

## **FAQ for Financial Aid staff**

**I just submitted a new claim to OKPromise and noticed that a few things have changed from what I submitted. What do I do?**

The way it is handled depends on the change.

- 1) If you need to add a student to the claim, please submit a new claim with ONLY that student or additional students on it.
  - a. Do not resubmit the entire first claim with the added students or changes as this may cause students to have duplicate payments.
- 2) If you need to remove a student from a recently submitted claim you can email us to see if the claim has already been processed. If it has not already been processed we can delete the student from the claim. If it has been processed, you will need to submit a new claim form with the return information.

**When I submit updates to the claim, do you need the total semester amount awarded for the student reported on the claim form?**

No. You will submit your main claim after the first add/drop period. If you have students to add or adjustments to be made to the original claim, you need only to submit on the claim what you are requesting.

Example 1, you billed 10 hours for John Smith on the original claim and OKPromise paid it. John then added 6 hours. On a new claim, you will request the 6 hours only.

Example 2, you billed 18 hours for Julie Jones on the original claim and OKP paid it. There was an administrative withdrawal issued for 3 hours for Julie and you need to return funds. You can submit this on a

new claim by entering a negative 3 in the hours column and the negative amount will calculate.

If the examples above happen around the same time and are for the same semester, you can include them on one form and subtract the returned funds from the billed funds. We will send you what is owed. If you choose to combine a payment request and a return, please do not ask your business office to return the funds. However, if you submit a claim where you owe money back to us, we will hold onto the claim while you request your business office to return the funds.

**I have an OKPromise student who has not completed FAFSA verification; can I go ahead and bill for them?**

No. Students must complete the verification process according to the USDE guidelines for federal aid before they are awarded OKPromise.

**I have an OKPromise student who has been suspended from federal financial aid. Is the student eligible for OKPromise?**

No. Students must be eligible to receive federal aid in order to be eligible for OKPromise.

**Can you explain how the Adjusted Award column works?**

- 1) The claim form calculates the OKP award amount for each student when you enter the number of hours and your tuition rate (Total hrs x OKP rate). If a student's financial aid exceeds their COA and is not eligible for the full calculated OKP award amount, the award should be adjusted down so that total aid is within the COA. Report amounts in both columns; our system

will know to look at the adjusted award. Remember to adjust the hours as appropriate.

- 2) If your adjusted award exceeds the OKP calculated award, please explain. (this could be 'reduced award led to reduced hour' or something similar)
- 3) If you are a school with block rate tuition, enter the number of hours the student is enrolled and the block rate charge in the adjusted award. It is very helpful for us if you note next to the student if the charges are at the block rate.

### **What is the Career Tech Only eligibility pathway and how is it different than the previous OKPromise award?**

At an Oklahoma public career technology center, the scholarship will cover at least a portion of tuition for certain programs that meet the requirements to be eligible for federal financial aid. There are now two tracks for a student choosing to attend an Oklahoma public career technology center:

- For students completing the OKPromise/college admission 15-unit curriculum, the scholarship **will transfer to a college or university if the student chooses to pursue that track for their education.**
- For students completing the CORE high school graduation requirements, the scholarship **will not transfer to a college or university.**

\*NOTE: Career Technology center financial aid will want to check both eligibility lists as a student could show up on either one. The award is the same. The primary difference is the transferability of the scholarship.

**If a student adds or drops classes, and I don't get the hours reported correctly, is the student affected?**

Yes, it can affect the student. Oklahoma's Promise scholarship payments are capped at 129 semester credit hours. If a student adds or drops classes and the reported hours are inaccurate, it could result in the student unintentionally using more of their scholarship eligibility than necessary. This may reduce the number of hours available to them in the future.

**How do I know if a student is getting close to the 5 years of eligibility expiration or the 129-credit hour limit?**

Refer to 'Oklahoma's Promise Eligibility Check' to find out how many hours the student has left.

**May I use the Student ID# in place of the SSN on the claim form?**

No. Since the Student ID# is unique to the institution, we do not have access to it as a field in our system. To process a claim form, we must match the student's first and last name along with the Social Security Number (SSN) provided on their FAFSA. Without this information, we cannot verify eligibility, and the student will not be considered eligible for payment.

**I have a student who received a denial letter from OKPromise indicating the AGI was over the limit and they are not eligible for OKPromise, but the ISIR I see says the AGI is less than \$100K. What do I do?**

- 1) More than likely the AGI has been modified from the ISIR on which we based that decision.

If the student/parent updated the AGI, the institution will need to verify the information and update the ISIR.

- 2) If the institution made a Professional Judgment (PJ) and updated the AGI, the ISIR should be updated showing the change was made by the institution. When we receive the ISIR, we will be alerted by our system and will update the student's record. You are welcome to send us an email if you would like to inform us of the PJ and we will keep an eye out for the updated ISIR.