

# Financial Aid ROC Portal Guide

We have updated our website to bring you a more efficient and modern student Financial Aid portal. Use this guide to navigate the new website for the first time.

Questions or concerns? Contact us:

712.325.3277 or [financialaid@iwcc.edu](mailto:financialaid@iwcc.edu)



# Financial Aid Portal User Guide

## Financial Aid Home

When you click on 'Financial Aid' under the Self-Service Menu in your ROC portal you will be taken to the Financial Aid Home page.

**ROC SELF-SERVICE TEST**

Financial Information > Financial Aid > Financial Aid Home

Welcome to Financial Aid!  
Use Colleague Self-Service Financial Aid to assist in managing your Financial Aid package from submission to completion.

Select an Award Year: 2016/2017 Academic Year [Contact Financial Aid Office](#)

**Your Financial Aid Package is now ready!**  
Your financial aid award package is now ready for your review and acceptance.  
[Review and accept your Financial Aid Award Package](#)

**Student Finance Account Summary**

Amount Due 11/8/2017	\$0.00
Amount Overdue	\$0.00
<b>Total Amount Due</b>	<b>\$0.00</b>

[Go to Account Summary](#)

**Checklist**

✓ Completed	Complete required documents
✓ Completed	Your application is being reviewed by the Financial Aid Office
⚠ Action Needed	<a href="#">Review and accept your Financial Aid Award Package</a>
✓ Completed	Complete Direct Loan Entrance Counseling
⚠ Action Needed	<a href="#">Sign a Direct Loan Master Promissory Note</a>

**Resources**

**Helpful Links**

- [FAFSA Application](#)
- [Loan Entrance Counseling](#)
- [Master Promissory Note](#)
- [PLUS Loan Application](#)
- [NSLDS Information](#)

**Pell Lifetime Eligibility Used (maximum 600%)**

Pell Lifetime Eligibility Used (maximum 600%)	62.510%
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**Financial Aid Counselor**


Financial Aid Office	☎ 712.325.3277	✉ <a href="#">Contact Financial Aid Office</a>
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At the top of the page choose the Award Year and you will be able to view the following items:

- Your most recent Satisfactory Academic Progress (SAP) status
- A link to your student billing account under 'Student Finance'
- Your checklist and the next item you need to complete
- Graphics that show how much pell and loan funds you've used so far in your education
- How to contact us
- Helpful website links

## Financial Aid Portal User Guide

Always pay special attention to your Checklist. It will help guide you by showing you what you have already completed and what you still need to do. Your next step will show up on top of your checklist.



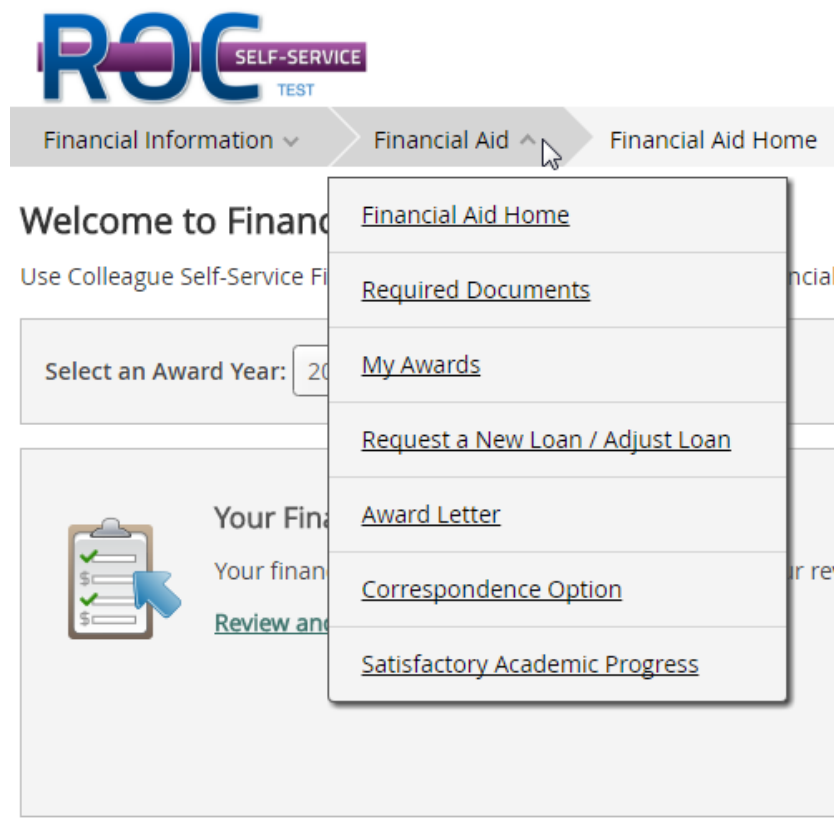
### Master Promissory Note

You have been awarded a Direct Loan, but do not have an active Direct Loan Master Promissory Note (MPN) on file. In order to receive these funds, you must have an active, signed Direct Loan MPN on file.

[Sign a Direct Loan Master Promissory Note](#)

Checklist	
✓ Completed	Complete Direct Loan Entrance Counseling
⚠ Action Needed	<a href="#">Sign a Direct Loan Master Promissory Note</a>

To take action your next step you can click on the links provided or navigate between pages using the drop down menu under the Financial Aid tab



The screenshot shows the Financial Aid Portal interface. At the top, there is a logo for "ROC SELF-SERVICE TEST". Below the logo is a navigation bar with three tabs: "Financial Information", "Financial Aid", and "Financial Aid Home". The "Financial Aid" tab is selected, and a dropdown menu is open, showing the following options: "Financial Aid Home", "Required Documents", "My Awards", "Request a New Loan / Adjust Loan", "Award Letter", "Correspondence Option", and "Satisfactory Academic Progress".

Below the navigation bar, there is a "Welcome to Finance" section. To the left, there is a "Select an Award Year:" dropdown menu with "20" selected. To the right, there is a "Your Financial" section with a checklist icon and a blue arrow pointing to it. The checklist has three items, each with a dollar sign and a checkmark.

# Financial Aid Portal User Guide

## Required Documents

On this page you will find a list of any documents/items Financial Aid is requesting from you. Make sure to complete and return any items marked as incomplete. You can click the link beneath each item to access the form you need.

Once you have turned in your document and we enter it into our system it will show up as a completed item.

**ROC** SELF-SERVICE TEST

Ariel Sign out Help

Financial Information > Financial Aid > Required Documents

### Required Financial Aid Documents

Be sure to submit ALL required documents before their due date to make sure your Financial Aid package is not delayed.


Select an Award Year: 2016/2017 Academic Year [Contact Financial Aid Office](#)

Incomplete	Complete
<p><b>Incomplete</b></p> <p>16/17 Verification Worksheet <a href="#">Click Here To View and Print Form</a></p>	<p><b>Received</b> 07/19/2017</p> <p>16/17 Verification Worksheet <a href="#">Click Here To View and Print Form</a></p>
	<p><b>Received</b> 09/09/2016</p> <p>16/17 Revised Loan Notice</p>

# Financial Aid Portal User Guide

## My Awards

On this page you are able to see what you have been awarded and accept/reject your loans.

Ariel Sign out Help

[Financial Information](#) > [Financial Aid](#) > **My Awards**

### My Awards

You can accept or decline awards, and update your loan amounts.

Select an Award Year:  [Contact Financial Aid Office](#)

### You have the following Awards

Your award package assumes you will be enrolled full-time. If you enroll less than full-time, the financial aid you actually receive may be less than what is stated here. Please contact your Financial Aid counselor if you have questions about your enrollment status.

64% Scholarships and Grants Money you don't have to pay back		\$10,526.00			
Award	Status	Total Awarded Amount	16 Fall	17 Spring	17 Summer
Federal Pell Grant <a href="#">View award</a>	ACCEPTED	\$3,608.00	\$2,908.00	\$0.00	\$700.00
Football Scholarship <a href="#">View award</a>	PENDING	\$6,568.00	\$4,068.00	\$2,500.00	\$0.00
Outside Scholarship <a href="#">View award</a>	ACCEPTED	\$350.00	\$350.00	\$0.00	\$0.00

36% Loans Money you have to pay back		\$5,972.00			
Award	Status	Total Awarded Amount	16 Fall	17 Spring	17 Summer
Subsidized Loans <a href="#">Accept or Decline</a>	Estimated	\$3,500.00	\$1,750.00	\$1,750.00	\$0.00
Unsubsidized Loans <a href="#">Accept or Decline</a>	Estimated	\$2,472.00	\$277.00	\$2,195.00	\$0.00

Award Total					
Award	Total Awarded Amount	16 Fall	17 Spring	17 Summer	
Total Awards <a href="#">Accept or Decline All</a>	\$16,498.00	\$9,353.00	\$6,445.00	\$700.00	

Loan Requirements Checklist	
<span>✔</span> Complete	<a href="#">Complete Direct Loan Entrance Counseling</a> You completed the Direct Loan entrance counseling on 06/13/2017
<span>⚠</span> Incomplete	<a href="#">Sign a Direct Loan Master Promissory Note</a>

Your awards are split between money that you do not have to pay back (grants/scholarships/work study) and money you do have to pay back (loans).

# Financial Aid Portal User Guide

## Grants/Scholarships



Grants and scholarships are automatically accepted for you – you don't need to take action on them.

## College Work Study

You must first apply to and be hired for an on campus college work study job to start earning these funds.



## Loans

If you want to take out student loans you will need to accept them; you do that on this page.

 <b>Loans</b> Money you have to pay back		\$5,972.00			
Award	Status	Total Awarded Amount	16 Fall	17 Spring	17 Summer
<b>Subsidized Loans</b> <a href="#">^ Accept or Decline</a>	Estimated	\$3,500.00	\$1,750.00	\$1,750.00	\$0.00
<b>Unsubsidized Loans</b> <a href="#">^ Close</a>	Estimated	\$2,472.00	\$277.00	\$2,195.00	\$0.00
Maximum Loan Amount		\$4,680.00			
<b>Direct Loan—Unsubsidized</b>	Estimated	\$277.00	\$277.00	\$0.00	\$0.00
Check the terms you will be attending:					
<input checked="" type="checkbox"/> 16 Fall		\$277.00	<div style="border: 1px solid #ccc; padding: 5px; background-color: #e6f2ff;">                      You may accept the entire loan amount, change the loan amount, lower it to zero, or decline the entire loan amount. Your total cannot exceed the maximum amount.                 </div>		
<input type="checkbox"/> 17 Spring		\$0.00			
<input type="checkbox"/> 17 Summer		\$0.00			
<b>Total</b>		<b>\$277.00</b>			

You can accept loans for all terms or choose only the terms you need. You can accept the full amount you are offered or you can adjust your loan to just what you need.

At the bottom of the page you are reminded of the items you need to complete so we can process your loans.

Loan Requirements Checklist	
 Complete	<a href="#">Complete Direct Loan Entrance Counseling</a> You completed the Direct Loan entrance counseling on 06/13/2017
 Incomplete	<a href="#">Sign a Direct Loan Master Promissory Note</a>

# Financial Aid Portal User Guide

## Request a New Loan

Sometimes you will accept your loans on the My Awards page and then need to make a change.

On the Request a New Loan page you can request that we change the amount of your loan or cancel it all together.

Financial Information > Financial Aid > Request a New Loan / Adjust Loan

SELF-SERVICE TEST Ariel Sign out Help

### Loan Adjustment

You can request a new loan and review submitted loan requests.

Select an Award Year: 2016/2017 Academic Year [Contact Financial Aid Office](#)

Enter Loan Amount Select Periods Review & Submit Confirmation

### Enter the Requested Amount

Request \$2,908.00 in loans Comments (Please indicate if you wish to cancel loans)

Estimated Cost of Attendance	\$18,706.00
Potential Financial Aid	— \$15,798.00
Remaining Cost	= \$2,908.00

Requested Loan Amount (Enter \$1 if you wish to cancel loans)

\$

There are four steps to adjust your loan

1. Enter the amount of loan you want to receive
2. Select what semester(s) you are requesting
3. Review and submit your request
4. View your confirmation screen so you know the request went through

Once you have requested a change you will see that we are processing your request. You cannot request another change until we have approved or denied your first request.

### Loan Request In Progress...

You've successfully submitted a request for a new loan in the amount of \$3,000 on 07/19/2017.

You can only submit one loan request at a time for this award year.

You will be notified when your request is accepted or rejected by the financial aid office. Your Financial Aid counselor may contact you to discuss this loan request.

# Financial Aid Portal User Guide

## Award Letter

You can access your Award Letter any anytime through this page. Choose your award year and your most current award letter will be created. You will also have access to your award letter history meaning you can go back and view all your old award letters for the year.

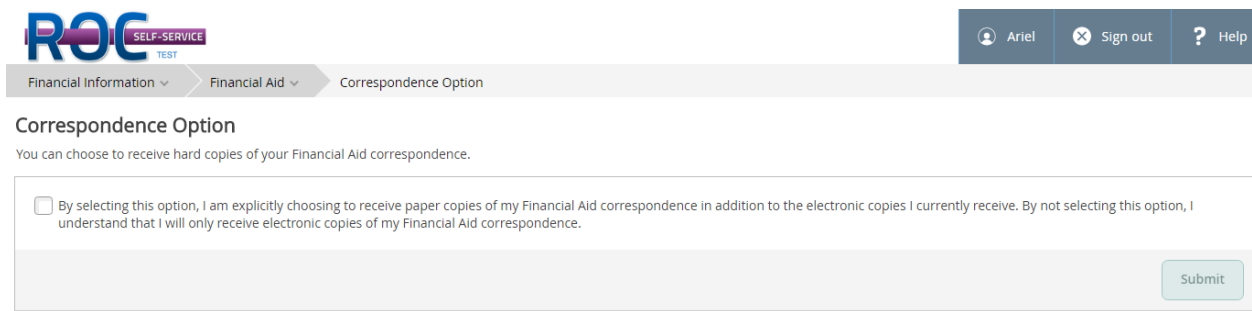


The screenshot shows the top navigation bar with the ROC logo and 'SELF-SERVICE TEST' text. On the right, there are user options: 'Ariel', 'Sign out', and 'Help'. Below the navigation bar, a breadcrumb trail shows 'Financial Information' > 'Financial Aid' > 'Award Letter'. The main heading is 'Award Letter'. Below it, a message reads: 'Please complete the electronic signature or print and deliver to the Financial Aid Office.' There is a dropdown menu for 'Select an Award Year:' with three options: '2016/2017 Academic Year' (selected), '2016/2017 Academic Year', and '2015/2016 Academic Year'. To the right of the dropdown is a link: 'Contact Financial Aid Office'.

## Correspondence Option

We communicate with all students electronically. Once you are a registered student all communication is sent to you electronically to your official IWCC email.

You can opt-in to receive hard copies of your Financial Aid correspondence. Please note you will still receive electronic communication to your IWCC email. The hard copies you receive will be the same as the electronic communication you receive, they will simply take longer to reach you. All hard copies will be mailed to the address you have provided to the school. It is your responsibility to make sure you have an updated address on file with the college.



The screenshot shows the top navigation bar with the ROC logo and 'SELF-SERVICE TEST' text. On the right, there are user options: 'Ariel', 'Sign out', and 'Help'. Below the navigation bar, a breadcrumb trail shows 'Financial Information' > 'Financial Aid' > 'Correspondence Option'. The main heading is 'Correspondence Option'. Below it, a message reads: 'You can choose to receive hard copies of your Financial Aid correspondence.' There is a checkbox with the following text: 'By selecting this option, I am explicitly choosing to receive paper copies of my Financial Aid correspondence in addition to the electronic copies I currently receive. By not selecting this option, I understand that I will only receive electronic copies of my Financial Aid correspondence.' At the bottom right, there is a 'Submit' button.





## Financial Aid Portal User Guide

Use the drop down feature next to each item for more information on what each term means and what data is being examined.

SAP Details	
^ <b>Maximum Timeframe</b>	<b>96.00</b>
The total number of credits for which you can receive financial aid. This includes all credits attempted at IWCC (whether or not you received financial aid for those credits), all transfer credits, all developmental education credits, all ESL credits and all credits by examination.	

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You can also view your SAP status from past semesters to see how you are progressing.

SAP History	
Semester Reviewed	SAP Status
16/SU - 16/SU	Warning >

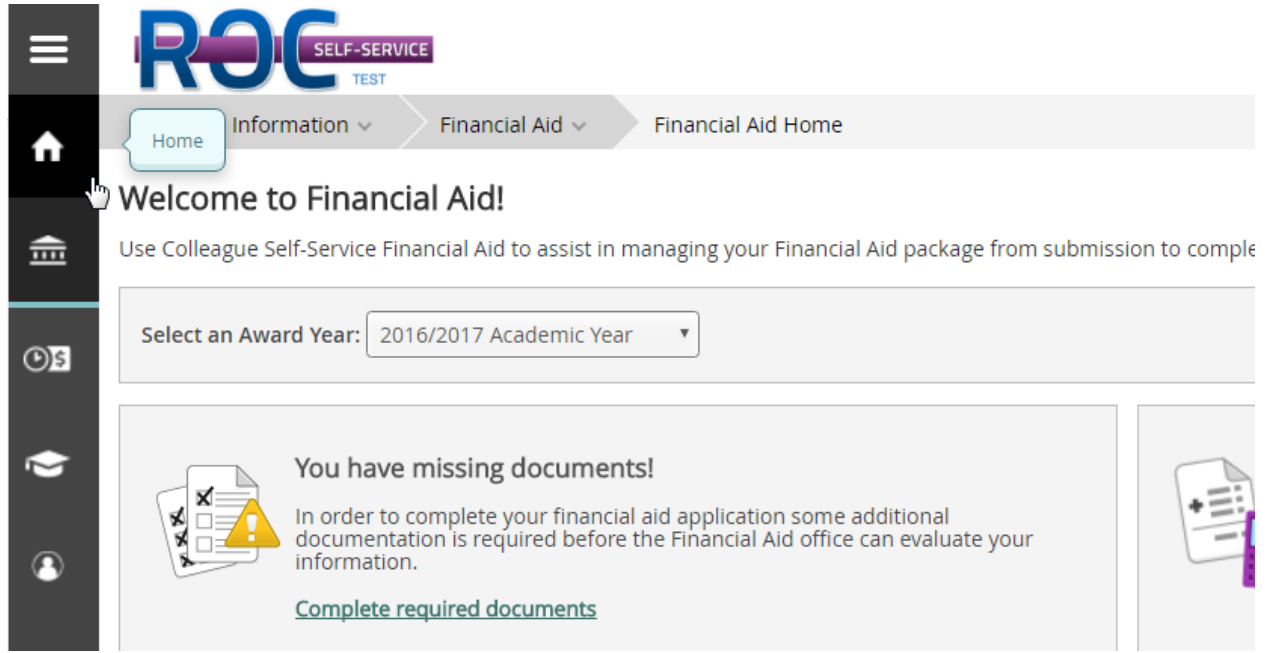
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**Remember to be eligible for financial aid you must maintain a cumulative G.P.A of 2.0 and complete at least 67% of all the classes you have taken.**

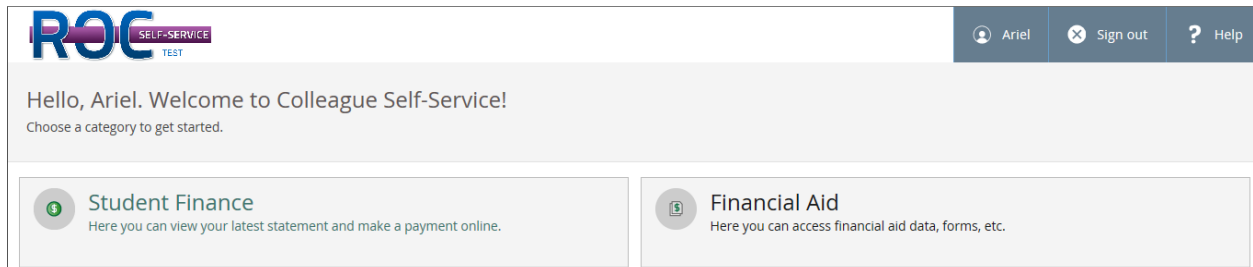
# Financial Aid Portal User Guide

## Home Button

On any page you have access to the side bar which includes the Home button.



If you click on the home button in Self-Services you will arrive at this screen.



You will see the options 'Student Finance' and 'Financial Aid'.

The 'Financial Aid' option takes you back to all of the screens previously covered.

# Financial Aid Portal User Guide

## Student Finance

The 'Student Finance' option will take you to your billing information and account summary. Here you can see the breakdown of your charges, what financial aid/payments have been applied to your account, your current balance and links to payment options.

Account Overview		
Amount Overdue	\$0.00	
<b>Total Amount Due</b>	<b>\$0.00</b>	<a href="#">Make a Payment</a>
<b>Total Account Balance</b>	<b>\$0.00</b>	<a href="#">Account Activity</a>

This is your billing information so any questions about your bill should be directed to the Cashier/Business office at 712.325.3225 or [studentbilling@iwcc.edu](mailto:studentbilling@iwcc.edu)

## Need Help?

If you need help at any time please reach out to us, we are here to assist you. Contact us by phone or email

**712.325.3277** or [financialaid@iwcc.edu](mailto:financialaid@iwcc.edu)

You can also come see us in the Welcome Center located on the first floor of Clark Hall. Our hours of availability are:

Monday	8:00am-6:00pm
Tuesday	8:00am-6:00pm
Wednesday	8:00am-6:00pm
Thursday	8:00am-6:00pm
Friday	8:00am-3:00pm