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The purpose of this document is to provide the financial aid community with responses to questions that were addressed during the 2021-22 PA State Grant Summer Workshops. Information is being shared for clarification purposes only. This document supplements the PA State Grant Program Handbook – 2021-22 Academic Year and 2022 Summer Term. Refer to [PHEAA.org](http://PHEAA.org) where you can access the most recent updates, including FAQs for the PA State Grant Program.

The organization of questions presented in this document follows the order of the PA State Grant Program Handbook. Sections are noted for cross-referencing purposes.

We appreciate any comments that you have on the PA State Grant Program Handbook, as we revise the text annually based on questions and feedback from the financial aid community. If you have suggestions on enhancements for the PA State Grant Program Handbook, email us at [sghelp@pheaa.org](mailto:sghelp@pheaa.org).

## Chapter 1 – School & Program Eligibility

### Section VII. A – General Administration Requirements

#### References to the PA State Grant Program

**Q:** Are schools required to make the statement that “the PA State Grant Program is paid in part or in whole by the Commonwealth of Pennsylvania and PHEAA serves as the administrator of the program?”

**A:** There is no requirement to make that exact statement on your website, etc. However, that statement does explain why a school’s communications must refer to the program as the PA State Grant Program and not the PHEAA Grant Program.

## Chapter 2 – Student Certification of Eligibility

### Section I. B – Approved Program of Study

#### Academic Credential Status & Admission Status

**Q:** What is the difference between program of study, major, and academic credential in the PA State Grant Program?

**A:** PA State Grant regulation §121.33 uses the terminology program of study to define the criteria (length, minimum number of credit hours, etc.) required for approval. Therefore, the PA State Grant Program uses “program of study” to describe the type of degree being pursued or a specific business, trade, or technical school (BTT-approved) program. Other than BTT schools, the PA State Grant Program does not collect information on the major in which the student is enrolled; therefore, schools should not be considering the student’s specific major when determining enrollment eligibility.
Q: How is program of study initially collected for the PA State Grant Program for non-BTT schools and what is my responsibility as a school?

A: Prior to crediting PA State Grant funds to a student's account, the school is responsible for verifying that the program of study is accurate. Where possible, PHEAA initially assumes the student's program of study based upon the student's response to the FAFSA® question, “What college degree or certificate will you be working on when you begin the 2021-2022 school year?” The table below illustrates assumptions. Keep in mind that assumptions take into consideration if the student's answer aligns with the type of school. For example, an assumption of bachelor's degree will not be made if the student is enrolled in a 2-year private institution. PHEAA’s assumptions are not made when the information is obtained directly from a school or the student.

<table>
<thead>
<tr>
<th>FAFSA Response</th>
<th>Code</th>
<th>PHEAA Initial Assumption Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st or 2nd bachelor's degree</td>
<td>C</td>
<td>Bachelor's Degree (All Other Majors)</td>
</tr>
<tr>
<td></td>
<td>I</td>
<td>College Transferable Program (2-Year Public or 2-Year Private School)</td>
</tr>
<tr>
<td>Associate degree (occupational or technical program)</td>
<td>G</td>
<td>2-Year Program in a 4-Year School</td>
</tr>
<tr>
<td></td>
<td>J</td>
<td>2-Year Program in a 2-Year Public or 2-Year Private School</td>
</tr>
<tr>
<td>Associate degree (general education or transfer program)</td>
<td>I</td>
<td>College Transferable Program</td>
</tr>
<tr>
<td>Certificate or diploma (occupational, technical, or education program of less than 2 years)</td>
<td>H</td>
<td>Program of Less Than 2 Years (4-Year School)</td>
</tr>
<tr>
<td></td>
<td>K</td>
<td>Program of Less Than 2 Years (2-Year Public or 2-Year Private School)</td>
</tr>
<tr>
<td>Certificate or diploma (occupational, technical, or education program of 2 or more years)</td>
<td>G</td>
<td>2-Year Program in a 4-Year School</td>
</tr>
<tr>
<td></td>
<td>J</td>
<td>2-Year Program in a 2-Year Public or 2-Year Private School</td>
</tr>
</tbody>
</table>

NOTE: For Hospital Schools of Nursing, code L (Registered Nursing Program) is assumed regardless of the code the student answers on the FAFSA.

NOTE: Occupational and technical programs are referred to as terminal programs.

Q: How is program of study initially collected for the PA State Grant Program for BTT schools?

A: Since each program is individually approved for PA State Grant eligibility and assigned a 2-position alpha-numeric code, program of study information for business, trade, and technical schools cannot be assumed from the FAFSA. Schools may update the program of study using Partner Interface. Otherwise, students provide program of study information using the State Grant Form (SGF) or paper Status Notice. Using the SGF, a student is provided a list of approved program codes from which to choose. If their program is not listed, then “00-other” is provided as a selection. Since “00-other” means not approved, this results in the student's record becoming rejected for program of study (reason “G”).

Q: What impact does the program of study in the PA State Grant record have upon the student’s eligibility?

A: The code that is in the student's program of study:

- is important for verifying if the student has exceeded the maximum number of payments allowed for programs that are less than 4 years in length
- may result in a student's ineligibility when the program is less than 2 years in length (reject “G”)
- is used to determine a non-renewal student's application deadline when the student is enrolled in a 2-year terminal program
- is used to determine costs and the maximum number of terms of aid permitted for BTT schools
Q: For a traditional semester school, is a 7 ½ week course that starts mid-semester considered a module?

A: Yes. A module (as defined in Chapter 1, Page 20) is a period that does not span the entire length of the term. Since 7 ½ weeks does not span a minimum 15-week semester, it is considered a module for PA State Grant purposes. All modular eligibility and crediting requirements apply.

Q: If the student is enrolled for 9 credits in a 14-week semester, is the student eligible for a half-time PA State Grant?

A: No. While a student may be enrolled in enough credits to be considered for a half-time PA State Grant, the student is not enrolled for the minimum number of weeks required to meet the semester definition.

Q: If a student is enrolled in two simultaneous bachelor’s degrees, which credits are used to determine PA State Grant eligibility?

A: When a student is pursuing two separate bachelor’s degrees simultaneously, the credits and enrollment for both must be used to determine PA State Grant eligibility. If one of those credentials requires modular enrollment for a term, then the modular crediting rules apply for that term. If the student earns one of the bachelor's degrees prior to the other, then the student will no longer be eligible for PA State Grants. Per PA State Grant regulation 22 Pa. Code § 121.49, if a student completes the requirements for a baccalaureate degree, or its equivalent, in less than 4 years, eligibility will terminate at that point even if less than 4 years of full-time awards were received.

Section I. E – Approved Program of Study

Maximum Number of PA State Grant Payments

Q: If a student’s record is ineligible due to the student having previously received the maximum number of payments in a program less than 4 years (reject “Y”), is the financial aid office required to review that student?

A: If the student questions the accuracy of the ineligibility reason then, yes, a school should review the potential for additional terms of aid with the student. Otherwise, the school is not required to review each student who has been automatically determined ineligible for the maximum number of payments (reject “Y”). If your institution is interested in reviewing each student, weekly status listings and filtering on reject “Y” in Partner Interface are both ways to identify students. Keep in mind that students who are ineligible for the full year do not appear on disbursement rosters.

Q: Can a school request an additional semester of PA State Grant aid for a student who is enrolled in a 2-year program and needs six or more remedial credits in that program but, due to course load, never had a remedial exception?

A: No. Additional terms of aid may not be granted for students who never required an exception. Chapter 2, Section E (“Maximum Number of PA State Grant Payments”) of the Handbook provides a list of qualifying reasons for additional terms of aid.

Q: Can you provide an example of when a community college student, who has transferred from one approved program to another (different) program, would be eligible for additional terms of aid?

A: The following table illustrates a student enrolled at ABC Community College who initially enrolls in pursuit of an associate degree in early childhood education. The student is awarded a full-time PA State Grant during the first year. During the second year, the student decides to pursue an associate degree in nursing and is awarded a full-time PA State Grant. When the student enrolls for the third year at ABC Community College, it is determined that the student does not have PA State Grant eligibility (reject “Y”) due to the usage of 2.0 counters, which is the maximum permitted for most associate degrees. Keep in mind that the PA State Grant Program has no way to distinguish between the different associate degrees.

The financial aid administrator recognizes that there was a change in the degree being pursued by the student. Since, by law, all students are limited to 4 years’ worth of PA State Grant aid, the student is counseled that they may request PA State Grant aid for the third year or may save that award counter for their future
pursuit of a bachelor’s degree in nursing. The student’s decision is to request the aid for the third year, and the financial aid administrator submits the Request for Additional Terms of Aid form.

Example

<table>
<thead>
<tr>
<th>Student at ABC Community College</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enroll<strong>ment</strong></td>
</tr>
<tr>
<td>Year 1</td>
</tr>
<tr>
<td>Year 2</td>
</tr>
<tr>
<td>Year 3</td>
</tr>
</tbody>
</table>

Section II. A – Enrollment

Enrollment Definitions

Q: If a student enrolls in a module after the PA State Grant was certified and credited to their account, must the student’s eligibility be reviewed?

A: Yes. When a student's schedule changes for the term due to modular enrollment, eligibility must be re-evaluated at the beginning of the final module. Additional credits added due to enrollment in the module may mean a change to enrollment status or enrollment mode. Furthermore, any credits that the student withdrew from prior to the start of the final module must be excluded for enrollment evaluation.

Q: If a student is taking a course that could count toward, but is not needed for, a degree (e.g., not counting as filling a major requirement or an elective toward their bachelor's degree), can that course be counted toward meeting the minimum enrollment requirement?

A: Yes. Coursework that will be reflected on the student's transcript for the degree can be counted toward the student's minimum enrollment for the term, as long as the student has not completed and will not complete the requirements for a first baccalaureate degree prior to the end of the term being credited. This may include credits that are applicable for the student's current degree or program objective but not currently needed for degree completion and may lead to total credits earned on the transcript exceeding the minimum number needed to complete the student's degree. Additionally, this may mean that the student has a different enrollment status from what was used to determine federal aid.

Q: If a student is in an existing dual program of study, where one program is approved and the other non-approved, and only three of 12 term credits are applicable to the approved program, how should the student be updated?

A: The determination for eligibility for a PA State Grant, in this case, should be on the program (credential) that meets the PA State Grant criteria. Since the student is enrolled in three credits for that program, they are less than half time and should be marked as such.

Section II. B – Enrollment

Instruction Delivery & Enrollment Mode Reporting

Q: Can enrollment mode reporting be based upon the minimum 12 semester credits for full-time enrollment or must all credits be reported?

A: Enrollment mode must match the student's final enrollment used for eligibility determination including all credits or clock hours which count toward establishing a student's enrollment status. For example, a student enrolled for 18 semester credits (full-time) must have an enrollment mode based upon 18 semester credits.
NOTE: The treatment of remedial credits is an exception since only those remedial credits used for a remedial exception need to be included in enrollment mode reporting. Page 31 of the Handbook provides a chart with examples.

Q: My school operates on a quarter schedule and each term is comprised of two, 6-week modules. If a student participates in two online classes for 6 credits in the first module and three classroom courses for 9 credits in the second module, can both of their online classes be in the same module?

A: Yes. The student can take all online credits in module 1 and all classroom credits in module 2 or vice versa. The 50-percent classroom requirement is evaluated by the entire term, not individual modules. In this example, the student is enrolled in six online credits and nine classroom credits for a total of 15 credits and should be reported as enrollment mode 2 “Up to 50% distance education.”

Q: Does enrollment mode reporting impact eligibility for the 2021-22 Academic Year?

A: If your institution is Headquartered and Domiciled in Pennsylvania (HQD), then the enrollment mode will not impact award amounts for the 2021-22 Academic Year. If your school is Non-HQD, then reporting attendance of more than 50 percent online (enrollment modes 3 and 4) will impact eligibility. There are no pandemic-related exceptions to this policy for the 2021-22 Academic Year.

Q: If a student is registered for 12 credits spanning a 15-week semester and three credits during a module that begins later in the term, do we need to reassess since the student is still enrolled full time?

A: Yes, the student must be reassessed to determine if there are any enrollment or eligibility changes that need to be reported due to the late module (e.g., enrollment mode, remedial exceptions, etc.). As a reminder, crediting may not occur until the student is confirmed as enrolled in the final module for the term.

Section II. C – Enrollment
Enrollment Reporting

Q: Are schools required to wait until the student is registered before using the Primary School Change request in Partner Interface?

A: When submitting the form prior to the start of the term and/or student's actual enrollment, then a statement from the student authorizing the enrollment change is required in the student's file. If the student is already registered, then the statement is not required.

Section II. D – Enrollment
Changes in a Student’s Program (All School Types)

Q: What happens if a student starts the semester in an approved associate degree program and then after crediting funds to the student's account, they change to a non-approved certificate program?

A: When the student starts the term in an approved program and changes to a non-approved program during the term, then apply the withdrawal procedures effective the date of the change.

Although your institution is still charging the student, if the student changes to a program that is not approved for PA State Grant aid, then the student is considered to be withdrawn for eligibility purposes. Follow your tuition refund policy as if the student had withdrawn and refund the same portion of the award to PHEAA that you would have refunded a student who had withdrawn on that date.
Section II. E – Enrollment

Remedial (Developmental) Course Exceptions

**Q:** If a student does not initially need a remedial exception (e.g., 15 total credits comprised of three remedial and 12 regular), but later withdraws from a regular course which shows on the transcript, can the remedial exception still be applied?

**A:** When a student withdraws or drops a course or courses and that action impacts their half-time or full-time status, the student may be re-evaluated for a remedial exception if:

- The student has not used the maximum number of remedial exceptions; and
- The course is dropped completely and will not appear on the transcript; or
- The withdrawn course will appear on the transcript but will not have a failing grade assigned.

If the student in question still had the course appear with a failing grade on the transcript, the remedial exception is not permitted. Refer to Page 39 of the Handbook (“Reporting”).

**Q:** The remedial exception reporting deadline states “prior to the last day of attendance for the academic year or summer period.” What is meant by the end of the period?

**A:** The deadline for reporting a remedial exception is the last day of the academic period. For the academic year, this is considered the last day of the spring term; for the summer period, this is considered the last day of the summer term.

Schools are not permitted to retroactively report a remedial exception for a completed term, nor are they permitted to retroactively report remedial exceptions to avoid academic progress issues. Enrollment updates which may impact eligibility should be regularly monitored throughout the period and reported, as necessary, to PHEAA in accordance with Handbook guidance.

Section II. F – Enrollment

Final Term Exception

**Q:** Can the final year exception be used for the last 2 semesters?

**A:** No. The final year exception may only be applied to one term during the final year. Refer to Page 41, F. Final Year Exception for Full-Time Enrollment.

**Q:** How do I submit a request for a final year exception?

**A:** The school does not need to report the final term exception to PHEAA. A notation regarding the usage should be placed in the student's file to demonstrate that the exception was applied. It is recommended that you log a notation in Partner Interface using the “School Note” function for auditing purposes.

Section IV. D – Academic Progress

Students Transferring to Your School (Not Visiting*)

**Q:** My school reviewed progress after spring 2021. For students who transfer beginning in the Fall 2021 Term, how do I know which terms need to be reviewed since I do not know the progress review schedule of the previous school?

**A:** Your school must check progress immediately (refer to Page 58 of the Handbook, “Transfers After the Summer Term”), and the review must begin with the earliest term in your school’s progress cycle. In this case, the review would begin with the Summer 2020 Term. Credits earned during the Summer 2021 term may be considered toward any credit deficit in the academic progress review. For information on visiting students, refer to “G. Visiting, Two-School Enrollment, & Study Abroad” on Page 66 of the Handbook.
Section IV. H – Academic Progress, Exceptions

**Q:** What do the action codes mean on the Academic Progress Approvals, Denials, & Exceptions report?

**A:** The following table explains the action codes column of the PageCenter report. If the student was approved or denied an exception, the action codes and dates will display in these columns. Detail is available on the student's activity tab in Partner Interface.

<table>
<thead>
<tr>
<th>Action Code</th>
<th>Description</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>SGBAMWS7</td>
<td>APPROVED ACADEMIC PROGRESS - MEDICAL WITHDRAWAL – SUMMER</td>
<td></td>
</tr>
<tr>
<td>SGBAMW06</td>
<td>APPROVED ACADEMIC PROGRESS - MEDICAL WITHDRAWAL</td>
<td></td>
</tr>
<tr>
<td>GRMAPCVA</td>
<td>ACADEMIC PROGRESS - COVID-19 APPROVAL</td>
<td>This displays in conjunction with an approval letter logging.</td>
</tr>
<tr>
<td>GRMAPCVD</td>
<td>ACADEMIC PROGRESS - COVID-19 DENIAL</td>
<td>This displays in conjunction with a denial letter logging.</td>
</tr>
<tr>
<td>SGBC5506</td>
<td>DENIED ACADEMIC PROGRESS - EXCEPTION REQUEST</td>
<td></td>
</tr>
</tbody>
</table>

A full explanation of the report is available in the memoranda section of the document library (Main Menu / PA State Grant Program / Memoranda / 2020-21 Academic Year and 2021 Summer).

Chapter 3 – PA State Grant Costs & Award Adjustments

Section III. F – Award Adjustments for Adds, Drops, & Withdrawals

Evaluating If a Refund Is Due to PHEAA

**Q:** If a student partially withdraws from full-time to half-time enrollment after the school's refund period, do we need to adjust the award?

**A:** Assuming that the student was not enrolled in modules and the student's award was previously credited prior to the withdrawal, if the withdrawal date occurs after the school's refund period is over, the school is not required to perform an adjustment. The student is permitted to keep the PA State Grant full-time award since their charges were not reduced. Keep in mind that the school may choose to report the student as enrolled half time and return the balance to PHEAA as noted on Page 87 of the Handbook (“Partial Withdrawal to at Least Half Time During the School's Refund Period”).

**Q:** In cases of withdrawal after the PA State Grant award was credited, do I need to report enrollment mode changes?

**A:** When applying the PA State Grant non-modular withdrawal policy, if the school opted to update the student to half-time enrollment when evaluating a partial withdrawal, then the enrollment mode should be updated, as well. Otherwise, the enrollment mode would remain consistent with the student's enrollment at the time of crediting the PA State Grant award. For students enrolled in modules, refer to Page 84 of the Handbook (“Evaluating Withdrawals in a Modular Term”).
Chapter 4 – Disbursements & Cash Management

Section III. B – Defining Disbursement Rosters, Disbursement Roster Availability, & Funds Availability

Disbursement Roster (Academic Year Terms & Summer Term)

Q: Are “not enrolled” students on rosters listed without an award or do they not show up on roster?

A: PA State Grant Program rosters do not list students unless the student previously had a complete status with an award for at least one term on a previous roster or they have a future term award. Rosters capture the student’s enrollment status in the PA State Grant system at the point in time they are generated.

Roster Examples – Not Enrolled
Assumes Fall & Spring Term Awards Existed Prior to Updates

<table>
<thead>
<tr>
<th>Updates Made</th>
<th>Fall Status</th>
<th>Spring Status</th>
<th>Roster Print?</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to fall roster</td>
<td>Not Enrolled</td>
<td>Awarded</td>
<td>Yes</td>
<td>Student prints due to future spring award</td>
</tr>
<tr>
<td>Prior to fall roster</td>
<td>Not Enrolled</td>
<td>Not Enrolled</td>
<td>No</td>
<td>Student does not print since no current or previously awarded terms for the academic year</td>
</tr>
<tr>
<td>After fall roster</td>
<td>Not Enrolled</td>
<td>Not Enrolled</td>
<td>Yes</td>
<td>Student prints due to previous fall &amp; spring awards</td>
</tr>
<tr>
<td>After fall roster</td>
<td>Not Enrolled</td>
<td>Awarded</td>
<td>Yes</td>
<td>Student prints due to future spring award &amp; previous fall award</td>
</tr>
<tr>
<td>Prior to fall roster</td>
<td>Not Enrolled</td>
<td>Less than half time</td>
<td>No</td>
<td>Student does not print since no current or previously awarded terms for the academic year</td>
</tr>
<tr>
<td>After fall roster</td>
<td>Not Enrolled</td>
<td>Less than half time</td>
<td>Yes</td>
<td>Student prints due to previous fall &amp; spring awards</td>
</tr>
</tbody>
</table>

Section IV. A – General Crediting Requirements

Q: My institution has students in modules that don’t start until October; what is the deadline for the return of the fall roster?

A: Since your institution has students enrolled in modules that begin later in the term, you must delay certification of the term disbursement roster until the final module begins and the students’ enrollment in that module is verified. In these instances, the roster must be certified within 45 days of the start date of the final module. Refer to the term roster deadlines outlined on Page 97 of the Handbook.

Q: If a student is registered for 15 credits spanning a 15-week semester and three credits during a module that begins later in the term, must I hold disbursement?

A: Yes. An award may not be credited until enrollment is confirmed in the final module in which the student is enrolled. This includes terms that do not require the combining of modules to meet the minimum term length requirement. Additional modular crediting examples are available in Appendix H ("Crediting PA State Grant Awards During Modular Enrollment").
Q: If a student is credited for enrollment in a 15-week semester and later enrolls in a module during that 15 weeks, what action must be taken?

A: If crediting already occurred based on enrollment that did not include the module, it will require a review when the module begins. The modular credits may impact enrollment status, enrollment mode, remedial reporting, costs, etc. Therefore, adjustments to reflect the appropriate enrollment and eligibility may be required.

Q: If a student is enrolled in a 4-week summer session and then has a 4-week break before beginning enrollment in a 6-week summer session, should eligibility be processed on the second session only or a combination of all sessions?

A: The summer term for PA State Grant eligibility is based upon enrollment in all summer term sessions, even if one of those sessions meets the minimum summer term length on its own. For example, if a student enrolls in 6 credits during the 4-week session and another 8 credits in the 6-week session, the student's eligibility is determined based upon enrollment in all summer sessions. In this example, the student is enrolled in a total of 14 credits (full time). Crediting should be done after enrollment in the second session is confirmed and should take into consideration remedial credits and withdrawals when reporting the student's final enrollment status and enrollment mode.

Q: Is our school required to credit students' PA State Grants by a certain date in the semester?

A: Certification of the term roster confirms that the institution has both reviewed eligibility for students listed on the roster and credited awards for eligible students. Therefore, the roster certification deadlines apply. However, schools should be mindful of providing students with timely funds in accordance with the intent of the PA State Grant Program.

Section IV. B – Preliminary Credit

Q: Can preliminary crediting be used for a full-time student taking 12 credits when enrollment in three of those credits is in an overlapping module that begins later in the semester?

A: Since preliminary crediting means a bill deferment, your school may include the expected full-time PA State Grant award in that billing statement as long as it is presented to the student as a preliminary amount. Students may not be credited (paid) preliminarily and should have no expectations that the amount is guaranteed.

For example, if a student is enrolled in a 15-week semester for 9 credits and will be enrolled in three additional credits during an overlapping 5-week module that begins later in the term, the school may show a full-time preliminary award on the billing statement at the beginning of the term. Once the student enrolls in the final module for the term, if they remain enrolled in the minimum 12 credits, then the full-time award may be credited (paid) to the student’s account at that time. If the student does not enroll in the final module, the PA State Grant enrollment must be updated to half-time status and the revised award amount may be credited to the student's account after verification that all other eligibility requirements have been met.

Section VII. E – Retention of Records

Q: Is there a list of documents we need to keep for our records as part of meeting the 5-year record retention requirement?

A: Records must include any documentation that supports the student's ability to meet all eligibility requirements, the date and amount of each credit of PA State Grant funds, and the return of PA State Grant funds (Page 118). Besides standard information, such as the number of credits enrolled, schools are required to keep other information such as student authorizations for PA State Grant award refusals (page 74), requests for additional terms of aid (Page 29), etc.
Chapter 5 – Program Review

Section I. B – Program Review Outcomes

Administrative Findings

Q: Our financial aid office has corrected references of the PA State Grant on internal and external media. However, other offices within the school have not made the correction despite this being communicated. Would that be an audit finding?

A: Yes. This policy applies to the school, not the various offices within the school. The PA State Grant references must be consistent, regardless of the office that originates the messaging. If your school needs additional time to get the corrections made, please contact us so that we can document any delays.

Miscellaneous

Q: How should I certify a roster?

A: Effective October 2021, rosters can be certified in real time through the dashboard in Partner Interface once the term start date is reached. This process replaces the online roster certification form that is noted in the Handbook and found in the Document Library portion of the school portal.

Q: In Partner Interface, why do some student records have the message indicating “refer to activity” but there are no loggings on the Activity tab?

A: PHEAA flags students who are enrolled in graduate-level study as a PHEAA Correctable. The item number associated with this is 430, as shown on Page 1 of the FG59 display accessible through OC/Webconnect. You can identify these students in Partner Interface by the following:

- No activity on the Activity tab for the academic year in question;
- An incomplete record status with no incomplete items highlighted on the App Info tab; and
- An academic level of 6-Graduate on the Award Information tab.

Q: What resources are available for the PA State Grant Program?

A: A list of resources is available in Appendix D of the Handbook. Keep in mind that each document is not listed individually as our resource materials are continually updated. Materials can be found on PHEAA.org/training or in the Document Library portion of the school portal under the Technical & Processing Information Section. Student-specific resources, such as the PA State Grant Program Manual and the most recent PA State Grant Policy Manual, are located in the Documents and Forms Section of PHEAA.org.

Q: How do I gain access if I haven’t used FG3S or OC/Webconnect recently and cannot currently log in?

A: Access to OC/Webconnect is authorized through our Business Partner Access Management System (BPAMS). You are able to view your current access and also request access online via BPAMS. Your access requests must be approved by your institution’s Authoritative Source and PHEAA staff. You may also call our BPAMS staff at 1-800-443-0646, Option 2, for assistance with this process.

Q: Why aren’t all PA State Grant eligibility review forms available in the document library?

A: The PA State Grant system uses specific application data to produce various eligibility review forms. The content of these forms is customized to collect information needed for each situation. We do this to ensure students meet all the requirements involved based upon statute, regulations, and policies. Since PHEAA reaches out to the students identified as requiring a review, forms are not published in the document library. If you identify a student that you believe should be included in an eligibility review, please submit a special request detailing the reasons so that we can take this information into consideration.
Q: Which parent’s tax information is used by the PA State Grant Program and how should a school address any discrepancies?

A: The PA State Grant Program addresses whose financial data is required in the annual PA State Grant Program Policy Manual. When the applicant’s parents are divorced or separated prior to the filing date of the application, only the financial data of the parent (and stepparent, if applicable) with whom the student resided the most during the 12 months prior to filing the application is required, regardless of which parent claims the applicant as a tax dependent. In cases where a student has lived with both parents for the same amount of time, then the financial data of the parent (and stepparent, if applicable) who provided the student with the most support during the 12 months prior to the application filing is required. If you identify a discrepancy with a student that PHEAA has not reviewed, withhold crediting, and notify us using the Special Request function within Partner Interface.

Q: What is the impact on the PA State Grant Program of ED’s announcement regarding the drug conviction and Selective Service FAFSA questions?

A: There is no impact to the PA State Grant Program since the drug conviction and Selective Service questions are not used to determine eligibility.
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 services, serving millions of students and thousands of schools through its loan guaranty, loan servicing, financial aid processing, outreach, and other student aid programs.

PHEAA's earnings are used to support its public service mission and to pay its operating costs, including administration of the Pennsylvania State Grant and other state-funded student aid programs. As the only major federal loan servicer with a nonprofit public service mission, PHEAA devotes its energy and resources to help ease the financial burden of higher education for its primary stakeholders—Pennsylvania students and families.

PHEAA conducts its student loan servicing operations nationally as FedLoan Servicing and American Education Services (AES). PHEAA operates its digital technology division as Avereo. For more information, visit PHEAA.org.

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Pennsylvania Higher Education Assistance Agency

1200 North Seventh Street, Harrisburg, PA 17102-1444 • 1-800-692-7392

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