

## **What students need to know...**

### **about the financial aid process at Motlow College.**

Due to federal privacy laws, Motlow cannot discuss student account details with anyone other than the student, unless the student has submitted a [Student Information Release Authorization form](#) to the Student Affairs Department. [Download and print the Student Information Release Authorization form.](#)

The Free Application for Federal Student Aid (FAFSA) is used to determine student eligibility to receive Federal & State funds such as: Pell, TN Promise and TN Hope. Completing the FAFSA is only the first step of the financial aid process. The Financial Aid Office at the college that you attend will require additional information from you in order to verify the information that you provided on the FAFSA.

Motlow cannot post any Federal or State funds (Pell, TN Promise or TN Hope) until all the Student Requirements in your MyMotlow account have been satisfied. Follow the instructions in this document to help you navigate the financial aid process.

**When you receive your Letter of Acceptance from Motlow, it will give you THREE critical pieces of information:**

#### **1) Your Student ID#**

- a. Memorize your Student ID# and have your Student ID Card made at the Library as soon as possible.
- b. The Financial Aid Office will ask for your Student ID# every time you call the office. When you visit the Financial Aid Office, they will ask to see your Student ID Card every time.

#### **2) Instructions on how to access your Motlow Student Email account**

- a. Official financial aid information and instructions regarding Student Requirements will be sent to your Motlow Student Email account only (not a personal email account).
- b. Use your Motlow Student Email account only (not a personal email account) to email the Financial Aid Office at [fas@mscc.edu](mailto:fas@mscc.edu). Always include your name and Student ID # in your message.

#### **3) Instructions on how to access your MyMotlow account**

- a. [MyMotlow](#) is a self-service database account that gives you 24-7 access to your personal student information and to your personal Financial Aid Status.
- b. Follow the instructions on the next page to stay on top of your personal Financial Aid Status.

## To monitor your Financial Aid status:

1. Log in to your [MyMotlow](#) Account and click the Financial Aid tab
2. Click the Financial Aid Status link
3. Read the Summary of your financial aid information.
4. For more detail about any of the summary statements, select the corresponding link.
  - a. Student Requirements link
    - i. Read the top section carefully and completely. Take note of the Priority Processing Deadline for Financial Aid Processing (shown in red).
      1. **If you miss the Priority Processing Deadline for Financial Aid, you must be prepared to pay out of pocket for your tuition and fees.** If Student Requirements are not satisfied by the Priority Processing Deadline, there simply is not enough time for the Financial Aid Office to complete the verification process and post any aid that you may be eligible to receive. The process can take 30 days (or more) from start to finish.
      2. The Financial Aid Office will still process files after the Priority Processing Deadline and awards will still be posted for those who are eligible.
    - ii. If you have any Unsatisfied Student Requirements, they will be listed in the table along with the instructions for each.
      1. An Unsatisfied Requirement simply means that the Financial Aid Office needs additional information from you in order to continue the verification process.
    - iii. Read and follow the instructions for each requirement carefully. After you submit required forms and documentation, **allow a minimum of five to seven business days for status updates to show in MyMotlow.**
  - b. Check the Financial Aid Status link in your MyMotlow account each day to be sure that the items you submitted actually satisfied the requirements. Additional requirements can and will pop up.
5. **Never assume that you have completed everything for Financial Aid. The process is not complete until you receive an email (to your student email account) notifying you of an award or notifying you that you are not eligible.**
6. If you receive an email (to your student email account) telling you that you have been awarded, Follow steps 1 – 4 above but this time, you will see a summary statement that says “You have been awarded....” The word awarded will be a link. Click it to see your award information.
7. **You must check your [MyMotlow](#) and student email accounts regularly. These are the only two ways that the Financial Aid Office will contact you. If you are not checking these accounts regularly, you will miss deadlines.**

## To pay tuition and fees and confirm enrollment:

1. AFTER YOU HAVE REGISTERED FOR CLASSES...
2. Log in to your [MyMotlow](#) Account and click the Student tab
3. Click the Student Account link
4. Click the Account Detail/Confirm Enrollment/Credit Card Payment **PAY FEES ONLINE** link

*\*\*TN Promise Students may receive additional information, via the Student Email Account, in regard to Confirming Enrollment.*

- a. Select the appropriate term.
  - i. You should now see **Account Detail for Term** at the top of the page and a list of fees (and awards if you received any) in the **Term Detail** section.
  - ii. The last line in this section will say "**Current Amount Due as of...**"  
*\*\*TN Promise Students may receive additional information, via the Student Email Account, in regard to Current Amount Due.*
- b. If the amount due is "0" either because you have paid your balance or because your awards were enough to cover your balance, you can scroll to the top of the screen and click on **YES, I will attend**.
  - i. This confirms your enrollment and holds your class schedule.
- c. If the amount due is anything other than "0" you will need to pay the amount due or set up the payment plan **prior to the last day to pay for pre-registered students**. Class schedules will be deleted for non-payment at 7:00 a.m. the next day.
  - i. You can reregister and pay the same day through the first day of classes.
- d. If your award was enough to cover your balance due you may have a credit balance which means we owe you money back.
  - i. To check for a credit balance, scroll to the very bottom of the **Account Detail for Term** page.
  - ii. The very last line says "**Current Due net of Authorized Financial Aid and Memos:**"
    1. If this is a negative number (shown like - \$23.00), this is the amount of your refund.
    2. If this number is "0" you do not have a refund.
- e. Refund checks are released by the Business Office after each of your instructors have confirmed your active participation in each of your classes.
  - i. Refund checks can be picked up at the Business Office, not at the Financial Aid Office.
  - ii. You will receive an email from the Business Office if/when an award is disbursed (posted) to your student account.
  - iii. You will receive a second email from the Business Office if/when a refund check is ready for you to pick up.

*Note:* You must take your Student ID Card to the Business Office to claim a refund check.