

Financial Aid System of Tennessee (FAST)

High School User Guide

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Commonly Used Terms

Agency – Tennessee Student Assistance Corporation (TSAC)

School or College User – An employee of a high school accessing the FAST system.

Financial Aid System of Tennessee (FAST)

eGrants – Electronic Grants and scholarships. The system that preceded FAST.

Welcome to the Financial aid System of Tennessee (FAST)

FAST replaces eGrands as the primary system used by colleges, universities, high schools, and State Aid officials to administer state educational grant and scholarship programs in Tennessee.

When coming up with the FAST interface, we decided to keep it very minimal. The emphasis has been put on maximizing the usefulness of the system as a tool and maximizing screen workspace.

FAST was also designed to limit the learning curve for current users as we transition to a new system. Users who are currently using eGrands should be able to transition to FAST relatively easy and a lot of the functions that you might have used in eGrands will be very recognizable in FAST.

Things to Keep in Mind

1. We will also be running FAST and egrands at the same time up until we feel everyone is ready to transition to FAST. FAST and Egrands share the same database. Any updates to information you make in one system is reflected in the other. There is no need to do double data entry.
2. You can use most any modern browsers but will run into issues with screen layout or application if you choose to use something other than Chrome, Edge, Safari, or Firefox. Due to various reasons, you may not access FAST in Internet Explorer (IE).

The FAST URL

The production URL will be [HTTPS://fast.tn.gov](https://fast.tn.gov).

The FAST Login Process

The FAST login and password are provided directly to users by TSAC. There is no automated login creation.

After successfully logging in for the first-time, users will be prompted to do the following:

1. Update your password. By default, the initial password is created by TSAC and delivered by email to the high school user in an expired state which forces the user to reset the password after logging in for the first time. Passwords:
 - a. Are case sensitive
 - b. Cannot be the same as the username
 - c. Must be between 8 and 25 characters
 - d. Must include at least 1 uppercase letter
 - e. Must include at least 1 lowercase letter
 - f. Must include at least 1 number
 - g. Must include at least 1 special character from this list:
[~!@#\\$\\$%^&* -+=`|\\(\){}\[\]:;'"<>.,?/](#)
2. Accept the individual FAST user agreement. Users will only need to accept the individual user agreement:
 - a. During their very first login, or
 - b. When there is an update to the user agreement, or
 - c. In between updates when TSAC thinks it might be useful to remind users of agreement.

3. Complete two factor authentication. TSAC will send a registration code to the email associated with the account. The login process will ask for the code to successfully login. The user has an option to register that computer and avoid having to enter a code on that computer at the next login.

Logins and passwords are kept in sync with eGrands. Updates to the egrands password will impact the FAST password and vice versa.

FAST Navigation Tips

1. The TN logo will return you to the dashboard screens regardless of where you are in the system.
2. You should avoid using the back button in your browser because it might cause various issues. If a screen fails to load correctly after using the back button, you can typically fix it by highlighting the web address in your browser bar and hitting enter.
3. If any page starts to display any odd behavior, try typing control and f5 on your keyboard at the same time. This causes your browser to request a new copy of any webpage. This fixes issues that might come up especially if we have recently updated a page.

The FAST Menu

We decided to go with a Horizontal menu to maximize the working space on the screen. This allows us to display more information and limit how often you would need to scroll left and right to view the entire page.

You'll have access to the following menu items.

1. Reports
2. Verification
3. Update GPA and Test Scores
4. Administration
5. Help
6. Send Email

For eGrands users transitioning to FAST

All the menu items from eGrands can be found in six menu categories in FAST. A crosswalk for each eGrands menu item can be found below.

Egrands Menu Item	FAST Menu Location
Verify Students	FAST - Verification> Verify Students
Verified Students	FAST - Verification> Verified Students
Update ACT/SAT	FAST - Update GPA and Test Scores
Send Email	FAST - Send Email
FAQs	Removed this from FAST
High School Profile	FAST - Administration> High School> Profile
Reports	FAST - Reports
New Reports	FAST - Reports
Help	FAST - Help

Reports

The Reports menu option takes you to the starting point to run all reports in FAST. For high school users, it's broken down into two categories.

- A. Activity Reports
- B. High School

Activity then has two subcategories for Lottery and Scholarships.

For eGrands users transitioning to FAST

This menu items contains all existing reports options from eGrands. They are all the same reports and will return the exact same output.

We combined the two reports options from eGrands into a single option in FAST. We organized them in the same way they were organized in eGrands in the "Reports" menu item. The crosswalk below lists all the reports in FAST, color coded to indicate where they were located in eGrands.

High School Reports Crosswalk from eGrands



This report was in eGrands under the "Reports" Directory



This report was in eGrands under the "New Reports" Directory

Activity > Lottery		Activity Scholarship		High School
Lottery-ACT SSN With No Matching ISIR SSN Report		Dual Enrollment Grant Status Report - by Name		Eligible Students by High School Report
		FAFSA by High School – ACT Record		High School Totals Report
		Middle College Application Status Report		Ineligible Students by High School Report
		Scholarship – Eligible Students Report		
		Scholarship-Application Status Report - Tennessee Promise		

Verification

Contains the options for Verify Students and Verified Students.

Verify Students

The purpose of the Verify Students menu is to give you an interface to submit Final HS GPA's and to verify HS completion for your students.

Who Appears on this Screen

Your students will appear on this screen if they meet the following conditions:

1. TSAC has received a high school record* for this student listing your high school with a graduation year that is the “active” graduation year. The graduation year becomes active typically around April each year. For example, the 2021 graduation year will become the active graduation year around May 15, 2021.
2. TSAC has received the results of the student’s Free Application for Federal Student Aid (FAFSA) that matches the information submitted on the ACT or SAT Test (Name, date of birth, and high school).
3. The student has not previously been verified as graduating from high school. Students with an ACT score of 21 -28 or an SAT score of 1060 – 1340 are also excluded from appearing on this screen and are automatically considered “verified”.

*The high school record in eGrands and FAST is generally created by the receipt of either the ACT or SAT score. Students appear on your roster by the school and graduation year they indicated when taking those tests. You can also create a record for a student, without an ACT or SAT or when a score is missing, by using an option in the Update GPA and Test Scores.

Page and filtering options

You can filter which students appear by last name by clicking on a letter of the alphabet in the “Filter by:” section. Clicking “Show All” in this section will show all students on the roster.

You can also navigate to other pages by using the arrow keys or the next and previous page links below the list of students.

The screenshot shows the TN Educational Lottery Scholarship system interface. At the top, there is a navigation bar with links for Logout, Reports, Verification, Update GPA and Test Scores, Administration, Help, and Send Email. A yellow UAT button is visible in the top right corner. The main content area is titled "Find Transcript" and displays "2 student(s) 'Ready To Verify'" for HARPETH HIGH SCHOOL. A red warning message states: "You are required to save any updates before changing pages, sorting or filtering by alphabet. To ensure you see application alerts, please do not disable pop-up blockers." Below this is a "FILTER BY:" section with letters A through Z and a "Show All" button. A table lists two students with columns for Student SSN, Name, ACT Score, SAT Score, Final HS GPA, and Verified. The first student is Kyle zz with an ACT Score of 17. The second student is Abba zz with an ACT Score of 20. Below the table are buttons for "> Next Page", "OK", "Cancel", and "Select All". An "Information" section at the bottom contains a "Please Note:" section with several bullet points providing instructions and contact information.

Student SSN	Name	ACT Score	SAT Score	Final HS GPA	Verified
XXX-XX-6401	Kyle zz	17			<input type="checkbox"/>
XXX-XX-6881	Abba zz	20			<input type="checkbox"/>

Information
Please Note:

- Students unavailable for selection have not yet submitted a FAFSA.
- If not listed on this screen, the student has not taken the ACT/SAT, the ACT/SAT score is greater than 21/1060 but less than 29/1330.
- Students can be sorted by SSN or Name by selecting the column heading.
- The Final HS GPA and "Verified" fields must be populated in order for the student to be considered verified.
- The Final HS GPA cannot exceed 4.0. If the Final HS GPA is greater than 4.0, please recalculate the student's grades using a 4.0 scale.
- The Final HS GPA, for public high schools, represents the State Board of Education's Uniform Grading Policy GPA.
- For questions regarding the verification process, please call the Lottery Scholarship Division at (615) 253-7453.

Submitting data on this screen

Once the graduation year has become active you may start submitting the following information for your students.

Final High School GPA – The final 8 semester GPA on a 4.0 scale.

Verify high school graduation credentials by clicking on the “Verified” checkbox.

The Ok, Cancel, and Select All buttons

Clicking “Ok” will save any data you have entered. Eligibility for TN Educational Lottery Scholarships will be calculated for those students in an overnight process. You should be able to review their updated status the next day in the “Verified” page covered in the next section.

Clicking “Cancel” will take you back to the dashboard.

The “Select All” option is used to mark all remaining students on the roster as verified. This option is intended to give you the ability to quickly check all students as verified.

IMPORTANT: You should only use this option if no remaining students have either:

1. A Final HS GPA that would make them eligible for the Hope Scholarship (3.0 or higher), or
2. A GPA and SAT/ACT score combination that would make them eligible for General Assembly Merit Scholarship (29 or higher ACT or 1330 or higher SAT with a 3.75 HS GPA), or
3. A GPA and SAT/ACT score combination that would make them eligible for Hope Access (18-20 ACT or 940-1050 SAT with a 2.75 HS GPA).

Verified Students

The Verified Students menu item gives you access to a screen where you can review students who have been verified at your high school. Aside from their ACT, SAT, and Final HS GPA, you can also review their status for Hope, Hope Access, and the Wilder Naifeh Skill Grant.

This screen is view only. If you need to update a GPA or test score you can do that from the Update GPA and Test Scores page.

Page and filtering options

You can filter which students appear by last name by clicking on a letter of the alphabet in the “Filter by:” section. Clicking “Show All” in this section will show all students on the roster.

You can also navigate to other pages by using the arrow keys or the next and previous page links below the list of students.

Update GPA and TEST scores

The Update GPA and TEST scores screen gives you access to search for student high school records and make updates to that record if necessary. If a student also has an ACT or SAT score this will also be displayed and can be edited from this screen.

You have two options to select students to view and edit. You choose which option by selecting “Search Students” or “View Students by ACT ID”.

Search Students

You have the option in this menu to search for students using either:

1. Last Name
2. First Name
3. Social security number

You only have to enter in one of three items to perform a search. However, you can enter in information in as many fields as possible to narrow the results. If you are having problems locating a specific student’s test score(s), you might want to use only one or two fields in case we have an incorrect name or social security number in the system.

If your search was unsuccessful, then the screen gives you an additional option to “Click here to add a new Test Score!”. Clicking on “here” in that sentence will give you an option to create a new high school record for a student that you cannot locate a record for.

View Students by ACT ID

You can also search from a list of students at your high school by choosing the “View Students by ACT ID” option at the top of the screen.

The update Test Score Information Screen

If you selected a specific student, you'll have access to edit the following information:

1. Social Security Number (SSN) - (required)
2. HS Graduation or GED Year - (required)
3. HS Graduation or GED Month
4. HS Verified Indicator – Use this dropdown to indicate whether the student has graduated from your school.
5. Final HS GPA – Use this field to submit the final HS GPA. Only updateable after May 15 of each year.
6. You can indicate the student has transferred to another high school by clicking the “This Student is no longer enrolled at this school” checkbox. This will remove that student from your Verify Roster.
7. You can edit the student’s ACT test score information by editing information in the ACT section, there are four fields associated with the ACT score:
 - a. Test Date - (required)
 - b. Test Score - (required)
 - c. Grade Level - (required)
 - d. Test Type
8. You can edit the student’s SAT test score information by editing information in the SAT section, there are three fields associated with the SAT score:
 - e. Test Date - (required)
 - f. Test Score - (required)
 - g. Grade Level - (required)

Once you have finished updating information on this screen, you can save your changes by clicking the save button. Clicking Cancel will take you back to the search screen without saving your changes.

If you selected the “Click here to add a new Test Score!”, you’ll have access to add these items in addition to the information above:

1. First Name - (required)
2. Last Name - (required)
3. Date of Birth - (required)

When saving if the new record matches an existing record with the same social security number, you will receive the error message below. Please call the number in the message for help resolving the issue.

“The SSN entered already exists in the system! Contact your TSAC Administrator at 1-800-342-1663.”

Administration

The Administration menu gives users the ability to edit the school's address and contact information for your school or update your personal contact information as well as reset your password. If changes are made to remove or add contact information, please update this page; but also contact TSAC at (615) 741-1346 or 1-800-253-7453 to have the user's access to FAST added/removed.

Help

This link takes you to the help documents section of FAST.

For eGrands users transitioning to FAST

This link contains all the same documents that you had access to in eGrands. There is no difference in the documents from either spot. Any updates made in the future will also be made in both locations.

Send email

The Send Email link will take you to a form allowing you to email TSAC staff with any questions that you might have. This link is especially useful in case you are not sure who the question should be directed to. Any question or comment that you select will be forwarded to the correct person.

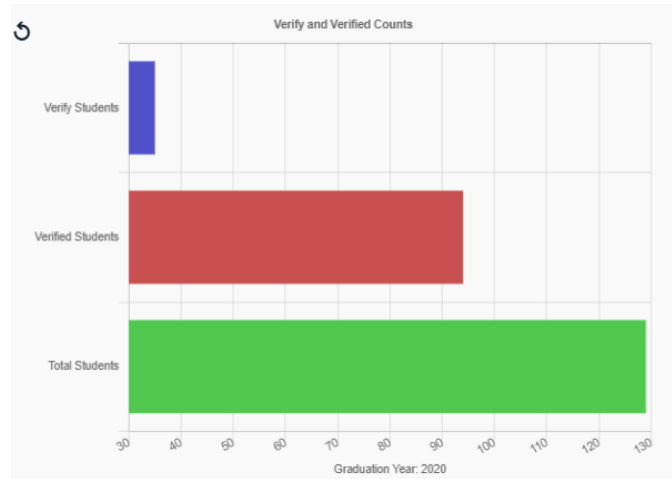
The Fast Dashboard

After logging in the first time, the first thing that you will likely notice is the dashboard. The FAST home page is a dashboard that can have multiple graphical representations of data.

The current dashboard is not meant to be a final product but exists to give you an idea of how it can be used so you can then tell us what needs to be added.

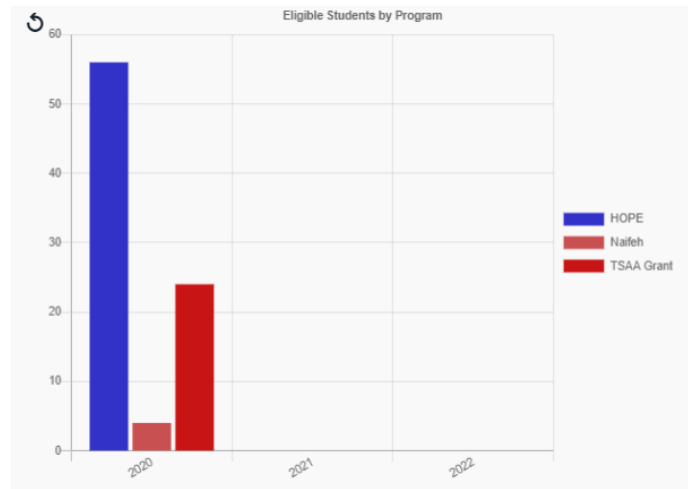
In each of the dashboards below you can hover your mouse over the bar or chart to see the exact numbers represented for that section.

1. Verify and Verified counts – This a bar chart listing the counts of students who (1) have not been verified, (2) have been verified for the graduation year listed below, and (3) the total count of both. Your verify students count should match the number of students left on your verification rosters.



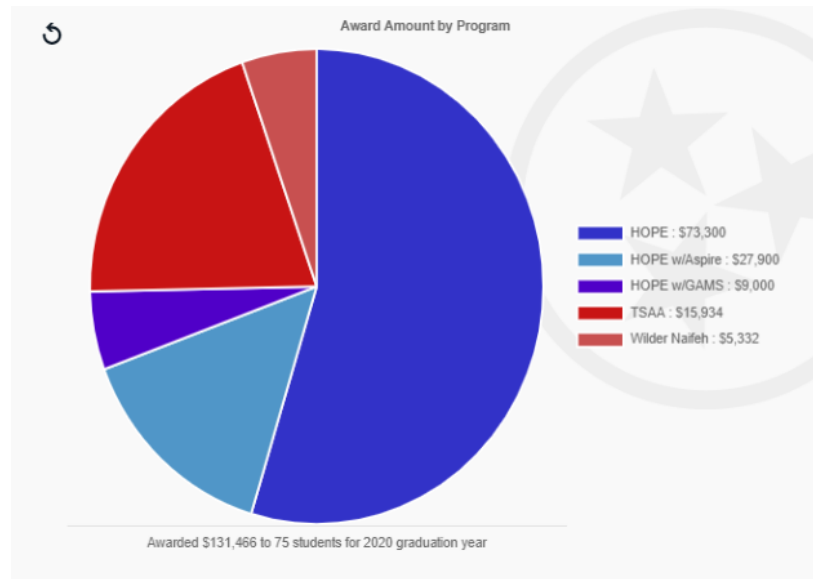
- Eligible students by program. – This will give you the count of HOPE, Naifeh, and TSAA eligible students at your institution for the current graduation year and the previous two graduation years for comparison.

Keep in mind that these are real time counts so the numbers should fluctuate for active years as people become eligible or ineligible for aid those years.

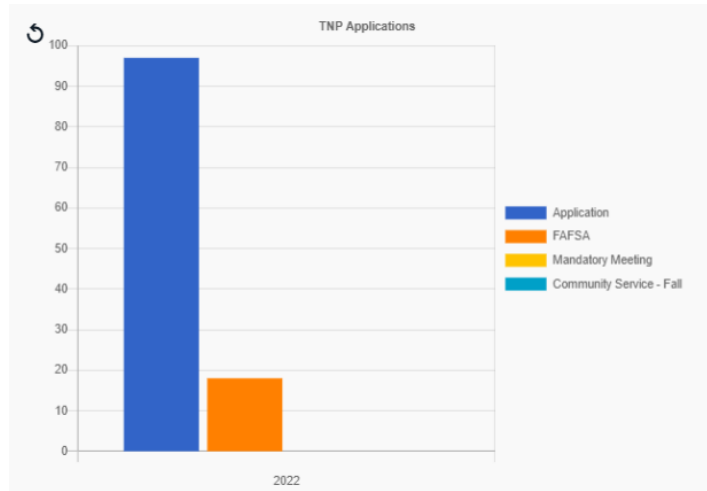


- Award Amount by Program – This chart will give you the dollar amounts and student counts for each of the major state programs for the graduation year listed.

In case you wanted to know how many of your students are eligible for state aid, say for a report or a high school graduation speech, you can get the data from the dashboard. Hovering over the sections in the pie chart will give you the student counts.



4. The TNP Applications dashboard reports the number of students by HS graduation year that have completed the TNP application and listed your high school. Beside your application count, you'll also see you the count from that group that have completed both meetings (meeting 1 and Meeting 2) and have completed their fall community service requirement.



Global Timeout

FAST will time you out of the system due to inactivity but give you a warning beforehand. FAST will remain active and not timeout while the user is “active” (entering data or going to different pages). However, after 20 minutes, if the user hasn’t put in any information a popup will appear with the message:

“You have been inactive for 20 minutes. Click ok to remain on this page or click cancel to exit. You will automatically be logged out in 1 minute.”

Clicking “ok” should reset the inactivity time back to zero and give the user another 20 minutes.

Clicking “cancel” should return the user to the program certification selection screen.

If no action is taken on this popup for 1 minute, the user is logged out of FAST.