Financial Aid Inquiry

Module Time

1.0 hours

Module Topics

Module Objectives ................................................................. 0-2
Overview .................................................................................. 0-3
Student Summary Window .................................................... 0-4
Student Need - Cost of Attendance ..................................... 0-6
   Cost of Attendance Window Components ....................... 0-7
SAS Aid Window ................................................................. 0-9
Financial Aid Disbursements .............................................. 0-12
   Status History ............................................................... 0-12
   Title IV Refund Calculations .......................................... 0-13
Financial Aid Alerts ........................................................... 0-14
   Review a Financial Aid Alert ....................................... 0-15
Financial Aid Requirements ................................................ 0-17
   Review Requirements or Requirement Sets .................. 0-17
Financial Aid Letters ......................................................... 0-19
Module Summary ............................................................. 0-21
List of SBS Overview Windows .......................................... 0-23
Module Objectives

In this module, you will learn how to:

- Use the Student Summary window to review a student’s financial aid information
- Describe how financial need is calculated
- View a student’s financial aid package
- Access a student’s disbursement schedule
- View a student’s financial aid alerts
- Identify a student’s financial aid requirements
- View a list of financial aid letters that are sent to a student
Overview

Any staff member with financial aid inquiry access can gain an overview of a student’s financial aid information. You can view this information by using the SAS Student windows. Using these windows will help you answer some basic financial aid questions for students.

Let’s review the financial aid regions and windows that are available to Inquiry only users:

- Summary
- COA
- Aid
- Disbursements
- Alerts
- Letters
- Requirements

Let’s begin by looking at the Summary window. This is the best source for a high-level overview of a student’s financial aid record.
The Student Summary window allows you to view information about a selected student's biographical and financial aid information. This includes personal information such as name, date of birth, and government ID, and financial details such as the student's status, COA, and EFC. You can also confirm if the university has received the student’s ISIR.

Let’s take a closer look at each region in the Summary window:

**Filter Condition**

The Filter Condition region allows you to view the summary records using specific criteria.

**Personal Information**

The Personal Information region contains the name, social security number, and date of birth for a student.
Student Information

The Student Information region contains a variety of detail regarding a student’s financial aid status.

Aid Information

The Aid Information region provides a high-level overview of the student’s financial aid.

ISIR Information

The ISIR Information region contains the details on a student’s active ISIR record.

Address Information

The Address Information contains the student’s current address.

Links

In addition to the regions, the Summary form contains links to these areas:

- Student-Degree-Major Details (will not contain information until SSS goes-live).
- Status Information – Contains a summary of SMS, SSS, and SBS status information.
- Anecdotal Notes – A link to any financial aid or other anecdotal notes.
- More link – Based on your school’s financial aid configuration, this region contains any miscellaneous fields that your school is using.
Student Need - Cost of Attendance

Note: In order for the Cost of Attendance (COA) to be calculated, the student’s registration and planned enrollment information must have been entered.

Cost of Attendance (COA) is the amount it will cost a student to attend Johns Hopkins University for one academic year. The COA includes both direct charges, such as tuition, fees, and on-campus housing and indirect charges, such as personal expenses and transportation. All of these indirect and direct costs are called COA components. Some commonly used components are:

- Tuition
- Room
- Board
- Books and Supplies
- Transportation
- Health Insurance
- Personal Expenses
- Loan Fees
- Matriculation Fee
- Miscellaneous – This will be used as the catch-all to adjust the cost of attendance when the amount won’t fit nicely anywhere else.

A COA record is the first step towards calculating a student's financial need. COA is used to determine a student's financial need in the following manner:

Cost of Attendance – Expected Family Contribution = Financial Need of the student

Once the financial need has been calculated, the Financial Aid office allocates aid funds to a student.

In some cases, the Financial Aid office may need to make a manual adjustment or to add components to a student’s COA record. For example, SPSBE creates the financial aid record before the financial aid application is received; the financial aid record is then corrected upon receipt of the Aid application.
Cost of Attendance Window Components

- **COA Filter** – The COA Filter region allows you to view cost of attendance records using specific criteria.
- **COA Records** – This region displays all of the COA records for a student based on your filter criteria.
- **Total COA** – This field displays the total COA for the academic year, including all academic periods.
- **Working Records Display** – This region displays a list of the student selected.

**To Review Cost Of Attendance (COA)**

1. From the **SBS menu**, select **SAS Student → COA**.
   
   *The Search for Students window appears.*

2. Enter search criteria to retrieve the students for which you wish to review COA.

3. Click **Find**.

   *The student’s record is displayed in the Student COA window.*
Figure 2.3: Student COA window

**Note:** If more than one student matches your search criteria, a search results window appears that allows you to select the appropriate records.
SAS Aid Window

The Aid window allows you to review the financial aid awards for a student. You can view additional details and information by using the links on the Aid window.

To Review Financial Aid Information

1. From the SBS menu, select SAS Student → Aid.
   
   *The Search for Student window appears.*

   ![Search for Student window for Manual Packaging](image)

   *Figure 2.4: Search for Student window for Manual Packaging*

2. Enter search criteria to retrieve the student record for which you wish to manually package aid.

3. Click **Find**.

   *If more than one student meets your search criteria, the search results window appears.*

   **Note:** If only one student meets your search criteria the Student Aid window appears.

4. Select the students’ records for which you wish to view the financial aid.

   **Note:** To select multiple student records, hold the CTRL key while clicking each record.

5. Click **Select**.
The Student Aid window appears with the award year and program you selected in the Search for Student Instance window.

**Note:** If you have not selected an award year and program the default program and award year associated with the student are displayed.

![Student Aid window](image)

**Figure 2.5: Student Aid window**

6. To view additional details on a financial aid award, select the award and click the **Update Aid Details** link.

The Update Aid Details warning message appears.

**Note:** SBS users do not have update privileges. The following warning message will appear when you click the link.

![Update Aid Details Warning message](image)

**Figure 2.6: Update Aid Details Warning message**

7. Click **OK**.

The Update Aid Details window appears.
8. You can any of the following links to view additional information on the award:

- Disbursements
- COD Status
- Student Aid DL (Direct Loan Information)
- Anecdotal Notes
Financial Aid Disbursements

The Student Disbursements window allows you to review disbursement information for student aid records. From the Student Disbursements window, you can also review the Status History and Calculate SAS refunds for Title IV funds.

Figure 2.8: Financial Aid Disbursements window

Status History

Figure 2.9: Status History window
Click the **Status History** link to access the Status History window. The Status History window allows you to view status information returned by the Common Origination and Disbursement (COD) system for a disbursement record. The status information contains error in the information sent to these systems and consequent edits. You can also view edit messages generated by the COD in response to disbursement data.

### Title IV Refund Calculations

![Title IV Refund Calculations window](image)

Click the **SAS Calculate Refunds** to access the Title IV Refunds Calculation window. The Title IV Refunds Calculation window allows you to view the calculation for the money that must be returned to the funding organization when a student withdraws from a program. The amount calculated by the Financial Aid Office using this window is based on the federal worksheet and the corresponding calculations.

Whenever the amount disbursed to a student is greater than the aid earned by the student for the study program, the difference amount must be returned to the funding organization. This money can further fall into two categories:

- The amount that must be returned by the school
- The amount that must be returned by the student

In certain cases, the student receives disbursements that are less than the aid earned for the study program. In such situations, disbursements must be credited to the student’s billing account. This process is known as post-withdrawal payments/disbursements.
Financial Aid Alerts

Alerts are warning messages that you can view when you access a student’s record within any of the SCT Matrix Student Suite applications. SAS will use alerts to provide information on a student’s record related to financial aid. You can immediately see if a student’s record has alerts by the appearance of the “Has Alerts” immediately following the student’s name in the heading.

The Alert Button

You can quickly view the details of the alert by clicking the Alert button in the toolbar. When you click the Alert button, the Alerts Web Page Dialog appears. Here, you can quickly review the alerts. When you are finished, click Close to exit the Alerts Web Page Dialog.

Figure 2.11: Alerts – Web Page Dialog
Sample Financial Aid Alerts

This table outlines a sample of the financial aid alerts that are available for students. This example uses Public Health alerts.

<table>
<thead>
<tr>
<th>Alert Name</th>
<th>Assigned When?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Satisfactory Academic Progress</td>
<td>Student has not made satisfactory academic progress</td>
</tr>
<tr>
<td></td>
<td>SAP Status = Hold and SAP Substatus = Override</td>
</tr>
<tr>
<td>Default</td>
<td>Notification on ISIR indicates student is in default for a loan</td>
</tr>
<tr>
<td>Contingent Admission Hold</td>
<td>Admission Office is awaiting verification of prior degrees</td>
</tr>
<tr>
<td>Unregistered Student</td>
<td>Financial aid recipient’s credit load is zero for an active term</td>
</tr>
<tr>
<td>Less than Half Time Registration</td>
<td>Federal financial aid recipient’s registration is less than 6 credits for an active term</td>
</tr>
<tr>
<td>Less than Full Time Registration – HEAL</td>
<td>Students with a HEAL Loan in their package have registered for less than 12 credits for an active term</td>
</tr>
</tbody>
</table>

Review a Financial Aid Alert

To Review a Financial Aid Alert

1. From the SBS menu, select SAS Student → Alerts.
   
   The Student Alerts window appears.
2. In the filter region, specify your search criteria.

3. Click **Find** to display assigned alerts matching your search criteria.

   *Any alerts matching your filter criteria are displayed in the table.*

4. Click an alert to display more information in the Alert Details region.

   *The Alert Details region displays information on the selected alert.*
Financial Aid Requirements

Each Financial Aid Office requires a variety of information from students in order to award financial aid. You can quickly review these requirements using the Requirements window.

Let’s review requirements for a student.

Review Requirements or Requirement Sets

To View a Requirement or Requirement Set

1. From the SBS menu, select SAS Student → Requirements. 
   The Student Requirements window appears.
2. Specify filter criteria to broaden or narrow your search results. 
   Note: You can specify Category, Status, and Due Date in order to narrow your results displayed.
3. Click Find. 
   The display region at the top of the screen is populated with all requirements meeting your search criteria.

Figure 2.14: Requirements display region of the Student Requirements window
4. Select any requirement and click the **Requirements Details** region to expand.

- The Requirements Details region provides additional information on the requirement or requirement set.
Financial Aid Letters

You can review a list of all financial aid letters that have been sent through ISIS.

To View Financial Aid Letters

1. From the SBS menu, select SAS Student ➔ Letters.

The Search for Students window appears.

![Figure 2.16: Search for Students – Web Page Dialog](image)

2. Enter criteria to retrieve the student(s).

3. Select the student(s) for which you wish to review financial aid letters.

   Note: To select multiple students, hold the CTRL key while clicking each student’s record.

4. Click Select.

   Note: If you selected multiple students, a list of those students appears on the right-hand side of the window.

   The Student Letters window is displayed.
Figure 2.17: Student Letters (Financial Aid) window
Module Summary

Financial Aid Windows

Inquiry-only users have view-only access to several SAS (Financial Aid) windows:

- Summary
- COA
- Aid
- Disbursements
- Alerts
- Requirements
- Letters

Summary

The Student Summary window provides an overview of a student’s financial aid information. It is the best resource to use when answering financial aid questions for a student.

COA

The COA window provides information about a student’s Cost of Attendance. This is essentially a student’s budget for the year, and it is the first number the financial aid office calculates when determining a student’s financial need.

Aid

The Student Aid window provides information about a student’s aid package for the academic year.

Disbursements

The Student Disbursements window provides a breakdown of the disbursements a student is scheduled to receive throughout the academic year.
Alerts

The Student Alerts window displays the financial aid alerts, and hold processes that have been placed on a student’s record.

Requirements

The Student Requirements window displays a list of items a student must submit to the financial aid office before his or her financial aid can be processed.

Letters

The Student Letters window displays the financial aid letters that are sent to a student.
List of Financial Aid Inquiry Windows

Figure 2.1: Student Summary window .......................................................................................................................... 4
Figure 2.2: COA Window Components ............................................................................................................................ 7
Figure 2.3: Student COA window ..................................................................................................................................... 8
Figure 2.4: Search for Student window for Manual Packaging .......................................................................................... 9
Figure 2.5: Student Aid window ........................................................................................................................................ 10
Figure 2.6: Update Aid Details Warning message .......................................................................................................... 10
Figure 2.7: Aid Details window ....................................................................................................................................... 11
Figure 2.8: Financial Aid Disbursements window ........................................................................................................... 12
Figure 2.9: Status History window .................................................................................................................................. 12
Figure 2.10: Title IV Refund Calculations window ......................................................................................................... 13
Figure 2.11: Alerts – Web Page Dialog .......................................................................................................................... 14
Figure 2.12: SAS Alerts window ....................................................................................................................................... 16
Figure 2.13: Alert Details region ...................................................................................................................................... 16
Figure 2.14: Requirements display region of the Student Requirements window ........................................................... 17
Figure 2.15: Requirements Details region ........................................................................................................................ 18
Figure 2.16: Search for Students – Web Page Dialog ....................................................................................................... 19
Figure 2.17: Student Letters(Financial Aid) window ........................................................................................................ 20
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