Scholarship Universe Frequently Asked Questions

1) **Question: How can I see which students have been award the XYZ Fund or all of my scholarship accounts?**
   Answer: See the Award Details Report procedures in the User Guide

2) **Question**: **I need to make a revision to a student's award. What do I do?**
   Answer: See User Guide for 'Revising a Scholarship Award'

3) **Question**: **I need to award from a stipend account. Who do I contact to add the Spending Budget?**
   Answer: Complete the Fellowship or Stipend Account Budget Form found under 'Budget and New Fund Forms' section of the User Guide

4) **Question**: **Account XYZ is not in ScholarshipUniverse. Who do I contact?**
   Answer: See the User Guide section 'A New Fund Needs to be Added to ScholarshipUniverse'

5) **Question**: **What is the status of the award?**
   Answer: See the User Guide section 'Where is the Scholarship in the Workflow?'

6) **Question**: **I (the Scholarship Liaison) keep getting an email letting me know that there are scholarships to award. Can you stop the emails?**
   Answer: Unfortunately, we cannot. We hope that departments are awarding all of their scholarship funds and want to remind you if funds are available.

7) **Question**: **Is there any way I can switch the term in which a scholarship is awarded?**
   Answer: Yes, you'll need to cancel the incorrect term award and re-award for the correct term.

8) **Question**: **We are processing an award and the student wanted to know about the procedure for transferring the funds to his bank. Who should he contact?**
   Answer: The Bursar's Office webpage has detailed instructions on setting up direct deposit. You may wish to share the document https://busfin.uga.edu/bursar/athena_refund_profile_setup.pdf with the student.

9) **Question**: **I am trying to award a student $400.00 for summer. The student received the same scholarship for Fall and Spring ($3,000.00 total). It is showing up for our Director to approve $3,400.00 and we only want to award $400.00 for summer.**
   Answer: The system is always going to display the *total* amount that has been awarded from an account, including any amounts previously disbursed. However, it will only disburse the new/additional funds. The system will not re-award the funds that have already disbursed since the dollar amount is the same. See User Guide for 'Revising a Scholarship Award' and

'Clarification on Increasing or Decreasing the Dollar Amount of an Award/Awarding Additional Funds from the Same Account.'

10) **Question**: **Is it better to request the total scholarship $ amount for the entire year, or should we make the fund request per semester?**
Answer: We highly encourage departments to enter the full year (Fall/Spring/Summer) award. This allows us to make any needed revisions to federal aid before those funds have paid out, which reduces the chance of repayment being requested/confusion for the student. Please see the User Guide section 'Scholarship Impact on Federal Financial Aid'.
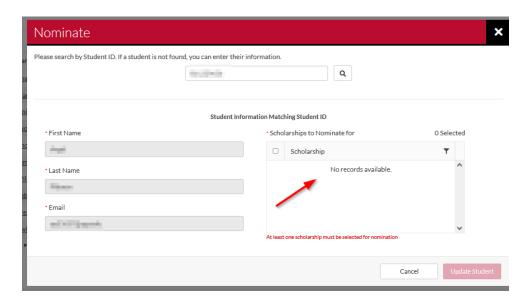
11) **Question**: **How do I know what my spending budget is, if a budget has been updated, or what is the remaining spending budget?**
Answer: The easiest way to find this information is to go to the Award View for the individual fund. If you don't have an individual Award View, you may go through the steps as if you are creating a new Award View. This will show you the **Total Awarded** and **Remaining Budget**.
Please note, due to the fact that FAME and SU are manually reconciled once per month, FAME and ScholarshipUniverse might not always match up in real time.
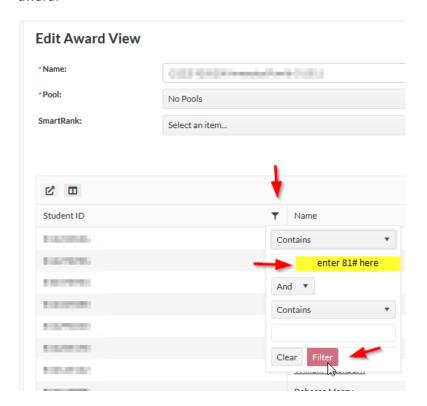
12) **Question: A department is submitting an award in SU. The student was selected for the scholarship back in December 2022, but is entering the scholarship in SU in April 2023. What date does the department enter?**
Answer: The Determination Date is the date that the student was selected to receive this scholarship award. This date is used by the Office of Student Financial Aid to determine if the student's federal aid (if awarded) must be revised based on Federal Regulations due to the addition of the scholarship. The Department of Education does not make the distinction between "department knew" and "OSFA knew". They consider the institution to be a singular entity to mitigate fraud.

13) **Question**: **I'm trying to nominate a student but the scholarship doesn't appear in the nominate window.**

Answer: The system will auto-match up to 5000 students it believes should be eligible for a given fund. If the scholarship is not listed in the "Scholarships to Nominate for" list, it is likely that the student has already been auto-matched to the fund. Please use the filtering tools in your Award View to isolate the student from the list of nominated students and proceed with entering the award.

The following window will appear. You'll then click on the $0 amount and update the award amount.

Edit Award View

* Name: [redacted]

* Pool: No Pools ▾   Manage Sch

SmartRank: Select an item... ▾   ✏ ＋

Student ID ▼	Name ▼	Award Amount
[redacted]	[redacted]	$0.00

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Nominate