

## Important Update on Financial Aid Processing

On behalf of the Financial Aid staff at SVC, we are so excited to welcome you for Fall quarter!

While you are gearing up for the start of Fall quarter, we understand many of you are dependent on your financial aid being awarded to start your classes and you may have questions regarding processing or the status of your financial aid. Below you will find the most commonly asked questions and information as of September 18, 2024.

Please continue to have patience and understanding as we navigate the delays, technical issues, and emergent questions related to FAFSA Simplification.

### 1. I have a Financial Aid Hold on my account, what does that mean?

- If you have a **Tuition Deferred – Possible FA** hold on your account, this means you will be held in your classes until your financial aid processes and no additional action is currently needed from you. This hold does not guarantee funding, but you are in the queue for review and will not be dropped for non-payment while in this status. Please visit the financial aid section of your ctLink account to review your status and awards. Financial aid does not disburse to pay tuition and fees until the first week of the quarter. If a balance is due after funding is applied, it is your responsibility to pay the balance or sign up for a tuition payment plan.

### 2. Have I been awarded: Where can I view my award letter to see how much financial aid I have?

- Log into ctLink, click the credit card icon on the left navigation to see the *Financials* options, and click *View Financial Aid*. From here you can view your financial aid status, any to-do items you may have, and other key updates.

### 3. My application says ready for counselor review, when will I be awarded?

- If you applied **before** our priority deadline of **June 1<sup>st</sup>** and are enrolled in classes, we are working hard to process those applications and have committed to awarding anyone who applied prior to June 1<sup>st</sup> by the first day of Fall quarter.
- If you applied **after** our priority deadline of **June 1<sup>st</sup>** and are enrolled in classes, we can hold you in your classes if you show Pell or Washington College Grant eligibility until we can award your file, which will be after the quarter begins. If there is a balance remaining after your financial aid is awarded, you will be responsible for paying the balance.
- If you are **not enrolled**, your application will not be reviewed. You may enroll in classes to join the queue for financial aid review, but fall quarter processing will be delayed.

**4. How do I see if I have any To-Do Items for my financial aid application?**

- Login to your ctcLink account, click on My Information, and then To-Do's. If you need additional assistance review this [guide](#).
- Your financial aid application will not be reviewed and awarded until all To-Do Items are completed.
- Our current focus is to review and award completed applications. If you've submitted any documents to our office either in person or via email, they will not be immediately be processed. Expect 2-4 weeks for documents to be processed during this busy time. Allow additional time for awarding after all your To-Do Items are completed.

**5. How do I find more information or sign up for a tuition payment plan?**

- Tuition Payment Plans are processed and managed by the SVC cashier's office. Financial Aid is unable to assist with Tuition Payment Plans. For more information or instructions on how to sign up please visit: [Tuition Payment Plan](#)

**6. I applied for a student loan, how does that work?**

- If you applied prior to the priority deadline of July 29<sup>th</sup>, completed all loan requirements and are enrolled in classes, your loan has been processed.
- If you applied after the priority deadline of July 29<sup>th</sup>, we will not begin processing your loan until after the quarter begins. If you do not show federal or state grant eligibility, you will need to make other payment arrangements to be held in your classes while you wait for your loan to be processed.

**7. My parents or myself are having issues logging into my FSA account. Can you help me?**

- Unfortunately, the only way to get assistance logging into your FSA account is directly through Federal Student Aid. We do not have a direct number to call and will not be able to assist you. To get assistance call 800-433-3243.

**8. I am having issues completing my FAFSA or WASFA and need assistance. Can you help me?**

- We are unable to help with FAFSA or WASFA applications during our normal office hours due to the complexity of the application and the wide variety of issues that may be encountered. For assistance, please visit one of our financial aid workshops or schedule a one-on-one appointment with Futures NW, our trusted financial aid completion partner! Please note, workshop staff and Futures NW staff are unable to assist with questions regarding your financial aid status or awards.

[Workshops](#)  
[Futures NW](#)

Answers to many other questions can be found on [website](#) and our [Frequently Asked Questions](#). For any remaining questions, we are here to support you. [Contact Financial Aid](#)