MiSSG Manual

MI GEAR UP

MI Student Aid
Accessible • Affordable • Attainable

888-447-2687
mistudentaid@michigan.gov
michigan.gov/mistudentaid

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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 Student Scholarships Grants and Outreach (SSGO) to postsecondary institutions for the supported grant programs.

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 SSGO and emailed to the authorized MiSSG user.

Locating MiSSG

Navigate to MiSSG at michigan.gov/missg.

Click the 'Log In' button.

MiSSG Features

Home Tab

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

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.

Quick View

SSN Quick View

| SSN | 👁 | GO |

| MiSSG ID | | GO |

👤

- **Existing MCS/MTG**
  MCS/MTG 2023 - 2024
- **Existing TIP**
  TIP 2023 - 2024
- **Existing Grants/Scholarships**
  MI GEAR UP 2023 - 2024
  Michigan Achievement Scholarship 2023 - 2024

Transaction History
Payment History
FAFSA Data
Summary Data 2023 - 2024
Summary Data 2024 - 2025

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:

Quick View

SSN Quick View

| •••••••••• | 👁 | GO |

| MiSSG ID | | GO |

A record exists for student "⬚⬚⬚⬚⬚⬚

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.

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 MI GEAR UP. The following example student includes fields that an Admin 1 school user can edit. Admin 1 users will be required to enter in a 'Reason for Update.'

MI GEAR UP Scholarship Status: Ineligible Messages:

Check the eligibility status of a MI GEAR UP student. If the status is 'Eligible,' the student may receive MI GEAR UP Scholarship, so long as all eligibility requirements are met.

If the status is 'Ineligible,' one or more of the following reasons will be listed:

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

Default on Federal Financial Aid
The student cannot be in default on Federal financial aid.

Ineligible Institution
Student must be attending an eligible institution for MI GEAR UP. Ineligible institution flag will appear if no institution is selected.

Maximum Assistance
The student reached the maximum number of years of assistance to receive the MI GEAR UP Scholarship.

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

Not an Undergraduate Student
The student must be an undergraduate student per the FAFSA.

Pending FAFSA
Student must have a FAFSA on file.

Satisfactory Academic Progress Not Met
For renewal, student must maintain SAP as defined by the institution.

Waitlisted
The student has been placed on the wait list incase funds become available.

MI GEAR UP Features

School Profile

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

Contact information is program specific. If the institution has different staff working on different State of Michigan programs, the institution will need to provide separate contact information for each program under the School Profile tab.
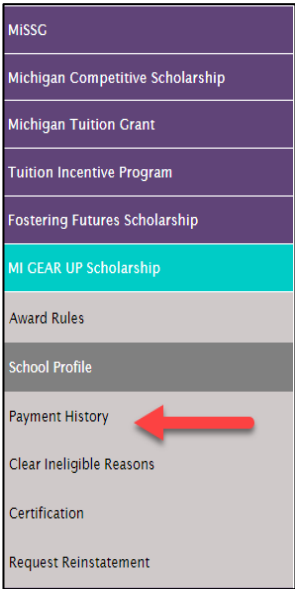
To view/update the 'School Profile' information for MI GEAR UP, click the 'MI GEAR UP' menu item on the left navigation bar. Then click on 'School Profile.'
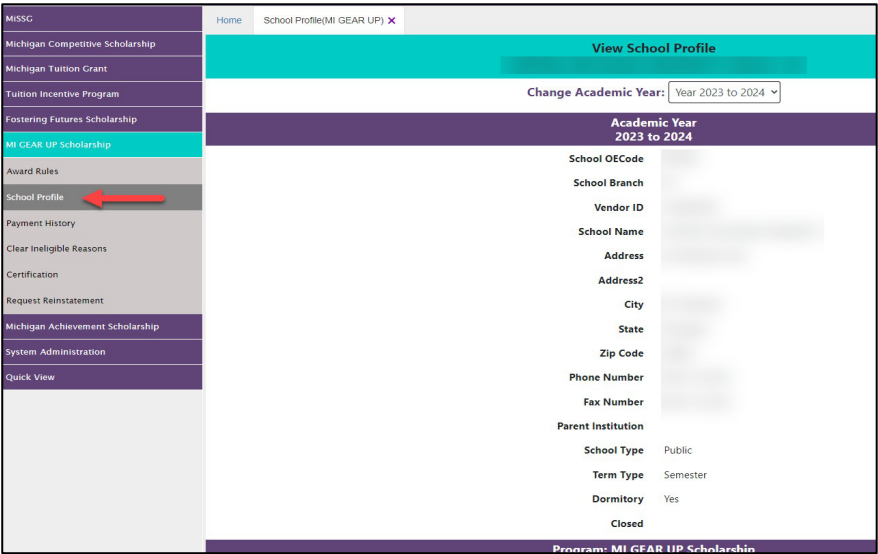
MI GEAR UP Payment History

The Payment History section displays information about MI GEAR UP payments made to institutions during the selected academic year. The date of the payment, the term the payment was made, and the amount of the payment is provided.

To view Payment History, click the 'MI GEAR UP' menu item on the left navigation bar. Then click on 'Payment History.'

Clear Ineligible Reasons

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

- Citizenship Status
- Non-Michigan Resident
- Loan Default and/or Refund Owed on Federal Student Aid
- Satisfactory Academic Progress Not Met

The quantity of students on each list is next to each ineligible reason.

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

MI GEAR UP Certification

To certify an award, click the 'MI GEAR UP Scholarship' menu item on the left navigation bar. Then click on 'Certification.'

Select a term/semester to certify for and click the 'Certification Roster' button.

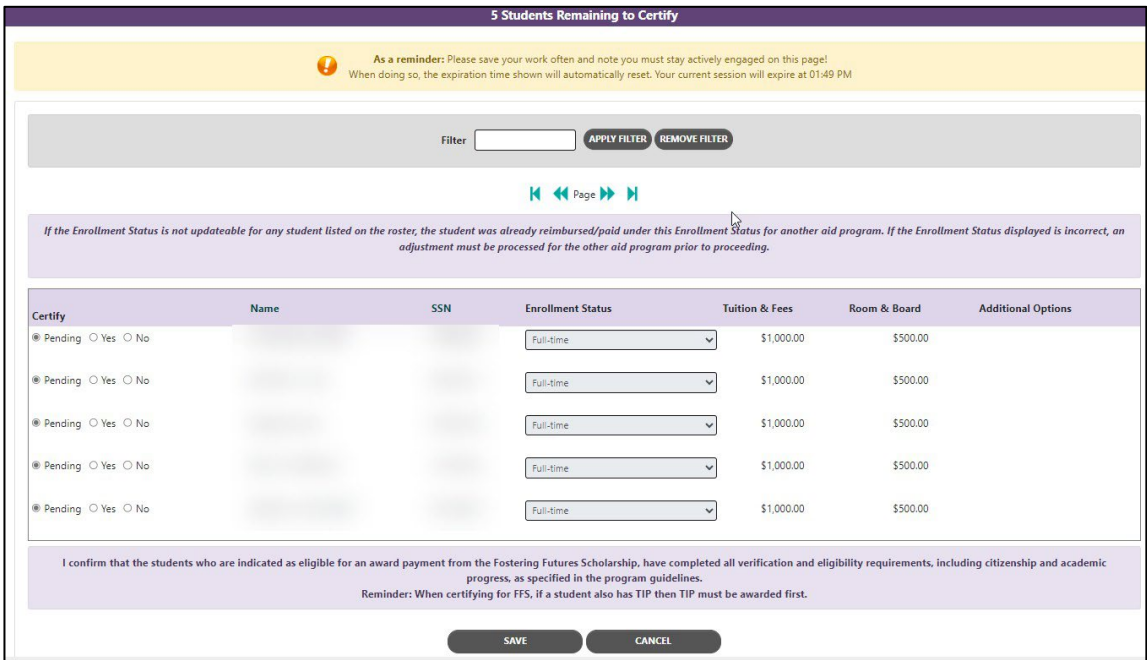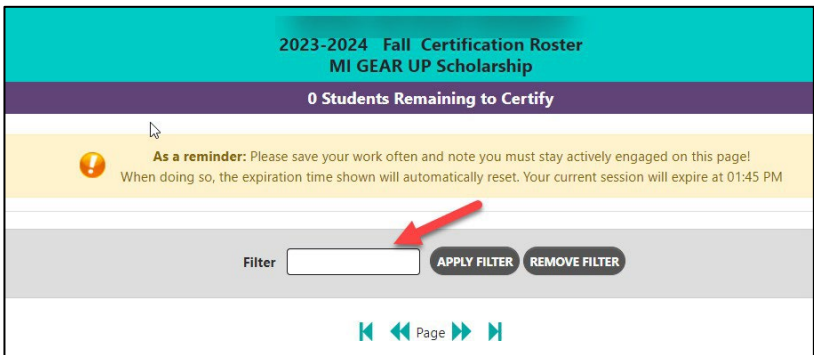The roster will show all eligible MI GEAR UP students at your institution who have indicated your institution as their college of choice for the semester/term selected on their FAFSA or via the MiSSG Student Portal.

If you want to refine the display list of students who are available for certification, you may enter a last name or Social Security number into the Filter field to omit students who do not match the criteria and clicking the 'Apply Filter' button. Click the 'Remove Filter' button to include the omitted records.

Click 'Yes" or 'No' radio button for the student you want to certify.

If Certify 'Yes" is selected, you will be promoted to enter the following information:
1. Select the student's enrollment status from the 'Enrollment Status' drop-down box if different than displayed.
2. Check the 'Reduced Award' checkbox if you need to reduce the award.
   a. Choose the reason for the reduced award.
      i. Overaward
      ii. Other Gift Aid
      iii. Other
3. Click the 'Save' button when complete.

If Certify 'No' is selected, you will be prompted to enter the following information:
1. Select the student's enrollment status from the 'Enrollment Status' drop-down box if different than displayed.
2. Choose the reason for no award:
   a. Less Than Half-Time
   b. Not Enrolled-Term
   c. Not Enrolled-Year
   d. SAP Not Met
   e. Overaward
   f. Leave of Absence
   g. Verification Incomplete
   h. Declined
   i. No Financial Need
   j. Other
3. Click the 'Save' button when complete with each record to wish to certify.

Certify	Name	SSN	Enrollment Status	Tuition & Fees	Room & Board	Additional Options		
○ Pending ⦿ Yes ○ No			Full-time ⌄	$1,000.00	$500.00	☐ Reduce Award	⌄	TFSB, $ [ ] R/B, $ [ ]
○ Pending ○ Yes ⦿ No			Less Than Half-time ⌄ 1	$1,000.00	$500.00	☑ No Award	Less Than Hal ⌄	$ 0.00

2

3   SAVE   CANCEL

MI GEAR UP Requesting Reinstatement

A student is on the 'Request Reinstatement' interface if they were certified as 'No' for the term. To request a reinstatement for an award, click the 'MI GEAR UP Scholarship' menu item on the left navigation bar. Then click on 'Request Reinstatement.

Select the term of the award to make a request for.

Select the checkbox for the student(s) you request to have reinstated and click the 'Save' button.

Note: Requesting a reinstatement does not guarantee that an award can then be certified and paid on the account. Once a request is made, it is at the discretion of SSGO whether the award will be released. If the award is released, the student will appear on the certification roster as normal.

Adjustments for MI GEAR UP

To reduce or increase an existing award, a Refund Adjustment must be applied to the award. Navigate to the student's record:

1. Click on 'Payment History' in the 'Quick View.'
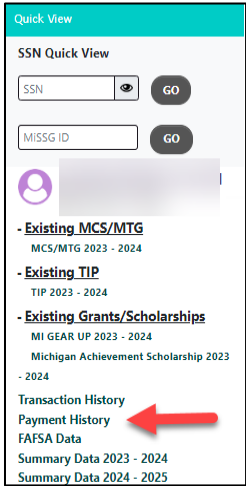
2. Locate the academic year and corresponding payment that needs to be refunded on the list of existing payments.

3. Click the underlined amount for the award to navigate to the 'Enter Adjustment' screen where the refund adjustment can be performed.

Note: Only School Users with MI GEAR UP Administrator 1 security rights can use the 'Enter Adjustment' screen.

Note: Adjustments may only be made for current-year awards. If a prior-year needs to be adjusted, please email mistudentaid@michigan.gov.

From the 'Enter Adjustment' screen:
4. Verify that the 'Enrollment Status' field is still accurate.
5. Select the appropriate radio button 'Adjustment Type.'
   a. Disbursement: additional funds to add to the student's award.
   b. Refund: a reduction to the student's paid award.
6. Enter, in whole dollars, in the 'Payment Adjustment Amount' field that you are reducing or increasing the award by.
7. Click the 'Save' button.

MiSSG Reports

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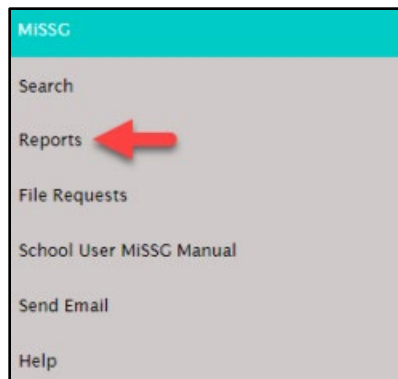
Activity Reports

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 students 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.

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.

Rosters

Certification Roster

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

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.

MI GEAR UP 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 MI STUDENT AIDO. Institutions must complete a Refund Worksheet if requested.

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.