



2023-24 Student Guide: Financial Aid and Business Office

FINANCIAL AID PROCESS

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

1. **Complete your 2023-2024 FAFSA application on the Federal website at <https://studentaid.gov/>**
 - a. If this is your first time completing a FAFSA application, you will need to first create a FSA ID before completing your application. You can create a FSA ID at <https://studentaid.gov/> by clicking on the create account link.
 - b. It is recommended that you link your tax return transcripts to the FAFSA application when the option is displayed, using the IRS Data Retrieval tool.
 - c. On the School Selection page, add NC Wesleyan's school code **002951**.
 - d. Once you submit the FAFSA application online it will be sent to the school within 1-2 weeks.

2. **Submit supporting financial aid documents**
 - a. Standard Forms include the Graduate Financial Aid Request Form. This form and instructions are made available online at My.NCWC and at each campus during registration. You may also request from the financial aid office via email at financialaid@ncwc.edu or directly to your financial aid advisor.
 - b. Direct Loans: Entrance Counseling and Master Promissory Note completed at www.studentaid.gov.
 - c. 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. The College is working with Inceptia to help you complete the verification process. **IMPORTANT: Only submit the following documents if requested:**
 1. Verification worksheet
 2. 2021 IRS Tax Return Transcript (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:

1. **Award Letter:** Once the financial aid office has received your Graduate Financial Aid Request Form and you have completed a FAFSA, they will create a Financial Aid award package which will be emailed to your school email address. 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 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 through your student portal and provide missing documents in a timely manner.
 - b. If you wish to deny any of the funds that were offered on your award letter, you can email your financial aid advisor. Please keep a copy for your records.
2. **Federal Student Loans:** Loans are awarded based on federal guidelines and self-reported information from the FAFSA. Enrollment hours and dependency status and is also factored into the loan qualification process. The maximum amount of loans a student can borrow within one school year, if eligible, is \$20,500.

Most loans are applied to your account after the drop/add period ends.

The federal government limits the amount of student loans a student is eligible to borrow for graduate students.

Graduate or professional students may borrow up to \$138,500 – this amount includes all federal loans received during a student’s undergraduate studies as well as their graduate studies.

To check your loan limits, please access <https://studentaid.gov/fsa-id/sign-in/landing>.

Additional Loan Requests:

To minimize student default rates and encourage responsible borrowing, the Office of Financial Aid will award students, if eligible, financial aid to cover your educational expenses. However, you may request to borrow additional monies for a computer, childcare or medical expenses. Submission of a request does not guarantee an approval. You should meet with your financial aid advisor to review your current financial aid package to calculate your anticipated refund before you request the additional loans.

To Request Additional Monies, follow these steps:

1. Complete the Additional Loan Request Form provided by your financial aid advisor.
2. Submit the required documentation depending on the reason for requesting additional loans (outlined on form).
3. Send form and required 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 1, 2023 – June 30, 2024). Your award package will reflect this timeframe. Aid is typically disbursed 2-3 weeks after classes have started. This would be the mid-September/early October for fall, the mid-February/early March for spring, the first week of June for Summer I and late July for Summer II. **The speed of this cycle depends on how quickly you respond to requests for documents.**

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

- Selected for verification
- Incorrect self-reported information on the FAFSA
- Incompletion of Entrance Counseling or the Master Promissory Note

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).

Checking your Financial Aid Status:

To check your financial aid, follow these steps:

If you do not have access to your student portal, please call IT at (252) 984-5000.

To view your financial aid awards, please follow the instructions below:

- Log into your student portal, <https://my.ncwc.edu/ics/>
- Select "My Finances" at the top
- Select "Financial Aid" on the left or the middle
- Select "Financial Aid Awards"

To view if you have any missing documents, please follow the instructions below:

- Log into your student portal, <https://my.ncwc.edu/ics/>
- Select "My Finances" at the top
- Select "Financial Aid" on the left or the middle
- Select "View Financial Aid Document Tracking" on the right
- Forms missing will say "Not Received"

If you are missing a financial aid document, please follow the instructions below to access the form and/or instructions of your missing financial aid document in order to complete:

- Log into your student portal, <https://my.ncwc.edu/ics/>
- Select "My Finances"
- Select "Financial Aid"
- Select "Forms" on the right
- Select the "Form" that matches with the corresponding missing document

Financial Aid Contact Information

<p>Leah Hill Director of Financial Aid 252-985-5293 lhill@ncwc.edu</p>
<p>M. Lynne Patterson Financial Aid Advisor 252-985-5292 mpatterson@ncwc.edu Traditional (Q-Z), International Students, Rocky Mount Adult Studies and Graduate Students</p>
<p>ReOtis Anderson Financial Aid Advisor 252-985-5289 randerson@ncwc.edu Traditional (H-P) Wilmington, Manteo, Goldsboro and Winston-Salem Adult Studies</p>
<p>Lori Tyndall Senior Financial Aid Advisor 252-985-5582 ltyndall@ncwc.edu Traditional (A-D) New Bern, Washington, and Raleigh/Durham Adult Studies</p>
<p>Angie Lassiter Financial Aid Advisor 252-985-5568 alassiter@ncwc.edu Traditional (E-G) Greenville Adult Studies</p>

Business Office (Student Accounts)

When charges appear on account:

Tuition and fee charges appear on the student account at the time of registration. MBS textbook charges are posted monthly. A credit for withdrawing from a class, within the drop period, will be updated to student account within that week. **It is important to contact the financial aid office before you drop a class to see how your awards could be affected.**

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 refunded. You will then receive an email from the Business Office if you are eligible for a refund with instructions on how to receive the refund. **Please be aware that if your enrollment changes causing an adjustment to your financial aid after you have received your refund, this may result in a balance owed to the college that you would be responsible to pay.**

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 begin processing the third week of class for students who have submitted all documents and are processed once a week after.** Students may receive multiple refunds during the semester due to the timing of various awards becoming available.

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.
- Click on "Course and Fee Statement"
- Click on "Generate my Course and Fee Statement"
- Once your Course and Fee Statement generates you can click on "View my Course and Fee Statement" to see your account details.

Business Office Contact Information

Allison Moss Director of Student Accounts 252-985-5103 amos@ncwc.edu
Amy Wood – Senior Student Account Representative Deonna Wilson – Student Account Representative 252-985-5104 businessoffice@ncwc.edu

Resolving Financial Aid and Student Account Disputes

If you feel there is an error on your student account regarding charges, please contact the Business Office at (252) 985-5104 or [**businessoffice@ncwc.edu**](mailto:businessoffice@ncwc.edu).

Questions regarding VA benefits, please contact Laura Estes Brown at (919) 988-9270 or [**lestes@ncwc.edu**](mailto:lestes@ncwc.edu).

Questions regarding financial aid, please contact the Office of Financial Aid at (252) 985-5290 or [**financialaid@ncwc.edu**](mailto:financialaid@ncwc.edu).