

## Student Guide: Financial Aid and Student Accounts

### FINANCIAL AID PROCESS

#### Steps to Complete the Free Application for Federal Student Aid (FAFSA)

1. **Complete your FAFSA application on the Federal website at [www.fafsa.ed.gov](http://www.fafsa.ed.gov)**
  - a. If this is your first time completing a FAFSA application, you will have to first request a PIN before completing your application. You can request a pin at <http://www.pin.ed.gov/PINWebApp/pinindex.jsp>
  - b. It is recommended that you link your FAFSA application to the IRS website when prompted during the FAFSA application (page 5 of electronic application)
  - c. School Selection page: Add NC Wesleyan's school code 002951
  - d. Your electronic FAFSA application will be electronically sent to the school in 1-2 weeks.
  
2. **Submit supporting financial aid documents**
  - a. Standard Forms include the ADULT STUDIES Financial Aid Request Form and the North Carolina Need-Based Scholarship Application. These forms are made available at each campus during registration. You may also request the forms from your financial aid advisor (see directory on page 5). Forms are also posted on My.NCWC – make sure you are printing the most current copies.
  - b. Direct Loan: Entrance Counseling and Master Promissory Note completed at [www.studentloans.gov](http://www.studentloans.gov)
  - c. Verification: Verification is a process used to verify information on the FAFSA to ensure its accuracy. The US Department of Education selects students for verification and notifies the school. **IMPORTANT: Only submit the following documents if requested by the financial aid office:**
    1. Verification worksheet
    2. IRS Tax Return Transcript (Note: if you use the IRS Data Retrieval option on the FAFSA and do not make any change to the tax information, a tax return transcript may not be needed.)
    3. Marriage Certificate
    4. Social Security Card
    5. Alien Registration Card
    6. SNAP documentation
    7. Child Support documentation

#### **Financial Aid Award Processing:**

*Important: Students should take an active role in the financial aid process by monitoring their paperwork, funds and student accounts. It is the student's responsibility to ensure that their*

*financial aid is received and covers the cost of their tuition. You may check your financial aid status at my.ncwc.edu (instructions below, bottom of page 3).*

1. **Award Letter:** Once the financial aid office has received all of your documents, including verification (if selected), they will create a Financial Aid award package and mail it to you or you will receive a copy at your school email address. You can expect your award letter approximately one week after all requested paperwork has been received. The award letter will outline each semester in the financial aid year (typically four semesters including Summer II, Fall, Spring & Summer I). It will also list the documents they have received and any that are still missing. If you have not received a financial aid award letter within two weeks, please contact your financial aid advisor. The award letter breaks down the aid that you will be receiving each semester by scholarships, grants and loan types.
  - a. If you are missing documents, financial aid will send you reminders, but it is ultimately your responsibility to monitor the process and provide missing documents in a timely manner.
  - b. If you wish to deny any of the funds, you can indicate which funds on the second page of the award letter and send it back to your financial aid advisor. Keep a copy for your records.
  
2. **Pell Grant:** The Pell Grant is awarded up to \$5645 per year and is based on federal guidelines and your federal income tax information. Enrollment hours and the length of time you have received the grant are also factored into the grant qualification process.
  
3. **North Carolina Need Based Scholarship (NCNBS):** This scholarship is governed by state guidelines and based on information included on your FAFSA and enrollment. To receive the scholarship, you must be enrolled in at least 9 credit hours. The NCNBS is not available during the summer terms. The amount awarded ranges from \$400-1600 per year, depending upon hours enrolled and Pell eligibility. The NCNBS is received from the state after the drop period for Session B has ended but it comes in batches from week to week. Once it is received, it will be applied to your account. You may see these funds on your account early in the semester with a (\*) because it is part of your overall award package but it will not actually be applied until early November for fall and early May for spring.
  
4. **Federal Student Loans:** Loans are awarded based on federal guidelines and information you provided on the FAFSA. Enrollment hours (must be enrolled in at least 6 credit hours to qualify) and class standing (freshmen, sophomore, etc.) is also factored into the loan qualification process. The maximum amount of loans, if eligible, are as follows:
  - a. Freshmen                      Up to \$5500
  - b. Sophomore                    Up to \$6500
  - c. Junior/Senior                Up to \$12,500

Most loans are received after the drop/add period ends.

### **Additional Loan Requests:**

To minimize student default rates and encourage responsible borrowing, the Financial Aid office will award students up to 75% of their maximum loan eligibility per semester. However, you may request to borrow the additional 25% by following the process outlined below. Submission of a request does not guarantee an approval. You should meet with your financial aid advisor (see table on page 4) to review your current financial aid package to calculate your anticipated refund before you request the additional loans.

1. Complete the Additional Loan Request Form
2. Submit the required documentation depending on the reason for requesting additional loans (outlined on form).
3. Send form and documents to your financial aid advisor.
4. The financial aid advisor collects needed supporting documents.
5. The additional loan is then processed within 5-7 business days.

### **Financial Aid Cycle:**

The financial aid award year runs from Summer II of one year to Summer I of the next (i.e. July 2012-June 2013). Your award package will reflect this timeframe. Aid (loans and Pell) are typically disbursed 2-3 weeks after classes have started. This would be the mid-September for fall, the mid- February for spring, the first week of June for Summer I and late July for Summer II. The NCNBS (if you qualify) will be applied in November for fall and May for spring. NCNBS does not apply to summer terms. The speed of this cycle depends on how quickly you respond to requests for documents. New students have a mandatory 30-day wait period after their first day of class before the financial aid advisors are allowed to certify funds.

It is important to remember that there are parts of the financial aid process which can slow down the time it takes to receive funds including:

- Being selected for verification
- Reporting wrong information on the FAFSA
- Neglect in completing Entrance Counseling or signing the Master Promissory Note

### **Checking your Financial Aid Status:**

To check your financial aid, follow these steps:

1. Log onto my.ncwc.edu
2. Select the "My Finances" tab at the top of the screen
3. Select Financial Aid
4. Financial Aid Tracking: allows you to check the status of your documents
5. Financial Aid Awards: allows you to see how much and what funds you will be receiving by semester
6. Forms: Access to all financial aid forms

# Student Accounts

## **When charges appear on account:**

Tuition and fee charges appear on the student account at the time of registration. MBS book charges are posted monthly. A credit for withdrawing from a class within the drop period will be updated to student accounts that week.

## **Refund Policy:**

Financial aid refunds are sent to students whose financial aid exceeds the cost of tuition, books and fees. You must have completed all required forms, have attended class for at least four weeks, and have met all enrollment requirements in order for any available funds to be mailed to you. If you are due a refund, please make sure the college has your updated address on file.

## **When to Expect your Refund:**

When your financial aid awards are received by the Financial Aid Office, they will be posted on your student account viewable through my.NCWC. Posted money that has not been received by the college will be indicated with an asterisk (\*). Once the money has been received from the Department of Education, the asterisk will be removed. The Business Office then has a fourteen day window in which to process the refund for students. Refunds are processed once a week and mailed out every Thursday. Students may receive multiple refunds during the semester due to the timing of various awards becoming available. Depending on your specific situation, you may see refunds in late September and November for fall, March and May for spring, June for Summer I, and late July for Summer II.

## **Checking your Student Account Status:**

You can access your student account and billing statements through My.NCWC. Bills are not mailed to students. It is the student's responsibility to check their account status:

- Log in to My.NCWC at <http://my.ncwc.edu/ics/>
- At the top of the page, select the "My Finances" tab
- Click on the "Business Office" tab in the left column
- Click on "My Account Info" in the left column. You can view your statement from this link.

## **Resolving Financial Aid and Student Account Disputes**

If you feel there is an error on your student account, or you have questions regarding Financial Aid or Student Account matters, please contact the representative for your Campus listed in the table below.

Please note that if your dispute has to do with having no funds on your account, you should contact the financial aid office. If your dispute is regarding funds on your account that have not been refunded, contact the financial aid office.

If you are not satisfied with your financial aid resolution, please contact Leah Hill, Director of Financial Aid ([LHill@ncwc.edu](mailto:LHill@ncwc.edu)). If you are not satisfied with her resolution, you may contact your campus director.

## ASPIRE Directory

<b>Campus</b>	<b>Financial Aid</b>	<b>Student Accounts</b>	<b>Campus Director</b>
Brunswick	Lynne Patterson <a href="mailto:MPatterson@ncwc.edu">MPatterson@ncwc.edu</a> 252-985-5292	<a href="mailto:BusinessOffice@ncwc.edu">BusinessOffice@ncwc.edu</a> 252-985-5104	Katie Farrell <a href="mailto:KFarrell@ncwc.edu">KFarrell@ncwc.edu</a> 910-520-6786
Goldsboro	Vickie Fleming <a href="mailto:VFleming@ncwc.edu">VFleming@ncwc.edu</a> 919-988-9273	<a href="mailto:BusinessOffice@ncwc.edu">BusinessOffice@ncwc.edu</a> 252-985-5104	Laura Estes <a href="mailto:LEstes@ncwc.edu">LEstes@ncwc.edu</a> 919-988-9270
Greenville	Lynne Patterson <a href="mailto:MPatterson@ncwc.edu">MPatterson@ncwc.edu</a> 252-985-5292	<a href="mailto:BusinessOffice@ncwc.edu">BusinessOffice@ncwc.edu</a> 252-985-5104	Katie Farrell <a href="mailto:KFarrell@ncwc.edu">KFarrell@ncwc.edu</a> 910-520-6786
Manteo	Lynne Patterson <a href="mailto:MPatterson@ncwc.edu">MPatterson@ncwc.edu</a> 252-985-5292	<a href="mailto:BusinessOffice@ncwc.edu">BusinessOffice@ncwc.edu</a> 252-985-5104	Joy Smallwood <a href="mailto:JSmallwood@ncwc.edu">JSmallwood@ncwc.edu</a> 252-940-6386
Durham	Vickie Fleming <a href="mailto:VFleming@ncwc.edu">VFleming@ncwc.edu</a> 919-988-9273	<a href="mailto:BusinessOffice@ncwc.edu">BusinessOffice@ncwc.edu</a> 252-985-5104	Mike Ammons <a href="mailto:mammons@ncwc.edu">mammons@ncwc.edu</a> 919-465-4782
Rocky Mount	Ethelene Custis <a href="mailto:ecustis@ncwc.edu">ecustis@ncwc.edu</a> 252-985-5289	<a href="mailto:BusinessOffice@ncwc.edu">BusinessOffice@ncwc.edu</a> 252-985-5104	Michael Drew <a href="mailto:MDrew@ncwc.edu">MDrew@ncwc.edu</a> 252-985-5263
Washington	Vickie Fleming <a href="mailto:VFleming@ncwc.edu">VFleming@ncwc.edu</a> 919-988-9273	<a href="mailto:BusinessOffice@ncwc.edu">BusinessOffice@ncwc.edu</a> 252-985-5104	Joy Smallwood <a href="mailto:JSmallwood@ncwc.edu">JSmallwood@ncwc.edu</a> 252-940-6386
Whiteville	Lynne Patterson <a href="mailto:MPatterson@ncwc.edu">MPatterson@ncwc.edu</a> 252-985-5292	<a href="mailto:BusinessOffice@ncwc.edu">BusinessOffice@ncwc.edu</a> 252-985-5104	Katie Farrell <a href="mailto:KFarrell@ncwc.edu">KFarrell@ncwc.edu</a> 910-520-6786
Wilmington	Lynne Patterson <a href="mailto:MPatterson@ncwc.edu">MPatterson@ncwc.edu</a> 252-985-5292	<a href="mailto:BusinessOffice@ncwc.edu">BusinessOffice@ncwc.edu</a> 252-985-5104	Katie Farrell <a href="mailto:KFarrell@ncwc.edu">KFarrell@ncwc.edu</a> 910-520-6786
New Bern	Lynne Patterson <a href="mailto:MPatterson@ncwc.edu">MPatterson@ncwc.edu</a> 252-985-5292	<a href="mailto:BusinessOffice@ncwc.edu">BusinessOffice@ncwc.edu</a> 252-985-5104	Joy Smallwood <a href="mailto:JSmallwood@ncwc.edu">JSmallwood@ncwc.edu</a> 252-940-6386