

**2009-2010**

**Great Basin College  
Student Financial Services Office  
Handbook**

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web site: [www.gbcnv.edu/financial](http://www.gbcnv.edu/financial)

Dear Student:

“The Guide” is an important tool to help you know and understand the policies and procedures for receiving and maintaining eligibility for financial aid. It also details your rights and responsibilities as a financial aid recipient.

Advisors are available on a rotating schedule to assist you on a walk-in basis during regular office hours. For in depth financial aid questions or problems, students should work directly with a financial aid advisor to resolve the issue. Students may reach a financial aid advisor by telephone, e-mail, fax or in-person.

Students must reapply for financial aid and most scholarships every year. We recommend students reapply for financial aid by completing the Free Application for Federal Student Aid (FAFSA) on-line at [www.fafsa.ed.gov](http://www.fafsa.ed.gov) each January. The Scholarship Application is available for students on our Web site in early December for the following academic year. The deadline for the Scholarship Application is early February of each year.

The **2009-2010** academic year brings several important reminders for our applicants:

- **PIN:** Students and parents of dependent students are encouraged to apply for a federal PIN # at [www.pin.ed.gov](http://www.pin.ed.gov). The PIN # can be used to sign the FAFSA, make FAFSA corrections, and access other federal student aid services on the Internet.

- **VERIFICATION:** Each year the federal processor and/or our office selects a sample of FAFSA applications for review.

No further processing of the financial aid file occurs until the required documents are submitted. If the required documents are not submitted by the deadline, the need-based aid offered is withdrawn and given to another need-eligible student.

- **30-DAY DELAY:** First-time, first-year undergraduate students are subject to a 30-day hold on the disbursement of Stafford Loan and PLUS loan funds. The 30-day waiting period begins on the first day of the semester. This is a federal regulation.

- **ONE SEMESTER ONLY LOANS:** If you borrow for one semester only, the Stafford Loan and/or PLUS Loan must be disbursed in two equal installments within that semester. One half is disbursed at the beginning of the semester and the second half at the mid-point of the semester.

**FORMS AND PUBLICATIONS:** Students may download forms from [www.gbcnv.edu/financial](http://www.gbcnv.edu/financial) under “Forms Directory”. We supply paper versions of forms and publications upon request. We accept faxed forms and/or documents.

Thank you for taking the time to read “The Guide”. Please refer to it throughout the academic year.

Sincerely,

Scott Nielsen

## What Programs Are Available?

There are four basic types of programs available: grants, loans, student employment and scholarships.

**Grants Program** – Grants are need-based, “gift aid” that does not need to be repaid.

**PELL GRANT (PELL)** is the foundation of financial aid for undergraduates. It is a federally funded grant program for U.S. citizens and eligible non-citizens. The Expected Family Contribution (EFC) and enrollment/funding status (full time, 3/4 or 1/2 time) determine Pell Grant eligibility and amount. If you are enrolled less than half time (<6credits) and determined to be Pell Grant eligible, contact your financial aid advisor for further information.

**ACADEMIC COMPETITIVENESS GRANT (ACG)** is available to students who are Pell Grant eligible, a U.S. citizen, a graduate from high school after January 1, 2005, a completion of a rigorous secondary school program, a 3.0 college GPA, and be enrolled full-time.

**FEDERAL SUPPLEMENTAL EDUCATIONAL OPPORTUNITY GRANT (SEOG)** is a federal grant available to undergraduate students with exceptional financial need. Priority is given to Pell Grant eligible students. Need eligibility and enrollment/funding status (full time, 3/4 or 1/2 time) determine eligibility and amount.

**LEVERAGING EDUCATION ASSISTANCE PARTNERSHIP PROGRAMS (LEAP and SLEAP)** are federal grants with matching state dollars for undergraduate or graduate students who are Nevada residents. Need eligibility and enrollment/funding status (full time, 3/4 or 1/2 time) determine eligibility and amount.

**NEVADA ACCESS PROGRAMS** are state grants for undergraduate and graduate students. Both residents and non-residents may be considered. Need eligibility and enrollment/funding status (full time, 3/4 or 1/2 time) determine eligibility and amount.

## **Loan Programs – Loans are borrowed funds and must be repaid.**

- **30-DAY DELAY:** First-time first-year undergraduate students are subject to a 30-day hold on the disbursement of Stafford Loan and PLUS Loan funds. The 30-day waiting period begins on the first day of the semester. This is a federal regulation.

- **ONE SEMESTER ONLY LOANS:** If you borrow for one semester only, the Stafford Loan and/or PLUS Loan must be disbursed in two equal installments within that semester. One half is disbursed at the beginning of the semester and the second half at the mid-point of the semester.

**FEDERAL STAFFORD LOANS** are long-term, federal loans. The interest rate is adjusted every July 1 –based on the 91-day T-bill but will not exceed 8.25%. The lender may deduct origination fees up to 3% from the amount borrowed to help reduce the cost of processing the loan.

Repayment begins six months following graduation, withdrawal, or enrollment less than half time. A list of established lenders has been provided to assist you with choosing a lender. These lenders have been selected based on past experience and qualifications and they offer excellent services and benefits to their borrowers. You are free to choose ANY lender that participates in the FFEL program even if they are not on this list. Please review each benefit carefully before choosing your lender. For more information you may visit each lenders website. The Stafford Loan has certain discharge/cancellation provisions. Read the “Federal Student Aid Guide” or contact your lender for details. There are two types of Stafford Loans – subsidized and unsubsidized.

If a student is not eligible for a subsidized loan, he/she may be offered an unsubsidized loan.

**Subsidized Stafford Loan** is awarded on the basis of financial need. No interest accrues while the student is in-school half time or more, during the grace period, or during authorized deferment periods. The federal government pays the interest on your behalf during these periods.

**The Subsidized Stafford Loan is abbreviated on your Offer Letter as STAF.**

**Unsubsidized Stafford Loan** is not awarded on the basis of financial need. However, federal regulations do require a FAFSA to be completed prior to certifying an Unsubsidized Stafford Loan. Interest is charged from the time the loan is disbursed until it is paid-in-full. We recommend that you pay the interest while in school. If the interest is allowed to accumulate, it is capitalized and added to the principal amount of the loan. Interest continues to accumulate and it increases the total repayment amount of the loan.

**The Unsubsidized Stafford Loan is abbreviated on your Offer Letter as NSTF.**

The Stafford Loan Request Form/Checklist is available at [www.gbcnv.edu/financial](http://www.gbcnv.edu/financial). The Stafford Loan Request Form/Checklist has more detailed information regarding the Stafford Loan. First-time Stafford Loan borrowers must complete Entrance Interview and a Master Promissory Note prior to disbursement. All students must complete entrance counseling every year. Students may also monitor their borrowing history via the National Student Loan Database System at [www.nslds.ed.gov](http://www.nslds.ed.gov).

First-time Stafford Loan borrowers must complete the Loan Request form, electronically sign a Master Promissory Note, and take the Entrance Counseling Quiz prior to disbursement. The GBC Student Financial Services Web site: [www.gbcnv.edu/financial](http://www.gbcnv.edu/financial). Students who want to borrow the Stafford Loan estimated on the Offer Letter must submit the Loan Request Statement form (LRS).

If the loan is needed to pay fees, the Loan Request Statement form must be received in our office at least one month prior to the start of the semester to provide sufficient time for processing before fees are due.

## STAFFORD LOAN LIMITS PER AWARD YEAR

If you are a dependent student, you can borrow a Subsidized Stafford Loan up to:

- \$3,500 as a freshman (0-29 credits)
- \$4,500 as a sophomore (30-59 credits)
- \$5,500 as a junior or senior (60 credits or more) or a 2nd bachelor's degree student
- If you advance into a higher grade level between fall and spring, you may request the higher loan amount by submitting a Stafford Loan Request Form for an increase.

Independent students and dependent students whose parents are denied the PLUS Loan may be eligible for an additional \$6,000 unsubsidized as a freshman or sophomore; or \$6000 unsubsidized as a junior, senior or 2<sup>nd</sup> bachelor's degree student.

Students cannot exceed lifetime borrowing limits. Generally, your outstanding principle balance cannot exceed:

- \$23,000 as a dependent undergraduate student
- \$57,500 as an independent undergraduate student (only \$23,000 of this amount may be in subsidized loans)

**PARENT LOAN FOR UNDERGRADUATE STUDENTS (PLUS)** is a federal, long-term loan for parents to borrow on behalf of their dependent student. The PLUS is not based on need-eligibility. If the parent is interested in borrowing a PLUS Loan, the parent must activate the loan by completing a Master Promissory Note and submit a PLUS Loan Request Form. The PLUS Loan request form and to activate the PLUS Master Promissory can be done at [www.gbcnv.edu/financial](http://www.gbcnv.edu/financial). These loans may substitute for the Expected Family Contribution, but may not exceed the student budget minus any other financial aid or scholarships. Repayment begins 60 days after the 2nd disbursement by the lender. The lender establishes parent borrower's eligibility based on ability to repay and credit worthiness. If the lender denies the PLUS Loan, the student may be eligible to borrow an Unsubsidized Stafford Loan.

If your parent wants to borrow the PLUS Loan, then a parent must complete the Master Promissory (MPN) and submit the PLUS Loan Activation Form. The MPN and PLUS Loan Activation Form must be submitted to the GBC Student Financial Services for certification.

## Student Employment Programs – Student Employment is part-time employment opportunities.

NEED-BASED (FAFSA required to determine eligibility):

**FEDERAL WORK-STUDY-need based (FAFSA required to determine eligibility)** is a federally funded, need-based financial aid program that provides part-time on- or off-campus employment opportunities for students. Students receive an allocation of funds for the semester and are paid every two weeks for the hours worked. The GBC Student Employment Specialist determines the hourly wage in conjunction with the employer. It offers an opportunity to work in an area related to the academic major, career goal, or service-learning.

Since it is a popular program, funds are allocated to early FAFSA filers. Students who wish to be considered who were not offered Work-Study may request to be added to the "waiting" list.

NOT BASED ON FINANCIAL NEED (open to all students registered half-time or more):

**PART-TIME EMPLOYMENT-not based on financial need:** positions on-campus are available for interested students who maintain a minimum half-time enrollment each semester and a minimum 2.0 GPA. Off-campus positions in licensed private, public, and nonprofit businesses are also posted for students to consider.

Go to [www.gbcnv.edu/financial](http://www.gbcnv.edu/financial) and click on **jobs currently open for GBC Students** to search the "Job Board" for part-time employment opportunities.

**REGENTS SERVICE PROGRAM** is a state-funded, part-time employment/internship program skills requested by a non-profit organization or agency that supports literacy programs or provides a service to the community. On-campus departments who collaborate with an off-campus organization for outreach, literacy, or service learning may have approved positions.

**SCHOLARSHIP PROGRAMS**— Scholarships are based on academic merit and in some cases financial need.

**GBC SCHOLARSHIPS** are typically one-year awards. Students must reapply each year by completing the on-line Scholarship Application available in the early December for the next academic year.

**MILLENNIUM SCHOLARSHIP** is a program of the Office of the Nevada State Treasurer. The Millennium Scholarship Office notifies incoming freshmen regarding eligibility in late July. You will then receive an award packet from the State Treasurer's office identifying you as a Millennium Scholar. You must enter your "Acknowledgement of Award" information online before any funds can disburse. Our office then compares our admitted students with that list and corresponds with specific information for GBC regarding disbursement of the funds. The Millennium Scholarship is not listed on the financial aid Offer Letter received prior to August. More information is available at <http://NevadaTreasurer.gov>.

## What Is A Student Budget?

Each student is assigned one of three student budgets (cost of attendance) based on living arrangements the student reported on the FAFSA: 1) With Parent, 2) On-Campus or 3) Off-Campus. Each student budget has allowances for room, board, books, transportation and miscellaneous personal expenses for two semesters, based on average expenses reported by our students. Mandatory costs are fees and tuition. Other expenses are discretionary, dependent on individual lifestyle and spending patterns. These "allowable educational costs" are used to calculate the amount of aid you are eligible to receive. The total amount of your financial aid and scholarships cannot exceed the student budget. If you have additional costs such as expenses related to a physical disability, childcare, or computer purchase, contact the office to request a "Budget Increase".

*Beware*—car payments are not allowable educational expenses!

## **How Is The Amount Of Aid Determined?**

Your "need" is the maximum amount of need-based financial aid you may receive. It is calculated by subtracting the Expected Family Contribution (EFC) from the student budget.

Student Budget-Expected Family Contribution (EFC)

Need Eligibility

The information you reported on the FAFSA was used to calculate your Expected Family Contribution (EFC). The federal processor uses federal methodology established by law to calculate your EFC. The EFC is used to determine the student's eligibility for most programs. GBC makes every attempt to offer qualified students up to 50% of the basic budget in "gift aid" (grants and scholarships) and 50% in "self-help aid" (loans and Work-Study).

The total amount of financial aid, scholarships, and/or any other educational funding cannot exceed the student budget. You may not be offered or receive need-based financial aid from any source (including scholarships) which exceeds your total "financial need" figure. If additional grants or scholarships are reported after the financial aid Offer Letter is posted and cause the revised total "gift aid" to exceed 50% of the basic budget, your grant programs may be reduced.

Funds in some programs (like grants and Work-Study) are limited, and preference goes to early filers with the greatest financial need. Types of programs and amounts may vary from year to year based on available funds, the application date, housing arrangements, class standing and program limits. When funds become available in any program during the year, they are automatically reallocated to students with the greatest need.

## **What If My Family Isn't Willing To Contribute?**

There are dependency questions on the FAFSA. A student is considered dependent and parent data on the FAFSA is required for students who cannot answer "yes" to at least one of the dependency questions. The Expected Family Contribution for a dependent student measures a student and parents' ability to pay for college. It does not measure the family's willingness to pay. Federal regulations consider the student and family primarily responsible for paying for college and prohibit our office from taking the parents' unwillingness to pay into consideration when awarding financial aid. Contact your financial aid advisor if you have "unusual circumstances" that you feel warrant a review of your dependency status. You may submit the "Appeal for Independent Status" and required documentation to request a review of your dependency status. If approved, the approval is valid for the academic year.

Whether or not your parents claim you as an exemption on their federal income tax return has no bearing on your dependency status for financial aid.

## **What Is An "Offer Letter"?**

When the Free Application for Federal Student Aid (FAFSA) is submitted to the federal processor, the student is automatically considered for all federal, state, and institutional programs if he/she meets the eligibility criteria for that program. Most financial aid is need-based and funds in some programs, like grants and Work-Study, are limited. Students who file early and demonstrate the greatest amount of need receive priority.

The “Offer Letter” is a listing of the type and amount of financial aid offered to the student. Students are sent a postcard as notification to view their Offer Letter via your 'Student Account on WEB-REG'.

### **What Is Verification?**

Federal regulations require our office to verify and review carefully all the financial information reported by a sample of our applicants. Documents required may include, but are not limited to, copies of federal income tax returns, verification worksheets, and other income-related statements. The initial offer of aid is based on the information self-reported on the FAFSA. Selected applicants are notified of the specific documents required.

If you are selected for verification, processing cannot continue until the required documents are submitted. The information on the submitted documents is compared to the FAFSA data for accuracy and corrections are sent to the federal processor. Your financial aid may be revised or withdrawn when the information is inaccurate and inconsistent.

### **Can The Financial Aid Offer Be Withdrawn Or Adjusted?**

Yes, there are several situations that could cause your Offer Letter to be withdrawn or adjusted throughout the year. Adjustments that cause a debt to GBC are due payable in full.

- If your class standing (i.e., freshman, sophomore, junior, senior, or graduate); residency; housing; enrollment status, or living arrangements are not correct, your Offer Letter may require modification. For example, the amount of aid and type of aid may be reduced if you enroll less than full time.
- If you left the housing code “blank” on the FAFSA, you have been assigned a “with parent” budget which is the lowest budget and perhaps less financial aid. If you subsequently change from one housing category to another, your Offer Letter may be adjusted.
- If you receive an outside scholarship or any funding not listed on your Offer Letter, you must report the additional resource to our office. If that fund over awards you based on any federal, state or institutional regulation, your Offer Letter may be adjusted.
- If you are a Millennium Scholarship recipient and are enrolled in more than 6 credits, the amount will be increased after the add/drop period. If the increase exceeds your need eligibility, other aid may be decreased.
- If your file is selected for verification and the results change the Expected Family Contribution, your Offer Letter may be modified.
- If you drop credits within the 100% refund period, your Offer Letter may be adjusted.

Check your Offer Letter! <http://www.gbcnv.edu/webreg/>

Are the correct residency, housing and enrollment status listed?

## **How Is Financial Aid Disbursed?**

Most funds are received electronically and credited directly to the student account to pay outstanding financial obligations to GBC. Remaining funds after all GBC charges are paid-in-full are made payable to the student and issued from the Controller's Office or GBC Campus Site.

## **When Is Financial Aid Disbursed?**

Financial aid cannot be disbursed prior to enrollment or during periods of non-enrollment. One half of the total grant, loan or scholarship funds for the year are disbursed each semester. Financial aid is typically applied to outstanding financial obligations owed to GBC within ten days prior to the semester start date. The student is mailed written disbursement notification each time loan funds disburse. Students can check their bill via your 'Student Account via WEB-REG' at <http://www.gbcnv.edu/webreg/>

For your protection and privacy, disbursement information is not provided over the phone.

### ***30-Day Delay***

First time, first-year undergraduate students are subject to a 30-day hold on the disbursement of your Stafford Loan funds. The 30-day waiting period begins on the first day of the semester.

### ***First-Time Stafford Loan Borrowers***

First-time Stafford Loan borrowers must complete Entrance Interview prior to disbursement. Entrance Interview can be completed on the [www.gbcnv.edu/financial](http://www.gbcnv.edu/financial) web site. Please retain a copy of the Entrance Counseling confirmation page for your records.

### ***Minimum Credit Requirement***

Financial aid is disbursed based upon enrollment level. Changes in enrollment will delay disbursement and may result in an overpayment status if reduced.

### ***One Semester Loans***

If you borrow for one-semester, the Stafford Loan must be disbursed in two equal installments within that semester. One half to be disburse at the beginning of the semester and the second half 30 days after the first disbursement.

### ***Spring Transfer Students***

All spring only students must be monitored by the National Student Loan Database System (NSLDS). During the 7-day hold period, financial aid cannot be disbursed. If we are alerted that the student still has financial aid pending at another institution, the student must cancel their financial aid in writing with that institution. A confirmation of the cancellation is required before aid can be disbursed for the spring semester.

## ***Work-Study***

Work-Study and student employment payroll checks are distributed biweekly through Direct Deposit or check.

## ***Scholarships***

Academic year scholarships are disbursed in two equal disbursements: one half each semester. The Student Financial Services Office disburses Millennium Scholarships for half-time enrollment (6 credits) at the beginning of the semester and the second payment after the add/drop period of each semester. Please visit the Millennium website: <http://Nevada.Treasurer.gov> in August.

## **What If I Can't Pay Tuition/Fees By The Due Date?**

- **DEFERMENT:** The Controller's Office offers a deferred payment plan to students registered for six or more credits. It requires 33% (1/3) of the outstanding charges to be paid prior to the date late fees will be assessed. Two more installments of 33% (1/3) each are required during the semester in accordance with the dates in the class schedule.

To set up a deferment, go to your 'Student Account WEB-REG' at <http://www.gbcnv.edu/webreg/> or contact the Controller's Office at 753-2110.

## **Why Didn't Financial Aid Pay My Tuition and Fees?**

### **TOP 10 REASONS WHY FINANCIAL AID HAS NOT PAID TUITION AND FEES**

1. You submitted your FAFSA too late in the year to have funds ready in time to pay fees.
2. Your financial aid eligibility was terminated because you did not meet the standards for Satisfactory Academic Progress.
3. You didn't respond to the Missing Documents request in a timely manner.
4. You did not register in the appropriate number of credits to match your enrollment/funding status.
5. Your Stafford Loan funds have not arrived from the lender.
6. You are a first-time borrower and didn't complete the Entrance Counseling requirement.
7. As a first-time borrower, first-year Stafford Loan borrower, your disbursement has a 30-day delay.
8. As a one-semester only Stafford Loan borrower, your funds have a split disbursement.
9. You did not submit the Stafford Loan Activation Form.
10. Adding/dropping classes constantly.

## Can Financial Aid Pay For Summer Session?

Funding is limited and can be offered only when funds remain, and the student has eligibility remaining for the current award year. Millennium scholars are reimbursed during the fall semester for summer coursework that earns a passing grade.

### What Are The Standards For Satisfactory Academic Progress (SAP)?

Should a student complete between 50-99% of the credit load for which they received financial aid, he/she will be placed on financial aid **probation** for the following semester. During the probationary period a student remains eligible to receive federal aid. If, during the probationary semester the student fails to complete 100% of the courses for which they enrolled and received payment, the student will be placed on suspension. At that point, the student will be ineligible for further financial assistance until such time as they enroll and subsequently complete the same number of credits as were taken during the probationary term. Payment of the applicable tuition and fees cannot be accomplished with financial aid funding. Additionally, those credits must be completed with grades resulting in at least a cumulative 2.0 GPA.

For students applying for federal financial aid for the first time at GBC and through previous enrollments have not met GBC's GPA and course completion requirements, he/she will enter on probationary status for the first semester.

Completion of less than 50% of the credits for which financial aid was received during a semester will result in immediate **suspension** of financial aid eligibility.

To re-establish financial aid eligibility a student must, at their own expense, obtain a 2.0 cumulative GPA with the same, or greater, credit load as recognized in their previous financial aid receipt period, or repay the amount of financial aid monies received.

Exceptions to this policy may be made for mitigating circumstances which must be outlined in writing and presented to the Financial Aid Appeals Committee, C/O the Student Financial Services Office, for review and determination.

**Should a student be compelled to withdraw from all of the credits for which he/she was registered during the course of the semester, he/she must notify the Student Financial Services Office prior to doing so.**

**Should the student fail to notify the Student Financial Services Office before withdrawing from their courses, their right to appeal their financial aid standing through the Financial Aid Appeals Committee is waived.**

**A student may only appeal their financial aid status 3 times during their period of enrollment at Great Basin College.**

Students whose financial aid applications are not complete prior to mid-term of any semester during an academic year will be required to submit a Mid-Semester Progress Report with evidence of satisfactory performance prior to the disbursement of any loan funding.

Federal financial aid (except a loan) is considered as income for federal tax purposes and must be reflected when completing federal income tax returns. However, amounts used to cover tuition, fees, books, and supplies are exempt, as are loan amounts, as they are a debt which must be repaid.

### **Dual Enrollment**

Students pursuing degrees which are not available through GBC, including bachelors degrees such as the 2+2 program, must apply for their financial aid through the "parent" institution ("parent" meaning the institution which offers the more advanced degree).

Students must apply for official admission to those parent institutions in order to receive financial aid. Eligibility to receive financial aid of different types depends upon the student's level of enrollment, i.e. less than half-time, half-time or greater

PELL GRANT Students may receive payment from this fund by attending both colleges with a combination of level of enrollment. For instance, a student may be enrolled for 3 credits at UNR and 9 credits at GBC but all courses must be applicable to the degree objective. Students must complete a **Consortium Agreement**. This form is available at the GBC Student Financial Services Office.

STAFFORD STUDENT LOANS Students must be enrolled at the "parent" institution a minimum of 6 credits per semester.

### **Time Limitation**

Students receiving federal financial aid are expected to complete their education within a reasonable length of time.

Pursuing a certificate program, the maximum credits is **56**

Pursuing an associate degree, the maximum credits **90**

Pursuing a bachelor degree, the maximum credits is **180**

Exceptions to these time limitations may be considered on an individual basis if extenuating circumstances exist. Appeal should be addressed to the Financial Aid Appeals Committee.

### **Adequate Grade Point Average**

To be eligible to receive financial aid, students must maintain a 2.0 cumulative GPA (on a 4.0 scale). Some scholarships may require higher GPA's. The GPA will be verified at the time of each disbursement of funds.

### **Receipt of Credit Balance**

Students are required to pick up any federal fund credit balance monies as soon as possible. If not, monies may be returned to the U.S. Department of Education, as GBC is required to refund federal monies to the Department of Education that are not delivered to the student within 14 days of the date the credit balance occurred.

## **Proper Use of Financial Aid Funds**

Financial aid funds are to be used for education related expenses only, which include both direct and indirect costs. Direct costs include tuition, fees, books, and supplies. Indirect costs include expenses for room and board, transportation, and other expenses that students incur while attending GBC.

## **How Can Aid Eligibility Be Regained?**

- **Raising Your Grade Point Average**

Only GBC coursework is included in the calculation of your GPA. To increase the GPA, a student must enroll and complete coursework at GBC. Transfer coursework is not included in the GPA calculation.

## **Is There an Appeal Process If I Don't Meet the Standards?**

The criteria and forms for appealing aid ineligibility are available upon request or can be downloaded from our Website. A written appeal with documentation attached is required. The circumstances that created the academic problem must have been unavoidable and beyond your control. The guidelines below provide advice.

- Factors considered in reviewing an appeal include but are not limited to: your entire academic history; level of borrowing in relation to credits completed; class standing; number of semesters of aid; previous deficiencies and appeals; and "extenuating " and "unavoidable" circumstances.
- On-going, chronic medical problems do not meet the definition of "extenuating circumstances". If the condition existed at the time aid was offered, it should have been taken into consideration when you planned your classes and credit load.
- Medical withdrawals approved by another office on behalf of GBC are NOT automatically accepted for reinstating financial aid. The student must submit the office.
- If the appeal is not approved, the student may request a personal interview with the Vice President of Student Services for final determination.
- Between semesters, time is limited for review. Students who have not maintained satisfactory academic progress must be prepared to pay their own fees. Reinstatement and appeals are reviewed in the order received.

## **What Are My Responsibilities As A Federal Financial Aid Recipient?**

**What Can I Expect From Student Financial Aid, Employment,  
and Scholarship Services?**

### ***Student Responsibilities***

1. You must be officially accepted into a degree-seeking program and make satisfactory academic progress toward that degree objective.
2. You must report any additional resources and/or changes. Such changes include but are not limited to additional financial resources such as Veteran's educational benefits; scholarships; fee waivers; vocational rehabilitation payments; residence hall assistantships; or changes in enrollment, housing plans, and/or residency.
3. You must be enrolled in and earn the minimum number of credits required by your enrollment/funding status each semester.
4. You must maintain "satisfactory academic progress" as defined for all applicants and recipients of aid.
5. You should change your address by completing a form at Admission & Records or via your 'Student Account WEB-REG'. <http://www.gbcnv.edu/webreg/>
6. You should notify our office in writing if you will not attend.
7. You should officially withdraw if you must leave GBC for any reason. Contact the Admissions Office: (775) 753-2102

Student Financial Services Office (SFSO) at (775) 753-2399.

8. If you are a student loan borrower who is graduating, transferring to another college, or dropping below half time, you must participate in exit counseling.
9. You must read "The Guide" and all other financial aid and scholarship information that you may receive. If you have questions or do not understand what is required of you, advisors are available to assist you.

### ***Student Expectations***

1. You may request an appointment with a financial aid advisor to discuss any questions or concerns you have regarding your financial aid.
2. If you have unusual circumstances that you feel may impact your ability to contribute, you may contact your financial aid advisor for further information. Unusual circumstances could include loss of a benefit or nontaxable income, separation/divorce, death of a parent/spouse, or economic hardship such as elementary/secondary school tuition, major medical/dental expenses not covered by insurance or natural disaster. Documentation is required.
3. If an independent student or parent(s) of a dependent student have a substantial reduction in taxable income/benefits, the student may contact our office regarding the reevaluation process.
4. You will be notified via your 'Student Account WEB-REG' about your eligibility and if changes are made to your Offer Letter during the year. You should review your offer letter at <http://www.gbcnv.edu/webreg/> periodically for changes.

5. You will receive a written notification whenever loan funds are disbursed to your student account.
6. You may reduce the amount or decline any program on the Offer Letter.
7. You should speak with SFSO staff to review the options and consequences of your dropping credits or withdrawing from GBC prior to making a final decision.
8. You can expect to be treated courteously and with civility; the staff expects that in return.
9. All information is held in confidence. The Family Education Right to Privacy Act (FERPA) restricts our office from releasing confidential information to anyone without proper identification and only to the student or the parent of record of a dependent student.
10. You can expect phone calls to be returned within 24 hours (except during peak processing periods). Students should come to campus with enough funds to pay for books/supplies, incidentals, and initial living expenses. Be prepared!

#### What Happens If I Totally Withdraw From GBC?

#### Do I Have To Return Funds I Received?

- If you begin class attendance in any semester and then withdraw completely from GBC or earn zero credit after aid has been disbursed, you may be required to return all or part of the funds received, including funds credited to pay tuition and fees.
- Since financial aid must be used solely for educationally related expenses during periods of enrollment, federal regulations require our office to calculate the amount of aid you “earned” for the number of days you attended.

“Unearned” aid that covered periods of the semester when you did not attend classes or were not enrolled must be repaid.

- If you withdraw prior to the start of the semester or never attend any classes, 100% of aid disbursed to your student account and /or disbursed to you must be repaid.
- If a repayment is owed, you will be billed by the Student Financial Services Office and have 45 days to arrange satisfactory repayment. You are not eligible for further aid until repayment is made in full. You may also be reported to the U.S. Department of Education.
- If you must leave GBC for any reason, withdraw officially by calling (775) 753-2399 to schedule an exit interview.

**A complete copy of the [Return of Title IV policy](#) and procedure is available on the Web site or upon request from our office.**

## What is Exit Counseling?

All students who receive Stafford loans are required to attend exit counseling regarding the options available for repayment, deferment, cancellation of the loans and debt management. Exit Counseling is required prior to graduation, total withdrawal from classes, transferring to another school, or dropping below half-time enrollment. Students must complete the exit counseling requirement even when they will be returning to begin a new degree program.

Stafford Loan recipients are sent an exit counseling schedule. Exit counseling is also available on your GBC Student Financial Services Website: [www.gbcnv.edu/financial](http://www.gbcnv.edu/financial)

It is to your advantage to learn about managing your repayment obligations and options before repayment begins.

## What If I Still Have Questions?

### **Q. How can I check my Stafford Loan status?**

A. If you are borrowing a Stafford Loan and have completed the Loan Request Form, you can check the status of your loan at [www.salliemae.com](http://www.salliemae.com) You can monitor your loan status via OpenNet and see where your loan is in the process.

### **Q. How can I check to see if my file is complete or what my award is?**

A. Students can check to see if their file is complete via 'Student Account-WEB REG'.  
<http://www.gbcnv.edu/webreg/> Required forms can be downloaded or requested at our office.

### **Q. Are forms available on the Web?**

A. Yes. Students can download needed forms at [www.gbcnv.edu/financial](http://www.gbcnv.edu/financial). under "Forms Directory."

### **Q. Must I be registered for classes prior to receiving financial assistance?**

A. Yes. No funds are released until you are enrolled. .

### **Q. I will only be enrolled as a half- or three-quarter time student. Will I be able to qualify for financial aid?**

A. Yes. The amount you receive will be determined by your enrollment for each semester. It's perfectly acceptable to be full time one semester and ½ time another or ¾ time one semester and ½ time another etc. You determine your level enrollment. Your award will be prorated accordingly with your level of enrollment.

### **Q. What if I have additional costs?**

A. The basic student budget is based on average allowable educational expenses. The budget may be adjusted for day care costs for dependents; for students with disabilities-an allowance for expenses related to the disability; the purchase of a computer/tools; and/or extraordinary medical expenses not covered by insurance.

If you have additional costs, please stop by the GBC Student Financial Services to discuss with the Student Financial Services Specialist. Adjustments are not made for credit card expenses, car payments, car repair or other discretionary expenses not directly related to education.

### **Q. If I am in default on my student loans, what do I do now?**

A. If you are in default on a previous student loan, you may not receive any financial aid until the loan is repaid or satisfactory repayment arrangements are made. Contact your lender or servicer of your loan(s) immediately!

### **Q. Why didn't I receive a promissory note for my Stafford Loan?**

A. If you borrowed a Stafford Loan at Great Basin College for the 2006-2007 award year or any year thereafter, you do not complete another Master Promissory Note (MPN) unless you want to change lenders. The MPN is a serial note where the student has promised to pay the lender back for any activated Stafford Loans and is valid for 10 years. If you have not borrowed a Stafford Loan before at Great Basin College, you can go to the [www.gbcnv.edu/financial](http://www.gbcnv.edu/financial) web site. Instructions may be found in the Forms Directory and print out the Loan Request Form and follow the Checklist. Master Promissory Note (MPN) must be electronically signed on-line.

Please stop by our office if you have any problems. Be advised that any step on the Loan Checklist that is incomplete, will result in delay, in processing your loan.

## How Do I Contact The Office?

***Mailing Address:*** Student Financial Services

Great Basin College  
Student Financial Services Office  
1500 College Parkway  
Elko, NV 89801  
e-mail: [gbcfinaid@gwmail.gbcnv.edu](mailto:gbcfinaid@gwmail.gbcnv.edu)

***Office Location:*** Berg Hall.

***Office Hours:*** Monday through Friday, 8:00 a.m. to 5:00 p.m.

- Summer Hours 7:00a.m. to 3:30 p.m. (regular hours resume July 30, 2007)

Hours may change during peak processing periods and summer.

***Phone:*** Main Line: 775.753.2399

Student Employment: 753.2259

Scholarship Office: 753.2259

***Phone Hours:*** 8:00 a.m.—5:00 p.m., Monday through Friday.

***FAX:*** (775) 753-2390 ***E-mail:*** [gbcfinaid@gwmail.gbcnv.edu](mailto:gbcfinaid@gwmail.gbcnv.edu)

A staff directory is available at [www.gbcnv.edu](http://www.gbcnv.edu)

WebReg: <http://www.gbcnv.edu/webreg/>