

## Lakeland Community College Financial Aid Office Answers Your Questions

**Nobody told me ...** *financial aid is available to help pay for my tuition and books and assist with other educationally related expenses.*

**Now you know ...** you can apply for financial aid by completing the Free Application for Federal Student Aid (FAFSA) at [studentaid.gov/fafsa](http://studentaid.gov/fafsa) beginning October 1st each year.

**Nobody told me ...** *I can view my financial aid information online.*

**Now you know ...** log in to myLakeland at [my.lakelandcc.edu](http://my.lakelandcc.edu). Click on the "Student" tab and then click on "Financial Aid."

**Nobody told me ...** *I need to provide my authorization in order to use my financial aid in Lakeland's Bookstore and Breakers cafeteria.*

**Now you know ...** you can submit the authorization form online through myLakeland or at Lakeland's Student Service Center.

**Nobody told me ...** *it's my responsibility to be aware of the policies, processes and deadlines that can affect my financial aid.*

**Now you know ...** as a financial aid recipient, you must be aware of the policies, processes and deadlines that can affect your financial aid. These can be found on myLakeland under "Financial Aid."

**Nobody told me ...** *if I withdraw from ALL of my classes, my financial aid may be adjusted and I could owe a bill to the college.*

**Now you know ...** if you withdraw from all of your classes, federal regulations require that we determine the percentage of aid you are eligible to receive based on the period of time you attended. This calculation could result in an adjustment and create a bill for you.

**Nobody told me...** *that withdrawing from a class could affect my financial aid.*

**Now you know ...** if you withdraw from a class after the 100% refund period, you must have attended the class and the instructor reported your attendance for your financial aid to be unaffected. Your aid may be adjusted for any classes where attendance cannot be confirmed, which could result in a bill. Withdrawing from classes could also affect your Satisfactory Academic Progress (SAP).

**Nobody told me ...** *I could lose my financial aid if I'm not making progress toward my degree.*

**Now you know ...** to be eligible for financial aid, you must be making Satisfactory Academic Progress (SAP) by having a minimum cumulative grade-point average (GPA) of 2.0, completing 67% of all the credits you attempt, and completing your degree within 150% of the published credits to earn the degree. In addition, if you have GPA hours and have a 0.00 GPA, you will immediately become ineligible for financial aid.

*Nobody told me ... I should not only check my grades, I should also check my SAP status.*

*Now you know ...* you can check your SAP status at the end of each term after grades are posted through myLakeland. Your status will indicate whether or not you are still eligible for financial assistance and let you know what you can do if you become ineligible.

*Nobody told me ... if my SAP status calculates to WARN, I may be required to complete the Promoting Student Success Program (PSSP).*

*Now you know ...* Lakeland's Financial Aid Office will contact you via your Lakeland student email with information on how to complete PSSP. Students who do not complete PSSP will not be eligible for further financial aid assistance until they make up their deficiencies.

*Nobody told me ... there is a deadline for submitting the Satisfactory Academic Progress Appeal.*

*Now you know ...* deadlines for submitting a SAP appeal are indicated on the appeal form. For specific dates, contact Lakeland's Financial Aid Office or Student Service Center.

*Nobody told me ... If I add a class late, my financial aid may not adjust to cover that class.*

*Now you know ...* the Pell Recalculation date locks a student's enrollment status for determining the maximum amount of federal grants a student is eligible to receive. The Pell Recalculation date is the same date as the 100% tuition and fee refund deadline. If you are enrolled in multiple parts of term, your Pell Recalculation date is the end of the 100% refund period of your earliest class. If you increase your enrollment level after the Pell Recalculation date, the amount of your grants will not be increased. If you decrease your enrollment level after the Pell Recalculation date, the amount of your grants will not be reduced as long as you have attended all of the courses you are enrolled in as of the Pell Recalculation date. Should you not attend a class or withdraw from a class without attending, the amount of your grants may be reduced.

*Nobody told me ... what it means to be selected for verification.*

*Now you know ...* the U.S. Department of Education randomly selects students for verification. Lakeland's Financial Aid Office will compare the information you provided on the FAFSA to documents (i.e. tax return transcripts) you submit to them.

*Nobody told me ... what documents I need to submit for verification.*

*Now you know ...* You can check myLakeland for the documents you need to submit. You will be able to automatically download and print many of the forms like the Verification Worksheet. If during the review more information or clarification is needed, you will be notified through your myLakeland account.

*Nobody told me ... what it means when I look at my student account and see a negative sign showing for my balance.*

*Now you know ...* that means you have a credit balance. In other words, you received more financial assistance than what is needed to pay your tuition and fees. You can use your credit balance to pay for books, transportation and other educationally related expenses as long as you have signed the authorization form.

**Nobody told me ...** *how I get my credit balance.*

**Now you know ...** credit balances are issued at the end of the second week of each term and weekly thereafter. Balances are issued by check and mailed to the address on file with the college or electronically deposited into your bank account if you sign up for eRefunds through myLakeland.

**Nobody told me ...** *I still owe money.*

**Now you know ...** you can check your student account on myLakeland to see if you owe the college money.

**Nobody told me ...** *I should enroll in the Tuition Loan Payment Plan (TLPP) if I am unable to pay my tuition and my financial aid is not yet processed.*

**Now you know ...** the TLPP allows for multiple payments of tuition and fees during the semester, but obligates you for payment if you do not receive financial aid or it does not cover your balance in full.

**Nobody told me ...** *class attendance is required if I'm receiving financial aid.*

**Now you know ...** as stewards of the various financial aid programs, we must ensure that financial aid funds are being used as they are intended, which is to assist with your education. That is why attendance in class is so important and required.

**Nobody told me ...** *it can take 15 business days to review paperwork.*

**Now you know ...** it can take up to 15 business days to review any paperwork (appeals, verification, etc.) submitted to Lakeland's Financial Aid Office.

**Nobody told me ...** *that there are limits to the amount of Subsidized Direct Loans I may borrow.*

**Now you know ...** in addition to yearly loan limits based on grade level and annual limits, if you were a new borrower between July 1, 2013 and July 1, 2021, you are limited to receiving Subsidized Direct Loans for no more than 150% of the length of your academic program. For example, if you are in an associate degree program, you are eligible for Subsidized Direct Loans for three years.

**Nobody told me ...** *Lakeland's Student Service Center (SSC) is able to answer financial aid questions.*

**Now you know ...** the SSC, located on the first floor of the A-Building, is the one-stop location on campus where you can receive help with admissions, financial aid, registration and general billing questions. You can also visit the SSC to access counseling and advising.

**Nobody told me ...** *what classes I can take that are eligible for financial aid.*

**Now you know ...** that financial aid will cover classes that are needed for your degree or certificate. You can check Degree Tracker through myLakeland to view what classes are needed for your program or meet with a counselor to discuss your program requirements.

**Nobody told me ...** *I can get financial aid for the summer term.*

**Now you know ...** you will need to complete the FAFSA and register for summer classes for financial aid to be offered to include the summer term.

### Still have questions?

Contact Lakeland's Financial Aid Office at [finaid@lakelandcc.edu](mailto:finaid@lakelandcc.edu) or 440.525.7070 or visit Lakeland's Student Service Center in Room A-1003.