

**LOUISIANA STUDENT FINANCIAL ASSISTANCE COMMISSION  
OFFICE OF STUDENT FINANCIAL ASSISTANCE**

***Taylor Opportunity Program for Students (TOPS)  
Bulletin***

TOPS BULLETIN NUMBER:	T2018-3
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DISTRIBUTION:	High School Counselors, High School Principals, Parish Superintendents, College and University Financial Aid Offices and Registrars, LAICU Financial Aid Offices and Registrars, Louisiana Community and Technical College System Personnel
TOPICS:	How to Correct TOPS Processing Errors

The TOPS processing season is quickly approaching. LOSFA is providing you with this list of common errors we encounter while processing students for TOPS Eligibility so that you can assist your students to ensure a timely determination of TOPS status. The following lists the most common errors and how students can fix the errors before processing season begins.

**Incomplete FAFSA**

- Missing student and/or parent signature
- Incorrect first or last name
- Cannot confirm citizenship status
- Student SSN cannot be verified

We are unable to process students with an incomplete FAFSA. For continued TOPS processing all FAFSA errors must be corrected. These corrections can be made by following the instructions that the student received with their Student Aid Report (SAR) or by accessing the "Incomplete FAFSA" notice under the "Notifications" section of the "Communications" tab in the student's LOSFA Student Hub account. The notice will also outline the nature of the error and provide instructions for resolving the issue. The student will need to log into his existing FAFSA account at [www.fafsa.gov](http://www.fafsa.gov) and make any necessary corrections.

If the incomplete FAFSA is due to missing student and/or parent signatures, then the student will need to access his FAFSA and provide the missing signature using the FSA ID. Missing signatures may be provided in one of the following ways:

1. Click Login on the home page at [www.fafsa.gov](http://www.fafsa.gov) to log in to FAFSA on the Web. Click Provide Signatures, and follow the instructions provided on the page to sign the FAFSA with an FSA ID. (If the student does not already have an FSA ID, he can create one at <https://fsaid.ed.gov/npas/index.htm>).

2. If the student chooses not to create an FSA ID, he can print a signature page, sign it, and mail it to the address provided.

If the FAFSA is incomplete due to an incorrect first or last name, he must log into his existing FAFSA account at [www.fafsa.gov](http://www.fafsa.gov) and make the necessary corrections. If the student filed a FAFSA under the incorrect social security number, the student will need to file a new FAFSA using the correct social security number.

For citizenship processing errors on the student's FAFSA, he can submit a copy of his U.S. birth certificate, U.S. Passport, or a Certificate of Naturalization or Citizenship to our office. Students that are permanent residents of the U.S. may submit a copy of their Permanent Resident Card. These documents can be emailed to [custserv@la.gov](mailto:custserv@la.gov), faxed to (225) 612-6508, or mailed to the address below. Please allow two weeks for processing.

Office of Student Financial Assistance  
Scholarship and Grant Division  
P.O. Box 91202  
Baton Rouge, Louisiana 70821-9202

### **Transcript-related issues**

- No parental consent form on file with the high school (public schools only).
- Missing graduation date on the student transcript in the Student Transcript System (STS).
- Uncertified site in the Student Transcript System (public schools only).
- FAFSA completion/waiver graduation requirement not met (public schools).

Any of these issues will prevent LOSFA from accessing a student's transcript information, thus preventing us from determining his TOPS eligibility. The student should log into his LOSFA Student Hub account and look for the "TOPS Tracker" tab. If this tab is absent, then we were unable to access the student's transcript information.

If a parental consent form was not submitted to the student's high school giving the school consent to disclose the student's transcript information to LOFSA, a parent will need to contact the high school to obtain instructions on submitting the completed consent form. If the student is 18 or older, he may sign the consent form himself.

As of the 2017-2018 school year, all public high school seniors in Louisiana will be required to complete the FAFSA, the TOPS Online application, or apply for a waiver in order to graduate. If a student has not completed any of these options, he will need to contact the high school for further instructions.

If a parental consent form has been submitted to the student's high school or if the student already met the FAFSA graduation requirement but the "TOPS Tracker" tab remains blank, please send an e-mail to [custserv@la.gov](mailto:custserv@la.gov) containing the student's name, date of birth, and the name of the high school. LOSFA representatives will be able to determine why the student's transcript information is not visible and provide additional instructions to resolve the issue.

### **Incorrect demographic information**

- Incorrect date of birth on ACT/WorkKeys, FAFSA/TOPS Online Application or high school transcript records
- Varied/incorrect spellings of the student name on ACT, FAFSA or high school transcript records

Incorrect and/or inconsistent information on ACT, FAFSA or high school transcript records will delay the determination of a student's eligibility for TOPS. If the student's ACT/WorkKeys score is not visible in the "TOPS Tracker" tab or if the student receives a message saying, "Your student record cannot be created until we have received

a valid ACT score and FAFSA that match login credentials" when attempting to register for an account on the LOSFA Student Hub, then it is possible that there is a discrepancy in the student's educational records.

Please send an e-mail to [custserv@la.gov](mailto:custserv@la.gov) containing the student's name and date of birth. LOSFA's Public Information representatives will be able to determine why the student's transcript information is not visible and provide additional instructions to resolve the issue. LOSFA is able to fix these errors in some cases; however, if the error is due to information entered on the FAFSA, the student must log back into his existing FAFSA account at [www.fafsa.gov](http://www.fafsa.gov) and make the necessary corrections. Errors contained within the high school transcript must be changed by the school.

### Missing ACT/WorkKeys scores

- Incorrect name
- Incorrect date of birth

LOSFA cannot determine a student's eligibility without a qualifying ACT/WorkKeys score on file. If the student's highest ACT score is not visible in the "TOPS Tracker" data, please send an e-mail to [custserv@la.gov](mailto:custserv@la.gov) and include the student's name and date of birth with the inquiry. An incorrect name or date of birth may be preventing the student's ACT record from loading into LOSFA's systems. LOSFA is able to correct some name/date of birth errors; however, if the ACT score is not reflected due to LOSFA having not received the scores the student must contact ACT and have ACT send the scores to LOSFA using our ACT report code of 1595.

We are unable to accept faxed or e-mailed copies of ACT score reports. The student must contact ACT and ask them to send an official ACT score report to LOSFA. The Student can do this by creating an account at [https://services.actstudent.org/OA\\_HTML/actibeCAcdLogin.jsp](https://services.actstudent.org/OA_HTML/actibeCAcdLogin.jsp) and requesting that his score be sent to LOSFA using ACT code 1595.

ACT WorkKeys scores are not automatically reported to LOSFA. Students should confirm whether or not their high school will submit WorkKeys Skills Reports to LOSFA on their behalf. If the high school does not intend to submit WorkKeys scores to LOSFA the student is responsible for sending these scores themselves. A copy of the official WorkKeys Skills Report (write the date of birth on the report) can be sent to LOSFA by fax to (225) 612-6508 or by email to [custserv@la.gov](mailto:custserv@la.gov). High school counselors that wish to submit multiple WorkKeys test results for their students can do so using this form: [http://www.osfa.la.gov/MainSitePDFs/workkeys\\_results\\_form.pdf](http://www.osfa.la.gov/MainSitePDFs/workkeys_results_form.pdf). Send an email to LOSFA at [custserv@la.gov](mailto:custserv@la.gov) if you have questions.

\*\*Please note that it can take 3 to 8 weeks for LOSFA to receive ACT scores from the ACT national test date in June.

### User error

- Not using the correct Date of Birth format when registering for a LOSFA Student Hub account (MM/DD/YYYY - e.g. 2/28/1992)
- Registering with the incorrect ID type
- Registering as a Parent instead of a Student

If a student has already completed a FAFSA and taken the ACT but receives a message saying, "Your student record cannot be created until we have received a valid ACT score and FAFSA that match login credentials" when trying to create a LOSFA Student Hub account, then the student may be attempting to register using the incorrect format for Date of Birth. The student will need to re-register for a LOSFA Student Hub account using the correct format. Alternatively, students can click on the calendar located next to the "Date of Birth" field in order to enter their Date of Birth.

When registering for a Student Hub account, a student can use either his LOSFA ID (a unique six-digit key assigned to students by LOSFA) or he can use his LASECID (a ten-digit, unique key assigned to students by their school).

Students are given the option to use either ID when registering for a Student Hub account but must be sure they enter the correct ID for the option they selected. Students cannot select to use the LASECID and then attempt to register using the LOSFAID or vice versa. The number being used to register for the Student Hub account must match the ID type the student selects at the start of the registration process.

Both students and parents have the option to register for Student Hub accounts and must specify which type of login is being created. If a student is 18 or older, the parental side of the Student Hub contains fewer tabs and limited information. The student may provide his parents with access to see everything he can see. If a student is unable to see the TOPS Tracker tab, he will be advised to make sure he is registered as a student and not as a parent.

If none of these circumstances apply to the student yet his eligibility has not yet been determined, please send an e-mail to [custserv@la.gov](mailto:custserv@la.gov) and include the student's name and date of birth with the inquiry.

LOSFA runs initial eligibility processing every Monday and Thursday evening throughout the academic year.

### **Home Study Issues**

- Failure to identify as a Home Study Student on the ACT and/or FAFSA/TOPS Online Application
- Missing 9<sup>th</sup> and 10<sup>th</sup> grade Home Study Approval notifications (if applicable)
- Missing certification letter of good standing (if applicable)

Home study students are identified by the high school code they entered on their ACT/SAT registration. Home study students should use the high school code 969999 on the ACT and 970000 on the SAT. These codes will cause the student's name to be placed on a list of students to be verified by the Louisiana Department of Education (LDE) as having been registered in an approved home study program.

Additionally, if the student marks "Home study" as their high school on the FAFSA or TOPS Online application, LOSFA will include their name on the list sent to LDE to verify home study registration if the student has an ACT score of at least 19.

Students that were also in a BESE approved home study program for 9<sup>th</sup> and/or 10<sup>th</sup> grade must submit a copy of the 9<sup>th</sup> and/or 10<sup>th</sup> grade Home Study Approval Notifications received from Louisiana Department of Education – BESE.

Students that attended a registered nonpublic home study program (not seeking BESE approval) for the 9<sup>th</sup> and/or 10<sup>th</sup> grade must provide a copy of their Registration Confirmation from BESE or a letter from their home study administrator stating the dates of attendance (i.e., 2015-2016 academic year, or August 2015 through May 2016).

If the student was ever enrolled in a Louisiana public/nonpublic high school or an approved out-of-state high school, the previously attended high school must provide LOSFA with certification stating the time period during which the student attended the school as well as a statement of whether the student was in good standing at the time they last attended that school. Certification must be on the school's letterhead and signed by the principal, headmaster, or appropriate personnel at the high school previously attended. Certification can also be obtained from the school board office.

Home study documentation can be faxed to us at (225) 612-6508 or sent via e-mail to [SGIE@la.gov](mailto:SGIE@la.gov).

Questions? Please e-mail [custserv@la.gov](mailto:custserv@la.gov).