A program of the Arizona Commission for Postsecondary Education (ACPE)

Arizona FAFSA Finish Line Guide

Arizona Commision for Postsecondary Education
2020 N. Central Ave., Suite 650
Phoenix, AZ 85004

Introduction

Thank you for your participation in Arizona's FAFSA Finish Line program. This guide is intended to assist counselors, school and district administrators, as well as designated college access organization staff who participate in the initiative. The guide will walk through the process of logging into AZGrants secure website and how to access student-level FAFSA completion data. This information allows counselors, administrators, and staff to assist students through the FAFSA completion process.

If there are any questions, please feel free to contact the Commission staff for assistance. As always, we look forward to working with you throughout the year.
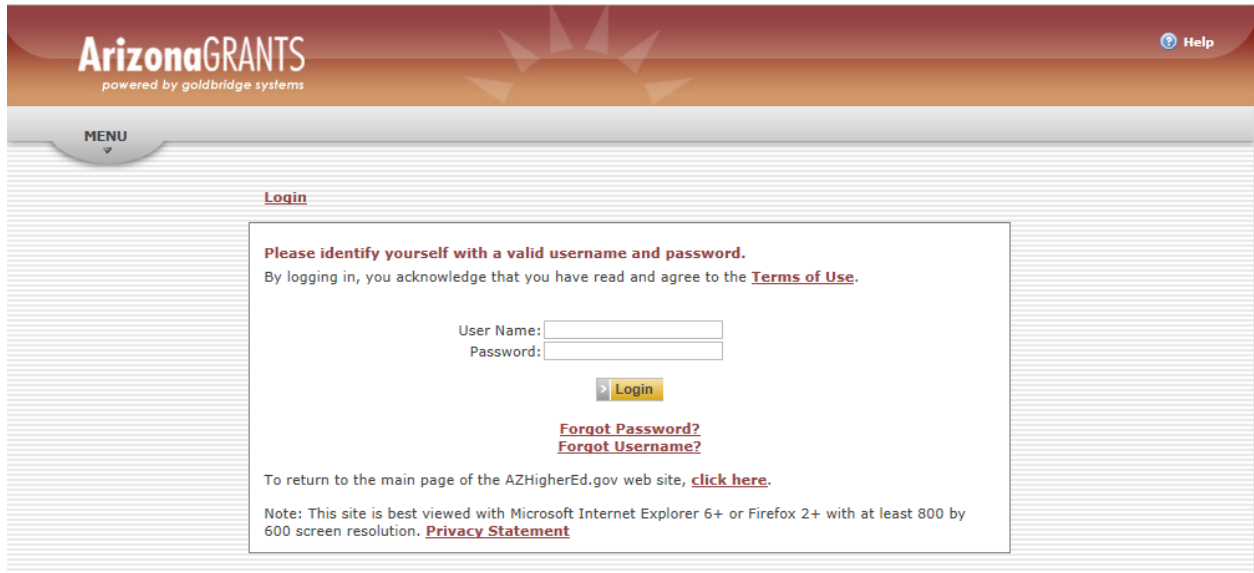

Contact Information

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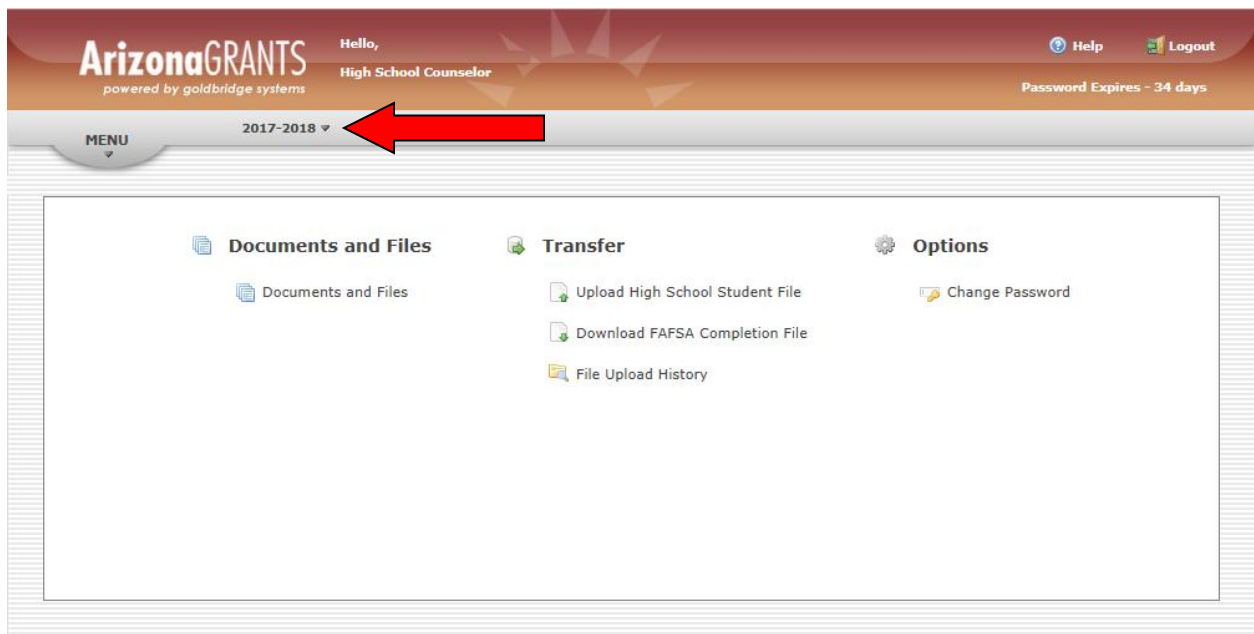Phone (602)258-2435 ex:103 | Fax (602)258-2483
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Steps to Retrieve FAFSA Filing Status Information

1. After completing the data sharing agreement and AZGrants user agreement, you will receive login credentials and a password to access the secure AZGrants website (https://finaid.azgrants.az.gov/AZGrants/login.aspx).


2. Once logged in please select the correct year. By clicking the drop down arrow, you can select the year you plan to work in.

Select 2018-2019 for students who are graduating from high school in 2018.

3. Under the "Transfer" column, select "Upload High School Student File". This will allow the upload of a list of students that a secondary school, local educational agency, or other desinated entity has an established relationship with. New FAFSA data is loaded into the system weekly.
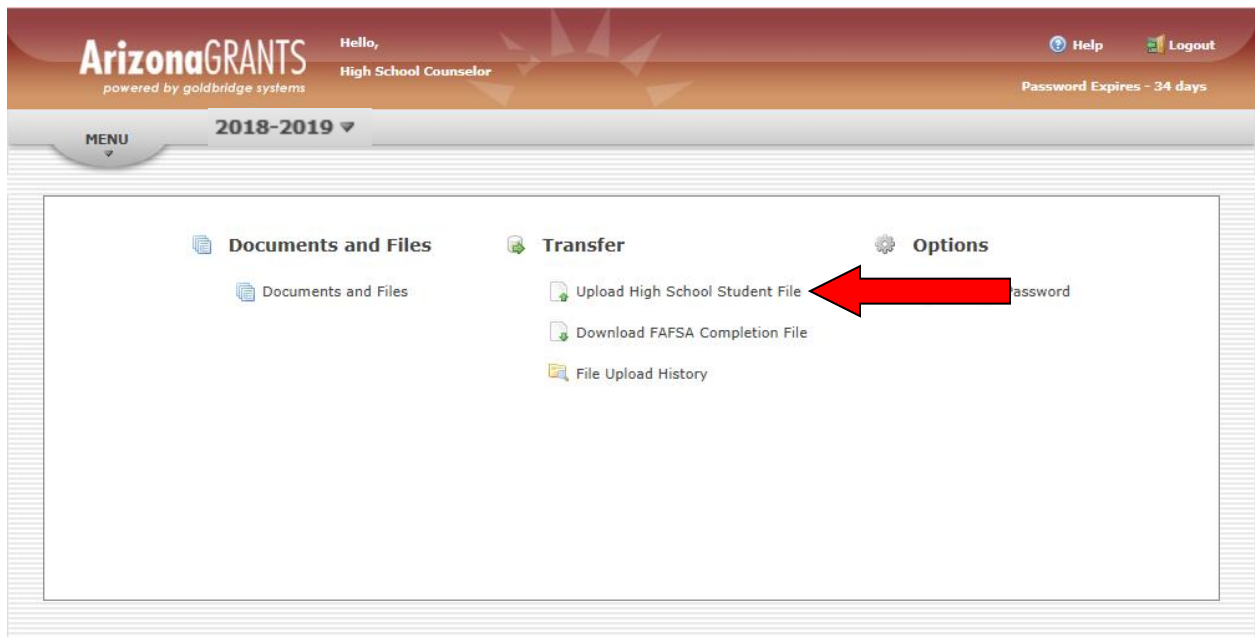
4. The upload file needs to be in a specific format otherwise the file will not be processsed.

   a. Last name character limitation (16), First name character limitation (12).

   b. Date of birth must be in mm/dd/yyyy.

   c. Zip code can only be five (5) digits long.

   d. Special Use Field character limitation (150) and can be left blank. **New Field**

   e. Save as a .csv file. Excel files will not be accepted.

   f. Ensure no commas are entered in the .csv file.

	A	B	C	D	E	F
1	Student Last Name	Student First Name	Student Date of Birth	Student Zip Code	Special Use Field	
2	Last	First	mm/dd/yyyy	12345	987654	
3	Doe	Jan	5/15/1998	85202	876543	
4	Cross	Sue	10/1/1997	85203	abcdefg	
5	Henderson	Adam	12/9/1997	85204		
6	Taylor	Rachel	1/18/1998	85205	987abc	
7	Williams	Sandy	3/5/1998	85206	abc987	

5. After the "High School Student File Upload" page opens, click "Browse" and locate the saved student .csv file to be uploaded. Once the selected file has populated click "Upload File". Depending upon the file size this may take a minute or two to complete the matching process.
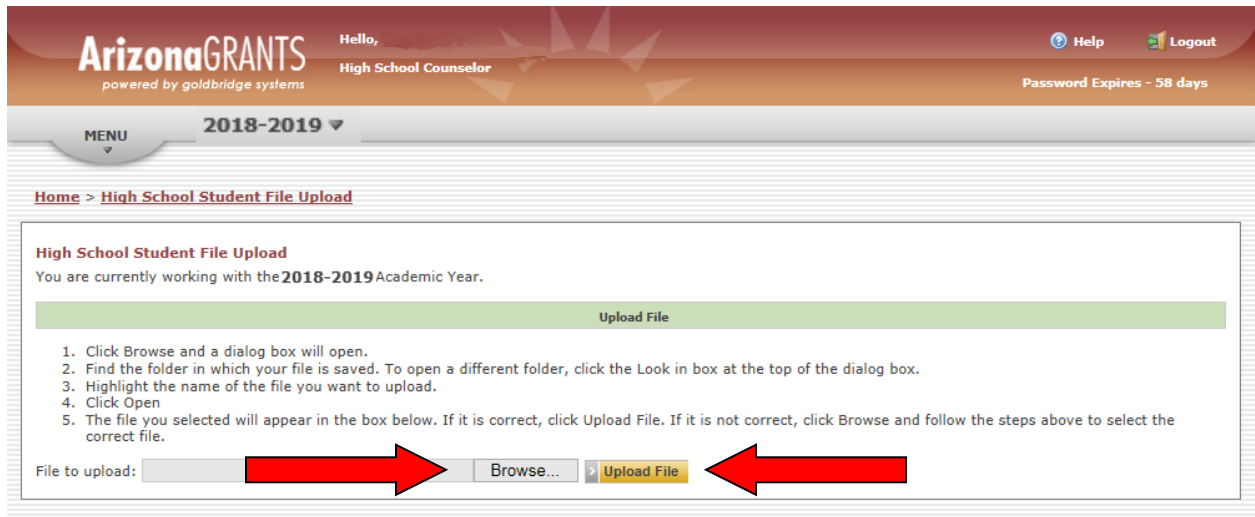
6. An upload successful message or an error message will display. If an error message populates, review the uploaded student .csv file for possible formating issues. If a successful upload message appears, select the "click here" link to download the completed file.
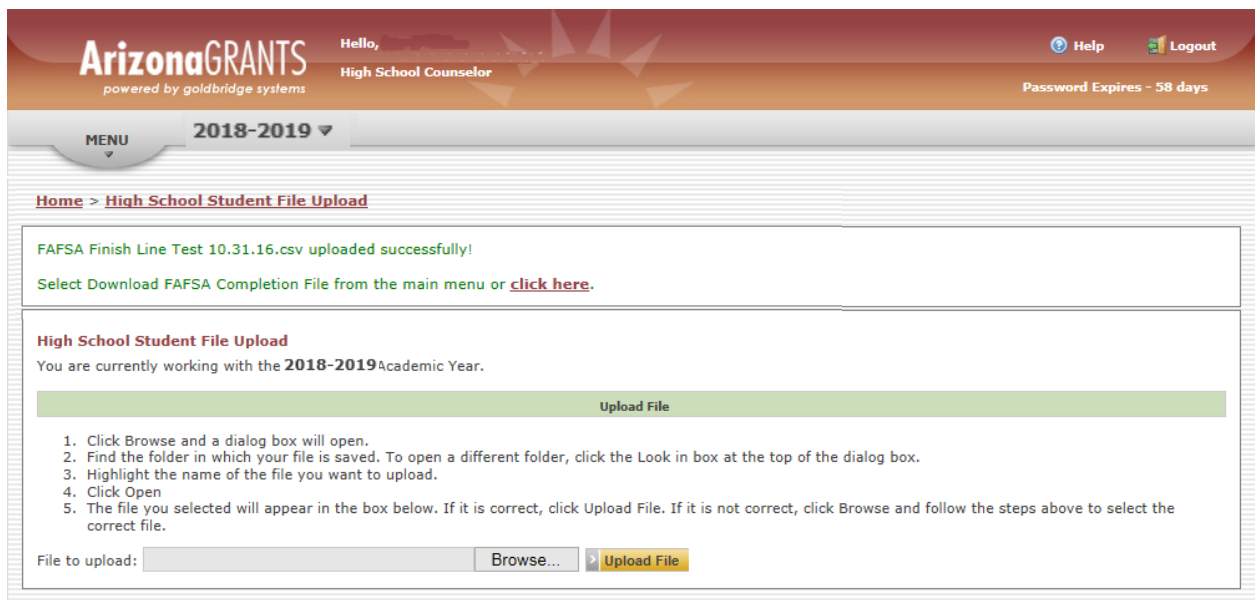
This will open the "Download FAFSA Completion File" page.

7. Click "Download File" to review the results of the matching process.

8. Report Responses and Next Steps:

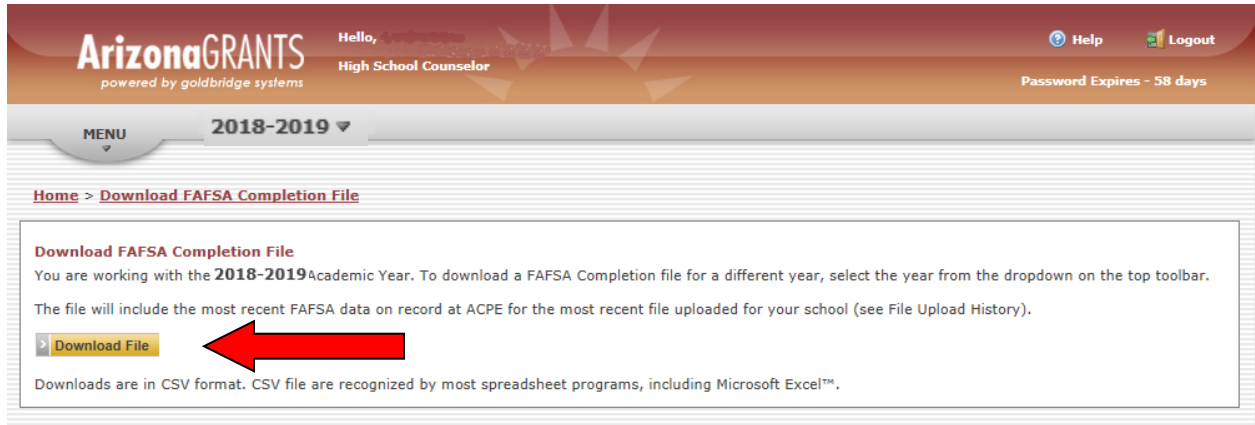|	A	B	C	D	E	F	G	H	I	J
1	Student Last Name	Student First Name	Student Date of Birth	Student Zip Code	Special Use Field	Submitted Date	Processed Date	Selected for Verification	FAFSA Status	Incomplete Reason(s)
2	Last	First	mm/dd/yyyy	12345	987654	mm/dd/yyyy	mm/dd/yyyy	Y/N		
3	Doe	Jan	5/15/1998	85202	876543	10/2/2017	10/2/2017	N	Complete	
4	Cross	Sue	10/1/1997	85203	abcdefg	10/1/2017	10/2/2017	N	Complete	Missing Signature(s)
5	Henderson	Adam	12/9/1997	85204					Partial Match	
6	Taylor	Rachel	1/18/1998	85205	987abc				No Match	
7	Williams	Sandy	3/5/1998	85206	abc987	10/1/2017	10/2/2017	Y	Complete	

Submitted Date
- Date the student submitted their FAFSA

Processed Date
- Date that the student's FAFSA was processed by the U.S. Department of Education

Verification Flag
- Y – the student was selected for verification. About 30% of the FAFSAs submitted are randomly selected for verification. This is a process by which the U.S. Department of Education has the financial aid office verify that the student and his/her parents accurately entered their income information on the FAFSA. Have the student contact the financial aid office at the college(s) or any other postsecondary institution(s) they plan to attend to find out what documents the school(s) needs the student to submit to complete the verification process. It may be necessary to contact and provide documentation to each college the student has selected.
- N – the student was not selected for verification

FAFSA Statuses
- Complete – FAFSA has been fully processed by the U.S. Department of Education
- Incomplete – Additional information is required from the student to complete the FAFSA process.
- No Match – unable to find any student FAFSA files matching less than 3 of the 4 data fields submitted in the upload file. This status may be due to the fact that the student has not submitted a FAFSA. If a student has submitted a FAFSA, verify if the data entered on the upload list is correct and resubmit with updated info. Otherwise, ask the student what information he/she entered into the FAFSA for Last Name, First Name, Date of Birth and Zip Code and resubmit with the updated info.
- Partial Match – able to find some student FAFSA files matching 3 of the four (4) data fields submitted in the upload file, but not an exact match. Verify if data entered on the upload list is correct and resubmit with the updated info. Otherwise, ask the student what information he/she entered into the FAFSA for Last Name, First Name, Date of Birth and Zip Code and resubmit with the updated info.

Incomplete Reasons Definitions
- Missing signatures – could be parent or student's signature. Have them both sign and resubmit the signature page for processing.
- Citizenship – the citizenship status was left blank and the Social Security Administration did not confirm citizenship status or the applicant reported not a citizen or eligible non-citizen. Have student contact the Federal Student Aid Information Center (FSAIC) at 1-800-4-FED-AID (1-800-433-3243) or the financial aid office at the college(s) or any other postsecondary institution(s) they plan to attend to verify the correct citizenship status was selected and find out what the next steps are to resolve the issue.
- SSN not valid – the Social Security number provided was not verified in the Social Security Administration's database. The student needs to verify the correct SSN was entered, if not the student needs to update their FAFSA form. If the number is correct. Have student contact the Federal Student Aid Information Center (FSAIC) at 1-800-4-FED-AID (1-800-433-3243) to find out what the next steps are to resolve the issue.
- Other – all other issues. Have student contact the Federal Student Aid Information Center (FSAIC) at 1-800-4-FED-AID (1-800-433-3243) or the financial aid office at the college(s) or any other postsecondary institution(s) they plan to attend to find out what the issue is and what the next steps are to resolve the issue.

9. Two Options to Request Your Next Data File:

   A. You can submit a new file, see step 4.

B. You can upload the previous week's downloaded file. The system is programed to overlay new data in the previous output fields.

	Student Last Name	Student First Name	Student Date of Birth	Student Zip Code	Special Use Field	Submitted Date	Processed Date	Selected for Verification	FAFSA Status	Incomplete Reason(s)
2	Last	First	mm/dd/yyyy	12345	987654	mm/dd/yyyy	mm/dd/yyyy	Y/N		
3	Doe	Jan	5/15/1998	85202	876543	10/2/2017	10/2/2017	N	Complete	
4	Cross	Sue	10/1/1997	85203	abcdefg	10/1/2017	10/2/2017	N	Complete	Missing Signature(s)
5	Henderson	Adam	12/9/1997	85204					Partial Match	
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7	Williams	Sandy	3/5/1998	85206	abc987	10/1/2017	10/2/2017	Y	Complete	

If you have any questions or run into any problems please call or email the Commission contacts listed on page two of this guide.

FAFSA Finish Line FAQs

Q: How often can I request FAFSA information?
A: New FAFSA information is loaded once a week and available on Monday.

Q: What student information is required for the student list?
A: First name, last name, date of birth and zip code.

Q: What kinds of outreach could I do with this information?
A: Outreach ideas for schools:
   A. Schedule one-on-one appointments with students/parents with incomplete FAFSAs or no FAFSAs to assist them with completion.
   B. Schedule multiple outreach events at the high school. These efforts would target students/parents with an incomplete FAFSA or no FAFSA.
   C. Set a milstone for the number of graduating seniors that will complete a FAFSA.

Q: When is a student considered completed?
A: A student will be considered "completed" when the first name, last name, date of birth, and zip code from your student list matches a FAFSA and an Expected Family Contribution (EFC) has been calculated.

Q: What does it mean if I have students who are listed as "no match"?
A: A student is a "no match" when less than 3 of the 4 fields (first name, last name, date of birth, and zip code) from your uploaded student list does not match a FAFSA. It could mean that the student did not complete the FAFSA or that the student data from your file doesn't match what the student put on their FAFSA.

Q: What does it mean if I have students who are listed as "partial match"?
A: A partial match means that 3 out of the 4 fields (first name, last name, date of birth, and zip code) has matched a FAFSA. This student could have completed a FAFSA; however not all of the student information from your list matches what the student put on their FAFSA.

Q: What is the **New Special Use Field** used for?
A: The **New Special Use Field** allows you to enter anything (except commas) up to 150 characters. This field is not required and can be blank. Some examples the field could be used for are: Student ID's for easier tracking and matching with your own data or notes of interventions taken with specific students.