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NEW Overview of MiSSG

MiSSG allows financial aid professionals, referred to as School Users, to work with student records, clear errors, run reports, and perform awarding tasks such as certification, requesting reimbursement, and award adjustments. MiSSG also tracks and posts payments from MI Student Aid to postsecondary institutions for the supported grant programs.

NEW MiSSG User Accounts

College Security Access Forms

For college financial aid professionals to have access to MiSSG, they must complete the [College Security Access Form](#) (each academic year). A username and temporary password will be assigned by MI Student Aid and emailed to the authorized MiSSG user.

Locating MiSSG

Navigate to MiSSG at michigan.gov/mistudentaid.

Click the Log In' button.

MiSSG and FAFSAs

MiSSG is loading 2023-24 FAFSAs. Use the 'Reports' feature in MiSSG to view a listing of your eligible students and to assist students who may need additional support.

MiSSG Portal Resources

[MiSSG File Formats](#)

[MiSSG Payment Schedule](#)

MiSSG College Aid Administrator Portal

The MiSSG College Aid Administrator Portal is your way to access data about the students at your institution.

[Log In](#) [Need Access](#) [MiSSG Technical Manuals](#)

NEW MiSSG Feature

Home Tab

The Home tab displays MiSSG news and updates frequently, providing timely processing information, deadline dates, etc.

MiSSG

Home

News

As of January 28, 2022

Welcome to MiSSG! If you have a question, suggestion, or need assistance, please email mistudentaid@michigan.gov or call 1-888-447-2687.

Upcoming deadlines

Known Issues

Aid Administrator Resources

- [State Program Procedures Manual - Overview of Operations for Financial Aid Professionals](#)
- [MiSSG Manual for Aid Administrators](#)
- [GovDelivery Messages to Aid Administrators](#)

Michigan Competitive Scholarship

Michigan Tuition Grant

Tuition Incentive Program

Children of Veterans Tuition Grant

Fostering Futures Scholarship

MI CEAR UP Scholarship

MI Future Educator Fellowship

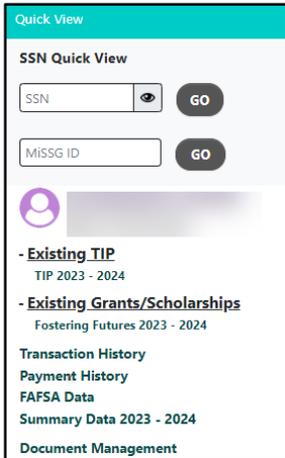
MI Future Educator Stipend

Quick View

Using Quick View

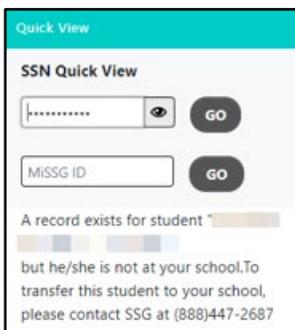
To view a student's record in MiSSG, enter the MiSSG ID or Social Security number (SSN) in Quick View Box and click the 'Go' button. To use the Quick View Feature, one of the following MUST have occurred:

- Your institution is the 1st Michigan school listed on the student's FAFSA.
- The student was transferred to your institution.



The screenshot shows the 'Quick View' interface with a teal header. Below the header is the 'SSN Quick View' section, which includes two input fields: 'SSN' and 'MiSSG ID', each with a 'GO' button. Below the input fields is a blurred student profile picture. Underneath, there are several menu items: '- Existing TIP' (with sub-item 'TIP 2023 - 2024'), '- Existing Grants/Scholarships' (with sub-item 'Fostering Futures 2023 - 2024'), 'Transaction History', 'Payment History', 'FAFSA Data', 'Summary Data 2023 - 2024', and 'Document Management'.

If a student has not filed a Free Application for Federal Student Aid (FAFSA) or has not updated their current year records in the MiSSG Student Portal by selecting your institution as their school of choice, you will get the following error message:



The screenshot shows the 'Quick View' interface with a teal header. Below the header is the 'SSN Quick View' section, which includes two input fields: 'SSN' (with a masked value '.....') and 'MiSSG ID', each with a 'GO' button. Below the input fields, there is an error message: 'A record exists for student [redacted] but he/she is not at your school. To transfer this student to your school, please contact SSG at (888)447-2687'.

Using MiSSG Search Feature

If you do not have a student's full SSN or MiSSG ID, you can search for the student's information by using MiSSG's Search feature. Click on the 'MiSSG' menu item on the left navigation bar. Then click on 'Search.' You may use as many fields as needed, using additional fields will improve the speed of your search.

Parameters for search fields:

1. Last Name – Not case sensitive, but punctuation matters.
2. First Name – Not case sensitive, but punctuation matters.
3. Date of Birth – Eight digits – mm/dd/yyyy (do not type slashes in date field).
4. SSN First 5 – Up to five digits of SSN.
5. SSN Last 4 – Up to last four digits of SSN.

Additional Search Criteria:

6. Select Academic Year from drop down menu.
7. Select Aid Program from drop down menu.

Click the 'Submit Criteria' button to begin your search.

SSN	Name	Date Of Birth	Aid Program	AC Year	Eligibility Status	Current Institution
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Eligible	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Eligible	[Redacted]

Student Application Features

Fields Updatable by School Users

Institutions can utilize the student application page to update many fields that can impact student eligibility for F4F. The following example student includes fields that an Admin 1 school user can edit.

Blank or Incorrect High School Data

Financial Aid Administrators can add or update a student's high school graduation year once it has been verified by following the [instructional guide](#) provided.

F4F Application Status: Eligible and Ineligible Messages

Check the eligibility status of a F4F student. If status is Eligible, the student may receive F4F benefits. If status is ineligible, one or more of the following reasons will be listed:

Futures for Frontliners	
Status:	Ineligible
Reason(s):	Pending FAFSA Additional Info Needed for Industry Verification Additional Info Needed for Wages Verification

Citizenship Status

Student must be a U.S. citizen, permanent resident, or approved refugee.

Ineligible Institution

Student must be attending an eligible institution for F4F. Ineligible institution flag will appear if no institution is selected.

Default or Refund Owed on State Financial Aid

Student must not be in default or refund owed on Federal financial aid.

Student Not MI Resident

Student must be a resident of Michigan. If a dependent student, parent must be a resident of Michigan.

Pending FAFSA

Student must have a FAFSA on file for the academic year.

Prior Degree Earned

Student cannot have a prior degree.

Industry Not Verified

Student must have worked in an essential industry verified by Unemployment Insurance Agency (UIA) or employer.

Wages Not Verified

Student must have earned a certain wage verified by Unemployment Insurance Agency (UIA) or employer.

GPA Requirement Not Met

For renewal, student must maintain a cumulative 2.0 GPA.

Did Not Begin on Time

Student must enroll and receive first payment by Fall 2021.

Futures for Frontliners (F4F) Features

School Profile

Contact information for your institution is stored in your school profile. It is important to keep this record up to date.

Contact information is program specific. If you have different staff working on different State of Michigan programs, you will need to provide separate contact information for each program under the School Profile tab.

To view/update your profile information for F4F, click the 'Futures for Frontliners' menu item on the left navigation bar. Then click on 'School Profile.'

The screenshot shows a web interface for managing school profiles. On the left is a vertical navigation menu with items like 'MiSSG', 'Michigan Competitive Scholarship', 'Michigan Tuition Grant', 'Tuition Incentive Program', 'Children of Veterans Tuition Grant', 'Survivor Tuition Grant', 'Fostering Futures Scholarship', 'Dual Enrollment', 'MI GEAR UP Scholarship', 'Futures for Frontliners' (highlighted in teal), 'Award Rules', 'School Profile' (with a red arrow), 'Payment History', 'Clear Ineligible Reasons', 'Reimbursement Request', 'Michigan Reconnect Scholarship', and 'Quick View'. The main area is titled 'View School Profile' and includes a 'Change Academic Year' dropdown. It is divided into two sections: 'Academic Year' and 'Program: Futures for Frontliners'. The 'Academic Year' section contains fields for School OECODE, School Branch, Vendor ID, School Name, Address, Address2, City, State, Zip Code, Phone Number, Fax Number, Parent Institution, School Type, Term Type, Dormitory, and Closed. The 'Program: Futures for Frontliners' section contains fields for Mail Code (001), Contact Name, Contact Title, Contact Email Address, Phone Number, Fax Number, Secondary Contact Name, Secondary Contact Title, Secondary Contact Email Address, Secondary Phone Number, Secondary Fax Number, and Active (Yes). At the bottom are buttons for COMMENTS, UPDATE, TRANSACTION HISTORY, PAYMENT HISTORY, and CANCEL.

F4F Payment History

The Payment History section displays information about F4F payments made to your institution during the selected academic year. The date of the payment, the quarter the payment was made, and the amount of the payment is provided.

To view Payment History, click the 'Futures for Frontliners' menu item on the left navigation bar. Then click on 'Payment History.'

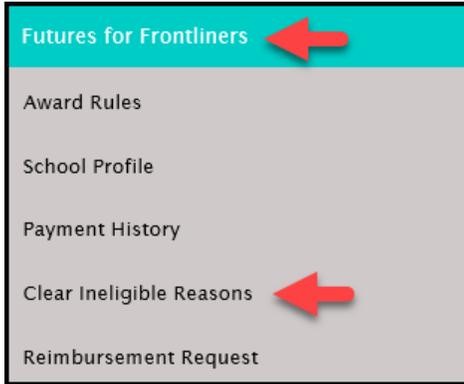
MISSG
Michigan Competitive Scholarship
Michigan Tuition Grant
Tuition Incentive Program
Children of Veterans Tuition Grant
Survivor Tuition Grant
Fostering Futures Scholarship
Dual Enrollment
MI GEAR UP Scholarship
Futures for Frontliners
Award Rules
School Profile
Payment History 
Clear Ineligible Reasons
Reimbursement Request
Michigan Reconnect Scholarship
Quick View

Payment History							
Current Balance: N/A				Change Academic Year <input type="text"/>			
Academic Year 2020-2021							
Date	Batch Number	Warrant/EFT Number	Program	Quarter	Type	Payment Amount	
2/3/2021			F4F	3	Q3 Payment	\$6,050.00	
1/29/2021			F4F	2	Q2 Payment	\$10,950.00	
Total:						\$17,000.00	
<input type="button" value="CANCEL"/>							

Clear Ineligible Reasons

The Clear Ineligible Reasons displays a listing of student based on ineligible reasons of:

- Citizenship Status
- Non-Michigan Resident
- Loan Default and/or Refund Owed on Federal Financial Aid
- GPA Requirement Not Met



The quantity of students on each list is next to each ineligible reason. In the example below, 6 students at the institution are ineligible for Citizenship Status, 93 due to Non-Michigan Resident status, and 68 due to Loan Default.

Clear Ineligible Reasons - Futures for Frontliners	
Change Academic Year	<input type="text"/>
Citizenship Status	6
Non-Michigan Resident	93
Loan Default and/or Refund Owed on Federal Financial Aid	68
GPA Requirement Not Met	0

When one of the ineligible reasons is selected, it will provide the student SSN, name, address, and a checkbox. If your institution has documentation on file to clear the student of the ineligibility reason, check the box to do an override, and click on the 'Save' button. You also have the option to 'Hide' a student from appearing on the roster in the future.

Clear Ineligible Reasons Futures for Frontliners				
Citizenship Status				
Please review student(s) on individual basis. Once ineligibility reason is cleared, please check the override box.				
<input type="checkbox"/> Show Hidden Records				
SSN	Name	Address	Citizenship Eligible	Hide
[blurred]	[blurred]	[blurred]	<input type="checkbox"/>	<input type="checkbox"/>
[blurred]	[blurred]	[blurred]	<input type="checkbox"/>	<input type="checkbox"/>
[blurred]	[blurred]	[blurred]	<input type="checkbox"/>	<input type="checkbox"/>
[blurred]	[blurred]	[blurred]	<input type="checkbox"/>	<input type="checkbox"/>

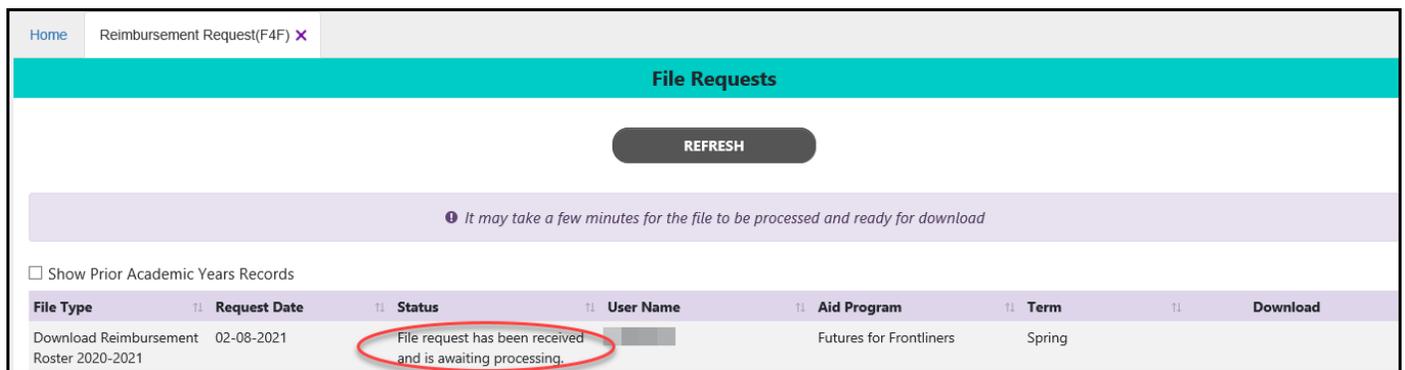
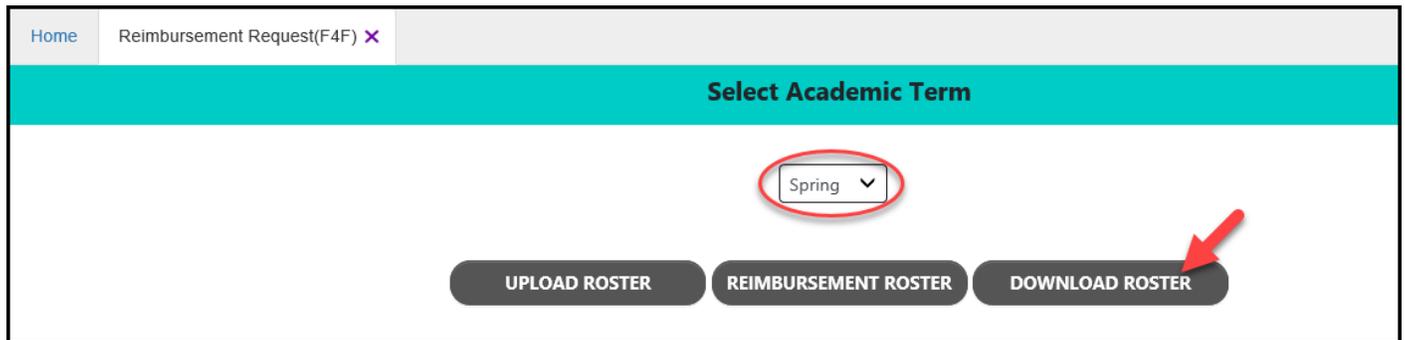
F4F Reimbursement Request

F4F Reimbursement Request Download File

To download a list of your eligible F4F students, click the 'Futures for Frontliners' menu item on the left navigation bar. Click on 'F4F Reimbursement Request.'

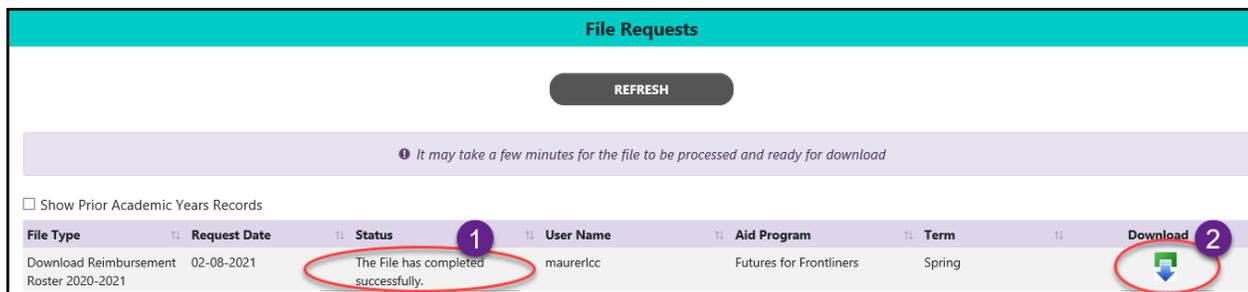
MISSG
Michigan Competitive Scholarship
Michigan Tuition Grant
Tuition Incentive Program
Children of Veterans Tuition Grant
Survivor Tuition Grant
Fostering Futures Scholarship
Dual Enrollment
MI GEAR UP Scholarship
Futures for Frontliners
Award Rules
School Profile
Payment History
Clear Ineligible Reasons
Reimbursement Request 
Michigan Reconnect Scholarship
Quick View

Select the semester/term you want to download a roster for. Then click the 'Download Roster' button. (We suggest using this file as a starting point to create your Upload Reimbursement file.) The File Requests screen appears.



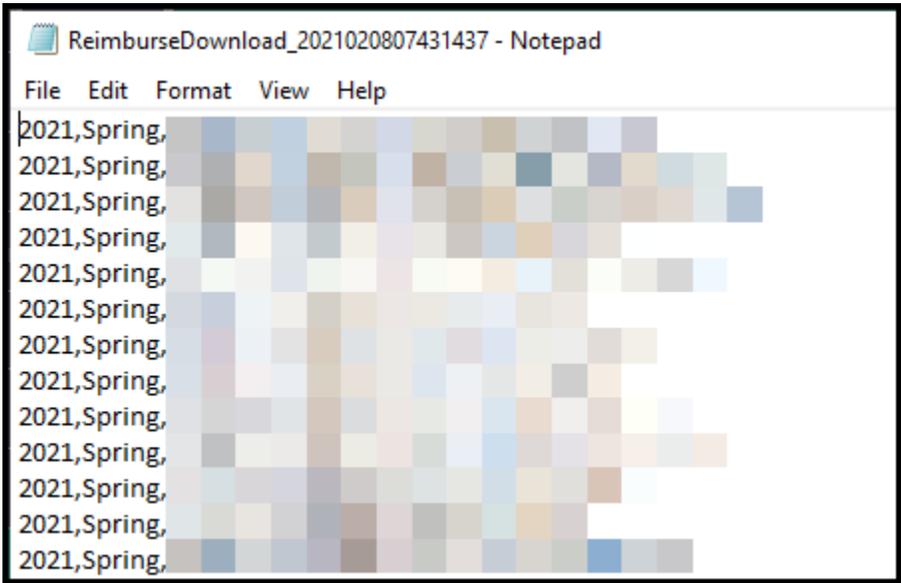
Observe the status column of the File Requests screen. After a minute or two, if you do not see "The File has completed successfully" message, click the 'Refresh' button at the top of the screen.

When the file has completed (step 1), you can download the file by clicking on the download arrow icon on the right side of the file request's line (step 2).

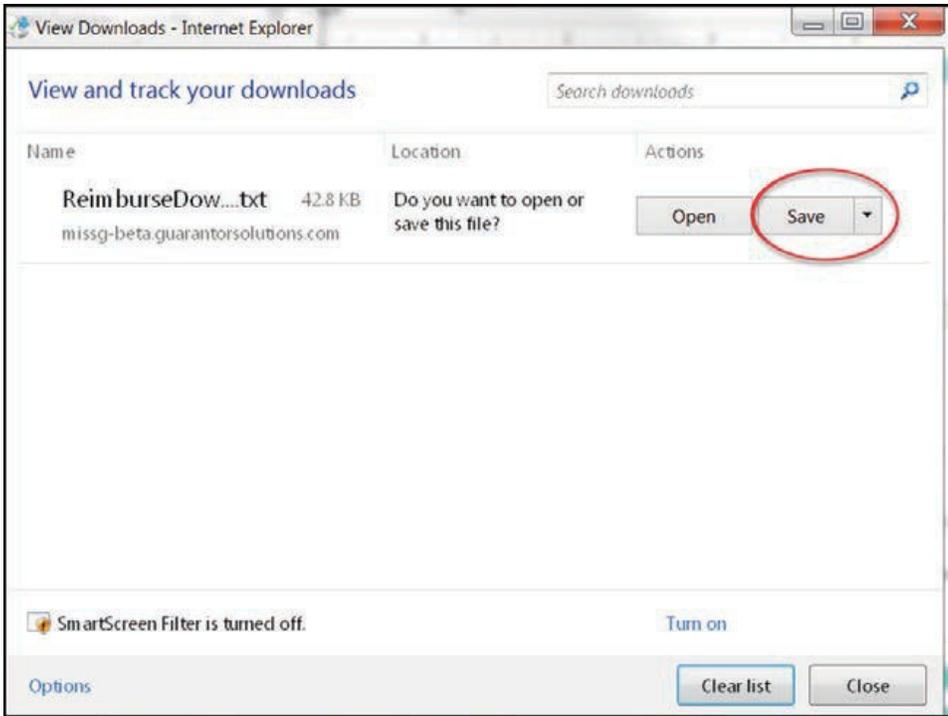


After clicking on the download icon, you will be given the option to OPEN or SAVE the file.

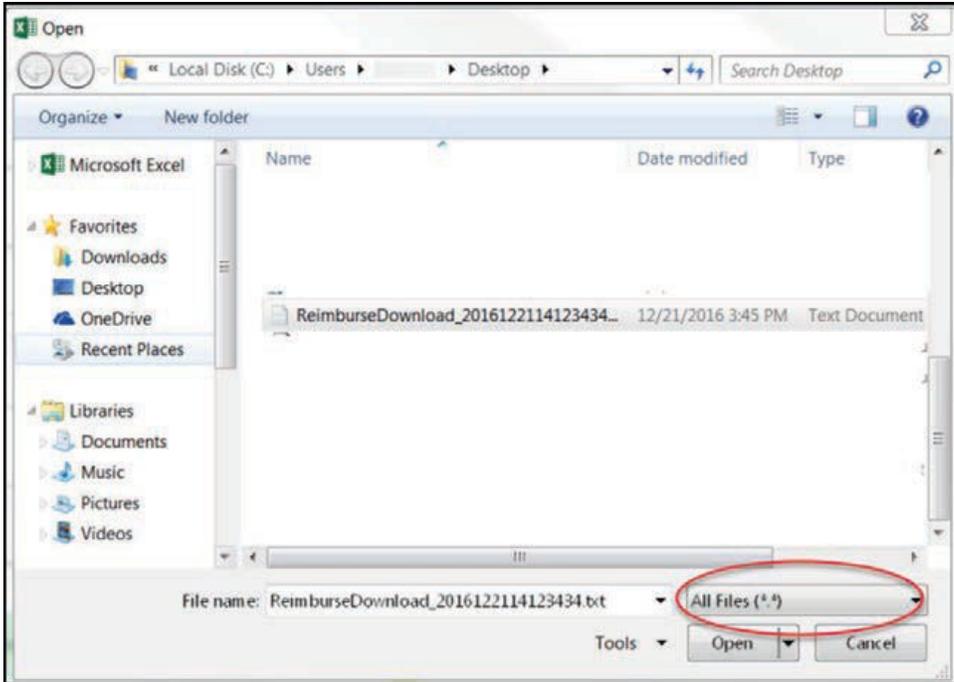
To OPEN the file, click on 'OPEN.' The text file will be structured as a Comma Separated Values (CSV).



To SAVE the file in a different location, click the arrow next to save and select Save As instead. It is recommended (not required) that you rename the file as you save it.

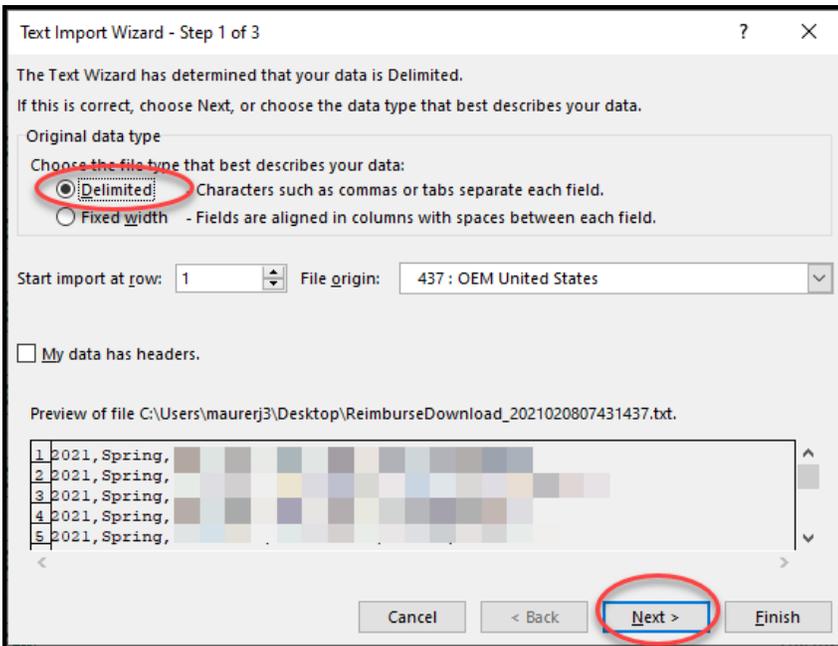


After downloading, open your text file by using Excel.



Change the "file type" to All Files (*.*) to allow Excel to locate your .txt file.

The Text Import Wizard will appear after you select your text file and click open.



Step 1 – Select 'Delimited' as the type of file. Then click the 'Next' button.

Your file of eligible students will be displayed as a spreadsheet.

Your download file is a Comma Separated Values (CSV) format. All fields are delimited by a comma and there is a Carriage Return Line Feed (CRLF) at the end of each row. Your download file contains the following fields:

F4F REIMBURSEMENT ROSTER - DOWNLOAD FILE LAYOUT

The layout of the **F4F Download Reimbursement Roster File** is:

- The format for the file is “Comma Separated Values” (CSV)
- All fields are delimited by a comma (,)
- Carriage Return Line Feed (CRLF) at the end of each row

Field Name	Type	Field Description
Academic Year	Numeric	Award Year (all records in the file must contain the same value) <i>Use ending year - if the acyear is 2020-2021 this field must contain 2021)</i>
Term	Alphanumeric	Term being requested for reimbursement (all records in file must contain the same value) Valid values include: “Fall” “Winter” “Spring” “Summer”
SSN	Numeric	Student’s Social Security Number
Date of Birth	Date (mm/dd/ccyy)	Student’s Date of Birth – will include slashes
Last Name	Alphanumeric	Student’s Last Name
First Name	Alphanumeric	Student’s First Name

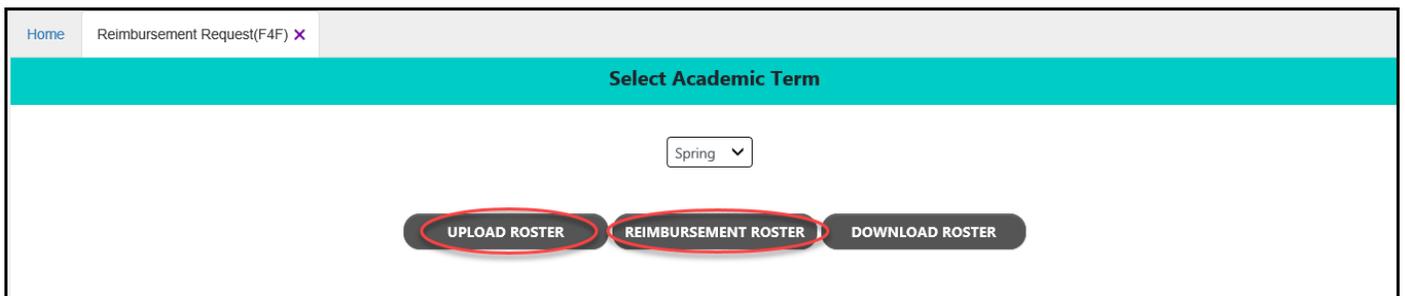
F4F Reimbursement Request Upload File

To request reimbursement, click the 'Futures for Frontliners' menu item on the left navigation bar. Then click on 'F4F Reimbursement Request.'



You will be given two reimbursement choices:

- Upload Roster (Batch Reimbursement Requests)
- Reimbursement Roster (Individual Student Requests)



It is always recommended to use the most recent download file possible when creating an upload file.

Request Reimbursement Using Upload Roster

You can use your download roster as a starting point, or you can create a new file to upload to MiSSG. Your upload file must be in a CSV format. All fields must be delimited by a comma, including non-required or empty fields. Every row must contain nine fields. Your file must follow the file format below.

F4F REIMBURSEMENT ROSTER - UPLOAD FILE LAYOUT

The layout of the F4F Upload Reimbursement Roster File is:

- The format for the file is "Comma Separated Values" (CSV)
- Numeric fields cannot contain decimals unless specified
- All fields are delimited by a comma (,)
- Carriage Return Line Feed (CRLF) at the end of each row

MAX Len	Field Name	Type	Req	Field Description
4	Academic Year	Numeric	Y	Award Year (all records in the file must contain the same value) <i>Use ending year - if the acyear is 2020-2021 this field must contain 2021)</i>
6	Term	Alphanumeric	Y	Term being requested for reimbursement (all records in file must contain the same value) Valid values include: "Fall" "Winter" "Spring" "Summer"
9	SSN	Numeric	Y	Student's Social Security Number
10	Date of Birth	Date (mm/dd/ccyy)	Y	Student's Date of Birth – must include slashes
16	Last Name	Alphanumeric		Student's Last Name
20	First Name	Alphanumeric		Student's First Name
2	Credit Hours	Numeric	Y	Number of Credit Hours – may contain a decimal
8	Tuition for Credit Hours and Fees	Numeric	Y	Tuition for Credit Hours and Mandatory Fees charged to F4F – may contain a decimal
8	Tuition for Contact Hours	Numeric	Y	Tuition for Contact Hours charged to F4F – may contain a decimal
1	Eligible No Reimbursement?	Alphanumeric		If uploading a \$0 reimbursement to track enrollment as student is eligible for F4F but not receiving an award, insert a value of 'Y' If 'Y' entered, both Tuition fields must contain a value of '0'

A record will be rejected for the following:

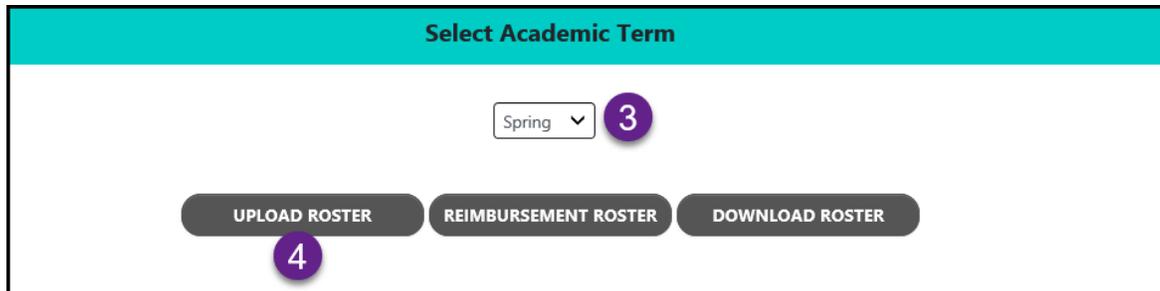
- Invalid data
- Student must be eligible for F4F
- Student cannot already have an F4F reimbursement for the term
- The 'Credits' entered, plus the sum of the credits for any reimbursements/adjustments for the same term, must be greater than or equal to 6

If not using the downloaded roster, prior to uploading your file, you should compare the students in your upload file to the list of eligible students in MiSSG. If students do not appear on the list from MiSSG, you must contact SSGO and request those students to be transferred to your institution PRIOR to uploading your file for reimbursement. You can also request that students go to the MiSSG Student Portal and select your institution as their school of choice.

After verifying every student you wish to include in your reimbursement request is listed in your upload file, you must make sure your file is in a CSV format before uploading to MiSSG.

When your file is complete and in the proper format, you can upload the file to MiSSG. To upload your file:

1. Click on the 'Futures for Frontliners' menu item on the left navigation bar.
2. Click on 'TIP Reimbursement Request.'
3. Select the 'Academic Term' you are requesting reimbursement for.
4. Click the 'Upload Roster' button.



Next you will see the status of your uploaded file. The message "File request has been received and is awaiting processing" means MiSSG is waiting to process the file. Eventually, the message will change to "The file is being executed."

Check the status in a few minutes.

It is important that the aid administrator checks the file request to verify if the file was successful or not. The status "The file has completed successfully" will display if there were no rejected records. Non-rejected records will have processed though. "The file has been processed, but errors were found" status will display if there were rejected records.

File Requests							
REFRESH							
<i>It may take a few minutes for the file to be processed and ready for download</i>							
<input type="checkbox"/> Show Prior Academic Years Records							
File Type	Request Date	Status	User Name	Aid Program	Term	Download	
Upload F4F Reimbursement Request 2020-2021	02-08-2021	The File has been processed but errors were found.		Futures for Frontliners	Spring		
Upload F4F Reimbursement Request 2020-2021	02-08-2021	The File has been processed but errors were found.		Futures for Frontliners	Spring		
Download Reimbursement Roster 2020-2021	02-08-2021	The File has completed successfully.		Futures for Frontliners	Spring		

To find out what errors are within a file, click on the status message. The status will indicate the line the error was found on and the cause of the error. The "System errors were found" status message will display if there was a problem with the file's layout. No records or awards were processed if this displays. Refer to the Upload File format for file specifications.

File Processing Information	
File Date:	
File Name:	f4fuploadfile_2021020808192682.txt
Processing Messages	
Number of Records Read from File = 10	
Line:1 Error - SSN is invalid.	
Line:1 Error - Date of Birth is invalid.	

It is important to check to see all records were processed correctly. If records did not process, then the reimbursement request was not received by MiSSG. When quarterly payment files are created, only received reimbursement requests are included for payment.

There are three ways to resubmit your request.

1. You can correct your original file and upload it again.
 - a. If you resubmit your original file with required corrections, you will see the following error messages for the student records that processed successfully the first time. There is no action required for these records. The system is simply indicating a request for reimbursement has already been received from your previous upload attempt.

File Processing Information

File Date:
 File Name: tipuploadfile_2016120114164343.txt

Processing Messages

Number of Records Read from File = 684

Line:1 Error:	A reimbursement request already exists for this term; additional requests must be submitted online.
Line:3 Error:	A reimbursement request already exists for this term; additional requests must be submitted online.
Line:5 Error:	A reimbursement request already exists for this term; additional requests must be submitted online.
Line:7 Error:	A reimbursement request already exists for this term; additional requests must be submitted online.
Line:9 Error:	A reimbursement request already exists for this term; additional requests must be submitted online.
Line:10 Error	A reimbursement request already exists for this term; additional requests must be submitted online.
Line:12 Error	A reimbursement request already exists for this term; additional requests must be submitted online.
Line:13 Error	A reimbursement request already exists for this term; additional requests must be submitted online.

2. You can create and upload a new file with only the students who need to be resubmitted.
3. You can use the online Request Reimbursement feature for those students who need to be resubmitted.

F4F Online Reimbursement Request

To begin an online reimbursement, you will need to load your Reimbursement Roster. Select 'Futures for Frontliners' menu item 'F4F Reimbursement Request' from the drop-down box the semester/term for which you are requesting reimbursement. Then click the 'Reimbursement Roster' button.

Futures for Frontliners ←

Award Rules

School Profile

Payment History

Clear Ineligible Reasons

Reimbursement Request ←

Select Academic Term

UPLOAD ROSTER
REIMBURSEMENT ROSTER
DOWNLOAD ROSTER

Your roster will show all eligible F4F students who have indicated your institution as their college of choice for the term selected on their FAFSA or via the MiSSG Student Portal.

Home Reimbursement Request(F4F) X

Reimbursement Roster Futures for Frontliners

1902 Students Available for Reimbursement

Filter **APPLY FILTER** **REMOVE FILTER**

Student Selection: All Students Students without a Spring reimbursement

Page

Name	SSN	Date Of Birth	Reimburse
OMAR A. ABDULWAHHAB	[REDACTED]	[REDACTED]	REQUEST REIMBURSEMENT
AUSTIN I. ABRAHAM	[REDACTED]	[REDACTED]	REQUEST REIMBURSEMENT
JENIFER A. ACKLEY	[REDACTED]	[REDACTED]	REQUEST REIMBURSEMENT
RACHEL ACKLEY	[REDACTED]	[REDACTED]	REQUEST REIMBURSEMENT

Click the 'Request Reimbursement' button for the student you want to request reimbursement for.

Name	SSN	Date Of Birth	Reimburse
[REDACTED]	[REDACTED]	[REDACTED]	REQUEST REIMBURSEMENT
[REDACTED]	[REDACTED]	[REDACTED]	REQUEST REIMBURSEMENT
[REDACTED]	[REDACTED]	[REDACTED]	REQUEST REIMBURSEMENT

Enter the following:

1. Number of Credit Hours.
2. Amount of Tuition for Credit Hours and Mandatory Fees.
3. Amount of Tuition for Contact Hours.
4. Click Save.

Note: You may also check the box, 'Eligible No Reimbursement' for the student if they meet the eligibility requirements for the award, but cannot receive a reimbursement due to other gift aid. You will need to enter the 'Number of Credit Hours', "0" for the 'Tuition for Credit Hours and Mandatory Fees', and "0" for 'Tuition for Contact Hours.'

F4F Reimbursement Request

Academic Year

Number of Credit Hours 1

Tuition for Credit Hours and Mandatory Fees 2

Tuition for Contact Hours 3

 Eligible No Reimbursement

Upon submitting this invoice, I confirm:

- All credits billed are part of a Pell-eligible associate degree or occupational certificate program in which the student is enrolled
- The student is *enrolled* in at least 6 credit hours for the quarter billed
- The student has earned at least 12 credit hours over the previous 12 months if the student has been enrolled more than one year
- The student is in good standing going into the quarter being billed as a result of a 2.0 GPA for courses taken as a F4F participant
- The student has not exhausted the four-year F4F limit

4

For each student who needs to have a reimbursement request created, click on their corresponding Request Reimbursement button and repeat steps 1 through 4.

If an adjustment is made to the student's financial aid package allowing them to be eligible for a reimbursement amount after the student was previously marked 'Eligible No Reimbursement,' the MiSSG School user will need to delete the reimbursement request from the student's record within the academic year program application before submitting a new reimbursement request.

Reimbursement Information

Summer Reimbursement Data: DELETE

Credits 12.00

Tuition and Mandatory Fees \$0.00

Contact Hours \$0.00

Adjustments for F4F Reimbursement

Processing a Refund

To process a refund through MiSSG:

1. Enter the student's SSN in the SSN Quick View box.
2. Click on 'Payment History.'
3. In the shaded purple area, look for the current academic year for which you need to return funds.
4. Click on the payment amount you need to adjust. The amount will be a link to the refund screen.

Note: You must have F4F Administrator 1 user rights to process F4F refunds.

SSN Quick View

GO
1

- Existing MCS/MTG**
MCS/MTG 2020 - 2021
- Existing TIP**
TIP 2020 - 2021
- Existing Grants/Scholarships**
F4F 2020 - 2021

Transaction History

- Payment History** 2
- FAFSA Data

Academic Year 2020 - 2021 3					
Date	Program	Institution	Term	Type	Amount
2021/02/03	Futures for Frontliners		Spring	Payment	\$2200.00 4

Reducing a F4F Award

Refund Example #1 – Refund due to other financial aid. A student had an outside scholarship in the amount of \$1,000.

The screenshot shows a web form titled "Enter Adjustment". The form has a teal header and a purple sub-header. Below the header, there are several fields for data entry:

- School:** A dropdown menu with a greyed-out selection.
- Program:** A dropdown menu with "F4F" selected.
- Credits:** A text input field containing "15.00". Below it is the text "(including any prior paid adjustments and ready to pay payments)".
- Tuition and Mandatory Fees Paid:** A text input field containing "2000.00". Below it is the text "(including any prior paid adjustments and ready to pay payments)".
- Contact Hours Paid:** A text input field containing "200.00". Below it is the text "(including any prior paid adjustments and ready to pay payments)".
- Credit Adjustment:** A text input field containing "0". A purple circle with the number "1" is next to it.
- Tuition and Mandatory Fees Adjustment Amount:** A text input field containing "1000". A purple circle with the number "2" is next to it.
- Contact Hours Adjustment Amount:** A text input field containing "0". A purple circle with the number "3" is next to it.

At the bottom of the form, there are two buttons: "SAVE" and "CANCEL". A purple circle with the number "4" is next to the "SAVE" button.

1. Enter Credit Adjustment. (In this example, it is zero because you do not reduce credit hours when applying other aid.)
2. Enter Tuition and Mandatory Fees Adjustment. (In this example, it is 1000 because that is the amount of the outside scholarship and the amount you want to reduce the reimbursement by.)
3. Enter Contact Hours Adjustment. (In this example, it is zero because you are not reducing contact hours.)
4. Click the 'SAVE' button.

Refund Example #2 – Refund due to student dropped/withdrew from class(es). A student dropped two credits at 100% refund. Amount to reduce reimbursement by is \$500 and contact hours are \$200.

The screenshot shows a form titled "Enter Adjustment" with a teal header and a purple sub-header. The form contains the following fields and values:

School	[Redacted]
Program	F4F
Credits	15.00
<i>(including any prior paid adjustments and ready to pay payments)</i>	
Tuition and Mandatory Fees Paid	2000.00
<i>(including any prior paid adjustments and ready to pay payments)</i>	
Contact Hours Paid	200.00
<i>(including any prior paid adjustments and ready to pay payments)</i>	
Credit Adjustment:	<input type="text" value="2"/> 1
Tuition and Mandatory Fees Adjustment Amount	<input type="text" value="500"/> 2
Contact Hours Adjustment Amount	<input type="text" value="200"/> 3
4	<input type="button" value="SAVE"/> <input type="button" value="CANCEL"/>

1. Enter Credit Adjustment. (In this example, it is 2 because student dropped 2 credits.)
2. Enter Tuition Adjustment. (In this example, it is 500 because tuition reimbursement is reduced \$500.)
3. Enter Contact Hours Adjustment. (In this example, it is 200 because contact hours are reduced.)
4. Click the 'SAVE' button.

Refund Example #3 – Refund dropped/withdrew from classes to less than half-time enrollment status. A student enrolled in 15 credits drops 10 of them. The remaining five credits is considered less than half-time enrollment which is insufficient enrollment to receive reimbursement. The amount to be refunded is the full \$2,200 since all funds must be refunded as student must be enrolled at least half-time to use F4F.

The screenshot shows a web form titled "Enter Adjustment". The form has a teal header and a purple sub-header. Below the header, there are several fields and buttons. The fields are: "School" (a dropdown menu), "Program" (F4F), "Credits" (15.00), "Tuition and Mandatory Fees Paid" (2000.00), "Contact Hours Paid" (200.00), "Credit Adjustment:" (input field with 15), "Tuition and Mandatory Fees Adjustment Amount" (input field with 2000), and "Contact Hours Adjustment Amount" (input field with 200). There are four numbered callouts: 1 points to the "Credit Adjustment" input field, 2 points to the "Tuition and Mandatory Fees Adjustment Amount" input field, 3 points to the "Contact Hours Adjustment Amount" input field, and 4 points to the "SAVE" button. The "SAVE" and "CANCEL" buttons are at the bottom of the form.

School	
Program	F4F
Credits	15.00
<i>(including any prior paid adjustments and ready to pay payments)</i>	
Tuition and Mandatory Fees Paid	2000.00
<i>(including any prior paid adjustments and ready to pay payments)</i>	
Contact Hours Paid	200.00
<i>(including any prior paid adjustments and ready to pay payments)</i>	
Credit Adjustment:	<input type="text" value="15"/>
Tuition and Mandatory Fees Adjustment Amount	<input type="text" value="2000"/>
Contact Hours Adjustment Amount	<input type="text" value="200"/>
4	<input type="button" value="SAVE"/>
	<input type="button" value="CANCEL"/>

1. Enter Credit Adjustment. (In this example, it is 15 because all credits must be reduced since none can be reimbursed at less than half-time enrollment.)
2. Enter Tuition and Mandatory Fee Adjustment. (In this example, it is 2000 because that is the full value and all credits are being refunded.)
3. Enter Credit Hours Adjustment. (In this example, it is 200 because that is the full value and all the credits are being reduced.)
4. Click the 'SAVE' button.

Requesting Additional Credits

To process an adjustment through MiSSG (bill for additional credits).

Example: Student added three credit class. Now it is necessary to bill F4F for three additional credit hours.

1. Enter the student's SSN in the SSN Quick View box.
2. Click on the current F4F year (example: F4F 2020-2021).
3. Click on the 'Reimbursement Request' button.

SSN Quick View

SSN GO 1



- Existing MCS/MTG
MCS/MTG 2020 - 2021

- Existing TIP
TIP 2020 - 2021

- Existing Grants/Scholarships
F4F 2020 - 2021 2

[Transaction History](#)
[Payment History](#)
[FAFSA Data](#)

Reimbursement Information					
Spring Reimbursement Data: REIMBURSEMENT REQUEST 3					
Credits	15.00				
Tuition and Mandatory Fees	\$2,000.00				
Contact Hours	\$200.00				
Payment Information					
Term	Aid Program	Institution	Enrollment	Status	Amount
Spring	F4F		Full-time	Paid	2200.00
Total:					2200.00
Program Totals					
Total Cumulative Paid		2200.00			

1. Enter number of Credit Hours to be added.
2. Enter additional Total Tuition for Credit Hours and Mandatory Fees for F4F.
3. Enter additional Tuition for Contact Hours.
4. Click 'SAVE.'

F4F Reimbursement Request

Academic Year

Number of Credit Hours 1

Tuition for Credit Hours and Mandatory Fees 2

Tuition for Contact Hours 3

Eligible No Reimbursement

Upon submitting this invoice, I confirm:

- All credits billed are part of a Pell-eligible associate degree or occupational certificate program in which the student is enrolled
- The student is *enrolled* in at least 6 credit hours for the quarter billed
- The student has earned at least 12 credit hours over the previous 12 months if the student has been enrolled more than one year
- The student is in good standing going into the quarter being billed as a result of a 2.0 GPA for courses taken as a F4F participant
- The student has not exhausted the four-year F4F limit

4

Reducing the Number of Credits – Before Payment

To process an adjustment to reduce the number of credits a student will be paid.

Example: Student dropped a two-credit class after reimbursement request was made in MiSSG. Payment is pending – Ready to Pay status.

1. Enter the student's SSN in Quick View Box.
2. Click on the current F4F year (example: F4F 2020-2021).
3. Click on 'Delete.'

SSN Quick View

GO 1

██████████

██████████

- Existing MCS/MTG

- MCS/MTG 2021 - 2022
- MCS/MTG 2020 - 2021
- MCS/MTG 2019 - 2020
- MCS/MTG 2018 - 2019
- MCS/MTG 2017 - 2018
- MCS/MTG 2016 - 2017
- MCS/MTG 2015 - 2016
- MCS/MTG 2013 - 2014

- Existing Grants/Scholarships

- F4F 2021 - 2022
- F4F 2020 - 2021 2

[Transaction History](#)

[Payment History](#)

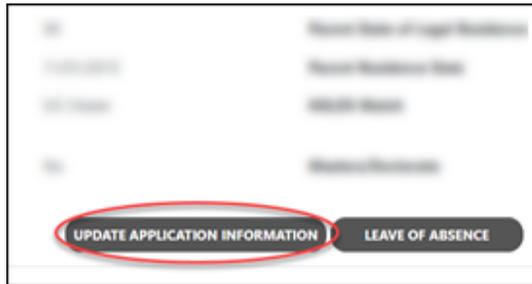
[FAFSA Data](#)

Reimbursement Information						
3						
Spring Reimbursement Data: DELETE REIMBURSEMENT REQUEST						
Credits	12.00					
Tuition and Mandatory Fees	\$1,500.00					
Contact Hours	\$600.00					
Payment Information						
Term	Aid Program	Institution	Enrollment	Status	Amount	
Spring	F4F	██████████	Full-time	ReadyToPay	2100.00	
					Total: 2100.00	
Program Totals						
Total Cumulative Paid 0.00						

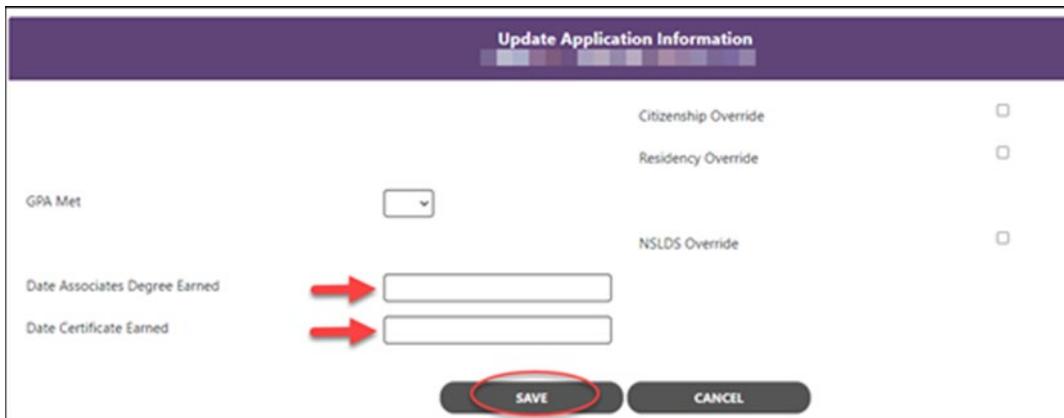
Associates Degree/Certificate Entry

MISSG School Users with an access level of Update 1 (U1) or Administrator 1 (A1) are now able to update a F4F student's record with the date they earned an associate degree and/or certificate. All other users can view the student's associate degree and/or certificate entry date. There are two ways to update the record:

- Manual update via the student's Application Information for those who have a current or next year record.
 - To process manually:
 1. From the student's Application Information section, select the 'Update Application Information' button.



2. Add the date degree/certificate earned and click, 'Save.'

A screenshot of the 'Update Application Information' form. The form has a purple header with the title 'Update Application Information'. Below the header, there are several fields and checkboxes. On the right side, there are three checkboxes: 'Citizenship Override', 'Residency Override', and 'NSLDS Override'. On the left side, there is a 'GPA Met' dropdown menu. Below that, there are two text input fields: 'Date Associates Degree Earned' and 'Date Certificate Earned'. Red arrows point to both of these input fields. At the bottom of the form, there are two buttons: 'SAVE' and 'CANCEL'. The 'SAVE' button is circled in red.

- File upload via the MiSSG menu option, 'Associates Degree/Certificate Entry.'
 - Note: This is the only option to use when trying to update associate degree/certificate date for prior year student records.
 - The file layout is available in MiSSG and is listed below:

ASSOCIATES DEGREE/CERTIFICATE EARNED - UPLOAD FILE LAYOUT

The layout of the **Associates Degree Earned File** is:

- The format for the file is "Comma Separated Values" (CSV)
- All fields are delimited by a comma (,)
- Carriage Return Line Feed (CRLF) at the end of each row

MAX Len	Field Name	Type	Req	Field Description
9	SSN	Numeric	Y	Student's Social Security Number
10	Date of Birth	Date (mm/dd/ccyy)	Y	Student's Date of Birth – must include slashes
16	Last Name	Alphanumeric		Student's Last Name
20	First Name	Alphanumeric		Student's First Name
10	Associates Degree Date	Date (mm/dd/ccyy)	Y (if no Certificate Date)	Date Associates Degree was earned – must include slashes
10	Certificate Date	Date (mm/dd/ccyy)	Y (if no Degree Date)	Date Associates Degree was earned – must include slashes

A record will be **rejected** for the following:

- Invalid data

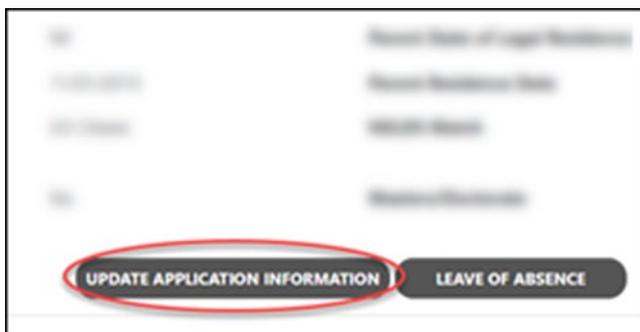
GPA Not Met

MiSSG School Users with an access level of Update 1 (U1) or Administrator 1 (A1) are now able to update a F4F student's record with the GPA Not Met to 'NO.' All other users can view the student's GPA Not Met.

There are two ways to update the record:

To process manually:

- From the student's Application Information section, select the 'Update Application Information' button.



- Go to GPA Met and select 'No' and click 'Save.'



To process via file upload:

- Select 'GPA Not Met Entry' from the F4F MiSSG menu option.
 - Note: This is the only option to use when trying to update GPA Not Met for prior year student records.
 - The file layout is available in MiSSG and is listed below:

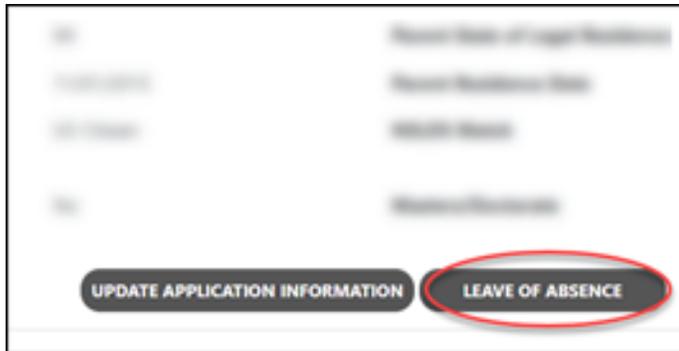
GPA NOT MET - UPLOAD FILE LAYOUT				
The layout of the GPA Not Met file is:				
<ul style="list-style-type: none"> • The format for the file is "Comma Separated Values" (CSV) • All fields are delimited by a comma (,) • Carriage Return Line Feed (CRLF) at the end of each row 				
MAX Len	Field Name	Type	Req	Field Description
9	SSN	Numeric	Y	Student's Social Security Number
10	Date of Birth	Date (mm/dd/ccyy)	Y	Student's Date of Birth – must include slashes
16	Last Name	Alphanumeric		Student's Last Name
20	First Name	Alphanumeric		Student's First Name
4	Academic Year	Numeric	Y	Academic Year in which the GPA fell below the minimum <i>Use ending year - if the acyear is 2021-2022 this field must contain 2022</i>
A record will be rejected for the following:				
<ul style="list-style-type: none"> • Invalid data • No record on file for the academic year indicated 				

Leave of Absence

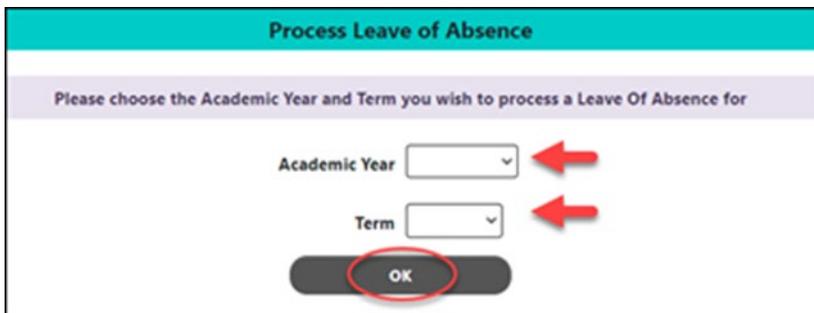
MiSSG School Users with an access level of Update 1 (U1) or Administrator 1 (A1) are now able to update Futures for Frontliners (F4F) students who have been approved for a Leave of Absence. All other users can view the student's Leave of Absence status. If the student is absent for more than one term, a Leave of Absence will need to be processed for each term.

To add a Leave of Absence to a student's record:

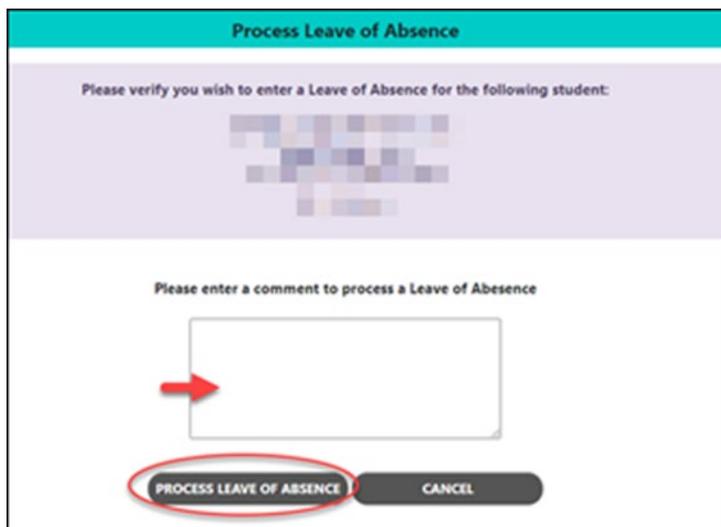
1. From the student's Application Information section, select the 'Leave of Absence' button.



2. Select the Academic Year and Term and click, 'Ok.'



3. Enter a comment and click, 'Process Leave of Absence.'



Additional details on the Leave of Absence policy are available in the following handbook:

- [Futures for Frontliners Handbook for Community Colleges](#)

Deleting Leave of Absence

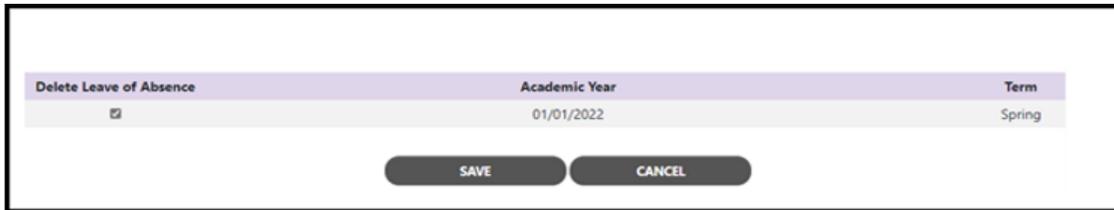
MISSG School Users with an access level of Update 1 (U1) or Administrator 1 (A1) are now able to update Futures for Frontliners (F4F) students if they need to delete a Leave of Absence.

To delete a Leave of Absence from a student's record:

1. From the student's Application Information section, select the 'Delete Leave of Absence' button.



2. Check the box, Delete Leave of Absence and click on SAVE.

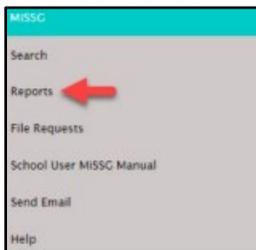


NEW

F4F Reports

MiSSG Reports

To access and view available reports, select the 'MiSSG' menu item and click, 'Reports.'



Activity Reports

Bulk Student Summary

This report contains summary data information including student name, if they are designated at the institution running the report, SSN, UIC, MiSSG ID, eligibility status for programs in the selected academic year at the student's current institution.

Eligible Students Report

All eligible students at the institution for the program in the selected academic year, including the payment amount per term. The payment amounts listed have either been paid or are the projected amount to be paid.

F4F Applicants Pending FAFSA

All F4F applicants at the institution with a completed application that do not have a FAFSA on file for the selected academic year.

Ineligible Student Report

All ineligible students at the institution for the program in the selected academic year, including the reason(s) for ineligibility.

School Totals Report

All students awarded at the institution for the program in the selected academic year, including the payment amount, broken down by term. The payment amounts listed have either been paid or are the projected amount to be paid.

Students Paid at Other Institution

Students eligible for the program at the school in the selected academic year, who received payments through MiSSG at another school in any academic year. The previous school and program are listed to assist schools in identifying from where a student may have transferred.

Rosters

Eligible No Reimbursement Roster

All students at the school in the selected academic year with \$0 reimbursement due to being flagged as "Eligible No Reimbursement" for the program for the term.

Information Roster

A data dump of contact, status, and application information for all students at the institution for the program in the selected academic year. Generated directly to Excel.

Payment Roster

All students at the institution in the selected academic year with a payment/adjustment record in a status of "Paid" for the program for the term, including the payment amount.

Ready to Pay Roster

All students at the institution in the selected academic year with a payment record in a status of "Ready to Pay" for the program for the term, including the payment amount.

NEW

F4F Year End Funds

Year End Refunds MiSSG will net out term payments. The ONLY time you will send a refund check is after the final payment has been made for the academic year and you have received specific communications from SSGO. Institutions must complete a [Refund Worksheet](#) if requested.

NEW

MiSSG Data Management System

MiSSG provides students, high school counselors, college financial aid personnel, and eligible training providers access to records, applications, and information from MI Student Aid.

Personally Identifiable Information and Data Security

“Personally Identifiable Information (PII)” shall refer to any data elements that could potentially identify a student, parent, or employee, and includes name, address, a personal identifier, such as Social Security number, date of birth, place of birth, etc. as defined in the Family Educational Rights and Privacy Act (FERPA).

When accessing MiSSG, School Users understand that MiSSG data, information, and reports are confidential and should be handled as such. When communicating with MI Student Aid staff regarding students, School Users understand that precautions should be taken to protect PII. This includes the use of MiSSG Student Identifiers (MiSSG ID) in the place of Social Security numbers and date of birth.

As a MiSSG user, School Users agree to take appropriate administrative, technical, and physical safeguards to protect the data from any unauthorized use or access. School Users agree to abide by all State and Federal regulations, including FERPA and will ensure that PII will be transmitted through secure methods only. Data must be encrypted during any transmissions. School Users agree to protect the data and information according to acceptable standards and no less rigorously than their institutions own confidential information. Identifiable level data will not be reported or made public. School Users shall report to the Director of MI Student Aid immediately, if a School User becomes aware of any use or disclosure of the confidential information in MiSSG in violation of any applicable laws.