

## **FA Student**

# **Email Communication Document**

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## **Process for Reviewing and Updating of Content**

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## FA01 Welcome Notices

**Target Group:** This email is sent to students when we receive their first ISIR for the year.  
**Frequency:** Done each time a new download of ISIRs is performed.  
**Subject:** Welcome Notice  
**Content:**

**American River College  
Financial Aid Office  
4700 College Oak Drive**

**Student's ID: *fld\_EMPLID***

Dear *fld\_FIRST\_NAME fld\_LAST\_NAME*:

On behalf of American River College (ARC) and the Financial Aid Office, we would like to welcome you to the 2015-2016 award year. We have received your 2015-16 Free Application for Federal Student Aid (FAFSA) from the Department of Education and will begin reviewing your financial aid application over the course of the next few weeks.

**Please check your email and [eServices](#) regularly for any updates.** We assure you that we will not request any unnecessary documents and try to keep the process as simple as possible! We encourage you to carefully read all of the information received by the college and on our [webpages](#). It is highly recommended that you review the following information: student rights and responsibilities, satisfactory academic progress standards, types of financial aid available, requirements of students applying for financial aid, general information on the cost of attendance, course drop policy, and much more.

Important dates and deadlines are posted on our [Financial Aid Website](#) .

The Financial Aid Office looks forward to supporting you in your academic pursuits.

Sincerely,

Financial Aid Office  
American River College  
\*\*\*\*\*

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[American River](#) [Cosumnes River](#) [Folsom Lake](#) [Sacramento City](#)

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FA02

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## FA02 Missing Information Letter

**Target Group:** Sent to students who we have received an ISIR or Cal ISIR and have outstanding documents.  
**Frequency:** On initial review and quarterly reminders after that.  
**Subject:** Missing Information (request for documents)  
**Content:**

**American River College  
Financial Aid Office  
4700 College Oak Drive**

---

**Student's ID: *fld\_EMPLID***

Dear *fld\_FIRST\_NAME fld\_LAST\_NAME*:

Thank you for submitting your Free Application for Federal Student Aid (FAFSA). This email is to notify you that we have placed items on your **To Do List** located in your eServices Student Center. You must complete these **To Do List** items for us to continue processing your financial aid file.

To view your To Do List items follow the steps below:

1. Log on to eServices (<https://ps.losrios.edu/psp/direct>)
2. You will see the **To Do List** on the right hand side of the page. Click on **Details** to get more information for each item as well as links to required forms.

Please submit all requested forms and documents together to the financial aid office, and include your full name and your Student ID on each document. No further action on your file will occur until all requested documents have been received.

We will email you if additional items are added to your **To Do List**. Please check your Los Rios email and eServices regularly.

Sincerely,

Financial Aid Office  
American River College  
\*\*\*\*\*

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## FA03 Rejected FAFSA

**Target Group:** Students who we have received a rejected “UNK” FAFSA and are unable to process.  
**Frequency:** Upon receipt of the rejected ISIR  
**Subject:** Your FAFSA requires corrections  
**Manual Entry:**  
**Content:**

**American River College  
Financial Aid Office  
4700 College Oak Drive**

---

**Student's ID:**  
*fld\_EMPLID*

Dear *fld\_FIRST\_NAME fld\_LAST\_NAME*:

Thank you for submitting your Free Application for Federal Student Aid (FAFSA). Due to critical errors or omissions on your FAFSA, you must correct your FAFSA before we can process it.

**MAKE CORRECTIONS NOW!** Using your FSA ID, log in to [www.fafsa.gov](http://www.fafsa.gov) and click on the Login button in the “*Returning User*” section. Read the messages carefully to determine what must be corrected on your FAFSA. Make the required correction(s) as soon as possible. Once the corrections are made and we have received an updated FAFSA, we will continue to process your request for federal financial assistance.

It is important to remember that e-signature(s) are required on the FAFSA each time you submit a correction. If you have questions about the corrections being requested, please come to the Financial Aid Office for assistance.

Sincerely,

Financial Aid Office  
American River College  
\*\*\*\*\*

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FA03

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## FA04 Award Notification (Email)

**Target Group:** Sent to students who are awarded.  
**Frequency:** At the time of initial awarding and when adjustments have been made to their award.  
**Subject:** Financial Aid Award Notification  
**Content:**

**American River College  
Financial Aid Office  
4700 College Oak Drive**

---

**Student's ID: *fld\_EMPLID***

Dear *fld\_FIRST\_NAME fld\_LAST\_NAME*:

Your official award notification for <AID\_YEAR> is posted in your eServices Student Center. If you have previously received this notice, your financial aid has been revised. To view your financial aid, follow the steps below.

1. Log on to [eServices](#)
2. Click on the "**Financial Aid**" link under the Financial Information heading.
3. Click on "**View Financial Aid**"
4. Click on "**2015**" Aid Year to view your awards.
5. Click the "**Awards**" button
6. Click on the award links for information about specific awards you have been offered.

If you are interested in obtaining a student loan, please visit the loan information on our [web pages](#).

**IMPORTANT:** Students who receive financial aid funds and withdraw or stop attending some or all of their courses may be required to pay back all or a portion of the financial aid received. Please consult with the Financial Aid Office prior to withdrawing or before you stop attending courses to determine if you will be required to repay your financial aid funds. For more information about what happens if you withdraw from courses after receiving financial aid, please [click here](#). Changes in your financial aid information, enrollment status, academic program, or academic performance may impact your current or future aid eligibility.

Sincerely,

Financial Aid Office  
American River College

\*\*\*\*\*

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FA04

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## FA05 Not Enrolled in Classes

**Target Group:** Students who submitted an admissions application for the upcoming term, but are not registered for any classes in the upcoming term.

NOTE: The term specified in the SEND Scheduler should be the upcoming term.

**Frequency:** Once a month. (three weeks prior to start of the semester).

**Subject:** Enrollment required to process Financial Aid

**Content:**

### American River College Financial Aid Office 4700 College Oak Drive

---

Student's ID: *fld\_EMPLID*

Dear *fld\_FIRST\_NAME fld\_LAST\_NAME*:

Currently our records indicate that you are not actively enrolled in courses. The Financial Aid Office is unable to process your financial aid file until you have enrolled for the <fld: term>.

If you intend to take courses, please take steps to **enroll now!** If you have any questions about enrollment steps, please log on to [eServices](#) or visit the [eServices Support Center](#). The eServices Support Center is a good resource providing important information on the enrollment process.

No further action on your financial aid file will be taken until you are enrolled in courses.

Sincerely,

Financial Aid Office  
American River College  
\*\*\*\*\*

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FA05

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## FA06 Americorps Disbursement

**Target Group:** Students who the college has received Americorps Funds  
**Frequency:** After receipt of funds and disbursement has been approved.  
**Subject:** AmeriCorps Disbursement  
**Manual Entry:** Disbursement date  
**Content:**

**American River College  
Financial Aid Office  
4700 College Oak Drive**

---

**Student's ID:**

*fld\_EMPLID*

Dear *fld\_FIRST\_NAME fld\_LAST\_NAME*:

Our office has received and processed your AmeriCorps award. You can view disbursement information by logging in to your [eServices](#) account and accessing your award information page.

Please note that American River College, as part of the Los Rios Community College District (LRCCD), disburses financial aid funds through Higher One Financial Services Company. You should have or will soon receive information from Higher One, Inc. requesting that you select a refund preference. We will disburse your aid based on your preferences. You will want to select the disbursement preference as soon as possible to avoid delays.

If you have any questions, please contact the Financial Aid Office.

Sincerely,

Financial Aid Office  
American River College

\*\*\*\*\*

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FA06

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## FA07 AmeriCorps Funds Request

**Target Group:** Students who we have received a request for AmeriCorps payment from the National & Community Services  
**Frequency:** On Demand  
**Subject:** AmeriCorps Funds Requested  
**Manual Entry:** Term and Units  
**Content:**

**American River College  
Financial Aid Office  
4700 College Oak Drive**

---

**Student's ID: *fld\_EMPLID***

Dear *fld\_FIRST\_NAME fld\_LAST\_NAME*:

The Financial Aid Office has processed your request for AmeriCorps funding through the AmeriCorps online system. Once our Office is notified of the payment from the National & Community Service AmeriCorps program, we will send you a notification.

**IMPORTANT:** Your award amount is based on the requirements established by the National & Community Service AmeriCorps program. Your award amount is based on the number of units you are actively enrolled in that are applicable to your program of study. Waitlisted classes are not eligible for funding.

If you enroll in more classes during the semester, and you wish to request additional funds, you are required to submit a new payment request online at <http://my.americorps.gov/mp/login.do>.

A decrease in the number of units, at any time, may cause your award to be cancelled or delayed. Please consult with the Financial Aid Office prior to dropping classes.

Sincerely,

Financial Aid Office  
American River College  
\*\*\*\*\*

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FA07

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## FA08 Appeal Approved

**Target Group:** Students who have been approved on appeal.

**Frequency:** On Demand

**Subject:** FA Appeal Approved

**Content**

### American River College Financial Aid Office 4700 College Oak Drive

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Dear «First\_Name»,

Good News! Your financial aid appeal has been approved.

You have been placed on financial aid probation and your academic performance will be reviewed at the end of each subsequent semester until you are back in good standing.

Please be advised that you must meet the guidelines below to remain eligible for financial aid:

- You must only take coursework that is applicable to your degree or certificate program, *and*
- You must successfully complete at least 67% of all courses attempted in each term, *and*
- You must complete all coursework with a term GPA of 2.0 or higher in each term, *and*
- *Other: (Open Comment)*

Please review your “To Do” list in [eServices](#) to determine if you have any documents that need to be submitted to the Financial Aid Office. Once awarded you will receive an email notification.

Sincerely,

Financial Aid Office  
American River College

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FA08

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## FA09 Appeal Denied

**Target Group:** Students who submitted an appeal and the appeal committee denied their request.  
**Frequency:** On Demand  
**Subject:** FA Appeal Denied  
**Content**

### American River College Financial Aid Office 4700 College Oak Drive

---

Dear «First\_Name»,

After a thorough review of your academic performance and the reasons outlined on your appeal form, we regret to inform you that the appeal committee has denied your request.

**This denial decision is applicable for the remainder of this award year.**

This committee decision is final and not subject to additional review and is in compliance with federal, state and institutional policies pertaining to financial aid. This denial applies to all federal and state aid programs including federal student loans except the Board of Governors (BOG) Fee Waiver.

**If you are eligible for or received a BOG Fee Waiver, it will not be impacted by this decision.**

Although we are not currently able to offer you federal and state financial aid assistance, you may regain eligibility by meeting the Satisfactory Academic Progress Standards based on your own improved academic performance. We encourage you to meet with a college counselor and take advantage of the many other available support services to help you get back on track academically. More information about support services can be found on our college website and in the college catalog.

Sincerely,

Financial Aid Office  
American River College

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FA09

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## FA10 Complete the FAFSA Early

**Target Group:** All Students  
**Frequency:** January 2<sup>nd</sup> of each year  
**Subject:** Apply for Financial Now for the Upcoming  
**Manual Entry:** Award years and Dates  
**Content**

### American River College Financial Aid Office 4700 College Oak Drive

---

Dear «First\_Name»,

Students are required to complete the Free Application for Federal Student Aid (FAFSA) each year. Applications for next year are available now! The process is simple and quick.

You may complete the FAFSA online at <http://www.fafsa.gov> .

Please be aware that even if you completed a FAFSA in the prior year, you must renew your FAFSA for the upcoming year at [www.fafsa.gov](http://www.fafsa.gov).

If you have any questions about the FAFSA, or for more information on eligibility requirements and the U.S. Department of Education's student aid programs, please visit [www.ed.gov/studentaid](http://www.ed.gov/studentaid). You can also call 1-800-4FED-AID (1-800-433-3243). TTY users may call 1-800-730-8913.

Sincerely,

Financial Aid Office  
American River College

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FA10

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## EM20 New BOG Year

- Target Group:** Students who had a BOG waiver in the current year, and need to apply for a new BOG waiver for the upcoming school year.  
Note: The term specified in the SEND Scheduler should be the past major term.
- Frequency:** Two times a year approx. April 7th (It depends on the vendor putting up the BOG application)
- Subject:** Los Rios: Renew Your BOG Fee Waiver Now!
- Content:**

# Los Rios

Community College District

## Renew Your BOG Fee Waiver

Our records show that you have not yet reapplied for a waiver for the upcoming school year. The BOG Fee Waiver application is now available [online](#).

You may also apply by completing the Free Application for Federal Student Aid ([FAFSA](#)).

If you are a non-resident AB540 student, you may qualify by completing the above online BOG Fee Waiver application or by going to the California Student Aid Commission website and completing a [CA Dream Application](#).

**Most students who apply using the above methods are approved!**

To have your fees waived, you must reapply every year for the BOG Fee Waiver. Once approved, the fee waiver is good for Summer, Fall, and Spring semesters. The fee waiver expires at the end of the Spring semester each year.

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EM20

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## EM21 Apply for BOG

- Target Group:** Current students who do not have a BOG Fee Waiver, encouraging them apply for one.
- Frequency:** Two times a year, in preparation for the next registration cycle. March 15, Oct 15 (BOG Waiver must be available from XAP)
- Subject:** Los Rios: Apply for a BOG Fee Waiver
- Content:**

# Los Rios

Community College District

## Apply for a BOG Fee Waiver

Our records show that you have not yet applied for a BOG Fee Waiver. The fee waiver application is a simple application to complete and most students who apply receive a waiver of their enrollment fees. The BOG Fee Waiver application is now available [online](#).

You may also apply by completing the Free Application for Federal Student Aid ([FAFSA](#)).

If you are a non-resident AB540 student, you may qualify by completing the BOG Fee Waiver application or by going to the California Student Aid Commission website and completing a [CA Dream Application](#).

**To maximize the chances of receiving a fee waiver, we recommend that you complete the FAFSA or if you are a Non-Resident Alien complete the CA Dream Application. This is your best chance to be approved!**

The BOG Fee Waiver is for CA Residents and Non-Resident AB540 students only.

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EM21

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## FA11 Tribal Funds Received

**Target Group:** Native American Students who have received funds from their Tribe  
**Frequency:** On Demand  
**Subject:** Tribal Funds Received  
**Manual Entry:** Pick Up Date Dates  
**Content:**

**American River College  
Financial Aid Office  
4700 College Oak Drive**

---

Dear «First\_Name»,

The college has received a check from your tribe and has processed it for release. Your check is available for pick up at the Business Services Office (please check the college website for business hours).

You must provide one of the following forms of identification to receive your check: CA Driver's License, CA Identification Card, Military ID, or an ARC Student Identification Card.

Sincerely,

Financial Aid Office

[The Los Rios Community Colleges](#)  
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FA 11

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## FA12 BOGFW C Eligibility

**Target Group:** Students who have an admissions application and a FAFSA with demonstrated financial Aid need of \$1105 or more.

**Frequency:** Once the ISIR is loaded and eligibility confirmed.

**Subject:** Your Fees have been Waived

**Content:**

# Los Rios

Community College District

Dear «First\_Name»,

Based on the information we received from your 2015-2016 Free Application for Federal Student Aid (FAFSA) and your admissions application, you meet the financial eligibility requirement to receive a Board of Governors (BOG) Fee Waiver. The fee waiver is for students who are California residents or who meet the AB540 exemption requirements. The fee waiver covers your enrollment fees (tuition), qualifies you for a discount on your Fall and Spring parking permits and a reduction in the Universal Transit Pass fee. The waiver does not provide a parking permit discount for the Summer term or the student representation fee.

Please check your [eServices](#) account to ensure your enrollment fees have been waived. If they have not, please contact the financial office immediately. Students are responsible for paying all fees upon enrollment. Failure to pay all fees may result in you being dropped from your classes.

Your eligibility is based on the information we have as of the date of this letter. If your information changes, you may not be eligible to receive this BOG fee waiver and it may be revoked; in which case, you will be responsible for all fees previously waived.

If you paid your enrollment fees prior to receiving this notice, you may be eligible for a refund. Submit your request for a fee refund by using the [Online Fee Refund Application](#).

Sincerely,

Financial Aid Office

[The Los Rios Community Colleges](#)  
[American River](#) [Cosumnes River](#) [Folsom Lake](#) [Sacramento City](#)

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FA12

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## FA13 Probation 1 Student – Loss of Fee Waiver

- Target Group:** Communication to all students who are currently receiving a fee waiver and are on Probation 1 at the end of the term, informing them of their standing, potential future consequences and to seek resources.
- Frequency:** Three times a year, after term end process. Jan 15, June 15, and Aug 20
- Subject:** Los Rios: Important Notice Regarding You Probation Status and Fee Waiver Eligibility
- Content:**

# Los Rios

Community College District

## Important Notice

### Information Regarding Your Probation Status

To help you reach your academic goal, we want to share important information with you. We are concerned with your academic progress, because you have been placed on one semester of Academic or Progress probation and may be jeopardizing your eligibility for the BOG Fee Waiver.

Two consecutive semesters (Fall or Spring) of probation can result in the loss of your BOG fee waiver eligibility. This is applicable to all students including students in special programs such as DSPS, EOPS, CalWORKs, and those students receiving Veterans services.

**What is Academic Probation?** A student who has attempted at least 12 units is placed on Academic Probation if the student has earned a combined grade point average below 2.0.

**What is Progress Probation?** A student who has enrolled in a minimum of 12 semester units is placed on Progress Probation when "W," "I," "NC" or "NP" grades are recorded in one half or more of the total units in which a student has enrolled.

You are encouraged to meet with a college counselor and take advantage of the many support services available to you. More information about academic or progress probation and support services is available on your college website and college catalog.

Sincerely,

Financial Aid Office

[The Los Rios Community Colleges](#)  
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FA13

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## FA14 New BOG Fee Waiver Rules

**Target Group:** Students receiving fee waivers and enrolled in the current term  
**Frequency:** Two times a year (July and January)  
**Subject:** Los Rios: New BOG Fee Waiver Rules  
**Content:**

# Los Rios

Community College District

## New BOG Fee Waiver Rules

Dear Student: This email is being sent to inform you that the state of California recently developed new eligibility rules for the BOG Fee Waiver that will take effect for fall 2016. It is important that you are aware of these changes as they may affect your academic status.

**IMPORTANT:** Students who are placed on academic or progress probation for two consecutive terms will no longer be eligible to receive a BOG Fee Waiver.

**What is Academic Probation?** A student who has attempted at least 12 units is placed on Academic Probation if the student has earned a combined grade point average below 2.0.

**What is Progress Probation?** A student who has enrolled in a minimum of 12 semester units is placed on Progress Probation when "W," "I," "NC" or "NP" grades are recorded in one half or more of the total units in which a student has enrolled.

If you are a student experiencing academic difficulty, you are encouraged to meet with a college counselor and take advantage of the many support services available to you. More information about academic or progress probation and support services is available on your college website and college catalog.

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FA14

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## FA15 FA Probation Students who Failed Term SAP

**Target Group:** Student on FA probation who did not meet term SAP  
**Frequency:** On Demand  
**Subject:** Financial Aid Denial Notification  
**Content:**

### Folsom Lake College Financial Aid Office

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Dear «First\_Name»,

Your academic performance has been reviewed, and it has been determined that you are not eligible for financial aid because you were required – but failed – to meet the conditions that were specified when your appeal was approved. For the remainder of the 2016-2017 award year, you are no longer eligible to receive federal and state grants as well as federal student loans.

This decision is final and not subject to additional review and is in compliance with federal, state and institutional policies pertaining to financial aid.

You may reestablish eligibility for financial aid assistance by meeting the Satisfactory Academic Progress standards applicable for all students. You are encouraged to meet with a college counselor and take advantage of the many support services available to you. More information about Satisfactory Academic Progress and support services is available on your college website and college catalog.

BOG Fee Waivers are evaluated separately from this determination. Students who are denied a fee waiver are sent a separate notice. You should review your Account Summary information in your eService account for the most current information about any fees you may owe.

Sincerely,

Financial Aid Office

[The Los Rios Community District](#)  
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FA15

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## FA16 Financial Aid Dismissal

**Target Group:** Students who are currently not meeting SAP Standards and have not submitted an appeal or on warning status.

**Frequency:** At time of initial review and at the end of term.

**Subject:** Financial Aid Dismissal

**Content:**

### Folsom Lake College Financial Aid Office

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Dear «First\_Name»,

After reviewing your academic transcript(s) it has been determined that you are not meeting institutional Financial Aid Satisfactory Academic Progress (SAP) standards to receive financial aid.

To be eligible, a student must meet all of the following criteria:

- Have a cumulative GPA of 2.00 or higher. Your GPA is (float).
- Complete a minimum of 67% of all units attempted. You have completed (float)% of all the units you attempted.
- Not exceed more than 150% of the units required for a degree or certificate program. You have completed (float) number of units.
- Not have a bachelor's degree or higher.

More information about SAP is available on our Financial Aid website and in the college catalog.

We encourage you to submit an appeal to this decision if your lack of academic success was the result of an issue or situation beyond your control. Students who are denied financial aid due to having a bachelor's degree (or higher) or have attempted 150 or more units are not eligible to appeal. For more information on the appeal process, please visit our financial aid website.

No further action can be taken on your file until the Financial Aid Office receives your appeal. Once the Financial Aid Office has received your appeal, a committee will determine if the reason(s) for your lack of academic success permit continued consideration for financial aid.

BOG Fee Waivers are evaluated separately from this determination. Students who are denied a fee waiver are sent a separate notice. You should review your Account Summary

information in your eService account for the most current information about any fees you may owe.

Sincerely,  
Financial Aid Office

[Folsom Lake](#) [The Los Rios Community Colleges](#)  
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FA16

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## FA17 Approaching Maximum Units for Financial Aid

**Target Group:** Communication to students who applied for aid and are in good standing who have attempted 60 or more units.  
**Frequency:** Three times a year. Spring, Summer and Fall  
**Subject:** Los Rios – approaching maximum Units for Financial Aid Eligibility  
**Content:**

### Folsom Lake College Financial Aid Office

---

Dear Student,

You are receiving this letter to notify you that you are approaching the maximum number of units a student can attempt and still qualify for Federal Financial Aid. Our records indicate that you have attempted and/or transferred 75% or more of the maximum allowable units for your program of study into Los Rios Community College District.

Based on your program of study you may attempt up to (float) number of units. You currently have attempted (Float) number of units.

In accordance with Title IV Federal Student Aid regulations and institutional policy, students must complete their program within 150% of the program length. You are not yet at the 150% maximum number of units attempted but are nearing it.

Students who exceed 150% of the maximum number of attempted units for their degree or certificate program will be dismissed from future financial aid. If you are dismissed you will be provided an opportunity to appeal.

To ensure you are on track to complete your program, we encourage you to contact the Counseling office.

Sincerely,  
Financial Aid Office

[The Los Rios Community Colleges](#)  
[Folsom Lake](#) [Cosumnes River](#) [Folsom Lake](#) [Sacramento City](#)

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FA17

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## FA18 Immigration and Naturalization Denial

**Target Group:** Students requiring INS secondary confirmation and denied.

**Frequency:** On Demand

**Subject:** Financial Aid – Immigration and Naturalization Response

**Content:**

### Folsom Lake College Financial Aid Office

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Dear Student:

The Financial Aid Office forwarded your Immigration and Naturalization documents to the Department of Homeland Security (DHS) to assist in verifying your eligibility for federal student aid. Based on the DHS Office response, you do not meet the eligibility requirements to receive Federal Student Aid.

The Financial Aid Office is unable to continue processing your financial aid file with the current immigration documents we have.

If you have additional immigration documents that validate that you are a U.S. Citizen or eligible non-citizen (I-94, I-151, I-551, etc.), please submit them to financial aid for consideration. Unless we receive additional documentation no further action will be taken on your financial aid file.

Sincerely,  
Financial Aid Office

[The Los Rios Community Colleges](#)  
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FA18

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## FA19 Higher One Card Being Sent

**Target Group:** Students in a ready for Packaging status or awarded that have not been sent a card previously.

**Frequency:** Weekly

**Subject:** Los Rios CCD One Card is Coming

**Content**

# Los Rios

Community College District

## Don't Throw Your Card Away

Dear Student,

Within the next few days you will receive a LRCCD One Card, a debit MasterCard, from Higher One. The debit card along with the personal code will be sent to you in a [fluorescent green envelope](#) with a large key printed on the outside of the envelope. Do not throw this card away!

You will need the information on the debit card to choose one of the three methods for receiving your financial aid funds:

- Direct Deposit to your personal bank account.
- Paper check sent to your home.
- Open an OneAccount with Higher One.

You will not have to activate the debit card if you choose to deposit your financial aid funds into your own bank account or receive a paper check. If you choose to open an OneAccount, you should carefully review all [fees associated](#) with this option.

An email will be sent to you from Higher One indicating the address where the card is being sent. If this is not your current address, follow the instructions in the email for updating your address.

The activation process is simple and should only take about 15 minutes to complete. If you have questions about the financial aid delivery options available to you, you can call Higher One Customer Care at 1 (877) 334-1015.

Sincerely,  
Financial Aid Office

[The Los Rios Community Colleges](#)  
[Folsom Lake](#) [Cosumnes River](#) [Folsom Lake](#) [Sacramento City](#)

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## FA20 Notice of Title IV Debt Reported to Department of Education

**Target Group:** Students who failed to repay their Title IV debt in 45 Days and who have been reported to DOE.

**Frequency:** On Demand

**Subject:** Folsom Lake College Notice of Title IV Debt Reported to Dept. Of Education

**Content:**

### Folsom Lake College Financial Aid Office

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Dear Student,

This letter is a follow-up to our previous notice regarding your Pell Overpayment in the amount of \$ «float\_in\_01\_OPSTU\_OWES\_DOE».

Since we have not received a payment within the 45 days as required by federal regulation we have reported your overpayment to the U.S. Department of Education. Until this overpayment is resolved, you are no longer eligible to receive future financial aid. Additionally, you are no longer able to make a payment on this overpayment to the college.

It may take the U.S. Department of Education up to 30 days to update your account information. After this time, you can make arrangements with the U.S. Department of Education to pay your account in full or make installment payments and have your student aid eligibility reinstated.

Please contact the U.S. Department of Education at (800) 621-3115 for assistance. You may also write to Borrower Services at the following address:

U.S. Department of Education  
Borrower Services – Collections  
P.O. Box 5609  
Greenville, Texas 75403

Sincerely,  
Financial Aid Office

[The Los Rios Community Colleges](#)  
[Folsom Lake](#) [Cosumnes River](#) [Folsom Lake](#) [Sacramento City](#)

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FA21

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## FA 22 Child Development check Available for Pick Up at The Business Services Office.

**Target Group:** Students who have a Child Development Check approved for Pick Up at the Business Services Office.  
**Frequency:** On Demand  
**Subject:** ARC Child Development Grant Disbursement

### American River College Financial Aid Office 4700 College Oak Drive

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Dear «First\_Name»,

The California Student Aid Commission has notified our office that you have been awarded a Child Development Grant! We would like to congratulate you on your award and wanted to take this opportunity to inform you that your Fall 2015 and Spring 2016, Child Development Grant check is now available for pick up.

Please come to the Business Office located at, *<provide office location>* to pick up your check. Remember to bring a valid form of photo identification such as a state issued ID or Driver License to verify your identity.

As a reminder, in order to remain eligible for the Child Development Grant, you must continue to meet the following requirements:

- Be enrolled at least half-time in approved courses leading to a Child Development permit (6 units minimum each semester), AND
- Maintain Satisfactory Academic Progress (SAP) at your school of attendance. To review our school's SAP policy, please visit our website for additional information: *<provide link to school's SAP policy>*.

If you have questions concerning this award, please don't hesitate to contact the Financial Aid Office at *<provide phone number>*.

Sincerely,

Financial Aid Office

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FA23

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## FA 23 Federal Work Study Cancellation Notice

**Target Group:** Students who have a Child Development Check approved for Pick Up at the Business Services Office.  
**Frequency:** On Demand  
**Subject:** ARC Federal Work Study Cancellation Notice

### American River College Financial Aid Office 4700 College Oak Drive

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Dear «First\_Name»,

This letter is to inform you that your 2015-16 Federal Work Study (FWS) award has been cancelled. You had ten (10) days to either accept or decline your FWS award and failure to respond resulted in the cancellation of your FWS award.

Please review the information sheet that was emailed to you regarding your FWS award for further information. Also, if you have questions regarding this action, please contact the Financial Aid Office at <provide phone number> and refer to this letter.

As a reminder, The Financial Aid Office communicates with students primarily through email notification. To insure you receive all necessary communications, please provide us an accurate email address.

Sincerely,

Financial Aid Office

[The Los Rios Community Colleges](#)  
[American River](#) [Cosumnes River](#) [Folsom Lake](#) [Sacramento City](#)

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FA23

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## FA 24 New Year Notice

**Target Group:** All Financial Aid Students  
**Frequency:** End of Fall Term prior to Leaving on Winter Recess.  
**Subject:** ARC Financial Aid Reminder for New Year

### American River College Financial Aid Office 4700 College Oak Drive

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Dear Student,

Dear Student,

The Financial Aid Office at *<insert name of college>* would like to wish you Happy New Year. Additionally, we want to provide you with some useful information for a successful start to a new year. First and foremost, to ensure you don't miss any important deadlines that may impact your financial aid eligibility for the next semester, please review the [Dates and Deadlines](#) on our webpage.

You can now submit your 2015-16 FAFSA application in order to be considered for financial aid for the Fall 2015 semester. To ensure you receive priority processing for the Fall 2015 semester, you are encouraged to submit your FAFSA as soon as possible and preferably by March 2, 2015 (if you miss the March 2<sup>nd</sup> deadline, still submit your FAFSA application). [Click here](#) to start your FAFSA application.

If you are classified as an [AB540](#) student, you should complete the California Dream Act application instead of the FAFSA application. To verify if you are eligible to complete the California Dream Act application and to get started, please visit the [California Student Aid Commission](#) website.

**TIP!** If you haven't completed your federal tax returns by the day you start your FAFSA or CA Dream Act, that is okay! You can still submit your FAFSA or CA Dream Act application by estimating your income and taxes using your W-2's and 1099 forms and then updating the information after you complete your tax returns.

<insert name of college> Financial aid staff will be available starting <insert date when staff returns from winter break> to assist in answering any questions you may have or receive documents that are needed to complete your file.

We truly hope you have a New Year filled with joy and we look forward to your return.

Sincerely,

Financial Aid Office

[The Los Rios Community Colleges](#)  
[American River](#) [Cosumnes River](#) [Folsom Lake](#) [Sacramento City](#)

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FA25

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## FA 25 Student Owes Title IV Overpayment

**Target Group:** Students who dropped all classes and owe a Title IV Payment and have 45 days to repay before being sent to DOE.  
**Frequency:** On Demand  
**Subject:** ARC Financial Aid Overpayment Notice (Federal)

November 05, 2015

0946287

Christopher Purdy  
128 Cascade Falls Dr  
Folsom, CA 95630

Dear Christopher,

In a review of the financial aid you received and your enrollment for the Fall 2015 semester, you are required to repay a total of **\$Float in value**.

The attached Notice to Pay provides you with the amount, date due, and the reason(s) for the payment.

Failure to repay the amount by the due date can negatively impact your ability to enroll in future classes, receive copies of your academic transcripts, and/or receive future financial aid. Additionally, you may be liable for any cost related to collecting past due balances.

**You must repay a total of \$Float In Value.** All payments are made at the Business Services Office. Please submit the attached **Notice to Pay** when making payments.

If you have questions regarding the amount or reason for this notice, please contact the financial aid office.

Sincerely,

Financial Aid Office

# Notice to Pay

# Financial Aid Office

November 05, 2015

0949999

Student Sally  
128 Main Street Dr  
Folsom, CA 95630

<b>Due Date</b>		<b>Amount</b>
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10/2/2015	Billing Code 1107104	(\$Float in Value)
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Reason: Our records show that you withdrew, stopped attending all courses at Folsom Lake College (FLC), received aid in excess of your eligibility at FLC and/or another institution. As a result of this, Folsom Lake College was required to refund the Department of Education (DOE) the billed portion of the financial assistance you received. In accordance with federal regulations, this Notice to Pay is to officially notify you that you owe Folsom Lake College the amount returned to the DOE.

11/5/2015	Billing Code A3010104	363.00
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Reason: Based on your enrollment and the amount of aid you received, you are required to repay the Department of Education (DOE). If you do not resolve this matter within 45 calendar days from the date of this Notice To Pay, our office is required to notify the DOE. Additionally, failure to repay this debt within 45 days will disqualify you from receiving additional federal financial aid assistance and certain state aid. The college will be unable to accept payment for this debt after 45 days of the date of this notice. After 45 days, all repayment arrangements will need to be made with the DOE. This portion of your debt must be received by 11/5/2015.

Total	558.00
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**Please submit this Notice with full payment.**

You may pay in person or by mail.

**To pay by mail:** Please send this notice and a check, money order, or cashier's check (do not send cash) to FLC Business Services Office. 10 College Parkway, Folsom, CA 95630.

**To pay in person:** Please bring this notice to the FLC Business Service Offices. Acceptable forms of payment when paying in person are cash, check, money order, cashier's check, or Visa/MasterCard.



## FA 26 Higher One Preference Inactive (Pending Higher One Changes)

**Target Group:** Students who have been sent a Higher One card but has not made a choice in how they want to receive their aid.  
**Frequency:** On Demand  
**Subject:** ARC Financial Aid Disbursement Choices

### American River College Financial Aid Office 4700 College Oak Drive

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Dear «First\_Name» «middle\_init». «Last\_Name»,

As of today, our records indicate that you have not made a selection on how you would like to receive your financial aid funds. Our disbursement contract, Higher One, sent you a LRCCD OneCard with instructions on how you want your aid disbursed to you.

Activating the card is your way of telling us how you want to receive your financial aid funds. You will be given three options to choose from:

- Have the money sent to your existing bank account through direct deposit ACH).
- You can request to have a paper check mailed to you.
- Open a checking account with Higher One called a OneAccount (also known as easy refund).

To learn more about your choices on how you want to receive your financial aid funds, go to [www.lrccdonecard.com](http://www.lrccdonecard.com). The process is simple and should only take about 15 minutes.

If you have questions about the financial aid delivery options available to you, you can call Higher One Customer Care at 1 (877) 334-1015 or the college financial aid office at (916) 484-8437.

Sincerely,

Financial Aid Office

[The Los Rios Community Colleges](#)  
[American River](#) [Cosumnes River](#) [Folsom Lake](#) [Sacramento City](#)

## FA28 Satisfactory Academic Progress (SAP) Restored

- Target Group:** Students who were previously not meeting SAP but have academically restored good status.
- Frequency:** Upon grades posting – after grades post each term (Automatically sent to student)
- Subject:** Satisfactory Academic Progress (SAP) restored
- Content:**

**American River College  
Financial Aid Office  
4700 College Oak Drive**

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**Student's ID: *fld\_EMPLID***

Dear *fld\_FIRST\_NAME fld\_LAST\_NAME*:

Your academic progress has been reviewed, and it has been determined that you are now meeting the academic requirements to receive financial aid. You are no longer on academic dismissal or probation status for financial aid. The Financial Aid Office will continue to process your application for financial aid. Please log into your eServices Student Center to ensure that all ***To Do List*** items have been completed.

Sincerely,

Financial Aid Office  
American River College  
\*\*\*\*\*

Please do not respond directly to this e-mail. The originating e-mail account is not monitored.

[The Los Rios Community District](#)  
[American River](#) [Cosumnes River](#) [Folsom Lake](#) [Sacramento City](#)

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FA15

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## FA 31 LVN to RN 30 Units Certificate

**Target Group:** ARC Only (provided by ARC)  
**Frequency:** On Demand  
**Subject:** LVN to RN 30 Units Certificate

Dear Student:

You have declared “LVN to RN 30-Unit Certificate” as your major (academic program) for the (float in value term) semester. This is a special admittance program at American River College (ARC) meaning that only those students who apply and are accepted into the program can receive financial aid for this major. All special admittance programs posted their eligible rosters for the 2015/2016 year on 8/17/2015.

Enrollment Services records indicate that you have NOT been accepted into this special admittance program. This means that you will not be eligible for financial aid (other than the BOG Fee Waiver) unless you update to an eligible ARC major that does not require special admittance.

A document has been placed in your My ARC Aid file that is called “Eligible Major,” and it will display as “Not Received.” See the Documents tab in your My ARC Aid portal. The Eligible Major document can only be cleared by updating to an ARC eligible major.

The ARC Counseling Department suggests students select the “SCIENCE – GENERAL” major if they intend to prepare for a medical career. If you wish to update your major to a program that is financial aid eligible, then you can follow the simple steps below:

- Obtain the Major Change Request form. You can download this form at [www.arc.losrios.edu/Documents/Admissions\\_Records/MAJOR%20CHANGE%20for%20web.pdf](http://www.arc.losrios.edu/Documents/Admissions_Records/MAJOR%20CHANGE%20for%20web.pdf)  
or you can visit the Enrollment Services Office to obtain the form
- Select a major at ARC that accurately defines your allowable enrollment goals

All degree majors at ARC are eligible for financial aid EXCEPT those that require special admission approval (the special admission programs are listed below)

- Funeral Services
- Healthcare Interpreting
- ASL English Interpreter Program
- Licensed Vocational Nurse 30-Unit to RN Option Certificate
- LVN to RN Career Mobility
- Paramedic
- Registered Nursing
- Respiratory Care



- Submit the Major Change Request form (see link above) to the ARC Enrollment Services Office by using one of the three following methods:
  1. Email a scanned copy of the completed and signed form from your Los Rios student email account to [recadmis@arc.losrios.edu](mailto:recadmis@arc.losrios.edu). Students who choose this step will not need to provide any further documentation to the ARC Financial Aid Office.
  2. Fax a scanned copy of the completed and signed form to (916) 484-8864 or (916) 484-8865 (both reach the Enrollment Services Office). You must also include a copy of your photo ID in the fax with your completed form to verify your identity. Students who choose this step will not need to provide any further documentation to the ARC Financial Aid Office.
  3. Bring the completed and signed form to the Enrollment Services Front Counter (must bring a photo ID with you at time of submission), obtain a print-out of your new eligible major, and bring the print-out of your major change to the ARC Financial Aid Office.

If you do not update your major, then you will not be eligible to receive federal or state financial aid (other than the BOG Fee Waiver) because you cannot receive funding for a special admittance major that does not have you on its roster. If you wish to receive guidance before selecting an alternative major, then you may contact the ARC Counseling Office for an appointment. Your financial aid file will remain incomplete unless you submit a printed copy of new ARC major for the Fall 2015 semester.

Sincerely,

ARC Financial Aid

FA 32 LVN-RN Career Mobility

**Target Group:** ARC Only (provided by ARC)  
**Frequency:** On Demand  
**Subject:** LVN-RN Career Mobility

Dear Student:

You have declared “LVN-RN Career Mobility” as your major (academic program) for the Fall 2015 semester. This is a special admittance program at American River College (ARC) meaning that only those students who apply and are accepted into the program can receive financial aid for this major. All special admittance programs posted their eligible rosters for the 2015/2016 year on 8/17/2015.

Enrollment Services records indicate that you have NOT been accepted into this special admittance program. This means that you will not be eligible for financial aid (other than the BOG Fee Waiver) unless you update to an eligible ARC major that does not require special admittance. A document has been placed in your My ARC Aid file that is called “Eligible Major,” and it will display as “Not Received.” See the Documents tab in your My ARC Aid portal. The Eligible Major document can only be cleared by updating to an ARC eligible major.

The ARC Counseling Department suggests students select the “SCIENCE – GENERAL” major if they intend to prepare for a medical career. If you wish to update your major to a program that is financial aid eligible, then you can follow the simple steps below:

- Obtain the Major Change Request form. You can download this form at [www.arc.losrios.edu/Documents/Admissions\\_Records/MAJOR%20CHANGE%20for%20web.pdf](http://www.arc.losrios.edu/Documents/Admissions_Records/MAJOR%20CHANGE%20for%20web.pdf)
- or you can visit the Enrollment Services Office to obtain the form
- Select a major at ARC that accurately defines your allowable enrollment goals

All degree majors at ARC are eligible for financial aid EXCEPT those that require special admission approval (the special admission programs are listed below)

- Funeral Services
- Healthcare Interpreting
- ASL English Interpreter Program
- Licensed Vocational Nurse 30-Unit to RN Option Certificate
- LVN to RN Career Mobility
- Paramedic
- Registered Nursing
- Respiratory Care

- Submit the Major Change Request form (see link above) to the ARC Enrollment Services Office by using one of the three following methods:
  4. Email a scanned copy of the completed and signed form from your Los Rios student email account to [recadmis@arc.losrios.edu](mailto:recadmis@arc.losrios.edu). Students who choose this step will not need to provide any further documentation to the ARC Financial Aid Office.
  5. Fax a scanned copy of the completed and signed form to (916) 484-8864 or (916) 484-8865 (both reach the Enrollment Services Office). You must also include a copy of your photo ID in the fax with your completed form to verify your identity. Students who choose this step will not need to provide any further documentation to the ARC Financial Aid Office.
  6. Bring the completed and signed form to the Enrollment Services Front Counter (must bring a photo ID with you at time of submission), obtain a print-out of your new eligible major, and bring the print-out of your major change to the ARC Financial Aid Office.

If you do not update your major, then you will not be eligible to receive federal or state financial aid (other than the BOG Fee Waiver) because you cannot receive funding for a special admittance major that does not have you on its roster. If you wish to receive guidance before selecting an alternative major, then you may contact the ARC Counseling Office for an appointment. Your financial aid file will remain incomplete unless you submit a printed copy of new ARC major for the Fall 2015 semester.

Sincerely,

ARC Financial Aid

FA 33 Paramedic

**Target Group:** ARC Only (provided by ARC)  
**Frequency:** On Demand  
**Subject:** Paramedic

Dear Student:

You have declared "Paramedic" as your major (academic program) for the Fall 2015 semester. This is a special admittance program at American River College (ARC) meaning that only those students who apply and are accepted into the program can receive financial aid for this major. All special admittance programs posted their eligible rosters for the 2015/2016 year on 8/17/2015.

Enrollment Services records indicate that you have NOT been accepted into this special admittance program. This means that you will not be eligible for financial aid (other than the BOG Fee Waiver) unless you update to an eligible ARC major that does not require special admittance. A document has been placed in your My ARC Aid file that is called "Eligible Major," and it will display as "Not Received." See the Documents tab in your My ARC Aid portal. The Eligible Major document can only be cleared by updating to an ARC eligible major.

The ARC Counseling Department suggests students select the "SCIENCE – GENERAL" major if they intend to prepare for a medical career. If you wish to update your major to a program that is financial aid eligible, then you can follow the simple steps below:

- Obtain the Major Change Request form. You can download this form at [www.arc.losrios.edu/Documents/Admissions\\_Records/MAJOR%20CHANGE%20for%20web.pdf](http://www.arc.losrios.edu/Documents/Admissions_Records/MAJOR%20CHANGE%20for%20web.pdf)
- or you can visit the Enrollment Services Office to obtain the form
- Select a major at ARC that accurately defines your allowable enrollment goals

All degree majors at ARC are eligible for financial aid EXCEPT those that require special admission approval (the special admission programs are listed below)

- Funeral Services
- Healthcare Interpreting
- ASL English Interpreter Program
- Licensed Vocational Nurse 30-Unit to RN Option Certificate
- LVN to RN Career Mobility
- Paramedic
- Registered Nursing
- Respiratory Care

- Submit the Major Change Request form (see link above) to the ARC Enrollment Services Office by using one of the three following methods:
  7. Email a scanned copy of the completed and signed form from your Los Rios student email account to [recadmis@arc.losrios.edu](mailto:recadmis@arc.losrios.edu). Students who choose this step will not need to provide any further documentation to the ARC Financial Aid Office.
  8. Fax a scanned copy of the completed and signed form to (916) 484-8864 or (916) 484-8865 (both reach the Enrollment Services Office). You must also include a copy of your photo ID in the fax with your completed form to verify your identity. Students who choose this step will not need to provide any further documentation to the ARC Financial Aid Office.
  9. Bring the completed and signed form to the Enrollment Services Front Counter (must bring a photo ID with you at time of submission), obtain a print-out of your new eligible major, and bring the print-out of your major change to the ARC Financial Aid Office.

If you do not update your major, then you will not be eligible to receive federal or state financial aid (other than the BOG Fee Waiver) because you cannot receive funding for a special admittance major that does not have you on its roster. If you wish to receive guidance before selecting an alternative major, then you may contact the ARC Counseling Office for an appointment. Your financial aid file will remain incomplete unless you submit a printed copy of new ARC major for the Fall 2015 semester.

Sincerely,

ARC Financial Aid