FREQUENTLY ASKED FINANCIAL AID QUESTIONS

Why haven’t I been awarded financial aid yet?

These are some of the most common reasons why you have not received your offer of financial aid.

- You have not completed the items on your To Do List on MyGCC. Navigate to VCCS SIS>Student Center>To Do List (right side of page) and click on details.

- You did not list Germanna’s school code (008660) when you completed your FAFSA. You can return to the FAFSA on the Web by visiting http://www.fafsa.gov. Enter your pin and DRN (data release number from your Student Aid report) and add Germanna. Or you can call 1-800-4FEDAID to request that Germanna receive your FAFSA results.

- You may have forgotten to sign your FAFSA form (paper or Web-based). With your pin you can sign electronically at http://www.fafsa.gov. Can’t remember your PIN? You can obtain a duplicate at http://www.pin.ed.gov.

- You may have a HOLD on your account. Students must resolve any holds before receiving an offer of financial aid. Navigate to Student/SIS->Self Service>Campus Personal Information>Hold. When it is resolved, please call us at 540-891-3081 (FAC) or 540-423-9124 (LGC).

- The college Financial Aid Office has not had enough time to determine your eligibility. This may take four to six weeks during peak processing times (March-October for the fall and spring semesters and April-June for summer terms).

- Note: If no items display on your TO DO LIST, all items have been received and your application will be reviewed. Awards will be shown on MYGCC, Navigate to VCCS SIS>Student Center>VIEW FINANCIAL AID. Click on the Aid Year to view your awards. If no awards appear, check back later.

Can I enroll without an award?

You can enroll without an award if you are able to make full payment on your own. If you pay in full and receive an award later, a check will be mailed to you. If you are unable to pay on your own, you should continue to check MyGCC daily for updates to your award status. Once you have been awarded, you may enroll and have financial aid hold your classes. You may also purchase books and supplies at the campus bookstore beginning late registration, until the last day to drop with a tuition refund.

The college participates in an installment payment plan which allows you to spread out your payments over several months. You may wish to consider this option if you applied late or didn’t receive enough financial aid to cover your expenses. More information is available online at http://www.germanna.edu click Paying for College/ Business Office-Automatic Payment Plan.

How can I check my application and award status online?

Log in to MyGCC (www.germanna.edu). If you don’t know your username, click the Look Up Your Username link and enter your name, birthdate and social security number. Your ID and username will be returned. Return to the MyGCC and enter your ID in the USER ID box and use your birthdate (MMDDYY) as the password.

After logging in to MyGCC, verify that your User Preferences have been set up. Click: SIS VCCS->Student Center>User Preferences. Set the preferences: Institution: (GCC) – Academic Career (Credit) – Term: 2124 (Fall 2012), 2132 (Spring 2013) – Aid Year (2013) – Save.

Navigate to Navigate to VCCS SIS>Student Center>To Do List. Check the TO DO LIST. If any documents are required, submit them to the campus financial aid office.

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When will I receive my award?

Once you have sent in all of the items on your To Do List, your application will be evaluated. Applications must be reviewed and sometimes corrections must be made on your behalf. It may take up to 14 days to correct your application and receive the new results. Allow four to six weeks for an award to be offered. If you qualify, your award will be posted to MyGCC. To see your award: Navigate to VCCS SIS>Student Center>VIEW FINANCIAL AID. When you have an award, you may enroll in classes and your anticipated financial aid will hold your classes. You will not need to make a payment if your financial aid is equal to or greater than the cost for tuition and fees. If your awards are less than tuition and fee charges, you must pay the difference or you will be dropped from the portion of your courses that are unpaid.

Remember, YOU must drop any classes that you do not want before the tuition refund deadline or you will be held responsible for those charges. If you have not received an award one month before the first day of classes, you should be prepared to make other payment arrangements. If you receive an award at a later date, you will receive your financial aid as a refund after classes begin.

What do I need to know about award adjustments, disbursements, and refunds?

Awards are usually based on full-time enrollment and will be adjusted to your actual, confirmed enrollment after the tuition refund deadline. After this date (which is published in the Schedule of Classes), you should verify whether you owe a balance: Navigate to VCCS SIS>Student Center>Account Inquiry. A “positive term balance” means that you owe money. Please pay via the Student/SIS system by clicking on the “Make a Payment” tab on your account inquiry page, or at your campus business office.

After awards are adjusted, they will be used to pay your tuition and fees and any book charges that you made. If there is a remaining balance, a check for the refund amount may be issued to you.

It is important that you maintain a current, accurate mail address in MyGCC. Your refund checks will be mailed to that address. Remember, IF YOU HAVE A HOLD ON YOUR ACCOUNT, YOUR REFUND WILL NOT BE ISSUED UNTIL THE HOLD IS RESOLVED.

Germanna Community College
Financial Aid Office

Locust Grove Campus
2130 Germanna Highway
Locust Grove, VA 22508
(540) 423-9030

Stafford County Center
2761 Jeff Davis Highway Suite 107
Stafford, VA 22554
(540) 288-8830

Daniel Technology Center
18121 Technology Drive
Culpepper, VA 22701
(540) 937-2900

Fredericksburg Area Campus
10000 Germanna Point Drive
Fredericksburg, VA 22408
(540) 891-3000

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