



MyCollege  
Financial Aid Self-Service  
Student Guide to Accessing Financial Aid  
Resources Online



CENTRAL PIEDMONT  
COMMUNITY COLLEGE

Financial Aid & Veterans' Affairs  
Last Updated: July 2020





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## Introduction

**Financial Aid Self-Service** enables students to stay on track as they navigate the financial aid process from application to award. Students have greater access to review and monitor their financial aid status and awards. Students are able to review missing documents, links to other resources, loan amount/history from other colleges, Pell Lifetime Eligibility Used, financial aid counselor and telephone number, detailed financial aid satisfactory academic progress report, award letter and much more. Students can access their checklist, awards, and application from any device, smart phone, or tablet and get the same great experience. With one touch, students can send an email or call the financial aid office from their telephone. Understanding the process will keep you on track to complete your academic program.

### Student responsibilities

- To regularly check their Central Piedmont student email.
- To periodically review their financial aid status on MyCollege using the Financial Aid Self-Service tool.
- To check their account balance and to pay any monies owed to Central Piedmont.

## Accessing Financial Aid Self-Service Online

Central Piedmont’s Financial Aid Self-Service portal is accessed through MyCollege.

1. Navigate to [mycollege.cpcc.edu](http://mycollege.cpcc.edu)
2. On the MyCollege home page, click “**Log In**”.



### MyCollege

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Log In

Search for Sections

Continuing Education

3. Enter your Central Piedmont **username** and **password**.

### SIGN IN

User Name

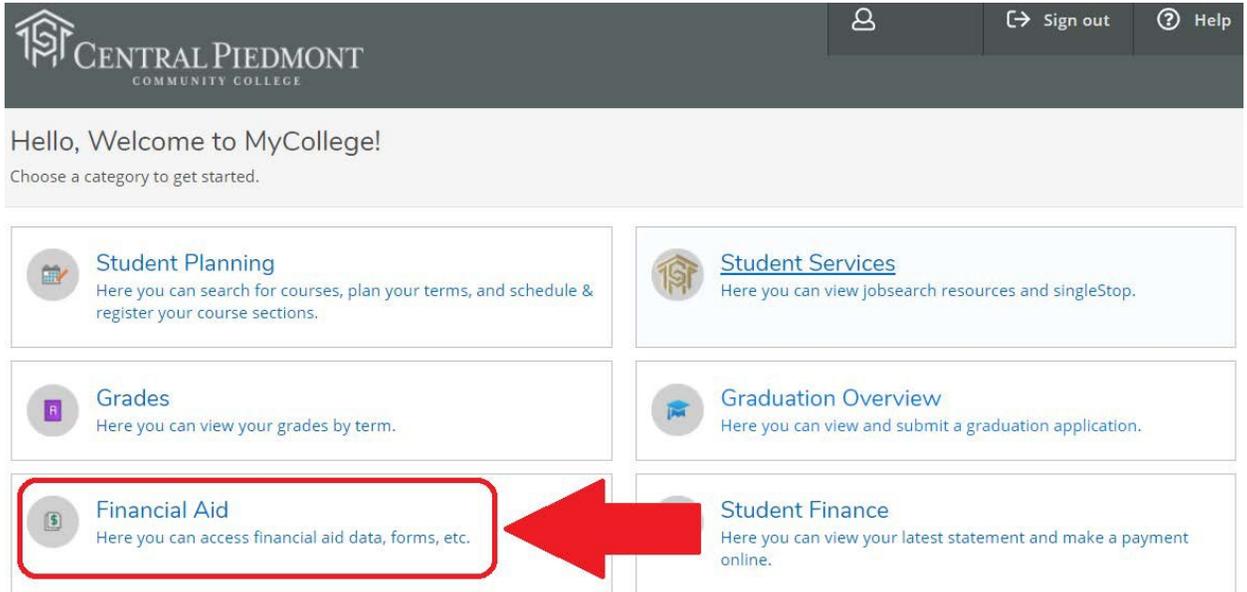
Password

Remember me on this computer

SIGN IN

Forgot your [login](#) or [password](#)? | [Don't have an account](#)?

- a. **Note:** If you do not know your username or password, you will need to click the corresponding link under the sign-in button. If you are still not able to login, you will need to contact the Central Piedmont ITS Help Desk at 1 (704) 330-5000.
4. On the MyCollege homepage, click **Financial Aid**.

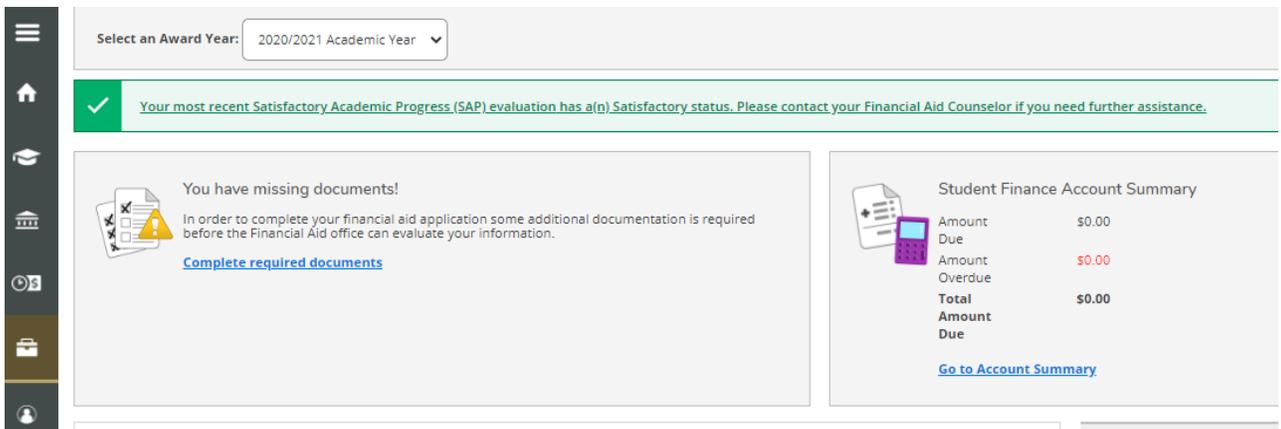


Central Piedmont COMMUNITY COLLEGE

Hello, Welcome to MyCollege!  
Choose a category to get started.

- Student Planning**  
Here you can search for courses, plan your terms, and schedule & register your course sections.
- Student Services**  
Here you can view jobsearch resources and singleStop.
- Grades**  
Here you can view your grades by term.
- Graduation Overview**  
Here you can view and submit a graduation application.
- Financial Aid**  
Here you can access financial aid data, forms, etc.
- Student Finance**  
Here you can view your latest statement and make a payment online.

5. You should now see the **Financial Aid Self-Service** screen.



Select an Award Year: 2020/2021 Academic Year

✓ Your most recent Satisfactory Academic Progress (SAP) evaluation has a(n) Satisfactory status. Please contact your Financial Aid Counselor if you need further assistance.

**You have missing documents!**  
In order to complete your financial aid application some additional documentation is required before the Financial Aid office can evaluate your information.  
[Complete required documents](#)

Amount Due	\$0.00
Amount Overdue	\$0.00
<b>Total Amount Due</b>	<b>\$0.00</b>

[Go to Account Summary](#)

## Award years

Rather than aligning with calendar years, financial aid awards follow Central Piedmont’s academic year. The school’s academic year begins in August with the Fall semester and ends in July at the conclusion of the Summer semester.

By default, MyCollege will show the current award year.

There may be times when you need to view information for a different award year; for example, you may have submitted your financial aid for the upcoming year or you may need to verify the awards received in a previous year.

### Changing the displayed award year

The following drop-down menu appears near the top of all Financial Aid menus. Opening the menu will allow you to change the award year that is displayed.



Select an Award Year: 2019/20 Academic Year ▼

### Award year calendar

- 2019/20 Academic Year: August 2019 - July 2020
- 2020/21 Academic Year: August 2020 - July 2021
- 2021/22 Academic Year: August 2021 - July 2022



## Completing common tasks online

### Viewing your checklist

When you first login to Financial Aid Self-Service, you will see a checklist that shows what steps are required of you as well as the progress of your Financial Aid application.

### Verifying your progress on the checklist

- Your checklist will be displayed on the Financial Aid Self-Service homepage.
- Steps that have been completed will display with a green background and a green checkmark.
- Steps that require you to take action or are in progress will display with a brown background and a yellow-brown alert symbol.
- Steps that you have not yet reached will display with a white background and no symbol.

Checklist	
✓ Completed	Submit a Free Application for Federal Student Aid (FAFSA)
⚠ Action Needed	<a href="#">Complete required documents</a>
ⓘ Not Available	Your application is being reviewed by the Financial Aid Office

When everything is complete, all steps will appear with a green background and green checkmarks.

Checklist	
✓ Completed	Submit a Free Application for Federal Student Aid (FAFSA)
✓ Completed	Complete required documents
✓ Completed	Your application is being reviewed by the Financial Aid Office

### Seeing your list of missing documents

Students who are missing any documents will see this warning when they first load the Financial Aid Self-Service homepage:



**You have missing documents!**

In order to complete your financial aid application some additional documentation is required before the Financial Aid office can evaluate your information.

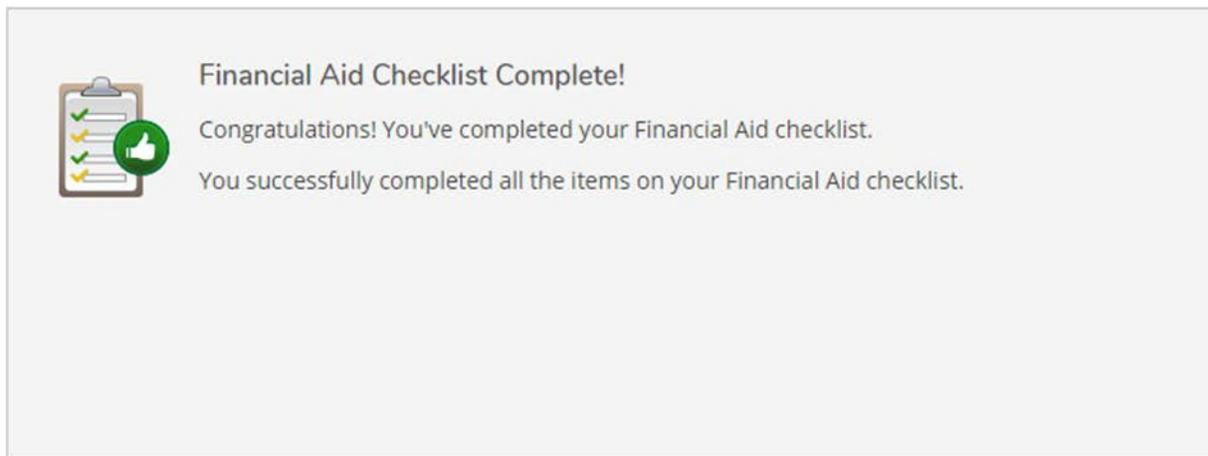
[Complete required documents](#)

Clicking on “**Complete required documents**” will load a list of required documents that are missing. Documents that have been received/waived will display with green and possibly blue boxes and incomplete or missing documents will display with yellow-brown boxes:

Incomplete	Complete
<p><b>Incomplete</b></p> <p>20/21 Pending Audit Review Your financial aid file is being reviewed.</p>	<p><b>Complete</b></p> <p>20/21 FWS Interest You indicated that you are interested in the Federal Work-Study (FWS) program. Please review available FWS positions on Central Piedmont's Human Resources website and complete a Central Piedmont Employment Application. <a href="#">Work at Central Piedmont</a> <a href="#">Employment Opportunities</a> <a href="#">Central Piedmont's Federal Work-Study Program</a></p>
<p><b>Incomplete</b></p> <p>20/21 SignatureforCorrections 20/21 Signature Requirements for the Free Application for Federal Student Aid (FAFSA) and/or Corrections form If you are the student, by signing below you certify that you (1) will use federal and/or state student financial aid only to pay the cost of attending an institution of higher education, (2) are not in default on a federal student loan or have made satisfactory arrangements to repay it, (3) do not owe money back on a federal student grant or have made satisfactory arrangements to repay it, (4) will notify your school if you default on a federal student loan, (5) will not receive a Federal Pell Grant for more than one school for the same period of time, and (6) will allow a CPCC Financial Aid representative to make corrections to your Free Application for Federal Student Aid (FAFSA). If you are the parent or the student, by signing this application you agree, if asked, to provide information that will verify the accuracy of your completed form. This information may include your U.S. income tax transcripts. Also, you certify that you understand that the Secretary of Education has the authority to verify information reported on your application with the Internal Revenue Service and other federal agencies. If you purposely give false or misleading information, you may be fined</p>	<p><b>FA-Waived</b> 03/17/2020</p> <p><b>FA-Waived</b> 03/17/2020</p> <p>20/21 FA Authorization Form Financial Aid Authorization Form Complete this document to authorize disbursement of your awarded financial aid funds. Sign into MyCollege to complete and submit the form. <a href="#">FA Title IV Authorization &amp; Cash Management Form</a></p> <p><b>Received</b> 12/13/2019</p> <p>20/21 FAFSA</p> <p><b>Received</b> 10/02/2019</p> <p>High School Transcript Submit a copy of your official high school transcript with graduation date, or GED Certificate with scores to Student Records.</p>

Sometimes, items on your checklist will have an associated hyperlink under them. (It will be underlined text with the title of the document.) This will bring you directly to the form that is required.

When all your documents have been submitted *and* received, you will receive a notice that says “**Financial Aid Checklist Complete!**”:



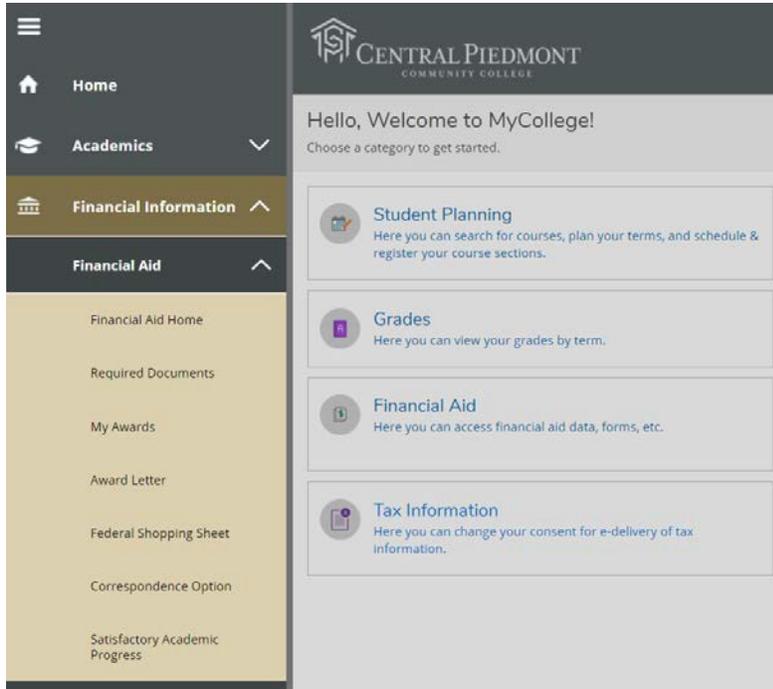
## Remember

The Financial Aid office will **not** be able to take further action on your application until you have completed all required actions and submitted all required forms and documents.

## Viewing your award and your award letter

### Viewing your award

On the Financial Aid Self-Service page, clicking on the **☰** button on the top left-hand corner of the screen will display the following menu:



Clicking on “**My Awards**” (under “**Financial Information**” and then “**Financial Aid**”) will display a detailed breakdown of any awards that you are currently receiving:

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

 Your most recent Satisfactory Academic Progress (SAP) evaluation has a(n) Satisfactory status. Please contact your Financial Aid Counselor if you need further assistance.

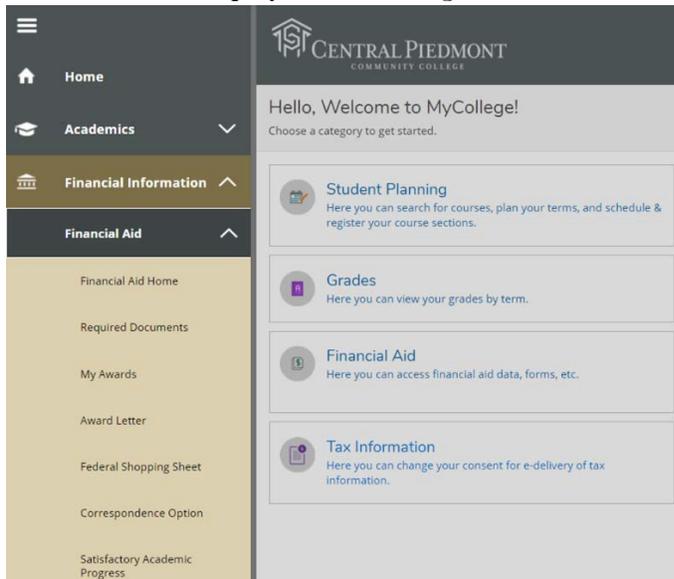
You have the following Awards

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.

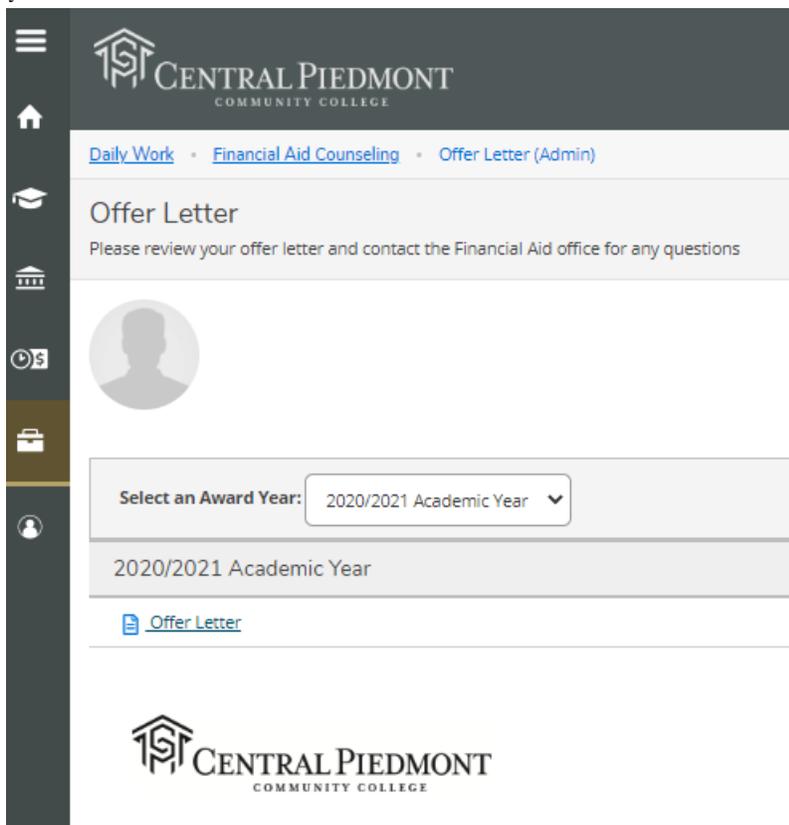
100% Scholarships and Grants Money you don't have to pay back		\$4,000.00		
Award	Status	Total Awarded Amount	2020/2021 Fall	2020/2021 Spring
<b>NC Community College Grant</b> <a href="#">View award</a>	ACCEPTED	\$3,000.00	\$1,500.00	\$1,500.00
<b>Merancas Technical Scholarship</b> <a href="#">View award</a>	ACCEPTED	\$1,000.00	\$500.00	\$500.00
<b>Award Total</b>				
Award		Total Awarded Amount	2020/2021 Fall	2020/2021 Spring
<b>Total Awards</b>		<b>\$4,000.00</b>	<b>\$2,000.00</b>	<b>\$2,000.00</b>

## Viewing your award letter

On the Financial Aid Self-Service page, clicking on the **☰ button** on the top left-hand corner of the screen will display the following menu:



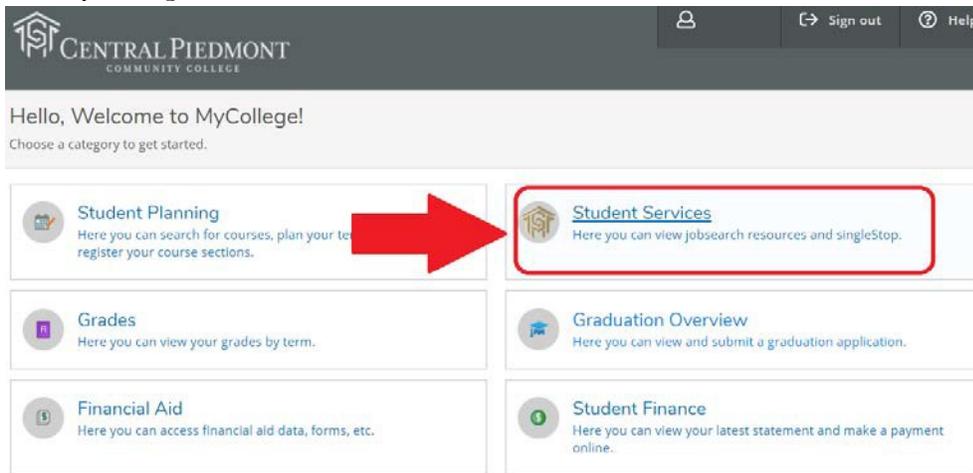
Clicking on **“Award Letter”** (under **“Financial Information”** and then **“Financial Aid”**) will display your official award letter:



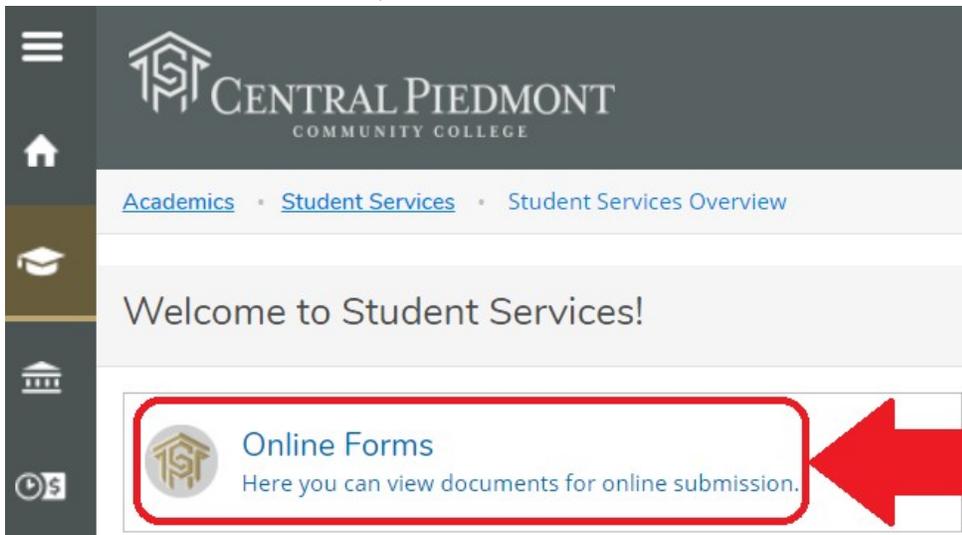
## Submitting forms and documents

Sometimes, students need to submit additional forms and documents to complete their financial aid application. Some forms can be submitted online, but many forms and documents cannot and will need to be submitted in person, via fax or via mail.

Usually, clicking on the link for the form in your missing documents screen (See “**Seeing your list of missing documents**” above) will take you directly to the form. If this doesn’t work, return to the MyCollege main menu and click on **Student Services**.



In the Student Services menu, click on **Online Forms**:





Any forms that can be submitted online will be displayed on that page. If the form you need isn't linked, you will need to click the link to **Print Financial Aid Forms** under the **Resources** section.

Resources
Helpful Links
<a href="#">FAFSA -Apply for Financial Aid</a>
<a href="#">National Student Loan Info</a>
<a href="#">FAFSA4Caster</a>
<a href="#">Central Piedmont Website</a>
<a href="#">CPCCTuition Payment Deadlines</a>
<a href="#">Apply for Scholarships</a>
<a href="#">Learn More About Financial Aid</a>
<a href="#">Print Financial Aid Forms</a>

Forms printed from our website can be submitted via email, fax or mail. In person services have been suspended as of now due to COVID-19. Information and updates about our campus locations and in-person services as well as our fax and mailing details can be found on the last page of this document or by visiting our webpage (See “**Contacting Central Piedmont Financial Aid**”).

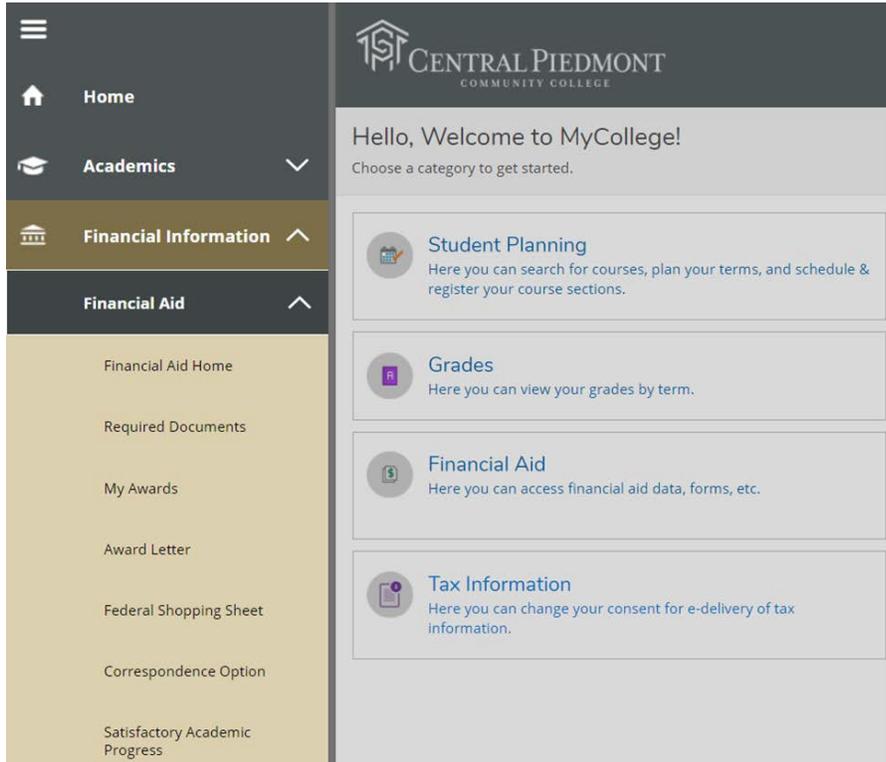
Please note the following:

- **If you submit documents via email**, we recommend that students scan all documents and make sure they are Adobe PDF files. Please omit from taking regular photo images of any submitted forms to avoid delays. Additionally, all forms submitted will need to have physical signatures, electronic signatures of any kind are not accepted at this time. If you need access to a scanner, you can download a free app called CamScanner and it will create Adobe PDFs documents for you.
- Some forms and documents need to be notarized unless they are brought in person, and some forms and documents need to be notarized no matter what. **Please follow the instructions on the form you are submitting closely to see if these situations may apply.**
- If you are submitting forms and documents via fax, you are strongly encouraged to **include a cover sheet that includes your name and student ID number**. This will expedite the processing of your submission. (We provide a cover sheet template at on the printable forms page.)

## Checking your academic standing

Your eligibility to receive financial aid can be affected by changes in your academic status. You can check your academic status using the Financial Aid Self-Service tool.

On the Financial Aid Self-Service page, clicking on the **☰ button** on the top left-hand corner of the screen will display the following menu:



Clicking on “**Satisfactory Academic Progress**” (under “**Financial Information**” and then “**Financial Aid**”) will load a detailed dashboard with information on your academic standing for financial aid:

 You are currently making satisfactory academic progress. Please contact your Financial Aid Counselor if you need further assistance.

SAP Status	Date Reviewed: 5/17/2020	SAP Details	
Evaluation Period:	2020SP - 2020SP	Max Time Frame	111.00
Program:	Office Administration (AAS)	Attempted Courses for the Term	1.00
SAP Status:	 Satisfactory	Completed Courses for the Term	1.00
 What does Satisfactory Academic Progress mean?		GPA for the Term	4.000
		Completion Rate for the Term	100.00%
		Cumulative Attempted Hours	59.00
		Cumulative Completed Hours	49.00
		Cumulative GPA	3.153
		Cumulative Completion Rate	83.05%



## Checking your Satisfactory Academic Progress status

In addition to being displayed on the Satisfactory Academic Progress dashboard (described above), when you first open the Financial Aid Self-Service tool, your SAP status should be displayed at the top of the screen.

For example, this student was assessed to have **Satisfactory** status on his or her most recent SAP evaluation:

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: 2020/2021 Academic Year ▼

✓ [Your most recent Satisfactory Academic Progress \(SAP\) evaluation has a\(n\) Satisfactory status. Please contact your Financial Aid Counselor if you need further assistance.](#)

Clicking on the link in the SAP notification will load the full Satisfactory Academic Progress dashboard described earlier.

## Checking your Max Time Frame status

Students receiving grants need to complete their degree or certificate within 150% of the number of credits required for their program, as measured in credits attempted. Students can check the max time frame limit for their program using Financial Aid Self-Service. On the Satisfactory Academic Progress dashboard (described above), this is the first item under “**SAP Details**” (on the right-hand side):

### SAP Details

▼ Max Time Frame 90.00

Students can find more information on how the max time frame rule is applied at [cpcc.edu/financial-aid/keeping-your-aid/academic-standards](http://cpcc.edu/financial-aid/keeping-your-aid/academic-standards)

## Checking your Lifetime Eligibility Used (LEU) status

Students are limited in the amount of Pell Grant funds they can use for undergraduate education over the course of their lifetime. One full-time semester (12 credits or more) is counted as 50% of a student’s LEU, and a student can use up to **600%** of their LEU over the course of their undergraduate education.

For students receiving a Pell Grant, this information is displayed at the bottom of the Financial Aid Self-Service homepage, under the student checklist and above their Financial Aid Specialist contact information:

Checklist	
✓ Completed	Submit a Free Application for Federal Student Aid (FAFSA)
✓ Completed	Complete required documents
✓ Completed	Your application is being reviewed by the Financial Aid Office

Pell Lifetime Eligibility Used	
Pell Lifetime Eligibility Used	50.008%

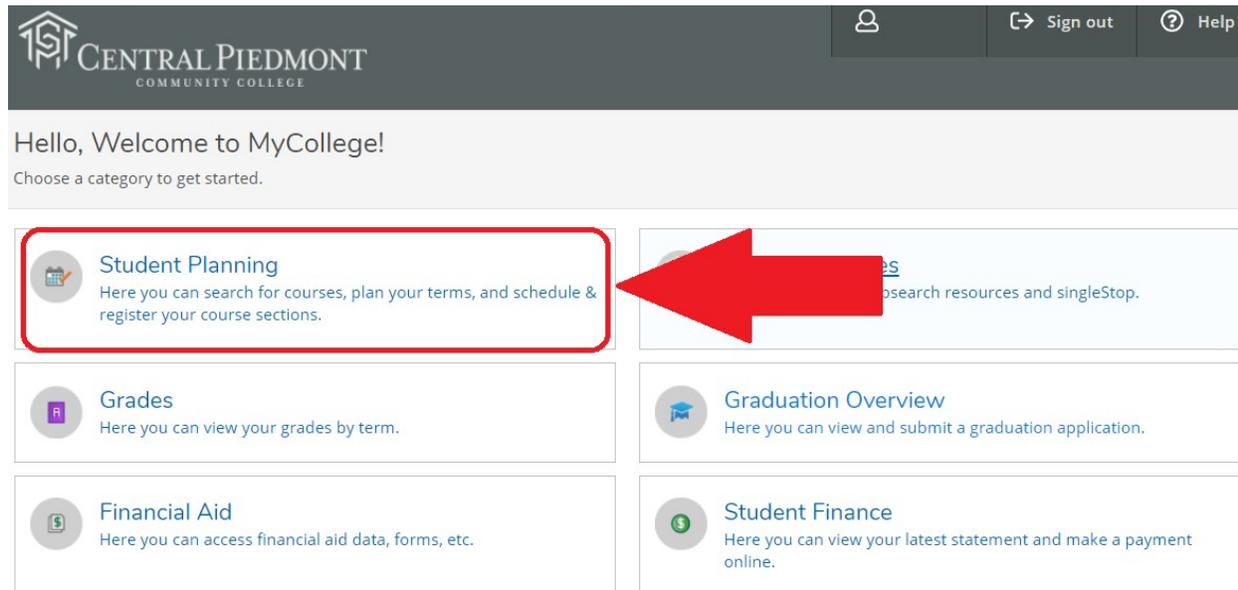
This student has used approximately 50% of his or her LEU, the equivalent of one full-time semester.

## Making sure your classes are eligible for financial aid

Most financial aid awards will only pay for courses that are part of your program of study. Therefore, **those funds cannot be used towards courses outside your designated degree or certificate program.** You can check your program of study and whether your courses count towards it using MyCollege.

## Confirming your academic program of study

You can confirm your program of study in the **Student Planning** section of MyCollege. On the MyCollege main menu, click on **Student Planning**.



The screenshot shows the MyCollege main menu with the following elements:

- Header: CENTRAL PIEDMONT COMMUNITY COLLEGE logo and navigation links (Sign out, Help).
- Greeting: "Hello, Welcome to MyCollege! Choose a category to get started."
- Menu Items:
  - Student Planning** (highlighted with a red box and arrow): Here you can search for courses, plan your terms, and schedule & register your course sections.
  - Grades**: Here you can view your grades by term.
  - Financial Aid**: Here you can access financial aid data, forms, etc.
  - Student Finance**: Here you can view your latest statement and make a payment online.
  - Graduation Overview**: Here you can view and submit a graduation application.

Any programs of study that you're currently enrolled in will display on the Student Planning page:

[Academics](#) · [Student Planning](#) · [Planning Overview](#)

### Steps to Getting Started

There are many options to help you plan your courses and earn your degree. Her...

**1**



**View Your Progress**

Start by going to My Progress to see your academic progress in your degree and search for courses.

[Go to My Progress](#)

**2**



**Plan your Degree & Register for Classes**

Next, take a look at your plan to see what you've accomplished and register your remaining classes toward your degree.

[Go to Plan & Schedule](#)

Programs	Cumulative GPA	Progress
Associate in Arts (AA)	3.529	<div style="width: 80%; background-color: green;"></div>
Business Administration (AAS)	3.529	<div style="width: 60%; background-color: green;"></div>

This student is enrolled in an **Associate of Arts (AA)** degree and an Associate of Applied Science (AAS) degree in **Business Administration**.

## Remember

Most financial aid funds **cannot** be used for Continuing Education courses or programs. Most financial aid awards can only be used for academic degree or certificate programs.

If your program of study is incorrect or you would like to change your program of study, contact **Student Success Services** to meet with an academic adviser. Their campus phone numbers and locations can be found at [cpcc.edu/academics/academic-resources/academic-advising](http://cpcc.edu/academics/academic-resources/academic-advising).

## Checking if your classes are part of your program of study

You can see if your classes are part of your degree or certificate using the **My Progress** tool in MyCollege. From the Student Planning menu, click on **Go to My Progress**.

[Academics](#) · [Student Planning](#) · [Planning Overview](#)

### Steps to Getting Started

There are many options to help you plan your courses and earn your degree. Her...

**1**



**View Your Progress**

Start by going to My Progress to see your academic progress in your degree and search for courses.

**Go to My Progress** ←

If you are enrolled in more than one program of study, you can use the arrows at the top of the screen to select which program you are viewing:



At the bottom of each program's **My Progress** page, courses that are included in the section labelled "**Other Courses**" are not part of that program of study.

### Other Courses

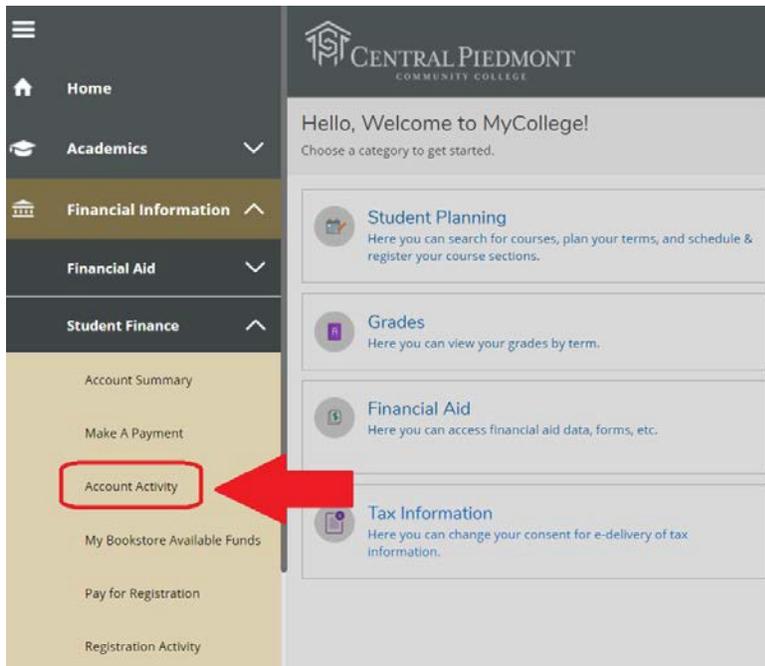
Status	Course
✓ Completed	<a href="#">MAT-121</a> Algebra/Trigonometry I
✓ Completed	<a href="#">INT-220</a> International Economics

An exception is **Developmental Courses**. There are specific courses for students who have not yet reached college-level readiness in a certain subject area. Most start with **DRE**, **DMA** or **EFL**; a full list of these course can be found at [catalog.cpc.edu/coursescourseregistration/developmental/](http://catalog.cpc.edu/coursescourseregistration/developmental/)

### Viewing your account balance

**Even if you are receiving financial aid funds, you need to check your account balance on MyCollege.** Sometimes, students receiving financial aid will still owe a partial balance towards their charges. For example, your financial aid may be less than your total charges, or you may be taking classes outside your program. Additionally, if you are entitled to a refund of your excess financial aid funds, it will be displayed in your account balance.

To view your account balance, click on the **≡** **button** on the top left-hand corner of the screen, and in the menu click on "**Financial Information**", the "**Student Finance**" and finally "**Account Activity**".



This will display a breakdown of your account balance from cashiering:

[Financial Information](#) · [Student Finance](#) · [Account Activity](#)

### Account Activity

View your Financial Activity

Term: Spring 2019 - Balance: -\$1,599.00

 <b>Charges</b> \$1,448.00	-	 <b>Financial Aid</b> \$3,047.00	=	 <b>Balance</b> -\$1,599.00
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- A **positive balance** indicates an amount you owe to CPCC that will need to be paid.
- A **zero balance** (\$0) indicates that your balance is paid in full.
- A **negative balance** (such as the one here) indicates that your balance is paid in full and that there are excess financial aid funds for the semester in the account that can be refunded. The date(s) these funds will be dispersed will depend on the census date of the class being attended. (See [cpcc.edu/financial-aid/awards](http://cpcc.edu/financial-aid/awards) for a full explanation on refunds.) Refunds will be disbursed to either a BankMobile Vibe account or your personal third-party bank account, depending on the refund preference you selected. (If you have not setup a refund preference, visit [refundselection.com](http://refundselection.com) to do so.)



## Finding your assigned Central Piedmont Financial Aid Specialist

Every student has an assigned Financial Aid Specialist. While you are not obligated to interact only with your assigned specialist, your specialist will usually know your file best, and when you always contact the same specialist, this only becomes even more true.

Your assigned Central Piedmont Financial Aid Specialist is displayed on the bottom of the page when you first log in to Financial Aid Self-Service under “**Financial Aid Counselor**”:

Financial Aid Counselor		
Thomas Chualas	 <a href="tel:704-330-2722">704-330-2722</a>	 <a href="#">Contact Financial Aid Counselor</a>

Next to your specialist’s name will be his or her phone number and extension as well a direct link to his or her email.

### Remember

When communicating with us via email, you must always use your Central Piedmont student email. Central Piedmont Financial Aid will not send updates and messages to non-Central Piedmont email addresses and will not be able to fully respond to emails sent from personal email accounts.

Using your Central Piedmont email account protects your personal information and allows us to serve you better.

# Contacting Central Piedmont Financial Aid

## Telephone

The main Central Piedmont Financial Aid phone number is **1 (704) 330-6942**

Students who take classes at any campus can call the main number, but if you need to reach a specific campus directly, please check [our website](#) (below).

## Fax

We accept faxes for all campuses at **1 (704) 330-5053**

Please include a cover sheet with your student ID number for faster processing.

## In person

At this time, all in-person services have been suspended due to COVID-19. We will keep our website updated, when in-person services will be able to resume.

## Other campuses

Phone numbers, locations and hours for other campuses can be found on our website.

## Mail

Mail for all campuses is accepted at:

Central Piedmont Community College

ATTN: Financial Aid

PO Box 35009

Charlotte NC 28235

## Website

You can find more information on our website at <https://www.cpcc.edu/financial-aid>

We look forward to hearing from you.

Financial Aid & Veterans' Affairs

Last Updated: July 2020

