Pennsylvania State Grant Program Workshops

Are You Reconciled?
2021-22 Academic Year & 2022 Summer Term

June – July 2021
The content included in this presentation is intended to provide supplemental instruction on the PA State Grant Program and does not supersede program policy as written in the current PA State Grant Program Handbook.

Agenda

Housekeeping
PA State Grant and Special Programs (SGSP) staff welcome attendees, review the agenda, and explain how attendees should access event materials.

Presentation
Attendees receive an overview of program policy as set forth by the 2021-22 PA State Grant Handbook.

Wrap Up
Panelists will issue reminders, provide additional resources and share responses to questions posed during the session.
Objective

This presentation is designed to explain the reconciliation process for the PA State Grant Program and will review:

- Disbursements
- Crediting
- Excess Cash, Netting & Refunds
- Technical Resources
- Program Review Highlights
Reconciliation Definition

- Reconciliation represents the closeout of the academic period (i.e., academic year or summer)
  - Reconciliation means:
    - The “balance due PHEAA” and “balance due school” are both zero
    - Each student’s final PA State Grant status, as shown on the reconciliation roster, matches the school’s records
    - The amount of funding the school received matches the funding disbursed by PHEAA
    - All students who were credited funds were on the school’s final reconciliation roster
Defining Terms & Payment Periods

- Funds are disbursed to institutions through:
  - Term disbursement rosters (i.e., fall, winter, spring, and summer terms); and
  - Reconciliation rosters when a balance is due to the institution

- Terms must comply with:
  - Start date ranges; and
  - Minimum and maximum lengths
    - Semester = 15-18 weeks
    - Quarter = 10-12 weeks
    - Summer (non year-round curriculum) = at least 5 weeks
    - Modules are enrollment periods that do not meet the term length requirements
      - Final payment must be made at the beginning of the final module, based on total term enrollment minus any withdrawn credits

Students enrolled in academic terms that exceed designated maximums must take additional credits to meet enrollment requirements.
<table>
<thead>
<tr>
<th>Pre-Disbursement</th>
<th>Disbursement</th>
<th>Reconciliation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Purpose:</strong> Used to verify enrollment and eligibility prior to term disbursement</td>
<td><strong>Purpose:</strong> Point-in-time snapshot of student eligibility that accompanies an Electronic Transfer of Funds (EFT)</td>
<td><strong>Purpose:</strong> Final opportunity to confirm school and PHEAA records match with regard to eligibility, disbursement, and crediting</td>
</tr>
<tr>
<td><strong>Timeline:</strong> Generated prior to the term</td>
<td><strong>Timeline:</strong> Prior to the term start date (or once pre-disbursement is returned)</td>
<td><strong>Timeline:</strong> Generated after the last disbursement of the academic period</td>
</tr>
<tr>
<td><strong>Issued:</strong> To non-PA schools, BTTs, and select institutions during the academic year (all schools in Summer)</td>
<td><strong>Issued:</strong> When a disbursement is generated</td>
<td><strong>Issued:</strong> All schools during reconciliation periods</td>
</tr>
<tr>
<td><strong>Certification:</strong> On or after term start date</td>
<td><strong>Certification:</strong> On or after term start date</td>
<td><strong>Certification:</strong> Any time after performing the final eligibility review</td>
</tr>
<tr>
<td><strong>Deadline:</strong> Any time after the term begins</td>
<td><strong>Deadline:</strong> Certify within 45 days of the print date or within 45 days after start of final module</td>
<td><strong>Deadline:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>– <strong>Academic Year:</strong> Within 30 days or by June 1, whichever is later</td>
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<tr>
<td></td>
<td></td>
<td>– <strong>Summer Term:</strong> Within 30 days or by October 31, whichever is later</td>
</tr>
</tbody>
</table>

The use of intersessions does not impact the roster return deadline since intersessions are not considered part of the term.
Defining Disbursement Rosters & Roster Availability

• Initial AY reconciliation roster is automatically sent in March to schools with no outstanding items
  – Summer reconciliation rosters begin in October
  – All rosters are available via PageCenter and via Disbursement Transmission

• Reconciliation rosters may accompany funds
  – May be as a result of disbursement adjustment procedure or newly awarded students
  – EFTs occur within approximately 14 business days

To prevent overdisbursement, PHEAA will reduce the term disbursement amounts so that the institution receives a portion of the funds needed to pay PA State Grant awarded students, based on a historical percentage of the funds used by the institution. If funds are still due the institution at the end of the academic period, PHEAA will send them with the initial reconciliation roster.
Additional reconciliation rosters should be requested in cases of:

- **Award or Student Mismatch** – Students or amounts applied to those students do not match the last roster, even when no funds or refunds are due

- **Funds Are Due PHEAA** - Refund amount due to PHEAA is different than what is shown on the reconciliation roster

- **Funds Are Due School** - Funds are due from PHEAA to school
  
  • Funds should be requested for the 2021-22 Academic Year, by June 1, 2022, and no later than August 1, 2023 (under extenuating circumstances)
  
  • December 31, 2022 is the deadline for Summer 2022
Changes After Roster Receipt

- Report eligibility changes, even when they occur after disbursement and crediting
  - Enrollment mode, remedial exceptions, cost overrides, and all other eligibility criteria must reflect the final eligibility and award value
  - Students that end the term with all “F” grades may need additional review
    - No show = not enrolled (award cancelled)
    - Earned “F” grade = student completed course with substandard results (no award adjustment)
    - Unofficial withdrawal = student ceases attending the institution (apply the withdrawal procedures using the date of last attendance/activity)

Avoid “double” disbursements to other institutions by reporting credited funds for withdrawn students and reporting students who are not enrolled at your institution.
Crediting Requirements

• During reconciliation, confirm that the crediting (payment to the student’s account) has:
  – Occurred term-by-term and student-by-student
  – Occurred after:
    • Term (or reconciliation) roster has been generated and acceptable notification of eligibility has been received; and
    • Certification of eligibility which may only take place once the term or final module (during which the student is enrolled) has begun
  – Not been withheld past the necessary processing time
  – Not been posted in increments

Acceptable notifications include student award notices, captures of Partner Interface displays, Status Listings, etc.
• Preliminary credits (bill deferments) may require removal or adjustment
• Final crediting must be documented and reflect actual enrollment and eligibility
  – Date, term, and award amounts of final credits must be recorded
  – Final credits may also need to be adjusted
• Credit balances which result when institutional charges are paid prior to crediting must have been either:
  – Refunded directly to the student; or
  – Applied to another term balance (with the student’s permission)
Excess Cash, Netting, & Refunds

Refunds are created as a result of a reduction in student eligibility that occurs after disbursement

- Refund amounts are remitted either via netting between terms/students or via payment made by the institution
  - Netting occurs when excess cash made available by the reduction of awards is used to certify and credit students who are awarded after the term roster
  - Not permissible during summer reconciliation

- Refunds to PHEAA are due within 60 days of the reconciliation deadline, or the generation of the reconciliation roster, whichever is later

<table>
<thead>
<tr>
<th>Student</th>
<th>Student Status</th>
<th>Certification</th>
<th>Difference</th>
<th>School Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tommy J.</td>
<td>$2,000 ($1,000 fall; $1,000 spring)</td>
<td>Canceled spring - not enrolled</td>
<td>($1,000) overpayment</td>
<td>School pays Birdie with excess from Tommy; and School remits refund to PHEAA in the amount of $500; and School requests reconciliation roster to show student changes</td>
</tr>
<tr>
<td>Birdie</td>
<td>$1,500 ($1,000 fall; $500 spring)</td>
<td>Adjusted spring to full-time and $1,000</td>
<td>$500</td>
<td></td>
</tr>
</tbody>
</table>
Certification

• Certify rosters via the Online Certification Form available in the Document Library.

• Submission of the roster certification page indicates:
  – All required changes to student eligibility have been made;
  – Electronic updates were already submitted; and
  – Both award eligibility confirmation and fund crediting have occurred.

Institutions will confirm eligibility certification and crediting for students awarded after the term roster with the reconciliation roster certification.
Reconciliation

• On March 15, PHEAA HSON has their initial academic year reconciliation roster generated.

• When reviewing the roster, the FAO notices that Rani and Aimee have withdrawn to half-time prior to the final module and Pubba was awarded since the date the roster was generated.

Questions:

• When is the reconciliation roster due to be certified?

• What actions must the FAO take prior to roster certification?

• What, if anything, should be done after the March 15 roster is returned?
Reconciliation

Answers:

• The reconciliation roster is due no later than June 1
• Prior to returning the roster the FAO will need to:
  – Review all students listed on the roster for enrollment and eligibility changes
  – Report changes to student records (e.g., reporting Rani and Aimee as half-time, etc.)
  – Credit newly awarded students’ accounts (e.g., Pubba)
• The FAO should request an additional roster which would either send additional funds or calculate a refund amount
  – Refunds must be remitted within 60 days of June 1 or within 60 days of the date the reconciliation roster is generated, whichever is later
  – The additional roster must also be returned by the appropriate deadline, depending on when the roster was generated
  – Monitor changes to student enrollment and eligibility
## Reconciliation Resources – FG3S Display

1. **Application Year, Page and Scrolling Page**
   - **Application Year, Page and Scroll Page**

2. **School/Campus Information and Term Start Dates**
   - School/Campus Information and Term Start Dates

3. **Disbursement Information**
   - Disbursement Information

4. **Predisbursement Information**
   - Predisbursement Information

5. **Hotkeys for Display Navigation**
   - Hotkeys for Display Navigation

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### FG3S 2020: A;G:00000000:01:0000

**STATE GRANT COLLEGE DISBURSEMENT DISPLAY**

**OE CODE** 00000000 01

**PHEAA CODE** 000000

**APP YEAR** 2020-21 SCROLLING 1 OF 4 PAGE 1 OF 3

**ACAD YEAR**

**LAST USER** P000000

**PHEAA INSTITUTE - MAIN CAMPUS**

**LAST UPDATE** 03/29/2021

**ACADEMIC SCHEDULE Q QUARTER**

**TERM BEGIN DATES** - FALL 08/17/2020  WINTER 11/16/2020  SPRING 02/15/2021

**POSS DISB DATES** - FALL 08/17/2020  WINTER 11/16/2020  SPRING 02/15/2021

**TYPE A "FALL" DISBURSEMENT**

**DISB AMT** $ _____________

**DATE PAID** __________

**DISB ROSTER DATE** __________

**STATUS** _ __________

**DISB ROSTER RETURNED** _ __ __

**PREDISBURSEMENT ROSTER INFO**

**PREDIS ROSTER DATE** 08/03/2020

**STATUS** C COMPLETED - 08 24 2020

**F1=HELP**  **F2=SET2**  **F3=EXIT**  **F4=FG3Y**  **F5=RFR**  **F6=FG3M**  **F7=PRVDISB**  **F8=NXTDISB**  **F9=PRT**  **F10=SUMMARY**  **F11=REFUND**  **F12=CAN**

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Financial Aid Administrators may request to be notified by email each time a roster is generated.
1. Page
2. Total Awards
3. Refund Information
4. Disbursement Balances

PHEAA Collectibles (Collectables) occur when in very specific circumstances students are awarded and credited in good faith, but are later found to be ineligible. PHEAA will generally collect the amount directly from the student.
Reconciliation Resources – Partner Interface

- State Grants Dashboard displays the total of all records in each status and a summary of records that were updated within the previous three weeks
  - Record Status Lists are further broken down by records that were updated by the school and by PHEAA or the student

<table>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete - Active</td>
<td>572</td>
<td>School</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PHEAA/Students</td>
<td>12</td>
<td>15</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>14</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Incomplete - Active</td>
<td>15</td>
<td>View Records List</td>
<td>13</td>
<td>15</td>
<td>3</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>14</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Process Records Individually</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Export Records List</td>
<td>1</td>
<td>5</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Special Requests submitted by an institution are manually worked by PHEAA staff and will, therefore, be included with the PHEAA/Student updates in Partner Interface.
Reconciliation Resources – Partner Interface

• Record Level filters the list by record information
  – Updated By and Updated When provides similar filtering options as the Dashboard
  – Special Conditions include Income Validation, Late Processing, and Collectibles

• Term Level filters the list of student records by term information
  – Examples: Eligibility Date, Enrollment Status, Reject Type, Cancellation Reason, etc.
Reconciliation Resources – PageCenter

- **Status Listings/Transmissions**
  - Provides the status, complete or incomplete, for all students attending your school

- **Grant Applicant Processing Display (GPAD)**
  - Lists four weeks of eligibility changes to student records (e.g., new awards, cancellations, etc.) since initial awarding

- **PHEAA Validation/Other Rvw**
  - Weekly sub-report listings include:
    - Validation – Students recently included in 2021-22 Income Validation Review
    - Other Cases Under Review – Sub-report encompasses a wide variety of information (e.g., the number enrolled in school; financial independence; domicile; etc.)
    - Students With Cost Overrides – Cumulative listing of all students who were processed with Cost Overrides

**Outstanding Items Report**
- Highlights outstanding items across the PHEAA-administered programs
Reconciliation Resources - PageCenter

- Disbursement Rosters provide valuable student-level information used for reconciling, including:
  - **CYR COLLECT-STD OWES PHEAA** – Student owes a PHEAA collectable
  - **PYR/CYR OFFSET ADJ** – Collectable remitted via offset of funds awarded for the prior year or current year
  - **VALIDATION PENDING/COMPLETED** – Student is/was under Income Validation Review
  - **PRIOR GRANTS/TERMS** – Information for prior awards received and a prior award counter total
  - **PHEAA REFUND REQUESTS (CURRENT)** – Refunds calculated and outstanding
  - **PHEAA REFUND REQUESTS (PREVIOUS)** – Refunds remitted (via netting)

Appendix E (PA State Grant Rosters) provides a description of disbursement roster content and explanation for reviewing the column information.
Cash Management & Program Integrity

• Institutions should develop and practice sound cash management and accounting procedures which adhere to PA State Grant Program procedures and deadlines
  – Separate bank account is recommended, not required
    • Accounting must clearly reflect the amount of PA State Grant funds
• Disbursement holds may be the result of outstanding rosters and refunds, changes in ownership, lack of program administration ability, inaccurate EFT information, and other reasons

Example: A third 2021-22 reconciliation roster was sent to the school on May 25, 2022 and was not returned before the first scheduled run of 2022 Summer term disbursement rosters. The Summer 2022 term disbursement and any subsequent disbursements will be held.
Retention of Records

• Retain records for 5 years from the date of the final reconciliation roster certification for program review purposes, including:
  – Documentation of students’ ability to meet all eligibility requirements
  – Date and amount of each credit of PA State Grant funds
  – Payment of any overpayment or return of PA State Grant funds

• Institutions with high error rates or excessive administrative findings will be subject to additional oversight
Reconciliation Reminders

• Request email notification for roster generation
• Use of the predisbursement and term disbursement rosters to make eligibility updates prior to reconciliation
• Compare Financial Aid and PHEAA student record data with account information from the Registrar, Business Office or Bursar and resolve any discrepancies
  – Consider all eligibility criteria and reporting requirements (e.g. enrollment mode, cost override, remedial exceptions, etc.)
• Ensure all refunds have been received by PHEAA
• Request any funds due your institution by the academic period deadlines
• Print or screen capture the Web Certification Form prior to submission
• Continue to monitor changes to student eligibility and balances on FG3S even after the expiration of the enrollment period
Reminders

2021-22 AY Announcements

- 2021-22 Academic Year Final Awards Announced
  - Award maximum increased to $5,000
  - 2021-22 Estimator is available in the Document Library

2020-21 AY and Summer Reconciliation

- 2020-21 Academic Year and 2021 Summer awarding, disbursement and reconciliation underway

Event Materials

- Order the 2021-22 Handbook and other print materials via Online Ordering
- This Fall look for the Post-workshop Q&A available on SGSP Resources

General Reminders

- Review the Institutional Contacts Report in PageCenter
- Confirm appropriate user access in BPAMS
Resources

Web
- PHEAA.org
- Alec

Events
- Webinar Series
- Conferences
- Workshops

SGSP Staff
- Email: SGGHelp@pheaa.org
- Phone: 800-443-0646

Print Materials
- Brochures
- Calendars
- FAQs
Join Us Next Time

- **June 10th**
  2021-22 PA State Grant Handbook Update

- **June 17th**
  Counseling Students on PA State Grant Incomplete and Review Statuses

- **June 24th**
  PA State Grant Certification (Part 1 of 2)

- **July 1st**
  PA State Grant Certification (Part 2 of 2)

- **July 15th**
  PA State Grant... Meet Modules

- **July 22nd**
  Are You Reconciled?

- **July 29th**
  2021-22 PA State Grant Handbook Update
Thank You!