Financial Aid @ Rio Salado College
“The Seven Steps to Financial Aid”
2014-2015
Step One - Take Care of the Basics

1A. Get Started at Rio: I want to Earn an Online Certificate or Degree

“Start at Rio”
Follow the steps in the “Start at Rio” checklist to explore programs and get admitted to Rio Salado College. The “Start at Rio” Checklist helps students plan for success and navigate through all the steps they need to take to become a successful student at Rio Salado College.

1B. Plan Ahead by Following Priority Filing Deadlines

To help students plan for their educational journey, the Financial Aid Office has set priority deadlines for each Semester Block Term. It is very important that you are aware of the priority deadline associated with your preferred course start date. **By submitting all required information on or before the priority filing deadline, eligible students will have their:**

* Anticipated financial aid award processed in time to defer tuition payment, and their spot in classes held.
* Book Advance issued to their Money Network™ account through MSRP prior to the start of class
* Financial aid disbursements released to their account in accordance with a published schedule

In order to meet priority filing deadline:

1) Rio Salado College must have receipt of your FAFSA.
2) **For Students Selected for Federal Verification:**
   The Maricopa Verification Processing Center (MVPC) must have receipt of all financial aid verification forms and documents by the priority filing deadline associated with your semester block in order to process your request for financial aid.
3) For Students who need to submit supplemental documents directly to the Financial Aid Department - identified in the To Do list on my.maricopa.edu with an RSC (i.e. Default Clearance Letters, Homeless Independent Requests, Unusual Enrollment History, etc…):
   Rio Salado College must have receipt of all supplemental documents or forms on or before the priority filing deadline.

If the Financial Aid Department and MVPC does not have your documentation by the priority filing deadline, other options are still available. You can:

- Enroll in the tuition payment plan, eCashier, in order to secure a spot in the Semester Block Start Date that you want. Students in this situation are also responsible for paying for their books unless their anticipated financial aid award is processed before their first disbursement of financial aid is scheduled to arrive.
  OR
- Make other payment arrangements to hold your space in the Semester Block Start Date that you want and to get your books and supplies.
  OR
- Change your Semester Block Start Date to coincide with priority filing deadline you are able to meet.

1C. Obtain your Federal Student Aid PIN

The next thing you need to do is obtain a Federal Student Aid PIN. The PIN is used to electronically apply for Federal Student Aid and to access your Federal Student Aid record online. Your PIN serves as your electronic signature and provides access to your personal records. To get your PIN, visit

**Processing time:**
It takes 1-3 business days to get a PIN if you have a current e-mail address. If not, your PIN will be sent via U.S. mail in 7-10 business days.

**1D. Submit the FAFSA Form**

The next step is to submit a Free Application for Federal Student Aid (FAFSA). You must submit the FAFSA each year you seek financial aid. The FAFSA is used to assess and establish eligibility for Federal Student Aid programs.

There are several options for filing the FAFSA:

1. **RECOMMENDED:** Apply online via FAFSA on the Web: To submit the FAFSA online visit www.fafsa.ed.gov (Make sure to have your FAFSA information electronically forwarded to Rio Salado College by listing our school code on the application. **Our school code is 014483.**)  
   - You electronically "sign" the FAFSA with your Federal Student Aid PIN, so be sure to know your PIN or apply for a PIN on the PIN website, www.pin.ed.gov. (If you are a dependent student, your parents must also get a Federal Student Aid PIN and sign the FAFSA too.)  
   - By applying for the FAFSA online you have the option to use the IRS Data Retrieval tool. The IRS Data Retrieval Tool allows students and parents to access the IRS tax return information needed to complete the Free Application for Federal Student Aid (FAFSA). Students and parents may transfer the data directly into their FAFSA.  
   - **If you are eligible to use the IRS Data Retrieval Tool, we highly recommend using the tool for several reasons:**  
     - It’s the easiest way to provide your tax data.  
     - It’s the best way of ensuring that your FAFSA has accurate tax information.  
     - In most cases you won’t need to provide a copy of your or your parents’ tax return transcripts to us.  
   - If you do not use the IRS Data Retrieval Tool to provide tax information and we then request a copy of your tax return or your parents’ tax return because you are selected for verification, you will be required to obtain an official tax return transcript from the IRS.

2. Complete a PDF FAFSA (Note: PDF FAFSAs must be mailed for processing): To download a PDF version of the FAFSA go [here](#).  
3. Complete a Paper FAFSA (Note: Paper FAFSAs must be mailed for processing): To request a paper FAFSA form (in English or Spanish) call the Federal Student Aid Information Center at 1-800-433-3243, TTY: 1-800-730-8913.  
   - **Please Note:** Completing a PDF or paper form will add 4-6 weeks to the overall processing time.

**Processing time:**
Completing the online FAFSA usually takes 1-2 hours. Once you submit the FAFSA, it takes approximately 5 business days for Rio Salado College to receive it.

The amount of Federal Student Aid you qualify for depends on many factors, including:
• Your financial need, determined by submitting the FAFSA.
• Your enrollment status at Rio Salado College, specifically, the number of credit hours that you take each semester.
• The amount of Federal Student Aid that you've previously received.

For more information about the types of aid available at Rio Salado College, please click here. The total amount of Federal Student Aid a student receives cannot exceed Rio Salado College's Cost of Attendance.

Students must meet ALL eligibility requirements described below in order to be considered for Federal Student Aid:

• Have a high school diploma, or General Education Development (GED) certificate.
• Be enrolled in a Financial Aid approved academic program (degree or certificate) at Rio Salado College.
• Be a U.S. citizen or eligible non-citizen.
• Have a valid Social Security number. Exceptions to this rule are students from the Republic of the Marshall Islands, Federated States of Micronesia, or the Republic of Palau.
• Male students must be registered with Selective Service or must register for selective service between the ages of 18-26.
• Maintain Satisfactory Academic Progress (SAP), as defined by Rio Salado College's SAP policy.
• Not be in default on a Federal Perkins Loan, Federal Stafford Loan, Federal Supplemental Loan for Students, or Federal Direct Loan, nor owe any refund on a Federal Pell Grant or Federal Supplemental Educational Opportunity Grant.
• Students who have one or more loans that had previously defaulted, but who are no longer in default must obtain and provide a Title IV Eligibility Letter indicating that he/she is once again eligible to receive Federal Student Aid. This letter can be obtained by contacting the holder (guarantee agency, lender or servicer) holding the previously defaulted loan(s). It is the student's responsibility to obtain and submit this letter to the Rio Salado College Financial Aid Office.
• Not have been convicted of violating any federal or state law of selling or possessing illegal drugs. Students who have one or more convictions must call 1-800-4-FED-AID to find out how this law applies to you.

Frequently Asked Questions
Q: What if I lost my Federal Student Aid PIN?
A: If you lose your PIN, you can request a new one at www.pin.ed.gov.

Q: What personal information is needed to submit the FAFSA?
A: Primarily demographic and financial information about yourself and your household. The FASFA is based on the applicants prior year’s federal income tax return as well as other household assets. Before you get started, be sure to collect the documents you need to complete the FAFSA.

Q: What if I've already submitted a FAFSA this year?
A: If you have already submitted a FAFSA, and did not originally request that it be sent to Rio Salado College, you DO NOT need to redo it. Simply visit www.fafsa.ed.gov, retrieve your FAFSA record, and send it to Rio Salado College by making a FAFSA correction to add our school code. Rio's school code is 014483.
Q: What if I don't meet the general requirements to be eligible for Federal Student Aid?
A: Individuals who are not eligible for Federal Student Aid must work with the appropriate agencies to assess options for regaining eligibility.

Q: What do I do first: submit the FAFSA or apply to Rio Salado College?
A: It's your choice. Some students prefer starting the financial aid process first while others begin with the admissions and advisement process. What's most important is that you do both! Without these, Rio Salado College cannot process your request for Federal Student Aid.

- Applying for the FAFSA is free. Don't get scammed by individuals who charge a fee.
- Start a college reference folder to keep your important information in easy reach.
- Plan, plan, plan! Although Rio offers Semester Blocks on a weekly basis, be sure to have a good financial game plan in place before your classes start.
- Remember, once your FAFSA is received, it can take about 4 to 6 weeks (sometimes longer) for Federal Student Aid to be ready for disbursement to Rio Salado College.
- While you wait for classes, check out our Payment Plan option eCashier.
- Make sure that your class start dates are reasonably aligned with the financial aid process and Rio Salado’s block calendar requirements.
- Keep your User IDs/passwords secure where you can easily retrieve them, but others won’t gain access.
- Fill out your FAFSA thoroughly and accurately. It is a federal crime to provide false or misleading information on the FAFSA. In addition, incorrect information may result in an increased wait time to receive your Federal Student Aid.
- When considering borrowing money for a student loan, remember that whatever you borrow will have to be paid back with interest.

**Step Two: I've Submitted the FAFSA. What's Next?**

**2A. Student Aid Report (SAR)**

After you submit your FAFSA, the U.S. Department of Education will process it. After your FAFSA has been processed, you will be able to see the results on your Student Aid Report (SAR).

Typically, Your SAR should be processed by the U.S. Department of Education within a few days. You cannot access your SAR online until your PIN information has been verified by the Social Security Administration (1-3 business days after you submit your PIN application).

You will also receive a SAR in the mail or by e-mail (if you listed an e-mail address on your FAFSA) after it has been processed.

**Student Aid Report**

Your Student Aid Report contains:

- Your **Expected Family Contribution (EFC)**
- Whether or not you need to submit corrections to your FAFSA.
• If the U.S. Department of Education has selected you for Verification.
• Any issues related to your eligibility to receive federal student aid. For more information on Eligibility see Step 1.

2B. To Do List

Approximately 5 business days after you complete your FAFSA online, Rio Salado will receive it. Once we receive your FAFSA, a “To Do” list is automatically generated for you. This list contains activities or requests for additional information that might be required. Your To Do List is immediately available in your online Student Center at my.maricopa. You must have an MEID and be admitted to Rio Salado College in order to view your “To Do” List items at my.maricopa.

Frequently Asked Questions

Q: What FAFSA information does Rio Salado College receive about me?
A: It usually takes 5 – 7 business days for us to receive your FAFSA information, including:

• Whether or not you were selected for verification
• The types of aid you requested
• The status of your Expected Family Contribution (EFC) (official vs. unofficial)

Q: The Expected Family Contribution (EFC) on my Student Aid Report is listed as unofficial. What does this mean?
A: This means the U.S. Department of Education did not receive all the information required to calculate your EFC. Rio Salado College must have your valid, official EFC on record before your eligibility can be reviewed. To resolve the issues, review your Student Aid Report (SAR) for the information required to complete the EFC. If you don’t have your report:

• Go to www.fafsa.ed.gov
• Click the “Login” button, enter your information, then click “Next”
• To view your application data, select “View Processed Information.” (Note: Be sure that pop-up’s are enabled.)
• The reason for your unofficial EFC should be listed on the “Comment Section” of the report
• If you have any questions, contact the Federal Student Aid Information Center at 1-800-433-3243
• Check your Student Center on my.maricopa for updates

Tips for Success

• Make sure you have your MEID. Rio Salado College is unable to process your FAFSA information if you do not have an MEID. To get an MEID click here.
• Once your FAFSA is received, you will receive further instructions via your student email and your message center and ‘To Do’ list in the my.maricopa Student Center.
• Keep your user ID’s and passwords for Rio Salado College secure where you can easily retrieve them and others won’t gain access.
• As you consider your financing options, think carefully about how much money you will need to pay for school – especially if you are thinking about borrowing a student loan. Remember, whatever you borrow, you must pay back with interest.
Step Three: Finish Your To Do List

3A. Review your To Do List

After your FAFSA has been processed, a To Do List will be generated in your online Student Center at my.maricopa. Items will appear as hyperlinks. By clicking on the hyperlinks, you will be able to obtain instructions that describe how to follow up with the Financial Aid Office.

If your submission contains all of the information needed, we will note the To Do List item as being Complete on your Student Center. Items marked Complete are no longer visible on your To Do List.

If your submission contains missing or insufficient information, the Financial Aid Office will add an “Additonal Information” request in your To Do List. Resubmitted items create processing delays.

Verification
In addition, the U.S. Department of Education may have flagged your FAFSA for a follow up process called verification. If you have been selected for verification, the Financial Aid Office is required by federal regulation to collect additional information from you.

Beginning with the 2014-2015 financial aid year, Maricopa Community Colleges is pleased to offer you a seamless method for submitting all but a few of your required verification documents through the Maricopa Verification Processing Center (MVPC).

If you have been selected for financial aid verification, click the following link for information to guide you through this mandatory process: Financial Aid Verification.

3B. Submitting Requested Information to Rio Salado or MVPC

Verification items must be submitted in the following manner:

All Verification forms can be submitted electronically through eForms: https://qafederation.ngwebsolutions.com/idp/startSSO.ping?PartnerSpId=mcccdLDAP&TargetResource=https://dynamicforms.ngwebsolutions.com

Processing time: 7-10 business days

FAX:

480-361-5287

- Processing time: 2-3 weeks

Postal Mail:

Maricopa Community Colleges

Attn: Maricopa Verification Center (MVPC)
2411 W. 14th Street
Tempe, AZ 85281

Processing Time: 2-3 weeks

Please note that faxing or mailing your verification documents can result in a 2-3 week delay in processing time. Any other financial aid item on your To Do list that contains RSC must be submitted in the following manner:

- Fax to the Financial Aid Office at 480-377-4702
- Deliver In-Person or send via U.S. mail to:
  Rio Salado College Financial Aid Office
  2323 W. 14th Street
  Tempe, AZ 85281

Processing time:
It takes 5-10 business days to evaluate and process your submission once we receive it.

3C. While Waiting for Financial Aid...

Although you are not required to pay Rio Salado College before your Federal Student Aid is disbursed, you are responsible for paying back any charges that you incur in the event that anticipated Federal Student Aid does not cover your costs.

For students who would prefer to make alternate payment arrangements, Rio Salado College offers several payment options.

Frequently Asked Questions

Q: What are To Do List items and where can I find them?
A: To Do List items are requests for additional information that, by federal regulation or Financial Aid Office policy, you are required to submit before a package of Federal Student Aid can be processed. To Do List Items are found in your online Student Center at my.maricopa.

Q: What type of follow up information is generally requested?
A: If you have been selected for verification, typically you will be required to submit information pertaining to your household income, household assets and household size to MVPC. Often, copies of your federal tax return transcripts are required. Insufficient or incomplete submissions cannot be processed and will be re-requested. If your submission contained all required information, it will be removed from your To Do List when it is processed. For more information on the verification process, click here.

Q: Why has my FAFSA been selected for verification?
A: It's a random selection process. If selected for verification, you and the MVPC will work together to verify that the information provided on your FAFSA is consistent. After your information is reviewed, the MVPC can process any changes that need to be made to your FAFSA.

Q: What are the deadlines for submitting requested Financial Aid information?
A: Due to the high volume of information that we receive, evaluation and processing of each submission can take 5-10 business days once your submission is received. Rio Salado College does not have a set deadline, however you should submit your application materials in accordance with the Priority Filing Deadline for the semester block start date you desire. Please plan accordingly.
**Tips for Success**

- Review your To Do list carefully and submit information **exactly** as requested.
- Click on the To Do items in the list to read summaries and get detailed information on requirements for the information you submit.
- Submissions that contain missing or insufficient information cause delays in processing your request for Federal Student Aid.
- Monitor the progress of your submissions by visiting your online Student Center at [my.maricopa](#) and checking your student e-mail.
- Keep records of your information submissions such as fax confirmations. In rare cases, you may need to resend your information.

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**Step Four: Processing Your Financial Aid Package**

**4A. The Financial Aid Office Reviews Your Request**

Rio Salado's Financial Aid Office is required to process your request for Federal Student Aid in accordance with all applicable policies and regulations established by the U.S. Department of Education, the State of Arizona, the Maricopa Community College District and all other regulatory bodies.

This is important: Due to the large volume of requests, this step takes the longest amount of time.

**Processing time:**
From the time that all of your To Do List items have been processed it may take 3 weeks to process your Financial Aid package.

**4B. Financial Aid Notification (FAN)**

Once your Financial Aid package has been processed you will be notified by email and in your Student Center. Please check your student email account for more information. Your Financial Aid Notification will be available for you to view securely online in your Student Center at [my.maricopa.edu](#).

**Your FAN contains:**

- Information about the types/amounts of [Federal Student Aid](#) you're currently eligible to receive. 
  **Please Note:** Your eligibility may change between the time you receive your FAN and when Federal Student Aid can be disbursed to you. Be sure to review all [terms and conditions](#) for Financial Aid package.
- Important disclosures about your Federal Student Aid
- Additional instructions for some students

It is your responsibility to know and understand your [responsibilities](#) as a Federal Student Aid recipient as well as the [terms and conditions](#) for your Financial Aid.
Processing time:
FAN announcement e-mails are sent within 1 – 2 business days after your Federal Student Aid has been packaged. You may view the contents of your financial aid package online at my.maricopa.edu.

4C. Satisfactory Academic Progress

In order to be eligible for Federal Student Aid, students must meet Rio Salado College's Satisfactory Academic (SAP) policy. If you do not meet SAP, you will be placed on financial aid suspension. A student who has lost financial aid eligibility may only regain eligibility by meeting the minimum SAP standards. Any student who has lost financial aid eligibility due to extenuating circumstances may appeal. Appeals are approved or denied based on the circumstances that caused the student not to meet SAP. There is no guarantee that an appeal will be approved. Please see SAP FAQ’s here.

Processing Time:
It takes 10-15 business days to review your appeal. Once your Appeal for SAP has been processed you will be notified by e-mail and in your Student Center messages of the outcome. Please check your student email account for more information. The outcome of your Appeal submission will be available to view securely online in your Student Center at my.maricopa.edu.

Frequently Asked Questions

Q: Why does it take the Financial Aid Office 4-6 weeks to process my Federal Student Aid?
A: Rio Salado College's Financial Aid Office processes thousands of packages of Federal Student Aid each academic year. Each student's request for Federal Student Aid must be individually reviewed in accordance with policies and regulations of the U.S. Department of Education, the State of Arizona and the Maricopa Community College District.

Q: I already submitted my To Do items. Why am I being asked for more information?
A: It's not uncommon to be asked for additional requests at this point in the process. These requests are made to correctly evaluate each student's financial need as well as their eligibility to receive Federal Student Aid. Sometimes there are discrepancies in the information that was submitted. Federal regulations require that any conflicting information identified be resolved before Federal Student Aid can be packaged.

Q: How and when will I be notified about the status of my Federal Student Aid request?
A: Typically, a review of your documents and the assembly of your Federal Student Aid package will take:

- 4-8 weeks

Tips for Success

- Monitor the progress of your submissions by visiting your online Student Center, my.maricopa.
- Keep all records of your information, such as fax confirmations and copies of e-mails. In rare cases, you may be asked to resend your information.
- Read you To Do List item summaries to get detailed information on requirements for the information you submit.

Step Five: Before your Aid Arrives

5A. Review your Financial Aid Notification (FAN)
Review your FAN closely for instructions about any follow up tasks that may need to be completed. You can view and act upon these tasks in your Student Center on my.maricopa.

At this point, it is a good idea to review the financial needs required to support your education plan. Loans must be repaid with interest even if you do not finish school. Consider how much debt you are incurring, and whether or not this decision is right for you.

Rio Salado College packages an initial financial aid award with the Direct Loan maximum base amount, however, you may be eligible for additional loan funds. To Request additional loan funds, you may submit a ‘Request for Additional Loan Funds’ form found in your award message in your Student Center on my.maricopa.

Be sure to accept the portion of your aid package that you want to receive. You may decide that you do not want to borrow the entire amount of the student loan made available to you. You have a right to cancel the portion of aid you do not want to receive.

5B. Entrance Counseling and Master Promissory Notes

A student applying for Federal Student Loans must complete both an Entrance Counseling session and a Master Promissory Note one time while attending Rio Salado College.

Entrance Counseling
This quick and easy interactive counseling session can be completed online, and provides useful tips and tools to help you budget and understand your loan responsibilities. Please visit StudentLoans.gov to complete Entrance Counseling. It takes about 30 minutes to complete.

Master Promissory Note
A Master Promissory Note (MPN) is a legally binding contract you sign, agreeing to repay the loan money you have borrowed. The MPN describes your rights and responsibilities as a loan borrower. Please visit Studentloans.gov to complete the MPN. It takes approximately 15 minutes to complete it online.

5C. Satisfactory Academic Progress

In order to be eligible for Federal Student Aid, students must maintain academic progress in accordance with Rio Salado College’s Satisfactory Academic Progress (SAP) Policy. Students who do not meet Satisfactory Academic Progress are placed on financial aid suspension and required to file an appeal with the Financial Aid Office. Students may submit an Appeal to have their eligibility reviewed. For more information about submitting an Appeal, please review the Satisfactory Academic Progress (SAP) Policy page and the FAQ’s.

5D. Receiving a Book Advance

Book Advances allow you to use a portion of your anticipated aid to purchase textbooks and supplies from any business; however, certain required course materials are customized and only available from specific vendors.

Each semester, the Book Advance is an advance of funds to eligible students. To qualify, the student must have an anticipated financial aid award, and have sufficient aid to cover his or her outstanding student account balance.
It is the student’s responsibility to ensure that he or she meets all financial aid terms and conditions to qualify to receive the Book Advance. If a student receives a Book Advance, and is subsequently determined to not have been eligible to receive it, then the student is responsible for returning those funds to Rio Salado College.

Students who qualify to receive a Book Advance have the right to opt out of the process, in which case, funds designated as Book Advance monies will be included with the student’s financial aid refund.

In most cases, Book Advances will be issued as early as 7 business days before the start of the student’s semester through the Maricopa Student Refund Program (MSRP). The Book Advance release date has been established by the Maricopa Community College District.

In order to receive your Book Advance funds as soon as possible, it is essential for new students to monitor their student email account and Student Center at my.maricopa.edu for instructions to enroll in the Maricopa Student Refund Program. The debit card and direct deposit options are generally the fastest way for students to receive refunds in hand. Typically, a student will receive a notification within 1 to 2 business days after receiving their anticipated financial aid award.

Before purchasing your required course materials, please review your Mini-Syllabus to see specific requirements for textbooks, access codes, laboratory kits and other course resources.

**Tips for Success**

- Check your Student Center at my.maricopa.edu regularly. When your package of Federal Student Aid is processed, it may create the need for additional follow up tasks.
- Read your Financial Aid Notification (FAN) carefully. This letter will indicate if there are any follow up activities you need to complete.
- Maintain Satisfactory Academic Progress (SAP).
- Determine your financial need beyond tuition and fees, and decide whether or not you really need to borrow the entire amount of the Student Loans available in your package of Federal Student Aid.

**Step Six: Receiving Your Aid**

### 6A. Disbursement Eligibility Requirements

Once you have received your Financial Aid Notification (FAN), and completed all follow-up tasks, your Federal Student Aid funds will be ready for disbursement. When you are eligible to receive your aid, funds are disbursed to our office. Your aid will be posted to your account within 3 business days.

Before the funds can be applied to your account, Rio Salado College must verify that you are eligible, specifically:

1. Your disbursement of financial aid will be processed after all of the following items have occurred:
   a. You are participating in enough credit hours to be eligible to receive your disbursement.
      - **Special Note to First-Time Student Loan Borrowers:** there is a federally required 30-day waiting period from the time that your classes begin until you become eligible to receive the first disbursement of your student loan.
b. You Have Been Confirmed to Be Participating in Class
   o Confirmation takes place during the second week of classes. Therefore, funds for eligible
     students will be released during the third week of class.

c. Grades from all prior term courses have been posted.
   o IMPORTANT:
     Even if your participation in class has been confirmed, if your grades from prior term
     classes have not been posted, you will not be eligible to receive your disbursement.
     All coursework must begin and end within your designated semester block.
     All coursework from a prior semester block must be completed before you can begin
     participating in coursework for the next semester block.

2. You are verified to be making Satisfactory Academic Progress.
   o IMPORTANT:
     If you are not making Satisfactory Academic Progress and do not have an approved
     Appeal on file, you will not be eligible to receive your disbursement.

3. All student loans are delivered in 2 disbursements even if the student is enrolled in a single term (i.e. Fall-
   Only, Spring-Only, Summer Term)
   • The first disbursement will be delivered according to the guidelines listed above.
   • Subsequent disbursements(s) will be determined by the weeks of instruction for that term.
     o For 8 weeks of instruction or less, the subsequent disbursement date will be the
       midpoint of the classes start and end date.
     o For 9 weeks of instruction or more, the subsequent disbursement date will be the
       midpoint of that semester block.

According to federal regulations, you must receive your financial aid in two disbursements during a payment
period.

Your Federal Student Aid will first be applied to:

• Tuition
• Fees
• Books
• Other charges on your account

Processing time:
If you qualify for a Financial Aid refund, please allow up to 14 business days to receive it. Your refund will be
processed through the Maricopa Student Refund Program (MSRP). Please review your student email account and
Student Center for more information about this service.

• Check my.maricopa.edu to track the progress of your Federal Student Aid disbursement.

Frequently Asked Question
Q: Why do I see different disbursement dates listed for my funds?
A: Until funds are posted to your account, all dates listed regarding disbursements are ANTICIPATED
   dates. The actual disbursement date is based on verification of your eligibility to receive Federal Student Aid
   funds.
**Tips for Success**

- Make sure you complete all the activities previously listed on the Rio Salado College Federal Student Aid processing guide.
- Plan accordingly. There is a federal requirement for first-time student loan borrowers to have participated in classes for 30 days before they are eligible to receive the first disbursement of a federally-guaranteed student loan.
- For continuing students, verify that grades for your classes from all prior terms have been posted.
- Maintain your eligibility for Federal Student Aid programs by meeting Rio Salado College’s Satisfactory Academic Progress (SAP) Policy.

**Step Seven: Maintaining Your Eligibility**

1. **Maintain Academic Eligibility**
   Once you have received your Federal Student Aid, you must maintain academic eligibility to continue receiving Federal Student Aid in the future. Withdrawing from one or more classes and/or not maintaining academic Satisfactory Academic may cause you to owe a debt to the college or be suspended from receiving additional Federal Student Aid.

Please familiarize yourself with this important information:

- Satisfactory Academic Progress (SAP)
- Return of Funds Policy
- Financial Aid Terms and Conditions

**Frequently Asked Questions**

**Q:** If I withdraw from a class, will I still be charged for it?

**A:** It depends. You can make changes or drop classes within the drop/add period; however, if you withdraw from class after the drop/add period, then you will owe a balance to Rio Salado College. To learn see the Rio Salado College Withdrawal Policy.

**Q:** What happens if I withdraw from a class?

**A:** It may affect your eligibility to receive financial aid. All students who wish to receive financial aid must earn grades that meet the standards of Rio Salado College's Satisfactory Academic Progress (SAP) Policy. Students are responsible for passing 2/3 of the credits attempted to remain in good academic standing. Please refer to the SAP FAQs.

**Q:** What happens if my appeal for Satisfactory Academic Progress is denied?

**A:** If your financial aid appeal is denied, or if you have decided not to appeal, eligibility can be regained once you complete the necessary credit hours and minimum GPA to meet the SAP standards. You should avoid withdrawing, failing, or getting incompletes in courses as much as possible to help you reach SAP standards. Ultimately, you should aim for a 100% passing rate each semester to help you reach SAP standards. If you had a Maximum Timeframe appeal denied or decided not to submit an MTF appeal, you cannot regain eligibility.

**Q:** What grades are considered not meeting Satisfactory Academic Progress?

**A:** Grades of F,I,N,W,X,Y,Z, and courses not yet graded are considered attempted but not meeting progress standards for the purposes of financial aid.
Q: What happens if I withdraw from an entire semester?
A: Students must return funds if they receive financial aid and completely withdraw from all credits attempted before completing 60% of the entire enrollment period for a term. A term is considered one of the following: Fall Semester, Spring Semester or Summer Term. Please visit our Return of Funds Policy for more information.