

GUAM COMMUNITY COLLEGE

FINANCIAL AID OFFICE

**STANDARD OPERATING
PROCEDURES**

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1. Operating Policies

The following operating policies are designed to assure that the Financial Aid Office is effective in carrying out its responsibilities:

1. All students must apply for financial assistance by submitting appropriate application forms to the Financial Aid Office by accessing the FAFSA application via the college website or the federal FAFSA.ed.gov website.
2. The Financial Aid Office shall maintain adequate records to ensure proper administration of aid funds. This includes ensuring that aid given is not in excess of need and or the costs of attendance and that aggregate awards do not exceed total expenditures of funds under each program. The cost of attendance can be found on the college website following the Financial Aid weblink.
3. Selection of students to receive financial aid will be made without regard to age, sex, race, color, religion, sexual orientation, national origin, disability, or marital status.

a. Administrative Organization of the Financial Aid Office

Division of responsibility between Financial Aid and Business Office:

There exists a clear and separate division of responsibility for the administration of financial aid programs which are divided between the Financial Aid Office and the Business Office. In order to maintain this division, each office is accountable for the following:

The Financial Aid Office at GCC performs the following:

1. Prepare Required Reports and Collaborate with FAO in Reconciliation of federal grant funds.
2. Maintain Financial Aid Records Support
3. Monitor Financial Aid System Processing
4. Assist other GCC Departments
5. Monitor Financial Aid Operations
6. Maintain Accurate Records in Financial Aid Systems
7. Coordinate Student Employment
8. Coordinate State Grant and Scholarships
9. Provide Customer Service
10. Award and Distribute Financial Aid to Students

The Business Office responsibilities included but are not limited to the following:

1. Maintain and disburse accurate grant awards.
2. Collect payments for students accounts
3. Disburse funds to students

4. Report scholarship donations to the Financial Aid Office
5. Collaborate with the FAO in the Reconciliation of Federal Grant Funds

b. Position Descriptions: Financial Aid Office

The job descriptions for each position in the Financial Aid Office are listed below. These descriptions are reviewed on an annual basis. Because of the size of the office and the relatively large number of financial aid students, the Coordinator and the Program Coordinator are responsible for duties listed under the Records and Registration Technician as well as their own.

i. FINANCIAL AID COORDINATOR

The Coordinator of the Financial Aid Office reports to the Vice President of Finance and Administration. The coordinator manages the overall operations of the Financial Aid Office. The coordinator is responsible for providing weekly and quarterly reports to the Vice president and preparing policies and procedures for the Financial Aid Office. The coordinator is responsible for reviewing and approving all external requests regarding financial aid from federal and state officials. The coordinator continually monitors department activities for purposes of improvement in service delivery, compliance with federal regulations and GCC policy and procedures. The Coordinator is responsible for initiating changes in office policy and/or procedures as a result of updates/changes in federal regulations and GCC procedures. The coordinator is responsible for directing financial aid staff to ensure that all aspects of the financial aid office responsibilities are performed in a timely, professional, and courteous manner. The coordinator works closely with the admissions director/registrar in disseminating accurate financial aid information to prospective students. Also, the coordinator works with the controller's office in facilitating accounting for financial aid and in generating reports and statistics as needed.

ii. FINANCIAL AID PROGRAM COORDINATOR

The Financial Aid program coordinator reports to the Coordinator, Financial Aid Office and supervises the financial aid packaging process, oversees the administration of financial aid programs. Working closely with the director, the specialist establishes procedures for information processing and handling inquiries, continually evaluating their effectiveness for service improvement. The Financial Aid Program Coordinator is responsible for working with student accounts to ensure timely accurate integration of financial aid data into Banner. Assists with report and audit preparation as necessary, maintaining office records and leave activity forms for all departmental employees, responsible for disbursement of funds and processing of award letter, required to be knowledgeable regarding regulations pertaining to eligibility for all programs administered by the Financial Aid Office.

iii. RECORDS AND REGISTRATION TECHNICIAN

The Financial Aid Office Records and Registration Technician reports to the Financial Aid Coordinator. The Records and Registration Technician is responsible for counseling students, determining and applying financial awards for eligible recipients. The Records and Registration technician reviews each applicant's file to determine eligibility under various financial aid programs. The Records and Registration Technician is required to be knowledgeable regarding regulations pertaining to eligibility for all programs administered by the Financial Aid Office. He/She is also responsible for service to the students relative to the application paperwork submitted to the Financial Aid Office for processing. Personnel under this title are also responsible for follow up requests, etc.

c. General Financial Aid Office Administration

i. Office Hours

The Financial Aid Office is open and available to service students from 8:00 am to 5:00 pm. Monday through Thursday and 8:00am to 12:00 pm on Friday.

ii. Distribution of Forms

General financial aid checklists and forms are available on-line at www.guamcc.edu at the "Financial Aid Links" and are also distributed from the financial aid offices located in the Administration building on the GCC campus. The links to www.FAFSA.ed.gov are also available at www.guamcc.edu.

iii Appointments with Financial Aid Personnel

Students and parents are not required to make appointments and are served on a first come, first served basis.

2. Student Services Policies

a. Confidentiality of Records

All records and conversations between the aid applicant, his/her family and the staff of the Financial Aid Office are confidential and entitled to the protection ordinarily given a counseling relationship. Guam Community College assures the confidentiality of student educational records in accordance with Guam Community College rules, Territory, and federal laws including the Family Educational Rights and Privacy Act of 1974 (The Buckley Amendment – whose primary intent is to provide students access to their educational records and to limit dissemination of personally identifiable information without the student’s written consent) as amended. As a rule, all currently enrolled and former students have the right to review their records to determine their content and accuracy. Parents of dependent students, as defined by the Internal Revenue Code, who give evidence of this status, have the same rights. A student who wishes to obtain access to his/her financial aid record is able to do so in the presence of a Financial Aid Office employee.

b. Public Information

The following information, considered “directory information” may be disclosed to the public by any Guam Community College employee unless; the student has specifically requested in writing that this information be withheld:

1. Name
2. Local address
3. Local telephone number
4. Birth date and place of birth
5. Major
6. Year in school
7. Enrollment status
8. Participation in sports
9. Dates of enrollment
10. Degrees and awards received
11. Most recent attendance of previous educational institution
12. Anticipated graduation date

c. Non Public Information

A student's consent is required for the disclosure or publication of any non-directory information with the following exceptions:

1. Another Guam Community College employee
2. Representatives of federal and State agencies
3. Accrediting organizations

A student must submit a written release of information for any additional information to be released to any other person or agency unless the student makes a request in person at the GCC Financial Aid Office. The student's release must contain:

1. Date of request
2. Student's Social Security Number
3. Student's signature
4. Specific contact name or agency
5. Summary of information which may be released.

d. Active records

The Financial Aid Office maintains digital records of student accounts in the Banner system. Student records maintained due to verification will be kept for three years after submission of the FISAP report. Any records involved in any claim or expenditure which has been questioned by federal audit are retained until the question is resolved.

e. Student Consumer Information

The staff in the Financial Aid Office recognizes that in order to understand the complications of Financial Aid, accurate and timely dissemination of information to consumers is vital. Several policies have been implemented to ensure appropriate dissemination is achieved.

f. Financial Aid Program Availability

Financial Aid programs that are available to students attending Guam Community College are distributed through the following GCC published documents:

1. The GCC Catalog online at www.guamcc.edu
2. An aid information sheet and checklist distributed to students. Additional resources are published outside of the Financial Aid Office and are distributed through the Financial Aid Office. These resources include the Student Guide published by the U.S. Department of Education. Financial aid funds may be categorized into four basic sources: federal, state, institutional, and 3rd party or private scholarships. Because there are too many outside private sources to list in this manual, only Federal, state, and institutional sources for GCC are listed below.

1. Federal Title IV Funds
 - a. Federal Pell Grant
 - b. Federal Supplemental Educational Opportunity Program (FSEOG)
 - c. Federal Work-Study Program (FWS)
2. Veteran Affairs Educational Benefit
3. Guam Community College Foundation Endowment

g. Procedures and Forms Required to Apply

The procedures and forms required to apply for financial aid are published in the Guam Community College Catalog and on the GCC website at www.guamcc.edu. There are many forms, which may be required to evaluate student aid eligibility. However, a student need only submit the Student Aid Report (SAR) as a result of filing the Federal Application for Federal student Aid (FAFSA). Additional documents may be requested to complete processing of the aid request. Notification of these additional required documents or tracking letter is usually sent to students through e-mail. Additional information may include, but is not limited to the following:

1. Proof of citizenship
2. Proof of selective service registration
3. Marriage certificate
4. Verification forms (independent and dependent)
5. Tax returns (parent and student or spouse)
6. Statement of non-tax filer (parent and student or spouse)
7. Student Aid Report (SAR)
8. Admission Status
9. Student Certifications
10. Employment Verifications
11. Verification of marital status

h. Methods of Disseminating Consumer Information

The primary method of disseminating consumer information to GCC students is through the GCC website. In addition, information is distributed through:

1. Consumer information documents distributed to students
2. FAFSA Brochures

i Student Eligibility Requirements

Student eligibility requirements are listed in the following documents:

1. GCC Website
2. The GCC Financial Aid Handbook
3. The instructions on the Free Application for Federal Student Aid (FAFSA)

To be eligible to receive Federal assistance, a student must:

1. Be enrolled in an eligible program of study
2. Maintain minimum GPA of 2.0 and pass/attempt percentage of 67%.

j. Customer Service Policy for students with mobility disability and Man'amko students

The Guam Community College Financial Aid Office makes every effort to provide professional and courteous customer service to all students in a timely manner. In accordance with Guam Public Law 30-171, Relative to Creating Better Public Service for the Man'amko and students with mobility disabilities, the Guam Community College Financial Aid office will allow students with mobility disabilities, or students who are fifty-five (55) years of age or older to move to the front of the line for customer service requests. Signs reflecting this policy will be posted at the financial aid office.

k. Satisfactory Academic Progress Policy

In accordance with the federal regulations, financial aid recipients must maintain Satisfactory Academic Progress (SAP) toward the achievement of a degree or certificate. The student's academic progress will be evaluated at the end of each semester: GPA, completion rate and maximum timeframe. The academic policy will be posted in visible areas near the Financial Aid Office and on the college website. The requirements of SAP policy are also discussed in FAO Personnel/Student Counseling sessions.

l. Priority dates and deadlines

Priority dates are published on the Financial Aid Checklist and posted on the college website. Student applications and all required documents should be submitted to the Financial Aid Office by the given priority dates. Students who do not complete their Financial Aid process by the posted Priority date are not guaranteed that their financial aid packet will be completed by the first day of class of the semester/session.

3. Free Application for Student Aid (FAFSA) Application Process

A Checklist is posted online and a hard copy is available for students to provide all necessary information to apply for the FAFSA for use at Guam Community College. Included in the checklist are priority dates and guidance should further assistance be necessary.

See FAFSA Checklist



APPLYING FOR FINANCIAL AID

School Year 2019-2020

Federal School Code
015361

COMPLETE FAFSA BEFORE SEMESTER PRIORITY DATES

<u>SEMESTER</u>	<u>PRIORITY DATE</u>
SUMMER & FALL 2019	MARCH 21, 2019
SPRING 2020	OCTOBER 24, 2019

STEP 1

Go to <https://fafsa.gov> to complete your **2019-2020 FAFSA** online. If you are a dependent student, a parent will also need to create an FSA ID to electronically sign your FAFSA. You will need to refer to financial/income tax information for the 2017 tax year.

- Include Guam Community College **Federal School Code 015361** for our institution to receive your information electronically.
- Follow-up with the GCC Financial Aid Office **ONE WEEK** after submitting your FAFSA application online.

STEP 2

Follow-Up with the GCC Financial Aid Office

- The GCC Financial Aid Office is **REQUIRED** to do verification and **REQUEST** for you to submit the **2019-2020 VERIFICATION WORKSHEET; 2017 TAX RETURN TRANSCRIPT(s)-(Request from Dept. of Revenue & Tax by submitting Form 4506-T); 2017 W-2(s); AMENDED TAX RETURN; certification of SNAP benefits paid any time during 2017/2018.**
- Continuing/returning students should check your GCC email and Financial Aid Requirements/Awards on MyGCC for any updates.
- New students will need to first apply for admission to GCC to receive updates.
- Your FAFSA must be complete and ALL required documents submitted before the **PRIORITY DATES ABOVE. Otherwise, YOU MAY HAVE TO RELY ON YOUR OWN RESOURCES** to pay for tuition, registration fees, books, supplies and other expenses.

STEP 3

Complete the **APPLICATION FOR ADMISSION AS A DECLARED STUDENT** form and submit it to the Admissions & Registration Office along with official high school or G.E.D. transcript. For more information, contact (671) 735-5531/2/3.

- You must be accepted into Guam Community College seeking a degree or certificate program approved for Title IV funding by the U.S. Department of Education.
- Financial aid assistance will not cover credit hours/course work which will not count towards the completion of student's degree program requirements.

STEP 4

Students whose FAFSA is complete **AND ALL documents have been submitted AND have registered for classes should pick-up a DEFERMENT LETTER before the payment deadline for each semester at the Financial Aid Office.**

- The Deferment Letter is to obtain your student ID and/or book(s) at the GCC Bookstore.
- Pell Grant award is disbursed following certification of enrollment and satisfactory academic progress. Login to MyGCC at www.guamcc.edu to view your account and financial aid information and if a Net PELL Award check is available for pick-up at the Cashier's Office.

APPLY FOR SCHOLARSHIPS

Visit the GCC Website at www.guamcc.edu
>>Admissions>>Financial Aid to view Available Scholarships

CONTACT US

Guam Community College
FINANCIAL AID OFFICE
P.O. Box 23069
Barrigada, Guam 96921

Phone: (671) 735-5543/5544
Fax: (671) 734-5238

Email: financialaid@guamcc.edu
GCC Website: www.guamcc.edu

4. VA Education Benefits Application Process

A Checklist is posted online and a hard copy is available for Veteran students to provide all necessary information to apply for eligibility and for applicability at Guam Community College. Included in the checklist are priority dates and guidance should further assistance be necessary. Students must sign

See VA Student Certification Procedures

VA Student Certification Procedures

1. School Certifying Official and student review VA checklist and acknowledgement forms together
2. Student sign and date acknowledgement form
3. SCO creates student folder and inserts the acknowledgement form
4. Student brings in additional form(s) as required by SCO
 - DD-214 – Certificate of release or discharge from active duty;
 - 22-1990 – Application for VA education benefits
 - 22-1995 – Change of program and/or place of training for active duty and veterans
 - 22-1990E – Application for VA education benefits for transferred benefits
 - 22-5490 – Application for VA education benefits for dependents (DEA)
 - 22-5495 - Change of program and/or place of training for dependents
 - COE – Certificate of Eligibility

NOTE: Additional forms may be requested by the SCO.

5. CSO certifies student to VA via VA-Once
6. SCO monitors student progress and updates status in VA-Once
7. All active VA student folders are reviewed for accuracy at least once before the end of the semester
 - Two weeks prior to the last day of final withdrawal
 - Within one month of the final grade due date
 - Report status to VA as necessary
 - Update folder

5. Scholarships and other Grants Policies and Procedures

A scholarship is defined as any form of award, payment, reimbursement or other transaction to a student for the purpose of aiding his/her study or training including but not limited to payments towards tuition, fees, living expenses, travel expenses, etc.

Guam Community College Financial Aid Office administers scholarships from benefactors of, but not limited to, the following entities:

1. Island Businesses
2. International Companies
3. Civic engagement groups
4. Government agencies
5. Federally funded programs i.e. College Access Grant Program, Project Aim
6. Industry organizations
7. Families
8. Individual donors
9. Others

Students who do not qualify for Federal Student Aid are advised to apply for scholarships and grants. Through the generosity and hard work of the entities listed above, students are offered an opportunity to fund some or all of their educational costs. The following assigned duties allow the financial aid office to administer scholarships and grants in a fair and equitable manner:

Duties of the Financial Aid Office:

1. Collaborate with benefactors to establish requirements and award structure of scholarship/grant.
2. Publish, announce, and disseminate scholarship information available to students.
3. Accept applications and review for completion
4. Submit completed applications to benefactor.

Duties of the Benefactor:

1. Provide Financial Aid Office the scholarship amount and guidelines of scholarship and/or the scholarship application and scholarship policies and procedures.
2. Designate a point of contact and provide contact information to the Financial Aid Office.
3. Include the payment terms of the scholarship in the award letter. i.e. Fall semester, Tuition only

Duties of the Student:

1. Inquire about scholarships and grant available to students.
2. Submit all required documents before or on the deadline date.
3. Monitor student's account via the mygcc portal for financial aid requirements.
4. Provide the Financial Aid Office with a working contact number and/or email.
5. If awarded, provide the Financial Aid Office the scholarship or grant award letter with payment terms.

The following guidelines are provided to define usual scholarship and grant requirements:

1. Official Transcripts are sealed and unopened at the time of scholarship application submission.
2. All required documents must be provided by the student before or on the date of the scholarship deadline. It is not the responsibility of the Financial Aid Office to obtain required documents.
3. Scholarship Satisfactory Academic Progress will follow the same guidelines as Federal Financial Aid.
4. All students are responsible for the payment of institutional fees.

5. If a student does not meet the scholarship requirements (i.e. academic performance, disciplinary reasons, poor attitude/cooperativeness, lack of attendance, and/or missed performances) each semester, Guam Community College reserves the right to revoke the scholarship or decrease the scholarship award at the conclusion of the semester.
6. Payment terms of scholarship or grant shall be outlined in the scholarship or grant award letter.