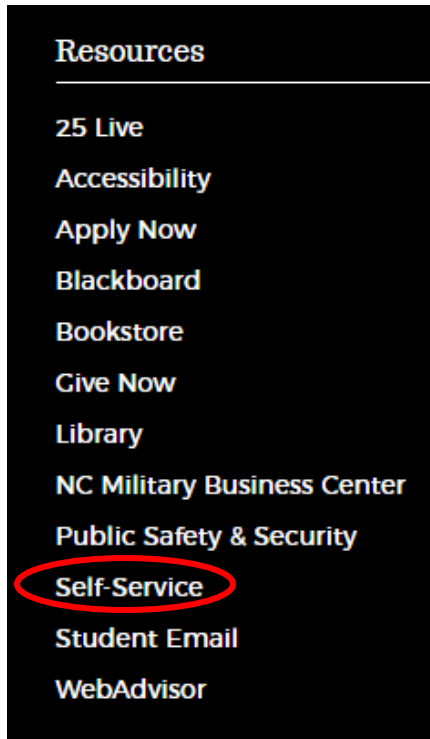1. To check Financial Aid Account information, click the Self-Service link located at the bottom of the FTCC web page.

Resources

25 Live

Accessibility

Apply Now

Blackboard

Bookstore

Give Now

Library

NC Military Business Center

Public Safety & Security

Self-Service

Student Email

WebAdvisor

2. Once in Self-Service, click the "Financial Aid" link.

Hello, Welcome to Colleague Self-Service!
Choose a category to get started.

Notifications

Employment

Title	Details	Link
ⓘ Do Not Call List	Student requested to be on the Do Not Call List. February 09 2017 11:43 AM Evelyn Bryant	

Student Finance
Here you can view your latest statement and make a payment online.

Financial Aid
Here you can access financial aid data, forms, etc.

Tax Information
Here you can change your consent for e-delivery of tax information.

Employee
Here you can view your tax form consents, earnings statements, banking information, timecards and leave balances.

Student Planning
Here you can search for courses, plan your terms, and schedule & register your course sections.

Grades
Here you can view your grades by term.

Graduation Overview
Here you can view and submit a graduation application.

Transcript Requests
Here you can view and request a transcript.

3. Here is an example of a student who is missing documents that are required for the file to be reviewed for financial aid eligibility. Click one of the "Complete required documents" links to display the items needed.

Select an Award Year: 2019/20 Academic Year ▼

✓ Your most recent Satisfactory Academic Progress (SAP) evaluation has a(n) SATISFACTORY status. Please contact your Financial Aid Counselor if you need further assistance.   ← SAP status

You have missing documents!

In order to complete your financial aid application some additional documentation is required before the Financial Aid office can evaluate your information.

Complete required documents

Student Finance Account Summary

Amount Due	$0.00
Amount Overdue	$1,044.00
Total Amount Due	**$1,044.00**

← Outstanding tuition and fees

Go to Account Summary

Checklist	
✓ Completed	Submit a Free Application for Federal Student Aid (FAFSA)
⚠ Action Needed	Complete required documents
ⓘ Not Available	Your application is being reviewed by the Financial Aid Office

Pell Lifetime Eligibility Used	
Pell Lifetime Eligibility Used ⌄	0.000%

Resources

Helpful Links

FAFSA Application

Entrance Counseling

Master Promissory Note

Lifetime Pell and Loan History

Your Award Letter - FAQ's

Satisfactory Academic Progress

Financial Aid - General Info

Apply for Scholarships

FATV Get Answers

Financial Aid Recalculation

4. When the "Complete required documents" link is selected, a list of the items needed and the steps to take to complete the item are displayed:

Incomplete	
⚠ Incomplete	**19/20 FAFSA Rejects** 19/20 FAFSA Rejects: It appears there are discrepancies or inconsistencies on your FAFSA. Please correct the information on your FAFSA at www.fafsa.gov. FAFSA
⚠ Incomplete	**19/20 Dependency Override** 19/20 Dependency Override: Since you indicated on your FAFSA that you have a special circumstance, you were not required to report parental information on the FAFSA. Before your eligibility for federal student aid can be determined, you will need to complete the Request for change of Dependency e-Form. Please ensure that you have submitted any supporting documentation as outlined on the form. Etrieve Request for Change of Dependency
⚠ Incomplete	**2017 Student Will File Tax Ret** 2017 Student Will File Tax Ret: You stated on your FAFSA you "will file" a federal tax return. At this time, you should file a 2017 federal tax return and then do one of the following: 1) Provide a copy of your Federal tax return (IRS 1040, 1040A, 1040EZ) that is signed by yourself or your tax preparer. 2) Provide an IRS Tax Transcript by accessing www.irs.gov and click on "Get my Tax Record" then select "Get Transcript Online" or "Get Transcript by Mail" and follow the steps. 3) Provide an IRS Tax Transcript by calling 1-800-908-9946 and follow the steps to order a transcript for tax year 2017. 4) Make a correction at www.fafsa.gov by selecting the IRS Data Retrieval Tool.

Complete	
✓ Received 07/31/2019	**19/20 Ineligible Program** 19/20 Ineligible Program: You are enrolled in a program of study that is not eligible for financial aid or you have not been fully admitted to the college. Please contact an Admissions Counselor at AdmissionsCounselors@faytechcc.edu for assistance.

5. Here is an example of a student who has submitted all required documents.

Select an Award Year: 2019/20 Academic Year ▼

✓ Your most recent Satisfactory Academic Progress (SAP) evaluation has a(n) SAP Regained status. Please contact your Financial Aid Counselor if you need further assistance.

Financial Aid Checklist Complete!

Congratulations! You've completed your Financial Aid checklist.

You successfully completed all the items on your Financial Aid checklist.

Student Finance Account Summary

Amount Due	$0.00
Amount Overdue	$0.00
Total Amount Due	**$0.00**

Go to Account Summary

Checklist	
✓ Completed	Submit a Free Application for Federal Student Aid (FAFSA)
✓ Completed	Complete required documents
✓ Completed	Your application is being reviewed by the Financial Aid Office
✓ Completed	Complete Direct Loan Entrance Counseling
✓ Completed	Sign a Direct Loan Master Promissory Note Your MPN Expires on 8/2/2025

Loan History	
Fayetteville Technical Community College	$17,824
MedSpa Careers Institute	$0
Saint Louis University	$0
Total Loan Amount:	**$17,749**

Pell Lifetime Eligibility Used	
Pell Lifetime Eligibility Used ⌄	337.523%

| Resources |
|---|
| **Helpful Links** |
| FAFSA Application |
| Entrance Counseling |
| Master Promissory Note |
| Lifetime Pell and Loan History |
| Your Award Letter - FAQ's |
| Satisfactory Academic Progress |
| Financial Aid - General Info |
| Apply for Scholarships |
| FATV Get Answers |
| Financial Aid Recalculation |

6. Students can review their financial aid offer in Self-Service by clicking on the "My Awards" link under the Financial Aid tab.
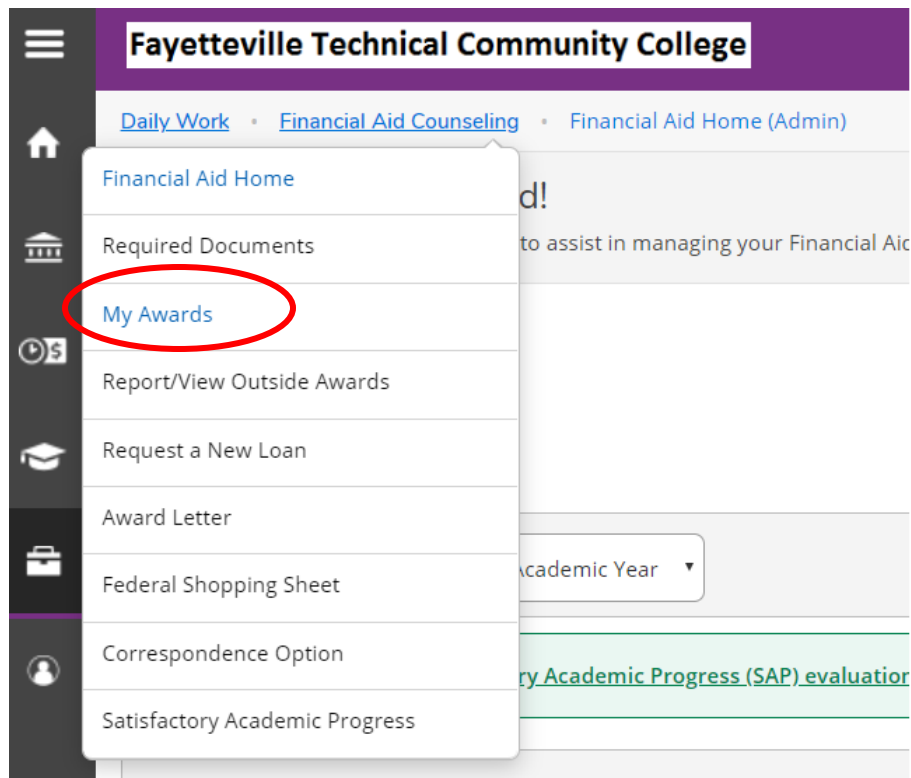
The student's view of the offer is shown below:
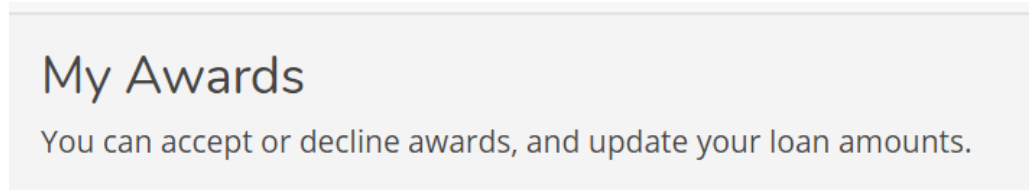
You have the following Awards

Your award package assumes you will be enrolled full-time. If you enroll less than full-time, the financial aid you actually receive may be less than what is stated here. Please contact your Financial Aid counselor if you have questions about your enrollment status.

	Scholarships and Grants	$5,581.00		
46%	Money you don't have to pay back			

Award	Status	Total Awarded Amount	2019 Fall	2020 Spring
Federal Pell Grant ⌄ View award	ACCEPTED	$1,645.00	$823.00	$822.00
NC Community College Grant ⌄ View award	ACCEPTED	$1,584.00	$792.00	$792.00
NC Education Lottery Award ⌄ View award	ACCEPTED	$2,352.00	$1,176.00	$1,176.00

Scholarships and Grants are gift aid and will have a default status of "Accepted." Click on the link under each offer for additional information as shown below.

Federal Pell Grant ⌃ Close	ACCEPTED	$1,645.00	$823.00	$822.00
☑ *2019 Fall*		$823.00	⌄ About Federal Pell Grant	
☑ *2020 Spring*		$822.00		
Total		**$1,645.00**		

| NC Community College Grant | ACCEPTED | $1,584.00 | $792.00 | $792.00 |

∧ Close

☑ *2019 Fall*	$792.00	⌄ About NC Community College Grant	
☑ *2020 Spring*	$792.00		
Total	**$1,584.00**		

| NC Education Lottery Award | ACCEPTED | $2,352.00 | $1,176.00 | $1,176.00 |

∧ Close

☑ *2019 Fall*	$1,176.00	∧ About NC Education Lottery Award	
☑ *2020 Spring*	$1,176.00	Grants and Scholarship are gift aid that does not have to be repaid assuming your continued eligibility.	
Total	**$2,352.00**		

7. Loans have to be paid back to the lender. Students who want to use their loans will have to accept their loan offer as shown below. **You must accept the subsidized loans first, or you can select the option to accept all loans.**

Loans 53% Money you have to pay back	
Award	Status
Subsidized Loans ⌄ Accept or Decline	Estimated
Unsubsidized Loans ⌄ Accept or Decline	Estimated

After the loan has been accepted, the status changes from "Estimated" to "Accepted."

Loans 54% Money you have to pay back		$6,500.00		
Award	Status	Total Awarded Amount	2019 Fall	2020 Spring
Subsidized Loans ⌄ View loan	Accepted	$2,945.00	$1,473.00	$1,472.00
Unsubsidized Loans ⌄ View loan	Accepted	$3,555.00	$1,779.00	$1,776.00

Click on the link under each loan offer for additional information as shown below.

Subsidized Loans ∧ Close	Accepted	$2,945.00	$1,473.00	$1,472.00
Federal Direct Subsidized Loan	Student Accepted	$2,945.00	$1,473.00	$1,472.00

☑ 2019 Fall	$1,473.00	∨ About Federal Direct Subsidized Loan
☑ 2020 Spring	$1,472.00	
Total	**$2,945.00**	

Unsubsidized Loans ∧ Close	Accepted	$3,555.00	$1,779.00	$1,776.00
Fed Direct Unsub Loan	Student Accepted	$3,555.00	$1,779.00	$1,776.00

☑ 2019 Fall	$1,779.00	∨ About Fed Direct Unsub Loan
☑ 2020 Spring	$1,776.00	
Total	**$3,555.00**	

The total offer packaged is listed:

Award Total			
Award	Total Awarded Amount	2019 Fall	2020 Spring
Total Awards ⌄ Accept or Decline All	**$12,081.00**	$6,043.00	$6,038.00

Students who accepted their loan offer must complete the Direct Loan Entrance Counseling and sign a Direct Loan Master Promissory Note (MPN) as indicated in the Loan Requirement Checklist:

Loan Requirements Checklist

✓ Complete	Complete Direct Loan Entrance Counseling You completed the Direct Loan entrance counseling on 9/3/2019
✓ Complete	Sign a Direct Loan Master Promissory Note Your active MPN expires on 8/2/2028

Students should read the offer letter and Offer Letter Supplement for detailed information about financial aid.

8. Students may review their offer letter by selecting the Award Letter link. Student must accept or decline their loan offer in order to view their offer letter.
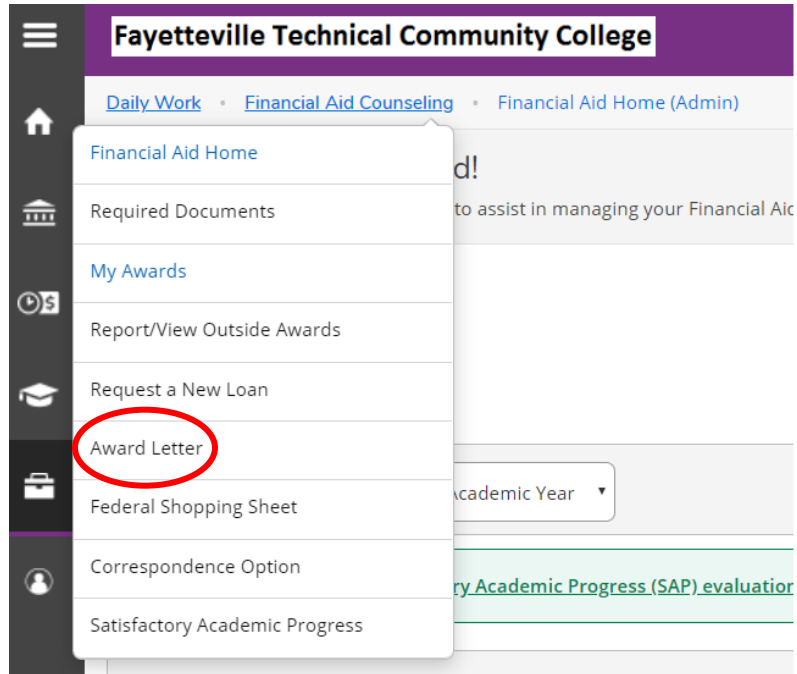
✓ You accepted your award package on 8/29/2019.

| 2019/20 Academic Year | $12,081.00 |

📄 Award Letter

Fayetteville Technical Community College

Office of Financial Aid
PO BOX 35236
FAYETTEVILLE, NC 28303
910-678-8242

Fayetteville, NC 28305

Date: 9/11/2019
Student ID
Award Year: 2019/20 Academic Year

Dear ,

Welcome to Fayetteville Technical Community College! We are delighted that you will be enrolling at our institution. Congratulations! You have been offered aid for the upcoming school year. This is your offer notification for the above academic year. You are not required to return this document.

After reviewing your offer letter, log into your FTCC Self-Service account for additional information about your financial aid record. If you are offered loans, you must accept or decline the loan offer in your Self-Service account. If you accept the loan offer, you must complete the Master Promissory Note/Loan Agreement and the Entrance Counseling at https://studentloans.gov to activate the loan disbursements. Loan disbursements will be in three payments for the fall and spring terms and two payments for summer.

Your total offer is subject to the availability of funds from the appropriate agencies and the laws and regulations which govern these programs, and is thus subject to change. In most cases, a student will receive:

* 100% of their offer if they are considered to be full time (12+ credits)

* 75% if they are three quarter-time (9-11 credits)

* 50% if they are half-time (6-8 credits)

* 25% if they are less than half-time (1-5 credits)

* Students who receive the North Carolina Community College Grant (NCCCG) will only receive 100% of the offer amount if they are in 15 or more credit hours since this program runs on a full-time plus scale. We encourage students who receive this grant to contact their financial aid advisor to inquire about the exact amount that they will receive based on their EFC (expected family contribution) and their enrollment status.

Budget: $13,036   **EFC:** $4,510   **Need:** $8,526

OFFER PACKAGE	TOTAL OFFER	FALL	SPRING
FEDERAL			
Federal Pell Grant	**$1,645.00**	$823.00	$822.00
Federal Direct Subsidized Loan	**$2,945.00**	$1,473.00	$1,472.00
Fed Direct Unsub Loan	**$3,555.00**	$1,779.00	$1,776.00
STATE			
NC Community College Grant	**$1,584.00**	$792.00	$792.00
NC Education Lottery Award	**$2,352.00**	$1,176.00	$1,176.00
Total	**$12,081.00**	$6,043.00	$6,038.00

Please note: All awards are contingent on both your enrollment and your satisfactory academic progress (SAP) status. You can only receive Federal Student Aid for courses that are applicable to your active program of study and your program is eligible for financial aid: http://www.faytechcc.edu/financial-aid/eligible-programs/ .

Your aid may be adjusted at any time based on your reported eligibility requirements. If you find that you are enrolled in classes that you will be unable to attend, please do the following:

*Drop classes before the start date to avoid penalty charges. *Drop classes during the published refund dates. *After the refund period, submit a withdrawal request or contact your instructor to be withdrawn from the class.

* If you drop below 6 credit hours, your award package is subject to change and you are no longer eligible for loans if you are a Federal Direct Loan recipient.

For additional financial aid and consumer information, please visit the following links: https://www.faytechcc.edu/financial-aid/applying-financial-aid/#cost

https://faytechcc.financialaidtv.com/

The staff in the Financial Aid Office wish you much success this year! If you have additional questions, please contact our office at (910) 678-8242, fax (910) 486-3600, or email finaid@faytechcc.edu.

Best Regards,

FTCC Financial Aid Office

9. Students may review their Satisfactory Academic Progress (SAP) by clicking the SAP link located on the Financial Aid home screen:

Select an Award Year: 2019/20 Academic Year ▼

✓ Your most recent Satisfactory Academic Progress (SAP) evaluation has a(n) SAP Regained status. Please contact your Financial Aid Counselor if you need further assistance.

Financial Aid Checklist Complete!

Congratulations! You've completed your Financial Aid checklist.

You successfully completed all the items on your Financial Aid checklist.
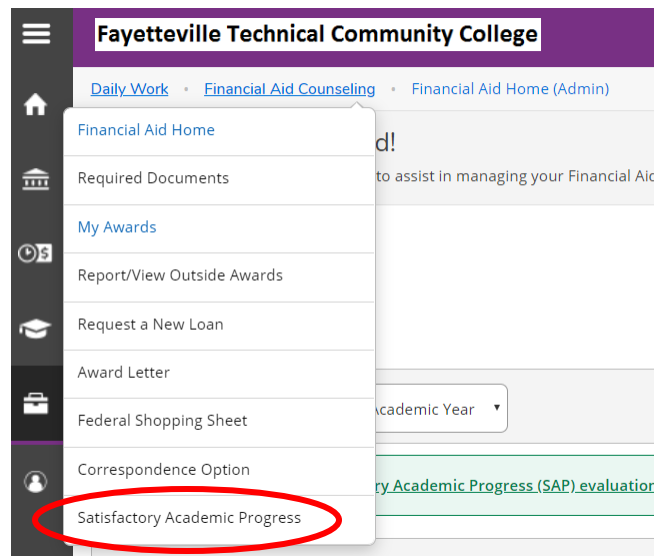
Student Finance Account Summary

Amount Due	$0.00
Amount Overdue	$0.00
Total Amount Due	**$0.00**

Go to Account Summary

or by selecting the "Satisfactory Academic Progress" link from the drop-down menu at the top of the screen:

Note: Refer to pages 23 and 24 for a list of SAP statuses.

1. Students can see their charges, payments, amount of financial aid offered, refunds (the refund bubble only appears each time a disbursement is made), and balance in Self-Service by clicking the Student Finance tab and then the "Account Activity" link.
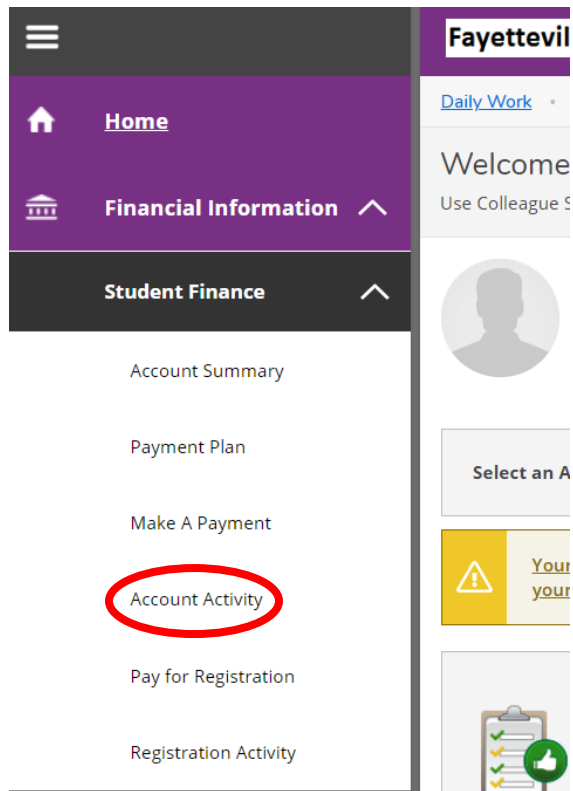
2. Listed below is an example of a student's account transactions for Summer 2018:
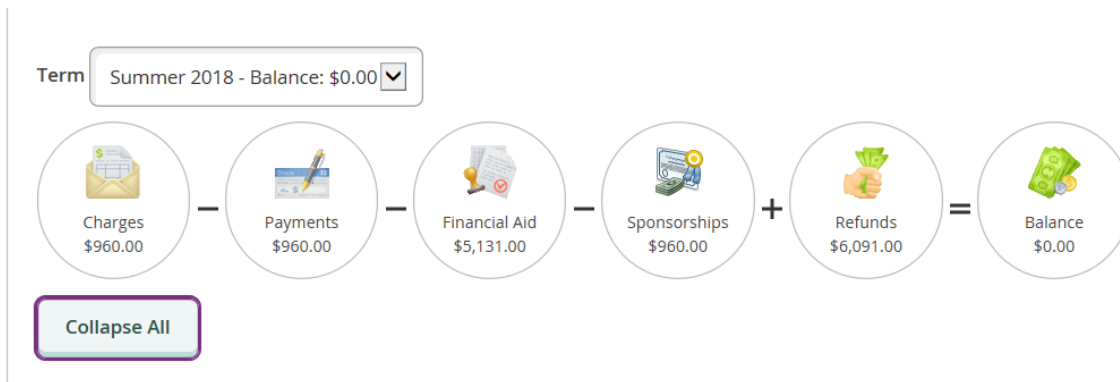
3. Students who are expecting a financial aid refund can see the anticipated amount to be disbursed by clicking on the Financial Aid tab:

Charges	$4,564.94	⌄
Financial Aid	$8,797.00	⌄
Refunds	$766.06	⌄
Balance	-$3,466.00	
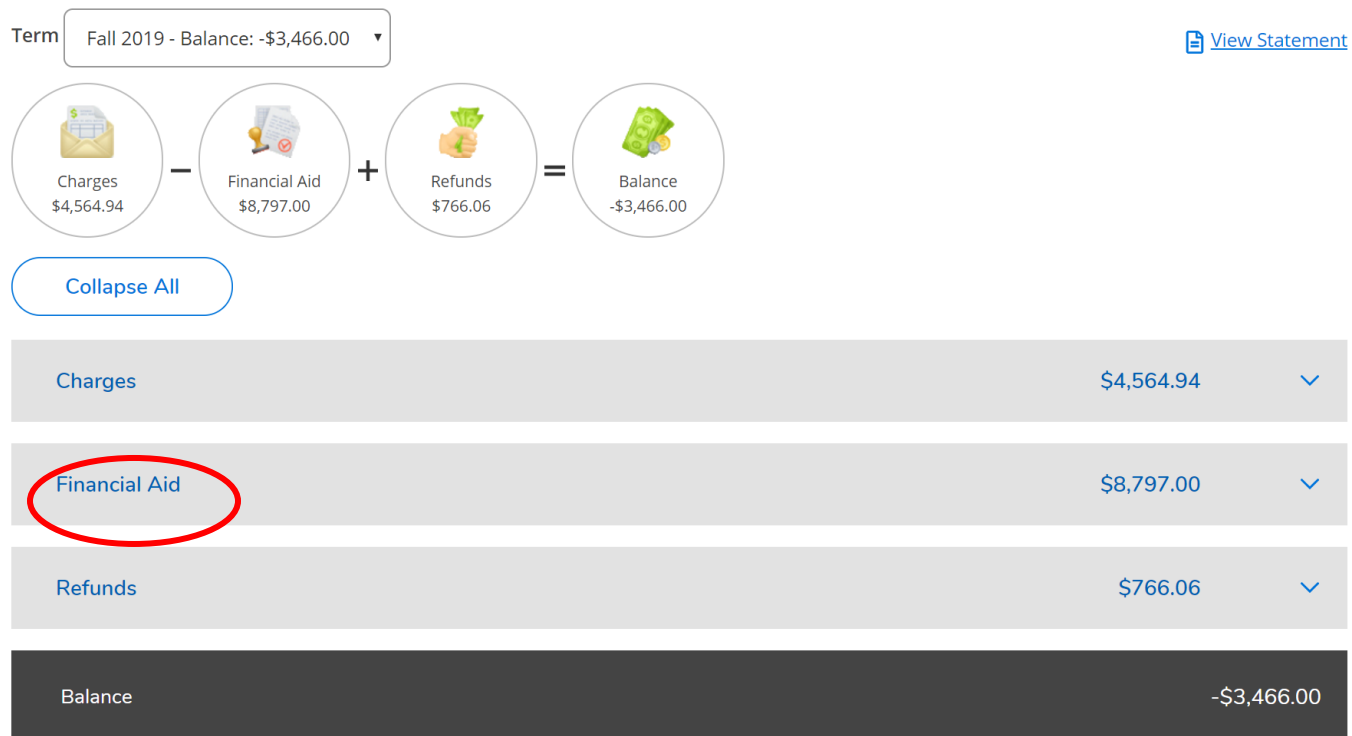
Financial Aid								$8,797.00 ^
Award	Awarded	Term	Disbursed	Anticipated	Other Terms	Loan Fee	Currently Ineligible	Comment
Federal Pell Grant	$3,098.00	Fall 2019	$3,098.00					
FEDERAL SEOG	$500.00	Fall 2019	$500.00					
Fed Direct Unsub Loan	$751.00	Fall 2019	$248.00	$497.00		$6.00		
Federal Direct Subsidized Loan	$4,499.00	Fall 2019	$1,485.00	$2,969.00		$45.00		
Total			$5,331.00	$3,466.00				

Students will be refunded the amount disbursed less tuition, fees, and bookstore charges. Loans are disbursed in three installments fall and spring terms and two installments during the summer session.

Refer to the Financial Aid web page for the Financial Aid Disbursement Dates & Schedule.

4. Students can view the amount of their refund in progress by clicking the Refunds tab:

Term Fall 2019 - Balance: -$3,466.00 ▼

 View Statement

Charges
$4,564.94

−

Financial Aid
$8,797.00

+

Refunds
$766.06

=

Balance
-$3,466.00

Collapse All

Charges	$4,564.94	⌄
Financial Aid	$8,797.00	⌄
Refunds	$766.06	⌄
Balance	-$3,466.00	

Refunds					$766.06	⌃
Voucher	Date	Description	Amount	Pay Method	Reference Number	Transaction Number
V0631889	9/13/2019	Fin Aid Refund	$766.06		In Progress	

Balance	-$3,466.00

5. Students will be sent an email from the Office of Business and Finance the day the refund has been released. The method of payment will be listed in the Refunds section on the Account Activity page in Self-Service:

Refunds						$766.06	^
Voucher	Date	Description	Amount	Pay Method	Reference Number	Transaction Number	
V0631889	9/13/2019	Fin Aid Refund	$766.06	E-Check	E0109171		

Availability of funds sent by E-check (direct deposit) varies at each financial institution.

Paper checks are mailed the day of the scheduled disbursement. Delivery of the paper checks is contingent upon the United States Postal Service schedule.

6. Students can see the amount of funds which they are ineligible to receive in the Financial Aid section:

Financial Aid								$3,897.00	^
Award	Awarded	Term	Disbursed	Anticipated	Other Terms	Loan Fee	Currently Ineligible	Comment	
Federal Pell Grant	$1,473.00	Fall 2019	$737.00				$736.00	Currently Ineligible	
NC Community College Grant	$792.00	Fall 2019	$196.00				$596.00	Currently Ineligible	
NC Education Lottery Award	$526.00	Fall 2019	$263.00				$263.00	Currently Ineligible	
Fed Direct Unsub Loan	$3,000.00	Fall 2019	$990.00	$1,980.00		$30.00			
Federal Direct Subsidized Loan	$1,749.00	Fall 2019	$577.00	$1,154.00		$18.00			
Total			$2,763.00	$3,134.00					

7. Students may be ineligible for funds for the following reasons:

   a. The class has not started. The anticipated amount of financial aid will display 10 days before the section start date of classes for which students are registered.

   b. The Master Promissory Note (MPN) and/or Entrance Counseling are not complete.

      i. The anticipated amount of loans that are accepted will display after the Master Promissory Note (MPN) has been submitted. The MPN is a legal document in which students promise to repay loans and any accrued interest and fees to the lender or loan holder.

      ii. The anticipated amount of loans that are accepted will display after the Entrance Counseling has been completed. Entrance Counseling is required by the Federal Government to ensure that students understand the responsibilities and obligations of the loan(s) they are assuming.

   c. Not registered for enough credits. Students who are offered financial aid must be registered for classes to be eligible to use the funds. Please see the chart below to see the number of credits in which a student must be enrolled to determine the amount of anticipated aid:

Pell	NC Community College Grant	NC Education Lottery Scholarship	Loans
	15+ credits (Full-time Plus)		
12+ credits (Full-time)	12-14 Credits (Full-time)		
9-11 Credits (3/4-time)	9-11 Credits (3/4-time)	12+ credits (Full-time)	
6-8 Credits (1/2-time)	6-8 Credits (1/2-time)	6-11 Credits (1/2-time)	6+ credits (Eligible for full loan amount)
1-5 Credits (Less than 1/2-time)	1-5 Credits (Not eligible)	1-5 Credits (Not eligible)	1-5 Credits (Not eligible)

Satisfactory SAP Statuses (Green in Self-Service)

Recommended GetSAP Online Counseling Session:
The Essentials to Understanding Satisfactory Academic Progress (SAP) and What it Means to You

Satisfactory. You are making satisfactory academic progress (SAP). SAP means you are completing at least 67% of the credit hours you attempt plus maintaining at least a 2.0 Financial Aid GPA.

SAP Regained-- Congratulations! You are making satisfactory academic progress. You are meeting the minimum 2.0 financial aid GPA requirement, completion rate (pace) of 67%, and have not exceeded the maximum credit hour limit allowed to complete your program of study.

MTF—1 Semester-- You must meet the agreed upon conditions of your appeal. You have been granted one (1) semester to complete your program of study.

MTF – 2 Semesters-- You must meet the agreed upon conditions of your appeal. You have been granted two (2) semesters to complete your program of study.

MTF – 3 Semesters-- You must meet the agreed upon conditions of your appeal. You have been granted three (3) semesters to complete your program of study.

MTF – 4 Semesters-- You must meet the agreed upon conditions of your appeal. You have been granted four (4) semesters to complete your program of study.

Probation on Appeal-- You must meet the agreed upon conditions of your appeal. You are at risk of being placed on Financial Aid (FA) suspension. Your FA Completion rate is below the 67% requirement and/or your FA GPA is below the minimum 2.0 requirement.

Warning SAP Statuses (Yellow in Self-Service)

Recommended GetSAP Online Counseling Sessions:
A Refresher on the Impact of Satisfactory Academic Progress (SAP)
The Key Components to the Satisfactory Academic Progress (SAP) Financial Aid Appeal Process for Maximum Time Frame Students

Warn GPA--This is a warning that you are not making Satisfactory Academic Progress (SAP). Your financial aid GPA is below 2.0. Although you have not passed one of the SAP standards, you are eligible for financial aid for one term of enrollment. It is highly recommended that you meet with your Academic Advisor to discuss the steps you should take to complete your program of study.

Warn Pass Rate--This is a warning that you are not making Satisfactory Academic Progress (SAP). Your financial aid pace/completion rate is below 67%. Although you have not passed one of the SAP standards, you are eligible for financial aid for one term of enrollment. It is highly recommended that you meet with your Academic Advisor to discuss the steps you should take to complete your program of study.

Warn Both GPA & Pass Rate--This is a warning that you are not making Satisfactory Academic Progress (SAP). Your financial aid GPA is below 2.0 and your pace/completion rate is below 67%. Although you have not passed the SAP standards, you are eligible for financial aid for one term of enrollment. It is highly recommended that you meet with your Academic Advisor to discuss the steps you should take to complete your program.

Warning Near Max Timeframe-- You are nearing the time limit permitted to complete your program of study. Students must complete their program of study in a timeframe not to exceed 150% of the catalog length for the program. This will be measured in credit hours (e.g., if the academic program length requires 60 credit hours, maximum time frame cannot exceed 90 attempted credit hours.)

Unsatisfactory SAP Statuses (Red in Self-Service)

To appeal, complete the Satisfactory Academic Progress Appeal eForm and the GetSAP Online Counseling Session:
Understanding Satisfactory Academic Progress (SAP) and the Financial Aid SAP Appeal Process

Appeal Denied--Your appeal was not approved.

Suspended – GPA-- You have not regained SAP and are no longer eligible for aid. This includes any federal or state grants and all federal student loans. Student must have a minimum 2.0 Financial Aid GPA.

Suspended – Pass Rate-- You have not regained SAP and are no longer eligible for aid. This includes any federal or state grants and all federal student loans.   Students must complete a minimum of 67% of their cumulative attempted credit hours (including all transfer credits). Your pace/completion rate is below the 67% requirement.

Suspended – Both-- You have not regained SAP and are no longer eligible for aid, including any federal or state grants and all federal student loans.   Students must complete a minimum of 67% of their cumulative attempted credit hours (including all transfer credits) and   maintain a minimum financial aid GPA of 2.0.

Violated Appeal –GPA-- You failed to meet the agreed upon conditions of your approved appeal. Please contact the Financial Aid Office at (910) 678-8242 or visit us in the Tony Rand Student Center, Room 2, for assistance.

Violated Appeal—Pass Rate-- You failed to meet the agreed upon conditions of your approved appeal. Please contact the Financial Aid Office at (910) 678-8242 or visit us in the Tony Rand Student Center, Room 2, for assistance.

Violated Appeal – Both-- You failed to meet the agreed upon conditions of your approved appeal. Please contact the Financial Aid Office at (910) 678-8242 or visit us in the Tony Rand Student Center, Room 2, for assistance.

Unsatisfactory SAP Statuses (Red in Self-Service)

To appeal, complete the Max Time Frame Appeal eForm and the GetSAP Online Counseling Session:
The Key Components to the Satisfactory Academic Progress (SAP) Financial Aid Appeal Process for Maximum Time Frame Students

Max Time Frame Exceeded-- You did not complete your academic program within the required timeframe of 150%. Students must complete their program of study in a timeframe not to exceed 150% of the catalog length of the program. This is measured by credit hours (e.g., if the academic program length requires 60 credit hours, then the maximum timeframe cannot exceed 90 attempted credit hours). Changing programs does not reset the timeframe limit.

Violated Appeal—Max-- You failed to meet the agreed upon conditions of your approved appeal. Please contact the Financial Aid Office at (910) 678-8242 or visit us in the Tony Rand Student Center, Room 2, for assistance.

Note: The Satisfactory Academic Progress statuses that are listed apply to students who attend Fayetteville Technical Community College. Students who transfer to other colleges are subject to those institutions' SAP guidelines.