



DIVISION OF STUDENT SERVICES
Deborah A. Montilla, District Director

Technical Assistance Paper

BRIGHT FUTURES SCHOLARSHIP PROBLEM-SOLVING GUIDE

PROBLEM	RESOLUTION
<p>The <i>Bright Futures Practice</i> screen indicates that the student's FFAA status is "B".</p>	<p>If the student recently submitted an application online, allow 3-5 days for the record to move into <i>Bright Futures Production</i> for transcript evaluation -OR- request a transfer of the student's transcript from practice to production by contacting Mr. Carlos Viera, Curriculum Support Specialist, Division of Student Services at: cviera@dadeschools.net.</p>
<p>The <i>Bright Futures Practice</i> screen indicates that the student's FFAA status is "B" and the <i>Incoming Request Report</i> indicates an error message. -OR- The student may appear to have an "N" in the practice screen and appear on the <i>Incoming Request Report</i>.</p>	<p>Identify the error and make correction to ISIS if necessary -OR- Contact student if they need to make the correction to the FFAA online. If the error was in ISIS, delete the student's transcript from practice and make the correction in ISIS. Once corrections and deletions have been made, the registrar re-sends the transcript request from the ISIS Response Screen (Action=A).</p>
<p>The Student was in another grade or school at the beginning of the year and the <i>Incoming Request Report</i> indicates that the student ID exists under a different year or school in the BF database.</p>	<p>Check the 9th, 10th and 11th grade <i>Early or Summer Evaluation Practice screens</i> to determine in which database the student appears. Delete the student's transcript from the incorrect practice database. Contact the previous school if the student is still in their database, so that staff at the previous school can delete the transcript. Once corrections and deletions have been made, the registrar re-sends the transcript request from the ISIS Response Screen (Action=A).</p>
<p>The <i>Bright Futures Practice</i> screen indicates that the student's FFAA status is "N". -OR- The student has a different ID in the <i>Bright Futures Practice</i> Screen, which will indicate an "N" due to mismatched ID information between the FFAA and ISIS. The student will appear on the FFAA screen with the correct ID or SSN information.</p>	<p>The student has not filed an FFAA. No action is necessary if the student has received the necessary information and assistance has been provided for processing the FFAA and requesting a Bright Futures Scholarship evaluation. -OR- Delete the student's transcript from practice. The registrar re-sends the transcript request from ISIS Response Screen (Action=A) if the student's name appears on the <i>Incoming Request Report</i>. If the name does not appear on the <i>Incoming Request Report</i>, submit the transcript electronically through the ISIS course transfer screen, #8.</p>
<p>The student is showing ineligible in <i>Bright Futures Early Evaluation (7th semester) Production</i> although the test score appears on the evaluation and qualifies the student for a Bright Futures Scholarship.</p>	<p>Check the date the student took the ACT, SAT or CPT. If the student took the test after January 31st of their graduation year, no action is required. The score will not be evaluated until the summer evaluation in July (8th semester).</p>

Questions regarding District policies and procedures for the Florida Bright Futures Scholarship Program should be directed to Mr. Carlos Viera, Curriculum Support Specialist, Division of Student Services at 305-995-7320 or at: cviera@dadeschools.net.

**Bright Futures Scholarship
Problem-Solving Guide**

<p>CPT test scores are missing.</p>	<p>CPT scores are not entered into ISIS and must be sent to Bright Futures. An official hard copy of the score report from the community college must be submitted. Contact Mr. Carlos Viera, Curriculum Support Specialist, Division of Student Services at 305-995-7320 for instructions.</p>
<p>SAT and ACT scores were taken prior to the deadlines and have not appeared on the student's <i>Bright Futures Production</i> evaluation.</p>	<p>Look up the student's test score in ISIS. If the test score is missing:</p> <ol style="list-style-type: none"> 1. Allow a reasonable amount of time to lapse between test administration and the scores to download to the district. (Approximately 6 weeks) 2. If the score is still not showing in ISIS after a reasonable amount of time has passed, ask the student to provide an official score report. 3. Fax the report to Ms. Shelly Brown at 305-995-1960. Please provide the student's M-DCPS ID number. 4. Verify that the score has been entered in the ISIS PF11 screen. Contact Bright Futures at 1-888-827-2004 to request and unlock of the transcript and resubmit via the ISIS course transfer screen, #8.
<p>The student's Social Security number (SSN), birth date or name on the FFAA or in the Bright Futures database is incorrect and the student's transcript is being rejected.</p>	<p>Student must go online using their PIN number or contact the Office of Student Financial Assistance at 1-888-827-2004 to request a correction to their FFAA or Bright Futures record.</p>
<p>The student's Social Security number (SSN) in ISIS is incorrect and the student has entered the correct information into the BF database and/or on the FFAA therefore, the transcript is being rejected.</p>	<p>Refer the student to the registrar for data entry. Once the ISIS correction has been made, delete the student's transcript from practice and request that the registrar re-send the transcript request from the ISIS Response Screen (Action=A).</p>
<p>The student's birth date or name in ISIS is incorrect and the student has entered the correct information into the BF database and/or the FFAA therefore, the transcript is being rejected.</p>	<p>Refer the student to the registrar for data entry. Once the ISIS correction has been made, delete the student's transcript from practice and request that the registrar re-send the transcript request from the ISIS Response Screen (Action=A).</p>
<p>A change or entry has been made to the student's record, i.e. semesterization, grade change, test score, graduation date update in ISIS and the record is locked and into Bright Futures Production database.</p>	<p>Contact Bright Futures at 1-888-827-2004 to request an unlock of the transcript and resubmit via the ISIS course transfer screen, #8.</p>

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