



Illinois Veteran Grant (IVG) Program

2023-24

User Guide



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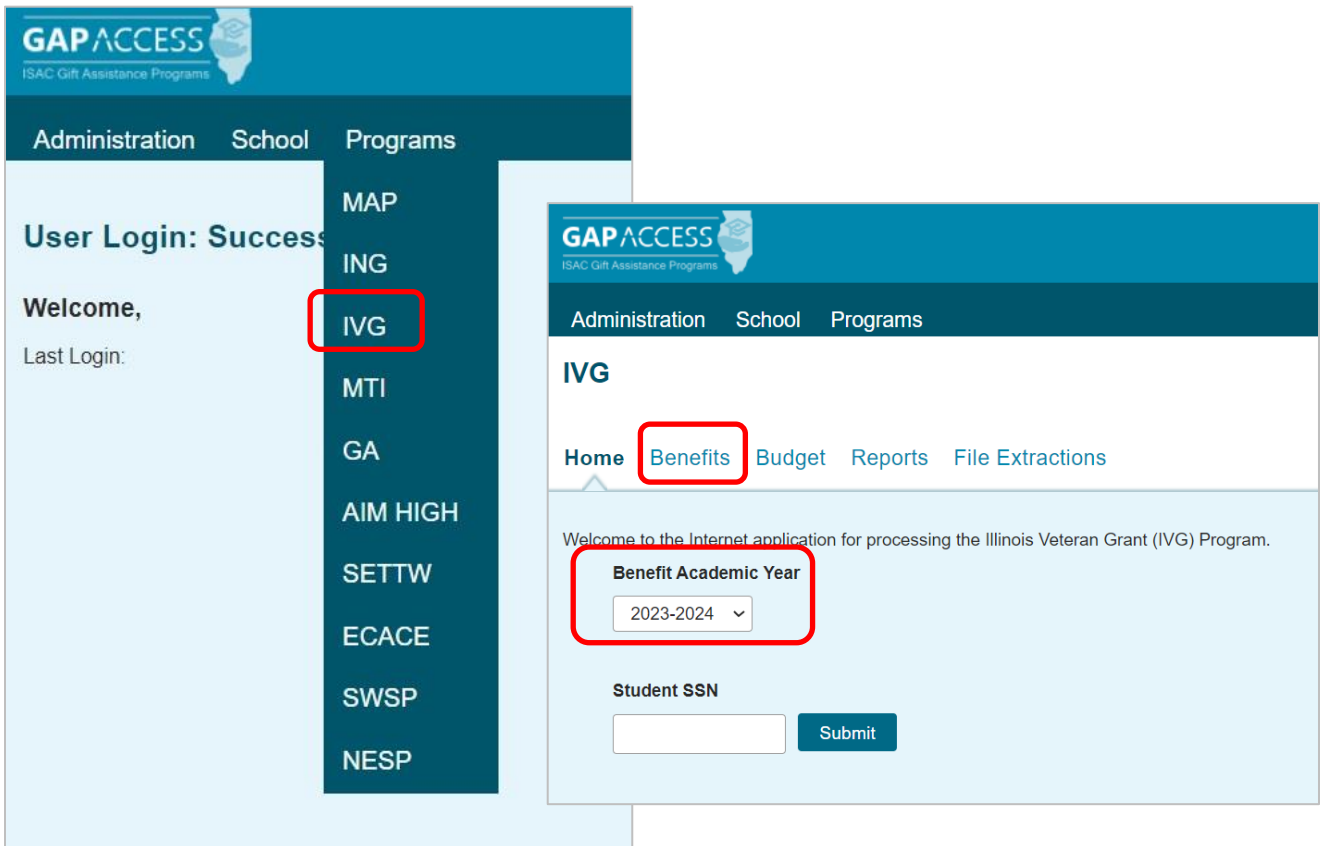
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Section 1 – Access and Navigation

The Illinois Veteran Grant (IVG) system is available through ISAC’s Gift Assistance Programs (GAP) Access portal at <https://isacportal.isac.org>. All users need a valid GAP Access ID and password to access the system.

ISAC relies on an administrator at each institution to authorize users and provide them with the appropriate level of access.

Once a school user has successfully logged in to GAP Access, the IVG information can be accessed by selecting the **IVG** tab near the top of the screen. The functionality for benefit request processing is accessed via the **Benefits** tab.



Please note that the system will time out after prolonged inactivity. The following message will appear to allow you to save your data:

Warning! Due to inactivity, your session has expired. Please save any data you may have entered before refreshing the page.

Section 1 – Access and Navigation

Student Benefit List: View Screen

To access the list of students who may be eligible to receive IVG benefits at your institution, select the **Benefits** tab.

The screenshot displays the 'IVG Student Benefit List: View' interface. At the top, there are navigation tabs: 'Person', 'Administration', 'School', and 'Programs'. Below these is a search field for 'School and IVG Code' with a 'Go' button. A secondary navigation bar includes 'Home', 'Benefits' (highlighted with a red box), 'Budget', 'Reports', and 'File Extractions'. Below this is a toolbar with 'List', 'Filter', 'Sort', 'Columns', 'Add Student', 'Benefit Request Entry', and 'Submit Benefit Requests'. A dropdown menu shows 'Entries displayed' set to '100'. The main area contains a table with the following columns: #, Sel, Req, Term Number, Current SSN, Last Name, First Name, IVG Number, IVG Code, Request Code, Enrollment Hours, In Dist Tuition, Out of Dist Tuition, Requested Amount, Post 9/11 GI Bill, and Benefit Amount. The table lists four entries with alternating light green and white rows. At the bottom, there are buttons for 'Save Selected', 'Req Select All', 'Req Unselect All', 'View Report', and 'Excel Report'.

Because the IVG application process does not collect information about the student’s school choice, ISAC does not generate an IVG student eligibility list that is specific to each school (as is done with the Monetary Award Program (MAP) and the Illinois National Guard (ING) Grant program).

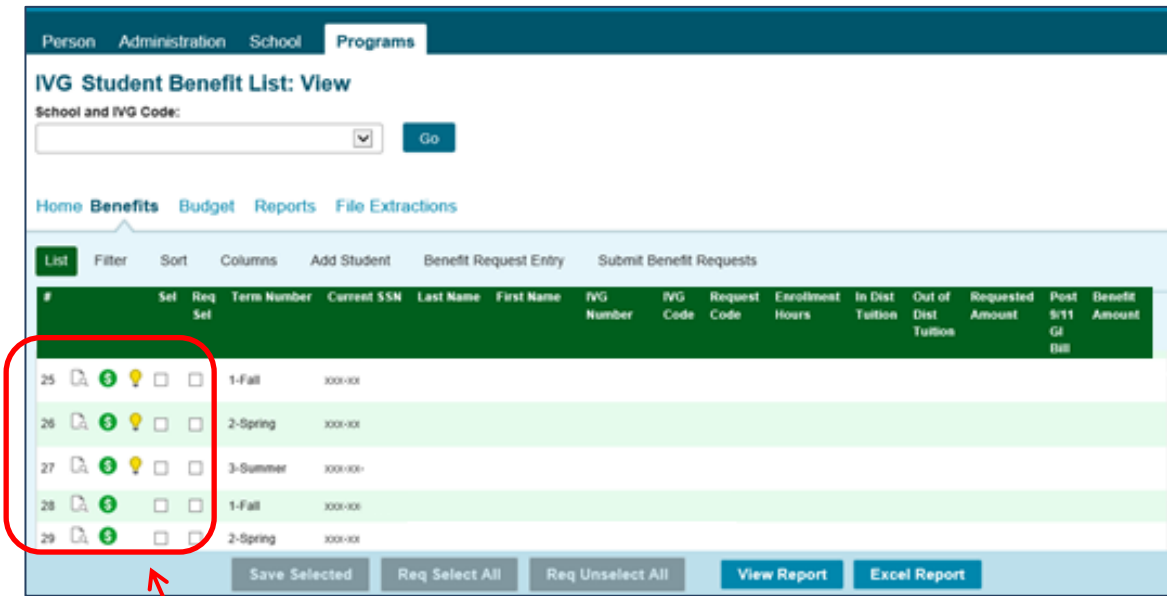
Rather, when you log in to the IVG system, you will initially see a list of IVG-eligible students for whom a benefit request has been submitted to ISAC by your school **in the last three academic years**. Schools then have the ability to search ISAC’s database of IVG applicants and add other eligible IVG students to the Benefits list, as needed.

Section 1 – Access and Navigation

Student Benefit List: View Screen

The **Student Benefit List: View** screen provides the entry point to other functions such as viewing detailed student information and viewing student information history. The initial loading of the Student Benefit List: View page will result in a default view with the following columns:

- Sel (Select)
- Req Select (Request Select)
- Term Number
- Current SSN (last four digits display)
- Last Name
- First Name
- IVG Number
- IVG Code
- Request Code
- Enrollment Hours
- In District Tuition
- Out of District Tuition
- Requested Amount
- Post-9/11 GI Bill
- Benefit Amount
- Adjusted Amount
- Units Used
- Result Code
- Expanded Result
- Result Date
- Status
- Invoice Number



Other important navigation items appear in the first few columns of each student record, including:

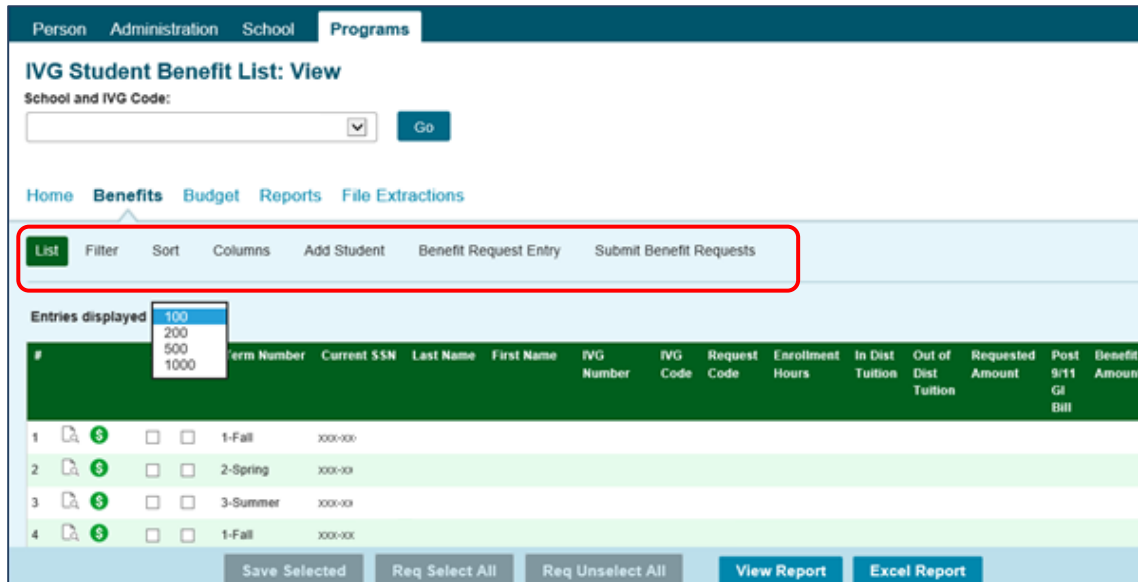
- the magnifying glass icon which provides access to the Student Eligibility: Detail Screen
- the dollar sign icon, which provides access to the Student Benefit: Detail screen
- the lightbulb icon, which is an indicator that there may be an issue with the student’s eligibility. For resolution, the student should contact ISAC’s Call Center at 800-899-4722.

Adjusted Amount	Units Used	Result Code	Expanded Result	Result Date	Status	Invoice Number

Section 1 – Access and Navigation

Student Benefit List: View Screen

The **Student Benefit List: View** screen displays a maximum of 1000 student records. To view more records, click on the Previous, Next or Last Page tabs at the bottom of the screen. To view additional columns, scroll to the right. Other available options on the **Student Benefit List: View** screen are explained below.



- To filter your view, displaying only those student records that you want to see, click on the **Filter** tab, select your filter options, and then click on the **List** tab to see your filtered list.
- To sort the student records, click on the **Sort** tab, select your sort options, and then click on the **List** tab to access your sorted list.
- To customize the column options and the order in which they are displayed on the **Student Benefit List: View** screen, click on the **Columns** tab, select the columns and the display order, and then click on the **List** tab to see your customized list.
- To add a student to the **Student Benefit List: View** screen from ISAC’s IVG database, select the **Add Student** tab, enter data in at least two of the three data fields provided, and click on the **Search** button.
- To view the student’s IVG eligibility data on the **Student Eligibility: Detail** screen, click on the magnifying glass icon that is on the same line as the student’s last name.
- To view benefits usage and processing results, click on the dollar sign icon to access the **Student Detail: Benefits** screen.
- To view a report of the **Student Benefit List: View** screen, click on the **View Report** button located at the bottom of the screen. A copy of the report can be created in .PDF format by clicking on the **View Report** tab or in an Excel file by clicking on the **Excel Report** tab.



Section 1 – Access and Navigation

Student Benefit List: Filter Screen

The **Student Benefit List: Filter** screen allows you to create a customized list of student records from the **Student Benefit List: View** screen, based on the parameters that you select. The **Filter** screen can be accessed by clicking on the **Filter** tab. After selecting your filtering criteria, click on the **List** tab to see your customized list.

The screenshot shows the 'IVG Student Benefit List: Filter' interface. At the top, there are navigation tabs: 'Person', 'Administration', 'School', and 'Programs'. Below that, a sub-navigation bar includes 'Home', 'Benefits', 'Budget', 'Reports', and 'File Extractions'. A secondary bar contains 'List', 'Filter' (highlighted with a red box), 'Sort', 'Columns', 'Add Student', 'Benefit Request Entry', and 'Submit Benefit Requests'. The main area is divided into two columns. The left column contains filter fields: 'Term' (dropdown), 'IVG Code' (dropdown), 'SSN' (text), 'IVG Number' (text), 'First Name' (dropdown and text), 'Last Name' (dropdown and text), 'Enrollment Hours' (dropdown and text), 'Benefit Units' (dropdown and text), 'Benefit Amount' (text), 'App Receipt Start Date' and 'End Date' (date pickers), 'Status Code' (dropdown), and 'Post 9/11 GI Bill %' (dropdown). The right column contains five checkboxes: 'Selected Students Only', 'Req Selected Students Only', 'Eligible Students Only', 'Exceeded Units', and 'ISAC Default'.

For example, if you want to view only those students with a last name of Smith, go to the Last Name field, select the “=” sign from the drop-down menu and enter Smith in the text box next to the “=” sign. Then click on the **List** tab to see your filtered list.

The **Filter** screen allows you to filter on more than one option, and it can also be used in conjunction with the options available through the **Sort** and **Columns** tabs. Check boxes on the right side of the screen to allow you to filter your lists even further.

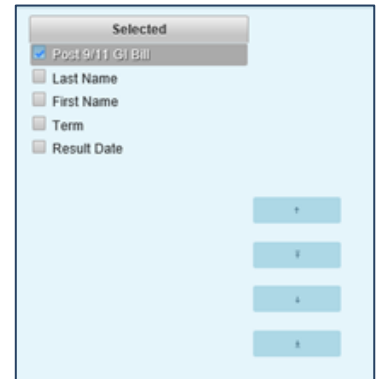
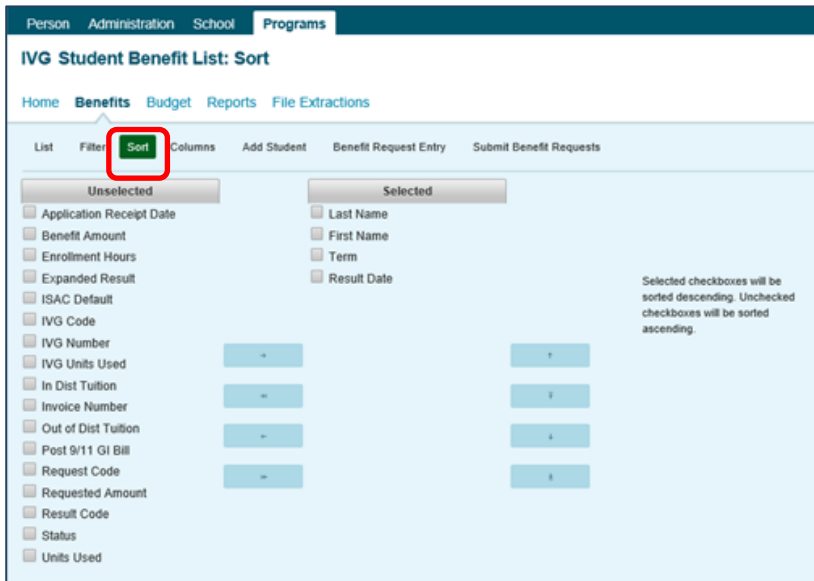
In addition to viewing the customized list, you can also print and/or save the report as a text file or an Excel file by clicking on the appropriate button located at the bottom of the **Student Benefit List: View** screen.

A horizontal bar containing five buttons: 'Save Selected', 'Req Select All', 'Req Unselect All', 'View Report', and 'Excel Report'.

Section 1 – Access and Navigation





Student Benefit List: Sort Screen

The **Student Benefit List: Sort** screen allows you to designate how the records will appear on the **Student Benefit List: View** screen. The default sort view of the **Student Benefit List: View** screen is Last Name then First Name. Using the **Sort** function, you can change the order in which records display on the list, which can be helpful when trying to compare records to your institutional reports that may be sorted in a different order. The **Sort** screen can be accessed from the **Student Benefit List: View** screen by clicking on the **Sort** tab.



To select **Sort** categories: highlight the item in the **Unselected** list and click on the arrow icon to move it to the **Selected** list. To select more than one item at a time, hold down the Ctrl key while highlighting the items, then click on the arrow icon.

To remove an item from the **Selected** list: highlight the item in the **Selected** column and click on the arrow icon to move it to the **Unselected** list. To select more than one item at a time, hold down the Ctrl key while highlighting the items, then click on arrow icon.

-  Moves the highlighted item from the **Unselected** list to the **Selected** list.
-  Moves all of the items in the **Unselected** list to the **Selected** list.
-  Moves the highlighted item from the **Selected** list to the **Unselected** list.
-  Moves all of the items in the **Selected** list to the **Unselected** list.

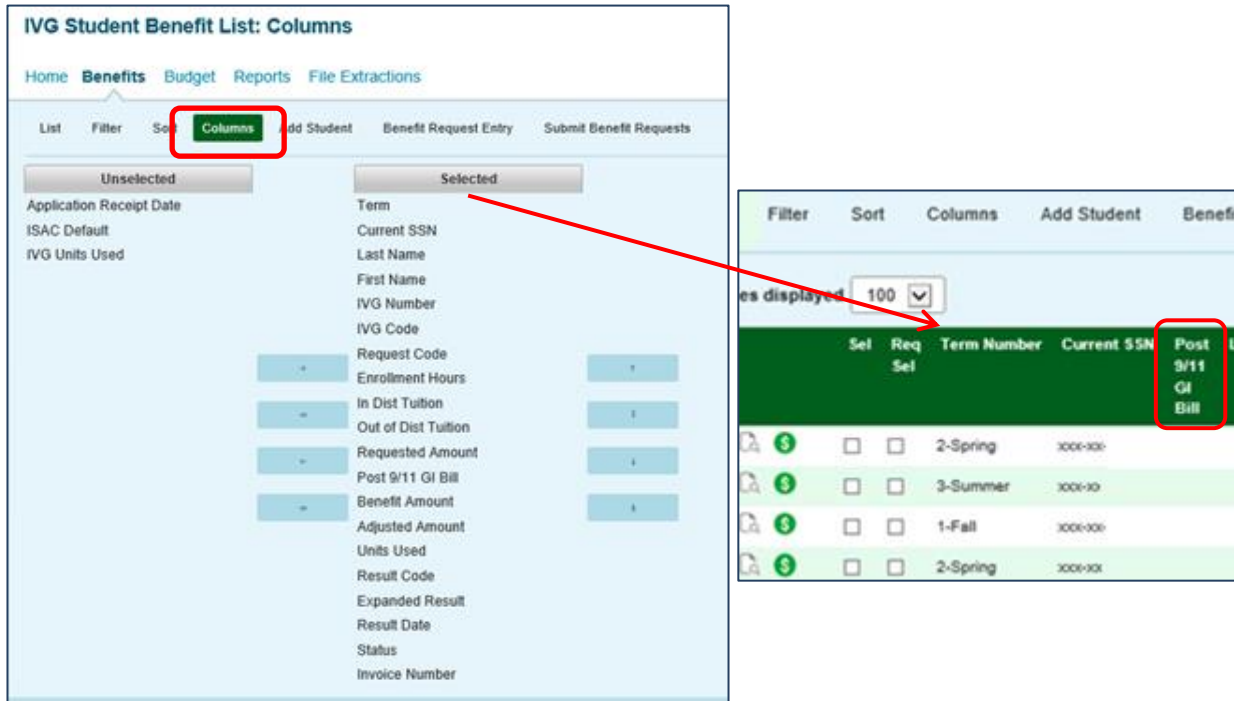
To rearrange the items once they are selected, highlight the column title by clicking on it, then click on the **Move Up** or the **Move Down** button until the items are positioned in the order in which you want them to sort. To sort in descending order, select the appropriate checkboxes. Unchecked checkboxes will be sorted in ascending order.

To see your customized view, click on the **List** tab. To open as a text or Excel file, select the appropriate button at the bottom of the **Student Benefit List: View** screen.

Section 1 – Access and Navigation





Student Benefit List: Columns Screen

The **Student Benefit List: Columns** screen allows the user to select which columns to display on the **Student Benefits List: View** screen as well as the order in which you want them to appear. To select and arrange the columns, click on the **Columns** tab on the **Student Benefit List: View** screen.



To add a **Column**: highlight the item in the **Unselected** list and click on the arrow icon to move it to the **Selected** list. To select more than one item at a time, hold down the Ctrl key while highlighting the items, then click on the arrow icon.

To remove a **Column**: highlight the item in the **Selected** list and click on the arrow icon to move it to the **Unselected** list. To select more than one item at a time, hold down the Ctrl key while highlighting the items, then click on arrow icon.

-  Moves the highlighted item from the **Unselected** list to the **Selected** list.
-  Moves all of the items in the **Unselected** list to the **Selected** list.
-  Moves the highlighted item from the **Selected** list to the **Unselected** list.
-  Moves all of the items in the **Selected** list to the **Unselected** list.

If you want to rearrange the columns once they are selected, select the column you want to change by clicking on it. When the column is highlighted, click on the **↑ Move Column Up** button, or click on the **↓ Move Column Down** button until the column is in the correct place.

To see your customized view, click on the **List** tab. To open as a text or Excel file, select the appropriate button at the bottom of the **Student Benefit List: View** screen.



Section 1 – Access and Navigation

Student Benefit List: Add Student Screen

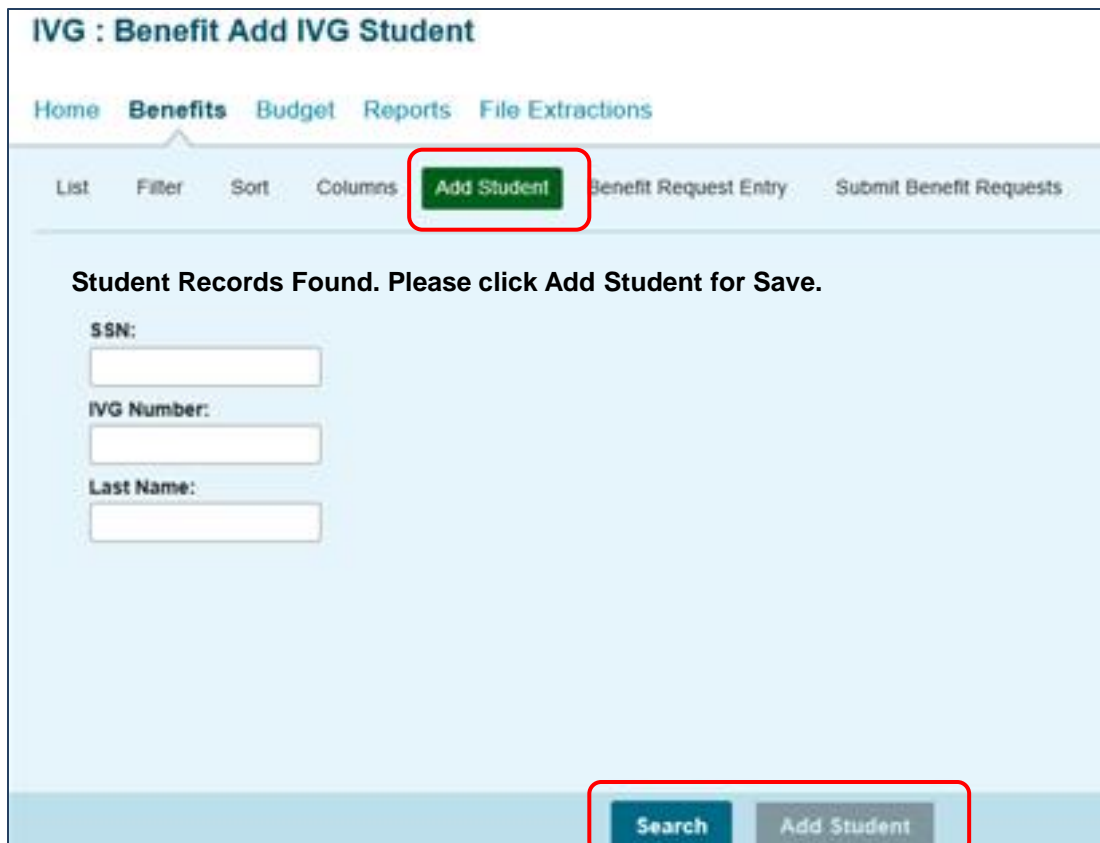
The **Student Benefit List: View** screen will display records of students for whom your college has reported benefit usage data within the past three years.

If you need to report benefit usage data for a student who is *not* appearing on your list, you can add the student to your school’s list through the **Add Student** screen, which will prompt you to provide **two of the following three items**:

- the student’s Social Security number
- the student’s last name
- the student’s IVG number (as it appears on the student’s IVG Notice of Eligibility letter from ISAC)

If your search does not provide a result, that means either the student is not eligible or is not in ISAC’s database. For example, you will not be able to add a student whose IVG application is in process and has not yet been determined to be eligible or an applicant whose status may have changed from eligible to ineligible.

If you are unable to locate a student who you believe should be in ISAC’s IVG database, please contact ISAC’s School Services Department for assistance at 866-247-2172 or isac.schoolservices@illinois.gov.



IVG : Benefit Add IVG Student

Home Benefits Budget Reports File Extractions

List Filter Sort Columns **Add Student** Benefit Request Entry Submit Benefit Requests

Student Records Found. Please click Add Student for Save.

SSN:

IVG Number:

Last Name:

Search Add Student

Section 2 – Student Eligibility Information

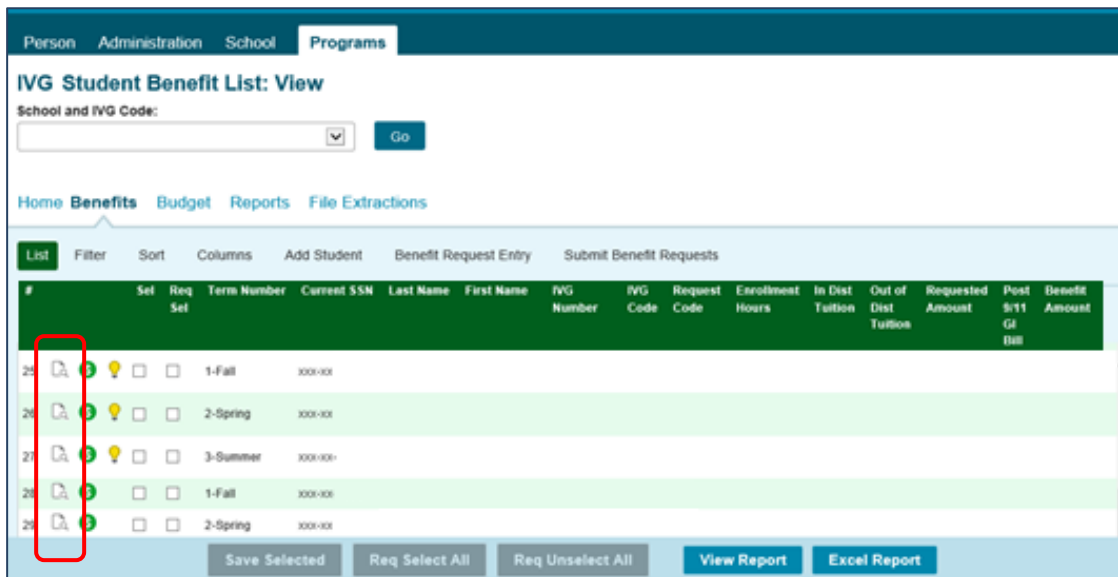
Student Benefit List: View Screen

The list of students that you will see when accessing the IVG section of GAP Access is a list of all students for whom an IVG benefit request was submitted to ISAC by your school in the last three academic years or who you may have previously added to the list for the current year.

Because the IVG application process does not collect information about the student’s school choice, ISAC does not generate an IVG student eligibility list that is specific to each school (as is done with the Monetary Award Program (MAP) and the Illinois National Guard (ING) Grant program.)

Instead, the IVG system in GAP Access provides a list of students who have received IVG benefits at your school in recent years and the functionality to search for and add additional IVG-eligible students to your list.

Once a student has been added to the **Student Benefit List: View** screen, you may also view information about the student on the **Student Eligibility: Detail** screen by clicking on the magnifying glass icon at the beginning of the student record.



Please note that the first two letters of a student’s ISAC-assigned IVG number have a logic behind the coding, and the following codes are important in regard to a student’s eligibility status:

- **ZZ** indicates there is a restricted time period in which the applicant can receive IVG benefits.
 - The veteran was determined eligible to receive IVG benefits at one point but has subsequently lost eligibility and must reapply with a current application and required documentation.
- **C5** indicates limited eligibility.
 - The veteran has been determined eligible to receive IVG benefits for a limited amount of time, up to their anticipated discharge date while serving on federal active duty.

Section 2 – Student Eligibility Information

Student Eligibility: Detail Screen

The **Student Eligibility: Detail** screen, which is accessed by clicking on the magnifying glass icon on the **Student Benefit List: View** screen, provides basic demographic information about the IVG applicant, including the current Social Security Number, the IVG number that’s been assigned by ISAC, the application approval date, the number of IVG units used, and benefit request information for the academic terms. To view a detailed summary of the student’s benefit usage history, click on the **Units Used** tab.

To navigate to another student's **Student Eligibility: Detail** screen from this view, enter a new Social Security Number in the **Current SSN** field or the IVG # in the **IVG #** field, and click on the **Go** button.

The screenshot shows the 'IVG Student Eligibility: Detail' interface. At the top, there are navigation tabs: Home, Application, Benefits (selected), Budget, Reports, and File Extractions. Below this, there are sub-tabs: View, Eligibility (selected), and Benefits. The main content area has three tabs: Person Details, Application Details, and Units Used (highlighted with a red box). On the left side, there are input fields for 'CurrentSSN' and 'IVG #' (both highlighted with a red box), each with a 'Go' button. Below these are fields for 'Address' and 'Email Address'. On the right side, there are fields for 'Date of Birth', 'Appl Receipt Date', 'Appl Approved Date', and 'Last Update'. At the top right, there is a 'Base IVG Code' dropdown menu with a 'Go' button.

Code	Definition of Default Code
Y	Student is currently in default on an ISAC-guaranteed student loan.
N	Student is not currently in default on an ISAC-guaranteed student loan.



The screenshot shows the 'Units Used' tab. It features a table with the following data:

Term	IVG Code	Term Units	Benefits	Request Mode
3-Summer	532			
1-Fall	532			
2-Spring	532			

Below the table is a 'Details' section with the following information:

- IVG Status: A
- IVG Units Used: 30
- ISAC Default: N

Section 3 – IVG Benefit Usage Processing

The benefit request process in the IVG system involves two distinct steps:

1. **Creating the Request** - which involves identifying student records for benefit usage and entering data about their enrollment hours/status and benefit amount.
2. **Submitting the Request** - which sends the identified records to ISAC for processing.

Step 1: Creating the Requests -- can be done in one of three ways:

- In batches or groups of students together using the **Benefit Request Entry** screen
- Individually, by student in the **Student Detail: Benefits** screen
- File Transfer Protocol (FTP) processing.

Regardless of the way in which the benefit request is created in the IVG system (in batch or individually), you must also complete **Step 2: Submitting the Request** on the **Submit Benefit Requests** screen to complete the process. If you create benefit requests via the FTP process, see Section 6 of this user guide for guidance on how to submit requests via FTP.

In order to create and submit benefit requests in the IVG system, users must have “Update” privileges in GAP Access for IVG.

Reminder: the IVG academic year begins with the summer term, continues with the fall term and ends with the spring term. The terms are numbered in the IVG system as follows:

- 3 = Summer term
- 1 = Fall term
- 2 = Spring term

The screenshot displays the 'IVG Student Benefit List: View' interface. At the top, there are navigation tabs for 'Person', 'Administration', 'School', and 'Programs'. Below this is a search bar for 'School and IVG Code' with a 'Go' button. A secondary navigation bar includes 'Home', 'Benefits', 'Budget', 'Reports', and 'File Extractions'. The main area features a table with columns: '#', 'Set', 'Req Set', 'Term Number', 'Current SSH', 'Last Name', 'First Name', 'IVG Number', 'IVG Code', 'Request Code', 'Enrollment Hours', 'In Dist Tuition', 'Out of Dist Tuition', 'Requested Amount', 'Post 9/11 GI Bill', and 'Benefit Amount'. The table contains five rows of data. Below the table are buttons for 'Save Selected', 'Req Select All', 'Req Unselect All', 'View Report', and 'Excel Report'. A red box highlights the 'Benefit Request Entry' and 'Submit Benefit Requests' buttons located above the table.

The list of students that you will see when accessing the IVG section of GAP Access is a list of all students for whom an IVG benefit request was submitted to ISAC by your school in the last three academic years or who you may have previously added to the list for the current year.

This list can be filtered and sorted according to specific criteria, and additional students can be added from ISAC’s IVG database of all IVG applicants using the Add Student functionality.

Section 3 -- IVG Benefit Usage Processing

Creating Benefit Requests in Batches: Benefit Request Entry Screen

On the **Student Benefit List: View** screen, select and save the records for which you want to request benefits, then navigate to the **Benefit Request Entry** screen and select the appropriate academic term using the drop-down box in the **Term** field (initially blank) for which you will be creating benefit requests.

- A list of your selected records will not display until you have selected a term.
- Once a term has been selected, the list of students you selected on the **Student Benefit List: View** screen for that term will be provided, and you can then begin to enter benefit information.
- Please note that the terms are labeled in the IVG system as follows:
 - 3 = Summer term
 - 1 = Fall term
 - 2 = Spring term

To complete the benefit request for each student, enter the required data into the appropriate fields:

- **Request** – Select the appropriate item from the drop-down menu options:
 - “Benefit” to create a benefit request
 - “Delete” to delete a request that has been created but not yet submitted.
- **Enrollment Hours** – Enter the total number of hours in which the student is enrolled for the term, exactly as they would appear on the student’s transcript. Fractions of a credit hour are acceptable, such as .25, 7.2, 12.5, etc., and there is not a minimum or maximum number of hours that are allowed.
- **In-District Tuition and Fees** – Enter the total dollar amount of In-District Tuition and Fees.
- **Out-of-District Tuition** – Enter the total dollar amount of Out-of-District Tuition.
- A system-calculated total of In-District and Out-of-District Tuition and Fees will appear in the **Requested Amount** field.
- **Post 9/11 GI Bill %** -- If applicable, select the percentage of the student’s Post 9/11 GI Bill eligibility from the drop-down menu. Options are: 40, 50, 60, 70, 80, and 90.
- If you are not requesting any benefit usage for a student, leave all the fields blank.
- Click the **Save** button to save your data before navigating to a new page.

Section 3 -- IVG Benefit Usage Processing

Creating Individual Requests in the IVG System

IVG Student Detail: Benefits Screen

Creating individual student benefit requests is the most straightforward method and is done using the **Student Detail: Benefits** screen. Schools will have Update capabilities on this screen while Benefit dates are active for the academic term.

Because this can be a time-consuming method, it is best used when you have a small number of benefit requests to create.

This screen can also be used to make an adjustment to a previously processed benefit request.

To access the **Student Detail: Benefits** screen, click on the dollar sign icon in front of the student’s name on the **Student Benefit List: View** screen.

To complete the benefit request for each student, enter the required data into the appropriate fields:

- **Request** – Select the appropriate item from the dropdown options:
 - “Benefit” to create a benefit request
 - “Cancel” to cancel a previously-submitted request
 - “Delete” to delete a request that has been created but not yet submitted.
- **Enrollment Hours** – Enter the total number of hours in which the student is enrolled for the term, exactly as they would appear on the student’s transcript. Fractions of a credit hour are acceptable, such as .25, 7.2, 12.5, etc., and there is not a minimum or maximum number of hours that are allowed.
- **In-District Tuition and Fees** – Enter the total dollar amount of In-District tuition and IVG-eligible fees.
- **Out-of-District Tuition** – Enter the total dollar amount of Out-of-District tuition.
- A system-calculated total of In-District and Out-of-District Tuition and Fees will appear in the **Requested Amount** field.
- **Post 9/11 GI Bill %** -- If applicable, select the percentage of the student’s Post 9/11 GI Bill eligibility from the drop-down menu. Options are: 40, 50, 60, 70, 80, and 90.
- Click the **Save Changes** button before navigating to another screen.

To access another student record, enter the **SSN or IVG Number** and click on the **Go** button.

Section 3 -- IVG Benefit Usage Processing

Creating Individual Requests in the IVG System

IVG Student Detail: Benefits Screen

The middle section of the **Student Detail: Benefits** screen provides data related to the last benefit request processing:

- **Activity Date:** the last date a status was changed
- **Status:**
 - P (Processed)
 - S (Submitted)
 - U (Updated)
 - L (Processed Late)
- **Result Code:** result code of last request (See Page 19 for result code definitions.)
- **Expanded Result Code**

Schools will be able to view information for terms applicable only to them and will not be able to see data that may have been entered at other schools for these same terms.

Activity Date		
Status	P	U
Result code	•	•
Expanded Result		
Invoice #	IVG1	IVG1
IVG Code	000	000
Result code		
Expanded Result		
Benefit Amount	678.04	984.09
Adjusted Amount	678.04	984.09
Result Date	01/01/21	01/01/21

Save Changes
Discard Changes

The bottom section of the **Student Detail: Benefits** screen displays additional information about the latest record processed.

- **Invoice #** -- number identifying the transaction
- **IVG Code** – school code for which the benefit request was processed
- **Result Code** – same as above
- **Expanded Result Code** – code of last request
- **Benefit Amount** – amount from processing
- **Adjusted Amount** – difference from last benefit request processed
- **Result Date**

Section 3 -- IVG Benefit Usage Processing

Submitting Benefit Requests

After creating benefit requests, either in batches (through the **Benefit Request Entry** screen) or individually (through the **Student Detail: Benefits** screen), the next step in the process is to submit the benefit request from the **Submit Benefit Requests** screen.

Select the **Submit Benefit Requests** tab on either the **Benefit Entry** screen or the **Student Benefit List: View** screen and then select the **Term** for which benefits will be submitted.

To complete the process, click on the **Submit** button at the bottom of the page.

The screenshot shows the 'IVG Submit Benefit Requests' interface. At the top, there are navigation tabs for 'School', 'Administration', and 'Programs'. Below that, there are sub-tabs for 'Home', 'Benefits', 'Budget', 'Reports', and 'File Extractions'. A toolbar contains buttons for 'List', 'Filter', 'Sort', 'Columns', 'Add Student', 'Benefit Request Entry', and a highlighted 'Submit Benefit Requests' button. Underneath, there is a 'Selection Criteria for all eligible records' section with a 'Term' dropdown menu showing '3-Summer', '1-Fall', and '2-Spring'. At the bottom of the page, there are 'Submit' and 'Reset' buttons, with the 'Submit' button highlighted.

Once the benefit request records have been successfully submitted to ISAC, a message will display indicating how many benefit requests were submitted.

Benefit Submitted for XXX Records

Submitted benefit requests are processed the same business day they are submitted, and the processing results are typically available for viewing on the following business day.

Section 3 -- IVG Benefit Usage Processing with Chapter 33 (Post-9/11 GI Bill) Benefits

Students may choose to combine their IVG benefits with other military education benefits they are eligible for through the U.S. Department of Veteran Affairs (VA), including Chapter 33 benefits, also known as Post-9/11 GI Bill benefits.

Chapter 33 pays tuition and mandatory fee benefits directly to the institution that certifies the student's enrollment and has specific rules when combined with other programs that also cover tuition and fees.

In general, VA rules require that other programs specifically designated for tuition and mandatory fees should be first payer and the VA then provides tuition and mandatory fee benefits for remaining charges. **However, to allow students to maximize their military benefits, the VA approved a waiver request from ISAC to allow Chapter 33 to be first payer when combined with IVG, and guidance has been provided in IVG administrative rules.**

From July 1, 2015 through June 30, 2020, the following rules applied to students combining IVG and Chapter 33 benefits who were at less than the 100% eligibility level:

- *If a student is eligible for, and has indicated to the institution that he/she has elected to receive educational assistance through, the Post-9/11 GI Bill, and that assistance is an amount described at 38 USC 3313(c)(2), (c)(3), (c)(4), (c)(5), (c)(6) or (c)(7) (net cost of tuition and fees), the institution must first apply Post-9/11 GI Bill benefits to the student's financial aid award. IVG benefits can then be used to cover the remaining IVG eligible tuition and mandatory fees.*

Effective July 1, 2020, IVG rules were revised to expand the first payer rule to all Post-9/11 GI Bill recipients, including those at the 100% eligibility level:

- *If a student is eligible for, and has indicated to the institution the intent to receive educational assistance through, the Post-9/11 GI Bill (38 USC, Chapter 33), the institution must first apply Post-9/11 GI Bill benefits to the student's financial aid award. IVG benefits can then be used to cover the remaining IVG eligible tuition and mandatory fees.*

When it is reported in the IVG benefit request process that a student is also using Post-9/11 GI Bill benefits, the number of IVG units used will be prorated according to the Post-9/11 GI Bill eligibility level reported by the school in GAP Access. There is not a 100% eligibility level option in GAP Access, and units are not prorated for students with that level of Chapter 33 benefits.

Section 3 -- IVG Benefit Usage Processing with Chapter 33 (Post-9/11 GI Bill) Benefits

The IVG system in GAP Access multiplies the number of credit hours the student is enrolled in by the system-calculated IVG percentage and the result will be converted to eligibility units using the chart found in the program rules.

- For example, when the school indicates that the student is at the 60% eligibility level for the Post-9/11 GI Bill benefit, the system determines that IVG is covering 40% of the tuition and mandatory fees
- Please note that, due to VA eligibility rules, there may be situations when not all courses/charges will be covered by Post-9/11 GI Bill benefits, and, therefore, IVG may end up covering more than what would be expected based on the VA eligibility percentage. There is not an option to adjust the percentage amount accordingly, and the tuition and fees reported in GAP Access should be the full amount of tuition and fees remaining after VA benefits have been applied, even if it's not consistent with the VA and IVG percentages.
- IVG rules require that tuition and mandatory fees be waived for eligible recipients, so anything not covered by the VA in these types of situations must be covered by IVG.

Terms	3-Summer	1-Fall	2-Spring
IVG Code	001	001	001
Request	▼	Benefit ▼	▼
Enrollment Hours	[]	12.00	[]
In District Tuition and Fees	\$ []	\$ 2218.64	\$ []
Out of District Tuition	\$ []	\$ []	\$ []
Requested Amount	\$	\$2218.64	\$
Post 9/11 %	▼	60 ▼	▼

A drop-down list includes percentage values to report an IVG recipient's eligibility level for Post-9/11 GI Bill, ranging from 40% to 90%

- Schools should select the Post-9/11 GI Bill eligibility level confirmed by the VA.
- For ISAC purposes, this is only used to determine the percentage for the IVG proration calculation to determine the number of IVG units being used when combining benefits with the Post-9/11 GI Bill.
- There is not a 100% option; units are not prorated for students at the 100% eligibility level.

▼

40

50

60

70

80


90

In the Tuition & Fees fields, schools should enter the amount of tuition and mandatory fees eligible to be covered by IVG after Post-9/11 GI Bill benefits have been applied by the school.

Section 4 -- IVG Benefit Processing Results

After benefit requests have been processed by ISAC, results are available for viewing in a few different ways:

- on the **Student Benefit List: View** screen
- on the **Student Detail: Benefits** screen.
- on a Benefit Results report in the **Reports** section

Reports displaying the .pdf icon  in the **Reports** section of the IVG system (accessible from the **Reports** tab) are ISAC-generated reports of the benefit processing results. These reports are identifiable by the username *IVGInvoice* in the last column of the report list. Typically, this report is made available on the next business day after your school's benefit requests have been processed and will remain available as long as space allows.

IVG Student Benefit List: View

Home Benefits Budget Reports File Extractions

List Filter Sort Columns Add Student Benefit Request Entry Submit Benefit Requests

Entries displayed 20

#	Set	Req	Term Number	Current SSN	Last Name	First Name	IVG Number	IVG Code	Request Code	Enrollment Hours	In Dist Tuition	Out of Dist Tuition	Requested Amount	Post 3/11 Gr Bill	Benefit Amount	Adjusted Amount	Units Used	Result Code	Expanded Result	Result Date	Status	
1		<input type="checkbox"/>	1-Fall	xxx-xx-xx			C2V		P	12.00	402.02	300.00	702.02	00							S	
2		<input type="checkbox"/>	2-Spring	xxx-xx-xx																		
3		<input type="checkbox"/>	3-Summer	xxx-xx-xx			C2V		P	15.00	488.04		488.04								S	
4		<input checked="" type="checkbox"/>	1-Fall	xxx-xx-xx																		

School Administration Programs

IVG Student Detail: Benefits

Home Benefits Budget Reports

List Eligibility Benefits

Activity Date		
Status	P	U
Result code	.	.
Expanded Result		
Invoice #	IVG1	
IVG Code	000	000
Result code		
Expanded Result		
Benefit Amount	678.04	984.09
Adjusted Amount	678.04	984.09
Result Date	01/01/21	01/01/21

Person Administration School Programs

IVG Reports: Eligibility Reports

School and IVG Code

Go

Home Application Benefits Budget Reports File Extractions

Refresh Create New Rep

Entries displayed 10

Filter

	Status	Report Type	Date	File Size(kb)	User Name
	Completed	IVG Benefit Requests Submitted Without Results		0.034	
	Completed	Benefit Results/exceptions		6.065	IVGInvoice
	Completed	Benefit Results/exceptions		4.536	IVGInvoice
	Completed	Benefit Results/exceptions		4.54	IVGInvoice

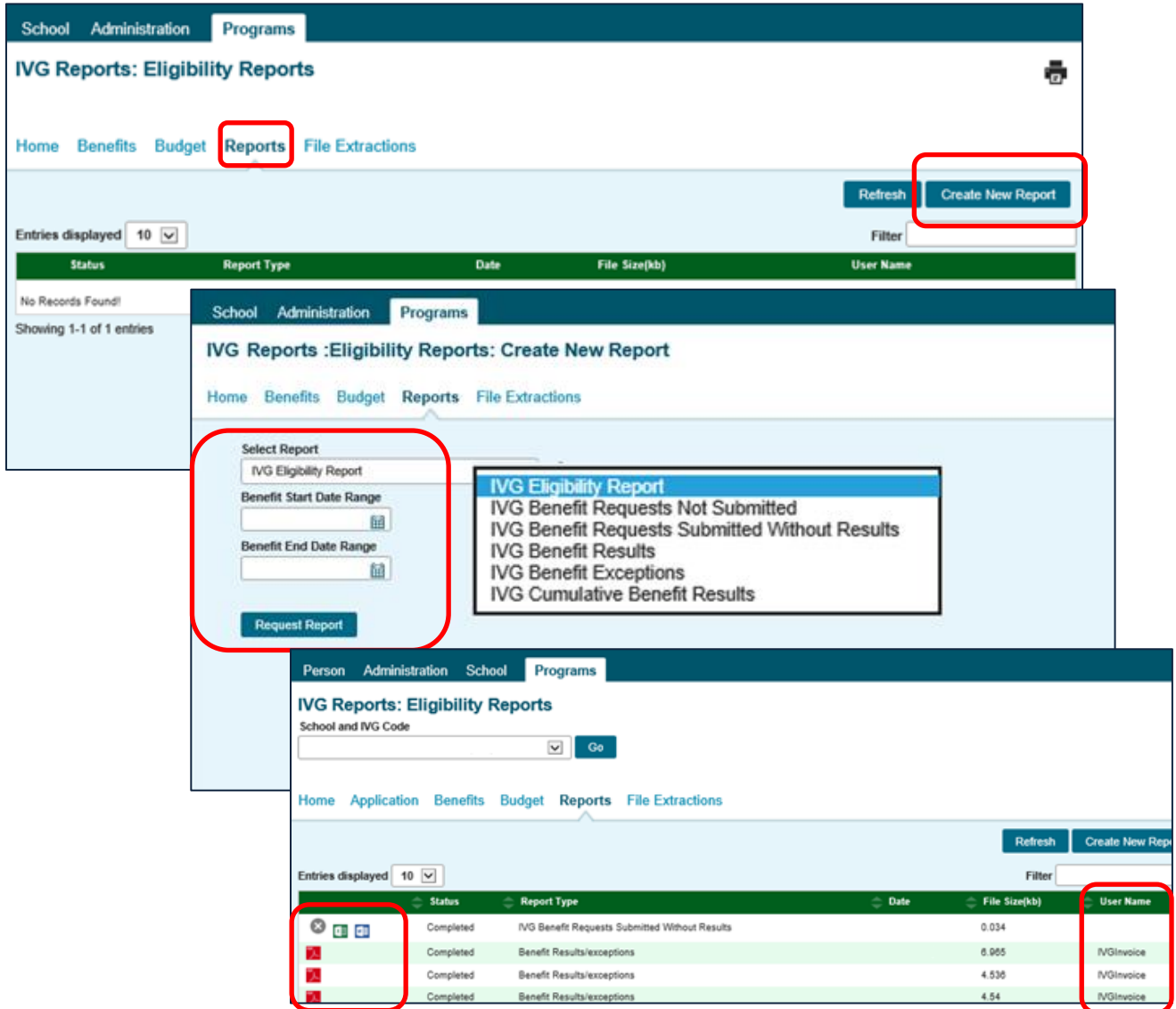
IVG Benefit Results and Expanded Reject Codes


CODE	BENEFIT RESULTS CODE DEFINITIONS
*	Benefit processed as requested – no exceptions.
B	Benefit increased.
C	Benefit decreased.
F	Full IVG units already used.
H	Benefit already processed for your school for requested term, or no change to benefit amount or units.
I	Benefit reduced, amount requested is greater than term award.
J	Ineligible for Benefit. (Application not approved.)
K	Ineligible for Benefit due to Stafford loan default status per ISAC.
T	With this Benefit, student attains 120 IVG units. Student will no longer be eligible for IVG Benefit.
U	Change in Benefit was requested; record indicates that no prior Benefit has been made for this term.
N	Benefit already processed for term at another school.
W	IVG units increased due to change in enrollment hours. (no change to amounts)
X	IVG units decreased due to change in enrollment hours. (no change to amounts)
A	Ineligible due to conflict.
CODE	EXPANDED REJECT CODE DEFINITIONS
1E	Benefit Request Code is invalid; not P or C or is blank
1G	Invalid Post-9/11 GI Bill %
1L	Record submitted by non approved school
1T	Term enrolled invalid or blank
1U	In District Tuition or Out of District Tuition or Fee amount is invalid or blank
1V	College year invalid
T	Benefit was reduced to not exceed maximum allowable tuition and fees

Section 5 – Reports and Files Extractions

Reports Screen

The **Reports** screen is accessed from the **Reports** tab. To generate a report, click on the **Create New Report** button in the upper right-hand corner of the screen. Then, select the report type from the **Select Report** drop-down menu, enter a date range as needed, and click on the **Request Report** button.



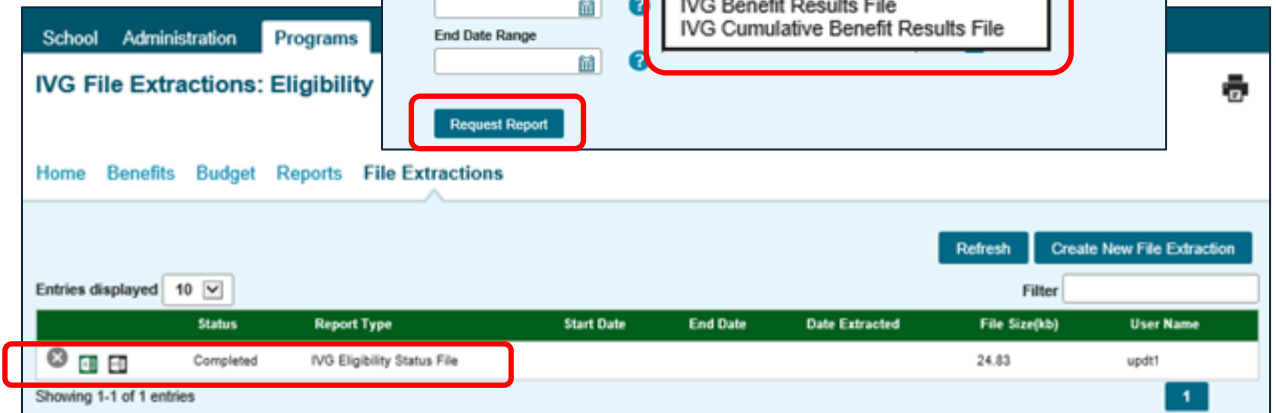
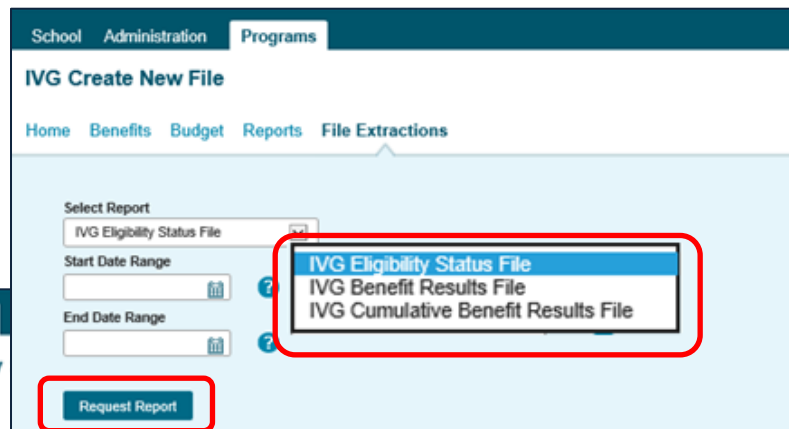
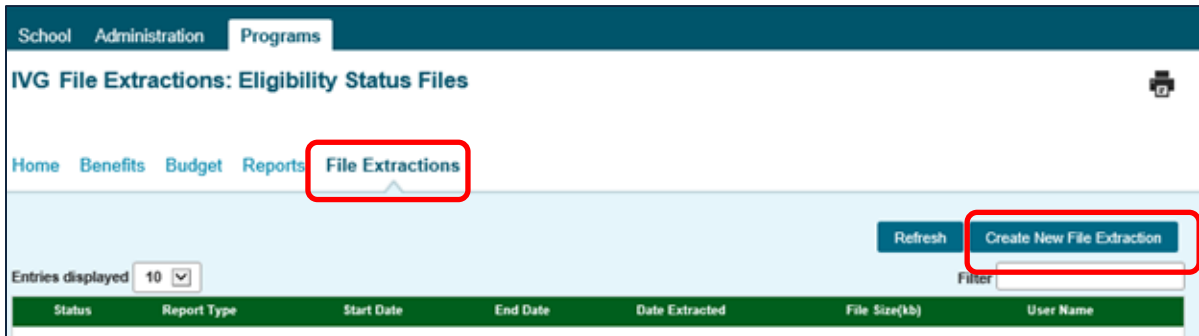
Reports displaying the .pdf icon  on the **Reports** list in the IVG system are ISAC-generated reports of benefit processing results. These reports are identifiable by the username *IVGInvoice* in the last column of the report list. The ISAC-generated report is made available on the next business day after your school's benefit requests have been processed.

To open your report once it is made available, simply select the icon for the file format that you prefer. It is suggested that you save school-requested and ISAC-generated reports to your systems for future reference.

Section 5 – Reports and Files Extractions

File Extractions Screen

The File Extractions functionality is accessed from the **File Extractions** tab. To generate a file extraction, click on the **Create New File Extraction** button in the upper right-hand corner of the screen. Then, select an option from the drop-down menu and click on the **Request Report** button. A message will appear in the **Status** column when the extraction file is complete, and you will have the options to view or download the file in Excel or Text file format.



The **Reports** function allows schools to create a variety of reports, which can include specific date ranges, and the **File Extractions** function allows users to create a data file that can be transferred to other systems. (IVG file extractions follow the *IVG 160-Byte File Layout Specifications* that can be found in Electronic Tools section of the E-Library at isac.org.)

The reports and file extractions generated in the IVG system will only include those IVG applicants who are listed in the school's **Student Benefit List: View** in the IVG system (which includes all students for whom a benefit request has been submitted to ISAC in the last three academic years and any students the school may have added to the list through the **Add Student** function). The file extraction will not include all applicants in ISAC's IVG database.

Section 6 – File Transfer Protocol (FTP) Processing

Schools may exchange benefit request IVG data with ISAC via a File Transfer Protocol (FTP) process, using a 160-byte flat (text) file created with Notebook or Microsoft Word. The text file must have 160 columns across each row and each row accounts for an individual student record. Every column or set of columns has a specific meaning and will be populated depending on the use of the file. The record types used as part of the IVG FTP process are:

- U – IVG Cumulative Benefit Results to the school
- S – Eligibility Status records to the school
- V – Benefit Requests Records from the school
- B – IVG Benefit Results to the school

After populating the file with data, the 160-byte file should be saved as a text file with the extension of **.txt** in the file name.

- Example: IVGpayreq_999_010111.txt

Do not password-protect the file.

Accessing the ISAC File Transfer System

FTP files are submitted to ISAC via the ISAC File Transfer System at **<https://transfer.isac.org/>**.

Please note that the site uses **HTTPS** and not HTTP. The web browser must have cookies and java script enabled and it must allow popups for **transfer.isac.org** to function correctly. If using Internet Explorer 7.0 and above, you will need to use the Windows Search (or Windows Explorer function) and enter the address above in the Address Bar to properly access ISAC's FTP site.

To submit an FTP file to ISAC, you must have a GAP Access ID and password to log in to the secure file transfer system. Your school's GAP Access administrator has the ability to grant access privileges for anyone that will be using the secure transfer system.

Once you've navigated to **<https://transfer.isac.org/>**, enter your current GAP Access username and password to log in to the site.

While logged in, please note that there is a five-minute inactivity timeout. This means that while you are logged on, if you do not do anything for five or more minutes, you will be prompted to log in again. You should not use the Back and Forward buttons of your web browser to navigate while in the secure site, as this will result in unintended consequences.

After a successful login, navigate to the Secure Folders screen which will display your **School Folder** on the ISAC File Transfer System, identified by your institution's 6-digit US Department of Education school code.

Section 6 – FTP Processing

Click on your School Folder and then the Program Folder for IVG, which will have an IN, OUT and TEST subfolder.

- The IN subfolders are to be used when an institution needs to transfer a **file** to ISAC. (Note: you will not be able to transfer folders to the ISAC File Transfer System.)
- The OUT subfolders are to be used to retrieve files that ISAC has made available to an institution.
- The TEST subfolder allows the transfer of test files only.

To upload a file, select the program subfolder (e.g.IVG/IN) that you wish to upload a file to, then click the Upload button. This will bring up a screen which accesses your computer.

Note: If you have not allowed popups for transfer.isac.org, your web browser may block the popup window that is supposed to appear after clicking the Upload button. It is recommended to always allow popups for this site. If you had to allow it, you will need to click the Upload button again.

Navigate to the desired file on your local computer and select that file to upload. Click Open or double click the selected file to upload it.

An “Upload Complete” message will appear when the file has been successfully uploaded, and the file will be listed in the Program Subfolder. The file will be retrieved and processed in the regular file retrieval cycle. You may then log out of transfer.isac.org.

Reporting of Rejected Benefit Requests to Schools

Schools will find Rejected Benefit Requests, along with all other Benefit Results, on the Benefit Results Summary/Invoice Detail report in the IVG Reports: Eligibility Reports area in the IVG section of GAP Access. **No separate notification will be sent.**

To assist in the reconciliation process, additional reports (Benefit Results, Benefit Exceptions, Request Not submitted, etc.,) can be created in the Reports area in the IVG section of GAP Access.

If no FTP-submitted benefit results appear on the Benefit Results Summary/Invoice Detail Report, then your requests may have rejected at the file level prior to any records in that file being processed. Please check your file for the following before resubmitting:

- Confirm that the file name does not contain any spaces and uses the naming convention specifics. (Example: IVGpayreq_999_010111.txt)
- Check the records on the file for the correct record length (160 bytes).
- Check the file for proper positioning of the data.

Reminder: Files submitted after 7:00 p.m. will not appear in the following day’s results. They will be processed with the next day’s submissions with results available the next business day.

Section 6 – FTP Processing

For specifications on creating the 160-byte IVG file for FTP processing, visit the [Electronic Tools section](#) of the E-Library at isac.org and access the eight-page specifications document for the appropriate award year.

Home > E-Library >

Electronic Tools

This section provides information on electronic tools and specifications for loan and grant payment processing. Links to helpful software programs are also provided.

Processing ISAC Gift Assistance Programs

2023-24

- [FTP Process Using GAP Access Credentials](#)
- [2023-24 MAP 160-Byte File Layout Specifications](#)
- [2023-24 Alternative Application Student Record School File Layout](#)
- [2023-24 ING Grant 160-Byte File Layout Specifications](#)
- [2023-24 IVG 160-Byte File Layout Specifications](#)

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2023-24 IVG 160 Byte File Layout Specifications

OVERVIEW:

- A) ISAC will provide an Eligibility File from the File Extractions menu in the online version of IVG using the GAP Access Portal. The records will be available for extraction daily as Record Type = S.
- B) Schools may transmit Benefit Requests to ISAC via File Transfer and identify these with Record Type = V.
- C) When Benefit Requests are processed, ISAC will provide Benefit results records can be retrieved in the 160 byte format option. IVG results records have a Record Type = B. The IVG elements. Schools may also use the Reports option in IVG.
- D) To cancel Benefit Requests, the school with the current Benefit Request Code zero and the Enrollment Hours field equal to 0 along with other elements transmitted to ISAC as Record Type = V.
- E) In the future, revisions made to the file layout will be highlighted.
- F) List of Fields being transmitted with each Record Type:

Record Type	Required Fields	Description
S	1-3, 5, 7, 8, 13, 18, 23, 29	IVG Eligibility
V	1-7, 21, 25, 27-28	IVG Benefit Request the school
B/U	1-8, 10-11, 13-16, 18, 20-23, 25, 27-29	IVG Benefit Results

2023-24 IVG 160 Byte File Layout Specifications

G) The following 160 byte record layout will be used for transmitting data between schools and ISAC.

Field Number	Data Element	Type (Length)	Start
1	IVG CODE	9(03)	1
2	RECORD TYPE	X(01)	4
3	CURRENT SSN	9(09)	5
4	TERM ENROLLED	9(01)	14
5	COLLEGE YEAR	9(02)	15
6	BENEFIT REQUEST CODE	X(01)	17
7	TITLE IV SCHOOL CODE	X(06)	18
8	STUDENT LAST NAME	X(16)	24
9	FILLER	X(03)	40
10	USER DEFINED	X(01)	43
11	TOTAL REQUESTED AWARD AMOUNT FOR TERM	9(05)V99	44
12	FILLER	X(05)	51
13	DEFAULT	X(01)	56
14	BENEFIT RESULT CODE	X(01)	57
15	BENEFIT RESULTS AMOUNT PAID FOR TERM	9(05)V99	58
16	ADJUSTED AMT FROM PREV BENEFIT RESULTS	S9(05)V99	65
17	FILLER	X(02)	72
18	BENEFIT RESULTS PROCESS DATE/AS OF DATE	X(08)	74
19	FILLER	X(23)	82
20	EXPANDED REJECT REASON CODE	X(02)	105
21	ENROLLMENT HOURS	9(02)V99	107
22	INVOICE NUMBER	X(10)	111
23	IVG ENTITLEMENT UNITS	9(03)	121
24	FILLER	X(08)	124
25	POST 9/11 GI BILL BENEFIT USAGE PERCENTAGE	X(02)	132
26	FILLER	X(03)	134
27	IN-DISTRICT AMOUNT REQUESTED	9(05)V99	137
28	OUT-OF-DISTRICT AMOUNT REQUESTED	9(05)V99	144
29	IVG #	X(09)	151
30	Filler	X(01)	160