CTC Conversion to Real Time Reporting
Carissa Glassburn and Victor Fernandez
8/9/2017
• What is real time reporting?
• Demonstration of using real time reporting
• Question/Answer
What is Real Time Reporting?
The Benefits of Real Time Reporting

- Improves the consistency and accuracy of mid-year data reporting
- Provides more timely fund reserve notifications to institutions
- Catches eligibility issues earlier in the year
- Speeds up the interim reporting process
- Provides one last eligibility check before payment is requested
- Intuitive CSAW interface and straight forward processing

The Washington Student Achievement Council
Key Differences from Cash Request Method

Just like bulk cash requests, use CSAW in the WSAC Portal to manage student data and program funds.

Key differences in how those are managed include:

<table>
<thead>
<tr>
<th>Old Method – Bulk Cash Request</th>
<th>New Method – Real Time Reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upload eligible student data only during interim report window</td>
<td>Upload eligible student data in advance of requesting funds</td>
</tr>
<tr>
<td>Request funds in a lump sum with no student data provided</td>
<td>Select students for payment from list of eligible students populated in CSAW</td>
</tr>
<tr>
<td>Address all edits during interim reporting</td>
<td>Address edits before requesting payment for served students – unserved students during interim reporting</td>
</tr>
<tr>
<td>Archive updated in August with award data</td>
<td>Archive updated real-time for participating colleges</td>
</tr>
<tr>
<td>CSAW data updated four times a year</td>
<td>CSAW data updated when new payment request is made</td>
</tr>
</tbody>
</table>

The Washington Student Achievement Council
Demonstration of Using Real Time Reporting
1. Generate a file from your internal system (just like you do for interim report)
2. Log on to the WSAC Portal
3. Upload your file into CSAW
4. Address edits
5. Review students and request funds
CSAW: Step 1 and 2

**Step 1: Generate a File**
Generate and save a data file from your internal financial aid processing system and save it to your computer. The file format can be found in the most recent SNG/CBS program manual located here: [http://wsac.wa.gov/FAA-resources](http://wsac.wa.gov/FAA-resources)

**Step 2: Log on to WSAC Portal**
Access the WSAC Portal at [https://fortress.wa.gov/wsac/portal/](https://fortress.wa.gov/wsac/portal/)
Your user name is your email address. If you do not know your password, click the “forgot it” link for help.

The Washington Student Achievement Council
Step 3: Upload Your File

Once logged into the Portal, from the menu up top, click on:

CSAW ➔ Upload
Step 3: Upload Your File

Click the “Choose File” button to locate your saved file. Your file will begin loading as soon as you select it.

**PLEASE NOTE:** Each upload attempt represents a FRESH start. This means that each upload must contain ALL enrollment data for the current academic year.

Download csv template
Step 3: Upload Your File
As the file uploads, a status bar will appear in place of the Choose File button to display the upload progress.

- Your file should include ALL of your paid AND anticipated awards for the entire year. It must include all of your unserved awards.
- **A new file upload will always replace and update your current data.**
- Awards that were marked as paid on the previous file that are not listed on your new file will be treated as a cancelled award.
- There are no partial file uploads. Your file must always include all awards for all terms.
Step 3: Upload Your File

After the upload is complete, view the file summary award overview by term. To view a summary of changes from previously existing data in CSAW, click the blue “+ show changes” button.

File Summary Example:
Step 3: Upload Your File

If the information looks correct, click “save upload.” A progress bar will appear once you click on save.

When the save is complete, click on the “Address Edits” button, and the edits for your file will begin to load.
Step 4: Address Edits

After loading has completed, you are presented with a list of edits organized edits. It is recommended you resolve edits before you submit for payment for a group of students, but it is not required.

• Edits on unserved awards do not have to be corrected until the next interim reporting period.

• Edits into the four sub-groups:
  • SNG edits
  • CBS edits
  • PTC edits
  • General Edits

The Washington Student Achievement Council
Specific edits listed within the subgroups will be one of three types:

- Non-Overridable Edit: Data must be corrected and cannot be overridden
- Overridable Edit: Can be overridden without data correction
- Informational Edit: Important student notification
Step 4: Address Edits

To review information for specific edits, click on the category you wish to address.

Download edits into .csv

<table>
<thead>
<tr>
<th>CBS Edits</th>
<th>223</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBS student has 3 or less GER INFORMATIONAL</td>
<td>10</td>
</tr>
<tr>
<td>Student is OK to award, not OK to pay, and hasn’t been awarded CBS INFORMATIONAL</td>
<td>9</td>
</tr>
<tr>
<td>CBS student is not OK to Pay NONOVERRECEivable</td>
<td>14</td>
</tr>
<tr>
<td>CBS award exceeds maximum eligible amount OVERRECEivable</td>
<td>1</td>
</tr>
<tr>
<td>Student does not have any CBS GFR for this award OVERRECEivable</td>
<td>0</td>
</tr>
<tr>
<td>Student is OK to pay but hasn’t been awarded CBS OVERRECEivable</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>General Edits</th>
<th>472</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student has unpaid receivables for a prior term NONOVERRECEivable</td>
<td>10</td>
</tr>
<tr>
<td>Cannot pursue another Associate’s degree when one has already been awarded within 5 years of today OVERRECEivable</td>
<td>1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SNG Edits</th>
<th>1,108</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNG student has 3 or less GER INFORMATIONAL</td>
<td>7</td>
</tr>
<tr>
<td>Family income exceeds SNG API threshold NONOVERRECEivable</td>
<td>0</td>
</tr>
<tr>
<td>Student does not have any SNG GFR for this award NONOVERRECEivable</td>
<td>0</td>
</tr>
<tr>
<td>CBS students must receive SNG award OVERRECEivable</td>
<td>0</td>
</tr>
<tr>
<td>SNG award exceeds maximum eligible amount OVERRECEivable</td>
<td>18</td>
</tr>
<tr>
<td>SNG DCA exceeds maximum eligible amount OVERRECEivable</td>
<td>9</td>
</tr>
</tbody>
</table>
Step 4: Address Edits

Depending on the edit selected, you may have the option to make changes to awards and enrollment here, or, if you can’t fix the data, override the edit.
**Step 4: Address Edits**

Once corrected, the record for the addressed edit will disappear.

In some cases, however, an edit cannot be resolved by changing data. In this case, you would need to override the edit.

NOTE: Click the student’s name to view their individual record. The student details page will allow you to make additional changes if necessary.

<table>
<thead>
<tr>
<th>SID</th>
<th>SSN</th>
<th>Name (last, first)</th>
<th>Term</th>
<th>Enrollment</th>
<th>Award Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>940414992</td>
<td></td>
<td></td>
<td>Summer</td>
<td>Full time</td>
<td>257</td>
</tr>
</tbody>
</table>
Step 4: Address Edits

- Click to edit student award information
- Click to edit student demographic information
- Hover over the i icon to view QER details
- View CSAW awards for previous years
- Click on the row on the left to view details on the right
- View WSAC payment history
- View max award calculations for individual awards by hovering over icon
- Submit repayment records to WSAC

The Washington Student Achievement Council
Step 4: Address Edits

• Click on ‘Update Student’ after making any changes.
Step 4: Address Edits

To override an edit, click on the “explanation for override” dialogue box. Doing so will provide a drop down menu of prescribed reasons for an override. Select one of prescribed narratives, or provide your own if none of the reasons apply or a dropdown menu does not appear, then click the “Override,” button to save your input.
Step 5: Review Students and Request Funds

Click on the Request Funds tab to submit a payment request.
Step 5: Review Students and Request Funds

You will be presented with 3 options to select awards for reimbursement.

Option A - Choose all students by term/program (most used)

Option B - Upload a list of students from your existing CSAW population

Option C - Choose students individually
Step 5: Review Students and Request Funds

Option A - Choose all students by term/program

This option presents you with pending awards to be paid, separated by term and program.

<table>
<thead>
<tr>
<th>All Terms/Programs</th>
<th>Remaining Allocation: $5,861,780.00</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Selected</td>
<td>Total</td>
</tr>
<tr>
<td>Summer 1</td>
<td>□</td>
<td>$0.00</td>
</tr>
<tr>
<td>Fall</td>
<td>□</td>
<td>$0.00</td>
</tr>
<tr>
<td>Winter</td>
<td>□</td>
<td>$0.00</td>
</tr>
<tr>
<td>Spring</td>
<td>□</td>
<td>$0.00</td>
</tr>
<tr>
<td>Total</td>
<td>□</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Total: $0.00
### Step 5: Review Students and Request Funds

#### Option A - Choose all students by term/program

The red figure next to the explanation point indicates the number of edits for each term. Hover over the text to view the total dollar amount of awards with edits that will need to be addressed. These awards will not be processed until the edits have been resolved. **CSAW will allow you to continue to request awards without having to address all edits first.**

![Image of CSAW Step 5: Option A](image)

---

**The Washington Student Achievement Council**
Step 5: Review Students and Request Funds

Option A - Choose all students by term/program

Select the term you wish to request funds for by clicking in the check box. Checking the box next to the term will automatically select for all programs that have pending awards.

<table>
<thead>
<tr>
<th>All Terms/Programs</th>
<th>Remaining Allocation: $6,862,950.00</th>
<th>CBS</th>
<th>PTC</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Selected</td>
<td>Total</td>
<td>Edits</td>
</tr>
<tr>
<td>Summer 1</td>
<td></td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Fall</td>
<td></td>
<td>$1,614,147.66</td>
<td>214 Edits</td>
</tr>
<tr>
<td>Winter</td>
<td></td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Spring</td>
<td></td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>$1,614,147.66</td>
<td></td>
</tr>
</tbody>
</table>
Step 5: Review Students and Request Funds

Option A - Choose all students by term/program

To request funds for a specific program check the appropriate box under the program column.

<table>
<thead>
<tr>
<th></th>
<th>Upload</th>
<th>Edits</th>
<th>Request Funds</th>
<th>Interim Report</th>
<th>Students</th>
<th>Account Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Terms/Programs</td>
<td></td>
<td></td>
<td>Remaining Allocation: $5,862,930.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$1,614,147.65</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Summer 1</td>
<td></td>
<td></td>
<td>$473,308.85</td>
<td>$4,520.95</td>
<td>64 Edits</td>
<td></td>
</tr>
<tr>
<td>Fall</td>
<td></td>
<td></td>
<td>$1,614,147.65</td>
<td>$75,731.07</td>
<td>33 Edits</td>
<td></td>
</tr>
<tr>
<td>Winter</td>
<td></td>
<td></td>
<td>$2,129,243.00</td>
<td>$102,653.00</td>
<td>35 Edits</td>
<td></td>
</tr>
<tr>
<td>Spring</td>
<td></td>
<td></td>
<td>$2,058,684.00</td>
<td>$97,450.00</td>
<td>38 Edits</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>$1,614,147.65</td>
<td>$0.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Step 5: Review Students and Request Funds

Option A - Choose all students by term/program

After selecting your term, you will be presented with a list of students and their award amounts to be paid. It defaults to every student checked, meaning these are the ones to be submitted for payment.

You can uncheck any awards that you don’t want to include on your payment request.
Step 5: Review Students and Request Funds

Option A - Choose all students by term/program

To view edit, click on the red explanation point icon. You may address this edit by clicking on the “view student details” link provided in the pop-up box.
Step 5: Review Students and Request Funds

Last step before submitting is the disclaimer box. Click “I Agree, Request Funds” to submit your request. NOTE: Public colleges are not required to pay students with institutional funds prior to requesting funds from WSAC.

By submitting this funds request for state financial aid, I certify that each student meets this program’s eligibility requirements, has a student directive on file, and has been paid the amount specified with institutional funds. Adjusted awards must all flow through a non-interest bearing account.

[I Agree, Request Funds] [back]
Step 5: Review Students and Request Funds

Option B – Upload a list of students from your existing CSAW population: Use this option for submitting a list of the students in CSAW that you would like to request a payment for.

- This function allows you to upload a sub-set of your complete library of students that already exist in CSAW.

- You must upload students into CSAW before using this method.

- The format is .csv or .txt with SSNs/SIDs separated by commas, tabs or new lines.
Option B – Upload a list of students from your existing CSAW population:

- Browse to your saved file, Or paste a list of SSNs into the text box. Click Search.
- Proceed with selecting students and submitting the request.
Step 5: Review Students and Request Funds

Option C – Choose student individually: This option gives you the opportunity to manually look for student awards. You can either use the Search box and search for an individual or click on the SSNs/SIDs tab to search for multiple awards.
After clicking on, ‘I Agree, Request Funds’ you will be presented with a summary of what you just submitted. You will also receive an email with the option to view payment request details.
You may need to adjust or cancel an award you’ve already requested funds for.

Step 1: Adjust awards by file upload, or by going to the student detail screen and adjusting the award.
Adjusting Paid Awards - continued

![Image of student achievement council interface]

**Update Student for 2016-2017**

- **SN#**
- **SID**
- **Last**
- **First**
- **M**
- **F**
- **MI**

**Income Info**
- **Family Size**
- **# in College**
- **Family Income**

**Awards**

<table>
<thead>
<tr>
<th>Term</th>
<th>Enroll Type</th>
<th>Term Type</th>
<th>App Base?</th>
<th>Served</th>
<th>Award Amount</th>
<th>DCA</th>
<th>CBS</th>
<th>PTC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer 1</td>
<td>Full Time</td>
<td>Quarter</td>
<td></td>
<td>Served</td>
<td>$4,488</td>
<td>0</td>
<td>0</td>
<td>150</td>
</tr>
<tr>
<td>Fall</td>
<td>Half Time</td>
<td>Quarter</td>
<td></td>
<td>Served</td>
<td>$1,000</td>
<td>0</td>
<td>0</td>
<td>150</td>
</tr>
<tr>
<td>Winter</td>
<td>Full Time</td>
<td>Quarter</td>
<td></td>
<td>Served</td>
<td>$3,116</td>
<td>0</td>
<td>0</td>
<td>384</td>
</tr>
<tr>
<td>Spring</td>
<td>Full Time</td>
<td>Quarter</td>
<td></td>
<td>Served</td>
<td>$3,116</td>
<td>0</td>
<td>0</td>
<td>384</td>
</tr>
</tbody>
</table>

**Add new year**

- **SN#**
- **CBS**
- **PTC**

**Not eligible for CBS**

- **2,000 SN# GER**

**In SN# Archive**

- **Student not in Passport**
- **2,000 SN# GER**
Adjusting Paid Awards

Step 2:
Submit the adjusted award amount via the Request Funds tab.

The dollar amount for the previously paid award will show as a negative if you have lowered the award amount.

If the sum of your fund request is a negative amount, you can still submit the request, and that amount will be deducted from your next positive cash request.
When viewing previous funds requests, you have the option to cancel any requests that are labeled “pending approval”

Once WSAC has approved the submitted request, you can no longer cancel on your end.
CSAW – Cancelling a Payment Request

Review list of awards to be canceled.

Options:

• Cancel entire request
• Cancel individual requested awards
After cancelling your entire request, you are presented with a new status of ‘Cancelled.’
 Overrides attached to pending awards can be rejected by WSAC staff after being submitted for a cash request because of these reasons:

- Not a valid override
- Data can be corrected

Awards attached to a rejected override are returned back to the ‘address edits’ and ‘request funds’ page for further review. Please note that this will decrease the total amount from your recent cash request.
CSAW – Repayments

Starting in 2017-18, colleges will not be able to enter a repayment record for a student unless an award exists in CSAW.

- Ensures all repayments have an associated award
- Edits will be created any time a college tries to cancel an award attached to a receivable
- This applies to both In Repayment and Institution to Bill account types
Questions?
<table>
<thead>
<tr>
<th>Program</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>State Financial Aid Questions: FAA Contact</strong></td>
<td><a href="mailto:sng@wsac.wa.gov">sng@wsac.wa.gov</a></td>
</tr>
<tr>
<td>College Bound Scholarship Application Questions:</td>
<td><a href="mailto:collegebound@wsac.wa.gov">collegebound@wsac.wa.gov</a></td>
</tr>
<tr>
<td><strong>State Financial Aid Questions: Student Contact</strong></td>
<td><a href="mailto:finaid@wsac.wa.gov">finaid@wsac.wa.gov</a></td>
</tr>
</tbody>
</table>

**Online:**
- [www.wsac.wa.gov](http://www.wsac.wa.gov)
- [www.readysetgrad.org](http://www.readysetgrad.org)
- [www.thewashboard.org](http://www.thewashboard.org)
- [www.get.wa.gov](http://www.get.wa.gov)

**On Twitter:**
- @WSACouncil
- @Ready_Set_Grad

**On Facebook:**
- [www.facebook.com/WSACouncil](http://www.facebook.com/WSACouncil)
- [www.facebook.com/ReadySetGrad](http://www.facebook.com/ReadySetGrad)

The Washington Student Achievement Council
Tools

Program Manuals

WSAC Secure Portal

WSAC Website
Thank you!

WSAC staff sincerely thanks you for the work you do on behalf of students!

For questions or comments, please contact the team at sng@wsac.wa.gov.

The Washington Student Achievement Council