

Financial Aid Guide 2011-2012

Chattanooga State Community College
Financial Aid Office
4501 Amnicola Highway
Chattanooga, TN 37406-1097
423.697.4402
finaid@chattanoogastate.edu

So you've completed the FAFSA...What's next?

First Complete your Requirements

Please note you will need your Student ID

1. Go to www.chattanoogastate.edu
2. Click *TigerWeb* Button on the bottom of the page
3. Enter User ID and Password
4. Scroll to the bottom left hand corner and click on 'Financial Aid Status'
5. Review your Financial Aid Student Requirements for the 2011-2012 Financial Aid Year
6. Complete and submit forms needed online. Forms are located on your TigerWeb home page. Fax in any tax forms needed to 423-697-3126. Remember to write your student ID on the top of each tax form including parent tax forms (for dependent students).
7. Check your *TigerWeb Financial Aid Status* and *ChSCC email* weekly for updates and information.

Second Accept your Awards

1. Follow steps 1 through 4 above
2. Click *Awarded* link
3. Read instructions on the General Information Tab
4. Click on the *Terms and Conditions Tab* and read carefully the requirements for your awards
5. Click *Accept* at the bottom of the page
6. Click *Accept Award Offer Tab* and review your awards
7. Before accepting a loan, determine your expenses and resources for the upcoming year. **DO NOT BORROW MORE THAN YOU NEED!**
8. Accept or Decline a partial or full amount of loans
9. If you accept a loan complete a **Master Promissory Note** and **Entrance Counseling**

How to Request Federal Work Study

1. www.chattanoogastate.edu
2. Click *TigerWeb* Button on bottom of page
3. Enter User ID and Password
5. Scroll to the bottom left hand corner
6. Click on *Federal Work Study Request form*
7. Complete form and submit
8. Request form will be removed when funds are expended.

If You Accept Loans you must complete the MPN and Entrance Counseling

Master Promissory Note & Entrance Counseling

ChSCC processes all loans through the Federal Direct Loan Program. All students must complete the Entrance Counseling. The MPN for Direct Loans must be completed at least one time in a student's educational career. Transfer students who previously received a direct loan from another institution will be required to complete a new Entrance Counseling; however, a new Master Promissory Note (MPN) is NOT required unless it is expired.

1. If you accepted loans and did not complete the MPN or Entrance Counseling when you accepted your loans complete steps 2 through 5
2. Go to www.chattanoogastate.edu/financialaid
3. Click on *Loans*
4. Click on *Federal Direct Loan Application Procedure*
5. Click on **Entrance Counseling** and **Master Promissory Note** to complete the requirements

Exit Counseling

Graduating students or students beginning a period of non-attendance must complete the Exit Counseling.

1. Go to www.chattanoogastate.edu/financialaid
2. Click on *Loans*
3. Click on *Federal Direct Loan Application Procedure*
4. Click on *Federal Loan Exit Counseling*

Are you considering dropping or withdrawing?

1. READ the Withdrawal and Repayment Policy before dropping or withdrawing from classes
<http://www.chattanoogastate.edu/financialaid/farepay>
2. Dropping or withdrawing can result in:
 - a. Suspension from receiving financial aid
 - b. Loss of HOPE Scholarship
 - c. Debt to the institution or US Dept of Education

Question about your Financial Aid?

1. Refer to your *TigerWeb* Financial Aid Status Page
2. Speak with a customer service representative at the Information Desk in the Student Service Building
3. Email: finaid@chattanoogastate.edu
4. Phone: 423-697-4402

Steps to Complete the Enrollment Process for New and Returning Students

1. Apply for Admission (*New students*)
2. Complete the Financial Aid Application
 - a. FAFSA and ChSCC scholarship application
 - b. Complete all ChSCC required documents listed on your *TigerWeb* by priority date (June 1)
 - c. Students turning in documents after June 1 must be prepared to pay fees and receive financial aid as a reimbursement
3. Schedule Placement Test if applicable
4. Submit Applicable Transcripts and Test Scores
5. Submit Applicable health forms
6. Make Advising Appointment
7. Schedule Orientation Session at <http://www.chattanoogastate.edu/orientation>
8. Register for classes
9. Pay Your Fees
10. Pick up Student ID and Parking Permit

After you register for classes Use Pending Aid to Pay Your Fees

Fall fees will be accessed approximately 2nd week in July – you may use pending aid to pay your fees at that time.

1. www.chattanoogastate.edu
2. Click *TigerWeb* Button on bottom of page
3. Enter User ID and Password
4. Click on the link under Tigerweb Self-Service - *Click here to Enter*
5. Click on *Student*
6. Click on *Student Account*
7. Click on *Account Detail for Term/confirm enrollment/credit card payment*
8. Select Appropriate Term and click submit
9. Click on “Yes, I will attend...”

If you do not receive a confirmation number and are redirected to a payment screen, check to ensure your financial aid is complete and posted to your account. If your aid is posted on your account and you have a remaining balance OR you have not completed your application you must pay your fees. Refer to “Ways to Pay”

If payment is required

For detailed information on Ways to Pay, be sure to check the Bursar’s website at <http://www.chattanoogastate.edu/bursar/burpay>

- Pay Online
- Pay by Check via Mail
- Pay In Person with Cash, Check or Credit Card
- Pay By Drop Box
- Deferred Fee Payment Plan • (NOT available in Summer)