Post-Implementation
Troubleshooting FAQs

Q: A student informed me they have searched for opportunities that they want to apply to, but the system will not allow them to. Why is that?

A: Most of the Foundation scholarships are set up as Auto-Match opportunities within the system. This means students are not recommended for them and do not apply to them in order to be considered. They are automatically qualified based on data pulled from their record in Student Central. These funds will still be visible to students who search for them, if an academic college or unit has indicated that the specific opportunity should be visible. Students will only be recommended for scholarships that require they answer additional questions or provide additional information, which cannot be obtained from submitted applications or the student’s record, in order to determine their eligibility.

Q: One of our scholarships is a graduate scholarship, but it is not recommending the scholarship to one of our students who will be a graduate student in the fall. How do we allow them to apply?

A: Students are recommended to scholarships based on qualifiers set up on each opportunity. FS4U matches these qualifiers to data from Student Central on a student’s record to determine whether or not they qualify. In the case of an undergraduate student who will be a graduate student in the fall, they will not show as a graduate student in the Student Central data file until May 1st. As a result, if your application process ends prior to this time, there are a few options for allowing them to apply:

1. Work with Foundation staff to ensure the qualifiers either allow for undergraduate and graduate students or remove this qualifier entirely. Your applicant pools will increase and allow ALL students to apply so it will be important for you, as administrators, to ensure that students receiving the award meet the graduate requirement as stipulated in the criteria for the semester they are given the award.

2. For academic colleges or units who require a conditional application, add a question to the application asking students something like, “Will you be a graduate student during the 2019-2020 academic year?”. This question can then be used as a qualifier on opportunities specific to graduate students so you can easily identify these students on your application grid.

3. For academic colleges or units who do not require a conditional application, add a question to the opportunity asking students something like, “Will you be a graduate student during the 2019-2020 academic year?”. This question can then be used as a qualifier on opportunities specific to graduate students so you can easily identify these students on your application grid. This could potentially change an opportunity from Auto-Match to Apply-To so please keep this in mind.

4. If you have flexibility in when you end your application periods, work with Foundation staff to change the end dates on your opportunities to fall after May 1st.
Q: I have a student who is not sure how to log into the system. Where can I find the instructions?

A: Login instructions for FSU students can be found on the FS4U project site under Resources at http://foundation.fsu.edu/academicworks-project.

Q: I have a student who is trying to complete their General Application but they are unable to submit it. Do you know why this would be?

A: Check with your student to see which internet browser they are using. Internet Explorer (IE) is not a supported browser of the platform and as such is not recommended for use. Students who choose to use IE will get a banner message at the top of their screen indicating it is not a supported browser. The message will remain until they dismiss it; however, there are reported functionality issues, including students not being able to submit their general application. As such, it is recommended you direct them to an alternate browser like Chrome or Firefox.

Q: Do FSU employees need to complete any forms to be granted access to the system?

A: No, as employees of FSU, access will be granted as determined necessary within your academic college or unit. Please be advised that we all have a responsibility to immediately destroy or delete any and all copies of exported data used in the evaluation and selection of recipients, once the review process is complete. This policy should be conveyed and adhered to by all employees within your academic college or unit who are involved in the awarding of scholarships within FS4U.

Q: Do non-FSU employees need to complete any forms to be granted access to the system?

A: Yes, third party reviewers to the system are required to complete the Student Data Confidentiality Agreement which can be found on the FS4U project site under Resources at http://foundation.fsu.edu/academicworks-project. Opportunity administrators should distribute these forms to third party reviewers you allow to access the system. It is your responsibility to collect and maintain these forms on all non-FSU employees accessing the system.

Q: I recall being told that Financial Aid can split scholarships between the Fall and Spring semesters. What do I need to do in order to ensure an award is handled this way?

A: A new award period has been created for these types of scholarships so you will need to be sure to choose it for those you want processed in this manner. For scholarships issued during the 2019-2020 academic year which are intended to be awarded evenly over fall and spring semesters, you will need to select the Award Period titled Fall 2019/Spring 2020. Please note that Financial Aid will evenly split the amount as it is received. For example, $1,000 chosen for this period will be split $500/$500 and not $1,000/$1,000. We will have more information to share on this topic once the disbursement procedures are finalized with Financial Aid.
Q: How do I update an offer letter in the system for an opportunity?

A: Communications can be updated on the Communications tab of any opportunity. The Offer Email is the official notification that will be sent to a student to make the offer. Administrators should update the Offer Emails on their opportunities or work with Foundation staff to have them globally updated, if they all need to be the same. This will need to be handled by the Blackbaud support team, though, so please be sure to provide a minimum of two weeks processing time for these requests. Requests should be submitted to academicworks@foundation.fsu.edu. Changes to Post-Acceptance communications are handled by the Foundation’s Donor Stewardship team and should not be modified without their approval.

Q: What are the steps to Force Apply a scholarship within the system?

A: From the general application grid, select the student(s) you want to receive the award. At the bottom of the grid, select “Act on Selected” and choose the option “Categorize”. From there, select the opportunity that you want to force apply the applicant to and click “Apply”. This will populate the student into your application grid within the specific opportunity so that you can make an offer. Keep in mind that if the opportunity is tied to a conditional application, you will need to force apply from the conditional application grid, not the general application grid.

Q: What are the steps to initiate a scholarship offer within the system?

A: From the application grid on the opportunity that you want to make an award on, select the student(s) you want to approve the awards for. At the bottom of the grid, select “Act on Selected” and choose the option “Categorize”. From there, select “Ready for Approval”. The award must then be approved by the Budget Manager which will initiate the official offer letter to the student. As such, please make sure the offer letter is worded as you intend before completing this step.

Q: What are the steps for a Budget Approver to approve a scholarship within the system?

A: From the application grid on the opportunity that you want to make an award on, select the student(s) you want to approve the awards for. At the bottom of the grid, select “Act on Selected” and choose the option “Categorize”. From there, select “Offered”. This will initiate the official offer letter to the student within the system so please make sure the offer letter is worded as you intend before completing this step.

Q: There are applicants who applied for an opportunity who do not qualify. Can we exclude them?

A: Once a student has populated in the application grid on the opportunity, you cannot remove them. You can move their Category to “Not Selected” so that you can filter by students you want to consider for the scholarship. To do this, select the student(s) you do not want to consider. At the bottom of the grid, select “Act on Selected” and choose the option “Categorize”. From there, select “Not Selected”. This will show on a student’s dashboard that they have not been selected so make sure you are firm in your decision.
Q: I received an email stating “Your opportunities report is ready for download!”, but when I click on it, there is nothing in the excel file. How do I access the file?

A: To create and download saved views, opportunity administrators must first go to the Complete View of the Opportunities page, create a report the way you want it to look, and then save it as a Dashboard Card. From your Dashboard, double-click the card which will take you to the saved report to download.

Q: How do I access videos or help desk articles to familiarize myself more with FS4U?

A: Blackbaud offers numerous videos on various aspects of the scholarship award process via their YouTube channel at https://www.youtube.com/results?search_query=blackbaud+award+management. In addition, there are over 700 help desk articles available via their Knowledgebase at https://search.blackbaud.com/#t=All&f:@hproduct=[Blackbaud%20Award%20Management].