

A+ Certification Manual



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MISSOURI DEPARTMENT OF HIGHER EDUCATION
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FAMOUS User Policy

The Missouri Department of Higher Education (“MDHE”) maintains an integrated database system called “FAMOUS” for the administration of the state’s financial aid programs under the jurisdiction of the MDHE. The MDHE permits employees of secondary and postsecondary education institutions and MDHE employees (all of whom shall be referred to collectively hereinafter as “FAMOUS users”) to access the information maintained in FAMOUS for the sole purpose of administering those programs.

FAMOUS contains information about students, including information that constitutes “personally identifiable student records” as defined by the Family Educational Rights and Privacy Act (“FERPA”). “Personally identifiable student records” include records revealing information including but not limited to: (a) the student’s name; (b) the name of the student’s parent or other family member; (c) the address of the student or student’s family; (d) a personal identifier, such as the student’s Social Security Number or other student number; (e) information about a group of students that contains ten or fewer students; (f) a list of personal characteristics that would make the student’s identity easily traceable; and (g) other information that would make the student’s identity traceable.¹ This information shall be referred to hereinafter as “records.”

The requirements contained in FERPA are designed to protect the confidentiality of these records. However, the statute permits the disclosure of personally identifiable student records for the purpose of administration of financial aid programs.²

The MDHE authorizes access to FAMOUS only to the extent permitted under these federal requirements. As a consequence, in order to be granted and maintain access to FAMOUS, FAMOUS users must agree to:

- Use records only for the administration of financial aid, unless the user is an employee of the MDHE and uses the records for other purposes permitted by FERPA;
- Maintain the confidentiality of the records at all times;
- Keep the records in a secure location at all times;
- Restrict access to the records to those individuals who need such access in order to perform their responsibilities in connection with the administration of financial aid. A FAMOUS user may disclose the records to third parties hired by the FAMOUS user or the education institution employing the FAMOUS user to assist with the administration of financial aid, provided that the FAMOUS user shall be responsible for ensuring compliance with this policy by such third parties;
- Advise individuals to whom they grant access to the records of their obligations with regard to this policy;
- Not disclose the records to any other person or entity;
- Use all reasonable and appropriate measures to protect the records from unauthorized disclosure;
- Return any hard copies of records promptly when asked to do so by the MDHE;
- Destroy any hard copies of records when they are no longer needed for the administration of financial aid. The destruction of hard copies of records must be executed in such a manner that no personally identifiable information may be ascertained from the records after their destruction; and
- Notify the MDHE immediately if they no longer hold a position requiring FAMOUS access to perform their job duties.

FAMOUS users who do not abide by the terms of this policy may be subject to penalties determined by the MDHE. Penalties may include but are not necessarily limited to removal of a user's access to FAMOUS or an institution from the MDHE's list of approved schools.

¹ 34 CFR Part 99.3

² 20 U.S.C. § 1232g(b)(1)(D)

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REVISION HISTORY

Date(*)	Ver.	Author	Status - Description
10 November 2015	1.0	Kelli Reed and Amy Haller	Initial Release

CHAPTER 1: OVERVIEW

1.1 INTRODUCTION

To request reimbursement through the A+ Scholarship program, institutions must understand how to correctly calculate awards and successfully submit the request to MDHE for payment. This manual provides step-by-step instructions to assist institutions in these areas. It is intended to be a reference tool for all financial aid professionals responsible for administering the A+ Scholarship, regardless of their experience with the program.

Institutions request reimbursement of tuition and general fees for eligible A+ students through MDHE's Financial Assistance for Missouri Undergraduate Students (FAMOUS) database. Reimbursement may be requested in two ways. The first method involves uploading a file of eligible students into FAMOUS. The second method involves entering the certification information directly into the student's record in FAMOUS. This method may be used to initially request reimbursement for a student. It may also be used to request additional funds for a student whose initial request was made either through the upload process or manually. In some instances, it is necessary for institutions to request reimbursement for a student who does not have a record in FAMOUS. Primarily this will occur if the student files the Free Application for Federal Student Aid (FAFSA) after the date MDHE stops downloading FAFSA records, or if the student is attending an institution that does not participate in the federal Title IV programs.

To request reimbursement, institutions must have an active user ID and password in FAMOUS. Abbreviated instructions for obtaining a user ID and password are located in **Appendix D** of this manual. For full instructions, see Chapter 2 of the *FAMOUS User Manual for Postsecondary Institutions*. The *FAMOUS User Manual for Postsecondary Institutions* is located on the Welcome page of FAMOUS. If you require assistance, contact MDHE at (800) 473-6757, option 4.

Information about returning A+ funds resulting from overawards or disbursement to ineligible students can be found in Chapter 8 of the *FAMOUS User Manual for Postsecondary Institutions*.

1.2 LAYOUT

Each chapter in this manual consists of an introduction, an overview, and a step/action section that tells you how to perform the actions described in the text. This manual contains the following chapters:

Chapter	Content
Chapter 1: Overview	Provides information about the A+ Certification Manual, the A+ payment schedule, and the Estimated A+ Tuition Reimbursement/Budget form.

Chapter	Content
Chapter 2: Calculating A+ Awards	Describes the A+ award calculation and provides helpful tips for calculating awards.
Chapter 3: Uploading A+ Reimbursement Requests	Provides the file layout and instructions for requesting A+ funds electronically using the A+ Certification Template.
Chapter 4: Manually Requesting A+ Reimbursement	Provides the instructions for requesting A+ funds directly in FAMOUS.
Chapter 5: Adjusting an Award After Disbursement	Provides instructions for requesting additional funds for an eligible student after the initial disbursement has been made for a term.
Chapter 6: Creating a Student Record	Provides the file layout and instructions for creating a student record in FAMOUS using the Create Student Record Template.

1.3 PAYMENT SCHEDULE

The payment process is initiated either upon submission of the uploaded Excel file (see **Chapter 3** below), or clicking the **Save Updates/Certify** button on the **Student** page in FAMOUS (see **Chapter 4** below). Students that were successfully certified through either process will be queued for payment.

MDHE typically initiates the payment process at 3:00 p.m. each day. Successful submissions received before 3:00 p.m. will be included in that day's payment process. Successful submissions received after 3:00 p.m. may be processed the same day or they may be delayed until the next payment process, depending on the timing of the submission in relation to MDHE's initiation of the payment process.

Once the payment process is initiated, it takes approximately three to five business days for the master disbursement to be sent to the institution. Disbursement is made by either electronic funds transfer (EFT) or paper check, depending on the institution's profile in the state's SAM II accounting system.

1.4 ESTIMATED A+ TUITION REIMBURSEMENT/BUDGET

Prior to the beginning of each term, institutions are required to submit an estimate of the amount of A+ reimbursement that will be requested for the term, as well as the number of students that will be paid in the term. This information assists MDHE in monitoring program funding and growth.

The budget form includes fields for institutions to report estimates for each component of the award calculation:

- Tuition
- Fees
- Pell
- Other Federal Non-loan Aid

- Total Request

Each field should contain the estimated total for all students expected to be reimbursed.

A copy of the budget form is located in **Appendix H** of this manual. The form is available as a fillable PDF on MDHE's website:

dhe.mo.gov >> Grants & Scholarships >> A+ Scholarship Program >>A+ Information for Participating Postsecondary Schools >> Budget Forms

CHAPTER 2: CALCULATING A+ AWARDS

2.1 INTRODUCTION

The A+ award calculation is described in the A+ Scholarship administrative rule, 6 CSR 10-2.190(4)(H): “The amount of the A+ tuition reimbursement must be calculated based on the remaining costs of actual tuition and fees after any federal sources of funding have been applied and any deductions have been made for reimbursement of coursework for which a standard grade was not assigned, including coursework from which the student officially or unofficially withdrew or was terminated.”

In this description the following terms/phrases mean:

Term/Phrase	Definition/Description
Tuition and Fees	Any charges to students classified as tuition and any institutional fees charged to all students, excluding program-specific fees. Fees charged to all students are often referred to as “general” fees. 6 CSR 10-2.190(1)(P)
Federal Sources of Funding	Grant funds made available directly to students by the federal government, excluding funds that must be repaid or work-study funds. Veterans benefits are considered a federal source of funding if they are designated as financial aid. 6 CSR 10-2.190(1)(G)
Deductions for Reimbursement of Coursework for which a Standard Grade was not Assigned	There are three methods by which institutions can adjust a student’s award amount when the student withdraws, is terminated, or otherwise does not receive a standard grade for a course. (Incomplete is considered a standard grade.) Deducting the amount reimbursed for such coursework from the subsequent reimbursement request is one of the three methods. This component of the award calculation only applies at institutions that employ this method. 6 CSR 10-2.190(4)(F)4

Figure 2.1 A+ Award Calculation Definitions

Mathematically, the award calculation is:

	Tuition
+	Fees
-	Federal Aid (identified in two fields in FAMOUS: <i>Pell Amt</i> and <i>Other Fed Aid Amt</i>)
-	Prior Reimbursement of Coursework Without a Standard Grade (identified as <i>Incomplete Dollar Amt</i> in FAMOUS)
	A+ Award Amount

Figure 2.2 A+ Award Calculation

At this time, FAMOUS does not automatically calculate award amounts based on the information entered for each component of the award calculation. Instead, institutions must certify each component of the award calculation, as well as the requested reimbursement amount. The information entered into FAMOUS for each component should mathematically support the requested award amount.

Example 1 – Correct (Components Support Award):

	Component	Entry
	Tuition	\$1,000
+	Fees	\$100
-	Pell	\$500
-	Incomplete Dollar Amount	\$0
=	Requested Award Amount	\$600

Example 2 – Incorrect (Components Do Not Support Award):

	Component	Entry
	Tuition	\$1,000
+	Fees	\$100
-	Pell	\$500
-	Incomplete Dollar Amount	\$0
=	Requested Award Amount	\$400

2.2 OVERVIEW

This chapter contains the following sections:

- Calculating Tuition
 - Introduction
 - Calculating Tuition for Students Enrolled in Credit Hour Programs
 - Calculating Tuition for Students Enrolled in Clock Hour Programs
 - Reimbursement Cap
 - Credit Hour Examples
 - Clock Hour Examples
- Zero Award Amounts

2.3 CALCULATING TUITION

2.3.1 Introduction

Tuition is calculated by multiplying the number of reimbursable hours by the reimbursable hourly rate. FAMOUS has the capability to allow institutions to enter multiple **Reimbursable Hours** and multiple **Reimb Credit Hour Rates** for a single student to reflect that some students are not charged the same tuition rate for all of the enrolled hours.

The number of reimbursable hours may be less than the number of hours in which a student is enrolled. This is because not all coursework in which a student is enrolled may be eligible for reimbursement. To be eligible for reimbursement, the coursework must be required by the institution for the completion of the certificate or degree the student is pursuing. The following table provides a guide of reimbursable coursework.

Coursework	Reimbursable
Completed coursework for which a standard grade is assigned under the institution's standard grading policy	Yes
Remedial coursework	Yes
Incomplete coursework	Yes
Repeat coursework Defined as any coursework for which the student has been assigned a grade under the institution's standard grading policy, excluding coursework for which the student was placed in an incomplete or withdrawn status in a previous term.(6 CSR 10-2.190(1)(O). Coursework taken at your institution that is similar to coursework taken at a previous institution is NOT considered repeat coursework for A+ purposes and is therefore reimbursable if it is completed.	No
Coursework for which a standard grade was not assigned	No
Coursework from which a student officially withdrew	No

Coursework from which a student unofficially withdrew	No
Coursework from which a student was terminated	No

Figure 2.3 Reimbursable Coursework

6 CSR 10-2.190(4)(F)

2.3.2 Calculating Tuition for Students Enrolled in Credit Hour Programs

Tuition for credit hour schools is calculated by multiplying the number of reimbursable credit hours by the credit hour rate(s) charged to each student. When multiple rates are charged to a single student, tuition is calculated by first multiplying the number of reimbursable hours by the applicable rate and then summing the resulting products.

Perform the following steps to calculate tuition with a single credit hour rate.

Step	Action
1.	Multiply the number of reimbursable credit hours by the credit hour rate charged the student.

Example 1 – Single Credit Hour Rate

Reimbursable Credit Hours	x	Credit Hour Rate	=	Tuition Per Rate
12	x	\$100	=	\$1,200

Figure 2.4 Single Credit Hour Rate Tuition Calculation Example

Perform the following steps to calculate tuition with multiple credit hour rates.

Step	Action
1.	Multiply the first credit hour rate charged the student by the appropriate number of credit hours associated with that rate. This determines the tuition amount per that rate.
2.	Multiply the second credit hour rate charged the student by the appropriate number of credit hours associated with that rate. This determines the tuition amount per that rate.
3.	Repeat as necessary to account for all of the rates charged to the student.
4.	Sum the products of Steps 1-3 to determine the total tuition amount.

Example 2 – Multiple Credit Hour Rates

Steps 1-3 – Calculate tuition per each rate.

Reimbursable Credit Hours	x	Credit Hour Rate	=	Tuition Per Rate
12	x	\$100	=	\$1,200
3	x	\$90	=	\$270
3	X	80	=	\$240

Step 4 – Sum the tuition amounts per rate

Tuition per rate 1 (\$100)	+	Tuition per rate 2 (\$90)	+	Tuition per rate 3 (\$80)	=	Total Tuition
\$1,200	+	\$270	+	\$240	=	\$1,710

Figure 2.5 Multiple Credit Hour Rates Tuition Calculation Example

2.3.3 Calculating Tuition for Students Enrolled in Clock Hour Programs

Clock hour students are typically charged up front for the entire program, but A+ reimbursement must be requested by federal payment period. As a result, clock hour institutions must calculate the number of clock hours and the clock hour rate for each payment period. See Volume 3, Chapter 1 of the *Federal Student Aid Handbook* for information about federal payment periods.

The number of clock hours in an A+ payment period is the same number required for a federal payment period. For example, a program that is 900 clock hours (one academic year) in length, will have two payment periods of 450 clock hours each.

The clock hour rate is calculated by dividing the program's full tuition amount by the total number of clock hours in the program. However, this calculation seldom results in an even number. When calculating the clock hour rate, institutions must carry the quotient out to the last decimal place. This full quotient will be used to calculate tuition and will allow the student to receive full reimbursement of tuition and general fees. However, the **Reimb Credit Hour Rate** field is limited to two decimal places in FAMOUS. For reporting purposes, institutions should enter the clock hour rate rounded to the nearest cent.

Tuition for the payment period is then determined by multiplying the number of clock hours in the payment period by the clock hour rate.

Perform the following steps to calculate clock hour tuition for a payment period.

Step	Action
1.	Determine the number of clock hours in the payment period using federal payment period criteria.
2.	Calculate the clock hour rate. Divide the program's full tuition by the total number of clock hours in the program. Carry the quotient out to the last decimal place for the calculation. Report the dollar amount rounded to the nearest penny in FAMOUS.
3.	Multiply the number of clock hours from Step 1 by the clock hour rate (full quotient) from Step 2.

Example:

In a 1325 clock hour program with \$5,695 tuition, the clock hour rate is \$4.29811320754 (\$5,695/1325). The A+ tuition amount for each payment period would be:

Fall

Reimbursable Credit Hours	x	Credit Hour Rate	=	Tuition Per Rate
450	x	\$4.29811320754	=	\$1,934.15

(\$4.30 in FAMOUS)

Spring

Reimbursable Credit Hours	x	Credit Hour Rate	=	Tuition Per Rate
450	x	\$4.29811320754	=	\$1,934.15

(\$4.30 in FAMOUS)

Summer

Reimbursable Credit Hours	x	Credit Hour Rate	=	Tuition Per Rate
425	x	\$4.29811320754	=	\$1,826.70

(\$4.30 in FAMOUS)

Figure 2.6 Clock Hour Tuition Calculation Example

The sum of the tuition amounts for each term totals \$5,695 ensuring the student receives the full tuition benefit. The student's final award amount for each term will also be impacted by any general fees charged the student and any Pell received by the student (see **Section 2.1** above for information about the award calculation).

2.3.4 Reimbursement Cap

A+ reimbursement is capped at the standard credit hour rate at State Technical College of Missouri, or the clock hour equivalent as calculated using the federal credit to clock

hour conversion rate of 37.5 clock hours per credit hour, rounded to the nearest 10 cents. MDHE announces the cap annually through an e-distribution message sent to those signed up to receive A+ information. The cap amount is also posted on the **A+ Information for Participating Postsecondary Schools** page of MDHE's website.

The calculation of the cap (number of hours in the payment period multiplied by the cap amount) should be made after the student's non-loan federal aid, primarily the Pell grant, has been applied to the student's tuition.

Institutions with programs affected by the cap may request a waiver of this requirement on a program by program basis by submitting a written request to the commissioner of higher education. The request should include at a minimum:

- Documentation of the program's high demand by students and employers
- Data on recent program outcomes (graduation rate, placement rate, licensure rate, etc.), and
- Justification for the program's cost, particularly in relation to comparable programs offered at other types of A+ participating institutions.

Perform the following steps to calculate the cap.

Step	Action
1.	Calculate the amount of the student's reimbursement cap by multiplying the number of credit or clock hours in the payment period by the amount of the cap and adding the general fees to the product.
2.	Calculate the standard reimbursement amount by adding tuition for the payment period and general fees, then subtracting Pell and other non-loan federal aid. Institutions that choose to handle withdrawn coursework by reducing the award amount for subsequent terms must also subtract the amount the student was ineligible to receive in a previous term due to withdrawn coursework. (See Figure 2.2 A+ Award Calculation above.)
3.	<p>Compare the student's reimbursement cap to the standard reimbursement amount.</p> <ul style="list-style-type: none"> • If the standard reimbursement amount (Step 2) is less than the student's reimbursement cap (Step 1), the student is eligible to receive the full standard reimbursement amount. • If the standard reimbursement amount is greater than the cap, the student is eligible to receive the amount of the student's reimbursement cap.

2.3.4.A Credit Hour Examples

The examples below are based on the credit hour cap announced for the 2016-2017 academic year. The cap amount will vary from year to year.

Example 1 – Student is eligible for full, standard reimbursement amount

Step 1: Calculate the amount of the student's reimbursement cap.		
x	12 \$159.75	Credit hours in payment period Credit hour cap
=	\$1,917	Tuition reimbursement cap
+	\$100	General fees
=	\$2,017	Student's reimbursement cap
Step 2: Calculate the standard reimbursement amount.		
	\$1,920	Tuition for the payment period (12 x \$160 per credit hour)
+	\$100	General fees
-	\$1,500	Pell
=	\$520	Standard reimbursement amount
Step 3: Compare the student's reimbursement cap to the standard reimbursement amount.		
\$520 standard reimbursement amount is less than \$2,017 reimbursement cap. Student is eligible for full \$520 standard reimbursement amount.		

Figure 2.7 Credit Hour Cap Example – Standard Award

Example 2 – Student is eligible for reimbursement cap

Step 1: Calculate the amount of the student's reimbursement cap.		
	12	Credit hours in payment period
x	\$159.75	Credit hour cap
=	\$1,917	Tuition reimbursement cap
+	\$100	General fees
=	\$2,017	Student's reimbursement cap
Step 2: Calculate the standard reimbursement amount.		
	\$3,000	Tuition for the payment period (12 x \$250 per credit hour)
+	\$100	General fees
-	\$500	Pell
=	\$2,600	Standard reimbursement amount
Step 3: Compare the student's reimbursement cap to the standard reimbursement amount.		
\$2,600 standard reimbursement amount is greater than \$2,017 reimbursement cap. Student is eligible for \$2,017 reimbursement cap.		

Figure 2.8 Credit Hour Cap Example – Capped Award

2.3.4.B Clock Hour Examples

The examples below are based on the clock hour cap announced for the 2016-2017 academic year. The cap amount will vary from year to year.

Example 1 – Student is eligible for full, standard reimbursement amount

Step 1: Calculate the amount of the student's reimbursement cap.		
x	450 \$4.30	Clock hours in payment period Clock hour cap
=	\$1,935	Tuition reimbursement cap
+	\$100	General fees
=	\$2,035	Student's reimbursement cap
Step 2: Calculate the standard reimbursement amount.		
	\$3,600	Tuition for the payment period (450 x \$8 per clock hour)
+	\$100	General fees
-	\$3,000	Pell
=	\$700	Standard reimbursement amount
Step 3: Compare the student's reimbursement cap to the standard reimbursement amount.		
\$700 standard reimbursement amount is less than \$2,035 reimbursement cap. Student is eligible for full \$700 standard reimbursement amount.		

Figure 2.9 Clock Hour Cap Example – Standard Award

Example 2 – Student is eligible for reimbursement cap

Step 1: Calculate the amount of the student's reimbursement cap.		
x	450 \$4.30	Clock hours in payment period Clock hour cap
=	\$1,935	Tuition reimbursement cap
+	\$100	General fees
=	\$2,035	Student's reimbursement cap
Step 2: Calculate the standard reimbursement amount.		
	\$2,250	Tuition for the payment period (450 x \$5 per clock hour)
+	\$150	General fees
-	\$0	Pell
=	\$2,400	Standard reimbursement amount
Step 3: Compare the student's reimbursement cap to the standard reimbursement amount.		
\$2,400 standard reimbursement amount is greater than \$2,035 reimbursement cap. Student is eligible for \$2,035 reimbursement cap.		

Figure 2.10 Clock Hour Cap Example – Capped Award

2.4 ZERO AWARD AMOUNTS

In some instances, the award calculation will result in a requested award amount that is zero or less than zero. This typically will occur when Pell or other federal funds equals or exceeds a student's reimbursable tuition and fee charges.

Institutions should, but are not required to, certify the student's eligibility for a zero award just as they would a standard award amount that is greater than zero. The certification process is the same for both standard and zero awards. See **Chapters 3 and 4** below for certification instructions.

If the award calculation results in a negative amount and the institution chooses to certify the student's eligibility, the requested award amount should be zero rather than the negative amount.

CHAPTER 3: UPLOADING A+ REIMBURSEMENT REQUESTS

3.1 INTRODUCTION

Institutions with a large number of eligible students may choose to electronically submit the A+ reimbursement request to MDHE. The electronic request is accomplished through an Excel CSV file that is uploaded directly into FAMOUS. The file, named the **A+ Certification Template**, is available on MDHE's website (see **Section 3.3** below).

Students that were not successfully submitted will appear in an error file that is generated at the end of the upload process. The error file will duplicate all of the columns in the original submission file, with a column added at the end that identifies the error. Institutions will be able to resolve some errors without MDHE assistance. Other errors require assistance, which is available by contacting MDHE at (800) 473-6757, option 4.

Institutions may upload multiple certification files per term. However, students may be included in an upload file only once per term. This means a second or subsequent file in a term must contain initial requests only. The manual certification process (see **Chapter 4** below) must be used if it is necessary to request additional funds for a student previously certified through the upload process in that term.

3.2 OVERVIEW

This chapter contains the following sections:

- A+ File Layout for FAMOUS and A+ Certification Template
- Certification Template Completion Reminders
- A+ Certification Upload Instructions
- Resolving A+ Certification Upload Errors

3.3 A+ FILE LAYOUT FOR FAMOUS AND A+ CERTIFICATION TEMPLATE

The **A+ File Layout for FAMOUS** is available as a PDF document on MDHE's website:

dhe.mo.gov >> Grants & Scholarships >> A+ Scholarship >> A+ Information for Participating Postsecondary Schools >> Certification in FAMOUS section

The file layout provides the technical information necessary for completing the certification template, including:

- Column names and definitions
- Identification of required fields
- Data type allowed in the column (text, integer, date, etc.)
- Maximum length of the data that can be entered into each column
- Valid values for the data entered into each column

The **A+ Certification Template** is an Excel spreadsheet that is also found on MDHE's website by following the path above. It also can be accessed through FAMOUS:

FAMOUS Login >> Upload Students and Certifications >> Load A+ Students >>Get Certification Template

The **Get Certification Template** link navigates to the main **A+ Scholarship Program** page of MDHE's website. The **A+ Information for Participating Postsecondary Schools** page is accessible from a link at the top of that page.

Institutions must download the template, complete it according to the file layout, and save it locally as a CSV file before uploading the file into FAMOUS. The completed certification file must exactly match the layout for the submission to be successful.

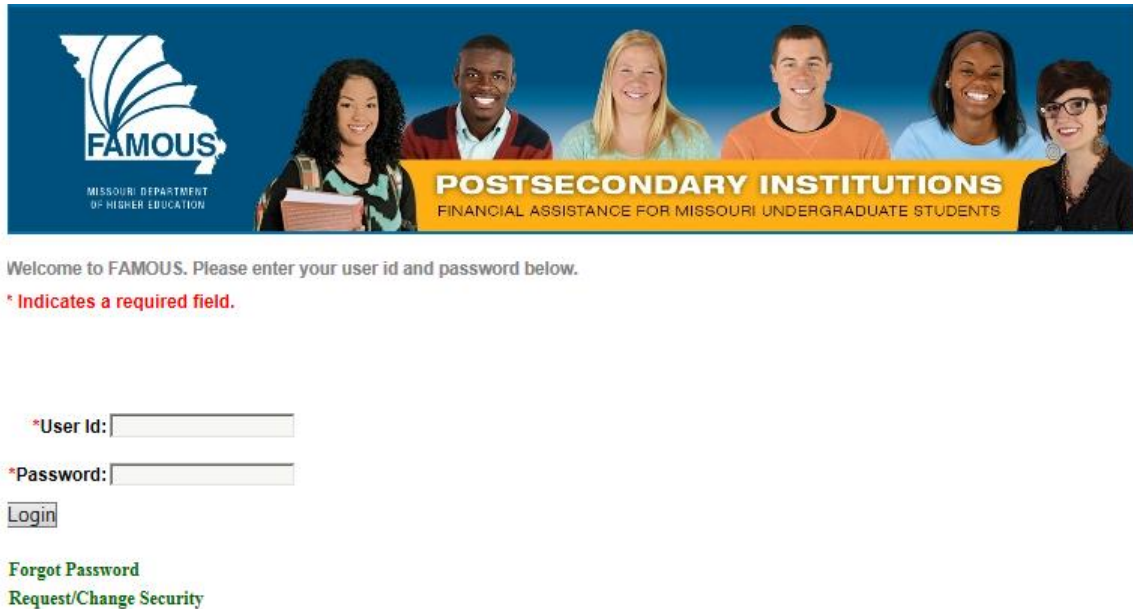
3.4 CERTIFICATION TEMPLATE COMPLETION REMINDERS

When completing the certification template, it is important to remember the following:

- The **Reimb Hours** and the **Reimb Hours Rate** columns may be repeated if necessary to accommodate different rates for different courses.
 - The template allows for up to three sets of hours and rates. If more fields are needed, you must copy the entire columns, including the headers.
 - The **Reimb Hours** and **Reimb Hours Rate** columns must always be copied and completed as a pair.
 - Multiple rates should only be reported for students that are being charged different rates for different courses.
- When the field length is expressed as a decimal (11.2 for example), the number before the decimal represents dollars and the number after the decimal represents cents.
 - When entering a whole dollar amount, it is not necessary to include the decimal and zero cents. For example, it is acceptable to enter 1500 instead of 1500.00.
 - Dollar signs and comma separators should not be entered. For example, 1500 is correct; \$1500 or \$1,500 is incorrect.

3.5 A+ CERTIFICATION UPLOAD INSTRUCTIONS

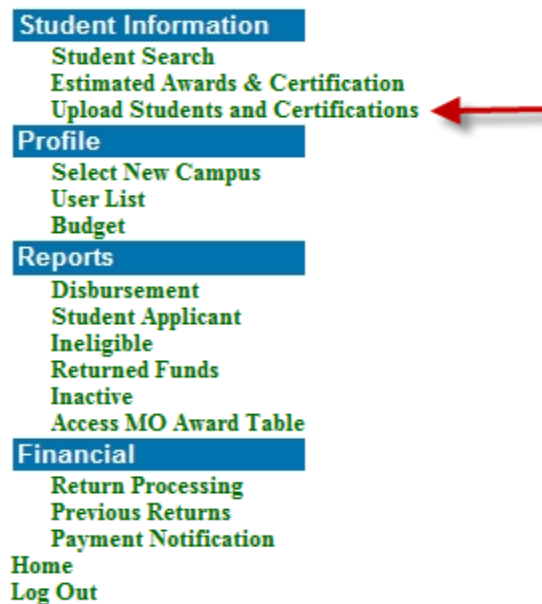
To upload a certification file it is necessary to be logged into FAMOUS at <https://web.dhe.mo.gov/dhe/famous/psi/studdetails.faces>.



The image shows the FAMOUS login page. At the top is a banner with the FAMOUS logo (Missouri Department of Higher Education) and a group of six diverse students. Below the banner, the text reads: "Welcome to FAMOUS. Please enter your user id and password below." A red asterisk note states: "* Indicates a required field." The login form includes two input fields: "*User Id:" and "*Password:". Below these is a "Login" button. At the bottom of the form are two links: "Forgot Password" and "Request/Change Security".

Figure 3.1 FAMOUS Login Page

Once logged in, select the **Upload Students and Certifications** from the **Student Information** group of links in the menu at the left-hand side of the **Welcome** page.



The image shows the FAMOUS menu on the left-hand side of the Welcome page. The menu is organized into several sections, each with a blue header bar. The sections and their items are: "Student Information" (Student Search, Estimated Awards & Certification, Upload Students and Certifications), "Profile" (Select New Campus, User List, Budget), "Reports" (Disbursement, Student Applicant, Ineligible, Returned Funds, Inactive, Access MO Award Table), "Financial" (Return Processing, Previous Returns, Payment Notification), "Home", and "Log Out". A red arrow points to the "Upload Students and Certifications" link in the Student Information section.

Figure 3.2 Upload Students and Certifications Link

From the **Load A+ Students** page, click the **Browse** button and browse to the location where the certification file is saved.

LOAD A+ STUDENTS

Click the 'Browse' button to locate the file. Then click 'Create Student Records' button to add new students or click the 'Load A+ Certifications' button to load A+ certification information.

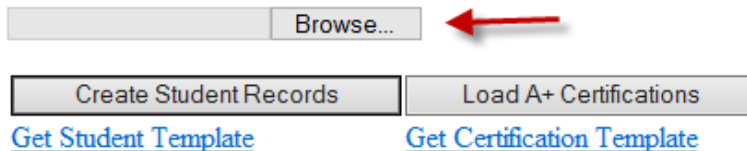


Figure 3.3 Browse Button

Once the Browse field is populated with the file to be uploaded, click the **Load A+ Certifications** button.

LOAD A+ STUDENTS

Click the 'Browse' button to locate the file. Then click 'Create Student Records' button to add new students or click the 'Load A+ Certifications' button to load A+ certification information.



Figure 3.4 Load A+ Certifications Button

If all students were successfully certified, you will receive the message “Certification upload complete, <number> of <number> records successful.” The first number represents the number of records successfully submitted and the second number represents the total number of records submitted. In this case the numbers will match each other. They should also match the number of students you were attempting to certify.

If all students were not successfully certified, you will receive the message “Certification upload complete, <number> of <number> records successful. See error file.” In this case, the first number will be less than the second. The successful records will be processed for payment. The remaining students will appear in the error file for resolution. If there is more than one error for a student, a new row will be created for each additional error. The error file is accessed by clicking the **Export Errors** button. This button only appears when errors exist.

Certification upload complete, 6 of 7 records successful. See error file.

LOAD A+ STUDENTS

Click the 'Browse' button to locate the file. Then click 'Create Student Records' button to add new students or click the 'Load A+ Certifications' button to load A+ certification information.



The screenshot shows a web interface with a text input field and a 'Browse...' button. Below these are three buttons: 'Create Student Records', 'Load A+ Certifications', and 'Export Errors'. A red arrow points to the 'Export Errors' button. Below the first two buttons are links: 'Get Student Template' and 'Get Certification Template'.

Figure 3.5 Export Errors Button

Perform the following steps to upload an A+ certification file.

Step	Action
1.	Calculate the award amount for each student (see Chapter 2 above).
2.	Create the certification file using the A+ File Layout for FAMOUS (PDF) and the A+ Certification Template (Excel). (http://dhe.mo.gov/ppc/grants/AlnformationforParticipatingPostsecondarySchools.php for both)
3.	Save the certification file locally as a CSV document.
4.	Login to FAMOUS. (https://web.dhe.mo.gov/dhe/famous/psi/studdetails.faces)
5.	Select Upload Students and Certifications from the Student Information group of links at the left-hand side of the Welcome page in FAMOUS.
6.	Click the Browse button on the Load A+ Students page and browse to the location where the file is saved.
7.	Click the Load A+ Certifications button.
8.	If all records were processed successfully, the funds will be disbursed within 3-5 business days. If some records contained errors, click the Export Errors button to download the error file. See Section 3.6 below for information about resolving the errors. Funds for the successful records will be disbursed within 3-5 business days.

3.6 RESOLVING A+ CERTIFICATION UPLOAD ERRORS

The following table identifies potential error messages, the issue behind each message, and the resolution for each.

Error Message	Issue	Resolution
Please provide a valid certification upload file	The submitted file does not have the correct number of column headers.	Correct the file to exactly match the file layout.
<Field Name> is required.	A required field is not populated.	Complete the required field using the values identified in the file layout.
<Field Name> is invalid.	A field has an invalid value.	Correct the field using the value(s) identified in the file layout.
Current Academic Year is not the current academic year.	The academic year is not the current academic year.	Correct the field to reflect the current academic year, even if your institution considers summer to be a trailer to the previous academic year.
Certification could not be matched on <Field>. Field may be: <ul style="list-style-type: none">• SSN• Last Name• First Name• Date of Birth	The information entered in the identified field(s) could not be matched to FAMOUS.	If the identified field is Last Name, First Name, or Date of Birth, determine if the error is in the upload file or FAMOUS and make the correction in the appropriate place. If the identified field is SSN, contact MDHE at (800) 473-6757, option 4 for assistance.

Error Message	Issue	Resolution
Reason if not Enrolled Full-Time is required when Total Hours Enrolled is less than <6 for Summer>, or <12 for Fall>, or <12 for Spring>	The Reason not Enrolled Full-Time field is blank and the Total Hours Enrolled field has been populated either with less than 6 for summer or less than 12 for fall or spring.	<p>If the student is enrolled less than full-time, select a reason from the drop down menu provided for the Reason not Enrolled Full-Time field.</p> <p>If the student is enrolled full-time, correct the Total Hours Enrolled field.</p>
A disbursement for this semester is in process. A new request cannot be processed until the previous request is paid.	All previous disbursements must be in a Paid status before a subsequent disbursement can be requested.	<p>Monitor the previous disbursement's status in the A+ Awards Disbursements tab in the Student Details section of the Student page in FAMOUS. The disbursement status is the first column in the Awards/Disbursement table.</p> <p>Disbursements typically move to a Paid status within three to five business days after they are requested.</p>

Figure 3.6 Error Message Resolution

CHAPTER 4: MANUALLY REQUESTING A+ REIMBURSEMENT

4.1 INTRODUCTION

Institutions may manually request A+ funds for students by entering information directly into the student's record in FAMOUS. This option is often easier than the upload process when the institution is requesting funds for a small number of students. It is required when it is necessary to request additional funds for a student in a given term, even if the initial disbursement was created using an upload file.

4.2 OVERVIEW

This chapter contains the following sections:

- Updating a Student's A+ Profile
- Certifying Manually
- Resolving Errors

4.3 UPDATING A STUDENT'S A+ PROFILE.

Although FAMOUS does not have a section labeled "A+ Profile", there is a panel in the **Student Details** section of the **Student** page that contains several fields related to a student's A+ eligibility. For ease of communication, this panel is referred to as the A+ Profile in this manual.

The following path navigates to the A+ Profile:

Student page >> Student Details section >> Eligibility Criteria tab >> A+ tab

The **Student Details** section defaults to the **Eligibility Criteria** and **A+** tabs when the **Student** page is first retrieved, so it is only necessary to select them when other tabs in the **Student Details** section have been viewed.

The A+ Profile consists of the student's:

- High School Graduation Date
- Program of Study
- Total Hours for Program of Study
- Total Accumulated Hours
- Associate Degree Obtained (Yes/No dropdown menu)
- EFC Amount for Student (pre-populated with EFC on file with MDHE when available, always updateable)
- Deferment Months

All of these fields, except Deferment Months, are required and must be completed prior to the initial certification of a student's eligibility each academic year. If the initial certification is made using the upload process (see **Chapter 3** above), these fields will be populated based on the information entered in the certification file. If the initial certification is made manually, these fields must be completed prior to entering the award information in the appropriate term panel. If any of the required fields are blank, an error message will be displayed at the top of the **Student** page after the **Save Updates/Certify** button is clicked on the term panel. See **Section 4.5** below for information about error message resolution.

The information entered in these fields will be retained for the entire academic year. Therefore, it is only necessary to complete these fields one time. However, once the fields are populated, they may be revised as needed with no effect on the ability to request funds for a subsequent term in that academic year.

To create or update the A+ Profile, enter the information in each field and click the **Save** button. The **Cancel** button will return the fields to the original database values, if applicable.

The screenshot shows the 'Student Details' section with the 'Eligibility Criteria' tab selected. Below the tabs, the 'A+' term is selected. The form contains the following fields:

- * High School Graduation Date: [Text Box] (MM/DD/YYYY)
- * Program of Study: [Text Box]
- * Total Hours for Program of Study: [Text Box]
- * Total Accumulated Hours: [Text Box]
- * Associate Degree Obtained: [Dropdown Menu]
- * EFC Amount for Student: \$ [Text Box]
- Deferment Months: 0

At the bottom, there is a red arrow pointing to the 'Save' button, with a 'Cancel' button next to it. The 'Summer' term is visible at the bottom left.

Figure 4.1 A+ Profile

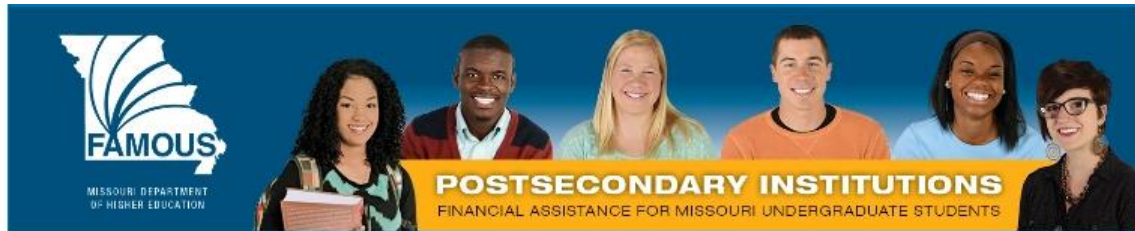
4.4 CERTIFYING MANUALLY

Manual certification of A+ student eligibility and awards occurs in the **Student Details** section of the **Student** page. There are panels for each term, accessed by following this path:

Student page >> **Student Details** section >> **Eligibility Criteria** tab >> **A+** tab.
The **Student Details** sections defaults to the **Eligibility Criteria** and **A+** tabs when the **Student** page is first retrieved, so it is only necessary to select them when other tabs in the **Student Details** section have been viewed.

The term panels are located just below the A+ Profile panel and appear in Summer, Fall, Spring order. The panels, which are open by default, can be collapsed or reopened by clicking on the term name. The A+ Profile panel always remains open.

To manually certify a student's eligibility and award for a term, it is necessary to be logged into FAMOUS at <https://web.dhe.mo.gov/dhe/famous/psi/studdetails.faces>.



Welcome to FAMOUS. Please enter your user id and password below.

* Indicates a required field.

*User Id:

*Password:

[Forgot Password](#)

[Request/Change Security](#)

Figure 4.2 FAMOUS Login Page

Once logged in, select the **Student Search** from the **Student Information** group of links in the menu at the left-hand side of the **Welcome** page.

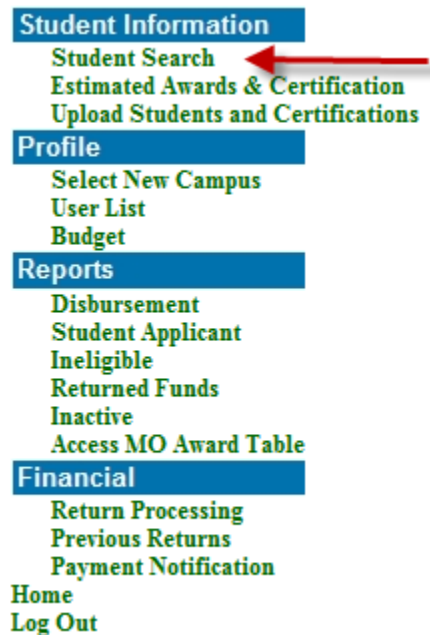


Figure 4.3 Student Search Link

On the **Student Search** page, enter the Social Security number or name of the student to be certified (Last Name, First Name) in the **Search for:** box and click the **Retrieve** button.

Student Search

Enter full or partial SSN or Name below and press the 'Retrieve' button.

* Indicates a required field.

The image shows a search form on the 'Student Search' page. It consists of a text input field and a button. The input field is preceded by the label '* Search for:'. A red arrow points to the input field, and another red arrow points to the 'Retrieve' button.

Figure 4.4 Student Search

The **Retrieve** button navigates to the **Student** page. In the **Student Details** section of the **Student** page, update the A+ Profile, if necessary (see **Section 4.3** and **Figure 4.1** above) and click the **Save** button. A message indicating the update was successful or outlining any errors will appear in red at the top of the page. See **Section 4.5** below for information about resolving errors.

Once the A+ Profile has been completed, if necessary, scroll down to the appropriate term's panel and enter information in the required fields (identified by a red asterisk) and in the **Requested Award Amt** field, then click the **Save Updates/Certify** button. Zero (0 or 0.00) may be entered into the **Requested Award Amt** field if the student is eligible but application of federal aid to tuition has reduced the A+ award amount to zero.

You must manually calculate the amount to be entered into the **Requested Award Amt** field. Although FAMOUS does not make the award calculation using the data entered into the required fields, the information entered should mathematically support the requested award amount. See **Chapter 2** above for information about the award calculation.

Fall

Reimbursable Hours	Reimb Credit Hour Rate	
*	*	
<input type="text"/>	\$ <input type="text"/>	<input type="button" value="Remove"/>
<input type="button" value="Add"/>		

* Fees Amt: \$

* Pell Amt: \$

* Other Fed Aid Amt: \$

* Incomplete Dollar Amt:
\$

Eligibility Status Fall:

* Total Hours
Enrolled:

* Reason if not Enrolled Full-Time:

Initial Cert. Date:

Semester Net Award: \$0.00

Requested Award Amt: \$

Figure 4.5 Term Panel Open for Certification

MDHE establishes specified timeframes for certifying A+ student eligibility and awards for each term. If MDHE has not yet opened the term for certification or if the deadline has passed, the **Save Updates/Certify** button will be disabled and you will not be able to request A+ funding or save corrections to the database. The specified timeframe for each term is announced through MDHE's list service prior to the beginning of each term.

Figure 4.6 Term Panel not Open for Certification

The **Save Updates/Certify** button will also be disabled if another institution has already certified the student for a given term.

If more than one student is to be certified, enter the Social Security number in the **Search SSN:** field at the top of the **Student** page and click the **Retrieve** button to access the next student's record. Alternately, use the **Student Search** link as described above (see **Figure 4.3** above). Repeat the certification steps described above for each student to be certified.

***Indicates a required field**

Student Demographics

Figure 4.7 Search SSN Field

Perform the following steps to manually certify an A+ student's eligibility and award.

Step	Action
1.	Calculate the award amount for each student (see Chapter 2 above).
2.	Login to FAMOUS. (https://web.dhe.mo.gov/dhe/famous/psi/studdetails.faces)
3.	Select the Student Search link from the Student Information group of links in the menu at the left-hand side of the Welcome page.

Step	Action
4.	<p>Enter the Social Security number or name of the student to be certified in the Search for: box and click the Retrieve button.</p> <p>Search tips can be found in Section 5.3.3 of the <i>FAMOUS User Manual for Postsecondary Institutions</i>, accessible from the Home page in FAMOUS.</p>
5.	<p>Scroll down to the A+ Profile, enter information in the required fields, if necessary, and click the Save button.</p> <p>The A+ Profile is the first panel in the Student Details/Eligibility Criteria/A+ section of the Student page.</p> <p>Required fields are identified with a red asterisk (*). You will not be able to certify an award for a student if any of the required fields are blank.</p> <p>A message indicating the update was successful or outlining any errors will appear in red at the top of the page. See Section 4.5 below for error resolution.</p> <p>The Cancel button will return the fields to the original database values.</p> <p>This step is not necessary if information is already populated in all of the required fields. However, the information in the fields can be updated at any time.</p>
6.	<p>Open the panel for the appropriate term, if necessary. The term panels are open by default.</p>
7.	<p>Enter information in the required fields and in the Requested Award Amt field and click the Save Updates/Certify button.</p> <p>Required fields are identified with a red asterisk (*).</p> <p>Zero (0 or 0.00) may be entered in the Requested Award Amt field.</p> <p>The Save Updates/Certify button will be disabled if:</p> <ul style="list-style-type: none"> • Today's date is outside of the MDHE-established timeframe for requesting awards for the applicable term. • Another school has already certified the student for an award for the applicable term. If this is the case, the other school must return all of the funds before your institution can certify the student for an award.
8.	<p>If the certification was processed successfully, the message "Certification was successful" will appear at the top of the page and the funds will be disbursed within 3-5 business days.</p> <p>If the certification was unsuccessful, the applicable error message(s) will appear at the top of the page. The error(s) must be resolved before the student's award can be certified. See Section 4.5 below for information about resolving the errors.</p>
9.	<p>Repeat steps 4-8 for each student to be certified. As an alternative to step 4, the SSN can be entered into the Search SSN: field at the top of the Student page.</p>

4.5 RESOLVING ERRORS

The following table identifies potential error messages, the issue behind each message, and the resolution for each.

Error Message	Issue	Resolution
No terms are open for certification.	MDHE has not opened certification for any term in the given academic year. This message will only appear before funding is in place for the summer term.	Review the A+ e-distribution message providing the summer certification schedule or contact MDHE for assistance: (800) 473-6757, option 4.
Term is not open for certification	MDHE has not opened certification for the given term.	Review the A+ e-distribution message providing the term's certification schedule or contact MDHE for assistance: (800) 473-6757, option 4.
Student already certified at another PSI.	Another school has already requested funds for the student. Students may only be paid at one school per term. The school that requested the funds is identified on the Disbursement History tab in the Student Details section of the Student page.	Request the other school return the funds. Your institution may request the funds once the other school has initiated and MDHE has completed the return.

Error Message	Issue	Resolution
<p><Field Name> is required.</p> <p>Field Name may be:</p> <p><u>A+ Profile Panel</u></p> <ul style="list-style-type: none"> • High School Graduation Date • Program of Study • Total Hours for Program of Study • Total Accumulated Hours • Associate Degree Obtained • EFC Amount for Student <p><u>Term Panel</u></p> <ul style="list-style-type: none"> • Total Hours Enrolled • Reason if not Enrolled Full-Time • Reimbursable Hours • Reimb Credit Hour Rate • Fees Amt • Pell Pmt • Other Fed Aid Amt • Incomplete Dollar Amt 	A required field is not populated	Complete the required field.
<Field Name> is invalid	The identified field has been populated with an invalid value.	Review and correct the identified field.
Reason if not Enrolled Full-Time is required when Total Hours Enrolled is less than <6 for Summer>, or <12 for Fall>, or <12 for Spring>	The Reason not Enrolled Full-Time field is blank and the Total Hours Enrolled field has been populated either with less than 6 for summer or less than 12 for fall or spring.	<p>If the student is enrolled less than full-time based on an allowable exception to the full-time enrollment requirement, select a reason from the drop down menu provided for the Reason not Enrolled Full-Time field.</p> <p>If the student is enrolled full-time, correct the Total Hours Enrolled field.</p>

CHAPTER 5: ADJUSTING AN AWARD AFTER DISBURSEMENT

5.1 INTRODUCTION

Sometimes it is necessary for an institution to adjust an eligible student's award after certification and disbursement, either by increasing or decreasing the award. This typically occurs when there is new information about a student's Pell award, an eligible fee was omitted from the original request, or another error was made.

Certified award amounts greater than zero (a standard award) may be adjusted in one of two ways:

1. Requesting additional funds if the original award was too small, or
2. Returning funds if the original award was too large or if the student was ineligible for the award.

Certified zero award amounts must be handled differently since the normal process is stopped midway – after certification but before the disbursement is created.

This chapter provides the steps necessary to adjust both standard and zero awards.

5.2 OVERVIEW

This chapter contains the following sections:

- Increasing an Award
- Reducing a Standard Award to a Zero Award
- Decertifying a Zero Award for an Ineligible Student

To reduce a standard award to an amount that remains greater than zero, institutions must return the funds. Instructions for returning funds are located in **Chapter 8** of the *FAMOUS User Manual for Postsecondary Institutions*.

5.3 INCREASING AN AWARD

The process for requesting an increase to an award, either standard or zero, is very similar to the manual certification process (see **Chapter 4** above). The request occurs in the appropriate term panel in the **Student Details** section of the **Student** page. All increase requests must be made on the appropriate term panel in FAMOUS regardless of whether the original request was made through the upload process or manually.

When requesting an increase, the fields comprising the award calculation should be updated to reflect the final award amount. The amount entered into the **Requested Award Amt** field should be the amount of the increase only. The **Initial Cert. Date** field will not change to the date the increase was requested. It will always reflect the date of the initial certification.

Example

An original award of \$1,300 (based on 12 reimbursable hours at \$100 per hour and fees of \$100 with zero for all other award components) needs to be increased to \$1,350 because a \$50 fee was not included in the original award amount. To request the \$50 increase, the **Fees Amt** field would need to be updated from \$100 to \$150 and 50 or 50.00 (no dollar sign) would be entered into the **Requested Award Amt** field. The figures below show what the term tab would look like before the request is entered but before the Save Updates/Certify button is clicked.

The screenshot displays the 'Fall' term panel in the FAMOUS system. It features a table for award components with columns for 'Reimbursable Hours' and 'Reimb Credit Hour Rate'. The table contains one row with 12 hours and a rate of \$100. To the right of the table are fields for 'Total Hours' (12), 'Enrolled', 'Reason if not Enrolled Full-Time' (a dropdown menu), 'Initial Cert. Date' (10/10/2015), 'Semester Net Award' (\$1300.00), and 'Requested Award Amt' (empty). Below the table are fields for 'Fees Amt' (\$100), 'Pell Amt' (\$0), 'Other Fed Aid Amt' (\$0), and 'Incomplete Dollar Amt' (\$0). At the bottom, there are buttons for 'Save Updates/Certify', 'Cancel', and 'Decertify Zero Award'. The 'Eligibility Status Fall:' field is also present.

Reimbursable Hours	Reimb Credit Hour Rate	
12	\$100	Remove

* Fees Amt: \$ 100

* Pell Amt: \$ 0

* Other Fed Aid Amt: \$ 0

* Incomplete Dollar Amt: \$ 0

* Total Hours: 12

Enrolled:

* Reason if not Enrolled Full-Time:

Initial Cert. Date: 10/10/2015

Semester Net Award: \$1300.00

Requested Award Amt: \$

Eligibility Status Fall:

Save Updates/Certify Cancel Decertify Zero Award

Figure 5.1 Original Award Request Before an Increase Example

The screenshot shows a software interface for managing student awards. At the top, a tab labeled 'Fall' is selected. Below it, there are two main sections. The left section contains a table with columns 'Reimbursable Hours' and 'Reimb Credit Hour Rate'. The first row shows '12' and '\$100' respectively, with an 'Add' button below the first column and a 'Remove' button to the right. Below this table are four input fields: '* Fees Amt: \$ 150', '* Pell Amt: \$ 0', '* Other Fed Aid Amt: \$ 0', and '* Incomplete Dollar Amt: \$ 0'. The right section contains several fields: '* Total Hours Enrolled: 12', '* Reason if not Enrolled Full-Time: [dropdown]', 'Initial Cert. Date: 10/10/2015', 'Semester Net Award: \$1300.00', and 'Requested Award Amt: \$ 50'. At the bottom, there are three buttons: 'Save Updates/Certify', 'Cancel', and 'Decertify Zero Award'. The text 'Eligibility Status Fall:' is also visible.

Figure 5.2 Requested Award Increase Example

Perform the following steps to request an increase to a standard or zero award.

Step	Action
1.	<p>Navigate to the appropriate term panel in the Student Details section of the Student page.</p> <p>Perform this step even if the original request was made through the upload process.</p>
2.	<p>Update the appropriate field(s) so the award calculation will reflect the final, increased award amount.</p> <p>See Chapter 2 above for information about the award calculation.</p>
3.	<p>Enter the <u>amount of the increase</u> into the Requested Award Amt field.</p> <p>When increasing a standard award, <u>do not</u> enter the amount of the final, increased award amount in the Requested Award Amt field. This will result in an over award. FAMOUS automatically adds the amount entered in the Requested Award Amt field to the current award to recalculate the Semester Net Award when the Save Updates/Certify button is clicked.</p> <p>When increasing a zero award, the amount of the increase will equal the final, increased award amount.</p>

5.4 REDUCING A STANDARD AWARD TO A ZERO AWARD

There may be circumstances, such as a Pell adjustment made after A+ funds have been disbursed to an eligible student, when it is necessary for an institution to reduce a student's standard award amount to zero. Before the institution can certify the zero award, the full amount of the student's standard, net term award must be returned. Instructions for returning funds can be found in **Chapter 8** of the *FAMOUS User Manual for Postsecondary Institutions*.

Once MDHE has processed the return of the standard award, the institution may follow the steps in **Chapter 4** above to certify the zero award.

Perform the following steps to reduce a standard award to a zero award.

Step	Action
1.	Fully return the standard award. See Chapter 8 of <i>FAMOUS User Manual for Postsecondary Institutions</i> .
2.	Certify the zero award. See Chapter 4 of this manual to certify the award manually.

5.5 DECERTIFYING A ZERO AWARD FOR AN INELIGIBLE STUDENT

It may be necessary to decertify a zero award for an ineligible student. This is likely to occur when a student withdraws from your institution and enrolls at another A+ institution in the same term. Since student eligibility can only be certified at one institution per term, the transfer institution cannot certify the student's A+ eligibility and/or award until the zero award at your institution is decertified.

To decertify a zero award, click the **Decertify Zero Award** button on the appropriate term panel under the **Eligibility Criteria** and **A+** tabs in the **Student Details** section of the **Student** page. The **Decertify Zero Award** button will only appear if a zero award has been certified. Zero awards cannot be decertified through the upload process.

Upon decertification, the date in the **Initial Cert. Date** field will no longer display. The initial certification date will also no longer display if a paid disbursement is fully returned.

Fall

Reimbursable Hours	Reimb Credit Hour Rate	
*	*	
12.00	\$ 100.00	Remove
Add		

* Fees Amt: \$ 100.00

* Pell Amt: \$ 1,500.00

* Other Fed Aid Amt: \$ 0.00

* Incomplete Dollar Amt: 0.00
\$

Eligibility Status Fall: Eligible

* Total Hours 12.00
Enrolled:

* Reason if not
Enrolled Full-Time:

Initial Cert. Date: 10/28/2015

Semester Net Award: \$0.00

Requested Award Amt: \$

Save Updates/Certify Cancel Decertify Zero Award

Figure 5.3 Certified Zero Award Before Decertification Example

Fall

Reimbursable Hours	Reimb Credit Hour Rate	
*	*	
12.00	\$ 100.00	Remove
Add		

* Fees Amt: \$ 100.00

* Pell Amt: \$ 1,500.00

* Other Fed Aid Amt: \$ 0.00

* Incomplete Dollar Amt: 0.00
\$

Eligibility Status Fall: Eligible

* Total Hours 12.00
Enrolled:

* Reason if not
Enrolled Full-Time:

Initial Cert. Date:

Semester Net Award: \$0.00

Requested Award Amt: \$

Save Updates/Certify Cancel Decertify Zero Award

Figure 5.4 Decertified Zero Award Example

Perform the following steps to remove a zero award certification for an ineligible student.

Step	Action
1.	<p>Navigate to the appropriate term panel in the Student Details section of the Student page.</p> <p>Perform this step even if the original request was made through the upload process.</p>
2.	<p>Click the Decertify button.</p> <p>This button will only be enabled if a zero award has been certified.</p> <p>The Initial Cert. Date field will no longer display.</p>

CHAPTER 6: CREATING A STUDENT RECORD

6.1 INTRODUCTION

There will be some circumstances in which you will need to request funds for a student who does not have a record in FAMOUS. Primarily this will occur if the student files the Free Application for Federal Student Aid (FAFSA) after the date MDHE stops downloading FAFSA records. This may also occur if the student is attending an institution that does not participate in the federal Title IV programs.

6.2 OVERVIEW

This chapter contains the following sections:

- Create Student Record File Layout and Create Student Record Template
- Create a Student Record Instructions
- Resolving Create Student Record Errors

6.3 CREATE STUDENT RECORD FILE LAYOUT AND CREATE STUDENT RECORD TEMPLATE

The **Create Student Record File Layout** is available as a PDF document on MDHE's website:

dhe.mo.gov >> Grants & Scholarships >> A+ Scholarship >> A+ Information for Participating Postsecondary Schools >> Certification in FAMOUS section

The file layout provides the technical information necessary for completing the certification template, including:

- Column names and definitions
- Identification of required fields
- Data type allowed in the column (text, integer, date, etc.)
- Maximum length of the data that can be entered into each column
- Valid values for the data entered into each column

The **Create Student Record Template** is an Excel spreadsheet that is also found on MDHE's website by following the path above. It also can be accessed through FAMOUS:

FAMOUS Login >> Upload Students and Certifications >> Load A+ Students >>Get Student Template

The **Get Student Template** link navigates to the main **A+ Scholarship Program** page of MDHE's website. The **A+ Information for Participating Postsecondary Schools** page is accessible from a link at the top of that page.

Institutions must download the template, complete it according to the file layout, and save it locally as a CSV file before uploading the file into FAMOUS. The completed certification file must exactly match the layout for the submission to be successful.

Once the student's record is created in FAMOUS, follow the instructions for certifying the student. See **Chapter 3** above for instructions on certifying the student through the upload process. See **Chapter 4** above for instructions on certifying the student manually.

6.4 CREATE A STUDENT RECORD INSTRUCTIONS

To upload a certification file it is necessary to be logged into FAMOUS at <https://web.dhe.mo.gov/dhe/famous/psi/studdetails.faces>.



The image shows the FAMOUS login page. At the top is a banner with the FAMOUS logo (Missouri Department of Higher Education) and a group of six diverse students. Below the banner, the text reads "POSTSECONDARY INSTITUTIONS" and "FINANCIAL ASSISTANCE FOR MISSOURI UNDERGRADUATE STUDENTS". Below this is a welcome message: "Welcome to FAMOUS. Please enter your user id and password below." followed by a red asterisk indicating required fields. There are two input fields: "*User Id:" and "*Password:". Below the password field is a "Login" button. At the bottom, there are two links: "Forgot Password" and "Request/Change Security".

Welcome to FAMOUS. Please enter your user id and password below.

* Indicates a required field.

*User Id:

*Password:

Login

[Forgot Password](#)

[Request/Change Security](#)

Figure 6.1 FAMOUS Login Page

Once logged in, select **Upload Students and Certifications** from the **Student Information** group of links in the menu at the left-hand side of the **Welcome** page.

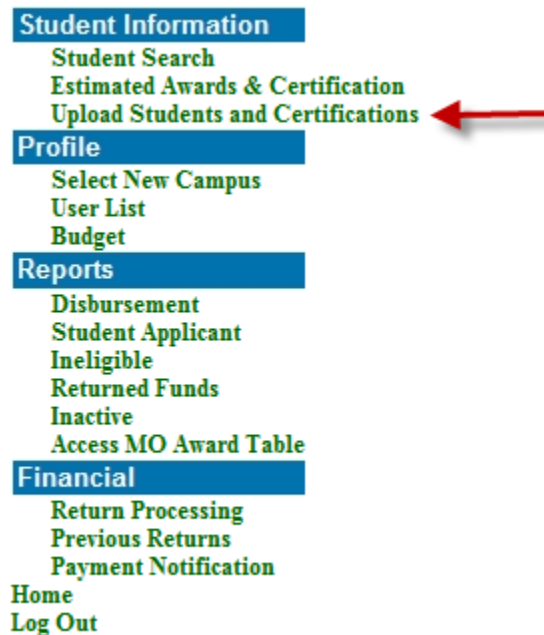


Figure 6.2 Upload Students and Certifications Link

From the **Load A+ Students** page, click the **Browse** button and browse to the location where the certification file is saved.

LOAD A+ STUDENTS

Click the 'Browse' button to locate the file. Then click 'Create Student Records' button to add new students or click the 'Load A+ Certifications' button to load A+ certification information.

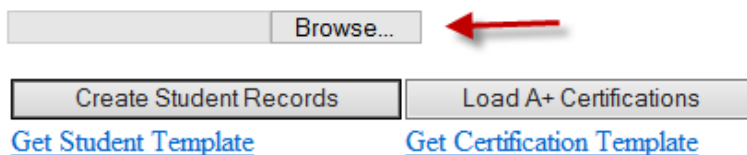


Figure 6.3 Browse Button

Once the Browse field is populated with the file to be uploaded, click the **Create Student Records** button.

LOAD A+ STUDENTS

Click the 'Browse' button to locate the file. Then click 'Create Student Records' button to add new students or click the 'Load A+ Certifications' button to load A+ certification information.



Figure 6.4 Load A+ Certifications Button

If all students were successfully certified, you will receive the message “Student upload complete, <number> of <number> records successful.” The first number represents the number of records successfully created and the second number represents the total number of records submitted. In this case the numbers will match each other. They should also match the number of student records you were attempting to create.

If all student records were not successfully created, you will receive the message “Student upload complete, <number> of <number> records successful. See error file.” In this case, the first number will be less than the second. The successful records will be created and ready for certification. The remaining students will appear in the error file for resolution. If there is more than one error for a student, a new row will be created for each additional error. The error file is accessed by clicking the **Export Errors** button. This button only appears when errors exist.

Student upload complete, 0 of 2 records successful. See error file.

LOAD A+ STUDENTS

Click the 'Browse' button to locate the file. Then click 'Create Student Records' button to add new students or click the 'Load A+ Certifications' button to load A+ certification information.



Figure 6.5 Export Errors Button

Once all errors have been resolved and all records successfully created, follow the instructions for certifying the student. See **Chapter 3** above for instructions on certifying the student through the upload process. See **Chapter 4** above for instructions on certifying the student manually.

Perform the following steps to create a student record in FAMOUS.

Step	Action
1.	Complete the Create Student Record Template (Excel) according to the Create Student Record File Layout (PDF). (http://dhe.mo.gov/ppc/grants/AlInformationforParticipatingPostsecondarySchools.php for both)
2.	Save the student record file locally as a CSV document.
3.	Login to FAMOUS. (https://web.dhe.mo.gov/dhe/famous/psi/studdetails.faces)
4.	Select Upload Students and Certifications from the Student Information group of links at the left-hand side of the Welcome page in FAMOUS.
5.	Click the Browse button on the Load A+ Students page and browse to the location where the file is saved.
6.	Click the Create Student Records button.
7.	If all records were processed successfully, the student record(s) will be created and ready for certification. If some records contained errors, click the Export Errors button to download the error file. See Section 6.5 below for information about resolving the errors. Records will be created upon resolution of the error(s) and ready for certification.

6.5 RESOLVING CREATE STUDENT RECORD ERRORS

The following table identifies potential error messages, the issue behind each message, and the resolution for each.

Error Message	Issue	Resolution
SSN already exists	A record in FAMOUS is already associated with the SSN provided in the Create Student Record file.	Verify the SSN in the Create Student Record file. If it is correct, contact MDHE for assistance at (800) 473-6757, option 4.
Student on file matching LAST NAME, FIRST NAME, AND DOB but not SSN	The student in the Create Student Record file matches an existing record in FAMOUS on last name, first name and date of birth, but the SSNs are different.	Verify the SSN in the Create Student Record file. If it is correct, contact MDHE for assistance at (800) 473-6757, option 4.
Please provide a valid student upload file	The Create Student Record file does not have the correct number of column headers defined in the Create Student Record File Layout.	Correct the file to exactly match the Create Student Record file layout.

APPENDIX A: PROTECTION OF USER SESSIONS POLICY

1. Protection of User Sessions Required

User sessions must be protected when not in use and when the user is not present to prevent unauthorized access to FAMOUS.

2. Acceptable Methods of User Session Protection

An acceptable method of user session protection will meet the following criteria.

- Prevent the session from being viewed after a set period of time, not to exceed five minutes.
- Require verification of the user's identity before resuming the session.

Any method of user session protection that meets the above criteria is acceptable.

Protection methods may include but are not limited to the following.

- End the session. Users must log into a new session to once again access the system.
- Lock the computer using the Windows logo key + the L key, where a password that is subject to periodic change is required to unlock the computer. Users must unlock the computer with the current password to once again access the system.
- Lock the computer with a tool such as the Lock Computer feature in the Windows Task Manager, where a password that is subject to periodic change is required to unlock the computer. Users must unlock the computer with the current password to once again access the system.
- Lock the computer with a password protected screen saver that is set to activate within no more than five minutes of inactivity and that is subject to periodic change. Users must unlock the computer with the current password to once again access the system.

When the user will continue to use the web browser after using FAMOUS, the user must log out of the current session of FAMOUS.

APPENDIX B: CONCURRENT USER SESSIONS POLICY

1. Concurrent User Sessions on Single Computer Terminals

Users may access multiple user sessions on a single computer terminal when multiple sessions are necessary to facilitate the performance of required duties relating to the administration of student financial assistance. Users must access only the number of sessions necessary to complete the required duties and must end any unnecessary sessions as soon as the required duties are completed.

2. Concurrent User Sessions on Multiple Computer Terminals

Users are prohibited from using their FAMOUS user ID and password to access concurrent user sessions on multiple computer terminals to prevent unauthorized access to FAMOUS. Access of user sessions on multiple terminals implies that a user has shared their unique user ID and password with another user in direct violation of their signed user agreement since a single user cannot work from two or more terminals at the same time. Users who must access FAMOUS from a new terminal are required to log out of any user sessions open on the terminal currently in use before logging into any user sessions on the new terminal.

APPENDIX C: USER ID AND PASSWORD POLICY

1. General Password Requirements

- Users are required to complete an on-line registration form and submit a paper user agreement on institution letterhead to be considered for a user ID and password to access FAMOUS.
- Applications for user IDs and passwords will be reviewed and approved or denied by security system administrators.
- The security system will assign a unique user identifier and a secret, initial password to all users as a means of authentication.
- Users must change any system-assigned password upon the first login to FAMOUS after receipt of the system-assigned password.
- User IDs and passwords will only provide a user with access to the institution(s) indicated on the registration form and user agreement.
- Users are required to verify all password changes by entering the old password once and the new password twice.
- The security system will assign a new, unique user ID and initial password to a user upon a registered name change.
- Proof of identity in the form of a shared secret security question and answer shall be presented to the security system when a user has forgotten their password.
- A user may voluntarily disable the user ID and password when access to FAMOUS is no longer required, such as upon termination of employment, or security system administrators will disable the user ID and password upon notification that the user no longer requires access.
- Passwords shall not be hard coded into software.
- All enterprise systems should provide automated support of password controls.
- If intervention is required, only administrators are authorized to disable the user.
- Password resets or changes shall be promptly confirmed with the user by e-mail.
- Passwords shall be changed after a system compromise or after the threat of a system compromise, such as the termination of a system administrator, security level change, etc.
- Users shall promptly change all passwords if they suspect or know unauthorized parties received the passwords or they have shared it in the course of getting help with a problem.

2. Password Composition Requirements

Requiring complex passwords increases the time necessary to crack passwords exponentially. The required password composition is based on ADS rules.

- Passwords shall contain at least seven characters with a minimum of the following:
 - At least one English uppercase alphabetic (A - Z)
 - At least one English lowercase alphabetic (a - z)
 - At least one Numeric base-ten digit (0 - 9)
- Users should consider the following guidelines when creating passwords.
 - Passwords should not be related to the job or personal life, e.g., not a license plate number, spouse's name, telephone number, etc.

- Passwords should not be dictionary words or proper names, places or slang.
- Passwords should not contain all or part (3 or more sequential characters) of the user's account or login name.
- Passwords should not contain characters that do not change combined with characters that predictably change when changing passwords upon expiration. For example, users should not choose passwords like "x345JAN" in January, "x345FEB" in February, etc., or passwords identical or substantially similar to passwords the user previously chose.

3. Password Lifetime Requirements

- Passwords for all systems are subject to the following password aging and history rules:
 - Passwords for all users shall automatically expire every 60 days. However, passwords should be changed on a more frequent basis commensurate with the sensitivity, criticality and value of the information it protects.
 - Systems shall maintain an encrypted history of previously used passwords per logon ID.
 - Password history files should contain, at a minimum, the last password particular to a logon ID.

4. Password Source Requirements

- The security system shall generate passwords through an automated process.
- The security system shall communicate user IDs and initial passwords to users through e-mail.

5. Password Ownership Requirements

- Users shall not disclose their password to anyone.
- No passwords are to be spoken, written, e-mailed, hinted at, shared, or in any way known to anyone other than the user involved.
- User-initiated password changes shall be supported on the security system.

6. Password Re-entry Requirements

- After the first invalid password or unsuccessful attempt to access FAMOUS, the user will receive a message indicating the access attempt was unsuccessful and prompting another attempt.
- After the second invalid password or unsuccessful attempt to access FAMOUS, the user will receive a message indicating the access attempt was unsuccessful and prompting another attempt.
- After the third invalid password or unsuccessful attempt to access FAMOUS, the user will receive a message indicating the access attempt was unsuccessful and the login window will automatically close.

7. Auditing Requirements

- The security system will provide a report of unsuccessful login attempts for a specified time period. The report will include:
 - The valid user ID
 - The time of the login attempt

- Indication that the password is invalid
- The security system will provide a report of users that have not logged into FAMOUS for a specified period of time. The report will include:
 - The user ID
 - The last date the user logged into FAMOUS

APPENDIX D: OBTAINING A USER ID AND PASSWORD

To access FAMOUS and certify A+ student eligibility and awards, each user must have a system-assigned user ID and password. To obtain a user ID and password you must complete an on-line registration form and submit a completed user agreement printed on your institution's letterhead.

Below are the basic steps for obtaining a user ID and password. A more detailed description of the process can be found in **Chapter 2** of the *FAMOUS User Manual for Postsecondary Institutions*.

Perform the following steps to receive a user ID and password for FAMOUS through MDHE's Security System:

Step	Action
1.	Go to the FAMOUS login page and click the green Request/Change Security link under the Login button. (https://web.dhe.mo.gov/dhe/famous/psi/studdetails.faces). This will navigate to MDHE's Security System. Alternatively, go directly to the Security System (https://web.dhe.mo.gov/dhe/security/login.faces).
2.	On the Security System login page click the green Register link underneath the Login button. The Registration page displays.
3.	Complete the registration form on the Registration page. Required fields are indicated with an asterisk (*).
4.	Request access for a specific system by selecting: 1. FAMOUS PSI from the System drop down menu. 2. Your institution from the School drop down menu. Click the Add Access button. The information is saved and the top of the page displays. Scroll down to the User Access section to view the information. Repeat this step for every campus you will need to access in FAMOUS. For example, if your institution has multiple campuses you may request access for each applicable campus. You cannot request access to another institution.
5.	In the User Access section, select Read-Only or Update access from the Access Type drop-down menu for each campus listed. The access type can be different for each campus listed but must match the type of access you indicated in your user agreement. <u><i>You must select Update access to certify A+ awards.</i></u> Select the Remove check box in any row that contains incorrect information. Click the Remove Checked button. The selected row is removed from the User Access list. After the information has been removed you may re-enter the correct information in the Request for Access section.

Step	Action
6.	<p>Click the Submit button. This transmits your registration to the MDHE.</p> <p>The Registration Submitted page appears along with a link to download the user agreement. <u><i>You must download the user agreement, print it on your institution's letterhead, complete it, and mail or fax it to the MDHE to complete the registration process.</i></u></p> <p>The Reset button will return all fields to their original values and no edits will be saved.</p>
7.	<p>Upon receipt of your completed user agreement, the Security System will assign your user ID and password and email them to you. The email will be from DHESecurity.</p> <p>If the system cannot assign your user ID and password because your registration cannot be processed, you will be notified by email of the reason.</p>

APPENDIX E: CERTIFICATION REMINDERS

When certifying A+ awards for students, it is important to remember the following:

- The certified award components that comprise the award calculation should support the requested award amount.
- The requested award amount should never equal the amount entered into a single award component field, such as the **Fees Amt** field, the **Reimbursable Hours** field, or the **Reimb Credit Hour Rate** field.
- The amount entered in the **Total Hours Enrolled** field can be different from the amount entered in the **Reimbursable Hours** field because some hours, for example repeat coursework, are not eligible for reimbursement.
- If the total hours enrolled is less than 12 for fall and spring or less than 6 for summer, the **Reason if Not Enrolled Full-Time** field must be populated.
- If the reason selected in the **Reason if Not Enrolled Full-Time** field is ADA, at least 6 hours must be entered in the **Total Hours Enrolled** field. The A+ Scholarship program's definition of full-time enrollment specifies students with a disability defined by Title II of the Americans with Disabilities Act can be considered to be enrolled full-time while carrying a minimum of 6 hours or their equivalent (6 CSR 10-2.190(1)(H)).
- The **Reason if Not Enrolled Full-Time** field should not be completed if the student is enrolled in at least 12 hours for fall and spring or at least 6 hours for summer.
- The **Reimbursable Hours** and **Reimb Credit Hour Rate** fields must be completed as a pair since a student's tuition amount is the product of these two fields.
 - If an institution has multiple rates, only those rates actually charged a student should be included in the certification.
 - If a student is charged multiple rates, the amounts of both fields should be greater than zero.
- Institutions certifying student eligibility and awards through the upload process should verify the file has been populated with the correct information in the correct fields before submitting it to MDHE.
- For students that are eligible for both A+ and Access Missouri awards, institutions are statutorily required to reduce the amount of the Access Missouri award by the amount of the A+ award (173.1105.2, RSMo).

APPENDIX F: A+ FILE LAYOUT FOR FAMOUS

Column Name	Definition	Required/Optional	Data Type	Length ¹	Valid Values
Academic Year	Current academic year	Required	Integer	9	yyyy-yyyy
Semester	Semester in the current academic year that corresponds to the payment period for which the funds are being requested	Required	Text	Based on length of valid value.	Fall Spring Summer
SSN	Student's Social Security number	Required	Integer	9	9 digit number without dashes Ex: 123456789
Last Name	Student's legal last name	Required	Text	48	
First Name	Student's legal first name	Required	Text	48	
DOB	Student's date of birth	Required	Date	10	mm/dd/yyyy

High School Graduation Date	Date on which the student graduated from a designated A+ high school.	Required	Date	10	mm/dd/yyyy Note: If the exact day is not available, enter the month, a standard day of the month for all students such as 01 and the year. The field must be 10 characters in length.
Program of Study	Name of the student's current program of study. Consistent abbreviations may be used if a program name exceeds 70 characters.	Required	Text	70	Consistent entry for each program Ex. Accounting for all not a combination of Accounting and Acct.
Total Hours Enrolled	Total number of hours in which the student is enrolled at the end of the school's 100% refund period for the payment period for which funds are being requested. Used to determine full-time enrollment only. Not used to determine reimbursable hours.	Required	Integer	4	

Reason if not Enrolled Full-Time	One of 4 valid reasons the student is not enrolled full time, if applicable.	Required if the student's Total Hours Enrolled is less than 6 hours for summer or less than 12 hours for fall or spring	Text	Based on length of valid value	ADA All Available Hours Internship Prerequisite Note: Withdrawn is no longer a valid value. Withdrawals are handled in the Incomplete Dollar Amount Field.
Total Hours for Program of Study	The total number of hours required for the student to complete his current program of study	Required	Integer	4	
Total Accumulated Hours	Total postsecondary hours the student is known to have completed, excluding hours not accepted in transfer and hours for which the student completed the work while in high school (dual credit, advanced placement, international baccalaureate, etc.). Used to assist with tracking eligibility expiration at 105% of the student's current program of study.	Required	Integer	4	

Associate Degree Obtained	Indicator of whether or not the student has received an associate's degree. Field to be completed in student's last term.	Required	Text	1	Y N
EFC Amount for Student	Student's EFC as calculated on the student's most recent FAFSA transaction. The EFC reported will overwrite any EFC reported for the student in a previous term.	Required	Integer	11.2	
Fees Amount	Total amount of general fees charged to the student for the payment period in which the funds are being requested.	Required. If no amount enter 0.	Integer	11.2	
Pell Amount	Total amount of Pell awarded to the student for the payment period in which the funds are being requested	Required. If no amount enter 0.	Integer	11.2	
Other Fed Aid Amt	Total amount of federal non-loan aid other than Pell awarded to the student for the payment period in which the funds are being requested. Includes federal aid only. State and institutional aid are not included.	Required. If no amount enter 0.	Integer	11.2	

Book Amt	MDHE determined percentage of the student's book costs that are reimbursable for the payment period in which the funds are being requested. This field serves as a placeholder in the file layout in the event funding is sufficient to include book costs. Enter zero in this field, unless the MDHE has notified institutions otherwise.	Required. If no amount, enter 0.	Integer	11.2	
Incomplete Dollar Amt	Total dollar amount of A+ funds for withdrawn coursework that was reimbursed in a previous payment period and that will be deducted from the reimbursement amount for the current payment period. This field represents one method of handling withdrawn coursework. Other methods include delaying certification until the end of the semester when withdrawn coursework is known or returning funds for withdrawn coursework. If one of the alternative methods is used, enter zero in this field.	Required. If no amount, enter 0.	Integer	11.2	

Requested Award Amount	<p>Total dollar amount of eligible coursework that is being requested for the payment period. Manually calculated as:</p> <p>Reimbursable Hours</p> <p>Multiplied by the Reimb Hours Rate(s)</p> <p>Plus General Fees</p> <p>Minus Pell</p> <p>Minus Other Federal Aid</p> <p>Minus Incomplete Dollar Amount from prior terms.</p> <p>The requested award amount may be zero (entered as 0 or 0.00).</p> <p>At this time FAMOUS is not programmed to perform this calculation automatically.</p> <p>The requested award amount is capped at the published standard per credit hour tuition rate charged by Linn State Technical College. The federal credit to clock hour conversion rate will be used to determine the cap for clock hour institutions. The MDHE will publish these rates annually.</p>	Required	Integer	11.2	
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Reimb Hours ²	The total number of hours that are eligible for reimbursement in the payment period.	Required	Integer	4	
Reimb Hours Rate ²	The credit or clock hour rate applied to the reimbursable hours.	Required	Integer	11.2	

1 When the field length is expressed as a decimal (11.2 for example), the number before the decimal represents dollars and the number after the decimal represents cents. When entering a whole dollar amount, it is not necessary to include the decimal and zero cents. For example it is acceptable to enter 1500 instead of 1500.00. Dollar signs and comma separators should not be entered. For example, 1500 is correct; \$1500 or \$1,500 is incorrect.

2 These fields may be repeated if necessary to accommodate different rates for different courses. The template allows for up to three sets of hours and rates. If more fields are needed you must copy the entire columns, including the headers. The Reimb Hours and Reimb Hours Rate columns must always be copied and completed as a pair.

APPENDIX G: CREATE STUDENT RECORD FILE LAYOUT

Column Name	Definition	Required/Optional	Data Type	Length ¹	Valid Values
Social Security Number	Student's Social Security number	Required	Integer	9	9 digit number without dashes Ex: 123456789
Last Name	Student's legal last name	Required	Text	48	
First Name	Student's legal first name	Required	Text	48	
Middle Initial	Student's middle initial	Optional	Text	1	
Date of Birth	Student's date of birth	Required	Date	10	mm/dd/yyyy
Address	Student's permanent street address, including street number and name	Required	Integer/ Text	100	
City	City in which the student's permanent address is located	Required	Text	60	
State	State in which the student's permanent address is located. The student's state of legal residence.	Required	Text	2	
Zip Code	Zip code for the student's permanent address	Required	Integer	5	

Zip Code 2	4-digit zip code extension for the student's permanent address	Optional	Integer	4	
Gender	Student's gender	Required	Text	1	M (for male) F (for female)
E-mail	Student's e-mail address	Optional	Integer/ Text	124	
Phone Number	Student's telephone number with area code	Optional	Integer	10	10 digit number without dashes Ex: 1234567890

APPENDIX H: ESTIMATED A+ TUITION REIMBURSEMENT/BUDGET FORM



Missouri Department of Higher Education • A+ Schools Program
P.O. Box 1469, Jefferson City, MO 65102-1469 • Fax: 573-757-6635

ESTIMATED A+ TUITION REIMBURSEMENT / BUDGET

A. CONTACT INFORMATION					
COLLEGE / VO-TECH SCHOOL DISTRICT			COLLEGE / VO-TECH SCHOOL NAME		
ADDRESS, CITY, STATE, ZIP CODE					
CONTACT PERSON AND TELEPHONE NUMBER					
B. ESTIMATED REIMBURSEMENT					
PLEASE CHECK ONE OF THE FOLLOWING AND INSERT THE YEAR IN THE APPROPRIATE BLANK					
SEMESTER	<input type="checkbox"/> SUMMER (YEAR) _____	<input type="checkbox"/> FALL (YEAR) _____	<input type="checkbox"/> SPRING (YEAR) _____		
TUITION	FEES	PELL	OTHER FEDERAL NON-LOAN AID	TOTAL REQUEST	TOTAL STUDENTS
COMMENTS					
C. CERTIFICATION					
<input type="checkbox"/> I HEREBY CERTIFY THAT THE INFORMATION REPORTED HEREIN IS CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.					
DATE _____					
CHIEF FINANCIAL AID / ADMINISTRATOR'S SIGNATURE					

APPENDIX I: CONTACT INFORMATION

If you have questions regarding the A+ Scholarship program, contact:

Connie Bestgen, financial aid specialist
800-473-6757, option 4
573-751-1772
connie.bestgen@dhe.mo.gov

Amy Haller, financial aid specialist
573-526-7958
amy.haller@dhe.mo.gov

Kelli Reed, student assistance associate
573-751-2444
kelli.reed@dhe.mo.gov

Information, such as the A+ Estimated Reimbursement/Budget form, may be faxed to (573) 751-6635.