



Updated January 2014

*Financial Aid Policy
and Procedure
Manual*

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Administrative Capability

Section 1

1.1 Adequate Number of Qualified Person(s) to Administer Title IV Programs

Robeson Community College (RCC) currently employs six people in the Financial Aid Office to administer Title IV programs.

1.2 Adequate Checks and Balances

The Financial Aid Office is responsible for awarding Title IV funds from The US Department of Education (US Dept. of Ed.). The Financial Aid Office verifies the student is eligible for Title IV funding according to federal policy and requests the funds from The US Department of Education. The Business Office posts awards to the student's account and disburses credit balances to the student. The funds are disbursed in the form of paper checks that students pick up on campus. Checks not picked up by students are mailed to their current address on file at Robeson Community College.

1.3 Satisfactory Academic Progress

Satisfactory Academic Progress (SAP) will be calculated at the end of the spring semester for the entire student body and at the end of each academic term for students currently placed on academic probation. In order to be eligible for financial aid, students must meet the following minimum guidelines:

- **Maximum Time Frame:** Students receiving financial aid will have a maximum time frame in which they are expected to complete their program. Federal regulations state that the maximum time frame can be no longer than 150% of the published length of the educational program for full time students (per student handbook/catalog). This time frame will be measured in credit hours. EXAMPLE: A25120 Business Administration requires 72 credit hours to complete the program. $72 \times 1.5 = 108$. So, the student in this program may attempt up to 108 credit hours to complete the program. Once the student has attempted the maximum number of credit hours and not earned a degree, financial aid will be terminated.
- **Quantitative Satisfactory Progress (Academic Completion/Pass Rate):** The student must complete 67% of the credit hours attempted each semester. *All cumulative hours will be considered in calculation.* The percentage earned will be evaluated at least once per year to determine Quantitative Satisfactory Progress. The student must have earned 67% of the credit hours attempted to be considered making satisfactory progress. EXAMPLE:
Fall semester: 14 credit hours (attempted/registered)

Spring semester: 12 credit hours (attempted/registered)

$14 + 12 = 26$ $26 \times .67 = 17.42$ credit hours

The student must have earned/completed 17 credit hours by the end of spring semester to be considered making satisfactory progress. Only passing grades will be considered as hours earned. Repeating a class will count as hours attempted.

- Qualitative Satisfactory Progress (Minimum GPA): *Students must maintain a cumulative grade point average (calculated from the beginning date of enrollment) at or above 2.0. GPA requirements must be met each semester.* Student GPA's will be evaluated at the end of each semester once final grades are submitted. If the GPA falls below the minimum required GPA, the student will be on financial aid warning. If the cumulative GPA falls below 2.0 for two (2) consecutive semesters, financial aid will be probation until a 2.0 GPA is achieved. Students failing to meet Satisfactory Academic Progress after the financial aid warning semester may attend the next semester(s) (at the student's expense) in order to meet the minimum standards of Satisfactory Academic Progress.
- SAP Appeals: A student who has become ineligible for financial aid due to a failure to meet the minimum guidelines for satisfactory academic progress may appeal his/her status to the Financial Aid Office. Appeals will be considered for special circumstances. These may include but are not limited to:
 1. Extended student/family illness or injury
 2. Death of a relative
 3. Change of degree program.

All appeals must be made in writing explaining the basis for the appeal and will be reviewed by the SAP Financial Aid Review Committee. The SAP Financial Aid Review Committee does not meet with students and/or supporting parties; therefore, it is important that students provide all documentation supporting their explanation. Appeals will not be granted for previous semesters. Appeals can only be reviewed for the current semester for which the student is seeking enrollment. Students may pick up a copy of the SAP Appeal Application in the Financial Aid office. All appeals along with supporting documentation must be submitted to the Financial Aid Office, Robeson Community College, P.O. Box 1420, Lumberton, NC 28359. RCC's appeal form is located in the Appendix for review.

1. Financial Aid Warning:

Students not making satisfactory academic progress due to GPA, completion/pass rate and/or maximum time frame will be placed on financial aid probation after completing an approved appeal. Students on financial aid probation will be allowed one semester to achieve satisfactory progress. During the probationary period, the student is eligible to receive financial

aid. At the conclusion of the probationary period, academic progress will be evaluated to determine whether conditions have been met. If not, financial aid will be terminated until satisfactory academic progress is achieved. A student may attend the next semester(s) (at the student's expense) in order to meet the minimum standards for SAP.

2. Financial Aid Re-instatement:

Students whose financial aid has been terminated must successfully meet SAP before financial aid can be reinstated. Student is also responsible for payment and must meet SAP before financial aid can be reinstated.

1.4 Conflicting Data

The Financial Aid Office will resolve conflicting data with the students ISIR before aid is disbursed. This includes but is not limited to household size, wages and graduation data.

1.5 Fiscal and Cash Management

The Financial Aid Office completes the FISAP each year by the deadline imposed by the US Department of Education. Robeson Community College (RCC) retains the documentation used for the FISAP for the period required by the US Department of Education.

1.6 Financial Aid Counseling

The Financial Aid Office provides information to students concerning their rights and responsibilities in the Robeson Community College Catalog and through mailings to the student. The Financial Aid Office is available to meet with the student during posted business hours.

Institutional Eligibility

Section 2

2.1 General Requirements

- **Institutional and Program Eligibility**

Robeson Community College has been authorized by the US Secretary of Education to participate in federal financial aid programs authorized by Title IV of the Higher Education Act of 1965 as amended. RCC is authorized to administer these programs for two-year degree programs as well as non-degree programs listed in the Eligibility and Certification Approval Report. Robeson Community College has a current Program Participation Agreement that began in 2010.

- **Terms of Agreement**

The Program Participation Agreement between Robeson Community College and the US Department of Education allows the Financial Aid Office to participate in the following programs:

1. Federal Pell Grant Program
2. Federal Supplemental Educational Opportunity Grant Program
3. Federal Work-Study Program

- **Institutional Application for Federal Funds**

The Financial Aid Office applies for funds through the Fiscal Operations Report and Application to Participate (FISAP). The FISAP, which is submitted each October, requires the cooperation and coordination of the Financial Aid Director, Registrar, Business Office Accountant and System Administrator. The finalized data is entered into the FISAP software and is electronically sent to the US Department of Education. The signature page and required certifications are sent via certified mail.

- **Student Eligibility for Title IV Aid**

Robeson Community College believes that all students should be able to attend the college that best suits their academic and personal needs. There are several eligibility requirements which students must meet in order to be considered for federal funds. Eligibility for financial aid is based on financial need which is determined by the completion of the Free Application for Federal Student Aid (FAFSA). Before offering a financial aid award to any student the following requirements must be met by the student:

1. Must be admitted to an institution of higher education
2. Must be a US citizen

3. Must not be in default on a federal loan
4. Must maintain satisfactory academic progress
5. Must register with Selective Service if student is a male between 18 and 25 years of age
6. Must demonstrate need on the processed Student Aid Report (SAR)
7. Must have a high school diploma or its equivalent
8. Must be enrolled in a degree seeking or eligible certificate program

2.2 Updating Application Information

The Financial Aid Office will notify the Department of Education of any changes that take place at Robeson Community College in regards to the Program Participation Agreement and the Eligibility and Certification Approval Report. The changes that will be reported include but are not limited to an additional location, additional programs and changes to the Office of the President, Chief Financial Officer and Director of Financial Aid.

2.3 Admission Policy

Robeson Community College adheres to the “Open Door” philosophy in regards to college admission; however, the college reserves the responsibility to conditionally assign students in regards to program entry. Students must meet all curriculum program standards for full acceptance and subsequent degree requirements. Robeson Community College reserves the right to refuse admission to any student who has been suspended, expelled, refused admission by, or left another educational institution due to code of conduct violation(s). Prospective students must be high school graduates or possess the equivalent, as prescribed by the State of North Carolina and must be at least 18 years old or meet special eligibility requirements.

2.4 State Authorization

Robeson Community College is authorized by the North Carolina State Board of Community College to offer Postsecondary Programs.

General Provisions

Section 3

3.1 Certifications

Robeson Community College verifies attendance for enrolled students at the 10 percent point of the class. The Registrar's Office is responsible for this information. Students that receive a "never attend" for a class are not eligible for financial aid for that class.

3.2 Return of Title IV/Refund Repayments

Title IV Refund Policy

Students that withdraw from the institution before the sixty percent point of the semester do not earn all of the funds that were awarded to them for the semester. Each month, the Financial Aid Office will run an informer report to determine if a student completely withdraws from school. At the end of each semester, the Financial Aid Office runs an informer report to determine if students have unofficially withdrawn (last date of attendance) from school.

- **Calculation of Earned and Unearned Aid**

Title IV Return of Funds is calculated by using the official withdrawal date (retrieved from Registrar's Office) to determine the percentage of the semester completed by the student. The percentage completed is then multiplied by the amount of FSA funds disbursed to the student to determine the amount of aid earned by the student. The amount earned is then subtracted from the total award for that term to determine unearned aid.

- **Institution and Student Responsibility**

All unearned FSA funds must be returned to the Department of Education by RCC within 30 days of the official withdrawal date. The Business Office is notified that funds need to be returned to the US Department of Education for the school's portion of unearned aid. A letter is sent by the Business Office informing the student of their responsibility to and amount of funds that must be returned to RCC.

- **Unofficial Withdrawal Policy**

If a student is withdrawn from a class by the professor before the deadline to withdraw from a class without penalty for reasons other than excessive absences, then that student shall receive a final grade of W for the class (Withdraw) by the professor.

If a student is withdrawn from a class by the professor after the deadline to withdraw from a class without penalty for reasons other than excessive absences, then that student shall receive a final grade of WF for the class (Withdraw Failing) by the professor. If a student initiates a course withdrawal or complete withdrawal himself or herself, then the student does not fall under the Unofficial Withdrawal Policy, and will be assigned final grades(s) according to the College's Course Withdrawal Policy. If at the end of a semester, a student has received all grades of F and/or WF, then it shall be determined that the student has unofficially withdrawn from the College and his/her name shall be given to the Director of Financial Aid. Upon an unofficial withdrawal, a Return of Title Four (R2T4) will be calculated at 50% of the semester.

Institutional Refund Policy

The policies relating to tuition refund for students are determined by the North Carolina Community College System Statewide Refund Policy for all North Carolina Community Colleges. Activity, lab, pre-college mathematics and technology fees are not tuition based and are non-refundable.

- **Tuition Refunds**

1. Refunds are made after the 10% mark of the semester if all FA verification has been processed. A refund shall not be made except under the following circumstances:
 - a. A 100 percent refund shall be made if the student officially withdraws prior to the first day of class(es) of the academic semester or term as noted in the college calendar. Also, a student is eligible for a 100 percent refund if the class in which the student is officially registered is cancelled due to insufficient enrollment.
 - b. A 75 percent refund shall be made if the student officially withdraws from the class(es) prior to or on the official 10 percent point of the semester.
 - c. A student is not officially withdrawn from a course until a completed Drop Form has been submitted and processed by the Records Office. The effective date of withdrawal is the day the Records Office receives the completed form.
- Examples to refund when dropping and adding classes:

Drop/Add with no penalty after class(es) has started:

After the class(es) has started, students should complete all drop/add transactions in one process. If a student change(s) or drop(s) class(es), of equal hours during the same computer transaction, no additional cost will be incurred.

Drop/Add with a 75% refund after class(es) has started:

If the number of hours dropped are greater than the number of hours added, the 75% refund policy will apply to the tuition cost for the hours dropped.

d. For classes beginning at times other than the first week (seven calendar days) of the semester a 100 percent refund shall be made if the student officially withdraws from the class prior to the first class meeting. A 75 percent refund shall be made if the student officially withdraws from the class prior to or on the 10 percent point of the class.

e. A 100 percent refund shall be made if the student officially withdraws from a contact hour class prior to the first day of class of the academic semester or term or if the college cancels the class.

f. Students who have not officially withdrawn and have not attended at least once by the 10 percent date of the term will be dropped by the instructor as “never attended.” All financial aid will be cancelled.

2. To comply with applicable federal regulations regarding refunds, federal regulations supersede the state refund regulations stated in this Rule.

3. When a student, having paid the required tuition for a semester, dies during that semester (prior to or on the last day of examinations of the college the student was attending), all tuition and fees for that semester may be refunded to the estate of the deceased.

4. For a class(es) which the college collects receipts which are not required to be deposited into the State Treasury account, the college shall adopt local refund policies.

- **Self-Supporting Courses**

1. A 100 percent of tuition paid will be refunded by the College if the student officially withdraws from the class prior to the first day of the term.

2. A 100 percent of tuition paid will be refunded for any classes cancelled by the College.

- **Military Tuition Refund**

Upon request of the student, each college shall:

1. Grant a full refund of tuition and fees to military reserve and National Guard personnel called to active duty or active duty personnel who have received temporary or permanent reassignments as a result of military operations then taking place outside the state of North Carolina that make it impossible for them to complete their course requirements; and

2. Buy back textbooks through the colleges’ bookstore operations to the extent possible. Colleges shall use distance learning technologies and other educational methodologies to help these students, under the guidance of faculty and administrative staff, complete their course requirements.

3.3 Compliance Audits and Audited Financial Statements

Robeson Community College's financial statements are audited by the Office of the State Auditor. Each year a full financial statement package is sent to the Office of State Auditor and the Office of State Controller.

3.4 Consumer Information

Annually, Robeson Community College provides consumer information to students through the Robeson Community College catalog and website. This includes but is not limited to safety reports and information concerning how to apply for financial aid.

3.5 Verification

Robeson Community College performs verification on students that are selected by the US Department of Education. Robeson Community College verifies information that the US Department of Education requires. Robeson Community College may select a student for verification that is not selected by the US Department of Education if the Financial Aid Office receives conflicting information from the student.

- **Supplemental Institutional Verification Procedures**

In addition to the verification procedures required by the US Dept. of Ed., RCC requires each student file selected for verification to include a Verification Audit Form. This form ensures that all required documentation is included in the student's file by providing a checklist that is completed by Financial Aid Administrators (FAAs). The Verification Audit Form is to be completed during the verification process and included on top of the student's verification documentation for the appropriate award year. The 2013-2014 Verification Audit Form is included in the Appendix.

1. Household Size: enter the household size displayed on IVER (ISIR Verification Processing) in Datatel from the Institutional Student Information Record (ISIR) in the box where "ISIR" and "Household Size" intersect. Enter the household size reported on the Verification Worksheet (VWS) in the intersecting box of "Worksheet" and "Household Size".
2. Number in College: enter the number in college reported on the ISIR in the box where "ISIR" and "Number in College" intersect then the number in college reported on the Verification Worksheet in the box where "Worksheet" and "Number in College" intersect.
3. Earned Income: indicate income earned from a W-2, 1099 and/or tax return transcript for student and/or parent reported on the ISIR in the box where "ISIR" and "Earned Income" meet. Take care to list student and parent income

separately as indicated by separate boxes within the “Earned Income” field on the form. List wages reported on W-2, 1099 and/or tax return transcript on the Verification Worksheet in the box where “Worksheet” and “Earned Income” meet taking care to list student and parent income separately as indicated on the form.

4. Tax Return Transcript: mark “Retrieval Used” with a “check” or an “x” if the student and/or parent used the IRS Retrieval Tool while completing the FAFSA. Write “yes or no” in the boxes marked “ISIR” and “Worksheet” if a tax return transcript is/is not attached taking care to report student and parent transcripts separately. Write “n/a” if the student and/or parent did not file an income tax return and skip down to “Additional Financial Information”.
5. Number of Exemptions: indicate the number of exemptions reported on the FAFSA from the income tax return in the box where “ISIR” and “Number of Exemptions” intersect. Write the number of exemptions reported on the attached tax return transcript in the intersecting box of “Worksheet” and “Number of Exemptions”. Take care to list student and parent exemptions in the labeled boxes within the “Number of Exemptions” field. Please note that if the IRS Retrieval Tool was used with no changes, the information reported on the ISIR will be accurate unless the student/parent amended their income tax return.
6. Adjusted Gross Income: enter the adjusted gross income (AGI) reported on the ISIR in the box where “ISIR” and “Adjusted Gross Income” meet on the form. Enter the AGI reported on the tax return transcript in the intersecting box of “Worksheet” and “Adjusted Gross Income”. Student and parent AGI should be reported separately as indicated on the form. Please note that if the IRS Retrieval Tool was used with no changes, the information reported on the ISIR will be accurate unless the student/parent amended their taxes.
7. Taxes Paid: enter the amount of taxes paid by student and parent from the ISIR in the box where “ISIR” and “Taxes Paid” meet. Write the amount of taxes paid as reported on the tax return transcript in the box where “Worksheet” and “Taxes Paid” meet.
8. Additional Financial Information: indicate education credits, child support paid, combat pay, pension payments, etc. reported both student and parent on the ISIR in the intersecting box of “ISIR” and “Additional Financial Information”. Enter student and parent education credits, child support paid, combat pay, pension payments, etc. reported on the tax return transcript in the box where “Worksheet” and “Additional Financial Information” intersect. Please note that if the IRS Retrieval Tool was used with no changes, the information reported on

the ISIR will be accurate unless the student/parent amended their income tax return.

9. **Untaxed Income:** enter SSI, SSDI, untaxed pensions, untaxed IRA distributions, veteran's non-education benefits and money received on student and/or parent's behalf reported on the ISIR in the intersecting box of "ISIR" and "Untaxed Income". Enter SSI, SSDI, untaxed pensions, untaxed IRA distributions, veteran's non-education benefits and money received on the student's and/or parent's behalf reported on the income tax return transcript or attached statement in the box where "Worksheet" and "Untaxed Income" meet.
10. **VWS is Incomplete/Missing:** indicate which of the two options by circling the response that corresponds with the current status of the VWS. If the VWS is not signed, please write student and/or parent to indicate which signature is missing.
11. **Notarized Statement for Family Member Included in Number in Household:** indicate if a notarized statement is included in the student's file by writing "yes or no".
12. **Verification Documentation not in File:** indicate any missing verification documentation by writing the name of the document in the space provided.

3.6 Professional Judgment

A Financial Aid Administrator (FAA) may use professional judgment, only on a case-by-case basis, to either increase or decrease one or more of the data elements used to calculate the Expected Family Contribution (EFC). The reason must be documented in the student's file and must relate to that student's specific special circumstances. A FAA's decision regarding adjustments is final and cannot be appealed to the Department. Since the purpose of such adjustments is to allow FAA's to accommodate unusual circumstances, the US Department of Education does not provide detailed information on when the FAA may make adjustments.

Robeson Community College students who want to be considered for a professional judgment are required to complete the Special Circumstance Application for that academic year. They are also required to submit all requested documentation that pertains to his/her special circumstance. Once these items are received, the FAA can:

- Verify the student if selected for verification. If he/she was not selected for verification it may be done manually.
- Once verification results are back, appropriate adjustments can be made and changes can be submitted.

- Robeson Community College's Financial Aid Office can submit the student's corrections as long as RCC is listed as an institution on the student's FAFSA.

Corrections can be submitted electronically through the school, on the web, or on the Student Aid Report (SAR). The institution must keep signed documentation for corrections submitted electronically. If a FAA uses professional judgment to adjust a data element, he or she must use the EFC consistently for all federal student aid awarded to that student. A Special Circumstance Application is included in the Appendix.

3.7 Misrepresentation

Robeson Community College and its representatives do not mislead students, prospective students, or any member of the public, an accrediting agency, a State agency, or the Secretary regarding the nature of its educational program(s), its financial charges, or the employability of its graduates.

3.8 Documentation

Robeson Community College requests proof and secures confirmation of immigration status for financial aid purposes. Students with rejects on their SAR from Homeland Security regarding citizenship/immigration status are contacted via letter requesting documentation of status. Robeson Community College gives students ten business days from the date of this request to submit all required documentation. Acceptable documentation may include but is not limited to:

- Birth Certificate (original or certified copy)
- Passport
- Alien Registration Card
- Visa
- Certificate of Naturalization

After documentation is received in the financial aid office, the student record is then resubmitted to the US Department of Education for confirmation. A new Institutional Student Information Record (ISIR) is then sent to Robeson Community College from the US Department of Education stating whether the student is indeed an eligible US citizen or

non-citizen. Neglecting to submit requested documentation within the allotted time will result in a processing failure of the student's financial aid.

3.9 Recordkeeping

- **Maintenance**

The institution must maintain for inspection and review all financial aid records under Title IV Programs for five years. The institution must keep records involved in any claim or expenditure questioned by federal and/or state audits until such audit in question is resolved.

- **Reporting**

The Financial Aid Office is required to run a reconciliation report every 30 days using PRER in Datatel. Funds are not required to balance each time reconciliation is run; however, the office must be aware of the location of funds at all times. At the end of year (July 31) all financial aid accounts must balance for the end-of-year closeout.

Federal Work-Study Program

Section 4

To receive Federal Work-Study (FWS), a student must demonstrate financial need. The Expected Family Contribution (EFC) formula is the standard formula used in determining financial need for this program. The Federal Work-Study Program, a need-based self-help program, encourages part-time employment of students in academic and administrative departments, on and off campus, who need the additional income to assist in meeting their financial obligation for higher education. Work-study positions are based on the current available funding for the academic year.

In assigning FWS positions, the Work-Study Coordinator will consider the student's financial need determined by the FAFSA, the number of hours per week the student can work, the period(s) of employment, anticipated pay rate and the amount of other resources available to the student. There is no minimum or maximum award; however, the amount for each award is determined by the aforementioned factors and Cost of Attendance (COA). Students must complete a Robeson Community College Work-Study Application for consideration.

4.1 Selection and Awarding of Students

Eligibility/Requirements

- Students must have a completed FAFSA application on file with Robeson Community College Financial Aid Office for the current academic year. Students may apply for FAFSA at www.fafsa.gov. The student should return any required documentation to the Financial Aid Office within the specified deadline.
- Students will be awarded any eligible federal and state grants first.
- Students must have a cumulative GPA of 2.0 or higher. The student cannot be on financial aid probation and/or suspension. The student must be currently making satisfactory academic progress.
- Students must be admitted to a degree program.
- Students must be enrolled at least three-quarter time (9 credit hours) per semester. Please note: only students completing their last semester of a degree program at RCC may be enrolled in less than nine hours while participating in the Work-Study program.
- Students must have already completed all pre-college coursework required for their program of study.

- Students must complete a Federal Work-Study Application for the current academic year. The application is accessible on the Robeson Community College website.
- The Cost of Attendance (COA) cannot be exceeded when awarding students in FWS program.

Selection

- The cumulative GPA will be reviewed and added to the application (2.0 minimum GPA requirement).
- Student applications that do not meet the minimum requirements are set aside in a labeled file.
- Eligible student applications are categorized by the area the applicant is best suited for.
- Each eligible student's application is reviewed for skills, work history and background.
- The application will be placed into a labeled file for consideration when jobs become available.
- Applications will be kept on file for the current academic year.
- Eligible students are contacted via phone to schedule interviews.
- A letter is sent informing ineligible students that they have not been selected and thanking them for their interest.

Awarding

- The student is only awarded FWS funds if they are assigned a work-study position.
- The student must demonstrate a financial need as determined by the FAFSA application, using the difference between COA and their EFC and other aid awarded.
- Contracts for students are written each semester.
- Returning students may resume their job from the prior semester or academic school year, contingent upon their supervisor requesting their return and meeting the minimum requirements listed above.

4.2 Assigning Federal Work-Study Jobs

Departmental Request

- Each department requesting a work-study student must complete the Work-Study Request Form which lists job descriptions and qualifications desired.
- After all requests have been received, they are submitted to RCC Executive Staff for final approval.

Interviews

- If interested in interviewing the student for a potential job, the Work-Study Coordinator will review applications.
- Potential applicants are selected for interviews for appropriate positions based on the application request and considering the student's program of study.

Defining the Process:

1. The Work-Study Coordinator will meet with the potential applicants.
 - a. Overview of Work-Study
 - b. Review job description
 - c. Arrange meeting with the potential supervisor
2. Applicants will be interviewed by the potential supervisor(s)
3. The Work-Study Coordinator will assign the student to the department. Consideration is given to the person suggested by the supervisor.
4. Individual meetings are completed with the work-study student to discuss policies, hiring paperwork, time sheets and review/sign the contract.

4.3 Federal Work-Study Fiscal Procedures and Records

Once the student has been assigned a supervisor, the Work-Study Coordinator will update the student's AIDE screen in Colleague to include work-study awarding.

Contracts are signed by the student and Work-Study Coordinator. Additionally, students assigned to off-campus work sites must complete an Off-Campus Work-Study Program Agreement (signed by student and supervisor). A copy of the contract is given to the student and maintained by the Financial Aid Office. All employee forms (I-9, W-4, etc.), once completed, are sent to the Assistant Vice President's Office for an Employment Eligibility Check then to the Business Office for further processing.

The student is paid by the Financial Aid Office as part of their yearly award. Monthly, time sheets will be received by the Work-Study Coordinator. Supervisors are responsible for signing off on the hours worked to verify that the student has worked the stated hours. The Work-Study Coordinator reviews each work-study time sheet for accuracy and forwards it to the Business Office for payment processing. If requested, the Business Office sends a report to the Work-Study Coordinator with month-to-date figures on work-study spending. Work-study updates are noted several times during the semester in Colleague to maintain proper balance of funding and avoid over-awarding.

The Work-Study Coordinator will inform the student and the supervisor when the student is nearing their allotted work-study award amount or work-study funds have been exhausted. Students must stop working when they have reached their allotted amount or funds are not available.

Federal SEOG Program

Section 5

Purpose of Federal SEOG Program

Program designed to encourage schools to provide grants to exceptionally needy undergraduate student help pay for postsecondary education. This provision is in Section 413C(c)(2) of the Higher Education Act of 1965, as amended. Giving priority to applicants with exceptional financial need, schools selecting FSEOG recipients must use the selection criteria discussed in the following section.

5.1 General Eligibility Requirements

Selection of Students

To receive a Federal Supplemental Education Opportunity Grant (FSEOG), a student must meet the applicable eligibility requirements:

- Must be in an eligible program as defined by the institution, at postsecondary level as an undergraduate.
 1. An undergraduate student is defined as a student who is enrolled in an undergrad course of study at an institution of higher education and
 2. Has not earned a bachelor's degree
- Must have a high school diploma or an equivalent
- Must be making satisfactory academic progress according to the institution's SAP Policy
- Must be an eligible citizen, permanent resident, or other eligible non-citizen

Awarding Students

In determining priority order in which students will be awarded FSEOG funds in any given award year, a school must first choose those students with the exceptional financial need – that is, those with the lowest EFC of zero who will also receive Federal Pell Grants in that award year. This group is called the “first selection group”.

If the school has FSEOG funds remaining after awarding FSEOG funds to the entire “first selection group”, the school must next award FSEOG funds to those eligible student with the lowest EFC's who will not receive Federal Pell Grants in that award year. This group is called the “second selection group”.

How to Apply for the FSEOG

To be a recipient of the FSEOG, one must complete the FAFSA so the college can determine how much financial need exists. Students who will receive Federal Pell Grants and have the most financial need will receive the FSEOG before other students. The FSEOG is gift aid and does not have to be repaid. The FSEOG program is administered directly by the Financial Aid Office at each participating school and is therefore called “campus-based” aid. The earliest file completion date is considered when selecting student for this fund.

Minimum and Maximum Award Amounts

You can receive between \$100 and \$4000 a year, depending on your financial need when you apply, the amount of other aid you get and the availability of funds at your school. Each participating school receives a certain amount of FSEOG funds each year from the US Department of Education’s Office of Federal Student Aid. Once the full amount of the school’s FSEOG funds has been awarded to students, no more FSEOG awards can be made for that year. Students must have at least a half-time status (6 credit hours). Out-of-state students taking all online courses are ineligible for the FSEOG. This system works differently than the Federal Pell Grant Program, which provides funds to every eligible student.

5.2 Allocation of Funds and Administration Cost Allowance (ACA)

Application and Allocation Processes

A participating institution applies each year for an FSEOG funds allocation by submitting a FISAP to the US Department of Education. Using statutory formula, the Department allocates funds based on the attendance in the prior year. The US Department of Education requires institutions to contribute 25 percent of the award amounts for FSEOG funds. The Financial Aid Office awards the FESOG funds in AIDE. Based on allocation, the Business Office provides the amount for the academic year. The amount to be awarded is determined based upon the Administrative Cost Allowance (ACA) minus the school’s share. The Business Office also posts the funds to the students’ accounts using the FATR/FATP report. FSEOG monies are drawn down from the G5 account. The Financial Aid Office reconciles with the Business Office after each posting.

Federal Pell Grant Program

Section 6

6.1 Determining Eligibility

The Financial Aid Office uses the Federal Pell Grant as the foundation of students' financial assistance during their enrollment at RCC. In order to determine eligibility for any federal financial aid program, a student must complete a FAFSA and have the results electronically submitted to Robeson Community College. The Financial Aid Office will accept results through electronic transmission with the Central Processing System (CPS). Student eligibility is determined only through the CPS of the US Department of Education using the Federal Methodology Needs Analysis Formula. The Financial Aid Office must receive an eligible EFC before eligibility for any funds can be determined. Additionally, Pell Grants are only awarded to first-time undergraduates.

Students are notified of the amount of their Federal Pell Grant eligibility through an award letter assuming full-time enrollment status. The actual enrollment status of students is not determined until after the end of the drop/add period of the term. At that time, the actual amount of Federal Pell Grant is determined for each student. Pell recalculations may need to be completed if certain criteria apply (see section 6.2 for details). Students that have electronic Pell Grant data submitted to Robeson Community College after the end of an enrollment period for which the student met all the necessary criteria, will receive a retroactive (late) award provided the student's file is complete prior to the last day of classes for the academic year. A student's unused Pell Grant allocation during the fall and spring semesters may be used during the following summer period. It is the responsibility of the student to inform the Financial Aid Office that they will be enrolled during the summer period.

6.2 Calculating Federal Pell Grant Awards

Robeson Community College has two-16 week and one-8 week standard terms that comprise the academic year for all undergraduate programs. Full-time students earn at least 24 credit hours or 900 clock hours within the academic year. For FSA purposes, payment periods correspond with standard academic terms. RCC disburses FSA funds no earlier than 30 calendar days after the first day of classes and after the end of the drop/add period each term. After the close of registration, each aid recipient's enrollment status is checked by reviewing an enrollment roster from the Records and Registration Office. Pell Grant funds are adjusted to match each student's enrollment status (full-time, three-quarter time, half-time, less-than half time). FSA funds are disbursed through electronic transmission to the Business Office.

6.3 Federal Pell Grant Required and Optional Recalculation

Robeson Community College has a required process for Pell Grant Recalculations according to the Code of Federal Regulations for Postsecondary Education. The process for recalculation of Federal Pell Grant for recipients includes the following conditions:

- **Change in EFC**

If a student's EFC changes due to corrections from the verification process, the EFC would change the amount of Pell Grant award. The school recalculates the Pell award for the entire year. The following changes will occur:

1. Change in Expected Family Contribution (EFC)
2. Correction of a clerical or arithmetic error
3. Correction based on information required as a result of verification

- **Change in Enrollment Status**

If a student's enrollment status changes during the academic term to another within the same award year the school recalculates the Pell award based on the enrollment status for that term:

1. RCC verifies student's credit hours of enrollment
2. RCC changes enrollment status based on remedial max rule
3. Class not in student program of study

- **Student Does Not Begin Attendance in All Classes Within a Term**

1. RCC verifies attendance threshold has been met at the 10% point of classes
2. RCC evaluates enrollment after drop/add period has concluded
3. Enrollment is adjusted for students that do not attend classes
4. Enrollment is adjusted for late start courses after the 10% point for each late start period

6.4 Fiscal Records and Disbursement Requirements

The Business Office posts awards to student account using FATR/FATP then draws down money for Pell funds from the G-5 account. The Pell account is reviewed after each posting.

6.5 Iraq and Afghanistan Service Grant Program

Introduction

An otherwise Pell-eligible student whose parent or guardian died as a result of U.S. military service in Iraq or Afghanistan after September 11, 2001, may receive increased amounts of federal student aid if the student was less than 24 years old when the parent or guardian died, or was enrolled at an institution of higher education at the time of the parent or guardian's death. The two different provisions for such students are expounded upon below.

Zero EFC treatment for children of soldiers

Robeson Community College uses an EFC of zero to package (only) all federal student aid if the student meeting the above criteria has a Pell-eligible EFC. A student with an EFC that is not Pell eligible is potentially eligible to receive an award under the new Iraq & Afghanistan Service Grant program (see Iraq & Afghanistan Service Grant below).

Iraq and Afghanistan Service Grant

To receive the Iraq & Afghanistan Service Grant, the student must have an EFC that is not Pell eligible. (The student must meet the other criteria for Pell eligibility.) Iraq & Afghanistan Service Grants are made under the same terms and conditions as Pell, and disbursements for each payment period are calculated in the same manner as described above in 6.1 for Pell. Due to the sequester, all Iraq & Afghanistan Service Grant award amounts first disbursed on or after March 2, 2013 must be reduced by 10%; however, a second or subsequent disbursement(s) of Iraq & Afghanistan Service Grant funds for which the first disbursement was made on or before March 1, 2013 is not subject to the 10% reduction. The award may not exceed the student's cost of attendance.

Identification of eligible students & notification by ED:

The Department of Education notifies the student when a student appears to meet the criteria for Zero EFC treatment for children of soldiers and the Iraq & Afghanistan Service Grant, based on a match with a Department of Defense file of eligible dependents. A student submitting a FAFSA and/or FAFSA correction allows this match to be made. The Dept. of Ed. notifies CPS of the match and sends a letter to each matched student that informs the student of his or her possible increase in eligibility for FSA funds. Students are informed to contact their Financial Aid Administrator for more information.

6.6 Disbursement for Books and Supplies

RCC has a provision that is only to Pell eligible students, in determining the funds for books and supplies. The institution considers all of the Title IV program funds that a student is eligible to receive at the time. Students must meet applicable eligibility requirements within the first week of class in order to utilize the funds for this purpose.

Financial Aid Awarding

Section 7

The Financial Aid Office staff has developed an institutional packaging philosophy to ensure consistent, equitable and fair distribution of financial aid funds.

7.1 Institutional Packaging Philosophy

It is the policy of Robeson Community College to seek funds and package financial aid to meet the established educational cost of all applicants as long as funds are available. The institution believes that self-help aid should typically be a component of a student's financial aid package. It is expected that students make a commitment of either current or future earnings to the extent that funds will allow them to finance their education. The institution awards financial aid funds from resources available; however, these funds are not to exceed the Cost of Attendance (COA) at the college.

7.2 Institutional Packaging Procedures

Financial aid is awarded to all students that apply and meet certain eligibility criteria. A student's file must be complete with all required documentation on file. All Title IV aid will be packaged based on need as determined by federal methodology.

All students are awarded based on full-time enrollment status. After the drop/add period ends, financial aid awards are adjusted to commensurate with actual enrollment status at the institution. If a student's status changes at the time of registration or within the semester, the Financial Aid Office may make adjustments to the student's award.

7.3 Award Notification Letter and Acceptance of Awards

Students receive a notice of financial aid via an award letter. Students must sign and return the award letter only if they wish to decline all or part of the financial aid award offered. Financial aid is awarded for one academic year (two semesters: fall and spring). Students are required to apply annually for financial aid for the upcoming year. In order to be considered for continued assistance, a student must meet the general eligibility requirements for financial aid.

Title IV aid awarding must be in compliance with federal regulations at participating institutions. Financial aid records are processed electronically using North Carolina Community College System software that is approved by the Department of Education. Receipt of student financial aid and/or requests for additional information are sent by mail with electronic follow-ups. Once all documentation is received and verified by the Financial Aid Office, students are awarded. Funds are then posted to the student's account and a financial aid award letter is sent to the student by mail.

7.4 Summer Aid

If a student is eligible for Federal Pell Grant and has not used his/her entire allocation during the fall and spring semesters, the appropriate remainder may be used during the summer enrollment period.

7.5 Consortium Agreements

A student may receive Title IV aid if he/she is taking coursework at two or more institutions, if the participating schools enter into a consortium agreement. A consortium agreement specifies which institution will process and disburse student aid. The agreement also should stipulate which institution will consider the student enrolled. The institution that disburses aid is responsible for keeping records and returning Title IV funds in the case of an overaward.

7.6 Clock Hour Conversion

A program of at least one academic year in duration that leads to a certificate or other non-degree recognized credential and prepares students for gainful employment in a recognized occupation must undergo clock hour conversion as prescribed by federal law (34 CFR 668.8). Robeson Community College has several programs of study that require clock hour conversion to be eligible for federal student aid. A/C Heating and Refrigeration, Cosmetology, Electrical/Electronics Technology, Industrial Systems Technology, Practical Nursing, Surgical Technology and Welding are all diploma programs offered at our institution that require clock hour conversion. Currently, the Clock Hour Conversion formula provided by the Department of Education is:

TITLE IV CREDIT HOUR TO CLOCK HOUR CONVERSION					
(How to Determine Clock Hours Conversion)					
Course/Title of Course	Credit Hrs (A)	Contact Hrs (B)	X	Semester Weeks (C)	÷ 37 = Clock Hrs (D)
	Multiply B x C	Divided by 37	Equals D (Clock Hours for Financial Aid)		

After clock hour conversion is completed on a student's course load, the number of clock hours is used to determine the financial aid enrollment status. Completing this process may affect a student's financial aid award. Clock hour conversion must be completed for all courses under an approved program of study that offers diplomas/certificates each semester.

Financial Aid Refunds

Section 8

8.1 Calculation of Refunds

After award notification, each student's financial aid award is posted to the student's account for educational use. Tuition, fees and bookstore purchases (RCC campus bookstore only) are then allowed to be charged to student accounts. Tuition and fees are charged up front for the entire semester. Bookstore charges are allowed for the first two weeks of classes for all 16 week courses beginning in August and January. Mini-session classes (8 week courses) are allowed bookstore charges only on the first day of classes. Bookstore accounts are then closed by the Business Office to allow for the calculation of student account balances to be tallied. Student enrollment is also adjusted to reflect actual enrollment at the institution. Tuition, fees and books and supplies are all subtracted from the financial aid available, based on enrollment status (see section 6.2). Any balances owed to the institution after enrollment is adjusted and student charges are assessed, are the responsibility of the student. Likewise, any additional financial aid funds available after student enrollment adjustments and account payments are then disbursed to the student.

8.2 Release of Refunds

Attendance Threshold

Financial aid funds are disbursed to students only after the attendance threshold set by the US Dept. of Ed. is met. Students failing to attend class ("no-shows" or "never attends") do not earn any financial aid funds, and consequently have no aid to be applied to student charges/disbursed.

Multiple Release Dates

Robeson Community College currently has multiple start dates for courses offered in both fall and spring semesters. As such, the attendance thresholds for classes beginning in October and March will be met much later. To ensure faster processing, RCC will release at least two batches of refunds each semester. The first batch of refund checks will be released after the attendance threshold is met for 16 week classes. A second batch will be released after the attendance threshold is met for the second 8 week classes (2nd mini-session courses). Financial aid refunds are released via paper check as RCC does not offer direct deposit. In order to remain in compliance with federal regulation, RCC must release student refunds within 14 days of receipt of funds from the US Dept. of Ed. Furthermore, the Business Office determines the date, time and location of each disbursement.

8.3 Return of Funds

See Section 3.2

North Carolina Financial Aid Programs

Section 9

9.1 Education Lottery Scholarship

The North Carolina Education Lottery Scholarship (ELS) was created by the 2005 General Assembly to provide financial assistance to needy North Carolina resident students attending eligible colleges and universities located within the state of North Carolina.

Students must meet the following conditions to be eligible for ELS funds:

- be a North Carolina resident for tuition purposes
- be enrolled at least half-time per semester in a curriculum program
- be admitted, enrolled and classified as an undergraduate student in matriculated status in a degree, certificate or diploma program at an eligible North Carolina institution (UNC campuses and NC Community College campuses)
- have completed and submitted a FAFSA
- be in good standing with federal loans, or must not owe a refund, under any federal or state loan or grant program
- meet all other eligibility requirements for a Federal Pell Grant, except the EFC requirement
- have student and family information and financial data that are the same used for federal aid eligibility determination by the campus.
- have an EFC less than or equal to \$5000

9.2 North Carolina Community College Grant

North Carolina Community College Grant (NCCCG) is available to North Carolina residents who demonstrate financial need and are enrolled at North Carolina community colleges. To be eligible for this need-based grant, a student must meet the following criteria:

- be a North Carolina resident for tuition purposes
- be enrolled at least half-time per semester in a curriculum program
- be admitted, enrolled and classified as an undergraduate student in matriculated status in a degree, certificate or diploma program at an eligible North Carolina institution (UNC campuses and NC Community College campuses)
- have completed and submitted a FAFSA
- meet the Satisfactory Academic Progress requirements of the institution
- meet all eligibility requirements for the Federal Pell Grant.

9.3 Return of Funds

State-funded grants are provided to assist students with the cost of attendance on the assumption that the students will attend college for the entire term for which the funds are awarded. When a student withdraws before the end of the term, an institution must determine how much, if any, state grant funds must be returned. The amount an institution must return depends on when the student withdraws. This policy does not address a change in eligibility if a student cancels his or her number of enrolled credit hours. These situations are addressed in the specific program Rules.

This policy is effective for academic terms that commence after July 1, 2012.

- **Calculations**

Institutions are required to complete a withdrawal worksheet provided by the North Carolina State Education Assistance Authority (NCSEAA) to calculate the amount of funds it must return when a student withdraws. The worksheet is accessible via the CFI Grant System. In completing the worksheet, “last date of attendance” is determined consistent with Title IV regulations for a return of Title IV funds. “Term” means the academic period for which the State funds are awarded.

1. Official Withdrawal

- a. Institutional Charges: If the campus refund policy for all students would result in a tuition/fee or room/board refund for a withdrawing student, the state grant funds must be returned before issuing any funds to the student.

- b. Non-institutional expenses: If a student withdraws prior to or at the thirty-five percent (35%) point of the term, the institution shall use the state grant withdrawal worksheet and prorate the amount of State funds disbursed for non-institutional expenses and return State funds.

- i. Any credit balance created by State funds and awaiting disbursement must be returned to the State grant program rather than be released to the withdrawn student.

- ii. The institution is not required to return any funds for non-institutional expenses when a student officially withdraws after the thirty-five percent (35%) point of the term.

2. Unofficial Withdrawal or No Earned Academic Credit

- a. If a student does not officially withdraw from a term, the institution shall determine and document the last date of attendance consistent with regulations for the return of Title IV funds;

- i. Use the worksheet to calculate any required return of State funds; the worksheet will calculate using the same method identified for an official withdrawal.

- b. If the institution is unable to document the last date of attendance, it shall:

- i. Use the worksheet to calculate any required return of State funds, noting that the last date of attendance cannot be determined.
 - ii. The worksheet will calculate the refund using the 10% point in the semester as the date of withdrawal if the institution indicates that the last date of attendance or academic activity could not be established.
 - c. In all cases where the student earns no academic credit for a term, the institution must determine whether the student completed the term. If the institution determines that the student did not withdraw, but instead completed the courses and earned no academic credit, the institution is not required to return State funds. If the institution determines that the student unofficially withdrew, the institution must use the worksheet to determine if any funds must be returned to State grants.
 - i. Future disbursements of State aid are subject to Federal Title IV Satisfactory Academic Progress determinations by the institution.
 - ii. The Authority asks the institution to involve the student in such academic counseling as the institution determines appropriate before permitting continued enrollment using State grant funds.
- **Order of Return of Funds for Withdrawals**
 The return of State funds required by this policy will be applied in the following order up to the maximum amount of funds disbursed from each program:
 1. Education Lottery Scholarship Program (ELS);
 2. Institution-Specific State Grants:
 - a. UNC Need Based Grant (UNC NBG); or
 - b. North Carolina Community College Grant; or
 - c. North Carolina Need-Based Scholarship Program (NBS);
 3. North Carolina National Guard Tuition Assistance Program
 4. UNC Campus Scholarships
 5. North Carolina School of Science and Mathematics Tuition Grant for UNC
 6. John B. McLendon Scholarship Fund

Institutions shall return State grant funds within 45 days of the date that the institution determines a student has withdrawn.

9.4 Coordination of Other/Outside Aid

All scholarships, student employment assignments, and other funds not awarded by the Financial Aid Office, but administered through the college, must be coordinated with the student's financial aid package. Also, scholarship funds from other sources outside of the college are administered in accordance with guidelines from the donor. Any student receiving an outside scholarship is required to inform the Financial Aid Office of the scholarship. This will prevent overawards and permit accurate and timely awards to students

Veteran's Affairs

Section 10

The Veterans Services Officer (VSO) at Robeson Community College (RCC) is responsible for certifying all eligible persons to receive veteran's educational benefits from the U. S. Department of Veterans Affairs (DVA). The Veterans Services Officer and the Director of Financial Aid are authorized for veteran information on the VA Form 22-8794. This form will be updated any time a person in either position or the designee changes. The Veterans Services Officer is RCC's designee as the School Certifying Official (SCO) to carry out reporting requirements. The SCO is a member of North Carolina Association of Coordinators of Veteran's Affairs (NCACVA). The SCO will attend the annual VA conference for updates each year (usually in March).

The Veterans Services Officer will act as a liaison for the student to receive veteran educational benefits. The VSO will always refer to the U. S. Department of Veterans Affairs School Certifying Official Handbook. This handbook will be kept in the office of the Veterans Services Officer and can be found on the GI Bill website at www.gibill.va.gov. The Veterans Services Officer will also refer to the North Carolina Education Liaison Representative (ELR) and the State Approving Agency (SAA) for procedural updates, guidelines and information.

The SCO Handbook is written for VA Certifying Officials and anyone at a school involved with certification of beneficiaries of VA education benefits. The Handbook is a collaboration of the four Regional Processing Offices and Education Service and is intended to be the official source of information for VA Certifying Officials.

Veteran/Spouse/Dependent

- Veterans Services Officer meets with the student to discuss which chapter of benefits the student is applying for.
- The VSO discusses the RCC Veteran Contract and gives each potential student a VA package. The VA package lists Frequently Asked Questions for VA, RCC regulations, general financial aid regulations and the Satisfactory Academic Progress Policy.

RCC Required Documents

- Copy of Certificate of Eligibility (COE)
 1. Copy and forward a copy of all CH 33 COE's to Kelsey Connors in the Business Office.
- Copy of DD-214 (member 4) or National Guard form DD2384 (NOBE)

10.1 Certification Process

- Create a file folder for the student
 1. Send letter, email or telephone any student with missing required information
- VA Transcript Evaluation
 1. Email sent to RCC Registrar's Office
 2. Student transcripts evaluated on present program of study
- Copy of Schedule (each semester receiving benefits)
- Evaluation (each semester receiving benefits)
 1. Ensure all registered courses are in the program of study (EVAL)
 2. Confirm with the RCC Academic Catalog
 3. Inform the student by letter, e-mail and/or telephone with any issues
- Enrollment Verification (each semester receiving benefits)
 1. Use VA-Once (mandated as of 08/01/12)
 2. Refer to the Quick Reference Flip Book, the ELR, and the Handbook for directions.
 3. VSO refers to the chapter of benefits the student is receiving.
- Scan the current documents

Chapter 33 Enrollment

- The Business Office is responsible for:
 1. Ensuring the students registration is not dropped if they are 100%.
 2. PERC the student in Colleague

Chapter 31 Enrollment

- The Business Office is responsible for:
 1. Ensuring the student's registration is not dropped.
 2. PERC the student in Colleague
- The Financial Aid Office is responsible for:
 1. Email copies of all Chapter 31 VA certifications to Vocational Rehabilitation Counselor
 2. Schedule meetings with incoming Chapter 31 students each semester for campus visit.
 3. Request transcripts form Records and Registration Office for VA Counselor review.
 4. Schedule meetings for VA Counselor visitation.

10.2 Changes in Majors

- Make a copy of the RCC Change of Program of Study from and place in the file

- VA Transcript Evaluation process on the current major
- Ensure the major is changed on the next certification in VA-Once if program change.

10.3 Changes in Enrollment

The SCO Handbook gives very specific directions for each chapter of benefits for reporting changes in enrollment. If a situation occurs that is not addressed in the Handbook, the ELR will assist the Veterans Services Officer with any assistance needed.

Changes in Schedules

A week after certification and classes have begun, the Veterans Services Officer will review schedules for changes. All changes will be reported on VA-Once according to the directions in the SCO Handbook.

- Must report within 30 days of the withdrawal or last date of attendance (LDA)
- Mark the changes in the veterans/dependent/spouse file
- Review every week via informer report from Financial Aid Systems Specialist

End of Semester Grades

- If requested, send transcripts for all Chapter 31 veterans sent to the corresponding Vocational Rehabilitation Counselor.
- Review the grades of all eligible persons receiving benefits
- Report according to the Handbook
 1. Non-punitive Grades at the end of the semester
 2. Incomplete Grades at the end of the semester
 3. Academic Probation
 4. Unsatisfactory Progress
 5. Graduation

10.4 Maintain Student Records

VA records must be kept in a safe, private, and protected area. The Veterans Services Officer will review records several times each semester to ensure that all records include the required information from the Handbook. Records must be kept accessible for three years after the student's last date of attendance.

10.5 Annual Reporting Fees

The Department of Veteran's Affairs pays an annual reporting fee, based upon the number of VA students certified by the school during the preceding calendar year, to educational institutions during the first quarter of the calendar year. The payment is required to be used to support the work of the institution's office of Veteran's Affairs and the certifying officials.

Institutional Assistance

Section 11

11.1 Purpose

Robeson Community College and its Board of Trustees firmly believe that financial circumstances should not prevent a student from seeking higher education. RCC maintains an institutional assistance fund financed by a portion of its campus bookstore profits. In order to help students that qualify for little or no federal student aid, the institution offers institutional assistance to cover educational expenses for such students. RCC's Board of Trustees determines the total amount of funds available each semester to assist students with educational expenses.

11.2 Eligibility

A student must meet all eligibility criteria for Pell Grant (with the exception of Expected Family Contribution) in order to be considered for institutional assistance. Factors such as household size and income are used to determine general eligibility for institutional assistance. There is no income threshold to meet or exceed for institutional assistance; the Financial Aid Administrator has full discretion on whether to grant or deny funds with few limitations (see section 10.3). Institutional assistance must be applied for each semester.

11.3 Limitations

While it is the institution's goal to assist all students, there are some limitations to institutional assistance. Students are not to receive financial aid refunds from or because of institutional assistance awards. Students that have reached their Lifetime Eligibility Used (LEU) for federal Pell Grant funds are ineligible to receive assistance. Students failing to make Satisfactory Academic Progress (SAP) for GPA or pass rate are not eligible. Lastly, students that have already attained a bachelor's degree are ineligible (effective summer 2014).

Office Policies

Section 12

12.1 Office Climate

Financial aid staff members are expected to uphold the highest standards of professionalism at all times. Office members should refrain from participation in any behavior that may be viewed as unfavorable by current or potential students and the general public. As public servants, staff members will strive to be courteous, polite and respectful to the public at large as well as fellow RCC staff/faculty members.

12.2 Visitors

Visitors should be received promptly and in a courteous fashion. All visitors to the Financial Aid Office should alert the receptionist as to the purpose of their visit.

- **Personal Visitors**

From time to time, business or personal needs may require that acquaintances, friends or relatives visit the campus and, more specifically, the financial aid office. For safety, insurance and other business considerations, visitors present for non-business reasons (friends, adult relatives/children, and/or adult high school students) should not spend extended periods of time in department work areas. Any extensive work time to be spent with personal visitors should first be approved.

12.3 Reporting to and Remaining at Work

If for any reason you will be late or cannot report to work, alert your director at the start of the day or as soon as possible. Also inform your director if you need to leave your worksite for an extended period of time; this does not include regularly scheduled break periods. All travel requests and timesheets should be submitted to the director.

12.4 Scheduled Break Periods

All full-time staff members are entitled to a one hour lunch and two fifteen minute break periods. Financial aid staff members may take regularly scheduled lunch breaks between the hours of 11:00am – 2:00pm. To ensure efficient office coverage at least two full-time staff members must be present in the office during the designated lunch period of 11:00am – 2:00pm. Food in the office should be limited to light snacks and beverages. If you choose to eat lunch at your desk it should be done behind closed doors and/or out of general view.

12.5 Changes in Work Schedule

Any change in your normal work schedule must be approved in advance by the director.

Appendix

Robeson Community College Financial Aid Office

PO Box 1420 Lumberton, NC 28359

(910) 272-3352

SATISFACTORY ACADEMIC PROGRESS POLICY FINANCIAL AID APPEAL FORM

Student Name: _____ **RCC ID# :** _____

Telephone (____) _____ E-mail _____

Semester for which you would like financial aid reinstated: Semester _____ Year _____

Students seeking to reestablish financial aid eligibility remain ineligible to receive financial aid assistance or deferment of payment until the appeal process is complete and a decision has been made by the Financial Aid Office. **Students should be prepared to pay tuition, fees, and other educational expenses until s/he has been approved to receive financial aid. If your appeal is approved, you are not guaranteed replacement of any previously awarded financial aid package.**

Events/circumstances that merit an appeal:

- Personal or family emergency
- Unanticipated, serious medical difficulty (excluding chronic conditions – students are responsible for properly balancing work with known chronic conditions)
- Serious psychological difficulty
- Death in family
- Military Service
- Prior Degree

Please describe in specific detail the unique and extenuating circumstances under which you were unable to fulfill the requirements of the Satisfactory Academic Progress (SAP) Policy for Financial Aid Eligibility. Indicate how your circumstances have changed so that you can comply with the policy in the future. If additional space is needed, please feel free to attach additional pages along with **photocopies** of any additional documents you wish to provide. The appeal must include all necessary documentation to support the existence of extenuating circumstances described and evidence that the circumstances have been resolved. Appeals based upon circumstances that were under the control of the student are rarely approved. Describe your plans for ensuring satisfactory academic performance in the coming academic term.

Appendix

Submit all required documentation with your appeal. Examples of documentation: doctor's statement, hospital bills, obituary notice, funeral notice, medical statements, legal documents, change of grade report, education plan with classes need for completion highlighted and an estimated time to complete program annotated on education plan. A decision will not be made on your appeal until documentation has been provided.

Detailed Explanation

[illegible]

My signature certifies and confirms that I have read and I understand all instructions and that I have provided accurate, complete, and current information. Furthermore, I understand if approved, I must meet the conditions of the appeal for each and every semester. The conditions of the appeal include, achieving a 2.0 semester GPA, **NO** withdrawals and **NO** F grades. If these conditions are **NOT** met, you will **NOT** be awarded financial aid for the next semester. If you meet the conditions of the appeal, we will automatically award your aid for that next semester.

Appendix

Student Signature _____ Date _____

OFFICE USE ONLY ***

____ SAP OK (APPROVED) ____ DENIED ____ PROBATION THRU _____

Date: _____

Appendix

VERIFICATION INTERNAL AUDIT FORM

2013-2014

Office of Financial Aid

STUDENT NAME: _____ **DATATEL/SSN:** _____

AUDITED BY: _____ **DATE:** _____ **TRANSACTION #** _____

ORIGINAL EFC _____ **NEW EFC** _____

		ISIR	WORKSHEET
HOUSEHOLD SIZE:			
NUMBER IN COLLEGE:			
EARNED INCOME: W-2 1099	STUDENT		
	PARENT		
TAX RETURN TRANSCRIPT:	STUDENT Retrieval Used <input type="checkbox"/>		
	PARENT Retrieval Used <input type="checkbox"/>		
NUMBER OF EXEMPTIONS:	STUDENT		
	PARENT		
ADJUSTED GROSS INCOME:	STUDENT		
	PARENT		
TAXES PAID:	STUDENT		
	PARENT		
ADDITIONAL FINANCIAL INFORMATION: EDUCATION CREDIT CHILD SUPPORT PAID MISCELLANEOUS			
UNTAXED INCOME: SSI/SSDI			
VWS IS INCOMPLETE/MISSING NOT SIGNED BY:			
NOTARIZED STATEMENT FOR FAMILY MEMBER INCLUDED IN # HOUSEHOLD:			
VERIFICATION DOCUMENTATION NOT IN FILE:			
OTHER:			

Comments: _____

Appendix



Special Circumstance Application

2013 – 2014

Financial Aid Office

A. Student Information

Student Last Name	Student First Name	Student M.I.	Social Security Number		
Permanent Street Address			City	State	Zip Code
()			()		
Home Phone Number (include area code)			Alternate/Cell Phone Number (include area code)		

If the Special Circumstance Application indicated adjustments can be made, I authorize Robeson Community College to make these changes electronically on my behalf. Completing this form does not constitute approval of financial aid.

Student Signature

Parent Signature (if dependent)

B. Instructions

Indicate all special circumstances that apply and submit all documents required for your special circumstance(s) as listed.

- ☐ Unemployment or Change of Employment Status

____ Student ____ Mother ____ Father ____ Spouse

Documents Required:

- Letter from previous employer (on company letterhead) stating:
 1. Last date of employment
 2. 2013 earnings up to the date of last employment
- Letter from current employer (on company letterhead) stating:
 1. Date of change in employment status (reduction of hours, wages, etc.)
 2. Reason for change in employment status
- Statement from Division of Employment Security (previously Employment Security Commission)
- Retirement pay statement for 2013 (if applicable)
- Completed Estimated Income Table for 2013 (on page two of this document)

- ☐ Divorce/Separation

____ Student/Spouse ____ Parents

Appendix

Documents Required:

- A copy of divorce decree OR a letter from the attorney verifying the separation date
- 2012 W2 forms and 2012 Federal Income Tax Return for student and/or supporting parent (if dependent student).

☐ Death

____ Mother ____ Father ____ Spouse

Documents Required:

- A copy of the death certificate
- 2012 W2 from and 2012 Federal Income Tax Return for student and/or supporting parent (if dependent student).

☐ Disability

____ Mother ____ Father ____ Spouse

Documents Required:

- A letter from the Physician stating the date of the disability and document supporting social security disability benefits to be received in 2013 (SSDI).
- Completed Estimated Income Table for 2013 (bottom of this document).

☐ Loss of Benefits and/or Untaxed Income:

Documents Required:

- Documentation certifying loss of benefit or untaxed income. If child support and/or alimony, a copy of divorce decree to include settlement agreement.

☐ One-time Income

Inheritance, IRA Distribution, Back Year Social Security Payments, Capital Gain, etc.

Documents Required:

- Documentation of one-time income including amount, type of income and date of receipt
- State of how funds were utilized, invested or rolled over

Appendix

C. Estimated Income for 2013 Calendar Year

If you are divorced or separated, include only your income information. If you parents are divorced or separated, include only your custodial parent's income information. If your custodial parent has remarried include their spouse's income information. If the loss of income is due to the death of your spouse/parent, include only your income information/surviving parent's income information.

01/01/2013 – 12/31/2013

Note: Write in Zero(0) if an item does not apply	Father	Mother	Student	Spouse
Taxable Wages, Salaries, Tips				
State Unemployment Benefits				
Pensions				
Alimony				
Other Taxable Income (Specify Source)				
Untaxable Social Security Benefits				
Aid to Families with Dependent Children (AFDC)				
Child Support Received				
Other Untaxed Income Benefits				
TOTAL Anticipated Income				
Cash and Savings				

D. List the People in Your Household

DEPENDENT STUDENTS:

- ☐ Yourself and your parent(s) (include stepparent) even if you do not live with your parents
- ☐ Your parent's other children, even if they do not live with your parent(s), if:
 - Your parents provide more than half of their support from July 1, 2013 through June 30, 2014 OR
 - The children would be required to provide parental information when applying for Federal Student Aid

Appendix

INDEPENDENT STUDENTS:

- ☐ Yourself and your spouse, if married, AND
- ☐ Your children, if you will provide more than half of their support from July 1, 2013 through June 30, 2014, AND
- ☐ Other people if they now live with you, and you provide more than half of their support and will continue to provide more than half of their support from July 1, 2013 through June 30, 2014

Full Name	Age	Relationship	College

***Do not mail this document to the U.S. Department of Education.
Submit this document to the financial aid administrator at your school.***

You should make a copy of this document for your records.

Robeson Community College / Financial Aid Office / PO Box 1420 Lumberton, NC 28360

Completed form may be faxed to 910.618.5686 or emailed to finaid@robeson.edu