

Dual Credit/Dual Enrollment Scholarship

Certification Manual for Postsecondary Institutions

MISSOURI DEPARTMENT OF HIGHER EDUCATION & WORKFORCE DEVELOPMENT
P.O. Box 1469
JEFFERSON CITY, MO 65102-1469

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FAMOUS User Policy

The Missouri Department of Higher Education and Workforce Development (“MDHEWD”) maintains an integrated database system called “FAMOUS” (Financial Assistance for Missouri Undergraduate Students) for the administration of the state’s financial aid programs under the jurisdiction of the MDHEWD. The MDHEWD permits employees of secondary and postsecondary education institutions and MDHEWD 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 MDHEWD 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 MDHEWD 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 MDHEWD;
- 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 MDHEWD 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 MDHEWD. Penalties may include but are not necessarily limited to removal of a user's access to FAMOUS or an institution from the MDHEWD'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

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CHAPTER 1: OVERVIEW

1.1 INTRODUCTION

To request an award through the Dual Credit/Dual Enrollment Scholarship program, postsecondary institutions must understand the award calculation and successfully submit the request to the Missouri Department of Higher Education & Workforce Development (MDHEWD) 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 Dual Credit/Dual Enrollment awards, regardless of their experience with the program.

Institutions request Dual Credit/Dual Enrollment awards for eligible students by accessing the certification form directly in MDHEWD's Financial Assistance for Missouri Undergraduate Students (FAMOUS) database. To request payment, at least one financial aid officer must have access to FAMOUS. Instructions for registering for FAMOUS access are in **Appendix D** of this manual. For assistance, contact MDHEWD at (800) 473-6757, option 4.

1.2 LAYOUT

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

| Chapter | Content |
|---|--|
| Chapter 1: Overview | Provides information about the <i>Dual Credit/Dual Enrollment Certification Manual</i> and Dual Credit/Dual Enrollment payments. |
| Chapter 2: Calculating Dual Credit/Dual Enrollment Awards | Describes the Dual Credit/Dual Enrollment award calculation. |
| Chapter 3: Certifying Dual Credit/Dual Enrollment Awards | Provides instructions for requesting Dual Credit/Dual Enrollment funds. |

1.3 PAYMENT

Institutions will receive requested funds by electronic funds transfer (EFT) or check, as established in their FAMOUS profile, within 3-5 business days of certification and deliver the funds to the student.

CHAPTER 2: CALCULATING DUAL CREDIT/DUAL ENROLLMENT AWARDS

2.1 INTRODUCTION

The Dual Credit/Dual Enrollment award calculation for eligible students is described in the Dual Credit/Dual Enrollment Scholarship administrative rule, 6 CSR 10-2.195(5)(B) and (5)(D): “Award amounts shall be equal to the tuition and fees paid by the student to enroll in eligible coursework...The payment amount must be calculated based on the remaining costs of actual tuition and fees after all other non-loan aid has been applied.”

In addition, awards may be subject to appropriation limitations passed during the legislative session. Please see the Dual Credit/Dual Enrollment Scholarship [webpage](#) or contact MDHEWD at (800) 473-6757, option 4, for any applicable award limitations.

In this manual, the following terms/phrases mean:

| Term/Phrase | Definition/Description |
|---|---|
| Dual Credit 6 CSR 10-2.195(1)(G) | College level coursework delivered by a postsecondary education institution and taught in a Missouri high school by instructors with appropriate academic credentials to Missouri high school students earning high school and college credit simultaneously. |
| Dual Enrollment 6 CSR 10-2.195(1)(H) | Postsecondary courses of instruction delivered by an approved dual enrollment provider in which a secondary school student is concurrently enrolled in a Missouri high school and the approved dual enrollment provider. |
| Eligible Coursework 6 CSR 10-2.195(1)(I) | Dual credit or dual enrollment coursework provided by an approved dual credit or dual enrollment provider. |
| Tuition and Fees 6 CSR 10-2.195(1)(N) | Any charges to students classified as tuition and any institutional fees charged to all dual credit or dual enrollment students, excluding course-specific fees. A chemistry lab fee is an example of a course-specific fee. |

Figure 2.1 Dual Credit/Dual Enrollment Award Calculation Definitions

The certification form includes fields for each component of the award calculation, as well as built-in formulas to calculate the *Total Tuition* and the *Requested Award* amount. The *Requested Award* amount calculation for an eligible student is:

| | |
|---|--|
| | Total Tuition |
| + | Fees |
| - | <u>Other Non-loan Aid Amount</u> (includes federal, state, institutional, and third-party aid) |
| | Requested Award |

The *Requested Award* amount must be equal to or greater than zero (0) and is subject to any applicable appropriations limitations.

Figure 2.2 Dual Credit/Dual Enrollment Award Calculation

2.2 OVERVIEW

This chapter contains the following section:

- Calculating Tuition for Credit Hour Programs

2.3 CALCULATING TUITION FOR CREDIT HOUR PROGRAMS

The tuition calculation in the certification form is flexible to accommodate students who are charged a single tuition rate as well as those who are charged multiple rates. The certification form provides three pairs of *Hours* and *Hourly Rate* fields; additional pairs may be added as needed. The first pair (*Hours 1* and *Hourly Rate 1*) is required. Both fields in each pair must be completed; cell pairs that are not needed are left empty.

Tuition is calculated by multiplying the *Hours* and *Hourly Rate* in each pair and then summing the product of all pairs.

Perform the following steps to report tuition with a single credit hour rate:

| Step | Action |
|------|---|
| 1. | Enter the number of credit hours in which the student is enrolled in the <i>Hours 1</i> field. |
| 2. | Enter the credit hour rate charged to the student in the <i>Hourly Rate 1</i> field. Leave all other hour/rate pairs empty. |
| 3. | The formula on the certification form will multiply the hours by the rate and populate the <i>Tuition 1</i> field with the product. |

Example 1 – Single Credit Hour Rate

| | | | | |
|----------------|----------|----------------------|----------|------------------|
| Hours 1 | x | Hourly Rate 1 | = | Tuition 1 |
| 12 | x | \$100 | = | \$1,200 |

Figure 2.3 Single Credit Hour Rate Tuition Calculation Example

Perform the following steps to report tuition with multiple credit hour rates:

| Step | Action |
|------|---|
| 1. | Enter the number of credit hours associated with the first credit hour rate charged the student in the <i>Hours 1</i> field. |
| 2. | Enter the first credit hour rate in the <i>Hourly Rate 1</i> field. |
| 3. | Enter the number of credit hours associated with the second credit hour rate charged the student in the <i>Hours 2</i> field. |
| 4. | Enter the second credit hour rate in the <i>Hourly Rate 2</i> field. |
| 5. | Repeat as necessary to account for all of the rates charged to the student. Use the <i>Add</i> button to generate additional rows as necessary. The <i>Hours</i> and <i>Hourly Rate</i> fields must be completed as a pair. An error will occur if one of the fields in a pair is missing. |
| 6. | The formula on the certification form will calculate the tuition for each hours/rate pair and populate the <i>Total Tuition</i> field with the sum of the tuition for all pairs. |

Example 2 – Multiple Credit Hour Rates

| Hours 1 | Hourly Rate 1 | Hours 2 | Hourly Rate 2 |
|------------------------|---------------|--------------|---------------|
| 12 | \$100 | 3 | \$200 |
| Hours/Rate 1 Tuition = | | 12 x \$100 = | \$1,200 |
| Hours/Rate 2 Tuition = | | 3 x \$200 = | <u>\$ 600</u> |
| Total Tuition = | | \$1,800 | |

Figure 2.4 Multiple Credit Hour Rates Tuition Calculation Example

CHAPTER 3: CERTIFYING DUAL CREDIT/DUAL ENROLLMENT AWARDS

3.1 INTRODUCTION

Postsecondary institutions electronically certify Dual Credit/Dual Enrollment awards directly in FAMOUS using the *Certification Form*. FAMOUS will process all of the successfully submitted certifications. Certifications that were not successfully submitted will reappear with an error indicator. Institutions will be able to resolve most errors without MDHEWD assistance. For errors that require assistance, contact MDHEWD at (800) 473-6757, option 4.

3.2 OVERVIEW

This chapter contains the following sections:

- Dual Credit/Dual Enrollment Certification Form
- Dual Credit/Dual Enrollment Certification Reminders
- Dual Credit/Dual Enrollment Certification Instructions

3.3 DUAL CREDIT/DUAL ENROLLMENT CERTIFICATION FORM

The **Certification Form** is an electronic form accessed and completed directly on the FAMOUS Postsecondary Institution/Workforce website: <https://web.dhewd.mo.gov/psi/rptdisb.faces>

FAMOUS Login → Home Page → Student Information → Dual Credit/Dual Enrollment Certification → Dual Credit/Dual Enrollment Certification Form

3.4 DUAL CREDIT/DUAL ENROLLMENT REMINDERS

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

- Grey fields are prepopulated using information from the student's Dual Credit/Dual Enrollment application and are not updateable. If the information does not match student records, please contact MDHEWD at (800) 473-6757, option 4.
- White fields are enterable and mandatory for certification. Every white field must have a value in it except for *Hours 2, Hourly Rate 2, Hours 3, and Hourly Rate 3* (unless needed). *Hours 1 and Hourly Rate 1* must have a value.
- The certification attestation statement at the bottom of the *Certification Form* must be checked to successfully submit the certification.
- **IMPORTANT:** Once a certification form is successfully submitted, it *cannot* be reviewed, edited, or withdrawn by an institution. If the form was submitted in error or any information is determined to be incorrect after submission, contact MDHEWD **by 3 pm the same day** at (800) 473-6757, option 4. If MDHEWD is not contacted by 3 pm the same day, the institution must receive then return the funds before being able to re-certify the student.

3.5 DUAL CREDIT/DUAL ENROLLMENT CERTIFICATION INSTRUCTIONS

To begin certification, log into FAMOUS: <https://web.dhewd.mo.gov/psi/login.faces>



FAMOUS Login

Welcome to FAMOUS. Please enter your User ID below.

* Indicates a required field

*User ID:

Go

[Register](#)
[Forgot User ID](#)
[Update Profile/Login](#)

Governor
Michael L. Parson



Commissioner
Dr. Bennett Boggs

PSI Version 2023.04.26.1330

Figure 3.1 FAMOUS Login Page

Once logged in, select **Dual Credit/Dual Enrollment Certification** from the *Student Information* menu at the top of the page.

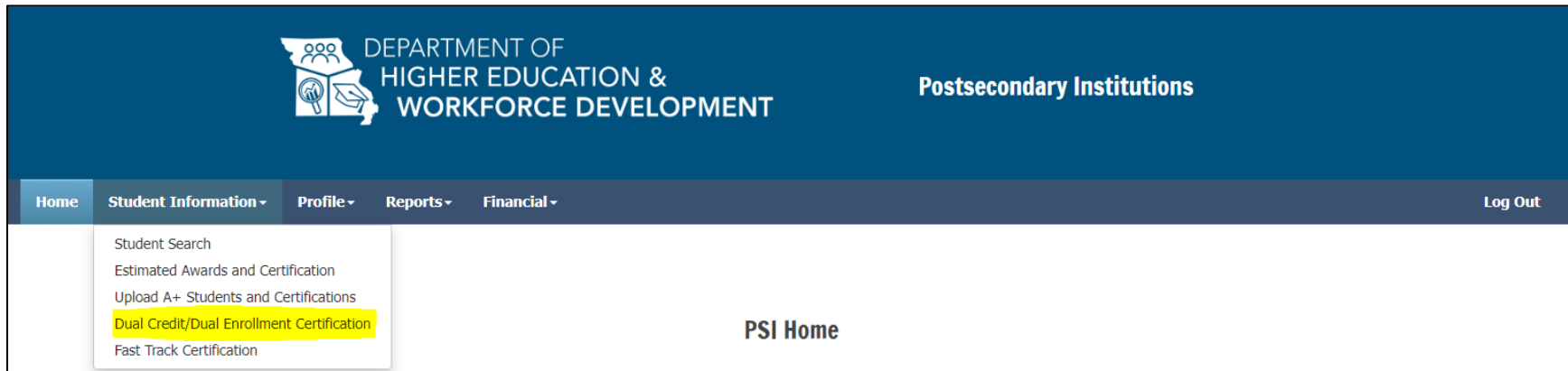


Figure 3.2 Dual Credit/Dual Enrollment Certification Landing Page Link

The *Dual Credit/Dual Enrollment Certification* landing page appears and has the following fields:

- **Select Academic Year** – This displays the current award year by default. Select a different award year using the drop-down menu.
- **Semester** – This field displays the *Certification Roster* by semester. Select *Fall* or *Spring* to generate the *Roster*. Only eligible students who indicated taking at least one course for the selected semester will appear on the corresponding *Certification Roster*.

Dual Credit/Dual Enrollment Certification

Select Academic Year:

Enter a full or partial SSN or Name or select a semester to filter the list.

Select a semester:

Filter By:

Please select a semester above to view students.

Figure 3.3 Dual Credit/Dual Enrollment Certification Landing Page

Verify the **Award Year** and select a **Semester** to generate the corresponding *Certification Roster*. *Note:* If certification is not available for the selected semester, the red error message “Fall certification is closed” or “Spring certification is closed” appears and the green certification form hyperlinks are deactivated.

The screenshot shows a web interface titled "Dual Credit/Dual Enrollment Certification". It features a dropdown menu for "Select Academic Year" set to "2022-2023". Below this is a text prompt: "Enter a full or partial SSN or Name or select a semester to filter the list." There is another dropdown menu for "Select a semester" set to "Spring". Below that is a "Filter By:" label followed by an empty text input field. At the bottom of the interface, a yellow highlighted error message reads: "Spring certification is closed."

Figure 3.4 Certification Closed Error Message

The *Dual Credit/Dual Enrollment Certification Roster* appears and has the following additional fields:

- **Filter By** – This is an optional field that allows certifiers to filter the *Roster* by a partial name or Social Security Number. Leave blank to see the full list of eligible students.
- **Name** – This displays the student’s name and is the hyperlink to the *Certification Form*. This field can be sorted alphabetically by hovering over and clicking on the word “Name.”
- **SSN** – This displays the student’s full Social Security Number. This field can be sorted numerically by hovering over and clicking on the word “SSN.”
- **Certified** – This displays the student’s current certification status. Students will remain on the *Roster* after successful certification. “N” indicates that a student has not been certified for that semester. “Y” indicates than a student has been certified at least once for that semester. *Note:* After certifying a student, the *Roster* page must be re-loaded to see the indicator change.

Dual Credit/Dual Enrollment Certification

Select Academic Year:

Enter a full or partial SSN or Name or select a semester to filter the list.

Select a semester:

Filter By:

| Name | SSN | Certified |
|-------------------------------|-----------|-----------|
| STUDENT, DCDE | 654654654 | N |

Figure 3.5 Certification Roster with Green Hyperlink to the Certification Form

Click on the green hyperlink under “Name” to access the *Certification Form* for that student. The *Certification Form* opens.

Once in the form, use the following navigation buttons found at the bottom:

- **Certify** – This submits the *Certification Form*.
- **Clear** – This clears all enterable fields on the *Certification Form*.
- **Close** – This closes the *Certification Form* and returns you to the Dual Credit/Dual Enrollment Certification Roster.

The *Certification Form* has the following fields:

- **Last Name** – This displays the student’s last name. It is prepopulated from the Dual Credit/Dual Enrollment Application and is not updateable. Contact MDHEWD if the last name does not match student records.
- **First Name** – This displays the student’s first name. It is prepopulated from the Dual Credit/Dual Enrollment Application and is not updateable. Contact MDHEWD if the first name does not match student records.
- **Social Security Number** – This displays the student’s full Social Security Number. It is prepopulated from the Dual Credit/Dual Enrollment Application and is not updateable. Contact MDHEWD if the number does not match student records.
- **Date of Birth** – This displays the student’s date of birth. It is prepopulated from the Dual Credit/Dual Enrollment Application and is not updateable. Contact MDHEWD if the date of birth does not match student records.
- **Application ID** – This displays the system-assigned tracking number for the student’s Dual Credit/Dual Enrollment application. It is prepopulated by FAMOUS and is not updateable.
- **Hours (1-3)** – These are enterable fields and *Hours 1* is mandatory for certification. Enter the number of hours being certified for a Dual Credit/Dual Enrollment award. Use *Hours 2* and *Hours 3* to enter hours charged at a different rate than *Hours 1*. Leave blank if not applicable.
- **Hourly Rate (1-3)** – These are enterable fields and *Hourly Rate 1* is mandatory for certification. Enter the rate charged for the corresponding *Hours* fields. Use *Hourly Rate 2* and *Hourly Rate 3* to enter the different rates that correspond to *Hours 2* and *Hours 3*. Leave blank if not applicable. *Note:* For clock hour rates, enter the hourly rate to the ninth decimal place. See 2.4 *Calculating Tuition for Clock Hour Programs*.
- **Tuition (1-3)** – This displays the tuition calculated by multiplying the values entered in the corresponding *Hours* and *Hourly Rate* fields. It automatically calculates and is not editable. If incorrect, verify and re-enter the values in the *Hours* and/or *Hourly Rate* fields.
- **Total Hours** – This displays the total number of hours entered in the individual *Hours* fields. It automatically calculates and is not editable. If incorrect, verify and re-enter the values in the *Hours* fields.

- **Total Tuition** – This displays the total tuition calculated in the individual *Tuition* fields. It automatically calculates and is not editable. If incorrect, verify and re-enter the values in the *Hours* and/or *Hourly Rate* fields.
- **Add** – This button adds additional *Hours/Hourly Rate* field pairs. Use as needed.
- **Remove Last** – This button removes an added field pair that is not needed.
- **Fees** – This is an enterable field and is mandatory for certification. Enter the total amount of all applicable institutional fees, excluding course-specific fees. If no institutional fees are charged, enter zero (0).
- **Other Non-loan Aid Amount** – This is an enterable field and is mandatory for certification. Enter the total amount of all non-loan aid, including federal, state, institutional, or third-party aid, received by the dual credit or dual enrollment student. If no other non-loan aid is expected, enter zero (0).
- **Requested Award** – This displays the calculated award that will be requested. It automatically calculates and is not editable. If incorrect, verify and re-enter the values in the *Hours*, *Hourly Rate*, *Fees*, and *Other Non-loan Aid Amount* fields. The requested award amount is the total cost of tuition and fees minus all non-loan aid.
- **Certification Statement** – This is the certification attestation that all fields on the *Certification Form*, both prepopulated and entered, are true and accurate and that the student is a U.S. citizen or permanent resident, a Missouri resident, and enrolled in eligible coursework. If everything on the *Certification Form* is correct and verified, check the box to the left of the statement.

Perform the following steps to complete the *Certification Form*:

| Step | Action |
|------|--|
| 1. | Verify all information in the grey fields is correct. Contact MDHEWD at (800) 473-6757, option 4 if the information does not match the student's record. |
| 2. | Enter the number of credit or clock hours in <i>Hours 1</i> and the rate for those hours in <i>Hourly Rate 1</i> . Enter values in additional <i>Hours</i> and <i>Hourly Rate</i> field pairs as necessary. |
| 3. | Enter the total for all institutional fees in <i>Fees</i> ; if there are no fees, enter zero (0). |
| 4. | Enter the total for all non-loan aid in <i>Other Non-loan Aid Amount</i> ; if there is no other non-loan aid, enter zero (0). |
| 5. | Verify that all information and amounts, including the <i>Requested Award</i> , are correct. Verify that the student is a U.S. citizen or permanent resident, a Missouri resident, and enrolled in eligible coursework. Check the certification attestation statement. |

Dual Credit Dual/Enrollment Certification Form

| | | | |
|-----------------|--|----------------|---|
| Last Name: | <input type="text" value="STUDENT"/> | First Name: | <input type="text" value="DCDE"/> |
| SSN: | <input type="text" value="654-65-4654"/> | Date of Birth: | <input type="text" value="04/01/2007"/> |
| Application ID: | <input type="text" value="1160"/> | | |

| | | | | | |
|----------|----------------------|----------------|-------------------------|------------|-------------------------|
| Hours 1: | <input type="text"/> | Hourly Rate 1: | \$ <input type="text"/> | Tuition 1: | \$ <input type="text"/> |
| Hours 2: | <input type="text"/> | Hourly Rate 2: | \$ <input type="text"/> | Tuition 2: | \$ <input type="text"/> |
| Hours 3: | <input type="text"/> | Hourly Rate 3: | \$ <input type="text"/> | Tuition 3: | \$ <input type="text"/> |

| | | | |
|--------------|----------------------|----------------|-------------------------|
| Total Hours: | <input type="text"/> | Total Tuition: | \$ <input type="text"/> |
|--------------|----------------------|----------------|-------------------------|

| | | | |
|---|----------------------------|----|----------------------|
| + | Fees: | \$ | <input type="text"/> |
| - | Other Non-loan Aid Amount: | \$ | <input type="text"/> |
| = | Requested Award: | \$ | <input type="text"/> |

I certify that I have verified this student is a U.S. citizen or permanent resident, Missouri resident, and enrolled in eligible coursework. I further certify that the information provided above is true and correct to the best of my knowledge.

Figure 3.6 Dual Credit/Dual Enrollment Certification Form

To submit the *Certification Form*, click the Certify button. A confirmation screen will appear. Clicking “No” cancels submission and returns to the *Certification Form*. Clicking “Yes” submits the certification.

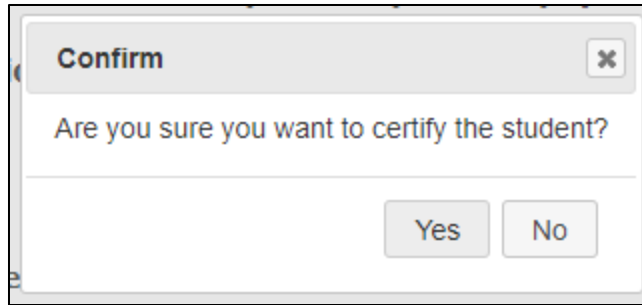


Figure 3.7 Certification Confirmation Button

If FAMOUS detects an error on the form and the student was not successfully certified, the *Certification Form* remains open and a red error message appears in the upper left corner of the screen. Correct the error(s) and resubmit the form. See **Appendix E** for a table of potential error messages, the issue behind each message, and the resolution for each.

Dual Credit Dual/Enrollment Certification Form

Hourly Rate 1 is incomplete.
 At least one Hour and Hourly Rate is required.
 Total Tuition is required.
 Requested Award is required.

| | | | |
|------------------------|--|-----------------------|---|
| Last Name: | <input type="text" value="STUDENT"/> | First Name: | <input type="text" value="DCDE"/> |
| SSN: | <input type="text" value="654-65-4654"/> | Date of Birth: | <input type="text" value="04/01/2007"/> |
| Application ID: | <input type="text" value="1160"/> | | |

| | | | | | |
|-----------------|---------------------------------|-----------------------|---------------------------------|-------------------|---------------------------------|
| Hours 1: | <input type="text" value="12"/> | Hourly Rate 1: | <input type="text" value="\$"/> | Tuition 1: | <input type="text" value="\$"/> |
| Hours 2: | <input type="text"/> | Hourly Rate 2: | <input type="text" value="\$"/> | Tuition 2: | <input type="text" value="\$"/> |
| Hours 3: | <input type="text"/> | Hourly Rate 3: | <input type="text" value="\$"/> | Tuition 3: | <input type="text" value="\$"/> |

| | | | |
|---------------------|----------------------|-----------------------|---------------------------------|
| Total Hours: | <input type="text"/> | Total Tuition: | <input type="text" value="\$"/> |
|---------------------|----------------------|-----------------------|---------------------------------|

| | | |
|---|----------------------------|--|
| + | Fees: | <input type="text" value="\$ 200.00"/> |
| - | Other Non-loan Aid Amount: | <input type="text" value="\$ 0.00"/> |
| = | Requested Award: | <input type="text" value="\$"/> |

I certify that I have verified this student is a U.S. citizen or permanent resident, Missouri resident, and enrolled in eligible coursework. I further certify that the information provided above is true and correct to the best of my knowledge.

Figure 3.8 Example of Dual Credit/Dual Enrollment Certification Error Messages

If a student was successfully certified, the Dual Credit/Dual Enrollment Certification Roster appears with the green message “<Student Name> was successfully certified” in the upper left corner of the screen. Please be aware that once a certification has been successfully submitted, it cannot be reviewed, changed, or deleted.

IMPORTANT: If a certification was submitted in error, please contact MDHEWD by 3 p.m. the same day at (800) 473-6757, option 4.

DCDE STUDENT was successfully certified.

Dual Credit/Dual Enrollment Certification

Select Academic Year: 2022-2023 ▼

Enter a full or partial SSN or Name or select a semester to filter the list.

Select a semester: Fall ▼

Filter By:

| Name | SSN | Certified |
|---------------|-----------|-----------|
| STUDENT, DCDE | 654654654 | N |

Figure 3.9 Dual Credit/Dual Enrollment Successful Certification Message

Page Intentionally Left Blank

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 users will continue to use the web browser after using FAMOUS, users 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 their institution's letterhead to access FAMOUS. Users create a user ID and password and select a secret word during the registration process.
- Applications for system access will be reviewed and approved or denied by security system administrators.
- User IDs, passwords, and secret words will provide a user with access to MDHEWD's FAMOUS-Security and FAMOUS-Postsecondary Institution/Workforce systems. In the FAMOUS-Postsecondary Institution/Workforce system, the user ID, password, and secret word will only provide access to the institution(s) indicated on the registration form and *User Agreement*.
- Proof of identity in the form of a shared secret security question and answer shall be presented to the security system when users have forgotten their user ID.
- 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 an on-screen message.
- 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 8 - 50 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)
 - At least one of these special characters: !@#\$%*()[]_-.?
- New passwords cannot have been used within the past five passwords.
- Users should consider the following guidelines when creating passwords.
 - Passwords should not to be related to the job or personal life, e.g., not a license plate number, spouse's name, telephone number, etc.
 - Passwords should not to 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

- Users create a password during the registration process for access to the FAMOUS-Postsecondary Institution/Workforce system.
- Users update passwords through the Update Login page in the MDHEWD Security system (<https://web.dhewd.mo.gov/security/login.faces>).
- The security system shall confirm password changes to users through an on-screen message.

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. Unsuccessful Login Requirements

- After each of the first four unsuccessful attempts to access FAMOUS, the user will receive a message indicating the access attempt was unsuccessful and prompting another attempt.
- After the fifth unsuccessful attempt to access FAMOUS, the user will be locked out for 15 minutes. An additional 15 minutes will be added for each subsequent unsuccessful attempt. For example, after the sixth unsuccessful attempt the user will be locked out for 30 minutes (15 + 15 = 30).
- After the twentieth unsuccessful attempt to access FAMOUS, the user will be permanently locked out and must contact MDHEWD for assistance.

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 ACCESS TO FAMOUS

To access FAMOUS and certify Dual Credit/Dual Enrollment student eligibility and awards, each user must have a system user ID, password, and secret word. To obtain system access, users must complete the on-line registration form and submit a completed *User Agreement* printed on institution letterhead.

Perform the following steps to obtain access to FAMOUS through MDHEWD’s Security System:

| Step | Action |
|------|---|
| 1. | <p>Go to the FAMOUS login page (https://web.dhewd.mo.gov/psi/login.faces) and click the Register link under the Go button. This will navigate to the Registration page of MDHEWD’s Security System, <i>or</i></p> <p>Go directly to the Security System (https://web.dhewd.mo.gov/security/registration.faces).</p> |
| 2. | <p>Complete the registration form on the Registration page. Required fields are indicated with an asterisk (*).</p> <p>Select <i>Post-Secondary Institutions</i> in the Requester Type field.</p> |
| 3. | <p>Request access to the FAMOUS-Postsecondary system drop down menu.</p> <ol style="list-style-type: none"> 1. Select FAMOUS-P.S.I. from the System drop-down menu. 2. Select the appropriate institution from the School drop-down menu. <p>Click the Add Access button. The information is saved and the top of the page displays. Scroll down to the User Access Table to view the information.</p> <p>If an institution has multiple campuses, users may request access for each applicable campus. Repeat this step for every campus needed in FAMOUS. Users cannot request access to another institution.</p> |

| Step | Action |
|------|--|
| 4. | <p>In the User Access section, select <i>Read-Only</i> or <i>Update</i> 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 indicated on the <i>User Agreement</i>. <u>Users must select Update access to certify Dual Credit/Dual Enrollment awards.</u></p> <p>Select the Remove button in any row that contains incorrect information. The selected row is removed from the User Access Table. After the information has been removed, users may re-enter the correct information by repeating steps 3 and 4.</p> |
| 5. | Click the “I’m not a robot” check box and follow the instructions. |
| 6. | <p>Click the Submit button. This transmits the registration to the MDHEWD.</p> <p>The Registration Submitted page appears along with a link to download the <i>User Agreement</i>. <u>Users must download the <i>User Agreement</i>, print it on the institution’s letterhead, complete it, and mail or fax it to the MDHEWD to complete the registration process.</u></p> <p>The Reset button will return all fields to their original values and no edits will be saved.</p> <p>The Cancel button will return the user to the Security login page and no edits will be saved.</p> |
| 7. | Users will receive an email from DHEWDSecurity when access has been approved or, if not approved, the reason it was not approved. |

APPENDIX E: DUAL CREDIT/DUAL ENROLLMENT CERTIFICATION ERRORS

A certification that was not successfully submitted will display a red error message in the upper left corner of the *Dual Credit/Dual Enrollment Certification Form* for each error detected by FAMOUS.

The following table identifies potential error messages, the issue behind each message, and the resolution for each. If MDHEWD assistance is required, call (800) 473-6757, option 4.

| Error Message | Issue | Resolution |
|--|--|---|
| At least one Hour and Hourly Rate is required. | All <i>Hours</i> and <i>Hourly Rate</i> fields are empty. | <i>Hours 1</i> and <i>Hourly Rate 1</i> fields must have values entered to calculate tuition cost. Enter a value into the <i>Hours 1</i> and/or <i>Hourly Rate 1</i> fields. |
| Hourly Rate 1/2/3 is incomplete. | A value is provided in the <i>Hours</i> or <i>Hourly Rate</i> field, but not in its corresponding field. | Enter a value in the corresponding <i>Hours</i> or <i>Hourly Rate</i> field. |
| Other Non-loan Aid Amount is required. | The <i>Other Non-loan Aid Amount</i> field is empty. | Enter the total amount of other non-loan aid that the student received or will receive in the field. If no other non-loan aid is expected, enter zero (0). |
| Fee Amount is required. | The <i>Fee Amount</i> field is empty. | Enter the total amount for institutional fees in the field. If no fees are charged, enter zero (0). |

| | | |
|---|--|---|
| Total Tuition is required. | The <i>Total Tuition</i> field is empty because there is not at least one completed <i>Hours</i> and <i>Hourly Rate</i> field pairs. | Enter values in at least one <i>Hours</i> and <i>Hourly Rate</i> field pairs for the system to automatically calculate the total tuition. |
| Total Tuition is over the limit. | Total Tuition exceeds \$100,000.00. | Total Tuition must be equal to or less than \$100,000. Verify values in all <i>Hours/Hourly Rate</i> field pairs. |
| Requested Award is required. | The <i>Requested Award</i> field is empty because at least one mandatory field (<i>Hours 1, Hourly Rate 1, Fees, or Other Non-loan Aid Amount</i>) is empty. | Enter values in all mandatory fields (<i>Hours 1, Hourly Rate 1, Fees, or Other Non-loan Aid Amount</i>) for the system to automatically calculate the requested award. Enter zero (0) if there are no fees and/or other non-loan aid. |
| Requested Award cannot be a negative number. Please verify the information before resubmitting. | The <i>Requested Award</i> is less than zero (0). A negative payment cannot be requested. | Verify the values entered in all editable fields are correct. If the <i>Requested Award</i> amount is still negative, do not certify the student. A zero (0) award may still be certified. |
| The form must be certified before it can be submitted. | The box to the left of the certification attestation statement has not been checked. | Verify all information in the <i>Certification Form</i> is correct and that the student is a U.S. citizen or permanent resident, a Missouri resident, and enrolled in eligible coursework. Check the box to the left of the certification attestation statement. |

| | | |
|--|---|---|
| <p>Disbursement not complete from prior certification.</p> | <p>An award is being requested before the previously requested award has been completed and moved to Paid status.</p> | <p>Wait until the previously requested award has been completed to submit a new request. Award requests are usually completed 3-5 days after the certification was submitted.</p> <p>Check award status on the student's Awards/Disbursements tab in <i>Student Details</i>.</p> |
|--|---|---|

APPENDIX F: CONTACT INFORMATION

If you have questions regarding the Dual Credit/Dual Enrollment Scholarship, contact:

Financial Aid Call Center

(800) 473-6757, option 4

mdhestudentportal@dhewd.mo.gov

Amy Haller, Senior Associate – Financial Aid

(573) 526-7958

amy.haller@dhewd.mo.gov

Erik Anderson, Director – Financial Aid

(573) 751-2444

erik.anderson@dhewd.mo.gov

If necessary, information may be faxed to (573) 751-6635.