Just in Time session Q & A – Awarding Refresher 8.23.22

Online Packaging

FA support recommends online awarding / manually packaging – select the “Retrieve” button next to your Packaging Plan ID, for at least the 1st year

**Navigation – Financial Aid > Awards > Award Processing > Assign Awards to a Student**

Q: from CindySaucedo-RTC -Hi Kelly, besides awarding a student, what are the best practice to review a file to determine that their file is ready to package and able to package....

A: The steps that we’ve outlined – review student center, checklists complete? Unofficial transcripts – and the file review guide that Spokane CC shared out -

Q: from Yeumie Truong - RTC I don't remember seeing it / from Alicia Mallahan - Edmonds I don't know that we have the guide at Edmonds / from Jessica Harris LCC -Would the earlier deployment colleges have gotten this guide or was it just a recent deployment thing?

from Cindy Saucedo-RTC -It would be nice to see a file review from beginning to end and a few examples of what is the best practice.

from Kelly Forsberg - SBCTC – we’ll send out the file review document that Spokane shared with us

https://www.sbctc.edu/colleges-staff/it-support/erp-support/worksessions.aspx

Q: from Chantel Fields - BTC - Is there any option to move the JIT disbursement training a week earlier so we can participate before running fall disbursement? We start Sept. 20. It would be really helpful to have the training beforehand, if possible.

from Beth Hawes she | her - GRC -Fall quarter starts Sept 19, Assuming we're all on the same calendar.

from Maisee-WWCC - We would really appreciate it if we could here at WWCC as well

from Mary Witters - We will start disbursements on the 16th

A: We’ll need to see if we have staffing / coverage and if we can move something around or add a session for this request and get back to clients on this

Q: from Beth Hawes she | her - GRC - So the fact that the WCG did package means that that FA item type probably needs to be corrected to be SAP eligible? That WCG is subject to SAP.

from Teresa Robinson-Duane~Green River - Would you fix that in the packaging plan, or item types?

A: Packaging Plan and “Equation Detail” – or in Item Type setup –

Q: from Mary Witters - How will the 'Fresh Start Initiative" affect this process, if at all? This is a new DOE process for defaulted loans. I just wondered if there would be some new process in ctclink, like was done for verification of income.

from Millicent Ollee - You will still need to complete this process to make the student eligible.

A: We’ll need to follow up more research about this topic when we send Q & A out

from Chris Kinzell YVC - So the student can't see the awards unless you post, right?

A: Correct and how you have self-service setup – if it’s turned off they won’t see any aid

Q. when GRC processes refunds we have to adjust the amount of the award for something to a whole dollar amount in order to do that we have to change the item type setup – doesn’t do the rounding if we’re trying to award at the same time even for other students the system doesn’t do whole dollar amounts –

A: We’ve had a few tickets on this depends on the item type config did you set to round to even dollars, demonstrated a few approaches in the webex but reiterated – please file a ticket if you’re experiencing this dollars/cents rounding issue

Q: from Cassandra Fry - BBCC - Is there a way to query anyone that was built by hand that has the override checked?

**CTC\_FA\_OVRD\_BOX\_CHKD\_FA\_LOAD**

from Kelly Forsberg - SBCTC

https://ctclinkreferencecenter.ctclink.us/m/92427/l/1275570-9-2-manually-awarding-aid-for-a-student-without-a-fafsa

https://ctclinkreferencecenter.ctclink.us/m/92427/l/1274056-9-2-online-packaging-financial-aid-on-a-

**Parking Lot item**

from Margie Pederson - Shoreline -Due to the computer glitch in ctcLink, you should build and move twice in order to make sure the budget is created

from Tirzah Williamson - Shoreline - we just learned that recently in an independent session - it isn't always needed, but it was recommended to us Some schools were reporting that it worked by building and moving once, however some schools had to build and move twice. Shoreline was not the only school that this glitch applied. Debbie E knows more about the glitch - she is who told us

A. SBCTC will send follow up information to the list serv when we have some more structured guidance around when this is being recommended and when it isn’t