



**KATHY HOCHUL**  
Governor

**GUILLERMO LINARES, Ed.D**  
President

## HESC Update February 2023

### Processing Updates

- Spring 2023 Excelsior was opened until Thursday, February 9<sup>th</sup> at midnight. Now closed and we are working to get information to fully process accounts.
- HESC will be developing tutorials to assist students with application processing, school code updates, and uploading documents.

Please select from the Student or Parent Account menu to  
**Student or Parent Account**

- [Change HESC PIN Account/Email address](#)
- [Review My NYS Financial Aid Information](#)
- [Update College Information](#)
  - [Changing Your College Code Instructions](#)
- [Request an Application for Student Aid](#)
- [View Get on Your Feet Loan Program information](#)
- [View Loan Forgiveness Status](#)
- [View FFEL Loan History](#)

### Certifying Information for Students with Part-time TAP and APTS

As you are aware, the 2022 NYS budget enhanced the opportunity for part-time students to receive Part-time TAP. For the 2022-23 academic year, there are instances where a student may be eligible for both Part-time TAP award and Aid for Part-time study (APTS).

At this time, payments for students receiving both awards (Part-time TAP and APTS) cannot be processed together on our mainframe system. Therefore, HESC will be processing APTS payments for these students manually. Schools should continue to process Part-time TAP through the normal process.

Schools will need to [complete the spreadsheet](#) for students who are eligible for both programs and are pending certification for APTS. Completed spreadsheets should be emailed to [apts.administration@hesc.ny.gov](mailto:apts.administration@hesc.ny.gov). This spreadsheet should only be used for

those for those students eligible for BOTH Part-time TAP and APTS. Students eligible for only APTS should be processed as normal. Once HESC has processed APTS awards for students receiving both Part-time TAP and APTS, the APTS award will be viewable on the mainframe system. It will not be visible until the student's award is processed by HESC.

If you have any questions, please contact [priorityservices@hesc.ny.gov](mailto:priorityservices@hesc.ny.gov).

### **Fresh Start Guidance for Renewed State Financial Aid Eligibility**

Through a series of Dear Colleague Letters, the U.S. Department of Education has provided defaulted Direct Loan and FFEL Program loan borrowers who defaulted on their federal student loans with the opportunity to regain eligibility for Title IV federal student aid.

Consistent with federal guidance, HESC will provide renewed eligibility for New York State financial aid to borrowers whose loss of Title IV eligibility was due solely to a default on their loan as follows:

- 1. Students with federal student loans that defaulted on or after March 13, 2020.** HESC has received confirmation that FFELP loans (pursuant to DCL Gen 21-03) that defaulted on or after March 13, 2020 are immediately eligible for additional Federal Student Aid. Furthermore, the CARES Act provisions eliminated the default status of all Direct Loans with a defaulted status on or after March 13, 2020, making such borrowers immediately eligible for additional Federal Student Aid.

As a result, **all borrowers with loans in default statuses on or after March 13, 2020, are immediately eligible for renewed State aid.**

Please note that schools must maintain records for Title IV purposes in accordance with federal guidance and requirements; no other record keeping is required for State financial aid purposes.

- 2. Students with federal student loans that defaulted prior to March 31, 2020.** The "Fresh Start" Program applies to FFEL Loan and Direct Loan borrowers who defaulted prior to March 13, 2020. HESC has received confirmation that such borrowers must either (i) sign an acknowledgement to regain Title IV eligibility or (ii) both sign an acknowledgement and request the transfer of their loan to a non-default student loan servicer (Nelnet) to regain Title IV eligibility.

As a result, **all borrowers with loans in default statuses prior to March 13, 2020, are eligible for renewed State aid upon signing an acknowledgement to regain Title IV eligibility during the Fresh Start period.**

Please note that schools must maintain records for Title IV purposes in accordance with federal guidance and requirements; in addition, schools must complete a Fresh Start Form for each student loan borrower who defaulted prior to March 13, 2020, and who has signed the acknowledgment. The [2022-23 Fresh Start Form](#) and/or the [2023-24 Fresh Start Form](#) should be emailed to [Doctrac@hesc.ny.gov](mailto:Doctrac@hesc.ny.gov) so that the default status of students seeking renewed State financial aid eligibility can be cleared.

## **TAP for Incarcerated Students**

Webinar held on October 31, 2022. Recording available on HESC website.

The 2022-2023 Enacted State Budget restored TAP funding eligibility for incarcerated individuals, providing thousands of incarcerated New Yorkers a chance to apply for and access TAP to fund postsecondary education, engage in programming that will expand their employment opportunities and their futures, help reduce recidivism rates, and ensure high success upon their release.

To effectuate this statutory change, HESC is now making available the [2022-23 Tuition Assistance Program Application for Incarcerated Students \(TAP-IS\)](#) that must be completed by or on behalf of all incarcerated individuals who have been accepted into a higher education program.

Please note the following details regarding TAP-IS:

1. The Application will be used by college officials to capture information to be entered into the online application system currently under development.
2. Because incarcerated students are not granted internet access, college officials will need to make the Application available to incarcerated students enrolling in a program offered by the college.
3. The Application should only be completed by or on behalf of students who have been accepted into a higher education program at your college.
4. Given incarcerated students are not granted internet access, college officials and/or NY-CHEP representatives will establish accounts on behalf of all their enrolled students and will enter the applicant data from the paper application into the TAP-IS online application form, when it becomes available.
5. College officials will be able to grant system access to multiple users on their campuses.
6. The TAP-IS Application and accompanying instructions are available on HESC's Financial Aid Professionals page [here](#).

## **2023-24 College Data Survey Now Available**

**HESC's College Data Survey for the 2023-24 academic year is now available to TAP Certifying Officers for updates by May 31, 2023.**

Your school's information, collected in the survey, will be used to calculate estimate/awards for New York State grant and scholarship programs; including the Tuition Assistance Program (TAP).

To access the 2023-24 College Data Survey, please follow these steps:

- Log onto HESCweb Secure Transaction Processing
- Navigate to Grants and Scholarships
- Click the College tab and select either View/Update College Data or List College Codes by Federal Code to make your updates

Additional information and Survey requirements can be found [here](#).

### **2022-2023 IVP Processing**

As you are aware, students must successfully complete the IVP process before award information is sent to colleges. Any outstanding IVP issue must be resolved for 2022.

Students whose income cannot be verified received instructions on how to review and resolve mismatches with NYS Tax and Finance. ***HESC no longer accepts copies of income tax returns to resolve IVP issues.***

Here are the instructions for IVP resolution issues for TAP and Excelsior/ETA.

<https://hesc.ny.gov/images/docs/excelsior/Excelsior-ETAIVPResolutionInstructions.pdf>

<https://hesc.ny.gov/images/docs/TAP/IVPResolutionInstructions4-27-22.pdf>

TAP recipients with IVP issues received emails with these instructions back on December 19<sup>th</sup> and HESC will send this out again in late March.

### **TAP 2021-22 Academic Year Closeout**

On February 16, 2023, HESC will began closing TAP processing for the 2021-22 academic year, which ended on June 30, 2022.

All student certification transactions for 2021-22 rosters 001- 019 are now closed.

### **Pending Certifications**

To review pending student certification transactions for 2021-22 academic year, click on View/Submit Pending Certification, enter academic year 2021 and click view records. Select details for the student, enter appropriate values, and submit. A message will appear at the top of the screen indicating if the information was successfully submitted. Please use the available links to certify your pending Excelsior or ETA records as well.

The screenshot shows the HESC web application interface. At the top, there is a navigation bar with tabs for Transactions, Loans, G&S, DMCS, FAFSA/TAP Completion, HescPIN, and General. Below this is a sub-navigation bar with Student, College, and Reports. On the left, a 'Student Tasks' menu is visible, with 'View/Submit Pending Certification' selected. The main content area is titled 'View/Submit Pending TAP Certification Transactions' and includes a note: 'Required information is marked with a \*'. The form contains the following fields: College Code (0000), Academic Year (2021), Term (dropdown), Roster Number, Roster Date (three date fields), SSN, Student ID, Status (Pending), and Sort (SSN/Student ID dropdown).

### **Certification Errors**

Schools must also resubmit certification transactions that were not processed due to errors.

To view errored student certification transactions, click on View/Correct Student Certification, enter academic year 2021, select "Errored" under status, and click view records. Select details for the student, enter the appropriate values, and make any necessary corrections. Click the Submit button in the bottom right corner of your screen. A message will appear at the top of the screen indicating if the information was successfully submitted. Please use the available links to certify your pending Excelsior or ETA records as well.

**HESC** Transactions **G&S** DMCS General Functions

Student College Chart of Accounts Reports Messages FAP Maintenance

**Student Tasks**

- View Student Record
- View Rolling History Data
- View Family Member Verification
- View ISIR Information
- Search ISIR Information By Student Name
- View Income Verification Process
- View Student Refund
- Search by Student Name
- Student Record Maintenance
- ▶ Student ID Maintenance
- ▶ View/Submit Pending Certification
- ▼ **View/Correct Student Certification**
  - View/Correct Excelsior Student Certification Transactions
  - View/Correct ETA Student Certification Transactions

### View/Correct Student TAP Certification Transactions

Required information is marked with a \* .

\* College Code:

\* Academic Year:  Term:

Roster Number:

Date Processed:  /  /

SSN:

Student ID:

Status:

Sort:

For more information see [Working with Grants & Scholarship Certifications](#).

Please contact [priorityservices@hesc.ny.gov](mailto:priorityservices@hesc.ny.gov) if you need assistance or have any questions.