

Student Financial Aid Handbook

Financial Aid and Scholarship Handbook



Wake Technical Community College

Message from the Dean of Financial Aid . . .

Congratulations on your decision to invest in yourself and attend Wake Tech!

Please take a few minutes to read the information contained in this handbook and to review the information provided on the website regarding financial aid. By reading this information, you will be aware of the many policies and procedures that you are required to adhere to in order to maintain financial aid eligibility. You are accountable for this information. Students who assume personal responsibility for their education will reach their goals.

It is my sincere hope that you have a successful academic career at Wake Technical Community College. However, if you find yourself in academic difficulty, please utilize the various resources available at Wake Tech.

If you have questions about your award letter or other matters of concern, please contact the Financial Aid Office. You may also find that **many of your questions can be answered by visiting our website, <https://www.waketech.edu/financial-aid>. Lastly, please check your Wake Tech email regularly as this is how we communicate with you.** A list of Financial Aid Office staff members with contact information is included in this handbook.

And remember, we're here to assist you.

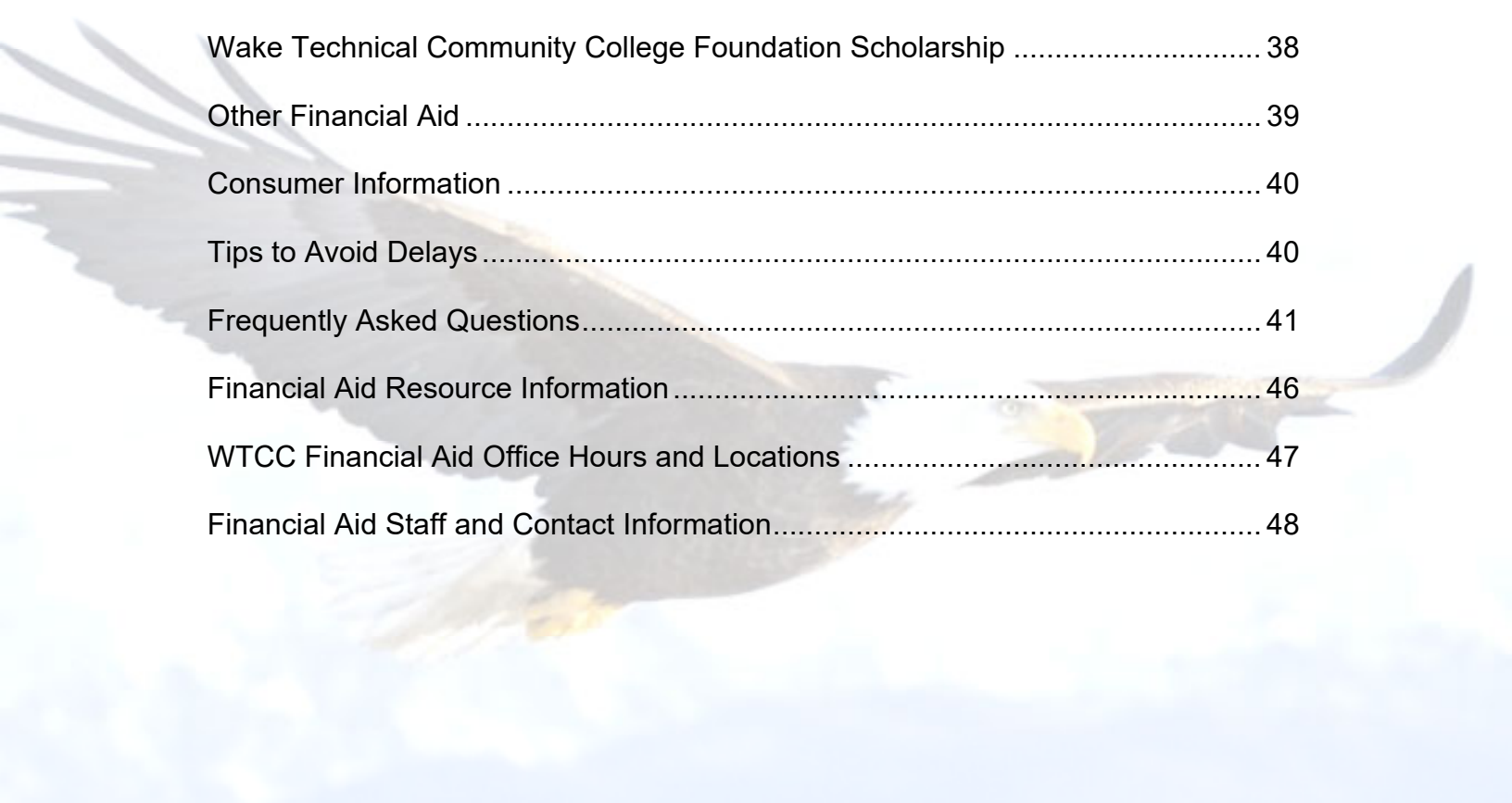
Sincerely,

Regina Huggins

Regina Huggins
Dean Financial Aid

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This handbook is intended to help and guide you in understanding your financial aid package for the academic year. Please review your award information and financial aid policies before accepting your award online.

Please note that the information in this handbook is subject to change at any time based on changes to federal, state, and/or institutional policies and regulations.

Wake Technical Community College's official method of communication with our students is through the Wake Tech student email account. Information is also provided in WebAdvisor. It is the student's responsibility as a financial aid recipient to comply with ALL policies, procedures, and requirements pertaining to eligibility for student financial aid. Every student is expected to check their WTCC email and their WebAdvisor often to stay up to date on all relevant information and notifications.

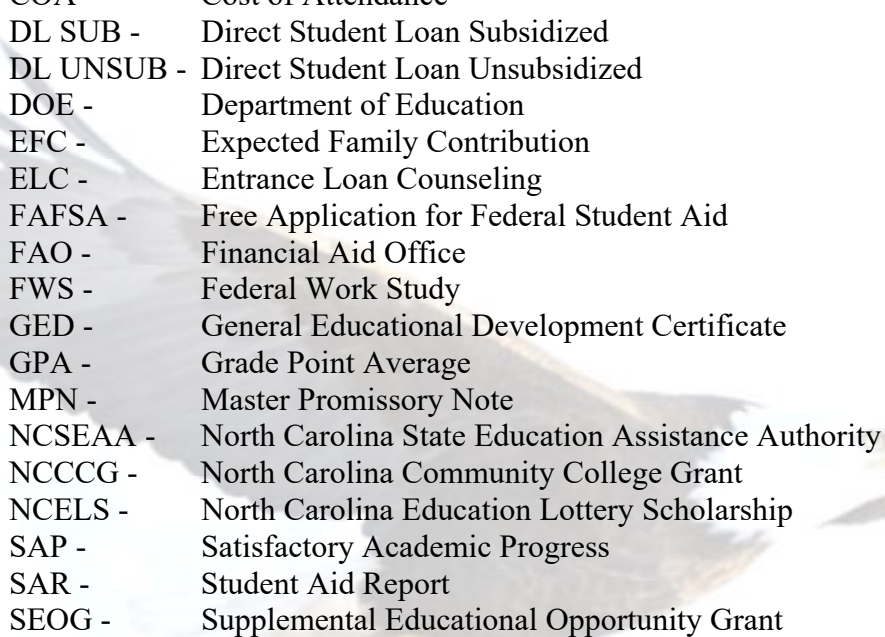
The Financial Aid Office reserves the right to review, modify, or cancel financial aid awards at any time due to changes in a student's or parent's financial status, a student's academic status change, or changes to the student's expected family contribution (EFC) or if additional funds are received.

INTRODUCTION

The process of receiving financial aid is a united effort among students, the Financial Aid Office, and those who award financial aid (i.e. Department of Education, Federal and State Agencies and the College). The Wake Technical Community College Financial Aid program exists to ensure that no qualified student will be denied the opportunity to continue his or her education because of economic disadvantages. Through a program of scholarships, grants, work-study and loans, the students enrolled at the college are able to supplement their own resources and the resources of their families to complete a program of study. The Financial Aid Office administers Title IV financial aid programs provided by the U.S. Department of Education and awards North Carolina scholarships and grants under the direction of the North Carolina State Education Assistance Authority. The College Financial Aid Committee awards a variety of scholarships through the Wake Tech Foundation.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT

Wake Technical Community College uses all information provided by students on the Free Application for Federal Student Aid (FAFSA) and various financial aid forms to determine the student's eligibility to receive federal, state, and institutional financial aid. Sections 483 and 484 of the Higher Education Act of 1965, as amended gives the Department of Education the authority to ask students and their parents questions contained on the FAFSA, and to collect the social security numbers of the student, spouse (if applicable) and their parents. The Department of Education, as well as Wake Technical Community College, uses the student, spouse and parent social security numbers to verify identity as well as retrieve records, and both agencies may request the social security number(s) again for those purposes.

ACRONYMS USED IN THIS HANDBOOK

WTCC -	Wake Technical Community College
COA -	Cost of Attendance
DL SUB -	Direct Student Loan Subsidized
DL UNSUB -	Direct Student Loan Unsubsidized
DOE -	Department of Education
EFC -	Expected Family Contribution
ELC -	Entrance Loan Counseling
FAFSA -	Free Application for Federal Student Aid
FAO -	Financial Aid Office
FWS -	Federal Work Study
GED -	General Educational Development Certificate
GPA -	Grade Point Average
MPN -	Master Promissory Note
NCSEAA -	North Carolina State Education Assistance Authority
NCCCG -	North Carolina Community College Grant
NCELS -	North Carolina Education Lottery Scholarship
SAP -	Satisfactory Academic Progress
SAR -	Student Aid Report
SEOG -	Supplemental Educational Opportunity Grant

FINANCIAL AID ELIGIBILITY

In order to receive financial aid, a student must have a valid high school diploma or equivalency. A diploma will be considered invalid if there is reason to believe that limited coursework was required to complete the diploma and/or a fee was charged by the agency that issued the diploma. Students who wish to receive financial aid may establish eligibility by completing one of the following requirements:

1. Complete the High School Equivalency Test/Program
2. Complete the Adult High School Program

A student will not be denied admission to Wake Technical Community College; however, the student will not be eligible to receive financial aid until one of the above items is completed. You may contact Regina Huggins, Dean of Financial Aid, if you have any questions regarding this requirement.

In addition, a student must . . .

- Have a valid social security number
- Be a U.S. citizen or eligible non-citizen
- Be registered with Selective Service (if required)
- Be working toward a degree or certificate in an eligible program of study
- Attend a participating college and attend all classes for which he/she has enrolled
- Be making satisfactory academic progress
- Not owe a refund on a federal grant
- Not be in default on a federal educational loan
- Have a financial need (except for the Federal Unsubsidized Student Loan)

Please Note:

- Less than half-time students MAY be eligible for the Federal Pell Grant on a case-by-case basis.
- Students who have received a bachelor's degree may only be eligible for federal work study or federal student loans.
- A student can only receive federal or state assistance from the school where they will RECEIVE their degree/certificate.
- If you attend two colleges in the same enrollment period, you must inform both schools' financial aid offices.
- Conviction of a drug distribution or possession may make the student ineligible to receive financial assistance.
- There is a limit to the TOTAL amount of Federal Pell Grants that a student may receive. The Pell Lifetime Eligibility Used regulation allows students to receive Federal Pell Grants of the equivalent of six (terms) school years. For more information, you may visit: <https://fafsa.ed.gov/help/fahelp28n.htm>.

APPLYING FOR FINANCIAL AID

The Free Application for Federal Student Aid (FAFSA) is the only financial aid application required by Wake Technical Community College. In order to ensure consideration for all available sources of need-based financial aid, your FAFSA must be submitted online or by calling 1-800-433-3243 prior to our financial aid deadlines listed below.

Filing a FAFSA via the Internet is the preferred and quickest method to submit an application. The process for requesting financial aid through the College is the same for all types of need-based financial assistance:

1. Complete all Admissions requirements for your program of study as specified in the College catalog.

2. Make sure your contact information is current and kept up-to-date with the Registrar's Office.
3. Submit a FAFSA to apply for federal and need-based state and institutional financial assistance each academic year at www.fafsa.ed.gov.
4. WTCC's School Code is – 004844. This will allow your financial aid application (FAFSA) results to be sent to WTCC.
5. Make sure you, and if you are considered a dependent student - one of your parents, have an FSA ID to use for the signature on the FAFSA. To receive an FSA ID, the process consists of three main steps:
 - a. Enter your login information,
 - b. Provide your e-mail address, a unique username and password, and verify that you are at least 13 years of age, and
 - c. Enter your personal information, submit, and agree to the “terms and conditions” of the FSA ID.

Verify your e-mail address. (This is optional, but helpful. By verifying your e-mail address, you can use your e-mail address as your username when logging into certain ED websites. This verification also allows you to retrieve your username or reset your password without answering challenge questions.)
6. If you completed a FAFSA for the prior award year, you have access to a Renewal FAFSA at www.fafsa.ed.gov, for the upcoming academic year.
7. In one to two weeks from the filing date, the Central Processing Center will provide a Student Aid Report (SAR). Check the SAR for errors. If the information is correct, retain the SAR for your records. If there is incorrect information, make the necessary corrections and submit back to the Central Processing Center via the Internet or mail the paper version.
8. When the results of the FAFSA applications are received by the Financial Aid Office, notification will be emailed to the student with further direction.
9. Some students are selected for verification by the Central Processing Center. Additional documentation will be required before award eligibility can be determined. Students will be notified by e-mail and WebAdvisor in the My Financial Aid section.
10. Once all documentation is turned in, verified, and eligibility is determined, an award can be made.
11. ALL information will be readily available via WebAdvisor in the My Financial Aid section.
12. ALL students are notified via Wake Tech email as well.
13. Financial aid is awarded by academic year.

PRIORITY DATES & DEADLINES

Financial aid applications and all supporting documentation for students planning to enroll during the academic year should be submitted in accordance with the priority deadlines shown below:

If you plan to enroll:	Complete FAFSA online by:	Paperwork MUST be in FAO by:
Fall Semester	June 1	July 1
Spring Semester	October 1	November 1
Summer Term	April 1	May 1

Note: If the date listed above falls on a weekend or holiday, the paperwork is due the next business day.

We will continue to review and process applications received after the applicable semester priority deadline dates, but cannot guarantee that financial aid will be finalized in time to avoid the student having to pay out of pocket for tuition, fees, books and supplies. The student is responsible for ALL charges in the absence of a financial aid award. Payment can be made by cash, check, debit card, VISA, or MasterCard at the Cashier's Office or through Web Advisor. Web Advisor is available for making payments by debit and credit cards. There is also a payment plan that may be available. All payments are made through the Cashier or online. <https://www.waketech.edu/student-services/registration-student-records/payment-deadlines/payment-plan>. Make appropriate arrangements to pay to avoid having your schedule of classes canceled. If it is determined that you qualify for financial aid, you will be reimbursed during the semester. Please note that you must submit your official high school transcript or official equivalency transcript before any financial aid funds are awarded or disbursed. If you have earned an Associate's degree or Bachelor's degree, you may submit an official transcript in lieu of submitting the official high school or equivalency transcript.

FINANCIAL AID TERMS AND CONDITIONS

All students must read and acknowledge the Financial Aid Terms and Conditions before accepting a Financial Aid Award. For more detailed information, you may visit our web site at <https://www.waketech.edu/financial-aid/applying-financial-aid/terms>. If you have questions, contact the Financial Aid Office (FAO) at (919) 866-5410.

Statement of Education Purpose

By accepting all or part of a financial aid award granted by Wake Tech, you agree to use all federal, state, and institutional financial aid received only for expenses related to your educational studies at Wake Tech.

Correspondence

Your Wake Tech email account will be the primary method used by the FAO to communicate about financial aid. It is important to check your my.waketech.edu email account frequently.

Federal Eligibility Requirements

- You must be in an eligible program of study for financial aid. It is your responsibility to ensure that you are in an approved financial aid program.
- To be eligible for federal and state financial aid, you must maintain Financial Aid Satisfactory Academic Progress (SAP) towards your degree. Your cumulative GPA, completion rate, and maximum time limits for the completion of your degree are monitored each semester. For more information, you may visit <https://www.waketech.edu/financial-aid/applying-financial-aid/keeping-financial-aid>.
- Pre-curriculum classes are counted when determining satisfactory academic progress for the continuation of financial aid.
- You cannot receive federal financial aid at two schools simultaneously. A consortium agreement may be used when a student needs to take a class (in their program of study) at another school while attending Wake Tech. Community College. You will complete the Consortium Agreement form (#1244) and return to the FAO.
- Class attendance is required. Failure to attend classes may result in your owing funds to Wake Tech or the Department of Education.
- Contact the FAO **before** dropping or withdrawing from classes, because doing so may result in your owing funds to Wake Tech or losing eligibility for some financial aid.
- A Free Application for Federal Student Aid (FAFSA) must be completed annually.
- You must be a U.S. citizen or eligible noncitizen.
- You must not be in default on a federal grant or loan.

Financial Aid Awards

- Your financial aid Cost of Attendance (COA) is based on an allowance for direct costs (tuition and fees) and indirect costs (housing, meals, etc.) for full-time enrollment. Your financial aid awards may not exceed your COA.
- Your financial aid awards are based on the assumption that you will be attending full-time. A minimum of 12 credit hours is considered full-time for financial aid purposes for the Fall, Spring, AND Summer terms. Your grant awards will be

adjusted based on actual enrollment as of the census date (typically the 10th day of classes). These types of adjustments may affect your financial aid eligibility.

- If your last day of attendance is prior to the census date and financial aid funds are disbursed to your account and a refund issued to you, you will be responsible for repayment of all financial aid funds.
- Audited and challenged classes are not eligible for financial assistance and do not count toward enrollment for purposes of financial assistance or loan deferment.
- You may only receive financial aid for up to 30 credit hours of pre-curriculum course work.
- You may only receive a one full academic year loan while completing pre-curriculum courses.
- You may only receive financial aid for classes that are required for completion of your Wake Tech program of study.
- You must accept any Federal Direct Loans you wish to receive.
- You must be attending at least half-time (six credits) at the time of loan and state grant disbursements.
- If you register for classes and do not attend, you must repay any financial aid disbursed for the term. It is your responsibility to drop your classes. Your approved financial aid award prevents your classes from being automatically dropped for non-attendance.
- If you withdraw from all classes prior to the 60% point of the term, you may be required to repay a percentage of your federal financial aid.
- The North Carolina State Grant programs, i.e. North Carolina Community College Grant and North Carolina Education Lottery, require a repayment of funds if you withdraw prior to the 35% point of the semester.
- Students may repeat a previously passed course one time.
- Students may repeat a failed course until it is passed. However, each attempt counts as an attempted course in the computation of your (SAP) completion rate.

Mini-mester Classes

- If you enroll in the standard sixteen week semester, you must register for all classes, including mini- sessions by the census date. Students enrolled in the standard term will not receive additional grant funding for mini-sessions added after the census date.
- Financial aid funds will not be credited/paid for mini-mester sessions until your attendance past the census date is confirmed. Loan funds will not be disbursed until you are actively enrolled and attending at least 6 credit hours.

COURSES NOT REQUIRED FOR YOUR PROGRAM OF STUDY

- You are expected to be familiar with the course requirements for your program of study. Courses not required for completion of your degree, with the exception of pre-curriculum courses, cannot be considered when determining your eligibility for

financial aid. Upon review of your schedule prior to disbursement of financial aid, if you are registered for courses not required for your program of study, your financial aid will be adjusted. If financial aid is disbursed prior to review and later determined that courses are not in your program of study, it will be adjusted retroactively, and you will be billed for the overpayment. Therefore, it is imperative that you review the requirements of your program of study.

Loan Disbursements and Loan Requirements

All loans will be disbursed in two equal installments. This applies to all students and all programs. All charges will be deducted prior to your refund being issued. Please review the refund schedule posted on the financial aid webpage for refund dates -

<https://www.waketech.edu/financial-aid/refunds>. To receive your financial aid funds and to be able to purchase books, you must complete the requirements listed below:

- All first-time Wake Tech borrowers must complete Loan Entrance Counseling at <https://www.StudentLoans.gov>.
- All first-time Wake Tech borrowers must electronically sign a Direct Loan Master Promissory at <https://www.StudentLoans.gov>.

Please note: For a one-semester loan, one half of the loan funds is disbursed at the beginning of the semester and the second half of the loan funds is disbursed at mid-semester. For a one-year loan (two semesters), the loan funds is disbursed half in the first semester and half in the second semester.

Charges

You understand that any charges not covered by financial aid are your personal responsibility. This includes charges that result from a decrease to your initial financial aid after the semester has started. With your signature on the Terms and Conditions statement, you authorize the use of your financial aid to pay your tuition, fees, book store charges, and other school related charges such as parking fines, library fines, lab fee, etc. and prior year charges of \$200 or less and all prior term charges within the same academic year.

DEPENDENCY STATUS

Federal Student Aid Programs are based on the idea that students' parents and family have the primary responsibility of paying for their children's education. Students are classified as dependent (must report parent's income and asset information on the FAFSA) or independent (must report only their own (and spouse if applicable) income and asset information on the FAFSA). The student's response to certain questions on the FAFSA will determine his/her dependency status.

Students are considered independent if they can answer “yes” to any of the following questions for the 2019-2020 academic year:

1. Were you born before January 1, 1996?
2. As of today, are you married (Answer Yes, if you are separated, but not divorced)?
3. At the beginning of the 2019-2020 school year, will you be working on a master’s or doctorate program (such as an MA, MBA, MD, JD, PhD, EdD, graduate certificate, etc.)?
4. Are you currently serving on active duty in the U.S. Armed Forces for purposes other than training?
5. Are you a veteran of the U.S. Armed Forces?
6. Do you now have or will you have children who will receive more than half of their support from you between July 1, 2019 and June 30, 2020?
7. Do you have dependents (other than your children or spouse) who live with you and who receive more than half of their support from you, now and through June 30, 2020?
8. At any time since you turned age 13, were both your parents deceased, were you in foster care or were you a dependent or ward of the court?
9. As determined by a court in your state of legal residence, are you or were you an emancipated minor?
10. Does someone other than your parent or stepparent have **legal guardianship** of you, as determined by a court in your state of legal residence?
11. At any time on or after July 1, 2018, did your high school or school district homeless liaison determine that you were an unaccompanied youth who was homeless or were self-supporting and at risk of being homeless?
12. At any time on or after July 1, 2018, did the director of an emergency shelter or transitional housing program funded by the U.S. Department of Housing and Urban Development determine that you were an unaccompanied youth who was homeless or were self-supporting and at risk of being homeless?
13. At any time on or after July 1, 2018, did the director of a runaway or homeless youth basic center or transitional living program determine that you were an unaccompanied youth who was homeless or were self-supporting and at risk of being homeless?

***Note:** you may be asked to provide documentation to verify the accuracy of your responses.

Where a student lives does not matter in determining how a student files for financial aid. For example, a student who lives outside of the parents’ home is not automatically independent for financial aid purposes. A student may be living in their parents’ home but based on the criteria listed above may be considered independent for financial aid purposes.

Students who answer “no” to all of the above questions are considered dependent for financial aid purposes. Sometimes, a student who is dependent has unusual circumstances regarding their family situation. The Financial Aid Office may review these circumstances and override a dependent student’s status to independent. A review of the dependency status will be considered if there is an irrevocable severance of family ties due to abandonment by parents; severance of family ties due to physical/mental abuse; or a life-threatening situation. Request for Change of Dependency Forms are available in the Financial Aid Office.

The following reasons do **NOT** constitute a change in dependency status:

1. The student chooses not to live with the parents.
2. The student chooses to live with other relatives.
3. The student has no communication with the parents.
4. The parents refuse to contribute to the student’s education.
5. The student will not qualify for aid if the parent’s income is used.
6. The parents refuse to provide required information.
7. The parents live out of state.

STUDENT RESPONSIBILITIES

- Review and consider all information about a college’s program before you enroll.
- Pay special attention to your application for student financial aid, complete it accurately, and submit it on time.
- Know and meet all deadlines.
- Provide all documentation, corrections and/or new information requested by financial aid/SSC/FAFSA (All forms may be obtained from the FAO or accessed online at- <https://www.waketech.edu/financial-aid>.)
- Return all required documentation and/or information to the FAO/SSC/FAFSA to complete the financial aid process as soon as possible.
- Maintain Satisfactory Academic Progress as outlined in the College Catalog.
- Notify the FAO if any information has changed since you applied for financial aid.
- Meet all deadlines as established by the college each year.
- Read all information received and provided by the FAO.
- Report outside sources of financial aid to the FAO in a timely manner.
- Notify the Registrar’s Office of a change in your name, address and/or attendance status.
- Be aware of your payment obligations to the college and the status of your financial aid; continue to meet your payment deadlines whether or not your financial aid has been processed.

FINANCIAL AID PACKAGING POLICY

Financial aid packages are created for students throughout the academic year. Applicants whose financial aid files are complete by College priority deadlines will receive maximum consideration in the distribution of funding resources according to funding criteria. Eligible applicants completing a file after the priority deadline will be packaged with Federal Pell Grant, Federal Work Study (depending on availability of funds) and offered federal student loans. Due to limited funding, the College cannot attempt to meet the financial need of students with gift money. WTCC cannot guarantee that all costs for every student will be covered with financial aid funds. WTCC employs an upfront policy of packaging gift awards first, work study and then loans.

AWARDING FINANCIAL AID GUIDELINES

Federal Methodology Formula

The federal methodology formula is mandated by the U.S. Congress and U.S. Department of Education to measure a family's expected contribution (EFC) toward educational expenses.

The formula can assess the family's ability to pay, but it cannot assess the "willingness" to pay. Many families have consumed discretionary funds for purchases such as vehicles, furniture or vacations which make it difficult or impossible to contribute to EFC. The federal and state agencies that provide funding believe that the full EFC should come from the family before educational expenses should be subsidized by other taxpayers. While the fairness of the Federal Methodology Formula may be debated, it is required by law that WTCC uses the results of this formula to determine a student's eligibility for federal Title IV, NC state, and related financial aid assistance.

The Expected Family Contribution:

1. The formula to determine ability to contribute toward the cost of education is legislated by Congress. The Expected Family Contribution (EFC) is the result of the Free Application for Federal Student Aid (FAFSA). For dependent students, the EFC is based on a combination of the parent and student income and asset information. For independent students, the EFC is based on the combination of the student and spouse (if married) income and asset information.
2. The Federal Pell Grant is the foundation of the financial aid package.
3. The Federal Supplemental Educational Opportunity Grant (FSEOG) is awarded according to federal guidelines. Federal Pell Grant recipients with the lowest Expected Family Contribution (EFC) have first priority for FSEOG funding.

4. Students with the highest unmet need will be considered for other funding within the guidelines for each program.
5. Award packages are created based on expected full-time enrollment. Adjustments will be made at the end of the drop/add period for changes in enrollment status. These adjustments will affect assigned budgets and award amounts and may result in reduced or cancelled awards.
6. The college reserves the right to issue adjusted award notifications due to an error in calculating.
7. If the student drops classes and loses eligibility for the aid during the refund period, the amount of the aid will be canceled and the student is responsible for the remaining charges on his/her college account. If the student withdraws completely during the semester, the financial aid office will determine how much of the financial aid the student earned for the time enrolled. The student is responsible for remaining charges on his/her college account.

General Award Information

The academic year includes the fall, spring, and summer terms. Students will be awarded initially for the fall and spring semesters assuming full-time enrollment. Adjustments will be made if actual enrollment is less than full-time at the end of the drop/add period for each semester. Adjustments for dropped classes may result in charges to the student's account. Federal Pell Grants will be awarded for the summer term based on remaining eligibility for the academic year. Students applying for a summer William D. Ford Federal Direct Loan must submit a separate request. The application period for summer loans will be placed on the financial aid webpage. Additional program funds for summer will be awarded based on availability of funds. Summer awards are made during the spring semester.

Verification

The U.S Department of Education requires that a portion of federal financial aid applicants be selected for a manual review of their FAFSA. This review is called "verification." Select applications are due to edit checks which identify inconsistencies or potential errors, as well as randomly selected applicants identified for verification. WTCC is also required to verify any application that has information that is incorrect or discrepant. When you sign the FAFSA application, you agree to supply any additional information the Financial Aid Office may require.

Students selected are required to submit a copy of student and/or spouse/parent federal tax return transcript information (2017 tax return transcripts for the 2019-2020 award year), a verification worksheet, documentation of untaxed income and income exclusions, and/or other required forms as requested by the Financial Aid Office. Additional documentation may be required depending on database match results the federal processor conducts.

The Financial Aid Office will send notification to students of all required documentation to their student Wake Technical Community College email. It will also be available on

WebAdvisor-My Financial Aid portal. Processing of the student financial aid file and awarding will take place once all required documentation is received.

The length of time for verification depends on:

- How quickly you submit copies of the requested documents,
- How thoroughly you complete the forms, and
- The time of year you submit the documents.

Once your paperwork is reviewed and verification is completed, if eligible, your award will be posted. An email notification will be sent to you with instructions to review your award notification in Web Advisor-My Financial Aid and how to accept your awards.

School Servicing Center

Wake Technical Community College's Financial Aid Office has collaborated with the College Foundation of North Carolina School Servicing Center to assist students complete the verification process. Should you be selected for verification, you may receive an email correspondence from The School Servicing Center in addition to your WTCC email requesting verification information. Please follow directions carefully in order to prevent any delays in processing your financial aid awards.

IRS Retrieval Tool

We strongly urge you to use the IRS data retrieval tool to complete the income section of the FAFSA. This will import your information directly from your federal tax return, it's the easiest way to provide your tax data, and you won't have to provide a copy of your or your parents' tax return information to the college. In order to use this tool, it is suggested that you wait approximately two weeks after completing your federal tax return before attempting to complete the FAFSA. Students or parents who are married and filed as Married Filing Separately, are married and filed as Head of Household, filed a Form 1040X amended tax return, or filed a Puerto Rican or foreign tax return are not eligible to use the IRS Data Retrieval Tool, and will need to enter their tax return information manually.

CHECKING YOUR STATUS IN SELF SERVICE

To get started, go to the Wake Technical Community College web page at <https://www.waketech.edu/>, click on the Logins arrow button, and select Webadvisor. Click on the Log In tab and use your Username and Password to login. Under the **Financial Aid Section**, you will find *My Financial Aid*, just click on My Financial Aid and you will see "Welcome to Financial Aid" and know that you are on the Main Financial Aid Page.

There are three different ways you can see what is needed to complete your financial aid application:

1. Click on the Main Tab on the top of the page “Requested Documents”
2. Click on the “Complete required documents” in the middle of the webpage
3. Click on the yellow highlighted area Action Needed – “Complete required documents” at the Checklist section of the webpage

Status Key Explanation for Checklist:

Action Needed – Document has not been received by the Financial Aid Office.

In-Progress – Document has been received and is in process of being reviewed.

Completed – Submitted required document, reviewed, and complete.

Not Available – No action needed.

Anything you see with a green highlight is complete and in good standing. Anything you see with a yellow highlight is incomplete and needs your attention. The Financial Aid Office will not be able to move forward with your financial aid process until you have completed the necessary required action needed.

Once the student’s financial aid file is ready to be awarded, the Financial Aid Office will process the financial aid award package. The next status is to “Review and accept your Financial Aid Award Package.”

Once your financial aid has been determined, an email notification will be sent to you to review your award. The email will include a link to the financial aid webpage. This page will contain important information, such as your rights and responsibilities as a financial aid recipient, requirements for maintaining financial aid eligibility, etc. It is imperative that you read this information as you are responsible for understanding this information. Feel free to contact the Financial Aid Office if you have any questions -

<https://www.waketech.edu/financial-aid/contact>.

- Generally, Grants and Scholarships do not require formal acceptance within the Financial Aid Office.
- You must accept or decline Federal Student Direct loans. This can be done on My Financial Aid in WebAdvisor. These awards will require additional steps to be completed as explained further in this guide and on our website.
- Entrance Loan Counseling (ELC) is required for first-time federal student loan borrowers and must be completed before a student can receive loan funds – www.studentloans.gov.
- A Master Promissory Note (MPN) is required for first-time federal student loan borrowers and must be completed before a student can receive loan funds – www.studentloans.gov.

****You are required to accept or decline certain financial aid awards, such as the Subsidized and Unsubsidized Direct Loans****

The last step in the Financial Aid Checklist is to review and sign your award notification. The award notification may have a combination of types of financial aid awards, such as Federal Pell Grant, Federal Supplemental Educational Opportunity Grant (SEOG), Subsidized Direct Loan, and/or Unsubsidized Direct Loan. You will need to click on the “Review and sign your Financial Aid Award Letter” section. It will link you to the award notification.

If everything looks correct on the award notification, the student will click on the box at the bottom left corner to verify that he/she accepts the award package and electronically signs the award information. Then, click the “Accept” button on the right bottom corner of the award notification. The student can go in to My Financial Aid at any time and print a copy of the award letter and check on the status of their financial aid throughout each academic year.

The Financial Aid Award Notification also contains the following information:

- Name of financial aid award program(s)
- Amount of financial aid award for each semester
- Total amount of financial aid award for the academic year

A student’s total award package may not exceed the individual student’s financial need. Financial need is calculated as follows:

Student’s Annual Cost of Attendance (COA)
minus Expected Family Contribution (EFC)
minus Outside Aid (Scholarships, etc.)
equals Financial Need

FINANCIAL AID AWARD REVISIONS

There are times when a financial aid award will be revised or canceled. A student’s financial aid award may be revised or canceled for any of the following reasons:

- If aid was based on false or inaccurate information. (For example: changes in enrollment, courses out of program of study, ineligible program of study, etc.)
- If the amount of aid you receive will exceed your financial need or budget. (This may occur if you receive additional financial aid or as a result of verification.)
- If you withdraw from one or more courses.

- If you fail to maintain Satisfactory Academic Progress (SAP).
- If additional funds become available.
- If extenuating circumstances warrant an adjustment in your eligibility for financial aid.
- If you fail to achieve the required standards for merit-based financial aid you receive. (For example: Scholarships)

If a revision is made, you will be notified by email to review your updated award on Web Advisor My Financial Aid.

I HAVE AN AWARD LETTER, WHAT'S NEXT?

- 1) Confirm that you are enrolled in a program eligible to receive financial aid funding.
- 2) Read the award notification carefully and follow the directions in the award notice and accept your loan awards if you so choose. No further processing of your loans will occur until you accept them.
- 3) Register for classes in your program of study if you have not already done so.
- 4) If you requested a loan and this will be your first Direct Loan at Wake Tech, go to www.studentloans.gov and complete the Master Promissory Note (MPN) and Entrance Loan Counseling (ELC).
 - a. This is what you will see at www.studentloans.gov:
 - b. You and parent (if applicable) will need an FSA ID.

Federal Student Aid | StudentLoans.gov

Log In | Español MENU

Find out your student loan repayment options here >>

Log in to StudentLoans.gov with your verified FSA ID. LOG IN Create an FSA ID

Undergraduate Students

Graduate/Professional Students

Parent Borrowers

Repayment & Consolidation

The first step in getting student aid is completing the Free Application for Federal Student Aid (FAFSA®) at www.FAFSA.gov. You must do this every year.

- Complete Entrance Counseling
- Complete Loan Agreement for a Subsidized/Unsubsidized Loan (MPN)
- Complete Financial Awareness Counseling
- Complete Exit Counseling
- Use the Repayment Estimator
- Complete TEACH Grant Counseling
- Complete TEACH Grant Agreement to Serve

How To Create An FSA ID

- Review the information on the website regarding your rights and responsibilities as a financial aid recipient.
- You have been awarded; therefore, you do not need to do anything on the payment deadline date. Your classes will not be purged. Do not be concerned that your classes are not shown as paid. The actual financial aid funds will not be applied to your charges until approximately 4 to 6 weeks after the term starts.
- Remember to drop your classes if you decide not to attend. You must drop the classes yourself. You now have a valid financial aid award in place. Therefore, you will not be dropped automatically for nonattendance.

DISBURSING THE FINANCIAL AID AWARDS

Disbursements

Wake Tech, like all other North Carolina community colleges, disburses funds differently from North Carolina universities and private colleges. We disburse funds (grants and loans) later than these other institutions, because we are required by the state to verify attendance in all classes prior to releasing any funds.

Currently, there are three steps to verifying attendance. First, the college creates rosters and disburses to the faculty. The Faculty verifies attendance and submits to the appropriate authority. Students who have not reported to the class by the last day of the scheduled adjustment period are reported as either never attended or dropped. The faculty has approximately two weeks after the scheduled adjustment period ends to submit this information. After the faculty has submitted attendance data, student records are updated to reflect student's actual enrollment. Once this manual data-entry process is complete, the Financial Aid Office works with Financial Services to authorize funds and prepares checks. Financial Services requires approximately 10-14 days processing the financial aid refund disbursements. This allows time to receive the funds from the Department of Education. As such, the entire process takes about six weeks given the large volume of students with awards.

This attendance check is in place to ensure that no fraud occurs for someone that tries to get federal financial aid funds without actually attending or completing college courses. The federal government has established rules for verifying attendance that Wake Tech must follow.

Enrollment levels for Financial Aid (all semesters including summer semester) are as follows:

Full time.....	12 or more credit hours
3/4 time	9 – 11 credit hours
1/2 time	6 – 8 credit hours
Less than 1/2 time.....	Less than 6 credit hours

Any courses for which there is an “I” grade on your transcript for a previous enrollment period will not be counted toward your level of enrollment for a current semester for financial aid. An “I” grade means you agreed to complete the course by a specified date without re-enrolling for the class.

Credit Hours Included in Financial Aid Disbursements

Per federal regulations and WTCC policy, students must register for classes during the appropriate schedule adjustment period for each course. Charges on the student's account for courses registered after the appropriate schedule adjustment period are the sole responsibility of the student.

What are “census” or “lock” dates, and how do they affect my financial aid?

Census dates (commonly referred to as financial aid “lock dates”) are days in which certain financial aid awards are locked, meaning the amounts of these certain financial aid awards cannot change after the census date. Why should students care about the census dates? Certain financial aid award amounts are tied to the number of credit hours students are enrolled in. Therefore, students need to make sure they are in the appropriate amount of

credit hours on the census date in order to receive the full amount of financial aid award(s) for which they are eligible.

The Federal Pell Grant financial aid award is initially put onto student's award notification with the maximum eligibility which is based on assumed full-time (minimum 12 credit hours) enrollment. However, the final amount a student will receive is based upon how many credit hours the student will be enrolled in on the census date. In addition, as the student goes down in the number of credit hours enrolled, so does the amount of Pell Grant received at the time of disbursement.

The Federal Pell Grant is prorated down for the following increments:

Full time (min 12 hours), $\frac{3}{4}$ time (9-11 hours), $\frac{1}{2}$ time (6-8 hours), $<\frac{1}{2}$ time (1-5 hours)

Once the census date passes, the Federal Pell Grant financial aid award amount can no longer be adjusted, regardless if the student adjusts the number of credit hours enrolled for the semester.

Courses Taken for Audit Status

Credit hours taken for a grade of "audit" do not apply toward an associate degree, diploma, or certificate program. Therefore, credit hours with this designation are not included in determining enrollment status for financial aid disbursements or Satisfactory Academic Progress.

Challenged Courses

Per federal regulations, students cannot receive financial aid for courses that they test out of, challenge, or receive transfer credit. These courses are excluded from the determination of your enrollment status.

Disbursement of Financial Aid

Financial aid funds are applied to tuition, fees and bookstore charges approximately 30 days after the last day of the scheduled adjustment period. The refund disbursement schedule is posted on the Financial Aid Website by July 1 of each academic year. The eligibility to receive a refund disbursement on the posted dates is dependent upon you completing your financial aid file by the priority deadlines and complying with all requests to provide additional information. For applications received after the semester begins, disbursements will be made upon file completion: verification, if required, and eligibility of the student for disbursement. Eligibility of the student depends on enrollment status, Satisfactory Academic Progress, eligible program of study, high school diploma or equivalency, etc.

First time borrowers from the William D. Ford Federal Direct Loan Program are required to complete Entrance Counseling and a Master Promissory Note prior to disbursement of funds.

Students Who Fail to Attend Class (“No Show”)

Students are required to attend class to be considered eligible for financial aid disbursements. Credit hours for courses in which a student has been reported as a “no show” will not be counted in enrollment status for financial aid disbursements. If funds are disbursed and it is later determined that you did not attend class, you will be responsible for repayment of all funds disbursed either directly or indirectly to you.

FINANCIAL AID REFUNDS = BANKMOBILE

WTCC Financial Services has partnered with BankMobile to process all student financial aid refunds. As a WTCC student, you will receive a mailing in the mail at your primary address on file with the college from BankMobile Vibe explaining the program. Upon receiving the BankMobile information, you will need to go online and select your refund preference. For more information, go to <http://bankmobiledisbursements.com/how-it-works/>.

COST OF ATTENDANCE FOR FINANCIAL AID

Cost of attendance (COA) for financial aid purposes includes both direct and indirect costs such as tuition, books, room and board, transportation, and personal expenses associated with attending college. The COA at Wake Technical Community College is based on averages, comprised of several components and based on residency status and enrollment status.

Estimated financial aid budgets for a full-time student are computed for a full year based on an average 32 credits a year.

(IN-STATE)**DEPENDENT/INDEPENDENT – WITH PARENTS OR OTHER RELATIVES**

Tuition & Fees (full time)	1740*
Books & Supplies	1500
Room & Board	3996
Transportation	2997
Personal/Misc.	1494
Total Cost of Attendance	\$11,727

DEPENDENT/INDEPENDENT – NOT WITH PARENTS

Tuition & Fees (full time)	1740*
Books & Supplies	1500
Room & Board	9531

Transportation	2997
Personal/Misc.	<u>1494</u>
Total Cost of Attendance	\$17,262

(OUT-OF-STATE)**DEPENDENT/INDEPENDENT – WITH PARENTS OR OTHER RELATIVES**

Tuition & Fees (full time)	6336*
Books & Supplies	1500
Room & Board	3996
Transportation	2997
Personal/Misc.	<u>1500</u>
Total Cost of Attendance	\$16,329

DEPENDENT/INDEPENDENT – NOT WITH PARENTS

Tuition & Fees (full time)	6336*
Books & Supplies	1500
Room & Board	9531
Transportation	2997
Personal/Misc.	<u>1494</u>
Total Cost of Attendance	\$21,858

*This represents an estimate of tuition and fee charges based on an average. The actual tuition and fee charges may be more or less depending on the number of credit hours that you register for during a specific semester.

Additional components may be included in the total budget (ex. William D. Ford Federal Direct Loan fees and/or additional program costs). The added costs will depend on the individual student's circumstances and adequate documentation.

<i>GENERAL FINANCIAL AID INFORMATION</i>

Programs Eligible for Financial Aid

All associate degree programs are eligible for financial aid. Check with Advising or the Financial Aid Office for eligible diploma and certificate programs. Information may also be found on the Financial Aid Website.

Special Credit Status

Students enrolled in "Special Credit" programs **ARE NOT** eligible for federal or state financial aid. Students must be enrolled in an approved program of study to qualify for ANY financial aid assistance.

Bookstore Charges

If you have financial aid funds available after paying tuition and fees, you may use it to purchase textbooks and supplies at the bookstore. Amounts charged at the bookstore will reduce the amount of a cash refund the student is eligible to receive after the semester begins. All funds are to be used responsibly when purchasing books and supplies at the bookstore. Funds are to be used only for the financial aid recipient for classes registered and not used to purchase books and supplies for family and/or friends.

Bookstore financial aid purchase dates are listed on the “I have an award letter, what’s next?” document located on the financial aid home webpage:

<https://www.waketech.edu/financial-aid>.

Approved Consortium Agreements

Students may request permission to receive financial aid for courses taken at another institutional (Host School) if those classes are required for completion of the student’s Wake Tech degree. The student’s Wake Tech advisor must verify that the course is required for completion of the Wake Tech degree and that the transfer credit will be accepted. The Consortium Agreement form is available from the Financial Aid Office or online at <http://financialaid.waketech.edu>. The student is responsible for payment of all tuition and fee charges incurred at the host school. The Financial Aid Office does not make payment arrangements for students. Consortium agreements are approved at the discretion of the Financial Aid Director or FAO designee.

FINANCIAL AID SATISFACTORY ACADEMIC PROGRESS POLICY

Federal regulations require colleges to monitor the academic progress of each student who applies for financial aid and to certify that each student applicant is making satisfactory academic progress towards a degree, diploma, or certificate. Federal regulations require colleges to establish Standards of Satisfactory Academic Progress (SAP) that include qualitative and quantitative measures of progress and a timeframe for completion of a program of study.

These standards are applied to students who receive financial aid from any of the following programs: Federal Pell Grant, Federal Supplemental Education Opportunity Grant, North Carolina Community College Grant, North Carolina Education Lottery Scholarship, Federal Direct Subsidized and Unsubsidized Loans, Federal Direct PLUS loans, and Institutional grants, scholarships and loans. Students’ academic performance is evaluated at the end of each semester of enrollment. Any student not meeting the minimum standards outlined below will be given financial aid warning status and notified by email from the Financial Aid Office and available on My Financial Aid. The student must meet the

minimum requirements by the end of the financial aid warning semester; if not, financial aid will be suspended until the standards are met.

Qualitative: Cumulative Grade Point Average (GPA) Requirement

In accordance with federal regulations, a student's cumulative GPA must be reviewed at the end of each semester of attendance, including summer.

1. Students must have earned a cumulative 2.0 GPA when grades are reviewed at the end of the semester.
2. Students who do not earn the required cumulative 2.0 GPA will be placed on financial aid warning for their next semester of attendance.
3. While on financial aid warning, the student remains eligible for financial aid:
 - a. If the student earns a cumulative 2.0 GPA (or higher) by the end of the financial aid warning semester, the warning will be lifted (provided the student meets all other SAP guidelines).
 - b. If the student does **not** earn a cumulative 2.0 GPA by the end of the financial aid warning semester, financial aid will be suspended. The student will not qualify for financial aid effective the next semester of attendance until such time as the student again meets all SAP guidelines.

Quantitative: Completion Rate Requirement

In accordance with federal regulations, students must successfully complete at least 67% of cumulative credits attempted in order to meet the requirements for financial aid. For example, if a student has attempted 60 credit hours during enrollment, he/she must successfully complete 40 or more of those hours to meet the minimum standard of the completion rate requirement. Student completion rates are reviewed at the end of each semester of attendance, including summer.

1. Students must earn a cumulative 67% completion rate. Grades are reviewed at the end of each semester.
2. Students who do not earn a cumulative 67% completion rate will be placed on financial aid warning for their next semester of attendance.
3. While on financial aid warning, the student remains eligible for financial aid:
 - a. If the student completes sufficient credits to earn a 67% cumulative completion rate by the end of the financial aid warning semester, the warning will be lifted (provided the student meets all other SAP guidelines).
 - b. If the student does **not** complete sufficient credits to earn a 67% cumulative completion rate by the end of the financial aid warning semester, financial aid will be suspended. The student will not qualify for financial aid effective the next semester of attendance until such time as the student again meets all SAP guidelines.

How to calculate a completion rate:

Example Schedule:

- REL 112- 3 hrs Grade: B
- ART 111- 3 hrs Grade: C
- MUS 112- 3 hrs Grade: A
- MAT 271- 4 hrs Grade: F

$$\frac{\text{Hours Completed}}{\text{Hours Attempted}} \times 100 = \frac{9}{13} \times 100 = 69.2\% \text{ CR}$$

Deadline for dropping with a W, WP, or WF grade:

- You may hear the phrase: “Last day to withdraw without penalty.”
- This refers to academics only, meaning your GPA will not be affected.
- However, always check with the Financial Aid Office. Withdrawals factor negatively into your completion rate and could cause you to lose your financial aid eligibility.

Maximum Time Frame

The maximum time frame within which to complete a degree (or other program of study) is 150% of the published length of the program. For example, if the published length of a program of study is 64 semester hours, a student may attempt up to 96 semester hours (64 x 150% = 96). To determine the published length of a program, please refer to the Wake Technical Community College Academic Catalog - https://www.waketech.edu/sites/default/files/catalog_files/archive/2018-2019_Catalog_Volume_40.pdf.

Financial Aid Satisfactory Academic Progress Appeal

Students may appeal the suspension of their financial aid eligibility in the event of **documented extenuating** circumstances, such as illness or injury of the student or the death of an immediate family member. The appeal must address **1) why** the student failed to make satisfactory academic progress and **2) what** has changed in the student’s situation that will allow the student to demonstrate satisfactory academic progress in the future.

Appeals may be submitted online at <https://www.waketech.edu/financial-aid/applying-financial-aid/keeping-financial-aid/submitting-academic-ap> or submitted in writing to the Financial Aid Office and addressed to the Financial Aid Director. The Satisfactory Academic Progress Appeal Committee will review the appeal and notify the student in writing regarding the status of the appeal. Students are limited to two SAP appeal requests while attending Wake Tech. All requests for appeals must be submitted according to the

following timetable: <https://www.waketech.edu/financial-aid/applying-financial-aid/keeping-financial-aid/submitted-academic-ap>.

Students whose appeals have been approved will be placed on financial aid probation for their next semester of attendance. The student will, in conjunction with the SAP committee, develop an individualized academic plan that must be followed in order to continue enrollment receiving financial aid. The plan may include requirements for academic performance, meetings with an academic advisor, and/or Wake Tech counseling services. Students who meet these requirements will continue to be on probation for the next semester, and a new academic plan will be developed. Continued eligibility for financial aid is contingent on meeting the requirements of each semester's academic plan. Financial aid probation status will not end until the student successfully establishes a cumulative 2.0 GPA and 67% completion rate. Failure to meet the requirements of the academic plan will result in termination of financial aid the next semester of attendance.

TREATMENT OF SELECTED GRADES

Withdrawals: Credit hours in which a student receives a grade of “W”, “WP”, and “F” are included in the number of hours attempted but do not count toward successfully completed hours; consequently, students who withdraw may have difficulty meeting the satisfactory progress requirements.

Incompletes: Students will not be affected by “incompletes” at the time of the review.

Transfer Credit: Students transferring from another institution will be considered making satisfactory progress at the time of enrollment. A student's maximum timeframe for receiving financial aid will be reduced by the number of transferred credit hours applied towards his/her program of study at Wake Tech.

Audits: An audit (AU) grade is not considered attempted coursework. It is not included in the determination of grade point average or completion rate. A student cannot receive financial aid for an audited course. If all declaration occurs after the census date, financial aid is not adjusted.

Credit by examination: Credit hours earned by examination are considered attempted and completed coursework and therefore **will** be considered in calculating a student's completion rate. Financial aid does not pay for credit hours earned by examination.

Repeated course: Students may repeat a previously failed course until it is passed. Students may repeat a previously passed course once. The last grade earned is calculated in

the GPA. For financial aid purposes, the previous hours attempted and earned will continue to be counted in the student's cumulative hours attempted and earned.

Summer terms: Credit hours attempted and earned during summer term will be included in the calculation of satisfactory academic progress, just as those earned during any other enrollment period.

Successful completion: A grade of A, B, C, D, X, or P is considered successful course completion. A grade of F is not considered a successful completion.

FINANCIAL AID ELIGIBILITY STATUS INFORMATION

Satisfactory: Students who have met the criteria explained above, cumulative GPA of 2.0 and cumulative completion rate of 67%, have satisfactory status.

Financial Aid Warning: Students who have not earned the required GPA or completion rate will be placed on financial aid warning for the following semester. Satisfactory academic progress will be monitored at the end of each semester to determine if the student meets the standards of progress and is eligible to continue to receive financial aid.

Financial Aid Probation: Students whose appeal has been approved by the Satisfactory Academic Progress Appeal Committee are placed on financial aid probation.

Notification of Financial Aid Termination or Warning: The Financial Aid Office will send an email to any student who is placed on financial aid warning or termination, this information will also be available on My Financial Aid. Failure to receive correspondence does not negate a termination or warning status.

Regaining Eligibility: Students who continue to attend school without federal financial aid may regain eligibility for financial aid by earning a cumulative GPA of 2.0 and a cumulative completion rate of 67%. A student may request reconsideration of eligibility for financial aid by submitting a written request to the Financial Aid Office once all requirements are met.

A student who exceeds the maximum allowable time frame for completing a program of study may appeal by using a student petition. The student must provide a graduation plan signed by his/her academic advisor; if the plan is deemed reasonable, the student will receive financial aid on a probationary basis for one or more semesters until the degree is completed.

Petition of Waiver of Satisfactory Academic Progress Standards: Students who have been disqualified from receiving financial aid may request a waiver of the satisfactory progress requirements by submitting a Satisfactory Academic Progress Appeal Form, if extenuating circumstances have affected academic performance. The circumstances must be explained and documented in writing and submitted to the Satisfactory Academic Progress Appeal Committee. Extenuating circumstances may include but are not limited to illness or injury of the student or an immediate family member, death of a family member, and loss of full-time employment. If the student's financial aid is reinstated, the student is expected to meet the satisfactory academic progress standards by the end of the semester. Appeals are not retroactive; they are approved for the current semester only. All appeals are reviewed by the SAP Appeal Committee, and the decision of the Committee is final.

Returning students are evaluated on a continuing basis from the last enrollment, unless an extenuating circumstance is considered. Returning students who enrolled under an earlier academic progress policy will be required to meet the standards of the current policy upon returning.

Complete academic record: To measure a student's satisfactory academic progress toward degree, diploma, or certificate requirements, the student's complete academic record at Wake Tech must be evaluated, whether or not the student received financial aid for the entire time of enrollment. Any course grades of W or WF that were forgiven by Wake Tech must be included in a student's cumulative record when determining satisfactory academic progress standards for financial aid. When students complete coursework for more than one major, academic progress standards for each major must be met to receive student financial aid.

Please note that satisfactory academic progress warning status or suspension status can be changed only by successfully completing classes – it is not enough to sit out a semester. The status remains until the student earns both a cumulative GPA of 2.0 and a cumulative completion rate of 67%. Students must meet both criteria to be considered in good standing for financial aid.

The person designated by Wake Technical Community College to provide financial aid information to students is the Financial Aid Director or the FAO designee. Office hours: 8 a.m.-6 p.m., Monday-Thursday, and 8 a.m.-4 p.m. on Friday (by appointments on Friday).

Reinstatement of all financial aid is subject to submission of proper documentation of the student's circumstances and availability of funds. The appeal narrative and the documentation must demonstrate how the special circumstances impacted the student's academic performance. The student also needs to explain how circumstances have changed in the current term as to allow for a successful attempt.

The following special circumstances are examples that would be considered a legitimate basis for an appeal:

1. A significant medical illness or injury that directly affected students' ability to meet the academic standards.
2. The death of a close relative during the time period that directly affected the students' ability to meet the academic standards.
3. The student received an incorrectly reported grade that has been changed and is requesting that a Satisfactory Academic Progress be re-evaluated.
4. The student experienced a significant personal tragedy or event that affected the students' ability to meet the academic standards.
5. Other significant situation that affected the students' ability to meet academic standards.
6. Military deployment for active duty or required military training.

Developmental Courses

The federal regulations that govern federal financial aid impose a limit to the total number of developmental courses a student can take and receive federal financial aid (34 CFR 668.20). This regulation states a student may receive federal financial aid for up to one academic year's worth of developmental classes (**not to exceed 30 credit hours**). All hours exceeding this limit, will not be disbursed/awarded using federal financial aid.

Prerequisite Courses

A prerequisite is a course requirement that a student must complete before taking an advanced course. A student must be a regular student enrolled in an eligible program of study taking a prerequisite course that is required for the student to graduate in that program of study for financial aid to cover the course. Student must not have exceeded the 30 credit hour developmental course limit.

Dropping or Withdrawing from Courses

Reducing your enrollment during any semester can create serious consequences. Before dropping classes, students should discuss their concerns with their academic advisor and the Financial Aid Office.

1. Satisfactory Academic Progress will be affected.
2. In cases of complete withdrawals, students may be required to repay a percentage of financial aid received for that semester based on the Title IV Return of Funds calculation. Students who completely withdraw will be placed on Financial Aid Suspension for future semesters. A Financial Aid Appeal may be submitted requesting reinstatement of financial aid.
3. Students receiving William D. Ford Federal Direct Loans may go into repayment if current enrollment drops below six credit hours for a period of time greater than the six month grace period (or you may lose your grace period).
4. Any scheduled future disbursements of loans will also be cancelled once enrollment drops below 6 credit hours.

Withdrawals or All F Grades/Return of Title IV Funds

Federal law states that if a student receives federal financial aid and withdraws, quits attending or drops out of all of their classes before completing at least 60% of the semester, the student will have to return a portion of the federal aid that was received.

Withdrawal (W Grade) from a class(es) is a non-punitive grade for cumulative and major GPA. Withdrawal grades are counted as an attempt for financial aid. A Withdrawal grade of WF is calculated in the GPA as a zero grade.

The student will be billed for the amount to be repaid according to this policy. A student must be reported to the Department of Education for repayment; and, until the balance is paid, the student's records will be placed on hold prohibiting a student from receiving any further financial aid funds nationally. If a student has tuition, fees or other outstanding institutional charges; registration, grades and transcripts will be placed on hold at WTCC until the debt is satisfied.

For questions regarding the Financial Aid Satisfactory Academic Progress policy, visit <http://financialaid.waketech.edu> or stop by the Financial Aid Office.

Federal Return of Title IV Funds for Complete Withdrawals

Students receiving Title IV funding (Federal Pell Grant, Supplemental Educational Opportunity Grant or William D. Ford Federal Direct Loans) who completely withdraw from classes are required to have earned aid evaluated through the federal formula established in the 1999 federal financial aid reauthorization. Unearned aid is returned to the federal financial aid programs. Students not receiving Federal Title IV financial aid, who paid for all expenses out-of-pocket, will receive a refund based on institutional policy. The amount of federal funds returned to the federal programs will be determined based on the date the withdrawal process began or the last date of attendance. If the date the withdrawal process began or last date of attendance is not available or known, the federal refund will be based on the 50% point of the semester. Return of Title IV funds is not required after the 60% point of the semester. The student may submit a Satisfactory Academic Appeal Request to have their financial aid considered for reinstatement.

Reporting Additional Financial Aid Resources

Students are required by federal regulations to report all sources of financial assistance to the Financial Aid Office. Notification of additional financial aid by the student or an outside source after the initial award notice is mailed may result in the adjustment of awards. Adjustments are made to ensure compliance with individual program requirements and to avoid over awards in the total award package. Revised award notices are emailed as adjustments are made and also available on My Financial Aid. All resources of aid must be included in the student's financial aid award package to ensure an over award has not occurred. Examples of this type of assistance may include but are not limited to:

Example 1: A student receives a scholarship check directly from a donor or organization. The check is made out to the student only. The student is required to notify the Financial Aid Office of the amount and semester covered. The award is included in the total award package and coordinated with federal, state, institutional, and other private financial aid programs.

Example 2: A student's employer participates in a tuition reimbursement program. This means a student may be responsible to pay for tuition and fees at the time of registration; however, once a final grade is turned into the employer, the student is reimbursed for out-of-pocket costs. This benefit must be reported to the Financial Aid Office and coordinated with federal, state, institutional, and other private financial aid programs.

Failure to report additional sources of financial assistance may result in repayment of part or all aid received for the payment period or the academic year.

SPECIAL CIRCUMSTANCES

Financial aid awards are based on you/spouse and/or your parents' income from the prior/prior year. If the family has an extenuating set of circumstances that warrant special attention, the federal and state governments allow the WTCC FAO to use "professional judgement" in making adjustments that adequately reflect the family's ability to support the student's educational expenses. With the proper documentation, students may request that the financial situation of the family be re-evaluated for the following reasons:

1. Drastic changes in income.
 - a. Loss of employment.
 - b. A student/spouse or parent/step-parent who reported 2017 work earnings on the Free Application for Federal Student Aid (FAFSA) has remained unemployed for at least 10 weeks during 2017 or 2018.
 - c. A student/spouse or parent/step-parent had a complete loss of unemployment compensation or a loss of a nontaxable benefit (such as social security benefits, a pension, or child support).
 - d. A student/spouse or parent/step-parent has become separated, divorced or widowed after submitting the FAFSA.
2. Medical expenses not paid by insurance.

By completing a ***Request for Adjustment to Family Income/EFC*** form available in the Financial Aid Office and providing required documentation, a professional judgment may be used to adjust information that may affect the family contribution.

TITLE IV FEDERAL FINANCIAL AID PROGRAMS**FEDERAL PELL GRANT**

This grant provides an estimated maximum award of \$6,195 for the 2019-2020 academic year, depending on the computed Expected Family Contribution (EFC) from the Free Application for Federal Student Aid (FAFSA). These awards are prorated, depending on the actual enrollment level of the student per semester. This grant is available to students who have not yet earned a bachelor degree. This is an entitlement program from which all students who meet eligibility requirements will receive an award. You may visit www.studentaid.ed.gov to learn more.

FEDERAL SUPPLEMENTAL EDUCATIONAL OPPORTUNITY GRANT (FSEOG)

This program provides awards of \$200 -\$4,000 per academic year. Priority for these awards is given to Federal Pell Grant recipients with the lowest Expected Family Contribution (EFC) determined by the Free Application for Federal Student Aid (FAFSA). The award amount is dependent on annual availability of funds and other resources that make up an individual award package. The maximum award at Wake Tech is \$800 per academic year. Funding is limited.

FEDERAL WORK STUDY

This program is a federally funded work program used to promote part-time employment on campus at \$9.00 and \$11.00 an hour or in community service jobs at \$9.00 an hour. Employment opportunities are offered to students enrolled at least half time (minimum of 6 credit hours), maintain a 2.0 GPA and who demonstrate financial need. Positions are limited and the number of hours a week a student can work varies. Students may earn up to their maximum annual award amount as determined by the Free Application for Federal Student Aid (FAFSA). All job placements are handled through the Financial Aid Office. The maximum award at Wake Tech is \$4,000 per academic year. Funding is limited.

WILLIAM D. FORD FEDERAL DIRECT LOAN PROGRAM

The Department of Education makes *Federal Direct Subsidized Loans* to students enrolled at least halftime (minimum of 6 credit hours) who demonstrate financial need. Students may borrow up to \$3,500 per academic year as a first year student (less than 30 credit hours completed) and \$4,500 per academic year as a second year student (at least 30 credit hours completed).

The Department of Education makes the *Federal Direct Unsubsidized Loans* available to students who have enrolled at least half-time (minimum of 6 credit hours) who has applied using the FAFSA. The federal government pays the interest while the student is in school at least half time, during the six-month grace period, and during all deferment periods for the Federal Direct Subsidized Loan.

WILLIAM D. FORD FEDERAL DIRECT UNSUBSIDIZED LOANS

Low interest loans made by the Department of Education which allow students to borrow who are not eligible or have reduced eligibility for a Federal Direct Subsidized Loan. The maximum amount a student can borrow is the same as the Federal Direct Subsidized Loan. Dependent students may borrow up to an additional \$2,000 and independent students may borrow up to an additional \$6,000, depending on eligibility. The federal government *does not* pay the interest for the student receiving a Federal Unsubsidized Loan. Interest accrues on the Federal Direct Unsubsidized Loan while students are in school, during the six-month grace period, and during all periods of deferment.

FEDERAL DIRECT PARENT LOANS FOR UNDERGRADUATE STUDENTS

Government loans made to parents of dependent students who do not have an adverse credit history. Maximum loan amounts cannot exceed the Cost of Attendance (COA) minus other financial aid. Payment begins 60 days after the loan is disbursed. For additional information, visit our website - <https://www.waketech.edu/financial-aid/types-financial-aid/loans>.

ADDITIONAL STUDENT LOAN REQUIRMENTS:

In order to apply for a Federal Direct Student Loan, students must complete the FAFSA. Students who have completed the FAFSA will be informed of their eligibility and **MUST** accept or reject their loans. Students must also complete both - the Online Entrance Counseling Session and the Master Promissory Note at: www.studentloans.gov.

- Online Entrance Counseling- www.studentloans.gov
- Master Promissory Note- www.studentloans.gov

STATE FINANCIAL AID PROGRAMS

North Carolina Education Lottery Scholarship. Student must be a NC resident; have an Expected Family Contribution (EFC) figure that falls within a range determined by the state of North Carolina each academic year and enroll at least half-time (six credit hours or more). Students must complete a FAFSA. Fall/Spring awards only.

North Carolina Community College Grant. Student must be a NC resident; enrolled at least half-time (six credit hours or more); have an Expected Family Contribution (EFC) figure that falls within a range determined by the state of North Carolina each academic year. Students must complete a FAFSA. Fall/Spring awards only.

North Carolina Targeted Assistance Grant. Student must be a NC resident. A limited amount of funding is available to support students who are enrolled in high-demand/low-enrollment programs. Eligible programs are selected by the Director of Student Enrollment

Resources based on job market demands for certain skills and under-enrolled programs that fill those particular needs of local employers.

North Carolina Community College Grant for Less Than Half-Time Students. Student must be a NC resident. The North Carolina Community College Grant for Less Than Half-Time Students is available for students enrolled in five or less credit hours. All certificate, diploma and associate degree students must complete the FAFSA to be considered for this need-based financial assistance. Students enrolled in certificate programs that are ineligible for federal student assistance may qualify for these funds. The Student Expected Family Contribution (EFC) must be from 801 - 4000. Qualified students enrolled less than half-time will be eligible for \$30.00 per semester hour up to a maximum of \$150.00.

Forgivable Education Loans for Service (FELS) Students enrolled in North Carolina postsecondary institutions that offer education programs which prepare students who are enrolled in an approved education program and committed to working in critical employment shortage professions in North Carolina may be eligible for these funds. Full-time award is \$3,000.00 a year (12 credits or more). Persons fulfilling employment contracts qualify for loan cancellation. Students who qualify based on need are automatically considered and offered the opportunity to accept an FELS loan.

Information on numerous scholarships sponsored by the state of North Carolina can be found by visiting www.cfnc.org/els.

WAKE TECHNICAL COMMUNITY COLLEGE FOUNDATION SCHOLARSHIP

Foundation Scholarships

Foundation scholarships are for students enrolled in Curriculum programs only - <https://www.waketech.edu/financial-aid/types-financial-aid/scholarships>. (For information about Continuing Education scholarships, contact your area of interest.)

*Applications are accepted online **March 1st through April 30th** for the upcoming academic year. Students are typically notified via email by the end of June once recipients have been selected. Only applicants who have received an acceptance letter from Wake Tech Admissions by the scholarship application deadline will be considered. To be considered for a scholarship on the basis of financial need, you must complete the [Free Application for Federal Student Aid](#) (FAFSA) and supply all necessary documentation to the Financial Aid Office **prior to the April 30th scholarship deadline**. Learn more at [Financial Aid](#). *All students are encouraged to complete the FAFSA to make sure they are considered for all eligible scholarships and available public aid.**

Application Guidelines

The scholarship application consists of a small number of general information questions and one essay question. (*Essay prompt: How will receiving this scholarship help you achieve your educational and career goals and give back to the college or community?*)

Applicants submit only **ONE application per cycle** to be considered for any and all eligible scholarships. **All scholarships require a GPA of at least 2.0 and a minimum enrollment of 6 credit hours during the semester(s) in which the scholarship is awarded.** If awarded a scholarship, student must meet GPA and enrollment criteria for each award semester.

Scholarships awarded through the Foundation are *only* for use at Wake Tech Community College. Scholarships do not require re-payment *unless the terms of the scholarship are violated*. All scholarships are competitive and are based on criteria established by donors.

Selection Process

The selection committee assigns numerical scores to each **essay question** based on **content, grammar, spelling, and punctuation**. Essays are scored by three reviewers and scores are averaged. Scholarship application evaluations are **anonymous**. Applicant names, ID #s, and demographic information are omitted during review.

Foundation scholarships are awarded based on the essay score and the scholarship criteria as set forth by the donor, including but not limited to: **demonstrated financial need** and eligibility for assistance (Pell grants, state awards, etc.), **academic information** (primary major, credits completed, etc.), and **academic performance** (GPA).

OTHER FINANCIAL AID

Following are other types of financial aid funded by Wake Technical Community College to assist students with educational expenses. Applications for each source are available at posted times during the semester in the Financial Aid Office.

Alexander Loan Fund

The Alexander Fund was created to assist students currently enrolled who encounter unforeseen financial emergencies or catastrophic events (i.e. not as a result of their actions), which would prevent them from continuing their education. These funds are not intended to be used for routine expenses, nor as a supplement to a student's educational funding sources. Applications will only be accepted while college is in session. Each application is reviewed on a case by case basis. Approval is subject to the availability of funds.

Private Scholarships

Private scholarships are available from a variety of sources.

- Student's Employer
- Parent's Employer
- Community Organizations
- Clubs
- Internet

Helpful Financial Aid Resources

- www.finaid.org
- www.collegeboard.org/fundfinder
- www.fastweb.com
- www.collegenet.com/mach25/
- www.CollegeQuest.com
- www.rams.com/srn.execsrch.htm
- www.gmsp.org
- www.students.gov/
- www.collegeview.com
- www.cfnc.org
- <http://foundation.waketech.edu>
- www.nsls.ed.gov

Financial Literacy Resources

Financial literacy is the ability to understand money and how to manage it so that a person can make informed financial decisions. Listed below are websites dedicated to providing information about the basics of personal money management.

- http://www.cfnc.org/paying/financial_literacy.jsp
- <http://www.nctreasurer.com/DSTHome/OfficeOfTheTreasurer/FinEduCenter/FinLiteracyCenter>
- <http://www.mymoney.gov/>
- <http://www.practicalmoneyskills.com/personalfinance/>
- <http://www.moneymanagement.org/default.asp?RCTAG=FLM>
- <http://www.360financialliteracy.org/>
- <https://fa.financialavenue.org/>

CONSUMER INFORMATION

In accordance with federal regulations set forth by The Higher Education Act of 1965 as amended, you may view the consumer information made available to all students and potential students on the Financial Aid website at - <https://www.waketech.edu/financial-aid/consumer-disclosure-information>.

For additional information or a hard copy of any of the Wake Technical Community College's Consumer Information, contact the Financial Aid Office at (919) 866-5410 or finaid@waketech.edu.

TIPS TO AVOID DELAYS

If you would like to make sure to avoid any delays in processing your application for financial aid assistance, pay particular attention to the following points:

- Ensure the Admissions and Registrar's Offices has your current address and contact information.
- Ensure that you have completed all admission requirements at WTCC for a financial aid eligible program of study.
- Submit official high school or equivalency transcript.
- Return all forms immediately, completed and signed.
- Respond to every item on each form. For dollar amounts, provide the amount. If you do not have an amount to report, answer \$0. If a non-dollar item is not applicable, answer N/A.
- Be sure ALL signature blocks are completed with the required signatures.
- Read and keep all informational items.
- Several priority dates are listed on the Financial Aid Website that are pertinent to the success of financial aid being available for upcoming semesters.

FREQUENTLY ASKED QUESTIONS**1. What is WTCC's federal school code?**

WTCC's federal school code is 004844. Use this code on the FAFSA form so the results are sent to WTCC's Financial Aid office.

2. ***Do I need to apply for admission to the College before I apply for financial aid?***

You can apply for financial aid before or at the same time as applying to the College. However, you need to complete the Admissions application and processes before your financial aid application can be finalized and completely processed through the Financial Aid Office.

3. ***How do I apply for financial aid?***

Complete the Free Application for Federal Student Aid (FAFSA) online at www.fafsa.ed.gov (preferred method), complete a PDF FAFSA version, or request assistance if you are hearing impaired from (FAFSA)/the Department of Education by calling 1-800-730-8913.

4. ***Which FAFSA do I need to fill out?***

If you will be attending college between July 1, 2019 and June 30, 2020, you should file the 2019-2020 FAFSA.

5. ***Do I have to re-apply for financial aid every semester?***

No, students need to apply for financial aid **every academic year** by completing the FAFSA or Renewal FAFSA application.

6. ***What will I need to fill out the FAFSA?***

To complete the FAFSA, you will need:

- Your Social Security number/Alien Registration Number
- Your prior/prior year federal income tax returns, W-2s and other records of money earned (Note: You may be able to transfer your federal tax return information into your FAFSA using the IRS Data Retrieval Tool.)
- Bank statements and records of investments (if applicable)
- Records of untaxed income (if applicable)
- An FSA ID to sign electronically

If you are a dependent student, you will need the parental information for the above items for your parent(s).

7. ***My parents are divorced. Whose income information do I use?***

Use the income of the parent for your current residence or the parent who most recently provided over 50% of your support.

8. ***I don't live with my parents, and my parents don't claim me on their tax returns. Do I still need to use their information on the FAFSA?***

Yes. It does not matter if you live with them or not. If you do not meet the federal definition of an independent student, you are required to supply parental information on the FAFSA.

9. ***My parent is remarried. Do I need to use my step-parent's income / tax information on the FAFSA?***

Yes, you must include your step-parent's income on the FAFSA.

10. ***I am separated from my spouse now. How do I file for financial aid?***

If you bring in your federal tax return, along with your W-2's, we can help you fill out your FAFSA form based on your information only. If you become separated after filing the FAFSA, you may want to check with the Financial Aid Office for more detailed information regarding special circumstances.

11. ***I applied for financial aid at a different school, but now I want to attend WTCC. What do I do?***

WTCC's Financial Aid Office will need the FAFSA information submitted by the student in order to begin the process of financial aid eligibility determination. Students may either:

- i. Go online to the FAFSA web site www.fafsa.ed.gov and update the completed FAFSA with WTCC's Federal School Code: 004844.
- ii. Call 1-800-433-3243 and request that Wake Tech's school code be added.

Student must meet all priority deadlines. If not, student will need to be prepared to meet all requirements for tuition, fees, books and supplies until the financial aid is processed and awarded at WTCC.

12. ***I'm attending another school for fall, but I want to transfer to WTCC in the spring. What do I do?***

You will need to add WTCC as a school choice on the FAFSA so we receive the information electronically. School Code: 004844. See process outlined in section five on the FAFSA. Refer to our priority deadlines.

13. *Is there a deadline for filing for financial aid?*

For the 2019-2020 academic year, students can apply on October 1, 2018 and no later than June 30, 2020.

14. *Why do I have to answer question 23 about drug convictions?*

Some students who have drug-related convictions may be ineligible for federal student aid. If you need additional assistance with this question, you may call 1-800-4-FED-AID (1-800-433-3243), go to www.fafsa.ed.gov, or go to <https://studentaid.ed.gov/sa/eligibility/criminal-convictions#drug-convictions> for more information.

15. *I lost my job, I am cutting my hours at work so I can attend school, or I am working a different job and making less money. How does this affect my aid?*

The FAO has a special consideration form for students to fill out when there is a dramatic change in income. It can have a significant affect in the amount of financial aid a student receives. Contact the Financial Aid Office for more information.

16. *If I'm selected for verification, do you need my state and city income tax return?*

We do not need your state and city income tax returns. Federal tax returns are no longer accepted for the verification process. You will need to provide a federal tax return transcript. You can request a federal tax return transcript at <https://www.irs.gov/individuals/get-transcript>, it is a free service. The transcript can be requested online and retrieved online or be mailed to your address.

Additional documents may be requested to complete the verification process.

17. *I have an award notification, now what?*

Award notification, now what: Go to the financial aid webpage: <https://www.waketech.edu/financial-aid> and look for the “I have an award letter, what’s next?” link and read the document.

Make sure you understand the financial aid processes, “Keeping Your Financial Aid” – <https://www.waketech.edu/financial-aid/applying-financial-aid/keeping-financial-aid> and become very familiar with all information on the Financial Aid webpages - <https://www.waketech.edu/financial-aid>.

18. *What is my electronic master promissory note?*

The Electronic Master Promissory Note (EMPN) is the legal document you sign stating you will repay your William D. Ford Federal Direct Loan. You can find the document online at:

<https://studentloans.gov/myDirectLoan/launchMpn.action?mpnType=subUnsubMpn>.

19. *How much loan funds can I borrow?*

A dependent student with less than 31 credit hours completed may borrow \$5,500, if eligible (\$3500 Subsidized, \$2000 Unsubsidized). A dependent student with more than 30 credit hours completed may borrow \$6,500, if eligible (\$4500 Subsidized, \$2000 Unsubsidized).

An independent student may borrow up to an additional \$4,000, if they have eligibility in unsubsidized loan funds (\$3500 Subsidized, \$6000 Unsubsidized) and (\$4500 Subsidized, \$6000 Unsubsidized).

20. *What is the difference between subsidized and unsubsidized loans?*

With a Direct Subsidized Loan, the interest is paid by the federal government while you are attending school at least half-time or during grace or deferment periods. With a Direct Unsubsidized Loan, interest begins to accumulate on the day the loan is disbursed to your account and continues until the loan is paid in full.

21. *How does my loan get credited to my account?*

All loans are disbursed in two payments. For a one-semester loan, one half is disbursed at the beginning of the semester and the second half at mid-semester. A one-year loan (two-semesters) is disbursed half in the first semester and half in the second semester.

22. *What is a disclosure notice?*

A Disclosure Notice is mailed directly from the Loan Servicing Center to notify the student of anticipated disbursement dates and the amounts. Contact the Direct Loan Servicing Center at 1-800-848-0979. Students can access their information at www.nsls.ed.gov.

23. *When can I charge books and supplies in the bookstore against my financial aid?*

Students who have been awarded financial aid can charge books and supplies during the posted dates at the beginning of each semester in the bookstore. All funds are to be used responsibly when purchasing books and supplies at the bookstore. Funds are to be used only for the financial aid recipient for classes registered and not used to purchase books and supplies for family and friends.

24. *I'm in default on my student loans. Can I get a Federal Pell Grant?*

Students in default on a federal student loan are not eligible for any federal or state financial aid. Students must make six consecutive payments on a defaulted loan and make satisfactory payment arrangements with the Department of Education to regain eligibility for financial aid. Students must present the Financial Aid Office with up-to-date official notification from the Department of Education that they are no longer in default before they may receive any Title IV financial aid.

25. *What is an FSA ID, who needs one, and where do I get one?*

Students, parents, and borrowers are required to use an FSA ID, made up of a username and password. This allows access to certain U.S. Department of Education websites. The FSA ID is used to confirm your identity when accessing your financial aid information and electronically signing your federal student aid documents.

You will need an FSA ID to electronically sign your FAFSA. If you are a dependent student, your parents must also apply for an FSA ID so they can electronically sign your FAFSA.

You can create an FSA ID at <https://fsaid.ed.gov>.

26. *Where can I find more information about federal student aid?*

You can find more information about federal student aid through the following sources:

- Visit StudentAid.gov
- Get updates and information from the Federal Student Aid Facebook page and @FAFSA Twitter feed
- Visit the Federal Student Aid YouTube page
- Download the free publication, Funding Your Education: The Guide to Federal Student Aid by visiting – <http://studentaid.ed.gov/resources>
- Free Application for Federal Student Aid – FAFSA – <https://fafsa.ed.gov>

FINANCIAL AID RESOURCE INFORMATION**U.S. Department of Education Contacts**

Federal Student Aid Information Center.....	1-800-4-FED-AID or 1-800-433-3243
Direct Loan Consolidation.....	1-800-557-7392
Direct Loan Debt Collection Services	1-800-621-3115
Direct Loan Servicing Center	1-800-848-0979

FOR VISUALLY-IMPAIRED STUDENTS

Federal Student Aid Information Center.....	1-800-433-3243
Direct Loan Servicing.....	1-800-621-7392
Direct Loan Consolidation.....	1-800-557-7392
Debt Collection Service	1-800-621-3115

U.S. Department of Education web sites are designed for text-only access, which makes them accessible for individuals with screen readers www.studentaid.ed.gov and www.students.gov.

Students and parents can also request Braille copies of student aid information publications by calling the Federal Student Aid Information Center at 1-800-433-3243.

FOR HEARING-IMPAIRED STUDENTS

All of SFA's major call centers have TTYs. TTY access is available during the "operator services" hours of operation. Hearing-impaired students may also contact three of the call centers by e-mail. The TTY numbers and e-mail addresses are:

Federal Student Aid Information Center..... 1-800-730-8913 -- sfamail@ncs.ed.gov

Loan Consolidation.....1-800-557-7395 –
loan_consolidation@mail.ed.gov

Debt Collection Service

1-800-730-8913 --drghelp@ed.gov

Students may also contact the U.S. Department of Education at:

Student Financial Assistance
U.S. Department of Education
P.O. Box 84
Washington, D.C. 20044-0084

Other Contact Information:

Internal Revenue Service1-800-TAX-1040 – www.irs.gov

Selective Service.....1-847-688-6888 – www.sss.gov
 National Student Loan Data System.....www.nsls.ed.gov
 U.S. Department of Education.....www.ed.gov
 Department of Education Student Loan Center.....www.studentloans.gov
 College Board.....1-212-713-8165/www.collegeboard.com

WTCC FINANCIAL AID OFFICE HOURS & LOCATIONS

Southern Wake Campus

Hours of Operation:

Phone:

Fax Number:

Email:

Our Mailing Address:

Student Services Building - L, Room 015

Monday – Thursday: 8:00 am to 6:00 pm

Friday – Limited Services 8:00 am to 5:00 pm

919-866-5410

919-662-3529

finaid@waketech.edu

Wake Technical Community College

Financial Aid Office

9101 Fayetteville Road

Raleigh, NC 27603

Scott Northern Wake Campus

Hours of Operation:

Phone:

Fax Number:

Our Mailing Address:

C Building, Room 231

Monday - Thursday: 8:00 am to 6:00 pm

Friday: Limited Services 8 am - 5 pm

919-532-5736

919-878-1896

Wake Technical Community College

Financial Aid Office

6600 Louisburg Road, Raleigh NC 27616

Public Safety Education:

Hours of Operation:

Address:

Phone:

Room 1714

Monday: 1 pm to 3 pm

321 Chapanoke Road, Raleigh

919-866-5410

Western Wake

Hours of Operation:

Address:

Phone:

Room 257

Tuesday: 10:00 am to 12 pm

3434 Kildaire Farm Road, Cary

919-355-1061

Perry Health Science Campus

Hours of Operation:

Address:

Phone:

Student Services Center - HA, Room 04 & 05

Monday - Thursday: 8:00 am to 5:00 pm

Friday: Limited Services 8 am - 5 pm

2901 Holston Lane, Raleigh

919-747-0047

RTP Campus

Hours of Operation:

Address:

Phone:

RTP1, Room 105D

Monday - Thursday: 8:00 am to 5:00 pm

Friday: Limited Services 8 am - 5 pm

10908 Chapel Hill Rd., Morrisville NC 27560

919-335-1245

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tdcogdell@waketech.edu

Karen Overton, Financial Aid Specialist
(919) 747-0098

kvoverton@waketech.edu

Western Wake Campus

Nancy Beasley, Director
(919) 335-1061

nbeasley@waketech.edu

RTP Campus

Terry Lynch, Financial Aid Specialist II (Alpha C-F)

(919) 866-5492

thlynch@waketech.edu

You may refer to the Frequently Asked Questions Section for brief explanations of the financial aid process. However, the financial aid website provides more detailed information under the appropriate headings – www.waketech.edu/financialaid.

