



2019-20 PROGRAM GUIDELINES

# STATE WORK-STUDY PROGRAM (SWSP)

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## I. INTRODUCTION

The Pennsylvania Higher Education Assistance Agency (PHEAA)-sponsored State Work-Study Program (SWSP) is made possible through General Assembly funding and with the cooperation of Pennsylvania postsecondary institutions and employers. The purpose of SWSP is to provide students with an opportunity to gain career-related work experience and, at the same time, earn funds to assist them in meeting today's costs for postsecondary education.

These guidelines provide participating schools and employers with the requirements for participation and administration of SWSP funds. PHEAA will publish updates to this document in the Document Library at [partners.aesSuccess.org](https://partners.aesSuccess.org) under Special Programs/State Work-Study Program/State Work-Study Program Documents as additional changes become necessary. Specific questions regarding PHEAA's SWSP should be directed to:

PHEAA  
State Grant and Special Programs  
1200 North Seventh Street  
Harrisburg, PA 17102  
Telephone: **800-443-0646**, Option 3, Option 2  
TDD: **717-720-2366** • Fax: **717-720-3786**  
Email: [swsp@pheaa.org](mailto:swsp@pheaa.org)

## II. STUDENT ELIGIBILITY

To participate in SWSP, the student must meet the following criteria:

- A. Submit a SWSP student application by the appropriate deadline date (see [Section IV](#) 'Student Application/Placement Process').
- B. Be a Pennsylvania resident.
- C. Be enrolled on at least a half-time basis (6 or more credits) in a PHEAA-approved higher education institution, in a program of study of at least 2 academic years in length.
- D. Be eligible for a PA State Grant, if an undergraduate student, or have unmet financial need verified by the student's Financial Aid Office if a graduate student.
- E. Be able to benefit from a career-related work experience.
- F. Not be in default or pending default on an education loan.

## III. EMPLOYER ELIGIBILITY

To participate in SWSP during the 2019-20 Program Year, the employer must meet the following criteria:

- A. Be a school, business, industry, nonprofit organization, or government agency located in Pennsylvania.
- B. New employers must complete and submit the *PHEAA Work-Study Employer Application* (available online at [PHEAA.org/employer](https://pheaa.org/employer)). The employer must submit this application by the following deadline dates in order to participate in the corresponding SWSP term:
  - 2019-20 Academic Year or 2019 Fall Term only: **November 1, 2019**.
  - 2020 Spring term only: **December 9, 2019**.
  - 2020 Summer term: **June 30, 2020**.
- C. Employers previously approved for the 2018-19 Academic Year must complete and submit the 2019-20 Program Year Work-Study Employer Renewal by the deadline dates. This was provided to employers in March 2019 via PageCenter.
  - Employers who wish to participate in the 2020 Summer term will complete the 2020-21 renewal form which will be generated in March of 2020.

- D. Complete a one-time *State Work-Study Program (SWSP) Employer Agreement*. PHEAA will provide the employer with this agreement to complete upon processing of the employer's first SWSP student application. The Agency will retain this agreement in its permanent files and will not require the employer to execute a new agreement each year.
- E. Ensure that employment or work conditions comply with all federal, state, and local laws.
- F. Establish payroll procedures, add the approved SWSP student to the payroll, and pay 100 percent of the student's actual wages as well as all required associated payroll costs, including Workers' Compensation.
- G. Pay 100 percent of student earnings for hours worked. If hours exceed the student's approved maximum weekly hours for this program, the employer must ensure the student is compensated in full.
- H. The employer may not displace regular employees (including those on lay-off or on strike), impair, or interfere with existing contracts via the placement of a SWSP student.
- I. SWSP jobs may not include any political activity. Projects, assignments, activities, etc., involving lobbying are prohibited and cannot be assigned to SWSP students.

**NOTE:** Businesses involved in lobbying may not be approved.

- J. SWSP jobs may not involve construction or maintenance of any part of a building used for religious worship or sectarian instruction.
- K. SWSP jobs must be in the public interest:
  - Work is in the public interest if the work performed contributes to the general welfare of the community, rather than work performed for a particular interest or group.
  - Work is not in the public interest if it primarily benefits the members of an organization that has membership limits, such as a credit union, a fraternal or religious order, or a cooperative.

For example, an organization such as a private nonprofit civic club may employ a student if the student's work is for the club's community drive to aid handicapped children. If the student's work is limited to the internal interests of the club, such as a campaign for membership, the work benefits a particular group and is not in the public interest. As another example, a tutor at a parochial school may not use religious material to tutor children.

- L. The employer must ensure no student is denied work or subjected to different treatment on the grounds of race, color, religion, creed, ancestry, age (40 or over), gender, national origin, disability, genetic information, use of a guide or support animal because of blindness, deafness or physical handicap of the user or because the user is a handler or trainer of support or guide animals, or any other factor protected by law.

## IV. STUDENT APPLICATION-PLACEMENT PROCESS

- A. Students who wish to participate in SWSP must first locate an eligible employer. To find an eligible employer, students can:
  - Contact their postsecondary institution's Financial Aid Office to inquire if the school itself is an approved SWSP employer and has available SWSP jobs.
  - Contact a postsecondary institution's financial aid office to inquire if the school is an approved SWSP and has available SWSP jobs. postsecondary institutions do not have the option to advertise their available jobs online). The student may work at a postsecondary institution the student is not attending. Search for an approved employer online at [PHEAA.org/swsp-jobsearch](https://pheaa.org/swsp-jobsearch).
  - Locate an employer not currently approved for SWSP, but is willing and eligible to participate. Tips for locating an employer, as well as an employer overview memorandum to introduce a new employer to the program, as well as important information for employers and schools are available at [PHEAA.org](https://pheaa.org).
- B. Once the student has located a potential employer, the student must contact the employer to set up an interview. A permanent non-SWSP employee at this employer is required to interview all potential SWSP students.
- C. If the employer wishes to hire the student through SWSP upon completion of the interview process, the student and employer must complete the *2019-20 Academic Year SWSP Student Application/Placement Form*. If the

student intends on working during the Summer 2020 academic period, the application will be available online at [PHEAA.org/workstudy](https://pheaa.org/workstudy) in early March 2020). The student must complete the 'STUDENT DATA' section (page 1) and the employer must complete the 'EMPLOYER DATA' section (page 2). The completed SWSP student application must then be submitted PHEAA via one of the following two methods:

- All SWSP employers with Matching Funds system access are required to process student SWSP applications via the PHEAA online work-study system.

If you are a new employer and do not yet have system access, you may submit the SWSP Student Application-Placement Form via fax to **717-720-3786**, via email to [swsp@pheaa.org](mailto:swsp@pheaa.org), or via mail to PHEAA, PA State Work Study Program, State Grant and Special Programs, P.O. Box 8157, Harrisburg, PA 17105-8157.

#### D. Program Calendar

##### 1. Application Deadlines

The employer must submit either the online SWSP student application or the completed *SWSP Student Application/Placement Form* to PHEAA on or before the following application filing deadline dates:

- 2019-20 Academic Year or Fall term only: **November 1, 2019**.
- 2019-20 Spring term only: **March 1, 2020**.
- 2020 Summer term: **June 30, 2020**.

##### 2. Term Dates

Start and end dates for the 2019-20 SWSP terms are as follows:

- 2019-20 Academic Year: **August 12, 2019 – May 2, 2020**.
- 2019-20 Spring term only: **December 9, 2019 – May 2, 2019**.
- 2020 Summer term: **May 4, 2019 – August 8, 2020**.

- E. The employer must provide a job description for each SWSP position in order to ensure that the employer is placing the SWSP applicant in a career-related position.
- F. PHEAA will not approve a student to work prior to the date the Agency receives the student application or the date the employer enters the application into the online work-study system.
- G. PHEAA will not reimburse wages earned for any student prior to that student's participation approval. The employer can verify a student's approval via the following methods:
- The SWSP Applicant Status Listing (see [Appendix A](#))
  - A copy of the student's SWSP Placement/Approval document (notification letter)
  - The SWSP student application display (MF04 transaction) in the PHEAA online work-study system (for employers with online access)
- H. The student's supervisor must be a non-SWSP employee of the organization and must ensure that all assignments, tasks, and projects are consistent with the student's job description. A family member must not be assigned to supervise a related SWSP student.
- I. The supervisor must ensure each student is advised of the following at the beginning of each term via a brief orientation or correspondence:
- Hourly rate of pay (cannot be less than the prevailing minimum wage)
  - Beginning and end dates of employment
  - Scheduled work hours (not to exceed 40 hours per week) the student is expected to work
  - Job description and associated responsibilities
  - Pay dates
  - Safety rules

- J. If the employer leaves a SWSP student alone on the premises in charge of company property, or sends the student on assignment, the student must have the ability to contact a regular full-time employee of the organization. Employer must provide the student with procedures and information required to contact the full-time employee.
- K. The employer must immediately contact PHEAA to provide a work end date if it terminates a student's employment prior to the expected end date provided on the original *SWSP Student Application/Placement Form* or entered into the online work-study system.

## V. AWARD DETERMINATION PROCESS

- A. PHEAA is responsible for confirming the student meets all SWSP eligibility requirements at the time the Agency processes the SWSP student application (see [Section IV](#) Application Process).
- B. If a student is eligible for SWSP at the time of application, he will retain eligibility through the end employment date listed on the student's application. However, students who have terminated enrollment in postsecondary education are not eligible for continued SWSP participation, and their eligibility will cease the date we are notified. Employers are required to discontinue reporting of that student's hours for reimbursement and notify the Agency upon receiving notification that the student has ceased enrollment at a postsecondary institution.
- C. PHEAA calculates a student's SWSP award amount at the time of application processing in the work-study system. Applications must be complete in order to determine the student's award amount. The SWSP award amount is determined by the following application data:

- The starting and ending work dates
- The approved hourly pay rate
- The maximum number of weekly hours the student may work

The maximum SWSP award amount for both the 2019-20 Academic Year and the 2020 Summer term is \$5,000 per term, for a total of \$10,000 annually. **Please note that this award amount is not the total amount that the employer can receive in reimbursement per student; the actual reimbursement received will be either 50 or 40 percent of every dollar earned up to the student's SWSP award amount (see [Section VI](#) Reimbursement Process).**

- D. PHEAA notifies SWSP applicants of their eligibility via mail upon processing of the completed SWSP application. Employers are notified of SWSP applicant eligibility via the SWSP Applicant Status Listing (see [Appendix A](#)) that is generated on a weekly basis (provided there are changes from the most recent listing). Employers may access this Applicant Status Listing via their PageCenter mailbox in the WORKSTDY application, pageset MFJIF10.

All employers are required to have access to PageCenter, our secure report repository, in order to access the SWSP Applicant Status Listing. To access PageCenter, employers must complete the *PHEAA Remote Access Agreement and Request for Authoritative Source Status* (available online at [PHEAA.org/employer](http://PHEAA.org/employer)) and submit a request via the Agency's Business Partner Access Management System (BPAMS) for access to "Work-Study" under "Reports." This will also allow access through PageCenter to other SWSP communications and reports discussed in these guidelines.

The SWSP Applicant Status Listing will contain the following information regarding the applicant(s):

- |  |   |
|--|---|
| • Last four digits of the student's Social Security number (SSN) | • Date application received               |
| • Name   | • Starting and ending dates of employment |
| • Address and phone number                                       | • Maximum weekly hours                    |
| • Program major  | • Hourly rate                             |
| • Job code   | • Total SWSP award                        |
| • Application status   | • Expected graduation date                |
|  | • Enrollment status                       |

Employers should contact the Agency toll-free at 800-443-0646 option 3, option 2 or via email to [swsp@pheaa.org](mailto:swsp@pheaa.org) if they believe any information provided on the SWSP Applicant Status Listing is incorrect upon review.

## VI. REIMBURSEMENT PROCESS

- A. PHEAA will reimburse a SWSP employer a percentage of every dollar earned up to the student's SWSP award amount. The reimbursement percentages are as follows:
- Nonprofit employers and post-secondary institutions receive a 50 percent reimbursement of every dollar earned up to the student's SWSP award amount.
  - For-profit employers and post-secondary institutions receive a 40 percent reimbursement of every dollar earned up to the student's SWSP award amount.

SWSP employers are required to pay students 100 percent of any earnings above this SWSP award amount.

- B. PHEAA reserves the right to limit employer reimbursement based on program funding. When necessary, the Agency will establish employer allocations and reimbursement will be limited to those amounts. The Agency will notify employers of the amount of their annual allocations (if applicable) prior to the start of the applicable work term.

### C. Reporting Hours Worked

1. The employer must submit weekly hours worked by SWSP students to PHEAA in order to receive reimbursement. Hours should only be reported after the hours are worked by the student. It is critical when entering the hours to use the actual date the hours were reported. **Hours reported more than 60 days after the work week end date will be considered late and a PHEAA match may not be paid.**
2. Employers may report hours worked to PHEAA by using one of the following formats:
  - Online System: All approved employers for the Matching Funds Employer online access may enter the student's hours via the PHEAA online work-study system.
  - SWSP Time Report: Employers experiencing technical difficulties while reporting hours may submit their completed time report via fax to 717-720-3786, or via mail to PHEAA, State Work-Study Program, State Grant and Special Programs, P.O. Box 8157, Harrisburg, PA 17105-8157.
  - My File Gateway: Employers now have the option of reporting SWSP hours via My File Gateway (MFG), the Agency's web-based file transfer system. Employers that opt to use this process will receive a weekly Excel file from PHEAA in their MFG mailbox every Monday that contains all students approved for SWSP participation. Employers will then update hours worked by each student and upload this file via their MFG mailbox for processing by PHEAA.
  - Employers interested in submitting hours via MFG must have remote access approval and must submit a request via BPAMS for web-file transmission access. In addition, employers should notify SWSP staff via email to [swsp@pheaa.org](mailto:swsp@pheaa.org) after submitting the web-file transmission access request so that your organization can be set up to receive these weekly files.
3. The deadlines to submit 2019-20 SWSP student hours for reimbursement are as follows:
  - 2019-20 Academic Year: **July 2, 2020.**
  - Summer 2020: **October 8, 2020.**

### D. Disbursement of Funds

1. All employers are required to complete an Automated Clearing House (ACH) Authorization Agreement upon program enrollment in order for the Agency to transmit reimbursement funds via Electronic Funds Transfer (EFT). To request an ACH form, send an email to [fmeftadmin@aessuccess.org](mailto:fmeftadmin@aessuccess.org). Employers may return the completed ACH form via email to this address or via fax to 717-720-7656.
2. PHEAA will schedule disbursements to occur monthly as close to the 15th as possible. When the 15th falls on a Friday, Saturday, Sunday, or holiday, disbursement will occur on the next available business day.
3. PHEAA will provide the employer with an SWSP Disbursement Roster with each disbursement. All employers are required to have access to PageCenter in order to access the disbursement roster. Employers may retrieve their disbursement roster from their PageCenter mailbox ('WORKSTDY')

application, pageset MFJGY200). Employers are required to certify the hours reported, make any necessary changes, and return a copy of the certified roster before the Agency will disburse further funds.

4. The Agency will notify employers with a SWSP Disbursement Roster more than 45 days past due. Employers will receive this notification through their PageCenter mailbox ("WORKSTDY" application, pageset MFJH740). The Agency will withhold all future disbursements until the employer returns the certified roster.
5. Employers may return certified rosters via fax to **717-720-3786**, or via mail to PHEAA, State Work-Study Program, State Grant and Special Programs, P.O. Box 8157, Harrisburg, PA 17105-8157.
6. FOR POSTSECONDARY INSTITUTIONS: PHEAA reserves the right to hold disbursement to an institution that is closing or is on a restriction or oversight by the United States Department of Education (USDE) for participating in any Title IV program. We also reserve the right to hold any disbursements to an institution if the accrediting agency suspends or cancels approval for the school. Any questions regarding holding disbursement should be directed to PHEAA via email at [swsp@pheaa.org](mailto:swsp@pheaa.org). PHEAA will exercise this right to determine the eligibility of the institution to receive further funding.

## VII. RECONCILIATION PROCESS

At the end of a term, a reconciliation roster will be generated for employers who are owed further funds from PHEAA or owe PHEAA a SWSP refund. Please note: Employers who are not owed funds or do not owe funds to the SWSP will not receive this roster.

- A. The SWSP Reconciliation Roster provides the employer with a final opportunity to submit corrections to student work hours or changes to a student's status. The reconciliation roster must be completed and returned to the Agency within 30 days of receipt. The Agency will withhold all future disbursements until the employer returns the certified reconciliation roster and any refund due (if applicable).
- B. If the employer determines changes have occurred concerning student hours worked after they have completed reconciliation, the employer should contact SWSP staff via email to [swsp@pheaa.org](mailto:swsp@pheaa.org), via fax to 717-720-3786, or toll-free at 800-443-0646 option 3, option 2.

## VIII. REFUND PROCESS

- A. If, after review of a SWSP Roster, the employer determines that student hours previously reported are incorrect, the employer must correct the hours on the certified roster and return it to PHEAA. If the subsequent changes result in a decrease in the student's gross earnings, a refund will be due. PHEAA will notify all employers via email if a refund becomes due.
- B. Refunds returned via ACH or wire transfer should be transferred to M & T Bank, PHEAA Operations, with a brief description of the payment reason and identifying the funds as "SWSP." Specific account information can be found on the SWSP disbursement roster. All SWSP refund payments made by check should be addressed to PHEAA, P.O. Box 64849, Baltimore, MD 21264-4849.

## IX. PROGRAM REVIEWS

As part of the Program Review process of State Grant and Special Programs, PHEAA may conduct further examinations of student aid and related records as it deems necessary to protect the financial interests of the Agency or its student aid recipients (§ 121.59 b). A list of common administrative issues that could be cited in a Program Review can be found in Chapter 5 of the Pennsylvania State Grant Program Handbook for 2019-20, which is available on [PHEAA.org](http://PHEAA.org).

## X. RETENTION OF RECORDS

In accordance with these Program Guidelines, SWSP employers are required to retain, for possible review by the Agency, all records necessary for the certification of student eligibility and reimbursement of SWSP funds. Employers must retain copies of all signed SWSP student applications and maintain copies of payroll records. Employers must

retain these records for at least 5 years from the date the SWSP student application was completed or the date on which the institution completes certification of the disbursement roster.

**NOTE:** Employers that submit SWSP student applications via the online work-study system should not mail a hard copy to PHEAA.

## XI. APPEAL PROCESS

- A. An employer that wishes to appeal a decision by the Agency concerning student eligibility or reimbursement must complete and submit the SWSP Appeal Form (see [Appendix B](#)), which is available online at [PHEAA.org/employer](http://PHEAA.org/employer). The employer must provide the following information on this form:
- Employer's nine-digit employer code (required) plus suffix (if applicable)
  - Branch code (if applicable)
  - Department name (if applicable)
  - Department code (if applicable)
  - Telephone number (required)
  - Email address (required)
  - Year (i.e. 2019/20)
  - Term (Summer or Academic Year)
  - Subject of appeal (Student work start date, student pay rate, late submission of time report, late submission of application, or other)
- B. Employers may submit the SWSP Appeal Form to PHEAA via fax to 717-720-3786, via email to [swsp@pheaa.org](mailto:swsp@pheaa.org), or via mail to PHEAA, State Work-Study Program, State Grant and Special Programs, P.O. Box 8157, Harrisburg, PA 17105-8157.
- C. PHEAA will review the SWSP Appeal Form and notify the employer via email of the Agency's determination to approve or deny the appeal.

*Matching Funds\SWSP\Program Guidelines\2019-20*

# APPENDIX A

## SWSP APPLICANT STATUS LISTING

## SWSP APPLICANT STATUS LISTING

0123467 SWSP CONTACT PHEAA UNIVERSITY GRANTS DEPARTMENT 1200 N 7TH STREET HARRISBURG, PA 17102	STATE WORK STUDY PROGRAM Pennsylvania Higher Education Assistance Agency 2019-2020 ACADEMIC YEAR APPLICANT STATUS LISTING 09/05/2019	Page: 1							
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Student Information</th> <th style="text-align: left;">Job/ Status</th> <th style="text-align: left;">Start Date/ Ending Date</th> <th style="text-align: left;">Weekly Hours</th> <th style="text-align: left;">Hourly Rate</th> <th style="text-align: left;">Total Award</th> <th style="text-align: left;">Requested to Work Holiday Hours</th> </tr> </thead> </table>			Student Information	Job/ Status	Start Date/ Ending Date	Weekly Hours	Hourly Rate	Total Award	Requested to Work Holiday Hours
Student Information	Job/ Status	Start Date/ Ending Date	Weekly Hours	Hourly Rate	Total Award	Requested to Work Holiday Hours			
XXX-XX-1234 *COUGAR, JOHN 123 MAIN STREET HARRISBURG, PA 17105 Telephone: (717) 123-4567 Program Major: A01 - ACCOUNTING	B02 - ACCOUNTING ASST APPROVED  Date App Recd: 08/01/2019	08/14/2019 05/05/2020  Expected Graduation Date: 05/2020 Enrollment Status: F - FULL-TIME							
XXX-XX-4567 *EAGLE, JANE M 1000 BROAD STREET PHILADELPHIA, PA 19146 Telephone: (215) 999-1976 Program Major: M04 - MARKETING	B57 - MARKETING NOT ELIGIBLE  Date App Recd: 08/01/2019	08/13/2019 05/05/2020  Expected Graduation Date: 05/2020 Enrollment Status: F - FULL-TIME							
XXX-XX-9876 STEELER, TOM C 999 1 <sup>ST</sup> STREET PITTSBURGH, PA 15102 Telephone: (412) 999-9999 Program Major: P53 - PUBLIC RELATIONS	B20 - PUBLIC RELATIONS AST INCOMPLETE  Date App Recd: 12/01/2019	01/01/2020 05/05/2020  Expected Graduation Date: 05/2020 Enrollment Status: H - HALF-TIME							
<p>*= New Student or Change in Status</p> <p>Note: The hourly rates reflect the amount you, as the employer, have submitted for the student unless the hour rate exceeds \$25.00/hr. The SW hourly rate cap is \$25.00, meaning that you will only be reimbursed up to that maximum rate.</p> <p>In the event that an applicant is not employed by your organization, please notify PHEAA so that funds reserved for the individual may be released to provide awards for other applicants.</p> <p>Your organization/company is eligible to receive reimbursement for 50% of students' approved earnings.</p> <p>If you have any questions, please contact Special Programs associates at 1-800-443-0646, Option 3, Option 2, a private number reserved for the use of financial aid administrators and employers or you may email Matching Funds staff at <a href="mailto:swsp@pheaa.org">swsp@pheaa.org</a>.</p>									

# APPENDIX B

SWSP APPEAL FORM SWSP APPEAL FORM

**PHEAA STATE WORK-STUDY PROGRAM (SWSP)**

**APPEAL INSTRUCTIONS**



You may submit the attached PHEAA State Work-Study Program (SWSP) Appeal Form if you wish to have a decision further reviewed. Changes to student work start date, weekly hours, and student pay rate can be requested in writing, and do not require an appeal. If requesting a change to student pay rate, the pay rate change cannot be effective until the appeal form has been approved.

Once a decision has been made regarding the appeal, you will be notified of the decision via email.

Please complete the Appeal Form carefully, using the checklist below as a guide.

**SECTION 1:**

Supply your institution's identification and demographic information.

Supply your contact information (the individual filling out the form).

**SECTION 2:**

Indicate the year and term that you are appealing.

**SECTION 3:**

Provide a detailed appeal explanation.

**SECTION 4:**

Write your name and title and sign and date the form.

Attach supporting documentation (i.e., Time Report, application, etc.).

Return the Appeal Form and attachments via email, fax or mail. Please do not return this instruction page with your Appeal Form.

Email: [swsp@pheaa.org](mailto:swsp@pheaa.org)

Fax: 717-720-3786

Mail: PHEAA  
State Work-Study Program (SWSP)  
P.O. Box 8157  
Harrisburg, PA 17105-8157

**PHEAA STATE WORK-STUDY PROGRAM (SWSP)****APPEAL FORM**

SECTION 1	
Employer Name:	
Employer Code <i>(required)</i> :	Branch Code (if applicable):
Department Name (if applicable):	Department Code (if applicable):
Telephone Number <i>(required)</i> :	Email Address <i>(required)</i> :
SECTION 2	
Indicate Year (i.e., 2019/20):	Select Term:    Summer    Academic Year
SECTION 3	
Please provide a detailed description of your appeal. If additional space is needed and/or you would like to provide student demographic information, please attach all documentation.	
Appeal Description (attach a letter if additional space is needed):	
SECTION 4	
I hereby certify that the appeal reason reported on this form is accurate.	
Name (please print):	Title (please print):
Signature:	Date:

PHEAA reserves the right to approve or deny appeals.

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 Pennsylvania 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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