financial Information** > **Packaging** > **Fund Information Table**
Password Policy	Enter parameters for creating passwords.	**Administration** > **Security Management** > **Password Policy**
Professional Judgement Review Task	View the "Review Professional Judgment" Task Queue.	**Administration** > **Security Management** > **Review Professional Judgment**
R2T4 Override Edit	**SFP only**. Override R2T4 data or terminate R2T4.	**Student** > **Financial Information** > **R2T4** > **Override R2T4 Data** button and **Terminate R2T4 Data** button
Re-Trigger SAP Evaluation	**SFP only**. Re-evaluate a SAP period record.	**Student** > **SAP Information** > **Trigger New SAP Evaluation** button
Regulatory Management	Set FAFSA Completion Start and End dates by Award Year.	**Administration** > **FAS Management** > **Regulatory Management**
Role ISIR Code Updater	Update the Status of an ISIR Code.	**Student** > **USDE** > **ISIR** > **ISIR Codes** > **Change** link
Roles Management	Create and manage Roles.	**Administration** > **Security Management** > **Roles Management**
SAIG Errors	View SAIG Error Details.	**Administration** > **System Management** > **SAIG Errors** > **View Detail** button
SAP Appeal Review Task	**SFP only**. View the "Review SAP Appeal" Task Queue.	**Dashboard** > **Review SAP Appeal**
SAP Review Task	**SFP only**. View the "Review SAP Evaluation" Task Queue.	**Dashboard** > **Review SAP Evaluation**
SSN Viewer	View the student's full Social Security Number.	**Student** > **View** link, anytime the SSN field is displayed on page.

SAP Appeals Override	**SFP only**. Update the Number of Approved Appeals on File.	**Student** > **Student Record** > **SAP Information** > **Change** link
Student	View any Student Record.	**Student** Enter search terms in the **Search Student** box.
Student History	View the Student History or Comments tab and associated pages.	**Student** > **Student History/Comments** > **Student History** or **Comments**
Student Holds	View the Student Holds page: • QC Holds. • Student Records Hold.	**Student** > **Student Holds** > **QC Holds** or **Student Record Holds**
Student Holds Modify	Modify Holds (for example, Release, Update): • QC Holds. • Student Records Hold.	**Student** > **Student Holds** > **QC Holds** or **Student Record Holds** **Note:** Requires Student Holds permissions.
Student Letters	View Student Letters.	**Student** > **Student Record** > **Student Letters**
Student Summary	View the Student Summary page.	**Student** > **Student Record** > **Student Summary**
System Management	View and use of all items contained within System Management: • SAIG Errors. • Load ISIR File. • Load Message File. • Disbursement Administration.**SFP only** • Administration Relief. **SFP only**	**Administration** > **System Management**
Task	View the contents of a Task.	**Dashboard** > **Task Overview** Select a Task Queue, Click **Start** or **Resume** button for any Task.
TD Client and VUG	Enable or disable TD Client.	**Administration** > **System Management** > **TD Client Management**
Transfer Change of Program Evaluator	**SFP only**. View the "Evaluate Student Change of Program" Task Queue.	**Dashboard** > **Evaluate Student Change of Program**
Transfer Overlapping Academic Years Evaluator	Do not use. Deprecated.	Not Applicable.

Update Fund Award Year Closeout	**SFP only**. View the "Update Fund Award Year Close Date" Task Queue.	**Dashboard > Update Fund Award Year Close Date**
Updating Manual SAP Indicator	**SFP only**. Update the manual SAP review flag in the Student Record.	**Student** > **Student Summary** select Student Name and ID number down chevrons to expand Student information and expose the **Override Manual SAP Indicator** link.
Updating Professional Judgement Decision Status	Manually override the Professional Judgement Decision Status.	**Student** > **Financial Information** > **Professional Judgement**
User Management	You can add and manage system users manually.	**Administration** > **Security Management** > **User Management**
View Hidden R2T4	**SFP only**. View Hidden and Canceled R2T4 records.	**Student** > **Financial Information** > **R2T4** > **View Hidden R2T4**
View Unmatched ISIRs	View unmatched ISIRs.	**Administration** > **FAS Management** > **Unmatched ISIRs**
XML Viewer	View COD Response XML File.	**Student** > **Financial Information** > **Common Record Information** > **Origination Response / Disbursement Response** > **Fund Type** > **Award Year** > **Date/Time (received response)** > **View Complete COD XML** button

Set General Permissions Read Only

Activating the **General Read-Only Permission** for a **Role** suppresses any ability for the user to create, update, or delete data elements within the Student Financial Aid FAS User Interface regardless of any other assigned General Permissions or Document Permissions.

Overview

For example, if the **Dashboard** is an enabled permission along with the **View Document** and **Doc Review Task** permissions for any associated documents the user can see that a document is pending review via the **View Student Tasks** link, but can't claim or complete the task. If the user has the **At-Will Repackage** and **General Read-Only Permission** enabled, the user can view the package, but can't repackage the student, because the **General Read-Only Permission** supersedes the **At-Will Repackage** permission.

Required Role Permissions

When the user has the following General Permission through **Roles Management** they aren't permitted to make any manual overrides of any type in the Student Financial Aid FAS User Interface, regardless of any other enabled General Permissions or Document Permissions.

- General Read-Only

See *Set General Permissions Matrix* for additional information.

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General Read Only Permission Impacts

Administration and General Read Only

If a role is assigned with both the Administration and General Read Only General Permissions, the user will be able to view any permission enabled Administration screens, but the user will not be able to do any of the following actions:

FAS Management	G5 Management	Security Management	System Management
• Create or update any fund allocations • Enable/Disable or configure any QC Holds • Add/Update any FAFSA Completion Periods	• Complete G5 Drawdowns • Edit completed G5 Transactions	• Update the Password Policy • Create/Update Roles • Create/Update Users	• Update Fund Closeout Dates • Update Awarding Closeout Dates • Make any updates through Disbursement Administration • Load ISIRs or Message Files

Student Information Permission and General Read Only

When the **General Read-Only Permission** is enabled, the following Manual Overrides on student-related screens are masked, not available to the user, and not visible in the UI:

The impacts include, but are not limited to the following:

1. **Student Header** > **Override Manual SAP Indicator**
2. **USDE > ISIR > View ISIR tab >ISIR Status Edit Icon**
3. **USDE** > **ISIR** > **View ISIR Codes tab** > **ISIR Code Change Link**
4. View Student Tasks "Claim # of #" button
5. **Documents >** > **Received/Pending Documents** > **Request Documents button**
6. **Documents >** > **Received Documents Edit Details button**
7. **Documents >** > **Received Documents View Details button**
8. **Documents** > **Received Documents** > **View Details** > **Request Documents button**
9. **Documents** > **Received Documents** > **View Details** > **Edit Details button**
10. **Documents** > **Received Documents** > **View Details** > **Add Comments button**
11. **Financial Information** > **Disbursing** > **Edit Disb Amts button**
12. **Financial Information** > **Disbursing** > **Current Disbursement Date Column** > **Edit Icon**
13. **Financial Information** > **Disbursing** > **Anticipated Disbursement Date Column** > **Edit Icon**
14. **Financial Information** > **Disbursing** > **Seq. #** > **Disbursement Criteria Override All button**
15. **Financial Information** > **Disbursing** > **Seq. #** > **Disbursement Criteria Override buttons**

Manual Processing Steps

1. Sign into the Student Financial Aid FAS User Interface (UI).
2. Navigate to **Administration** > **Security Management** > **Roles Management**.
3. Click the **General Read-Only Permission** toggle switch to enable or disable that permission. The **General Read-Only Permission** can't be assigned to the SYS_ADMIN **Role**.
4. Click **Save**.

Related Topics
- Set General Permissions Matrix

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User Management

Through User Management an authorized user can manage users and role assignments. Explore the following features within associated child pages.

Edit a User

If for any reason you need to edit a user, you can easily update their username, name, email, and/or role assignments. Make sure to save updates and inform the user they must log out and then log back into the Student Financial Aid user interface for the updates to take effect.

Disable a User

You can even disable a user temporarily or permanently. When a user account is disabled the user is not able to log in to their account. The user is not deleted from the user account information screen, so if you later need to re-enable the user, you can simply update the users account by choosing the appropriate radio button.

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to complete the manual processing steps listed below.

- Administration

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Add a New User

Log into the Student Financial Aid User Interface (UI)

1. Navigate to **Administration** > **Security Management** > **User Management**
2. Click the New User button
3. Enter Username
4. Enter First Name
5. Enter Last Name
6. Enter Email
7. Select Roles
8. Click Save

To add multiple new users, check the *Create Another* box and Student Financial Aid will save the existing record and open a new user dialog box automatically.

Edit and/or Disable a User

Log into the Student Financial Aid User Interface (UI)

1. Navigate to **Administration** > **Security Management** > **User Management**
2. Click the row for the User to Edit/Disable
3. Update user info (if needed)
4. Update roles (if needed)
5. Enable/Disable as needed

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      a. Add a comment if you are disabling a user

6. Click Save

Using System Management

System Management

Through **System Management** you can control the Awarding and Fund Close-Out Dates per fund type, override specific disbursement details, and load ISIRs and/or other files through the Messaging Processing Gateway (MPG).

Load ISIRs

ISIRs can be loaded through the Student Financial Aid User Interface.

Overview

You can Load ISIRs into Student Financial Aid one at a time, by adding multiple ISIR records to one file or by uploading multiple files. There is, however, a 1MB maximum file size limitation.

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to complete the manual processing steps listed below.

- Administration
- System Management

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI)

1. Navigate to **Administration** > **System Management** > **Load ISIRs**
2. Click the Choose Files button
3. Select files
   - You can load a single file with a single ISIR record
   - You can load a single file with multiple ISIR records
   - You can load multiple files with single or multiple ISIR records
   - There is a maximum upload file size of 1MB
4. Send (sends files through the Student Financial Aid US Department of Education Gateway)
5. Confirm the files upload successfully

You may want to confirm the file(s) are visible in the Student Financial Aid user interface by reviewing the ISIR information screen. See *View ISIR* to learn how.

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Related Topics
- View ISIR

Load Message File

The Load Message File screen allows you to upload an inbound MPG message file.

Overview

You can upload one or multiple files for a single student or multiple students. When you upload an MPG file through the Student Financial Aid User Interface (UI), the file posts to the MPG URL, handled by the Message Processing Gateway (MPG) the same as if it is received from an external source. The system reports any http errors on the UI if a post to MPG fails. Also, before Student Financial Aid does a post to the MPG URL the system does xml schema validation in java to make sure it will pass. If the post fails xml schema validation the system does not complete the post and the MPG never sees it. Student Financial Aid reports the xml schema validation errors on the UI so the user can see it, fix them and try again. However, it is possible for a Student Financial Aid API event to fail in Student Financial Aid for reasons that cannot be checked in advance through xml schema validation. If the message fails any defined business validation rules, these errors will not display on the UI, but can be reviewed in the app_event_error report or via the MessageValidationErrorReply event.

When a file is uploaded unsuccessfully, the Error Code and Error Message will be displayed.

When a file is uploaded through the Student Financial Aid UI, a student history entry is catalogued.

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to complete the manual processing steps listed below.

- Load Message File
- System Management
- Administration

See Set *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI)

1. Navigate to **Administration** > **System Management** > **Load Message File**
2. Select Files manually
3. Drag and drop file(s) onto the page
4. Review MPG message upload info on the UI
5. View the uploaded file (View only, no edit functions)
6. Navigate to **Student** > **Student History/Comment** > **Student History**
7. Select the category Manual Mode
8. Click the Entry title to view student history message

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SAIG Errors

Use the Student Aid Internet Gateway (SAIG) Error Handling feature to process errors and route them to specific task queues for review and resolution.

Overview

The **Student Aid Internet Gateway (SAIG)** allows Federal Student Aid trading partners to securely exchange batch data with your financial aid processing applications.

Here are some important acronyms:

Acronym	Description
SAIG	Student Aid Internet Gateway
CPS	Central Processing System
FPS	FAFSA Processing System
COD	Common Origination and Disbursement
NSLDS	National Student Loan Data System
TSM	Transfer Student Monitoring
FAH	Financial Aid History

What Student Financial Aid Does Automatically

Student Financial Aid (SFA) automatically:

Recognizes Students with No Grants or Loans on NSLDS

Sometimes, the student doesn't have any grant or loan history in NSLDS, there are warning edits in their TSM or FAH files. In these cases, SFA the warning edits but considers the student eligible for financial aid, awards, and disburses funds.

Matches COD Errors

The application matches its outbound records to inbound COD records to determine if the document originated from your institution. If there isn't a match, the application classified received COD record as **Not Matching**.

Matches FPS/CPS and NSLDS Errors

The application matches student records to inbound FPS/CPS and NSLDS records. If there isn't a match, the application classifies the received FPS/CPS or NSLDS record as **Not Matching**.

Creates an SAIG Error Handling Task

The application creates SAIG Error Tasks and sorts them into related COD, FPS/CPS, and NSLDS queues.

Re-Submits files to COD, FPS/CPS, and NSLDS

When you resolve an SAIG Error, the application re-submits the file through the SAIG for COD, FPS/CPS and/or NSLDS to process the file. If the student record has multiple errors, the application only resubmits the file through the SAIG when all applicable errors are resolved. After you resolve an error, you can try to process an inbound file again if the SAIG doesn't recognize the file type.

Required Role Permissions

The user must have a role with these General Permissions through Roles Management to view the SAIG Error Queue:

- Administration.
- System Management.
- SAIG Errors.

See *Set General Permissions Matrix* for additional information.

Navigation to the Student Financial Aid User Interface Functionality

To review the SAIG Error Queue, navigate to:

Administration > **System Management** > **SAIG Errors**

1. You can reduce returned results by selecting an Award Year.
2. You can sort by Received Date or Error code.

SAIG Administration

You connect to the U.S. Department of Education's (ED) Student Aid Internet Gateway (SAIG) to setup SAIG mailboxes, update, and test your school's SAIG passwords.

Overview

After enrolling and setting up your SAIG mailboxes on ED's websites you can navigate to the **SAIG Administration** screen to enter the TG/FT Number, password, and test password connectivity. After this, running the Vocado U.S. Department of Education Gateway (VUG) uses the new or updated connection details.

An audit history of all the changes made to the SAIG connection details are displayed on the **SAIG Administration** page. An audit record is created for each update to the connection details, including the User and Date/Time the change was made. Audit history records are sorted with the most recent change first.

> **Note:** There are two SAIG mailboxes to control:
> - **FTI-SAIG** for Federal Tax Information (FTI) data.
> - **SAIG** for all other ED data.

Required Role Permissions

You must have a role with the following General Permissions through Roles Management to complete the manual processing steps.

- Administration.

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- SAIG Administration.

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Setting Up Your FTI-SAIG Mailbox in Production

Follow these steps in sequence before using the Student Financial Aid (SFA) Federal Tax Information – Student Aid Internet Gateway (FTI-SAIG) Mailbox feature for processing 2024-2025 and future Aid Year ISIRs in a Production environment:

1. Go to ED's SAIG Enrollment Site to sign the updated SAIG enrollment agreement and enroll for a new FTI-SAIG mailbox for your institution.
2. Log into the Federal Tax Information Transaction Delivery Community Manager (FTI-TDCM) portal using credentials you have created in Step 1. From the portal, you must:
   a. Export the INI file.
   b. Export the Runtime (RTM) Certificate file.
   c. Retrieve the Approval code provided by ED.
3. Navigate to the TD Client Management UI in SFA and ensure the FTI TD Client mailbox is in a status of **Suspended**.
4. Open an Oracle Service Request (SR) for SFA with a title of "INI File for FTI-SAIG Mailbox Setup" and attach the:
   a. Exported INI file.
   b. Exported RTM Certificate file.
   c. Approval Code (via a Word doc or text snippet).
   d. Screenshot of the UI in a **Suspended** status for the FTI TD Client Mailbox.
5. Upon receipt of your complete SR, Oracle Support begins the backend setup activities for your FTI SAIG mailbox.
6. Once you have been informed that the mailbox setup is complete, navigate to the TD Client Management UI and enter the new FT Number and Password information associated with the new FTI TD Client mailbox and set the TD Client Selection Indicator from **Suspended** to **Active.** You are now ready to use your new FTI TD Client mailbox.

Reset FTI-SAIG and SAIG Passwords

Log into the Student Financial Aid User Interface (FAS UI).

1. Navigate to **Administration** > **System Management** > **SAIG Administration** > **Reset FTI-SAIG Password or Reset SAIG Password**
2. Enter the **FT Number** for the **FTI-SAIG** mailbox or the **TG Number** for the **SAIG** mailbox.

   > **Note:** Make sure you include the entire **FT Number** or **TG Number** including the FT or TG prefix, just as you would when using ED's EDConnect software.

3. Enter **Password**.
4. Click **Test Password**.
5. Click **Save** upon confirmation of a successful test.

Refer to ED's EDConnect 8.6.1 Installation & User Guide for additional assistance.

> **Note:** ED requires your **FTI-SAIG** and **SAIG** passwords be changed every 90 days. Be sure to update your password in the system immediately after updating with ED.

> **Note:** If the password test fails, follow steps to check TD Client Health in *Manage TD Client*.

Manage TD Client

TD Client is the mechanism used to transfer files back and forth between a school and the United States Department of Education Student Internet Gateway (SAIG).

Enable and Disable TD Client

You can use this feature to universally control the transmission of files with the Central Processing System (CPS)/FAFSA Processing System (FPS) or Common Origination and Disbursement (COD) using the SAIG. This feature applies to both Award Year-based and Non-Award Year based file formats.

You can also evaluate the status of the TD Client connection in this feature. A status of **Passed** or **Not Passed** displays based on the health check outcome.

> **Note:** There are two TD Clients:
> - **FTI TD Client** for transmission of ISIRs that contain sensitive Federal Tax Information (FTI) data received from FPS.
> - **TD Client** for all other ED data.

Required Role Permissions

The user must have a role with the following General Permission through Roles Management in order to complete the manual processing steps listed below:

TD Client Management.

See: *Set General Permissions Matrix*

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI).

Enable and Disable FTI TD Client or TD Client
1. Navigate to: **Administration** > **System Management** > **TD Client Management**.
2. Select the **FTI TD Client Selection Indicator** to toggle between **Active** (enabled) and **Suspended** (disabled).
3. Select the **TD Client Selection Indicator** to toggle between **Active** (enabled) and **Suspended** (disabled).

Check FTI TD Client or TD Client Health
1. Navigate to: **Administration** > **System Management** > **TD Client Management**.
2. Click the **Check TD Client Health** button for the **FTI TD Client** or the **TD Client**.

   A status of **Passed** or **Not Passed** displays.
3. If **Not Passed**, select the **TD Client Selection Indicator** to **Suspended** (disabled).
4. Click **Save**.
5. Wait at least 90 minutes.
6. Log into the Department of Education's site to reset customer password.
7. Confirm the password works using EdConnect or some other tool.
8. Navigate to **Administration** > **System Management** > **SAIG Administration**
9. Enter **TG Number**.

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> **Note:** Make sure you include the entire TG Number including the TG prefix, just as you would when using ED's EDConnect software.

10. Enter **Password**.
11. Click **Test Password**.
12. Click **Save** upon confirmation of a successful test.
13. Navigate to: **Administration** > **System Management** > **TD Client Management**.
14. Select the **TD Client Selection Indicator** to **Active** (enabled).
15. Click **Save**.
16. Click the **Check TD Client Health** button. A status of **Passed** or **Not Passed** displays. If **Not Passed**, repeat this task starting with Step 3.

Configuration Administration

You can manage application setup done through Configuration Workbooks using Configuration Administration in the FAS (administrative) UI.

File Structure, Naming Conventions, and Workbooks

Setting up your instance of Student Financial Aid (SFA) is largely done through the management of Configuration Workbooks. To update your Configuration, Oracle recommends:

- Download your current Configuration.
- Making changes to the Workbook Comma-Separated Value (CSV) files and Groovy scripts, as needed.
- Upload the entire updated Configuration back into your environment.

This automatically enforces the correct file loading hierarchy.

If you want to upload partial updates, you must follow the prescribed hierarchy and dependencies.

For example, if you want a new document to clear a particular ISIR C-Code, update the Document and Document Metadata Workbooks files before you update the ISIR C Code Workbook to reference the new document. When uploading only the files needed to clear the particular ISIR C-Code, upload the Document and Document Metadata files before you upload the ISIR C Code file.

This table illustrates the hierarchy structure with dependencies of Configuration Group Categories you must follow when updating your Configuration Workbooks. Each CSV file requires a standard naming convention and a .csv file type extension.

Here's some information about the Configuration Workbook table columns:

- Group Category - The Group Categories are used as buckets for grouping Configuration Workbooks into processing areas to help with troubleshooting and prioritizing during implementation. The compressed file containing the Workbooks can include one or any combination of categories as the application sequences them automatically in hierarchical order during the upload process.
- Workbook/Naming Standard - The column includes the name of the workbook and the naming standard to use when saving the CSV files. You must strictly adhere to the .csv naming standard in the Configuration File Guide for the application to recognize and accept the request to load the Configuration. You can add your own file identification data where the percent (%) symbol exists.
- Description - This is what the Workbook is used for in SFP processing.
- Workbook Dependency - This column indicates what Workbook, if any, needs to be populated before populating this Workbook.

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- Annual Updates - This column indicates which Workbooks require updating due to US Department of Education (ED) annual Award Year updates.

Note: Workbooks that are applicable to Student Financial Planning (SFP) only are noted in the Description column.

Group Category	Workbook/Naming Standard	Description	Workbook Dependency	Annual Updates
Documents	*Documents Guide*/ %_DOCUMENTS.csv	Use this workbook to define your institutional documents and set additional related parameters; for example, manual review required, student notification messages, and so on.	N/A	Yes
Documents	*Doc Metadata Guide*/ %_DOCMETADATA.csv	Use this workbook to define associated metadata fields for Document Codes based on the Documents workbook, and set additional related parameters; for example, data type, enumeration values, and so on.	Documents	Yes
ISIR	*ISIR Reject Codes Guide*/ %_ISIR_REJECT_CODES.csv.	Use this workbook to define code clearing logic and associate any additional student notification messages per SAR reject code.	N/A	Yes
ISIR	*ISIR C Codes Guide*/ %_ISIR_C_CODES.csv	Use this workbook to define code clearing logic, any document requests, and any additional student notification messages per SAR c-code.	N/A	Yes
ISIR	*ISIR Reject Codes To Fields Guide*/ %_ISIR_REJECT_CODES_TO_FIELDS.csv	Use this workbook to associate SAR reject codes to ISIR field names.	N/A	Yes
ISIR	*ISIR Reject To C-Codes Guide*/ %_ISIR_REJECT_TO_C_CODES.csv	Use this workbook to associate SAR reject codes to SAR comment codes.	N/A	Yes
ISIR	*ISIR C Codes to Fields Guide*/ %_ISIR_C_CODES_TO_FIELDS.csv	Use this workbook to associate SAR c-codes to ISIR field names.	N/A	Yes
ISIR	*ISIR Verification Codes Guide*/ %_ISIR_VERIFICATION_CODES.csv	Use this workbook to define verification clearing logic, any document requests, and any additional student notification messages per verification comment code and tracking group.	N/A	Yes

Group Category	Workbook/Naming Standard	Description	Workbook Dependency	Annual Updates
ISIR	*ISIR Discrepancy Guide*/ %_ISIR_DISCREP.csv	Use this workbook to define logic per ISIR field to determine discrepancies, for example, conflicting information, that should trigger ISIR corrections.	N/A	Yes
ISIR	*ISIR Assumptions Guide*/ %_ISIR_ASSUMPT.csv	**Note:** Applicable to the 2023-2024 and prior Aid Years only. Use this workbook to define code clearing logic and associate any additional student notification messages per ISIR assumption field.	N/A	Yes
ISIR	*ISIR Management Guide*/ %_ISIR_MGMT.csv	Use this workbook to define material change criteria for determining what record should be flagged when subsequent ISIR transactions are received and to define which ISIRs should be selected by the packaging engine.	N/A	Yes
ISIR	*ISIR Highlights Guide*/ %_ISIR_HIGHLIGHT.csv	Use this workbook to define code clearing logic and associate any additional student notification messages per ISIR highlight field.	N/A	Yes
ISIR	*Professional Judgment Guide*/ %_PJ.csv	Use this workbook to define their Professional Judgment types, and associate any initiating documents and criteria for each PJ process.	N/A	Yes
Packaging	*Fund Priority Guide*/ %_FUND_PRIORITY.csv	**(SFP Only)** Use this workbook to set the order at which SFP evaluates the student's eligibility for funds; for example, Pell is first, then other grants, and finally loans.	N/A	
Packaging	*FAS Fund Config Guide*/ %_FAS_FUND_CONFIG.csv	**(SFP Only)** Use this workbook to configure/ define specific details around each fund, such as went to freeze the fund, the criteria required to be met before originating Title IV funds, and so on.	Fund Priority	No

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Group Category	Workbook/Naming Standard	Description	Workbook Dependency	Annual Updates
Packaging	*Non Federal Fund Attributes Guide*/ %_NFR_ATTRIB.csv	**(SFP Only)** Use this workbook to configure any non-federal fund they would like to package students for (whether automated or manual).	Fund Priority	Yes
Packaging	*Package Schedule Guide*/ %_PACKAGE_ SCHEDULE.csv	**(SFP Only)** For non-term institutions, this configuration determines whether a student's payment period or academic year can end in the middle of a course.	N/A	No
Packaging	*Package Schedule Attributes Guide*/ %_ PKGSCHEDATTRIB.csv	**(SFP Only)** Use this workbook to configure calculation to determine the number of months for a student, and how to treat the summer term if there is enrollment in the summer.	N/A	No
Packaging	*COA Guide*/ %_COA.csv	**(SFP Only)** This workbook is where institutions configure the Cost of Attendance items.	N/A	Yes
Packaging	*COA Term Academic Year Guide*/ %_COA_TERM_ ACY.csv	**(SFP Only)** This workbook defines what makes a student a full-time full year student. This will be used when determining the Pell COA.	N/A	No
Packaging	*Title IV Criteria Guide*/ %_ T4_CRIT.csv	**(SFP Only)** Use this workbook to configure the awarding criteria for Title IV funds.	N/A	Yes
Packaging	*Origination Property Guide*/ %_ORIGINATION_ PROPERTY.csv	**(SFP Only)** Use this workbook to configure the origination criteria for Title IV funds requiring COD communication.	N/A	No
Packaging	*CIP Code Rules Guide* / %_ CIP_CODE_Rules.csv	**(SFP Only)** This workbook defines which CIP codes have changed from the 2010 to the 2020 year. Any changed CIP codes from 2018-2019 to 2019-2020 should include a row in this workbook. This configuration enables the correct CIP code for an academic program to be communicated to COD if its CIP code has been changed from the 2010 year CIP	N/A	No

Group Category	Workbook/Naming Standard	Description	Workbook Dependency	Annual Updates
		classification to the 2020 year CIP classification		
Packaging	*COA College Financing Plan Guide* / %_COA_CFP.csv	**(SFP Only)** This workbook maps Cost of Attendance (COA) item types from your COA.csv workbook to defined COA categories within the College Financing Plan (CFP). It has a dependency on the COA.csv workbook.	Cost of Attendance	No
Packaging	*Fund CFP Guide*/ %_FUND_CFP.csv	**(SFP Only)** This workbook associates application Fund Codes with College Financing Plan (CFP) categories.	N/A	No
Disbursements	*Disbursements Guide*/ %_DISB.csv	**(SFP Only)** Use this workbook to define disbursement criteria per fund code. This is used with regulatory disbursement rules in the application. You can also define how long a disbursement has to meet the criteria before it is canceled and whether a disbursement message should be triggered upon disbursing the fund.	N/A	No
Disbursements	*Late Disbursement PWD Criteria Guide*/ %_LATE_DISBURSEMENT_PWD_CRITERIA.csv	**(SFP Only)** This workbook defines how to disburse late disbursements and post-withdrawal disbursements.	N/A	No
School	*School Guide*/ %_SCHOOL.csv	Use this workbook to establish general school level details necessary for processing financial aid. Some parameters defined here include: Federal School ID, OPEIDs, Right to Cancel Deadline, and so on.	N/A	No
School	*Regulatory Deadlines Guide*/ %_REGULATORY_DEADLINE.csv	Use this workbook to define the regulatory dates that should be considered per award year for transmitting files with FPS/CPS and COD; for example, ISIR Correction Start/End Dates and COD Origination Start/End Dates.	N/A	Yes
School	*Roles Guide*/ %_ROLE.csv	Use this workbook to define permissions for each user account role that should be established for accessing the application.	N/A	No

Group Category	Workbook/Naming Standard	Description	Workbook Dependency	Annual Updates
School	*Student Hold Guide*/ %_ STUDENT_HOLD.csv	Use this workbook to define types of student record holds, and whether the valid ISIR process will run for each student on the respectively defined type of Student Record Hold.	N/A	No
School	*SAML Attribute Guide*/ %_ SAML_ATTRIBUTE.csv	Use this workbook to define user-friendly names for data items used in the Security Assertion Markup Language (SAML) single sign-on feature for student self-service.	N/A	No
R2T4	*R2T4 Charges Guide*/ %_ R2T4_CHARGE.csv	**(SFP Only)** Use this workbook to define the charge types that should be used when determining charges in the R2T4 calculation.	N/A	No
R2T4	*R2T4 Guide*/ %_R2T4.csv	**(SFP Only)** Use this workbook to define any time delay to consider when triggering an R2T4 calculation, based on the type of withdrawal; for example, Official versus Unofficial withdrawal.	N/A	No
R2T4	*R2T4 Break Type Guide*/ %_ R2T4_BREAK_TYPE.csv	**(SFP Only)** Non-term schools use this workbook to define how breaks should be treated when calculating the R2T4 Rate of Progression; in other words, whether unapproved course breaks are considered or whether LOA breaks should be inclusive of the LOA start date.	N/A	No
R2T4	*R2T4 SAFI Request Guide*%_ R2T4_SAFI_REQUEST.csv	**(SFP Only)** Use this workbook to define how many days after a student withdraws that the application requests the R2T4 SAFI; in other words, the SAFI that is flagged to trigger the R2T4 calculation.	N/A	No
R2T4	*R2T4 CHBD Guide*/ %_ R2T4_CHBD.csv	**(SFP Only)** Use this workbook to set additional criteria that should be considered when determining Could Have Been Disbursed criteria per fund code, based	Fund Priority, FAS Fund Config	No

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Group Category	Workbook/Naming Standard	Description	Workbook Dependency	Annual Updates
		on Admissions and/or Academic statuses from the SAFI.		
R2T4	*Grant Repay Guide*/ %_ GRANTREPAY.csv	**(SFP Only)** Use this workbook to define the repayment fund code that should be used to indicate a grant overpayment repayment in the SAFI.	Fund Priority, FAS Fund Config	No
Notifications	*Common Process Messaging Guide*/ %_ CCM.csv	Use this workbook to define message content that should be populated in outbound messages for defined processes; for example, ISIR Verification.	N/A	No
Notifications	*Trigger Guide*/ %_ TRIGGER.csv	Use this workbook to define criteria and student messaging for financial aid notifications' for example, when a Master Promissory Note or Entrance Counseling Completion is required.	N/A	No
Notifications	*Letter Guide*/ %_ LETTER.csv	Use this workbook to associate letter codes that have been defined in the reporting tool, to the appropriate message triggering action.	N/A	No
Notifications	*Exit Counseling Guide*/ %_ EXIT_COUNSELING.csv	**(SFP Only)** Use this workbook to define criteria and student messaging for exit counseling notifications.	N/A	No

Reviewing Your Configuration

You can download an exact copy of your current Configuration directly from the FAS user interface on the Configuration Administration page. This download is a compressed file containing every .csv and Groovy script that makes up your institution's latest Configuration.

Note:
- If the Configuration files change structure from one release to the next, the structure is automatically updated when you download the current Configuration.
- It's important to look at updates to Baseline Configuration in the release notes to determine how you may want to implement the new Configuration for your institution; for example, new fields.

Required Role Permissions

The user must have a role with the following General Permissions through Roles Management to complete the manual processing steps:

- Administration
- Configuration Administration

See *Set General Permissions Matrix* for additional information.

Annual Award Year Configuration Updates

Anytime ED rolls out new or updated guidelines, Oracle automatically updates the Baseline Configuration as part of the product updates. Here are the Configuration Workbooks that require annual updates:

Here's how you update Configuration Workbooks that require annual updates:

1. Download the latest configuration from the *Configuration Administration* page in the Student Financial Aid user interface.
2. Open the .csv file.
   a. Copy each row of the latest Aid Year.
   b. Take note of the last row, before pasting the copied rows.
   c. Paste the copied rows after the last entry and do not leave any empty rows.
   d. Within each of the newly pasted rows, if there is an ID column, update the values in the ID column so that all IDs are unique and in order. For example, if the 2016 Aid Year ends with ID 450, then begin the 2017 Aid Year IDs with 451.
   e. Within each of the newly pasted rows, update all necessary column values to the new Aid Year values. This usually means updating the Aid Year and Program Start Date columns if they exist, but each work book is different. Any column that includes Aid Year specific information should be updated to the new Aid Year values. For example:
      i. Update the Aid Year column from 2016 (Old Aid Year) to 2017 (New Aid Year).
      ii. Update the Program Start Date column from the 2016 values (for example, 01/01/2016) to the 2017 values (for example, 01/01/2017).
      iii. Update any other columns that are Aid Year specific. This varies by workbook.

Additional Tips for Updating Configuration

1. Baseline Configuration is uploaded to your environment during the provisioning process.
2. At a minimum, you must update the following .csv files for your school:
   a. SCHOOL.csv.
      i. Federal School Code.
      ii. OPEIDs.
      iii. COD Routing ID,
   b. COA.csv.
      i. COA Breakdown.
3. The Configuration Administration page only accepts compressed files with a ".zip" file extension.
4. You must strictly adhere to the .csv naming standard in the Configuration File Guide for the application to recognize and accept the request to load the Configuration.
   a. You can add data where the percent (%) symbol exists.
5. All dependent .csv files and Groovy directories must be included in the compressed file being uploaded.

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6. Don't compress a parent folder. Select only the .csv files and Groovy directories you want to upload, and only compress those files. Compressing a parent folder will break the path to the Groovy script that is documented in the .csv file.
7. Don't remove Groovy scripts from their directory, change the directory name, or directory structure. This breaks the path to the Groovy script that is documented in the .csv file.
8. You can't upload just a .csv file that references Groovy files. You must also provide all the relevant Groovy directories with the .csv file in the compressed folder.
9. You can't upload just an updated Groovy file. The compressed file must contain the associated .csv file that references the Groovy script in the full Groovy directory.
10. When you open a .csv file, some columns are automatically reformatted by Microsoft Excel. The format must be updated before you attempt to upload the Configuration or an error will be returned, and the upload will fail. Known data impacted by auto formatting:
    a. Number values with leading zeros (for example, C-Codes, Reject Codes, OPEIDs).
    b. Dates.
11. All Date columns in the .csv files must be converted to YYYY-MM-DD. Example .csv files:
    a. FAS_FUND_CONFIG.
    b. FUND_PRIORITY.
    c. NFR_ATTRIB.
12. The CODE_NUMBER in these .csv files must be converted to 3 digits in length, or the application returns an **Invalid code length for entry** error:
    a. ISIR_C_CODES.
    b. ISIR_C_CODES_TO_FIELDS.
    c. ISIR_REJECT_TO_C_CODES.
13. These .csv files contain a CODE_NUMBER, but don't update the format to a 3-digit value:
    a. ISIR_REJECT_CODES.
    b. ISIR_VERIFICATION_CODES.
    c. ISIR_REJECT_CODES_TO_FIELDS.
14. If you copy or type any data onto a new blank line in the .csv file and then clear the field/row contents, you must delete the entire row. Even if the .csv shows a blank record, Microsoft Excel stores hidden data within that row, which can result in an error.
15. If you want the latest Baseline Configuration, download it from the latest Product Release Notes > Latest Release > Baseline Configuration Release Extract. See Document ID 2613016.1 on *My Oracle Support*.
16. Don't upload the Baseline Configuration you download from the release notes in a Production environment, as it will overwrite important institutional data contained in your SCHOOL.csv. Extract the data or script from the baseline .csv or Groovy you want to implement and update your local Configuration files downloaded from the Configuration Administration screen.
17. In the SCHOOL.csv, provide your school's OPEID. If your school has multiple OPEIDs, it is important that your main OPEID is listed first as it sets the SCHOOL_CONFIGURATION.
    a. In the csv provide all OPEIDs in the following format: opeid main~opeid2~opeid3 and so on.
    b. Make sure the main OPEID is first and then enter all other OPEIDs; understanding that the first one on the list has additional significance, and the SCHOOL_CONFIGURATION.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI)

1. Navigate to **Administration** > **System Management** > **Configuration Administration**.
2. Click the **Download** tab.
3. Click the **Generate Configuration ZIP File** button. When the compressed file is generated, a **Download Current Configuration** button is displayed. You may need to refresh the page.

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4. Click the **Download Current Configuration** button.
5. Extract the downloaded file.
6. Open the .csv files you want to update.
7. Update fields as needed.
8. Format columns with Dates as instructed in Step 11 of **Additional Tips for Updating Configuration**.
9. Confirm columns that reference Groovy files have the correct file path.
10. Save the .csv file according to the CSV Naming Convention and File Structure as explained earlier in this topic.
11. Open the Groovy files you want to update.
12. Update the Groovy script as needed.
13. Save the Groovy file.

> **Note:** The file name and path need to match the .csv file.

14. Select all updated .csv files and all folders that contain dependent Groovy files.
15. Compress files to a file with a .zip file extension.

> **Note:** Don't compress the parent folder.

16. Select **Files to Upload** or drag and drop the compressed file on the drop here box.
17. Click **Submit**.
18. Enter a **Comment**.
19. Click **Save** to proceed and upload the Configuration files.
20. Click the **Load History** tab to view process status, Errors, and Successes.

> **Note:** If one file errors out, none of the .csv or Groovy files are uploaded to the environment.

21. Click **View Details** to details by status: **Failed**, **Skipped**, or **Successful**.
22. Correct any Errors as needed.
23. Repeat steps 6-19 until the Configuration is uploaded successfully.

5 Using the Student Record

Student Record

The Student Record provides you with pertinent information about the student, such as Student Information, Program Information, Satisfactory Academic Progress (SAP), Leave of Absence (LOA) Information, Enrollment Information, and details about letters and notifications to the student.

Student Summary

The Student Summary screen provides a snapshot view of current student information.

Overview

Key student record and financial information is grouped into relevant sections which displays their current values and allows a user to link directly to the source screen for additional details.

Required Role Permissions

The user must have a role with the following General Permissions through Roles Management to view the Student Summary screen.

- Student Summary
- V3 UI

See *Set General Permissions Matrix* for additional information.

Student Summary Snapshot - Left Side Bar

The left side bar is expanded when the screen is loaded. Clicking the upward facing double carrot will collapse the left side bar. Clicking the downward facing double carrot will expand the left side bar. Each section provides a snapshot of the source screen. Hover over the segment title and click the link to the navigate to the source screen.

Student Record Hold

If the student is on a student record hold, the following is displayed:

- Type of Hold
- Date and Time student was put on hold
- Indicator:
  - Green - If student is not on a Student Record Hold
  - Red - If student is on a Student Record Hold

LOA and Breaks (SFP only.)

Details for the Next scheduled break are displayed:

- Start Date of Break

- Total Days on Break

- End Date of Break

- Indicator:
    - Green - If scheduled LOA is in the future or in the past
    - Red - If student is currently on an LOA

SAP Status (SFP only.)

If SAP has been evaluated, the following is displayed:

- SAP Status

- SAP evaluation Date

- Academic Year associated with the SAP Evaluation

- Payment Period associated with the SAP evaluation

- Indicator:
    - Green - If SAP Status is RG - Regular
    - Yellow - If SAP Status is NULL
    - Yellow - If SAP Status is FW - Financial Aid Warning
    - Red - If SAP Status is FP - Financial Aid Probation
    - Red - If SAP Status is FD - Financial Aid Disqualification

ISIR

When an ISIR has been received, the following is displayed:

- Award Year

- FPS/CPS Transaction Number

- Status

- Original Name ID

- Received Date

- Primary SAI/EFC Amount

- Indicator:
    - Green - If an ISIR has been received, regardless of status
    - Red - if NULL

Student Summary Snapshot - Right Side Bar

The right side bar is collapsed when the screen is loaded. Pending Actions and Activities are displayed in sets of 5. If there are more than 5 Pending Actions or Activities, use the arrow buttons to navigate through the pages. Clicking the downward facing double carrot will expand all Pending Actions and Activities. Clicking the upward facing double carrot will collapse all Pending Actions and Activities. You can also expand and collapse each segment individually by clicking on the title bar of the segment.

Pending Actions

Hover over the segment title and click the link to navigate to the source screen.

The number of pending actions is displayed in a bubble in the header of the segment to the right of the source link.

Doc Requests

Link to source page: Pending Documents

Information displayed:

- Document Name
- Owner
- Award Year
- Date Requested
- Number of Days elapsed since opened

Tasks

Link to source page: View Student Tasks (pop-out dialog box)

Information displayed:

- Task Queue
- Owner
- Status
- Date Created

The system loops through all the different types of task queues and finds all tasks that are not in *Completed* status (i.e. Assigned, Unassigned and In Progress) and displays them in no particular order.

Notifications

Link to source page: Student Notifications

Information displayed:

- Notification Type
- Date Notification was sent

QC Holds (SFP only.)

Link to source page: QC Holds

Information displayed:

- QC Hold Name
- FAS Process
- Hold Date

Fund Acceptance (SFP only.)

Link to source page: Packaging

Information displayed:

- Pending update

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Activities

Letters

Link to source page:

Information displayed: Student Letters

- Pending update

Comments

Link to source page: Comments

Student History

Link to source page: Student History

Information displayed:

- Category
- Description
- Date

Common Record Information (SFP only.)

Link to source page: Common Record Information

Information displayed:

- Inbound/Outbound Message Type
- Effective Date
- Created Date

MPN Information (SFP only.)

Link to source page: MPN Information

Information displayed:

- Award Year Inbound MPN Response
- Effective Date
- Created Date

Entrance Counseling (SFP only.)

Link to source page: Entrance Counseling

Information displayed:

- Award Year Inbound Entrance Counseling
- Effective Date
- Created Date

Student Summary Snapshot - Middle Section

This entire section is SFP only.

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Package Summary

Link to source page: Packaging

Information displayed:

- Cost of Attendance
- Fund in Package
- Tuition and Fees
- Living and Other Expenses
- Covered Tuition and Fees and Expenses
- Remaining Living and Other Expenses

Credit Balances

Link to source page: Credit Balances

Information displayed:

- Credit Balance Amount
- Recipient
- Status
- Triggering Action
- Create Date
- Effective Date

Disbursement Summary

Link to source page: Disbursing

Information displayed:

- Fund Type
- Amount
- Date
- Status
- Academic Year (AY)
- Disbursement Number (D)
- Sequence Number (S)
- Payment Period Number (P)

Fund Eligibility

Displays information associated with the Fund Eligibility Screen.

- Number of criteria found on Fund Eligibility screen equal to Not Met
- Indicator:
    - Green - All criteria = Met
    - Yellow - Not all criteria = Met, but Disbursement Date is in the future
    - Red - Not all criteria = Met, but Disbursement Date is in the past

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Navigation to the Student Financial Aid (SFA) User Interface Functionality

To View the Student Summary SFA User Interface > **Student** > **Student Summary**

The Student Summary is the default screen when you log into the SFA User Interface (UI)

Student Information

Student Financial Aid (SFA) supports integration with the institution's Student Information System (SIS). The SIS initiates the Student Record and Financial Aid Process and manages updates to the SFA student record.

Overview

The institution's SIS sends a *FasStudentInitiationEvent* message to SFA when a student completes required Admission documentation to create the Student Record. If the message indicates that the student intends to apply for Federal Student Aid, the application automatically requests that the student complete a Free Application for Federal Student Aid (FAFSA) for the appropriate award year. The application automatically matches the resulting Institutional Student Information Record (ISIR) to the Student Record when received.

What Student Financial Aid Does Automatically

SFA automatically does the following things:

Receives and Creates New Student Records

The application creates a student record and displays it in the UI when the application receives a FasStudentInitiationEvent message.

Based on the FasStudentInitiationEvent message, the application can determine if the student intends to apply for financial aid. If the student intends to apply for financial aid, the application attempts to match ISIR, MPN, or any other SAIG files to the student record and sends the appropriate configured outbound student notifications (for example, award year FAFSA needed) to request additional required information.

Error Message

The application returns an outbound integration error message and doesn't create a new Student Record if the student's unique institutional External Student ID or Social Security Number matches another student's information.

Updates the Student Record

SFA updates existing student records upon receipt of a FasStudentUpdateEvent message from the institution's Student Records System. The application uses the creation date and time to validate the *FasStudentUpdateEvent* message. The application updates the student record if the creation date and time is after the creation date and time of the *FasStudentInitiationEvent* message or after the current *FasStudentUpdateEvent* message. Using the External Student ID number, the application matches the *FasStudentUpdateEvent* message to an existing Student Record and then determines what data has been updated (for example, student identifier information, demographic data, and so on). The application accepts the inbound *FasStudentUpdateEvent* message and updates the demographic data, program information, program enrollment status, or contract dates appropriately.

If student identifiers (for example, Last Name, SSN, or DOB) have been changed, the application determines if the Student Record matches an ISIR or not. If the Student Record matches an ISIR, the information is updated. However, if

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the Student Record doesn't match an ISIR, the application creates a Student Notification to alert users that a discrepancy exists so they can determine if any corrections should be made for each award year ISIR.

If the student changes a request for financial aid, the application updates the student record appropriately:

- Change from "No" to "Yes", student record proceeds through the FAFSA process.
- Change from "Yes" to "No", student record proceeds to the packaging process.

Error Message

The application returns an outbound integration errors message if:

- It can't match the External Student ID to an existing Student Record.
- The creation date and time is before the current *FasStudentUpdateEvent* message.

Configurable Attributes
Configure if student record updates are sent to the institution's student record system.
You can configure whether the application sends student record information after any updating the student record.

Required Role Permissions

The user must have a role with the following General Permission through Roles Management to view the following information.

- Student

See *Set General Permissions Matrix* for additional information.

Navigation to the Student Financial Aid User Interface Functionality
To view the Student Information Page:
Student Financial Aid User Interface > Student > Student Record > Student Information

Student Letters

Use delivered Letters to comply with US Department of Education (ED) notification and document requirements.

Overview

This topic primarily discusses delivered Letters. Delivered Letters are used to comply with ED notification and document requirements. Letters are produced in PDF format that are available in both the FAS and Student Self-Service UIs.

> **Note:** In Student Self-Service, Letters are found in the **Messages** tab.

See *Overview of Letters* in the Implementation Guide for information about Triggering actions, integration events, At-Will letters, and the Letter process.

Letter Triggering

The Letter process starts when a triggering action occurs; for example, a student's **Fund Status** changing to **Awarded** or **Enrollment Status** changing to **Withdrawn**. Triggering Events are associated with Letters using the *Letter Configuration Workbook*. Here is a list of Triggering Events and their Schedule Keys:

Note: Trigger Events that are applicable to Student Financial Planning (SFP) only are noted.

Triggering Event	Schedule Keys
FasCreditBalanceInformationEvent **(SFP only)**	externalStudentId/letterCode
FasDisbursementAcceptanceInformationEv **(SFP only)**	externalStudentId/letterCode
FasDisbursementAcceptanceInformationV2 **(SFP only)**	externalStudentId/letterCode
FasDisbursementCancelEvent **(SFP only)**	externalStudentId/letterCode
FasDisbursementInformationEvent **(SFP only)**	externalStudentId/letterCode
FasDocumentRejectedEvent	externalStudentId/letterCode
FasDocumentRequestCanceledEvent	externalStudentId/letterCode
FasDocumentRequestEvent	externalStudentId/letterCode
FasFinancialPlanOutboundEvent **(SFP only)**	externalStudentId/letterCode
FasGrantOverpaymentReferralEvent **(SFP only)**	externalStudentId/letterCode
FasProfessionalJudgementProcessOutboun	externalStudentId/letterCode
FasReturnToLenderEvent **(SFP only)**	externalStudentId/letterCode/enrollmentId
FasSapAcademicInformationEvent **(SFP only)**	externalStudentId/letterCode
FasSapAppealsProcessInformationEvent **(SFP only)**	externalStudentId/letterCode
FasStudentAwardInformationEvent **(SFP only)**	externalStudentId/letterCode
FasStudentAwardInformationV2Event **(SFP only)**	externalStudentId/letterCode
FasStudentNotificationEvent	externalStudentId/letterCode

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Triggering Event	Schedule Keys
FasStudentRecordHoldPlacedEvent	externalStudentId/letterCode
FasValidIsirProcessStatusInformationEvent	externalStudentId/letterCode/awardYear
TeachEligibilityCheckFailed **(SFP only)**	externalStudentId/letterCode
TitleIvEligibilityCheckFailed **(SFP only)**	externalStudentId/letterCode

When the Letter Batch Job is run, PDF versions of the letters are available in the FAS and Student Self-Service UIs.

Letter Configuration

Use the *Letter Configuration Workbook* to configure Letter generation by Letter Code. A Baseline Configuration for Letters is delivered with each release.

Navigation to Letters in FAS

Query a student and navigate to **Student Financial Planning User Interface** > **Student** > **Student Record** > **Student Letters**.

Click **Print** to view the PDF letter file.

Navigation to Letters/Messages in Student Self-Service

> **Note:** Letters are referred to as **Messages** in Student Self Service.

Query a student and navigate to **Student Self-Service User Interface** > **Messages**.

Delivered Letters

Letter Code 108: Student Record Hold Letter

Letter Code 108: Verification Letter is intended to notify the student of a Student Record Hold being placed on their financial aid application.

Overview

- Letter is called when the FasReleaseStudentRecordHoldEvent is triggered. To trigger the FasReleaseStudentRecordHoldEvent, you must query the student and navigate to **Student** > **Student Holds** > **Student Record Hold** and activate the **Trigger Fraud Letter** switch. If this switch isn't enabled, the FasReleaseStudentRecordHoldEvent won't be triggered.

- The Configured Interval (for example, 1 minute) between Triggering Action and letter generation must elapse before the *LetterTriggerJob* runs.

- The letter triggered will include data from the last triggering action for that letter code that occurred within the interval.

- The letter is displayed in the Student Letters User Interface (UI) after the *LetterTriggerJob* runs.

Required Role Permissions

To enable this letter, the user must toggle the "Trigger Fraud Letter" button in the Student Record Hold UI. The user must have a role with this General Permission through Roles Management.

- Student Letters

See *Set General Permissions Matrix* for additional information.

Letter Code 110: Verification Letter

Letter Code 110: Verification Letter is intended to notify the student they have been selected for verification based on the ISIR received. Request for additional information is required from the student.

Overview

- Letter is called when the following message is triggered: FasValidIsirProcessStatusInformationEvent
  - FasValidIsirProcessStatusInformationEvent is triggered after an ISIR is received and has C-Code 170 or 171

- The Configured Interval (i.e. One Minute) between Triggering Action and letter generation must elapse before the *LetterTriggerJob* runs

- The letter triggered will include data from the last triggering action for that letter code that occurred within the interval

- The letter is displayed in the Student Letters User Interface (UI) after the *LetterTriggerJob* runs

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management.

- Student Letters

See *Set General Permissions Matrix* for additional information.

Letter Code VL1: Verification Letter

Letter Code **LV1: Verification Letter** is used to notify the student they have been selected for verification based on the ISIR received. Request for additional information is required from the student. This letter is created for 2024-2025 and future Aid Years.

Overview

- Letter is called when the FasValidIsirProcessStatusInformationEvent is triggered.

- FasValidIsirProcessStatusInformationEvent is triggered after an ISIR is received and has C-Code 299 or 298.

- The Configured Interval (for example, One Minute) between Triggering Action and letter generation must elapse before the *LetterTriggerJob* runs.

- The letter triggered includes data from the last triggering action for that letter code that occurred within the interval.

- The letter is displayed in the Student Letters User Interface (UI) after the *LetterTriggerJob* runs.

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Required Role Permissions

The user must have a role with this General Permission through Roles Management.

- Student Letters

See *Set General Permissions Matrix* for additional information.

Student Notifications

Students receive automated notifications throughout the financial aid lifecycle.

Overview

Students receive Notifications throughout the Financial Aid lifecycle regarding their FAFSA applications, offered financial aid awards, and requirements to receive or return Federal financial aid funds. This topic discusses Student Notifications that are displayed in Notification tab of Student Self-Service and the **Student** > **Student Record** > **Student Notifications** navigation of the FAS UI.

Student Notification Types

> **Note:** Notifications that are applicable to Student Financial Planning (SFP) only are noted.

Notification Type	Description	Initiating Event	Workbook
FAFSA Request	Notifies the student that an ISIR is not on file for an Academic year that is eligible for Title IV funding.	Continuing Students: If the Payment Period falls into a new Award Year without an ISIR on file. New Students: FAFSA requested for the Award Year in which the program start date or end date falls.	N/A
TEACH Grant Counseling	Notifies the student if TEACH Grant Counseling is needed or not. **SFP only)**	Configurable	TRIGGER.csv
TEACH ATS	Notifies the student if a TEACH ATS (Agreement to Serve) is needed or not. **(SFP only)**	Configurable	TRIGGER.csv
Entrance Counseling	Notifies the student if loan Entrance Counseling is needed or not. **(SFP only)**	Configurable	TRIGGER.csv
Annual Student Loan Acknowledgment	Notifies the student of their Annual Loan Acknowledgement is needed or not. **(SFP only)**	Configurable	TRIGGER.csv
MPN	Notifies they student if the need to complete their Master Promissory Note (MPN) or not. **(SFP only)**	Configurable	TRIGGER.csv

Notification Type	Description	Initiating Event	Workbook
Credit Decision	Notifies the student that a credit decision for PLUS loan is needed or not. **(SFP only)**	Configurable	TRIGGER.csv
PLUS Application	Notifies the student that they do not have a PLUS application on file. **(SFP only)**	Configurable	TRIGGER.csv
Exit Counseling	Notifies the student that exit counseling is required or not. **(SFP only)**	Configurable	EXIT_COUNSELING.csv
R2T4 Refund Required	Notifies the student if a refund is due based on the Return To Title IV funds calculation. **(SFP only)**	A return amount greater than $0 is calculated during the Return to Title IV process.	N/A
Grant Overpayment	Notifies the student a Grant Overpayment is due based on the Return To Title IV funds calculation. **(SFP only)**	A grant overpayment was calculated, and the school's configured deadline for the student to repay the overpayment has elapsed.	SCHOOL.csv (configured notification text)

Student Financial Aid (SFA) Automatically

Creates Student Notification Record

SFA creates and sends outbound based on the Initiating Action and configuration as appropriate. Each created Notification is logged.

Each notification contains the following details:

- **Notification Type**
- **Notification Text** (labeled **Message** in the FAS UI).
- **Status**:
  - **Open**: Requires student or borrower action.
  - **Closed**: Does not require student or borrower action.
- **Date created**.

Required Role Permissions

You must have a role with these General Permissions through Roles Management to view Student Notifications.

- Student.

See *Set General Permissions Matrix* for additional information.

Navigation to Student Notifications in FAS

Query a student and navigate to **SFA User Interface** > **Student** > **Student Record** > **Student Notifications**

You can filter the Student Notifications based on the Student Notification Status (e.g. Open, Closed, All). On the Student Notification screen, the user will select the desired option from a drop-down menu.

Navigation to Student Notifications in Student Self-Service

Query a student and navigate to **Student Self-Service User Interface** > **Notifications**.

Search for Student Record

You can search for a student record using the Quick Search field in the main navigation bar or by clicking the magnifying glass in the Menu Bar to perform an Advanced Search.

Overview

Student Financial Aid (SFA) returns results for exact or partial matches. However, if you search based on a partial search, you must use the wildcard operator in your search appropriately. Below are important notes about searching for the student record.

Search Student (Main Navigation Bar)

1. A spinner icon replaces the magnifying glass while SFA is searching for student results.
2. Use the *Enter/Return* key after entering the searchable data (for example, External Student ID) in the Search Field on the Main Navigation screen.
3. If the user attempts a partial search without using the * wildcard operator, the UI will return a "No student's Found" message.
4. If you are attempting to search for a student record using partial information, you must use the * where the information will not match.
   a. Example 1: Student Name Johnny, Partial search = John*
   b. Example 2: Student Name Elisabeth, Partial search = *beth

Advanced Search (Pop-out Dialog Box)

1. The pop-out dialog box has a quick search field. This field works the same as the search field in the main navigation found in the menu bar.
2. Use the Search Button or click "Enter/Return" to initiate the search for entered data.
3. The application returns "No student's Found" if you don't use the * wildcard operator appropriately on any of the advanced search data fields.

> **Note: AND / OR Clause** SFA uses an OR clause on the main navigation page. Therefore, if you type a full name without a prefix or a wildcard, for example, "John Smith", the application returns results for John OR Smith in either the first or last name. However, if you enter **firstname:John lastname:Smith** the application returns results that match first name John AND last name Smith. Using either method on the main navigation page may return results that exceed the number of visible matches. This may prevent you from accessing the student record that you looking for. In that case, you should use the Advanced Search option. The advanced search pop-out dialog box enables you to enter multiple data fields such as First Name, Last Name, SSN, External Student ID, and DOB. The advanced search fields use an AND clause and search only for students that match the entered data. You may also use the wildcard operator while using the advanced search option.

Required Role Permissions

The user must have a role with the following General Permission through Roles Management in order to complete the manual processing steps:

- Student

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Main Navigation Search

Log into the Student Financial Aid User Interface (UI)

1. In the Search field, enter any of the following into the search field using exact and partial searches without adding a prefix:
   a. External Student ID.
   b. First Name.
   c. Last Name.
   d. Social Security Number.

   > **Note:**
   >
   >   ○ You must use the Enter/Return key on your keyboard to initiate the student search.
   >
   >   ○ When SFA is searching, a Spinner icon replaces the magnifying glass.

2. In the search field, enter an exact or partial search, but, this time, add a prefix .

   Optimized Search

   When you enter data without a prefix in the search field, SFA attempts to match on the External Student ID, First Name, Last Name and/or Social Security Number. To increase the efficiency of your search, use one of the prefixes:

   ○ id:

   ○ firstname:

   ○ lastname:

   ○ ssn:

   Do NOT enter a space after the colon. When you put a space after the colon search results may vary. For example, if you enter **firstname: john*** SFA returns results for first and last names.

Advanced Search

Log into the Student Financial Aid User Interface (UI)

1. Click the Magnifying glass
2. Use the data fields to search based on Exact Match
3. Search based on Partial Match

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6 Using Documents

Documents

You can manage requested documents from students as part of the financial aid application process.

Overview

Documents are collected from students during all phases of a student's life cycle. Student Financial Aid (SFA) provides a framework where many different types of documents can be collected and approved.

You can request and receive any documentation required to proceed with the financial aid application review process, including the *ISIR Review* and *ISIR Verification* processes. These include documents the U.S. Department of Education (ED) and the institution require and have configured to clear assumptions, reject codes, ISIR data discrepancies, professional judgments, and verification to make Title IV Funds available to students.

These are the types of document data that are managed by SFA:

Document Type	Definition
Document	An official paper or computer file that provides information or proof about a student/spouse/parent borrower.
Metadata	Data that provides information about other data, for example, First Name, Date of Birth, Social Security Number, and so on.
Document Sub-Type	A document that requires multiple documents under one document name because each version contains different information or proof about a student/spouse/parent borrower, for example, W2s, Tax Returns, Student Statements, and so on.

You can use the delivered Student Self-Service or build your own portal to an external Document Management System (DMS) of your choice to meet your document application processing needs.

Document Statuses

These document statuses are used throughout the document management process.

Status	Description
Requested	Document request has been sent to the student or appropriate party/system. Document continues to be displayed in the Pending Requests screen unless you cancel the Document Request.
Received	Document message has been received and has not been accepted or rejected by SFA. Manual Review Required (either based on configuration or due to failing metadata acceptance logic).

Status	Description
	Document Remains in a required state and is only be updated to No Longer Required if the Manual Review results in the document being Approved or Canceled.
	Document continues to be displayed in the Pending Requests screen until Manual Review is complete and removed only if the Manual Review results in the document being Approved or the document request is Cancelled.
Acceptable	Document has been received and has passed validation and all acceptance criteria.
	Document does not require manual review (manual review may have been required, but has been completed and document was approved).
	Document is updated to No Longer Required
	Document is no longer displayed in the Pending Requests screen.
Unacceptable	Document Management System determined the document was Unacceptable upon receipt or the document has been manually rejected.
	Document is still required.
	Document continues to be displayed in the Pending Requests screen unless the document request is Canceled.
Inactive	Document has passed its expiration period (e.g. only active for their associated award year).
	Example: If a FAFSA for a closed award year is received after the configured Award Year ISIR Deadline Date, the document status is updated to Inactive.

Requesting Documents

Documents are requested based on system configuration. For example, in several of the ISIR-related Configuration Workbooks, there is a **Documents Required** field. This field is populated with a Groovy script containing logic that makes document requests. When an ISIR is received, the configuration creates the document request. You can view what documents have been requested automatically or manually on the Financial Aid System (FAS) administrative UI **Pending Documents** page. Based on your configured messaging, the student is notified of the document request with the related configured message.

To prevent duplicate document requests, **Received Documents** are checked before sending any requests. If the document status is *Requested* or *Acceptable,* the document isn't requested again. However, if the you configure a reminder notification to be sent after a defined number of days has passed, another request is sent at the appropriate time.

If the **Document Status** is *Unacceptable*:

- With Student Self-Service, the student can review the **Documents** page and make necessary changes.

- With an external DMS, another document request is sent automatically. You can manually request or re-request a document any time and an another notification is automatically sent.

SFA uses the configured document expiration date as metadata. If the document is configured as a Lifetime document, for example, a Social Security Card, the document isn't required if it is already saved to the student record, unless

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the document effective date has passed. If the document expires every award year, then a new document is required annually, for example, income tax information.

Receiving Documents, Document Metadata, and Document Sub-Types

You can use the delivered Student Self-Service or integration with an external DMS to receive and display documents, document metadata, and document sub-types:

- When using delivered Student Self-Service, you can view documents, document metadata, and document subtypes on the **Received Documents** page in the FAS UI when the student completes or uploads the document using the delivered Student Self-Service UI. You can review and approve documents using the **Review Document for Approval** task in the FAS UI.

- When using an external DMS, you can view documents, document metadata, and document subtypes on the **Received Documents** page when the external document ID is used in combination with a configured DMS URL address. When the student provides the document, the external DMS transforms the document into a FasDocumentReceiptEvent message and sends it to SFA.

You configure rules to accept documents, document metadata, and document sub-types. When documents are received, additional actions may be required upon examination of the document, document metadata, and document sub-type attributes. SFA automatically assigns documents, document metadata, and document sub-types to an appropriate document category and appropriate tasks using student identifier information:

- **Documents**: SFA uses the **External Student ID Number** to match the document to a student record. After evaluating the document name, document code, category, and data fields, related tasks are created. If you have configured the document to be manually reviewed, the document metadata is inaccurate, or the document is Unacceptable, SFA creates a **Review Document for Approval** task.

- **Metadata**: Metadata is captured and extracted from a document automatically through the delivered Student Self-Service or integration with the external DMS intake process. SFA validates the metadata received against Acceptance Criteria for all required metadata parameters and creates a **Review Document for Approval** task when metadata does not pass validation of the acceptance criteria.

- **Document Sub-Types**: If configured to do so, documents and metadata are evaluated to see if they should be stored with multiple versions as a document Sub-Type; for example, W2s for multiple employers, different Student Statements used to resolve different tasks, and so on.

Validating the Document Status and Assigning the Document Owners

Once a document is received, SFA evaluates the document to determine the document status and route it through configured Acceptance Criteria to determine if it is *Acceptable* or *Unacceptable*. If the document is considered *Unacceptable*, it's rejected, and SFA requests a new document from the student or appropriate party.

If the document is *Acceptable*, SFA evaluates the document to determine the **Document Owner** by checking the document receipt message. If a document receipt message is not available, SFA evaluates configured rules to establish the **Document Owner**. If it cannot be determined who the **Document Owner** is, the field is updated to **Unknown**. When the **Document Owner** is **Unknown**, SFA saves the document and doesn't replace or overwrite any existing document until the **Document Owner** field has been properly updated.

SFA uses the ISIR logic to determine if the **Document Owner** is assigned to the:

- For the 2024-2025 and future Aid Years:
  - Student
  - Student Spouse
  - Parent

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- - o Parent Spouse

  - For the 2023-2024 and prior Aid Years:
    - o Student

    - o Spouse

    - o Parent 1

    - o Parent 2

If a document is received by SFA with a student's name and there is no ISIR, the student is assigned as the **Document Owner**. If the document is received and does not match the student's name and there is no ISIR on file, the **Document Owner** can't be assigned and is updated to **Unknown**.

If the **Document Owner** value is **Unknown**, SFA determines if an ISIR has been matched to the student record. If an ISIR has not yet been matched, SFA waits until the appropriate award year ISIR has been received, saved, and matched to the student record before creating a **Review Document for Approval** task to make sure ISIR corrections are made appropriately. If the document is not award year specific, any ISIR award year matched to the student record fulfills this criterion. Upon matching of the ISIR, SFA checks for any other documents without a **Document Owner** that are pending a manual review and create task queue alert for manual review.

Within the **Review Document for Approval** task, the **Document Owner** field is editable. SFA flags the **Document Owner** field as a required update. If a **Document Owner** value is set to a valid value from **Unknown**, SFA updates the document on the student record. SFA determines if the document should replace an existing document on the student record based on the award year/lifetime value, document code, sub-type, and document owner or if it should be stored as a new version of the document.

Once a **Document Owner** value is set, SFA can use the document to fulfill any required Financial Aid Processing, for example, Valid ISIR Process - ISIR Code Clearing rules.

Assign Multiple Document Owners to a Document

When a document is received and SFA requests the same document for two **Document Owners**, for example, student *and* spouse, SFA saves the document for multiple owners based on your selection. For example, if a married couple file a joint return, only one tax document is received, but can be assigned to both the student and spouse in the FAS UI.

Evaluating Document and Document Metadata Acceptance Criteria

When a document is received, SFA uses the configured document and document metadata Acceptance Criteria to determine if all required parameters have been received:

- When using delivered Student Self-Service, documents are validated when submitted by the student to see that all metadata has been entered. If so, the document can be submitted and you can view the document and associated metadata fields.

- When using an external DMS, SFA creates a **Review Document for Approval** task if document or metadata information is missing. You can then view the source document, and update the associated metadata fields.

SFA takes appropriate action, for example, creating Student Notifications depending on if you select **Approve** or **Reject** upon completing the task.

If additional document requests are required, the document that caused the need for additional documentation is stored as a **Primary** document and SFA create a request for additional documents. All additional document requests are added to any associated processes of the **Primary** document; therefore, holding up a process from continuing until the **Secondary** documentation is received.

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Once **Secondary** documentation has been Requested and SFA is pending receipt of requested **Secondary** documentation, the **Primary** document continues through the document collection life cycle. If the **Primary** document does not pass the Acceptance Criteria and there are no **Secondary** documentation requests the **Primary** document causes SFA to create a **Review Document for Approval** task.

Automatic Document Approval

SFA is configured to automatically approve or reject documents received. SFA updates the document status to *Acceptable* or *Unacceptable*. Based on configuration, documents are automatically be considered *Acceptable* when all required metadata fields have been received, and the document status is *Acceptable*. If the document has additional Acceptance Criteria, the criteria must also be met before SFA updates the document status to *Acceptable*.

If a document is not automatically accepted, SFA creates a **Review Document for Approval** task.

Providing Visibility to Documents, Metadata, and Document Sub-Types

The student record contains all documents and the document metadata that have been assigned to the student, regardless of method, internal or external. All document metadata is saved to the appropriate field. For example, a student's Social Security Number (SSN) is always be associated with the metadata field for the student's SSN, and similarly for the parent's SSN. SFA checks the metadata configuration and determines if the metadata value should be encrypted. If the attribute is flagged to be encrypted, for example, SSN, the value is stored appropriately in the Repository.

If a document contains all required metadata fields and has a status of *Acceptable,* the document metadata is saved to the Document Repository. If there are multiple submissions of the same document or there is an expiration date/period, the document and metadata with the most recent received date is considered active.

> **Note:** If a subsequent version is received, the associated metadata is saved and overwrites the existing metadata, as applicable. If a document has an associated metadata attribute configured as a Document Sub-Type, SFA is able to store multiple documents with the same document name/code, either associated with a specific award year or to all award years, based upon the expiration date/period.

Managing Unsolicited Documents

When a document is received, SFA determines if the document is associated to a pending request. If the document hasn't been specifically requested and is not associated to a pending request, the document is considered to be an unsolicited document. Unsolicited documents and their associated metadata are held to the standard Acceptance Criteria for the **Document Code**. SFA checks the configuration to determine if the unsolicited document requires a **Review Document for Approval** task or can be automatically cleared.

Managing Unrecognized Documents

When using an external DMS, if a **Document Code** is not recognized or an unknown metadata attribute is received, the document is rejected and an integration validation error is returned.

If configured rules require a document to undergo supervisor approval, the document goes through a two-step process. The first step requires a non-supervisor to review and approve the document from the **Review Document for Approval** task queue. Once the non-supervisor user approves the document and completes the task, the document advances to the second step in the process. In the second step, the document is routed to a supervisor's task queue as a **Review Document for Approval** task to complete the secondary review and final approval.

SFA does not update the status of a document to *Acceptable* until all required document approvals are completed, for example, automatic, manual, supervisor.

Adding the Effective Dates of Documents

SFA adds an effective start date and end date to documents to inform you the student's documentation is valid and up-to-date.

Canceling Pending Document Requests based on Receipt of Related Documents

SFA cancels pending document requests when a requested document is no longer needed or the document has met a configured expiration date/period.

Once a document is received and updated to *Acceptable,* either automatically or manually, SFA evaluates configurable rules to determine if any other pending document requests should be canceled. SFA determines if any related document requests are pending on the student record and triggers the document cancellation process if the document request is no longer valid based on the configuration rule. Canceled documents are removed from any pending application processes and the process is triggered to move forward.

Note: All rules are based on the defined configuration.

Saving All Document Versions

All documents that are received are saved. The student record displays a historical view of all documents, metadata, and document sub-types for audit purposes. If the document has a Subtype defined in the Document Metadata configuration, it displays on the **Received Documents** page. Only the most recent version of the document is displayed. To see historical docs, go to Student History, find the message that created the document, and manually pull the message ID in the student entry.

Sending Outbound Student Notification Messages

Requested Documents

When a document is required from a student, SFA sends an Outbound Student Notification Message to inform the student what is needed and why. For example, if an institution configures SFA to request a Marriage Certificate when an ISIR is received for a married student, and there is a discrepancy with the student's last name. The student receives a notification when SFA initially determines the document is required, reminders based on a configured intervals, and if a document request is canceled.

Rejected Documents

Once a document is rejected, all comments entered during the **Review Document for Approval** task are included in the Student Notification. Documents in an *Unacceptable* status can't fulfill any pending tasks.

Overdue Documents

SFA creates and sends configured notifications when documents have been requested and are considered overdue.

Cancelled Documents

SFA creates and sends the appropriate Outbound Student Notification Message to inform the student when documents are no longer required as a result of receiving the document or a subsequent ISIR. Any document that was received prior to the cancellation is saved to the student record with the appropriate document status.

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Configurable Attributes

Configure Acceptance Criteria for Documents Received

Authorized users can configure the Acceptance Criteria used by SFA to receive documents. Here are the configurable criteria:

- The Document Name, Document Code, and Category.

- Metadata associated to all documents.

- If the document can be Requested "At-Will" or not.

- If the document requires a Review Document for Approval task.

- The Acceptance Criteria that allows SFA to automatically approve a document.

- Document request messages.

- A URL used to display document images when using an external DMS.

Document configuration can be modified as the institution's policy changes.

Configure Student Notifications

The institution is able to configure the message sent to the student when a document is required, overdue, or canceled. Configuration for messaging is managed on a per **Document Code** basis.

If a document is manually reviewed and you determine the document is *Unacceptable* or as a result of the document review, the student is required to provide additional documents, you can re-request the document or request additional documents as needed, but SFA notifies the student.

Required Role Permissions

The user must have a role with the following general permissions through Roles Management in order to view documents within the SFA FAS UI.

- Dashboard
  - Required if you are working **Review Document for Approval** tasks associated with a document.

- Document Review Task
  - Required if you are working **Review Document for Approval** tasks associated with a document.

- NFF Forms Task Review
  - Required if you are working **Process an NFF Document** tasks associated with a Non-Federal Funds document.

The user must have a role with the following document permissions through Roles Management in order to view documents within the SFA FAS UI.

- View Document
  - Required for any document you need to be able to view.
  - You can request documents even if you don't have permission to view the document once received.

- Document Review Task
  - Required for any document you need to complete an associated **Review Document for Approval** task.

- NFF Forms Task

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o   Required for any Non-Federal Funds document you need to complete **Process an NFF Document** tasks.

See *Set General Permissions Matrix* for additional information.

Pending Document Requests

All pending document requests are visible on the student record so that you can see why certain tasks cannot be completed.

Overview

You can view the following information:

- Document Name
- Award Year
- Status
- Owner
- Requested Date
- Days since Request (total days since document was Requested)

Requested/Pending documents are displayed in the following order:

- Doc Name (Ascending)
    - Award Year (Ascending)
        - Owner (Student first, then other owners Ascending)

Required Role Permissions

The user must have a role with the following General Permissions through Roles Management in order to complete the manual processing steps listed below.

- Student

The user must have a role with the following Document Permissions through Roles Management in order to complete the manual processing steps listed below.

- View Document: Required for any document code you need to be able to view

You must have the specific document "View" permission under Document Permissions through Roles Management to see a document. Some documents are award year specific and need to be updated each award year.

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid Financial Aid System (FAS) UI.

1. Enter the student's external student ID number in the search field located in the upper right-hand corner.

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      o   Navigate to **Student** > **Documents** > **Pending Requests**.

2. View the documents that have been requested per institutional configuration.

Related Topics

- ISIR
- Cancel Pending Document Requests
- Received Documents
- Add, Edit And Delete Comments
- Update Document Metadata
- Review Document For Approval

Cancel Pending Document Requests

To prevent students from providing documents that are no longer required, you can cancel pending document requests.

Overview

When you cancel a pending document request, you must provide a reason. The application warns you if there are any pending tasks that require the document before you cancel the pending document request.

Required Role Permissions

The user must have a role with these General Permissions and Document Permissions through Roles Management to complete the manual processing steps:

- Document Request Canceller (General Permission).
- View (Document Permission) for any document you are required to view.

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid Financial Aid System (FAS) UI.

1. Enter the student's external student ID number in the search field located in the upper right-hand corner.
2. Navigate to **Student** > **Documents** > **Pending Requests**.
3. Click **Cancel** for the document request you want to cancel.
4. Confirm or Cancel the cancellation request.

   Note: Student Financial Planning displays a warning message if the document is attached to an open process.

5. Enter a **Comment**.
6. Confirm Cancellation.
7. Confirm that the Document Request is canceled and no longer present.

Related Topics
- Pending Document Requests
- Received Documents
- Add, Edit And Delete Comments
- Update Document Metadata
- Review Document For Approval

Request Documents

You can start the document collection process and request documents from the student as needed.

Overview

A document request can be sent even if the document already exists on the student record and regardless of the current document status. Outbound student notifications can be configured to include standard messaging and the comments you enter upon making the request to effectively communicate additional information or specific instructions with the student.

Note: You can request one or multiple documents, filter the list of documents by category, or type the document name in the search field to find and select documents to request from the student.

Required Role Permissions

The user must have a role with this General Permission through Roles Management to complete the manual processing steps:

- Document Requester.

The user must have a role with this Document Permission through Roles Management to complete the manual processing steps:

- View Document
  - Required for any document the user will need to be able to view.
  - The user can request documents even if they do not have permission to view the document once received.
- Doc Review Task
  - Required for any document the user will need to complete an associated **Review Document for Approval** task.
- NFF Forms Task
  - Required for any Non-Federal Funds document the user will need to complete a **Process an NFF Document** tasks.

See *Set General Permissions Matrix* for additional information.

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Manual Processing Steps

Log into the Student Financial Aid Financial Aid System (FAS) UI.

1. Enter the student's external student ID number in the search field located in the upper right-hand corner.
   - Navigate to **Student** > **Documents**
     - Pending Requests or
     - Received Requests.
2. Click the Request Document(s) button.
   The Request Document(s) button is visible on both the Pending Requests screen and the Received Documents screen.
3. Select a Category to reduce the search results.
4. Enter a document Name to search for a specific document.
5. Click the button to add a document to the request.
6. Choose whether you want to:
   - Request all of these documents (every document will be required).
   - Request any one of these documents (only one of the documents will be required).
7. Attach To Process (if applicable).
8. Update Award Year (if necessary).
9. Update Document Owner type (if necessary).
10. Enter a Comment.
    Comments are included in the outbound notification sent to the student.
11. Click the Send Document Request button.
12. Navigate to**Student** > **Documents** > **Pending Requests** > .
    - Confirm document(s) are in a *Requested* status and At-Will Task Comments match.

Related Topics
- Pending Document Requests
- Cancel Pending Document Requests
- Received Documents
- Add, Edit And Delete Comments
- Update Document Metadata
- Review Document For Approval

Received Documents

You can review the document metadata and an image of a received document for any document you have permission to view.

Overview

Documents are displayed in this order:

- Doc Name (Ascending)

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- Award Year (Ascending)

Required Role Permissions

The user must have a role with the following general permissions through Roles Management to view documents within the Review Document for Approval and/or Process an NFF Document tasks:

- Dashboard (optional)
    - Required if the user will be working tasks associated with a document.

- Document Review Task (optional)
    - Required if the user will be working Review Document for Approval Tasks associated with a document.

- NFF Forms Task Review (optional)
    - Required if the user will be working Process an NFF Document Tasks associated with a Non-Federal Funds document.

The user must have a role with the following document permissions through Roles Management to complete the manual processing steps:

- View Document
    - Required for any document the user will need to be able to view.

- Doc Review Task
    - Required for any document the user will need to complete an associated **Review Document for Approval** task.

- NFF Forms Task
    - Required for any Non-Federal Funds document the user will need to complete **Process an NFF Document** tasks.

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid (SFA) Financial Aid System (FAS) UI.

1. Enter the student's external student ID number in the search field located in the upper right-hand corner.
2. Navigate to **Student** > **Documents** > **Received Documents**.
    - The most current version of each received document matched to the student record is displayed.
3. Click the View Details button to view additional details and/or the document image.
4. Click the View Image button to see an image of the physical document.
    - Document Images are stored in the institution's Document Management System.
    - Document Images are displayed through a URL provided by the institution.
    - A new web page is displayed with the scanned image of the physical document.
    - Close the web page that displays the document image once you complete viewing the image.
5. Click the Close button to return to the Received Documents screen.

Note: When a document is in a *Received* status, it requires manual review. Click the View Student Tasks link in the student header to view the associated *Review Document For Approval*. You can review or claim the task if you have the role permissions to work a document review task.

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Add, Edit And Delete Comments

You can add, edit, and delete comments for Document Requests.

Overview

To properly notate student records, you can add comments to documents. Whether the document task is re-routed or completed, the comments remain associated with the document. You can view all comments associated to a document and Student Financial Planning separates current and historical comments from previously received documents. Also, for Document Requests with an *Unacceptable* status, the comments are also displayed in the Documents page in Student Self-Service.

Required Role Permissions

The user must have a role with these general permissions through Roles Management to view documents within the Review Document for Approval and/or Process an NFF Document tasks.

- Dashboard (optional)
  - Required if the user will be working tasks associated with a document.

- Document Review Task (optional)
  - Required if the user will be working Review Document for Approval Tasks associated with a document.

- NFF Forms Task Review (optional)
  - Required if the user will be working Process an NFF Document Tasks associated with a Non-Federal Funds document.

The user must have a role with the following document permissions through Roles Management in order to complete the manual processing steps listed below.

- View Document
  - Required for any document the user will need to be able to view.

- Doc Review Task
  - Required for any document the user will need to complete an associated **Review Document for Approval** task.

- NFF Forms Task
  - Required for any Non-Federal Funds document the user will need to complete **Process an NFF Document** tasks.

See *Set General Permissions Matrix* for additional information.

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Manual Processing Steps

Log into the Student Financial Aid Financial Aid System (FAS) UI.

1. Enter the student's external student ID number in the search field located in the upper right-hand corner.
2. Navigate to **Student** > **Documents** > **Received Documents**.
    - The most current version of each document that has been received and matched to the student record is displayed.
3. Click the View Details button to view additional details and/or the document image.
    - You can also click Edit Details to view and update document metadata.
4. Click the Add Comments button.
5. Enter Comment.
6. Save Comment.
7. Confirm new comment.
8. Click the Edit icon to edit the comment.

    You can only edit comments you entered.
9. Confirm edited comment.
10. Click the Delete icon to delete the comment.

    You can only delete comments you entered.

    Confirm you want to delete the comment.
11. Confirm the comment has been deleted.
12. Click Close to return to the Received Documents screen.

Related Topics

- Pending Document Requests
- Cancel Pending Document Requests
- Received Documents
- Update Document Metadata
- Review Document For Approval

Update Document Metadata

If necessary, you can manually update document metadata.

Overview

If you click on the **Update Fields** within the **Review Document for Approval** task, the data is saved even if you don't complete the task. Student Financial Aid (SFA) saves the current information entered by the user on the student record. SFA doesn't trigger any resulting automated processes until the task is completed because you may need to make additional manual updates to other information based on the document, for example, At Will ISIR corrections.

> **Note:** If a subsequent document is received and document metadata has been updated manually, the new document is run through the Document Receipt Process and may overwrite any manual updates made to previously received documents.

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If the **Document Owner** field is unknown, you can update it to the proper value, for example, Student, Spouse, Parent 1. If the document has more than one **Document Owner**, select multiple document owners so it properly reflects the correct owners.

Required Role Permissions

The user must have a role with the following general permissions through Roles Management in order to view documents within the **Review Document for Approval** and **Process an NFF Document** tasks.

- Dashboard (optional)
  - Required if the user will be working tasks associated with a document.

- Document Review Task (optional)
  - Required if the user will be working Review Document for Approval Tasks associated with a document.

-
  - Required if the user will be working Process an NFF Document Tasks associated with a Non-Federal Funds document.

The user must have a role with these document permissions through Roles Management to complete the manual processing steps:

- View Document
  - Required for any document the user will need to be able to view or edit.

- Doc Review Task (optional)
  - Required for any document the user will need to complete an associated **Review Document for Approval** task.

- NFF Forms Task (optional)
  - Required for any Non-Federal Funds document the user will need to complete a **Process an NFF Document** task.

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the SFA Financial Aid System (FAS) UI.

1. Enter the student's external student ID number in the search field located in the upper right-hand corner.
2. Navigate to **Student** > **Documents** > **Received Documents**.
   - The most current version of each document that has been received and matched to the student record is displayed.
3. Click the **Edit Details**.
4. Make updates in any editable field, for example, free form fields, check boxes, drop-down menus, and so on.
5. Click **Save** after all updates are complete.

Related Topics
- Pending Document Requests
- Cancel Pending Document Requests
- Add, Edit And Delete Comments
- Review Document For Approval

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Review Document For Approval

If Student Financial Aid (SFA) receives an unsatisfactory file format or an unrecognizable document code, the document may need to be reviewed for approval.

Overview

- When using delivered Student Self-Service, once the student uploads the document with the allowed file type, for example, pdf, jpeg, gif, or png, SFA receives the document, and creates a **Review Document for Approval** task based on configuration for manual review.

- When using an external Document Management System (DMS), SFA receives documents through the FasDocumentReceiptEvent message. Based on the data sent in the message and corresponding configuration, a **Review Document for Approval** task may be created for users to manually review the document.

SFA can't approve the document automatically; therefore, SFA creates a **Review Document for Approval** task. Once the task is created, you can manually review the document for acceptance so it can be determined if the document satisfies any pending tasks in SFA.

Required Role Permissions

The user must have a role with these general permissions through Roles Management to view documents within the Review Document for Approval and/or Process an NFF Document tasks:

- Dashboard.
- Document Review Task.
- NFF Forms Task Review.

The user must have a role with the following document permissions through Roles Management to complete the manual processing steps:

- View Document
    - Required for any document the user will need to be able to view.

- Doc Review Task
    - Required for any document the user will need to complete an associated **Review Document for Approval** task.

- NFF Forms Task
    - Required for any Non-Federal Funds document the user will need to complete a **Process an NFF Document** tasks.

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the SFA Financial Aid System (FAS) UI.

1. Enter the student's External Student ID Number in the Search Field
2. Navigate to **Student** > **Documents** > **Received Documents**.

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3. Click the **View Student Tasks** link in the Student Header.

    > **Note:** When a document is in the status *Received* the document did not pass the document validation criteria and requires manual review and a **Review Document for Approval** task is created.

4. Check box for the **Review Document for Approval** task.
5. Click the Claim # of #.
6. Navigate to **Dashboard** > **Review Document for Approval**.
7. Start task.
8. Confirm/Update data as needed:
    - **Approve** or **Reject** task.

    - Update field if you make changes to document metadata.

9. Complete task.
10. Confirm status updates correctly, for example, Approved/Acceptable or Rejected/Unacceptable.

Related Topics
- Pending Document Requests
- Cancel Pending Document Requests
- Received Documents
- Add, Edit And Delete Comments
- Update Document Metadata

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7 Using Student History and Comments

Student History and Comments

You can document notes, conversations or other details on the Comments screen. You can view comments from other users and add comments. When you add a comment you can later edit or delete the comment.

Overview

The Student History section presents a chronological record documenting the sequence of activities that have occurred on the student record over the course the Financial Aid Process at the school. Individual entries provide you visibility into the action that was performed by providing relevant detail information, such as including whether the action was a result of an automated process or manual user.

What Student Financial Aid Does Automatically

Student Financial Aid automatically does the following things:

Logs a Student History Entry

When specific events occur, Student Financial Aid automatically creates a student history entry. Detailed information is included in the entry.

Displays the Student History

Student Financial Aid displays each Student History Entry in the user interface. The following columns are displayed:

Student History Entry	Category	Date and Time Stamp	Username
A new student record has been added	Student Initiation	11/21/2017 10:44:45AM UTC-7	admin

Configurable Attributes

There are no configurable features.

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to view the following information.

- Student

- Student History

- Edit Comments

See *Set General Permissions Matrix* for additional information.

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Navigation to the Student Financial Aid User Interface Functionality

To view Comments screen

Student Financial Aid User Interface > **Student** > **Student History/Comments** > **Comments**
To view Student History screen

Student Financial Aid User Interface > **Student** > **Student History/Comments** > **Comments**

Add, Edit, Delete Comments

You can Add, Edit, and Delete Comments "At-Will" in order to provide additional details on the actions performed regarding the student.

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to complete the manual processing steps listed below.

- Student

- Edit Comments

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI)

1. Enter the student's external student ID number in the search field located in the upper right-hand corner
2. Navigate to **Student** > **Student History/Comment** > **Comments**
3. Add Comment
4. Enter Comment
5. Save Comment
6. Review comment in Student Financial Aid user interface

- Click the Edit icon to edit the comment.

- Click the Delete icon to delete the comment.

Student History

By reviewing the Student History you can view a chronological record of activities that have occurred on the Student Record over the course of the Financial Aid Process.

Overview

You can also filter Student History Entries by selecting a Category, entering a Date Range, and/or User ID parameters.

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Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to complete the manual processing steps listed below.

- Student
- Student History

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI)

1. Enter the student's external student ID number in the search field located in the upper right-hand corner
2. Navigate to **Student** > **Student History/Comments** > **Student History**
3. Click All to review a list of all entries
4. Click None to search for a specific category
5. Select a specific Category
6. Review reduced list of results
7. Click the Entry Name to view additional details
8. Click the icon to hide the left sidebar
9. Click the icon again to reveal the left sidebar
10. Enter Start Date to search for entries with a date and time stamp => than the selected date
11. Enter End Date to search for entries with a date and time stamp <= than the selected date
12. Enter a User ID to search for entries triggered by a manual override by a user

Student History Category Filter

You can further reduce the number of returned Student History Entries by selecting specific parameters under the Student History Category Filter.

Overview

You can reduce results by selecting a specific Academic Year, Award Year, Enrollment Type, Fund Code, Payment Period, or Student History Entry Type. Click the specific category to expand the selection box and select the parameter(s) you want returned.

Select Multiple Parameters

To select multiple parameters, hold down the Shift (PC) or Command (Mac) key and click additional parameter.

Filter parameters are only displayed if present for the student (i.e. 2015 is displayed under Award Year only if the student attended in 2015)

Note: Award Years are in both 4 digit (YYYY) and 4-4 digit (YYYY-YYYY) format. Make sure to select the correct format based on the results you want returned.

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Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to complete the manual processing steps listed below.

- Student
- Student History

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the FAS User Interface (UI)

1. Enter the student's external student ID number in the search field located in the upper right-hand corner
   - Navigate to **Student** > **Student History/Comments** > **Student History**
2. Select all under Student History Category
   - Take note of total number of pages
3. Click a link under Student History Category Filter to expose additional parameters for selected filter (i.e. Academic Year)
4. Click a parameter (use the Shift/Command key to select multiple parameters)
   - An asterisk appears when a parameter is selected
   - If you collapse the category filter, the system searches by all available additional parameters regardless if you selected specific options
5. Review reduced list of results
6. Repeat to reduce by additional filters (Award Year, Payment Period and so on).

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8 Using Student Holds

Student Record Holds

A Student Record Hold can be applied to a student's record in order to prevent certain financial aid processing from happening until the hold is released.

Overview of Student Financial Aid (SFA) Student Record Holds

Types of holds are Fraud Holds, Conversion Holds, and so on. Student Record Holds can be placed or released manually for an individual student record through the Student Record Hold page in the FAS user interface or for a group of student records with event messages.

> **Note:** Holds that are relevant to Student Financial Planning (SFP) only are indicated.

Processes that are prevented with a Student Record Hold

- Satisfactory Academic Progress (SAP) Evaluations **(SFP only)**
- Packaging **(SFP only)**
- Originations **(SFP only)**
- Disbursing **(SFP only)**
- Credit Balance **(SFP only)**
- Enrollment/Program Information Updates. Course updates from a Student Academic and Financial Information (SAFI) message are displayed in the UI does not trigger packaging. **(SFP only)**

Processes that are allowed with a Student Record Hold

- ISIR Processing
- R2T4 Processing **(SFP only)**
- National Student Loan Data System (NSLDS) Processing **(SFP only)**. The updated NSLDS data is visible in the UI but does not trigger Packaging.

What Student Financial Aid Does Automatically

SFA automatically does the following things:

Completes the following actions when a Student Record Hold is initiated:

- Records the user ID that initiates the student record hold.
- Records the date and time when the student record is placed on hold.
- Follows processing rules for each financial aid process, including message processing. Both Document Collection and, for **(SFP only)**, the Return to Title IV (R2T4), Post-Withdrawal, and Grant Overpayment processes continue.
- Allows comments for the hold.

- Triggers the Student Record Hold Student Notification (Outbound) Message.

Note: If the Student Record Hold Type is Conversion, all FAS processing and processing of MPG Messages is stopped.

Adds a student record hold to all new student records (if configured)

If the school sends a FasOnStudentInitiationRecordHoldConfigEvent message through the Message Processing Gateway (MPG) for a specific type of student record hold, SFA automatically applies the defined hold to all new student records when they are initiated.

You can reset the SFA configuration that automatically adds a Student Record Hold to all new student records. The configuration is re-set when an updated FasOnStudentInitiationRecordHoldConfigEvent message is sent through the MPG. For SFA to stop adding the Student Record Hold the HoldOnInitiation tag should be equal to *false*.

Adds a student record hold to a single student record upon receipt of an event message

If the school sends a FasPlaceStudentRecordHoldEvent message through the Message Processing Gateway (MPG) a Student Record Hold, SFA automatically applies the defined hold to a single student.

Releases a student record hold to a single student record upon receipt of an event message

SFA automatically releases a Student Record Hold for a single student when a FasReleaseStudentRecordHoldEvent message is received through the MPG.

Financial Aid processes are affected by Student Holds and release of student holds as indicated in this table.

Note: All SAFIs with a status of Withdrawal or Deceased are processed when received while a student is on a Student Record Hold. All SAFIs with statuses other than Withdrawal or Deceased are held and not processed while a student is on a Student Record Hold. When the Student Record Hold is released, the first Active SAFI and the last Active SAFI received while the student was on hold are processed.

Note: Processes that are relevant to SFP only are indicated.

Financial Aid Process	Processing While On Hold	Processing After Release Hold
Document Collection	• Allow document collection process to continue. • Allow at will document requests.	Document processing continues.
ISIR Processing	If Student Hold configuration indicates FALSE for valid ISIR processing: • Holds the ISIR and prevents Valid ISIR processing. • Closes any pending Valid ISIR processing.	If Valid ISIR Process was canceled or ISIR was received during the hold, the system uses the latest ISIR received and triggers the Valid ISIR process.

Financial Aid Process	Processing While On Hold	Processing After Release Hold
Professional Judgment (PJ) Process	• PJ process continues (document requests and task queue). • At-will corrections or codes to be cleared in task queue.	PJ process continues.
Academic Year/Payment Period (PP) Engine **(SFP only)**	• Instructional weeks batch job still runs. • End of PP could be met if credits for PP were already met prior to hold. • Repackaging is locked so Academic Year/PP engine isn't triggered.	First and last active SAFI trigger repackaging.
Satisfactory Academic Progress (SAP) **(SFP only)**	• Prevents Repackaging SAP status trigger. • SAP appeals process continues.	SAP is triggered at end of next Payment Period.
Student Academic and Financial Information (SAFI) Processing **(SFP only)**	• Hold processing of SAFIs and prevent SAFI repackaging trigger except for R2T4 processing. • If the student doesn't have an Enrollment on record, system creates the Enrollment but the student is not packaged.	First and last active SAFI trigger repackaging.
Packaging Engine **(SFP only)**	Prevent Packaging and Repackaging.	First and last active SAFI trigger repackaging.
Awarding **(SFP only)**	• Awarding engine is not triggered. • Awarding batch job runs but student is skipped.	First and last active SAFI trigger repackaging.
Non-Federal Funds (NFR/NFF) **(SFP only)**	• Re-Evaluate Task Queue continues. • NFR Process Document Task Queue continues.	N/A
Fund Acceptance **(SFP only)**	• Fund Acceptance Due Date batch job runs as is. • If fund acceptance is received, the fund acceptance status is updated, but the student isn't repackaged and disbursements aren't updated.	First and last active SAFI trigger repackaging using the latest received fund acceptance.
Credit Balance **(SFP only)**	• Prevent Credit Balances from releasing. • Prevent Repackaging (doesn't trigger updates to credit balances).	First and last active SAFI trigger repackaging.
Common Origination and Disbursement (COD) **(SFP only)**	Allow COD files to continue processing if the last SAFI has a Withdrawn or Deceased Enrollment Status, disbursements are originated.	First and last active SAFI trigger repackaging.
NSLDS **(SFP only)**	Hold all NSLDS files received and prevent repackaging trigger.	Trigger Repackage based on latest NSLDS file.
G5 Status **(SFP only)**	If a Disbursement is updated to Disbursed and is G5 ready, you can still drawdown funds even if the student is on hold.	First and last active SAFI trigger repackaging.

Financial Aid Process	Processing While On Hold	Processing After Release Hold
Disbursements **(SFP only)**	• Disbursements are not released. • Disbursements can be decreased (returns or cancellations).	Disbursement criteria is re-run.
Late Disbursements **(SFP only)**	Disbursement Acceptance Communication not sent to student.	• Disbursement criteria is re-run. • Determine if LD is still valid and continue processing or cancel.
Transfers **(SFP only)**	Run transfer logic and prevent SAFI repackaging triggers.	First and last active SAFI trigger repackaging.
Return to Title IV Funds, Post-Withdrawal Disbursements, and Grant Overpayment Calculations **(SFP only)**	Allow processes to continue.	N/A
Quality Control (QC) Holds **(SFP only)**	QC process continues but processing are still subject to Student Record Holds.	N/A
Loan Fee Update **(SFP only)**	Prevent the loan fee processing update.	Loan fee processing update is triggered.

Follows messaging rules per financial aid process

This table describes holds related to MPG Messages that are not covered in the Student Record Holds for Processing table.

| **Note:** Messages related to **(SFP only)** are indicated.

Message	Processing while on Hold	Processing After Release
Student Demographic Information	• Message is held. • Doesn't trigger repackaging. • Doesn't trigger resulting notifications. • Triggers matching processes but no actions are taken.	Trigger repackage with latest message.
Authorization to Hold for Credit Balances (CB) **(SFP only)**	• Message is held. • Doesn't trigger CB calculation.	Trigger repackage and CB calculation with latest message.
Leave of Absence (LOA) and Breaks in Attendance **(SFP only)**	• Message is held. • Process disbursement updates. • Doesn't trigger repackage.	Trigger repackage with latest message.
Document Receipt	Triggers the document collection process.	N/A
Document Rejection	Trigger message.	N/A
Document Request	Trigger message.	N/A
FAFSA	Trigger message.	N/A

Professional Judgement Process	Trigger message.	N/A
Award Information **(SFP only)**	Message not triggered.	N/A
Cancel Disbursement Message **(SFP only)**	Trigger message.	N/A
Cancel Fund Award Message **(SFP only)**	Message not triggered.	N/A
Credit Balance **(SFP only)**	Message not triggered.	N/A
Disbursement Information **(SFP only)**	Message not triggered.	N/A
Financial Plan **(SFP only)**	Trigger message when decreasing disbursements.	First and last active SAFI trigger repackaging.
Disbursement Acceptance Information **(SFP only)**	Message not triggered.	N/A
MPN & Borrower Information **(SFP only)**	Trigger message.	N/A
SAP Appeals Process Information **(SFP only)**	Trigger message.	N/A
SAP Information **(SFP only)**	Trigger message.	N/A
Deceased Student Notification **(SFP only)**	Trigger message.	N/A
Exit Counseling Messages **(SFP only)**	Trigger message.	N/A
G5 Information Message **(SFP only)**	Trigger message for returns.	Trigger message once draw down for disbursements is completed.
Grant Overpayment Referral **(SFP only)**	Trigger message.	N/A
Grant Overpayment Student Notification **(SFP only)**	Trigger message.	N/A
Letters Message	Trigger message.	N/A
Notification for R2T4 Refund **(SFP only)**	Trigger message.	N/A
QC Hold Information **(SFP only)**	Message not triggered.	N/A
Return to Lender **(SFP only)**	Trigger message.	N/A
Document Metadata Web Service	Trigger message.	N/A
Document Process Status Web Service	Trigger message.	N/A
FA History Information Web Service **(SFP only)**	Trigger message.	N/A
ISIR Information Web Service	Trigger message.	N/A
Professional Judgment Process Web Service	Trigger message.	N/A
Valid ISIR Process Web Service	Trigger message.	N/A
Awarding Information Web Service **(SFP only)**	Trigger message.	N/A
Credit Decision Information Web Service **(SFP only)**	Trigger message.	N/A
Disbursement Information Web Service **(SFP only)**	Trigger message.	N/A

Entrance Counseling Information Web Service **(SFP only)**	Trigger message.	N/A
Financial Plan Web Service **(SFP only)**	Trigger message.	N/A
MPN Information Web Service **(SFP only)**	Trigger message.	N/A
PLUS Application Information Web Service **(SFP only)**	Trigger message.	N/A
Student History and Comments Web Service	Trigger message.	N/A
Letters Web Service	Trigger message.	N/A
SAP Information Web Service **(SFP only)**	Trigger message.	N/A
SAP Appeals Process Information Web Service **(SFP only)**	Trigger message.	N/A
QC Hold Information Web Service **(SFP only)**	Trigger message.	N/A

Configurable Attributes

Configure Student Record Hold Types

The school can configure the titles of the types of Student Record Holds using the STUDENT_HOLD.csv configuration workbook.

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to view the following information.

- Student Holds

See *Set General Permissions Matrix* for additional information.

Navigation to the Student Financial Aid User Interface Functionality

To view the Student Record Hold page, **Student Record** > **Student** > **Student Holds** > **Student Record Holds**.

Place or Release Student Record Hold Via Event Message

By sending a FasPlaceStudentRecordHoldEvent message or FasReleaseStudentRecordHoldEvent message to the Message Processing Gateway (MPG) a Student Record Hold can be placed or released on a student record.

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management to view the following information.

- Student Holds

See *Set General Permissions Matrix* for additional information.

Place or Release Student Record Hold via UI

You can Place Student on Hold and Release Student Hold through the Student Financial Aid User Interface (UI).

Overview

You can also trigger a Fraud Letter. When the **Trigger Fraud Letter** indicator is set to **Yes**, and a letter is configured, a Student Record hold letter is triggered when the letter batch job runs.

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to complete the manual processing steps listed below.

- Student Holds
- Student Holds Modify

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps
Place Student Record Hold via UI
Log into the Student Financial Aid User Interface (UI)

1. Enter the student's external student ID number in the search field located in the upper right-hand corner
2. Navigate to **Student Record** > **Student** > **Student Holds** > **Student Record Holds**
3. Click **Place Student on Hold**.
4. Choose **Student Record Hold Type**.
5. Enter **Comments**.
6. Click **Save**.
7. Confirm Student Record Hold has been placed .

Processes that are prevented with a Student Record Hold

- SAP Evaluations
- Packaging
- Originations
- Disbursing
- Credit Balance

Processes that are allowed with a Student Record Hold

- ISIR Processing
- R2T4 Processing
- Enrollment/Program Information Updates
    - Course updates are displayed in the UI, but a SAFI will not trigger packaging.
- NSLDS Processing

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- ◦ The NSLDS is visible in the UI, but will not trigger packaging.

Release Student Record Hold via UI

Log into the Student Financial Aid User Interface (UI)

1. Enter the student's external student ID number in the search field located in the upper right-hand corner.

   Navigate to **Student Record** > **Student** > **Student Holds** > **Student Record Hold**.
2. Click **Release Student Hold**.
3. Add Comment.
4. Click **Save**.
5. Confirm Student Record Hold is Released.

Place a Student Record Hold for All New Students

By sending a FasOnStudentInitiationRecordHoldConfigEvent message the Message Processing Gateway (MPG) a Student Record Hold will be placed on every new student record when it is initiated.

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to view the following information.

- Student Holds

See *Set General Permissions Matrix* for additional information.

9 Using USDE

USDE

You can manage integration with the U.S. Department of Education (USDE or ED).

Overview

Student Financial Aid (SFA) manages data exchange with ED using your Student Aid Internet Gateway (SAIG) mailbox. Processes and data processed by Student Financial Planning (SFP) only are noted.

Student Aid Eligibility (SAE) manages Institutional Student Information Records (ISIRs) as they are received and completes the Valid ISIR Process with ED's Central Processing System (CPS)/FAFSA Processing System (FPS).

In addition to the SAE features, SFP integrates with ED's Common Origination and Disbursement (COD) system to import and export Common Record files. Student files such as the Master Promissory Note (MPN), Entrance Counseling, PLUS Application, and Origination/Disbursement response and request records are automatically imported and exported. SFP also automatically requests and re-requests the National Student Loan Data System (NSLDS) Financial Aid History (FAH) file and submits the student to the Transfer Student Monitoring (TSM) list, based on configuration.

What Student Financial Aid Does Automatically

SFA automatically does the following things:

Creates Student Notifications

SFA creates a Student Notification when a student requires:

- Free Application for Federal Student Aid (FAFSA).
- Master Promissory Note (MPN) **(SFP only)**.
- Entrance Counseling **(SFP only)**.
- PLUS Application/Credit Decision **(SFP only)**.
- Credit Decision Override **(SFP only)**.
- TEACH Grant Counseling Acknowledgement **(SFP only)**.
- Agreement to Serve (ATS) Note Acknowledgement **(SFP only)**.
- Annual Student Loan Acknowledgement **(SFP only)**.

These notifications inform students what student or borrower information is required to apply for and receive Federal student aid. Student notifications are sent when student or borrower information is required and again when it is received. When required responses are received, the Student Notification status is updated from **Open** to **Closed**. You can review Student Notifications to see what is required, when it was requested, and when it is received.

Records a Student History Entry

When borrower information is required, received, or no longer required, SFA logs an entry in Student History.

- Example Student History Entry for **SFA** (SAE or SFP):

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- o **Student History Category:** Free Application for Federal Student Aid (FAFSA).

- o **Triggering Entry Action:** SFA has identified that a FAFSA required for a student.

- o **Default Text Entry:** A FAFSA is required to be completed for the student.

- o **Entry Details:**

  - - Notification Instance ID.
  - - Message ID.
  - - Notification Status.
  - - Notification Type.
  - - Outbound message sent to the student, if configured.

- • Example Student History Entry for **SFP only**:

  - o **Student History Category:** Master Promissory Note (MPN)

  - o **Triggering Entry Action:** SFA identified that a Subsidized/Unsubsidized MPN is required for a student

  - o **Default Text Entry:** A Subsidized/Unsubsidized MPN is required to be completed for the student.

  - o **Entry Details:**

    - - Notification Instance ID
    - - Message ID
    - - Notification Status
    - - Notification Type
    - - Outbound message sent to the student (if configured)

Receives SAIG File Types

When a student or borrower completes documentation required by ED, a response file is generated. When a response file is generated with a designation to be routed to the SAIG Mailbox that SFA has access to, SFA imports the file from the destination point mailbox on configured intervals. SFA recognizes and accepts each response file, matches it to a student record, removes any associated flags, and updates the student record.

The following files are imported into SFA:

FPS/CPS Files

CORRXXIN	Outbound	ISIR Corrections
IDAPXXOP	Inbound	Daily Electronic Application ISIRs
IDSAXXOP	Inbound	Daily ISIR
IGCOXXOP	Inbound	FPS/CPS Daily ISIRs – ISIRs generated by institutional corrections
IGSGXXOP	Inbound	FPS/CPS Pushed ISIRs – System-Generated
IGSAXXOP	Inbound	FPS/CPS Pushed ISIRs
COREXXOP	Inbound	ISIR Errors - Electronic Correction Errors

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EAPRXXOP	Inbound	ISIR Errors - Electronic Application Errors (not a valid inbound file - do not support associated outbound file) • Related outbound file is FAFSA Application Export Record Layout (EAPSXXIN), which is currently not supported
SIGAXXOP	Inbound	ISIR Errors - Signature Record Errors (not a valid inbound file - do not support associated outbound file) • Related outbound file is Signature Record Export Record Layout (SIGSXXIN), which is currently not supported

NSLDS Files (SFP only)

File Name	Direction	Description
TRNINFIN	Outbound	TSM/FAH Batch Inform File
TRNINFOP	Inbound	TSM/FAH Error/Acknowledgment File
FAHEXTOP	Inbound	Financial Aid History File
TRALRTOP	Inbound	TSM Alert File
EXTC05	Inbound	Scheduled Completion Report File (NSLDS/Direct Loans)
EXTDP1	Inbound	Scheduled Completion Report File (TEACH)

COD Files (SFP only)

COMRECIN	Outbound	Common Record for Pell and Teach awards
CRDLXXIN	Outbound	Export Common Record for Direct Loans
CRPNXXOP	Inbound	Master Promissory Note Response
CRECMYOP	Inbound	Entrance Counseling Response
CRSPXXOP	Inbound	PLUS Application Acknowledgement
CRCOXXOP	Inbound	Credit Decision Override
CRCSXXOP	Inbound	Credit Status Response
PGLEXXOP	Inbound	Pell Lifetime Eligibility Used 20XX-20XX Report (CommanDelimited)
PGMRXXOP	Inbound	Pell Multiple Reporting Record (Fixed-length, Flat File Format)
PGVRXXOP	Inbound	Pell Grant Verification Status Report (Comma, Delimited)
CRACXXOP	Inbound	TEACH Grant Counseling Acknowledgement

CRATXXOP	Inbound	ATS Note Acknowledgement
COMRECOP	Inbound	Common Record for Pell and Teach awards
CRDLMYOP	Inbound	Common Record for Direct Loans
PGRCXXOP	Inbound	Pell Reconciliation Report
DSDFXXOP	Inbound	Direct Loan School Account Statement (Fixed-Length, Disbursement Level Loan Detail)
DSRFXXOP	Inbound	Direct Loan School Account Statement Disbursement Detail On-Demand (Date Range, Fixed Length)
THSMXXYYOP	Inbound	TEACH Grant School Account Statement (Monthly)
PGASXXOP	Inbound	Pell Grant Electronic Statement of Account (ESOA), YTD
CRIBXXOP	Inbound	Annual Student Loan Acknowledgement (Informed Borrower)

When ED makes changes to any of the record file layouts, Oracle updates SFA to support the new file layout.

Exports the Common Record File to COD (SFP Only)

When an origination or disbursement file is triggered in SFP, a Common Record file is generated for the student. SFP includes all required data fields specified in the Common Record layout based on the fund that is being originated or disbursed. Once the Common Record file is generated for a student, SFP exports the file to COD via the SAIG mailbox so that it can be validated by COD.

Receives Origination and Disbursement Response Codes from COD (SFP only)

SFP saves the Common Record response files and displays the origination/disbursement details including the status of Accepted or Rejected.

Import the Pell Lifetime Eligibility Used (LEU) Message (SFP only)

When a Pell Lifetime Eligibility Used Report (PGLE) message class for a Pell LEU report file is generated by COD with a designation to be routed to an SAIG Mailbox that SFP has access to, SFP recognizes and accepts the PGLE message to retrieve LEU data for a student record.

Configurable Attributes

Configure when Borrower Information is required

The institution can configure when information for FAFSA, ISIR, and, for **SFP only**, NSLDS FAH, MPN, Subsidized/Unsubsidized Entrance Counseling, PLUS Entrance Counseling, PLUS Application/Credit Decision, TEACH Grant Counseling Acknowledgement, Agreement To Serve (ATS) Acknowledgement, and Annual Student Loan Acknowledgement (Informed Borrower) is required.

Required Role Permissions

The user must have a role with these General Permissions through Roles Management in order to view ED information:

- Student

- XML Viewer (to view the Common Record XML file)

See *Set General Permissions Matrix* for additional information.

Navigation to the Student Financial Aid User Interface Functionality

To view ED information:

Student Financial Aid User Interface > **Student** > **USDE**

ISIR

The application (SFA) manages Institutional Student Information Records (ISIRs) from the U.S. Department of Education (ED). The application validates ISIRs with the ISIR Review Process and the ISIR Verification Process.

Overview

The application reads key fields on the ISIR to determine whether there are any assumptions, highlights, reject codes, comment codes, c-codes, and/or data discrepancies that require resolution. The application also reads key fields to determine if the ISIR is flagged for Verification and for which verification group. After the ISIR Review Process is complete, the application determines if the ISIR has to be verified.

Each process is launched independently based on codes, flags and discrepancies within the ISIR. When an ISIR is received, the application determines if all information and documentation is available to automatically validate the ISIR. If either process cannot be automatically cleared, the application creates tasks for manual review for each applicable process. If the ISIR Review and ISIR Verification Process require manual review the *Compete ISIR Verification* task isn't created until a user finishes the *Complete ISIR Review* task.

Combining these two processes allows the application to consolidate common tasks. For example, instead of sending two separate document requests for Review and Verification, the requests are sent in one Student Notification message. Another example of a common task is when ISIR corrections are required. The application transmits only one ISIR correction file to the Central Processing System (CPS)/FAFSA Processing System (FPS) via the Student Aid Internet Gateway (SAIG) instead of two.

The Valid ISIR Process also controls when a subsequent ISIR is received. The subsequent ISIR may contain corrections to the previous ISIR or changes that originated elsewhere. The application evaluates all changes to determine if they are material changes; in other words, changes that affect the student's financial aid eligibility. If corrections or material changes are contained in the subsequent ISIR, it replaces the previous active ISIR. The application sends a configured outbound Student Notification Message when a subsequent ISIR transaction is made Valid.

What The application Does Automatically

The application automatically does the following things:

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Matches the ISIR to a Student using Student Identifiers

The application automatically matches incoming ISIRs to student records using ISIR identifiers; Social Security Number, Date of Birth, and Name. If the matching student record doesn't exist , the ISIR remains in a hold status until the receipt of a student record with a given award year. When a student record is created, the automated ISIR matching process matches the student to the correct ISIR from the unmatched queue.

If only a partial ISIR identifier matches, you can review unmatched ISIRs in the Unmatched ISIRs UI.

Determines whether a Subsequent ISIR Should Be Used or Not

When an ISIR is received for the same award year with an increased FPS/CPS Transaction Number, the application compares the subsequent ISIR against the current ISIR to determine if there are any changes. If the application determines there are any material changes, new ISIR codes and verification flags to clear, or the previous ISIR is pending corrections, the subsequent ISIR automatically becomes the active ISIR.

If a subsequent ISIR doesn't contain any new ISIR codes, flags, discrepancies or any material changes (as configured by the institution), the subsequent ISIR doesn't become the active ISIR. If the school doesn't configure subsequent ISIR rules, every ISIR received by the application with a higher FPS/CPS Transaction Number is selected as the active ISIR and requires review.

Anytime a subsequent ISIR replaces a current ISIR, the application evaluates the *Complete ISIR Review - Task* and *Complete ISIR Verification - Task* and determines if the tasks should remain pending or be closed.

Selects ISIRs Used for Packaging

You can configure Student Financial Aid for automated selective packaging to allow packaging on ISIRs that are in statuses other than **Valid** and **Unverified**. This allows you to provide potential financial aid packages to students prior to completing ISIR processing. The system projects the potentially eligible funding for students and also displays the results within Self Service. This configuration is in *ISIR Management Guide*.

Monitors the Valid ISIR Deadline

The application tracks the number of days an ISIR is in a pending status for students that have not withdrawn. If the ISIR doesn't complete the *Valid ISIR Process* by the configured deadline, the application automatically updates eligible funds in packaging and disbursing. When the ISIR becomes valid, the application re-evaluates the funds and makes necessary updates to the canceled disbursements.

The application also tracks the number of days an ISIR is in a pending status from the Date of Determination (DOD) for students that have withdrawn. This is so eligible funds are updated properly in packaging and disbursing prior to starting the *Return to Title IV Process*. Once the configured deadline has been met, the application repackages the student and cancels any future disbursements dependent upon a valid ISIR for a specific award year. Once the student is repackaged, the application begins the *Return to Title IV Process*.

Requests Required Documents

The application automatically begins the Financial Aid Documentation Collection Process when an ISIR is received and has any assumptions, highlights, reject codes, comment codes, c-codes, ISIR data discrepancies, or is flagged for verification. Financial Aid Documentation Collection is based on the institution's configuration and is in accordance with the ED regulations. The application automatically sends student notification requesting required documents unless the document is already on the student record in a *Requested, Received,* or *Acceptable* status. If the document is in an *Unacceptable* status or still pending after a configured amount of time, the application requests the document again.

If a subsequent ISIR is received and replaces the current ISIR, the application re-evaluates to determine what documents are required. If a pending request for a document is no longer required, the application cancels the request and notifies the student. However, if required documents are still pending, the application re-requests the documents, based on configuration.

The list of required documents for ISIR review and ISIR verification are merged into one list and are requested from the student in one outbound Student Notification message.

Reviews Unsolicited Documents

If an unsolicited document is received from a Document Management System (DMS), the application validates whether the document is associated to a pending request to determine if it is pending or unsolicited. If the document isn't associated to a pending request, the document is considered an unsolicited document and proceeds through the document receipt and acceptance process.

Upon completion of the Financial Aid Document Collection Process, the application evaluates the document to determine if there are any ISIR discrepancies for any open ISIR award years. If any discrepancies exist, the application determines if the ISIR can be automatically corrected or if the discrepancy requires manual review. If automated ISIR corrections can be made, the application creates an ISIR correction file. If it requires manual review, the application creates a *Complete ISIR Review* task or adds the discrepancy review to an existing, open task for manual user review.

Resolves Assumptions, Highlights, Reject Codes, Comment/C-Codes and Data Discrepancies

If assumptions, highlights, reject codes, comment codes, c-codes and data discrepancies exist when the application evaluates the ISIR, it uses your configured rules to determine what requires resolution and what can be automatically cleared or overridden. The application displays a description and related ISIR fields required for manual review. If documentation is required, the application requests the required documents and sends the appropriate student notification to inform the student of resolution requirements.

If any configured rules fail to resolve assumptions, highlights, reject codes, comment codes, c-codes and data discrepancies, the application creates a *Complete ISIR Review* task.

Holds the ISIR Review Process if ISIR codes Require Student Follow-up

When an ISIR is received and flagged for *Student Follow-up* based on ISIR code configuration, the application doesn't require a user to manually review the file unless the ISIR also contains codes that require manual review. When the ISIR contains codes that require manual user review and codes flagged for *Student Follow-up*, the application triggers a *Complete ISIR Review* task, but doesn't require the codes flagged for *Student Follow-up* to be cleared. Upon completion of the task, if the codes that require *Student Follow-up* are still pending, the *ISIR Review Process* is put on hold, and ISIR corrections aren't triggered. This is regardless if queued from automated ISIR discrepancy rules or made manually by a user in the task queue.

The ISIR remains in a pending state until codes flagged for *Student Follow-up* are cleared. Then, any queued ISIR corrections are triggered.

Checks Verification Completion Period

If the ISIR is within the Verification completion period, ISIR Verification is completed. However, if the ISIR is outside the verification completion period, the ISIR is updated to a status of *Unverified*, and the application doesn't complete the *ISIR Verification Process* or request a manual *Complete ISIR Verification* task.

Resolves ISIR Verification Flag

The application resolves verification and verification-related c-codes on a student's ISIR, based on configuration. If any configured rules fail to clear the verification flag or verification-related c-codes, the application creates a *Complete ISIR Review* task.

Completes ISIR Corrections and Transmits to FPS/CPS

To clear and validate an ISIR, the application launches the *ISIR Corrections Process* in accordance with your configuration and ED. The application stores all ISIR corrections in a pending status that result from the *Complete ISIR Review* task and *Compete ISIR Verification* task until both have been completed or canceled. After all tasks have been completed or canceled, the application consolidates corrections into one ISIR correction file to send to FPS/CPS via the *SAIG Process*. If an authorized user cancels the *Compete ISIR Verification* task, the application still sends an ISIR correction file for the completed *Complete ISIR Review* task.

The *Valid ISIR Process* remains active waiting for a new ISIR with the corrected values, and the current ISIR is updated to a status of *Corrected*.

An ISIR in *Corrected* status can still be used for Packaging if it's been selected for Packaging using configuration in the *ISIR Management Guide*.

Sets the ISIR status

If the ISIR is successfully reviewed and verified and there are no corrections, its status is updated to Valid. If review and verification weren't needed, the ISIR status is updated to Valid. If the ISIR is in an Unverified status outside the Verification Completion Period, it remains in Unverified status.

Sends Student Notifications

The application sends a student notification when the student's ISIR has any assumptions, highlights, reject codes, comment codes, c-codes, data discrepancies or has been flagged for verification. The notification provides clarification and rationale to complete the *ISIR Review and ISIR Verification Processes*, the status of each document, and a list of any documents required to resolve ISIR issues, based configuration. The application also sends a notification to the student when the ISIR becomes valid, based on configuration.

Sends the ISIR Information Message via Web Service

The application sends the *ISIR Information Message* when triggered. However, the institution can request the information using their Web Service as desired.

Configurable Attributes

Configure ISIR Matching Rules

The application automatically matches an ISIR to the student record using ISIR identifiers in the ISIR Matching Criteria Combination field of the School.csv Configuration Workbook.

These are the parameters for the **2023-2024 and prior Aid Years**:

Student Matching Parameter	Related ISIR Matching Field
SSN	Social Security Number

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Student Matching Parameter	Related ISIR Matching Field
DOB	Student's Date of Birth
LAST_NAME	Student's Last Name
FIRST_NAME	Student's First Name
MIDDLE_INITIAL	Student's Middle Initial
EMAIL_ADDRESS	Student's E-mail Address
ZIP	Student Permanent Zip Code
PHONE_NUMBER	Student's Permanent Phone Number
N/A	SSN Match Flags 1 - 8

These are the parameters for the **2024-2025 and future Aid Years**:

Student Matching Parameters	Related ISIR Matching Field
SSN	Student's Current Social Security Number
DOB	Date of Birth
LAST_NAME	Last Name
FIRST_NAME	First Name
MIDDLE_NAME	Middle Name
EMAIL_ADDRESS	Student's Email Address
ZIP	Zip Code
PHONE_NUMBER	Phone Number
N/A	Student SSA Match Status 1 - 8
FAFSA_UUID	FAFSA UUID
PERSON_UUID	Person UUID

Combine at least one of these criteria with any other criteria to create a Matching Criteria combination:

- SSN
- LAST_NAME
- DOB
- PHONE_NUMBER
- EMAIL_ADDRESS

The expression is composed of a list of combinations separated by the **|** symbol. Each combination is composed of a list of fields separated by the **~** symbol.

Examples:

- SSN~LAST_NAME~FIRST_NAME|SSN~DOB|SSN

- SSN~LAST_NAME~FIRST_NAME|SSN_MATCH_FLAG_3|SSN_MATCH_FLAG_2|SSN|

Unmatched ISIRs are stored in a database table and automatically matched to a student record if a new or updated FasStudentEvent message is received that matches the configured ISIR match parameters.

You are also able to manually match Unmatched ISIRs using the Unmatched ISIRs UI.

Configure Valid ISIR Deadlines

You can configure how may days after the receipt of an ISIR the Award Package considers funds that are dependent upon a Valid or Verified ISIR for students that have withdrawn and those that have not.

Configure ISIR Correction Completion Periods

You can configure *ISIR Correction Completion Periods* to define when ISIR corrections can be submitted and prevent the application from launching a *Complete ISIR Review* task before or after these configured dates. Once configured for an award year, you can't submit ISIR Corrections before the start date or after the end date.

You need to select dates that fall within the dates regulated by ED. You can configure dates for each award year; however, if you don't configure dates, the application uses the dates defined by ED.

Configure Rules to Resolve ISIR Review and ISIR Verification

You can configure rules by Award Year that the application should follow if an ISIR contains any assumptions, highlights, reject codes, comment codes, c-codes, data discrepancies or has been flagged for verification. Configurations may include:

- Resolution required or not.

- Can be automatically confirmed or overridden.

- Descriptions to display to users during manual review.

- ISIR fields to display when manual review is required.

- Documents or Metadata required to resolve.

- Association to any comment codes, c-codes.

- Clearance date/period (lifetime clearance or each award year).

- Student notifications required to be sent to the student.

Configure ISIR Verification Deadlines

You can define the start and end dates by Award Year for when ISIR Verification can be completed. This ensures that the application doesn't complete the ISIR Verification process before or after defined dates. Although you can configure rules related to completing Verification, the configured dates must fall within the dates released per award year by ED.

If you don't configure the start and end dates, the application uses the start and end dates for ISIR Verification completion released by ED per award year.

If an ISIR is received outside of the time frame configured, the status is updated to Unverified and the ISIR Verification Process isn't completed.

Navigation to View ISIR Fields and Codes

To view the ISIR

Navigate to **Student** > **USDE** > **ISIR**.

To View ISIR Fields

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Navigate to **Student** > **USDE** > **ISIR** > **ISIR Codes (tab)**.

To View ISIR Codes
Navigate to **Student** > **USDE** > **ISIR** > **ISIR Codes (tab)**.

FAFSA Management

You can configure FAFSA Management to control notifications to students about the FAFSA (Free Application for Federal Student Aid) completion process.

Overview

To apply for Federal financial aid from the U.S. Department of Education (ED), students must complete the FAFSA. All required applications and documents must be completed and validated by the institution before a financial aid award can be made to the student. The FAFSA collects financial and other information used to calculate the student's Student Aid Index (SAI)/Expected Family Contribution (EFC) and to determine a student's eligibility through computer matches with other agencies.

All data entered into the FAFSA is processed by ED's Central Processing System (CPS)/FAFSA Processing System (FPS) and other validating agencies that perform data matches and validations for each application to determine eligibility for Federal financial aid. These agencies include: Social Security Administration, Department of Homeland Security (DHS), National Student Loan Data System (NSLDS), Department of Defense (DOD), Department of Justice (DOJ), Selective Service, and Veterans Affairs. Once FAFSA data is processed by FPS/CPS and other agencies, output documents are created:

- Student Aid Report (SAR)//FAFSA Submission Summary (FSS), which is a student output version of the FAFSA response from FPS/CPS.
- Institutional Student Information Record (ISIR), which is an output product for schools. It contains the student's SAI/EFC, FPS/CPS comments, assumptions, eligibility, and the applicant's Financial Aid History (FAH).

The FAFSA application processing cycle spans 18 months. For every award year, applications are accepted during a specific established period of time by ED.

Further information about FAFSA completion can be found in the "Application and Verification Guide" section of ED's *Federal Student Aid Handbook*.

What Student Financial Aid Does Automatically

Student Financial Aid automatically:

Determines when a FAFSA is required

For new students, the application (SFA) recognizes if the student needs to complete an award year FAFSA. For continuing students that have payment periods that fall into the next award year, the application determines if the student is required to complete a renewal FAFSA for the subsequent award year, too. When the student needs a new or renewal FAFSA, the application determines which award year FAFSA is required based on the funds the student is eligible to receive. The student is required to complete all FAFSAs for all open award years, based on his enrollment period.

The enrollment period for students is determined in one of the following three ways:

1. The application assumes the program length is one year from the start date of the program. This method is used when the primary program or end date of the program is unknown.
2. The application uses the actual program length if the primary program and the start/end dates are known.

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3. For continuing students, when a student has a payment period that falls into a new award year without an ISIR on file, the application classifies the student as requiring a renewal FAFSA.

Example:

- Start Date is 05/01/2022.

  o Start date falls between 07/01/2022 and 06/30/2023.

- End Date is 5/01/2023

  o End date is based on the assumption that the program length will be 1 year.

  o End date falls between 07/01/2022 and 06/30/2023.

The student is required to complete the following FAFSAs because the student's enrollment period crosses over both award years:

- 2021-2022
- 2022-2023

In the application's UIs, the award year is displayed in a 4 digit format; for example, 2022-2023 is displayed as 2023.

Determines when a FAFSA is no longer required

Received ISIRs are automatically matched to a student record and displayed for you in the application UI. If multiple award year ISIRs are received, they are displayed in order by FPS/CPS ISIR Transaction Number. After the ISIR is matched to the student record, the application requests other borrower information like Master Promissory Notes, PLUS Applications, and Entrance Counseling based on the your business process.

Creates FAFSA required / FAFSA no longer required Student History Entries

When a student is required to complete a FAFSA application (new or renewal), the application creates a student history entry in the "FAFSA" category. You can view student history entries in the Student History/Comments UI.

Sends Student Notifications to communicate FAFSA completion requirements

FAFSA Required

When a student is required to complete a FAFSA, the application creates a student notification via Student Self-Service to complete the specific award year FAFSA.

If a FAFSA is required, the notification is displayed in the "Open" list on the Student Notifications page in the FAS UI.

FAFSA is No Longer Needed

When the student's ISIR for an associated award year is received or the configured FAFSA completion period for the award year has passed, the application creates a student notification via Student Self-Service that the requested FAFSA is no longer needed. In the Student Notifications screen, the FAFSA required notification status is updated from open to closed.

The *Notification Type* and *Message* do not change upon receipt of the ISIR, only the Status. You can opt to view open, closed, or all notifications.

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Configurable Attributes

The application is delivered with FAFSA Management logic. Using this delivered logic, the only configurable option is FAFSA Completion Period. This delivered logic doesn't automatically close FAFSA Completion Request notifications.

Alternatively, you can choose to configure FAFSA Management using the *Trigger Configuration Workbook*. This offers the option to define how to create and close FAFSA completions requests using groovy scripts, define FAFSA Completion notification messages used in Student Self-Serve, and so on. The Baseline Configuration is delivered with a completed *Trigger Configuration Workbook* for FAFSA Management and can be modified to meet your business needs.

FAFSA Completion Period

Both the delivered FAFSA Management logic and configured FAFSA Management option using the *Trigger Configuration Workbook* use the separately-configured FAFSA Completion Period. The FAFSA Completion Period can be figured using the *Regulatory Management* page in the FAS UI or the *Regulatory Deadlines Configuration Workbook.*

The FAFSA processing cycle lasts 18 months for every award year; for example, January 1, 2023 through June 30, 2024. The FAFSA completion period start and end dates define when the FAFSA application must be completed and sent to the FPS/CPS by award year. You can configure the completion period to be less than the ED 18 month cycle. However, if you don't,the application configures the completion period using ED published guidelines for the award year.

All FAFSA messaging is based upon the configured FAFSA completion period for the award year and the student's enrollment period.

Navigation to Student Notifications in FAS

Query a student and navigate to **Student Financial Aid User Interface** > **Student** > **Student Record** > **Student Notifications**

You can filter the Student Notifications based on the Student Notification Status (for example, **Open**, **Closed**, **All**). On the Student Notification screen, the user will select the desired option from a drop-down menu.

Navigation to Student Notifications in Student Self-Service

Query a student and navigate to **Student Self-Service User Interface** > **Notifications**.

Load An ISIR

An authorized user can **Manually Load an ISIR** through the Student Financial Aid User Interface (UI).

Overview

Loading ISIRs manually is primarily used for testing purposes. To view an ISIR that is manually uploaded, you need to load the student initiation event message (also known as the Student Demographic Information (SDI) message. The SDI message should be loaded prior to loading the ISIR file(s).

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to complete the manual processing steps listed below.

- Administration
- System Management

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See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Make sure that a student record exists prior to loading ISIR files. You can check to see if a student record exists by entering the student's External Student ID Number in the Search field in the upper right-hand corner of the Student Financial Aid Menu Bar.

> **Note:** When loading an ISIR file larger than 1024KB, use the Vocado U.S. Dept of Ed Gateway (VUG) application. See *Vocado US Department of Education Gateway*.

Log into the Student Financial Aid User Interface (UI)

1. Navigate to **Menu Bar** > **Administration** > **System Management** > **Load ISIRs**
2. Click **Choose File**.
   - Select ISIR files to load.
   - Maximum upload file size: 1MB.

   > **Note:** The ISIR file can contain one or multiple records.

3. Confirm file is selected.
4. Click **Send**.

   Confirm the correct number of "Records Parsed".
5. Confirm ISIRs loaded successfully:
   - Navigate to **Student** > **USDE** > **ISIR**
   - Repeat for each student

> **Note:** When you manually load an ISIR, these DOE File Management setup validity checks are bypassed:
> 1. Message Class changes by Award Year.
> 2. File Processing Start Date and Time.
> The Message Class must be enabled for automatic or manual ISIR loading. For more information, see *DOE File Management*.

Related Topics
- FAFSA Management
- ISIR

View ISIR

Users are able to View the ISIR and all data fields within the current and previous ISIRs. Student Financial Aid stores all ISIR data for multiple award years in order to allow users to view all ISIRs associated with a student.

Overview

> **Note:** For 2023-2024 and prior Aid Year ISIRs, there is no specific General Permission via Roles Management required to view the ISIR. To view the entire ISIR for the 2024-2025 and future Aid Years, a user must have the Federal Tax Information (FTI) Viewer permission to see all IRS data fields within the ISIR.

Required Role Permissions

The user must have a role with these General Permissions through Roles Management to complete the manual processing steps:

- Student.
- FTI Viewer (for 2024-2025 and future Aid Years).

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI).

1. Enter the student's external student ID number in the search field located in the upper right-hand corner.
2. Navigate to **Student** > **USDE** > **ISIR**.
3. Select the Award Year (if multiple Award Year ISIRs exist).
4. Review ISIR Fields (default view).
5.
   - For 2023-2024 and prior Aid Years, click any of these sections to review ISIR data:
     - General Student Info
     - Student Financial Info
     - Dependency/Military Info
     - Parent's Info
     - Student Household Info
     - School Choice Info
     - Signature Info
     - Office Info
     - FAA Info
     - NSLDS Info
   - For 2024-2025 and future Aid Years, click any of these sections to review ISIR data:
     - ISIR Info
     - Student Info
     - Student Financial Info
     - Student Spouse Info
     - Student Spouse Financial Info
     - Parent and Parent Spouse Info
     - Parent and Parent Spouse Financial Info
     - FPS Info
     - Correction, Highlight, Verify Flags
     - NSLDS Info
     - School Choice Info
     - Signature and Preparer Info

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6. Click the View Codes tab to review Comment Codes.

> **Note:** When navigating to **Student** > **USDE** > **ISIR** and viewing ISIR fields or ISIR codes, the Verification Tracking Group displays the tracking group number and description, for example, V1: Standard Verification Group.

Related Information

- *FAFSA Management*
- *View ISIR*

Change The Status Of An ISIR

You can manually Change the Status of an ISIR.

Overview

ISIR statuses that have been manually overridden are flagged as overridden by an asterisks displayed to the right of the ISIR status. Subsequent ISIRs received replace the current ISIR based on configured rules regarding material changes and proceed through the Valid ISIR process as defined, which may replace any manual overrides.

Status Definitions

ISIR Statuses

Status	Description
Inactive	ISIR is not the active ISIR for the student. Either a subsequent ISIR has replaced the current one, or it was received before/ after the end of the ISIR Review - corrections period.
Pending	ISIR is selected as the active ISIR and is pending the ISIR Review and/or ISIR Verification process.
Unverified	ISIR has been cleared of any required resolution for ISIR Review but has not been verified due to being received outside of the ISIR Verification period. Also could be set if a user cancels the ISIR Verification process (Future At Will Action).
Invalid	• User has elected to cancel ISIR Review (Future At Will Action). • The ISIR has been manually updated to an invalid status by an authorized user (At Will Action).
Corrected	ISIR has been corrected based on ISIR Review and/or ISIR Verification.
Valid	ISIR has been cleared of any required resolution for ISIR Review, has been verified if required, and can be used to award all Title IV funding for the student.

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to complete the manual processing steps listed below.

- Student

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- ISIR Status Override

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI)

1. Enter the student's External Student ID Number in the Search Field
   - Navigate to **Student** > **USDE** > **ISIR**
2. Select the Award Year
3. Click the edit icon next to the ISIR Status
4. Choose the appropriate ISIR status
5. Check the Set ISIR Active for this award year box if this ISIR Should be the "Active" ISIR.

   The ISIR status does not need to change if you only need to update the ISIR to the Active Award Year ISIR
6. Click Save.

   A * appears to the right of the ISIR status to indicate the ISIR status has been manually overridden by a user.

A Student History Entry is logged in Student History/Comments. To view this entry, navigate to **Student History/ Comments** > **Student History** and filter for the ISIR Review Category. Click the "Student's ISIR status has been updated for the award year" entry. Details related to the update of the ISIR status are contained within the entry.

Related Information

- *FAFSA Management*
- *ISIR*
- *Pending Requests*

Change The Status Of An ISIR Code

You can manually Change the Status of an ISIR Code on a student record.

Overview

Once the ISIR code status is updated, you can view it in the FAS UI, and it is returned in any related Valid ISIR Process web service reply. Updating the status of an ISIR Code doesn't trigger a re-package, and subsequent ISIRs are subject to the Valid ISIR process. The ISIR status isn't automatically updated to Valid as a result of a manual ISIR Code status update, and associated Requested and Pending documents remain pending unless a user manually cancels them.

Status Definitions

ISIR Code/Discrepancy Statuses

Status	Description
Auto Cleared	Any configured statements for automatic resolution have been evaluated
Clearance Not Required	The code/discrepancy has been configured to not require clearance (e.g. comment code) and is strictly informative

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Manually Cleared	Any configured statements for automatic resolution have been evaluated, but could not automatically clear the code/discrepancy The code/discrepancy has been cleared from the manual review task
Processing	The code/discrepancy is not clear, but is processing based on configured rules or within the manual review task
Student Follow Up	The code/discrepancy has been configured to require a follow-up student action to resolve the issue The code/discrepancy is pending an update to be made via FAFSA on the Web

Required Role Permissions

The user must have a role with the following General Permissions through Roles Management in order to complete the manual processing steps.

- Student.
- Role ISIR Code Updater.

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid FAS User Interface (UI).

1. Enter the student's external student ID number in the search field located in the upper right-hand corner.
2. Navigate to **Student** > **USDE** > **ISIR**.Choose the Award Year ISIR to review
3. Click the ISIR Codes tab.
4. Click the Change link next to the ISIR Code you want to update.
5. Choose a new status.
6. Click **Save**.
7. Scroll down and review the Resolved Codes. Manually and automatically resolved codes are displayed in this section of the "View ISIR Codes" page.

Related Information

- *FAFSA Management*
- *ISIR*

Change the Verification Status Code

You can override the configured U.S. Department of Education (ED) ISIR Verification Status Code.

Within the ISIR page you can override the configured Verification Status Code value on a student and award year basis. When you override the value, a new student history entry is created showing both the old and the new values.

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Verification Status Override Values

Verification Status Code	Description
V	The student completed Verification. This includes students selected by the Central Processing System (CPS) and by your school using your own criteria.
W	The student is selected for Verification, and you chose to pay a first disbursement of Pell Grant without Documentation. This code must be updated once Verification is complete, or ED will reduce the Pell Grant to zero in the Common Origination and Disbursement (COD) system.
S	CPS selected the student for Verification, but you didn't verify then because they satisfied a Verification exclusion other than the post-enrollment exclusion.
blank	Report a blank if you haven't performed Verification for other reasons. For example: • The student wasn't selected for Verification • The student was selected for Verification by CPS after ceasing enrollment at your school and all disbursements, including late disbursements, were made. • You disbursed aid on an initial ISIR transaction not selected for Verification, a later ISIR transaction is selected, and the student didn't complete Verification.

Tips and Considerations

- Once the Verification Status Code has been manually overridden, it can only be updated manually for the remainder of that Award Year.
- After manually overriding the Verification Status Code, you must manually re-trigger originations to communicate the new value to CPS.
- The Effective Date configured in the ISIR Verification Codes configuration worksheet should be based on your institution's policy of when you began waiving their verification requirements.

Required Role Permissions

The user must have a role with the following General Permissions through Roles Management to complete the manual processing steps:

- Student.
- ISIR Status Code Override.

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid FAS User Interface (UI).

1. Enter the student's external student ID number in the search field located in the upper right-hand corner.
2. Navigate to **Student** > **USDE** > **ISIR**.
3. Choose the Award Year ISIR to review.

4. Click the **ISIR Codes** tab.
5. Click the **Change** link next to the ISIR Verification Status Code you want to update.
6. Choose a new ISIR Verification Status.
7. Click **Save**.
8. Scroll down and review the Resolved Codes.

   Manually and automatically resolved codes are displayed in this section of the "View ISIR Codes" screen.

Related Information

- *FAFSA Management*
- *ISIR*

Make ISIR Corrections

Authorized users are able to Make ISIR Corrections even after the ISIR has completed the valid ISIR process. However, only the active, valid ISIR with the highest FPS/CPS Transaction Number can be modified.

Overview

To prevent a user from attempting to submit corrections on an ISIR that has pending corrections, Student Financial Aid does not display the make corrections button until the active ISIR is valid (i.e. payable).

Once a user modifies an ISIR, Student Financial Aid transmits the ISIR corrections to FPS/CPS via the SAIG process.

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to complete the manual processing steps listed below.

- Student
- ISIR Corrector

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI)

1. Enter the student's external student ID number in the search field located in the upper right-hand corner
   - Navigate to **Student** > **USDE** > **ISIR**.
2. Select the **Award Year** (if multiple Award Year ISIRs exist).
3. Click the **Make Corrections** button.
4. Identify and update data fields (for example, drop-down menu, free-form text, and so on).
5. Click the **Continue** button (after all corrections have been entered).
6. Review the **Corrections Summary**
7. Click **Finish** to save corrections
   - Click **Cancel** to exit the corrections summary pop-out dialogue box without saving any corrections.
   - Click **Back** to return to the corrections pop-out dialogue box.
8. Confirm the corrections are pending.

9. Confirm the ISIR Status updated to **Corrected**.

A red asterisk * indicates that corrections are pending and the **Before Corrections** column populates the data that was on the ISIR prior to the correction.

Related Information

- *FAFSA Management*
- *ISIR*

Complete ISIR Review - Task

Complete ISIR Review tasks are created based on institutional policy when it is determined that the student's active ISIR contains C-Codes, Reject Codes, Highlights or Assumptions that have been configured by the institution to be manually reviewed by a user.

Overview

You can view comment codes, c-codes, reject codes, assumptions, highlights, data discrepancies and ISIR corrections (when applicable) in the Student Financial Aid user interface on the within a *Complete ISIR Review* task.

You can view and/or request additional documents from the student, spouse, or parent if necessary and associate them to the *Valid ISIR Process.* You can also make/submit ISIR corrections while completing a manual ISIR review task and view associated Student Notifications and/or Student History Entries.

Required Role Permissions

The user must have a role with the following General Permissions through Roles Management to complete the manual processing steps:

- Student
- Dashboard
- Task
- ISIR Review Task
- Document permissions are required to view and complete the Review Document for Approval tasks

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI)

1. Enter the student's external student ID number in the search field located in the upper right-hand corner
   - You can review the student record prior to starting the task
2. Navigate to **Menu Bar** > **Dashboard** > **Task Overview** > **Complete ISIR Review (task queue)** for Approval task queue
3. Start/Resume task for student
4. Show only Codes/Fields that Require Clearance
   - Check to review only codes that need to be cleared

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- ○ Uncheck to review all codes on the ISIR that do not require clearance or are already resolved

5. Review the following Tabs:
    - ○ Comment Codes
    - ○ Assumptions and Highlights (for 2023-2024 and prior Aid Years)
    - ○ Highlights (for 2024-2025 and future Aid Years)
    - ○ Discrepancies
    - ○ ISIR Fields

6. Update the Student Record as necessary based on information presented within each tab
    - ○ You can review supporting documents from within the task queue

7. Choose an option for making ISIR updates
    - ○ Click Save ISIR Changes for Later if you do not have the documentation on file to clear the code
    - ○ Click Clear Code if you have the information on file necessary to clear the code

8. Choose an option for completing the ISIR Review task
    - ○ Complete Task to clear all ISIR codes
        - The ISIR is updated to a Corrected status, the associated Valid ISIR process continues, and any corrections that are queued as a result of automation or from the task queue are transmitted to FPS/CPS
    - ○ Complete Task With Open Codes to close the task with unresolved codes because student follow up is required
        - If all codes that the user is able to clear have been cleared; this option provides the user a way to remove the task from their workflow
        - When a user chooses this option, a message is returned to verify that the task is being completed without all codes being cleared
        - The ISIR remains in a Pending status, the associated Valid ISIR process remains open, and any corrections that are queued as a result of automation or from the task queue are not transmitted to FPS/CPS until all codes are cleared

The *Complete ISIR Review* task is created only after all pending document requests have been received, reviewed (if required) and are in an *Acceptable* status.

Related Information

- *FAFSA Management*
- *ISIR*
- *Review Document for Approval (Task)*

Complete ISIR Verification - Task

Complete ISIR Verification tasks are created based on institutional policy when it is determined that the student's active ISIR is flagged for Verification and cannot be automatically cleared based on configured rules.

Overview

Before creating the Complete ISIR Verification task, Student Financial Aid determines if any documents are required, if required documents have been requested, received, and if they are in an acceptable status.

You can view and/or request additional documents from the student, spouse, or parent if necessary and associate them to the *Valid ISIR Process.* You can also make/submit ISIR corrections while completing a manual ISIR verification task and view associated Student Notifications and/or Student History Entries.

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to complete the manual processing steps listed below.

- Student

- Dashboard

- Task

- ISIR Verification Task

- Document permissions are required to view and complete the *Review Document for Approval* tasks

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI)

1. Navigate to **Menu Bar** > **Dashboard** > **Task Overview** > **Complete ISIR Verification (task queue)**
2. Start/Resume button
3. Review and complete the task as instructed within the task.
   - Review Comment Codes tab
   - Review ISIR Fields tab
   - Review Pending Corrections tab
   - Make ISIR Corrections if necessary
   - Request Documents if necessary
   - Review information outside the task if necessary
4. Choose an option for completing the ISIR Verification task.
   - Complete Task and Clear Verification.

     The ISIR is updated to a Corrected status, the associated Valid ISIR process continues, and any corrections that are queued as a result of automation or from the task queue are transmitted to FPS/CPS.
   - Complete Task Without Clearing Verification.
     - Closes the task with unresolved codes because student follow up is required
     - When a user chooses this option, a message is returned to verify that the task is being completed without all codes being cleared
     - The ISIR remains in a Pending status, the associated Valid ISIR process remains open, and any corrections that are queued as a result of automation or from the task queue are not transmitted to FPS/CPS until all codes are cleared

Related Information

- *FAFSA Management*

- *ISIR*

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- *Make ISIR Correction(s)*
- *Request Document(s)*
- *Review Document for Approval (Task)*

Manually Match Students To ISIRs

Student Financial Aid automatically matches an Institutional Student Information Record (ISIR) to the student record using ISIR identifiers in the ISIR Matching Criteria Combination field of the School.csv Configuration Workbook.

Overview

For ISIRs that are not matched, you may manually match ISIRs to students using the Unmatched ISIRs UI. Here are some features of the UI:

- List of ISIR Records by Award Year
- Student Search/Results
- Manual ISIR Matching
- Consolidated matching of multiple ISIR transactions
- Aging of unmatched ISIR records

For more information, see *ISIR*.

Required Role Permissions

The user must have a role with the following General Permissions through Roles Management in order to complete the manual processing steps listed below.

- Match Unmatched ISIRs
- View Unmatched ISIRs

See *Set General Permissions Matrix* for additional information.

Configurable Data

There is no configurable data for this feature. The logic used to present a list of possible students for the purpose of MANUALLY matching ISIRs is hard-coded.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI).

1. Navigate to **Menu Bar** > **Administration** > **FAS Management** > **Unmatched ISIRs**.
2. Use the **Search** Box to filter the displayed list of Unmatched ISIRs as needed.
3. Click **Match ISIR** to view potential matches for a student. The potential matches are populated by matches between student records and ISIRs with matching First Name and one of the following: Last Name, DOB, or SSN. The logic that determines the list of students who are potential matches is delivered with the system and not is configurable.
4. View potential matches and click **Select Student** for the record you determine is a match.

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5. Click **Search** if no record appears to be a match, and you want to use the Global Search function to search the student database.

6. Click **Yes** to confirm a student match.

Related Information

- *FAFSA Management*

- *ISIR*

Reopen Valid ISIR Process

You may need to reopen the Valid ISIR Process if additional documents are required.

Overview

You can attach an at-will document request to a new Valid ISIR process for an open award year where the Active ISIR is **Valid** or **Unverified**. The application creates a new Valid ISIR process for that Award Year, updates the ISIR status to Pending, and tracks next steps in the process. After receiving the requested documents, the application evaluates all configured ISIR code clearing and discrepancy rules to determine if the ISIR can be set to Valid or if any task queues are needed.

Required Role Permissions

The user must have a role with the following General Permissions through Roles Management in order to complete tasks related to the Valid ISIR Process:

- Dashboard

- Document Requestor

- ISIR Review Task

- ISIR Verification Task

- SAP Appeal Review Task

- SAP Review Task

- Task

- Professional Judgement Review Task

The user must have a role with the following Document Permissions through Roles Management in order to complete the manual processing:

- View Document for associated documents (for example, Tax Transcripts).

- Doc Review Task for associated documents (for example, Tax Transcripts).

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI)

1. Enter the student's external student ID number in the search field.

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2. Navigate to **Student** > **Documents** > **Pending Requests or Received Documents**.

3. Click **Request Documents**.

4. Choose a document and click the Plus icon (for example, Tax Transcript).

5. Click the **Attach to Process** drop-down list and choose the VALID_ISIR - 20XX (valid) option.

6. Enter a comment.

7. Click **Send Document Request**.

8. Navigate to **Student** > **Student Record** > **Student Summary**Student > Student Record > Student Summary.

9. Confirm that the ISIR status to **Pending**.

10. Confirm that the Document is requested.

Claim any associated Document, ISIR Review or Verification tasks,Work/Complete tasks per business procedures. Once all requested documents have been received and updated to *Acceptable* associated tasks have been completed the ISIR should update to Valid.

Review the student summary and confirm the ISIR status updated to **Valid**. If not, select **View Student Tasks** to ensure there are no associated Document, ISIR Review or Verification tasks to complete.

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10 Using Financial Information

Professional Judgment

As outlined in the U.S. Department of Education (ED) regulations, an institution can exercise the process of Professional Judgment on a case by case basis for students that have special circumstances.

Overview

Student Financial Aid initiates the *Professional Judgment Process* when all documents are received and all configured conditions for *Professional Judgment* have been met. For most Professional Judgments the student must have a Valid ISIR; however, Student Financial Aid will proceed with the Professional Judgment Process with an Invalid ISIR for a Parental Non-Disclosure, a Selective Service Override, and a Dependency Override request. If your student has been selected for Verification, the ISIR must complete the *ISIR Verification Process* and clear the Verification prior to the **Professional Judgment Process**.

- Dependency overrides are a separately regulated area within the scope of the PJ process and cover its own examples and scenarios.

- PJ adjustments are valid only if a school is making such adjustments, not the student. The school submits a PJ change electronically, via FAA Access to FPS/CPS Online or via third-party software (for example, Student Financial Aid), and may do so without a signature from the student or parent. When a PJ is made, the next ISIR will indicate *Professional judgment processed*.

- If an SAI/EFC change takes place as a result of PJ, the resulting SAI/EFC must be used consistently for awarding of all funds.

Examples of when a PJ may be required:

- Divorce or separation.

- Death or disability of a wage earner

- Loss of employment (involuntary), income (income or benefits), underemployment, dislocated worker.

- Medical or dental expenses paid or committed during the current year that is not covered by insurance.

- Unusually high childcare costs.

- Nursing home expenses not covered by insurance.

- Unusually high dependent care expenses.

- A student who is a dislocated worker.

- Parents' refusal to complete a FAFSA (sub-scenario within PJ regulations: DCL GEN-08-12).

- IRA conversion into Roth IRA.

What Student Financial Aid Does Automatically

SFA automatically does the following things:

Initiates the Professional Judgment Process

SFA evaluates the student record and makes sure that the student has resolved any ISIR codes, ISIR discrepancies, completed the ISIR Verification Process (if applicable), met all configured conditions, and submitted all required documentation in addition to any initiating documents (i.e. Professional Judgment Request Form). Dependency Overrides, Parental Non-Disclosures, and Selective Service, Professional Judgment requests are considered special cases and SFA proceeds with the *Review Professional Judgment* task, even when the ISIR status is Invalid. For all other Professional Judgments, the ISIR status must be Valid and when all Professional Judgment criteria (based on configuration) have been met, SFA initiates the Professional Judgment Process by creating a *Review Professional Judgment* task.

Dependency Overrides, Parental Non-Disclosures, and Selective Service PJs move to the PJ Review task queue, even if the ISIR is in an invalid status.

Requests documentation to support the Professional Judgment Process

To make sure you have all the documentation you need to approve or reject a *Professional Judgment* request, SFA requests documentation to support the Professional Judgement before creating the *Review Professional Judgment* task. If your student provides documentation that results in an additional document request (based on configuration), SFA requests the additional documents.

Professional Judgment PLUS Request

In the following scenarios, the following documents are required to complete the *Professional Judgment Process:*

- If the Professional Judgment PLUS document shows that the parent has a fixed income, SFA requests a fixed income document

- If the Professional Judgment PLUS document shows a bankruptcy, SFA requests a proof of bankruptcy document

- If the Professional Judgment PLUS document shows an incarceration, SFA requests an incarceration record document

Transmits ISIR corrections for Approved Professional Judgments

SFA submits ISIR corrections after you update the ISIR field(s) as a result of an *Approved, Professional Judgment*

Sends student notification for Professional Judgment updates

SFA informs the student about the progress of the *Professional Judgment Process* by sending the student notifications when the process is initiated, documents are required, put on hold, approved, denied, or canceled.

Processes Special Cases

SFA does not require a Valid ISIR for PJs that are considered to be special cases. SFA determines if all initiating conditions have been met, initiating documents received, requests additional documents if necessary and begins the PJ Process per the PJ Type once all required documents and conditions have been met.

Configurable Attributes

Configure the different types of Professional Judgments

SFA enables the institution to configure different types of Professional Judgments based on business process.

Examples may include but are not limited to these:

- PLUS Request

- Needs Analysis

- Dependency Overrides (Special Case)

- Selective Service Overrides (Special Case)

- Parental Non-Disclosure (Special Case)

Configure how the Professional Judgment Process is Initiated

The institution decides which initial and/or additional documents and conditions are required to be met prior to initiating the Professional Judgment Process for each type of Professional Judgment. This ensures that specific information and/or documents are available within SFA prior to the Professional Judgment being requested.

Configure the logic for required documentation to support the Professional Judgment Process

To make sure there is adequate information to make a Professional Judgment Decision the institution can configure what documents are needed initially, and additional documentation requests depending on the student/spouse/parents information received through documents, ISIR fields, and student record information.

Required Role Permissions

The user must have a role with this General Permission through Roles Management to view required role permissions:

- Student

See *Set General Permissions Matrix* for additional information.

Navigation to the Student Financial Aid User Interface Functionality

To view Professional Judgment Information Student Financial Aid User Interface > **Student** > **Financial Information** > **Professional Judgment**

Override Professional Judgment Decision Status

You can Override Professional Judgment Decision Status within the Professional Judgment screen of the Student Financial Aid user interface. For example, after deciding whether a request is Approved or Denied through the Review Professional Judgment task queue.

Overview

Student Financial Aid (SFA) automatically triggers all actions upon completion of a Professional Judgment (PJ) Review Task and updating of the status of a student letter, outbound event, student history, and so on.

Required Role Permissions

The user must have a role with the following General Permissions through Roles Management in order to complete the manual processing steps:

- Student.

- Professional Judgment Review Task.

- Updating Professional Judgment Decision Status.

See *Set General Permissions - Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI):

1. Enter the student's external student ID number in the search field located in the upper right-hand corner.
2. Navigate to **Student** > **Financial Information** > **Professional Judgment** .
3. Override Professional Judgment Decision Status.
4. Choose a new Decision Status.
5. Save update.
6. Confirm updated.
7. Review update.

Review Professional Judgment - Task

When you Review Professional Judgment tasks, you can complete any necessary ISIR corrections record a decision of approved, denied or canceled. If additional documentation is needed, you can also request documents, enter comments and clear ISIR codes as a result of an approved Professional Judgment.

Required Role Permissions

The user must have a role with the following General Permission(s) through Roles Management in order to complete the manual processing steps listed below.

- Student

- Professional Judgement Review Task

- Updating Professional Judgement Decision Status

See *Set General Permissions Matrix* for additional information.

Manual Processing Steps

Log into the Student Financial Aid User Interface (UI)

1. Enter the student's external student ID number in the search field located in the upper right-hand corner
    a. You can review the student record prior to starting the task
2. Navigate to **Dashboard** > **Review Professional Judgement** task queue
3. Start/Resume task for student
4. Review all tabs
5. Choose a Reason from the drown down menu
6. Approve, Deny or Cancel the PJ Request
7. Click the Complete Task button

Make ISIR Corrections

Log into the Student Financial Aid User Interface (UI)

- Navigate to **Dashboard** > **Review Professional Judgement** task queue

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- Start/Resume task for student

1. Click the ISIR Fields tab
2. Click Make Corrections
3. Review each ISIR section and update data fields as needed
4. Click Continue when you are ready to finish making corrections
5. Review/Edit changes (before submitting corrections)
6. Click Finish (to submit corrections)
7. Review pending corrections

See *Make ISIR Corrections* to learn how to make ISIR corrections from the ISIR screen.

Add Comments

Log into the Student Financial Aid User Interface (UI)

1. Navigate to **Dashboard** > **Review Professional Judgement** task queue
2. Click Start/Resume task for student
3. Click the Comments tab
4. Add comment
5. Enter comment
6. Save comment
7. Review comment
   - Click the Edit icon to edit the comment
   - Click the Delete icon to delete the comment

11 Using Manual Overrides

Manual Overrides

Student Financial Aid enables authorized users to complete Manual Overrides.

Overview

Student Financial Aid accepts any value entered by the user; therefore, **should be used by experienced/authorized users only** that have an in-depth knowledge of downstream impacts. Because the system uses the manually overridden data, the student record requires continued monitoring for the remainder of the time frame the overridden value is used. For example, fund amount updates require monitoring for the remainder of the academic year whereas a disbursement amount override requires monitoring for the remainder of the payment period.

> **Note:** Overrides applicable to Student Financial Planning (SFP) only are noted.

Administration Overrides

- Disbursement Administration **(SFP only)**
- Security Management
- QC Holds Management **(SFP only)**
- G5 Management **(SFP only)**
- Regulatory Management
- Fund Allocation Management **(SFP only)**

Student Record Overrides

Satisfactory Academic Progress Overrides

Document Overrides

- Pending Requests
- Received Documents

Student History/Comments and Student Holds Overrides

- Student History/Comments
- QC Holds
- Student Record Holds

USDE Overrides

- ISIR Overrides

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- ISIR Tasks

- PLUS Application **(SFP only)**

- NSLDS Overrides **(SFP only)**

Financial Information Overrides

- Packaging **(SFP only)**

- Non-Federal Funds **(SFP only)**

- Disbursing **(SFP only)**

- R2T4 **(SFP only)**

- Credit Balance **(SFP only)**

- Professional Judgement **(SFP only)**

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12 Using Oracle Analytics Server Reports

Reports Overview

You can run reports using system data with Oracle Analytics Server (OAS).

For information on getting started with and using OAS, see *Overview of Reporting* in the Implementation Guide. There, you can learn more about OAS including reporting data models, delivered reports, user-defined reports, and report scheduling.

Report Release Process

New releases of Student Financial Aid contain all the reports objects ever created regardless if they have been updated for the release or not. If there are no updates for a new release, the reports are cloned from the prior release and put into the deployment file for the new release. The deployment file, with or without release updates, is deployed to a OAS environment. Differences between the existing release and the new release aren't automatically called out as part of this practice; everything in the file is uploaded and OAS simply recognizes this as an upload.

Delivered Reports

Oracle delivers and maintains several Oracle Analytics Server (OAS) reports.

You can find these by navigating to the Product Reports folder. Click **Catalog** > **Shared Folders** > **SFA Reports** > **Product Reports**.

For a list of delivered reports, see Oracle Student Financial Aid: Delivered Oracle Analytics Server Reports (Doc ID 2797029.1) on *My Oracle Support (MOS)*.

If a report includes both Summary and Detail output, only a single run of the report is required. In this case, the Summary and Detail outputs are displayed on different tabs. In OAS, you must select **Apply** when you navigate to each tab to view results.

Note: If all parameters are left blank, the report results will include all data.

Note: If you do not select values for all of the Required parameters, the report won't return any results.

User-Defined Reports

You can create your own reports from scratch or by modifying delivered reports. You can also share reports or have reports that are only visible to you by using the Shared Folders and My Folders feature of Oracle Analytics Server (OAS).

- Shared Folders reports can be seen by all users with the correct permissions.

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- My Folders reports can only be seen by you.

For reports that use Federal Tax Information (FTI) data:

- Column names where the column contains FTI data end with _FTI_ to denote the values in the column are FTI values and should be treated as restricted data. FTI values in the column don't contain the CUI labeling to preserve the data types.

- Report writers should use a format function `FASRPT.fasrpt_mv_util_pkg.format_fti` to label FTI data outputs with CUI//SP-TAX prior to the value in any output.
  - Here is a generic example:
    - ```
      select
      ```
      - ```
        FASRPT.fasrpt_mv_util_pkg.format_fti('FIELD1_FTI', FIELD1_FTI) as FIELD1,
        ```
      - ```
        F FASRPT.fasrpt_mv_util_pkg.format_fti('FIELD2_FTI', FIELD2_FTI) as FIELD2,
        ```
      - ```
        FASRPT.fasrpt_mv_util_pkg.format_fti('FIELD3_FTI', FIELD3_FTI) as FIELD3,
        ```
      - ```
        FASRPT.fasrpt_mv_util_pkg.format_fti('FIELD100_FTI', FIELD100_FTI) as FIELD100
        ```
    - ```
      from FASRPT.<view_name>;
      ```
  - Here is an example using reporting views:
    - ```
      select
      ```
      - ```
        FASRPT.fasrpt_mv_util_pkg.format_fti('STUDENTFTIM_ADJUSTEDGROSSINCOME_FTI',
            a.STUDENTFTIM_ADJUSTEDGROSSINCOME_FTI)as AGI,
        ```
    - ```
      FASRPT.isir_fields_all_v2_vw a;
      ```
    - Value output on the report would be "CUI//SP-TAX 9500".

To create a report, see *Designing and Publishing Pixel-Perfect Reports in Oracle Analytics Server - Create Reports*.

You can copy and paste reports into multiple folders in OAS. You can also download reports and upload them to different environments as needed.

Running Reports

These are the steps to run Oracle Analytics Server (OAS) reports.

For a list of delivered reports with a description and OAS navigation, see Oracle Student Financial Aid: Delivered Oracle Analytics Server Reports (Doc ID 2797029.1) on *My Oracle Support (MOS)*.

To run a report, follow these steps:

1. Navigate as directed in the list of delivered reports.
2. Select the desired parameters. Parameters that are required or only applicable to the Detail part of the report are indicated.

   | **Note:** If you do not select values for all of the Required parameters, the report won't return any results.

3. Click **Apply**.
4. View results.
5. Save the results in your desired format.
6. If there are multiple report tabs, for example, **Summary** and **Detail**, you must repeat Steps 2 and 3 when you navigate between tabs.

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13 Using Student Self-Service

Self-Service Features

Self Service Overview for Student Aid Eligibility

Student Self-Service, sometimes referred to as the Student Portal, guides student and guest users through the Free Application for Federal Student Aid (FAFSA) process. Administrative users can manage user access and select options for the Self-Service UI. They can also look up a student to access the student's view for financial aid counseling purposes.

The Student Self-Service landing page displays a Welcome greeting with tabs for various information.

For financial aid applicants, the Home page guides the user and provides information about any pending actions required for the student to become financial aid eligible.

In addition to the guided actions, users can select linked tabs that open pages for information and instructions for the following areas:

- **Home** - Select the **Home** tab to return to the **Home** page.
- **Documents** - Select the **Documents** tab to view and act on Document requests. These are the same Documents accessed in the FAS by navigating to **Student** > **Documents**.
- **Notifications** - Select the **Notifications** tab to view the student's Notifications. These are the same Notifications that can be accessed in the FAS by navigating to **Student** > **Student Record** > **Notifications.** If there are pending Notifications, a number is displayed over the **Notifications** tab that shows how many notifications are in Pending status.
- **Messages** - Select the **Messages** tab to see letters that have been sent to the student. These are the same letters that can accessed in the FAS by navigating to **Student** > **Student Record** > **Letters**.

> **Note:** If there are pending actions for any tab, a numeric call-out is displayed next to the tab with the number of pending actions.

Steps for Active Students

This is the Student Self-Service workflow for Active students.

These are the financial aid steps for Active Students:

- *Active Student Step 1: Become Financial Aid Eligible*.
- *Active Student Step 2: Review/Accept your Financial Aid Awards*. **(Student Financial Planning only)**
- *Active Student Step 3: Receive Your Funds*. **(Student Financial Planning only)**

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Active Student Step 1: Become Financial Aid Eligible

Here are the details for Active Student Step 1: Become Financial Aid Eligible.

FAFSA Completion Messages

- When Student Financial Aid (SFA) creates a Free Application for Federal Student Aid (FAFSA) Completion notification, a message for the specific Award Year is displayed in this form: "Complete CCYY-CCYY FAFSA"; for example, "Complete 2021-2022 FAFSA". The message is a hyperlink to the U.S. Department of Education's FAFSA website.

- The FAFSA Completion Period is configurable in SFA per award year. See *Regulatory Management* for more information. If the student has multiple Academic Years that cross over a single FAFSA Completion Period, the same message can be displayed for multiple Academic Years.

  If the SFA FAFSA Completion notification is Open, a status of Pending is displayed beside the message. If the SFA FAFSA Completion notification is Closed, a status of Completed is displayed beside the message. If the FAFSA completion period isn't configured, isn't yet open, or there is no FAFSA notification for the student based on the Financial Aid System (FAS) Notification web service, the message displayed is Not Yet Available.

- FAFSA Completion messages are displayed for the appropriate Academic Year. If the student's Academic Year crosses over two Award Years, two messages may be displayed for the same Academic Year.

ISIR Code Messages

- When SFA flags an ISIR Code for student follow-up, a message is displayed in this form: "Follow-up on Required CCYY-CCYY FAFSA Questions"; for example, "Follow-up on Required 2019-2020 FAFSA Questions". The message is a hyperlink to the Notifications tab of Student Self-Service.

- As long as the ISIR Code is on the active ISIR, the message displays a Pending status. When the active ISIR no longer has ISIR Codes, the message isn't displayed. The Student Follow-Up status is based on the Code Clearing Script field in the ISIR C-Code Configuration Workbook that indicates if it's flagged as Student Follow-Up. Student Self-Service pulls the latest status from the Valid ISIR Process Status Request/Reply message.

- ISIR Code messages are displayed for the appropriate academic year. If the ISIR Corrections period crosses Academic Years, a message could display over two Award Years.

Required Documentation Messages

- When SFA creates Document Requests, a single message is displayed regardless of the number of documents requested. The message is in this form: "Submit all Required Documentation.", and is a hyperlink to the Notifications tab of Student Self-Service.

- If any Document Request has a status of Requested or Unacceptable, the message displays a Pending status. If the document status is Received, Acceptable or Inactive, the message displays a Completed status. If there are no documents requested for the student for that Award Year, the message displays a Not Required status.

- When a document is configured for an Award Year, the document is requested for all Academic Years that span that Award Year. When a document is configured as a Lifetime document, it's associated with all Academic Years and won't be requested again as long as the document doesn't expire; for example, Passport, Driver's License, and so on.

Note: Active Student Steps 2 and 3 are applicable to Student Financial Planning (SFP) only.

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Self-Service Documents

Select the Documents tab to view and act on Requested Documents.

Tips for Using the Documents Page

- For Document Requests with a status of **Unacceptable**, any comments entered in the Received Document page in the FAS or from the Review Document for Approval task queue are displayed in the Student Self-Service Documents Upload page. This provides more information about the Document Request to the Self-Service user, such as outstanding questions from the Financial Aid Administrator, in order to complete the Document Request.

- In the **Documents Requiring Attention** section, use the **Upload** icon in the **Submit Document** column to upload documents.

- In the **Document History** section, use the **Upload** icon in the **Update Document** column to re-upload documents.

- When uploading a file as part of a document request, you can use the **Update File** button to use a different file without re-entering the associated metadata. You can also add additional files when responding to a document request by clicking the **Add Additional Pages** button.

- Some documents don't require a document upload; for example, Verification Worksheet documents which are submitted as smart forms.

- Some documents may not require a document image depending on institutional configuration.

- Users can click the **upload an unrequested document** link on the Documents page to upload one or more configured Documents.

Tips for Verification Worksheets

Independent and Dependent Verification Worksheets are smart forms that can be accessed on the Documents page.

- Verification Worksheet smart forms use the ISIR to populate marital statuses, number in household, and number in college with default values.

- For the Parent Signature requirement on the Dependent Verification Worksheet smart form, the parent last name, date of birth, and last four digits of their Social Security Number (SSN) are validated against the Parent ISIR fields. For a parent who doesn't have an SSN, for example, an international parent, they can select the **No SSN** link to override the SSN requirement.

- The Household section on Verification Worksheets is dynamically hidden if it isn't required based on regulatory scenarios defined in the Application and Verification Guide of the Federal Student Aid Handbook. To support this behavior, update the document attributes found in the *Document Metadata workbook* related to Household member fields. For each active award year Verification Worksheet document, you need to update the value in the **Is_Required** column to **False** so that each Household member attribute is optional.

Self-Service Notifications

Select the **Notifications** tab to view the student's Notifications.

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These are the same Notifications that can be accessed in the FAS by navigating to **Student** > **Student Record** > **Notifications**. If there are Pending Notifications, a number is displayed over the **Notifications** tab that displays how many notifications are in Pending status.

Self-Service Messages

Select the **Messages** tab to see letters that have been sent to the student.

These are the same letters that can accessed in the FAS by navigating to **Student** > **Student Record** > **Letters**.

Self-Service Profile

In addition to the linked tabs, there is a Profile link that displays as a person icon silhouette.

From this link:

- Student users can update their User profile, change their password, and sign their FERPA form.
- Administrative users can look up students, manage Users, and access Student Self-Service page settings. When an Administrative user logs in, they need to look up a student record before landing on the student's Home page.

Sign FERPA Form And Provide Consent

The student can Sign a FERPA form and Provide Parent Consent on the Profile page.

Overview

The parent uses the student's External Student ID as the initial password when the parent logs in for the first time. The first time the parent logs in, the parent is required to change their password. The parent can view the **Home**, **Documents**, **Notifications**, and **Financial** information the same as the student.

Required Role Permission

The user must have a role with the following Permission through Roles Management in order to complete the manual processing steps listed below:

- Student

Manual Processing Steps
Student Self-Service Login

1. Log into Student Self-Service as a Student.
2. Click the drop-down arrow in the tool bar.
3. Select **Profile**.
4. Click **Sign FERPA & Provide Consent**.
5. Select a consent option.
6. Select **Roles** for the Guest (for example, Parent) user.
7. Click **I Accept**.
8. Enter the **External Student ID** and Student's **Last Name**.

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9. Click **Sign & Finish**.

Self-Service Setup

Manage Users

As an Administrative user, you can search for, add, edit, and remove users.

Search for a User

Log into Student Self-Service as an **Admin** user.

1. Click the drop-down arrow in the tool bar.
2. Enter **External Student ID**, **Username**, **First Name**, **Last Name**, **Email**, or **Phone Number** into the **Search for users** field.
3. Click **Search**.
4. Select a **User** from the results to edit or remove.

Add a User

Log into Student Self-Service as an **Admin** user.

1. Click the drop-down arrow in the tool bar.
2. Click **Manage Users**.
3. Click the **Add User** icon.
4. Select or enter the following information:
   - **User Type**.
   - **Roles**. At least one is required.
   - **External Student ID**.
   - **Username**. This is case-sensitive.
   - **First Name**.
   - **Last Name**.
   - **Email**.
   - **Phone Number**. This is optional.
   - **Password**.
5. Click the **Save** icon.

The **Username** is case-sensitive. If the user attempts to log in and does not enter the case correctly,the Student Self Service UI returns a Bad Credentials error.

The password must meet the defined password policy. You're required to enter a confirmation password and the passwords must match. If the password doesn't meet the defined password policy or do not match, you're not able to save the new user record.

Users may reset their passwords by selecting **Forgot Password?** on the sign-on screen. After entering the prompted email address, the application sends an activation link to reset their password. The activation link is good for 7 days.

The application displays these warnings when the password doesn't meet the password policy:

- Password must be minimum 8 characters, and contain at least 1 upper case, 1 lower case, 1 numeric, and 1 special character from the set [; : ! @ # $ % ^ *].

- Confirm Password is required.

Edit a User

Log into Student Self-Service as an **Admin** user.

1. Click the drop-down arrow in the tool bar.
2. Click **Manage Users**.
3. Click the **Edit User** icon.
4. Edit the user using the same guidelines as Add a User.
5. Click the **Save** icon.

Remove a User

Log into Student Self-Service as an **Admin** user.

1. Click the drop-down arrow in the tool bar.
2. Click **Manage Users**.
3. Click the **Remove User** icon.
4. Click **Remove** and confirm.

Automatic User Log Off

The default application setting is that users get an alert and are signed out of Student Self-Service after 20 minutes of inactivity. To change the 20 minute threshold, log a service request with Oracle.

Manage Role Permissions

As an Administrative user, you can search for, add, edit, and remove user role permissions.

Overview

With user Role Permission settings, you can control access to viewing data and completing actions by establishing permissions associated with different roles within the existing role categories of: Student, Proxy (Guest or Parent), and Admin. These are the Role Permission management features:

- The ability to create multiple roles with the same Role Category. For example:
  - An Admin with View Only access and an Admin Super User with complete access.
  - A Proxy with FAFSA Parent Delegate access and a Proxy with Non-FAFSA Parent Delegate access.

- Available permissions are appropriate to the selected Role. For example, a Student role can't have permission to manage Self-Service Settings.

In addition to managing Role Permissions through the Self-Service UI, you can establish newly defined roles via SAML.

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Manage Role Permissions

Create and maintain Role Permissions to control access to the Student Self-Service UI by Role Categories.

Manual Processing Steps

Student Self-Service Login

A Self-Service User Type of Admin is required to access Settings.

1. Log into Student Self-Service as an Admin.
2. Navigate to **Settings** > **Role Permissions**.

To add a Role:

1. Click **Add Role**.
2. Under the **Details** tab:
    a. Select a **Category**: **Student**, **Admin**, or **Proxy**.
    b. Enter a **Description**. This value populates the **Code** field by default.
    c. Click the pencil icon to edit the **Code** field. This field must be unique. Don't enter a previously used Role Code.
    d. Select the desired **Permissions** for this **Role** by selecting the associated check boxes.
3. Click **Save**.

To remove a Role:

1. Select a **Role**.
2. Click **Remove Role**.
3. Click **Remove**.

To view users, assign users to a Role, or un-assign users from a Role:

1. Select a **Role**.
2. Select the **User Assignment** tab. All users are displayed. Users who are assigned that role have an active check box.
3. To search for a user, enter any part of the user's First Name, Last Name, or External Student ID into the **Search for users to assign** field and click **Search** to filter the list of users. Searches are in the context of the selected **Role**.
4. To assign a user to a **Role**, select the check box beside their name, and click **Save**.
5. To un-assign a user from a **Role**, deselect the check box beside their name, and click **Save**.

Manage Self-Service Branding

As an Administrative user, you can define the branding appearance for the delivered self-service pages.

Manual Processing Steps

Student Self-Service Login

A Self-Service User Type of Admin is required to access Settings. The **Branding Preview** window display changes dynamically as you alter the settings.

1. Enter the **Institution Name Label**. This is the preferred institutional name label displayed in the page footer and the About prompt that displayed when clicking the logo.
2. Enter the **Primary Color**. This is the hexadecimal color scheme you want to use.
3. Enter the **Logo Height**. This controls the size of your logo in terms of number of pixels.
4. Click the **UPLOAD A LOGO IMAGE** button to upload an image of your logo in one of these formats: png, jpeg, gif or svg. The maximum file size is based on the value configured in Application Properties in the environment which defaults to 25MB. To change your maximum file size configured in Application Properties, submit a Service Request on My Oracle Support at *https://support.oracle.com*.
5. Select **Advanced Logo Configuration** to access optional fields to configure your logo. These adjustments are made in terms of number of pixels:
   - Enter the **Logo Top Margin**.
   - Enter the **Logo Left Margin**.
   - Enter the **Logo Max Height**. Use this field to customize the maximum **Logo Height**.
6. Click **Save**.

Manage Email Communication Preferences

As an Administrative user, you can manage email communication preferences.

Overview

You can enable Student Self-Service users to receive an email communication when an Admin user manually adds a new user through the manage users page or through the API. Parent users can also receive an email communication notifying them of account creation once a student completes the FERPA process and adds the account. The triggered email includes the username and an activation link to reset their password upon initial login. The activation link included in email communication expires after 7 days.

Manage Email Communication Preferences

Select which user types you want to receive enable account creation emails.

Manual Processing Steps

Student Self-Service Login

A Self-Service User Type of Admin is required to access Settings.

1. Log into Student Self-Service as an Admin.
2. Navigate to **Settings** > **Email Communication Preferences**.
3. Select the check box for the user types you want to enable: **Admin**, **Student**, **Guests**.
4. Click **Save**.
5. Click the **Reset** button to clear selections.

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Manage SAML Attribute Names

As an Administrative user, you can manage Security Assertion Markup Language (SAML) Attribute Names.

Overview

You can configure user-friendly names for data items used in SAML single sign-on when accessing Student Self-Service.

Manage SAML Attribute Names

Use this feature to assign user-friendly names to SAML Attribute Data Items. Here are the delivered data items with the corresponding default attribute names (labeled **Attribute Names** or **Friendly Names**):

Data Item	Attribute Name or Friendly Name
First Name	FirstName
Last Name	LastName
Email	EmailAddress
Roles	Roles
Phone	PhoneNumber
External ID	StudentID

Manual Processing Steps

SFA Administration Sign In

The application requires a Role Permission of **Administration**.

1. Log into the Student Financial Aid FAS UI.
2. Navigate to **Administration** > **System Management** > **Configuration Administration**.
3. Select the appropriate SAML_ATTRIBUTE.CSV workbook file and submit.

Student Self-Service Sign In

The application requires a Self-Service User Type of **Admin** to access Settings.

1. Sign into Student Self-Service as an **Admin**.
2. Navigate to **Settings** > **SAML Attribute Name Mapping**.
3. Select the data item to modify.
4. Enter an attribute name or friendly name.
5. Click **Save**.

Manage Guest and Student Authentication Mode

As an Administrative user, you can Manage Guest and Student Authentication Modes.

Overview

You can choose how to authenticate students, guests, and parents when they access the system.

These are the possible user setting combinations for accessing the Self-Service UI:

- Guest and Student Local Authentication
- Guest and Student SAML Authentication
- Guest Local Authentication and Student SAML Authentication

For more information about authentication and access, see *Integration of SAML 2.0 and SSO*.

Manual Processing Steps

Student Self-Service Login

A Self-Service User Type of Admin is required to access Settings.

1. Log into Student Self-Service as an Admin.
2. Navigate to **Settings** > **Guest And Student Authentication Mode**.
3. Select the radio button for the desired mode.
4. Click **Save**.

Define Configurable Content

As an Administrative User, you can Define Configurable Content for Self-Service.

Overview

> **Note:** Configuration that is applicable to Student Financial Planning (SFP) only is indicated.

You can configure text for:

- Cost of Attendance Component Labels.
- Electronic Consent Message.
- Electronic Signature Consent.
- Financial (Future Projection) **(SFP only)**.
- Fund Acceptance (3 distinct pages) **(SFP only)**.

Each of the configuration pages is pre-populated with text that can be edited with the included rich text editor. The editor has a placeholder drop down of predefined variables that can be inserted into the text. This allows you to include contextual, student-specific information.

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Define Cost of Attendance (COA) Component Labels **(SFP only)**

The Cost of Attendance (COA) on the Financials tab contains two rows: one row for COA components configured as Standard (for example, Tuition and Fees) and one for COA components configured as Budget (for example, Living and Other Expenses). The default label for the Standard COA components row is **Tuition and Fees**, and the default label for the Budget COA components is **Living and Other Expenses**. Use the **Budget COA components** and **Standard COA components** tabs to configure different labels for each row, as needed. If you don't configure different COA component labels, then the default labels are used. Any configuration for the Standard COA label is also used in Step 2 of the Fund Acceptance workflow in Self-Service.

Define the Electronic Consent Message

The Student Self-Service User Interface includes a prompt for a new user to accept a consent to do electronic business transactions with the institution. You can configure the text for the consent message from the Self-Service settings screen. After a user accepts the consent, the user is not prompted in subsequent logins. Only student or parent users are prompted. Admin Self-Service users are not prompted.

Define the Electronic Signature Consent Page

Configure the content for the following displays in the Self-Service UI where an electronic signature can be used:

- Financial Tab - Fund Acceptance Workflow, Step 4. **(SFP only)**
- Review/Accept your Post-Withdrawal Disbursements Wizard. **(SFP only)**
- Review/Accept your Late Disbursements Wizard. **(SFP only)**
- Verification Worksheet (Dependent and Independent) Smart Form.
- Authorization to Hold (ATH) election Wizard. **(SFP only)**

Define the Financial (Future Projection) Page **(SFP only)**

Configure the content for the Self-Service Financial page for when the user selects a future award year to view.

Define the Fund Acceptance 1 Page **(SFP only)**

Configure the content for **Step 1 – Summary** of the **Accept Your Funds** Self-Service page.

Define the Fund Acceptance 2 Page **(SFP only)**

Configure the content for **Step 2 – Accept Loans** of the **Accept Your Funds** Self-Service page.

Define the Fund Acceptance 3 Pages **(SFP only)**

Configure the content for **Step 3 – Confirm** of the **Accept Your Funds** Self-Service page. The language can vary depending upon the action taken in **Step 2 – Accept Loans** so there are three different configurations to set up:

- For users who accept the entire award as offered, use the **Fund Acceptance 3 (Fully-funded)** page to edit the content.
- For users who request a higher amount than offered but within maximum limits, use the **Fund Acceptance 3 (Over-funded)** page to edit the content.
- For users who accept a lower amount than offered, use the **Fund Acceptance 3 (Under-funded)** page to edit the content.

Manual Processing Steps

Student Self-Service Login

A Self-Service User Type of **Admin** is required to access Settings.

1. Log into Student Self-Service as an **Admin**.
2. Navigate to **Settings** > **Configurable Content**.
3. Select the tab for the content you want to configure.
4. Add or edit the text.
5. Click **Save**.
6. Click the **Reset** button to re-populate the field with the message delivered with the application.

Manage Student Announcements

As an Administrative User, you can manage student announcements.

Overview

The Student Self-Service User Interface can display an Announcement message at the top of the Home page when a user logs in. The announcement can added, edited, or removed by an Admin user in the Self-Service settings screen.

Manual Processing Steps

Student Self-Service Login

A Self-Service User Type of Admin is required to access Settings.

1. Log into Student Self-Service as an Admin.
2. Navigate to **Settings** > **Manage Student Announcements**.
3. To add an announcement:
   - Click **New Message**.
   - Enter the message title and text.
   - Click **Save**.
4. To edit an announcement:
   - Click **Edit**.
   - Edit the title or text or both.
   - Click **Save**.
5. To remove an announcement:
   - Click **Remove**.
   - Click **OK**.

Manage Self-Service Documents

As an Administrative User, you can manage self-service documents.

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You can make PDF templates of documents available for assignment in Student Self-Service for users to download, complete, and upload to meet Document requirements.

Manual Processing Steps

Student Self-Service Login

A Self-Service User Type of Admin is required to access Settings.

1. Log into Student Self-Service as an Admin.
2. Navigate to **Settings** > **Document Settings**.
3. To add a document:
   a. Click **Upload New Template**.
   b. Select the document name.
   c. Enter a template name.
   d. Choose a PDF.
   e. Click **Upload File**.
4. To remove a document:
   a. Click the **Remove** link for the document.
   b. Click **OK**.

Manage Self-Service System Settings Configuration

You can enable or disable a variety of Student Self-Service System Settings.

Manage System Settings

Here are the system settings available for Student Self-Service.

> **Note:** Settings applicable to Student Financial Planning (SFP) only are indicated.

- **Enable Authorization To Hold Notification -(SFP only)**: Select this option to prompt student and parent users to elect whether they would like the school to hold their credit balances to cover specific fees and/or future charges. Only enable this option if the school is leveraging SFP to calculate the credit balance for the student or parent.
- **Enable Pell Fund Acceptance -(SFP only)**: Select this option to enable students to accept a Pell Grant award.
- **Enable IASG Fund Acceptance -(SFP only)**: Select this option to enable students to accept an IASG award.
- **Enable FSEOG Fund Acceptance -(SFP only)**: Select this option to enable students to accept a FESOG award.
- **Enable TEACH Fund Acceptance -(SFP only)**: Select this option to enable students to accept a TEACH award.
- **Enable ISIR Only View**: Select this option to limit the student or parent user's view to Step 1– Become Financial Aid Eligible on the Home page and hide the Financial tab in Student Self-Service.
- **Enable FERPA Consent**: Select this option to make verification of FERPA consent a requirement when enabling delegated access to a guest or parent user in the student's profile.
- **Enable Delegated Access**: Select this option to enable the application to validate whether a FERPA consent form has been signed and if the logged-in user matches the delegated access user.

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- **Enable Two Step Dependent VWS Signatures**: Select this option to require the dependent verification worksheet be signed by two different users in two different login sessions. If not selected, the worksheet can be signed by two users in one session.

- **Enable PLUS in Fund Acceptance workflow -(SFP only)**: Select this option to include PLUS offers with other Direct Loan fund types in the fund acceptance workflow.

- **Enable GPLUS in Fund Acceptance workflow -(SFP only)**: Select this option to include Graduate PLUS offers with other Direct Loan fund types in the fund acceptance workflow.

- **Maximum Number of Document Uploads**: Select the maximum number of files that a user can upload when uploading unrequested Documents. Default value is 10.

Manual Processing Steps

A Self-Service User Type of Admin is required to access Settings.

1. Log into Student Self-Service as an Admin.
2. Navigate to **Settings** > **System Settings Configuration** > **System Settings**.
3. To enable a system setting, select the check box for the setting.
4. To disable a system setting, deselect the check box for the setting.

Manage Funds Configuration (SFP only)

Enable or disable which Fund's awards are displayed in Student Self-Service when they are in Projected status.

Manual Processing Steps

A Self-Service User Type of Admin is required to access Settings.

1. Log into Student Self-Service as an Admin.
2. Navigate to **Settings** > **System Settings Configuration** > **Funds Configuration**.
3. To enable display of a Projected award from a Fund in Student Self-Service, select the check box for the Fund.
4. To disable display a Projected award from a Fund in Student Self-Service, deselect the check box for the Fund.
5. Click **Save**.

Manage Self-Service Password Policy

Manage the requirements for Self-Service passwords.

You can define the password policy for users accessing Self-Service.

Manual Processing Steps

Student Self-Service Sign In

A Self-Service User Type of **Admin** and Role permission of **Update Password Policy** is required to access **Settings** and manage the Self-Service Password Policy Configuration.

1. Gin into Student Self-Service as an Admin.
2. Navigate to **Settings** > **Password Policy Configuration** > **System Settings**.

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3. Enter a value for each field you want to use to define password requirements. All fields are optional except for **Special Characters**:

   ○ **History Count** specifies the number of previous passwords saved for each user and compares it with an intended new password. If there is a match with one of the previous passwords, or with the current password, it will reject the intended new password.

   ○ **Expiration Period (days)** is the number of days after which a password expires.

   ○ **Minimum Length** is the minimum number of characters required.

   ○ **Minimum Lower Case Characters** is the minimum number of lower case characters.

   ○ **Minimum Upper Case Characters** is the minimum number of upper case characters.

   ○ **Minimum Numbers** is the minimum number of numeric characters.

   ○ **Minimum Special Characters** is minimum number of special characters.

   ○ **Special Characters** are the available special characters that can be used. Choose at least 1 of these: **~!@# $%^&*()_-+={}[]\|:;'<>,.?/"**.

4. Click **Save**.

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