Email to Financial Aid Directors
Date: January 22, 2026

Subject: Changes to MAAPP

Financial Aid Directors,

I wanted to make you aware of several recent changes made to the MAAPP Dashboard that could impact the institutions.

1. **Request for Dependency Status Verification** – The Office often receives conflicting information on the student's FAFSA and MAAPP related to the student's dependency status. In the past, we have reached out to the institution via email to inquire about the dependency status as determined by the institution. Rather than emailing the institution, we have added a place in MAAPP for the institution to provide this information when needed. If SFA receives conflicting information, a code will be placed on the student's account to trigger a "Dependency Status Verification Request" from the institution. The request will appear in MAAPP.

   You can see here, this institution has 3 requests.
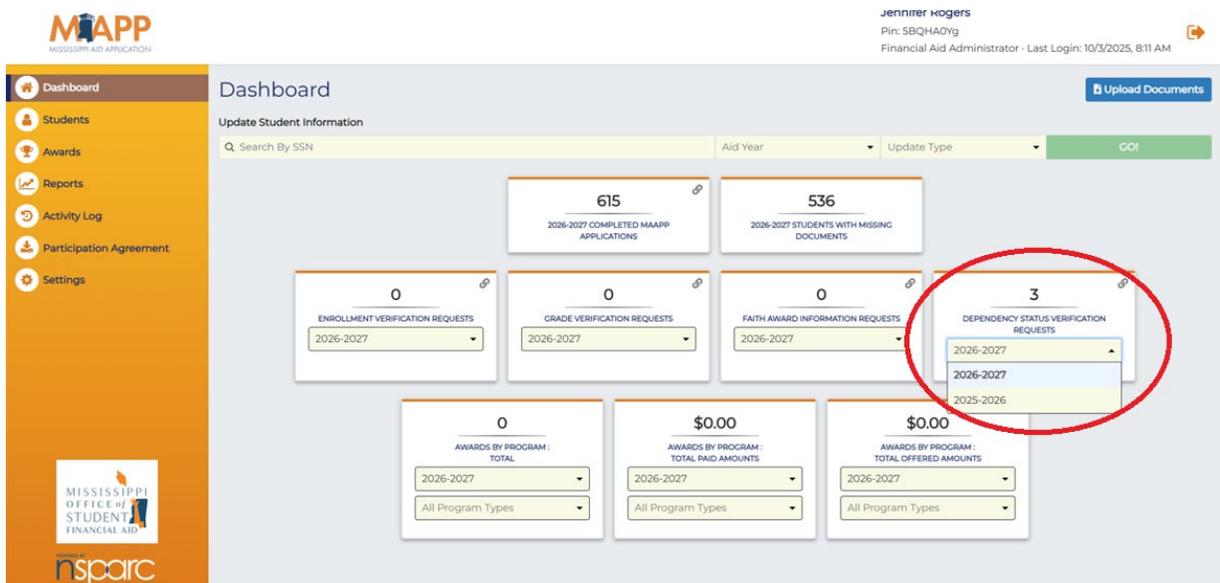
   If you click on the link icon in the top right corner of the metric, you will be taken to a list of the students.

Then, if you click on a student's name, you will go to the student's dashboard.

From here, you can see the "Dependency Status Verification" listed under Missing Documents (green circle). You can also see a blue link to "Update Dependency Status" (red circle). If you click on that, you will get a pop-up option. The institution is asked to simply select "Dependent" or "Independent" to let SFA know how the institution has categorized each student. The institution is not expected to perform any type of verification but to simply notify SFA of the student's status according to the institution's records. The Dependency Status field has also been added to the report export document.
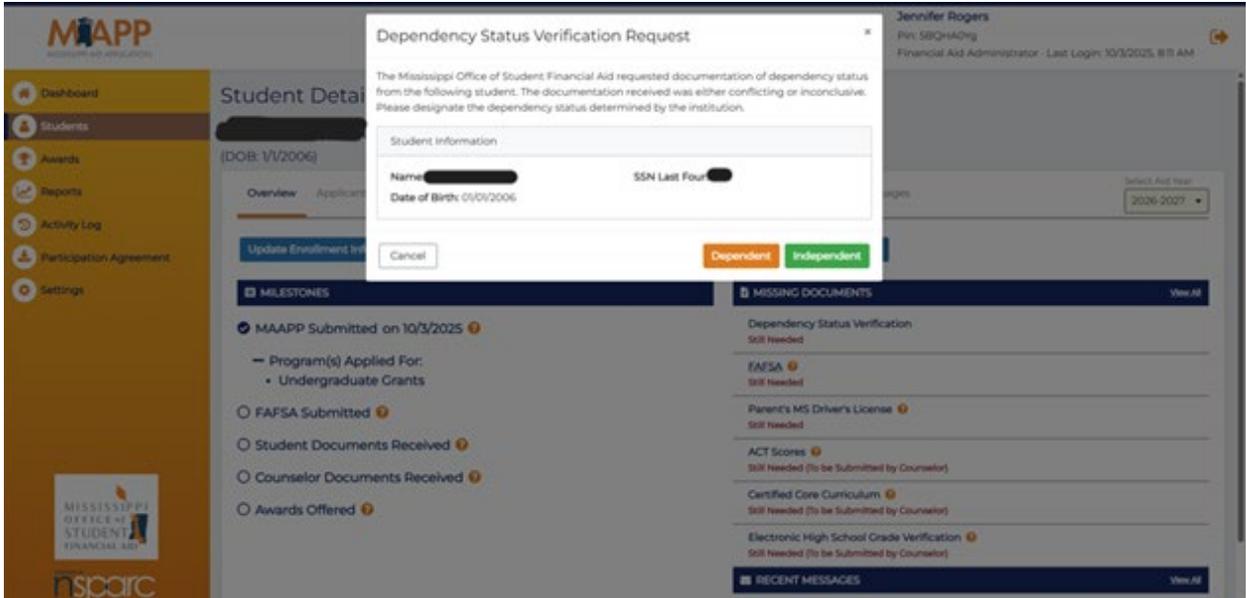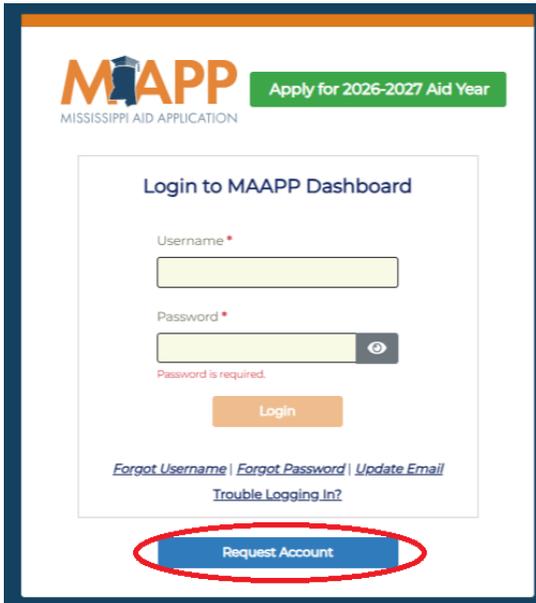
2. **View Only Access for Institutional Users** – We have added a new account type, called "Financial Aid Viewer". MAAPP users with this account type can view student accounts for students at their institution but they cannot make any changes to accounts or submit information on behalf of the institution. This account type was requested by an institution to allow employees in admissions to view the MAAPP status of recently admitted students. Now, Financial Aid Directors can grant view-only access to employees involved in admissions and student affairs, so those employees can help answer questions and provide wholistic student support.

To request Financial Aid Viewer access, an institutional employee should visit www.msfinancialaid.org and click the green button for "Dashboard Login/Request Account".
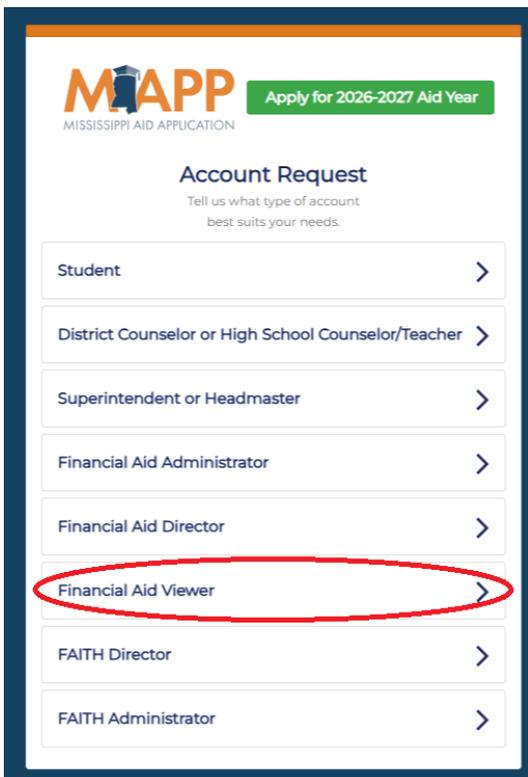
The user should then click the blue button at the bottom of the screen to "Request Account."

The user should select "Financial Aid Viewer".

The user should complete the registration form.

Once the form has been submitted, the Financial Aid Director at the institution will receive a notification that the user has requested MAAPP access as a Financial Aid Viewer. The FAD can approve or deny the request. The Financial Aid Director will be required to reauthorize all users once a year when he/she signs the annual Participation Agreement.

3. **Dashboard Metrics** - We made some changes to the metrics you see on your dashboard.

   - For some metrics, we are now displaying the prior year and the current year metric. You can switch between aid years using the dropdown menu as shown in the screen shot below.

- Links to filtered lists are also available for select metrics. Each metric displays a number. You can now click on the link icon in the upper right corner of the metric to view a list of the students who are numbered in the metric as shown in the screenshots below. Ex: On the FAITH Award Information request metric, you can see there are 14 requests.

4. **"Not Enrolled" Checkbox for FAITH**

If you click the link icon on the FAITH metric, you see the list of students with the FAITH package info request as shown below.

Select a student, and you'll see their dashboard, where you can click "Update Award Package".

On the next screen, you see the student's enrollment listed or you can "Add Award Package".
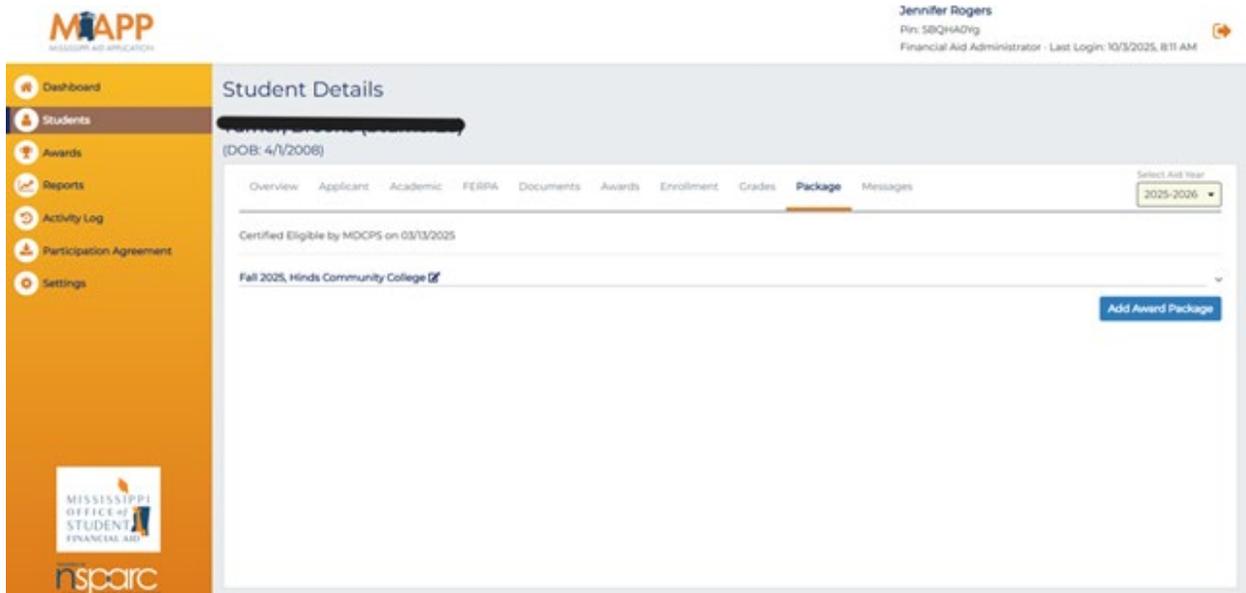
If you click on the term and college, you have the option to list the student as "Enrolled" or Not.
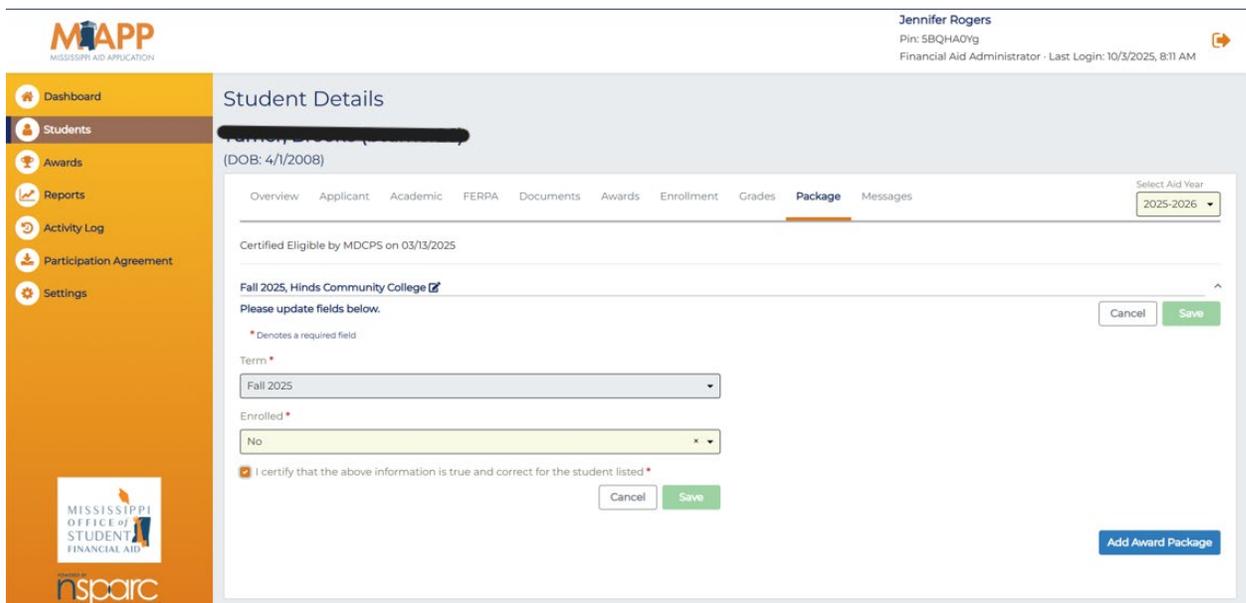
5. **Institutional ID Field** – We have added a field in our database system to store the institutional ID. The field has also been added to all SFA reports: Grade, Enrollment, Award, Disbursement. If the institution provides the ID in the designated field on SFA reports, we will store the ID in our database, and it will appear in MAAPP and on all future SFA reports. This will allow the institution to search for students and take action using the institutional ID rather than the last four digits of the SSN.

Please let me know if you have any questions about any of these enhancements.

Jennifer

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