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Introduction

The purpose of this document is to provide financial aid administrators with guidance on filtering fields and expected results. This document serves as a complement to the PA State Grant Partner Interface User Guide. To locate the PA State Grant Partner Interface User Guide, please visit PHEAA.org/training.

PA State Grants Dashboard

The dashboard presents a collapsed record status section by which PA State Grant records are categorized. In addition to All Statuses, there are seven categories: Complete-Active; Incomplete-Active; Complete-Reject; Incomplete-Reject; Complete-Inactive; Incomplete-Inactive; and Not Enrolled.

It is recommended to filter using All Statuses so that results are not limited to students within a specific category.

Automatic Record Status Categorization

Before filtering, it is important to understand how the PA State Grant Program categorizes each student's record into a record status. Record status is determined automatically in the PA State Grant system at a record level (not a term level). For example, if a record is ineligible for at least one term for reasons other than E (high EFC), M
(insufficient financial need), or Y (maximum number of program payments), the record will be counted in the reject category.

**Complete-Active** – Records in this category include those where eligibility has been determined, including those that have been awarded, rejected for a need-based reason (E, M, or Y), canceled, or adjusted to zero (which results in a reject M).

**Complete-Active Examples**

<table>
<thead>
<tr>
<th>Examples</th>
<th>Fall Eligibility</th>
<th>Spring Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Award</td>
<td>Ineligible – High EFC (reject E)</td>
</tr>
<tr>
<td>2</td>
<td>Award</td>
<td>Award</td>
</tr>
<tr>
<td>3</td>
<td>Canceled – Not Enrolled (cancel G)</td>
<td>Canceled – Not Enrolled (cancel G)</td>
</tr>
<tr>
<td>4</td>
<td>Ineligible – No Financial Need or Insufficient Financial Need (reject M)</td>
<td>Ineligible – No Financial Need or Insufficient Financial Need (reject M)</td>
</tr>
<tr>
<td>5</td>
<td>Canceled – Not Enrolled (cancel G)</td>
<td>Award</td>
</tr>
<tr>
<td>6</td>
<td>Ineligible – High EFC (reject E)</td>
<td>Canceled – Not Enrolled (cancel G)</td>
</tr>
<tr>
<td>7</td>
<td>Award</td>
<td>Ineligible – Maximum Number of Payments for Program (reject Y)</td>
</tr>
</tbody>
</table>

**NOTE:** This table does not list every possible combination.

**TIP** – From the Complete-Active list, select Reject from the Eligibility Status drop-down list under Term Level Filters. This will result in records that are ineligible for reasons E, M, or Y for at least one term and will remove records that are in a pending status for all terms.

**Incomplete-Active** – Records in this category include those where eligibility cannot be determined due to missing data. This category includes records that:

- Have a need-based reject reason E, but no other ineligibility reasons
- Require completion of the PA State Grant Form (SGF) and displays a red dot on the Application Info tab
- Are under PHEAA review and display the label Under Review For at the top of the Student Record section (beneath the student's demographic data and the snapshot of eligibility)

**Complete-Reject** – Records in this category include those where data is complete, eligibility has been determined, and at least one term is ineligible for a non-need-based reason (i.e., a reason other than E, M, or Y).

**Complete-Reject Examples**

<table>
<thead>
<tr>
<th>Examples</th>
<th>Fall Eligibility</th>
<th>Spring Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ineligible – Less than Half Time (reject I)</td>
<td>Award</td>
</tr>
<tr>
<td>2</td>
<td>Ineligible – High EFC (reject E)</td>
<td>Ineligible – Less than Half Time (reject I)</td>
</tr>
<tr>
<td>3</td>
<td>Ineligible – Less than Half Time (reject I)</td>
<td>Canceled – Not Enrolled (cancel G)</td>
</tr>
<tr>
<td>4</td>
<td>Ineligible – Less than Half Time (reject I)</td>
<td>Ineligible – Less than Half Time (reject I)</td>
</tr>
</tbody>
</table>

**NOTE:** This table does not list every possible combination.

**Incomplete-Reject** – Records in this category include those where:

- Eligibility cannot be determined due to missing data
- A non-need-based reject reason exists for at least one term (ineligibility reasons other than E, M, or Y alone)
- The record has a need-based ineligibility reason E in combination with another reason
### Incomplete-Reject Examples

<table>
<thead>
<tr>
<th>Examples</th>
<th>Fall Eligibility</th>
<th>Spring Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ineligible – Pennsylvania Domicile (Reject D)</td>
<td>Ineligible – Pennsylvania Domicile (Reject D)</td>
</tr>
<tr>
<td>2</td>
<td>Ineligible – Pennsylvania Domicile and High EFC (Rejects D and E)</td>
<td>Ineligible – Pennsylvania Domicile and High EFC (Rejects D and E)</td>
</tr>
</tbody>
</table>

**NOTE:** This table does not list every possible combination.

### Inactive Categories

Inactive Categories – Records may be inactivated for a variety of reasons, such as non-deliverable postal mail. Additional filtering is not available on inactive records. There are two inactive categories:

- **Complete-Inactive** – Displays total records that are complete but inactive
- **Incomplete-Inactive** – Displays total records that are incomplete and inactive

### Not Enrolled

Not Enrolled – Records in this category include those where both of the below are true:

- The record does not have a disbursement
- All terms have been marked as not enrolled

### All Statuses

All Statuses is the grand total of all records at the institution, excluding those appearing in the Not Enrolled category. Adding up individual Record Status (Complete-Active, Incomplete-Active, etc.) totals yields the same number as the total shown in All Statuses.

### Record & Term Level Filters

Filtering begins with selecting View Records List from one of the record status categories. Once a student list is displayed, there are two high-level filtering options: Record Level Filters and Term Level Filters.

### Record Level Filters

Record Level Filters break down records by a date of update, record statuses, and other special conditions. For example, to obtain a list of all incomplete records, check all three incomplete record statuses. The Record Status and Special Conditions options are only available when All Statuses is selected. While Record Level Filters and Term Level Filters are both available under All Statuses, selections are not required under both sections.

**Updated By and Updated When** – Select a date or date range after selecting from the Updated By drop-down list. This may be a day (within the last 7 days) or date range (within the past 2 weeks). The Updated By selection helps to narrow down updates made by the school versus those made by PHEAA or the student. Selecting School results in all records that were last updated by someone at the institution. Selecting PHEAA/Student results in all records that were last updated by PHEAA or the student. As a reminder, students have the ability to make enrollment changes through the student portal.
**Record Status** – Displays only upon selection of All Statuses since other categories are already pre-sorted by record status: Complete-Active; Incomplete-Active; Complete-Reject; Incomplete-Reject; Complete-Inactive; and Incomplete-Inactive.

**Special Conditions** – Displays upon selection of All Statuses, Complete-Active, or Complete-Reject. Special Conditions are as follows:

- **Collectibles** – Records where PHEAA is collecting a PA State Grant award directly from the student. These are the records that are sorted by last name at the beginning of disbursement rosters. Individual records display a message regarding the collectible above the tabs.

- **Validation Processing** – Records that have been canceled for PHEAA’s income validation and records where income validation has been completed.

**TIP** – Users may refine the list to cancellations for Income Validation only by using the Eligibility Status filter (select Canceled) and Cancellation Reasons filter (select V-Income Validation) instead of the Special Condition filter.

A companion report, entitled Validation/Other Review, is available in the PageCenter repository. This report:

- lists records that are under an income validation review (not completed); and
- lists records that were canceled for income validation provides students that may be under review but are not yet canceled.

The Validation Processing filter does not show these students.

**Late Processing** – Records where the student was processed initially as ineligible due to filing past the deadline but where PHEAA had extended the deadline for all students and reprocessed the student as on-time. This late processing is infrequent and last occurred in 2014-15 when PHEAA extended the May 1, 2014 deadline to May 22, 2014 and the August 1, 2014 deadline to August 22, 2014.

**Term Level Filters**

When filtering by term, there are two options:

- **Meets ANY of the following** – ANY means “this term OR that term.”
  - Select all or deselect all term check boxes to get results that meet the conditions in any term
  - Select one term to get results that meet the conditions for that term only
  - Select two of three terms at a quarter schedule institution to get results that meet the condition(s) in either of those terms only

- **Meets ALL of the following** – ALL means “this term AND that term.”
  - Select all term check boxes to get results that meet the conditions in every term.
- Select one term to get results that meet the condition(s) in that term only.
- Select two of three terms at a quarter schedule institution to get results that meet the condition(s) in both of those terms only.

**NOTE:** When all term check boxes are deselected, the results are the same as selecting ANY.

### Term Level Filter Examples

<table>
<thead>
<tr>
<th>To obtain this result:</th>
<th>Take this action:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A list of students who are ineligible for less than half time for the fall term only</td>
<td>Select ANY or ALL and check off the fall term box only</td>
</tr>
<tr>
<td>A list of students who are ineligible for less than half time for any term</td>
<td>Select ANY and select all or deselect all term check boxes</td>
</tr>
<tr>
<td>A list of students who are ineligible for less than half time for all terms</td>
<td>Select ALL and check every term</td>
</tr>
<tr>
<td>A list of students who are ineligible for less than half time for both fall and winter terms at a quarter schedule institution</td>
<td>Select ALL and check off both fall and winter term boxes only</td>
</tr>
</tbody>
</table>

If the record status is important to the desired results, filtering by term in conjunction with the Record Level Filters can be used. For example, to obtain a list of all complete records where the fall term enrollment is full time, select Complete-Active and Complete-Reject under Record Level Filters. Then, under the Term Level Filters, select ANY, check Fall, and select 1-Full-Time Student from the Enrollment Status list.

To obtain a list of all fall term records marked as full time, regardless of the PA State Grant record status (complete or incomplete), do not select any information under Record Level Filters.
NOTE: The Housing Status filter does not have any special instructions and is not detailed in this document.

Eligibility Date – The date when eligibility (award or reject) was determined or the date an award was canceled or adjusted. In general, incomplete records do not have this date. This is the same date that is labeled Award Date on the Award tab in the Student Record and in a student listing that has been downloaded into a Comma Separated Value (CSV) file.

TIP – The “From” and “To” dates are inclusive and must be formatted as MM/DD/YYYY.

To obtain a list of students who were previously awarded and had award changes on specific dates, take the following steps:

1. Begin by using the All Statuses section of the State Grants Dashboard.
2. Select Awarded from the Eligibility Status field.
3. Select the Term Level Filter choosing ANY or ALL, depending upon the desired results. In this example, ANY was selected along with the fall and spring terms.
4. Enter the From date (in this example, we used February 1, 2021) and the “To” date (in this example, we used February 18, 2021) in the Eligibility Date section. This will find students who were already awarded but had award changes during the month of February.

TIP – For best results, use All Statuses. If All Statuses is too large, place a check in the Complete- Active and Complete-Reject under Record Level Filters before entering the Eligibility Date range under the Term Level Filters.
Reject Types – Selecting an ineligibility reason from the drop-down list will return all students who are ineligible for that reason. For example, to obtain a list of students who filed their applications late, select L – Student missed filing deadline. The results can then be exported into a spreadsheet for use in student outreach to encourage on-time filing in the future.

Eligibility Status – The following eligibility statuses are available:

- **Awarded** – Records that have an award greater than zero in the term or terms being filtered.
- **Reject** – Records that have an ineligibility reason in the term or terms being filtered.
- **Canceled** – Records that have been canceled and have an award of zero in the term or terms being filtered. Results will show any cancellation reason. Records must be in a complete record status with a canceled award in order to show in the results for this filter.

![Filter Records](image)

**TIP** – To narrow down results for specific reason, choose a reason in the Cancellation Reasons list in conjunction with selecting Canceled in the Eligibility Status drop-down list.

- **Pending** – Records that have pending eligibility for the terms being filtered. Records in this status may be:
  - under review for income validation; or
  - under review for another audit.

![Filter Records](image)
TIP – Results will be more successful with an understanding of Record Status and Eligibility Status.

Results depend upon the record statuses, selected along with the terms selected. For example, it is possible to have a record that is rejected in one term and pending in the other. When a specific term selection is not made, the record will appear in the Eligibility Status filtering results for both the Pending and the Reject drop-down list selections.

The below example shows results from selecting Reject under Eligibility Status. Notice that there are 124 records with rejects. However, there are 47 records in the Complete-Reject status and 43 records in the Incomplete-Reject status, totaling only 90 records under the “rejected” record status categories. This is because the remaining records are ineligible for reasons E, M, or Y and fall into either the Complete-Active or Incomplete-Active categories, as previously indicated. While records with E, M, or Y reasons are ineligible, they do not get categorized with a rejected record status, meaning they will not appear under the Complete-Reject or Incomplete-Reject categories. Additionally, students may have multiple ineligibility reasons for a given term.

Enrollment Mode - Select an enrollment mode (100% classroom, Up to 50% distance education, Greater than 50%, but less than 100% distance education, 100% distance education) from the drop-down list.

An enrollment mode of Distance Education Program of Study cannot be selected. However, these students can be identified by filtering on DE – Distance Education under the Program of Study.

TIP – When exporting the downloaded list, name the list according to the enrollment mode selected since the enrollment mode data does not appear in any column on the spreadsheet.
Enrollment Status - Select one or more enrollment statuses from the scrolling list. To select more than one, hold down the shift key and left-click with the mouse. To deselect, release the shift key.

Cancellation Reasons - Filtering under Cancellation Reasons produces a list of complete records that have been canceled and have an award of zero in the term or terms being filtered for cancellation reasons other than G-Student Not Enrolled. One or more reasons may be selected from the scrolling list. To select more than one, hold down the shift key and left-click with the mouse. To deselect, release the shift key.
For cancellation reason G-Student Not Enrolled, the results include records where the student was marked as not enrolled regardless of the record status. However, selecting the Eligibility Status Canceled in conjunction with the cancellation reason G-Student Not Enrolled will result in complete records from that list. It is important to remember the list from which the filtering is being done. It is recommended to filter using All Statuses or Not Enrolled depending upon the desired results, as illustrated in the below chart.

### Filtering Not Enrolled

<table>
<thead>
<tr>
<th>Record List</th>
<th>Cancellation Reason G – Student Not Enrolled Selected?</th>
<th>Canceled selected from Eligibility status?</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Statuses</td>
<td>Yes</td>
<td>Yes</td>
<td>Includes only complete, disbursed records that have had funds removed</td>
</tr>
<tr>
<td>All Statuses</td>
<td>Yes</td>
<td>No</td>
<td>Includes all records marked as not enrolled for at least 1 but not all terms or records marked as not enrolled for all terms that have been disbursed</td>
</tr>
<tr>
<td>Not Enrolled</td>
<td>Yes</td>
<td>Yes</td>
<td>Includes only complete, non-disbursed records that have had funds removed from all terms at the same school</td>
</tr>
<tr>
<td>Not Enrolled</td>
<td>Yes</td>
<td>No</td>
<td>There is no need to filter further as the results are the same as the starting list – all non-disbursed records that are marked not enrolled for all terms at the same school.</td>
</tr>
</tbody>
</table>

**Program of Study** - Filtering by Program of Study produces a list of records where the student is enrolled in the program of study selected. For schools that have branch campuses, selections are not available under the All Schools category. A campus must be selected to populate selections. Selections are related to the campus chosen. Only applicable programs of study will appear in the list.

**TIP** – To locate all records where the student is enrolled in a 2-year terminal program at a 4-year institution for the fall term, select: All Statuses, ANY on the Term Level Filters drop-down list and check all applicable terms, or G-2 Year Terminal Prog in a 4-Yr School from the Program of Study selection. To select more than one Program of Study, hold down the shift key and left click with the mouse. To deselect, release the shift key.
TIP – To locate all records where the program of study is other (e.g., summer term records that were reported as not meeting the minimum term-length requirement), select 00 – Other.

Using Filtered Results

The data that is output to a filtered student list is the same regardless of the selected criteria.

Display data - Student Name, Address, SSN, Award Counter, Term Eligibility, Term Enrollment, Term Housing, and Academic Year Eligibility Total

Exported Data – Exported data differs depending upon if Excel or CSV is chosen.
### Excel Versus CSV File

<table>
<thead>
<tr>
<th>Excel columns</th>
<th>Comma Separated Value (CSV) file columns</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSN</td>
<td>SSN</td>
</tr>
<tr>
<td>Name</td>
<td>Last Name</td>
</tr>
<tr>
<td>Address</td>
<td>First Name</td>
</tr>
<tr>
<td>Award Counter (Total)</td>
<td>Middle Initial</td>
</tr>
<tr>
<td>(term) School Code</td>
<td>Street Address</td>
</tr>
<tr>
<td>Award/Reject</td>
<td>City</td>
</tr>
<tr>
<td>(term) Enrollment Status (includes the status Not Enrolled)</td>
<td>State</td>
</tr>
<tr>
<td>(term) Housing Status</td>
<td>ZIP Code</td>
</tr>
<tr>
<td>Total</td>
<td>Academic Year Award Counter</td>
</tr>
<tr>
<td></td>
<td>Academic Year Award Total</td>
</tr>
<tr>
<td></td>
<td>(term) College Code</td>
</tr>
<tr>
<td></td>
<td>(term) Award Amount</td>
</tr>
<tr>
<td></td>
<td>(term) Reject Code</td>
</tr>
<tr>
<td></td>
<td>(term) Award/Reject Date</td>
</tr>
<tr>
<td></td>
<td>(term) Cancellation Code</td>
</tr>
<tr>
<td></td>
<td>(term) Enrollment Status (does not include the status Not Enrolled)</td>
</tr>
<tr>
<td></td>
<td>(term) Housing Status</td>
</tr>
<tr>
<td></td>
<td>(term) Enrollment Mode</td>
</tr>
</tbody>
</table>

Once filtering is complete, there are three basic courses of action detailed in the Partner Interface User Guide.

- Export the results to Excel or a CSV file for further analysis. Both options open using Excel.
  - **Excel** – List will be exported with descriptions instead of codes. This will be similar to the Student Records List.
  - **CSV** – List will be exported with codes in the Grant Applicant Status Transmission format. This file can be imported into a Financial Aid Management System (FAMS).

- Cycle through the results on the Partner Interface display.

- Select up to 100 records for inclusion in a Mass Update Queue (selecting less records may result in a faster system response time).
Created in 1963 by the Pennsylvania General Assembly, the Pennsylvania Higher Education Assistance Agency (PHEAA) has evolved into one of the nation’s leading student aid organizations. Today, PHEAA is a national provider of student financial services, serving millions of students and thousands of schools through its loan guaranty, loan servicing, financial aid processing, outreach, and other student aid programs.

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

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

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These materials have been developed and paid for by the Pennsylvania Higher Education Assistance Agency (PHEAA). The information contained in this document is believed to be accurate at the time of printing.