

Chattahoochee Technical College Disbursement Procedures

A. General Information

1. Student must be enrolled and attended class(es) before funds may be disbursed.
2. Student eligibility is confirmed by the Financial Aid Office before funds are disbursed.
3. Students are expected to have sufficient funds for miscellaneous expenses when they arrive to campus. Financial aid eligibility is never guaranteed nor should it be assumed that financial aid will cover all of the student's direct costs (tuition and required fees).
4. Students who are eligible for federal financial aid must have a valid Student Aid Report in electronic form for the correct award year on file with financial aid before funds are awarded and/or disbursed.
5. Students must be admitted to the college in an eligible program and an eligible student classification (type) before funds may be disbursed. This includes being in an eligible major, being an in-state resident for all state aid, etc.
6. Federal Work-Study (FWS) funds are not addressed in this information as those federal aid funds are disbursed by the college via payroll from Human Resources. Eligibility is determined by Financial Aid prior to the student's first day of work.
7. Specific questions about individual cases should be addressed to the Financial Aid Office at 770- 528-4545 or financialaid@chattahoocheetech.edu.

B. Bookstore

Bookstore services at Chattahoochee Technical College are contracted services. Follett Higher Education (Follett) is the current operator of bookstore services and operations and is fully responsible for all bookstore-related functions (inventory management, sales, returns, refunds, exchanges, etc.) Their policies are independent of the college's policies. The bookstore may be reached through its site (<https://www.bkstr.com/chattahoocheetechstore/home>) or via e-mail: bookstore@chattahoocheetech.edu. The college's bookstore liaison is Regina Banks, Director of Student Accounts: regina.banks@chattahoocheetech.edu.

When aid eligibility has been fully established prior to the beginning of the semester, funds are made available in the college bookstore for the first two calendar weeks of the semester while funds are authorized.

At the end of the allowable charging period, charges are loaded to students' accounts by the Student Accounts' Office, and the bookstore is paid in full directly from Student Accounts. The charging period begins around two weeks before the first day of each semester. Summer semester may have a shortened timeframe due to fiscal year-end processing. Financial aid may be used in the college bookstores either online or at one of its brick-and-mortar store locations.

C. Loans

1. The college does not participate in any federal student loan programs. Please visit <http://www.chattahoocheetech.edu/private-student-loans/> for more information.
2. For private loans for which Financial Aid certifies enrollment and eligibility to various lenders, the student must have met stipulations required by the lender before funds are sent to the college to disburse to the student. If that disbursement creates a credit balance, the following information will outline how that credit balance is handled.

D. Disbursement Procedures

Once all eligibility requirements have been met:

1. Funds awarded from the following are applied directly to the student's Banner account with Student Accounts.

GRANTS AND SCHOLARSHIPS

Federal Pell
Federal SEOG
HOPE Scholarship
HOPE Grant
Zell Miller Scholarship
Zell Miller Grant
HOPE Career Grant
Other State Aid

LOANS

Private Student Loans
Student Access Loans (SAL)

2. Awards are authorized/paid to the student's Banner account once registration has occurred and tuition and fees have been assessed.
3. Any remaining balance due to satisfy the student's account in full must be paid to the Student Accounts Office prior to the published deadline. Accounts with balances (>\$.01) are purged on the established payment deadline dates:
<http://www.chattahoocheetech.edu/student-accountsoffice-paymentsrefunds>.
4. Eligibility is reviewed again at the end of the drop/add period, and appropriate funds are disbursed (paid) to the student's Banner account.
5. BankMobile (Customers Bank) is the college's contracted vendor to process all refunds. Refund preference kits are mailed (physical addresses on file with the college) to students a few days after he or she has registered for classes. IDs who need kits are generated weekly by Student Accounts and sent to BankMobile for processing. The student must receive the kit and select his or her refund preference online: direct deposit to the student's personal bank account, BankMobile Vibe account, or paper check. This refund process is the same for

ALL students—those who pay for tuition/fees with personal funds and those who are receiving/using financial aid.

- a. If the amount of financial aid awarded exceeds tuition, fees, and bookstore charges (if any), the difference (credit balance) will be disbursed in accordance with the student's BankMobile refund preference no later than twenty-eight days after the first day of the semester —but no later than 7 calendar days after the credit balance is created. (C Term's refunds are processed once No Shows are submitted and processed. C Term refunds are normally processed within two weeks of the start of the term.)
 - b. Students who use personal funds to pay for tuition and fees and later become eligible for aid or otherwise are due a credit balance refund (schedule changes, no-shows, etc.) are refunded in accordance with his or her BankMobile preference. The refunding period begins no later than twenty-eight days after the first day of the semester from the Student Accounts' Office. (C Term's refunds are processed once No Shows are submitted and processed. C Term refunds are normally processed within two weeks of the start of the term.)
6. Credit balances created after the initial refund period are refunded weekly by the Student Accounts' Office. This includes students who may have enrollment changes (no shows or dropping from classes that have not yet begun), those who have aid eligibility determined late for whatever reasons, etc.

Questions about these processes may be directed to financialaid@chattahoocheetech.edu or cashier@chattahoocheetech.edu.