

NMJC FINANCIAL AID OFFICE POLICIES AND PROCEDURES

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FINANCIAL AID MISSION STATEMENT

The mission of the NMJC Financial Aid Office is to provide quality customer service to all stakeholders and timely delivery of financial assistance to eligible students while maintaining compliance of federal and state regulations.

The Financial Aid Office is committed to delivering high quality service that is responsive to student needs and to improve access to higher education for the NMJC community by providing exceptional service to our customers through continuous innovative and advanced technology.

The Financial Aid Office will actively promote financial aid awareness to students, parents, and the college community.

INTRODUCTION TO THE FINANCIAL AID OFFICE

This manual is designed to provide guidelines for employees of New Mexico Junior College and to assist students and parents to understand the policies by which aid is awarded and disbursed. These Policies and Procedures have been formulated for the equitable treatment of all students in the disbursement of all federal, state and institutional financial aid. NMJC does not discriminate in its financial aid awarding procedures with regard to race, color, religion, sex, sexual orientation, national origin, age, disability, genetic information, or veteran status.

- Office location Ben Alexander Student Center
- Hours of operation Monday-Friday 8:00 AM - 5:00 PM
- Telephone number 575-392-5172
- Fax number 575-492-2559
- E-mail address financialaid@nmjc.edu
- Web site https://www.nmjc.edu/admission/financial_aid/index.aspx

FINANCIAL AID STAFF

The financial aid staff consists of 5 full time staff and 1-2 work-study students.

Director

Assistant Director

Financial Aid Specialist (2)

Financial Aid Secretary

RULES OF BEHAVIOR

The financial aid personnel at NMJC are authorized to utilize multiple databases and websites to determine student aid eligibility and to process federal and state aid. The Director of Financial

Aid and/or the Vice President for Student Services determine, establish, and revoke staff access to databases and websites. Rules of Behavior are designed to sustain the business process, protect sensitive data, and protect against unauthorized access, disclosure, or modification based on confidentiality and integrity. The Rules of Behavior apply to all financial aid staff at NMJC who utilize FSA/COD computer systems and their host applications:

- All user IDs, passwords, and tokens are for official Department of Education business only;
- All users must abide by the Privacy Act of 1974, as amended;
- All users must NEVER share their User IDs and passwords with another person, not even a supervisor;
- All users must NEVER allow another person to use an online session that was initiated by the user;
- All users should log off secure sites if leaving their computer unattended, even for a short period of time OR employ the automatic password/screen saver option;
- All users must change their password immediately if they suspect another person knows the password;
- Passwords should be difficult to guess and should be changed frequently;
- Passwords should be stored in a secure manner, not visible or accessible to others;
- All users may only share information retrieved with the individuals expressly authorized to receive the information;
- All users must secure all paper and electronic documents;
- All users will report security problems or incidents to the Director of Financial Aid or the Vice President for Student Services as soon as practical; and
- All users must remain in good standing on their Title IV loans or access to some sites may be revoked.

NMJC Financial Aid personnel are expected to understand and comply with this policy document and its requirements. Questions about the policy should be directed to the Director of Financial Aid. Violations of security policies may lead to revocation of system access or disciplinary action up to and including termination.

I. GENERAL INFORMATION / FINANCIAL NEED

The following information is NMJC's Financial Aid Office policies and procedures for the administration of financial aid. Reference materials will also be listed in the procedures. All the processes of the Financial Aid Office are in compliance with Federal and State regulations. The Financial Aid Office also has policies in regard to the processing and administration of financial aid applications and files.

Student financial aid is assistance through the U.S. Department of Education, state agencies, and the institution. Aid is available for students enrolled in an eligible program as a regular student at a school participating in the federal student aid programs. Federal student aid covers expenses such as tuition and fees, housing and meals, and supplies, personal expenses, and transportation. This aid can also help pay for a computer and dependent child-care expenses.

There are three types of federal student aid: grants, work-study and loans. The NMHED (State) provides state work-study, state grant and scholarship funds for New Mexico residents. All students must meet the eligibility requirements to be awarded financial aid and may apply for financial aid by submitting the Free Application for Federal Student Aid (FAFSA). The FAFSA website is www.studentaid.gov.

Cost of attendance (COA) is the estimated total amount it will cost a student to go to school – usually expressed as a yearly figure. COA is determined using rules established by law. The COA includes estimated tuition and fees; on campus housing and meals (or a housing allowance for off-campus students); and allowances for books, supplies, personal expenses, transportation, loan fees, and if applicable, dependent care. It can also include allowance for the rental or purchase of a personal computer. Costs related to a disability may also be covered.

A cost of attendance budget is assigned for every student. Cost of attendance budgets are made for independent and dependent students who may be in-state (in-district or out-of-district) or out-of-state residents. A survey may be given to students periodically to obtain the information used to determine the budgets. The local chamber of commerce and Bureau of Labor and Statistics may also be used to estimate the cost of living for the Lea County area.

A formula established by the U.S. Congress determines the FAFSA Expected Family Contribution (EFC), which is the amount the student and family are expected to contribute toward the student's education. If the EFC is below a certain amount, the student will be eligible for a Federal Pell Grant, assuming they have met all eligibility requirements (listed below). There is not a maximum EFC that defines eligibility for the other financial aid programs. The EFC is used in the following equation to determine financial need:

$$\begin{aligned} &\text{Cost of attendance} \\ &\text{-Expected Family Contribution} \\ &= \text{Financial need} \end{aligned}$$

When financial aid files are complete, the awards are made in the following order. The Pell grant is awarded first to all eligible recipients. The Supplemental Educational Opportunity Grant (SEOG) is then awarded to Pell eligible students with the lowest EFC and then State Grants to eligible New Mexico Residents. The SEOG and State grants are awarded on a first-come, first-serve basis until funds are spent. Work-study is awarded depending on how the student answered the question on the FAFSA as to whether or not they are interested in work-study. Federal and state work-study is awarded until funds are spent. Loans are available for students who express loan need. All students must follow the loan process as outlined on the website to request a student loan.

Scholarships may also be awarded to eligible students. Students must submit an NMJC Foundation scholarship application to be considered for a scholarship. In most cases, the student's unmet need is not covered by grants, scholarships, and work-study. At this time, students who did not request a student loan, may do so by submitting a loan request form, if

additional funds are needed to help with educational expenses. If students were not awarded work-study, they may complete a work-study application and if funds are available and student is eligible, they will be awarded.

All other resources, such as; WIOA and DVR Benefits and outside scholarships are counted as resources and subtracted from the cost of attendance. Students are not purposely over-awarded financial aid. If an over-award is found, all measures are taken to make adjustments to any aid not yet received with the exception of the Pell grant. The Director of Financial Aid receives and reviews a report each week to avoid or correct over awards.

If a student is not eligible for the Pell grant or other aid due to the EFC, the student is notified by email to their NMJC email account of other forms of aid for which they may apply; such as loans, scholarships and/or work-study.

II. APPLICATION PROCESS AND DEADLINE DATE

Students applying for financial aid must complete and submit the Free Application for Federal Student Aid (FAFSA). Students apply via the Internet by logging onto www.studentaid.gov. Students who have applied in previous years may also be able to use a simplified form, the Renewal FAFSA. Renewal FAFSA's can be completed on the web. Students may elect to complete the paper (PDF) FAFSA, which must be mailed to Federal Student Aid.

The Financial Aid Office at NMJC assists students in completing the financial aid application electronically. Students need to bring appropriate documents to complete the FAFSA. Electronic submission of the FAFSA is recommended.

Applications can be submitted beginning October 1st each year. Only one application is needed per year, which covers the fall, spring, and summer semesters. Priority date for awarding financial aid is June 1st. Students that apply by this date may receive campus-based funds, which are awarded on a first-come, first-serve basis, including supplemental and state grants; federal and state work-study, and institutional scholarships.

Students who filed the FAFSA electronically (via the Web or EDE) will receive a Student Aid Report (SAR) via the mail and/or email. Schools will receive an electronic generated Institutional Student Information Report (ISIR). The student will receive a rejected SAR if a student or parent signature is missing. Schools are required to be able to receive the ISIR's electronically and cannot require students to submit SAR's to the school in order to receive aid. A school can require the student to make corrections using the SAR the student received.

After the application is submitted and processed, the Central Processing System (CPS) produces output documents or records showing the information the student originally provided, the EFC, the results of the eligibility matches, and information about inconsistencies identified through the CPS edits. If the CPS was unable to calculate the EFC, the output record will not show an EFC. The priority file date for campus-based funds, such

as work-study, state grants, and SEOG awards is June 1st each year. Awards are made only if the file is complete and funds are available.

III. STUDENT ELIGIBILITY

Eligibility for federal student aid is determined on the basis of financial need and several other factors. To receive financial aid students must meet mandated criteria:

- Complete the FAFSA;
- Except for some loan and scholarship programs, demonstrate financial need;
- Educational requirements;
- Have a high school diploma or a General Education Development (GED) certificate; or complete a high school education in a home school setting that is treated as a home school or private school under state law;
- Be enrolled or accepted for enrollment as a regular student working towards a degree or certificate in an eligible program;
- Meet satisfactory academic progress standards set by the school;
- Legal and other requirements;
- Be a U.S. citizen or eligible non-citizen;
- Have a valid Social Security Number;
- Sign a statement on the FAFSA certifying that federal student aid will be used only for educational purposes; and
- Sign a statement on the FAFSA certifying that you are not in default on a federal student loan and that you do not owe money back on a federal student grant.

When students apply for financial aid, the U.S. Department of Education verifies some of the information with the following federal agencies:

- Selective Service System (for verification of Selective Service Registration, if applicable);
- Immigration and Naturalization Service (for verification of eligible non-citizenship status, if applicable);
- Department of Justice (for verification that an applicant has not been denied Federal student aid by the courts as the results of a drug-related conviction); and
- Department of Veterans Affairs (for verification of veteran's status, if applicable, for dependency status purposes).

WHAT HAPPENS AFTER APPLICATION IS RECEIVED BY THE SCHOOL?

After ISIRs are generated and received by the school, students are notified via email as to what information/documents are needed to complete their financial aid file. All notifications are sent to the students NMJC email and FAFSA email account. Students may also view application requirements through the NMJC T-Bird Portal, Self Service Banner, Financial Aid.

VERIFICATION

Each year the U.S. Department of Education selects some financial aid applicants for a process called "Verification." The Financial Aid Office is required to check the accuracy of information submitted on the financial aid application (FAFSA) with the information contained in official documentation such as IRS tax transcripts, statements regarding untaxed income, and other necessary documentation.

In addition to those students selected by the U.S. Department of Education, the NMJC Financial Aid Office reserves the right to select additional students for the process of verification at its discretion. This discretionary selection may be generated randomly, due to conflicting information or due to concerns that data may not be accurate or complete. The following policies and procedures for verifying information contained in a student aid application are implemented in accordance with federal regulations: 34 CFR 668.53 General Provisions and the appropriate year Application and Verification Guide for Title IV Financial Aid Programs.

A school must verify any application information that it has reason to believe is incorrect [34 CFR 668.54(a) (3)] or discrepant [34 CFR 668.16(f)] or selected by the Central Processing System (CPS). Students with these applications are considered to be selected for verification. Students not selected for verification will be packaged and may view their aid offer in their T-Bird portal, Financial Aid, Self Service Banner, Financial Aid Dashboard.

If the student's file is selected for verification, requiring the student to submit additional documents to the office, the process may take longer because in some cases corrections are necessary after the verification is completed. Schools are required to verify 100% of the applicants selected by the CPS.

Students that submit special circumstance requests for income adjustments or dependency overrides may be selected for verification. In cases where the school selects an application for verification, the school can choose not to verify items that must be verified when the CPS selects the applications.

Required CPS verification items may include;

- Household Size
- Number in College
- Adjusted Gross Income (AGI)
- Income Tax Paid
- Education Credits
- IRA Deductions and Payments
- Tax Exempt Interest Income

- Untaxed Portions of IRA Distributions
- Untaxed Portions of Pensions
- SNAP
- Child Support Paid
- Identity /Statement of Educational Purpose
- High School Completion Status

A missing information email is sent to the student informing them of the documents needed to complete verification. Required documentation may include:

- IRS Tax Transcript (student/spouse for independent students or student and parent if dependent student). Students can utilize the IRS data retrieval and resubmit their FAFSA instead of submitting an IRS Tax Transcript (if eligible). A signed tax return may also be acceptable documentation to verify income. Student's should reference the current Income Verification Worksheet for instructions;
- Various verification worksheets (completed and signed by student and parent if a dependent student); and
- Other forms or documentation may be requested if there is a discrepancy in information reported.

Files are not considered complete and ready for packaging until verification is complete and all corrections have been received by the CPS. The student is notified via an aid offer/email as to what type of aid the student has been offered. All notifications will be sent to NMJC email accounts. Students who do not demonstrate need to qualify for the Federal Pell grant will receive an email explaining eligibility for student loans, work-study, and scholarships with instructions on how to apply.

NOTIFICATION AND COMMUNICATION

Students selected for verification must submit documentation for the process of verification in order for official financial aid eligibility to be determined. When a student is selected for verification, the student will be notified as follows:

- The U.S. Department of Education will notify the student of verification on their SAR;
- NMJC will provide written notification by email to the student identifying the documents required for the verification process. This notification will be sent to the student by the Financial Aid Office no later than three weeks from the time the Financial Aid Office receives official notification from the U.S. Department of Education that the student was selected;
- NMJC also provides secure 24-hour access to information showing verification document requests through the student's NMJC T-Bird Web Portal;
- NMJC's Financial Aid Office contacts students by email to provide updates on requested verification documents; and
- NMJC's Financial Aid Office may contact students by phone to encourage them to submit documents to complete the verification process.

DEADLINES

Verification documentation should be submitted no later than 60 days prior to the planned term of enrollment. Submitting the required documents by the due date mentioned, facilitates the college's ability to verify all information in a timely manner, ensure that financial aid packages and reconciliation of funds are accurate, and that financial aid is posted to the student's account in a timely manner. Failure to submit the required documentation (or submit it in a timely manner) will delay or eliminate the disbursement of federal, state, and institutional financial aid funds.

LOSS OF AID ELIGIBILITY

No financial aid will be disbursed to a student's account if the student is selected for verification and the verification process is not complete. If financial aid has already been disbursed and the student is subsequently selected for verification, further disbursements are stopped until which time the process is complete. Failure to submit the required documentation (or submit it in a timely manner) may eliminate the future eligibility for federal/state aid funds.

CONFLICTING INFORMATION

The NMJC Financial Aid Office exercises its right to seek additional information whenever there is conflicting information in a student file. Conflicting information must be resolved before financial aid funds may be fully processed and/or disbursed. Failure to reach resolution within the enrollment period (which requires written documentation for the student's financial aid file) eliminates aid eligibility. In some cases, resolution of conflicting information within 30 days of the end of the enrollment period may not provide sufficient time to process financial aid for that enrollment period. Therefore, aid eligibility could be eliminated. The Financial Aid Office will notify the student in writing if there is a need for further documentation to satisfy verification requirements. This notification will occur within two weeks of the initial review of submitted documentation by the Financial Aid Office. The student and/or parent(s) must respond within two weeks of the date of the notification. For information on the consequences of failing to provide the additional requested documentation, please refer to the Verification Policy section entitled "Loss of Aid Eligibility".

CORRECTION OF INFORMATION

NMJC will submit the verified corrections to the U.S. Department of Education electronically. This will ensure that corrections are made known to all parties and that the needs analysis will be updated accurately and according to federal standards. Additionally, the student is required to update any subsequent or related applications such as state grant information, private scholarship forms, and other related institutional applications.

MISUSE OF FINANCIAL AID AND REFERRAL PROCESS

The NMJC Financial Aid Office will report any suspected fraud or falsified information (on the part of the student, the parent, preparer of financial aid applications, or related parties) to the U.S. Department of Education and all other related parties for immediate action. This information will be forwarded to authorized agencies in addition to the U.S. Department of Education for investigation such as the Office of Inspector General. Anyone who suspects fraud

or abuse may make a confidential report by contacting the Office of Inspector General at 1-800-MIS-USED (1- 800-647-8733) or by email at oig.hotline@ed.gov .

AWARD CHANGE NOTIFICATION

If, as a result of verification, the student's expected family contribution changes the student will be notified of any corrections by receiving a new Student Aid Report (SAR) from the U.S. Department of Education.

CORRECTING A STUDENT'S APPLICATION

If corrections are needed due to verification or for other reasons (student changes, Financial Aid Office changes) the financial aid officer will verify the file and be sure all information is reviewed and corrected. The corrections are made within the Banner database on RNAVRxx and exported to CPS. The financial aid verification specialist will establish a CORR tracking requirement in ROARMAN. This indicates that a corrected ISIR is needed, or that corrections were made. After the corrected ISIR is received, the verification specialist will satisfy the CORR tracking requirement. The verification specialist then locks the transaction using the batch posting process on RORPOST. If the file is still incomplete, it will remain in pending status. If the file is complete, aid for which the student qualifies will be offered.

STUDENT AWARDING/PACKAGING

Once the file is complete and all tracking requirements are satisfied, the student is ready to be awarded. The complete packaging list is run in Banner (NMJC database system) to determine if a student is ready to be awarded. Aid offers are made for a group of students using the processes in the Banner System. All students who are eligible for the Pell grant are automatically offered the Pell grant and the Pell grant is auto accepted in the Banner System. All other awards are made on a first-come, first-serve basis. Campus-based grants and work-study are awarded as long as funds are available. Student loans are not packaged with grants and scholarships but are available to eligible students. NMJC uses an Active Process for direct loans, meaning, students needing additional assistance from student loans must complete a loan request form, which is available on the NMJC website, NMJC T-Bird Web Portal, or from the Office of Financial Aid. The loan request form also includes further information and instruction regarding the loan process.

All aid offers are based on full-time enrollment and new aid letters are not automatically generated for students whose registration status changes, even though their grant award eligibility may change.

Grants are awarded based on a full-time enrollment status and pro-rated according to registration status when paid to the student account. For example: A student enrolled in 6 hours (half-time) may be offered grant amount \$500 (full-time) but may pay at \$250 (half-time).

Enrollment hours are frozen after the drop and add period ends and the student's aid is disbursed based on the hours enrolled at that time. Students who enroll in intercession courses in the middle of the term and have initial Pell calculation can receive funding for those hours, if eligible. Adjustments to grant awards are not normally made after the drop and add period or

after hours have been frozen in the Banner system. At this time the funds are disbursed into the student's account and paid at the hours frozen on the Banner system, meaning their current enrollment status. If a student drops or adds a class after this time the grants may be adjusted. The enrollment would show adjusted on the student record but not on the financial aid enrollment in ROAENRL. Refunds from aid not used toward the student's direct costs are issued to students within 14 days of the first day of classes.

The business office determines the refund amount and the student may select how they wish to receive their funding. The refund can be managed by the student through their NMJC T-Bird Web Portal by selecting the NELNET Portal link and following Manage Refund.

IV. FINANCIAL AID PROGRAMS

FEDERAL STUDENT AID TITLE IV PROGRAM	TYPE OF AID	OTHER FACTS	YEARLY LIMITS	DISBURSEMENT
Federal Pell Grant	Grant does not have to be repaid	Available to undergraduate students who demonstrate need, FAFSA required	Amount may vary each year based on the Pell Payment Schedule	School acts as the Department of ED's agent
FSEOG-Federal Supplemental Educational Opportunity Grant	Grant does not have to be repaid	For undergraduate students who demonstrate need, FAFSA required	NMJC will determine award amount	School disburses funds to students
Federal Work-Study	Money is earned through work assignment and does not have to be repaid	Most jobs located on campus, students are paid an hourly wage for hours worked, student must demonstrate need, FAFSA required	NMJC will determine award amount	School disburses earned funds to student by payroll check
Subsidized Loans	Loan must be Repaid	Subsidized: ED pays interest while student is in school and during grace period	Up to \$4,500 depending on grade level and need after Cost of Attendance minus EFC and other aid received	Department of ED provides funds to school to disburse to students
Unsubsidized Loans	Loan must be Repaid	Unsubsidized: The borrower is responsible for interest during the life of the loan	\$2,000 to \$10,500 depending on grade level and dependency status	Same as above
PLUS Loan	Loan must be Repaid	Available to parents of dependent undergraduate students	Cost of attendance minus any other financial aid received	Same as above

NEW MEXICO STUDENT INCENTIVE GRANT (SSIG)

This state program is made available from a combination of state and federal funds. Students must be enrolled at least half time, be New Mexico residents, and demonstrate need. NMJC's policy is to award SSIG to all eligible New Mexico Residents who qualify. Fund is limited to the amount allocated to NMJC each year by the state, so students should file their FAFSA by the priority file date each year to be considered for this grant. The state also provides other grant/scholarship funds to NMJC that are awarded based on the eligibility criteria set by the state. State grant funds include: Lottery Scholarship, 3% Scholarship (generally used as Bridge scholarship), NM Scholars, Opportunity Scholarship, and Teacher Preparation Affordability.

FEDERAL AND STATE WORK-STUDY PROGRAMS

The Federal and State Work-Study Programs provide employment for students who demonstrate financial need. Students on the state work-study program must be New Mexico residents. NMJC also offers non-need work-study utilizing institutional funding.

NMJC arranges jobs mostly on campus and in the public schools. Students may work up to 20 hours per week during a regular academic session. Students earn at least the minimum wage (minimum wage subject to change). Hours students can work per week are subject to change and exceptions may be made on a case-by-case basis.

The number of hours a student is permitted to work is dependent on the amount of work-study awarded each semester. This amount is based on the individual unmet need of each student, as well as the amount of funds available to the institution.

Priority consideration is given to students who apply by June 1st. Work-study is awarded on a first-come, first-serve basis each school year. Job postings are available on-line at the NMJC website. The work schedule is determined between student and supervisor. Consideration of the student's class schedule is primary in assignment of work schedules. Students who are interested in being awarded work-study funding must complete the work-study application and secure an approved work-study position.

ASSIGNMENT OF WORK-STUDY STUDENTS/SUPERVISORS

NMJC Administration determines which departments will receive work-study positions. Department supervisors must advertise open positions on the NMJC website for a minimum of 5 days prior to filling the position. The work-study job descriptions give a brief explanation of the work responsibility and who to contact to be considered for the position.

The student's NMJC ID will be needed to receive information regarding their eligibility. Once the ID is entered in the Work-study Change of Status form the supervisor will be able to determine whether the student can be hired. The Work-Study Change of Status (WSCOS) will give the following information on the student: name, enrollment status, FAFSA on file (students must have a FAFSA to be eligible for Federal or state work study funding), and the yearly amount of award. The WSCOS is available to supervisors through the T-bird Portal. Selection of applicants for interview and hire are the responsibility of the department supervisor.

Supervisors instruct hired students to visit the Human Resources Office to complete a hire packet. Students present a picture ID, birth certificate, passport and/or social security card in order to complete the required I-9 and W-4 forms.

Once all required paperwork has been completed through the Human Resources/Payroll Office, department supervisors receive a work clearance. Students are not cleared to work until all documents have been received by the Financial Aid Office and Human Resources sends a final work clearance to the hiring department.

The supervisor will evaluate students after termination or change of jobs. The WSCOS form must be submitted to Payroll and the Financial Aid Office. If a student is terminated from a work-study position, the student may still look for another position on campus unless the reason for termination does not warrant rehire.

WORK-STUDY PAYROLL

Student workers are paid in accordance with the published payroll schedule as determined and published by the Human Resources Department. Timesheets for each pay period are submitted by the student through their T-Bird portal, Self-Service Banner. Students who submit timesheets as scheduled will be paid twice monthly on the College payroll schedule. Students may pick up checks at the Business Office or the student can elect to have the check direct deposited to their bank account. Late timesheets will be held and submitted the next payroll period. The student and supervisor must sign the timesheet through the T-Bird portal, Self-Service Banner. Timesheets will be accepted without student's signature (on a case-by-case basis) if the student is not available for signature, but timesheets will not be processed without the supervisor's signature.

It is the supervisors and student's responsibility to keep a record of his/her earnings to prevent exceeding the semester work-study award.

Students are not paid for federal or state holidays, lunch hours, or sick days, unless work was actually performed during this time. A supervisor must be present if a student works holidays or semester breaks. The Financial Aid Office must approve students working during holidays or semester breaks. Students may not work during scheduled class time.

Student workers complete the Work-Study Application to apply for the program. The application includes general work-study information, expectations, standards of conduct/corrective action, and security/confidentiality. Work-study supervisors attend training at the start of each academic school year and receive a copy of the current Work-study Procedures for Supervisors.

If students are not awarded work-study based on their financial aid application, they may submit a work-study application and if funds become available and if student is eligible, they may be awarded. The Financial Aid Office and the payroll department use the Banner system to ensure the payroll process runs smoothly for both offices.

WILLIAM D. FORD FEDERAL DIRECT LOAN PROGRAM

Federal Direct Student Loans are the Department's major form of self-help aid for students. Direct Student Loans enable students to borrow at a low interest rate in order to meet educational expenses. Students must complete the FAFSA and meet eligibility criteria for federal financial aid to qualify for Direct Student Loans. The amount a student may borrow is dependent upon the student's enrollment level, dependency status, and other aid received. Students may borrow up to the Cost of Attendance (COA) less other financial aid awards already received. The following chart demonstrates yearly loan eligibility, as well as aggregate loan limits (maximum total debt):

Year/Classification	Annual Stafford Base Limit	Annual Stafford Additional Unsubsidized	Annual Stafford Loan Limit Total
Dependent Students			
Freshman (0-29hrs)	\$3,500	\$2,000	\$5,500
Sophomore (30+hrs)	\$4,500	\$2,000	\$6,500
Independent Students			
Freshman (0-29hrs)	\$3,500	\$6,000	\$9,500
Sophomore (30+hrs)	\$4,500	\$6,000	\$10,500

Direct Student loans are either subsidized or unsubsidized. The following chart demonstrates the differences between subsidized and unsubsidized:

Subsidized Stafford Loan	Unsubsidized Stafford Loan
Based on financial need	Not based on financial need
The Federal government subsidizes the interest on the loan while the student is enrolled in school at least half-time.	Interest begins accumulating when funds are disbursed until the loan is paid in full. Accrued interest will be added to the balance of the loan. Students are not required to pay the interest while in school, but NMJC recommends making interest payments.
Undergraduate student Interest rates: Rates vary each school year	Undergraduate Interest rates: Rates vary each school year
Origination fees: Fees may vary each school year	Origination fees: Fees may vary each school year

Students must be enrolled in at least 6 credit hours during the regular semester and for the summer session in order to receive a Direct student loan. Students who are first time borrowers will have a 30-day delay from the first day of classes before their loan will disburse.

Students may request a loan by completing the loan request form available on NMJC's website, the student's T-Bird Web Portal, or from the Office of Financial Aid. If the student is a first-time borrower, the loan request will direct them to complete loan entrance counseling online at www.studentloans.gov. Students must also have a valid Master Promissory Note (MPN) on file with the Department of Education before loan funds will disburse. The MPN can be completed online at www.studentloans.gov.

Student loans appear on both the Student Aid Award and Business Office Bill; however, the loan amounts will be different from the disbursement amount. The loan amount on the Student Aid Award is the gross amount. In contrast, the Business Office Bill will reflect the net amount after the loan origination fee has been deducted. Below demonstrates the difference in how the loan amounts may appear to students:

Example 1

Student awarded a \$1,750 subsidized Stafford loan for one semester with a 1% origination fee:

- \$1,750 is the gross loan amount;
- \$1,732 is the net loan amount that will disburse to the student account (gross amount minus the origination fee). The origination fee amount may vary each school year.

Example 2

Student awarded a \$1,000 unsubsidized Stafford loan for one semester with a 1% origination fee:

- \$1,000 is the gross loan amount;
- \$990 is the net loan amount that will disburse to the student account (gross amount minus the origination fee). The origination fee may vary each school year.

Loans are released in two disbursements. Generally, the loan amount requested disburses half for the fall semester and the second half for the spring semester. The student will be informed in writing if the loan cannot be certified. Students attending only one semester are eligible to receive half of the loan limit for that year. Transfer students must have a transfer evaluation done on credits from prior schools before loan limit can be determined. Student's grade level is based on earned hours and not attempted hours, but all attempted credit hours are used to determine a student's overall eligibility for federal and state aid. Student loan refunds will be released through the Business Office. Students may elect to receive funds via paper check (mailed to the student's address on file), direct deposited to a bank account, or a reloadable debit card. Students can manage their refund through their NMJC T-Bird Web Portal, NELNET Portal link, Manage Refund.

A school can refuse to certify a student's loan application on a case by case basis or can certify a loan for an amount less than a student would otherwise be eligible for, if the school documents the reason to the student in writing. The school's decision is final and cannot be appealed to the Department of Education.

ENTRANCE/EXIT COUNSELING REQUIREMENTS

Loan entrance and exit sessions inform students of their rights and responsibilities regarding student loans. The loan entrance counseling informs students that an exit interview must be done at any time the student ceases to be enrolled in at least 6 credit hours, graduates, or transfers.

Entrance counseling must be completed before the loan will be processed. Students are notified of requirements of the entrance counseling session on the loan request. Entrance counseling is required of all first-time loan borrowers. Financial aid staff are available to answer questions after the students have completed the entrance or exit interview sessions or will be glad to assist students to complete the counseling processes.

Students graduating in May are notified by email in April about the required exit counseling session, and in November if graduating in December. Students who cease to be enrolled at least half-time are notified in writing regarding the exit counseling requirement. Exit counseling can be completed online at <http://www.studentloans.gov>. Students requiring exit counseling will have a hold placed on their account preventing the release of transcripts and future Federal aid at NMJC until the exit counseling is completed.

Student loan borrowers who are determined to not be in attendance, withdrew, or are not enrolled at least half time will receive notification of the loan exit counseling requirement. The Director of Financial Aid utilizes a report after the start of each fall and spring semester to determine if a student who had previously received a student loan at NMJC did not return or is enrolled less than half time. Students who cease to be enrolled at least half time receive notification via email of the exit counseling requirement. A hold is placed on the student academic transcript and future financial aid until the exit counseling requirement is fulfilled.

SSCR REPORTING

An enrollment report is completed every month by NMJC's Registrar and submitted to the National Student Clearinghouse. The enrollment report is then submitted to the National Student Loan Database System (NSLDS) by the National Student Clearinghouse in compliance with federal enrollment reporting guidelines.

BORROWERS RIGHTS AND RESPONSIBILITIES

A student who signs a promissory note and receives funds through a federal loan program is required to pay the debt, even if the student does not complete his/her education or is dissatisfied with the quality of education received. The promissory note is a binding contract. Students must inform the school and loan servicer of any change in name, address, graduation dates or any

changes that may affect the student's loan eligibility.

LOAN REPAYMENT

Loan repayment is in accordance with the student master promissory note, which should be referenced by the student for details regarding repayment. After a student loan borrower graduates, leaves school, or drops below half-time enrollment, the student has six months before loan repayment begins. The grace period may be longer than six months if the student is on active duty with the military. Loan payments are made directly to the loan servicer assigned to the student borrower by the Department of Education.

During the grace period of a subsidized loan, students do not have to pay on the loan principal, and interest may or may not be charged dependent upon when the student received the subsidized loan. Unsubsidized loans have the same grace period which requires no payment on the loan principal, but interest is charged during the grace period. Students can either pay the interest or it will be capitalized, added to the principal balance owed.

After students leave school or drop below half-time enrollment, they will receive information about repayment and the date the repayment begins from their loan servicer. The Department of Education assigns each student to a loan servicer. The loan servicer manages the student's loan and payment is made directly to the servicer. Students are responsible for beginning repayment on time, even if they do not receive this information. Failure to pay on student loans may have a negative effect on a student's credit rating and could cause the student to go into default on the loan, which will make the student ineligible for Title IV aid.

Students may obtain information regarding their student loan status, loan servicer, indebtedness, etc. at www.studentloans.gov.

COHORT DEFAULT RATES

A cohort default rate is the percentage of a school's student borrowers who enter repayment on Stafford Loans during a particular fiscal year and default before the end of the third fiscal year. The Department determines and releases draft cohort rates to allow schools an opportunity to review and/or correct the data that will be used to calculate their official cohort default rates. Official cohort default rates are then determined each year for every college that participates in the student loan program.

SCHOLARSHIPS-GENERAL INFORMATION

The NMJC Foundation offers many scholarship opportunities. Students may access the scholarship application on the NMJC website https://www.nmjc.edu/admission/nmjc_foundation/scholarships.aspx. The scholarship applicant must follow directions on the scholarship application for which he/she is applying and submit all required documents prior to an application being considered. Some scholarships will require that the student have a completed financial aid application on file, to be enrolled in a certain number of hours, be obtaining a certain degree, etc. The NMJC Foundation will select recipients for scholarships.

Notification of scholarship selections is made to the applicant in writing. Most scholarships will be credited to the student's account unless otherwise specified by a particular donor.

If a scholarship recipient withdraws prior to midpoint of the semester, a prorated refund may be required. Determination is made on a case-by-case basis.

An eligible recipient may be denied any scholarships that will create an over award in excess of established cost of attendance budgets or unmet need. Institutional scholarships will be awarded to applicants who meet the scholarship criteria and have not exceeded the time frame limit for financial aid eligibility.

PRIVATE DONORS

Many agencies and individuals donate scholarships each year to NMJC students. Some private scholarship opportunities are listed on the NMJC website https://www.nmjc.edu/admission/financial_aid/scholarships/index.aspx.

V. STUDENTS WITH ASSOCIATE OR BACHELORS DEGREES

Students applying for financial aid who have completed an Associate's degree are not eligible for financial aid at NMJC due to the time frame limit (see Financial Aid Satisfactory Academic Progress). Students who have received an Associate's degree may appeal to the financial aid committee to remain eligible for aid for a second Associate's degree. An appeal form and supporting documentation must be submitted by the deadline for the term of enrollment. The decision of the committee is final. Students who have received a Bachelor's degree may receive student loans if eligible based on federal regulations.

VI. LATE APPLICATIONS

The priority date by which students should complete the FAFSA each year is June 1st, but applications for financial aid may be filed at any time. The applications received after June 1st will be processed as soon as possible. Late applicants should be aware of the following conditions:

- It may take longer to process late applications;
- It may take longer to receive an aid offer and funds;
- Financial aid funds are awarded on a first-come, first-serve basis; and
- Full need may not be met as available funds will determine the amount awarded.

VII. INELIGIBLE STUDENTS

Students who fit any of the following categories will not be considered for federal and state financial aid:

- Students who are in default, or are delinquent on any type of educational loan from any school;
- Student who knowingly make a false statement on a Federal financial aid application or subsequent application, verification documentation, etc.;
- Student who have not met all requirements, such as high school completion, verification,

citizenship or eligible noncitizen status; etc.

- Students who have exceeded the time frame limit of attempted credit hours or who have lost financial aid eligibility due to non-satisfactory academic progress; or
- Students who have been reported to NSLDS and Department of Education for overpayment of Title IV funds.

VIII. FINANCIAL AID PAYMENT POLICY

Funds are normally transmitted to student accounts on Friday of the first week of classes for any student that has funds eligible to disburse. Students are allowed to charge books if there is a credit balance after tuition and fees have been paid. Any remaining credit balance will be issued to the student in the form of a refund after the semester charges are posted. Refunds to students are processed by the Business Office within 14 days of disbursement to student accounts.

NMJC utilizes Nelnet for the refund process. The Business Office sends refund information to Nelnet to process the funds to the student. Students may elect how they want to receive their refund; paper check, direct deposit, or reloadable debit card. Students may select their refund option through their NMJC T-Bird Web Portal, Nelnet portal, Manage Refund. Nelnet processes all refunds for the college based on the option each student selects. If a student does not select a refund option, Nelnet will mail the refund check to the address on file with the Registrar's office.

Payment is due within 48 hours of registration for classes. Students may sign a payment plan through Nelnet if payment cannot be made in full and/or if the financial aid received will not cover the full amount owed. Enrollment may be canceled due to non-payment. Students receiving financial aid but still owe a balance are required to make payment arrangements with Nelnet or the Business Office for the remainder of the balance.

IX. NON-PAYMENT OF DEBT

Any student who receives financial aid from NMJC and leaves owing a repayment to a financial aid program or the college will be flagged and school records will not be released. The Business Office will also prevent the release of school records and not allow future enrollment for a student who has a balance owed to the college due to nonpayment.

X. TRANSFER STUDENTS

Transfer students are monitored via the National Student Loan Database System (NSLDS and Common Origination and Disbursement (COD)). The Financial Aid Office requires official transcripts from all colleges previously attended, even if the student did not complete the courses attempted at a prior college. Accepted transfer credit hours from all prior colleges are used to determine the student's eligibility for aid at NMJC. A transfer student, whose accepted transfer credit hours demonstrate the student could not complete an Associate's degree within the timeframe requirement (see Financial Aid Satisfactory Academic Progress Policy), will not be eligible for federal and state aid and will be placed on Timeframe status for aid eligibility. The student may appeal the timeframe status to the financial aid committee. An appeal form and supporting documentation are required and the committee's decision is final.

XI. CONSORTIUM AGREEMENTS

A consortium agreement is an agreement between two institutions that allow students to enroll in both schools concurrently and receive the Federal Pell Grant, if eligible, at the home school based on enrollment at both institutions. The purpose of the consortium is to combine the number of hours enrolled at both institutions to allow the student to receive maximum Pell Grant funds, if eligible.

Federal Pell Grant Regulations prohibit a student from receiving a Pell grant from more than one institution during the same period of enrollment. However, it is possible for a school to pay a student enrolled in one of its eligible programs for courses taken at the other eligible institution (host institution), if those courses apply to the degree or certificate sought at the institution that administers the student's financial aid package (home institution). The student must receive financial aid from the institution in which they are seeking a degree. The following conditions also apply:

- Institutional scholarships are not part of the consortium agreement and may only be awarded at the Home institution. If a student is on consortium and eligible for the Lottery Scholarship, the school where the student is receiving the financial aid will verify Lottery eligibility and notify the host school of eligibility and host school will bill the Lottery for the hours enrolled.
- Students on work-study and loans must be enrolled in at least 6 credit hours at the home institution. All work-study is to be performed at the Home institution and cannot be earned at the host institution.
- Payments to both institutions will be the student's responsibility.
- All students on consortium agreement must maintain satisfactory academic progress. The student must complete all of the classes enrolled with a 2.0 GPA or better, or he/she will not be eligible for future consortium agreements.
- Deadline dates to submit the consortium agreements will be enforced by the institutions.
- Refer to the Consortium Agreement Form for full details and requirements.

PROFESSIONAL JUDGMENT/SPECIAL CIRCUMSTANCES

Financial aid administrators may use professional judgment on a case-by-case basis to change a dependent student's status to independent, or to increase or decrease one or more of the data elements used to calculate the expected family contribution (EFC).

The reason for adjustment must be documented in the student's file, and it must relate to that student's special circumstances that differentiate the individual student (not to conditions that exist for a whole class of students). Professional judgment can also be used to adjust the student's cost of attendance. All inconsistent or conflicting information shown on the output document must be resolved before making any adjustments. The financial aid administrator's decision regarding adjustments is final and cannot be appealed to the Department.

In some cases, the cost of attendance (COA) may be adjusted or the information used to calculate the EFC may be adjusted in order to take into account circumstances that might affect the amount the student and family are expected to contribute toward the student's education. These circumstances could include a family's unusual medical expenses or tuition expenses. Adjustments can also be made if the student, spouse, or parents have been recently unemployed. If conditions such as these apply, students may apply for a special circumstance/professional judgment adjustment.

Examples of special circumstances may include:

- Private school tuition for siblings of dependent students or dependent children of an independent student;
- College tuition cost for parents of a dependent student or spouse of an independent student;
- Unusual medical or dental expenses not covered by insurance;
- Loss of employment;
- Death of parent or spouse;
- Reduction of income; and
- Divorce or separation.

Professional judgment cannot be used to waive general student eligibility requirements or to circumvent the intent of the law or regulations. Students may apply for special circumstance adjustment by submitting the Special Circumstances Form and all required supporting documentation.

The Director of Financial Aid reviews all Special Circumstance forms and supporting documentation. Additional documentation may be requested to make a determination. Verification of the student's FAFSA may be required before Special Circumstances adjustments can be made. Students are notified of the decision related to the review via mail to the address provided on the Special Circumstance form. The decision of the Director is final. The Special Circumstances form can be reviewed for further details.

DEPENDENCY STATUS

When a student applies for financial aid, answers to questions on the FAFSA will determine whether or not the student is considered dependent on their parent(s) or independent. If the student is considered dependent, the parent's income and assets, as well as the student's income must be reported on the FAFSA. If the student is independent, only the student's (and spouse, if married) income must be reported. Students are classified as dependent or independent because federal student aid programs are based on the idea that students (and their parents or spouse, if applicable) have the primary responsibility for paying for their postsecondary education.

If a dependent student claims to be independent due to unusual circumstances the student can submit an appeal for a dependency override. The form will list all documents needed in order for the Financial Aid Office to review the appeal. To request a review of dependency status a student will use the Request for Dependency Change form. The form is available on the NMJC website, in the student's T-Bird Web Portal, and from the Financial Aid Office. The Director of Financial

Aid reviews all dependency appeals and the student is notified via email regarding the decision. The decision is based on professional judgment and cannot be appealed to the U.S. Department of Education.

XII. CLASS ATTENDANCE

Students who enroll in classes are expected to attend all classes. It is the student's responsibility to withdraw from or drop a course that he/she does not plan to attend or is not attending. Financial aid eligibility requires active attendance and participation in all classes. Financial aid awards will be cancelled if a student is reported as not attending all classes by all course instructors. Course instructors report nonattendance by Wednesday of the second week of classes. Non-attendance, as reported by course instructors, is reviewed by the Assistant Director of Financial Aid. Students are notified by NMJC email if reported as not attending all classes.

The Pell grant will be delayed or cancelled for a student who is reported as not attending a course or courses. If the student establishes attendance the Pell grant eligibility will be restored. Students are notified by email to their NMJC email account if their Pell grant is cancelled or delayed pending attendance. If the student establishes attendance the course instructor will notify the Assistant Director of Financial Aid and the Pell award for the course(s) will be reinstated. The Assistant Director may also contact the instructor at a future date to determine if a student whose Pell grant was reduced has established attendance.

XIII. WITHDRAWALS and RETURN OF TITLE IV FUNDS

NMJC returns unearned funds received from Federal student assistance programs to the proper accounts in accordance with Federal Title IV student assistance regulations, as amended, under 34 CFR, section 668.22(d) of the Reauthorization of the Higher Education Act of 1968. The requirements do not dictate an institutional refund policy. Instead, a statutory schedule is used to determine the amount of Title IV funds a student has earned as of the date he/she withdraws from the college. The amount of Title IV Program assistance earned is based on the amount of time the student spent in academic attendance.

NMJC is not required to take attendance. The Registrar's Office is designated as the contact point for students who wish to withdraw. The Registrar will determine the withdraw date based on the date the student expressed the intent to withdraw. The Registrar reports withdrawals and withdrawal dates to the National Student Clearinghouse who then reports to the National Student Loan Database System (NSLDS) each month.

The Assistant Director of Financial Aid is responsible for the return of Title IV funds processes such as, percentage of earned aid, amount of earned aid, amount of unearned aid, the school and student shares of unearned aid, allocate unearned aid, and make post withdrawal disbursements (if any). The Director of Financial Aid may also participate in the return of Title IV processes as needed or required.

The Business Office is notified via email of all students who owe funds back to NMJC due to a Return of Title IV calculation. The Business Office returns funding to the department of education through the G5 system (if needed) and also posts a hold to the student's account in Banner (SOAHOLD) if the student owes funds back to NMJC. The hold is removed by the Business Office when the balance owed is paid.

The Assistant Director of Financial Aid reports Title IV overpayments to NSLDS (if required) and notifies the student by mail, to the student's address on file with the Registrar's Office, of any earned post-withdrawal disbursements (if applicable) the student may qualify to receive.

Return of Title IV is applicable only to students who received or are scheduled to receive Title IV funds for a period of enrollment and begin attendance but do not complete the payment period of enrollment. Students awarded only Federal Work-study; who dropped classes but did not completely withdraw from all classes; who never began attendance in any classes; or for whom the NMJC cannot document at least one day of class attendance are not subject to the Return of Title IV formula but may be subject to a recalculation of Title IV funding.

Students who receive Federal Title IV funds and withdraw from NMJC prior to completing 60% of the term are subject to a Title IV repayment calculation. If a student withdraws from or ceases attendance at NMJC he/she may be subject to the repayment calculation. The refund amount (if applicable) must be returned to the appropriate Title IV Program.

A withdrawn student will cease to be eligible for the student work-study program at NMJC.

Withdrawal Date

NMJC is an institution not required to take attendance. The withdrawal date is determined by the Registrar's office when a student provides intent to withdraw or faculty/administration may request the student be withdrawn due to nonattendance, medical, behavior, etc. A student may rescind his or her withdrawal notification within 48 hours of submitting their request to withdraw. The Registrar determines the date of withdrawal based on notification of intent to withdraw. The withdrawal date determined by the Registrar is the date used for the return of Title IV aid calculation.

NMJC does not have a Title IV approved leave of absence policy.

Faculty are encouraged to monitor attendance and report the last date of active attendance in Self Service Banner for all students who receive a grade of W for withdrawal or F for a failing grade. Faculty utilize different methods to monitor academically related attendance such as actual course attendance, submission of an assignment, participation in a course related activity, etc. The Assistant Director of Financial Aid utilizes the "Grades" report to determine students who have withdrawn or have failing grades. The report is run weekly to determine withdrawn students. The report also assists in determining if the student received Title IV aid and is subject to the return of funds calculation.

Interoffice communication regarding withdrawals is generally completed by updating Banner and Self-Service Banner with permanent records and utilizing reports to extract the desired information. Emails, phone calls, and Registrar's Office forms may also be used to facilitate communication between offices regarding information that may be timely or impossible to report in the database system.

Formula Calculation

The Assistant Director of Financial Aid or the Director of Financial Aid performs the calculation for the Return of Title IV aid using the Banner system. The return of funds calculation is completed once the withdrawn student's withdrawal date is reported by the Registrar. The calculation is based on the student's payment period (semester) for which they withdrew.

Notice of Proposed Rulemaking (NPRM) Federal Register, Final Rule September 2, 2020, R2T4 rules effective July 1, 2021, with option for schools to early implement. NMJC early implemented the new rules effective with Summer 2021 semester which began on May 23, 2021. New rules apply to R2T4 for student's enrolled in modules.

Students who unofficially withdraw (stop attending without notifying the school) are subject to the repayment calculation. These unofficial withdrawals may be students that receive all F grades at the end of the semester. Faculty report a last date of academically related activity through the portal when a grade of F is reported. A report is used to identify the students that received all F grades. If a last date of academically related activity is determined, this will be the date of withdrawal used for the Return of Title IV calculation. If a last date of academically related activity cannot be determined, the 50% point of the period of enrollment is used for the Return of Title IV calculation.

The Return of Title IV Funds policy is separate from NMJC's refund policy. The student is responsible for any balance on their student account as a result of the return of funds. Up to the 60% point in each period of enrollment, a pro rata schedule is used to determine the amount of Title IV Funds the student has earned at the time of withdrawal. After the 60% point in the payment period, a student is considered to have earned 100% of the Title IV funds.

Students who receive Title IV funds and withdraw from NMJC prior to the 60% period will have a repayment calculation completed on their account based on the withdrawal date determined by the Registrar. Banner screens SFAWDRL and RPATIVC are used to perform the calculation. The Assistant Director of Financial Aid then notifies the Business Office by email regarding the student, if Title IV funds were returned.

The withdrawn student's enrollment/withdrawal status can be viewed in the Banner system (ROAENRL). The student's amount of Title IV aid disbursed can be reviewed in Banner (ROARMAN and RPATIVC). The student's institutional charges can be determined in Banner (SFAWDRL). Pending disbursements, if applicable, will be part of the Title IV Return of Funds calculation in Banner (RPATIVC). The Return of Title IV calculation documentation is retained in the Banner database system.

Post-withdrawal Disbursements

If the student receives less Title IV aid than the amount earned, the school must offer a disbursement of the earned aid that was not received. This is called a post-withdrawal disbursement. If the student receives more Title IV aid than the amount earned, the school, the student, or both must return the unearned funds in a specified order.

The Assistant Director of Financial Aid or the Director of Financial Aid will notify the student or parent in writing of the availability of the post-withdrawal disbursements for grant and loan funds and will track the notification and authorization to make the disbursement and instructions regarding how to respond to accept or deny any portion of the post-withdrawal disbursements. NMJC will disburse any amount of the post-withdrawal disbursement if accepted by the student or parent (for a PLUS loan) for which the student is eligible.

The student and/or parent (for PLUS loans) will be notified by mail of eligibility for a post-withdrawal disbursement as soon as possible but no later than 30 days of the determination the student withdrew. The notification will include the types and amounts of aid available and a request confirmation of any post-withdrawal disbursement the student or parent (PLUS loans) wishes the school to make. The notification will also include a timeframe for which the acceptance of the post-withdrawal must be returned to receive the funding. NMJC will then make the disbursement to the student's account as soon as possible but no later than 45 days after the date of the school's determination the student withdrew.

The Assistant Director of Financial Aid will track when the notification is sent and the deadline by which a response must be received. The response and determination will be scanned to the student's permanent record for retention purposes.

The notification will also state how the post-withdrawal disbursements will first credit the student's account to pay any outstanding institutional charges and any excess funding will be paid to the student (or parent for PLUS loan). Any credit balance after the post withdrawal disbursement will be issued to the student or parent (if applicable).

Returning Unearned Funds

Once the return of Title IV calculation is completed through the Banner system, the student is notified of any unearned aid that must be paid to the college and/or the Department of Education. Unearned aid is returned to the appropriate Title IV program as follows:

1. Federal Unsubsidized Direct Loan;
2. Federal Subsidized Direct Loan;
3. Federal PLUS Loan;
4. Federal Pell Grant;
5. Federal SEOG; and
6. Iraq and Afghanistan Service Grant.

A withdrawn student will cease to be eligible for the student work-study program at NMJC.

Students who owe a Title IV overpayment are notified by mail to the address on file with the Registrar's office. The notification includes any amount owed to NMJC as well as any amount owed back to the Department of Education. The notification also includes information on how to repay the overpayment. The Office of Financial Aid is responsible for adjusting the student's award and updating the COD system. The Business Office is responsible for returning the unearned funds through the G5 system. NMJC returns unearned funds for which it is responsible as soon as possible but no later than 45 days from the determination of a student's withdrawal.

A student who owes an overpayment to the Department of Education may make the overpayment to NMJC and the funds will be reduced on the student's record in Banner and returned by the Business Office through the G5 system. Students who owe overpayments as a result of withdrawals may retain their eligibility for Title IV funds for a maximum of 45 days from the earlier:

- the date NMJC sends the student notice of the overpayment, or
- the date the school was required to notify the student of the overpayment.

If payment is not received from the student within the 45 days, the overpayment amount will be reported to the Department of Education through the NSLDS.

Overpayment Resolution

Letters are sent to all students who withdraw and owe a refund to the school and/or Department of Education. Students must pay the total amount due to the school within the time frame set or the amount the student is responsible for will be referred to the Department of Education. The school does not set up payment plans for the repayment of unearned aid, which is also the amount the school can refer to the Department of Education for collections. The school's portion is returned to the appropriate fund and the amount owed remains on the student's NMJC account until paid by the student. NMJC makes an effort to work with any student to pay the obligation in a timely manner prior to referring any amounts for collections.

NMJC's overpayment notification to the student includes the amounts the student owes to NMJC and/or the amount owed to the Department of Education for the overpayment of Title IV. The notification also explains the student may repay the overpayment in full to NMJC within 45 days of when the notification was sent or the overpayment will be reported to NSLDS and the student is referred to the Default Resolution Group for collections. The letter also explains the student's eligibility for additional Title IV funds will end if the student fails to take positive action by the 45th day following the date the school sent the notification.

XIV. MONTHLY/YEARLY REPORTING

The Financial Aid Office works closely with the Business Office to balance the federal and state financial aid programs monthly, for reconciliation purposes. If there are discrepancies between the two offices, attempts will be made to resolve any differences before the next month.

The Director of Financial Aid reconciles the monthly SAS report to Banner for the Direct Student Loan program. If there are discrepancies, the differences are determined, resolved, and

noted. The Assistant Director of Financial Aid reconciles the monthly SAS report to Banner for the Pell grant program. If there are discrepancies, the differences are determined, resolved, and noted. Reports are saved on the financial aid G-drive in the SAS report folder. Banner reports and any necessary notes are also retained.

The Fiscal Operations Report and Application to Participate (FISAP) is completed annually by the Director of Financial Aid. The deadline is generally October 1st each year. All backup copies of reports are kept in the Financial Aid Office.

XV. SATISFACTORY ACADEMIC PROGRESS

The Office of Financial Aid of New Mexico Junior College (NMJC) administers student financial aid programs from federal and state sources. The U.S. Department of Education (DOE) requires schools to develop and implement policies by which academic progress is evaluated and monitored for all students, even those who did not receive financial aid in prior terms of enrollment.

Students must meet Financial Aid Satisfactory Academic Progress (SAP) requirements to receive Federal Title IV aid that includes Federal Pell Grant, Federal Supplemental Educational Opportunity Grant, Federal Work Study, and Federal Direct Education Loans (Stafford and Parent PLUS). NMJC also applies the SAP requirements to monitor eligibility for state aid such as Student Incentive Grant, Lottery Scholarship, New Mexico Work Study, Opportunity Scholarship, Teacher Prep Affordability, and New Mexico Scholars.

Same as or Stricter Than

This policy describes the Title IV Financial Aid Satisfactory Academic Progress (SAP) requirements and is in addition to and operates separately from the Academic Satisfactory Progress requirements for each academic program and department/division. Financial aid SAP is reviewed at the end of each payment period (semester), as is the Academic SAP policy. The Financial Aid SAP policy is stricter than the Academic SAP policy for the qualitative measure of GPA. Some programs may have specific requirements that affect a student's eligibility to continue in the program. Students should refer to the program's requirements as well. The Academic SAP policy requires a 1.75 while the Financial Aid SAP policy requires a 2.0. The Academic SAP policy does not have a quantitative measure. The Financial Aid SAP policy considers all credit hours attempted, including terms of enrollment for which the student did not receive Title IV or state aid.

The Director of Financial Aid is responsible for reviewing and maintaining the Title IV SAP policy to ensure it meets all federal requirements. The SAP policy is reviewed on an annual basis and updated as needed if there are revisions to the federal regulations or college policies. The Director of Financial Aid is notified by the Registrar if there is a change to the school's academic policies, but the Title IV Financial Aid SAP policy operates separately from the school's academic progress policy and is stricter than the standards the school uses for students who are not receiving Title IV aid.

Categories of Students

The NMJC Financial Aid SAP policy is the same for all students attending NMJC. The Director of Financial Aid and the Assistant Director of Financial Aid are responsible for updating student records for SAP.

Qualitative Measure

The standards against which all students are measured include Qualitative, Quantitative, and Maximum Time Frame. The academic record of all students is reviewed after the end of each payment period (semester). The academic review is cumulative and includes all courses taken at the student's current academic level, including transfer credit hours accepted by NMJC. After the evaluation, letters are sent to all student's NMJC emails who have insufficient academic progress and are being placed on Financial Aid Warning or Suspension as a result. Students may also view their financial aid SAP status in their NMJC T-Bird Portal, Student Self Service Banner.

Qualitative Standard: Cumulative GPA is composed of all coursework at the current academic level and is calculated by the Registrar's Office. To meet the qualitative standards, students must meet the minimum cumulative GPA as determined by their classification and program.

Student Classification	Required Minimum Cumulative GPA for Program
Freshman 0 - 29 credit hours earned	2.0
Sophomore 30 plus credit hours earned	2.0

The office of financial aid receives the academic records of students through the Banner database system once grades are posted by the Registrar's office to the student's academic transcript. The SAP process is run within the Banner database system to review and update the students SAP status once grades are posted and are official each semester (pay period). The cumulative fixed GPA (qualitative measure) is determined electronically through Banner. All students may view their academic records through the NMJC T-Bird web portal to review their GPA and financial aid SAP status. The financial aid office notifies students by email and mail if they are not meeting the requirements for Title IV eligibility as outlined in the Financial Aid Satisfactory Academic Progress Policy.

Quantitative Measure

The quantitative measure of SAP includes two parts. The first part is to set a maximum time frame, measured by attempted credit hours or clock hours, by which a student must complete an academic program. The second part includes determining whether a student is on pace to complete the academic program within that set maximum time frame. As soon as it becomes apparent a student will be unable to complete his or her academic program within the maximum time frame, either by falling below the pace standard or when it becomes mathematically impossible to complete his or her program within the maximum time frame, the student is ineligible for Title IV aid.

The office of financial aid receives the academic records of students through the Banner database system once grades are posted by the Registrar's office to the student's academic transcript. The SAP process is run within the Banner database system to review and update the students SAP status once grades are posted and are official each semester (pay period). Quantitative status for both timeframe and pace are determined electronically through Banner and manually checked. A student not meeting the quantitative measure will receive a SAP status of WARN for warning, TIME for timeframe suspension, or SUSP for suspension. A student not meeting any of the quantitative measures is not eligible to receive future Title IV and state aid (exception, see Financial Aid Warning). All students may view their SAP status through their NMJC TBird Web Portal. The financial aid office notifies students by email, within 5 days of running SAP if they are not meeting the requirements for Title IV eligibility as outlined in the Financial Aid Satisfactory Academic Progress Policy.

Maximum Time Frame

A student may not exceed a maximum number of attempted credit hours in any program even if aid was not received during that term or prior terms. Part-time enrollment counts in the maximum time frame calculation. Once the student reaches the maximum timeframe allowed the student will be ineligible to receive future Title IV and state financial aid. Students may appeal on the basis of coursework not applicable to the current degree program. Maximum time frame is determined by multiplying the number of credit hours required for degree completion by 150%. Example: For a student whose degree plan requires 64 credit hours, the student may attempt up to 96 credit hours ($64 \times 150\% = 96$). Attempted hours are counted for all terms of enrollment, including transfer credits, hours for which the student did not receive financial aid, and credit hours that may have been waived under the academic amnesty policies.

Maximum Time Frame Examples (all programs are not listed)

Degree Program	Maximum Attempted Credit Hours
Associate of Arts (60 credit hour program)	90
Associate of Science (60 credit hour program)	90
Associate of Applied Science (64 credit hour program)	96
Associate of Applied Science in Nursing (71 credit hour program)	106
Associate of Applied Science in Automotive Technology ASEP (81 credit hour program)	121
Cosmetology Certificate (48 credit hour program)	72
Welding Certificate (30 credit hour program)	45

The office of financial aid receives the academic records of students through the Banner database system once grades are posted by the Registrar's office to the student's academic transcript. The SAP process is run within the Banner database system to review and update the students SAP status once grades are posted and are official each semester (pay period). Timeframe status is determined electronically through Banner and manually checked. A student not meeting the Timeframe measure will receive a SAP status of TIME. A student on TIME suspension status is not eligible to receive future Title IV or state aid. All students may view their SAP status through their NMJC T-Bird Web Portal. The financial aid office notifies students by email and mail, within 5 days of running SAP if they are not meeting the requirements for Title IV eligibility as outlined in the Financial Aid Satisfactory Academic Progress Policy.

Pace

In order to meet the quantitative standard, students must complete 67% of attempted coursework at the current level. Withdrawals, incompletes, repeated courses, and failure grades will count as attempted coursework. Transfer credit hours will not count in the quantitative measure. Example: A student who has attempted a cumulative total of 60 credit hours at NMJC must have successfully completed at least 41 credit hours to meet the requirement ($41 / 60 = 68\%$). Please note: completion rates will not be rounded up to meet progress. If a student has a completion rate of 66.66%, they are not meeting the minimum 67% requirement for financial aid SAP at NMJC.

The office of financial aid receives the academic records of students through the Banner database system once grades are posted by the Registrar's office to the student's academic transcript. The SAP process is run within the Banner database system to review and update the students SAP status once grades are posted and are official each semester (pay period). The pace completion rate (quantitative measure) is determined electronically through Banner and manually checked. A student not meeting the quantitative measure will receive a SAP status of SUSP (suspension). A student on suspension status is not eligible to receive Title IV and state aid (exception, see Financial Aid Warning). All students may view their SAP status through their NMJC T-Bird Web Portal. The financial aid office notifies students by email and mail, within 5 days of running SAP, if they are not meeting the requirements for Title IV eligibility as outlined in the Financial Aid Satisfactory Academic Progress Policy.

Evaluation Periods

To ensure the student is making sufficient progress both quantitatively and qualitatively, SAP is measured at the end of every semester (payment period) once the Registrar's office posts final grades. All programs, both certificate and degree programs, are evaluated at the same time.

SAP is reviewed at the end of each semester (fall, spring, and summer) to determine eligibility for the next semester. The SAP status will remain on the student's record even if they do not enroll in the upcoming semester. The SAP status will be the student's eligibility status at whatever point the student resumes enrollment.

Financial Aid Warning

A student not meeting the qualitative measure of grade point average and/or pace measure of completion rate will automatically receive one semester on warning status to allow the student to regain eligible status. Timeframe status is not eligible for a warning period. The student is eligible to receive Title IV and state aid while on warning for the student's next semester of enrollment. At the end of the warning semester the student must meet SAP standards for both qualitative and quantitative measures or the student's eligibility for Title IV and state aid will be suspended and the student will be denied future aid. There is no limit to the number of warning periods a student may receive during a student's enrollment but each warning period must be followed by a period of eligibility.

The office of financial aid receives the academic records of students through the Banner database system once grades are posted by the Registrar's office to the student's academic transcript. The SAP process is run within the Banner database system to review and update the students SAP status once grades are posted and are official each semester (pay period). The student will receive a status of warning if the prior status was an eligible status for grade point average and pace. All students may view their academic records through the NMJC T-Bird web portal to review their GPA and financial aid SAP status. The financial aid office notifies students by email and mail if they are not meeting the requirements for Title IV eligibility as outlined in the Financial Aid Satisfactory Academic Progress Policy. A warning letter explains the student has one semester of eligibility on warning status but must meet Title IV eligibility by the end of their next term of enrollment.

Financial Aid Probation

If a student successfully files a SAP appeal, the student will be placed on financial aid probation for one payment period (semester). Students on financial aid probation are eligible for Title IV and state aid. The student may be placed on an academic plan. The student will be on financial aid probation during the first payment period of the academic plan.

- The conditions for being placed on probation and an academic plan for one payment period (semester) after successfully appealing a determination he or she is not meeting the SAP requirements may include a required GPA for the probation period and required completion rate for the probation period.
- The student's academic record is manually reviewed by the Director of Financial Aid at the end of the probation period to determine if the student met the conditions of the academic plan or if the student regained eligibility by meeting SAP. If the student met the cumulative SAP requirements the student will return to an eligible status. If the student did not meet the cumulative SAP requirements but did meet the terms of the academic plan, the student will remain on financial aid probation for a second semester under the same academic plan.
- If the student does not meet the requirements of the academic plan or the cumulative SAP requirements, the student will be denied future aid until regaining eligibility meeting the Title IV SAP standards.

- There are no limits to the number of probationary periods a student may receive as long as the student is meeting the conditions of the academic plan to make progress toward graduation.

The Director of Financial Aid will manually update the student's eligibility status to PLAN in the Banner system if the student successfully files an appeal. Students on PLAN are manually monitored by the Director of Financial Aid at the end of each payment period to determine if the student regained eligibility by meeting the cumulative SAP requirements, or met the conditions of the academic plan and may remain on PLAN for a subsequent semester, or if the student did not meet the cumulative SAP requirements and did not meet the conditions of the academic plan thus returning to suspension status (SUSP) for the next term of enrollment. Students are notified by email and mail if the eligibility status changes from PLAN to SUSP.

Appeals

A student placed on financial aid suspension may appeal this decision. Qualitative (GPA) and Quantitative (pace and timeframe) suspension statuses may be appealed. Students are notified of the appeal process through the suspension notification which is mailed and emailed at the end of a semester. The suspension notification includes either a web link to the appeal form. The appeal form includes instructions regarding the appeal process and priority deadlines to submit the appeal documentation. Actual appeal deadlines are included in the suspension notification letter sent to students at the end of each semester. The appeal and supporting documentation are submitted to the Financial Aid Office electronically using the Satisfactory Academic Progress Appeal Form. There is no limit to the number of times a student may appeal.

Completed appeal forms and supporting documentation are submitted to the Office of Financial Aid. The Director of Financial Aid reads and summarizes each appeal to present to the financial aid committee. Appeals are reviewed by the Financial Aid Committee. Members of the committee are appointed by the President or the Vice President for Instruction. The Director of Financial Aid heads the committee which is comprised of NMJC faculty and staff members. The committee meets to review appeals at various times throughout the school year, including a date the week before the start of each semester. The committee's decision is final. Within 48 hours of the committee's review, the Director of Financial Aid notifies the student by email (NMJC email) of the committee's decision. If the student has a successful appeal, the student's email may include the academic plan and the student is instructed to respond to the email accepting the conditions of the academic plan/probation. Upon receipt of the acceptance email, the Director manually updates the student's record to reflect an eligibility status of PLAN and proceeds with awarding the student's financial aid. The Director emails the student again to let them know their aid eligibility has been updated to PLAN and if there are any outstanding requirements to finalize their aid eligibility for the next term of enrollment.

Documentation

In addition to the appeal form and letter of appeal, the student must (if applicable) submit

documentation from an objective third party professional to support appeal statements. Examples of an objective third party professional include: physician, counselor, lawyer, social worker, teacher, religious leader, medical records, birth certificate, death certificate, Obituary, divorce decree, etc. A written statement from clergy, family member, or other third party who knows the student's situation or a written statement from an academic professor or advisor may be acceptable documentation. If the third-party documentation is a letter from a professional (example – doctor, pastor, lawyer, etc.) it must be on letterhead and signed.

The Director of Financial Aid reviews all appeals and supporting documentation and notifies the student if additional documentation may be needed or if the appeal is incomplete. The financial aid committee reviews all appeals in a group meeting and determines if the appeal is approved or denied. A vote sheet is retained with the student's appeal documents and all documents are scanned to the student's record for permanent retention.

Academic Plans

Academic plans are determined on a case-by-case basis and may include a GPA level a student must earn during the probation semester, and/or a pace rate requirement for the probation semester, and/or monitoring to ensure the student is taking only required courses for their degree plan. The goal of the academic plan is to ensure the student is making progress toward degree completion in a timely manner. The student's eligibility status is reviewed at the end of each payment period (semester) to determine if the student has regained eligibility. If the student has not regained eligibility but met the conditions of their academic plan, the Director of Financial Aid may make the decision to allow the student to remain on probation and will be reviewed again at the end of the next payment period.

An academic plan is used if it is determined it will take more than one semester for the student to regain aid eligibility. The financial aid committee determines the academic plan and the Director of Financial Aid monitors the student's academic progress at the end of every payment period.

Regaining Eligibility

A student not making SAP (GPA and/or Pace) may re-establish eligibility on his or her own, either because an appeal was denied, or because he or she did not submit an appeal. Other than when an appeal is granted, a student can regain eligibility only by taking action that brings him or her into compliance with the qualitative (GPA) and quantitative (Pace) components of the academic progress standard. Neither paying for one's classes nor sitting out a semester affects a student's SAP standing, so neither is sufficient to re-establish eligibility. A student on timeframe suspension cannot regain eligibility based on grades, but can appeal the suspension status.

Students may re-establish eligibility for financial aid by taking appropriate action that brings the student into compliance with the standards. Readmission to NMJC after a period of non-enrollment does not reinstate financial aid eligibility after a financial aid suspension. Reinstatement of aid eligibility is not retroactive and will only affect current or future enrollment periods.

Eligibility is reviewed for all enrolled students at the end of each payment period (semester). The SAP process is run within the Banner database system to determine if students are meeting the GPA, pace, and/or timeframe requirements. Students who may have been on a suspension status but are now meeting the SAP standards will receive an eligible status for the future term. All students can view their financial aid eligibility status in their NMJC T-Bird web portal.

Treatment of Nonpunitive Grades, Repeated Courses, Audited Courses, Pass/Fail Courses, Withdrawals, and Incompletes

Withdrawals and Incompletes:

Courses from which a student withdraws or receives a grade of incomplete will not be considered as satisfactorily completed. The courses, which will be considered attempted but not completed, may negatively affect eligibility for the next term. Incomplete courses must be completed by either the end of the next semester (fall or spring) or within the time frame set by the professor. If not completed, the incomplete grade becomes a failing grade. Withdrawals and incomplete grades will also factor into the measurement for maximum time frame.

Repeated Courses:

Repeated courses are considered in the quantitative (pace) and maximum timeframe requirement. The course(s) will be considered as attempted each time the course is taken. NMJC will maintain compliance with the regulatory stipulations surrounding repeat course(s) and how they should be handled during a review of SAP.

Transfer Courses:

Courses transferred in to NMJC are not considered in determining eligibility under the qualitative measure (GPA) but are considered in the quantitative (pace) and maximum time frame measurements.

Audit Courses:

Audit courses are not counted in the GPA, total hours attempted or as successful completion of a course.

Course Attendance and Participation:

Students receiving federal student aid are required to attend and actively participate in all courses registered. Instructors report nonattendance to the Office of Financial Aid at the start of each term. Financial aid will be cancelled for students reported as not actively attending.

The Registrar makes any grade edits as needed. The Registrar notifies the Director of Financial Aid of any grade changes that could impact a student's SAP status.

Treatment of Remedial and English as a Second Language Courses

Remedial and English as a second language courses count in both the student's cumulative GPA, pace, and timeframe eligibility and are treated the same as regular coursework.

Students enrolled in remedial and English as a second language courses are treated the same as all other students regarding their enrollment, GPA, completion rate, and timeframe eligibility.

Remedial and English as a second language courses can be a consideration if the student should have a need to appeal due to not meeting SAP.

Treatment of Consortium, Change of Major, Second Degree, and Second Major Courses

Course credit earned at another institution utilizing a consortium agreement are treated the same as transfer credit hours. The credits are not considered in determining eligibility under the qualitative measure (GPA) but are considered in the quantitative (pace) and maximum time frame measurements.

If a student changes their major or is taking classes for a second major, causing the student to reach time frame SAP status, the student may appeal to have courses attempted and earned that do not count toward the student's new major or degree excluded from the maximum time frame calculation for SAP. Student's seeking a second degree are considered to have reached timeframe and are not eligible for aid unless they file a successful appeal.

Notices

The Director of Financial Aid is responsible for publishing and distributing the Financial Aid Satisfactory Academic Progress Policy. The policy is posted on the financial aid page of the NMJC website as part of the Financial Aid Policies and Procedures and is also available as a standalone document on the website as one of the financial aid forms. The Director of Financial Aid reviews and updates the SAP policy as needed but at least once a year.

In addition to the SAP policy being posted on the NMJC website, the policy is also in the College Catalog. A link to the policy is also part of an email that is sent to all enrolled students at the start of each semester. Students may also request a copy directly from the Financial Aid Office. The policy is also emailed to students who receive warning or suspension notifications at the end of each semester.

Students are responsible to review their grades and compare their progress to the standards set forth in the Financial Aid SAP policy to ensure they are aware of their standing. As a student reviews their academic information, students are encouraged to proactively seek assistance. Example: Students could pursue additional academic advising, arrange tutoring, or regularly discuss their academic work with their instructors. The student's responsibility to monitor their own academic progress is important especially as the evaluation may immediately affect their financial aid eligibility for the next term.

XVI. INSTITUTIONAL REFUNDS

The Registrar's office is responsible for developing, updating, and distributing the institutional refund policy.

Students who find it necessary to withdraw or drop classes during the fall or spring semester, must follow the correct procedure to have their tuition and fees refunded. Note the refund schedule is based on the first day of the semester, not on the initial class meeting.

Refund Schedule for fall and spring:

- 16-week and first 8-week terms
 - Refund of 100% through Day 5
 - Refund of 0% after Day 5
- Second 8-week term
 - Refund of 100% through Day 3
 - Refund of 0% after Day 3

Refund Schedule for summer:

- 10-week, 8-week and first 5-week terms
 - Refund of 100% through Day 4
 - Refund of 0% after Day 4
- Second 5-week term
 - Refund of 100% through Day 2
 - Refund of 0% after Day 2

The refund process is initiated automatically within the Banner database when the student drops from their classes.

XVII. RECORD RETENTION

Schools must maintain all required records for a minimum of three years from the end of the award year. The three-year period is not the same for all records. Some Campus-Based program records must be kept for three years from the end of the award year in which the funds were awarded and disbursed.

Different retention periods are necessary to ensure enforcement and repayment of FSA loans. Records relating to a borrower's eligibility and participation in the Federal Stafford loan program must be kept for three years from the last day of the award year in which the student last attended school.

A school may retain records longer than the minimum period required. Moreover, a school may be required to retain records involved in any loan, claim, or expenditure questioned in any FSA program review, audit, investigation, or other review, for more than three years. If the three-year

retention period expires before the issue in question is resolved, the school must continue to retain all records until resolution is resolved. NMJC retains records for up to 3 years in the Financial Aid Office.

The Financial Aid Office also scans student files for electronic retention through Document Manager. Scanned records are kept indefinitely. The Banner system also retains student record information for extended periods of time in compliance with federal regulations. NMJC also retains student documents/forms which are submitted through the Dynamic Forms system. Dynamic Forms are retained indefinitely.

XVIII. NOTIFICATIONS

Students who receive financial aid are notified of disbursement dates and bookstore charge dates via emails sent to all enrolled students before the start of each semester.

Students are also notified that all awards are subject to change or cancellation as a result of enrollment status, verification, notification of other resources, and availability of funds.

Students are notified in writing if there is a change to their financial aid award that impacts the amount they will be receiving.

XIX. FORMS

All financial aid forms are available on the NMJC website

https://www.nmjc.edu/admission/financial_aid/index.aspx and through the NMJC T-Bird Portal, Student Self Service Banner. The financial aid staff is available to answer questions and assist students to complete forms as needed.

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