

FULLERTON COLLEGE

FINANCIAL AID Newsletter

Fall 2020



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Make sure to visit us online at

[Financialaid.fullcoll.edu](https://financialaid.fullcoll.edu)

BITTERSWEET RETIREMENT

Greg Ryan, *Director*

This semester, two long-serving Financial Aid staff have retired. Due to working remotely, we were not able to hold a formal retirement party for them, but we wanted to acknowledge them. Kim Tran, Financial Aid Technician, retired at the end of October, and Harold Anderson, Financial Aid Counselor, retired in December.

Kim came to Fullerton College from our sister school Cypress College several years ago. Prior to working at Cypress, Kim also worked for the California Student Aid Commission (CSAC), which is the State agency that oversees the Cal Grant program. At Fullerton, Kim was responsible for the Default Prevention Program and Cal Grant, and Chafee Grant, which assists former foster youth. She also has worked with the Direct Loan program.

Harold joined the Financial Aid Office 10 years ago. He also works concurrently at Long Beach City College. Harold was the first adjunct counselor in the Financial Aid Office that was also a permanent Fullerton College counselor. At Fullerton College, Harold helped students with their Satisfactory Academic Progress (SAP) appeals, as well as default prevention and financial literacy, serving on the campus committees for the two programs since 2013 and 2014 respectively.

We will miss Kim and Harold, but wish them success in the next chapter of their lives!

MEET OUR NEW STAFF



MARK BOUNPRASEUTH-HAO

Financial Aid Coordinator

I'm the Financial Aid Coordinator at Fullerton College. I previously worked at Cal State Fullerton, Fullerton College and San Francisco State University in the Financial Aid Office. My college experience inspired me to continue working in higher education to help students achieve their educational goals. I'm excited to be back at Fullerton College as of September and I look forward to working with our students and campus community.



KRYSTAL CORREA

Financial Aid Technician

Hello, my name is Krystal Correa and I am the financial aid technician that processes the Cal Grant. I graduated with my bachelors in History and a minor in Spanish from Cal State Fullerton. I previously worked as the loan counselor at Cal State Fullerton and started my career in higher education as a FWS student. I am excited to be a part of Hornet family as of February. I look forward to helping our students achieve their educational goals.



LORENA VILLARREAL

Financial Aid Counselor

Hi there! My name is Lorena Villarreal and I am joining the Financial Aid Office as a counselor. I've been at Fullerton College for four years working in general counseling and transitioned to Financial Aid in February. A little bit about me: I graduated from East Los Angeles College with an A.A. in Liberal Arts and transferred to Cal State Dominguez Hills where I graduated with a B.S. in Public Administration and a B.A. in Communications. I then went on to graduate school and earned an M.S. in College Counseling and Student Development from Azusa Pacific University. My experience includes over eight years of working in the community college setting. As a former community college student and a first-generation college student,

I understand how imperative it is for students to utilize campus resources, including Financial Aid. I am happy to join the FA team and am looking forward to serving students in my new counseling role.

ROOM 117

Tony Alvatorre, *Financial Aid Technician*

In February 2020 our financial aid office expanded to room 117. Due to shelter in place order we were not able to have our grand opening in April, but it has been postponed for a future date. It was designed keeping students and our community in mind. There are 13 computers, a printer, an interactive smart TV for presentations and financial aid workshops. The room would allow students to drop in during our office hours rather than attend a scheduled lab. The room will allow the Financial Aid team to assist students and community members complete their FAFSA, CA Dream Act Application, financial aid verification documents, and any other financial aid related tasks.

We want to thank all Fullerton College Departments, high school counselors/technicians and our community for the positive feedback! Relationships have blossomed and we have made new friends and family. The most rewarding feeling is when we receive warm thanks from our community for the help we provide. Even though our office is not currently open to our students, please know that we can be reached by phone, text message, or email. A list of Financial Aid Technicians and the alpha breakdown can be found on the Financial Aid Office website (<https://financialaid.fullcoll.edu/>). We miss seeing students and co-workers on campus and cannot wait to welcome everyone back to our new space, room 117!



FAFSA & CA DREAM ACT (CADAA) APPLICATION REMINDER

Tony Alvatorre, *Financial Aid Technician*

In these challenging times, more than ever, it is important to help one another and be there for each other. Being in education we never stop learning and times like these make us adapt quickly. Distance learning has opened doors to platforms like Google Meet and Zoom, allowing us to communicate with our colleagues, students and our community. It has permitted us to see each other in a different lens rather than face to face. Zoom allows us to have breakout rooms, chat privately to answer personal questions and gather multiple departments in one location. It is a great tool to do financial aid presentations, workshops and assist more students than in an indoor space.

HELPING STUDENTS COMPLETE THEIR FINANCIAL AID APPLICATIONS DURING COVID-19

Tony Alvatorre, *Financial Aid Technician*

IN-REACH

The 2021-2022 Free Application for Federal Student Aid (FAFSA) or CA Dream Act Applications (CADAA) have been open since October 1, 2020. Students and/or parents would use 2019 income or federal tax information. Please apply by the March 2nd priority filing deadline to be considered for some grant programs. Students must not apply for FAFSA and CADAA, only apply for one or the other. The FAFSA is for student who are US Citizens, Permanent Residents, T-visa, Refugees, Political Asylum. More information may be found here: <https://studentaid.gov/apply-for-aid/fafsa/filling-out>. The CA Dream Act Application is for students that are Dreamers, AB 540, DACA, Undocumented students. More information may be found here: <https://dream.csac.ca.gov/>. If a student is unsure which application should be completed, they may contact the Financial Aid Office main phone line at (714) 888-7588. You may also contact our main phone line to get help on verification, and gain information on the financial aid process. Fullerton College Financial Aid Office helps students and families through Zoom for current and future students. You may set a Zoom appointment with your assigned Financial Aid Technician to complete a FAFSA or CA Dream Act Application (CADAA). A list of Financial Aid Technicians and the alpha breakdown can be found on the Financial Aid Office website (<https://financialaid.fullcoll.edu/>). Students may also visit the Online Student Services website (<https://vpss.fullcoll.edu/>) for additional information about the available online student services provided by all departments.

To complete a 2020-2021 Or 2021-2022, Free Application for Federal Student Aid (FAFSA) or California Dream Act Application (CADAA), you will need your and your parent (If applicable):

- Your Social Security Number, Alien Registration Number (if you are not a U.S. citizen) or ITIN
- 2018/2019 federal income tax returns, W-2s, and other records of money earned.
- 2018/2019 Records of child support received or paid
- 2018/2019 Current bank statements and records of investments
- 2018/2019 Records of untaxed income
- An FSA ID (student and parent) to sign electronically (<https://fsaid.ed.gov/npas/index.htm>)
- Parents full legal name, date of birth, social security or ITIN
- Parents date of marriage, divorce/separation

IMPORTANT! In order for a Financial Aid Technician to assist you in completing your financial aid application (FAFSA or CADAA), you must be prepared with all of the required information and documents listed above. If you are missing information or documents, Financial Aid Technicians will only be able to provide you with general guidance on completing your financial aid application.

We always encourage student to visit our website (<https://financialaid.fullcoll.edu>) for information on how to complete your financial aid application and get answers to commonly asked questions regarding financial aid.

We work closely with other Fullerton College departments to help students transition into college life. Fullerton College Outreach, Promise, Advisement, Counseling, and Grads to Be are some departments we collaborate with to better assist students. In May, we participated with the Fullerton College Promise Department on Promise Family Night for high school seniors and over 650 students and parents attended. We also participated in the Summer Transition and Registration Time (Summer START) and assisted about 1,800 students in submitting financial aid documents, checking their student account status, and guided them to other departments to get answers to all of their questions.

HELPING STUDENTS COMPLETE THEIR FINANCIAL AID APPLICATIONS DURING COVID-19

Tony Alvatorre, *Financial Aid Technician*

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OUTREACH

September 2020 is the beginning of financial aid season and October 1, 2020 is the first day to complete and submit a 2021-2022 FAFSA or CADAA application. In late September 2020, we started having presentations and workshops for high school seniors via Zoom, in both English and Spanish. When helping high school seniors, we focus on three main events. First, they attend a financial aid presentations to learn how to pay for college. Second, they attend a workshop to create an FSA ID to log into and sign a FAFSA or create a User ID and Password to complete a CA Dream Act Application. Third, they attend a workshop to complete the financial aid application. All events are through Zoom where we are able to move students to a breakout room if step 2 or 3 has not been done. Our presentations show slide by slide what students will see and answer any questions student or parents may have. We have found that having in person events of 30 individuals filling out the application at different paces takes longer. Through Zoom, we are able to all be on the same page and ask questions on a particular slide. The completion rate has been greater as students and parents have their required documents with them at home. The largest workshop held so far has been 56 participants and one Financial Aid Technician, which is more attendees than at an in-person event.

We have helped several high school districts such as Anaheim, Fullerton, Brea-Olinda, Placentia-Yorba Linda, and the surrounding community. Our goal is for students and their parents to get informed about financial aid. Even though our presentations are geared toward high school seniors, we have had freshman, sophomores, and juniors be involved so they can get a head start understanding financial aid. This eliminates fear, confusion, or misconception about financial aid.

WHAT IS AN INCOME ADJUSTMENT APPEAL AND HOW IT CAN POTENTIALLY HELP YOU?

Greg Ryan, *Director*

As you may know, a few years ago the Federal Government signed prior-prior year into legislation. This meant that, instead of using last year's income on the FAFSA, students and their families use income from two years ago. For this academic year, 2020/21, students and parents are reporting 2018 income.

This change was made in order to make it easier for students and parents to link income data from the Internal Revenue Service using the IRS Data Retrieval.

However, a lot can change in two years, particularly now due to COVID 19, and the impact it has had on the economy with many businesses closed, and employees laid off or furloughed.

The Fullerton College Financial Aid Office has always offered professional judgment or income adjustments to students and families. It is an option schools can do, but are not required to offer. This means that you can appeal to the Financial Aid Office to submit either 2019 or year to date 2020 income data to us to review. If we accept it, we will recalculate your financial aid for 2020/21, retroactive back to the start of fall in August, which may result in a decrease to the student's Expected Family Contribution, which may result in additional need based financial aid.

Interested students should reach out via text or email to their assigned Financial Aid Technician, in order to conduct interview and begin the process. A list of Financial Aid Technicians and the alpha breakdown can be found on the Financial Aid Office website (<https://financialaid.fullcoll.edu/>).

LOAN CANCELLING PROCESS

Jose Alcaraz, *Financial Aid Technician*

Once you submit your loan request form to the office, you have the right to cancel or reduce your loan amount at any time prior to the scheduled disbursement date. To do so, please email financialaid@fullcoll.edu with your request. You will receive an email confirmation back once this has been received and processed. If your loan has been disbursed, and your refund has already been transferred to the bank, then work directly with your loan servicer to repay the portion of your loan that you no longer wish to receive.

FEDERAL WORK-STUDY DURING COVID-19

Carmen Zapata & Magaly Renteria, *Financial Aid Technicians*

Federal Work-Study (FWS) is a campus-based program providing students with the opportunity to earn additional money, while working in approved FWS jobs. In addition to the money earned from FWS, students gain valuable work experience and knowledge, while departments receive additional assistance answering phone calls, replying to emails, and other important departmental needs.

Funding for FWS is very limited, so it is imperative for students to meet all FWS requirements. Students interested in a FWS position must complete a FAFSA as soon as possible and answer yes to the FWS question on the application. Students must meet Satisfactory Academic Progress (SAP) and must remain enrolled in a minimum of 6 active units per term in order to participate in the FWS program. If at any point in the semester students do not meet SAP or fall below 6 units of enrollment, they will no longer be able to continue with their FWS position. Students may work up to 20 hours a week as long as they remain eligible for FWS and have not reached their maximum award allocation. How quickly the FWS award is expended depends on the number of hours worked each week and the hourly payrate. How much a student earns per hour depends highly on the skills possessed by the student and the skills required for the position. If a student does not work and earn the amount of the FWS offered, the money will be returned to the FWS program. Students must renew their FAFSA each year to be reconsidered for FWS eligibility.

Students may apply for available FWS jobs online using our employment website JobX. The FWS jobs are primarily on campus or with selected employers in the community. Students who are offered a FWS award are not guaranteed a job. Students must apply and go through the interview and hiring process. Due to the current COVID-19 guidelines, the majority of FWS jobs this semester allow for students to work remotely. We have also adjusted our hiring process to allow for the electronic submission of hiring documents. Students now have the opportunity to complete hiring paperwork remotely via email and ZOOM, differing from the prior all in-person process.

There are upcoming opportunities for FWS eligible students to work remotely as social media ambassadors as well as getting some off-campus experience working with Raymond Elementary School. Future opportunities will continue to develop as the program grows with more on-campus department participation and off-campus partnerships. Despite the current remote environment, our office is working diligently to encourage new positions and new applicants.

For further information about FWS, please visit the Financial Aid Office website or contact Carmen Zapata (czapata@fullcoll.edu).

ARE YOU LEAVING MONEY ON THE TABLE? STUDENT SUCCESS COMPLETION GRANT (SSCG)

Carmen Zapata, *Financial Aid Technician*

The Student Success Completion Grant (SSCG) is a great opportunity for ***full-time Cal Grant recipients*** to get additional funding to assist with the additional costs of increased units. Eligible students that are taking ***at least 15 units*** will be reviewed for an ***additional \$2,000*** in funding per eligible term.

Full time Cal Grant recipients taking less than 15 units will be reviewed for an additional \$649 in funding per eligible term.

Eligibility Criteria:

- Must be a Cal Grant B or C recipient that received a full-time Cal Grant payment
- Must be enrolled full-time (12 units or more)
 - 15 units or more have additional funding opportunity
- Must meet federal Satisfactory Academic Progress (SAP) standards
- Must have unmet need to receive the SSCG

The purpose of the SSCG is to provide students with additional financial aid to help offset the total cost of community college attendance and to encourage full-time attendance for successful on-time completion. The SSCG replaced the Full Time Student Success Grant (FTSSG) and the Community College Completion Grant (CCCG).

HIGHER EDUCATION EMERGENCY RELIEF FUND (HEERF) AND OTHER FUNDING FOR UNDOCUMENTED STUDENTS

Magaly Renteria, *Financial Aid Technician*

The Coronavirus Aid, Relief, and Economic Security (CARES) Act was passed by congress and signed into law on March 27, 2020. One aspect of the Act was the creation of the Higher Education Emergency Relief Fund (HEERF). HEERF provides funds to institutions for emergency financial aid grants to students whose lives have been disrupted by the COVID-19 pandemic. Fullerton College received \$4,500,000 in HEERF funds. Fullerton College also awarded aid from other College funding sources for AB 540 and DACA students, who were not eligible for HEERF funds. The Financial Aid Office made awards over three semesters.

- **Spring 2020** – Fullerton College awarded \$1,413,000 in HEERF to 2,871 students, plus \$345,000 in other College funding sources for 839 undocumented students
- **Summer 2020** – Fullerton College awarded \$762,500 in HEERF to 1,538 students
- **Fall 2020** – Fullerton College awarded \$1,873,500 in HEERF to 3,757 students, plus \$195,000 in other College funding sources for 391 undocumented students

A note about Fall 2020 – HEERF awards exhausted before the demand was met. Therefore, Fullerton College allocated \$668,000 in other institutional funds to 1,337 students to create equity for students who would have been eligible to receive HEERF had the funds not been exhausted.

To recap the figures above, the Financial Aid Office awarded a total of \$2,175,500 in HEERF for the 2019-2020 academic year, plus \$345,000 in other College funding sources for undocumented students. Along with that, the Financial Aid Office awarded \$1,873,500 in HEERF for fall 2020, plus \$195,000 in other College funding sources

HIGHER EDUCATION EMERGENCY RELIEF FUND (HEERF) AND OTHER FUNDING FOR UNDOCUMENTED STUDENTS

Magaly Renteria, *Financial Aid Technician*

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for undocumented students. The grand total spent in COVID-19 emergency grants for all students is \$4,049,000 in HEERF and \$1,298,000 in other College funding sources.

The methodology used for student selection was structured using eligibility determined by the Department of Education. This used student data from the FAFSA as well as enrollment data to determine student eligibility. Eligible students must be enrolled for the current term, enrolled in an on-campus program, and eligible for the FAFSA, completing all eligibility requirements (U.S. citizens, high school graduates or GED, males registered with Selective Service, meeting SAP or in Probation status, and completing verification requirements). Eligible students are notified of their HEERF eligibility via email, where they are provided with information and instructions on how to accept the HEERF award.

Due to COVID-19, the Financial Aid Office also awarded emergency Supplemental Educational Opportunity Grant (SEOG) to 343 students, totaling \$171,500. In addition, emergency COVID-19 Dreamer money from the State was awarded to 184 students, totaling \$163,400.

For additional information about HEERF, we encourage students to view their financial aid awards on their myGateway account and to visit the Financial Aid Website (<https://financialaid.fullcoll.edu/>) or the campus website (<https://coronavirus.fullcoll.edu/heerf/>).

VETERAN STUDENTS AND THE CALIFORNIA COLLEGE PROMISE GRANT (CCPG)

Magaly Renteria, *Financial Aid Technician*

The College Fee Waiver for Veteran Dependents benefit waives mandatory system-wide tuition and fees at any State of California Community College, California State University, or University of California campus. The benefit is also known as the Cal Vet Fee Waiver. This program does not cover the expense of books, parking, or room and board. There are four plans under which dependents of Veterans may be eligible, but Plan B is the only one that the Financial Aid Office has any involvement with. The typical process for the Cal Vet Fee Waiver is listed below.

1. The veteran (student's parent) applies for the Cal Vet Fee Waiver at their local VA office.
2. If approved, the veteran receives the 'College Fee Waiver Authorization (Plan B) Dependents of Service-Connected Disabled or Deceased Veterans' form.
3. The approval form should be emailed to the appropriate Financial Aid Technician in the Financial Aid Office for processing (Magaly Renteria, mrenteria@fullcoll.edu). To ensure the protection of student and parent personally identifiable information, social security numbers should only reflect the last four digits.
4. The Financial Aid Technician will post the Cal Vet Fee Waiver on the student's account. It may take 24-48 hours for the waiver to apply to any outstanding balance the student may owe.

In a perfect world, the process would always work as smoothly as listed above. However, there have been a few bumps in the processing road. The Fullerton College Veterans Resource Center (VRC) informed the Financial Aid Office of students experiencing delays in accessing their Cal Vet Fee Waiver approval letters. Due to COVID-19 and several retirements, it has been challenging for the California Department of Veteran Affairs to provide the Cal Vet Fee Waiver approval letters in a timely manner. In order to support the Fullerton College VRC and our

VETERAN STUDENTS AND THE CALIFORNIA COLLEGE PROMISE GRANT (CCPG)

Magaly Renteria, *Financial Aid Technician*

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students, the Financial Aid Office created an informational flyer to educate students of alternative ways to pay for their enrollment fees.

The main purpose of the flyer was to inform students of the California College Promise Grant (CCPG). The CCPG is a state-wide award exclusive to California Community Colleges for California residents (including Dream Act students, if applicable). The CCPG waives the \$46 per unit tuition fee for the academic year, which includes fall, spring, and summer. This is the same fee that the Cal Vet Fee Waiver would waive. Once a CCPG eligible student registers for classes, all applicable fees will be waived within 24 to 48 hours. Additional processing time may be added if documentation is required to determine CCPG eligibility.

Students are encouraged to apply for CCPG consideration if they are experiencing difficulties obtaining the Cal Vet Fee Waiver approval letter from the California Department of Veterans Affairs. The Financial Aid Office does not require the Cal Vet Fee Waiver approval letter for students who are CCPG eligible. The Cal Vet Fee Waiver approval letter is only required if a student is not eligible for CCPG.

There are two ways for students to apply for CCPG. The first way to apply for CCPG is the preferred option, which is for students to submit a financial aid application (FAFSA or CA Dream Act). The second way to apply for CCPG is for students to apply online via myGateway by submitting the CA College Promise Grant Application. Students must apply for CCPG at both Fullerton College and Cypress College if they wish to receive it at both schools. For assistance completing any of the applications, students may contact their assigned Financial Aid Technician. A list of Financial Aid Technicians and the alpha breakdown can be found on the Financial Aid Office website (<https://financialaid.fullcoll.edu/>).

FINANCIAL LITERACY PILOT

Felipe Rodriguez, *Financial Aid Technician*

Currently, in full swing is the second year of the financial literacy texting pilot program. This program aims to empower students with financial knowledge to avoid financial fragility. Financial literacy has been gaining traction as a necessary component of education in the last couple of years, and this is the latest method to disseminate this information to our students. This program specifically focuses on reframing the idea of “budgeting” and instead presenting it as a “Spending Plan.” Additionally, the program also focuses on teaching the benefits of using credit correctly and tips on how to avoid large amounts of debt and interest. Ultimately, through this program we hope to prepare students with the tools and necessary knowledge to be able to guide themselves towards financial stability.

In addition to the aforementioned program, Fullerton College has also partnered with ECMC (Educational Credit Management Corporation) to assist students with their individual student loans. ECMC and Fullerton College have set up an online portal where students can keep track of their loans/repayment options, and where students are also notified to complete certain workshops/sessions online if they meet specific criteria. The ECMC portal along with the Financial Literacy Pilot program are designed to help students manage any existing student loans as well as educate them on how to navigate their finances not only while in college but also after they have graduated.

SATISFACTORY ACADEMIC PROGRESS (SAP) AND COVID-19

Felipe Rodriguez, *Financial Aid Technician*

As the semester comes to an end there are a few points we'd like to highlight regarding the Satisfactory Academic Progress (SAP) Appeal process. Since SAP is cumulative it is important to remember that students must address all previous semesters in which they did not meet SAP, not just the latest term. For example, if a student receives a notice at the end of this Fall 2020 semester but they know that they did not do well during the previous Summer 2020 or Spring 2020 semesters then the student must also address the reasons for not meeting SAP in the previous semester as it applies to the student.

Also, to clarify, we'd like to point out that there is a difference in how Admissions & Records accounts for the EW grades and how financial aid considers those grades. For A&R, EW grades will be removed, unfortunately for financial aid though, we have to count EW grades as course attempted but not completed. For financial aid purposes, this will negatively impact a student. However, they will have the option to appeal and as long as they complete the appeal and provide appropriate documentation, they will have a chance at reinstating eligibility. Additionally, there has been a change with how the Excused Withdrawal (EW) grade will be counted, for financial aid purposes. During the Spring 2020 semester the Department of Education, due to COVID-19, made an exception to allow financial aid to automatically remove EW grades from the SAP calculation. Unfortunately, at this point that exception has been lifted and we now have to include EW grades as courses attempted but not completed, which will ultimately affect the student's Pace academic progress standard. As mentioned above, this will count as units attempted by the student but not completed. If you have any questions please feel free to contact Financial Aid at 714-888-7577 or SAP technician, Felipe Rodriguez, at FRodriguez@fullcoll.edu.

OCTA FEE AND FINANCIAL AID

Magaly Renteria, *Financial Aid Technician*



Fullerton College students may ride the OC Bus for a discounted fee beginning fall 2020! Full-time students will pay \$5.75 and part-time students will pay \$5.00 for the entire semester. If a student were to pay market value for an OC Transportation Authority (OCTA) bus pass, it would cost \$46 per month and \$184 for a semester.

In the spring of 2019, Associated Students supported a proposed partnership with OCTA to implement the Fullerton College Pass Program. With the support of Associated Students, a

referendum was placed on the ballot that spring for students to vote on a three-year bus pass program. The first year (2019-20) would be free, but subsequent years (2020-21 and 2021-22) would be paid for by all part-

OCTA FEE AND FINANCIAL AID

Magaly Renteria, *Financial Aid Technician*

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time and full-time students as a mandatory fee each fall and spring semester. The students-at-large overwhelmingly passed this referendum and voted “YES” for the Fullerton College Pass Program.

There may be instances in which students are not aware of the transportation fee because it was charged after the start of the fall 2020 semester. The good news is that financial aid eligible students will have the transportation fee paid for by their future financial aid disbursements. The second fall 2020 financial aid disbursement is scheduled for late October 2020.

Students should visit the Student Life and Leadership website (<https://studentlife.fullcoll.edu/fc-pass-program/>) for further information about the transportation fee.



ONLINE STUDENT SERVICES WEBSITE

Magaly Renteria, *Financial Aid Technician*

The Fullerton College Student Services Division came together to build an Online Student Services website designed to help students transition into a temporary remote and online environment due to COVID-19. The website lists remote student services currently available online for Academic Support, Admissions & Records, Basic Needs, Career & Life Planning, Counseling, Disability Support Services, EOPS/CARE/CalWORKS/FYSI, Financial Aid, First-Year Entry & Promise, Grads To Be, Health Center, International Student Center, Library, Mindful Growth, Student Life & Leadership, Transfer Center, UMOJA, and Veterans Resource Center. All of these departments provide services that are vital to the student experience at Fullerton College.

The Financial Aid Office remains ready to assist students during this unprecedented and challenging time. Financial Aid services available today:

- Financial Aid Website –

We encourage all students to visit our website (<https://financialaid.fullcoll.edu/>) for financial aid information, office hours, and contact information.

- QLess System –

Call us at 714-888-7588, save your spot in line, and wait for a call back.

- Text Messaging –

New! Since March 31, 2020, students have the option to send a text message to their assigned Financial Aid

ONLINE STUDENT SERVICES WEBSITE

Magaly Renteria, *Financial Aid Technician*

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Technician. A list of Financial Aid Technicians and the alpha breakdown can be found on the Financial Aid Office website (<https://financialaid.fullcoll.edu/>).

- Email –

Students may email their assigned Financial Aid Technician. A list of Financial Aid Technicians and the alpha breakdown can be found on the Financial Aid Office website (<https://financialaid.fullcoll.edu/>).

- Zoom –

Financial Aid Counseling is now provided via Zoom. Also, students may schedule a Zoom appointment with their assigned Financial Aid Technicians for assistance in completing their financial aid application (FAFSA or CADAA).

- Our team continues to work diligently on verification of financial aid, special conditions, and appeals for financial aid reconsideration.

- The awarding and disbursement of financial aid is ongoing. For details, please visit our website or call us.

Students should visit Online Student Services website (<https://vpss.fullcoll.edu/>) for additional information about the available online student services provided by all departments.

OFFICE HOURS & CONTACT INFORMATION

Magaly Renteria, *Financial Aid Technician*

The campus is closed until further notice due to COVID-19, but the Financial Aid Office can serve you via phone, email, and text message during the hours listed below.

Monday, Wednesday, Thursday	8:00 AM - 6:00 PM
Tuesday	8:00 AM - 7:00 PM
Friday	8:00 AM - 12:00 PM

The Financial Aid Office uses the QLess system. We know how precious your time is, so the QLess system allows students to call us at **(714) 888-7588**, save a spot in line, and wait for a call back.

New this semester! Since March 31, 2020, students have the option to send a text message to their Financial Aid Technician. Technicians are assigned a caseload based on students' last names. A list of Financial Aid Technicians and the alpha breakdown can be found on the Financial Aid Office website (<https://financialaid.fullcoll.edu/>).

Although we are not on campus, we are very much present to assist you with all of your financial aid questions! We welcome your questions and look forward to serving you.