



PA STATE GRANT PROGRAM

INCOMPLETE NOTIFICATIONS GUIDE AND Q&A

2020-21 PROGRAM YEAR

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INTRODUCTION

This document is intended for Pennsylvania Higher Education Assistance Agency (PHEAA) staff and postsecondary schools ONLY, and not for distribution to students.

The purpose of this guide is to explain PA State Grant Program communications to students with incomplete PA State Grant records and to provide Q&A materials regarding the PA State Grant Form (SGF) process. The text in the examples and the postcard design may be subject to change.

Incomplete notifications described in this document do not include PHEAA eligibility audit letters (such as Pennsylvania Domicile, Income Validation, etc.). PHEAA records all notifications to complete the PA State Grant record on the student's activity with the "SGFNSTIO" action code. This is viewable by using the FC5S transaction. Schools may also refer to the Activity tab in Partner Interface.

PHEAA offers an electronic SGF for first-time PA State Grant applicants to complete needed data elements not included on the Free Application for Federal Student Aid (FAFSA®). PHEAA provides Pennsylvania residents a "one-stop shop" opportunity to connect directly from the FAFSA on the Web (FOTWSM), including the FAFSA mobile application, to the SGF.

Internally, this is known as the State API (Application Program Interface). The Q&A portion of this document provides information regarding the API process as well as alternate communications utilized to inform students of their incomplete status.

INCOMPLETE NOTIFICATIONS

An incomplete notification for PA State Grant purposes describes a communication informing students of missing data items required to determine eligibility. The Activity Type, which displays on FC5S, indicates what kind of notice a student received.

ACTIVITY TYPE	DESCRIPTION	ADDITIONAL INFORMATION
EW	Email notification to update the online SGF	<ul style="list-style-type: none">• Must have at least one incomplete item that is collected via the SGF. For details, reference the State Grant Form User Guide located under "General Documents and Forms" at PHEAA.org/forms• May be sent multiple times
EI	Email notification to complete the paper Status Notice with a link to the dependent or independent PDF	<ul style="list-style-type: none">• Dependency mismatch Federal vs. State• Professional Judgment processing for Federal purposes
ER	Email reminder that FAFSA items required for PA State Grant are incomplete	<ul style="list-style-type: none">• Check Account Access for incomplete items• There may be a conflict of reported vs. required parental data
EC	Email reminder for incomplete signatures*	Signatures are incomplete
PC	A postcard inviting the student to complete the SGF online sent via U.S. mail	Encourages completion of SGF and is sent when: <ul style="list-style-type: none">• no response to previous emails; or• invalid or no email; or• an "opt out" of email is on file
FO	A paper Status Notice sent via U.S. mail	<ul style="list-style-type: none">• Conflict of reported vs. required parental data• Can be sent by Customer Service as a result of recipient contact

* Signatures certify agreement to the Rights & Responsibilities content. Students are advised to keep a copy for their personal records.

I. LETTERS SENT IN LIEU OF AN INCOMPLETE NOTIFICATION

Note: PHEAA is required to send students with incomplete records a notification so that they understand their status and have an opportunity to respond. However, PHEAA does not expect the return of questionnaires when students are ineligible for another reason, unless they are providing corrections or contesting the ineligibility reason(s). The activities in this table use the Letter (LT) activity type.

ACTION CODE(S)	DESCRIPTION	PHEAA LETTER ID & OTHER INFORMATION
SGFNSTIO, SGBSNL12 (both with same date)	Informs the student of ineligibility due to a late application filing. Students who receive this letter are generally ineligible for consideration even if funds for late applicants become available. This is due to the fact that the date the FAFSA was filed is over 6 weeks past the deadline.	SNL
SGB03209 or SGB32R09 (Reject Version)	Requests clarification regarding with whom the student resides (to determine whose financial data is required).	032/32R This letter includes three documents: <ul style="list-style-type: none"> • Lives With Clarification form; • Lives With Clarification form instructions; and • Rights & Responsibilities
SGBSSF09 or SGBSFR09 (Reject Version)	Requests information regarding the SSN of the parent/stepparent listed as Parent 1 on the FAFSA (item 030) or the employment status or signatures.	SSF/SFR This can occur if: <ul style="list-style-type: none"> • The student reports the same number for their own SSN and this parent; • There is conflicting information with regard to with whom the student resides; or • The SSN provided is invalid.
SGBSSM09 or SGBSMR09 (Reject Version)	Requests information regarding the SSN of the parent/stepparent listed as Parent 2 on the FAFSA (item 031) or the employment status or signatures.	SSM/SMR This can occur if: <ul style="list-style-type: none"> • The student reports the same number for their own SSN and this parent; • There is conflicting information with regard to with whom the student resides; or • The SSN provided is invalid.
SGBSSS09 or SGBSSR09 (Reject Version)	Requests information regarding the spouse's SSN (item 029) or the spouse's employment status or signature.	SSS/SSR This can occur if: <ul style="list-style-type: none"> • The student reports their own SSN as the spouse's SSN; or • The SSN provided is invalid.
SGB25D06 or SGB25R09 (Reject Version)	Requests information regarding the number enrolled in college (item 010P).	25D/25R This letter includes the following document: <ul style="list-style-type: none"> • Family Size and Number Enrolled Clarification Form (Dependent Student) – B25D Form
SGB25I06 or SGB10R09 (Reject Version)	Requests regarding the number enrolled in college (item 010S).	25I/10R This letter includes the following document: <ul style="list-style-type: none"> • Family Size and Number Enrolled Clarification Form (Independent Student) – B25I Form
SGB0CS09 or SGBCSR09 (Reject Version)	Requests signatures.	OCS/CSR

II. SAMPLE – EMAIL – TYPE “EW”

JOHN B. DOE

This email is being sent to you because the information we received from your FAFSA indicates you may be eligible for a 2020-21 PA State Grant.

Applying is easy! Three simple steps is all it takes –

1. Sign in or create a student account at www.pheaa.org/sgf.
2. Provide basic information about your school and status.
3. Read and agree to the PA State Grant Rights and Responsibilities.

Receipt of this communication or use of Account Access does not automatically qualify you for any financial aid or student grant award. Your PA State Grant eligibility may be subject to a review since the PA State Grant Program is a financial assistance program that is funded in whole or in part by the Commonwealth of Pennsylvania. PHEAA is responsible for administering the PA State Grant Program and ensuring that the data provided by applicants meets the eligibility requirements.

If you have questions, please contact 1-800-692-7392. Do not reply to this automated email since the email box is unmonitored.

REFCDE:SGFNSTIO2020EW

III. SAMPLE – EMAIL – TYPE “EI” WITH DEPENDENT STATUS NOTICE LINK

JOHN B. DOE

Your 2020-21 record in the PA State Grant Program is incomplete. To complete your record, securely log into Account Access:

www.pheaa.org/signin

A list of missing data will be presented. You cannot be considered for a 2020-21 PA State Grant until you provide all necessary information. If parental information is requested, you are considered to be a dependent student for PA State Grant purposes. You may also see ineligibility reasons, if applicable. To provide the missing data:

1. Access the form via the link below and print.
2. Use the list of questions in Account Access to complete the form.
3. Read and agree to the PA State Grant Rights and Responsibilities.

<https://www.pheaa.org/stategrants/pdf/IncompleteRecordDependent20.pdf>

Receipt of this communication or use of Account Access does not automatically qualify you for any financial aid or student grant award. Your PA State Grant eligibility may be subject to a review since the PA State Grant Program is a financial assistance program that is funded in whole or in part by the Commonwealth of Pennsylvania. PHEAA is responsible for administering the PA State Grant Program and ensuring that the data provided by applicants meets the eligibility requirements.

If you have questions, please contact 1-800-692-7392. Do not reply to this automated email since the email box is unmonitored.

REFCDE:SGFNSTIO2020EI

IV. SAMPLE – EMAIL – TYPE “ER”

JOHN B. DOE

Your 2020-21 record in the Pennsylvania State Grant Program is incomplete. You cannot be considered for a 2020-21 PA State Grant until all necessary information is provided.

To complete your record, log onto <https://studentaid.ed.gov/sa/fafsa> and complete the missing information on your 2020-21 FAFSA application. The data will be submitted to us automatically. Please allow several days for processing.

You can view the current status of your PA State Grant on www.pheaa.org using the Secure Sign-In for Account Access.

<http://www.pheaa.org/signin>

Receipt of this communication or use of Account Access does not automatically qualify you for any financial aid or student grant award. Your PA State Grant eligibility may be subject to a review since the PA State Grant Program is a financial assistance program that is funded in whole or in part by the Commonwealth of Pennsylvania. PHEAA is responsible for administering the PA State Grant Program and ensuring that the data provided by applicants meets the eligibility requirements.

If you have questions, please contact 1-800-692-7392. Do not reply to this automated email since the email box is unmonitored.

REFCDE:SGFNSTIO2020ER

V. SAMPLE – EMAIL – TYPE “EC”

JOHN B. DOE

We have received your 2020-21 PA State Grant Form but your PA State Grant Program record is incomplete due to missing signature(s).

To complete your application, please go to Account Access www.pheaa.org/sgf and follow the instructions on how to provide this information.

Receipt of this communication or use of Account Access does not automatically qualify you for any financial aid or student grant award. Your PA State Grant eligibility may be subject to a review since the PA State Grant Program is a financial assistance program that is funded in whole or in part by the Commonwealth of Pennsylvania. PHEAA is responsible for administering the PA State Grant Program and ensuring that the data provided by applicants meets the eligibility requirements.

If you have questions, please contact 1-800-692-7392. Do not reply to this automated email since the email box is unmonitored.

REFCDE:SGFNSTIO2020EC

VI. SAMPLE – POSTCARD – TYPE “PC”



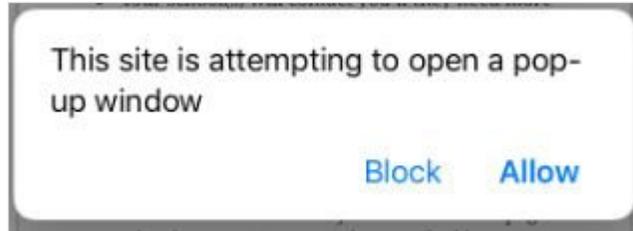
INCOMPLETE NOTIFICATIONS Q&A

QUESTIONS RELATED TO THE FOTWSM LINK TO THE SGF

Q: Is there anything that students should know prior to filing the FAFSA and SGF?

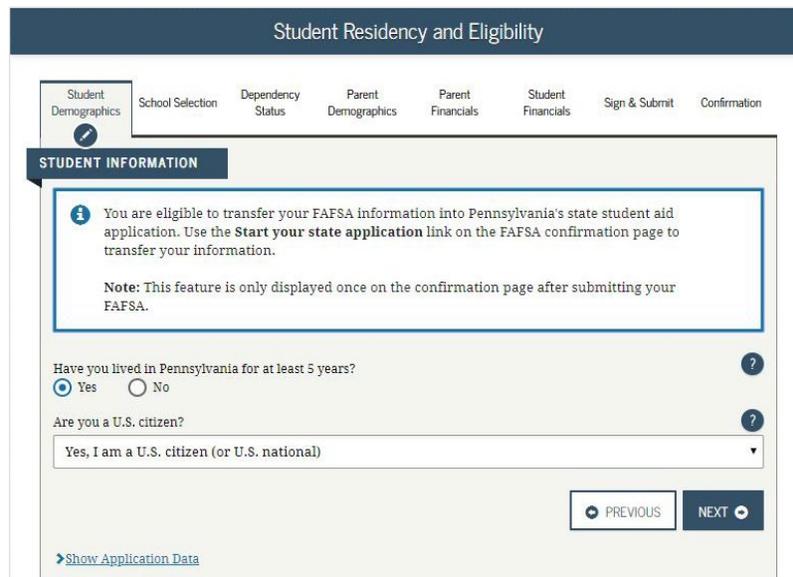
A: Before completing the FAFSA and PA State Grant Form online, students should make sure that their computer's or device's pop-up blocker setting is off to avoid any issues with being successfully transferred from the FOTWSM to the PA SGF.

If the pop-up blocker is turned on and the device provides a warning, similar to the one shown below, students should select "Allow."



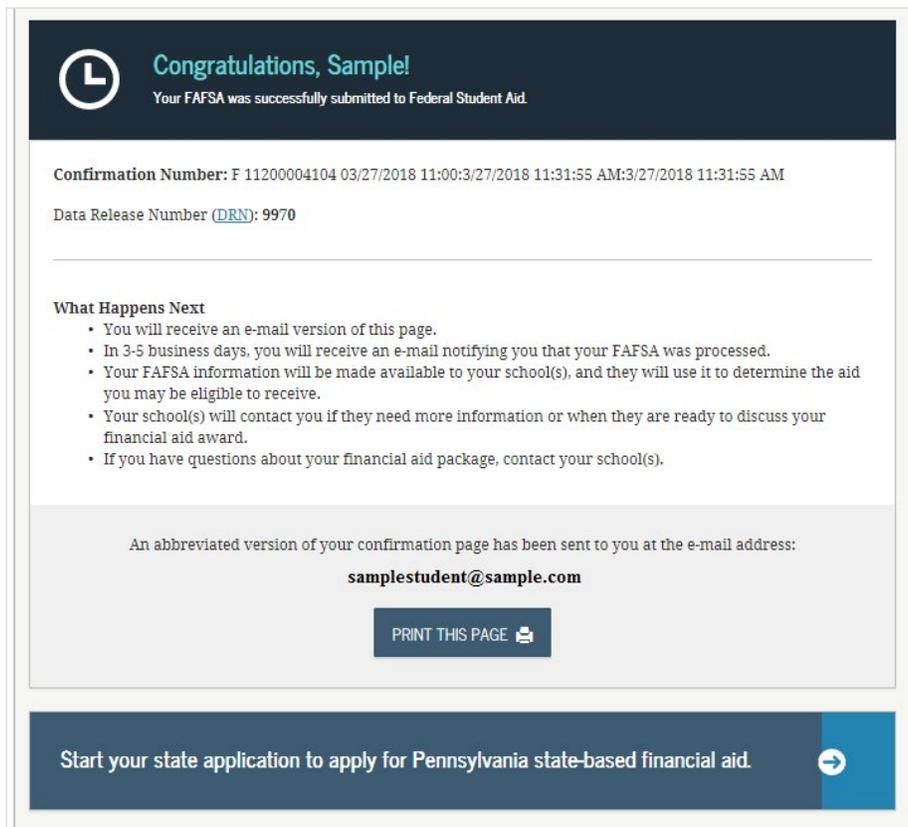
Q: How is the information regarding a state application presented to students?

A: Once students complete information on the "Student Demographics" section of the FOTWSM and indicate Pennsylvania as their state of residence, the screen refreshes to display this information box. This alerts students of the opportunity to link to the PA State Grant Application upon completion of the FOTWSM.

A screenshot of the "Student Residency and Eligibility" form. The form has a dark blue header with the title "Student Residency and Eligibility". Below the header is a navigation bar with tabs: "Student Demographics" (selected), "School Selection", "Dependency Status", "Parent Demographics", "Parent Financials", "Student Financials", "Sign & Submit", and "Confirmation". The main content area is titled "STUDENT INFORMATION" and contains a blue-bordered box with an information icon and text: "You are eligible to transfer your FAFSA information into Pennsylvania's state student aid application. Use the **Start your state application** link on the FAFSA confirmation page to transfer your information. Note: This feature is only displayed once on the confirmation page after submitting your FAFSA." Below this box are two questions: "Have you lived in Pennsylvania for at least 5 years?" with radio buttons for "Yes" (selected) and "No", and "Are you a U.S. citizen?" with a dropdown menu showing "Yes, I am a U.S. citizen (or U.S. national)". At the bottom right are "PREVIOUS" and "NEXT" buttons. At the bottom left is a link "Show Application Data".

Q: What does the link to the SGF from the FOTWSM look like?

A: From the FOTWSM Confirmation Page, a link “Start your state application to apply for Pennsylvania state-based financial aid” displays.



Q: What happens when the “Start your state application” link is clicked?

A: Upon clicking the “Start your state application” link, a message displays indicating to students that they will be redirected to the state agency’s website (Figure 1). Before selecting “OK,” students should minimize their web browser and make sure that the computer’s or device’s pop-up blocker setting is not turned on to avoid any issues with being successfully transferred to the SGF. Once the transfer is complete, the Getting Started page for the SGF displays (Figure 2). Students are transferred to the SGF for the academic year that matches the FOTWSM year. Students may click Continue and complete the SGF (Figure 3). Please refer to the PA State Grant Form User Guide for more information.

FIGURE 1

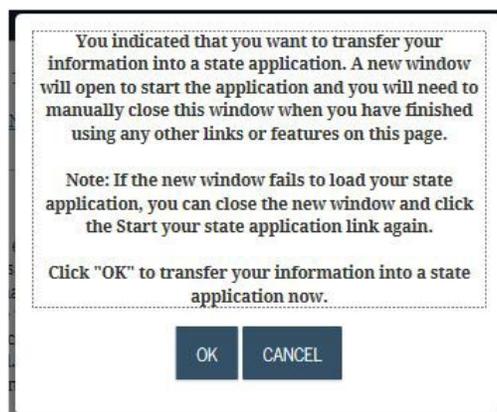


FIGURE 2

Pennsylvania State Grant Form 2020-21

Getting Started

As the Student applying for a Pennsylvania State Grant, here's some information that you'll want to have ready.

- If applicable, the **month and year** your diploma was received (for High School or GED).
- If married, your spouse's 9-digit **Social Security Number**.
- If you have a savings account through **PA 529** or **PA ABLE**, you may need a recent account statement for the total savings, or visit pa529.com or paable.gov.
- **Adobe Reader** is required to view and print your PA State Grant Form. The plug-in is available as a [free download](#) from Adobe.

[Print this page](#) **CONTINUE »**

FIGURE 3

Pennsylvania State Grant Form 2020-21

1 PROVIDE INFORMATION 2 3

All fields marked with * are required.

Student Information

This information is associated with your grant profile.

Legal Name Some of my information is incorrect ?

Your Legal Name: **STUDENT A SAMPLE**

Social Security #: **123-45-6789**

Date of Birth: **01/04/1990**

Permanent Street Address: **1200 7TH STREET**

City / Town: **Harrisburg**

State / Region: **Pennsylvania**

Zip / Postal Code: **17102**

Please provide us with a valid email address so that we can provide you immediate communications about the status of your State Grant.

Q: Can students access the state API if they have already completed the FOTWSM?

A: No. The FOTWSM connection to the SGF is only available the first time that a student completes the FOTWSM and is not available through the correction process.

Q: How do students apply for PA State Grant aid if they missed the direct link from the FOTWSM?

A: Students must wait 5 to 7* business days for PHEAA to receive and process the completed FAFSA[®] information. After successful transmission of the FAFSA[®] information and creation of the PA State Grant record, students with incomplete records receive an email message directing them to complete the online PA State Grant Form. Please note that this email may direct students to the American Education Services (AES) website.

* If students apply during the first two weeks of October, they should expect a longer delay since PHEAA does not begin the SGF notification process until mid-October.

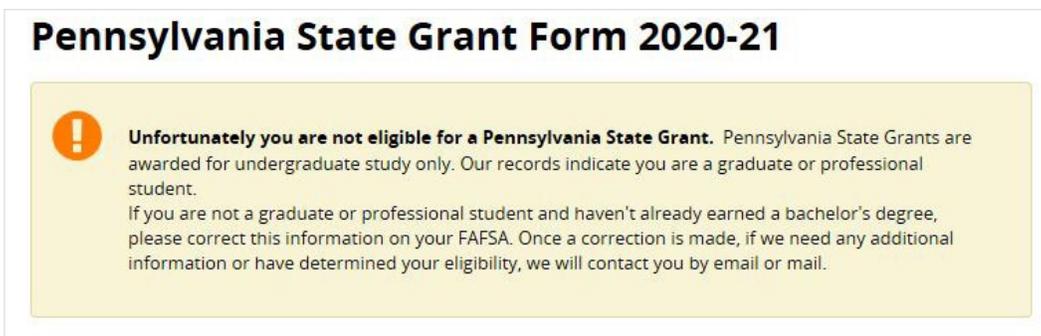
Q: For students who attempt to access the 2019-20 SGF via the FOTWSM link after the April 1, 2020 student reconsideration deadline, what happens?

A: After April 1, 2020, students are not permitted to complete the SGF and are presented with the message indicating such. Please note that this message is necessary when the SGF is attempted to be accessed via FOTWSM since the FAFSA deadline is much later than the PA State Grant Program deadline.



Q: Should graduate students complete the SGF?

A: No. Only undergraduate students are eligible for PA State Grant aid. Therefore, students who provide their grade level “Continuing graduate/professional or beyond” or “1st year graduate/professional student,” are informed of their ineligibility and what action to take if this status was the result of incorrect information on the FAFSA.



Q: How long does it take before students are “timed out” of the SGF?

A: Students are given 10 minutes of inactivity and are warned before being returned to the log-in screen.



Q: If students access the SGF from the FOTWSM and they are “timed out,” can they try again later?

A: Students who are timed out after accessing the SGF via the FOTWSM must wait for PHEAA to contact them in approximately 5 to 7* business days. This is the approximate amount of time it takes for PHEAA to receive the student’s data from the U.S. Department of Education (USDE), Central Processing System (CPS) and create the PA State Grant record.

* If students apply in the first two weeks of October, they should expect a longer delay since PHEAA does not begin the SGF process until mid-October..

Q: What can students expect to see in the Grant Status on Account Access immediately after submission of the SGF from the API (FAFSA link)?

A: Since PHEAA has not yet created a PA State Grant record, students receive a message confirming receipt of the SGF and notification to return back soon.

PA State Grant

2020-21 Academic Year

Term	School	Status	Amount
--	Harrisburg Area Community College	Incomplete	--

PHEAA has received your State Grant Form and is currently processing your application. If we need any further information or have determined your eligibility, we will contact you via email.

If the status above does not reflect recent changes you made with your school, on your FAFSA, or with PHEAA, don't worry — it can take up to 15 days for us to process these changes. Check back soon.

[Update School Information](#) Application Received Date: 07/26/2019

QUESTIONS RELATED TO THE SGF PRESENTMENT OF INFORMATION THAT WAS SELECTED ON THE FOTWSM

Q: When are students presented with the “financially independent” version of the SGF?

A: If students meet any of the following conditions based upon responses to the 2020-21 FOTWSM questions, they will be presented with the “financially independent” version of the SGF:

- were born before January 1, 1997
- are currently married
- are a veteran or are active duty military
- responded “yes” to having a dependent child or other dependent for whom they have and will provide more than one-half of the support through June 30, 2021
- indicated that they are/were an orphan or ward of the court

Q: Is it possible that PHEAA will not consider students “financially independent” after completion of the SGF?

A: Yes. Keep in mind that at the time of the transfer to the SGF from the FOTWSM, there is no PA State Grant record. Once PHEAA receives the transmission of data from the U.S. Department of Education and creates the PA State Grant record, the students’ responses are evaluated and they may be determined as “dependent” for PA State Grant purposes or be placed in a review.

Q: What displays on the SGF if students select a college on the FOTWSM that is not in the PA State Grant system?

A: Normally, the “Most Likely to Attend” question on the SGF pre-populates with the first-choice college and college state indicated on the FOTWSM. When the college is not listed in the PA State Grant system, students are presented with the “Change College” button instead. Upon clicking this button, students may select the state and “Not Listed” for the college name choice. This will allow students to free-form type the name of their

college. Keep in mind that when students select "Not Listed," the form is routed to PHEAA staff for review so it will take a little longer to process.

Q: What displays on the SGF if students hand-type their high school name on the FOTWSM?

A: When students hand-type in the name of their high school, while the state pre-populates, students must select the high school name again on the SGF as illustrated below.

Q: What displays on the SGF if students select “Confirm” and chooses from the list on the FOTWSM?

A: When students select “Confirm” and picks a high school from the list on FOTWSM, all high school information pre-populates on the SGF as illustrated below as long as the high school is also in the PA State Grant system.

If the high school is not in the PA State Grant system, the name of high school does not pre-populate and students must select “Not Listed” from the “High School” name field on the SGF. This selection allows students to hand-type in the name of their high school. PHEAA staff will verify that students satisfy the high school graduation requirement.

The screenshot shows the 'High School' section of a form. It asks, 'What best describes how you were or will be awarded your high school diploma or equivalency?'. Below this are five radio button options: 'An American High School Diploma' (selected), 'A General Education Equivalency Diploma (GED)', 'Home Schooling', 'A Department of Defense High School', and 'Other' with a 'Help me decide' link. Below the options are three required fields: 'Month/Year of Graduation' (MM / YYYY), 'High School State' (a dropdown menu showing 'PENNSYLVANIA'), and 'High School' (a dropdown menu showing 'CUMBERLAND VALLEY HIGH SCHOOL'). A note at the bottom says 'Select "Not Listed" if High School is not listed.'

Q: What displays on the SGF if the student selects “GED,” “Home Schooled,” or “none of the above” when answering “What will your high school completion status be when you begin college in the 2020-21 school year?” on the FOTWSM?

A: The SGF pre-populates the “type of diploma” according to the response on the FOTWSM. Please refer to the below illustrations for each of these selections.

When students select “GED certificate or state authorized high school equivalent certificate”...

The screenshot shows the 'Student Education' section of a form. It has a navigation bar with tabs: 'Student Demographics', 'School Selection', 'Dependency Status', 'Parent Demographics', 'Financial Information', 'Sign & Submit', and 'Confirmation'. The 'Student Demographics' tab is active. Below the navigation bar is a section titled 'STUDENT INFORMATION'. It asks, 'What will your high school completion status be when you begin college in the 2018-2019 school year?'. Below the question is a dropdown menu with the selected option 'GED certificate or state authorized high school equivalent certificate'.

The SGF pre-populates as follows...

The screenshot shows the 'High School' section of a form. It asks, 'What best describes how you were or will be awarded your high school diploma or equivalency?'. Below this are five radio button options: 'An American High School Diploma', 'A General Education Equivalency Diploma (GED)' (selected), 'Home Schooling', 'A Department of Defense High School', and 'Other' with a 'Help me decide' link. Below the options are three required fields: 'Month/Year GED Received' (MM / YYYY), 'High School State' (a dropdown menu showing 'PENNSYLVANIA'), and 'High School' (a dropdown menu showing 'CUMBERLAND VALLEY HIGH SCHOOL'). A note at the bottom says 'Select "Not Listed" if High School is not listed.'

When students selects "Home schooled"...

The screenshot shows the 'Student Education' section of a web form. At the top, there is a dark blue header with the text 'Student Education'. Below the header is a navigation bar with tabs: 'Student Demographics', 'School Selection', 'Dependency Status', 'Parent Demographics', 'Financial Information', 'Sign & Submit', and 'Confirmation'. The 'Student Demographics' tab is active. Below the navigation bar is a section titled 'STUDENT INFORMATION'. The question is 'What will your high school completion status be when you begin college in the 2018-2019 school year?'. A dropdown menu is open, showing 'Home schooled' as the selected option. A help icon (?) is visible in the top right corner of the dropdown.

The SGF pre-populates as follows...

The screenshot shows a 'High School' section of a form. The question is 'What best describes how you were or will be awarded your high school diploma or equivalency?'. Below the question are two main sections. The first is '* My diploma was or will be through:' with five radio button options: 'An American High School Diploma', 'A General Education Equivalency Diploma (GED)', 'Home Schooling' (which is selected), 'A Department of Defense High School', and 'Other' with a 'Help me decide' link and a help icon (?). The second section is '* Month/Year of Graduation:' with two input fields: 'MM' and 'YYYY'.

When students select "None of the above"...

The screenshot shows the 'Student Education' section of a web form, similar to the first image. The 'STUDENT INFORMATION' section is active. The question is 'What will your high school completion status be when you begin college in the 2018-2019 school year?'. A dropdown menu is open, showing 'None of the above' as the selected option. A help icon (?) is visible in the top right corner of the dropdown.

The SGF pre-populates as follows...

The screenshot shows a 'High School' section of a form, similar to the second image. The question is 'What best describes how you were or will be awarded your high school diploma or equivalency?'. Below the question are two main sections. The first is '* My diploma was or will be through:' with five radio button options: 'An American High School Diploma', 'A General Education Equivalency Diploma (GED)', 'Home Schooling', 'A Department of Defense High School', and 'Other' (which is selected) with a 'Help me decide' link and a help icon (?). The second section is '* School Name:' with an input field. Below that is '* School City:' with an input field.

QUESTIONS RELATED TO COMPLETION OF THE SGF VIA ACCOUNT ACCESS (PHEAA'S STUDENT PORTAL)

Q: What is presented to the student if they need to complete an SGF for both the 2019-20 and 2020-21 Academic Years?

A: Until the April 1, 2020 student reconsideration deadline, students who have PA State Grant records that are incomplete for both years and require an SGF are presented with a choice.

Pennsylvania State Grant Form

State Grant Form Selection

Academic Year	Next Steps
2019-20	Complete Your 2019-20 State Grant Form If you have not submitted your 2019-20 PA State Grant Form please complete the form using our online application. CONTINUE >>
2020-21	Complete Your 2020-21 State Grant Form If you have not submitted your 2020-21 PA State Grant Form please complete the form using our online application. CONTINUE >>

Q: What is presented to students if they only need to complete an SGF for the 2020-21 Academic Year?

A: If students need to complete an SGF for only the 2020-21 Academic Year, they are taken directly into that year's form for completion.

Q: What happens if a student's record is incomplete due to a PHEAA review and they try to access the SGF?

A: When students' records are under review with PHEAA as indicated by a "PHEAA Correctable," they are informed that their application is being reviewed and that we will contact them if further information is needed. This also occurs in the rare instances that there is an update error in their record that must be corrected by PHEAA staff.

Pennsylvania State Grant Form 2020-21



Your application is being reviewed. If we need any further information or have determined your eligibility, we will contact you by email or mail.

In instances where there is more than one academic year incomplete and/or under review, messaging is presented as follows:

2019-20 RECORD STATUS	2020-21 RECORD STATUS	WHAT IS PRESENTED
Under review	Under review	"Your application is being reviewed" message – 2020-21
Under review	No application	"We do not have any record of your FAFSA or we have not yet received your file" message – 2020-21
Under review	Incomplete but not under review	2020-21 SGF
Under review	Complete	"We already have your Pennsylvania State Grant application information" message – 2020-21
No application	Under review	"Your application is being reviewed" message – 2020-21
Incomplete but not under review	Under review	2019-20 SGF
Complete	Under review	"Your application is being reviewed" message – 2020-21

Q: When might students receive the message, "We already have your Pennsylvania State Grant application information?"

A: Students will receive the message that we already have their application information in the following situations:

- When the current year State Grant record (2020-21) is complete; or
- When the prior year State Grant record (2019-20) is complete and the student connected to the SGF via the 2020-21 FOTWSM. In these instances, students do not have to complete the SGF since their data from the prior year will be transferred once the FAFSA is received from the U.S. Department of Education.
- If students complete the SGF and still have a web browser tab open from the FOTWSM and subsequently clicks "Start your state application" again, they will receive this message.



Q: When do students receive the message that we do not have any record of their FAFSA®?

A: When students do not have a prior year PA State Grant record that is complete, do not use the FOTWSM link to connect to the SGF, and we do not yet have a current year PA State Grant record, they are presented with

the message below. If they already filed the FAFSA®, it may take 5 to 7 days until the application information is transmitted to us by the U.S. Department of Education.

Pennsylvania State Grant Form 2020-21

 **We do not have any record of your Free Application for Federal Student Aid (FAFSA) or we have not yet received your file.** If you have already filed your FAFSA, it may take 5-7 days until the record is transmitted to us.

In order to apply for a PA State Grant, you need to complete your FAFSA. We recommend that you do this online, for the fastest and most accurate delivery of your information.

[COMPLETE YOUR FAFSA ONLINE](#)

Then What Happens?

- Your FAFSA record will be transmitted to us automatically after you've filled out and completed your FAFSA. We will then notify you using the email you provided on your FAFSA to return to the PA State Grant Form for your grant specific information.

[More about FAFSA](#)

Q: What message can students expect to see upon returning to Account Access after completing the SGF from the FOTWSM?

A: Since there is a 3-5 day delay from the time students submits the FAFSA until PHEAA receives the transmission of data from the Federal Central Processing System (CPS), they are informed that we have received their information and to allow us time to process. Once we receive the FAFSA information and create the PA State Grant record, this message will be replaced with a revised status.

Pennsylvania State Grant Form 2020-21

 **We know you have submitted your FAFSA and we are waiting to receive that data.** Allow us 3-5 days from when you submitted the FAFSA to receive and prepare your information. If we need additional information after we receive your FAFSA data we will contact you. You may also return periodically to check the status of your State Grant.

Q: Why would students receive a message indicating, “Your Pennsylvania State Grant Form cannot be completed at this time” and to call Customer Service?

A: This message appears when there is a name mismatch in the Account Access authentication process.

Pennsylvania State Grant Form 2020-21

 **Your PA State Grant Form cannot be completed at this time.** Please call **1-800-692-7392** and speak to a customer service representative.

SIGNATURE QUESTIONS

Q: What is the purpose of the “Statement of Certification and Authorization?”

A: Providing a signature is an attestation that recipients understand the rights and responsibilities of accepting a PA State Grant award, along with PHEAA’s use of the data provided. This is a legal document, a copy of which should be maintained by students or their parents. The Rights and Responsibilities Certification Document is available on the web at [PHEAA.org/forms](https://pheaa.org/forms) under General Documents and Forms.

Q: How is the signature received?

A: PHEAA is using the FAFSA signature to determine if the proper signatures have been submitted for PA State Grant purposes. In instances where it is not possible to gather the proper signatures from the FAFSA data, a wet signature is required for the PA State Grant Program.

Q: When do students still have to sign and return a wet signature to PHEAA?

A: Students who do not initially complete the necessary signatures on the FAFSA must return to the FAFSA and complete the missing signature(s). If this does not happen or is not possible, students must submit a “Pennsylvania State Grant Signature Request” page to PHEAA. For students who already have a PA State Grant record and log into Account Access, we are able to determine that there is a signature issue, and will provide the appropriate guidance. For students who link to the SGF from the FOTWSM, we will not be able to communicate a signature issue until after we receive their FAFSA data from the U.S. Department of Education’s CPS.

Q: What happens if renewal students have an incomplete FAFSA signature?

A: When renewal students are incomplete for the FAFSA signature only, their PA State Grant record will remain incomplete until they provide the FAFSA signature. In these cases, it is the student’s responsibility to respond to notifications (for example, the Student Aid Report or “SAR”) from the U.S. Department of Education regarding their signature.

Q: Do students who completed the SGF prior to the online agreement process still have to sign and return the “Statement of Certification and Authorization” page?

A: No. Students who complete the necessary signatures on the FAFSA and who agree to the Rights & Responsibilities document online do not have to return any wet signatures to PHEAA. This includes students who completed the SGF prior to PHEAA implementing the online agreement process.

Q: Why are certain students emailed a link to the paper Status Notice on [PHEAA.org](https://pheaa.org) instead of the SGF?

A: Students may be directed to complete the paper notice when the PA State Grant Program data and Federal data do not agree. These exception cases may be for one of the following reasons: 1) Dependency Mismatch (USDE processed as independent and the student is dependent for PA State Grant purposes); 2) Dependency Override (the school has processed the student as independent and the PA State Grant Program has not); or 3) The school has performed Professional Judgment; therefore, the data used for PA State Grant purposes does not agree with the data the school has used.

These students see the following message when logging into Account Access:

Pennsylvania State Grant Form 2020-21



Additional Information will be required before we can process your application. The State Grant Program uses criteria to determine your eligibility that may be different from federal and/or school-specific criteria. PHEAA will be contacting you by email or mail if additional information or other documentation is required to determine your eligibility.

Q: Students at my school complete the SGF in a classroom setting and may not be able to immediately print any documents. What should they do?

A: Students who want to print the confirmation PDF will have to save the PDF and email it to another computer or save it on a flash drive. The confirmation PDF will not be available once the students exit the application since the data and signatures will have been processed.

Students should NOT use the confirmation PDF to submit corrections to PHEAA. Approximately 3-5 days after they submit the FAFSA, we will process the information and create a PA State Grant record. From that point forward, they may make enrollment changes using the “Update School Information” link within Account Access. For all other changes, they should be directed to [PHEAA.org/corrections](https://pheaa.org/corrections).

Students who are directed to complete a “PA State Grant Signature Page” may either save the PDF and print it off immediately or may return to Account Access at a later time to print.

GENERAL QUESTIONS

Q: How can students submit corrections once the SGF is submitted?

A: Approximately 3-5 days after they submits the FAFSA, we’ll process the information and create a PA State Grant record. From that point forward, they may make enrollment changes using the “Update School Information” link within Account Access. For all other changes, they should be directed to [PHEAA.org/corrections](https://pheaa.org/corrections).

Students should NOT use the confirmation PDF to submit corrections to PHEAA. This form explains the proper way to make corrections and warns students that we will not process corrections made on the confirmation PDF.

Q: How should students complete the high school section if they graduated from a Department of Defense high school?

A: These students must select “A Department of Defense High School” under the High School section of the SGF. This action will allow the PA State Grant record to be automatically approved for compliance with the PA State Grant Program’s high school diploma requirement. Please note that the high school location state will be populated with “PA” in these instances regardless of where the high school is located.

High School

What best describes how you were or will be awarded your high school diploma or equivalency?

* My diploma was or will be through:

An American High School Diploma

A General Education Equivalency Diploma (GED)

Home Schooling

A Department of Defense High School

Other [Help me decide](#) 

* Month/Year of Graduation: /

Q: How should students complete the high school section if they graduate from a foreign high school?

A: These students must select “Other” under the High School section of the SGF. Students who graduated from a foreign high school are not eligible until documentation verifying that the PA State Grant Program high school graduation requirement is satisfied and submitted. Selecting “Other” will allow PHEAA to automatically send

further information to the student which explains what documentation is required by PHEAA for eligibility. This is typically the letter identified as "OFH" or "FHR" which is logged on their activity once it is sent.

High School

What best describes how you were or will be awarded your high school diploma or equivalency?

* My diploma was or will be through:

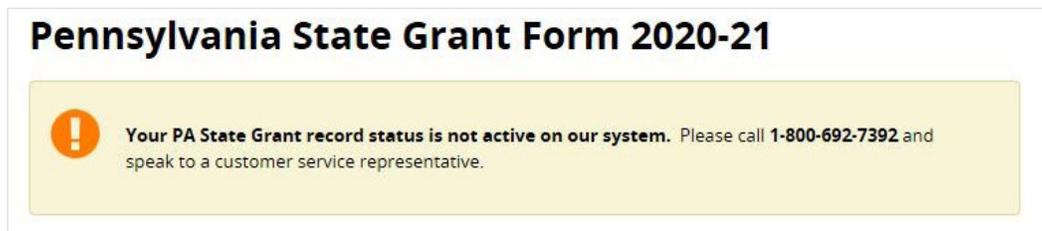
- An American High School Diploma
- A General Education Equivalency Diploma (GED)
- Home Schooling
- A Department of Defense High School
- Other [Help me decide](#) 

* School Name:

* School City:

Q: What message do students receive if the PA State Grant record is inactive?

A: When the PA State Grant record is inactive, such as for undeliverable mail, they receive the message, "Your PA State Grant record status is not active on our system. Please call 1-800-692-7392 and speak to a customer service representative." This message is illustrated below.



Q: How should students navigate through the SGF?

A: Students should use the navigation buttons provided within the SGF. The application may not support navigation using the traditional browser buttons (Back and Forth arrow buttons). Using a web browser's Back and Forth navigation buttons may result in students receiving an "Unexpected Error" which logs them out of the SGF.

Q: What happens once students submits the SGF and accidentally exits using the browser's back button?

A: If students uses the web browser's back button after submission of the SGF, they are notified that the application was already submitted.



Q: Is the information in emails secure?

A: PHEAA safeguards students' security and does not transmit protected information via email. Their name will appear at the top of the message. However, they must use their secure sign-in to complete the SGF via Account Access.

Q: What happens if students provides an invalid email or opts out of the email process?

A: PHEAA mails paper Status Notices in cases where there is no email, the email is invalid, or students have elected to opt out.

Schools should encourage students to provide a valid email address. This can be verified by reviewing page 4 of FG59 (schools) or page 4 of FG0H (PHEAA staff).

VALIDITY INDICATOR	MEANING
O	Opt out
N	Email previously unsuccessful/invalid

Q: What is the address from which the emails originate?

A: Emails from PHEAA will originate from StateGrantsandSpecialPrograms2@pheaa.org. Students should be encouraged to add this to their address book to make sure these important emails do not move to their junk or spam folders.

Q: Other than a first-time (non-renewal) students, who else may have to complete the SGF or Status Notice?

A: Renewal students who change enrollment may be required to complete the SGF. For example, students who have received a 2019-20 award at a community college and subsequently enroll at a business, trade, or technical school during 2020-21 are required to provide the program of study in order to determine PA State Grant Program eligibility. However, this information is not collected on the FAFSA®.

Students who had originally filed an SGF but in a subsequent year are changing dependency status also need to complete a new SGF or paper Status Notice.

Created in 1963 by the Pennsylvania General Assembly, the Pennsylvania Higher Education Assistance Agency (PHEAA) has evolved into one of the nation's leading student aid organizations. Today, PHEAA is a national provider of student financial aid services, serving millions of students and thousands of schools through its loan guaranty, loan servicing, grant administration, outreach, and other student aid programs.

PHEAA's earnings are used to support its public service mission and to pay its operating costs, including the administration of the Pennsylvania State Grant and other state-funded student aid programs. PHEAA continues to devote its energy, resources and imagination to developing innovative ways to ease the financial burden of higher education for students, families, schools, and taxpayers.

PHEAA conducts its student loan servicing activities nationally as FedLoan Servicing and American Education Services (AES). For more information, visit PHEAA.org.

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