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 (FOTWSM), 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.

<table>
<thead>
<tr>
<th>ACTIVITY TYPE</th>
<th>DESCRIPTION</th>
<th>ADDITIONAL INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>EW</td>
<td>Email notification to update the online SGF</td>
<td>• Must have at least one incomplete item that is collected via SGF. For details reference the State Grant Form User Guide located under “General Documents and Forms” on PHEAA.org/forms.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• May be sent multiple times</td>
</tr>
<tr>
<td>EI</td>
<td>Email notification to complete the paper Status Notice with a link to the dependent or independent PDF</td>
<td>• Dependency mismatch Federal vs. State</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Professional Judgment processing for Federal purposes</td>
</tr>
<tr>
<td>ER</td>
<td>Email reminder that FAFSA items required for PA State Grant are incomplete</td>
<td>• Check Account Access for incomplete items</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• There may be a conflict of reported vs. required parental data</td>
</tr>
<tr>
<td>EC</td>
<td>Email reminder for incomplete signatures*</td>
<td>• Signatures are incomplete</td>
</tr>
<tr>
<td>PC</td>
<td>A postcard inviting the student to complete the SGF online sent via U.S. mail</td>
<td>• Encourages completion of SGF</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Sent when:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>» no response to previous emails; or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>» invalid or no email; or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>» an “opt out” of email</td>
</tr>
<tr>
<td>FO</td>
<td>A paper Status Notice sent via U.S. mail</td>
<td>• Conflict of reported vs. required parental data</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Can be sent by Customer Service as a result of recipient contact</td>
</tr>
</tbody>
</table>

*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.

<table>
<thead>
<tr>
<th>ACTION CODE(S)</th>
<th>DESCRIPTION</th>
<th>PHEAA LETTER ID AND OTHER INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>SGFNSTIO, SGBSNL12 (both with same date)</td>
<td>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.</td>
<td>SNL</td>
</tr>
<tr>
<td>SGB03209 or SGB32R09 (Reject Version)</td>
<td>Requests clarification regarding with whom the student resides (to determine whose financial data is required).</td>
<td>032/32R</td>
</tr>
</tbody>
</table>
| | - This letter includes three documents:  
  - 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:  
  - 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:  
  - 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:  
  - The student reports their own SSN as the spouse’s SSN; or  
  - The SSN provided is invalid. | |
<table>
<thead>
<tr>
<th>ACTION CODE(S)</th>
<th>DESCRIPTION</th>
<th>PHEAA LETTER ID AND OTHER INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>SGB25D06 or SGB25R09 (Reject Version)</td>
<td>Requests information regarding the number enrolled in college (item 010P).</td>
<td>25D/25R &lt;br&gt;This letter includes the following document: &lt;br&gt;• Family Size and Number Enrolled Clarification Form (Dependent Student) – B25D Form</td>
</tr>
<tr>
<td>SGB25I06 or SGB10R09 (Reject Version)</td>
<td>Requests regarding the number enrolled in college (item 010S).</td>
<td>25I/10R &lt;br&gt;This letter includes the following document: &lt;br&gt;• Family Size and Number Enrolled Clarification Form (Independent Student) – B25I Form</td>
</tr>
<tr>
<td>SGB0CS09 or SGBCSR09 (Reject Version)</td>
<td>Requests signatures.</td>
<td>0CS/CSR</td>
</tr>
</tbody>
</table>

**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
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.


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 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 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
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 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”**

**Time is running out!**

Don’t miss out on **FREE MONEY** for college.

Visit PHEAA.org/PAgrant today!

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**ACT NOW BEFORE TIME RUNS OUT!**

PHEAA cannot process your PA State Grant Application without more information. Visit PHEAA.org/PAgrant today to provide the necessary updates.

**Remember** State Grant awards are like **FREE MONEY** and do not need to be repaid.

Our preferred method of communication is via email. Please be sure to keep your email address current!
IX. INCOMPLETE NOTICE Q&A

QUESTIONS RELATED TO THE FOTW℠ 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® on the Web (FOTW℠) 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℠.
WHAT DOES THE LINK TO THE PA STATE GRANT FORM FROM THE FOTW℠ LOOK LIKE?

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

![Confirmation Page](image)

**What Happens Next**
- You will receive an e-mail version of this page.
- In 1-5 business days, you will receive an e-mail notifying you that your FAFSA was processed.
- Your FAFSA information will be made available to your school(s), and they will use it to determine the aid you may be eligible to receive.
- Your school(s) will contact you if they need more information or when they are ready to discuss your financial aid award.
- If you have questions about your financial aid package, contact your school(s).

![Start Your State Application](image)

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℠ 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](image)
**CAN A STUDENT ACCESS THE STATE API IF THEY HAS ALREADY COMPLETED THE FOTW®?**

No. The FOTW® connection to the SGF is only available the first time that a student completes the FOTW® 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®?**

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 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™ 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 since the FAFSA deadline is much later than the PA State Grant Program deadline.

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.

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.
IF THE STUDENT ACCESSED THE SGF FROM THE FOTW℠ AND THEY ARE "TIMED OUT," CAN THEY TRY AGAIN LATER?

Students who are timed out after accessing the SGF via the FOTW℠ 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 Form](image-url)
QUESTIONS RELATED TO **PENNSYLVANIA STATE GRANT FORM PRESENTMENT OF INFORMATION THAT WAS SELECTED ON THE FOTW℠**

**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℠ 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℠, 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℠ 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℠. 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.
WHAT DISPLAYS ON THE PA STATE GRANT FORM IF THE STUDENT HAND-TYPES THEIR HIGH SCHOOL NAME ON THE FOTWSM?

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.
**WHAT DISPLAYS ON THE PA STATE GRANT FORM IF THE STUDENT SELECTS “CONFIRM” AND CHOSES FROM THE LIST ON THE FOTWSM?**

When a student selects “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 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.

![High School](image)

**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 FOTWSM?**

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

![Student Education](image)

The SGF pre-populates as follows...

![High School](image)
When a student selects “Home schooled”...

The SGF pre-populates as follows...

When a student selects “None of the above”...

The SGF pre-populates as follows...
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.

[Image of Pennsylvania State Grant Form]

WHAT IS PRESENTED TO THE STUDENT IF THEY NEED ONLY NEEDS 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.

[Image of Pennsylvania State Grant Form 2019-20]
In cases where there is more than one academic year incomplete and/or under review, messaging is presented as follows:

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

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℠. 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℠ 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.
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® 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](image)

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](image)

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.
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 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, 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 FASFA 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 will 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.

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.

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.

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 “0FH” or “FHR” which is logged on the student’s activity once it is sent.
**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.

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**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.

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**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.

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**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).

<table>
<thead>
<tr>
<th>Validity Indicator</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>Opt out</td>
</tr>
<tr>
<td>N</td>
<td>Email previously unsuccessful/invalid</td>
</tr>
</tbody>
</table>

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.

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**PENNSYLVANIA HIGHER EDUCATION ASSISTANCE AGENCY**  
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