



# **Higher Education Services Corporation**

## **New York State Grants & Scholarships**



New York State Higher Education Services Corporation

# HESC



*We help people pay for college.*

HESC administers  
the Tuition Assistance Program (TAP),  
as well as many scholarships  
and loan forgiveness programs to  
assist students in achieving  
their educational goals.



# TAP Processing



- ❖ Applications
- ❖ Rosters
- ❖ Remittance Advice

# First Step



## ❖ FAFSA Application

# <http://www.fafsa.ed.gov/>



**START HERE**  
**GO FURTHER**  
**FEDERAL STUDENT AID**

**FAFSA**  
Free Application for Federal Student Aid



Home



About Us



Student Aid on the Web



PIN Site



Contact Us



Browse Help

SEARCH

English

Español



## Get help paying for college

Submit a Free Application for Federal Student Aid (FAFSA)

[Start Here](#)

- Start or continue your FAFSA
- Correct your FAFSA
- Check the status of your FAFSA, and more...

### [Deadlines](#)

Information about your deadlines.

### [School Code Search](#)

Find your college's school code. Also find

### [Announcements](#)

- The new 2012-2013 FAFSA is here! To begin your application, click [Start Here](#) above.

# TAP Link on FAFSA

Confirmation - FAFSA on the Web - Federal Student Aid

<https://acc.fafsa.ed.gov/FAFSA/app/fafsa?execution=e1s1>

## 2012-2013 Confirmation Page

**Confirmation Number:** F 01500210204 11/08/2011 09:08:12

**Data Release Number (DRN):** 8915

**Congratulations, Testing!** Your FAFSA was successfully submitted to Federal Student Aid. You should print this page for your records.



**Optional Feature - Transfer your parents' information into another FAFSA** - Do your parents need to complete a FAFSA for your brother or sister? Click here and all the information your parents provided in this application will be transferred to a new FAFSA. Your parents will have to provide a signature again, but that's all.



**Optional Feature - Start your state application** - Click here if you want to apply for New York state-based financial aid.



### Eligibility Information

You may be eligible to receive the following:

**Estimated Expected Family Contribution (EFC) = 00000**

The EFC is an index that schools use to determine your eligibility and is not the amount of money that you have to pay. Your school's financial aid office will use your EFC to determine the specific types and amounts of student aid you are eligible to receive.

Pell Grant Estimate - \$5,550.00

Direct Stafford Loan Estimate - \$5,500.00

You may also be eligible to receive other federal, state, or institutional grants, scholarships, and/or work-study.

# ISIR (Institutional Student Information Record) Selection

An ISIR record is selected for NYS processing when all conditions are met:

- Nine-digit numeric entry in Student's current SSN
- Citizenship status is
  - Blank or not 3, or
  - Blank and Student's assumed Citizenship is not blank
- Primary EFC is shown
- ISIR record shows SSN match equal to 2, 3, or 4

# ISIR Selection



- ❖ Student's Permanent State is not blank
- ❖ Student's State of Legal Residence equals NY
- ❖ College code equals a NYS School (found on the HESC college table)
- ❖ An ETA or completed APP has not previously been created for the same student determined by a match on SSN

# Second Step



## ❖ TAP Application

# TAP on the Web



## STUDENTS AND FAMILIES



[Home](#) [Login](#) [Contact Us](#)

Si desea llenar la versión en español de la solicitud del Programa TAP, [pulse aquí](#).

Welcome to *TAP on the Web*! This online application process allows you to apply for New York State's Tuition Assistance Program (TAP). The New York State Higher Education Services Corporation (HESC) is the State's student financial aid agency, helping people pay for college by administering 19 student financial aid programs, including TAP, the New York Higher Education Loan Program (NYHELPS), a highly successful College Savings program, and offering guidance to students, families and counselors.

**To complete your online TAP application, you must first create a user name and personal identification number (PIN). [Click here](#).**

If you have not submitted a FAFSA application, you may do so at: [www.fafsa.ed.gov](http://www.fafsa.ed.gov)

TAP may be unavailable every Sunday from 1:00 a.m. to 11:00 a.m. Eastern Time. We apologize for any inconvenience this may cause.

[Terms and Conditions](#) | [Privacy Policy](#) | [Accessibility Policy](#)



# Express TAP Application (ETA)

- ❖ HESC ceased automatically mailing paper applications with 2010-11 academic year, saving time, resources and cost
- ❖ ETA printed only upon request by student or school
  - Student can call HESC or request online
  - School can request ETA to be sent using Request TAP Form task
  - School will continue to have on-site print function under Reports/Standard Reports

# ETA by Request



- ❖ *Same prefilled application based on FAFSA data!*
- ❖ Instead of creating the file to get a paper application 2-3 weeks after ISIR selection, the print function will be available 1 or 2 days after ISIR selection

# Processing Update

- ❖ 2011-12
- ❖ 2012-13

# Processing Update 2011-12

## ❖ Applications

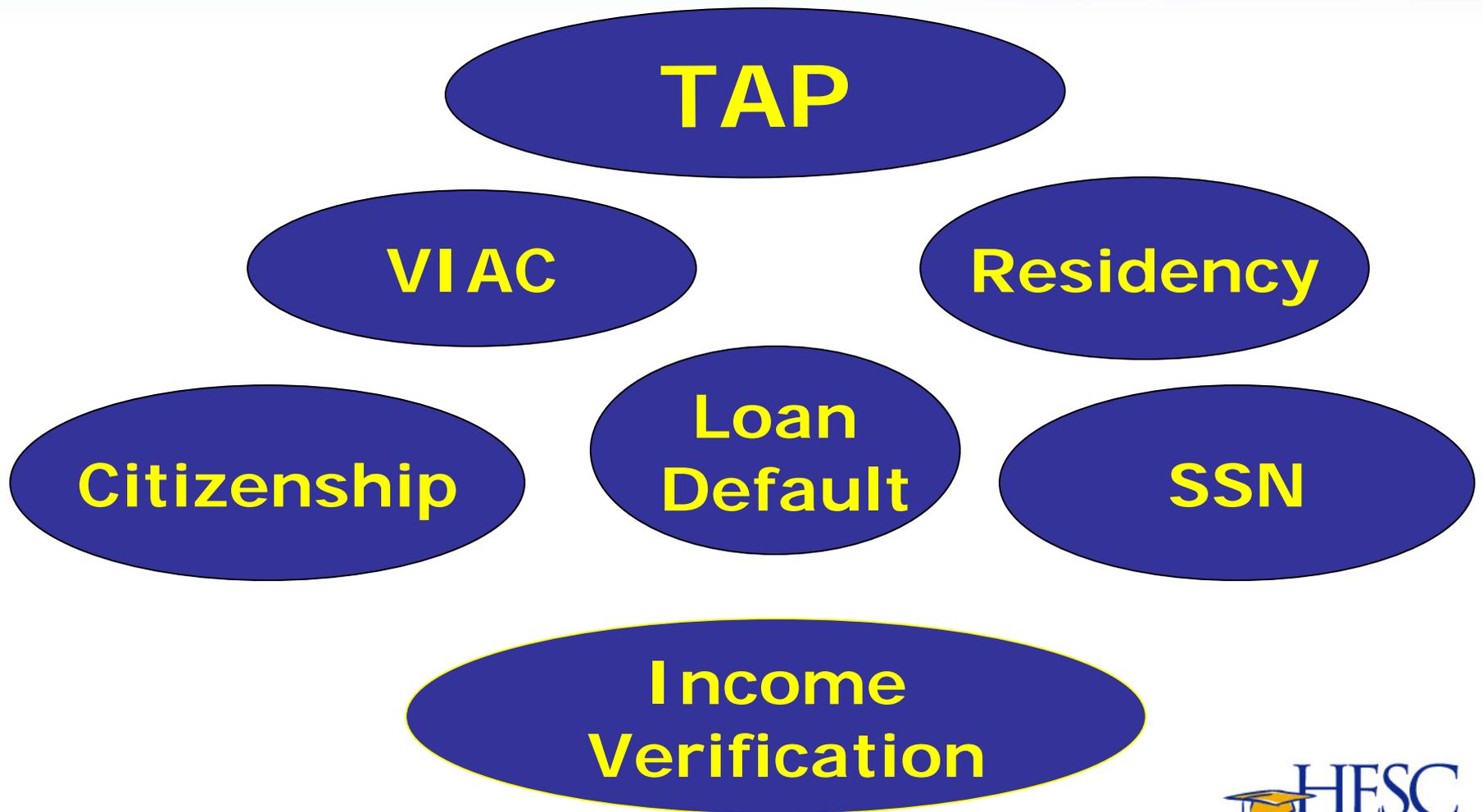
- Over 620,000 processed as of February 15, 2012
  - ETA 2%
  - Renewal Process 29%
  - FAFSA Direct 25%
  - Anytime TOTW 44%

# Processing Update 2012-13

## ❖ Applications

- Over 65,000 processed as of February 15, 2012
  - ETA <1%
  - Renewal Process 39%
  - FAFSA Direct 32%
  - Anytime TOTW 29%

# TAP Application Processing



# Residency



HESC makes initial determination based on:

1) History

- Was student denied/pending in a previous year?

2) FAFSA DATA

- Student's date of residence
- Parents' state of residence (for dependent students)
- Student's address not New York State

# Residency



HESC can question residency post-application processing due to:

- Income Verification with NYS Department of Taxation and Finance: student/spouse/parent filed NYS IT-203 tax return;
- ISIR address changes will update TAP record- if address changes to out-of-state address, student's residency will be questioned.

# Residency



School must question residency (decertify or notify HESC) if:

- Parental data on file indicates parents are not New York State residents (for dependent students);
- Student's high school diploma is not from a New York State school.

# Residency



- ❖ How to inform HESC:
  - DocTrac
  - Student Record Maintenance
  
- ❖ Please tell HESC why you are questioning residency

# Income Verification Process (IVP)

- ❖ HESC attempts to verify every SSN (student, spouse, parents) on every student record
- ❖ IVP begins in May for new processing year
- ❖ IVP is then processed every week until application processing deadline (June 30)
- ❖ Information on verification provided on View Student Record, Student Status Lists

# Verification of Income Adjustment Claim (VIAC)

- ❖ Income used to calculate TAP eligibility can be adjusted for other family members (OC) attending college full time
  - For dependent students: sibling, spouse, parent
  - For independent students: spouse, children
- ❖ Application process collects OC name, SSN, relationship to applicant
  - Must be full time for at least one term, can attend out of state

# VIAC



- ❖ HESC needs signature sign off for all OC (one time only) to send information regarding the OC to the Clearinghouse to verify enrollment
- ❖ Clearinghouse verifies full-time enrollment; if not found or found less than full time, OC will be deleted and award recalculated (spring)



# **2012-13 Startup Changes**

# 2012-13 Startup Changes

- ❖ Financial Independence Status (FIS)
  - Streamline edits and messages
- ❖ FIS Petition Status Codes
  - Unchanged: G, J, L, M, P, Q, K, T, Z
  - New Definition X-Replaces U, V, W, X
  - New Code W-Student is independent based on response to new question, ***“Are you claiming financial independence from your parents?”***

# 2012-13 Startup Changes

- ❖ Exemptions
  - Minimize income issues
- ❖ IT-150 tax form
  - Not available for 2011 tax year
- ❖ Graduate students
  - Non-funding notification in application process

# 2012-13 Startup Changes

- ❖ ETA color
  - White from now on
- ❖ Disability Date Change
  - Report actual date of permanent disability including dates prior to current year



# **HESC's DocTrac System**

# DocTrac

- ❖ School officials may use DocTrac to follow documents that maintain, update and correct information in a student's scholarship or TAP file
- ❖ Examples of items that may be tracked:
  - TAP residency documentation
  - Financial independence documentation
  - Proof of dependency
  - Federal and state income tax forms
  - Other time sensitive information
- ❖ TAP applications, TAP change forms and TAP requests for Information may not be processed using DocTrac

# DocTrac: Proof of Residency

- ❖ Applicant must submit completed NYS Residence Review Questionnaire
  - Fields left blank could result in a denial
- ❖ Student Questionnaire available electronically
  - Go to Manage My Account
  - Use ID and HescPIN to access
- ❖ Financial Aid Professionals (FAO) can print paper questionnaire in secure Transaction Center
  - Student completes document
- ❖ FAO submits to HESC through Doctrac

# DocTrac: Proof of Financial Status

## ❖ Proof of Independent Status

- Budget forms from Social Services
- Court Documents
- Third party letters e.g. minister, teacher, doctor, friend's parent aware of circumstances and who is allowing student to live with them

## ❖ Proof of Dependents status

- Insurance card listing dependent student
- Tax forms
- Third party letter from pediatrician or school stating student is the guardian of listed children

# DocTrac: Income Changes

- ❖ Federal and State tax forms
- ❖ Supporting documentation for exclusion of parental income:
  - Separated or divorced date and proof of separate residences for parents and/or applicant and spouse; separation/divorce papers filed with the county/court; tax returns and W-2s
  - Disabled: date and physician's written statement (must state disability is total and permanent); tax returns and W-2s
  - Deceased current year: date; tax returns and W-2s for both parents or both the applicant and spouse
  - Deceased prior year with joint return: date; tax return and W-2s to prorate income (removing the deceased parent or spouse's income)

# DocTrac



## ❖ Process

- Download and complete the DocTrac cover sheet, providing the school name, the contact person's e-mail address and phone number, the student's name and SSN, and the reason for submitting to HESC
- For HESC to process requests quickly and efficiently, college administrators must provide all of the information requested on the cover sheet

# DocTrac



- ❖ Send completed cover sheet with supporting documentation via DocTrac e-mail address or fax number
  - DocTrac e-mail: [doctrac@hesc.org](mailto:doctrac@hesc.org)
  - DocTrac Fax: (518) 473-1414
- ❖ HESC issues a confirmation number for college administrators to track documents and obtain current processing status
- ❖ Confirmation numbers are issued within 3 business days

# DocTrac



## ❖ Important Considerations

- **For school use only**
- Use cover sheet to list all documents faxed
- If documentation is insufficient to process award, student and school will be notified of additional documentation required
- 300-400 transmissions per month
- Designated person in G & S processing for all DocTrac transmissions
- HESC will e-mail when processing is complete



# **Student Record Maintenance (SRM)**

# Student Record Maintenance (SRM)

- ❖ Supply and revise student data from the FAFSA, TAP on the Web Make an (TOTW) application and/or ETA
- ❖ Adjustment to the number of other family members attending college, used in the calculation of the TAP award
- ❖ Certify student awards currently pending on a roster and amend student awards previously certified

# Certification Processing Flow

**HESC creates Rosters  
from approved applications**

**School certifies and corrects  
rosters and returns to HESC**

**HESC gathers all certification data daily  
Processes on Thursday night  
Remittance advices released on Friday**

**Changes may be made to certifications  
prior to and after processing**

# Resources

- ❖ Transaction Processing (View Student Record, Student Record Maintenance, View/Submit Pending Certification, View/Submit Multiple Pending Certifications, View/Correct Student Certification)
- ❖ Programs, Policies, and Procedures Guide to Grants and Scholarship Programs (includes schedule information in Appendix A)
- ❖ TAP Coach
- ❖ TAP Processing Schedule

# Resources



New York State  
Higher Education  
Services Corporation

Andrew M. Cuomo, Governor  
Elsa Magee, Acting President

High School Counselors

Financial Aid Professionals

Search  **GO**

[College & Career Planning](#) | [Paying For College](#) | [Applying For Financial Aid](#) | [Borrower Center](#) | [Military Corner](#) | [Additional Resources](#) | [FAQs](#)

## HESC Online Processing

[HESC Transaction Processing \(Secure\)](#)  
[Web File Transfer](#)

## TAP and Scholarship Resources

[APTS Handbook](#)  
[Award Estimators](#)  
[Forms for Financial Aid Professionals](#)  
[Programs, Policies and Procedures:  
Guide to Grants and Scholarship  
Programs](#)  
[TAP Coach](#)  
[TAP Processing Schedule](#)  
[TAP School Codes](#)

## Grants and Scholarships Questions and Answers

### Flexible Processing

[Alternative Loan Processing](#)  
[DocTrac Processing](#)  
[Electronic Data Exchange System](#)

### Common Manual

## Financial Aid Professionals



Get information about how HESC processes grants and loans. Get technical support. Learn more about our products and services.

This section of HESC.org gives college financial aid professionals information about the services HESC provides to help them help students.



## In the Spotlight

- [Stuck on a FAFSA Question?](#)
- [GoCollegeNY.org Launched:  
Encourages High School Students to  
Stay in School, go to College](#)
- [Net Price Calculator Requirement](#)

# TAP Coach



New York State  
Higher Education  
Services Corporation

Andrew M. Cuomo, Governor  
Elsa Magee, Acting President

High School Counselors

Financial Aid Professionals

Search  GO

College & Career Planning | Paying For College | Applying For Financial Aid | Borrower Center | Military Corner | Additional Resources | FAQs

## HESC Online Processing

HESC Transaction Processing (Secure)  
Web File Transfer

## TAP and Scholarship Resources

APTS Handbook  
Award Estimators  
Forms for Financial Aid Professionals  
Programs, Policies and Procedures:  
Guide to Grants and Scholarship  
Programs

**TAP Coach**

TAP Processing Schedule  
TAP School Codes

## Grants and Scholarships Questions and Answers

## Flexible Processing

Alternative Loan Processing  
DocTrac Processing  
Electronic Data Exchange System

## Common Manual

## Financial Aid Professionals



Get information about how HESC processes grants and loans. Get technical support. Learn more about our products and services.

This section of HESC.org gives college financial aid professionals information about the services HESC provides to help them help students.



## In the Spotlight

- [Stuck on a FAFSA Question?](#)
- [GoCollegeNY.org Launched: Encourages High School Students to Stay in School, go to College](#)
- [Net Price Calculator Requirement](#)

# TAP Coach



New York State  
Higher Education  
Services Corporation

Andrew M. Cuomo, Governor  
Elsa Magee, Acting President

High School Counselors

Financial Aid Professionals

Search

GO

[College & Career Planning](#) | [Paying For College](#) | [Applying For Financial Aid](#) | [Borrower Center](#) | [Military Corner](#) | [Additional Resources](#) | [FAQs](#)

## HESC Online Processing

[HESC Transaction Processing \(Secure\)](#)

[Web File Transfer](#)

## TAP and Scholarship Resources

[APTS Handbook](#)

[Award Estimators](#)

[Forms for Financial Aid Professionals](#)

[Programs, Policies and Procedures:](#)

[Guide to Grants and Scholarship](#)

[Programs](#)

[TAP Coach](#)

[TAP Processing Schedule](#)

[TAP School Codes](#)

## Grants and Scholarships Questions and Answers

### Flexible Processing

[Alternative Loan Processing](#)

[DocTrac Processing](#)

[Electronic Data Exchange System](#)

### Common Manual

### Disbursement Options

### Entrance and Exit Counseling

## TAP Coach

TAP Coach is a comprehensive tool that assists college financial aid officers with TAP administration. Designed to supplement the existing Programs, Policies and Procedures Manual (commonly referred to as the TAP Manual), TAP Coach contains detailed information on a variety of TAP-related topics. With an indexed format that enhances ease of use and links to related content in the TAP Manual, TAP Coach should provide you with valuable assistance for your day-to-day administrative duties.

### Begin Your Research

Select a letter range from the table below to reveal a list of TAP Coach topics.

TAP Coach

Index

[A - C](#)

[D - F](#)

[G - L](#)

[M - R](#)

[S - Z](#)

# TAP Coach

## HESC Online Processing

HESC Transaction Processing (Secure)  
Web File Transfer

## TAP and Scholarship Resources

APTS Handbook  
Award Estimators  
Forms for Financial Aid Professionals  
Programs, Policies and Procedures:  
Guide to Grants and Scholarship  
Programs  
TAP Coach  
TAP Processing Schedule  
TAP School Codes

## Grants and Scholarships Questions and Answers

## Flexible Processing

Alternative Loan Processing  
DocTrac Processing  
Electronic Data Exchange System

## Common Manual

## Disbursement Options

## Entrance and Exit Counseling

Mapping Your Future Counseling

## Programs for Disadvantaged Students and Families

College Access Challenge Grant  
Program (CACG)  
NYGEAR UP

## TAP Coach - A to C

### TAP Coach Subject Index - A to C

Click on a subject below to learn more

[Ability to Benefit](#)

[Academic Calendar](#)

[Academic Eligibility Criteria](#)

[Academic Year](#)

[Accelerated Study](#)

[Accelerated Study/Remedial Coursework](#)

[Admission Requirements](#)

[ADA Part-time TAP](#)

[Affidavits](#)

[Aid for Part-time Study](#)

[Applicable Courses](#)

[Application Procedure](#)

[Approved Program](#)

[APTS](#)

[Assistantships](#)

[Attendance](#)

# Thank You



George Kazanjian

Vice President, Grants and Scholarships

Norene Grose

Director, Grants and Scholarships

Contact HESC:

1-866-431-4372

[scholarships@HESC.com](mailto:scholarships@HESC.com)

