



PA STATE GRANT PROGRAM

# INCOMPLETE NOTIFICATIONS GUIDE AND Q&A

2019-20  
Program Year



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## I. INTRODUCTION

This document is intended for PHEAA staff and Agency partners ONLY, and not for distribution to students.

The purpose of this guide is to explain PA State Grant communications to students with incomplete State Grant records and to provide Q&A materials regarding the *Pennsylvania 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*.

The Pennsylvania Higher Education Assistance Agency (PHEAA) offers an electronic *Pennsylvania State Grant Form (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 (FOTW<sup>SM</sup>)*, including the FAFSA mobile application, to the *PA State Grant Form*. 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.

## II. INCOMPLETE NOTIFICATIONS

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

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

\*Signatures certify agreement to the [Rights & Responsibilities](#) content. Students are advised to keep a copy for their personal records.

### III. LETTERS SENT IN LIEU OF AN INCOMPLETE NOTIFICATION

NOTE: PHEAA is required to send students with incomplete records a notification so that the student understands their status and has an opportunity to respond. However, PHEAA does not expect the return of questionnaires when a student is ineligible for another reason, unless the student is 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 AND 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 <u>ineligible</u> 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"> <li>• Lives With Clarification form;</li> <li>• Lives With Clarification form instructions; and</li> <li>• Rights &amp; Responsibilities</li> </ul>
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"> <li>• The student reports the same number for their own SSN and this parent;</li> <li>• There is conflicting information with regard to with whom the student resides; or</li> <li>• The SSN provided is invalid.</li> </ul>
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"> <li>• The student reports the same number for their own SSN and this parent;</li> <li>• There is conflicting information with regard to with whom the student resides; or</li> <li>• The SSN provided is invalid.</li> </ul>
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"> <li>• The student reports their own SSN as the spouse's SSN; or</li> <li>• The SSN provided is invalid.</li> </ul>

ACTION CODE(S)	DESCRIPTION	PHEAA LETTER ID AND OTHER INFORMATION
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"> <li>• Family Size and Number Enrolled Clarification Form (Dependent Student) – B25D Form</li> </ul>
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"> <li>• Family Size and Number Enrolled Clarification Form (Independent Student) – B25I Form</li> </ul>
SGB0CS09 or SGBCSR09 (Reject Version)	Requests signatures.	0CS/CSR

#### IV. 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 2019-20 Pennsylvania 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](http://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:SGFNSTIO2019EW

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

JOHN B. DOE

Your 2019-20 record in the Pennsylvania State Grant Program is incomplete. To complete your record, securely log into Account Access:

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

A list of missing data will be presented. You cannot be considered for a 2019-20 Pennsylvania 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.

<http://www.pheaa.org/stategrants/pdf/IncompleteRecordDependent19.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:SGFNSTIO2019EI

## VI. SAMPLE – EMAIL – TYPE “ER”

JOHN B. DOE

Your 2019-20 record in the Pennsylvania State Grant Program is incomplete. You cannot be considered for a 2019-20 PA State Grant until all necessary information is provided.

To complete your record, log onto [www.fafsa.ed.gov](http://www.fafsa.ed.gov) and complete the missing information on your 2019-20 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](http://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:SGFNSTIO2019ER

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## VII. SAMPLE – EMAIL – TYPE “EC”

JOHN B. DOE

We have received your 2019-20 State Grant Form but your PA State Grant Program record is incomplete due to missing signature(s).

Please go Account Access [www.pheaa.org/sgf](http://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:SGFNSTIO2019EC

VIII. SAMPLE – POSTCARD – TYPE “PC”



## IX. INCOMPLETE NOTICE Q&A

### QUESTIONS RELATED TO THE *FOTW*<sup>SM</sup> LINK TO THE *PA STATE GRANT FORM (SGF)*



#### HOW IS THE INFORMATION REGARDING A STATE APPLICATION PRESENTED TO THE STUDENT?

Once a student completes information on the “Student Demographics” section of the *FAFSA*<sup>®</sup> *on the Web* (*FOTW*<sup>SM</sup>) and indicates Pennsylvania as their state of residence, the screen refreshes to display this information box. This alerts the student of the opportunity to link to the PA State Grant Application upon completion of the *FOTW*<sup>SM</sup>.

Student Residency

Student Demographics School Selection Dependency Status Parent Demographics Financial Information Sign & Submit Confirmation

**STUDENT INFORMATION**

**i** 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.

Have you lived in Pennsylvania for at least 5 years? **?**

Yes  No

**PREVIOUS** **NEXT**

[Show Application Data](#)

Site Last Updated: Friday, February 9, 2018 [Download Adobe Reader](#)

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## WHAT DOES THE LINK TO THE PA STATE GRANT FORM FROM THE FOTW<sup>SM</sup> LOOK LIKE?

From the FOTW<sup>SM</sup> Confirmation Page, a link “Start your state application to apply for Pennsylvania state-based financial aid” displays.

The screenshot shows a confirmation page with a dark blue header. On the left is a circular icon with a white 'L'. To its right, the text reads "Congratulations, Sample!" and "Your FAFSA was successfully submitted to Federal Student Aid." Below this, the "Confirmation Number" is listed as "F 11200004104 03/27/2018 11:00:37/2018 11:31:55 AM:3/27/2018 11:31:55 AM". The "Data Release Number (DRN)" is "9970". A section titled "What Happens Next" contains a bulleted list of instructions. At the bottom, it states that an abbreviated version of the confirmation page was sent to "samplestudent@sample.com" and includes a "PRINT THIS PAGE" button. A dark blue footer bar contains the text "Start your state application to apply for Pennsylvania state-based financial aid." and a right-pointing arrow icon.



## WHAT HAPPENS WHEN THE “START YOUR STATE APPLICATION” LINK IS CLICKED?

Upon clicking the “Start your state application” link, a message displays indicating to the student that they will be redirected to the state agency’s website (Figure 1). Once the transfer is complete, the *Getting Started* page for the *Pennsylvania State Grant Form* displays (Figure 2). The student is transferred to the *PA State Grant Form* for the academic year that matches the FOTW<sup>SM</sup> year. The student may click *Continue* and complete the *Pennsylvania State Grant Form* (Figure 3). Please refer to the *State Grant Form User Guide* for more information.

Figure 1

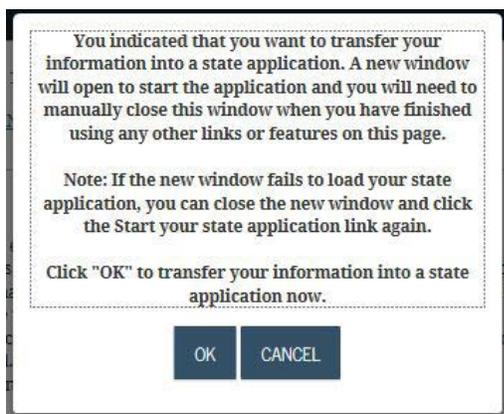


Figure 2

**Pennsylvania State Grant Form 2019-20**

**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](http://pa529.com) or [paable.gov](http://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 2019-20**

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: **SAMPLE A. STUDENT**

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

Date of Birth: **01/01/1994**

Permanent Street Address: **123 Main Street**

City / Town: **Anytown**

State / Region: **Pennsylvania**

Zip / Postal Code: **12345**

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



### CAN A STUDENT ACCESS THE STATE API IF THEY HAS ALREADY COMPLETED THE *FOTW*<sup>SM</sup>?

No. The *FOTW*<sup>SM</sup> connection to the *SGF* is only available the first time that a student completes the *FOTW*<sup>SM</sup> and is not available through the correction process.



### HOW DO STUDENTS APPLY FOR STATE GRANT AID IF THEY MISSED THE DIRECT LINK FROM THE *FOTW*<sup>SM</sup>?

Students must wait 5 to 7\* business days for PHEAA to receive and process the completed FAFSA<sup>®</sup> information. After successful transmission of the FAFSA<sup>®</sup> information and creation of the PA State Grant record, students with incomplete records receive an email message directing them to the *American Education Services (AES) website (Account Access)* to complete the online *PA State Grant Form*.

\*Note: If the student applies 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.



## FOR STUDENTS WHO ATTEMPT TO ACCESS THE 2017-18 PENNSYLVANIA STATE GRANT FORM VIA THE *FOTW*<sup>SM</sup> LINK AFTER THE APRIL 1, 2019 STUDENT RECONSIDERATION DEADLINE, WHAT HAPPENS?

After April 1, 2019, the student is not permitted to complete the *PA State Grant Form* and is presented with the message indicating such. Please note that this message is necessary when the *SGF* is attempted to be accessed via *FOTW*<sup>SM</sup> since the FAFSA deadline is much later than the PA State Grant Program deadline.

### Pennsylvania State Grant Form



**We are not accepting applications at this time.** Pennsylvania State Grant Program policy does not permit the reconsideration of State Grant status after the Agency has begun to balance its State Grant records with post secondary schools for the academic year. Each year this process begins on April 1. Therefore, the Agency cannot accept an application from you for the 2018-19 academic year.



## SHOULD GRADUATE STUDENTS COMPLETE THE *SGF*?

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.

### Pennsylvania State Grant Form 2019-20



**Unfortunately you are not eligible for a Pennsylvania State Grant.** Pennsylvania State Grants are awarded for undergraduate study only. Our records indicate you are a graduate or professional student.  
If you are not a graduate or professional student and haven't already earned a bachelor's degree, please correct this information on your FAFSA. Once a correction is made, if we need any additional information or have determined your eligibility, we will contact you by email or mail.



## HOW LONG DOES IT TAKE BEFORE A STUDENT IS "TIMED OUT" OF THE *SGF*?

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



**Warning**  
3:56 remains until you're signed out for inactivity. Do you need more time?

YES - I NEED MORE TIME

NO - LOG ME OUT NOW



## IF THE STUDENT ACCESSED THE *SGF* FROM THE *FOTW<sup>SM</sup>* AND THEY ARE “TIMED OUT,” CAN THEY TRY AGAIN LATER?

Students who are timed out after accessing the *SGF* via the *FOTW<sup>SM</sup>* 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, Central Processing System (CPS) and create the PA State Grant record.

\*Note: If the student applies in the first two weeks of October, they should expect a longer delay since PHEAA does not begin the *SGF* process until mid-October.



## WHAT CAN STUDENTS EXPECT TO SEE IN THE GRANT STATUS ON *ACCOUNT ACCESS* IMMEDIATELY AFTER SUBMISSION OF THE *SGF* FROM THE API (FAFSA LINK)?

Since PHEAA has not yet created a PA State Grant record, the student receives a message confirming receipt of the *PA State Grant Form* and notification to return back soon.

### PA State Grant

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**2019-20 Academic Year**

Term	School	Status	Amount
--	PHEAA University	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: 09/06/2018

VIEW HISTORY

[Update Address Information](#) Keep your residence information up to date to ensure that your State Grant eligibility is properly determined.

If you have any questions concerning your eligibility for State Grant aid, you may call Agency Staff toll free at 1-800-692-7392.

## QUESTIONS RELATED TO PENNSYLVANIA STATE GRANT FORM PRESENTMENT OF INFORMATION THAT WAS SELECTED ON THE *FOTW*<sup>SM</sup>



### WHEN IS THE STUDENT PRESENTED WITH THE “FINANCIALLY INDEPENDENT” VERSION OF THE *PA STATE GRANT FORM*?

If a student meets any of the following conditions based upon responses to the 2019-20 *FOTW*<sup>SM</sup> questions, they will be presented with the “financially independent” version of the *PA State Grant Form*:

- was born before January 1, 1996
- is currently married
- is a veteran or is 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, 2020
- indicated that they are/were an orphan or ward of the court



### IS IT POSSIBLE THAT PHEAA WILL NOT CONSIDER THE STUDENT “FINANCIALLY INDEPENDENT” AFTER COMPLETION OF THE *SGF*?

Yes. Keep in mind that at the time of the transfer to the *SGF* from the *FOTW*<sup>SM</sup>, 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 student’s responses are evaluated and they may be determined as “dependent” for *PA State Grant* purposes or be placed in a review.



### WHAT DISPLAYS ON THE *PA STATE GRANT FORM* IF THE STUDENT SELECTS A COLLEGE ON THE *FOTW*<sup>SM</sup> THAT IS NOT IN THE STATE GRANT SYSTEM?

Normally, the “Most Likely to Attend” question on the *SGF* pre-populates with the first-choice college and college state indicated on *FOTW*<sup>SM</sup>. When the college is not listed in the *PA State Grant* system, the student is presented with the “Change College” button instead. Upon clicking this button, the student may select the state and “Not Listed” for the college name choice. This will allow the student to free-form type the name of their college. Keep in mind that when the student selects “Not Listed,” the form is routed to PHEAA staff for review so it will take a little longer to process.

College

\* College State: - Select a State -

\* Most Likely to Attend: - Select College -

Select 'Not Listed' if College is not listed.

\* Enrollment Status: - Select Enrollment Status -

Help me decide ?



## WHAT DISPLAYS ON THE PA STATE GRANT FORM IF THE STUDENT HAND-TYPES THEIR HIGH SCHOOL NAME ON THE FOTW<sup>SM</sup>?

When a student hand-types in the name of their high school, while the state pre-populates, the student must select the high school name again on the SGF as illustrated below.

### Search for High School

Student Demographics  School Selection  Dependency Status Parent Demographics Financial Information Sign & Submit Confirmation

#### STUDENT INFORMATION

Application was successfully saved.

**i** Because the FAFSA belongs to the student, "you" and "your" always (unless otherwise noted) refer to the student.

**i** Enter the name, city, and state of your high school, then click **Search**. **?**

What is the name of your high school?

In what city is your high school located?

In what state is your high school located?

[Show Application Data](#)

### 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:  /

\* High School State:

\* High School:

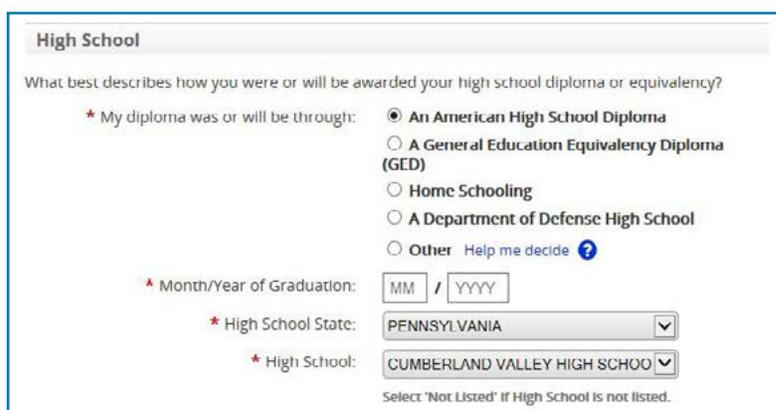
Select 'Not Listed' if High School is not listed.



## WHAT DISPLAYS ON THE PA STATE GRANT FORM IF THE STUDENT SELECTS “CONFIRM” AND CHOOSES FROM THE LIST ON THE FOTW<sup>SM</sup>?

When a student selects “Confirm” and picks a high school from the list on FOTW<sup>SM</sup>, all high school information pre-populates on the SGF as illustrated below as long as the high school is also in the State Grant system.

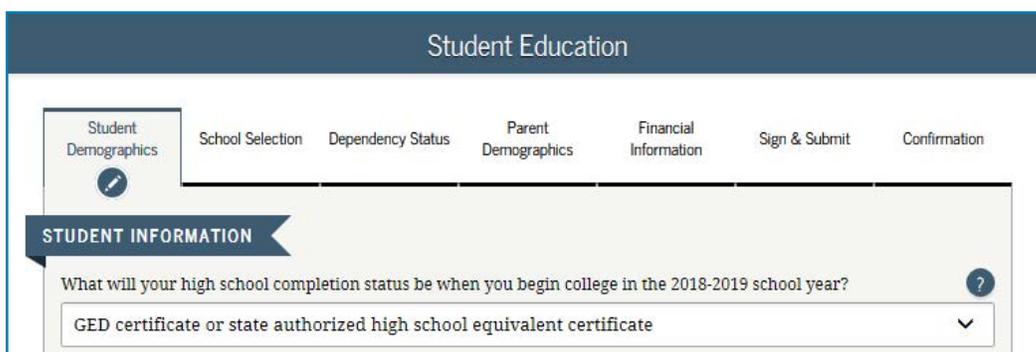
If the high school is not in the PA State Grant system, the name of high school does not pre-populate and the student must select “Not Listed” from the “High School” name field on the SGF. This selection allows the student to hand-type in the name of their high school. PHEAA staff will verify that the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



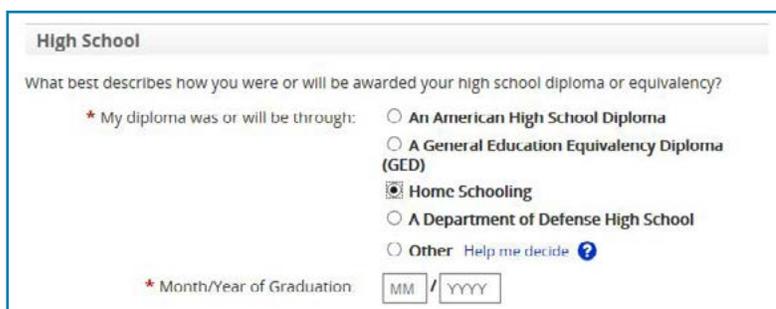

## WHAT DISPLAYS ON THE PA STATE GRANT FORM IF THE STUDENT SELECTS “GED,” “HOME SCHOOLED” OR “NONE OF THE ABOVE” WHEN ANSWERING “WHAT WILL YOUR HIGH SCHOOL COMPLETION STATUS BE WHEN YOU BEGIN COLLEGE IN THE 2019-20 SCHOOL YEAR?” ON THE FOTW<sup>SM</sup>?

The SGF pre-populates the “type of diploma” according to the response on the FOTW<sup>SM</sup>. Please refer to the below illustrations for each of these selections.

When a student selects “GED certificate or state authorized high school equivalent certificate”...



The SGF pre-populates as follows...



When a student selects "Home schooled"...

The screenshot shows the 'Student Education' form with the 'Student Demographics' tab selected. The 'STUDENT INFORMATION' section contains a dropdown menu with the question: 'What will your high school completion status be when you begin college in the 2018-2019 school year?'. The dropdown is open, and 'Home schooled' is selected. Other tabs visible include School Selection, Dependency Status, Parent Demographics, Financial Information, Sign & Submit, and Confirmation.

The SGF pre-populates as follows...

The screenshot shows the 'High School' section of the SGF form. The question is: 'What best describes how you were or will be awarded your high school diploma or equivalency?'. The options are: '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. Below the options is a field for '\* Month/Year of Graduation' with MM / YYYY input boxes.

When a student selects "None of the above"...

The screenshot shows the 'Student Education' form with the 'Student Demographics' tab selected. The 'STUDENT INFORMATION' section contains a dropdown menu with the question: 'What will your high school completion status be when you begin college in the 2018-2019 school year?'. The dropdown is open, and 'None of the above' is selected. Other tabs visible include School Selection, Dependency Status, Parent Demographics, Financial Information, Sign & Submit, and Confirmation.

The SGF pre-populates as follows...

The screenshot shows the 'High School' section of the SGF form. The question is: 'What best describes how you were or will be awarded your high school diploma or equivalency?'. The options are: '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. Below the options are two fields: '\* School Name:' and '\* School City:', each with an input box.

## QUESTIONS RELATED TO COMPLETION OF PENNSYLVANIA STATE GRANT FORM VIA ACCOUNT ACCESS (PHEAA'S STUDENT PORTAL)



### WHAT IS PRESENTED TO THE STUDENT IF THEY NEED TO COMPLETE AN *SGF* FOR BOTH THE 2018-19 AND 2019-20 ACADEMIC YEARS?

Until the April 1, 2019 student reconsideration deadline, a student who has PA State Grant records that are both incomplete and require an *SGF* is presented with a choice.

### Pennsylvania State Grant Form

#### State Grant Form Selection

Academic Year	Next Steps
2018-19	<p><b>Complete Your 2018-19 State Grant Form</b> If you have not submitted your 2018-19 PA State Grant Form please complete the form using our online application.</p> <p><a href="#">CONTINUE &gt;&gt;</a></p>
2019-20	<p><b>Complete Your 2019-20 State Grant Form</b> If you have not submitted your 2019-20 PA State Grant Form please complete the form using our online application.</p> <p><a href="#">CONTINUE &gt;&gt;</a></p>



### WHAT IS PRESENTED TO THE STUDENT IF THEY ONLY NEED TO COMPLETE AN *SGF* FOR THE 2019-20 ACADEMIC YEAR?

If the student needs to complete an *SGF* for only the 2019-20 Academic Year, they are taken directly into that year's form for completion.



### WHAT HAPPENS IF A STUDENT'S RECORD IS INCOMPLETE DUE TO A PHEAA REVIEW AND THEY TRY TO ACCESS THE *SGF*?

When a student's record is under review with PHEAA as indicated by a "PHEAA Correctable," the student is 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 the student's record that must be corrected by PHEAA staff.

### Pennsylvania State Grant Form 2019-20



**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:

2018-19 RECORD STATUS	2019-20 RECORD STATUS	WHAT IS PRESENTED
Under review	Under review	"Your application is being reviewed" message – 2019-20
Under review	No application	"We do not have any record of your FAFSA or we have not yet received your file" message – 2019-20
Under review	Incomplete but not under review	2019-20 <i>PA State Grant Form</i>
Under review	Complete	"We already have your Pennsylvania State Grant application information" message – 2019-20
No application	Under review	"Your application is being reviewed" message – 2019-20
Incomplete but not under review	Under review	2018-19 <i>PA State Grant Form</i>
Complete	Under review	"Your application is being reviewed" message – 2019-20



### WHEN MIGHT A STUDENT RECEIVE THE MESSAGE, "WE ALREADY HAVE YOUR PENNSYLVANIA STATE GRANT APPLICATION INFORMATION?"

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

1. When the current year State Grant record (2019-20) is complete; or
2. When the prior year State Grant record (2018-19) is complete and the student connected to the *SGF* via the 2019-20 *FOTW<sup>SM</sup>*. 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.
3. If a student completes the *SGF* and still has a web browser tab open from the *FOTW<sup>SM</sup>* and subsequently clicks "Start your state application" again, they will receive this message.

### Pennsylvania State Grant Form 2019-20



**We already have your Pennsylvania State Grant application information.** If we need any further information or have determined your eligibility, we will contact you by email or mail. You can view the status of your application within the PA State Grant Status area of Account Access.

[GO TO ACCOUNT ACCESS](#)



## WHEN DOES A STUDENT RECEIVE THE MESSAGE THAT WE DO NOT HAVE ANY RECORD OF THEIR FAFSA®?

When a student does not have a prior year PA State Grant record that is complete, does not use the *FOTW*<sup>SM</sup> link to connect to the *SGF*, and we do not yet have a current year PA State Grant record, the below message is presented to the student. If the student already filed the FAFSA®, it may take five to seven days until the application information is transmitted to us by the U.S. Department of Education.

### Pennsylvania State Grant Form 2019-20

 **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](#)



## WHAT MESSAGE CAN A STUDENT EXPECT TO SEE UPON RETURNING TO ACCOUNT ACCESS AFTER COMPLETING THE *SGF* FROM THE FAFSA ON THE WEB?

Since there is a 3-5 day delay from the time the student submits the FAFSA until PHEAA receives the transmission of data from the Federal Central Processing System (CPS), a student is 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 2019-20

 **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.



## WHY WOULD A STUDENT RECEIVE A MESSAGE INDICATING, "YOUR PA STATE GRANT FORM CANNOT BE COMPLETED AT THIS TIME" AND TO CALL CUSTOMER SERVICE?

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

### Pennsylvania State Grant Form 2019-20

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

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## SIGNATURE QUESTIONS



### WHAT IS THE PURPOSE OF THE “STATEMENT OF CERTIFICATION AND AUTHORIZATION?”

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 the student or parents. [The Rights and Responsibilities Certification Document](#) is available on the web at [PHEAA.org/forms](http://PHEAA.org/forms) under *General Documents and Forms*.



### HOW IS THE SIGNATURE RECEIVED?

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.



### WHEN DOES THE STUDENT STILL HAVE TO SIGN AND RETURN A WET SIGNATURE TO PHEAA?

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, the student 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 *FOTW<sup>SM</sup>*, we will not be able to communicate a signature issue until after we receive the student’s FAFSA data from the U.S. Department of Education Central Processing System (CPS).



### WHAT HAPPENS IF A RENEWAL STUDENT HAS AN INCOMPLETE FAFSA SIGNATURE?

When a renewal student is incomplete for the FAFSA signature only, their PA State Grant record will remain incomplete until the student provides 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.



### 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?

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 *PA State Grant Form* prior to PHEAA implementing the online agreement process.



## WHY ARE CERTAIN STUDENTS EMAILED A LINK TO THE PAPER *STATUS NOTICE* ON PHEAA.ORG INSTEAD OF THE *SGF*?

A student 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.

Effective April 2018, these students see the following message when logging into *Account Access*:

### Pennsylvania State Grant Form 2019-20



**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.



## 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?

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 student exits 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 the student submits the FAFSA, we'll process the information and create a PA State Grant record. From that point forward, the student may make enrollment changes using the "Update School Information" link within *Account Access*. For all other changes, the student should be directed to [PHEAA.org/corrections](https://www.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



### HOW CAN A STUDENT SUBMIT CORRECTIONS ONCE THE *SGF* IS SUBMITTED?

Approximately 3-5 days after the student submits the FAFSA, we'll process the information and create a PA State Grant record. From that point forward, the student may make enrollment changes using the "Update School Information" link within *Account Access*. For all other changes, the student 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 the student that we will not process corrections made on the confirmation PDF.



### HOW SHOULD STUDENTS COMPLETE THE HIGH SCHOOL SECTION IF THEY GRADUATED FROM A DEPARTMENT OF DEFENSE HIGH SCHOOL?

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:  /



### HOW SHOULD STUDENTS COMPLETE THE HIGH SCHOOL SECTION IF THEY GRADUATED FROM A FOREIGN HIGH SCHOOL?

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 is 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 the student's 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:



## WHAT MESSAGE DOES A STUDENT RECEIVE IF THE PA STATE GRANT RECORD IS INACTIVE?

When the PA State Grant record is inactive, such as for undeliverable mail, the student receives 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.

### Pennsylvania State Grant Form 2019-20



**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.



## HOW SHOULD A STUDENT NAVIGATE THROUGH THE SGF?

Students should use the navigation buttons provided within the *PA State Grant Form*. 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 the student receiving an "Unexpected Error" which logs the student out of the *SGF*.



## WHAT HAPPENS ONCE THE STUDENT SUBMITS THE SGF AND ACCIDENTALLY EXITS USING THE BROWSER'S BACK BUTTON?

If a student uses the web browser's back button after submission of the *SGF*, they are notified that the application was already submitted.

### Pennsylvania State Grant Form 2019-20



**Your application has already been submitted.** You may view the status of your application in Account Access.



## IS THE INFORMATION IN EMAILS SECURE?

PHEAA safeguards the student's security and does not transmit protected information via email. The student's name will appear at the top of the message. However, a student must use their secure sign-in to complete the *PA State Grant Form* via *Account Access*.



## WHAT HAPPENS IF THE STUDENT PROVIDES AN INVALID EMAIL OR OPTS OUT OF THE EMAIL PROCESS?

PHEAA mails paper *Status Notices* in cases where there is no email, the email is invalid, or the student has 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



## WHAT IS THE ADDRESS FROM WHICH THE EMAILS ORIGINATE?

[StateGrantsandSpecialPrograms2@pheaa.org](mailto: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.



## OTHER THAN A FIRST-TIME (NON-RENEWAL) STUDENT, WHO ELSE MAY HAVE TO COMPLETE THE *SGF* OR *STATUS NOTICE*?

A renewal student who changes enrollment may be required to complete the *SGF*. For example, a student who has received a 2018-19 award at a community college and subsequently enrolls at a business, trade, or technical school during 2019-20 is 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 PA 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](http://PHEAA.org).

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