



## OFFICE OF FINANCIAL AID

### IMPORTANT TO KNOW

You can review your FAFSA application status, Financial Aid Checklist, financial aid offers and other important information, resources and helpful links through our secure site - **My Financial Aid in Webadvisor Self Service**. Self Service also gives access to your student account which becomes active after you register for classes. Below are important things you should know about financial aid.

#### How Do I Access My Financial Aid in Webadvisor Self Service?

1. Visit [www.brookdalecc.edu](http://www.brookdalecc.edu) and click on **My Brookdale** at the top of the page.
2. Click **NetID** to look up your Brookdale credentials.
3. On the top of your screen click on **WebAdvisor Self Service**.
4. Login, click on **Student**, and then under **Financial Information** click on **My Financial Aid**.

#### Financial Aid Process at Brookdale

1. Review your **Financial Aid Checklist** in **My Financial Aid in Webadvisor Self Service**.
2. If your FAFSA is selected for Federal Verification, the link on your check list will direct you to the **ProVerifier+** portal where you can see what verification documentation is needed along with submission instructions. Log into your **ProVerifier+** portal using your full Brookdale email address and your password. You will have to complete and upload documents to their site.
  - An email will be sent from **ProVerifier+** to your Brookdale email account once your verification is complete. Your **Financial Aid Checklist** will update to a complete status approximately 5 days later.
3. Other documents may also appear on your **Financial Aid Checklist**. For those items that require “action needed” you will be instructed to submit documents requested online through a secure website called **MappingXpress**. Use the ‘**Upload your documents**’- **MappingXpress** link under **Resources** on the right-hand side of the page.
  - Once your **Financial Aid Checklist** is complete, your eligibility will be determined, and you will be sent an email to your Brookdale email address. You can also check your financial aid offer in **My Financial Aid in Webadvisor Self Service**. Offers are processed weekly.
4. All financial aid offers in **My Financial Aid in Webadvisor Self Service** are based upon **Full Time status (12+ credits)** and will be prorated based on your eligible credits.

5. Once you are registered for classes, the **My Student Account** link in **WebAdvisor Self Service** will display your anticipated award which is based on your **eligible credits the day after you register**.
6. If you do not qualify for grants you may apply for a Federal Direct Student Loan. Brookdale does not automatically offer student loans. If you plan to take out a Federal Direct Student Loan go to **My Financial Aid in Webadvisor Self Service** and click on **Request NEW Loan (FALL/SPRING)**.
  - First time Direct Loan borrowers must complete Entrance Loan Counseling and a Master Promissory Note at [www.studentaid.gov](http://www.studentaid.gov).
  - You must be registered for 6 eligible credits at the time of disbursement of your Direct Loan.

### **Financial Aid Eligibility Requirements**

1. If your financial aid offer in **My Financial Aid in Webadvisor Self Service** does not match your anticipated award eligibility displayed in **My Student Account**, *it could be for one of these reasons*:
  - Federal financial aid will **NOT** pay for registered credits in classes that are not required for your current program (major). Review your courses and degree requirements through **Student Planning/Plan Courses/My Progress in WebAdvisor Self Service**. Courses listed under **Other Courses** at the bottom of the screen are not eligible for federal financial aid. Speak to an Advisor if you have any questions.
  - Federal Financial Aid will **NOT** pay for a class that you have taken twice and passed at least once.
  - Federal Financial Aid will **NOT** pay for more than 30 attempted remedial credits (Foundational Studies).
  - Federal Financial Aid will **NOT** pay for classes you never attended, as reported by your faculty. You will be notified by the Registrar's office. You can also check the status in your **WebAdvisor Self Service** under **Academics → Grades**.
2. You, the financial aid applicant, must maintain Satisfactory Academic Progress (SAP) after each term, as defined by Brookdale Community College Office of Financial Aid, in order to continue to receive any source of financial aid. Review your status and the SAP policy in **My Financial Aid in Webadvisor Self Service**.

### **Financial Aid Refunds**

1. If your **My Student Account** link displays a credit balance (- minus sign), you may use that amount towards Brookdale College Store purchases beginning two weeks prior to the start of the term and until the end of add/drop period of each term.
2. If you qualify for a refund after your tuition, fees, and book charges are paid and want your refund directly deposited to your bank account, sign on to **WebAdvisor Self Service** and select the **My Preferred Refund Method**.
3. If you have a credit balance and do not sign up for direct deposit, a check will be mailed to your home address located on your Brookdale record.

4. The Cashier's Office will begin processing refunds within 2 weeks after the add/drop period of each term and will continue weekly throughout the term.

All future communication will be sent to you via your Brookdale email. If you choose to opt out of email communication, please send a certified letter to the Financial Aid Office at 765 Newman Springs Road Lincroft, NJ 07738 Attn: Opt-out Email. If you chose not to receive email, you could be missing out on important announcements, however all communication regarding your personal financial aid record will be mailed to you using the address on your official Brookdale record.

Still have questions? Visit our chatbot, "JB", at [www.brookdalecc.edu](http://www.brookdalecc.edu). You can also call the One Stop Call Center at 732-224-2020 or email your questions to [faoffice@brookdalecc.edu](mailto:faoffice@brookdalecc.edu).