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 Opportunity 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 In-System Offer for an Opportunity?

A: Communications can be updated on the Communications tab of any Opportunity. The In-System Offer is the official notification that will be sent to a student to make the offer. Should the In-System Offer on your Opportunity be the same for all scholarships, you can submit a ticket to Foundation staff at academicworks@foundation.fsu.edu to have them globally updated. Opportunity Administrators can edit and control the delivery of messages except for the In-System Offer which acts as the official offer letter and remains in the system should the student ever want to log back in to view the details. Changes to Post-Acceptance communications are handled by the Foundation’s Donor Stewardship team and should not be modified without their approval.

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: We have scholarships that are based on faculty nomination only. Is there a way to allow only those students who received a nomination to apply to those scholarships?

A: The answer is yes; however, we recommend hiding these scholarships from public view. Since apply-to opportunities are typically open and visible, other applicants can apply to them so there is nothing that will prevent them from showing up in your applicant grid. Once you have identified the students who received a nomination and are eligible, you would need to send them an email providing the link to complete the application. This link is https://fsu.academicworks.com/opportunities/opportunity ID/applications/new; however, you MUST to make sure to update the opportunity ID with the number that applies to your opportunity so it routes to the correct application for them to apply. If interested, students can click on this link, and once they log in, will be directed to the scholarship questions to apply.

Q: What are the steps for an Opportunity Administrator to Force Apply a scholarship?

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 for an Opportunity Administrator to initiate a scholarship offer, and at what point will the funds show encumbered in FS4U?

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”. It is at this point that the funds are encumbered in the system, and the award must be approved by the Budget Approver. Once this has occurred, the Foundation’s Scholarship Coordinator will verify the applicant meets donor intent and move them to an “Offered” category to initiate the offer.

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

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 “Budget Approved”. Once the budget is approved, the Foundation’s Scholarship Coordinator will verify that the applicant meets donor intent and move them to an “Offered” category. This will initiate the In-System Offer to the student within the system so please make sure you have the In-System Offer set up on the Communications tab before completing this step.

Q: Can a Budget Approver reject a scholarship offer if there is insufficient cash in the fund?

A: Yes. If the Budget Approver determines there is insufficient cash to make the award, it is recommended that they speak with the Opportunity Administrator first. In this situation, they should go to the application grid on the Opportunity, select “Act on Selected” and choose the option “Categorize”. From there, select “Budget Pending” which will halt the offer until they can work through any budget issues with the Opportunity Administrator. Once the budget issues have been resolved, the Budget Approver can select the student(s) you want to approve the awards for from the application grid on the Opportunity. At the bottom of the grid, select “Act on Selected” and choose the option “Categorize”. From there, select “Budget Approved”. If it is determined the amount submitted by the Opportunity Administrator is incorrect and needs to be changed, the Budget Approver can select the student(s) you want to push back the awards for from the application grid on the Opportunity. At the bottom of the grid, select “Act on Selected” and choose the option “Categorize”. From there, select “Ready for Approval”. The Opportunity Administrator can go back in and edit the amount of the offer(s) for the Budget Approver to approve.

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: When are the Financial Aid student data fields updated, and how should I use them?

A: The Financial Aid student data fields are based on the most recent completed Free Application for Federal Student Aid (FAFSA) on record for that given aid year and for that particular student; however, each student’s situation is unique, and this data may change throughout the year. If a student does not have any values in the Financial Aid student data fields, it is likely that a FAFSA has not yet been completed and it is recommended that the student complete his or hers to prevent any delays in receiving a Foundation scholarship.

Q: What steps can I take to reduce student over-awards and prevent Student Business Services from placing a student on an accounts receivable?

A: The Office of Financial Aid takes precaution in not over-awarding a student initially. However, circumstances may change after the initial financial aid awards have been made, resulting in an over-award. FSU Foundation scholarships made to a student after the initial awards have been made may increase this risk. When over-awards occur, the Office of Financial Aid is required to review each student’s financial aid eligibility and may have to adjust, reduce, or eliminate financial aid awarded to ensure that the total received is within federal guidelines. This may result in an accounts receivable in which the student is responsible for paying. To help prevent an over-award, we strongly recommend that you notify the Office of Financial Aid of any FSU Foundation scholarships not already listed on the student’s financial aid award summary and before financial aid packaging is complete.

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:hprouct=[Blackbaud%20Award%20Management].