

Chattahoochee Technical College Disbursement Procedures

General Information

- Student must be enrolled and attended class(es) before funds may be disbursed.
- Student eligibility is confirmed by the Financial Aid Office before funds are disbursed.
- 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).
- Students who are eligible for federal financial aid must have a valid FAFSA (Free Application for Federal Student Aid) in electronic form for the correct award year on file with financial aid before funds are awarded and/or disbursed.
- 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.
- 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.
- Specific questions about individual cases should be addressed to the Financial Aid Office at 770-528-4545 or financialaid@chattahoocheetech.edu.

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, 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 on the day before the first day of each semester. If the semester begins on a Monday, funds are available on the preceding Friday. Financial aid may be used in the college bookstores either online or at one of its brick-and-mortar store locations.

Loans

- The college does not participate in any federal student loan programs. Please visit <https://www.chattahoocheetech.edu/financial-aid-office/private-student-loans.html> for more information.
- 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.

Disbursement Procedures

Once all eligibility requirements have been met:

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

<u>GRANTS AND SCHOLARSHIPS</u>	<u>LOANS</u>
Federal Pell	Private Student loans
Federal SEOG	
HOPE Scholarship	
HOPE Grant	
Zell Miller Scholarship	
Zell Miller Grant	
HOPE Career Grant	
Other State Aid	

- Awards are authorized/paid to the student's account once registration has occurred and tuition and fees have been assessed.
- 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:
<https://www.chattahoocheetech.edu/student-accounts/payment-deadlines.html>.
- Eligibility is reviewed again at the end of the drop/add period, and appropriate funds are disbursed (paid) to the student's account.
- 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.
- BankMobile (Customers Bank) is the college's contracted vendor to process all refunds. A few days after a student registers for classes, BankMobile will email the student a personal code. A student can also visit <https://www.refundselection.com/refundselection/#/welcome/continue> and click on the "I need a code" link. IDs who need personal codes are generated weekly by Student Accounts and sent to BankMobile for processing. A student will use the personal code to select his or her refund preference: paper check, direct deposit to the student's personal bank account, or deposit to a BankMobile checking account. 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.
 - 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.)

- 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.)

Title IV Credit Balance Refund Process

In accordance with federal Title IV cash management regulations (34 CFR § 668.164), the Technical College System of Georgia (TCSG) institutions utilize a third-party servicer, BankMobile Disbursements, to facilitate the delivery of student credit balance refunds.

All students eligible to receive a Title IV credit balance are provided with a refund preference selection process. This process allows students to choose how they would like to receive their funds, including the option to have funds deposited into an existing personal bank account (ACH transfer). Use of a BankMobile account is **NOT** required.

The refund preference process is presented in a neutral manner and is designed to ensure that students are not directed or steered toward any particular refund method, in compliance with federal requirements.

If a student does not actively select a refund preference, the institution ensures that funds are still disbursed within the required 14-day timeframe using a compliant default method facilitated through the servicer.

While BankMobile Disbursements is used as the institution’s disbursement servicer, it functions solely as a delivery mechanism for funds. Students are not required to open, use, or maintain a BankMobile account to receive their Title IV credit balance.

This process ensures that:

- Students are provided a clear and neutral choice of refund options
- No fees or barriers are imposed for selecting direct deposit to an existing bank account
- Funds are delivered in a timely manner in accordance with federal regulation

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

ChattahoocheeTech.edu

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