

## Financial Aid FAQ's

- **What do you do if the student was packaged but was not awarded?**
  - This may be because they don't meet the award requirements. Troubleshoot the student's account by checking the following:
    - Do they have C-Codes on the ISIR information screen?
    - Do they have any holds (there is a FA Hold old there stops a student from awarding)?
    - Is there a failed SAP?
    - Is there a rejected EFC (this could be because their parent has not signed the FAFSA)?
    - Have they completed verification?
    - Is the student is in Default?
  
- **What do you do if a student is attending classes at more than one institution, and both schools are saying that Financial Aid was reported, so student isn't receiving aid at either?**
  - Submit an escalation so that Financial Aid can research to see if FSCJ awarded the PELL first or if another school awarded it first. Since only one school can be a student's home school, the institution that awarded second would have to reverse the award. This is called a Potential Overaward (POP file).
  
- **If a student has a SAP warning for Fall but did not attend classes, will the warning status roll over to the Spring session?**
  - Yes, as long as there were no changes to their records.
  
- **The student sees "Cancelled C7" under packaging status so the student thinks that they are not getting any money. How should this be explained to students?**
  - This was just a one-time occurrence in Fall 2017 that should not happen again in the future.
  
- **The current "do not drop for non-payment" comment has not been removed. Is there a new extension date?**
  - There is no extension date planned. Communication will be sent out to students.