Financial Aid Refunds

Please note:

Loan funds for first-year, first-time loan borrowers cannot be posted to the Student Account until 30 days after the student's course(s) have begun (this applies to loans only, not other types of aid such as Pell grants and scholarships). The term "first-year, first-time borrower" applies to students who have never had a student loan at NWACC or any college/university, and have either earned less than 30 credit hours or are enrolled in a technical certificate (TC) or certificate of training (CT) degree.

Here is a summary of the refund process:

Step 1: Prior to the refund disbursement date, estimated financial aid appears on the My Account page in TouchNet (see screenshot below).

![My Account Screenshot]

Step 2: After financial aid disburses grants, scholarships, loans, etc., you will know that your aid has posted when your account looks like one of the following two screenshots.

Screenshot #1: All of your aid has been posted. The negative amount due is the amount you will receive back as a refund within 14 days.

![My Account Screenshot]

Screenshot #2: Partial aid has posted. The negative amount due on line one (Amount Due) is the amount you will receive back as a refund within 14 days. Remaining financial aid should be released at a later date.

It is possible that only a portion of your aid will post to your account, leaving a balance in your Estimated Financial Aid. Reasons for partial aid disbursements include:

1. A 30-day delay in your loan for first-time, first-year loan borrowers
2. A single-term loan (Fall only or Spring only) which requires the 2nd installment after mid-point of the semester.
3. An incomplete requirement needed to fully disburse the remaining estimated aid. (Check for missing requirements in My NWACC Connection under the Financial Aid section)
4. A recent enrollment change which may require an aid adjustment. Enrollment changes are routinely reviewed and adjusted as needed by the Financial Aid Office.

Step 3: The amount due goes from a negative number to a zero balance (not including any remaining estimated aid) and you see the word "Refund" on the View Account Activity page (as shown in the red box). A zero balance indicates that all of the student’s refund(s) have been processed.