GAP ACCESS
ISAC Gift Assistance Programs

User Guide:

MIA/POW Scholarship Program

Contents:

- Section 1 – Access and Navigation
- Section 2 – Student Eligibility Information
- Section 3 – Benefit Usage Processing
- Section 4 -- Reports

Illinois Department of **Veterans' Affairs**

ISAC
Illinois Student Assistance Commission

Section 1 – Access and Navigation

The MIA/POW 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 GAP Access users and provide them with the appropriate level of access. Once a school user has successfully logged in to GAP Access, the MIA/POW information can be accessed by selecting the MIA/POW tab near the top of the screen.
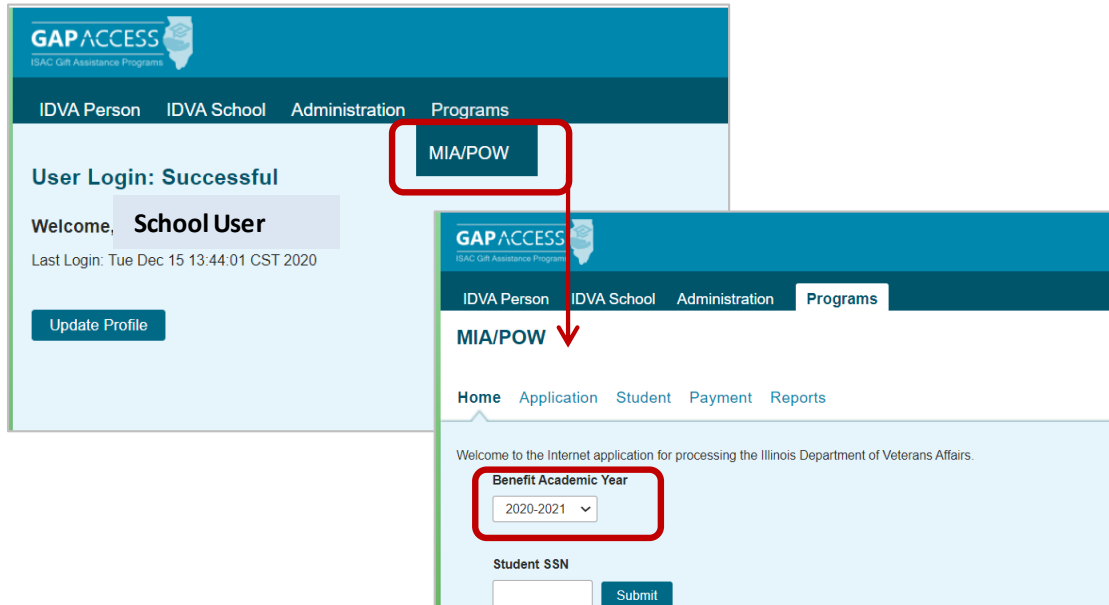
To access the list of students who may be eligible to receive MIA/POW benefits at your institution, select the Student tab.
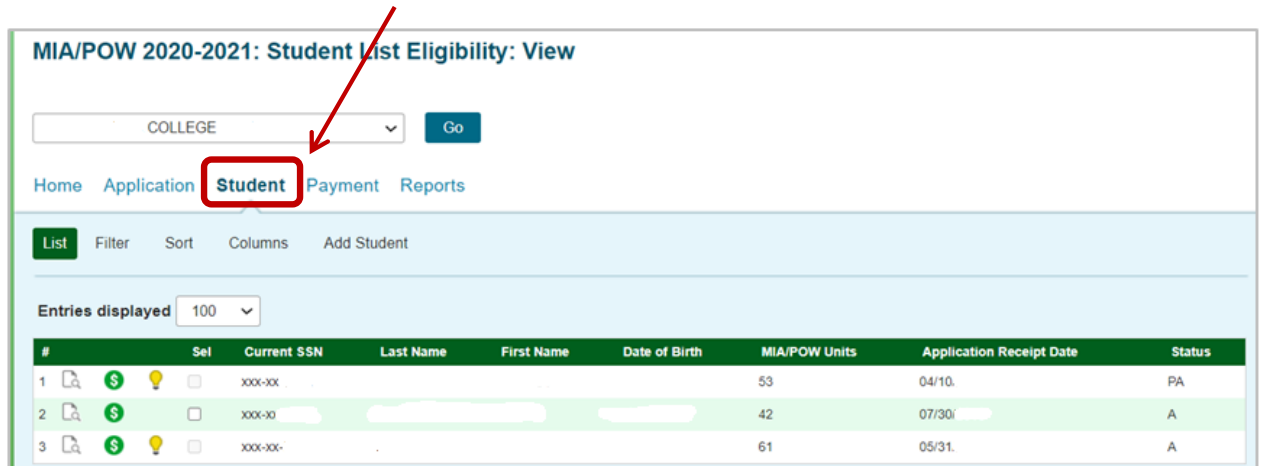
Please note that the system will time out after prolonged inactivity. The following message will appear to allow you to save your data:

Section 1 – Access and Navigation
Student List Eligibility: View Screen

The **Student List Eligibility: 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 List: View page will result in a default view with the following columns:

- Current SSN (last four digits display)
- Last Name
- First Name
- Date of Birth
- MIA/POW Units Used
- Application Receipt Date
- Status

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

- magnifying glass icon which provides access to the Student Eligibility: Detail Screen
- dollar sign icon, which provides access to the Student Payment: Detail screen
- yellow lightbulb icon, which is an indicator that there may be an issue with the student's eligibility. For resolution of program eligibility issues, the student or school should contact **Tracy Kimmel at the Illinois Department of Veterans' Affairs at 217-782-3564**.

Section 1 – Access and Navigation
Student List: View Screen

The student eligibility list can be filtered and sorted using various criteria, and it can be viewed or saved as a text file or Excel report.

- 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 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 view and/or save a report of the Student List: View screen as a text file, click on the **View Report** button located at the bottom of the screen. To view and save the list as an Excel file, click on the **Excel Report** tab.

Section 1 – Access and Navigation
Student List: Filter Screen

The **Student List: Filter** screen allows you to create a customized list of student records from the Student List: View, 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.

```
MIA/POW 2020-2021: Student List: Filter

        COLLEGE
Home   Application   Student   Payment   Reports

  List   Filter   Sort   Columns


Term                                      ☐  Selected Students Only
 - All -                                   ☐  Eligible Students Only
MIA/POW Code
 - All -
SSN

MIA/POW Number

First Name
 =

Last Name
 =

App Receipt Start Date End Date


Status Code
 - All -


                          List                              Reset
```

For example, if you want to view only those students with a last name of Smith, navigate to the Last Name option, 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.

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 List: View screen.

Section 1 – Access and Navigation
Student List: Sort Screen

The **Student List Eligibility: Sort** screen allows you to designate how the records will appear on the Student List: View screen. The default sort view of the Student List: View 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 List: View screen by clicking on the **Sort** tab.
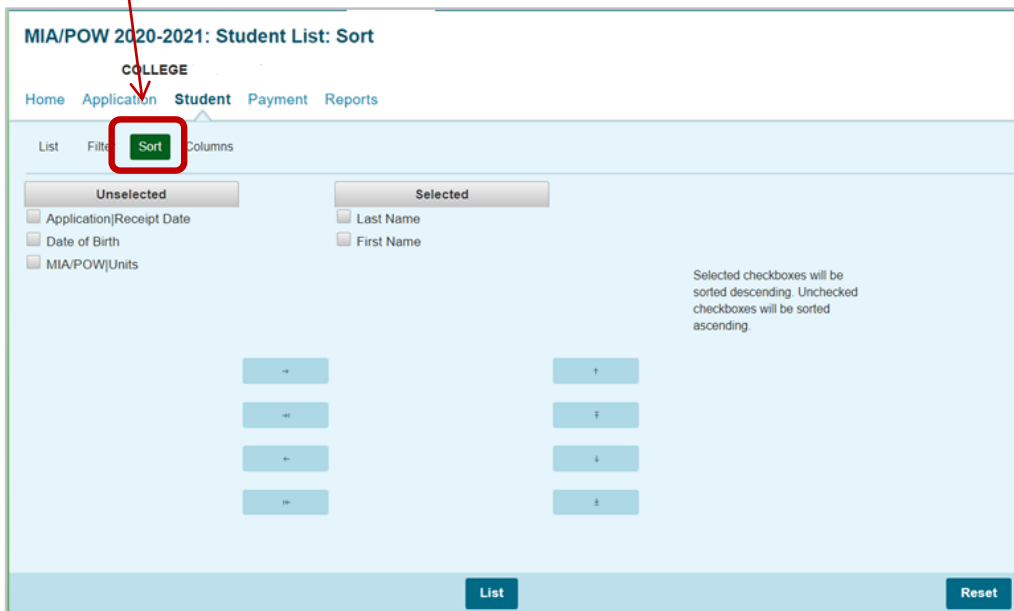
To select Sort categories: highlight the item in the Unselected list and click on the arrow icon to move it to the Selected list. To select more than one item at a time, hold down the Ctrl key while highlighting the items, then click on the arrow icon.

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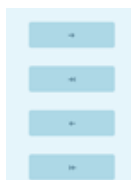
Moves the highlighted item from the Unselected list to the Selected list.
Moves all of the items in the Unselected list to the Selected list.
Moves the highlighted item from the Selected list to the Unselected list.
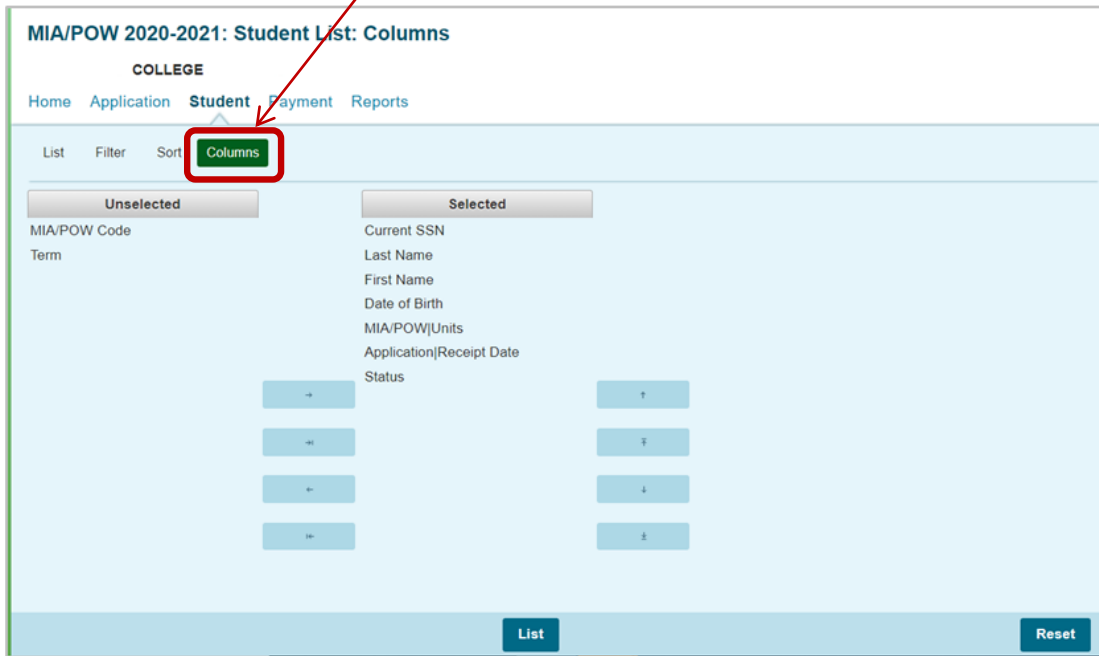Moves all of the items in the Selected list to the Unselected list.

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.

Section 1 – Access and Navigation
Student List: Columns Screen

The **Student List: Columns** screen allows the user to select which columns to display on the Student 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 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.
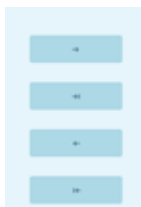
Moves the highlighted item from the Unselected list to the Selected list.
Moves all of the items in the Unselected list to the Selected list.
Moves the highlighted item from the Selected list to the Unselected list.
Moves all of the items in the Selected list to the Unselected list.

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 List: View screen.

Section 2 – Student Eligibility Information
Student List: View Screen

The Student List Eligibility: View screen is accessed from the Student tab.

On the Student List Eligibility: View screen, schools can view students who have listed their school on the MIA/POW Application and have been determined eligible for the program.

Eligibility status codes that may display on the list include:
- A = Eligible
- C = Incomplete
- I = Ineligible
- P = Pending
- PA = Pending Eligible
- PC = Pending Incomplete
- PI = Pending Ineligible
- PV = Pending Void
- V = Void

MIA/POW 2020-2021: Student List Eligibility: View

COLLEGE ⌄   Go

Home   Application   **Student**   Payment   Reports

List   Filter   Sort   Columns   Add Student

Entries displayed 100 ⌄

#				Sel	Current SSN	Last Name	First Name	Date of Birth	MIA/POW Units	Application Receipt Date	Status
1	🔍	$	💡	☐	XXX-XX-				53	04/10	PA
2	🔍	$		☐	XXX-XX				42	07/30	A
3	🔍	$	💡	☐	XXX-XX-				61	05/31/	A

Showing 1 to 3 of 3 entries

|◀ ◀ **1** ▶ ▶|

View Report   Excel Report   Save Selected

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 List: View screen, provides basic demographic information about the MIA/POW applicant, including the current Social Security Number, the MIA/POW number that's been assigned by IDVA, the student's address, application receipt and approval date, the number of IDVA units used, and payment request information for the academic terms.

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

Following are notes about the alpha/number format for a student's IDVA-assigned MIA/POW number.

- The first two characters are the county code retrieved from Illinois' County Table
- The letter "M" follows the county code
- Concludes with a six-digit number.

Section 3 – MIA/POW Benefit Usage Processing
Student Payment List: View

The benefit request process in the MIA/POW 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 submits the claim data for processing.

Step 1: Creating the Requests –
- From the Student Payment List, select the individual student record by clicking on the green dollar sign icon
- On the Student Detail: Payment screen, enter the number of credit hours and the tuition and fee charges
- Click on the Save button to retain the information entered.

Step 2: Submitting the Request –
- Once data has been entered on individual student records, navigate to the **Submit Benefit Requests** screen to complete the claim request process.

In order to create and submit benefit requests in the MIA/POW system, users must have "Update" privileges in GAP Access for the MIA/POW program.

The terms are numbered in the MIA/POW system as follows:
- 0 = Summer term
- 1 = Fall term
- 2 = Spring term
- 3 = Summer term

Section 3 – MIA/POW Benefit Usage Processing
Add Student Screen

The list of students you will see on the Student Payment List screen when accessing the MIA/POW section of GAP Access is a list of students who have listed your school on their MIA/POW application.

Additional MIA/POW-eligible students may be added to your school's eligibility and payment lists through the **Add Student** screen. To add a student to the list, enter the student's last name, Social Security Number (SSN), and/or IDVA-assigned MIA/POW number (which can be found on the student's MIA/POW eligibility letter).

You must enter at least two of the three student identifiers to search the IDVA database and add the student to your list. If your search does not provide a result, that likely means that the student is not in IDVA's database.

If you are unable to locate a student who you believe should be in IDVA's MIA/POW database, please contact **Tracy Kimmel at the Illinois Department of Veterans' Affairs at 217-782-3564**.

Section 3 – MIA/POW Benefit Usage Processing
Student Detail: Payment Screen

To complete the benefit request for an eligible student, navigate to the Student Detail: Payment screen and enter the required data into the appropriate fields:

- **Request** – Select the appropriate item from the drop-down menu options:
    - "Payment" 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.
- **Credit Hours** – Enter the total number of credit hours in which the student is enrolled for the term. 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.
- **Tuition Amount** – Enter the total dollar amount of eligible tuition charges.
- **Fees** – Enter the total dollar amount for each of the applicable eligible fee categories listed on the Payment Detail screen. For those that don't apply, leave blank or enter zero.
- Click the **Save** button to save your data before navigating to a new page or to a new student.

Section 4 – Benefit Usage Processing Results

After benefit requests have been submitted and processed, data related to the last benefit request processed is available in the middle section of the **Student Detail: Payment** screen.

- 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 15 for result code definitions.)
- Expanded Result Code (See Page 16 for expanded result code definitions.)

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

- Invoice # -- number identifying the transaction
- School Code – school code for which the benefit request was processed
- Result Code -- code of last request
- Expanded Result Code – code of last request
- Amount Paid – amount from processing
- Adjusted Amount – difference from last benefit request processed
- Result Date

MIA/POW 2020-2021: Student Detail: Payment

COLLEGE

Home   Application   Student   **Payment**   Reports

Activity Date	12/16/2020
Status	U
Result code	
Expanded Result	
Invoice #	
School Code	
Result code	
Expanded Result	
Amount Paid	
Adjusted Amount	
Result Date	

Section 4 – Benefit Usage Processing Results

Benefit request status codes and results are also available on the **Student Payment List: View** screen and on a Payment Results report that can be requested in the Reports section.

#		Sel	Pay Sel	Term Number	Current SSN	Last Name	First Name	Request Code	Credit Hours	Tuition	Eligible Fees	Requested Amount	Status Code	MIA/POW Code
1		☐	☐	3	XXX-XX-									
2		☐	☐	2	XXX-XX-									
3		☐	☐	0	XXX-XX-									
4		☐	☐	1	XXX-XX-			P	12.00	500.00	100.00	600.00	U	

MIA/POW Benefit Processing Results Codes

CODE	DEFINITION
*	Benefit processed as requested – no exceptions.
B	Benefit increase processed
C	Benefit decrease processed
F	Full benefit units already used
H	Benefit already processed for your school or no change to benefit amount or units.
I	Benefit processed - fee and/or total requested amount reduced (initial payments)
I.F	Benefit processed - fee amount reduced (Initial payments)
I.FT	Benefit processed - fee and total amount reduced (Initial payments)
I.T	Benefit processed - total amount reduced (Initial payments)
J	Ineligible for benefits (Application not approved)
J.12	No longer eligible - First claim more than 12 years ago
J.26	Child past 26th birthday. Cannot make initial claim
J.DC	Stepchild no longer eligible - divorce
J.DS	Spouse no longer eligible - divorce
P	Not eligible for requested term - Applied Late
T	With this benefit student exceeds 120 units. Student will no longer be eligible for benefits.
U	Cancel requested - no prior benefit for term
W	Units increased (No change to amounts)
X	Units decreased (No change to amounts)

MIA/POW Benefit Processing Expanded Results Codes

CODE	DEFINITION
1	Invalid benefit request
1.1E	Record Type not P or C or data invalid for record type. (Record type is P and Enrollment Hours or Amounts not > $0, or Record Type is C and amounts and hours are not zero)
1.1L	Record submitted by non approved school
1.1T	Term enrolled invalid or blank
1.1U	Tuition or Fee amount invalid or blank
1.1V	College Year invalid
2	SSN not on database for year and term
3	School Code invalid for year and term
4	Request superseded by another request

Section 5 – Reports

A variety of reports are available in the MIA/POW system regarding eligibility and benefit request processing results.

To generate a report, navigate to the **Reports** screen using the **Reports** tab and 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.

Section 5 – Reports

After requesting a report, an "In Queue" message will appear in the status column of the report list. When it's ready for viewing, the status will change to "Completed."

Reports requested by school users are provided in both Word and Excel formats and may be printed or downloaded and saved to your computer. To open your report once it is made available, simply select the icon for the file format that you prefer.

In addition to user-requested reports, the MIA/POW system will generate a report after a benefit usage request has been submitted in GAP Access. System-generated reports are in a PDF file format and will be identified as *MIA/POWInvoice* in the user name column of the report list. System-generated reports are 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, 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.

System-generated reports (PDF)

User-request reports (Excel & Word files)