A program of the Arizona Commission for Postsecondary Education (ACPE)

Arizona FAF$A Finish Line Guide

Arizona Commision for Postsecondary Education
1740 W. Adams St., Suite 3009
Phoenix, AZ 85004

Introduction

Thank you for your participation in Arizona's FAF$A Finish Line program. This guide is intended to assist counselors, school and district administrators, as well as designated college access organization staff who participate in the initiative. The guide will walk through the process of logging into AZGrants secure website and how to access student-level FAFSA completion data. This information allows counselors, administrators, and staff to assist students through the FAFSA completion process.

If there are any questions, please feel free to contact the Commission staff for assistance. As always, we look forward to working with you throughout the year.

Contact Information

Daniel D. Helm
Interim Executive Director
Phone (602)542-7236
dhelm@azhighered.gov

Julie Sainz
FAFSA Challenge Project Director
Phone (602)542-7237
jsainz@azhighered.gov

Steps to Retrieve FAFSA Filing Status Information

1. After completing the data sharing agreement and AZGrants user agreement, you will receive an email containing your login credentials and a password to access the secure AZGrants website (https://finaid.azgrants.az.gov/AZGrants/login.aspx).

2. Once logged in you will be directed to the Main Menu.

3. Please select the correct year. By clicking the drop down arrow, you can select the year you plan to work in.

- Select 2021-2022 for students who are graduating from high school in 2021.
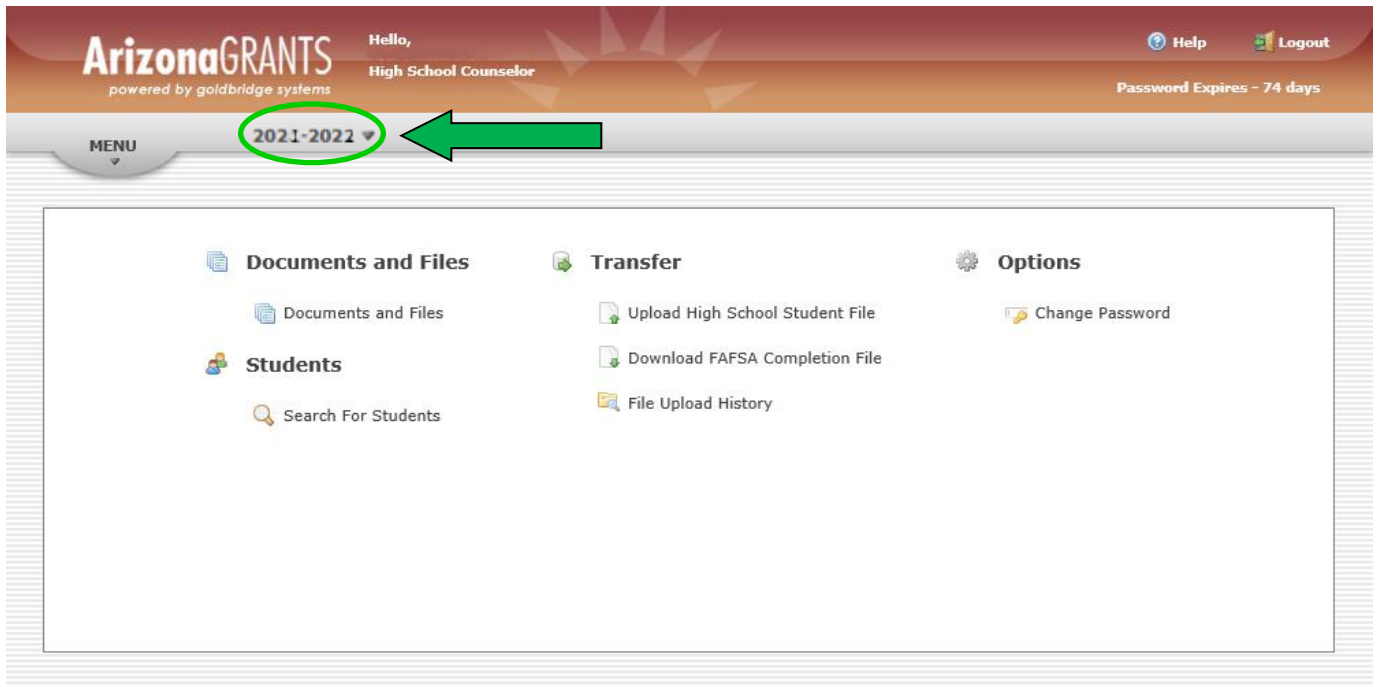
4. Under the "Transfer" column, select "Upload High School Student File". New FAFSA data is loaded into the system weekly to provide the most current completion status information for your student file.
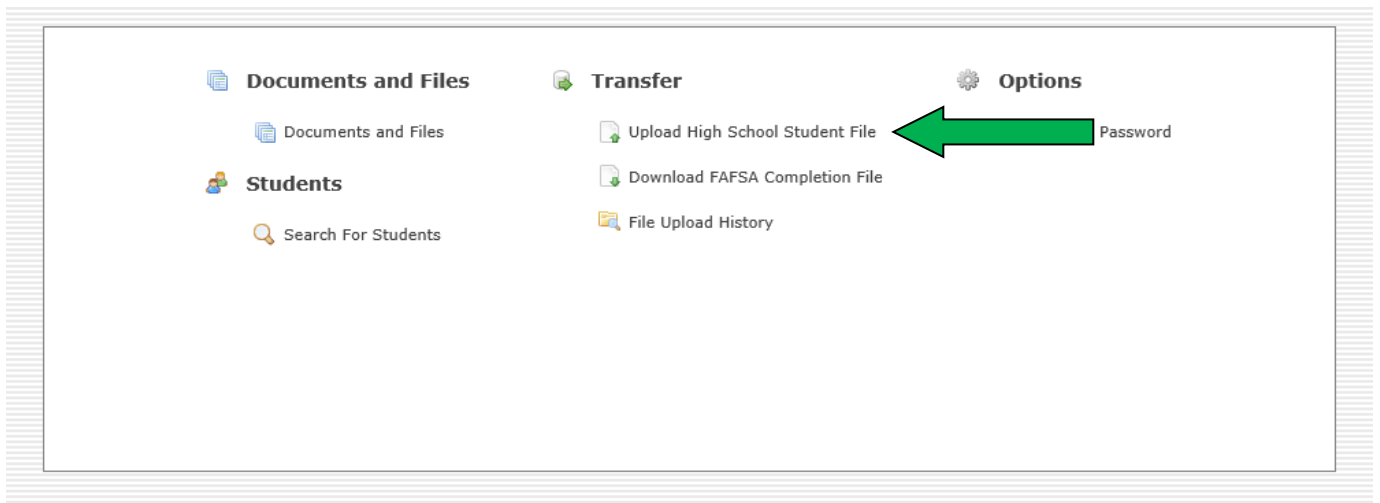
5. The list of student data in the upload file <u>must</u> include the following:

   a. Last name

   b. First name

   c. Date of birth (format must be in mm/dd/yyyy)

   d. Zip code

   Upload files may also include a Special Use Field. This fifth data field is optional and can be left blank. Some schools use this field for counselor names, student ID's, etc. This data field has a 150 character limitation. The data is not used for matching purposes against the FAFSA database. Data entered in this field is for the school's use only.

   Note: Do not include commas in any data field.

   Your upload file does not need a header row (row with column titles). If you choose not to use a header row, columns A-E must have data. No blank columns. If you choose to use a header row, follow the format shown below. Spelling must be exact otherwise the file will not be processsed.

	A	B	C	D	E
1	Student Last Name	Student First Name	Student Date of Birth	Student Zip Code	Special Use Field
2	Last	First	mm/dd/yyyy	12345	987654
3	Doe	Jan	5/15/2001	85202	876543
4	Cross	Sue	10/1/2002	85203	abcdefg
5	Henderson	Adam	12/9/2001	85204	
6	Taylor	Rachel	1/18/2001	85205	987abc
7	Williams	Sandy	3/5/2002	85206	abc987

   Save as a .csv file as Excel file formats are not accepted.

   File name: FAFSA Finish Line Seniors.csv

   Save as type: CSV (Comma delimited) (*.csv)

6. After the "High School Student File Upload" page opens, click "Browse" and locate the saved student .csv file to be uploaded. Once the selected file has populated click "Upload File". Depending upon the file size this may take a minute or two to complete the database matching process.

7. The page wil refresh, and either an upload successful message or an error message will display.

- If an error message populates, review the uploaded student .csv file for possible formatting issues.

- If a successful upload message appears, select the "click here" link to download the completed file. This will open an new page titled "Download FAFSA Completion File".

8. On the "Download FAFSA Completion File" page, there are two options to access the results of the FAFSA database matching process.

Home > Download FAFSA Completion File

Download FAFSA Completion File
You are working with the 2021-2022 Academic Year. To download a FAFSA Completion file for a different year, select the year from the dropdown on the top toolbar.

The file will include the most recent FAFSA data on record at ACPE for the most recent file uploaded for your school (see File Upload History).

> Download File   > View Aggregated

Downloads are in CSV format. CSV file are recognized by most spreadsheet programs, including Microsoft Excel™.

a) **Download File** option - Selecting this button provides a .csv file with FAFSA completion status data which can be saved to your computer. See example below.

	A	B	C	D	E	F	G	H	I	J
	Student Last Name	Student First Name	Student Date of Birth	Student Zip Code	Special Use Field	Submitted Date	Processed Date	Selected for Verification	FAFSA Status	Incomplete Reason(s)
1										
2	Last	First	mm/dd/yyyy	12345	987654	mm/dd/yyyy	mm/dd/yyyy	Y/N		
3	Doe	Jan	5/15/2001	85202	876543	10/2/2020	10/2/2020	N	Complete	
4	Cross	Sue	10/1/2002	85203	abcdefg	1/1/2021	1/2/2021	N	Incomplete	Missing Signature(s)
5	Henderson	Adam	12/9/2001	85204					Partial Match	
6	Taylor	Rachel	1/18/2001	85205	987abc				No Match	
7	Williams	Sandy	3/5/2002	85206	abc987	10/1/2020	10/2/2020	Y	Complete	

b) **View Aggregated** option- Selecting this button will expand the page and show the number of students in each FAFSA status. See example below.

Home > Download FAFSA Completion File

Download FAFSA Completion File
You are working with the 2021-2022 Academic Year. To download a FAFSA Completion file for a different year, select the year from the dropdown on the top toolbar.

The file will include the most recent FAFSA data on record at ACPE for the most recent file uploaded for your school (see File Upload History).

> Download File   > View Aggregated

Downloads are in CSV format. CSV file are recognized by most spreadsheet programs, including Microsoft Excel™.

⊞ Complete	Number of Students: 34		> Download Category
⊞ Incomplete	Number of Students: 1		> Download Category
⊞ Partial Match	Number of Students: 4		> Download Category
⊞ No Match	Number of Students: 2		> Download Category

- The "View Aggregated" section allows you to download a .csv file of students in each separate FAFSA status category by clicking "Download Category".

- The "View Aggregated" section also allows you to view the individual students within each FAFSA status. Click the "**+**" button next to the category name to expand the list.

- When viewing the expanded category list of students, click any field in a student data row to open a new page for that student titled "Edit High School Student".

- The "Edit High School Student" page allows schools to edit individual student information as needed (first name, last name, DOB, zip code, special use field).

First Name:	Adam	*	Submitted Date:
Last Name:	Henderson	*	Processed Date:
Birth Date:	12/9/1999	*	Selected for Verification:
Zip:	85204	*	FAFSA Status: Partial Match
Special Use Field:			Incomplete Reasons:

(*) Required

> Save

- The "Edit High School Student" page can also be accessed through the "Search For Students" link at the main menu.

Documents and Files
  - Documents and Files

Students
  - Search For Students

Transfer
  - Upload High School Student File
  - Download FAFSA Completion File
  - File Upload History

Options
  - Change Password

9. Review Report Responses for Next Steps

Once you have downloaded and saved your FAFSA completion status file to your computer or opted to view aggregate report information directly on the website, the following data is provided for your review:

- Submitted Date
- Processed Date
- Selected for Verification (Y/N)
- FAFSA Status
- Incomplete Reasons

Refer to the sample report, data field definitions, and possible next steps on the next page.

	A	B	C	D	E	F	G	H	I	J
1	Student Last Name	Student First Name	Student Date of Birth	Student Zip Code	Special Use Field	Submitted Date	Processed Date	Selected for Verification	FAFSA Status	Incomplete Reason(s)
2	Last	First	mm/dd/yyyy	12345	987654	mm/dd/yyyy	mm/dd/yyyy	Y/N		
3	Doe	Jan	5/15/2000	85202	876543	10/2/2019	10/2/2019	N	Complete	
4	Cross	Sue	10/1/2001	85203	abcdefg	1/1/2020	1/2/2020	N	Incomplete	Missing Signature(s)
5	Henderson	Adam	12/9/2000	85204					Partial Match	
6	Taylor	Rachel	1/18/2000	85205	987abc				No Match	
7	Williams	Sandy	3/5/2001	85206	abc987	10/1/2019	10/2/2019	Y	Complete	

Submitted Date
- Date the student submitted their FAFSA.

Processed Date
- Date that the student's FAFSA was processed by the U.S. Department of Education.

Verification
- **Y** – the student was selected for verification. About 30% of the FAFSAs submitted are randomly selected for verification. This is a process by which the U.S. Department of Education has the financial aid office verify that the student and his/her parents accurately entered data on the FAFSA. Have the student contact the financial aid office at the college(s) or any other postsecondary institution(s) they plan to attend to find out what documents the school(s) needs the student to submit to complete the verification process. It may be necessary to contact and provide documentation to each college the student has selected.
- **N** – the student was not selected for verification

FAFSA Statuses
- **Complete** – FAFSA has been fully processed by the U.S. Department of Education
- **Incomplete** – Additional information is required from the student to complete the FAFSA process. See list of Incomplete Reasons on the next page.
- **No Match** – unable to find any student FAFSA files matching less than 3 of the four (4) data fields submitted in the upload file. This status may be due to the fact that the student has not submitted a FAFSA.
  - ➢ If a student has submitted a FAFSA, verify if the data entered is correct and resubmit student file with updated information or update the data through the "Search For Students" page.
  - ➢ Otherwise, ask the student what information he/she entered into the FAFSA for Last Name, First Name, Date of Birth, and Zip Code. Then resubmit student file with the updated information or update the data through the "Search For Students" page.

- **Partial Match** – all but 1 of the 4 required data fields has matched one or more student records in the FAFSA database. This student could have completed a FAFSA; however not all of the student information from your list matches what the student put on their FAFSA.
  - ➢ Verify if data entered is correct and resubmit student file with the updated information or update the data through the "Search For Students" page.
  - ➢ Otherwise, ask the student what information he/she entered into the FAFSA for Last Name, First Name, Date of Birth, and Zip Code. Then resubmit student file with the updated information or update the data through the "Search For Students" page.

Incomplete Reasons Definitions
- **Missing Signature Student** – student's signature is missing.
  - ➢ Have the student sign and mail or resubmit the signature page for processing.
- **Missing Signature Parent** – parent's signature is missing.
  - ➢ Have the parent sign and mail or resubmit the signature page for processing.
- **Citizenship** – the citizenship status was left blank and the Social Security Administration did not confirm citizenship status or the applicant reported not a citizen or eligible non-citizen.
  - ➢ Have the student contact the Federal Student Aid Information Center (FSAIC) at 1-800-4-FED-AID (1-800-433-3243) or the financial aid office at the college(s) or any other postsecondary institution(s) they plan to attend to verify the correct citizenship status was selected and find out what the next steps are to resolve the issue.
- **SSN not valid** – the Social Security number provided was not verified in the Social Security Administration's database.
  - ➢ The student needs to verify the correct SSN was entered, if not the student needs to update their FAFSA form. If the number is correct. Have the student contact the Federal Student Aid Information Center (FSAIC) at 1-800-4-FED-AID (1-800-433-3243) to find out what the next steps are to resolve the issue.
- **Other** – all other issues.
  - ➢ Have the student contact the Federal Student Aid Information Center (FSAIC) at 1-800-4-FED-AID (1-800-433-3243) or the financial aid office at the college(s) or any other postsecondary institution(s) they plan to attend to find out what the issue is and what the next steps are to resolve the issue.

10. Correcting the Student Upload List

There are two ways to correct any of the four data fields on your student upload list:

   a) Make updates to the original .csv file and upload again.
   b) Make updates to individual students via the AZGrants website.

- To update an individual student within AZGrants, select "Search For Students" from the main menu.
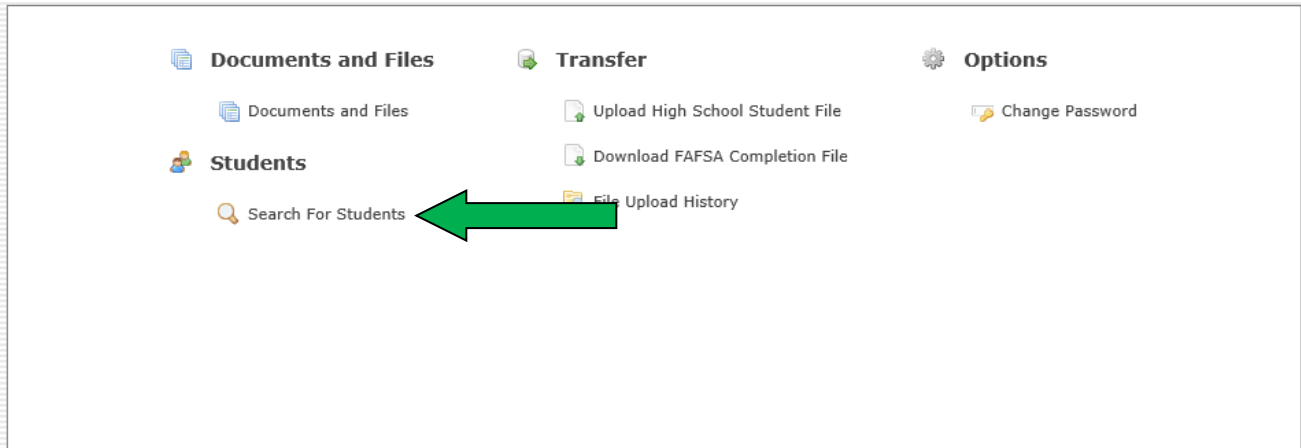
- This will open the "Edit High School Student" page. Here you can search for a specific student by entering a portion of or complete information into any of the fields, then click "Search". For example: McD or McDonald in last name. Or just click "Search" and scroll through your student list until the student is located.

If you have any questions or run into any problems please call or email the Commission contacts listed on page two of this guide.

FAFSA Finish Line FAQs

Q1: How often can I request FAFSA information?
A1: New FAFSA information is loaded once a week and new data is available every Friday.

Q2: What student information is required for the student list to match?
A2: First name, last name, date of birth, and zip code.

Q3: What kinds of outreach could I do with this information?
A3: Outreach ideas for schools:
   A. Schedule one-on-one or group appointments for students and parents to get assistance completing incomplete FAFSAs or those just starting a FAFSA.
   B. Schedule multiple outreach events at the high school. These efforts would target students/parents with an incomplete FAFSA or no FAFSA. Enlist the assistance of your college representatives and community partners.
   C. Set a milestone for the number of graduating seniors that will complete a FAFSA.
   D. Participate in the **Arizona FAF$A Challenge** https://fafsachallenge.az.gov/challenges

Q4: When is a student considered completed?
A4: A student will be considered "completed" when the first name, last name, date of birth, and zip code from your student list matches a FAFSA and an Expected Family Contribution (EFC) has been calculated.

Q5: What does it mean if I have students who are listed as "no match"?
A5: A student is a "no match" when less than 3 of the 4 required data fields from your uploaded student list do not match any record in the FAFSA database. It could mean that the student did not complete the FAFSA or that the student data from your file doesn't match what the student put on their FAFSA.

Q6: What does it mean if I have students who are listed as "partial match"?
A6: A partial match means that all but 1 of the 4 required data fields has matched one or more student records in the FAFSA database. This student could have completed a FAFSA; however not all of the student information from your list matches what the student put on their FAFSA.

Q7: What is the Special Use Field used for?
A7: The Special Use Field allows you to enter anything (except commas) up to 150 characters within this field. This is not a required field and can be blank. Some examples this field could be used for are: Student ID's or counselor assignments for easier tracking and matching with your own data or notes of interventions taken with specific students.

Q8: Do I have to upload a new .csv file each time I want to update student informtion?
A8: No, the Search For Students section allows you to easily update student information. Just update any of the required fields (first name, last name, date of birth, or zip code) and click Save. Within seconds the system will provide an updated FAFSA status based on the new information.

Q9: Must I upload a file before using the Search For Students section?
A9: Yes, an initial student list must always be uploaded first before using the Search For Students functionality.

Q10: I uploaded my senior list with a header (row 1), but received an error. What do I do?
A10: You can delete your header (row 1) and upload your file with a blank header (row 1) or no header. If you choose not to use a header row, columns A-E must have data. No blank columns. If a header is used, the headers must be spelled correctly (see step 5).

Q11: Do I have to truncate the first and last name?
A11: No the system enhancements implemented in January 2019 automatically truncate first and last names to adhere to the FAFSA database settings.

Q12: I forgot my username and password, what do I do?
A12: High School/District staff cannot use the username/password reset options. Please email acpe@azhighered.gov to request your username/password.