

## **WTBC Financial Aid Verification Policy**

**In accordance with U.S. Department of Education guidelines, WTBC will verify any Title IV Financial Aid recipients with ISIRS marked for verification by The U.S. Department of Education. In addition, WTBC reserves the right to select additional files for verification if information/documentation seems to be questionable. For Professional Judgment requests, WTBC will complete required verification before the Professional Judgment request is considered.**

**When a student contacts WTBC and schedules an appointment with the Admissions office, the student will be given a Financial Aid packet of documents to complete before coming back to see the financial aid office for processing. On their subsequent visit to the financial aid office students will be counseled on any incomplete documents as well as any further documentation that may be required to complete the verification process and award the student Title IV Financial Aid. In addition to contacting the student by phone or in person, the Financial Aid Office also will mail a letter detailing any incomplete or missing documents to students approximately every two weeks until all documents are received or until such time it is determined the student no longer wants or needs financial aid. All forms and documentation should be complete the Friday before the student's scheduled start date. If their paperwork is incomplete they may not be able to begin school and they may have to wait to a subsequent enrollment period. Sometimes an extension is given to the student for supporting documentation or signatures. They are usually given one module (approximately 4-5 weeks) to submit any additional documentation. If after this module they still do not have all their paperwork submitted, the F.A. office will work with the Dean to pull the student from attending class and ultimately if this still does not work in getting the student to finish submitting their required paperwork, the student will be withdrawn and billed for classes attended.**

**All applications and documents received from the student are processed immediately and the results of student applications and verification outcomes are communicated to students within one week of receipt. The implications to the student's financial aid package are communicated to student in person in addition to official award letters. Students are called in to the Financial Aid office when their award letters are ready. The Financial Aid staff goes over the award letter with the students, answers any questions, and has the student sign their award letter. The student is given a copy of the award letter. The Financial Aid Office strives to answer student questions and help students achieve their educational goals.**