Certification Manual
for Postsecondary Institutions

Version 2.0
08-10-2020

FAMOUS User Policy

The Missouri Department of Higher Education and Workforce Development ("MDHEWD") maintains an integrated database system called "FAMOUS" for the administration of the state's financial aid programs under the jurisdiction of the MDHEWD. The MDHEWD permits employees of secondary and postsecondary education institutions and MDHEWD employees (all of whom shall be referred to collectively hereinafter as "FAMOUS users") to access the information maintained in FAMOUS for the sole purpose of administering those programs.

FAMOUS contains information about students, including information that constitutes "personally identifiable student records" as defined by the Family Educational Rights and Privacy Act ("FERPA"). "Personally identifiable student records" include records revealing information including but not limited to: (a) the student's name; (b) the name of the student's parent or other family member; (c) the address of the student or student's family; (d) a personal identifier, such as the student's Social Security Number or other student number; (e) information about a group of students that contains ten or fewer students; (f) a list of personal characteristics that would make the student's identity easily traceable; and (g) other information that would make the student's identity traceable.[1] This information shall be referred to hereinafter as "records."

The requirements contained in FERPA are designed to protect the confidentiality of these records. However, the statute permits the disclosure of personally identifiable student records for the purpose of administration of financial aid programs[2].

The MDHEWD authorizes access to FAMOUS only to the extent permitted under these federal requirements. As a consequence, in order to be granted and maintain access to FAMOUS, FAMOUS users must agree to:
- Use records only for the administration of financial aid, unless the user is an employee of the MDHEWD and uses the records for other purposes permitted by FERPA;
- Maintain the confidentiality of the records at all times;
- Keep the records in a secure location at all times;
- Restrict access to the records to those individuals who need such access in order to perform their responsibilities in connection with the administration of financial aid. A FAMOUS user may disclose the records to third parties hired by the FAMOUS user or the education institution employing the FAMOUS user to assist with the administration of financial aid, provided that the FAMOUS user shall be responsible for ensuring compliance with this policy by such third parties;
- Advise individuals to whom they grant access to the records of their obligations with regard to this policy;
- Not disclose the records to any other person or entity;
- Use all reasonable and appropriate measures to protect the records from unauthorized disclosure;
- Return any hard copies of records promptly when asked to do so by the MDHEWD;

- Destroy any hard copies of records when they are no longer needed for the administration of financial aid. The destruction of hard copies of records must be executed in such a manner that no personally identifiable information may be ascertained from the records after their destruction; and
- Notify the MDHEWD immediately if they no longer hold a position requiring FAMOUS access to perform their job duties.

FAMOUS users who do not abide by the terms of this policy may be subject to penalties determined by the MDHEWD. Penalties may include but are not necessarily limited to removal of a user's access to FAMOUS or an institution from the MDHEWD's list of approved schools.

1 34 CFR Part 99.3
2 20 U.S.C. § 1232g(b)(1)(D)

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REVISION HISTORY

Date(*)	Ver.	Author	Status - Description
21 October 2019	1.0	Kelli Reed	Initial Release

CHAPTER 1: OVERVIEW

1.1 INTRODUCTION

To request reimbursement through the Fast Track Workforce Incentive Grant program, institutions must understand the award calculation and successfully submit the request to MDHEWD for payment. This manual provides step-by-step instructions to assist institutions in these areas. It is intended to be a reference tool for all financial aid professionals responsible for administering Fast Track, regardless of their experience with the program.

Institutions request Fast Track payments for eligible students by accessing and uploading a certification file in MDHEWD's Financial Assistance for Missouri Undergraduate Students (FAMOUS) database. To request payment, at least one financial aid officer must have access to FAMOUS. Instructions for registering for FAMOUS access are located in **Appendix D** of this manual. If you require assistance, contact MDHEWD at (800) 473-6757, option 4.

Reminder: Institutions must provide students with loan counseling before completing the steps described in this manual.

1.2 LAYOUT

Each chapter in this manual consists of an introduction, an overview, and a step/action section that tells you how to perform the actions described in the text. This manual contains the following chapters:

Chapter	Content
Chapter 1: Overview	Provides information about the Fast Track Certification Manual and the Fast Track payment schedule.
Chapter 2: Calculating Fast Track Awards	Describes the Fast Track award calculation.
Chapter 3: Uploading the Fast Track Certification File	Provides the file layout and instructions for requesting Fast Track funds.

1.3 PAYMENT SCHEDULE

Since the award might potentially become a loan, the time between certification and disbursement is longer for Fast Track than it is for other state aid programs. Following is a brief description of the events that must occur before the funds can be disbursed.

1. MDHEWD will review and approve the submitted certification file. Upon approval, the system will send a text or email (depending on the eligible student's preferred mode of communication) notifying the student the Approval Disclosure is available for review in the Student Portal. The Approval Disclosure is the second of the three disclosures required by the Truth in Lending Act. The first disclosure is provided with the application.

   The disclosure will be based on the award amount calculated from the information provided in the certification template. However, students will have the ability to reduce the award and recalculate the disclosure as many times as they wish to explore their award options. In no case will they be able to increase the award amount above what the institution certified.

   The Approval Disclosure must be accepted or declined by the deadline provided or the award automatically will be cancelled. If the student misses the deadline and the award is cancelled, the student's award must be re-certified for the student to receive it.

2. Once the student accepts the award, a promissory note for the amount accepted will be generated immediately in the Student Portal. The student must download and sign the note, and return it to MDHEWD by the deadline provided. If the student fails to return the signed promissory note by the deadline, the award will be cancelled and the award must be recertified for the student to receive it.

3. Once the student returns the signed promissory note, MDHEWD will review it. Upon our acceptance of the promissory note in FAMOUS, a Disbursement Disclosure, the third and final Truth in Lending Act disclosure, will automatically generate in the Student Portal. This disclosure confirms the loan information based on the amount of the disbursement. The student will have three options:

   a. Accept the disbursement immediately. If the student has submitted the Self-Certification form for the payment period, this will automatically initiate the standard 3-5 business day payment process. If the student has not submitted the Self-Certification form the disbursement will be on hold until the form is received.
   b. Cancel the disbursement. This disbursement will be cancelled but the student can still be certified for future awards.

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Do nothing. Once the cancellation period has expired, the disbursement will follow the same process as if the student had accepted it immediately.

4. Institutions will receive the funds by electronic funds transfer (EFT) or check, as they receive other state student financial aid disbursements and deliver the funds to the student.

CHAPTER 2: CALCULATING FAST TRACK AWARDS

2.1 INTRODUCTION

The Fast Track award calculation is described in the Fast Track Scholarship administrative rule, 6 CSR 10-2.210(5)(B): "For each term or payment period, the amount of the Fast Track award must be calculated based on the remaining costs of actual tuition and fees after any other governmental sources of funding have been applied. When the calculation results in a zero award the amount of the award shall be the lesser of the remaining cost of attendance as calculated by the institution after all non-loan student aid has been applied or $500. The $500 award, when applicable, will be made regardless of whether the student is enrolled full or part-time."

In addition, House Bill 2003 passed in the 2020 legislative session limits awards at independent institutions as follows:

- Awards at private four-year institutions are limited to not more than the in-state tuition and fees for the University of Missouri – Columbia

- Awards at private two-year institutions are limited to the in-state tuition, fees, and charges at a most comparable program at the Missouri public two-year institution

In this description the following terms/phrases mean:

Term/Phrase	Definition/Description
Tuition and Fees 6 CSR 10-2.210(1)(X)	Any charges to students classified as tuition, any institutional fees charged to all students, and program-specific fees charged to all students in that program, excluding any course-specific fees. A uniform fee is an example of a program-specific fee. A chemistry lab fee is an example of a course-specific fee.
Governmental Sources of Funding	Federal, state, and any other governmental grant or scholarship aid excluding federal work-study and aid classified as a loan and any other aid that can be converted

6 CSR 10-2.210(1)(M)	to a loan.

Figure 2.1 Fast Track Award Calculation Definitions

The certification file includes fields for each component of the award calculation, as well as built-in formulas to calculate the Tuition, the Calculated Award and the Requested Award Amount. MDHEWD will monitor awards at independent institutions to ensure the statutory limits are not exceeded.

The Requested Award Amount calculation is:

```
        Tuition
+       Fees
-       Federal Aid (identified in three fields in the certification file: Pell Amt, WIOA, and Other Fed Aid Amt)
-       State Aid
        Calculated Fast Track Award Amount


If the calculated Fast Track award is greater than zero, it is the Requested Award Amount.


If the calculated Fast Track award is zero or less, the student's remaining Cost of
Attendance after all non-loan aid has been applied must be compared to $500:

        If remaining COA < $500, the Requested Award Amount is the remaining COA.

        If remaining COA > $500, the Requested Award Amount is $500
```

Figure 2.2 Fast Track Award Calculation

2.2 OVERVIEW

This chapter contains the following sections:
- Calculating Tuition for Credit Hour Programs
- Calculating Tuition for Clock Hour Programs

2.3 CALCULATING TUITION FOR CREDIT HOUR PROGRAMS

The tuition calculation in the certification file is flexible to accommodate students who are charged a single tuition rate as well as those who are charged multiple rates. The certification file provides eight pairs of Hours and Hourly Rate fields. The first pair (Hours 1 and Hourly Rate 1) are required. Both fields in each pair must be completed, whether there is a single rate or multiple rates. The cells in the pairs that are not needed are left empty.

Tuition is calculated by multiplying the Hours and Hourly Rate in each pair and then summing the product of all pairs.

Perform the following steps to report tuition with a single credit hour rate.

Step	Action
1.	Enter the number of credit hours in which the student is enrolled in the Hours 1 field.
2.	Enter the credit hour rate charged to the student in the Hourly Rate 1 field. Leave all other hour/rate pairs empty.
3.	The formula in the certification file will multiply the hours by the rate and populate the Tuition field with the product.

Example 1 – Single Credit Hour Rate

Hours 1	x	Hourly Rate 1	=	Tuition
12	x	$100	=	$1,200

Figure 2.3 Single Credit Hour Rate Tuition Calculation Example

Perform the following steps to report tuition with multiple credit hour rates.

Step	Action
1.	Enter the number of credit hours associated with the first credit hour rate charged the student in the Hours 1 field.
2.	Enter the first credit hour rate in the Hourly Rate 1 field.
3.	Enter the number of credit hours associated with the second credit hour rate charged the student in the Hours 2 field.
4.	Enter the second credit hour rate in the Hourly Rate 2 field.

Step	Action
5.	Repeat as necessary to account for all of the rates charged to the student. The Hours and Hourly Rate fields must be completed as a pair. An error will occur if one of the fields in a pair is missing. Leave any hour/rate pairs that aren't needed empty. If there are more than 8 rates, contact MDHEWD for assistance.
6.	The formula in the certification file will calculate the tuition for each hours/rate pair and populate the Tuition field with the sum of the tuition for all pairs.

Example 2 – Multiple Credit Hour Rates

Hours 1	Hourly Rate 1	Hours 2	Hourly Rate 2
12	$100	3	$200

Hours/Rate 1 Tuition =   12 x $100 = $1,200

Hours/Rate 2 Tuition =   3 x $200 = $ 600

Tuition = $1,800

Figure 2.4 Multiple Credit Hour Rates Tuition Calculation Example

2.4 CALCULATING TUITION FOR CLOCK HOUR PROGRAMS

Clock hour students are typically charged up front for the entire program, but Fast Track reimbursement must be requested by federal payment period. As a result, institutions must calculate the number of clock hours and the clock hour rate for each payment period. See Volume 3, Chapter 1 of the *Federal Student Aid Handbook* for information about federal payment periods.

The number of clock hours in a Fast Track payment period is the same number required for a federal payment period. For example, a program that is 900 clock hours (one academic year) in length, will have two payment periods of 450 clock hours each.

The clock hour rate is calculated by dividing the program's full tuition amount by the total number of clock hours in the program. However, this calculation seldom results in an even number. When calculating the clock hour rate, institutions must carry the quotient out to the ninth decimal place. This full nine-decimal quotient will be used to calculate tuition and will allow the student to receive full reimbursement of tuition and general fees.

Tuition for the payment period is then determined by multiplying the number of clock hours in the payment period by the clock hour rate.

Perform the following steps to calculate clock hour tuition for a payment period.

Step	Action
1.	Determine the number of clock hours in the payment period using federal payment period criteria.
2.	Calculate the clock hour rate. Divide the program's full tuition by the total number of clock hours in the program. Carry the quotient out to the ninth decimal place for the calculation.
3.	The formula in the certification file will multiply the hours by the rate and populate the Tuition field with the product.

Example:

In a 1325 clock hour program with $5,695 tuition, the clock hour rate is $4.298113207 ($5,695/1325). The Fast Track tuition amount for each payment period would be:

Payment Period 1

Hours 1	x	Hourly Rate 1	=	Tuition
450	x	$4.298113207	=	$1,934.15

Payment Period 2

Hours 1	x	Hourly Rate 1	=	Tuition
450	x	$4.298113207	=	$1,934.15

Payment Period 3

Hours 1	x	Hourly Rate 1	=	Tuition
425	x	$4.298113207	=	$1,826.70

Figure 2.5 Clock Hour Tuition Calculation Example

The sum of the tuition amounts for each term totals $5,695 ensuring the student receives the full tuition benefit. The student's final award amount for each term will also be impacted by any general fees charged the student and any Pell received by the student (see **Section 2.1** for information about the award calculation).

CHAPTER 3: UPLOADING FAST TRACK CERTIFICATION FILES

3.1 INTRODUCTION

Institutions electronically submit the Fast Track certification file to MDHEWD through an Excel file saved in CSV format that is uploaded directly into FAMOUS. The file, named the **Fast Track Certification Template**, is available on MDHEWD's website (see **Section 3.3**).

Upon upload, FAMOUS will process all of the records that were successfully submitted. Records that were not successfully submitted will appear in an error file that is generated at the end of the upload process. The error file will duplicate all of the columns in the original submission file, with a column added at the end that identifies the error. Institutions will be able to resolve some errors without MDHEWD assistance. Other errors require assistance, which is available by contacting MDHEWD at (800) 473-6757, option 4.

Institutions may upload multiple certification files per term. Unlike the A+ Scholarship, students may be included in a Fast Track certification file multiple times per FAMOUS term (summer/fall/spring) since Fast Track is not tied to the traditional academic calendar.

At this time, all student eligibility and awards must be certified using the Excel certification file. In the future, MDHWD plans to also offer on-screen certification directly in FAMOUS.

3.2 OVERVIEW

This chapter contains the following sections:

- Fast Track File Layout and Fast Track Certification Template
- Certification Template Completion Reminders
- Fast Track Certification File Upload Instructions
- Resolving Fast Track Certification Upload Errors

3.3 FAST TRACK FILE LAYOUT AND FAST TRACK CERTIFICATION TEMPLATE

The **Fast Track File Layout** is available in Appendix E of this manual and as a PDF document on MDHEWD's website:

https://dhewd.mo.gov/initiatives/fasttrack_for_educators.php

The file layout provides the technical information necessary for completing the certification template, including:

- Column names and definitions
- Identification of required fields
- Data type allowed in the column (text, integer, date, etc.)
- Maximum length of the data that can be entered into each column
- Valid values for the data entered into each column

The **Fast Track Certification Template** is an Excel spreadsheet that is also found on MDHEWD's website by following the link above. It also can be accessed through FAMOUS:

FAMOUS Login>>Student Information>>Fast Track Certifications>> Upload Fast Track Certifications>>Get Certification Template

The **Get Certification Template** link navigates to the **Fast Track for Educators** page of MDHEWD's website.

Institutions must download the template, complete it according to the file layout, and save it locally as a CSV file before uploading the file into FAMOUS. The completed certification file must exactly match the layout for the submission to be successful.

3.4 CERTIFICATION TEMPLATE COMPLETION REMINDERS

When completing the certification template, it is important to remember the following:

- If the fields containing a drop-down menu are being populated electronically, the populated values must exactly match the selections in the drop-down menu. This includes letter case and spacing.

- When the field length is expressed as a decimal (11.2 for example), the number before the decimal represents the entire field length and the number after the decimal represents the number of decimal places the field allows. For example, a length of 11.2 indicates the field is 11 characters long, with 9 dollar characters and 2 decimal places. The template will format all monetary amounts as currency.
- All formatting, including formulas and cell protection, will be lost when the Excel file is saved as a CSV file. Extreme care should be taken to ensure changes are not made once the file is in CSV format.

3.5 FAST TRACK CERTIFICATION UPLOAD INSTRUCTIONS

To upload a certification file it is necessary to be logged into FAMOUS: https://web.dhewd.mo.gov/psi/login.faces

Figure 3.1 FAMOUS Login Page

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Once logged in, select **Upload Fast Track Certifications** from the **Student Information** menu at the top of the **Home** page.

Figure 3.2 Upload Fast Track Certifications Link

From the **Load Fast Track Certifications** page, click the **Browse** button and browse to the location where the certification CSV file is saved.
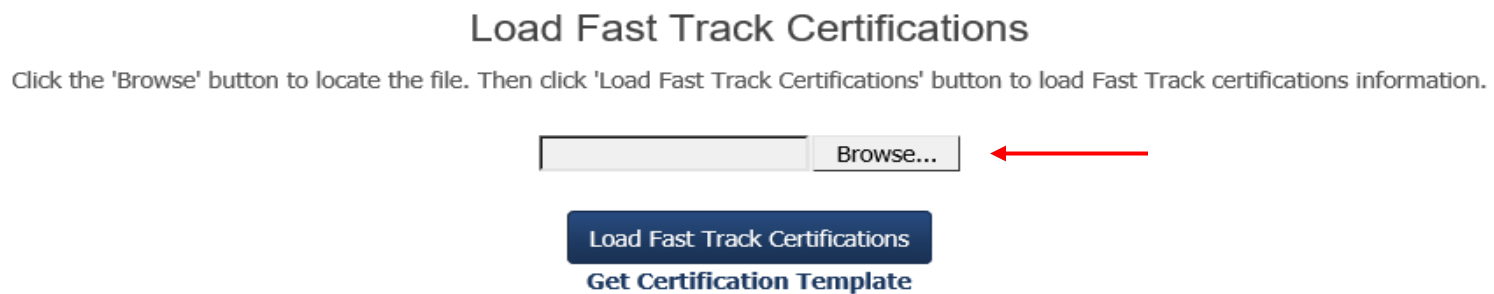
Figure 3.3 Browse Button

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Once the Browse field is populated with the file to be uploaded, click the **Load Fast Track Certifications** button.

Load Fast Track Certifications

Click the 'Browse' button to locate the file. Then click 'Load Fast Track Certifications' button to load Fast Track certifications information.

[   ] Browse...

Load Fast Track Certifications

Get Certification Template
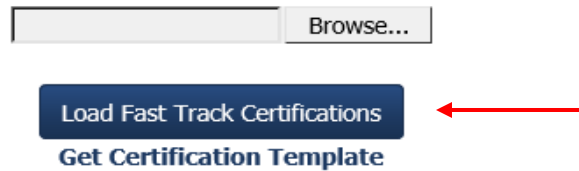
Figure 3.4 Load Fast Track Certifications Button

If all students were successfully certified, you will receive the message "Certification upload complete, <number> of <number> records successful." The first number represents the number of records successfully submitted and the second number represents the total number of records submitted. In this case the numbers will match each other. They should also match the number of students you were attempting to certify.

If all students were not successfully certified, you will receive the message "Certification upload complete, <number> of <number> records successful. See error file." In this case, the first number will be less than the second. The successful records will be submitted to MDHEWD for processing. The remaining students will appear in the error file for resolution. The error file is accessed by clicking the **Export Errors** button. This button only appears when errors exist. See **Section 3.6** Resolving Fast Track Certification Upload Errors for more information.

Perform the following steps to upload a Fast Track certification file.

Step	Action
1.	Verify student eligibility and award components, and conduct loan counseling.
2.	Create the certification file using the **Fast Track File Layout** (PDF) and the **Fast Track Certification Template** (Excel). (https://dhewd.mo.gov/initiatives/fasttrack_for_educators.php for both)
3.	Save the certification file locally as a CSV document.
4.	Login to FAMOUS. (https://web.dhewd.mo.gov/psi/login.faces)
5.	Select **Upload Fast Track Certifications** from the **Student Information** menu at the top of the **Home** page in FAMOUS.
6.	Click the **Browse** button on the **Load Fast Track Certifications** page and browse to the location where the CSV file is saved.
7.	Click the **Load Fast Track Certifications** button.
8.	DHEWD will process the requests that were submitted successfully. If some records contained errors, click the **Export Errors** button to download the error file.

3.6 RESOLVING FAST TRACK CERTIFICATION UPLOAD ERRORS

The records that were not successfully submitted will appear in the error file for resolution. The error file is accessed by clicking the **Export Errors** button. This button only appears when errors exist.

Figure 3.5 Export Errors Button

The error file replicates the certification file, with an Errors column added at the end (column AQ). Each student and their associated certification information appears only once in the error file. When there are multiple errors for a student, the first error is in the same row as the student/certification information. A new row is inserted for each subsequent error, with all columns blank except the error in column AQ. A row that is entirely blank is also inserted between the student's last error and the next student. Figure 3.6 below illustrates the error file layout, with several columns of certification information hidden to fit the space available in this manual.

	A	B	C	D	E	F	G	H	I	AA	AB	AN	AO	AP	AQ
1	Academic	Social Sec	Last Name	First Nam	Date of Bi	Applicatic	Program c	6 Digit CIP	Degree Le	Hours 1	Hourly Rat	Hourly Rat	Hours 8	Hourly Rate 8	Errors
2	2019-2020	5E+08	Testa	Darryl	########	71	Network E	110901	Associate	13	175.5				Certification could not be matched on Date of Birth
3															
4	2019/2020	5.01E+08	Testb	Ramonda	7/3/1991	376	Medical B	510713	1-2 Year C	16	100.25				Academic Year is invalid.
5															
6	2019-2020	4.89E+08	Testb	Kiana	########	239	Respirato	510908	Associate	18	125				Total Hours for Program of Study is required.
7															
8	2019-2020	4.89E+08	Testc	Rebekah	########	377	Nursing	513801	Associate	15	125				Remaining Cost of Attendance is required.
9															

Figure 3.6 Exported Error File

The most efficient method of processing errors is to correct them directly in the error file, make minor modifications to the file, and re-upload it. To re-upload the error file, the Errors column (AQ) must be deleted. In addition, any rows with subsequent errors or completely blank rows must be deleted so there are no blank rows between student names.

	A	B	C	D	E	F	G	H	I	AA	AB	AN	AO	AP
1	Academic	Social Sec	Last Name	First Nam	Date of Bi	Applicatic	Program c	6 Digit CIP	Degree Le	Hours 1	Hourly Rat	Hourly Rat	Hours 8	Hourly Rate 8
2	2019-2020	5E+08	Testa	Darryl	########	71	Network E	110901	Associate	13	175.5			
3	2019-2020	5.01E+08	Testb	Ramonda	7/3/1991	376	Medical B	510713	1-2 Year C	16	100.25			
4	2019-2020	4.89E+08	Testb	Kiana	########	239	Respirato	510908	Associate	18	125			
5	2019-2020	4.89E+08	Testc	Rebekah	########	377	Nursing	513801	Associate	15	125			
6														

Figure 3.7 Corrected Error File for Re-Upload

The following table identifies potential error messages, the issue behind each message, and the resolution for each. If MDHEWD assistance is required, call (800) 473-6757, option 4.

Error Message	Issue	Resolution
On Screen		
Institution does not participate in the Fast Track program.	MDHEWD does not have a Fast Track participation agreement on file for the institution. The institution is ineligible to participate.	Contact MDHEWD to request a participation agreement None
File must be in .CSV format.	The file is in a format other than .CSV.	Save the Excel file as a .CSV and re-upload it.
Please provide a valid certification upload file.	The submitted file does not have the correct number of column headers.	Correct the file to exactly match the file layout.
Academic Year is not open for certification.	The timing of the request is outside of the dates MDHEWD has established for certification.	Contact MDHEWD to determine when/if the file can be uploaded.
Error File		
<Field Name> is required.	A required field is not populated.	Complete the required field using the values identified in the file layout.
<Field Name> is invalid.	A field has an invalid value.	Correct the field using the values identified in the file layout.
Academic Year is not the current academic year.	At least one of the years in the academic year do not apply to the current academic year.	Correct the academic year to the current academic year.

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Error Message	Issue	Resolution
Certification could not be matched on <Field>. Field may be: • SSN • Last Name • First Name • Date of Birth • Application ID	The information entered in the identified field(s) could not be matched to FAMOUS.	• If the identified field is Last Name, First Name, or Date of Birth, determine if the error is in the upload file or FAMOUS and make the correction in the appropriate place. • If the identified field is SSN, contact MDHEWD for assistance. • If the identified field is the Application ID, ensure the ID was copied correctly from the list of eligible students received from MDHEWD. If not, correct the ID. If so, contact MDHEWD for assistance.
CIP Code is not Fast Track approved.	The CIP code entered is not included in MDHEWD records as an approved program.	Verify the CIP code was entered correctly and that the program is classified correctly in MDHEWD's Program Inventory and/or ETPS.
Student has obtained a Bachelor's Degree and is ineligible.	The Bachelor's Degree Obtained field is populated with "Yes".	Verify whether the student has obtained a bachelor's degree. If not, update the field to No. If so, the student is ineligible.
Student does not have a Fast Track application for this school.	The school on the application is different from the school certifying the student's eligibility.	The student must complete a new application to transfer the award to the certifying school.

Error Message	Issue	Resolution
At least one pair of Hours and Hourly Rate fields must be complete to calculate tuition.	The Hours 1 and/or Hourly Rate 1 field has not been completed.	Complete both fields (see Chapter 2 for more information).
At least one pair of Hours and Hourly Rate fields is incomplete. Both fields in a pair must be completed to calculate tuition.	At least one Hours or Hourly Rate field in pairs 2-8 is incomplete.	Ensure all applicable Hours and Hourly Rate pairs are complete.
Total Credit Hours cannot be greater than 30 hours.	The total of all eight of the Hours fields is greater than 30 credit hours.	Identify and correct the error. If the correct total is 30 credit hours or more, contact MDHEWD for assistance.
Total Clock Hours cannot be greater than 600 hours.	The total of all eight of the Hours fields is greater than 600 clock hours.	Identify and correct the error. If the correct total is 600 clock hours or more, contact MDHEWD for assistance.
Payment Period Begin or End Date overlaps with an existing payment period.	The dates of a prior payment period indicate that payment period is not yet complete. Funds for the next payment period (the period being certified) cannot be requested until the prior payment period is complete.	Verify the payment period begin and end dates are correct. If not, correct them. If so, delay the request until the prior payment period is complete.
Disbursement not complete for prior payment period.	The disbursement for a prior payment period has not yet been paid. Funds for the next payment period (the period being certified) cannot be requested until the prior payment period is complete.	Delay the request until the funds for the prior payment period have been disbursed.
Unidentified error, contact MDHEWD.	An error not listed above has occurred.	Contact MDHEWD for assistance.

Figure 3.8 Error Message Resolution

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Perform the following steps to correct errors and re-upload a Fast Track certification file.

Step	Action
1.	Click the Export Errors button.
2.	Review the Errors column (AQ) for each student.
3.	Correct the errors. See **Section 3.6** for information about resolving the errors.
4.	Delete the Errors column (AQ)
5.	Delete the rows with subsequent errors and blank rows. There should be no rows between students in the corrected file.
6.	Save the corrected file locally as a CSV document.
7.	Select **Upload Fast Track Certifications** from the **Student Information** menu at the top of the **Home** page in FAMOUS.
8.	Click the **Browse** button on the **Load Fast Track Certifications** page and browse to the location where the corrected file is saved.
9.	Click the **Load Fast Track Certifications** button.

APPENDIX A: PROTECTION OF USER SESSIONS POLICY

1. Protection of User Sessions Required
User sessions must be protected when not in use and when the user is not present to prevent unauthorized access to FAMOUS.

2. Acceptable Methods of User Session Protection
An acceptable method of user session protection will meet the following criteria.
- Prevent the session from being viewed after a set period of time, not to exceed five minutes.
- Require verification of the user's identity before resuming the session.

Any method of user session protection that meets the above criteria is acceptable.   Protection methods may include but are not limited to the following.
- End the session. Users must log into a new session to once again access the system.
- Lock the computer using the Windows logo key + the L key, where a password that is subject to periodic change is required to unlock the computer. Users must unlock the computer with the current password to once again access the system.
- Lock the computer with a tool such as the Lock Computer feature in the Windows Task Manager, where a password that is subject to periodic change is required to unlock the computer. Users must unlock the computer with the current password to once again access the system.
- Lock the computer with a password protected screen saver that is set to activate within no more than five minutes of inactivity and that is subject to periodic change. Users must unlock the computer with the current password to once again access the system.

When the user will continue to use the web browser after using FAMOUS, the user must log out of the current session of FAMOUS.

APPENDIX B: CONCURRENT USER SESSIONS POLICY

1. Concurrent User Sessions on Single Computer Terminals
Users may access multiple user sessions on a single computer terminal when multiple sessions are necessary to facilitate the performance of required duties relating to the administration of student financial assistance. Users must access only the number of sessions necessary to complete the required duties and must end any unnecessary sessions as soon as the required duties are completed.

2. Concurrent User Sessions on Multiple Computer Terminals
Users are prohibited from using their FAMOUS user ID and password to access concurrent user sessions on multiple computer terminals to prevent unauthorized access to FAMOUS. Access of user sessions on multiple terminals implies that a user has shared their unique user ID and password with another user in direct violation of their signed user agreement since a single user cannot work from two or more terminals at the same time. Users who must access FAMOUS from a new terminal are required to log out of any user sessions open on the terminal currently in use before logging into any user sessions on the new terminal.

APPENDIX C: USER ID AND PASSWORD POLICY

1. General Password Requirements

- Users are required to complete an on-line registration form and submit a paper user agreement on institution letterhead to access FAMOUS. Users create a user ID and password, and select a secret word during the registration process.
- Applications for system access will be reviewed and approved or denied by security system administrators.
- User IDs, passwords, and secret words will provide a user with access to the MDHEWD Security and FAMOUS-Postsecondary Institution systems. In the FAMOUS-Postsecondary Institution system, the user ID, password, and secret word will only provide access to the institution(s) indicated on the registration form and user agreement.
- Proof of identity in the form of a shared secret security question and answer shall be presented to the security system when a user has forgotten their user ID.
- Passwords shall not be hard coded into software.
- All enterprise systems should provide automated support of password controls.
- If intervention is required, only administrators are authorized to disable the user.
- Password resets or changes shall be promptly confirmed with the user by an on-screen message.
- Passwords shall be changed after a system compromise or after the threat of a system compromise, such as the termination of a system administrator, security level change, etc.
- Users shall promptly change all passwords if they suspect or know unauthorized parties received the passwords or they have shared it in the course of getting help with a problem.

2. Password Composition Requirements

Requiring complex passwords increases the time necessary to crack passwords exponentially. The required password composition is based on ADS rules.

- Passwords shall contain 8 - 50 characters with a minimum of the following:
  - At least one English uppercase alphabetic (A - Z)
  - At least one English lowercase alphabetic (a - z)
  - At least one Numeric base-ten digit (0 – 9)
  - At least one of these special characters: !@#$&*()[]_-.?
- New passwords cannot have been used within the past five passwords.
- Users should consider the following guidelines when creating passwords.

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- o Passwords should not to be related to the job or personal life, e.g., not a license plate number, spouse's name, telephone number, etc.
- o Passwords should not to be dictionary words or proper names, places or slang.
- o Passwords should not contain all or part (3 or more sequential characters) of the user's account or login name.
- o Passwords should not contain characters that do not change combined with characters that predictably change when changing passwords upon expiration. For example, users should not choose passwords like "x345JAN" in January, "x345FEB" in February, etc., or passwords identical or substantially similar to passwords the user previously chose.

3. Password Lifetime Requirements
- Passwords for all systems are subject to the following password aging and history rules:
  - o Passwords for all users shall automatically expire every 60 days. However, passwords should be changed on a more frequent basis commensurate with the sensitivity, criticality and value of the information it protects.
  - o Systems shall maintain an encrypted history of previously used passwords per logon ID.
  - o Password history files should contain, at a minimum, the last password particular to a logon ID.

4. Password Source Requirements
- Users create a password during the registration process for access to the FAMOUS-Postsecondary Institutions system.
- Users update passwords through the Update Login page in the MDHEWD Security system (https://web.dhewd.mo.gov/security/login.faces)
- The security system shall confirm password changes to users through an on-screen message.

5. Password Ownership Requirements
- Users shall not disclose their password to anyone.
- No passwords are to be spoken, written, e-mailed, hinted at, shared, or in any way known to anyone other than the user involved.
- User-initiated password changes shall be supported on the security system.

6. Unsuccessful Login Requirements

- After each of the first four unsuccessful attempts to access FAMOUS, the user will receive a message indicating the access attempt was unsuccessful and prompting another attempt.

- After the fifth unsuccessful attempt to access FAMOUS, the user will be locked out for 15 minutes. An additional 15 minutes will be added for each subsequent unsuccessful attempt. For example, after the sixth unsuccessful attempt the user will be locked out for 30 minutes (15 + 15 = 30).
- After the twentieth unsuccessful attempt to access FAMOUS, the user will be permanently locked out and must contact MDHEWD for assistance.

7. Auditing Requirements
- The security system will provide a report of unsuccessful login attempts for a specified time period. The report will include:
  - The valid user ID
  - The time of the login attempt
  - Indication that the password is invalid

- The security system will provide a report of users that have not logged into FAMOUS for a specified period of time. The report will include:
  - The user ID
  - The last date the user logged into FAMOUS

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APPENDIX D: OBTAINING ACCESS TO FAMOUS

To access FAMOUS and certify Fast Track student eligibility and awards, each user must have a system-assigned user ID, password, and secret word. To obtain system access you must complete an on-line registration form and submit a completed user agreement printed on your institution's letterhead.

Perform the following steps to obtain access to FAMOUS through MDHEWD's Security System:

Step	Action
1.	Go to the FAMOUS login page and click the **Register** link under the **Go** button. (https://web.dhewd.mo.gov/psi/login.faces). This will navigate to the Registration page of MDHEWD's Security System. Alternatively, go directly to the Security System (https://web.dhewd.mo.gov/security/registration.faces).
2.	Complete the registration form on the **Registration** page. Required fields are indicated with an asterisk (*). Select Post-Secondary Institutions in the Requester Type field.
3.	Request access to the FAMOUS-Postsecondary system drop down menu. 1. Select **FAMOUS-P.S.I**. from the **System** drop-down menu. 2. Select **your institution** from the **School** drop-down menu**.** Click the **Add Access** button. The information is saved and the top of the page displays. Scroll down to the **User Access Table** to view the information. Repeat this step for every campus you will need to access in FAMOUS. For example, if your institution has multiple campuses you may request access for each applicable campus. You cannot request access to another institution.

Step	Action
4.	In the **User Access** section, select Read-Only or Update access from the **Access Type** drop-down menu for each campus listed. The access type can be different for each campus listed but must match the type of access you indicated in your user agreement. _You must select Update access to certify Fast Track awards._ Select the **Remove** button in any row that contains incorrect information. The selected row is removed from the **User Access Table**. After the information has been removed you may re-enter the correct information by repeating steps 3 and 4.
5.	Click the "I'm not a robot" check box and follow the instructions.
6.	Click the **Submit** button. This transmits your registration to the MDHEWD. The **Registration Submitted** page appears along with a link to download the user agreement. _You must download the user agreement, print it on your institution's letterhead, complete it, and mail or fax it to the MDHEWD to complete the registration process._ The **Reset** button will return all fields to their original values and no edits will be saved. The **Cancel** button will return the user to the Security login page and no edits will be saved.
7.	You will receive an email from DHEWDSecurity notifying you whether your access has been approved and, if not, the reason it was not approved..

APPENDIX E: FAST TRACK FILE LAYOUT

Column Name	Definition	Required/Optional	Data Type	Length[1]	Valid Values
Academic Year	Current academic year.	Required	Integer	9	yyyy-yyyy
SSN	Student's Social Security number.	Required	Integer	9	9 digit number without dashes **Ex**: 123456789
Last Name	Student's legal last name.	Required	Text	48	
First Name	Student's legal first name.	Required	Text	48	
Date of Birth	Student's date of birth.	Required	Date	10	mm/dd/yyyy
Application ID	Unique identifier for each application a student submits. Available on the Eligible Student Report provided by MDHEWD.	Required	Integer		

Column Name	Definition	Required/Optional	Data Type	Length1	Valid Values
Program of Study	Name of the student's current program of study. Entry of the name as it appears in MDHEWD's Program Inventory is preferred but consistent abbreviations may be used if a program name exceeds 70 characters.	Required	Text	70	Consistent entry for each program **Ex**. Accounting for all not a combination of Accounting and Acct.
6 Digit CIP Code	Six-digit CIP code for the student's program of study.	Required	Integer	6	
Degree Level Code	Indicates whether the student is pursuing a certificate, or associate or bachelor's degree.	Required			Less than 1 Semester Certificate Less than 1 Year Certificate 1-2 Year Certificate 2-4 Year Certificate Associate Degree Bachelor's Degree Drop-down menu available. If the menu is not used, entry must exactly match one of the six valid values.
Payment Period Begin Date	The first day of the payment period for which funds are being requested.	Required	Date	10	mm/dd/yyyy

Column Name	Definition	Required/Optional	Data Type	Length1	Valid Values
Payment Period End Date	The last day of the payment period for which funds are being requested.	Required	Date	10	mm/dd/yyyy
Credit/Clock Hour	Indicates whether the student is enrolled in a credit hour or clock hour program.	Required			Credit Hour Clock Hour Drop-down menu available. If the menu is not used, entry must exactly match one of the two valid values.
Total Hours Enrolled	The total number of credit hours the student is enrolled in for the payment period for which funds are being requested, or the total number of clock hours in the payment period.	Required	Integer	4	
Bachelor's Degree Obtained	Indicates whether the student has completed a bachelor's degree.	Required			Yes No Drop-down menu available. If the menu is not used, entry must exactly match one of the two valid values.
Total Hours for Program of Study	The total number of hours required for the student to complete his/her current program of study.	Required	Integer	4	

Column Name	Definition	Required/Optional	Data Type	Length1	Valid Values
Total Accumulated Hours	Total hours completed to date applicable to the student's program of study.	Required	Integer	4	
Last Payment for Program	Indicates whether the student is at the end of their program of study and this is the last payment period for that program.	Required			Yes No Drop-down menu available. If the menu is not used, entry must exactly match one of the two valid values.
Tuition	The student's total tuition amount calculated by multiplying enrolled hours by the hourly rate. If the student is charged multiple rates for different hours, the total tuition is the sum of each hour/rate combination.	Auto-calculated			N/A – Field is protected
Fees Amount	All institutional and program-specific fees charged to all students in this program for the payment period. Do NOT include course-specific fees.	Required. If no amount enter 0.	Integer	11.2	Cents are not required.
Pell Amount	Total amount of Pell awarded to the student for the payment period in which the funds are being requested.	Required. If no amount enter 0.	Integer	11.2	Cents are not required.
WIOA	Total amount of WIOA funds awarded to the student for the payment period.	Required. If no amount enter 0.	Integer	11.2	Cents are not required.

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Column Name	Definition	Required/Optional	Data Type	Length1	Valid Values
Other Federal Aid Amount	Total amount of non-loan federal aid other than Pell and WIOA awarded to the student for the payment period.	Required. If no amount enter 0.	Integer	11.2	Cents are not required.
State Aid Amount	Total amount of non-loan state aid other than Fast Track awarded to the student for the payment period.	Required. If no amount enter 0.	Integer	11.2	Cents are not required.
Calculated Award	The initial award calculation (tuition plus fees minus Pell, WIOA, other federal aid and state aid).	Auto-calculated			N/A - Field is protected
Remaining Cost of Attendance	The student's remaining cost of attendance after application of all non-loan aid. Used to determine the Requested Award Amount if the Calculated Award is zero or less.	Required	Integer	6.2	Cents are not required.
Requested Award Amount	The Calculated Award, if it is greater than zero. Otherwise, the lesser of the Remaining Cost of Attendance or $500.	Auto-calculated			N/A - Field is protected
Hours[2]	The total number of hours the student is enrolled in for the payment period.	Hours 1 – Required Hours 2 through 8 - Optional	Integer	4	
Hourly Rate[2]	The credit or clock hour rate applied to the hours in which the student is enrolled.	Hourly Rate 1 – Required Hourly Rate 2 through 8 - Optional	Integer	18.9	

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[1] When the field length is expressed as a decimal, the number before the decimal represents the entire length and the number after the decimal represents the number of decimal places   For example, a length of 11.2 indicates the field is 11 characters long, with 9 dollar characters and 2 decimal places. A length of 18.9 indicates the field is 18 characters long, with 9 dollar characters and 9 decimal places. More than two decimal places are required when calculating the hourly rate for clock hour programs to ensure the student's tuition is calculated correctly (see Section 2.4 of this manual for more information about calculating clock hour tuition). All monetary fields are formatted as currency.

[2] The hours and hourly rate fields are paired to calculate tuition. Both fields in a pair must always be completed together.   If the student is charged multiple rates for different courses, up to eight pairs may be entered. The Hours 1 and Hourly Rate 1 fields are required. The remaining seven pairs are optional. If more than eight pairs are required, contact MDHEWD for assistance.

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APPENDIX F: CONTACT INFORMATION

If you have questions regarding the Fast Track Workforce Incentive Grant, contact:

Connie Bestgen, financial aid specialist
800-473-6757, option 4
573-751-1772
connie.bestgen@dhewd.mo.gov

Amy Haller, financial aid specialist
573-526-7958
amy.haller@dhewd.mo.gov

Kelli Reed, senior associate
573-751-2444
kelli.reed@dhewd.mo.gov

If necessary, information may be faxed to (573) 751-6635.