

November 2024

Dear Student Support Services (SSS) Project Director:

It is time to prepare the Annual Performance Report (APR) for the Student Support Services (SSS) Program for reporting year 2023-24. On November 4, 2024, you may begin your submission process at the following web location: <https://trio.ed.gov/> (TRIO Web Portal). To access the APR form and instructions, go to [Student Support Services Program | U.S. Department of Education](#) and click on the “APR” tab above “What’s New”. Your APR is due by **December 6, 2024**.

Prior Experience (PE) Points

We have indicated in the past that reporting periods 2021-22, 2022-23, and 2023-24 would constitute the assessment years for the 2020-25 grant cycle—that is, the years during which projects may earn PE points for specific accomplishments. In light of disruptions caused by the pandemic to many projects’ plans, the Department has decided to assess PE points using the average of the highest two years’ total scores.

After submitting the APR, you will receive a summary of your reported information, including tabulations of PE points earned during this reporting period.

New Digital Signature Requirements

Beginning with the SSS 2023-24 APR data collection, the Department has implemented a new feature that will require the Project Director and Certifying Official to digitally certify the SSS APR data.

Verifying or Designating a Certifying Official: To enable the Certifying Official to digitally certify the APR data, their contact information will be extracted from G6. As the Project Director for your grant, you will need to first verify or designate a certifying official by logging in to the [TRIO Web Portal](#) and clicking the “Go” button for the grant you wish to verify or designate.

- If the Certifying Official information is correct, click “Yes” and continue with your APR data submission.
- If the Certifying Official information is not correct, click “No” and enter the contact information for the Certifying Official. After providing the information requested, continue with your data submission.
- If the information is missing in G6 or the information does not meet certain criteria (e.g., Project Director cannot share the same email with the Certifying Official), you will need to designate a certifying official by clicking on the “Designate Certifying Official” button and entering the information requested, then click “Send”. After providing the information requested, continue with your data submission.
- If you wish to skip the verification or designation process, click “Skip”, and continue your data submission; however, we **strongly urge** you to complete this process as soon as possible.

Project Director's Digital Signature: To certify your final APR data submission, please login to the [TRIO Web Portal](#), click on the “Go” button for the grant you wish to certify, and follow the instructions.

Certifying Official's Digital Signature: Once the Project Director has certified the APR data, the Certifying Official will receive an email from TRIO Help Desk notifying them to login to the [TRIO Web Portal](#) and digitally certify the data. **Note:** The Certifying Official must have established a Login.gov account using the contact information as verified or designated by the Project Director. [Click here](#) for instructions on how to create a Login.gov account.

IMPORTANT: The Department is phasing-out the five-business-day grace period for the signature requirements; therefore, you **must** provide both digital signatures within two (2) business days after your APR submission.

For Assistance With

- APR requirements, please contact your Program Specialist directly. To ascertain your program specialist's name, telephone number, and email address, go to [Student Support Services Program | U.S. Department of Education](#) and click on the “APR” tab above “What’s New”.
- TRIO APR Web Portal, please contact TRIO Help Desk at (703) 885-8008 or via email at TRIO@helpdesk.thetactilegroup.com.
- APR digital signature, [click here](#) to access the “Digital Signature User Guide”.
- Login.gov, please go to the Login.gov Help Center at <https://login.gov/help/>.

Thank you for the time, effort, and dedication you devote to the performance reporting period each year and for your commitment to providing complete and accurate data. Please retain source documents in a readily accessible form, so that they can be verified during an on-site visit.

Sincerely,

James Davis
Director
Undergraduate Programs Division